

# HANNON LERNER

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James E. Hannon  
(1935-1971)  
Maurice I. Lerner  
(1937-1980)

November 6, 2009

Ms. Catrice Williams, Secretary  
Department of Telecommunications and Cable  
Two South Station, 4<sup>th</sup> Floor  
Boston, MA 02110

Re: In re Verizon Service Quality in Western Massachusetts, D.T.C. 09-1

Dear Ms. Williams:

Enclosed please find the pre-filed testimony of the following individuals on behalf of Town of Hancock and the Town of Egremont: Sherman Derby, Richard Morin, Lois Rancatti, Barbara Williams, Edith Smith, Susan Smith, Barbara Greene, Martin Greene, Enid Rothenberg, John Cheek, Martha King, Joel S. Grossman, M.D., Forrest D. Gossage, Alice Tortiello, Paul Giroux, Patricia Reiner, Gail Palmer, Christopher J. Bouchard, Charles Flynn, in his personal capacity, and Charles B. Flynn, in his capacity as a member of the Town of Egremont Technology Study Committee.

Very truly yours,



JEREMIA A. POLLARD

JAP/tlm

Enclosures

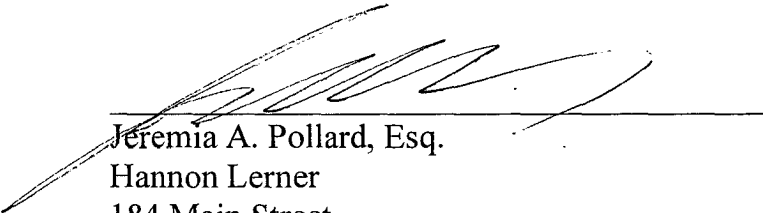
**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

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*In re Verizon Service Quality in Western Massachusetts*  
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**D.T.C. 09-1**

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served the following documents upon each person designated on the official service list compiled by the Secretary in this proceeding, dated at Boston this 6th day of November, 2009; namely, the following pre-filed testimony of the Town of Hancock and the Town of Egremont: Sherman Derby, Richard Morin, Lois Rancatti, Barbara Williams, Edith Smith, Susan Smith, Barbara Greene, Martin Greene, Enid Rothenberg, John Cheek, Martha King, Joel S. Grossman, M.D., Forrest D. Gossage, Alice Tortiello, Paul Giroux, Patricia Reiner, Gail Palmer, Christopher J. Bouchard, Charles Flynn, in his personal capacity, and Charles B. Flynn, in his capacity as a member of the Town of Egremont Technology Study Committee.

  
\_\_\_\_\_  
Jeremia A. Pollard, Esq.


Hannon Lerner  
184 Main Street  
P.O. Box 697  
Lee, MA 01238-0697  
(413) 243-3311  
BBO#: 643382

### *In re Verizon Service Quality in Western Massachusetts*

# AFFIDAVIT OF SHERMAN DERBY

1. I am currently a Verizon customer. I am also a member of the Board of Selectmen, the Chief of Police, and the Superintendent of Streets for the Town of Hancock.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Signed under the pains and penalties of perjury this 30<sup>th</sup> day of October, 2009.

  
Sherman Derby

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF SHERMAN DERBY

Q: Please state your name and address for the record?

A: My name is Sherman Derby and I reside at 2708 Hancock Road, Hancock, Massachusetts.

Q: How long have you lived in Hancock?

A: Since I was born in 1941.

Q: Please describe your position with the Town.

A: I currently serve as a member of the Town of Hancock Board of Selectmen. I am also employed as the Chief of Police and Superintendent of Streets for the Town of Hancock.

Q: Have you had any reason to interact with Verizon's employees in your official capacities? Please Explain?

A: Yes. As a member of the Board of Selectmen and as Chief of Police, in late 2006 and early 2007, I was involved in attempting to address serious concerns regarding the adequacy of Verizon's service to approximately one-third of our residents. In doing so, I worked directly with William Dealecio, a Verizon representative who was meeting with me on a weekly basis. Mr. Dealecio eventually stated that the company had reached an end point where Verizon could do no more to repair Verizon's equipment because the lines are older lines. Several weeks after Mr. Dealecio indicated there was no more to be done with the system, in February of 2007, Town officials called local residents to inquire of their service, as we had received multiple complaints throughout the years. The results of that survey, which was assembled by the Selectmen and generated in the ordinary course of business, is attached to this affidavit as Exhibit A.

Q: Have you yourself experienced any problems with Verizon's service? Please explain.

A: Yes, I have experienced static on my personal phone line and continue to get static on my line when it rains. Additionally, I have been without service for up to three days. Also, when Verizon fixes my line, my neighbor will often experience problems with his service the following day, and he has stated this to me.

Q: Please explain any specific concerns you have in your official capacity regarding Verizon's service?

A: The biggest concern is the 911 system. We have Verizon for about one third of the Town. When there is heavy rain or there is damp weather, the 911 phone system stops working adequately in some homes. Mr. Dealecio explained that this was because the bundle of wires serving a section of Hancock from Williamstown contain copper wires and that the connections corrode over a period of time. He further explained that there are shorts when the wires get wet or they corrode with age. This creates a public safety concern for citizens who are unable to access emergency services through their land lines. I have addressed these concerns with Verizon, and specifically, with Mr. Dealecio, who was employed by Verizon, and at all times acting on Verizon's behalf in working with me as a Town official. Verizon would clean the conductors, but them back together again, put bundles together, remove the rubber boots that were saturated with water and put them back up again. However, Verizon to date has not replaced any of the wires to my knowledge. Mr. Dealecio stated that the lines needed to be replaced to remedy the issues, as they had done all they could to fix the problems without replacing the wires.

Q: Are there any specific instances that you are aware of with respect to emergency calls? Please explain?

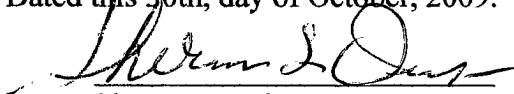
A: Yes. In September of 2007, Julie Williams, who resides in Hancock and has Verizon for service, attempted to contact 911 to request an ambulance for her stepfather. Upon dialing the phone number, she had difficulty hearing the 911 operator over the static on the phone line. Again, on October 1, 2007, she called to request an ambulance again, and upon dialing 911, the line was extremely static and she had to ask the operator to repeat himself several times. Ms. Williams provided an affidavit to me at my request after the first hearing in Town of Hancock v. Verizon, D.T.C. No. 08-2, and is attached hereto and incorporated herein by reference as Exhibit B.

Q: Have the problems with Verizon's services continued in Hancock? Please explain.

A: Yes. The static has continued when there is damp weather. However, complaints to the Board of Selectmen diminished when Jiminy Peak added a cell tower approximately one year ago, providing cellular service to those customers who also have cell phones. The condition of the lines nonetheless poses a public safety concern for those citizens, including the elderly, who do not have cellular service. Also, Verizon's customers, myself included, are not receiving the same service as other areas of the Town that are served by other phone providers. Specifically, Taconic and AT&T combined serve the

other approximate two-thirds of the Town and we have received no complaints that I am aware of regarding there service.

