

Dear FCC Commissioners & Staff:

My name is Bryan Anderson and I am the Director of Sales and Marketing for FastQ Communications, in Phoenix, Arizona. We began business in 1993 and presently have 5,000+ customers, many of whom live and work in metro Phoenix. We also do a large amount of web hosting for customers throughout the nation, and have some overseas customers as well.

We offer many services that our local phone company, Qwest Communications, does not. Being a smaller ISP we are able to tailor our services to meet the customers specific needs as opposed to offering a "blanket" type of service that would help some (but certainly not all) of our customers. We also offer services like free Internet training classes to customers and we all as referral services to other local companies that would provide a product or service that we do not provide. We have also helped many local charities and organizations with such things as free web site design, free web hosting, etc. Services such as these can only be offered by smaller ISPs. You cannot even talk face to face with someone from Qwest while our door is always open for customers to stop by.

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from Qwest (US West). Of course getting phone lines from US West was always a problem, and we frequently lost customers when our modem lines became busy because US West was late delivering phone lines we had ordered well in advance.

Nowadays we have moved on from ordinary phone lines to ports and the second a CLEC came to town, we moved all of the business we could over to that company instead. Since then the price has gone down, but more importantly, service has improved.

We still send several thousands of dollars to Qwest each month for services that we must get from them (i.e. OC3 line, ATM lines, T1 lines, DSL lines, POTS lines, etc.). In essence we have paid for a portion of Qwest's network and now they want to take that away from us! And as far as DSL goes, we have been a "MegaCentral" DSL partner with US West/Qwest since they began offering DSL service in Arizona. Without my company and other partner ISP's there is no way that Qwest's DSL subscriber base would be anywhere near what it now is. Smaller ISPs have outsold Qwest DSL vs. Qwest.net almost 10 to 1. Since we do not have access to any other broadband (i.e. cable, wireless, etc.) Qwest is the only option. Late last year Qwest.net sold their ISP business to MSN and now promotions such as free DSL modems, free month(s) of service, free connection, etc. are only offered when the customer selects MSN as their ISP. This leaves FastQ and other DSL ISP partners out in the cold, as there is no way we can compete with giants such as Qwest and MSN. The FCC approves these promotions that Qwest/MSN offers but with no thought of the ramifications to the smaller ISPs.

I do not have the resources to fight the tariff that Qwest has filed that allows it to get away with charging ISPs a wholesale rate of \$40 for access to the network. I believe the true cost is probably a great deal less than that. However, I also do not believe that the answer to this problem is simply to allow Qwest to stop selling access to the network at all, or to take away the requirements that are supposed to be preventing Qwest from discriminating.

The answer is for the FCC to make a good faith effort to uncover the discrimination (whether it is in pricing, provisioning or both) and put an end to it. Until the FCC has demonstrated that it is willing to do this for ISPs, any talk about lifting the rules for monopolies like Qwest is premature.

I hope that you will take my comments seriously - I am sending a copy of this letter to my Congressman as well.

Sincerely,

Bryan Anderson
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