

Dunn County Residential and Business High-Speed Internet Needs Assessment Survey Report

**James Janke
David Trechter**

**Survey Research Center Report 2017/22
September 2017**

Staff and students working for the Survey Research Center (SRC) at UW-River Falls were instrumental in the completion of this study. We would like to thank Denise Parks, Shelly Hadley, David Jacobson, Aaron Leiby, Rachel Shamro, and Beth Zimmer. We gratefully acknowledge their hard work and dedication.

The SRC would also like to thank the following people for their guidance and input: Stephanie Hintz & Jason Hausler (UW-Extension), Bob Colson & Addison Vang (Environmental Services Department), and Eric Turner & Cherie Haglund (Dunn County Economic Development Corporation).

Finally, we would like to thank the residents and business owners of Dunn County who took time to complete a questionnaire.

Table of Contents

Executive Summary	3
Survey Purpose	6
Survey Methods	6
Current Internet Service.....	7
Satisfaction with Internet Service	9
Internet Service Information and Provider	12
Internet Activities	23
Business Internet Activities	32
Open Ended Comments - Residential.....	53
Conclusions - Residential	55
Business Responses	56
Open Ended Comments – Business Respondents.....	76
Conclusions - Business	77
Appendix B1 – Residential Written Responses	78
Appendix B2 – Business Written Responses.....	152
Appendix C1- Quantitative Responses by Question (Residential).....	157
Appendix C2 - Quantitative Responses by Question (Business).....	161

Executive Summary

The purpose of this study was to gather input from residents and businesses about internet service in Dunn County. In June 2017, Dunn County Community Resources & Tourism Committee (CR&T) launched an online survey that was open to all residents and business owners who desired to respond. Separate versions were created for residents and businesses. Paper versions of both surveys were available for those without internet access. Dunn County CR&T chose to have the Survey Research Center at the University of Wisconsin-River Falls tabulate and analyze the data and prepare a written report.

Residential Survey Responses

Three fourths of respondents said they have internet service (Chart 1).

Over half of respondents are at least somewhat dissatisfied with their internet service; 24% are extremely dissatisfied. Those who are satisfied comprise 44 percent of the responses, with the largest percentage (25%) being moderately satisfied (Chart 2).

Respondents who are dissatisfied with their internet service report multiple reasons for their dissatisfaction. The most frequent are slow browsing, poor video streaming, their monthly bill, and slow downloads and uploads of files (Chart 3).

Among the internet service providers, Charter/Spectrum and CenturyLink have the largest market shares, with about 30 percent each (Chart 4).

The most frequent technology to deliver the internet is DSL (32%) followed by cable modem (27%), wireless (21%), and satellite (13%) (Chart 5).

Nearly six in ten respondents have had internet service for at least six years (Chart 6).

The largest percentage of respondents pay between \$51 and \$75 per month for their internet service (Chart 7).

Many respondents do not know the advertised speed of their internet connection (43%). Among those who know their speed, the largest portion reported their speed to be between 25 Mbps and 99 Mbps (Chart 8).

A quarter of respondents said they would pay no more than \$39.99 per month for high-speed (25+ Mbps) internet services, and an additional quarter of respondents would pay no more than \$49.99 (Chart 9).

With respect to the current number of household internet users and their age group, 32 percent have children under age 14, 29 percent have teens age 13-19, 37 percent have adults age 20-35, 66 percent have adults 36-60, and 40 percent have adults over age 60. (Table 1).

Email is the most frequent internet use among respondents, followed by social networking, shopping and reading news, blogs, etc. (Chart 10).

Nearly all respondents said they have a computer (95%), followed closely by 87 percent with smart phones (Chart 11).

When asked about internet activities they would like to do but cannot do with their current internet connection, three in four respondents said they would watch TV/movies and 44 percent would send pictures/videos (Chart 12).

One in five respondents currently telecommute, and 17 percent currently operate a home-based business (Chart 13). Twenty-three percent said they have household members who plan to telecommute, and 20 percent have plans to run a home-based business (Chart 14).

The most common reported reason for not having internet was that it is not available at their place of residence (78%), followed in a distant second place by the expense (14%) (Chart 15). A quarter of non-subscribers would pay no more than \$39.99 per month for high-speed internet service and another quarter would pay no more than \$49.99 (Chart 16).

The most common devices that non-subscribers would use to connect to the internet include a computer (96%), smart phone (89%), TV (78%), and tablet computer (77%) (Chart 17).

Non-subscribers were asked to identify the most important internet activities they would use if they had affordable high-speed internet. Email ranked in first place, followed by social networking, shopping, and distance learning (Chart 18).

With respect to the potential number of household internet users and their age group among non-subscribers, 57 percent have children under age 14, 54 percent have teens age 13-19, 66 percent have adults age 20-35, 83 percent have adults 36-60, and 69 percent have adults over age 60 (Table 2).

Four in ten non-subscribers would telecommute if they had internet service. More than a third would start a home-based business (Chart 19).

Business Survey Responses

Three fourths of respondents said they have internet service (Chart 20).

More than six in ten respondents said they are at least somewhat dissatisfied with their internet service, with the largest portion (31%) being extremely dissatisfied. Those who are satisfied comprise 40 percent of the responses, with the largest percentage being moderately satisfied (17%) (Chart 21).

Half of respondents use a DSL connection to the internet. Cable technology is a distant second (22%) (Chart 23).

Three-fourths of respondents have had internet service for at least six years (Chart 24).

The largest percentage of respondents pay between \$51 and \$75 per month for their internet service (31%), followed by 27 percent who pay over \$125 (Chart 25).

Many respondents do not know the advertised speed of their internet connection (32%). Among those who know their speed, the largest portion reported their speed to be between 25 Mbps and 99 Mbps (20%) (Chart 26).

Among business respondents without a current internet connection, a large majority said the most common reported reason was that internet is not available at their place of business (85%) (Chart 27).

When asked how much they would pay per month for high-speed internet service, the largest percentage of respondents said they would pay \$50 to \$59.99 (21%), followed by 17 percent who would pay less than \$40, and 16 percent who would pay \$40 to \$49.99 (Chart 28).

More than eight in ten respondents own their place of business (Chart 29), and two-thirds have no more than five employees (Chart 30)

One in five business owners have considered moving their business out of Dunn County due to factors related to internet connectivity (Chart 31).

Survey Purpose

The purpose of this study was to gather input from residents and businesses about broadband internet service in Dunn County. Dunn County CR&T chose to work with the Survey Research Center (SRC) at the University of Wisconsin-River Falls to analyze and report on data collected.

Survey Methods

The Dunn County CR&T authorized UW-Extension, Dunn County Economic Development Corporation and the Dunn County Environmental Services Department (team) to collaborate on a Broadband Gap analysis and report. The team held several community conversations around the county and gave presentations to a variety of organizations and governmental bodies. On June 20, 2017, the Dunn County CR&T launched an online survey that was open to all Dunn County residents and business owners who desired to respond. There were two separate versions, one for residents and one for businesses. Paper versions of both surveys were available for those without internet access and were made available at Dunn County Libraries, Town Halls, and the UW-Extension Office. Publicity activities included print media coverage, websites, social media & networking, and a postcard mailing to all addresses in Dunn County explaining the survey and encouraging participation.

Dunn County CR&T collected the results and sent the data file for analysis to the Survey Research Center.

The data set contained 1,676 usable responses from residents, and 102 usable responses from businesses. Because the survey was open to all who wanted to respond, the sample is self-selected rather than a random sample, and the results cannot be assumed to be a true representation of Dunn County residents and business owners. Thus, a confidence interval (“margin of error”) cannot be determined, and testing for non-response bias is not possible.

Dunn County CR&T requested a geographic analysis of the responses to selected questions in both surveys, and that the results of each town and the City of Menomonie be summarized in the analysis. The SRC will compare the response pattern for each selected question among the towns and City of Menomonie.

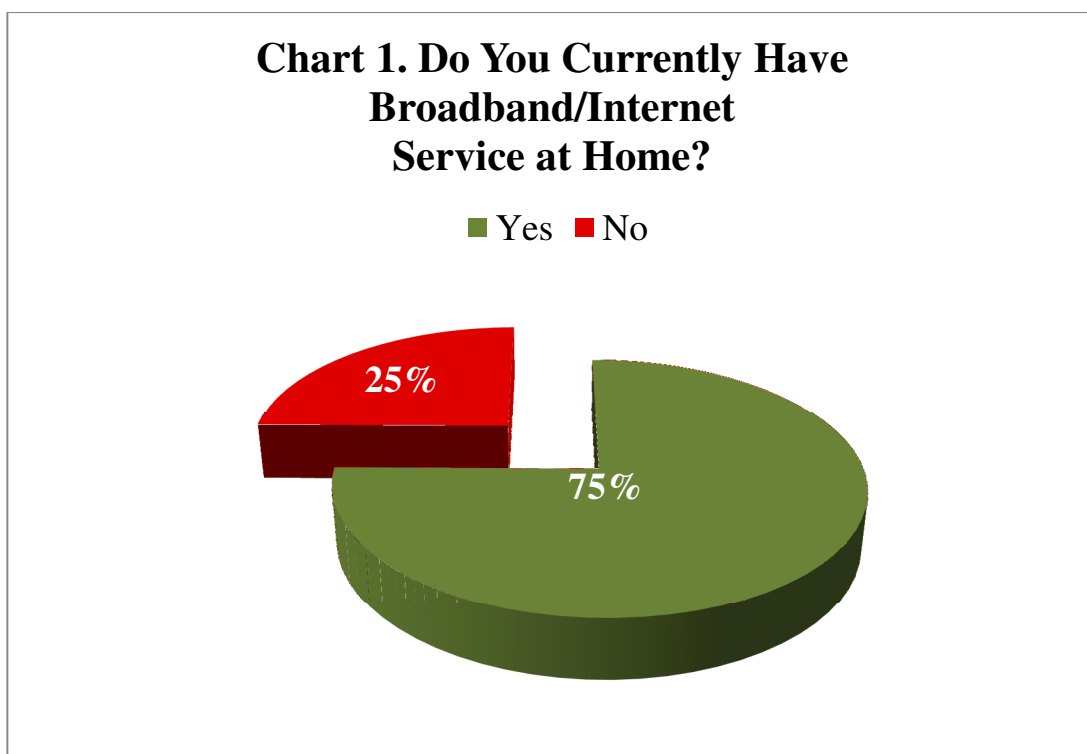
The SRC performed a statistical test on the results of each cross-tabulation to measure the probability that the differences in the statistical analysis are unlikely to have occurred by chance. A commonly used probability standard is 0.05 (5%). Statistical significance at the 0.05 level indicates there is only a five in 100 probability that the difference between two estimated values is not real. It does not necessarily mean the difference is large, important, or significant in the common meaning of the word. If there are a sufficiently large number of observations, even small differences of opinion can be statistically significant. Some questions contained no responses from some of the political jurisdictions and those places were excluded from the analysis. Tables of each cross-tabulation are presented for each selected question with a statement at the bottom to indicate whether the results are statistically significant (0.05).

In addition to numeric data, respondents provided additional written answers. **Appendices B1 and B2** contain the compiled comments from the residential respondents and the business respondents respectively. **Appendices C1 and C2** contain a copy of the survey questionnaire with a complete quantitative summary of responses by question.

Residential Responses

Current Internet Service

The initial question in the survey asked respondents to indicate whether they currently have Internet service. Chart 1 shows that three-fourths of residential respondents said they have Internet service. According to the website “Broadbandnow” (<https://broadbandnow.com/Wisconsin>), 81.3% of Dunn County residents have access to internet with 25+ mbps. So, this sample appears broadly representative of connectivity rates in the county. Respondents were directed to separate sets of questions depending on their answer to this question.



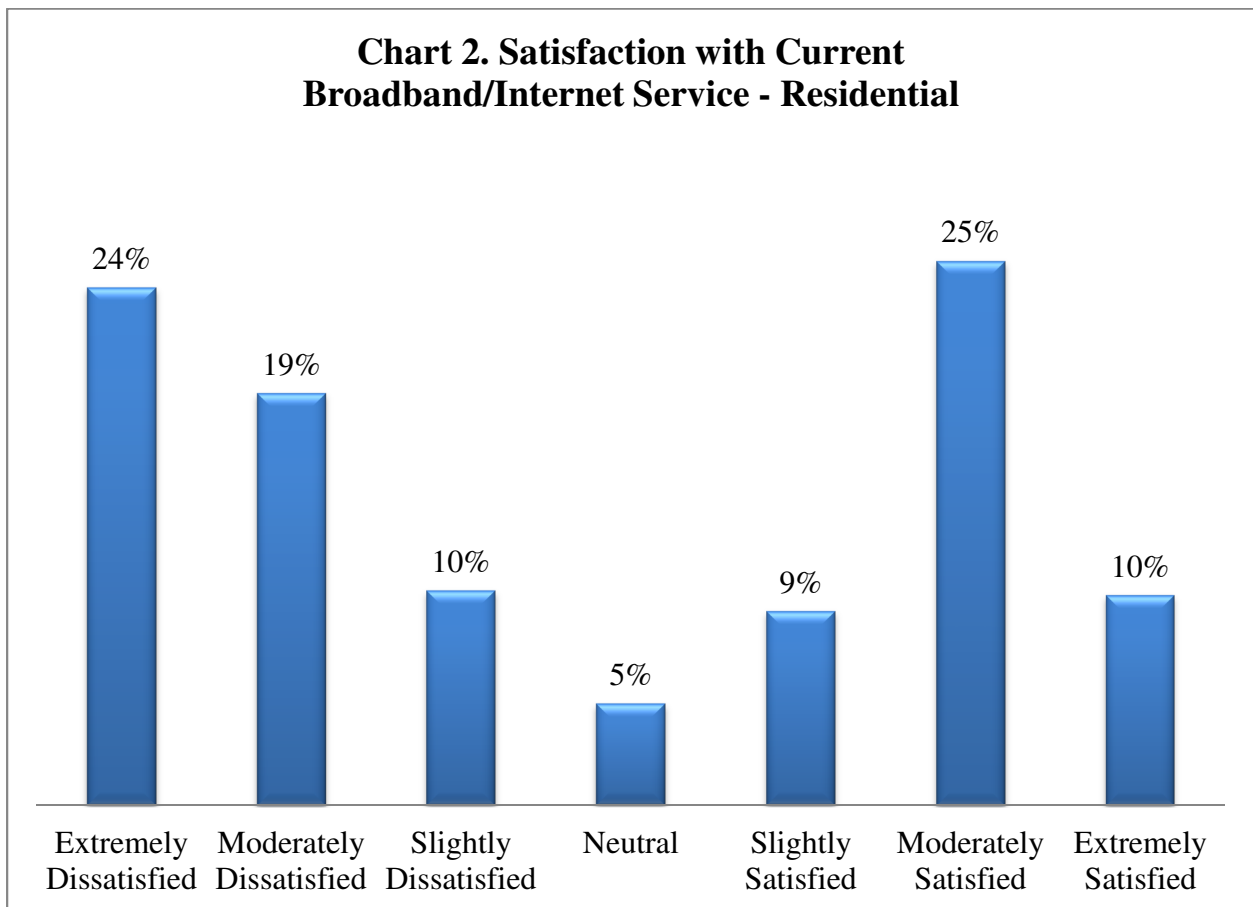
Geographic Comparison.

Cross-tabulation: Do you currently have access to Broadband/Internet service at your home?			
	Count	Yes	No
CITY OF MENOMONIE	230	92%	8%
COLFAX	121	78%	22%
DUNN	87	83%	17%
EAU GALLE	11	82%	18%
ELK MOUND	79	89%	11%
GRANT	19	89%	11%
HAY RIVER	39	56%	44%
LUCAS	50	56%	44%
MENOMONIE	234	65%	35%
NEW HAVEN	44	86%	14%
OTTER CREEK	25	88%	12%
PERU	2	100%	0%
RED CEDAR	147	57%	43%
ROCK CREEK	25	68%	32%
SAND CREEK	11	91%	9%
SHERIDAN	13	100%	0%
SHERMAN	77	56%	44%
SPRING BROOK	57	63%	37%
STANTON	61	64%	36%
TAINTER	138	83%	17%
TIFFANY	64	78%	22%
WESTON	23	78%	22%
WILSON	12	92%	8%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). This means that, not surprisingly, there are significant differences in access across the county with some portions of the county (City of Menomonie) having high levels of coverage and others (Hay River, Lucas, Red Cedar, and Sherman) with significantly lower levels of access.

Satisfaction with Internet Service

Respondents with internet service were asked to indicate their level of satisfaction with their service. Answer choices were extremely dissatisfied, moderately dissatisfied, slightly dissatisfied, neutral, slightly satisfied, moderately satisfied, and extremely satisfied. The results are shown in Chart 2. A larger proportion of respondents expressed levels of dissatisfaction than satisfaction. One in four respondents are extremely dissatisfied, while one in five are moderately dissatisfied with their Internet service. On the other end of the scale, one in ten respondents are extremely satisfied with their internet service, and one in four are moderately satisfied. Taken together, 54 percent of respondents are dissatisfied to some degree, with the largest percentage being extremely dissatisfied. Those who are satisfied to some degree comprise 44 percent of the responses, with the largest percentage being moderately satisfied.



Geographic Comparison

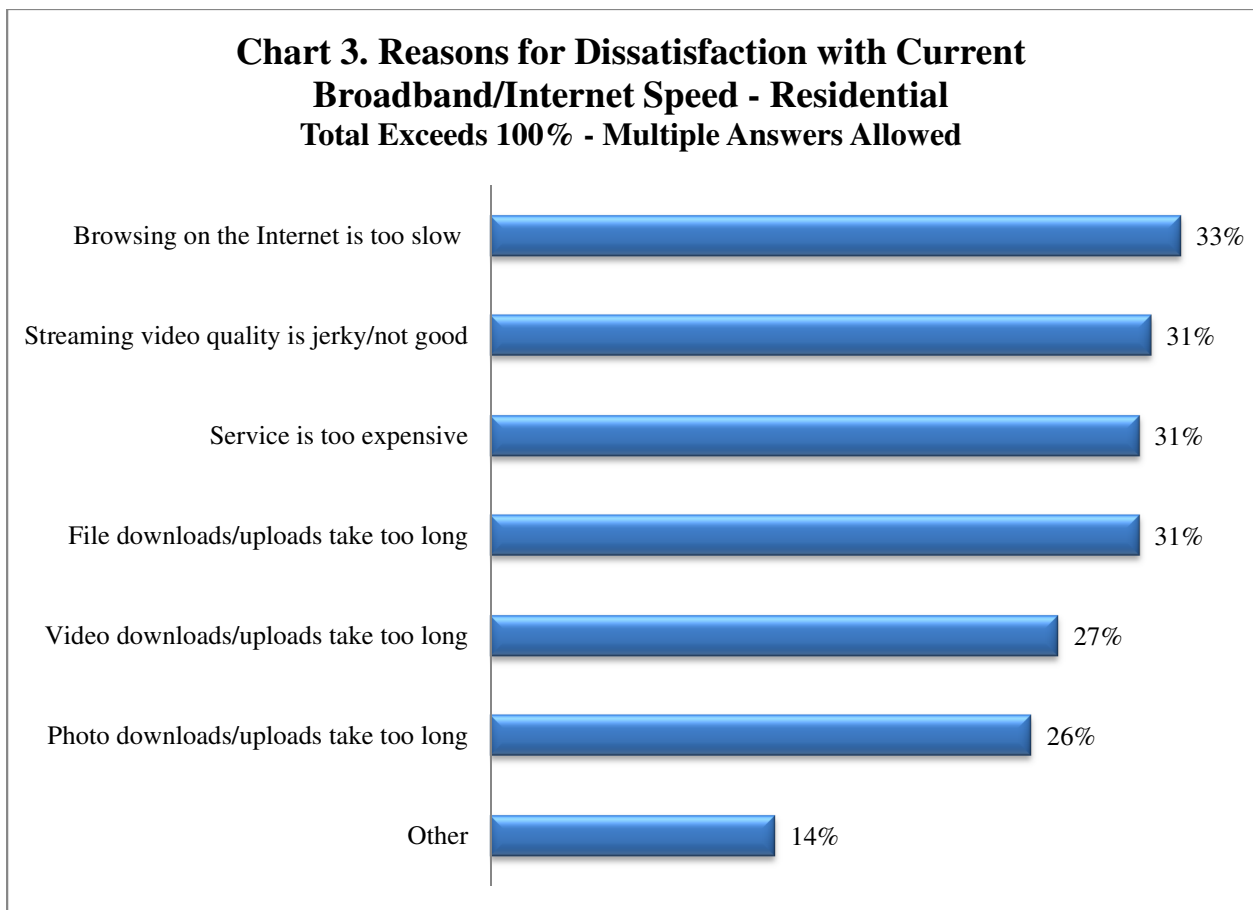
Cross-tabulation: Satisfaction With Current Broadband/Internet Service								
	Count	Extremely Dissatisfied	Moderately Dissatisfied	Slightly Dissatisfied	Neutral	Slightly Satisfied	Moderately Satisfied	Extremely Satisfied
CITY OF MENOMONIE	211	5%	14%	10%	5%	12%	37%	17%
COLFAX	94	46%	20%	10%	4%	7%	9%	4%
DUNN	72	10%	8%	8%	3%	11%	38%	22%
EAU GALLE	9	0%	11%	0%	0%	0%	33%	56%
ELK MOUND	70	24%	21%	17%	6%	14%	14%	3%
GRANT	17	12%	24%	18%	6%	6%	18%	18%
HAY RIVER	22	55%	32%	0%	0%	0%	14%	0%
LUCAS	28	64%	21%	0%	4%	4%	7%	0%
MENOMONIE	152	26%	24%	9%	5%	13%	20%	3%
NEW HAVEN	38	34%	26%	11%	3%	3%	24%	0%
OTTER CREEK	22	18%	18%	9%	5%	5%	27%	18%
PERU	2	0%	50%	0%	0%	0%	0%	50%
RED CEDAR	84	29%	25%	10%	1%	5%	25%	6%
ROCK CREEK	17	6%	6%	24%	0%	18%	18%	29%
SAND CREEK	10	10%	20%	10%	10%	20%	30%	0%
SHERIDAN	13	15%	23%	0%	15%	0%	31%	15%
SHERMAN	43	37%	26%	14%	7%	2%	14%	0%
SPRING BROOK	36	14%	19%	3%	8%	11%	28%	17%
STANTON	39	26%	13%	13%	8%	10%	28%	3%
TAINTER	113	31%	13%	8%	5%	8%	24%	11%
TIFFANY	50	28%	34%	8%	4%	4%	20%	2%
WESTON	18	39%	22%	17%	6%	6%	6%	6%
WILSON	11	9%	18%	9%	0%	0%	45%	18%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). This result highlights the fact that there are much higher levels of dissatisfaction in some jurisdictions in the county (Hay River, Colfax, Lucas, and Sherman) than in others (City of Menomonie, Dunn, and Spring Brook). Not surprisingly, places with less access tend to have higher levels of dissatisfaction.

Residential respondents who said they are not satisfied with their current internet service were asked to select their reasons from a list of six options plus an option to write a reason not on the list. Respondents could select multiple reasons. As shown in Chart 3, the responses were fairly evenly distributed. About a third of respondents chose each of the following: browsing is too slow, streaming video quality is not good, service is too expensive, and file downloads/uploads take too long.

About one in five were not satisfied because video downloads/uploads take too long or photo downloads/uploads take too long.

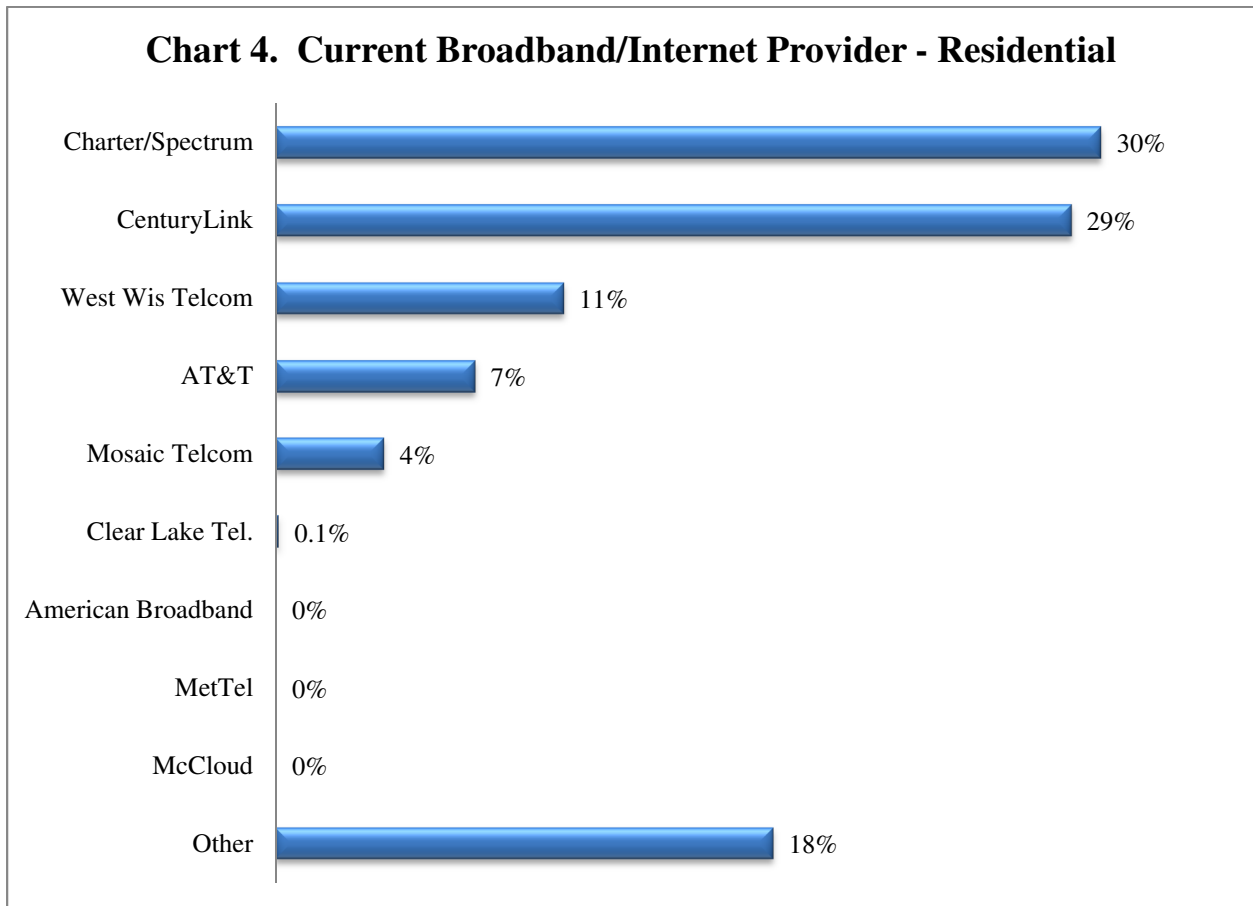
Among the responses in the “Other” category, the most frequent topic was poor reliability, comprising 81 of 201 total comments. Other complaints included data limits set by provider.



Internet Service Information and Provider

When asked to indicate the name of the company that provides their current residential internet service, two providers dominate the results. Chart 4 shows that Charter/Spectrum and CenturyLink have about 30 percent each and comprise close to 60 percent of the total. West Wisconsin Telcom was in third place with 11 percent, followed by AT&T with seven percent, and Mosaic Telcom with four percent. The remaining listed providers had less than one percent or zero percent.

Satellite providers were the most frequent responses in the “Other” category and comprised 125 of the 227 responses.



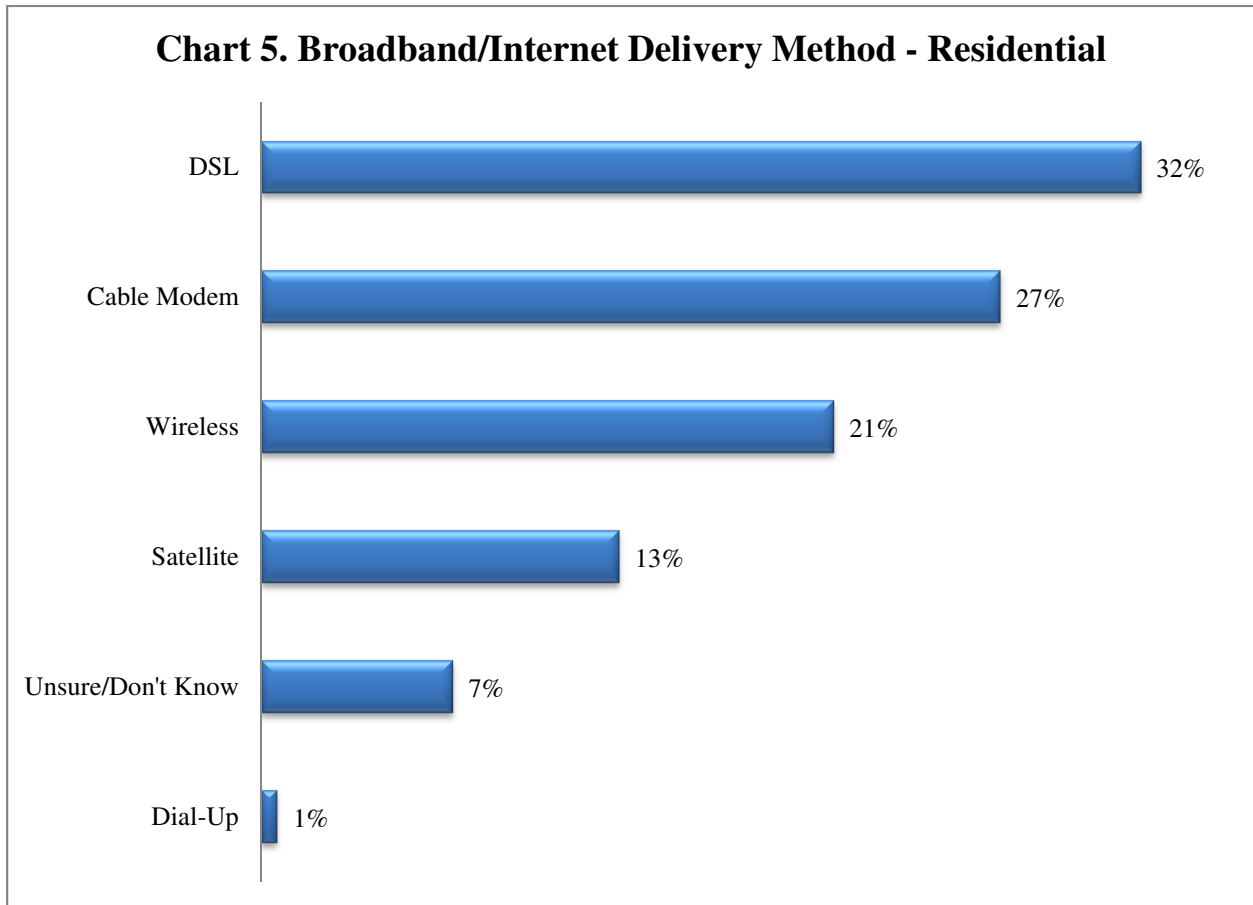
Geographic Comparison.

Cross-tabulation: Current Broadband Provider								
	Count	Century Link	Charter Spectrum	Mosaic	Clear L. Tel.	W. Wis. Tel.	AT&T	Other
CITY OF MENOMONIE	212	0%	77%	0%	0%	9%	10%	3%
COLFAX	94	76%	11%	0%	0%	0%	3%	11%
DUNN	72	6%	25%	0%	0%	56%	6%	8%
EAU GALLE	9	0%	0%	0%	0%	100%	0%	0%
ELK MOUND	70	86%	7%	0%	0%	3%	0%	4%
GRANT	17	47%	0%	41%	0%	0%	0%	12%
HAY RIVER	22	77%	0%	0%	0%	0%	5%	18%
LUCAS	26	31%	0%	0%	0%	0%	8%	62%
MENOMONIE	151	0%	36%	0%	0%	8%	18%	38%
NEW HAVEN	38	84%	0%	11%	0%	0%	0%	5%
OTTER CREEK	22	27%	0%	45%	0%	0%	9%	18%
PERU	2	0%	0%	0%	0%	50%	0%	50%
RED CEDAR	84	0%	42%	0%	1%	4%	18%	36%
ROCK CREEK	17	0%	0%	0%	0%	76%	0%	24%
SAND CREEK	10	0%	0%	90%	0%	0%	0%	10%
SHERIDAN	13	38%	0%	62%	0%	0%	0%	0%
SHERMAN	42	31%	0%	0%	0%	0%	5%	64%
SPRING BROOK	36	22%	6%	0%	0%	47%	0%	25%
STANTON	39	90%	0%	0%	0%	0%	0%	10%
TAINTER	115	36%	50%	0%	0%	0%	4%	10%
TIFFANY	50	78%	0%	0%	0%	0%	2%	20%
WESTON	18	0%	0%	0%	0%	28%	0%	72%
WILSON	11	0%	0%	82%	0%	0%	0%	18%

American Broadband, MetTel, and McCloud were not included in the analysis because no respondents from any location said any of these three were their provider.

The differences among the places are statistically significant at the 0.05 level (Chi-square test). This indicates that different providers have focused the delivery of their services in particular geographic regions. There are few places where the two main providers seem to compete with each other; Tainter Town seems to be about the only exception. Century Link is a key provider in many of the Towns with higher levels of dissatisfaction and less important in areas with higher satisfaction.

As shown in Chart 5, the largest percentage (32%) of residential respondents indicated that their internet connection is via DSL (digital subscriber line). A cable modem is used by 27 percent, wireless by 21 percent, satellite by 13 percent, and dial-up by one percent. Only seven percent said they were unsure or didn't know how their Internet service is delivered to their residences.

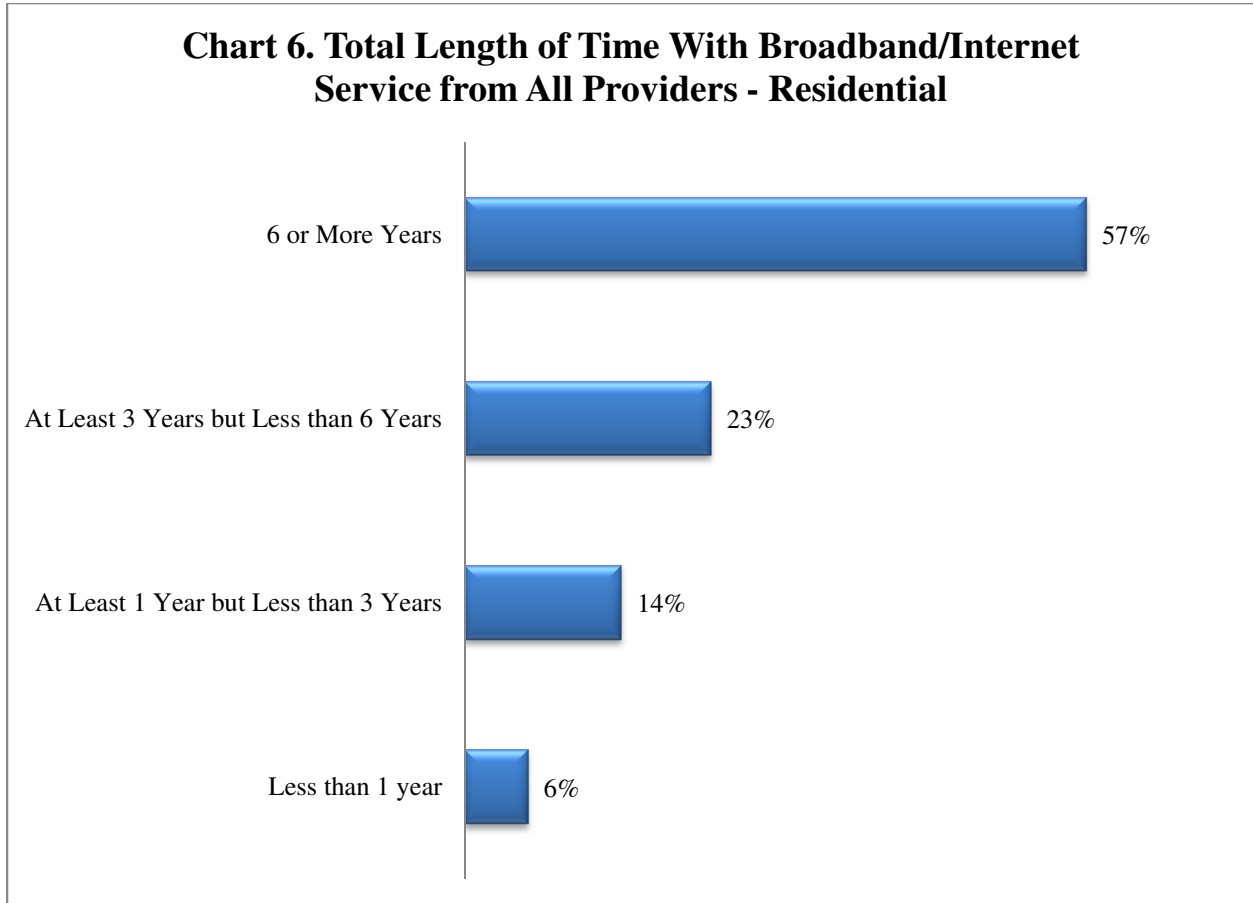


Geographic Comparison

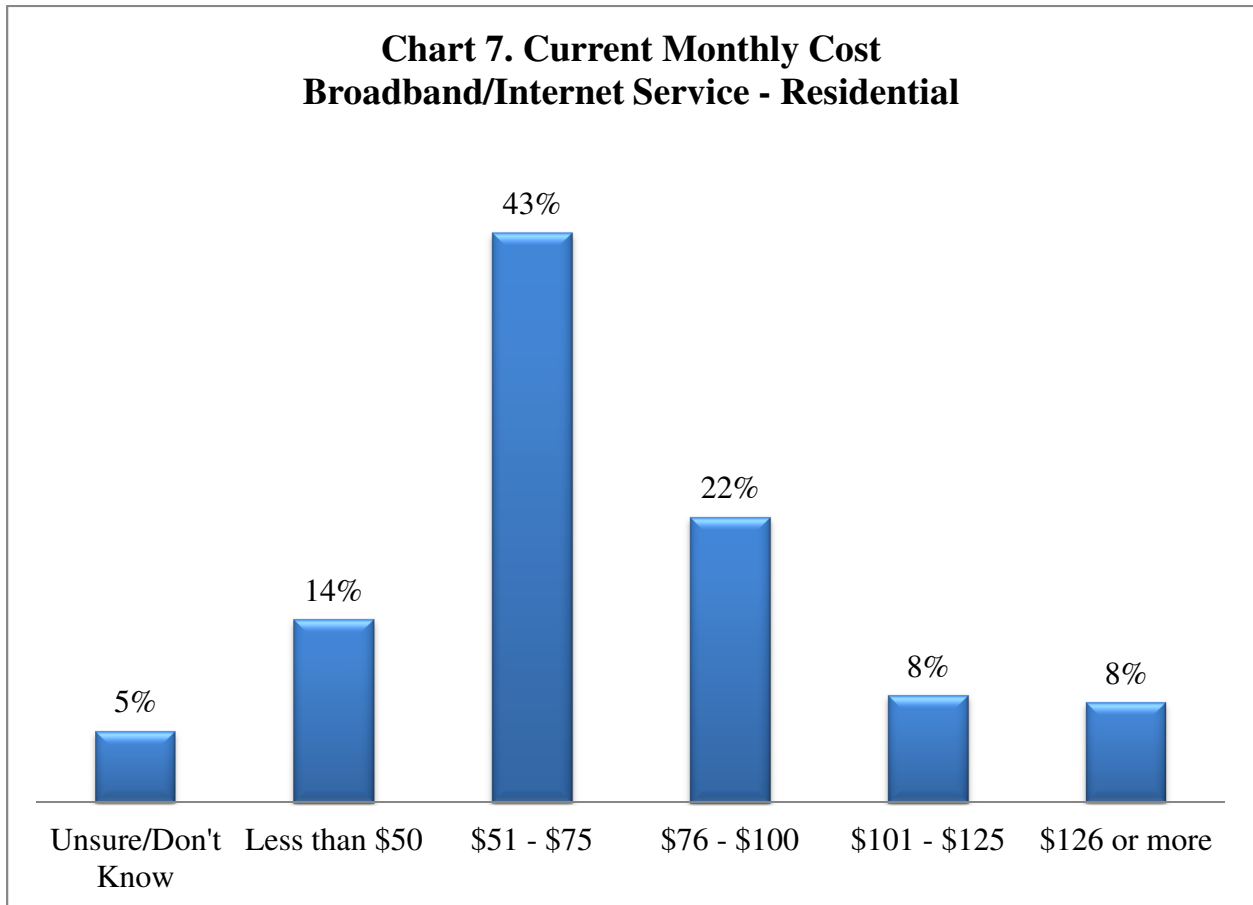
Cross-tabulation: Broadband/Internet Delivery Method							
	Count	Dial-Up	DSL	Cable Modem	Satellite	Wireless	Unsure/Don't Know
CITY OF MENOMONIE	212	0%	15%	58%	0%	25%	3%
COLFAX	94	0%	61%	11%	9%	16%	4%
DUNN	71	0%	31%	27%	3%	27%	13%
EAU GALLE	9	0%	78%	22%	0%	0%	0%
ELK MOUND	70	1%	70%	9%	4%	11%	4%
GRANT	17	0%	41%	24%	0%	18%	18%
HAY RIVER	22	0%	73%	0%	14%	14%	0%
LUCAS	27	4%	11%	0%	41%	33%	11%
MENOMONIE	152	3%	16%	28%	30%	19%	3%
NEW HAVEN	38	0%	55%	11%	5%	8%	21%
OTTER CREEK	22	0%	36%	5%	14%	18%	27%
PERU	2	0%	50%	0%	0%	50%	0%
RED CEDAR	84	0%	10%	32%	31%	24%	4%
ROCK CREEK	16	0%	25%	6%	13%	44%	13%
SAND CREEK	10	0%	40%	20%	10%	10%	20%
SHERIDAN	13	0%	62%	23%	0%	8%	8%
SHERMAN	43	0%	23%	0%	51%	21%	5%
SPRING BROOK	36	0%	36%	14%	19%	25%	6%
STANTON	39	0%	64%	3%	10%	10%	13%
TAINTER	114	0%	28%	39%	8%	19%	6%
TIFFANY	50	0%	54%	20%	4%	16%	6%
WESTON	18	6%	11%	6%	39%	22%	17%
WILSON	11	0%	27%	27%	9%	18%	18%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). This means that the service options are not distributed evenly across the County. For example, DSL looks to be much more available in places like Eau Galle, Elk Mound and Hay River than in Lucas or Red Cedar. Similarly, cable modem is much more available in the City of Menomonie than elsewhere in Dunn County.

Chart 6 indicates that over half (57%) of residential subscribers have had internet service for at least six years. Nearly a quarter of respondents have had internet service for at least three years but less than six years. Fourteen percent have had internet for at least a year but less than three years. Only six percent are relatively new to home Internet service (less than one year).



Respondents were asked to indicate the monthly cost of their residential internet service by choosing one of five ranges. As shown in Chart 7, the largest percentage of respondents said their monthly bill is between \$51 and \$75 (43%). About one in five pay \$76 to \$100, and 14% pay less than \$50. Relatively few respondents said they pay \$101 to \$125 (8%) or over \$125 (8%). Only five percent said they were unsure or did not know the amount of their monthly bill.

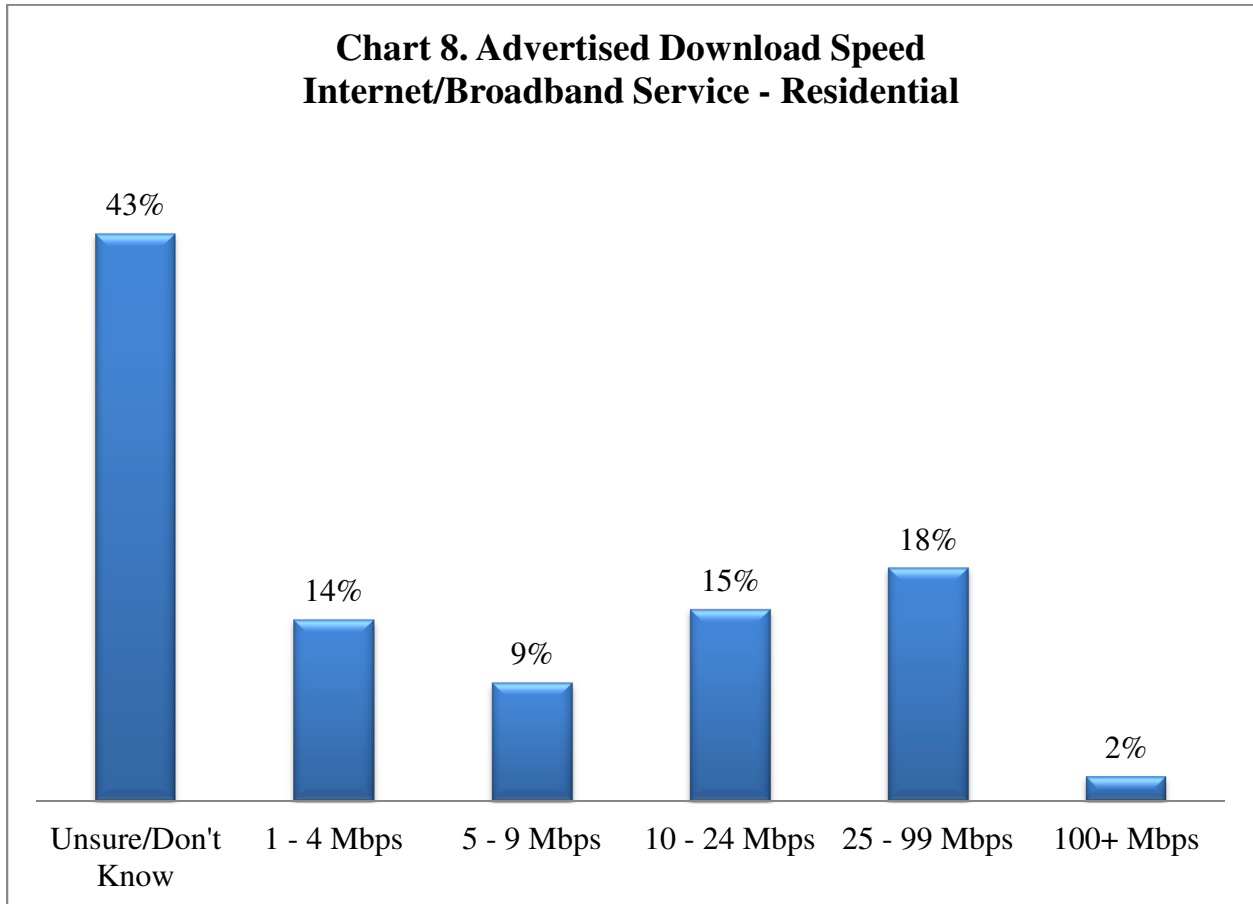


Geographic Comparison

Cross-tabulation: Current Monthly Cost for Internet/Broadband Service							
	Count	Less than \$50	\$51-\$75	\$76-\$100	\$101-\$125	\$126 or more	Unsure/Do not know
CITY OF MENOMONIE	212	15%	56%	15%	2%	8%	5%
COLFAX	94	26%	36%	19%	7%	4%	7%
DUNN	72	3%	36%	29%	6%	18%	8%
EAU GALLE	9	0%	22%	44%	11%	11%	11%
ELK MOUND	70	17%	47%	24%	7%	4%	0%
GRANT	17	35%	24%	29%	6%	0%	6%
HAY RIVER	22	14%	41%	27%	5%	9%	5%
LUCAS	28	11%	25%	25%	14%	21%	4%
MENOMONIE	151	14%	43%	17%	13%	7%	7%
NEW HAVEN	37	19%	32%	24%	19%	0%	5%
OTTER CREEK	22	14%	55%	18%	9%	5%	0%
PERU	2	0%	50%	50%	0%	0%	0%
RED CEDAR	84	7%	43%	25%	12%	12%	1%
ROCK CREEK	17	6%	24%	24%	18%	18%	12%
SAND CREEK	10	10%	70%	0%	0%	0%	20%
SHERIDAN	13	8%	85%	8%	0%	0%	0%
SHERMAN	43	7%	26%	42%	9%	12%	5%
SPRING BROOK	36	8%	22%	28%	14%	14%	14%
STANTON	39	8%	46%	15%	10%	10%	10%
TAINTER	115	12%	52%	22%	6%	3%	5%
TIFFANY	50	24%	42%	26%	4%	2%	2%
WESTON	18	11%	39%	22%	11%	17%	0%
WILSON	11	9%	55%	9%	0%	18%	9%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). There are substantially different price points across jurisdictions in Dunn County. There appears to be a weak association, at best, between monthly costs and levels of dissatisfaction. For instance, residents in Sherman were not very satisfied with their internet service and tend to pay a higher price for it. But, residents in Colfax, Hay River and Red Cedar, who also registered higher levels of dissatisfaction, seem to have relatively low monthly internet charges.

