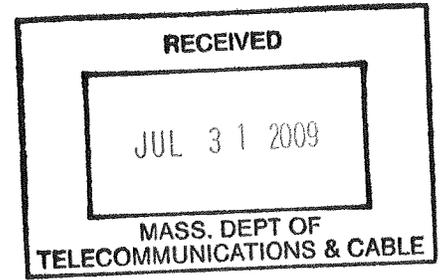


Philip and Alice Shabecoff
96 Plumb Road
Becket, MA 01223



July 29, 2009

Department of Telecommunications and Cable
Two South Station, 4th Floor
Boston, MA 02110

Sir/Madam:

We are writing to register our most strenuous complaints against Verizon. Their service is the worst of all the major companies we encounter in our daily lives.

We use Verizon for telephone and computer access in the Berkshires (as well as in Brookline). The only reason we use Verizon is to save money (because we can use the same internet access in the Berkshires and in Brookline)

Their dreadful behavior towards customers begins with the moment you phone their toll-free number and have to go through a telephone tree that takes an inordinate amount of time to find the service you want; when and if you reach a live customer service rep, s/he is slow to understand and fix the problem, more often than not. The telephone tree requires us as customers to lose our time rather than the company spending its profits on a better and fuller staff.

Out here in Becket, a telephone line has been down, lying on the ground, since the ice storm in January. As a result, our telephones have been corrupted with static noises on and off over these months. We had to wait five days for a repair to our house lines; the repair man, one of the few competent Verizon employees we've met, found and corrected wires that had been installed crossed years ago and never noticed before by other crews.

We deeply resent the remuneration given to the top executives of the company, rather than spending it on better equipment and service.

Sincerely,

Philip and Alice Shabecoff