Dated this 30th, day of October, 2009.

  
Sherman Derby

## EXHIBIT A

Date	Name	Number	Spoke To	Phone Service	Internet/Prov. Service
2/5	Johnson, Roger Cons. Comm	458-3933	Roger	alright	Alright/Earthlink
2/5	Barrett, Paul	458-4089			
2/5	Williams, Roger, Barbara	458-5166	BARBARA	<del>ALRIGHT</del> PICKING	ALRIGHT
2/5	Williams, Art S.	458-3353	SOUND	PERIODIC STATIC	SLOW AOL
2/5	Jackson, Randal	458-3206	Melanie	alright	alright
2/5	Smith, John	458-3413	John	alright	No internet
2/5	Williams, Jr. Tax Collector	458-5429	Julie	alright	Shut down a couple Of times a night/aol
2/5	Steele, Amy	458-2415		Not in service	
2/5	Quimby, Don	458-5402	Don	Static	No internet
2/5	Dalmaso, Bill	458-3425	Polly	Alright	Alright
2/5	Lavariere, R.	458-3012	Helen	Alright	Very Slow/BCN
2/6	Roberts, J+J	458-8224			
2/6	Roberts, J+H	458-3574	Jake	Static	Shuts down /PeoplePC
2/6	Barbeau, Scott				
2/6	Barbeau, W.				
2/6	Bradich, Chris	458-3280	Message CURIS	ALRIGHT	CANT GET GO CANT STAY ON BECAUSE OF THE RAIN
2/6	Basinger, B+C				
2/6	Quimby, J+M	458-2636	Message	ALRIGHT	
2/6	Blair, R+E	458-5482			
2/6	Goss, T+M				
2/6	Johnson, J+L	458-5373	Laura	Static	Shuts down/BCN
2/6	Rancanti, D+L Selectmen	458-5533	Don	Clicking	Shuts down Localnet
2/6	Friedman, A	458-5318			
2/6	Freedman/Ryan				
2/6	Anderson, J. Selectmen	458-2131	John	alright STATIC	alright
2/7	Liuzzi, P+R	458-3892	Message	ALRIGHT	
2/7	Canales, R	458-3419	RUDY	SERVICE NOT GOOD	COMPUTER KICKS HIM OFF
2/7	Alcaro, V				
2/7	Ferrero, K.	458-3450			

Date	Name	Number	Spoke To	Phone Service	Internet/Prov. Service
2/7	Riesz, J.	458-3450	Joe/improved slightly	Clicking and humming	Dropping lines after On/Slow connection/ aol
2/7	Nichols, J.	458-5470			
2/7	White				
* 2/7	Lapier, T.	458-4690			
2/7	Bush, R.	458-5435	Ruth	alright	
2/7	Morin, R+N	458-4079	Dick	Does not dial out/then does	No internet
2/7	Chretien, J	458-4727	Joanne	Static	Always gets knocked off Internet
* <del>2/7</del> 3/27	Kastrinakis, A	458-0052	ALEX	LINE POPS. DRAWS PHONE	
2/7	Rambaud, A	458-3125	Andre'	alright	
2/8	Herrick, P	458-3839	Pat	alright	No internet
2/8	Lacosse, D II				
2/8	Lacosse, D + L	458-3408	Message	ALRIGHT	
2/8	Jericho Valley	458-9511	Julie	alright	Slow/knock-off BCN
2/8	Young, R + B	458-4658			
2/8	Canales, Greg	458-9040	Greg	alright	Kicked off and so slow can't be used
2/8	Guntlow, V.	458-5303	Vince	alright	Can't sign off or get on/kick's off aol
2/8	Smith, R.	458-4794	Sue	Heavy static Calls ring/don't connect	Kicked-off right after get on and continually/aol.
2/8	Wetherell, G	458-3431	Message		
2/9	Derby, E + J	458-9451	Message		
2/12	Van Cleve, J.	DE NOT HAVE THE NUMBER SHE CONTINUED TO SKRMS		Static	Kicked-off Internet
2/12	Rhodes, R		<del>Rachel</del> 458-34741	alright	Not able to get on/BCN
2/12	Wiencke, K	458-1846	Katherine	alright	Hard time getting on/ Earthlink
2/12	Cochran, T + M	458-3400	Charles	alright	Hard time getting on/a.o.l.



Date	Name	Number	Spoke To	Phone Service	Internet/Prov. Service
2/12	Winters, S+T	458-9412			
2/12	Winters, L+K	458-4145			
2/12	Winters, W+P	458-4460			
2/12	Cassavaugh, D	458-8692	Lydia	alright	Internet can't get on Slow/aol
2/12	Clairmont M+P	458-4013			
2/12	Brueggeman, C	458-9076		alright	Alright
2/12	Gaskill, Business	458-3093	Mark	alright	Took 45 minutes To send 2 pictures to the paper/Had only 19KB not enough to do banking/Blown off and incredibly slow/Finally got 29 KB still not enough to bank/Could not get advertising to paper/BCN
2/12	Gaskill, B+M	458-3377			
2/12	Daniels, D + E	458-3158	Genie	Alright now	No Internet
2/12	Annis, M	CELL PHONE			
2/12	Maynard, A.				
2/12	Gaskill, M		Mark	alright	Has shop Internet Because his was so bad.
2/12	Williams, M	458-8533	MARGE	PHONE IS BETTER.	SLOW/DOES RICH OFF SOMETIMES
2/12	Musante, F+L	458-9360			
2/12	Walker-Dagess	458-9474	MARY	ALRIGHT	ALRIGHT
2/12	Charkow, R+D	458-5366	MESSAGE		
2/12	Nicholson, A.	458-3642			
2/12	Pendzick, D.	458-4371			
2/12	Reese, E.	458-8440			
2/12	Brazee, K+L	458-5678			

EXHIBIT B

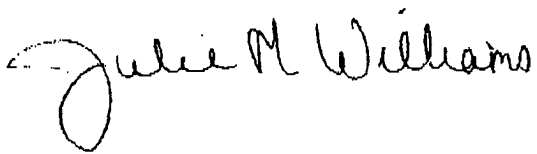
October 16, 2007

I, Julie Williams, who resides in Hancock, Massachusetts hereby deposes and state the following: My telephone service provider is Verizon

On Tuesday, September 25, 2007 I had to call "911" to request an ambulance for my Step-Father ( whom also resides in Hancock), upon dialing the phone number I found it very difficult to hear the 911 operator over the static on the phone line.

Again on Monday, October 1, 2007 I had to call "911" to request an ambulance for my Step-Father, upon dialing the phone number the line was extremely static and I had to ask the operator to repeat himself several times.

Signed under the pains and penalty of perjury,

A handwritten signature in cursive script that reads "Julie M Williams". The signature is written in dark ink and is positioned above the printed name and address.

Julie M Williams  
2090 Hancock Road  
Hancock, MA 01237  
413-458-5429 Phone

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

AFFIDAVIT OF RICHARD MORIN

Richard Morin does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, was prepared by me or under my supervision and is true and accurate to the best of my knowledge and belief:

Direct Testimony of Richard Morin

Signed under the pains and penalties of perjury this 2nd day of November, 2009.

