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Earthlink satellite internet reviews

How do I know I can trust these reviews about EarthLink? How do I know I can trust these reviews about Earthlink? 2,678,147 reviews on ConsumerAffairs are verified. We require contact information to ensure that our reviewers are real. We use intelligent software that helps us maintain the integrity of reviews. Our moderators read all reviews to verify quality and helpfulness. For more information about reviews on ConsumerAffairs.com visit our FAQ. Michael of Dayton, OH Verified Reviewer original review: Oct. 29, 2020Spectrum sent an email and then a letter informing me their contract with Earthlink expired 10/31/2020 and my email needed to change. NOT going to happen! So I dropped the Spectrum modem off to them and signed up for Earthlink Hyperlink. Keeping my email, one of which dates back to 1996. Speed is better. The price is comparable. Sure, it uses AT&T fiber over copper, but I'm happy with its performance. It shows that we would have to act on the internet under Covid. Thank you very much Spectrum. Grateful for Earthlink's responsiveness. Daniel of Cleveland, OH Verified Reviewer original review: Sept. 19, 2020I've read a lot of negative reviews about Earthlink. My experience is different. I first discovered Earthlink when I was working for Time Warner Cable (Spectrum). I did an installation for the cable company at the customer's house. The installation was great and the customer was happy when I left her with a fully functional Internet service. Yes Earthlink contracts with local ISP's like Spectrum and AT&T to install internet service on the ISP's network. It's not a problem because for some reason the Internet service costs less when you go through Earthlink to get it. Therefore, any installation issues you have are caused by the Spectrum or AT&T (ISP) technician, not Earthlink. I bought the Hyperlink 50Mbit Internet service from Earthlink. An AT & T technician did the installation. My new Internet service rides at AT&T fiber network in the Cleveland, Ohio area. I am very pleased with the new service and the price. William of Atlanta, GA Verified Reviewer Original review: March 10, 2020We switched to EarthLink about two years ago, and it's been such an insignificant experience. We called, they helped us decide the right plan, the installer showed up when they said they would, and we haven't had to think about it much since then. We also have emails with them, and I love knowing that it's safe, unlike Gmail or Yahoo. All around, great, easy experience. Steven of Belleville, IL Verified Reviewer Original review: Nov. 10, 2020I live out of the state and wanted to start up DSL internet service on our new property in Vail AZ. Bought a DSL modem from EarthLink for \$200, which seems to be dead. It has a guarantee... But they wouldn't replace it without trying to make problem-

shooting first (a reasonable request....). But despite spending several hours on-line listening to recordings that say how sorry they were that we were on hold for so so so and how much our business meant to them... we could never get anyone to talk to to set up the debugging session that they requested (the only time we actually got a person to talk to). That's enough. Basically this outfit has no functional technical support, as close as I can tell. Andy by Sunnyvale, CA Verified Reviewer Original review: Nov. 8, 2020There is no worst for this company, they hired a huge customer support team from India and South Africa to so-called support you. But in reality they are just buying internet bandwidth from AT&T, it's like a retailer branded as an internet service provider. They do not own anything, any infrastructure except customer support. Customer support also calls AT&T's technical support to support them. So if any problems, they can't solve it at all from EarthLink, horrible right? No, not yet. The worst part is their agents are lying about speeds, when you sign up, they will tell you your speed is 50-1000 at least. but mine is 23MB max. not even close to 50. Bad enough? Not yet. They set up a contract of 12month to entice you in, so you will find out they suck, of course they know they suck, so they will collect your \$200 early cancel fee. Worst enough? Not yet. Their agents won't even bother to save you as a customer. They will cancel for you immediately if you request because they know they will collect the \$200 fee anyway, plus, they don't really have a business business, it's just bunch of phone marketers. Choose them, you will either undo or regret more. Read the full review Denise of Lakebay, WA Verified Reviewer Original review: Oct. 27, 2020This company. They never installed the equipment. I was loaded installation, and monthly ago. Yesterday they took 259.00 out of my account! I don't have Earthlink! I've called repeatedly. Dom of Clio, MI Verified Reviewer Original review: Oct. 24, 2020Okay so let me start by saying I never leave reviews but this place is something else. Recently my wifi went out and I just thought it was no big deal so I decided to call them. So I go to call them and start it's a person who can barely speak proper English, so I just hung up and called again. But I again got someone who was not very fluent in the English department. In any case I talked to these people and they said that my internet services were suspended because I did not update my card because it was recently found fraudulent. So I was like oh silly me haha and I was hoping to resolve this issue the following day at least, but nope. They said my services would be restored within one working day. The next day I still noticed that it didn't work so I decided to wait and see if it would come on but it never did. I then called them again to inform them of this and they clearly told me that my would be on that following night that happened to be yesterday and also a Friday. So I wake up this morning and realize that 1.) They lied to me 2.) What What INTERNET COMPANIES ARE CLOSED ON WEEKENDS. So in conclusion, I haven't had internet in 2 full days and I have to wait until Monday to even talk