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I read the article asking for opinions of the local service & I felt I should respond for the rural MO residents that seem to have been forgotten. I have Centurylink here & that is my only option. I have been in this home with them as internet providers for over 6 yrs. From almost day one, the repair person has stated that our service would be much better if there was a DSLAM box installed closer to our home & that high speed WAS available right down the road from me. I have also had to have our ticket escalated quite a few times over the years & the escalation team agrees as they currently have my phone line length measured at 19,921 ft. The current connection speed assigned is 512kbps which is the lowest speed offered, but my only choice. IF I can get that at all! I was told several times over the years, many calls trying to rectify this, that they have NO plans to install a DSLAM box closer to my area or offer any other speed option.

At one visit the repair person stated they knew the lines to my home had issues but stated it was getting late so he spliced in a small section & put a new type of wall outlet in (with built in filter); so I would not be left with no service for an entire weekend. It did take him several tries after that to get service up & no one ever came back to recheck or finish fixing the line issue. It is so frustrating to be told there are problems (they have solutions but do not care to implement) nothing gets fixed or follow up to check, even though I have made several calls. For a while the tech stated when service drops to call the office, he goes out & flips a switch to reset me. That did help for several days at a time before I had to call again about it.

For 5 yrs my normal rates on a good day: Downstream Rate: 0.608 Mbps Upstream Rate: 0.320 Mbps still slow but better than most of the time. To give an idea of HOW bad it usually is, a few days ago I did a speed test on their site. I started 11:04AM finished 11:46AM LATENCY 85ms DOWNLOAD SPEED 0.33Mbps UPLOAD SPEED 0.16Mbps Yes I had closed all programs & my computer is directly connected by ethernet cord. So of course I have to call AGAIN. To please ask that someone go down, reset my service, & maybe come check the lines something HAD to be wrong it was taking too long - I could not get from page to page due to time out waits. Several hours later the tech called me to say he would NOT be coming out. They have decided instead of fixing my speed issues, "THEY" would throttle down from: 0.608 Mbps Upstream Rate: 0.320 to 0.576/0.288 Mbps. I asked many times who the "THEY" was so I could contact & find out what was going on now-he could provide no further info on who had made this decision or any other steps I could take. I then asked if I had a choice was told not unless I wanted to cancel my service completely. So I asked how much lower my monthly bill was going to be for the permanent slowdown of my service he actually chuckled, said none your bill remains the same & hung up.