

To Whom It May Concern:

For three years, I have attempted to get Verizon to bring DSL to the outlying areas of Sandpoint, ID. In February of 2007, I wrote Ivan G. Seidenberg, the Chief Executive Officer of Verizon, outlining what should be available and why, yet was not available to homes and businesses outside of town. The assistant of Mr. Seidenberg called to tell me to wait for fiber optic service. I told the gentleman that was not going to happen seeing that Verizon could not even install a computer card in a switching station for DSL, they certainly were not going to lay fiber optic cable into the outer reaches of the community. The gentle reluctantly agreed.

Our local state representatives also attempted as others have to get Verizon to bring DSL to outlying areas. Verizon continues to ignore our requests.

With this email, I am registering a formal complaint against Verizon for not providing the full scope of services available. As a sanction monopoly, they need to offer the full range of services to all possible customers, not just to the most profitable. If they want to benefit from this monopoly, they need to take the good with the bad.

I am requesting that you keep me informed about the progress on this matter.

Thank you for your time.

Sincerely,

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