

**Harrington, Michael**

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**From:** Packy Campbell [packyc@rsarealty.com]  
**Sent:** Friday, November 18, 2005 6:19 PM  
**To:** Harrington, Michael  
**Subject:** verizon issue.

Commissioner Harrington.

Please thank your staff for there efforts in resolving issues related to Brenda Lane in Rochester NH.

Unfortunately, the matter still is a significant issue.

Apparently, Version had three different work orders for this one job.

First was the pole set by the road which was done within days of my previous e-mail to you.

It was explained that this was for only one pole we where told that this was a one pole job. Not correct it was a two pole job just that verizon put each of the pole in separate work orders. Apparently, because one we paid for and one was their responsibility. The second pole work order number is 9aaybw I am not looking for your intercession on my behalf I have been told that it is scheduled for December.

I only wish to point out the colossal incompetence of a company that would set one pole but not a second 75 feet away on the same job. Their answer for this is that free poles need different work order numbers.

My bigger issue is that the first pole you helped me get set was believed to solve my problem of having a pole in the middle of Brenda lane and that with the new pole we could get old pole removed.

Not true, verizon has a work order number for the removal of wire on pole (4aafhn) They have told me that this has been sent to production and should get done in December. I have no reason to believe that. The point is if they had not taken four months to set pole to move wires I would not be in current predicament.

They currently, public service has moved there wires and once again I await Verizon. After which then I can schedule the cable company.

Can you please provide me with help in getting Verizon to show up to move wires. Without yours or your assistance help it would be insanity to expect any result other than complete incompetence on the part of Verizon.

Under stand they do not have a problem with a job occasionally they have a problem with every job.

Suggestions: IF they are moving a pole they must move at the same time any other pole within 400 feet of that pole which needs to be moved.

Suggestion: That public service and version be authorized to move each others wires. Have companies exchange fees for these recipical services. To allow for one crew to complete the job.

Suggestion: Allow private sub contractors to install verizon poles if work orders are not completed within 30 days for design team sending to production team.

Respectfully Yours

W. Packy Campbell