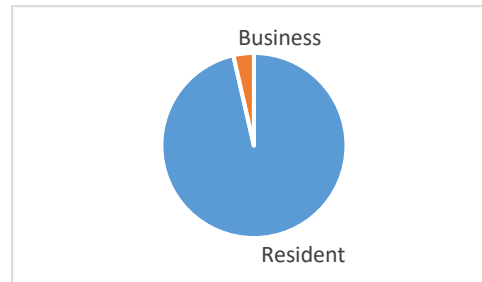


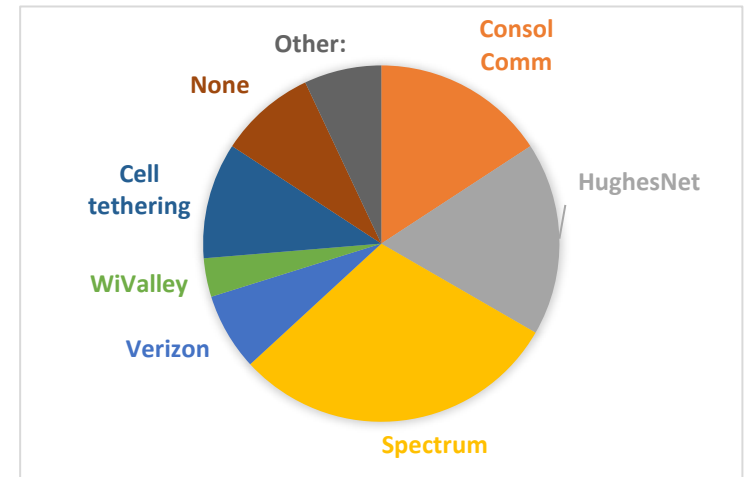
1 Are you responding as a resident or business?

Resident	54	96%
Business	2	4%
	56	100%



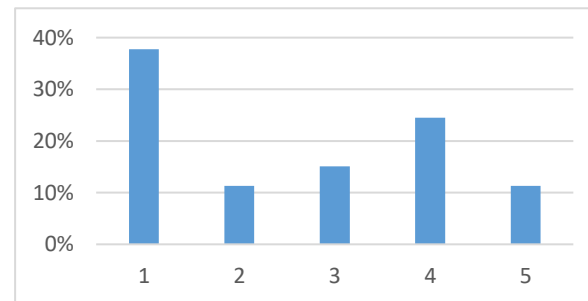
2 Who is your current internet provider?

AT&T (DirecTV)	0	0%
Consolidated Communications (formerly FairPoint)	9	16%
HughesNet	10	18%
Spectrum	17	30%
Verizon	4	7%
WiValley	2	4%
Internet through mobile phone tethering	6	11%
I don't have internet service at my address	5	9%
Other:	4	7%
	57	100%



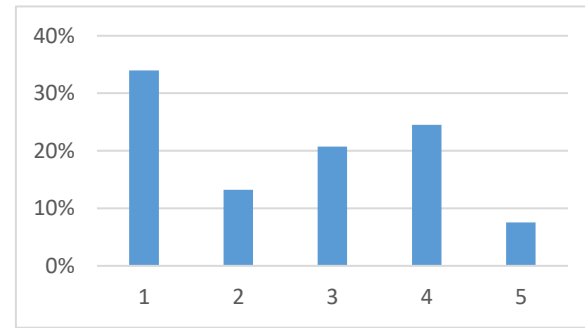
3 How satisfied are you with this provider in terms of DOWNLOAD speed?

Least					Most	
1	2	3	4	5		
					Total	
20	6	8	13	6	53	
38%	11%	15%	25%	11%	100%	



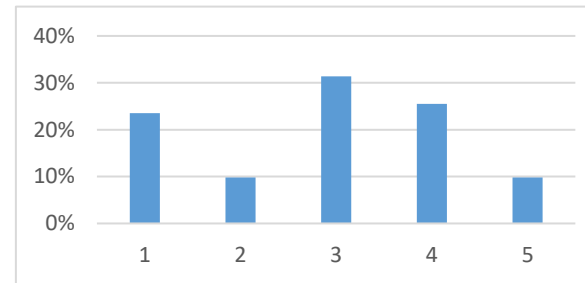
4 How satisfied are you with this provider in terms of UPLOAD speed?

