COLUMBUS

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May 4, 2021

Columbus City Council
City of Columbus, Minnesota

RE: Internet Survey

Council Members,

On March 26th, 2021, a survey on internet service was mailed to 1,471 residences in Columbus. As of April 30, 2021, 322 responses were received (131 online and 191 on paper), for an overall response rate of 22%.

A packet containing survey results is enclosed with this memo. A few high-level observations regarding the results are:

- 52% of respondents who have internet service have a download speed of less than 25 mbps.
- 66% of respondents said their provider does not meet the internet speed they desire.
- 91% of respondents are supportive of the City actively pursuing additional broadband options.
- 56% of respondents who have internet service use CenturyLink, while 27% use Midcontinent.

Respondents were also asked to provide their contact information and to subscribe to City communications they would like to receive. A separate report on this information will be presented to the Council at a later date.

Respectfully submitted,

Jessica Hughes

Jessica Hughes, Public Communications Coordinator

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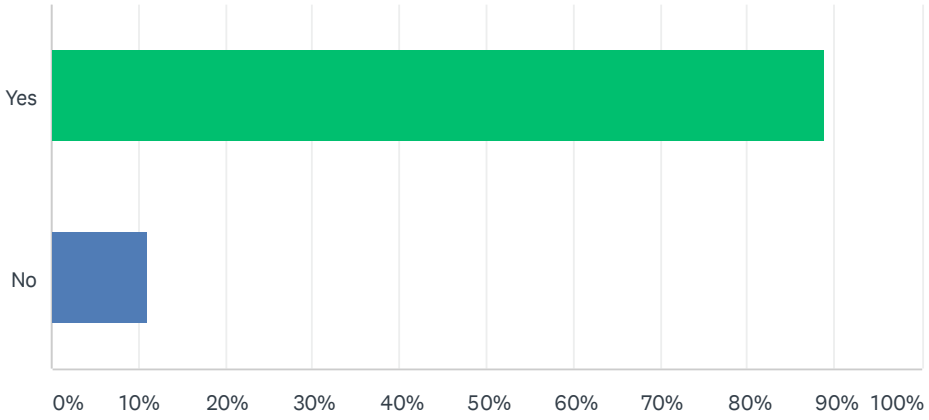
Q1 Do you subscribe to high-speed internet service?

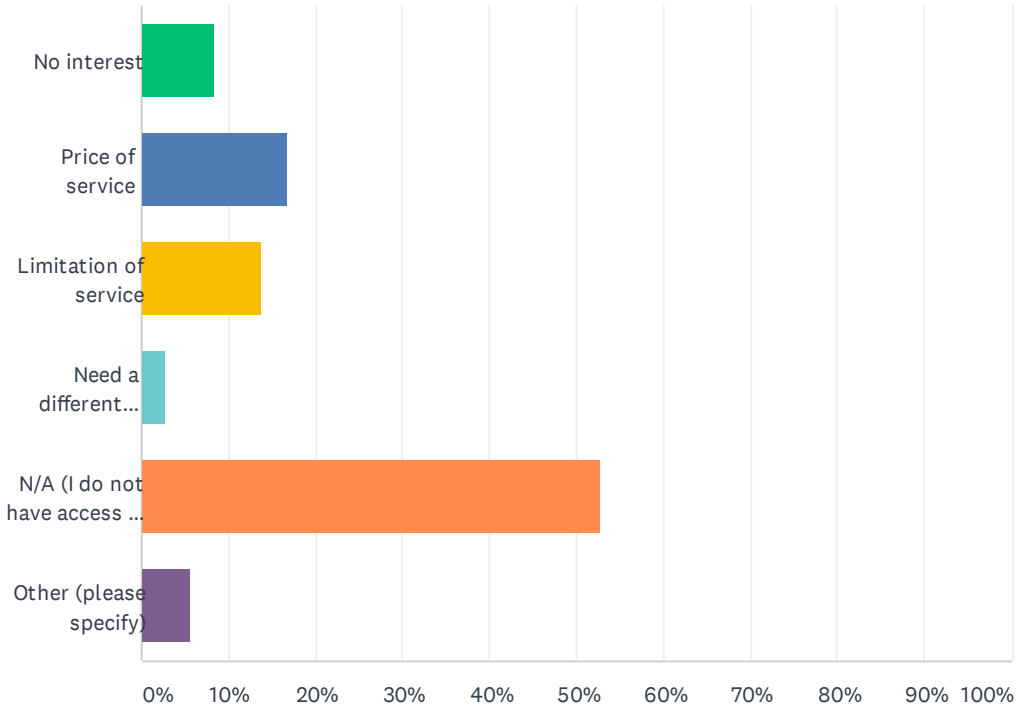
Answered: 322 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.82%	286
No	11.18%	36
TOTAL		322

