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# Broadband Survey Results

Meeker County, Minnesota

APRIL, 2018

# Contents

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<b>Residential Broadband Survey Results .....</b>	<b>1</b>
<b>Business Market Study .....</b>	<b>14</b>
<b>Appendix A: Residential Survey—Other Types of Internet.....</b>	<b>28</b>
<b>Appendix B: Residential Survey—Other Uses for the Internet.....</b>	<b>30</b>
<b>Appendix C: Residential Survey—Additional Comments.....</b>	<b>32</b>

## Disclaimer

The telecommunications business is continually evolving. We have made our best effort to apply our experience and knowledge to the business and technical information contained herein. We believe the data we have presented at this point in time to be accurate and to be representative of the current state of the telecommunications industry.

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# Residential Broadband Survey Results

A total of 589 responses were collected in the residential survey. Not all responders answered every question. Some of the key data points that resulted in the survey include:

- 88% of the respondents desired better Internet/data service.
- 58% of the respondents desired better cellular telephone service.
- 83% of the respondents were not satisfied with all of their services.
- 90% of respondents reported that the Internet is very important to their household.
- 25% of respondents used DSL lines and 17% of the respondents used a cable modem for Internet access.
- 50% of respondents have the type of Internet they have because there are no other options available.
- 75% of respondents reported they have trouble viewing online videos/lectures/movies/TV shows.
- 72% of respondents reported they have trouble using the Internet when others are using it.
- 31% of respondents paid \$61-\$80 per month for their Internet service, and 32% paid \$41 to \$60 per month.
- 38% reported their Internet speed to be less than 10 Mbps download. 25% indicated they do not know their Internet speed.
- 36% of the respondents indicated that at least one individual in their household uses / needs the Internet to complete school assignments or job training several times a week.
- 12% of the respondents need nights and weekends access for the company business.
- 17% are self-employed and trying to work from home part time or full time.
- 19% work for another company and are trying to work from home part or full time.
- 36% of respondents are trying to use their home Internet connection for work at least part time not including weekends or week nights.

### **CURRENT SATISFACTION OF EXISTING SERVICES**

Overall, the respondents felt a need for better cellular telephone service, Internet/data service, and Cable/TV service. 88% of the respondents desired better Internet/data service and 58% of the respondents desired better cellular telephone service. In addition, more than half of the respondents felt the need for better Cable/TV service. 24% of the respondents indicated they could not rely on their Internet service and 36% indicated the price they pay for the service they receive is unreasonable. 83% of the respondents are not satisfied with all of their services. This data indicates that residents generally are in need of better services that can offer reliability, speed, and a better price point.

### **HOUSEHOLD COMPOSITION**

From the sample, 9% of the respondents live in a household of three individuals and 52% live in a household of two individuals. 31% of respondents have at most three K-12 students in their household. 57% have zero k-12 children in their household and 9% left the question blank. 15% have one college student in their household. 72% have zero college students in their household and 8% left the question blank. 51% of the respondents live in a household with two Internet users and 9% of the respondents live in a household with 3 Internet users.

### **EXISTING INTERNET CONNECTION TYPE, SPEED, AND PRICE**

Of the respondents who have an Internet connection, 25% used DSL Lines for Internet access and 17% used Cable Modems. 0% (2) of the respondents were still on a dial-up connection. 29% reported their Internet speed to be between 25 Mbps and 10 Mbps. 38% of respondents reported their Internet speed to be less than 10 Mbps. In terms of cost, 31% of the respondents paid between \$61 to \$80 per month for Internet access and 32% paid \$41 to \$61 per month.

### **USE OF THE INTERNET**

The respondents of the survey used the Internet for a variety of reasons. Some of the main uses of the Internet include checking and sending email, accessing news and current events, social networking, shopping, and banking online. 28% of respondents connected 5-6 devices to their home Internet service and 23% of respondents connected 7-8 devices to their home Internet service.

An open response question was asked following this question about any other additional uses of the Internet. Many respondents use the Internet for business purposes as well. 36% of the respondents indicated that at least one individual in their household use the Internet to complete school assignments or job training at least several times a week.

When asked if the respondents work from home, 12% of the respondents need nights and weekends access for company business. 36% of the respondents work either part time or full time from home remotely as self-employed or for another company.

### **SATISFACTION WITH SPECIFIC SERVICES**

17% are satisfied and 4% are very satisfied with the speed and reliability of their Internet service. 75% of the respondents answered that they have trouble viewing videos, lectures, movies, and/or TV shows and 72% of the respondents answered that they have trouble

using the Internet when others are using it. Lastly, 38% of the respondents were not at all satisfied with their Internet speed and reliability.

### ***CURRENT COSTS AND PROVIDERS***

25% of the respondents pay between \$100 to \$150 for local and long distance telephone, TV, and Internet per month. For Internet providers, 22% of residents use Arvig and 7% use CenturyLink. 53% of the residents have only cellphone service as their at home telephone service and 45% have both cellphone and landline telephone service as their at-home telephone service. As for TV services, 26% of residents use Direct TV and 31% use Dish Network as their satellite TV providers. 28% choose not to have any cable / satellite TV service. The residents of Meeker County seem to lack satisfactory options in terms of price and providers.

### ***WILLINGNESS TO PAY***

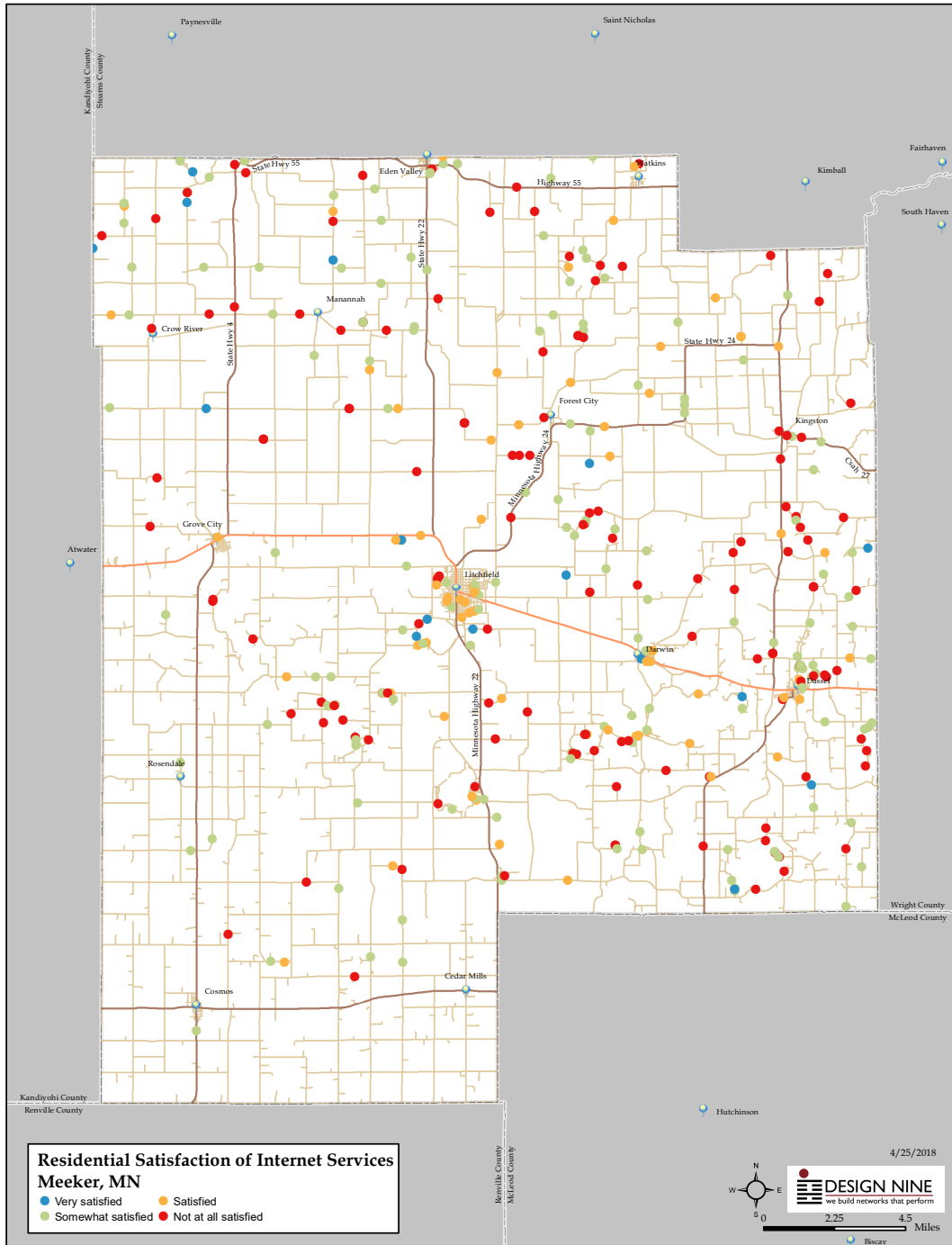
When asked if what the respondents would be willing to pay for a faster, higher quality Internet access, 27% said that they would pay between \$61 to \$80 per month and 29% said they would pay \$41 to \$60 per month for faster, quality Internet access.

### ***SERVICE DESIRED***

Respondents were asked if there were any additional telecommunication needs that were not covered in the survey. 58% of the respondents stated that they would like better cellphone service. In addition, almost all respondents (88%) desired a more reliable Internet connection that is not limited due to geographic location and offered at a fair price.

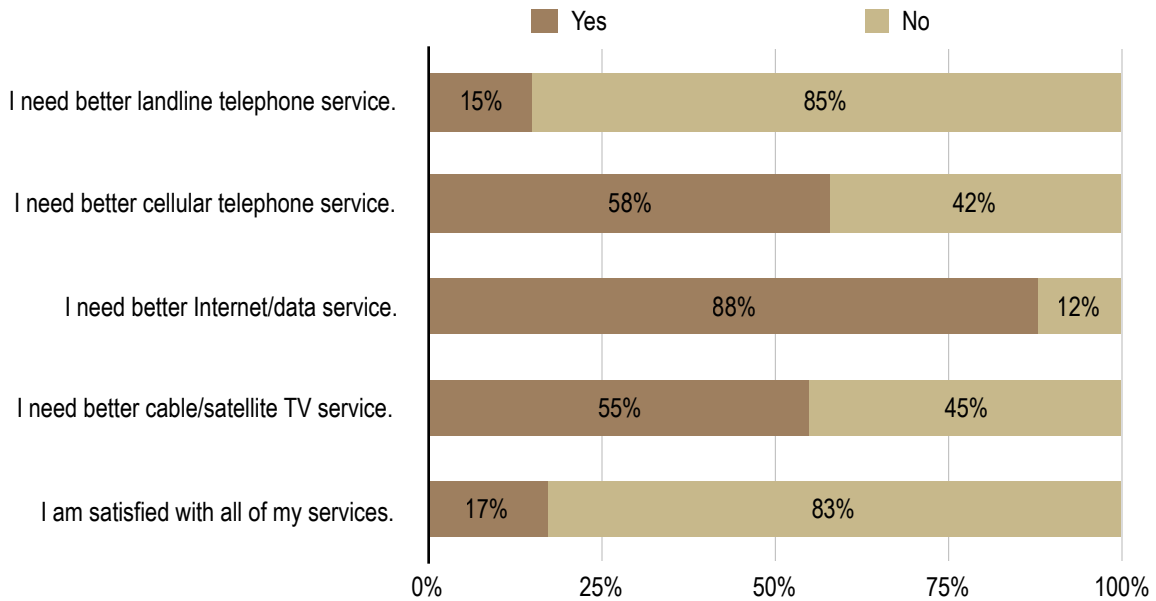
## DISTRIBUTION OF SURVEY RESPONSES

The map below shows the geographic distribution of responses to the residential survey, coded according to their satisfaction with their existing Internet service.



