

March 1, 2016

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

Re: WC Docket No. 11-42, Lifeline and Link-Up Reform and Modernization

Dear Ms. Dortch,

We, the members of the [Media Action Grassroots Network](#) (MAG-Net), believe that the Federal Communications Commission's FNPRM on the Lifeline Program correctly seeks to modernize the program to match the current telecommunication needs of our time. Policies are best informed by the experiences and perspectives of those who will be directly impacted by them. To support the Commission as it considers reforms to the Lifeline program, we respectfully submit over 130 stories from current Lifeline subscribers and eligible recipients.

Through the members of our network, we launched a campaign to gather 50 stories from community members who would be impacted by the FCC's reforms to Lifeline. The response we received was overwhelming - with over 130 submissions - pointing to the need for the Commission to act with haste to ensure low-income families have access to an affordable choice for Internet. The stories we collected come from both urban and rural communities, seniors and students, from people with fixed incomes and families living in poverty. Across the broad spectrum of people represented in these stories, is a clear need for affordable Internet access at home. They show that an effective modernized Lifeline program should have minimum service standards and an expanded and streamlined eligibility process, with no caps that limit participation in the program and a subsidy that supports both phone and Internet. These stories will add to an already compelling public record on the best way to modernize the Lifeline program.

Lifeline was established over 30 years ago to ensure that our society's most vulnerable would have access to the modern communications tools needed for success. Back then it was a landline telephone. Today, that platform is the Internet and it has become a necessary pre-condition for success. The communities represented in these stories are currently at a disadvantage. Your thoughtful consideration to their voices will ensure that the Lifeline program continues to be a pathway out of poverty and into the future.

Sincerely,
Steven Renderos, Senior Campaign Manager

Media Action Grassroots Network (MAG-Net)

Lifeline Story Submissions

We depend on the Internet now the way people depended on the phone 20 years ago. It is essential to our lives.

Jill Johnston, 98593

I live in Chicago, a city nearly cleanly divided by socioeconomic lines. The poorest parts of the city are disenfranchised through inadequate policing, access to healthy food, property maintenance, and access to employment. Increased broadband access is an essential component of any effective plans to improve the quality of life in these communities. High speed Internet access opens countless doors for self-directed education, employment, access to city services, and community engagement. It offers an incredible value to citizens and should be a priority for any government. We should be working to reduce overall costs of high-speed Internet through public-private partnerships that develop new infrastructure that will support competition for years to come.

Kevin Ryan, Chicago

I am Valerie Justus-Rusconi. I live in Watsonville, CA. I am a very low income person and I live in a rural area, half an hour from town. Broadband is not available where I live unless I subscribe to a small local provider at a cost of \$100 a month. I cannot afford such an expense, I must rely on a cheap dial-up at \$16.95. This means I cannot watch any streaming video, listen to online radio, or do many things on the internet. As I cannot afford a satellite, I have no recourse to watching current events and news and must read it online. I have also been ill and it is costly to drive to town. I had tried to find online work I could do from home, but the slow dial-up prevents me from being able to earn money this way. I want to try to open an online store, but the amount of time it takes me to upload a single sized-down photo is ridiculous. I cannot even open a magazine subscription online as it takes HOURS and must go to a friends house to get my magazine! In about 10 seconds.

Valerie Justus-Rusconi, 95076

My health has declined over the past 14 months, so I now have huge medical bills. Having reasonable costs for broadband and internet access are my lifeline to the outside world. Without the internet, I'd be cut off from emails from family (who live in NY and Germany) and friends, as well as access to so much information.

Without the internet, I'd be in a very sad, depressed state. Access to the internet is so very important for my mental health. It lessens the isolation of old age.

Sabina Ubell, 94608

In April 2013, I was diagnosed with stage 4 ovarian and uterine cancers, both primary. After going through a radical hysterectomy with debulking, multiple complications (including near kidney failure and a bout of septicemia), and chemo with damaging side effects, followed by a year of remission, I have been dealing with a recurrence since April of 2015. Am currently in hospice care and my sole income is from Social Security (less than \$680/month after Medicare). Having the Internet for entertainment, email, banking and paying bills online is extremely important, especially now that I am more homebound than I'd like to be. The only way I am able to afford internet access now is by drawing down what savings I have left to supplement my Social Security earnings. When I have to start making tough decisions on what I can afford, I will likely have to forfeit the internet, which right now would make my life pretty bleak. (I do not have cable/or satellite tv either, just rabbit ears for local stations.) Please make possible a low-income Internet subsidy program for those at, below, and maybe within a modest percentage of the federal poverty guidelines that would allow for speeds high enough for unbuffered streaming video and not require landline service. Such a program could be needs based and would certainly benefit the disabled who are unable to work as well as low income families whose children need Internet access at home to be able to do school work. If we can spend billions to subsidize mega corporations and billions more for the worlds most bloated defense budget, surely a program like this can be fit into the budget somehow. Thank you.

Kay McPherson, Missoula, MT

My name is Annette Tchelka. I am 71 and on Social Security. I live in West Haven, CT. Right now I am considering dropping my internet service because I am being charged over \$46.00 a month for frankly poor service. I have a dispute over past amounts, when I asked AT&T to cancel my internet service they refused to do so (is that even legal?); when I complained to Frontier that their billing from AT&T was wrong, they refused to lower my rates until the past due amount was cleared up, even though it was in dispute. As if that wasn't enough, I had lunch with a former co-worker (she is younger than me, married and much better off financially) recently who stated Frontier had reduced the bill she complained about and given her 3 years at \$19.95 a month! Frontier's policies are arbitrary, capricious and discriminatory. Further, I believe all senior citizens living on Social Security should be charged only \$14.95 or \$19.95 a month. In addition to the above, lot a like of seniors I have arthritis which makes it hard for me to get around. Therefore being able to pay my bills and do banking online is a tremendous convenience. It also helps me keep in touch with family and friends who live out of state. I would like low income people, including those of us with only Social Security, to receive low cost broadband and internet services. I don't mind paying \$14.95 to \$19.95 a month, but over \$45 a month for lousy service is unacceptable. I use a flip phone from Consumer Cellular, no smartphones,

and that's okay with me. I do worry about not having a system like Lifeline in case something should happen to me at home and I need assistance and can't reach a cell phone.

Annette Tchelka, West Haven, CT

Retired public sector worker trying unsuccessfully to adjust to a MUCH smaller income. I live within 50 miles of downtown Detroit, yet there is NO internet access available where I live besides dial-up. Trying to make use of the myriad educational, cultural, and economic opportunities presented by the internet is LITERALLY IMPOSSIBLE with dial-up. No broadband provider is even remotely interested in the neighborhood where I live, and the only other "option" is satellite, which (a) requires an unobstructed view of the southwest sky WHICH FEW OF US HAVE due to tree cover, (b) is unreliable due to weather, (c) is MANIFESTLY inadequate with it's impossibly restrictive data caps, and (d) is HARDLY what one could call "affordable" given how little one gets for one's money compared to most other advanced countries. I cannot speculate on what type of subsidy program I would support, since FIRST THERE WOULD HAVE TO BE SOMETHING TO SUBSIDIZE. Beyond that, however, I imagine I'd support a subsidy program which gives me the quality and speeds THAT PEOPLE IN MOST ADVANCED COUNTRIES ALREADY HAVE, at prices COMPARABLE TO WHAT THEY PAY. That, however, is SO FAR REMOVED from what most Americans presently "enjoy" that I'm aware it sounds like a pipe dream.

Richard Blake, 48118

I am a 52 year old single man from metropolitan Chicago (Orland Hills), Illinois. Today, a person without a computer and internet access is "out of touch" with others and for the most part society at large as this is just how it (internet) has evolved. In fact, why should such a basic necessity cost anymore than it's basic operating cost? People making a profit off of this is tantamount to people making a profit off of heat in below freezing weather, people making a profit off of the need of a human being to drink clean water, or health care or prescriptions for medications without which a person would die, (and internet access is greatly used for the transaction and delivery of the bulk of all medications as you understand and may even utilize yourself, if not a loved one in your life). Internet access should be one speed for all, as fast as possible, and basic internet service should not be a "for profit" enterprise, as it is a basic and critical necessity to the people of the world today.

Basic Internet service should be free of any charge, or a very "not-for-profit" charge of about \$5.00 monthly, seriously.

Mark Ryan, 60487

Hi! I'm a retired grandma. I have 2 grandsons and I live with them and their parents. I retired in 2007. The company I worked for lost their contract at a horrible moment. No one even asked to interview me in 6 months of applying for work. After that six months I did interview for two positions. But I was

not selected. I continued applying until October. I thought 10 months! Not more than 2 interviews! I have a long record of employment someone should hire me.

Then I asked myself why should I keep looking for work? No one wants a grandma when there are so many younger, less experienced but maybe more up to date people available. So I retired. I do not receive more than \$2,000 monthly. Which does not go far. I do not buy TV or Internet. If it was not for my daughter providing me with this smart phone I could not use the internet. Using the smartphone is still very limiting as far as the internet. It has short time to access the news and look up words and issues in our world. If Internet was affordable it would be worth replacing my outdated computer and I could keep up with the times. Please help us obtain good and affordable access to the internet.

Thank you for your time.

Diane Bryant, 95993

RURAL, TEXAS

We live in a rural area of north Texas. There are no inexpensive high speed internet options unless we're willing to pay for an expensive satellite internet connection. My take home is below \$25,000/yr for a family of 2. The big cable and phone companies are not interested in providing affordable high speed internet in rural areas. We had an inexpensive dial-up connection for years but too annoying and ended up dropping it because it was useless and annoying. Most people living in rural area have no access to broadband or high speed internet. We need one especially in rural area.

Mohsen Shenan, 75491

SELF-EDUCATED TEXAS

My name is Daniel. I live in Houston, Texas. In today's world, having access to the Internet is just as important as any basic utility. We live in an increasingly interconnected world, and those who lack Internet access get left out. Not having Internet makes finding a job much harder; most job postings are now online. I use the Internet to educate myself, as I cannot afford to go to college. Making Internet access affordable would impact my life in many positive ways. I would save a lot of time paying my bills, searching for jobs, and staying up-to-date with the world around me. First of all, I believe more competition would help to reduce prices. Currently, my only two options for reliable Internet are Comcast or AT&T. Why are there so few companies offering Internet service? As far as subsidies, an automatic price reduction in low-income areas would help greatly.

