



**OFFICE OF THE LIEUTENANT GOVERNOR**

Vermont State House  
115 State Street  
Montpelier, VT 05602

February 18, 2021

Alan Duke  
Ferrisburg,  
VT 05456

Dear Alan:

Thank you for taking the time to contact my office. I appreciate you sharing your views on broadband access for Vermonters and your personal experience. As you know, supporting efforts to close the broadband gap is a top priority for my office.

I am saddened to hear about the rising costs and reduced services of your Xfinity provided internet. While my office does not have jurisdiction over consumer protection, I would strongly encourage you to share your experience with the Vermont Attorney General's Consumer Assistance Program. Staff can be reached directly at (800)649-2424 or by email at [AGO.CAP@vermont.gov](mailto:AGO.CAP@vermont.gov).

I am deeply committed to addressing this issue and I hope you will not hesitate to contact my office again or to let me know how things progress. Thank you again for reaching out.

I wish you good health as we work together to ensure Vermont recovers stronger from this pandemic.

Sincerely,

A handwritten signature in black ink that reads "Molly R. Gray".

Molly R. Gray  
Lieutenant Governor of Vermont

802-828-2226

[www.ltgov.vermont.gov](http://www.ltgov.vermont.gov)

@ltgovgray

Molly,

I remember you ran on the promise of improving broadband access to rural communities. My issue is somewhat related.

In December, Xfinity raised our monthly internet rate by \$3 to around \$80/month. At the same time, they degraded their service by dropping the bundled Norton anti-virus. Now, less than a month later, they are adding a bandwidth usage cap of 1.2 GB which will double or triple my monthly internet cost if I don't buy their "unlimited" package. The fact they are doing this in the midst of the COVID crisis is even more disturbing.

I see this as naked profiteering. We have no other competitive broadband options in my North Ferrisburgh neighborhood. Is there anything the state can do about this price gouging?

I assume you see broadband access as an essential utility for all Vermonters. Are the rates ISPs charge being properly regulated?