
From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:53 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Sharon Grace](#)
To: jallen@williamstown.net
Cc: [Barbara Walvoord](#)
Sent: Monday, February 23, 2009 9:28 AM
Subject: South Williamstown Phone Service

This is in response to a request from Angela Cardinali for feedback about Verizon telephone service in the past.

We had so much static so frequently on our phone line that we switched to Time Warner cable phone service (VOIP). We did have Verizon out to check our line before we made the switch. They made an adjustment and it was better for a short time, but then the static was back. It just wasn't worth having to deal with phone service that was so unreliable when we could switch to Time Warner cable service.

Sharon Grace
Barbara Walvoord
130 Woodcock Rd

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 5:08 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Larry Cherkis](#)
Sent: Monday, February 23, 2009 12:53 PM
Subject: RE: South Wmstn phone service question

Our experience with Verizon has been terrible. Sometimes our main line goes out and our second line is ok. The most recent episode was a beauty – they made a programming error, took our phone number away from us, gave us another number, decided that the new number was not in service, and therefore eliminated our phone service, all without our knowledge. It took them three weeks to figure out how to fix this, promising every day that it would be fixed by the end of the day. They then agreed to credit our account. However, when they restored our old number, they registered it as a new account, and sent us a full bill. Thereafter, I received a phoned warning that our account was about to be past due. They made me pay amounts I thought I had already paid, via credit card, with a surcharge – this in order to keep them from sending a notice to the credit reporting agencies (They had done that once before when we had moved to Hancock Road and our account numbers (not our tel. no) had been changed, and they failed to credit my payments under the old account number. They blew up my credit rating until I could get that expunged.) We are going to change to Time Warner phone service in the Spring.

Larry Cherkis
106 Bulkley Street

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 5:04 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Amy Bryan](#)
To: jallen@williamstown.net
Sent: Monday, February 23, 2009 10:16 AM
Subject: Re: Phone problem info from SWAC

Jane,

The Bryan Family of 118 Sloan Road has had terrible problems reoccurring with our phone line as well. One evening we were awakened by the Williamstown Police - they told us we had called 911. Apparently the phone line shorted somehow. The entire family was woken at 3am for the day. I called Verizon to complain, but they couldn't find a problem.

We are switching to Time Warner next week.

Thanks,

Amy Bryan

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:56 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

On Feb 23, 2009, at 9:52 AM, John R Bryan wrote:
2/23/09

Susan,

Interesting Email regarding what appears to be an endemic problem. We purchased our house in Jan 88 and have experienced periodic phone line problems.

Same issues, sporadic hum and static on the line. Every now and then my phone will ring once, and then disconnect without a call coming through. Lately the static problem has diminished. Maybe I was switched to a line that works better.

I can't recall the last time I brought the issue to the attention of the phone co. I had a conversation with a phone co repairman working on the switch box at 5 Corners a few years back who told me the switch and the lines were outdated and that problems will continue until the lines and the switch are replaced. I ran the white flag up and chose not to spar with big-brother.

I may be cynical but I don't believe the phone company will addresses the problem within a reasonable time frame even with increased political pressure.

It appears that many have solved the problem by switching to cable phone service.

Maybe the SWCA can address the issue by approaching alternative phone service vendors like Time Warner and attempt to negotiate a discounted, long-term deal for SWCA members.

John Bryan
126 Sloan Road

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:46 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Belwo please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: "Michael Gerrity" <gerrity@roadrunner.com>
To: <jallen@williamstown.net>
Sent: Sunday, February 22, 2009 3:45 PM
Subject: FW: South Wmstn phone service question

> HI Jane,
>
> I understand the Select Boards will be discussing phone service in South
> Williamstown tomorrow evening. I live at 61 Hancock Rd. and have had
trouble
> with Verizon for many years. The static is so loud at times it is
impossible
> to hold a conversation. On average Verizon comes about every 6 months to
> repair the wires but the repair is always short lived.
>
> One year ago I signed up for the Time Warner phone - internet "deal." Time
> Warner outsourced the job to a serviceman from upstate NY who botched the
> change over. I was no longer able to receive make calls from my studio
above
> the garage. Time Warner then sent one of their servicemen; he repaired the
> damage done by the outsourced guy. I then decided to stay with a known
> entity and opted out of Time Warner's 'deal." I'm keeping my fingers
crossed
> that Verizon has finally repaired our antiquated lines.....
>
> Thank you for all the hours you devote to making our Williamstown a
terrific
> place to live.
>
> Annie Gerrity

