

I have waited 5 months to have DSL installed at my home in Bethesda Maryland. The representative of the ISP (Fastpoint communications) tells me that Verizon has repeatedly lied to them about bringing lines in for Covad customers. She tells me that they do not like the competition. My personal experience of waiting an entire day for a Verizon person to do the line install and not having them show up (when they reported to the ISP that they had completed the job..line test proved this wrong) really angers me as a citizen. Verizon holds a monopoly, gives poor customer service, and locks out legitimate competitors.

Contact people at Fastpoint:

APollard@fastpoint.net (Audrey Pollard)

normani@fastpointcom.com (Norman Igar)