

ATTORNEY GENERAL  
DEPARTMENT OF JUSTICE

1 Granite Place South  
Concord, NH 03301

JOHN M. FORMELLA  
ATTORNEY GENERAL



JAMES T. BOFFETTI  
DEPUTY ATTORNEY GENERAL

April 7, 2026

Sent by Email Only  
Executive Customer Response Team  
T-Mobile USA, Inc.  
PO Box 169014  
Irving, TX 75016

Re: Todd Pollack  
Our File No. 2026183059

Dear Sir/Madam:

The Consumer Protection and Antitrust Bureau received the enclosed complaint about your business.

Please advise the Bureau, in writing, as to your position on this matter and tell us what action you have taken, or intend to take, with respect to this complaint.

Please provide your response within two weeks of the date of this letter, so that we may review it, forward a copy to the consumer, and take whatever further action is appropriate.

Sincerely,

/s/ Rachelle H. Simon

Rachelle H. Simon  
Investigative Paralegal  
Consumer Protection & Antitrust Bureau  
(603) 271-8403  
rachelle.h.simon@doj.nh.gov

Enclosure  
Copy to: Todd Pollack

## **EXECUTIVE SUMMARY: Hudson Town Center Telecommunications Outage**

**Submitted by:** Todd Pollack **Date:** April 14, 2026 **Subject:** Permanent Decommissioning of T-Mobile Site NH03478A (236 Central St)

**1. THE ISSUE** On March 23, 2026, T-Mobile Executive Response formally confirmed the permanent decommissioning of the "flagpole" cell tower at 236 Central Street. T-Mobile admits there is a minimum **6-month gap** before replacement infrastructure is active.

### **2. PUBLIC SAFETY IMPACT**

- **Dead Zone:** The Central St corridor (including 7-Eleven and First Baptist Church) currently has unreliable or zero access to 911 services via the T-Mobile/Metro network.
- **Corroboration:** Dozens of Hudson residents have documented identical service failures in this zone since late January 2026.

### **3. REGULATORY STATUS**

- **NH Department of Justice:** The Consumer Protection and Antitrust Bureau has opened a formal investigation into T-Mobile's conduct (File No. **2026183059**).
- **FCC Complaint:** A formal dispute is pending regarding T-Mobile's failure to provide 30-day notice of service discontinuance under **47 CFR 63.71** (Ticket #8509990).

### **4. REQUESTED TOWN ACTION**

- **Code Enforcement:** Review the 236 Central Street Special Exception for "Abandonment of Use" under **Hudson Zoning Ordinance § 334-98**.
- **Emergency Restoration:** Request the Town Administrator formally demand that T-Mobile deploy a **Cell on Wheels (COW)**—a portable temporary tower—to restore connectivity to the town center immediately.
- **Official Support:** Request the Town of Hudson file a statement with the FCC and NH AG supporting the restoration of these utility services.