



**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

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GEOFFREY G. WHY
COMMISSIONER

September 16, 2009

Robert N. Werlin, Esq.
Keegan Werlin LLP
265 Franklin Street
Boston, MA 02110-3113

Dear Attorney Werlin:

Thank you for sharing your concerns regarding Keegan Werlin's access to the public comments filed in *In re Verizon Service Quality in Western Massachusetts*, D.T.C. 09-1, in your letter dated September 9, 2009. The Department of Telecommunications and Cable ("Department") takes your concerns seriously.

You are no doubt aware of the regulations and practice governing the availability of public comments including in *In re Verizon Service Quality in Western Massachusetts*. That is, public comments are available for download on the Department's website at <http://db.state.ma.us/dtc/frmdocketlist.asp>. It was the Department's understanding that Keegan Werlin had difficulty navigating the Department's website and required its assistance to access the public comments posted therein. Based on your letter, however, it appears that Keegan Werlin is now able to capably navigate the website like the other parties in the matter because it has identified public comments that it may not have on file.

As this matter moves into the adjudicatory phase, please be assured that each party is required to serve its filings on each party identified on the service list. I have personally confirmed that Keegan Werlin is on the service list. Accordingly, Keegan Werlin will know on a timely basis what is being filed with the Department.

Finally, the Department acknowledges that Verizon New England, Inc. has reserved its right to cross-examine witnesses offering sworn testimony and to conduct discovery, as appropriate.

Sincerely,

/s/ Kalun Lee
Kalun Lee, Hearing Officer

cc: Commissioner Geoffrey G. Why;
Service List