

BROADBAND SURVEY REPORT

Ark-Tex Council of Governments

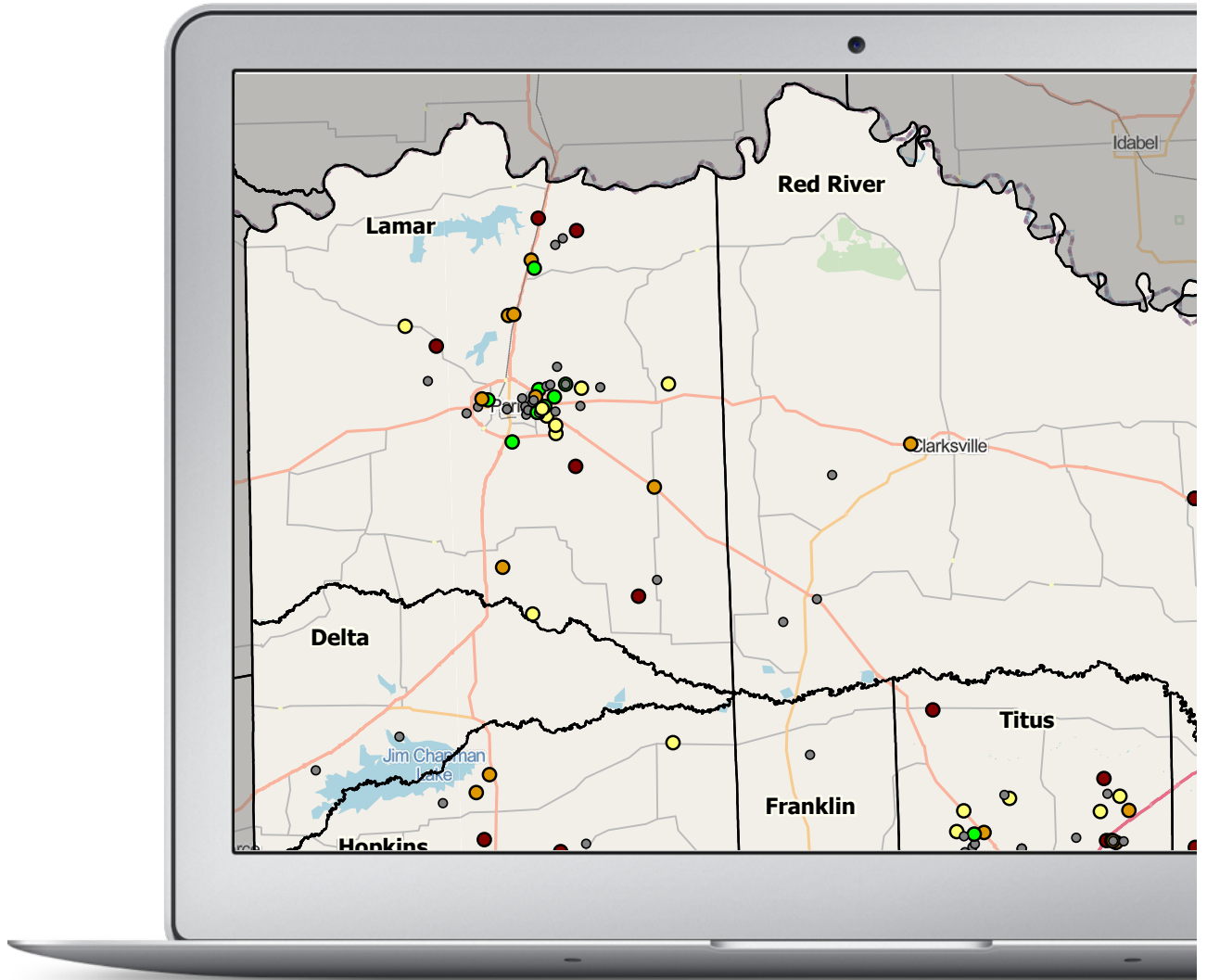


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Disclaimer

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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ARK-TEX COG RESIDENTIAL SURVEY RESULTS

During the Spring of 2023, a broadband survey was conducted in 9 of the 10 member counties of the Ark-Tex Council of Governments (ATCOG). The counties involved were: Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus. Miller County, Arkansas was not included in the study. Residents were encouraged to complete the survey online. Businesses were encouraged to complete a separate business-focused survey, and the results of that are included later in this report.

A total of 426 responses were collected in the residential survey which represents approximately 0.39% of the households in the relevant counties. Note that because of rounding, not all percentages sum exactly to 100%.

Some of the key findings from the results are listed below.

85% of respondents are interested in faster and more reliable Internet service

51% of residents are "dissatisfied" or "very dissatisfied" with current Internet speeds

97% of respondents said that they believe the County government should help facilitate better broadband

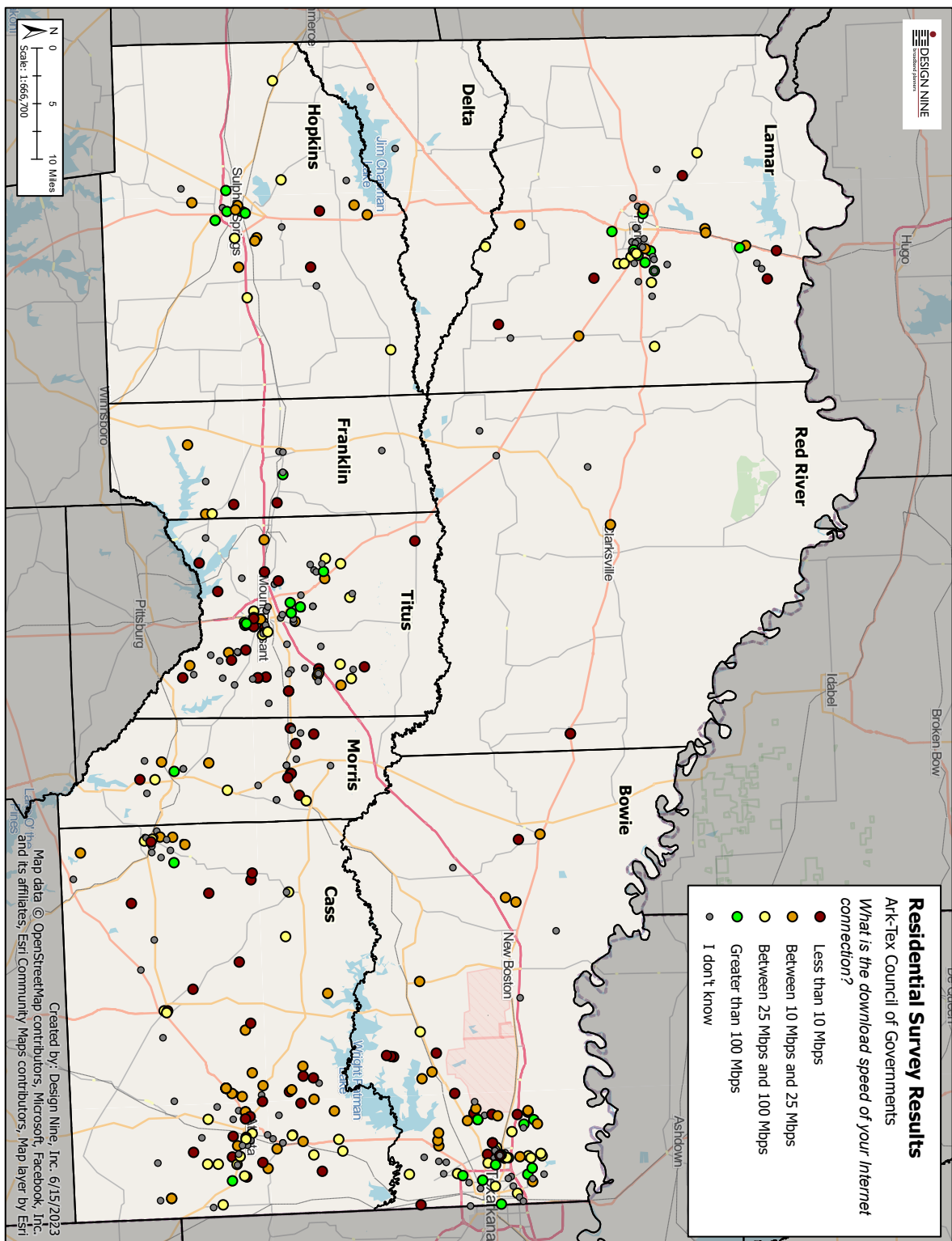
52% of residents have 7 or more Internet-connected devices in their home

37% of respondents have no other options for their Internet service

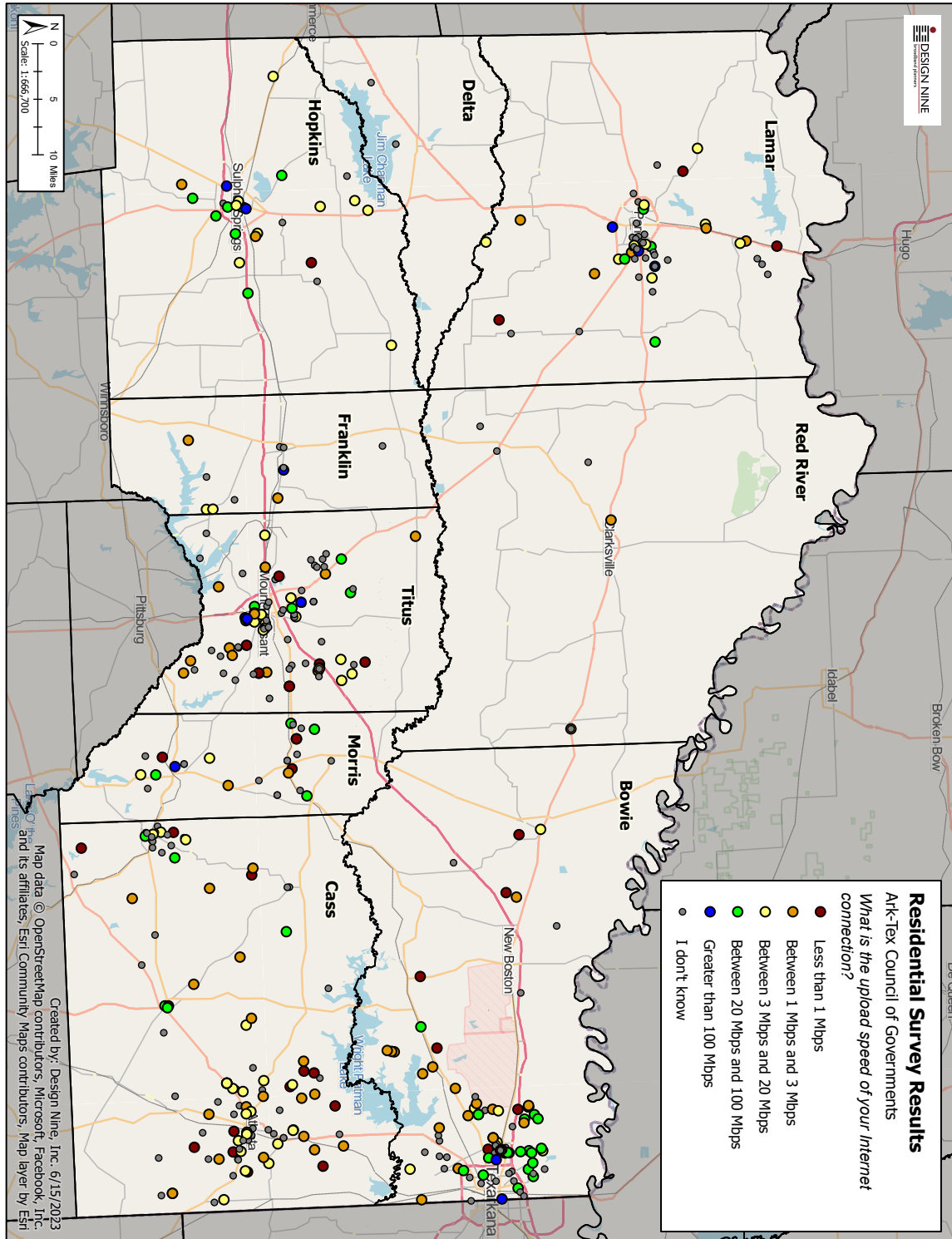
31% indicate that availability of broadband Internet is affecting where they choose to live

DISTRIBUTION OF RESIDENTIAL SURVEY RESPONSES

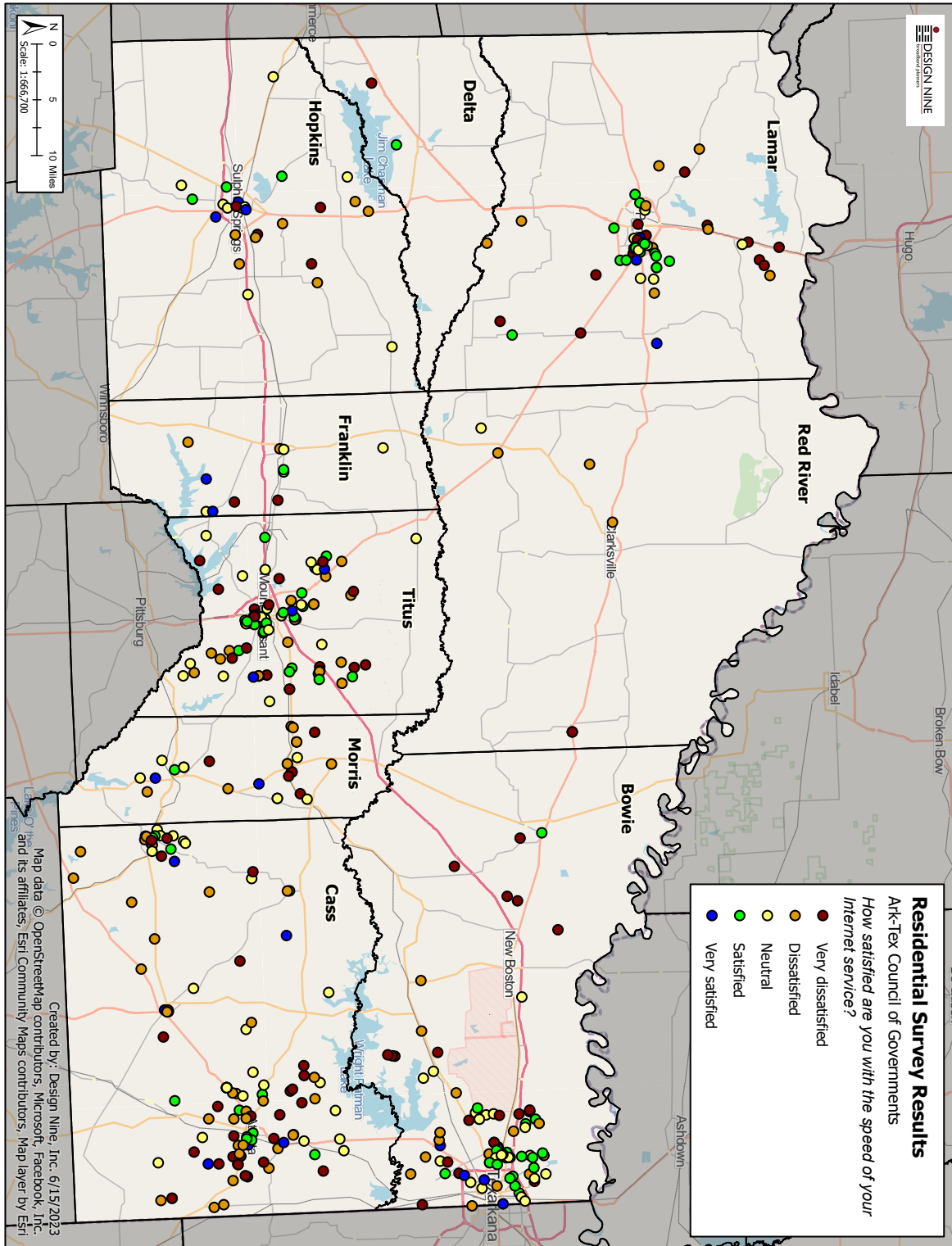
The map below shows the geographic distribution of responses to the residential survey, coded according to the *download speed* of their Internet connection (Question 9).



