

Results of ECC Broadband Aggregation and Adoption Toolset (BAAT) program for Lewis County 2020 -2021

April 1, 2021



ECC Technologies
2136 Five Mile Line Road
Penfield, NY 14526

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

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Contents

Figures.....	4
1. Introduction	5
1.1 Demand Aggregation and Assessment.	5
2. Highlights	6
2.1 Overall Response Counts	6
2.2 Internet Access Without Broadband.....	8
2.3 Key Uses of Broadband	8
2.4 Value of Broadband	9
2.5 Commercial	9
2.6 Service Provider Opportunities.....	9
2.7 Community Support.....	10
2.8 Access to the BAAT Program.....	10
2.9 Summary	10
3. Responses	11
Residential with Internet	17
Residential with No Internet.....	22
Non-Residential with Internet	33
Non-Residential No Internet.....	37
Household Demographics	42
Non-Residential Firmographics.....	46
General Track – All Respondents	51
4.0 How the BAAT Program Works.....	54
5. Site Analytics	56

5.1 Speed Tests	56
5.2 Survey Results	56
5.3 Internet Site	56
Traffic Sources.....	60
Direct and Social Media Response.....	61
Appendix	62
Appendix A. Respondent Comments	63
Maps	104

Figures

Figure 1 Example of BAAT Program Landing Page.....	5
Figure 2 residential vs. non-residential responses	7
Figure 3 What type of Internet access at this location?	15
Figure 4 Respondent purchase speed they require.....	20
Figure 5 Reason for Not Purchasing Internet Access.....	23
Figure 6 Issues with medical care for family.....	25
Figure 7 Issues with working from home.....	27
Figure 8 Issue with schoolwork.....	29
Figure 9 Current speed purchased.....	35
Figure 10 Oct 31 2020 to November 30 2020.....	57
Figure 11 December 1 2020 to January 31 2021	58
Figure 12 February 1 to march 4 2021 (Note Scale)	58
Figure 13 Top devices by visits.....	59
Figure 14 top browsers and o/s's by visits.....	60
Figure 15 Referral sources (exclude direct & social).....	60
Figure 16 Search engine access	61

1. Introduction

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

1.1 Demand Aggregation and Assessment.

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

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

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

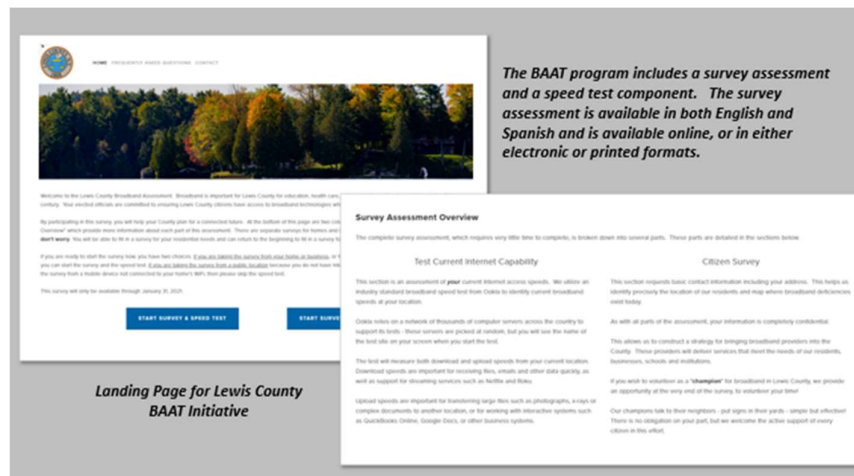


FIGURE 1 EXAMPLE OF BAAT PROGRAM LANDING PAGE

SPECIAL THANKS

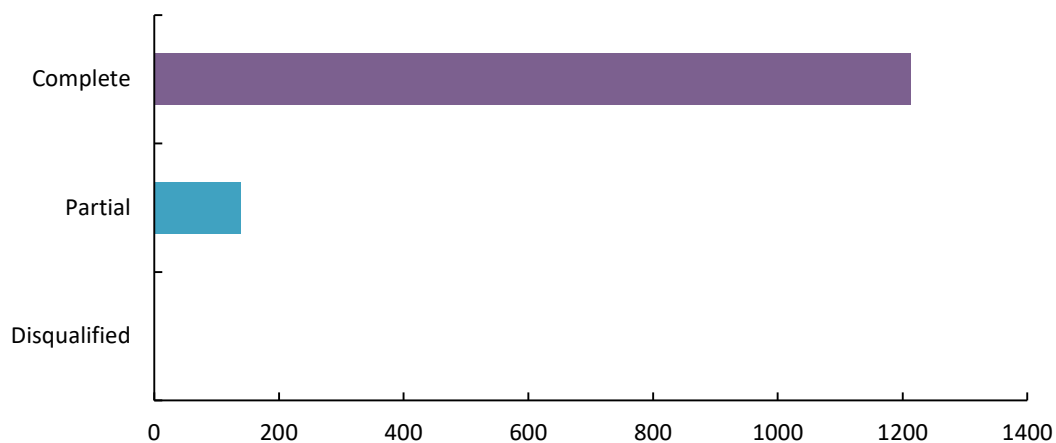
Thanks to the Lewis County team who enthusiastically supported the project and a special thanks to Laurie Marr of the Development Authority of the North Country and Casandra Buell from Lewis County who worked tirelessly to promote this project and make it a success.

2. Highlights

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

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

2.1 Overall Response Counts



	Count	Percent
Complete	1,213	89.7
Partial	139	10.3
Disqualified	0	0
Totals	1,352	

Over the course of the BAAT program, the average number of responses per day totaled 9.1. The majority of the responses – 91% - were from residential respondents.

Through this survey, residents had a variety of methods with which to communicate with ECC or with the County. One of these methods was to input criteria into the survey form.

The feedback section follows this section and contains **more than 400 comments** from the varied respondents to the Lewis County BAAT campaign.

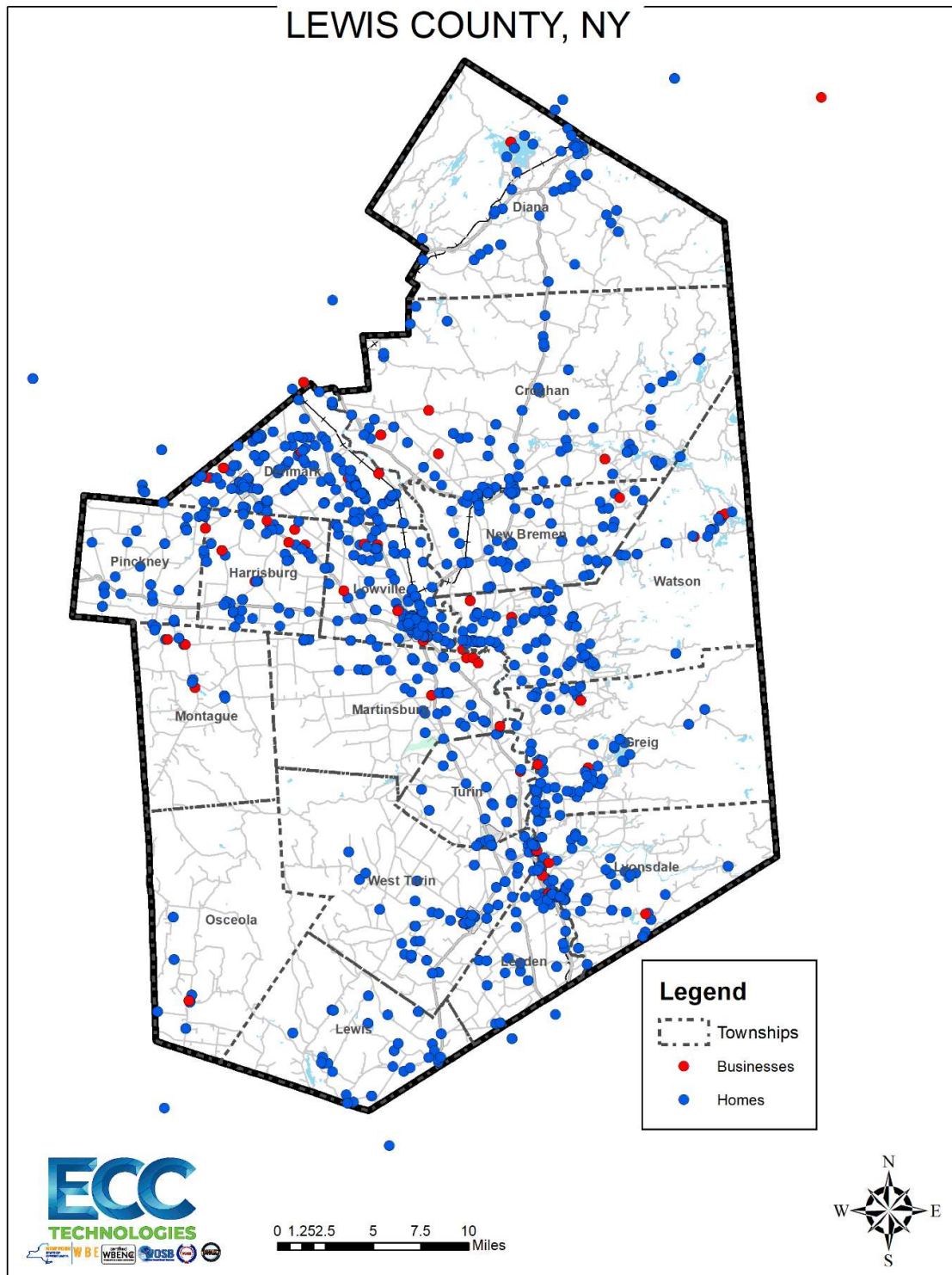


FIGURE 2 RESIDENTIAL VS. NON-RESIDENTIAL RESPONSES

2.2 Internet Access Without Broadband.

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

A total of **315 respondents or 23%** reported having no access to broadband, or access via DSL or dialup services. This number increases if internet access via satellite and cellular hot spot are added. The total jumps to **661 or 49%** - almost half of the respondents.

Adoption of Internet access often hinges on affordability for a user. In Lewis County, 40% of these respondents are paying **more than \$75** per month for access. Despite the steep costs, 2/3rds reported being unable to purchase the speed they required.

There were 127 responses to the question asking why the respondents had no internet access. Almost three quarters – **73.2% of the responses – reported that broadband was simply unavailable.**

2.3 Key Uses of Broadband

Three questions were asked relating to personal uses of broadband: were there issues relating to accessing health care [thinking in terms of telehealth and remote care], work, or school.

Almost 71% reported not having issues accessing health care based on either location or cost. This percentage differs from some other BAAT campaigns in other areas of the country, and probably reflects the availability of health care facilities and providers within the county, and proximity to larger teaching hospitals and trauma care.

However, the percentages shifted on the remaining two questions. When examining working from home, a quarter of the responses said that no one in the household worked from home – however of the remaining group, **60% reported having trouble completing work from home – a total of 73 households** – due to Internet access issues.

The numbers were slightly different for the question about difficulties with schoolwork resulting from 40% of the respondents reporting no individuals within the household were in school. Of the remaining answers however, **three quarters or 75% reported issues related to schoolwork.**

When examining this question 52% of the respondents have two or fewer individuals in the household, which provides some context for the question related to schoolwork.

2.4 Value of Broadband

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

The highest responses from those who do not currently have broadband– **over 75%** - responded that Internet Access was *Very Important* to **stay in touch** and to **stay informed**.

Quality of life value of Internet access was more than 53%, and questions about **healthcare, livelihood and education all registered above 40%**. When adding in the category of *Somewhat Important* **all categories exceeded 67%** with the exception of the question regarding education.

When considering that specific question, almost 23% said the importance of Internet Access to pursue an education was Not Important or Not Applicable. When reviewing this question more closely, an extremely high level of respondents reporting having a minimum of a high school education. **Over 3/4ths of the respondents have a two-year college degree or higher.**

2.5 Commercial

Only one respondent reporting non-broadband Internet access, is a commercial enterprise.

2.6 Service Provider Opportunities

The ability to recruit new providers into the County is enhanced by the results of the BAAT campaign. **Almost 80%** of those who have limited, or no Internet access believe it is Important or Very important to have **a choice of providers**.

Almost 99% of these said they would purchase Internet – another 55% added video or TV access, while not quite 1/3rd added in home phone services.

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

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

A little more than **2 out of every 5 responses indicated a monthly charge from \$25-\$50** would be their pick as a reasonable price. The remaining **60% indicated** that a range from **\$50 to \$100** would be acceptable.

2.7 Community Support

A surprising response was to the question regarding being a “Champion” for improved broadband. Almost **three fourths** of the respondents, who have limited or no Internet access, **responded “No”** when asked if they would be willing to be a champion for improved internet access.

2.8 Access to the BAAT Program

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

Many BAAT campaigns have high recognizance rates from activities in churches and schools. With COVID impacting both of these institutions, Laurie and the team turned to other opportunities. **More than 26%** of this group found the notification about the survey through **Facebook and social media**. Another **25% learned of the survey** through direct contact from the **County** or from a **newspaper article**.

2.9 Summary

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

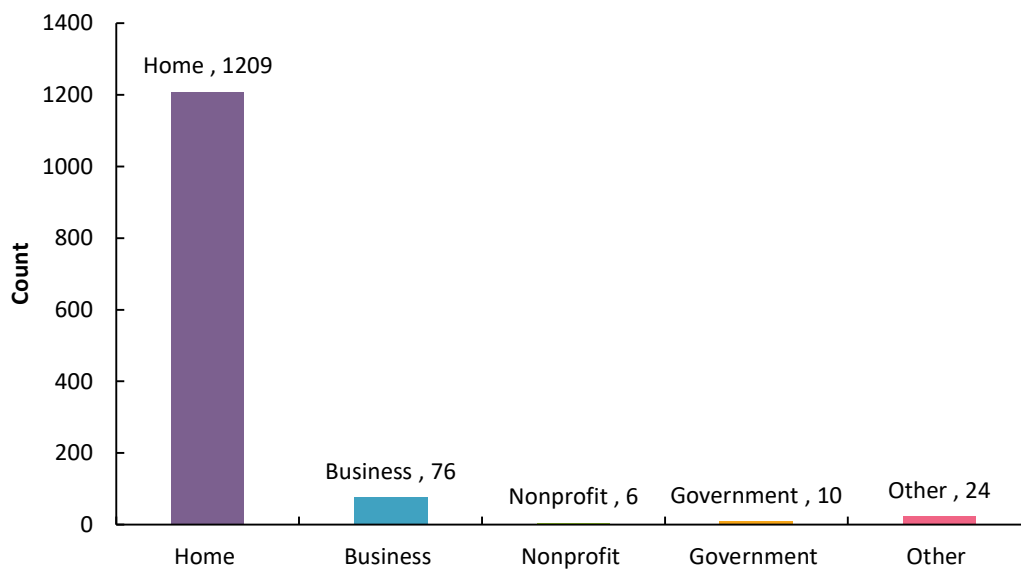
There is a strong interest in reviews of the speed tests. These tests are evaluated separately from the overall survey to examine geographic locations where sub broadband speeds can be observed. On a consistent basis, it is difficult to correlate the results between the speed test and the survey. This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

The high percentage of completed responses from all groups indicate a strong interest in broadband as an issue within the County. Significant value will be gained as the population learns more about the advantages of broadband in supporting health care and improved access to community services.

3. Responses

1. Is this address for your home or business? All Responses.

This question represents the first logical branch in the assessment. The response is binary and is interpreted as “Home” or residential or not home (“Business”, “Nonprofit”, “Government”, “Other”). The result of the response to this question are held pending the answer to the following question. The respondent is directed to a “What Type of Access...” question depending on this response.



Value	Percent
Home	91.2%
Business	5.7%
Nonprofit	0.5%
Government	0.8%
Other	1.8%
Total Responses	1,325.0

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2. What type of Internet Access do you have at this home address?

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

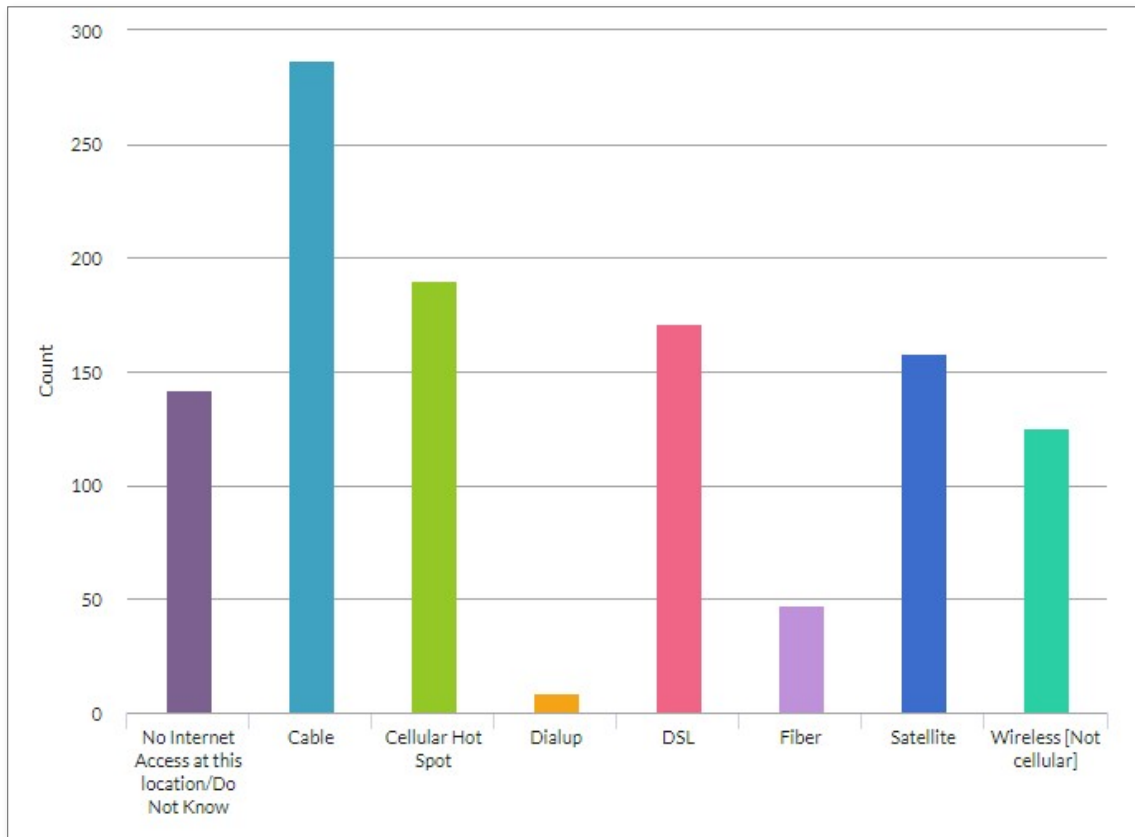
- Residential with Internet Access (this question)
- Residential without Internet Access (this question)
- Non Residential with Internet Access (next question)
- Non Residential without Internet Access (next question)

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

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

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2. What type of Internet Access do you have at this home address? (cont.)



Value	Percent
No Internet Access at this location/Do Not Know	12.2%
Cable	25.4%
Cellular Hot Spot	17.0%
Dialup	0.8%
DSL	15.2%
Fiber	4.1%
Satellite	14.0%
Wireless [Not cellular]	11.2%
Total Responses	1,116.0

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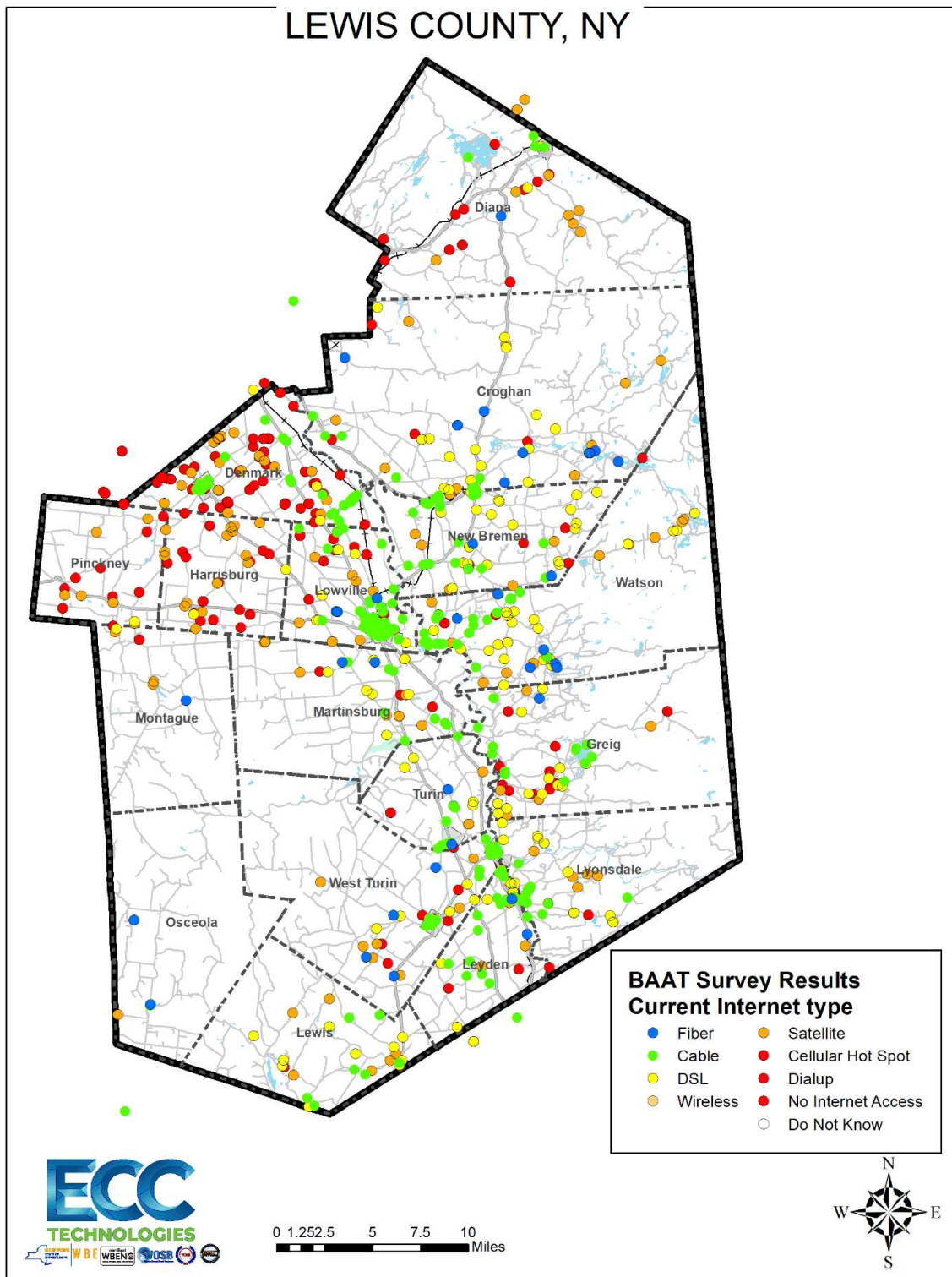
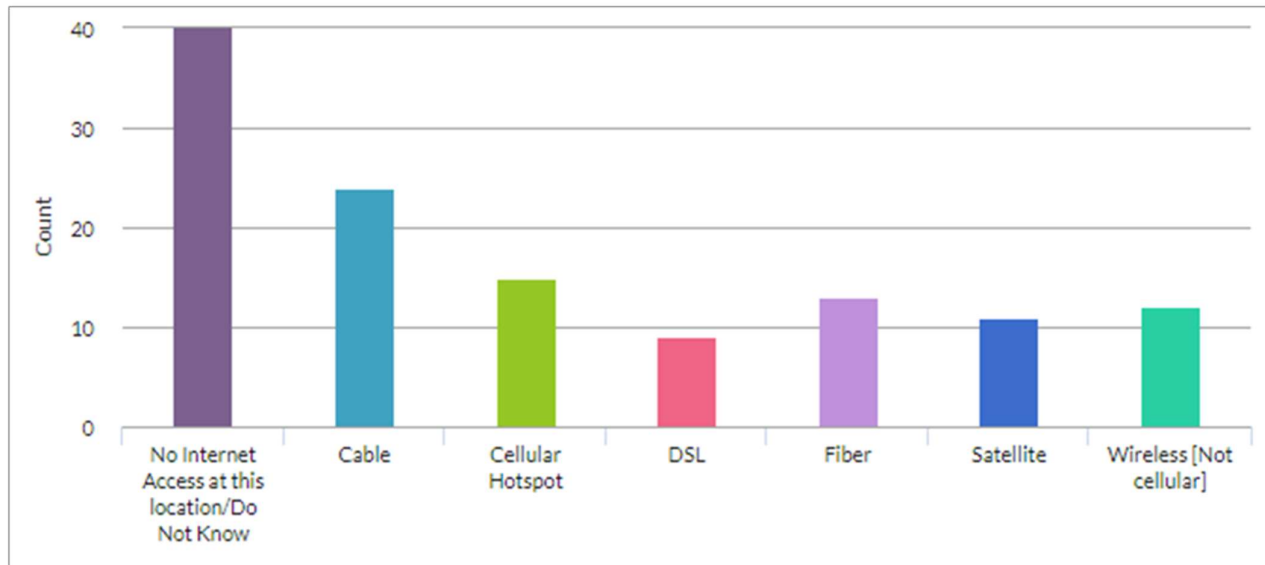


FIGURE 3 WHAT TYPE OF INTERNET ACCESS AT THIS LOCATION?

3. What type of Internet Access do you have at this non-residential address?

As previously discussed, this is a binary question with the ultimate results being “No” to indicate the lack of Internet access at the address, or the selection of any other response, to indicate the availability of Internet at the address. This will direct the survey to a commercial with internet or commercial without internet track.

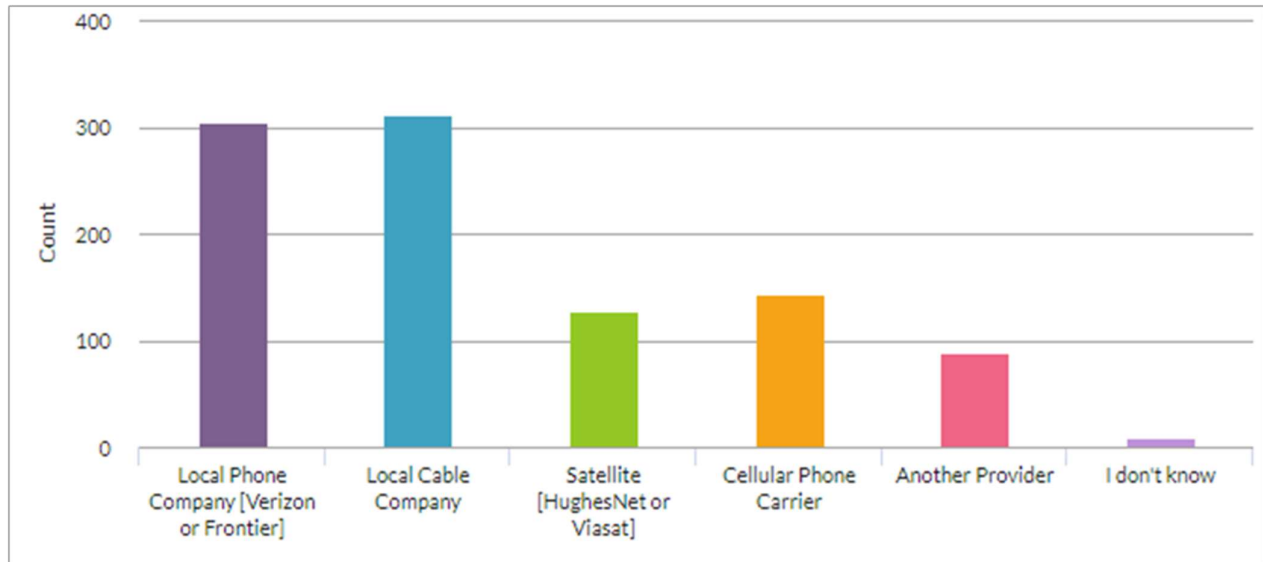


Value	Percent
No Internet Access at this location/Do Not Know	31.5%
Cable	17.1%
Cellular Hotspot	13.5%
DSL	8.1%
Fiber	9.9%
Satellite	9.0%
Wireless [Not cellular]	10.8%
Total Responses	111.0

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Residential with Internet

4. Who is your current Internet service provider?



Value	Percent
Local Phone Company [Verizon or Frontier]	30.8%
Local Cable Company	31.7%
Satellite [HughesNet or Viasat]	12.9%
Cellular Phone Carrier	14.6%
Another Provider	9.0%
I don't know	0.9%
Total Responses	984.0

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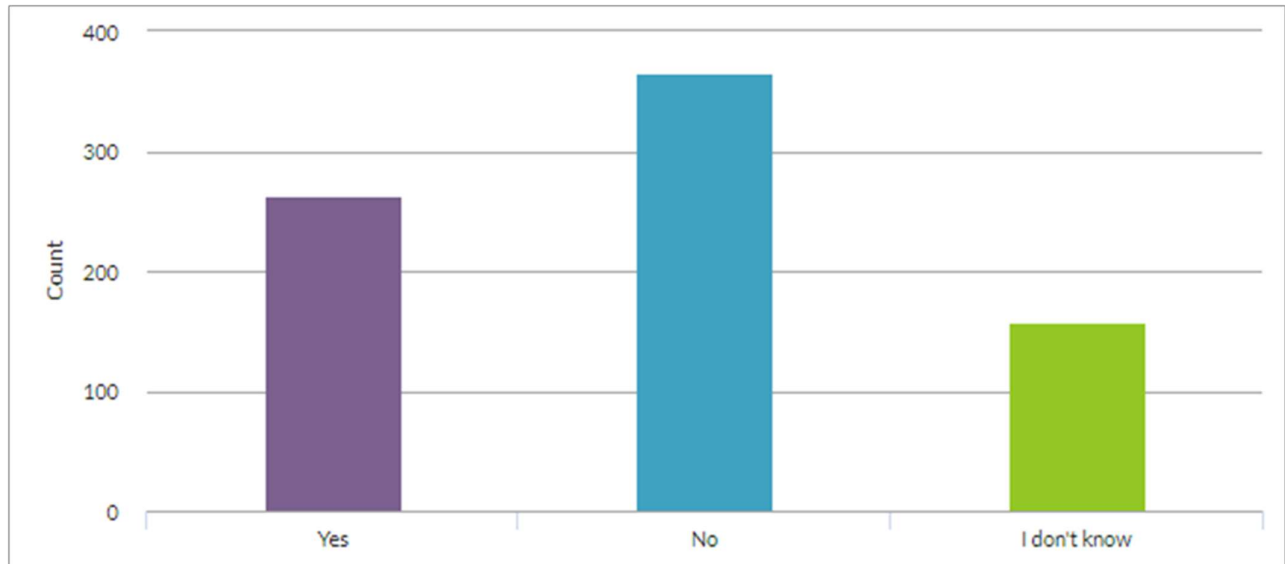
5. How much are you paying per month for Internet access only? Please do not include additional bundled services (cable TV, home phone, etc.).



