

July 13, 2006

Alicia Matthews  
Director, Cable Division  
Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

Dear Director Matthews:

I am sending this letter to formally request that you please consider making some changes to your current process of Cable TV Franchising. Specifically, I'm interested in being able to select Verizon as my Cable TV provider. Many of my clients and friends are Massachusetts residents who live with disabilities. Verizon has a lengthy history and an outstanding performance record when it comes to providing services for people with disabilities. Verizon operates an office dedicated solely to the needs of their disabled users. Unfortunately, my disabled associates have not always been able to successfully obtain important customer service from their current (non Verizon) cable providers.

Any efforts that you can put forth in order to expedite the current franchising process will directly benefit all cable consumers in Massachusetts. If Verizon is able to provide cable to Massachusetts residents, disabled cable customers will be able to finally obtain the services they deserve. I thank you, in advance, on behalf of all Massachusetts residents.

Sincerely,

Christopher E. Hartling  
One Colleen Circle  
Burlington, MA 01803

Cc: Director of Consumer Affairs and Business Regulation, Janice Tatarka  
Chairwoman Judith Judson  
Commissioner James Connolly  
Commissioner W. Robert Keating  
Commissioner Brian Paul Golden