We have no broadband available, even though the Federal Broadband map indicates we
do, because the Map is based on census blocks and not individual addresses. In the
Map, if one home has broadband, then every home in the census block is deemed to
have broadband, when they do not. We are a 7.5 mile area between two different
carriers, both of which will not upgrade. AT&T does not want to upgrade, and the
other provider will not upgrade because this is AT&T's area. The only cell phone
service that works halfway is AT&T, and their towers are degraded. The above
information is provided by AT&T Corporate officials that I have talked to. I have
been told time after time that "due to deregulation, they do not have to upgrade."
Our area must tether data from our cell phones to access the internet because
dial-up (which is the only available internet available) locks up due to web sites
being too high in graphics, and our phone lines being 1950's vintage can not handle
the bandwidth. We need help but nothing I do seems to resolve this issue. I have
talked with State and Federal Legislators and Senators, the FCC, AT&T Corporate,
newspapers, and various providers not in the area, but I can get no one to help us.
Deregulation has been a bad thing for the consumer. AT&T has been able to upgrade
previously upgraded areas that have broadband, but areas that have no broadband and
need service, no money is put into them, thus, our capability to be able to access
tax forms, file tax forms, get manuals, etc., is limited or can not be done, and
must be done away from home. Children have to go to libraries in order to get their
homework and send it in, college courses can not be taken at home, etc. Please
help.