Before the
Federal Communications Commission
WASHINGTON, D.C. 20554

In the matter of		
Framework for Broadband Internet Service		GN Docket No. 10-127

REPLY COMMENT On Verizon GN 10-127 of July 15, 2010

Introduction

1. I have a bachelors in computer science from Pace University. I have a Masters in Computer Science from New Jersey Institute of Technology. I have programmed on Univalve's, IBM, Digital, and probable some others that I don't remember anymore. My operating of choice is UNIX, and its many derivatives. I'm not a V.P., but I do manage my own home network, firewall, e-mail service, web service, ftp service, and .... .

2. I can see why its rather difficult for VERIZON to figure out that the "INTERNET" is. Verizon appears to be claiming that anything, and everything that is connected to the Internet is the "INTERNET" . So:

- My computer is a part of Verizon Internet,
- My firewall is a part of Verizon's Internet,
- eMail is a part of Verizons Internet,
- DNS is a part of Verizon Internet,
- Verizon browser servers are a part of the Internet,
- Spy Ware (or security) services is a part of Verizon's Internet,
- Parental controls are a part of the Verizon's internet,

Its not clear to me where Verizon would finally commit to a border that separates Internet Informational services and that of Internet access services.

3) Yet for many people, the internet is simply the browser[1], and the e-mail[2]. They just don't know where the data[3] originates from. Just like most folks just don't know where their tap water comes from. Or where electricity comes from, other than an outlet on the wall. Or how the Telephone service is able to transport voice from one place to another. For them this is all magic.

Verizon fails to explain the Internet magic.

4) For the Verizon representatives, I can only surmise that this is all magic to them also. That's what happens when one lives in the managerial ivory tower. That's what happens with children when they don't understand the mechanics of the magical act. Adults may know that its a magic act, but know that there is a reality behind the magic, even if they don't understand what the reality is. Verizon has shown little interest in showing the reality of the Internet, and regards all of it as magically "*retrieve, store, utilize, process, acquire, generate, make available, and transform information*". Without this education, without any explanation, these myths will continue on unchallenged.
5) Further, Verizon goes on to explain, "Indeed, broadband Internet access services would be useless to consumers without these capabilities."[4] And that is the dilemma. How do the marketeers at Verizon provide Internet informational services to the mass market? 10 years ago, broadband was the darling of emerging technology. The new paradigm, as I perceive, is the

1 Browser not owned by Verizon. Generally installed by the Operating System.
2 Client eMail service program not owned by Verizon. Generally installed by the Operating System.
3 The Internet only cares about the transportation of data.
4 Not exactly true however. Those that understand the magic, can always setup their own informational services.

Video (or television) over the Internet services. That is where Verizon hopes to find the Internet gold mine by becoming a new type of cable TV / video provider. On demand Internet TV, or even programmed[5] demand will be costly in broadband bandwidth usage. Better now to manage, and curtail internet usage before many new TV subscribers join.

6) Verizon is not the only entity that has shown some inclination towards managing the Internet users experience. Comcast has removed[6] their Internet News Group service. The News Group offering has been completely eliminated by Verizon[7] My e-mail service has been eliminated. Despite Verizon's statement that these services are all hopelessly intertwined, Verizon has found a means to eliminate them[8].

7) I am, therefor, rather disappointed with the Joint Declaration of Jeannie H. Diefenbaker and Thomas K. Sanforized[9] . I was hoping that they, since their proclamations appear show some technical orientation, would help to define where the borders between programming applications (internet information services), and the Internet access services (the method by which data from the information services are transported between computers). IE. “The purpose of our declaration is to describe the technical manner in which Verizon provides wire line and wireless broadband Internet access services ...”