Value	Percent
Less than \$25/month	2.7%
\$25-\$50/month	24.7%
\$51-\$75/month	30.6%
\$75-\$99/month	22.6%
\$100/month or more	12.2%
I don't know	7.1%

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



Value	Percent
Yes	33.5%
No	46.4%
I don't know	20.0%

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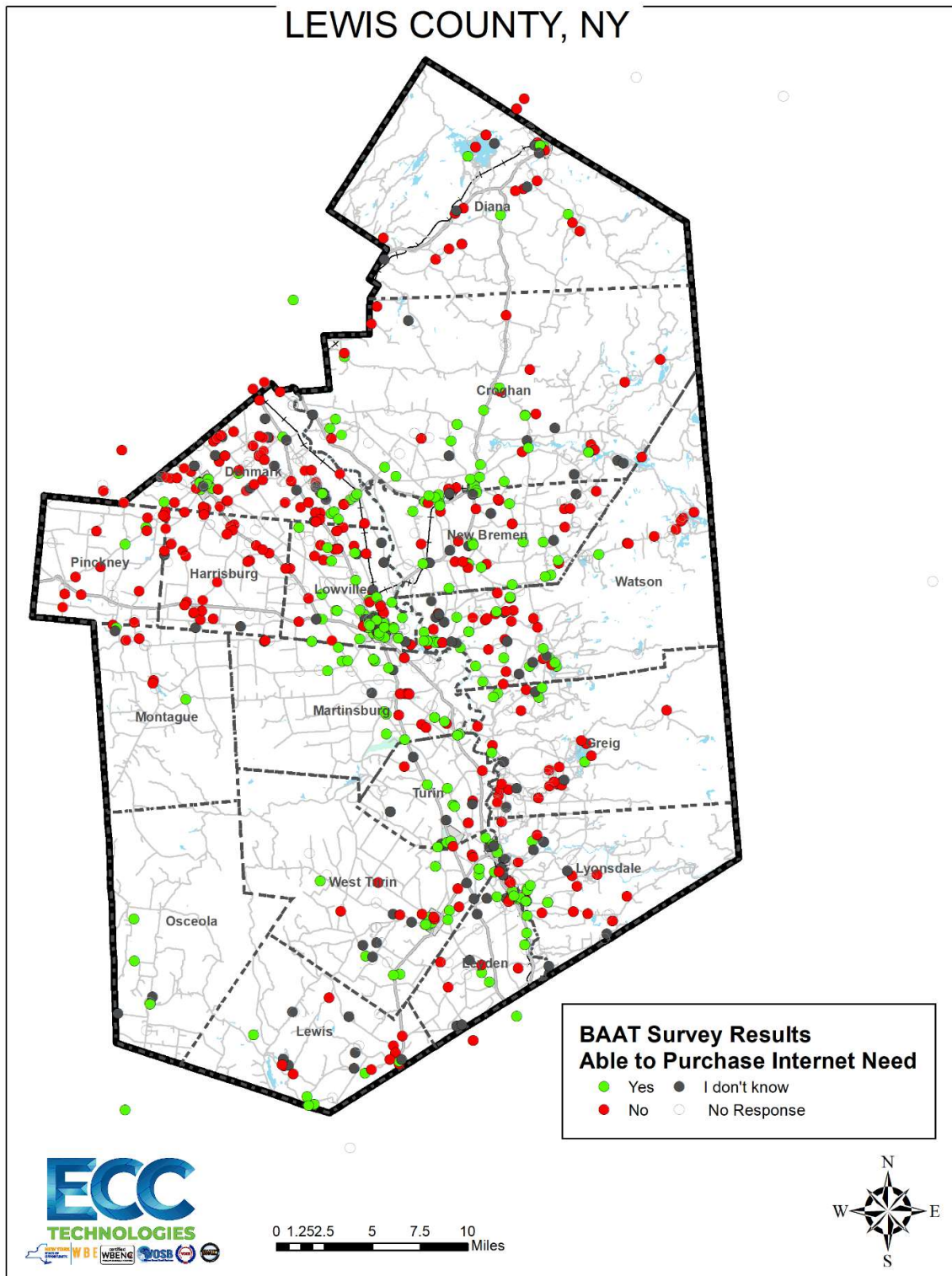
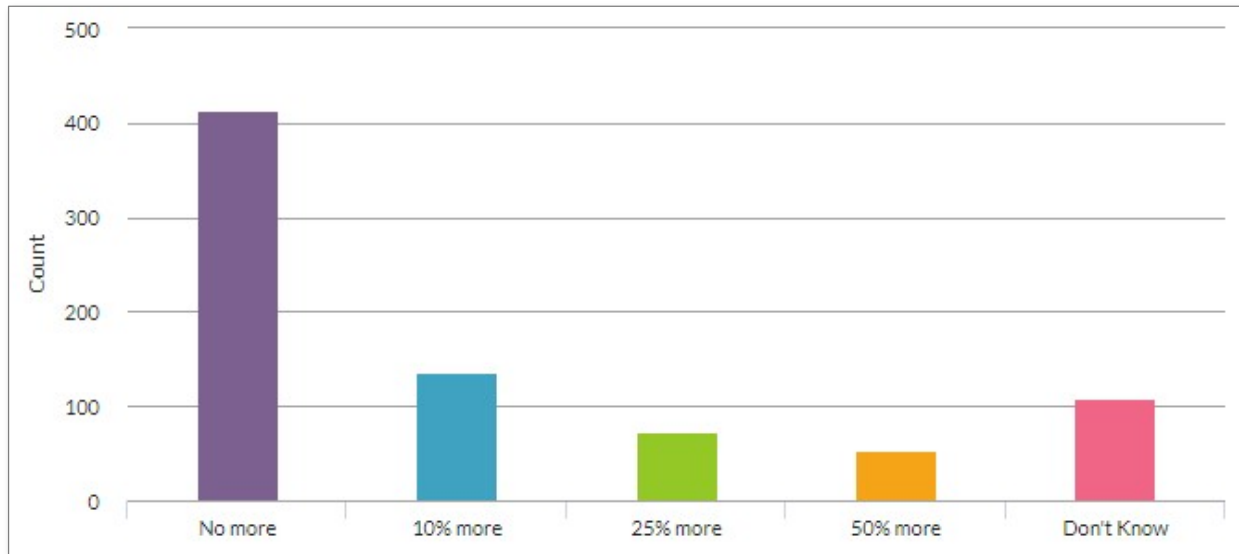


FIGURE 4 RESPONDENT PURCHASE SPEED THEY REQUIRE

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

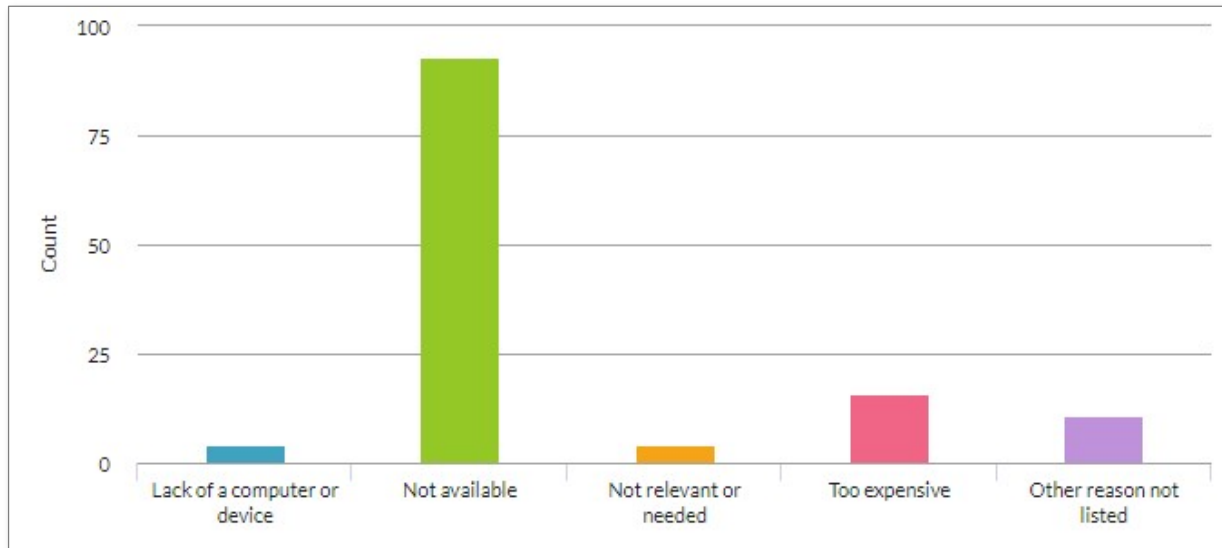


Value	Percent
No more	52.6%
10% more	17.2%
25% more	9.3%
50% more	6.9%
Don't Know	13.9%

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Residential with No Internet

8. Please tell us the main reason you do not have Internet access.



Value	Percent
Lack of a computer or device	2.4%
Not available	73.2%
Not relevant or needed	3.1%
Too expensive	12.6%
Other reason not listed	8.7%

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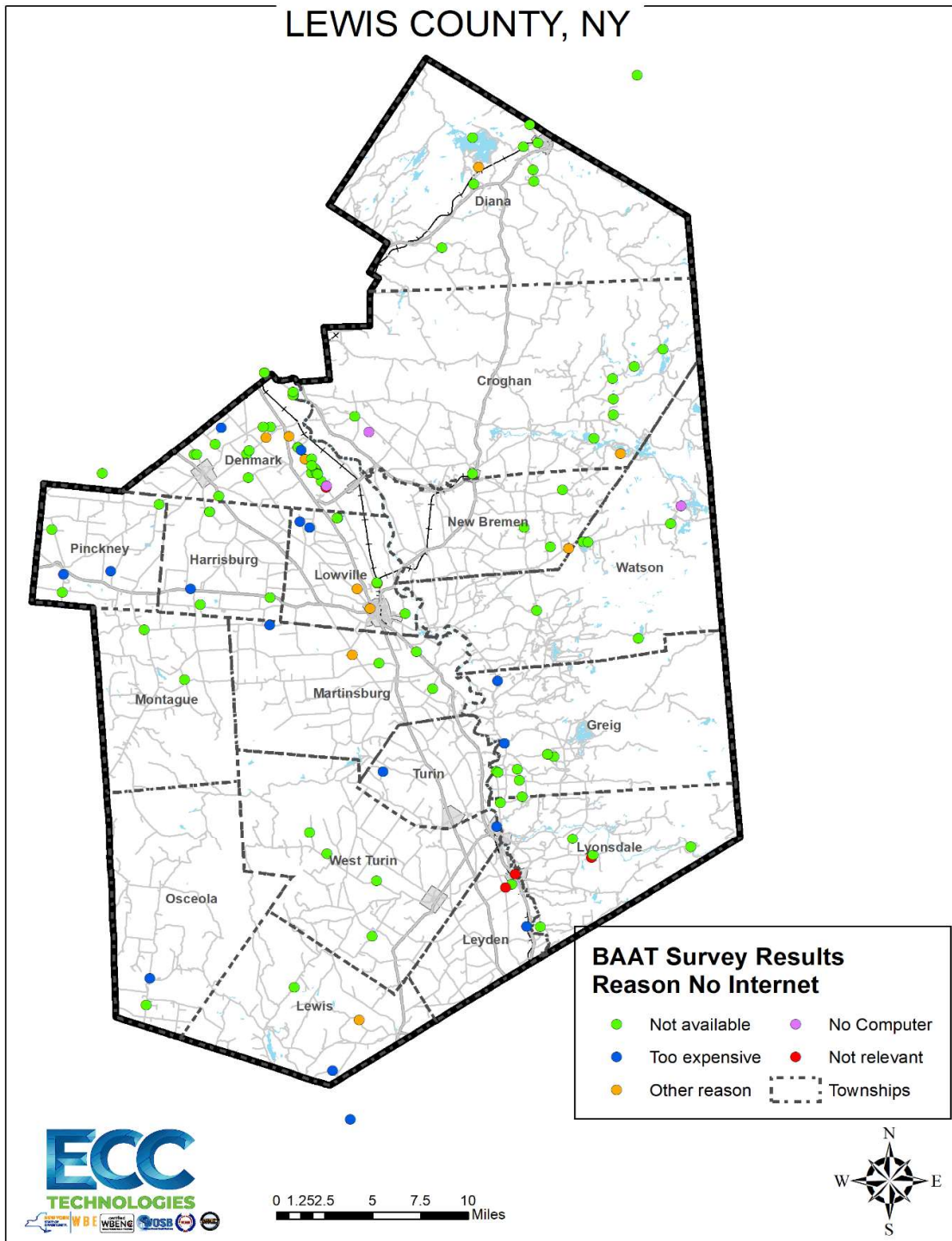
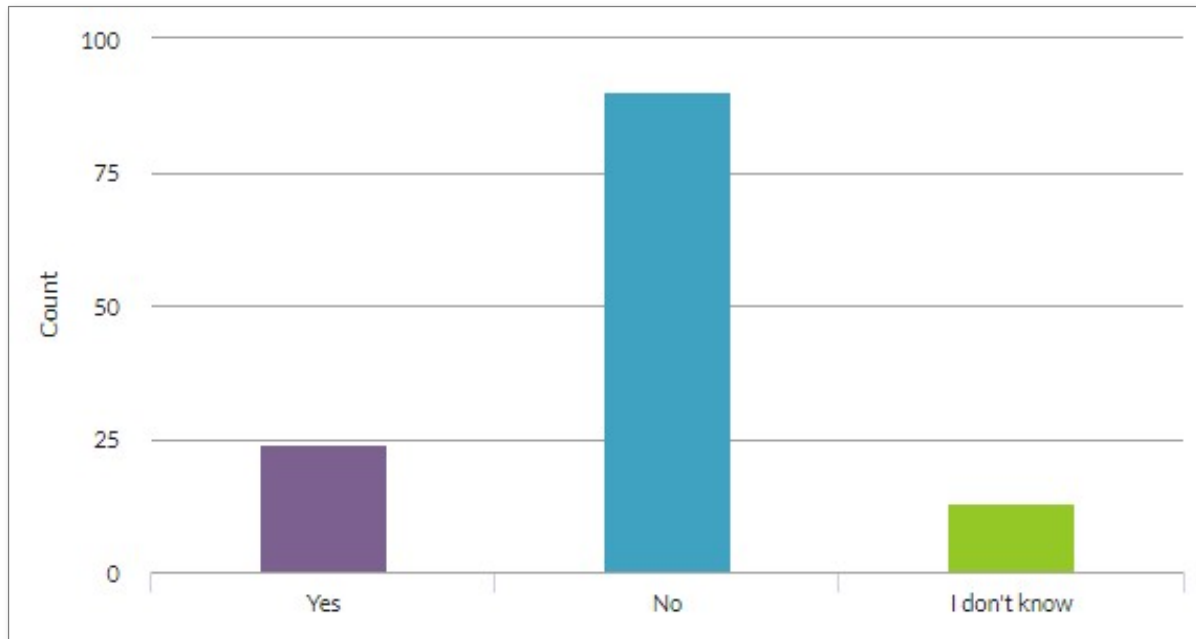


FIGURE 5 REASON FOR NOT PURCHASING INTERNET ACCESS

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



Value	Percent
Yes	18.9%
No	70.9%
I don't know	10.2%

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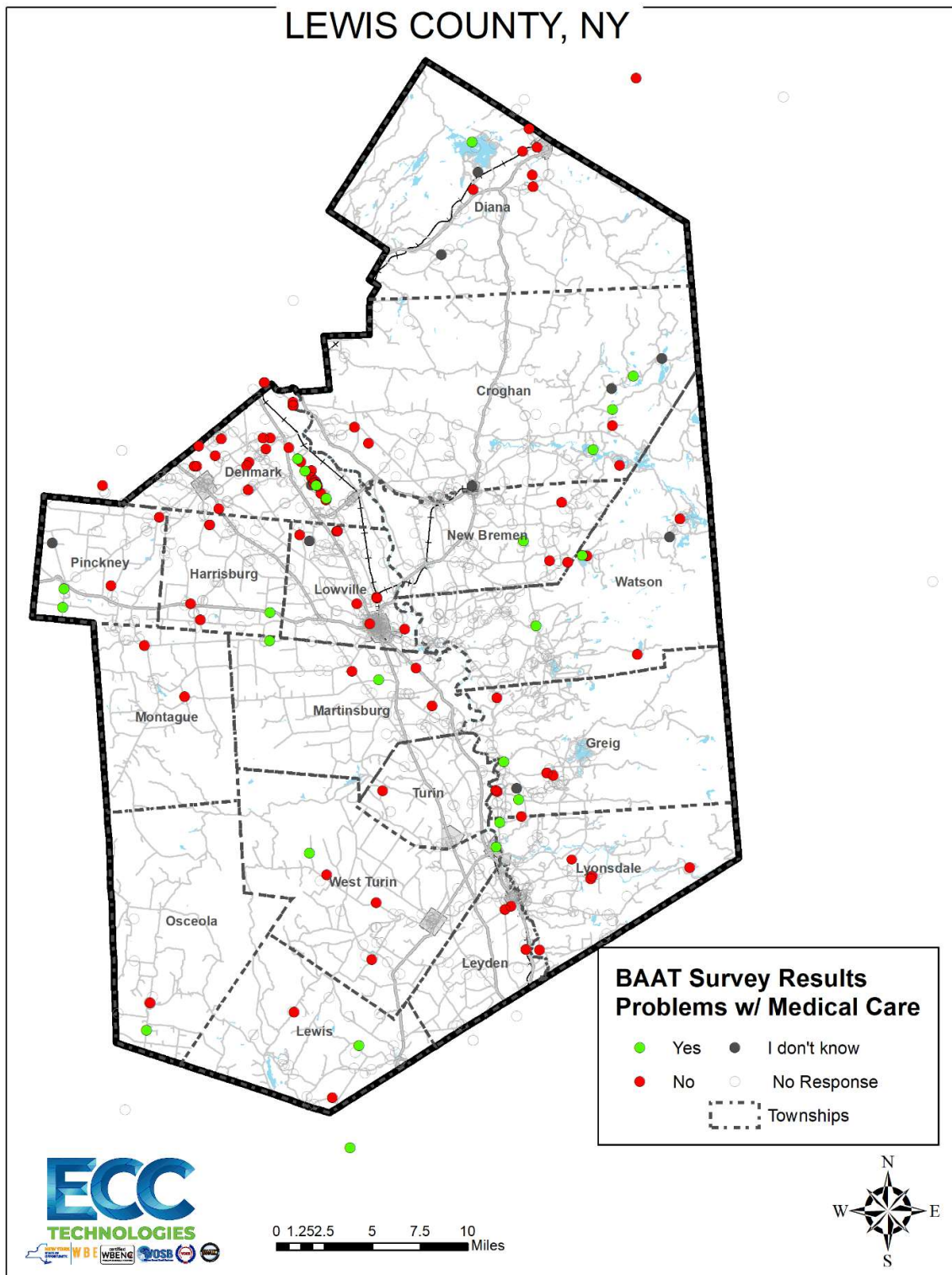
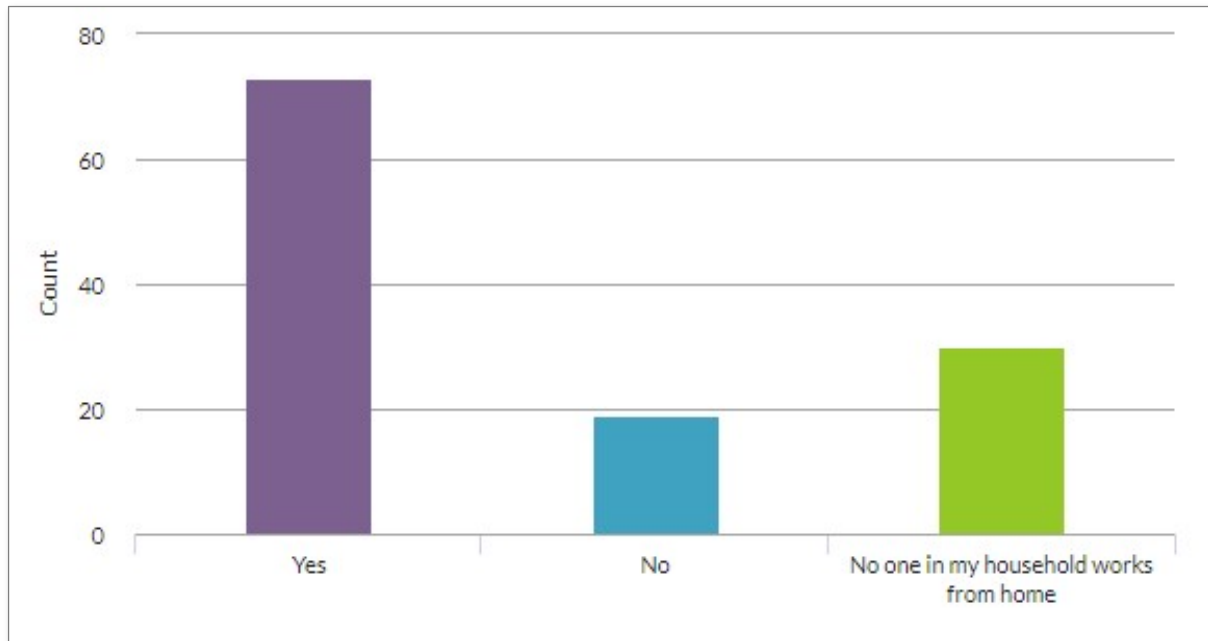


FIGURE 6 ISSUES WITH MEDICAL CARE FOR FAMILY

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



Value	Percent
Yes	60.3%
No	15.7%
No one in my household works from home	24.0%

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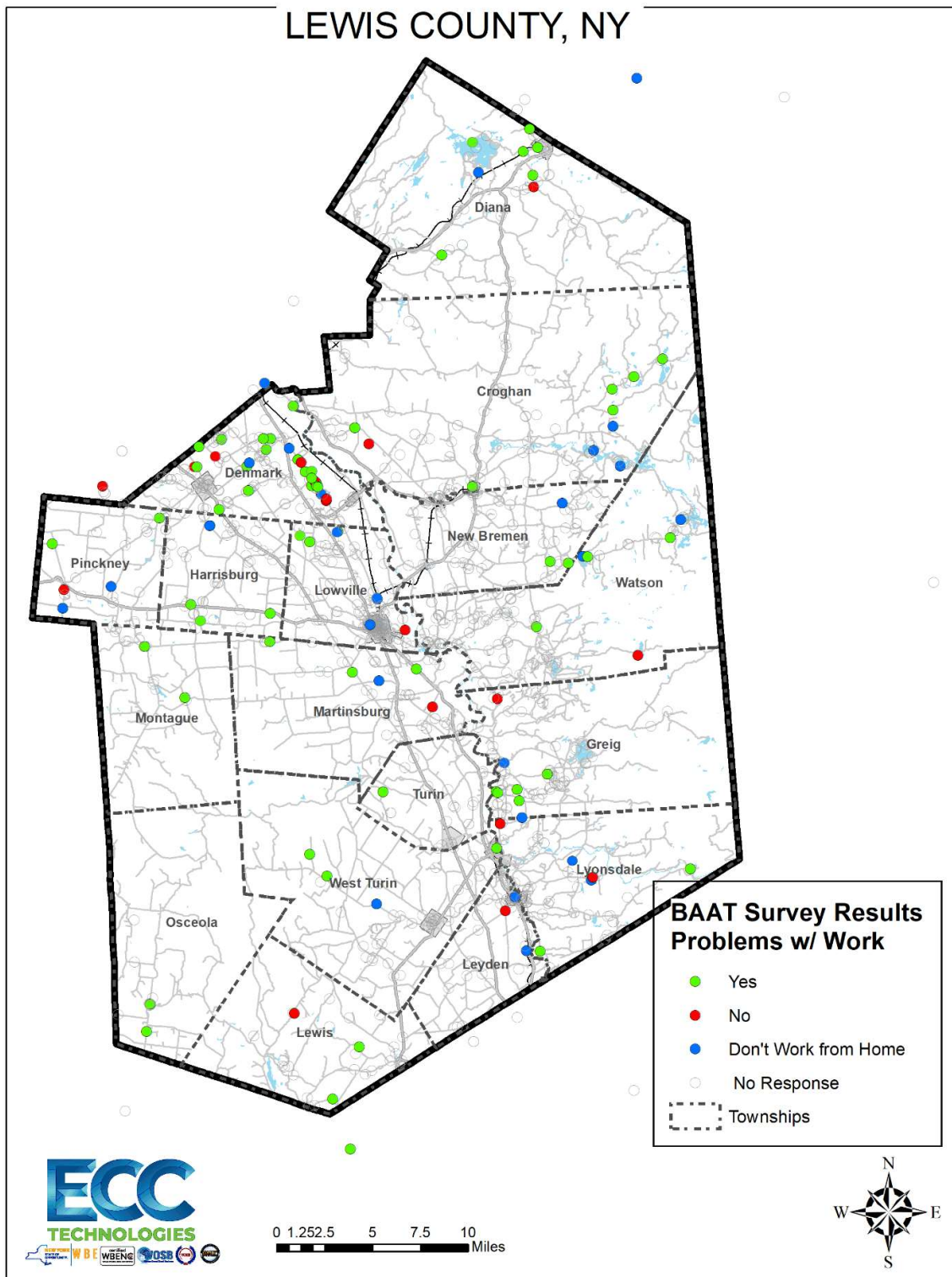
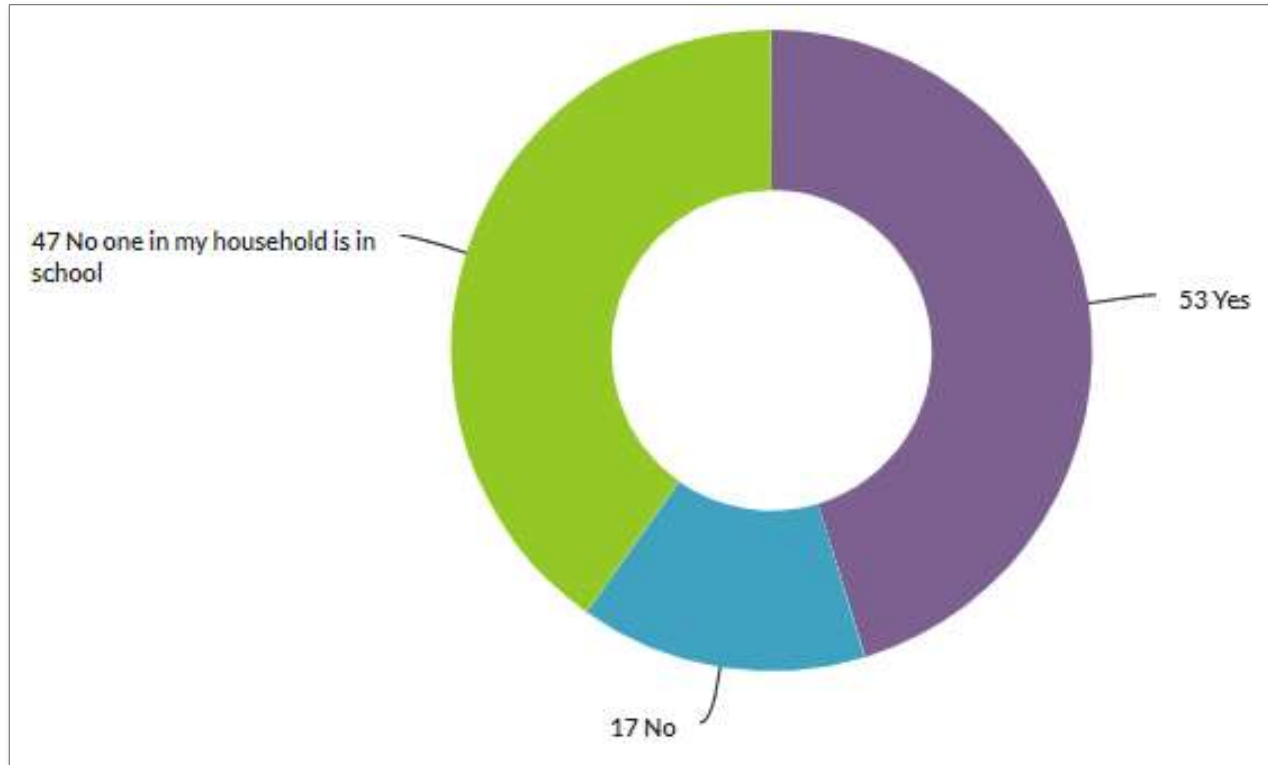


FIGURE 7 ISSUES WITH WORKING FROM HOME

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



Value	Percent	Count
Yes	45.3%	53
No	14.5%	17
No one in my household is in school	40.2%	47
Totals		117

