

Ref: Ruling 13-49

Please accept my comments in response to a notice I received concerning my Internet Service Provider (ISP), which is Amarillo Wireless.

Because I live in a rural location, I was never able to receive Internet service except through my telephone provider using a small portable modem. The service was sketchy on a good day, and I certainly was not able to attend or present classes over the Internet! To be able to update my organization's web page, or do any of the things mentioned above, I had to spend hours at my nearest public library, which is 7 miles from my home. I have actually had to teach a class sitting in my car outside the library, so as not to disturb library customers!

I repeatedly called some of the major providers who had put advertising flyers in our mailbox. AT&T had run DSL lines to a nearby area, but they were "out of lines" so sorry but they couldn't provide service. Satellite service was explored, but the service and especially the support were not recommended by anyone I talked to. In short, none of the "big" providers could be bothered with the small, rural customer base. Then Amarillo Wireless came in!

With the service finally brought to me by Amarillo Wireless, I can now relax and do the things I need to from the comfort (and safety) of my own home. My service is excellent, and the support is incredible in today's service market. I know the owner, since he was the one who made the service call when my system was installed. I have never had a minute's trouble. In fact, during the one severe storm that caused my family to hit the storm shelter, I had no phone service from my major provider, but my ISP was still working, so that we could watch the radar and receive weather updates.

As you might see, Amarillo Wireless is indispensable to me and my family. I ask that you please reconsider or withdraw the 13-49 rule that will hinder and negatively impact a growing "small business" segment that is so vital to rural customers like me. The increased costs of equipment and upgrades that will be imposed on such a young company will NOT be beneficial to them or to their customers.