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**From:** Margie Babbitt [margiebabbitt@msn.com]  
**Sent:** Monday, February 23, 2009 4:52 PM  
**To:** Catrice Williams  
**Subject:** Proposed Regional Service Quality Investigation

Dear Catrice,

My name is Margaret Babbitt and I live at 486 Orange Road in Northfield. I have had Verizon repairmen here many times over the years. I have a major complaint with Verizon whenever it rains or is bad weather. The phone gets all static and the computer won't hold an internet connection. I have also had some inside telephone work done that didn't last more than a day. The repairman said he doesn't usually do repairs, he usually works in the office, but they were short-handed! I still need to reschedule those repairs, but I am waiting for better weather. I am not the only one in Northfield on this road who have called for repairs recently. There are also branches on telephone wires near pole #5 on my road. My neighbor called 2 weeks ago! These are a few complaints that need addressing. Thank you for your time.  
Margaret Babbitt  
978-544-3085