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LEWIS COUNTY, NY

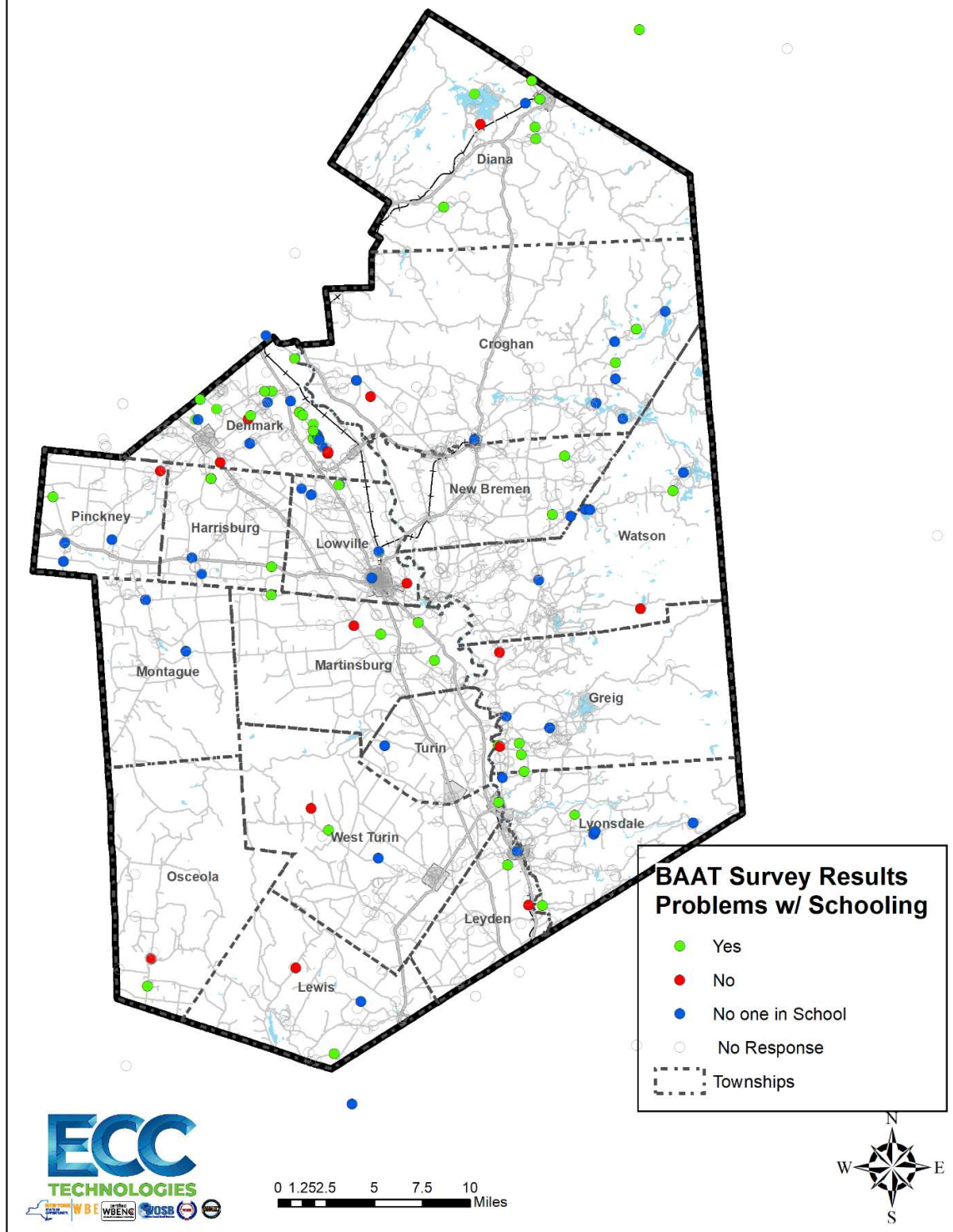
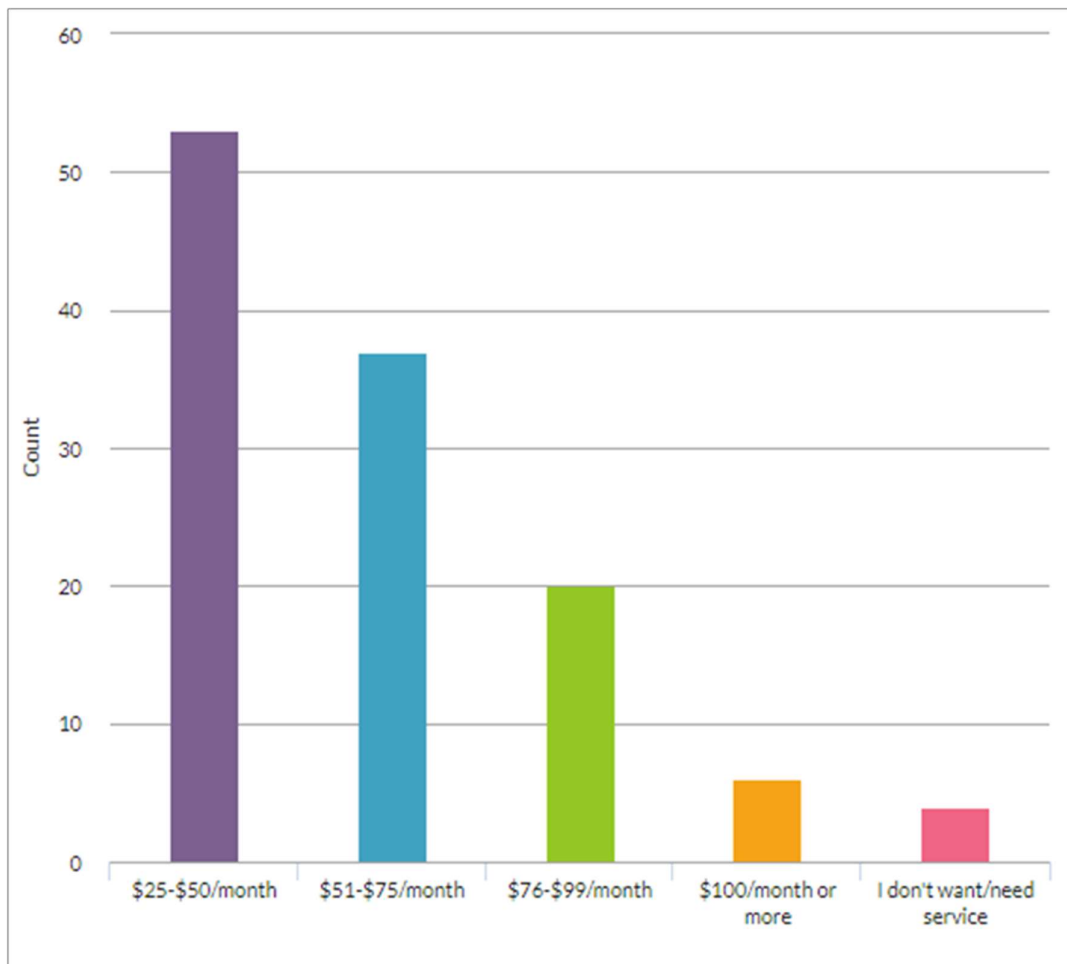


FIGURE 8 ISSUE WITH SCHOOLWORK

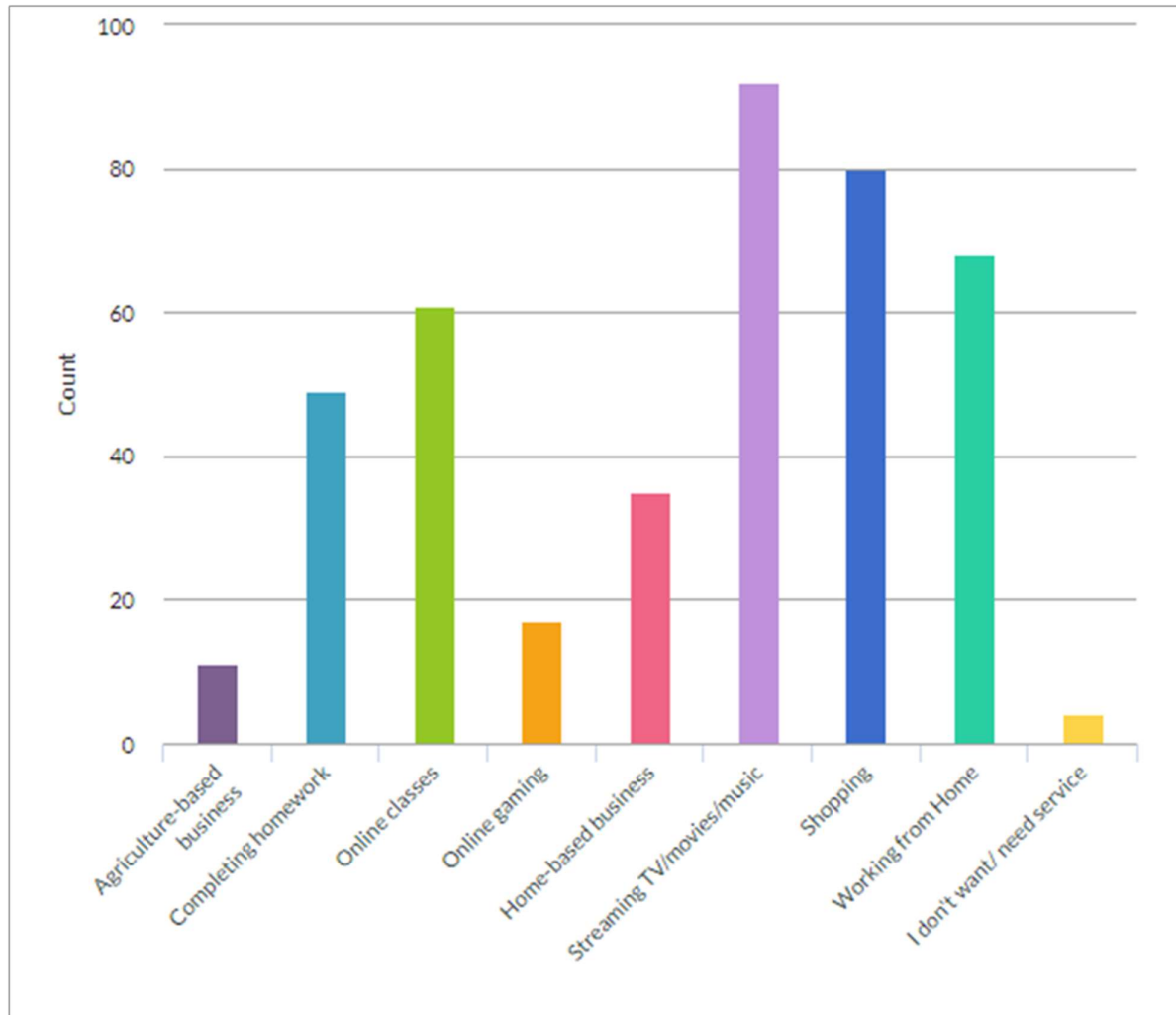
12. How much would you be willing to pay for new or significantly improved Internet/broadband service?



Value	Percent	Count
\$25-\$50/month	44.2%	53
\$51-\$75/month	30.8%	37
\$76-\$99/month	16.7%	20
\$100/month or more	5.0%	6
I don't want/need service	3.3%	4
Totals		120

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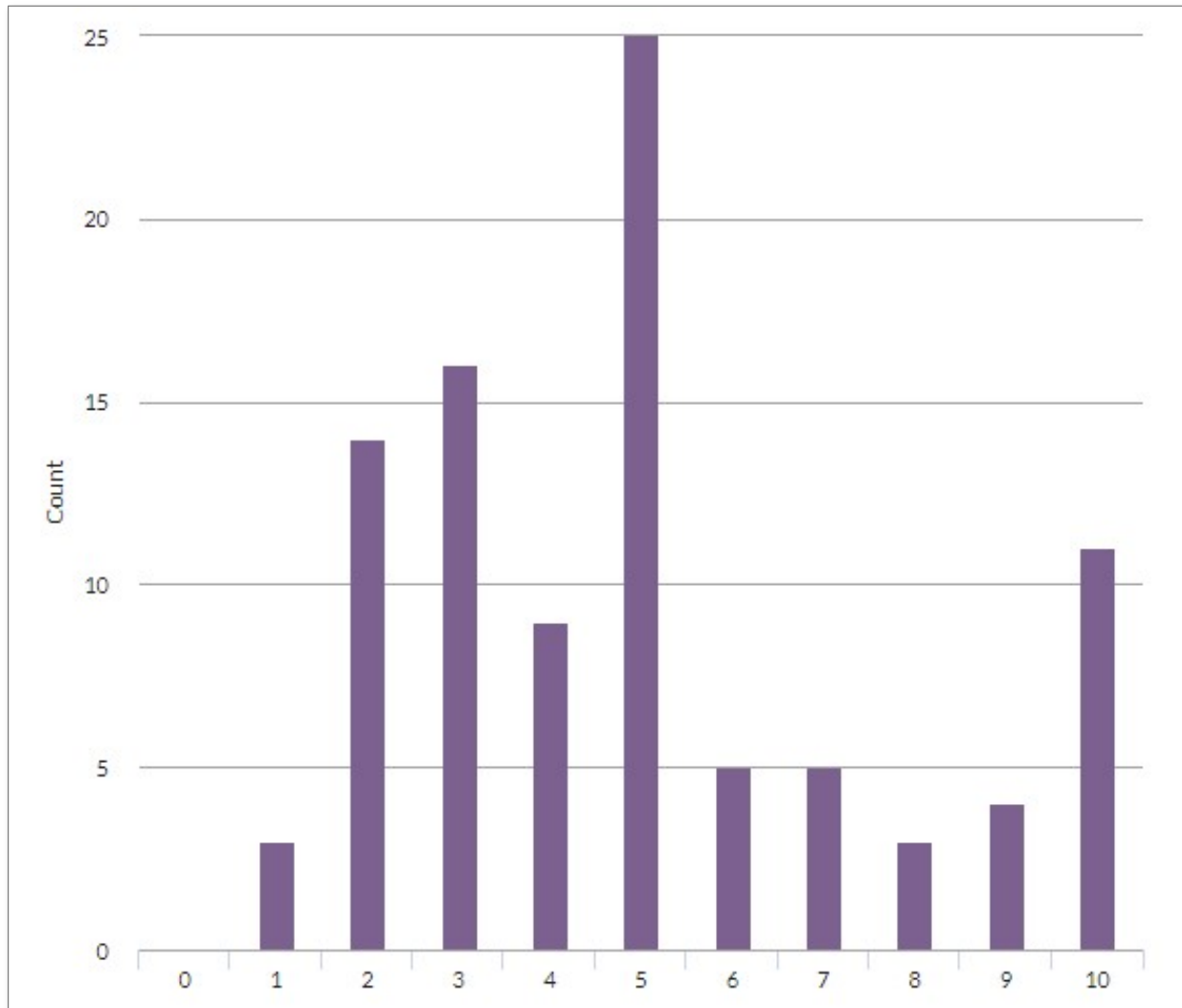
13. For what uses would you subscribe to a broadband service? (Please check all that apply.)



Value	Percent	Count
Agriculture-based business	8.9%	11
Completing homework	39.8%	49
Online classes	49.6%	61
Online gaming	13.8%	17
Home-based business	28.5%	35
Streaming TV/movies/music	74.8%	92
Shopping	65.0%	80
Working from Home	55.3%	68
I don't want/ need service	3.3%	4

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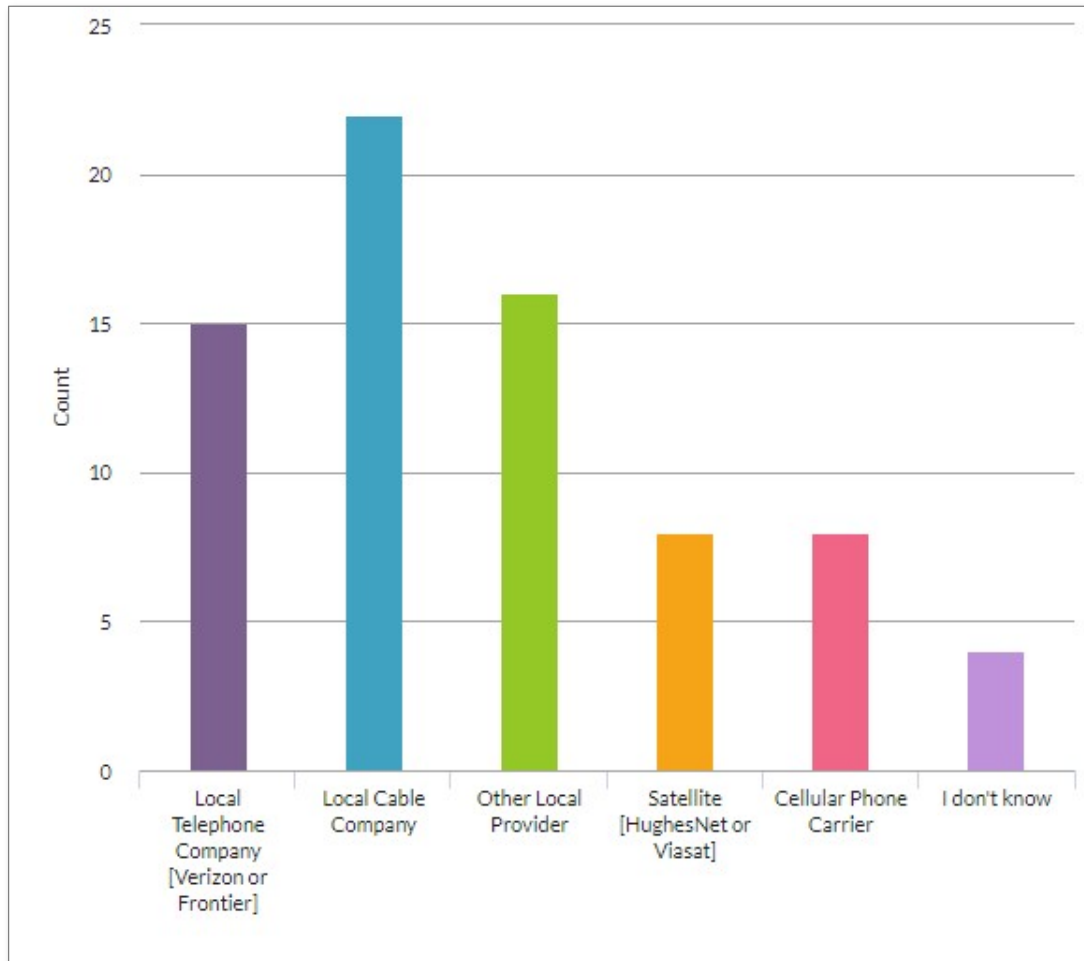
14.How many devices would you possibly connect to the Internet?



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Non-Residential with Internet

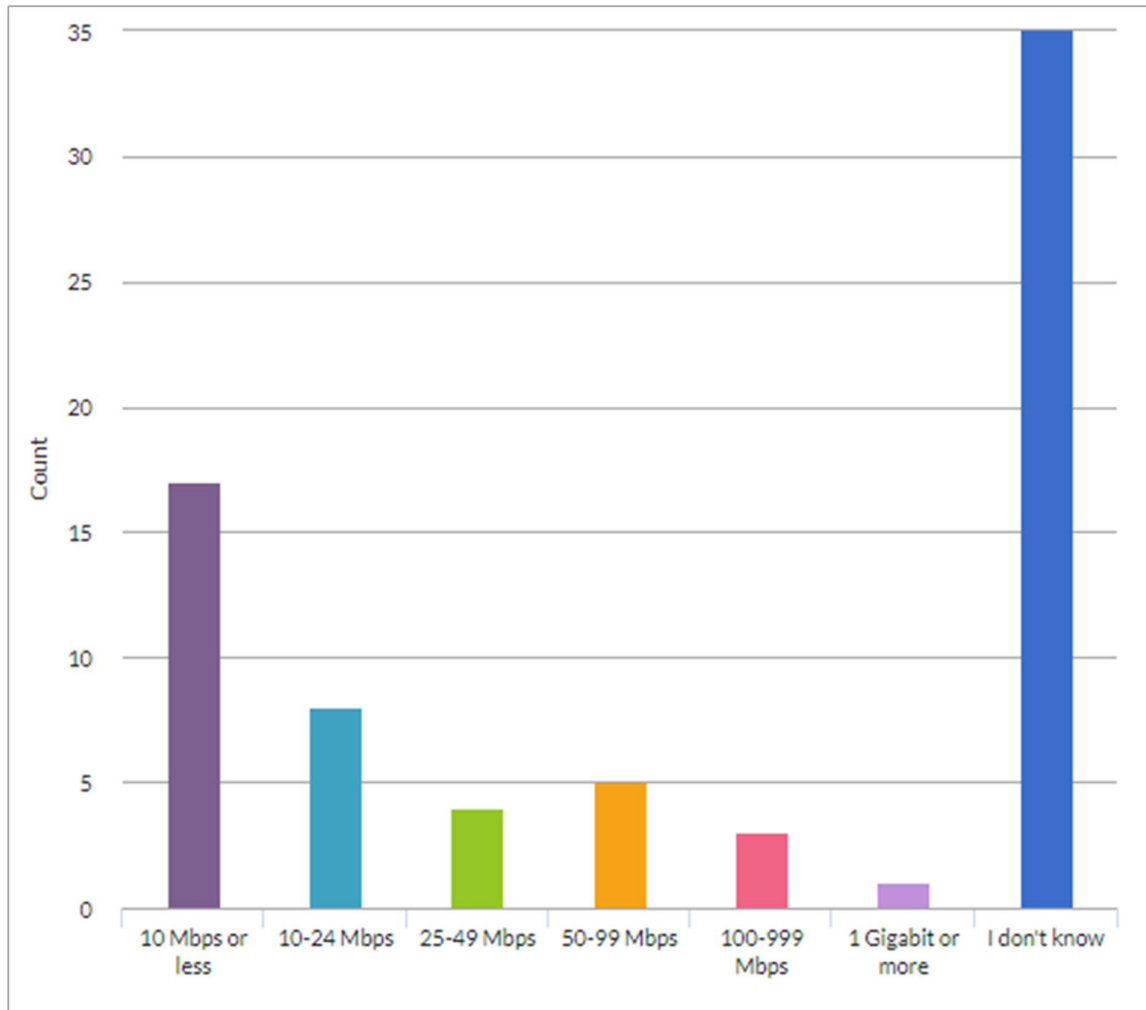
15. Who is your current Internet service provider?



Value	Percent	Count
Local Telephone Company [Verizon or Frontier]	21.1%	15
Local Cable Company	29.6%	21
Other Local Provider	21.1%	15
Satellite [HughesNet or Viasat]	11.3%	8
Cellular Phone Carrier	11.3%	8
I don't know	5.6%	4
Totals		71

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



Value	Percent	Count
10 Mbps or less	23.6%	17
10-24 Mbps	11.1%	8
25-49 Mbps	4.2%	3
50-99 Mbps	6.9%	5
100-999 Mbps	4.2%	3
1 Gigabit or more	1.4%	1
I don't know	48.6%	35
Totals		72

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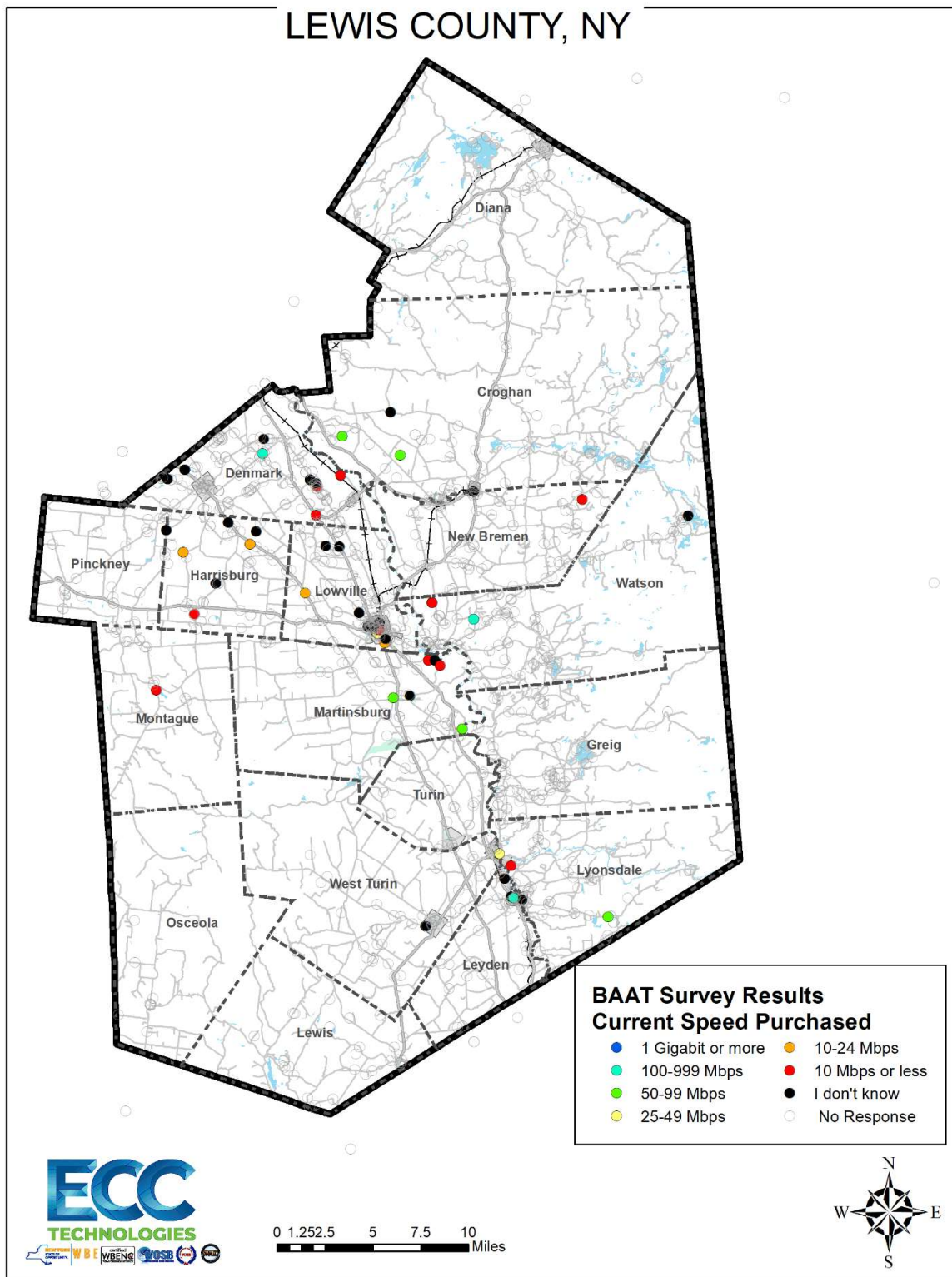
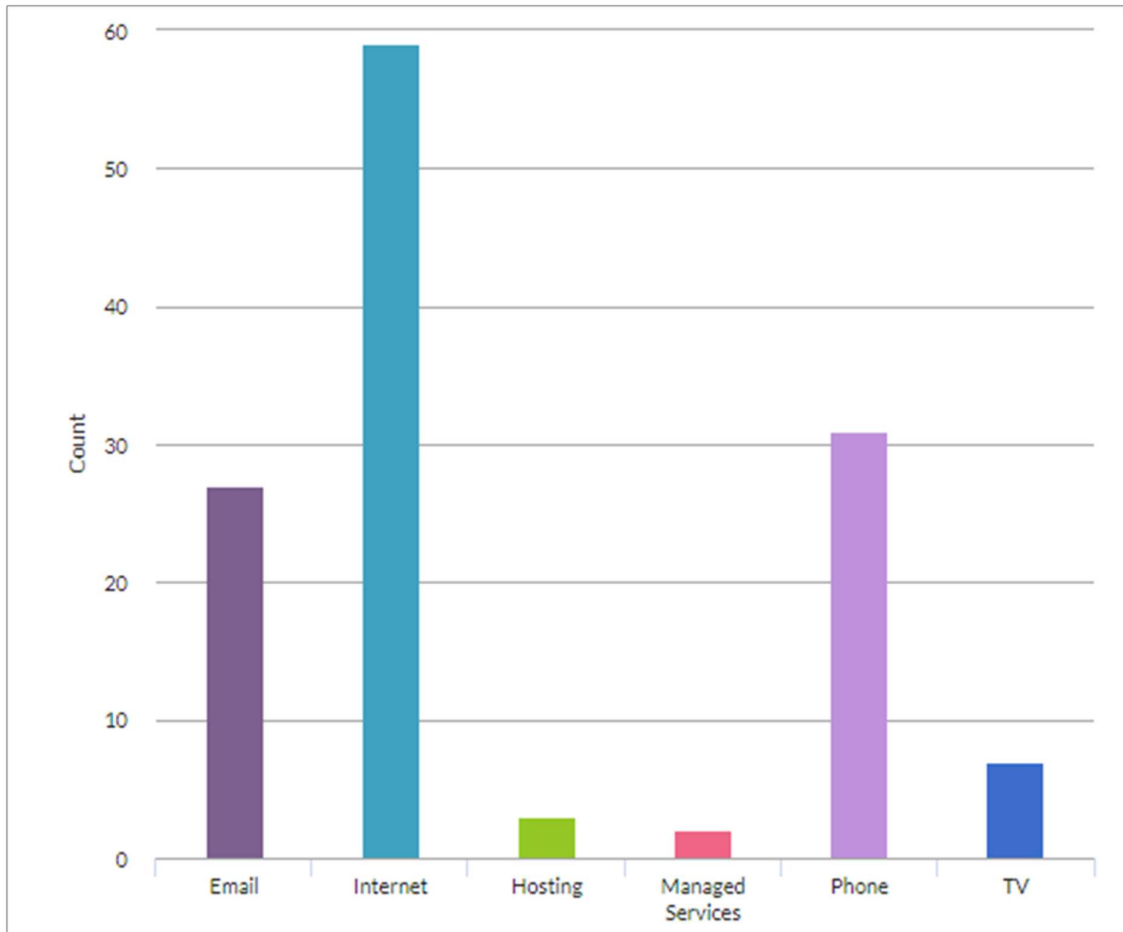


FIGURE 9 CURRENT SPEED PURCHASED

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

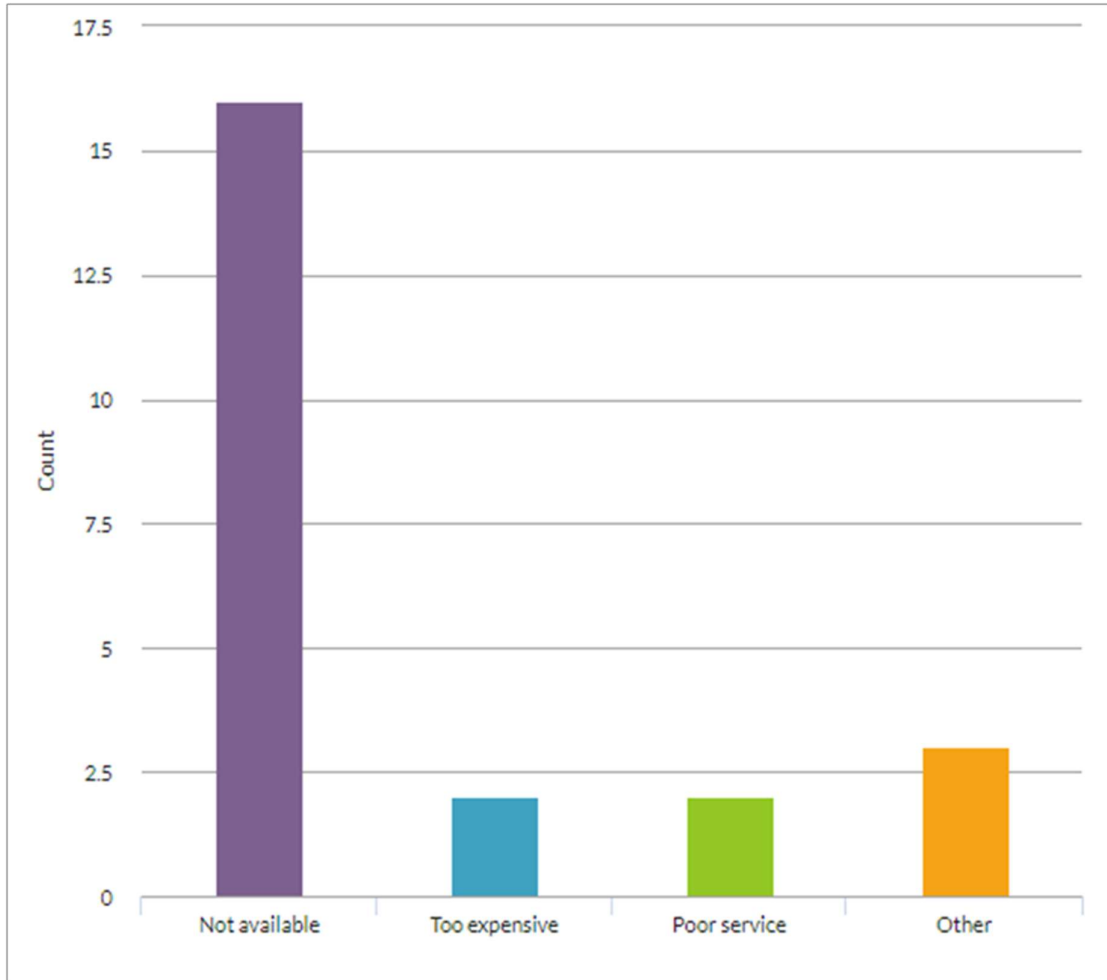


Value	Percent	Count
Email	40.9%	27
Internet	89.4%	59
Hosting	3.0%	2
Managed Services	3.0%	2
Phone	47.0%	31
TV	10.6%	7

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Non-Residential No Internet.