## RESIDENTIAL SURVEY SUMMARY DATA

### 1. Select the items you agree with below:



### 2a. Total number of people in household:

1	2	3	4	5	6	+7
51	305	54	98	54	22	5
9%	52%	9%	17%	9%	4%	1%

### 2b. Total number of Internet users in household:

1	2	3	4	5	6	+7
47	271	48	89	49	22	5
9%	51%	9%	17%	9%	4%	1%

### 2c. Total number of k-12 student in household:

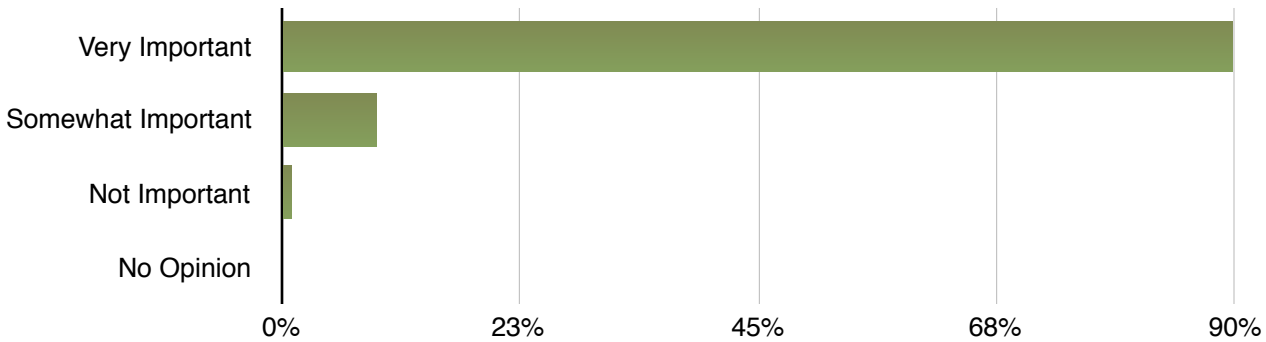
0	1	2	3	4	5	6	7+	Blank
337	74	79	31	13	2	0	0	51
57%	13%	13%	5%	2%	0%	0%	0%	9%

**2d. Total number of college students in household:**

0	1	2	3	4	5	6	+7	Blank
408	88	21	4	0	0	0	1	48
72%	15%	4%	1%	0%	0%	0%	0%	8%

**3. How important is Internet access to you or your household?**

■ Importance of the Internet



**4. For your household, how much do you spend each month for local and long distance telephone , TV, and/or Internet? Do NOT include cell phones.**

\$50 or less	\$50-75	\$75-100	\$100-150	\$150-200	More than \$200/month
58	46	82	142	147	94
10%	8%	14%	25%	26%	17%

**5. How much do you pay now for at home Internet access each month? If you select 'No Internet' or 'I only use free hotspots', please skip to question 14.**

No Internet	I only use free hotspots	\$10 to \$20	\$21 to \$40	\$41 to \$60	\$61 to 80	More than \$80/month	I don't know
18	11	8	44	179	178	112	17
3%	2%	1%	8%	32%	31%	20%	3%



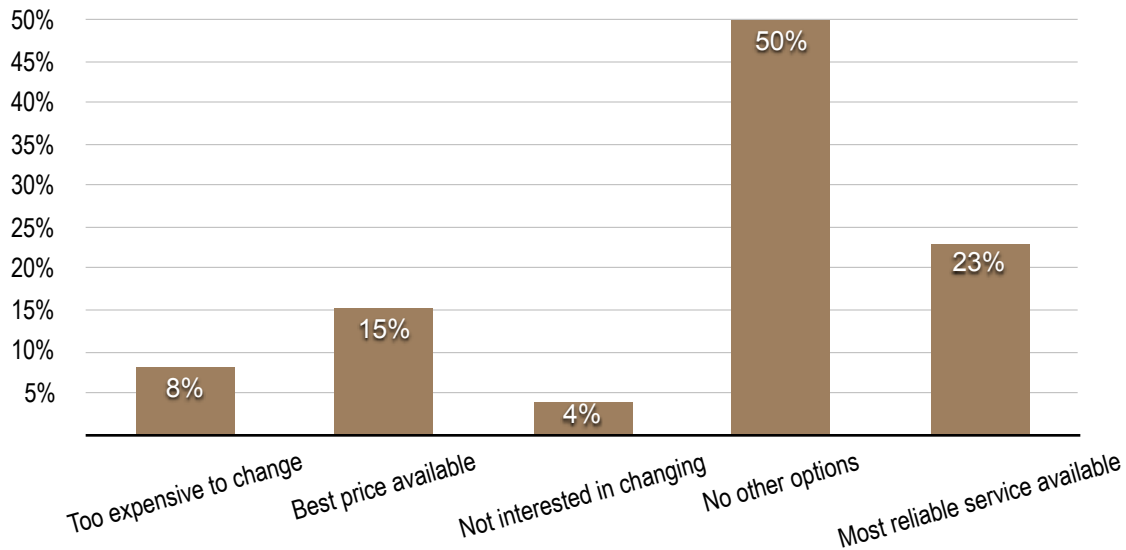
## 6. What type of Internet do you have at home?

Dial-up	2	0%
Cable modem	95	17%
DSL line	135	25%
Fiber	5	1%
Satellite	79	14%
T1 line	1	0%
Cellular wireless	74	14%
Broadband WISP	68	12%
I don't know	66	12%
Other	23	4%

### Other types of Internet (open ended question)

Because of the number of written responses to this question, this data is provided in Appendix A.

## 7. Based on the type of Internet connection you selected above, why do you still have it? (select all that apply)



Too expensive to change	Best price available	Not interested in changing	No other options	Most reliable service available
52	102	30	335	155

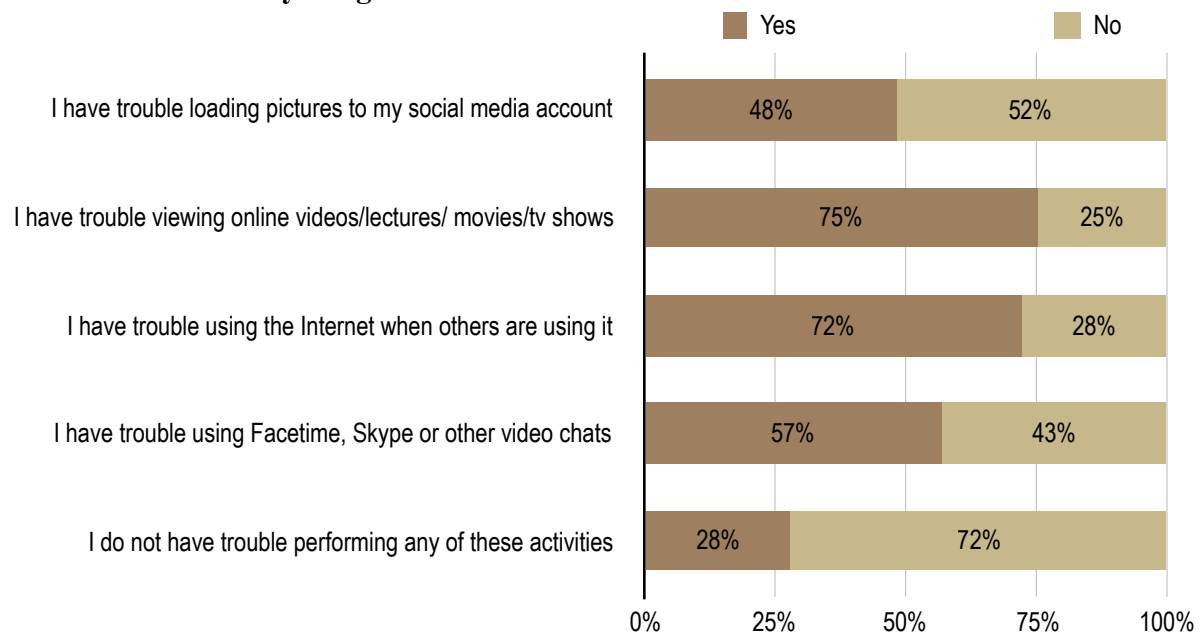
**8. How many devices (for example computers, cellphones, smart TVs) connect to the Internet in your household?**

1-2	3-4	5-6	7-8	9-10	10+
32	104	143	117	40	83
6%	20%	28%	23%	8%	16%

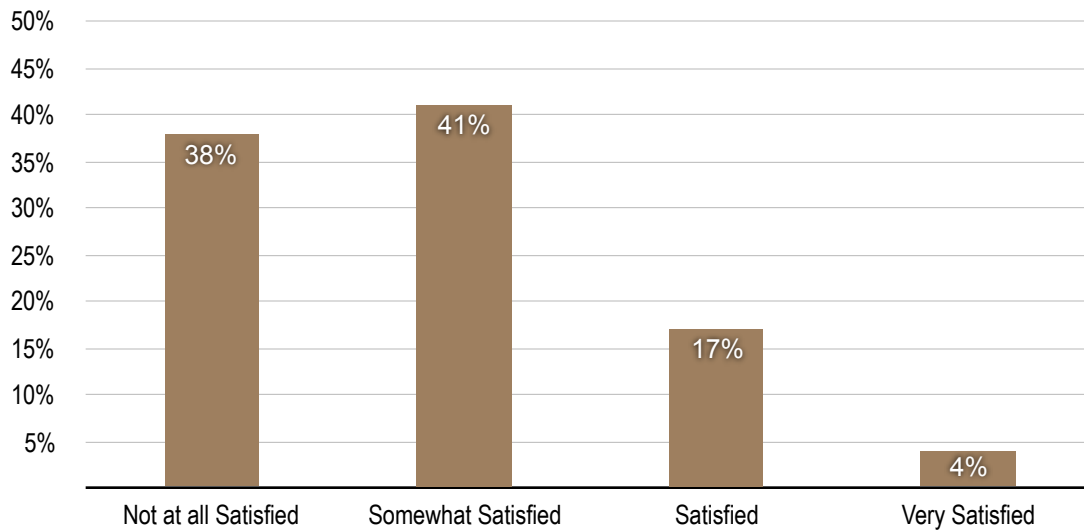
**9. What is the speed of your Internet Connection?**

Dial up only	Less than 10 Mbps download	Between 10 Mbps and 25 Mbps	Greater than 25 Mbps download	I don't know
2	210	156	42	136
0%	38%	29%	8%	25%

**10. Select the Items you agree with below:**



### 11. How satisfied are you with the speed and reliability of your Internet Service?



Not at all Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied
208	223	95	22

### 12. Please select all that apply to your current Internet provider:

Can not rely on service	Slow or poor technical support	Price is unreasonable for the service I receive	Poor customer service	I am satisfied with my service provider
190	113	287	67	151
24%	14%	36%	8%	19%

### 13. Select all items you use the Internet for now:

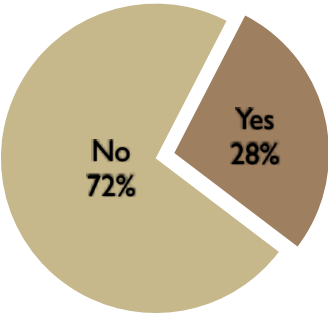
Email	546	93%
Access news and current events	500	85%
Homework / Schoolwork	240	41%
Use a VPN (Virtual Private Network) for work or school	158	27%
Download or listen to music or audio books online	361	61%
VoIP	226	38%
Online Backup (files, photos, music)	318	54%
Telemedicine, tele-health	83	14%
Online gaming	174	30%

Maintaining a Web presence, blog, or social media	232	39%
Shopping	513	87%
Online banking	492	84%
Social networking	483	82%
Smart TV	311	53%
Other	48	8%

**Other uses for the Internet**

Because of the number of written responses to this question, this data is provided in Appendix B.

