

**From:** M&E West [mailto:[tbrook@myfairpoint.net](mailto:tbrook@myfairpoint.net)]

**Sent:** Tuesday, April 25, 2017 1:07 PM

**To:** PUC:

**Subject:** doc#dt-16-872

My name is Michael West and I live at 148 Tunnel Stream Rd. Benton N.H. 03785. I am writing in regard to the extremely poor internet connection we are stuck with in our area. Fairpoint tells me that what we have is the best possible with the antiquated phone lines that we have on our road. My wife has to do her research for school elsewhere as our connection is so slow, and watching a video is so slow with all the buffering that I will usually give up. Some websites take so long to load, I can go and make breakfast by the time they are up, it is better than dial up but not by much. We have a fairly new computer with windows 10 so it is definitely the connection which at best is around 3.0 and at almost \$40.00 a month it is very frustrating. I had heard that Fairpoint is in the process of selling the company, and hopefully the new buyer will consider upgrading the lines for some of us in the more rural areas. Thank You, Michael and Evelyn West