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**From:** Denise LeBeau [lebeau\_denise@yahoo.com]  
**Sent:** Tuesday, February 17, 2009 5:50 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** re: Proposed Regional Service Quality Investigation  
**Attachments:** stat9639.jpg

Dear Catrice

I am sending this message to you in response to the Proposed Regional Service Quality Investigation.

I live in Alford, Ma., in the Berkshires, and have had problems for many years with my Verizon service. I have called and complained about the quality of service on our lines, but have gotten nowhere.

We have gone days without service. Both telephone and dial-up service. Because of the problem, I have since had to discontinue my contract for my dial-up service. It was "down" more than I could access it. My children had to go elsewhere to complete homework that needed to access the internet. They just couldn't get on line..

I was told that we would be able to hook into DSL, that we were within the distance of the box. But everytime I called Verizon to switch, I was told that I couldn't have the DSL. Finally, I just gave up.

Anyway, this all usually happens when it rains. I was told that there were pin holes in the lines, and once wet, it disrupted service. The crackling was so bad, you could not make out who was on the other end. And, that was if we had phone service at all.

I hope that this investigation can get to the bottom. I have been very unhappy with the quality of service that I have received from Verizon.

Thank you for your time.. I look forward to hearing the outcome.

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