Daniel Canales, Houston, TX

I am a senior on a fixed income and I routinely rely on access to a free and accessible internet. this medium should not be controlled by large business interests whose sole purpose is making as much profit on the backs of millions of consumers.

The internet has made it possible for people to communicate, do commerce, be entertained, to be better informed and it helps me "reach out into the world." Please take action to open up these same opportunities to poor people by implementing the Lifeline program.

David Peha, 98058

Hi, my name is Jeff Starr, I'm 61 yrs old, and I'm on permanent disability. I live in Milwaukee Wisconsin. As I get older, my world has gotten smaller. The internet helps me stay informed, is a reference tool, and also a much needed distraction. Every year my cable company internet goes up. Every year I have to call them and negotiate a lower rate. A rate that has gone up, much more than the cola. We had no increase this year, yet all my expenses have gone up. We need low priced broadband internet. The minimal competition and the near monopoly of the companies involved, makes access to the internet way more expensive than it should be. People on Social Security, our seniors, and our disabled which includes me, should qualify for a 30-50% discount.

Jeff Starr, Milwaukee, WI

My name is Jamie. I am a single mother of a toddler and a veterinarian. I live in North Canton, Ohio. Broadband is important to stay in touch with friends and family. I also watch the news on the internet as my schedule does not allow me to watch it when it is 'on air'. The internet also allows watching news outlets that are not local and have a less commercialized bent. Not having internet access at home would have enormously impacted my ability to get my current job. If I didn't have internet access, I would be a far less informed US citizen and a far, far less informed global citizen. The internet should be cost-controlled for private use, without speed limits being placed by providers to commercially control content. There should also be city and other locals that provide WiFi for free much as it is in other countries. The internet is the 'free-airwaves' of our time and should be protected in the same way tv airwaves were.

Jamie Myers, Canton, OH

My name is Jayna Williams. My husband is Richard Leslie. We both live in Pomona, CA. My husband can't work and is a disabled American Veteran and I stay home to take care of him. We live on our social security income and a small disability income. Our Verizon internet service runs about \$84.22 per month. This does not include our phone service. This is about 3% of our monthly income, a huge chunk when you are living on social security. Internet service pricing needs to be regulated like the

phone companies or at least scaled based on income. Please regulate internet service rates. And scaling them based on income might be a good idea also.

Jayna Williams, Pomona, CA

My name is Bruce Wolcott. I teach at a local community college in the Seattle/Bellevue metropolitan area. Much of the information that I teach is delivered over the Internet via web-based classes. Both for students and faculty, a fast, effective delivery system is essential for earning degrees as well as updating skills and knowledge for life-time learning. In order to have a well trained and equipped work force for the 21st Century global economy, it's essential that a fast, low cost information delivery system be available to all citizens. Support an open, affordable and democratic Internet that works for everyone. High bandwidth Internet connections are equivalent to the freeway transportation systems of the 20th century, and should be regarded as equally available to all users.

Bruce Wolcott, Seattle, WA

While we do have internet access, it is not broadband, and it is not cheap. The reason this has become a personally important issue to me is that I have a son and assorted nieces and nephews who are in college. Many of their classes are now arranged so that internet access is __required__ in order to get and complete assignments (and that's for the classes that are NOT totally online.) You may or may not be aware that many colleges and universities have turned to the internet as yet another cost-cutting measure (a website is cheaper than faculty, and requires no health insurance or retirement plan.) I would very much like to see broadband as a public utility; I believe the cost would come down and prevalence would increase. Failing that, I would like to see a cost offset on a sliding-scale basis, such that one's internet connection would not exceed 1% of disposable income, and wherein those receiving public assistance and/or unemployment would have access for a nominal amount--because it has become impractical and nearly impossible to look for a job without using the internet, due to businesses who do both their advertising AND their applications online.

Sadie Sullivan-Greiner, El Cajon, CA

I'm K.G.H. Nicholes from rural central Montana. I depend on the Internet, for auto and computer parts, news, filing taxes, healthcare.gov, and communication with my family and government offices. The nearest grocery store, gas station, and bank are 35 miles away over a mountain pass. The post office is 12 miles away. The nearest mall is 80 miles away. Even cell phones don't work here. You bet I order online! My phone company makes it barely affordable by bundling it with my landline service, but it's a stretch. Note that my local calling area is a two page section of the phone book. Everything else is long distance. Meagher County is one of the most rural and poorest counties in Montana. We have a lot of seniors on fixed incomes. Home internet is vital where I live. Please support good access to the Internet for all Americans.

K.G.H. Nicholes, 59053, 4065723323, kghn@ttc-cmc.net

I am privileged enough to be able to afford internet at home, but I did not used to be. Internet is essential these days - you need it to pay your bills, apply for a job, manage your accounts, all kinds of basic needs. If you are really poor, it helps a lot to be able to run your cell phone off of wi-fi, and buy things for cheaper online than if you bought them in a store. It's not easy for everyone to get to a public library and use the internet there, some people don't live near one, some can't always afford the transportation. It certainly isn't practical for most people to go to the library every day, but many need to use the internet every day. And when I used to have to use the internet at the library, sometimes it was really busy and I had to wait a long time until a computer was free. Internet is essential for children to do their school homework. I would like my tax dollars to be used for everyone to be able to own a basic computer or phone and access the internet.

- Nicole Taylor, Las Vegas, NV, , 89148, 7026220569

My name is Brandon from Lakeland Florida. I still live at home with my mom at 27. I just got hired at Wal-Mart starting last year. I have had to help pay for bills. I had bright house networks broadband for a few months last year, but eventually the bill became to costly and I couldn't keep paying for it. I may be able to soon again since I am about to help my mom pay off her propriety. The bill Bright house charges is \$60.00 a month. It was around \$20.00 to \$30.00 in the past.

I eventually got a phone that would be my only means of the internet connection which is how I am getting this message out, but it is still not the same as home internet connection. The features and everything else you can do on a desk top.

I could be able to accomplish far more at home on a computer because with a mouse and keyboard that makes everything much easier and quicker to get done. No worrying about data usage or battery power either. I can fill out important applications if I had to and also can print. I can also be more creative. I don't know where I would be without my phone, but it is only best for when I am away from home or if I couldn't get on the computer at home for whatever the reason. I plan on getting back online soon, but \$60.00 was and still is a little high for me. I had no internet connection since September of 2014 until June 2015. I lost my internet connection again come September of last year due to other bills and expenses.

I used the computer often and could do so much more that would benefit me more and make my phone secondary when it comes to getting online. I know that there is a lot of people that can't afford the high prices broadband cable companies provide. I have been one of them.

Who knows, I may not end up being able to do so again,determining on different situations.

Internet access at home is a important thing for many people. It can make their life easier to get a job for one versus always having to go to the library where you only have a limited amount of time each day and computers may be all occupied.

There is the right to connect and learn information for school or other study.

There is also creative means as well.

Many people can share their work and get noticed, May be open a business or get the word out about it.

In these times lower internet services make sense, not higher ones, who puts the lower income families at a disadvantage who can greatly benefit from the internet.

This is my plead and case as to why internet services should be affordable for everyone.

I hope these wishes will be greatly acknowledged.

I am sure the list can go on, but I know you will hear plenty more from others who can state even more reasons why home internet is so important.

Brandon Ranauro, 3381810, bpoprocker@aol.com

Hi! My name is Elizabeth Juvet. I live in Cloverdale, CA, in senior housing, ; due to being a low income person on a very low income, my money is received; spent on the 3rd of every month, which is quite distressing & depressing.

I used to have Dish while I lived in my older 5th wheel trailer, but when I moved into senior housing, I learned that we CANNOT use any satellite company, & that the property owners have a contract with Comcast/Xfinity & we must use them, or have NO TV or internet service, which sounds terribly illegal to me, though I am not sure.

To say the least, it is VERY expensive & when I signed up with them, I was offered a Triple something (bundled) & at first it was only about \$100/month. Now, about 1 1/2 years later, it is nearly \$150, & by the end of my 2 yr. package, it will be over \$200. As you are aware we have had no COLA for over a year. My internet, TV & phone bills keep rising, yet my income does not.

Even though Comcast says they have raised the speed of their internet, I've never noticed it being faster, in fact, it seems slower. They have been trying to merge with other company's so they can become an even larger, money hungry monopoly. I hope that it IS ILLEGAL to be forced into using them ONLY as long as we live here. There are other company's who are less expensive that have MUCH better customer service!

As I said above, being on a low, fixed income, & needing TV, the internet & a phone, & being forced to use Comcast/Xfinity, ONLY, I'm wondering just how legal (or NOT) it is to not be allowed to use any other company.

My income is Social Security & SSI, totalling \$899.40/mo. When I am paid on the 3rd of the month, when I make out my checks for all whom I owe, I am broke for the rest of the month.

There is a local company, which began just a few years ago in Santa Rosa & it has grown very large, & those who use it, love it!

I can't speak for the rest of my neighbors, here in our senior housing complex, but I do know that many, if not MOST would love to get off of Comcast/Xfinity & their very high priced, & SLOW internet service. My bill each month is just under \$150/mo., which will rise to at least \$200/mo. by August 2016.

I cannot afford what I am paying NOW & don't know what I can give up when that happens. As it is, I only fill my gas tank once a month & only use my car to go to the many doctors visits, as my health has been failing for the last year.

Any kind of service you can provide would be GREATLY appreciated by myself & probably each & every tenant living in this low-income, senior complex.

PLEASE help us get out from under this money hungry internet service.

Thank you so very much!

Sincerely,

Elizabeth Juvet, 95425, 7078946333, lizjuve44@gmail.com

I think everybody in the United State of America who earns less than \$50,000 a year should get FREE Internet service. Internet service is a necessity of life, like air and water. It is 2016. Soon we won't be able to apply for a job, pay a bill, make an appointment with a doctor, or get a tax form without the Internet. The Internet is too expensive here. People in other countries pay less for Internet service than we do.

