

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

STATE OF NEW HAMPSHIRE

PUBLIC UTILITIES COMMISSION

October 4, 2007 - 7:00 p.m.  
Kearsarge Regional High School  
457 North Road  
North Sutton, New Hampshire

RE: DT 07-027  
KEARSARGE TELEPHONE CO., WILTON TELEPHONE  
CO., HOLLIS TELEPHONE CO., AND MERRIMACK  
COUNTY TELEPHONE CO.: Petitions for  
Alternative Regulation Pursuant to  
RSA 374:3-b.  
(Public statement hearing)

PRESENT: Chairman Thomas B. Getz, Presiding  
Commissioner Clifton Below

APPEARANCES: (No appearances taken)

COURT REPORTER: Steven E. Patnaude, CCR

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

## I N D E X

PAGE NO.

Presentation by Mr. Reed (TDS Telecom)

7

## PUBLIC STATEMENTS BY:

Ms. Julie Griffiths

14

Mr. Francesco Aldanese

17

Ms. Helen Kingsley

18

Mr. Robert Manchester

19

Ms. Linda Powell

20

Ms. Kathryn Polaski

23, 24

Ms. Alexis Polaski

24

## 1 P R O C E E D I N G S

2 CHAIRMAN GETZ: Good evening. We're  
3 going to open the public statement in Public Utilities  
4 Commission docket DT 07-027. My name is Tom Getz. I'm  
5 the Chairman of the Public Utilities Commission. And,  
6 seated at the table in front is Clifton Below, who is also  
7 a Commissioner at the Public Utilities Commission.  
8 Commissioner Morrison is on vacation this week. And, also  
9 here tonight, in the back, is Anne Ross, is the Director  
10 of our Legal Division, and Mike Cisco is in our Consumer  
11 Affairs Division, and also two members of the Office of  
12 Consumer Advocate, Ken Traum and Steve Eckberg.

13 This docket concerns a request by the  
14 TDS Companies filed on March 1, 2007 for its subsidiaries,  
15 the Wilton, Hollis, Kearsarge, and Merrimack Telephone  
16 Companies, seeking approval of an alternative regulation  
17 plan. The plan is filed pursuant to legislation passed in  
18 2005 and amended in 2006, and which is set forth in RSA  
19 374:3-b, and we provided copies of that legislation that  
20 had been handed out.

21 I'll begin with some background on the  
22 Commission and the process for handling a case like this,  
23 and also discuss how we'll handle the public statement  
24 hearing tonight. The term "Public Utilities Commission"  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 refers both to the 65 employees that work for the agency  
2 and the three Commissioners that make the decisions in the  
3 cases that come before the agency. The three  
4 Commissioners, myself, Commissioner Below, and  
5 Commissioner Morrison, will be acting in the same manner  
6 as judges in this case, and we are subject to the same  
7 kinds of rules as judges. Most important, we are subject  
8 to what are called "ex parte rules", and this means that  
9 we cannot talk about the merits of an ongoing case with  
10 anyone, except when there is notice and opportunity for  
11 all parties to participate. And, this evening is an  
12 example of a situation where there has been notice and an  
13 opportunity to participate, and we can hear what people's  
14 positions are on the case.

15 As for the process used in the  
16 proceeding, it is a formal judicial style proceeding that  
17 includes written and oral testimony, discovery,  
18 cross-examination, briefs, and a written decision that we  
19 make that is subject to rehearing and appeal to the New  
20 Hampshire Supreme Court. And, this is similar to what  
21 occurs in a typical civil trial.

22 At this point in the case, TDS has filed  
23 its petition asking us to approve it for an alternative  
24 regulation. We've held an initial procedural hearing,  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 called a "prehearing conference", and that was on May 4,  
2 2007, and after that we approved a procedural schedule on  
3 May 29, and that culminates in hearings in the first week  
4 of December. We've also scheduled three public statement  
5 hearings, and which tonight is the second of the three.

