



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

Dear Mr. Wheeler,

I hope this letters finds you well. My name is Lizette Rivera, I am a Hispanic small business owner, and former board member of the Hispanic Chamber of Commerce of Tampa Bay. Being a Hispanic Community Leader and business owner, I have an intense concern with the important issue of how broadband services are being monopolized. Two industry leaders are being allowed to dictate industry prices because of their control over special access lines.

Reports have shown that Tampa Bay has some of the highest ATM fees in the country. Consumers are paying on average \$4.68 to withdraw cash from an ATM in the Tampa Bay area. This can be directly related to the lack of competition in the broadband industry and special access fees. Special access lines are used at every ATM to process requests. The higher the rate they are charged for the use of these special access lines, the higher the ATM fee will be.

ATM fees are not the only way consumers are suffering. Monthly broadband prices continue to rise while the quality of service stays the same. Broadband providers have no incentive to care about customer complaints because consumers have nowhere to turn if they feel unsatisfied with their current provider. Regulations need to be put in place that will protect consumers from these excessive fees. It is time for the Federal Communications Commission to act.

Please take this letter as my petition for you to act on my behalf against overpriced special access fees.

Gracias and God Bless U!
Lizette Rivera
President
Chef Inspired Popcorn Company
<http://www.cipopcorn.com/>