



COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 09-1

January 13, 2011

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.

NOTICE OF PUBLIC HEARING AND INQUIRY

On June 1, 2009, the Department of Telecommunications and Cable (“Department”), pursuant to G. L. c. 159, § 16, opened a regional investigation of Verizon Massachusetts’ (“Verizon”) telephone service quality in Berkshire, Hampden, Hampshire, and Franklin Counties (“Regional Service Quality Investigation”) and consolidated existing Verizon telephone service quality investigations for the Towns of Hancock and Rowe and petitions regarding Verizon’s telephone service quality by the Towns of Shutesbury and Egremont into the Regional Service Quality Investigation. On December 16, 2010, the Department received from the parties in the Regional Service Quality Investigation their joint motion for approval of settlement (“Joint Motion”) and a proposed settlement agreement (“Proposed Settlement Agreement”). Copies of the Joint Motion and Proposed Settlement Agreement can be viewed online at the Department’s online docket found at: <http://db.state.ma.us/dtc/frmDocketList.asp>.

The Department will hold a hearing to receive public comments regarding the Proposed Settlement Agreement and conduct its inquiry into the Settlement Agreement’s reasonableness to ensure that it is consistent with applicable law and the public interest. The hearing will be held at:

10:00 a.m.
January 26, 2011
Department of Telecommunications and Cable
1000 Washington Street
Hearing Room 1G
Boston, MA 02118

Members of the public and elected officials are invited to attend and comment. Persons wishing to comment on this matter may appear at the public hearing or file written comments with Catrice C. Williams, Secretary to the Department of Telecommunications and Cable, Two South Station, 4th Floor, Boston, Massachusetts 02110. Written comments must be filed no later than the close of business (5:00 p.m.) on Tuesday, January 25, 2011.

Any person who desires to file written comments shall file an original and six (6) copies of such written comments with Catrice C. Williams, Secretary, Department of Telecommunications and Cable, 1000 Washington Street, Boston, MA 02118, no later than the close of business (5:00 p.m.) on January 25, 2011. All written pleadings or comments must indicate the docket number of this matter (D.T.C. 09-1) and must be served on counsel for all parties. The current service list is available from the Department. Any questions regarding this proceeding should be directed to Catrice C. Williams at catrice.williams@state.ma.us or at 617-368-1120.

If possible, please submit a copy of all comments to the Department in electronic format by e-mail attachment to dtc.efiling@state.ma.us and Catrice.Williams@state.ma.us. The text of the e-mail must specify: (1) the docket number of the proceeding, D.T.C. 09-1; (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. Text responses should be formatted as either Microsoft Word or Adobe PDF compatible files. Data or spreadsheet responses should be compatible with Microsoft Excel. All comments submitted in electronic format will be posted on the Department's web site: <http://www.mass.gov/dtc>.

Any person desiring further information regarding this notice may contact: Kalun Lee, Hearing Officer, Department of Telecommunications and Cable, 1000 Washington Street, Boston, Massachusetts, 02118, e-mail Kalun.Lee@state.ma.us.

By Order of the Department

/s/ Catrice C. Williams
Catrice C. Williams, Secretary