
From: George Hetherington <amberoutlaw6@gmail.com>
Sent: Saturday, May 23, 2015 2:30 PM
To: BOCrfc2015
Subject: Internet service in Douglas County, MO

I live 3 miles north of the town of Ava, MO and have been unable to get the local provider, Century Link to provide high speed DSL service to our area. They have run fiber optic cable to an area 4 miles further down the road that has fewer people in it, by-passing our neighborhood by less than a quarter mile. We have " Extended DSL" service that provides 500KB service for the same price they charge customers who were receiving 10MB service, but it is unreliable and will frequently crash in the middle of a download. We dropped Century Link in favor of wifi service from Verizon at 1MB level, but it is \$25 a month more than the extended DSL service from Century Link, and we are limited in data usage to 20GB a month. Two movies downloaded eats up 16GB of that usage, so we are unable to take advantage of online services that urban are normal in urban areas.

It is obvious to me that Century Link has no incentive to upgrade the service in our area, because they can charge us the same amount as those new customers getting service 20 times faster than we do. They are garnering more customers by running fiber optic cable further out in the country and ignore customers already hooked up to their Extended DSL Service. We have a lot of artisans in this area who are handicapped by the lack of reliable high speed internet service, as well as people who could work from home.

Century Link has the monopoly on land-based communications in our area and they are acting like it.

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