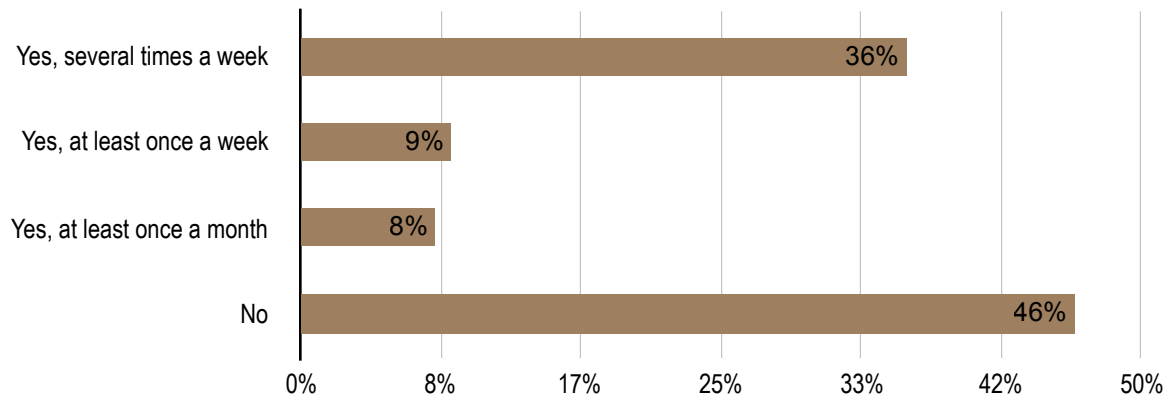
**14. High speed, affordable Internet influences where I choose to live?**



**15. What would you be willing to pay for a faster, higher quality Internet access ?**

\$10 to 20	\$21 to \$40	\$41 to \$60	\$61 to \$80	More than \$80/ month	I don't know
23	58	166	152	65	102
4%	10%	29%	27%	11%	18%

**16. Does anyone in your household use / need the Internet to complete school assignments or job training course work?**



Yes, several times a week	205
Yes, at least once a week	52
Yes, at least once a month	47
No	258

**17. Who is your Internet Service provider?**

Some responses included more than one provider.

Arvig	125	22%
AT&T	9	2%
Broadband Solutions	34	6%
CentruryLink	43	7%
Charter	4	1%
Dish Network	10	2%
Don't know	36	6%
Excede/Wild Blue/Viasat	24	4%
Frontier	6	1%
Hughes Net	17	3%
Hutchinson	5	1%
Mediacom	38	7%
Meeker Coop	5	1%

MelTel	7	1%
MVTV Wireless	15	3%
N/A or None	19	3%
New Ulm Tel	2	0%
NuTel	36	6%
Rural Broadband	2	0%
Sprint	3	1%
T-Mobile	5	1%
TDS Telecom	9	2%
Verizon	48	8%
Windstream	11	2%
Xtratyme	63	11%

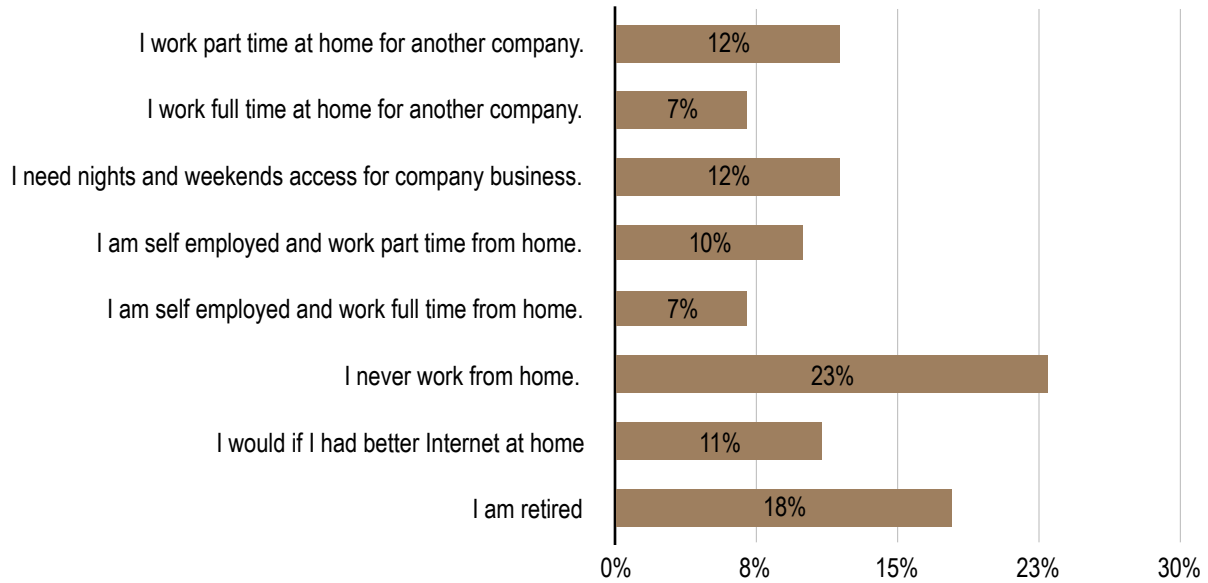
**18. Who is your cable/satellite TV provider?**

Antenna	8	2%
Arvig	26	5%
Charter	2	0%
DirecTV	138	26%
Dish Network	160	31%
HutchTel	2	0%
MediaCom	25	5%
None or N/A	147	28%
NuTel	15	3%

**19. What kind of telephone service do you have at home?**

Landline only, no cellphone service	Cellphone service only	Landline and cellphone service
8	296	253
1%	53%	45%

## 20. Do you work from home?



## 21. Any Other Comments:

There was a very large response to this question, and many residents provided detailed answers. Please see Appendix C for this data.

# Business Market Study

A total of 36 responses were collected. 2 responses were removed because they were duplicates. Not all responders answered every question. Some of the key data points that emerged from the survey include:

- 26% of respondents are not satisfied with all their services.
- 85% of respondents answered that they needed better Internet/data service.
- 97% of respondents stated that the Internet is essential to their business.
- 32% of respondents use DSL Internet service while 24% use satellite or cable modem.
- 57% of respondents have the type of Internet they have because there are no other options available.
- 45% of respondents generally paid between \$51 to \$100 per month for Internet access. 12% paid between \$101 to \$150 for Internet.
- 29% of respondents have 5-10 Mbps download speeds and 15% have 1-5 Mbps.
- Only 3% of respondents answered they were very satisfied with the current speed and reliability of their Internet service. 26% of respondents replied that they were not at all satisfied with the current speed of their Internet service.
- 16% of respondents indicated that they cannot rely on their Internet service provider. 16% of respondents indicated that their Internet service provider has slow or poor technical support.
- 91% of respondents indicated that they found Internet technology to be a very important factor in the success of their company over the next five years.
- 26% of respondents need to work from home on a consistent basis.
- 26% of respondents indicated limited Internet access at employee's residence impacts their business.
- 88% of respondents would not relocate their business due to existing Internet options.

## **CURRENT SATISFACTION OF EXISTING SERVICES**

Overall, respondents felt a need for better telephone service, Internet/data service, and cellular service. 57% of the respondents desired better cellular telephone service and 85% of the respondents desired better Internet/data service. 16% of the respondents indicated they could not rely on their Internet service provider and 16% indicated their Internet service provider had slow or poor technical service. 26% of the respondents



were not satisfied with all of their services. This data indicates that businesses generally are in need of better services that can offer reliability, speed, and a better price point.

### ***ESTABLISHMENT INFORMATION & EMPLOYEE COMPUTER USAGE***

All 34 businesses that responded to the survey indicated that an Internet connection existed at the establishment and that there were an average of 12 Internet users per business.

### ***EXISTING INTERNET CONNECTION TYPE, PRICE, AND SPEED***

DSL provided Internet access to 32% of the respondents. Satellite Internet provided Internet access to 15% of the respondents. All of the respondents paid \$51 or more for Internet access with 9% paying \$500-\$1,000 each month. The largest proportion of respondents (45%) paid \$51 to \$100 for Internet access each month. 15% of the respondents had Internet speeds between 1-5 Mbps, while 29% of the respondents had Internet speeds between 5-10 Mbps. 29% did not know the speed of their Internet. In addition, 65% of the respondents were somewhat satisfied with the current speed of their Internet service, while only 3% were very satisfied with their current Internet speed.

### ***USE OF THE INTERNET***

Respondents were asked how they currently used the Internet to serve their needs at their respective establishments. The most common uses of the Internet were email (100%), online backup (65%), transfer of large files(62%) and ordering and managing inventory (74%). 76% of the respondents used the Internet to maintain a Web presence with a blog or other site.

### ***AFFORDABLE PRICE FOR 1 GIGABIT INTERNET SERVICE SPEED***

Survey respondents were asked to provide what they thought was a affordable price for 1 Gigabit Internet service speed. This was an open question. Respondents indicated that 1 Gigabit Internet service speed is worth as much as \$200 per month.

### ***IMPORTANCE OF INTERNET TECHNOLOGY***

91% of respondents found Internet technology to be a very important factor in the success of their company in the next five years. Furthermore, 97% of the respondents indicated that the Internet is essential to their business.

### ***EXISTING SERVICE PROVIDERS***

Phone: 59% of respondents had both landline and cellphone service. 18% had only landline service and 24% had only cellphone service.

Internet: Arvig provided Internet access to 24% of the respondents and NuTel provided for 15%. 32% left the question blank. Other providers included Windstream (9%), Verizon, (6%), CenturyLink (6%), Broadband Solutions (6%), and Exede/HughesNet (6%). Other providers totaled 18% of responses.

Television: The largest cable/satellite TV providers are Dish Network which provides service to 29% of those with television service. 41% chose not to have TV service (None), and 15% left the question blank.

