

So You Like Your DSL Service?

The DSL equipment that we have in rural western Massachusetts came from the urban and suburban areas where Verizon installed fiber FiOS. The equipment was old then and is obsolete now and is no longer manufactured. When the DSL equipment fails it will not be replaced.

[Lowell Mac Adams, Verizon Chairman & CEO](#)¹, June 21, 2012, and former CEO of Verizon Wireless: ¹

“But the vision that I have is we are going into the copper plant areas and every place we have FiOS, we are going to kill the copper. We are going to just take it out of service and we are going to move those services onto FiOS. We have got parallel networks in way too many places now, so that is a pot of gold in my view.”

“And then in other areas that are more rural and more sparsely populated, we have got **[a wireless 4G]** LTE built that will handle all of those services and so we are going to cut the copper off there. We are going to do it over wireless. So I am going to be really shrinking the amount of copper we have out there...”

1. There is little 4G service in western MA and 3G cell service is spotty. There are still many “dead zones.”
2. Verizon has been [penalized and criticized in several states](#)² by public utility commissions for the ongoing degradation of its copper network. Verizon sees further investment in copper technology as throwing good money after bad, but spending millions on additional fiber upgrades isn’t appealing either. The result is deteriorating service. From downtown Manhattan to New Jersey to Maryland, D.C., Virginia and Massachusetts, Verizon’s service failures have left customers frustrated and sometimes waiting
3. Verizon sold off telephone service in northern New England several years ago to FairPoint Communications, knowing full well Verizon never had an interest in upgrading any part of Vermont, New Hampshire or Maine to fiber service. Verizon has decreased marketing its wired DSL service and [stopped selling it altogether to customers who want broadband-only service](#).³ That seems counter-intuitive for a company that recognizes future revenue possibilities come primarily from broadband and data services.

Traditionally, customers reporting trouble on a phone line get a visit from Verizon technicians who track the problem down and repair it. But Verizon no longer wants to spend money fixing copper wire-related problems. Customers reporting chronic phone static or outages are now being asked to abandon their traditional landline service instead:

- In areas where fiber upgrades are not forthcoming, the company now proposes to [disconnect the customer in favor of Voice Link](#),⁴ a wireless home phone replacement. This also opens marketing opportunities for Verizon Wireless to pitch cell phones and wireless Internet service.
- Voice Link is not subject to state or federal oversight or quality of service consumer protection laws that apply to traditional landline service;
- Voice Link does not work with **any data services** including broadband or dial-up Internet, faxing, medical monitoring, alarm systems, etc. You will be pitched an expensive Verizon Wireless data plan if you want Internet access;
- Voice Link customers lose DSL service and may have little chance of getting it back once they switch.

Register today for WiredWest services and ensure that we have high quality, reliable phone and broadband services in the future. Go to register.wiredwest.net to register online or mail in a form.

References:

1. http://www.media-alliance.org/downloads/Verizon_Kill_Copper.pdf
2. <http://stopthecap.com/2013/03/21/verizons-long-term-plan-to-abandon-wired-landlinesbroadband-in-non-fios-areas-begins/>
3. <http://stopthecap.com/2012/04/09/verizon-will-cease-selling-standalone-dsl-service-may-6th-voice-with-dsl-only-please/>
4. <http://stopthecap.com/2013/03/20/verizon-seeks-to-abandon-landlines-on-fire-island-wireless-or-you-are-on-your-own/>