

Results of ECC Broadband Aggregation and Adoption Toolset (BAAT) program for St. Lawrence County NY 2021

July 16, 2021



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The information in this proposal was gathered for the exclusive use of St. Lawrence County and the Development Authority of the North Country for the purposes of planning.

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Section 1. Introduction

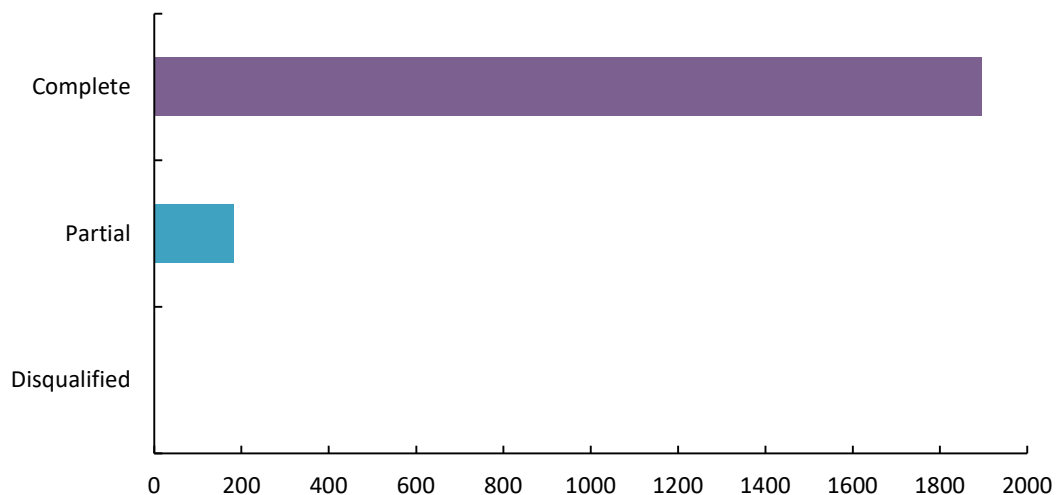
ECC Technologies worked with the Development Authority of the North Country [DANC] and St. Lawrence County to develop and deploy ECC’s Broadband Availability and Assessment Toolkit in the County. This report summarizes the program and the results of the program.

1.1 DEMAND AGGREGATION AND ASSESSMENT

ECC’s Broadband Availability and Adoption Toolset (BAAT) is a web-based application that will allow documentation of demand for broadband services within St. Lawrence County, with marketing component, data, and mapped responses all captured within a single portal.

The BAAT includes a Speed test component, which helps in the assessment of the identification of “speeds” of non-mobile respondents who are online via DSL, broadband, or those who are accessing the device via a mobile device.

The BAAT program allows customized questions in the assessment section for both residential and business respondents, as well as respondents with service vs. those without. The BAAT allows for near real-time reporting to be produced on survey responses, including geographic locations.



	Count	Percent
Complete	1,896	91.2
Partial	183	8.8
Disqualified	0	0
Totals	2,079	

1.2 HIGHLIGHTS.

The initial question on the survey assessment is a required component and requests the physical address of the respondent. This is required because it allows for the ECC team to geolocate and map the responses. While any response can be mapped, the key purpose of mapping during the BAAT program is to evaluate the physical location of responses to ensure input from all locations within the County.

The focus of this section is on respondents who have limited or no access to the Internet.

More than 96% of our respondents were residential (1993) which is a higher number than average for ECC’s BAAT programs, while 75 non-residential respondents filled in some or all of the questionnaire.

Through this survey, residents had a variety of methods with which to communicate with ECC or with the County including direct email, a “Contact Us” form on the site, and a dedicated phone number. Contained within the questionnaire itself is the capability for a respondent to input criteria into the survey form in a free form text format.

Appendix A includes direct feedback from respondents to the St. Lawrence County BAAT campaign and contains over 850 comments.

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ST. LAWRENCE COUNTY, NY

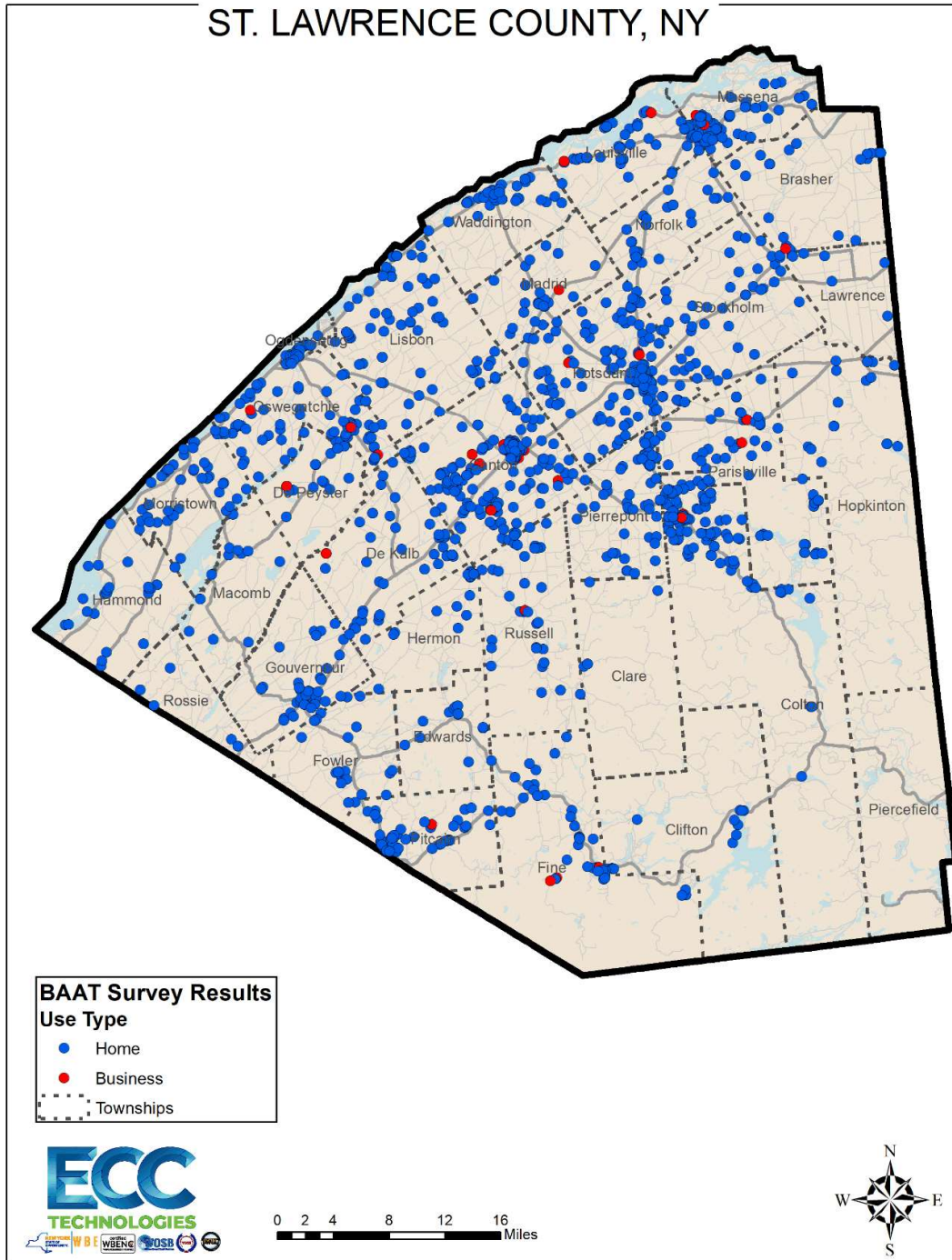


FIGURE 1 RESIDENTIAL AND NON-RESIDENTIAL RESPONSE

1.3 INTERNET ACCESS WITHOUT BROADBAND.

The responses in this section include those who do not have Internet access, or who utilize DSL, dialup, cellular hotspot, or satellite services.

A total of **202 respondents or 11.2%** reported having no access to broadband – in other words – no service.

Adding in low band services including dialup, satellite, cellular hotspot and fixed wireless, the **total number of unserved and underserved increases to 922 or about 45.5%** of residential respondents. Fiber and coaxial delivered Internet services to 53.5% of the respondents with cable accounting for 789 households and fiber a total of 246.

Adoption of Internet access often hinges on affordability for a user. In St. Lawrence County, almost 40% of these respondents are paying **more than \$75** per month for access which is similar to the results from Jefferson County.

754 households are paying between \$25 and \$75 per month while 38 households reported paying less than \$25 per month. A total of **605 or about 38% of respondents reported being unable to purchase the speed they required** while another 19.2% or 304 respondents, indicated they did not know if they could purchase the throughput, they required. About 40% of households said they would be willing to at least 10% more per month for better Internet service.

There were 205 responses to the question asking why the respondents had no internet access. Over three quarters – **82.9 % of the responses or 170 households – reported that broadband was simply unavailable.**

1.4 USES OF BROADBAND.

Three questions were asked of respondents who reported having no broadband service. These questions related to potential personal uses of broadband: were there issues relating to accessing health care [thinking in terms of telehealth and remote care], work, or school.

Only 19% reported not having issues accessing health care based on either location or cost. This percentage differs from some other BAAT campaigns in other areas of the country, and might reflect the availability of health care facilities and providers within the county, and proximity to larger teaching hospitals and trauma care.

When examining working from home, about 22.6% of the responses said that no one in the household worked from home – however of the remaining group, **65% of the total reported having trouble completing work from home – a total of 136 households** – due to Internet access issues.

The numbers were slightly different for the question about difficulties with schoolwork primarily due to the classification of answers. While not discounting single parent households, 52.4% of respondents reported having fewer than three individuals in the household. Of the remaining answers however, **116 households or 55.8% reported issues related to schoolwork.**

By an overwhelming amount, adults ages 26-65 were named as the primary users of Internet – 79.4%. Remembering that multiple answers were allowed for this question, 38.5% indicated that children would be the primary users.

1.5 VALUE OF BROADBAND

A multi-tiered question asked St. Lawrence County respondents to express their perception of the value of the Internet access to different parts of their life.

The highest responses from those who do not currently have broadband– **over 79%** - responded that Internet Access was *Very Important* to **stay in touch** and to **stay informed.**

Quality of life value of Internet access was more than 59%, and questions about **healthcare, livelihood and education all registered above 40%.** When adding in the category of *Somewhat Important* all categories exceeded 60% apart from the questions regarding education and healthcare.

When considering that specific question, **25.8% said the importance of Internet Access to pursue an education was Not Important or Not Applicable.** When reviewing this question more closely, an extremely high level of respondents reported having a minimum of a high school education. **Over 82% of the respondents have a two-year college degree or higher.**

1.6 COMMERCIAL

Eighteen non-residential respondents reported no Internet access. Of this total **13 or 72.2% said broadband was not available**, while 3 reported the services as too expensive. 92% said broadband access would enable them to be more competitive.

1.7 SERVICE PROVIDER OPPORTUNITIES

The ability to recruit new providers into the County is enhanced by the results of the BAAT campaign. **Over 80%** of those of ALL respondents believe it is Important or Very important to have a **choice of providers.**

Almost **99% of these said they would purchase Internet** – another 54% added video or TV access, and a little more than 28% added home phone service.

These numbers, when extrapolated across all areas of the County with limited Internet access, help a service provider in developing an economic model to determine if they can offer these services in a profitable and sustainable manner.

The offset? One question specifically asked the reporting member of the households how much more over their current bill, they would be willing to pay for new or improved service. There is a strong contrast between what households are paying today for service, which is not broadband, vs. what they perceived as a reasonable price to pay for new or improved service.

A little more than **1 out of 8 responses indicated an increase of 10%** would be their pick as a reasonable price. 151 respondents or 9% **indicated** a willingness to spend 25% more each month. A total of **98 households responded they would spend 50% more** each month.

1.8 COMMUNITY SUPPORT

A surprising response was to the question regarding being a “Champion” for improved broadband. Only **14.8%** of the respondents **responded “Yes”** when asked if they would be willing to be a champion for improved internet access.

1.9 ACCESS TO THE BAAT PROGRAM

The success of any BAAT campaign ultimately rests with the client. The high percentage of responses from those with limited or no Internet access attests to the hard work of the teams from the Development Authority of the North Country and Jefferson County.

Many BAAT campaigns have high recognizance rates from activities in churches and schools. With COVID impacting both institutions, Laurie Marr of DANC and the team turned to other opportunities. **More than 28.4%** of this group found the notification about the survey through **Facebook and social media**. Another **10.8% learned of the survey** through direct contact from the **County**. More than 24% of all respondents were referred by media – either newspaper or television.

1.10 SUMMARY

When combined with the St. Lawrence County infrastructure inventory which includes additional analysis related to the FCC assessment of broadband availability and other metrics, the results of the BAAT survey produce a compelling picture. The response maps do not indicate geographic disparity in responses and appear to accommodate towns and villages as well as the rural parts of the county.

There is a strong interest in reviews of the speed tests. These tests are evaluated separately from the overall survey to examine geographic locations where sub broadband speeds can be observed. On a consistent basis, it is difficult to correlate the results between the speed test and the survey. This results from many online responses which are completed at work or from a cellular phone where the speed test results are not relevant in context.

The high percentage of completed responses from all groups indicate a strong interest in broadband as an issue within the County. Significant value will be gained as the population

learns more about the advantages of broadband in supporting health care and improved access to community services.

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Section 2. Individual Question Responses

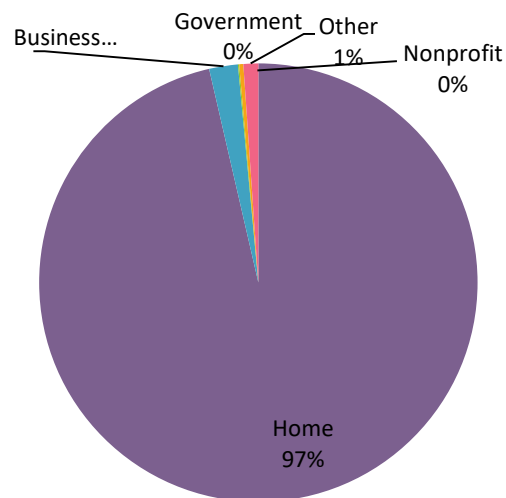
2.1 INITIAL CLASSIFICATION

1. Is this address in St. Lawrence for your home (permanent or seasonal) or business?

This question represents the first logical branch in the assessment. The response is binary and is interpreted as “Home” or residential or not home (“Business”, “Nonprofit”, “Government”, “Other”).

The result of the response to this question is held to determine the logic branching, pending the answer to the next question in the series.

That question is “What Type of Access...” is at this location. The answers to the two questions determine which of the four main logic branches will be followed by the respondent.



Value	Percent	Count
Home	96.4%	1,993
Business	2.1%	44
Nonprofit	0.1%	3
Government	0.3%	6
Other	1.1%	22
	Totals	2,068

2. What type of Internet access do you have at this home or seasonal address in St. Lawrence County?

This question is the second logical question and is for residential respondents. In conjunction with the previous question, all responses are now segregated into:

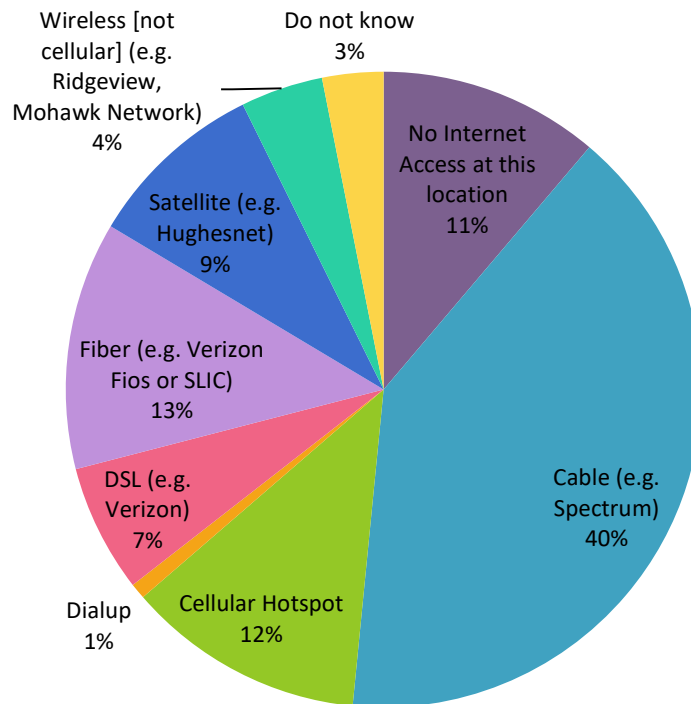
- Residential with Internet Access (this question)
- Residential without Internet Access (this question)
- Non-Residential with Internet Access (next question)
- Non-Residential without Internet Access (next question)

The next several questions following this one will take each of the listed above through several questions focused specifically to the group. Following the last question in the group-specific series, all residential subscribers will then be taken through a limited number of demographic questions; likewise, non-residential subscribers are walked through a small series of firmographic questions.

At the end of the survey, all respondents are asked for comments, and for their willingness to be a “Champion” for Broadband. Those answering “Yes” or “Tell me more” are asked for contact information allowing DANC or St. Lawrence County personnel to follow up with them and solicit their help and support.

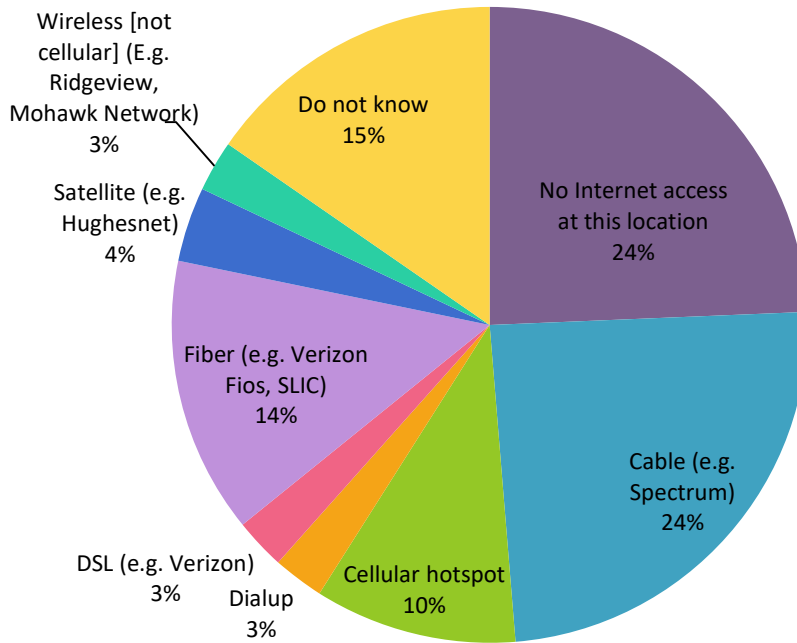
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2. What type of Internet access do you have at this home or seasonal address in St. Lawrence County? (Cont.)



Value	Percent	Count
No Internet Access at this location	11.2%	220
Cable (e.g. Spectrum)	40.3%	789
Cellular Hotspot	12.1%	237
Dialup	0.8%	16
DSL (e.g. Verizon)	6.5%	127
Fiber (e.g. Verizon Fios or SLIC)	12.6%	246
Satellite (e.g. Hughesnet)	9.1%	178
Wireless [not cellular]	4.2%	83
Do not know	3.1%	61
Totals		1,957

3. What type of Internet access do you have at this non-residential address in St. Lawrence County?



Value	Percent	Count
No Internet access at this location	24.4%	19
Cable (e.g. Spectrum)	24.4%	19
Cellular hotspot	10.3%	8
Dialup	2.6%	2
DSL (e.g. Verizon)	2.6%	2
Fiber (e.g. Verizon Fios, SLIC)	14.1%	11
Satellite (e.g. Hughesnet)	3.8%	3
Wireless [not cellular]	2.6%	2
Do not know	15.4%	12
Totals		78

ST. LAWRENCE COUNTY, NY

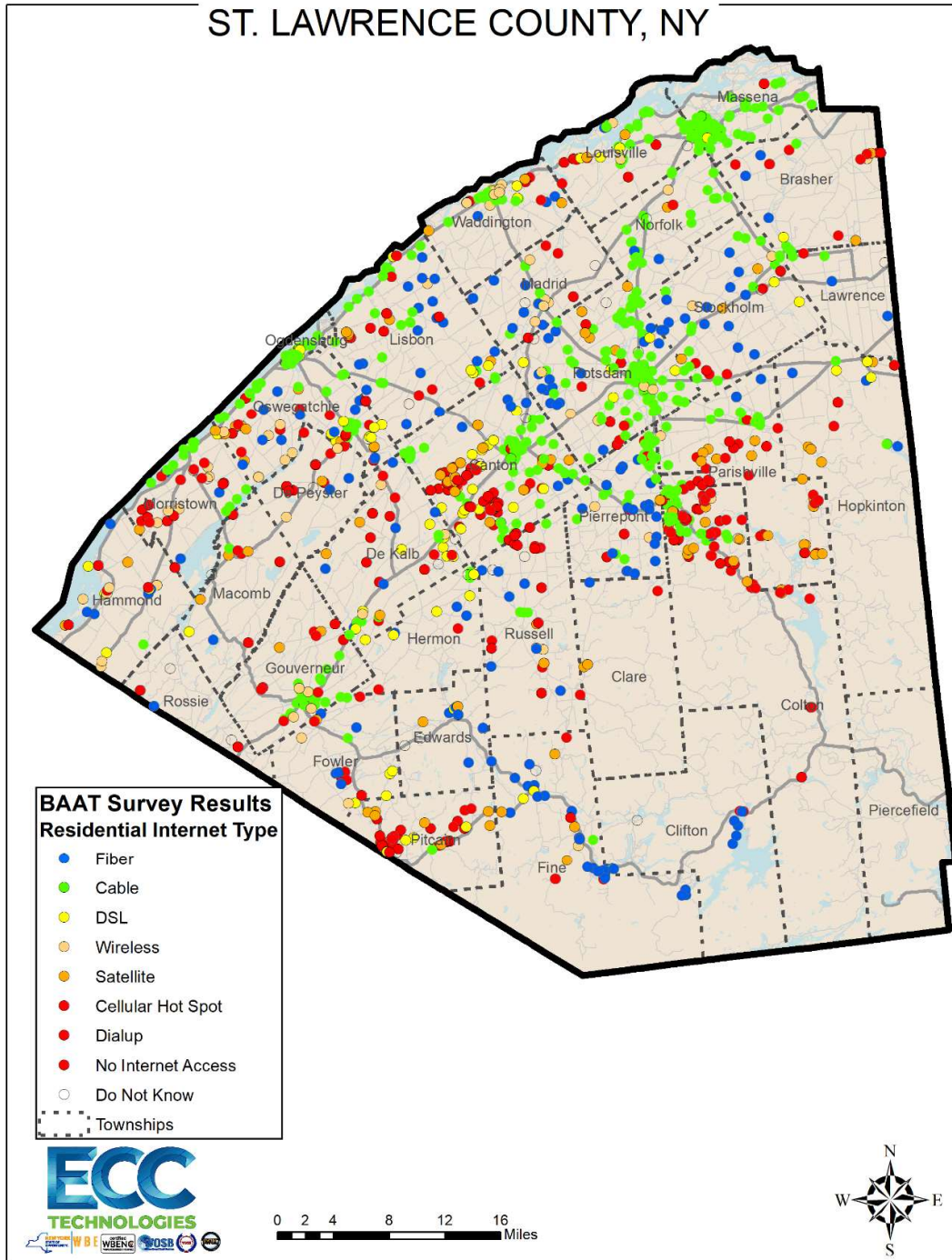
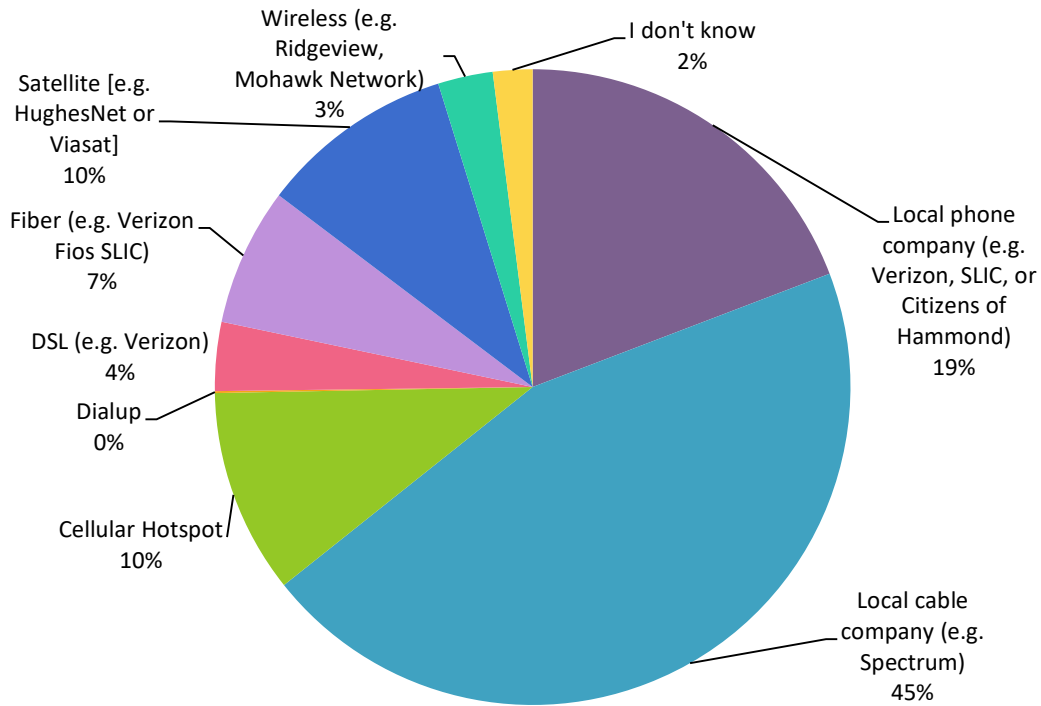


FIGURE 2 TYPE OF INTERNET ACCESS

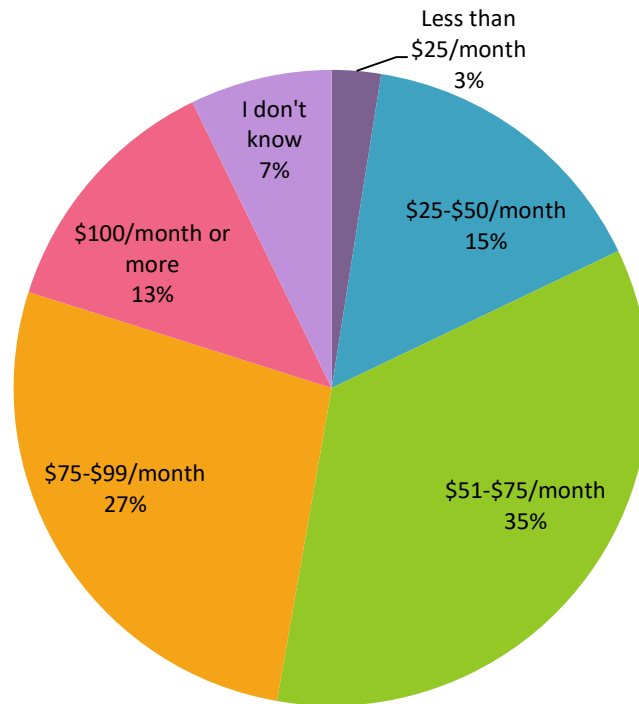
B. BRANCH 1 – ACTIVE RESIDENTIAL SERVICE.

4. Who is your current Internet service provider?



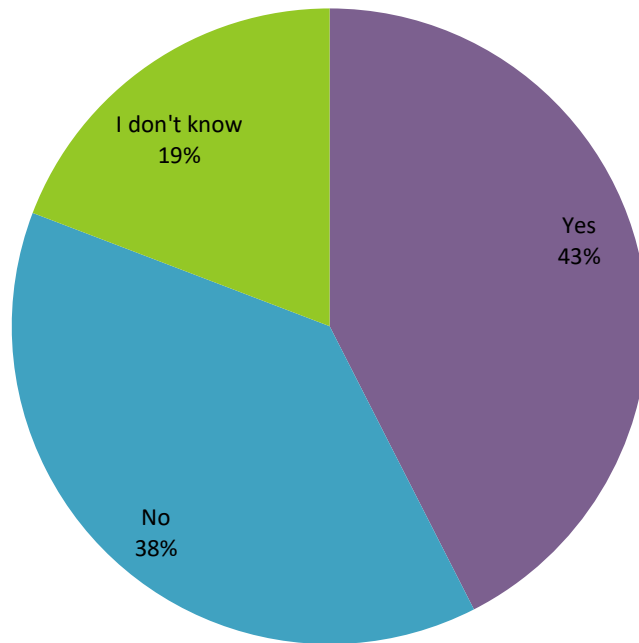
Value	Percent	Count
Local phone company (e.g. Verizon, SLIC, or Citizens)	19.2%	314
Local cable company (e.g. Spectrum)	45.1%	739
Cellular Hotspot	10.4%	171
Dialup	0.1%	2
DSL (e.g. Verizon)	3.5%	58
Fiber (e.g. Verizon Fios SLIC)	7.0%	115
Satellite [e.g. HughesNet or ViaSat]	9.9%	162
Fixed Wireless	2.8%	46
I don't know	2.0%	32
Totals		1,639

5. How much are you paying per month for Internet access only? Please do not include additional bundled services (cable TV, home phone, etc.).



Value	Percent	Count
Less than \$25/month	2.5%	38
\$25-\$50/month	15.4%	231
\$51-\$75/month	34.8%	523
\$75-\$99/month	27.1%	407
\$100/month or more	12.9%	194
I don't know	7.2%	108
Totals		1,501

6. Are you able to purchase the speed of broadband service that you need?



Value	Percent	Count
Yes	42.5%	671
No	38.3%	605
I don't know	19.2%	304
	Totals	1,580

ST. LAWRENCE COUNTY, NY

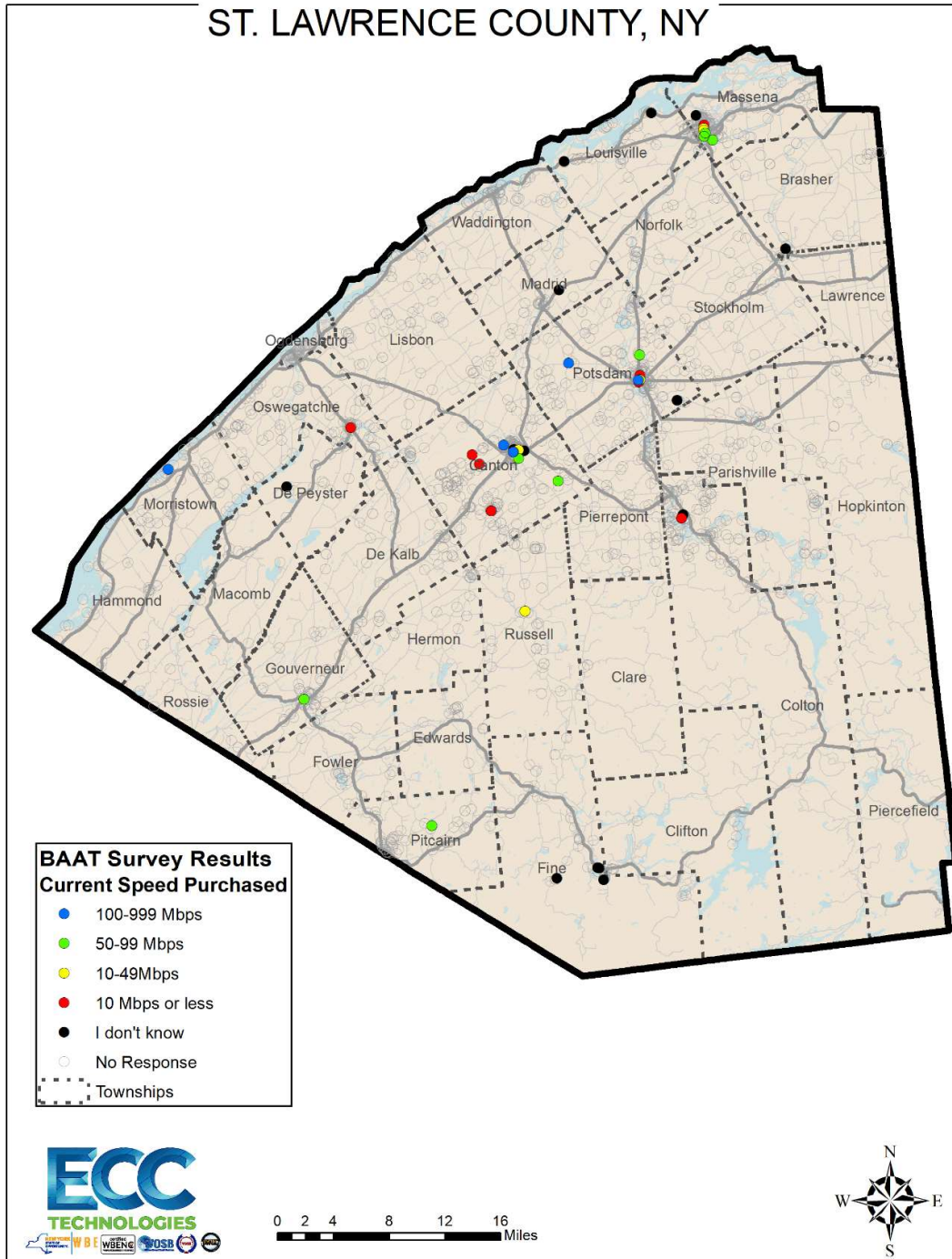
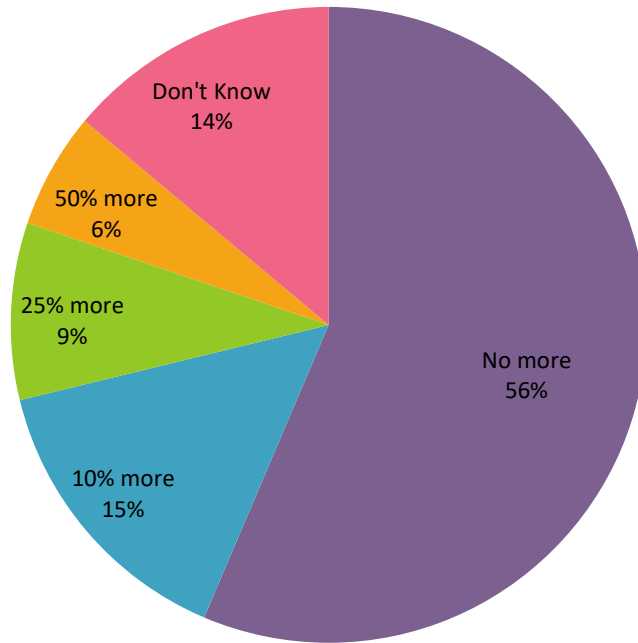


FIGURE 4 CURRENT SPEED PURCHASED.