  
RICHARD MORIN

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF RICHARD MORIN

INTRODUCTION

Q: Please state your name and address for the record.

A: Richard Morin, 2417 Hancock Road, Hancock, MA

Q: How long have you lived in Hancock?

A: 28 years

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No

Q: Are you a Verizon customer?

A: Yes

Q: What services does Verizon provide you?

A: Residential telephone service

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service.

A: I lose service several times a year, and have no dial tone to make outgoing calls. The last time was on Friday, October 24, 2009 and service was not restored until Monday, October 26, 2009. There is frequently static on

the line, made worse by rainy weather. Local calls take a very long time to connect.

Q: How long have you experienced these problems?

A: Since I moved here 28 years ago.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

Q: Has Verizon responded to your complaints? Explain please.

A: Repairman came and told me that the lines were old and in poor shape.


Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: No.

Q: Do you have any specific concerns about Verizon's service?

A: Yes. We babysit grandchildren and I have a heart condition. If service was down, and we needed to contact emergency services for any reason related to the children or my health, we would not be able to make the call.

Dated this 2nd day of November, 2009.

  
Richard Morin

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

AFFIDAVIT OF LOIS RANCATTI

Lois Rancatti does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, was prepared by me or under my supervision and is true and accurate to the best of my knowledge and belief:

Direct Testimony of Lois Rancatti.

Signed under the pains and penalties of perjury this 2nd day of November, 2009.

  
LOIS RANCATTI

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

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D.T.C. 09-1

TESTIMONY OF LOIS RANCATTI

INTRODUCTION

Q: Please state your name and address for the record.

A: Lois Rancatti, 2225 Hancock Road, Hancock, MA

Q: How long have you lived in Hancock?

A: Since 1965.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: Yes, I testified at the Hancock hearing on September 27, 2007.

Q: Are you a Verizon customer?

A: Yes

Q: What services does Verizon provide you?

A: Residential telephone service.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service.

A: There is commonly a clicking sound while on a local telephone call. The noise makes it difficult and unpleasant to complete telephone conversations. We are sometimes unable to dial out successfully. There is

almost always feedback on the line when I make outgoing calls. Rainy or damp days make the problems worse.

Q: How long have you experienced these problems?

A: I am not sure as to when the problems began, but I noticed the issues with telephone service when I retired in 2006 and was home more often to use phone.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes, on multiple occasions.

Q: Has Verizon responded to your complaints? Explain please.

A: Repairs are made that temporarily improve the problems. The problems have continued to date. When repairs are made, someone else ends up with the problem.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: I attempted to call my sister in Williamstown. The phone rang several times and I was puzzled when no one answered and her answering machine did not pick up. After I hung up, she immediately called me and asked what was wrong. She has caller ID and therefore knew I had been the caller. She was concerned because she told me that she had answered after the first few rings and when I didn't respond to her repeated "hello" she thought I might have dialed her and was unable to respond because something had happened to me.

Dated this 2nd, day of November, 2009.



Lois Rancatti



COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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D.T.C. 09-1

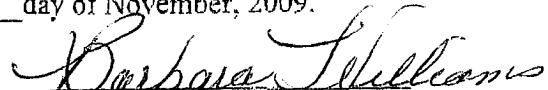
AFFIDAVIT OF BARBARA WILLIAMS

Barbara Williams does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, was prepared by me or under my supervision and is true and accurate to the best of my knowledge and belief:

Direct Testimony of Barbara Williams

Signed under the pains and penalties of perjury this 2 day of November, 2009.

  
BARBARA WILLIAMS

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF BARBARA WILLIAMS

INTRODUCTION

Q: Please state your name and address for the record.

A: Barbara Williams, 2015 Hancock Road, Hancock, MA 01237

Q: How long have you lived in Hancock?

A: I have lived here for 26 years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes

Q: What services does Verizon provide you?

A: Residential home telephone.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service.

A: There is frequently static and clicking on the line, so that the person on the other end of the call cannot hear me because the call is breaking up. At least four to six times per year, the phone is dead. I pick up the receiver to

make an outgoing call and there is no dial tone. Recently, I have had problems with a third party listening in on the line during my phone calls.

Q: How long have you experienced these problems?

A: We have had these problems for approximately ten years.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

Q: Has Verizon responded to your complaints? Explain please.

A: Verizon has sent service reps to fix the problem, and it usually requires two to three trips to fix a problem. I am told that the lines have been here since the 1950s and need to be updated.


Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: When the phone is dead, there is obviously no way for me to call for service and I have to hope someone calls in so that I can ask them to report the problem to Verizon. I spend a lot of time alone and do not have a car in order to go to the neighbors' house to report a problem.

Q: Do you have any specific concerns about Verizon's service?

A: We pay the same for service as others and we receive inferior quality service.

Dated this 2, day of November, 2009.

  
Barbara Williams

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

AFFIDAVIT OF EDITH SMITH

Edith Smith does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, was prepared by me or under my supervision and is true and accurate to the best of my knowledge and belief:

Direct Testimony of Edith Smith

Signed under the pains and penalties of perjury this 23<sup>rd</sup> day of November, 2009.

Edith Smith  
EDITH SMITH

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF EDITH SMITH

INTRODUCTION

Q: Please state your name and address for the record.

A: Edith Smith, 2078 Hancock Road, Hancock, MA 01237

Q: How long have you lived in Hancock?

A: I have lived here more than 25 years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Residential home telephone.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service.

A: It takes a very long time for local calls to be connected, while long distance calls are connected in a normal amount of time. It costs 7 cents

per minute to make local calls, and we are not able to call our own local Town Hall.

Q: How long have you experienced these problems?

A: We have had these problems during the past few years.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

Q: Has Verizon responded to your complaints? Explain please.

A: We were told there was nothing they could do.


Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: The additional expense and connection time for local calls made within our own town, and inability to call our own Town Hall.

Q: Do you have any specific concerns about Verizon's service?

A: We pay the same for service as others and we receive inferior quality service.

Dated this 3rd day of November, 2009.

  
Edith Smith

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

AFFIDAVIT OF SUSAN SMITH

Susan Smith does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Direct Testimony of Susan Smith.

Signed under the pains and penalties of perjury this 3 day of November, 2009.

  
SUSAN SMITH

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF SUSAN SMITH

INTRODUCTION

Q: Please state your name and address for the record.

A: Susan Smith, 2686 Hancock Road, Hancock, MA.

Q: How long have you lived in Hancock?

A: 15 years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Residential telephone service.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service.

A: I have to use my telephone to fax for my business, and faxing is very slow. It recently took me 2.5 hours to fax 50 pages. Also, the line often has crackling noises and static.



Q: How long have you experienced these problems?

A: Off and on, from day one.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

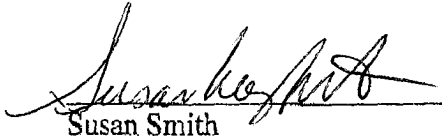
Q: Has Verizon responded to your complaints? Explain please.

A: No, I did not think it would be helpful due to the other problems in Hancock's phone service with Verizon.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: I have wasted substantial amounts of personal time, as well as time lost with my business and I am concerned that I may be missing calls.

