

Catrice C. Williams
Secretary of DTC
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Boston, MA 02110

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To Whom It May Concern:

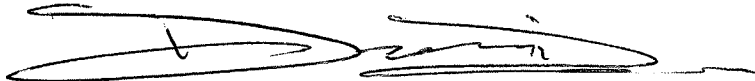
My Name is David Divine I have an automotive repair business at 62 Sheffield Road in Egremont Massachusetts. I also have a home at 136 Hillsdale Road in Egremont. I have been having static problems on my telephone line for almost ten years now. Usually it happens more than once a year sometimes to the point where one of the lines is dead. Last year the lineman told me the lines were stretched out because they were installed in 1940. They managed to repair the lines then. This year they were not able to repair the lines because of the continuous rain.

Now the phone line is so bad it took more than five tries to get the credit card machine to run a credit card for a customer who was waiting. Most of my customers from Egremont tell me they have similar phone problems. I know on my home phone which is also in Egremont also has static so bad that it causes the answering machine to run on after a message is made. The Internet is very slow when it is working because of the amount of static on the lines. I have to have the Internet to look up automotive related issues. I need to have current information because vehicles are always going out of date on published material. I also need the Internet to do my banking on line. I do a lot of credit card transactions and my checking account needs to be balanced weekly. We are also planning to become a vehicle inspection station and will have to connect with the Registry of Motor Vehicles.

Recently I visited Sheffield, Massachusetts a bordering town to Egremont, where there is Time Warner cable, which gives you access to high speed Internet, and excellent quality phone service for business or residential on one small cable wire. Why does Sheffield have this option and we don't?

I think, if we had Time Warner, it would give Verizon something to compete against. Please help us to get quality high-speed communications in Egremont any way possible.

Very truly yours,

A handwritten signature in black ink, appearing to read 'David Divine', with a large, stylized initial 'D' and a horizontal line extending to the right.

David Divine