Least					Most	
1	2	3	4	5		
18	7	11	13	4	Total 53	
34%	13%	21%	25%	8%	100%	



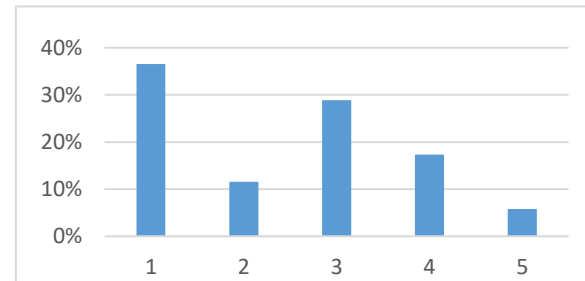
5 How satisfied are you with this provider in terms of reliability of service?

Least					Most	
1	2	3	4	5		
12	5	16	13	5	Total 51	
24%	10%	31%	25%	10%	100%	



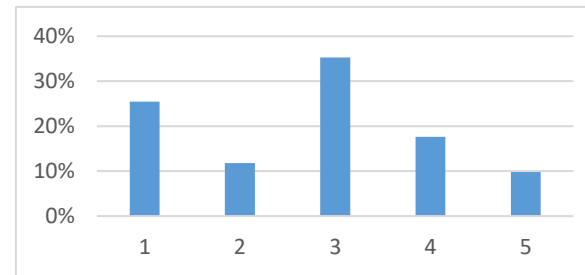
6 How satisfied are you with this provider in terms of cost?

Least					Most	
1	2	3	4	5		
19	6	15	9	3	Total 52	
37%	12%	29%	17%	6%	100%	



7 How satisfied are you with this provider in terms of customer service?

Least					Most	
1	2	3	4	5		
13	6	18	9	5	Total 51	
25%	12%	35%	18%	10%	100%	



8 If unsatisfied with your current provider, please briefly list any additional factors not covered above.

---

Be nice to have actual internet not hot spots on our phones!!!

---

Be nice to have actual internet versus hot spots from our phones!

---

We need cable to provide adequate service.

---

Our service goes down a lot. Hardly a day goes by that I don't have to reboot the modem at least once. I used to phone them more often when there's a problem, but I've learned that calling them often does little except waste a lot of my time. We were out for 4 days a few weeks ago. And when they finally did fix it, I got no phone call or email letting me know, even though I had been following up with them every day. I sometimes get the feeling that their technicians have given up.

---

I'm paying for 10 megs down and 1 meg up. On any random time or day, my data transfer drops down as low as 2 megs down and .5 meg up; then nothing. Virtual teleconferencing with Zoom or Skype needs consistent 7 to 10 megs down with at least 1 meg up. FaceTime is more forgiving but business doesn't run on that apple product. These variations are not just annoying, but also result in loss of productivity. Also, when I must use my VPN, I lose up to 10 percent of my bandwidth.

---

Data quotas are a big problem. We routinely run through our data limits by the middle of the month. As a result, we strictly limit our streaming.

---

I did not bother getting DSL because I had a feeling it would be much too slow to be useful (based on input from my neighbors).

---

Our internet cuts out all the time, it is incredibly frustrating. Also if more than one computer is using the internet it gets incredibly slow. It negatively effects my job and my children's education.

---

The quality of service has gone down, we have more issues, more often now than we did in the past few years. Our speed has actually decreased in the last year. The customer service is highly variable, sometimes they are good and other times they have been not at all helpful.

---

Mobile internet has been working for us a lot better than hughesnet did in the past when we tried it, but it's still a hassle for streaming, etc and impossible to use for any kind of home security or smart technology (wireless thermostats, etc)

---

We do not have internet

---

Service is unreliable

---

Cost of renting modems/router

---

I had Exede for a long time however it was very pricey for 25 Gbs of high speed a month I was paying 103.99 we would max out in 24 hours. Trying to reduce the cost I went to US Cellular for home internet I am now paying 80.00 for 55 Gb it works great for about a week and then we max out. I need unlimited high speed at a reasonable price. I have a high schooler in my home and there is a chance I will need to work from home in the near future.

---

Not reliable. The kids can't do their school work..I get basic to nothing with our wifi.. At an expense.