6 As required by the procedural schedule,  
7 TDS has filed written testimony, and the other parties,  
8 including Staff of the Commission and the Consumer  
9 Advocate, are conducting discovery, which means they're  
10 asking questions of the Company that will help in writing  
11 testimony, which is due, I believe, October 12th.

12 I want to emphasize one very important  
13 point about the process and the Commissioners' roles,  
14 which is this: We have formed no opinion on whether the  
15 petition should be approved or denied, nor should we. Our  
16 job is to hear all the evidence, and then make a decision  
17 based on that evidence.

18 Now, let me explain a little bit about  
19 the public statement hearing and what we're trying to  
20 accomplish this evening, which are a couple of things.  
21 First, TDS will be given time to briefly explain its  
22 proposal. We expect that there are many questions about  
23 the proposal, and we are hopeful that their presentation  
24 will answer some or all of those questions for you.

{DT 07-027} [Public Statement Hearing] (10-04-07)

1       However, tonight is not the occasion to cross-examine the  
2       Companies about its proposal, but I understand Mr. Reed is  
3       prepared to stay around after we close the formal part of  
4       this public statement hearing and try to answer questions  
5       individually that you may have.

6                       Second, this is an opportunity for you  
7       to tell us whether you support or oppose the plan, express  
8       your concerns about the proposal, or recommend areas that  
9       you think we should examine. While the statements made  
10      tonight do not constitute the kind of evidence on which we  
11      can base a decision, these comments typically prove  
12      helpful in identifying areas that our Staff and the  
13      Consumer Advocate can investigate, and they're also  
14      helpful in setting out areas that we can pursue through  
15      our own questions at the hearing. If you would like to  
16      speak tonight, there are sign-up sheets available that  
17      probably have already been handed out. You can indicate  
18      whether you'd like to speak or you can make written  
19      comments on that, and we will take those comments and they  
20      will become part of our file.

21                      We have a stenographer, Mr. Patnaude,  
22      who will be reporting the comments tonight. So, if you  
23      could just come down to this microphone when you'd like to  
24      speak, and speak clearly so he can record this for the  
    {DT 07-027} [Public Statement Hearing] (10-04-07)

1 transcript, and then that transcript will become part of  
2 our record as well and be available on our website. And,  
3 anything that you want to try to follow up about this  
4 proceeding or other proceedings, our website is  
5 [www.puc.nh.gov](http://www.puc.nh.gov).

6 I think that's all of the introductory  
7 remarks to explain the process this evening. So, I'll  
8 turn it over to Mr. Reed.

9 MR. REED: Good evening. I'm Mike Reed,  
10 from TDS Telecom. I'm State Government Regulatory Affairs  
11 Manager. That means I do legislative and regulatory work.  
12 With me tonight is Deborah Martone. She is also a State  
13 Government Affairs Manager, her office is in Contoocook.  
14 Beside her, Mark Violette, he is the Manager of our  
15 markets. He's also in Contoocook. And, behind them,  
16 trying to hide, is Ed Raymond, our Service Manager for  
17 Merrimack County Telephone Company.

18 Before I begin, I just want to say right  
19 out of the starting gate, the reason for the legislation  
20 and the reason for our petition under the legislation is  
21 to try to get our regulatory burden, our regulatory  
22 requirements in line with the changing competitiveness of  
23 the market. That's what's behind this petition. I'm  
24 going to try to provide some brief details as I go through  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 that and try to flesh that out a little bit for you.

2 As Chairman Getz pointed out, Kearsarge  
3 Telephone Company, Wilton Telephone Company, Hollis  
4 Telephone Company, and Merrimack County Telephone Company,  
5 have petitioned the PUC for approval of an alternative  
6 form of regulation in the RSA he mentioned, 374:3-b. This  
7 RSA has been in effect since the middle of last year. Our  
8 companies are going to be the first incumbents, small  
9 incumbent telephone companies to petition the Commission  
10 for a change in regulation under that statute.