### **JOB CREATION AND TELEWORK**

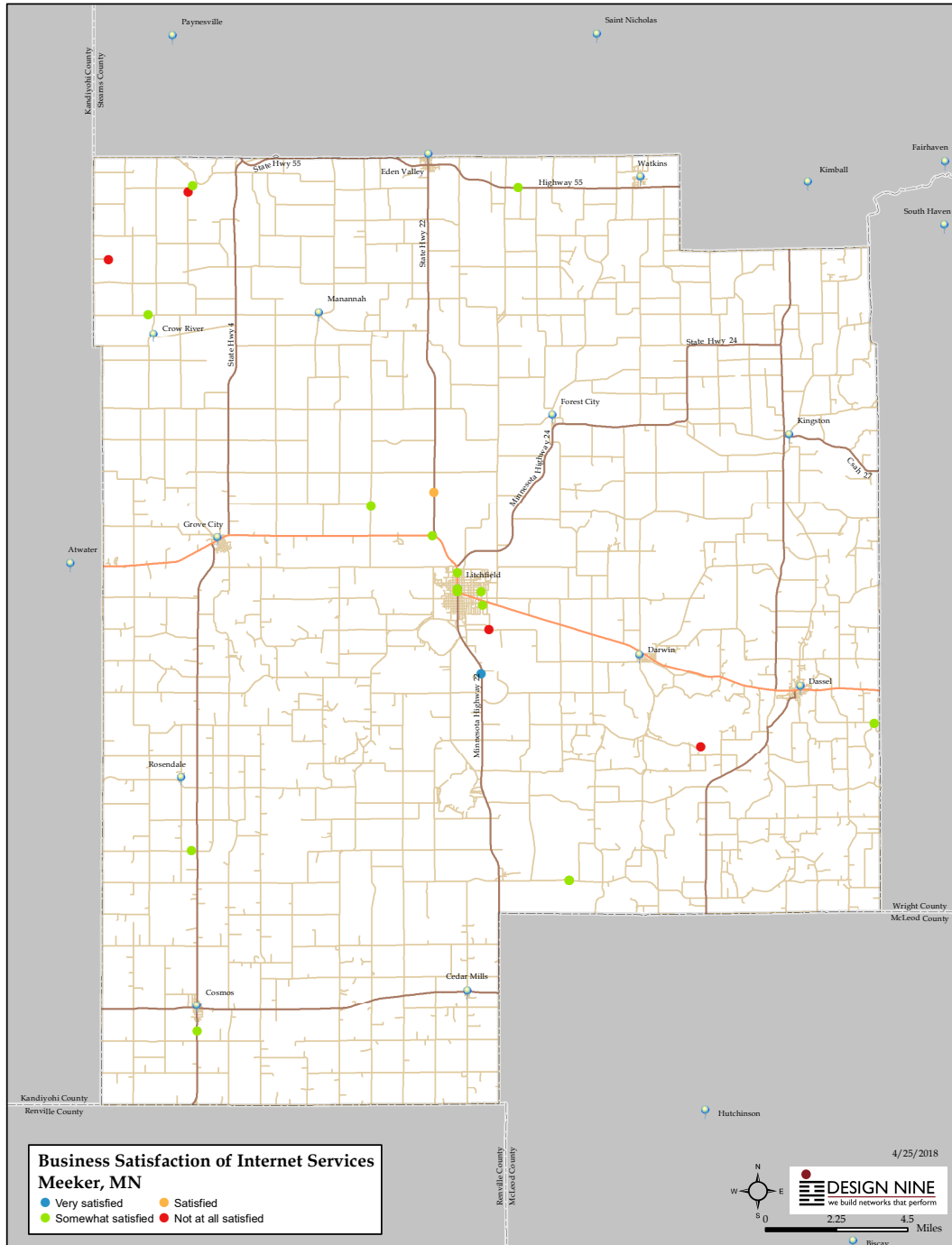
The survey found that a portion of respondents generally work from home full time or part time. 35% of the respondents use a VPN and 26% work from home on a very consistent basis. 26% of respondents said that an employee's residential Internet service does impact their business, but 88% would not relocate their businesses.

### **SERVICE DESIRED**

Respondents were given the opportunity to provide additional comments not covered in the survey. This were a open ended question. Respondents expressed the need for more reliable Internet and cell service.

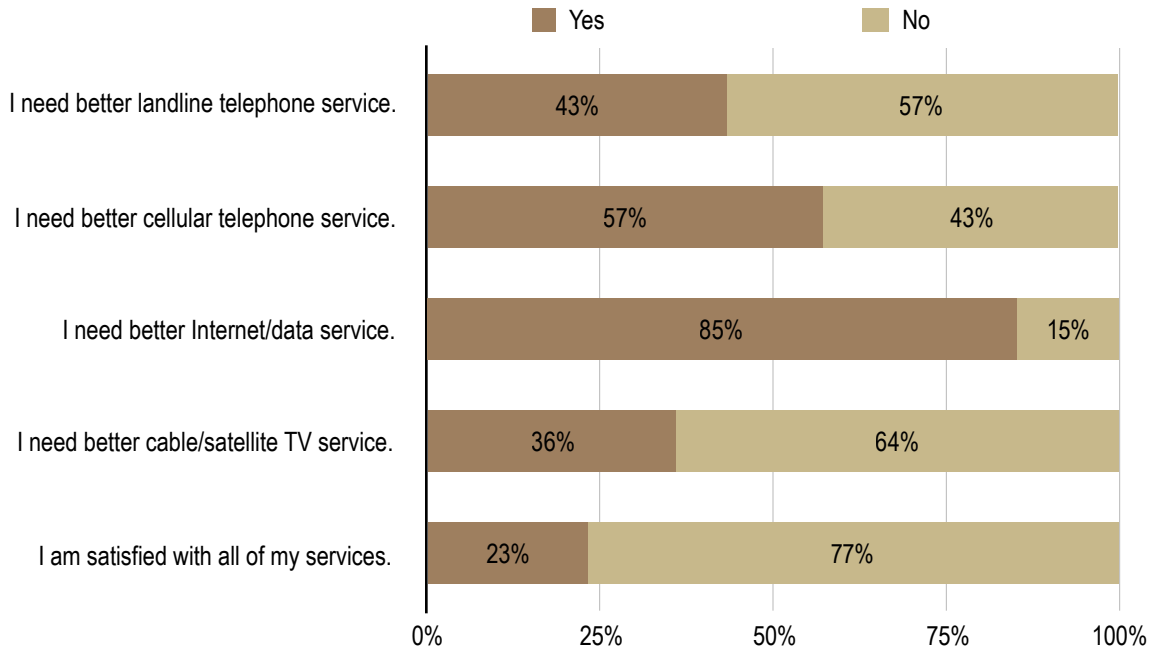
## DISTRIBUTION OF SURVEY RESPONSES

The map below shows the geographic distribution of responses to the business survey, coded according to their satisfaction with their existing Internet service.



## BUSINESS SURVEY SUMMARY DATA

### 1. Select the items you agree with below:

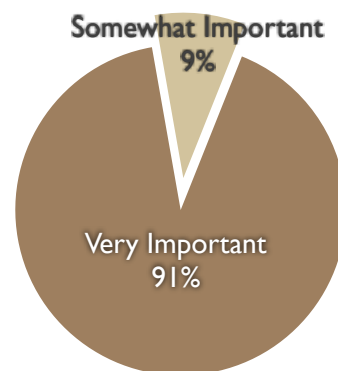


### 2. Is the Internet essential to your business?

Yes	No
32	1
97%	3%

### 3. How important do you think Internet technology will be for the success of your business over the next five years?

Very important	Somewhat important	Not important
31	3	0
91%	9%	0%



**4a. Total number of employees:**

Total number of employees	766
Average number of employees per establishment	23

**4b. Total number of Internet users:**

One company indicated they had more than 1,000 Internet users. When that data point is removed, the average number of Internet users is eleven.

Total number of computer users	2176
Average number of Internet users per establishment	64

**5. If you are a business, what type? (select all that apply)**

Agriculture / Forestry	7	14%
Retail / Wholesale	8	16%
Professional / Office	7	14%
Government	2	4%
Educational	2	4%
Medical	1	2%
Non-Profit	2	4%
Manufacturing	8	16%
Restaurant/Food Service	0	0%
Construction / Maintenance/ Repair	5	10%
Other	8	16%

**Other types of businesses**

Veterinary Clinic; Commercial printing, apparel & Promotional items; Transportation; Dog & animal training education wellness for animals; Insurance; direct sales; Sales; U Pick Berry Farm; Veterinary - Equine Dental Provider

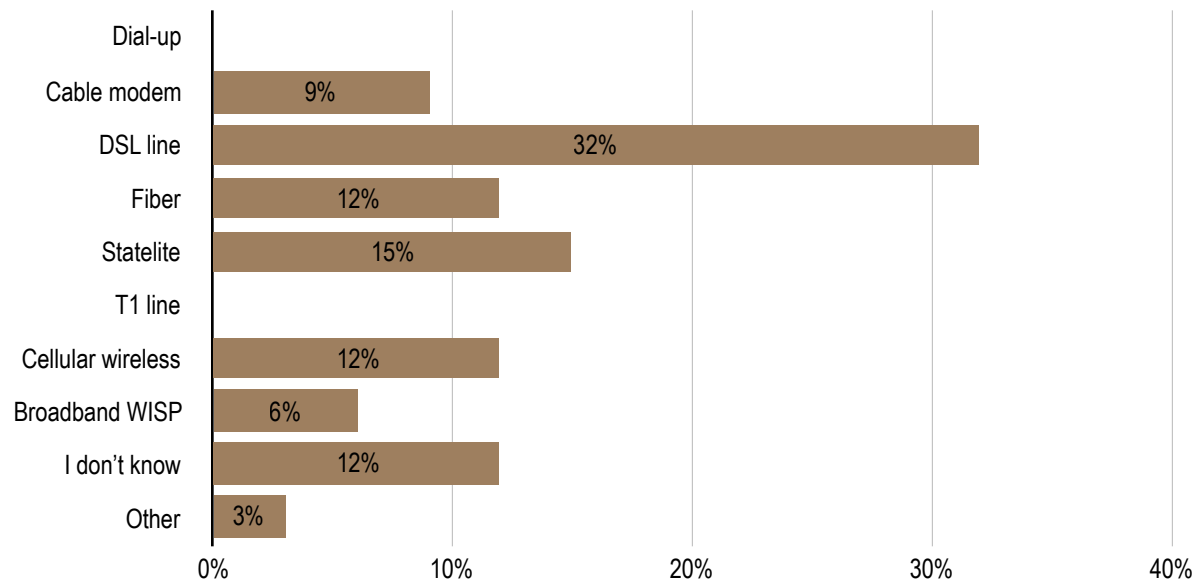
**6. Is this a home-based business?**

Yes	No
14	20
41%	59%

**7. How much do you pay now for Internet access each month? If you select ‘No Internet’, please skip to question 13.**

No Internet	\$0 to \$50	\$51 to \$100	\$101 to \$150	\$151 to \$300	\$301 to \$500	\$501 to \$1000	\$1001 to \$5000	\$5000+	I don't know
0	0	15	4	4	3	3	0	0	4
0%	0%	45%	12%	12%	9%	9%	0%	0%	12%

**8. What type of Internet do you have?**



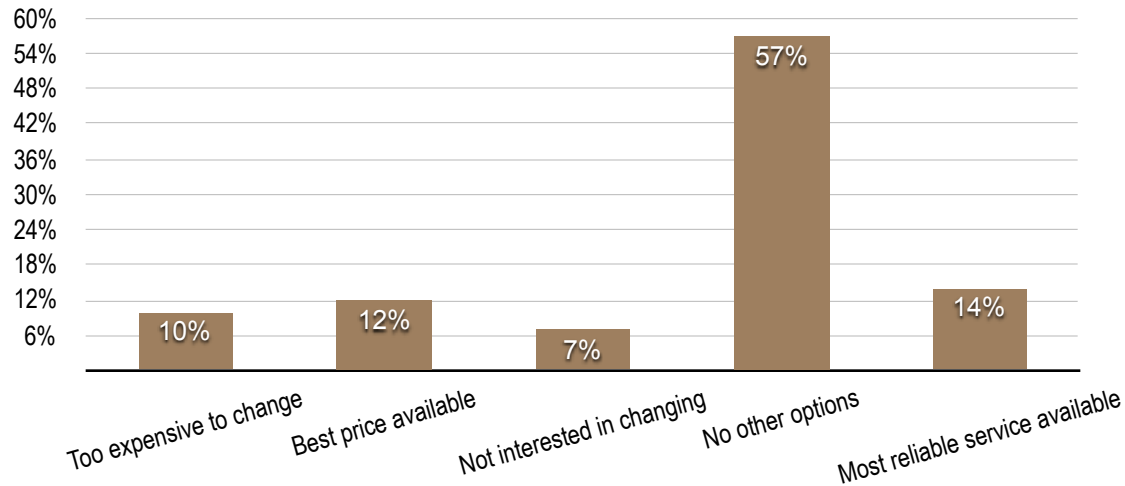
Dial-up	Cable modem	DSL line	Fiber	Statelite	T1 line	Cellular wireless	Broadband WISP	I don't know	Other
0	3	11	4	5	0	4	2	4	1

### Other Types of Internet (open ended question)

Redundant feeds - Fiber 100/100 and Cable Modem 105/10  
 Combination of satellite, DSL line, and cellular wireless

### 9. Based on the type of Internet you selected above, why do you still have it?

Respondents could choose more than one option.

