

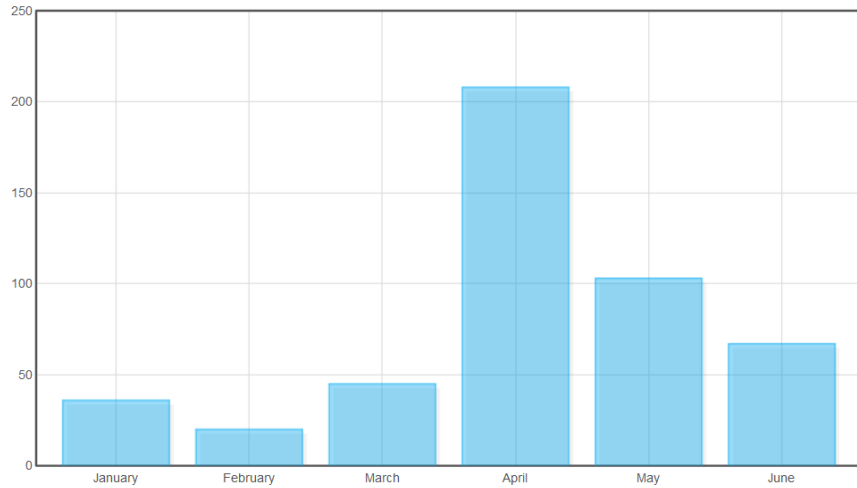
Broadband Complaints Report  
Department of Public Service  
June 23, 2020

List of Projects

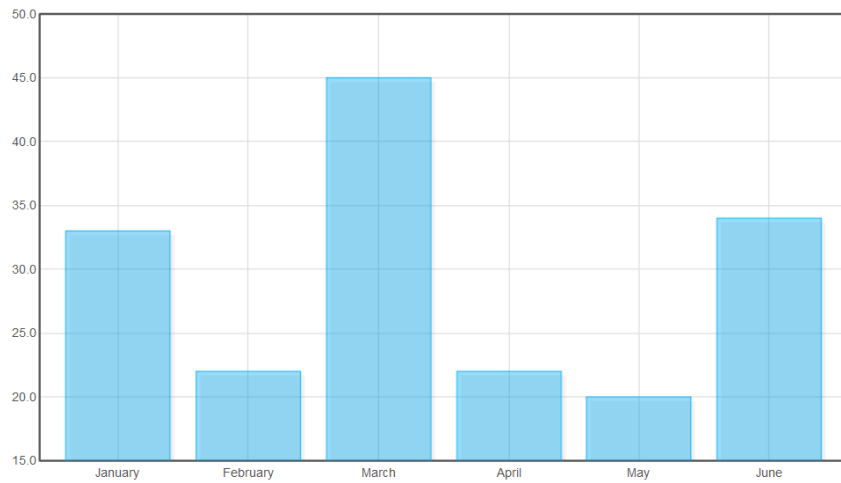
- [Emergency Broadband Action Plan](#) – Department of Public Service drafted a [broadband action plan](#) to support essential universal broadband service, particularly responding to the remote learning, telecommuting and telehealth needs spotlighted by the COVID-19 pandemic.
- [Wi-Fi Hot Spots \(Microsoft/RTO\)](#) – Department of Public Service partnered with Microsoft and RTO to facilitate the installation of nearly three dozen publicly accessible Wi-Fi hot spots across Vermont.
- [Additional Wi-Fi Hot Spots](#) - Department of Public Service coordinated with the Department of Public Safety/Vermont Emergency Management (“VEM”) and various Regional Planning Commissions to determine the need and funding sources for additional publicly accessible Wi-Fi hot spots to serve up to an additional 50 sites.
- [COVID-19 Resource Website](#) – The Department of Public Service continues to update, maintain and disseminate links to its new webpage, “Resources to Help You During the Pandemic.”
- [Department’s Interactive Broadband Map](#) -- The Department of Public Service launched a new webpage, “Interactive Broadband Map”, to assist Vermonters with finding out about broadband availability at their address and to collect data from a brief survey about their needs and interest in broadband service.
- [Utility Disconnection Moratorium During State of Emergency](#) – The Public Utility Commission placed a moratorium on electric, gas and telecommunications utility service disconnections then later granted the Department of Public Service motion to extend the disconnection moratorium to non-residential customers and water companies.