>
>
>
>
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:40 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Belwo please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Susan - Cedarworks](#)
To: jallen@williamstown.net
Sent: Sunday, February 22, 2009 10:00 AM
Subject: Verizon phone lines

Dear Jane,

In response to the message from Susan Schneski I've summarized our experience with phone service since we moved here:

Seven years after we built our home in Williamstown we switched from Verizon to Time Warner for all of the reasons cited by others. We are now very happy with our phone lines on which I have never again heard static. The Verizon repair personnel were always polite and responsive which leads me to believe that the lines are virtually impossible to repair. When the installer from Time Warner was here I asked which phone lines were going to be used and, if I understood him correctly, he said that the signal would travel by cable to a Sprint connection in, he thought, North Adams. I can't verify this information but it makes sense since, eventually, the signal has to travel via phone lines owned by one of the phone companies.

Susan Brown

200 Elm Tree Loop

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:38 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

> Hi All,
>
> We bought our house at 881 Hancock Road in 2002. We have had static/
> humming on and off over the years. Sometimes it has been difficult to
> hear conversations. For a while I thought it was our phone, but after
> purchasing a new one, nothing changed. We have recently changed our
> phone service to Time Warner, as they offered a package deal with
> internet and cable service. Come to think of it, I don't think we've
> noticed any static since the switch.
>
> Please feel free to share our story if it helps resolve this problem.
>
> Maribeth and David Pomerantz
> 458-1323
>
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:36 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: "Mindy Hackner" <minhackner@yahoo.com>
To: <jallen@williamstown.net>
Sent: Sunday, February 22, 2009 7:58 AM
Subject: S.Williamstown phone service

>
> Hi Jane,
> We discontinued our Verizon service last year after repeated problems
with our Verizon line. At one point, after complaining for months about
static on our line (virtually rendering it unusable while still paying
Verizon and ATT \$45/mo), a very nice young service technician found our line
completely separated way up on Water Street. The only connection we had was
created by energy arching through the gap. He was surprised that we had
service at all. It was repaired promptly but we had Michael's Richmond
Network account and decided to drop our second line. When I called Verizon
to cancel the service, a technician asked all sorts of invasive questions
about how I was going to receive my calls. I sympathize with the phone
company but realistically, in the age of digital communications and wireless
service, they are bound to be losing customers with the lines running
through South Williamstown. I hope the Board can find some resolution to the
problem even
> if it means appealing only to their fiscal health and bottom line.
>
>
> Mindy Hackner Green River Road Williamstown, MA 01267
>
>
>
>
>
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:35 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: "Julia Morgan-Leamon" <Julia.E.Morgan-Leamon@williams.edu>
To: <jallen@williamstown.net>
Sent: Sunday, February 22, 2009 12:00 AM
Subject: Verizon trouble

> Hi Jane, Word has it that you are looking into upgrading phone wires
> in South Williamstown. I had to disconnect my Verizon service because
> the hum and buzzing was so loud. We use vonage now which is only a
> slight improvement!
> thanks, Julia Morgan-Leamon
42 New Ashford Road
>
>
>
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:33 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: hubie316@aol.com
To: jallen@williamstown.net
Sent: Saturday, February 21, 2009 10:50 PM
Subject: Verizon telephone service

Hi Jane; hope you are well. Joanne and I have had the same problem as Susan on and off for years also, One hand doesn't know what the other is doing, but they do go through the motions of responding to customer calls and they do come out, and sometimes spend hours; different repairmen come up with different answers. While the repairs are not usually lasting, I do have to say that we have not had problems for quite some time. Damn! You know it will come back tomorrow, for sure! They do have a complete record of all repair work done and it might prove useful to see that record of South Williamstown Verizon customers. Regards, David Ranzer
67 Sweetbrook Road

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From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:31 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: "Steve White" <jerichovalley@gmail.com>
To: <jallen@williamstown.net>
Cc: "Andrea White" <aswhiteslp@gmail.com>
Sent: Saturday, February 21, 2009 10:37 PM
Subject: Verizon