11 I thought the easiest way to do this is  
12 just hit the highlights of the statute and how the plan  
13 that the TDS companies have filed meets the requirements  
14 of that statute. RSA 374:3-b simply states that "a small  
15 incumbent location exchange carrier", like Kearsarge  
16 Telephone Company, "may petition the PUC for an  
17 alternative form of regulation that will be comparable to  
18 a competitive local exchange carrier." Today, competitive  
19 local exchange carriers have a different level of  
20 regulation than incumbent companies, like Kearsarge  
21 Telephone Company. This statute is an attempt to bring  
22 the incumbent local exchange carriers to that same level  
23 as the competitors. While it's a very important step to  
24 us, and it's a step in the right direction, I think it's  
{DT 07-027} [Public Statement Hearing] (10-04-07)



1 important to point out this statute, nor our plan, doesn't  
2 bring us in equal regulation to some of our biggest  
3 competitors. The biggest competitors being wireless, the  
4 voice-over-the-Internet protocol companies, like a Vonage,  
5 or even cable companies, who are not regulated by the  
6 Public Utilities Commission. So, while this is a  
7 lessening of regulation, it brings us in line with  
8 competitive local exchange carriers, it doesn't completely  
9 level the playing field.

10 Our petition and our proposed plan  
11 provides details of the regulations that we think are  
12 changed. There's several rules at the Commission. We  
13 filed in our plan includes what rules we think need to be  
14 changed. A key to this filing with the Commission is that  
15 PUC, this is the statute, the statute quotes "the PUC  
16 shall approve our petition based on meeting five different  
17 criteria." And, one of the keys is finding that  
18 competitive wireline, wireless or broadband is available  
19 to the majority of the customers in each of our exchanges.  
20 Kearsarge Telephone Company has got six exchanges.  
21 Merrimack County Telephone Company, I'm not sure if anyone  
22 is from Merrimack County, Merrimack County has eight  
23 different changes. And, there's different levels of  
24 competition in each of those exchanges.

{DT 07-027} [Public Statement Hearing] (10-04-07)

1                   As I said, we've provided detail to the  
2 Commission, along with the impacts that our company is  
3 experiencing from this competition. The PUC is continuing  
4 to review the information and evaluate and ask us  
5 additional questions, along with the OCA. The second  
6 criteria, and I think it's a very key element, especially  
7 when I've read some of the press coverage that has been  
8 out there as a result of this petition. The statute  
9 provides for maximum basic local service rates do not  
10 exceed the largest incumbent telephone company in the  
11 state, which now is Verizon, and that no increases in  
12 basic local service rates can exceed 10 percent a year to  
13 that cap rate.

14                   I really want to be clear on that,  
15 because I think some of the coverage has been a little,  
16 well, let's just say it could be more clear. This is a  
17 possible 10 percent increase of the basic local service  
18 rate, not your total phone bill, not including all your  
19 toll and your surcharges and taxes. So, for example, in  
20 New London, the basic local residential rate is \$11.04.  
21 That's what the statute addresses. That's the dollar  
22 amount that we're -- we need to be clear on. The other  
23 thing that I really need to be clear on is that we have  
24 not proposed a rate increase. We have not filed for a  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 rate increase, nor do we have any immediate intention of  
2 increasing our rates. That's not the purpose of this  
3 filing. The purpose of the legislation and the filing is  
4 to give us flexibility to raise and lower rates to meet  
5 competition. Bundle our various rates and products and  
6 services. And, should we find the need to raise rates,  
7 because of the impacts of competition, the Legislature  
8 made sure to put restrictions on there or caps, if you  
9 will, that we can't go above a certain rate in this state.  
10 They have deemed that to be the cap rate of the largest  
11 incumbent, right now is Verizon, who have different rate  
12 groups. But, for the Kearsarge Telephone Company and the  
13 Merrimack County Telephone Company, that cap rate would be  
14 \$14.41 to \$15.69 for a residential customer.

15 Another important part of the plan, as I  
16 said, is our giving us the ability to bundle our products.  
17 We could bundle products with our DSL. Again, it's just a  
18 matter of competing. TDS has a good record of providing  
19 customers what they want and need, and this plan would  
20 ensure that we continue to do just that.

