

I oppose the discontinuation of the VOIP phone service (known as PhoneMax) due to several reasons, among others:

Since no other company in PR provides wired service in rural areas (for example, I live in Cacao Ward in Carolina), it creates a no-competency situation. Actually, the PhoneMax service keeps a low-priced telephone service.

The wireless service to rural areas fails. It's not stable.

I paid \$42.00 monthly with 300 minutes (Main line (787)768-3225) and unlimited calls in PR with PhoneMax (787-524-6788). If PhoneMax is discontinued, I have to pay approximately \$15.00 for the same service.

Sometimes, when the main line service (787-768-3225) has been out of service for several times, I kept with telephone service via VOIP.

I appreciate not to discontinue the PhoneMax Service since it has an economic and service impact for the people in rural areas. As some Claro employees have expressed, Claro doesn't have too much interest in the wired service in PR since the wireless service is less expensive. This situation affects the poor class in PR.

Sincerely,

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