

September 10, 2018

Via ECFS

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Re: Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. § 160(c) to Accelerate Investment in Broadband and Next-Generation Networks, WC Docket No. 18-141

Dear Ms. Dortch,

I am writing to you on behalf of Boyce & Bynum Pathology Laboratories, the largest private anatomic, clinical and molecular pathology laboratory in the Midwest. We offer laboratory testing and pathology services for more than 2,000 physician offices and care facilities, as well as more than 20 patient service centers and hospital locations. We are a Socket customer, and we urge you not to grant USTelecom's petition.

We currently purchase high-speed internet and telephone services from Socket for approximately 25 locations, including our company headquarters in Columbia, MO. Some locations have access to fiber technology, but many are in rural communities with few options for high-speed internet and telephone service. Socket works with us to customize services for each location and makes improvements and upgrades as new technology becomes available.

Working with Socket has enabled us to save time and money by partnering with one provider and managing one bill for our many locations. By working with one representative who has our best interests (as well as those of our patients) at heart, we're able to devote more time to serving our clients.

If we could not purchase services from Socket, our services and billing would become fragmented and we would waste countless hours working with multiple providers who don't understand our business. In addition, some of our rural locations would have no alternative to the incumbent provider, which would likely result in cost increases. I am also quite certain that we would not receive the same caliber of customer service and responsiveness that we currently enjoy with Socket.

Please do not end the ability of providers like Socket to offer an alternative to the incumbent providers.

Sincerely,

*Tad Reissing*

Tad Reissing  
Information Technology Manager  
Boyce & Bynum Pathology Laboratories