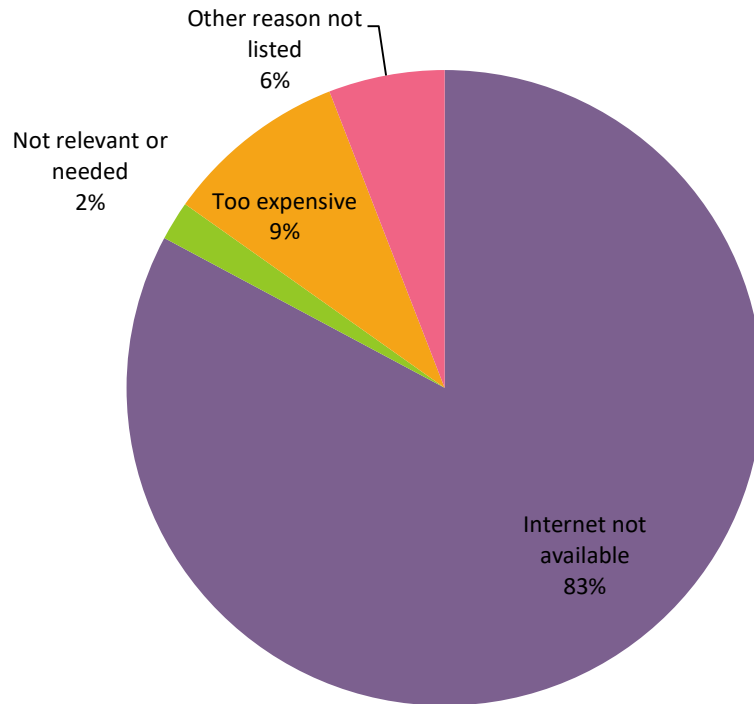
7. How much more would you be willing to pay, per month, for significantly improved service?



Value	Percent	Count
No more	56.4%	945
10% more	14.8%	248
25% more	9.0%	151
50% more	5.9%	98
Don't Know	13.9%	233
Totals		1,675

C. BRANCH 2 NO ACTIVE RESIDENTIAL SERVICE

8. Please tell us the main reason you do not have Internet access at your St. Lawrence County address?



Value	Percent	Count
Internet not available	82.9%	170
Not relevant or needed	2.0%	4
Too expensive	9.3%	19
Other reason not listed	5.9%	12
Totals		205

ST. LAWRENCE COUNTY, NY

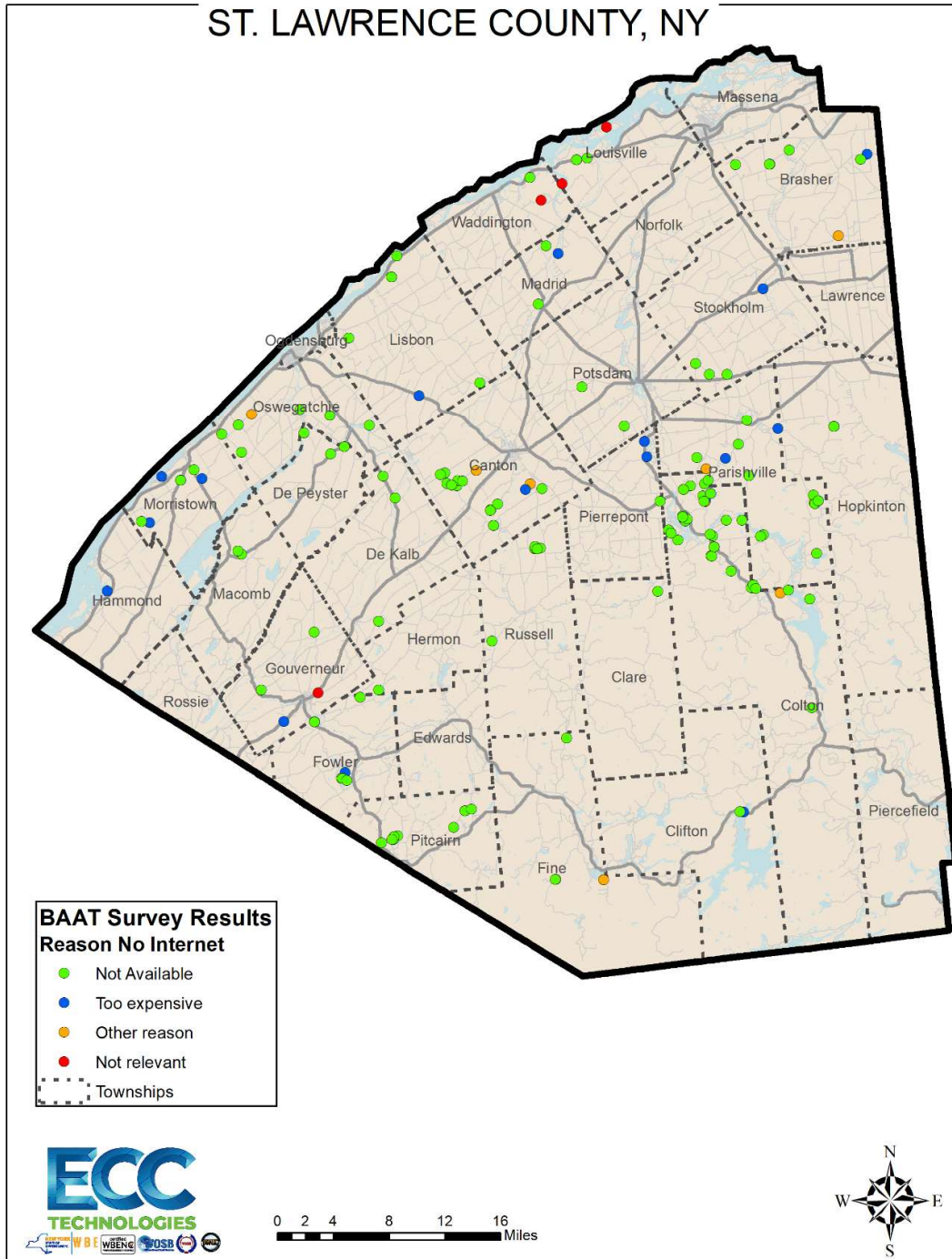
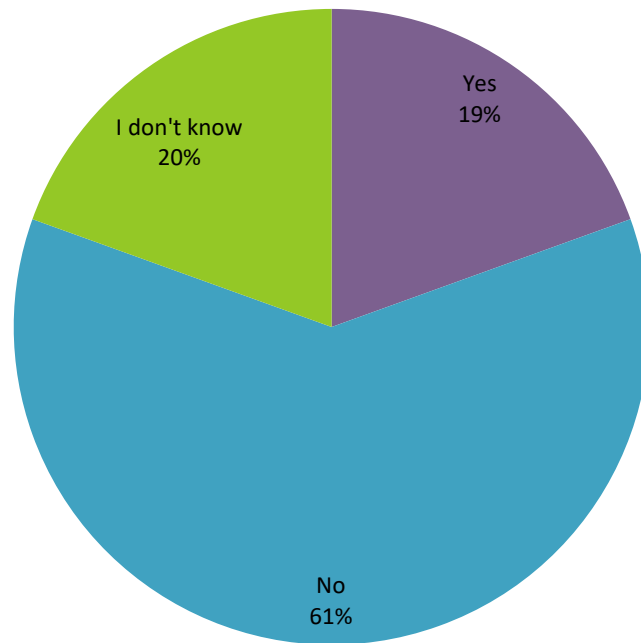


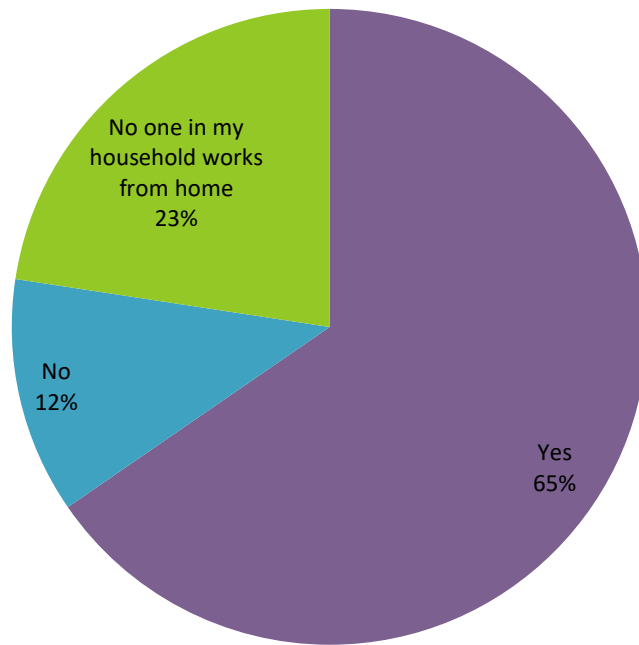
FIGURE 6 WHY HAVE YOU NOT PURCHASED INTERNET ACCESS?

9. Do you have problems getting medical care for yourself or your family based on location or cost?



Value	Percent	Count
Yes	19.5%	40
No	61.0%	125
I don't know	19.5%	40
	Totals	205

10. Does anyone in your household have trouble completing work associated with their job [working from home] due to a lack of Internet access?



Value	Percent	Count
Yes	65.4%	136
No	12.0%	25
No one in my household works from home	22.6%	47
	Totals	208

ST. LAWRENCE COUNTY, NY

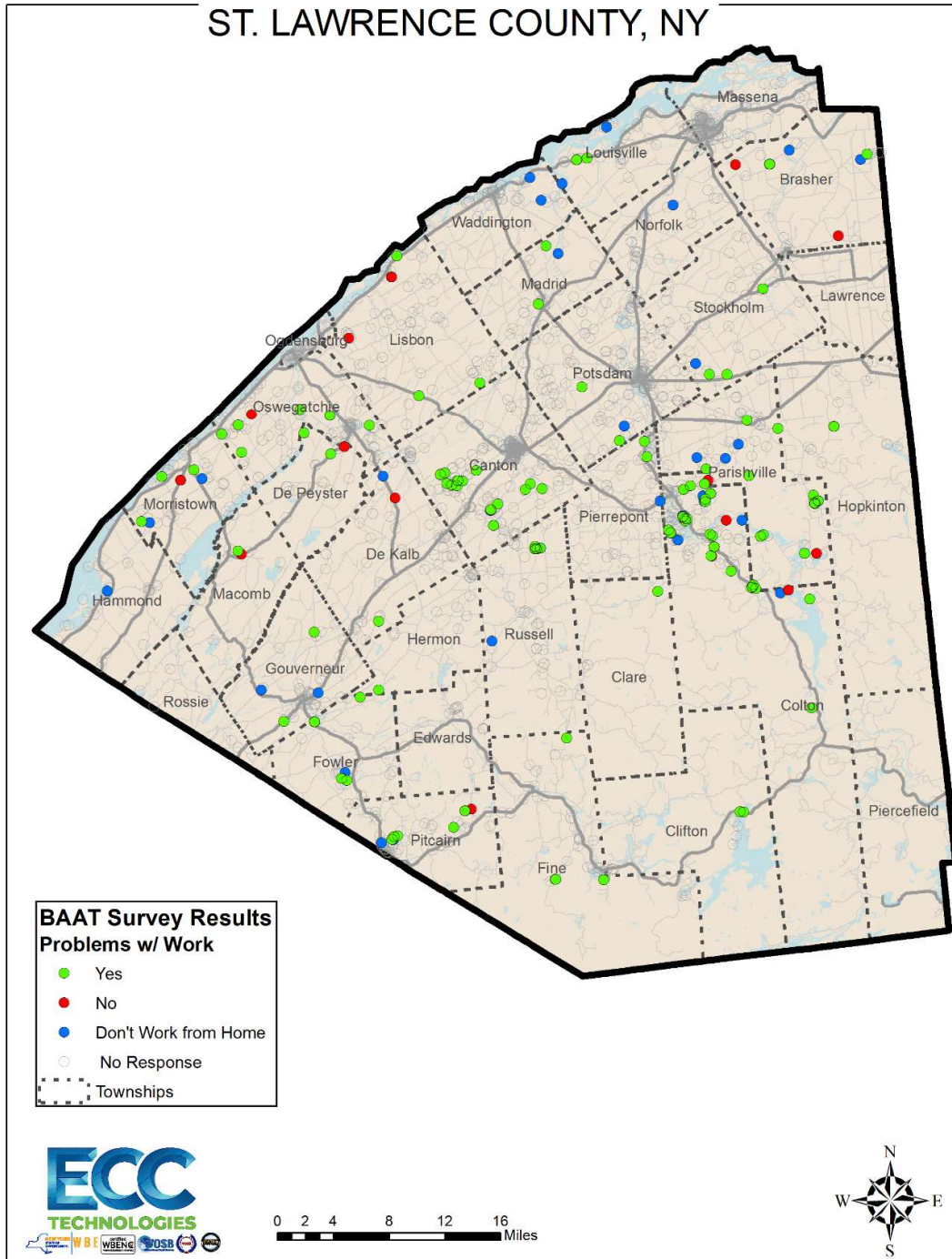
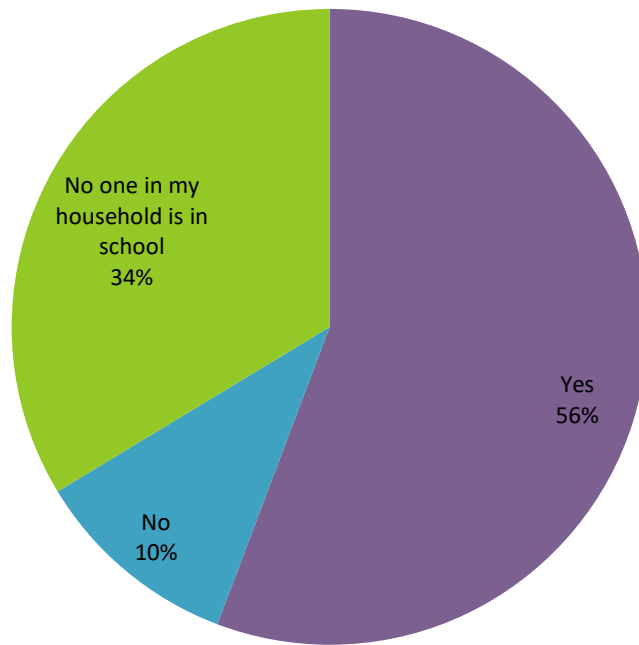


FIGURE 7 ISSUES WITH WORKING FROM HOME

11. Does anyone in your household have trouble completing schoolwork [either homework or attending virtual school] due to a lack of Internet access?



Value	Percent	Count
Yes	55.8%	116
No	10.6%	22
No one in my household is in school	33.7%	70
Totals		208

ST. LAWRENCE COUNTY, NY

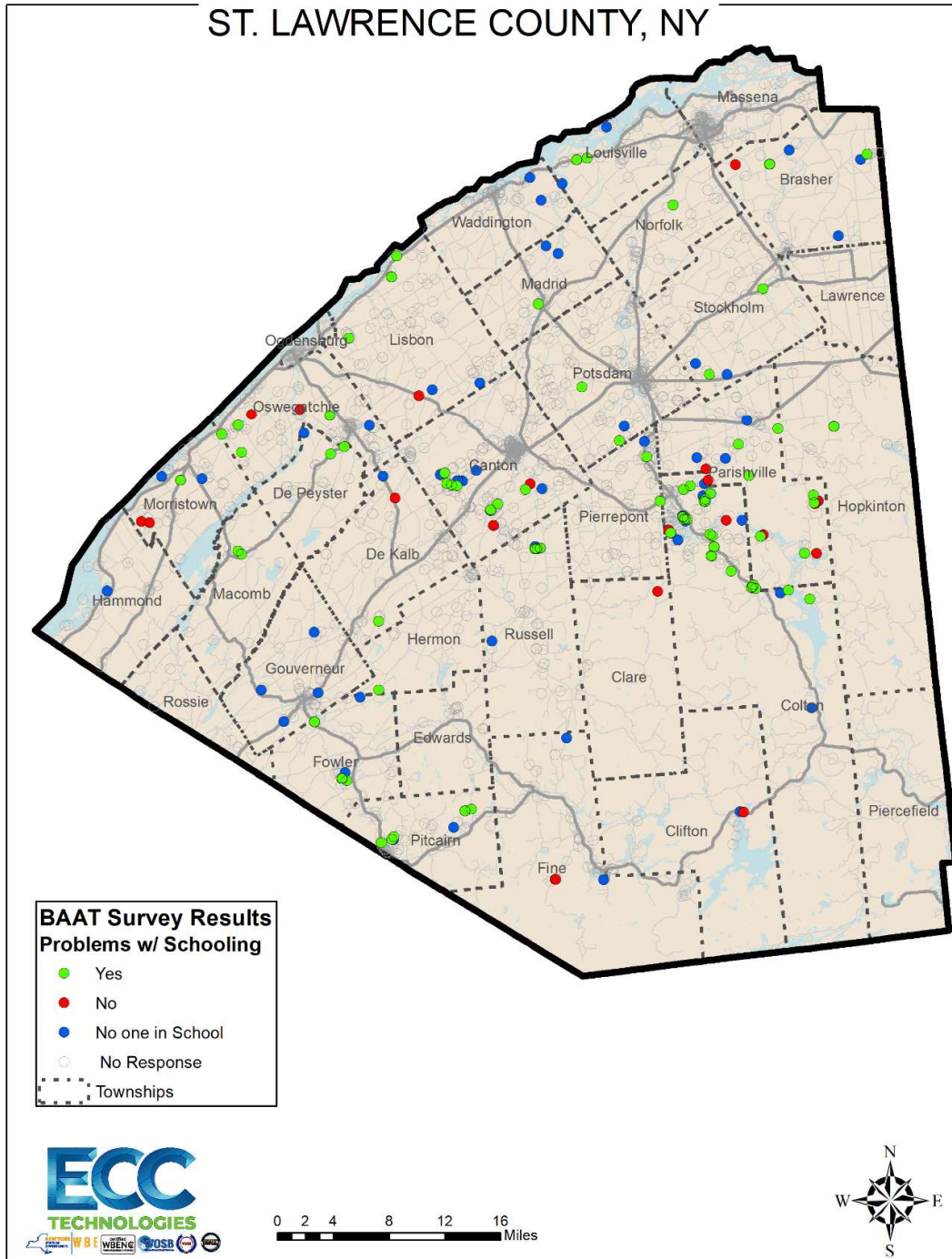
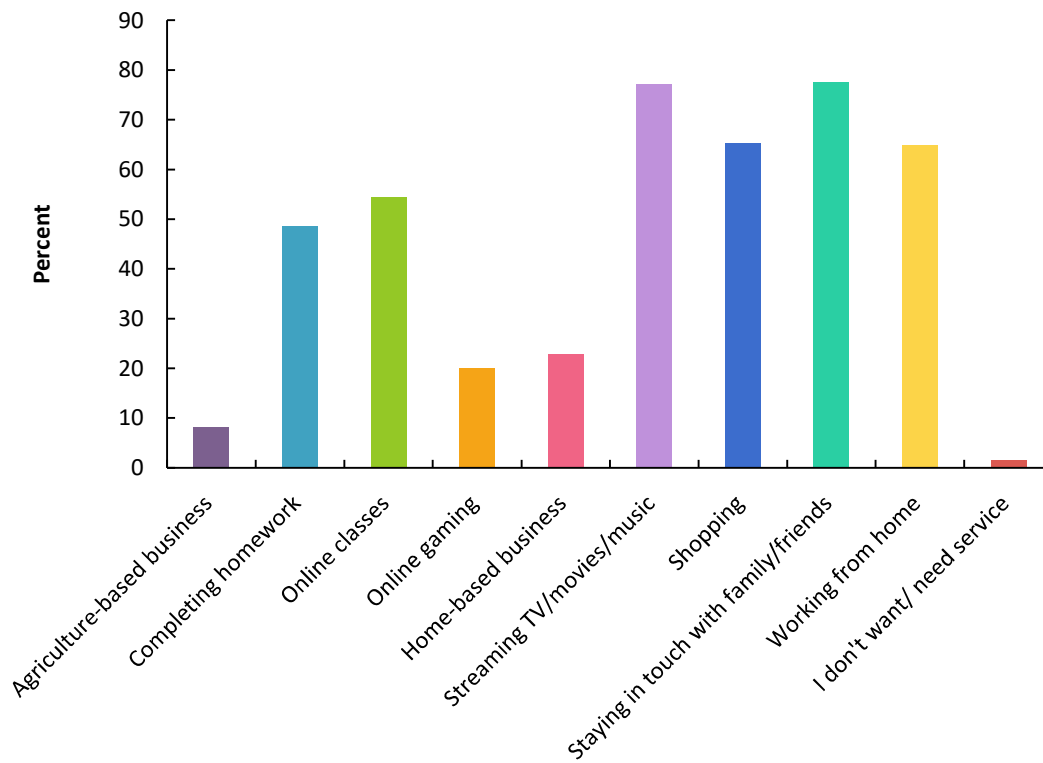


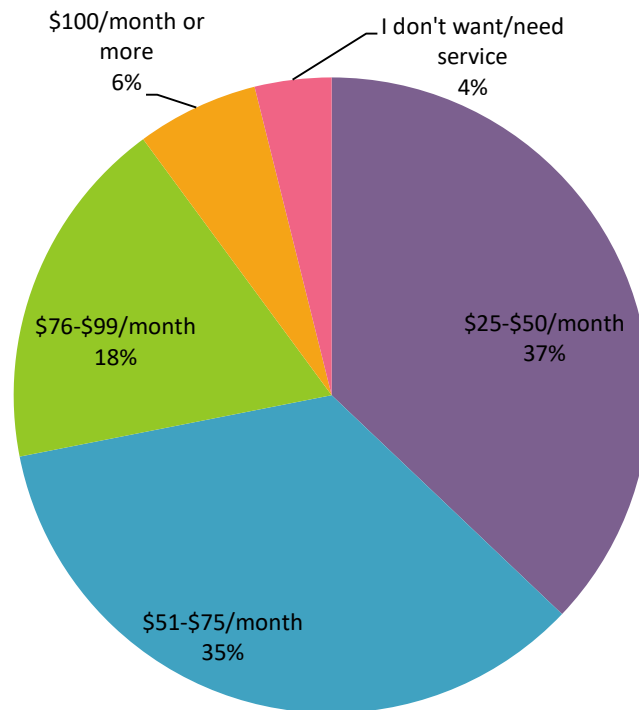
FIGURE 9 ISSUES WITH SCHOOLWORK

12. For what uses would you subscribe to a broadband service? (Please check all that apply.)



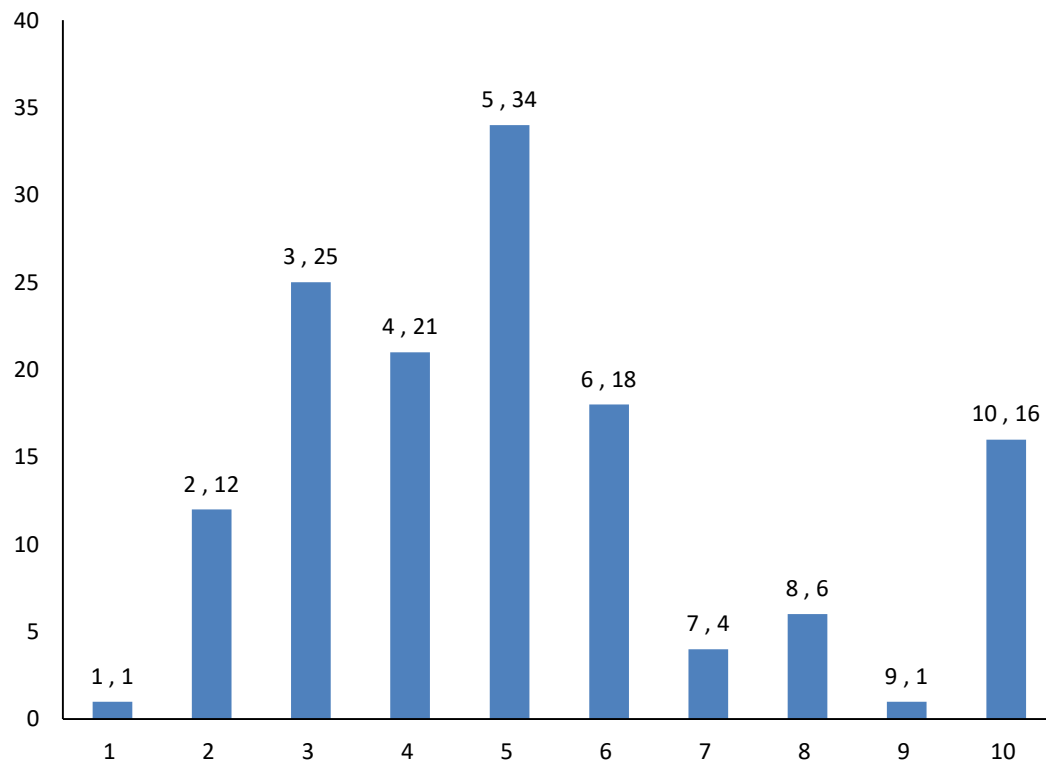
Value	Percent	Count
Agriculture-based business	8.1%	17
Completing homework	48.6%	102
Online classes	54.3%	114
Online gaming	20.0%	42
Home-based business	22.9%	48
Streaming TV/movies/music	77.1%	162
Shopping	65.2%	137
Staying in touch with family/friends	77.6%	163
Working from home	64.8%	136
I don't want/ need service	1.4%	3

13. How much would you be willing to pay for new Internet/broadband service?



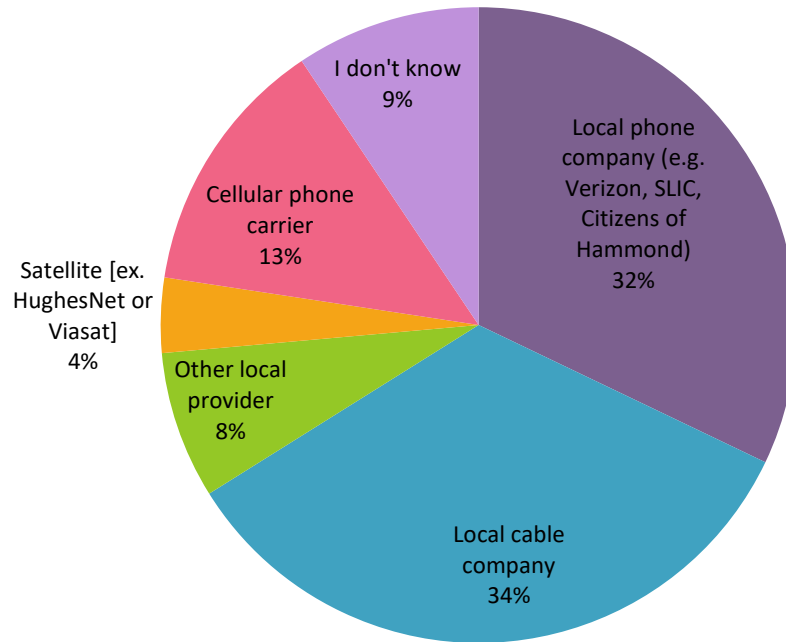
Value	Percent	Count
\$25-\$50/month	37.1%	66
\$51-\$75/month	34.8%	62
\$76-\$99/month	18.0%	32
\$100/month or more	6.2%	11
I don't want/need service	3.9%	7
	Totals	178

14. How many devices would you possibly connect to the Internet?



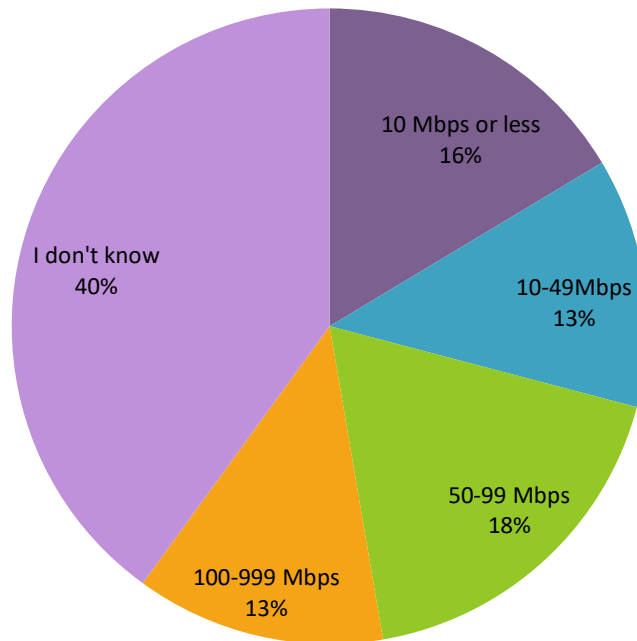
D. BRANCH 3 NON-RESIDENTIAL WITH ACTIVE SERVICE.

