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Oxford, MA 01540  
(508) 341-5702

September 3, 2019

Ms, Susan King  
President  
Granite State Telephone (GST)  
PO Box 87  
Weare, NH 03281

Dear Ms. King:

I am writing on behalf of the Highland Lake Association, its 102 members as well as the signed petitioners included on the attached petition for improved internet / broadband service along a stretch of Valley Road located in the towns of Washington and Stoddard NH.

The association members and petitioners with residences along a four mile segment of Valley road are frustrated by the slow DSL service provided by Granite State Telephone. Our association was encouraged when high speed fiber was installed on the road terminating at service panels located on Highland Lake Association property this past spring, however our optimism was short lived when we were told the fiber would not be installed past the service panels to the 102+ actual members of the association due to cost concerns. This was specifically what the Connect America funding was designed for and why on September 14, 2014, 5 years ago, US Senators: Jeanne Shaheen (D-NH) and Kelly Ayotte (R-NH), and Representatives Carol Shea Porter (NH-1) and Anne Kuster (NH-2) called on then FCC Chariman Tom Wheeler to ensure funding through the Connect America program would be provided to underserved rural areas in NH such as ours.

Our situation is exacerbated by the lack of reliable cell service. The topography surrounding Highland Lake along with a number of conservation easements protecting hundreds of acres of forestry, coupled with a town ordinance allowing cell towns to be established only on town property, have made the alternative of cell service and the potential for improved cell service in the future sketchy at best.

As an association, we granted GST an easement for the installation of service panels along Valley Road which is part of the 404+ acre property we purchased and put into a

conservation easement. Our goal was to have improved internet service and receive a considerable donation towards the purchase of the property from GST, however when the easement discussions came about, were in the process of establishing our 501(c)3 entity and a verbal commitment for a sizable donation to help our association defray the \$260K property purchase priced never came to fruition. It's interesting that the easement could even be conveyed as with any contract there needs to be consideration.

In talking with your own GST service personnel who frequent our area to make repairs, they are increasingly frustrated as well. They have shared that two wire copper was never meant to carry data and they are tired of the complaints and having to patch the service back together. While GST mailers and promotions talk of high speed internet we are struggling with slow speeds while paying the same prices as those with broadband access according to your own marketing promotions.

Our members, residents and neighbors on Valley Road in the towns of both Washington and Stoddard NH and the few side roads that our Association owns, have been loyal customers of GST and rely heavily upon our internet service, many of us own businesses and work remote and need reliable service for data and VoIP, cell service doesn't work. With little up-stream band with GST we experience lost packets when using VoIP. We deserve better and we are requesting that GST commit to installing high speed broadband internet and fiber to all of our members and petitioners with GST internet service and provide a fast track timeline that includes completion of the necessary upgrades by the spring of 2020.

Respectfully

Ronald Morrison

CC:

Jeanne Shaheen, US Senator (R-NH)

Amit Pai, FCC Chairman

Original copy of petition signatures available for verification upon request.

# A Petition for Improved Internet / Broadband Service

July / August 2019

For the current 102 member families of the Highland Lake Association (The Association) with a mailing address of PO Box 1011, Washington NH 03280 and property located in Washington and Stoddard NH, the residents and property owners on Valley Road in Washington and Stoddard NH, as well as the side roads connected to Valley Rd owned by The Association.

To: Susan King, CEO, Granite State Communications

At issue:

The Highland Lake Association (The Association) with currently 102 member families, located in the towns of Washington and Stoddard NH (primarily along Valley Road and the side roads it owns) had provided an easement on property owned by The Association to Granite State Communication (GSC) in return for a sizable donation towards the purchase cost of the land and for improved internet service. This agreement was made verbally with the former president of The Association. While the easement was granted and recorded, GSC has not provided any financial assistance or compensation for such easement nor have they significantly improved the internet service to members of the association. As in any contract, there needs to be consideration, and in the case of the easement granted to GSC, no such consideration was ever granted or provided to the Association.

