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**From:** David Young [davidyoung@wivalley.net]  
**Sent:** Monday, February 23, 2009 3:43 PM  
**To:** Williams, Catrice (DTC)  
**Cc:** Nicholas Arguimbau; Rick Abbott; Patricia Lemon  
**Subject:** Proposed Regional Service Quality Investigation

Dear Secretary Williams:

The Town of Warwick MA supports the proposal to investigate Verizon's telephone quality service on a regional basis.

The state of infrastructure for pots lines here ranges from challenged to deplorable. We are provisioned by the Orange MA central office with a local box in the village center. Historical data collection for our Town would be facilitated by a regional investigation.

We suspect that the fact that Warwick is not on the proposed list of town's to receive second-hand dSlams for DSL is evidence that the company is aware of the poor line quality here.

Residents here experience outages, phantom rings, ring-through, and cross-talk. There is no cellular service. This makes the land line an especially critical service.

We welcome and support the proposed regional service quality investigation.

Kind regards,

TOWN OF WARWICK

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cc: Board of Selectmen

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