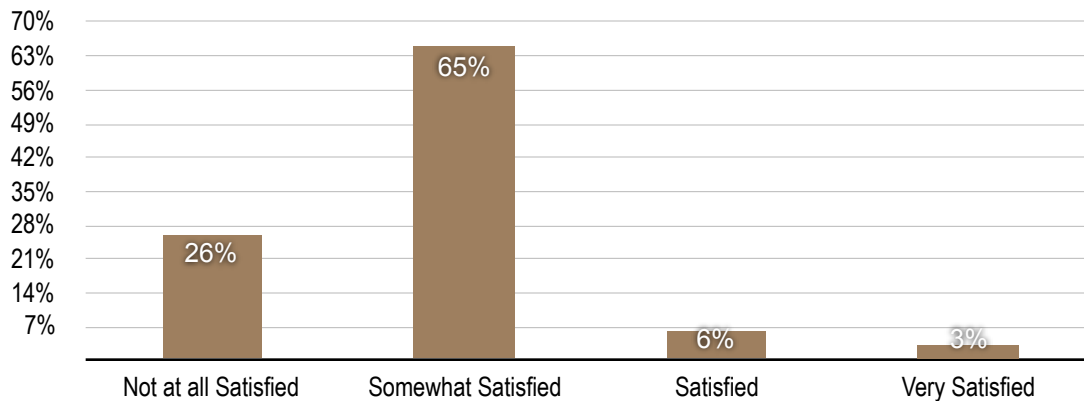


Too expensive to change	Best price available	Not interested in changing	No other options	Most reliable service available
4	5	3	24	6

### 10. What is the speed of your Internet connection? (A Gigabit is 1000 Megabits (Mbps))

Dial-up Only	56-512K	512 k -1Mbps	1-5 Mbps	5-10 Mbps	10-50 Mbps	50-100 Mbps	100+ Mbps	Gigabit	I don't Know
0	0	0	5	10	5	2	2	0	10
0%	0%	0%	15%	29%	15%	6%	6%	0%	29%

**11. How Satisfied are you with the speed and reliability of your Internet service?**



Not at all Satisfied	Somewhat Satisfied	Satisfied	Very satisfied
9	22	2	1

**12. How important is a redundant or second Internet connection to your business?**

Not Important	Somewhat Important	Very Important
12	16	6
35%	47%	18%

**13. Please select all that apply to your current Internet provider:**

Can not rely on service	Slow or poor technical support	Price is unreasonable for the service I receive	Poor customer service	The speed I want is not available at my business location	I am satisfied with my Internet provider
10	10	14	7	15	5
16%	16%	23%	11%	25%	8%



**14 . Select all the items you use the Internet for now:**

Email	34	100%
Communication between headquarters and remote sites	17	50%
VoIP Internet phone (Vonage, Skype, etc.)	11	32%
Online Backup (files, photos, music)	22	65%
Transfer large files	21	62%
Monitor / control security, alarms, health, processes, etc.	14	41%
Processing credit card / debit card transactions	19	56%
Ordering / managing inventory	25	74%
Maintaining a Web presence, blog, or social media	26	76%
Receiving and processing online orders	15	44%
Cloud-based business, accounting or other services	8	24%
Smart TV	5	15%
Other	0	0%

**Other Uses for the Internet**

Unable to process credit cards with current service.

**15. Briefly state what you think is a affordable monthly payment for 1 Gigabit Internet speed for a business?**

Less than what I pay now

Cable/DSL - <\$400 Fiber/Dedicated - < \$700

\$75

\$100-\$200

\$15.00  
 not sure  
 \$50  
 400  
 \$40.  
 Gigabit currently unneeded, 100 MB would be great. but \$400???  
 \$49.00  
 \$100.00  
 \$50  
 50.00 - 60.00  
 60  
 \$500  
 not sure  
 \$200  
 na  
 \$150

### 16. Who is your Internet Service provider?

Some businesses have more than one provider (for redundancy).

Blank	11	32%
Arvig	8	24%
AT&T	1	3%
Broadband Solutions	2	6%
CenturyLink	2	6%
Dish	1	3%
Exede/HughesNet	2	6%
HutchTel	1	3%
Meeker Coop	1	3%
NuTel	5	15%
TDS	1	3%
Verizon	2	6%
Windstream	3	9%
Xtratyme	1	3%

**17. Who is your cable/satellite TV service provider?**

Blank	Arvig	DirecTV	Dish Network	Mediacom	None
5	2	2	10	1	14
15%	6%	6%	29%	3%	41%

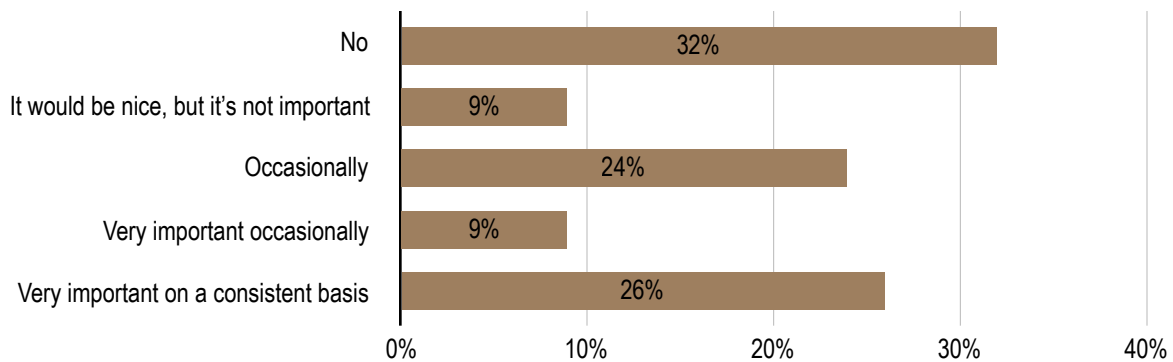
**18. What kind of telephone service do you have at home?**

Landline only, no cellphone service	Cellphone service only	Landline and cellphone service
6	8	20
18%	24%	59%

**19. Do you or your employees use a VPN (Virtual Private Network) to obtain remote access for your work or to a company network?**

Yes	No	I Don't Know
12	19	3
35%	56%	9%

**20. Do you or your employees need or want to work from home?**



No	It would be nice, but it's not important	Occasionally	Very important occasionally	Very important on a consistent basis
11	3	8	3	9

**21. Does limited Internet access at employees' residences impact your business?**

Yes	No
9	25
26%	74%

**22. Do the existing Internet service options impact your business's decision to relocate or stay in the County?**

Yes	No
4	30
12%	88%

**If yes, briefly state why:**

We had a horrible time with Hutchtel getting service because of all the signal interference from other internet business so we switched to Satellite

As we grow our business, our Internet needs continue to grow. Lack of true high-speed fiber (>500mbps) is essential for us to continue to keep pace with our competitors.

We have been unable to attract important technology based employees because of the poor internet speeds and reliable services.

It is ridiculous how poor the internet and phone service is here. Both internet and landline. I am planning to discontinue my business here for a few reasons including the fact I pay extra for terrible service and cannot run credit cards on a terminal.

**23. Any other comments?**

"I am very excited this is being considered. Our options are at best limited. Nu-tel and Centurylink have both blown us off, and do not invest anytime to investigate whether there services would work here (no site survey). Broadband - MN has been helpful, but there model restricts data limits during a monthly period, is not cheap, and VPN services are hampered. Dish Network plays billing games, and I would do just about anything to give a local business some loyalty.

I am self employed at home (farm) and work a full time job in town, and do work from home a couple times a month.

My wife owns a business and works from home full time.

feel free to reach out 320-xxx-xxxx

"I am very excited this is being considered. Our options are at best limited. Nu-tel and Centurylink have both blown us off, and do not invest anytime to investigate whether there services would work here (no site survey). Broadband - MN has been helpful, but there model restricts data limits during a monthly period, is not cheap, and VPN services are hampered. Dish Network plays billing games, and I would do just about anything to give a local business some loyalty.

My wife owns a business and works from home full time.

I hear so many complaints from people on cell phone service & internet service

For business purposes in the city of Litchfield, our options are essentially NuTelecom and MediaComm. NuTel has recently rolled out their fiber options, which we have subscribed to for 100/100 dedicated service. This is somewhat fairly priced at \$550/month. However, we get 500/500 fiber in St Louis Park, MN for \$500 per month. MediaComm is a VERY overpriced, limited service option which we are required to use as our redundant service. We pay almost as much for a 105/5 MediaComm cable connection as we do for our 100/100 fiber from NuTelecom.

We need competition and more fiber connections. Our business and our neighboring business paid a lot of money to bring fiber to our locations out of desperate need. We have been told by Arvig that there are absolutely no plans to bring more fiber to this area because it's not in Arvig's best interest. Bring in another vendor and I would bet Arvig's best interests would change. Competition is good for everyone!

Need a VOIP option on question 18

I pay for 10 gig, but only receive 2-3 because of location. Before paying for premium, I only received 1/2 to 1 gig, which was not sufficient to run our business. Frustrated that I have to pay for it, but don't receive it.

# Appendix A: Residential Survey— Other Types of Internet

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- Arvig
- Verizon Mifi
- As long as it meets Minnesota Broadband goal for 2026 of 100mb download & 20mb upload PLEASE !!!
- Satellite internet, as a poor backup for my part time home business.
- Through Century Link. We live in the country and that is the only way we can get it is through “bundling” with them. No other service is offered. I have tried....
- through local phone company
- Whatever New Ulm Telecom provides
- Frontier Internet
- We have internet service that comes to an antenna on our home from a tower owned by NU-Telecom.
- Arvig highest speed which isnt very high in Eden Valley
- Honestly We do not know!
- Only available service in Eden Valley is from Arvig
- xtratyme.com - since we moved we have no service
- It comes in on line from Mediacom but is not dial up
- Xtratyme out of Dassel for internet
- Century Link for landline
- through nutelecom, underground cable
- MVTV wireless
- Radio Technology
- Arvig
- Xtratyme wireless radio (this may be classified as Broadband WISP, but wasn't sure)
- Not sure what type it is - Xtratyme is our internet provider
- Xtratyme Technologies (radio tower?)
- Xtratyme, wireless dsl
- wireless
- Radio on roof
- Xtratyme provides service via a network of transmitters and transponders. I do not know what to call it in the above list, but it is all high frequency radio signals. We have a transponder that receives and transmits data for the internet. We have a good enough service to watch movies without interruption. We have options for three higher speeds than we are paying for at \$42/month. We are extremely satisfied with this system and would recommend it to anyone who isn't inside a town, like the City of Litchfield where they do not operate. Great for rural service.
- No service at this time. Were using Xtratyme but they have been unable to get new tower up and running. Have been without service since August
- Xtratyme dish

- receiver on roof talks to tower, not sure which of the above choices apply.
- MVTV wireless
- arvig phone line
- tower transmitted
- tower with a receiver and cable to connect to the house
- I don't know, service from my telephone company. ARVIG
- This home is in a new subdivision on Lake Rohrbeck (17 Building lots) on 343rd Street (3/4 mile ) and currently have no telephone or internet service.
- "Wireless fm signal broadcast from tower at courthouse. I receive
- Service via Nu Telecom ."
- Some type of microwave radio signal
- Verizon Jetpack
- No internet
- I have tried different satellite servers which are very expensive and is limited to how much you use. I am now with Xtratyme from Dassel which is the best I have found. It stops sometimes and is a little slow. There is very much of a need of broadband service in Meeker County.
- xtratyme broadband
- what ever xtratyme tecknologies uses

# Appendix B: Residential Survey— Other Uses for the Internet

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Xbox One updates

"-Submitting time card for work & reviewing work schedule/calendar.

