

I have been informed that FCC is working towards deregulating the phone companies on the issue of independent DSL service providers.

I would like to inform you that as far as my experience goes, the customer service has deteriorated over time as the phone companies have grown bigger and have become bigger monopolies.

More competition always results in better products and services for the consumer and it is the duty of a regulating body to ensure that a fair playing field is maintained.

Passing the above mentioned regulation will result in gross deterioration in the choices and the quality of service that ordinary consumers like myself get from the incumbent phone company.

Please, I beg of you, do not empower the phone companies further into consolidating their monopoly. Remember the good old days of Ma bell ? "WE DON'T CARE, WE DON'T HAVE TO".

Those days have already arrived.

Turn the tides back.

Thank You,

Sincerely,

Devang Shah.