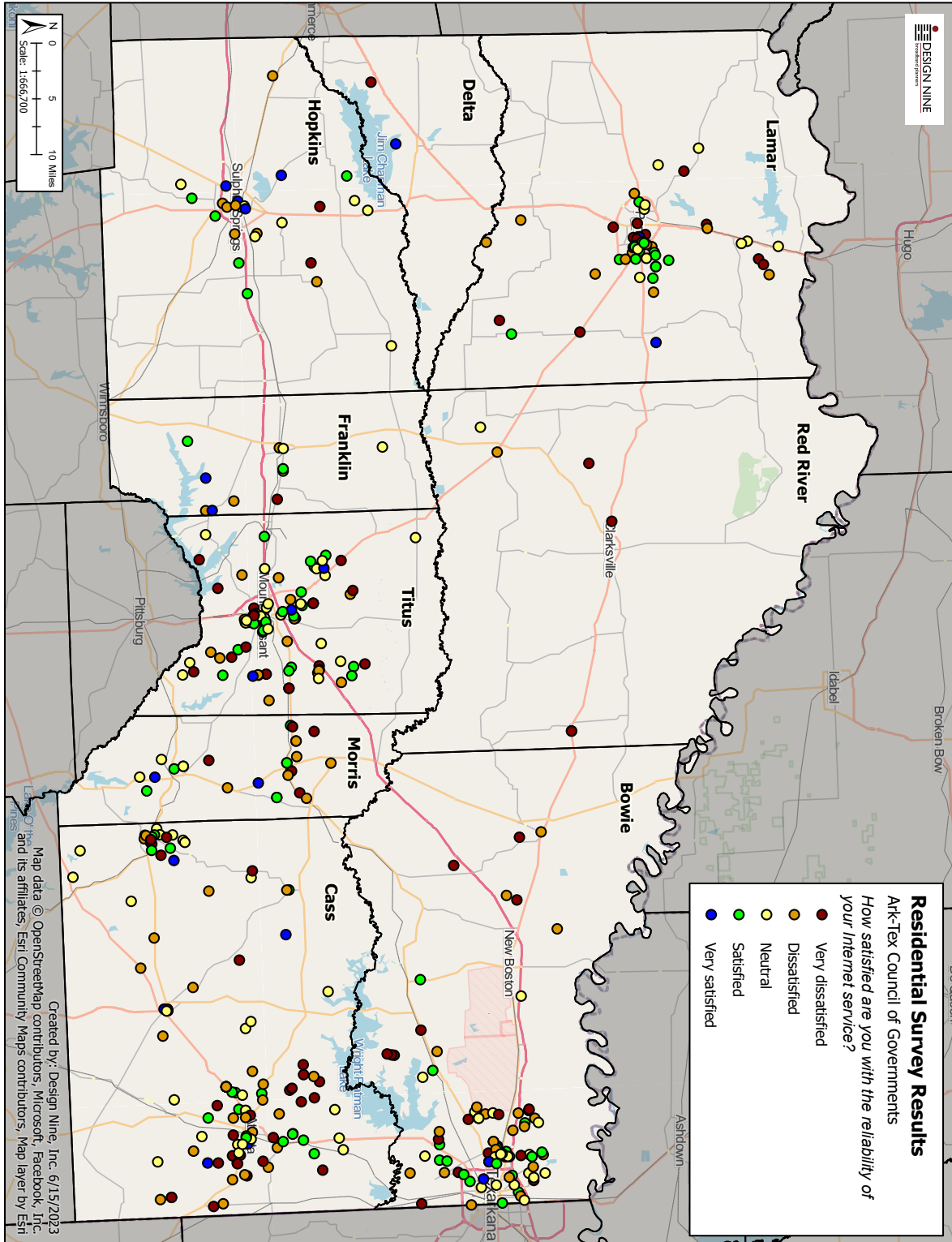
The map below shows the geographic distribution of responses to the residential survey, coded according to the *upload speed* of their Internet connection (Question 10).



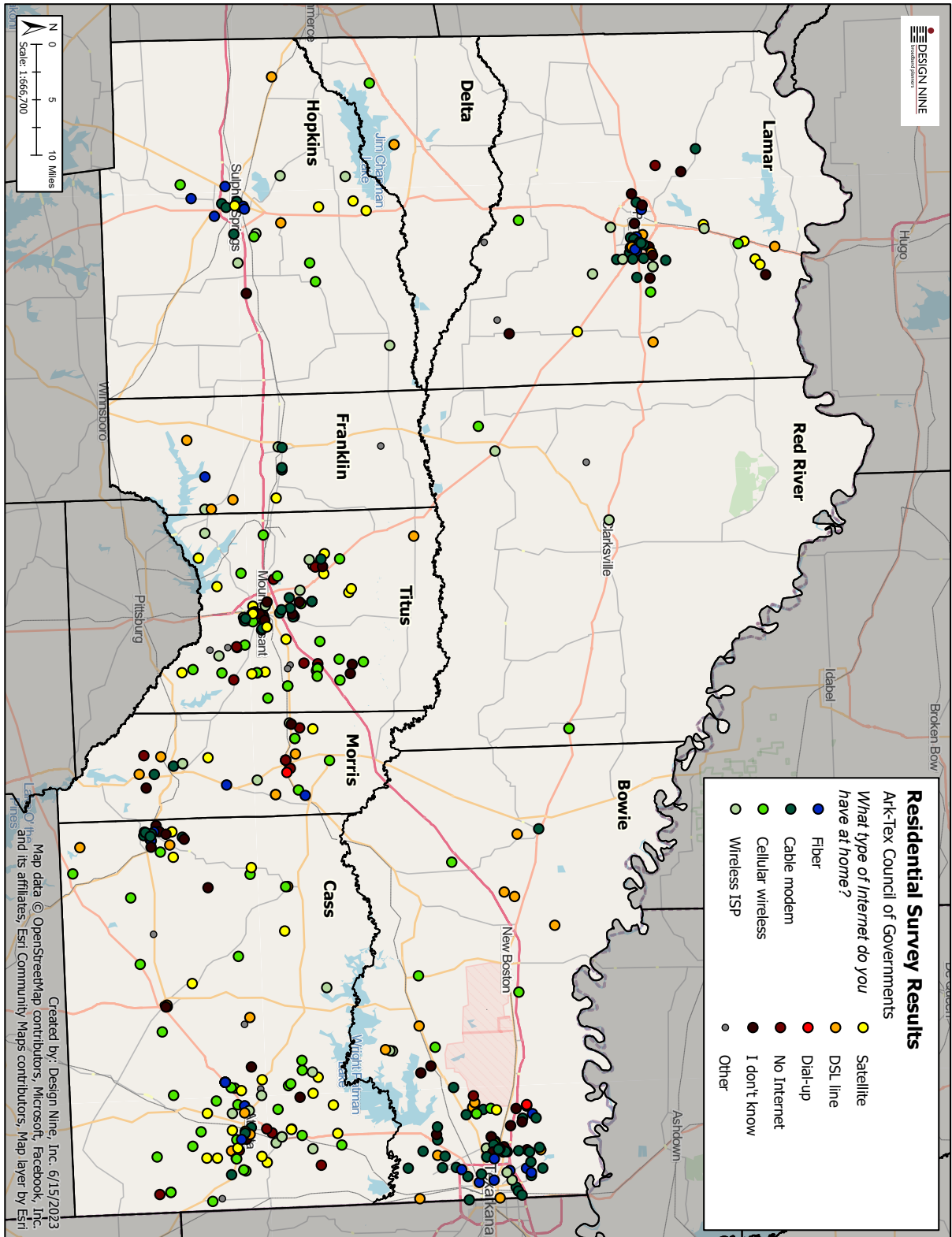
The map below shows the geographic distribution of responses to the residential survey, coded according to their satisfaction with the speed of their existing Internet service (Question 11).



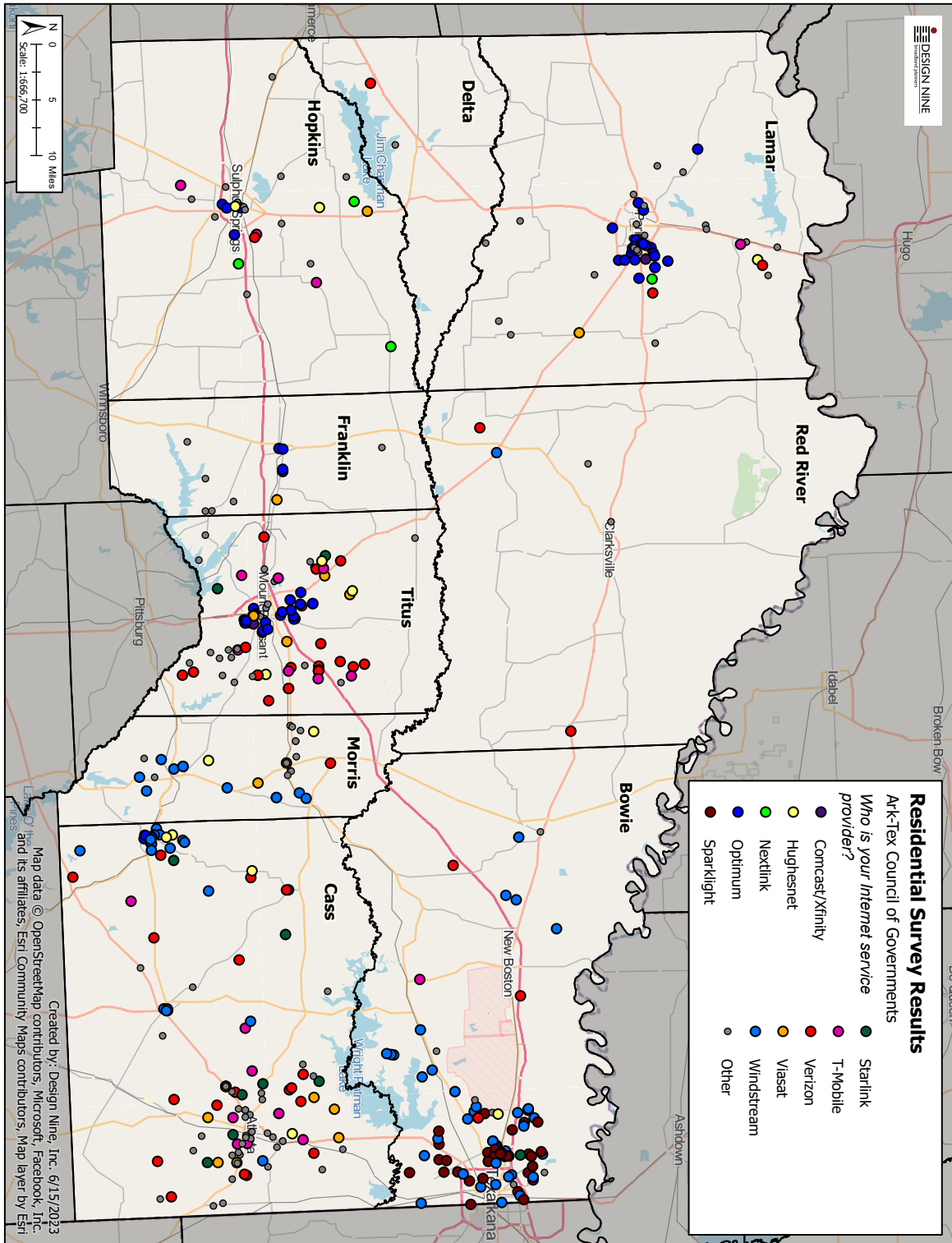
The map below shows the geographic distribution of responses to the residential survey, coded according to their satisfaction with the *reliability* of their existing Internet service (Question 12).



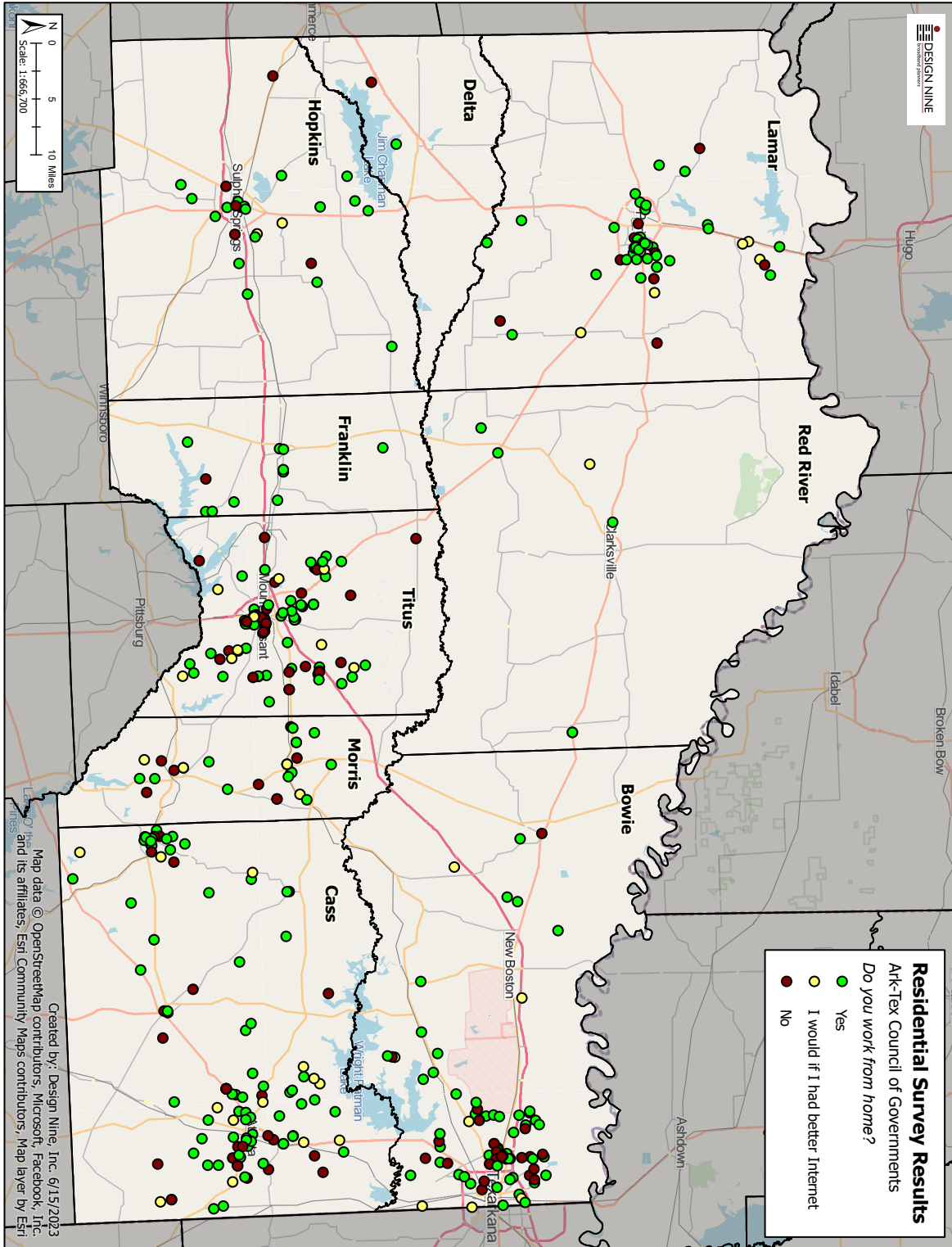
The map below shows the geographic distribution of responses to the residential survey, coded according to the type of internet technology with which they currently receive service (Question 6).



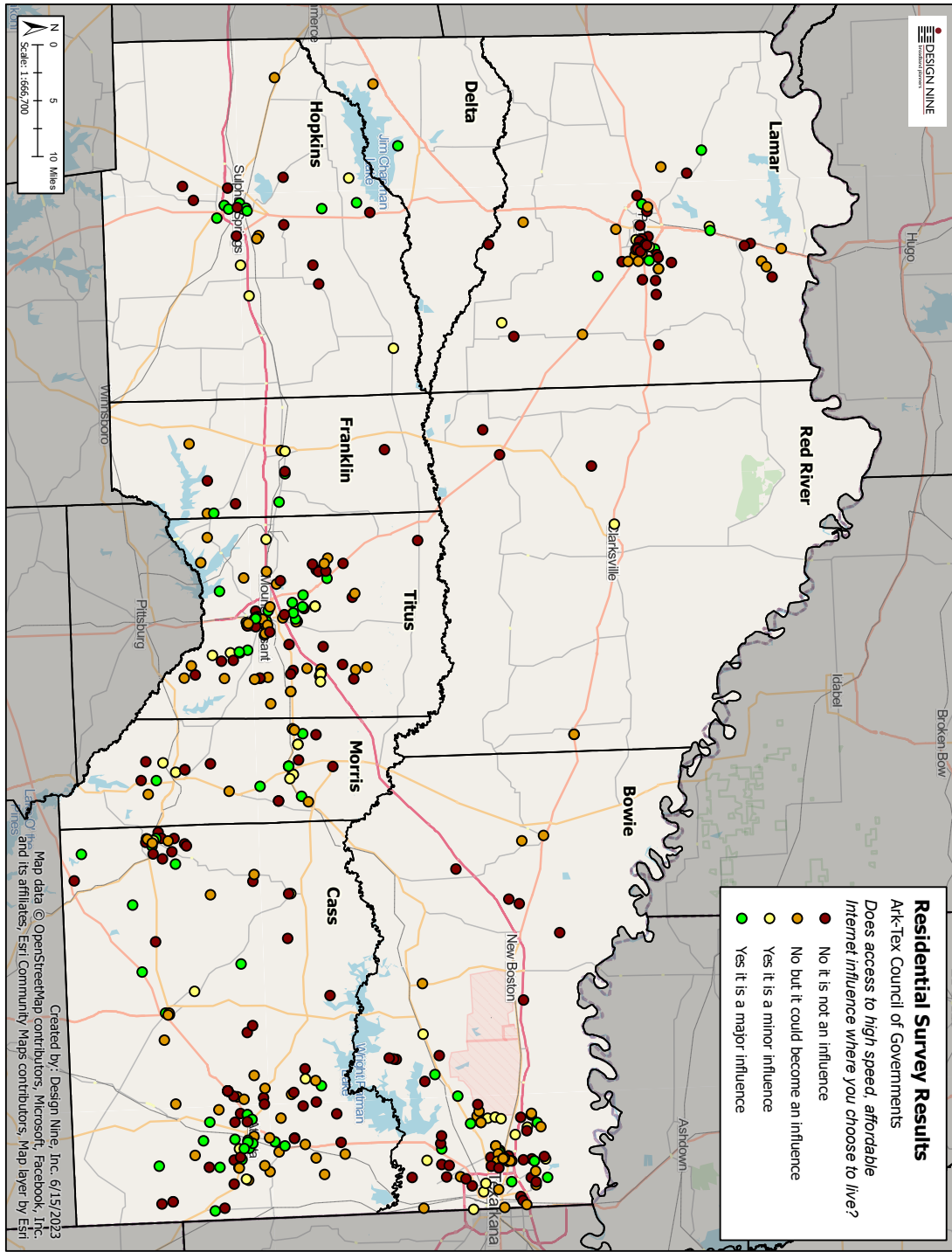
The map below shows the geographic distribution of responses to the residential survey, coded according to the who their current internet service provider is (Question 7).