Harriet Leeds, 08816,

If the people of Flint, MI, and Aliso Canyon, CA, had had affordable internet, the tragedies that happened might have been stopped sooner, because those affected could communicate. Subsidize internet so they can protect themselves.

Jane H Beattie, 83340, 208 721 3939, rbmt80@yahoo.com

I am Craig in Alameda, Ca. I am Autistic I am disabled and part-time self employed. Social Media is a way to get work and in these days a more reliable source of information than Television and Radio.I don't have Wi-Fi at home and have to go to a public place for internet access and the Alameda Public Library has an inferior internet service.

Craig Browning, 94501, 5108514368, b3bopjazz@mailstation.com

My name is Kathy Bradley. I live in Lugoff, SC, a very rural area. I am retired and rely on Internet connectivity to conduct both personal and professional business. In addition to paying bills online, I rely on the Internet for sources of news and information for all kinds of things: purchasing goods and merchandise, communicating with loved ones, scheduling appointments, etc. Broadband Internet makes these activities possible. It also makes my nonprofit organization possible.

My nonprofit organization, Our Mother's Voice, uses the Internet to provide information to families who have loved ones in long-term care such as nursing homes or home health services, so that they can become empowered advocates for their loved ones who cannot speak for themselves. We use links to direct visitors to hundreds of additional resources, so that they can increase their knowledge and skills and be informed when they deal with the very complex long-term care system. Not having Internet would cripple that service, which has benefited thousands of families, advocates, provider staff, aging agency staff, ombudsman staff, residents of LTC facilities, and other service recipients throughout the country and even internationally for the past 5 years. My having broadband Internet access improves not only my own life, but the lives of thousands of others.

In this electronic age, everyone needs the best and most accessible -- technologically and financially -- high-speed Internet access. This country is capable of providing this service to all its citizens.

Kathy Bradley, 29078, khayb55@aol.com

I am Tracy S. Feldman, and I live in Durham North Carolina. I work as a professor of biology. I work 2 hours away from my family and my home. Thus, I live part-time away from my family. I work at home on Fridays, and as a professor, I also work often on weekends. I use the internet all of the time for work and for connecting with friends and family in far away places. For a while, I was unemployed, and used the internet to apply for jobs almost every day. Please do not interfere with people's access to the internet.

Tracy S. Feldman, 27713, tracysfeldman@yahoo.com

Name is Clara-- Live in Las Vegas ,NM.

Internet access is necessary to find federal and state tax forms and instructions -timely payments are requires by law;

internet access is necessary to locate medical services; many physicians offices require patient updates via the Internet. internet is necessary to locate publications- few book stores are locally

available -- ; many newspapers have opted to offer on-line only-- -so without internet the individual is doomed to dumbing down. Many schools of higher education require learning of material only available on the internet. These same institution require the students to submit classwork via the internet. municipally owned internet access will provide every household with a secure safe high speed internet

clara, 87701, 5054540239

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I'm S. Janet Payne. I live in Kathleen, Georgia. I'm a firm believer in the ownership by everyone in our society of the Commons. Private companies do NOT own them and they definitely should not use the Commons to unscrupulously and immorally make a profit.

I'm 57 years old and the only work I can find is a part-time job. I have a graduate degree, but I am suffering because I just kept on getting older during the financial meltdown. And now no one wants to hire an old lady even if she is educated and experienced. But I keep hoping that one of the 1000's of resumes I've sent via the internet at the Library or applications I've completed on the internet at the Library will merit a response. It would be nice to be able to do all this from home.

I would like to see a sliding scale of charges.

S. Janet Payne, 31047, 478-988-3075, janetpayne@windstream.net

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Ken McInnes
Southern California Resident,
Age 80--

when I tried to use Verizon low priced DSL (\$35.per month) it was so slow for video and pictures, and for links to move that I was forced to buy the more expensive speed and am now paying \$55. per month just to be online with a decent working computer. I live entirely on my Social Security -- my complaint is that I feel this is an excessive charge just to enjoy being online... yet I had no choice-- it was either pay more or live with an awful DSL experience....

Ken McInnes
free lifeline internet for seniors..thank you very much!!!!

Ken McInnes, 92545, 9516585750, knmcinnes@msn.com

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My name is Sandra Gagnon; I live in Manchester, N.H. As a mother of young adults and the wife of husband who will be retiring next month, and as the daughter of elderly parents, I've seen the need for everyone to have access to the internet.

Although I've been fortunate to be able to afford internet service, it is quite expensive, and I'm concerned for those who can't afford it. When my two children were in school, it was needed to complete research for reports and projects. When they were applying to college, we had to rely on internet service to fill out applications for college and for scholarships and other financial aid. Now, my husband has used internet service to apply for his Social Security, Medicare, and pension benefits. And for the last few years, I've used the internet to help my parents find the best Medicare Part D plan to make their prescription drugs affordable, and to research what aid is available to help my handicapped mom get the long-term care she needs. I can see that for those who can't afford internet service, accessing these services and info is much more difficult and sometimes impossible.

Internet service has become as fundamental to life in America as is telephone service. To be without it is a hardship and a handicap, and creates a two-tier society. It is a shame that in the U.S.A., internet service is so much slower and so much more expensive than it is in Europe. There's no excuse! Please work to make internet service faster and less expensive for all Americans, and make it available for free to low-income families so that they have the resources to stand a chance at getting ahead in life.

Sandra Gagnon, 03102, 603-627-8491, abookreadr@yahoo.com

Bruce Shilling

Owner of Washington Fine Painting

I live in Seattle, WA

Most of my clients contact me through email.

I respond to them on email.

I have a tiny business and can't afford an office in Seattle.

Without the internet I could no longer run my business.

I am the the major income earner in my family.

I use the internet every day to respond to my clients.

Setting up appointments, answering questions, re leaving their fears on what products to choose and how they will impact their lives.

I could not run my business with just a telephone.

Bruce Shilling, 98102, bruceshilling@yahoo.com

Hi. My name is Kathryn Burns, and I live in Austin, Texas. I'm semi-retired due to an unexpected brain injury some 12 years ago. Much of my time is spent on volunteer work.

Even though I got by just fine growing up without the internet, I've become dependent on it for quick information, keeping up with current events, and communicating with people I can't always reach by phone. I don't have a lot of money, but I dread to think I might one day be unable to afford an internet connection. I do know a few people who aren't online, and I just don't understand them.

In today's society, people without access to the internet are at a distinct disadvantage. Please keep it affordable for everyone who wants it. Perhaps you could offer tax breaks or subsidies for people based on their income.

Kathryn A. Burns, 78727, 512-761-3687, kathrynburn@gmail.com

My name is Robin, and I live in Oklahoma City, Oklahoma. I have MS, and due to fatigue, cannot work. My only income is from Social Security, and while I am able to pay for internet through my cable company, it's getting more and more expensive. The internet is my primary connection to family and friends, since I cannot talk to them on the phone due to hearing loss. It's also one way I can connect to some of my doctors, and can participate, however minimally, in political discussions, just like I'm doing here. A cheaper internet would be a big help for me financially. Please make internet available for all people.

As I said above, I actually do have internet access at my apartment, but my bill for it gets more expensive a few times a year. Paying for it may become more and more problematic for me, and I could lose the connections I mentioned above.

I have Lifeline for my landline phone, which is a big help. Having a similar program for internet could be a huge help for me and countless others.

Robin Patten, 405-604-0838, aweoble25@netscape.net

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Ciara Preston, 71 years old. From Redwood City ca. Retired mother of 6 Extremely low income. I was a stay at home mother of 6. I didn't pay enough into Social Security, I only get \$614 per month. The rents here in the Bay Area have quadrupled in the past 2 years. I pay all my bills online, have to go to the library, which is crowded. I haven't been able to go to the dentist for the past 15 years. I'm barely able to survive.

A lifeline service is beyond past due. With my income (\$614) internet isn't affordable. It should be free for people whose income is below \$1200. Then graduated as income increases.

Ciara Preston, 94061-1653, red.parrot@yahoo.com

I am retired and on a fixed income. This is particularly true since congress does not think those of us on Social Security need a COLA raise. I enjoy the internet, and use it to stay in touch with family and friends all across the country. Please don't allow the internet to become so expensive that my contemporaries and myself cannot afford it. There is too much price-gouging in every other aspect of our lives.

Betty Anderson, 42103, 2708424369, bwabg@bellsouth.net

My name is Chris Calvert. I live in Philadelphia, PA. We live in a city where a great number of us can't afford reliable internet, and some people are simply piggybacking off of other sources just to get work done, like spending the day working from a crowded cafe or restaurant with free wifi, or hoping to get into the already crowded library for only a short time to use the internet to apply to jobs or do other necessary life tasks in today's net only world.

I personally work from home from time to time and was paying comcast 40 bucks a month until last year when they jumped my rate to 50 bucks a month, and then will jack it up to 67 bucks a month, just for the first decent level of high speed internet. Make no mistake, DSL-level internet is NOT good enough for the masses. We all need a viable high-speed, highly reliable network, with at least 30mbps per household. Also, a lot of us are tired of paying comcast's ever-rising prices, not just for using their network, but also for the thousands who have to rent their network equipment from them. Verizon isn't saintly either. Their Fios service, which JUST came to my area of Philly is even more costly at a starting rate of 87 bucks a month plus equipment rental fees, for only 5mbps more than comcast, but they claim that matching upload speeds to download speeds warrants the price they're asking. Also, if you buy your own equipment rather than renting from them, it's a few hundred dollars, rather than the small price of a cable modem and wireless router, since it's on a fiber-optic network and requires specialized equipment. Some say that over time it pays for itself, but in reality, not everyone can afford these prices. Not everyone wants to "bundle" with cable, phone and internet, especially when home phones aren't as necessary these days since cell phones became the norm. I pay separately for Directv for TV and comcast's internet. I think EVERYONE could benefit from FREE, reliable, high-speed internet, so that we can afford other necessary things, like healthcare, food, and transportation. Free internet needs to happen, the RIGHT way!

We need free high-speed internet for every household, at 30mbps a month, and all we have to pay for is the equipment fee, at less than \$20/month. Right now the highest you can get for under 20 is 3mbps, and that's 10, plus equipment fees. That's not enough. The people need more, so they can do more.

