

From: Devin Broussard
To: [CA Broadband Council](#)
Subject: Public Feedback on the Broadband Action Plan
Date: Saturday, October 17, 2020 3:54:54 PM

Hello,

My name is Devin Broussard, I'm a resident of Bakersfield, and I wanted to provide my suggestion for the Broadband Action Plan. I currently live in a house on the east side of downtown Bakersfield and have had to deal with a great amount of frustration stemming from the Internet service in my area. There is only one Internet provider in my area that provides a wired Internet connection faster than 5 Mbps, and that is Spectrum. Multiple times a year I've had to deal with issues of packet loss, elevated ping, and slow speeds while subscribed to Spectrum Internet. I would have to go through multiple technicians and have my support ticket escalated everytime these issues would arise to finally have them resolved for a few months until they would reappear. Even submitting complaints through the FCC have done little to nothing to cull these recurring issues. The lack of competition in my area allows Spectrum to be lazy and dismissive toward customers such as myself who are greatly impacted by these issues of instability. I've contacted the Bakersfield city council asking about any plans to establish a municipal broadband network that could better serve residents, but was told that such services were not within the city's jurisdiction and I was referred to the California Public Utilities Commission. I think it would be a great help toward providing affordable and reliable broadband to Californians if the Broadband Action Plan included policies that would help facilitate the establishment of municipal broadband networks.

Sincerely,

Devin Broussard

[Redacted signature block]