Verizon reads customers personal e-mail on a routine basis

8) I am also rather disturbed that Verizon, “for example, scans inbound and outbound email messages for spam and virus signatures” This goes a bit further than what Comcast reportedly did when it analyzed all data transmission looking for bit-torrent data transmissions. Why is Verizon scanning my e-mail? Who gave Verizon permission to do this? I certainly have not. I suppose now

9) I am also rather disturbed that Verizon also employs a “reputation system” that processes e-mails to develop profiles of e-mail senders that are then stored and retrieved as needed to block

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5 There is a pre-programmed (or set) schedule when video's, or movies, or shows will be delivered.

6 Then information was on the Verizon News group. Verizon News Groups has also been eliminated.

7 Its also surprising that Verizons Comment of July 15, does not realize that this long time Verizon provided service has been castrated, and then eliminated in its entirety.

8 This also goes against the marketing rational posed by Mr. Michael F. Ritter, Verizon Marketeer. Does not understand why an organization would want to eliminate services.

9 Verizon Attachment B. , GN Docket N. 10-127

harmful inbound and outbound emails from suspicious IP addresses. Unfortunately, this is not exactly what Verizon does. IP addresses given to residential customers are automatically classified, and advertised by Verizon as having a "poor reputation." Verizon informs the whole world to that alleged fact[10]. Verizon informs that these randomly assigned IP addresses should not be transmitting e-mail. Other ISP's that believe this also do this same thing (as this is the industry best practices mentioned by Verizon). Commercial accounts on the other hand, like the newspaper "The New York Times" receive no such classification, or disparagement. Various ISP's are also immune from any such mus-classification. Would The New York Times[11] remain this silent if Verizon published such notices about them?

Verizon blocks legitimate e-mail based on unfounded fear.

10) "F*or example, consistent with standard industry best practices, the GWR may filter inbound traffic from known phishing websites to protect consumers from scams or limit outbound traffic on specific IP ports (such as port 25) that are known to be used by spammers.*" [12] Verizon in fact blocks all outbound e-mail from my residential 'home' e-mail service. Spammer or not, Verizon terminated all outbound traffic on port 25, based on pure unfounded speculation. At one time Industry best practice was to terminate accounts that failed to stop spamming. Now its just easier to quash access to entire groups en-mass. No appeals. No viable alternatives. Not even guilty of anything.

All ISP, at the very least must provide the Internet access connection service. If they do not provide that fundamental service, then those businesses are just Data Centers accessible through the internet

11) "*Verizon's and other network operators Internet access service does not provide a pure transport function*." I'm not too sure what "pure" means in this context, but it is clear that "*over the internet*" referred to by Verizon numerous times, is the Internet access service (transport

10 Attachment C. Spamhaus explains that Verizon does not allow users to send using Verizons network. Spamhaus makes no claim that anything illegal has been done. Neither does Verizon.

11 I believe the NYT is a Verizon commercial account with a gigabit internet portal.

12 Port 25 is the Internet port used to transmit e-mail from one e-mail service to another e-mail service.

function?) that are used by the various applications to transmit data to and from the various computers connected to the internet. All ISP's provide, as a mandatory minimum, the ability for your computer to connect, and send and receive data to anywhere in the world, at the customers computers choosing. This is the one role that every ISP was hired, and paid to perform. Transport function, over the internet, internet access service, all appear to be synonyms for the internet function to transmit data from one network endpoint to another network endpoint. Without this fundamental internet access service, an ISP is no longer an ISP, but rather a computer data processing center[13] (or a data farm, or a web server, or a e-mail service, or .....) with access to an internet connection.

12) Verizon appears to be severely confused at what are, or are not an integral part of the informational service capabilities provided by the ISP. For instance, spam blocking[14],

13) I would like to think that Verizon does not engage in DNS cache poisoning[15]. Since its mentioned at least twice, maybe Verizon does. But its more likely that Verizon engages in cache poisoning prevention.

14) Although DNS is a fairly essential tool in the determination of an IP address, it is not an absolute required internet informational service[16]. The Internet access services work only with IP addresses, which are just numbers. Humans, on the other hand do not work too well with remembering numbers. Even if DNS never existed, just like if the Operator of the telephone never existed, the Internet access service will still work, and similarly the telephone service will also continue to work. It just becomes harder for one to locate the resources (informational services) that are attached to the Internet. Even if one were to eliminate DNS, there are publicly available Internet search engines that could, if so designed, provide IP address of the web sites themselves rather than Domain names.

