

The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

September 26, 2007

D.T.C. 07-5

Petition of the Board of Selectman of the Town of Rowe, Massachusetts, pursuant to G.L. c. 159, § 24, regarding the quality of telephone service provided by Verizon New England, Inc. d/b/a Verizon Massachusetts.

NOTICE OF PUBLIC HEARING

On September 5, 2007, the Board of Selectmen ("Board") of the Town of Rowe filed a Petition with the Department of Telecommunications and Cable ("Department") for an investigation pursuant to G.L. c. 159, § 24. The Board requests the Department to investigate the quality of the telephone service provided to the residents of Rowe by Verizon New England, Inc., d/b/a/ Verizon Massachusetts. The Department's investigation into the Town of Rowe's Petition has been docketed as D.T.C. 07-5.

The Department will hold a public hearing to receive comments relative to the Board's Petition on **Wednesday, October 17, 2007, at 6:00 p.m.** at the following location:

Rowe Elementary School
86 Pond Road
Rowe, Massachusetts 01367

The public is invited to attend and comment. Persons wishing to comment on this matter may appear at the public hearing or file written comments with Catrice C. Williams, Secretary, Department of Telecommunications and Cable, One South Station, Boston, Massachusetts 02110, no later than the close of business (5:00 p.m.) on Tuesday, October 16, 2007.

Any person who desires to participate in any subsequent adjudicatory proceeding concerning the above Petition must file a written petition for leave to intervene or to participate in the proceeding with Catrice C. Williams, Secretary, Department of Telecommunications and Cable, One South Station, Boston, Massachusetts 02110, no later than the close of business (5:00 p.m.) on Monday, October 15, 2007. A petition for leave to intervene must satisfy the

timing and substantive requirements of 220 C.M.R. § 1.03. Receipt by the Department, not mailing, constitutes filing and determines whether a petition has been timely filed. A petition filed late may be disallowed as untimely, unless good cause is shown for waiver under 220 C.M.R. § 1.01(4). To be allowed, a petition under 220 C.M.R. § 1.03(1) must satisfy the standing requirements of G.L. c. 30A, § 10.

If possible, please submit a copy of all nonproprietary written pleadings, comments, or petitions to intervene to the Department in electronic format using one of the following methods: (1) by e-mail attachment to dte.filing@state.ma.us and tina.chin@state.ma.us; or (2) on a 3.5" disk, IBM-compatible format. The text of the e-mail or the disk label must specify: (1) the docket number of the proceeding, D.T.C. 07-5; (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. Text responses should be formatted as either Word Perfect, Microsoft Word, or Adobe PDF compatible files. Data or spreadsheet responses should be compatible with Microsoft Excel. The Department is unable to accept scanned files (including scanned "pdf" files) at this time. All comments submitted in electronic format will be posted on the Department's web site: <http://www.mass.gov/dte>.

Any person desiring further information regarding this notice may contact:
Tina W. Chin, Hearing Officer, Department of Telecommunications and Cable, One South
Station, Boston, Massachusetts, 02110, tel. (617) 305-3580.

By Order of the Department

/s/

Catrice C. Williams, Secretary



**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

ONE SOUTH STATION
BOSTON, MA 02110
(617) 305-3580
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SECRETARY OF HOUSING AND
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DANIEL C. CRANE
DIRECTOR OF CONSUMER AFFAIRS
AND BUSINESS REGULATION

SHARON E. GILLET
COMMISSIONER

September 26, 2007

NOTICE OF CONSOLIDATION OF INDIVIDUAL COMPLAINTS

RE: Petition of the Board of Selectman of the Town of Rowe, Massachusetts, pursuant to G.L. c. 159, § 24, regarding the quality of telephone service provided by Verizon New England, Inc. d/b/a Verizon Massachusetts D.T.C. 07-5

Dear Sir/Madam:

Thank you for your complaint regarding telephone service in the Town of Rowe, which was received by the Consumer Division of the Department of Telecommunications and Cable ("Department") on August 22-23, 2007.

Please be advised that on September 5, 2007, the Board of Selectmen of the Town of Rowe filed a petition with the Department regarding the quality of telephone service provided by Verizon New England, Inc. d/b/a Verizon Massachusetts to the residents of the Town of Rowe. The Department's investigation of the Petition has been docketed as D.T.C. 07-5. I have been assigned as the hearing officer and can be reached by phone at (617) 305-3580 or by email to tina.chin@state.ma.us.

The Department's investigation will include a public hearing in the Town of Rowe, at which any citizen is welcome to testify. The public hearing is scheduled to take place on **Wednesday, October 17, 2007 at 6:00 p.m.** at the Rowe Elementary School located at 86 Pond Road in Rowe, Massachusetts. A public hearing notice is attached. You are invited to attend and provide additional comments at the public hearing.

