

Langlade County Technology Survey

By:

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With support:

Langlade County Economic Development Corporation
Aspirus Langlade Hospital
UW-Madison School of Nursing

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INTRODUCTION

Rural residents of Langlade County (population approximately 19,000 for the entire County; City of Antigo is approximately 8,000)¹ have longed complained that internet service is unacceptable or non-existent. Indeed, according to the Public Service Commission of Wisconsin Broadband Office map, approximately half of the County is grant-eligible for broadband expansion because it is unserved or underserved.²

Yet, there is little quantitative evidence to better understand internet needs and demands of the County's rural residents. With the arrival of the COVID-19 pandemic, technology has become even more important for work, school, medical/health, and staying socially connected. It seemed imperative that a survey of rural residents of Langlade County be conducted to better understand the status of residents' connectivity.

The Langlade County Technology Survey was developed in partnership between the Langlade County Economic Development Corporation and the HeART Project. Additional support was provided by UW-Madison School of Nursing and Aspirus Langlade Hospital.

In addition to bandwidth status, the HeART Project (healthy aging in rural towns) also wanted a better understanding of older adults' use of/demand for technology devices. Social isolation is a major concern in rural areas across the country.³ The pandemic has made this even more worrisome. The additional information in regards to bandwidth accessibility, and the technology needs of older adults, is a critical step to improving people's lives.

SURVEY DETAILS

Langlade County residents' mailing addresses were obtained through the Wisconsin Election Commission Badger Voters website.⁴ Using criteria for Langlade County Supervisor Wards 9-21 from the 2016 Presidential Election and the 2020 Spring Election, we gathered 7,751 addresses. With duplicates and bad addresses removed, our final mailing list was 4,306.

Surveys were mailed June 30, 2020 with a due date of July 15, 2020. Surveys were accepted past the July 15 deadline. As of August 1, 2020, 1,674 completed surveys were returned (39% return rate). The survey instrument and responses can be found in Appendix A.

The enthusiastic response to the Langlade County Technology Survey suggests the importance of this topic, in addition to the fact that many people were at home under COVID-19 stay-at-home recommendations.

¹ U.S. Census Bureau, 2018

² Wisconsin Public Service, Broadband Office <https://maps.psc.wi.gov/apps/WisconsinBroadbandMap/>

³ Curti, Debra. 2019. "Social Isolation Poses Health Risks to Rural Seniors," Rural Health Quarterly, <http://ruralhealthquarterly.com/home/2019/06/21/social-isolation-poses-health-risks-to-rural-seniors/>

⁴ <https://badgervoters.wi.gov/>

SURVEY RESPONSES & ANALYSIS

Eighty percent (N=1336 or 80%) of survey respondents stated they lived in households of 1-2 people and more than 53% had at least one person 66 years of age or older (N=897 or 53%). See Table 1 and Table 2.

Table 1

Number of people living in the household:

1-2	1336	80%
3-4	269	16%
5-6	57	3%
7-8	8	~
More than 8	1	~
Total responses	1671	

Table 2

Age of OLDEST ADULT living in the household:

18-33	35	2%
34-49	176	11%
50-65	565	34%
66-81	709	42%
82 or older	188	11%
Total responses	1673	

When asked whether the household had internet, more than three-quarters of respondents said “yes” (N=1284 or 77%). A quarter of respondents do not have internet (N=387 or 25%). See Table 3.

Table 3

Does the household have internet?

Yes (go to question #5 and #6)	1284	77%
No (go to question #4)	387	23%
Total responses	1671	

For those *without internet*, a follow-up question was asked as to WHY there was not internet in the home. The top three reasons given were: the respondent used a cell phone (N=130), poor quality internet service (N=128), and/or they did not want internet (N=117). Of note, there were 98 responses to the open-ended “other” response option and 50 respondents stated they did not have internet because it was too expensive, cost too much or they couldn’t afford it. (Table 4) Other open-ended responses included use of hotspot on cell phone, lack of towers for good cell phone service, and too many users (especially in summer).

Table 4

<i>If you do NOT have internet, why not? (Check/circle all that apply.)</i>	
a. It is not available where I live	80
b. I don't want it	117
c. I use my cell phone	130
d. I can use it at a public place (e.g., library)	19
e. Poor-quality service (e.g., too slow, doesn't always work)	128
f. I don't have a computer or cell phone	77
<i>Other: too expensive, cost, can't afford</i>	50

As respondents could choose multiple answers, percents are not provided.

For those residents *with internet* we asked for the resident's provider. The most common providers in Langlade County were Frontier (N=433 or 37%), Cirrinity (N=207 or 18%), HughesNet (N=129 or 11%), and Charter Spectrum (N=120 or 10%). It should be noted that 104 respondents (9%) stated they use their cell phone service for internet. Also, there were 186 comments in the open-ended "other" option. Additional providers included Astrea (N=60), Verizon (N=39), and Dish/Dish Network (N=16). See Table 5; Appendix A.

Table 5

<i>If you DO have internet, who is your provider?</i>		
1. Frontier	433	37%
2. Charter Spectrum	120	10%
3. Cirrinity	207	18%
4. HughesNet	129	11%
5. Cellcom	68	6%
6. Viaset	60	5%
7. Bertram	49	4%
8. I use my cell phone service (e.g., AT&T, Cellcom)	104	9%
Total responses	1,170	

Other (please write in answer):

Astrea 60
 CELLCOM 3
 CENTURY LINK..... 9
 CONSUMER CELLEULAR 2
 DISH 10
 DISH NETWORK..... 6
 VERIZON 39

We also asked residents *with internet* if the service they receive is adequate for their needs. More than half (N=692; 54%) of the respondents stated "No" or "Sometimes." Forty-six percent (46%; N=578) stated their internet was adequate to do what they wanted, such as watch videos, open websites, and video chat with others. But these numbers don't reflect the entire picture. The most cited reasons in the "sometimes" open-ended responses (N=296) included: service is slow/very slow, service is weather-dependent, service crashes frequently/outages/goes out a lot, service is better at beginning of month, good service depends on number of users in household or if vacationers are

around. Many also stated they were unable to watch videos or upload videos. See Table 6; Appendix A.

Table 6

If you DO have internet, is it adequate to do everything you want to do (e.g., open websites fast, watch video, video chat with others)?

Yes	578	46%
No	396	31%
Sometimes	296	23%
Total responses	1,270	

The remainder of the Techonolgy Survey asked questions of *residents over the age of 65*. There were N=382 respondents stating they were 65 years of age or older (NOTE: This does not necessarily match the total number of residents 66 years of age and over from Question 1, as only one member of the household completed the survey. In other words, not all those 65 years and older living in the household completed the survey.)