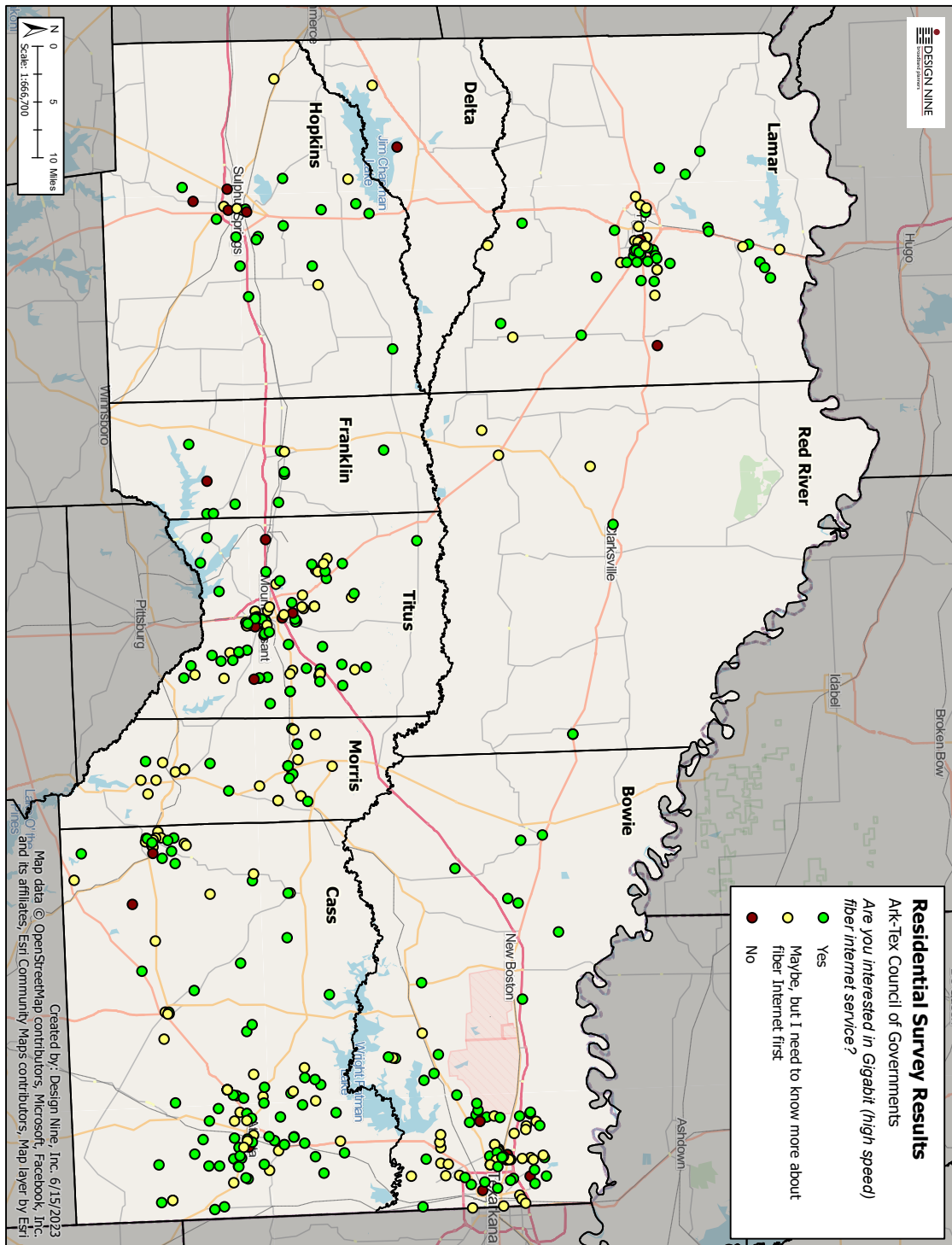
The map below shows the geographic distribution of responses to the residential survey, coded according to their work from home status (Question 20).



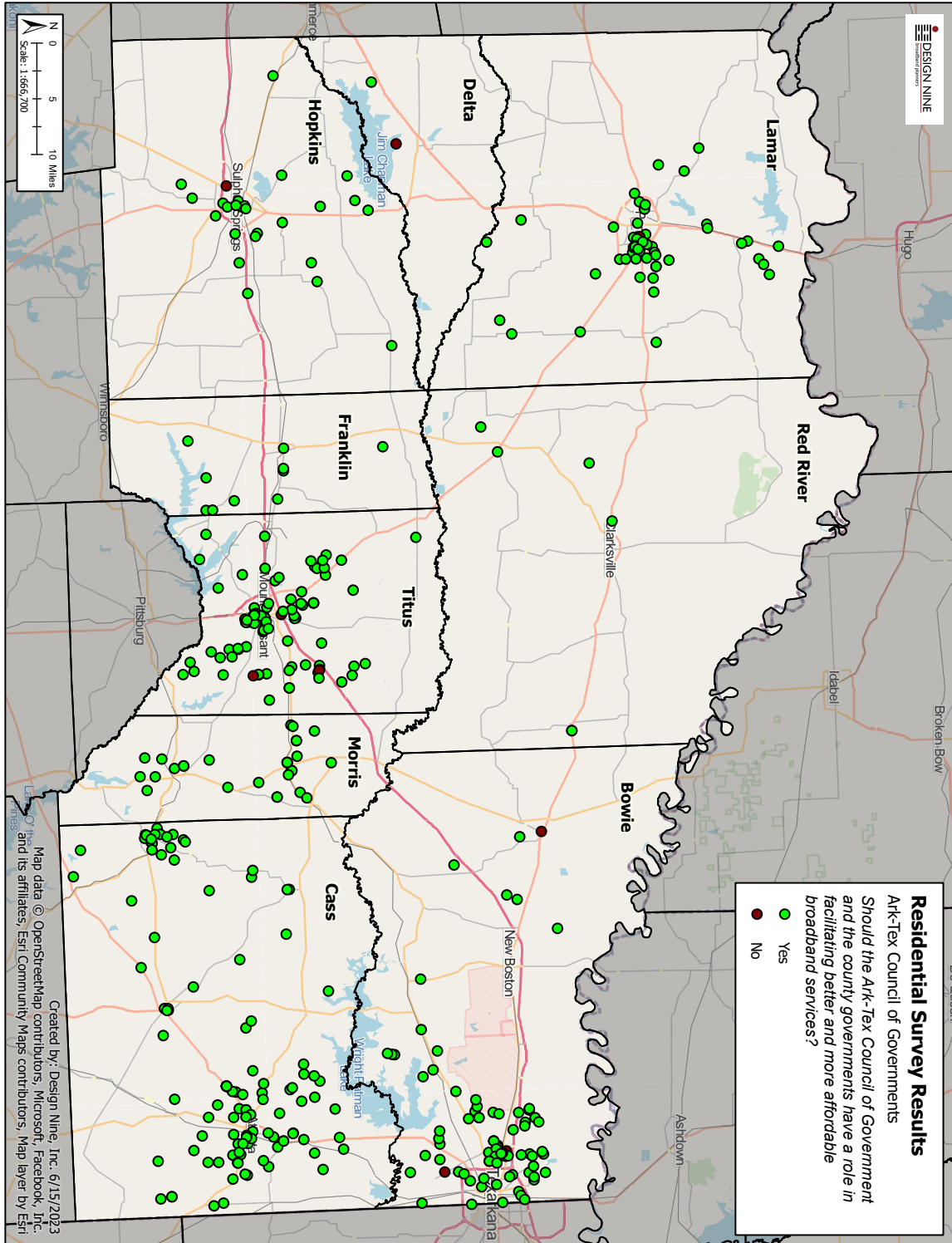
The map below shows the geographic distribution of responses to the residential survey, coded according to whether or not they feel that internet service availability affects where they choose to live (Question 16).



The map below shows the geographic distribution of responses to the residential survey, coded according to whether or not they are interested in fiber internet (Question 21).

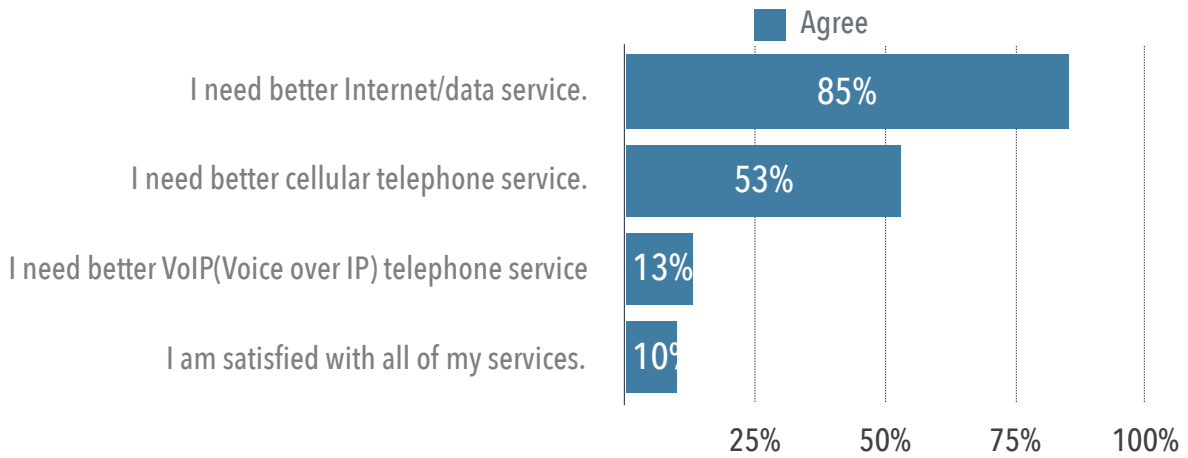


The map below shows the geographic distribution of responses to the residential survey, coded according to whether or not they feel that the county government should facilitate better internet services (Question 22).



RESIDENTIAL SURVEY SUMMARY DATA

1. Select the items you agree with below



2a. Total number of adults in household

None	1	2	3	4	5	6	7+
0	63	272	63	19	4	3	0
0%	15%	64%	15%	4%	1%	1%	0%

2b. Total number of K-12 Students in the house hold

None	1	2	3	4	5	6	7+
225	78	77	32	5	0	0	2
54%	19%	18%	8%	1%	0%	0%	0%

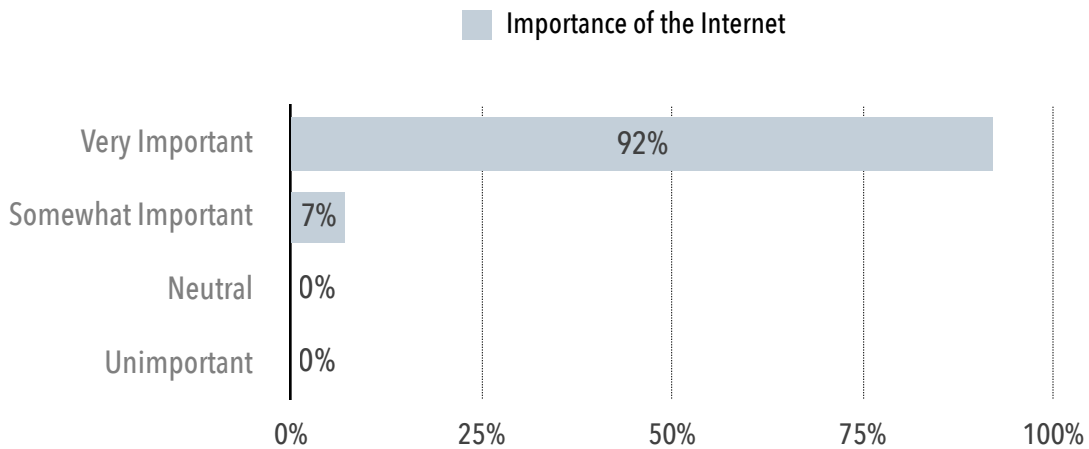
2c. Total number of college students in household

None	1	2	3	4	5	6	7+
317	74	12	5	0	1	0	0
78%	18%	3%	1%	0%	0%	0%	0%

2d. How many total Internet users in household

None	1	2	3	4	5	6	7+
4	43	144	84	85	44	14	5
1%	10%	34%	20%	20%	10%	3%	1%

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



4. For your household, how much do you spend each month for telephone, TV, and Internet? Do NOT include cellphones.

\$50 or less	\$50 to \$75	\$75 to \$100	\$100 to \$150	\$150 to \$200	More than \$200/month
22	28	44	82	87	159
5%	7%	10%	19%	21%	38%

5. How much do you pay just for Internet access each month?

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
28	10	2	14	55	80	221	12
7%	2%	0%	3%	13%	19%	52%	3%

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

Cable Modem	90	21%
Cellular Wireless	81	19%
Satellite	52	12%
Wireless ISP	45	11%
I don't know	46	11%
DSL Line	44	10%
Fiber	28	7%
No Internet	19	5%
Other	13	3%
Dial-up	2	0%

Other internet types responses:

Many comments were received. Because of the volume of replies, these comments can be found in Appendix A.

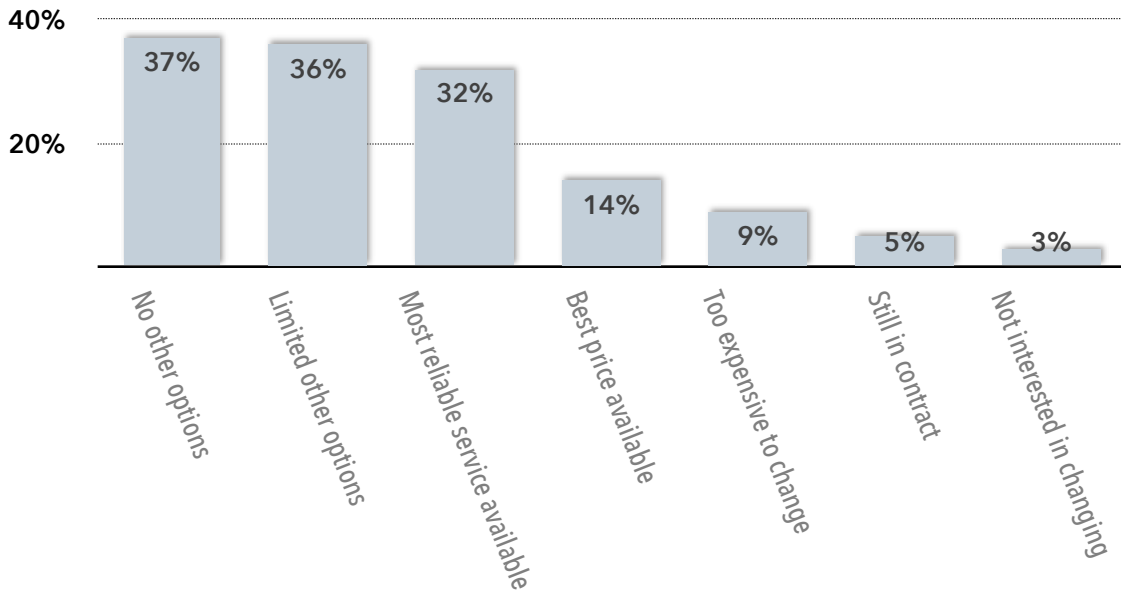
7. Who is your Internet Service provider?

Some responses included more than one provider. HughesNet was the most popular “other” response.

Windstream	72	19%
Optimum	63	16%
Verizon	50	13%
SparkLink	33	9%
T-Mobile	24	6%
Viasat	17	4%
HughesNet	14	4%
Starlink	10	3%
Nextlink	4	1%
Comcast / Xfinity	2	1%
Other	93	24%

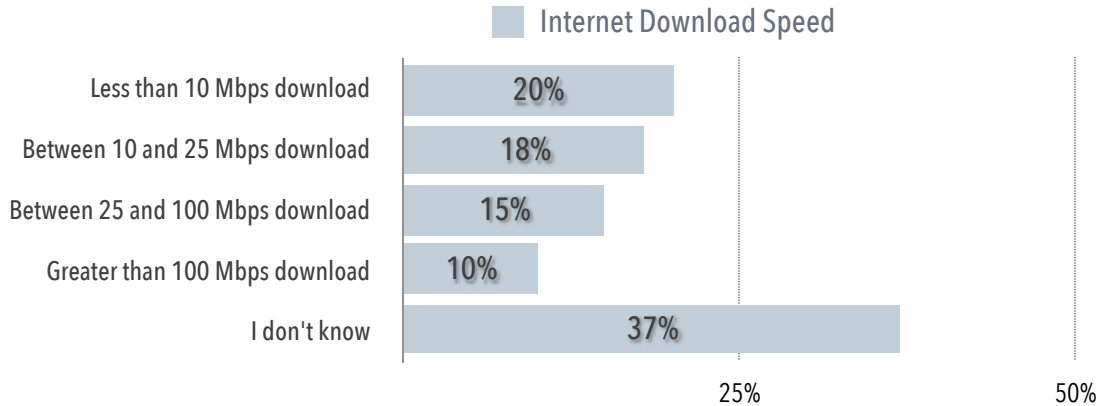
8. Based on the type of Internet connection/ISP you indicated in the above questions, why do you still have it? (select all that apply)

73% of respondents indicated they have limited or no alternative to their current



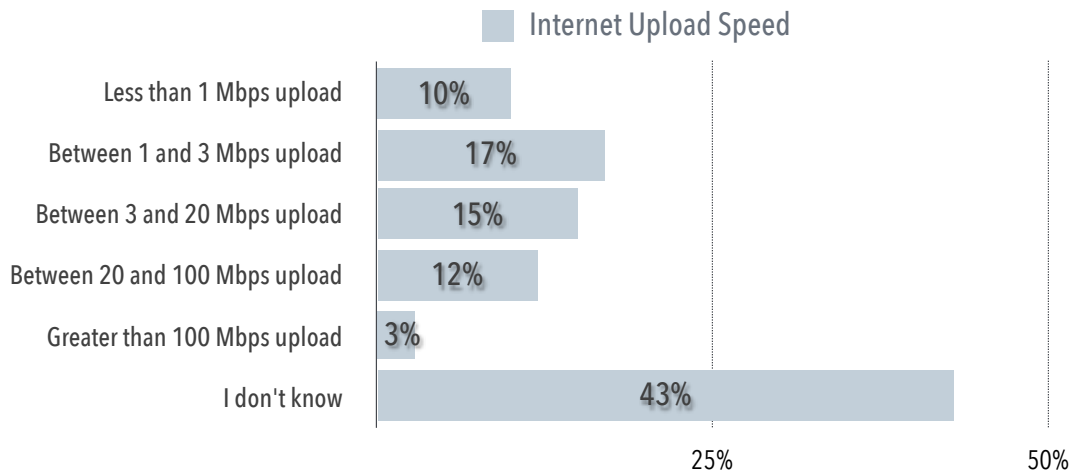
9. What is the download speed of your Internet Connection?