Q2 If you DO NOT subscribe to high-speed internet, but it IS available in your area, what is the main reason you do not subscribe? (if you do subscribe to high-speed internet, skip to question 2)

Answered: 36 Skipped: 286

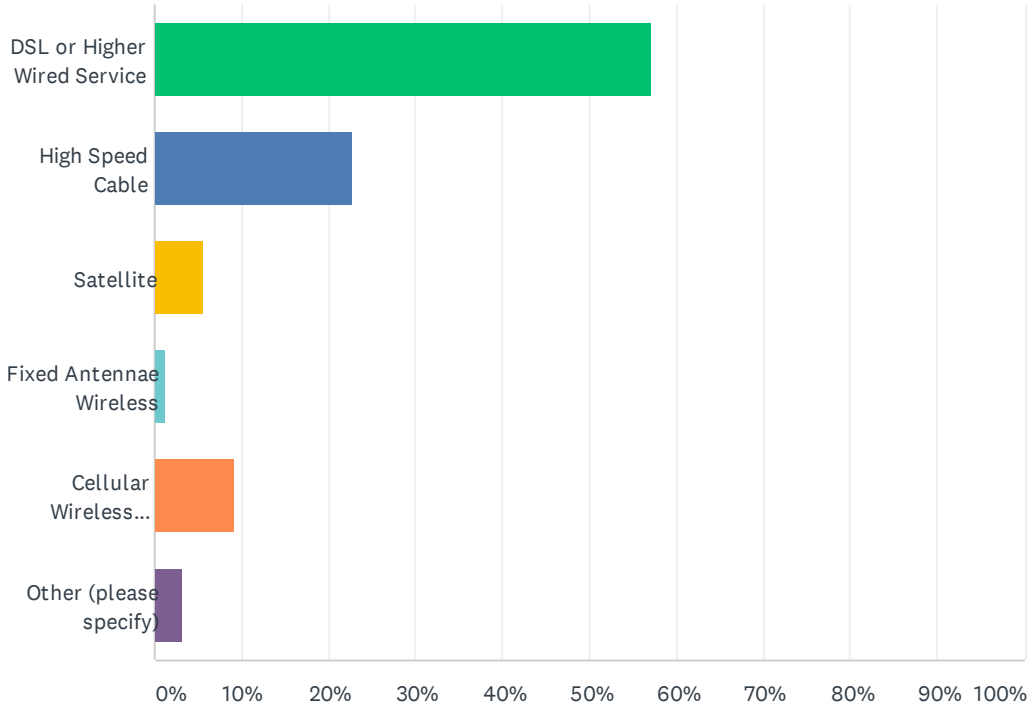


ANSWER CHOICES	RESPONSES	
No interest	8.33%	3
Price of service	16.67%	6
Limitation of service	13.89%	5
Need a different option to fit my hardware/home location	2.78%	1
N/A (I do not have access to high-speed internet)	55.6%	20
Other (please specify)	2.8%	1
TOTAL		36

For the other replies, one answered "no response".

Q3 What form of internet service do you have?