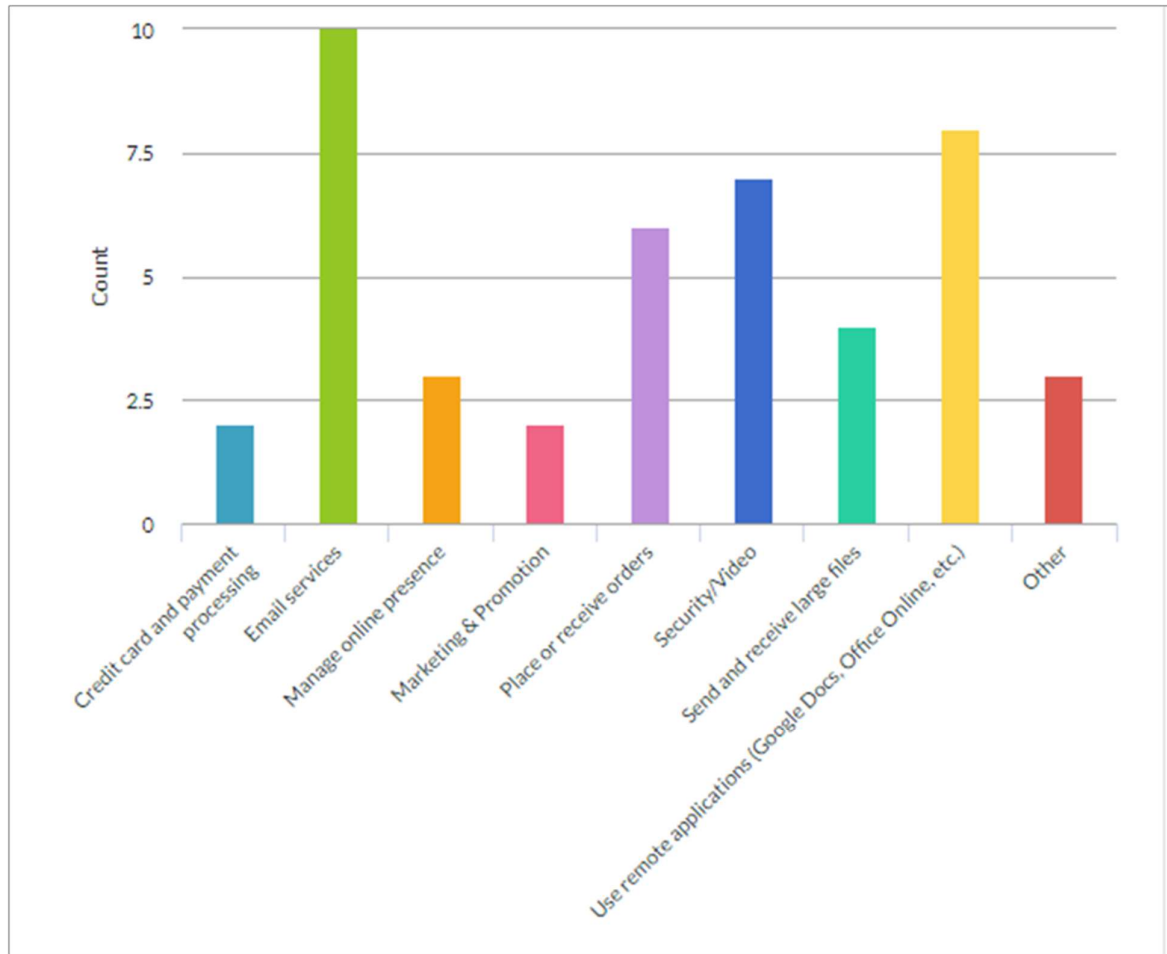
18. Why do you not have Internet access at your business location today?



Value	Percent	Count
Not available	71.4%	15
Too expensive	4.8%	1
Poor service	9.5%	2
Other	14.3%	3
Totals		21

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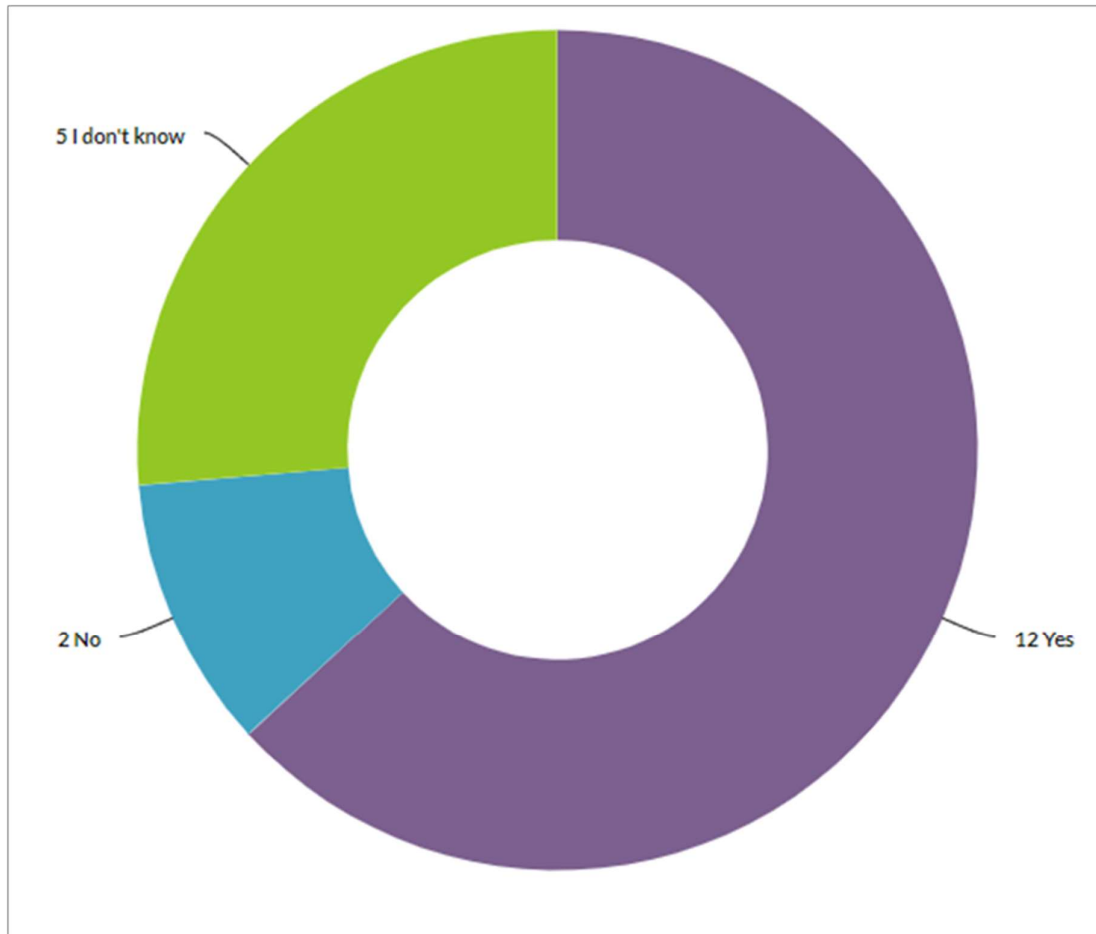
19. What would be the primary uses of broadband in your business? (Please check all that apply.)



Value	Percent	Count
Credit card and payment processing	11.1%	2
Email services	55.6%	10
Manage online presence	16.7%	3
Marketing & Promotion	11.1%	2
Place or receive orders	33.3%	6
Security/Video	38.9%	7
Send and receive large files	22.2%	4
Use remote applications (Google Docs, Office Online, etc.)	44.4%	8
Other	16.7%	3

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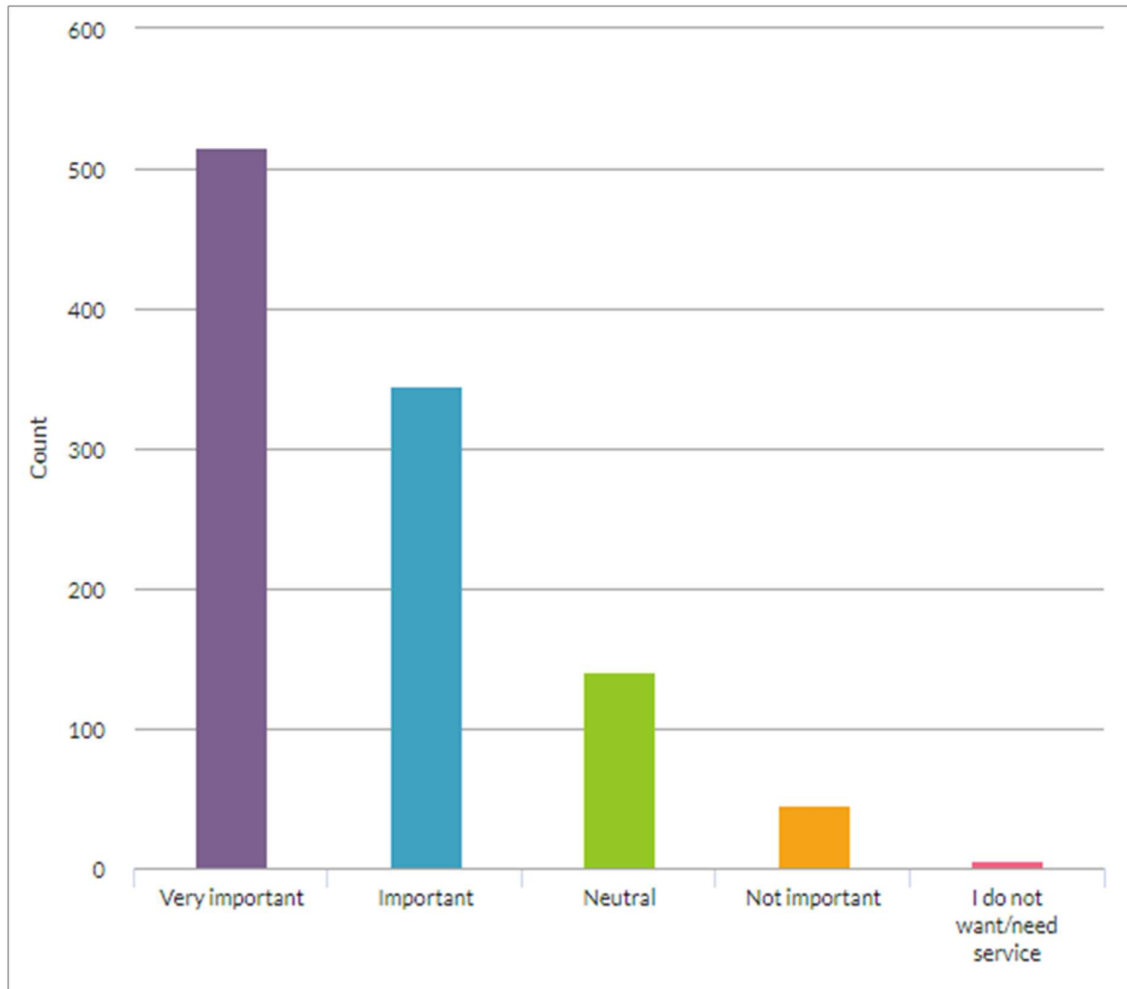
20. Would broadband access enable you to be more competitive in your business?



Value	Percent	Count
Yes	64.7%	12
No	5.9%	2
I don't know	29.4%	5
Totals		17

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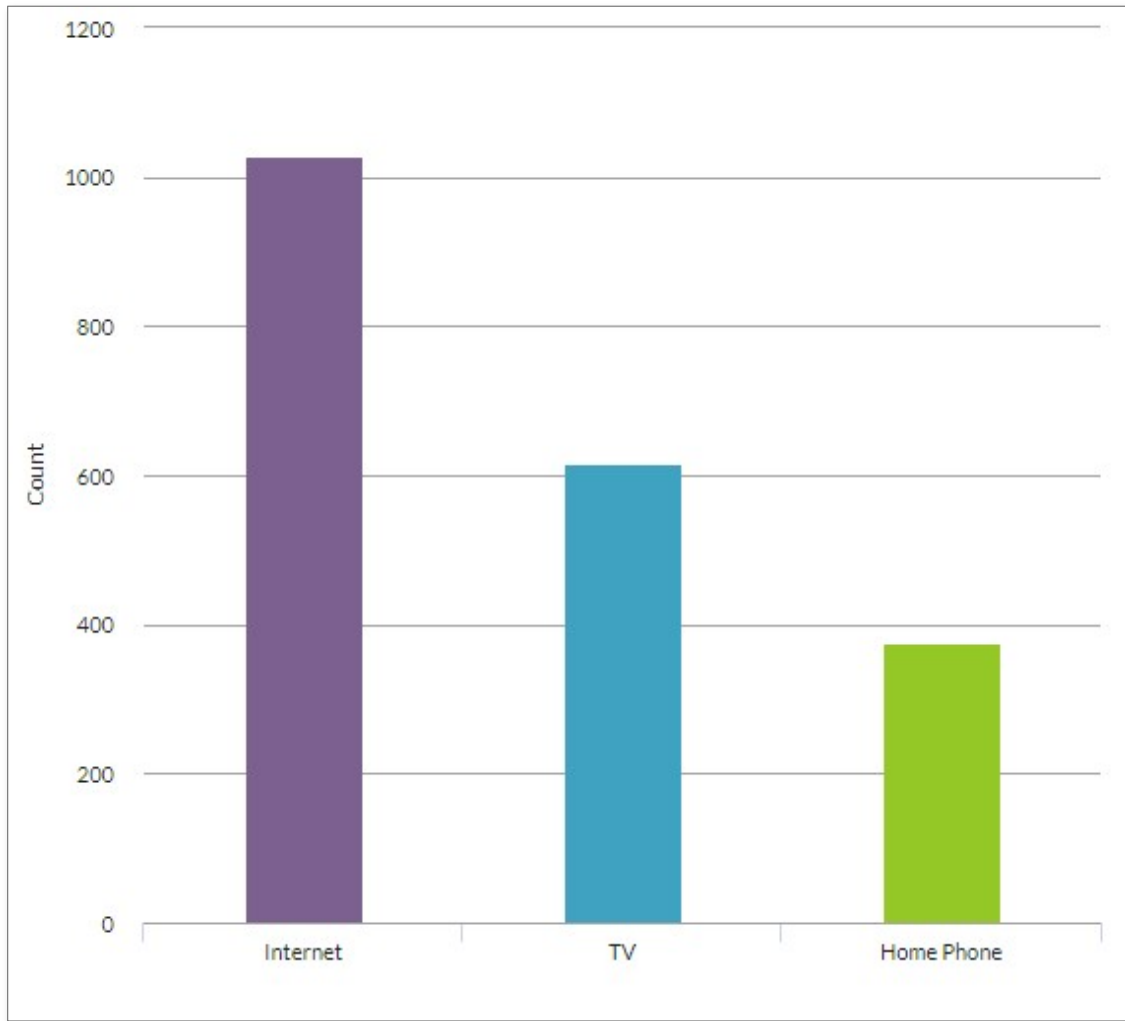
21.How important is it to you to have a choice in providers?



Value	Percent	Count
Very important	49.0%	515
Important	32.8%	345
Neutral	13.4%	141
Not important	4.3%	45
I do not want/need service	0.6%	6
Totals		1,052

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



Value	Percent	Count
Internet	96.8%	1,026
TV	58.1%	616
Home Phone	35.3%	374

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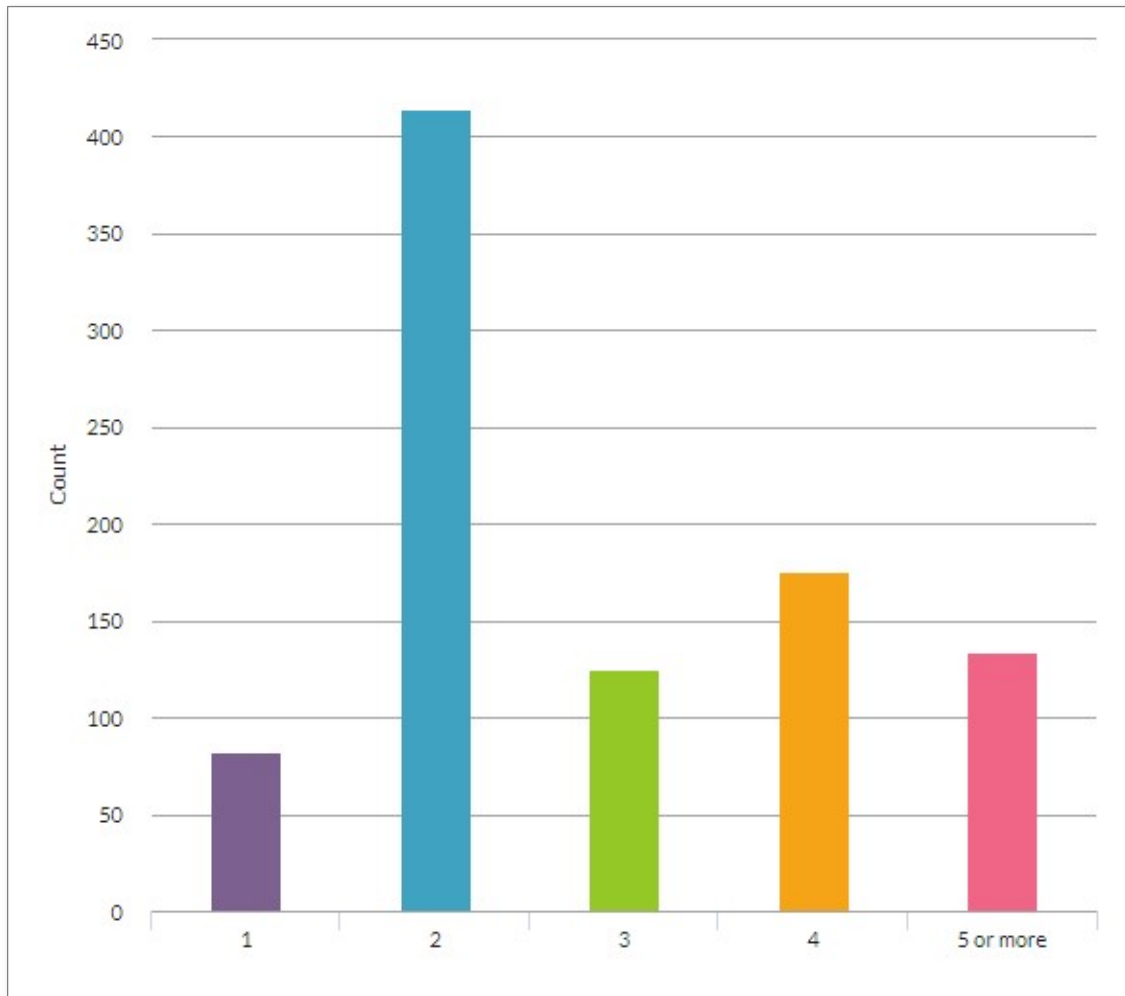
Household Demographics

23.How important is Internet access...

	Very important		Somewhat important		Neutral		Not important		Not applicable		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Total
to stay in touch?	832	75.1%	213	19.2%	41	3.7%	14	1.3%	8	0.7%	1,108
to stay informed?	806	76.4%	194	18.4%	32	3.0%	13	1.2%	10	0.9%	1,055
for your healthcare?	360	38.3%	303	32.3%	197	21.0%	61	6.5%	18	1.9%	939
to your quality of life?	464	50.6%	311	33.9%	102	11.1%	26	2.8%	14	1.5%	917
to your ability to earn a living?	380	41.7%	193	21.2%	150	16.4%	93	10.2%	96	10.5%	912
to your ability to pursue an education?	403	44.0%	122	13.3%	162	17.7%	100	10.9%	129	14.1%	916

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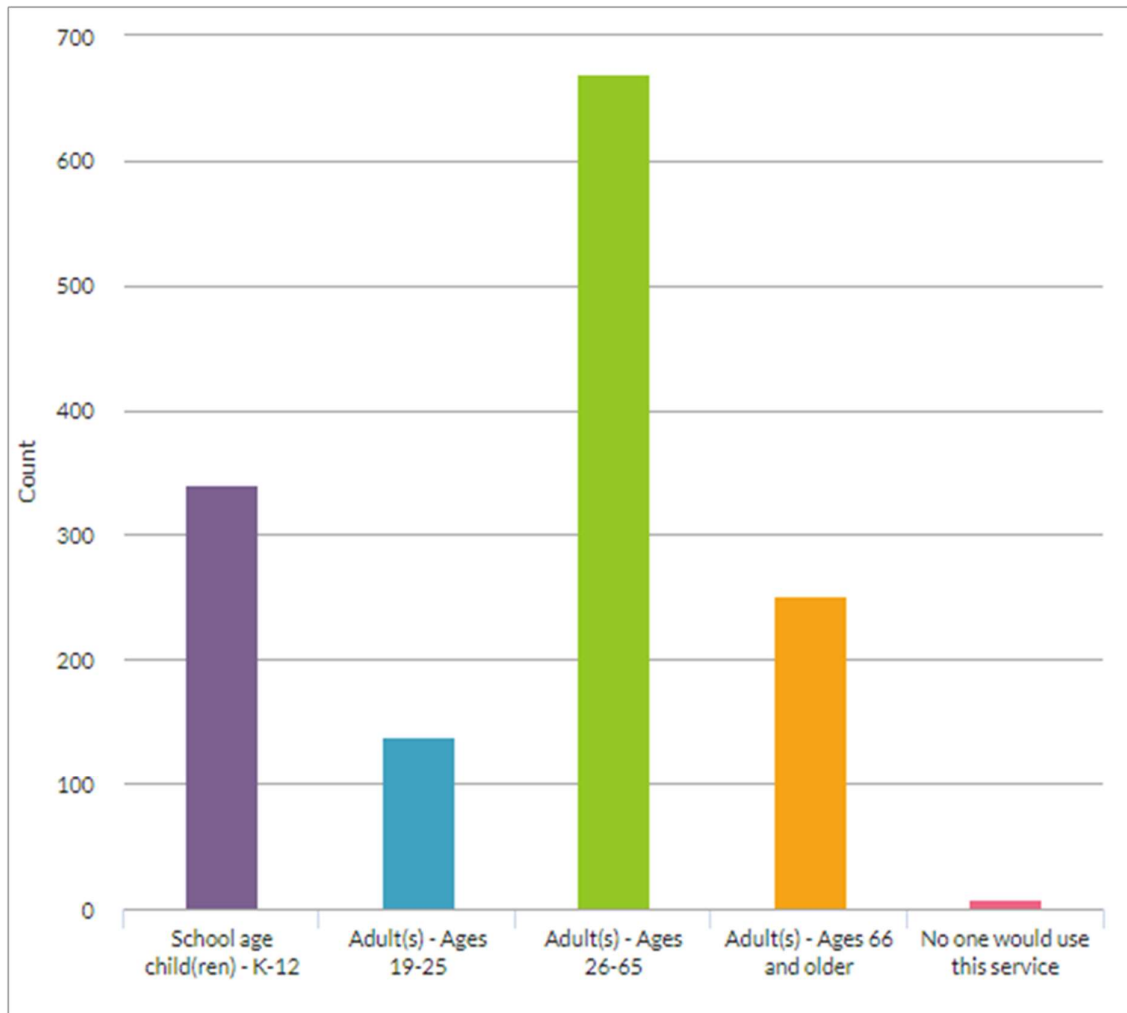
24.How many people are in this household?



Value	Percent	Count
1	8.8%	82
2	44.4%	412
3	13.4%	124
4	18.9%	175
5 or more	14.5%	134
Totals		927

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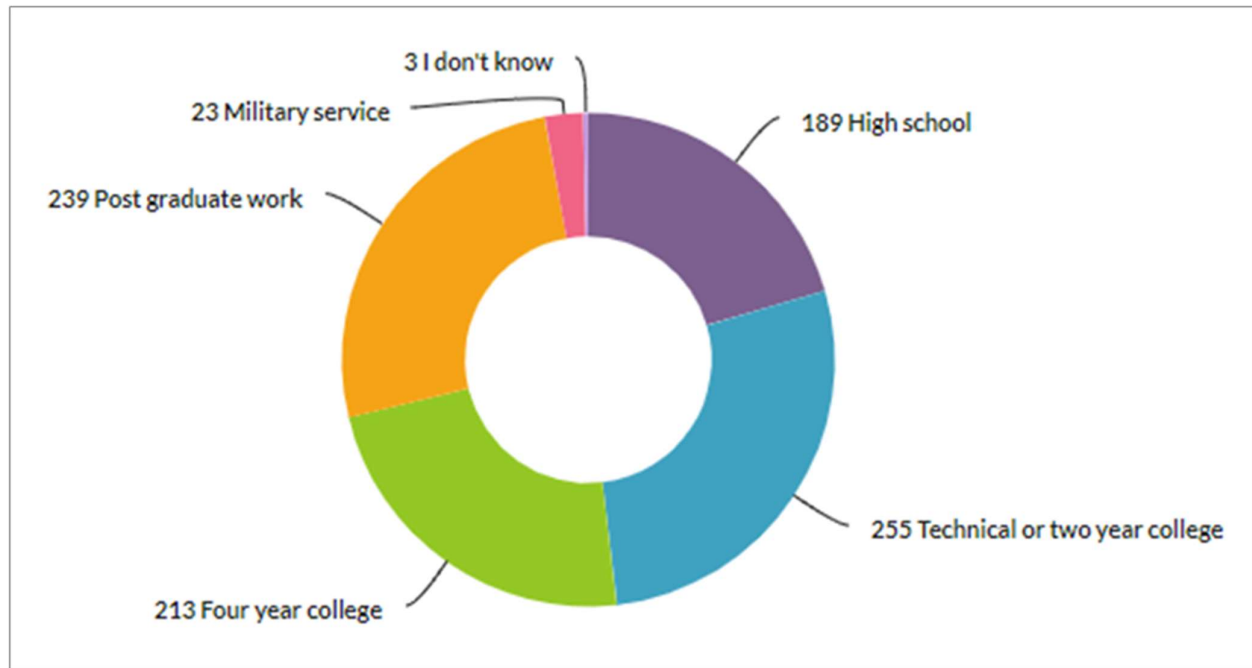
25. Who are, or would be, the primary users of Internet at your address? (Please check all that apply.)



