

May 2, 2018

Rep. Andy Barr
2709 Rosebud Rd
Lexington, KY 40509

RE: Net Neutrality and Impacts on Small Business

Dear Rep. Barr:

Abbie Jones Consulting is celebrating our 7th year as a professional land survey and civil engineering firm that I started from scratch. We also provide video traffic counts (a higher tech method than old school tubes which is very helpful for signal timing). All of our staff work remotely (ie home office or from a work job site) using a cloud server (hosting more than 2TB we all need to access). This includes staff located in Boyle County, Somerset, Mercer County, Lexington, and even Rome, Georgia. We perform work across the entire Commonwealth and three other states. We currently employ three highly skilled staff from the oil/gas/coal industry that we have retrained to perform many other types of work. I am very proud of the talent we have assembled and that it allows for people to not have to move to Lexington, but instead remain in their (smaller) community. I believe you would agree that this is the forward-thinking type of business you hope to see created in the region.

It is important to me, having family in a small town with limited high-tech opportunities named Fulton, to provide employment opportunities for those in remote parts of Kentucky especially. High-speed, reasonably priced Internet is essential to providing high tech (and higher paying) opportunities to those in rural parts of our state. Internet should be treated the same as drinking water-everyone has access to it at a reasonable rate because it is a public utility, not an elite subscription service.

Over the past few months, you have voted in favor of the repeal of Net Neutrality after receiving more than \$28,400 from the telecom industry, which believes they should not be treated as a utility. Meanwhile, those of us who are actual constituents, not just lobbyists, have had a hard time getting through to your office as votes were taking place. In over twenty years of being a voter, I have never had as much difficulty communicating with my elected official as I did with your office during this time frame. Your voicemail was constantly full, calls would go straight to voicemail, and emails were responded to with generic auto responses with no followup. You could have chosen to use the internet to make your office more available for feedback-online polls certifying voter status for example.

How has your vote impacted the lives of my staff so far and how can it impact my business and jobs of the future? These results are from "speedtest" since April 23, when the repeal went into effect:

- Staff account with Windstream in Lexington for 10mbps has slowed to 1.5 up and 0.9 down. A technician found a restrictor in place upstream to the apartment complex. There are multiple forums online with negative Windstream reviews regarding actual rates provided.
- Staff account with Windstream in Somerset for 50/5 has slowed to 2.7/0.6 while not syncing to a cloud and as low as 0.09/0.26 when syncing. This user has had to use the internet at the public library on more than 5 occasions because home internet has been so bad.
- Staff account with Spectrum in Lexington for 200/20 has begun to vary wildly from 107/17 to 6.0/1.7. There are multiple online forums entitled "Ultimate 200 not receiving full speed"
- Staff account with Sprint in Boyle County for 50/5 has slowed to 2/0 but it is not unlimited access. It's the 2nd of May and the user has already spent the entire capacity. This user has had to use the internet at the public library on more than 10 occasions because home internet has been so bad. This user is at the public library again today.
- Cloud File syncing of large AutoCAD files (We use aerial images, county wide GIS files) with rates under 10/10 is so slow it's not possible to work without major delays.

- Cloud File syncing of video traffic count files takes days on a good day (54 locations of 48hour video counts as an example) with anything less than 100/20 will time out. If we cannot use great internet, this part of the business will have to do more of it's work in another state (such as Chattanooga which has an internet utility) or we will close the division.
- Staff have been unable to work due to internet problems for more than 20 business hours (across 6 staff) this week alone and it's only Wednesday. We have had to shift hours and change deadlines with clients. This is not acceptable.
- Our desire is to add another licensed staff person every 6 counties in Kentucky. With internet continuing to degrade, we are seriously reconsidering this growth plan. With only 800 licensed surveyors in KY, and 70% of them at retirement age or older, this means more of the population will not be served locally.

We are a company that relies on the open Internet to grow our business and reach customers online. We are asking Congress to issue a "Resolution of Disapproval" to restore net neutrality and the other consumer protections that were lost when the Federal Communications Commission (FCC) voted to repeal the 2015 Open Internet Order in December 2017. Users and businesses need certainty that they will not be blocked, throttled or charged extra fees by Internet service providers. We cannot afford to be left unprotected while Congress deliberates. We will accept nothing less than the protections embodied in the 2015 order. Please ensure the FCC keeps its tools to protect consumers and business like ours.

If you have questions, or need additional information, please contact us at 859.559.3443 or abbie@abbie-jones.com. Thank you for considering our views.

Sincerely,



Abbie Jones, PE, PLS
President