Chris Calvert, 19145-3217, cmscalvert@Hotmail.com

—

As a CT senior citizen with limited income and family on the

west coast and Alaska, my internet access is very important; as when I'm awake they are asleep etc. So e-mail is one way for us to keep in contact, a lot faster than snail mail and in potential family emergencies very important.

Internet access that is very affordable needs to continue to exist for those of us with limited income.

Ocean Pellett, 06385, oceanpellett@yahoo.com

I am a pro-Rule-of-Law, pro-Constitution, pro-Bill-of-Rights, anti-state-capitalism citizen on the United States. Internet access is vital to citizenship in a democracy today. The mega-corporate oligopolies that are striving to lower wages, repeal democracy and the Bill Of Rights, and to hyper-inflate internet access fees should not be allowed to get away with their ultra-criminal intent. Stand up to the price-gouging, profiteering internet ISP oligopolies, and prove that you cannot be prostituted by their lobbyists!

Allowing municipalities to provide public-utility internet access to their citizens would break the ISP oligopolies OVER-pricing power.

Bruce Gardner, 97405, 704-287-5114, ProfitSci@aol.com

My name is Joey Stevenson and I live in Leitchfield Kentucky and I'm on a fixed monthly income and the way internet prices keep jumping/changing makes it hard for me to pay my other bills like rent, pharmacy, lights, gas, water, sewer, garbage, cable, phone, and etc. Having broadband would make it more easier and affordable for me.

The way internet prices keep changing/jumping it makes it hard for me to pay my other bills that I have to pay. It makes it hard for me to talk to some of my family members in other states and/or wish them a happy birthday or a Merry Christmas. It would improve my life drastically and make it easier and better.

Lifeline internet would be a great way and idea.

Joey Stevenson, 42754, 2709711213, stevenson2686@yahoo.com

Michael Tucker, retired due to health reasons, living on social Security. It costs nearly 1/10th of my income to have an internet connection by which I stay in touch with friends and family. That's ridiculous. Low cost/free high speed for people like me.

Michael Tucker, 43138, 740-111-1111, mtuck_2012@yahoo.com

My name is Michael Lamperd, aged 72. I live in San Francisco's Outer Sunset District, in an old, rent-controlled apartment. I cannot work because of several medical conditions. Walking is extremely difficult for me.

The rent is currently \$1,598 per month. Each year the rent is increased based on a so-called cost of living formula each October. However, my Social Security check is \$1,782 per month - utilities I pay for separately. I received no Social Security increase for 2016, which I had counted on, to help with the last rent increase. With but \$184 to get me through each month (thank you, food banks, thank you City of San Francisco for free in-city transit).

There is no other source of income anymore. I have no funds to move out of the City. I don't know how to live without Internet access at home, if I must decide to cancel the service.

I believe that AT&T could still make a profit if my total communication costs were \$50 per month. This includes my cell phone as well as Internet access. Right now I am staring at a \$169 bill, because certain "promotions" expired.

Michael Lamperd, 94122-1063, 4152187325, mikestheone@sbcglobal.net

My body broke down in midst of career change and trauma. I cannot afford Internet access due to money I owe large banks for 6 years non-work. It is a gas expense and privacy issue to do internet personal business at the public library. Without TV, online more difficult to keep up news, current events. If I had online access I could possibly find or create more income. I do not have energy for non home work of some sort.

Demetra Bakas, Greensboro, NC, 27455, 3363120111, demetrabakas@gmail.com

I am one of those elderly people that lives on Social Security and little left over for the internet. Already the internet is more than a LOT of people can afford and Obozo wants to increase the cost of having the internet by TAKING an addition cost to it as a tax upon it

IF you are even trying to cater to the SMALL voters then you will NOT add to the cost of using the internet and KEEP it affordable for the "POOR" to use it to get information to help get ourselves out of the "POOR" category.

Donald McCormick, 97266, 5036790245, donaldmccormick@juno.com

My name is Robert Edwards. I'm 70 years old, living on Social Security in Wilkes-Barre PA. The internet is my primary access to the outside world.

I can barely afford Verizon's lowest cost access. The speed is so abysmal (0.7, even though they advertise the package at 1.0) that often everything stalls. The signal regularly drops out and the modem has to be re-booted, on average 6x/day. I have complained for more than 5 years, but they always say "We believe 0.7 is an acceptable speed." "If you want faster speed, buy a more expensive package." Europe has speeds way faster than the U.S. and it is standard over there.

You need to amend the Telecommunications Act of 1996 because it has enabled companies such as Verizon to have a stranglehold monopoly by assigning areas of service that shut out competition. My service from Verizon is sub-par and no amount of complaining (for more than 5 years) helps. No other carrier is allowed to offer service in my city. That is the very same situation as the monopoly that broke up the original Bell Telephone.

Robert Edwards, 18702, 5708241074, rle11wb@yahoo.com

So the following site ranks the prices charged by over 100 countries for unlimited 10 Mbps internet service...

http://www.numbeo.com/cost-of-living/prices_by_country.jsp?displayCurrency=USD&itemId=33
Comcast's current subscription fee for Performance Starter 10 is \$49.95/month but they would like to get away with charging us an extra \$30 to \$35 for unlimited data. So now, the total cost Comcast's Performance Starter 10 would fall in the \$79.95 to \$84.95 range. If you look at the web page cited above, you will see that this places Comcast very near the top. How can it be that the cost for our service is so much greater than the vast majority of counties in the world?

WALTER HILLMAN, 98329, 2535718687, wchillman@yahoo.com

Thomas W. Cranston. Elgin Tx.

Broadband is important to me. Sometimes it is the only way to contact others as the phone service is frequently down. It is the only realistic way to do a job search. I am presently using it to improve my skills so that I may gain employment. Broadband needs to be affordable as I have very little income. I am presently paying close to \$50/mo for wireless internet which is not very fast, 5Mbps down and about 1Mbps up. I would like to see a subsidy for low income (less than \$15/hr) or anybody whose only income is SS.

Thomas W. Cranston, 78621, 5122854367, thomas.w.cranston@gmail.com

I am on disability, SSDI. I am on an incredibly tight budget. It is only recently that I've had a reliable enough automobile and lack of medical expenses to the point where I could upgrade from dial-up to highspeed, about six months ago. And the first thing I used it for was to watch the video of my niece getting her braces off, which she posted over a year and a half ago. That is THE best thing about highspeed - being able to download groups of photos just like everyone else on my family's email list, not making others send me multiple emails with one photo in each. I don't want to be their problem, and I do want to be in their lives just as they want to be in mine.

But, the less-important reason is that most websites now include animations or videos. Loading pages of just text that include video animations means I cannot access the content! Page 'times out' before all the 'important' or 'informative' stuff loads, and the text seems to always get lowest priority. This has interfered with my ability to read the news, or research my medical issues.

Since so much is done online these days (I have one provider I used to spend 3 hours loading pages to fill out prior to appointment), I'd argue that a lower-tier 'highspeed' sufficient to do at least the things I've described above ought to be available to ALL. I don't know what kind of subsidy would be needed, but I do know the frustration of trying to fill out forms online when it takes over three minutes to load each page - and that is when it doesn't 'time out'. And, yes, I know the library has internet. But I will not risk my personal medical information on a public network! And no one else should be forced to, either.

G D Abbott, 98506, 360 555 1212, med32g@aol.com

Hello, my name is Niara. I live in Durango, CO.

I'm on a disability income and I am participating in a vocational rehabilitation program to work for myself at home that would give me the flexibility to both take care of my body and make income that might enable me to get off of disability.

But without affordable highspeed internet to do business online with clients, I might as well quit now and give up my dream of having a viable work-from-home income.

Please do not vote for any legislation that would slow down or inhibit the internet for people like me. A subsidy program to make high speed internet access more affordable would help me forward with my career goals.

Niara Isley, 81301, 9703752109, natarajishakti11@yahoo.com

I'm Ellen Jessen in Madison,Wi. My husband and I are retired. We will have a difficult time keeping up with the cost of food and medical on a fixed income.

Internet should be affordable for everyone. It's how we keep in touch with distant family.

Ellen Jessen, 53714, Insten@yahoo.com

My name is Mike. I live in Phoenix Arizona. I'm on disability. I spend most of my day on the internet. I get \$750/mo from SSDI. I pay ~\$500/mo for rent & utilities. That doesn't leave much left over for everything else. Internet costs take a huge chunk out of my budget because ISPs generally have no competition and charge ridiculously high amounts. The absolute lowest I can pay with Cox is \$35/mo. And I get 5mb/s down and 1mb/s up.

Maybe something like a 50% cost reduction/subsidy. But really, internet prices need to come down for everyone. ISPs are ripping people off because they have no competition. In places where Google Fiber rolls out, the local ISPs all of a sudden offer lower prices & faster speeds.

It seems like some ISPs bundle junk/useless services along with the internet connection as a way to justify charging higher prices.

Michael Harrop, 85015, 949-954-2159, michaeljharrop@gmail.com

Hi; People call me doc...it's an acronym and can mean whatever you want it to. Damned old crank is common, dirty obnoxious Clamper is good, too.

I'm a Renaissance man of sorts, been there, done that...not a jack of all trades, but a master of some. I'm sort of private, so don't expect much in the way of a bio. People ask me what my I.Q. is and I have said "It varies". It's mid genius level, but that really means little. Byron said "He who learns much suffers much." If you usually know what's going to happen but nobody will believe you, what good can you do? Then after it does happen they don't remember what you said, so next time it's the same story. I've learned to sit back and observe. I live in Los Gatos, but my home town is Berkeley/S.F. My use of the internet is email, petitions, research and online purchase. I use it offline to write code in five or six computer languages, just for small utilities and for exercise. I got into computer science because I want to know how the things I use work. I build fast cars and motorcycles as one of my hobbies for the same reasons. I research all this online and buy parts I wouldn't have access to otherwise.

I think politics and our engagement with one another has moved from congressional representation to the internet. It is an important tool for democracy now, and it's indispensable. I suspect that's why politicians are trying to control it.

