

TOWN WHERE A U.S. FLAG WAS FIRST
RAISED OVER A PUBLIC SCHOOL. MAY, 1812

TOWN OF COLRAIN

BOARD OF SELECTMEN

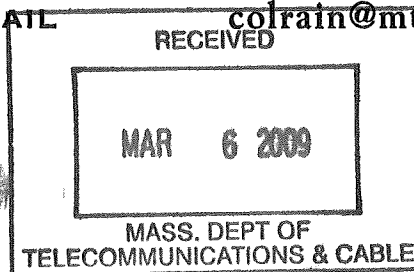
55 MAIN ROAD,

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Catrice C. Williams, Secretary
Commonwealth of MA
Department of Telecommunications and Cable
Two South Station, 4th Floor
Boston, MA 02110

Re: Proposed Regional Service Quality Investigation-Verizon Massachusetts

Dear Ms. Williams:

We have received your Request for Comment on the above matter. At a duly convened meeting on 2/23/09, this notice was discussed in detail by our three member Board. Members of the Colrain Board of Selectmen wish to encourage the opening of a regional investigation of Verizon Massachusetts' basic service quality in Berkshire, Hampden, Hampshire and our own Franklin counties. Telephone service to areas of our small town is inadequate, to say the least, and sometimes non-existent during extreme weather conditions, when it is needed the most. We join our neighbors in the nearby Town of Rowe in insisting that adequate phone service must be provided to all residents. It is imperative that Verizon allocate adequate resources to the less populated areas in Western MA. Based on comments from our residents, it is reasonable to assume that our issues in Colrain appear to be consistent with those mentioned in your Request for Comment. Additionally, it would seem that a regional investigation would further support that these issues are not those of one town, but that the problem is wide spread by allowing the service quality to be examined historically.

We appreciate your efforts in this matter. Please feel free to contact our Town Coordinator, Fred Rees, at 413-624-6306 should you find that further information is necessary.

Sincerely,

BOARD OF SELECTMEN OF THE TOWN
OF COLRAIN

Joseph A. Sacco, Chairman

Duane L. Scranton

Michael J. Beausoleil

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