

To the Public Service Commission  
Re: Verizon Voicelink service proposal  
Case 13-C-0197

Ladies and Gentlemen:

I am a homeowner in the Village of Saltaire, Fire Island. I am one of the lucky people whose copper wire Verizon telephone and DSL service has remained more or less intact after Hurricane Sandy. Many of my friends and neighbors are struggling with the new Voicelink so-called "service".

My only direct experience with Voicelink is the repeated difficulty I have had when trying to engage in telephone calls with voicelinked phones - at least half the time I have had to replace the call in order to get a connection during which both parties can hear each other properly.

It is distressing to learn that Verizon proposes to abandon the copper wire service entirely, so that even those of us who still have service will be forced to find alternatives. *VOICELINK IS INADEQUATE to serve our needs:*

- there is no Internet availability,
- no international calling,
- no service during power outages (when service is often a vital necessity to check on the elderly, disabled, or ill),
- no service history to judge performance in future emergencies,
- no way to be advised of evacuations or other life threatening situations by our first responders on a timely basis -

in short, it is appalling even to consider having to rely on this technology for anything but casual, temporary use.

There is *NO COMPETITIVE ALTERNATIVE* available to us - replacing the home service we have would involve

1. finding a cell provider whose signal works reliably out here (to get a signal on my present cell phone I must walk down to the bay on a non-windy day and hope),
2. buying an iPhone or tablet with 3G or 4G service and an expensive data plan to go with it, or purchasing a wifi "hotspot" and similarly costly data plan,
3. completely losing the ability to have a third party pick up an extension to join a call or to pick up an extension instead of missing a call while the phone rings in another room.

This is not what anyone can reasonably consider a competitive, comparable set of replacements.

I urge you to deny Verizon's request to abandon its public service obligations because their fulfillment has become inconvenient for Verizon.

Thank you for considering this request.

Janet Beck  
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Village of Saltaire, NY  
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