Dated this 3, day of November, 2009.

  
Susan Smith

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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D.T.C. 09-1

AFFIDAVIT OF BARBARA GREENE

Barbara Greene does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Testimony of Barbara Greene.

Signed under the pains and penalties of perjury this 30 day of October 2009.

Barbara Greene  
Barbara Greene

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

\_\_\_\_\_  
*In re Verizon Service Quality in Western Massachusetts*  
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D.T.C. 09-1

TESTIMONY OF BARBARA GREENE

INTRODUCTION

Q: Please state your name and address for the record.

A: Barbara Greene  
7 Brookvale Road  
South Egremont, MA 01258

Q: How long have you lived in South Egremont?

A: Full time, about 4 years.

Q: Have you presented testimony before the Massachusetts Department of  
Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone service.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: About every four to six months, I have had to have Verizon repair in to deal with noise and static on my phone.

Q: How long have you experienced these problems?

A: As long as I have lived here.

Q: Have you ever contacted Verizon regarding these problems?

A: Many times.

Q: Has Verizon responded to your complaints? Explain please.

A: Verizon has cleared the line each time there is interference, but it has never fixed the problem.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: The noise and static interferes with clear conversation.

Q: Do you have any specific concerns about Verizon's service?

A: Verizon is unconcerned about their customers' needs.

Dated this 30, day of October, 2009.

Barbara Greene  
Barbara Greene

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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D.T.C. 09-1

AFFIDAVIT OF MARTIN GREENE

Martin Greene does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Testimony of Martin Greene.

Signed under the pains and penalties of perjury this 30<sup>th</sup> day of October 2009.

Martin Greene  
Martin Greene

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*

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D.T.C. 09-1

TESTIMONY OF MARTIN GREENE

INTRODUCTION

Q: Please state your name and address for the record.

A: Martin Greene  
7 Brookvale Road  
South Egremont, MA 01258

Q: How long have you lived in South Egremont?

A: Full time, about 4 years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone service.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: About every four to six months, I have had to have Verizon repair in to deal with noise and static on my phone.

Q: How long have you experienced these problems?

A: As long as I have lived here.

Q: Have you ever contacted Verizon regarding these problems?

A: Many times.

Q: Has Verizon responded to your complaints? Explain please.

A: Verizon has cleared the line each time there is interference, but it has never fixed the problem.

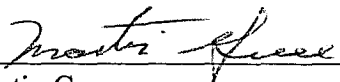
Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: The noise and static interferes with clear conversation.

Q: Do you have any specific concerns about Verizon's service?

A: Verizon is unconcerned about their customers' needs.

Dated this 30th, day of October, 2009.

  
Martin Greene

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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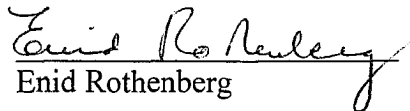
AFFIDAVIT OF ENID ROTHENBERG

Enid Rothenberg does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Direct Testimony of Enid Rothenberg.

Signed under the pains and penalties of perjury this 30<sup>th</sup> day of October, 2009.

  
Enid Rothenberg



COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF ENID ROTHENBERG

INTRODUCTION

Q: Please state your name and address for the record.

A: Enid Rothenberg, 91 Undermountain Rd. South Egremont MA 01258.

Q: How long have you lived in South Egremont ?

A: 19 years.

Q: Have you presented testimony before the Massachusetts Department of  
Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone, broadband and cell phone.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: Home telephone service is unreliable. After rain, often I get static or loud hum on the line or no service.

Q: How long have you experienced these problems?

A: 19 years

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

Q: Has Verizon responded to your complaints? Explain please.

A: Various attempts to blame the construction of my custom built home. They have blamed my answering machine, the wiring in my walls and have needlessly installed a new phone jack in the master bedroom.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: When phone service was interrupted my husband and I were at real risk because we are senior citizens and both have health problems. This is less an issue now because of our cell phone service and the computer. However please recognize that those recent additions are served by a very low quality signal (one bar) and the house phone is unreliable.

Q: Do you have any specific concerns about Verizon's service?

A: Even the service men who came to try to repair our problems admitted to us that the real cause is the very old wiring in the area which Verizon has had no impetus to replace with up to date service. My concern is that in an emergency we will not be able to contact ANYONE.

Dated this 30<sup>th</sup>, day of October, 2009.

Enid Rothenberg  
Enid Rothenberg

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

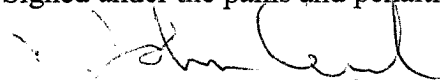
AFFIDAVIT OF JOHN CHEEK

John Cheek does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Direct Testimony of John Cheek.

Signed under the pains and penalties of perjury this 2 day of November, 2009.



John Cheek

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF JOHN CHEEK

INTRODUCTION

Q: Please state your name and address for the record.

A: John Cheek  
75 Baldwin Hill NS  
South Egremont, MA 01258

Q: How long have you lived in South Egremont?

A: 14 years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone landline (1)

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: Noise on the line especially after rains.

Q: How long have you experienced these problems?

A: as long as I have lived here.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

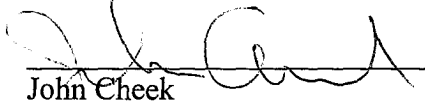
Q: Has Verizon responded to your complaints? Explain please.

A: Yes a number of service calls have been made. Problem is improved but still present.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: Lack of reliability of phone service, lack of DSL service.

Dated this 2, day of November, 2009.

  
John Cheek

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*In re Verizon Service Quality in Western Massachusetts*  
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D.T.C. 09-1

AFFIDAVIT OF MARTHA KING

Martha King does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Testimony of Martha King

Signed under the pains and penalties of perjury this 4<sup>th</sup> day of November 2009.

Martha H. King  
Martha King

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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D.T.C. 09-1

TESTIMONY OF MARTHA KING

INTRODUCTION

Q: Please state your name and address for the record.

A: Martha King  
121 Jug End Road  
South Egremont, MA 01230  
Mailing Address Great Barrington, Ma 01230

Q: How long have you lived in [insert]?

A: Two and one half years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone service.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?



A: Frequent problems with static, clicking, buzzing, crackling sounds on line. This noise gets so loud that I cannot hear the person on the other end of telephone line.

Q: How long have you experienced these problems?

A: Approximately two years ago.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

Q: Has Verizon responded to your complaints? Explain please.

A: Yes. Repair people have told me they receive similar complaints from customers in this area all the time. They are sympathetic.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: Not yet, but I am worried about emergencies.

Q: Do you have any specific concerns about Verizon's service?

A: There is no cell phone service in this area, so the only way to contact emergency medical or fire services is by land line telephone. If the telephone is not working during an emergency, we would be in a dangerous situation. Also, there are a lot of elderly people living on my street and the telephone lines are not reliable enough to ensure that they can get assistance when needed.

Dated this 4<sup>th</sup>, day of November, 2009.

Martha H. King  
Martha King

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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AFFIDAVIT OF JOEL S. GROSSMAN, M.D.