As shown in Chart 8, the largest proportion of respondents are not sure or don't know the advertised speed of their residential internet service (43%). Eighteen percent said their internet speed is between 25 and 99 Mbps (megabits per second), 15 percent said their speed is between 10 and 24 Mbps, and 14 percent said their advertised speed is between one and four Mbps. About 10 percent said their speed is between 5 and 9 Mbps, and only two percent said their internet content is delivered at 100 Mbps or more.



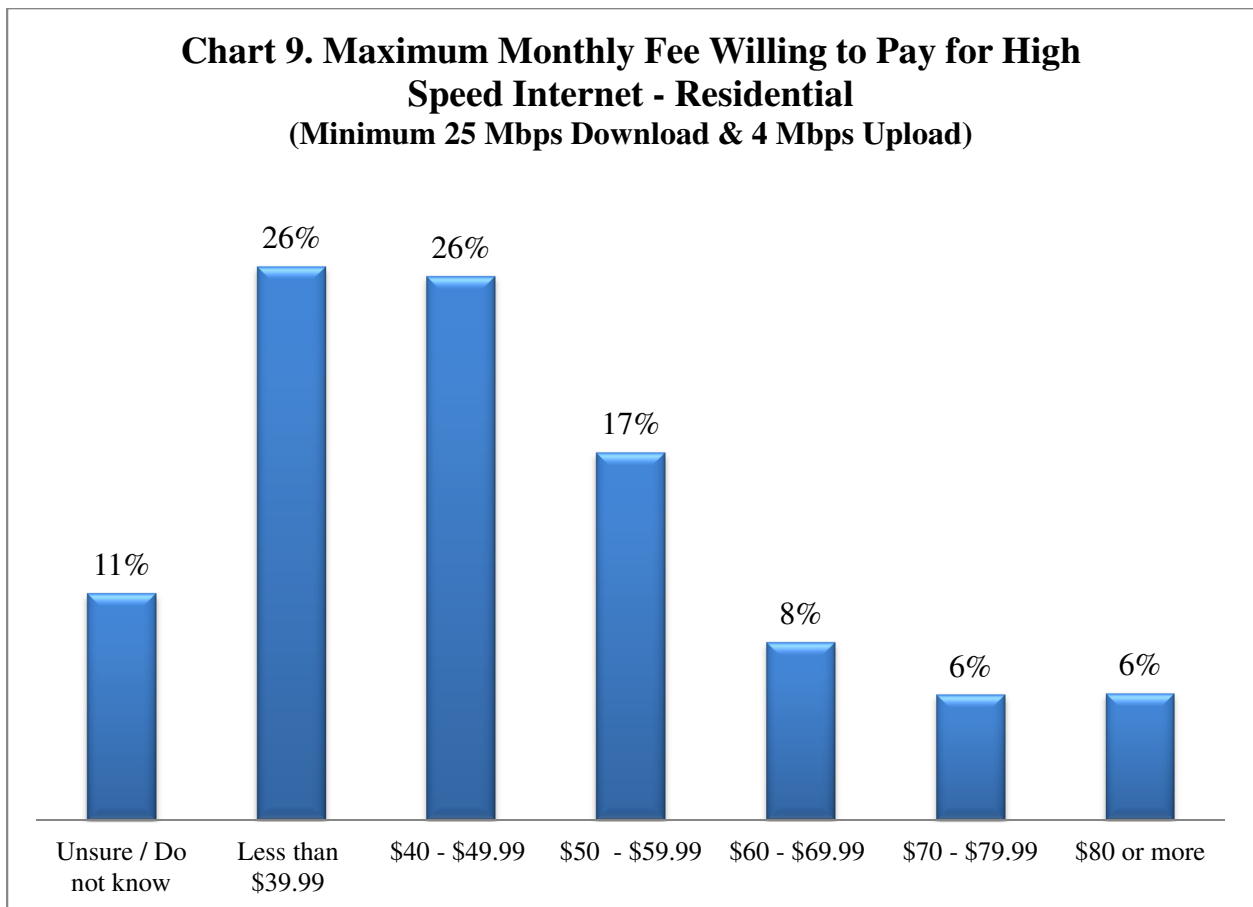
Geographic Comparison

Cross-tabulation: Advertised Download Speed							
	Count	1-4 Mbps	5-9 Mbps	10-24 Mbps	25-99 Mbps	100+ Mbps	Unsure/Do Not know
CITY OF MENOMONIE	212	5%	5%	6%	34%	4%	46%
COLFAX	94	32%	16%	17%	5%	1%	29%
DUNN	72	4%	3%	6%	25%	1%	61%
EAU GALLE	9	0%	0%	22%	33%	22%	22%
ELK MOUND	70	6%	23%	34%	4%	1%	31%
GRANT	17	12%	12%	24%	0%	0%	53%
HAY RIVER	22	32%	5%	14%	9%	0%	41%
LUCAS	28	25%	0%	18%	11%	0%	46%
MENOMONIE	152	14%	6%	9%	20%	1%	49%
NEW HAVEN	38	18%	8%	13%	5%	3%	53%
OTTER CREEK	22	9%	18%	27%	0%	5%	41%
PERU	2	0%	0%	0%	50%	0%	50%
RED CEDAR	84	13%	5%	14%	23%	1%	44%
ROCK CREEK	17	0%	0%	0%	35%	6%	59%
SAND CREEK	9	11%	33%	33%	0%	0%	22%
SHERIDAN	13	15%	0%	38%	0%	0%	46%
SHERMAN	43	19%	7%	30%	2%	2%	40%
SPRING BROOK	36	25%	0%	14%	8%	3%	50%
STANTON	39	23%	10%	28%	10%	0%	28%
TAINTER	115	15%	12%	12%	23%	0%	38%
TIFFANY	50	18%	16%	24%	2%	2%	38%
WESTON	18	11%	6%	17%	22%	0%	44%
WILSON	11	27%	9%	36%	9%	0%	18%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). There is a fairly good alignment between satisfaction with internet service and download speed; higher proportions of respondents in areas with lower levels of satisfaction (Colfax, Hay River, Lucas) tended to report slower download speeds.

Residential respondents were asked the maximum amount they would be willing to pay for high-speed internet service using the definition from the Federal Communication Commission (minimum 25 Mbps download and 4 Mbps upload). Response choices were provided in ranges as shown in Chart 9. Not unexpectedly, respondents' answers tended toward the less expensive end of the scale. The largest percentage of respondents was evenly split between those willing to pay no more than \$39.99 per month (26%) and those willing to pay \$40.00 to \$49.99 per month (also 26%).

Among respondents willing to pay at least \$50 per month, 17 percent said \$59.00 was their maximum, eight percent said \$60.00 to \$69.99, six percent said \$70.00 to \$79.99, and six percent said they would pay \$80.00 or more. About one in ten respondents were unsure or did not know how much they would pay for high-speed internet service.



Geographic Comparison

Cross-tabulation: Maximum Monthly Fee for High Speed Internet								
	Count	Less than \$40	\$40-49	\$50-59	\$60-69	\$70-79	\$80+	Don't Know/ Not Sure
CITY OF MENOMONIE	212	37%	25%	13%	9%	4%	3%	9%
COLFAX	93	28%	20%	19%	6%	12%	8%	6%
DUNN	71	21%	20%	17%	10%	6%	6%	21%
EAU GALLE	9	22%	33%	22%	0%	11%	0%	11%
ELK MOUND	70	19%	36%	26%	6%	6%	6%	3%
GRANT	17	29%	24%	6%	6%	6%	0%	29%
HAY RIVER	22	14%	36%	23%	0%	5%	14%	9%
LUCAS	28	21%	21%	18%	4%	4%	18%	14%
MENOMONIE	151	21%	25%	22%	13%	8%	5%	7%
NEW HAVEN	38	29%	32%	11%	5%	8%	3%	13%
OTTER CREEK	22	9%	14%	27%	23%	5%	9%	14%
PERU	2	0%	50%	50%	0%	0%	0%	0%
RED CEDAR	84	31%	23%	14%	10%	8%	7%	7%
ROCK CREEK	17	29%	6%	24%	12%	6%	12%	12%
SAND CREEK	9	11%	56%	22%	0%	0%	0%	11%
SHERIDAN	13	23%	23%	15%	8%	8%	0%	23%
SHERMAN	43	9%	26%	23%	16%	7%	7%	12%
SPRING BROOK	36	19%	11%	19%	3%	8%	19%	19%
STANTON	39	26%	33%	15%	0%	8%	8%	10%
TAINTER	115	30%	27%	18%	9%	3%	5%	9%
TIFFANY	50	26%	28%	16%	8%	2%	8%	12%
WESTON	18	22%	22%	11%	6%	6%	6%	28%
WILSON	11	0%	36%	27%	9%	0%	0%	27%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). Interestingly, the jurisdictions with some of the higher levels of dissatisfaction tended to have higher than average proportions of respondents saying they would be \$50 or more per month for high speed internet. The County average was 37% of respondents willing to pay \$50 or more per month but 45% of those in Colfax, 42% of those in Hay River, 44% of those in Lucas, and 53% of those in Sherman said they would pay \$50+ for high speed internet.

Internet Activities

Residential respondents were asked to indicate the number of internet users in their households by count within five age ranges. The distribution is shown in Table 1.

About 30 percent of households said they have children and/or teens under age 20 among their household Internet users. Thirty-seven percent of responding households said they have adult internet users between 20 and 35 years, 66 percent of households reported having adult internet users between age 36 and 60 years, and 40 percent said they have internet users age 61 or older. Not surprisingly, among households with users, it is most typical to have one or two users in each age group. Compared to younger and older age groups, households with adults age 36 to 60 years reported a larger percentage of two Internet users.

Table 1. How Many People (Including Yourself) Utilized Broadband/Internet Services At Your Home Within the Last Year?						
	0	1	2	3	4	5 +
Children (to age 12)	68%	13%	13%	5%	1%	1%
Teens (13-19)	71%	14%	10%	2%	1%	1%
Adults (20-35)	63%	15%	13%	3%	3%	3%
Adults (36-60)	34%	19%	40%	2%	3%	3%
Adults (61 and over)	60%	15%	23%	0%	1%	1%

Geographic Comparison:

Cross-tabulation: Children Under Age 13							
	Count	None	1	2	3	4	5+
CITY OF MENOMONIE	212	76%	8%	11%	3%	1%	0%
COLFAX	94	56%	19%	13%	6%	5%	0%
DUNN	72	67%	18%	13%	3%	0%	0%
EAU GALLE	9	100%	0%	0%	0%	0%	0%
ELK MOUND	70	53%	19%	19%	4%	4%	1%
GRANT	17	71%	12%	18%	0%	0%	0%
HAY RIVER	22	50%	23%	14%	9%	0%	5%
LUCAS	28	79%	4%	4%	14%	0%	0%
MENOMONIE	152	66%	11%	13%	7%	1%	3%
NEW HAVEN	38	76%	3%	13%	5%	3%	0%
OTTER CREEK	22	82%	14%	0%	5%	0%	0%
PERU	2	100%	0%	0%	0%	0%	0%
RED CEDAR	84	74%	10%	15%	1%	0%	0%
ROCK CREEK	17	76%	12%	6%	6%	0%	0%
SAND CREEK	10	60%	10%	20%	10%	0%	0%
SHERIDAN	13	62%	8%	8%	8%	8%	8%
SHERMAN	43	74%	16%	5%	2%	2%	0%
SPRING BROOK	36	58%	17%	22%	3%	0%	0%
STANTON	39	69%	15%	15%	0%	0%	0%
TAINTER	115	56%	19%	17%	7%	0%	1%
TIFFANY	50	78%	12%	4%	4%	0%	2%
WESTON	18	72%	11%	11%	6%	0%	0%
WILSON	11	82%	0%	18%	0%	0%	0%

The differences among the places are not statistically significant at the 0.05 level, but are statistically significant at the .10 level. (Chi-square test). In jurisdictions with a reasonable number of observations (20+), between about half and three-quarters of responding households have no children under 13 living in the home.

Cross-tabulation: Teens Age 13-19							
	Count	None	1	2	3	4	5+
CITY OF MENOMONIE	212	75%	13%	6%	2%	1%	3%
COLFAX	94	65%	18%	13%	3%	1%	0%
DUNN	72	74%	11%	14%	1%	0%	0%
EAU GALLE	9	78%	11%	11%	0%	0%	0%
ELK MOUND	70	60%	19%	16%	6%	0%	0%
GRANT	17	82%	18%	0%	0%	0%	0%
HAY RIVER	22	64%	18%	5%	5%	5%	5%
LUCAS	28	79%	7%	11%	0%	0%	4%
MENOMONIE	152	76%	13%	9%	1%	2%	1%
NEW HAVEN	38	68%	13%	11%	3%	3%	3%
OTTER CREEK	22	82%	5%	14%	0%	0%	0%
PERU	2	100%	0%	0%	0%	0%	0%
RED CEDAR	84	71%	19%	7%	1%	1%	0%
ROCK CREEK	17	76%	12%	6%	6%	0%	0%
SAND CREEK	10	60%	30%	10%	0%	0%	0%
SHERIDAN	13	100%	0%	0%	0%	0%	0%
SHERMAN	43	70%	16%	9%	0%	5%	0%
SPRING BROOK	36	69%	14%	11%	6%	0%	0%
STANTON	39	62%	21%	10%	5%	3%	0%
TAINTER	115	68%	13%	15%	3%	0%	2%
TIFFANY	50	60%	20%	12%	4%	2%	2%
WESTON	18	72%	11%	17%	0%	0%	0%
WILSON	11	100%	0%	0%	0%	0%	0%

The differences among the places are not statistically significant (Chi-Square test). This means there is no difference in the probability of having a teen in the household across jurisdictions in Dunn County. For jurisdictions with 20 or more respondents, generally between about two-thirds and three-quarters of responding households had no teenagers living in the home.

Cross-tabulation: Adults Age 20-35							
	Count	None	1	2	3	4	5+
CITY OF MENOMONIE	212	60%	15%	13%	3%	5%	4%
COLFAX	94	64%	14%	11%	5%	2%	4%
DUNN	72	63%	18%	11%	4%	3%	1%
EAU GALLE	9	67%	11%	11%	11%	0%	0%
ELK MOUND	70	60%	10%	21%	3%	3%	3%
GRANT	17	82%	6%	6%	0%	0%	6%
HAY RIVER	22	64%	5%	14%	5%	0%	14%
LUCAS	28	71%	11%	14%	0%	0%	4%
MENOMONIE	152	57%	17%	17%	2%	3%	5%
NEW HAVEN	38	66%	8%	13%	3%	5%	5%
OTTER CREEK	22	73%	5%	18%	0%	0%	5%
PERU	2	50%	0%	0%	50%	0%	0%
RED CEDAR	84	70%	13%	8%	2%	4%	2%
ROCK CREEK	17	76%	12%	6%	0%	6%	0%
SAND CREEK	10	70%	10%	20%	0%	0%	0%
SHERIDAN	13	85%	0%	8%	0%	0%	8%
SHERMAN	43	58%	16%	16%	0%	5%	5%
SPRING BROOK	36	56%	22%	14%	3%	3%	3%
STANTON	39	74%	10%	8%	5%	3%	0%
TAINTER	115	63%	20%	9%	5%	2%	2%
TIFFANY	50	68%	12%	10%	0%	6%	4%
WESTON	18	56%	17%	11%	11%	0%	6%
WILSON	11	64%	27%	9%	0%	0%	0%

The differences among the places are not statistically significant (Chi-Square test). Again, between about half and three-quarters of responding households included no one in the 20-35 age range.

Cross-tabulation: Adults Age 36-60							
	Count	None	1	2	3	4	5+
CITY OF MENOMONIE	212	40%	20%	29%	2%	4%	5%
COLFAX	94	29%	19%	45%	1%	4%	2%
DUNN	72	25%	14%	56%	1%	0%	4%
EAU GALLE	9	67%	11%	22%	0%	0%	0%
ELK MOUND	70	27%	17%	51%	0%	1%	3%
GRANT	17	41%	6%	35%	6%	6%	6%
HAY RIVER	22	32%	23%	36%	0%	0%	9%
LUCAS	28	50%	11%	32%	4%	0%	4%
MENOMONIE	152	36%	24%	32%	2%	3%	2%
NEW HAVEN	38	42%	18%	32%	3%	3%	3%
OTTER CREEK	22	23%	14%	55%	5%	0%	5%
PERU	2	0%	0%	100%	0%	0%	0%
RED CEDAR	84	30%	23%	44%	1%	0%	2%
ROCK CREEK	17	41%	6%	47%	0%	6%	0%
SAND CREEK	10	40%	10%	30%	10%	10%	0%
SHERIDAN	13	62%	15%	23%	0%	0%	0%
SHERMAN	43	28%	16%	47%	0%	7%	2%
SPRING BROOK	36	25%	22%	42%	3%	3%	6%
STANTON	39	31%	15%	49%	0%	5%	0%
TAINTER	115	30%	21%	39%	4%	5%	1%
TIFFANY	50	38%	16%	42%	0%	2%	2%
WESTON	18	28%	6%	67%	0%	0%	0%
WILSON	11	55%	9%	36%	0%	0%	0%

The differences among the places are not statistically significant (Chi-Square test). In most jurisdictions more than half the respondents had adults in the 36-60 age range.

Cross-tabulation: Adults Age 61+							
	Count	None	1	2	3	4	5+
CITY OF MENOMONIE	212	59%	19%	19%	0%	1%	1%
COLFAX	94	61%	15%	22%	0%	0%	2%
DUNN	72	71%	8%	18%	1%	1%	0%
EAU GALLE	9	44%	11%	44%	0%	0%	0%
ELK MOUND	70	76%	9%	13%	0%	1%	1%
GRANT	17	47%	6%	41%	6%	0%	0%
HAY RIVER	22	59%	14%	18%	0%	9%	0%
LUCAS	28	46%	14%	36%	0%	4%	0%
MENOMONIE	152	57%	17%	23%	1%	1%	1%
NEW HAVEN	38	55%	13%	29%	0%	0%	3%
OTTER CREEK	22	45%	27%	23%	0%	5%	0%
PERU	2	100%	0%	0%	0%	0%	0%
RED CEDAR	84	62%	12%	26%	0%	0%	0%
ROCK CREEK	17	53%	24%	24%	0%	0%	0%
SAND CREEK	10	20%	10%	70%	0%	0%	0%
SHERIDAN	13	31%	15%	54%	0%	0%	0%
SHERMAN	43	63%	19%	14%	0%	2%	2%
SPRING BROOK	36	61%	22%	17%	0%	0%	0%
STANTON	39	77%	5%	18%	0%	0%	0%
TAINTER	115	55%	14%	28%	0%	1%	3%
TIFFANY	50	52%	12%	32%	2%	2%	0%
WESTON	18	78%	11%	11%	0%	0%	0%
WILSON	11	45%	9%	45%	0%	0%	0%

The differences among the places are not statistically significant (Chi-Square test). In general, again, between half and three quarters of responding households had no one over 61 years of age.

The most frequent uses of the internet among residential respondents are shown in Chart 10. The survey contained a list of seven common internet activities plus an “Other” option where respondents could enter an activity not included in the list. Respondents were asked to rank the activities by overall frequency of use in their households. To analyze the results, the SRC assigned a point value for each rank. The top rank was assigned eight points. The second rank received seven points. The point assignment continued down the scale to the eighth rank, which received one point. The SRC multiplied the counts for rank in each activity by the appropriate point values to calculate an overall point total for each activity.

Email stood out as the most frequent use, and social networking ranked second. Shopping and reading news and blogs were essentially tied for third. There was a noticeable gap to the next group of activities, which included downloading music or video and distance learning, because it is more specialized, it isn’t surprising that activities related to farming and agriculture, was a less frequent internet use.

Among the responses in the “Other” category, the most common was working from home, which tallied the most points for the most important activity (60 of 115).

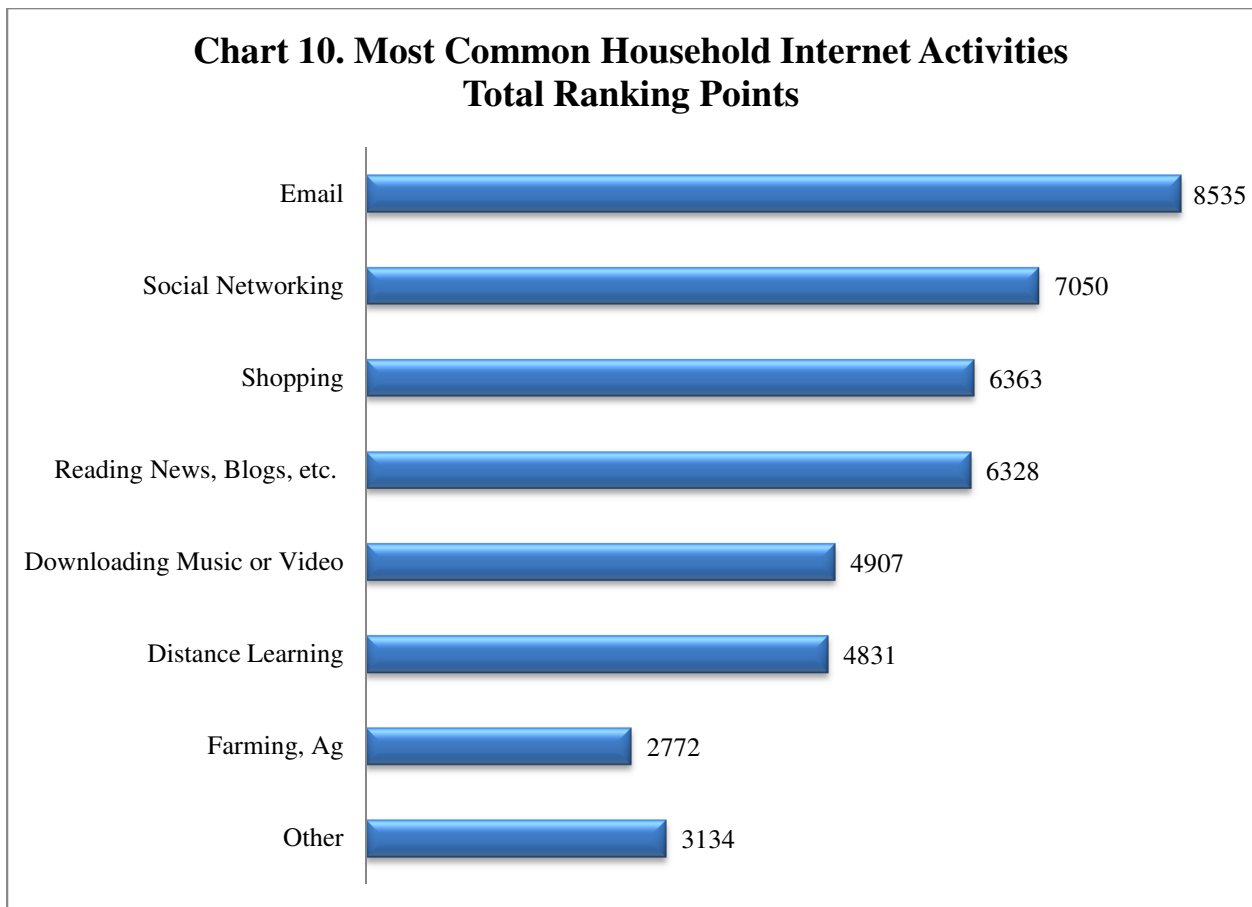
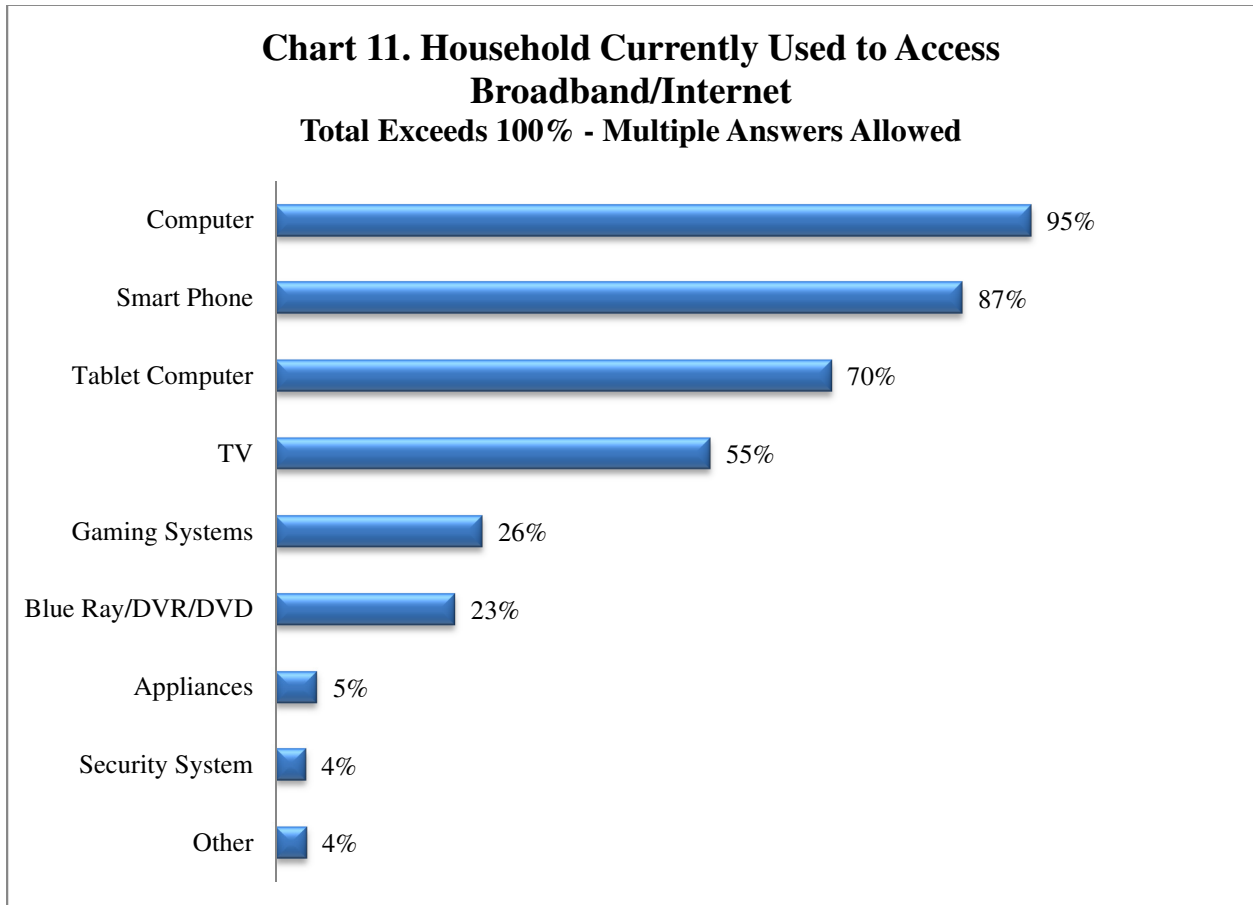


Chart 11 shows the percentage of households that have various internet-capable devices. Nearly all respondents said they have a computer (95%), followed closely by 87 percent with smart phones. Seven in ten households have a tablet computer, and slightly over half of respondents said they have a television that is internet-capable. About a quarter of respondents said they have gaming systems connected to the internet (26%), Blue Ray/DVR/DVD devices (23%). Far fewer said they have appliances (5%) or security systems (4%) that connect to the internet.

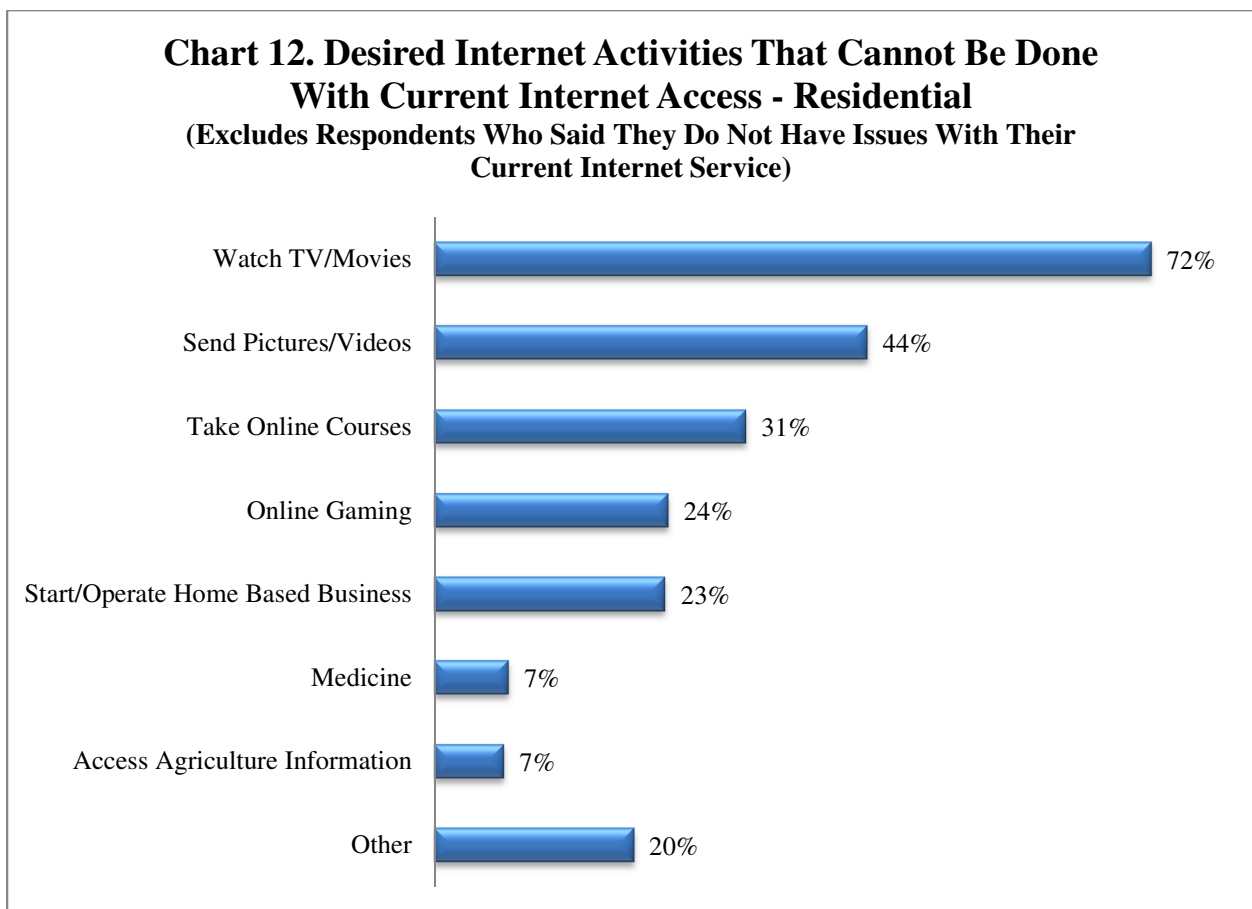
The most frequent response in the “Other” category included smart home devices such as thermostats (12 of 47 responses).



The types of internet activities that respondents would like to do on the internet but cannot do with their current connections are shown in Chart 12. Respondents are, by far and away, most interested in being able to watch television/movies if they had an adequate internet connection (72%). Sending pictures and videos was a distant second place (44%), followed by online classes (31%), online gaming (24%), and starting or operating a home-based business (23%).

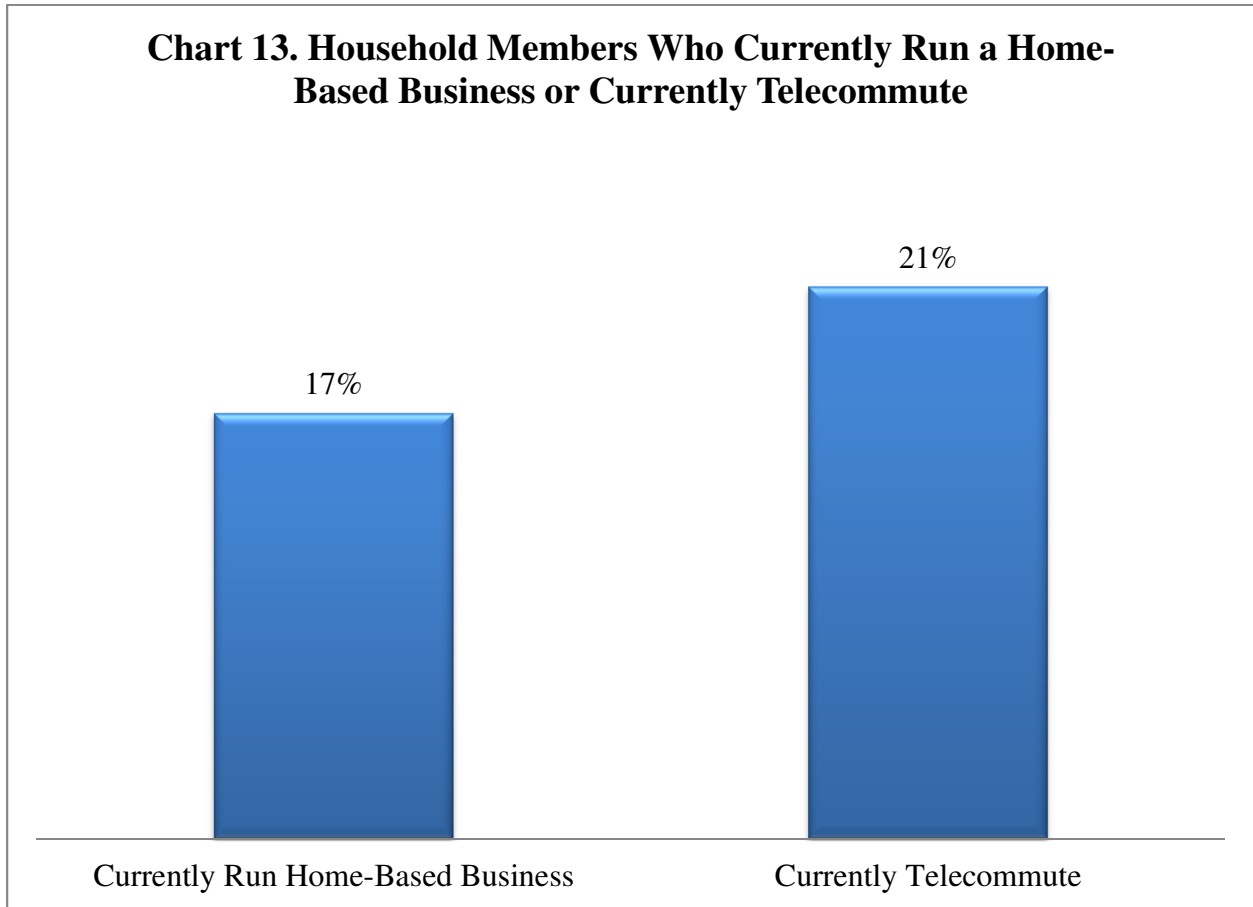
Relatively few chose accessing medical information or accessing agricultural information (7% each).

The comments by respondents who selected “Other” most often centered around the desire to have faster speeds to improve many internet activities and tasks (71 of 133 responses).



Business Internet Activities

Respondents were asked about home-based business activities and telecommuting to work. First they were asked if any household members currently run a home-based business or currently telecommute. The results in Chart 13 show that 17 percent of responding households have a member who currently runs a home-based business, and 21 percent currently telecommute.



Geographic Comparison

Cross-tabulation: Household Member Currently Runs Home-Based Business			
	Count	Yes	No
CITY OF MENOMONIE	211	14%	86%
COLFAX	92	21%	79%
DUNN	71	13%	87%
EAU GALLE	9	11%	89%
ELK MOUND	69	19%	81%
GRANT	15	20%	80%
HAY RIVER	21	29%	71%
LUCAS	27	26%	74%
MENOMONIE	149	13%	87%
NEW HAVEN	37	16%	84%
OTTER CREEK	22	5%	95%
PERU	2	0%	100%
RED CEDAR	83	16%	84%
ROCK CREEK	17	18%	82%
SAND CREEK	9	0%	100%
SHERIDAN	13	15%	85%
SHERMAN	43	23%	77%
SPRING BROOK	36	19%	81%
STANTON	37	27%	73%
TAINTER	112	13%	87%
TIFFANY	48	19%	81%
WESTON	17	24%	76%
WILSON	11	9%	91%

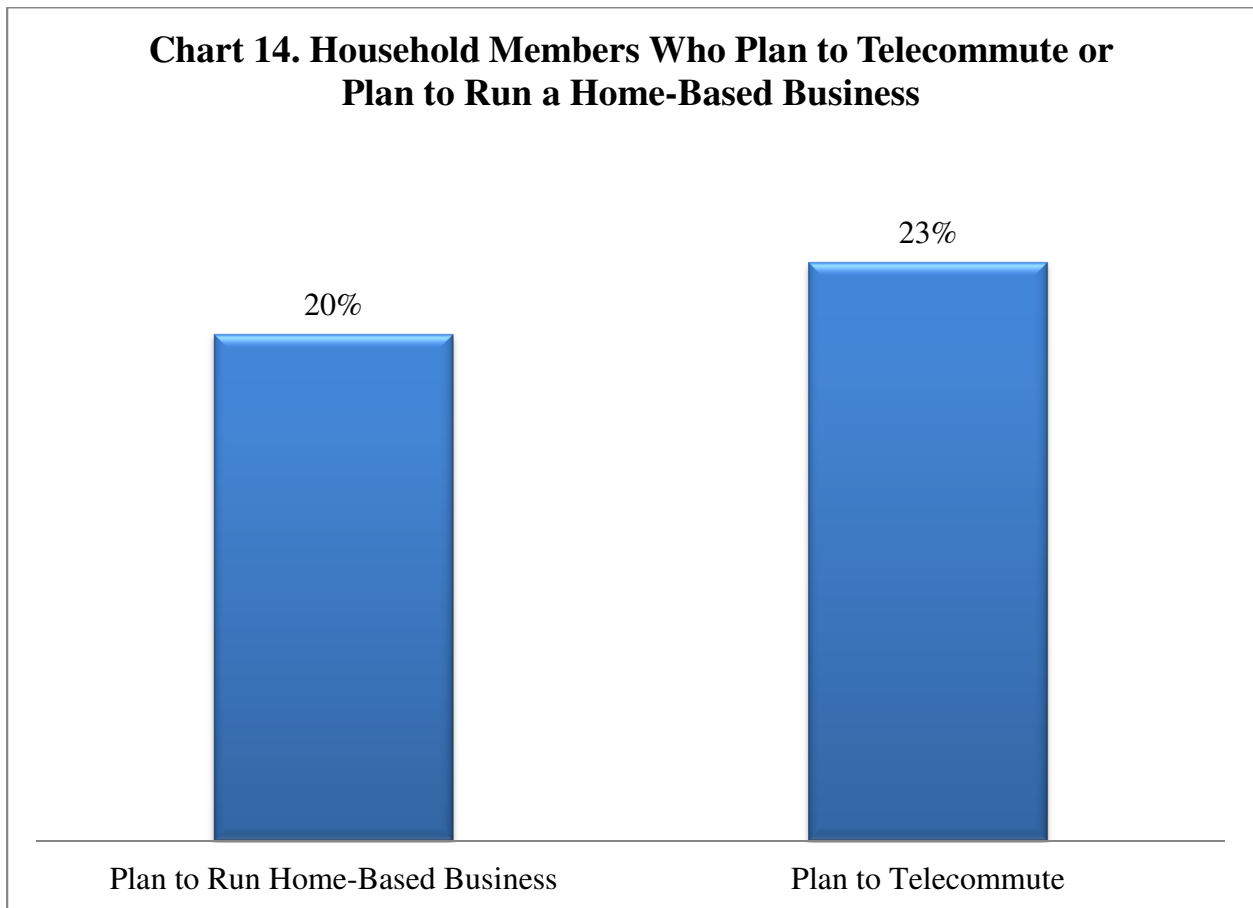
The differences among the places are not statistically significant (Chi-Square test). This means there is not a strong geographic association with the likelihood of having a home business; respondents in more rural areas of the County seem no less likely to have a home-based business as in the City of Menomonie.

Cross-tabulation: Household Member Currently Telecommutes

	Count	Yes	No
CITY OF MENOMONIE	207	20%	80%
COLFAX	92	21%	79%
DUNN	70	11%	89%
EAU GALLE	9	11%	89%
ELK MOUND	66	23%	77%
GRANT	17	24%	76%
HAY RIVER	22	18%	82%
LUCAS	26	23%	77%
MENOMONIE	147	15%	85%
NEW HAVEN	37	19%	81%
OTTER CREEK	22	5%	95%
PERU	2	0%	100%
RED CEDAR	79	18%	82%
ROCK CREEK	17	24%	76%
SAND CREEK	8	13%	88%
SHERIDAN	13	31%	69%
SHERMAN	39	31%	69%
SPRING BROOK	35	29%	71%
STANTON	37	38%	62%
TAINTER	110	29%	71%
TIFFANY	46	28%	72%
WESTON	17	24%	76%
WILSON	11	18%	82%

The differences among the places are not statistically significant (Chi-Square test). Again, there appears to be no geographic association with the likelihood of telecommuting.

In addition to the 17 percent of respondents who said they currently have a home-based business, an additional 20 percent indicated they are planning to do so. Similarly, 23 percent said they plan to telecommute in addition to the 21 percent who already telecommute. (Chart 14)



Geographic Comparison

Cross-tabulation: Household Member Plans to Run Home-Based Business			
	Count	Yes	No
CITY OF MENOMONIE	206	17%	83%
COLFAX	89	35%	65%
DUNN	70	14%	86%
EAU GALLE	9	11%	89%
ELK MOUND	66	24%	76%
GRANT	16	6%	94%
HAY RIVER	21	33%	67%
LUCAS	28	43%	57%
MENOMONIE	145	16%	84%
NEW HAVEN	35	11%	89%
OTTER CREEK	22	9%	91%
PERU	2	0%	100%
RED CEDAR	80	30%	70%
ROCK CREEK	16	13%	88%
SAND CREEK	9	22%	78%
SHERIDAN	13	31%	69%
SHERMAN	42	12%	88%
SPRING BROOK	36	17%	83%
STANTON	36	33%	67%
TAINTER	107	17%	83%
TIFFANY	45	9%	91%
WESTON	16	25%	75%
WILSON	11	9%	91%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). Interestingly, many of the jurisdictions with higher levels of dissatisfaction seem particularly likely to expect to run a home-based business in the future (Colfax, Hay River, and Lucas).

Cross-tabulation: Household Member Plans to Telecommute

	Count	Yes	No
CITY OF MENOMONIE	203	14%	86%
COLFAX	88	35%	65%
DUNN	68	16%	84%
EAU GALLE	9	11%	89%
ELK MOUND	65	25%	75%
GRANT	16	13%	88%
HAY RIVER	21	43%	57%
LUCAS	26	38%	62%
MENOMONIE	146	17%	83%
NEW HAVEN	36	17%	83%
OTTER CREEK	22	5%	95%
PERU	2	0%	100%
RED CEDAR	78	26%	74%
ROCK CREEK	17	18%	82%
SAND CREEK	8	0%	100%
SHERIDAN	12	25%	75%
SHERMAN	40	28%	73%
SPRING BROOK	35	37%	63%
STANTON	35	34%	66%
TAINTER	108	27%	73%
TIFFANY	46	33%	67%
WESTON	16	19%	81%
WILSON	11	18%	82%

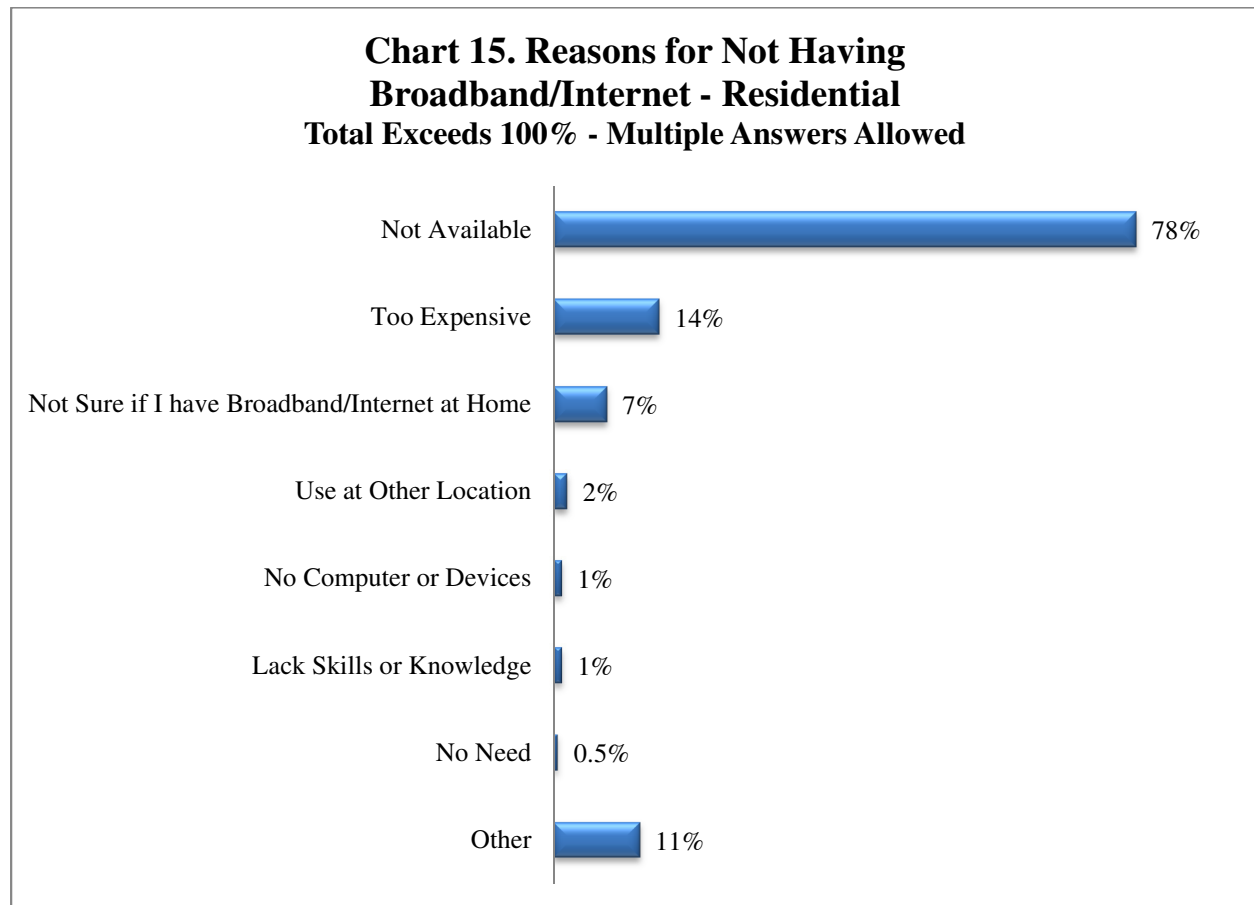
The differences among the places are statistically significant at the 0.05 level (Chi-square test). Again, places with lower levels of satisfaction with internet service tend to have higher proportions of respondents who expect to telecommute in the future (Colfax, Hay River, Lucas, and Sherman).

As noted earlier, residential respondents who said they do not have internet service in their homes were asked a separate set of questions.