We have the "fastest" package available (at a significant cost) and we are still unable to stream many things and work from home. Zoom calls are almost impossible.

Signal strength varies greatly. From 2-4 bars. Averages about 3.5 bars but never the full five bars.

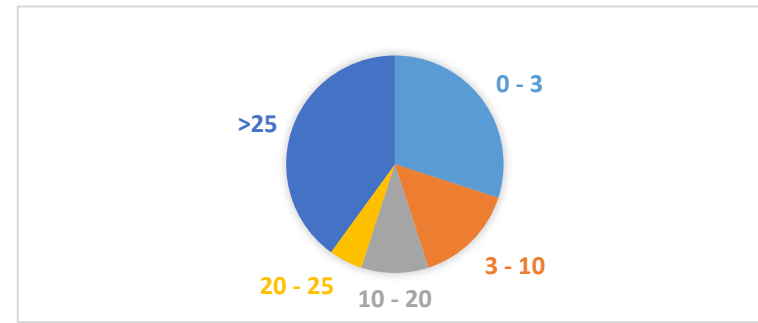
Also speed reduction kicks in on their unlimited service after a certain limit is reached, so it is not truly unlimited. It is unlimited with limitations. Perhaps the pricing should consider these aspects.

Too high in cost, the speed isn't the issue...

no high speed internet service available here.

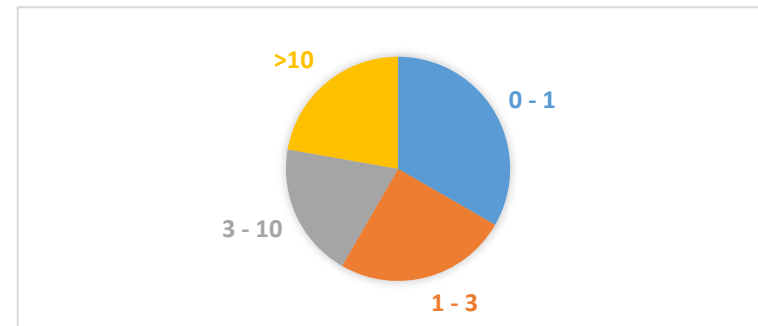
### 9 What is your DOWNLOAD speed?

0 - 3.0 Mbps	12	30%
3.1 - 10.0 Mbps	6	15%
10.1 - 20.0 Mbps	4	10%
20.1 - 25.0 Mbps	2	5%
Greater than 25.0 Mbps	16	40%
	40	100%



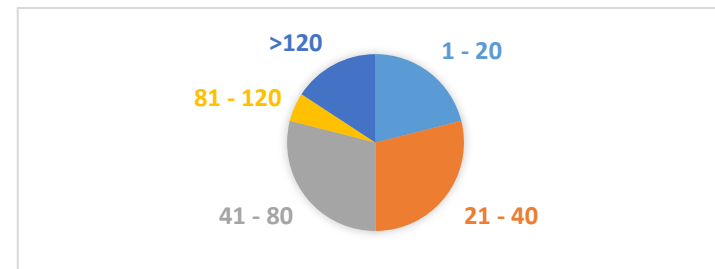
### 10 What is your UPLOAD speed?

0 - 1.0 Mbps	12	33%
1.1 - 3.0 Mbps	9	25%
3.1 - 10.0 Mbps	7	19%
Greater than 10.0 Mbps	8	22%
	36	100%



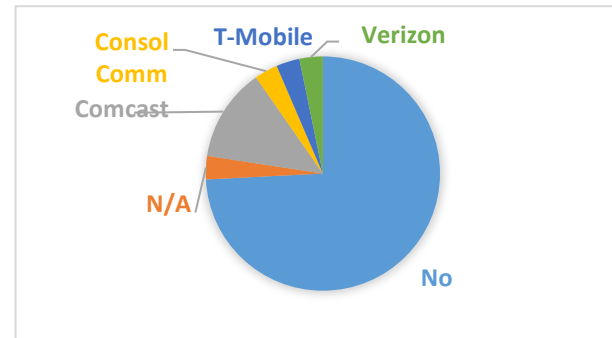
### 11 What is your value for "PING"ms?