15. Who is your current Internet service provider?



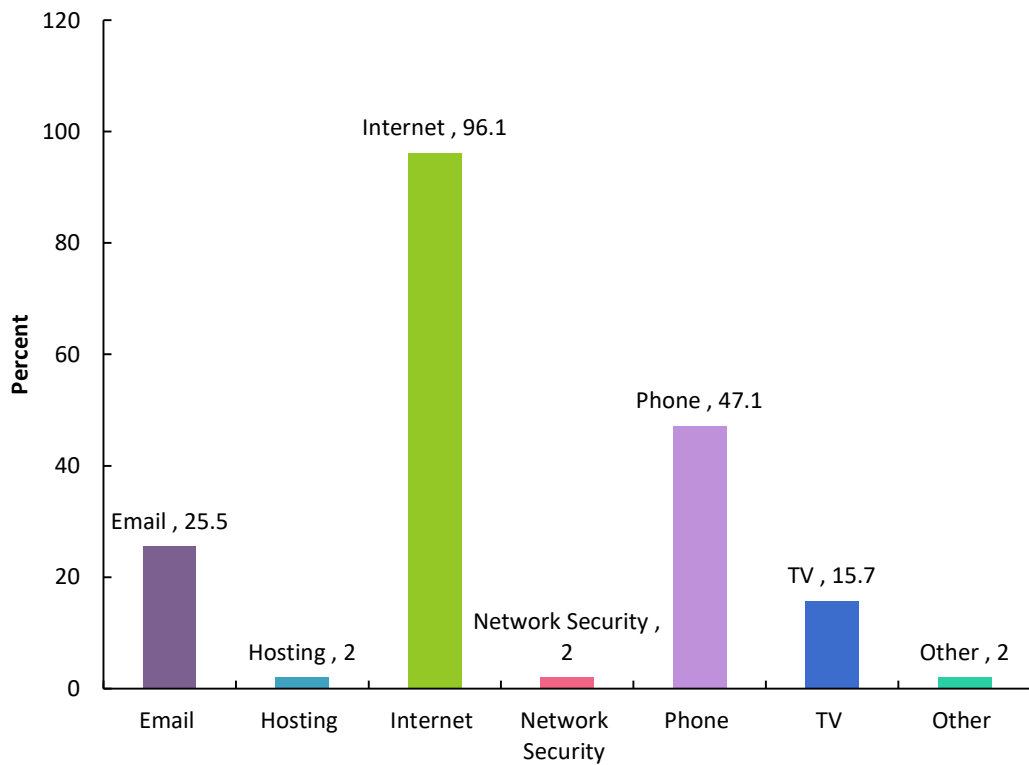
Value	Percent	Count
Local phone company (e.g. Verizon, SLIC, Citizens of Hammond)	32.1%	17
Local cable company	34.0%	18
Other local provider	7.5%	4
Satellite [ex. HughesNet or ViaSat]	3.8%	2
Cellular phone carrier	13.2%	7
I don't know	9.4%	5
Totals		53

16. What is the current download speed or throughput at your location?



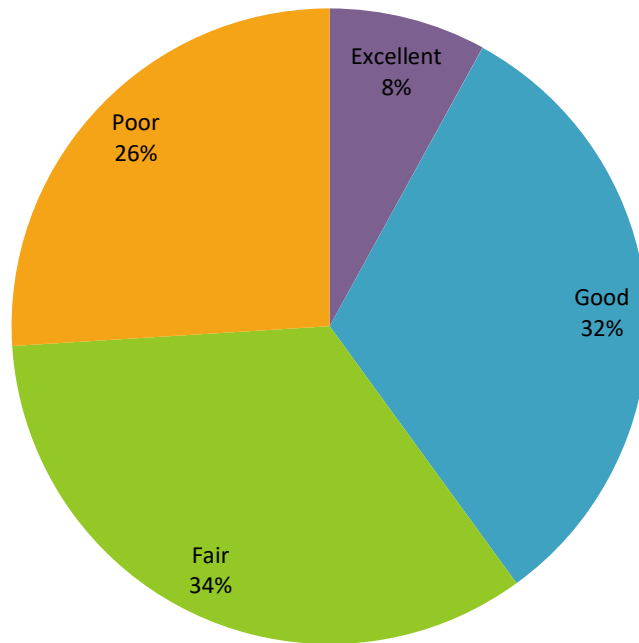
Value	Percent	Count
10 Mbps or less	16.4%	9
10-49Mbps	12.7%	7
50-99 Mbps	18.2%	10
100-999 Mbps	12.7%	7
I don't know	40.0%	22
Totals		55

17. What services do you receive from your provider? [Please click all that apply.]



Value	Percent	Count
Email	25.5%	13
Hosting	2.0%	1
Internet	96.1%	49
Network Security	2.0%	1
Phone	47.1%	24
TV	15.7%	8
Other	2.0%	1

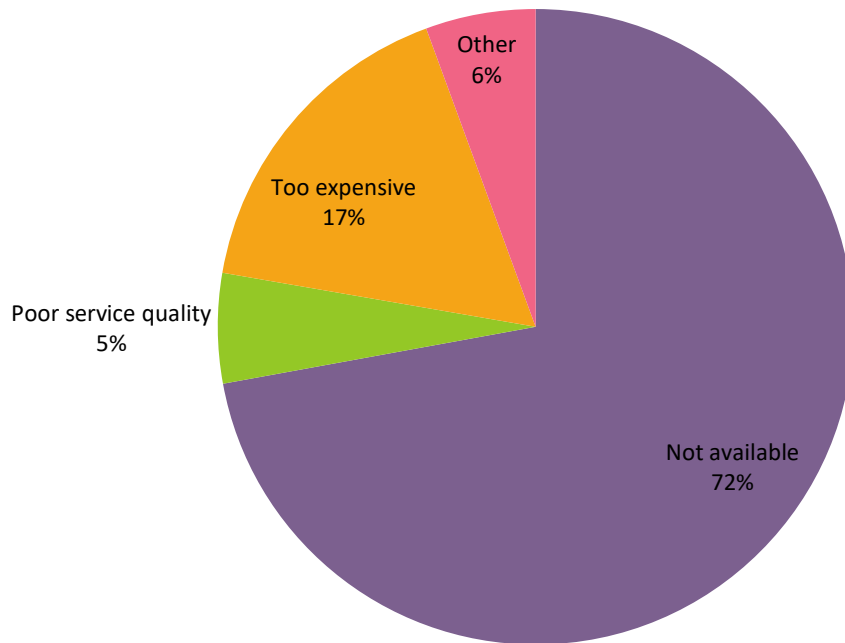
18. Please rate the quality of support from your provider.



Value	Percent	Count
Excellent	8.0%	4
Good	32.0%	16
Fair	34.0%	17
Poor	26.0%	13
	Totals	50

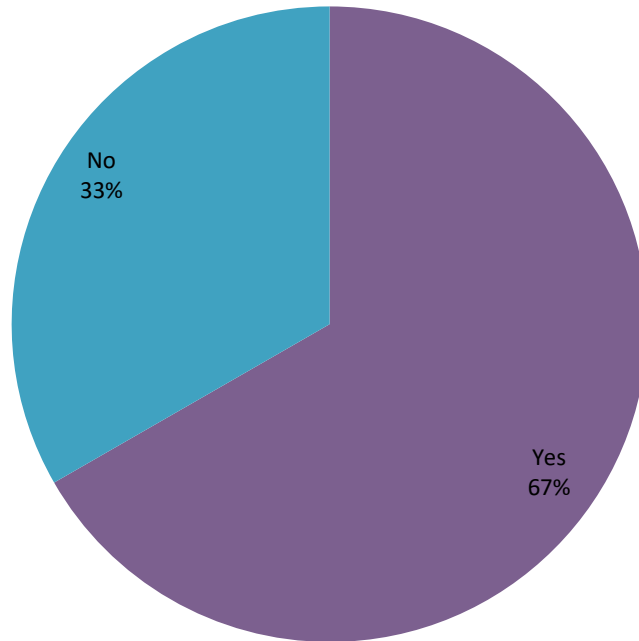
E. BRANCH 4 NON-RESIDENTIAL WITH NO ACTIVE SERVICE.

19. Why do you not have Internet access at your business location in St. Lawrence County today?



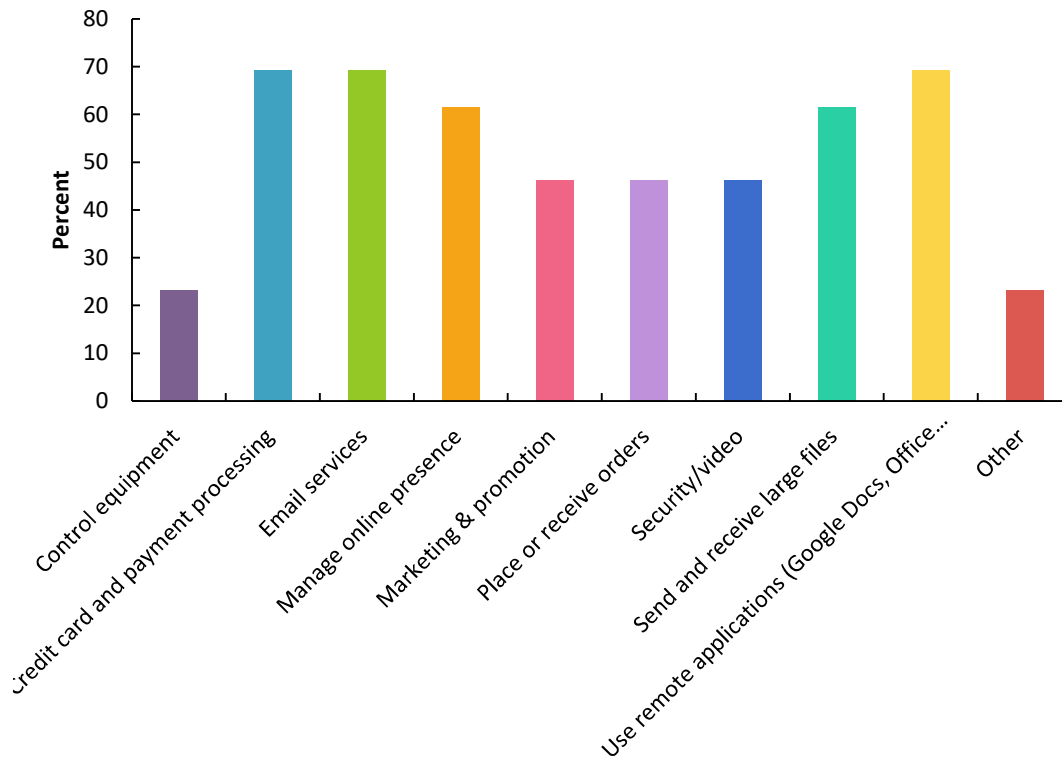
Value	Percent	Count
Not available	72.2%	13
Poor service quality	5.6%	1
Too expensive	16.7%	3
Other	5.6%	1
Totals		18

20. Do you access the Internet for business use at another location?



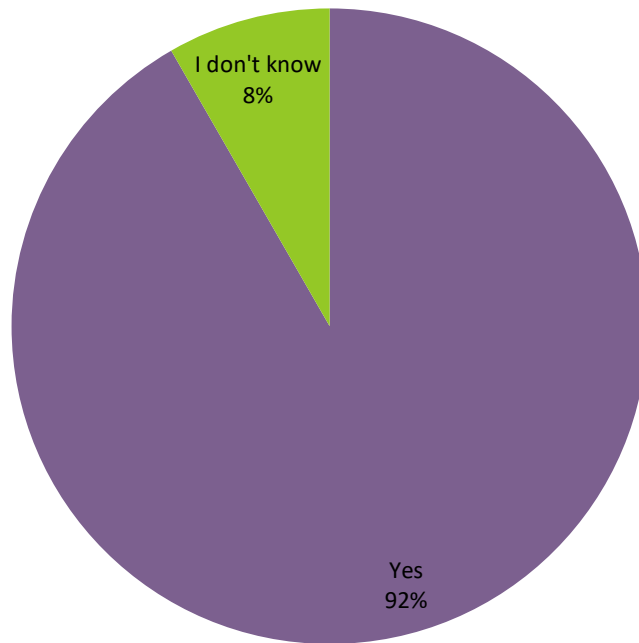
Value	Percent	Count
Yes	66.7%	12
No	33.3%	6
Totals		18

21. What would be the primary uses of broadband in your business? (Please check all that apply.)



Value	Percent	Count
Control equipment	23.1%	3
Credit card and payment processing	69.2%	9
Email services	69.2%	9
Manage online presence	61.5%	8
Marketing & promotion	46.2%	6
Place or receive orders	46.2%	6
Security/video	46.2%	6
Send and receive large files	61.5%	8
Use remote applications (Google Docs, Office Online, etc.)	69.2%	9
Other	23.1%	3

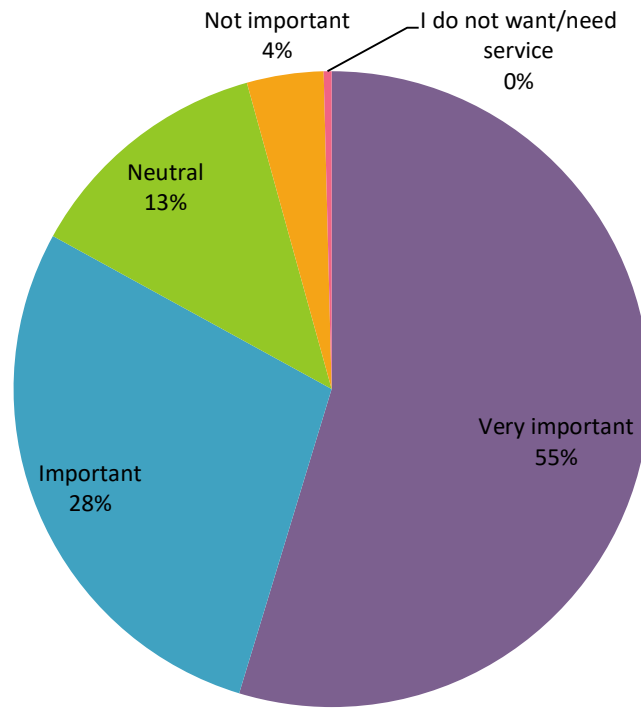
22. Would broadband access enable you to be more competitive in your business?



Value	Percent	Count
Yes	91.7%	11
I don't know	8.3%	1
Totals		12

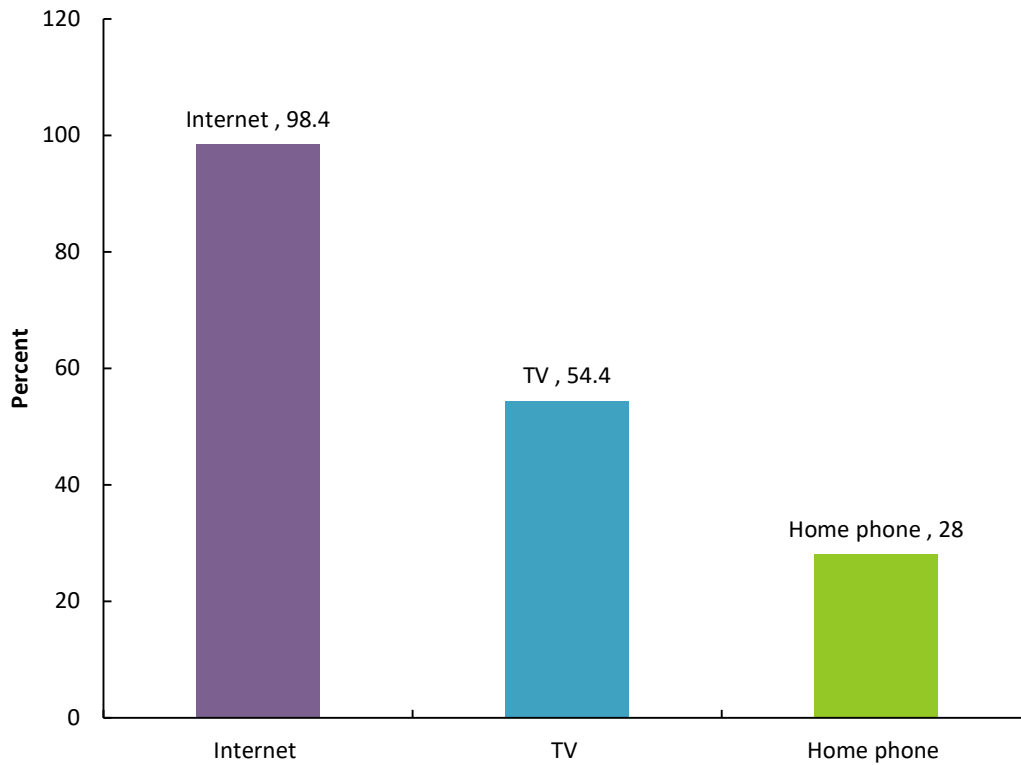
F. BRANCH 5 ALL RESIDENTIAL.

23. How important is it to you to have a choice in providers?



Value	Percent	Count
Very important	54.7%	1,002
Important	28.3%	518
Neutral	12.7%	232
Not important	3.9%	72
I do not want/need service	0.4%	8
Totals		1,832

24. Please check the services you would be interested in purchasing from a new service provider.

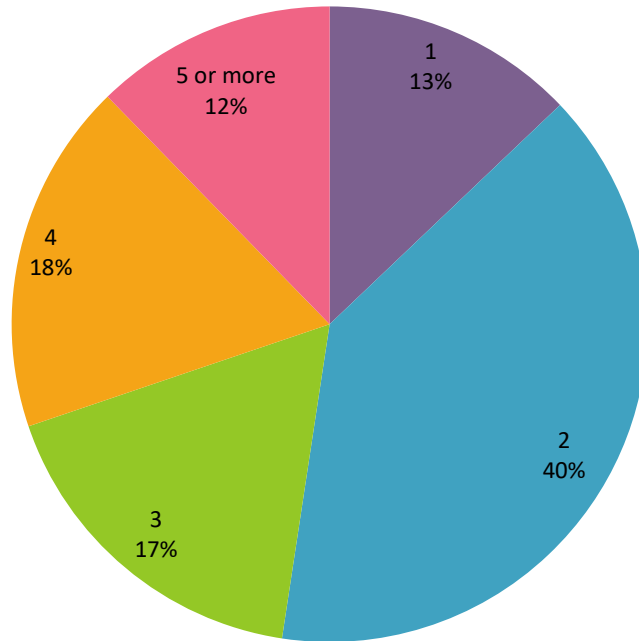


Value	Percent	Count
Internet	98.4%	1,748
TV	54.4%	967
Home phone	28.0%	497

25. How important is Internet access...

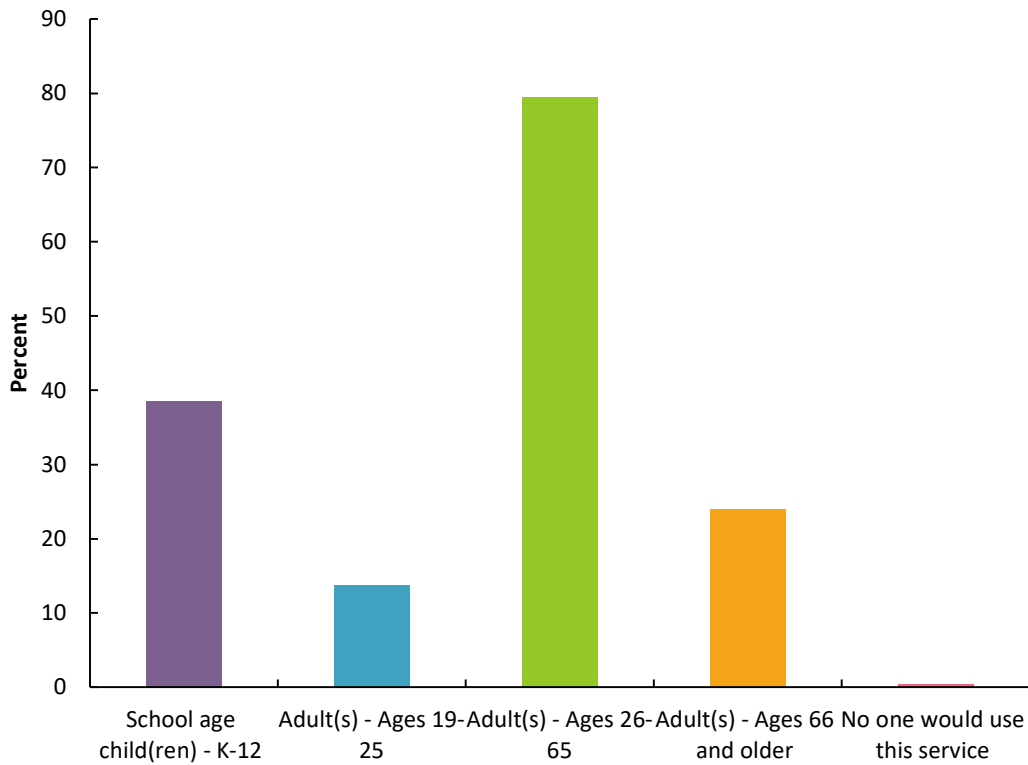
	Very important		Somewhat important		Neutral		Not important		Not applicable	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
to stay in touch?	1,501	80.3%	259	13.9%	78	4.2%	28	1.5%	4	0.2%
to stay informed?	1,385	79.0%	296	16.9%	52	3.0%	16	0.9%	5	0.3%
for your healthcare?	721	45.4%	493	31.1%	264	16.6%	89	5.6%	20	1.3%
to your quality of life?	931	59.7%	434	27.8%	145	9.3%	43	2.8%	7	0.4%
to your ability to earn a living?	816	52.0%	277	17.7%	183	11.7%	123	7.8%	169	10.8%
to your ability to pursue an education?	688	44.0%	219	14.0%	254	16.2%	149	9.5%	255	16.3%

26. How many people are in this household?



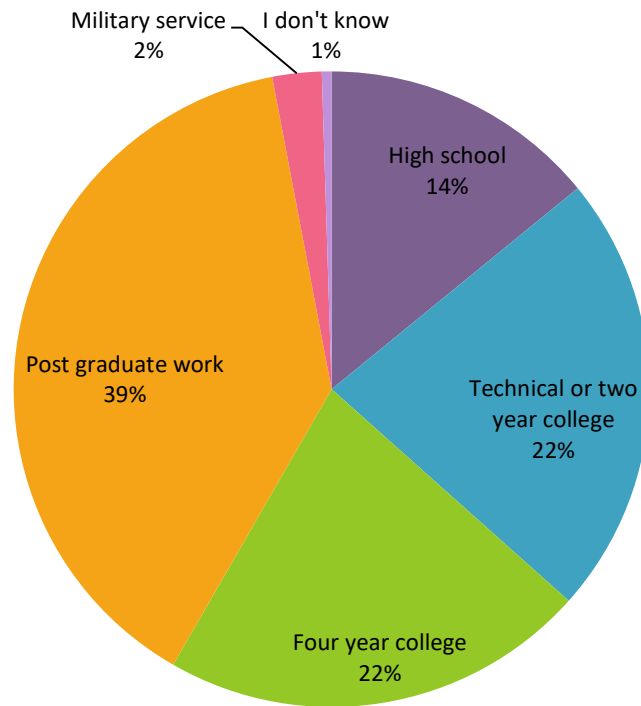
Value	Percent	Count
1	12.9%	205
2	39.5%	629
3	17.4%	277
4	17.9%	284
5 or more	12.3%	196
	Totals	1,591

27. Who are, or would be, the primary users of Internet at your address? (Please check all that apply.)



Value	Percent	Count
School age child(ren) - K-12	38.5%	729
Adult(s) - Ages 19-25	13.7%	259
Adult(s) - Ages 26-65	79.4%	1,504
Adult(s) - Ages 66 and older	23.9%	452
No one would use this service	0.3%	5

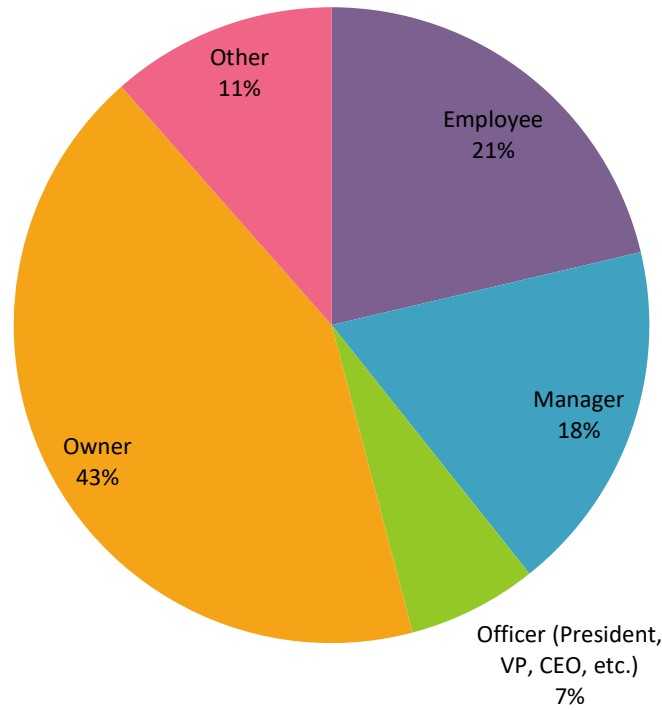
28. What is the highest level of education obtained by any one person in this household?



Value	Percent	Count
High school	14.1%	266
Technical or two year college	22.5%	426
Four year college	21.7%	410
Post graduate work	38.7%	733
Military service	2.5%	48
I don't know	0.5%	10
Totals		1,893

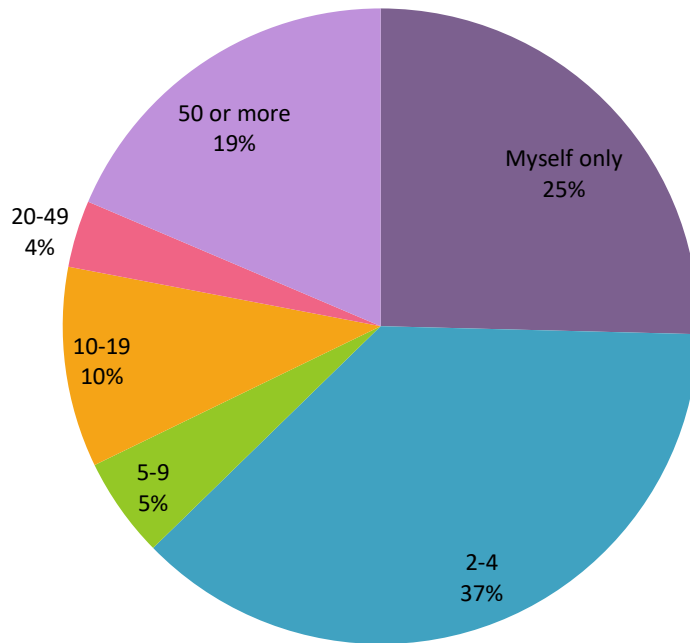
G. BRANCH 6 ALL NON-RESIDENTIAL

29. What is your position with the company?



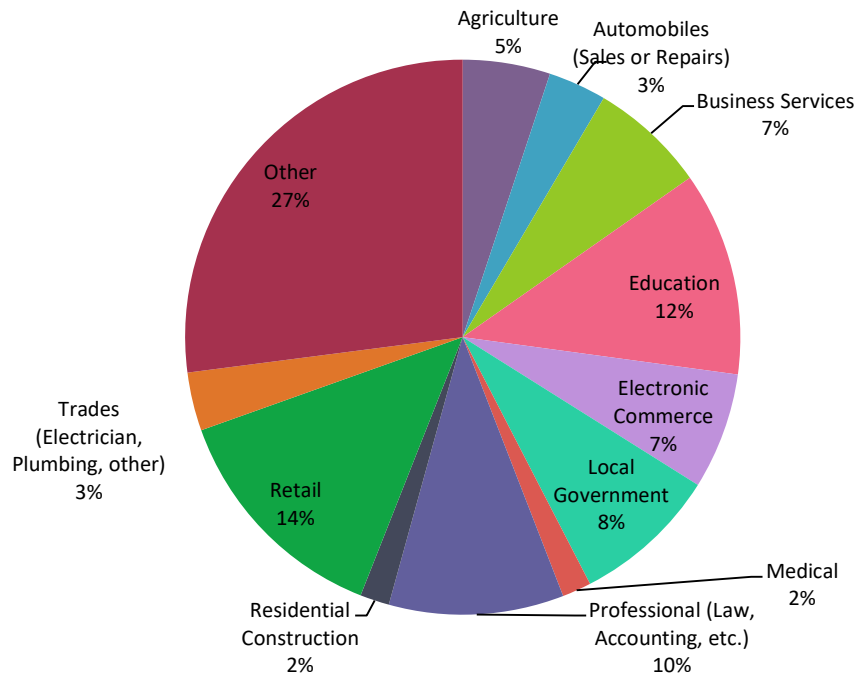
Value	Percent	Count
Employee	21.3%	13
Manager	18.0%	11
Officer (President, VP, CEO, etc.)	6.6%	4
Owner	42.6%	26
Other	11.5%	7
Totals		61

30. How many people does your company employ?



Value	Percent	Count
Myself only	25.4%	15
2-4	37.3%	22
5-9	5.1%	3
10-19	10.2%	6
20-49	3.4%	2
50 or more	18.6%	11
Totals		59

31. What is the primary line of business at your location in St. Lawrence County?



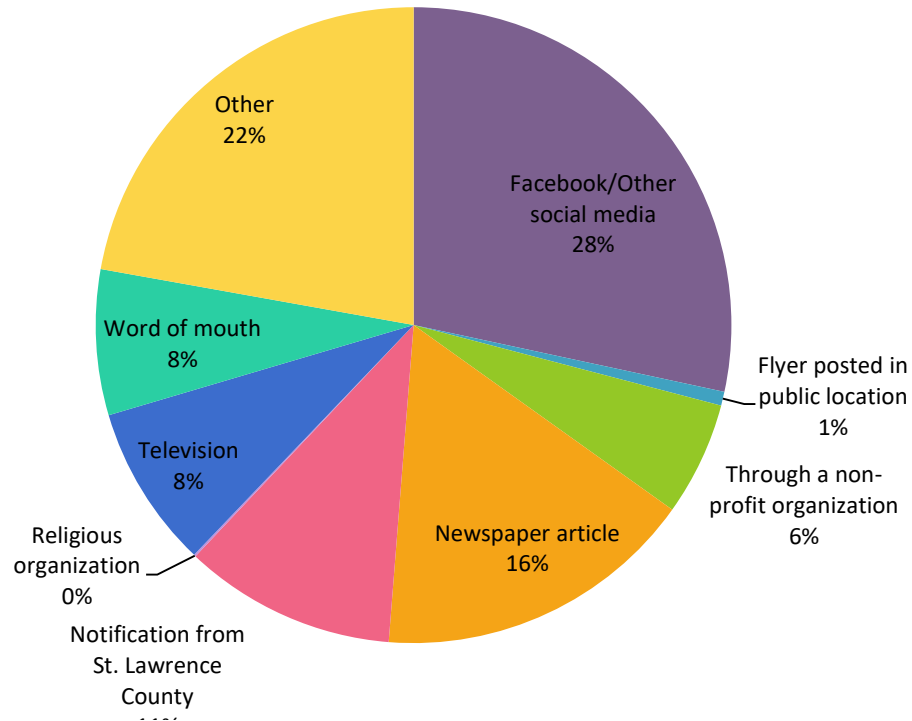
Value	Percent	Count
Agriculture	5.1%	3
Automobiles (Sales or Repairs)	3.4%	2
Business Services	6.8%	4
Education	11.9%	7
Electronic Commerce	6.8%	4
Local Government	8.5%	5
Medical	1.7%	1
Professional (Law, Accounting, etc.)	10.2%	6
Residential Construction	1.7%	1
Retail	13.6%	8
Trades (Electrician, Plumbing, other)	3.4%	2
Other	27.1%	16
Totals		59

32. How important is broadband access to...

	Critical		Very important		Somewhat important		Neutral		Not important	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
your vendor satisfaction?	27	48.2 %	16	28.6%	5	8.9%	6	10.7%	2	3.6%
your business profitability?	25	45.5 %	15	27.3%	9	16.4%	4	7.3%	2	3.6%
efficiency in your operations?	35	64.8 %	15	27.8%	2	3.7%	1	1.9%	1	1.9%
your customer/client satisfaction?	25	49.0 %	23	45.1%	1	2.0%	1	2.0%	1	2.0%

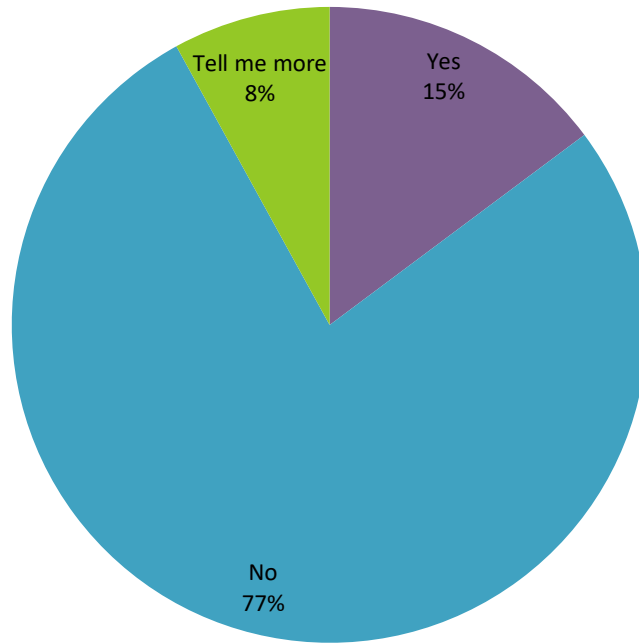
H. BRANCH 7 ALL RESPONDENTS.