Alice Tortoriello does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Direct Testimony of Joel S. Grossman, M.D.

Signed under the pains and penalties of perjury this 5<sup>th</sup> day of November 2009.

  
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Joel S. Grossman, M.D.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF JOEL S. GROSSMAN, M.D.

INTRODUCTION

Q: Please state your name and address for the record.

A: Joel S. Grossman, 186 Baldwin Hill Rd. N, North Egremont, MA 01230

Q: How long have you lived in North Egremont?

A: 19 months

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No

Q: Are you a Verizon customer?

A: Yes

Q: What services does Verizon provide you?

A: Home phone, DSL, Cell

Q: Are you satisfied with the quality of services provided by Verizon?

A: No

Q: Why are you not satisfied with the service?

A: Dropped calls on home phone

Q: How long have you experienced these problems?

A: 19 months

Q: Have you ever contacted Verizon regarding these problems?

A: No, Thought it was interference from my wireless modem.

Q: Has Verizon responded to your complaints? Explain please.

A: N/A

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: Dropped calls.

Q: Do you have any specific concerns about Verizon's service?

A: See above.

Dated this 5th, day of November, 2009.

A handwritten signature in black ink, appearing to read "Joel S. Grossman", written over a horizontal line.

Joel S. Grossman, M.D.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

AFFIDAVIT OF FORREST D. GOSSAGE

Forrest D. Gossage does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Direct Testimony of Forest D. Gossage

Signed under the pains and penalties of perjury this 7<sup>th</sup> day of NOVEMBER,  
2009.

  
Forest D. Gossage

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF FORREST D. GOSSAGE

INTRODUCTION

Q: Please state your name and address for the record.

A: Forest D. Gossage.

Q: How long have you lived in South Egremont?

A: 3 years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Land line; long distance. Three call conferencing; Caller ID; Call Waiting.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: Many calls are cut off. There is frequent static and interference on the line. Often calls sound as if they are being conducted under water.

Q: How long have you experienced these problems?

A: Over the past three years.

Q: Have you ever contacted Verizon regarding these problems?

A: No. We thought it was our equipment until we realized others had the same problems.

Q: Has Verizon responded to your complaints? Explain please.

A: N/A

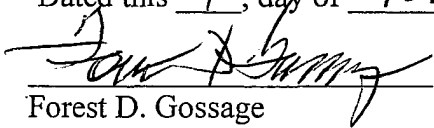
Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: On numerous occasions, interrupted calls and difficulty in carrying on the conversation because of interference on the line have created concern and irritation on the part of callers. There are inevitable consequences when poor service and facilities cause noise in the communication process.

Q: Do you have any specific concerns about Verizon's service?

A: We don't feel it is 100% reliable. If older cables etc. need to be updated to provide flawless service, that should be done. We are paying the same of customers in other service areas and they have to expect to get what we are paying for. Since we have no cell phone service in South Egremont we are totally dependent on our land lines and this makes the matter even more serious.

Dated this 4<sup>th</sup> day of NOVEMBER 2009.

  
Forest D. Gossage

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

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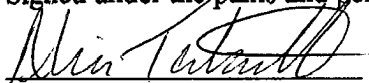
AFFIDAVIT OF ALICE TORTIELLO

Alice Tortoriello does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief.

Direct Testimony of Alice Tortoriello.

Signed under the pains and penalties of perjury this 5<sup>th</sup> day of November 2009.



Alice Tortoriello



COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF ALICE TORTORIELLO

INTRODUCTION

Q: Please state your name and address for the record.

A: Alice Tortoriello  
33 Mount Washington Road  
South Egremont, MA

Q: How long have you lived in South Egremont?

A: House was built in 1973 or thereabouts.

Q: Have you presented testimony before the Massachusetts Department of  
Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Cell phone and house phone.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: When it rains there is so much static on the line I cannot hear the other person, we are unable to have internet on our line, and we receive no help from Verizon. Also, caller ID will not work on line and Verizon will not help with that.

Q: How long have you experienced these problems?

A: 7 years.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

Q: Has Verizon responded to your complaints? Explain please.

A: Told me it was the lines.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: Unable to communicate on the telephone and do classes on line for one of my jobs due to no internet, other forms of the internet is too expensive.

Q: Do you have any specific concerns about Verizon's service?

A: Other then the ones I have already stated no.

Dated this 5, day of November, 2009.

  
Alice Tortoriello

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

TESTIMONY OF PAUL GIROUX

INTRODUCTION

Q: Please state your name and address for the record.

A: Paul Giroux, 189 Jug End Road, South Egremont, Massachusetts

Q: How long have you lived in South Egremont?

A: Since September 2008.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: The voice and line quality is extremely poor with nearly continuous noise on the line, clicking and other sounds, distortion of voices and variations in volume.

Q: How long have you experienced these problems?

A: As long as I have had service with Verizon.

Q: Have you ever contacted Verizon regarding these problems?

A: I have contacted Verizon four times to my recollection to repair the problem.

Q: Has Verizon responded to your complaints? Explain please.

A: They have sent a service technician each time. The quality of the line improves slightly for about a day or so and then returns to the previous condition.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: On several occasions I have been unable to place calls on my Verizon line resorting to a cell phone.

Q: Do you have any specific concerns about Verizon's service?

A: Verizon cannot seem to provide an acceptable phone line to my home but I hesitate to cancel my service due to the need for 911 and other emergency service and due to the fact that cell phone service in Egremont is also spotty.

I spoke to a Verizon service technician asking him if I would be charged for the repair service. He responded that even if I was supposed to pay, he wouldn't put the charge in because (in his words), "... you folks here deserve better service than this..."

Dated this 28<sup>th</sup> day of October, 2009.

  
Paul H. Giroux

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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AFFIDAVIT OF PATRICIA REINER

Patricia Reiner does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Testimony of Patricia Reiner.

Signed under the pains and penalties of perjury this 3<sup>rd</sup> day of November, 2009.

  
Patricia Reiner

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

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TESTIMONY OF PATRICIA REINER

INTRODUCTION

Q: Please state your name and address for the record.

A: Patricia Reiner 84 Hillsdale Road South Egremont, MA 01258

Q: How long have you lived in South Egremont?

A: 5 years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: No.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone Line for Voice. Second Telephone Line for Dial-Up Internet.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service?

A: Our telephone line is subject to chronic static and our Dial Up service is subject to constant disconnects and loss of service.

Q: How long have you experienced these problems?

A: Always.

Q: Have you ever contacted Verizon regarding these problems?

A: Absolutely, several times.

Q: Has Verizon responded to your complaints? Explain please.

A: Yes, they have tried to correct both problems from the office and sent out service representatives to try to correct them onsite, but the issue is that they have antiquated lines trying to transport these services to our area, and they do not function. Verizon refuses to offer high speed service lines to our area, whereas they have in North Egremont, where a former executive of Verizon retired, to enable that executive to have high-speed in his home. They only provided for 40 homes with that connection and ignored our area.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: We are unable to do any work or research from home as we are constantly losing connections and hours of work completed. The costs are significantly higher to maintain a second telephone line and dial-up versus high speed which would not require a second line and which is offered at a bundled and much more economical rate.

