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Verizon and perhaps other carriers are lying to their customers regarding switching from copper wired telephone systems to fiberoptic systems. They claim there will be NO Changes in service by these system changes. Then after the change creates non-functioning fax and other services, they refuse to switch back to copper wired systems. Most of the 34 Verizon customer service representatives I spoke with were completely unaware of the problems they had caused and refused to consider the possibilities that problems existed. The representative who admitted the problems arrogantly refused to consider reinstalling the original equipment. Please demand that these companies be truthful with their customers.
Thank you.
Dr. W. Mark Tucker