21 Another part of the plan that's a little  
22 more vague for regular customers is, it states we have to  
23 meet our intercarrier obligation. That means, if AT&T or  
24 some other carrier wants to interconnect with us or  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 exchange telephone traffic, we have certain  
2 responsibilities to meet those obligations, and our filing  
3 includes that.

4 A very important part of this plan,  
5 while I talk about bundling is important to us, a very  
6 important part of this plan preserves universal service to  
7 basic telephone rates. The commitment in our plan and the  
8 commitment in RSA 374:3-b says we must continue to provide  
9 affordable basic service to every customer in our service  
10 footprint. Just because it's a competitive market out  
11 there, it doesn't mean we're just going to serve downtown  
12 New London, and the people who live at the outskirts are  
13 going to have to find a different carrier. So, we'll  
14 continue to provide that service.

15 The last, but perhaps the most important  
16 part of this whole plan, is the plan provides that, if the  
17 small incumbent carrier operating under the plan fails to  
18 meet any of the conditions set out in the statute or in  
19 our plan, the PUC may require the small ILEC to have  
20 modifications or return us to our original form of  
21 regulation. It's another safeguard that's been placed in  
22 the statute.

23 I just want to highlight some of the  
24 goals in the plan. Goal: Regulatory requirements  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 applicable to other companies' retail operations that are  
2 comparable to the regulation the Commission applies to  
3 competitive local exchange carriers. Another goal: To  
4 ensure the high level of service continues to be provided  
5 to Company's customers, while maintaining a network that  
6 meets the customers' needs. Another goal: Facilitate the  
7 transition to a competitive telecommunications market in  
8 the Company's territory, including the intercarrier  
9 obligations. And, finally, preserve universal service by  
10 maintaining the Company's status as carrier-of-last-resort  
11 that's serving everyone in our footprint. That we will  
12 serve every customer in our exchange territory and make  
13 sure they have access to affordable basic service.

14 In summary, we're facing a significant  
15 competitive environment in New Hampshire. It's not all  
16 competitive yet. It's well on its way. We're  
17 experiencing competition from competitors that we barely  
18 even contemplated just a few years ago. You're all  
19 certainly aware of the explosion of the wireless market.  
20 People beginning to use Voice-Over IP, the Vonage type  
21 companies, or accessing broadband through your cable  
22 company. The competition is growing daily. We certainly  
23 are experiencing the effects of that competition through  
24 our loss in customers. Even if our customers stay with  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 us, they're using other networks or perhaps their long  
2 distance service or to access the Internet. So, they may  
3 still be a customer, but they certainly are not buying all  
4 their products from us.

5 We've asked for a reduction in the  
6 traditional regulation that in some way matches the  
7 competition that we're experiencing. We have not asked  
8 for no regulation, we have not asked for deregulation, we  
9 have petitioned for less regulation. Thank you.

10 CHAIRMAN GETZ: Thank you. The first  
11 speaker who has turned in a statement form is Julie  
12 Griffiths.

13 MS. GRIFFITHS: Over there?

14 CHAIRMAN GETZ: Please. Either one is  
15 fine.

16 MS. GRIFFITHS: Good evening. My name  
17 is Julie Griffiths. I've lived in Sutton since 1978, and  
18 have had MCT as my telephone carrier since 1978. And,  
19 some of the people here have actually worked on my phones,  
20 I believe, but not recently, because MCT was taken over by  
21 TDS. I think it's very disingenuous when they stand here  
22 and say they're a "small carrier". My bills come from  
23 Wisconsin. And, when I call for service, which I've had  
24 to do numerous times in the last year and a half, I get  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 people in Maine, in Wisconsin, I don't even know where  
2 these people are. And, they don't know the area, and they  
3 don't know the problems with this area. And, they, you  
4 know, it's just not the same level of service as we were  
5 getting two or three years ago.

