

Town of Otis

TOWN ADMINISTRATOR

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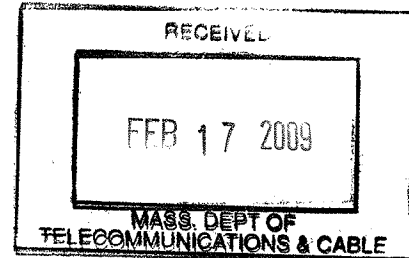
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February 11, 2009

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



Re: Comment Regarding Proposed Regional Investigation of Verizon Service Quality in Western Massachusetts

Dear Ms. Williams,

Below are the Town's responses to the questions contained in your recent letter.

- 1) "Is there a reasonable basis for the Department to conclude that there may be a significant or widespread problem with Verizon's service quality investigation covering Berkshire, Hampden, Hampshire and Franklin counties?"

Yes. I have heard numerous anecdotes of poor signal quality from Otis Residents.

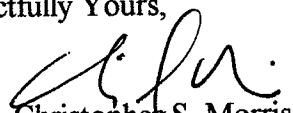
- 2) "If there is a sufficient evidence of a possible significant or widespread service quality problem in Western Massachusetts, is a regional investigation the best approach for investigating the matter...?"

Yes. The Town of Otis would welcome an investigation into poor service quality in Otis and the region.

- 3) "If the Department determines to open a regional Verizon service quality investigation, is it reasonable and appropriate for the department to consolidate the existing town-specific investigations for the towns of Hancock and Rowe...?"

Yes, so long as the consolidation does not impede the progress of the current investigations within the communities that have taken a lead on this issue.

Respectfully Yours,


Christopher S. Morris
Town Administrator