

From: Jonathan Gibson <jgibson@vermontel.net>
Sent: Thursday, February 14, 2019 8:55 AM
To: Ann Cummings <ACUMMING@leg.state.vt.us>
Cc: Faith Brown <FBrown@leg.state.vt.us>
Subject: telecom testimony today and tomorrow

Hello Senator Cummings,

I am writing as a resident of Shrewsbury who is working with others here to address the very serious community-wide problem we have with loss of telephone service during electric power outages.

You have previously received a letter from our Selectboard to Commissioner Tierney describing this problem; you may or may not have received a copy of a followup letter from VTEL's Gordon Matthews.

The Town has not yet received any response from Commissioner Tierney. Mr. Matthews' letter fails to address the costs - financial, safety, and communication-related - imposed on VTEL customers by the company's installation of fiber cable and disconnection of copper telephone lines. His representation that VTEL customers received the "Battery Information document" attached to his letter is inaccurate - I have beside me as I write the packet provided by the VTEL service representative at the time of installation, and it does not contain that document.

As you take testimony this afternoon from Mr. Matthews of VTEL and Mr. Purvis of the Department of Public Service and tomorrow afternoon from Commissioner Tierney and Mr. Purvis, I ask you, on behalf of Shrewsbury residents, to question these individuals as to what specifically they and their company or Department are going to do to address the concerns raised by our Town officials regarding restoration of telephone service for our community.

The letters referenced above are attached for your convenience. I am sending this also to Faith Brown in case you wish to copy it to your colleagues. Thank you and your Committee for your attention to this issue.

Sincerely,

Jonathan Gibson
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802-492-3665

Letter to Comm. Tierney from Shrewsbury Selectboard (1-17-19)

Letter and attachment from Gordon Matthews (2-4-19)