6 The idea that there is some competitive  
7 miracle company that's available to me in Sutton? It does  
8 not exist. This carrier is my only option for my lines  
9 into my house. I don't have cable. It doesn't come to  
10 where I live in Sutton. That's -- What I have is what I  
11 need to work with. And, it's taken me many hours on the  
12 phone over the last few years to work with the various  
13 people I've had to deal with. I signed up for, and I  
14 don't want to get into like my whole chapter and verse,  
15 but I sign up for things and I end up with no long  
16 distance. Or, I sign up for something, like a bundle,  
17 which he said "oh, we need to bundle". I sign up for a  
18 bundle, and all of a sudden I have no e-mail. You know, I  
19 get internet, but no e-mail. And, I call up and I speak  
20 to tech support, and they say "Oh, yeah, you don't want to  
21 talk to customer service, I don't know where customer  
22 service is, but you want to talk to tech support." I  
23 spoke to a woman in customer service who couldn't solve  
24 one of my long distance problems. She e-mailed me and  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1       said "Oh, call the 800 number." I mean, that's not  
2       service.

3                       It used to be here, when you needed  
4       service, you could walk into Main Street in New London or  
5       Main Street in Warner and speak to a person. You can't do  
6       that anymore. So, again, the idea that they're a small  
7       company that needs lots of help, it doesn't fit with what  
8       they're doing as a company. They're closing local  
9       offices, and yet coming here and saying they're a "small  
10      local exchange". And, to me, there's a disconnect there.  
11     No pun intended. It's just, to me, not the same company.  
12     You know, the idea that there is some other competitive,  
13     something that I can go to, is just not the reality in  
14     Sutton.

15                      And, I really think that the idea that  
16     you can give them carte blanche of 10 percent raises for  
17     four years is a really scary thought. Yes, maybe my base  
18     phone rate will only go up four bucks over four years or  
19     4.75, do the math, but I don't think that's all that's  
20     going to go up. I think other things will go up. I think  
21     that they -- they say one thing and they do another. My  
22     DSL, I was offered a bump up from I think it was 760  
23     something to 1.5 to something else. I do a test of my  
24     download and upload speeds and they're nowhere near that.

{DT 07-027} [Public Statement Hearing] (10-04-07)



1 And, I understand part of that is I'm at the end of a road  
2 and, you know, there's nothing past me. But I don't feel  
3 comfortable trusting them to make financial decisions with  
4 no regulation. I think there's too many caveats to that,  
5 to their request. Thank you.

6 CHAIRMAN GETZ: Thank you. Francesco  
7 Aldanese.

8 MR. ALDANESE: Good evening.

9 CHAIRMAN GETZ: Good evening.

10 MR. ALDANESE: I've been a customer of  
11 TDS since about 2004. I have to say I've always found  
12 them to be very customer service orientated. I've talked  
13 to their tech support. I have actually found any changes  
14 and modifications on my line to be very, very helpful.  
15 And, actually, dealing with some of the other carriers in  
16 my business, I find TDS to be one of the more pleasurable  
17 to deal with.

18 From a competitive note, I totally rely  
19 on my landline in my house as my only method of  
20 communication. I do not get any decent cell service, and  
21 I do not get any cable service. So, for my residence, for  
22 any emergency service, for fire, police, or first aid, I  
23 need my TDS landline. That's all. Thank you.

24 CHAIRMAN GETZ: Thank you. Is there  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 anyone else who would like to speak? Ma'am.

2 MS. KINGSLEY: I didn't fill out a  
3 sheet. And, since there are so few of us here, I think I  
4 can speak from here.

