



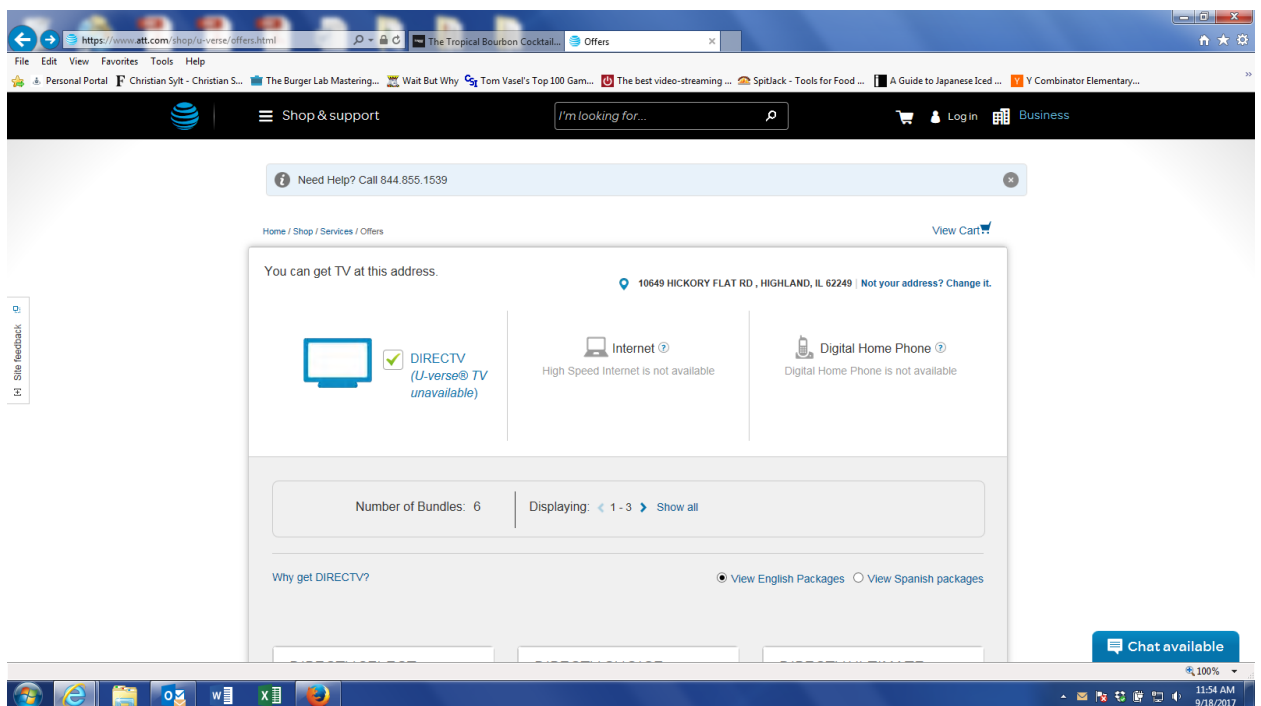
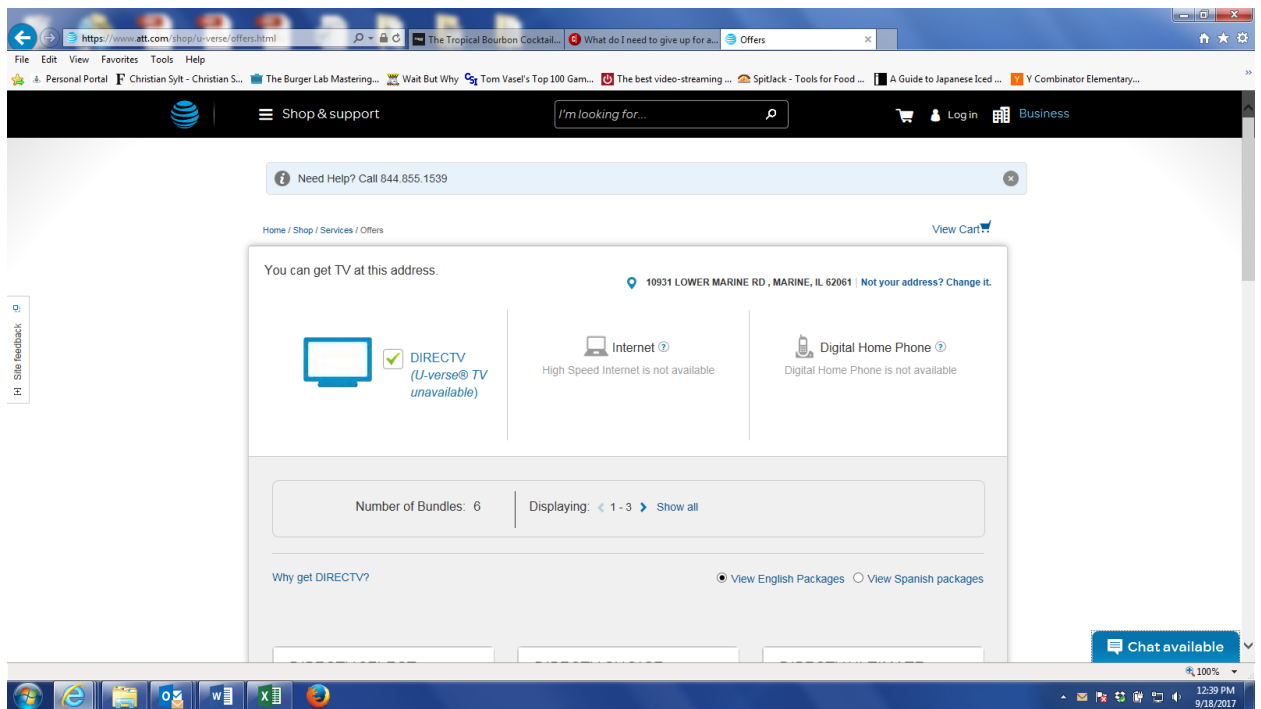
rebuttal showed that the study area of AT&T Services, Inc. (“AT&T”), one of the two purported unsubsidized competitors, does not overlap the study area of HomeTel.<sup>4</sup> HomeTel and AT&T each serve a portion of the three census blocks listed [171194037013051, 171194037013054, 171194037013068] but their service areas and study areas do not overlap. Each serves a discrete portion of the three census blocks. The HomeTel Rebuttal also included sworn statements of residents of locations in two census blocks shown as overlapping census blocks in HomeTel’s study area by Wisper ISP, Inc. (“Wisper”) reflecting that those residents requested service from Wisper but were told by Wisper that service from Wisper is not available.<sup>5</sup>

