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Washington, DC --- Today, Florida attorney Daryl Parks of ParksCrump LLC filed a Formal Complaint and Request for an Investigation and Hearing against AT&T, Corp at the Federal Communications Commission on behalf of three low-income residents in Cleveland, Ohio.

In the Formal Complaint, three women, Joanne Elkins, Hattie Lanfair, and Rachelle Lee, express their frustration as customers of the telecommunications and broadband Internet service provider company which is licensed and authorized to serve all residents of Cleveland on a fair and equitable basis.

However, the women receive slow speeds at a rate as low as 1.5 mbps downstream or less, although they pay AT&T for high speed access; meanwhile residents in wealthier and predominantly white areas have gotten premium upgradable high speed broadband access at bullet speed comparatively.

As a result of the ineffectual and substandard quality level of speed, the women's children cannot access homework sites, their home security system that rely on broadband connectivity is rendered useless and they are essentially at risk of being left behind the high speed broadband access gap that leaves so many low income, underserved communities with residents that are persons of color.

The women decided to file their complaints after realizing that their experience match the findings of a a recent report by National Digital Inclusion Alliance and Connect Your Community, titled, *AT&T's Digital Redlining*.

- That data within that report suggests that AT&T is purposefully bypassing residents by ethnic and racial characteristics.

- The NDIA report also shows that AT&T's failure to provide high-speed broadband services to these women is part of a pattern by AT&T across Cleveland and across the United States.

Key Discussion Points from the Complaint:

- AT&T offers a product that is inferior to consumers living directly adjacent to consumers that receive a high-quality service. Consumers view ADSL and VDSL2 as services which meet the same needs. Both are broadband services used to reach the Internet, stream video, and other similar needs. One product is of much lower quality than another. The only meaningful difference between these consumers is their residence in an area in the urban core of Cleveland, consisting of significantly more low-income families and people of color.

The FCC rules forbid regulated common carriers and communications service providers from discriminating.

Why the FCC?

The women have taken their case to the FCC because that agency has a mandate from Congress to ensure the deployment of advanced services to all Americans.

What's Next?

AT&T's flagrant activity constitutes digital redlining and should be investigated.

The Complaint provides the regulatory basis for the Commission to act, seeks a hearing to discuss facts and an order to AT&T to reverse course and serve the entire community including those who are unserved, underserved and most vulnerable to be left behind in the digital divide.

This Complaint will be hand delivered directly to AT&T the morning of August 24, 2017 and filed at the Commission on the same day, August 24, 2017.