to these people again. Read the full review Reba L by Sequim, WA Verified Reviewer Original review: Oct. 14, 2020I've had Earthlink as my paid email service provider for 15+ years. I have not changed service as I have thought it would be too much trouble to switch to a new service. SPAM control is non-existent. Turn on the filter and you will not receive any mail. Now I receive up to 50 spam emails daily. Customer service? There isn't either. \$6 a month folks. I'm done with EarthLink. Rachel by Breese, IL Verified Reviewer Original review: Oct. 6, 2020Charged \$79.95 upfront for installation. Had to wait 2 weeks for installing appt. NOT told CenturyLink (which owns Earthlink) technicians would not be able to enter the house because of Coronavirus. Tech said he could only install cable to cable box outside the house OR he could say I quit the job (he claimed I shouldn't be charged anything – NOT TRUE, no refunds.) Also, I would need to hire an electrician to finish installing. I could do it either before he did his job or have his appt cancelled/rescheduled and he would come back later to make cable connection to the box. Started the work then left with cable / wires hanging. I hope he comes back. POOR communication. If I ever get internet service, hope it's worth the frustration. C by Mentor, OH Verified Reviewer Original Review: Sept. 20, 2020I recently ordered EarthLink HyperLink internet with a WiFi modem and account. I put down my deposit and 1st month's bill and had it installed. Not even a put after instillation I got a bill from them for their monthly billing cycle due the following week. I paid for it, and they jumped down their internet service to a crawl after 15 days of service. I contacted them about both and for the slowdown I was told that it is their policy to slow down their service after halfway into a billing period until the bill is paid, which would cause them to lose business. And as for the bill, I was told by the same person that it is their policy also to have a monthly invoice due immediately after instillation, even if you paid instillation and first month service. You can't even understand what they're saying because of their extremely thick accents.. After my next salary I'm ditching them for another company and if they want to take me to court then they can. I do not recommend this company to anyone. Read the full Review Next Pricing & Package | Modem & Router | Features | Customer service | Final recommendation An excellent choice for dial-up and light usage, but there are far superior high-speed broadband internet options. Even EarthLink places a heavy, yet welcome, on safety and being unbeatable on price, their customer service can be underwhelming, and the range of potential hidden fees is eye-watering. Great Security Connectivity for Rural Areas Budget-Friendly Hidden Fees Fees Customer Service Low download speeds packages and price packages Download speeds Price plan Details Dialled Internet Up to 56 Kbps \$14.95/mo VIEW PLAN DSL Internet Up to 15 Mbps \$14.95/mo VIEW PLAN Hyperlink Internet Up to 75 Mbps \$39.95/mo* For 3 Months VIEW PLAN Satellite Internet Up to 25 Mbps \$49.99/mo, 2-year contract VISA PLAN Earthlink Dialed At less than ten dollars per month, EarthLink's dialing options are perfect for the budget-conscious consumer. Due to the low download speed, it is best for easy use, such as shopping, banking, checking emails and everyday browsing. EarthLink also provides phone numbers that cover the length and breadth of the country, allowing you to access the internet from pretty much anywhere with a phone line, all included in the price of your plan. There is no cap on data, and you also have up to eight email addresses with automatic virus detection and spam blocking. Earthlink DSL EarthLink's entry-level broadband plan is DSL Internet service at \$14.95 per month. Again, it's cheap, and jumping at speed for an extra five dollars is really worth considering if you have the funds. It's not blazing fast, with top speeds of 15 Mbps, but it's a great option for light users who still want to stream and use more than one device at a time. Earthlink Hyperlink Hyperlink Internet is EarthLink's flagship high-speed fiber optic service, and at \$39.95 per month, it's on par with other providers. However, there are catches and hidden fees that are not seen elsewhere. Take the modem, for example; it's an extra 75 bucks, and mandatory professional installation is an extra 70. You are also tied to a 12-month contract, and there is a \$200 fee for early termination. When stacked against other vendors who tend to offer either free equipment, free installation, contract flexibility, no termination fee, or a combination of cost-saving features, the hyperlink Internet package quickly loses its sheen. Earthlink Satellite Internet Finally, there is a satellite option for remote and rural communities. This was previously an independent service within EarthLink, but it is now operated by HughesNet. For \$49.99 per month, speeds of up to 25 Mbps are possible, although this depends on your location and atmospheric conditions. Satellite internet may be less reliable than wired options, but this problem is not unique to EarthLink. EarthLink's pricing model is reasonable compared to other prominent satellite internet providers; under certain circumstances, it's actually a bit cheaper than the standard HughesNet service. See if EarthLink is right for you! Read more here Your modem and router As mentioned above, EarthLink charges almost \$ 145 for broadband equipment and installation, which is mandatory for the use of its services. The router itself is Wi-Fi enabled, which means that devices within your home to access the internet without having to worry about cords. EarthLink also makes a fee for its dial-up call but this can be avoided by purchasing your own equipment. Fortunately, there is no charge for installation, as it is only a matter of connecting the modem and setting up a software that EarthLink sends in the post. Installing dial-up equipment is straightforward, and the installer will guide you through the simple activation