
From: Ellen A. Johnson [vadstena@earthlink.net]
Sent: Thursday, February 19, 2009 7:49 PM
To: Williams, Catrice (DTC)
Subject: Verizon service in Western Mass.

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Dear Secretary Williams:

I am writing to register my experience with my phone service with Verizon. I live in Gill, Massachusetts, which is next to Greenfield, on the Connecticut River, in Franklin County. My phone number is 413-863-2738.

I can't say that Verizon is all bad. They've been helpful in a number of instances. But what has been a really significant issue for me and my family, over the past 15 years or so, is that we apparently have moisture in the line with random weather events. When this happens, people are unable to get a hold of us, sometimes for as much as a week at a time. We can call out, so we are unaware that we're missing calls until someone tells us that they've been trying to reach us for days. The huge problem with this is that I have missed out on major employment opportunities twice. We are fairly low income people and cannot afford to have the phone service steal opportunity from us. Is this phone problem because of old wires? I don't know. They've never been able to locate the problem to fix it. We also have fairly frequent crackling on the line. I don't know whose fault it is, but I suspect it's Verizon's, because when this happens, I sometimes call people back or flash the line and it goes away, at least for a while. It's somewhat unpredictable.

So there you have it. I look forward to hearing what you find out in your investigation. Thank you.

Sincerely,
Ellen A. Johnson
15 Vassar Way
Gill, MA 01354