Verizon Claims broken DNS as a Customer enhancement with opt-out, but is an

13 Data processing centers like the New York Times, or newspapers. Data is requested from these organizations, and the reply's are transmitted back to the requester. The New York Times could become an ISP if it wanted to. With FIOS, one could build a local ISP wireless service to the public.

14 Verizon still blocks all mail from my Verizon Internet connection. It does not block based upon spam, which means that Verizon would have to have had read the mail, to come to that conclusion. Verizon, like a lot of other ISP's that provide e-mail services, refuse to accept legitimate, and legal mail based on “reputation” of the

15 Its the ability of some part of the DNS system that is providing incorrect Domain Name to IP address lookups. Once a name has been matched to a number, it is then stored in local cache. If the name is false, or non-authoritive (ie you dont own it) , then the false IP address (presumable to some other site) will be returned instead.

16 DNS and BIND, Third Edition by O'REILLY. Page 9, “Must I use DNS?” “Despite the usefulness of the Domain Name System, there are still some situations in which it does not pay to use it.”

advertisement, with a refusal to allow you to opt-out.

15) Verizon's DNS informational services[17] is violating long time standards in providing DNS results. Traditionally, when the DNS service cannot locate the domain name, it is expected, and spec'd to return a NXDomain (non existent domain) error. Verizon has taught its DNS service to return an IP address to a page, that looks terribly like a stolen domain web page[18], and commercial advertisements[19]. Programs that rely on the NXDomain error are now confused in believing that a legitimate domain exists, where if fact none really does. Verizon claims to have an opt-out of this broken, but profitable service[20][21] , but has not advertised, educated, or provided a means to do so[22]. Clicking on the alleged opt out button, fails to connect to the machinery to do so.[23]

These components are not integrated into an unitary broadband service

16) Its really fictitious to believe that "t*hese components has come to be integrated into a unitary broadband access service*". Verizon eliminated the New Group offerings. Verizon blocks incoming port 80 (web services). Verizon blocks outgoing port 25 (e-mail service). Apparently Verizon can pick and choose at whim what defines this unitary broadband access. And because Verizon can pick and choose, one should realize that the alleged integration is not factual.

17) Its really fictitious to believe that "t*hese components has come to be integrated into a unitary broadband access service*". Internet applications have come to rely on the individual building blocks needed, and provided by a host operating system. The operating system then provides the secure connection access dialog with that of the internet communications device. That dialog, in the form of data packets, is passed to the Internet. The Internet takes the information

17 Does anyone of the Verizon representatives know how a customers computer initially finds out where the Verizon provided DNS server is located? Hint – its not by requesting the address from a DNS service using a Domain Name.
18 Some Domain Name Registrar's appear to engage in hijacking expired domains, and similar named domain names. If you misspell the domain name, you request falls on a web page with links to various commercial sites. In my experience those links have nothing to do with the mistyped request.
19 Exhibit D
20 Generates advertising revenue.
21 Exhibit E. There is no OPT-OUT on the page returned by the failed DNS inquiry. One has to select "about this page" button to get an explanation.
22 At least not to me.
23 Exhibit F.

in the data packets and routes it to the designated IP address. The computer at the receiving end of the data transmission, disassembles the information in the packet, and forwards it to the application waiting for that data. The receiving computer then provides some acknowledgment back to the sender. The receiving process could then digest the received data, and sends a reply. This back and forth of transferring data goes on till either end connection decides to terminate the connection.

