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I am currently writing this comment to the FCC at a place that is not my residence. I have no choice other than satellite internet service at my home and at this time, our service is capped. We are not eligible for any of the hot spot services offered by cellular companies due to the fact that we live in a bowl, according to Verizon and Sprint. Our cellular service is negligible at best.

Ten years ago my husband and I moved 10 miles out of the Cleveland City limits unknowing that we would not have access to high speed internet services. At first we used dial up when most people were beginning to enjoy the speed of increasingly faster internet service. At that time I was a college student and became an expert on how to complete an online timed Organic Chemistry tests using dialup.

My husband called Charter, the local cable internet provider, a total of three times to have them assess the area for future service. The second representative told us that we would have to have 10 houses with a 1 mile radius in order for Charter to consider providing service. We were confused because our area does meet that requirement. The only thing we could think of is that we are on a rural road and not a neighborhood. The last Charter representative to evaluate our property told us plainly that even if we did pay for the company to run the wire, they still would not provide service. It was after this last meeting that my husband ordered satellite internet.

I have had to complete most of my college work and research at the school library, my church (who provides free wireless), or local coffee houses. Myself and my husband have learned to "prep" our computers for anything we might want to read online at home before we leave town.

My husband is an Information Technology professional, Senior Programmer Analyst, for Lee University. He has limited ability and means to work from home. In the event of an emergency in the off hours, weekends, or holidays, he usually ends up calling a coworker and attempts to remote into his work machine. Sometimes this works, sometimes it does not. I always worry he will physically have to go to the office to fix something that could be done remotely given the proper tools.

My husband is also a partner with a small international IT firm. He attempted to conduct business with his team in Singapore who were troubleshooting problems with software that he developed and his team was implementing onsite. They had been Skyping, or trying to. The result was disastrous and counterproductive. He was forced to end the call and hope that the on site team successfully resolved the issue.

Since graduating with my masters, I am now the Executive Director of a local non profit organization, Family Promise of Bradley County. Essentially we run a 24 hour shelter for children and their families in homeless situations. This is a very demanding and rewarding job. However, when I receive calls at home I cringe. If I need to access our Salesforce database for something even as small as a phone number it could take several minutes or I might be forced to go to another location. The phone number I provide to the families I work with is a Google Voice number, to protect my privacy. If I receive a call or a text on this number I will most assuredly have to leave if I want to return the call. Most of the time, but not always, I can send a text out.

Before our most recent local elections, one of our county commission candidates tweeted out a link to a video of his and his opponents' debate. I replied to this link with the statement that I would love to watch the debate (every debate video was uploaded) however, I did not have access to sufficient internet. To watch this, a TED talk, or any other video would mean maxing out a very minimal allowance of bandwidth.

My youngest son got into the car today after school. He is in the 6th grade. He almost immediately received a text from his teacher with a link to the online textbook. My heart sank. We must figure out how to provide him access to this wonderful tool his teacher has provided. It certainly won't come from our home

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internet service.

We are only asking for choices. Please help us in this. Right now we are forced to continue with a service we feel does not live up to the standard we were told it would. We refuse to sign another two year contract that may provide faster speeds (not fast) than we are used to, yet the fine print implies that we will remain constantly capped and have a larger bill. Oh yea, our bill! Our satellite internet bill is at least twice if not three times higher than what my friends pay for their high speed Charter Internet. Please help bring choices to the rural area of Bradley County.

Thank you,
Eva C. VanHook