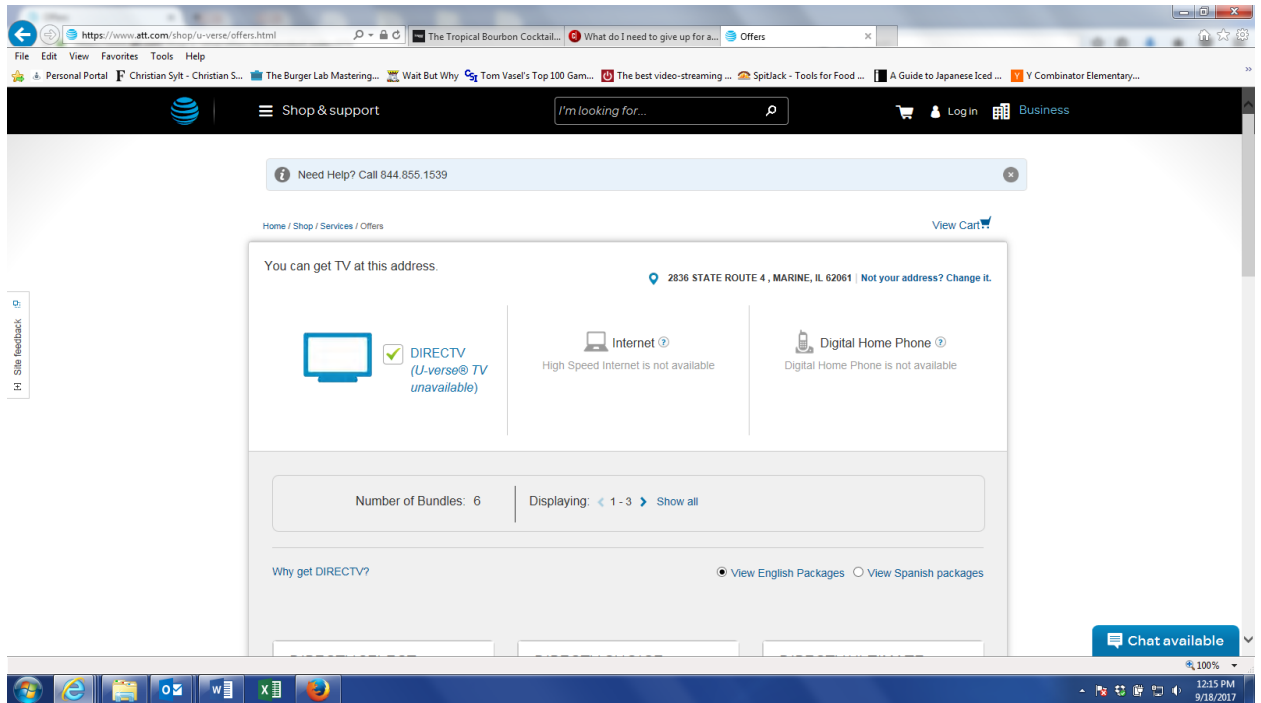
In further support of HomeTel’s rebuttal of the Wireline Competition Bureau’s preliminary determination of 100 percent of overlap by one or a combination of unsubsidized competitors, below are three screen shots of AT&T’s website on September 18, 2017, showing that locations served by HomeTel in each of the three census blocks purportedly overlapped by AT&T (10931 Lower Marine Road, Marine, Illinois 62061 in census block 171194037013051, 10649 Hickory Flat Road, Highland, Illinois 62249 in census block 171194037013054, and 2836 State Route 4, Marine, Illinois 62061 in census block 171194037013068) are shown as unserved by internet and phone (as well as U-Verse TV) by AT&T.