The steps needed to request a numeric IP address from the DNS service

18) For instance, to make a DNS request to locate the IP address of a Domain Name, the computer:

- First tries to locate the number locally on a table (/etc/host, lmhosts, ...)
- If the answer cannot be found there, it will request an Internet access service request to the IP address associated with a DNS service.
- Once this connection has been established, the computer sends the data to the DNS service, and requests for the IP address information.
- If the DNS service cannot find the information locally (cache) , it will attempt to find that information by requesting another Internet access connection to another DNS service this is more authoritative (knowledgeable) than itself.
- This goes on till the DNS that is authoritative (should know the answer) responds with the information requested.
- That answer is transmitted back to all the internet connected DNS servers, and stored (cached) with the DNS service(s) for quicker retrieval the next time the information is requested.
- Eventually the last DNS service to be informed of the answer will transmit the answer to the application.
- Application closes the Internet access service connection to the DNS service.
- Application decides what to do next with the found numeric IP address result.

The steps needed to transmit an e-mail through the Internet

28) For an e-mail transmission, it get a bit longer in steps, but not more complicated for an Internet connection.

- A user e-mail application (like Thunderbird email) is used to create a message. The 'mail to', and 'mail from' fields are entered, and the user clicks on SEND.
- The application reviews the settings for the address of the users domain mail service. The application then forwards that name to the DNS service for resolution.
- If the address was translatable, the application initiates an Internet access connection to the clients e-mail service.
- The application negotiates with the email service (login, passwords, encryption, and ...) and then transmits the data to the service through the internet.
- Once the transmission is complete, the application terminates the connection. The application has finished its task.
- The e-mail service, on the other hand will store the information on the services disk drive.
- Then the e-mail service will queue up the e-mail to be transmitted at a later time.
- Once the e-mail service selects that e-mail for transmission, the domain name of the 'send to' address is extracted
- An Internet service connection is made to the DNS service.
- The data (the domain name, and what info is requested – MX record(s)) is sent over the internet.
- The returned IP address is then used to request another Internet access connection to the domain that the email is addressed to.
- The receivers email service accepts the connection request and begins the negotiating process.
- Once both e-mail service applications are content (security issues, spam issues, blacklist/greylist/whitelist issues), the e-mail is transmitted.
- Then the connection is terminated.
- If the transmission was successful, the sender will remove the file from the queue, and delete it. If the transmission failed, the email service will try to re-transmit the e-mail at a later time .
- The receiving e-mail service, will take the received e-mail and store it locally on the

services disk drive for the users e-mail account.

- SOME TIME LATER THE E-MAIL RECIPIENT initiates their favorite e-mail application
- The user then initiates the e-mail client applications fetch mail process.
- The e-mail application retrieves the e-mail service's domain name for that account.
- The e-mail application initiates an Internet access connection to the DNS service.
- The e-mail application send the name to the DNS service through the internet.
- The DNS service answers with the IP address though the internet.
- The e-mail application terminates the Internet connection to the DNS service.
- The e-mail application now initiates a new Internet access service connection using the IP address returned by the DNS service.
- The e-mail application, and the e-mail service exchange settings (ie account, password, encryption, ...) through the internet connection.
- The e-mail service begins transmission through the internet connection all the e-mails stored on the disk drive for that e-mail account.
- Once the e-mails have been received, the connection is terminated.
- The e-mail service then begins e-mail clean-up, if so configured.
- The e-mail application stores the retrieved e-mails and places them on the local disk.
- The e-mail application updates the counters
- The user can now read the e-mails.

Its fairly easy to observe that the Internet is used to facilitate the transmission of digital data from one computer to another.

28. Its fairly easy to observe that the Internet is used to facilitate the transmission of digital data from one computer to another. Data is transmitted through the nebulous Internet network, from one end, to another end defined by numeric IP addresses. Data is not transformed by the internet. Data is not stored by the internet. DNS is just another application in the eyes of the internet. E-mail services is just another application in the eyes of the internet. And Bit-Torrent is just another application in the eyes of the internet. To an application, the internet is the means by which data is transmitted, indifferent to the distance, or the country that the Internet access connection is made to.

