HARBRO
AUTO SALES SERVICE
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January 19, 2005

Federal Communications Commission
Washington, DC 20554
Re: Section 63.71 Application of Choice One Communications of Massachusetts, Inc.

To Whom it May Concern:

This letter is a grievance in opposition to the timeframe allotted by Choice One to our business, Harbro Sales & Service, Inc., to contract with a new service provider due to Choice One's decision to discontinue their services in our local area. We are a small automobile sales and service business with 40 employees and with two locations, that depend on having our locations connected through the services now provided by Choice One.

The demand by Choice One was presented to our business in a letter that is dated 1/7/05 and was received in our office on approximately 1/10/05. Their demand is that we select a new carrier no later than February 16, 2005 and that all services must be converted by March 7, 2005 or we will risk losing service.

Our grievance is with the timeframe allotted. The services (fractional T-1) that Choice One is currently providing to us are unavailable through our Local Exchange Carrier, Verizon, which means we will be forced to reconfigure our services. The timeframe that we have been quoted to install new services is between 30 and 45 days from the date that we place our order which means that even if we had placed the order on the day that we received the letter from Choice One, we would have risked possibly missing the deadline! Now back to reality....we have put some of our normal business activities on hold and started to research our options for the changeover. We have experienced substantial difficulties during our contract with Choice One, and therefore feel the need to do the proper due diligence research before entering into a contract with another provider. It is our hope that we will have completed our research and have all the information we need to make a decision choosing a new provider within 60 days, and then it would take them between 30 to 45 days to have us up and running. This will not meet the deadline that Choice One has proposed.

The next issue that we face is that our monthly services are going to increase by at least 33% or approximately $450 by going through Verizon as opposed to Choice One. We feel that we are being unnecessarily burdened with added expenses due to their decision to cease operations in our area.

In summary, we feel that Choice One has added unnecessary burdens to our business, both in poor service as well as the recent demands they have made on us to rush into contracting with a new service provider. We are formally requesting an extension of at least 60, but preferably 90 days to their demand to switch providers and we are also asking for professional guidance as to any recourse we may have against Choice One due to the burdens created by their decision to cease operations. Please respond to me with an appropriate course of action as soon as possible.

Sincerely,

Tim Hare

Tim Hare
President
Phone: 508-234-6767