
From: raymond s. bradley [rbradley@geo.umass.edu]
Sent: Wednesday, February 18, 2009 11:21 AM
To: Williams, Catrice (DTC)
Subject: Verizon Massachusetts' ("Verizon") basic service quality in Franklin counties

With reference to your plan for an investigation of Verizon Massachusetts' ("Verizon") basic service quality in Berkshire, Hampden, Hampshire, and Franklin counties, let me add my voice to those complaining about the abysmal service quality provided by Verizon to its customers in western Massachusetts. Their telephone (voice) service is terrible, with a constant buzz on the lines; this is the result of inadequate investment in upgrading telephone cables in the area. And of course, we have minimal high speed internet capability in most areas.

Specifically,

Is there a reasonable basis for the Department to conclude that there may be a significant or widespread problem with Verizon's service quality in western Massachusetts, so as to justify opening an regional service quality investigation covering Berkshire, Hampden, Hampshire and Franklin counties?

Absolutely!

If there is sufficient evidence of a possible significant or widespread service quality problem in western Massachusetts, is a regional investigation the best approach for investigating the matter, and if not, what would be a better process for addressing the issues?

Yes--the entire region is inadequately served.

Sincerely,

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