

COPY

Meredith L. Rist
1184 Gorham Pond Rd
Dunbarton, NH 03046

May 9, 2020

Ms. Linda L. Landry, Clerk
1011 School Street
Dunbarton, NH 0306

Dear Ms. Landry,

My name is Meredith Rist, and I am writing to you on behalf of some of my neighbors and myself. I am a resident located on Gorham Pond Road in our beautiful town of Dunbarton. My husband and I chose Dunbarton seven years ago for its slightly more rural feel, close proximity to both Manchester and Concord, as well as the stellar reputation of the Dunbarton/Bow School district. We thought there would be no better place to start our family and we still feel that way. With this letter, I am submitting my signed petition, along with the signed petitions of eight of my neighbors, asking for your assistance in resolving a long-standing problem that has been significantly exaggerated by the Covid-19 pandemic. The original signatures have been forwarded to Ms. Landry.

There are nine homes on Gorham Pond Road that do not have access to reliable high-speed internet. Through many phone calls to Consolidated Communications, Dunbarton Telephone Company and Comcast, I have found an unfortunate situation that through an oversight has left our small part of the community in the dark. Most of us are currently using various satellite providers that are spotty at best, terrible in bad weather, and have data caps that we are reaching rather quickly as we are trying to work from home and trying to participate in virtual education for ourselves or our children.

As Dunbarton residents, it would be expected that we would have access to telephone and internet service by Dunbarton Telephone Company. There are approximately 12 poles on our stretch of Gorham Pond Road that are not owned by Dunbarton Telephone Company. It was confirmed by Scott, from Dunbarton Telephone Company, that these are the only poles in Dunbarton that are not owned by his company. As a result of this, Dunbarton Telephone is unable to provide the nine homes with any services.

My next step was to contact the company who does own these poles, Consolidated Communications out of Goffstown, NH. Through conversations with Consolidated, they can provide the nine homes with 780 Kbps which is the equivalent of dial up speeds and won't support most current technology that many of us are trying to utilize at home. When I inquired about why the speeds were so slow in my area, I was told that we lived too far from the central office which is in Goffstown. Additional equipment would need to be installed in Dunbarton in order to boost the signal to what appears to be the only nine homes in Dunbarton that do not have access to high speed internet service. When I confirmed this with the woman I spoke with at Consolidated, she went on to tell me that Consolidated is always working to upgrade their infrastructure, but she wouldn't be able to provide a timeline as that would set unrealistic

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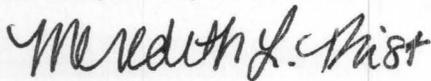
expectations that they may not be able to meet. Clearly, this doesn't seem to be a concern or a priority to Consolidated Communications.

The problem with Consolidated Communications is further complicated by the fact that they are competing with Comcast. I do not believe that upgrading infrastructure this far out from their main office is a priority when the customers in this area are using their competitor, Comcast. When I spoke with Comcast, which I have several times over the years, they are always quite willing to sell me a package. However, on the morning of the installation, the tech always calls to cancel, citing they are unable to install in the town of Dunbarton. She looked further into her notes and told me that it looks like there are zoning restrictions in place from the town of Dunbarton restricting Comcast's ability to service our area.

The frustration that my neighbors and I share is that there is infrastructure in place on either side of us, but we have access to neither. We are in healthcare, teaching, law, home mortgage, and college just to name a few of the reasons we need daily access to the internet. Some of us are parents needing access to virtual classrooms. For many of us this has truly become a hardship. The pandemic has magnified how truly difficult keeping up with our work, our colleagues and our families, the lack of internet has been for us. Due to social distancing our petition has been collected on single pages but you will find signatures included from each of the nine homes effected.

We hope that you will take the time to truly hear us, help us formulate a plan and help us gain access to the same technology the rest of our neighbors have. I, as well as my neighbors, are looking forward to hearing from you.

Thank you for your time and consideration,

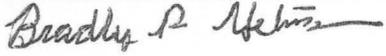


Meredith L. Rist

CC: Mr. David Nault, Chairman
Mr. Michael Kaminski, Co-Chairman
Mr. Robert Martel, Selectman
Ms. Line Comeau, Administrator

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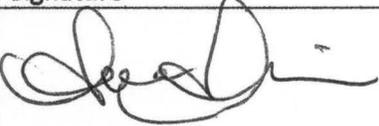
The below signed residents are dissatisfied with the quality of internet service and options available on Gorham Pond Road, Dunbarton NH. Many if not all of us have contacted Dunbarton Telephone Company, Consolidated Communications and the Town of Dunbarton for assistance in remediating this situation only to have a company assign responsibility to the other two parties. We are requesting that the Town of Dunbarton assist the residents of Gorham Pond Road in negotiating a viable solution.