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<sup>4</sup>*Id* at 2.

<sup>5</sup>*Id* at 7.





Further, HomeTel provides sworn statements from two residents in locations in two additional census blocks purportedly overlapped by Wisper (171194037024049 and 171194037013054) who state that service from Wisper is not available to them.<sup>6</sup> These two additional sworn statements<sup>7</sup> represent only a sample of locations in HomeTel’s study area that

<sup>6</sup>See below Sworn Statement of Amanda Horstmann, 1466 Summerfield, Saint Jacob, Illinois, 62281, census block 171194037024049, notes from call of Amanda Horstmann with Wisper referred to in Sworn Statement of Amanda Horstmann as Attachment A, and results of site survey of the dwelling of Amanda Horstmann by Wisper representative with the notation “failed” as Attachment B. Also see below Sworn Statement of Claire Clark, 10733 Hickory Flat Road, Highland, Illinois, 62249, census block 171194037013054 and notes from call of Claire Clark with Wisper referred to in Sworn Statement of Claire Clark as Attachment A.

<sup>7</sup>See Sworn Statements of Gerard Falterman and Elisa D’Antonio previously submitted on September 11, 2017, in the Rebuttal of Preliminary Determination of 100 Percent Overlap of Home Telephone Co. (St. Jacob, Illinois) by an Unsubsidized Competitor or Combination of Unsubsidized Competitors in the comment round of this proceeding. These Sworn Statements are for locations in census blocks 171194037024001 and 171194037024066, in addition to the Sworn Statements from residents in locations in census blocks 171194037024049 and 171194037013054 included in the instant filing.

