



Notice of Planned Discontinuance: Engineered Centrex and ISDN Primary Rate Interface (PRI)

February 17, 2026

Dear Valued Customer:

Account Number:

Vision ID: 452035500

Verizon is engaged in a multi-year program to update to next generation network equipment. Consequently, Verizon will discontinue the following services:

- Engineered Centrex service, including Foreign Served Centrex (CLNAs).
- ISDN Primary Rate Interface (PRI).

This notice applies only to services sold by Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon North LLC, Verizon Pennsylvania LLC, Verizon South Inc., and Verizon Virginia LLC, Verizon Washington, DC Inc.

According to our records, you currently subscribe to one of these services.

Service Discontinuance Timeline

Verizon will begin a phased discontinuance of these services on or after **June 1, 2026**. Verizon will provide you with an additional notice at least 90 days in advance of the actual date that your services will be disconnected.

Circuit additions, moves or changes, including modifications to these existing services will also no longer be supported.

What This Means for You

To avoid any potential service disruption, please review your use of these services and determine whether you wish to migrate to an alternative Verizon product or to another provider. We are happy to work with you to find alternative solutions such as IP Trunking, VoIP Services, or Verizon wireless services.

Additional Information

- The state-specific names for the Engineered Centrex and ISDN Primary Rate Interface (PRI) services are shown below in the table of Attachment 1 and 2, respectively.
- All changes are subject to any applicable contractual obligations and regulatory approvals.
- For existing Federal, state, and local Government agencies and educational institutions, modifications to service offerings will continue to be subject to the terms of their contract, the tariff, or the Product Guide.

We value your business and look forward to helping you realize the benefits that our advanced offerings can unlock for you. Should you have any questions or would like to discuss alternatives to the service being discontinued, please contact your assigned account executive or authorized Verizon partner. If you do not have an assigned account executive or authorized Verizon partner, you can contact us at VZProductWithdrawal@verizon.com, or call the phone number on your invoice.

Sincerely,

Verizon

Note: Massachusetts customers can also contact the MA Department of Telecommunications and Cable Hotline, 800-392-6066.