33. How did you hear about this survey?



Value	Percent	Count
Facebook/Other social media	28.4%	537
Flyer posted in public location	0.7%	13
Through a non-profit organization	5.8%	110
Newspaper article	16.4%	311
Notification from St. Lawrence County	10.8%	204
Religious organization	0.1%	1
Television	8.3%	158
Word of mouth	7.4%	140
Other	22.2%	420
Totals		1,894

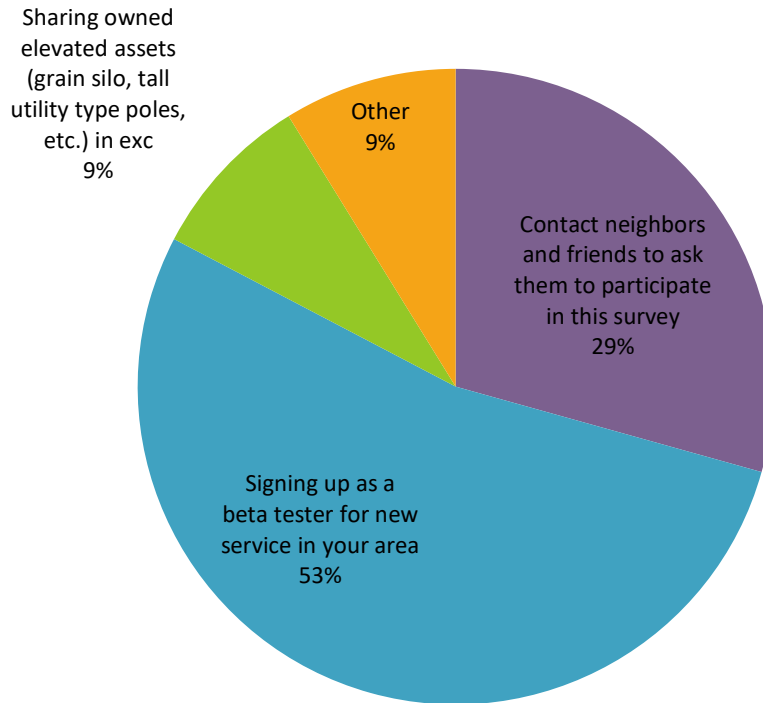
34. Would you be willing to be a champion for improved Internet access in St. Lawrence County?



Value	Percent	Count
Yes	14.8%	263
No	77.2%	1,373
Tell me more	8.0%	143
	Totals	1,779

I. BRANCH 8 CHAMPIONS.

35. Thank you for your interest in being a champion for broadband. There are different ways residents can help efforts in St. Lawrence County. Please click any of the boxes below to indicate ways in which you might be interested in helping!



Value	Percent	Count
Contact neighbors and friends to ask them to participate in this survey	29.3%	103
Signing up as a beta tester for new service in your area	53.3%	187
Sharing owned elevated assets (grain silo, tall utility type poles, etc.) in exchange for upgraded priority Internet access	8.5%	30
Other	8.8%	31
Totals		351

Section 3. How the BAAT Program Works

How It Works. Residents and businesses access a community-promoted Internet site developed and deployed by ECC using devices such as a PC, iPad, laptop, or even mobile devices. The assessment results are valid no matter what device is used by the respondent. Speed test results are not as reliable, even though the instructions on the site advise participants to not take the speed test unless they are at their reporting location.

The respondent enters their local address (required for geolocation) and answers questions regarding their current Internet service or lack thereof.

Having conducted many BAAT campaigns over the past five years, ECC has identified, and developed question sets for residential and commercial respondents – both with and without broadband access. The results are statistically valid and feature key insights for County and City decision makers and potential service providers.

Assessment Results. Geolocation based analytics determine where there are “holes” in the response rates, as well as identifying where broadband service gaps are in the community. The BAAT further returns data to allow analysis of obstacles to adoption for residents who already have access to broadband services but choose not to subscribe. It will help determine paths to address those issues—holding classes on computer usage at the library, for instance.

The process uncovers areas that will be profitable to serve for a service provider. It also identifies areas needing future work or

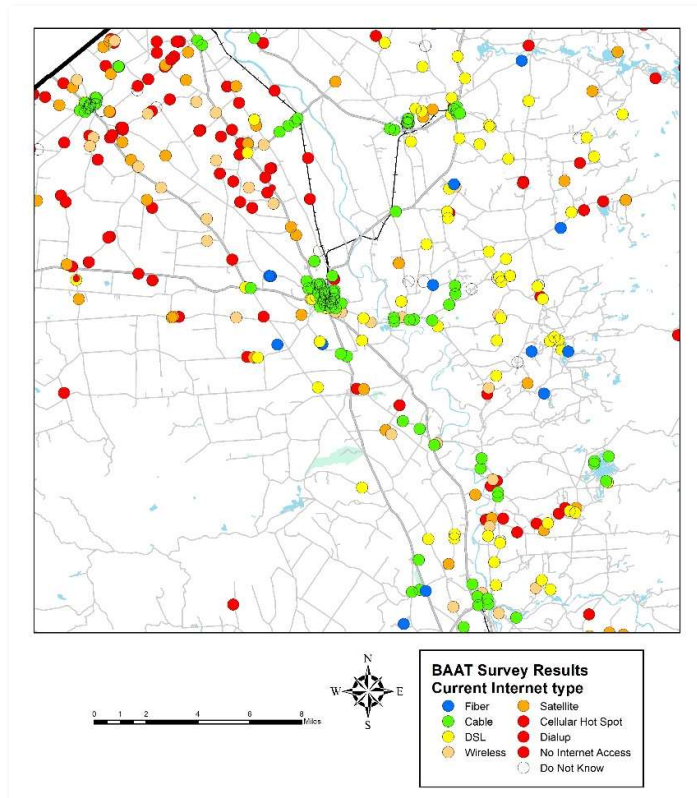


FIGURE 10 EXAMPLE BAAT RESPONDENTS MAPPED

subsidy, either due to affordability issues or low population density.

The definitive, specific customer information gathered and documented during a campaign can be used to support further funding/investment for advancing broadband projects. The data can also be used to identify “champions” willing to advocate for broadband efforts within their community.

ECC offers additional value in comparing the responses from the Jefferson County study with cumulative results from our other BAAT campaigns. This allows for added insights in evaluating the local results with a larger control group.

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Section 4. Site Analytics

There are multiple statistical components for analysis in the BAAT program. ECC can look at data accruing from the Speed Test and from the Survey. For both components, ECC can identify the ISP server and its latitude / longitude. Additionally, respondent data can also be analyzed including device operating system and revision and browser operating system and revision.

4.1 Speed Tests.

Speed test data considers upload and download (or throughput) rates. These rates are not absolute and can vary over the course of a day or even an hour. Various testing servers are called in these tests, and allowances are made for real time processing differences by server to normalize the results for comparative purposes.

The speed test cannot account for issues inside the home or business. Inefficient in-home routing, usage defaulting to an existing Wi-Fi connection - time of day use and device load, are just some components which have an impact on speed tests.

For many of the speed test results, ECC can identify an institutional or carrier-based primary server and can discount those responses as non-representative of the true location-based speed of the respondent.

ECC does not report out individualized speed tests. Instead, we look for gross patterns, with particular emphasis on three broad ranges: Less than 10 Mbps download, 10 to less than 25 Mbps download, and more than 25 Mbps download.

When we evaluate these results, we also examine the browser type, operating system of the device, and the location of the testing server. This enables to isolate speed tests conducted from a cell phone or a tablet as part of our review.

This broad grouping also helps us by creating aggregate data which helps in the interpretation of respondents who have some access to the Internet, though not through a broadband connection.

4.2 Survey Results

As previously discussed, the raw data returned from the assessment database includes a variety of information like the speed test in addition to the actual responses. The vital data, however, are the required address components which allow any or all of the assessment responses to be mapped.

4.3 Internet Site

As with the previous two components, there is similar information available at the beginning of the process through the Internet site. However, there is some key information which is useful during the BAAT process for decision making.

Looking at the number of unique visits and pages by day provides insight into the experience of the respondent on the site. Some visitors read the first two paragraphs and click the speed test button – other visitors will read all of the pages including the Legal/Acceptable Use Policy and the Privacy policy.

The web statistics will also track clickthrough so we can count visits to the Jefferson County Internet site, or to the ECC home page.

More importantly, we can see the referring page – in other words, where did the user come from before they came to the Jefferson County BAAT site. In the early weeks of the campaign, there were a significant number of respondents coming through the County Facebook page and through direct entry (i.e., Typing the URL into the address bar in their browser).

As the campaign progressed, there were additional referral sources as well as search results from Google and Bing.

Site Traffic.

The following graph shows weekly site traffic:

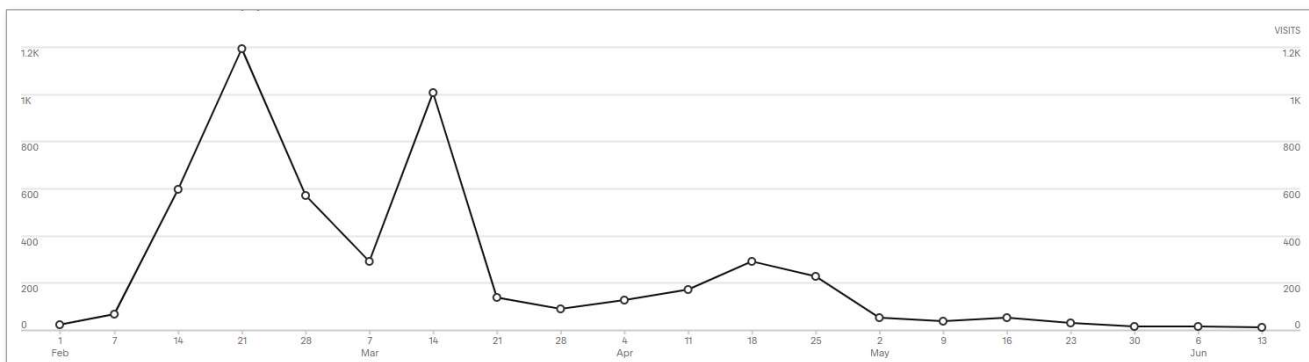


FIGURE 11 WEEKLY SITE VISITS

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Additional Traffic Statistics.

These graphs show the type of visits by device, where traffic originated from before coming to our site. The lower graphs show both the browsers and the operating systems used by respondents.

This data is also found in the raw data for Speed Tests and for Questionnaire responses.

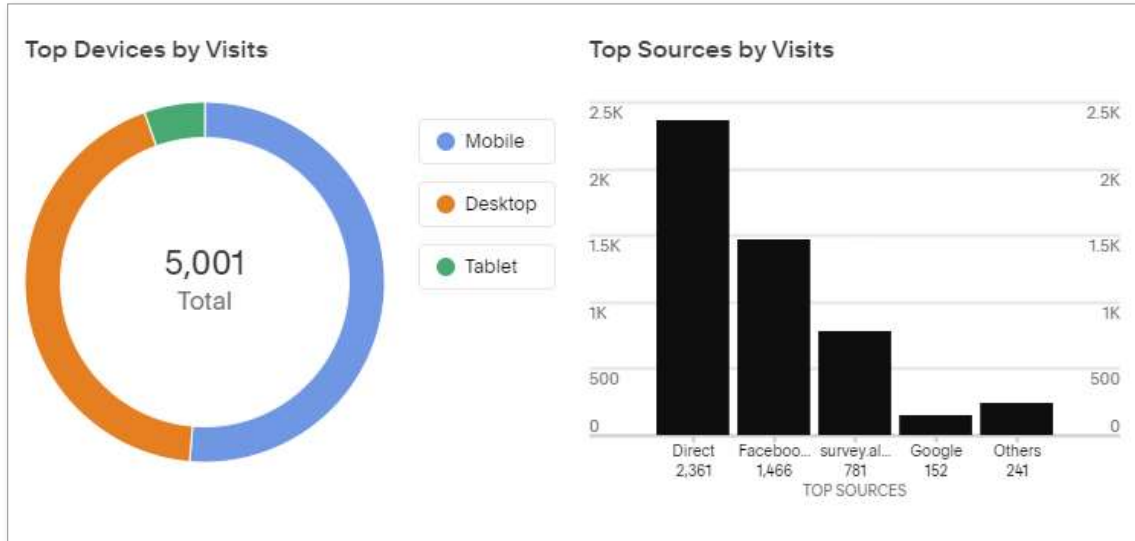


FIGURE 12 DEVICES USED PER VISIT - TRAFFIC SOURCES BY VISIT

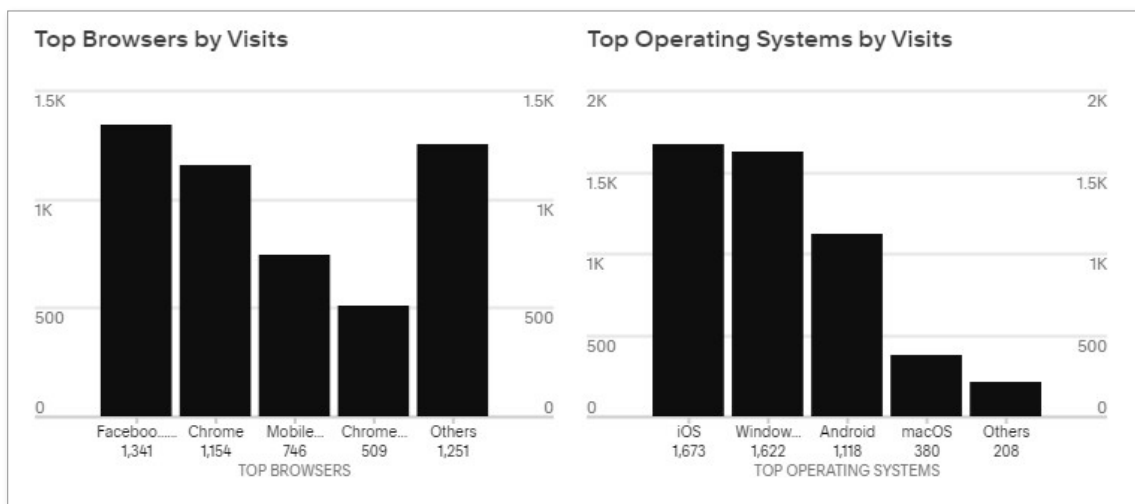


FIGURE 13 BROWSERS AND OPERATING SYSTEMS BY VISIT

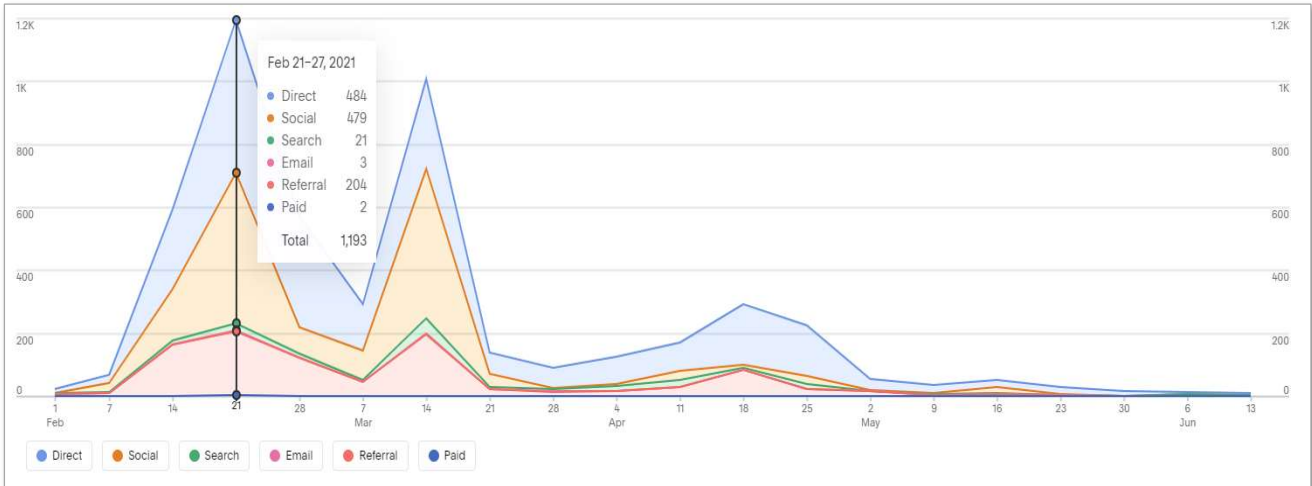


FIGURE 14 TRAFFIC SOURCES BY WEEK

Type	Visits	Pcts.
Direct	2,364	(47.3%)
Email	12	(0.24%)
Paid	2	(0.04%)
Referral	968	(19.4%)
Search	188	(3.76%)
Social	1,467	(29.3%)

TABLE 1 REFERRAL SOURCES

Type	Visits
Facebook	1,466
Twitter	1

TABLE 2 SOCIAL MEDIA

Type	Visits
Google	152
Bing	25
DuckDuckGo	7
Yahoo	4

TABLE 3 SEARCH ENGINE REFERRALS

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Traffic Sources By Referring Site.

Type	Visits
survey.ecc.com	781
northcountrynow.com	72
baidu.com	29
broadbandassessment.com	18
stlawrence.cce.cornell.edu	15
android-app://m.facebook.com	11
sllboces--simpplr.visualforce.com	8
hermonny.org	5
massena.us	5
thechippewayachtclub.com	5
smartnews.com	4
search.aol.com	3
townfine.digitaltowpath.org	3
www-northcountrynow-com.cdn.ampproject.org	3
l.messenger.com	2
searchguide.tds.net	2
danc.org	1
exchange.charter-business.net	1

TABLE 4 REFERRING SITES

[The remainder of this page intentionally blank.]

Time On Page.

TIME ON PAGE	MIN:SEC
Privacy	0:27
Frequently Asked Questions	0:50
Thank You	1:41
Contact Us	1:43
Legal	1:47
Speed Test	1:52
Survey	5:52
Home	6:05

TABLE 5 AVERAGE TIME ON PAGE

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Section 5. Respondent Comments

There are multiple ways for a respondent to communicate through the BAAT campaign.

First, there is a listed email address on the “Contact Us” page. By selecting this link, the respondents default email application will initialize on their device. The respondent then creates an email and sends it to the designated contact(s) supporting Lewis County.

The second method by using the form on the contact page. The form requests a first and last name email address and a section for comments supporting a maximum of 32,000 characters. Once the form is completed and the POST process is completed, the results of the form are delivered to ECC via email. On the respondent’s screen, the blank form is replaced by a thank you message.

ECC reviews the inbound communication and discards inappropriate responses and solicitations and forwards the remaining emails directly to the Lewis County and DANC representative.

The third method is in the actual survey itself – there is a section where respondents are invited to provide comments to accompany their response. This section lists all comments. Please note there are raw comments and have not been edited for spelling, grammar, or language.

No	Comments
1	Are there any other comments you wish to share with St. Lawrence County regarding broadband service or Internet access?
2	We are in desparate need of high speed internet!!!! We currently have no internet available and our children are required to do remote learning for school making it difficult or even impossible for them.
3	As an educator, the lack of high speed options has been a struggle. High speed internet would help my family and the families of my students.
4	Reliable high speed internet should be available to all residents in the county at a reasonable price. As we move forward in the 21st century, this will become more and more important for education, information, and entertainment.
5	I'm at a loss. My daughters, both high school students at Canton HS are unable to receive a proper education due to the lack of internet. They are both failing at this time, sadly. They have a kajeet devise from school but the service is so poor they are unable to play or view videos. Please help us obtain reliable high-speed internet before it's a complete loss.

- | | |
|----|--|
| 6 | Being a teacher this past year has been challenging trying to teach from home without high speed internet. The hot spot would only stay connected a few minutes at a time. I also have a son in school. We have smart TVs but don't use them because the hot spot doesn't work great. I can't update my phone, run my robot vacuum, etc without WiFi. It would be wonderful to have it here. |
| 7 | I once asked Spectrum if they could connect us and they said the cost would be \$10,000. Unacceptable! |
| 8 | Expanding internet access to our area would be simple. Spectrum is less than a mile down the road but the price for them to expand is too high for most families in this census block to pay. Hughes Net was given a broadband grant for my location, but the prices are high, there are data limits, and the speeds are not on par with other ISP's. Please look into expanding into our area. The future of my children as well as my neighbors children depend on it. |
| 9 | TDS ends approximately a quarter of a mile away from my house. They say they can't extend there services to my house as I am in spectrum territory. I spoke to spectrum and they say they will not extend to us. They said if myself and the neighbors wanted to pay 10k dollars each they would. I have 4 immediate neighbors that would get Internet. That's 40k dollars which is way to much it expect people to pay do something they they will pay for the rest of there lives while living in the area. Spectrum won't give up the area for TDS to run high speed either they say that is it an option. I feel getting Internet should not be this hard. |
| 10 | Service providers who operate in St. Lawrence County must provide either fiber to the home, 5G, or LEO satellite services in the areas they operate. |
| 11 | I have been trying to get reliable information about when high speed internet will be available at this address for 6 years and have had no luck. |
| 12 | Spectrum promises 100 mbs and I have never seen this speed, although I am expected to pay for it. |
| 13 | Feel really left out that I know people that are living in more remote locations of the county that have high speed internet and I live on a county road with out internet access. The internet is is dead in just this middle part that I live in. Both ends of the road seem to have internet and I work a job where I could work remote during this pandemic and I have to go in to the office and risk exposure daily. I hope this is able to help out and get everyone in the county high speed internet. thanks for all you do, |
| 14 | Our current provider (Hughes Net) offers limited plans with slow bandwidth. We are unable to stream, and have to use Direct TV . We do not gave access to SLIC or Spectrum or any other broadband. I have reached out to my county legislator and various companies with no success. I have been told SLIC has no plans to come to my home. My neighbors share my concern. |
| 15 | test |
| 16 | Gimme me more bandwidth, man!! |

- | | |
|----|---|
| 17 | Previously had DSL at this address and DL speed was about a tenth of what was advertised based on online 'check my speed'. Current company advertised DL speed as up to 125 mb/s. |
| 18 | We need to have internet that actually does what it says never do we get the speed they claim and pay for |
| 19 | We are having a lot of issues with the service we have |
| 20 | need broadband in Ogdensburg. Spectrum sucks |
| 21 | Seems internet has gone up since covid. |
| 22 | The choice of internet provider is extremely limited in my area. Thus, the cost of the service is non-negotiable and I believe it is way too high. |
| 23 | It appears companies are enthusiastic about internet services to customers only when grants are involved. Providing reliable technical support, cost savings and speedy internet should be a priority for the customers ongoing. |
| 24 | The county needs more options for those living in rural areas. Only have satellite internet as an option is difficult. The service is slow and spotty, there is no cell service so if the internet is poor cell phones do not work. With the need to stay connected (work, healthcare, etc.) having minimal cell service and unreliable (yet expensive) internet is hard to work with on a daily basis. |
| 25 | Up until about two weeks ago the only internet providers in our area were satellite internet providers. We had satellite internet and it was awful. Constantly dropped, couldn't stream, while our children were in zoom meetings we typically had to turn our hotspots on our phones for them to connect. The only fiber optic company in our area is Castle Cable and their prices are outrageous but we pay it because we need better internet for our children's schooling. |
| 26 | I live on a private road with no cable/hard wire hook up and am currently using a Verizon Mifi ... would love to have hard wire internet access as the mifi is too slow for watching live tv and streaming games such as Xbox ... there is not enough band width to even back up my iPhone over WiFi |
| 27 | We were told back in August 2019 that we would be getting internet by the end of the year provided by SLIC. I keep inquiring and they keep delaying the time frame. I am very frustrated as my kids are having a hard time getting their school work done. |
| 28 | TDS Fiber service is only recently available in this location. It is the only option other than Verizon DSL. |
| 29 | sure would be nice to have more speed up here in the mountains |
| 30 | Have cable run down our road since it is less than 1/4 mile from us |
| 31 | Broadband is extremely important for our daily lives. The County should be a leader in assisting providers for coverage in our rural areas. |

- 32 I live on the nys highway with cable stopping a mile down the road, it is very frustrating not have high speed connectivity, the fiber optic lines are even out there above the driveway and we cant cant get service! I cant understand how we can get a signal from Mars, but i cant get high speed internet !!!
- 33 In today's world, all households should have access to affordable internet access. Currently, we do not have availability of service to our house. I am an educator and this has been a difficult time to not have high speed internet access.
- 34 We believe that our current provider needs to have a competitor due to the high rate we pay for just internet service. We are not bundled with TV or phone.
- 35 I am gratefull for slic but the services have declined and prices have gone up. Cheapest available package is 60\$ most households cant afford this.
- 36 St. Lawrence County should have been involved long ago in the building of internet service in our county. SLIC has been all over NYS spending many millions of grant money providing internet service yet we live 3 miles from our school and our grandson has to do remote learning with a cellphone. Our county should have had some say in where service was to be provided. Over the years we have begged SLIC for service and been told they have no plans to do so. Is it a coincidence that this fall they finally laid a cable up Picketville Road after this broadband survey was announced? Don't think so!!
- 37 I live in a rural area and have very limited choices for internet service. Our current hotspot service it almost nonexistent during evening hours and on weekends. I read articles about the county providing services but never in our area.
- 38 Internet access is critical now during the pandemic. It has cause an even greater hardship for families in our area including ours, by not having internet access during quarantines, school or work going remote, to be able to have televisits with doctors, etc. It's just ridiculous that we do not have internet access in 2021!
- 39 This Memorial day weekend we were without landline service for more than 10 days at this address, there is no cell signal for more than 3 miles as well. The phone outage was miles wide, and included MANY elderly and disabled residents in our area who have no internet connection. What would have happened if someone had needed medical assistance and had no cell, landline or internet connection? Thankfully, I don't know of anyone who was impacted in such a way, but it's a true worry. The only internet available on my road is satellite internet, but we are surrounded by old growth pine trees and own less than half an acre of land. We cannot request our neighbors cut down their trees in the interest of us obtaining a better signal, when even then it wouldn't be guaranteed. The way the internet contracts were awarded in our area was criminal and uninformed. The highspeed internet implementation in NYS is abysmal and it's statewide, the pandemic has exposed it's inadequacies and it's easily fixed with redistribution of funding. Further more Spectrum has not held up it's end of any of it's contractual obligations in NYS and needs to

go. The Broadband Planning Office is a joke and never answers people or their questions in an effective manner.

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| 40 | We have broadband cables that were put in going through our land. It went to the old BOCES but we are unable to access it. It is very frustrating. Our service is very poor. |
| 41 | Current broadband services are too expensive for residents of St. Lawrence County. |
| 42 | My neighbors on both ends of the street get internet/cable but it stops at some point so the houses in the middle do not have this service. I use a cellphone hot spot. With the pandemic we have to do work and school from home. There are slow internet speeds, DATA LIMITS, and WiFi connection that goes in and out. All have made it this very difficult. Every politician talks about expanding broadband access....it is time to actually do it. The internet/cable companies will not do this on their own. The county and state need to make them do it. I live just 3 miles from the center of town but I might as well be in the middle of nowhere. But in addition to the current situation. If I ever have to sell my house, not having internet/cable access will make it difficult to sell. |
| 43 | I think it is very important for the county to help get good internet services to people in need of it for school and work. Everyone should be able to get affordable internet services. |
| 44 | Verizon Fios has fiber strung on the poles on my road. The whip is dropped off the main line to connect me, but I can't get any answer from Verizon on when this will happen. The fiber has been run for 10 months. |
| 45 | Thank you for the opportunity to participate. |
| 46 | My provider told me it was not available at my address until I insisted my neighbors had it. They then checked further and found it had been in my area over a year. |
| 47 | We have not been able to get any internet at this address. We would not have moved here if we had known this. We currently have dish tv because that is all that is available but satellite internet is unavailable even through dish network. |
| 48 | 2.8 mbs not sufficient. Satellite providers advertise 25 but only deliver around 12 and speed drops after so much use. Got a call from Spectrum asking if we wanted service, then said it was only 1 mile from us. |
| 49 | I am grateful for my internet service; however, I am at the outer limits of my line and I don't have access to the same speed or reliability as other areas. If we want to attract people and businesses to the North Country, we simply have to offer excellent internet service. We also need to provide our current residents, families and businesses with what has become a vital resource in our nation. Our world is changing ; we either embrace it or get left behind. |
| 50 | We <i>*should*</i> be able to get wired internet, since we live just outside the village, but we need laws requiring internet companies to provide service to everyone! Spectrum refuses to set up our access, and there is no other provider available. |

- 51 I was Very grateful to have FIOS come to our road. It arrived just as our hot spot was deciding not to allow my computer to connect. This happened close to one of my college finals. Having FIOS connected so I had no worries about connection to take my final. I have family in Fowler and friends in Hermon that do not have access to FIOS and struggle with connection for their student's school.
- 52 Competition and options should result in improved service and better pricing. We are blessed to be able to afford the service. The pandemic has clearly demonstrated that affordable internet service must be available to all citizens especially when public resources (i.e., the library) are not available.
- 53 Very expensive!!! I was told it would be \$20+ less if I opted for direct payment through my checking. The actual cost was more than I had anticipated, and I have spent hours on hold without reaching a Verizon person. Have given up. Also, was told I would have 200 mgb consistently. That has not proven true.
- 54 Good Internet should be available for all . I live on a state Road and have no option to get service .
- 55 Although I currently have internet service it is a bare minimum of service for 59.95 a month if I want to increase my speed to something that is more compatible to my work needs the prices double to the next level and triple to the level after that.
- 56 spectrum internet , I pay 70.00 a month and can't even connect anywhere in my home. I even have wireless.
- 57 Need to have more options. Hard working middle class. Have to pay increasing prices. Of at least 200.00. Only have one service a cable. Yet they will give free internet to people with kids who have never worked never paid school taxes in there life .have every thing paid for them and still sit home all day and drink or do drugs. They need to give the working class people a discount
- 58 We can get Hughsnet but it cost so much and like my ATT Hotspot only allowed so much per month. We cannot get anything else at our house. My grandchildren do come to my house and need to use the internet for school, when we babysit them. Usually every other week. That eats up my hotspot with ATT. Most of Old Dekalb Rd cannot access internet except through Hughsnet, which is expensive and again limits you on speed and amount you can use.
- 59 We have been trying for years to get internet as my high school used to do a lot of work online and now in college with the COVID I use internet so much.
- 60 Data caps and throttling are unacceptable in regards to internet service. This therefore eliminates satellite and cellular carriers. Broadband is as essential as electricity and should expanded to all homes in the same fashion
- 61 It's a shame that there are still areas in St Lawrence Co that have NO access to broadband (or cell service). That puts us at huge competitive disadvantage and adversely affects our real estate values and educational opportunities.

- 62 We need high speed internet badly. When my children are in quarantine I barely have enough GB of internet for them to do remote learning. It's very expensive and limited. If remote learning continues we may have to actually move to where high speed fiber optic internet is available. I dont live in the woods I live on a main highway and desperately need high speed internet.
- 63 The standard internet service across the Canadian border is 1Gbps download speed. Having widely accessible high speed internet (over 50mbps) would not only improve the lives of the people in the county, but it will increase revenue in the county and towns where this internet would be provided.
- 64 We have to travel away from this residence in order to access the internet
- 65 This property is a camp, but it's four seasons and we've considered moving there in retirement. Right now the only internet options are cellular hotspot or satellite. An extension of SLIC would be a game changer.
- 66 I wish SLIC fiber was available to residential customers in Potsdam and other towns
- 67 We're in area just outside Canton and just outside DeKalb Jct. that seems to be left out of the broadband area
- 68 I have lived here for 18 years and never had reliable internet. My service currently is through ATT on my cell phone, which can be very spotty. There are much more remote areas in Canton and the surrounding areas that have Slic or Verizon, yet with the population of this 5 1/2 mi road, we have nothing. It is high time we had access to reliable, high speed, unlimited internet.
- 69 Internet is an integral part of having home security. I had a old house burned down by an arsonist. I would like to have security cameras on my property along with internet, tv and phone.
- 70 I wish it would be available for less money. I need internet to be able to do my job and for the kids to do their school work.
- 71 I would like to see a faster broadband service in the area at a reasonable price
- 72 In a day where virtually everything is online, it is hard to be able to keep up with the online world when you don't have a consistent access to it. Over the last year, having to work from home (as a teacher) and having my children work from home with no available internet source, we struggled. Our school was generous enough to help us out as best as they could. We previously lived in a location that one would think would have available internet being right on a main highway, but there was nothing. Spectrum was available 1/4 mile in one direction and SLIC was available a half mile in the opposite direction. Our home was located in the middle with absolutely nothing except to drain my phone data. We have since moved and where we are now we still have no available internet options. We were told back in the fall that SLIC would be running fiberoptic lines down our road so of course we were excited and relieved. That was end of August/beginning of September. And we still have nothing. I feel as taxpayers of the county, SLC should be involved in helping improve broadband service. I am thankful that this survey has finally come out so the

county can get a better understanding of the amount of people that are still without a broadband internet access.

