

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

<b>IN RE: VERIZON SERVICE QUALITY IN</b>	)	
<b>WESTERN MASSACHUSETTS</b>	)	<b>D.T.C. 09-1</b>
	)	
	)	

**PRE-FILED DIRECT TESTIMONY  
OF  
SCOTT VEGA,  
POLICE CHIEF OF THE TOWN OF PERU  
ON BEHALF OF  
THE INTERNATIONAL BROTHERHOOD  
OF ELECTRICAL WORKERS, LOCAL 2324**

**NOVEMBER 9, 2009**

1 Q: PLEASE STATE YOUR NAME AND BUSINESS ADDRESS FOR THE  
2 RECORD.

3 A: My name is Scott Vega. My address is PO Box 2141, Hinsdale, MA 01235.

4

5 Q: PLEASE STATE THE NAME OF YOUR EMPLOYER AND YOUR POSITION  
6 TITLE.

7 A: My employer is the Town of Peru. The Town of Peru is about 26 square miles,  
8 within Berkshire County. It has a population of about 859 people. I am the Chief of  
9 Police for the Town of Peru. I have been Chief of Police for 2 years. Before that, I was a  
10 Police Officer.

11

12 Q: WHAT ARE YOUR RESPONSIBILITIES IN YOUR CURRENT POSITION?

13 A: My job responsibilities are to oversee the safety of the approximate 859 people in  
14 the Town of Peru. I also oversee the officers below me, whose duties are also to ensure  
15 the residents' health and safety.

16

17 Q: WHAT IS YOUR UNDERSTANDING OF THE NATURE AND SCOPE OF  
18 THE CURRENT PROCEEDING BEFORE THE DEPARTMENT OF  
19 TELECOMMUNICATIONS AND CABLE?

20 A: I understand that the Department of Telecommunications and Cable has initiated  
21 an investigation into complaints over the quality of telephone service provided by  
22 Verizon Massachusetts.

23

1 Q: ON WHOSE BEHALF ARE YOU TESTIFYING TODAY?

2 A: I am testifying as Police Chief of the Peru Police Department, as a witness on  
3 behalf of the International Brotherhood of Electrical Workers, Local 2324.

4

5 Q: WHAT IS THE PURPOSE OF YOUR TESTIMONY TODAY?

6 A: I am supportive of an investigation of the Department of Telecommunications and  
7 Cable into the service quality problems of Verizon MA. I hope that my testimony will  
8 shed light on some of the longstanding and continuing problems the Peru Police  
9 Department has had with the telephone service so that the Department can order an  
10 appropriate remedy.

11

12 Q: ON WHAT ARE YOU BASING THIS TESTIMONY?

13 A: I am basing my testimony on both personal experience and the experience that the  
14 Peru Police Department has had with Verizon MA service quality.

15

16 Q: DO YOU HAVE ANY CONCERNS OR COMMENTS ABOUT VERIZON  
17 MA'S SERVICE QUALITY?

18 A: In a nutshell, the Peru Police Department sometimes has no telephone service at  
19 all, and frequently we have static. Static on the line happens about twice a month on  
20 average, and has been an ongoing problem for the last seven years. We get one-sided  
21 calling where only one party on the call can hear what the other side is saying. When I  
22 have called to report service problems, the Company has failed to send out technicians to  
23 perform repairs.

1 Q: CAN YOU ILLUSTRATE WHY AN OUTAGE OF TELEPHONE SERVICE IS  
2 A PROBLEM FOR THE POLICE DEPARTMENT?

3 A: Sometime during Spring of this year, the Peru Police Department experienced a  
4 prolonged outage of telephone service. The outage occurred on a Friday, but Verizon  
5 MA failed to send any technicians to repair the outage until Monday.

6 I called to report the outage to Verizon MA around 5 p.m to 6 p.m. on Friday. I  
7 spoke to a customer service representative. The customer service representative informed  
8 me that the repair could wait until the next business day, Monday, because the outage  
9 was on a business line, not a 911 line. I understood from this conversation that Verizon  
10 MA considered the Peru Police Department's business line unimportant to fix.

11 I explained that sometimes, people in emergency situations call our office line,  
12 instead of 911. Those calls are then rolled over from the office line to the Berkshire  
13 County 911 Dispatch. It is important that our business line be working so that the  
14 community can contact us. The Verizon MA customer service representative responded  
15 that the 911 line was working, so there was no need to repair our business line right  
16 away.

17 Finally, service was restored on Monday. It was working by the time I came in  
18 that Monday night.

19

20 Q: WAS THE OUTAGE IN SPRING AN ISOLATED OCCURRENCE?

21 A. While static on the line occurs more often, we have had outages before. When the  
22 line does not work, people calling the Police Department will hear the phone ring, but get  
23 no answer because we do not get any ring on our side. Additionally, during the outage

1 that occurred this Spring, an officer tried the phones but was unable to make any calls  
2 out, and was unable to access the internet.

3 If a person calls the Police Department's business line with an emergency while  
4 service is out, the emergency call will not roll over to Berkshire County 911 Dispatch.  
5 During outages when people cannot reach us by phone, I have known people to drive to  
6 the Police Department to reach us in person. They have reported incidents such as a  
7 broken window or an accident.

8

9 Q: DO YOU HAVE ANY CONCERNS OR COMMENTS ABOUT HOW  
10 OUTAGES AFFECT THE POLICE DEPARTMENT'S ABILITY TO PROVIDE A  
11 PUBLIC SAFETY RESPONSE?

12 A: Fortunately, to date, I am unaware of any injuries resulting from inability to  
13 contact the Police Department during an outage. However, if service quality continues at  
14 the current level without improvement, it is only a matter of time that a tragedy may  
15 occur and the Police Department will be unable to timely respond because someone  
16 cannot reach us on the telephone.

17

18 Q: WHAT IS YOUR OPINION OF THE SERVICE QUALITY OF VERIZON MA  
19 IN PERU?

20 A: Service is not very good at all. It is difficult to get a timely response to requests  
21 for repairs.

22

1 Q: WHAT OUTCOME WOULD YOU LIKE TO SEE IN A DEPARTMENT OF  
2 TELECOMMUNICATIONS AND CABLE ORDER THAT RESULTS FROM THIS  
3 PROCEEDING?

4 A: I would like good telephone service. This means no outages, being able to hear  
5 both sides of a conversation, and good customer service. When repairs are needed, they  
6 should be fixed.

7

8 Q: DOES THIS CONCLUDE YOUR TESTIMONY?

9 A: It does, at this time. However, I reserve the right to supplement my testimony if  
10 new information becomes available.

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