

IS YOUR BROADBAND A TRICK -or- TREAT?

Presented by ILSR

Anyone got a signal?

Halloween is a time for spooky fun, prankster goblins, and yummy candy. In keeping with that spirit, the Institute for Local Self-Reliance assembled some real life tricks and treats from big cable monopolies and community owned networks.

Caution: REAL Reviews from REAL People

Cable Monopolies

Community Networks

AT&T

LAFAYETTE, LOUISIANA

LUS Fiber



"The customer service was so bad, I felt like someone was ***pulling a prank on me.***"

D.B., Chicago, IL (Yelp)

"***Great service!*** Cox [cable company] moves jobs out of Acadiana. LUS keeps local people employed and money in the city."

Matthew Dugas (LUS Facebook)

"I canceled the service. I got billed for the modem. I called them and got that straightened out. Then they sent my name to a collection agency. So I called again and got it straightened out. ***Then they did it again.***" Cheryl P., Chicago, IL (Yelp)

"It's funny that my ***money is gone*** but I have no service." Bob P., Geneva, IL (Yelp)

"LUS Fiber has great customer service; chances are, they know there is a problem before you do (if there is one!)" Matt Fontenot (LUS Facebook)

"Blazing fast, better speed than paid for, beats the hell out of every competitor." Durindana (DSL Reports)

FRONTIER

SANDY, OREGON

SandyNet



"If your choices are between Frontier and no Internet, ***choose no Internet!***"

Carter, Fairmont, IN (Consumer Affairs Reviews)

"The internet is ***spotty at best. Unreliable and frustrating*** to try to work on anything online for any amount of time, let alone try to stream a movie."

Amber P., Sandy, OR (Frontier's own website)

"So we were going to get 10 times faster than what we could have gotten before for a fraction of the cost. It was a no-brainer. ***It was a win for us.***"

Joel Brache, Sandy, OR (Gig City Sandy Video)

"***Run, run, run from these people...*** If I have a heart attack it's because of these guys." Harry, Quakerhill, CT (Consumer Affairs Reviews)

"Thank you Sandy Net! ***You guys rock!*** Rapid response and repair done quickly. Awesome Service and ***great product!***" Chris Nelson (Sandy Facebook)

CENTURYLINK

LONGMONT, COLORADO

NextLight



"It's fine, as long as you ***don't ever need anything.***"

Cat V., Minneapolis, MN (Yelp)

We were quoted with a speed of up to 40MB. Once we got the service up and going we did several speed tests and all maxed out at 1.5MB. Business Owner, Aurora, CO (Consumer Affairs)

"I ***couldn't be happier*** with the customer service, and the performance is through the roof!"

Jim Schwendeman (NextLight Facebook)

"I swear the people at the IRS call centers are more helpful, motivated, and responsive." Gee W., Denver, CO (Yelp)

Unlike @CenturyLink, #Longmont #NextLight answers their phones (and is ***one of the fastest ISPs in the nation.***) @NoahDanger (Twitter)

"...We get the files ***faster***, which means we can print ***faster*** and get it to the customer ***faster***. So that's the end result." Bret McInnis, Local business (Times Call newspaper)

COMCAST

CHATTANOOGA, TENNESSEE

EPB Fiber



"I called Comcast every day for 3 months. No joke. ***I was lied to, tossed around, harassed, put on hold for hours, etc...***"

Kathleen M., Washington, DC (Yelp)

"Far, far ***superior in every way*** to Comcast, AT&T, Direct TV or Dish Network at a lower price with local service!! ***5 STARS!!***"

Jerre Haskew (EPB Facebook)

"Why do I keep this service? It is a monopoly in my area—there is no other option. To drop cable and go with just internet will, you got it, cost more. ***I hate this company.***" (clp Customer Service Scoreboard)

"Honestly ***I would have rather gone to the DMV*** than spent 40 minutes in line at this joint." Amanda G., Philadelphia, PA (Yelp)

"My speed will increase to 100 [Mbps] at NO ADDITIONAL CHARGE!...Would Comcast or AT&T have done this? I DON'T THINK SO! ***Local is better!***" Mark K. Simpson (EPB Facebook)

"I have never seen a utility so universally loved as the epb in the past few years. ***The customer service is amazing*** and the rates reasonable." Eddie Bridges (EPB Facebook)

Hundreds of communities are creating local choice by building their own networks. Find more information at MuniNetworks.org and contact your elected officials. You deserve fewer tricks and more treats!



www.ILSR.org



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