Answered: 303 Skipped: 19



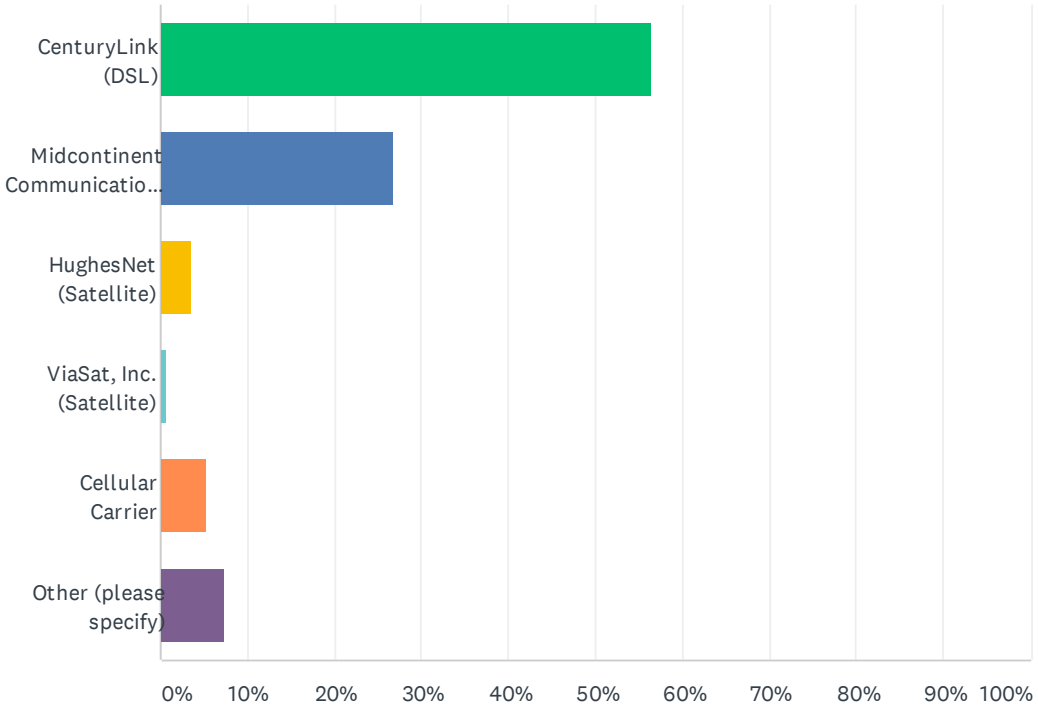
ANSWER CHOICES	RESPONSES	
DSL or Higher Wired Service	58.1 %	176
High Speed Cable	22.77%	69
Satellite	5.61%	17
Fixed Antennae Wireless	1.32%	4
Cellular Wireless (Smartphone, Mobile Laptop Card)	8.9 %	27
Other (please specify)	3.3 %	10
TOTAL		303

Of the 10 "Other" responses:
6 entered "none" or "N/A"
2 entered a Combination of technologies -DSL and Satellite and DSL, Verizon hotspot and T-mobile Hotspot.

The DSL and Cellular categories were updated to reflect 5 previously entered"other" responses that were recategorized from "other" to "DSL" or "Cellular". The updated responses/percentages are in red font.

Q4 Who is your current internet provider?

Answered: 303 Skipped: 19



ANSWER CHOICES	RESPONSES	
CenturyLink (DSL)	56.44%	171
Midcontinent Communications (Midco-Cable/FiberOptic)	26.73%	81
HughesNet (Satellite)	3.63%	11
ViaSat, Inc. (Satellite)	0.66%	2
Cellular Carrier	5.28%	16
Other (please specify)	7.26%	22
TOTAL		303