1 - 20 ms	8	21%
21 - 40 ms	11	29%
41 - 80 ms	11	29%
81 - 120 ms	2	5%
Greater than 120 ms	6	16%
	38	100%



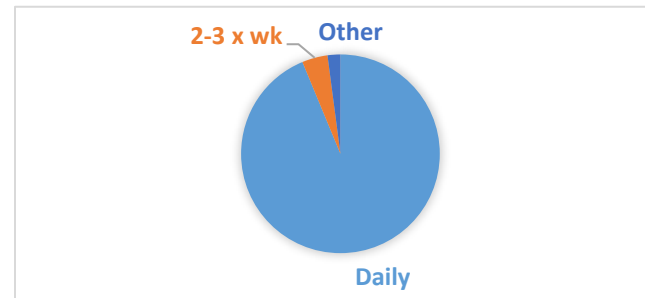
12 Do you have a backup internet service provider? If so, who do you use?

No	23	70%
No, too costly	1	3%
Not available	4	12%
Comcast	1	3%
Consolidated Communications	1	3%
T-Mobile (cell phone hotspot)	1	3%
Verizon	2	6%
	33	100%



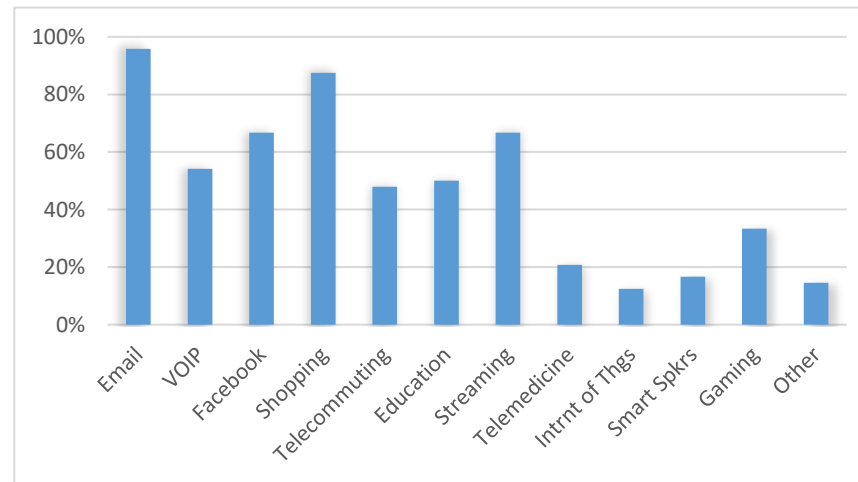
13 How often do you use the internet?

Daily	45	94%
2-3 times per week	2	4%
Weekly	0	0%
Monthly	0	0%
Other:	1	2%
	48	100%



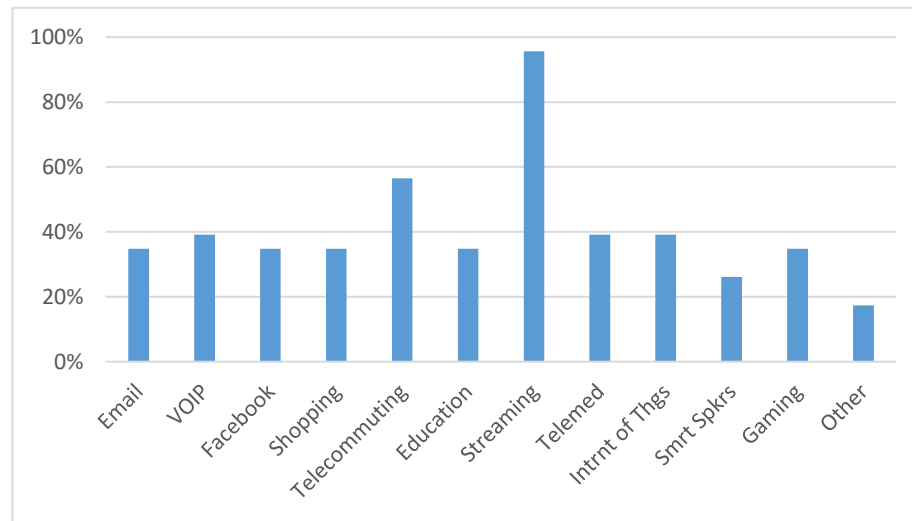
14 How do you use the internet?

