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June 9, 2009

Catrice C. Williams, Secretary
Department of Telecommunications & Cable
Commonwealth of Massachusetts
Two South Station, 4th Floor
Boston, Massachusetts 02110

Re: D.T.C. 09-1 — Regional Service-Quality Investigation

Dear Ms. Williams:

On behalf of Verizon New England, Inc., d/b/a Verizon Massachusetts (“Verizon MA”), I am writing to express Verizon MA’s intentions with regard to its participation in the public hearings and subsequent adjudication in the above-referenced proceeding.

As indicated in the Order to Open Investigation (the “Order”) the Department of Telecommunications and Cable (the “Department”) has stated that it “...will conduct the Regional Service Investigation as an adjudicatory proceeding, as defined in G.L. c. 30A, § 1(1).” Order at 19. Verizon MA intends to avail itself of all procedural rights under applicable law, including the rights to present evidence, conduct discovery and cross-examine witnesses. However, consistent with past practice, Verizon MA assumes that the scheduled public hearings will serve as opportunities for the Department to solicit comment and testimony from the public. Accordingly, although Verizon MA will send a representative, it does not intend to testify at the public hearings or to cross-examine at that time any witness who presents sworn testimony at those hearings.

As indicated in the Department’s Notice of Public Hearing, at a later date, after the hearings, the Department will convene a procedural conference to establish a schedule for the adjudication of the case. In order to avoid any possible confusion about Verizon MA’s intent regarding this proceeding, Verizon MA hereby requests an evidentiary hearing, the opportunity to file testimony and other evidence, the right to conduct discovery on any parties or witnesses providing sworn testimony, the right to cross-examine at the evidentiary hearing any witnesses who provide sworn testimony in the case and the opportunity to submit written briefs.

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Thank you for your consideration of this letter. Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert N. Werlin". The signature is fluid and cursive, with the first name "Robert" and last name "Werlin" being the most prominent parts.

Robert N. Werlin

cc: Kalun Lee, Hearing Officer
Lindsay DeRoche, Hearing Officer
Geoffrey G. Why, General Counsel
Michael Isenberg, Director, Competition Division
Benedict Dobbs, Assistant Director, Competition Division
Sandra Callahan Merrick, Assistant Attorney General
Janet H. Pumphrey, Esq.
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