

Twin Rehab
5236 West Jackson Boulevard
Chicago, IL 60644

March 10, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: WT 14-17; Cricket 700 MHz wireless license

Dear Federal Communications Commissioners,

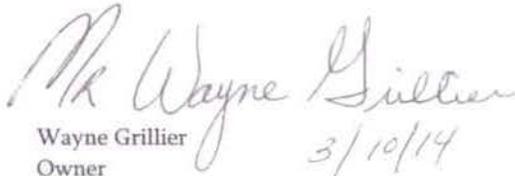
I run a construction company that builds custom kitchens, bathrooms, and basements. At any given time, I employ between 13 and 26 people. Operating a business this size requires me to be continuously available by mobile phone, especially since many of my clients are located out of town. Unfortunately, as I will explain, I have encountered problems with dropped calls on my wireless plan, and this has cost my company a great deal of money. The FCC can help business owners like me by allowing Leap to open additional spectrum for mobile broadband usage.

The spectrum to which I refer consists of 10 MHz located at the lower end of the 700 MHz band. This location, in and of itself, makes the spectrum well-suited for mobile broadband. Due to its low frequency, it can carry a further distance from the tower where it originates. When I travel for business, I prefer to drive, rather than fly. I bring two phones with me to help ensure I will have reception in rural areas. Dropped calls are still a problem. The low frequency of the spectrum at issue here could help me avoid these dropped calls, thereby providing a benefit to my company.

Please understand that the benefit to my company would be substantial. It can also be measured in monetary terms. In one particular instance, I encountered three dropped calls to a single prospective client. That deal, had it gone through, would have brought in \$25,000 or \$30,000 in revenue. I spoke with my wireless service provider, and they offered to take \$5 or \$10 off my bill. Obviously, from a financial standpoint, the entire episode was a disaster. My hope is that relating the story to you now will serve a purpose. That is, I hope it demonstrates how much is at stake with respect to your agency's decision.

With a mobile broadband crisis looming, small businesses are in jeopardy of losing out. Experts believe that mobile device usage will increase 800% by the year 2018. All of the clients with whom I interact have abandoned their landlines and gone wireless. Consumer demand is huge now, with even young children on wireless devices. The federal government, and your agency in particular, must take action. Please do not allow the potential for a minimal number of television viewers to experience interference (on a sole channel) to sway you from the right decision. I ask that you allow Leap/Cricket to use its spectrum for mobile broadband right away.

Sincerely,


Wayne Grillier
Owner

3/10/14