process. Features and benefits The cheapest option is available On just shy of ten dollars per month for dial-up and fifteen for entry-level broadband, no other INTERNET service provider comes close to EarthLink's cost-saving credentials. If you're working on a tight budget and have priorities more important than broadband bells, EarthLink offers a viable option. Although download speeds have evolved dramatically since the heyday of dial-up, this simple approach to connectivity still has an important purpose, making EarthLink's continued offering quite admirable. Good for easy use Not all internet users have heavy requirements. While streaming and online gambling are an important part of modern life for many people, others have lighter internet requirements. There is no need to spend excessive amounts on an elaborate package if your household just needs enough data to send emails, check the news, place an online order, and make some internet banking. The DSL Internet option is perfect for people who are easy users but want the flexibility of extra capacity and Wi-Fi connectivity when needed, while dial-up plan is a great choice for those who are happy to keep their connection to a computer, or want to complement a generous mobile data plan with a backup option. No capping of dial-up data If you select the dial-up service from EarthLink, you don't have to worry about throttling. There are no restrictions on data usage on dial-up plans. Our cynical page would like to point out that it is unlimited simply because the download speed is excruciatingly slow, but the feeling is appreciated anyway. A focus on security EarthLink is serious about security, and customers are very excited about it. Antivirus software is included in every plan, as well as a firewall, and you can upgrade to Norton Antivirus products for \$5.95 per month. This may not be necessary if your computer or device has built-in security software, but it's really good to have as an option, especially at the age we live in now. Keeping rural communities connected Digital isolation remains a problem in rural and remote communities across the United States. Although companies are working to expand the wired provision out to previously neglected areas, this endeavor moves at a glacial pace. That is why satellite services are still a necessity. Until recently, EarthLink provided independent satellite internet, but it now offers HughesNet infrastructure under its own brand. Satellite connections are also not most reliable (a problem across the board, not just with EarthLink), they are a lifeline in some areas. It is these connections should not be underestimated. Ideal for travel! As part of EarthLink's dial-up internet plan, which offers unlimited use, customers can access the internet from anywhere with a phone line. It's the perfect way to stay in touch when hotel Wi-Fi is either grossly expensive or uneven at best. Toll-free dial-up numbers for all areas are listed on the EarthLink website, and it's simply a matter of choosing the right area you're visiting, connecting to the phone line (bring your modem) and call back as usual. Customer Service Unfortunately, Earthlink is not known for its glittering customer service. The year 2005 was a difficult one for the business, and cost-saving measures included closing U.S. call centers, resulting in thousands of job losses. Customer service is now outsourced to international representatives and customers often report that a language barrier can make it difficult to have meaningful solution to service problems. The same applies to technical support. Since the restructuring in 2005, maintenance is now carried out by outside technicians, and quality tends to be hit-and-miss. Customers can contact support services by phone, email and live chat. It can take several days to get a response via email, and your phone's waiting times are often long, so live chat is recommended in the first place. That said, the online help section of the EarthLink website is full of truly useful troubleshooting pages, as well as tricks and tips for optimal use of the service. Ways to save on EarthLink Internet Earthlink offers internet connection at bottom prices. With other vendors it is possible to make savings by purchasing your own equipment, or skip on the installation. With EarthLink, both of these are mandatory to use their service. Still, there are choices you can make within the service to keep costs down. For example, if you don't have heavy demands on the net, the DSL Internet option is perfectly fitting. Instead of spending \$40 on a service you don't need, choose \$15 plan. And if you absolutely don't need broadband at all, give dial-up an attempt to save another \$60 over the course of a year. Note that EarthLink charges extortion rates for early termination of a contract, from \$90 for DSL, up to an eye-watering \$200 for Hyperlink Internet. If there is any possibility that you will move home within a year, it is best to look for a more flexible supplier and save yourself the financial hit. Our recommendation For budget conscious, there is simply no cheaper way to access the Internet than to take out a plan with EarthLink. Dial-up and DSL services are incredibly cheap, making them a great choice for light internet users. The Hyperlink Internet plan is reasonably priced, but the absurd modemand installation fees, as well as the \$200 early termination penalty, are totally disproportionate. Competing suppliers make concessions on free free installation, or flexible contracts. Some offer all three. To be honest, nothing stands out about Hyperlink Internet, apart from extortion charges. Conversely, the satellite internet service is a great option for digitally isolated communities, and can work out slightly cheaper than HughesNet's own service. EarthLink is therefore a worthy contender in this sector. While it is advisable to look elsewhere for high-speed broadband, we would recommend EarthLink for inexpensive entry-level access, as well as connectivity in remote locations. See if EarthLink is right for you! Read more here here

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