29. When Verizon suggests that everything (applications, information services, and internet access service) are integrated into a unitary service, is at best disingenuous. Claiming that the FIOS connection will be intertwined, and not separable appears to be false. Unless Verizon is willing to rewrite Internet protocol standards, there will be some high school student in China capable of foiling the magic that Verizon so proudly professes.

Conclusion

30. In conclusion the Internet wont turn to chaos if some or all of Verizon's core offering's have been reduced or eliminated. Verizon proves this with the total elimination of the News Group offerings. Verizon proves this when it eliminated inbound traffic on port 80, and outbound traffic on port 25. Once Verizon's magic act has been set in a light of reality, one sees that the Internet is a system in which computers transfer data from one location to another, just like the POTS[24] was created to transfer voice over long distances. No one would now believe that a FAX machine to be a part of the POTS. How about an answering machine – is it an integral component of the phone system? For many customers the phone system starts at the wall phone jack. For many DSL customers, the Internet starts at that same phone jack. At one time the telephone was very much a part of the phone system monopoly, today it is no longer true. One goes to the local electronics store, and purchase a phone to plug into the phone system. Today one buys a computer and (essentially) plug that device into the internet.
31. Unlike that of the regulated POTS, the unregulated internet has developed a darkness that threatens all customers. Its not only the malcontents that are out to harm the network, but the ISP's also out to harm the network. Verizon claims to violate copyright laws. Verizon claims to deny access to web sites that it claims as malicious. Verizon claims that the very own IP numbers it assigns to customers are of “poor reputation”. Verizon, it appears, are using the same tactics to entities that harm the Internet. Since the ISP cannot regulate the customers computers, ISP exert control by manipulating the Internet access services. Comcast opted to terminate connections. Verizon has opted to blocking legitimate use of the internet. Verizon, unannounced, changed DNS behavior for commercial gain, claiming customer benefit. Its even rumored that Verizon and Google will soon agree to a preferential Internet service agreement. When will this end. It will begin to end when the FCC finally has the authority to stop the

24 POTS Plain Old Telephone System.

manipulation of internet access services, and internet information services.

Exhibit A

December 7, 2009

1717 Arch Street
Floor 17
Philadelphia PA 19107

Complaint

Sharon Bowers
Acting Division Chief
Consumer Inquiries and Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12 St., SW
Washington, DC 20554

RE: G Baeslack
Box 446
Stockton NJ 08559
Telephone:
IC Number: **09-C00165933-1**
Received: November 25, 2009

Thank you for referring the complaint of G Baeslack to our office for review. We appreciate the consumer bringing this matter to our attention. The consumer expressed concern with Verizon's internet outbound port 25 blocking.

Please be advised, records do not reflect internet for the consumer. However, per Verizon's Technical Support services, emails were sent to all customers beginning February 2009, to advise of the policy change. The customer's were advised to go to www.verizon.net/port25 for systematic instructions to change the port settings on their computes. In addition, the website explains outbound port 25 blocking, why Verizon is blocking the service and when the change will take effect. According to our website:

What is outbound port 25 blocking?
Outbound port 25 blocking is a network configuration change that will prevent computers on the Verizon network from connecting to servers outside of our network. Servers outside the Verizon network use a method commonly employed to send unauthenticated, unsolicited e-mail or "spam".

Why is Verizon blocking outbound port 25?
The majority of spam (unsolicited email) on the Internet is caused by malicious software viruses that take control of infected computers. These viruses direct the infected machines to send email through port 25. Verizon takes spam very seriously. Verizon blocks outgoing connections on port 25 to prevent infected computers from being used by spammers to send unsolicited email. Outbound port 25 blocking is a standard industry method to control spam.

When will outbound port 25 blocking be implemented?
We will begin implementing outbound port 25 blocking in the first quarter of 2009.

We trust this information will assist you in closing this complaint. We apologize for any inconvenience the consumer has experienced because of the above matter.