Non-subscribers to internet service were asked to identify the reason for not having service. Seven choices were listed, and respondents could choose as many as applied. There was also an “Other” option to enter a reason not on the list. Results are shown in Chart 15. By far, the largest proportion of respondents said they didn’t have internet service at their home because it is not available at their location (78%). Only 14 percent said that cost was a limiting factor.

Relatively few respondents said they are not sure if they have internet at home (7%), connect to the internet at a different location (2%), have no internet-capable devices (1%), lack the skills or knowledge to use the internet (1%), or have no need (0.5%).

Among the most frequent comments in the “Other” category were complaints about satellite internet service and the lack of broadband internet availability in general (25 of 46 responses).



Cross-tabulation: Not Available		
	Count	Yes
CITY OF MENOMONIE	18	33%
COLFAX	27	59%
DUNN	15	87%
EAU GALLE	2	50%
ELK MOUND	9	44%
GRANT	2	100%
HAY RIVER	17	88%
LUCAS	22	86%
MENOMONIE	82	83%
NEW HAVEN	6	67%
OTTER CREEK	3	100%
RED CEDAR	63	87%
ROCK CREEK	8	75%
SAND CREEK	1	0%
SHERMAN	34	91%
SPRING BROOK	21	90%
STANTON	22	73%
TAINTER	23	83%
TIFFANY	14	79%
WESTON	5	80%
WILSON	1	0%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). As expected, jurisdictions with higher levels of dissatisfaction (Hay River, Lucas, Red Cedar, and Sherman) had higher than average proportions of respondents saying the internet was not available at their residence.

Cross-tabulation: Too Expensive		
	Count	Yes
CITY OF MENOMONIE	18	44%
COLFAX	27	11%
DUNN	15	27%
EAU GALLE	2	0%
ELK MOUND	9	11%
GRANT	2	0%
HAY RIVER	17	6%
LUCAS	22	14%
MENOMONIE	82	15%
NEW HAVEN	6	33%
OTTER CREEK	3	0%
RED CEDAR	63	8%
ROCK CREEK	8	13%
SAND CREEK	1	0%
SHERMAN	34	6%
SPRING BROOK	21	5%
STANTON	22	23%
TAINTER	23	13%
TIFFANY	14	29%
WESTON	5	0%
WILSON	1	100%

The differences among the places are statistically significant at the 0.05 level (Chi-square test). The cost of internet was cited at particularly high levels in the city of Menomonie.

Cross-tabulation: No Need		
	Count	Yes
CITY OF MENOMONIE	18	0%
COLFAX	27	0%
DUNN	15	0%
EAU GALLE	2	0%
ELK MOUND	9	0%
GRANT	2	0%
HAY RIVER	17	0%
LUCAS	22	0%
MENOMONIE	82	0%
NEW HAVEN	6	0%
OTTER CREEK	3	0%
RED CEDAR	63	0%
ROCK CREEK	8	0%
SAND CREEK	1	0%
SHERMAN	34	0%
SPRING BROOK	21	0%
STANTON	22	0%
TAINTER	23	4%
TIFFANY	14	7%
WESTON	5	0%
WILSON	1	0%

The differences among the places are not statistically significant (Chi-Square test).

Cross-tabulation: Lack Skills		
	Count	Yes
CITY OF MENOMONIE	18	6%
COLFAX	27	0%
DUNN	15	0%
EAU GALLE	2	0%
ELK MOUND	9	0%
GRANT	2	0%
HAY RIVER	17	0%
LUCAS	22	0%
MENOMONIE	82	0%
NEW HAVEN	6	0%
OTTER CREEK	3	0%
RED CEDAR	63	0%
ROCK CREEK	8	0%
SAND CREEK	1	0%
SHERMAN	34	0%
SPRING BROOK	21	0%
STANTON	22	5%
TAINTER	23	4%
TIFFANY	14	0%
WESTON	5	0%
WILSON	1	0%

The differences among the places are not statistically significant (Chi-Square test).

Cross-tabulation: No Computer		
	Count	Yes
CITY OF MENOMONIE	18	6%
COLFAX	27	0%
DUNN	15	7%
EAU GALLE	2	0%
ELK MOUND	9	0%
GRANT	2	0%
HAY RIVER	17	0%
LUCAS	22	0%
MENOMONIE	82	1%
NEW HAVEN	6	0%
OTTER CREEK	3	0%
RED CEDAR	63	0%
ROCK CREEK	8	0%
SAND CREEK	1	0%
SHERMAN	34	0%
SPRING BROOK	21	0%
STANTON	22	0%
TAINTER	23	4%
TIFFANY	14	0%
WESTON	5	0%
WILSON	1	0%

The differences among the places are not statistically significant (Chi-Square test).

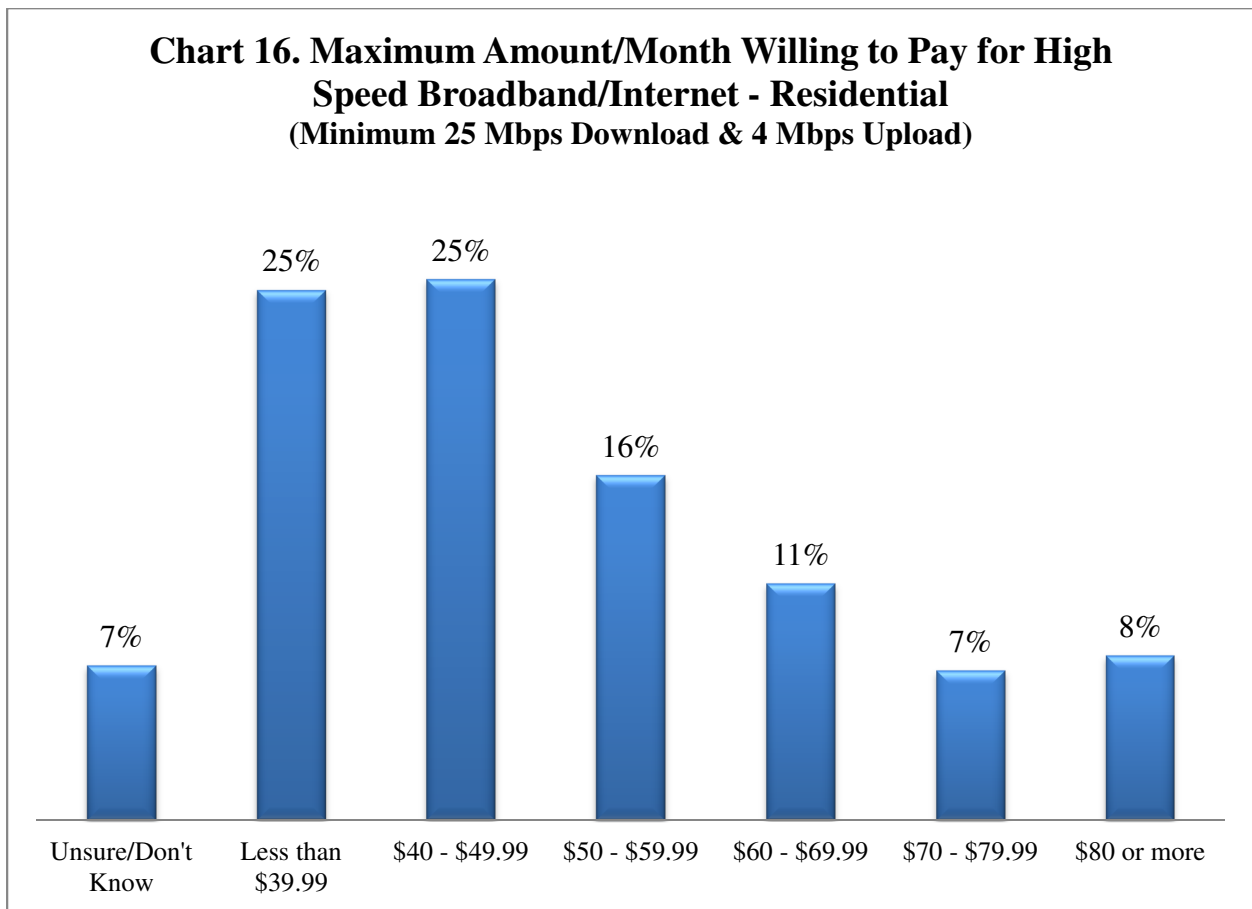
Cross-tabulation: Not Sure If I have Internet

	Count	Yes
CITY OF MENOMONIE	18	11%
COLFAX	27	15%
DUNN	15	7%
EAU GALLE	2	50%
ELK MOUND	9	22%
GRANT	2	0%
HAY RIVER	17	6%
LUCAS	22	0%
MENOMONIE	82	6%
NEW HAVEN	6	17%
OTTER CREEK	3	0%
RED CEDAR	63	0%
ROCK CREEK	8	0%
SAND CREEK	1	0%
SHERMAN	34	3%
SPRING BROOK	21	5%
STANTON	22	0%
TAINTER	23	4%
TIFFANY	14	14%
WESTON	5	20%
WILSON	1	0%

The differences among the places are not statistically significant at the 0.05 level, but are statistically significant at the .10 level. (Chi-square test). Uncertainty about availability was quite a bit higher than average in the City of Menomonie and Colfax .

Non-subscribers were asked how much they would be willing to pay per month for high-speed internet service to their homes using the definition from the Federal Communication Commission (minimum 25 Mbps download and 4 Mbps upload). The results are shown in Chart 16 and are very similar to the results of the same question asked of respondents who currently have internet service (see Chart 9). Again, the responses tended to be toward the less expensive end of the scale, and the largest percentages were evenly split between those willing to pay no more than \$39.99 per month (25%) and those willing to pay \$40.00 to \$49.99 per month (26%).

Among respondents willing to pay at least \$50.00 per month, 16 percent said \$59.99 was their maximum, 11 percent said \$60.00 to \$69.99, seven percent said \$70.00 to \$79.99, and eight percent said they would pay \$80.00 or more. About seven percent were unsure or did not know how much they would pay for high-speed internet service.



Geographic Comparison

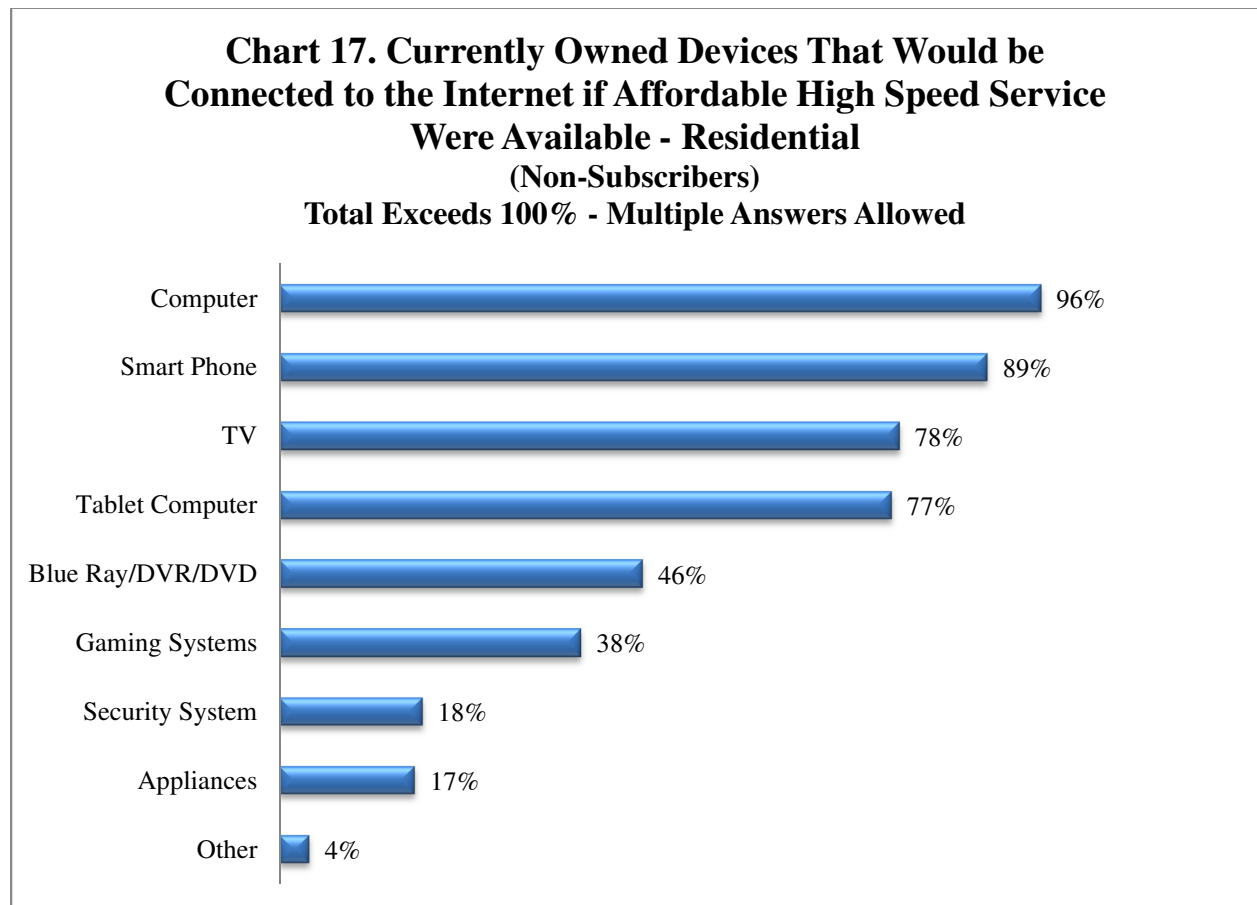
Cross-tabulation: Maximum Monthly Willing to Pay for High-Speed Internet								
	Count	Less than \$40	\$40-49	\$50-59	\$60-69	\$70-79	\$80+	Unsure/ Don't Know
CITY OF MENOMONIE	18	50%	17%	6%	6%	11%	6%	6%
COLFAX	27	26%	19%	26%	4%	7%	11%	7%
DUNN	15	33%	13%	13%	13%	13%	7%	7%
EAU GALLE	2	50%	0%	0%	0%	0%	0%	50%
ELK MOUND	9	22%	44%	22%	0%	0%	0%	11%
GRANT	2	50%	0%	50%	0%	0%	0%	0%
HAY RIVER	17	29%	24%	6%	18%	6%	12%	6%
LUCAS	21	5%	33%	14%	19%	10%	10%	10%
MENOMONIE	81	17%	32%	20%	12%	7%	6%	5%
NEW HAVEN	6	50%	17%	17%	17%	0%	0%	0%
OTTER CREEK	3	33%	0%	0%	0%	0%	33%	33%
RED CEDAR	62	16%	19%	26%	16%	8%	10%	5%
ROCK CREEK	8	38%	38%	0%	0%	0%	0%	25%
SAND CREEK	1	0%	0%	100%	0%	0%	0%	0%
SHERMAN	34	18%	26%	15%	21%	6%	9%	6%
SPRING BROOK	21	14%	29%	14%	5%	19%	5%	14%
STANTON	22	27%	27%	23%	0%	9%	5%	9%
TAINTER	23	22%	39%	0%	17%	0%	9%	13%
TIFFANY	14	79%	14%	7%	0%	0%	0%	0%
WESTON	5	40%	40%	0%	0%	0%	0%	20%
WILSON	1	100%	0%	0%	0%	0%	0%	0%

The differences among the places are not statistically significant (Chi-Square test).

From a list of seven choices, non-subscriber respondents identified the types of devices that they currently own and would be connected to the internet if sufficient affordable service were available. A space was provided to enter a device not on the list. Respondents could choose as many devices as applicable. The results are shown in Chart 17 and are similar to the response pattern of current subscribers when asked a similar question (see Chart 12).

Nearly all respondents said they have a computer (96%), followed closely by 89 percent with smart phones. Over three-fourths have an internet-capable television (78%) or tablet computer (77%). Slightly under half of respondents said they have Blue Ray/DVR/DVD devices. About four in ten non-subscriber respondents said they have gaming systems. Far fewer said they have appliances (18%) or security systems (17%) that connect to the internet.

Smart home devices such as thermostats comprised six of the 12 responses in the “Other” category.



If they had sufficient and affordable Broadband/Internet access, non-subscribers were asked to identify the most common and frequent way they would use the internet at home. The structure of this question was similar to one asked of current subscribers (see Chart 10). Respondents were asked to place the activities in rank order, and the SRC calculated the point total for each activity as described earlier. The results are shown in Chart 18 and the rank order is similar to Chart 10. Email topped the rankings, followed by social networking and shopping. Distance learning was in fourth place. Downloading music or videos ranked fifth, and agriculture ranked sixth. The choice “would not use” ranked last.

The largest proportion of the highest ranked activities in the “Other” category centered on working from home (33 of 53 most important).

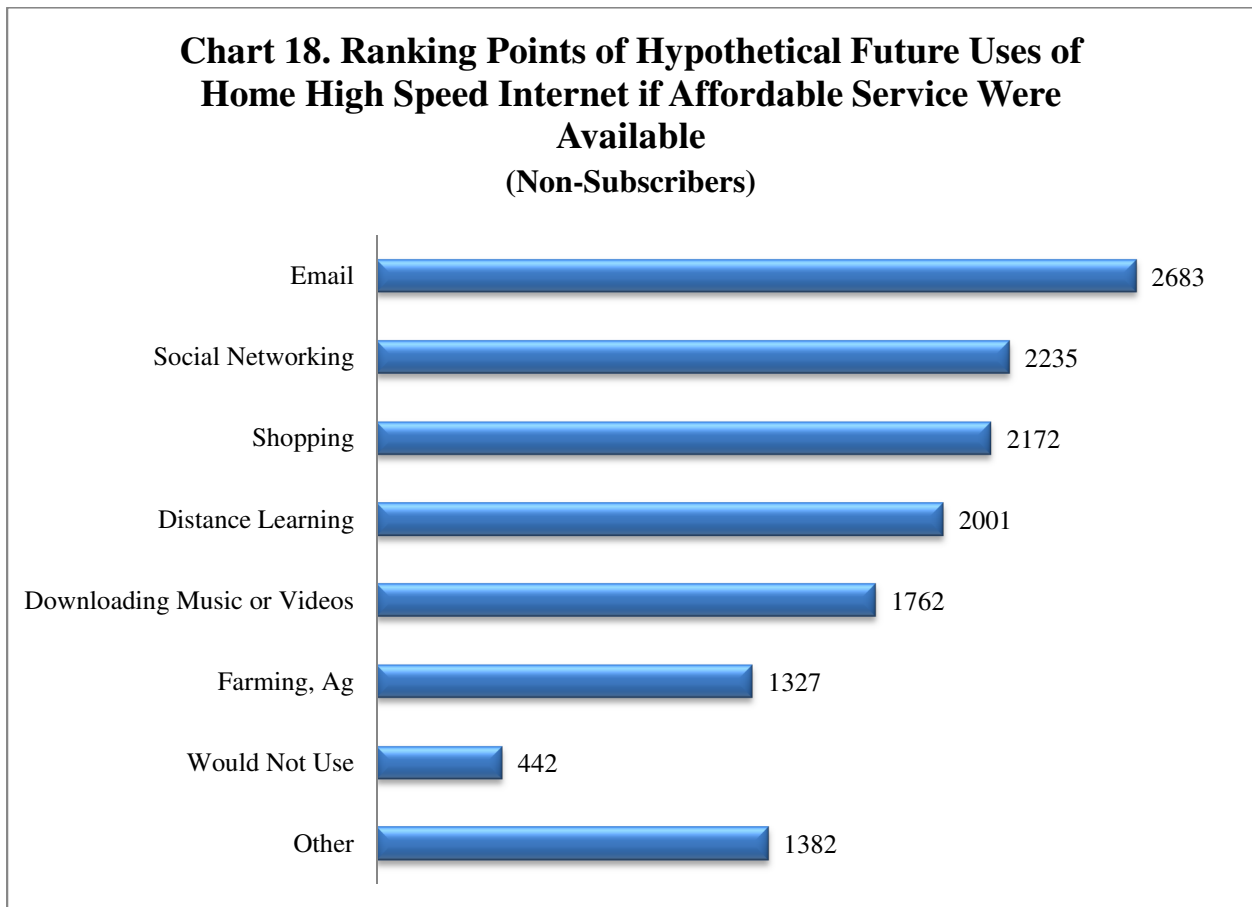
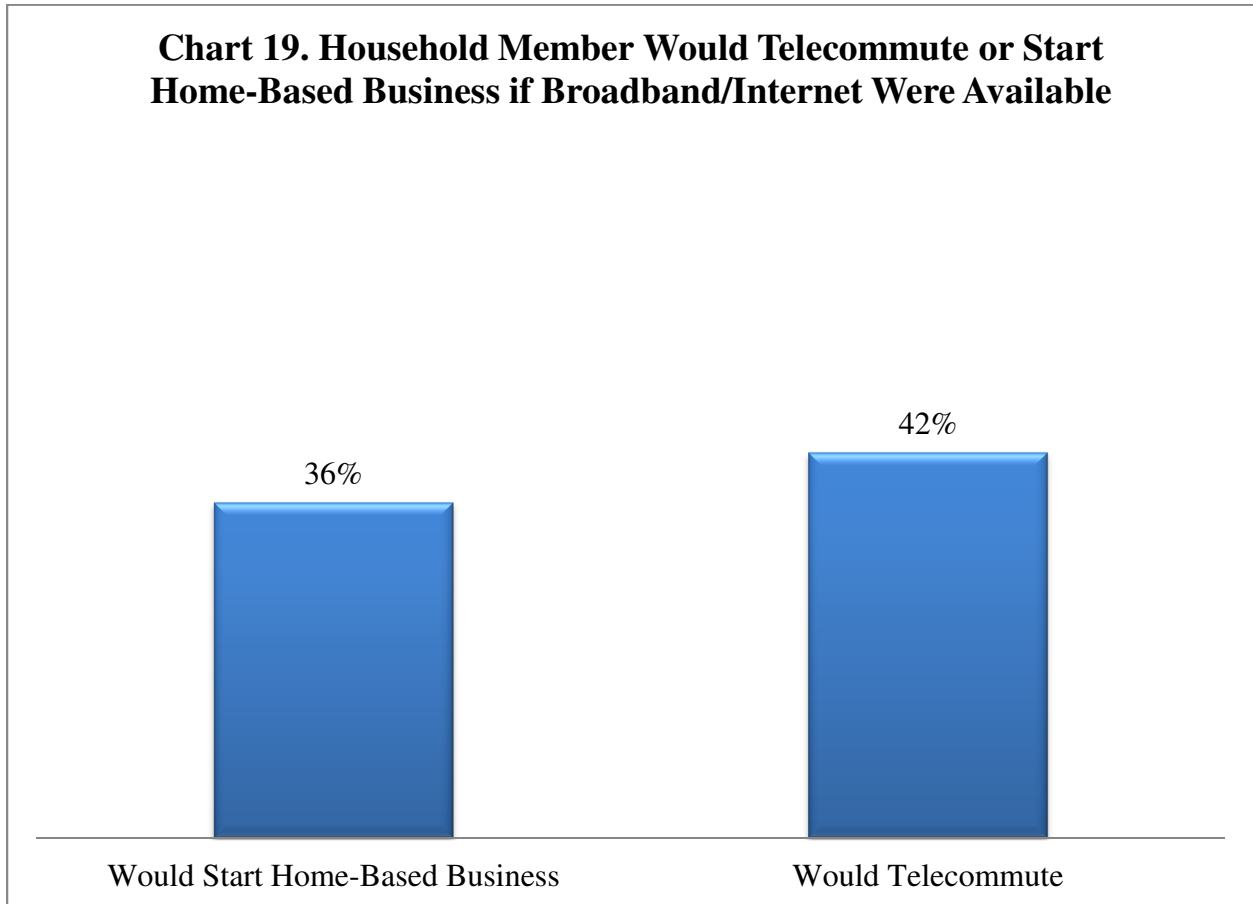


Table 2 shows the results when non-subscribers were asked how to estimate the number of household members who would use the internet by age group if sufficient and affordable broadband service were available at their homes. Current subscribers were asked a similar question (see Table 1). Overall, non-subscribers predicted more users in their households in each age group than did current subscribers. Slightly over half of non-subscribers said they would have children and/or teens using the internet. Two thirds of non-subscribers said there would be adults age 20-35 years using the internet, over 80 percent said there would be internet users age 36-60 years, and about seven in ten believe their household would be adults age 61 years and over who use the internet. Similar to Table 1 (current subscribers), among households with users in an age group, it is most typical to have one or two users in each age group.

Table 2. How Many People (Including Yourself) Would Utilize the Internet if Sufficient and Affordable Broadband Service Were Available? (Non-Subscribers)						
	0	1	2	3	4	5 +
Children (to age 12)	43%	22%	25%	8%	3%	0%
Teens (13-19)	46%	31%	17%	4%	1%	0%
Adults (20-35)	34%	22%	36%	6%	1%	0%
Adults (36-60)	17%	20%	62%	1%	0%	0%
Adults (61 and over)	31%	28%	40%	1%	1%	0%

When asked if someone in their household would plan to start a home-based business or telecommute to work if broadband service became available, Chart 19 shows that over a third said they would plan to start a home-based business and more than four in ten said they would telecommute. Non-subscribers said they are more likely to start a home-based business or to begin telecommuting than current subscribers (see Chart 14).



Geographic Comparison

Cross-tabulation: Would Start Home-Based Business			
	Count	Yes	No
CITY OF MENOMONIE	18	28%	72%
COLFAX	26	38%	62%
DUNN	15	27%	73%
EAU GALLE	2	0%	100%
ELK MOUND	8	25%	75%
GRANT	2	50%	50%
HAY RIVER	15	33%	67%
LUCAS	19	53%	47%
MENOMONIE	78	40%	60%
NEW HAVEN	6	50%	50%
OTTER CREEK	2	50%	50%
RED CEDAR	60	42%	58%
ROCK CREEK	7	57%	43%
SAND CREEK	1	100%	0%
SHERMAN	33	39%	61%
SPRING BROOK	19	32%	68%
STANTON	21	33%	67%
TAINTER	23	26%	74%
TIFFANY	11	9%	91%
WESTON	5	20%	80%
WILSON	1	100%	0%

The differences among the places are not statistically significant (Chi-Square test). As with subscribers, there is no clear geographic pattern between where non-subscribers live and their likelihood of starting a home-based business.

Cross-tabulation: Would Telecommute			
	Count	Yes	No
CITY OF MENOMONIE	17	29%	71%
COLFAX	26	42%	58%
DUNN	14	21%	79%
EAU GALLE	2	50%	50%
ELK MOUND	9	33%	67%
GRANT	2	0%	100%
HAY RIVER	17	29%	71%
LUCAS	18	50%	50%
MENOMONIE	71	39%	61%
NEW HAVEN	6	33%	67%
OTTER CREEK	2	100%	0%
RED CEDAR	59	51%	49%
ROCK CREEK	7	43%	57%
SAND CREEK	1	100%	0%
SHERMAN	33	64%	36%
SPRING BROOK	20	45%	55%
STANTON	21	29%	71%
TAINTER	22	32%	68%
TIFFANY	13	46%	54%
WESTON	5	20%	80%

The differences among the places are not statistically significant (Chi-Square test). Similar to current subscribers, there is no geographical association with the likelihood of telecommuting in the future.

Open Ended Comments - Residential

Respondents were asked if they wanted to address any other concerns or thoughts they had about Broadband/Internet services, and 894 respondents entered a written comment. Some comments contained more than one topic and these were split into their constituent parts, resulting in 947 total comments. For the residential survey, the SRC analyzed the comments and placed them into five topical categories plus a miscellaneous category. Table 3 summarizes the percentages in each category. Percentages are sorted in descending order.

Comments about speed and reliability were the most frequent, and comprised 28 percent of the total, followed by availability and access with 23 percent. Price/Affordability and Provider Choices/Competition were tied for third place with 18 percent each.

Table 3. Comments by Topic – Residential Responses		
Topic	Count	Percent
Speed and Reliability	265	28%
Availability and Access	218	23%
Price and Affordability	174	18%
Provider Choices and Competition	170	18%
Provider Specific	29	3%
Miscellaneous	91	10%
Total	947	100%

Examples of comments about speed and reliability include the following quotes.

“Current download and upload speeds are FAR BELOW what is advertised making running a business, telecommuting and on-line education difficult and frustrating.”

“Have been looking for fast reliable internet for a long time. Love living in the country but really need better internet.”

“Hope something comes of this. So tired of not being able to watch TV and try to work online, everything is so slow!!”

The following quotes are typical of comments about availability and access.

“Broadband is critically important to economic development, social equity and individual participation in civic life. We need to find a way to insure that address does not inhibit access.”

“Everything we do, including education, relies so much on the availability of the internet. I really hope something can be done to allow the residents of Dunn Co. the opportunity to live within the 21st century.”

“There are plenty of homes in my area that would utilize the service if it was available. We are just a few miles from UW-Stout, a well-known university in the US and we don't have high speed internet.”

Among the comments about price and affordability are the following.

“I currently pay too much for internet. It's pretty frustrating. I just graduated from college and am working 3 jobs, and the internet cost is too much.”

“It is unfair we have to pay more for less in rural areas to have what has become what is necessary to stay competitive in work, school and business.”

Examples of comments about broadband choices and competition include the following.

“I would like more options. I only have one option that comes with the cable.”

“It would be nice to have other options available if you are unhappy with current subscriber whether it be speed, cost, or general satisfaction.”

Conclusions - Residential

Key findings of the residential survey include the following:

A substantial majority of residential respondents reported that they have internet service. DSL is the most common method to connect.

Substantial dissatisfaction with their internet service exists among residential respondents, and more than half are not satisfied. Primary reasons for dissatisfaction are the limitations that slow speeds place on the activities they can perform on the internet. Written comments indicate frustration with slow and unreliable connections and the difficulties presented by poor internet service, such as not completing school assignments, inability to telecommute, and inability to stream content.

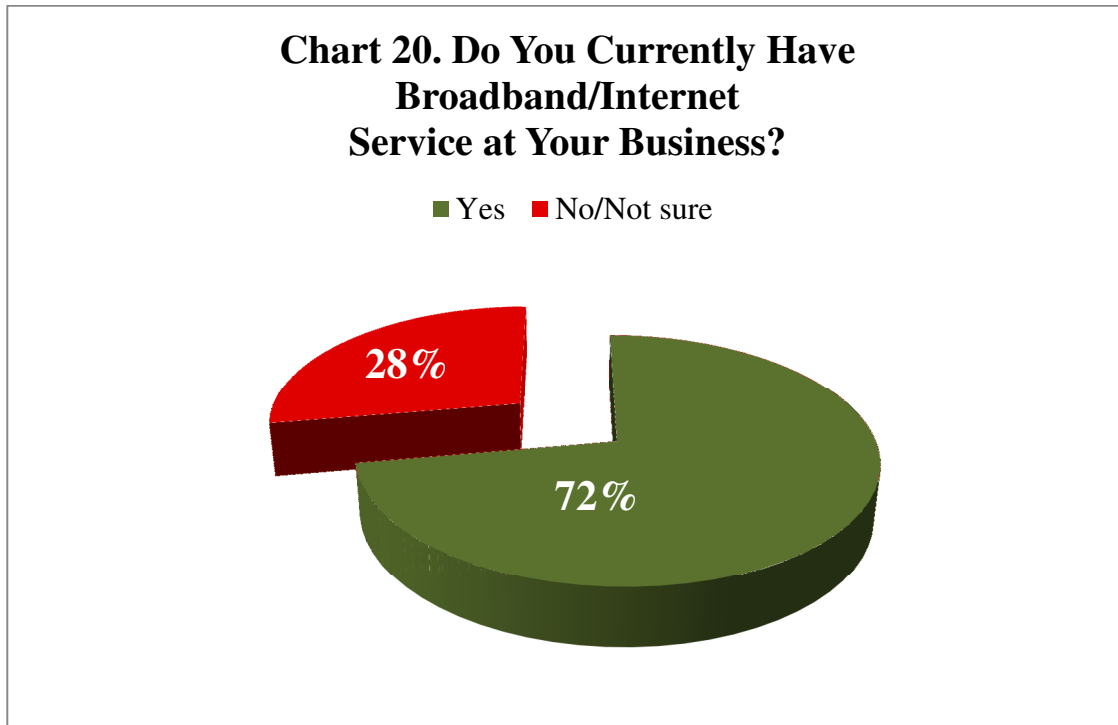
The most important current internet activities are email and social media.

Among residences without internet service, eight in ten said the primary reason was lack of availability, and only 14 percent said the monthly fee is too expensive for them to sign up.

A quarter of respondents said they would be willing to pay no more than \$39.99 per month, while an additional quarter said their maximum is \$59.99 per month.

Business Responses

The initial question in the survey asked business respondents to indicate whether they currently have internet service. Chart 20 shows that nearly three-fourths of business respondents said they have internet service. Respondents were directed to separate sets of questions depending on their answer to this question.

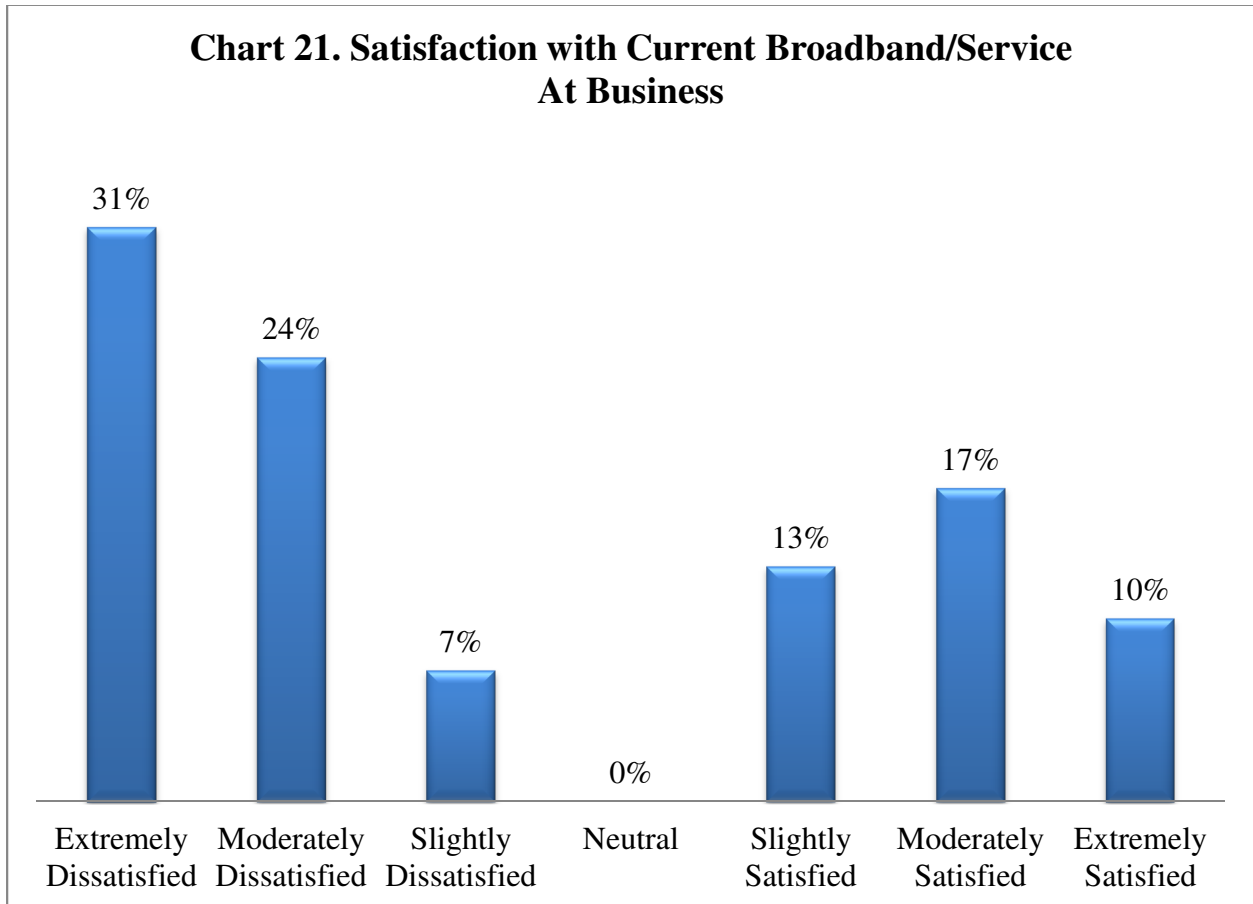


Geographic Comparison

Cross-tabulation: Do you currently have access to Broadband/Internet service at your business?			
	Count	Yes	No
CITY OF MENOMONIE	7	100%	0%
COLFAX	12	83%	17%
DUNN	6	100%	0%
ELK MOUND	4	100%	0%
GRANT	1	100%	0%
HAY RIVER	4	75%	25%
LUCAS	4	25%	75%
MENOMONIE	16	56%	44%
NEW HAVEN	3	67%	33%
OTTER CREEK	2	50%	50%
RED CEDAR	4	25%	75%
SAND CREEK	2	100%	0%
SHERMAN	2	0%	100%
SPRING BROOK	3	67%	33%
STANTON	1	0%	100%
TAINTER	3	67%	33%
TIFFANY	3	67%	33%
WESTON	3	67%	33%
WILSON	3	100%	0%

The differences among the places are statistically significant (Chi-Square test). Though the numbers of businesses are, obviously, much smaller and therefore less reliable, there appears to be a similar pattern of less internet access availability in some of the same jurisdictions noted in the residential summary (e.g. Lucas, Red Cedar and Sherman).

Respondents with internet service were asked to indicate their level of satisfaction with their service. Answer choices were extremely dissatisfied, moderately dissatisfied, slightly dissatisfied, neutral, slightly satisfied, moderately satisfied, and extremely satisfied. The results are shown in Chart 21. A larger proportion of responding businesses expressed levels of dissatisfaction than satisfaction. Nearly a third of respondents are extremely dissatisfied, while one in four are moderately dissatisfied with their internet service. On the other end of the scale, one in ten respondents are extremely satisfied with their Internet service, and 17 percent are moderately satisfied. Taken together, 62 percent of business respondents are dissatisfied to some degree, with the largest percentage being extremely dissatisfied. Business dissatisfaction (62%) with internet is higher than residential dissatisfaction (54%). Those who are satisfied to some degree comprise 40 percent of the responses, with the largest percentage being moderately satisfied.



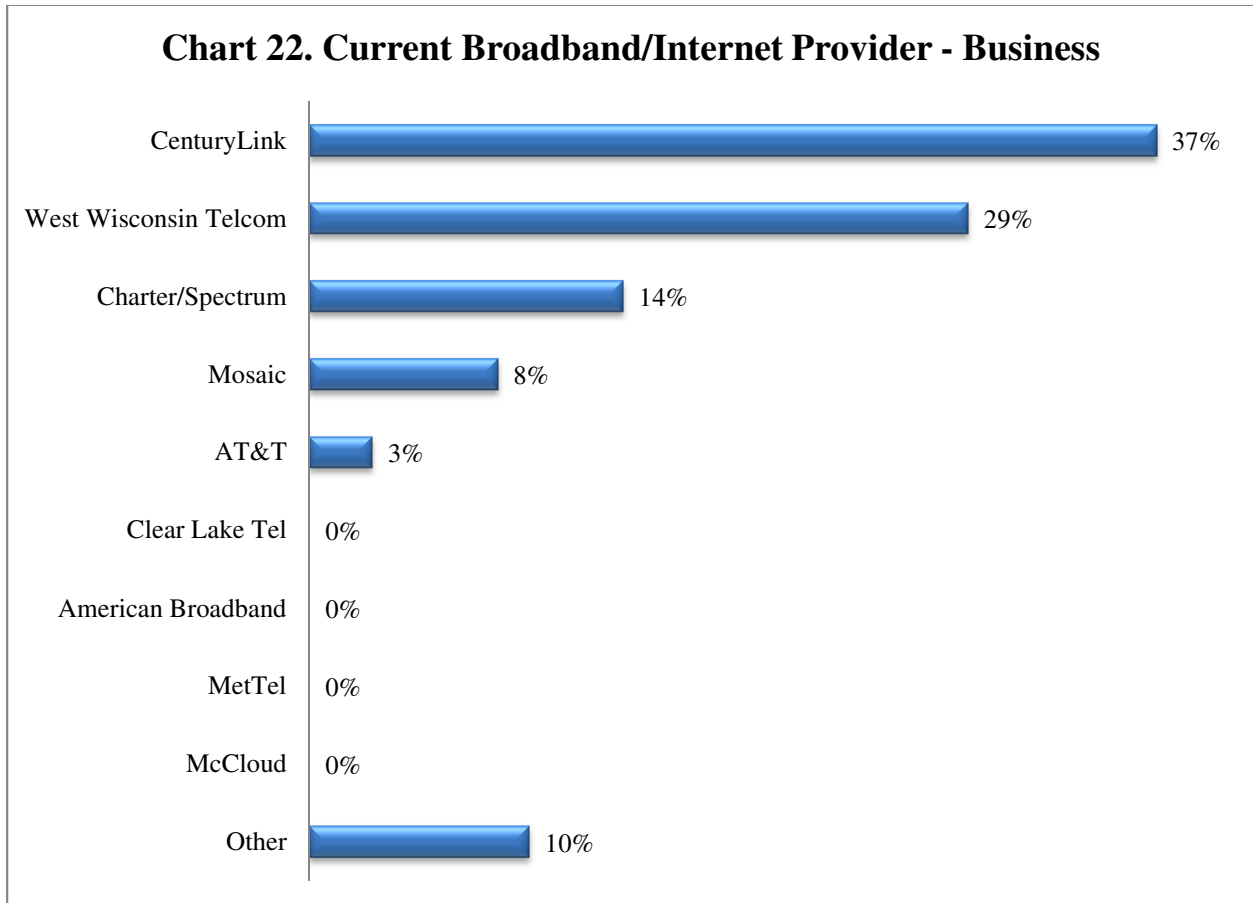
Geographic Comparison

Cross-tabulation: Satisfaction With Current Broadband/Internet Service to Business								
	Count	Extremely Dissatisfied	Moderately Dissatisfied	Slightly Dissatisfied	Neutral	Slightly Satisfied	Moderately Satisfied	Extremely Satisfied
CITY OF MENOMONIE	6	50%	17%	0%	0%	17%	0%	17%
COLFAX	10	40%	40%	0%	0%	10%	10%	0%
DUNN	6	17%	0%	17%	0%	17%	33%	17%
ELK MOUND	4	50%	0%	0%	0%	25%	25%	0%
GRANT	1	0%	100%	0%	0%	0%	0%	0%
HAY RIVER	3	33%	33%	0%	0%	33%	0%	0%
LUCAS	1	100%	0%	0%	0%	0%	0%	0%
MENOMONIE	9	22%	22%	22%	0%	0%	22%	11%
NEW HAVEN	2	0%	50%	0%	0%	0%	50%	0%
OTTER CREEK	1	100%	0%	0%	0%	0%	0%	0%
RED CEDAR	1	0%	100%	0%	0%	0%	0%	0%
SAND CREEK	2	0%	50%	0%	0%	0%	50%	0%
SPRING BROOK	2	50%	0%	0%	0%	50%	0%	0%
TAINTER	2	50%	0%	0%	0%	0%	50%	0%
TIFFANY	2	50%	50%	0%	0%	0%	0%	0%
WESTON	2	50%	0%	0%	0%	0%	50%	0%
WILSON	3	0%	0%	0%	0%	33%	0%	67%

The differences among the places are not statistically significant (Chi-Square test).

When asked to indicate the company that provides their current business internet service, two providers dominate the results. As shown in Chart 22, CenturyLink is used by nearly 40 percent of business respondents, followed by West Wisconsin Telecom with about 30 percent. Charter/Spectrum, a much more significant provider of services to residential customers, was in third place with 14 percent, followed by Mosaic (8%) and AT&T (3%). The remaining listed providers had zero percent among the business respondents.

Among the seven written responses in the “Other” category, were Excede (2 times) and Verizon (2 times).



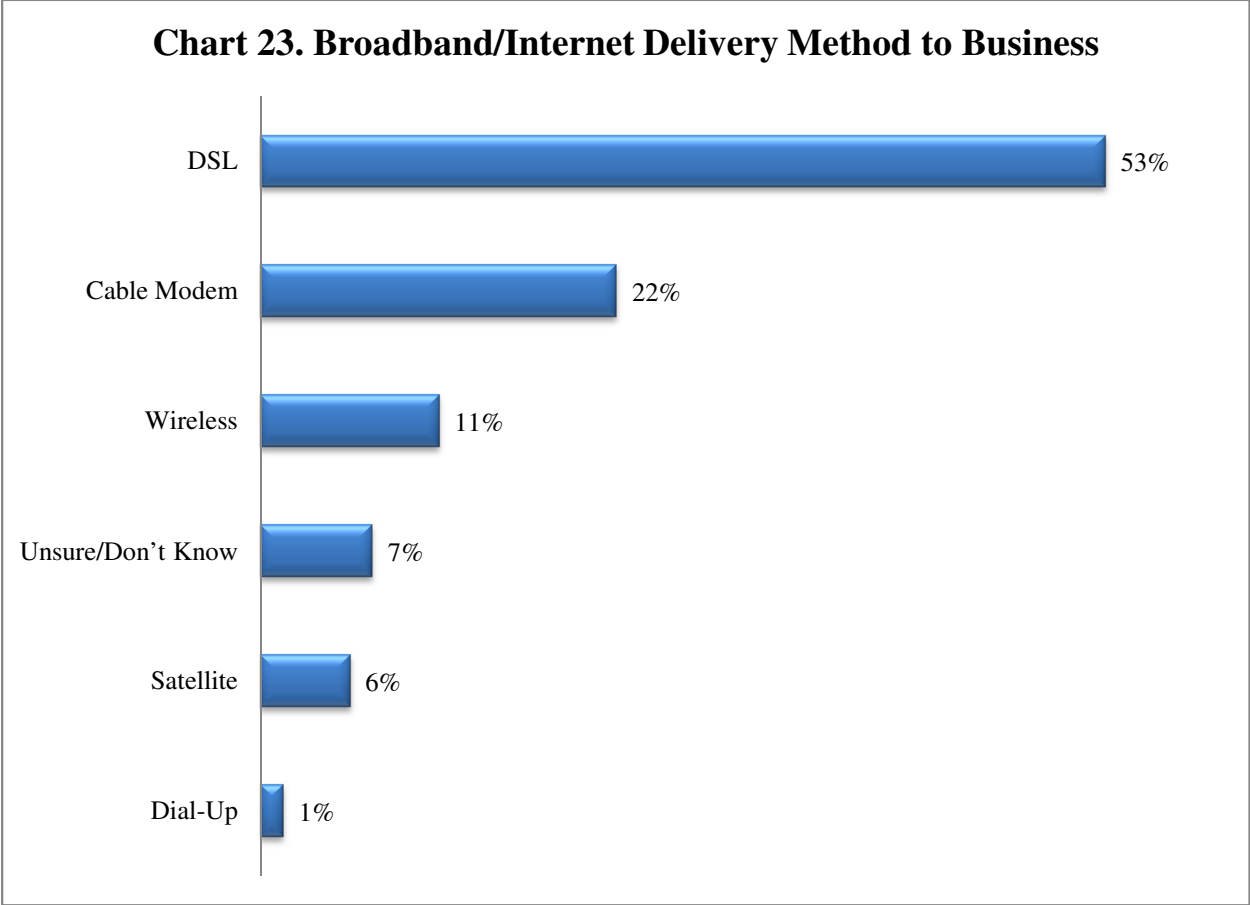
Geographic Comparison

Cross-tabulation: Current Broadband Provider to Business							
	Count	CenturyLink	Charter	Mosaic	AT&T	W. Wis. Tel.	Other
CITY OF MENOMONIE	7	14%	43%	0%	0%	43%	0%
COLFAX	10	80%	20%	0%	0%	0%	0%
DUNN	6	17%	0%	0%	0%	83%	0%
ELK MOUND	4	75%	25%	0%	0%	0%	0%
GRANT	1	100%	0%	0%	0%	0%	0%
HAY RIVER	3	67%	0%	0%	0%	0%	33%
LUCAS	1	0%	0%	0%	100%	0%	0%
MENOMONIE	9	0%	0%	0%	11%	56%	33%
NEW HAVEN	2	50%	0%	50%	0%	0%	0%
OTTER CREEK	1	100%	0%	0%	0%	0%	0%
RED CEDAR	1	0%	100%	0%	0%	0%	0%
SAND CREEK	2	0%	0%	100%	0%	0%	0%
SPRING BROOK	2	0%	0%	0%	0%	100%	0%
TAINTER	2	50%	50%	0%	0%	0%	0%
TIFFANY	2	100%	0%	0%	0%	0%	0%
WESTON	2	0%	0%	0%	0%	50%	50%
WILSON	3	0%	0%	100%	0%	0%	0%

American Broadband, Clear Lake Tel., MetTel, and McCloud were not included in the analysis because no respondents from any location said any of these three were their provider.