The 22 "other" responses broke down as

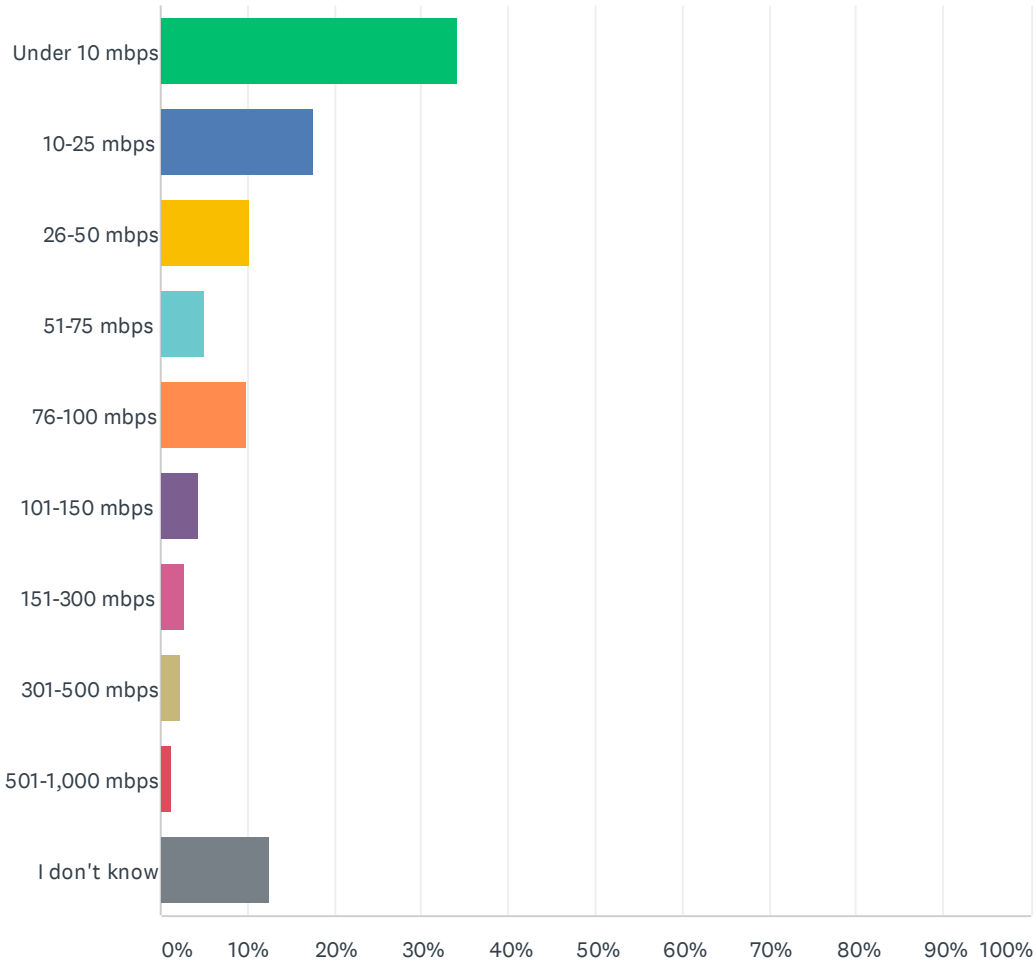
Cellular Carrier: 11
Satellite: 1
DSL: 1
Mobile Virtual Network Operator (Blazing Hog): 1
None or N/A: 6
Combination: 2 (CenturyLink and HughesNet; CenturyLink/Verizon Hotspot/ATT Hotspot/Tmobile Hotspot

This changes the above distribution to:

CenturyLink (DSL): 171 (56.4%)
USFamily (DSL): 1 (.3%)
Midco (Cable/FiberOptic): 81 (26.7%)
HughesNet (Satellite): 11 (3.6%)
ViaSat (Satellite): 2 (.7%)
DirectTV (Satellite): 1 (.3%)
Cellular Carrier: 27 (8.9%)
Other: 9 (3%) (None or N/A = 6; Mobile Virtual Network Operator Blazing Hog-1; Combination (see above)=2)

Q5 What is your current download speed? If you are not sure, please follow this link to determine internet speed.

