



An Agent for
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June 10, 2015

The Honorable Tom Wheeler
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: GN Docket No. 13-5, Technology Transitions; GN Docket No. 12-353, AT&T
Petition to Launch a Proceeding Concerning the TDM-to-IP Transition; WC Docket No.
05-25, Special Access for Price Cap Local Exchange Carriers.

Dear Chairman Wheeler:

Arnoff Moving & Storage started out with one truck in Lakeville, Connecticut in 1924. Today, we operate a trailer fleet of over 200 trucks and vans moving families coast-to-coast with multiple offices and warehouse spaces located in New York and Connecticut.

We are a proud family-owned business, and customer service is the reason we have been in business for over 91 years. Our industry has changed, and we have changed with it. In addition to our moving trucks, we offer 850,000 feet of storage, art shipping and restoration, industrial rigging and records management.

To operate our business, we have acquired office facilities and warehouses across our multi-state footprint. This includes the historic RCA Building in Albany, New York where we are headquartered. You can't miss the 28-foot dog that sits atop our roof.

But none of this growth and expansion would have been possible without technology and access to broadband and voice. In addition to fielding calls and emails from customers seeking moving quotes, we manage storage records and the itinerary for a fleet of drivers who are always on the move. Our customers trust us with their family treasures; this is something we take seriously.

This is why we have chosen a competitive provider for our telecommunications needs. We needed a company that would share both our values and our commitment to customer service. Our logistics operation, which stretches across multiple locations, needs a telecommunications network that is cost effective, user friendly and serviced by friendly people.

The Arnoff family providing world-wide transportation services since 1924



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We encourage the FCC to take steps to promote competition and choice for voice and broadband services. Making sure the company we chose to provide us service has access to networks that can link our offices and facilities across multiple states.

Competition in our industry drives us to focus on customer service, and find innovative ways to offer new services. The same should be true for voice and broadband.

Sincerely,

Alyssa Bergenson
Director of Human Resources

cc: Commissioner Mignon Clyburn
Commissioner Jessica Rosenworcel
Commissioner Ajit Pai
Commissioner Michael O’Rielly
Jonathan Sallet
Gigi Sohn
Matthew DelNero
Howard Symons