The majority of these respondents (N=367 or 96%) stated they have a basic cell phone (not a smart phone), but also 28% stated they have a smart phone. This suggests perhaps multiple types of phones are being used in the household. Approximately a third of the respondents stated they had a laptop (N=148 or 39%), desktop (N=123 or 32%), and/or tablet computer (N=122 or 32%). Nearly 20% (N=72 or 19%) stated they had a smart TV or streaming device (Roku, Amazon Fire, Apple TV) in the home. See Table 7.

Table 7

Do you have any of the following devices? (Check/circle all that apply.)

a. Basic cell phone (not a “smart” phone)	367	96%*
b. Smart phone (has internet capabilities, like email or Facebook)	107	28%
c. Laptop computer	148	39%
d. Desktop computer	123	32%
e. Tablet (e.g., iPad)	122	32%
f. E-Reader (e.g., Kindle)	45	12%
g. Voice activited speakers (e.g., Amazon Alexa)	20	5%
h. Smart TV or device that enables streaming content (e.g., Roku, Apple TV, Amazon Fire)	72	19%
i. I do not have any of these devices (go to question #8)	10	3%

*Percent was calculated based on N=382 (number of respondents assumed answering this section of the survey; however, respondents could choose more than one answer.

Of the 382 respondents 65 years of age and older (Table 6), only 10 (3%) stated they did not have any of these devices in the home. When asked a follow-up question as to why none of these devices were in the home, more than the 10 respondents answered. However, we learn that respondents felt devices were too expensive, that they were not needed and/or the household did not have internet,

thus a device could not be used. Of note is the 20 respondents that stated they never tried the technology devices. See Table 8.

Table 8

If you do NOT have any of the devices from the list in question #7, why not? (Check/circle all that apply.)

a. Too expensive	46
b. Don't need it	47
c. I can use public computers (e.g., library)	4
d. Don't have internet	39
e. Too difficult to use	29
f. Never tried it	20

The last question asked respondents 65 years of age and older was what was the internet used for (if they had it)? The top 5 responses were: socially connecting to others (N=181 or 47%); entertainment (N=148 or 39%), shopping (N=135 or 35%), visiting websites of local companies or organizations (N=130 or 34%), and health information (N=122 or 32%). See Table 9.

Table 9

If you DO have internet access at home, what do you use it for? (Check/circle all that apply.)

a. Your employment	24	6%
b. Health information	122	32%
c. Government services	69	18%
d. Banking and finances	116	30%
e. Bill paying	93	24%
f. Entertainment (e.g., tv, music, videos, online games)	148	39%
g. Socially connecting with others (e.g., Facebook, video chats, email)	181	47%
h. Visiting websites of local companies or organizations	130	34%
i. Visiting news websites	109	29%
j. Shopping	135	35%
k. Watching TV shows or streaming movies (e.g., Netflix, Hulu, Disney+)	54	14%
l. Downloading movies	14	4%

**Percent was calculated based on N=382 (number of respondents assumed answering this section of the survey; however, respondents could choose more than one answer.*

SUMMARY & CONCLUSION

The Langlade County Technology Survey was a well-responded effort by the rural residents of Langlade County, a sample from an approximate population of 4,300 households outside the City of Antigo. From it, we were able to get specific data about the availability and quality of broadband service from survey respondents, as well as glean some information about older adults and their access to technology in the home.

More than 75% of respondents stated they had access to the internet. However, the quality of the access was varied. More than half (54%) stated that they could not do everything they wanted to do on the internet (such as open websites, watch videos, video chat with others) because the internet was too slow, the service went out frequently, weather affected the service, and the increase in number of users in the household or vacationers that spend time in the north woods slowed the system down, or made it unusable, unreliable or inconsistent.

Of the 25% of respondents that do not have internet, the reasons given for not having internet included: use cell phone instead, available service is poor, the respondent did not want internet, and the cost was prohibitive.

The majority of older adults in the household (65 years old or older; N=382) that responded to the survey stated they had a basic cell phone (96%), and more than quarter (28%) stated they had a smart phone. Nearly a third of respondents 65 years or older had a desktop, laptop or tablet computer. The top reasons provided by respondents for not having a device in the home were the device(s) was/were not needed, they were too expensive, and/or internet was not available in the household.

The survey results suggested that older adults in Langlade County use the internet primarily, though not exclusively, for socially connecting, enjoying entertainment, shopping, visiting websites of local business and organizations, and obtaining health information.

The responses from the Langlade County Technology Survey suggest residents would welcome improved internet access with more robust and trustworthy broadband. Cost is an issue for older adults not only for getting service (often inadequate service) but also for owning the technology device to connect with others for health, social or entertainment reasons. That alone seems worthy of the attention from local leaders and political legislatures to aid in the reduction of social isolation for our older adults, and improve connectivity for all residents.

APPENDIX A



July 1, 2020

Dear Langlade County Resident:

Since our lockdown from COVID-19, the time seems ripe to better understand our residents' broadband/internet status. This survey is being done in partnership between Langlade County Economic Development Corporation and the Building a Healthier Langlade County HeART (healthy aging in rural towns) Project, with support from UW-Madison School of Nursing and Aspirus Langlade Hospital. Our goal is to accurately assess residents' technology in the home.

We would very much appreciate your responses. The survey is short – no more than 5-10 minutes of your time. Your name will not be used in reporting, protecting your identity.

Please return the survey in the enclosed self-addressed-stamped envelope **no later than July 15, 2020**. Feel free reach out to either of us with any questions.

Sincerely,

Angela Close
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Langlade County Health & Social Services
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Enclosure

1. Number of people living in the household:

1-2	1336	80%
3-4	269	16%
5-6	57	3%
7-8	8	~
More than 8	1	~
Total responses	1671	

2. Age of OLDEST ADULT living in the household:

18-33	35	2%
34-49	176	11%
50-65	565	34%
66-81	709	42%
82 or older	188	11%
Total responses	1673	

3. Does the household have internet?

Yes (go to question #5 and #6)	1284	77%
No (go to question #4)	387	23%
Total responses	1671	

4. If you do NOT have internet, why not? (Check/circle all that apply.)

g. It is not available where I live	80
h. I don't want it	117
i. I use my cell phone	130
j. I can use it at a public place (e.g., library)	19
k. Poor-quality service (e.g., too slow, doesn't always work)	128
l. I don't have a computer or cell phone	77

Other (please write in answer):

