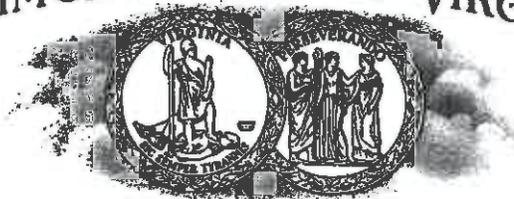


# COMMONWEALTH OF VIRGINIA



WILLIAM IRBY  
DIRECTOR

P.O. BOX 1197  
RICHMOND, VA  
23218-1197

TELEPHONE: (804) 371-9420  
FAX: (804) 371-9069

## STATE CORPORATION COMMISSION DIVISION OF COMMUNICATIONS

February 17, 2016

receive  
2/17/2016  
Pg.

Mr. D. Michael Hymes, Chairperson  
Tazewell County Board of Supervisors  
108 East Main Street  
Tazewell, VA 24651

Dear Mr. Hymes,

I have received your February 3, 2016 letter and attached petition addressed to Gladys Huddleston concerning telephone service issues in the Thompson Valley area of Tazewell County.

We are investigating this matter with Verizon, and have asked for cable analyzer tests and trouble history for Thompson Valley customers who have reported troubles over the past year. In addition, we are reviewing our files for customer complaints we have received over the past two years from that area.

For your information, we were involved with similar service issues in Thompson Valley in 2013. I have attached correspondence from that investigation. We thought these issues had been adequately addressed, and I am sorry to learn that service quality has deteriorated once again.

I will keep you apprised of the status of our investigation. In the meantime, if you have any questions or additional concerns, please let me know. And as in the past, if citizens experience problems that are not timely resolved by Verizon, have them contact us at 1-800-552-7945, option 4.

Very truly yours,

A handwritten signature in blue ink that reads "William Irby".

William Irby

Attachments

WI/slw



WILLIAM IRBY  
DIRECTOR

KATHLEEN A. CUMMINGS  
DEPUTY DIRECTOR

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STATE CORPORATION COMMISSION  
DIVISION OF COMMUNICATIONS

November 7, 2013

The Honorable John M. Absher, Chairman  
Tazewell County Board of Supervisors  
108 East Main Street  
Tazewell, Virginia 24651

Dear Mr. Absher:

In my September 13, 2013 letter to you concerning Verizon maintenance and phone outage issues in the Thompson Valley area of Tazewell County, I advised that we were continuing our investigation.

Our investigation is now complete. As it turns out, even though we were initially told otherwise, Verizon had done some cable rehab work in this area in June. There were two spans of cable replaced near the intersection of Beartown Road and Upper Valley Road. In addition, 15 cable closures were replaced on Beartown Road. This was in addition to the remote terminal rehab work reported to you in my last letter.

Following this rehab work, we asked Verizon to conduct cable analyzer tests on random cable pairs serving customers in this area. We have received and reviewed the results and, while some were marginal, all were still within acceptable parameters.

As a result, we believe that the service problems in this area have been adequately addressed. If you should determine otherwise, please let me know. And as I mentioned in my last letter, if citizens experience problems that are not timely resolved by Verizon, have them contact us at 1-800-552-7945, option 4.

Very truly yours,

Handwritten signature of William Irby in black ink.  
William Irby

WI/ctj



WILLIAM IRBY  
DIRECTOR

KATHLEEN A. CUMMINGS  
DEPUTY DIRECTOR

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STATE CORPORATION COMMISSION  
DIVISION OF COMMUNICATIONS

September 13, 2013

The Honorable John M. Absher, Chairman  
Tazewell County Board of Supervisors  
108 East Main Street  
Tazewell, Virginia 24651

Dear Mr. Absher:

I have received your August 16 letter concerning Verizon maintenance and phone outage issues in the Thompson Valley area of Tazewell County.

We are investigating the issues you raised with Verizon. Ms. Groseclose of your office has furnished names of residents who have had problems. In addition, we are reviewing our database for complaints filed with us by people in your area. At this stage, Verizon's position is that there is no single source issue causing the recent troubles, other than a remote terminal that needed some rehab work including replacing cards, a fan, and a battery, the latter of which is on order. We are continuing our investigation, however, because we are not yet convinced there are no systemic outside plant-related problems. A physical inspection of the area last week by one of my staff members revealed no obvious conditions, but the complaints we've received over the past year indicate otherwise.

We too are very concerned when citizens lack critical services such as telephone communications. As our investigation continues, if you have any questions or additional concerns, please let me know. Likewise, if you are aware of any citizens who experience problems that are not timely resolved by Verizon, have them contact us at 1-800-552-7945, option 4.

Thank you for bringing this matter to our attention.

Very truly yours,

A handwritten signature in cursive script that reads 'William Irby'.

William Irby

WI/cij

From:

# Tazewell County Virginia

"Bound For Progress"

# COPY

D. Michael Hymes, Supervisor  
Southern District

Seth R. White, Supervisor  
Northwestern District

Thomas B. Childress, Supervisor  
Northern District

John M. Absher, Chairman  
Western District

Charles A. Stacy, Vice Chairman  
Eastern District

James H. Spencer, III  
County Administrator

STATE CORPORATION COMMISSION  
RECEIVED

AUG 16 2013

DIVISION OF COMMUNICATIONS  
RICHMOND, VA

August 16, 2013

Mr. William Irby, Director  
Division of Communications  
State Corporation Commission  
P.O. Box 1197  
Richmond, VA 23218

**Re: Maintenance Issues in Tazewell County**

Dear Mr. Irby:

I write on behalf of the Tazewell County Board of Supervisors. Several of our residents in the Thompson Valley area of the county have complained about Verizon's maintenance services and phone outages that continue to occur. Apparently, many have experienced slow to no response to their pleas for repairs to, or restoration of, their telephone services, without satisfactory explanations from Verizon. The Board is concerned when any citizen lacks critical service such as telephone communication. This concern is highlighted in the Thompson Valley area where there is no cell phone service available. Several citizens have filed complaints with the State Corporation Commission requesting action to eliminate outages, which have become more frequent in recent months.

Therefore, the Board wanted to bring this to your attention if you have not already been made aware. Please advise whether Verizon is aware of these delays, and, if so, advise us of the causes and how Verizon intends to address them. I look forward to your response.

Sincerely,



John M. Absher, Chairman

Tazewell County Board of Supervisors

cc: Senator Phillip Puckett  
Delegate James Morefield  
Richard Settle, Verizon  
Members, Tazewell County Board of Supervisors  
James H. Spencer, III, County Administrator  
C. Eric Young, Esquire, County Attorney  
Glaydus Huddleston, State Corporation Commission