-Maintaining family calendar between family members

-Watching TV online ( Netflix, Hulu, Vudu, etc)"

Telecommute

Business use, Will fill out business survey too.

Streaming netflix/youtube no on smart tv

Research on various topics

Netflix

selling on eBay

Netflix, HULU

business

I use the internet for Farm related research and Equipment purchases such as Online Auctions

Video conferencing

Genealogy

I use it for managing my business - online medical charting.

Company I work for is based in CA. Clients are all over the US. Use internet for everything and anything for the job.

Would like to access with Smart TV but can't

work

streaming music, and television

Just email. Can't do to much at 24.4 Dialup

Roku

work from home/telecommute

Internet Cable

Streaming things like Netflix, Roku, Sling etc. (Important to people who have gone away from cable/Satellite and rely only on streaming)

virtual/personal streaming hub/source for video/audio from home pc to offsite devices or pcs at another location.

I work from home 50% of the time. I need better and faster options to do my job and contribute to the tax base where I live.

Streaming television (Netflix, Hulu, Sling)

Would love a smart TV but internet is not fast enough to support streaming.

Home security

Work from home

Web video conferencing via WebEx for work.

upload of video streaming for live virtual meetings as I work from home,

Stream all media via the internet (Netflix, Hulu, HBO, Amazon Video, etc)

Wife works from home most of the time.

keep current on world news and events

Business

YouTube, Netflix



I use it for non profit business.

Work

security

Movies via Netflix and Google

Card games majong

Work from home

on-line College classes

"Google Home

Nest

TV-Hulu, Amazon Prime Video, Netflix

Work from home (9-1-1 Technician for MN, ND, WI)"

I teach online. My internet runs out and then I need to go somewhere else to get my work done.

Video Streaming

Work

Netflix

I work part time as a computer programmer

webinars and training- I usually can't do thee at home because I don't have unlimited data and run out

Downloading books, playing games between grandchildren

stock trading

Volunteer work requires use of internet

# Appendix C: Residential Survey— Additional Comments

There needs to be better internet services provide. Anything dish related is obsolete. It is very frustrating to not be able to online game. Internet is One of the most widely used things in the world which means we should have capable internet service.

Xtratyme Technologies has excellent customer service and continues to improve their system, but the cost is still high in comparison to other options especially considering our slower speed. Century Link is our only option for landline service and is very overpriced.

I think it's sad we can't get high speed internet via underground and people of the Watkins address can. We live very close to state highway and there hasn't been anything done to improve in the forest city area. I also believe that Kingston has better options now.

We use the Internet for our TV viewing. We Subscribe to DirecTV Now and Amazon.

I would love other options for high-speed Internet service if affordable and reliable.

We would love higher speeds, no data limits and consistent service for a reasonable price.

"I am very excited this is being considered. Our options are at best limited. Nu-tel and Centurylink have both blown us off, and do not invest anytime to investigate whether there services would work here (no site survey).

Broadband - MN has been helpful, but there model restricts data limits during a monthly period, is not cheap, and VPN services are hampered. Dish Network plays billing games, and I would do just about anything to give a local business some loyalty.

I am self employed at home (farm) and work a full time job in town, and do work from home a couple times a month.

My wife owns a business and works from home full time.

feel free to reach out 320-xxx-xxxx

We would be very interested in a reliable high speed internet connection and know many others in our area that would be interested as well.

Xtratyme is a great cheap unlimited internet service option for people that live in the country in the area.

Xtratyme keeps saying they will upgrade their equipment but it is taking much longer than expected.

"Question #15 needs to be more specific. "What would you be willing to pay for a faster, higher quality Internet connection?" I checked "more than \$80/month" but what am I hypothetically going to get for that? You should have included an actual number for a download speed and also whether or not you are talking about limited data or unlimited data.

Also, you should know there are currently about 10 different internet options available depending on where you live in Meeker.

The choice of unlimited data plans is severely limited in our area.

"Broad Band solutions is reliable but very expensive, we pay 49.99 per month but it is limited usage. We have Verizon cell phones with a plan that is more expensive so we can have unlimited data to use hotspots around the house to make sure we do not go over our monthly allotment with Broad Band solutions because of the overage charges. Our unlimited data plan with Verizon is unlimited but after so much usage then they slow down the service: ( If we had an affordable, reliable and fast enough service in the country we could save a lot of money and have more to spend locally.

Access to a high speed connection without data limits and time restrictions would be a great help to us.

We need cable to each home. Wireless systems are too affected by weather, are too slow, and are often blocked by trees and crops. I have services available from 4 companies in my area, but only one actually works due to hills and vegetation issues.

Someone just pulled fiber along County Road 18. Hopefully more choices will be available in 2018. Thank you for commissioning this survey!

I continue with my current ISP as they have no data limits. I would prefer a wired service rather than a wireless for reliability. Also the price/speed I feel is expensive.

Whatever you decide to do you must be respectful to the providers, such as Xtratyme, that have expended so many resources to provide the service we do have.

I am an amazon prime member and movies etc always are buffering and unable to watch movies and shows, also downloading music. Our landline is from Verizon, service is ok but could be better.

I am fully in support of options to keep prices down and service excellent. I also believe that any government funded/subsidized business is a sinkhole for tax payer dollars. A business should fail or succeed on the merits of the service they provide. Free market and free enterprise is the best model for a business. Thank you.

Please make this happen!!!

Would be great to have a choice

My Internet service is very reliable. I can stream using UHD and I have no problem with uploading or downloading large files. The service is rarely down and I can effectively run my business from my home location. I am able to get down/up speeds of 100Mbps/100Mbps.

Our cell service is horrible here. Would put in a landline if it was affordable

In Grove City CenturyLink is considered the most reliable ISP. Mediacom has a lot of problems based on what I hear from others in town who have it. I would never live anywhere that didn't have access to fast and reliable internet.

I do not live in Meeker County but am very close to the county line. I would pay to be included in the expansion of high speed internet to my service area.

We should have better options, and faster options; especially if we are willing to pay for it. No choices in services allows those who do provide the service to treat you however they want and know if you want internet you have no choice. We have upgraded and we have not seen any improvement in speed or quality.

We pay for internet speeds that are never achieved! And have MANY days where internet is down. And are given excuses as to the problems are on our end (our modem etc) and they never are because neighbors experience the same problems. Disappointed in Arvig.

Issues with Internet frustrating.

sometimes I work from home but very rarely

I work for a hospital out of my home and need high speed internet 24/7. There are times when I can't get service and no one seems to know when it will be back up which is NOT acceptable when working at a hospital.

My internet service works very well but is unreliable. There are several times when internet goes out and customer service is poor. (Mediacom)

I'm glad we have great internet options available in Meeker County! Cable, DSL, and lots of great wireless options. We can even pay to have fiber brought in if we need it. Maybe that's true of most counties, but Meeker County is well served with internet options.

In our household, both adults work full time from home. This requires very intensive internet usage at times, and reliability is paramount. When moving here we were limited on where we could live, and living much outside of city limits simply wasn't an option. Our current download is 15Mb/s and upload of 1 Mb/s, at times this is simply not good enough for our needs working from home. We simply need faster internet service to be able to maintain our jobs as they are now. To maintain competitive in the workforce, the expectation of fast internet is only growing. All the while our service isn't getting any better, and as best as we can tell, there are no immediate plans to bring fiber to large portions of the area.

If this happens I hope it will be a fiber network with no data caps. This is part of our infrastructure, like much of it, that needs to be updated to current times. Not living in a metropolitan area is not an excuse for not having good options anymore.

We think the service we receive is good but expensive.

We recently got rid of Dish TV because of the price. We now use Amazon Firestick and the PlayStation Vue channel app. Sometimes we have reset our modem in order for the tv services to work.

Our current internet provider is pretty reliable and speed is currently good (25 Mbs). I am concerned with all the devices that we as a society are connecting that we will need affordable, high speed connections without having to worry about data caps.

Internet is good at times, but mostly very slow. I feel I am paying way too much to have such slow service.

We have no other providers available in our area. It would be nice to have other choices.

WE ALL SO OWN AND OPERATE MCSTOTT TOWER SERVICE AND HAVE TOWERS IN ST AUGUSTA PAYNESSVILLE AND HUTCH. IF WE CAN BE ANY ASSISTANCE CALL 320-xxx-xxx

Centurylink is slower than slow, more like 'dead'.

It would be nice to have more options. Thank You

After 36 years driving to St Cloud to work, finally got the OK to work from home. This option all depends on my service with Arvig's internet (8000 feet away from nearest node) being fast enough to complete my job in a timely manner. Just found out this week after checking with several other providers Arvig is the only option I have.

Would love to be able to have another option to choose from in my area.

It would be great to have broadband or faster internet service in Forest City and Manannah. I hope cell phone service improves throughout the county, especially in the Forest City and Manannah area. I do some of my work there.

Unable to download movie without taking hours

would love broadband internet service

Arvig is a horrible provider of landline services and do not offer internet where I live.

Schools are requiring more and more online related assignments such as watching videos. Options out in the rural areas are not only unreliable they are data capped. This makes online school homework very difficult for students. Not to mention online college. On another note skilled workers in fields which require the ability to work from home will be more prone to leave the area for locations with better internet.

There is some wireless signals out in the area per ISPs but the problem is location of the towers. They are in the middle of fields and trees are blocking the line of sight. The other towers are located on private land in which the owner is not willing to be cooperative in assisting other neighbors by having a paid contractor come out and relocate the isp's equipment for better line of sight in the area. If there were repeaters along the road in the ditch, more residents would have access to high speed internet which is no longer a luxury but a necessity for homes.

We would love to be able to have more reliable internet options. We're only able to use my phone as our hotspot Internet and that is limited every month (and the connection isn't always great depending on time of day).

I love where I live but hate the fact that at this time I do not have a viable option for unlimited internet service with no use limits or significant reduced speeds. Unless I want to pay an astronomical amount and have a 20' pole with a dish attached to my roof and a \$500 installation fee. Rural areas half the size of Litchfield have quality fiber optic internet suppliers. There is absolutely no reason we should not!

We would like to have internet for things like home security, netflix, wifi network, etc. No interest in Satellite internet and cellular is unreliable.