1. A,C,E -INCREDIBLY SLOW AND DOESN'T WORK ON WEEKENDS	19. COST	40. EXPENSIVE
2. BANDWIDTH ALL USED UP; NOT ENOUGH FOR US	20. COST	41. EXPENSIVE
3. CAN NOT GET RECEPTION	21. COST	42. EXPENSIVE FOR NOT QUALITY SPEED
4. CAN'T AFFORD	22. COST	43. HAD CENTURYTEL - VERY SLOW;ALSO TRIED HUGHNET AND KEPT GOING OUT
5. CAN'T AFFORD	23. COST	44. HAD FOR 9 YRS FOR \$40 MONTHLY; PROVIDER SHUT DOWN TOWER TO CONTINUE HAD TO PAY \$300 TO CONNECT AND \$100 MONTHLY
6. CAN'T AFFORD	24. COST	45. HAVE TO FIND GOOD RATE
7. CAN'T AFFORD	25. COST DIAL UP	46. HAVEN'T CHECKED INTO IT; DON'T KNOW WHAT'S AVAIL
8. CAN'T AFFORD	26. COST OF INTERNET	47. HOT SPOT ONLY
9. CAN'T AFFORD	27. COST TO BRING TO THEHOUSE EXTREME FOR POOR SERVICE.	48. HOTSPOT FR CELL PHONE
10. CAN'T AFFORD INTERNET	28. COST TO MUCH	49. HUGHES NET IS ONLY ONE AVAILABLE & I WON'T PAY THEIR PRICE!
11. CAN'T AFFORD IT	29. COST TOO HIGH	50. I DON'T HAVE A CABLE OR ROUTER OR ANYTHING. I ACCESS INTERNET WITH MY CELLPHONE.
12. CAN'T AFFORD IT	30. COST TOO MUCH	51. I DON'T LIKE CONTRACTS
13. CAN'T AFFORD IT!!!	31. COST TOO MUCH	52. I DON'T WANT EXTRA BILL
14. CELL DOESN'T WORK EITHER	32. DID NOT REALLY USE IT WHEN I HAD IT	53. I HAVE INTERNET BUT DON'T ALWAYS WORK
15. CELL PHONE DOESN'T WORK IN HOUSE	33. DOESN'T WORK DURING SUMMER; TOO MANY USERS FOR BANDWIDTH	54. IT WAS SO EXPENSIVE AND YOU DIDN'T GET MUCH DATA-THEN HARDLY WORKED
16. CELL PHONE IS SLOW WHERE WE LIVE; NEEDS \$500 BOOSTER	34. DOESN'T WORK WELL	
17. CELLPHONE - CELLCOM BUT VERY HARD TO GET INTERNET OVER CELLPHONE, LACK OF TOWERS W/STRONG SIGNAL. VERY FRUSTRATING!	35. DON'T HAVE COMPUTER	
18. COST	36. DON'T HAVE COMPUTER OR HOW TO USE ONE	
	37. DON'T KNOW HOW TO USE IT	
	38. DON'T KNOW HOW TO USE THEM	
	39. DON'T WANT ANOTHER BILL	

55. JUST ANOTHER BILL I DON'T NEED	71. SATELITE IS TOO EXPENSIVE. CIRINITY LINE IS .82 MI FROM MY HOUSE BUT THEY WON'T RUN IT HERE	85. TOO EXPENSIVE
56. MANY SERVICES ARE EXPENSIVE	72. SATELITE ONLY CHOICE	86. TOO EXPENSIVE FOR WHAT YOU GET
57. NEW TO AREA. WISHING SPECTRUM SERVICED AREA	73. SATELITTE SERV TOO EXPENSIVE & NOT FAST ENOUGH & NOT RELIABLE	87. TOO EXPENSIVE. DO NOT NEED OR WANT
58. NO INTEREST IN IT NOW; MAYBE SOMEDAY	74. SAVE MONEY	88. TOO OLD TO LEARN NEW TRICKS
59. NO SERVICE	75. SERVICE IS VERY BAD	89. UNABLE TO AFFORD
60. NOT GOOD WITH IT	76. THEY SAID DIDN'T HAVE A CLEAR VIEW OF THE SOUTHERN SKY TO HOOK UP DISH	90. UNAFFORDABLE
61. NOT HOME ENOUGH TO JUSTIFY EXPENSE	77. TOO EXPENSIVE	91. VERY EXPENSIVE-CIRRINITY
62. NOT IN MY BUDGET	78. TOO EXPENSIVE	92. VERY LIMITED OPTIONS
63. NOT INTERESTED IN HAVING IT	79. TOO EXPENSIVE	93. WE HAVE INTERNET BUT IT IS VERY POOR SERVICE
64. NOT VERY GOOD	80. TOO EXPENSIVE	94. WE HAVE TRIED ALL PROVIDERS LISTED BELOW-NONE AVAILABLE
65. ONLY DISH IS AVAIL	81. TOO EXPENSIVE	95. WISH WE HAD HOME INTERNET OUTSIDE OF CELL
66. ONLY SATELITE INTERNET AVAILABLE AND NOT WHAT WE WANT	82. TOO EXPENSIVE	96. WITH ADDITIONAL PEOPLE USING THE TOWER & SERVICE IS EXTREMELY SLOW
67. POOR CELL SERVICE	83. TOO EXPENSIVE	97. WORK AVAILABILITY
68. POOR SERVICE-NO SERVICE	84. TOO EXPENSIVE	98. WOULD RATHER HAVE CABLE THAN SATELITE
69. PRICE		
70. SATELITE INTERNET IS NOT VIABLE OPTION		

[If you completed question #4, skip questions #5 and #6]

5. *If you DO have internet, who is your provider?*

9. Frontier	433	37%
10. Charter Spectrum	120	10%
11. Cirrinity	207	18%
12. HughesNet	129	11%
13. Cellcom	68	6%
14. Viaset	60	5%
15. Bertram	49	4%
16. I use my cell phone service (e.g., AT&T, Cellcom)	104	9%
Total responses	1,170	

Other (please write in answer):

Astrea 60
 CELLCOM 3
 CENTURY LINK 9
 CONSUMER CELLULAR..... 2
 DISH..... 10
 DISH NETWORK 6
 VERIZON 39

1. ALSO HAVE AT&T BUT BARLY WORKS	17. HOT SPOT AT&T	28. NO SERVICE AT HOIME
2. ALSO HAVE VERIZON WIFI UNIT FOR WHEN BERTRAM IS DOWN OR WEAK	18. HUGHES-SATELITE	29. NOT THE BEST
3. ALSO USE AT&T WHEN VIASET IS SLOW OR DOWN	19. I WOULD LOVE TO HAVE NORTHWOODS CONNECT PUT A TOWER UP IN THIS AREA. ALL THIS 5G IS BS IF ALL WE HAVE UP HERE IN THE NORTHJWOODS IS 3G	30. NOT VERY GOOD
4. AT&T	20. INTERNET SERVICE IS POOR QUALITY IN OUR AREA. CELL SERVICE IS ALSO BAD HERE	31. PACKERLAND
5. AT&T HOT SPOT	21. ITP	32. PACKERLAND BROADBAND
6. AT&T HOTSPOT; CELL PHONE TOWER SIGNAL	22. IT'S NOT GREAT; HIT OR MISS	33. PACKERLAND BROADBAND
7. AT&T VERY SLOW (2MB/SEC) LOW MONTHLY CAP	23. JUST RETIRED, ONLY TWO PROVIDERS FOR MY ADDRESS. VIASET \$110/MONTH - TOO EXPENSIVE. OTHER HUGHESNET STILL RESEARCHING.	34. POOR CELL SERVICE ALGO
8. AT&T WIRELESS BOX BUT DISCONTINUES IF IT GOES DOWN WE HAVE NO OPTIONS	24. MOBILE JET PACK	35. SATELLITE THROUGH HUGHESNET
9. CELL PHONE	25. NET ZERO	36. SO SLOW
10. CELL PHONE AT&T	26. NETBUDDY BROADBAND	37. STRAIGHT TALK
11. CIRINITY	27. NETBUDDY.COM; CELLULAR INTERNET USING AT&T W/CELL BOOSTER ANTENNA ROOFTOP.	38. STRAIGHT TALK
12. DIRECT TV		39. TERRIBLE SERV
13. EXCED		40. THERE IS NO CELL SIGNAL HERE. DRIVE HERE AND CHECK YOURSELF
14. EXEDE		41. TP LINK
15. FRONTIER ANDPACKERLAND EQUALLY POOR		42. TRAC PHONE
16. FRONTIER IS TERRIBLE		43. TRACFONE;AT&T BUNDLED AND LINE PHONE
		44. VERION JET PAC
		45. VERIZON HOT SPOT