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| 73 | Cost of our bundled services is way more than we can afford, but we need it for work. We also can't figure out from our bill how much is for phone, how much is for TV, and how much is for Internet. We should have that clearly spelled out in our bills. |
| 74 | I work from home (I employ 6 people nearby) and my husband has a four person employee business on our property in a separate building. We also have four short term recreational rentals we rent from May - January and all of those have wifi that is too slow for the needs of our guests. Our three adult children are interested in moving back to the area but not unless we have high speed internet. |
| 75 | I am 81 years old, proficient with computers, live alone, but unable to get Lifeline or another monitoring service as I don't have high speed internet. Cost would be the determining factor as to whether I could subscribe. |
| 76 | I have tried internet companies that service our neighbors, but they cannot service our home because Verizon owns the poles in front of our home. This is an old home and this the reason I cannot get internet?? In serious need of the internet for our home business and school age children. |
| 77 | I would really like affordable installation of high speed internet at my rural home, despite it never being serviced before. Spectrum wants upwards of \$1000 to install and that's absurd. I would be a loyal customer if installation fees weren't through the roof |
| 78 | Irish Settlement Road is a forgotten zone, there is NO Fiber Optic, NO Cable, very limited DSL (5 homes) that is slow for DSL. TV Options are Antenna or Satellite only. And yet we are less than a mile from the village limits. |
| 79 | Lack of competition for high speed connection in our county makes the price of high speed internet unobtainable by many. This needs to change. Particularly with the county remote learning across all school districts. |
| 80 | Internet access should be available to all. It seems like people all around us can have access to high speed but they won't continue to run the lines. We would benefit from high speed internet. Myself and my kids now rely on hotspots issued by the school districts and they don't even work all the time. It is very frustrating when we are willing to pay for more! |
| 81 | Spectrum is 2 poles down the road refuses to come here. They could pick up 5 houses if they did. |
| 82 | We are hostages of TDS. It is illegal for anyone else to be my provider, so I pay whatever their monopoly tells me to pay. You will never break into this market with broadband |
| 83 | One adult here makes a good living dependent on good internet service. The lower speed we choose thru slic was adequate for work and most streaming and video roku needs. |

- 84 Satellite and cellular hotspots are not viable broadband options. They simply don't work. As an area educator with a school aged son at home, not having broadband internet is a major issue that had been even worse during a pandemic. There is broadband internet only a few miles from us in both directions but we are not able to connect to it. We've gone to town board meeting for several years, written politicians asking for help, and have been told "sorry."
- 85 This is currently a seasonal property. I plan to make it our year around home, however; I cannot consider this until there is reliable internet access.
- 86 Spectrum has a monopoly, we need Fios
- 87 There is internet access on Route 3 less than 1 mile from my location but they will not provide to me. Every single person on this county road would pay for internet if we had the option!! Running my home business and my child trying to do remote learning has been a fiasco!!
- 88 Satellite internet is not acceptable due to latency in bandwidth while video conferencing. It is also very limited on GB, making online learning impractical.
- 89 SPECTRUM comes within 1/2 mile of us and wants nearly \$100,000 to come the rest of the way. We need something faster and without a 50GB cap per month before throttling. Please.
- 90 I live in Edwards NY, TDS IS OUR ONLY option, which is a monopoly!! TDS service is terrible and the cost doesn't equal the service we receive. I would LOVE to have a "choice" who I get internet service from!!!
- 91 We are paying \$94.98 a month for internet and phone and when the internet is down so is our phone and at our age we some more reliable way of communicating and possible a cheaper internet cost
- 92 We have few options for service where we live and the options we do have are high prices for low quality internet. We recently moved from rural Maine where we paid a fraction of the price for significantly better internet service.
- 93 Get phone service through unreliable land line. No cell service. TV and internet are by satellite. also unreliable and very expensive purchased separately.
- 94 There is no broadband internet down my road. I have been told by spectrum that there wasn't enough people that have requested it to put it down my road.
- 95 Current DSL from Verizon is unreliable. Weather seems to play a part.
- 96 I have lived here in Brasher Falls very near to downtown and the river (across the street from the campground). I have had a lot of trouble for these past 15 years getting cell phone reception within my home (due to metal roof??) -- I seem to be in a valley of some sort because my neighbors are not having the same trouble with "slow" Internet and/or dropped calls and very frequent "buffering" when trying to stream movies on computer and/or Smart TV. I am paying over \$200/month already for these services and the Internet speed is still slow. Many times

service was completely unavailable while I was undergoing employment training online during Summer and Fall, 2020.

97	Our internet is so slow we often cannot load videos from Youtube or use NYS websites.
98	Would want to be able to use multiple devices at a time that do not slow down after data is reached. Many advertise unlimited data but once a certain amount is reached , it's impossible to do anything.
99	I had to have a niece and great niece leave our home during the pandemic to access broadband for work and school. We only live a mile and a half from where spectrum is and they for years have refused to go to our road. I know our address is supposed to receive broadband through the grant that slic has been awarded. I will believe it when it happens! They repeatedly have changed the date and the year that we will have it. The most recent thing I have been told is that we will have it by May or June of 2021, but that Nationalgrid/ Brookfield and Verizon have not been cooperative in our area. Not having broadband internet today is like not having electricity in the 1950s. I literally feel like I'm in Appalachia but our property taxes are not reduced because we don't have broadband. Please help!
100	Was using cell phone hotspot for internet service, so paying quite a bit of money for plan. Fios became available, so wanted to decrease cell service because of fios capability/ reliability. When attempted to decrease plan to save costs, it was not an option because bundled tv/internet/telephone plan could not be altered.
101	I believe that internet access is just as important as getting electricity from National Grid. It must be affordable for everyone. Perhaps a basic level for a fair price. Upgrades should be available for people who want it.
102	We are located on a major highway in our area, and are surrounded by homes that are receiving broadband, yet in 14 years here we have not been approached by either internet or cable companies willing to hook up service.
103	Not near the speed they advertise
104	We have heard for years that "broadband is coming." We have tried to get information from our government representatives with no success. Internet access has become a necessity and should be viewed by the county as such. Thank you!
105	We should have more than a single viable option (Spectrum). It has been a monopoly since the late 70s.
106	Original SLIC was bundled w/Internet 100Mbps, phone and TV including movie channels for \$176. In 2019 they "unbundled" with same services now costing \$300. Dropped TV and Internet to 25Mbps
107	Hotspot is the cheapest for now
108	I just would like a choice. I am stuck with Spectrum and they are the worst.

- 109 My husband and I are both essential workers during the pandemic. It has been a huge stress of school closing because our internet is so terrible that our children are not always connected. We don't have any other options. No dial-up, no satellite internet, no high speed or broadband. Our signal bounces off Canadian towers at times. We have attended local Louisville board meetings to state our feelings on the issues prior to covid-19. This is not just a pandemic issue. It's an issue beyond and before that. I've contacted Slic and they tell me that there is no more funding. I've contacted satellite and they said no signal. I've contacted dial up and I'm at the end of the line. And Spectrum doesn't go as far out as our home. I'm on a major road! I pay \$130 a month for unlimited data and the data is so spotty and sometimes does not come in or I only have 15 gb of "faster" data a month. After that it slows down so much that the kids can't do a video chat with their teachers. They are in school full time right now. Not because I want them to be but because we don't have good enough internet to support online school. My neighbor goes to the parking lot of the hospital to do college work to use their wifi. I want to attend college classes online but that would not be possible. My employer would possibly allow me to work from home. But my internet would not support my work. So I have to work from the office everyday. This has been a burden when all of NYS should have broadband. St Lawrence county could help by allowing SLIC or Spectrum to run lines to our area. We have plenty of homes on State Highway 37 near Coles Creek Campgrounds without high speed.
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- 110 We are located on a major hwy for our area-RT 37 along the river. We operate a marine business and internet is now a requirement to conduct business,DMV processing is now online only. Parts ordering is online only,If we cannot conduct sales we cannot obtain revenue. No revenue means no sales tax. No revenue means another business that has to fail in the northcountry. We also have about 25 residents in the area that have no Internet service. This is a public safety issue. The current o]pole tax with NYSDOT is killing a business plan with SLIC communications. Spectrum has no desire to run service to us past louisville. Feel free to call for additional information. Thank You Shaun Prentice 315-323-3447
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- 111 If I didn't have broadband, I couldn't work from home at all. It is critical for all of rural America to ensure that we don't fall behind as a region. I believe it is the county's role to advocate for choice in provider and ensure that the highest speed connections are available to all.
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- 112 Our internet goes slow very often. It has been difficult having only one choice.
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- 113 TDS does not even come close to deliver the speed we pay for. They barely offer 1/4 of the speed I purchased each month. Horrible service that really needs to be addressed by the psc which carry out a lawsuit against TDS like they did against charter spectrum for ripping their customers off.
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- 114 I have the lowest price internet that Spectrum offers, most of the time if my TV is on the internet is almost useless and if the internet is in use the TV keeps going out. I would like faster service so I could watch TV and use the internet at the same time, but Spectrum wants almost \$45.00 each for TV and Internet with faster speed.
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- 115 JB Wireless is the only thing available. Zoom calls and school work are pretty much impossible...

- 116 Spectrum is current provider and every year they raise the price. Without any competition we suffer from high prices, slow internet, and poor service.
- 117 Although my speeds are good, the service is constantly buffering. Company doesn't seem to know why.
- 118 Where we are located there are 2 providers, one (Slic) stops providing service just up the road from our address, and the other (Spectrum) stops just up the road in the other direction. We live in about a quarter mile stretch on a state highway where there is no broadband service. The only option available for us is using cellular internet which isn't terribly reliable for 2 kids in school and occasionally needing to work from home.
- 119 I believe everyone in the county should have access to reasonably priced broadband internet especially since we are becoming more dependent on the service these days.
- 120 Fortunately for myself, I live on a main road that has cable. I have great internet access. Friends a mile or two away have only cellular access. This just isn't fair.
- 121 I think most people believe Spectrum is their only option for high speed internet. And as long as Spectrum feels that way, they will not do what is needed to EARN our business.
- 122 Question about wanting a new provider should be yes or no. None of the service choices fit our household.
- 123 We are senior citizens. If available at reasonable cost (Spectrum is not reasonable, even if it were available) we do majority of shopping on line, as well as banking and bill paying. We do not have cell phone service at the address provided. We have to drive a mile or two to get cell phone service or do our shopping, banking etc. While on the road or visiting family or friends. A major concern for us is timely access to emergency and/or health care services. We really hope this project goes to improving broadband service for us and neighbors.
- 124 Spectrum has told us multiple times that they want \$6,000.00 for running the internet line down Oliver Road. Were are only approximately 1000 feet from a residence with their service. We depend on cellular hotspot connections and that costs us about \$60.00 a week for 3 school aged children. Our current satellite television provider Dish Network says internet isn't available at my residence either. It is not right that my children are getting left out from high speed reliable internet access.
- 125 I like news and contact with family and will not work and somedays constant buffering
- 126 The issue of improving broadband access throughout the North Country has been an important one to me for many years. Now more than ever since the pandemic the wellbeing of individuals, families and entire communities has been revealed. The economic development of the entire region is dependent upon this effort to increase access. Hopefully this survey is a sign of the next step.
- 127 Need true bi-directional service. Say 100/100

128	There are many households that do not have internet. Providers will not invest in those areas at a reasonable cost. Internet is critical in today's world.
129	not enough elderly people understand internet and dont care about computers and internet .but today it is a way of life
130	It is extremely important for remote learning.
131	We(8 other neighbors) live on Sylvia Lake and 3/4 of the lake has fiber, but we were not in the original plan as mapped out and Verizon is not expanding to include us.
132	Only one provider on this road unless I try dish/satellite. Slc service less than half mile away, but doesn't come in this direction. Time Warner/Spectrum has monopoly. Just changed from Verizon to Spectrum landline to bund & save.
133	SLIC is very important for SLC!
134	I am about mile from where spectrum ends there service. I had a estimate what it would cost to run it to me a few years ago was told it would cost me 34,000 dollars to get it .
135	What happened to Slc??They were so close then they left,No money??
136	Internet access has become a necessary utility similar to electricity, etc. We pay \$70 per month for poor quality access that is weather impacted and which we cannot do interactive operations, virtual telehealth, Zoom, etc. Spectrum service stops on our road at our neighbor's and does not extend to the remainder of our road. To say the least, service has been poor, frustrating and extremely expensive.
137	I feel like Spectrum charges more because they can. No other comparable competition.
138	I live a quarter mile from spectrum service. Had a study done and they want to charge me 18000 to run service to my house. I thought the state gave them grant money to provide service to everyone. Having to children in school doing remote learning is frustrating with no access to internet. Cell service is also poor. Between us and our neighbors we have 4 children struggling to do school work because of lack of internet.
139	I would like to get more than 15 gigs from Verizon for my \$50/month. If we did, we could stream video and zoom meetings.
140	We have two different internet sources and both are over \$100 per month and both work very poorly. We had to get a kajeet from the school so that our kids could do their school work.
141	Prices are outrageous; limited options in certain towns, areas leave no option but to pay higher prices
142	I don't have cell phone service at my location. I only have 1 choice for internet (TDS Telecom). They just ran high speed internet on the Street up the road but didn't run it down my street.
143	We have been trying to get internet for over 14 years at this household.

144	Internet price is way to expensive. And Buffers often. Unhappy with my service.
145	Internet often buffers. Need more bandwidth but cost prohibitive.
146	The internet makes the world a better place for everyone. We should have the best and most reliable service,just like the rest of the world.
147	Having only Spectrum to choose from gives them the advantage of charging us too much for internet access.
148	Use it for both personal and small business. Could not operate our small business without the speed and reliability of Slic. Visitors from other areas comment on the speed of our system compared to what they have.
149	Spectrum has a monopoly of high speed accessibility and poor customer care
150	For years we were told that internet service would be coming our way. It was our understanding that the town received a grant for this also. In today's day and age there is no reason that people shouldn't have this available to them
151	We appreciate having SLIC for high speed broadband, it wouldn't be possible for mi wife to continue her career without it. Rural broadband is a critical infrastructure need, here in SLC but also nationally. This should be a serious priority of the County of n collaboration with the State and Federal governments to provide access to all citizens.
152	I need reliable internet. Sometimes I need to work from home.
153	Everyone should have access to AFFORDABLE broadband/internet. Spectrum is no longer affordable, the people of St Lawrence County need more affordable options.
154	I am a SLIC customer, with no other options. My monthly rate shot up through the roof when they eliminated the "bundling discount" (I get internet, TV, and phone from them). My monthly SLIC bill takes almost 20% of my monthly income to pay! Yes, it is necessary - but at THIS cost?
155	In my area there are very few options. I just was able to get Verizon Fios.
156	Internet is monopolize by spectrum! We need a better price so need competition!
157	SLIC, Spectrum and Verizon have been unwilling to expand their fiber optic/cable service into this area even though they have received grants to expand.
158	When we purchased this land/home there was no internet at our location. Now that there is internet, I called to find out what it would cost to bring it to my home which is half a mile off the road. \$20,000.00 I was told. In other words...it is not accessible for me. During this pandemic the lack of high speed internet has made me more isolated than I am.
159	I'm not far from the end of internet and unable to get access, many other residents are interested in this area as well
160	Having reliable broadband is crucially important even when we are not experiencing a pandemic.

- 161 We need options. There must be competition in providers or else we'll need to pay the rates required. It's a monopoly and we can do anything to change the situation.
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- 162 As a building principal, I think it is critical for there to be more reliable faster broadband access to make education more equitable. As a member of this community I think it is critical for us to attract business and economic activity into the community. This is one of the most important functions or county government could fulfill in terms of expanding infrastructure
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- 163 We absolutely need broadband, high speed internet options in our rural areas. The lack of this has significantly impacted the staff and children of school districts during the pandemic. However, it has been a need all along and continues to be despite the pandemic making it even more of an issue.
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- 164 1.I live 900ft from the black lake road on the McCormick road, I was told by the cable co that they wouldn't run a cable line to my house, unless there was 33 more homes between my place and the lake road. 2.at one time we had a Verizon phone line to our house, which Verizon put in from the black lake road "underground" over "45" yrs ago, we started to have problems with the line, we would call them a couple times a week to fix a problem, the line men said there was a problem with the underground wire and they couldn't fix it' they stated that they needed to put a new line in and the verizon head office said "NO", we were forced to go wireless. 3. Verizon worked on the black lake road all summer replacing line, we question is are the going to replace the line coming up to my house and my mothers house? Here my phone # 315 323 7514 if you want to here more. Thanks
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- 165 We were informed by Spectrum and Verizon that they will never come to our area. I feel without the support of the county broadband will in fact never be available for us.
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- 166 I work at Canton High School. I have went to school to use their internet as not to use my data at home during remote learning. I have a Verizon Jet Pack for data .I paid \$1200. For this and then I have my monthly payment. I tried Citizens and will never use them again .
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- 167 We have SLIC internet which is a good provider most of the time but our speeds never match what we are supposed to be receiving. We have called several times about this with no solutions. We have been told it is router and bought several expensive ones with no change. They offer 3 plans we have the middle plan that is \$70.00/month which I feel is kinda high but okay compared to other companies. They are the only high speed option in our area besides satellite options with data caps so pretty much our only option. I am currently working from home so I use my laptop daily, we also use two cell phones, two televisions, and two security cameras. Most days the second TV won't be able to connect or the connection is weak. We have to disconnect our phones to be able to use the wifi sometimes on other devices. I wish we had other internet options. I feel maybe this would make SLIC want to work on their issues but they are a monopoly in our area currently and can pretty much do whatever they want. There is also outages very often where you can go hours, sometimes days without service.

168	DSL is available on my road but not as far as I live. It comes up about 2 miles but not the last 1/2 mile to my home.
169	The is a Severe shortage of internet here and it impacting my business
170	There are 14 residents in our vicinity and we do not have electricity or broadband. This is on a State Highway! In 2021 this is ridiculous that we can not get power and broadband to our residences.
171	It is very much needed in my area.
172	Reliable and fast service would be appreciated
173	My motivation to complete important work tasks and quality of my work life greatly suffers. I currently pay for 2 hotspots plus mine and my wife's hotspot and we use all 4 of them each month to watch tv (Netflix & Hulu) and do my work. Further we can't watxh some shows we like because the signal isn't strong enough. It's very sad that internet is available 1 mile down the road but I called spectrum and they refused to offer me or my neighbors the service due to "cost reasons"
174	We have the fiber optic through tds and its very \$\$ and slow. They don't seem to want to try and figure out why.. no one is happy with our local company.
175	We have cable ran out our road the first 2 miles And it is ran down the Lincoln road and I believe it stops about 1 to 2 miles from us on that road we are maybe 5 miles from SUNY Canton and 4 miles from the village of canton, in this day and age I do not understand why we can not get internet services
176	I believe it is wrong for Spectrum to have full monopoly on services over cable in our area to the exclusion of competitive pricing and services. Government funds should be used to bring the price lower for all not merely a few, as internet access is a public utility just as basic as our gas, electric, and water, and others shouldn't be able to make megaprofits off from what all citizens need today.
177	No more franchise agreements like Massena did in 2016. There are no incentives for Spectrum to upgrade the area to fiber. I cannot host my own website due to slow upload bandwidth provided by Spectrum without paying for Business-class service.
178	I have been with SLIC, the only internet provider other then satellite since it first came down our road, 2013. The cost has been 49.95 for 25/25. It has never gone up in price. However in 2021 it is going up 10 dollars a month! I think that is crazy! If it went up gradually over the years, I would be fine with that but a 20% increase at once is a bit to much!
179	There is high speed internet at both ends of the Bouck Rd. and no service for any of us on the road. School age children and work from home adults trying to access the internet.

- 180 It's time to provide high speed internet access to all SLC residents who desire it and who have waited for years to join others living in the 21st century. We pay taxes just as those who have had broadband for many years. Let's stop treating rural residents as second class citizens! We love where we live; we're not moving! Currently locked into a contract for TV service for just under 2 years. How will DANC help handle exits from such contracts once bb is available to such residents?
- 181 Lack of reliable internet keeps me from spending more time in the County.
- 182 I am almost 102 years old and like to keep in touch through email with my grandchildren and great grandchildren. HughesNet is slow.
- 183 We are unable to work from home when necessary. There are several year around residences that were missed during the last upgrade by Verizon and they refuse to help us. They ran to an adjacent road who has no year around residences. Makes no sense. We have a teachers, students, and others that need to work from home and no reliable internet So frustrating!
- 184 I don't think it is fair that 1/2 mile down the road they have internet and the several times I have contacted that service company they said it would cost over 40,000 dollars to bring service to our location. I don't think that's right when they supposedly were given a contract for the service. I have been trying for almost 5 years to get internet here and constantly been told that it is coming soon. The only service I have been able to get is hotspot from my phone which is slow for about a week then it gets choked down to almoynothing
- 185 Verizon ran Fios line across our property, but has not been responsive to requests to connect. Neighbors less than tHalf a mile away Sylvia Lake have Fios for internet connection.
- 186 We really need internet in our area, we have no options besides our phones
- 187 With the increase in remote learning, both myself as a teacher, and my son as a high school and future college student need broadband services to be successful. Broadband internet should be considered a utility like electricity and water, not a luxury item. Thank you for advocating for rural residents.
- 188 We should have several different options to provide this service instead of only one provider. We definitely need better resources.
- 189 We live in this area for the summer months and would love to have internet access.
- 190 Lower cost for internet would be nice.
- 191 We have four children that rely on internet for their school work
- 192 We are located along a major highway in SLC yet we are in a dead zone of no service. ~25-30 residents are also effected by no service. this also is critical for public safety, on line banking, shopping, kids and remote learning, on line shopping etc etc.
- 193 Periodically, our computers ask for operating system upgrade. At current bandwidth (~2Mbps) this can be a big problem.

- 194 I only live about 1/2 mile from broadband service. I have tried to get Slic to service my area. However, they say there is a line tax that is too much to pass onto customers. I also live on a major Highway that connects the north country. The current internet connection is outdated and continually needs repair. Having a good internet option is needed for resale of my home also.
- 195 Interested in good internet connectivity with price that doesn't continually go up arbitrarily and security from identity theft and cyber threats.
- 196 It's sad there isn't even Spectrum available
- 197 Internet is ridiculously expensive.
- 198 The service in this area is terrible! Even with JB wireless the service is limited to 2 meg.
- 199 My address shows Spectrum services my area, however, it is false. Spectrum quoted us \$12,000 to run broadband the 1,000 feet from the nearest service pole at the intersection of Brown Church Rd and SH 37. It is unattainable at our home.
- 200 Our options for affordable internet service in our area are minimal. Spectrum essentially has a monopoly in our area, which is wrong. They are able to charge what they want because of this. Our internet service is constantly in and out. It is not reliable. If I could switch to another company, I would. I pay \$100 for just internet, which is outrageous. I need internet for my work as a public school teacher (I teach remotely), for my child's education, and my husband is going to school online. Please look into expanding affordable internet providers in our area!
- 201 I already pay \$70 a month to Spectrum for internet. This is offensive because often the service goes down, my family cannot all connect at once, and I was supposed to be receiving more than 100Mbps. Yet because there is no affordable competition for my area, they get away with giving a shoddy product that I have to over pay for. I get the same speed as someone that is paying for basic cable yet I pay 3x as much. And I know because I checked with my mother and she only pays 19.99 for hers. They need competition so that they cannot take advantage of families in rural areas.
- 202 In the past, providers have not been willing to come up our road, as there are only 9 houses. In the past several years younger families with children have moved in. Personally, I am a special education teacher and have had difficulty keeping a quality connection with my students when in remote learning or quarantined. I have 2 boys who have had to make other arrangements to actively participate in school. My husband owns his own business & would not be able to conduct business if quarantened. Our limited connection is simply not strong enough. We function off our mobile plan hotspot. This is simply not functional during these times. I have a son who has recently enrolled in Army Reserves and we need to be able to have reliable service to communicate with him that is not effected by the weather or cloud cover. Our other son is also considering military service. Our personal needs are changing and the need for reliable service are becoming a priority.
- 203 I am a teacher and it's very difficult to teach on line when internet is NOT reliable.

204	We have been trying to get spectrum in our area since schools have gone remote. This access is important due to having to teach from home and children learning remotely. Spectrum has quoted 20,000 dollars to come down the road to our home, unfortunately this is not feasible at this time.
205	It's a bad situation when there is only one choice in internet provider. We use it for everything but it is erratic and unpredictable. We rely on it for a booster for our phone, because Verizon service is poor where we live. The cost is high for the service we get.
206	The cost of fast internet access is way to high
207	The price keeps going up with no increase in service
208	We moved to our new home where high speed internet is not an option. My child struggles with school anyway and not having fast internet service is difficult. On his virtual days I have to drive him to another location just so he can log on to participate in school.
209	We have been trying to get internet when pandemic hit.cuomo said everyone would get it.we called left message emailed and nothing
210	If there is electricity at an address, there should be broadband.
211	I pay \$79.99 for internet alone. There is no competition or choices.
212	We plan to switch to SLIC in the spring. Verizon DSL was much faster when we first got it, but it keeps getting slower as time goes by, and it sometimes is very unreliable.
213	SLIC is supposed to be available soon, but we have heard that for years.
214	Thank you so much for addressing this problem. It has been a problem since moving here, 17 years ago.
215	Internet service is supposed to be "high speed internet enhanced" but is slower than expected and crashes at times. This seems strange to us because there is a Verizon substation a block away from our house. There should be FIOS available to home owners, and internet provider choices.
216	I like to see some better inter on our road something I don't have to pay \$12000.00 for it to be run up our road . And I'm tired of paying \$200 a month for internet .
217	We do not currently have internet due to the cost. We are at this residence weekends only, but could spend more time there if we could work remote.
218	My combined internet, telephone and tv bill totals more than my yearly taxes.
219	We live less than two miles from Nicholville NY SLIC Networks and after six years of trying I still can't get anything better than an unreliable phone connection and DSL! We hear of them getting grants for broadband but all we get is DSL!! We since dropped both copper phone line and the useless DSL and use the way to expensive but fast and reliable Verizon Cellular. We need something fast (as fast as 4G), reliable and affordable.
220	Please make internet available in my area!!!!

- 221 I have to work from home and at times my kids have to do remote learning. The internet is the worst when the weather is not good. I get a lot of buffering when there are only 3 people activity using the internet. I have to do my job and the kids have to get their homework assignments done. I need good internet.
- 222 I feel like having a single option for service in my area, that I am being taken advantage of. I am paying \$80/month for internet alone that is not reliable, but I have no other options.
- 223 The cost of internet outlandish, we are able to afford it at this time. However, there are many families at or below the poverty line that can't afford it. With a hybrid education model how can students be successful if their internet is being turned off due to lack of payment in a pandemic?
- 224 why is spectrum the only internet provider. I moved here from New Hampshire lived in a town with only 1,200 people very rural but had fast internet and tv. Why do we not have more options for service, spectrum is a joke been getting the runaround from them for five years neighbor 300 tards up the rd has service.
- 225 Technically we do not have internet access at our location. We paid over \$1000 to get a cell signal booster as we don't even have cell service. From that, we convert the cell signal to wifi.
- 226 For years we only had access to expensive and moderately slow WISP internet from JB Wireless. Luckily with the Verizon FIOS rural expansion project we finally got FIOS in the late fall / early winter last year. For just slightly less than what we were paying we were able to increase our speeds by almost 300% which is a game changer for our business and personal needs. Currently we share our internet access across multiple devices and needs both business and personal to keep monthly costs down, which is why the device speed test is much slower than our 1 gig service. Outside of a few downtimes, we've been much more pleased with the speed and uptime than our previous option.
- 227 The internet service provided by Spectrum to this address has experienced daily connectivity interruptions. These interruptions of service cause programs to stall and smart monitors to require re-booting.
- 228 During covid we could not order groceries on line. We are an older couple and had to expose ourselves at the grocery store.
- 229 Options would be great, not to be forced to just one option
- 230 Nearly everyone I know wishes they had realistic access to high speed internet by some provider other than Spectrum!!

- 231 Spectrum's billing is confusing. Why is my son in Massena paying a different price for the same internet speed that I am. And why is my bill always changing, going up. When you call them to cancel part of your service they tell you that your bill will be going up because of some promotion that you are supposedly under. It is a racket promulgated by a bunch of crooks. I strongly believe that it is time to deregulate Internet connections and let the phone companies, satellite providers, and Spectrum compete. They kind of due now with the exception that Slc can not connect to someone in Spectrum's territory. Which makes no sense since the phone companies and satellite can. Fiber Optic and 5G will make cable obsolete just as satellite is almost totally useless in our society. It was great for lower speeds and fits nicely with developing countries.
- 232 I currently pay for 400/20mb via spectrum and have no other choice of providers. Connection speeds drop significantly during peak usage hours.
- 233 We live in a "dead zone" : 4 mi from Black Lake Rd. - Spectrum; 4 mi outside of Hammond - Citizen's; 5 mi from Morristown - who knows. We use Verizon MiFi = slow, slow, slow when it connects. No streaming, some downloads take a month!!! No joke. We had a business on Black Lake for 14 yrs with cable internet and we live 5 miles away in Brier Hill with nothing...Drive me crazy or what???? PLEASE HELP... Our thanks for listening.
- 234 Spectrum is ripping us off badly, overcharging for service they don't deliver, and lying about it.
- 235 I would be interested in more providers if the competition meant the cost of internet go down.
- 236 When looking at new homes to buy, i find that i have to check internet providers in order to see if the home is even worth looking into because so many homes dont have good steady internet access
- 237 Satelite is very expensive and unlimited is unavailable. SLIC is available on the Lee Road a couple of roads over from McCormich and verizon is working on Scotch Bush road one road over in the other direction. We are a dairy farm and really need it and it is very difficult when my school age children are here and need the internet to do their school work. PLEAE
- 238 Spectrum is expensive and slow
- 239 Waiting for service for awhile parents live farther off main road and have it and dont offer it to my home
- 240 Fios internet only became available 2 months ago
- 241 Internet would make our lives so much easier. Working from home taking, classes online, homework and paying bills.
- 242 Our internet is slow and spotty and hard to work from home
- 243 HughesNet is my only choice here. \$130 for only 100 gb of data. Spectrum goes down the Ashton road less than a mile from here. There is also no cell service here.

244	I live two miles outside of the village of Canton, and cannot only get satellite internet. To me that is crazy.
245	yes with the internet we have i got rushed into this because we moved from heuvelton to river road in heuvelton we did not have to many choices for internet we dont have much data we dont have good credit we are willing to pay a little more to have a decent internet conection and maybe tv we are stuck in a contract through hughnet we have problems with the internet and phone we are just very upset we live on a side road in heuvelton and spectrum is on the other road by us but they said they arent on this road very upset with our service
246	We need it very bad here
247	Internet is slow and freezes up during the day often. However after midnight until 8 am never have any problems.
248	I live less than 2 miles from the village of Canton and am unable to get a good internet connection. I have Verizon, but it hardly ever works. The technician has come out to check the service and never seems to find anything wrong.
249	We need to get access to calling over wifi. The cell service in and around the APA is terrible. And therefore the only cell service in many areas would be calling over wifi. However if you are using Tracfone or pre-paid calling, calling over wifi is turned off on these systems. SLC is one of the poorest (if not the poorest) co. in NY. Many people can only afford pre-paid cells and so this needs to be addressed.
250	Competition would be good The speed is very fickle
251	Spectrum enjoys their monopoly on our region and sets their prices accordingly.
252	We have lived at our Home address for over 8 years and the level of internet speed has never been increased. At best we can obtain a 4 MB download speed. Typically this has been mush less. We have only had access to 1 provider and this service as always been insufficient for most Internet needs.
253	We are currently required to have a home phone in order to have internet. We pay \$80 for a home phone that we never use, just to have internet. There are no other options on our road and it's very frustrating to be paying a \$136+ bill every month just for internet.
254	I know some people in the county don't have any options for internet access at all, but Spectrum is highway robbery. I would love another option but to work from home, I need good internet.
255	To my knowledge I have no access to any type of internet other than using my phone's hotspot. I have a long rural unpaved driveway and I do not know that I will be able to afford the connection even if it was available. I would love to be able to access the internet without hotspotting from my phone.
256	Monopoly is cable internet is leading to continuous price hikes with no improvement in service. Invite multiple providers to the area, or regulate costs.

