

**Jay Fuller - Cyber Broadband Inc.**

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**From:** <rkmills812@gmail.com>  
**To:** <admingroup@cyberbroadband.net>  
**Sent:** Tuesday, February 2, 2021 9:17 PM  
**Subject:** FB Request

I am VERY interested in the proposed fiber service to the Bremen / Cold Springs Area

Ronnie and Nancy Mills  
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Bremen, AL 35033

To Whom It May Concern:

We rely heavily on the internet service to our home, both when we are there :

- | Work
- | TV
- | Networking (Zoom, WebEx, Google meet for Church, Social and Work Activities
- | Backup Cell Phone Service

as well as when we are away:

- | Security
- | Video Services
- | Home Automation

Our current provider is AT&T Fixed Wireless, and although we had sufficient service when our service was first installed 2+ years ago, AT&T has grown its customer based well beyond their capacity and we often now have significant drops in bandwidth (sometimes to the point of completely losing service).

We've also found that AT&T Fixed Wireless uses network servers that can be located anywhere in the nation, and the servers servicing our location changes frequently. That "randomness" of location greatly impacts any location based services. Today were are showing Madison, MS as our location. A month ago, it was Washington State. Getting advertising on ESPN for a car dealership in Spokane is a nuisance, but if an emergency service was responding based on the physical location defined by our IP address, I shutter to think of the consequences.

Lastly, customer service with AT&T is spotty at best, assuming you can get a human on the phone at all. Having a service technician come to your home in this area with AT&T is a joke, and frequently requires multiple attempts to schedule their arrival. More times than not, they fail to appear as scheduled. In contrast, the service personnel at CyberBroadBand know me by name, and support is a function of questions and answers, not simply following a pre-written script.

I strongly support the proposition of CBB installing fiber to the Bremen / Cold Springs area.

Best Regards,  
Ronnie Mills  
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281-455-7803