Sincerely,

B Lum
Verizon Customer Relations Analyst

cc: G Baeslack

Exhibit B

SPAMHAUS

THE SPAMHAUS PROJECT

Home SBL XBL PBL DBL DROP ROKSO

Blocklist Removal Center

About Spamhaus | FAQs | News Blog | Site Map

PBL Advisory

Help

- I don't understand what to do about this?

Ref: PBL274558

162.84.80.0/21 is listed on the Policy Block List (PBL)

Outbound Email Policy of Verizon Online for this IP range:

It is the policy of Verizon Online that unauthenticated email sent from this IP address should be sent out only via the designated outbound mail server allocated to Verizon Online customers. To find the hostname of the correct mail server to use, customers should consult the original signup documentation or contact Verizon Online Technical Support.

Removal Procedure

Removal of IP addresses within this range from the PBL is not allowed by the netblock owner's policy.

About The PBL

The Spamhaus Policy Block List ("PBL") is an international anti-spam system maintained by The Spamhaus Project in conjunction with Internet Service Providers and is used by Internet networks to enforce inbound email policies. The PBL database lists end-user IP address ranges which should not be delivering unauthenticated email to any mail server except those provided for specifically for that customer's use. The PBL lists only IP addresses (not domains or email addresses).

For full information on how the PBL operates please see the PBL Home page and the PBL Frequently Asked Questions.

Associated Documents

- PBL Home
- PBL FAQs
- How Blocklists Work

Legal | Privacy

Exhibit C

An Important Notice from the Los Angeles Superior Court About a Class Action Settlement Involving Verizon Internet Service

If you had Verizon internet service and used your verizon.net mailbox between October 2004 and May 2005, you could get benefits from the settlement.

A proposed settlement has been reached in two class action proceedings alleging that, beginning in October 2004, Verizon blocked legitimate incoming emails to certain Verizon.net subscribers. You may be a member of the Class whose rights are affected by this lawsuit. **The sole purpose of this notice is to inform you of the settlement so that you may decide what steps to take in relation to it.**

If the settlement is approved, Class Members who complete and return a Claim Form on or before October 13, 2006, may be eligible to receive settlement benefits. The Claim Form can be accessed at www.EmailBlockingSettlement.com. You can also obtain the Claim Form by calling the Settlement Administrator toll free at 1-866-730-8147 or by writing the Settlement Administrator, c/o Rust Consulting, Inc., PO Box 1324, Minneapolis, MN 55440-1324. You may also choose to exclude yourself from the settlement and/or object to the settlement.

There are deadlines associated with the choices you may make regarding the settlement. More information on these deadlines and your rights under the settlement, together with instructions for filing a Claim Form, can be obtained at www.EmailBlockingSettlement.com or by contacting the Settlement Administrator at the above phone number or address.

verizon

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Eat **Foo**: Vapiano: Best Italian **Pizza** Outside of Italy
Group **Foo**(d) Blog. ... I'm not here to knock what American **pizza** is - it is a totally different dish, and wonderful for it's own reasons. But to me, Italian **pizza** is sublime. ...
eatfoo.com/archives/.../vapiano_best_italian_pizza_out.php

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Exhibit D

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About the Search Results Page

You reached the preceding search results page because Verizon is using specific Domain Name Service (DNS) Servers to look up domain names. These DNS Servers eliminate dead-end "no such name" error pages you can encounter as you surf the web. This search service is designed to make your web surfing experience more productive. No software was installed on your computer for this service to work.

- **What is DNS?**

  All Web sites have an address that consists of a series of numbers separated by periods, such as 153.39.1.1. This is known as an IP address. Most Web sites also have a domain name (such as www.verizon.net) associated with their IP address. With DNS, users don't have to type the complicated IP address into their browser's address bar; instead, they can type the domain name. DNS then acts like a real-time phonebook, looking up the name entered and translating it into the numbers that the computer recognizes so that the desired Web site can be displayed.

- **Would you like to opt out of this service?**

  If you would like to opt out of this service and you are a FIOS Internet subscriber, please click here.

