Comment on FIFTEENTH BROADBAND DEPLOYMENT REPORT NOTICE OF INQUIRY

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**General**

I spend time at 2 locations, either of which has access to broadband.

1. 39855 The Narrows Rd., Waterford, VA 20197 where I have a home-based business. This location is 50 miles outside Washington, DC. The only internet service available (other than satellite) is Allpoints Broadband which provides 3Mbps/1Mbps service. This is wireless line of site service that often is insufficient to support an online video meeting such as Zoom, which I use in my business. There is no cable or DSL service available, nor is there cell phone service available. While most cell phone carriers cover the general area, none of them provide usable service to the house. The nearest cable is 4-5 miles away.
2. 1085 The Hook Rd., Warsaw, VA 22572 where I spend time at a residence. This location is 125 miles outside Washington, DC. There is no local internet provider that can provide a connection – no cable or DSL. The phone line was unable to support a dial-up connection (true, and the phone company said their only obligation was to provide voice). We tried satellite and it was not only unable to support an online video meeting, it was unable to support basic voice over IP. There is no 4G LTE cell service and the only way were able to get any cell phone service was to purchase an expensive booster system and rig an antenna in a treetop. We use that cellular service for internet, but it is unreliable and slow. (I’m not sure if it is 2G or 3G based.) In addition, since there is no unlimited data plan available to support a hot spot/router, use of large amounts of data is prohibitively expense. As a result, we are only able to use the internet connection for things like email and basic web searching. Streaming video of cloud-based business services like cloud-based backup are out of the question.

Speed at both locations is below your standards, and service is spotty in that sometimes it doesn’t work. I’m finding that it is hampering my ability to do business and serve my clients.

Paragraph 17

Looking at data from a census block level does not work. I imagine both of the locations described above are in census blocks that are considered to have high speed connectivity. That means that our lack of connectivity is invisible and is unlikely to ever be improved.

Paragraph 19

When we tried the satellite service at location 2 above, the vendor assured us that we had coverage and it would work well. When we tested it, we found it was so slow that it was unusable. I think your proposed approach would not detect the problem.

Paragraph 20

I object to using census tract data. It masks the many exceptions within an area with a vendor that provides partial coverage.

Paragraph 21

Re. using consumer speed test data, do you have any way to know if it is representative? Since we have very slow service, we don’t need to run speed tests. It won’t make it faster. But if it will help convince you that there is a problem that needs to be addressed, then I’d run a test every day just to be sure we get counted.