

Representative Sibilis,

I live in Marlboro VT and I already sent this to my state representatives however, someone on a Vermont internet group said that you might be interested as well. Since I started sharing this letter I have heard from many people who have had similar experiences.

Eric Matt

To Whom it may concern,

I was listening to the radio this morning and heard Phil Scott talk about the plan to expand broadband internet throughout the state. The reality of what is actually happening from providers is very different.

My dad rents a house next to his and when the old tenants moved out they cancelled their Consolidated internet account. The new tenants had been living just up the road and they also canceled their Consolidated account. When the new tenants tried to sign up for Consolidated internet they were told some along the lines of "all of our circuits are full we can't fit anyone new". Giving Consolidated the benefit of the doubt one could assume that they just hadn't updated their records yet. However, that was over 6 months ago and still no opening. They managed to get through to a service tech who told them that there's space and they were supposed to be getting an internet connection this week but that didn't happen. Consolidated told them that now their house is "too far away to get service". That location has had DSL internet for over 10 years.

This is not the only case of houses suddenly getting "too far away" for service. I had DSL at my house for around 5 years at 1.5Mbps and for some reason Consolidated decided to cut my speed in half to 768Kbps. I fought with them for a while and they basically told me that I was delusional about my previous speed and that my house was "too far away". Thankfully I was able to get V-Tell wireless internet at my house so I am able to have usable internet.

During a global pandemic where people are expected to go to school, work, and socialize all using the internet, Consolidated communications is cutting services to people who desperately need it. It's completely outrageous, I am not sure which utilities are getting money from the state to expand broadband throughout the state but if Consolidated Communications is one of them they are doing the exact opposite of expanding their services they are cutting them.

Eric Matt