

South Hadley Electric Light Department Petition for Designation as an Eligible
Telecommunications Carrier

**RESPONSE OF SOUTH HADLEY ELECTRIC LIGHT
DEPARTMENT
TO FIRST SET OF INFORMATION REQUESTS BY THE
DEPARTMENT OF TELECOMMUNICATIONS AND
CABLE**

Pursuant to 207 C.M.R. § 1.06(6)(c), the Department of Telecommunications and Cable (“Department”) submits to the South Hadley Electric Light Department (“SHELD”) the following information requests:

Requests

D.T.C. 1-1 Please confirm that SHELD is petitioning only for designation as a low-income ETC and is not pursuing high-cost designation at this time.

RESPONSE D.T.C. 1-1 SHELD is petitioning only for designation as a low-income ETC.

D.T.C. 1-2 Please identify what services SHELD currently provides in each of these three communities: a) South Hadley b) Shutesbury, and c) Leverett.

RESPONSE D.T.C. 1-2 SHELD currently provides both gig-speed internet and VOIP landline service to South Hadley, Shutesbury and Leverett.

D.T.C. 1-3 Please identify whether SHELD, if approved in this proceeding, plans to convert any of its existing landline customers to Lifeline services.

RESPONSE D.T.C 1-3 Yes, with our marketing materials ready to go, we will open up the option of Lifeline services to all customers in South Hadley, Shutesbury and Leverett.

D.T.C. 1-4 Please elaborate on SHELD’s Network Operations Center (NOC), referenced on pages 7-8 of the Petition. Please specifically address how the NOC monitors the network and equipment and the process of how the NOC alerts internal and external contacts in the event of an emergency.

RESPONSE D.T.C. 1-4 Currently SHELD aka Fiberspring Network operations are monitored by Holyoke Gas & Electric Department's Telecom Division (HG&E) which is our managed wholesale internet provider for network operations 24/7/365 and works directly with SHELD alerting us of all network and supervisory activity and outages that is also monitored by SHELD technical staff during normal business hours and off hours.

The overall function is to maintain optimal network operations across a variety of platforms, mediums and communications around the clock analyzing problems, performing troubleshooting, communicating with SHELD and HG&E telecom personnel and our technical call center until they are resolved in the Towns of South Hadley, Shutesbury and Leverett MA.

Any and all network outages are reported to SHELD technical personnel via network / Gpon equipment and transport equipment by our network operator HG&E via email and phone call notification at the time of the incident. From there we continue to alert SHELD Telecom personnel and our technical call center hosted by Netegrity Consultants LLC.

Our NOC carry's out the following responsibilities:

Monitors for Internet and Voice Outages

Network Equipment Failures, Alarms and Updates

Communications Management from 2 Central Offices and Colocation at 1 Federal in Springfield MA.

Firewall Management

Monitor AC/DC and UPS Power along with Generator functions

Performance and Subscriber Usages

Quality Control Reporting

Threat Analysis

Intrusion Detection

Incident Response

D.T.C. 1-5 Please refer to the Petition at page 19. Please explain what is meant by the statement, "SHELD currently provides Lifeline services in two towns."

RESPONSE D.T.C. 1-5 Currently, Shutesbury customers are able to take advantage of the Lifeline benefit as they have an agreement in place with Westfield Gas & Electric Department to manage this service for them. Once SHELD is approved as an ETC, we will be able to offer this option to all customers in South Hadley and Leverett as well.

RESPECTFULLY SUBMITTED.

SOUTH HADLEY ELECTRIC LIGHT DEPARTMENT

/S/ SEAN FITZGERALD

SEAN FITZGERALD, MANAGER