

# WesternMA Connect, Inc.

July 7, 2009

Catrice C. Williams  
Department of Telecommunications & Cable  
Two South Station, 4<sup>th</sup> Floor  
Boston, MA 02110

RE: Regional Investigation of Verizon Massachusetts' Service Quality

Dear Ms. Williams:

WesternMA Connect, Inc. (formerly Berkshire Connect, Inc. and Pioneer Valley Connect) is a regional organization whose mission is to support the creation of an advanced telecommunications landscape that will provide affordable, reliable and redundant high capacity broadband services throughout Berkshire, Franklin, Hampden and Hampshire Counties. The Connect understands that this investigation is focused on basic telephone service quality and does not address broadband service quality.

While WesternMA Connect, Inc. was formally created in May 2009, members of this entity have been working on broadband access issues for over ten years, and have been a champion for broadband access equity in the region. This work has brought us in contact with many residents, businesses and local officials throughout Western Massachusetts. Through these conversations, the Connect has repeatedly heard about the experiences of individuals in regards to poor telephone service quality. The service complaints conveyed have included an insufficient number of quality phone lines available for existing and new residents, as well as static, clicking, humming, and noise during periods of wet weather. The Connect believes that many of these complaints are indicative of the deteriorating copper cable plant in the region.

The Connect appreciates this opportunity to submit comments regarding the regional service quality investigation of Verizon telephone service quality in Western Massachusetts. For clarification of our comments or for additional information, please contact Sharon Ferry in the Connect's Berkshire Office at 413-496-9606 or [sferry@bconnect.org](mailto:sferry@bconnect.org), or Jessica Atwood in the Connect's Pioneer Valley office at 413-774-1194 x101 or [jatwood@frcog.org](mailto:jatwood@frcog.org).

Sincerely,

Donald Dubendorf  
Board of Directors, President  
WesternMA Connect, Inc.

Linda Dunlavy  
Board of Directors  
WesternMA Connect, Inc