



VERMONT

VERMONT COMMUNITY BROADBAND BOARD
House Energy and Digital Infrastructure - February 13, 2025
House Bill 11

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[HTTPS://PUBLICSERVICE.VERMONT.GOV/VCBB](https://publicservice.vermont.gov/vcbb)

H11 – The Vermont Broadband Consumer Protection Act

- **VCBB Board supports the legislation**
- **Suggestions for Inclusion in H11**
 - Performance Monitoring
 - Language on Data Caps/Throttling
- **Suggestions for Further Evaluation**
 - Who should receive, evaluate, and mitigate consumer complaints
 - Integrating ideas contained in the VCBB Consumer Protection Policy
 - Integrating ideas providers agreed to in CUD/Provider Consumer Protection and Accountability Agreements



VCBB Efforts - Quality Assurance Provisions of The Board's Consumer Protection Policy



- Assure and measure network reliability
- Assure and measure high quality customer service
- Provide customer complaint procedures
- Assure customers get what they pay for
- Assure the network is maintained to general industry standards to meet customer demands for speed and reliability over time
- Perform, carry out, and measure speed testing
- Meet standard customer service requirements and related best practices including outage response, call taking, bill questions, consumer protections, response to customer inquiries, etc.
- Address consumer complaints through industry-standard procedures



VCBB Efforts - Performance Monitoring and Accountability via CUD Partnerships

The VCBB encourages the Committee to invite the CUDs to discuss the additional consumer protections they negotiated with partners and whether they could be a model statewide.

- **Public accountability** – public meetings, reporting of consumer complaints, tracking install/repair times, notice of outages, refunds, transparency, etc.
- **Performance Standards and Required Testing** - Speed testing/reporting, Net Promoter Scores, Remediation plans.



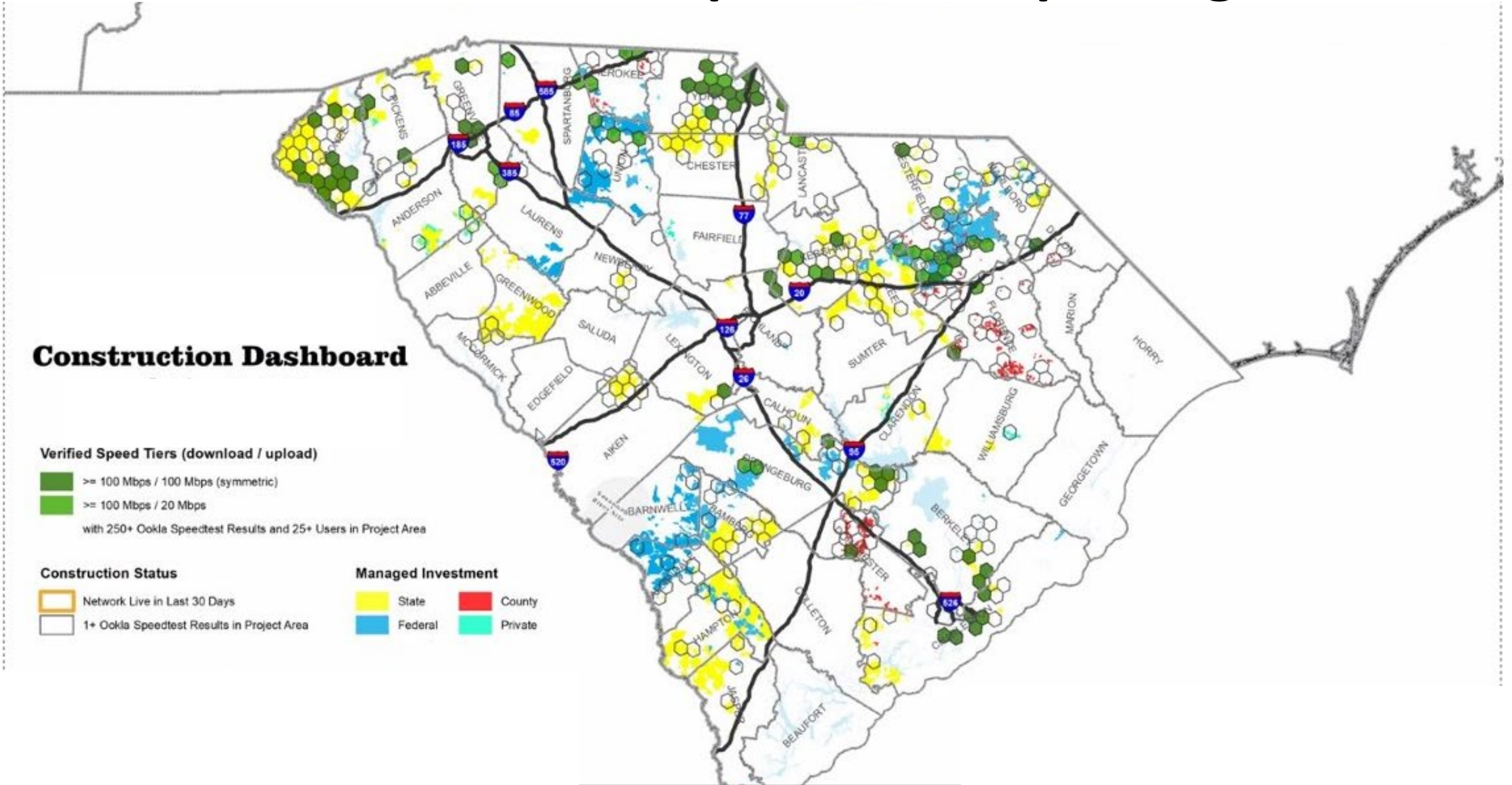
We Recommend Including Performance Monitoring and Reporting

Measuring the consistency of user experience

- Promised speed vs actual speed
- Speed trends
- Latency in real time
- Outages
- Consumer satisfaction (NPI score, complaints)



Ex: Ookla/IBM Example -100 Mbps Progress



Summary H11 – The Vermont Broadband Consumer Protection Act

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- **Additions**
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Thank you!

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