The differences among the places are statistically significant (Chi-Square test). As with residential providers, there is relatively little overlap in the geographic areas served by the main providers of internet services to Dunn County businesses.

As shown in Chart 23, over half (53%) of business respondents indicated that their internet connection is via DSL (digital subscriber line). A cable modem is used by 22 percent, wireless by 11 percent, satellite by six percent, and dial-up by one percent. Only seven percent said they were unsure or didn't know how their internet service is delivered to their businesses.

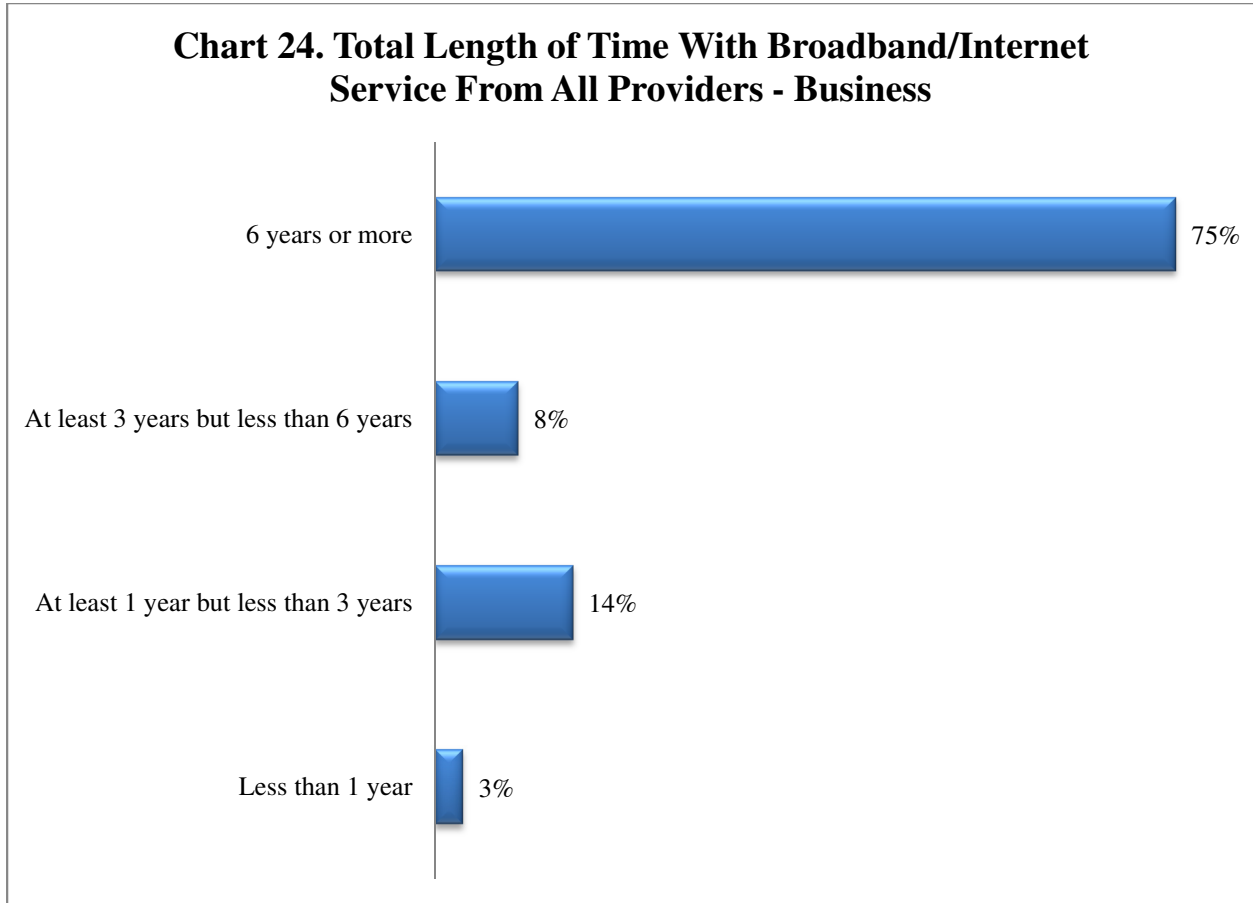


Geographic Comparison

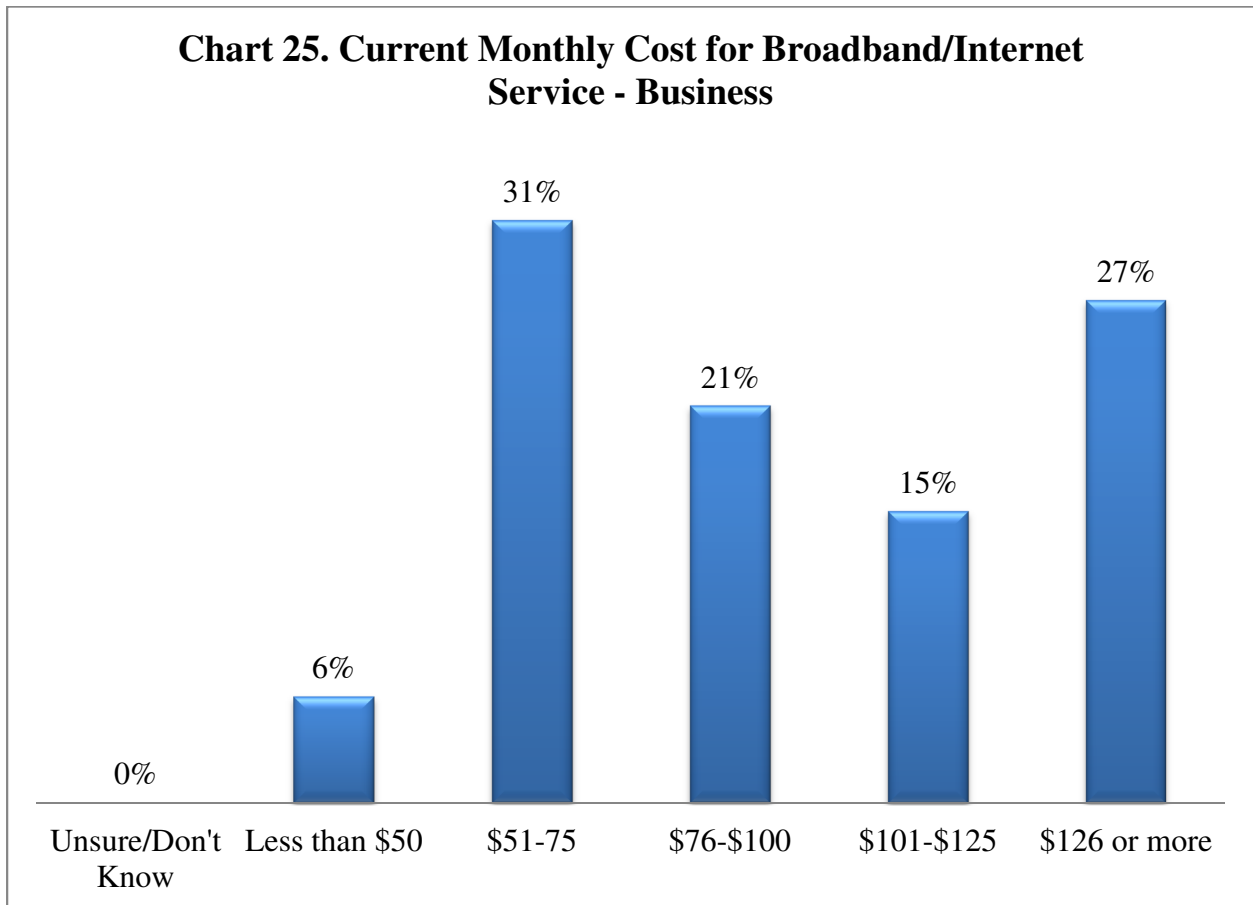
Cross-tabulation: Broadband/Internet Delivery Method							
	Count	Dial-Up	DSL	Cable	Satellite	Wireless	Unsure/Don't Know
CITY OF MENOMONIE	7	0%	29%	71%	0%	0%	0%
COLFAX	10	10%	70%	0%	0%	10%	10%
DUNN	6	0%	50%	33%	0%	0%	17%
ELK MOUND	4	0%	50%	25%	0%	25%	0%
GRANT	1	0%	100%	0%	0%	0%	0%
HAY RIVER	3	0%	33%	0%	33%	33%	0%
LUCAS	1	0%	100%	0%	0%	0%	0%
MENOMONIE	9	0%	67%	11%	11%	11%	0%
NEW HAVEN	2	0%	100%	0%	0%	0%	0%
OTTER CREEK	1	0%	100%	0%	0%	0%	0%
RED CEDAR	1	0%	0%	100%	0%	0%	0%
SAND CREEK	2	0%	50%	0%	0%	50%	0%
SPRING BROOK	2	0%	50%	0%	0%	0%	50%
TAINTER	2	0%	50%	50%	0%	0%	0%
TIFFANY	2	0%	50%	50%	0%	0%	0%
WESTON	3	0%	33%	0%	67%	0%	0%
WILSON	3	0%	33%	0%	0%	33%	33%

The differences among the places are not statistically significant (Chi-Square test).

Chart 24 indicates that three-fourths of business subscribers have had internet service for at least six years. Eight percent of respondents have had internet service for at least three years but less than six years. Fourteen percent have had internet for at least a year but less than three years. Only three percent are relatively new to home Internet service (less than one year).



Respondents were asked to indicate the monthly cost of their business internet service by choosing one of five price ranges. As shown in Chart 25, the largest percentage of respondents said their monthly bill is between \$51 and \$75 (31%). About one in four pay more than \$125, and one in five pay \$76 to \$100. Fifteen percent pay \$101 to \$125, and only six percent pay less than \$50. None of the business respondents said they were unsure or did not know the amount of their monthly bill. Compared to residential users, Dunn County businesses tend to have higher monthly internet bills.

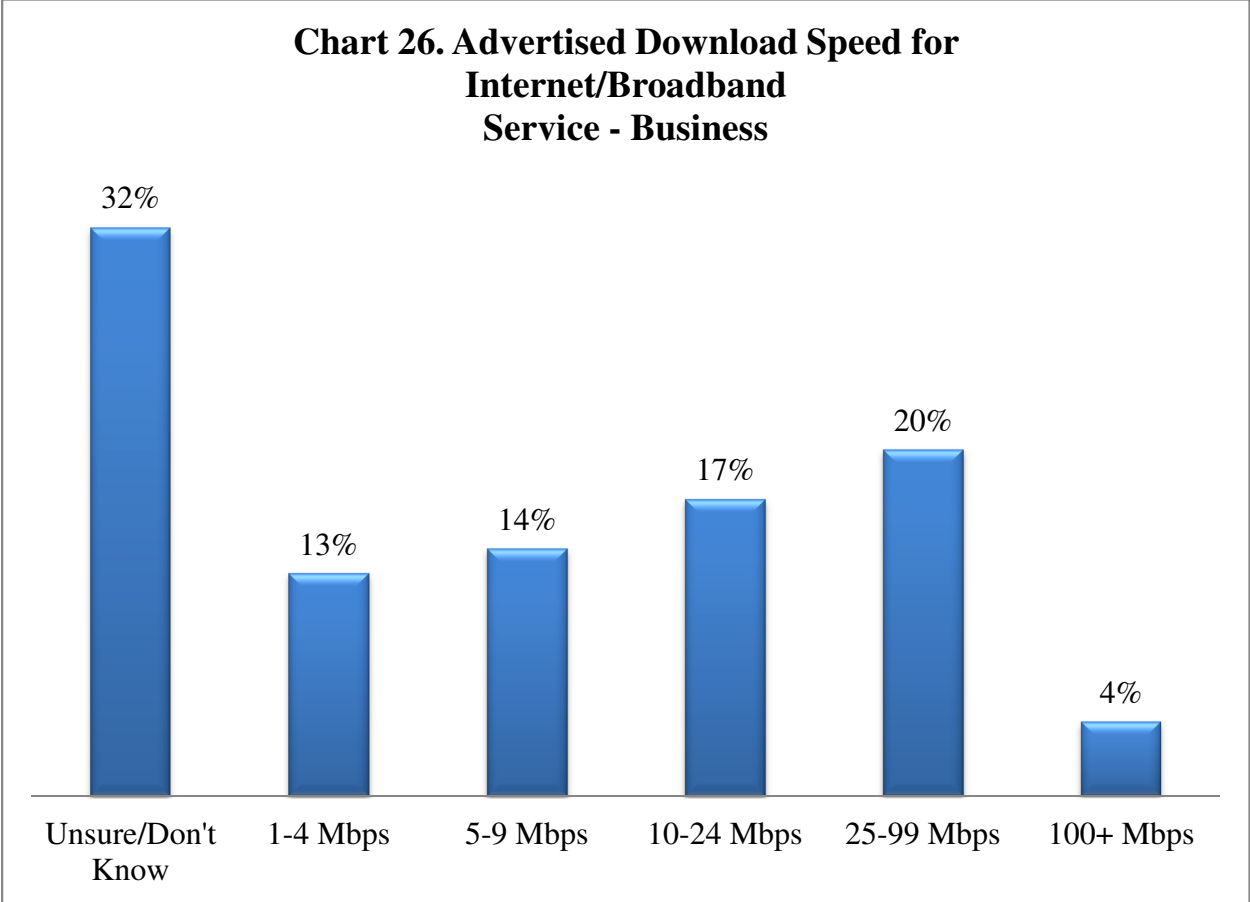


Geographic Comparison

Cross-tabulation: Current Monthly Cost for Internet At Business						
	Count	Less than \$50	\$51-75	\$76 -100	\$101-125	\$126+
CITY OF MENOMONIE	7	0%	29%	29%	14%	29%
COLFAX	10	10%	40%	20%	10%	20%
DUNN	6	0%	0%	50%	33%	17%
ELK MOUND	4	0%	25%	25%	50%	0%
GRANT	1	0%	100%	0%	0%	0%
HAY RIVER	3	33%	0%	0%	67%	0%
LUCAS	1	0%	0%	0%	0%	100%
MENOMONIE	9	11%	44%	22%	11%	11%
NEW HAVEN	2	0%	50%	0%	0%	50%
OTTER CREEK	1	100%	0%	0%	0%	0%
RED CEDAR	1	0%	100%	0%	0%	0%
SAND CREEK	2	0%	50%	0%	0%	50%
SPRING BROOK	2	0%	50%	0%	50%	0%
TAINTER	2	0%	50%	50%	0%	0%
TIFFANY	2	0%	50%	0%	0%	50%
WESTON	3	0%	33%	0%	0%	67%
WILSON	3	0%	33%	33%	0%	33%

The differences among the places are not statistically significant (Chi-Square test).

As shown in Chart 26, the largest proportion of respondents are not sure or don't know the advertised speed of their business internet service (32%). Twenty percent said their internet speed is between 25 and 99 Mbps (megabits per second), 17 percent said their speed is between 10 and 24 Mbps. Fourteen percent said their advertised speed is between five and nine Mbps, followed closely by 13 percent who said their speed is between one and four Mbps. Only four percent said their Internet content is delivered at 100 Mbps or more.



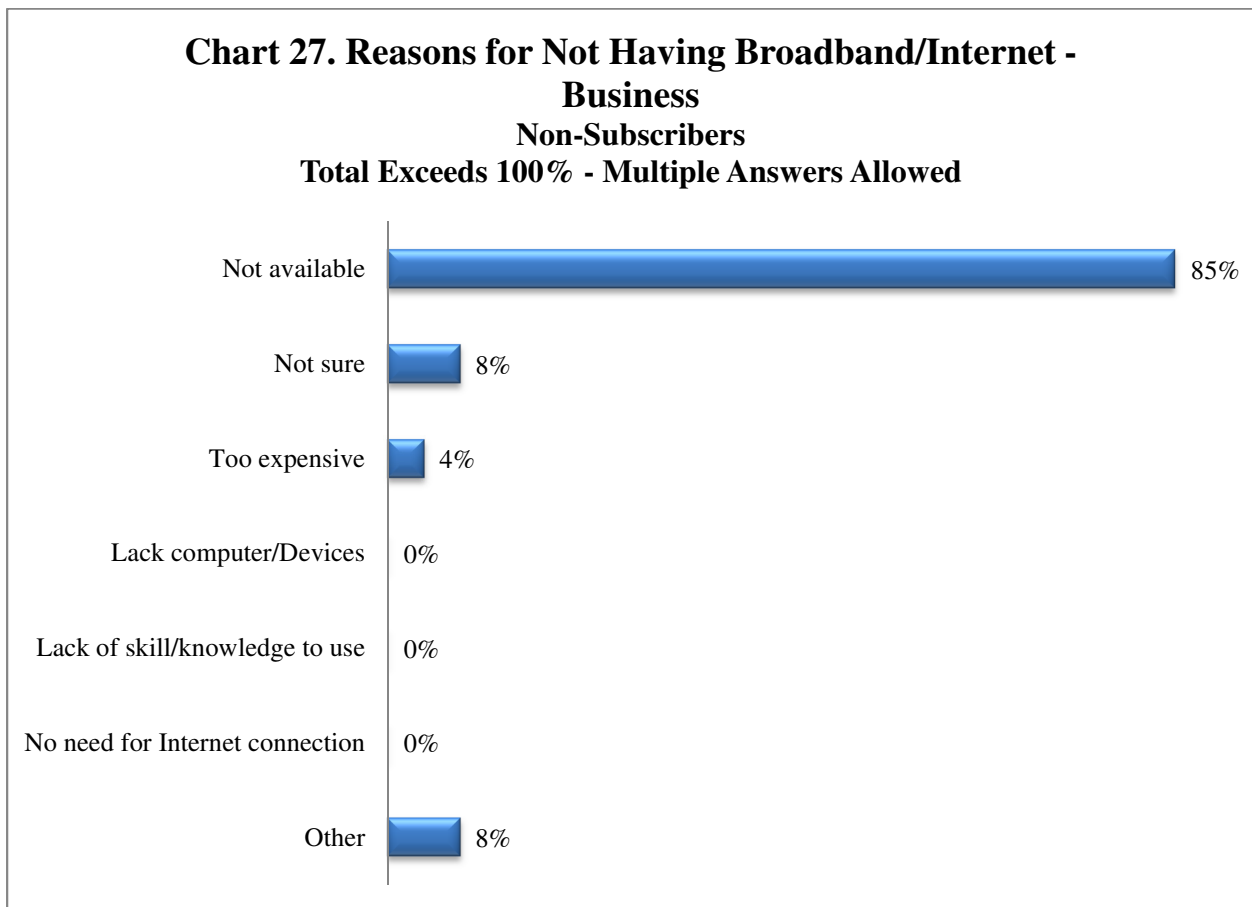
Geographic Comparison

Cross-tabulation: Advertised Download Speed - Business							
	Count	1-4 Mbps	5-9 Mbps	10-24 Mbps	25-99 Mbps	100+ Mbps	Unsure/Don't Know
CITY OF MENOMONIE	7	14%	29%	0%	43%	0%	14%
COLFAX	10	40%	20%	10%	10%	0%	20%
DUNN	6	0%	17%	0%	50%	0%	33%
ELK MOUND	4	0%	25%	0%	0%	0%	75%
GRANT	1	0%	0%	100%	0%	0%	0%
HAY RIVER	3	0%	33%	33%	0%	0%	33%
LUCAS	1	0%	0%	0%	100%	0%	0%
MENOMONIE	9	11%	0%	22%	33%	0%	33%
NEW HAVEN	2	50%	0%	0%	0%	0%	50%
OTTER CREEK	1	100%	0%	0%	0%	0%	0%
RED CEDAR	1	0%	0%	100%	0%	0%	0%
SAND CREEK	2	0%	0%	50%	50%	0%	0%
SPRING BROOK	2	0%	0%	0%	0%	0%	100%
TAINTER	2	0%	50%	0%	0%	0%	50%
TIFFANY	2	0%	0%	0%	0%	50%	50%
WESTON	3	0%	33%	67%	0%	0%	0%
WILSON	3	0%	0%	67%	0%	0%	33%

The differences among the places are not statistically significant (Chi-Square test).

Non-subscribers were asked to identify the reason for not having service. Seven choices were listed, and respondents could choose as many as applied. There was also an “Other” option to enter a reason not on the list. As shown in Chart 27, by far, the largest proportion of respondents said they don’t have internet service at their business because it is not available at their location (85%). Only four percent said that cost was a limiting factor. Eight percent said they aren’t sure why they’ve not subscribed to an internet service.

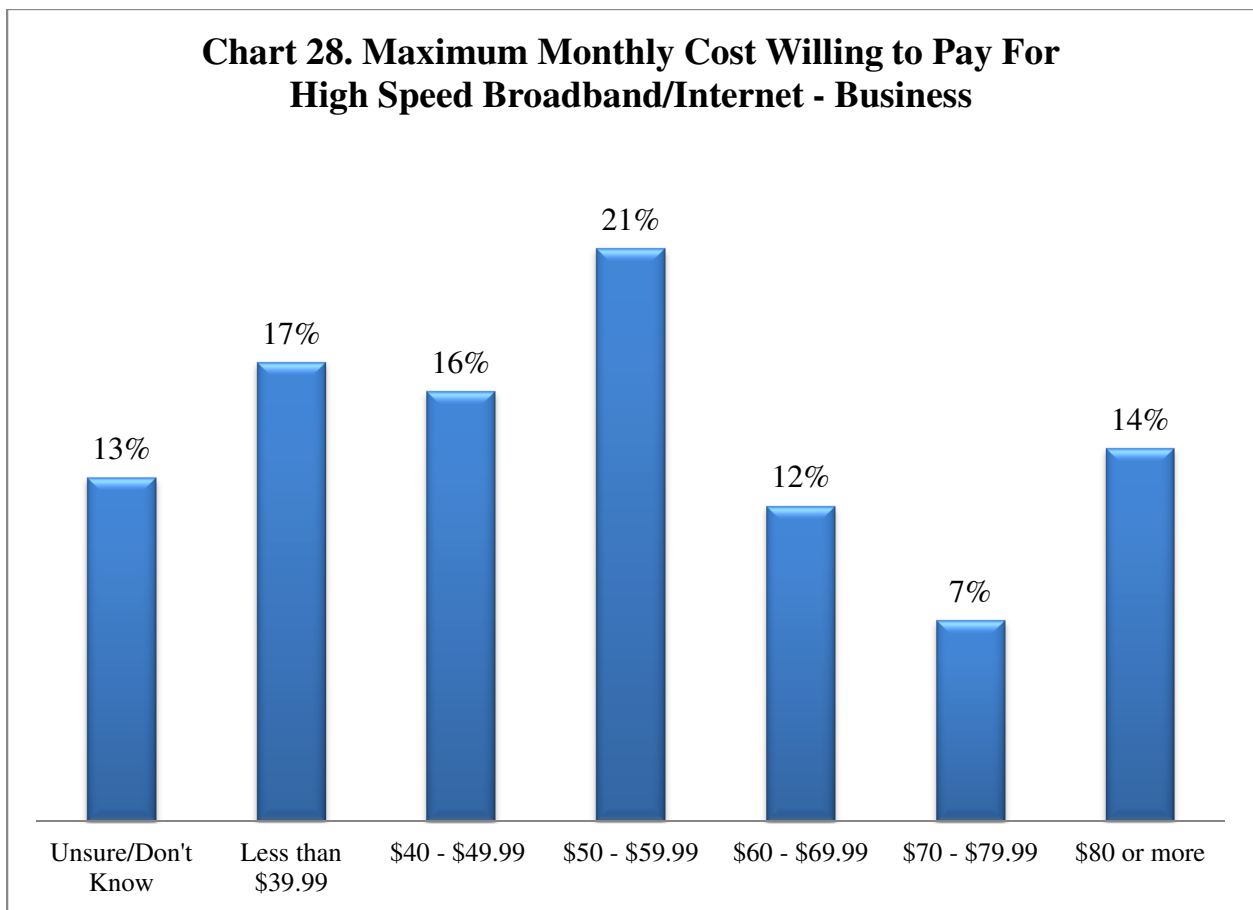
No business respondents said they have no internet-capable devices, lack the skills or knowledge to use the internet, or have no need.



Business respondents were asked how much they would be willing to pay per month for high-speed internet service to their businesses using the definition from the Federal Communication Commission (minimum 25 Mbps download and 4 Mbps upload). The results are shown in Chart 28. The responses tilted somewhat to be toward the less expensive end of the scale. The largest percentage of respondents said they would pay \$50.00 to \$59.00 (21%), followed by 17 percent who would pay less than \$40.00, and 16 percent who would pay \$40.00 to \$49.99.

Fourteen percent would pay \$80.00 or more, 12 percent would pay \$60.00 to \$69.99, and seven percent would pay \$70.00 to \$79.99. Thirteen percent said they were unsure of the maximum monthly fee they would pay for high-speed service

Taken together, more than half of the business respondents (54%) would pay \$50 or more per month. By way of comparison, only 42% of residents said they'd pay \$50 or more per month.



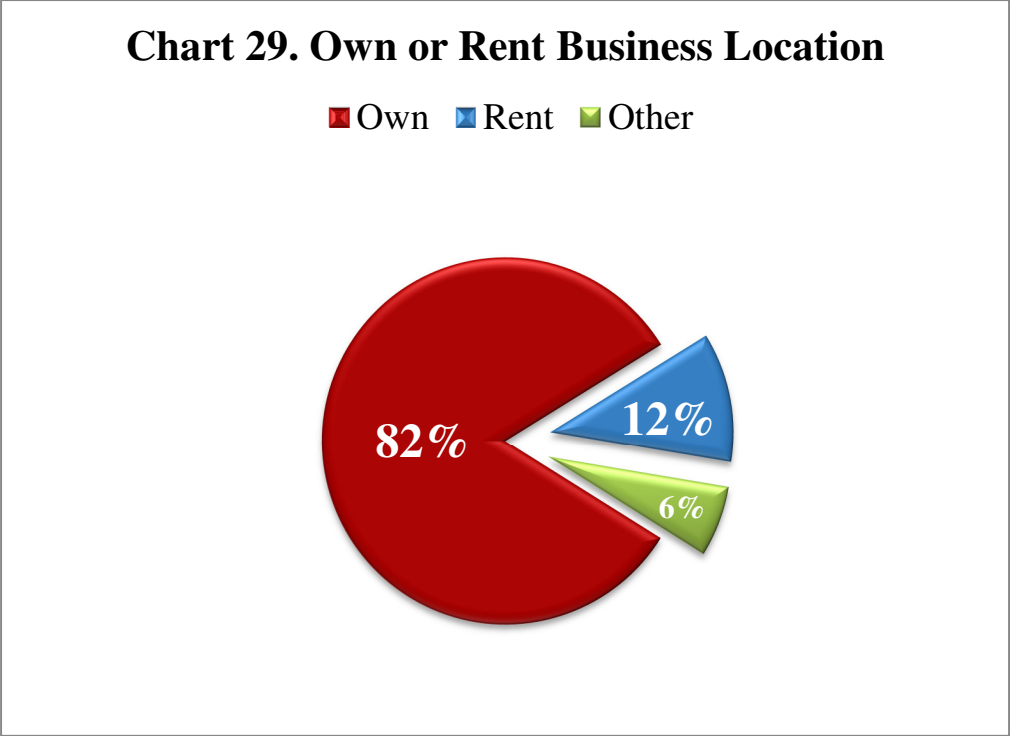
Geographic Comparison

Cross-tabulation: Maximum Monthly Fee for High Speed Internet - Business								
	Count	Less than \$40	\$40-49	\$50-59	\$60-69	\$70-79	\$80+	Unsure/Don't Know
CITY OF MENOMONIE	7	0%	14%	14%	14%	29%	0%	29%
COLFAX	12	8%	33%	8%	8%	0%	42%	0%
DUNN	6	17%	0%	50%	0%	0%	17%	17%
ELK MOUND	4	0%	50%	25%	25%	0%	0%	0%
GRANT	1	0%	100%	0%	0%	0%	0%	0%
HAY RIVER	4	0%	50%	25%	25%	0%	0%	0%
LUCAS	4	25%	0%	0%	25%	0%	50%	0%
MENOMONIE	16	13%	19%	13%	19%	0%	13%	25%
NEW HAVEN	3	33%	0%	33%	0%	0%	0%	33%
OTTER CREEK	2	0%	0%	100%	0%	0%	0%	0%
RED CEDAR	4	25%	25%	0%	25%	0%	25%	0%
SAND CREEK	2	50%	0%	50%	0%	0%	0%	0%
SHERMAN	2	50%	0%	0%	50%	0%	0%	0%
SPRING BROOK	3	0%	0%	33%	0%	33%	0%	33%
STANTON	1	0%	0%	100%	0%	0%	0%	0%
TAINTER	3	33%	0%	0%	33%	33%	0%	0%
TIFFANY	3	67%	0%	33%	0%	0%	0%	0%
WESTON	2	0%	0%	50%	0%	0%	50%	0%
WILSON	3	0%	0%	33%	0%	33%	0%	33%

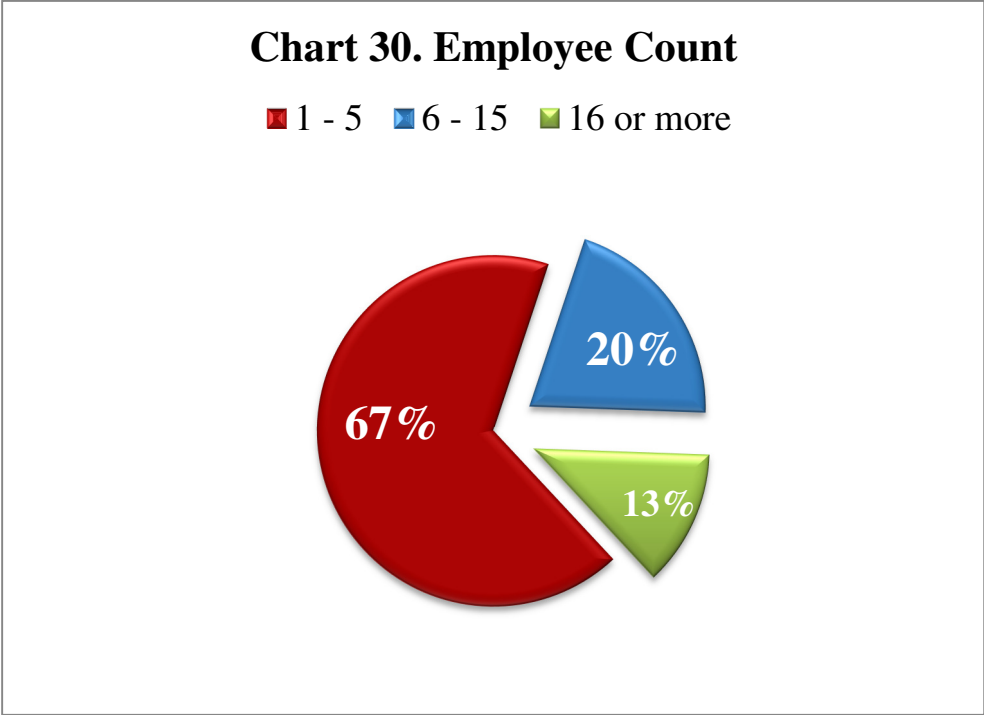
The differences among the places are not statistically significant (Chi-Square test).

As shown in Chart 29, a very large majority of business respondents said they own their business location (82%), while 12 percent rent, and six percent have different arrangement.

“Other” responses included being a government facility and living with parents/family.



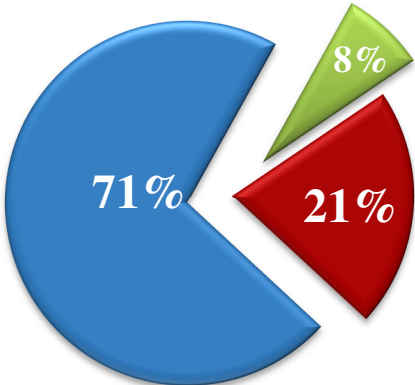
Business respondents were asked to indicate how many employees they have. Four answer choices were provided: 1 to 5, 6 to 15, 16 or more, or prefer not to answer. Chart 30 shows the results (excluding the count of those who preferred not to answer). Two-thirds of business respondents said they have no more than five employees, with an additional one in five saying they have 6 to 15 employees. Thirteen percent reported having sixteen or more employees.



When asked if they have ever considered moving their business out of Dunn County due to factors related to internet connectivity, Chart 31 indicates that one in five business respondents said they had considered moving, which indicates a significant potential loss of business to the Dunn County economy. “Other” responses included being a local governmental office.

**Chart 31. Considered Moving Business Out of
Dunn County
Due to Broadband Connectivity Issues?**

■ Yes ■ No ■ Other



Geographic Comparison

Cross-tabulation: Considered Moving Business Out of Dunn County Due to Broadband Connectivity Issues?				
	Count	Yes	No	Other
CITY OF MENOMONIE	7	0%	86%	14%
COLFAX	11	18%	82%	0%
DUNN	6	0%	100%	0%
ELK MOUND	4	0%	75%	25%
GRANT	1	100%	0%	0%
HAY RIVER	4	0%	100%	0%
LUCAS	4	75%	25%	0%
MENOMONIE	16	6%	69%	25%
NEW HAVEN	3	0%	100%	0%
OTTER CREEK	2	50%	50%	0%
RED CEDAR	4	50%	50%	0%
SAND CREEK	2	0%	100%	0%
SHERMAN	2	50%	50%	0%
SPRING BROOK	3	0%	100%	0%
STANTON	1	100%	0%	0%
TAINTER	3	33%	67%	0%
TIFFANY	3	0%	67%	33%
WESTON	3	67%	33%	0%
WILSON	3	33%	67%	0%

The differences among the places are not statistically significant at the .05 level, but are statistically significant at the .10 level. (Chi-square test). Again, the numbers are small, but there appears to be higher proportions of businesses who've considered relocating out of Dunn County in many of the Towns in which residents expressed higher levels of dissatisfaction with internet service (Lucas, Red Cedar, Sherman).

Open Ended Comments – Business Respondents

Respondents were asked if they wanted to address any other concerns or thoughts they had about Broadband/Internet services. For the business survey, the SRC analyzed the comments and placed them into four topical categories plus a miscellaneous category. Table 4 summarizes the percentages in each category. Percentages are sorted in descending order. The order of concerns expressed by businesses are similar to those of residents.

Table 4. Comments by Topic – Business Responses		
Topic	Count	Percent
Speed and Reliability	22	42%
Broadband Availability/Accessibility	12	23%
Price and Affordability	7	13%
Broadband Choices and Competition	5	10%
Miscellaneous	6	12%
Total	52	100%

The following quotes are typical of comments speed and reliability.

“The speed of my current internet is slow and it varies from time to time. Sometimes it uploads faster and other times it is quite slow. I worked for a business in Eau Claire up to five years ago and the speed of our internet is very slow in comparison. I assume it is because we live/work in a rural area.”

“I currently run two businesses in Dunn County with a plan to start a third. I am now at a point that I cannot continue these businesses. I am falling behind in my IT capability to meet client demands.”

Examples of comments about availability include the following quotes.

“I have a real estate development at [REDACTED]. I have lost sales because broadband was not available there. People with home businesses have bought elsewhere because broadband is not available there. This has hurt my ability to make sales that were all but done and some backed out.”

“Unable to get local service because of location. Very difficult for business.”

Conclusions - Business

Key findings of the business survey include the following:

A substantial majority of business respondents reported that they have internet service. DSL is the most common method to connect.

Dissatisfaction with their internet service is widespread among business respondents. Over half said they are moderately or extremely dissatisfied with their internet service, and one in five respondents said their dissatisfaction with internet connectivity issues has motivated them to consider moving their business out of Dunn County.

Among businesses without internet service, more than eight in ten said the primary reason was lack of availability.

A third of business respondents would pay \$60 or more per month for high-speed internet service.

Appendix B1 – Residential Written Responses

Q3. Please indicate your reasons why you are dissatisfied: Other responses (201 responses)

Reliability (81 responses)

- Unreliable. (2x)
- A lot of trouble connecting to servers -times out.
- At times can't even get service.
- Cable internet service is not as reliable as should be expected from Charter Communications. Internet connection reliability is inadequate and when loss of connection occurs, I'm not always allowed monetary reimbursement because when outages occur they aren't long enough to be fully recompensed because of Charter's time loss disclaimer in their residential agreement.
- Can only connect a few times a week and for a short time.
- Connection is lost frequently.
- Connectivity is inconsistent. We lose service frequently.
- Constant interruption in service.
- Constantly losing service and spending hours on phone with CenturyLink only to have it go out the next week again.
- Disconnects often.
- Disruption of service with weather issues.
- Does not work during heavy snow or thunderstorms.
- Downtime.
- Drop-outs especially later at night can last 2-3 min at a time. A few times a week it is much longer.
- Dropped or cutoffs too numerous without reason.
- End of a DSL line -- We only get the leftovers.
- Extremely slow and constantly shuts off at all times of day.
- Frequent connection problems.
- Frequent outages/ service issues.
- Frequent service outages.
- Frequently lose service in storms.
- Hard to connect.
- Have a booster \$600 and still cannot use iPhones.
- I work from home, using VPN connection. It slows my access down even more, and I may have to reboot the VPN connection multiple times a day.
- In the middle of a search we lose service and have to restart from the beginning internet is sporadic constantly not one hour of service always interrupted.
- Inconsistent.
- Inconsistent service; only receives 40% of what we are paying for.
- Intermittent service.
- Internet constantly disconnecting itself...too expensive for horrible service.
- Internet is always being disabled for some reason.
- Internet service is not working quite often.
- Internet slows down on weekends and often cuts out.
- Internet works intermittently.
- Interrupted service resulting in 2 to 5 seconds it will stop then work for 2 minutes. Slower service when humid or wet conditions.
- It cuts in and out all the time.
- It doesn't always work and we have to reset it. Tired of outages.

- It is extremely un-reliable. Sometimes it works. Sometimes it doesn't. Sometimes it's fast. Sometimes it's slow.
- It just really SUCKS. Doesn't work half of the time and it is so annoying!!!
- Just getting into the internet is slow. Need to stand on road to get service.
- Lose the connection when system is overloaded.
- Loss of connection is frequent.
- Many times have loss of connection.
- Most days around 7am and 7pm internet stops
- Networking of printer, computers and other equipment is very irregular. Must reboot often.
- No cell phone coverage.
- Occasionally browsing and downloads are slow.
- Often lose/drop signal.
- Often the internet doesn't work at all.
- Only about two hours internet service a day nothing after 4:00 in the afternoon.
- Only unreliable Verizon tethering is available. Terrible data plan/policies.
- Pay for service that we do not get.
- Phone and DSL service is intermittent and doesn't work at all 33% of time.
- Phone reception is negligible at best.
- Satellite service unreliable in poor weather but is my only option.
- Service can be intermittent. No other options for service.
- Service constantly goes out!!
- Service interruptions.
- Service is always going out at home and at work. Charter always gives the runaround.
- Service is not always available.
- Service is unavailable.
- Service often cuts in and out randomly and poor customer service.
- Service quality instability.
- Service stalls or locks up too often.
- Signal strength is bad. We frequently lose our service for no apparent reason.
- Sometimes not available. Satellite internet is very slow.
- Spotty at times but mostly satisfied with the service.
- Streaming music isn't always possible.
- Takes too long to connect and sometimes can't connect at all.
- The connection seems to not stay very long. Cuts in and out, usually have to reboot the box or wait until I can get back online. It can still be slow.
- The internet connectivity continuously interrupts and the modem must then reboot. Randomly happens every day. Charter insists they cannot fix it because there is "currently an outage" in our area!!!
- The internet is constantly just dropping off and we won't have any service for hours.
- They charge for a service that basically is not provided it is so poor.
- Too many interruptions.
- Very frequent connection issues – Charter.
- Very poor service area.
- Was lied to about available speeds, only getting 4Mb download when promised 10Mb. Service constantly disconnects and needs to be restarted.
- We have satellite data internet. We have so many units of data to use per month and it is slow and unreliable. Can't use it for what we want it for.
- We have to buy our data for internet because the unlimited internet through Century link was too slow with a lot of buffering.
- We have Verizon so we have dead zones, at times rather slow service.

- When it is working, it is mostly on the slow side. Occasionally it is nice and fast. I have periods every day that I do not have any ISP service, even. I am paying to have it all the time.

Data limits (28 responses)

- Cannot get unlimited internet service.
- Constantly say we use up our allowance and then slow our speed way down or add charges. Previously company, never had that problem even with a teenager in the home then. Not believing we are using it that much. Connection problems in past-slow with tech help and costly.
- Data allowance is capped, when exceed we are switched to dial up speed.
- Data limits.
- Data limits on 4g service. Satellite internet is bad.
- Data overages occur even though we do not stream videos, YouTube or other videos.
- Data usage is limited.
- I have a 4G router at home. 4G has a data cap, and you pay a lot for more data. At 10 GB (about \$75/month) I can't really do much more than general web browsing/email/occasional short video. The data cap is a big deal. I can't work from home, watch movies, download games.
- Limited.
- Limited data to 20GB a month.
- Limited data unable to stream or use videos.
- Limited GB.
- Limited on data usage every month.
- Limited use. I have a dish.
- Monthly data caps.
- Only 10 mg is available. Even though they sell 20 mg it isn't really available because there are not enough ports to connect everyone who wants it.
- Only have limited Data from cell phone.
- Only option is mobile broadband or satellite. Both of which are a metered connection and expensive. Streaming video is not a possible for us.
- Run out of data within 5 days of cycle.
- Streaming video takes too much data.
- They make it even slower when you are close to your gigabytes allowed for your price bracket.
- Use up data before allotment - do not unlimited. Cannot do Netflix or other.
- Use up data way to fast, more is too expensive.
- Verizon only has 10G and then slows down. No other way to get service because of location.
- Very limited download cap. Cannot stream any content.
- We are on a limited data plan and use our monthly allotment in about a week.
- We can only get Mobile Broadband and are limited to amount of GB used per month. Continuously go over and pay more. Not fast enough or enough GB to watch Netflix, Amazon, etc.
- We use mobile 4g for our internet and it has data caps.

Slow speed (25 responses)

- CenturyLink has different pay rates for the same service and it varies from neighbor to neighbor. It also amazes me when you sign up for their plan you start out at 10 Mbps and 1 month and a day the best we can ever get is 6 Mbps. We have also been trying to have a technician come out for over 3 months and they can't even get that done.
- Century link has such a bad upload and download speed that it is hard to do my homework for my online classes!!!
- CenturyLink states downloads up to 1.5 Mbps, actual speed test results are less than 0.15, if the test will even run.
- Dish TV doesn't allow some streaming, and when I can stream it continuously buffers

- Don't receive promised 1.5mbps
- Downloads in general take too long, but browsing the internet is okay
- Downloads don't happen; inadequate speed and band width
- Everything about the internet is super slow downloading a 1 gig movie takes up too a day.
- Have no other options due to location and trees. Stuck at 3 Mbps with no hope for faster service
- I don't upload videos or stream because it's too slow
- most newer devices assume everyone has a 10meg connection
- No fiber or cable options. Satellite is too slow. We use our cellphone as a hotspot.
- Online gaming is slow
- Only one very very slow option
- Paying for 40 Mbps and only getting 1.5 Mbps
- Playing video games online lag
- Slow connection all-around
- Takes a long time to print once ask to print
- Terrible ping for gaming.
- Very slow, can't run more than 1 item at a time. Only 1 provider allowed in my area. Pay way too much for crap service
- Very slow
- Videoconferencing / web conferencing is difficult, has delay
- We cannot have more than one device connected to our service. It gets extremely slow if we try to connect more than one device and we even opted to pay for a faster speed but that has made no difference
- We can only get so much through CenturyLink as they do not want to upgrade their slow service lines and they are the only provider we can get right now.
- We have satellite internet and it's expensive for what we get. Also seems very slow compared to other people services that they have.

Lack of competition (23 responses)

- 24 Telecom dropped western Dunn County last year leaving residents few options.
- CenturyLink has a monopoly of the area. We are not able to get any other provider
- Charter is a terrible company, but the only one with decent speeds
- I had Mosaic, but changed when they dropped phone lines from their service.
- Lack of competing ISPs--Charter/Spectrum is the only option
- Lack of competition
- Limited to only one provider which is satellite. They have very low data limits and speed is no more than 12Mbps at my location. Plus it is very unreliable during any kind of inclement whether it be rain or snow. Lastly the price is very high for basic service that does not guarantee streaming capability
- No option except CenturyLink. Somebody sold it to them. HELP!
- No other options for service
- Only have an option of satellite internet
- Only one broadband choice: Charter.
- Only one provider in our location - no consumer choice
- Only one provider services my address
- Only option is DSL
- Satellite internet available only
- Satellite is my only option. Have been told we are in a dead zone and have no other options.
- The only service we have is satellite and we are not in a remote area
- Two options. dial up and satellite There is such a thing as fiber optic

- We have one landline choice and they are not interested in upgrading their systems to meet customer needs.
- we need more options to keep the market honest
- We only have access to DSL in an area of dozens and dozens of houses and rental units.
- We only have CenturyLink, it would be nice not to have a monopoly and have a choice. Plus the internet doesn't always work.
- We only have one option - no competition. Prices steadily rise particularly when you pay extra to get ahead with the billing. There is a game that goes on. If you call and say it is too expensive they add an option and reduce prices for a year and then jack prices even higher next go around. A racket!!!

All of the above (13 responses)

- All of the above. (8x)
- All of the above!! CenturyLink is terrible and we pay so much for crappy service.
- All of the above except cost. Service is not too expensive.
- All of above. We only have satellite here and it is nowhere near high speed internet and for the price we pay it's not fair.
- All of the above. Satellite service is our only option and it is slow and forget streaming or watching videos, it eats our data. I'm a full-time college student and I don't dare take an online test, for fear of timing out or delays in connection.
- All of the above. I pay a premium price for what is essentially dial-up speed. Use of the internet for anything other than rudimentary browsing is essentially impossible.

Expense (11 responses)

- Affordable options not available
- Constantly having to change carrier in attempt at best \$ deal
- For amount we pay our service is terrible!
- for the service we get it is way TOO expensive
- I am spending \$1,000 per month
- I have fixed income, it is TOO expensive!
- It is absolutely disgusting how much I pay to WWTC for fiber optic internet, when compared to the cost of similar service within the City of Eau Claire, for example. I am entirely satisfied with speed, quality, etc. - it is just the cost that I feel is too expensive.
- Service is extremely expense and videos are jerky uploading is slow
- Too expensive for the service we have
- too expensive, we can't afford this
- Verizon too expensive

Customer service (7 responses)

- Attitude of help desk
- Customer service is poor
- Customer Service is very poor
- Customer support is time consuming and poor
- Horrible customer service
- Horrible customer service
- The service is not local and the customer service is awful. We're in a contract that will be ending soon and I'm not sure how high our internet will go too. It frequently kicks out. We live in a rural area that does not have cell reception. We have a booster that connects with the internet, no internet equals no cell service.

Miscellaneous (13 responses)

- Not supportive of those who need high speed/high data transmission.
- Navigating the options is unnecessary. The format offered is too cumbersome.
- Don't really use it.
- Service provider badgers us to purchase more services CONSTANTLY
- Well for starters your survey block as I I'm trying to write is blocked by the keyboard this tells me that the survey is going to be done by incompetent people; however trying to get service for the system is just as frustrating.
- Century link sucks!!!
- Satellite sucks
- You get what you can pay for services!
- We have to bundle it with our phone and cable TV
- Use a mobile home spot for home internet
- I would think the providers would be able to protect us from all these scams and schemes.
- Pop ups and ads stall what I am trying to do.
- We have dial up

Q4. Current Internet/Broadband Provider: Other (227 responses)

- Excede (63x)
- HughesNet (57x)
- Verizon (46x)
- Dish Network (25x)
- Nextgen (7x)
- Satellite not specified (5x)
- Wild Blue (4x)
- 24-7 Telcom (3x)
- Other comments (17x)

Q11. Most common/frequent way you currently use Broadband/Internet at your home (rank): Other (282 responses).

