

Ronald Morrison
7 Corey Drive
Oxford, MA 01540
(508) 341-5702

September 3, 2019

Ms, Susan King
President
Granite State Telephone (GST)
PO Box 87
Weare, NH 03281

Dear Ms. King:

I am writing on behalf of the Highland Lake Association, its 102 members as well as the signed petitioners included on the attached petition for improved internet / broadband service along a stretch of Valley Road located in the towns of Washington and Stoddard NH.

The association members and petitioners with residences along a four mile segment of Valley road are frustrated by the slow DSL service provided by Granite State Telephone. Our association was encouraged when high speed fiber was installed on the road terminating at service panels located on Highland Lake Association property this past spring, however our optimism was short lived when we were told the fiber would not be installed past the service panels to the 102+ actual members of the association due to cost concerns. This was specifically what the Connect America funding was designed for and why on September 14, 2014, 5 years ago, US Senators: Jeanne Shaheen (D-NH) and Kelly Ayotte (R-NH), and Representatives Carol Shea Porter (NH-1) and Anne Kuster (NH-2) called on then FCC Chariman Tom Wheeler to ensure funding through the Connect America program would be provided to underserved rural areas in NH such as ours.

Our situation is exacerbated by the lack of reliable cell service. The topography surrounding Highland Lake along with a number of conservation easements protecting hundreds of acres of forestry, coupled with a town ordinance allowing cell towns to be established only on town property, have made the alternative of cell service and the potential for improved cell service in the future sketchy at best.

As an association, we granted GST an easement for the installation of service panels along Valley Road which is part of the 404+ acre property we purchased and put into a

conservation easement. Our goal was to have improved internet service and receive a considerable donation towards the purchase of the property from GST, however when the easement discussions came about, were in the process of establishing our 501(c)3 entity and a verbal commitment for a sizable donation to help our association defray the \$260K property purchase priced never came to fruition. It's interesting that the easement could even be conveyed as with any contract there needs to be consideration.

In talking with your own GST service personnel who frequent our area to make repairs, they are increasingly frustrated as well. They have shared that two wire copper was never meant to carry data and they are tired of the complaints and having to patch the service back together. While GST mailers and promotions talk of high speed internet we are struggling with slow speeds while paying the same prices as those with broadband access according to your own marketing promotions.

Our members, residents and neighbors on Valley Road in the towns of both Washington and Stoddard NH and the few side roads that our Association owns, have been loyal customers of GST and rely heavily upon our internet service, many of us own businesses and work remote and need reliable service for data and VoIP, cell service doesn't work. With little up-stream band with GST we experience lost packets when using VoIP. We deserve better and we are requesting that GST commit to installing high speed broadband internet and fiber to all of our members and petitioners with GST internet service and provide a fast track timeline that includes completion of the necessary upgrades by the spring of 2020.

Respectfully

Ronald Morrison

CC:

Jeanne Shaheen, US Senator (R-NH)

Amit Pai, FCC Chairman

Original copy of petition signatures available for verification upon request.

A Petition for Improved Internet / Broadband Service

July / August 2019

For the current 102 member families of the Highland Lake Association (The Association) with a mailing address of PO Box 1011, Washington NH 03280 and property located in Washington and Stoddard NH, the residents and property owners on Valley Road in Washington and Stoddard NH, as well as the side roads connected to Valley Rd owned by The Association.

To: Susan King, CEO, Granite State Communications

At issue:

The Highland Lake Association (The Association) with currently 102 member families, located in the towns of Washington and Stoddard NH (primarily along Valley Road and the side roads it owns) had provided an easement on property owned by The Association to Granite State Communication (GSC) in return for a sizable donation towards the purchase cost of the land and for improved internet service. This agreement was made verbally with the former president of The Association. While the easement was granted and recorded, GSC has not provided any financial assistance or compensation for such easement nor have they significantly improved the internet service to members of the association. As in any contract, there needs to be consideration, and in the case of the easement granted to GSC, no such consideration was ever granted or provided to the Association.

Over time, GSC has upgraded the equipment located on the Association property including recently adding fiber optic cable for broadband capabilities. In addition, service personal have been parking vehicles on the property adjacent to the equipment boxed creating a driveway of sorts on The Association property.

For the majority of member in the association, unfortunately the Fiber optic / broadband capability is NOT being brought past the GSC equipment on The Association property located on Valley Road and thus will not provide the 102 Association members with the broadband high speed internet connectivity they prefer.

