
From: Carl Doerner [cdoerner@surfglobal.net]
Sent: Thursday, February 19, 2009 7:49 PM
To: Williams, Catrice (DTC)
Subject: Verizon problems

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Dear Ms. Williams:

What a relief to read in today's Greenfield Recorder that someone in state government may be ready to listen to our complaints about Verizon service and possibly take action. We would drop it in a heartbeat, had we any other alternative. In 2007 our complaint to the Commonwealth's Office of the Attorney General brought only an offer to "mediate" with the company.

I've been a rural phone customer for most of my life. In Vermont it would take a truly major storm to disrupt service. Here, we hold our breath each summer, when several days of rain dampen very old lines and shut down service along our road for up to a week. There is a very long record of this and, yes, our linemen shrug and say, "These lines are very old, the company won't replace them, and they don't care." I wish I had a tape recording, but can at least vouch for having heard this on at least three occasions.

But the corporate indifference goes beyond what does or does not come over the wires. Without going into detail in an email, I can charge their business office practices as either indifferent or incompetent. After making a number of complaints by phone, to which there was no response, I chose the legalistic route of putting complaints in the mail to (bill listed) Verizon Customer Service, 185 Franklin Street, Boston, MA 02110. I have never had a response, nor remedy as a result of such letters. My follow up calls, on two occasions, drew this response: "The letter was probably lost in the mail."

Of course, it would be nice to have DSL, but Verizon would apparently not be able to deliver that without replacing their antiquated lines. From our experience, we are serviced by a company that is, long term, solely interested in extracting maximum profit from the franchise it holds.

Thank you for your interest in this matter.

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