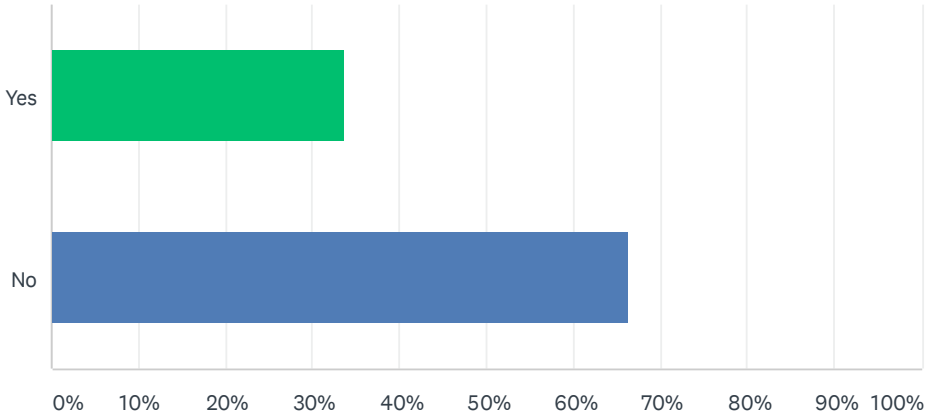
Answered: 302 Skipped: 20



ANSWER CHOICES	RESPONSES	
Under 10 mbps	34.11%	103
10-25 mbps	17.55%	53
26-50 mbps	10.26%	31
51-75 mbps	4.97%	15
76-100 mbps	9.93%	30
101-150 mbps	4.30%	13
151-300 mbps	2.65%	8
301-500 mbps	2.32%	7
501-1,000 mbps	1.32%	4
I don't know	12.58%	38
TOTAL		302

Q6 Does your provider meet the internet speed you desire?

Answered: 302 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	33.77%	102
No	66.23%	200
TOTAL		302

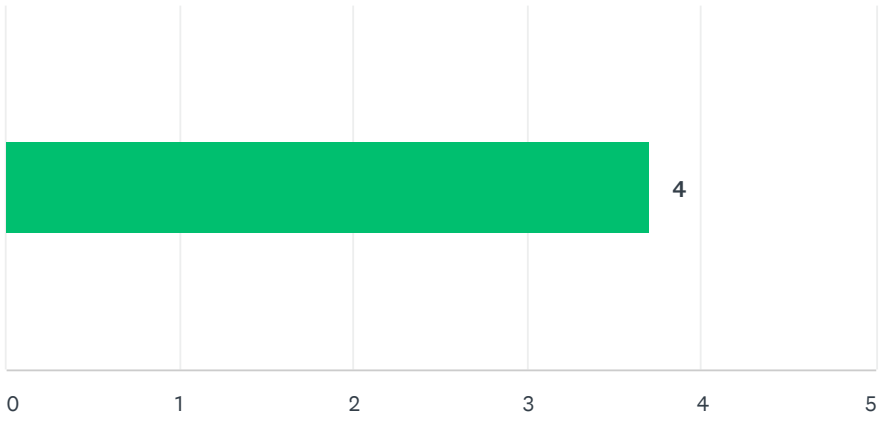
This question also asked the respondent to define the optimal speed they wished to purchase
There were 143 responses to that question, distributed as follows:

Not Sure:	**7**	**5%**
10-25 mpbs:	**17**	**12%**
26-50 mpbs:	**11**	**8%**
51-75 mpbs:	**6**	**4%**
76-100 mpbs:	**28**	**20%**
101-150 mpbs:	**14**	**10%**
151-300 mpbs:	**11**	**8%**
301-500 mpbs:	**3**	**2%**
501-1,000 mpbs:	**11**	**8%**
5G:	**1**	**1%**
Fastest available	**8**	**6%**
Other see below:	**26**	**18%**

Normal - like people "in town"
A lot more than 6 mbps
It's ok
Better - more consistent
Above snail pace, more than one user at a time speed.
Anything is better than this (two responses said this)
It never works no matter how high the speed
We could pay more for faster service
I don't know, but something better than what I have.
Yes and no - there is lag time but not going to pay more
But not consistent
Most of the time I am at < 3 mbps, sometimes under 1! any improvement would be appreciated!
The upload will vary
What i am paying for
Anything faster than what we have
They are not subscribed
Not sure but faster than what it currently is.
Anything faster
Need it to work w. ADP software, + QB's online + service to others servers WAY WAY to slow know!
I do not have an option, but I would choose one speed higher if I could.
A speed that multiple devices can stream
Something that stays consistent and doesn't cut out.
Anything is better than this
Faster
Present

Q7 How likely are you to consider switching your internet service - on a scale of 1-5, with 5 being most likely to change?