- 257 There needs to be more options so the price can go down. My current service is not reliable and the price just keeps going up but they can get away with it because I don't have any other options or competition in the village that I could turn to instead.
- 258 Unfortunately in St Lawrence Cty we are limited to who we can chose for TV, Phone and Internet. Spectrum varies so much on prices and their services are NOT Reliable. I have been working online numerous times and all of a sudden I have lost my internet connection. I am trying to run my own home based business but without reliable and reasonable priced internet makes it very difficult. Yes I AM FED UP with Spectrum and their gouging our Money! Sorry Venting.
- 259 I'm less concerned about improving broadband for those who have it, and more concerned about providing uniform access to all.
- 260 I work from home remotely. Despite my listed age, this is full-time, and I have no plans to retire. This work is all done through the internet. Pre- and post-COVID it is "some of the time." During COVID it is all of the time
- 261 Access to internet for all families should be a priority in St. Lawrence County. We are two professionals who have been working from home since March of 2020 and struggle to get our work done with a hotspot. The thought that there are families with children who need this service for education (especially now) and don't have access to it is nothing short of heart breaking.
- 262 I would like access to better internet that is stronger and cheaper
- 263 There would be many new customers in my area for internet services. There are a lot of areas around colton that have zero options for internet, which makes remote learning and other every day internet needs difficult.
- 264 Until several years ago I did not have any internet service at this address (reliable enough to pay for) despite attempting to work with my town and district representatives. Luckily we managed some inconvenient work-arounds with kids in school and an adult in the household pursuing a second Master's. Given the essential nature of quality online access for primary, secondary, and higher education in the current environment, SLC AND NYS governments should take a primary role in improving access across SLC. We cannot attract or maintain businesses/investment in our communities without broadband. It is essential!
- 265 Satellite internet service is unreliable at best and should not be considered an option for broadband access.
- 266 We live in a rural area where there isn't much to chose from for internet providers, which is frustrating. I feel that we're paying far too much for internet and a home phone monthly and would appreciate more choices.
- 267 If we want high speed internet, our only option in Colton is Spectrum.
- 268 Where I live, we don't have many options for internet.

269	We do not have access to internet & our cellular hotspots work terribly. This is making remote learning very difficult.
270	Nobody will deliver down our road!
271	I have 11 yr old whom is a diabetic and would be nice to have the undated system so in order to keep her numbers in order.
272	I find the lack of competition in the area poor and results in higher prices for those looking for services.
273	I live on a rural dead end road, the last 1/2-3/4 mile has no internet. It's criminal that I and my neighbors would have to pay a LOT of money to get access to internet, to have it extended all the way down the road, when elsewhere people have access, like the folks at the beginning of my road
274	Internet was needed to perform my job duties while working from home. We had to share a mobile hotspot while my children were in school, making the usage slower and unreasonable to perform both job duties and remote learning.
275	Without competitors, Spectrum has to be pushed to be proactive. Free 5G in communities would be as wonderful as sidewalk plowing and garbage removal; need more support for last mile and do not count a census tract as "done" when there are still unserved homes in rural and more remote areas.
276	I think there should be more than one service provider in any given area!
277	There is a need for a new service on Rodwell Mill Rd. in the town of Parishville. I am an educator in need of better internet for remote learning. We have been overlooked!
278	There should be laws governing the rates that these providers charge for broadband. It seems that everyone you talk to pays different rates for the same service through the same provider. They start your rate out affordable then the provider just keeps increasing your rates.
279	Bundling, lack of choice, and arbitrary rate increases by Spectrum are especially irritating.
280	DSL is so unreliable and slow that we often have to restart our router multiple times every day
281	While our home on 310 has adequate access to the Internet, we know of friends nearby - down the road and around the corner, some less than a mile from us - who do not have access at all. In our ever-changing world, it is extremely evident that all people in this area need access to adequate Internet. Disparity in society is only becoming more and more evident as those who have access can participate in society, and those who have not cannot. We do not need more "us and them" in this region. We need more inclusion and equity.
282	I feel that \$75/month is not a fair price for internet access. We can afford it, but there are many that cannot, and while I have NOT done any research, I don't believe that we have many other options other than Spectrum. We had Verizon DSL until a couple of years ago until it just stopped working one day and Verizon would not fix it so we were forced to switch.

- 283 To bring in broadband to our location for Spectrum provider, we were told it would cost us over \$22,000. This was four years ago. I never realized how critical the need was until I had to replace my tablet and phone. In order to activate, you need a personal network at home, as updating to a new service can not be done on cellular service.
- 284 Government has been promising free internet for decades, but not much action has been made in taking it on. We need to equalize this increasingly important tool. I am currently being discriminated against during the pandemic because of the lack of internet in my house.
- 285 Since it doesn't actually cost companies more money to provide better service, those tiered services where you pay more for faster speeds should be illegal.
- 286 My wife an I both work from home. Without internet access we would not be able to work.
- 287 The current broadband is good, but expensive. Having a competing provider could be beneficial.
- 288 It would be nice to be able to hold spectrum accountable instead of having no competition in select areas. Yes, we have good quality internet on paper, but in reality we have constant outages. Modems keep breaking, and it seems like the speed gets throttled. I use cellular data for every thing, but streaming Netflix. We recently opened a business in another town. We have 250mbps there, but the same issues. I'm constantly resetting the modem because of modem issues. It isn't just an infrastructure issue. It's a provider quality problem as well.
- 289 I have no access to any cable tv and no other phone or internet service other than Nicholvile Phone Company
- 290 I have been trying for years to get reliable, not satellite internet to my home in Colton. The satellite internet that is offered doesn't work the majority of the time and they charge astronomical fees for a bad service. I have two school aged children at home, I run a business from home and often have to work from home due to my children's need to learn remotely. We are currently using a cell phone hot spot to barely get by. Spectrum and Slic will go up my road but stops a mile from my home. My end of the road needs the internet as well.
- 291 I find it very disturbing that there is no competition between broad band internet providers. We have only Spectrum to choose from. Also, the whole allotment program for getting internet to under served areas is totally insane and leaves so many without and chance of getting high speed broadband at home!
- 292 Too slow
- 293 Please expand! Internet is a necessity!
- 294 I feel that many college students are not getting the internet speeds they need when they are on campus and off campus. I also know that many Verizon Customers are paying for 5G services and are not getting these services.

- 295 Why not have the county look into purchasing a public plan for all county residents? The county could provide basic service and then individuals could upgrade their services if they wanted or had the means to do so. Internet access is a vital service that is required for all to be able to participate in our modern world and it is a shame that some folks are not able to access the internet because of financial limitations. It is almost impossible for them to have the same opportunities and experiences without access to the internet. A small tax to provide a basic and necessary service would benefit all members of our community. I see it as the same concept that is used to fund public school.
- 296 We need internet for working remotely and the kids school when it is remote learning. We have all internet options available to us (hot spot and satellite) and it is beyond inadequate. In today's world it is maddening to have to choose between doing my job and earning a living and my children's education. Our internet doesn't allow us to do both simultaneously (as it is very poor service).
- 297 I am a teacher and when we shut down I have to hotspot my phone in order to teach using zoom. In a 30 minute session I get kicked out about 10 times and then sometimes I can't get back on.
- 298 For the most part broadband is too limited geographically and too expensive.
- 299 We have terribly slow speed and really need something better.
- 300 There are plenty of reasons EVERYONE should have access to high speed internet access. Remote learning is first and foremost for our current situation. Working from home is second for our current situation and going forward, as many people have adapted to working from home (even before covid). It's a huge inconvenience for those of us with nothing available to have to make arrangements for work when our child or we get placed into quarantine. I would also like to take some online courses and currently, can not do that from the convenience of my own home after working full time.
- 301 Not Having internet shouldn't be an option. Just because our road is serviced at one end doesn't mean we should be punished for where we live.
- 302 Very important to be able to be connected and have unlimited access
- 303 In the past, the "take rate" for services has been a significant hindrance to the expansion of high speed internet. Prior to Slic's build-out in my area, a Verizon line and DANC's dark fiber run only yards from my home, yet Verizon didn't offer internet services. I used a Verizon hotspot for a while, but data restrictions and speed were an issue.
- 304 There should be regulation on the speed from the provider. If a company advertises "up to 200 mb/second" then it should be somewhere near that. No excuses about non-compatible equipment.
- 305 Internet speeds are wildly variable through spectrum. Sometimes downloads are so bad that I give up and use my data plan on my phone. I really wish there were other broadband options.

- 306 Overpriced for average - to - high speed service. Not a competitive market to keep prices in check. Hostage to rate increases.
- 307 Our family lives only a few miles outside of the village with neighbors on both sides of the road having access to cable for internet. The cost of bring cable to our home was quoted over \$10,000, several years ago. Help please.
- 308 The county should make access to high speed internet a priority. It is important for attracting people to the area - especially younger people. Remote employment is the way of the future.
- 309 I called Spectrum to get service to my home. They quoted me \$58,000. I'll provide the quote if you want. comment it would only let me check one box on the champion part.
- 310 I feel we pay too much for what we get.
- 311 I asked our branding team to post the information on "The Town of Massena" Facebook page for distribution but originally heard about this with an email from our town supervisor. We have many areas that are in need of good quality internet service, until 9 years ago I had to get by with satellite internet which was terrible and expensive. The DSL hub wasn't close enough to my home to take advantage. I feel that we can improve more and entice more businesses and residents with better service, thank you.
- 312 Currently only able to use spectrum for reliable internet, but expensive.
- 313 My Daughter is a nursing student at SUNY and needs the internet- so difficult with our hotspot
- 314 Monopolies are wrong.
- 315 internet connectivity has gotten super expensive and there have been no changes in their offering to justify the expense.
- 316 customer service and support are horrible with SLIC you should ask about reliability of current servire
- 317 DSL is not horrible but it is slow and when it goes out it tends to be unreliable for weeks at a time due to aging infrastructure... or so they tell me. A Verizon Rep also told me that they would be bringing FIOS to our area but I don't believe that.
- 318 We are also helping our grandchildren with remote hybrid learning during this pandemic- 3 plus days a week
- 319 SLic is the only broadband service in my area, as far as I know. I am happy that they extended in this area.
- 320 An alternative choice would be nice. I have no other choice than Spectrum, who only put cable through our area in 2013, before that it was Hughesnet Dish which was poor quality and before that, dial up. I do not get full download speed and pay just over \$100 a month for it.
- 321 Please improve! when it rains or the wind blows I have no service. I am not able to watch Amazon movies on tv. I get a message saying need more broadband.

- 322 We need another choice for internet providers. With only one choice we are taken advantage off and are at the providers mercy.
-
- 323 I have a MBA and run my own small business consulting business from my home. I'm originally from the North Country and the low cost of living, low traffic, low crime is appealing for raising a family but we're struggling to find a property to buy that has internet available to meet my business needs outside of the Village of Heuvelton. Some of my clients and I struggle to even have "normal" business meetings at times due to internet issues. With the shift to working at home this puts St. Lawrence County at a tremendous disadvantage for attracting entrepreneurs and professionals. The County's role is key to ensure that the community has needed utilities for business and education.
-
- 324 Internet speeds are not the best at my residence and occasionally we lose internet service for brief periods all together
-
- 325 sometimes my internet goes out. Maybe too many users on one line.
-
- 326 Wonderful it it happens at their address.
-
- 327 I have many health concerns and not having reliable phone is dangerous
-
- 328 In my case, broadband access is adequate although excessively expensive. At this time, I am more concerned about county residents who have no broad band access at all or, alternately, very expensive, inconvenient or limited access.
-
- 329 High speed, high capacity internet is a basic human need in today's world. EVERYONE should have access. Anywhere we've extended electricity and/or phone service should also have broadband access.
-
- 330 We've been left no choice of service provider, and have to purchase a service level that is costly but barely adequate. We would absolutely consider competitors if the cost is comparable, with better service.
-
- 331 So far the State has failed to provide affordable reliable service through their method of determining access by means of false served or underserved data how will SLC determine the correct amount of customers that truly need the service? The survey is a good start but it will need to dig alot deeper as there are many unique situations in the Town of Canton alone. I hope that we can help with this as we have been very active through the recent years on our road trying to and secure better connectivity. We have tried the State Broadband for All Office, our local government and even our legislators with no headway being made! Thank you for starting this very important task!
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- 332 Our internet can't support multiple people using the service for work purposes.
-
- 333 I'm also a teacher and when working remote I had to leave my home and work else where. I am also finishing my teaching degree and my college is all online. I have to go to other places to take exams and do school work.
-

- 334 The internet goes out almost daily.
- 335 I've lived at my residency for 14 years and have reached out to spectrum, SLIC, and Verizon and they will not Take there lines up our road. We are surrounded by other roads that have access to those providers. I live 1/4 mile from spectrums lines
- 336 If our children are remote learning I feel we should have access to any internet without it costing an arm and a leg. With our location we don't have any internet service and with have a daycare and 5 children doing school work and not having any reliable internet changes the way of learning.
- 337 I would greatly appreciate better internet service. Because we live on a side road approximately 300 ft. Off the main road that high speed goes to but we are not able to get the wires run up our road as there are only about 7 homes on this road. We are forced to use satellite service that is subpar.
- 338 This service should be provided for free for every household in the county. With children remote learning and adults working from home, our tax dollars should be going to provide internet service for everyone.
- 339 We live in a pocket where there is no access to high speed internet. It has had a huge impact on our ability to work remote and complete online/remote schooling for our children. It places us at a huge disadvantage in this area. We would definitely purchase services if they were made available and I know our neighbors would too.
- 340 I just recently was able to get fiber at my home. I learned my neighbors had it. Up until that point we were using hotspots for schooling and working remotely. It WAS NOT ideal. When I contacted my local phone company to get the fiber, they advised me it wasn't available at my home. It took several phone calls, and some pushing to finally get someone who was willing to actually look into this for me. We had fiber within a week. It shouldn't be that difficult to get a customer service rep to work with you for availability.
- 341 I have had to increase my internet to high speed plus and pay over hundred a month and it is some times great butt still fails far to often usually during one of my college exams
- 342 I would like to pay less for my service.
- 343 I teach remotely and attend team meetings regularly - the Internet is critical for my employment.
- 344 We currently pay \$75 per/month just for internet. We feel this is ridiculously high. We would appreciate a provider w/ good coverage. TY
- 345 Brings costs (way) down please!
- 346 internet company that will give Spectrum a run for their money. low price internet and tv.
- 347 When I call Spectrum to complain they say there is nothing on their end that is slowing it down and blame my setup.

- 348 I feel that broadband should be a universal access issue similar to the REA years ago for telephones.
-
- 349 Had internet for many years and ex husband canceled it and now they are telling me i can't get but everyone on my road has it
-
- 350 In this day in age no one should be paying for internet service at all !
-
- 351 Your speed test is a joke. You are using clarkson university as the default test host. Its 10 miles away. This is extremely unrealistic. There are literally no internet services that can be accessed directly from an internet backbone connect in potsdam. Even using my ISPs closed speed test location, Syracuse, my ping is three times that of Clarkson University.
-
- 352 Constant disconnection is rather problematic and an inability to choose a different provider limits our ability to make our own decision of who we wish to provide our services.
-
- 353 Massena, NY, only has one internet service provider and getting other services that are reliable and affordable is extremely important. If I had alternative options I would not choose to have Spectrum as my service. They are expensive, especially when the only service we pay for is internet. We are also at the mercy of our landlord who is not willing to spend money to upgrade the cables. According to the Spectrum service technician, we are losing 10-20% of the internet we pay for because of outdated cables.
-
- 354 Broadband access is critical to St. Lawrence County's ability to attract and keep businesses. It's arguably as important as electricity in this modern economy and the pandemic has only highlighted our reliance on the connectivity for work, education, and commerce. The lack of internet severely limits where you can comfortably live in the county. My employment requires a strong connection and traveling just outside the villages leaves you with little to no reliable options. Mobile devices have helped to level the playing field, but even cellular access is spotty. I applaud the efforts by the County and DANC to urge providers to expand access throughout the North Country.
-
- 355 At home I have very little options for internet and would like to have more.
-
- 356 Prior to living at this address, I had SLIC for internet. It was just as fast and reliable as Spectrum but at about half the cost. Unfortunately because of the way the contracts work, I no longer have a choice in provider. As far as ISP marketing strategies go, I find it highly illogical. Don't like the service? Pay more to the same place--that doesn't make any sense.
-
- 357 I am the last home on my road that has Spectrum service. My neighbors find it extremely difficult to get decent access to the internet and tv.
-
- 358 We were only able to get Fiber since this past summer. Previously we were spending about \$200+ a month tethering from cell phones as the DSL we could get was extremely slow
-
- 359 would like to see competitors with lower cost
-
- 360 with remote learning i feel that a good internet should be accessible to everyone.

361 I believe the email chain below to Ms. Mayo of Spectrum best describes our situation and concerns. I have reached out to Governor Cuomo's office as well as Senators Ritchie and Griffo in regard to this matter. Have yet to receive response. Where was the money spent for Governor Cuomo's initiative to Ensure High-Speed Internet Access for Every New Yorker? Growing tired of NYS and NYS politics ... Dear Ms. Mayo, This is to document that I received a telephone call from a Spectrum representative (315-555-8329) this afternoon to inform me the cost to bring service to my residence would be \$27,000 which Spectrum would cost share \$3,000. I requested a copy of the estimate to be provided which the Spectrum representative stated he would send by email however it has not been received. I would appreciate a copy of the cost estimate. Sincerely, Michael McCormick Sent from my iPhone On Apr 13, 2020, at 10:50 PM, McCormick, Michael <mccormic@canton.edu> wrote: Dear Ms. Mayo, I am writing requesting an update as to the status of Spectrum service on the Eddy Pyrites Road, Canton, NY in cooperation with Governor Cuomo's \$341 Million Round III Investment to Provide Last Mile Funding to Ensure High-Speed Internet Access for Every New Yorker <https://www.governor.ny.gov/news/governor-cuomo-announces-round-iii-nation-leading-new-ny-broadband-program-bring-high-speed?> Specifically my address is 437 Eddy Pyrites Rd., Town of Canton, St. Lawrence Co., NY 13617. Spectrum service ends 600 yards from my home and to date has not been made available on the Eddy Pyrites Rd. Several years ago I made a similar request and was verbally told via a telephone call from Time Warner / Spectrum that it would cost me \$12,000 to bring service to my home via existing pole infrastructure. I find it difficult to understand that I live 5 miles from the Village of Canton, 600 yards from existing Spectrum service and have no high speed internet options at my primary residence in Canton, NY yet I have Spectrum service in a remote area of the Adirondacks in Rainbow Lake, NY account no. 202-805650201-001. The only option available to me at my primary residence in Canton, NY at this time is to use my cellular phone as a "hot spot". Works great when home, obviously not so great when not at home and also comes with limitations. As with most students, my son Andrew is home from Westfield State University completing his classes online. Needless to say, it has been a challenge given our situation. I have reached out to Governor Cuomo's office as well as Senators Ritchie and Griffo in regard to this matter. I look forward to a response from Spectrum and hopeful of a resolution. Your time and attention to this matter is appreciated. Sincerely, Michael McCormick 437 Eddy Pyrites Rd. Canton, NY 13617 315.323.5041

- | | |
|-----|--|
| 362 | Glitches all the time lags and drops devices |
| 363 | Satellite internet is not fast enough to make even simple websites. I have cancer and have trouble doing telemedicine with my doctor in Syracuse. |
| 364 | I wished I could buy internet service alot cheaper then what I am paying right now. I don't really like it but I have no other choices and it always streams constantly and they changed a battery pack and I bought a \$300.00 router and it still streams. |
| 365 | I would love to have the option for high speed internet and TV at home. Current ping back speed from the speed test was 64. |

- 366 New house purchase without knowledge of lack of broadband access.
- 367 We were told to the only way to get faster internet is if we pay out of pocket for the wire to be connected to our house as well has a ridiculous raise in price.
- 368 I believe internet speed needs to be faster and I believe their shouldn't be so many inconsistencies in the speed. One day its fast and other days it's lagging. It makes it difficult to do my college work or listen to the lectures.
- 369 It's time for internet to take it's place alongside water as a utility, making sure everyone has at least a bare minimum of access to it.
- 370 Spectrum is expensive and not great but all we really have. It is a shame that some parts of the county have very limited access.
- 371 The option of Broadband service would give me more choice in service. Now I am at the mercy of providers that charge what they want and have few options .
- 372 I don't have any contact with the "Outside" world....it would be great to get the internet and streaming....
- 373 I would like to be able yo choose my provider in the City of Ogdensburg. Time Warner/Spectrum has been the only provider for way too long creating a monopoly. Verizon FIOS needs to be allowed in the City limits yesterday.
- 374 We need another service besides Spectrum'. They are feeing us to death! Every month our bill goes up a few dollars more! The County needs to do something!
- 375 Many employees were able to work from home once businesses closed due to COVID. Due to having no internet access at that time I was unbale to do so, having no internet access hinders my chances to make a living. I had to go to my mother-in-law's to conduct necessary zoom meeting for work as well. My husband and I are pregnant with our first child, if schools continue to be remote or if there is ever a need for that again our family will have a hard time and potentially not have the ability to remote learn. It is important to our family that we receive high speed reliable internet at our residence.
- 376 It would certainly be nice to have wireless phone service!
- 377 Internet is available in our area just not enough for everyone. Also the internet suppliers are very limited to our area.
- 378 Neighbors at each end of Barnes Rd have access to Spectrum but not anyone else.
- 379 Colton New York needs an internet service.
- 380 Poor mbps,sloooooow !!!!!!!
- 381 I've been working from home for a year due to Covid with just my Verizon hotspot from my phone which maxes out. Internet would be great. Since we don't have internet we keep thinking of relocating out of the area.

- 382 I have 2 school aged children who live here and needs the higher speed internet access. I pay a extra 99.00 extra per month.
- 383 The quality of our internet access is, frankly, very poor. We have both been working from home during the pandemic, and have had continual problems with reliable internet. We live in the village of Potsdam, which is supposed to be the "good" area for internet service, and yet we still struggle to access functioning internet on an almost daily basis. We originally had cable internet, and that was awful. We moved to AT&T, which has at least been passable, but only passable. We regularly have to reset our wi-fi router and have slow speeds.
- 384 Currently have unlimited internet access through a Verizon mobile hotspot, but speed decreases after a certain level. Would like to be able to connect internet to my tv to take advantage of various available programming. Currently have a Directv satellite dish for tv programming and price goes up each year.
- 385 We would immediately sign up upon availability.
- 386 We want the ability for multiple options for home internet
- 387 I was told if I paid 50,000 I could get internet to my home. It's all around me but just doesn't come down my road. I feel I'd be able to go farther in my career and even possibly cstarting college. I can not do it with have a limited amount of internet to use a month.
- 388 The service has NEVER been good here. They have changed the wires both inside and outside and their have always been intermittent connection issues that are never fully resolved.
- 389 I just wanted to let you know that i use JB wireless for service.
- 390 We are the only house on taggart road in Lisbon that does not have internet access due to distance from our home to our neighbors home.
- 391 Citizens Telephone was very fast at providing high speed internet. We have had it close to 2 years.
- 392 I experience several medical conditions that need regular monitoring and if i become ill or are hurt i am afraid that i wont be able to make a phone call for help. I do work part-time and have been doing so remotely. Not having internet means I cannot be at our cabin/camp as often as i like to be.
- 393 The only reason internet sevice is in this householdis because cell sevice is poor at best. I can barely aford the inernet and cell. With an incomeof just over 10k a year and being disabled makes it extremely difficult to aford the internet or cell phone. I maybe canceling my internet service soon as the cost is getting to much to bear.
- 394 We are moving into this new home that has no access. Satellite or cellular is currently our only options. But with trees all around, or bad weather, satellite often loses connection. We also have grandchildren. There is no reliable steady internet access for them to do school work. Access to

medical web sites for appointments, sending information between myself and my doctor. I am also a writer. I am worries I will not be able to upload the large files and graphics.

395	Very satisfied with SLIC service
396	I have had to purchase two DSL services for my house to enable me to perform my work (before the pandemic!) One DSL line was not enough to handle the data transfer between my computer and the server at work.
397	I tried to get Verizon DSL phone and internet service (they didn't offer Fios) for this location and after two weeks of spending time on the phone with them every night and multiple service calls I gave up. I will be purchasing a wireless hot spot for now, but the service is shockingly bad
398	There NEEDS to be another provider, other than Spectrum!
399	Thanks for conducting this survey, I especially think it is important for high speed internet to be available to families with kids in school k-12 at very reasonable prices to them, say \$10-20 per month.
400	Service is minimal with constant loss. Modem has to be rebooted daily
401	I am currently working from home. This is why I listed my home address, but selected other. This hotspot is provided to me in order to work from home. We cannot have both me and my spouse on our personal wi-fi for our jobs, so I use this hotspot.
402	There are still many areas with no internet access besides expensive, unaffordable satellite service. We need more competition for broadband/cable. The cost of internet is becoming more unaffordable than ever and I fear it is only going to get worst. Surely as a country we can create an affordable platform for all ! Thank you for doing the survey!
403	My family works and learns from home (remote work and school). Our provider is expensive and service totally weather-dependent, making it inconsistent. We do not have the speed to run multiple streaming meetings, which is necessary for us to function.
404	SLIC is our provider of Internet, landline, and television. Our bill for these services is too high compared to when we first began service with SLIC. My husband and I are retired living on a fixed income, have health problems, and are paying \$310 monthly to SLIC. The Internet hardly ever went down when we began service with SLIC. Now we must call SLIC 2-5 times monthly to report an outage.
405	we seem to be in a gap area. HELP!!!
406	Many of us live on an Island and will require wireless receipt of Internet signal. I manage 2 local Websites and am on the internet 2-3 hrs/day to keep these websites up to date and would appreciate a high speed ie; 200 mbps or higher Internet speed.

- 407 So tired of having to pay so much. Wish I knew more about streaming or how to use my smart tv to decrease my cable bill. Also sick of having to pay for every piece of equipment separate
- 408 For nearly 40 years we have been asking the cable provider, now Spectrum, to provide us with service, but they have consistently refused, saying they would not extend their services to housing this sparsely scattered.
- 409 I wasn't happy with my Dish network, its expensive and the tv took up most of the usage, I wasn't even able to watch Netflix.
- 410 Hughsnet is not high speed internet access. It is a complete joke there service is considered a suitable option.
- 411 Controlling the outrageous costs with limited service from Spectrum. Out of control!
- 412 Speed test wouldn't complete. I have poor DSL service at .5Mbs. Yes, that's right, .5 Verizon started us at 2Mbs and DOWNGRADED because they are unwilling to support their service. For this I pay \$42.99/month! I have lobbied for YEARS with local government boards. They are ALL unwilling to negotiate with either SLIC or SPECTRUM to get service to the unserved areas of the Town of Canton. This survey and effort is the last resort. I lobbied the SLC Legislature to get this survey done. It is long past time for the North Country to join the 21st century with improved communication services.
- 413 Needs to be a law that keeps providers such as TDS from forcing us to have a landline phone in order to have the internet. They forced me to pay me for a phone line that I do not need or use but that they require.
- 414 For some years, I was connected to Time Warner high speed internet via a line-of-sight radio link from the end of the cable to my home. It worked great. I had to let it go because the technician who set it up for me was no longer available. It seems to be this could be a good solution for some people.
- 415 I feel \$70 a month is to much to pay for internet, but Slic is the only option that I have at my location.
- 416 Our cable internet bill is high compared to other regions. The speed is inconsistent.
- 417 Yes I have tried to get time Warner cable as there is serve 500ft from my location. They still said they were unable to provide service even if I paid for the lines to be hung out of pocket. I just want to be able to have internet service at my home
- 418 There is fios strung to HARRISVILLE in front of our house. Why can't we utilize it?
- 419 Our tests show that we typically don't have the access we contracted for. We've been told by TDS technicians that they have expanded the customer base faster than the infrastructure for their service. This is a problem.
- 420 There aren't reasonably priced options for seasonal homes.

- 421 I currently have internet and TV thru a local cable company. Even though it is seasonal myself and my neighbors should have a choice. For speed and tv channel options.
- 422 I believe we have broadband and the service improved markedly when it was installed. However, because we are customers of a local private phone company, I also believe the cost is exorbitant, compared to other areas that offer more services.
- 423 I live in OH and this address is my seasonal home. I have worked from home since the pandemic shutdown in Mar 20. I will open the cabin again in Apr 21 and can work from the cabin NY. It is very important to me and to the buyers I have for the cabin to have capability to access the internet and use VPN. I have TDS which has been better the last couple of years; however, a broadband service may be optimal. I appreciate having the capability to work from there now. Any improvement for the rural areas would be a plus for all involved.
- 424 Wanna say spectrum promised 100 up and down (don't quote me). If they we're forced to uphold that agreement and install fiber it would be possible. I believe if st.Lawrence country imposed a tariff of spectrum until they meet their original agreement
- 425 When is Verizon 5g going to be available. The lines are outside my house but useless
- 426 Access should be made more affordable and reliable for the price.
- 427 I recently moved and had to have Hughes net installed it was a 400 cost up front so it would be great to have more than one provider to chose from.
- 428 Despite of very high fees, the speed is very slow and connections are often lost.
- 429 none
- 430 My internet is plenty fast. My concern is the cost. I historically paid \$30/month for internet from Time Warner. When Spectrum took over, the cost jumped to \$45/month, and since then, they have increased the price to \$60/month with no cheaper option. My current download speed is about 18 mbps. I would appreciate the option to pay \$30/month for 9 mbps download.
- 431 Excellent broadband is crucial to school age children post Covid. My children occasional experience difficulties with losing connection with online classes, often enough to be a frustration. Perhaps better broadband would be helpful.
- 432 We also need tv and cell phone access. I pay over over four hundred dollars a Month for telephone, tv, WiFi and mobile phone, with no cell phone service at home.
- 433 It would be nice to have Fios internet with either Verizon or Spectrum. I have been through Hughesnet and now, Viasat. I have to work from home and it's very difficult to download documents that I need. My son also has to do schoolwork at home. Once we've used a certain amount of data, the internet slows down. This makes it even harder to work.
- 434 I pay too much for internet service and it is too slow.
- 435 My internet at times is so slow that I could walk faster to go find out

- 436 I have a TDS Fiber Optic Line that goes right by my house to service people outside the village that do not have access to spectrum. I have called TDS for over a year to gain access to that broadband internet but they say its not available to me. I would prefer to have a choice in high speed providers. It almost seems as though they have a deal with spectrum that they will not take any of spectrums customers. If true, it does not seem legal.
- 437 We need broadband so my husband and my self can work from home, our children can work from here when they come, and we can do televisits with our doctors.
- 438 This is a seasonal home on an island, but with better broadband we could stay much longer while working f remotely. This would mean more economic activity for the county.
- 439 I am a school teacher and need internet when we are remote. I've repeatedly run out of data on our hotspot and the ability of the hotspot to carry classroom zoom is spotty at best.
- 440 I don't think Spectrum should have been allowed to stay in New York State since they did not fulfill their obligation.
- 441 Quality internet is highly important given the need for remote education during covid pandemic.
- 442 Fios did half of the road and I've contacted them several times to do the other half so we could have internet for my children to do school.
- 443 I am an educator in this county, and the inequities my students have faced this year because of the lack of internet providers and service is unacceptable. Students that live in rural areas should have affordable internet options. Spectrum does not seem to understand this. Spectrum is the only provider where I live and every year the prices go up and the quality of service goes down. I am fortunate to have internet....many of my students do not have that privilege.
- 444 Our home is stuck between the end of two high speed internet runs, Spectrum (who promised our address was past of the 2020 build out, which was cancelled) and SLIC both are within 1000 meters of our home but neither will run it to our home without significant cost(\$20,000+)
- 445 Spectrum is ripping me off paying 79.99 each month need provider not going to rip me off over charge me for internet
- 446 It stinks right now. Very poor reception at times.
- 447 Had to upgrade our spectrum internet service because we used slightly more band width than what we were paying for. The only way to do that was to "double" what we had with a significant cost increase. No noticeable change in speed at all.
- 448 Spectrum internet service drops, lags and is over priced and some of the techs are completely lazy and incompetent. Since we need internet for everything from our phone service to our tiny, we are stuck paying over priced for low quality service.
- 449 I have high-speed internet service, but I would really like to have a choice. The moment SLIC becomes available where I am, I will happily switch from Spectrum.

- 450 I am deeply opposed to the Spectrum monopoly on cable internet access. We need more options!
- 451 It's frustrating to see the good internet (fiber) going out to the middle of nowhere, why the towns have the choice between DSL and cable only.
- 452 SLIC has been wonderful. Interestingly enough, I have heard that businesses LESS than a 1/2 mile from my location cannot get SLIC because of some sort of regulation...that (if true) should be amended as Verizon was only offering DSL
- 453 Internet access can be sporadic at times which is not good right now because I need it for my job.
- 454 Spectrum internet is installed less than 600 yards from our home and they have adamantly refused to come any farther despite our offering to pay the cost. The lack of reliable internet during the COVID pandemic has caused incredible stress as our youngest son was in his senior year last year and had to drive into town to use the WIFI at school because we didn't have service at home that was fast enough for online class. It is despicable that there are so many options for those elsewhere however SLC feels like the stone age.
- 455 Would be great to have spectrum access up here on our road, but they say that not enough households reside on the road to run a line
- 456 we are stuck with Spectrum. They can charge what ever they want and we have to pay it, if we want internet
- 457 We are daycare for our 3 grand children. The oldest is in first grade.
- 458 too slow
- 459 We also reside at the same address as our business, so we are residential AND business customers. We sell merchandise online, and one of us works from home since the pandemic began in March 2020. Because of poor internet service, we have to physically transport info on flash drives. It's frustrating!
- 460 TDS was not listed as a choice and it is the only option for Edwards NY. It has been over priced and under satisfaction for years. Edwards either needs options (ie. Spectrum / Verizon) or TDS needs to fulfill empty promises of faster internet - especially to the outskirts of town (Talcville, South Edwards, Degrasse, etc)
- 461 Everyone should have internet in this day and age. It is a necessity in everyday life. I would paid for this service if it was available to me. It is a seasonal residence but much needed.
- 462 We tried to take this survey from home but due to dial up got dropped several times.Had to take survey from work. It is crazy we live 1 mile for Route 37 and have NO internet available except for HughesNet which is ridiculous in cost. I am thankful we do not have school age children. Its a shame this day and age..Thank you
- 463 What bothers me is that you pay more for faster speeds and the provider doesn't have to upgrade your equipment. Just flip a switch. If they CAN provide faster service, why don't they?

