

Town of Rowe
FRANKLIN COUNTY
MASSACHUSETTS
01367

Settled as Myrifiold 1763 ▪ Incorporated as Rowe 1785

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BOARD OF SELECTMEN

February 23, 2009

Mr. Lindsay E. DeRoche, Hearing Officer
Department of Telecommunications and Cable
Tow South Station, 4th floor
Boston MA 02110

Dear Mr. DeRoche:

Re: Proposed Regional Service Quality Investigation re Verizon

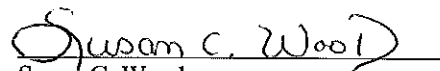
Please be advised that at a meeting of the Rowe Board of Selectmen on Monday, February 23, 2009, the board voted unanimously to offer the following comments to the DTC *Request for Comment* disseminated on February 9, 2009, by email from Catrice Williams.

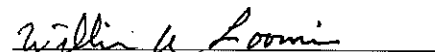
1. Q. *Is there a reasonable basis for the department to conclude that there may be a significant or widespread problem with Verizon's service quality in western Massachusetts...?*
 - A. Based on statements in your above referenced-document, and from statements from townspeople in town's adjoining Rowe, we do believe there is a reasonable basis for the Department to conclude there may be significant or widespread problems with Verizon's service quality in western Massachusetts so as to justify opening a regional service quality investigation covering Berkshire, Hampden, Hampshire and Frankling counties.
2. Q. *Is a regional investigation the best approach?*
 - A. We do believe a regional investigation is the best approach as most of the towns in western Massachusetts are very small and lack the funding or manpower needed to pursue such a petition on their own, and therefore would probably not pursue such a petition, to the detriment of their townspeople.
3. Q. *Should the existing town-specific investigations for Hancock and Rowe and the pending Shutesbury complaint be consolidated into the regional investigation?*
 - A. We do believe it would be beneficial to group all towns together into one investigation as a broader-based complaint would most likely get better results.

Please advise if you require any other information concerning this matter.

Very truly yours,

ROWE BOARD OF SELECTMEN


Susan C. Wood


William A. Loomis

ELB