

Towards the end of the email (document = "email correspondence.pdf), under "Frequently Asked Questions," it reads, "Q. How do I file a petition for waiver with the FCC? A. Visit USAC's [Appeals Page](#), and look under the **Waiver Requests** heading." Within a few days after receiving the email, the location mentioned for the waiver could not be found, nor could any specific "waiver request" information or forms. Thus, started our series of misinformation as to who should be contacted, sent various documents and waited upon for response, leading to our protracted request for waiver with the FCC once we established it was the proper entity to directly resolve our issue.

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