Answered: 302 Skipped: 20



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	1,118	302
Total Respondents: 302			

BASIC STATISTICS

MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
1.00	5.00	4.00	3.70	1.50

How Likely are you to Consider Switching?

		# of Responses
Most Likely	5	143 (47%)
	3	51 (17%)
	1	48 (16%)
	4	41 (14%)
Least Likely	2	19 (6%)
	Grand Total	302

Q8 Please provide insight into why you would or would not be willing to consider switching your internet service.

Answered: 302 Skipped: 20

This free-text question was coded first to delineate those who would consider switching Service Providers from those who would not, or those who may consider switching, depending on what was offered. There were also 33 respondents that the survey coded as responding, but nothing was filled in. These are reflected as "none"

Of the 302 responses, 211 (70%) indicated they would like to switch service providers; 40 (13%) indicated they would NOT like to switch service providers; 33 (11%) did not respond with an answer, 18 (6%) would maybe consider switching if the criteria were right.

Of the 70% that indicated they WOULD like to switch service, the reasons provided fell into the following categories:

Speed: 56 (26%)
Reliability: 26 (12%)
Cost: 21 (10%)
Multiple factors: 77 (36%)
(e.g, Cost and/or Speed and/or Reliability and/or other)
Poor Customer Service: 8 (4%)
No other option available: 18 (8%)
Other/No Specific Reason Given: 5 (2%)

Of the 13% that indicated they WOULD NOT switch service providers, the reasons provided fell into the following categories:
Speed: 2 (5%)
Multiple factors: 1 (3%)
(e.g, Cost and/or Speed and/or Reliability and/or other)
Satisfied with Current Provider: 28 (70%)
Other/No Specific Reason Given: 2 (5%)
Bundled Services: 2 (5%)
Would require new email address: 3 (8%)
Inconvenient: 2 (5%)

Of the 6% that indicated they MAYBE WOULD switch service providers, the reasons provided fell into the following categories:
Speed: 2 (11%)
Reliability: 1 (6%)
Cost: 4 (22%)
Multiple factors: 7 (39%)
(e.g, Cost and/or Speed and/or Reliability and/or other)
No other option available: 1 (6%)
Other/No Specific Reason Given: 3 (17%)

The detailed responses are provided on the following pages

Q8 Please provide insight into why you would or would not be willing to consider switching your internet service.

Answered: 302 Skipped: 20

#	RESPONSES	DATE
1	the only utility we use is the internet and it is very expensive, slow, and run out of data.	4/30/2021 10:19 AM
2	None	4/30/2021 10:12 AM
3	cost	4/30/2021 9:39 AM
4	I would chance to any service that has higher speeds enough for streaming abs faster upload and Download speeds. We originally had Hughes Net which was also awful.	4/27/2021 12:24 PM
5	I had hughsnet, i burned through the data in less than a week. if i got what i needed it would be way to expensive. I switched to Century link and they are only able to provide me with 1.5mbps which is sad. I can barley work from home.	4/27/2021 9:58 AM
6	I hate Century LInk but we don't seem to have a choice. Sometimes it is fine but then it becomes terrible, takes for every to talk to a live person, and then they are quickly able to increase the speed but it doesn't last. Seems like they are rationing high speed.	4/25/2021 5:25 PM
7	internet sporadic, goes on and off.	4/23/2021 4:17 PM
8	cost and consistency of no interruptions. Because we just switched in the past year to Midco looking for better connection and service response. We have gotten both, however there are still interruptions weekly, if not daily.	4/23/2021 4:03 PM
9	I don’t have any reasons- I really wish I had a better option. The city has known about this issue for a long time and we have not been able to get better internet. We do not get good service. We are unable to work or do school from home due to our DSL service.	4/23/2021 3:50 PM
10	Speeds are slow with high latency for video call. We receive 20 gb internet at 25 mbs per month. It lasts 2 days and then are speed is 1-3 mbs.	4/23/2021 3:24 PM
11	we will be moving very soon	4/23/2021 1:35 PM
12	CenturyLink hard to deal with	4/23/2021 1:34 PM
13	on top of low speeds, the service is unreliable.	4/23/2021 1:32 PM
14	see attached letter	4/23/2021 1:29 PM
15	none provided	4/23/2021 1:27 PM
16	only provider of 100 mbps in our neighborhood	4/23/2021 1:22 PM
17	none provided.	4/23/2021 1:20 PM
18	seeking faster internet service	4/23/2021 1:14 PM
19	none provided.	4/23/2021 1:11 PM
20	our internet through phone line is 1.4 mbps. We have been forced to get a cell phone plan for all of us. We do zoom school using cell phone hot spot.	4/23/2021 1:06 PM
21	speed of internet	4/23/2021 1:03 PM
22	if it was faster and cheaper	4/23/2021 1:01 PM
23	we only get 1 mbps. that is the fastest offered. the commercial building are offered more.	4/22/2021 1:44 PM
24	we often lose internet connection	4/22/2021 1:40 PM
25	none provided	4/22/2021 1:37 PM