While many areas in NH have the choice of other means of internet connectivity, this area does not offer cable connectivity and cell phone service is spotty at best. A town ordinance permitting cell tower construction only on town property, means the members of the Association are unlikely to foresee any improved cell service in this area given the topography and the lack of town owned property in The Association area.

We are requesting that GSC commit to providing the members of the association with fiber optic broadband internet access and also make a contribution to our 501C (3) nonprofit association that is chartered with the costs, taxes and maintenance of the 404+ acres of open space including the property where GSC equipment is located on Valley Road to assist with our fund raising efforts to help pay off the balance of our financial obligation.

Should GSC be unable to commit to improving service as requested for the Association, The Association and petitioners that sign this document, provide The Association board will the authority to contact other carriers such as Fair point, who have received funding under the Connect America program to, to investigate options of providing The Association, its members and petitioners, broadband service and to enter into discussions locate necessary equipment on The Association property.

A Petition for Improved Internet / Broadband Service

Petitioner name	Address	Town, State	Association Mbr? Y/N	Signature
Chris Karski	2485 Valley Rd	Stoddard NH	Y	Chris Karski
Kim Searles	Valley Rd	Stoddard NH	N	Kim Searles
Ron Morrison	2455 Valley Rd	Stoddard NH	Y	Ron Morrison
Joe Munnello	2481 Valley Rd	Stoddard NH	Y	Joe Munnello
Michael Bervy	2188 Valley Rd	Washington	Y	Michael Bervy
Jan Childers	2053 Valley	Washington	Y	Jan Childers
Tim Cross	58 Hemlock	Washington	Y	Tim Cross
FRED CROMBIE	2115 Valley Rd	Washington	Y	Fred Crombie
Cheryl Knowlton	2459 Valley	Stoddard	Y	Cheryl Knowlton
Sandra Morrison	2455 Valley Rd	Stoddard	N	Sandra Morrison
Michelle Dubois	1733 Valley Rd	Washington	Y	Michelle Dubois
Brian & Dawn Brian	2283 Valley Rd	Stoddard	Y	Brian & Dawn Brian
Stephen Amari	2163 Valley Rd	Washington	Y	Stephen Amari
Hees Beaman	2462 Valley Rd	Stoddard	Y	Hees Beaman
Kyle Dugas	23 Valley Rd		Y	Kyle Dugas
Marjorie Berry	2188 Valley Rd	Washington	Y	Marjorie Berry
Nancy Fico	2109 Valley Rd	Washington	Y	Nancy Fico
Verry Fico	2109 Valley Rd	Washington	Y	Verry Fico
Celeste Karski	2485 Valley Rd	Stoddard NH	Y	Celeste Karski
Deb Cufens	14 Hooksett Point	Washington	N	Deb Cufens
Kim Perrotti	2401 Valley Rd	Stoddard	Y	Kim Perrotti
Don Perrotti	2401 Valley Rd	Stoddard	Y	Don Perrotti
Laurie Benoit	29 Stoddard Pt Way	Stoddard	Y	Laurie Benoit
Emily McCarra	16 Stoddard Pt Way	Stoddard	Y	Emily McCarra
Jason Strang	12 Stoddard Pt Way	Stoddard	Y	Jason Strang
Amanda Mitchell	12 Stoddard Pt Way	Stoddard	Y	Amanda Mitchell
Wickham	Valley Rd	Washington	Y	Wickham
Peter Bonaccorsi	2041 Valley Rd	Washington	Y	Peter Bonaccorsi
Heleen Berry	24027 Valley	WASHINGTON	Y	Heleen Berry
John Berry	2027 Valley	Washington	Y	John Berry
Skunkin	2365 Valley	Stoddard	Y	Skunkin
Tom Dubois	1733 Valley Rd	Washington	Y	Tom Dubois
Kathy Gabe	2458 Valley Rd	Washington	Y	Kathy Gabe
Kathy Gabe	Stoddard Rd	Stoddard	Y	Kathy Gabe
Brian Belauer	2580 Valley Rd	Stoddard	Y	Brian Belauer
Marc Kirsner	1892 Valley	Washington	Y	Marc Kirsner
Kathryn Taylor	2545 Valley Rd	Stoddard	Y	Kathryn Taylor
Lyndee Beane	52 Cave Rd	Washington	Y	Lyndee Beane
Karen Dubert	2193 Valley Rd	Washington	Y	Karen Dubert
Anita Pelletier		Stoddard	Y	Anita Pelletier