Most important.

Work, telecommute (60 responses)

- Work from home (14x)
- Work (12x)
- Work related (5x)
- Business (2x)
- Business applications
- Business. I'm a remote employee
- Business/Work
- Communication, web conferencing
- Computer work for my job
- Employment (remote access)
- For work need to watch online auctions
- Home based appraisal business
- Home Business

- I work from a home office via a VPN network
- I work out of my house using the internet
- Office from home
- Remote Teleworker
- Remote Work
- Remote work/VPN
- Remote work via compressed VPN/Citrix sessions
- Small business and working from home.
- Telecommuting
- Telecommuting for work
- Teleworking
- VPN/RDP
- Work from home and have an online business
- Work remotely for UW-Madison & Medtronic
- Work, VPN
- Working
- Working from home and remote log-in
- Would like to use for work but too slow

Streaming (25 responses)

- Netflix (3x)
- Streaming (2x)
- Streaming TV (2x)
- You Tube (2x)
- Live TV stream
- Netflix, Hulu
- Provides our Cellular Service and TV
- Services-Pandora, Shutterfly, Watching YouTube
- Streaming (Netflix, Hulu and others)
- Streaming movies
- streaming music
- Streaming Netflix
- Streaming video
- Streaming video - Netflix, Amazon, etc.
- Streaming video and movies
- Streaming video for distance learning
- Streaming Video/Movies
- Streaming/gaming
- Television like Netflix
- TV & Movies

Gaming (17 responses)

- Gaming (7x)
- Online Gaming (3x)
- Games
- Gaming online
- Internet games
- Playing online competitive games
- Playing online games
- POGO.com & record keeping
- Video games

Banking and Finance (8 responses)

- Paying bills (2x)
- Banking
- Banking bill pay
- Banking, money transfers!
- Managing stocks
- Pay bills
- Weather and financial reports

Research (5 responses)

- Google researching products, DIYs, etc.
- Googling to get answers to questions.
- Inquiries, information
- Just looking to find answers to a question I might have, usually, no luck!
- Research

Second most important

Work, telecommute (20 responses)

- Work (5x)
- Working from home (2x)
- Business
- Business related
- Connection to work
- Connection to work/network
- Financial, work from home
- Meetings/council/food pantry
- Operate small business
- Selling items
- Tasks related to occupation/job
- Telecommuting
- Work at home, downloading & uploading large files.
- Work, volunteering
- Work. Conference "calls" with video/chat

Banking and Finance (13 responses)

- Bank statements

- Banking, bill paying
- bill paying /bank
- Bill paying/banking/download library books
- cryptocurrency mining
- Online banking
- Online banking
- Pay bills
- Paying bills
- Paying bills
- Personal business
- Quickbooks
- Stocks

Streaming (11 responses)

- Netflix (2x)
- Video Streaming (2x)
- Cutting the dish/cable cord
- Internet TV and radio
- Netflix, YouTube, not sure if this is under 5?
- Stream movies
- Streaming
- Streaming Video -weather, News, YouTube,
- Uploading Video

Gaming (6 responses)

- Gaming (3x)
- Gaming/Netflix
- Online gaming
- Online video games (not gambling)

Weather (4 responses)

- Weather (2x)
- Local weather
- Weather info

Research (2 responses)

- Check phone messages, Google search.
- Speed too slow other than email and minimal web searches.

Third most important

Gaming (13 responses)

- Gaming(5x)
- Games (3x)
- Video games (2x)
- Gaming (it's your turn, etc.)
- Netflix
- Play games

Work from Home (7 responses)

- Work from home (2x)

- Mom does work from home
- Remote log in to work
- Volunteer work
- Working an online job
- Working from home/accessing company server

Banking and Finance (6 responses)

- Paying bills (2x)
- Banking
- Banking, Stocks
- Investments and financial and politics (all very frequent use!)
- Online banking and bill paying

Streaming (2responses)

- Listen or watch sports
- Watch TV

Website Management (2 responses)

- Managing Web and Facebook Pages
- Website development

Single Responses (7 responses)

- Ancestry, newspaper archives, etc.
- Getting local weather radar
- Our speed is useless for anything below here
- Planning activities
- Sharing files, either photo or text
- Teaching tool
- Wi-Fi calling

Fourth most important

Research (7 responses)

- Academic research
- Google for information
- Information/Reference
- My medical status and clinic information
- Research
- Searching databases
- Writing and researching

Work from home (6 responses)

- Work (2x)
- Work from home
- Work Related / Telecommuting / Filer Server VPN
- Working
- Working from home

Streaming (6 responses)

- Netflix
- Netflix or Amazon Prime movie watching

- Streaming movies
- Streaming Netflix
- Streaming Netflix/Amazon Prime
- Watching videos/YouTube

Gaming (4 responses)

- Games (3x)
- Video games

Banking and Financial (3 responses)

- Banking
- Bill payment and checking personal electronic data.
- Online banking

Single responses (6responses)

- Cannot stream videos, the connection is too slow
- Facebook and YouTube
- Photo organization
- Selling items on-line
- We only use email and www. to look up stuff or go to the local library where there is broadband
- Weather

Fifth most important

Gaming (6 responses)

- Gaming (3x)
- Games
- Online games
- On-line poker

Banking and Financial (2 responses)

- Banking
- Financial management

Streaming (2 responses)

- Streaming movies
- You Tube

Single responses

- Buying and Selling via Craigslist, Facebook Swap groups, Garage Sale Groups on Facebook
- Do Not Use 5 – 8
- Maps/ travel planning
- Work from home

Sixth most important

Single responses

- Can't get Netflix or other services due to slow speed, but would subscribe if internet was faster.
- Creating photo books, upload videos
- Internet surfing

- None
- Play Card Games
- Research, such as BBB, dealership and product reviews etc.
- Travel plans
- Uploading photos
- Work
- Work with volunteer organization--web meetings

Seventh most important

Single responses

- Being able to complete business related paperwork.
- Document/Cloud Storage
- Finding interesting information or getting help with household repair
- Gaming

Eighth most important

Work from home (8 responses)

- 2 adults work from home - business connection
- Business
- Telecommuting for work. It's too slow to be efficient.
- VPN to work
- Work
- Work from home
- Work related calls
- Working remote

Research (3 responses)

- Actually we use email and sometimes get on the internet for looking something up, or rarely shop for something, and almost never use the other options listed above.
- Information
- Mayo medical patient services

Gaming (2 responses)

- Games
- Gaming

Streaming (2 responses)

- Sports
- Watching movie

Single Responses (13 responses)

- 1,2,3,5&6
- Cannot do music or movies uses too much data
- Crafting
- Don't use 5-8 at all
- Email, news, shopping (could not drag choices)
- Emails and photo storage only
- Employment education
- FarmersOnly.com

- Marketing my books (author)
- Online Banking
- Stay in contact with VA
- These are not correct. I could not go back to change
- This page isn't working properly

Q21. Devices currently connected to the internet: Other (47 responses)

Smart home devices (12 responses)

- Thermostat (6x)
- Smart home app (2x)
- Heat, light controls
- Home Control Devices
- HVAC System & Vehicle
- Solar PV monitoring

Television (6 responses)

- Roku (4x)
- ChromeCast
- TiVo

Landline telephone (4 responses)

Audio streaming (3 responses)

- Music system
- Networked Music Streamer
- Radio streamer - a primary use

Alexa (2 responses)

iPad (2 responses)

Kindle (2 responses)

Single responses (16 responses)

- Amazon Fire
- AT&T micro cell
- Baby monitor
- DirecTV – could use it if there were adequate bandwidth
- E-reader
- I would like TV but the costs are more than I can afford. I get 4 stations on internal antenna but would like more options
- iPod
- Mobile cell tower as cell service is unavailable where I live
- Printer
- Servers
- We choose not to connect some of our other devices because of the metered connection.
- We get .5 Mbps here. Not, 5.... point 5. We don't have enough bandwidth to do much of anything.
- We have satellite also and use that for most everything.
- Weather station
- Work

- Would like to hook our Blu-ray and smart TV up but fear of going over data and poor internet service

Q22. What are some things that you would like to do at home, that you are currently unable to do with your current broadband access: Other. (133 responses)

Faster speed and reliability would improve many activities and tasks (71 responses)

- Allow my DVR and amazon prime accounts to be connected for full services that I pay for.
- Be able to use more than one device in my home without extremely slow internet
- Better and consistent speed. The internet fluctuates and buffers constantly. It's very frustrating.
- Browse at good speed. Eliminate second internet connection.
- Can do all of these things, but sometimes have to wait for off peak usage times
- Can do most of what we want but it is inconsistent and slow
- Computer runs so slowly it is hard to even type an email
- Connect printers and router for internet access along with having options for other service providers. Hotspots and satellite are our only options. Satellite does not work for our needs and we make the hotspot work but it is not ideal.
- Do all faster
- Even though we can use for above, service is in and out, extremely slow and weather dependent
- Everything is extremely frustrating and slow have hard time loading online banking
- Faster service
- Faster speed is desirable
- Faster speed to access work network
- Faster speed, no increase in payment
- Good internet service is not available
- Have a continuous stream of internet service that is not constantly interrupted
- Have more than one person using it at once
- Have reliable fast service for current use of internet
- Have unlimited access to broadband speeds
- Having consistent internet access.
- Higher rate of upload speed for streaming possibilities
- I can do all of the above but it is SLOW
- I can do all these, albeit slowly.
- I can do it, it just takes forever
- I can do most of above, however, I am aware that it is slower than many other places
- I can do most of what I want to. It's just so terribly slow.
- I can do pretty much all I would like to do, but I cannot say I do not have issues with my service.
- I can do the things I want, but its annoyingly slow
- I can do these things but it is slow and sporadic.
- I can do what I need. Just very slow. Videos are sometimes jerky. Photo uploads are very slow.
- I can watch movies, but it stops and starts at times, also processing times are slow
- I would like better uploading speeds. I work with videos a lot and it is slow. I also do a lot of remote access work that gets laggy
- I would like faster access
- I would like to access my file server and have faster upload for this
- I'd like to be able to know my service won't randomly go out.
- I'm able to almost all these things, I simply would like more speed to I'm not waiting between page changes, etc.
- It drops out too often--can't do anything when it drops out
- It is so slow and lags

- It's just slow.
- Just be able to do with more speed and have consistent, reliable service
- Just being able to get online most of the time no connection
- Just to be faster.
- Just too slow
- Large online backups
- Lately it seems slower during the day when trying to use Netflix
- Multitask
- Need faster upload for pictures, videos, and faster download for videos.
- Not the promise speed
- Not wait for common online tasks
- Our service doesn't always work efficiently- several down times
- Our service is so slow we can't do these things even DSL
- Performance quality instability
- Search the Internet in general
- Seems slow.
- Slow upload speed unable to upload large files
- Something other than point, click and wait. It would be nice to be able to file our tax return from our home.
- Speed of access, limited by service
- Speed things up
- Speed when many devices are logged on the internet
- The times it's not working, I can't do anything.
- Upload anything without it taking 2 days
- Use internet less frequently than desired because service is so poor.
- Use when I need it, bad service
- Usually good; weekends things slow down
- Utilize more than one device at a time in our home. When we stream movies, we cannot have our smart phones connected to the Wi-Fi.
- Variation in speed makes downloading movies, etc. unpleasant - often stops to buffer
- We can do the above. We just get interruptions in our streaming on a frequent basis.
- We can do what we want -- but reliability (interruptions) can be a problem.
- We went with satellite because we could do nothing while on CenturyLink internet service
- Would like faster, more see dependent service

Telecommute (22 responses)

- Work from home (2x)
- Access company VPN network
- Better VPN connection to work
- Move text files to my publisher
- Remote office for technology jobs
- Remotely work on large files for work
- Telecommute
- Telecommute for my work
- Telecommuting
- Town business
- Update our work required devices and do other high data demand work related items.
- Upload authored books & articles.
- Wok from home
- Work
- Work from home / home office

- Work from home-VPN
- work more efficiently at home
- Work more efficiently with small business. Many times tasks take too long and very frustrating.
- Work video conferences
- WORK-current internet speed is not guaranteed. No point paying higher as they won't guarantee the speed. In medical field and unable to work or respond to patients with our internet.
- Working from the internet

Streaming (11 responses)

- Fully utilize Twitch TV
- Reliable HD live streaming
- Stream videos from Netflix
- Streaming Music
- Streaming video is not always good quality
- Streaming without glitches
- Use devices for music
- Watch ball games without buffering
- Watch videos of current shows on the computer. we only get 3 channels on our TV
- Watch YouTube on TV
- Watching TV & Movies can be slow & buffer a lot on the weekend

Price/Cost (7 responses)

- Cost is prohibitive to upgrade
- I don't pay for any extras just have the basic
- Internet Price to HIGH!
- Just would like to not pay as much.
- Only problem is price
- Reduce monthly cost
- Stop paying so much for internet.

Education (4 responses)

- Home school my daughter
- I would like to not be kicked off the internet when I am doing school work.
- School work
- Upload videos in less than hours, have reliable speed to take testing for online education.

Facetime/Skype (4 responses)

- Facetime
- Skype or Facetime with grandchildren and children--intermittent audio and video now
- Skype or video phone
- Video calls might be better

Telephone service (4 responses)

- Cell phone Service
- Use with phone
- Using the phone. And anything else that would not require metering which limits use.
- VoIP disconnects due to speed

Banking (2 responses)

- Paying Bills

- Pay bills online faster

Internet searches (2 responses)

- Be able to look up stuff and not wait an hour or more for it to download
- General internet surfing and research

Nothing/Not sure (2 responses)

- None of the above
- Not sure

Smart home (2 responses)

- Security system
- Use Smart TV, appliances, security camera through Wi-Fi, monitor sump pump, heat, lights, garage door

Single responses (2 responses)

- Email size is limited
- Uploading my photos is impossibly slow.

Q26. Please indicate your reasons why you do not have internet service at home: Other (46 responses)

Not available or only satellite (25 responses)

- About one year ago, we were told by 24/7Telcom that Broadband was being discontinued in our area. We now use satellite.....which we hate. We would love to see DSL or broadband.
- AT&T says no DSL not enough lines
- Broadband is full.
- Cable is not available here. We use Verizon and personal hot spot
- Had CenturyLink internet service. Went to bundle my services together for a better rate. Had to temporarily disconnect internet service (a few moments). Lost my internet with them because there is a waiting list in my area for internet service. Even though I was on the phone with customer service, my connection was given to the person on the waiting list. Satellite service is available but is expensive and slow. Refuse to pay \$100 a month for limited use internet
- Have satellite internet but no access to broadband
- Have Satellite very expensive , very limited data use
- I do have satellite, but is intermittent
- I have satellite internet and can't get unlimited data
- In a weird bubble. 800 ft. from getting Charter.
- Internet access could be available through cable but we do not have cable in our home. 24/7 Telcom offers wireless but service does not work where we live 5 miles north of Menomonie. We did have dial-up through them.
- Local provider West Wisconsin won't provide.
- No broadband available
- No providers in my area
- Not available-- satellite service available and it is not reliable
- Only thing available is Satellite, which is too expensive, slow, and limited data
- Providers either don't come as far as my home or it is too expensive
- Recently moved and struggling finding a provider at a reasonable cost and options for the demands we need. Prior home we had access to West Wisconsin Telcom, which is not available in our new area.
- Satellite is available, but not reliable enough.
- Satellite Only, very EXPENSIVE

- The only provider available has exhausted the capabilities of their service leaving us to go through satellite internet..... which is very unreliable for the cost.
- Waiting to see if we can get service
- We have Hughes Net, very slow
- We were told that they could not reach us. We call every year and ask for it and we are less than 3/4 mile from active internet. We live on a road with 10 + other Menomonie residents that would like it.
- Where we live, the only option is satellite service or for now, am using a Verizon jet pack device, which is not satisfactory

Speed/Reliability (9 responses)

- CenturyLink service is painfully slow or unavailable
- CenturyLink speeds are so slow they do not qualify as broadband.
- Dial-Up is too slow.
- Have access to DSL but speeds are capped at 3.5 and exhausted.
- I have internet through CenturyLink and it is expensive. I would like to get something else for less and have less problems than with CenturyLink.
- I have slow DSL internet through Mosaic Telecom
- Service provided is too slow to run a computer
- Very slow dialup
- We tried getting CenturyLink twice, but the speed was never fast enough to use on our devices. We couldn't load anything.

Cell data plan (3 responses)

- Cellular Internet only in
- Just use smartphones
- We have to use data off i-phones

Single responses (4 responses)

- Charter
- Have Wi-Fi from CenturyTel
- I guess I have
- I have Charter

Q28. Owned devices you would use at your residence if sufficient, affordable high speed internet were available: Other responses (12 responses)

Smart home devices (6 responses)

- Thermostat (2x)
- Garage door opener
- Smart smoke detector
- Someday-- security system
- Wireless home control systems

Telephone (3 responses)

- I-Phone
- Landline
- VoIP telephone

None/N/A (2 responses)

- N/A

- None of the above.

Single responses (1 response)

- Network extender since I have no cell reception either.

Q29. Most common/frequent way you would use Broadband/Internet at your home (rank) - Non-subscribers: Other (125 responses).

Most important.

Work, telecommute (33 responses)

- Work (11x)
- Work from home (6x)
- Self-employed business (3x)
- Business
- Employment - home office
- Home business
- Home business via Internet
- I have a home office - Work
- I'm a municipal clerk
- Occupational work - to make living - both of us
- Small business
- Small business use.
- Work activities
- Work from home and have in home daycare
- Work/employment
- Working from home - remote access to work

Information, news, reading (7 responses)

- Reading (2x)
- Accessing a variety of news sources and television
- Current events
- General info, reading newspapers
- News
- Reading news, weather, and useful info.

Streaming (7 responses)

- Internet television
- Streaming media such as Netflix
- Streaming movies/TV
- Streaming TV
- Streaming video - Netflix
- Streaming video and online gaming
- Television

Education (3 responses)

- Children school assignments!!!
- Children's learning app (ABC MOUSE, Etc.)
- School work/school dashboard/school email etc.

Single responses (3 responses)

- Gaming
- Medical uploads for diabetic husband
- On line banking, retirement research, other family personal business

Second most important

Work, telecommute (12 responses)

- Work (5x)
- Work from home (3x)
- Business
- Download blueprint from clients
- Transferring files for my work
- Work photos and video

Information search, news, and reading (5 responses)

- News and researching medical info
- Product research, availability and price
- Research
- Search for information
- Weather / news

Banking (4 responses)

- Banking (2x)
- Business
- Personal banking

Community participation (2 responses)

- Local clubs & organizations like VFW
- Participation on non-profit boards

Single responses (1 response)

- Gaming

Third most important

Information search, news, and reading (9 responses)

- Reading (2x)
- Google search/news
- National and local news
- News
- News information
- Religious information
- Research
- Researching topics

Work, telecommute (4 responses)

- Selling online, Etsy
- Start an online craft business
- Work
- Work activities

Education (2 responses)

- Educational and medical services + finding info on available social services
- Kids school work

Gaming (2 responses)

- Gaming (2x)

Single responses (2 responses)

- Photos
- TV services

Fourth most important

Information search, news, and reading (3 responses)

- General web browsing
- Information look up
- Reading

Single responses (2 responses)

- Home business
- TV

Fifth most important (single response)

- Weather reports, etc.

Sixth most important (6 single responses)

- Gaming
- Maps
- Personal banking & business
- Too many to say
- Video chat with family
- Work

Seventh most important

Work, telecommute (8 responses)

- Work from home (4x)
- Grain/livestock markets
- Home business
- Work related
- Work

Information search, news, and reading (5 responses)

- Exploring hobbies
- Google search
- Maps, political reason
- Trip planning - banking
- Word games

Single responses (4 responses)

- Banking and research

- Gaming
- School
- Video calls

Q33. Please use this field to address any other concerns or thoughts you have on Broadband/Internet services here. (947 responses)

Speed and Reliability (265 Comments)

- 3g and 4g phone service is not very good and not reliable at my residence
- Advertised speed is 10; actual speed is 1.5 on a good day. It's frustrating to work with the carrier as their solution is to send a new router. The speed is the issue. We also think we may be at the end of a line or run. One person is working on an advanced degree but can't do it from home as the speed is too slow to support blended education.
- All computer software assumes you have high speed internet to install and update them. Many schools, businesses, and other organizations also assume everyone has high speed internet access to access their services and to stay keep informed by them.
- All I want is what we pay for! Our internet is constantly slow and shuts off at all times of the day, which leads me to call CenturyLink, and they don't always help either! I am willing to pay as long as we have our speed and internet working! We have had problems with our phone line since we moved here (17 years ago) and has never been fixed, just a cover up. This has affected us and the neighbors around us, leaving us extremely unsatisfied!!
- Any help that can be provided would be greatly appreciated. I am glad this survey was given to let our concerns be known. Obviously we would like better speeds but it would be nice to have some options in service. Century Link basically having a monopoly on service seems to have led to halt in them looking to upgrade service in our area in my opinion and in the opinion of others I have talked to. Why make things better when we are already forced to stay with them at \$80/month.
- As a dairy farmer, we have had to ask other members to not use Internet in order to pay employee taxes, etc. 1.5M is not enough speed to run a business and a home – especially for the price.
- At the moment I'm unable to work from home as required by my job for on-call duties. I need to drive 30 minutes into work whenever called because I can't telecommute on my current DSL service. As mentioned before, CenturyLink lied about the speeds we'd be getting and constantly changes our bill. Charter at our previous location was great to have by comparison.
- AT&T DSL is currently our only feasible option. We do not have cable access. Our ability to stream video is variable.
- ATT prices keep going up and quality is going down. Charter is only option for faster service, but they're unreliable. West Wisconsin leases a line from ATT that would only offer me less than what I already have. ATT says I have a 6 mbps service. I'm lucky if I get 4 mbps. Lately the connection just drops. They tell me I need to upgrade to U-Verse. I want fiber to the house. They tell me fiber is only available to new construction. So any existing buildings in Menomonie are automatically disqualified from anything newer or faster. Fiber is not an option for me.
- Basically that it is too slow all the time, many times our internet service is down and it will be down for a few days at a time.
- Be nice to have better than dial up
- Be nice to have options for services over 20 megs and to have better ratio then 10:1 download/upload.
- Broadband access would be good for the rural areas of the county to provide faster access for students to be able to download information [that] may be needed for school projects, etc. Our grandson has many projects he has to have access for. Our daughter would like to live in the

country but has a job that she telecommutes and must have high speed. It would also be nice to be able to stream programs and download updates etc. without it taking several hours. Currently network delay is 338ms, download is 2.69 mbps and upload is 0.39mbps. Thank you for providing this survey.

- Can only get service through a cell phone hot spot.
- Cell phone internet is available in our area, but no signal is consistent for phone calls or internet
- Cell service/reception can have limitations at times
- CenturyLink in the rural areas is a joke. The DSL is barely 1-2 meg. There are so many advanced technologies out there. I am extremely satisfied with my cellular modem but would be open to fiber.
- CenturyLink is the only unlimited data plan around and the speeds are super slow. To get the speeds up would be a blessing.
- CenturyLink DSL is very poor in my area. Internet gets dropped almost daily and I reboot modem quite frequently.
- CenturyLink internet only works about half the time,
- CenturyLink is HORRIBLE and have offered little or no options or assistance with no improvement in service for years! They blame all the issues on the homeowner, the wiring or the connections in the home. All of which have been proven to NOT be a problem.
- CenturyLink is now charging me for "high speed" internet. However, my speed according to the Google Internet Speed Test is 1.5mbps download and 0.21mbps upload which is very slow! They ran fiber-optic past my house but never ran a line to me!! I hate CenturyLink!
- CenturyLink is the only broadband provider available in my area at this time. They call it high speed but download speeds are only .732kb at best
- CenturyLink is the only option in my area besides satellite. They are unable to fully service our entire rural area because they do not have enough connections available. Satellite is expensive and inconvenient. You lose connection during heavy cloud cover or snow. The speed is also not fast enough for me to work from home when needed. So when a problem arises at work, instead of being able to connect from home, I have to leave and physically go to my place of work.
- CenturyLink says that they are providing 6.0M High Speed Internet to us but our service is often spotty and cuts out at certain times of the day (i.e. late afternoon, early evening, etc.). When calls for customer service are placed CenturyLink says there are no issues with the service - there is nothing that can be done. Downloading assignments for high school students, streaming movies and game play is often not an option due to this spotty service. We often end up not using our home internet service and using data on our cell phone service - however this ends up costing us more in the end if we go over data limits. Frustrating - especially when it may be required items for school!
- CenturyLink service here is lousy with no other options but satellite service which is unreliable due to weather. Have dropped CenturyLink for AT&T unlimited plus which is much better but more expensive.
- CenturyTel is an OK company, we are at the end of the line for service. It goes off and on. We have service from 24-7 Telecom at our business in Menomonie which is OK. We would love to use it more and expand our antique business on line. Can't count on communication though with customers. Nothing is reliable.
- Charter has poor service and in our area. They are the only provider. It would be good to have competition.
- Coming from Eau Claire, CenturyLink is a joke! They advertise 6 mbps download and you can't even get close to that!! At best, 3 on a good day, mostly less than 2. Upload speeds are even worse!! Less than 1 EVERYDAY! Are we in the Stone Age?? I telecommute from home and have to have 2 lines. One dedicated to my job, which by the way isn't enough to handle my VPN

and drops it constantly, and one so my family can look at their emails while I work. I tried only one line and my VPN would drop if someone checked their email on their phone.

- Concerned about future resale value of our home due to slow service. Would like to use computer more, especially for TV streaming services, but service too slow. Advertised speed on CenturyLink bill is only 768K and at least twice in 7 years have had a CenturyLink rep tell us faster speeds are available when they are not - found out after calling another rep that was more honest.
- Consistent services and reliable services.
- Constantly shuts off all time of day! Extremely slow. Service sucks!!!
- Current download and upload speeds are FAR BELOW what is advertised making running a business, telecommuting and on-line education difficult and frustrating.
- Current internet is unreliable. Extremely slow.
- Current provider very poor. Also current TV access is horrible as well as phone service. Many times we cannot access our phone lines, and have to maintain a landline for emergency use.
- Currently DSL or dial up is the only hard wired service available. I have seen the buried wires that service my home and they are very old a degraded. Tried satellite. Works great other than data cap and when it's stormy. Not good for bad weather alerts being out in the country. Wireless is the worse cause of weak signal even with a booster. With DSL certain apps and programs time out often or just don't work. I have way too much latency and tons of up and down errors. Devices have to be left on for days to download even a song or album or updates, wasting lots of energy. Of course CenturyLink says nothing wrong with crappy corroded copper wire and the junction boxes which frequently are under water and absorb ground moisture. Max down speed 1.3 is highest could reach in frequent speed tests over the years. Average is .9 even though advertised is 1.5. Pathetic anyways. Would be nice if Charter would allow me to buy and run 2 miles of cable to the nearest cable/fiber line which is block away on county H. My brother in-law lives further out and DSL is not offered but phone is. Thanks for hopefully reading all this cause more and more day-to-day life relies on the internet and quality and speed matter a lot.
- Currently satisfied but always interested in better/faster/cheaper options
- Currently we have CenturyTel. Very unhappy. The customer service is horrific, way overpriced, slow. It loses connection all the time.
- Download speeds are fast enough, but upload speed is too slow. We utilize cloud storage to back up our family photos, videos, etc. and it takes forever to upload to the cloud. Other than that, internet cuts out occasionally and requires us to either reset our router or reset our modem.
- DSL has speeds less than 80% of what we pay for.
- DSL is my only option yep successfully work from home and it is often quite laggy. We tried satellite for a while but I was not able to use it for work. I'd love to have a faster option.
- DSL speed is atrocious. Can't even watch Netflix.
- Especially in the speed, reliability and data limits with the available options in our location.
- Even though with satellite we can get up to 25 MBPS we usually get under 5 MBPS and most often during evening hours get under 2 MBPS. We had service through Century Link and never got over 1.5 MBPS.
- Even with DSL we are not able to watch downloaded videos without distortion and jerkiness. This includes teaching videos, instructional videos and informative YouTube videos, weather videos, customer service, and personal videos from others to our computer/devices. The cost is prohibitive to fixed income residents and young families with students for unlimited data (which should be the norm and not the exception). Certain times of day connections seem slower like during school/business hours.
- Example. 1.5 hour movie on Netflix takes on average 3 to 3.5 hours to watch

- Faster internet would be an awesome option, or some broadband competition, we can't do much about our price because of only having one company that offers broadband
- Faster speeds.
- Faster upload (15 Mb/s or more) would be excellent. Fiber internet would be awesome
- For those of us in the rural areas, internet service is slower
- Funny with today's technology that we can't have faster internet and also cell phone access out here. It sucks.
- Grateful for access that we do have, but it is too slow. Telecommuting requires ability to send and receive large files quickly, attend video conferences, etc. Poor mobile phone coverage in area also requires network extenders which draw down bandwidth. Many goods and services are only available via the internet...requiring ability to download files, software, etc.
- Have been looking for fast reliable internet for a long time. Love living in the country but really need better internet.
- Have filed complaints with CenturyLink and the state. No help. If there is ever a lawsuit I would be a willing participant. 12 years of terrible service. I am switching to an unlimited smartphone plan for the family and 22gigs Wi-Fi for the house at a considerable cost increase. I feel that I have no choice as my daughter is starting college this fall and must have internet access for school that is reliable. She is living at home for her freshman year.
- Having both my children be able to do their homework is my biggest concern along with being able to stay up to date with communications with their teachers. My son is moving out this fall to go to tech school so he doesn't have to deal with the hassle of no internet at home. It's possible he would have commuted if we had it available. As of right now we have a hot spot but his one class last year had so many videos he had to watch to get CPR certified so he had to go to my work to be able to take the class.
- Having truthfully selected the over 61 age category, we felt that the possible options of need/use were stereotyped to retired people. However, we are working [teacher & internet buying and selling]. We are impeded by the very slow internet connections through PDA and Hot Spot internet connections we use through our cell phones.
- High speed broadband is a must for business at this time, and should be considered a basic part of our infrastructure. All three of my adult children are affected in their business decisions, and where they live, by the availability, or limitations, of the internet services.
- Hope something comes if this, so tired of not being able to watch TV and try to work online, everything is so slow!!! And we have asked and they said we have the fastest internet!
- HughesNet was the only internet service available in my area. I would like something faster and stronger. It's expensive and very slow.
- I am extremely concerned about how the poor internet service affects the education of our students in the area. As a mother of two teenage children, I am aware of the disadvantage my kids face compared to their classmates with better internet service. As a high school teacher, I am aware of the limitations I have with my students because I can't assume that my students will be able to work/access online information from home on occasion.
- I am fairly satisfied with my internet provider and connection; just would like it to be a little faster.
- I am in an area that has poor cell service. I have a cell phone booster just to get service in my home. So cell based broadband is not an option. I am less than 2 miles from Menomonie city limits and 1/2 mile from a major housing development (Birch Creek/Woodland Terrace area) and 1/4 mile from Irvington but I am still unable to get DSL/Cable or any kind of hard wired service. Satellite is my only option. It is slow, expensive, and unreliable. I cannot log into my company's VPN because of satellites latency issues which makes the connection practically unusable. I believe this is an area that needs some type of faster reliable service. Thank you.

- I am stuck for another year with Exede. Often, and I do mean often, we lose internet connection. It might be out for a minute or two or several minutes at a time. This is extremely annoying. The technician that installed the system in March of 2016 said this kind of thing would almost NEVER happen. Well, it happens all the time and I get darn sick of it. Exede stinks!
- I am thankful for the internet that I do have but it is VERY VERY Slow. Can't watch a video without it having to constantly stop and buffer.
- I attend school and will be continuing on with my BSN and could really use a reliable broadband network. I have trouble with watching videos and listening to lectures because our satellite internet is quite slow. We have family all around us in our area and they all would be willing to have something more reliable also. Please bring broadband to our area. Thanks!
- I cannot stream without buffering.
- I do have a business, but I do not have sales over internet because a satellite service is sporadic, even though I am told it is good. Have tried 2 different companies so far, not satisfied with either. Husband would like to be able to get TV programs, but with the new digital signals, it also is not satisfactory. Back when signals were analog, we had great reception. It would be nice to watch TV without any signal interruptions again. And it would be nice to use computer to watch videos or even type out an email without it stalling. We are not using our modern technology to its full purpose because of how slow data comes in."
- I don't telecommute per se but I run a satellite office for the company I work for. Without reliable secure internet, I would not be able to do my job. My job requires me to be able to download large files, receive and send emails some containing video content and uploading documents all in a timely manner.
- I don't think it would matter how fast it was. By the time you get through with the pop-ups and constant Ad interruptions, you have wasted way too much time.
- I get 50 + mbps download yet I still want faster speeds. I'd pay for fiber if it was available. I need more than 4 mbps upload for sure.
- I get DSL from CenturyLink. It is the slowest speed for my location. It is expensive, but is the only way I can get it. My grandson needs it for his school work. Would like to see more competition to lower prices. Would also like to get faster speed. Usually cannot even watch a YouTube video without it pausing and stopping for it to catch up!
- I had started a home based consulting business, but as the required software became more complex, I was no longer able to do the business as the available internet service isn't fast enough or reliable enough to allow me to download and upload information necessary to the business.
- I have 3 children who can't even do their homework because not only is it slow, we can't even get on at times. But we are paying high speed prices, not right at all.
- I have been waiting as patiently as I can for broadband. I upload my husband's pump for his doctor to read status of his blood sugars and insulin and it takes FOREVER to upload if it doesn't crash on me before finishing. I also do photography that requires speed to upload and I do a small business through social media. We also have Wi-Fi for our cell phones and we cannot use more than one item at a time. If I'm on the computer no one can use their cell phones. It's a huge problem for many issues and my neighbors feel the same way for different reasons.
- I have filled in my user name and password for online banking (On a few pages) only to have my computer say it (Hmmm.... We can't seem to reach that page). I was able to fill in all my information, but never reach the page to log out. Today I was doing online banking and after reviewing a transaction page, went to log out with my computer saying the same thing (Can't reach page). Each time I was able to back page to the transaction page and after three times was able to log out?
- I have frequent loss of connection with CenturyLink.

- I have Windows 10 (a big mistake!!!) which may be part of the problem with the speed of our connection. It is unclear whether it is CenturyLink or Microsoft which causes the problem.
- I live just a mile out of town and I have slower internet than a person who lives 3 because they have updated lines. I have been a customer for 10yrs don't you think it's a good idea to take care of your current customers?
- I moved from the city and know what high speed internet is. We are told we would have high speed offered where we live when we moved here from CenturyLink. That was 6 years ago and we still have to use satellite to get any internet out here and we can't barely do anything. With the price we pay and the limited amount of gb we get is a joke
- I pay 200 + per month and cannot use internet for anything else but work. It just sucks. It is slow.
- I pay way too much for service that isn't fast enough to do what I should be able to do.
- I take lots of photos and some videos for our school district and local newspapers. It is impossibly slow to upload large amounts of media to the cloud for mass distribution. Also, the video streaming is sometime so choppy we just give up and stop watching.
- I think high speed Broadband/Internet is essential for businesses, schools and for the continued growth of the economy in Northern Wisconsin.
- I used to take online classes and I cannot now as the speed is too slow. I would like to work from home but cannot due to speed. I would like to use the internet fully since I pay for it but it's pretty worthless. I would like other companies to choose from other than satellite as they have data caps
- I usually wait to download eBooks, app updates and media content until I am at a public library or other location due to data caps on my plan. My actual speed varies greatly, and is often closer to 3-5 Mbps than the advertised 10. I am unable to stream video due to data limits and slow speeds. I can't use Lynda, offered free by my library to maintain and broaden my software skills because it's a video-based service. I worry about falling farther and farther behind due to the digital divide.
- I want the best technology available for our children's education.
- I wanted to stay with 24/7 but I was at the end of their coverage ability and it was too far slow. I changed to (a different provider)AT&T at their suggestion
- I wanted to support 24-7 Telecom as they are a local business but I needed faster speeds for periodic telecommuting and had to switch (after 8 years) to now use Charter/Spectrum
- I was having issues with internet speed with CenturyTel There service was frustrating and poor. I was considering satellite, but my neighbors were just as frustrated with their service also. It took a few calls but the issue was figured out
- I work from home for a large bank and NEED better internet. CenturyLink sold me the service, then when they determined speeds were Way below what was advertised, said I was lucky to have anything - and that they don't offer it at my address (frustrating since I had been paying them for it for 5 years). Then - after saying they didn't offer it, they sold it to my neighbor too. I'm stuck with bad service and no alternatives because I need VPN access for my job.
- I work from home on pager basis. I cannot use my computer to accept phone calls because my internet is not good enough. Sometimes, I have issues working at home when my children are on their phones or watching Netflix.
- I would like affordable broadband as well as reliable service. Satellite is neither of these! If available I would bundle broadband with TV and Phone service!
- I would like another service provider other than Charter. They decide what you pay, no standard rates. I hear college students brag about what they have to pay for internet service and when I call to try to get the same price I get yelled at the Charter techs. They only offer 60 Mbps service which is excessive for a lot of people. I would gladly switch providers if the DSL speeds were closer to 25 Mbps. I would also consider switching to Wi-Fi if our city had an option for

residence with the condition it is not provided by Charter. To sum it up, Charter sucks and we don't have another option with decent speeds.

- I would like our internet to be faster
- I would like to have 24/7 Internet service with the exception of possible weather related loss of service. No unexpected loss of service during good weather days. Have had just too many losses of services for no reason. We lived in Rusk County for 14 years with some loss of service but our current provider has surpassed it in 5 years. Yearly checkups of in home and outside connections by the provider without cost to the customer. Repairs needed would be done without cost to the customer for one time only and after that any insurance for the inside connection would cover same cost.
- I would like to have access to broadband service that is affordable and reliable. Currently our upload speed averages about 8 mbps. It's a joke.
- I would like to see it a lot faster but I think I pay enough now for the service
- I would love to have a high speed internet service available here. All we can get is slow speeds and it is very annoying. When the kids are here we cannot all be on the internet at the same time. Our internet is too slow to use it on our smart TV.
- I would love to have Broadband/Internet service in my home because I use my computer & TV all the time & the speed would be most welcome.
- If I had broadband or DSL internet speeds of mbps of 3.5 I would be able to work from home/ telecommute. I have mandatory OT of 10 hours per week and a 35 min drive 1 way. Would be more convenient and less stressful honor my pocketbook if I could work from home?
- If internet is going to be offered to us at our homes it needs to be high speed and unlimited. I do not feel that it is acceptable to not have unlimited high speed internet available to residents that live in the country and it is only available to someone that lives in city limits
- If my internet was just a little faster 10 would work. I could work from home and homeschool my daughter. Internet isn't fast enough to even download a movie off of Direct TV.
- In the fall of 2017 it is my understanding that the students in the Menomonie School District will receive a Chromebook. That is an entirely internet based device that has very little use without access to the internet. Our internet is not going to meet the increasing demands of my child's school. The DSL in our area needs to be updated to meet the growing needs of our community and our children. Not only is an affordable update needed, but there needs to be a plan for continued upgrades to meet the changing technologies.
- Inconsistent service, very slow sometimes
- Internet is just too slow, I recently purchased a new computer with Windows 10 and it would not connect to any webpage. I had to take it to 24/7 in Menomonie and pay them to get it to at our home. They said their speeds are a lot faster than CenturyLink unfortunately that is an option in our area. The internet used to seem hit-or-miss when it would work the past year or so it has been working but at times very slow.
- Internet is slow. Since we are in a poor cell phone coverage area, we have a Verizon Network extender which runs through the broadband connection. If we are watching short videos on line, we cannot talk on our cell phones. It's garbled. Not enough bandwidth. I worked at home for years with this issue. It was faster to drive to a cell site and use my 4G modem to upload files. I worked for Verizon Wireless. My wife still works for Verizon.
- Internet service available here are slow and overpriced. It does not allow gaming systems as it is too slow.
- Internet service is very slow a sporadic. Web presentations and VOIP are not facilitated very well with current service provider
- Internet speeds are entirely adequate for the moderate use we have, including streaming shows from Amazon. At \$45 per month the price is in the ballpark.

- Internet stability with consistent speed and performance is a must for making the online world works for you and family.
- It is just too slow!
- It is slow sometimes.
- It is very slow.
- It is VITAL that those in areas where internet access is either slow or non-existent be remedied. We must start thinking of internet services as a basic household need. Thank you for doing this research. It is of utmost importance.
- It just makes sense to have it available going into 2018. Satellite TV is getting so expensive, it would be nice to have options such as Netflix, etc. I also work from my home as a remote office and need consistent and dependable speed. Satellite internet will go out in a rain or snow storm, like the TV does.
- It needs to be high speed (fast so can stream movies and access work networks) and unlimited usage or we would not use
- It should not take me 3hrs to take a posted 1/2hr Training/Education Course on line! I'm tired of having to go to my local library on my day off to take training courses. It's time for our area to join the 21st Century.
- It takes us roughly 36-48 hours to download a movie. We don't have any other options besides CenturyLink. School projects have been impossible. Only one person can be online at a time.
- It would be great to get higher speeds and
- It would be nice to have equal Broadband instead of one person having none or slow speed and your neighbor can have high speed even with the same company.
- It would be nice to have fast service and more than just basic access especially for limited income people
- It would be nice to have more high speed options than Charter when you are not on the fiber optic lines from 24/7
- It would be really helpful to have reliable Internet service in this area.
- It would just be nice to have affordable, uninterrupted service every day, not just sometimes
- Its 2017, the technology is there. It's time we out in the country have fast internet.
- It's slow, kind of laggy
- It's very hard for our children to do homework everything is computer based. Our phone data is very expensive & coverage runs out within the first 10 days of the month. We also have a business but can't hook up our camera system because lack of Internet. Attention is needed quickly to this problem, tired of being on a waiting list for years & no action is taken.
- I've never seen a more poorly operated Monopoly than CenturyLink, My son who needs to use the internet for college cannot use it because it is so slow and is down multiple times per day, every day on 7/12/2017 I happen to measure my download speed and it was at 0.66 Mbps and upload it couldn't even get a reading using speedtest.net. As of July 1st 2017 my monthly phone and internet bill was \$135.00 per month. My office which is Bayport, MN has 2 phone lines 100 Mbps download costs me \$128.00 per month. We in Dunn County are surely getting rapped by these carriers.
- Just need dependable, affordable internet service - Please.
- Mainly slow and high prices. Comparing other companies that can provide Internet
- MHS will implement computers to every student this fall. The intent will be for students to do more work online. This is very difficult for students with slow and unreliable internet access. I don't want my child to have to lurk around hotspots in town just to perform homework; plus this takes extra time from me just trying to get them to places with hotspots.
- Mine is too slow!

- More than half my day I am without even dial up, other times it is so slow I'm not sure what's happening.
- Most of the time it is slow. Frustrating! Sometimes it works fine. Kind of spotty.
- My computer runs so slowly that it is hard to move around and open/send emails, etc.
- My current BEST speed is "up to" 1.5 mbps download and 256 kbps upload. CenturyLink has no current plans on the radar to bring speeds into the year 2000. T-Mobile does not provide service in my area though they have provided me a device to receive cell signal in my house. Saddened that there are no real plans to close the gap in my area on the coverage maps of T-Mobile or CenturyLink.
- My current broadband can be unreliable due to my distance from transmitter.(not sure if that is the proper term)
- My current line is supposed to be capable of 5mbps per a technician that visited me from my internet provider, but I only receive a speed of 1.5mbps. As I am approaching retirement, I believe my internet usage will increase. This should require a faster connection than I currently have. Charter Cable is across the street with fiber-optic cable but will not connect due to demographics of the area.
- My household has trouble doing anything that requires internet 100% of the time. I go to college on line and have a lot of times when I'm unable to connect, even after shutting down other internet consuming devices so I need to wait for another day when I might get "lucky". We are told we should get 1 mbps upload and download which is a joke. I've used online tests that show we get between .35 and .5 speeds for both. CenturyLink has told us the only option is to get a second DSL internet line, only to then inform us that the access lines are currently exhausted in our area. During one phone call with CenturyLink's customer service, the rude rep sarcastically told me to get my neighbors together to finance our own fiber optic install!
- My husband and I could also telecommute and save >200 miles per day of driving if we had good internet access to use audio and video communication
- My present speeds are Download = 3.94 Upload = .22 Ping = 40
- My provider CenturyLink is very very slow to make repairs. For instance, my land line has been down for 2 weeks and they will not come out until next week. I have NO cell signal where I live so am without communication save for my DSL. THAT is unreliable too and pages freeze up. I believe their underground lines coming to my house from the box are old. Each time it rains I lose phone service. I so want to have an alternative to CenturyLink. I pay them every month and have for 27 years. I hope my area is included in the area of need. Thanks for this survey. I'll pass it on to neighbors.
- My speed for downloads is mostly 0.25 Mbps
- ps. I spend untold minutes and hours waiting for the sites to buffer, extremely frustrating! The last two days I rebooted five times each day to be able to get ANY service at all. Had CenturyLink out recently, no help, other than to find out I am the last person after 64 other users! When the school kids not in school, I miss important information because I can't get on very often. I need to move from here!!! CenturyTel should have installed "quality" cable in the beginning.
- My students use a website to submit their papers. I cannot grade papers from home because the site cannot download the papers due to my slow connection.
- My wife telecommutes for her job our very slow speeds have made it extremely difficult to do this at our current location. We have often said we may not have bought our home at this location if we had known how slow things were going to be and how difficult it has made for my wife's current job.
- My wireless connection does not seem to be real reliable especially during storms. Also, sometimes I cannot connect due to high traffic, usually Sunday evenings.
- Myself, I don't use the service we have because it's sloooooow

- Only a couple of miles away there is fiber optic line and much faster internet. I have been told by my provider when I told them that we can tell when the neighbors are on because our service slows down that that is normal....I disagree!! We are all paying for service not sharing it. CenturyLink has a monopoly and it is only to their benefit!
- Only one person can use the internet at a time. It is often so slow that no one can use it. We have to have a second connection through wireless.
- Only option was West Wisconsin Telecom, end of line so very slow service. Many times two of us cannot be on Internet at same time
- Our access to increased speed is limited by provider service infrastructure
- Our current internet connection, via modem, is very slow and has occasional interruptions-movies cannot be watched without recurring buffering-internet use just currently takes too long
- Our DSL is delivered over telephone lines owned by AT&T and used by West Wisconsin Telecom. The lines are slow, and we are in a sparsely populated part of Menomonie. WWT has no immediate plans to replace delivery with fiber optic to our part of town, so we are stuck with slow speeds on the phone lines, or so WWT has told us.
- Our internet is so slow. I work for a marketing firm from my house and I struggle with the internet slowness every day. We pay over \$80 a month and can hardly open an email or look at a social network site. Forget about downloading pictures or watching movies - pretty much impossible. In our location we can only get CenturyLink internet and they charge us so much for extremely slow speed. They have us though because we have no other options. Frustrating doesn't even begin to describe the stress our internet causes.
- Our internet is terrible, we can't upload pictures and videos to share with others, we can't do online gaming, we can't do much of anything with our current internet speeds, and we get 3.5 mbps at best. Most days we get about 2-2.5 mbps. We would like our internet to be faster.
- Our internet is very slow and we can't use more than one device at a time. With a family of 5 it is VERY frustrating when we have to take turns using the internet. And we don't have any other options out there to get anything better.
- Our internet it progressively getting slower. Certain times of the day it is unusable. It makes working from home very difficult. My husband is going to school online and it is impossible for him to take tests at our home because of our internet speed.
- Our internet made it nearly impossible for me to take online classes for school. Most of the time I would have to make separate trips to campus or stay at work late to be able to complete online tests and quizzes. We currently have unlimited data through Verizon in order to have a backup internet source because our internet is so unreliable. We also have multiple businesses the run off our internet mine and my mother (township clerk). CenturyLink has said there is no planned improvements to our service in the future and there is no other reliable option for service.
- Our internet service is marginally adequate, but the advertised 10mb is frequently less than 1mb and TV shows and movies frequently cut out. The connection jumps up and down constantly.
- Our internet service is satellite and is interrupted by weather periodically. We would love to have high speed internet from a local provider.
- Our internet speed through CenturyLink is painfully slow (0.5mb). I'm very close to cancelling DSL and getting a hot spot data package through AT&T. However, I'm curious to see the outcome of this study.
- Our Satellite reception for Dish (separate from phone company) is extremely poor in our location due to many trees so we would like to bundle and get much better service and not have black outs whenever the wind blows or it rains
- Our school district is issuing computers to all high school students, unsure if my kids will be able to complete homework from home.