Value	Percent	Count
School age child(ren) - K-12	36.9%	341
Adult(s) - Ages 19-25	15.0%	138
Adult(s) - Ages 26-65	72.6%	670
Adult(s) - Ages 66 and older	27.0%	249
No one would use this service	0.9%	8

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

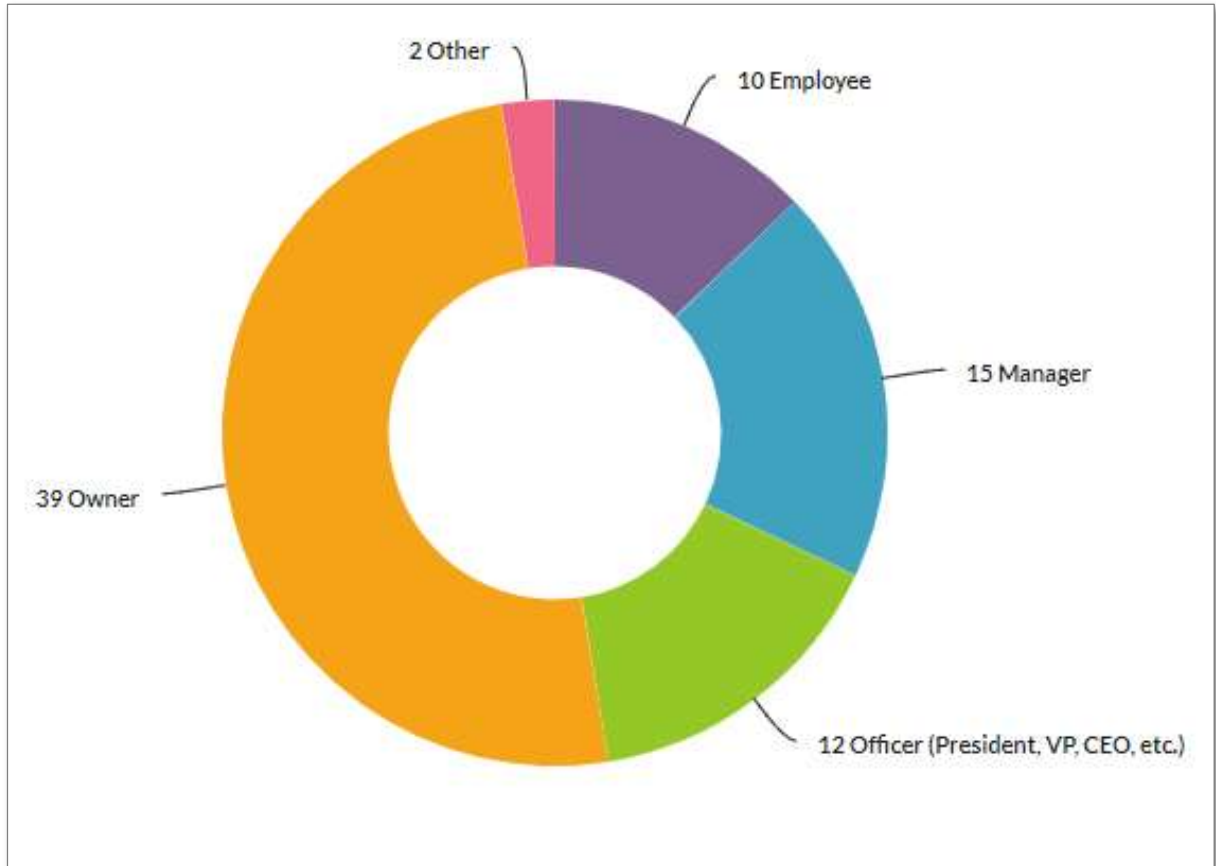


Value	Percent	Count
High school	20.5%	189
Technical or two-year college	27.6%	254
Four-year college	23.2%	213
Post graduate work	25.9%	238
Military service	2.5%	23
I don't know	0.3%	3
Totals		920

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Non-Residential Firmographics

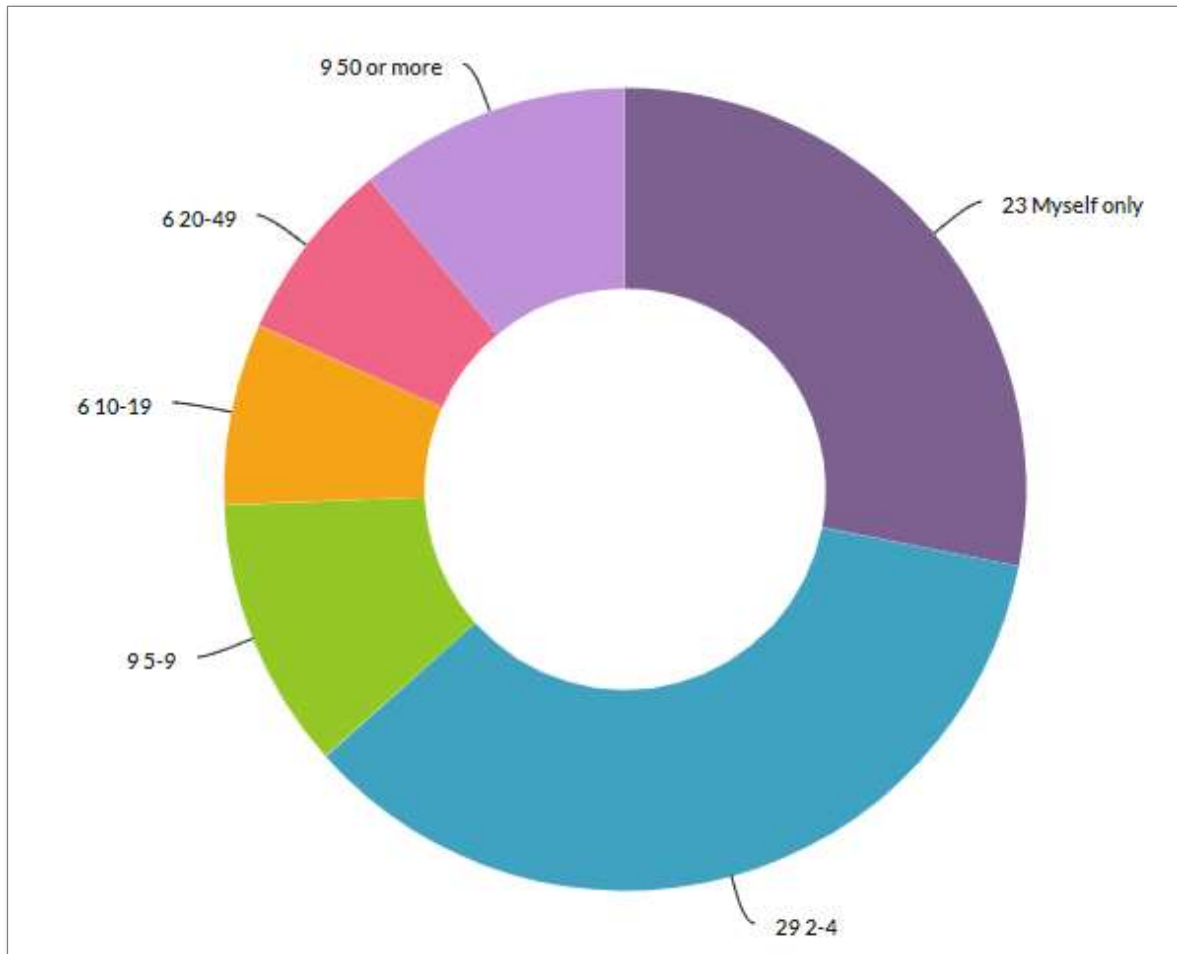
27.What is your position with the company?



Value	Percent	Count
Employee	13.3%	10
Manager	17.3%	13
Officer (President, VP, CEO, etc.)	14.7%	11
Owner	52.0%	39
Other	2.7%	2
Totals		75

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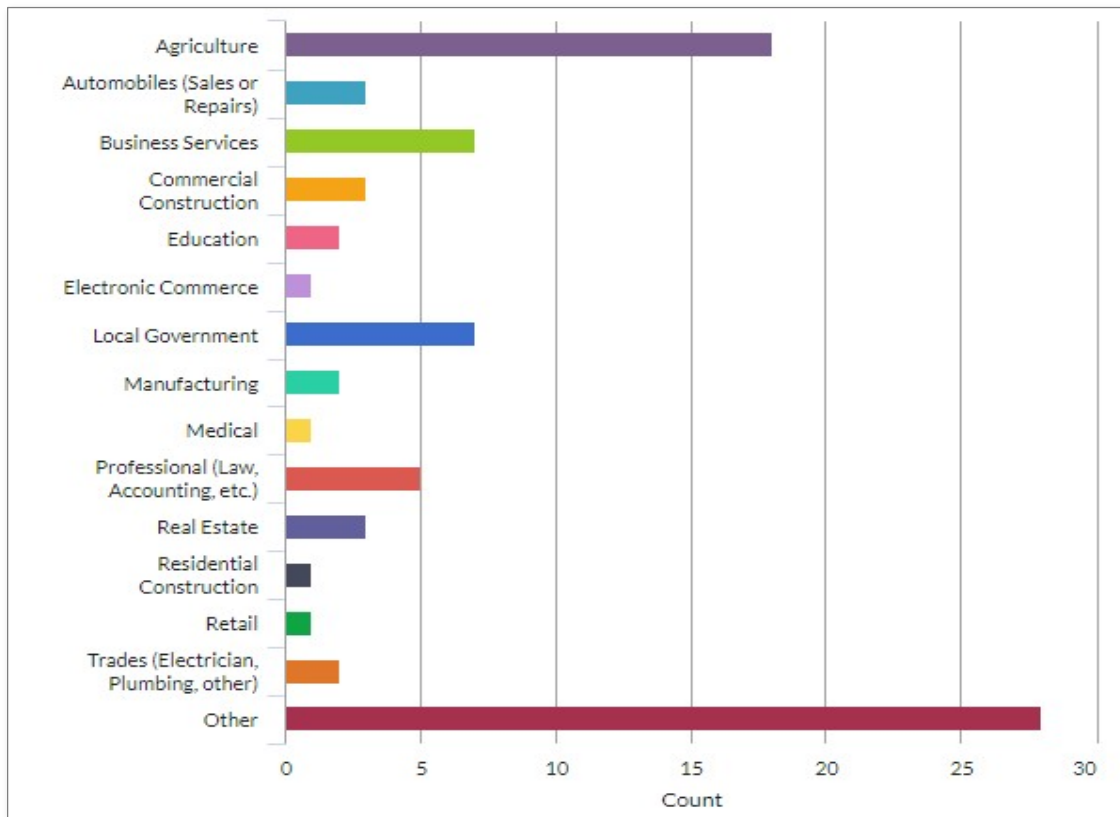
28.How many people does the company employ?



Value	Percent	Count
Myself only	27.5%	22
2-4	35.0%	28
5-9	11.3%	9
10-19	7.5%	6
20-49	7.5%	6
50 or more	11.3%	9
Totals		80

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29.What is the primary line of business at your location?



Value	Percent	Count
Agriculture	19.8%	16
Automobiles (Sales or Repairs)	2.5%	2
Business Services	8.6%	7
Commercial Construction	3.7%	3
Education	2.5%	2
Electronic Commerce	1.2%	1
Local Government	8.6%	7
Manufacturing	2.5%	2
Medical	1.2%	1
Professional (Law, Accounting, etc.)	6.2%	5
Real Estate	3.7%	3
Residential Construction	1.2%	1
Retail	1.2%	1
Trades (Electrician, Plumbing, other)	2.5%	2
Other	34.6%	28
Totals		81

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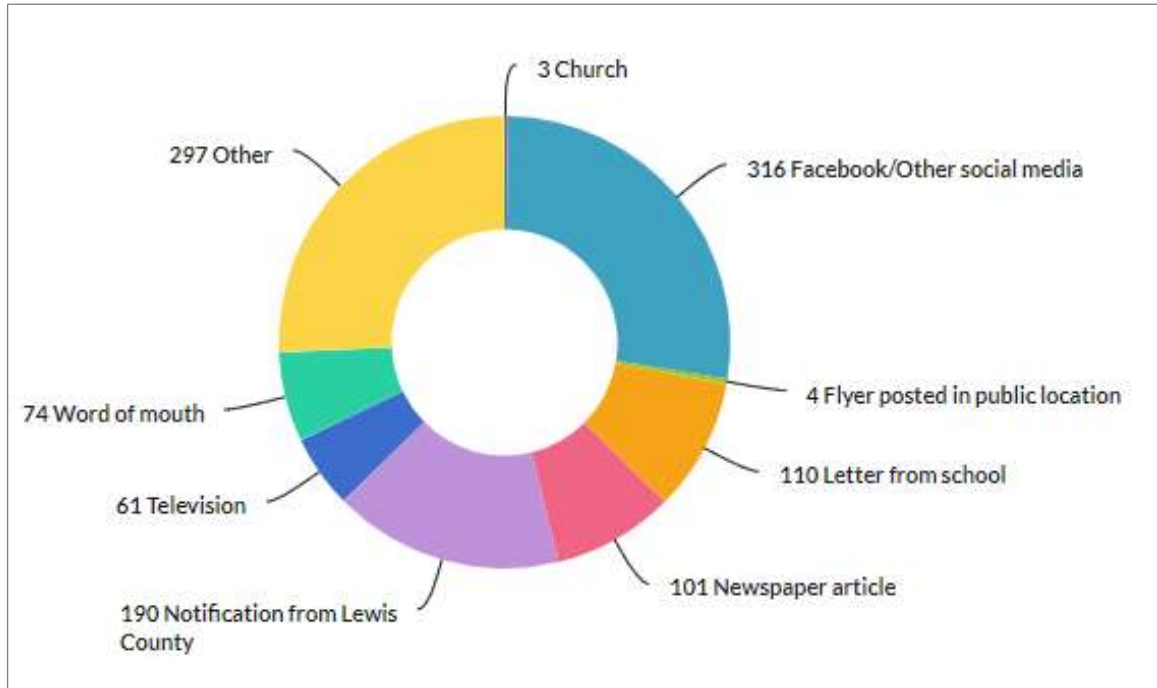
30.How important is broadband access to...

	Critical		Very important		Somewhat important		Neutral		Not important		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
your vendor satisfaction?	32	41.6%	33	42.9%	8	10.4%	1	1.3%	3	3.9%	77
your business profitability?	31	41.9%	28	37.8%	6	8.1%	5	6.8%	4	5.4%	74
efficiency in your operations?	36	49.3%	26	35.6%	6	8.2%	2	2.7%	3	4.1%	73
your customer/client satisfaction?	33	47.1%	25	35.7%	7	10.0%	2	2.9%	3	4.3%	70

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General Track – All Respondents

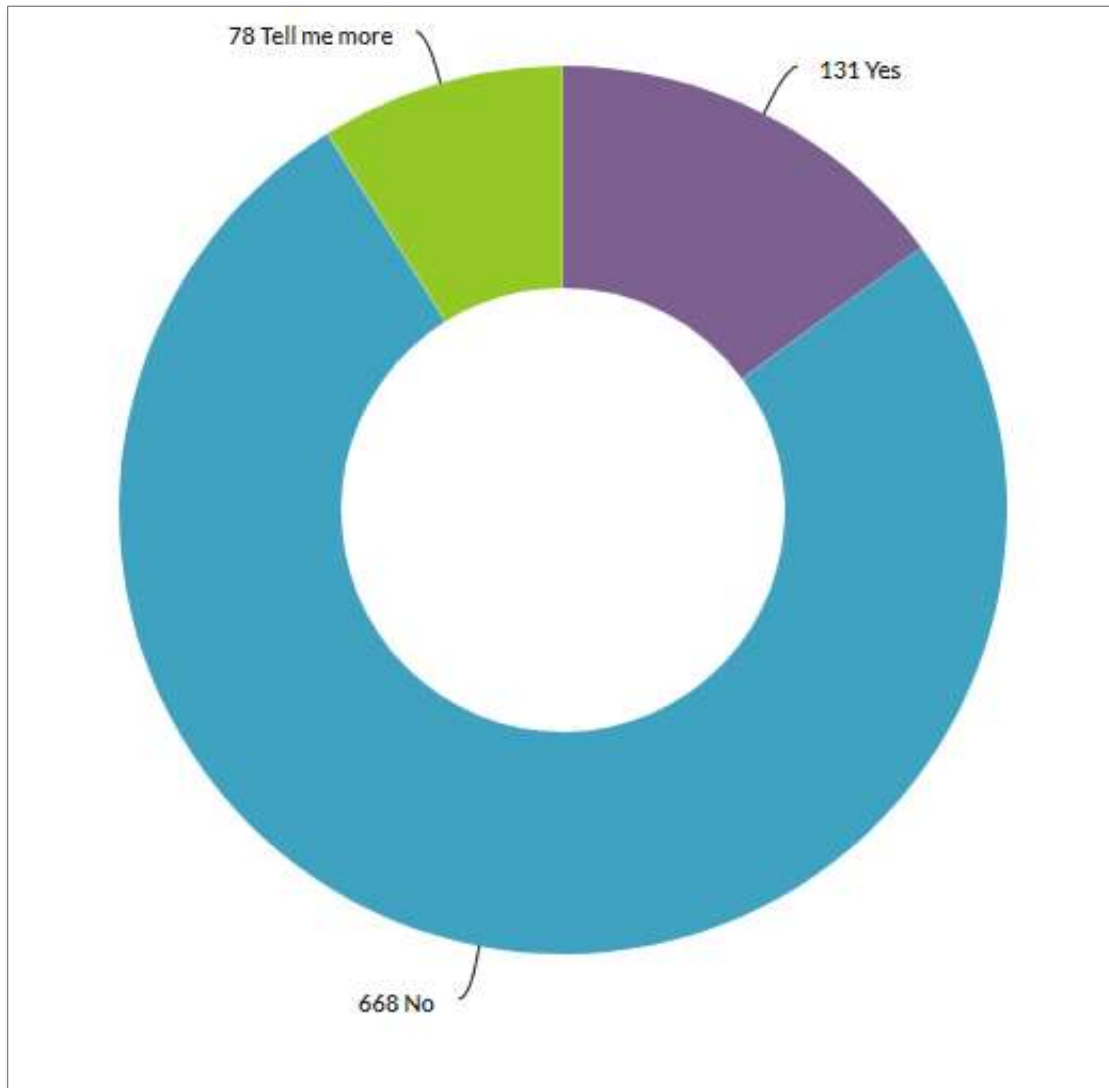
31.How did you hear about this survey?



Value	Percent	Count
Church	0.1%	1
Facebook/Other social media	27.3%	314
Flyer posted in public location	0.3%	4
Letter from school	9.6%	110
Newspaper article	8.8%	101
Notification from Lewis County	16.4%	189
Television	5.3%	61
Word of mouth	6.4%	74
Other	25.8%	297
Totals		1,151

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32. Would you be willing to be a champion for improved Internet access in the County?

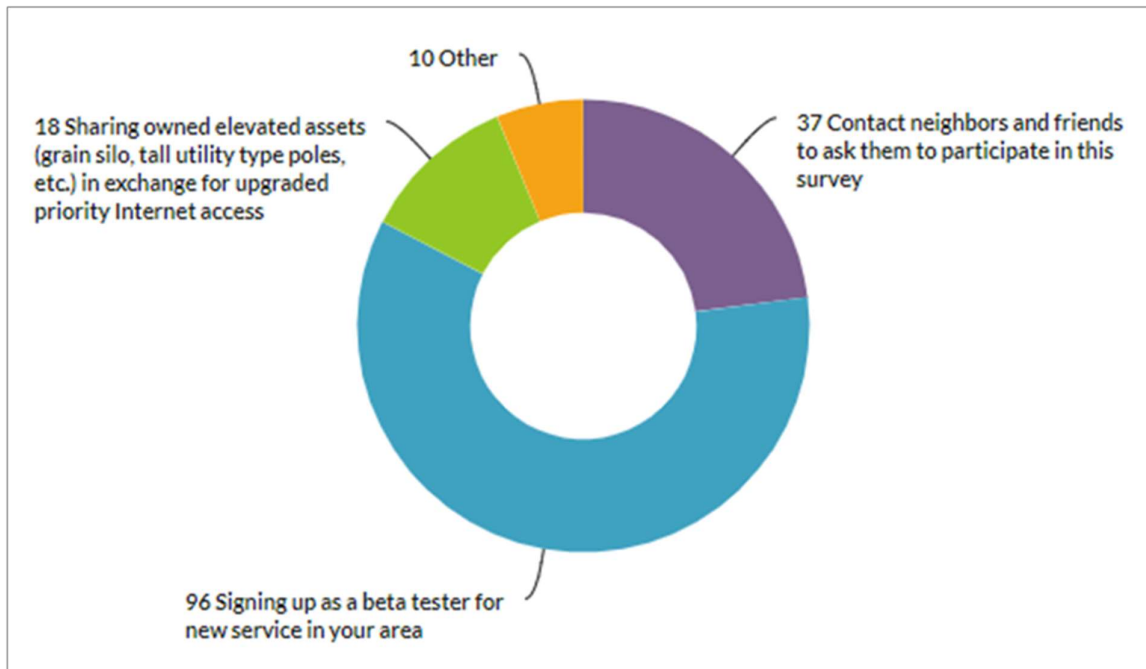


Value	Percent	Count
Yes	15.0%	130
No	76.1%	661
Tell me more	9.0%	78
Totals		869

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

This question was shown to respondents only if they requested a desire to be a champion in the preceding question. If they did not make that particular selection, this question was not exposed to the respondent.



Value	Percent	Count
Contact neighbors and friends to ask them to participate in this survey	22.5%	36
Signing up as a beta tester for new service in your area	60.0%	96
Sharing owned elevated assets (grain silo, tall utility type poles, etc.) in exchange for upgraded priority Internet access	11.3%	18
Other	6.3%	10
Totals		160

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4.0 How the BAAT Program Works

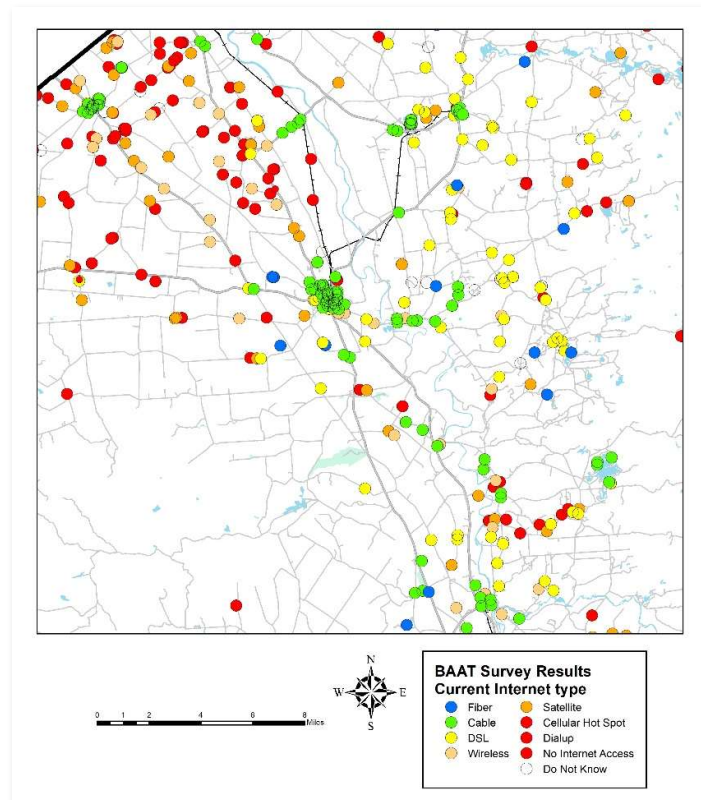
How It Works. Residents and businesses access a community-promoted Internet site developed and deployed by ECC using devices such as a PC, iPad, laptop, or even mobile devices. The assessment results are valid no matter what device is used by the respondent. Speed test results are not as reliable, even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

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

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

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

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



SAMPLE BAAT RESPONDENTS IN MAP FORMAT

affordability issues or low population density.

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

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

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5. Site Analytics

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

5.1 Speed Tests.

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

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

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

5.2 Survey Results

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

5.3 Internet Site

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

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

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

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

As the campaign progressed, there were additional referral source as well as search results from Google and Bing. Direct entries also increased in lockstep with the outbound calling activities from Jefferson Community College.

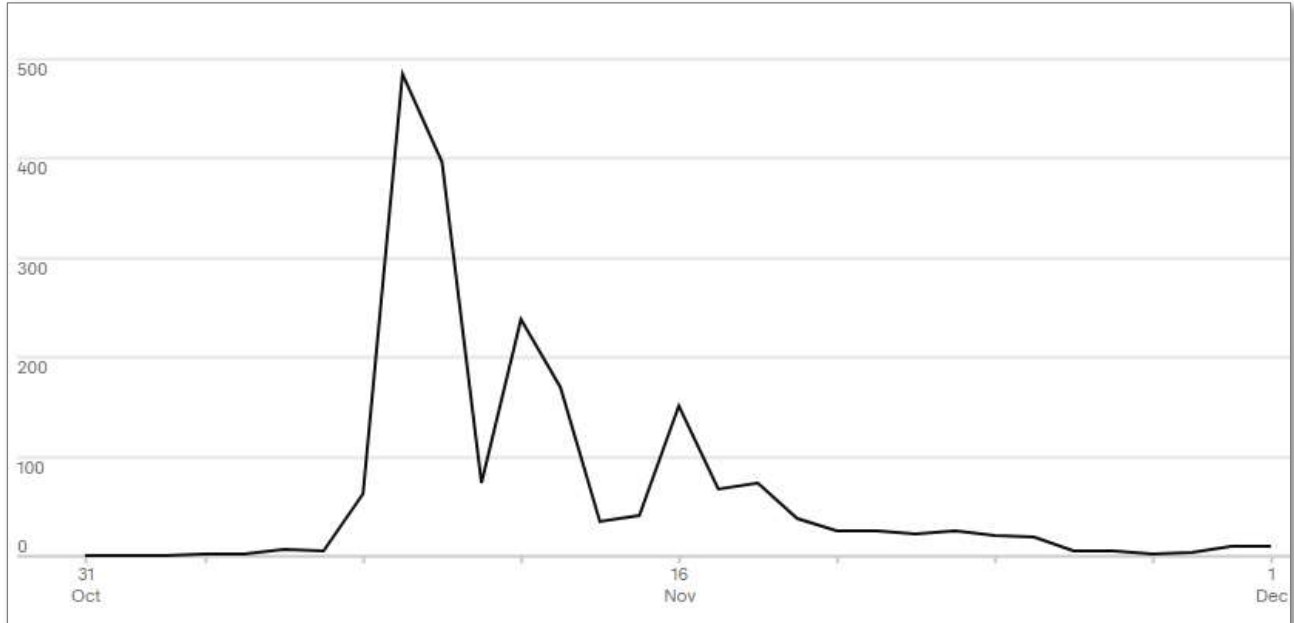


FIGURE 10 OCT 31 2020 TO NOVEMBER 30 2020

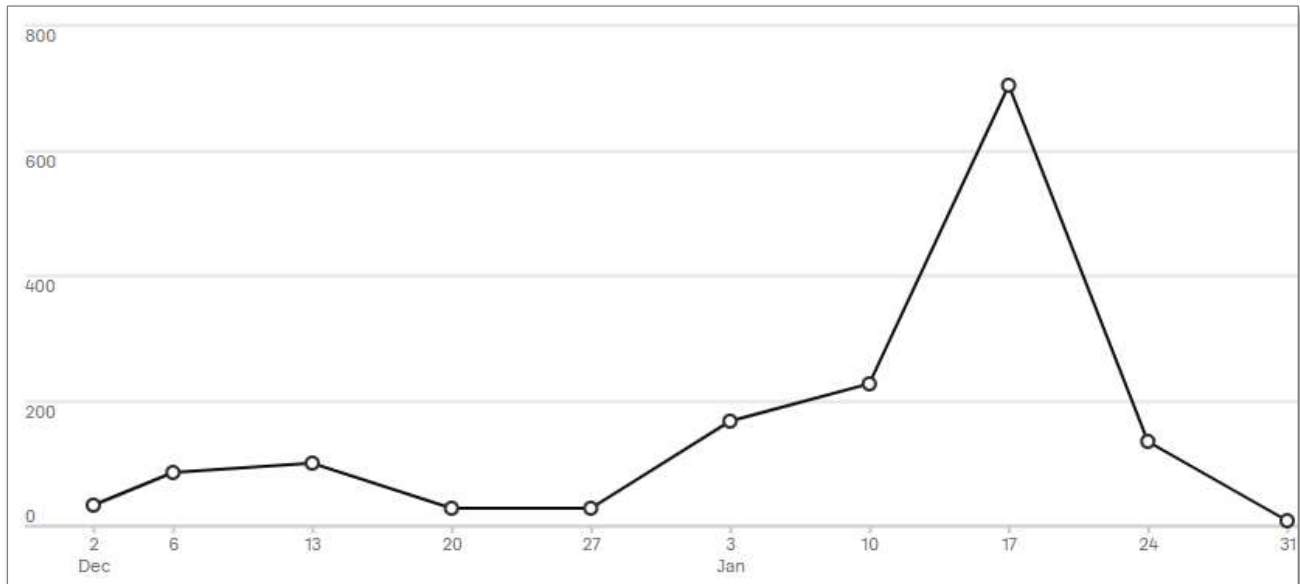


FIGURE 11 DECEMBER 1 2020 TO JANUARY 31 2021

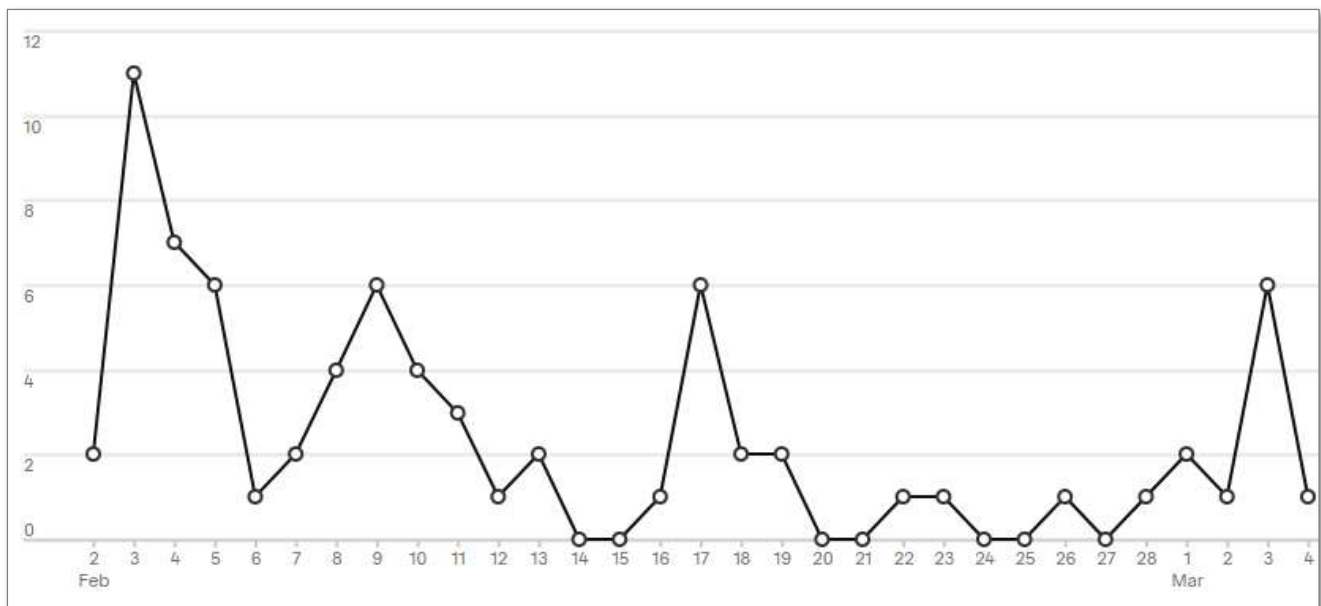


FIGURE 12 FEBRUARY 1 TO MARCH 4 2021 (NOTE SCALE)