Because the issues in your individual complaint are germane to the Department's investigation of the Town's Petition, your complaint to the Department's Consumer Division will be incorporated into the record in D.T.C. 07-5. Additionally, you will be placed on the service list to receive all notices and communications regarding the Petition. A service list is attached.

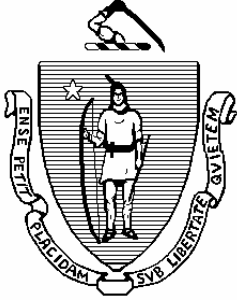
Finally, to assist the Department in its investigation, please complete the attached authorization for Verizon to disclose from its records detailed information regarding the service quality issues associated with your telephone line. Please return the completed form at your earliest convenience to: Catrice C. Williams, Secretary, Department of Telecommunications and Cable, One South Station, Boston, Massachusetts 02110.

Should you require further information about the Department's investigation, or have any questions, please contact me by phone or email.

Sincerely,

Tina W. Chin
Hearing Officer

cc: Robert N. Werlin, Esq.
Janet H. Pumphrey, Esq.
Myra Carlow, Chairman, Board of Selectman
Sandra Callahan, Assistant Attorney General



The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 07-5

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AUTHORIZATION TO RELEASE INFORMATION

I, _____, the undersigned, authorize Verizon New England, Inc. d/b/a Verizon Massachusetts ("Verizon") to release to the Department of Telecommunications and Cable ("Department") proprietary network information associated with the following telephone line(s)/accounts(s):

1) _____ 2) _____ 3) _____

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I understand that the information to be released by Verizon shall be used in connection with the Department's investigation in D.T.C. 07-5. I further understand that the information released to the Department shall be placed in the Department's public docket in D.T.C. 07-5.

Date

Signature

Address



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

ONE SOUTH STATION
BOSTON, MA 02110
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SERVICE LIST (As of September 26, 2007)

Catrice Williams, Secretary
Department of Telecommunications and Cable
One South Station, 4th Floor
Boston, MA 02110
phone: (617) 305-3580
fax: (617) 478-2588
email: catrice.williams@state.ma.us
dtc.efiling@state.ma.us

Tina W. Chin, Hearing Officer
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Board of Selectman,
Town of Rowe
321 Zoar Road
Rowe, MA 01367
phone: (413) 339-5520
fax:
email: Admin@Rowe-ma.gov

-and-

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-and-

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David Holt
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Rowe, MA 01367
phone: (413) 339-4053

Ellynn Packard
47 Stone Hill Road
Rowe, MA 01367
phone: (413) 337-4868

David Lenth
P.O. Box 330
Rowe, MA 01367
phone: (413) 339-4071

Elizabeth Vernes
232 Leshure Road
Rowe, MA 01367
phone: (413) 339-4257

Shantigar Foundation
63 Davenport Road
Rowe, MA 01367
phone: (413) 339-4332/8731

Jean-Claude Van Itallie
63 Davenport Road
Rowe, MA 01367
phone: (413) 339-4720/4727

Kristen Swenson
106 Middletown Hill Road
Rowe, MA 01367
phone: (413) 339-4731

Danette Reynolds-Gallagher
30 Potter Road
Rowe, MA 01367
phone: (413) 339-4870

David Dvore
75 Potter Road
Rowe, MA 01367
phone: (413) 339-8523

Russell Jolly and Susan Wood
19 Stone Road
Rowe, MA 01367
phone: (413) 339-4446

Ronald and Rosemary Gordon
49 Hazelton Road
Rowe, MA 01367
phone: (413) 339-4867

Robin Reed
48 Hazelton Road
Rowe, MA 01367
phone: (413) 339-4752

Angela Foshay
19 Ford Hill Road
Rowe, MA 01367
phone: (413) 339-4873

Edwin May
68 Cross Road
Rowe, MA 01367
phone: (413) 339-4021
email: pemsam@earthlink.net

Edward and Audrey Faiver
29 Potter Road
Rowe, MA 01367
phone: (413) 339-4002

James Brown
530 Tunnel Road
Rowe, MA 01367
phone: (413) 337-4706

John Williams
36 Brown Road
Rowe, MA 01367
phone: (413) 339-5598

Myra Carlow
42 Ford Hill Road
Rowe, MA 01367
phone: (413) 339-8535

Force Recon Association
United States Marine Corp.
31 Steele Brook Road
Rowe, MA 01367
phone: (413) 339-0007 (business)
(413) 3394346 (residence)

Bruce Cowie
487 Tunnel Road
Rowe, MA 01367
phone: (413) 339-8323

Rowe Elementary School
86 Pond Road
Rowe, MA 01367
phone: (413) 339-8381

Prudence Berry
144 Leshure Road
Rowe, MA 01367
phone: (413) 339-4468

Michelle Pike
Streamlight, Inc.
14 Potter Road
Rowe, MA 01367
phone: (413) 339-4015 (residence)
(413) 337-5328 (business)
(413) 337-5304 (business)

Bill Loomis
108 Hazelton Road
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