- Our service cuts out at times. It is inconsistent, so sometimes we aren't able to watch movies due to the slowness. When our adult children are home with their devices, there isn't enough "power" for them to be online at the same time.
- Our service is continually not working, we call in service calls several times per month.
- Our service is over very old AT & T telephone lines. Service is weak and unreliable
- Our slow service has also made it impossible to access multiple devices at the same time. If my wife is working we cannot use any other devices because it will slow everything to a halt and she will not be able to work. This has also lead much frustration in trying to watch things like Netflix. There have been multiples incidence of us having to just stop watching a program due to choppy service.
- Pay \$49.95 now for 1mps of upload and 10mps download which does not give great service. Skype and Facetime are "in and out" constantly. Others in an area that get faster speeds are paying the same amount as we do--doesn't seem fair. Also video download of classes from Crafts are choppy.
- Pay for service that doesn't give the speed to do anything I need. I need faster service to allow me to work from home and operate through WebEx and phone calls.
- Paying full price for not even half of what we are promised for 13 years. Last time our son checked we were getting .7mbps. Very unhappy but have a child in school and occasionally work from home so have to have internet.
- Please help us get more service providers in our area with better download and upload speeds. Our current download speed is 1.71 mbps which is bad for us farmers trying to keep up to date with local city business
- Please make it better/faster. It is very frustrating.
- Ridiculous low speeds from CenturyLink. They are not concerned with adding higher speeds. Customer service is terrible. PLEASE HELP US!!!
- Right now I have my internet through CenturyLink and it is terribly slow.
- Satellite internet has data caps that is used up in 5-7 days with only light browsing and very light you tube watching. The cost is almost \$100 per month and is very slow and unreliable.
- Service currently is good, but at a previous residence in Menomonie Township, service was unreliable, often not working at all (AT&T). I will soon move to an edge of the City of Menomonie that has no high-speed service. I don't know what to do about that, as I do science writing that requires sending drafts and final manuscripts, as well as large files of photographs, video, and audio.
- Service is constantly going out at work and home, Most of your techs do not help when they come out to "fix things"
- Service is expensive & slow. Customer service is not good. Was told we could have faster, once tech arrived he said no, too far away for faster. Service is intermittent working one moment, not the next.
- Service is slow in our area and we usually get bumped off when on a website. We currently use a Mobile Hotspot to get internet service in our area Verizon or AT & T. Very costly if you go over the monthly GB. We currently live on top of a hill which helps with getting a signal but not very great.
- Since both my wife and I (and sometimes guests) telecommute - having internet 'up' and working is a top priority. For that Charter Charter/Spectrum has done well. The times when my Cable Modem 'loses' the internet - calling their IVR system to reset your IP/connection works smooth. (although I wish I could just 'skip' the menu and let me say via voice command to 'Send Reset Commands to my Router please') Otherwise over the years, here are the other things I can think of... where there have been some hiccups. There have been DNS issues in the past with Charter's DNS server pool - where the internet connection is 'up', but the piece the resolves

www.google.com to IP address isn't working - so web based requests are slow/timing out. Whereas requests to IPs directly are working... my workaround was to reset my DNS to use googles DNS servers in the meantime. However, I don't know if the average user would know the difference between 'internet down' and 'dns down' and get to that as a solution. Also it would be nice if Charter/Spectrum 'played nice' again with routers that have Tomato (open source firmware) installed on them - the last time I tried one, Charter didn't like that it was using Tomato and blocked that particular router. When we 1st started with Charter, my Tomato based Router was fine... now not so much, but I haven't tried that in a while. Cost - we are on a grandfathered plan - so we are happy with the speed vs cost, but as the world evolves (and broadband is a minimum requirement for internetworked functionality between various Clouds and your house) we may have to upgrade in the next 10 years.

- Slow internet connection, cell phone service is almost nonexistent
- Slow slow slow, at times we have to unplug our equipment to get it to work again and that is just to get the computer to work so I can complete billing. If the kids are watching TV thru the internet nothing else works including our phones, computer, or tablet. Service out right sucks and we are supposed to have high speed internet. Paying for a service we don't have is not ok nor should it be legal for a company like CenturyLink to charge customers for years and we just have to live with it. I have had their people out to fix it many times. We are supposed to have 25mb service but that is what our line provides for our entire road so the more people online the lower our service. The 1 day the tech was out the best he could get was 5mb. That is not what I pay for every month but I still get charged for the full service.
- Slow speeds.
- Slow upload speed. I can deal with average download speed offered, but there is nothing higher offered as far as upload.
- Slow!!! Faster downloads!!
- Slow, data limiting satellite is the ONLY internet connection available for my location. DSL is not even available. Cell service signal is not strong enough for 3G, 4G, or LTE.
- So Slow...only partially shows a video then it stops midstream. The service is so weak I cannot transmit my pacemaker to Mayo even with the cell phone. Everyone that comes to visit comments on how slow our service is.
- Spectrum is the only residential ISP in Menomonie worth anything at all, and they have frequent service interruptions for no apparent reason whatsoever. There are nights when the service will go out for hours, and it's usually not localized to one specific area. Since Spectrum also offers phone service, this means that 911 will not work until Spectrum fixes whatever the issue was. I use the internet for distance education with hard deadlines on assignments, and have been forced to use a cellular hotspot to complete assignments on time because the Spectrum internet service has disconnected again.
- Speed and not losing the signal.
- Speed data limits network congestion
- Speeds slow down at times. Frequent interruptions in services -- one gets kicked off - which is annoying. NOT a house issue it is a service issue.
- Telecommuting and running a home based business are not an option for our location. Really slow Internet service as defined may actually be better than what we get. Our DSL service is a step up from dial up and we are charged the same price as people who can actually use their internet who are much closer to the hub. Service is unreliable and often doesn't work well enough to run basic search engines and programs and costs much more than it should. If it wasn't the only way to get internet here I would cancel as it is currently less effective than dialup was when I cancelled that. They brought high speed internet just a half mile away but won't go down our road which is becoming more populated. In short, internet sucks here.

- Telephone service is sketchy. Service goes out too frequently. Have to drive out of Connersville to get cell phone coverage to call and tell CenturyTel the landline is out. Concerning for possible emergencies
- That is still very slow service you are talking about cell service is at 6 megabits a lot of places are already up to 100 if you are going to invest why invest in stone age technology tip call government getting bambusaled center like is already offering 75 up in areas like Boyceville and rig land Barron at 75megs so if you're going to do it right and plan for future you do not put a 3/4 waterline in when you should be having 6" within a year
- The actual speeds are much slower than advertised. We have to use them in order to telecommute.
- The advertised speed of the internet of 10 mbps has NEVER EVER been met. We receive a speed of less than 2 mbps. 90% of the time we receive 1.5 mbps or less download speeds and upload speeds of .5 mbps or less. We have called on several occasions regarding the speed issues, but we get what we get. This usage is the best cost for us as it is unlimited usage. Satellite internet is the only alternative and is too expensive for the service received. I feel one of the issues with our current service is that many new items purchased for a home (like TVs and appliances) have requirements for internet access. The current services can't support the growing need. Our internet seems to get slower and slower as more devices come into our home and the homes of our neighbors."
- The only speed available to me is 4mb this does not do what I want to do as far as broadband. To stream video it buffers all the time and a caption comes on that the bandwidth is to low and it will stop playing. This also seems to be as slow as the old dial-up when trying to access websites. Very dissatisfied
- The service has been crappy for a while now.... hopefully you can make a difference!!!
- The service is very slow for what we pay for it the speed should be faster. Our current provider century link gives us 1 Megabyte download and .5 megabyte upload we need faster service
- The speed available is good when working as it is supposed but that is not always the case. There are plenty of times it slows down, making streaming videos difficult.
- The speeds indicated on the Dunn county map are severely overstated. Our broadband is so slow that most of the time we give up.
- The survey arrived just as I am cancelling my current service because it is too expensive and too slow. While I don't get a strong signal on my smartphone at home, I can still use it when travelling and can use my computer at work for other needs. I would be thrilled to have better service as well as an option for different service providers.
- The time it takes for a video to buffer in Facebook or YouTube is very frustrating. I often just give up. Same is true for the time to download music and do any kind of software updates on my computer. I don't even try to watch streaming TV/movies on our brand new computer since our internet is so bad. However, using Netflix on our television actually runs very smoothly! I often use my cellular data for my smartphone rather than my home Wi-Fi because it's often better than my home broadband/internet.
- The US ranks 28th in the world for internet speed, WI is ranked 30th in the US (only saved by the broader Madison area).
- The use for school is going to be needed as they get older, and what we have now is not sufficient enough.
- Their service is unreliable. Our entire Township calls frequently to complain but nothing ever changes.
- There is no way anyone in our house could work from home. Our internet is very undependable. Very frustrating when you have to pay for a service that does not deliver. Thanks for your help.

- They say my area is full, there are no more open ports. So if I drop, I will not be able to reconnect. Nor could I add an additional internet line if I wanted. My speed is 1.5mb or less with 250kb upload.
- This is a very frustrating issue to our family and ALL of our neighbors. We are stuck with very few options for internet; those options being slow and expensive vs. more slow and just as expensive. We have actually considered selling our home and moving and this was one of the top three issues in that consideration. This issue has been an ongoing failure of the Walker administration and the GOP legislature. Their dismantling of WiscNet has harmed our local government agencies while enriching their telecommunications industry campaign contributors. Their refusal to utilize federal funding options has been mind boggling and their occasional drop in the bucket funding headlines have been insulting to intelligent people that know the realities of rural broadband/internet in Wisconsin.
- This phone line has never worked properly since I moved here in 1983. When I call, they always tell me it's inside my house, when they come out they cobble the line/phone boxes back together and eventually the phone will quit working again. I barely get dial-up speed now, they tell me to up my speed and I tell them that I will never reach that speed, why should I pay for something (speed) they will not provide? There is a noticeable drop off in speed whenever it rains or snows. About seven years ago, their tech told me the line to my place would never be able to handle the development that is going on along my road. Why weren't they correcting the problem back then?
- This seems like it may hamper any security to protect my information? Although, I think my speed is so slow any hackers may be discouraged!
- Though advertised to be between 5 and 9 Mbps download speed, ON A VERY, VERY GOOD DAY it is AT BEST 1.7 Mbps! ANY improvement in this would be greatly appreciated!
- To clarify, I listed things we used the internet for, and some of the same were listed as things I would like to be able to use the internet for. We can use the internet for Netflix, and downloading/uploading photos, etc., but there is buffering during movies, and no one else could be using the internet for anything else during the same time. Two people cannot both be on the smart phones at the same time here using our internet. Uploading photos for developing to Walmart, could take the entire night and may not have loaded 50 photos by morning! I would be extremely excited to have faster internet, but at a reasonable price. \$40-\$50 a month seems fair.
- Very displeased with CenturyLink. We've complained to them numerous times, as well as my friends and they don't care! They have the monopoly and our internet speed is one step above dial up. If we are lucky, only one person in our family can use Internet at a time, and it is extremely slow and usually disconnects. I no longer have Netflix because it is completely impossible to watch any TV show or movie. This has to change!
- VERY SLOW inconsistent DSL service.
- We are EXTREMELY frustrated with our service. I work from home regularly and constantly restart our modem in hopes the service would work better. It often doesn't help. I would say between 30-40% of the time we want to do something that requires internet, we cannot.
- We are in a location that only offers satellite internet. It is highly expensive and is limited by amount we can use before it slows us down to a snail's pace. Feels like we live in the dark ages compared to the rest of the world. I'm a teacher and I can't do great lesson planning and use the web for school.
- We are in need of a consistent reliable service at a reasonable cost. We are being left out of advances in communication because of where we reside
- We are in need of high speed Internet. There are housing developments in our area (within two miles) that have high speed Internet access but it is not available at our home. Our household is limited with satellite which is extremely frustrating while working from home (research,

continuing education, even emailing) and having two children trying to complete homework, 4H projects, summer courses, and event sign up/in, etc.

- We are in terrible need of high speed internet. We are currently using satellite internet service which is slow as dial up and non-reliable.
- We are using AT&T hotspot. Extremely slow and unreliable.
- We currently have 512k speed, making it nearly impossible to work from home (telecommuting). Coworkers in MN can't believe we don't have high-speed Internet in this area. It's long overdue. Please help!
- We currently have 512kbps advertised service, I would love to even have 3mbps.
- We feel like we have dial-up internet, very slow & buffering any uploads. In this day & age we need fast internet to stay connected. We end up using 4g on our phones to get things done in a timely manner. Please get this done & help rural America get into the 21st century.
- We had wireless until 24/7 stopped its service.
- We have 3 children who lack a reliable and affordable way to do homework online. We have satellite internet right now but the speed isn't enough for what they are doing and it's very expensive. I also am unable to do work online from home as the speed isn't enough. It's very frustrating to be only 5 miles from town but lack the internet service
- We have been struggling with finding a solid, reliable internet provider for 19 years that we have lived here. With internet now as important as a utility as water or power, we find it more and more difficult to function in society without good internet. Our kid's homework is always required to be performed online and many times poses an issue with slow service. Every day there is a task that is required to be performed on the internet, it has become an expected way of doing things in today's world. I wish access to rural communities would be as common and easy as getting electricity to our home. I also believe that data caps are ridiculous. There is no way as a family to gauge how much data each of our activity consumes, just suddenly the internet provider claims we have exceeded our limit. We have no way of disputing or knowing if their information is accurate.
- We have been wanting a better internet service ever since we moved here. Originally, we were able to receive charter internet, but we had to move. Since moving, only 3 miles away, we have now had to settle for satellite internet and it is awful....and awful expensive. My husband and I are full time students, we also have our own business. Having adequate internet service is crucial, beyond entertainment value. We live in a cul de sac, in a rural area with 9 duplexes. That's 18 families. All of which want better internet, and some even own their own business where internet would help them tremendously. We were pretty disappointed when we moved only a few miles away from our old home, to find we no longer could get decent internet.
- We have been wanting high speed internet where we live since we have moved in and have tried a lot of ways to get it but never could. We frequently can't do anything on the internet at home and have to go to a coffee shop or library to do email or any other work.
- We have broadband/internet services about 2 hours during the day, sometimes a bit longer. VERY SELDOM do we have service after 4:00 during the school year. Weekends are somewhat better.
- We have fiber, and it's awesome. Having DSL at our previous residence, much of what we do, including being able to talk on a cellular phone, wouldn't be possible. Without the connection, telecommuting or running a small business would be very difficult. We were blessed as part of a pilot initiative, but the rest of the county is
- We have had issue with our Internet service since moving to our home 5 years ago. Our speed is 512K and we pay over \$80 for this extremely slow speed. Our provider is not responsive to our needs for both fast speed and lower prices. Our calls have only lead to frustration in that we have

no other options. We can only get service through Century Link when there are other providers that have great customer service and speeds only a couple homes away.

- We have Hugh net but it is somewhat unreliable depending on weather and often seems to slow down.
- We have many issues with our Wi-Fi disconnecting and never working. It cuts out, is extremely slow, and we pay for high speed internet but we aren't getting it.
- We have Netflix and really enjoy that but once in a while it gets disconnected and we lose service for a couple minutes as a show is being "reloaded" We would like to watch some news and sports show on our computer that we cannot get off of Netflix or the network stations we have reception to.
- We have tried satellite dish, Wisconsin Tel-com, and now Verizon hot spot. ALL are inefficient when it comes to running a small business, online banking, education work at the university, email, and more. It would be WONDERFUL if when we had something we needed to do we didn't need to go into town to have it done efficiently. Hope that you can come up with some solutions that don't have a high price tag. Not even worth it for us to have a new TV as we can't take advantage of many of the features.
- We have very slow speed. Pay for 4 only get 2
- We have Wi-Fi and there is no streaming, when the weather is bad it affects your Wi-Fi, along with being limited.
- We love the country living but when compared to in town the one and only thing we lack is internet service. We have tried satellite services and they are horrible and unreliable. We would hope broadband service would be available to us. With today's economy, internet is almost a necessity and would help us keep up with further education and modern technology.
- We need faster internet so we can watch the weather on your phone so if your TV breaks up do to the storm you still have something to rely on. Or if you are going to be able to work from home you need fast internet to work, something secure.
- We pay for broadband but our service can be spotty-goes in and out. They have tested the line and state we only receive 40% of the 100% we pay for. If we have more than one person on-line it slows down.
- We seem to be just out of reach for 24/7 to be reliable so we have had to resort to very expensive satellite service. The only works when the skies are clear. If it's snowing or raining, we are simply out of options.
- We should be able to get faster internet then 3mbs
- We stopped paying for internet provided because it's too slow to use.
- We travel to Knapp and Lucus weekly and get little to no service there causing us much frustration!!!
- We were advertised by century link a 6mb download and 3mb upload but that was a lie as it is only 3mb download and 768kb upload. It is difficult to do my online courses as I need to watch videos, download and upload my homework and many other things with this crappy speed!
- Went from Nextgen communications to CenturyLink, both are very slow for what you need these days.
- What is the marketability of our home with the current internet service speed? Will there be a buyer for the property given the fact that CenturyLink is not allowing new owners to sign up for the service, no matter how marginal it is. My adult children hesitate coming back home and staying for any amount of time due to our internet service speed. Thanks for listening!
- When I agreed to have internet installed, and agreed to the contract, the speed quotes for my address by the rep and their website was 10Mbps. The actual speed, and what my account documents was updated to reflect is only 3Mbps and can only slowly handle one device at a time.

- When we called, we were told by our provider we should have been receiving 10 megabits when we were actually only receiving .5-5
- Where we are located in the Town of Stanton is referred to as a dead zone. Internet is slow, sometimes service is not available or simply stops. It may or may not return in a timely fashion. I have spoken to CenturyLink (our provider), ATT and Verizon --all say the same thing. We need a reliable service for a reasonable price. Our neighbors have children in school and internet unreliability can pose a problem.
- While I pay for high speed internet I do not believe 2.5mps is really high speed
- While prices have kept increasing, the quality of service has not gotten better AT ALL. Frequently, the internet has been so slow that I just give up and do my banking and business-related jobs at a different time hoping the speed is faster. Sometimes it is, sometimes it is not. In the past, every time we had a rainfall, my service would go out. Every time, they would come out to the box by our driveway and then I would have service again. VERY FRUSTRATING when you consider I live only 4 miles from Elk Mound where they have Charter and their speed is much faster than what I have.
- While we have a connection to the internet, we are currently only able to have a satellite provider for high speed internet service. The cost for this service is high especially since it is based on usage. With a family of six, four of whom are currently in or will be entering school, one who attends college, and a small business run from our home, it is extremely difficult to stay within our usage terms before our speed is greatly reduced. It is disappointing to go from Charter high speed internet and their affordable unlimited plan to our one and only alternative of satellite internet. It is difficult to limit internet usage with a young family, especially since we should be encouraging their safe learning, exploration and development in light of the trend towards digitally based careers. Most of the time, internet usage is simply not available at our home due to a poor connection or speeds that thwart usage. Please bring affordable cable internet options to rural Colfax!
- Wish the signal was better so movies don't have to stop and think at all and the cost wasn't so much to get the amount of usage we need.
- With 3 school age children, it's very difficult relying on cell phone data as our "high speed internet". Also, I am a teacher, and I am unable to work on certain things at home because of the lack of high speed internet.
- With our current provider the service is very unreliable. With the technology we have to work and communicate with the world everyone should have access to quality broadband service.
- Would like Better internet service.
- Would like service to be faster
- Would like to have an option for faster speeds.
- Would love to be able to access higher speeds for telecommuting and just downloading information. We feel stuck because Century Link will not upgrade yet more and more people are moving out where we live.
- Would rather have internet access through century-link but they do not have high enough speed in my area.
- Would really be nice to have internet that we can actually use since we pay for it. I've heard it was supposed to be updated for a long time now and it hasn't been done. All of my neighbors are fed up with the same issues.
- You asked how our internet service advertises its download speed. Our actual real download speed is about 5.5 mbps usually, or maybe 6. We live on the edge of a city, but still cannot access faster service.
- Your selections for connection speed do not include sub-1Mbps. The current maximum connection rate for download is 0.60 Mbps and for upload it is 0.287 as reported by the router

(BELOW 1Mbps). Service in this area has been historically very poor. The only reason telecommuting is currently possible is due to compressed communications over VPN and use of remote Citrix-based connectivity. Cellular connectivity is not an option due to poor or non-existent cellular service in this area. Satellite service is 1) prohibitively expensive given allowable download/upload rates as well as 2) technically problematic due to session maintenance issues over VPN. CenturyTel is collecting subscription rates that are the same as those offered in metropolitan areas that is, at best 1% of the speed rated for those areas. It is extremely poor and on a par with poorly developed countries according to IP speed research.

Broadband Availability/Accessibility (218 Comments)

- 815th Ave North of Menomonie on highway 25 is a neighborhood with at least 12 homes that do not have broadband. Many families are affected by this. The road is currently unimproved so we have been passed by when it comes to services such as plowing and access to the internet.
- A CenturyTel guy told me I could measure exactly ? miles and that's how far they'd be running the cable. Where were a half mile to a mile beyond that line? He said we'd never get it.
- Absolutely no internet access is available to this address. Not acceptable.
- Although I do not have many issues with my internet service, I feel that it is an integral enough part of daily living that those who do not have it available to them are at a huge disadvantage in many areas of their life.
- An internet service, such as Charter, needs to be set up in our area. Satellite internet limits us extremely.
- As a Realtor, many people come to this area seeking homes in the rural areas with broadband internet so they can work from home. A good portion of the Menomonie population commutes for their job. Most commonly to Hudson, Minnesota & Eau Claire. It is hard to find homes in the rural areas that have a secure connection. I have found that satellite connections are not considered secure enough for someone connecting to a corporate network. Our community would benefit greatly if these people didn't have to commute. By commuting for work, they are more likely to shop at other stores not in our community for groceries & shopping. This, keeping that potential for sales & growth out of our community.
- As a student at Menomonie High school, I feel that I am behind peers who have a broadband connection. With a broadband connection, online class work will be more focused, I will be able to enhance my online business, and be able to communicate and collaborate with other students and peers.
- As in the rest of life there should be a choice as to broadband service at a reasonable rate. Dunn County should provide cable quality service to all residents baby being the owner and ISP for all internet services.
- ATT fiber optic within 1/2 mile of us but not at our address.
- Attempted to use dialup internet years ago but it was too slow. Tried using a Verizon hot spot device but poor reception so it quit working. No internet service at the present.
- Back in the 90's the big phone company's wanted to charge for call waiting, call forwarding and all of those services. In order to get to charge for those services that cost them pennies they agreed to provide high speed service to all residents of the USA. As we know they did not follow thru and used the funds to acquire each other and now they claim it is too expensive to serve the more remote areas.
- Biggest concern to our household is safety. We have no cell reception at our home. In order for Cell Phones to work we would need a network extender which runs off a DSL. Wi-Fi calling is an option, however, I would have to purchase a crazy amount of costly satellite internet capability to do so. Which both would go out anyway in rain weather. We also have no landline service

provider to my knowledge. So our only option is satellite phone which goes out also when it rains. So you can see where it has become a big concern if we would need to call 911 or the police or other. For example this year we needed to call 911 for a grandmother that was staying at our place for the weekend and the Colfax Ambulance couldn't find our address...but that is contributed to lack of cell signal and the fact we don't show up on the map. We have only lived here for going on 3 years but things like this has made it incredibly frustrating and concerning whether we should stay in this location.

- Broadband internet services would be great at my house as I work from home a lot! Thanks!
- Broadband is critically important to economic development, social equity and individual participation in civic life. We need to find a way to insure that address does not inhibit access.
- Broadband is needed in Dunn County. Thank you for working on this needed service.
- Broadband needs to be accessible to all households in the area and not only to those who can afford it. It is essential to help provide access and information even to those who do not have the funds to afford the currently available broadband.
- Broadband service needs to be available throughout the county if the area is going to continue to prosper!
- Broadband should be available to everyone at an affordable price
- Broadband should be provided by government as infrastructure just like the interstate and highway system. Providing uniform access to all at a reasonable rate.
- Broadband would be MUCH appreciated in this household.
- Broadband/internet definitely needed.
- Broadband/internet services provide a highway by which many Americans find information, shop, learn, communicate with family and friends, find out what is happening in the world and secure information about our government and how it is operating through resources not found on the printed or televised news outlets. A good democracy needs information and the internet is that resource. Too many citizens do not have this access and deserve it and should have a right to it.
- Cell Service/data access isn't always available within the house
- Changes in services available through our local telecom provider have resulted in going backwards with ALL communication media; landline phone service is terrible as well as internet and TV services with satellite the only option.
- Charter cable/internet service/lines end about 1/4 mile from my home
- Charter has a main line going through my front yard. Colfax and Wheeler both have Charter. It would be great for many families along 170 if they could branch off that and connect our homes.
- Charter is offered on all the cross streets around us, but not on ours! We would really LOVE it if we could get it!!!
- Charter runs up Hwy 25 to Wheeler from Menomonie, WHY can't they be run down County Rd G??
- Everyone should have access to broadband, I wouldn't care about the price as long I could get it. My kids need it for school, it's in everyone's daily life even children, but not in our area!
- Everyone that has access loves it. We live just out of Rusk and they just extended it to our neighbors but the 2 houses on our road don't have access to it. It is a little frustrating as this has forced us to get satellite internet with limits and you know how that can be sometimes.
- Everything we do, including education, relies so much on the availability of the internet. I really hope something can be done to allow the residents of Dunn Co. the opportunity to live within the 21st century.
- Extremely frustrating being on the end of a territory of CenturyLink line and their unwillingness to work towards gathering around 20 homes internet in my area.

- Fiber optics go in front of our house, put in during Farm Progress Days at Rusk Prairie Farms. Every time we ask to be hooked up, the internet service provider has given different reasons they cannot do so. We are "too close to town" to get rural service so we are in a total gap for getting internet. People 1/2 mile to our north, 1 mile to our east have fast internet. We cannot stream movies or videos like other people in town, and we would LOVE to get hooked up to broadband.
- Fiber optics is so close. We need it brought the rest of the way. There are many people that telecommute to warrant this service.
- From what I have heard most people in our area have broadband. Some neighbors and I are at the end of the lines or where the fiber optic is not installed leaving us the only option as satellite internet. Satellite is way more expensive than those with broadband and the speeds are way slower. Having broadband would allow my children to do assignments at home rather than going to friends' homes, library, or staying after school to complete work. With the limited time that families do have together these days not having to drive somewhere for school work would be a blessing. Thank you for doing this survey!
- Have lived at this address since 1986 and there has never been broadband service available
- Have to use satellite internet because it is the only thing offered in my area which is 3 miles outside of Menomonie. Being over charged as well since it is the only thing offered at my residence. ~15 houses within 1/2 mile with the same issue.
- Having access to a higher speed internet connection and not being limited to the amount of usage can have many benefits including more education opportunities, home-based business opportunities and many others. At this point many residents are limited to what they can do with the internet plan/provider they have.
- Having young children who need internet for school programs and a need for telecommuting often, we have satellite internet but it is slow and is very expensive.
- High speed internet access will allow residents to participate in the growing number of telecommuting jobs that require video and large datasets to be reliably and quickly transmitted. High speed connections (60Mbps) are desired to allow high performance telecommuting. Providing this access will allow residents to participate in high paying careers/jobs that will bring money into rural communities. I need it to continue my project management career in the pharmaceutical industry.
- Home internet has been a struggle for us. We don't have access to broadband or fiber optics, so the economical way for us to go is satellite internet. That method, however, is extremely slow and frustrating. We are unable to load movies or music at a reasonable speed. It's a struggle even getting e-mail loaded without interruption. I would be thrilled if broadband or fiber optics were an option for us.
- I am a teacher and need access to online educational services with my students. With no broadband, I am not able to meet the needs of my students from home.
- I am currently employed by a Fortune 100 company and work from home. As a result of no broadband service at my home we can only have one Verizon 4G LTE connection which is fully dedicated to my work. However my husband also has a home base business and has to use our phones data plan or town to use internet.
- I am currently satisfied with my internet but my daughter whom is only two miles north of me struggles to get good internet. Even though she pays the same as I do from CenturyLink, she does not have adequate connection. She homeschools and has children that would greatly appreciate a better connection. I am hopeful she will take the time to fill out your survey!! Her address is N12205 County Road O, Boyceville, WI. Her needs are definitely unmet.
- I am lucky to have cable. Others who do not. In fact I know one person who said the cable goes under her driveway but she does not have access. This is wrong.

- I am only 4 miles from north Menomonie. I think it is crazy we don't have access to high speed internet here.
- I can't get anything but Dish because there is a big hill just west of us
- I do not have access to wireless high speed internet. It is frustrating! We have to use our cell phones for internet. Therefore, I do not use my home computer or laptop. I don't want to get satellite internet...not sure it will be reliable.
- I don't understand why there is no data line connecting Menomonie and Wheeler as both have high speed broadband.
- I feel that the residents to the west of Menomonie have been discriminated against for 25+ years with no BB service. It appears that persons who are in agricultural activities are not important to the remainder of the community!
- I find it confusing why they laid fiber optics through my property and don't even use them.
- I have been on the waiting list for 20 years with CenturyLink. I have used satellite internet after dialup wasn't meeting my needs.
- I have complained to Century Link and they say the area I live in is an "exhausted area" and there is nothing they can do about it.
- I have contacted West Wisconsin Telecom several times to see when they will be providing fiber access at our Dairyland Road address, to replace the DSL service we now receive. They are unable to give us any hope that that will happen. The fiber past our house now is owned by Charter. We prefer not to connect to Charter for several reasons. If AT&T were to run fiber past our house, WWT would lease service on that line and provide us with fiber and its associated speed. They also tell us we would see a rate decrease. The scenario we would like to see would be AT&T fiber run out Dairyland Road with WWT providing us access to that line.
- I have coworkers that live in Spring Valley and Baldwin that have access to fiber optic programs from multiple carriers. Those are small communities. Why is living in Dunn County like living in the 70's? Broadband/Internet for Dunn County Residents living in rural areas is a joke at best and an embarrassment to anyone that thinks Dunn County is a progressive area.
- I have had the same basic service since 1999 when I had my own home based business. Nothing has improved in almost 20 years and I see the fiber optic cable out my back window but cannot use it??? We don't have enough people to connect up to it to justify the cost. B.S. Wrong way thinking as the monopoly tells us what we can and cannot have for service. We are the customer and have no voice or vote. Need to improve and love this survey.
- I have siblings in college. They have stayed with us for a semester and they would have to go into town to get better internet to accomplish their school needs.
- I have to use my GB from my phone plan to have internet since 24-7 no longer does internet to my address. I cannot watch movies videos without it sucking up all my allotment of GB for the month. Hard to work from home. Fiber optics was laid years so on our road. What was the point of that when it can't be used or is cost prohibitive.
- I just lately tried to go to a Verizon Wireless Jetpack, which would allow me to have a Hotspot/Wi-Fi in my house, but could not get internet due to the hill that is behind my house. I was trying to remove myself from CenturyLink, but I have to rely on it due to my location. We lose service on my road too. When I was with AT&T service with our cellphones, we needed to buy an AT&T Microcell (it's like your own antenna in the house)...just so I could get full bars and able to use my phone. Also, I have issues in my house and need to have the computer close to the router. We found out that I can't have our computer at one end of the house because they say there are interferences (walls, mirrors) that cause the internet to be intermittent. Again, it need to be close to the router that forces us to have it in the kitchen...middle of the house. Hope this helps with some of our frustrations."
- I know people out in the sticks that have good internet and we don't have it here. "Come on!"

- I live 1.5 miles out of Colfax and my broadband is completely horrible. I was told that if someone built a new home on the road I live on, CenturyLink couldn't even supply a telephone line. I have a neighbor that can't even get a phone line because of this problem as well.
- I live on a dirt road which I have been told is not eligible for service. This is ridiculous considering people within 1/4 mile from my residence have broadband service. I have 4 homes on my road with another home being built soon and feel this service is an important utility such as phone and other utilities.
- I moved out of town a few miles along a US highway last year and was shocked that I could not get internet. The only thing available was satellite and that was just not an option for what our house hold demands of the internet. My neighbors and I would be overjoyed to get access to the internet. So much of what we do requires internet.
- I think it would be great if the whole county were covered by Broadband via wireless!
- I think most of my neighbors would be ecstatic to have internet services. I am surprised that this has not been an option.
- I think that Broadband Internet should be made available to all residents, as it will make for an even chance, for all kids to have the same opportunity to any type of information or research they need , for reports they may need to compete with classmates whom have this (Broadband Internet) their Homes, if they so choose.
- I use a Jet Pack from Verizon which typically gets 1 or 2 bars of 4G do to the location of our property. We built our house in 2003 and wired the house for DSL, we still do not have cable internet yet only live 7 miles from Town and less than a mile off of Hwy 29. I know of other that live in more remote areas and have access to broadband.
- I want more options for 25mbps connection to my home for a reasonable price.
- I want to build a new house on land that I own. However, with the lack of necessary broadband services 3 miles from the city of Menomonie and a 1/2 mile from STH 25, I won't be building.
- I would certainly appreciate broadband services at my residence and I'm sure that neighbors would too. There are lots of neighbors and expansions happening around the area so I think it would be beneficial.
- I would love to see things change here. I can't stream anything. Netflix, streaming online....nothing. We have about .325 Mbps of internet (that's a point .325) Netflix only requires 3. We often have way less than that. Our nearest routing station is 13 miles or so away in Wheeler. We're 7 miles north of Boyceville. It's been like this for years, and it's incredibly frustrating! There's a business I want to start, but I don't know how I can do it with our internet speeds! We also have a business here that's struggling due to all this. I'm delighted to see that someone's trying to do something about this issue, and I thank you for your effort. Is there a way to keep informed on the progress of this throughout the county? Thanks for what you're doing!
[Name REDACTED]
- I would prefer DSL or cable, but not available, so I use satellite.
- I would strongly support the installation of high speed internet cable in our area to support economic development and to attract residents who operate home based business or telecommute for their jobs. I see this as the future and our rural outlying areas should get on board to be economically viable places to live.
- If I had a better service I would take advantage of a lot more things that are only thru internet.
- If North Dakota farm lands have fiber optic, why doesn't WI? And Dunn is in the heart of the western state. We should have super-fast download and UPLOAD. Everyone forgets about UPLOAD.
- If there was fiber optic out here, the employment opportunities I could apply for would be much broader, my daughter would have an easier time taking online classes and both my husband and I would have more opportunities to telecommute. Currently we have trouble most times even

streaming a movie or downloading a video. We also spend \$95 for this service, which seems very expensive to me. Currently satellite is the only option out here. Keep in mind we are only 3 miles west of Menomonie.

- Improving and increasing broadband service is critically important to level the playing field for all families. This issue is becoming a critical dividing line between those who have and those who have not. This should not be. There should be some basic minimums in all places regardless of the costs.
- In order to get internet service from West WI Telecom you have to also purchase landline telephone which we do not want or use and only is ever used by telemarketers which we hate.
- In the rural area where we live, since the advent of the "new and improved" digital television many years ago now, we have not had access to any television channels (except public television). Our house is situated behind a hill with other hills in the way, so we are unable to watch television. The Internet has become especially important as a source of news and other information. Our Internet access through CenturyLink is so slow and unreliable, however, that sending a 2 or 3 megabyte photograph takes about 15 minutes, if the photo will e-mail at all. While I could have the capability of doing some work from home, because a certain portion of the work involves sending pictures, it is impossible to work from home with slow Internet access. We are Bremer Bank customers, and Bremer Bank is implementing a \$3 per month service charge. Customers can avoid the service charge by signing up online for bank statements. Our Internet access is so slow and unreliable at home that we do not have the opportunity to avoid that \$3 per month service charge. I even hesitate to use the CenturyLink service to try to file income taxes. When I'm at that point of working on taxes, my husband "saves up" data on his Smartphone so I can use some of it for a hotspot for the taxes. (Yeesh.) Broadband access would be most welcome!
- It appeared that a few years ago fiber optic line was run across 29 near us but it's still not available to us for use. The hardware appears to be here, the service is not. Only being 3 miles from the city limits seems silly to not have access to broadband!
- It is annoying that the only viable option in the country is business service for \$700 plus per month or with consumer pricing, need to pay \$50,000 for bringing fiber to our doors. Ouch.
- It is frustrating that people who live in Downsview, Weston, Knapp, etc. can have access to good internet connection and many individuals that live closer to Menomonie have limited options and they are expensive and have slow speeds.
- It is imperative to make broadband possible in Dunn County. Better reliability and cost than satellite. As jobs become more computer/electronic based, it is necessary to have internet access to ensure residents can continue in these types of careers where they currently live rather than needing to move.
- It is not available where I live. Due to school age kids it is a struggle.
- It is very difficult to complete my work without the internet at home. I often have to go to coffee shops and stay at work long hours to complete my lesson plans and correct assignments. I have weak cell phone service as well, so I am very limited on internet access all around.
- It is very frustrating that little places such as Weston WI or our cabin in the middle of nowhere up north can have high speed internet, yet living close to a larger town such as Menomonie there is no option for it. Computers are a great learning device now, children shouldn't be put at a disadvantage just because they live outside of city limits
- It needs to be consistently available.
- It took me 2 months to get DSL this spring. I kept getting a different story every time I called CenturyLink.
- It would be greatly beneficial to our household to have access to high speed internet besides having to have an expensive plan through phone providers that has limited data available.

- It would be nice if someone would be able to obtain a grant which would allow the opportunity to have fiber optic brought in. Currently a local cooperative has fiber optic cable to all of their customers, and are only a couple of miles from my home. AT&T will not even invest any money into their current copper facilities to provide DSL in my area, even they have a large distribution cabinet within 3 miles of my home.
- It would be nice to have a different provider to choose from other than CenturyLink. Their service has gotten so poor. It's really a shame.
- It would just be really nice to make it available to rural addresses.
- It's ridiculous that we don't have cable or DSL less than 10 miles from downtown. It limits people moving to Dunn County.
- It's been years from Dish only being available to DSL finally but the DSL is only 10mb/sec down with nothing faster available. It is enormously frustrating. Why Dunn Electric didn't put down cable lines when they dug up everything on CTY Rd W to replace telephone poles astounds me.
- It's crazy to me that we live 1/2 mile from the city limits and the only internet we could get is satellite. Charter has told us the FCC has regulated where they can service and they cannot dig line to our house because we are outside the service area
- It's very frustrating to hear that some of the most remote sparsely populated areas of Dunn County have broadband access. I live in a very accessible and densely populated part of Dunn County. Every one of my neighbors and residents of the town of Lucas would be more than willing to pay for broadband access if it was available to us.
- I've lived at N7890 480th street in town of Sherman and E4010 county road D, town of Menomonie as well in the past 5 years. NONE of those addresses had internet available!
- Many areas north of Wheeler could use better cellular coverage.
- Many of our children are disadvantaged in their education because of inadequate internet access. In addition, who would want to start a business in rural Dunn County when there is no functional broadband?
- My child could not do online homework or research out here in the country. He had to go to town to friend's homes to complete assignments when in K-12. Once he began college, he had to move into the City of Menomonie where broadband was. Not having broadband also limits home businesses as most business is now done online.
- My children suffer at school without internet available at our home they are only in elementary school but when they get to middle/high school I can see them suffering further, also my fiancé struggles to communicate with his employer due to lack of internet access as well. I would also like to further my education but with 3 children it makes it hard to take classes outside of the home. Thank you for your time!
- My employer allows teleworking and I am not able to take advantage of that opportunity.
- My husband and I make our business and personal decisions based on where we have access to high speed Internet. We both need Internet for our jobs and business. We fell in love with a property in rural Dunn County, but chose not to buy it because it didn't have more than spotty dial up. We will give up access to stores since we can shop online, but not Internet.
- My husband has the ability to work from home, and is unable to do it because our internet connection isn't good enough.
- My problem is not with my current internet access - I have Charter, so the usual problems with Charter exist. I did live just outside city limits for several years and would love to be able to move further out again but I CANNOT do that with no good internet access. And I tried satellite (the only option) and it was TERRIBLE. Terrible probably isn't a bad enough word for how bad it was. It was either that or pay hundreds of dollars a month to use my cellular data.
- My wife and I cannot currently obtain wireless or broadband internet for our home since we are only allowed one line through Verizon and she needs that bandwidth, and beyond, for her work.

That means I need to go to a coffee shop or my in-laws in Eau Claire to upload files for my work. I cannot wait until this problem is resolved.

- My wife currently telecommutes and we have to use very expensive 4G LTE Verizon Wireless connection. Thankfully her company currently reimburses her. Unfortunately, we can only have one connection at the house which means we can't have anything for our personal use and I can't have anything for my home based work. I travel into town to use Wi-Fi at the library or a coffee shop.
- Needed now for connection to high school with Chromebook rollout
- No internet offered on county road e at our location use of satellite internet is unreliable and costly are around us has internet but not a group of homes in line with us
- Not happy with service
- Often run out of data because we manage medical issues from home via the internet.
- One area for change I feel is important is to re-think the population density model currently used by internet providers to justify service to an area. Service providers are applying urban density number requirements to rural areas and using that to justify their decision to not bring high speed fiber optic, broadband or DSL into rural areas. I feel the model needs to be redesigned so that a provider will bring high speed broadband or DSL to rural areas. Ultra-low loans or TIF-like monetary devices can be created for providers to apply and for and be granted to install the infrastructure of cables, switches, etc. This will lessen the required profit margin from low density areas and give the provider a way to fund the introduction of service into areas that currently have no land-based broadband service, which in turn will draw more people to move into those areas with affordable high speed capability.
- Other rural residents in our area have broadband, why not us?
- Our area is a dead zone. Usually is worthless.
- Please bring internet to 750th, I feel like I'm in the dark ages without it.
- Please do everything possible to bring broadband to those of us in rural areas.
- Please get it available for us.
- Please provide service
- PLEASE...it is ridiculous. Some neighbors across the street can get high speed, we cannot.
- Really hope to see upgraded infrastructure out my way! Thank you for the survey.
- Rural areas across America are at a severe disadvantage by not having Broadband internet. I often need to travel to town to conduct both my personal and business jobs. Wiring America will assist in many more cottages industries to start. Let's be competitive in today's world.
- Rural areas do not have high quality internet services.
- Satellite internet is terrible. We often turn our Wi-Fi off because the data through our cell service is much faster. We would also buy cable tv if it was available. We are so close to town and they have access but we do not. Would be great to run fiber optic for all of the residents nearby and in the development. Safety is another concern because we can't get local weather to keep an eye on storms when our digital antenna doesn't work in bad weather. Thanks for doing this. Much needed!!
- School district is going 1:1 in grades 6-12. We need reliable accessibility for our students.
- Sick of satellite internet! My phone internet way better, but still not good enough. Would like fiber to the home with min 100 Mbps.
- Since our home is 5-6 miles from the city limits, we never imagined when we purchased it that there would NOT be internet service available. I think that it is sad that in this day we do not have this available (when others who are 2-3 miles from us in almost every direction do. This made doing homework very difficult when our kids were growing up.

- So glad for the survey!! We are in a dead spot of about two square miles where cable never went through
- Students, schools and businesses would benefit from high-speed internet.
- Sure would like to have access to fiber optic unlimited access internet service.
- Thank you this survey...we used to have Internet service through 24/7 Telecom which was passable but slow...we went with the only option - satellite service (Exceed) which is unreliable...so now, we're using a jet pack device which is okay but not great...have been frustrated with the lack of viable options so generally will seek out other connections which are in town or closer to reliable networks...any help with extending service to the rural areas would be greatly appreciated, thank you for your attention and consideration, sincerely, Steven Senor
- Thank you!
- Thanks for doing this survey. We were in a dead spot. Having Charter is a dream come true--so simple and so important!
- Thanks for trying to do something. We have neighbors who cannot run their business without broadband and have had to rent space in town to have a good connection. We have satellite but it does not provide enough.
- The broadband (cable) service ends about 1/4 mile from our home, but in other areas further away from the city of Menomonie have cable type service for a lot less cost.
- The high speed internet options within 3 miles of Menomonie off of a main Hwy 25 are nonexistent except for satellite. Some perspective, I moved my family here from Idaho 4 years ago where we lived 8 miles out of town and we had DSL service. I was floored when every service provider I contacted said that they do not have service for the area. I work from a home office for a Fortune 500 company and can choose where I live within my region. We love the area but if I had it to do over again I would not have chosen Dunn County because of the lack of infrastructure. If you want to attract people and businesses to the area, high speed internet is no longer a nicety but a necessity.
- The line for fiber is literally across the street from our property. It's a shame we can't get it. Because we are on the west side of the Red Cedar River, we do not have access to high speed access through telecom providers (fiber) or cable companies. The 4G hotspot on my phone is faster than the wired Internet we are able to get at our house. It interferes with my job as a telecommuting instructional designer and is also keeping my home business from taking off. Also, my husband is a photographer and is unable to upload his photos to service sites. It takes days to upload batches of hi res photos because the Internet is constantly timing out. It's hampering his business as well. Upload speed is just as important as download speed for us. Web conferencing and file uploads are key functions.
- The need is very great. I am extremely limited by the current lack of services
- The only option available where we live is satellite internet. We have a hard time getting any cell service and with our children in school they will be teaching an age where internet will be vital to their schooling. I will be returning to school and internet will also be vital and a key to my schooling. Not having it will take time away from my family. Having the access to the internet would be huge for our family.
- There are many residents who cannot access broadband/internet because they are in an area no provider wants to bear the expense of getting them access and/or because of the lay of the land. These situations should be addressed so that all residents have access. This is the 21st century!
- There are many rural areas that do not have access to high speed internet. There have been offerings from local companies, but they either don't deliver the speed or discontinue/abandon the service all together. I know individuals located on HWY 25 south of Menomonie, that cannot get broadband service...I am not counting hot-spot technologies or satellite services because they just don't deliver the speed and/or are cost prohibitive.

- There are plenty of homes in my area that would utilize the service if it was available. We are just a few miles from UW-Stout, a well-known university in the US and we don't have high speed internet.
- There is a huge need for broadband internet access in the Red Cedar area. Without it, we are forced to leave our homes to access an internet connection on a computer and buy much more expensive data plans to access the outside world on our smartphones. Please bring us up to the 21st century!
- There is a very nice house next to us and a few of the potential buyers talked to us when they were considering purchasing it, and we know for a fact that one family turned it down based on the lack of internet.
- There is absolutely no question that lack of broadband access has caused a major devaluation in our home's market value. When I tried to sell a while back, every prospective buyer's first question was about the availability of broadband. I live walking distance from the fiber running along I-94, and yet the best internet I can get is dialup. None of the cellular network provide reliable coverage at my home. PLEASE get internet here before our homes are worthless being off the grid!
- There is no reason CenturyLink should be billing people for services on a monthly basis that they only provide 25-50% of the month! Time to upgrade and keep up with the times!
- This area should be annexed to 24/7 telecommunications for fiber optic service.
- This end of the Town of Rock Creek has very poor internet from cell phone towers because of hills. Within 300 feet 24-7 in Menomonie has fiber optic service but we cannot get it here because AT&T has the phone service here and by Federal Regulation they cannot cross into another companies service area, so this leaves us with poor telephone and internet service. AT&T has said that they will not update the old telephone lines.
- This is a very frustrating thing for our family. We currently use a hot spot as well as Dish Network together to meet all our internet needs and this is VERY costly. They worked on our road a number of years ago and we were so frustrated that they didn't put in broadband then. It would be awesome.....
- This is ridiculous that it is not available around here? Schools require students to be on lone for a lot of their work today, so it should be available
- This would be AMAZING if we were able to have the same access to those who were in town! Previously I lived further from town than I do now and I had high speed internet access and cable! I was absolutely floored to find out that I moved closer to town and I get diddly squat, unless I wanted to over pay for unreliable satellite internet...nothing is worth that!
- We are a new build and finding it very difficult to find service!
- We are about to build a new home and would like to receive cable for TV and Internet.
- We are charged for having 1.5 high speed internet. We rarely have that fast of internet. I would say we show no internet connection around a third of a month. Complaining to CenturyLink is a nightmare. Problems all started with a message December of 2015 when there was a message on phone from repairman at Colfax office saying he was working on our phone per a ticket number. The problem was we never called in a problem. Then noticing we had no internet, called CenturyLink only to find out we now had a neighbor's phone number. It took me almost three hours to convince CenturyLink of that. Things have never improved since then. From the squirrels ate a hole in cable coming across the river, to the excuse that a mouse made a nest in a phone box. If there was any other internet service available to us, we would gladly sign up for it.
- We are currently looking to move out of Dunn County because the internet service does not allow us to meet work obligations or provide the quality of life we expect in a digital age.