> I was told you are looking for feedback about phone service along
> Hancock Road.
> We live in Hancock one mile south of the Williamstown town line on
> Route 43. We often get static or a hum on our phone line.
> Thanks for your interest in addressing this.
>
> The Rev. Dr. Stephen L. White
> 2325 Hancock Road
> Williamstown, MA 01267
> 413-458-5824
> jerichovalley@gmail.com
>
>
>
>
>
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:52 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Susan Schneski](mailto:Susan.Schneski)
To: jallen@williamstown.net
Sent: Monday, February 23, 2009 12:31 AM
Subject: Fwd: South Wmstn phone service question

Begin forwarded message:

From: Carolyn Umlauf <cumlauf@hotmail.com>
Date: February 22, 2009 12:49:03 PM EST
To: Susan Schneski <sschneski@roadrunner.com>
Subject: RE: South Wmstn phone service question

I, too, have changed to Time Warner and have not had the re-occurring problems with Verizon phone lines that were particularly noticeable after a storm. I would often see the Verizon truck down at route 43 area toward Green River Farms working at a 'box' full of wires. This was pretty much the case after any storm involving rain. The Kennedys of Hancock Rd had asked me about their service as well, since they live in Chicago most of the time and were puzzled as to whether this was common, also noticing its deterioration after a storm.

Perhaps this gathering of collective information will provide an opportunity by which this can be addressed.

Carolyn Umlauf
carolyn@harschrealestate.com
cumlauf@hotmail.com
413-458-5000 ext 109
413-822-7108 (cell)

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:49 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: BgrPam@aol.com
To: jallen@williamstown.net
Sent: Sunday, February 22, 2009 8:32 PM
Subject: phone service

Hello Jane,
I switched to the Time Warner service about a year ago and the phone service improved such that now there is no static, always a dial tone (wasn't always so with Verizon as the provider). I hope Hancock is successful in its efforts.
Best regards,
Pam Burger
324 Oblong Road

You can't always choose whom you love, but you can choose how to find them. [Start with AOL Personals.](#)

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:44 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Angela Cardinali](#)
Sent: Sunday, February 22, 2009 1:21 PM
Subject: Re: South Wmstn phone service question

We have had several problems with static and noise on the line with a few visits for phone line repair/adjustment. Seems to temporarily fix the issue but it comes back from time to time. Haven't had huge issues recently but over the last nine years, we've had several. Thanks for trying to gather up this data to work on the problem!

Cheers,
Angela Cardinali + John Kemp
2148 Green River Road
Williamstown

ANGELA CARDINALI



Please consider the environment before printing this e-mail.

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:21 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Follow Up Flag: Follow up
Flag Status: Completed

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: "Dinny S. Taylor" <Dinny.S.Taylor@williams.edu>

> I am SO glad you raised this issue. We have had a hum off an on in
> our
line
> for as long as I can remember. We have lived on Stone Hill Road 19 years.
> Sometimes it gets so bad that the phone is unusable. When I call them I
> don't even need to tell them what the problem is -- they can hear it
> for themselves. That happened to us 3-4 times in the past 6 months or so.
Each
> time I would call they would send someone out and each time it would
> be better, but not perfect. Then it would get very bad again and I'd
> muster the energy to call them again.
>
> One of the Verizon repairmen left a message on my phone very excited
> that
he
> had figured out the problem. He said that somewhere the telephone
> lines
are
> too close to power lines and that interference from the power lines
> causes the hum. He also indicated that this was why the hum might be
> worse in
the
> evening, say, when more power was being used. He said he had reported
this,
> but that another unit would be in charge of fixing this so it would
> take a few weeks. Four weeks later the bad hum was back so I called
> again and
when
> I reported the hum I asked about the power line situation, but they
wouldn't
> / couldn't tell me if that had been addressed. They sent someone out
again,
> and again they did something, and again it was better but the hum
> still persists. It's not bad enough that I've called again recently,
> but it is definitely still there.
>
> I am replying to everyone as well as Jane to encourage others of you
> to speak up. I have suspected that we are not the only ones who have
> experienced these hassles, but it's really good to know that we are
> not alone and even better, that maybe collectively we can finally get
> Verizon

to
> fix the real problem.
>
> Dinny Taylor
> 235 Stone Hill Road
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:17 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Follow Up Flag: Follow up
Flag Status: Completed

Below please find evidence from Williamstown in support of investigation.

