

The Honorable Michael K. Powell
Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Dear Chairman Powell:

Dear Sirs,

My name is Troy Settle, and I am the managing partner of Pulaski Networks, LLC, a full-service Internet Provider operating in Pulaski, VA. We began business in August 2000 in response to this area's total lack of quality Internet providers. We currently serve approximately 3000 users, most of whom live within our coverage area that currently includes 13 counties throughout Virginia.

We are in the process of expanding our network to include up to 25 counties in Virginia and 5 counties in Tennessee. Our total estimated market will include over 400,000 households in Virginia alone. We have not yet compiled similar data for our new TN markets.

The majority of my coverage area is also served by 3-8 local/small ISPs. The large, national ISPs have very little, if any coverage here.

Currently, 56k dialup access is the most common form of connectivity. DSL and Cable access is slowly moving in, but the cable providers have lousy networks, and the ILEC (Verizon) apparently has no real interest in providing DSL in these areas. The one CLEC willing to offer services here is rumored to be in financial trouble, so who knows how long they'll be around.

We offer many services that are not available by the national Internet providers or our telephone companies. These services include free consulting, pc repair, modem installation, etc... We also offer our customers the convenience of paying their monthly bills in person, through the mail, or even over the phone. We have come to know our customers, and feel that they appreciate the fact that their money is going to support our local economy.

My retail services currently include 56k dialup, ISDN, T1, web hosting, and email hosting. When I first opened for business, I obtained our dialup/ISDN lines from Verizon at approximately \$550/month per Primary Rate ISDN (PRI) line. I have since moved our services to a CLEC that offers a higher quality service for about 40% less cost. I also have several PRI from another ILEC for about \$900/month, but I am in the process of moving these to a CLEC also, which will result in approximately 50% savings.

The current buzz is all about broadband. DSL and Cable. Until recently, these services were not available here. In the last month, the local Cable provider has started offering Cable Internet access, and I have been losing a noticeable number of customers to this service. In other parts of my coverage area, a CLEC has begun to offer DSL services, and while I hate to admit it, I am one of their customers. The service is great, and reasonably priced for a retail service. They do not yet have a wholesale program available, but I expect that when it does become available, they will be priced similar to other LECs, leaving just a few dollars per month for me to provide equipment, connectivity, technical support, and other related services.

At the rate things are going now, I see an America in 10 years where consumers have but 2 choices for their Internet access. The Cable Company, or the Telephone Company. Sure, there are several of each type of provider, but in any given market, there will be only one cable company and one ILEC. This opens the door for poor service and high prices.

Today, there are several thousand independent Internet providers like myself that know their customers, have the ability to provide top quality service at reasonable prices, and help their local economies. By further de-regulating the Bells and Cable companies, you are not only putting my livelihood at risk, but you are also risking the livelihoods of 100's of thousands of other owners and employees. De-regulation will also risk the quality of service that our customers have come to depend on.

Faced with the current legislation in congress and FCC proposals, the only way I will be able to survive, would be to offer Wireless Internet access utilizing the ISM bands, but those bands are so restrictive that they will not scale to

Sincerely,

Troy Settle
19 West Main Street
Pulaski, VA 24301