"Please help Meeker county develop a plan to help bring fiber networks to all households in Meeker County. Thank you!"

I currently am using MVTV and am content with the service, the speed is slow (5mg) but the amount is unlimited for \$70 per month. I was with excede prior to, for \$160 a month we would run out of data 25Cap in 2 weeks and then slowed down to dialup. I would love to see fiber come in I'd pay extra initially the first few years to get it paid for as long as we knew it was going to go down. And it needs to be reasonable in town they pay 20-40 per month for good speed and know data cap I would say country prices should be somewhat in line with that.

Rural Internet Services are terrible

The one thing we are extremely dissatisfied with in our home and where we live is the access to good technology, specifically internet. We have friends and family who have commented that if they had the lack of internet services we do, they would definitely be looking to move elsewhere. We have extremely limited internet abilities and pay the same or more as our friends and family who have basically unlimited data and extremely fast speeds. We are unable to stream any types of media or even successfully complete a facetime call. We have to use 4 separate providers for internet, television, phone and cell phone just to have all of these services and that creates a very expensive bill each month. We would greatly appreciate a better option for internet service. This will become an increasing need for us as our jobs are requiring more and more access from home and as our children become grade school age in the next couple of years.

We only have 2 options for internet at my location that I know of, service via a cellular hotspot and satellite. We are currently using the cellular service at around \$50/month because the satellite service charges a \$300-500 fee to conduct a site inspection and then ~\$70/month for internet service. I currently can't justify that cost.

We use this Meeker county address as a year round retreat, and we use the internet here regularly for work and pleasure. Our current provider (Xtratyme) is very good, and has excellent customer service, but since we began using their services, their prices have increased as their speeds decreased. They used to have 5 packages to chose from, but now have 16, ranging from about \$14 (which is really just enough to be a place holder in their billing cycle) to over \$114 per month. One advantage to their program is that we are able to increase and decrease speed every 24 hours so we can reset it to slower and cheaper speeds when we leave after a weekend, and that price is reasonable. But to increase the speed to a useable speed for surfing, streaming or to do my work, it is very costly, and if I forget to bump the speed back down on Sunday night, I am faced with a real hit when the bill comes in. It's not affordable, but we have not been able to find another rural option along Lake Jennie. We also rely on our internet for our landline service (Ooma), while we are here (for emergencies, etc), so if we neglect to increase the speed because we aren't working online or watching a movie, etc., we are not able to use the landline as there is not enough speed to use it. So the internet is always a problem for us--either functional or financial. I hope your organization can come up with some solutions!

To have the speed in order to work the job I am in I need downloads speeds at least in the upper 25-35 range. I use a Verizon hot spot in order to get those speeds plus a Web Booster plus an Extender to get those speeds. The cost is 110.00/month - way too high but it works. The plan I am on is capped at 28 GB. If I go over it is 15.00/GB. They have an unlimited plan for 100.00/month. But that plan caps the hot spot high speed use at 15 GB for the month and then you run on 3G network for the rest of the month. I have spent hours and hours researching in the last 10+ years, since we moved here, every possible internet service and there is absolutely no other choice that can give me what I need. So I am forced to use Verizon. We originally used Xtratyme. Customer service, prices and flexibility but not dependable because of our trees. Then they grew too big and the tower was too far away to get any reception.

We desperately need real high speed internet. Cell data works ok but is data limited. It is completely impractical for streaming or any other data intensive task.

Better internet and tv options would be wonderful!!

Please get me out of the dark ages.

"For number 1, I do not have reliable cell service in all the rooms in my home. Streaming video is sometimes interrupted for buffering. Satellite TV is usually interrupted when there are thunderstorms in the area.

For number 7, There is no coax or optic fiber cable to the house. I could get a landline, but am not close enough to the switch to get DSL. I cannot get satellite internet because I do not have a clear southern exposure.

For number 9, I can obtain faster download speeds from my current internet provider. That would probably relieve the buffering problems, but I'm not inclined to incur the additional cost for faster service.

For number 12, Although I am generally satisfied with the internet provider, the service is not as reliable as my previous providers at my previous residences, and I would welcome improvement."

Access to reliable, affordable, high-speed internet shouldn't be limited by where a resident lives. Currently, internet access is available in our rural area only via limited, more expensive options besides the cellular service we currently use. Cellular service provides access only to streaming options. It does not allow easy access to reliable

internet connections for on-line shopping, banking, or news. This also limits our ability to work from home and thus, move to the area on a permanent basis.

We live on the edge of the county between ATT and Verizon. Cell service is very weak. Century Link provides a very slow service to our house if we want it. All satellite service is weak when there is snow or rain in the sky. phone company wants almost 4000.00 dollars to hook up a phone line.... there should be a law

Please bring our area high speed fiber optic internet

Our Internet provider was chosen mainly because there are no data caps. We use the Internet for tv streaming. Our previous provider ( Wild Blue) had very restrictive caps which did not allow for streaming except at a very high cost. There is no cable TV service in rural areas and satellite TV, which we had for years, became increasingly expensive. We need a reliable internet provider.

Can only get Hughesnet or other satellite service at our home, too expensive and doesn't work that well. Also data limits are ridiculously low.

I will happily pay more than my current bill to get better/faster more reliable speeds.

I would love to have Internet for my family

Hope you get it lit up. It is a better option for me.

"I can't work from home. i would love to if i could. Please help out in rural meeker county. It's been long enough wait with out high speed internet

Thanks you"

We also use internet for our small business that operates out of our home.

As for the cell phone service....it's with Verizon Wireless.

faster internet at a reasonable price is definitely needed. xtratyme is available, but the \$400 installation fee is cost prohibitive.

The options in Watkins are awful. It is a monopoly. You either take Arvig or you are stuck using some kind of maxed service. Frankly, Arvig prices are way too high.

Thanks for exploring affordable options for Meeker County residents!!!

Living in the Rural Area of Meeker County, the options for affordable Internet services is next to none. The cost is very high for what we can get. With so many people in our home, we need to have a system that can handle that kind of traffic and still be able to watch a movie. So glad that someone is finally researching this!

Overall lack of providers in the area for competition. In larger cities, friends are able to get higher speeds and more services for same or less money. At times internet is down or slow.

We would love at least fiber optic internet

I pay through the nose for internet and I have really poor speeds. I am not thrilled with the services I have available. I really wish someone would intervene and fix this situation.

We pay for a faster speed than what we really get. It is extremely frustrating to not have options other than Arvig.

We continue to experience slow internet, and disconnect frequently from the Internet (get dropped). We many times use our cell phone Internet because it works better than our home internet/ARvig service while at home. My husband has Sprint as a cell work cell phone and have limited coverage at home also. I have Verizon which seems to work best.

I'm paying \$90 a month for 14MB down and less than 1MB up. It is horrible. was 6 down and 512 up before we got better service from windstream. i wish I had cable internet from mediacom or some other carrier. Wireless won't work from where I'm at in relation to the tower by paynesville.

pay too much for the level of service if get. But there are no other options in the area.

TV is Ok. Internet is poor, too expensive (low value), and negatively affects my ability to do my job. The poor internet has limited my job selection as it is not reliable or fast enough to host conferences on-line. We have tried and failed to upgrade, so we feel stuck with the service we have. Better (faster, more reliable) internet will open doors for our family. I currently cannot pursue an advanced degree online due to the service and on-campus programs are not an option. This has cost me some job opportunity. We would use more online services if we had a better service.

Reliable relatively fast internet would be very helpful to grow my at home business. Maybe once it is fast enough, I can work from home full time.

This would be exciting to have more reliable options in our rural area.

Need speeds of at least 50Mbps and higher, unadulterated!

I/we use the internet in relation to our volunteer activities. e.g. hospice, youth religious education, theater ushering, cemetery management also have voip phone.

"Living in the country, all internet and cable TV are limited to your landline carrier, which is limited also. We pay more for everything because we live in the country. I pay for 7 mbps for internet, I can get more, but it is more expensive. The only thing that saves me some money, is that I am a loyal customer, so I do receive discounts.

About #25.00 per month. We pay \$71.00 a month in Taxes, fees and Surcharges. This goes up about every three months.

I have tried calling other carriers, but no one is available where we live. "

I'm a Media Buyer and work for a digital performance agency and specialize in ecommerce marketing. High speed access is crucial to my job. The only work I do is either connected to the internet or analysis of downloaded data in Microsoft Excel or Power BI. I upload/download large files from and to my work's server, Google, etc. and it takes

quite a long time, because my internet connection is extremely slow. I pay for "up to 17 Mbps" however I only receive an extremely small fraction of what I pay for. In my opinion, it seems like internet providers 'hide' behind the marketing speak ... "up to". In my experience, rarely, if ever, are they able to make good on their marketing claims. My wife is also unable to complete Occupational Therapy reports from home while trying to access her work server. With in the past several years, the FCC increased its designation of high speed internet to 25 Mbps. I find it difficult that internet providers are able to market their services under a high speed umbrella, when subscribers don't actually receive high speed internet according to the FCC's updated definition of high speed internet.

Eden Valley has no choice but Arvig for internet. They don't update the city of Eden Valley and we pay metro price for slow internet. Arvig is horrible.

I would prefer to purchase internet access without having to bundle to get an acceptable price

Our current internet service is the bare minimum at 5 Mbps and it is up and down sometimes. Would love to see faster more reliable service.

I would truly like an internet that is reliable

Rural Minnesota needs better internet speeds. I have complained about this to my current internet provider some many times to the point of giving up. It is ridiculous the slow speed we have to put up with 5 Mbps Down and 0.3-0.5 Mbps Up... SAD.

Thanks for doing this survey.

As a teacher who needs to constantly communicate with students for help on their homework, I need all my students to have access to high-speed affordable internet. Please make this a priority!

More options would be great we pay over \$90 a month for ok internet. Charter is not even an option for us because lines do not run to our home.

It would be great if we can get fiber to the house out here for better internet and TV it would really help Thanks for looking into it . We love living here.

Two words: reliable, affordable

I do volunteer work for an animal shelter recording adoptions, evenings and weekends on-line, also a library where I volunteer

We desperately need faster Internet asap!!!

Why are limits imposed on hard wired installations?

"We recently got service through LTD Broadband. They put a tower on our grain leg so we get free service with no cap on speed! Prior to this we had MVTV Wireless and we were fairly satisfied with them. We dropped DirecTV over a year ago and only stream our TV now, currently using PS Vue and Netflix. MVTV worked for streaming quite often but we did have some issues at the 5Mbps speed. We were with MVTV for 2 1/2 years and the only reason we switched is because we were offered the chance of FREE internet with LTD!! MVTV did have expensive start up costs but otherwise I felt they were fairly reasonable.

Arvig is the worst. Bad service. A lot of issues and then they tell you "this was the first time we heard about it."

They have zero interest in getting better service out here. They claim it will cost too much and they can't recoup their cost.

We are in a real need of a good internet service in our area!!!! Please help!!!

We have xtratyme. Their customer service is excellent. Their internet is getting better. In our area Verizon cell coverage is spotty at best

This household has had horrible customer service from Arvig. I feel they know there is no other choice for internet in Watkins and they do not need to try hard to keep my business, I would like to see other provider options so Arvig has competition and there for would give better service.

Would love to have more internet options in our area. Particularly faster speeds that are not outrageously priced.

We pay for high speed internet, and it is up and down all day long. Totally unreliable and a waste of our money. My son needs internet for his school assignments, and I need it for my work. Very frustrating!