26	none provided	4/22/2021 1:36 PM
27	none provided	4/22/2021 1:33 PM
28	intermittent service buffering. high cost for what we get. in the past 3 months the service has been better tho.	4/22/2021 1:31 PM
29	cost and netflicks goes out sometimes	4/22/2021 1:27 PM
30	comcast or midcontinent	4/22/2021 1:21 PM
31	If it is not broken - dont need to fix it	4/22/2021 1:10 PM
32	I would consider changing because these speeds are way too slow.	4/22/2021 1:07 PM
33	if something better was available - then asap.	4/22/2021 1:05 PM
34	none provided	4/22/2021 1:04 PM
35	internet and land line combined now	4/22/2021 1:01 PM
36	none provided	4/22/2021 12:59 PM
37	upgraded services v. cost	4/22/2021 12:58 PM
38	very slow speed and bad connection	4/22/2021 12:56 PM
39	none provided	4/22/2021 12:50 PM
40	Nothing to switch to	4/22/2021 12:44 PM
41	Customer service is terrible, constantly disconnecting, unfortunately no other options.	4/22/2021 12:29 PM
42	they are all overpriced and under delivered.	4/22/2021 12:20 PM
43	Slow. lose service to often. lagging when streaming.	4/22/2021 11:55 AM
44	Our service is bad, slow and the customer service is bad as well.	4/22/2021 11:53 AM
45	CenturyLink provides super slow speed and horrible customer service.	4/22/2021 11:49 AM
46	my service rarely is interrupted or down. customer service is pretty good. only complaint is cost.	4/22/2021 11:46 AM
47	I usually stay	4/22/2021 11:44 AM
48	dont need faster	4/22/2021 11:38 AM
49	Better service, better customer service, service spotty at times.	4/22/2021 11:36 AM
50	none provided.	4/22/2021 11:33 AM
51	would consider changing to acquire faster service.	4/22/2021 11:31 AM
52	I would try anything!	4/22/2021 11:29 AM
53	working good with midco and new optic cable	4/22/2021 11:27 AM
54	cost savings	4/22/2021 11:25 AM
55	none provided	4/22/2021 11:23 AM
56	non business - only personal use	4/22/2021 11:10 AM
57	There is no option to switch. would switch if we could.	4/22/2021 11:08 AM
58	just looking for fast reliable internet with great customer service and cost effective.	4/22/2021 10:34 AM
59	Live on Crossways Lake Drive. We have the slowest internet speed in state.	4/22/2021 10:31 AM
60	We are in a dead zone, hence we have to rely on midco for internet, phone, TV	4/22/2021 10:26 AM
61	Needs to be faster and more consistent.	4/22/2021 10:23 AM
62	none provided	4/22/2021 10:22 AM