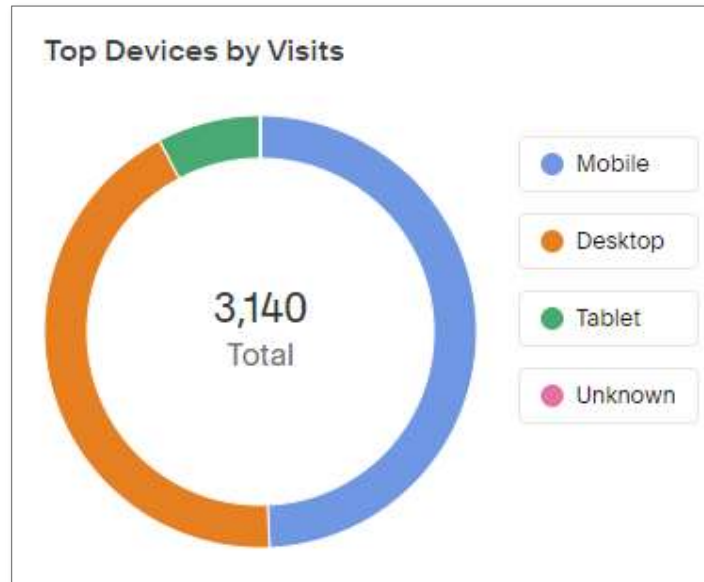


FIGURE 13 TOP DEVICES BY VISITS

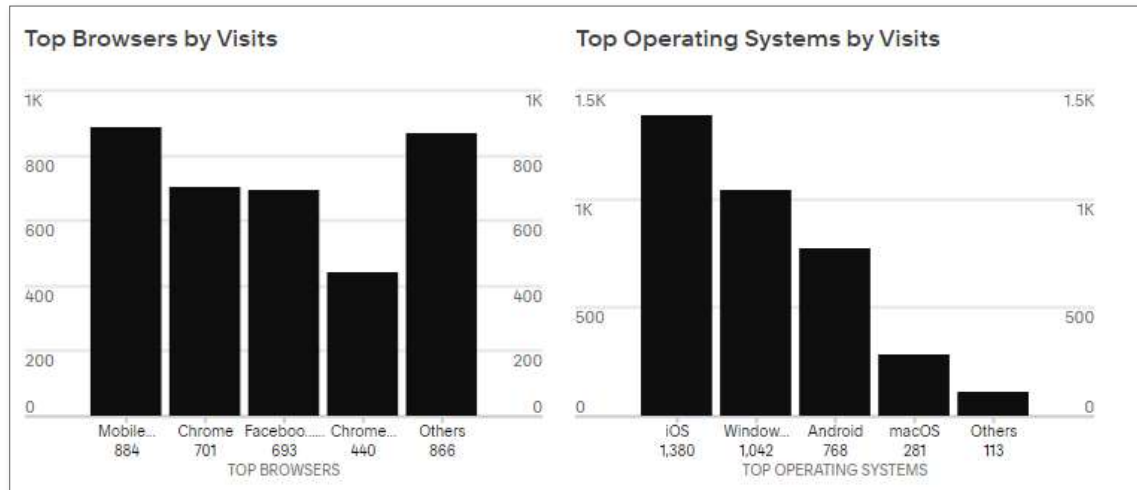


FIGURE 14 TOP BROWSERS AND O/S'S BY VISITS

Traffic Sources

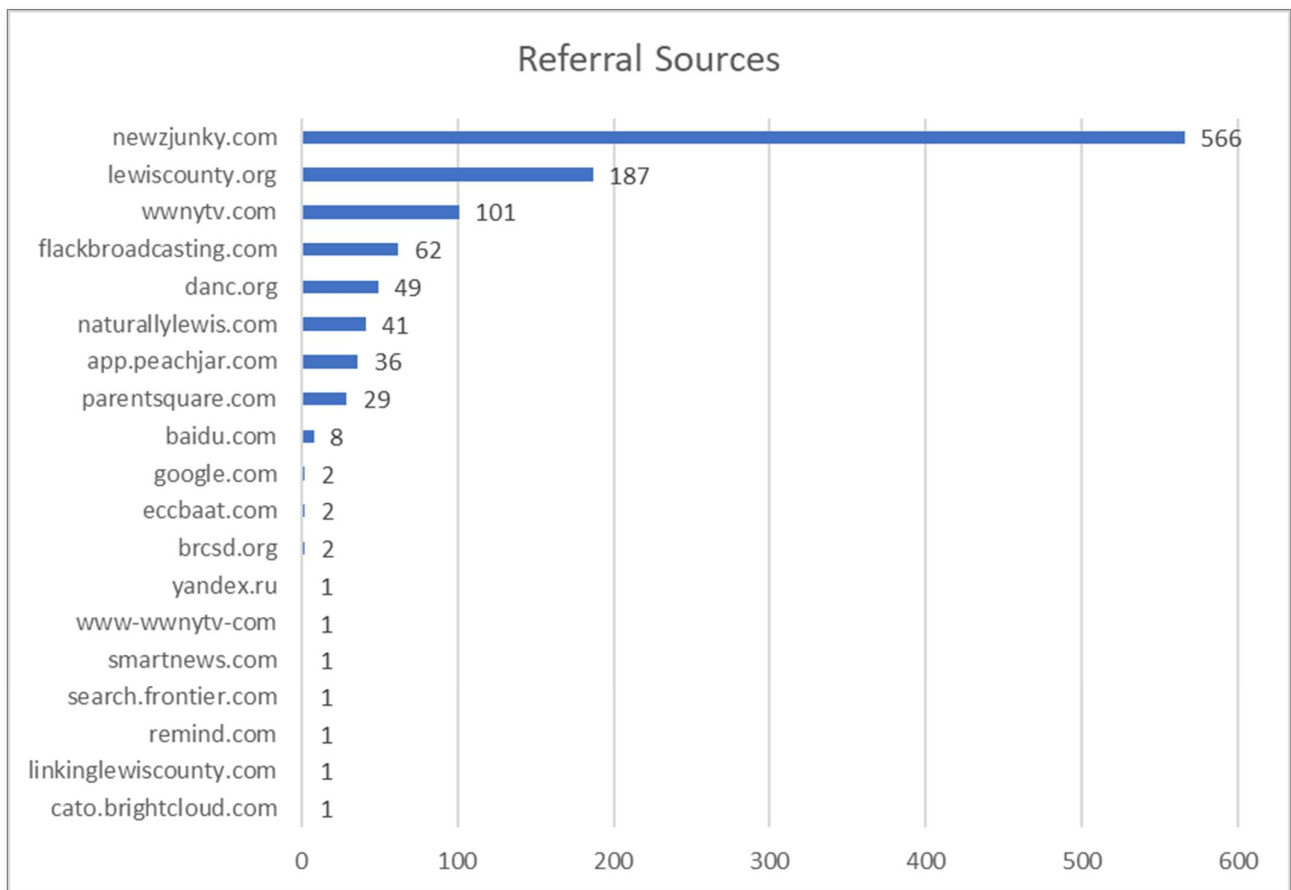


FIGURE 15 REFERRAL SOURCES (EXCLUDE DIRECT & SOCIAL)

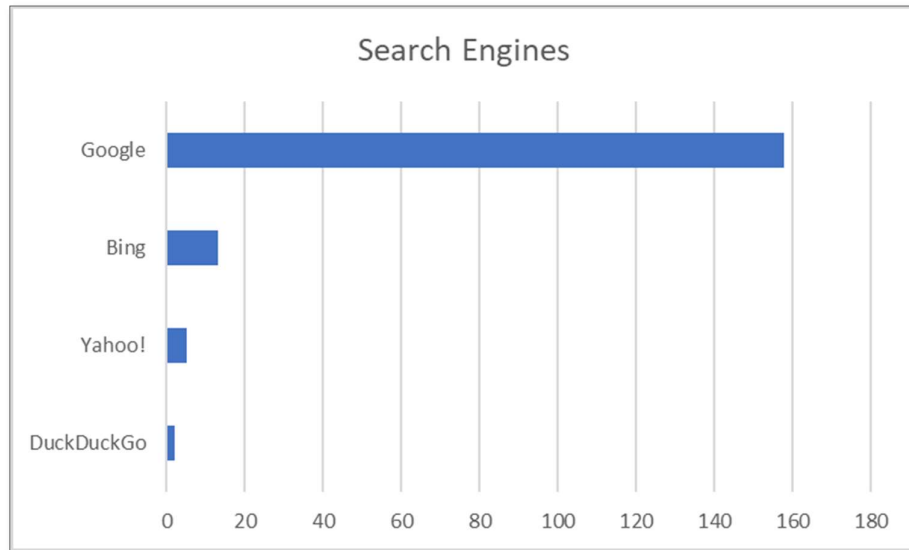


FIGURE 16 SEARCH ENGINE ACCESS

Direct and Social Media Response.

There were a total 1,181 respondents through directly entering the URL into the address bar. There were an additional 653 responses through Facebook. There were no responses through Twitter.

Appendix

Appendix A. Respondent Comments

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

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

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

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

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

- | | |
|-----|--|
| 1. | \$70 per month is too expensive for slow internet service and there are not other choices where I live. |
| 2. | A need to get access to our very rural Areas. We can't even get internet here.from any provider. |
| 3. | A quality broadband service is needed to live in today's internet lifestyle. Everything is done on the computer. |
| 4. | Access is not always the same as reliable and fast |
| 5. | Access to good internet service is extremely important for us to be able to connect with school. At this time there are anywhere from 3-6 children using the internet for remote learning on a daily basis. |
| 6. | Affordability is a concern and how it will increase in price over the next 3 years per spectrum. If the service doesn't change, why should the price? |
| 7. | Affordable and reliable internet is necessary especially at this time of remote learning and to help with our son's education since the wind mills went up around us are cellular service has dropped. |
| 8. | Affordable broadband access for everyone is very important. We're fortunate to have it but our neighbors 100 yards away do not. |
| 9. | All aspects of our lives from schooling, finances and entertainment revolve around the accessibility of the Internet. This area of Harrisville deserves to be served as the taxes are high and the available services are few. |
| 10. | All locations along the road have trouble with internet. Tried to get Spectrum but do not have access to it. |

11. Although we have a choice of satellite internet providers, the available speeds are far less than cable internet. My wife works from home 90% of the time and webex apps would be much more seamless with higher speed internet.

12. Are there any other comments you wish to share with the County regarding broadband service or Internet access?

13. As a teacher and a mother with a high school student and a college student, this past year highlighted the need for good and affordable internet access. I should NOT have to pay over \$150 to get iffy service. There were several days that my college student had to go sit in the JCC parking lot in order to get the internet she needed to do her schoolwork. As a teacher, I was not able to connect with my students as well as I should have due to the inadequacy of my internet service. This was after I contacted Viasat and increased my plan to the highest amount possible. A great disparity and inequity for people who choose to live in rural areas

14. As our Insurance Agency relies almost entirely on electronic communication and data management to serve our clients and grow our business, reliable, high capacity internet service is crucial.

15. As referenced in the introduction, quality internet is essential in order for Lewis County residents to be successful in school and earn a living. A lack of internet access really handcuffs families and the opportunities they can pursue.

16. At our address we have at most 7Mbps of internet speed. This is not sufficient for me to work from home (streaming meetings don't work), nor is it enough to stream most services (Netflix works but Disney, Amazon, and others do not). It is a primary reason I am moving out of this county. If we had better Internet I'd have a harder time with my decision to move.

17. At this address we are unique in that our residence houses not only personal use internet demands for our family (personal use) we depend on internet for our child's education. We run a business from our home office and a local government office from our residence. Local government trainings and educational study are done along with our personal business records management.

18. Babysit for grandchildren who need internet for virtual learning

19. Because of virtual learning, we have 3 school age children we babysit for and google meets are a challenge with a phone hotspot. They are missing much.

20. Beginning of trump admin. Took away net neutrality: I noticed providers were throttling access when getting on certain softwares/ programs for business during certain times of the day and connection would slow down. Also providers were bombarding with plans to make the services "faster."

21. Being 6-7 miles out of town on a major road and having only one terrible service option is horrible. Meaning cable, fiber optic, a descent DSL, etc. Not including satellite do to cost and the data caps are horrible in these times.

22. Being a teacher having access to fast internet is important not only tome but my students as well

23. Bot6h my wife and I are involved with a number of net based meetings daily. In any given day, there are a number of times where our participation is limited because of band-width issues (loss of video/audio, etc.)

24. Bringing improved internet access/broadband access to rural areas is imperative in ensuring the education and livelihood of familes. My job is dependent on quality and consistent internet access. Having enhanced internet connection will also help promote local economic growth and will hopefully keep people in the area!

25. Broadband internet has become the standard in most parts of New York State, however Lewis County and other rural areas do not have even have access to it. Frontier informed me my ONLY available internet speed is "a step above dial-up."

26. Broadband is necessity for virtual learning in rural areas!

27. Broadband is rather okay during certain hours of the day. Morning and late afternoon. Once everyone is awake and children are remote learning broadband becomes slow and laggy.

28. Broadband to me is the ability to download and upload significant amounts of data and stream video on multiple devices at the same time. I consider 50-75 mbs the MINIMUM required for my home with three people, one of whom works from this location remotely all of the time. They need robust, reliable and speedy internet service. Without it, they could not live in this northern area of the county. I currently use Mohawk networks and am very pleased with their service except for the speed of my connection which is sometimes too slow to work well for our applications. The most popular alternative is Spectrum which is quite expensive after a short introductory period. In addition, Spectrum often tries to "bundle" TV and phone service with internet. They are very aggressive in their sales promotions on the telephone to the point where I've had to hang up on them and call back to try to negotiate with them. I also find that while Spectrum offers "up to 100 mbs" in our area, all the connections I've tried to speed test fail to go above 10 mps. Friends at Lake Bonaparte have been promised by Spectrum to have high speed internet for years and still do not have it on their road. It is obvious to me that the only way to attempt to get fast, economical high speed service from providers that only see \$\$ when they decide whether to offer service in Lewis County is by enlisting the help of governments at all levels to advocate for services for their constituents.

29. Called frontier four times since July 2020 when they installed the fiber optic/broadband cable across the road (approximately 100 yards from our house). We were promised, after being on hold/transferred and on hold again, that we would be hooked up soon. The first time they said by the end of the month (September), then November 16th (nobody called or came) and after another call was again "promised" hookup with the week. No call/no show! There are other neighbors across and a mile and a half up Highmarket Road who got connected over a month ago! What is going on with this lack of follow-up on promised made? We pay our bill on time/early every month!
30. cannot stream at all and NO WIFI
31. Cell service is not good in New Bremen
32. Cheaper prices cheaper prices.
33. College adjunct faculty require connectivity for meeting remote class demands. Not having reliable, inexpensive broadband available at this address makes this impossible.
34. Computers and cell phones are the ruination of this world, that's how we feel.
35. Contact info [REDACTED] Trish
36. County investment in internet is a must! You must invest in infrastructure to support things like business attraction, resident attraction, etc.
37. County should map cable and FIOS network, then subsidize the extensions to houses with students.
38. Covid has forced me to work from home and the expectation is I have Internet . However I have poor internet so how can I do my job effectively living in Barnes Corners.
39. COVID-19 has proven that there should be internet access to our entire county for remote learning and working.
40. Current cable internet provider is too expensive. They should offer a lower cost and lower speed base plan.
41. Current service unreliable for working at home
42. Current Windstream internet not satisfactory for operation of our Library network which consists of 3 public access computers, one staff computer and Wi-Fi outside and inside the building 24-7.
43. currently I know we can receive mohawk network but would cost \$70 a month and right now that is too much for us to pay monthly just for our child in kindergarten can do his work. we run off mobile hotspot for now until his work becomes more complicated and we need more internet usage. we can also get spectrum however they are not the best at setting up my neighbors and after a month they still have no internet and no one trying to install it so if I did start the process it would be a good 2-3 months before I MAYBE got it installed and working there is no guarantee.
44. Currently there is service just 3 miles down the road. It seems like that could easily be extended to our subdivision of 50+ households

45. Desperately needing/wanting high speed broadband service!!!! We really need the County/Town of Diana and DANC to be our advocate in Albany to push for this. It's critical to my livelihood and our children's education.

46. Download speeds have been adequate with Spectrum internet, but upload speeds are often slow. Having competition for high speed internet in our area could be beneficial for us all.

47. Due to the pandemic and schools being forced to teach remotely, students and families deserve and need high speed, reliable Internet.

48. Especially in these times of virtual work and schooling, good internet access is critical. All forces must be mustered to provide it across the County.

49. everyone should have access to broadband and the county should do everything it can to make sure everyone has access

50. Expanded broadband will improve access and capabilities for even existing services, so yes, we need to expand broadband throughout the county

51. Faster

52. Feeels bad for kids

53. Fiber to the home is critical for my ability to work, obtain cost effective healthcare through virtual doctor visits and for research and entertainment.

54. For the price , the service and internet speed is terrible.Spectrum should not be allowed to have a monopoly. They keep raising prices. There should be competition or government regulations.

55. For the price we are paying our Wifi is awful, I have been trying to work from home during the pandemic and I am un able to do so most days, having to use my cell phone hotspot making me go over that data as well. Our internet cuts out with the weather and buffers

56. For the school and the county, it is really important. Especially off of Osceola Road, it needs to go down deeper because there are a lot of people who need it but don't have it.

57. Frontier has lines on our road but insists there are none & didn't want to send an "exploratory" service person out. One of my neighbors found out that 3 families further in the forest (away from rte 177) then we are have frontier internet. He was told by frontier, no we don't have lines out there.....2 weeks later, my neighbor stopped the frontier truck driving past his house & the driver told him....I'm out fixing the internet for a customer. The County should have a solid handle on where these lines actually are and stand as a resource for residents to help obtain or talk to providers. Satellite is wonderful, but unreliable. We have it for tv and internet. Worst part is, we get Syracuse television stations & if I hadn't gone on the Channel 7 watertown site to check the weather I would not have known about this survey.

58. Frontier has new poles on Salmon River Rd for fiberoptic internet, but nobody knows how to get connected with Frontier, including Frontier

59. frontier has strung fibre-optic cable along long pond rd, just need to have it hooked up. do that.

60.	Frontier internet is not reliable and Spectrum is outrageously expensive. People of the north country deserve low cost, decent speeds and reliable internet service.
61.	Frontier is overpriced and out of control. Their connections and customer service are terrible. They need some healthy competition to keep their monopoly on the area in check!
62.	Frontier is the only service available and we typically have 25-30 days downtime per year. Speeds are 10-20% what is available 1 mile from our residence via spectrum, who refuses to give us service.
63.	Frontier is unreliable and we have zero other options
64.	Frontier states no service is available but neighbors have it. Cannot get service so that I can work from home. Satellite internet is not compatible with vpn connection for security.
65.	Given covid, it is essential internet be accessible to all areas of the county, especially for school age children.
66.	Google Fiber would be a huge improvement over Spectrum.
67.	Great idea if this service lets me have service for the season my business is open i will get it. If not then i will have to go without.
68.	great service available currently with Time Warner but expensive
69.	Had dsl it quit working and the company would not fix it. The service was always out and slower than dial up but better than nothing but the last time I totally lost service they would not fix it. It was the most unprofessional company I ever dealt with
70.	Have access to Frontier but the internet is very slow.
71.	Have been trying for a couple of years to get spectrum it is a half a mile from my house and they want \$17,000 to get it here that's for me to pay
72.	Hello thank you for this service as I feel like this is an area that is lacking and during this time of virtual school and working at home is so important. Our internet pre-pandemic absolutely worked wonderfully, however since has greatly suffered making school and work very stressful. Your assistance is appreciated.
73.	High speed internet is an essential for our family. We have one graduate student and one engineering student who are taking classes entirely online at this point. Three children are homeschooled using an online math curriculum. For us it's not just about having access to entertainment.
74.	How about cell phone coverage?
75.	HughesNet is not adequate for Business Requirements and more often than not, isn't even adequate for streaming video.
76.	Hughesnet is the only provider and it's slow and too expensive.
77.	I am 80 years old I need internet if anything happens to me.

78. I am a middle school teacher who is teaching a blend of remote and in-person classes. Having internet is not just a luxury, but would make my work significantly easier to complete, especially given the current conditions with Covid. Being quarantined is a real fear not only for the possibility of getting sick, but also because I have no way of doing my job from home if ever needed. I also miss updates and notifications of changing conditions and scheduling at my school and in the county, as these notifications are often sent via email or text. My husband's work schedule is also updated throughout the week via an internet-based app. Sometimes, he misses changes to his schedule when they are updated when he is home. We do not have cell service at my home either, so as you can imagine this is frustrating. I have tried contacting the service provider for my home phone to inquire about getting internet multiple times over the last year, but have been told they will not open any new lines or accounts. (I live in a very rural area, 30 minutes outside of town, so the options are extremely limited. Those who do have internet access my way are basically grandfathered in, and even then the service is weak.) Having any internet at this point, even at a moderately reasonable price point and strength would be absolute godsend.
-
79. I am a teacher at Lowville Academy. Our current internet provider is Frontier. No other internet service is available to us. Cell service is spotty (AT&T does not reach this area, and our current cell provider Version provides us with 1-2 bars). We have looked into Satellite internet, but we do not have a clear sight of the satellite to allow for this service and the price would not be affordable (My husband and I do not live on a restricted or tight budget nor do we have many financial expenses-it just proves how expensive satellite internet is!). Our internet quality does not allow me to conduct Google Meetings with my students. Uploading lessons is also unrealistic (a 12 minute video takes 3+ hours to upload...that is without internet disruptions). Internet access is also needed for other aspects of my job; such as lesson planning, competing report cards and communicating with parents. These are duties that I am required to complete outside of the school day (AKA: at home). My husband needs internet access to complete annual online training. We have tried to make the switch to paperless banking and bill paying...however, it becomes difficult, stressful and time consuming to be in the middle of a transaction and loose connection. I hope that Lewis County can resolve this internet inequality.
-
80. I am concerned that was money for this project and it never happened. Where did that funding go?
-
81. I am in need of reliable internet for my job. My current service is not fast enough. I was not even able to complete the speed test within this survey.
-
82. I am more concerned with cell service coverage in this area and beyond ie: north and east
-
83. I am much more satisfied with Spectrum now than I was with Frontier.
-
84. I am not at this address currently as I am a snowbird, however, we check our upload and download speeds. Usually our speeds are 2-3 megabytes... worse during high traffic times.
-

85. I am off the main road, and have been broken into along with many of my neighbors. We had to get a WiFi hotspot, in addition to our monitored alarm system, through the Verizon cell tower. I have called all local suppliers of cable, and they refuse to come down my road. I had satellite through Frontier, they lied allowed the reliability, raised my cost in one year from about \$40.00/ mth to about \$80.00/mth. I lost channels, lost service in bad weather, which I was told wouldn't happen. Then I lost the basic channels I signed up for, was charged for them even though I wasn't receiving them, due to some contract problem! Obviously, it wasn't my problem, but they charged me per month even though I wasn't receiving the channels. I need a clean reliable service, and satellite isn't that service.

86. I am on the same road as Beaver River School and every neighbor has high speed internet but my house. I run an online business and my son has a very hard time participating in online classes. Internet via satellite is ok at beginning of the month but after the first week, its very difficult to complete work and school tasks. Many times we have to drive to family members homes to do what needs to get done. I have reached out to spectrum but they are zero help. I've tried frontier and was stood up 5 times.

87. I believe internet access is very important to be able to function in the current times. Our access now is slow and unreliable, and the only choice we really have. Customer service is extremely poor.

88. I believe it is important for all regions of Lewis County to have reasonably priced reliable internet.

89. I believe it is very important to get reliable internet in Lewis County with more people being forced to work from home and schools and collages switching into remote learning. This was promised 4-5 years ago by Gov. Cuomo and was never followed thru, it's time we were allowed to join the 21st century.

90. I believe our current internet provider (Spectrum) is falsely advertising the internet speed that is available. We certainly are not geting the speed we are paying for.

91. I believe that the only service available at my address is satellite internet, I was looking to get spectrum business at my location but they do not come up that road.

92. I can't stream anything, have no wifi and internet is very slow with many breaks in service.

93. I come from an area that had 2 or 3 options for fiber optic internet connection. Between the population density and the competition available, I paid less money for faster download and upload speeds than I do here in Lowville, NY. Not to mention, I experience periods of outages a few times per week here and never experienced that in the other area. I would love to have access to fiber.

94. I consider it important to offer the same quality of internet access to all who live in this area, regardless of where they live.

95. I could not even answer this survey from home which is on line. How do you expect to get input? I don't need to write letters to have access to mail and snowplowing why should I have to be a champion to have internet in 2020?

96.	I currently have broadband through Verizon but would love more speed.
97.	I currently have poor internet speed.
98.	I currently pay \$79.99 per month through frontier for what is supposed to be high speed internet. It is better than the 0.8 we were getting for \$59.99 per month. Just wish there were other providers in the area.
99.	I do not have cell service at my house. So better internet would be great
100.	I do not receive very good speed with Hughes.net. Verizon is much slower so I am hoping something else will be available.
101.	I don't understand why the fiber optic project stalled. We have the cable running over our front yard but no one has called or stopped to check with us about signing up. I work from home and speed is horrible in Watson. Very disappointed at this point.
102.	I feel it is important to note that Frontier has not updated service nor when called do they actually fix the problem. I also feel it is an unethical business practice to tell customers that they currently cant support the customers that they have with out price reductions.
103.	I feel its extremely expensive to have internet access in our area.
104.	I feel that having broadband at my home is very important due to my job and education.
105.	I feel the wireless attempted by Mohawk made sense. It also seems to make sense for the County to assist to improve service to residents
106.	I find it absolutely ridiculous that spectrum came up our road for just the first seven houses and then cut the rest of us off. The rest of us have to rely on cellular data by using our phones as a hotspot. Many of us on our road
107.	I find it crazy that Verizon has fiber optic cables going to the windmills and it goes through the town and we can't get Verizon FioS here as another option.
108.	I find it ridiculous in this day and age that I do not have internet available and poor cell service.
109.	I grew up in Lewis County and still have property there, but my current home is outside the county, only one mile from the county line. I have fought with Frontier for 20+ years over their horrible service and keep getting false promises from them and from government on rural broadband "coming".

110. I have ~1Mb/s down, half of that upload with terrible unreliable Frontier DSL service. Locatedust one mile south of LC line, I inquired about connecting with Mohawk Broadband, but was denied. Spectrum is less than one mile away with service on my road. A call to NYBroadband in 2017 told me that Spectrum was definitely coming to me in early 2020. A rep from NYBB told me so and verified it on a Spectrum web page where I could enter my address to check. It was true then, but then as 2020 arrived, that page told me no service was to come here and to check back in 6 months which was the answer over and over again. I kept doing so, only to learn that the 2020 service promise was a lie by NYBB and Spectrum. I have contacted several government representatives to no avail. As a First Responder (Search and Rescue crew boss) I have missed SAR call details on email due to poor frontier service. As a team class instructor and employee of NY Division of Homeland Security and Emergency Services (DHSES), I am unable to collaborate with colleagues in formulating instructional plans and materials without reliable internet.

111. I have been trying for over a year to get internet options. I am an educator and I have school aged children who rely on the internet to complete work and connect to their classrooms.

112. I have been waiting for 20 years for cable. I am unable to work from home because of my limited internet access. If I had children they would not be able to complete the online portion of remote learning.

113. I have been waiting for Spectrum to come by my house but it is not available yet

114. I have called Spectrum numerous times. We live on a road where the neighbors 3/10 of a mile away have it. They keep telling me they can not bring it to us at this time. I believe this is terrible. Lake Bonaparte has been given Spectrum to hundreds of camps who are seasonal.

115. I have called Verizon many times I only have 3 gigs the Verizon engineers say they don't know why we c as my get more being close to thier office they also said Verizon does not care about this area because we're in the woods and country

116. I have Frontier and frequently get messages on my computer that the internet hookup is not secure. I also have neighbors that do not have internet access and have school age children. Just why does it have to be so expensive.