5 CHAIRMAN GETZ: Well, we just want to  
6 make sure that Mr. Patnaude can hear you.

7 MS. KINGSLEY: Oh, certainly.

8 CHAIRMAN GETZ: If you could just state  
9 --

10 MS. KINGSLEY: I'll fill out the sheet  
11 after.

12 CHAIRMAN GETZ: -- or just say your name  
13 for the record.

14 MS. KINGSLEY: All right. Helen  
15 Kingsley, from New London. And, I've been a TDS customer  
16 I guess for over 30 years. But I think Julie has put it  
17 very succinctly, as well as this other gentleman. And, I  
18 think, since TDS has a monopoly here, I think it's time  
19 for the Commission to consider and look at their balance  
20 sheet and see if this is a continuous problem, going to be  
21 a continuous problem, that maybe it's time they think of  
22 merging, or having a white knight come in and absorbing  
23 them. Because, with the state of the economy and the  
24 depression, I'm sure that a great many people who aren't  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 represented here tonight are going to suffer. And, I  
2 think Julie put it very succinctly, that it's only a  
3 question of time whether, not only the basic rate will go  
4 up, but all the -- all the other supporting rates will go  
5 up. And, I think it's something the Commission should  
6 consider, because everything just can't be going up. It's  
7 time for this company, and I'm sure you would look at the  
8 balance sheet, to see where the monies are going. And, if  
9 they're not competitive, then they have got to merge or  
10 they have got to do something else. Thank you.

11 CHAIRMAN GETZ: Thank you. Sir.

12 MR. MANCHESTER: My name is Robert  
13 Manchester, and I live in Bradford, New Hampshire. And, I  
14 can only reiterate what the previous people have said with  
15 regard to service. Although, I have not found TDS's  
16 technical service or their people employed or whatever.  
17 The fact of the fact matter is they have closed local  
18 offices, they are all now outward bound. So, it's much  
19 more difficult in order to get someone on a face-to-face  
20 basis.

21                   Secondarily, in Bradford, unlike  
22 possibly some other towns, most of us in Bradford have no  
23 cellphone service whatsoever. So, we are totally  
24 dependent upon TDS as a landline, and we have no cable  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 service either. This hearing is not about that  
2 necessarily, but we have one telephone source, and that is  
3 TDS. There is no other competition there, including  
4 wireless and including cellphone service, it is  
5 nonexistent. Thank you.

6 CHAIRMAN GETZ: Thank you.

7 MS. POWELL: I had a good idea for TDS.  
8 You could save some money, by the customer service, I  
9 don't know about the tech support, because my husband does  
10 that -- Linda Powell, Newbury. But your customer service  
11 that's away, that generally will tell you "okay, we'll  
12 call somebody locally tomorrow when business opens about  
13 your problem", get rid of those people. You don't need to  
14 offer that service, if the answer is going to be that  
15 they're going to call back to the local people the next  
16 morning when the office opens, I might as well just go  
17 call people and give them a straight scoop on what the  
18 problem is the next morning when your office opens. But I  
19 have a feeling you can save some money there. But that's  
20 just me.

21 I've got a lot of questions. We do have  
22 the same problem in South Newbury. We have DSL and we  
23 have cable, eh [indicating], and, you know, kind of with  
24 DSL sometimes too, but we do not have cell service at our  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 house or in the vicinity. And, so, again, I'm not sure  
2 where the competition is coming from.

3 What happens in the fifth year? Do they  
4 -- the cap is off on the 10 percent, by the way? There's  
5 a 10 percent cap for four years. Year five is what?

6 CHAIRMAN GETZ: The ultimate cap is  
7 basically the Verizon rate.

8 MS. POWELL: So, then, they can just go  
9 to Verizon then. Is there a requirement that whatever  
10 services Verizon is offering for their rate have to be  
11 matched or of comparable quality?

12 CHAIRMAN GETZ: Well, rather than have  
13 questions --

14 MS. POWELL: I guess that's -- okay.  
15 So, that's one of the many questions that I would have, is  
16 there something there? If the increase is just for the --  
17 on the landline and not the other services, that's a bit  
18 of a relief. But, I'm thinking, if they were capped  
19 before on a rate of return, I'm thinking what's wrong with  
20 that? I mean, why do you have to change it? Why was it  
21 set up that way in the first place, that it would be a  
22 rate of return instead of the competitive local exchange  
23 carrier, a la Verizon, if there wasn't a good reason for  
24 it? I assume there was a good reason for it, and I'm  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 probably not allowed to know what that is right now, but  
2 that strikes me as a really good question. I mean, if  
3 it's just because they put in the legislation, I might be  
4 expecting too much to expect the legislation would have  
5 had a reason. But, anyway, that would be a fun thing to  
6 know.