46. VERIZON HOT SPOT. WISH WE COULD HAVE BETTER SERVICE/WIFI	STUFF CAN BE DONE ON MY PHONE & IT'S A HASSLE TO REMEMBER HOW TO USE THE HOTSPOT	54. VERTISON, JET PACK
47. VERIZON JET PAC		55. VIA AT&T
48. VERIZON JETPACK HOTSPOT	50. VERIZON/DOESN'T WORK MUCH	56. WE ALSO HAVE TO USE OUR PHONE HOTSPOTS TO HELP
49. VERIZON. IF I USE MY LAPTOP COMPUTER I TURN ON THE VERIZON HOTSPOT ON MY CELLPHONE TO ACCESS THE INTERNET ON MY LAPTOP BUT I RARELY BOTHER AS MOST	51. VERIZON-EXPENSIVE & TERRIBLE!	57. WHEN IT WORKS
	52. VERIZON-NOT GOOD, CAN'T GET MUCH ONLY WORKS IN ONE ROOM	
	53. VERIZON-SPOT FOR LAPTOP	

6. If you DO have internet, is it adequate to do everything you want to do (e.g., open websites fast, watch video, video chat with others)?

Yes	578	46%
No	396	31%
Sometimes	296	23%
Total responses	1,270	

Sometimes. Please explain:

1. ? GIGS	39. DOESN'T OPEN VIDEOS WITHOUT A LOT OF BUFFERING
2. 3 MEG UPLOAD AT BEST; 1.5 MEG DOWNLOAD	40. DON'T DO VIDEO CHATS OR WATCH VIDEOS
3. 50% OF THE TIME WE CANNOT CONNECT OR NO SIGNAL	41. DROPS A LOT - MODEM CONSTANTLY RESETS ITSELF. FRONTIER NOT VERY HELPFUL.
4. A MONTH'S WORTH OF DATA CAN BE USED IN A DAY OR TWO AND CERTAINLY WITHIN A WK. AT TIMES INTERNET IS SLOW OTHER TIMES THERE IS NO INTERNET. A MOVIE CAN'T BE STREAMED WITHOUT PROBLEMS; EVEN AT THE BEGINNING OF MONTH WITH DATA LEFT AND USE OF A BOOSTER.	42. DROPS FREQUENTLY
5. AFTER HIGHSPEED LIMIT SLOWS DOWN	43. DROPS OUT
6. AFTER OUR MONTHLY USAGE PUTS US IN THE SLOW LANE IT BECOMES DIFFICULT	44. DROPS SERVICE TOO MUCH; LOSS OF CONNECTION; SPEED WORKS FOR OUR HOUSE WHEN IT'S WORKING
7. AT TIMES INTERNET IS VERY SLOW OR DEAD	45. DURING THUNDERSTORMS NOT VERY GOOD
8. AT TIMES IS SLOW OR NEED TO UNPLUG AND RESET	46. EVERY OTHER WEEKEND WE HAVE 3 KIDS. ALL 3 HAVE TABLETS/PHONES. THEN IT CAN'T KEEP UP ALL THE TIME. IT ALSO SEEMS LIKE THE INTERNET IS DOWN ONCE A MONTH; RESTARTING ROUTER DOESN'T HELP
9. AT TIMES REALLY REALLY SLOW	47. EVERYTHING SLOWS DOWN DURING WEEKENDS & SUMMER WHEN TOURISTS ARE AROUND
10. BAD SERVICE	48. FAIRLY FAST INTERNET BUT IS SLOW AT TIMES
11. BEEN BETTER DURING LOCKDOWN PERKS.	49. FIRST OF MONTH GOOD, GETS SLOW LATER
12. BUFFERS A LOT	50. FOR MOST THINGS OUR 7MB DSL WORKS FINE BUT MORE SPEED WOULD BENEFIT FOR GAMING AND APPLICATION DOWNLOADS. LARGE FILES CAN TAKE HOURS.
13. CAN BE SLOW	51. FOR THE MOSE PART BUT SUPPORTS ONE/TWO DEVICES
14. CAN BE SLOW IF MULTIPLE USERS, OCCASIONALLY GOES OUT WHEN STREAMING	52. FOR THE PRICE YOU PAY FOR INTERNET AND DOESN'T WORK; VERY VERY SLOW!!
15. CANNOT WATCH VIDEOS	53. FREEZES UP WHEN DOWNLOADING OR VIEWING VIDEOS; CAN'T USE VIDEO CALL FOR GRANDPA
16. CAN'T ALWAYS VIDEO CHAT; VERY SPOTTY. CAN'T ALWAYS OPEN WEBSITES LIKE BANK, WEATHER, ETC	54. FREQUENT OUTAGES - USUALLY VERY SHORT TIME
17. CELLCOM WAS GREAT WHEN I FIRST HAD IT THE LAST 6 MONTHS IT IS TERRIBLE. THERE ARE DAYS WHEN I HAVE NO INTERNET AT ALL	55. FREQUENT OUTAGES OR NEED TO REBOOT
18. CLOUDS-WEATHER	56. FREQUENT SERVICE OUTAGES; TOO COSTLY - \$70 FOR 6GB/MONTH
19. COMES IN AND OUT; NOT STEADY	57. FREQUENTLY OUT OF SERVICE
20. CONSTANTLY HAVING TO RESET THE BOX	58. FREQUENTLY UNABLE TO WATCH VIDEO; OFTEN WILL DISCONNECT ON IT'S OWN
21. COULD BE FASTER	59. FROM FAIRLY QUICK TO NO SERVICE AT ALL
22. COULD BE FASTER	60. FRONTIER FREQUENTLY DOES NOT WORK
23. DATA IS EXTREMELY EXPENSIVE SO AVOID USING WHENEVER POSSIBLE. CAN'T TAKE FULL ADVANTAGE W/O GOING BROKE	61. FRONTIER GOES OUT A LOT
24. DEPENDING ON THE WEATHER AND TREES	62. FRONTIER IS INCONSISTENT - LOSE INTERNET FREQUENTLY
25. DEPENDING ON DAY AND TIME - FLIP A COIN	63. FRONTIER IS UNRELIABLE AND HUGHESNET CAN BE SLOW
26. DEPENDS HOW MANY PEOPLE ARE USING	64. GENERALLY OKAY, SOMETIMES SLOW
27. DEPENDS ON DAY AND TIMES	65. GETS SLOW AT TIMES
28. DEPENDS ON LOAD "NOT OURS"	66. GLITCHY & OFTEN SLOW
29. DEPENDS ON THE DAY BUT NOT SURE WHY THAT IS	67. GOES DOWN & IS NOT ALWAYS FAST
30. DEPENDS ON THE WEATHER	68. GOES DOWN QUITE OFTEN
31. DEPENDS ON THE WEATHER	69. GOES IN & OUT
32. DEPENDS ON TIME OF DAY AND WHAT WE ALL ARE DOING	70. GOES IN AND OUT A LOT
33. DEPENDS ON WEATHER	71. GOES OUT A LOT
34. DEPENDS ON WEATHER	72. GOES OUT A LOT
35. DEPENDS ON WEATHER	73. GOES OUT FREQUENTLY AND SOMETIMES PRETTY SLOW
36. DEPENDS ON WEATHER AND HOW MANY VACATIONERS ARE UP	74. GOES OUT IN STORM
37. DOES NOT WORK THE BEST WITH MULTIPLE DEVICES	
38. DOESN'T ALWAYS WORK	

