

Jill M. Reddish
Franchise Management New England
Verizon FiOS



125 High Street, Oliver Tower, 2nd Floor
Boston, MA 02110
617-342-0558
jill.m.reddish@verizon.com

January 28, 2010

North Attleborough Board of Selectmen
North Attleborough Town Hall
43 South Washington Street
North Attleborough, MA 02760

Subject: Annual Complaint Filing

Dear Board of Selectmen,

Pursuant to M.G.L. c. 166A, §10, Verizon New England, Inc. ("Verizon New England") is required to file with the Department of Telecommunications and Cable and Issuing Authorities an annual report on complaints received regarding our FiOS TV service. The report reflects complaints received by Verizon during the previous year ending December 31. The Department of Telecommunications and Cable has adopted Form 500 as the prescribed form for complying with this annual reporting requirement. Please find attached Verizon New England's 2009 Form 500 for the Town of North Attleborough.

Should you or your staff have any questions, please contact me at 617-342-0558. Verizon New England appreciates the opportunity to conduct business in your community, and we look forward to a long and rewarding relationship.

Sincerely,

A handwritten signature in blue ink that reads "Jill M. Reddish".

Jill M. Reddish
Franchise Management New England
Verizon FiOS

cc: Roger Ferris, Esquire

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BOARD OF SELECTMEN
NO. ATTLEBOROUGH
2010 FEB -3 PM 1:16

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Form 500 Complaint Data - Paper Filing

City/Town: North Attleborough

Cable Company: Verizon New England, Inc.
Address: 185 Franklin St., Boston, MA 02110
Contact: Jill Reddish
Phone: 617-342-0558
E-Mail: jill.m.reddish@verizon.com

Filing Year: 2009

Number of Subscribers: 1,139

Average Resolution Time:

<1> Less than 1 Day, <2> 1-3 Days, <3> 4-7 Days, <4> 8-14 Days, <5> 15-30 Days, <6> >30 Days

Manner of Resolution:

A. Resolved to the satisfaction of both parties., B. Resolved, customer dissatisfied., C. Not Resolved.

	Total Complaints	Avg. Resolution Time (see code above)	Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.		
			A.	B.	C.
Advertising/Marketing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Appointment/Service call	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Billing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Service	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Defective Notice	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Equipment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Installation	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Reception	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Service Interruption	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unable to Contact	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Failure to Respond to Original Complaint	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Form 500 Service Interruption Data - Paper Filing

City/Town: North Attleborough

Cable Company: Verizon New England, Inc.
Address: 185 Franklin St., Boston, MA 02110
Contact: Jill Reddish
Phone: 617-342-0558
E-Mail: jill.m.reddish@verizon.com

Filing Year: 2009

Number of Subscribers: 1139

Average Resolution Time: <1> Less than 1 Day, <2> 1-3 Days, <3> 4-7 Days, <4> 8-14 Days, <5> 15-30 Days, <6> > 30 Days

Date Service Interruption Began	Average Resolution Time: (see Code Key above)	Estimated # of Subscribers Affected
11/18/2009	1	121
11/19/2009	1	121
12/15/2009	1	665
12/23/2009	1	65