

I am a captive customer of Consolidated for internet service to my home, and oppose deregulation of their services.

My wife and I moved back to Vermont and purchased a home with the expectation that Consolidated would provide the 25/3 service advertised on their website and sold to me by their salespeople on the phone. Only after we moved in and Consolidated canceled our installation (without notice) did we learn that that bonded service was not actually available to our home. Without other option, we accepted an install of 15 mbps download, which I was told, would need no one home to install. However, thereafter, the install contractor called me from my home and told I needed to be home, requiring more time off work. After all of this, Consolidated refused to waive the early termination fee they impose (over \$100) should I get access to CUD-provided fiber before their 2 year contract expires. Customer service offered a monthly plan instead which costs nearly \$100 a month, more than twice the contracted monthly cost. I will eat the cost and cancel as soon as I am able, but I am fortunate enough to have that money. Not all do.

Consolidated is a company that has little interest in playing its role as the monopoly provider for rural Vermonters fairly. Its customer service experience is atrocious; its flexibility is non-existent; and, left to its devices, I am confident that the situation would deteriorate even further. Please oppose.