75. GOES TOO SLOW OR TAKES FOREVER
76. GOOD CONNECTION/RECEPTION SOME DAYS BAD OTHERS
77. HAD HUGHESNET AND IT WAS POOR AT BEST. SOMETIMES NOT FUNCTIONING AT ALL AND STREAMING WAS IMPOSSIBLE. CIRRRINITY IS AN IMPROVEMENT
78. HAVE HAD LOTS OF ISSUES FOR 15 YRS W/FRONTIER. JUST HERE TODAY AGAIN, 7/9/20 NEW ROUTER AGAIN. CANNOT GET SPECTRUM AS I'M OUT OF CITY LIMITS.
79. HAVE NOT USED FOR VIDEO CHAT, DON'T THINK WOULD BE RELIABLE. SLOW IF LOAD UEB ON CELL PHONES - CELL PHONES DON'T EVEN USE INTERNET OR RARELY. SLING CRASHES ON DEMAND SHOWS. CAN BE SLOW - INTERNET BUT BETTER THAN DIAL UP
80. HIME INTERNET HOOKED TO COMPUTER WITH OTHER APPLICATIONS AND PRINTER WOULD BE NICE. UNSURE OF WHAT THE BEST PROVIDER AND OPTIONS ARE IN THIS AREA.
81. HOT SPOT BY CELL - BUFFERS/RECEPTION NO GOOD
82. I DON'T ALWAYS GET RECEPTION
83. I DON'T HAVE WIFI SO TO UPDATE I HAVE TO GO TO AN AREA (SAFE) WHERE I CAN UPDATE MY PHONE
84. I DON'T SPEND MUCH TIME ON INTERNET SO IT'S PLENTY GOOD ENOUGH FOR ME. HOWEVER MY NEIGHBORS WHO WEANT THJE SAME SERVIVCE AS I HAVE SAY THAT FRONTIER ISN'T AVAILABLE TO THEM
85. I HAVE JET PAK FR VERIZON AND OFTEN HAVE TO MOVE IT FR ROOM TO ROOM (I.E. FR DESK COMPUTER TO ROOM WHERE IPAD AND/OR CELL PHONES MAY BE LOCATED)
86. I LIVE AT THE BOTTOM OF 2 HILLS AND THE TOWER IS ON TOP OF ONE OF THE HILLS
87. I USE MY SMART PHONE BUT DO NOT ALWAYS HAVE SERVICE
88. IF IT RAINS OR IS WET OUT, INTERNET GOES OUT. IT TAKES AN HR TO GET TO TALK TO A HUMAN AT THE INTERNET COMPANY BUT THEY CAN NEVER FIT IT.
89. I'M NOT KNOWABLE AT USING THE DARN THING
90. IN & OUT
91. INTERNET ACCESS CUTS OUT AT TIMES;DOWNLOADS ARE OFTEN SLOW
92. INTERNET GOES OUT OFTEN THROUGH OUT THE DAY-NOT SURE IF AMOUNT OF PEOPLE IN THIS AREA ON AT THE SAME TIME SLOWS DOWN THE SPEED AND CONNECTION
93. INTERRUPTES SERVICE - NOT FAST
94. IS SLOW AT TIMES
95. IT CAN BE SLOW AT TIMES
96. IT CAN BE SPOTTY - SOMETIMES IT'S GREAT OTHER TIMES IT'S VERY SLOW
97. IT FREEZES AND AUDIO IS LOUSY; QUALITY, VIDEO SPARATIC
98. IT FREQUENTLY SLOWS DOWN OR STOPS
99. IT GOES DOWN A LOT AND IT CAN BE EXTREMELY SLOW ESPECIALLY DURING PRIME HOURS. WATCHING VIDEO/WEB CAN BE AN ISSUE.
100. IT GOES OUT A LOT! NOT ALWAYS WEATHER RELATED; VERY UNRELIABLE! PLUS EXPENSIVE
101. IT HAS ISSUES W/MY VPN
102. IT IS OFTEN THAT OUR INTERNET DOESN'T WORK OR IS VERY SLOW. SOMETIMES WE HAVE TO STOP A SHOW ON TV (HULU) BECAUSE IT FREEZES. SOMETIMES I HAVE TO TRY 2-3 TIMES TO GE ON A WEBSITE (COVANTAGE)
103. IT KEEPS DROPPING OFF
104. IT SEEMS TO BE PURPOSELY SLOWED DOWN ON BUSY AND HOLIDAY WEEKENDS
105. IT SOMETIMES GOES OUT WHEN IT IS RAINING, FOGGY OR HEAVY SNOW
106. IT SOMETIMES IS VERY SLOW
107. IT TENDS TO GO OUT TOO OFTEN BUT WHEN IT WORKS IT'S GOOD
108. IT USED TO WORK VERY WELL - FAST & AVAILABLE. LATELY THOUGH HAS BEEN SLOW, SPOTTY OR USELESS AT TIMES. EVEN THOUGH I DID NOTHING TO CHANGE MY VERIZON SERVICE.
109. IT VARIES, SOMETIMES IS ADEQUATE, OTHER TIMES NOT. DROPS SERVICE TOO OFTEN
110. IT'S GOOD AT LIKE 2:20-4:30AM;TERRIBLE WHEN IT'S RAINING!
111. IT'S LAGGY OR HAVE TO RESTART ROUTER
112. IT'S VERY DEPENDANT ON THE WEATHER
113. I'VE HAD TO RESET MODEM ABOUT ONCE/WK; SKYPE HASN'T ALWAYS WORKED-BUFFERING
114. KIND OF SLOW
115. KIND OF SLOW
116. KIND OF SLOW
117. LAGS MULTIPLE DEVICES
118. LIMITED BY NOT HAVING UNLIMITED ACCESS
119. LIVE IN WOODED AREA SO SOMETIMES IT IS SLOW
120. LIVE STREAMING IS CHOPPY; WEBSITES SLOW TO LOAD
121. LONG TIME TO START UP
122. LOOSE IT ONCE IN A WHILE
123. LOSE CONNECTION ALL THE TIME
124. LOSE OF SERVICE/SLOW EVEN IF ONLY ONE PERSON USING IT
125. LOSE SERVICE OFTEN
126. MODEM FAILS PERIODICALLY
127. MOST OF THE TIME IT'S OK (OCCASIONALLY IT'T INTERMITTENT DURING ZOOMS/VIDEOS)
128. MOST OF THE TIME YES BUT NOT ALWAYS
129. MOST OF THE TIME-SAY 95% OF THE TIME
130. MOST TIMES - OCCASIONALLY OUT
131. MOST TIMES IT WORKS. DURING BUSY WKENDS CAPICITY ON CELL TOWER IS USED UP.
132. MOSTLY IT'S OK BUT CUTS OUT AND NOT TOO FAST
133. MOSTLY RELIABLE; VIDEO CHAT SOMETIMES UNRELIABLE
134. MOSTLY, BUTNOT COMPLETELY
135. MOSTLY/SOMETIMES VIDEO IS AN ISSUE
136. MOVIES ON CRITERION CHANNEL DO NOT DOWNLOAD
137. NEED TRAINING
138. NEEDS REPAIR - NO TOWER IN VICINITY. CAN'T REACH TOWERS MOST OF THE TIME
139. NO INTERNET/HAVE DATA
140. NO WIFI; SOMETIMES SLOW ON PHONE OR CUTS OUT
141. NOT A HIGH SPEED/NO OTHER CHOICE IN AREA. LAND LINES ARE OLD; NO UPGRADE SCHEDULED
142. NOT A STEADY SPEED
143. NOT ABLE TO GET UNLIMITED WHERE WE LIVE SO WE ARE NOT ABLE TO STREAM TV OR VIDEOS BECAUSE IT USES UP OUR SERVICE TOO FAST. ALSO VIDEOS BUFFER A LOT AT TIMES
144. NOT ALWAYS
145. NOT ALWAYS AS FAST AS WE WOULD LIKE - BUFFERIFNG ETC
146. NOT ALWAYS GOOD ACCESS
147. NOT FAST!
148. NOT STRONG CONNECTION; COST FOR MUCH FASTER SERVICE THAT THET CANNOT PRODUCE. REBOOT MODEM AT LEAST TWICE DAILY. GOES OUT IN RAIN STORM. SUSPECT POOR OLD COPPER WIRES'
149. NOT VERY GOOD SERVICE WHERE WE LIVE
150. OCCASIONALLY THE SERVICE GOES OUT AND IS A LITTLE SLOW RUNNING MULTIPLE DEVICES BUT IS MUCH BETTER THAN SATTILITE
151. OFTEN BREAKS DOWN
152. OFTEN CUTS OUT AFLTER VIDEO CALLS OR STREAMING SERVICES
153. OFTEN HAVE INTERRUPTED SERVICE
154. OLD COPPER PHONE LINESOFTEN EXPERIENCE GROUND FAULTS.IT IS WORSE WHEN THE GROUND IS WET.
155. ONLY HAVE SO MANY GIGABYTES
156. OUR SIGNAL/SPEEDS VARY
157. OUTAGES
158. OUTAGES - POORLY MAINTAINED LINES
159. OUTAGES IN AREA WEEKLY
160. OVERPAID, MANY INCIDENTS OF LOSS OF SERVICE
161. POOR QUALITY SERVICE, NO SIGNAL, DOESN'T ALWAYS WORK
162. POOR RECEPTION
163. POOR SERVICE
164. QUITE OFTEN IT STOPS CONNECTION OR DOESN'T TO TO NEXT PAGE SAYING "NO INTERNET"
165. RARLY WORKS WELL
166. REALLY CAN'T DEPEND ON IT WHEN THERE IS A LOT OF PEOPLE UP FOR THE SUMMER IT IS AT IT'S WORSE
167. REALLY OVER RATED; LOT OF INFO MOST IS USELESS
168. REALLY SLOW
169. RECEPTION IS NOT THE SAME EVERYWHERE IN THE HOUSE