- We are extremely limited to our internet speed and access. My family members living on County Road N are also limited to access to health care option i.e. life alert and other internet based items.
- We are in a dead zone for cell phone service, so difficult to access things on smart phone
- We are in the process of building a new home. Currently, there is no high speed internet available to us at our build location, making it impossible to do anything internet related. If you have any suggestions, I would love to hear them. Our future address will be E5404 470th Ave., Menomonie, WI.
- We are located in a cell phone dead zone valley. It would be fantastic to be able to use a cell phone at home and dump the land line, yet keep our number for the cell phone. The land line, including DSL, is currently \$136.92 per month for a phone that we rarely use.
- We are only 2.5 miles from city limits and wonder why we cannot get DSL or speedier internet service. There seems to be a 'dead space' by us. thank you
- We built our home here 12 years ago thinking that we would have access to some kind of broadband and we still don't have access. I have run businesses out of the home using cell phone internet and still home office. We are in a pocket that service providers won't serve. Just north of us (by Jakes) there are several options and south of us as well. We request broadband service frequently and do not get any options.
- We cannot get any cell phone use where we live
- We currently have access to great internet services, however, we are planning to move further away from town. We worry that our internet will be less than satisfactory once we move.
- We currently receive a lower internet rate because we bundle with a home phone. But it would be nice to cancel the home phone- but then the internet rate would increase. Also where we live the cell phone coverage is marginal, so the home phone does work better. So both cell phone coverage and broadband could be improved.
- We have asked for service for the past ten years and we have received zero response back. Any response would be appreciated.
- We have been really hoping that broadband would be made available to this area. It is frustrating not having that option. We would take advantage of broadband as soon as it becomes available.
- We have lived at this same address for 20 years and every year would get mailings from CenturyLink saying we could get faster speed, I made many calls to them and they would just brush me off. After many years of calling we just got sick and tired of paying and not receiving. We have also talked with many of our neighbors about the internet speed and they all say the same thing, it's absolutely terrible. So bad you can't even watch a movie without it loading all the time. It's about time that something is done.....
- We have no cell phone service here at all, very frustrating. Dead spot no signals.
- We have no cell phone service in this area.
- We have not been able to get broadband at our home since we moved in. If we were aware of this upon purchasing our home, we would have considered a different home.
- We have searched many hours for a provider to provide us internet and no one will provide to us because of our location. We have three teenage children and I am a teacher, so our need for internet is constant. We would love an opportunity to have the internet at our house.
- We have terrible cell phone, email reception even with an expensive booster. Our combined cell phone and email services cost \$220.00 a month
- We just bought land at 650th Ave. across from Cardinal Glass so our house number is not established but currently found out that there is no high-speed Internet available. We are very willing family who currently uses it at our existing home and looking to have Internet at high speeds available at our new home.

- We live 4 miles from town and AT&T does not provide internet to our area. Frustrating. Currently we have satellite internet which is expensive and unreliable due to weather conditions. Other options are not viable due to our location and the location of satellite towers. Without satellite, our kids could not function in school since many assignments are tied to internet use. This next year's kids in high school will have Chrome Books so there will be a bigger need for internet service.
- We live a 1/2 mile north of fleet farm and we can't get charter. it would be really nice if we could get high speed without having to use my cell all the time
- We live in a dead area for our mobile phones. For as long as I have lived here---plus 16yrs...I have repeatedly requested service and even wrote to the FCC only to be told there is a tower 7 miles away. This is a hilly area and even the in the actual town of Knapp my phone does not work. Still they refuse to put a tower closer. We have even offered for them to build on our land, but they don't. They want us to buy the phone but don't care whether we have any service at home. It's frustrating....
- We live in a dead zone, not covered by Menomonie, Knapp, or Boyceville. The only internet connection is via satellite or dialup, both of which are undependable and slower than running molasses, not to mention expensive. The local companies will not run buried utilities out past our house due to lack of customers in our area to pay for the cost of burying their utilities.
- We live in a kind of dead zone where the best we can get is satellite which still isn't fast compared to where I work in town. We also live in a dead zone for cell towers-calls are always being dropped.
- We live in the country and the hills interfere with signals for mobile telephone. Would be nice to have mobile phone and internet interconnected.
- We live less than 3 miles outside of Menomonie and have no options for internet service besides satellite. It is infuriating that in 2017 we have no options being this close to the largest city in the county
- We live less than a quarter mile from Charter and ATT. Neither will service us. It is very important because I telecommute. Currently I have to use a hotspot from Verizon. It works but not very well.
- We live near the interstate and have no options for internet service. We would just like some options when selecting a provider.
- We live one mile outside of elk mound and cannot get broadband even though the city of elk mound does. We only have 8 Mbps which is 1/4 of the lowest speed of broadband.
- We moved from Otter Creek Township 3 years ago. There was no access to broadband on our road. We were too far from Chibardun and too far from CenturyTel. [REDACTED] Wheeler WI 54772 was our address. I just want to make sure that gets in the data somewhere.
- We need a service in this area.
- We need access in our area
- We need better rural internet access!!!!
- We need broadband internet for all of Dunn County. My kids have videos/ educational lessons that they need to watch for school/ homework and cannot because of the lack of service. This has to be a high priority project!
- We need it bad in our area.
- We need to expand Broadband services throughout all of Dunn County. Children need to have access to the service in their homes whether in the city or throughout the county.
- We only can get satellite internet at our address.
- We only have access to satellite internet or some other slower internet from clear lake telecom, both options are way over priced for what it is. We would love to have high speed broadband options in our very rural area.

- We really need broadband service. We have marginal access through the cell phone provider.
- We should definitely be able to have access to high speed internet anywhere in the county!! I believe the government should help with the initial startup costs of the equipment and installation, buy all maintenance costs should be on the businesses and no longer a tax payer concern.
- We talk about moving just so we can have high speed Internet... 30 year old cannot function on just phones and satellite in today's economy
- We used to be able to get broadband through 24/7 telecom. About a year or so ago they discontinued the broadband in our area. We are only 4 mile south of Menomonie on CTH J and we cannot get broadband or DSL. I would much prefer high speed in DSL but would be OK with broadband. We are now using Hughes net in order to get the service we need. We are not happy with it at all but we do not have any other options. Feel free to give me a call if you like. [Name REDACTED]
- We used to be those people that couldn't have broadband because we lived a few miles out of town. It was terrible and really inconvenient because everything is done online these days. These people end up paying a ton of money for terrible Internet that isn't broadband.
- We want to have access to unlimited internet! No providers other than satellite internet providers get to us and we're not even that far out!
- We were very disappointed after purchasing our home that broadband was not available being that we live roughly a mile out of city limits.
- We would like access to high speed Internet. Our current internet is slow, and when children visit and multiple devices are connected, speed is terrible. We have to turn off some computers in order to use the internet.
- We would like fiber optic cable to be available to our house for faster internet. We are stuck with expensive, slow, intermittent satellite internet service.
- We would love cable or fiber optic internet services. At certain times of the day, our cell internet is slow and is always a pain to connect devices to my hotspot.
- We would love high speed internet our current options are satellite or a mobile hotspot.
- We would love to have it available for us to use.
- We would prefer to have DSL for our internet service, as opposed to relying on mobile 4g networks. However, this isn't an option for us even though we only live two miles outside of Menomonie's city limits.
- We've lived in our home for 7.5 years and have never been able to get broadband internet! I have to go to the library to complete my online grad school classes! It's not easy with a toddler!
- We've lived up here for more than 20 years now, and only 10 minutes from Menomonie, but you would think we lived in the boondocks! Ridiculous that we cannot have internet at our house. Please get this out to us, but don't jack the price up or no one will use it. It has to be affordable, thanks
- When I bought this house about 8 or 9 years ago, AT&T promised I'd have DSL. Then they said they made a mistake and that we'd have DSL within 2 years. Then the state gave back the Federal grant to expand broadband in rural areas. Since then, I've been stuck paying twice as much as someone in-town for 4G internet with a ridiculous data cap. We started with 5 GB a month for the data cap, but that's not enough for just web browsing. We had to upgrade to 10 GB a month just to do some of the bare minimum stuff. I take training classes and have to do so at my desk. My coworkers get to telecommute, but I have to dress up and drive in every day. All because we as a state turned away a grant to expand internet. I want that average experience where we can watch a season of a TV show online, or find an episode of something that we missed when the satellite went out. The lack of internet options has become such a sticking point with my family that we've started to talk more seriously about moving back to near a town. I know that internet availability will be a key point in our next house purchase. To further that point, I know the house next door

sat for sale a lot longer because of the internet availability. Two families that were interested in the house stopped by after looking at it to ask me questions about the area. Internet was also a deal breaker for them.

- When we purchased our home we thought broadband would be available within a few years as it's in the nearby towns, but we've been here over 7 years now and it's still not available. We have actually talked about moving and this is one of the main reasons.
- While I have reliable service in my location, I think it is very important that all Dunn County residents have access to good service. Thank you.
- While many parts of the county, my particular area included, does have access to broadband often times there is but one option which can lead to higher prices, poor customer service and overall lack of service options.
- Wi-Fi doesn't work where I live. Fiber optic lines do exist where I live.
- Will need internet within a couple years when the kids get into school
- Will not buy property anywhere without internet access!
- Without broadband access it's been very difficult for us to complete any work at home or for my children to do online assignments for school
- Would be nice to access DSL
- Would just like to be able to access Internet without having to wait 10 or more minutes for it to come up.
- Would like it to be available where I live.
- Would love to have this access extended to my home. Thank you for the survey.

Price and Affordability (174 Comments)

- Too expensive (3x)
- Expensive (2x)
- \$39.99 would be the high water mark in my household. Based on the fact that these costs run double / triple the amount of inflation, \$40 dollars a month - or more - would be out of the question on day one. Once it crossed this threshold, a disconnect call to the carrier would be made - on my landline.
- AT&T and Verizon are poor and expensive.
- A tad expensive for what it is at this point. We're at the end of the line so I have some issues with reliability -- that should be fixed as we get fiber in the next couple of years
- Affordable Broadband/Internet service would be a valuable addition to our quality of life and the resale value of our home. Not having it available is a significant disadvantage.
- Affordable reliable broadband would be great
- All we have is satellite, and it's limited, yet approximately twice the cost of standard broadband. Really hampers college classes and also the school age children for completing assignments at home.
- Although I do have Broadband/Internet at my home I do know people who have little or no access and I believe the option should be available to all. Also, I am fortunate to be able to afford Broadband/Internet but realize that not all in our county can. There should be affordable options. I believe the cost puts many of our low income children at a disadvantage for their school work.
- Another aspect besides speed is amount of data used in a month. We get charged for overages, or throttled back in speed once we exceed our monthly allowance. This typically happens on the fourth day of the monthly billing cycle.
- Another thing I don't like with my satellite provider is although I signed up for 12 mps, once I use so much of the data for the month, the speed slows down until the new billing period begins. Since I work from home, I used up the high speed after the first 7 days and have to know work

with slower speed for the remainder of the month. To buy the next higher speed increases my cost from \$67/month to over \$100.

- Any changes need lower costs
- As now we need internet as a basic for our home it would be nice to get the price for the service down or free
- At this time we have internet through Century Link. They have issues when it comes to service and they can charge anything they want and you have to pay b/c they are the only ones available in this little area. We are over 65 and only use email and some searching on amazon etc. but it costs us \$85/month for phone and internet service. You can get one without the other but the cost is the same. What a rip off!
- AT&T doesn't offer enough speed so I don't have the option to buy internet through them, so I have no other choice but Charter/Spectrum and I'm very dissatisfied with their service, mostly due to their pricing. They give you a one year price and then increase it a lot. I would really like to have more providers to choose from at a better price. The cost for internet alone is way too high. Also, my wireless cuts in and out on my phone. This could be due to my router, though.
- Because of location CenturyLink was unable to provide quality DSL line. Before I retired I telecommuted a couple days a week so was forced to use Hughes.net to provide the speed needed. Hughes.net is very expensive. Even bundled with Dish.
- Being required to have wireless internet just to have internet is very expensive. The speeds are slower and so much more costly. My neighbors (1/8 mile away) have high speed through 24-7 Telecom, but it would cost us \$5000 to bring to cable to our house.
- Better rates
- Between phones and DTV and DSL we pay almost \$400.00 a month which is crazy outrageous if you ask me. And I think we are paying for a lot of redundancy that should be unnecessary if any one service would work all the time.
- Between TV service and internet, I spend approximately \$325/month for service, not including land line and cell service. Living in the "doughnut" surrounding Menomonie is tough with no fiber optic service. I would also love to receive local channels from Wisconsin instead of Minnesota - I know that is available with fiber optic. Thank you for doing this survey and working on this project.
- Broadband should be made available at a low (or no) cost to all county residents. Unfortunately, the practical necessity of internet access has been created by profit-minded sources beyond the control of the general public.
- CenturyLink and dish are the only 2 providers of internet in Knapp and they are horrible. Horrible prices and customer service. I know myself and 5 other residents with the exact same service package and yet we all pay a different price! When we call to ask about it we are given a run around and usually end up settling for a "monthly fee reduction" but never see it or any changes.
- Charter charges too much. Doesn't give credit to long time customers.
- Charter costs seem high;
- Charter has a monopoly on high speed internet and increases prices whenever they want with no description as to the additional services that are being provided with the rate increase.
- Charter has a monopoly on my area and charges too much for the access one gets.
- Charter is just fine, but the only cable internet option. It would be nice if it was cheaper. We did not care for Century Link as an internet provider when we did have it. They had horrible customer service and connection issues.
- Charter is not even 1/4 mile away. Satellite is slow and expensive.
- Charter is too expensive so I would be interested in another provider but not satellite
- Charter told me it would cost me \$7000 to install internet plus a monthly fee to have broadband at my residence which is completely unreasonable.

- Cost is a major issue
- cost is always a concern, concerned with changes to net neutrality laws
- Cost is high, and monopolized. We only know of one company currently servicing the area and that is century link, our current provider for internet and TV service. Would be wonderful to have multiple options available to find the best fit for our home.
- Cost is too high. I do not use cable for television.
- Cost of WWT is too high, currently \$99/ month, includes land line which we are forced to have. No other options available except satellite.
- Current providers always start out with a reasonable price for their service. Our DSL started at either \$ 19.99 or \$ 29.99. It is now about \$ 65 per month based on our usage. Each year it is increased to a price until it reached the current rate. I feel that is unreasonable. Rate since we are not a commercial user. I have little to no choice in the service I purchase even though everyone around my residence can get cable. If all the trees in our neighborhood were removed, I would be able to see 100 - 150 homes and most of them have cable as an option for television and probably internet. I also haven't considered a dish antenna since they do not allow me to choose Eau Claire Television stations as my local channels. They force you to have Twin Cities stations as your local channels.
- Data is too expensive.
- Don't know if would use it or not, have cell phone co. and CenturyLink Wi-Fi. Not willing to add more costs to budget. Don't really understand what this is all about. But understand that it is beneficial to have access to broadband in all areas.
- DSL from CenturyTel is adequate for my needs but it's too expensive. I'm a minister and need it to work at my home office. I have to call them once a year to ask for a lower price, which they usually give, but it's still expensive. I have considered purchasing unlimited data on for my smartphone if the price goes any higher. I think I could get satellite as well but I think that's more expensive and less reliable.
- Due to the monopoly that Charter has on the region, it's too difficult or expensive to upgrade to a different system. Therefore, we are currently stuck on cable for broadband internet. This tends to be mildly fast with frequent moments of lag. And due to the cap on speeds, there are certain internet services, which are either stripped to the basics, or unavailable entirely.
- Everyone should have low cost or free access to the internet. That might include some lessons for the older, and proper usage matters for the young.
- Exede is okay, but feel it is expensive. I am not able to work from home because I need VPN and Exede does not recommend it. Speed and security are issues for my job. I drive 35 miles one way to work and would love to be able to work from home.
- Extremely expensive due to required bundling with unneeded telephone service
- For older folks that use broadband in a very limited way the cost could be proportionally lowered. Seniors don't use much. Just check with senior citizen facilities. Use a lot=pay a lot use little = pay little
- Friends in the country need access to affordable services unlimited time on internet.
- Hoping we can get this service at a reasonable cost, hoping to use it for other areas in our home.
- HughesNet is not worth the money, we increased our plan in hopes that we could actually use the internet however they don't guarantee the speed-it's up to "24" and it's not considered slow unless 60 percent below that. So they are not even meeting the federal requirement and all they are doing is charging more for the next category and not providing the increase speed. My husband is a physician, we are unable to talk to patients or even escribe to a pharmacy as the service is too slow. ATT is blocking charter and 24-7 from providing service. We are less then 2miles north on highway 25 and were told two years ago that AT&T would provide land line internet and we still don't have. All around the lake has internet and as we are being charged water front taxes we

should be entitled to the same utilities the rest have. They dug up all along highway 25 and laid a big fiber optic cable about two years ago and we have still not seen high speed internet. Please let Charter connect to our homes.

- I am 54, disabled on SSI I get less than \$800 a month. Charter spectrum was charging me \$90 a month just for TV I can't afford that. I live in low income housing as it is. I have a Walmart prepaid phone as to keep my bill down. I had to disconnect TV because it cost way too much. I only get \$16 a month in food stamps.
- I am an elementary school teacher. I am aware of the need for affordable access for families with school-age children. I currently pay \$100/month to Hughes net for extremely unreliable service. I also pay \$80/month to Verizon for cellular phone service I can only access by driving 5 miles to Menomonie. It is hard to believe that the richest nation in the world cannot make 21st century technology available to its citizens.
- I am currently using a MiFi from AT&T to achieve Internet access at a cost of \$109/month.
- I am happy with what I have and if the purpose of this survey is to justify expenditure of even one taxpayer dollar, please register my objection to it. No tax dollars. None!
- I am located in Downsville, 24/7 Telecom has a telco in Downsville, so I can get fiber service into my home (which we used for a while but became prohibitively expensive when I moved away from their ""bundle""). So, 6 miles from Menomonie I can get download speeds of 50mbps, but a buddy of mine living at the corner of SR 25 and 395th Av (3 miles south of town) can barely get 56k level connectivity from his 24/7 service. He is also limited to 24/7 or using dish service..."
- I am on a very small social security income of less than \$650 per month. I am ok with the 10mbps service but \$50 plus fees hurts my budget too much. I would like to see a \$20 price at that speed as I see folks paying \$40 for twice or better speeds. Thank You."
- I could only afford to pay \$20 per month for broadband. Satellite broadband is the only option available to me at the moment and it is by far too expensive and would not be very reliable - especially in rain or snow storms.
- I currently pay too much for internet. It's pretty frustrating. I just graduated from college and am working 3 jobs, and the internet cost is too much. Plus, I'm pretty sure Charter has a monopoly in this area. That's even more frustrating. The U.S. likes to tout how great we are and how we're "#1", yet we have some of the worst internet connections and prices for first world countries. It deters innovation and allows us to fall behind in the tech industries which, by the way, is the way of the future. Japan's average cost for internet is around \$10-15/month with speeds at rates much, much higher. I'm paying almost \$70/month and my internet goes out for no reason. The company has recently upped my monthly charges for no good reason other than it's "on average of what they should be charging". By whose standards?! I'm so sick of getting dicked over by Charter Spectrum. I wouldn't mind them so much if they didn't gouge me for money every month. I don't even have basic TV because I can't afford it. Seriously. I can only watch things on Netflix (my sister lets me use her account) and YouTube. I wish Menomonie would look out more for the disenfranchised and the college populations, but they don't. They care only about those who pad their pockets. No surprise there as that seems to be the way of the U.S. in all business dealings: help the rich, screw the poor. I'm so over it. So, if this survey helps to showcase how the population is getting dicked over by large conglomerates than I am happy to help. Please do something about it or at least bring in companies that can be competitive to the money hungry bastards that currently run Charter Spectrum. These days every single person is pinching their pennies and for good reason. Everyone who makes less than 60K/year are definitely getting screwed in every direction possible. There's very little upward mobility possible anymore and having access to fast and affordable internet allows upward mobility. Please, please listen to the small folks. We're drowning in costs of living. And please understand I'm not some young, punk

kid who's just complaining about life. I am 30 and am a business owner. This is frustrating. Yes, I've talked to Charter and of course they don't care. They just want money. Capitalism at its best.

- I feel as if the cost for internet service in rural areas is much more expensive than the cost in urban areas so I feel that rural folks are paying exorbitant prices for less service than folks who live in urban areas....and I wonder why this is. I also have only one choice for a provider-Century Link as they are the only company in my area. I have had satellite internet in the past but have went with Century Link as I must have a landline as cell phone coverage is not available in my area-another complaint. Sorry! Hope you all can help us get similar services for similar cost. Smart TV...what good is it for me and I'm certain that soon all TV will be coming through the internet and then where will the rural folks be?
- I feel that Spectrum/Charter is way too expensive. But, it is a necessity for this household. Would love to see something as good, but less expensive.
- I get my internet through my smart phone, Verizon is the only provider where I get any kind of a signal at all at my house, and it is not very strong. I use my iPhone as a hotspot for my iPad. I used to have satellite service, but I got to be too expensive, and still didn't have the bandwidth to be very successful with videos
- I have had CenturyLink service forever. I happen to live on a county road near the end of a phone line. Our service was so slow, after all those years we finally had get satellite service. Its good service but just too much money!
- I have internet but my neighbors do not because it costs too much to get the wire to their house.
- I have very expensive alternatives to wired broadband. Thought AT&T works wonderfully and has fantastic Internet speeds I work from home and lacking a high speed wired Internet service is hugely inconvenient. Especially when companies like century link have customers less than 1 mile from my current residence
- I have West Wisconsin Telecom. I have the medium priced speed/package. I recently upgraded. I have my service coming in in the lower level of our home. If I want to use my device outside on the deck or in our porch, I cannot do so. I am frustrated by this. I can have another port activated or I can move my service to the main level of our house, but the cost is high. Dislike. I've thought about trying AT&T. Internet costs are over the top. I'd like to see high speed that is affordable for all income levels,
- I like having all services (internet, TV, telephone) provided by Charter, but I hate paying current monthly charges of \$164.63. They just keep raising my monthly bill.
- I live at address for 30 yrs. Am 2.5 miles from City. West Wisconsin Telecom won't provide services. They provide service to growing subdivision, etc. They supposed to be our rural provider but not yet. 2 years ago, Charter laid cable under drive way but not to service our area. I live 1 mile from Walmart distribution and all the business in that area have high speed internet. They offer Exceed and Hughes net which we can pay per speed and not get unlimited and it is costly. I feel that rural people have been subject to paying high internet fees while people in town have more competitive fees and access to services. Can't use Netflix etc. and are dependent on DISH and DIRECT TV, costly. Need internet for entertainment and employment opportunities, education, and medical services as that way work is going. Crazy that rural people have to go to town to access internet to complete services. For our State to be competitive we need to have access to high speed internet or we will continue to drive our people out of our areas to the cities and other states who provide these services. Like I said I have been waiting 30 years for internet and everyone a mile away from me has it. This is quite frustrating and I myself am considering leaving area as I am tired of this and want to have access so I don't continue to pay such high prices when I know I should be paying less. Thank you for your time."

- I live in city limits. The fastest internet service I can get is 6mbps download - just not enough with 4 young adults in the house doing homework online and watching videos. I think I could get faster service through satellite and paying a lot more money, it needs to be reasonably priced.
- I think I would use more devices requiring broadband if the cost of services was less.
- I think it is overpriced because in smaller communities there are no choices!
- I think over all we are satisfied with our service, sometimes a little slow especially when upgrades are being pushed out. I think the biggest problem is the cost. I can see that many people cannot afford how much the charge is for internet through Charter. I know there are households who can't even afford to have computers for use for school activities. I realize when initially signing up with some of these services you can get a much more reasonable price but that only lasts for a year or so. Also what happens when there are no computers to be used even if there is broadband available? Hopefully there will be some way to ensure the homes have access to a computer.
- I think that cities such as Menomonie should offer Wi-Fi free to all citizens and rural residents should pay \$10.00 or less for monthly services
- I work in the field of electrical and I know what the issues are. No one want to spend the money to create the service.
- I would like to be able to get a reasonably priced internet without having to bundle services that I do not want.
- I would like to support local internet providers like 24/7 but the cost is more than I can afford.
- If we don't bundle TV, phone, and internet service, then we can't get just high speed internet, or the price is unreasonable!
- In the last three years the price of Internet Service has gone up for me to the point I will drop the service and use other sources! \$35 to 42.99 to 54.99 per month and next year it will probably be 72.99; that will be the end of my use of the Internet! We need more competition between providers for better, LOWER PRICE's!
- Internet is a must. I understand this is a cost vs profit situation but greatly hope some company takes interest.
- Internet is too expensive and service is lousy.
- Internet services.
- Internet, phone and cable are all rolled into one package, many don't want all the options but it is too expensive if you only subscribe to what you want. As a whole, internet, cable, cell phones are too expensive.
- It is so frustrating that I live less than 3 miles outside Menomonie and have to pay such high fees for internet service; the costs and restrictions on amount of data make it impossible to enjoy movies or TV, I'm limited to using it strictly for work. My son & DIL were debating building on the farm site until they found out the prohibitive costs for her work needs-for a while we were paying \$800 per month! They bought a house in town instead.
- It is unfair we have to pay more for less in rural areas to have what has become what is necessary to stay competitive in work, school and business
- It must be affordable to everyone.
- It really is great, but we just wish it wasn't quite so expensive. We're retired and on a fixed income.
- It should be affordable."
- It would be wonderful to have this option. My kids often want to use zearn.com, ABCya.com, typing club, and other learning websites that the teachers have them use at school. But, with our current hotspot, it is just too expensive to allow them to do so. Thanks for considering.
- It would help the rural Dunn county residents have more options for affordable

- It's too expensive for what we use it for. Charter has too much grip on the cost and services. Would be nice to pay for what you use it for, same for TV services, you pay a high price for 120+ channels but I would say that I would only watch maybe a half dozen channels other than local channels. Local channels, I have to pay extra each month to get them.
- It's too expensive for what you get compared to other parts of the world, and unreliable and sporadic service.
- Just too much money
- Just wish the cost per month was lower.”
- Just wish we could get a decent internet service that does what they tell you it will do for the price you pay! Better data plans that don't cost you an arm and a leg! Where you don't have to worry about when and what time of day you update anything!
- Largest concern is the high cost of the service.
- Menomonie High School and Middle School will be issuing Chromebooks for school. Our experience with using our computer for school is the cause of creating significant data overages.
- Mine is expensive, and is not totally reliable in terms of connecting whenever I want to but I am able to do everything I need to do once I get connected.
- More expensive than those getting internet service in town. To access movies it uses a lot of data and is costly.
- My bill went up 30% this year with west Wisconsin telecom, it's higher than my electric bill. This includes, TV, internet, and phone. Still a hike. My county is actually Chippewa, but my license renewal on cars says Dunn County. Kids go to Elk Mound School District after vouchering them in, couldn't face the Chippewa Falls school system again (we have our grandkids) West Wis. has been very good about service, just not this new price hike.
- My children need affordable internet to do homework and I need it to prepare for classes that I teach
- My internet service is good but expensive. I'd like to see more competition to bring down prices.
- My only option for high speed is via satellite and I am not willing to spend that much for internet.
- My wife & I are on fixed income we think we pay too much for internet & find it hard to make ends meet on monthly bases.
- Need to bring the price down by creating competition.
- Not able too much for what we pay for. Also it's almost impossible to do any down loads or updates at night or on the weekend due to everyone using internet as provider has known this for years and has not improved. My phone line runs 1/4 mile to my neighbor's hub as a lot of us share them.
- Not bad for the price but could be better. Defiantly cheaper than charter.
- Only Internet available is through our cell phones or satellite which is really expensive.
- Only two internet choices worth getting and they're both too expensive for the quality of service. The service I currently have has gone up \$40 per month over the last 4 years and the internet has gotten slower. Was at 25 Mbps now I'm lucky to get 8.
- Our area is currently only serviced by Mosaic Telecom, so they have us over a barrel when it comes to pricing. There's no competition in our market so it's pretty doggone expensive.
- Our current most affordable option is a mobile wireless hotspot, which does not meet the speed definition of broadband, but is good enough for us and less than half the cost of that offered by WWT
- Our only option is satellite internet and it is expensive and you don't get much data for the price. We'd love it if there was another option!

- Our satellite internet is too expensive to be as inconsistent and slow as it is. We run out of data before the month is up so they slow it down more. It would be great to have an alternative to satellite other than dial up.
- Overpriced for retired persons living on a fixed income. What do we give up next to enjoy the rest of our lives?
- Please keep it affordable we need it in this part of Wisconsin, but many people are just barely getting by as it is.
- Poor and will be unable to afford the service.
- Price is way too high
- Prices keep going up
- Reasonably priced options to bundle TV and internet would be desired.
- Satellite is inconsistent and quite often goes down due to any amount of wind/rain/storms. It's also expensive.
- Services so expensive....
- The cost for high speed internet service is why I do not currently have it. It would have cost me over \$10,000 extra in the last 15 years.
- The cost goes up every year.
- The cost is cost prohibitive.
- The cost needs to be affordable
- The cost of services tends to be high.
- The current service I have serves my purpose. But, in my opinion, it is way too expensive. I have a hard time understanding the justification for \$50 / month charge. I understand there are costs to maintain and improve but really, \$600 / year from a nation-wide company?
- The DSL from century link is ok, but overpriced. The service is spotty late most nights or when the weather turns stormy. The speed need to get faster as we have more and more wireless devices coming into the house. I don't see an improvement, I worry that internet will be too slow for all the add uses in the future and/or it will cost so much it will not be affordable (worth it). These are the same companies that 20 years ago charged \$45/month for cable TV, and now charge \$130/month with no real increase in value. The price went up because it could. I see the exact same thing happening to broadband, as poor service as possible for the most they can charge. "
- The fees have steadily gone up and service has steadily gone down.
- The monopoly for service in the area by Spectrum/Charter at \$80.00 a month is insane.
- The place I moved from we paid \$30 a month for the same service. I am curious why it is +\$20 a month here.
- the price either stays the same or gets lower, an internet connection should be treated the same as a telephone line as far as the law
- The price for broadband continues to skyrocket with no perceived value for the higher cost. Speed reduces greatly during normal business hours. I should be able to have a local phone account and broadband for under \$50/mo. (Currently pay over \$100/mo.) Pathetic! Break-up the monopoly and collusion!
- The service provider we have now is adequate however expensive and pretty slow when I remotely log into my work computer. Our neighbors that live 1/2 mile away have DSL access.
- There are many countries that provide high speed internet for their citizens. What is wrong with USA? Supposedly the most affluent."
- There are many more people on the internet today than when we first got it and the provider is charging us more now than when we started. With more people on the internet, you would think it

would get cheaper. We pay enough in extra fees that the government is stealing from that everyone out here should have much better internet service.

- There are no other providers to help this issue. I work at home a lot and internet is imperative. My husband enjoys watching movies and the stopping and pausing is extremely annoying.
- This service should cost \$5 per month, as it is better than nothing. The \$30 per month we currently are being charged is outrageous for the delivered quality.
- Too expensive period
- Too expensive. No competition
- Too slow too expensive and we have just basics our bill is \$190 month why and extra charges is terrible
- Try lowering cost of service with TV and internet communications.
- Unlimited data is important, otherwise the cost becomes prohibitive.
- Very costly and very limited data to download. Can't utilize for TV, videos, music.
- Very expensive and poor quality.
- Very expensive for what you get. Hardly watch TV because of choices. It's a racket!!!
- Very expensive if not in promotion period
- Very happy with West Wisconsin fiber optics for internet, phone, TV. Wish everyone could have this service. A little pricey, but we're willing to pay to have the service.
- Very slow service for a ridiculous price.
- We are 4 miles north of exit 45/I94. 1/3 mile south is charter. 1/3 mile north is AT &T. No one will run to us. ATT called and said they will run to us for \$750.00 per month!!!! I pay AT&T phone \$300 a month to have unlimited data/hotspot and \$175/month to Verizon for a hotspot. Almost \$500 per month just to have Wi-Fi. If we go over usage since 1 business is run out of the home, 1 telecommutes and 2 are in school, we have spent \$800 in just one month alone. We need someone to do something about this! It's 2017
- We are concerned about the high cost of having Charter Internet Services. We live in a valley and often times cannot download or send what we want through the broadband.
- We are one of the only homes in our area with Fiber optic cable & internet, however, we've considered dropping all services with our provider and utilizing a cellphone company for a connection and streaming all media because our current situation is expensive and not reliable/slow.
- We believe affordable access for everyone is essential; even though our present use may be limited, that could change in the future.
- We can't afford it!
- We currently pay over \$100.00 per month for Hugh's Net. Because the home that we purchased does not have a phone line and we need to rely on our cell phones which again is another \$100.00 a month then we have to pay for Dish, because we do not have the availability for cable in our area. It would really be nice to see a break in one of the 3 or better yet all of them together!! Just because we choose to live in the country does not mean we cannot reap the benefits of those that live in town!! PLEASE bring fiber optics out to us!
- We have good internet access; however, I have one complaint, I wish the price was lower. I realize the companies have expenses, but so do we.
- We pay a lot of money for poor internet access (more than \$125 a month). When we asked why we could not get cable (some of our neighbors have that option) we were told that AT&T owns our part of Lucas Township and will not sell that right to another company who might help us get better internet nor will they put in cable. Our family farm which has multiple households even tried to find out if we could pay to dig cable to the nearest connection point but were told this was not an option. It has impacted my job choices and forced me to sit for hours in cafes while

attending a grad school program with an online component. We would love to become part of the modern era out here!!!

- We pay Century Link \$71.52 monthly. We were told that we were to get 5mps. Fact is they don't offer this in our area but are paying as if we did. We get far less than 5mps. They are the only provider so we're stuck with them.
- We previously had CenturyLink for our internet provider and had unlimited internet access. We supposedly had DSL but when we watched a video it was buffering all the time. It wasn't worth what we paid for. We checked out Exide and had it installed. We have 12 GB a month. If we go over we have to pay. We would eventually like to go back to unlimited. My husband wants to do eBay and that would take more data per month than we are now paying for.
- We should have access to multiple broadband providers.
- We should have affordable unlimited data available.
- We spend an incredible amount on data services through Verizon for our farm business and personal - it's unaffordable
- We want a price we can afford, and don't want the cost to keep going up.
- We would consider paying more than indicated previously if the broadband would be fast enough and allow unlimited use to use alternative TV programming. We pay too much for our satellite service TV and would like to save money by accessing television programming over Internet.
- WE would like to have unlimited data so we could use Netflix, download videos, play video games with the grandkids and not be afraid we will run out before the end of the month and have to pay for more
- We, as consumers/customers, work hard for our money. Pricing has gotten WAY out of control. We are told that there is great service and that new technologies/benefits are being added consistently to warrant the pricing, but we don't see it, I don't see it. I don't see "better" service, I just see the pricing going to such a limit to where we cannot afford it anymore, and NO ONE seems to care. I would have to work almost an entire MONTH at my current job just to pay for my cable/Internet bill. EVERY cent I made in that month would have to go to that ONE bill. Just that ONE BILL. It is no wonder why people are going bankrupt, losing their homes, cannot put food on the table or pay for their medical bills. My family doesn't do hardly anything else for entertainment or recreation because we cannot afford it. We are not "blowing" our money on extravagances or frivolous things. We are now having to look at getting rid of Broadband/Internet because of the cost. If it doesn't go down, we may have no other choice.
- West Wisconsin is too expensive for what you get... it would be very nice to have Charter
- When I asked to Charter if they would ever consider extending service to my area I was met with a price tag of \$100,000. Outrageous!
- When you mentioned cost, you didn't include options like our current one, which bundles land based phone service and internet service. It is hard for us to evaluate these options.
- While our Broadband connection is good, Comcast/Spectrum's customer service is poor and I feel their prices are high. We only have internet service and pay \$65. Our first year we paid \$40 but that was only an introductory rate. I would like to see more competitive rates.
- Would be nice to have access to unlimited internet data for a reasonable price, without having to use cell phone provider.
- Would love an unlimited service for less money than I am paying
- Would love to have it, but can't afford it.
- Would prefer less expensive services

Provider Choices and Competition (170 Comments)

- Along with phone service, we really don't have many options. They can keep raising prices because they know we are stuck. Service is slow and drops all the time.
- ATT is the only service I can get at my address. I wish I had more choices.
- Be nice to have hard line DSL and not have to use Satellite. Satellite is expensive and limited data.
- Being in Menomonie (City) and in our apartment house, we have little choice of provider!
- Bring in Xfinity by Comcast!
- Century Link does not have any available ports for me to use them for Broadband/Internet. My only option is satellite. I am not happy with their service.
- Century Link has been behind times since dial up. I went to Hughes Net satellite 3 weeks ago and so far not real impressed with that either.
- Century link offers poor service and we have few if any options. Very frustrating. No cell service in the area so stuck with this option.
- CenturyLink has gotten too big and customer service stinks and we're just a number, so we need more options that work. It would be nice to see this work, so don't let a bunch of greedy idiots head this up or don't do it at all because that's what we have now
- CenturyLink is the ONLY provider in our area.
- CenturyLink stinks! We need another phone option for landlines.
- Charter customer service reps are rude.
- Charter has a monopoly in the City of Menomonie, and no other companies are available with high speed internet, therefore we don't have options
- Current location only offers satellite even though only 3 miles from town. Paying per GB is far inferior to having unlimited usage.
- Currently our choices are either to use satellite or to bundle our broadband with our phone and cable tv. We would like to be able to get cable internet without having to bundle. Satellite isn't reliable in inclement weather. People don't want to be saddled with a land line anymore and they want other TV options too, that require fast internet speed.
- Do not have any choices in service provider, must bundle internet with a land line phone which is over \$100 per month, way too expensive, and that is for slow speed, if we want higher speed, price goes way up
- Drives me crazy that we live so close to town and nothing is available other than satellite! Weston WI has internet but I can't get it 2 miles from town!
- DSL service just installed last winter, currently only available through 24/7. I would like to see other providers in my area with lower cost.
- Even though I have not had any major problems with my internet provider over the years, I also have not really had many other options for high speed internet service where I live.
- For the price I do not get quality service from Mosaic and wish I had another choice.
- Gets very frustrating that we are unable to bundle internet with other services because phone and TV providers to not have internet in this area. Thanks for working on this survey.
- Had Verizon wireless through telecom, it was great. They cancelled it. Now we have exceed and a hot spot neither are as good.
- Have been waiting for 19 years for AT&T to upgrade my phone line and add internet, have talked to 24/7 about them coming through as they have already used our land to get to the neighbors....no go yet!! Would be wonderful to have something better than satellite available to rural residents. Thank you
- Having children entering high school, I would love for them to be able to do their homework without having to worry about going over our data. Often times teachers will put lessons up online but we have to go to town to view them.

- I absolutely hate that there are no real alternatives in this area. Charter can charge whatever they want and have rude customer service and I'm stuck with them because I need to have decent internet. Anytime there is a monopoly it is not good.
- I am discouraged by the lack of completion in my town.
- I am strongly against a subsidized broadband program.
- I believe that there should be more competition in this area. Charter is the sole provider with cable. There is be more choices. Costs are too high currently. Also, Menomonie has to be considered part of the Green Bay service area and not the Twin City service area.
- I dislike dealing with CenturyTel. This is the only service offered in our location. Another provider(s) would be great!
- I dislike that it is a monopoly. If I want high speed internet I can only choose Charter, which leads to them charging too much.
- I don't like being limited to High Priced satellite internet and Century link DSL (1.5Mb) where I only will get upgraded if someone else drops a higher speed. I have contacted all available ISP in the area and there are no options for me, but yet I see some Fiber was run next to my house 2 years ago which means people are doing rural routing but no one has landed even cable.....
- I don't think that CenturyLink should be the only provider I can have in my area. There are fiber optics ran across the street for another provider and I can't have them in my area. My wife works from home and sends and receives huge files daily. We have to shut down all other devices some times to accommodate. It's ludicrous to think that I can't have the lines run from across the street and have a much better and faster provider
- I feel as though there should be more provider choices in our area. I feel that without competition we are paying way too much for what we are getting as far as speeds. I pay only about \$20 more for my business internet and have over 7 times the speed available.
- I feel we need to have more options available to us, which will increase competition and result in better coverage/services for everyone.
- I have been trying to get broadband internet access for a long time and kept being told it was not available and there were no plans to have it in my area. I am "stuck" with poor quality satellite TV and internet and not satisfied with the cost and service
- I have called CenturyLink many times and they are unwilling to provide broadband services. They overcharge for terribly slow service. It is not even 1mb download on average. Other providers can't go into the CenturyLink territory so they have a monopoly in our area and are taking advantage of the situation. Please allow other companies to provide services in our area so there is competition! Thanks!
- I have contacted Century link about the lack of performance for the advertised service. Their answer is to take a lessor fee for use of the poor service rather than improve the service. The result is that we get a crappy service and have to feel appeased that they are trying to make it worth our while with the reduced piece. Alternatives are to use satellite services which are limited and very expensive.
- I hope Dunn County gets broadband for its residents! This would improve the quality of life here for me!
- I like my service from Charter/Spectrum but it is really the only option for high speed internet in the city of Menomonie. Until I got my current job working from home I could not afford internet so I relied on going to the library or taking out one of the library hotspots when available. I would not have internet access without my work at home job, the cost is too high for something I believe is a necessity in today's world.
- I live in an area the CenturyTel cannot add any more customers and have not updated their system to accommodate the population. If they choose not to update to accommodate the need

another company should be allowed to come in and service the customers. I have several neighbors that have to have satellite internet and that comes with major limitations.

- I only have access to satellite and I only get 10 gigs/month.
- I pay close to \$100 for high speed internet with a cap from Dish network. We would love to have other options as we reach out cap in about a week then we are at dial up speed.
- I switched to Charter just a couple years ago because 24-7 was not moving toward offering high speed in my neighborhood, even after numerous inquiries over a number of years. I was not happy with this in that I would much prefer to deal with a local company with an office in town instead of a giant media company. Basically, the lack of choice/competition can be frustrating.
- I understand that 24/7 Telecom has fiber optic, but has not publically admitted an implementation plan for my area. I would like to see something better than a cellular provider.
- I would like another option available besides only charter. They are very expensive for just internet and prices never go down.
- I would like Broadband/Internet services that has more security and less ads.
- I would like more options. I only have one option that comes with the cable
- I would like other non-satellite service options other than West Wisconsin Telecom. Their business model has a tendency to irritate me and their charges are somewhat excessive for the services they provide. Also, Dunn County has created a problem for itself with the 200' tower height limitation. Due to the terrain of the county, in order to provide full coverage, you have the option of a lot short towers, or fewer taller towers.
- I would like other options besides satellite (Dish, Direct, etc.). Would love to see 24/7 west Wisconsin Telecom install fiber optics in our location.
- I would like to be able to pick which channels I receive, instead of having to take a pre-arranged package of channels.
- I would like to have access to Broadband internet and would purchase it if the option was available. I'm told that CenturyLink has all the "rights" to the lines by our home and believe if other companies were available, many clients would join with them, such as Charter, Wisconsin 24/7 telecom, and any other reasonable priced options.
- I would like to see a lockout service included with in the service.
- I would like to see AT&T or some other cable provider provide internet service because during bad weeks or storms when we want to see violent storm radar the satellite sys sometimes is blocked out. It's kind of a safety thing for tornados
- I would like to see more competition in the companies offering cable modem based broadband service in Menomonie.
- I would look forward to more choices of internet to choose from
- I would love it...Hughes does not work if snowing hard, raining hard or storming in the area. Plus dish can be covered in snow on the roof and you have to get up there and clear it off. Not a very safe option for Sr. Citizens Bad weather is when you would like to be checking for updates on storms and it does not work.
- I would love to have an option besides Charter which I believe is overpriced and very unreliable, terrible customer service
- I would love to see some competition for Charter.
- I would really like to have the option of unlimited high speed internet. I'm so sick of paying for crappy services. Everyone else, including the backwoods of Urne, WI has high speed Internet. West side of Menomonie has no access to good internet and it's a shame
- I would really love to have Broadband access through a more local company. We currently have CenturyLink and we have such a hard time speaking to one person who is able to address our issues and I hate having a contract. It'd be nice to have a monthly fee that doesn't change unless there is an increase in the rate.

- If I had another choice other than CenturyLink, I would have fired them a long time ago, worst customer service experience EVER. Had unusable internet for 3 months and only received a 25 dollar credit. Local technician was great once dispatched. Spent MANY hours on the phone with CenturyLink with folks that don't live anywhere near Wisconsin. Would gladly pay more for a truly local ISP.
- If I had another option than Spectrum. I would switch.
- In Menomonie, Charter has a monopoly on Broadband, because AT&T offers only 3-4 Megabits, compared to 60 from Charter. For the first year, Charter charged \$30; now I pay about \$60, plus \$20 for Charter phone service. We badly need competition or state funding.
- Internet and phone (landline) providers are too limited for the area. I can only select from one provider and have no choice as to what they provide and the cost.
- It is time that Dunn County encourages some competition for internet and cable services.
- It would be awesome if there was more competition for service. Charter as a company sucks and aside from them, the only options are really slow DSL at a 1/10 of the speed at the same cost.
- It would be good to have more than one option for internet. AT&T raises their prices and now they have a data cap so I pay even more when I go over my data use each month. It seems like they also slow the service down when my data use reaches near the cap.
- It would be great if there were more providers/reasonable fees.
- It would be great if there were options other than Charter for Wi-Fi. They increase rates annually and we are currently paying over 3x what we were when we started using their services last year.
- It would be nice if there was more competition for internet in Downing. Right now the only access we have is with Nextgen unless you want wireless internet which is not reliable
- It would be nice to have more choices for broadband in Dunn County. The fastest service available is through Charter, and compared to many other places in the country, we pay quite a lot for mediocre speeds.
- It would be nice to have more options in your area than just CenturyLink or Satellite.
- It would be nice to have more than one internet provider so there is some competition with CenturyLink. Their service sucks and they are high priced.
- It would be nice to have other options available if you are unhappy with current subscriber whether it be speed, cost, or general satisfaction.
- It would be so nice to have a choice. I would like to have more data choice to stream music etc. Can't do too much with what I have now. This would be so nice.
- lack of choice for high speed internet
- Lack of competition keeps rates to high, requiring bundling w/ cable or other services.
- Limited to choice of one ISP in our area.
- More options available to us!
- More options for Broadband/Internet to city residents and cheaper.
- More options would be great!
- My biggest issue is the monopoly that companies have. There is no choice with who you have for a provider and that means no competition to boost improvement in services and decrease costs to the consumers. Consistency of the service we do receive is a real problem. If there was some competition, service might improve.
- My data (which comes via satellite) is capped at 20 gig monthly. I run out before the end of the month, primarily because of all the videos (advertisements, etc.,) that automatically play when you're on the internet. I cannot watch any video because it eats up my data.
- My house is hostage at 3 Mbps. We have too many trees to get satellite broadband. I would like to telecommute but can't because of slow internet. No one else but CenturyLink provides any coverage to my area!

