

Docket # 09-158, in which the FCC seeks to ask questions about the information available to consumers at each stage of the purchasing process: (1) choosing a provider, (2) choosing a service plan, (3) managing use of the service plan, and (4) deciding whether and when to switch an existing provider or plan for all communications services, including wireline voice and wireless services, as well as broadband and subscription video (cable and satellite)

I am a resident of Broadlands, VA (a section of Ashburn) and would like to highlight how residents have no option to choose their communications provider. Every buyer had to sign a contract at the time of buying home which essentially locks them for ever with only OpenBand, does not matter what the quality of service is, monthly charges are highest of anything we have known. For regular internet, basic digital package and a phone service which only provides local calls they are charging \$149 per month. Channel lineup is such that people have to go for DISH/DirectTV. Contract says that \$149 will have to be paid whether service is used or not. It is unbelievable that builder Van Meter and OpenBand can continue to rip-off residents.

It must be noted that buyers do not realize at the time of buying what they are getting into as buyers primarily are buying home. it was not clear that builder Van Meter established 2nd HOA just for charging residents more. We were not given any breakdown of charges for services. Further OpenBand gives 8% payback to Van Meter for basic services and 12% for Premium services.

While other communications services providers are providing better services for less charges, OpenBand continues to maintain their high prices for inferior services and they can do it as they don't have to worry about competitors and buyers can't do anything about it.

Residents of Broadlands need help, please take these issues into consideration and re-open and finalize a ruling on 07-51