互联网速度

America's Internet is faster than ever before, but people still complain about their Internet being too slow.美国的网速比以往任何时候都快，但人们仍在抱怨自家网速太慢。

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纽约州总检察长办公室于秋季发起了一项调查，调查威瑞森（Verizon）、有线电视视野公司（Cablevision）和时代华纳（Time Warner）这几家运营商提供的宽带网速，是否达到了其宣传的水平。本月早些时候，该办公室呼吁公众协助测量网速，称消费者理应获得运营商承诺的网速。“我们中有太多人可能付了钱，得到的却是另一种服务，”总检察长表示。

New York's Attorney General's office launched an investigation in the fall into whether or not Verizon, Cablevision and Time Warner are delivering broadband that's as fast as the providers advertise it is. Earlier this month, the office asked for the public's help to measure their speed results, saying consumers deserve to get the speeds they were promised. “Too many of us may be paying for one thing, and getting another,” the Attorney General said.

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即便此次调查真的发现了问题，这也并非电信运营商首次因“承诺网速与实际提供给用户的网速不符”陷入麻烦。早在今年6月，美国联邦通信委员会（FCC）就以“AT&T在用户消耗一定量数据后，秘密降低无线网速”的指控为由，对该公司处以1亿美元罚款。

If the investigation uncovers anything, it wouldn't be the first time a telecom provider got into trouble over the broadband speeds it promised and delivered to customers. Back in June, the Federal Communications Commission fined AT&T $100 million over allegations that the carrier secretly reduced wireless speeds after customers consumed a certain amount of data.

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即便运营商遵守法律规定，它们在带宽速度和资费问题上仍会引发用户不满。就在本周，一项调查显示，媒体与电信巨头康卡斯特（Comcast）是被投诉最多的运营商。在10个月内，康卡斯特收到了近1.2万起用户投诉，其中不少都与该公司的月度数据上限及超额收费有关。

Even when they stay on the right side of the law, Internet providers arouse customers' anger over bandwidth speed and cost. Just this week, an investigation found that media and telecom giant Comcast is the most complained-about provider. Over 10 months, Comcast received nearly 12,000 customer complaints, many relating to its monthly data cap and overage charges.

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一些美国人对互联网运营商已感到极度失望，以至于选择放弃使用（付费宽带）。近期一项研究发现，过去两年间，美国家庭高速互联网的用户数量实际上出现了下降，目前有15%的人自认为是“断网族”（指放弃订阅传统付费宽带/有线电视服务的人群）。

Some Americans are getting so frustrated with Internet providers they're just giving up. A recent study found that the number of Americans with high-speed Internet at home today actually fell during the last two years, and 15％ of people now consider themselves to be “cord-cutters.”