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Verizon recently commented regarding TURN's criticism of pressuring customers to migrate to FiOS. Though Verizon may provide some support for POTS over their fiber network, they've made the service difficult to obtain. For example, when applying for new POTS service in FiOS areas, their website will direct all new customers towards their Digital Voice service, leaving no order options other than a "see FiOS offerings" link, or a FiOS order page. Ordering gives the implication that it is only offered to grandfathered customers.

Fiber-based loop transport has indisputably improved offerings for other products. However, consumers shouldn't have to make sacrifices to obtain them; Verizon should clearly show where POTS is offered, how to order it, and allow consumers to bundle it impartially with services such as FiOS internet and TV.

Furthermore, in a recent filing, AT&T documented their presentations to the residents of Carbon Hill, taking the time to inform the public that they've taught senior citizens how to take "selfies", but saying very little in the way of what questions the audience posed, or how it was received. A recent Wall Street Journal article seems to detail that it's generated apprehensiveness for the town: <http://online.wsj.com/news/articles/SB10001424052702304834704579403090132882148> . As put by Carbon Hill's City Clerk, "Some of them like their landline, and they like it just the way it is".