
From: Keith and Lynne Ostrand <heritagepaints@earthlink.net>
Sent: Sunday, May 24, 2015 6:22 PM
To: BOCrfc2015
Subject: Access to broadband in rural Missouri

I live in a rural area of Pleasant Hill, MO. and have the barest of internet service. Our provider is Fairpoint Communications who advertises high speed internet. What they don't mention is that you must live within a certain distance of their equipment. We get 1.5 mbps or less depending on the time of day. We have had Fairpoint DSL internet service for 6 years and we have neighbors who would like to get internet service but Fairpoint no longer adds new internet customers in my area because they cannot guarantee good reception. We even paid for a new router, which the technician said we needed, and that still did not improve the service.

We also have our phone service through Fairpoint, sometimes the phone rings and when we pick up there is just a dial tone. Later we will find a message saying 'call me' and will find out the person calling got a busy signal or just heard our phone message machine pick up. We have had our phone calls dropped while talking to someone, this has happened about 5 times in the last two weeks alone.

I have asked Fairpoint what the chances are of getting additional equipment closer to our area and I never get an answer.

I know that there are satellite providers who can deliver higher speeds but the cost of doing that is cost prohibitive if you do live streaming programs, which we do when our DSL is working. Satellite provider services are also iffy and depend on good weather. Stormy weather/cloudy weather will knock out the satellite feeds.

I also do websites that can be very slow in uploading data and images.

Is there any hope of getting fiber optics in our area of rural Cass County MO? This area needs Broadband very badly!

Thank You
Keith Ostrand
