

Carmody, Jody

From: Shelley <shelleyamari@gmail.com>
Sent: Wednesday, September 4, 2019 11:26 AM
To: PUC: Executive.Director; Mullholand, Kath; Noonan, Amanda; Wiesner, David K
Subject: Granite State Telephone- Highland Lake Washington NH Service Area

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As a current customer of Granite State Telephone I would like to ask to board to hold off on any decisions regarding the expansion of the Granite State Telephone territory until they can properly manage and address the concerns of their internet infrastructure in their current territories.

I understand that a decision will be made on 9/6/2019 to allow them to expand their territory but they have been unable to address the concerns of our area of the horrible internet service they provide and are unwilling to address at this time. I am unable to work from our home in that area due to the lack of reliable internet service in my area.

These concerns have been raised on various occasions with them by several people in my area. With no avail they are not willing to address our concerns or their billing. This problem has been ongoing for many years now. We have formed a committee within our neighborhood that is willing to take on Granite State Telephone and their unacceptable internet service. We have been told on many occasions that our phone lines and equipment was installed back in the 1970s and our lines are not built for the internet but they refuse to repair or upgrade our lines until someone badgers them to do so. It has been a painstaking task for them to address the issue somewhat.

Knowing that there are fiber optic lines on the street already and stop at Telecommunication box that is located on our association's property. Not only do they not pay a land usage fee or but they are refusing to supply the association members with the much-needed fiber-optic lines we so greatly need.

I thank you for your consideration in this matter. I should hope that your board feels they should be held accountable for their current service area.

*Shelley Amari
Granite State Telephone Customer
Washington, NH*