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To: House Innovation, Internet and Technology Committee
Subject: H5148 - Submission of Written Testimony

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Bill: H5148
Viewpoint: **FOR RI Broadband Development**

Rhode Island Private Citizen

Regarding Internet access for Jamestown residents: Cox Cable Installation

We have owned our home at 43 Battery Lane since mid- 1995. From the time we moved here, Cox Cable has let us know that if we wanted to access their cable services, we would need to pay them to trench the road (Battery Lane) so that they could install their equipment to deliver service. We understood that this cost would be in the +\$30,000 range.

We felt that bearing the cost of a multi-billion-dollar corporation to install their infrastructure so that we could become customers and continue to pay them hundreds of dollars in subscription each month – was too much expense on our part.

In that light we moved forward to leverage Verizon's DSL (copper wire transmission) Internet access. In Jamestown, Verizon does not supply their FIOS service (high end digital Internet access). That meant we were left with one option, use Verizon's DSL Internet access which leverages the old copper wire technology used for telephone transmission. We have used DSL to access the Internet at 43 Battery Lane since 1995. It has been problematic and very slow over the years, but we have managed to get by.

Recently our Verizon DSL modem had failed. Verizon support has not been helpful and basically, we were told that they are 'getting out of the DSL' business. Understandably this incredibly old and very slow technology for accessing the Internet. Clearly maintaining DSL service is not a priority for Verizon. We understand that they are focused on the newer technology of FIOS (not available in Jamestown).

In August of 2020 new Battery Lane residents decided to 'take on' the expense from Cox Cable so that Battery lane could get access. Any residents on Battery lane (there are approximately 7 homes on Battery Lane in Jamestown) wishing to participate to get Cox access would need to pay a portion of the price to trench the road and install Cox cable. Cox management told Battery lane residents that the total cost to install on our street was \$34,583 and Cox would "take away" \$12,000 which left \$22,583 for the residents of Battery Lane to pay.

Due to COVID I work from home. In addition, our Verizon DSL access was failing, we decided to move forward and pay \$3000, our portion of the total price for Cox to install a connection to our home. While we now have paid and have high bandwidth access to our home, we had to pay Cox to install their infrastructure, then continue to pay their monthly fees - it is a bitter pill to swallow. We recognize the price for installation would be out of reach for many Rhode Island citizens.

As a final blow – they did not install the latest broadband technology on our street. They installed coax cable, not fiber optic cable to Battery Lane. We were told by the Cox representatives that "Speeds should be up to a GIG". Clearly this speed is not possible from Coax technology.

I am advocating FOR the establishment of a Broadband Development program for our state.