Q: Do you have any specific concerns about Verizon's service?

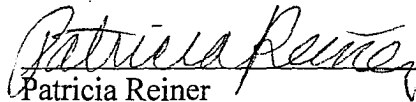
A: 1) The cost of the service offered, which is totally inefficient and inferior to what is offered in other areas which have more up to date connections.

2) The inability to do any work or research

3) Impaired Value of our home in the event of sale or rental and the potential of not being able to do either as it is expected by buyers or renters

4) In an emergency, no viable connection for communication.

Dated this 3rd day of November, 2009.

  
Patricia Reiner

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

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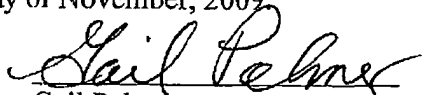
AFFIDAVIT OF GAIL PALMER

Gail Palmer does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Direct Testimony of Gail Palmer.

Signed under the pains and penalties of perjury this 5<sup>th</sup> day of November, 2009.

  
Gail Palmer



experienced static and poor reception when using the telephone. Also, during the December 2008 ice storm, I was without telephone service for seven days. I thus found myself in a remote area with no ability to call 911 in the event of an emergency.

Q: How long have you experienced problems with your phone service?

A: As long as I've lived here.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes, on occasion. Recently, I've come to recognize that it's a condition that won't have a solution in the short-term.

Q: Has Verizon responded to your complaints? Explain please.

A: I've not maintained a log, but in general Verizon has told me they have run tests on the line, explained that problems with inside lines are my responsibility, asked me to test phones at the outside box.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: I have wasted substantial amounts of personal time, as well as time lost with my home business. I frequently work out of my home, and lost work equals lost revenues.

Dated this 5th day of November, 2009.

  
Gail Palmer

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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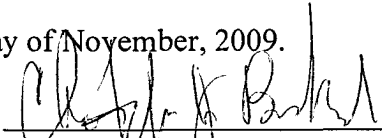
AFFIDAVIT OF CHRISTOPHER J. BOUCHARD

Christopher J. Bouchard does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, was prepared by me or under my supervision and is true and accurate to the best of my knowledge and belief:

Direct Testimony of Christopher J. Bouchard

Signed under the pains and penalties of perjury this 4 day of November, 2009.

  
\_\_\_\_\_  
Christopher Bouchard

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

\_\_\_\_\_  
*In re Verizon Service Quality in Western Massachusetts*  
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D.T.C. 09-1

TESTIMONY OF CHRISTOPHER J. BOUCHARD

Q: Please state your name and address for the record?

A: My name is Christopher J. Bouchard and I reside at 40 Lincoln Road, East Otis, Massachusetts.

Q: How long have you lived at that address?

A: Approximately eight and a half years.

Q: Have you presented testimony before the Massachusetts Department of Telecommunications and Cable?

A: Yes. I testified at the hearing on June 30, 2009, at Berkshire Community College.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Residential telephone service.

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service.

A: I lose telephone at a minimum of six times per year. Specifically, I will have no dial tone to make outgoing calls, the line will drop the call during a call, or there is so much noise I cannot use the phone. Also, there is frequently static on the line when I am able to use the phone, made worse by rainy weather.

Q: How long have you experienced these problems?

A: The problems have been continuous since I moved into my residence at Lincoln Road.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes.

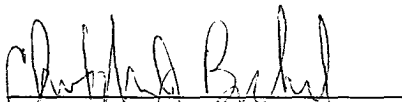
Q: Has Verizon responded to your complaints? Explain please.

A: Yes, on so many occasions I have lost track. Their technicians have told me various things, including that the boot is open on the line and water has gotten into the line. Also, the technicians have told me that the switching box on Lee-Westfield Road servicing my line is antiquated and that they do not have additional parts for the box, but have to use other equipment from other sites to replace it. The problems have not been fixed, have continued to occur, and are still occurring as of this date. Also, the complaints are not promptly addressed, as I will often be told that it will take up to a week before a line can be repaired when it is down.

Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: Yes. I am the Highway Superintendent of the Town of Otis, the Captain of the Town of Otis Fire Department, and I serve on the Emergency Management Committee. Since Otis is a small town, people often try to contact me at my home, and since cellular phone reception was poor at my house, for years I was often required to leave my residence and travel where I could make a call with my cell phone. A cellular tower was recently constructed closer to my residence, so I now can make cellular phone at my residence. However, I am still paying for a service that is substandard.

Dated this 4, day of November, 2009.

  
Christopher J. Bouchard

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

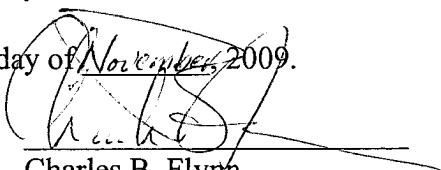
AFFIDAVIT OF Charles B. Flynn

Charles B. Flynn does hereby depose and say as follows:

1. I am currently a Verizon customer.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Direct Testimony of Charles B. Flynn.

Signed under the pains and penalties of perjury this 5<sup>th</sup> day of November, 2009.

  
Charles B. Flynn

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

\_\_\_\_\_  
*In re Verizon Service Quality in Western Massachusetts*  
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TESTIMONY OF CHARLES B. FLYNN

INTRODUCTION

Q: Please state your name and address for the record.

A: Charles B. Flynn, Mail Address: 158 Jug End Road, Great Barrington,  
MA 01230

Physical Address: 158 Jug End Road, Egremont, MA

Q: How long have you lived in Egremont?

A: 14 Years.

Q: Have you presented testimony before the Massachusetts Department of  
Telecommunications and Cable?

A: At Berkshire Community College earlier this year.

Q: Are you a Verizon customer?

A: Yes.

Q: What services does Verizon provide you?

A: Telephone (Land Line).

Q: Are you satisfied with the quality of services provided by Verizon?

A: No.

Q: Why are you not satisfied with the service.

A: Excessive static on lines during and after rain storms and other inclement weather. Lingering background hum. Phone outages. Failure of Verizon to repair all old and outdated lines in the house despite paying for line insurance. The line block in my house is an old screw type brass the is approximately 50 years old.

Q: How long have you experienced these problems?

A: Since we have lived at the house.

Q: Have you ever contacted Verizon regarding these problems?

A: Yes

Q: Has Verizon responded to your complaints? Explain please.

A: Yes, but the problems always re-occur. When I questioned Verizon about all of the older lines and outdated terminals in the house, I was informed that my in house line insurance did not cover all of the lines.

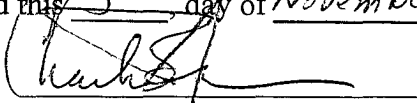
Q: Have the problems you have experienced with Verizon had any consequences? Explain, please.

A: My wife is hard of hearing and has been so since birth. Essentially she is handicapped with severe hearing loss. She is unable to converse over the phone with our son's when they were stationed in Iraq. She will often have to ask callers to call back and leave a message and then call me at work and ask me to decipher the message and somehow provide her with the information. She has a TTY but it is cumbersome and does not lend itself to private conversations.

Q: Do you have any specific concerns about Verizon's service?