  If you would like to opt out of this service and you are a High Speed Internet subscriber, please click here.

Return to Search Results Page

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Exhibit E

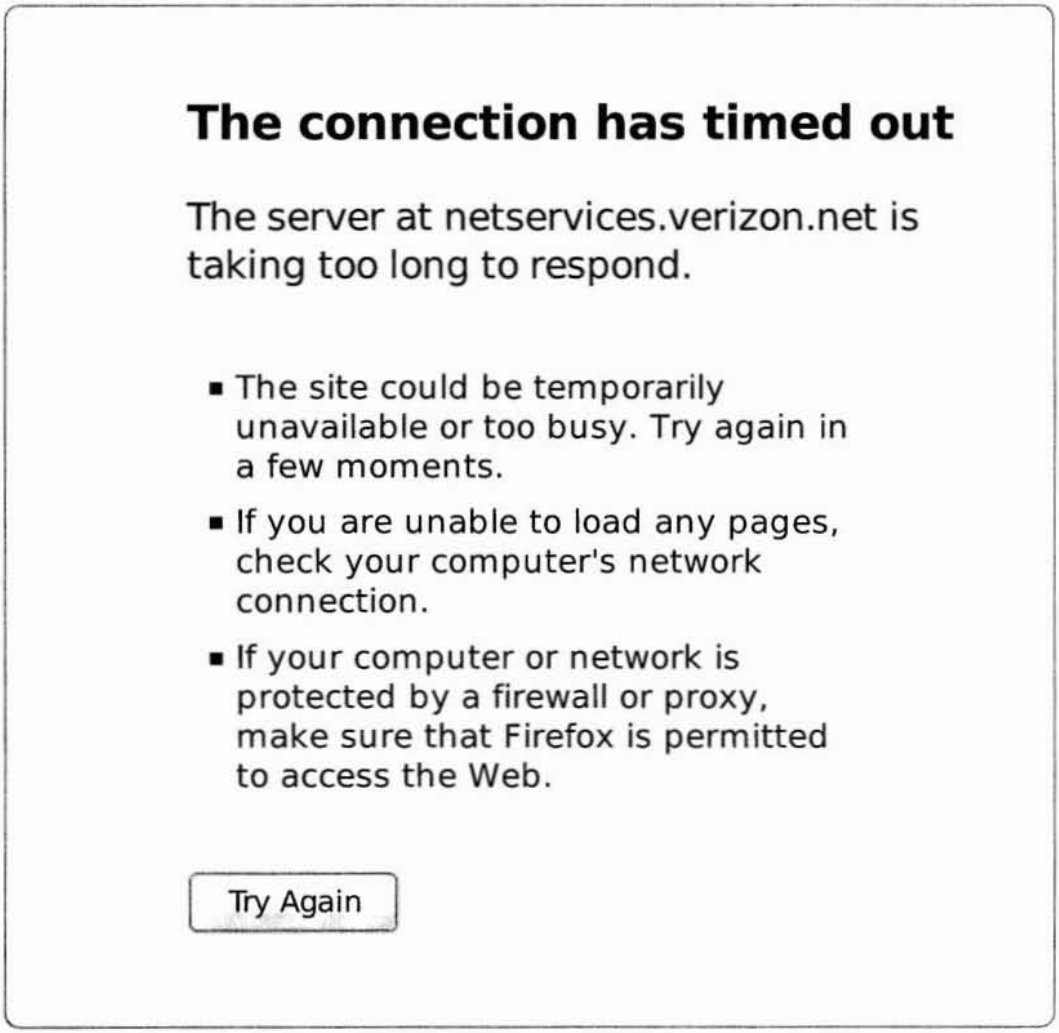
The connection has timed out
The server at netservices.verizon.net is taking too long to respond.
The site could be temporarily unavailable or too busy. Try again in a few moments.
If you are unable to load any pages, check your computer's network connection.
If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.
Try Again

Exhibit F