- | | |
|---|---|
| 170. RECEPTIONM AT TIMES IS POOR | 228. SOMETIMES IT'S VERY SLOW |
| 171. RUNS SLOW AT TIMES ESPECIALLY IF MULTIPLE DEVICES ARE IN USE | 229. SOMETIMES LOSE WIFI |
| 172. SATELLITE IS SLOW AND SPOTTY, ALSO HAS DATA LIMITS. MY SON COULDN'T VIDEO HIS SCHOOL CLASSES | 230. SOMETIMES MOVIES SPIN, UPLOAD SOMETIMES SLOW, BEEN BUT OFF DURING GOOGLE MEETS |
| 173. SERVICE IS UNRELIABLE | 231. SOMETIMES NOT RELIABLE OR WE LOSE CONNECTION |
| 174. SERVICE IS VERY SPOTTY ESPECIALLY IF CLOUDY OR RAINING | 232. SOMETIMES SLOW |
| 175. SERVICE SOMETIMES SLOW | 233. SOMETIMES SLOW TO CONNECT |
| 176. SIGNAL IS IN AND OUT; SOMETIMES SLOW | 234. SOMETIMES SLOW; GOES OUT DURING STORMS |
| 177. SKETCHY CONNECTION | 235. SOMETIMES SPORADIC |
| 178. SLO INTERNET; THAT'S ALL I CAN AFFORD | 236. SOMETIMES TOO SLOW OR DON'T COME IN |
| 179. SLOW | 237. SOMETIMES WE DON'T HAVE THE BEST RECEPTION. WE ONLY FACETIME W/OUR CHILDREN, DON'T DO VIDEOS. WOULD BE NICE IF THERE WAS A CLOSER CELL TOWER |
| 180. SLOW | 238. SOMETIMES WE HAVE NO RECEPTION AT ALL. MY SMART PHONE BATTERY GOES DEAD QUICKLY BECAUSE THERE IS NOT A GOOD SIGNAL! |
| 181. SLOW | 239. SOMETIMES WEBSITES WON'T OPEN-SOMETIMES IT HAPPENS IF SEVERAL DEVICES BEING USED IN HOUSEHOLD BUT SOMETIMES ONLY ONE IS IN USE. FACETIME OFTEN DROPS OUT AND VIDEOS WON'T LAUNCH OR BUFFER FOR EXTENDED PERIODS. |
| 182. SLOW | 240. SOMEWHAT SLOW WHEN SEVERAL DEVICES ARE USED |
| 183. SLOW | 241. SPARATIC INTERNET SERV; VERY DISAPPOINTED; GOES IN AND OUT DAILY |
| 184. SLOW | 242. SPOT CAN BE A LITTLE SLOWER AT TIMES |
| 185. SLOW | 243. SPOTTY; DROPS SIGNAL |
| 186. SLOW - ESP MAJOR WEEKENDS | 244. STOPS SOMETIMES |
| 187. SLOW AT TIMES | 245. STREAMING IS SLOW & INTERRUPTED |
| 188. SLOW AT TIMES | 246. STREAMING IS SLOW SOMETIMES |
| 189. SLOW AT TIMES | 247. THE INTERNET CUTS OUT EVERY ONCE IN AWHILE |
| 190. SLOW AT TIMES, SPOTTY SERVICE AT TIMES. WIFI ROUTER CAN ONLY HANDLE A FEW DEVICES AT A TIME | 248. THE SOUND DOESN'T WORK ON MY COMPUTER SO USE PHONES |
| 191. SLOW CONNECTING | 249. THE WEATHER PLAYS A BIG ROLL WITH SAT. INTERNET |
| 192. SLOW CONNECTION - TIMES OUT | 250. THERE IS OFTEN TIMES WHEN WE ARE UNABLE TO CONNECT TO OUR FRONTIER INTERNET |
| 193. SLOW CONNECTION OR NOT AT ALL DURING BAD WEATHER OTHERWISE ADEQUATE. SOMETIMES NO PHONE RECEPTION FOR UNKNOWN REASONS. | 251. TOO MANY CHANGES - SOMETIME DEPRESSING |
| 194. SLOW DOWN LOADING | 252. TOO MANY TIMES IT IS SLOW OR WE HAVE HAD TO CALL TO UPDATE EQUIP (MODEM) WHICH IS AN INCONVENIENCE. |
| 195. SLOW DOWNLOAD; WEATHER PROBLEMS | 253. TOO MANY USERS AT ONCE |
| 196. SLOW EVEN AFTER UPGRADE | 254. TOO SLOW AT TIMES - POOR WIFI |
| 197. SLOW MOST OF THE TIME | 255. TOO SLOW BUT DUE TO US BEING RURAL NOT ABLE TO GET ANY OTHER PROVIDER. ONLY 1 MPS AVAILABLE PER FRONTIER SUCKS! |
| 198. SLOW RESPONSE, SERVICE OUTAGES | 256. TOO SLOW, STORM OUTAGES |
| 199. SLOW SOMETIMES; SOMETIMES SNOW BUILDS UP ON DISH AND HAVE TO CLEAN OFF; GOES OUT IN SUMMER STORMS SOMETIMES | 257. TRIED TO GET INTERNET - WASTE OF MONEY & TIME |
| 200. SLOW UPLOAD/DOWNLOAD SPEED; OUTAGES | 258. UNRELIABLE, CRUDDY SERVICE & COSTS ABOUT \$60 MO FOR INTERNET ONLY |
| 201. SLOW WITH BAD PHONE CONNECTIONS | 259. USE PHONE |
| 202. SLOW, EXPENSIVE, USAGE TOO MUCH SO THEY THROTTLE BACK OUR SPEED | 260. VERY ERRATIC RECEPTION (NOT AVAILABLE ALL THE TIME-HAVE TO ALWAYS RESET) |
| 203. SLOW, GOES DOWN FREQUENTLY | 261. VERY SLOW - WON'T ALWAYS HOOK UP |
| 204. SLOW, HARD TO WATCH MOVIES | 262. VERY SLOW & LIMITED USAGE FOR TV |
| 205. SLOW, WAS OFFERED JOB TO WORK FR HOME BUT SPEED TOO SLOW WAS NOT ABLE TO TAKE JOB | 263. VERY SLOW 1.2 MAX SPEED; GOES DOWN OFTEN; TOO SLOW FOR CHAT; STREAMING QUALITY POOR |
| 206. SLOW/CAN FREEZE UP | 264. VERY SLOW, OFTEN NEEDS TGO BE RE-BOOTED |
| 207. SLOW/EXPENSIVE; CAN'T STREAM MUCH | 265. VERY SLOW, SOMETIMES IT SHUTS OFF OR DISCONNECTS OUR DEVICES |
| 208. SLOW; INCONSISTANT | 266. VERY SLOW. NOT ADEQUATE TO LIVE STREAM; CANNOT USE LAPTOP AND WATCH NETFLIX AT SAME TIME |
| 209. SLOW-ESPECIALLY DURING BAD WEATHER | 267. VERY SPOTTY |
| 210. SLOWS DOWN AFTER CAP | 268. VIDEO CHATS ARE DIFFICULT DUE TO SLOW INTERNET, VOICE IS DELAYED |
| 211. SLOWS DOWN AFTER REACH 15GB/MONTH | 269. VIDEO CHATS DON'T WORK WELL AND VIDEOS STOP PART WAY THROUGH. IT WORKS OK FOR EMAILS AND SEARCHES |
| 212. SLOWS DOWN AT TIMES (TOO OFTER) | 270. VIDEO CHATTING W/FAMILY USED ALL OUR DATE -WOULD LIKE TO SEE & HEAR GRANDKIDS AND ADULT CHILDREN - GETS DEPRESSING WHEN WE CAN'T VISIT |
| 213. SLOWS DOWN WHEN KIDS ARE HOME | 271. VIDEO UPLOAD & VIDEO CONVERENCING NOT FAST/GOOD |
| 214. SO SO | 272. VIDEOS USUALLY SLOW/BUFFERING; WEB PAGES TAKE TOO LONG TO LOAD |
| 215. SOME DAYS IT IS VERY SLOW OR HARD TO LOG ON TO ANYTHING | 273. WE ARE IFFY AT TIMES WITH SERVICE BUT TOLERABLE; BETTER THAN NOTHING |
| 216. SOME DAYS IT WORKS WELL - OTHER DAYS YOU CAN'T GET ANYTHING TO DOWNLOAD OR STREAM. | |
| 217. SOME INTERMIT SLOWNESS | |
| 218. SOMETES IT IS VERY SLOW | |
| 219. SOMETIMES | |
| 220. SOMETIMES | |
| 221. SOMETIMES CUTS OUT OR SPEED IS SLOW | |
| 222. SOMETIMES FAST ENOUGH SOMETIMES NOT | |
| 223. SOMETIMES FAST SOMETIMES SLOW | |
| 224. SOMETIMES I HAVE TROUBLE GETTING ON | |
| 225. SOMETIMES INTERNET IS VERY SLOW AND NOT STRONG ENOUGH TO DO WHAT I NEED | |
| 226. SOMETIMES IT IS SPOTTY WITH MULTIPLE USERS OR CERTAIN TIMES OF DAY | |
| 227. SOMETIMES IT WILL BE OK TO VIDEO CHAT-OTHER TIMES NOT. WORKING FROM HOME WAS A CHALLENGE DURING THE SHUTDOWN | |

