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February 9, 2010

Congressman Adam H. Putnam  
650 East Davidson Street  
Bartow, FL 33830

Dear Congressman Putnam:

The purpose of this letter is to request your help with a problem that is affecting our community of Indian Lake Estates, Florida.

Our community's phone service is provided by Verizon. Verizon is the sole provider of land based phone and internet service for Indian Lake Estates. In our circumstance this gives Verizon a monopoly on affordable land based communication. Verizon is not providing adequate DSL service to Indian Lake Estates.

Indian Lake Estates is a community of over 600 homes and many of our residents have been denied DSL service by Verizon. Verizon will tell these residents that their homes are too far from the switching equipment when in fact, the homes of residents requesting the DSL are closer to the switching equipment than homes that are already being served by Verizon DSL.

Recently a resident moved from one home in Indian Lake Estates to another home also in Indian Lake Estates. Before purchasing the new home the resident provided the address of the new home to Verizon and was assured that the new home could indeed get DSL service. Before moving the resident scheduled the transfer of the phone and DSL service. Discovered during the move was the fact that the phone service was connected but the DSL was not working. The resident contacted Verizon and was informed that the order had been cancelled because the house was not capable of utilizing DSL service. This resident spent 2 days speaking with 26 different representatives. (Names and times of contact available) These Verizon Reps gave the resident several different reasons for not connecting the DSL, the house wiring is to old, (house is the same age as the majority of homes in the community) the house is too far from switching equipment, (it is actually closer than the previous home) and finally one person said that there were too many subscribers and the lines could not handle any more traffic. The logic of the resident finally prevailed that this was not a new subscription but a move of a current subscription.

Verizon is regulated and is supposed to provide rural services in exchange for the high rates they get in the more populated areas. They should install adequate equipment to handle the needs of our community.

Some 7 or 8 months ago there was a major change in the DSL service here at Indian Lake Estates. It was as if some major data bursts were added to the lines at specific times, causing static and DSL interrupts. We are still experiencing these problems and interrupts to service. Perhaps your staff could initiate an inquiry to verify this.

To help keep our residents informed I will post this letter to our website.

Sincerely,

Patrick M Landy  
Indian Lake Estates, Florida