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By James Feenan at 3:22 pm, Aug 20, 2024

From: [Gretchen Hernandez](#)
To: [pbscommissions](#)
Subject: Please say Yes. U2023-0005 - Telespan Communications
Date: Monday, August 19, 2024 4:46:41 PM

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Hello,

I learned that a new Cell Phone tower may be installed near Manchester, CA. I'd appreciate a "Yes" vote for this cell tower.

We use U.S. Cellular for our phones. We started with Verizon when we moved here 5 years ago, but it had zero signal. U.S. Cellular gives us a signal about 10% of the time.

This is a Safety and Financial issue for my family. First, let me share about the safety aspect. I have teen & young adult children that are new to driving. The windy roads, cliffs and unpredictable driving habits of other traffic make driving Highway 1 very scary. My kids already have anxiety & autism. I like to check in to make sure they got to their destinations (school & work) ok. Also, when they get frazzled from the driving conditions, they need my help to calm down. Currently, they are unable to contact me via text or phone.

The weather conditions sometimes create road closures due to flooding and tipped vehicles. Sometimes this prevents my kids & husband from getting home or going to work/school. We don't have a way to communicate our locations with each other.

We've all experienced car problems, leaving our cars inoperable on the side of Highway 1. We have no way of calling for a tow truck nor a way to call each other for help. We are constantly watching the clock "just in case" we have to go out looking for each other.

During medical emergencies, I needed to communicate with hospitals, therapists and social workers. They all wanted calls over the phone. I had so many failed phone calls. These were already life or death situations (suicide attempts). Not being able to talk with the professionals at this time made the situation feel even worse.

Most of the schools and healthcare providers on the coast also require phone calls. They won't accept text or zoom calls. Since I can't get a decent call to work, I often have to drive to the location in person to have a conversation. For most of the healthcare, it's located in Fort Bragg or Willits. Driving there isn't feasible just for a conversation. So, I've delayed most of our healthcare. I keep hoping for a "Good Cell Day" so the call will actually go through and it holds the signal the whole time.

Financially, this has also been difficult. I work from home. The only way I can conduct business calls is over zoom. With my clients, that has been manageable. However, many government agencies (taxes, healthcare, trademarking, banking institutions, etc.) only do business by phone. With spotty cell service, I'm unable to have reliable conversations with them. We have multiple failed attempts. This has led to delays in filing business & healthcare paperwork which puts my business in jeopardy of staying open.

During the storms, when Further Reach is down, I'd really appreciate having a backup "Hot

Spot" using my phone & cell service to keep my client appointments.

I've also been the victim of fraud to my bank account and Facebook Advertising accounts, costing me thousands of dollars. The only way to get the fraudulent activity stopped and fixed is with phone calls, or texts with special codes. Most of the time, I can't have a phone call with them. That resulted in extra delays and even more fraudulent attacks on my compromised accounts. A few times, I couldn't get the codes sent to my phone due to the cell signal.

Also important, but not as pressing...I wanted to volunteer for "Phone Bank" for elections. That is not a volunteer position I can do with my current cell service connection issues.

My family and I would be grateful for your "Yes" vote on the Cell Tower near Manchester.

Thank you,
Gretchen Hernandez

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