

DTC 89-1

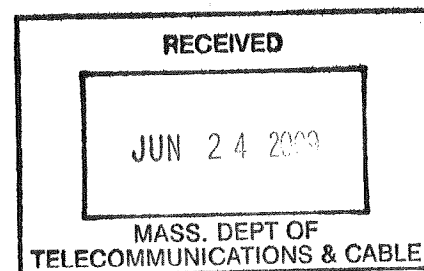
COOLEY DICKINSON HOSPITAL

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June 19, 2009

Catrice C. Williams
Secretary of DTC
Two South Station
4th Floor
Boston, MA 02110

Subject: Regional Investigation of Verizon Services



Dear Ms Williams,

I am Manager of Data/Voice Communications for Cooley Dickinson Hospital in Northampton, MA. I have dealt with Verizon in a communications capacity for 20 plus years and my perception is that Verizon has lost its compass when it comes to providing Customer Service.

In years past being a local hospital gave us some leverage when it came to telephone lines or circuits that where out of service. We could ask for some immediate action because it was affecting patients service in some way and we would get moved to the top of the heap. This is no longer true.

My most recent outage was a T1 that provides all voice services for our medical building in Amherst. The T1 was purchased through a reseller of Verizon services, One Communications, but the last mile from the Central Office to the building is with Verizon. We have had 4 outages of the circuit in the last 4 months, the longest being 4 days. We have been told that the local cable are at fault. It usually takes between 4 & 6 Hours to get a technician on site and at least an hour or two of repair time. I cannot imagine any business that would be happy with these response times but for a hospital, this is forever. As a hospital, we try to build backup systems and backup plans for handling these situations. The time it takes and the multiple outages with no assurance that we have permanent fix has been more than frustrating. In response to this slow action, I have had to order additional telephone lines, which will allow us to forward the main numbers to these lines when the T1 is out of service. It is terrible that I have to build backup service at great cost because I know Verizon will not perform a repair in a reasonable time and we have to work around them. I believe the local facilities that serve our homes and businesses has aged beyond normal engineering boundaries and it takes a very large failure rate to force Verizon to replace old, end of life facilities.

This example of Verizon's performance has become the norm and we have gotten used to it. Our expectations are very low. It is amazing what you can get accustom to.

I feel that in Western Massachusetts, the service will continue to get worse as we are rural and the profit margins are low, thus Verizon feels we are not worth the effort or cost to bring the facilities or staff to a level that provides great service.

Thank you for soliciting our input

Sincerely,

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