From: MCGILLIII@aol.com
Date: February 21, 2009 4:12:16 PM EST
To: SSCHNESKI@roadrunner.com
Subject: **Re: South Wmstn phone service question**

Our service was so bad we made the same switch to Time Warner. One problem, blamed by repairmen on the old lines, was the sending of false 911 calls. The police would arrive at 6:00 AM thinking we were in trouble when we were happily asleep. Good marks for our wonderfully responsive police force and poor marks for Verizon. (The last thing our police force needs is false alarms.)

Bob McGill
295 Hancock Road

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:14 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Follow Up Flag: Follow up
Flag Status: Completed

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Susan Schneski](mailto:Susan.Schneski)
To: jallen@williamstown.net
Sent: Saturday, February 21, 2009 3:58 PM
Subject: Fwd: South Wmstn phone service question

Susan Schneski
671 Hancock Road
458-8220

In our case, the static kept coming back, after being repeatedly switched to other lines in a main junction box at Five Corners, so for our personal phone we switched to the Time Warner Cable phone/TV/internet operation and have been pleased. Bill's Wild Wind Nursery business phone is still on a Verizon line, so we have experience with both companies. The Verizon repairmen told us the the lines are really old on Hancock Road and perhaps elsewhere in South Williamstown and that the only real solution is for the company to upgrade their lines. So far, that has not happened.

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:42 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

Sent: Sunday, February 22, 2009 11:56 AM
Subject: Re: South Wmstn phone service question

> Susan, Jane et al.-
>
> Like Maribeth and David Pomerantz, we have also recently switched to
> the Time-Warner cable package. The telephone sound quality is much
> improved.
>
> Andy and Anne Crider
> 770 Hancock Road
>
>
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:30 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: "Bob Stegeman" <bstegs@gmail.com>
To: <jallen@williamstown.net>
Cc: <Dinny.S.Taylor@Williams.edu>
Sent: Saturday, February 21, 2009 9:21 PM
Subject: Verizon and power lines

> Dear Jane,

>

> Just got the email from Dinny Taylor about what's been a static
> problem on the Verizon lines in our area for some time. It's a bit of
> a relief to know that it's a community problem; we thought it was just
> us. Verizon always has been good about responding to the problem,
> though it's always a temporary solution and they really spend a lot of
> time working on it and it's always at their expense. And they always
> have to come back. This has gone since we moved in here six years ago.
> Seems to me it's in their interest to get to the bottom of the matter
> and maybe it's a "shovel ready" project. All the best.

>

> Bob and Carol Stegeman
> 275 River View Run

>

>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:28 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: BLMCLUCAS@aol.com
To: jallen@williamstown.net
Sent: Saturday, February 21, 2009 7:28 PM
Subject: Verizon Service

Jane - I am writing to also seek help from Verizon for improved telephone service in South Williamstown. In any kind of "weather", we experience, at the least, static on the line and most likely an outage that can last from a few hours to a few days. Each time a repair is done the line man will comment that they are sorry but have "patched it". We have also periodically had an outage for seemingly no reason at all. Given the monthly fee for this service, we would expect more up to date lines that do not go out of service as often as ours do.

As President of the South Williamstown Community Association, I can also say that many residents have voiced their concerns over the last few years as well. I know a number of people in South Williamstown are also looking at changing to Time Warner phone service to see if they can get improved service, given that we have not been able to get Verizon to do anything when we each have complained.

I am hopeful that collectively we might be able to get Verizon to provide the infrastructure needed to support its customers.

Thank you for your help, Jane!

Barbara (and Don) McLucas
988 Hancock Road

You can't always choose whom you love, but you can choose how to find them. [Start with AOL Personals.](#)

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:25 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

From: Elizabeth Smith [mailto:elizabeth@caretakerfarm.org]
Sent: Saturday, February 21, 2009 5:37 PM
To: Dinny S. Taylor
Subject: Re: South Wmstn phone service question

Our telephone problems come and go. Occasionally there has been interference (a hum) but more often it is dead. Sometimes the problem has been close to the pole and other times I've seen the men down at Five Corners where there is a junction box near the north/east corner of 7 and 43. No problems recently.

