
From: Tomleverett@aol.com
Sent: Friday, February 20, 2009 7:06 AM
To: Williams, Catrice (DTC)
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Subject: Verizon/hill towns western ma

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Saw article in the paper w/call for public comments. Since the ice storm in Dec. Our phone service {Verizon} has been out several days. When it is working the incoming voice signal has been scratchy at best. AOL service has been almost impossible. Yesterday I spent 20 min trying {unsuccessfully} trying to even get on line. Last weekend I spent SEVEN HOURS over 2 days trying to get on line/fix AOL. At first only broadband was offered on my home page this went on till the computer suggested I delete AOL & start over. In those SEVEN HOURS I successfully got on line 2X. Once the first e-mail I tried to open caused the program to freeze the 2nd time it froze up half way thru the AOL opening. As a campaign promise Gov Patrick promised High speed internet for all. I own a business in this state, pay all kinds of taxes and fees for those who live in larger towns to get the benefits of DSL etc. I can't do any business from home because I can't even get on line reliably. Hughes Net is unavailable because of terrain. I will be asking the town of Leverett to lower my property value because of the unavailability of high speed internet causing my property to be useless for any home based internet business. Thank You for listening

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