- 464 I had to actually convince the fiber optic company that the fiber optic line was on my power pole, installed two summers ago, and then they sent a crew out verify that it was there. Really good communications, right.
- 465 As a teacher in St. Lawrence County, I feel that students in our area are at a severe disadvantage due to the lack of affordable and reliable internet.
- 466 I hate that Spectrum has a total monopoly. We have no choice and are forced to pay what they charge for service. We need options!
- 467 County should look into working with a provider like Starlink
- 468 Yes, it's nice to have the higher speed but living on a fixed income (retired) limits the amount of frills this household can afford.
- 469 Several residents on (upper) Gulf road pay for satellite internet, as no internet service is available. Several times internet in this area has been requested, it is passed over for internet service for less populated roads/areas.
- 470 As an educator, I have been very concerned about the number of students in our county with inadequate access during the pandemic. It has become an essential service.
- 471 Since we have no cell phone service and our land line telephones are not always reliable in our area, it is very important to have good quality internet service to keep contact with family and emergency services should there be a need.
- 472 Our service provider is chosen by our Town. It would be nice to have competition....hopefully, prices would go down. Prices continue to go up after "promotional" pricing. The Town itself gets a good price on their internet service for choosing Spectrum, but the regular residents do not. My daughter and her family quarantined with us for 6 months, and she and her husband had to work from our home. It was extremely important to have reliable internet service for them to use.
- 473 We have a telephone cable to our island which then goes back to the main land to service customers there. We do not have access. We were told a fiber optic cable would be laid to provide internet by the Hammond telephone co. We would like to access that cable on our island as well.
- 474 Would allow New York to be more competitive with other areas in the state.
- 475 It would be nice to have more than Spectrum as an option for internet. The cost keeps going up and will soon become unaffordable.
- 476 Please make internet a utility
- 477 Verizon has been installed FIOS extensively in the area but for some reason has skipped a number of residences where my property is. I plan to build our structure soon, but without broadband the location isn't ideal to live there as much as I'd like.

- 478 Stuck using a hot spot for internet and satellite for TV.... very expensive and the sad part is they ran a cable line right to the house and then drove off.....
- 479 I would like to be able to work from home, but our current service is extremely slow and makes it very hard.
- 480 The cost should reflect the quality of service. We pay the same amount for cable channels that we do internet, if given the option we would pay more for internet and less for fewer cable channels however they force you to take cable channels as part of a pkg. in order to keep the monthly charges down. Speed of internet should be better, too slow.
- 481 Our household has DSL and it is not reliable. At times we had to transport our son to an area that had data signal because the DSL would not work at home. The speeds of our DSL are very poor. We NEED broadband ASAP or high speed internet.
- 482 it costs to much
- 483 The service that Spectrum provides is spotty - interruptions occur frequently. I would be happy to have a better provider, but I live on a fixed income and cannot afford Spectrum's higher priced options, or any of the internet options that verizon offers.
- 484 We need a , good, dependable , and reasonable priced internet here on this road. There are lines ran all around us for internet but not down this road. It would be very easy to do. We should be able to have access . It's needed for many reasons today.
- 485 Wish we had better service. We get kicked off and I don't feel we always have the internet speed we pay for.
- 486 It feels as though Spectrum has a death grip on our ability to survive. They have little competition in our area as SLIC has not brought their service to our area. Between them and the phone company the costs seem very unreasonable.
- 487 Our daughter was not able to continue her college classes due to remote learning. We have hues net gets too costly to get enough data to maintain the needs of her classes and the speed is very slow and so she misses a lot of class time because of buffering. We have increased our cellphone data to help but where we are located AT&T service here is bad also. We have installed a cell phone signal booster and are lucky to have two bars. Very frustrating.
- 488 The option to run your own internet-based business or to work remotely is hampered when we do not have the same internet speeds and options as other areas of the country. The economy of the county suffers and people are forced to move elsewhere for better opportunities. This should be a primary concern of the County.
- 489 Since there is no cell phone service at our camp, it was important to us to have some form of phone service. At the time we signed up for SLIC, internet was only \$5 more per month compared to landline. However, since then our bill has gone up some. Would be nice to see the price slightly more competitive. Since we aren't up there all the time, internet is nice so we can monitor the

cameras up there. We also plan on making the camp year round and plan on getting a smart thermostat so we can turn the heat up remotely so it would be tolerable by the time we get in

490	More providers might reduce costs with those service providers having to compete for business.
491	No
492	We have the children remote learning and do not have enough data to support this.
493	We did not have availability for our current or any provider until 2 years ago!
494	Improved broadband access in rural areas should be a priority. Remote work and/or learning are becoming more important.
495	We are on one of slic's first fiber lines, which is outdated
496	There are 2 service providers a 1/4 of a mile from my house, one does not service to my house and the other will for \$3600 which is crazy
497	What I think is that satellite is not going good for us two people can't be on there computers for school at the same time as there is 3 in school and we don't have cable so we have a smart tv and don't have good enough internet to run it.
498	need more choices.
499	I have gone as far as contacting my legislatures and they understand but can't get anybody to work with them because Andrew Cuomo put no regulations on the law he passed to spread internet service .
500	We have Tds high speed which most of the time works great but if schooling is going to continue being on line them the county should help get the internet cheaper as we would not have bought higher speed if did not have a high school and a college student doing online learning
501	That internet access becomes a utility, modern life revolves around internet access and private companies like Spectrum can't be trusted to fulfill their promises of expansion.
502	I cant hardly afford 70+ dollars for the internet i have. Its very very hard! I dont see why we cant have more affordable or even free options for lower income brackets like nearly everywhere else in the country. We also where we live... Are in a pocket. There is literally no other provider available to us other than spectrum. And service very regularly just shuts off or has trouble or is slow to nonexistent. And apparently spectrum has a lower income bracket . but you have to have not been a member for a whole year before signing back up for that. And we cant survive a year without internet.

- 503 I live 500' from SH 37 on a private drive. I can see the road but seasonal residents own vacancy lot in front of us. Only access would be up our ROW and spectrum told us install could cost between \$17k-34k . And we would be responsible to pay. Do I have other options?
- 504 WE NEED MORE PROVIDERS TO CREATE COMPETION! I am tired of only one option at a time for anything over 10mbps!!
- 505 It would be nice to have a choice of providers. It would also be nice to have decent, reliable service. We've had Spectrum come to the house 3 times in the past month, and we still don't have reliable internet.
- 506 It would be nice to have affordable high speed Internet and other services offered in St. Lawrence Country. Spectrum charges way too much with not great service.
- 507 Expanded access to broadband internet is extremely important, as many families have poor internet quality, which negatively impacts their ability to connect with other people, to do online learning at schools, and many other things.
- 508 To obtain High-Speed internet service, we have only one choice in our area. They keep raising our rates, but the service doesn't improve (in fact, it gets worse) and we're really sick of being taken advantage of...we need this for both our jobs and our son's education. It's not fair that we don't have greater competition!
- 509 I need to have broadband internet for work. I'm so angry that there's absolutely no choice in internet providers and that they can jack up our prices every year without better service. And we have to pay it.
- 510 Spectrum needs competition!!! They charge whatever they want and if we want/need internet, cable, or phone they have you by the wallet. They charge way to much!!!
- 511 We need some competition. Paying \$80 a month for internet is ridiculous compared to the \$40 a month it started at. It just keeps going up.
- 512 I feel that everyone should have the opportunity to choose one day to the next if and when they want internet. It should be available at all times and places. I feel that spectrum and slic solutions take advantage of people who have no prior hook up options at their property and want to charge outrageous prices because they can. Not fair... why are we any different. Instead we have to go without because we can't afford what they want to charge ... This should be something that you may want to check into. Thank you for your time. Lisa Sullivan
- 513 Our service is terrible. The spectrum monopoly has to stop. The county should be bringing in other providers of cable and internet.

- 514 I have been with Spectrum for about four years and the company bill for the same service has increased 30.00 dollars. Recently, a few months ago the price went up \$5.00. Spectrum is the only company that provides internet/cable/phone service that is the most reliable. Another company in the area may hopefully help to make a competitive prices which in turn will benefit the people in the community. Many people in the community are on a fixed income and we have a high poverty rate. Therefore, we are forced to accept Spectrums billing changes without any alternatives because internet is vital for life in our community.
- 515 While we have decent access it gets very frustrating that speed slows considerably at times. In addition Verizon refuses to compete with Spectrum by bringing FIOS in and SLIC can't serve Village residents. We need choice.
- 516 In addition to Broadband access it would also be good to have cell phone signals in our area.
- 517 We REALLY would like an alternative to Spectrum. Their signal often goes off for a few minutes at a time and their customer service is terrible.
- 518 Service I pay for is not worth nor is it the service speed that is advertised. Furthermore bill for said service has more doubled in less than 4 years. Because of no other options or service is available for internet from other companies or organizations in the area in which I live, the only option is to pay. I believe Spectrum knows this.
- 519 Cable stops about 1.5 miles from my home. I currently have MiFi thru Verizon, dial up was no longer an option, I have no TV because of no Cable
- 520 It would be nice to have some (any) competition in fixed-wire service providers. Spectrum is the only solution for me and they keep raising rates. Why are these monopolies allowed to exist? I'm too close to the Canadian border for Verizon to be reliable.
- 521 A portion of Hatch Rd in the town of Stockholm has never had cable or DSL service. The reason given was that there are too few homes to make it profitable, yet that service is available a mile away in either direction!
- 522 Our granddaughter is here for remote. Our internet cuts in n out all day everyday. Even if she is not here. Especially during news time.
- 523 We are just on the edge of getting any internet providers (Verizon DSL, Spectrum, Slic)! It's very annoying that we are unable to stream anything on our tv or are able to have our grandchildren come over to do their virtual school here.
- 524 Spectrum internet has be terrible over the past one to two years. We lose internet access periodically and we are paying too much for the service.
- 525 Some competition would be great to reduce costs. Access is necessary without newspapers and TV news. Limited access due to changes in availability. Cable only or Dish. What happened to free?

- 526 The Verizon hotspot is over priced and sporadic in its dependability. A dedicated cable alternative is needed.
- 527 It is not cool that spectrum doesn't run down pleasant valley. It literally goes to the tracks and stops. My house is the next house. It makes zero sense that utility companies are afraid to go across tracks. You are already mired in bureaucratic nonsense, why not just do the extra 20 meeting and 110 pages of forms and requests.
- 528 We do not want internet access in our home however it has been required for public schooling during covid. The school has provided hotspots for this purpose and that has worked out fine.
- 529 Only Spectrum provides true broadband here (Verizon DSL isn't adequate). We get monopoly pricing. Congratulations
- 530 occasional my 6 year old grandson is here and needs internet for school
- 531 Current internet provider is way too expensive.
- 532 We trusted when it was said that "every last mile" in the state would get high speed internet that that was the truth. Clearly, we were let down. Not sure by who exactly, but it needs to be remedied ASAP! We are charged by Verizon for high speed internet, yet our speed test shows that we are only 0.6mb. There is no excuse for how bad of service we have for the price we pay, except that Verizon refuses to update the equipment and lines in our area. There are MANY of us on this road in the same boat. We pay \$97 per month to have a landline and DSL internet to have basically no internet! Highway robbery at its finest!
- 533 We are in a situation where there is internet polls closer to town than we are but no polls for us. The only internet service we have is mobile hotspot on our phone and it is very slow.
- 534 I would like to have an alternative to Spectrum.
- 535 We have dsl through Verizon. We bought new phones with Hotspot to improve connection for school. Our plan is to cancel the dollar but we still have both right now
- 536 We have internet but it is easily interrupted by wind and other weather conditions.
- 537 Fiber would be wonderful. I'm tired of being held hostage by Spectrum!
- 538 We need competitive options for internet service. Crime Warner now Spectrum is a monopoly continuing to raise rate year over year.
- 539 Please give us a real choice outside of Spectrum.
- 540 As of this writing, I have exactly two providers that can get me 100Mbps for home Internet - Spectrum and SLIC. SLIC is \$108 a month and Spectrum is \$59.99. They both use cable to deliver those speeds. Other people in the US can get speeds up to 1000Mbps (not a typo, they can get 1Gpbs) over fiber for \$70 a month. Fiber is a much more robust infrastructure that is resist to the cold weather of the North Country. I would be much happier if St. Lawrence County provided Internet as a utility (much like how Massena Electric Company works). Instead of begging and

pleading with private companies to upgrade our infrastructure, we can do it ourselves through our community. I personally would vote in approval of such an initiative regardless of the tax increase.

541	we need another provider to compare pricing
542	We had Verizon for years and the service was horrific and the support worse. It was our only option until about 2 years ago when SLIC became available. SLIC is outstanding.
543	I have no options and Spectrum's service and consistency is awful and the cost is outrageous.
544	I am a teacher and need to work remotely at times. I need to have access to high speed internet! I cannot do my job without it. If I am considered an "essential" worker, I need this access.
545	Need more providers. Spectrum has a monopoly on the area.
546	It is unfair that we basically only have one choice with Spectrum and they can continually raise prices at their discretion.
547	Need more internet options
548	Have some type of service for families that have children in school have a discount on services
549	Spectrum just went up in price and we are now paying \$80 a month for internet only. Living in the village of Potsdam, we have no other option for service. That price is outrageous for only internet
550	The internet download and ping are always so low no matter if you have 1 device connected or multiple.
551	it keeps buffering while we are working on computers or watching TV
552	Internet is extremely expensive and the speed is terrible. Half the time it doesn't work or you have to keep rebooting the system!
553	need more options for high speed internet access at affordable prices. the only provider we can get is spectrum. we are stuck paying the price they say we have to pay for older equipment with okay service.
554	We need to be able to hav a cnother option in town for internet access. Spectrum has been charging for 2 months every month. Spectrum internet also sucks, my kids can't do their schooling at home when the internet don't work 95% of the time. 80\$ a month for crappy net is not worth it. They should also have a discount available for low income households.
555	services are often unreliable

- 556 spectrum is rude, they shut you off a lot, when you state you and the children have school. And they said it's not their problems , pay your bill and it doesn't get shut off... they gave everyone that had past dues credit , well it's not right cause then they add more on the monthly bills so if you had problems pay your bill your going to have more of a problem with your bill is 40.00 plus extra a month.
- 557 We have to pay large amount through verizon for unlimited data plan because our internet is too slow for our phones to use it. We also cannot have our phones linked to the internet at the same time that our TV is on (smart TV).
- 558 It would be great to get internet out my house. I'm struggling with my child getting school work done because on one will provide internet at our address đŸ~ž
- 559 This county needs more choices for internet access and cable because of prices differences. Some places offer less but we can't access them where we might live because they don't service that area.
- 560 I believe it is very important for all families to have access to the internet in their homes but I also believe we can't have one company control that. The major provider in this area has become too big and knows they don't have to work with families and overcharges. Having more than one company providing this service to our homes would help keep the prices competitive and fair.
- 561 More than a single provider is necessary. Spectrum has cornered the market and their customer service is atrocious.
- 562 Cost and connectivity is the main issues we have for internet service
- 563 I live in the country and my internet is unexceptable for my children's school work. They have fallen behind due to poor or no connection. Or buffering. I need to be able to provide what my children need but have limited access to providers. None of which is high speed or broadband. It stops just a couple miles down the road.
- 564 It is, and has been, incredibly difficult to create, access, and grade virtual assignments for my students. I currently teach Spanish for grades 8-12 and oftentimes have to rely on staying late at work to complete the daily tasks of a K-12 teacher. Additionally, my husband, who works for Spectrum, has contacted construction fo discuss the possibility of bringing Spectrum to the Potter Rd. It is currently offered halfway down the road (closest to Crary Mills) and also stops on Rt. 68, shortly before the Potter Rd. Spectrum services are about half of a mile from us, yet are unattainable. Having seen the Spectrum vehicle in the driveway, neighbors often stop by to ask if my husband can do anything to bring Spectrum to the Potter Rd.
- 565 Our internet service is horrible right now. Our daughter is unable to complete her homework on time because assignments don't download or upload. We've called Nicholville Telephone Company to find out if we can get their fiber optic and they never return the message.
- 566 We have to purchase such a high speed internet in order to do school. Without it we would run out of data before the end of the month

- 567 We would like to live on a farm but lack of internet is a problem since children need internet for their school so we are holding off on buying house for now
-
- 568 Spectrum seems to be the only choice for internet service for anyone in this area. Spectrum also is expensive for what you get. We are paying for 100 mps, and we are getting 60mps as the speed test indicates. It is like this all the time and they have had multiple opportunities to fix it yet this is the best it gets. I would absolutely like an alternative. Thanks.
-
- 569 Spectrum service is unreliable - often up/down multiple times a day which makes it very difficult to work from home (dropped connection during a Zoom call for instance, or dropped VPN connection to a server at work). For the price I pay, I would expect better connectivity.
-
- 570 There are only two ISP's to choose from which means they don't have to compete to drive down prices. In order to attract families to this region to stay long-term we should pioneer fiber optic internet as a public utility. This is the way of the future.
-
- 571 As a public library, we rely heavily on internet access for day-to-day operations (accessing the software for checking out library materials which is hosted in Watertown) as well as other business functions (email, online programming, other cloud-based services). Our connection drops multiple times per day. It is unusual to make it through a whole hour of Zoom without the audio/video freezing or the entire connection being dropped.
-
- 572 Spectrum's rates are out of control and they do it because they can. We have no alternative options up here besides going without. Since the pandemic has hit, that is not an option for many people anymore.
-
- 573 Thank you!
-
- 574 It is long time overdue. There are tens of thousands of people who would gain access to healthcare if broadband was available everywhere.
-
- 575 We still have phone wires that come into our house from 1960!!!! Thus our speed is slow.
-
- 576 I am expected to use this connection to work from home since the pandemic began. That being said, having other providers in the area might force the current providers to actually be competitive with their pricing.
-
- 577 Where we live we can NOT get service of any kind. And my son needs it for school and we can use it for other means of shopping and information of health.
-
- 578 I've lived at my residency for 14 years and have never been able to have internet. COVID hit a year ago this week and my children and I both struggled with homework and my own work from my job due to know internet. I have made several calls over the years and have gotten nowhere. I live on a road that has 12 residential properties and twos of my neighbors were able to receive Verizon fiber optics fios. Neither of which have any school age children. When I made the call to Verizon I was told no one could help me. I've tried several times and have gotten nowhere. The children

are our future and without internet to help them with there education they will continue to struggle. We need high speed internet in order to work from home. Please help!!

579	Children and adults require good, sound , reliable internet service especially in today's world. School, education system, children's futures and our careers depend upon it. Internet service should be accessible to everyone even if you live outside of town. We only have Verizon offered on our road, we have NO other choice and in 2021, that is ridiculous.
580	It should not cost a fortune for internet when it is a necessary part of life for many people- especially during the pandemic.
581	Too little too late. Have been suffering with internet service providers for over 30 years. Have lived at this address 50 years.
582	I am the sole provider for my family of 5 and have a permanent work from home career. I pay \$189 per month for Viasat satellite and the quality is terrible. I lag in video meetings, and am unable to load pages in a timely manner. Very frustrating. SLIC would install fiber for \$5,000 at my location. Quote received in August 2020.
583	I am a teacher and I have 2 children. We all need access to perform our day to day schooling. It is vital to have fast efficient speed in our home.
584	I have 4 children that have been forced to try and learn remotely via dial-up. They have been straight A students all throughout their school career. They are barely passing because of the limitation of dial-up and constantly fighting with one another as to who gets access and trying coordinate if I miss this zoom meeting I will still be passing so I will let my sister have this go round. My oldest daughter basically moved in with her boyfriend so she could have access to high speed internet. I had the option of working from home but could not because of our internet service nor could I deal with the stress of dial-up yet I am asking my 7 ,12, 14 and 17 year old to deal with it! Not having high speed internet has disrupted my family on so many levels...
585	Would like more options for providers other than Spectrum.
586	In our area there is only one option for unlimited internet and the cost of the plans are expensive when compared to other service providers.
587	Would love fast internet for 6 people and tv shows have viaset 125.then dish net paying 300. Hopefully can get rid of dish
588	I would love a more affordable internet provider
589	Not having internet has put my children at a huge disadvantage when we were homeschooling. We still have 2 remote days a week. My children are at a disadvantage on a regular basis because of not having internet. Ibwould also like to do online banking to pay bills with the internet. It would be a huge improvement to our lives and my children's education to have internet!
590	High speed internet at an affordable cost should be made available to all residents of st.lawrence county

- 591 Spectrum is our only choice. It's expensive and the service is horrible. We have had a service tech here multiple times and also paid to increase our service and it is still not reliable.
- 592 This is the 21 st century everyone should have access.
- 593 I work remotely
- 594 Cable is ran first couple miles down our road and also the Lincoln road which connects to our road
- 595 I am grateful to SLC for conducting this survey. I am hopeful that the information gathered will be used to immediately improve our connectivity. We need equitable broadband service!
- 596 We need reliable internet service at a far cost.
- 597 We run a business out of this location, we have 2 elementary students and my wife is a teacher. We all need high speed internet and are willing to pay for installation.
- 598 If you can have a land line anywhere you should be able to get internet anywhere. It's only fair. All families with students in school should have internet access. It's the way of life especially this day in age.
- 599 Although we don't need the internet for educational purposes, as a retired teacher I feel strongly that broadband access is not adequate in areas of St. Lawrence Co. All children need access to reliable internet for their education.
- 600 We tried using HughesNet for a couple of years, but the company was terrible. HughesNet charged high prices for limited access. We switched to purchasing a booster and hotspot and this has worked better, but not great. Another note about HughesNet: the company talked me into suspending service at no cost for six months, to make sure the booster/hotspot option worked. Yet, within that time, I got two bills, and had a really difficult time cancelling, and THEN HughesNet sent the bills to a collection agency. I would rather have no internet service at all that to have HughesNet.
- 601 this residence is between a DSL line on one side, and Spectrum stops one cross road the other way, SLIC stops less than mile the other way. We use our Verizon cell hotspot to internet connect. It is very hard for the teacher in the family to get enough service to teach remotely.
- 602 I live in the Village of Canton, however many folks who live outside of the village do not have adequate internet service to access their (k-12 and University or trade school) educations, to shop, to bank, or to complete their work from their homes. I also believe that modern businesses will not move to the area if they do not have reliable, excellent internet service that they can get in other communities. Which means we will lose out of many jobs for our area. We NEED this long overdue upgrade for all of our citizens to have broadband internet access.
- 603 Pay high \$ for horrible service, tds telecom just says you live in an underserved area, however when they upgraded ,they went past the end of our road. We have trouble streaming a movie, impossible if using internet on another device.

- 604 Our home is right of off Route 11 between Canton and Dekalb an we are unable to get quality internet. This house is home to many children from Pre-K to College and adults who work from home. We currently combine multiple Hotspots, Satellite, and DSL. Everyone has to be on a different service in order for them to be fast enough to get anything done. Bill is \$300+ a month for service that barely works.
-
- 605 Lowering prices
-
- 606 Supposedly SLIC ran fiber down our road but did not pull a large enough cable and now can take no more subscribers.
-
- 607 I would love to have access to broadband. We use cell hotspot and even with unlimited, it is slowed significantly after so much data. Makes it hard to stream TV
-
- 608 In this area we have only satellite or verizon wireless that is very limited with almost no signal and sometimes none only verizon phones work here and sometimes they don't work we have no cable tv and land line phones are often out of order and there are elderly and disabled people on this property with extream medical needs and we often can't even make a phone call.
-
- 609 Better speed for less money
-
- 610 Not at this time.
-
- 611 We have been told by providers (Spectrum, Slic) they are not able to run a cable down the road since telephone poles do not run the entire length of the road
-
- 612 There needs to be a broadband service county wide for these school age children who are doing their work at home. Trying to use the "best" option besides broadband which is satellite and it is just not good enough. It is very costly for the parents and not worth what you get. The children get frustrated with the quality of the service because even though we have the highest package of data they offer in our area which is 100GB it is supposed to run 2 work computers a school computer 3 test and 2 tablets..let alone if a phone may need the internet for something or another. The cost is out of this world because they know you have no other choice. Just ridiculous!!
-
- 613 My mother in law lives here, and we take turns staying with her. She has a landline that works half the time at best. We have had Verizon out here MULTIPLE times a year for at least 10 years and whenever it rains the phone goes out, they say they can't find what causes it. We contacted SLIC, the internet provider and it's over \$300 to get internet hooked up. She is on a fixed income and she CANNOT afford that kind of money to to have internet/phone hooked up. She would like a better choice of providers, but she worries the same issues would occur and she'd be out over \$300. She's 86 so we got her a cell phone and taught her how to use that in an emergency. She struggles with it, she has lifeline button as well, but if the phone is out in a storm, will the lifeline work? The infrastructure and cost of having internet installed is ridiculous, especially for older/low income folks.

- 614 This is our summer home although I have the current internet year round. We don't get enough cell signal to use our phones and the cost of phone company internet is very high! 25mbg for \$60 is out of line.
- 615 My children have difficulty doing virtual school because of having to go through the cell phone- often they can not log on. I have a disabled child that needs internet service for health care and monitoring. I am unable to work from home when needed because of my inability to access internet.
- 616 The cost is too high. We pay \$142 + a month for phone and internet. We use internet for TV. We had to pay extra to get a local station and sports. For as much as we pay, all shows should be without commercials. We had to cancel cable because it was up to \$240 a month for cable, internet, and land line. I don't know how it got so high!
- 617 the internet service cuts out throughout the day, and I have to reset the router. I have called and had service but only helped for couple of days. Very frustrated with the cost and poor service.
- 618 Slic is the only provider in our area. Internet is required for our kids for school. We have 3 kids who sometimes need to be online for school at the same time but we can not afford their higher tier streaming so we have lag and glitches in our service.
- 619 Verizon comes down our road but stops, they never finished the road. We and many other houses are in a dead spot. You can only get hotspots on your cell phone.
- 620 I would like to have internet where I am to play league of legends and Hearthstone and dayz they are all computer games I enjoy and watching tv to. I have ssdi
- 621 Internet service starts on my road ,then it turn on another road wich supplies customers that are a greater distance to begin servicing them than it would take to service me and potential customers before me.in other words the provider spent more money to reach one its first customer on the five falls road than it would to be able to service 14 homes in wich the service starts out on .this is poor business management. And more than half of the property owners would like service.
- 622 You would most definitely upset the satellite providers because its just so expensive and not to reliable
- 623 Neighbors all have it but we can't get it from providers.
- 624 Occasionally our grandchildren use the internet to home school when we watch them. Also, during the pandemic we have wished to FaceTime with family/friends/health care providers and often have many stalls throughout. With a higher level of internet, we would also be able to stream our television programs instead of being limited to costly satellite provider. In our area, there are providers offered within a few miles such as slic and spectrum. We are told we live on a stretch of road that would require equipment installation that would not be cost effective for them to bother with. I feel it is important for ALL county residences to have access to the same level of internet services.

- 625 All my neighbors have internet but it's not available at my address.
-
- 626 We benefited from Obama-era funding to get fibre to our house - IT WAS CRUCIAL to living where we are!!!! Getting free/subsidized installation is crucial for NoCo folk who are not in the towns!
-
- 627 Neighbors have internet but providers won't service this address.
-
- 628 It would be wonderful to have at least 200 Mbps internet available in southern St Lawrence County in the vicinity of state Route 56.
-
- 629 We have only one choice TDS and would love to have other choices and better choices. We can not stream anything.
-
- 630 we have lived at this address for over 12 years with the option for internet is satellite. we did have that at one time, but found that our hotspot off our phones was faster. So i cancelled satellite services.
-
- 631 We live in Hammond, have 1 internet provider, & are not given other choices. Citizens Telephone does not even have a website, holds the contract for this area & competition is not allowed. We pay \$131/month for much slower service compared to friends in other locations, which we are told we have fiberoptic, but during peak times, such as after work/school lets out or weekends, it slows dramatically. When they put the fiberoptic through, we saw no increase in speed, even with the highest package. We would love to have other options and pay less for more as friends in Ogdensburg do. Thank you, we have never felt anyone was attending to this before.
-
- 632 I am sure children in my immediate are could use faster service for at-home schooling. The Higher speed internet from Verizon was supposed to range from 3.0 to 5 or 6, I believe. They say this is the best they can do for me. Seems as though I should be paying less or getting better service--and maybe a refund for the service I have been getting.
-
- 633 I have struggled with my internet service for over 5 years. I currently work from home and when my children need to do their educational requirements remotely, it is nearly impossible. We have tried using a hot spot and that was costing way too much money. Our internet cannot handle the amount of usage our family needs.
-
- 634 Work, healthcare, paying bills, keeping in touch with friends/family are just some of the uses of quality Internet service. Current and future generations need Internet services just as much as past generations required access to the telephone.
-

- 635 I am only able to get internet through TDS, and not the new fiber optics. They started running the line down my road but didn't complete it. A house half a mile away has it, and the cord is coiled up at the neighbors house, but they never finished and apparently don't plan to finish. Ideally I wish to stream my TV and I can barely do that. I feel I pay too much for the internet service I get from TDS but am unable to get internet from anyone else. My neighbors on the otherwise of me were able to get Verizon, but Verizon wouldn't service my house. I have been extremely frustrated with the internet providers around here for years. I am a teacher and the last year had been insanely frustrating. I feel my current internet is only worth about \$40 a month, yet I pay almost \$80 just for the internet. I also get frustrated that I'm required to pay for a phone with TDS in order to get a "discounted" rate. I don't need a house phone. Why should I pay \$10 a more per month for a service I won't use to get a "bundled" rate? It's ridiculous.
-
- 636 Senior citizens do not have much to live on monthly. Would appreciate good internet/cable service we could afford and enjoy life more fully. Where I live, we do not have social events close by to enjoy; closest is 45 miles away.
-
- 637 We are in a spot between Fios a short distance in one direction and Spectrum in the other direction. A representative from Spectrum told me they were within a mile of our home. Presently we have 2.8 mps with Verizon DSL.
-
- 638 We only have DSL on our road and it's very unreliable. It drops out all of the time. I have 2 kids in college and 2 in high school. I had to buy an expensive cell phone plane that included hotspots so we have internet on our laptops and computer. Totally unacceptable. Paying to much for Verizon DSL but it's the only choice I have and very slow and unreliable
-
- 639 We have been without internet for long periods of time over the last couple years. We have continually had Verizon servicemen out to our residence to try and fix the no internet problem, and they continuously say that our lines are outdated, sliced, and some other necessary structures have been inhabited by wildlife. There are two college students, an adult trying to get work done from home, as well as an adult who uses internet for leisure. Not having internet is not an option. We have relied on hotspots from phones for way too long. We are always using phone hotspots or our vehicle hotspot to have internet access. Our household pays \$120+ each month for a phone and internet bundle when we hardly ever have internet access and static phone lines. We need better internet!
-
- 640 They keep raising the internet prices spectrum. And they say that we're getting higher speeds I feel that my internet speed is exactly the same as it was back when it was Time Warner and I was paying \$15 a month
-
- 641 Recently emailed SLIC and Spectrum regarding services, no response.
-
- 642 we should be able to receive broadband service in this day and age.....we pay top dollar for what internet we can get...seems almost like people who reside in the country are treated like second class citizens....should not matter if we have children or not...the same quality of service should be

available to everyone....many people who reside in the country were unable to access internet to even sign up for covid shot....how sad is that....