A: The wires in this part of the town are clearly old and quite marginal in terms of reliability. We have had situations where Verizon has repaired a neighbor's service and eliminated ours. Often the wait time for repairs can be up to 3 days.

Dated this 5<sup>th</sup> day of November, 2009.

  
Charles B. Flynn

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

*In re Verizon Service Quality in Western Massachusetts*

D.T.C. 09-1

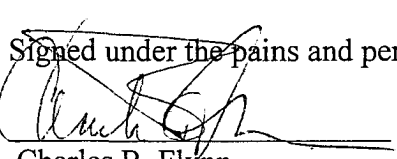
AFFIDAVIT OF CHARLES B. FLYNN  
ON BEHALF OF  
TOWN OF EGREMONT TECHNOLOGY STUDY COMMITTEE

Charles B. Flynn does hereby depose and say as follows:

1. I am currently a Chairman of the Town of Egremont Technology Study Committee.
2. I have provided the attached testimony freely willingly, and voluntarily, and certify the testimony listed below of same date, which bears my name and signature, is true and accurate to the best of my knowledge and belief:

Testimony Of Charles B. Flynn  
On Behalf Of  
Town Of Egremont Technology Study Committee

Signed under the pains and penalties of perjury this 5<sup>th</sup> day of November, 2009.

  
Charles B. Flynn  
Chairman, Egremont Technology Study Committee



COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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*In re Verizon Service Quality in Western Massachusetts*  
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TESTIMONY OF CHARLES B. FLYNN  
ON BEHALF OF  
TOWN OF EGREMONT TECHNOLOGY STUDY COMMITTEE

Q: Please state your name and business address for the record.

A: Charles B. Flynn  
310 Greylock Street  
Lee, MA 01238

Q: Were you ever an official for the Town of Egremont?

A: Yes

Q: Were you appointed as a member of the Town of Egremont Technology Study Committee?

A: Yes

Q: Who appointed you to that Committee?

A: The incumbent Selectboard on July 23, 2005, I have been reappointed each year thereafter.

Q: What is the purpose of the Town of Egremont Technology Study Committee?

A: Mission Statement as defined by the appointing Selectboard.  
*"The Committee's mission is to identify the need for cell phone service, internet service, and telecommunications service issues in Egremont, to identify the appropriate technology, the appropriate location for equipment, the resources to get the technology, providers, and funding."*

Q: What are your responsibilities as a Committee member?

A: Advocate for the community for the installation of reliable broadband and cell service as well as advocate for adequate telephone services for residents that experience less than satisfactory telephone service.

Q: In this capacity, have you obtained e-mails from Egremont residents regarding the quality of telephone service provided by Verizon?

A: Yes

Q: Do the attached e-mails fairly and accurately depict e-mail correspondences that were sent to you as the Chairman of the Egremont Technology Study Committee?

A: Yes they are.

Q: As your position as Chairman of the Egremont Technology Study Committee, can you summarize any public safety concerns you have regarding Verizon's service?

A: I have had complaints made to me verbally by residents stating that they have experienced health issues and could not contact a health professional because their home phone (land line) was not working. They had to use my phone. My own phone has been out on several occasions and it has taken several days to have it repaired.

Q: Have you had any contact with Verizon's employees regarding the issues discussed above.

A: Yes I have and they stated the lines are old and prone to failure.

Q: When did you speak with them and what was their position?

A: 2 years ago at a community meeting with them at the Great Barrington Town Hall.

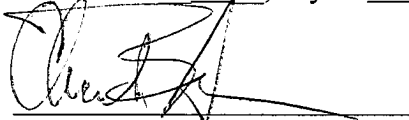
Q: What did they say?

A: They stated they had not plans in place to repair or upgrade the existing lines.

Q: Have the problems with Verizon's services continued since that time? Please explain.

A: The lines continue to have excessive static, often loud hums, or just do not work at all. Each time when it becomes intolerable residents contact Verizon with a trouble call.

Dated this 5th, day of November, 2009.

A handwritten signature in black ink, appearing to read 'Charles B. Flynn', written over a horizontal line.

Charles B. Flynn  
Chairman, Egremont Technology Study Committee

From: **Enid Rothenberg** (enartr@gmail.com)

 You may not know this sender. Mark as safe | Mark as junk

Sent: Fri 12/05/08 8:29 PM

To: Charlie Flynn (jugendroad@hotmail.com)

Dear Charlie, We built this house in 1989/90 using all high quality materials and contractors (I say that not to brag but as important information regarding what comes next). Our electric and telephone wires are underground. Since we moved in, November 1, 1990 we have never had a problem with electricity delivery and NOTHING BUT trouble from our telephone service.

I wish I had kept a log of the service calls I made (first to New England Telephone and now) to Verizon. Each time they have insinuated that the problem must be inside the house, no matter whether or not I had tested the jack outside of my kitchen. NEVER has the problem been inside the house. The problems varied from total non-service to a loud humming sound to loud crackling and hissing so that we could not talk to people calling us.

Since we have had so many service men try to help I will tell you some of what they told me:

1. squirrels ate the wires at the road.
2. trouble up in S. Egremont village wires
3. "I don't know what is wrong, ma'am"
4. other semi-scientific gibberish which I could not understand

5. One technician told me that the wires that serve this house are so old that they frequently fail and that the phone company would not make the major repairs and replacement necessary because our population density is too low!!!!

We continue to have problems with the phone service especially after heavy rains. We have had, in the past, outages for more than a day and once the phone company even gave us a two day credit for lack of service. That may have come to \$2.00 .

Our most recent experience was shortly after we came back from Florida this spring. We had such a loud humm on the line that we could not use the phone. Because I am now too old and crippled to test the outside jack, I decided to allow the serviceman to come in. First he went through the house and tried all the phones. They are fine. Then he said "your wireless answering phone is a cheap one and that is causing the humm. Then he looked at it and said "Oh, it is a Panasonic. That is not cheap". Then he looked at the wall behind that phone and said that we had somehow "messed with the wall". When I asked what he meant, he said, you have added extra wallboard. Of course that never happened.

(If you think this goes on and on, it does). Then we went into my bedroom and he could not get his arm behind my bed so he insisted on putting in a new jack. I decided to go along with that, although I can reach the jack (my arm is smaller).

About 5 minutes after he left, and the humm was somewhat better, I discovered that the jack he installed was not working at all. I immediately called Verizon who sent a different man the next day who repaired the jack.

When I got my bill they charged me something like \$160 for TWO service calls. I did not pay that but finally agreed to pay \$60 for a jack I never needed in the first place.

This recital is only topped by the real danger that such inferior services is to us. There is no neighbor we can run to in order even to call Verizon and report the outage, when the phone does not work at all. One time I had to drive to the village phone booth to call Verizon Service. Were I disabled in any way, Arthur could not summon help. One time when our phone was out, I drove out and called the police to monitor us because I was so worried that Arthur would fall ill. As you know cell phone service here is very erratic and not part of a safety net.

I have long felt that the telephone company is failing to live up to its legal responsibility to those of us who live in a rural area. There should be a requirement that when they upgrade in the highly populated cities, they should provide the same service to all of us.

