

Dear Selectboard:

I gather that you are collecting information on Internet access offered by Verizon for Leverett. Both my wife and I are anxious to have a fast connection to the Internet because we find working from home over a telephone modem to be excruciatingly slow and frustrating. We signed up with Verizon some weeks back to obtain access. They sent us the kit containing modem and line filters. However, very shortly thereafter we received an e-mail informing us that they could not offer the service and a request to send the kit back. The reasons given were very generic, and included the following three reasons:-

1. We were too far from the hub
2. There were too many homes connected between us and the hub.
3. There was something on our line that was incompatible with the service

I attempted to obtain more specific information from Verizon by both phone and e-mail, but was completely unsuccessful. All I could learn was that it was not possible to connect us. This was immensely annoying and frustrating.

Subsequently, I learned from a neighbor, who lives across the street from us (and who is happily connected to the Internet), that the line comes down Amherst Road from Depot Road and that the hub is near the corner with Long Hill Road. If this is correct, then obviously, as we live on the corner of Amherst Road and Juggler Meadow Road, we are not too far from the hub. Nor is it likely that there are too many homes connected on that line. I suspect that the real reason is that our power and phone line come to the house from Juggler Meadow Road and not Amherst Road. So near and yet so far! Could you please confirm if this is indeed the correct reason? Could you also possibly indicate what can be done about the situation, and when the rest of Leverett will be connected to the real world?

Thank You,

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