

**From:** Matthew Whalen  
**Sent:** Sunday, January 31, 2021 2:00 PM  
**Subject:** Lack of Internet

Hi Dave and Avram,

I hope you're both doing well. Thank you for your service during this difficult time.

I am writing because our family has run out of options regarding internet troubles in Worcester. We have been having chronic internet issues since the summer, with outages spanning days. We both work from home, where there is no cell service. The issues were somewhat manageable until January.

Consolidated Communications, our internet service provider, is unable or unwilling to address the issues we are having.

I work for the department of health and have been unable to perform my job fully as a contact tracer as a result of these issues.

My wife starts a new, fully remote, job on February 15th with a great company out of Pittsburgh -- (an ideal situation for Vermont. Tax payers in Vermont with jobs elsewhere). She will not be able to do it without the internet.

We have arrived at the point where we have no option but to sell our home and relocate -- unless something changes immediately. We cannot afford to lose our jobs as a result of this.

I am not sure what you can do to help, but I felt I should let my state representatives know about such a consequential situation.

Thank you,

Matt