117. I have no choice but satellite internet. Hughsnet has been nothing but a pain in the butt. If I use too much data I get throttled back and told if you want to pay premium we will speed you up, But for how long and for how much. Plus they stuck the satellite dish on my roof where I didn't want it and can't reach it to clear snow or ice. I live on a main highway but spectrum said it was not in their interest to run lines past my house. I live 3 miles from Copenhagen on a main road and have been waiting 15 years and so far nothing. If something has been updated I would love to know. What is the Counties role? Apparently nothing

118. I have no internet access and there are many more that don't have access like us. Internet is becoming the main form of communication and getting things done and more should have it. Choice of providers isn't so important so long as we have one option!
-
119. I have seen Frontier stringing internet past my property, but I cannot get any information on when or if it will be available, despite calling them numerous times. If the county could help provide this information, or share build out or future access plans and timelines it would be incredibly appreciated!
-
120. I have shared on the other side of this survey without taking the speed test. I did this time and I feel it was poor at best. Lewis County can pursue to improve the broadband services for its taxpayers but I do not feel that the providers can feel it will be prosperous for them to spread their equipment and services over such a large area for several homes if that warrants such. I would like that service but do not think we will see it, at least not on my road. I am happy to get my road snow plowed. My next exciting event will hopefully be the Lewis county transfer station improvements, then maybe we won't have to walk through sludge and garbage to dump a \$5 bag. Lewis really needs to look around more. Taxes here shadow downstate dollar amounts for minimal to no services. Now a huge school budget will crush its homeowners whom never used the school or will attend or walk its halls. Time to get the rest of us taxpayers something like broadband.
-
121. I have spent over \$1000 for attempts to gain good internet! Spectrum has said our road is deemed unserviceable even though it is just one road away.
-
122. I have two college kids that have had to study remotely and it's nearly impossible to do this properly.
-
123. I heard that fiber optics on our road but not where we live stopping at the address 1854 kotary rd. when there are 2 more homes on this road.
-
124. I just got Fiber to the Home (FTTH) from Frontier via the broadband program. I pay for 500 Mbps up/down and get 60% of that. The area install is under-engineered (not enough drops) and has caused problems with neighbors not being able to get connected in spite of the fiber being there. I did a lot of calling/email to Frontier to keep the install process moving. I am happy with the speed but am not getting what I paid for.
-

125. I just hope we get more options, particularly in fiber. South Korea has faster internet than we do in the US, and pays like a third of the price. I'm supposed to have 50-100 mbps of download speed, and as you can see from the test I barely get 20 mbps. I'm so over being scammed by Spectrum. Cable companies like this have a monopoly in areas so they don't have to offer competitive service, and the consumer gets stuck paying whatever they want us to pay. We need more options and more competition, but currently the infrastructure just isn't there. I think the county's job here is to do what they can to make it easier for other companies to move in and lay fiber, cables, DSL, I don't care. I don't want cable tv, I don't want a landline, I just want reliable internet access. I used to live out on Aubel Road, which only has satellite internet. Satellite internet is the worst. It's so so slow. My dad was looking at buying that house, but he couldn't because his business is all online. Thank you.

126. I just want to make someone aware that we currently have no working cable on our road, they have installed it, but it is not up and running as of yet... Broadband would be so much better than what we use now, which is cellular data, 90% of the time we lose signal and lose whatever we were doing online, it makes it extremely difficult to accomplish anything. If I need to install an update to my phone, I have to drive to McDonalds to use their WiFi. And when the cable is finally working, it is extremely expensive to afford...

127. I know for my family to have access to broadband would be amazing my son would be able to do Remote learning without being kicked off or getting interrupting and having a meltdown. My son has Extreme ADHD and it's been a struggle for him to learn remotely.

128. I know too many folks living in more rural areas that have horrible, if any, internet. I think it's grand that the County is finally taking an interest, especially with schools often being closed right now.

129. I live about a mile from Lowville and do not have great internet. People that live farther out do. I do a lot of business with my internet and need faster internet. I tried sending a large file this morning and couldn't seem to get it to go. Very frustrating.

130. I live on Route 3 in the Town of Diana. Spectrum stops approx. 1 mile from my house in one direction and 2 miles in the other direction. There are 6 houses in that stretch. I don't understand why Spectrum will not finish connecting.

131. I need higher internet speeds because I am now working from home.

132. I only have access to 1 provider Hughes Net and they are over \$60/mo and by all accounts Frontier is expensive and very low quality and must have phone as well

133. I pay for a service that does not work. I have changed providers 3 times in the past 10 years because we could never get service. I am still paying for a service that does not work. I use the data from my cell phone to get good internet and it costs between \$50 to \$100 more per month. It is ridiculous.

134. I personally don't have the issue because I don't have the need, but neighbors and friends have children and family members who work from home are suffering due to the lack of service in the area. I feel that it is very important in the technological time we live in today.

135. I prefer not to get Spectrum so therefore since that is the only option I would have right now, I do not have internet. I would prefer broadband to be able to do tel-a- doctor and to do online courses

136. I really like that you're doing this survey because I think everyone should have the decent access to internet services. I think that there should be more competition in these areas to try and keep the price I'm paying down.

137. I sell on ebay and it is very difficult to load postings. Also very frustrating for the download time. When my family from away is visiting and have to work from "home" they cannot use my internet service

138. I suspect my location is not dissimilar from others. I have dark fiber from Spectrum on the power poles in front of my house, but cannot get access to it. South Lewis school is my neighbor

139. I think 2020, the lockdowns, working from home, remote learning and the ability to stay in touch with friends and family is all the proof we need, in regards to how valuable and important broadband is. One step the county can take or continue to take is, data collection, like this survey. The more info the county collects the more info ISP's will have when it comes to reaching out into the rural areas. On a side note, over the last year, Frontier and Spectrum have have expanded their footprints considerably with fiber to the home and VDSL.

140. I think Broadband is very important - currently Spectrum stops at the pole in our pasture next to our barn and wont service our house but does service the house across the road (potentially anyway they have been waiting since this spring to get hooked up). Even explanation as to why we can't get it instead of just a no. We also have over 2,000 feet of fiber optic lines from DANC that run across our property and have no other option except cell phone service which is spotty.

141. I think competition is the key here- Spectrum is the only reliable, fast service on offer in the area, and they're a dubious company for a variety of reasons. We already have public infrastructure available with DANC, we should let more than one major company into the market.

142. I think I have good internet service, but I would like to see the price remain stable. If it could be provided for so much less as a part of a "special", it should not be rising every six months.

143. I think internet services are very important in this day and age. Mainly for school and work. If I had kids doing remote learning I am not sure what I would do. I could potentially be told to work from home. However without internet services it would not be possible.

-
144. I think it's important for everyone to have access to the internet, I'm very happy you are doing this survey.
-
145. I think it's very valuable to have internet access, we're very fortunate but some people, like my brother who lives way up in the woods, doesn't have it and he needs it.
-
146. I think should everyone no matter where you live you should have reliable and affordable internet. Our internet provider is Ridgeviewtel. Plus is unlimited data. Con. Unreliable service. Not consistent. Slow update and down load. Competition is good so more than one reliable provider.
-
147. I think the county needs it, we live in a world now filled with change, we're learning what we can do from home (employment), and I think more people are going to start working from home.
-
148. I think with the current times it is important to have affordable internet service. Discounts for education purposes. It's hard for me as a single Mom to afford all that is needed to provide for my home since my husband passed away.
-
149. I use internet extensively for home based business, continuing education courses, Zoom and Google meetings and volunteer work. I spend several hours/day using the internet and would be crippled without access.
-
150. I want a reliable streaming service with no data throttling and unlimited data. It would help out when doing school or work online.
-
151. I was lucky just 3-4 mo. ago to get Spectrum... however so many others are still unable to get on line... and need to!
-
152. I was told by the New York broadband expansion project's office in NYC that Frontier has been provided a grant by NYS to be the exclusive ISP in my area, inhibiting better providers like Spectrum to move in as an alternative. Frontier SUCKS!
-
153. I wish to have more options in Lewis County, the service needs to be faster, it's very slow. There need to be more options available for us.
-
154. I work at a school and do not have the capability to service the students if we start 100% remote learning.
-
155. I would appreciate it if they could get the service to to reach further from Boonville or Port Leyden in order for people in the middle to have more options.
-
156. I would like an internet service that does not have 'hidden fees'. A service that doesn't suddenly raise it's prices and make you feel trapped. A service that provides the 'connection' I need, without being able to 'monopolize' the price.
-
157. I would like internet as soon as possible thank you.
-
158. I would like the grandchildren to get a good education and not be kicked off all the time with the classes they are on. Or, they're not able to get on at all.
-

159.	I would like to have better cell service in my area.
160.	I would like to have reliable and fast access to do genealogy research, online shopping, and other research. No more slow downs, hanging, or can't find website.
161.	I would like to have Spectrum TV and Internet service as they send me brochures and advertisements. Then, when I call, they don't have a line on our road. We use wifi boxes from Verizon and AT&T but not enough signal to use them for a whole day. Pay too much for what we get done with them.
162.	I would like to see more options for affordable Internet access for not only our Village office but for our residence and our outside residence within the townships we border. I am aware of many individuals in the outer townships that are lacking solid resources for Internet. Thank you very much for working to better this and provide greater opportunities.
163.	If I work from home, I use the data on my phone. I bought a more expensive plan to allow for that and would cut back on phone if internet was available. Children are not in school yet, but the way things are going internet access may be more important in a couple of years.
164.	If offered we would love to see Spectrum offered to residents on our road. It would benefit many families. This year we have two kids in Middle School who are remote schooling 3 days per week and at times 5 when COVID has hit the county
165.	If they can find a way to get better internet for a lower price, that would obviously be better.
166.	If they set a tower either by fire hall or on Island
167.	If we could get it, and it would work, at a good price, then we would. But it's just too expensive to have and it not work.
168.	If you don't have cable coverage is very spotty, 3 miles from Carthage and I have to go outside to get 1 bar on a phone, Croghan is nearly as bad.
169.	I'm an educator and my husband sometimes works from home also. When our entire family is using our internet it is very difficult and takes a long time for information to load.
170.	i'm capped at 40 GB which i pay over \$150/month. Seems like being close to Ft Drum, there should be more available options. Satellite is NOT RELIABLE and unstable
171.	Im on a limited income I can't afford to pay any more for internet however it's becoming impossible to conduct even everyday business without it especially during the pandemic.
172.	I'm on a main road and there is service 1/2 mile to the north and 1/2 mile to the south. Spectrum told me We would have to pay \$19 500 to have the lines run, and that was just to our house. There are 12 home in this 1 mile stretch of road.

173. I'm pleased but it would be nicer if it were faster, the faster speed that is offered is just too expensive.
174. I'm spending 5 days a week at my grandsons home for virtual classes. They tried 1 day to do classes from my house and even with a hotspot provided by school could they do classes. They use hotspot at their own home If both have classes at same time. I would like to be able to take grandsons to my home some days. Also just for my husband and myself our internet can be intermittent or out for days at time. Company had visited our home and could not get us a better signal. If newer windmills in Copenhagen area stop with no wind they completely block signal.
175. I'm tired of high Spectrum bill and poor service!wifi is down a lot for how much I pay them. It's also slow speed for what I pay for
176. I'm watching Starlink developments very closely, which may be the best hope for underserved populations in Lewis County as 2021 approaches, although pricing may be a barrier. Regarding question #15, the "Newspaper article" option is misleading, as it could either be a print edition or online edition, which should have been clarified in this survey. Otherwise, it could appear the article was accessed via traditional print media. Regarding question #18, I have assisted people in my personal life for the past 5 years in removing the digital divide barrier (volunteer work). These experiences served as the basis and program design for the Technical Assistance Initiative at Lewis County Opportunities, which assists low-income families in removing barriers to the digital divide in the form of Internet access and technology devices. This has involved 1) Site testing to assess the options at a given family's locale; 2) Assessing the family's needs as to how Internet and/or technology devices can mitigate or eliminate barriers to daily living, educational, or employment needs; 3) Procuring Internet access (wired, cellular, fixed wireless, or satellite) and technology devices through secured Federal grant funds (Community Services Block Grant); 4) Developing a fiscal sustainability plan with the family to ensure the family can sustain ongoing technology costs; and 5) Ensuring a training plan is in place with the family to ensure effective usage of the technology devices, and proper maintenance/ proper care of the technology devices they have received. With this background experience, I would be interested in serving on a prospective focus group or adhoc committee the County of Lewis may form in the future regarding Internet accessibility.
177. In 2017, we contracted with Frontier to install our own dedicated fiber line because reliable, high speed internet was so critical to our business. This was an expensive endeavor for us (we are on a 5 year payment plan) but we were not able to conduct business with the DSL connection that was slow (on a good day) or when it didn't function at all (which happened at least once per month, often for days at a time).

178. In a rural area such as Lewis County, internet access plays a critical role in connecting people to a variety of resources. Unfortunately, there is a major inequity currently. The current pandemic has brought this to light, especially in the area of education. Access to internet has been critical to continuing meaningful instruction for our children. This has been an issue not only for students, but also the teachers who need high speed internet access to develop instruction and connect with students.

179. In an age of technology having good internet access should be as easy as having electricity in your home. Where I live we are trapped with only being able to have Frontier for internet, we do not get a good signal to be able to use a cell phone so a landline is needed. Frontier customer service is terrible, both were down for 2 weeks before someone came to fix it. If we had better internet I would use internet phone, but with a current speed of 6, and that's when it's at it's best, talking on internet phone is spotty. Frontier is the only service provider at my address.

180. In the times where are in it would be nice to have more options for internet services, but only provider for my area is satellite.

181. In the year 2020, they are attempting to get 4G cell service on the moon, yet the best I can get from my Hughes net garbage satellite service is at best 3G (slowly) for \$60 per month (expensive) for 10 gig which after the first week of the month is over and then slows down considerably for the next few weeks. There is no way that people can afford this type of sub-par service at those prices. The technology is and has been available in many markets in more populated areas for over a decade now. This situation of dedicated broadband for all is worse than the similar scenario of the landline telephone of 80 years ago. Lewis County, I feel should be focusing on such for improving services like so, for all. The taxes here are quite similar and in many cases more than downstate households. For that reason alone the services should be quite similar or at the least close. They are NOT! I am happy to get my road plowed, that is about all I get. I cannot even get stone put down. I have electric, thats good yet even cell service isn't good. If that was better, or pushing to have more towers applied in sparsely located areas, we wouldn't need broadband as much, although it is a nice feature to dream of but am sure this won't occur in the near future. I do appreciate the ability to chime in here. I am going to do the survey again with the cellular/hotspot option which seems to work slightly better then Hughes net, depending on the weather and spot location within the home or property.

182. Internet access is becoming a necessity rather than a luxury. The speed that is currently available will not support both of our children learning remotely. The upload speed will not transmit their video without freezing. If I end up having to teach from home, there is no way we will all be able to learn/teach effectively.

183. internet access is limited where I live. I wish that I could get some service that didn't cost me an arm and a leg.

184. Internet is available on both ends of our road. Not even far from my house. Don't understand why we can't get it. When I ask spectrum they say 2 years

185. Internet is slow.

186. Internet is through Frontier and is in and out all the time, sometimes days at a time and only 1 device can be used at a time. Definitely need a more reliable internet wifi choice around here. I have recently heard Mohawk Satellite is ok (better than Frontier) and will most likely be switching though more expensive.

187. Internet is used in every day in life especially now during covid it would make life easier for alot of people Thank you

188. Internet service cuts in and out frequently. That is why some answers are "do not know". Not sure whether paying more would improve this.

189. internet service is dreadfully lacking in the County. It should be the highest priority.

190. Internet service is poor and doesn't even get close to the speed that Im paying for at any given time. Too many outages and no other choices of providers. Basically it is a monopoly that shouldn't be allowed.

191. Internet speeds are exhausted in this home when more than one user connect, often impossible to work often. Cannot find another service to replace.

192. It is essential to gain better internet/broadband services with 3 children in our home currently using internet daily for school work. Spectrum currently provides services at both ends of East Road yet refuses to continue the cable in our section. There are currently 15 children either currently in school or will be in the near future in our 1 mile section alone that has no reliable service.

193. It is frustrating that in 2020 all New Yorkers are not afforded the opportunity for low cost reliable internet service.

194. It is imperative that we work to level the playing field for community members. I depend on Internet access for my job where I work from home. I need speeds that can support video meetings. I have NO choice but to use an Internet hot spot with data limitations. High Speed Internet is .2 miles from our home and Spectrum quoted a cost of \$10,819 to bring to our home. I am certain there are more than enough homes to support the investment to run lines by our home and connect on both ends of our road to existing service.

195. It is very important to have stable but yet inexpensive internet service. I run a home based business and we have a child that occasionally does remote learning. We didn't have internet until it was necessary for remote learning. We started out on my cell phone because that was the only connected device and it was difficult to use without being connected to the school system. But we got pushed to get cable hooked up. It isn't always affordable, but it has made our lives easier, so we continue to find ways to pay for it.

196.	It MUST be reliable, previously had dial up, was very unreliable. Must have excellent customer service and technicians
197.	It seems to me that regardless of county the real trouble areas are those that are back roads. For instance off of route 12 there are a lot of back roads with farms or large properties. As such these roads may not have a large enough population for your Spectrums of the world to see value in bringing internet to. These are the areas who only can get shotty Wireless or satellite service and are in high need of more.
198.	It took about 25 minutes to complete the test and survey because the pages took so long to load on our wifi.
199.	It would be a nice feature to have, but if it can't happen then I won't argue about it.
200.	It would be extremely helpful if we had better internet access besides our cell phones. With kids doing remote learning it is extremely difficult to get them connected and to stay connected with just my phones hotspot. If all 3 were to be at home at this time it would be impossible to have them all connected at once.
201.	It would be great to have broadband access on East Road. We had Frontier but it got worse and worse until we cancelled. We have to use cellular data now.
202.	It would be great to have more then just 1 option for an internet provider.
203.	It would be nice for Spectrum to have some competition!!!
204.	It would be nice to get Verizon Fiber
205.	It would nice to have unlimited internet connection to stream tv or videos and for kids to do their remote learning that not going to cost families an arm and leg to pay.
206.	It'd be nice to have an alternative because we're not really happy with our service provider right now.
207.	It's like having dial up service at times. It's just terrible. Tried online college and failed many tests because that was the day internet decided not to work, and fail test because it's timed and couldn't load in time. Really sad situation. Love Lewis county, but opportunity just isn't here. And the college they put in is just about useless too.
208.	I've attempted to get spectrum internet since it was just run out on the East road recently - was told it would be at least a month before I could access that... it's right outside my house - shouldn't take a month to do! Spectrum has been terrible to work with- has scheduled me 3 appointments and either cancelled them on me or just didn't show. Unfortunately they are the main provider for internet in the area so I'm stuck.

209. I've contacted companies myself only to be told they could run service to us at a cost of \$10,000+. Satellite service is not guaranteed due to our tree lines. I was hugely impacted during the COVID shut down as I'm an educator and my children were also learning virtually.

210. I've tried getting access via 7 different providers/options with no luck. I'm on a main highway. Spectrum offers service 1/2 mile in both directions from my house and they quoted me \$19,500 to get the lines run from the main line to my house. That's with them paying the first \$3,000. There are 12 houses in this 1 mile stretch of road.

211. Let's get it to EVERYONE! I am a mile from Michigan Mills Road (just got internet) but do not have internet myself. Run an in-home business and need internet to expand.

212. Living on a main road, we have been fortunate to have reliable internet. It has been critical to both adults in the house working remotely and for the education of our two school aged children. Everyone in the county needs the access that we have, they are at such a disadvantage if they don't.

213. Looking for better TV options as well

214. Love the customer service of our current company, but we are on their premium plan and struggle to keep multiple devices connected and access the content we need for school and work; internet calls frequently freeze and downloads take hours.

215. Many areas only have the option for one or even no providers. This creates a monopoly with high prices and substandard service. There needs to be competing companies to keep prices low and competitive and to make sure the internet access is high enough quality to keep up with the ever changing demands of technology.

216. Many services in the County use the excuses of "too far North" to bring up to date services or to bring services without extra charges due to distance. These excuses are outdated and ridiculous now and it's time people stop using them and treating residents like idiots. Bring us the services we deserve at prices that are affordable so we are willing to stay in an area that we like and enjoy.

217. Modern life is leaving Lewis County residents behind because they don't have access to reliable fiber internet. It is a necessity, not a luxury. Our children are going out into the world after struggling to obtain the same level of technical knowledge as their peers across the country because we don't have the infrastructure to support it. Our schools are doing their absolute best with what they have, but relying on weak hotspots is not the answer.

218. More competition for internet needed in the County

219. More options, better quality, a lot of people don't have computer or internet

220. My children grades 8 and 12 who are in Accelerated classes are unable to learn from home as there is no reliable internet choice available here . We are in a short stretch of route 26 not connected to Spectrum from Lowville to Carthage. Lowville school also has not been able to secure any hot spots for us to try either. So our household has to drive our kids 8 miles to Lowville everyday so they can use other people's internet and expose them to possible COVID situations because we are without options.

221. My children have remote learning lately due to COVID-19 and are having trouble with the network of our internet so it makes online school a daily struggle!

222. My children learn remotely on most days and it is difficult. The internet is not reliable. They get kicked out of classes, etc.

223. My children need the internet for school work to achieve in school

224. My daughter currently has FrontierNet, which promised high speed access. Unfortunately, every time we talk, she tells me the internet is down. I don't call this good, promised service.

225. My daughter relies on internet for school minimum 3 days a week and is constantly either loosening signal or can't get into class at all

226. My family has used Frontier DSL for 20 years, not by choice, but by that being our sole option. We pay for a plan that is for 6mbps with a promise of half that (3mbps). The understanding is that other factors affect that 50%. However, we rarely see speeds much above 1 on a good day. It is basically of no use with current circumstances. We are trying to use it for my work - tele-therapy, kids school and older kids college. We have to utilize data plans with our cell phone much of the time. We would likely take any other option that becomes available.

227. My granddaughter stays with us a good deal of time and needs the internet for school. Fast internet would be ideal. My phone is my hotspot.

228. My hot spot is terrible. Service is spotty. Can't do much at all on it.

229. My house hold needs internet access for work, health care and education

230. My husband and I are both retired. We both have medical issues and our doctors use portals to communicate with us and vice versa. We have had Satellite internet service since 2012 but it is unstable and expensive \$94.70 per month. Spectrum is only 600 feet from our property but they have no plans to service Stoddard Road. Internet has helped us thru COVID as we order groceries from Walmart pick up in addition to other stores, Tractor Supply, Aubuchon Hardware and Home Depot. It would be wonderful if the County could help Stoddard Road obtain stable internet. Thank you.

231.	My husband and I live in Lowville and when we first moved here in 2012 we had no problems with internet speed. In the years that followed and more homes on our street used more internet data we lost our speed and at times our availability. By the year 2018 our internet was so slow the only times you could use it for streaming was between 2:00-4:00am. We finally got so frustrated that we got rid of traditional internet all together and currently we only use our cellar phones for internet access, which is not ideal but better than paying for internet that was slow or we could only use at certain times of the day.
232.	My husband has shared custody of his 2 children but we see them less now that school work is internet based b/c our service is so terrible they can't get on and do their homework.
233.	My service is too expensive
234.	My wife is the child care provider for our grandchildren, with school remote they are unable to come to our residents because of lack of Internet service. This brings a great deal of hardship for parents, kids and wife. Also unable to use cell phone in home because of no connection, causing us to need both land lines and cell which make phone bill alone around 200 a month, unable to get cable Tv another 175for dish, Internet connection hot spot around100 and very unreliable.
235.	Necessary ASA
236.	Need better more reliable internet. I know college students who had to travel back to campus to do their testing because the internet is so bad in this area!
237.	Need it to be affordable and reliable, especially for distance learning, students should not have to deal with a slow connection
238.	Need more options on carriers no competition makes for high bills!
239.	Need reliable high speed internet connections
240.	Need something more realiable
241.	No
242.	No
243.	No
244.	No to huges net. Require 200GB a month. One Xbox download is 70-100 GB
245.	North county broadband, is ok, but slow at time's, daughter keeps getting kick off when she's in class. Trouble streaming sometimes, not reliable. They ran fiber down the east road but they stopped two house down, about 1/4 mile down the road from my house, so I'm wondering if they are going to run it further down the east Rd.? Because there is15-18 more houses in less then a half mile pass my house, would make sense to do so.
246.	Not sure why Lewis County needs to improve broadband access for people who choose to live in remote areas at the expense of other taxpayers. Does not make sense. Put the money toward lowering my taxes.

247. On East Road here in Lowville we only have Hughes Net and Via Sat as high speed options. We have a choice or two in DSL and thats it. The problem is the cost and caps on usage. Anything less than broadband is not an option as my wife and I work from home at times, take online classes, pay all bills online, and need broadband for streaming services. Our cellular hot spot gets us by, it can be spotty so the phone used has to stay in one location to get good enough signal to stay working. We would like to have Spectrum or some other options and think the county should cover the cost of running cable internet down East Road so those of us who want it can get it.

248. On our road, there are 7 houses within 0.3 mile of Route 26 and we all have been actively pursuing broadband for years. Our neighborhood has consisted of a doctor, 4 teachers, a dairy farm, and a profitable business nearby on Route 26. It makes it difficult at times, and impossible most times to teach and/or work from home/business.

249. Only options for internet are cable or satellite. Cable is expensive. Starlight doesn't work.

250. Other than satellite Internet which is very expensive my house does not have Internet access

251. Our area was surveyed by Spectrum last summer and make ready plans were to proceed. The project was halted and the last hookup is a mile from our house. There are numerous possible hookups between our residence and the last hookup.

252. Our area was surveyed to build. The project was stopped. The nearest service is one mile away. Looking at the coverage map it would appear that this area had been built but in fact the project was suspended

253. Our children cannot get connected to google classroom. Either a glitch once connected or constant disconnection. Speed of internet prevent downloads impossible.

254. Our children require internet for school and my wife works from home we need internet it's 2 miles from our home

255. Our children struggle with day-to-day homework and classes as they are remote learning a minimum of 3 days a week. Only internet service currently available is cellular. These plans are poor for streaming and burn through data limits rather quickly.

256. Our current broadband access is shotty at best. I pay for only internet because of the cost but with 3 school aged children, and 3 adults it is not good enough. We are currently resetting the router sometimes 3 times a day. It is unacceptable but the only internet we have access to at this time...I would love to have options.

257. Our entire road has been trying to get broadband for years. We need it more than ever now for periods of remote learning for our children.

258. Our Hughesnet service is not good. My hotspot with AT&T is better but between the two we pay \$200.....ridiculous. Broadband is only a mile away but did not come up this road. I help grandchildren with their virtual work and impossible on my WiFi. County needs to be responsible for this

259. Our internet hasn't worked well for years. They have been out hundreds of times to "fix" it and it never does. We now have to use the schools internet for online schooling and our hotspots from our phones for personal use which increases our cell phone Bill considerably. This area needs something reliable and speedy.

260. Our internet is horrible. We frequently get bumped off and uploading and downloading information can be very time consuming

261. Our internet is poor at best if it works at all

262. Our internet provider is Mohawk network. And they have terrible service and usually a slow connection. Our only choice of access.

263. Our internet speed Gary's greatly Sometimes when you lose the internet completely and can't complete our healthcare or Our daughter's special needs Internet activities. Many times we have to reschedule online appointment because more than 1 of us needs to use an internet connection at 1 time Many times these internet connections are dropped because the bandwidth is not enough.

264. Our internet speed works for our current needs, but sometimes it struggles. We're worried about the capacity once our kid is older. We're the most basic users - streaming on the TV and a few internet-connected devices We're also really concerned about the lack of choice in Lowville. Spectrum just raised their monthly bill - even during our 12 month deal, even during a pandemic when every dollar matters - and there's nothing we can do. We need more options to force Spectrum to actually compete for business.

265. Our only option at this point is cellular hot spot for online learning. The cellular service isn't the best and it is greatly affecting school work and grades. We have slow connections and more times than not, we have lost connections for classes. It is extremely important to us at this address to have an option for internet at an affordable price.

266. Our service reliability is heavily effected by weather for both internet and landline phone. Our remote location does not give us a strong cell signal either.

267. Our Verizon hot spot is extremely poor. Plus loose signal half the time. For what we pay it is criminal.

268. Over all the internet is very reliable. Though I know Spectrum has a monopoly on it. Ridiculous what they charge per month. Licensed to steal.

269.	Place have dsl from frontier brought available
270.	Please do all outlining areas around and in harrisville
271.	Please help create a solution for rural broadband access! Obviously we are not an important enough of a market for any company to service or maintain, but there has to be a solution so to attract young adults back to this region, allow working from home to be an option, and now our children's education to occur. Living outside of a town limits should not mean that we should be forgotten about or inaccessible.
272.	Please help us get better and more affordable internet and tv. I have to work remote for my job and I run out of data or it doesn't work correctly
273.	Poor internet service made it difficult for my family to move outside of the village. With students and parents working from home, we needed reliable and fast internet for our children to complete their homework while we worked from home.
274.	Primary resident is bed ridden and relies on tele-med for medical visits. Secondary resident is author, songwriter, artist and has need to transfer large files for music (etc) work downloads and uploads. We cannot send large files with the existing internet.
275.	provide information about possible providers and plans for improved service in our area
276.	Reliability is very important to us!
277.	Right I'm unable to take average of the Tele doctor online. Which I need for one of my doctors. Also this could allow me to take some classes too.
278.	Satellite internet is no good. Fiber or cable or new satellite coming with SpaceX skylink is the way to go.
279.	Satellite internet is very weak and provides little to no speed at all, I know it's my fault for buying a home out of spectrums service area but I really do wish they would connect service from Lyons falls to burdicks crossing.
280.	Satellite isn't reliable at this location
281.	Saw article on WWNY website. Currently pay 54.99/mo (49.99 plus charges) but once my year is up in a couple months the rate goes up \$30 to 74.99 plus charges. This is for Spectrum internet only. For the first 5 years I lived here I had DSL through Frontier as they were the only choice and it was horrible. Satellite internet became available but is expensive. Especially when you consider increased demand due to COVID, meaning two teleworking adults and two remote-education middle school children.
282.	Seasonal home, would need to be able to cancel or have service in vacation mode
283.	Seems like everyone else is getting broadband service and we are sitting here by the windmills and cannot get decent broadband service at all.