HomeTel has so far determined to be not served by Wisper, not necessarily all the locations not served by Wisper.

It is notable that when provided the opportunity to submit documentation or otherwise support that they completely overlap HomeTel, either individually or in combination with another provider, neither AT&T nor Wisper filed on September 11, 2017, in the comment round of this proceeding. Since AT&T does not provide service within the study area of HomeTel, Wisper has been shown not to provide service to 100 percent of the locations in HomeTel's study area, and no other providers are identified by the Bureau as unsubsidized competitors in HomeTel's study area, the 100 percent overlap determination fails. Therefore, the competitive overlap rule requirement in 47 CFR § 54.319(a) is not met and HomeTel should continue to receive all of the universal service high-cost support to which it is entitled under the Commission's rules.

Respectfully submitted,

/s/ David B. Cohen

/s/ Jeffry H. Smith

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October 10, 2017

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	)	
	)	WC Docket No. 10-90
Wireline Competition Bureau	)	
Publishes Preliminary Determination	)	
of Rate-of-Return Study Areas 100 Percent	)	
Overlapped by Unsubsidized Competitors	)	

**SWORN STATEMENT OF AMANDA HORSTMANN**

I, Amanda Horstmann, being of lawful age and duly sworn, state as follows:

1. My name is Amanda Horstmann.
2. At 4:00 pm on 09/11/17, I called Wisper ISP, Inc. to inquire about getting service at 1466 Summerfield, Saint Jacob, IL 62281. I have attached my notes from my call with Wisper Customer Service Representative, Bree, and have labeled it "Attachment A."
3. I called the Wisper Customer Service Representative number 1-800-765-7772 extension 3.
4. I spoke with Bree who informed me Wisper would have to perform a site survey to determine if my location could receive service from their equipment on the Highland water tower.
5. At 12:30 pm on 9/13/17 a Wisper technician performed the site survey. According to the results of the site survey my location failed to receive Wisper internet service. See "Attachment B."
6. This completes my Sworn Statement.



Amanda Horstmann

Declarant

# Free Site Survey

Attachment A

Thank you for helping test competitor service.

Wisper Contact #: 1-800-765-7772

Your goal is to inquire about service without revealing to the competitor that this is part of a test. Take good notes while you are on the phone.

Date 9/11/17 Time 4:00

Name Amanda Harbmann

Address 14010 Summerfield

\*Ask CSR for name and call back number (in case call is dropped)

CSR Name Brie CSR Extension Number ext 3

## 1. Opening

Let the customer service representative (CSR) know you are interested in getting Internet service and are exploring your options. Ask if they can provide service to you. They will probably ask for your name and address. Feel free to provide that information.

The CSR may indicate they cannot provide service in your area. If this is the case, complete this section:

☐ CSR indicated they cannot provide service in my area.

Reason given:

They said you have to basically see the Highland water tower to get service (Beine road to Trenton)

## 2. Identifying Options

Ask the CSR what Internet speed packages (upload and download speeds) and prices they offer. Record what he/she tells you.

All unlimited data	→ \$54.99	10 mega per sec
	\$79.99	15
	\$94.99	20 mega per sec

If they don't mention one, ask if there is a package (either residential or business) offering **10Megabits per second** (often referred to as 10 meg) or more?

If **NO**, tell the CSR you were looking for at least this speed, thank them for their time and hang-up. Call completed at (time): \_\_\_\_\_

If **YES**, continue with the call.

## 3. Terms and Conditions

Ask the CSR for information on these items:

Is there an installation fee? How much?

2 years \$50  
1 year \$150

Do you have to purchase equipment? How much does that cost? How will it be installed?

\$9.99 per month for router, 12 inch diameter satellite pot on roof

Can I get my own router or do I have to lease one from you?