70% of residents can confirm that they have Internet service that meets the FCC definition of adequate broadband service (>25 Meg down). It is not unusual that many respondents do not know their exact Internet speeds.

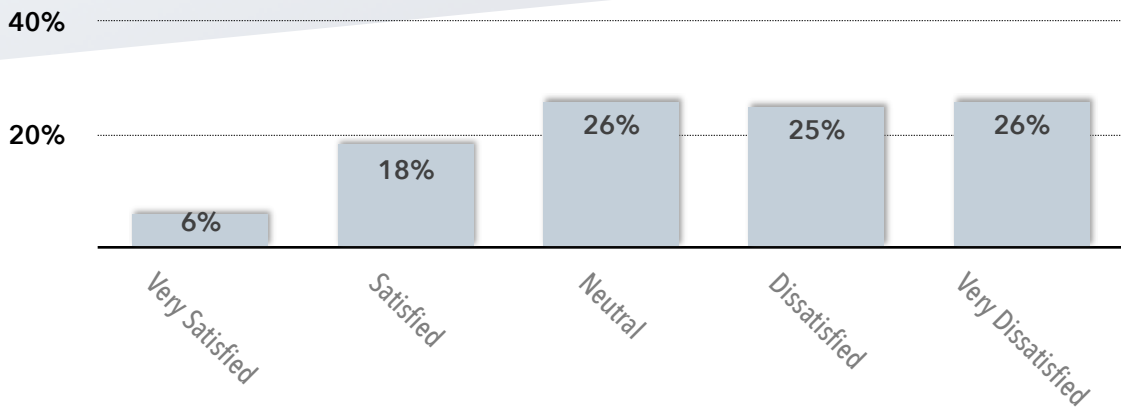


10. What is the upload speed of your Internet Connection?

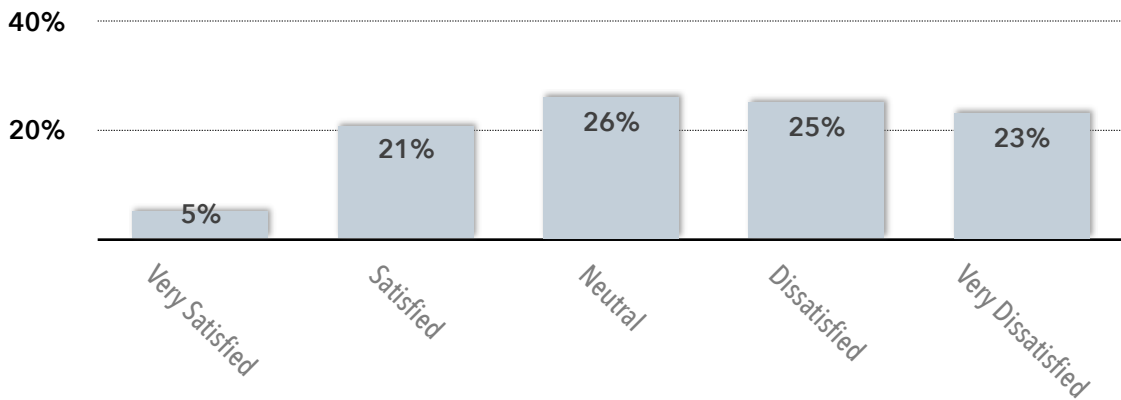
69% of residents have Internet service that meets the FCC definition of adequate broadband service (>3 Meg up). It is not unusual that many respondents do not know their exact Internet speeds.



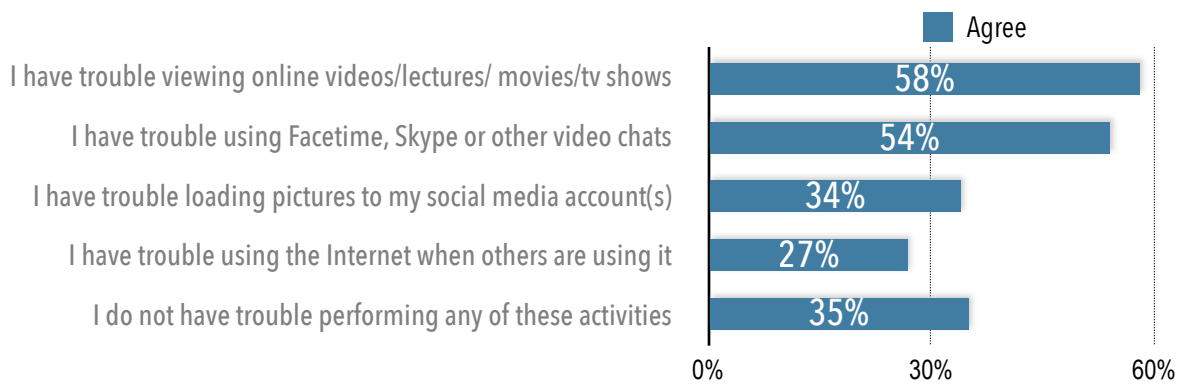
11. How satisfied are you with the speed of your internet service?



12. How satisfied are you with the reliability of your internet service?



13. Select the items you agree with below



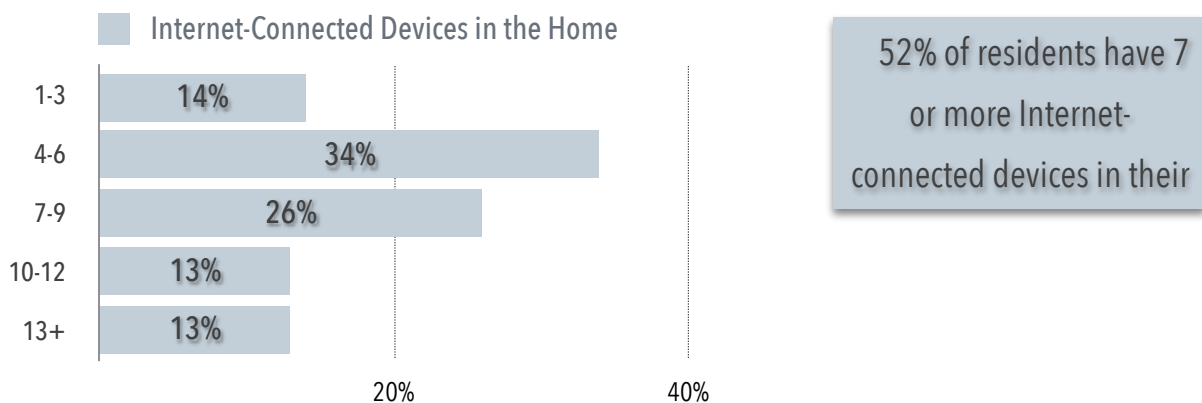
14. Select all items you use the Internet for now

Email	390	92%
Online Shopping	376	88%
Streaming video services (e.g. Netflix, Prime, Hulu, YouTube, etc)	357	84%
Homework / Schoolwork / Distance Learning	259	61%
Work from home either full or part time	228	54%
Online Backup (files, photos, music)	220	52%
Smart home technology (e.g. video doorbells, security cameras, smart lighting, smart speakers, AI assistants like Alexa, Siri, Dot, etc.)	208	49%
Telemedicine, Telehealth	163	38%
Online Gaming	139	33%
VoIP Internet phone (Vonage, Skype, FaceTime, etc)	132	31%
Other	11	3%

Other internet uses responses:

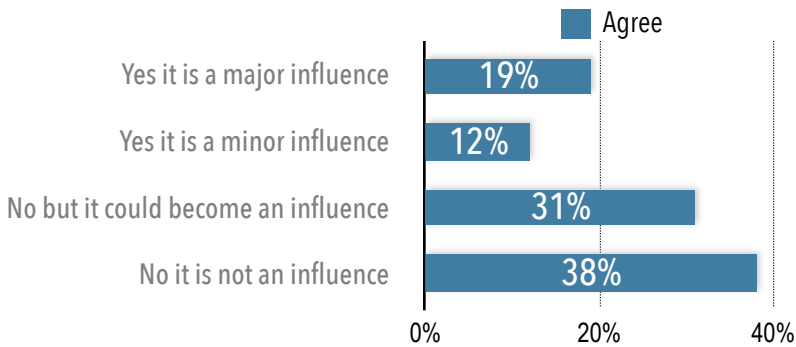
Many comments were received. Because of the volume of replies, these comments can be found in Appendix B.

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

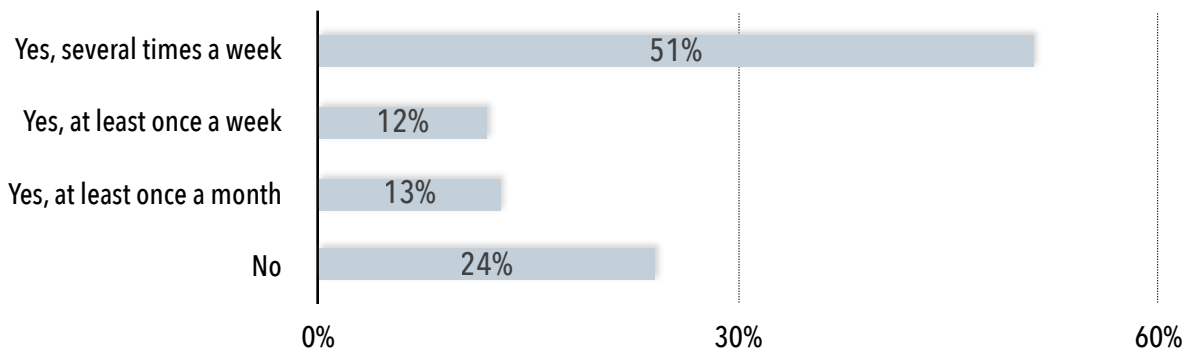


16. Does high speed, affordable Internet influences where you choose to live?

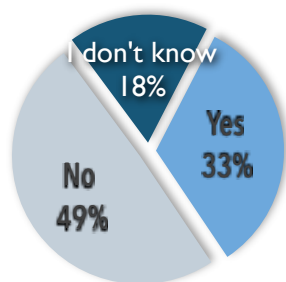
Availability of broadband Internet is affecting where people choose to live. The response of 31% is typical of most communities. Internet availability can impact home prices and community development.



17. Does anyone in your household use / need the Internet to complete school assignments, distance learning, or receive job training course work?



18. Do you have data limits (caps) on your current Internet service?

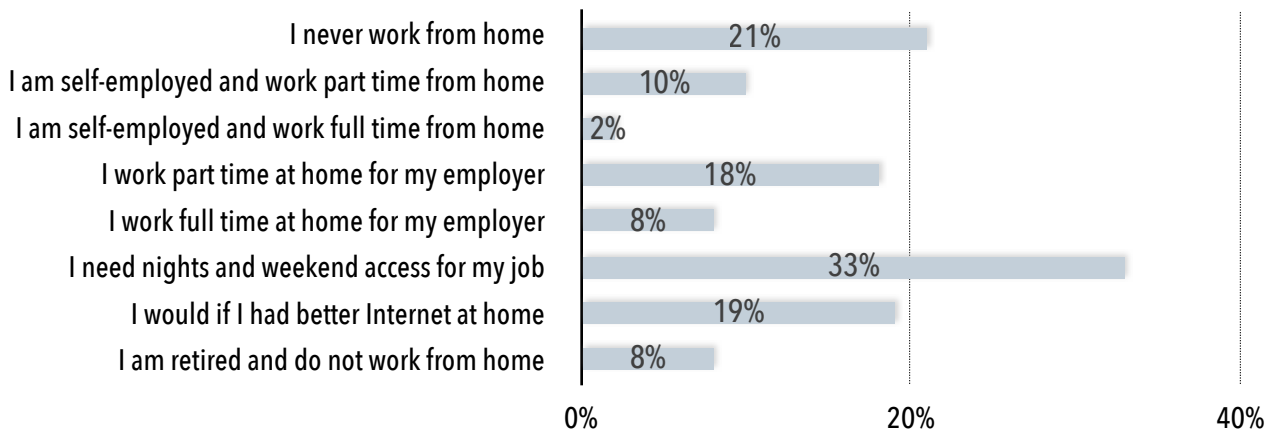


19. If you have data caps, have you exceeded those caps?

Yes	28%
No	12%
I don't have data caps	40%
I don't know	20%

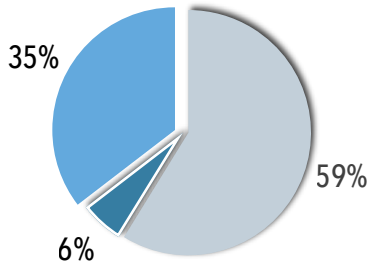
20. Do you work from home?

71% report working from home part or full time—the Internet has made residential neighborhoods into business districts. Home-based jobs and businesses reduce traffic congestion and reduce road maintenance. This is also a high number relative to past surveys we have conducted, and undoubtedly the Covid crisis has caused this number to rise.

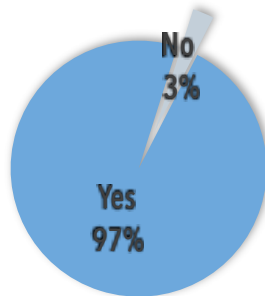


21. Are you interested in Gigabit fiber Internet service?

● Yes ● No ● Maybe, but I need to know more about fiber internet first



22. Should the county government have a role in facilitating better and more affordable broadband services?



23. Any Other Comments

Many comments were received. Because of the volume of replies, these comments can be found in Appendix C.

ADDITIONAL RESIDENTIAL SURVEY ANALYSIS

ISP COST, SPEED, & PERFORMANCE COMPARISONS

The following tables summarize how the different ISPs compare when it comes to some of the other performance questions on the survey.

Please note that the service provider question on the survey (question 7) is ultimately user reported with no verification of the responder actually taking service from that provider. Many residents can be confused about the identity of their current internet service provider.

Responses which indicated "other" to what ISP they have, or which did not answer the ISP question at all have been removed from these tables.