Address	Printed Name	Signature
1. 1171 Gorham Pond Road Dunbarton	Brad Gelinas	
2.		
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If you need more space please write names in below:

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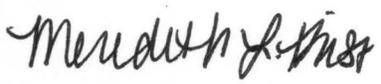
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Address	Printed Name	Signature
1. 1183 Gorham Pond Rd, Dunbarton	Srea Schreiner	
2. 1183 Gorham Pond Rd, Dunbarton	Jack Schreiner	
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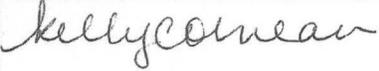
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Address	Printed Name	Signature
1. 1184 Gorham Pond Road	Meredith L. Rist	
2. 1184 Gorham Pond Road	Michael J Rist	
3.		
4.		

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Address	Printed Name	Signature
1. 1191 Gorham Pond Rd Dunbarton NH 03046	Kelly Comeau	
2. 1191 Gorham Pond Rd Dunbarton NH 03046	Bryan Comeau	
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Address	Printed Name	Signature
1. 1194 Gorham Pond Rd. Dunbarton, N. H. 03046	Scott Graybill	SM 6/6
2. "	Charles W. GRAYBILL	Charles W. Graybill
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Address	Printed Name	Signature
1201 B Gorham Pond Rd 1. Dunbarton NH	Cheryl Nault	Cheryl Nault
1201 A Gorham Pond Rd 2. Dunbarton, NH	melissa Coover	Melissa Coover
3.		
4.		

If you need more space please write names in below:

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Town of Dunbarton
1011 School Rd
Dunbarton, NH 03046

To Whom It May Concern:

My name is Melissa Cooner and I live at 1201 Gorham Pond Rd. I lived in North Carolina for eleven years before purchasing the land on Gorham Pond Rd in October of 2019. The purchase of this property required construction from ground up, and the blueprint designs were made to accommodate both my sister and I, as we share this residence.

The home was complete in April of this year and I made plans along with the help of family to move my belongings from North Carolina to New Hampshire. Prior to moving into the home, I contacted Dunbarton Telephone/ Granite State Communications and was told that they did not service the property. I then called Consolidated Communications and was told they did service the property; however, the only internet they could offer me was DSL. Next, the search started for an internet provider that would offer the type of internet that could sustain me working from home. I work for a Mortgage Company that requires me to connect to a VPN (Virtual Private Network) in order to access any of the programs needed to perform my job. Hughes Net Satellite was the only company, seemingly, that could provide us internet to meet my work and our personal demands. As it turns out, this was not true.

The cable was installed on the April 3rd; which was prior to my arrival. Monday morning -April 6th - when I signed on to my work network, I didn't have any issues at first, but as the day progressed, my connection began to move, and then it wouldn't work at all. Such issues were causing me to get behind on my work and this can sometimes be stressful, as to play catch-up can be an all night or wee hours of the morning type situation. I called Hughes Net to find out if they could come out and fix the issue, but to my disappointment, I was informed that there was nothing they could do. Due to the way I was connecting they told me I would experience slowness, and at times wouldn't be able to connect at all. I couldn't keep trying to work at the house with the internet issues, so I would go to my nephews house off Ordway Rd, and work as he has Granite State communications and Fiber Optic Internet services. This is totally out of the way, but I need to earn a paycheck, so I have to do, what I have to do.

When Hughes Net informed me of the lack of internet to meet my needs, I made the decision that I would have to go to my nephews each day and work. My job requires me to work long hours at times, and sometimes on the weekends. It is a major inconvenience that I can't work from home, and I feel this needs to change. Technological advance are happening each and everyday to meet the needs of millions of people, so myself along with the other 9 homes on

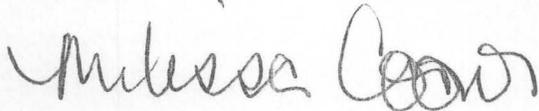
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Gorham Pond Rd from 1169 to the Goffstown Line, should be included in such modern day advancement, which includes Fiber Optics.

