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A Community-Run ISP Is the Highest Rated Broadband Company In America

Posted by BeauHD on Tuesday August 14, 2018 @08:03PM from the surprise-surprise dept.

An anonymous reader quotes a report from Motherboard: A [new survey](#) by *Consumer Reports* once again highlights how consumers are responding positively to [community-run broadband networks]. The organization surveyed 176,000 *Consumer Reports* readers on their experience with their pay TV and broadband providers, and found that the lion's share of Americans [remain completely disgusted with most large, incumbent operators](#). The full ratings are paywalled but available [here](#) to those with a *Consumer Reports* subscription. All the usual suspects including Comcast, Charter (Spectrum), AT&T, Verizon, and Optimum once again fell toward the bottom of the barrel in terms of overall satisfaction, reliability, and value, largely mirroring similar studies from the American Customer Satisfaction Index.

One of the lone bright spots for broadband providers was [Chattanooga's EPB](#), a city-owned and utility operated broadband provider we [profiled several years back](#) as an example of community broadband done well. The outfit, which Comcast attempted unsuccessfully to [sue into oblivion](#), was the only ISP included in the study that received positive ratings for value. "EPB was the top internet service provider in our telecom ratings two times in the past three years," Christopher Raymond, electronics editor at *Consumer Reports* told Motherboard. "Consumer Reports members have given it high marks for not only reliability and speed, but also overall value -- and that's a rare distinction in an arena dominated by the major cable companies," he said.



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Community, commune, communism. (Score:5, Funny)

Motherboard ( 2484676 ) on Tuesday August 14, 2018 @08:13PM ( #57127350 ) Homepage

Can't have communities in charge of stuff. That's communism, that is. And the community making people who use the community responsible for their part of it is violence, I tell ya. Violence. How dare communities not provide things for free?

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Re: (Score:2)

by Hognoxious ( 631665 )

I'm sure cayenne8 will be along shortly to explain how this is the result of commie indoctrination of the young.

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Re: (Score:1)

by Anonymous Coward

Ma'am, you're clearly drunk.

1

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Re: (Score:1)

by msmonroe ( 2511262 )

after I finish cornholing your mothers

That's what she said!

1

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Gee, no kidding? (Score:5, Insightful)

by p51d007 ( 656414 ) on Tuesday August 14, 2018 @08:25PM ( #57127390 )

A LOCALLY run, COMMUNITY based ISP, where those that run it, LIVE in the community, are ACCOUNTABLE to the community, actually runs it correctly? Shiver-me-timbers! Wish more cities would do this and kick out the mega-corp-don't-care ISP's.

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Easy when someone else is footing the bill (Score:2, Interesting)

by raymorris ( 2726007 )

Are you aware that you are paying half their bill for them? If you want to do more of that, you can pay half my bills. It cost \$300 million to build EPB's fiber network. Of that, \$111 million, almost half, came from taxpayers outside of Chattanooga - people who can't get the service, but are required to pay for it. \$160 million, over half, was paid by EPB's electricity customers who can't or won't get the internet service. Only \$29 million, less than 10%, was paid for by internet customers receiving the service

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Re:Easy when someone else is footing the bill (Score:4, Insightful)

by Anonymous Coward on Tuesday August 14, 2018 @08:43PM ( #57127504 )

We've been paying hundreds of billions to the telecoms through a Universal Subscriber Fee for decades, and NO ONE (except the telecom shareholders) has ever gotten anything for that money.

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Re: (Score:2)

by king neckbeard ( 1801738 )

How is it going to be more unsustainable to cut out useless middlemen? ISPs are basically the only companies that the public trusts less than the government, even the most unpopular parts of the government. It's like saying that we can't replace Kevorkian and Dahmer as babysitters. Also, it seems like those numbers might be bullshit or in some way deceptive. Already, we are seeing sourced replies that the recent they aren't serving other areas is because AT&T and Comcast banned it. Comcast sucks. F

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Re: (Score:2)

by jeff4747 ( 256583 )

USF was a fee that was only collected by telecoms who provided qualified buildouts to rural areas. Which is all telecoms in the US. And while it may have indeed added up to your claimed numbers, it represented a fraction of overall build costs, and was only collected from subscribers. Subscribers who overwhelmingly did not live in those rural areas - that was the point, for the people with existing phone service to subsidize the installation and maintenance of phone service for other people. Especially from all the people who got a monthly charge and didn't have, and couldn't get the service. There are exactly zero people in this situation. The ISP got government subsidies to build out their network. These subsidies were available to anyone, they were





- **Re: (Score:2)**
- by [DCFusor \( 1763438 \)](#)

Appalachia - \$82/mo for 4 megabits down and one up. And almost the best I can buy - the best is 6/1.5 and \$30/mo more.

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**customers vs shareholders (Score:2)**

by [dht10 \( 5082097 \)](#)

Well, imagine that. Apparently when you are beholden to your customers rather than your shareholders, your customers think you do a better job at it.

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