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User\\_Guides/PA\\_BFRR\\_Plan\\_  
Application.pdf](https://www.EMBARQ.com/2788/User_Guides/PA_BFRR_Plan_Application.pdf)

1-888-436-7841



[https://www2.verizon.com/  
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Please call the toll-free contact  
number shown on your  
telephone bill



[http://www.windstream.com/  
about/pdf/pa/BonaFideRetail  
RequestProgram.pdf](http://www.windstream.com/about/pdf/pa/BonaFideRetailRequestProgram.pdf)

1-866-406-3784



### You Can Contact the PUC by



#### Calling us

1-800-692-7380  
For people with speech or hearing  
loss, dial 711 (Telecommunications  
Relay Service).



#### Visiting our Web site

[www.puc.state.pa.us](http://www.puc.state.pa.us)



#### Or writing to us

PA Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17105-3265

### You Can Contact DCED by



#### Visiting our Web site

[www.newpa.com/broadband](http://www.newpa.com/broadband)

### You Can Get Assistance by



Calling the Pennsylvania  
Office of Consumer Advocate  
Toll Free at  
1-800-684-6560  
[www.oca.state.pa.us](http://www.oca.state.pa.us)



# Do you want High-Speed Internet Service?

# Are you able to subscribe to high-speed Internet service (for example, DSL) where you live? If not, help is on the way.



The Public Utility Commission is working with the Department of Community and Economic Development (DCED) to implement Act 183 of 2004. Act 183 requires telecommunications companies to provide high-speed access to Internet service to all customers no later than 2015.

## How Can You Access High-Speed Internet Service?

Act 183 also established a program to help customers get high-speed Internet service sooner than the proposed deadline. Customers must show that there is demand for high-speed Internet service within their "Carrier Serving Area." The Carrier Serving Areas are geographic areas designated by each local telephone company. Customers demonstrate there is demand by submitting a special application to their local telephone company. The program requires local telephone companies to provide high-speed access to Internet service sooner if there is a sufficient demand for it.

## Bona Fide Retail Request Program

Through the Bona Fide Retail Request (BFRR) Program, you can request that high-speed Internet service be provided to you and your Carrier Serving Area as soon as possible.

Act 183 requires that Verizon, Embarq PA and Windstream offer BFRR programs. If you are a customer of one of these companies and high-speed Internet service is not currently available to you, you may submit an application to your company asking them to make it available.

Each of the above companies has information about the BFRR Program and an application

on its Web site. You can reach the Web sites through the DCED Web site: [www.newpa.com/broadband](http://www.newpa.com/broadband).

When the company receives applications for high-speed Internet service for 50 telephone lines or 25 percent of the telephone lines in a Carrier Serving Area, whichever is less, the company must make that service available to customers in that area. When the company receives applications from enough customers, the company will notify those who applied. The company also will provide the price and terms of high-speed Internet service. These customers must agree with the price and terms and commit to subscribe to high-speed Internet service for one year. The company has one year to make the service available. The company will provide the expected date that high-speed Internet service will be available.

Your company will be able to help you learn about the boundaries of your Carrier Serving Area so you can encourage your neighbors to sign up.

This description of the BFRR Program provides a summary and is not a substitute for the legal provisions of Act 183.