7 CHAIRMAN GETZ: Well, I think Ms. Ross  
8 will be available, our Director of our Legal Division, to  
9 speak with you ever afterwards --

10 MS. POWELL: Okay.

11 CHAIRMAN GETZ: -- to answer some of  
12 your questions.

13 MS. POWELL: You might want to consider,  
14 one of the things you said we could do is point out things  
15 that you could explore, you might want to contact the town  
16 selectboards, because -- because it's required by RSAs or  
17 something, I don't know, but the selectboards sign  
18 contracts with the telecommunication companies, ten year  
19 contracts, and I believe the ten years is also required by  
20 RSA. And, nobody else came in to compete with TDS,  
21 whether, you know, the towns would have been willing to  
22 entertain such. So, that might say something to the level  
23 of competition. And, we can't do anything about it as a  
24 town, because, I don't know how many years ago, but it  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 wasn't eight or nine, we signed the contract with TDS  
2 again for the Town. So, you know, we're bagged for that.  
3 I mean, they -- I have to say they have an effective  
4 monopoly. And, you know, there's no place else for us to  
5 go. And, you know, that really has to do with that other  
6 question.

7 I've got a lot of questions here. I'm  
8 not sure that it's a good idea. I could put in something  
9 written afterwards and talk to Mark Violette, who I wish  
10 was just "the guy" still. And, that's all I have. But I  
11 hope you guys will look into it more.

12 CHAIRMAN GETZ: Thank you. Is there  
13 anyone else who would like to speak tonight?

14 MS. A. POLASKI: My mother and I.

15 MS. K. POLASKI: Hello. I'm from  
16 Newbury, New Hampshire. And, we rely on our computer a  
17 great deal. We have four kids. And, we have to go to the  
18 local library to use their computer. And, although I  
19 don't have TDS for phone service, I have -- I don't know  
20 if I should say, Verizon, but for \$47, I can get  
21 everything except the DSL. We have no cellphone service  
22 in our area, and we have no TV reception, even though we  
23 have the service. And, we don't know why towns, like  
24 Colebrook, Littleton, are getting DSL, when we are being  
{DT 07-027} [Public Statement Hearing] (10-04-07)

1 bypassed. Also, it takes -- I can turn a computer on in  
2 the morning and come back at night, and I still won't be  
3 on. And, that is no exaggeration. As far as tech  
4 service, it's one big -- you can stay on the phone all  
5 day, and then it's -- you get sent back to the same person  
6 you started from with. So, I was hoping maybe you might  
7 consider merging with Verizon, but -- or giving us some  
8 DSL. Or, I mean, it's horrible, especially now that it's  
9 going to be winter, my daughter has to go somewhere else  
10 to do her research.

11 MS. A. POLASKI: Okay. My name is  
12 Alexis Polaski. I'm 15, and I go to this school. I  
13 support -- well, I would like to get home and get my  
14 homework done, but, the thing is, that our Internet isn't  
15 exactly the best. And, I rely a lot on it. So, I would  
16 like something that's fast and easy to use and will get my  
17 homework done. Because -- yes. Do you want to say  
18 anything?

19 MS. K. POLASKI: I don't know what to  
20 say. I just was hoping that you could share a -- with  
21 somebody else, if you can't, I don't know why you can't  
22 afford to have DSL in our area, I don't know. But, you  
23 know, if you're going to have that rate hike every four  
24 years, you know, for the next four years, why don't you  
{DT 07-027} [Public Statement Hearing] (10-04-07)



1 put up some towers. And, I don't know what else to say.  
2 But I know -- it's just like everyone else's complaints.  
3 We have the same basic complaints. Thank you.

4 CHAIRMAN GETZ: Thank you. Is there  
5 anyone else who would like to speak this evening?

6 (No verbal response)

7 CHAIRMAN GETZ: All right. Then, we  
8 will close this public statement hearing. I want to thank  
9 you all for coming out. There's one more public statement  
10 hearing next week. And, then, the hearings will be in the  
11 first week of December. And, you can get more information  
12 by going to our website. So, thank you very much.

13 (Hearing ended at 7:41 p.m.)

14

15

16

17

18

19

20

21

22

23

24

