

Dear FCC Commissioners & Staff:

My Name is Carole Tullos. I am General Manager of Global Network Access, in Milwaukee Wisconsin. I have been an active part of GNA since its infancy. My clients know me by first name. Over the years, I have received countless praise for shaping GNA into the niche ISP our customers enjoy.

For 5 years our loyal following have enjoyed fast, quality technical support. Customers are not left on hold for hours. Our customers know all of our staff and feel important when they call in with even a minor pc dilemma. Our customers can call us knowing there will not be a long wait on the telephone. In addition, a customer has the option to bring in their pc at any time when online or telephone technical support is beyond their capability. Our local Churches, who ask, have free web hosting. We offer national, online classes, web hosting, web design, phone dial up and ISDN.

Over the years we have grown by permitting cash payments to those without credit cards and referral programs. We have received much praise from our GNA user family. The one large drawback we face is the connection speed we offer is sent over inadequate wireline. The telephone company here in Milwaukee guarantees us only a 14.4 connection. Whenever the central office makes changes, our customers call us with problems that are actually caused by the telephone company. In the end, the home user with a poor telephone line suffers because we have no affordable alternative to offer.

Our quest for quality, affordable, dialup is an ongoing dilemma. We tried Savvis, but they are too expensive for our small customer based company. TDS Metrocom, took months to get our telco lines installed properly. Their errors are incredible. We are now in a dispute over who took accidentally has taken down our telephone lines, TDS or Ameritech. Our customers using McCloud dialup numbers have numerous outages. We need an alternative.

We must have the ability to offer reasonably priced access to DSL. Without that alternative, our customers only have one choice. They are being lured away by the better and faster connectivity offered by the Bells. Presently we are only able to offer DSL connection to businesses. Even so, our profit margin is minimal. The FCC must level the playing field for DSL. Not acting on our behalf will limit our ability to compete with the Bells, and eventually strip us of a living. If local ISPs are not given access to the publicly witched telephone network, the Bells will get bigger, the local ISPs will be a thing of the past, and the end user will hurt the most.

Sincerely,

Carole Tullos
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