



THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF THE ATTORNEY GENERAL

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June 18, 2010

Catrice C. Williams, Secretary  
Department of Telecommunications and Cable  
One South Station, 4<sup>th</sup> Floor  
Boston, Massachusetts 02110

Re: Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to General Law Chapter 159, Section 16, of the telephone service quality of Verizon New England Inc., d/b/a Verizon Massachusetts, in Berkshire, Hampden, Hampshire, and Franklin Counties, D.T.C. 09-1

Dear Secretary. Williams:

Enclosed please find the Attorney General's Initial Brief and Certificate of Service in the above referenced matter.

Sincerely,

*/s/ Sandra Callahan Merrick*

Sandra Callahan Merrick  
Assistant Attorney General

Enclosures

cc: Kalun Lee, Hearing Officer  
Service List

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

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Investigation by the Department of Telecommunications and )  
Cable on its own motion, pursuant to General Law Chapter 159, )  
Section 16, of the telephone service quality of Verizon New )  
England Inc., d/b/a Verizon Massachusetts, in Berkshire, )  
Hampden, Hampshire, and Franklin Counties )

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D.T.C. 09-1

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served the foregoing document upon each person designated on the official service list compiled by the Secretary in this proceeding, dated at Boston this 18th day of June, 2010.

*/s/ Sandra Callahan Merrick*

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