I am used by Verizon...not the other way around. They have a monopoly here because the internet access providers divvy up the map in order to have effective monopolies and eliminate the inconveniences of competition.

I would like it if we could pro-rate our internet charges to allow for the days when we have no service and the days when it is slow. I would also like to be compensated for throttling, which I know to be a large factor in my slow connection.

The internet has become an important factor in modern political awareness, participation and activism. It must be free, open and uncensored. If it isn't, democracy suffers due to gagging of free speech and the open exchange of ideas.

This is not about low income so much as it's about equal access. elections should be publicly funded, not funded by donations subject to special interests. A candidate should qualify by amassing a minimum number of signatures on a petition and all campaigns should then be equally and publicly funded. Congress was established because we didn't have the internet and had to send people to represent us in Washington. That has changed and Congress is obsolete. It's like having a pet dinosaur with a mind of its own and a huge appetite.

j hester, 95030, 408 778 5678, doc_zaphod@yahoo.com

My name is Robert Watson and I live in Tallahassee Florida. I used to work for The State as a computer professional. But several tragedies have left me in constant pain and diagnosed PTSD, ICD and some other emotional problems. Thus I'm unemployable and early retirement only brings in about \$750/mth. Total annual income has dropped from \$60K to \$10K. I live alone in self-imposed exile in a deteriorating (but paid for) home so as to be as little a burden as possible to my family.

Have had the absolute cheapest Verizon Wireless cell phone and service for many years. Flip-up phone with 200mins/mth, in-state LD only. It just works. Everywhere. But VW does not provide Lifeline service. Monthly cost with taxes... \$40.

Comcast has a statewide virtual monopoly in Florida on Internet access as well as cable television. Since the most basic TV service has only network channels and mindless entertainment (i.e nothing to learn), had next level up which costed about \$160/mth with Internet.

Total monthly cost for any contact with the outside world was about \$200.

Can no longer afford that so dropped cable TV entirely and now depend on Netflix, YouTube and free Internet services.

New cost... about \$60/mth for Internet and \$40/mth for phone comes to \$100/mth. Better. But still unaffordable.

Dropped \$40/mth landline last year. Lifeline service not available on that because it requires you to be on Foodstamps, but Florida only allows 60/yo single people 3 months of food stamps out if every 36 months.

All Disability appeals were denied so cannot get Medicaid.

Too young for Medicare.

Do not want to drop cell phone or Internet because neither is held to same reliability standards as plain phone service so, while Verizon is pretty reliable, Internet outages, be they Comcast or local power, amount to several hours per month.

Minimum useful Internet speeds could be far more modest were it not for bandwidth hogging video advertising. Be sure to prominently call attention to this business subsidy in all discussions where providers complain about minimum speed requirements. A Lifeline service that filtered out advertising in order to work at slower speeds would save money and cause us poor people to buy less... thus saving even more money.

Robert Watson, 32308, 8503862722, robertcwatson1@gmail.com

My name is Roberta Richardson and I live in a fairly isolated area of Central Colorado, my nearest relative is 1000 miles away, most are 2000 miles away. I also make around \$10 an hour. I live up in the mountains at 8500 feet, and I need affordable access to the entire internet to keep in touch with loved ones around the country, and to have access to goods not available locally and news not available on television.

Please keep the internet a single tier system so that the majority of Americans can receive maximum benefit; don't doom us regular folks to being stuck behind the times.

Roberta Richardson, 80403-8585, 321 917-0293, jellyrollvm@hotmail.com

My name is Arlene Tilly from Grand Rapids, MI. Broadband at home is the only way I can check my email and apply for jobs. Not having Internet access at home would leave me out of chances of finding better employment and keeping up with the news of family and friends. I would like to see low-income Internet because everyone needs it today. Some of us don't have the best luck with finding affordable Internet service. Maybe a tax deductible for low-income people would be the best way to help all.

Arlene Tilly, 49546, 616-828-6099, arlenejtilly@yahoo.com

Hi, my name is Kurt Shaffer, age 58, living in Cleveland, Ohio since 1980. I am married and both me and my wife are self-employed.

As a self-employed photographer (www.KurtShafferPhotographs.com) and my wife who is an event planner, we rely nearly 100% on the internet for our business. I built both of our websites myself and market a lot via social media. Photos are important to everyone, but they happen to be my business.

I just received rate increases from Time Warner and am considering cutting cable from them as I research HD antennas and other avenues for my TV content.

I am in a very competitive business as everyone these days thinks they are a photographer. I wife and I are driving a 2000 and 2005 year-model car and are not considered 'wealthy' by any means. We're getting by okay, but cannot upgrade as needed on many things. Living a very frugal life to be able to do what we love to do. Retirement is not an option for either of us. We do not have any retirement, other than a small buyout pension from a past job of mine.

We highly value having a computer and good internet access in our home and hope it can stay that way.

I had never thought of any low-income internet subsidy program, but I am sure many would appreciate that.

Kurt Shaffer, 44111-1040, 2163103359, kurt@kurtshaffer.com

I am mike mcgee I live in Montgomery Alabama.I am social security disability
If you allow companies to raise up the price of internet .We low incomers own;t be able or afford it
any more .I could not find out information about facts that fox new channel or msn bc ever tells .The
truth,It helps us to be able to but things that may not be able available at brick and mortar stores at
half the price .We able to contact our friend in other states on email that would be too expensive on
the phone.The internet help us to be more educated around the world With out the Internet .i could
not learn more about the world .I could not find cheaper items .I be cut off.Without you tube i would
not be able to see shows like Disney car toys
I would like to see low price Internet for those of us who are on low income and s.s.i. and other social
security programs and the unemployed and those on welfare

michael mcgee, 36117, 3344241882, mmcgee282@gmail.com

My name is Meredith. I live in Houston, TX. I have been gainfully employed since 2012, although I
have two bachelor's degrees and an associate's degree. And I vote. I say I have been gainfully
employed since 2012, but the truth of the matter is that I barely make enough to pay rent. My boss
has never given me a raise and I got rid of my home phone/internet about three years ago because I
can go to Starbucks and for the price of a cup of coffee, use their internet all day long. Which is
ridiculous to me.

But even beyond that is the fact that my apartment complex has exactly TWO choices for internet
service and both of them are painfully slow, because the apartment STILL uses copper wiring and has
not upgraded to fiber optics and likely never will because it's not in their best interest to do so. The
reliability of copper wiring and sharing of bandwidth makes it abysmal to deal with. Yet people do
because they have NO choice in the matter.

meredith ryan, 77339, 7134988494, meredithcr@yahoo.com

My name is Patti Kimble and I live in EmmonsMN. I am fortunate because I live in an area where my
cooperative telephone company provides telepone, cable and Internet service at a competitive price.
My husband and I are retired and use these services a lot every day. I can't imagine that in the 21st
century people do not have internet service available to them. So much is available on the Internet
and should be accessible to everyone in the richest country in the world.

Patti Kimble, 56029, 5072975150, pkpeapod1@gmail.com

Not Everything should belong to the rich. The internet is needed for education and so much more.
Please do the RIGHT thing!

Joseph Lambeau, 25705, jl25705@yahoo.com

I depend on the net for all of my communications, and most of my news and entertainment. I use a VOIP phone as my "landline." I don't have a television or a television service, and do most of the interactions I have with the wider world via email. For me, the net is an essential utility and I'm getting real tired of constant price increases for my net-only service, which is also my most expensive home service, now, more than gas (in an all gas appliance home -- even in winter!) and electricity. It's ridiculous, and there's no good reason for it. It's apparently only a function of greed.

Kirk Leonard, 97309, 971-240-6440, kirkleon@spiritone.com

I am a graphic designer and need the internet for my work.

Jean Schwinberg, 98105-4230, 2065240371, jeanschwinberg@yahoo.com

I am a 66 year old grandmother, who had access to good schools as I grew up. I believe every citizen should have this right. Today, so many of our schools are not up to standard and teachers are overburdened with large classes and unequal financial support. My husband and I had five kids who grew up and paid for their own college educations. They are contributing citizens to the communities they live in. In the current school environments, I highly doubt I would send my children to schools today. I am shocked that parents continue to do so, when we have school shootings and there is such an assault on many students just because they don't fit in. I think it is as important to form good character as it is to educate. I would not want my kids in an environment where there was any doubt about this. Therefore, I think the internet should be in every home so parents can have a choice. Their kids should have information and classes they can access from their own homes. I cannot express my shock as to why we even consider sending our kids to anywhere they might be shot. I cannot express my approval for another option, like home education, rather than have kids witness the bullying that educators can't seem to get a handle on.

Subsidy program? The internet is a modern tool that no citizen should be without. We have lost a lot of public libraries because many cities can't afford to keep them open. Our taxes are supposed to pay for these types of public services. Stop using them to police the world, and use them to provide us with broadband, libraries, schools, hospitals, research. These are not subsidies. They are what we elected Congress to do with our money.

Aileen Spillman, 54844, danandaileen@cheqnet.net

I'm Richard Longley from North Florida. I live out in the country where rent is cheap. I'm a PTSD disabled Vietnam Veteran and I live alone. I don't get around much and have no social life. Having high speed Internet would make me more able to connect with others on a regular basis. The low speed Internet I have now is just enough for the basics. It would be nice to use and enjoy other parts

of the Internet like so many others do. Please make broadband affordable like it is in so many other countries around the world.

Richard Longley, 32038, 386-497-3057, riplongley@windstream.net

A subsidy that that every home has at least access to the internet.

Mary Ann and Frank Graffagnino

85747

5208209471

fmagraffagnino@msn.com

I am Irene, a young college student in Los Angeles. Like a lot of other young people, the internet is a major part of my life.

Sure, I use the internet largely to entertain myself, especially social media, but I also need it for school. Grades, news, certain homework assignments, etc. are posted on the school website. The internet is the quickest, easiest way for me to research information, both for school and for my own curiosity. If I'm going to get a job, I have to be able to post stuff online for people to see. I don't interact with a lot of people, normally, but the internet allows me to contact those who live too far from me, those I may never otherwise get to talk to.

