

THE STATE OF NEW HAMPSHIRE



CONSUMER ADVOCATE  
F. ANNE ROSS

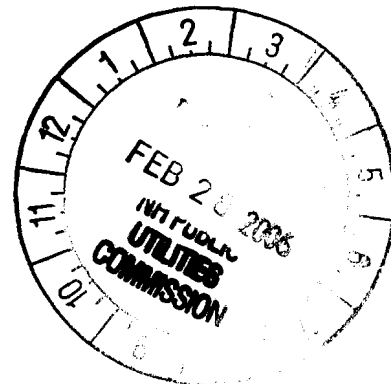
ASSISTANT CONSUMER ADVOCATE  
KENNETH E. TRAUM

OFFICE OF THE CONSUMER ADVOCATE

21 S. FRUIT ST., SUITE 18  
CONCORD, NEW HAMPSHIRE 03301-2441

TEL: (603) 271-1172  
FAX: (603) 271-1177  
TDD ACCESS: RELAY NH 1-800-735-2964

February 28, 2006



Debra Howland  
Executive Director & Secretary  
New Hampshire Public Utilities Commission  
8 Old Suncook Road  
Concord, New Hampshire 03301-7319

**RE: DT 04-019 Verizon Quality of Service & DT 05-172 Pole Investigation**

Dear Ms. Howland:

Enclosed for filing with the Commission, please find an original and eight copies of an electronic consumer complaint received by Anne Ross, Consumer Advocate. Please include this email in the above dockets. The Consumer Affairs department has already received a copy of same.

Pursuant to the Puc rules copies of the within email have been served on all parties in this docket by first class mail as well as electronically.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "F. Anne Ross".

F. Anne Ross  
Consumer Advocate



**FROM:** [REDACTED]  
**Sent:** Wednesday, December 21, 2005 7:56 PM  
**To:** 'Anne.Ross@puc.nh.gov'  
**Subject:** Telephone rates

Dear Ms. Ross:

Is there a procedure by which consumers in areas where NH's telephone provider, Verizon, fails to provide a full menu of services can petition the PUC for rate reduction on the limited services provided until such time as the consumers' service area is provided with the full menu of services. I am one of what I believe to be a large class of rate payers who have no options for high speed internet other than very costly satellite systems. At the present time our town, Dorchester, has no cable television and no DSL. In order to have internet service which does not interfere with our telephone service we are forced to subscribe to a second phone line \$22 +/- (and pay additional taxes for doing so) as well as an ISP \$10 – 25 +/-, while Verizon offers it "big town" (read profitable market) consumers DSL at one monthly charge of \$14.95. To add insult to injury the phone lines are so poorly maintained that one cannot expect to ever connect at higher than 24.0 kbps. It seems to me that if we are not offered the full menu and quality of services from Verizon then they are not servicing us at the same standard as they are consumers in areas of larger population and higher profitability.

I can fully understand Verizon's reasoning in not upgrading our lines. The same upgrade in a more densely populated area will yield a higher financial return to the corporation. However, because they are a public utility their full menu services should be available to all. If they are unwilling to provide a service in a less profitable market, then they should be charging that market a significantly reduced rate on the limited services that are available. As long as the PUC allows them to charge the same rate they have no incentive to upgrade the service in the smaller markets.

We are asked to pay for all sorts of programs through various forms of taxation on communications services (no matter what else the fees may be called they are in fact taxes). If it is not possible to secure a rate reduction until the service is upgraded, is there any program under which Verizon can be forced to upgrade service in remote areas utilizing some of these special funds.

As an interesting aside, we lost our primary phone line this summer because a beaver chewed through the overhead cable servicing several homes in our area. The phone line runs through the woods on poles abandoned by the NH Electric Co-op several years ago. Verizon has failed to move the line to the new poles the Co-op installed along the road. Last winter one of the rotten poles broke and the phone line now lies in the water of a beaver pond right next to the road. The Highway Agent and several neighbors have reported it several times, as has the local repairman. He tells us it is the Lebanon office that does line maintenance for our area while he works out of Plymouth doing repairs. In spite of his office having requested the pole be replaced or the line moved nothing has been done and the line still runs through the water of the beaver pond.

Sincerely,

[REDACTED]