CAPI Complaint Data

There were 422 contacts from consumers about broadband handled by Division staff between March 1 and June 23, 2020, with more than 200 contacts about broadband in the month of March alone. Twenty-two households contacted CAPI about line extensions of cable lines which could provide Internet service by bundling with cable television to access service.



In contrast, CAPI recorded 176 complaints about broadband during that same period of time in 2019.



The complaints received about broadband break down into various complaint type codes. There were 99 complaints about the lack of availability of broadband. There were 93 complaints about delivery of service, a code used to categorize poor service, inadequate speeds, etc. Line extension complaints typically include affordability concerns, as do complaints about availability.

<b>Broadband Complaint Types</b>	
Count of Complaint Type	
Complaint Type	Total
Availability	132
Billing	12
Business practice	20
Change order	9
Delivery of service	128
Disconnection	13
Facilities	2
Fees	6
IVR	2
Line Extension	10
Other	12
Payment Arrangement	1
Rate	2
Repair	29
Service Order	17
Service Outage	27
Grand Total	422

<b>Cable Bundle Complaints</b>	
Count of Complaint Type	
Complaint Type	Total
Availability	3
Billing	57
Business practice	11
Change order	5
Delivery of service	10
Disconnection	10
Facilities	3
Fees	9
IVR	23
Line extension	22
Other	3
Payment Arrangement	11
Rates	3
Repair	4
Service Order	2
Grand Total	176

## Anecdotes

CAPI is working with a consumer in Shelburne who wants Comcast service. The PSD maps show that there is service on the road and his house shows as being served by cable. Comcast's estimate is about \$6,000.00. CAPI has passed the info to Telecom.

CAPI asked Charter to do a site survey for a consumer in Orange who is 450 ft from the end of the line. The consumer says Charter's estimate to bring service to him is \$23,000.00.

CAPI received an e-mail from a landlord in Fairlee. Her new tenant tried to get broadband from Consolidated and was told that there were no facilities even though the last tenant had service. There are no other options in the area.

A consumer in Calais contacted CAPI about issues getting CCI broadband service. He said that he made appointments and they were cancelled without communication from the company to him. CAPI contacted Consolidated, the company responded that there were no facilities available to provide service

The consumer wants to make a statement because she can't get a promise of better broadband even if she were to pay \$1000 to run the fiber to her house. She says she would need to pay the \$1000 due to having to move the line, because her house builder did not do it right the first time. She says Franklin says they may not be able to give better service to her, but she has high volume of usage at her house. The survey was done, and shows her to be able to get 4/1, but she says 100/100 fiber goes past her house. She says she cannot afford to have the possibility of over \$1000 total for the digging and tearing up her yard. She said the superintendent of her school reached out to have her call us. She says she is the only one working, so she can't afford it.

Not only is Consolidated slower than normal, I often have no access at all. I can no longer work from home to provide Zoom trainings or attend webinar meetings. I do not have video access nor sound because of my slow internet connection and most of the time it kicks me out and I have to call in and just listen on a call. Certainly not acceptable to the work I do (I am a suicide Prevention specialist and all my work until fall or longer will be online.). I have also lost monthly income because of this issue for I can no longer provide supervision online, my 2nd job. And my 3rd job is counseling which has been suspended since March 13th. I am at a loss of how to solve this problem. In the past Consolidated staff says I have the highest speed possible here but the three technicians that have come out say I should be able to get a faster speed. Nothing has changed with them. I have contacted Cloud Alliance and they are not sure they can connect me to their tower because of my location. It will be several weeks or more before they can even come out and assess the site for connect-ability.

We have Consolidated Communications in Newbury and the service is extremely spotty. Despite help from IT at my work and repeated calls to CC, we continue to have several drops in service every day. This is a problem for my work conference calls, our kids' schooling and also for my husband's work in emergency services.

We are a family of two teachers and four children ranging from 6-15 years old. We struggle each day to complete our job and educationally related tasks because of the painfully slow speed of the internet here.

I am a public school administrator with two small children and a small business operator in the home. We are appalled that, this close to the state capitol, especially, there is not better Internet service for those of us who are working from home.

I am a teacher working from home and our Internet is so slow. I often have to drive somewhere with faster service to download and upload files for my students. Files often take 3-6 hours.