

Comment re monopolization of internet access by phone companies:

It will indeed be a shame and we will suffer a significant loss of service if Qwest is able to require the use of their services. We currently subscribe via OZ.net. The service provider is always there to assist with problems. We are never placed on hold until 'we go away' as the phone company tends to do, they are more interested in maintaining a steady queue of customers to keep their overworked employees productive, than in taking care of the problem. Numerous times I have been lost in their shuffle. Monopoly creates this culture no matter how much you threaten to regulate the behavior. The employees are over monitored skinner experiments who process calls rather than individuals who have a genuine interest in solving people's problems.

Now they want to require that I be a customer having lost me due to their bad service?  
I hope you will continue to give me a choice in service providers.

Sincerely  
Pete Russell