

**From:** [J.D.](#)  
**To:** [Secretary, Board](#)  
**Subject:** [EXTERNAL] Docket No. CM20030211  
**Date:** Tuesday, June 30, 2020 3:01:48 PM

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To whom it may concern;

I moved to Knowlton Township from Bergen County 10 months ago and I cannot believe how bad the internet service is. I was told point blank by Century Link that they will not update the lines and that I have no choice but to deal with the service since there is no other option.

My internet is down at a minimum of 10 times daily for anywhere from 15-30 minutes each time. Some days it is worse and service is down for hours.

My daughter had to go to live with a friend during the covid lockdown so that she could work from home since it is not an option here with the extreme slow speed and constant outage.

There must be something you can do to help Please...

Thank You  
Denise White  
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