Count of Reported Internet Service Providers	
Comcast/Xfinity	2
Hughesnet	14
Nextlink	4
Optimum	63
Sparklight	33
Starlink	10
T-Mobile	24
Verizon	50
Viasat	18
Windstream	72

Reported Monthly Internet Cost								
	\$10 to \$20	\$21 to \$40	\$41 to \$60	\$61 to \$80	More than \$80/month	I only use free hotspots	No Internet	I don't know
Comcast/Xfinity	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%
Hughesnet	0.0%	0.0%	7.1%	7.1%	85.7%	0.0%	0.0%	0.0%
Nextlink	0.0%	0.0%	25.0%	0.0%	75.0%	0.0%	0.0%	0.0%
Optimum	0.0%	3.2%	4.8%	14.3%	73.0%	0.0%	0.0%	4.8%
Sparklight	0.0%	3.0%	12.1%	48.5%	36.4%	0.0%	0.0%	0.0%
Starlink	0.0%	0.0%	0.0%	10.0%	90.0%	0.0%	0.0%	0.0%
T-Mobile	0.0%	0.0%	70.8%	4.2%	12.5%	0.0%	12.5%	0.0%
Verizon	0.0%	10.0%	14.0%	8.0%	42.0%	10.0%	12.0%	4.0%
Viasat	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
Windstream	0.0%	0.0%	11.3%	18.3%	63.4%	0.0%	0.0%	7.0%

Reported Download Speed Category					
	Less than 10 Mbps download	Between 10 Mbps and 25 Mbps download	Between 25 Mbps and 100 Mbps download	Greater than 100 Mbps download	I don't know
Comcast/Xfinity	50.0%	50.0%	0.0%	50.0%	0.0%
Hughesnet	35.7%	35.7%	7.1%	0.0%	28.6%
Nextlink	0.0%	0.0%	50.0%	0.0%	0.0%
Optimum	0.0%	0.0%	22.6%	27.4%	46.8%
Sparklight	3.0%	3.0%	30.3%	21.2%	33.3%
Starlink	20.0%	20.0%	30.0%	10.0%	10.0%
T-Mobile	8.7%	8.7%	4.3%	8.7%	47.8%
Verizon	31.3%	31.3%	8.3%	2.1%	47.9%
Viasat	17.6%	17.6%	29.4%	0.0%	23.5%
Windstream	25.4%	25.4%	11.3%	7.0%	31.0%

Reported Upload Speed Categories						
	Less than 1 Mbps upload	Between 1 Mbps and 3 Mbps upload	Between 3 Mbps and 20 Mbps upload	Between 20 Mbps and 100 Mbps upload	Greater than 100 Mbps upload	I don't know
Comcast/Xfinity	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%
Hughesnet	7.1%	21.4%	35.7%	7.1%	0.0%	28.6%
Nextlink	0.0%	0.0%	####	0.0%	0.0%	0.0%
Optimum	1.6%	1.6%	16.4%	21.3%	11.5%	47.5%
Sparklight	3.0%	6.1%	6.1%	45.5%	0.0%	39.4%
Starlink	10.0%	10.0%	20.0%	30.0%	0.0%	30.0%
T-Mobile	8.3%	12.5%	25.0%	0.0%	0.0%	54.2%
Verizon	22.4%	14.3%	8.2%	4.1%	0.0%	51.0%
Viasat	5.9%	41.2%	5.9%	5.9%	0.0%	41.2%
Windstream	11.1%	31.9%	6.9%	8.3%	4.2%	37.5%

Satisfaction level with Internet Service Speeds					
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Comcast/Xfinity	0.0%	100.0%	0.0%	0.0%	0.0%
Hughesnet	0.0%	0.0%	7.1%	14.3%	78.6%
Nextlink	0.0%	0.0%	50.0%	50.0%	0.0%
Optimum	3.2%	33.3%	34.9%	22.2%	6.3%
Sparklight	6.1%	33.3%	24.2%	24.2%	12.1%
Starlink	30.0%	20.0%	30.0%	0.0%	20.0%
T-Mobile	8.3%	20.8%	25.0%	29.2%	16.7%
Verizon	0.0%	8.0%	24.0%	26.0%	42.0%
Viasat	5.6%	0.0%	16.7%	38.9%	38.9%
Windstream	4.2%	16.7%	26.4%	20.8%	31.9%

Satisfaction level with Internet Service Reliability					
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Comcast/Xfinity	0.0%	50.0%	50.0%	0.0%	0.0%
Hughesnet	0.0%	7.1%	14.3%	14.3%	64.3%
Nextlink	0.0%	50.0%	50.0%	0.0%	0.0%
Optimum	1.6%	34.9%	25.4%	28.6%	9.5%
Sparklight	6.1%	30.3%	27.3%	24.2%	12.1%
Starlink	30.0%	10.0%	10.0%	10.0%	40.0%
T-Mobile	8.3%	25.0%	25.0%	33.3%	8.3%
Verizon	0.0%	12.0%	28.0%	18.0%	42.0%
Viasat	5.6%	5.6%	27.8%	22.2%	38.9%
Windstream	1.4%	22.9%	27.1%	22.9%	25.7%

Indicated That They Need better Internet Service		
	YES	No
Comcast/Xfinity	50.0%	50.0%
Hughesnet	100.0%	0.0%
Nextlink	100.0%	0.0%
Optimum	75.8%	24.2%
Sparklight	78.8%	21.2%
Starlink	90.0%	10.0%
T-Mobile	70.8%	29.2%
Verizon	96.0%	4.0%
Viasat	100.0%	0.0%
Windstream	86.1%	13.9%

Belief That the Two County Governments Should Facilitate Better Broadband		
	Yes	No
Comcast/Xfinity	100.0%	0.0%
Hughesnet	100.0%	0.0%
Nextlink	100.0%	0.0%
Optimum	98.3%	1.7%
Sparklight	96.7%	3.3%
Starlink	100.0%	0.0%
T-Mobile	100.0%	0.0%
Verizon	97.9%	2.1%
Viasat	100.0%	0.0%
Windstream	98.6%	1.4%

ARK-TEX COG BUSINESS SURVEY RESULTS

During the Spring of 2023, a broadband survey was conducted in 9 of the 10 member counties of the Ark-Tex Council of Governments (ATCOG). The counties involved were: Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus. Miller County, Arkansas was not included in the study.

Businesses were encouraged to complete the survey online or fill out and return the paper version by surface mail. A total of 48 responses were collected from businesses in Ark-Tex COG. Not all responders answered every question. Some key findings from the results are listed below.

58% of business respondents want better Internet access

91% of respondents said that they believe the County government should help facilitate better broadband

100% indicated that the Internet is important to the success of their business over the next five years

Only 57% of businesses are "satisfied" or "very satisfied" with the speed of their current Internet service

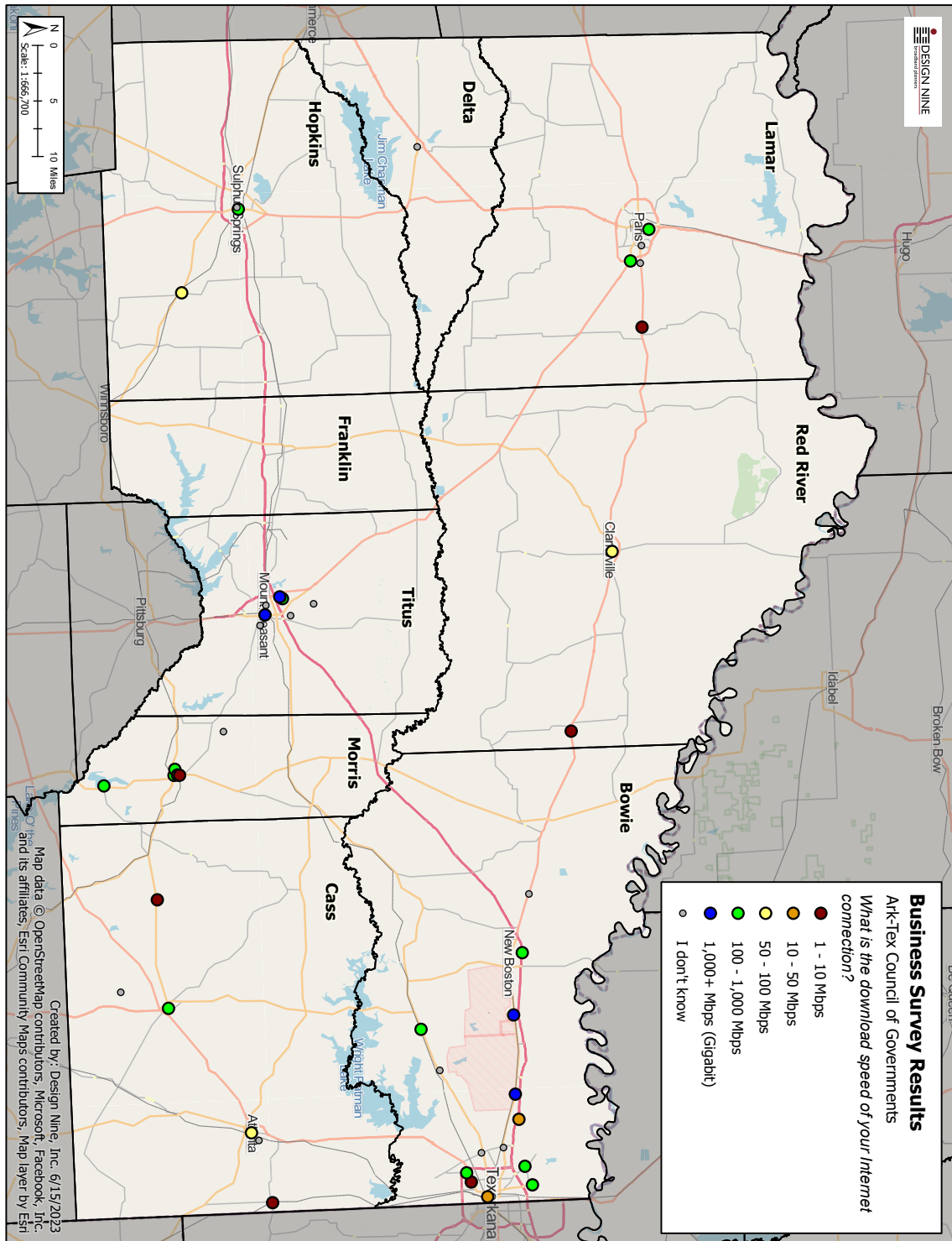
9% of the businesses that responded are home-based

55% of businesses that responded need employees to be able to work from home

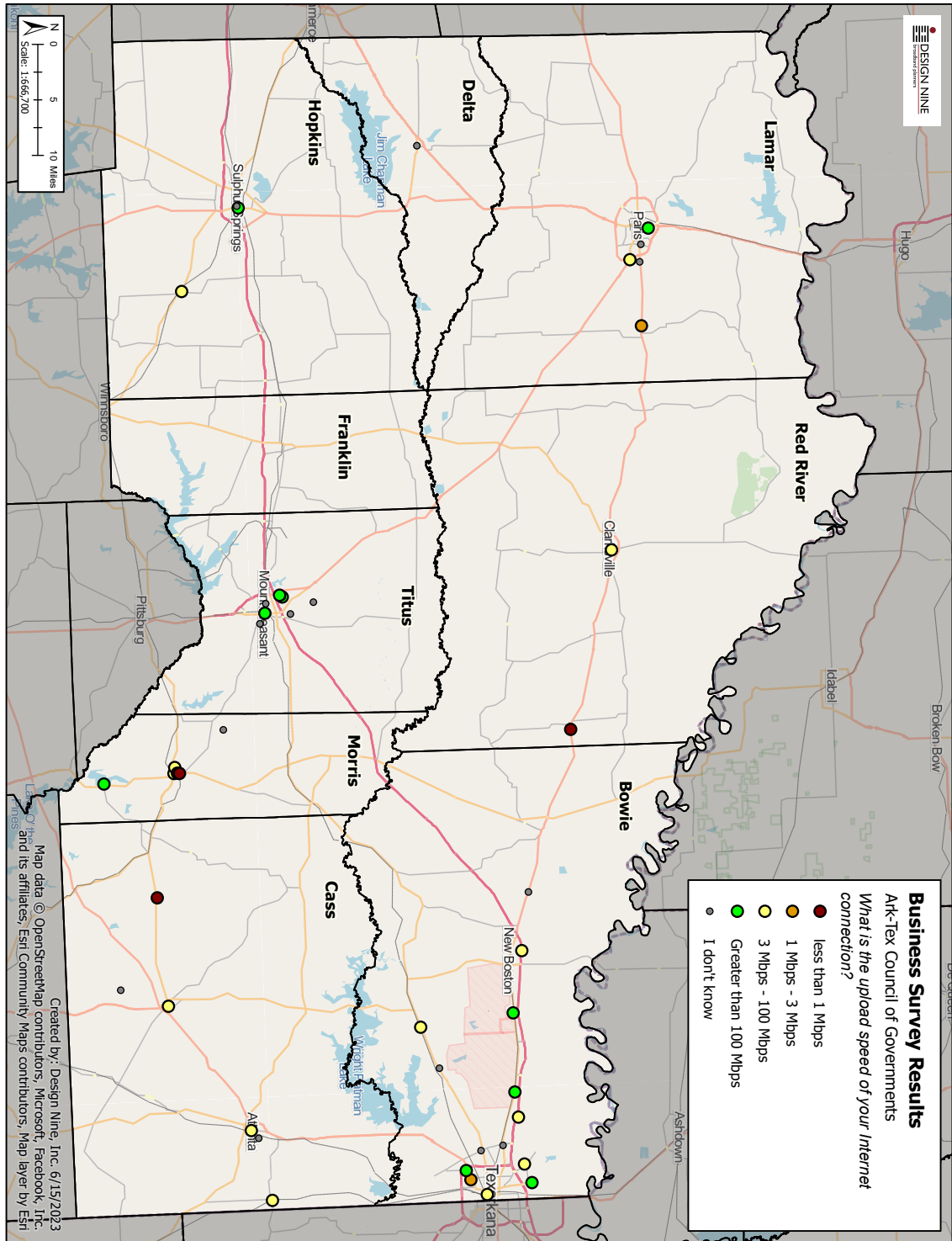
Home-based workers and businesses need affordable Internet access

DISTRIBUTION OF BUSINESS SURVEY RESPONSES

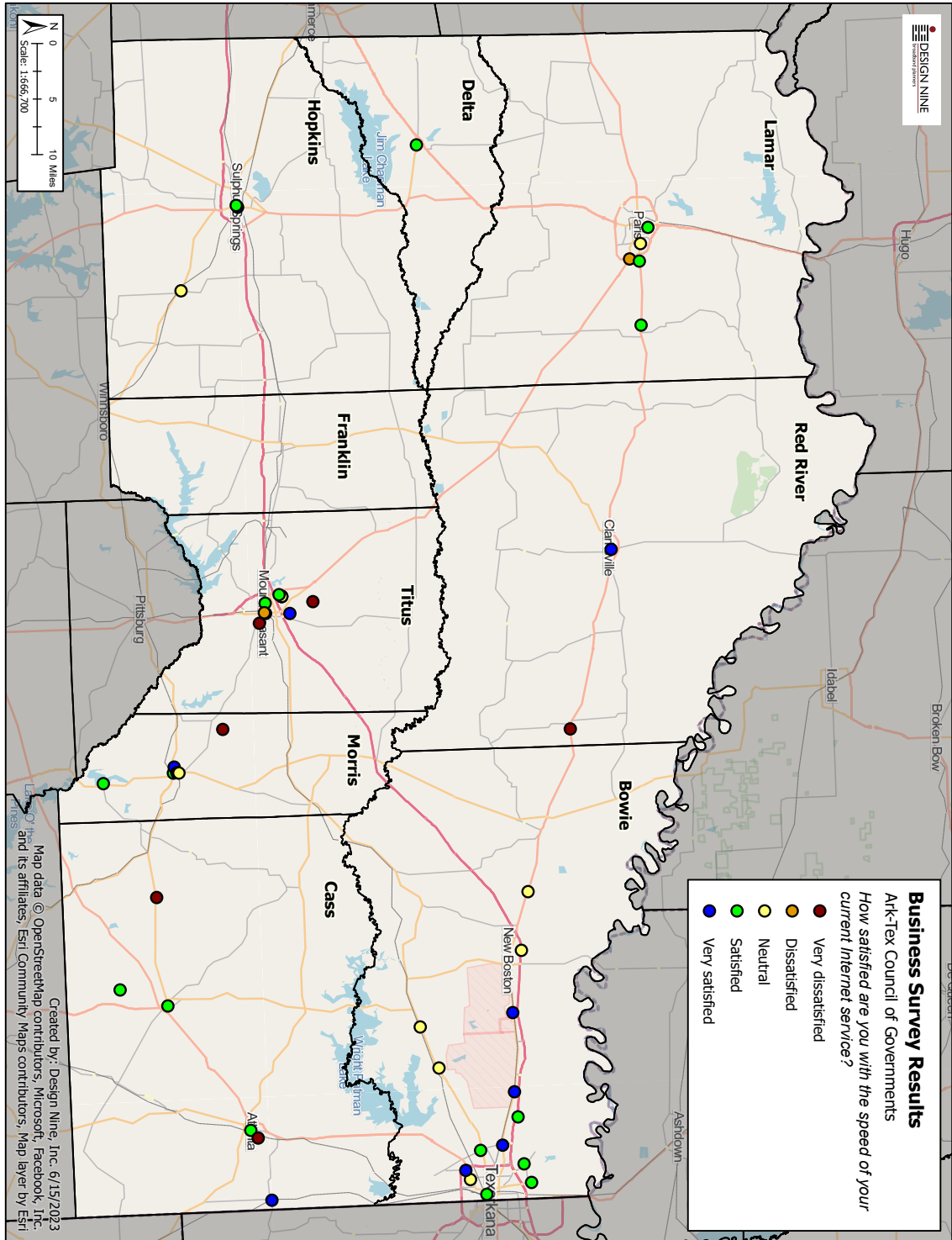
The map below shows the geographic distribution of responses to the business survey, coded according to the *download* speed of their Internet connection (Question 11).