Sam and Elizabeth Smith
Caretaker Farm
1216 Hancock Rd

On Feb 21, 2009, at 5:20 PM, Sam Smith wrote:

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:26 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [James Sampson](#)
To: [Susan Schneski](#)
Cc: [jallen@williamstown.net](#)
Sent: Saturday, February 21, 2009 6:35 PM
Subject: Re: South Wmstn phone service question

Yes, we as well have had problems with the phone, mostly, no use at all for many days at a time, to hums. My neighbors as well having the same kind of problems, one of which has canceled her verizon. They tell us it is the old lines. Seems we in the south end of town get forgotten for alot of things.

The road is New Ashford Road, Route 7

Donna & Jim Sampson

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 10:26 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

Sent: Monday, February 23, 2009 7:35 PM
Subject: RE: South Wmstn phone service question

We have had all of the issues discussed in all these emails - mostly no dial tone and no service for literally days at a time. we were always told problem was a substation on water street near Hobson's Choice.

Rob Abel
VP Investment Services
True North Financial Services, Inc.
296 Main Street, Williamstown, MA 01267
413-458-1805
413-663-2361 fax

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:23 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: "ewhite" <ewhite@massmed.org>
To: "'Susan Schneski'" <SSCHNESKI@roadrunner.com>; <jallen@williamstown.net>
Sent: Saturday, February 21, 2009 5:32 PM
Subject: RE: South Wmstn phone service question

> Yes Susan and Jane, we have had static and noise in our Verizon land line
> for many months if not a couple of years; sometimes worse than others, but
> it is always there. Eric & Linda White 237 Oblong Road
>
>

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:50 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Susan Schneski](#)
To: jallen@williamstown.net
Sent: Monday, February 23, 2009 12:22 AM
Subject: Fwd: South Wmstn phone service question

Begin forwarded message:

From: "Jane Miller" <janesm@roadrunner.com>
Date: February 22, 2009 8:53:02 AM EST

Subject: Re: South Wmstn phone service question

We have had numerous problems with our Verizon phone line also. Loud hums, at times so loud that the phone was unusable have caused us to get Verizon here several times. Each fix was fairly quick, but a nuisance, as one had to be home during the scheduled four hour period in case home access was needed.

Please feel free to share this message with our Town of Williamstown Selectmen.

Jane and Robert Miller
356 Oblong Road

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 4:48 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Janice S. Adkins](mailto:Janice.S.Adkins)
To: jallen@williamstown.net
Sent: Sunday, February 22, 2009 5:30 PM

Dear Jane,

In response to an email, I am writing to tell you that I changed my phone service from Verizon to Time Warner cable. Every time it rained, my phone would go dead when I had Verizon as my provider. The office at Sweetwood called and complained, but the only answer was that water had seeped into the transformer and that caused the outage and they refused to replace the transformer. After a year or two of this interference with my phone service, I answered a request from Time Warner who was already providing my computer service to use their phone service. It is less costly and seems to work well.

I know I was not the only resident of Sweetwood who was subject to phone outages during rain storms.

