

On Jan 31, 2021, at 9:15 AM, Beth Foy wrote:

Hi Dan, Kate, Rich, Lucy;

I sent the email below to Federal Congressman, but often the regulations I refer to below are set at the state level. I hope this is an issue the state is considering for regulation. Here is the email:

Have you heard of the recent Comcast/Xfinity changes to cap data usage in 2021? They are limiting accounts to 1.2TB, and then \$10 per 50GB after that, which sounds like a lot until you think about families like mine where there are 3 teenagers who are, unlike many VT teenagers, complying with pandemic orders of "no social gatherings" and use gaming to connect with friends.

We have gone over the threshold every month. I was speaking with a co-worker, also with 3 teens, who is consistently well beyond the threshold too. For me, this means my internet bill will be between \$20-100 additional (plus additional tax) every month!

I cannot understand how an internet provider can have these liberties in the throws of a pandemic when business usage has shifted to in home usage of data. As a manager, I am on video conference calls through my day. My high schooler is remote learning 3 days week, and another is taking CCV classes remotely.

We rely on internet to work, learn, socialize, play, be entertained -- it is the backbone of our mental health and well-being in this pandemic. The actions of Comcast now, in the midst of the pandemic, should be treated like many other regulated services where they are not allowed to increase rates, change service fees, or cancel services. If this were an insurance company, an electric company, this would not be allowed.

Lastly, this would be a very different story if we had ISP competition in Vermont. I am lucky to have cable internet, and for that I am grateful. If Comcast had any real competition it would allow for some leverage to their customers, some choice, when these autrocities occur. Unfortunately, that is simply not an option.

Thank you for your time.
Beth Foy