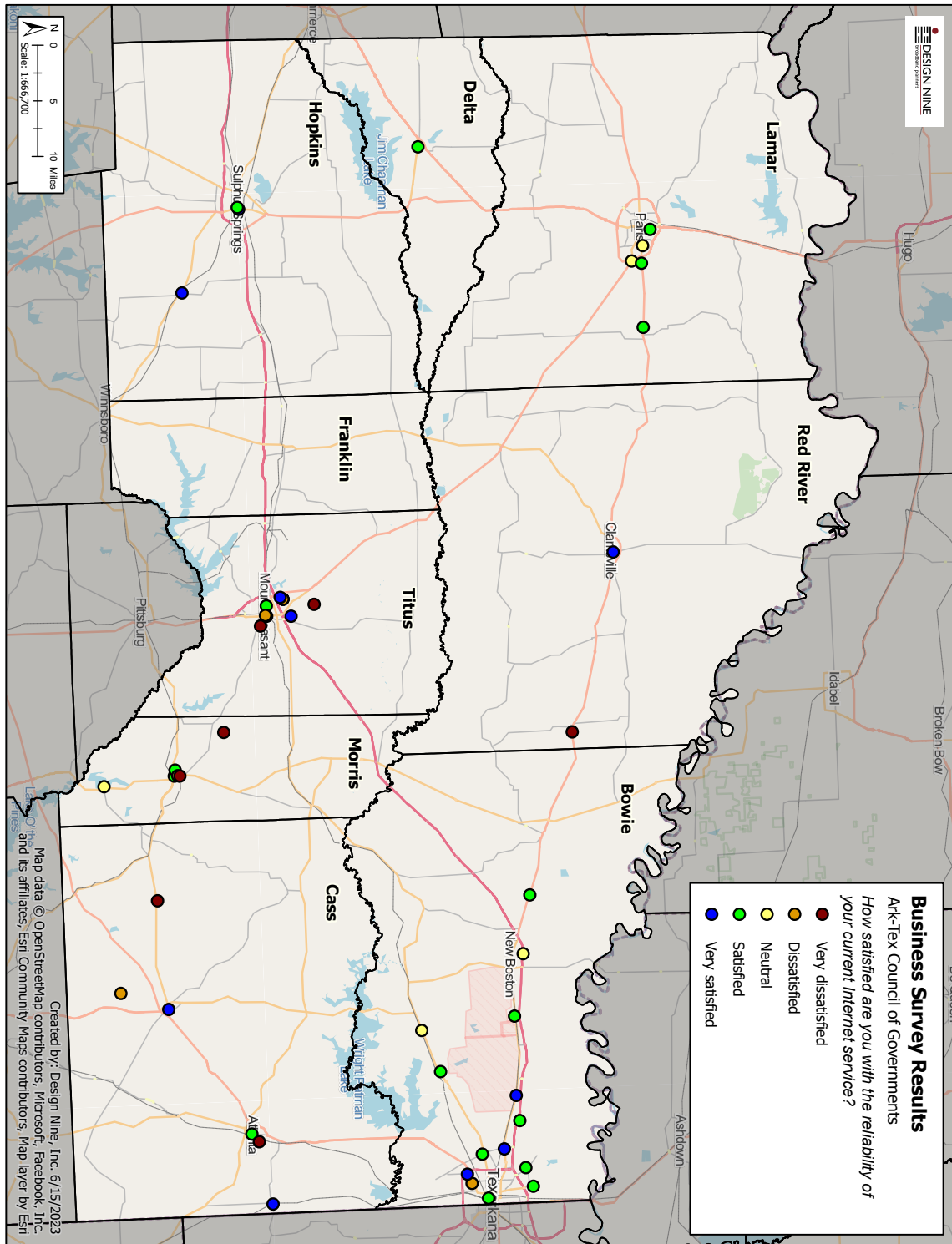
The map below shows the geographic distribution of responses to the business survey, coded according to the *upload* speed of their Internet connection (Question 12).



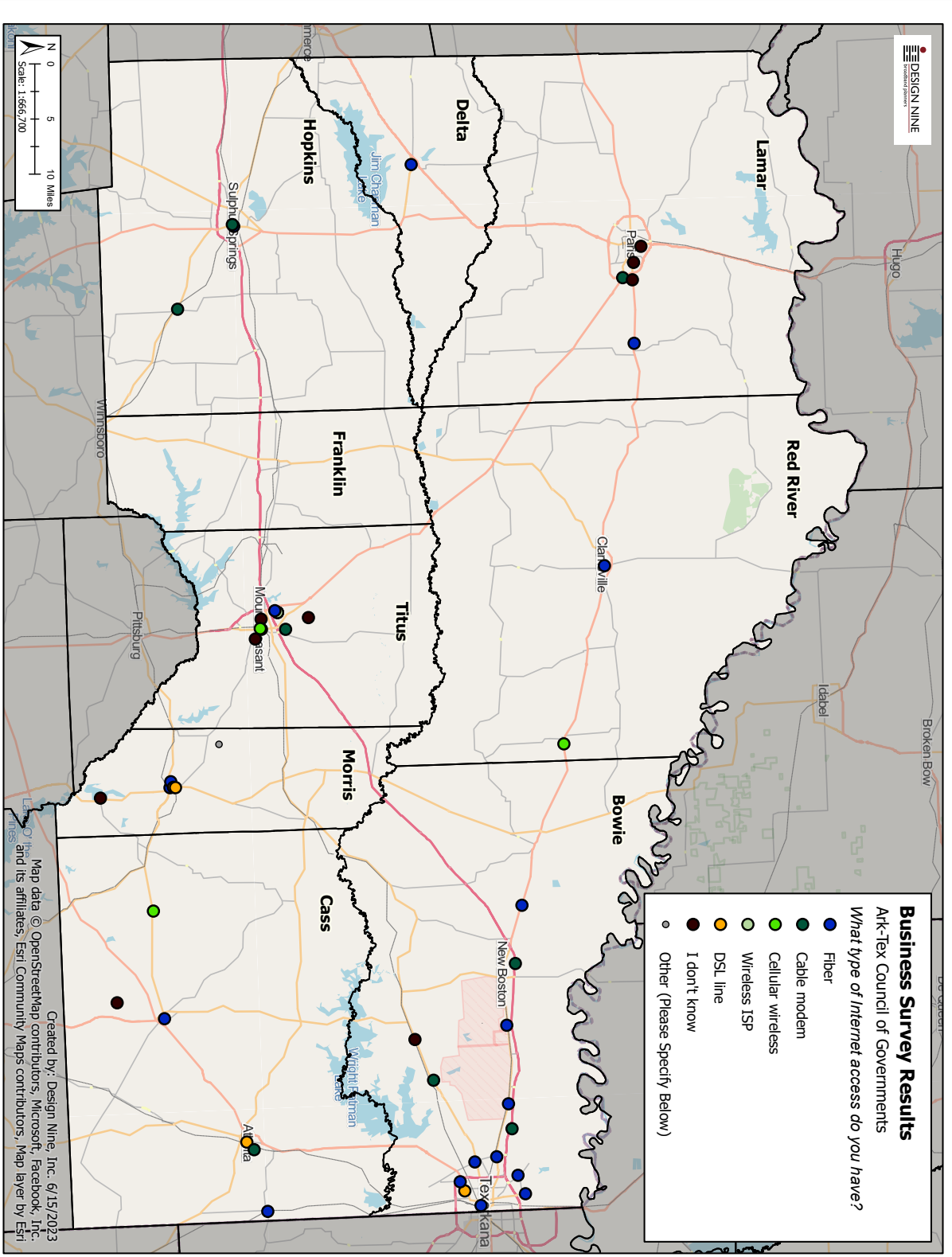
The map below shows the geographic distribution of responses to the Business survey, coded according to their satisfaction with the speed of their existing Internet service (Question 13).



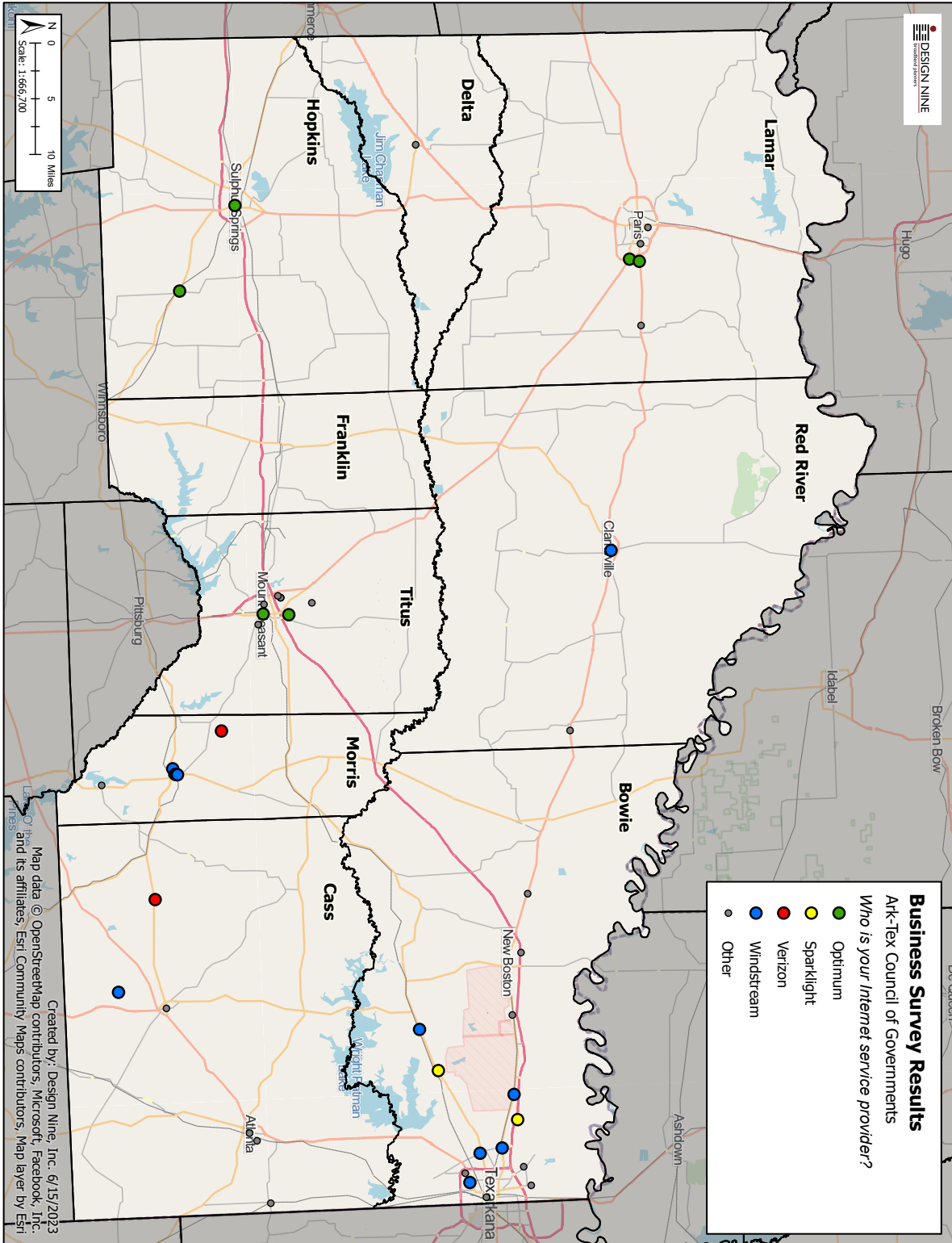
The map below shows the geographic distribution of responses to the Business survey, coded according to their satisfaction with the *reliability* of their existing Internet service (Question 14).



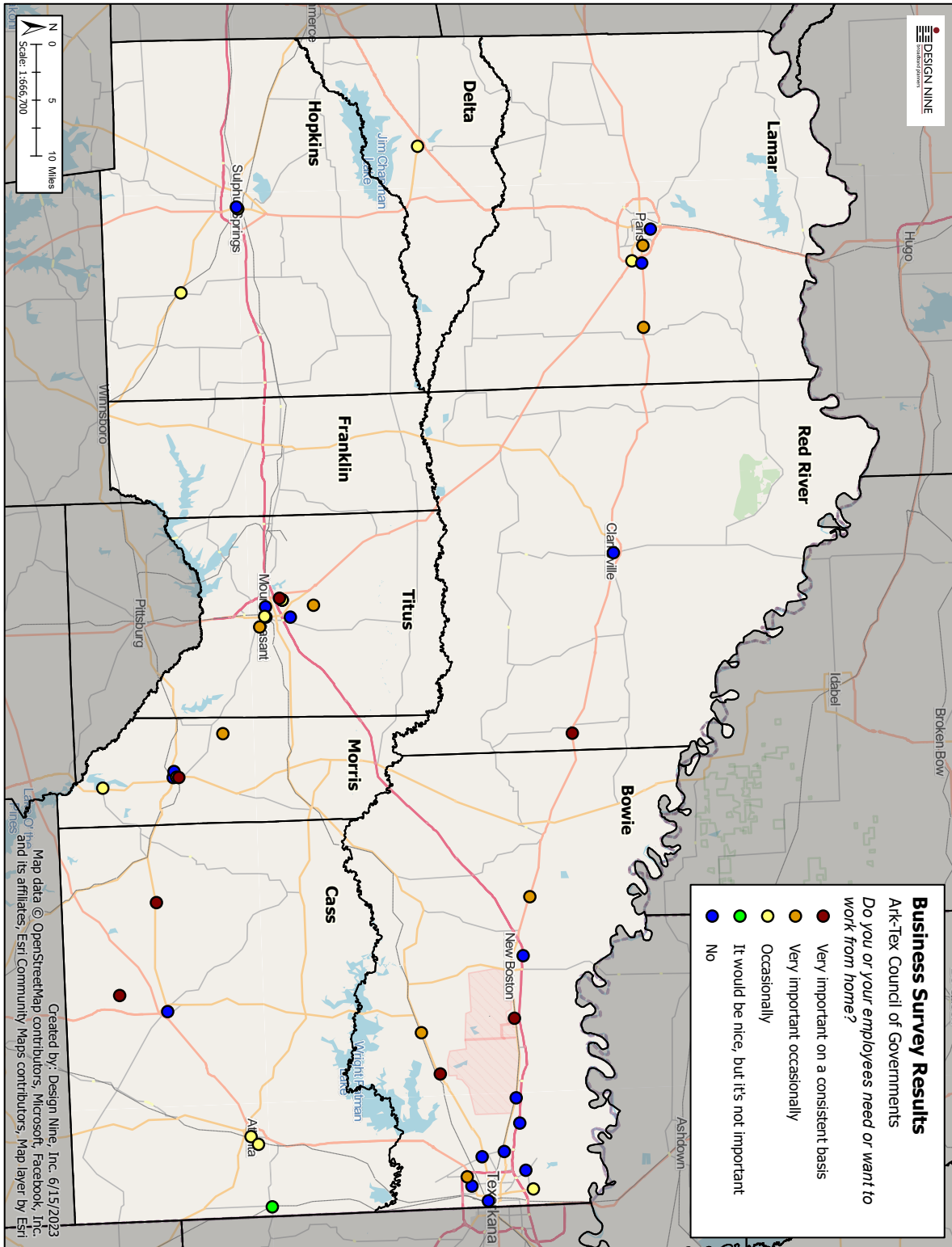
The map below shows the geographic distribution of responses to the residential survey, coded according to the type of internet technology with which they currently receive service (Question 8).



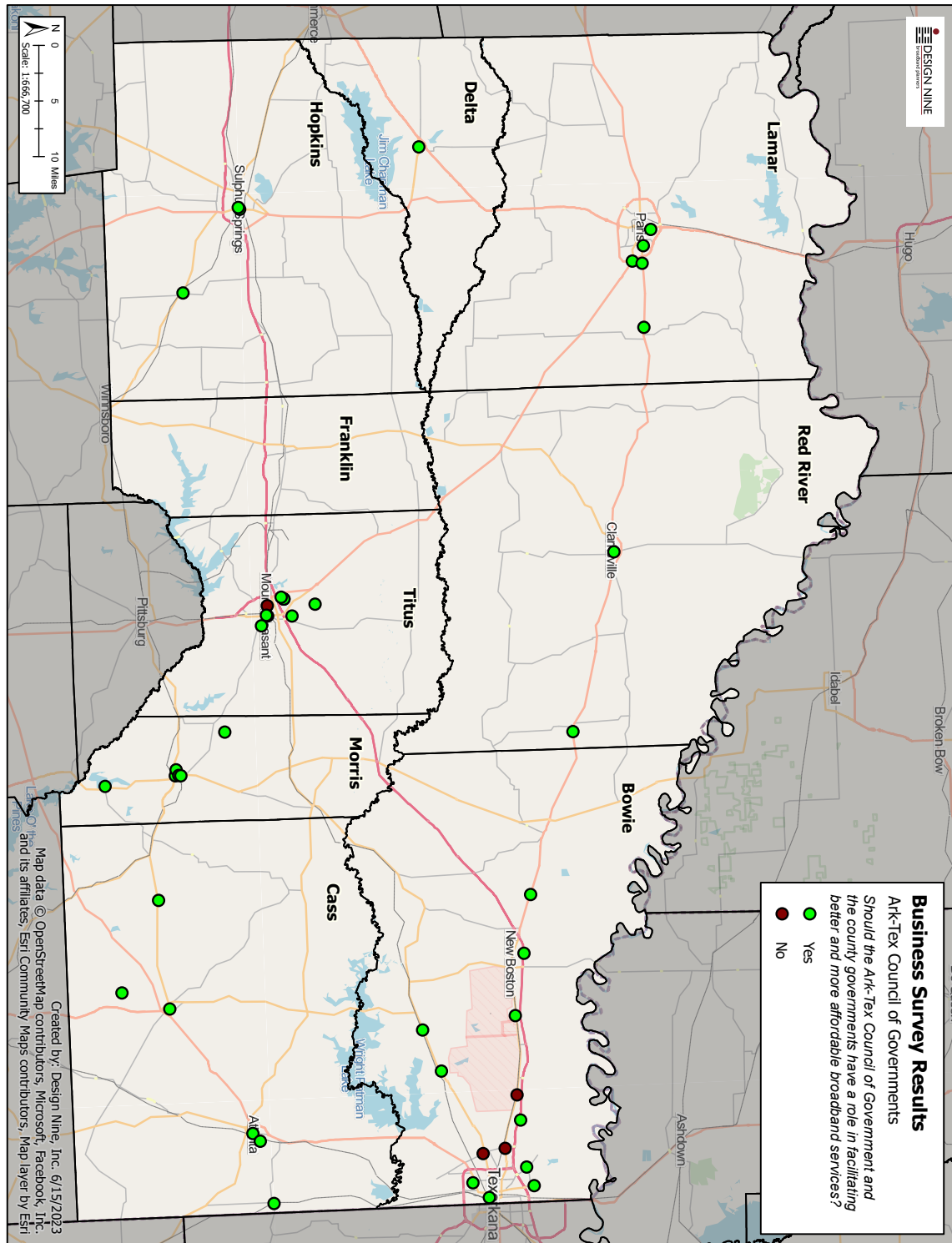
The map below shows the geographic distribution of responses to the residential survey, coded according to the who their current internet service provider is (Question 9).