Is there a cancellation fee? How much is that?

yes \$200

**4. Service Quality**

Ask the CSR for information on service quality. For example: "Do you have good service for my location?" "Where is the tower that would serve me?"

**5. Service Timing**

Ask the CSR when they would be able to get you connected. Record what they tell you.

approx a week give or take

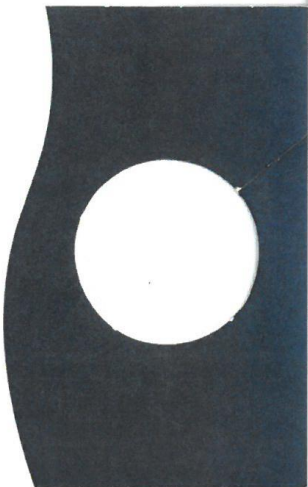
If they give you only a general answer, ask them how long it normally takes them to connect someone once service is ordered. Record what they tell you.

**6. Call Conclusion**

**Do not sign-up for Internet service at this time.** Thank the CSR for their time, tell them you want to finish exploring your options and will get back with them. If they ask you who else you may have contacted, tell them they are the first you have called.

Call completed at (time): \_\_\_\_\_





# Wisper Was Here

☐ Re-align   ☐ Repair   ☒ Site Survey   ☐ Upgrade

Date 9.13 Time 12:30

Technician \_\_\_\_\_

Details \_\_\_\_\_

Failed

☐ The job is complete.   ☒ Please call Customer Care at (800) 765-7772 for more info.



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[www.facebook.com/WisperISP](http://www.facebook.com/WisperISP)

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	)	
	)	WC Docket No. 10-90
Wireline Competition Bureau	)	
Publishes Preliminary Determination	)	
of Rate-of-Return Study Areas 100 Percent	)	
Overlapped by Unsubsidized Competitors	)	

**SWORN STATEMENT OF CLAIRE CLARK**

I, Claire Clark, being of lawful age and duly sworn, state as follows:

1. My name is Claire Clark.
2. At 3:00 pm on 09/19/17, I called Wisper ISP, Inc. to inquire about getting service at 10733 Hickory Flat Road, Highland, IL 62249. I have attached my notes from my call with Wisper Customer Service Representative, David, and have labeled it "Attachment A."
3. I called the Wisper Customer Service Representative number 1-800-765-7772.
4. I spoke with David who informed me Wisper could not provide internet service to my location.
5. This completes my Sworn Statement.

  
\_\_\_\_\_  
Claire Clark  
Declarant

Thank you for helping test competitor service.

Wisper Contact #: 1-800-765-7772

Your goal is to inquire about service without revealing to the competitor that this is part of a test. Take good notes while you are on the phone.

Date 9/19/17 Time 3pm

Name CLAUDE CLARK

Address 10733 Hickory Flat Rd, Highland, IL 62249

\*Ask CSR for name and call back number (in case call is dropped)

CSR Name David CSR Extension Number \*

### 1. Opening

Let the customer service representative (CSR) know you are interested in getting Internet service and are exploring your options. Ask if they can provide service to you. They will probably ask for your name and address. Feel free to provide that information.

The CSR may indicate they cannot provide service in your area. If this is the case, complete this section:

☒ CSR indicated they cannot provide service in my area.

Reason given:

Wireless not available but satellite is, but satellite is not unlimited. I said that so of us use a ton of wi-fi and he said it wouldn't be economical for us to do satellite.

### 2. Identifying Options

Ask the CSR what Internet speed packages (upload and download speeds) and prices they offer. Record what he/she tells you.

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If they don't mention one, ask if there is a package (either residential or business) offering **10Megabits per second** (often referred to as 10 meg) or more?

If **NO**, tell the CSR you were looking for at least this speed, thank them for their time and hang-up. Call completed at (time): \_\_\_\_\_

If **YES**, continue with the call.

### 3. Terms and Conditions

Ask the CSR for information on these items:

Is there an installation fee? How much?