Email	46	96%
Voice Over IP	26	54%
Facebook	32	67%
Shopping	42	88%
Telecommuting	23	48%
Education	24	50%
Streaming media	32	67%
Telemedicine	10	21%
"Internet of things"	6	13%
Smart speakers	8	17%
Online gaming	16	33%
Other:	7	15%
# of respondents	48	



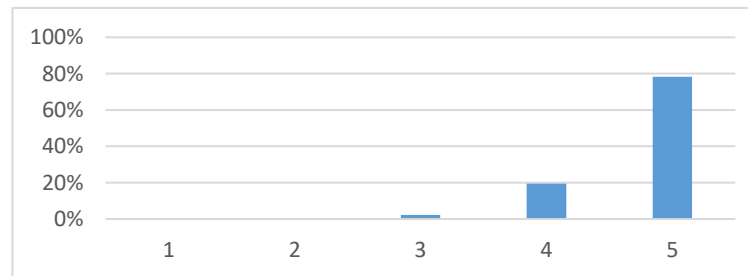
15 What internet services would you LIKE to use but cannot due to current access speed?

Email	8	35%
Voice Over IP	9	39%
Facebook	8	35%
Shopping	8	35%
Telecommuting	13	57%
Education	8	35%
Streaming media	22	96%
Telemedicine	9	39%
"Internet of things"	9	39%
Smart speakers	6	26%
Online gaming	8	35%
Other:	4	17%
# of respondents	23	



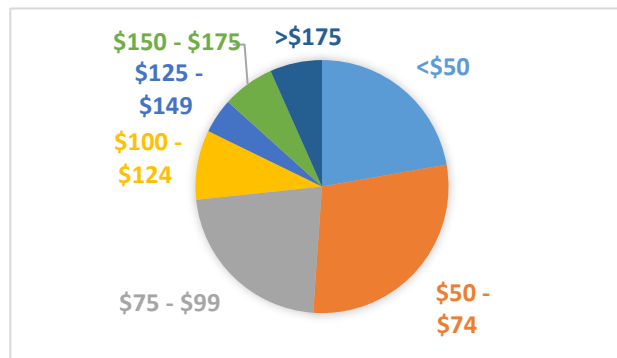
16 How important is internet access to your daily life?

Not impnt					Very impnt	Total
1	2	3	4	5		
0	0	1	9	36	46	
0%	0%	2%	20%	78%	100%	



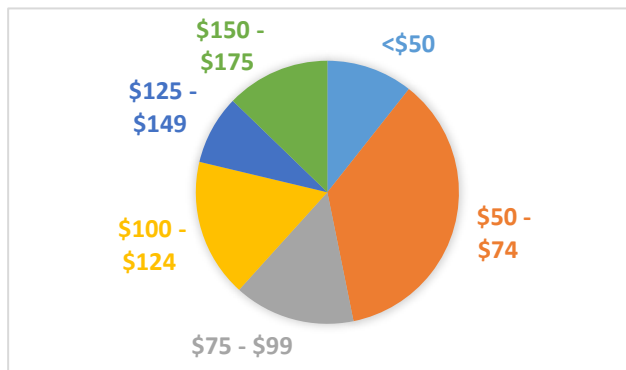
17 How much do you currently pay per month for internet service?

Less than \$50	10	22%
\$50 - \$74	13	29%
\$75 - \$99	10	22%
\$100 - \$124	4	9%
\$125 - \$149	2	4%
\$150 - \$175	3	7%
More than \$175	3	7%
	45	100%



How much would you be willing to pay per month for an internet connection that supports all of your household's current and 18 future connectivity needs?

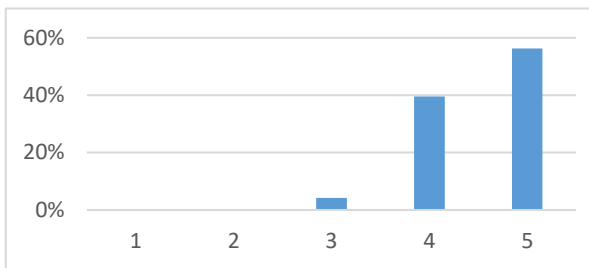
Less than \$50	5	11%
\$50 - \$74	17	36%
\$75 - \$99	7	15%
\$100 - \$124	8	17%
\$125 - \$149	4	9%
\$150 - \$175	6	13%
More than \$175	0	0%
	47	100%



