

Dear FCC Commissioners & Staff:

I have had internet access through Global Network Access aka GNA for more years than I can remember...with constant disconnects and poor connections. GNA did there best to assist and it always boiled down to my phone lines. I contacted the phone company and on each contact they declined blame for line connection. Ironically, as soon as I had a dsl line put on my phone, my problems deminished which leads me to believe they are not wholely truthful.

Amazing how when you get a phone company internet provider problems disappear. I just spent 25 days over the past 45 with my uncle who use to have disconnect problems till he got internet with his local phone company. I was impressed how I wasn't disconnected once like in the past.

Something needs to be done about this inequity. Thank you for listening and I hope you can help correct this problem as I believe they are trying to drive their competiton out of business. I am now paying four times what I did before for internet service because the phone company is forcing people like me to have a back up provider to get the connection we rightfully are entitled too. It infuriates me that I can't just use my ISP without all the problems the phone company creates!

Sincerely,

Jan Michalski
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