274. WE CANNOT GET UNLIMITED INTERNET FR CELLCOM SO IT DOES LIMIT THE USAGE. WE WOULD LIKE UNLIMITED BECAUSE WHEN THE KIDS WERE HOME WE USED IT A LOT MORE & HAVING TO LIVE STREAM CHURCH
275. WE DON'T ALWAYS HAVE SPEED; HAVE PROBLEMS WITH OUTAGES
276. WE EXPERIENCE SLOW SPEEDS AT TIMES; STREAMING MOVIES IS SOMETIMES DIFFICULT
277. WE HAVE A DISH AND AT TIMES IF BAD WEATHER INTERNET GOES OUT
278. WE HAVE AN UNLIMITED PLAN BUT IT SLOWS DOWN AFTER USING 15GB SO THEN WE RUN INTO ISSUES STREAMING OR DOING CERTAIN THINGS WHEN MULTIPLE PEOPLE ARE ONLINE AT THE SAME TIME
279. WE HAVE CIRRRINITY DISH INTERNET - IT GOES OUT SOMETIMES WHILE I AM WORKING FROM HOME. OUR NEIGHBORHOOD HAS REQUESTED FIBER OPTIC CABLE AND HOPEFULLY THAT IS IN THE WORKS
280. WE HAVE HAD A LOT OF PROBLEMS AND HAVE BEEN WITHOUT SERVICE FOR LONG PERIODS
281. WE HAVE TO RESET INTERNET A LOT OTHERWISE IT'S DECENT
282. WE JUST UPGRADED BUT STILL SEEMS TO BE SLOW WITH ALL THE SUMMER PEOPLE IN THE AREA
283. WE LIVE IN THE WOODS; REALLY FAST INTERNET IS NOT AVAILABLE HERE. WE CAN DO MOST THINGS BUT IT'S NOT SUPER FAST
284. WE LOOSE CONNECTION SIGNAL
285. WEATHER
286. WEATHER AND LOAD AFFECT SERVICE; IT ISN'T RELIABLE
287. WEATHER CONDITION CAUSES PROBLEMS
288. WEATHER INTERRUPTIONS AND WEAK SIGNAL OCCASIONALLY
289. WEATHER RELATED OUTAGES
290. WHEN IT WORKS IT IS FAIRLY GOOD BUT IT IS VERY INCONSISTANT
291. WHEN MORE THAN ONE PERSON IS ON THE INTERNET SLOWS DOWN
292. WHEN MULTIPLE USERS ARE ON IT IS SLOWER; ALSO SLOWER WHEN LEAVES ARE ON TREES AS BLOCKS SOME RECEPTION STRENGTH
293. WHEN THE ROUTER IS WORKING PROPERLY AND SIGNAL IS GOOD
294. WISH I HAD MORE UPLOAD FOR SHARING
295. YES AND NO! WE NEJVER HAVE ENOUGH DATA AND IT IS VERY EXPENSIVE TO HAVE VIASAT, BUT WE'VE FOUND IT'S THE BEST FOR WHERE WE LIVE
296. YES BUT LAST WEEK AT&T LIMITED THE AMOUNT OF DATA (UNLIMITED TO 5G