Jan Adkins

1611 Cold Spring Road

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 10:22 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Stefanie Jandl](#)
To: [Maribeth Pomerantz](#)
Cc: [Susan Schneski](#) ; [jallen@williamstown.net](#) ; [Swca07@aol.com](#) ; [bobpat1518 Greenberg](#) ; [Anita Barker](#) ; [mcangelosi@roadrunner.com](#) ; [ldclawret@msn.com](#) ; [winsorc1@yahoo.com](#) ; [jandbcraig@gmail.com](#) ; [acrider@roadrunner.com](#) ; [pendev@mac.com](#) ; [jjdiamant@aol.com](#) ; [jfillault@jimony.com](#) ; [Jane Frado](#) ; [sgrace130@gmail.com](#) ; [Guernsey](#) ; [Eshphd@aol.com](#) ; [info@berkshirehillsmotel.com](#) ; [bhertzig@gmail.com](#) ; [cardinal@berkshire.net](#) ; [ellen.kennedy@adelphia.net](#) ; [bkolbert@adelphia.net](#) ; [Sharon Manning](#) ; [MCGILLIII@aol.com](#) ; [Msweetwood@aol.com](#) ; [jملهamon@williams.edu](#) ; [cnastr01@nyc.rr.com](#) ; [David Kechley](#) ; [mnowicki@sover.net](#) ; [janesm@adelphia.net](#) ; [Howard Pattee](#) ; [bettecraig@gmail.com](#) ; [portz@yahoo.com](#) ; [Hubie316@aol.com](#) ; [UserR9274@aol.com](#) ; [Regina Rouse](#) ; [dlsjes@roadrunner.com](#) ; [ashatken@hotmail.com](#) ; [mamakojima@hotmail.com](#) ; [Sam Smith](#) ; [MSpear205@aol.com](#) ; [estclair@verizon.net](#) ; [esteele@adelphia.net](#) ; [cbsteg@gmail.com](#) ; [Judith Summers](#) ; [William Saxbe](#) ; [dtaylor@williams.edu](#) ; [lvenolia@williams.edu](#) ; [annetiffany@peoplepc.com](#) ; [Carolyn Umlauf](#) ; [ewwhite](#) ; [bahdwilson@earthlink.net](#) ; [Bwpurplewins@cs.com](#) ; [kwolfgang@roadrunner.com](#) ; [marymedgerton@hotmail.com](#) ; [Robert Abel](#) ; [granadk@gmail.com](#) ; [lizab@bcn.net](#) ; [Anne Bell](#) ; [fsbx@yahoo.com](#) ; [Leatrice@aol.com](#) ; [susan@cedarworks.com](#) ; [John R Bryan](#) ; [PBubriski@aol.com](#) ; [bullockst@comcast.net](#) ; [BrgrPam@aol.com](#) ; [maryellenmeehan@yahoo.com](#) ; [Oandmo@aol.com](#) ; [Sam Edgerton](#) ; [je4@roadrunner.com](#) ; [gerrity@adelphia.net](#) ; [lglover@clarkart.edu](#) ; [chefully@sover.net](#) ; [minhackner@yahoo.com](#) ; [amy@cricketcreekfarm.com](#) ; [jhm21857@bcn.net](#) ; [QuarryPond@aol.com](#) ; [kmcknight@adelphia.com](#) ; [BLMCLUCAS@aol.com](#) ; [WaubeekaGL@aol.com](#) ; [jsanewman@verizon.net](#) ; [karenparkins@gmail.com](#) ; [pickard145@msn.com](#) ; [Skiwithapro@aol.com](#) ; [dpricha@adelphia.net](#) ; [lshoreman@greenriverfarms.com](#) ; [gobrenda@hotmail.com](#) ; [thaisz@roadrunner.com](#) ; [brian turton](#) ; [Pambweath@aol.com](#) ; [aswhiteslp@gmail.com](#) ; [Missy Young](#) ; [bridget@caretakerfarm.org](#) ; [white_linda@hotmail.com](#)
Sent: Monday, February 23, 2009 5:56 PM
Subject: Re: South Wmstn phone service question

Hi Susan, hi everyone,

We, too, had many problems with our Verizon phone service. Our problem was not the static that others have described; rather, the service would go out at random times. This would occur 3-6 times per year, for years. Sometimes the dial tone would return within a few hours, before Verizon responded to our call. Other times, the service would remain out while Verizon would take longer than I think reasonable to respond (usually several days). On a number of occasions the repairperson would say that it was the "junction box on Green River Road" and that the problem had been identified and permanently solved. But inevitably it would happen again. We finally changed over to Time-Warner last spring and the problem has not happened again.

best,
Stefanie

On Sun, Feb 22, 2009 at 9:19 AM, Maribeth Pomerantz <mjamp@mac.com> wrote:
Hi All,

We bought our house at 881 Hancock Road in 2002. We have had static/humming on and off over the years. Sometimes it has been difficult to hear conversations. For a while I thought it was our phone, but after purchasing a new one, nothing changed. We have recently changed our phone service to Time Warner, as they offered a package deal with internet and cable service. Come to think of it, I don't think we've noticed any static

since the switch.

Please feel free to share our story if it helps resolve this problem.