The map below shows the geographic distribution of responses to the residential survey, coded according to whether or not their employees need or want to work from home (Question 20).



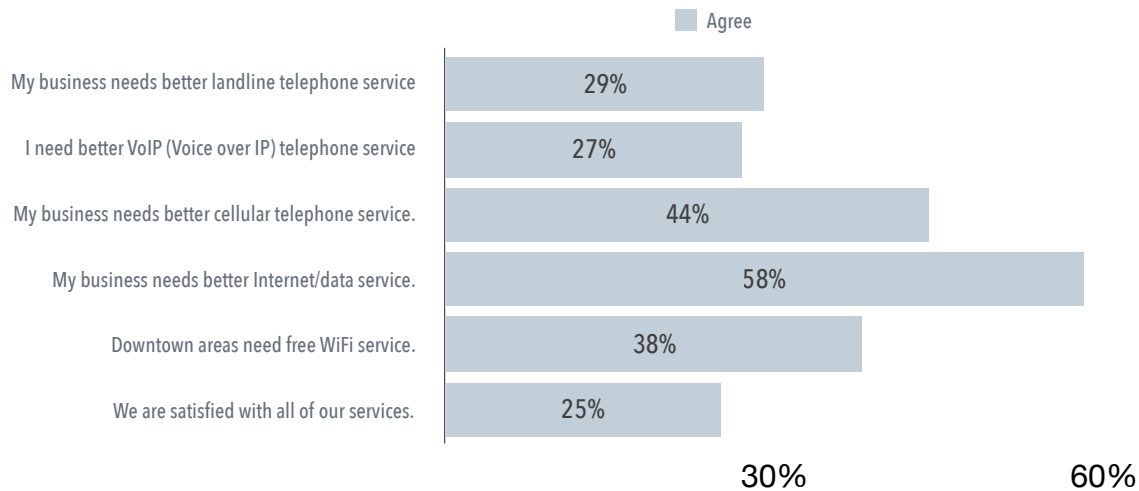
The map below shows the geographic distribution of responses to the residential survey, coded according to whether or not they feel that the two county governments should facilitate better internet services (Question 24).



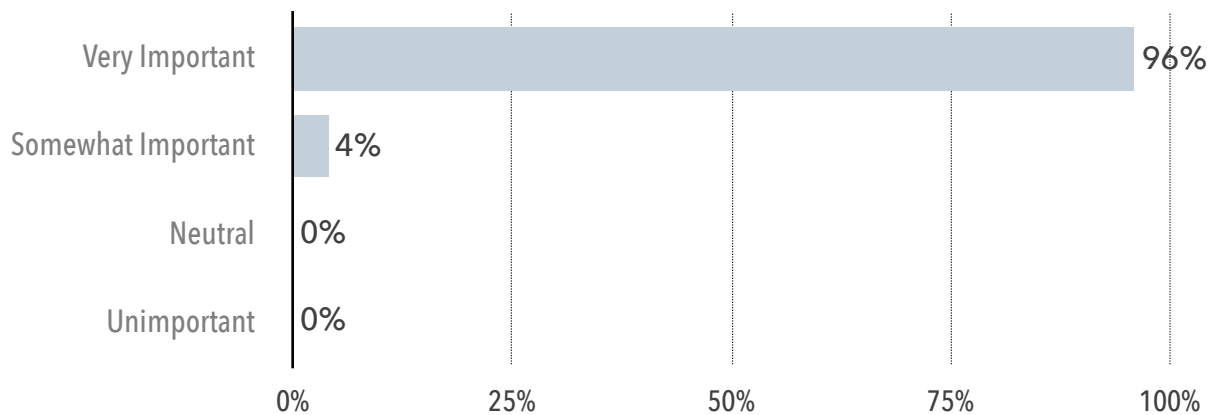
BUSINESS SURVEY SUMMARY DATA

1. Select the items you agree with below

A large number of businesses indicated that the downtown areas of the county could benefit from free WiFi for visitors and shoppers.



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



3a. Total number of employees

1 to 10	53%
11 to 40	19%
41 to 80	9%
81 to 150	4%
Over 150	15%

3b. Total number of Internet users

1 to 10	57%
11 to 40	13%
41 to 80	6%
81 to 150	2%
Over 150	21%

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

Government	18	38%
Educational	11	23%
Professional / Office	5	10%
Non-Profit	4	8%
Restaurant / Food Services	3	6%
Agriculture / Forestry	3	6%
Retail / Wholesale	2	4%
Medical	2	4%
Construction / Maintenance / Repair	1	2%
Communications / Technology	1	2%
Manufacturing	0	0%
Outdoor Recreation	0	0%
Other (Please Specify Below)	8	17%

Other types of businesses

- Real estate
- School
- Styling Salon
- Church
- Gymnastics school
- Retirement Center
- We are the only veterinary medical clinic in Morris County.
- Hospitality/Accommodations

5. Is this a home-based business?

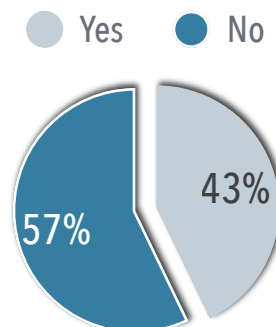
Yes	No
4	43
9%	91%

9% of the county businesses that responded are home-based

6. How much do you pay now for Internet access each month?

\$0 to \$100	\$101 to \$150	\$151 to \$500	\$501 to \$1,000	\$1,001 to \$5,000	\$5,000 or more	I don't know
3	9	17	1	4	0	13
6%	19%	36%	2%	9%	0%	28%

7. Are you satisfied with what you pay for Internet service?



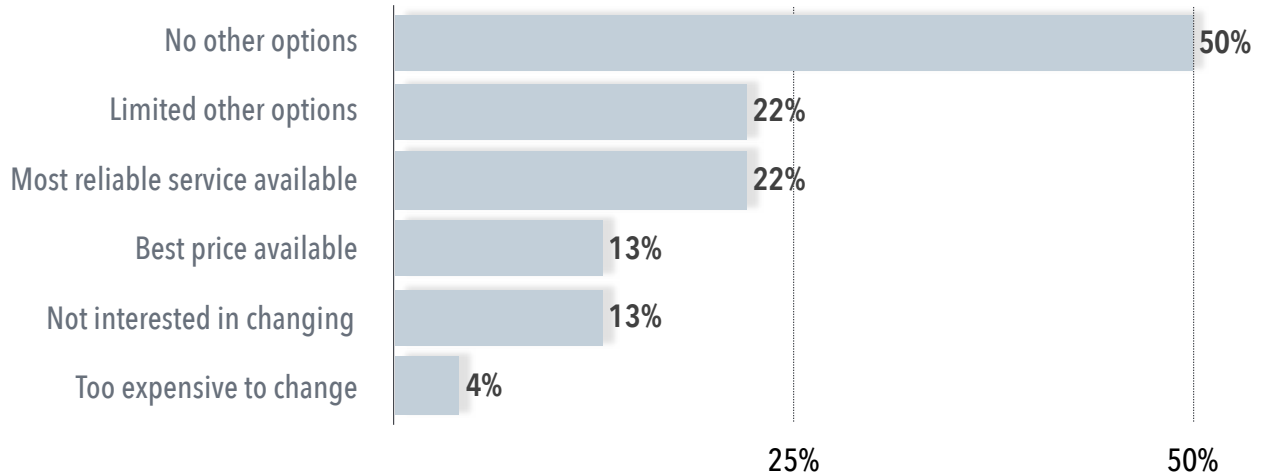
8. What type of Internet do you have?

Fiber	18	38%
Cable Modem	8	17%
DSL Line	5	11%
Cellular Wireless	3	6%
Wireless ISP	1	2%
Dial-up	0	0%
Satellite	0	0%
Other (Please Specify Below)	1	2%
No Internet	0	0%
I don't know	11	23%

9. Who is your Internet service provider?

Windstream	10	29%
Optimum	6	17%
Sparklight	2	6%
Verizon	2	6%
CenturyLink	0	0%
Viasat	0	0%
HughesNet	0	0%
Starlink	0	0%
Comcast / Xfinity	0	0%
Earthlink	0	0%
T-Mobile	0	0%
Nextlink	0	0%
Other	15	43%

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



Respondents could choose more than one option.

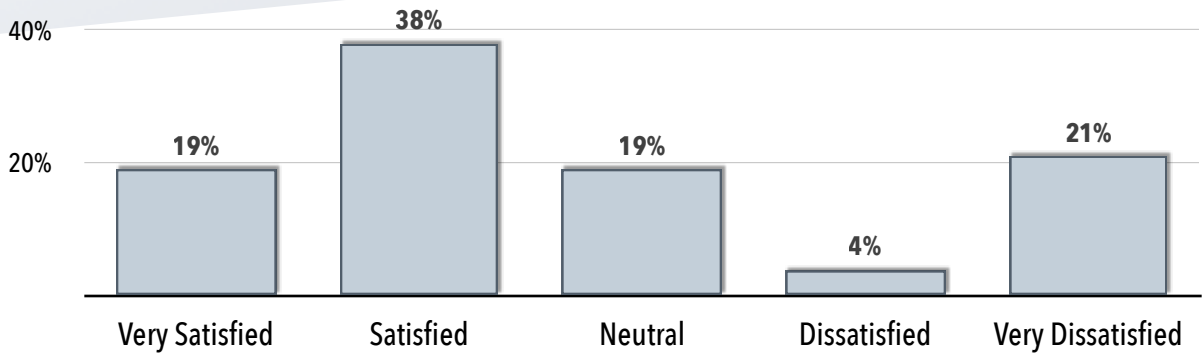
11. What is the download speed of your Internet connection? (A Gigabit is 1000 Megabits (Mbps))

Less than 1 Mbps	1-10 Mbps	10 - 50 Mbps	50-100 Mbps	100 - 1,000 Mbps	1,000+ Mbps (Gigabit)	I don't Know
0	7	3	3	13	4	18
0%	15%	6%	6%	27%	8%	38%

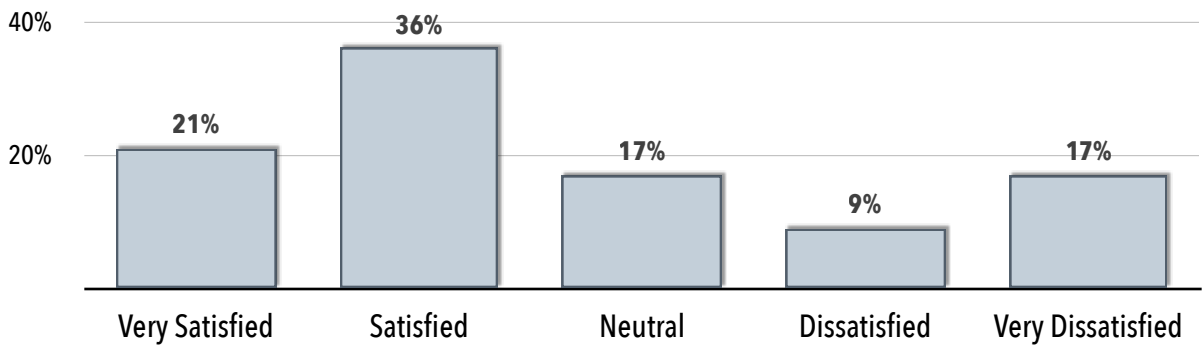
12. What is the upload speed of your Internet connection? (A Gigabit is 1000 Megabits (Mbps))

Less than 1 Mbps	1 - 3 Mbps	3 - 100 Mbps	100+ Mbps	I don't Know
4	3	13	10	18
8%	6%	27%	21%	38%

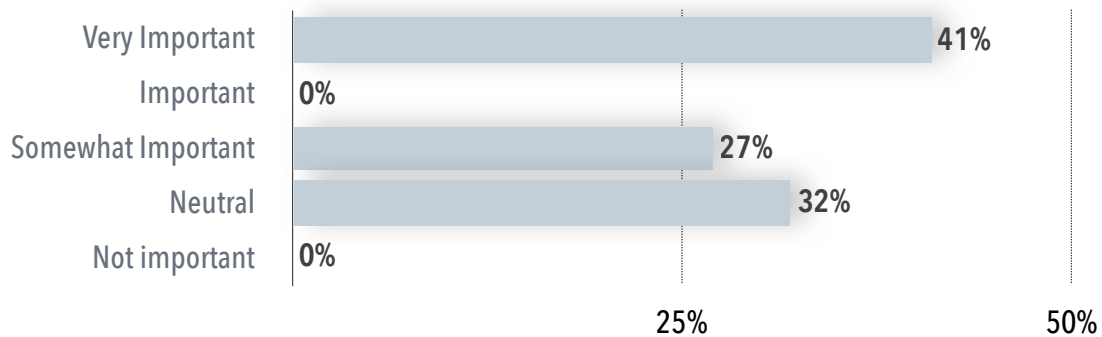
13. How satisfied are you with the speed of your Internet service?



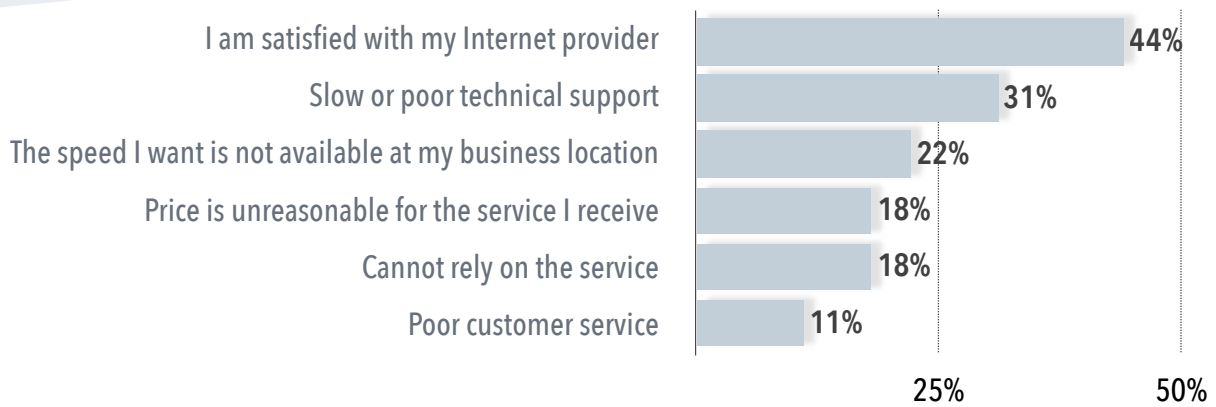
14. How satisfied are you with the reliability of your Internet service?



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



16. Please select all that apply to your current Internet provider



17. Select all the items you use the Internet for now (Select all that apply)

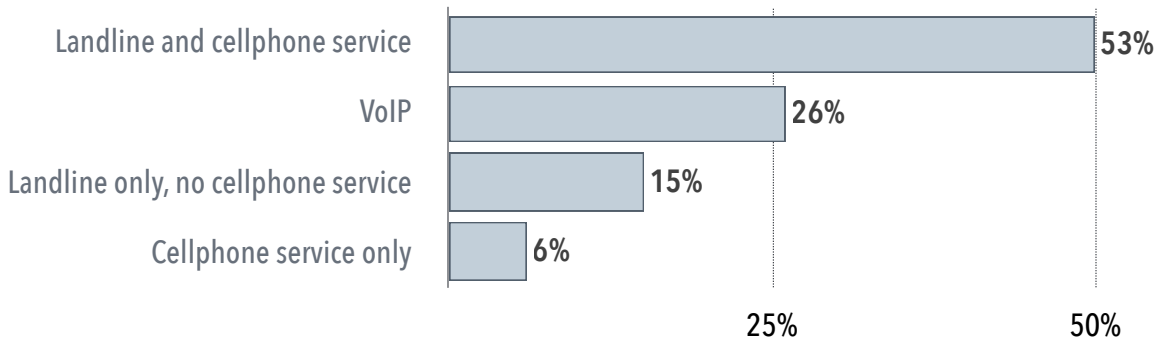
Videoconferences (Zoom, Webex, Teams, GoToMeeting)	34	77%
Online Backup (files, photos, music, company data)	30	68%
Social Media (Facebook, LinkedIn, Twitter, Instagram)	28	64%
Ordering / managing inventory	20	45%
Monitor / control security, alarms, health, processes, etc.	25	57%
Processing credit card / debit card transactions	27	61%
Cloud-based business, accounting or other services	22	50%
Receiving and processing online orders	19	43%
VoIP Internet phone(Vonage/Skype, etc.)	19	43%
Offer customers free WiFi service while shopping	12	27%
Other	5	11%

Other uses for the Internet

- Water Plant Emergency Communication System
- Streaming TV
- School related apps and websites. Students take their STAAR test online. In order to ensure that it works well, we have to shut down the wifi to the entire school except for the area in which the students are testing. This is just ONE example.

- Our entire business is dependent on the internet. When we bought the clinic, the 30 year old practice management software did not meet today's standards/regulations for medical record documentation or information security. It is nearly impossible to get on-site veterinary practice management programs these days. Those that are available are too expensive and have computer hardware and other requirements that aren't feasible for a small vet clinic. Our new vet practice software is cloud-based and handles everything from medical records to scheduling appointments, inventory, payment processing, etc. We can function for a very short time without the internet, but the internet is absolutely essential for our business.