Irene

90066

(818)-489-2312

ireneinhiding@yahoo.com

Stefan C. Taylor, Tampa, FL 33604 Retired, 75 years old, renter (cannot afford a house)

My major source of income is Social (In)Security. My phone service and internet connection runs about \$65.00 per month. I am just barely able to afford that. If the internet goes up in price, fees, etc., I will NOT be able to afford it. The Social (In)Security Administration, who, apparently, does not live in the real world, decided that there was no inflation this last year and, so, has seen fit to deny us any raise this year. My rent went up \$20.00 per month last year, which was exactly the amount of Social (In)Security raise I got last year. Not to mention, other expenses went up also. I am beginning to think that the government, etc. wants the seniors of this country, particularly those of us struggling to get by day by day, not to survive!

Stefan C Taylor

33604

8139801326

ststevectaylor8@gmail.com

My name is Aleksu. I live in Green Mountain, NC, a rural mountain community an hour north of Asheville.

I have only one option for "high speed" internet, and it stinks. Mountain Area Information Network is a hippie-run initiative developed with government grants ages ago. It rents use of fiber optic cables owned by the power company that run to towers not owned by the ISP which then beam signals to modems of paying users. The equipment is old, and no longer manufactured so replacement parts are all used and failing. And yet I pay \$35 a month for the privilege of speeds at .01 mbps - .7 mbps at BEST. When my neighbors come home from work and get online speeds sloooooowwwwww down. There are no other internet options for my neighborhood. None. If I were to try to get in satellite internet for \$50+/month I would first need to cut down trees. This is impossible since I am on the poverty income of a disabled person. When I was still struggling to work, applications for teaching and other jobs HAD to be made online, but dial-up internet speeds were too slow to complete an application submission. I lost countless hours of effort on applications once I tried to make a submission on Coppernet.net speeds. Now that I am completely disabled, I rarely leave the house. My only access to the outside world most of the time is the internet, because very often TV signals aren't strong enough to reach my large rooftop antenna. Rural people make up most of America, but get little consideration in the tech world. I cannot afford satellite TV's monthly costs, nor the cost to cut down 100' trees in order to have clear access to the signal, and there are NO cable companies willing to service our area. If I want to know the news, I often need to read it online. If I want to communicate with friends or family it's usually by email. My elderly parents live 5 hours away, and cannot afford long distance phone service, and I cannot afford unlimited voice and data on the cell phone that provides my phone service (can't afford a landline) so email is the most common way I communicate to them that I am still alive. I also have difficulty hearing, one of my many Lyme Disease symptoms, so much prefer to email than call whenever possible. The \$35 a month I pay for almost broadband speeds with months each year of non-functioning or sub-par equipment is a financial burden. That's several days' worth of food or electricity. It might cover the cost of one of my many medications keeping me from dying. But I pay it despite not getting the same quality of service other people in cities get for the same or cheaper rates. I pay it because it is my only way of communicating my needs, the only way of having a voice. The only way I have of researching my many symptoms! If I am forced at any time to seek alternative internet service due to failure of the current outdated equipment of my ISP, the cost will no doubt be prohibitive, and I will be completely isolated, alone, and without voice.

Please make sure everyone has a voice, and access to the same internet. Poor, disabled, and rural people are just as dear to the Constitution as rich, healthy, urbanites! We should be treated with equal regard by our politicians, too. Please make sure rural constituents have consistent, quality, high speed internet access. Please make sure poor people can afford internet access for getting information and applying for jobs. Please consider how important internet is for house-bound

isolated disabled people to communicate with the outside world. It is more than just quality of life we are talking about, it is life and death.

Aleksu
28740
ramahbear@yahoo.com

My name is Sue Dean and I split my time between Scottsdale, Arizona and Longmont, Colorado, but I vote in Arizona because that is where I am when elections happen.
I am a disabled internet user who doesn't have a lot of money but the internet keeps me connected to friends and family. I also use it to contact my legislators because I know they don't know what is important to me, their constituent.

I don't know how to make money using the internet but it helps me incredibly by letting me look things up to cross check the many silly false emails I receive, especially political ones from friends and relatives. With tools like Google I am able to sometimes discuss reasonably the issues and convince people that all you read from the internet is not necessarily true.

My name is Sue Dean and I split my time between Scottsdale, Arizona and Longmont, Colorado, but I vote in Arizona because that is where I am when elections happen.
I am a disabled internet user who doesn't have a lot of money but the internet keeps me connected to friends and family. I also use it to contact my legislators because I know they don't know what is important to me, their constituent.

I don't know how to make money using the internet but it helps me incredibly by letting me look things up to cross check the many silly false emails I receive, especially political ones from friends and relatives. With tools like Google I am able to sometimes discuss reasonably the issues and convince people that all you read from the internet is not necessarily true.

Sue E. Dean
85266
480-595-8113
deanks@juno.com

Dante Renzoni
I own the Silent Glide Canoe and Kayak Shop LLC in Medford, Wisconsin.
I depend on the internet for nearly half of my sales. Those sales have helped support my life and without that income I would not have enough money to continue in my modest home and modest life. I serve a small community with many donations, free lessons for youth, demonstration days and free fun events.

Paddle sports is a very competitive business with many big box stores selling at low prices. I have to be able to communicate my abilities, skills and way of doing business to the the general public or the low price at the big box stores will win the sales, often ill fitting and poorly designed for the customers that purchase them. Without the free internet I would have to compete again with big box retailers who can more afford the added cost of expensive internet access. Because they can do this, more people will be funneled to them and away from small businesses like mine. Because the big box sales folks seldom have the kind of experience necessary to help customers make the right decisions on what is best for them, there will no longer be a way for the inexperienced paddlers to get the best product for their use. This will result in less fun and less use and less tourist dollars entering the local and regional facilities. Costly internet will be a big deal affecting all the people who need good information.

Do not mess with a good thing simply for the profit of the already wealthy industries. The implications of costly internet are huge and reach into all parts of life in the United States of America. Our citizens will suffer.

The internet should stay as it is or be improved for everyone at no additional charge. It is an information and education enterprise at it's core.

Dante Renzoni
54451
7157480148
silentglide@tds.net

Taxpayer - several decades

No story. I need the internet to track whatever corruption, greed, graft, et al that goes on with government and corporations. Little leaks occasionally show up and then the story of the latest lack of integrity and honesty can be hunted down. "Of the people, by the people, for the people".... is a long dead ideal. In fact I am so very old, that I still hold it to be the truth.

Plus, a fast access to the internet is important to keeping the economy afloat and the GNP inching upward.

"WE THE PEOPLE' spend billions of dollars online. Will once again go to a brick and mortar store if need be - rather shop on line however.

Search Webster's Dictionary for words such as integrity, principles, morality, greed, corruption, malus of fore thought, malfeasance, et al. Represent your constituents rather than your own interests. I am paying your salary for you to sit on your thumbs and act like infantile morons, i.e. politicians. Apparently, you all are not bright enough to be embarrassed by your own behavior or lack of intelligence.

Georgia
97232
503 234 0556
nnocc@copper.net

I am Albert D'Armand; a 64 year old retired/disabled American. I live in Saxton's River, Vermont, 05154. I have no television. The Internet is my way to be connected and updated to my community/society.

The internet is the way I have to be informed. Without it I would be devastated. I would have no link to basic communications and to the information I need to keep myself involved in my society.

I receive LifeLine for my phone service and I encourage the legislators to expand the LifeLine program to include Internet service for low-income people like myself. We need relief from the burden of paying the full costs for our expensive internet connections.

Albert D'Armand
05154
1-802-869-2844
rockriverscience@vermontel.net

One that serves all citizens.
The Rev Charles H Hensel
60062
2195882995
henselgary@att.net

My name is Penny Hammack and I live alone in a house in North Richland Hills(Fort Worth), Texas. I'm 76 years old and my health is not great. I do almost all my shopping online and, mainly because of my health issues, and have trouble making ends meet and affording my Internet access. I have my Social Security pension, a Federal Employees pension from my late husband, and a pension from the company I worked for. They are not even trying to keep up with inflation. I shop online because with my physical limitations I am unable to go from store looking for items that I need. Without the internet I'd end up having to rely on others for my shopping and that could cost me even more.

Right now I have internet access and it's costing me about \$100 a month. There may come a time when I can no longer afford it, especially if costs for my basic necessities continue to increase and my pensions don't keep pace. Even moving to retirement housing is not an option since local costs run a lot more than I can afford. I'm actually saving money by renting a house.

As we get older it becomes more difficult to drive a car and there is no public transportation in my area even if I could manage it with my walker. I know of a lot of people in the same condition. I'd like to see a broad subsidy for internet access and/or help with transportation to make it possible to live without depending on family, friends and acquaintances. You might call this a "cost of actually living" adjustment because without some help many of us will become throwaways.

Penny Hammack
76180-6623
8173693229
penny.hammack@gmail.com

I am retired on a fixed income. I don't have money for cable or satellite TV. With the decline of print media, I need internet access to stay informed.

I worked as a building maintenance superintendent for 36 years, but I appreciate science and technology: I got A's in University for four consecutive quarters. I just want to stay plugged in.

Keep Americans engaged. It is the only way to keep America alive and growing.

Allen Wheeland
97217
lenberttp@gmail.com

Bruce living in San Diego,CA. The internet is the ONLY source I have for other than a corporate media viewpoint/reporting as well as an avenue for research. Since I have emphysema, it's a LOT easier for me to use the internet at home than going somewhere else to access it. And it's also more secure from cyber misuse.

Because municipalities use fees from providers, it is NOT a competitive environment for consumers. And the ridiculously long implementation of fiber for internet access by those providing ISP service AND what they charge for such simply becomes un-affordable for those of us who are living solely on Social Security.

ALL ISP's ought to offer some sort of discount for senior citizens, just like so many other commercial enterprises. What I pay for 5 Mbs downloads is truly ridiculous when I look at what other countries provide their citizens,even in a capitalist economic structure. Look at Japan if you don't believe me.

Bruce
92027-3443
7606586568
saexodus@cox.net

I am a 61 year old disabled woman due to paralysis.

I live solely on SSDI. The internet is my window to the world. Without it, I am shut off from the world.

I would like to see the U.S. Internet providers charge the same as most other nations.