I chose Dunbarton to live because it's a small town, like I am used to. I like the area, and I'm getting to know the people of this town. Although my sister lives with me, my nephews are also close by. I can visit them along with my niece and nephews which brings a certain joy to my life that one may not understand. In no way am I trying to change the way of life here, but something as important as internet - which is a major need for most - is needed. Please let me know what I can do to help make this happen. My home is my safe space, and when my boss approved my move, it was approved with the condition that I would have internet to perform my daily work functions.

I ask that after reading this letter, you take my words into consideration and please act on this quickly.

Sincerely,

A handwritten signature in cursive script that reads "Melissa Cooner". The signature is written in dark ink and is positioned below the word "Sincerely,".

Melissa Cooner

1201 Gorham Pond Rd

Dunbarton, NH 03046

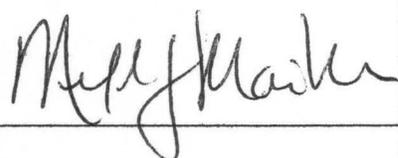
Cell- 336-402-7983

Email- melissacnr@yahoo.com

1184 Gorham Pk Rd.

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Address	Printed Name	Signature
1206 Gorham Pk Rd 1. Dunbarton, NH.	Thomas J. Maille	
1206 Gorham Pk Rd 2. Dunbarton, NH	Melissa J. Maille	
1206 Gorham Pk Rd 3. Dunbarton, NH	Thomas E. Maille	
4.		

If you need more space please write names in below:

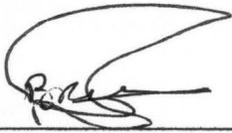
It has been 22⁺ years for us!
Thank you!

maillemelissa@aol.com

603 660-0313

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Address	Printed Name	Signature
1. 1207 Gorham Pond Rd	Bishna & William Dandy	
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Address	Printed Name	Signature
1. 1210 GORHAM POND RD. DUNBARTON NH	Yvette Adamovich	<i>Yvette Adamovich</i>
2. 1210 GORHAM POND RD. DUNBARTON NH	PETER ADAMOVICH	<i>Peter Adamovich</i>
3.		
4.		

If you need more space please write names in below:

June 2019 This situation was a hardship on our family. I had to leave my job due to my not having internet access, or should say ^{not} fast internet AND having Hughes net.

My work was forcing us to work from home. Plus we had a medical issue that I needed to work from home. I needed to tunnel into work using a VPN. which if you look this up is not good with satellite.

I had no choice but to leave and find work else as the speed of my internet could not keep up with the demands of working at fidelity Investments.



FAST FORWARD TO 2020.

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SO SINCE THE VIRUS, I HAVE BEEN TRYING TO WORK FROM HOME, MY INTERNET ACCESS IS SO SLOW THAT IT DOES NOT WORK TO UPLOAD PAGES FROM MY WORK ENVIRONMENT TO THE PRINTER.

SO AGAIN A HARDSHIP, MY HUSBAND IS OLDER IN A HIGH RISK RANGE FOR VIRUS. HAS MEDICAL ISSUE BUT I HAVE TO DRIVE INTO MANCHESTER TO MY WORK JUST TO PRINT PAPERWORK.

SO GREAT, I HAVE TO PUT MY HUSBAND AT RISK BECAUSE I CANNOT PRINT DUE THE INTERNET SPEED I HAVE FROM HUGHESNET.