643	Please, we desperately need internet service. we are remote and rely on satellite phone for important communication. Our internet is poor and depending on weather, nonexistent. HELP
644	My business and I have struggled with Verizon services (voice & DSL) for years, as the ONLY option on this road, the entire 5 miles. Most of the time internet speed is .5Mbs. Yes, that's .5 Cellular service is awful as well. This county, and indeed all of the North Country, needs a huge push to provide universal coverage for this utility service called broadband.
645	It is vital to provide/offer internet to every household.
646	we need better internet just to have entertainment
647	It is very important that we have access to broadband, with today living , education, just paying bills is a must. We live too far out in the country to not have the access we need .We pay good taxes and don't get enough for it.
648	We have JBwireless hit and miss for internet need something better
649	Rural areas need a better access to reasonable priced internet in order to do distance learning and working from home. More options for providers are needed as well. For the first four months of the pandemic we were working off a mobile hot spot for a family of two college students, three school age, and one a public school teacher. All with no access to any internet service at my address.
650	We would love to see Verizon Fios up here to give Spectrum some competition!
651	All areas of the county need high speed internet service in these uncertain times.
652	We only pay \$19.99 because we were grandfathered in to a deal with Spectrum. Our internet is very slow.
653	I only have 2 options for internet where I live: satellite or cellular hotspot. There are no other options at my residence and I have checked everything many times. The only options available come at a high price with low data caps (or extreme slow down in speed once you hit a certain amount of data usage) that makes actually using the internet nearly impossible. Working from home during the pandemic has been a nightmare. I've had to drive into town and work from parking lots where I could use wifi. As an aside, I also can't get cable where I live, when it's available 1/4 mile down the road.
654	More options would be preferred
655	Would like more affordable choices. Spectrum constantly raises prices and internet speed is good but there customer service not.
656	Cannot now use video contact for healthcare appointments,local or VA

- | | |
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| 657 | Currently have access to fiber optic which was better than previous, but still limited due to our location. Cost is an issue and no other providers available for our location. would love to see more cost options for limited income families |
| 658 | Remote locations should receive a subsidized connection to Starlink. |
| 659 | Why does the cable end 1/2 mile south of us, and another cable ends 1/2 mile north of us?? |
| 660 | I believe that there needs to be a second company to offer high speed internet besides Spectrum in our area. Spectrum's prices are very high, and I think a second company would help keep the costs reasonable. |
| 661 | It would be really nice to have a choice for broadband rather than just having satellite internet. |
| 662 | This home is a rental. It is very far from other houses and would cost a fortune for the tenants to have cable installed. They currently are paying a lot of money for cellular hotspots that allow their children to do school work. They are currently homeschooling, but were using public schools until this year. |
| 663 | I have a home office for my work as a Christian Science Practitioner and Teacher and it is extremely frustrating for me to not be able to participate in live video conference calls from my office. I have spent hours talking to SLIC and Spectrum. SLIC was helpful, but not able to provide service. I have an expensive and limited verizon hotspot 15GB/mo of hi speed.It doesn't even last for a 90 minute zoom conference call. I also have no service provider for TV (unless I bought a dish) Both my neighbors are in the same position. I received a personal letter from SLIC that explains their logistical difficulty in providing service for us on outer MIner Street Rd. In my global conferences, participants from Africa, South America and other continents have sufficient hi speed yet I'm not able to have my video on and communicate face to face from New York! It is down right embarrassing as they think I just don't know how to turn my video on!!! UGH....can you tell this has been an ongoing frustration for me. Please help!!! Thank you, Paula Jensen-Moulton |
| 664 | I would be ecstatic to never have to use Spectrum again. A local/municipal broadband initiative for comparable speed and pricing would be ideal. |
| 665 | We have Spectrum "High Speed Internet" that we pay over a \$100 dollars a month for and it is not fast at all. We have 3 video gamers in the house and people that need to use the internet for working at home. Please make more internet providers available in St. Lawrence County so we do not have to pay ridiculous prices to Spectrum anymore. |
| 666 | When I moved into my newly constructed house ðŸšš i in 2017, Spectrum advised me that it would cost me \$12,000 for them to run the cable to my house. I live 4-5 miles from Potsdam so it's not like I live in a very rural area |
| 667 | Desperately need access to cell phone service |

- 668 As an indication of the quality of my connection, I tried the speed test twice and could not get it to complete due to slow connection or ? I am very frustrated that I have such poor service and have to reach out my second floor window in the window to clear the dish.
- 669 Yes. We have a seasonal home that is stuck on a five mile stretch between where cable access ends. Keeping a cell phone hot spot is super expensive for us and we only get 16 GB per month, plus we pay for having Satellite TV service. We need internet primarily for work and school related business when people are staying there. There is usually someone living there for the entire summer who needs the Internet for work. Most of us who stay there for anywhere from a few days throughout the year to the entire summer need the Internet for work. Even if there only for a vacation, we are limited on streaming services so connecting with family far away is limited. We have often chosen not to go there (where we would contribute to the local economy) because we couldn't do the work with our limited access. Also, we would consider renting out the house as an airbnb if we could assure people there would be reliable internet service.
- 670 Need spectrum or fiber to go by my house
- 671 We need broadband here soon! Our satellite Internet service is not good enough for our needs. My 14yr old daughter is doing school this year remotely and we had to get a kajeet from the school to help with her connection. We want something other than satellite here
- 672 High speed internet SHOULD be available to all.
- 673 School aged children are not the only people in this household who use the internet. We feather our cell phones , laptops, tablets and school chrome book along with other devises we would use more speed to stream videos for learning too.
- 674 Needs to be available for everyone! And cost friendly! Thanks.
- 675 I like the short, sweet concise questions
- 676 There is only one source for TV and Internet and they can charge whatever they want. Without any other companies on the road you either take it at there outrageous price and terrible service or you go without.
- 677 It is very expensive, especially living on SSDI but you can't live without it.
- 678 there are too many dead zones in our county. The pandemic showed that.
- 679 The county has a responsibility to its residence to provide infrastructure to make day to day living and working manageable, be this with roads, safe drinking water, safe housing and broadband which is just as essential as other services today. Broadband is no longer a luxury but an essential service.
- 680 Seek more than one option for affordable, unbundled high speed internet access, i.e., no phone, no TV, just fast internet (not DSL or other slow service) â€” not temporarily affordable, but ongoing / stable affordable pricing.
- 681 People that speak ENGLISH

682	We tried Hughes net. It didn't work and they were corrupt, rude and have ways of sucking up more money than their actual bill.
683	We are off the grid. due to the cost of fuel oil turned power off 9 years ago m y husband and i use a 12 vult batter and inverter to watch dvd or vhs. but we have to go to places that have wifi or internent to catch up on school letters or face book info . my husband dont want power but i do , i need internet or wi fi hot spot and save gas traveling to tractor supply, burger king ect...tracy
684	Especially in these times, it's so important to have access to quality internet services. Kids are schooling at home, people like myself have work to do at home, and many colleges are also online.
685	Rural area....1mile down road they have spectrum...they won't run it down this road
686	It would be beneficial if could find a provider that gives discount for elderly people
687	I wish there was cheaper options to have fast broadband service. To have more than one provider it would allow this area to have a competitive rate.
688	Verizon has been installing cable for almost a year. Would like to inquire about when they'll be finished and also if they're offering cable tv.
689	Affordable access is needed.
690	My wife works for DSS as a welfare examiner and she couldn't work from home multiple times during covid 19 I have a child that will be starting school next year and I would be hard to video chat with teachers
691	I have internet connectivity but its frustrating while participating in ZOOM meetings to have the screen freeze or the audio garble with a little note popping on on the screen " Internet connection is weak" or something to that effect. I have missed important info when this happens (happened twice during a one hour zoom meeting i participated in less than an hour ago.
692	Preset internet is slow and kicks off frequently.
693	As a teacher that lives one mile from the school building, people are always shocked that I have to sign out a hotspot from the district. If I'm only a mile out and have trouble, imagine the students that live a lot more rural. Internet access is becoming more and more important to survive and thrive in this world.
694	I am in college and need a better service for all of my online courses
695	I am alone far from town and this service is important to me but costs more than I should be paying in relation to my income.
696	Everything is changing. Fast and reliable internet service is almost required now. Satellite internet is expensive but cannot handle much. It's speed and reliability are incredibly poor compared to dsl or fiber optic. It can barely handle my daughters zoom meetings. I am also angered by how much they want to charge to install seeing as my place of residence had never been serviced. They want

me to pay \$1000 yet I'm surrounded by spectrum..give the north country fast and affordable options!!

697	everyone in the county should have access to broadband internet, its the way of life for most everyone now.
698	The people who reside in the 'Park' are entitled to the best service available. Unfortunately, unless one is willing to pay much more (these folks cannot) it is not available. The service is slower than molasses going uphill in January. Stutters, lags in signal, out of commission are just some issues we face here.
699	I am on a fixed income and I feel that my internet cost is too high!!!!
700	Thank you for looking into Internet service. I feel that this essential communication tool, in general, is not reliable and is over-priced.
701	With current situation my grandson has to access to online learning and my job at canton potsdam hospital needs access to internet service
702	On the Old Dekalb Road there already exists broadband partway down the road about 2 miles. broadband is about 1 mile from this property .
703	Although I have Wireless guest access through SLIC, and could "buy in" for my own high-speed service, they are the only game in town where I live. Spectrum provides service to 1/4 mile from where I live and demands an exhorbitant amount of money to extend their service(s) to my area.
704	We purchased this home two years ago. The only available internet in my area that we found was satellite internet which is very slow and many time does not even work. It is hard to believe that with living one mile off of route 37 that we cannot get high speed internet. During the pandemic when forced to work from home, the speed was so bad that I had to get permission from my employer to work at the office. I am thankful that I do not have school age children who have had to depend on remote learning the past year. I would think that it would be St. Lawrence County's responsibility to see that all residents have access to high speed internet.
705	Every home should have high speed internet just for the education aspect especially when covid hit, had our children both been home and in school, we would not have had enough data from our internet provider to allow for online learning.
706	WOULD BE NICE IF SPECTRUM WOULD JUST RUN THEIR SERVICE FURTHER DOWN THE ROAD
707	satellite is my only choice for internet and tv at this location so I have no control over price or service.
708	Please get me better internet..thank you
709	Is the thrust of this to have county or state government be the provider of internet service?

710	Very frustrating trying to find service.
711	BPS is NOT the primary measure of quality internet. We get 25 GB of 'fast' internet per MONTH. What is the volume someone with another service gets? Satellite internet also slows down you ping (speed). Most wired internet service is <=100ms. Satellite is >=600ms. Better check the map for cold brook drive as spectrum shows that supposedly we have a wired option - that stops 3/4 of a mile from my house.
712	The internet access (broadband) is less than a 1/2 mile from my house, 1st 2 houses on the road have internet broadband and was not brought the rest of the road to my house.
713	I just wish internet was cheaper, or there was another option besides spectrum. I know it costs them pennies on the dollar to deliver broadband. Why must they charge so much. \$80 a month is robbery for internet.
714	There are limited options for broadband service here in St. Lawrence County. More options could reduce the cost of broadband and hopefully it would become more available in rural areas
715	companies should deliver what they promise signed up with internet 100kbs averaged in the low 30s deceitful billing
716	Having a choice of provider would be nice. I have no issue with the service I receive; however, I think the cost is very high. If there were competition for the service, that might drive the cost down some.
717	Invest Slic for not doing providing services to everyone they said they would.
718	Living out in the country sometimes poses an issue for entertainment by way of broadband. You pay way more for satellite internet and that just shouldn't be so.
719	I am on a fixed income and my internet is high for what they provide. Can be slow at times and depending on the weather can lose it as well.
720	I would like more options for internet service.
721	Given the size of the county and how people consider us to be a "remote" area, high speed affordable internet has become a necessary utility, especially in business.
722	Spectrum internet service is the only choice available here. That means we are forced to pay higher costs for subpar internet service. The cost of service is higher than the quality of service we have available.
723	Hopefully provide a more affordable service. Older people especially cannot afford steadily increasing rates.
724	Thank you and good luck

725	My internet is via a cell-phone company and leaves much to be desired. The signal's quality is sporadic and I often have to move around the house to get a signal. I like the security of a hard-wired cable system. When I first built my house I asked Time Warner Cable to inspect my access and provide me an estimate. They said they would be happy to run a cable from the road to my house (1200') for the unreasonable cost of \$12,000. Naturally I said no. I understand that is the normal/historic way that big cable treats rural residents.
726	I am lucky enough to have broadband, but many of my neighbors do not. Internet access is not a luxury item anymore, it is a necessity. The pandemic drove that point home. Government's job should be ensuring that high speed access is available, accessible, and affordable, for all.
727	Pre-pandemic this issue was significant, and since then its importance has skyrocketed. I've been driving 30 minutes to a WiFi hotspot to take exams for nursing school in my car because I satellite is my only option at home.
728	None
729	When we are on a zoom call a message comes up stating that our "internet connection is unstable." When doing exercise programs on my tablet or phone it buffers for long periods of time. We frequently lose internet connection at least once a day.
730	Why do prices keep going up, and speed & service keep going down ? I know its a common practice for internet companies to on purposely lower the speeds
731	We have frequent "disconnects" it often takes 3 or more "tries" to reconnect. Tech came out and "tested" everything except the cable itself... we had been told by a company tech (friend) that it was most likely there was a problem with the cable itself... Tech who came out discounted suggestion and would not check cable.
732	One internet provider is not acceptable. They price gouge and provide terrible service.
733	My Child is Remote and has been since the onset of Covid , She is Failing . Our Service jigs and lacks in device Compatibility when and where needed . I have been in the process of initiating a 5013C in our community targeted to : Mentorship , Lifting Morality , Building Self Confidence, Self Esteem , Support . My Ability and access to Online Services is Not at the Level in productivity or cost I would hope for.
734	Spectrum is very costly and they penalize you for not having all of their services with their "bundle" discount. They raise their prices every year. We need more options.
735	We are at the edge of the service provided by our Verizon hotspot, so it is slow and inconsistent, especially after demands from COVID. We are not yet serviced by Citizen's Telephone broadband; it will be too costly. If Verizon added another tower, more power, the hotspot would like suffice.
736	The only internet i have available is satellite which is very spoty in my area and doesnt provide the speed to stream videos. Spectrum doesnt provide service to my area at this time

- 737 Broadband has become more important than ever with the pandemic. We need it for school, church, work, and just general information.
-
- 738 We have recently been able to connect to Verizon FiOS (as of 4/3/21). Previous to FiOS, we were able to have Verizon DSL. DSL was not at all reliable and did not at all meet our needs, especially during the pandemic. FiOS has made all of the difference in the week that we have been connected. However, Verizon does not appear to be knocking down any doors informing people of the new service. I took the time to stop and ask a Verizon crew member what they were installing. When they told me, FiOS, I asked when it would be available. I have not seen any advertisements of any kind indicating to the public that this may now be an option for folks.
-
- 739 At this point, broadband is equally as important as other utilities like electricity. It must be an available option for all
-
- 740 In the current state of affairs, reliable internet service is very important, especially to anyone with school age children.
-
- 741 I teach at a local college and due to the pandemic, all of my courses and correspondence is completed online. Frequently, the internet service is slow or "pauses" momentarily. This is also an issue for my students who may be testing during the pauses which disconnects them making the test unavailable to them.
-
- 742 County needs to push broadband companies to service our area. Many of our neighbors who rely on the internet for work have approached companies like verizon and time warner cable who service broadband to other households nearby refuse to provide to us.
-
- 743 Paid services do not have the speed we are paying for.
-
- 744 SLIC provides relatively stable fiber internet service to Lake Ozonia
-
- 745 It seems that our provider disrupts our service throughout the day requiring us to resign in to access the internet. This makes streaming content difficult and requires restarting devices regularly.
-
- 746 there is cable ran the first mile or so on our road and then there is cable ran on the Lincoln Road(cross road) up to about a mile or so from our house.
-
- 747 The presence of high-speed, non-satellite, internet service was the key factor in deciding where in St. Lawrence County to purchase a home when my wife and I were looking in 2007.
-
- 748 We recently was able to get Fios through Verizon. It was a game-changer for our family. Prior to that we only had satellite service and it was AWFUL!

- 749 I'm very excited that the County is looking into expanding broadband access. Among others things, the COVID pandemic has brought to light the disparities in broadband access in rural counties like ours, which puts vulnerable populations at a disadvantage. Access to reliable internet is essential for learning, accessing healthcare, and staying in touch with friends and loved ones. I am also constantly in awe at how poor of service Spectrum can get away with offering as the only option for cable/internet service in the area. There's no incentive for them to provide optimal service and the result is poorer outcomes for the consumer. I hope the County can play a role in setting a standard for broadband service and in streamlining infrastructure to support said service so that its access is easy and equitable.
-
- 750 I wish everyone could get SLIC. They are awesome.
-
- 751 Bring access to all. Lower the price is increases constantly.
-
- 752 I also own a camp in West Pierrepont that is without internet service. If there were wifi service available there, I would consider purchasing, but the cost of running wire is prohibative.
-
- 753 The pandemic and the need for people to stay at home while attempting to work and study have highlighted the importance of broadband in our community.
-
- 754 I have begged Spectrum to run internet to my home (my neighbors have it) but they refuse. Even though my 4 children are remote learners they still will not come to my home and I live right off of Rt 11 where everyone has Spectrum.
-
- 755 We are unable to change our provider as Spectrum is the provider we must have because of the area. I don't think this is fair. We should be able to pick our provider. Spectrum is way to expensive and their customer service SUCKS! Plus they raise their prices randomly - you would think you should get a discount the longer you are a customer instead of giving new customers such a great deal!
-
- 756 We are paying for a better package, but are still unable to stream videos. Constant buffering. Can't video chat with family without constantly receiving messages stating that our internet is unstable. It is very frustrating!
-
- 757 We have tried to get better broadband here, and no one will service us. We are "captive" to Hughesnet, which charges outrageous prices for dismal internet. we also need better phone access and would even pay for a landline (used to be one here on the property) but again, no one will service us. We frequently have to go outside to be able to use our cell phones.
-
- 758 Spectrum is the only internet provider at my location. It is very expensive and always increasing. Monopoly's are supposed to be illegal, but apparently no one can compete with Spectrum.
-
- 759 Very important initiative. For online teaching I have had to add Spectrum to my regular Verizon DSL service. Verizon has consistently provided low speed service due to the lack of broadband in our county. Spectrum is faster and helped considerably during this year's online teaching. But they

had periods of outage during which I was able to use Verizon. Retaining two providers is unsustainable for me. Reliable improved broadband would help me financially and professionally.

760	Competition between providers would be great.
761	It's too expensive. I paid 10 dollars a month in Sweden for faster service.
762	It would be great to have faster, more reliable internet! This is a key infrastructure issue that the county should address. Beyond our household, there are many families in need that should have the same access to broadband that we do.
763	The Internet service I have is expensive and slow. It's very frustrating but it's the only choice there is.
764	I feel it is extremely important to provide access to broadband to all homes, and that since our tax dollars are being used to accomplish this goal that the County has a role in advocating for individuals that do not have broadband access currently.
765	The internet service I have is very good ... as long as it is working. But it is a major problem when it doesn't work. And, it doesn't seem as if there is sufficient understanding on the part of Spectrum when it is down and/or not working as it should. It is also WAY too expensive. I have no interest in tv or phone service and I shouldn't have to pay more for internet only ... as is currently the case. And, it is simply too expensive. If there would competition, or government pressure, the cost could/should be lower.
766	Our service from Spectrum is fine, but it is not totally reliable, and we would rather have a genuinely local provider, if possible.
767	I believe that internet access has become a right, not a privilege, and thus provided for by the state or county.
768	Our internet service is costly. It would be great to have competition so costs might be lower.
769	Internet service at my home is very irregular, from quick and easy to being off line for 7 hours (the last time). Very frustrating.
770	Having different options for internet service providers is critical. As the sole internet service provider in the area, Spectrum raises its prices year after year and we currently have no choice but to pay them.
771	Internet is too expensive for such slow speeds. Big cities have super fast internet for the same price.
772	Spectrum is incredibly expensive for internet that isn't that fast. I would appreciate having choices and more affordable options
773	Would like to see broadband more like a utility so it can be affordable and available to everyone.
774	It is super important! When I was looking for a home to buy, I was only willing to consider areas that had good access to internet.

- 775 We have a Verizon Jetpack which I believe they consider a hotspot. We signed up Verizon FIOS last may and have not heard a thing
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- 776 I think equitable access to broadband is essential. Students and Adults without internet access or the speeds needed to learn or work are being unnecessarily left behind.
-
- 777 In 2021 everyone needs affordable access to broadband internet in their home in order to be an informed participant in society. We need choice in internet provider to bring down the price. Spectrum is the only option in my area and the price is outrageous: \$79.99/month for INTERNET ONLY. I have been a Spectrum/Time Warner customer for over 20 years (only because of lack of choice) yet the best deals for services are for new customers only, not for people like me who have paid their bill on time for decades. I am a single parent and it is a struggle to pay so much for internet; however, I see it as almost as important as household utility services, so I find a way to make it happen...but it should not cost so much. We need choice.
-
- 778 If internet access is made available to those who can't afford it, I hope that doesn't mean that it will be subsidized by those who currently pay for internet service.
-
- 779 I have often wished SLIC was available. I am not a fan of spectrum. I would love to purchase internet from someone else.
-
- 780 We are always having issues with Spectrum. It is not always running smoothly or quickly and we are paying for that. We would like to have another provider who can offer better services for the same or lower price.
-
- 781 Our next door neighbors have Spectrum but they will not extend the line without a very pricey option. We're the second last house on a dead end road so that doesn't help. No other provider has entertained the fact of being able to help us. Since our kids are hybrid learning, we're using a mobile hot spot from the school district.
-
- 782 I wish I could have a choice of cable companies. i would like to be able to access Slic.
-
- 783 why does it remain so expensive? Absence of genuine competition?
-
- 784 there is no other providers in area,so they charge what ever they want.
-
- 785 There has long been an issue with broadband access in rural areas, and the pandemic has underscored this issue. Many of us are now working from home, attending telemedicine visits, and having our children complete schoolwork from home. More people are using the internet in our household at one time. We pay \$80 a month for internet access, and we still get kicked off Zoom meetings and have issues if too many of us are trying to use the internet at once. It is important for the country to advocate for our needs, and also to advocate for choice in providers so that there is competition to keep costs down. I can't imagine how some folks in this area could even afford internet access, let alone fast enough access to be on Zoom for school or attend a telehealth visit.

- 786 Spectrum has a monopoly in the area and thus has no incentive to make their services competitive. There are frequent outages, including for large-scale services they provide to educational institutions around the area. St. Lawrence County would benefit greatly if something like Verizon Fios services would also be available in the area.
- 787 I have called every internet provider in my area for the past two years asking for service. I was told over and over again that I was in an area that they did not offer service. One place told me if I wanted to \$10,000 for the line I could get them to provide me with internet.
- 788 Wish we were able to get Verizon internet
- 789 I need more reliable internet access for my child to do her work with out getting kicked off my slow internet I have now.
- 790 I called Verizon about the new internet that they are running in my neighborhood. houses on both sides of me have it but they tell me it's not available to me and I want to know why
- 791 Verizon has been working in our area, but has not completed work. Cost and availability of services are unknown at this time. If we were to have Internet, the only provider would be satellite, which is outrageous to get any sort of usable plans. Luckily, our son is in kindergarten and homework has been worksheets and not online this year. If the COvID concerns continue, next year may bring difficulties if teachers wish to use online methods of teaching.
- 792 High speed, Spectrum for a few years, and now Verizon fios less then 1/4 mile from house won't run it down our road. Also high speed internet line goes down Haggert rd, between Stone church and McCormick Rd. Can't get connected. No one will claim it as there line. Please look into. Thanks Mike Forrest chipsforrest@gmail.com
- 793 We need good internet in my area.
- 794 The spectrum service is not a good value, I would much rather get it from the county or at least have some competition to drive price down
- 795 We hate Spectrum but it's our only option! It's a monopoly and it's unAmerican.
- 796 Speeds aren't as high as Spectrum claims we are paying for, internet dies periodically with no explanation.
- 797 no
- 798 Too expensive, we pay about 170 for internet and basic cable. Internet is slow, same shows on all the time on cable.
- 799 It's essential that broadband be available to all county residents. It's as necessary a utility as electric, gas, water, and sewer. I would very much appreciate having a choice of service providers, which would result in more competition, thereby increasing the level of service and, potentially, decreasing price. On a limited income, \$80 per month is a stretch, but I need it for work and my volunteer efforts.

- 800 Our road is serviced from both directions. We reside in a 1.5 mile void that is not getting high speed service.
-
- 801 If I had high speed internet at my seasonal place in Brasher I could work remotely from there. I am not even sure what is available, it appears the previous owners did not have internet there either. Because the camp has a metal roof I cannot use my cell phone for a hotspot. I would like something relatively inexpensive and something that I could cancel for the months that I am unable to use the place (due to it being seasonal).
-
- 802 It is essential for the county to get this right and provide appropriate access! When I zoom I occasionally get the message that my system does not have enough band width -- always at the wrong time!
-
- 803 We've been given dates from slic about getting internet here 5-6 different times now and every time we're told "within the next couple of months" that was 2 years ago. It's incredibly frustrating to not have internet access at our home. I run a small home business and my children have to do virtual learning at times because of covid, both require internet. It's 2021 and there are many people who are like us and have zero options for internet access and it's become very irritating.
-
- 804 In today's world, it is a necessity to have high-speed internet. More people are forgoing landlines and cable/satellite TV services in favor of cellular and internet phone and TV. For our businesses and community to keep up with the rest of the world, we need to provide everyone here with access to services to stay connected and informed.
-
- 805 There are 18 homes in one section of Grantville Rd. With no unlimited broadband internet access. We have tried satellite providers with limited 15gb a month internet. That does not work, currently 2 school aged children struggling to their work at home. A total of 10-20 school aged children on this road with no internet. I contacted time Warner years ago & they told me as they laughed it would cost me \$70,000. To have internet & cable run down this section of road (sandwiched between state forest land). I called Verizon they offer no services in this area, wrote to Cuomo a few years back his response was he was setting up a grant to fund installation of broadband in areas underserved. This never happened it was around the time Time Warner was selling to Spectrum. I tried spectrum they do not offer service. SLIC DOES not have service in This area. I tried a jetpack that cost \$300+ a month I pay just as much taxes as everyone else on this road & in this town, yet we have no unlimited internet, have satellite tv. Currently I have a cell phone plan with verizon using a 15gb hot spot for my internet services. The grandkids struggle to do their school work from home. Their education is just as important as any child & these issues need to be addressed across the county for every household that would like to be treated equally & fair as the next family! If state land is the issue these companies cannot cross the line then our concerns need to be addressed by the state, a waiver issued with what ever easements needed to allow a cable & internet provider thru. My current tv provbider is dish satellite my bill 165. (Service is terrible) A month, my phone plan is close to 200. A month. My taxes I pay a year are 7000. Or more! I am a Realtor & rely on internet to be able to work from home when needed, so I can pay these outrageous costs. I certainly hope this survey proves some results & all these

underserved homes/families are afforded to opportunity to have unlimited internet services & cable tv in their homes. A response will be appreciated as I speak for all 18+ families on this road. Thank you!

806	My phone company put in a fiber cable last year. This year I'm working remotely and found the wifi service I had was not enough to keep up with daily office access/work. I have now moved to the fiber/modem hook up. The upload and download time has greatly improved. Going from a download speed of 3.75 Mbps (wireless) to 319.8 Mbps (w/modem). If the price of your service was much lower or compatible to \$55.95 a month and has higher download speeds I might consider changing. However, I cannot give a true opinion on this new service as I was just hooked up a week ago.
807	I was logged into the VPN at SLU when I completed the speed test. Sorry about that if it messed up your findings. Our internet had been unstable/slow in our neighborhood for many years but has been more stable in the last year, with the notable exception of losing all access to the St. Lawrence website and its resources for about 4 days about two months ago.
808	We need more options
809	It is very important to us as we are elderly and our income is low. We need broadband for our doctor appointments/prescription renewals among many other things. With our current provider, the cost keeps going up to a point we might not be able to afford it much longer.
810	My current wi-fi isn't dependable and is expensive for the awful service.
811	Technology teacher at school sent an email.
812	Spectrum is the Only service provider in area, while Verizon Fios now known as Frontier (Fios) is a superior product to Spectrum and is Not Available in our area.
813	Good and reliable internet access should be available to all areas at a reasonable cost.
814	Service in our area is very expensive for what is offered and unreliable
815	it is too expensive
816	I feel like Spectrum takes advantage of us in the North Country. Taking this survey has reminded me to call Spectrum to cancel the "Starter TV" cable portion of by service to lower my rate. It's a small savings, but any is welcome.
817	improved competition should drive down the cost of broadband...
818	There are around 15 homes around Portaferry Lake that would sign up for broadband. Currently there is no high capacity broadband option. I don't think many people are aware of this survey
819	We're okay with the broadband service that we have.
820	Both taking classes and helping to teach their own children....it gets difficult when they do not have good service (especially when helping their children). It costs too much for the price if it doesn't work

821	More competition, and cheaper
822	I think it should be available for all people, especially those in rural areas.
823	My one concern is having a choice. Waddington contracts with spectrum, and we do not have any other choice.
824	Well, it would be easier if we could get internet for homeschooling, without the bundle.
825	The township of Madrid desperately needs another internet provider other than spectrum.
826	I feel sorry for the kids going to school right now in my area. It is too expensive for the internet and they have to suffer for it. northern Ny has become a forgotten place.
827	We've got spectrum, we have the state wasting a pile of money on rural areas on broadband, and in Governour I have no choice on the internet, and it's expensive.
828	Fiber optic is the way to go!!
829	I think that this is a basic need that should be affordable
830	I wish it was cheaper.
831	Give us more!
832	We don't have cell phone coverage either. Most third world countries do. I think the best option for Internet would be The new Starlink because that would allow everybody to have high speed Internet no mater how remote they are. The state might have to provide some financial assistance for the poor.
833	Should be more widespread for people living in the countryside.
834	"I do not need to use the internet but my grandkids talk about needing better internet"
835	Some friends have spotty connection and cannot get other service providers out here. Left to deal with service problems
836	Hughesnet is horrible.... very expensive and doesn't work 80 percent of the time.
837	bigger choice. Only spectrum or nothing. Spotty internet.
838	Everyone should have access to it.
839	We benefited by high speed internet early because of the fiber optics at the Clifton-Fine hospital. But people nearby still don't have internet.
840	Do not want or need internet service.
841	Some students in their school district have problems accessing internet in more rural areas - it would be good to solve this issue.
842	Not as important for the elderly but the younger generations should have good access to it.

843	WE WANT INTERNET THAT IS RELIABLE. LOOK TO WHERE PEOPLE ARE THAT WILL USE THE INTERNET, NOT THE AMISH. OUR INTERNET CONTINUALLY GOES OUT.
844	Faster internet with more wireless internet provider options
845	More internet access for children in school in areas where access is not good.
846	We have the highest speed internet that we have access too, but it is still not very fast. The problem is that there is no access to the speed we need, the question isn't about pay.
847	less expensive internet
848	The majority of folks up here would use it if it was readily available.
849	Although I have the access I need to the internet, I wish I had more of a choice in providers.
850	more high speed internet options
851	Hopefully internet access gets to us soon.
852	Lot's of people can't get internet near here. Lot's of dead zone.
853	No need for it - might as well not pay for it.
854	Thankful to have what we have available.
855	It's nice that they are coming into the rural areas.
856	stronger internet connection
857	Only have one option (TWC/Spectrum)
858	ANXIOUS TO SEE FIBER OPTICS COMING TO COUNTY.
859	need more high speed internet options
860	More reliable service
861	ANY IMPROVEMENTS WOULD BE NICE.
862	Very happy with it - the county should try its best to provide good service to those in business.
863	WISH THERE WAS MORE COMPETITION IN THE AREA. WE ARE LUCKY TO HAVE WHAT WE HAVE, BUT MORE CHOICES WOULD BE NICE.
864	More choices for better internet would be an advantage for us. We use Cloud based services that do not function properly every time our DSL "slows down" Our customers love the services internet gives them; such as text reminders but they do not work with slower internet.
865	The recent funding that was allocated to hughesnet for the Irish Settlement road in the town of canton, was completely unacceptable. That money should have went to a company that would have installed fiber internet. Now my family and neighbors are stuck with satellite internet, which with its current technology, is close to unusable by today's standards. Hughesnet as well as similar companies like viasat should not be considered "broadband".

- 866 Hi. I just can not believe the price of just having the internet in my home. Half the time it doesn't work right. So frustrating that there is only ONE choice
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- 867 We are building our year round home on Sylvia Lake and my work with St. Lawrence University and my husband's home office business in IT require we have internet access at home to be able to continue our work. It is critical we have broadband availability.
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- 868 We need a reliable internet service at our address. Hughes net satellite is not reliable. Our daughter has done remote learning since March 2020 and our internet service has not been reliable. It is very frustrating. I now working from home and I also need fast, reliable internet.
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- 869 It is very important to have broadband access in these times. We are just over a mile from the end of the cable. Someone was here about three years ago checking the utility poles for Spectrum but nothing ever happened.
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