
From: Michael Bathrick [prez@berkshire.net]
Sent: Tuesday, February 10, 2009 1:13 PM
To: 'Williams, Catrice (DTC)'
Subject: Proposed Regional Service Quality Investigation

As a provider of dial-up internet services in Western Massachusetts, I feel this investigation is not only warranted, but overdue by a decade or more. There are many areas of western Massachusetts which have antiquated and substandard line quality - among the towns I see the most issues with are the towns of Washington and Alford, though I see issues from most of the smaller communities throughout Berkshire County. Typically, these issues come from locations off of the main roads in these areas. I welcome the investigation.

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