Over time, GSC has upgraded the equipment located on the Association property including recently adding fiber optic cable for broadband capabilities. In addition, service personal have been parking vehicles on the property adjacent to the equipment boxed creating a driveway of sorts on The Association property.

For the majority of member in the association, unfortunately the Fiber optic / broadband capability is NOT being brought past the GSC equipment on The Association property located on Valley Road and thus will not provide the 102 Association members with the broadband high speed internet connectivity they prefer.

While many areas in NH have the choice of other means of internet connectivity, this area does not offer cable connectivity and cell phone service is spotty at best. A town ordinance permitting cell tower construction only on town property, means the members of the Association are unlikely to foresee any improved cell service in this area given the topography and the lack of town owned property in The Association area.

We are requesting that GSC commit to providing the members of the association with fiber optic broadband internet access and also make a contribution to our 501C (3) nonprofit association that is chartered with the costs, taxes and maintenance of the 404+ acres of open space including the property where GSC equipment is located on Valley Road to assist with our fund raising efforts to help pay off the balance of our financial obligation.

Should GSC be unable to commit to improving service as requested for the Association, The Association and petitioners that sign this document, provide The Association board will the authority to contact other carriers such as Fair point, who have received funding under the Connect America program to, to investigate options of providing The Association, its members and petitioners, broadband service and to enter into discussions locate necessary equipment on The Association property.

# A Petition for Improved Internet / Broadband Service

Petitioner name	Address	Town, State	Association Mbr? Y/N	Signature
Chris Kariski	2485 Valley Rd	Stoddard NH	Y	Chris Kariski
Kim Searles	Valley Rd	Stoddard NH	N	Kim Searles
Ron Morrison	2455 Valley Rd	Stoddard NH	Y	Ron Morrison
Joe Munnello	2481 Valley Rd	Stoddard NH	Y	Joe Munnello
Michael Bervy	2188 Valley Rd	Washington	Y	Michael Bervy
Jan Childers	2053 Valley	Washington	Y	Jan Childers
Tim Cross	58 Hemlock	Washington	Y	Tim Cross
FRED CROMBIE	2115 Valley Rd	Washington	Y	Fred Crombie
Cheryl Knowlton	2459 Valley	Stoddard	Y	Cheryl Knowlton
Sandra Morrison	2455 Valley Rd	Stoddard	N	Sandra Morrison
Michelle Dubois	1733 Valley Rd	Washington	Y	Michelle Dubois
Brian & Dawn Brian	2283 Valley Rd	Stoddard	Y	Brian & Dawn Brian
Stephen Amari	2163 Valley Rd	Washington	Y	Stephen Amari
Hees Beane	2467 Valley Rd	Stoddard	Y	Hees Beane
Kyle Dugas	23 Valley Rd		Y	Kyle Dugas
Michelle Berry	2188 Valley Rd	Washington	Y	Michelle Berry
Nancy Fico	2109 Valley Rd	Washington	Y	Nancy Fico
Verry Fico	2109 Valley Rd	Washington	Y	Verry Fico
Celeste Kariski	2485 Valley Rd	Stoddard NH	Y	Celeste Kariski
Deb Cufens	14 Lookout Point	Washington	N	Deb Cufens
Kim Perrotti	2401 Valley Rd	Stoddard	Y	Kim Perrotti
Don Perrotti	2401 Valley Rd	Stoddard	Y	Don Perrotti
Laurie Benoit	29 Stoddard Pt Way	Stoddard	Y	Laurie Benoit
Emily McCarric	16 Stoddard Pt Way	Stoddard	Y	Emily McCarric
Jason Strang	12 Stoddard Pt Way	Stoddard	Y	Jason Strang
Amanda Mitchell	12 Stoddard Pt Way	Stoddard	Y	Amanda Mitchell
Vic DeMara	Valley Rd	Washington	Y	Vic DeMara
Peter Bonaccorsi	2041 Valley Rd	Washington	Y	Peter Bonaccorsi
Heleen Berry	24027 Valley	WASHINGTON	Y	Heleen Berry
John Stary	2027 Valley Rd	Washington	Y	John Stary
Skunth	2365 Valley Rd	Stoddard	Y	Skunth
Tom Dubois	1733 Valley Rd	Washington	Y	Tom Dubois
Kathy Garbe	2458 Valley Rd	Washington	Y	Kathy Garbe
Kathy Garbe	Stoddard Rd	Stoddard	Y	Kathy Garbe
Brian Belauer	2580 Valley Rd	Stoddard	Y	Brian Belauer
Marc Kinross	1892 Valley Rd	Washington	Y	Marc Kinross
Kathryn Taylor	2545 Valley Rd	Stoddard	Y	Kathryn Taylor
Lindsay Beane	52 Cave Rd	Washington	Y	Lindsay Beane
Karen Jubert	2193 Valley Rd	Washington	Y	Karen Jubert
Anita Pelletier		Stoddard	Y	Anita Pelletier

