



**PLEASE PLACE THIS INFORMATION IN A LOCATION WHERE IT MAY BE VIEWED  
BY ALL WHO MIGHT NEED TO USE IT.**

### **PEG SIGNAL QUALITY or OUTAGE ISSUES**

Verizon understands the importance of Public, Education and Government (PEG) programming and the need to address/resolve signal quality and outage issues as quickly as possible. Therefore, it is Verizon's pleasure to announce that Verizon's **National Network Management Center (NNMC)** will now be available to PEG Programming providers should PEG signal quality or outage issues occur.

The NNMC is staffed with experienced Network Specialists currently working with national broadcast providers. The NNMC will provide efficient and expeditious resolution of PEG signal quality or outage issues. The NNMC is available 24x7 and will immediately initiate PEG troubleshooting eliminating the need to call your FiOS TV Franchise Management team when a problem occurs. Your FiOS TV Franchise Management team will remain a resource to PEG providers on PEG signal quality and outage issues as necessary and for all other Verizon video franchise concerns.

### **WHAT PEG PROGRAM PROVIDERS NEED TO DO:**

1. Call the NNMC at 1-800-243-6994, then Option 2, Option 2 (this number is strictly for PEG channel service & outage issues)
2. Identify yourself as a PEG Provider
3. Provide the municipality name, channel number(s) affected and brief description of the problem
4. Provide a telephone call back number, cell preferably, and building access information should the need to dispatch a Verizon technician be required.

### **WHAT VERIZON'S NNMC WILL DO:**

1. The NNMC will troubleshoot the Verizon Network to determine if the problem is the Network
2. If necessary, a dispatch to the PEG programming origination site will be arranged

#### **PLEASE NOTE**

**The NNMC is not responsible for provisioning PEG channels, nor the PEG monitoring free service drop. The PEG monitoring drop is a subscriber drop used for viewing PEG channels on the FiOS TV network. For any PEG related issues other than signal quality or an outage as described above please email: [nj-peg@verizon.com](mailto:nj-peg@verizon.com).**

**PLEASE PLACE THIS INFORMATION IN A LOCATION WHERE IT MAY BE VIEWED  
BY ALL WHO MIGHT NEED TO USE IT.**