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**From:** roudpaul@aol.com  
**Sent:** Monday, February 23, 2009 12:29 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** isolation of Leverett residents without adequate phone service

Dear Catrice,

I wanted to mention that though I commend your request to receive complaints and issues about the Verizon phone, there is a catch 22 for many Leverett residents.

I received notice of your request second hand. The only address available was an e mail address.

However due to the terrible phone service and antiquated phone lines in my neighborhood and various parts of Leverett, most of us have no-- or very limited access to the internet. Consequently, we can't write to complain about the very thing that you are seeking to learn about.

In other words, please be assured that whatever response you do get is only a very small tip of the iceberg.

thank you.

Sincerely,

Paul Roud, Ph.D.  
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USA

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