284.	Service is sporadic and very unpredictable. Speeds are good when the service works.
285.	She would like to get access to something that is affordable and high quality. The poor and expensive options available are especially detrimental to seniors.
286.	Since most things are done with internet, I find it very important to have a good working system that doesn't go out so often. Since I live in such a rural area, I believe the county should do whatever is necessary to improve this.
287.	So many of the organization's and services I use are thru the internet and my internet is so slow that I usually get kicked off before I am done.
288.	Some days internet is ok others slower than slow
289.	Someone has been running a fiber optic line up the road, but they stopped 2 miles short of my residence.
290.	Spectrum and Frontier have both been contacted concerning service or upgraded internet service. Spectrum is not available at all, stating it would be 24-48 months before it would be on our road. Frontier said fiber optics is not available at our location. I work from home and have children schooling from home. We need faster, more reliable internet service.
291.	spectrum became available to us this summer and we immediately subscribed
292.	Spectrum cable was run on Number Four Road this summer. They continue to report that no service is available at our address.
293.	Spectrum charges too much, is unreliable, slow upload speeds and wants to charge a house call fee (\$299) to upgrade service. If I have a choice I'd probably switch.
294.	Spectrum has got to go. They up our rates every year because they came and their service gets worse.
295.	Spectrum is 474 feet from my place and nothing has been done in over a year. Hughes net is expensive and slow. Something has to be done. I am sick of being ignored. Wifi is important for quality of life. I am sick and tired of promises but no results. The price I pay is ridiculous 125 plus 65 for direct tv

296.	Spectrum is in our area and we are not pleased with their service. Our daughter, who teaches, her husband, a medical person, and their son, a high school senior, are having to pay \$250 a month for Spectrum for their needs. We have DirecTV and feel Spectrum is trying to drive them out of business. Now they are doing Discovery & Streaming which isn't possible on Dish networks and are taking favorite programs on HGTV away from Dish because of moving them to Discovery, which is an added expense monthly. Netflix is extra monthly, as are other channels. They make you bundle for \$50 each or \$150 monthly and that is for one year only, then it goes up by \$20. If you're only wanting TV or Internet, the price for each is very expensive. We have been left behind because of costs for this service as it is costing too much for basic service. Spectrum needs competition.
297.	Spectrum is not available where I live which makes satellite the only option. Given that we have household members in college, this makes it incredibly difficult to improve our overall well being.
298.	Spectrum is unavailable at my address and Frontier DSL is the only wired option available, frontier internet is not high speed internet and has frequent service disruptions. Last month we experienced 532 internet outages with Frontier. Lack of high speed internet makes working from home via a virtual environment such as zoom impossible.
299.	Spectrum just came through here. We live in the woods so service is spotty but a lot better than frontier and viasat.
300.	Spectrum provides service .25 miles from our home but says they can't extend service down my road. We are both educators and our son is a college student and our current service is completely inadequate to meet our needs.
301.	Spectrum ran the line on my road because the school has a discount that parents can get so the school aged kids can have access to remote learning, well spectrum stopped at my neighbor's house and meanwhile there are 3 other houses on this road. To have it put in I would have to pay them to come back and that is only if they feel it necessary.. that is wrong, my children have been in the school district for 6 years so they were on the list of students and addresses given to spectrum
302.	Spectrum runs on the two roads parallel to me.. Stoddard and Old State but never ran down Fuller or Harris. I personally know EVERY SINGLE house on Harris Rd wants internet.
303.	Spectrum service is hit and miss for reliability. Some days it works fine and most other days it does not!
304.	Spectrum stops one house away from me.
305.	Spectrum has installed service on our road but will not run a line back to us because we are "too far" off the main road. We have Frontier which has been proven to be a problem for years. Bad customer service and random outages.
306.	Speed is good

307. Speed wise Spectrum has been good. For the price we pay, I do not feel as though the service should "drop" the amount of times it does. I can honestly say I would never give Frontier a call. They are a bankrupt company with subpar equipment. I just hope in the near future there is better broadband access across Lewis County. It is the year 2021 and we are still trying to figure this out.

308. Still waiting on the fiber optic expansion for our area that was promised almost a year ago!!

309. Stronger internet access is needed for this household to allow more devices to be connected for childrens' virtual school and my job at the same time without having trouble keeping everyone connected.

310. Test – if you get this then I responded to your survey!

311. The advertised download speed is 200 Mbps from Frontier however the more remote you are from their relay station it drops ours to 15 Mbps or less. I would be happy paying what presently do if they actually gave me the 200 Mbps that they advertise.

312. The area that I reside needs a much better option than Frontier. The service is not great and it makes it difficult for all of us to be using it at the same time.

313. The costs are high relative to the quality of the service and especially in light of the average income of the county. Much more needs to be done to bring in more competition to drive pricing down.

314. The county should be improving the broadband due to more children and adults being at home and having to use the internet. The homeowners should have a choice as to which company they would like to use and some households only have access to one company.

315. The County should be in contact with NYS and push them to improve access in Lewis County. In this day and age, it's ridiculous that residents have to suffer poor service such as Frontier.

316. The county should demand the State of New York and the federal government declare the internet a "public utility" thereby giving internet connectivity, pricing, maintenance, etc. the legal status to ensure proper oversight by the Public Service Commission.

317. The few choices I have in this area are very expensive for a VERY limited amount of gigs. Not even enough to do much of anything but email and no video watching. Had to constantly monitor usage. Please help!

318. The increased use of internet due to covid has made it frustrating for many households. Crawling internet speeds and connectivity issues make for a long day, missed deadlines, and repercussions in some cases. The community needs reliable internet if this illness and these guidelines continue.

319. The internet is always crashing and having to restart almost on a daily basis. It can be slow at times as well.

320. The internet service we receive is great in terms of speed, but because there are a lack of options locally, I feel like the options we do have charge more because they can. That may not be true, but that's my perception. I pay \$75 a month for internet alone and I feel like that price is higher than it should be.

321. The necessity for broadband service is increasing every day.. Our grandchildren need it for their school classes. Our children need it for their jobs.

322. The only choice I have is Ridgevievtel and we get kicked off and the service is very poor quality

323. The only high speed service provided to my address is frontier, and they do not provide the speed promised in their contract. I refuse to pay additional for fiberoptic speed when I can't get what is currently contracted for.

324. The only local internet provider that me and my father have access to, Frontier Communications, has lowered their download speeds so significantly that we would only get around 3 megabits at most. Eventually Frontier's customer service got so atrocious that they would no longer listen to our complaints and would completely ignore us. The service cost around 40\$ per month, around the price of unlimited cable, but we were limited to dsl network speeds... and recently NY state has had new cables that have been installed on the telephone poles right outside our house, lining along the road. However, Frontier communications hasn't been utilizing these cables like they are supposed to be, at least not in our neck of the woods. This has limited me and my father only to Frontier's dated dsl network since we cannot get Spectrum's unlimited cable in our area because of some exclusivity agreement between NY state and Frontier Communications... unfortunately. It makes me very displeased that such things are allowed to happen in such a time and age.

325. The only trouble I'm having with my internet is that 'the server can often not be found' and so i cannot get online. It generally lasts a few minutes. I often have to turn off my internet and then turn it back on.

326. The people of Lewis County deserve to have other choices for a high speed internet and TV provider. The prices from the current provider are nothing but a ripoff.

327. The rest of the lake I live on has cable internet/tv service. We keep getting promised service but as of yet, nothing. In this day and age, this is ridiculous!

328. The rural areas and small towns are the ones that do not seem to be able to get good internet or servicing. Sometimes you are put on a wait list for 2 weeks if there is a problem. Would like fiber optic. We stream tv and other things and we get a lot of stop and start. Gets frustrating.

329. The service I have here is ridiculous for it being 2020. Having affordable broadband on my road would be a huge improvement to my life. My children have difficulty with remote learning due to my poor speed an inability to stream video or open documents for school.

330. The speed and reliability of the internet is the most important in my house

331. the Verizon hotspot is very limited where we are and speeds less than 1meg. Internet access has become a way of life and part of our government responsibilities is to help people maintain way of life or improve

332. There are a lot of families with children on my road and with virtual learning, internet is a must. Those of of that have hotspots are maxing them out and the overall service really isn't good or fast. We need broadband badly. Many of us have made multiple phone calls to our local broadband provider with no luck. HELP

333. There are a lot of people who don't have good access to it.

334. There are numerous situations that require internet access including renewal of my nursing license and fulfilling the required courses, making airline and other reservations, accessing medical portals, researching anything from medical care to availability of essential products or instructions as well as communicating with friends, family and businesses. I get by with data on a mobile device, but is very limited. I am unable to zoom or video chat.

335. There are very few options when it comes to internet providers. The internet is an essential tool, and when companies monopolize the market, they can charge exorbitant prices for poor quality. Our household pays almost \$300/ month for internet/tv/ home phone service. It would be great to have an option in providers.

336. There is 4 miles on east road between 410 and Route 26 not having broadband. There are 43 homes or businesses in that area including 3 farms. 4 businesses. 1 campground and 1 contracted solar project. There is spectrum on both ends of the road and has been for some time

337. There is a monopoly of internet providers for the majority of residents. If you have internet and it's not working properly you are just stuck with it because the wait to get someone or even talk to the company to let them know is unbearable. You can call and spend hours at a time with issues never even acknowledged yet alone resolved.

338. There is cable on our road but a section of about 1 mile that isn't connected, affecting 16 households. We've made several calls but told it would cost \$20,000 to connect and we would have to pay it.

339. There is only one provider. A choice would be nice.

340. This address is my summer residence and my husband and I work from here and our son does virtual school.

341. This is a family shared camp, seasonal use from May to November. So it is important to switch into dormant mode for winter. During May to November 1-4 adults may be working remotely at this address for up to 20 hours / week.

342. This is a seasonal home, but we live here during some of the school year and my child needs internet to complete homework. Also for my job I need internet to check emails and respond to them.

343.	This is a very frustrating issue that I cannot imagine the hardship if you had children trying to attend remote learning. I cannot upload or download files or send emails with attachments for work from my home. This summer, Spectrum ran a line in front of my home and then the phone company installed poles on the road as well. No cooperation between the utilities and I still have the same useless internet that needs to be restarted multiple times during the day.
344.	This is my seasonal address in an RV park
345.	This service is necessary for these times and there should be all access available. Our government when we own those satellites, should deemed as a utility with low to no cost to the people.
346.	Thrilled to finally have internet on their road but would like more options to choose from because the current situation is a monopoly.
347.	To many issues between WiFi and hard wired and confusing to the end users. Not so cut and dry.
348.	To often we have to turn the Wi-Fi off on every device and television except the one in use to keep a signal.
349.	Too expensive from Frontier and some what unreliable
350.	Too Expensive. And to many intermittent outages
351.	Unable to zoom this year has devastated our business.
352.	Unreliable service,we have no cell service here and need a steady and strong internet to provide for extender for cell service,so when internet goes out we have no phone service.
353.	Verizon went down osceola rd and installed bios and skipped our road and the next road. Said there weren't enough full time residents. Garbage. Most camps on these roads would like VIPs and they had an agreement with the state to provide internet access. They have already excepted the money from the state.
354.	Very disappointing that there is only one provider for this area. And for the prices being charged very poor services.
355.	very expensive Hughesnet. I feel there's not any choice. We have to wait for pages to open and business opportunities are limited due to inadequate speed.
356.	Very important to have broadband. However, Frontier is now reaching significantly under served portions of the county - survey is 2 years late
357.	Viasat sucks expensive and really only works when I pay the bill
358.	We are at a time when reliable, affordable internet access is necessary. The switch to remote schooling, zoom meetings and google meets has made it glaringly obvious just how lacking our area is meeting these needs. East Rd is an internetless island with most other surrounding roads with much better access.
359.	We are extremely fortunate to have good internet access at our house but I know soooo many other people in Lewis County that struggle to achieve anything on their internet.

360.	We are forced to utilize cellular hotspots. My husband and I both struggle to work from home, for me at this point it's not an option due to this. The kids all have their own plans to utilize due to school which is extremely costly. We used to have frontier but that was so terrible we discontinued it. Cable runs down the Greig road. We are on a dead end street behind the park. We tried to see what the cost to run broadband would be, they wouldn't even discuss it.
361.	We are getting robbed by these satellite companies out on the rural areas. I work full time, go to school full time and we have 2 kids that will have to learn remotely due to covid.
362.	we are grateful that spectrum expanded to our road in April. Prior to this, our internet was borderline useless- having to turn off every device in the home to struggle to use one. Internet is needed to pay bills, complete schoolwork, and entertainment- used daily in the home
363.	We are in need of internet that would allow our children internet that is reliable for schoolwork. Currently Spectrum services are not reliable. They are slow, lagging and disconnect frequently throughout the day when our children are trying to learn virtually.
364.	we are located in an area that DOES NOT HAVE CELL SERVICE. Your test was using Spectrum as nearest provider, they do not service this area. they stop at the county line about half mile away. we are using Dish network for our TV and internet
365.	We are pleased with our provider Mohawk Networks. Some days all four of us are using internet for work or school and it is able to meet our needs
366.	We are very satisfied with the service we are provided, but as an educator I am worried that students in school don't have the access they need. In the time we are living in today, broadband service and internet access is very important, especially for those in school.
367.	We are working from home and really need good internet asap.
368.	We aren't worried if we only have one provider if it's decent internet.
369.	We can pick from Spectrum or Hughes Net. No other providers. \$80 for Internet only is too expensive. We need more options.
370.	We can't get community broadband soon enough.
371.	We currently are using mohawknet. Lots of issues. Customer service friendly but has no follow up. Issues with service. We have been without for about a month. Having to use cellular hotspot which is costing us TONS of money through Verizon. Honestly feel like mohawknet does not care if they take care of their tower and our issues or not.
372.	We currently get some good speeds from a rooftop antenna with an amplifier in a plastic bag attached to the antenna pole. Unfortunately, we are "thrown off" at least twice a day. So, reliability is not great. Not sure how this situation will handle the winter months.

373. We currently have frontier for phone and internet. Half of the time the internet doesn't work-they tell me there's too many people using it in our area. We get billed for high-speed so I tell them there's no such thing as high speed in this area. Pretty sad.

374. We currently have ridgeviewtel for internet. It works.... sometimes. It's affordable at \$30 per month, (we are grandfathered in on the ' gold' plan) but not good enough to stream a movie. For work I have a Verizon hotspot that works very well but isn't affordable for personal use.

375. We currently only have one choice, that being Hughsnet. Service is poor and very expensive.

376. We deserve to be with the rest of the internet

377. We did not have access to adequate internet until last January. We were able to piece together coverage using mobile hot spots for a while until finally fiber was installed on our road the summer of 2019 and access to Spectrum was available in Jan 2020. We especially need it for working remotely at times, streaming video services, and access to accounts for dealing with our personal finances.

378. We do not have adequate internet at our home- with two boys doing remote college and 3 kids doing remote schooling it is unacceptable. We rarely have speeds over 1.0mbps and it drops or is just completely out frequently. We have no other options besides frontier and have contacted them for the 18 years that we've lived here and they don't do anything because we are on the end of the line we should just be happy to get any service at all

379. We drop or lose calls and internet often. With school being remote half the week it is nice to be able to rely on an internet service that is reliable and fast

380. We e been promised cable access for a few years now and each time been denied. We live on a lake and both other shores have access now but not the North Shore.

381. We had internet service from Dish Network roughly 4 years ago for my online bachelor degree program/ school. It was almost \$100/ month for a limited amount and it was very slow. Then, the wind towers came in and are located between our house and the nearest cell tower. The wind towers seemed to have interrupted our TV and our phone service. We have tried getting Tidewarner to come up our road, but they refuse. When talking with the neighbors,they would all like to see internet become accessible on our road, as several neighbors work from home and others have achool age children as well. Especially with quarantine and online school a necessity and real circumstance, having internet on our road/ to our house would be amazing.

382. We have a bundled package but when we go on seasonal hold if we want to keep internet for security purposes the rates go up significantly. Also not easy to negotiate with current provider. Also have charges to go on seasonal hold which also are non negotiable or you have to turn in all of your equipment and then drive to pick it up in the spring.

383.	We have a long driveway, & we've been told by the cable company that the longer the cable goes, the weaker the signal. We're paying for high speed internet, but barely have it. TV cable keeps increasing every year. It would be nice to have another option.
384.	We have been in the "dark" for far too long. We tried DSL, Hughes-Net satellite and now Verizon MI-Fi which is very costly. Time to Git-r-Done.
385.	We have been paying to have a hot spot because there is no available internet on this road. It is unacceptable. It is not like we are in the middle of the woods. People actually in the woods have better internet than we do! Beyond frustrated. My son even got in trouble at school because he can't connect for virtual classes.
386.	We have been promised strong broadband in rural areas by our federal government for years. Sadly this did not happen before students needed it for virtual learning. If for no other reason, our children's future depends on this.
387.	We have been trying for internet service for 13 years , with no success, please help, 10 homes on this half mile of Road with no Internet
388.	We have cable internet but have a long driveway. The strength of the signal diminishes the longer the the cable goes. So we pay for high speed internet but do Not have a good signal
389.	We have great internet access. Nothing seems to be wrong at least yet.
390.	We have had multiple satellite internet service providers (Hughes Net, RidgeTel), we tried cellular hotspots, and none of them have been efficient enough to supply what we do. We got a quote from Time Warner to get their internet to our home, and it would be \$14,500 dollars. We cannot afford that and would NEVER pay that amount!
391.	We have internet service at our address, but my Elementary school age grandchildren living in South creek road in Harrisville do not have cable or internet. Spectrum stops less than 1 Mile from their home and although they have contacted them about running the cable service to their home they get no where. It has been very difficult when many days the children are doing virtual learning. I hope this survey will help those with limited or no internet services.
392.	We have many kids at home that now have to use the internet because of COVID-19 but so far everything has worked out, just sometimes the internet is slow. This is probably due to so many of us on the internet at once. If I have any concerns I will contact you guys. Thank you.
393.	We have new poles and wire for high speed but no one has put boxes in or have we seen them working here in months
394.	We have no cell phone service in our area so internet is needed. We have dsl that is very very slow and goes out often.

395.	We have no internet access up here and it would be beneficial for my child in school to be able to do things online!!
396.	We have no options, we have hot spot through our cell service and it is very spotty and run out of data easily
397.	we have problems with our current supplier having internet outages frequently.
398.	We have Ridgeviewtel now. The service is poor but affordable. HughesNet is available but not affordable for us.
399.	We have slow spectrum with a collage student and an 8th grade doing virtual schooling and need better service
400.	We have Spectrum fiber service at our home as well as 4 rental locations. It all works very well. Big improvement over Frontier DSL.
401.	We have started homeschooling this year, so Internet service has been especially necessary now. it has also been incredibly useful for working from home, when needed.
402.	We have Verizon Wireless jet pack which is very unreliable for internet service. My grandchildren have tried to get on here and usually cannot. We have to have satellite dishes for our television and have tried to not have yet another dish put on our house for internet service, but feel we are losing that fight. Satellite tv is also unreliable, going out in any kind of storm. Need something for tv and internet that is reliable.
403.	We have very poor service!!! If it is windy out, or any kind of bad weather....rain,snow,sleet etc., there is no service.....which is a BIG safety issue.
404.	We have zero options for high speed internet and have 3 have 3 college students 100% online that need to drive to do classes and homework.
405.	We just get annoyed with our Frontier service, as we frequently lose internet service with two computers running at one time. We have to turn off the modem and then turn it back on to initiate internet access again. I have called Frontier frequently to complain about our old modem and the problems we have. Their response is: "Because we live in a rural area, this will happen. They know about the issue of the internet 'dropping off,' but they can do nothing about it!" We live just outside the village limit sign, so our house is not in a rural area.
406.	We just got connected to Verizon FIOS within the last month

407. We live in a rural area of Lewis County (Third Road Town of Croghan) and at this time they are working on two separate server phone lines all around us but I have inquired if they where going to be running service to the Third Road where we live and the workers have no work orders for this area and about a year and a half ago Spectrum ran a line up our road and ended roughly 1/4 a mile from our house and several others and it hasn't been touched since. My neighbor contacted Spectrum and asked if they were going to continue bringing the new line to us and they told her it would cost her \$10000. and she is a teacher and the girl down from her is also a teacher, We need high speed here very bad so we all on this road would appreciate anything you can do.Sincerely Joseph Dutton
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408. We live on the North Shore of Lake Bonaparte and have been promised broadband from many different companies. Spectrum is the latest and we keep getting put off for our install date. Very frustrating.
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409. We need access to wired internet
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410. We need more and better options.
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411. We need more options, even for basic internet capabilities. The world is only going to need more access to the Internet, never less. That's true for homes and businesses.
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412. We only have access to satellite and it never works so we just can't have it. I refuse to pay for a service that I can't use. We are hoping Spectrum comes through. They are a reliable service.
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413. We only have Frontier and this service is horrible. Trying to work from home is almost impossible. With Covid, it's NECESSARY to have reliable internet. This needs to be a priority for all of the north country legislators.
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414. We operate a small business and one a dairy farm. It is impossible to make these work efficiently and effectively when you have spotty service and have had to invest in multiple boosters to get service in the primary living space of our home. Hughes Net is slow and lacks strength on a cloudy day. Working from home is many times not an option as we can't afford dropped connections and spotty phone service. With the taxes we pay and when phone companies are offering 5G and high speed and we are 10 Miles from the nearest town (Carthage and Lowville and Copenhagen) yet are living as if we have dial up! Unfair and inexcusable really!
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415. We own a dairy farm and I am a teacher so internet is critical for many reasons. My husband needs to have cameras to monitor the milkhouse and maternity facilities ...to accomodate his and my needs, we have 2 separate systems and pay an exorbinant price. Frontiernet/ Spectrum....they wont' come up our road even though we are less than a mile from route 26. There are places in Braningham and other areas that are FAR more remote than we are and they have high speed internet while we struggle and I live 5 miles from the village of Lowville. We have tried everything.
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416. We own a farm and doing business is impossible. We also are board members and under a pandemic we are required to participate in zoom meetings which are not always doable as satellite is weak despite boosters. when our children come to visit and need to telework they must go to my business to use my internet there I purchase through Spectrum. Which isn't fast and consistent.
417. We pay \$160/month for average internet. My kids still struggle with zoom meetings and steaming tv is very sporadic on availability. We have no other options at our address.
418. We pay, what I feel, is a lot of money for very basic and slow internet service. We can not use wifi on our phones and still use wifi to watch tv. The download rate with HughesNet is extremely slow, it takes days to update a video game
419. We plan to homeschool in the future and would find proper internet to be useful.
420. We sometimes need internet for distance learning when grandchildren are here
421. We started out with dial out, had end of the line DSL, then recently got Spectrum. It would be good to have more than one choice of internet services to keep the costs down and the service up. Thank you
422. We struggle with internet access on a daily basis and have tried all options available to us i.e (Frontier dial up, HughesNet, Viasat). None have worked and are not economical. Spectrum told us it would cost \$20K to run a line down our road so we can get internet. We have understood that this is a cost of living in a remote location but with our daughter having to do remote learning every other day, it has become more of a burden for our family because one of us now needs to work from home on those days as well. We have experienced a significant loss of time and money due to lack of access to reliable internet service. The county should have a vested interest in improving these circumstances for their residents for many reasons but most importantly to keep us from moving away from the area in search of a better quality and cost of living.
423. We typically have 30-60 days of internet outage a year. I feel like I am constantly on the phone with Frontier trying to get my service repaired. New cable lines were run in my area, my house was the only one skipped on McPhilly road. This would have given us a choice in providers instead of constantly having to fight subpar service from Frontier. I have a pending work order from them as I type this that has been in place for 3+ weeks, if it is not repaired I will once again lose internet service once heavy snowfall hits.
424. We understand that we will have access to broadband internet before the end of the year.

425. We use a company called Ridgeviewtel. It runs off towers. It is the only option we have other than Verison hot spot. The absolute highest speed we could get is 5. NOT ENOUGH, and we usually only run about 2 or 3. We pay for the premium package and still only get very slow speed.
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426. We use internet both for our business needs (both adults are self employed) and for school for the kids (we homeschool). We are using it daily and find it very important.
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427. We were basically forced to go with a cable company which is fiber optic. Although it's great to have high speed internet we are paying much more money than we would like for t.v, internet, land line, and cellular phones for the three of us. We don't watch much t.v., but want to be able to see local news. Both my son and I need access to school. There is no other option for us other than cable or modem through the phone company. We had a dish for t.v. and lost service when the leaves came out or a major amount of snow. Now that we have the internet through the cable company, the speed is great, but our price will go up after a year. There is no competition so we're stuck for it.
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428. We were stuck with Frontier DSL for many years and I could not do my website work for non-profits because I couldn't upload to the server as it would always time out. We got Spectrum internet in June 2020 and it's such a blessing!
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429. We would be able to attract more people to moving to and working in our country if we had better internet services.
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430. We would like to have our grandchildren come and stay off and on during the week but we have no broadband to receive classes for them. This has created a hardship for parents (our grown children). Therefore, I have to travel all of the time to their residences. That's 50 minutes one way! My goodness! This is 2020 and they've been saying for two years that it'll be here. So now we start year #3.....
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431. We're in the 20th century-shouldn't everyone have internet access
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432. Were paying 135.00 for internet that does not even let nextflix run with out waiting for loading then cause of that we have fish we spend 300.00 on our entertainment and learning for grandkids on a social security income
-
433. We've asked for better service through time Warner cable versus frontier! I've called about eight times. My 5 neighbors have also called. We need better service. Frontier is not reliable on our road- it's terrible!! We are willing to pay but they won't run a line.! The line is on both ends of this short road- totally mind blowing.
-
434. We've been promised service by many different companies but none came through. We are now trying spectrum but they keep promising but our road has yet to see it.
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435. When there is even a slight overcast the service is slower. I don't get phone reception at all unless i stand outside and even then it is spotty.
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436. When we moved to Lewis County, we only considered homes with high speed internet available. A location could have checked off all other items on our list, but we wouldn't have considered it without access to fast and reliable internet.

437. Where we live we only have one option to get internet for our kids schooling online. We did not have several choices. Internet lines supposedly run this far but they are full. I would like a cheaper/ different option. The service we are using is very spotty. Sometimes we can get service sometimes not. This interferes with my girls schooling online and frustrates my younger daughter to the point where she cannot get service to get onto her classes and so misses classes

438. Whereever Spectrum is available, this works very well, however there is limited access to Spectrum in a lot of Lewis County

439. While the level of cable internet is satisfactory, cell service is a measly 1-2 bars.

440. Why cant the state require spectrum to run cable, my home is 1.3 miles from the wire and they want to charge me 57000 usd

441. Widely accessible and sufficiently robust internet broadband service, without data cap restrictions, is one of the biggest problems Lewis County faces, particularly in its remote areas. It is as important as roads, rails, power and phone were in the past, perhaps more so.

442. With all of the homes on East Road and with all of the students doing Zoom for school, we truly believe that high speed internet is very important in every area.

443. With Covid so rampant our children need internet to do their schooling. Not having internet available is really hard on them

444. With everything going remote, now more than ever it is critical to have high speed internet. We have been told because of our location this service is not available. However on Main Street less than 300 yards from our location this service is available.

445. With no internet access other than our hot spot device, it is impossible for 5 people to conduct school and work zoom meetings while in the same space. Our device "crashes" multiple times a day causing great frustration and delay.

446. With online schooling it is vital to have reliable internet. Frontier works maybe 50%-75% of the time.

447. With out new faster internet in my area, we are in ways stuck in the computer world. My children struggle with school because we do not have internet at my home. We try using hot spots off our phones but it rarely works because we sometimes don't get cell service. My in-laws have Frontier, but once you get one or more online at the house it stalls out and once the afternoon hits and other people get on, the slower it gets. We desperately need a new type of high speed internet in my area!!!

448.	With the current Pandemic I feel the County needs to prioritize getting internet to all residents. This would allow residents to help eachother with day care, helping with children learn remotely, parents/residents work remotely from home.
449.	With the current situations in schools, with a school aged child and an adult who works in education, high quality and fast internet is essential to receive and provide educational experiences.
450.	WITH THE KIDS HAVING TO REMOTE LEARN OR WILL EVENTUALLY HAVE TO REMOTE LEARN WE NEED BETTER INTERNET SURVICES. AND FOR PARENT WHO WILL POTENTIALLY END UP WORKING FROM HOME ON TOP OF THERE KIDS REMOTE LEARNING WE NEED GREAT INTERNET SERVICE TO HANDLE ALL THE DEVICES THAT MAY BE USED AT ONE TIME
451.	with the pandemic it has become very critical that grandparents have access to high speed internet
452.	Working from home and schooling from home for many across the county as hopefully shed more light on the fact that reliable internet is lacking and needed. Many people don't have any internet and some of us only have 1 provider to chose from so unfortunately we "get what we get" which is frustrating.
453.	Working from home during the pandemic- provided a challenge with only Frontier as a provider. SPECTRUM just went through our road- so I am not allowed to participate in important zoom calls and work from home efficiently and effectively with no internet failure. Please help others in the county that do not have high internet speed- they deserve a choice. Thank you!
454.	Work-retired-work equals lots of volunteer work. Live in the country - very isolating - need to stay connected. Medical - need to be able to access telemedicine.
455.	Would like better access to internet. I pay \$160 a month for satellite, they say it's unlimited but it is capped at 100gb and the speed is reduced significantly. Luckily my kids are not at the age yet where they would need a more reliable service. Someday we will be there though.
456.	Would like better internet spectrum charges you high speed price but has shit equipment that makes it slow and not reliable
457.	Would like fiber
458.	Would like to have unlimited data. Data cap requires careful monitoring of use or greater expense.
459.	Would like to see faster service. Often cannot take part in employee meetings as the internet is too slow.
460.	Would love another way to get services we need and/or want.
461.	Would really love spectrum run from copenhagen to lowville and areas in between. Satellite internet is no good and doesn't work well with VPN, downloads, streaming, remote schooling.

462. Yes I am an employee that may need to work from home so I need faster internet service

463. Yes, they expect my kids to do work remotely from school and started running lines in February but we still don't have service when two houses down has it.

Maps