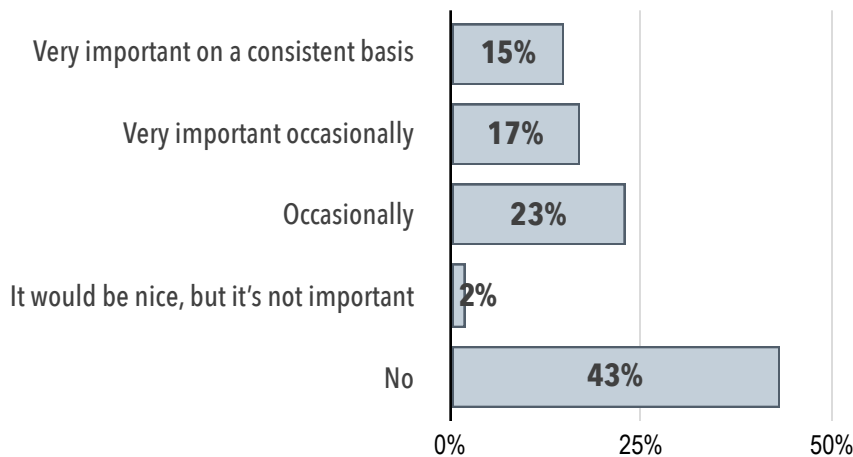
18. What kind of telephone service do you have?



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

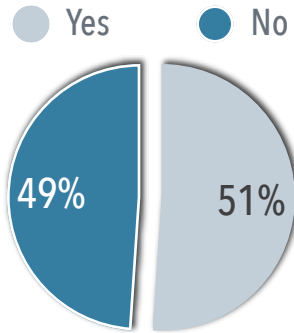
Yes	No	I Don't Know
12	23	12
26%	49%	26%

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

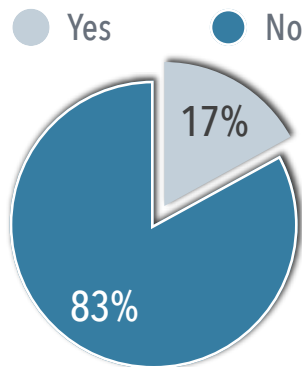


55% of businesses that responded need employees to be able to work from home

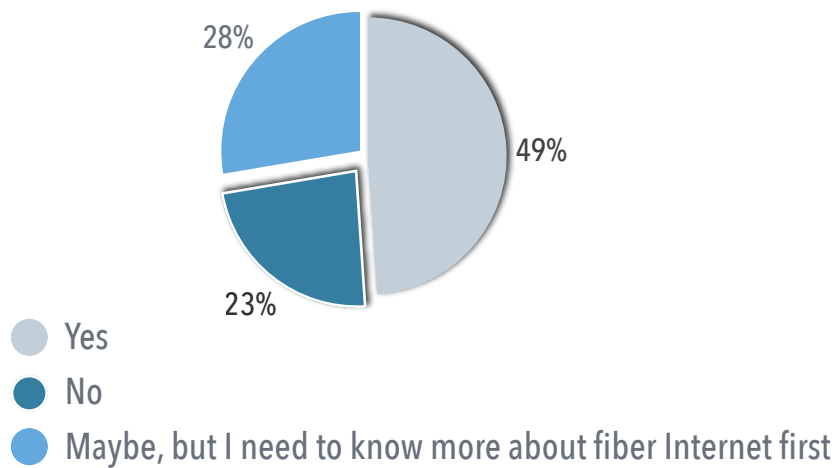
21. Does limited Internet access at employees' residences impact your business?



22. Does the availability or pricing of existing Internet options impact your business's decision to relocate or stay in the town?



23. Are you interested in Gigabit (high speed) fiber Internet Service?



24. Should the county government have a role in facilitating better and more affordable broadband services?

Yes	No
42	4
91%	9%

25. Any Other Comments

- I don't know all of the answers because I am just an employee here and don't know all of the details or have authority.
- Yes our internet service provider has very poor service for years.
- I would prefer that the government not be so involved in people's personal lives, but something tells me that without the area governments getting involved, we may never get decent utilities in this corner of NETX. Our employees do not need to access our business systems from home, but that could change in the future. Currently we as owners need reliable internet to be able to access our security system as well as the clinic computer system remotely. If our employees had better/affordable internet at home, it would improve our business, the care we provide our patients/clients, and our employees' skills, by allowing employees to view educational offerings at home to help them in their jobs. We have been appalled at the poor service of internet and other utilities since we bought the clinic last year. Our clinic internet goes down at least once a week, usually more often. And it has gone down for far too many extended periods, putting the lives of animals in our care at risk, as well as our building security. We joke that we've moved to a third world country. We are accustomed to not having city amenities, having lived in a rural county for a long time already, but we've never experienced so many internet/other utility outages in the 16 years of living in Kaufman County, as we have had in one year of owning the clinic in Daingerfield. Our family in Harrison County doesn't even have as many internet/utility outages as we have in Daingerfield. We basically have learned that we will lose the internet for no reason when the sun is shining, but that if it rains or freezes, we are almost guaranteed of not having internet. When it goes down for extended times, we have been able to limp along using a cell phone as a hot spot. However cell phone service at the clinic is atrocious and unreliable as well. Electrical service is not much better. And sadly, the various companies do not seem to be motivated to restore our service as a priority, even when we remind them that we are an animal hospital and are dependent on these various services to be able to provide care.
- As an accommodation service, we lose potential business travelers due to the lack of internet service, and we lose repeat private-stay customers for the same reason. Both types of customers have cancelled at check-in, once they discover the lack of connectivity. Many of our operating systems (credit card processing, bookkeeping, marketing, and security) are severely limited by this deficiency. If our customers don't have Verizon phone service (most don't) they have to drive 5 miles to make or receive phone calls. And they can forget searching for area attractions, uploading photos, streaming a movie or YouTube video.

APPENDIX A: RESIDENTIAL QUESTION 6 - OTHER TYPES OF INTERNET

- Windstream with a black modem
- Cell phone hot spot only. Limited
- Portable Hot Spot
- Hotspot
- We pay extra for hot spots on our phones to use a laptop and computer for Internet.
- Wifi
- Verizon hotspot, only 50gb per month and then its slow/doesn't work once the 50gb is used up. There are NO options for unlimited internet for our home.
- Also have to use a cellular hotspot device to support residential usage. Satellite ensures coverage for my work from home needs. Also have to use network extender to get the most out of satellite data range.
- The internet available is to expensive and cellular service is better
- Ubifi
- Had fiber but the company, cannot solve so-called 'Bugs' in the system.
- Dish network
- Viasat
- I also use Wireless from WiFires.
- Not sure but we have service through WiFires out of Paris, TX
- Can not get internet at residence. Home located in city limits.
- Paired through old phone line
- We can not get internet at my home.
- I have two of the Verizon Internet Travel Boxes
- Data from our cellular phone plan
- Hotspot
- Internet tower
- Broadband
- Hot Spot via AT&T
- Mifi
- Wifi
- Fixed wireless
- Still not available to us.
- Hot spot and mifi

APPENDIX B: RESIDENTIAL QUESTION 14 - ADDITIONAL USES FOR THE INTERNET

- Dish now uses wireless boxes that freeze and have to be reset if internet cuts off and on. Best, Vivant, ring, and other things depend on hidden internet service. My Vehicle security depends on internet.
- Record/document keeping, banking, bill paying, research for teaching
- security system monitoring, work for 501c3 organizations,
- Cricket / Design Space
- Online banking
- Continuing Education and Zoom meetings
- Also use for a home business and it interfere with that.
- Home security, cell phone service back up
- Monitor TX legislature, auctions, many things
- can not stream video or movie due to limited data and slow service.
- Use computers to do some work from home
- My daughter has considered moving here part or full-time, but she needs a secure, hard-wired connection to my house to be able to work from home with the job she currently has. So far, we have been told that my house does not have that access, even though the house directly across the highway has it.
- banking
- Can't get internet service in our area.
- Teaching

APPENDIX C: RESIDENTIAL QUESTION 23 - ADDITIONAL COMMENTS

- Windstream no longer services my area. I have been here for 20yrs. There are only a few households out here that still have it and if we shut off our service, it is NOT available again. Cellular service is spotty here also and I have zero service inside my home, so I depend on a landline. We aren't very far from city limits either.
- Slow internet is one of the reasons I am considering leaving the area.
- Fiber would work better for our household. It is less than 1/2 mile from my residence, but Windstream has said they are not running it further anytime soon. I have giga one from cable. It is constantly out and they said they can't fix it. Our upload speed is also not as fast as true fiber, which hinders us when everyone is home and using it. It would be great to fiber tan just further down the road.
- I believe having access to the internet is a major need due to the fact that most of communication services are mainly based on web access. Besides the cellular companies, we have just Windstream and Sparklight as major providers. Both of them use price gauging to increase their revenue, but I am not sure how much they actually invest in their infrastructure, at least I have not noticed it in 4 years. In the future we are considering to move closer to Dallas, just because their communication infrastructure is solid and well supported.
- I am extremely frustrated that we do not have faster and more reliable internet options. Our service is extremely slow and we have had years of negative experiences with our current service provider. My wife works from home full time and it always creates problems for her.
- I do not have internet at my home because they is not an option that works on my street. Internet providers have service on all streets around my house but not on my single dead end street. All of my neighbors, myself included, have talked to Cable One (now someone else) to get access run down our street but they refuse.
- I would love to have Sparklight Cable services. I had that service before and it was great!!!
- Absolutely! Several homes and new housing developments going up right now in the Red Lick/Leary area on FM2148 with only Windstream DSL and very old transport equipment. We need better, faster internet with multiple providers. Thanks for this survey. Maybe someone is listening out there.
- We have access to Windstream. I was paying over \$100 a month but it was useless. It was so slow that the kids could not upload their homework, much less download anything. Now we use our mobile hotspot but AT&T has gotten so much slower than it used to be.
- Sparklight is horrible. I'm paying for gigabit speed and getting a fraction of the speed I pay for. Multiple service calls have not fixed the problem.
- Find away to integrate business and residential needs and services.
- More affordable options should be available for our community. Also reliable internet should be at the top of the list. If the internet goes out for any amount of time it can cause a multitude of problems.

- my location only has access to satellite internet and that is too expensive.
- Internet access using email helps with communication to members of my Texas Retired Teachers Assn. stay informed on local and statewide issues. My house in Marietta has pretty good service, but friends down the road a couple of miles are very frustrated with theirs. I would love to have better cell phone coverage, however, as our signals are fairly weak.
- In the area I live we can get a faster line but would I have to pay to run the phone line from my neighbors house to my house so that I could have 2 lines then and my internet could be faster. However it would cost almost \$4,000.00 to run the line and that's not feasible.
- I used ViaSat for many years as that was really the only internet I could get. It was slow, unreliable according to the weather, and very expensive. We recently changed to a My1Wifi and have a wireless router that runs off of cell towers. Much faster and much cheaper than ViaSat and we have internet even when it storms.
- PLEASE help us get wired, fast internet for my job, school work and just enjoying the modern conveniences that the rest of America has. Thank you!
- Need internet asap!! No phone coverage or internet in my area... lots of teachers who could use it ...
- I need at least 200gb of data a month for under \$100 a month from an internet service provider or unlimited data with no restriction caps meet my current requirements.
- My home is wired for broadband.
- Just wish inside city limits we had landline internet so we can use our adt systems we have no alarm system because our Starlink which is only one available for us to use isn't fast enough.
- Do something to improve the service in the rural areas off the city limits. We have bad services.
- Just wish we had better cell service and the ability to get internet out here if we wished to, but we are told that it does not exist in our area yet. Bummer...
- Absolutely ridiculous that in 2023 I can not get fiber internet where I live because there are no lines installed.
- What has happened with the \$65 billion dollars of the Infrastructure Improvement Act allocated for improving rural internet service? How much has our region received and how has it been applied?
- We have tried Dish satellite internet and Hughesnet and both were slow/capped. No unlimited in our area since we live far out from town. It is very frustrating when most everything is digital these days. We purchased a computer years ago to do home projects but it just sits there because we don't have internet.
- We moved here a year ago and I have tried searching everywhere for better internet options. There is fiber in town, but when I asked the service provider Fidelity when they might be expanding service to our area they told us the city had no plans to expand. I am very frustrated and had we known this was such an issue we would have taken this into consideration for where we moved to. As it stands, satellite internet is our only option and we are on a waiting list for Starlink. Would love to have fiber as an option.
- We need a solution for high speed internet in East Texas!!!
- Help!
- The real community needs better internet service and cell service.

- Need better service available but not at an astronomical price
- My internet service is too expensive compared to the service where I moved from. It is over double the price as it was in Bloomburg. The SWAT internet DSL in Bloomburg was the best because of fiber optic. Never any problems with it. Fastest speed and so affordable. I would love to have that in Queen City and Atlanta.
- No
- In this day and time, everyone should have access to reliable, affordable internet service. I pay \$180 monthly for very poor quality internet service. We usually reach our high speed data cap 4-5 days into the new month, and really have not used any high usage devices. Then we are stuck with spotty, very slow service. Very frustrating.
- Government should not subsidize broadband internet for communities without it. The free market economy should be allowed to do what it does best without government interference or government intervention. Internet access on any scale is a luxury, NOT a right.
- Need fiber internet
- I have to belong to a Co-op. I hate paying for a landline I rarely use in order to have internet. What is the point and having a landline with a cell phone for internet.
- Need fiber in more rural areas. Come up with a plan with local electric utilities to attach to their poles. That's the reason part of my area can't receive fiber is local electric coop (Farmers Electric Co-Op) won't allow fiber to be attached to their pole for road crossings due to their specs.
- Slim options available where I live
- I am a teacher. I've had to teach online during COvid at my personal expense. My neighbors have invested thousands to get a personal tower but I live near woods. Signal restrictions are tower or trees??!!
- Our service started out amazingly well. However, it's feeling the 'pull' of too many users now, and it lags or disconnects randomly.
- Better fiber options would be nice. Frontier has the worst customer service and they are our only other option. Many legit work from home companies do not allow satellite or dial up options to be used
- Internet service is good for us, but I know if we were any farther out it wouldn't be. Folks around us deserve better than satellite or cable internet, too.
- na
- I bought my home in 1999 at the time internet was used mainly for shopping and email, I was promised that AT&T would be providing fiber in my area, however I am just too far from their hub. I tried it and I had a horrible time with it. so finally I changed service a couple of times. Why is reliable fast internet so expensive? I would consider paying more if the speed was higher and reliable, what I have right now is the best I could do.
- The service that I have cost more than it should, but there is not another option and they know this.
- Our cable provider has high prices and poor service and poorer customer service.
- I believe tax incentives or other options need to be explored to recruit quality and affordable Internet services to the currently under-served rural areas of Lamar County. We need affordable fiber-based Internet.

- Anything beats Suddenlink.
- Please do not call me or send me anything in the mail its a survey not a lead for a sale.
- Cost of cable internet is out of control
- Lamar County as a whole needs more Internet options. We really don't have anything other than Optimum for some of us and others can use ATT Fiber if they live in certain parts of the city. And if you are in the rural areas, you have VERY FEW options if any for internet. WiFires is about all you can get for some places. Please bring Fiber along Farm Roads and County roads. You can start with me for Fiber access since I am outside the city limits. Thanks in advance!
- My home internet service is unreliable, at times I do not have an issue and everything works well. Then it will not work at all and we do the minimal on our phones. However, I do need access to the internet because we have a ranching operation along with our full time employment and need access for different aspects of it.
- Only to get the services but not to manage them.
- We need fast and inexpensive internet service where we live.
- Very slow service here
- Being a teacher and experiencing COVID related 'at Home' students, I can confidently say that the internet is sadly inferior to more urban/populated areas. I would have to come to school to create my lessons and use our online learning platform to get work to online students. Some students did not have access to internet or reliable hotspots around town to complete online assignments. This lack of technology disparity between urban and rural school districts is a real concern for our state.
- The internet service that I have is not good. There are things that I would like to do, like watch Netflix and connect my ring doorbell, but the internet service is too slow. It is awful. If I could get a better service where I live, it would be greatly appreciated.
- For a few miles in my immediate location, there is access from only 3 Internet providers that I know of and sometimes it is very spotty and not even available, especially from cell phones.
- I only have the option of Windstream Internet. It is extremely expensive and very unreliable.
- Thank you for trying to help our community!
- Everything requires internet services now days. COVID in East Texas had disastrous consequences to children who didn't have appropriate access to internet for learning. We have to do better. There is no reason internet is so expensive and unreliable.
- Where I am it is either verizon hotspots or a satellite internet but theres too many trees and the hotspots run out of high speed day 2 every month. Im constantly having to add more high speed data to work. KP internet was here but they went up and almost \$300 a month for internet is not realistic.
- I can't have any other internet because this apartment complex makes us use this provider.
- I like the internet service I have, it's fast and reliable. The only downside is that it's too expensive. I wish I was paying less than \$100/a month.
- In our current world, I should have options for better internet and currently I have no options. I could go to Starlink but that means spending \$500+ for equipment up front and a high cost per month. Cable came to a neighborhood close by but they would not come farther down the road. Fiberoptics should be an option for considering the wave of technology in this country. If I would

have known our internet would be as bad as it is, I would not have purchased the house we live in.

- our internet is very unreliable through cell service where we live.
- I use cell phone hotspot to access internet and it works well when no other people are on the system. This is around midnight to 7am so not very practical. If cellular providers would improve equipment beyond the bare minimum, we could have decent service immediately but fiber is needed in the long term. Cellular access should be seen as a temporary solution.
- Another factor of changing internet providers is having to change your email address - which for us includes all our adult children who still have an email sub account attached to ours.
- I would love to work from home but our internet won't allow me to because it's too slow and not enough data
- Getting it to our residence
- I'm not sure on Q. 22
- Please make more high speed internet available.
- I used to work full time from home, but could no longer due to poor internet services