Victoria Folker
97411
541.347.5719
victoria_f@mail.com

Hello,

My name is Sandy. I'm a bred though not born New Yorker. I love my city, even though it eats up nearly 70% of my income in rent and an additional nearly 10% in gas and electric. These percentages would be a lot better if I my income were higher, but while I'm working towards that goal, this is where I am now. Because of the way rentals work in NYC my landlord is the one who chooses an internet service provider. The companies, knowing this, have no real incentive to offer decent rates or good service. They are notoriously nasty and expensive.

Time Warner is, aside from Comcast, the worst. They advertise a certain speed at a certain price but don't provide that. The service drops out for hours at a time and they claim that it's not happening. The price you agree to only lasts for a month or two before it starts creeping up. And all without any recourse to a different provider unless the landlord agrees, which s/he has no incentive to do.

Sandra Naidich
11215
6462216082
kimera23@gmail.com

My name is Brian and I live in the lower class suburbs south of Detroit, Michigan, which is one of the most economically depressed areas in the country.

I am a low income worker with meager bills and am fortunate enough to be able to pay them while working a part time retail job. My circumstances are unique as I am crippled with sever mental health issues which make keeping this job a struggle for me daily.

Jobs, like in many other parts of this country, are scarce around here, and like many other people, my job frustrates me very much and so I have a need for internet as part of unwinding at the end of a

very long day among other things. I use the internet for not only recreational use, but to check email, news, and keeping myself informed on my current job situation.

I struggle paying for the internet on a monthly basis as my monthly bill comes to about \$70 after taxes and fees which I feel is very high. I thought about giving up the internet but then that would require me to find free internet access in my area which is unsecured if it is possible to find it. This is not ideal.

I currently struggle paying for the internet because of lack of competition in my area and the inability to have another affordable provider because of the wiring in my apartment building. I keep getting flyers in the mail for competition with prices at a third of what I currently pay for my service and the service offered by the competition is much faster.

There needs to be more competition in my area and there needs to be several inexpensive options for low income persons like myself to be able to afford reliable internet service without spending a good chunk of the little money that we have.

Even a program that offered internet service for half of what I pay now would be ideal.

Brian Westermann

48183

7342622684

bwestermann@live.com

Canary Burton

Classical Composer and a Dj on community radio

I live in Wellfleet, Ma

I live on Social Security and attendant other programs. I'm 73.

I put myself here thirty years ago because I knew about climate change long ago, I knew I'd be safe enough here when things got tough

I do not use social media, but I have listservs and email and am busy getting my music performed in the US and in Europe

If I didn't have internet, my music would be dead in the water. It's also my social outlet, not through Facebook or that stuff. Many, many composers and performers come to meet me each summer. I have developed friendships in Italy and Belgium and different places in the US. I've been on the computer and online for 25 years. If it were gone, I'd just watch tv until I was dead. Since tv is expensive I have only basic 1 and that's fine for news, HGTV and Blue Blood.

Well, Since I piggy back from my landladies internet I can't say what would be better. But I do know ...remember we are not supposed to have the 2 tier system? Well, I think we have it already and it's just snuck in. Whatever my landlady pays gets both of us slow internet just like it was back in dial up days. We are "supposed" to buy business class at a large price and then it would be fast (er)

Canary Burton
02667-6948
3159356636
Canary@seabirdstudio.com

I am a 65-year old disabled retiree living on Social Security in Colorado. For me, internet access is a utility, like heat or water, an essential communication mode that has become so important you should recognize it through legislation and financial support. I have the slowest form of internet access but it still costs me over \$40 a month, quite expensive relative to my income.

People who don't have internet don't yet understand how it can change their lives. I can find out how much a clutch replacement should cost me for my year, make and model car in Denver (close to where I live), also locate shops nearby that can do the work and are certified mechanics. I can check on my SS benefits and manage my account there, file taxes online, apply for assistance, report suspicious activity in my neighborhood to police. When I need to buy a small appliance, I can not only look up the Consumer Reports review, I can price shop for either online or local purchase. I can reserve books at the library, read them online, correspond with my mortgage company, find out what rules and regulations govern my situation at all levels of government. Look for, even apply for a job, sure, get an appointment with a doctor or fill a Rx. Looking up how-to information is a snap, there is everything from written instructions to videos on how to remove storm windows, change the oil in my car or choose a professional, to name a few. Information on nutrition is available, as well as recipes galore, sales, and coupons to buy with. There is news on the internet, local, state, national and international, and one can easily locate political groups or one's elected representatives---and drop them a line, too! Access to the internet has made my life easier, healthier, more lively. It's a survival tool I simply could not do without.

I meet people all the time who do not have internet access, and their world is so much smaller than others, they have a near-sighted view of life, and try as they might, a more difficult time looking after themselves. Giving them access to broadband would lift them up, make them safer, smarter, more independent. I hope you decide to do this. It would bring America up to par with some of the other western countries.

Susan Williams
80214
3032370490
usersuz@hotmail.com

Nina Wouk Menlo Park CA Self-employed with home office
Bad internet, no way to make living, welfare. Do you want to have to support me? I didn't think so.
Nina Wouk
94025

650-329-9083
nwouk@ix.netcom.com

I'm on a LifeLine phone service furnished presently by Cox Communications. They are charging me exorbitant extra fees, in excess of what they charge retail customers. They also bill me double rate for my Broadband Service which is used to transmit my Life Line Telephone. They have continuously blocked me from switching to a Free Life Line Service. They need to be Prosecuted for this and Other Fraud(s) that they are carrying out on the public; but as long as they keep contributing (bribes) to David Vitter and other Politicians whom supposedly "Watch Over Them", Rates will continue to Skyrocket!!!!!!!

GERARD F. GAUDIN
70004-0191
504 934-0990
GERARD16@JUNO.COM

My name is Serena. I am a small business owner and run an online business from my home in San Francisco, CA, which has only one local provider for fast internet service.

Because I run a home-based business, I need fast internet access. Unfortunately, because there is no other competition for internet access other than Comcast, every year there is a significant hike in what I pay for my service. Comcast gets its customers to buy into its "triple play" plan, wherein the customer gets a price break initially for subscribing to its internet/phone/cable TV combo service. This lasts a year and then every year after that, the price just keeps skyrocketing. When I tried to opt for just the internet coverage, they make it so that paying just for the internet service alone doesn't make sense, given the high cost. Sure, the bill is lower, but not by much, so customers like myself are stuck. I've been tricked into upgrading my plan with no way to get out of it for at least a year. All this, when I'm just trying to get decent internet access to run my business! As a business owner, I understand businesses like Comcast need and want to make a profit, but what they're doing is trying to milk their customers dry, knowing that we have no other option. Is this what doing business is about? This is not how I run my business!

Affordable internet access is not just for low income residents, but for people trying to make a living working from home. I would like to see some kind of cap on how much internet companies can raise their rates each year.

Serena Lee
94121
4156663727
serenaylee@yahoo.com

I am Felicia Bruce. As a senior on a fixed income , I need small bills at regular intervals so I can manage my financial life independently of my children. I live in Florida where my wardrobe needs are constant , my income taxes are small and life is manageable both physically and financially.

I rely on Internet access. I communicate primarily with friends and family using a fixed internet provider that is dependable and affordable . I participate in a wide variety of political and environmental activities to which the Internet is essential. At my advanced age and limited circumstances changing the consistency or affordability of Internet access would be detrimental.

The Internet is an essential tool both to individuals and to our democracy. It has become a necessity to the sustenance of both.

Please fulfill your responsibility to maintaining the public welfare by keeping the Internet open, reliable and easily accessible to all. In serving youth perhaps you should also be mindful that many students live in poverty and , as educational programs increasingly rely on research or even basic textbook access to the Internet, those students deserve subsidies. Likewise older folks living in poverty deserve an Internet subsidy program.

Felicia Bruce
34949
772-409-4560
spmomtch1@aol.com

Jerry Gahan
Twentynine Palms, California

I only have access to slow, unreliable dial-up internet.
The phone lines are unreliable, and go out everytime it rains.
So I then have NO phone OR internet.
Cell phone coverage is pathetic. I have to go outside, and hunt to try to find a single bar.
So. cell internet is not an option.
I am disabled, so in case of an emergency I would probably DIE!!!
The only (somewhat) high speed internet is Satellite, which is not much faster than dial-up, but costs \$50+ per month. And when it is windy that does NOT work either.

Like most of rural America we are left in the 19th century.
Verizon will not upgrade the phone lines to at least the 20th century. Nor will cable companies run cable out here.

If I had affordable internet I could also get access to T.V. channels (beyond the couple that I get), and also have phone service in an emergency. I think this should be a RIGHT.

I have to do much of my shopping online, since there are very few stores within driving distance. And that is very painful at dial-up speeds.

I, like millions of Americans live in a rural area because that is all that we can afford. Especially since the Social Security cost of living raises are about 50 years behind the cost of living.

Many third world countries have better, and more affordable high speed internet than rural America does. But then discriminating against the poor seems to be in fashion these days.

And that is CRIMINAL!!!

ANY program would help, we have NOTHING now.

Jerry Gahan
92277
760-361-4026

Janet G Heinle
1047 Lincoln Blvd #7
Santa Monica, ca 90403

I am retired living on SS and living on a fixed income with No COLA this year all then utilities do nothing but go up. I am now paying \$30 to Verizon for WIFI, started out at \$10 per month and I do not qualify for the Lifeline as I am \$1000 over the Max. It is ridiculous that Seniors can't get a break!

Janet G Heinle
90403
3103954429
janetheinle@yahoo.com

Damon mills in Huntington, WV

Fixed income here, need the Internet for occasional part time work. Many cities, including mine, have a monopoly contract with an expensive ISP. My city has a minimum \$50 per month rate for Internet plus an additional charge of you do not subscribe to cable TV. This seems very high and the service and reliability isn't good.

Fixed income here, need the Internet for occasional part time work. Many cities, including mine, have a monopoly contract with an expensive ISP. My city has a minimum \$50 per month rate for Internet plus an additional charge of you do not subscribe to cable TV. This seems very high and the service and reliability isn't good. There should be a cheaper alternative for low income people and no monopolies for cable TV and Internet.

