

someone was pulling a prank on me." D.B., Chicago, IL (Yelp) "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)

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

"It's funny that

people employed and money in the city." Matthew Dugas (LUS Facebook)

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

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

"Blazing fast, better

FRONTIER

SANDY, OREGON SandyNet



Frontier and no Internet, choose no Internet!" Carter, Fairmont, IN (Consumer Affairs Reviews)

any amount of time, let alone try to stream a movie." Amber P., Sandy, OR (Frontier's own website) 'Run, run, run from these people...If I have a heart

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to work on anything online for

guys." Harry, Quakerhill, CT (Consumer Affairs Reviews)

attack it's because of these

MUNCH Kool Kandy Amaze-ness JACKPOT "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) "Thank you Sandy Net! You guys rock!

Awesome Service and great product!"

Rapid response and repair done quickly.



CENTURYLINK

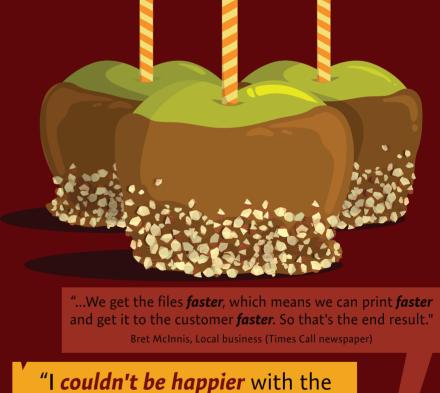
LONGMONT, COLORADO

NextLight



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

several speed tests and all maxed out at 1.5MB. Business Owner, Aurora, CO (Consumer Affairs)



performance is through the roof!" Jim Schwendeman (NextLight Facebook) Unlike @CenturyLink, #Longmont **#NextLight answers their phones**

customer service, and the

(and is one of the fastest ISPs in

the nation). @NoahDanger (Twitter)



COMCAST

CHATTANOOGA, TENNESSEE



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)

hold for hours, etc..." Kathleen M., Washington, DC (Yelp) "Honestly *I would have* rather gone to the DMV than spent 40 minutes in

Philadelphia, PA (Yelp)

line at this joint." Amanda G.,

"My speed will increase to 100 [Mbps] at NO ADDITIONAL CHARGE!...Would Comcast or AT&T have done this for me? 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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