
From: Arthur Dellea [dellea@ureach.com]
Sent: Monday, February 23, 2009 3:31 PM
To: Williams, Catrice (DTC)
Subject: Proposed Regional Service Quality Investigation

To: Catrice C. Williams, Secretary
Department of Telecommunications and Cable

Dear Ms. Williams,

My name is Arthur Dellea, sole proprietor of Dellea.biz Computer Services, based in the town of Alford, in southern Berkshire county, southwestern Massachusetts. I serve well over 400 computer customers, most of which are still stuck with using dial-up or satellite internet services. I'm also a member of the Alford Broadband Committee, and our committee is joined with the Southern Berkshire Regional Technology Committee <http://southberkshiretech.org/>.

Ms. Williams, I honestly don't know where to start. There is so much history where Verizon is concerned that I can only offer you the highlights. Here in Alford, we had formed our own broadband committee a few years ago. After several attempts at getting Verizon DSL, we were given so many lies and excuses that we eventually gave up completely. Their final non-generous offer stated that they would provide us with DSL, if we, the townspeople were willing to pay for all of the equipment, labor, etc! Where Time Warner cable is concerned, they looked into the specifics of our town and said they would never run cable here, because it would supposedly cost them \$17 thousand per mile to run wire.

I'm not sure if you're familiar with the town of Alford. I believe that Alford is the smallest town in the country. Alford is only 11 square miles, and has only 17 miles of public roadways, and has only 400 residents, half of which are part-time. For more statistics on our town, you can visit our town's website at <http://www.townofalford.org>

Anyways, my point is, our town is so unbelievably small in size, and it would probably take less than 1 week for Verizon and/or Time Warner to run fiber-optic cable through our town. In fact, all of the towns that surround us have DSL service, and most have cable, but we have neither. Our broadband committee worked for over 2 years with a local WISP called WiSpring <http://www.wispring.com> to erect two repeating towers on each side of Alford's valley in order for us to have a third and much faster option than just dial-up and satellite services. However, there are still residents in Alford that cannot get satellite or WiSpring service because of their topographical location and surroundings, and they are stuck with dial-up service as their only option.

Verizon telephone service is very poor in Alford. At times in the past, we've had half of the town without phone service for a day at a time, even on clear sky days, without any notification or explanation from Verizon whatsoever. And still, though most of the town's lines have been supposedly replaced, whenever it rains a large percentage of our residents lose basic phone services! This is a detriment to the basic safety of our residents, and it needs to be addressed immediately, and fixed permanently, without any more excuses or delays from the lazy corporate Verizon giant!

You know as well as I do that DSL runs over the same lines as telephone service, and if the lines are poor, then DSL would never be a possibility. But, we also know that DSL is already an obsolete technology, and that fiber-optic should replace all of the copper-wired standards anyways. This is also long past due!

I suggest, in fact I demand, that you, the state, do a full in-depth investigation into Verizon, their lack of quality and service throughout southern Berkshire county in western Massachusetts is sickening! I'm sorry for my blunt rage, but our citizens, my customers, even our south county town offices have suffered the wrath and enslavement of Verizon for long enough!

It's time the state steps in and takes action in this situation, and forces Verizon to uphold its politics and its public promises!

In closing, here are a list of links I have to offer from previous articles I've written on Verizon, just for your reference, which will give you more insight into other problems that they've created over the years. Thank you for your time.

<http://support.dellea.biz/content/view/123/62/>

<http://support.dellea.biz/content/view/115/62/>

<http://support.dellea.biz/content/view/105/62/>

<http://support.dellea.biz/content/view/48/62/>

<http://support.dellea.biz/content/view/34/62/>

Sincerely,
Arthur Dellea
Dellea.biz Computer Services
1-877-594-0497

P.S. - Check <http://support.dellea.biz> regularly for my latest news, articles and information! Register as a user for extra services and to receive monthly updates by email!