

House Finance

HB21-1109 Broadband Bd Changes To Expand Broadband Service

Typed Text of Testimony Submitted

Name, Position, Representing	Typed Text of Testimony
<p>Katie Romich</p> <p>For</p> <p>Communications Workers of America</p>	<p>From CWA Local 7777: My name is John Johnson. I serve on the Denver Public Schools Transformation Now Equality Board and know families who suffer from a lack of high speed internet. I learned the speed of internet provided was not enough for the number of kids. Comcast was giving away hotspots but the speed couldn't meet needs. I get more on my cell phone. / The need has become more prominent during the pandemic. My brother lives in an apartment complex here in Denver near DTC which does not have high speed sustainable internet for remote learning. He drives his 3 kids to my mom's house in order to get access. / Fixing these problems requires understanding them. We support the efforts in this bill to map internet speeds. We must make sure that we are getting the best available data at the more granular level. / But there is much more that needs to be done. We need resources to build our broadband internet in all communities -- and consumer protections / From a financial standpoint, it's critical that we know what we're getting for our investments on broadband. One of the best ways we can do this is through expanded transparency and accountability for customers- that helps all of us and will help you state legislators know long term that the changes you're making here help address the issue.</p> <p>-</p> <p>My name is Sandra Parker Murray. I too have had internet issues. I work from home. / Sometimes in the middle of the conversation, my service is interrupted, or becomes insufficient to complete the task. I am unsure of my actual speed. I get a different answer from my provider each time I reach out. I have been offered upgrades, more speed per second and sometimes told I have the maximum speed. / The most important point is I am not sure who is correct and have no way of confirming what I have, what I need and what I am paying for. / This General Assembly has the ability to empower consumers by legislating service quality standards and directing the appropriate state office to accept and address customer complaints. / A lot of promises were made by the telecommunications industry in the state capitol building in 2014 when this body deregulated telecom. Yet, those promised remain unfulfilled. It is time for Colorado to take bold and determined action to address the market failures that keep Coloradans both urban and rural from high speed internet. Let's act like high speed internet is a necessity.</p>

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