Maribeth and David Pomerantz
458-1323

On Feb 21, 2009, at 3:54 PM, Susan Schneski wrote:

I'm contacting this list of South Williamstown Community Assn. members to see if anyone, beside us, has had any problems with Verizon telephone service in the past or recently.

The Williamstown Board of Selectmen have put this item on their agenda for Monday, Feb. 23, 2009 at the request of the Hancock, MA folks who are trying to get Verizon to upgrade their old wires to modern phone cable service.

Selectwoman Jane Allen would like to hear from anyone who has experienced static on the lines or other problems with Verizon's phone service before the Monday night meeting at 7:00 pm in Town Hall.

Jane Allen can be contacted by phone or by internet at:

458-4251

jallen@williamstown.net

Thanks for your help with this factfinding effort.

Susan Schneski
a Director, SWCA
458-8220

PS In our case, the static kept coming back, after being repeatedly switched to other lines in a main junction box at Five Corners, so for our personal phone we switched to the Time Warner Cable phone/TV/internet operation and have been pleased. Bill's Wild Wind Nursery business phone is still on a Verizon line, so we have experience with both companies. The Verizon repairmen told us the the lines are really old on Hancock Road and perhaps elsewhere in South Williamstown and that the only real solution is for the company to upgrade their lines. So far, that has not happened.

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 5:55 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

----- Original Message -----

From: [Susan Schneski](mailto:Susan.Schneski)
To: jallen@williamstown.net
Sent: Monday, February 23, 2009 4:43 PM
Subject: a new one, South Wmstn phone service

Begin forwarded message:

From: John MacDonald <jhm21857@bcn.net>
Date: February 23, 2009 4:36:32 PM EST
To: SSCHNESKI@roadrunner.com
Subject: RE: South Wmstn phone service question

Hi Susan,

Thank you for doing this! I can't add anything you haven't heard. We have two lines. My studio lines goes dead 2 or 3 times a year, with a 2 -3 day delay in fixing it. Other times, (once a month) the static makes it almost impossible to hear anyone. Oddly, our line is the house rarely gives us trouble. As for service, my experience has been sometimes good, sometimes bad. The repairmen are almost always willing to take time to explain the problem. A good group overall.

John

--

John MacDonald
1021 Hancock Road
Williamstown MA 01267-3021
413-458-0056
john@jmacdonald.com
www.jmacdonald.com

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 5:17 PM
To: Catrice Williams
Cc: pfohlin@williamstown.net
Subject: Proposed Regional Service Quality Investigation

Dear Catrice,

Earlier today, Williamstown Town Manager Peter Fohlin sent you a communication indicating Williamstown's support for a regional investigation into the quality of Verizon's phone service. Most recently, I sent you copies of e-mails that we received in support of such an investigation.

Thank you for your attention to this matter.
Jane Allen, Chairman
Williamstown Board of Selectmen

From: Jane Allen [jballen@adelphia.net]
Sent: Monday, February 23, 2009 5:10 PM
To: Catrice Williams
Subject: Proposed Regional Service Quality Investigation

Below please find evidence from Williamstown in support of investigation.

From: Mary Ferger [mailto:mary.ferger@verizon.net]
Sent: Saturday, February 21, 2009 2:58 PM
To: Peter Fohlin
Subject: Quality of Verizon telephone service

Dear Mr. Fohlin,

After reading an article in the *North Adams Transcript* entitled "Telephone service comes under fire" on Friday, 20 February 2009, we decided to provide a comment about the quality of the Verizon telephone service we receive at our home at 1191 Main Street in Williamstown, MA.

Over the past several years, the static on our line has, at times, made it nearly impossible to carry on a conversation. At other times, the connection is tolerable, but rarely very clear. We have phoned Verizon about this problem several times, the last time being on Wednesday, 18 June 2008. Paula, at Verizon, tested the line and phoned back and said it was perfect. She asked if the static goes away when the weather is dry. As we recall, we were not able to confirm any definite correlation between damp weather and noise on the line. She then asked us to plug the phone into another jack for ten minutes, which we did, but with no positive effect.

We find the Verizon telephone service to be unsatisfactory and hope that something will be done to remedy the problems.

Thank you,

Mary and George Ferger
1191 Main Street
Williamstown, MA 01267