

HI THERE. . .

HOME ISP PROVIDER BLOCKING WEBSITES AND LINKS AFTER 20GB CAP REACHED AND SPEEDS REDUCED FROM 12MB/S TO 250/700 KB/S.

I HAVE BEEN USING EXEDE SATELLITE HOME INTERNET FOR THE LAST COUPLE WEEKS. I ORDERED THE INTERNET SERVICE THROUGH A DIRECT TV BUNDLE WITH A 200 DOLLAR CREDIT CARD REBATE. AFTER CABLE AND INTERNET WERE INSTALLED. I LOGGED INTO MY DIRECT TV ACCOUNT ONLINE USING MY INTERNET EXEDE SATELLITE ISP FROM VIASAT TO DOWNLOAD MY PDF FILE REBATE FORM AND I GOT THIS:

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SO I CANNOT DOWNLOAD MY PDF REBATE FORM TO CLAIM MY REWARD.

THEN I LOG INTO MY COLLEGE WEBSITE WHERE I NEED TO ENROLL AND ADD SOME CLASSES AND I GET THE SAME THING!!!

I THEN LOG INTO VLC.COM AND AVG INTERNET ANTIVIRUS PROTECTION TO UPDATE MY ANTIVIRUS PROGRAM AND I GET THIS:

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THE AGENT I SPOKE WITH STATED THE MY INTERNET CONTRACT HAD A 20GB MONTHLY CAP AT SPEEDS OF 12MB/SEC AND WHEN THE CAP WAS REACHED, I WOULD THEN RECEIVE SPEEDS OF 250KB/SEC WHICH I CLEARLY UNDERSTAND, AND I AGREED TO @ \$70 BUCKS A MONTH.

AND THEY NEVER MENTIONED ANYTHING ABOUT BLOCKED WEBSITES AND FEATURES.!!

THERE SERVICE RESTRICTS A LONG LIST OF WEBSITES AND THEIR FEATURES WHEN YOU REACH YOUR LOW DATA CAP OF 20GB A MONTH.

THE AVERAGE CAP ACCROSS AMERICA IS 250GB A MONTH FOR HOME INTERNET THROUGH OTHER COMPANIES AT LOWER PRICES.

I DO NOT RECOMMEND THEM AS YOUR ISP, DONT WAIST YOUR TIME LIKE I DID AND FIND SOMETHING CHEAPER AND BETTER.

LASTLY, I DID SEND AN EMAIL TO THEIR CUSTOMER SUPPORT TEAM ABOUT THE RESTRICTIONS A WEEK AGO AND HAVE NOT HEARD FROM THEM.

BEST REGARDS,
AND UNHAPPY WITH MY ISP PROVIDER.