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MOSAIC DATA SYSTEMS

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21 November, 2000

Ms. Magalie Rowman Salas  
Secretary, Federal Communication Commission  
Portals II  
445 12<sup>th</sup> Street, SW  
Suite CY-D402  
Washington, D.C. 20554

REF: Docket No. 00176 Verizon Section 271 Application-- Deny access to Long Distance service

Dear Madam:

We are a small business depending heavily on the use of internet web. For the past 6 months we have been trying to get a DSL modem connection, as the dial-in modem connection through our local telephone company, Verizon is very slow and unreliable. First we placed an order with a national DSL service provider, Winfire Communication systems. Winfire promised us a DSL modem connection within 4 to 6 weeks, depending on how soon or how late they can have the Verizon company, our local telephone service provider "prepare" my telephone line. I understand that this "preparation" involves installing a "splitter" on my line at the local telephone switching station, and this task takes no more than 15 minutes, but it must be done before any DSL modem can be used on my line, and unfortunately, only Verizon as my local telephone service provider can do this. After waiting for over 3 months, and repeatedly calling the Winfire company, I was told that Verizon had not yet installed the necessary "splitter" on my line - every time Winfire tests my line it fails the test, even though they have checked and rechecked to make sure that DSL service is available in my area.

Figuring that since I live in an area served by Verizon may be I would be better off to place my order for DSL service through them even though their service costs more than Winfire and other national DSL service providers. But my business depends so much on the fast internet access that I do not have any other choice. I then cancelled my order with the Winfire Company and on September 9<sup>th</sup> placed my DSL service order with Verizon. Verizon had promised that they would provide me the service within 4 to 6 weeks. Since the expiration of 6 weeks I have called Verizon repeatedly to find out the status of my order. As of this date, more than 10 weeks after I had placed the order with them I still do not have any DSL connection or any idea when it will be done. This has been tremendous hardship on my business, almost driving me out of business. In the meantime, I notice that Verizon has been advertising heavily on the newspapers and Television, soliciting DSL customers. If they can not even make their lines ready for other companies to provide the service, or they themselves can not provide the service in a timely fashion, why should they even solicit unsuspecting customers, and why they would be the only company to provide such an important service in our area. Please remember that if they are incapable to satisfy the requirements of the customers which they currently serve, your agency must open this business to the competitors so that we the customers are not made hostages of one company.

I would appreciate any assistance your agency could provide to ensure that this vital service is not stifled because of one company, Verizon. Also, it is obvious that they have not opened up their local lines to the others. They must not be allowed to propagate their inefficient, and belligerent mode of doing business to other parts of the nation.

Thank you,

Sincerely,

Basu D Sarkar  
President

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