- My location limits me to receiving internet service only thru satellite. It would be nice to have other options. No other providers are available for service in the area where I live.
- My main concern is the lack of competitive options for broadband in my community which locks in prices for larger providers - they don't feel any need to lower prices. In our household we do not watch TV, and ONLY wish to have phone and internet service and they can't seem to understand this - constantly wanting us to bundle "up" -- which is initially cheaper but more expensive over time (not to mention NOT NEEDED.)
- My only choice of internet providers is CenturyLink, so I have to take what I can get. It does work for us, but they are always sending us flyers offering cheaper prices, but it is never available in this area. Rather frustrating!
- My thoughts about Dunn County you could do a lot more for us residents that don't have internet. We are stuck with one provider that does not want to help us out I call all the time and hear the same story. Barron county is a mile down the road and they are able to provide high speed internet to their residents It is too bad for us Dunn county can't provide the same services. It would be nice to have internet services that you provide to the people living in town!!!!
- Need another competitor In City and the Govt. subsidized provider to focus on rural as originally intended. City cable agreement is obsolete.
- Need more competition as was promised when all this got going. Pricing is way too high for the marginal use that we use the internet. Same applies to cable tv. At least we can switch it.
- Need somebody capable of competing with Charter. They have high prices because nobody is able to match them.
- No competition other than DSL (phone). Advisory Service from Charter is difficult to get--a local agency would be great!
- No one company should be able to control how people can get internet.
- not enough choices where we live
- Once get more widespread broadband coverage, will there be competition among providers to result in competitive rates? Will service be consistent and if service if needed, will there be quick service? When choosing a provider, will rates change often or stay the same for more than just a year? Will provider stay on top of changing technology and plan for future upgrades?
- One of my biggest complaints is that I am constantly getting advertisements, but when I call the companies, they don't provide in our area.
- Only CenturyLink is available in my area. Would be great if Charter was available.
- Only have 1 service provider to choose from
- Only high speed service available is Charter. No other access above 784 kbs. Seems to be a monopoly to me!!!
- Options for quality service are almost nonexistent. Because of this I feel forced to spend too much money for a service that has become a necessity for my children and myself in today's world.
- Other field: working from home we wish we could have a basic cable TV plan & Internet that was not more than \$100 a month. The current provider only offers ""bundles" that force us to pay more than we would like in order to keep high speed Internet.
- Our choices for internet service are extremely limited in our location, which forces us to use unreliable and expensive services. None of which are ideal for what we would like to use the internet for. Currently we are using a cell phone data plan for basic internet use such as e-mail and some web browsing, but it would be great to have a reliable high speed connection that would allow us to use the internet to stream movies, television, music, as well as use tablets and computers in our home without relying on our mobile hot spot connection. We are not in a remote area, in fact we are fairly close to existing cable tv/internet service areas, but they have not made service available along our road.

- Our internet service is terrible but we have no options available to us. none
- Our internet services aren't horrible for satellite. I'd much prefer the reliability, cost advantage, and speed of a fiber or cable line. I do not like having spotty internet in bad weather. We use the internet heavily for video streaming and with 1-5 mbps it's just not cutting it. I hope our concerns are taken into consideration. thank you
- Our location provides no alternatives other than cell phone company wireless plans which are extremely expensive and limit data allowances.
- Our neighbor (one mile away) has high speed internet through their telephone company. I want high speed internet that is NOT connected with a telephone company, if possible.
- Our only option is Satellite and is very expensive.
- Our service is decent but inconsistent. I would like to have more choices for low cost internet service that was reliable.
- Right now I have no other option for internet service other than satellite through Dish Network. My spouse could do work from home if we had faster service.
- Right now there is little competition for broadband service. Fortunately, Charter/Spectrum provides good connectivity. Price is high. Speeds do not always equal the advertised 60mps.
- Satellite is our only option for internet at this time, charter is not in our area
- Seems we only have one wired carrier out here so the rates are a little high
- Thank you for doing this survey. We have been disappointed for years that there really are no options for internet and with the quality. Our internet even cut out at the start of this survey. Charter has a monopoly and is allowed to charge more because of that. Our location doesn't work for 24/7 even though we are in town.
- The biggest gripe we have is the limited choice for broadband/internet service and having a limited amount of GB per month. Most people, when told about our service, don't understand there are limits because most everyone has unlimited GB with DSL or fiber optic. It appears fiber optic has been run down most major Highways in Dunn County, but what about the everywhere else? I'm aware the county could apply for a grant from the State of WI for the infrastructure costs and why haven't we? Look at St. Croix County.....fiber optic runs up and down every single road (even the gravel ones) because the Telecom or Coop applied for the grant several years ago. It is all very frustrating.... Wishing we had a better option. I hope more people fill this out because there many more people like me in and around the neighborhood and other areas of Dunn County.
- The fact there is no other option other than CenturyLink is absolutely absurd. Charter makes so much money, really how hard would it be for them to run cable out there? The fact the internet is completely unreliable and spotty is so frustrating. Everything is done on the internet nowadays. How am I supposed to do that when it's garbage? CenturyLink is HORRID.
- The only choice we have is charter if you don't want to use satellite or DSL, they need competition to lower their prices on internet and Tv
- The only internet access currently available to us is via telephone [dial up] or satellite [Wild Blue, AT&T or HughesNet]. When contacted, various high speed providers say there is not enough interest in providing better internet connections at this time [meaning the income from users will not meet the cost of running buried/overhead fiber optic lines to our area]. We are in a dead zone, being outside the Menomonie area boundary, outside the Boyceville area boundary, and outside the Knapp area boundary for internet providers.
- The option available to residents West of Menomonie have become more limited and more expensive in the past year. 🙄
- There are no choices of companies. We were using 24-7 Tel-Com and were very happy, but they were no longer able to give us service. We were literally forced to go with Verizon because it was our only choice as no one services our area.

- There is minimal competition so prices are really high. We also limited our home search to areas that have high speed internet because we need to be able to remote into work.
- There is no competition in this area, west Wisconsin is the only provider and they have gotten extremely expensive and basically make you package phone and TV. We in Dunn county need a competitor to bring down priced and so we have a choice.
- This is the part I've been waiting for. For real broadband service, I, along with countless others in Dunn County have one option (Charter) or no option for broadband at all (think rural). Where I live, Charter Cable has a monopoly on broadband service. This leads to customers paying much more than they should for broadband service, which in 2017 should almost be considered a basic utility. We need more options in the market place so that consumers end up paying a fair price for broadband, instead of what the ONLY real broadband provider (Cough, Charter, Cough) decides they want charge. I'm happy to see this survey is taking place. End of rant.
- Very hopeful for more internet options. While at Microsoft partner conference this week I heard that MS is investing in rural broadband internet through old television waves and Wisconsin is on the list! If I can help, let me know!
- Want A Different Op Than CenturyLink.
- We and neighbors have expressed the wanting for a better option to our current expensive metered plan. We hope to see an option in the near future. Thank You.
- We are currently in a locked area and only have 1 provider that we can use for a landline phone or internet services.
- We are disappointed in the lack of service providers, expense of services,
- We are so limited on providers and it is extremely expensive for the quality
- We are starting to look around to see if there is something better out there.
- We basically have one choice for internet service. I feel the price has gotten out of hand for it because there isn't any competition.
- We can get only satellite service and it's not fast! WE NEED broadband in our area PLEASE!!!!
- We currently are Charter/Spectrum customers, using coax cable as the means of receiving the Broadband signal. At the north end of our street, fiber cable is buried and is not utilized at this time. We would very much like to see fiber brought down and become connected to it. This is the best form of technology for communication at this time and we aren't able to use it. Not sure who the service provider would be, but assuming that it would be someone other than Charter, it would provide us another means of being connected, including phone and tv service, and the competition would likely give us better cost control. In other words, faster, more reliable service at a more affordable price. Fiber is our future for all communication needs!
- We do not have an option for providers. Home phone can only be through CenturyLink. There is not an internet provider; we need to go through satellite providers for home internet and this becomes very costly for limited data.
- We do not have many options for Internet services
- We do not like that Charter is our only choice for internet. They are too expensive.
- We don't get to choose our internet provider. CenturyLink is the only provider available to us.
- We have only one provider
- We have very little internet options and need better service.
- We live in the country, and our only option is Century Link. They will not provide us an upgrade for wireless - and we're sick of it.
- We live right on Hwy 25, only 3 miles from town. Cable does not run here,
- We need competition in town. This will keep charter honest in their billing. They know that there are limited options and charge more than they need to. They truly have a monopoly on our internet and cable rates

- We need competition with CenturyLink
- We need help! Please give us more options!
- We need more choices other than century link or Hughes net. Comcast or other cable tv provider would be more than welcome.
- We need more options for internet
- We need more options for service providers--Charter/Spectrum is the only hardwired option and they seem to be able to charge whatever they want and we are completely at their mercy. They try to sell their customers a "package" that includes internet, cable TV and phone. When you opt out of the last two services, they jack the internet rate over \$70/month. More choice--PLEASE!
- We need more options other than Satellite internet in the country. It's ridiculous that we are less than 10 min away from Menomonie, 30 min from Eau Claire and have such limited options. When we lived in rural Prairie Farm we had more options--DSL even.
- We need something better, DSL from CenturyLink is not cutting it.
- We need Verizon to use that cell tower at the intersection of State Highway 25 and 64 that Mosaic Telecom abandon.
- We only have essentially 3 choices in service providers and all 3 are extremely expensive. I only need internet and not a "bundle". This on top of cell phone costs on top of rent is exorbitant to just be a part of society. My children need internet access for school and I need it and my phone to work.
- We only have one choice for phone/internet etc. which is CenturyLink.
- We pay 80.00 a month through Dish for internet, the speed varies from 29mbp to 457kilabites, depending on time of day, and we need another option.
- We rent our residence and with being a renter we cannot use waterline service which only leaves us with one option for TV and internet. In the past I've paid \$70-\$80 for internet and cable. For where we are now it would cost close to \$200 I was told. Right now we don't use cable but get a horrible customer service and pay \$125 for wireless internet and a land line. There is no competition for non-satellite based cable and internet giving century link the go ahead to charge whatever they want. Even though we live in town and also live within 6 miles to the interstate. Our downloads take forever and now more so recently than before any tv or media takes very long to even stream
- We settled on Dish Net which is not cheap, but gives us descent service and a good product. Dish problems are rare, but thunderstorms will cause a problem. Pat says ""hi"" to all in your office
- We should work towards fiber Internet in our area, we are severely limited in which providers we can get service from and they have effectively created a monopoly in this area. Fiber Internet with better speeds and bandwidth would not cost that much, and it wouldn't cost as much monthly as the current providers are charging.
- We would much rather have broadband access than the iffy and expensive satellite internet that we have now.
- We're we currently live our only internet service is unreliable satellite and we would love to have other options.
- Who divides the county into "territories" where companies (like 24/7 Telecom or CenturyLink) have exclusive rights? We need competition, for better service and prices.
- would be good for cell phones cause there is places you can't get any social networks
- Would be nice to have more choices available of broadband Internet service providers in my area
- Would like competition for Charter with ultra-high speed internet to compete on price
- Would like fiber in our area
- Would like more choices other Century Tel having a monopoly.

- Would like to move to have more land and a home based business but must have high speed internet to hold my job. This is holding me back as my options are limited. Very disappointing in today's technological age!
- Would like to see fiber run in the community.
- Would like to see more competition between providers which ought to bring prices down.
- Would like to see more providers to select from for more competitive prices.
- Would love to have Broadband option in our area
- Would love to have fiber optics!! It is not far from our house!
- Yeah, this has been a true sore spot for me. I have entertained moving out of the county due to few broadband choices, but I do like where I live. I know that the area around Downsville does not have the kind of Broadband that we have. The air waves belong to all citizens and the cost to use them is too expensive for many to afford. I believe in net neutrality. It appears that connectivity is a problem for this survey!

Provider Specific (29 Comments)

- 24 Telecom service was much better and I found the associates at the company to be pleasant and very helpful. However, since they dropped the western part of Dunn County my subsequent service has been far less dependable.
- 24-7 - very slow at best available coverage.
- A big reason we don't have issues with Internet is because I spent over 100 dollars on a microcell tower. Prior to this our service was terrible and we could hardly get any service.
- Had I known what a joke the internet was out here, I probably wouldn't have bought this house and stayed in the City of Eau Claire. At least they aren't in the Stone Age.
- Customer service of Charter is terrible. Other than that, we have had very good internet quality and speed for the 9 years we have lived here.
- Have contacted both Charter and CenturyLink. Best customer care from Charter, CenturyLink was very vague and guarded.
- My only concern with Hughes Net Broadband is it does not work when it rains or snows.
- Our provider Mosaic has been great. Both of us telecommute for 2 different companies and have had minimal issues and quick response if ever. My company pays for my access/service so that does not impact our bill, but my husband's company does not and so his work daily is cost picked up by us. We have not had data limits and my husband just had our speed updated at no additional charge. Regardless, we are very happy with our access and service.
- Our service thru WWTC more than adequately meets our needs. My husband does not use broadband/internet and does not plan to. We do run a small dairy farm but continue to do records by hand. This likely will change within 5 years when we retire and the next generation takes over. Since our services are bundled I don't know current rates individually for internet service.
- Our Spectrum Cable (\$55/month) works well about 85% of the time. Although about \$10-20 more expensive than I'd like to pay per month for internet, it is our only option. We don't have cable TV or phone. Just internet.
- Thinking of switching to Spectrum package. Hate to have to switch email address
- Use 24-7 DSL. Wish they were faster. Don't like Charter.
- Very useful service even though we are 72 and 69 years of age. Charter/Spectrum is pretty reliable and reasonably priced. We have computer, I-phones, I-pad, and Apple watches that all use the internet in some way. We love the quality that it adds to our lives.
- We are happy with Spectrum but certainly would consider other alternatives (lower cost, different capabilities, etc.)

- We are with CenturyLink and are the last residents on the line. West Wisconsin territory is over Knight's Creek.
- We currently have service through Dish network and it does not support our needs. If I was not in contract I would cancel the service and just use the data on my phone.
- We do not get Wisconsin television stations even though the FCC has us listed as having Eau Claire and La Crosse as Local. DirectTV and Dish refuse to give us Wisconsin broadcasting and force us to pay for Twin Cities broadcasting.
- We do use our smartphones for internet service when we want to (through T-Mobile). We can run our laptop computer and Netflix off of the phones.
- We have done a ton of work and put over 1000 dollars in equipment to make Verizon Wireless tethering barely work in our home. It is our only option since the county coop stopped its wireless service last year. But, VZW has capricious data policies that make the service barely usable, and we have no way to negotiate them. Our ability to work professionally is at serious risk.
- We have resorted to using our Verizon hot spot for our video streaming, online gaming, and some of my husband's schooling
- We have use of Exede satellite internet which is adequate but did not qualify for my previous telecommuting job. It is an improvement on the 24/7 service we had for 2 years that was often "down"& sometimes costing \$180/month due to "overages". We are only 7 miles SE of Menomonie.
- We have Verizon internet and cell phone service. I believe it would be considered broadband service. It works quite well, but is expensive—\$112 per month (internet + cell) with 4 GB of data.
- We would love to see West Wisconsin Telecom available in our area. We had it at our previous residence by Meridian and loved it.
- West Wisconsin Telecom has provided great service to our rural house. We purchased this house just over 3 years ago and have had faster internet than we had while living in Menomonie at a great price. We have fiber optic service advertised at 75M down 15M up at a monthly charge of \$84.95 plus taxes of \$13.13. We also have the option of faster speeds at a slightly higher charge, and I know this service is available to most homes in our area.
- West Wisconsin Telecom has the best service, I wish I could get their HSI service.
- West Wisconsin Telecom provides fiber to the home to my house and my neighbors. It works all the time with no issues and you take for granted the service because it is always there and working.
- When we built our house in 2001 Charter agreed to trench internet to our house and then retracted after the house was built.
- When we have issues it is really hard to get Mosaic to resolve them. It is very frustrating that we have no other service provider options available to us.
- Would love to deal with local business/people in person not calling and speaking with others in different states etc. We had 24-7 Telecom but they discontinued wireless service to the country side. :(

Miscellaneous (91 Comments)

- None (x9)
- [Personal email REDACTED]
- As a U.W. community it is short sighted to view the townships and cities separately.

- Companies like ATT are getting millions of dollars from the government to upgrade broadband. They are taking the money however they are not making the upgrades.[PROVIDER SPECIFIC]
- Consider grants \$ for the libraries to expand their mobile hotspots available for check-out.
- Could not get your order of importance to work.
- Do it now.
- Favor net neutrality
- For other uses in the one question, the please explain box didn't work. I would have put VPN access to work, regular access to websites used for work and online video gaming.
- Free connect from pole to residence.
- get your own box
- Good luck. The BIG cable lobby will probably undermine this.
- Great Idea!!
- Guess I have nothing to add at this time.
- Have not heard one good thing about this company. Horrible customer service.
- Hoping to get fiber optic lines someday.
- How soon are they thinking about getting it in use
- I currently have to use an ATT air card, and used it to earn a Master's degree. Though I took this survey as a resident, we do have a home business. I use internet access for this purpose as well as for email and legal forms.
- I don't have any issues
- I had checked NO to starting a business but when an opportunity comes along we could in the future
- I have a ceramic shop in Champaign and I get my Email at my home so I do Business from my internet at home. I also have a web presence.
- I have satellite Internet and it is metered we're as others it is not. I pay whether I am using or not there is no carryover so when it stops working when I am using it that means I pay for something I never get this needs to be discussed in detail in order to understand. As far as the survey I think you need to distinguish the difference between satellite provider and landline and cable. The questions you asked aren't the same across the board.
- I know nothing about it
- I only use Broadband a few months during the year. I do have an online presence.
- I paid \$6000 initially to have fiber dug to my house as this was important to me.
- I would love to have this option for Internet, Phone, and TV.
- Internet service providers must be held accountable for scammers, viruses, and malware that invade my computer through their address.[MISCELLANEOUS]
- It was challenging to get to this survey online. Went to the county site and all I saw was the brochure not a link. Maybe I missed it but people are asked to do the survey and no easy access is available? Really?
- It would be nice to have city Internet like Winona, MN.
- It would sure make life easier with farming. Checking bids, ordering product etc.
- It's about time this issue and deficit be addressed!
- It's all good
- Just get it
- Let's get Google Fiber!
- Long over due
- Look forward to having it here someday.
- Love WWTC!
- MAGA!

- Moved to Dunn County to continue telecommuting job. It has proved to be almost impossible.
- much needed
- My service is provided via fiber optic line and a router for wireless access. I didn't see fiber as a choice in the type of broadband. I was unsure what to use (maybe fiber is considered cable or DSL?) so I marked unsure but I do know that we have a fiber line to the house.
- My wife and I use our personal hotspot on our iPhone for laptop internet connection.
- N/A
- No thank you.
- Not Interested.
- Not related but there is none to poor TV reception from new digital service.
- Nothing.
- Only because of age we would not use it to start a business or work from home now. This needs to be a priority for education, business, and lifestyle for aging seniors, and general quality of life to attract and retain people to the county.
- Only use periodically.
- Please do this soon
- Please provide updates on the in state Broadband project. We know they laid new cabling in our area for it a year ago, but have not heard anything else. Is an updated timeline available? If so, please let me know! elohim_00@hotmail.com
- Question about people using broadband in the last year will be difficult to interpret results. Did someone use it once or every day? I don't remember who all was here at my house this past year.
- Question on most common usage. I suspect most will interpret "downloading" as streaming, which is what most people are doing. You download to own and you stream to just use at that time.
- Really want fiber optic connection to my home!!!!!!!!
- So number 1 use of internet is shopping then social media. Least important being news
- Thank you for conducting this survey.
- Thank you for your help.
- Thanks for looking into it.
- Thanks for looking into this!
- The biggest issue to me is/are data caps. Data is not a finite resource. There is no reason other than greed for ISPs to implement data caps. I would likely not get internet if there was a data cap involved. Especially considering how much ISPs charge for overages knowing that the cost per gig is a tiny fraction of what is actually charged.
- The new WIN 10 uses our internet data usage to download their updates on other people's computers. Can the phone companies charge us extra for the extra usage of Microsoft downloads that won't even be going on our computers?[Price?]
- There is no option in the survey for those receiving fiber optic internet... only DSL, cable modem, etc.
- This could be used to connect to emergency services for elderly... like a medical alert system using bio tech info
- This should have been a priority during Obama's administration. It wasn't important enough to his administration to connect all in the country.
- Too much junk mail and scams
- Township, county, and state governmental units should stay OUT of internet control so they don't increase the cost, reduce reliability, reduce security, and generally mess up a useful service.
- Understand there is an upgrade to happen but can't find out when

- Unsure why these large telecoms that get government money, still don't provide good service where there is no other choice. They spend the money where people have multiple options.
- Very happy to see this issue being looked at for county residents. Many times large decisions with heavy financial impacts are made by managers who live outside of the county. Good job!
- Want it last week. LOL
- We have fiber optic did not know how to answer type on the questions above
- We are seldom on computer. We are told our data is at 100% before half the month is over! Very frustrating.
- We believe that broadband internet could be/should be a public service, provided by a city or county utility. The profiteering of providers is excessive, and their primary motives are to protect their profits through political advocacy.
- We had fiber optic internet dug out to our house and have a special contract. I'm not sure how this correlates to your survey.
- We have land available for a tower if that's a direction this board is exploring.
- We NEED fiber optics. . We have had no updates or improvements since 2006!!!!
- Whatever happened to city wide broadband wireless?
- Why do all the townships around us have fiber optic, and we do not.
- Why has it taken so long for the county to do something in the rural areas of the county
- Yes, we need internet!
- You could have asked if you have broadband or not to simplify this survey. Jeez Louise, no wonder there isn't a good response rate.
- Your list of uses does not permit me to delete all but the 2-3 items I use.
- Your survey is somewhat suspect, you are not even aware that main rural internet provider is fiber based, and that is not a selection for internet access type, you should have taken the time to at least been aware of the offered services. Shows disrespect.

Appendix B2 – Business Written Responses

Q4. Current internet provider: Other (7 responses)

- Excede/Wild Blue (2x)
- Verizon (2x)
- HughesNet satellite
- N-Tec
- Spectrum

Q9. Please indicate your reasons why you do not have internet service at your business: Other (2 responses)

- No landline presently
- We have HughesNet

Q10. Own or rent your business location: Other (6 responses)

- Home office
- Live with father
- Living with father-in-law
- Municipal Building
- Town of Tainter Office
- We are a public library on village property. We pay no rent. The building is paid for and owned by the village.

Q12. Considered moving business out of Dunn County due to factors related to connectivity to Broadband: Other (7 responses)

- Government
- I gave up the business due to slow internet.
- I have a second office location in another county and I am considering making this location my primary office since I am unable to use wireless devices or multiple computers at one time in my Dunn County location
- I have another office location and due to the outrageous taxes, fees added to the cost of having high-speed internet in the Boyceville location, and with NO other option of service providers or way to alleviate the fees and taxes, I may move my business from Boyceville to St. Croix County.
- I have considered moving but as my business is in my home, it is not an option.
- Need the drive-by traffic in town
- No. However I sometimes have to take my lap top to a coffee shop to work as satellite is unreliable.

Q33. Please use this field to address any other concerns or thoughts you have on Broadband/Internet services here. (52 responses)

Speed/Reliability (22 Responses)

- Advertised download speed is 1.5mbps...We have NEVER gotten more than 0.7... Webpages disconnect due to slow connection speed. Streaming ANYTHING is impossible.
- Downlink speeds in this area are acceptable and increases, while welcome, are not strictly necessary at this exact time. However, as bandwidth needs increase through home services such as Netflix and business services like the security camera streaming system we use, it's highly likely that to future-proof the network downlink speeds will have to increase, and fairly soon, as we're currently pushing the edge of our downlink capacity. The bigger problem, particularly for

businesses, is uplink. We can only get 1mbps uplink speed in our location due to DSL distance limitations, which can make conducting business online slow and tedious. For this reason we applauded the FCC increasing the definition of broadband from 10/1 to 25/4, even though at our location such services are not available. For us, the demand for increasing upload bandwidth outstrips the need for download bandwidth, although increasing both is welcome.

- I currently run two businesses in Dunn County with a plan to start a third. I am now at a point that I cannot continue these businesses. I am falling behind in my IT capability to meet client demands. I am currently looking to move out of Dunn County. Even if I pay enormous amounts for satellite internet, this capability does not allow for the video conferencing and large data demands of the business.
- I moved from Eau Claire to Tainter area, I am extremely displeased with the only option of CenturyLink. They advertise 6 MBPS download and 2 upload, however, the most you can pull is 3 download and less than 1 upload. It drops my VPN on a daily basis. Please bring Charter to County Rd G.
- I telecommute to my workplace. It seems CenturyLink is adding more people to my network and not increasing the ability to accommodate these added users.
- I would love to stay with CenturyLink if they would up their upload speeds! My pos recommends a minimum upload of 5 so would be nice to be faster. It's hard to operate our business after 3:00 in the afternoon. It bogs down at that time.
- I would really benefit from high speed broadband. Hard to believe I'm 2 miles from the college and still have slow internet.
- It's a joke. The service is so slow & if someone else is using it at same time it'll either crash or kick you off!! It's not worth \$55 per month!!
- Just need high speed to download for my work
- My bill for home internet and phone services has increased steadily over the years but nothing has been done to improve these services. The download/upload speeds are WAY BELOW federal guidelines. VERY frustrating. It used to be that EVERY time we got a heavy rain, my service would fail. Every time I called, they would ask if I had check my lines. I already had, of course, but they would come out to the box by our driveway, do whatever they do and then I would have service again. ALWAYS their problem with their lines.
- My broadband service is nearly as slow as my previous dial-up service. Can NOT stream TV, You Tube or any kind of training or webinars or videos as it's too slow to load. Cannot upgrade my equipment or service because my phone line is too obsolete to support it.
- Signal is occasionally slow and unreliable, but for the most part functions well.
- Slow and unreliable internet made the necessary computer use needed for the business, so slow that I have quit the business.
- Slow, slow, slow, sometimes does not work at all depending on the time of day. Absurd!
- Some days strength is ok, if it rains it may be affected, some days extremely slow. Depends on the hour it is used.
- Sometimes we lose internet at intervals. Would be nice if the coverage was more consistent. Also, we are paying for the fastest possible internet, and sometimes our laptop users complain about things taking a long time to download when connected to our internet.
- The connection, often times, is intermittent. We need the connection for running credit cards and often times we have to restart the router because it has disconnected; Sometimes it seems slow as well.
- The speed of my current internet is slow and it varies from time to time. Sometimes it uploads faster and other times it is quite slow. I worked for a business in Eau Claire up to five years ago and the speed of our internet is very slow in comparison. I assume it is because we live/work in a rural area.

- We have West Wisconsin Telcom and are extremely happy with our service. We have higher speed than the Federal Government speed you listed in the survey
- We use CenturyLink internet at our home and business. Our home is 2 miles from the business address. I believe the internet service at our home is 10M High Speed, which CenturyLink stated they can't provide at the business address. At our main dairy site (5 miles from business address), CenturyLink can't even provide High Speed Internet. Therefore, we have used both Hughes net and Excede satellite internet. Both companies are super slow, too.
- We use our internet for both home and business use. I live less than 1 mile from 24x7 (WWT Telcom) and I can only get a max 3Mbps download speed. Today I am at 1.0Mbps. Why don't I switch to Charter Spectrum and receive greater bandwidth for less money (currently \$23 less with a three year price lock) and also move our webhosting and save money on that also? The service is great and fast at WWT for both internet support and for everything related to the webhosting. There will come a day that we will just not be able to limp along with this slow speed but I am hoping by then they will have upgraded to a faster service.
- Would prefer 100 down,60 up

Broadband Availability/Accessibility (12 Responses)

- I have a real estate development at [REDACTED]. I have lost sales because broadband was not available there. People with home businesses have bought elsewhere because broadband is not available there. This has hurt my ability to make sales that were all but done and some backed out.
- I just wish that we had access to Broadband/Internet. We don't have DSL where we are at our Hughes connection is not the greatest. If we had Broadband it would make life easier for us.
- I operate a horse training business. People want to see videos and high def photos of horses or want me to view videos of their horses moving. This is difficult without broadband. I use satellite connection, but it is expensive.
- I telecommute to my workplace and am currently using my father's line during the day. I was told CenturyLink cannot give me another telephone line for DSL as the availability of telephone lines are maxed out. I was also told that if someone built a new home on the road we live on, they couldn't get a telephone line to even use DSL or for emergency 911.
- Looking at the Wisconsin broadband map, it appears that most of Lucas Township does not have high speed internet available. Because of the terrain of our township, wireless internet is unreliable/slow, not to mention being costly and having data caps. As a business, new technology is often limited because of this. Having reliable, fast, internet would be a huge asset for our business and the other businesses in Lucas Township.
- This is a major safety concern. You see the ads on the news all the time. The biggest thing now is home security systems that all operate on the grid. No access means no security for business or homes.
- Unable to get local service because of location. Very difficult for business.
- We are building a home in township of Elk Mound and can't get internet service at new home. CenturyLink put in fiber optic to within a mile--at least to my understanding of people having conversations--and we can't get service? Our new technology on the farm can't be used if we don't have high speed internet.
- We are located in a valley that even cell phones do not work. Broadband would be nice though.
- We could really use quality wireless broadband internet access for while county!
- We need universal broadband because of the advantages it gives businesses and because competing businesses continue to be severely disadvantaged without it.
- Why is it that no other providers are able to come in to my area?

Price and Affordability (7 Responses)

- \$1,000 per month is too much for fiber for a home based business, but only descent quality option.
- Don't want to pay extra for a phone line
- How can the taxes and fees be so outrageous, CenturyLink indicated that other than in Tennessee, this representative had not known of any other area that charged as high of taxes and fees!!!
- Internet access just outside of Ridgeland is a bit on the pricey side, but overall extant and fairly stable for rural Wisconsin.
- We are over charged for a limited internet through a satellite dish which also will slow you down if you go over the limit. We pay over 100 per month for limited data. This is unjust since most city dwellers get unlimited for less than 40 per month. They can also run videos which we have some trouble when it has to stop and re-load.
- We own a family farm and need internet for our business and it is unaffordable through Verizon
- With how dependent the world is on Internet services, I feel there should be more competitively priced options available. I do like the service we have at the business, but it is still expensive.

Provider Choices and Competition (5 Responses)

- Century Link gives unlimited internet just across the road (Grain Bin Market and Bakery and a residence) from my business (Hay River House). I have asked several times but they are unable to cross the road to my place. I started with Dish, but they did not set me up correctly from the beginning, though I have proof that I told them I was starting a Bed and Breakfast. Consequently they dropped me when they "found out" I was a bed and breakfast. I was unable to pay their exorbitant fee for Dish TV and they said that they did not do business internet. We now have antenna TV. I felt I had one very expensive option for internet (Exede business) and I inform guests that I have a cap on my internet, which often brings incredulous looks!
- Charter has cable broadband monopoly throughout our area, and we consumers need MORE choices --more real competition for the highest quality internet services and with net neutrality secured nationally. Do NOT allow the FCC to strip away our rights for true net neutrality..... huge corporations are trying to scoop up and grab total control of broadband services.....don't let them do it.....I do not believe one word of their marketing blitz. It is disgusting. They want to make this country into an oligarchy. Give us true choices and clean competition.
- I have a fiber optics line at my Ridgeland office. Here in Red Cedar I have to rely on a Verizon hot spot which is frustrating with expensive, limited capacity, and speed. We cannot get ATT or 24-7 because of "licensing agreements". I am jealous of my more rural friends who have high speed internet and TV cable.
- In our current location, the only option for High Speed Internet is Charter and they're very difficult to work with - they have outages, dropped service, sketchy connections, etc....we'd love to be able to switch to local (24/7 Telcom), but they do not offer high speed services bundled with phone :(
- The biggest thing we'd like to see is some competition, as Mosaic is the only land-based high speed provider that serves our location. There have been rumblings for years about Charter moving in, but so far that hasn't happened at our location. If it were to, hopefully the two services could compete and bring prices down and speeds up.
- The only service available here is HughesNet and it is very slow

Miscellaneous (6 Responses)

- Currently bad service
- How about wireless throughout the city of Menomonie? Make it a city utility?
- Library volunteers so we have no workers.
- Mosaic does a horrible job with very poor customer service
- Other countries have better internet then we do.

- Please provide we really need good service to comply to government forms and diagnostic on vehicles
- You probably should have an option for fiber optic in the list of types of service - I had to answer don't know because none of the choices given were correct.

Appendix C1- Quantitative Responses by Question (Residential)

<p>1.) Do you currently have access to Broadband/Internet service at your home?</p> <p><u>75%</u> Yes <u>25%</u> No / I am no sure</p> <p>If you checked option “No / I am not sure” please skip to question #26 on page 3.</p> <p>2.) How satisfied are you with your current Broadband/Internet service at home? Please check <u>one</u> option below.</p> <p><u>24%</u> Extremely Dissatisfied <u>19%</u> Moderately Dissatisfied <u>10%</u> Slightly Dissatisfied <u>5%</u> Neutral <u>9%</u> Slightly Satisfied <u>25%</u> Moderately Satisfied <u>10%</u> Extremely Satisfied</p> <p>If you checked “Slightly Satisfied”, “Moderately Satisfied”, or “Extremely Satisfied” please skip to question # 4</p> <p>3.) If you are dissatisfied or feel neutral with your current Broadband/Internet service, please indicate your reasons why you are dissatisfied. Please select <u>all</u> that apply.</p> <p><u>33%</u> Browsing on the Internet is too slow (going page to page) <u>31%</u> File downloads/uploads take too long <u>26%</u> Photo downloads/uploads take too long <u>27%</u> Video downloads/uploads take too long <u>31%</u> Streaming video quality is jerky/not good <u>31%</u> Service is too expensive <u>14%</u> Other, please explain: _____</p>	<p>4.) Who is your current Broadband/Internet provider? Please select <u>one</u> option below.</p> <p><u>0%</u> American Broadband <u>7%</u> AT&T <u>29%</u> CenturyLink <u>30%</u> Charter / Spectrum <u>0.1%</u> Clear Lake Telephone <u>0%</u> Mcloud <u>4%</u> Mosaic Telcom <u>0%</u> MetTel <u>11%</u> West Wisconsin Telcom <u>18%</u> Other, please indicate here: _____</p> <p>5.) Which of the following most represents your current Broadband/Internet service at your home? Please select <u>one</u> option below.</p> <p><u>1%</u> Dial-Up <u>32%</u> DSL (Digital Subscriber Line) <u>27%</u> Cable Modem <u>13%</u> Satellite <u>21%</u> Wireless <u>7%</u> Unsure / Do not know</p> <p>6.) How long have you had Broadband / Internet service at your current home, from any provider? Please select <u>one</u> option below.</p> <p><u>6%</u> Less than 1 year <u>14%</u> At least 1 year but less than 3 years <u>23%</u> At least 3 years but less than 6 years <u>57%</u> 6 or more years</p>
---	---

7.) Approximately, what is your current monthly cost for Broadband/Internet service?
Please select one option below.

- 14% Less \$50
- 43% \$51 - \$75
- 22% \$76 - \$100
- 8% \$101 - \$125
- 8% \$126 or more
- 5% Unsure / Do not know

8.) What is the advertised Internet download speed in megabits per second (mbps) for your current Broadband/Internet services at your home? Please select one option below.

- 14% 1-4 Mbps
- 9% 5-9 Mbps
- 15% 10-24 Mbps
- 18% 25-99 Mbps
- 2% 100 + Mbps
- 43% Unsure / Do not know

9.) The FCC's definition of Broadband/High Speed Internet is a connection with a minimum download speed of 25 mbps and 4 mbps upload.

What is the maximum you would be willing to pay for high speed internet (with a minimum download speed of 25 mbps and 4 mbps upload - per federal definition)?

Please select one option below.

- 26% Less than \$39.99 per month
- 26% Between \$40 and \$49.99 per month
- 17% Between \$50 and \$59.99 per month
- 8% Between \$60 and \$69.99 per month
- 6% Between \$70 and \$79.99 per month
- 6% \$80 or more per month
- 11% Unsure / Do not know

10.) Approximately, how many people (including yourself) utilized Broadband/Internet services at your home, within the last year?

Please indicate how many people from each age group have used Broadband/Internet services at your home below. Check one option for each age grouping.

Children (to age 12)	<u>68%</u>	<u>13%</u>	<u>13%</u>	<u>5%</u>	<u>1%</u>	<u>1%</u>
Teens (13-19)	<u>71%</u>	<u>14%</u>	<u>10%</u>	<u>2%</u>	<u>1%</u>	<u>1%</u>
Adults (20-35)	<u>63%</u>	<u>15%</u>	<u>13%</u>	<u>3%</u>	<u>3%</u>	<u>3%</u>
Adults (36-60)	<u>34%</u>	<u>19%</u>	<u>40%</u>	<u>2%</u>	<u>3%</u>	<u>3%</u>
Adults (61 and over)	<u>60%</u>	<u>15%</u>	<u>23%</u>	<u>0%</u>	<u>1%</u>	<u>1%</u>

11.) What is the most common/frequent way you currently use Broadband/Internet at your home?

Please rank the following options in order of frequent use from 1 – 8 by filling in the blank. 1 being the most frequent use and 8 being the least frequent use or no use. **(See report text for explanation of points system.)**

Rank

- 1 Email (8535 points)
- 3 Shopping (6363 points)
- 2 Social Networking (7050 points)
- 6 Distance Learning/Education (4381)
- 5 Downloading Music or Videos (4907)
- 4 Reading news, blogs, etc...(6328 points)
- 7 Farming/Agriculture (2772 points)
- 8 Other, please explain: (3134 points)

21.) At your home, which of the following devices do you currently access Broadband/Internet services from? Please click all that may apply.

- 95% Computer
- 87% Smart Phone
- 70% Tablet Computer
- 55% TV
- 23% Blue Ray/DVR/DVD
- 26% Gaming Systems
- 5% Appliances
- 4% Security System
- 4% Other, please indicate here: _____

22.) What are some things that you would like to do at home, that you are currently unable to do with your current broadband access?

Please click all that may apply.

- 44% Send Pictures/Videos
- 31% Take Online Courses
- 72% Watch TV/Movies
- 24% Online gaming
- 7% Medicine
- 23% Start/Operate Home Based Business
- 7% Access Agriculture Information
- 20% Other, please indicate here: _____
- 42% I do not have issues with my current internet service (**Excluded from percentage calculations above**)

23.) Please indicate if someone (including yourself) in your household currently runs a home-based business or telecommutes at your home.

Please select yes or no below.

	YES	NO
Myself, or someone in my household currently runs a home-based business	<u>17%</u>	<u>83%</u>
Myself, or someone in my household currently telecommutes	<u>21%</u>	<u>79%</u>

24.) Please indicate if someone (including yourself) in your household plans to run a home-based business or telecommutes at your home.

Please select yes or no below.

	YES	NO
Myself, or someone in my household plans to run a home-based business	<u>20%</u>	<u>80%</u>
Myself, or someone in my household plans to telecommutes	<u>23%</u>	<u>77%</u>

Please SKIP to QUESTION # 32 on page 4

26.) You selected 'No / I am not sure', that you have access to Broadband/Internet service at your home.

Please indicate why you do not currently have Broadband/Internet service at your home?

Please click all that may apply.

- 78% Not Available
- 14% Too Expensive
- 0% No need for internet connection
- 1% Lack of or limited skills/knowledge to use
- 1% Lack of computer other device(s)
- 2% Use in another location
- 7% I am not sure if I have Broadband/Internet service at my home
- 11% Other, please explain:

27.) The FCC's definition of Broadband/High Speed Internet is a connection with a minimum download speed of 25 mbps and 4 mbps upload.

If you did have access, what is the maximum you would be willing to pay for high speed broadband/internet at your home (with a minimum download speed of 25 mbps and 4 mbps upload - per federal definition)?

Please select one option below.

- 25% Less than \$39.99 per month
- 25% Between \$40 and \$49.99 per month
- 16% Between \$50 and \$59.99 per month
- 11% Between \$60 and \$69.99 per month
- 7% Between \$70 and \$79.99 per month
- 7% \$80 or more per month
- 8% Unsure / Do not know

28.) Which of the following devices that you own, would you use at your residence if sufficient, affordable high speed internet were available?

Please click all that may apply.

- 96% Computer
- 89% Smart Phone
- 77% Tablet Computer
- 78% TV
- 46% Blue Ray/DVR/DVD
- 38% Gaming Systems
- 17% Appliances
- 18% Security System
- 4% Other, please indicate: _____

29.) If you had sufficient and affordable Broadband/Internet access, what would be the most common and frequent way you would use the internet at home?

Please rank the following options in order of hypothetical frequent use 1 being the most frequent use and 8 being the least frequent use or no use. If you would not use Broadband/Internet at home even if it was available, simply rank that option as 1 and leave the rest blank. **(See report text for explanation of points system.)**

Rank

- 1 Email (2683 points)
- 3 Shopping (2172)
- 2 Social Networking (2235 points)
- 4 Distance Learning/Education (2001 points)
- 5 Downloading Music or Videos (1762 points)
- 7 Farming/Agriculture (1327 points)
- 6 Other, please explain: (1382 points)
- 8 I would not use Broadband/Internet at home even if it was available (442 points)

30.) If sufficient and affordable broadband service were available at your home, approximately how many people (including yourself) would utilize the service?

Please indicate how many people from each age group would use Broadband/Internet services at your home if it were available below. Select one option for each age grouping.

Children (to age 12)	<u>43%</u>	<u>22%</u>	<u>25%</u>	<u>8%</u>	<u>3%</u>	<u>0%</u>
Teens (13-19)	<u>46%</u>	<u>31%</u>	<u>17%</u>	<u>4%</u>	<u>1%</u>	<u>0%</u>
Adults (20-35)	<u>34%</u>	<u>22%</u>	<u>36%</u>	<u>6%</u>	<u>1%</u>	<u>0%</u>
Adults (36-60)	<u>17%</u>	<u>20%</u>	<u>62%</u>	<u>1%</u>	<u>0%</u>	<u>0%</u>
Adults (61 and over)	<u>31%</u>	<u>28%</u>	<u>40%</u>	<u>1%</u>	<u>1%</u>	<u>0%</u>

31.) If broadband services were available at your residence, please indicate if someone in your household would plan to start a home-based business or telecommute? Please select yes or no below.

	YES	NO
Home-Based Business	<u>36%</u>	<u>64%</u>
Telecommute	<u>42%</u>	<u>58%</u>

32.) Please provide your mailing address and the name of your township in the fields below.

Remember, your responses you provide are CONFIDENTIAL. We ask that you provide your mailing address along with your township information so we can begin to map areas with gaps in broadband /internet service in Dunn County. Your actual address information will not appear on the map we develop, just a general marker showing need. At the conclusion of the survey, only summary findings will be generated and reported. However, if you still feel uncomfortable providing this information you may skip this question.

Mailing Address: _____

Township: _____

33.) We want to hear all feedback on Broadband / Internet from Dunn County Residents!

Please use this field to address any other concerns or thoughts you have on Broadband/Internet services here:

Thank you for your time and valuable input,

Dunn County UW-Extension Office
 Dunn County Planning and Land Use Control Division
 Dunn County Economic Development Corporation

Please return this survey to the same place you picked it up. If you have any questions, contact Bob Colson at 715-231-6522.

Appendix C2 - Quantitative Responses by Question (Business)

<p>1.) Do you currently have access to Broadband/Internet service at your business?</p> <p><u>72%</u> Yes <u>28%</u> No / I am not sure If you checked option “No / I am not sure” please skip to question #9 on page 2.</p> <p>2.) How satisfied are you with your current Broadband/Internet service at business? Please check <u>one</u> option below.</p> <p><u>31%</u> Extremely Dissatisfied <u>24%</u> Moderately Dissatisfied <u>7%</u> Slightly Dissatisfied <u>0%</u> Neutral <u>13%</u> Slightly Satisfied <u>17%</u> Moderately Satisfied <u>10%</u> Extremely Satisfied</p> <p>If you checked “Slightly Satisfied”, “Moderately Satisfied”, or “Extremely Satisfied” please skip to question # 4</p> <p>3.) If you are dissatisfied or feel neutral with your current Broadband/Internet service, please indicate your reasons why you are dissatisfied. Please select <u>all</u> that apply. <u>Due to a technical problem, this question had no responses.</u></p> <p><u>0%</u> Browsing on the Internet is too slow (going page to page) <u>0%</u> File downloads/uploads take too long <u>0%</u> Photo downloads/uploads take too long <u>0%</u> Video downloads/uploads take too long <u>0%</u> Streaming video quality is jerky/not good <u>0%</u> Service is too expensive <u>0%</u> Other, please explain: _____</p>	<p>4.) Who is your current Broadband/Internet provider? Please select <u>one</u> option below.</p> <p><u>0%</u> American Broadband <u>3%</u> AT&T <u>37%</u> CenturyLink <u>14%</u> Charter/Spectrum <u>0%</u> Clear Lake Telephone <u>0%</u> Mcloud <u>8%</u> Mosaic Telcom <u>0%</u> MetTel <u>29%</u> West Wisconsin Telcom <u>10%</u> Other, please indicate here: _____</p> <p>5.) Which of the following most represents your current Broadband/Internet service at your business? Please select <u>one</u> option below.</p> <p><u>1%</u> Dial-Up <u>53%</u> DSL (Digital Subscriber Line) <u>22%</u> Cable Modem <u>6%</u> Satellite <u>11%</u> Wireless <u>7%</u> Unsure/Do not know</p> <p>6.) How long have you had Broadband / Internet service at your current business location, from any provider? Please select <u>one</u> option below.</p> <p><u>3%</u> Less than 1 year <u>14%</u> At least 1 year but less than 3 years <u>8%</u> At least 3 years but less than 6 years <u>75%</u> 6 or more years</p>
--	---

7.) Approximately, what is your current monthly cost for Broadband/Internet service?

Please select one option below.

- 6% Less \$50
- 31% \$51 - \$75
- 21% \$76 - \$100
- 15% \$101 - \$125
- 27% \$126 or more
- 0% Unsure / Do not know

8.) What is the advertised Internet download speed in megabits per second (mbps) for your current Broadband/Internet services at your home?

Please select one option below.

- 13% 1-4 Mbps
- 14% 5-9 Mbps
- 17% 10-24 Mbps
- 20% 25-99 Mbps
- 4% 100 + Mbps
- 0% Unsure / Do not know

After Answering Question #8, please skip to question #10.

9.) You selected 'No / I am not sure', that you have access to Broadband/Internet service at my business for question #1.

Please indicate why you do not currently have Broadband/Internet service at your business?

Please click all that may apply.

- 85% Not Available
- 4% Too Expensive
- 0% No need for internet connection
- 0% Lack of or limited skills/knowledge to use
- 0% Lack of computer other device(s)
- 8% I am not sure if I have Broadband/Internet service at my business
- 8% Other, please explain: _____

10.) Do you own or rent the building your business is based out of? Please select one option below.

- 82% Own
- 12% Rent
- 6% Other, please explain: _____

11.) The FFC's definition of Broadband/High Speed Internet is a connection with a minimum download speed of 25 mbps and 4 mbps upload.

What is the maximum you would be willing to pay for high speed internet (with a minimum download speed of 25 mbps and 4 mbps upload - per federal definition)?

Please select one option below.

- 17% Less than \$39.99 per month
- 16% Between \$40 and \$49.99 per month
- 21% Between \$50 and \$59.99 per month
- 12% Between \$60 and \$69.99 per month
- 7% Between \$70 and \$79.99 per month
- 14% \$80 or more per month
- 13% Unsure / Do not know

11.) How many employees do you currently have?

Please select one option below.

- 62% 1-5 employees
- 19% 6-15 employees
- 12% 16 or more employees
- 7% Prefer not to answer

12.) Have you ever considered moving your business out of Dunn County due to factors related to connectivity to Broadband? Please select one option below.

- 21% Yes
- 71% No
- 8% Other, please explain: _____

32.) Please provide your mailing address and the name of your township in the fields below.

Mailing Address: _____

Township: _____

33.) We want to hear all feedback on Broadband / Internet services from Dunn County Residents!

Please use this field to address any other concerns or thoughts you have on Broadband/Internet services here:

Thank you for your time and valuable input,
If you have Please return this survey to the same place you picked it up. If you have any questions, contact Eric Turner at 715-232-4009.