Damon mills

25701

five5tbird@aol.com

My name is Morris Kafka and I live in Provincetown at the very end of Cape Cod. I am self employed and work in historic preservation contracting.

We have a very short tourist season here and limited local work off season. It is also quite difficult to get around, even if you have a car, when the weather gets poor. In my job I need to do a good amount of historical research to ensure both authenticity in my preservation work and to make sure I am up to date on safety protocols.

Having affordable internet allows us here to access educational materials and on line classes, allows us to shop for necessities not available in town and helps us to find professional help when needed and so very much more. It is also a social connection; allowing us to Skype with family and friends far away and helping keep us from being overly isolated. It is a real lifeline for those of us out here.

For those of us who cannot afford internet at home our children have to wait on line at the library to get to use the internet for short periods of time and we cannot keep accurate track of bank account and utility usage, etc. very easily. It also requires us to wait for a weekday to go to an office center to have important documents faxed or e-mailed which takes away from valuable work time and is costly and tedious.

Please make certain that good quality high speed internet is available to low income families at home at affordable cost just as lower electric rates and food subsidies are available. This will help people to gain and retain employment and so much more, in turn empowering them towards the American dream. Please see to it that real high speed internet is available to all residents. In this day and age it is as important to extend internet access as a basic utility; just as postal mail service and phone service were created and extended to serve most everyone.

Mr Mo Kafka
02657
508-487-0618
mokafka@gmail.com

My name is Susan Barrett, from San Mateo, CA. My husband and I moved to San Mateo from San Francisco primarily to be closer to my aging parents.

My parents live a few blocks away and my mom's Alzheimer's is progressing. Because she now needs 24/7 care, we all chip in to make sure she is cared for, but the bulk of it (over 100 hours/week) falls on my husband and I. So I am only able to work part-time and my husband is relying even more on working at home, selling items on eBay. I do as well, and this extra income is sorely needed, as it is

very difficult for my husband to find a job that fits his schedule. Every few months it seems like their broadband bill, and ours, goes up and up. Having more affordable broadband access would really help us here, so we can continue to provide as much care as we can for my parents and still make ends meet. Thank you

Susan Barrett
94402
susiesg@gmail.com

D.H. Fabian, small town in a rural WI county, disabled.

For me, the Internet is vital to communicating with family, friends, case manager -- and much more. It's my means of having access to a news stand, a school and a library. Between rising prices and cuts in disability benefits, it's just a matter of time before this valuable tool is out of my reach.

For me, the Internet is vital to communicating with family, friends, case manager -- and much more. It's my means of having access to a news stand, a school and a library. Between rising prices and cuts in disability benefits, it's just a matter of time before this valuable tool is out of my reach. US Internet prices far exceed those of other countries. Their profits tell the story, and while this is great for a handful of the rich, it is detrimental to the US overall. I've little expectation of seeing the best interests of the country put ahead of corporate greed.

Diane H. Fabian
53538
(920) 650-8107
dhfabian@gmail.com

Hello,

My name is David Amrod.

I live in the Central NY area outside Syracuse.

I am disabled the past 12.5 years due to a Traumatic Brain Injury.

My life was dramatically changed due to said injury, and now-a-days my number 1 way to stay in touch with people, to interact with people, and to (hopefully) one day sell my stories, music, and art is through the internet.

I am very thankful for SS Disability, for without it I would be living on the street. That said, the amount I get has me living at or below poverty level- and I get the most one can get with SSD.

Right now, as it is my main form of communicating, I have had to put off one bill or another, or a few meals in order to pay for the internet.

When I look at how our country's internet is so much slower than more than 20 countries worldwide, and more expensive than more than 20 countries worldwide it amazes me that we as a nation ALLOW this to happen.

There is nearly NO competition among the providers of internet, and (as cities like Chattanooga- with its higher than high speed internet with very low costs- have shown) this has led us to pay top dollar for what amounts to a very poor system.

Without Internet, my ability to communicate would be Severely Limited, and I would feel more isolated than I already am. If rates could even be More Reduced I would be happy to not have to cut things so close to the bone every month.

It does not make any sense to me that Internet Providers are allowed to charge such high rates while providing such slow services... and not even giving coverage to much of the country.

The citizens of this country deserve more.

I live in the Central NY area outside Syracuse.

I am disabled the past 12.5 years due to a Traumatic Brain Injury.

My life was dramatically changed due to said injury, and now-a-days my number 1 way to stay in touch with people, to interact with people, and to (hopefully) one day sell my stories, music, and art is through the internet.

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The citizens of this country deserve more.

David Amrod

13027

3154516590

bendybubble@yahoo.com

My name is Mercedes Moore. I work for the Pinellas County School Board in which I do not make enough money to pay my own rent.

I am on housing because of that and that is why I am eligible for lifeline. I would love to have access to the internet, but I cannot afford it, nor do I have a cell phone due to the policy of I can only have lifeline in my home or cell phone. So if I need help when I am not home just to bad for me. being a single parent and working hard does not get you ahead to afford this luxury. There are so many avenues that one is cut off from.

I have to pay an absorbent fee just to be able to get the news on the lowest cable plan.

Mercedes Moore

33755

727 461-3405

I am Glenn Welsh from Wayne NJ and I depend on the internet in business and in my personal life. It has broaden my life 10 fold. It keeps me in touch with all kinds of news both here and abroad, from political to health.I like to read so I spend hours Exploring sites,blogs and references. I've learned so much from reading and learning from the internet.

I would be cut off from a new world that is arriving.

An open and free internet would be an invest in our young. Even poor children will have an even chance. I think it's in our best interests to invest in our future leaders, our children.

Glenn Welsh

07470

973 406 7198

My name is Janice Thompson. I live in Iowa. I am disabled.

I am a senior citizen living on social security, no other income due to disability. I barely make it from month to month. If I have additional expenses, I won't make it at all.

Janice Thompson

51510

7128670704

LaGrandmama@Yahoo.com

I am a 73-year-old citizen of the US of Scottish descent. My name is Jan Elliott. My brother fell in love and moved to Mexico. Phone service to Mexico is too expensive, so we communicate via email. Also, I have an unusual disease. Doctors tell me there is no known cure or any kind of medicine to help. I

research the latest findings and recommendations on the Internet so I will know the best ways to live my life, diet, etc. Very important to me. I live far below the poverty level, and most days I am not well enough to drive or take a bus. I order certain things I need over the Internet. I would not be able to afford Internet service if it were more expensive than it is. I have to give up things I need right now in order to afford service.

Jan Elliott
97219
971 246-4827
whitebirdsdancing@yahoo.com

My name is Rose Ash. I live in Buffalo, NY. I'm a disabled 67-year-old woman on Social Security who uses the internet to shop for food items not available at my local stores, keep in touch with friends, reserve books at the library, order Kindle for the PC books, and research topics like Type 2 Diabetes, high blood pressure, and healthy diet.

Since the closest library to me is 1.6 miles away, one way, and I need a walker to help me get around, it would be very difficult to get there and back more than once a month. Since Social Security is NOT geared for items like increased food, shelter, and prescription costs in its COLA, increases in internet access would be detrimental to my physical, mental, and emotional health.

Something where internet providers will provide internet access without throttling the bandwidth at an affordable price and a decent, no less than 14 kbs, speed.

Rose Ash
14202
rmash1948@gmail.com

David Zielinski
385 McCormick Lane
Crossville, TN 38571

I go on the internet everyday. Sometimes to check for news and sports. I check my email every day, sometimes 2 or 3 times a day.

I need affordable internet. Seeing as you seen fit not to give us a raise in Social Security again this year. Kind of tough when we live on a fixed income.

David Zielinski
38571

9317077819
davez385@frontier.com

My name is Glenda Lilling
I live in Port Chester NY

I am a paying customer of Optimum which supplies my internet.

The internet should be free and no other charges.
This allows me to search for jobs and apply to them, also answer any email.

Keep the internet free.
Not everyone can afford it.
This gives everyone access to research answer their email and
search for jobs, apply to them, take education courses.

Glenda Lilling
10573
gsl2@optonline.net

My name is Sara Avery, and I live in Lafayette, Colorado, at the foot of the Rocky Mountains. I'm a small business owner, and I rely entirely on the internet for lead generation, the process of setting up new clients, and billing. I also communicate with overseas clients online. Without affordable internet, I can't make a living.

My business is an alternative therapy that helps people tackle their deepest, most painful problems and patterns. People tell me that I've saved their lives, that their lives are measurably better because of my help, that their work with me has positively affected everyone close to them, and they are a more effective force for good in the world as a result of this work. Without affordable broadband I cannot reach more people to help, nor do any of my day-to-day business management.

Sara Avery
80026
7208906146
sara.avery@gmail.com

My name is Karen Kirchoerfer. I live in Orefield, PA.

I have worked full time my entire adult life. In 2012 I was downsized. Without the internet, I honestly don't know how I would have found a job. The entire employer/employee search world now revolves around the internet. Cut that and you'll wreak havoc!

Karen Kirchdoerfer
18069
6105301887
k24email@gmail.com

Rev. Max Burg
60615-1921
3122032164
Gorgonchild@aol.com

My name is Ethel Saldana and I am 67 years old. I was born and raised in San Antonio, TX, lived 66 years of my life in the same cultural environment. I am one of eight sisters, where my dad implemented very strong Christian values and independence. After two failed marriages I resorted to a very inclusive lifestyle. I have a two year Technical College Diploma and retired 26 years as a Program Coordinator at the San Antonio State Hospital. I engage in a personal and social environment to expedite personal emphasis in relationships. With this in mind, I consider myself very fulfilled in my lifestyle.

However, being employed in part-time job that has lots of technology beyond my skills, it jeopardized being in the mix of things. This includes texting, email and social media where people usually respond to messages instead of receiving phone calls, where I find myself not being informed of important events. In my personal life, the younger generation of family members have began using e-vites for all events, they are neglectful to those like myself who don't have internet access. Recently, I was issued a speeding ticket which provided information on the speeding offenses only on their online website and required payment online which I also could not access. In the past, not having internet has prevented me from applying to jobs that required an online application. This has added to the barriers of not having access to internet. Having access to internet would keep me engaged and connected with both family and community.

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