We had the same style internet in Wright county before we moved to Meeker and they were \$20 less. The service cut out more frequently so that was a disadvantage however: it seems so silly to pay nearly \$70 a month for something we can easily live without. If there were more competition we would probably get a better deal. Like the old trick the cable people taught me was to call and request a cancellation as Competitor A offered me service for \$xx and every time they will work a better deal to keep you. There really are no big names here We can switch to or compare to. My mother has a private little co op company and she just this year was offered something besides dial up and she can still barely send an email. I think a few more competitors would level the costs for users and allow one more freedom to change should an unresolvable issue come up. When we moved here we were only sure if Mediacom being available as I know that different companies bid an acquire different areas. The price and the constant spam mail (and previous phone solicitations before I told them to stop immediately) are the two factors that I dislike heavily with Mediacom.

**COST IS BECOMING PROHIBITIVE. WHEN I RETIRE I WILL HAVE TO THINK HARD ON WHAT I CAN HAVE. I NEED E MAIL AND WEB BUT NOT ABOVE MEDICINE AND GROCERIES.**

My husband is a self employed excavator and needs good internet service to comply with Gopher one call and septic designs, and to pay taxes online

have a job outside home that requires I have internet access when at home

our internet, tv and landline charges go up every year. We are dissatisfied since we don't use them excessively.

Good luck!

I do church work and other volunteer work for which I need the computer.  
 looking for faster internet speed  
 Too many times I cannot connect to sites on my computer but can on my cell phone from the same location.  
 Would like affordable satellite on Dish TV. Currently have Century Link landline telephone.  
 Dislike satellite tv, weather is a problem  
 "My husband works from home  
 I need access to internet for my job, to be connected during none work hours.  
 Our 3 children need internet access for school and college homework.  
 MVTV has been ok service, but it goes out a lot. We use our cell phone data as back up, but go over in data, when MVTV IS down (which happens quite often)."  
 Having broadband availability in our area would be a great, needed, resource. Thank you for conducting the needs assessment.  
 I really could use a high speed internet connection. I work full-time from home and need reliable cell and internet to function. I have web meetings several times a week and while what I have now works, I would like some thing more affordable with even higher speeds and am willing to pay for it if the value is there.  
 Would really like the option to bundle phone, internet, and TV services. Looking for quality, speed, at an affordable price.  
 "We have cell service but it is terrible. Our Internet service is super and we hope nothing changes with this by someone else coming in here and buying up Xtratyme, merging it with some bigger outfit that offers poor service but charges more. We could not be more happy with our current internet service.  
 Broadband is running fiber in my neighborhood. I will be receiving better/faster service in the coming weeks.  
 "Very poor and most of the time no cell phone service between here and south of the Forest City area. A dead space.  
 "Other counties like Big Stone have provided DSL via cable to all their residents  
 Why cannot Meeker do that?"  
 Service is slow and over priced, very limited options to choose from.  
 It is disappointing that this hasn't been done years earlier. Especially since the school district is a heavy user and students need exceptional access to broadband services.  
 Our service is the best we could find at the time we signed up for it. It is pretty inexpensive, but not always dependable or fast enough. We do not have many options in our rural area.  
 We chose the location we live in for our quality of life, open land, open air, little light pollution, roads less traveled. Meeker county is beautiful and it drew us to this area. We were told that HIGH-SPEED was coming to the area soon (2015 move here). Very disappointed that all we have available is satellite internet service--sometimes running ONE hand-held device is difficult to get a good connection. I learned of an initiative that 100 miles of fiber would be trenched in and around the Dassel/Cokato area and true HIGH SPEED would be available by the end of 2017. Still nothing. I am on-call for a company that installs, maintains, and repairs 9-1-1 services and CPE for 80%of the counties in MN (including Meeker County), ND and WI; and, when there is a trouble or an outage while I am on call, I have to drive into my office in Hutchinson to get connected to the systems to troubleshoot and diagnose the issues rather than being able to do that from home, causing services to be down for much longer than necessary because of the very poor and over priced internet service available in my area. Sub-standard and embarrassing to say the least. My wife is 48 and in her 3rd year of university and often cannot complete her online homework and most of the time cannot use skype or other services to collaborate with her classmates on group projects. My two high-school aged kids cannot do homework or watch videos for class individually, let alone when we have three people in the house trying to do homework. We need better access. Thank you, DT  
 Country internet is very expensive. Xtratyme is very expensive to install, and they do have great people & customer service, but we rarely are getting the upload/download speeds as high as the package we are paying for. Xtratyme is the cheapest service per month, with the best internet we can get where we live, and it still isn't good. Our cell phones almost NEVER work at our house, which is why we keep the landline.  
 I have an employer supplied hotspot for work at home. If not, the available service is so poor I would not be able to keep my work from home status.  
 Currently our service has higher possible speeds available for more charge, but they are not guaranteed speeds for download/upload. Current speed tests on our service have never shown more than about 50% of the promised speed. In addition to that our service provider told us that to update our service we would need additional satellite mounting, diagnostics, and we would have to pay regardless of "if" they could update our speed to higher speeds.  
 I want to use internet for much more like movies, watching video, Smart TV and listening to music and books but I can't afford the more expensive packages to support those. My internet is limited and I would run out very quickly by doing those things. It also doesn't keep up with video and music streaming. Has to stop and rebuffer frequently. I have plans to have my home retested for signal strength from another provider in the near future. It was tested several years ago by this provider and I'm hoping they have made improvements to reach my area now.  
 THE AMOUNT OF DATA AVAILABLE IS A CHALLENGE. 10 GB FOR A MONTH FOR 3 PEOPLE FOR \$65 IS DISAPPOINTING. THE SPEED AND RELIABILITY IS NOT A PROBLEM IT IS THE AMOUNT OF DATA AVAILABLE, THAT IS OUR BIGGEST CONCERN.  
 We really wish in today's age we could get truly unlimited internet for Netflix or other services available or live streaming movies/TV shows without slowing us down after a week or two.

We have two internet providers because the internet is not reliable. We have the fast service. It is very frustrating when the internet just sits there when you are trying to do your job for work.

We would like to buy unlimited internet and we can't from our provider. We would like to get google home and netflix but we have very limited data that we can use.

"We would use our internet for more things, e.g. viewing videos, downloading videos and music, listening to internet radio if the increased use did not increase our costs. Since our monthly fee is determined by how much data we use, we limit our use to keep our costs down. We are in a geographical area where we currently really only have one choice for provider, unless we are willing to trench lines in our farm yard to get to a line of sight. We rely on the internet for our farm business for market information, ordering parts and supplies, and comparing prices.

Thank you for this survey. We feel like high speed internet access for rural areas is an important issue."

We have never had good internet service in our area. You talk about a "snails pace." We must live in a lower area so we cannot get a direct hit from a tower. Satellite service is the only option we have and that isn't saying much either. For personal internet we use the satellite internet but it can't handle VPN at all plus if we have bad weather, I have no options of internet (I've answered the questions above pertaining to our personal home usage). As I work from home full-time I have to pay for a cellular internet option that can handle vpn. It has a ridiculously expensive cost and I tend to hit the limit and go over very easily. My company's policy is to pay for the internet but only if it is a wired option and there are absolutely no other options available.

"Our internet provider is horrible. Their service level is terrible. The statistics they use for measuring speed don't account for latency which turns their high speed connection into a moderately slow one. We has Wisper Wirless for year and functionally Hughesnet is only marginally faster. We have a voip package with them and I didn't realize how terrible it was going to be. There descriptions of their service quality amount to false advertising. The ability of them to lock a user into a long term contract while giving what amounts to false information is criminal.

What is worse is that when we moved we used Century Link's moving service to change carriers, the only only them mentioned was Hughesnet. They should have given us better information."

We had to switch to satellite service provider because broadband did not work at our residence.

I am a township clerk and often have access to online training opportunities and I can't do them at home because of my data limit. I am very happy with the company I get the internet from (service, tech support are great) but the fact I can't get an unlimited data package is very frustrating. 1 mile away from me they have unlimited internet through Arvig, but Arvig will not cross the Crow River at this point. Very frustrating.

"High speed internet without a set quota of GB used per month would be nice.

Not having to pay for installation in nice."

Other than some videos on Facebook, we do not watch videos. Can never watch Netflix or anything big (movies) on line. Even a podcast from WCCO gobbles up data. Only two of us who don't use it that much & still we run out of data on occasion. Wish we could go with a bigger data plan, but so expensive!

Looking for something that costs less pr month than \$50:00 pr month

We have metered internet service, so when we use all the data the speed drastically slows. Only options where we live are satellite or line of sight

We would love to have a fast, reliable, reasonably priced internet and tv service provider in our neighborhood.

Some go without and others are very slow!

We use the internet to sell items to supplement our retirement and disability income. We also have a grandchild with us 3 days per week after school who uses the internet for school work.

Faster and Unlimited internet

I would love an option to bundle cable and internet. We do not have that available. WOULD LOVE TO SEE THAT OUT HERE!!!

We really need better and more reasonably priced options for birth TV and internet.

I have very limited data hours so I can never download a movie or get netflix or use amazon prime movies I can't let the grandchildren watch PBS on their iPads. We have to constantly be aware of ur usage hours in order to keep our speed up

I need unlimited data.....never have enough data.

I have tried different internet services ( dial-up, and satellite). Some are so limited to how much you use. If

Grandchildren come over it get used up in a couple days. Xytratyme at least doesn't have small limits.

Kids just graduated from high school and they could not do school work at home. This was a significant bummer Please make reliable internet a reality here! We moved to rural Dassel from Delano and are shocked at how poor the internet and cellular service is here. My parents live in rural South Dakota and they have much better services there. I SELL ON E-BAY AND IT IS HARD TO DO AFTER THE FIEST 10- G ARE GONE AND THAT TAKE ABOUT 2-3 DAYS AND 27 SLOW DAYS

I LIVE AT LAKE ERIE WE HAVE 22 HOME AND MOST OF US CAN NOT GET GOOD CELL, DISH OR INTERNET WE ARE JUST LOW HAVE HAD ALL THE PEOPLE WE CAN FIND TO COME OUT THEY ALL SAY WE ARE JUST TO LOW WE DID HELP THANKS WARREN

Would be awesome to combine phone, Internet and TV.

"We recently moved to this location and had anticipated that the internet speed would be at minimum the same as the home we had just moved from. Shame on me for not checking prior to the home purchase as it would have factored into our buying decision.



We currently do not have internet service in our home. I inquired on the speed of internet available for this location and was quite honestly shocked to hear that the maximum attainable speed is 1 to 1.5M. Paying for this speed seems nearly pointless.

I hope to begin working at least PT from home in the next couple years. If the internet speed available does not increase, the plan to work from home will not be viable as I would need higher speeds for both phone and computer use.

I sincerely hope this survey is fruitful in providing better internet options for rural consumers.

Thank you."

"Internet service quality/availability was a consideration when relocating here, just not a determining factor. "

Would love a DSL service available for internet

We are interested in low cost, high speed internet for the children's homework assignments. Their flipped classroom assignments require them to watch videos.

Rural Meeker County needs an internet provider that doesn't cost an excessive amount of money to set up and gives options for usage.

I would like to have affordable internet service at home. I have investigated Broadband's Corp wireless service but am holding off until I know whether the service will work when leaves on are trees in spring/summer/fall.

I am looking for Internet service that is capable to stream movies.

I currently choose not to have cable or satellite or internet service at my home as the options that are available are crap and I refuse to pay for crap. I have unlimited data on my cell phone and survive with that. It would be awesome to have better internet options.