



THE COMMONWEALTH OF MASSACHUSETTS
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November 23, 2010

Catrice Williams, Secretary
Department of Telecommunications and Cable
1000 Washington Street, Suite 820
Boston, MA 02118

Re: DTC 09-1, In re Verizon Service Quality in Western Massachusetts

Dear Secretary Williams:

We are writing to update the Department concerning the status of our settlement negotiations with respect to the above referenced matter. Specifically, in follow-up to our letter of November 15, 2010 to the Department on the same matter, we would like to inform you that we have discussed the proposed settlement agreement again with counsel for the towns of Hancock, Egremont and Leverett and the IBEW.

During our discussions, we learned that each of the towns wish to discuss the settlement agreement with their full Boards of Selectman. We understand that on Tuesday, Nov. 16, 2010, the Select Board of Hancock voted to sign on to the settlement agreement. Leverett will place the proposed settlement on its agenda for its Select Board meeting on November 30, 2010. Egremont's Select Board has met to discuss the settlement agreement and we are awaiting further communication from counsel about the status of their discussions. In addition, we understand that the IBEW supports the settlement agreement. We will provide further updates to the Department as they become available.

Sincerely,

Handwritten signature of Sandra Callahan Merrick in blue ink.

Sandra Callahan Merrick
Assistant Attorney General

Handwritten signature of Alexander W. Moore in blue ink, with "(see)" written in parentheses to the right.

Alexander W. Moore
Deputy General Counsel
Verizon New England, Inc.

cc: Geoffrey G. Why, Commissioner
Kajal K. Chattopadhyay, General Counsel
Kalun Lee, Hearing Officer
Jesse S. Reyes, Division Chief, Office of Ratepayer Advocacy
Service List