Rate the following internet service provider qualities

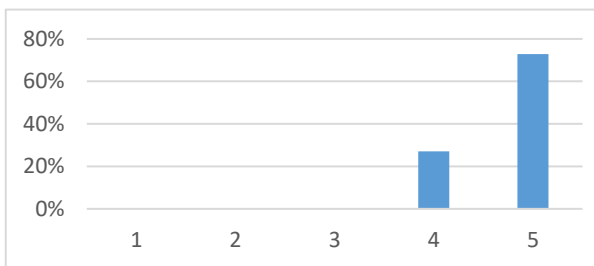
19 Speed

Not impt					Very impt	
1	2	3	4	5		
					Total	
0	0	2	19	27	48	
0%	0%	4%	40%	56%	100%	



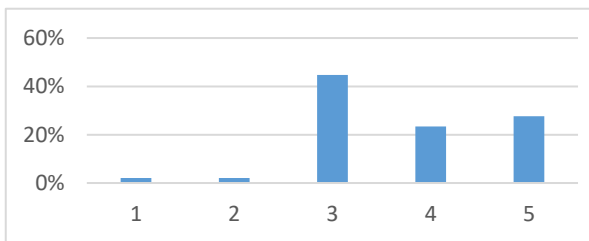
20 Reliability

Not impt					Very impt	
1	2	3	4	5		
					Total	
0	0	0	13	35	48	
0%	0%	0%	27%	73%	100%	



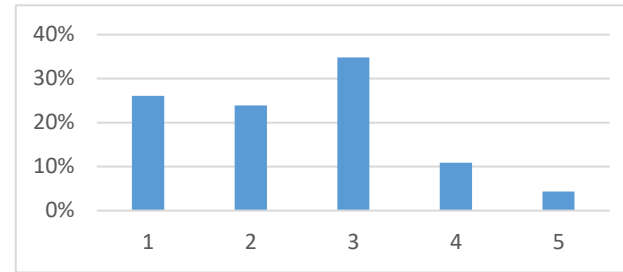
21 Price

Not impt					Very impt	
1	2	3	4	5		
					Total	
1	1	21	11	13	47	
2%	2%	45%	23%	28%	100%	



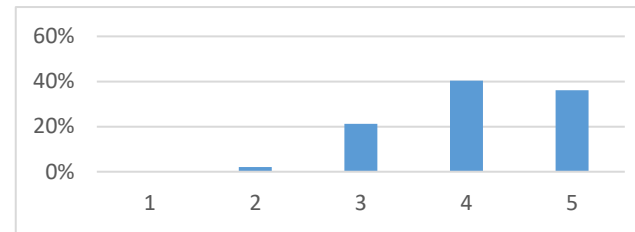
22 Local ownership

Not impnt					Very impnt	Total
1	2	3	4	5		
12	11	16	5	2	46	
26%	24%	35%	11%	4%	100%	



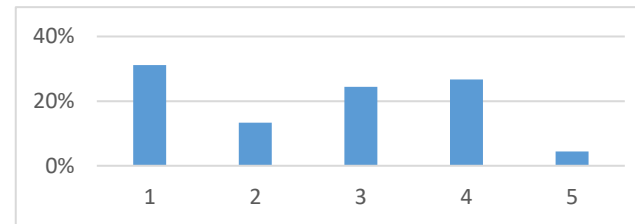
23 Customer service

Not impnt					Very impnt	Total
1	2	3	4	5		
0	1	10	19	17	47	
0%	2%	21%	40%	36%	100%	



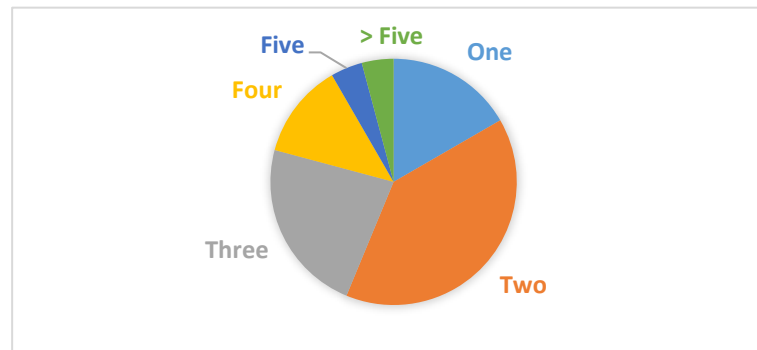
24 Bundled entertainment options

Not impnt					Very impnt	Total
1	2	3	4	5		
14	6	11	12	2	45	
31%	13%	24%	27%	4%	100%	



