

Jay Fuller - Cyber Broadband Inc.

From: "Rebecca Crowe" <rebecca.crowe768@gmail.com>
To: <jayfuller@cyberbroadband.net>
Sent: Sunday, July 28, 2019 4:08 PM
Subject: Reliable internet access

Hi Jay,

Unfortunately, I don't have access to Word or Adobe right now (at the hospital with my husband) but wanted to email regarding your request for information regarding the impact of not having reliable internet access.

At present, no major carriers offer internet access at my home. I do have wireless internet that works fine for streaming Netflix most of the time, but does not work well with any of our mobile devices or for any other purpose. I have the ability to work from home, but am not able to do so because the ISP I have drops the VPN connection I need in order to work about every 5 minutes. This forces me to use my phone as a hot spot to work. But with limited hotspot data, I have to limit the amount of time I spend working from home. I've attempted to contact my carrier about the VPN issues since May 1, 2019 and have yet to have a response other than 'we'll get back with you'. When I've called them, they've had to listen to a 5 minute voice recording (not exaggerating) explaining that I will be denied support if I am rude or offensive with their technicians or do not provide exactly the information they require. It seems that there are only one or two options that are not even very good, but those who operate the services know there are no other options, so they ignore customer inquiries and complaints. All I need is a consistent, reliable service that will play well with a VPN, but it seems the large, reliable providers don't deem it to be a worthy cause in areas with few customers. Thanks for listening.

Rebecca Crowe
274 County Road 874
Crane Hill, AL 35053
205-332-7539

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