THE FOLLOWING QUESTIONS ARE FOR RESIDENTS IN THE HOUSEHOLD OVER THE AGE OF 65 AND OLDER.

65+ There are no residents in the household age 65 or older. Skip to end of survey.

✓ 382

7. Do you have any of the following devices? (Check/circle all that apply.)

j. Basic cell phone (not a "smart" phone)	367
k. Smart phone (has internet capabilities, like email or Facebook)	107
l. Laptop computer	148
m. Desktop computer	123
n. Tablet (e.g., iPad)	122
o. E-Reader (e.g., Kindle)	45
p. Voice activated speakers (e.g., Amazon Alexa)	20
q. Smart TV or device that enables streaming content (e.g., Roku, Apple TV, Amazon Fire)	72
r. I do not have any of these devices (go to question #8)	10

8. If you do NOT have any of the devices from the list in question #7, why not? (Check/circle all that apply.)

g. Too expensive	46
h. Don't need it	47
i. I can use public computers (e.g., library)	4
j. Don't have internet	39
k. Too difficult to use	29
l. Never tried it	20

9. If you DO have internet access at home, what do you use it for? (Check/circle all that apply.)

m. Your employment	24
n. Health information	122
o. Government services	69
p. Banking and finances	116
q. Bill paying	93
r. Entertainment (e.g., tv, music, videos, online games)	148
s. Socially connecting with others (e.g., Facebook, video chats, email)	181
t. Visiting websites of local companies or organizations	130
u. Visiting news websites	109
v. Shopping	135
w. Watching TV shows or streaming movies (e.g., Netflix, Hulu, Disney+)	54
x. Downloading movies	14

Other (please write in answer):

1. 9CDE TOO RISKY

2. ADULT CHILDREN USE IT WHEN THE COME
3. AUCTIONS & ESTATE SALES
4. BOOKS
5. CHURCH SERVICES
6. DON'T HAVE
7. DON'T NEED IT
8. DON'T USE COMPUTER/DAUGHTER DOES IT FOR ME
9. EMAIL W/FAMILY
10. EMPROIDERY MACHINE
11. FACETIME WITH GRANDCHILDREN
12. GRANDCHILD USE FOR SCHOOL
13. I DO NOT USE IT DIRECTLY, OTHERS DO
14. INFORMATION - EDUCATION
15. JUST FB AND EMAIL
16. MUSIC & GAMES
17. ONLINE CHURCH & BIBLE STUDIES/DEVOTIONS
18. ONLINE COURSES; EDUCATION
19. OUR BUSINESS
20. PLAY GAMES
21. RECIPES
22. RESEARCHING PERSONAL INTERESTS - GARDENING, BIRDING, RECIPES, ETC
23. SCHOOL
24. TEXT & WEB
25. TO CALL MY DAUGHTER AND NIECE
26. TO LOOK UP INFORMATION (THAT I PREVIOUSLY WOULD HAVE FOUND IN DICTIONARIES, ENCYCLOPIA, AT LIBRARY)
27. TOO DIFFICULT TO USE MAPS, WEATHER
28. USE TABLET SOMETIME
29. USGS RIVER LEVELS LANGLADE GUAGE
30. VERY SLOW CONNECT WHEN I CAN GET IT TO COME UP. VERY LITTLE USED.
31. VIDEO VISITS WITH MY DOCTOR
32. WATCH ONLINE CRAFT CLASSES
33. WIFE USES IT
34. WIFE USES IT