

Fair Harbor Community Association

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August 15, 2013
2013 AUG 19 PM 4:01

Hon. Kathleen H. Burgess
Secretary to the Commission
New York State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350

Re: Case 13-C-0197 – Voice Link on Fire Island.

Ms. Burgess

I am the President of the Fair Harbor Community association which represents 375 homeowners in the Fair Harbor, Town of Islip on Fire Island. This letter is our official response to the Verizon's attempt to cancel landline service, and Internet Access on Fire Island. We believe that the PSC should stop Verizon's efforts in this matter for the following reasons:

] **Voicelink is not the equivalent of the current landline service.**

The service is inferior because:

- It is not remotely powered, and therefore will fail to operate during power outages
- It does not support Fax
- It does not support medical devices
- It does not support data services (DSL)

Even Verizon realizes that the service is inferior, and appears to have agreed to continue to supply landline services to the police and fire departments on Fire Island.

Verizon is withdrawing support for all Internet access on Fire Island.

Without landlines Verizon will have no Internet access capability on Fire Island. Verizon and Verizon Wireless (VW) are separate companies. Verizon is attempting to confuse the PSC and the public by claiming that the Hotspot devices from Verizon Wireless can solve the Internet access issue. The Hotspots are not a Verizon service offering, and there has been no coordination between Verizon and VW concerning an equivalent service offering to the existing DSL service. At best the VZ Hotspot service offering has inferior coverage and capacity, and is a metered data service (unlike DSL) which will result in a service at least 5-6 times as expensive as the existing DSL

Verizon customer service with regard to this issue has been abysmal.

Fire Island resident have experienced terrible customer support over this issue from both with Verizon and Verizon Wireless. This is an indication to us that Verizon is not making a serious attempt to address the legitimate public concerns over these issues. They have made a bad situation worse.

In conclusion; Fire Island is still recovery from major problems associated with Hurricane Sandy, it is unfair to allow Verizon take advantage of this situation, and add to our problems by attempting to foist an inferior and potentially dangerous telecom solution on Fire Island. You have heard from Verizon, about why Voicelink is good for Verizon, but it is not good for the residents and businesses of Fire Island.

You must act to stop this outrage.

Respectfully

Gene Levy
President
Fair Harbor Community Association.



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