

# City of Corinth Residential Internet

## The Who, What, Where, and Why of Internet Service Providers

The City of Corinth is largely serviced by CenturyLink and Charter Communications. Some portions of the city that border the City of Denton are able to receive Verizon FiOS and Grande Communications offers service to a portion of the City.

### CenturyLink



CenturyLink™

Nearly 100% of the city is available to receive CenturyLink's service. According to a company official, recent complaints of lackluster internet performance have been corrected by a massive overhaul of their infrastructure: increasing the bandwidth of their backbone, replacing aging switching equipment, and building additional redundancy. CenturyLink, as the incumbent, a special designation by the FCC for a company providing the bulk of service in a geographical region, is legally required to provide a degree of service to everyone in Corinth.

### Charter



Charter, according to a company official, admittedly does not provide service to the entire city, rather only to portions. When a request for service is made by a resident in an area not currently serviced, the company runs a "Construction and Viability Survey" to determine the feasibility of investing the capital to extend the infrastructure. It is significantly easier and cheaper for the company to lay its infrastructure in areas of new development, such as new subdivisions.

### Frontier (formerly Verizon) FiOS



Areas bordering the City of Denton are able to receive the FiOS offering from Frontier. When FiOS was a Verizon brand, they stated that because of the high cost and no guarantee of a return-on-investment, it had no intentions of expanding its FiOS service. Frontier has said that they would consider expanding, but has not released any particulars on that expansion.

### Grande Communications



Formed in 1999, Grande Communications, based in San Marcos, Texas, has recently expanded into the DFW region by acquiring the now defunct CoServ telecommunications operation. Their service does not extend to the entire city, but portions of the city nearer to Denton may be eligible for service. The company is slowly expanding, but does so on an area-by-area basis. It too runs a viability study to determine its return-on-investment for expanding into a region.

### Misconception

There is an assumption that the City of Corinth has some sort of exclusivity deal with CenturyLink and/or Charter. While the FCC and Texas Public Utilities Commission have some say as to the boundaries of Internet Service Providers, the government, specifically the City of Corinth, does not prevent ISPs from doing business in Corinth. Each ISP pays a Franchise Agreement to the Texas PUC, which gives them the right to use our city streets for their service vehicles and to use our rights-of-way to upgrade or repair their lines.

## What Does This Boil Down To?

The current lines in place are under private ownership – occasional agreements notwithstanding, Company A will not let Company B use their infrastructure to do business. The incumbent, CenturyLink is legally obligated to provide some service, but other companies such as Charter, Grande, etc. are not bound by the same law. Each Internet Service Provider determines economic feasibility for its own expansion. Just as the City of Corinth does not prevent any ISPs from doing business in the city, it cannot force them to come. Generally speaking, each ISP logs when a citizen outside of their coverage calls – the more demand for service, the more likely an ISP will extend to that region.

## Whom Can I Call?

If a resident lives in a portion of the City not currently serviced by a desired company, or if the performance is less than what is being advertised, he or she should call the company directly.



<http://www.centurylink.com/help/contact/>

Orders: 855-524-0369  
Troubleshooting: 877-646-3282



<https://www.charter.com/browse/content/contactus>

Orders: 877-906-9121  
Troubleshooting: 888-438-2427



<http://internet.frontier.com/Texas/>

Orders and Troubleshooting: 877-832-1281



<http://mygrande.com/contact>

Orders and Troubleshooting: 866-247-2633