Tami Rader

A Petition for Improved Internet / Broadband Service

Petitioner name	Address	Town, State	Association Mbr? Y/N	Signature
Jane Crowell	2511 Valley Rd	Stoddard	Y	Jane Crowell
Don McGowan	2153 Valley Rd	Washington	Y	Don McGowan
John P. Smith	1292 Valley Rd	Washington	Y	John P. Smith
Matthew P. Smith	1292 Valley Rd	Washington	Y	Matthew P. Smith
Bill P. Smith	11 Martin Rd	WASH NH	Y	Bill P. Smith
James P. Smith	11 Martin Rd	Washington NH	Y	James P. Smith
Elizabeth Hubbard	2 Beach Way	Dunbarton	Y	Elizabeth Hubbard
KEVIN STANTON	2171 VALLEY RD	WASHING	Y	Kevin Stanton
DOMINICK GRUBE	2458 VALLEY RD	STODDARD	Y	Dominick Grube
Shelley Amari	2163 Valley Rd	Washington	Y	Shelley Amari
Fran Amari	2194 Valley Rd	Washington	Y	Fran Amari
John Bean	32 Cove Rd	Washington	Y	John Bean
David Perrotti	2275 Valley Rd	Stoddard	Y	David Perrotti
A. P. P. P.	6 McQuade	Washington	Y	A. P. P. P.
D. J. P.	"	"	"	D. J. P.
George P. P.	72 McQuade	Washington	Y	George P. P.
David P. P.	14 Lockport Rd	Washington	Y	David P. P.
Cynthia P. P.	2030 Valley Rd	Lockport	Y	Cynthia P. P.
Sammy P. P.	2365 Valley Rd	Washington	Y	Sammy P. P.
Bill P. P.	2020 Valley Rd	Washington	Y	Bill P. P.
GEORGE HUBBARD	2 BEACH WAY	WASHINGTON	YES	George Hubbard
Nicholas J. P.	2193 Valley	Washington	YES	Nicholas J. P.
Cerald Lane	2005 Valley Rd	Washington	YES	Cerald Lane
Matt Hale	22 McQuade	Washington	YES	Matt Hale
Michael Symaszer	580 Valley Rd	Stoddard	YES	Michael Symaszer
James P. P.	25 Duke St	Stoddard	YES	James P. P.
Van P. P.	2580 Valley Rd	Stoddard	YES	Van P. P.

A Petition for Improved Internet / Broadband Service

Petitioner name	Address	Town, State	Association Mbr? Y/N	Signature
Stuell	100 Cabin Rd NH	Stoddard		Vern Stuell
Phil Calciano	1827 Valley Rd	Washington NH		Phil Calciano
Brenda Calciano	1827 Valley Rd	Washington NH		Brenda Calciano
Barbara Cross	58 Hamlock Cir	Washington		Barbara Cross
Marc Dube	188 W H R	Washington		Marc Dube
Gris Dube	188 W H R	Washington		Gris Dube
Ellis Dube	118 Lowell Mtn Rd	Washington		Ellis Dube
Laurie Dube	118 Lowell Mtn Rd	Washington	N	Laurie Dube
Diana Maniello	2481 Valley Rd	Stoddard	Y	Diana Maniello
Lindsay Ameri	2163 Valley Rd	Washington	Y	Lindsay Ameri
MARY Perrotti	2275 Valley Rd	Stoddard	Y	MARY Perrotti
Gerald Lane	2005 Valley Rd	Washington	Y	Gerald Lane
Jim Lane	2005 Valley Rd	Washington	Y	Jim Lane
Theresa Lane	2005 Valley Rd	Washington	Y	Theresa Lane
Ben Proctor	2020 Valley Rd	Washington	Y	Ben Proctor
Peter Proctor	Lot 13 Abnator	Washington	Y	Peter Proctor
David R. Proctor	2168 Valley Rd	STODDARD	Y	David R. Proctor
Laura Brown	2467 Valley Rd	Stoddard	Y	Laura Brown
Heather Brown				
Heather Brown				
M. Szymuszek	2505 Valley Rd	STODDARD	Y	M. Szymuszek
Gary Carmichael	2505 Valley Rd	Stoddard NH	Y	Gary Carmichael