25 How many in your household use the internet?

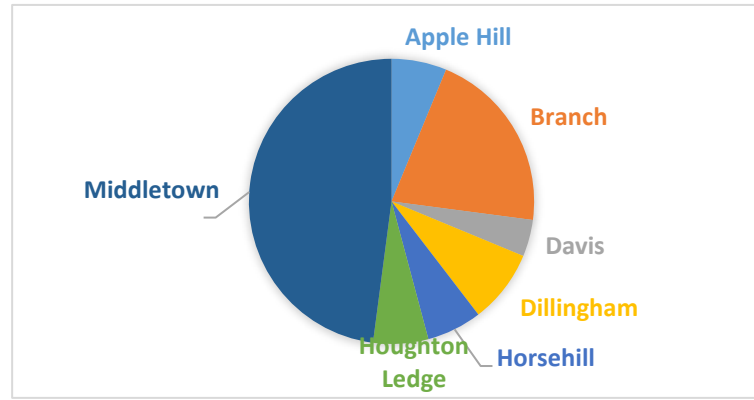
One	8	17%
Two	19	40%
Three	11	23%
Four	6	13%
Five	2	4%
More than five	2	4%
	48	100%





26 On which street in Roxbury is your residence or business located?

Apple Hill Road	3	6%
Branch Road	10	20%
Davis Road	2	4%
Dillingham Road	4	8%
Horsehill Road	3	6%
Houghton Ledge Road	3	6%
Middletown Road	23	47%
N/A	1	2%
	49	



27 Do you know of an area of town where internet service is NOT available?

Apple Hill Road

Dillingham Road

Middletown Road

Our only options at the end of Middletown Road have been satellite which is expensive and spotty or hot spots through Verizon or US Cellular which aren't badly priced but use your data from your phone plan

Is variable as anyone can get satellite and some have access to towers close by. Most roads do not have broadband through cable.

Top of the hill in all directions

Most areas of town don't have it

Please provide any additional comments

Good survey! : )

We've never had internet; closest access probably 1.5 mi away. Satellite not an option. Would be useless unless it's high speed.

Need for Banking, shopping & online trading; useless to get anything unless it's high speed & reasonably priced.

Appreciate your time looking into this!!!

Thank you for working on this project

Good luck! It will be a great thing for Roxbury if you can improve internet service in the town.

---

Thank you so much for taking the initiative to research ways to get Roxbury residents access to faster and more reliable internet service!

---

To the committee; KUDOS

---

NOTE! I am a NON-RESIDENT and the speed test shows results in Peterboro. I have a house in Roxbury on Dillingham Road but do not live there or use internet there. There is a chance that in the future I will want internet service there, but do not at present.

---

Looking forward to this upgrade. Thanks in advance .

---

We can only do one thing on the internet effectively at a time. We can either online game or telecommute or stream video but we can't do 2 of these well at the same time.

---

Thank you!

---

I am extremely satisfied with Spectrum. For such a rural area, the speeds of 235.6 MBps down and 11.8 up (as just tested) are quite good and the reliability and customer service have been absolutely top notch.

---

Reasonably satisfied with the speed of the internet itself, but zero actual competition in the area means we pay an exorbitant price for what the rest of the developed world calls "decent" internet speeds. There is no reason we shouldn't have access to fiber(or comparable) at a price that doesn't feel like extortion.

---

Spectrum is just so expensive and there are no options for this town besides spectrum or dish network

---

I work from home and I need a reliable fast internet.

---

only satellite service is available at this address and it's super expensive. Can use mobile hot spot but it's not reliable, not fast and poor signal strength even though there is a tower on nearby hill.

---

If highspeed were available at a reasonable rate, I might subscribe.

---

We have few people on our road but we would appreciate a better service. We have dsl at the moment. No high speed service.

---