

**Commission Open Meeting
Keller, Texas
February 10, 2006**

*Testimony of Vernon Drewa
Customer, Verizon FiOS TV and FiOS Internet Service*

Good Morning.

Chairman Martin and members of the Federal Communications Commission, welcome to Keller, Texas.

I would like to thank Verizon as my **FIOS** service provider for letting me participate in this hearing.

My name is Vernon Drewa and I live here in Keller.

Being one of the elder citizens of Keller, I have been fortunate to be involved and seeing electronics evolve into one of today's technologies called **FIOS TV**. 60 years ago I learned that the "proof is in the pudding." Verizon has brought that "**PROOF**" to Keller in the form of **FIOS TV**. Which is the reason I am addressing you today.

I have been involved with many areas of electronics since 1946. My education was paid for, courtesy of the U.S. Navy.

My on-going electronics training began when I was employed by the Civil Aviation Administration in the mid 1950's. A few years later it became the Federal Aviation Administration under the Dept. of Transportation. It was a requirement that we maintain a high level of expertise on all electronic systems.

From the mid 50's until my retirement in 1988, I was an electronics technician, training officer, Specialist in Regional Headquarters, Manager of FAA Airways Facilities Offices in Hattiesburg, Mississippi; Monroe, Louisiana; Little Rock, Arkansas; San Antonio, Texas, and retiring as Manager AFS Area Office, Dallas/Fort Worth, Texas.

I have been an Amateur Radio Operator for over 50 years. And built my own radio transmitter into the trunk space of our car over 50 years ago.

My interest regarding **FIOS Internet Service** began when we learned that installation was to begin in Keller. At this time it was for higher broadband speeds.

We were fortunate to have been one of the first Keller residents to receive **FIOS INTERNET** and **FIOS TV** Service. We hadn't heard the term **FIOS TV** until shortly before it was installed in our home. I was aware it was associated with Verizon's fiber

optics because of a video demonstration on my computer by a Verizon installation technician when our **FIOS INTERNET** service was installed. We hadn't previously viewed video as sharp and clear as was demonstrated.

Verizon's remote system is easy for my wife to operate, and she thoroughly enjoys the **Video On Demand** features. Another part of the equation is **Verizons FIOS** technical service. First, one can speak to a "live person." And secondly, the technicians are patient, thorough and professional in aiding the caller. If it's an issue they can't resolve, it's elevated to a higher level of expertise. However, the best feature for us is the **FIOS TV**.

We had a **DISH** video provider when **FIOS INTERNET** was installed, so we were able to **make quality comparisons** between the two. **FIOS TV** was far superior. Plus it doesn't fail during inclement weather.

Our **FIOS INTERNET** service download has consistently remained at 5.0 megabytes and upload at 4.3 megabytes. I exchange historical information with over 70 Universities in the U.S. and Universities in Gdansk, Poland, Berlin and Heidelberg, Germany. The **FIOS INTERNET** service has permitted me to exchange information quickly and error free. I am now able to download a 1500 page book in less than 10 minutes whereas before it took in excess of 45 minutes. And that wasn't always successful.

In early January several of our neighbors and I were discussing the features of **FIOS VIDEO** as well as the **FIOS INTERNET** service. After discussing each families expectations of TV service, **all chose FIOS**. Now most residents in our neighborhood now have **FIOS TV AND FIOS INTERNET** services.

And just this past week several families were visiting in our home and asked me to demonstrate our **FIOS** systems. Two called for FIOS installation the next day and the other called his **Cable** provider to advise he was **switching to FIOS**. However, they offered him a year of **free service** to remain with them!

From personal expertise, I know that Cable service will degenerate from line attenuation and customer additions. This is one of the reasons a Cable customer has to often call their provider.

I had the same problem with the original **Broadband DSL**. Its service was limited. By the distance a customer was from the Central Office.

Landlines are severely limited on what frequencies they can carry and the number of customers they can serve. For example, prior to digitized video, the FAA's Long Range Radar site in Keller had to microwave its video to the Ft. Worth Air Traffic Control Center, because existing telephone lines didn't have the bandwidth to carry the video (Example: Trying to get water out of a 1" pipe, when the water coming in was from

a 5" pipe.). These digitized systems were received in the early 70's, which made it possible for radar **video** to be transmitted by landline.

Fiber Optics which carries the **VIDEO** is in the visible spectrum of the frequency range and has unlimited usage. One end of the spectrum is in the white light and the other end is toward the infra red light. Between these, there are an infinite number of frequencies that can be used. **THIS IS WHAT MAKES THIS FIOS SYSTEM GREAT.**

With **FIOS VIDEO**, electronic services will be limited only by the imagination as to that future **FIOS** customers will receive.

Consumers relish competition and it raises the "bar" on the quality of service.

Fortunately **FIOS** provides us with another choice.

Again thank you for giving me the opportunity to participate in addressing this Commission.