My neighbors in front, Joan and Norman Holub at 93 Undermountain Rd. tell us that they very frequently have the same problems with the phone (and they are here maybe 20 weekends a year, and not in the summer).

I hope this will help in the lawsuit. If I can be of further help, just let me know. Enid

Verizon telephone service

From: **Paul Giroux** (paul4009@gmail.com)  
You may not know this sender. Mark as safe | Mark as junk  
Sent: Mon 12/01/08 4:38 PM  
To: jugendroad@hotmail.com  
Hi,

I just read the November Egremont newsletter and saw your work against Verizon.

I moved to 189 Jug End Road in September and since that time there has been terrible noise on my Verizon line. I thought it was something to do with the wiring in the house I bought until I called Verizon about 3 weeks ago. The service man confirmed that the problem was in the exterior lines. When I asked him if he was going to charge me for the visit he actually said, "It's our problem, I would never charge you. You people deserve better service than this..."

The service improved somewhat after his visit but is now starting to deteriorate again.

Paul Giroux  
189 Jug End Road  
Egremont, MA 01230  
413.528.3018  
paul4009@gmail.com

Good luck and you're welcome to contact me.

## Telephone problems...

From: **LLSTPIERRE@aol.com**  
You may not know this sender. Mark as safe | Mark as junk  
Sent: Mon 12/01/08 9:39 AM  
To: jugendroad@hotmail.com  
Lisa and Lord St. Pierre  
5 Baldwin Hill East N. Egremont (mailing address Gt. Barrington)  
413-528-5548  
contact in the evening- ask for Lord  
Problems- Loud humming on the line whenever it rains, occasional "no dial tone" at all,  
we used to hear other people talking and they could hear us, but that seems to be resolved.  
We really would like to see high speed internet available in our area.  
Thank you!

## Verizon Telephone Service

From: **lverebay@gmail.com** on behalf of **Leonard Verebay** (vlen@aol.com)  
You may not know this sender. Mark as safe | Mark as junk  
Sent: Thu 11/27/08 3:14 PM  
To: jugendroad@hotmail.com

Leonard Verebay  
182 Jug End Road  
(South Egremont)  
Great Barrington, MA 01230

413-528-5869  
413-528-3771  
413-528-9915

I have experienced intermittent problems with all three of my phone and fax numbers.

Severe humming on the lines and lack of dial tone have been reported several times over the past ten years. I never know if my lines will be working when I return home. Several of the repair people have commented on the age of the system when I have spoken to them. They tell me that this is a chronic problem, It would be nice to have something done about this on a permanent basis.

Thank you for your concern and interest,

Leonard Verebay

--

From Lenny Verebay

verizon service

From: **Fred Langmeyer** (hilltop71@verizon.net)  
 You may not know this sender. Mark as safe | Mark as junk  
Sent: Fri 11/14/08 1:21 PM  
To: jugendroad@hotmail.com

There is a constant hum on our phones which is periodically fixed by verizon.

It always recurs. It has been this way for years.

Thanks for your help

sarah langmeyer  
7 hilltop road so. egremont ma 01058  
413 528 7787

winter 941 287 2474

phone


From: **Nic Cooper** (cooperinfo@earthlink.net)  
Sent: Mon 11/10/08 8:54 AM

To: charles flynn (jugendroad@hotmail.com)  
Charlie -

I talked with Betty Duryea on Friday, and she has been having trouble with her phone. She doesn't have e-mail.

Mary

## Verizon

From: **Mark** (mshane@shaneandwhite.com)  
 You may not know this sender. Mark as safe | Mark as junk  
Sent: Fri 11/07/08 9:40 AM  
To: jugendroad@hotmail.com  
Our names are Judith E. Shane and Mark S. Shane

Address: 20 Hilltop Road, South Egremont, Massachusetts

Cell 732 266 8595

We have had horrible phone service from our land line phones in our home. We have very little volume, crackling on the lines, and people on the other end who can't hear us.

If we can be of any help please contact me.

Mark S. Shane

## Verizon problems

From: **EDWARD BRISTOL** (nedbristol@msn.com)  
 You may not know this sender. Mark as safe | Mark as junk  
Sent: Thu 11/06/08 9:18 PM  
To: jugendroad@hotmail.com  
To: Technology Study Committee

Count us among the Egremont homeowners who have had service problems with our Verizon land line. Voice communication is substandard with a "scratchiness" to the transmissions. Our major complaint, however, is the unreliable dial-up Internet connection. It regularly disconnects and reconnection is problematical.

This problem was so bad a few years ago that we had to call Verizon to the house multiple times. We also had an electrician to the house at least three times to try to resolve the problem. The electrician, Joe Seward, determined the problem was with Verizon's line from the street, while Verizon claimed it was in the house. The situation "improved" to its present unsatisfactory state when a particular Verizon serviceman, who said he lived in Great Barrington, climbed the pole on Sheffield Road and made some kind of change -- we don't know just what, of course.



The Internet service disruptions and general slowness of our (AOL) dial-up connection are maddening. We would subscribe to DSL if it were available even though we are there only part time.

Ned and Karen Bristol  
20 Sheffield Road  
South Egremont, MA 01258

413-528-2243


132 Beach Street  
Wrentham, MA 02093

508-384-2528

cell: 508-353-0012

## telephone service

From: **kingmultiples@att.net**

 You may not know this sender. Mark as safe | Mark as junk

Sent: Thu 11/06/08 9:11 PM

To: jugendroad@hotmail.com

Hi -- I live on Jug End Road. Over the last 6 weeks I got more and more static on my line. The last week it was so bad I couldn't hear the person I was speaking with at all, and could not get dial-up connection to the internet. I called verizon and they sent someone out two days later and he fixed it. It was a problem with verizon's cable. In February I had a loud hum which also necessitated a repair call. I don't know if the state of the phone line has anything to do with the speed of internet connection, but at times my connection speed has been as low as 23 kbps. It took me 14 minutes tonight from the time I clicked on AT&T (my internet server) to the time I was able to start this message to you.

My name: Martha King  
Address: 121 Jug End Rd, Gt. Barrington, 01230 (mailing address)  
Phone: 528-5027

Thanks for taking this on. Good Luck!

## phone service

From: **Nic Cooper** (cooperinfo@earthlink.net)

Sent: Thu 11/06/08 5:57 PM

To: charles flynn (jugendroad@hotmail.com)

Our phone service is not dependable. Sometimes (particularly in wet weather) there is a crackling on the line. This noise can get so loud that it is impossible to have a phone conversation.

Mary & Nic Cooper

67 Mt. Washington Rd.  
S. Egremont

## Verizon problems

From: **Barbara Bouton** (barbara.bouton@gmail.com)

Sent: Fri 10/31/08 11:42 AM

To: jugendroad@hotmail.com

I had two Verizon land lines and finally had to cancel one because service was so unreliable. Verizon said they would have to run new lines to improve it and were not planning to do that. My other / current line is okay.

Name: Barbara Bouton

Address: 184 Hillside Road, So. Egremont, MA 01258 (billing address is different)

Phone number that had to be canceled: 413-528-5354