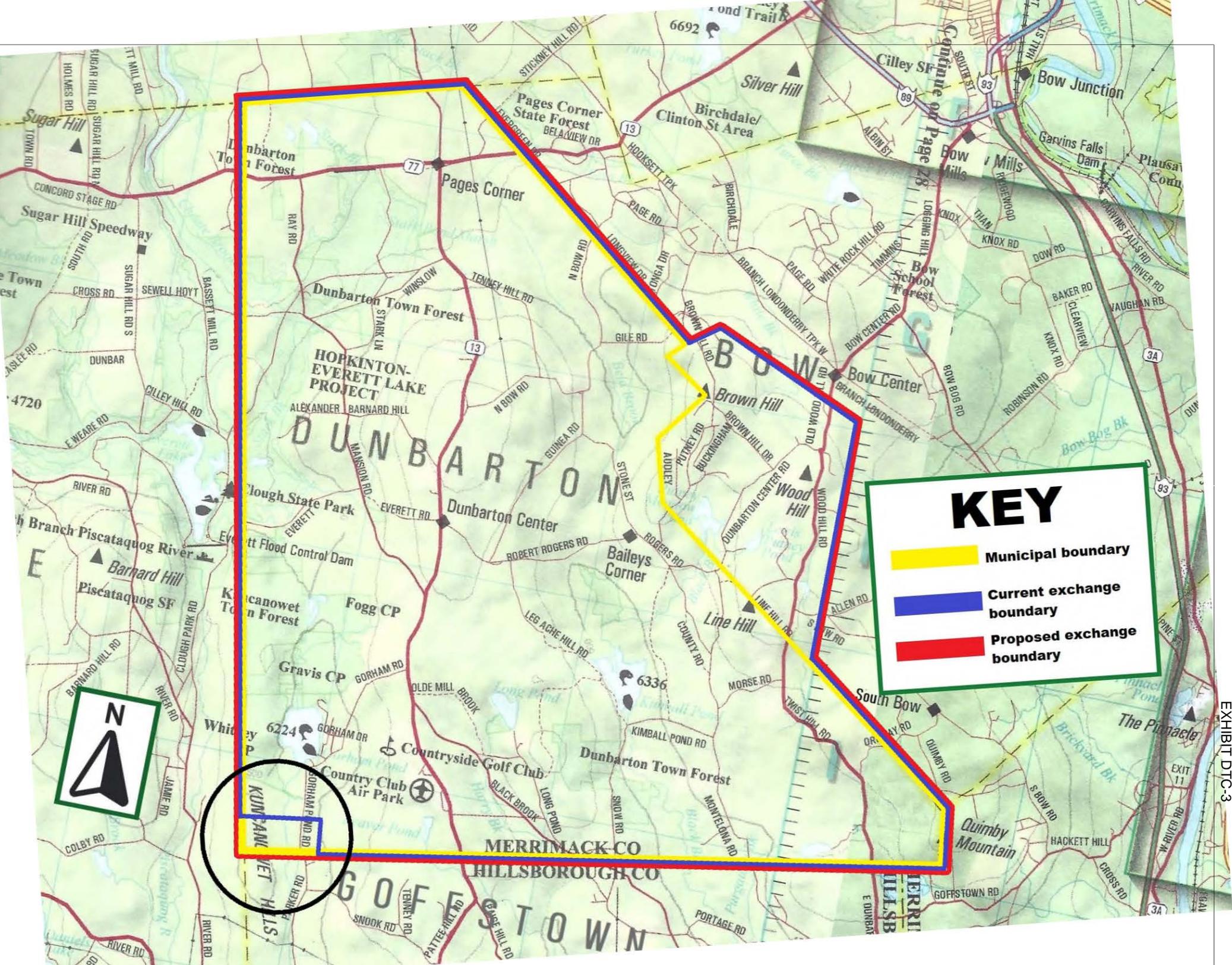
BUT YET, HMM WE STILL PAY TAXES LIKE EVERYONE ELSE IN TOWN BUT CANNOT TAKE ADVANTAGE OF THE INTERNET. AT LEAST GIVE US A DISCOUNT!

DUNBARTON TELEPHONE COMPANY, INC.

**Petition for Emergency Modification
of Service Territory Boundary**

**LIST OF AFFECTED CUSTOMERS
* Petitioner to Town of Dunbarton**

	Customer names	Street Address	Town	State	Zip
1	*Brad Gelinas	1171 Gorham Pond Road	Dunbarton	NH	03046
2	*Svea Schreiner and *Jack Schreiner	1183 Gorham Pond Road	Dunbarton	NH	03046
3	*Meredith L. Rist and *Michael J. Rist	1184 Gorham Pond Road	Dunbarton	NH	03046
4	*Kelly Comeau and *Bryan Comeau	1191 Gorham Pond Road	Dunbarton	NH	03046
5	*Scott Graybill and *Charles Graybill	1194 Gorham Pond Road	Dunbarton	NH	03046
6	*Cheryl Nault and *Melissa Cooner	1201 Gorham Pond Road	Dunbarton	NH	03046
7	*Thomas J. Maille, *Mellissa J. Maille and *Thomas E. Maille	1206 Gorham Pond Road	Dunbarton	NH	03046
8	*Brishna Darling and *William Darling	1207 Gorham Pond Road	Dunbarton	NH	03046
9	*Yvette Adamovich and *Peter Adamovich	1210 Gorham Pond Road	Dunbarton	NH	03046
10	Muriel Lively and Alfred Lively	1215 Gorham Pond Road	Dunbarton	NH	03046



KEY

- Municipal boundary
- Current exchange boundary
- Proposed exchange boundary