Tami Rader

# A Petition for Improved Internet / Broadband Service

Petitioner name	Address	Town, State	Association Mbr? Y/N	Signature
Jane Crowell	2511 Valley Rd	Stoddard	Y	Jane Crowell
<del>Jack McGoan</del>	<del>2153 Valley Rd</del>	<del>Washington</del>	<del>Y</del>	<del>Jack McGoan</del>
<del>Jack McGoan</del>	<del>1292 Valley Rd</del>	<del>Washington</del>	<del>Y</del>	<del>Jack McGoan</del>
Matia Patis	1292 Valley Rd	Washington	Y	Matia Patis
<del>Bill Patis</del>	<del>11 MARTIN Rd</del>	<del>WASH NH</del>	<del>Y</del>	<del>Bill Patis</del>
<del>Elizabeth Hubbard</del>	<del>11 Maple</del>	<del>Washington NH</del>	<del>Y</del>	<del>Elizabeth Hubbard</del>
Elizabeth Hubbard	2 Beechway	Dunbarton	Y	Elizabeth Hubbard
KEVIN STANTON	2171 VALLEY RD	WASHINGTON	Y	Kevin Stanton
DOMINICK GRUBE	2458 VALLEY RD	STODDARD	Y	Dominick Grube
Shelley Amari	2163 Valley rd	Washington	Y	Shelley Amari
Fran Amari	2194 Valley rd	Washington	Y	Fran Amari
Walter Bean	32 Oak Rd	Washington	Y	Walter Bean
David Perrotti	2275 Valley Rd	Stoddard	Y	David Perrotti
A Pomeroy	6 McQuade	Washington	Y	A Pomeroy
D. Tim	"	"	"	D. Tim
Emma Rogers	72 McGoan	Washington	Y	Emma Rogers
Donald W. Pass	14 Locksquit Pt Rd	Washington	Y	Donald W. Pass
Cynthia Proctor	2030 Valley rd	Locust Brook	Y	Cynthia Proctor
Camryn Knowlton	2365 Valley rd	Washington	Y	Camryn Knowlton
Paul Proctor	2020 McNeil	Washington	Y	Paul Proctor
GEORGE HUBBARD	2 BEECHWAY	WASHINGTON	YES	George Hubbard
Nichol Juber	2193 Valley	Washington	YES	Nichol Juber
Cerald Lane	2005 Valley Rd	Washington	YES	Cerald Lane
Matt Hauke	22 McQuade Rd	Washington	YES	Matt Hauke
Michael Symaszek	0580 Valley Rd	Stoddard	YES	Michael Symaszek
James Wauke	35 Duke St	Stoddard	YES	James Wauke
Van Neter	2080 Valley	Veak.	YES	Van Neter

