
From: Yrdestiny7@aol.com
Sent: Thursday, February 19, 2009 12:27 PM
To: Williams, Catrice (DTC)
Subject: Verizon Phone Service

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Dear Ms. Williams,

Thank you for asking for comments from the public about Verizon phone service in Western Massachusetts. I have had numerous problems with my phone service here in North Leverett. The last time I complained, I received a recorded message saying that Verizon could not figure out what the problem was but that they thought it was solved! That was a month ago and it is still not solved.

I have spoken with numerous Verizon field technicians. All of them say the same thing: (1) Verizon does not want to spend the money to upgrade the phone lines. (2) That the present phone lines are so old they are falling apart. (3) That it is becoming more and more difficult to patch the lines and to work with them.

The voice quality of both of my phone lines has degraded over the past 25 years while the cost of having the phone has increased.

I realize that your present concern is for voice quality only. However, I am also very disturbed by the inability of those of us in North Leverett to access DSL internet or cable service for internet and/or digital television.

The nation is moving to Digital TV. Even with a DTV box attached to my antenna, I only receive two digital stations. (I know of 4 other analog stations which have already gone digital which I am unable to access.) I am retired and will have a difficult time justifying an additional \$30 a month for a Direct TV dish, merely to watch the weather and public tv. I am already spending \$70 a month for a satellite modem which gives me intermittent signal for viewing live presentations, YouTube, etc. which are sent over the internet for training purposes for my at home business. However, without that expense, I would be unable to do business.

Please consider addressing the inequities in the ability for all of us in western Massachusetts to benefit from a clear, quick internet connection which is also reasonably priced. At this time, it is ONLY the southern portion of Leverett which has DSL. I was under the impression that Governor Patrick was working to have ALL of western Massachusetts covered for high speed internet/digital TV.

Very truly yours,

Judy Raphael

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