63	None provided.	4/22/2021 10:18 AM
64	If reliable and faster speed, cost	4/22/2021 10:13 AM
65	none provided.	4/22/2021 10:09 AM
66	Higher speed company	4/22/2021 10:07 AM
67	Working from home need faster download speed - consistent speed	4/22/2021 10:02 AM
68	what I have works great	4/22/2021 9:58 AM
69	can be a hassle to change	4/22/2021 9:50 AM
70	Better service	4/22/2021 9:47 AM
71	Better speed and lower price	4/22/2021 9:45 AM
72	none provided	4/22/2021 9:42 AM
73	determined by pricing at no less speed	4/22/2021 9:40 AM
74	We just need a speed that is consistent. Ours is always going in and out.	4/22/2021 9:38 AM
75	none provided	4/22/2021 9:33 AM
76	We have hi speed wireless and lose service several times a day and no TV or computer	4/22/2021 9:29 AM
77	We house the service equipment in our yard and the connectivity and speed are terrible.	4/22/2021 9:26 AM
78	multi users slows down	4/22/2021 9:10 AM
79	We are desperate for higher speeds it would be nice to have options.	4/22/2021 8:57 AM
80	Tired of the everyday internet issues, kids being unable to log in for school, unreliable service, horrible customer service from century link. slow speeds, no speed, takes days to download information	4/22/2021 8:55 AM
81	most providers want you to connect all devices; cell service, landline, etc.	4/22/2021 8:49 AM
82	cost, reliability	4/22/2021 8:45 AM
83	poor service, want higher speeds	4/19/2021 4:22 PM
84	I need more speed to work from...my 1.7 mbps is way too slow	4/19/2021 4:20 PM
85	I live in cellular dark zone, no cable available, satelite too costly	4/19/2021 4:18 PM
86	Big thing - to achieve reliable faster service fiberoptic line must be installed	4/19/2021 4:13 PM
87	speed and cost	4/19/2021 4:12 PM
88	none provided	4/19/2021 4:10 PM
89	none provided	4/19/2021 4:02 PM
90	price, better customer service	4/19/2021 3:59 PM
91	I need higher internet speeds	4/19/2021 3:57 PM
92	Midco does an excellent job	4/19/2021 3:48 PM
93	If faster speed is available we would automatically switch. Right now we have no other options.	4/19/2021 3:36 PM
94	We would switch internet and TV if there was high speed cable available in our area!	4/19/2021 3:33 PM
95	current service isnt good in all areas of home	4/19/2021 3:28 PM
96	we would switch for a lower price - but same speed	4/19/2021 3:26 PM
97	If a provider could get us the speed we need I'd change but at a reasonable price.	4/19/2021 3:24 PM
98	We dont have any options/midco does not have service to our address.	4/19/2021 3:22 PM
99	I need cable/fiber to be able to run video meetings and keep audio going. I also need better upload speeds for work "One Drive"	4/19/2021 3:19 PM

100	slow speed, price	4/19/2021 3:15 PM
101	I would	4/19/2021 3:13 PM
102	unreliable and terrible customer service	4/19/2021 3:11 PM
103	Cell service is dependent on how many people are on it. We are limited to how many devices can share the service. It doesn't work well with home security systems.	4/19/2021 3:08 PM
104	I dislike CenturyLink immensely. I would switch to Midco but I had them before CenturyLink, they were even worse. Until they have fiber optic in my area Midco is not an option. I have DirectTV for TV service.	4/19/2021 3:02 PM
105	want higher fiber optic speed	4/19/2021 2:59 PM
106	CenturyLink is too slow and refuses to improve.	4/19/2021 2:56 PM
107	cost	4/19/2021 2:54 PM
108	Have experienced somewhat regular outages/connectivity issues.	4/19/2021 2:40 PM
109	none provided	4/19/2021 2:38 PM
110	faster service	4/19/2021 2:35 PM
111	price - speed	4/19/2021 2:17 PM
112	would like better service	4/19/2021 2:11 PM
113	our cell service is to slow	4/19/2021 2:09 PM
114	cost	4/19/2021 1:55 PM
115	hassle and cost	4/19/2021 1:48 PM
116	Furman Street NE south of Lake Drive is only covered by 1 provider at there slowest speed	4/19/2021 1:33 PM
117	very inconsistent service provided by CenturyLink. No other options.	4/19/2021 1:31 PM
118	we cannot get a consistent stream with cell phone & devices	4/19/2021 1:27 PM
119	If the price is decent and service is better	4/19/2021 1:25 PM
120	Midco is the only service available at this time. We waited 2 yrs to get it. Happy with the service.	4/19/2021 1:22 PM
121	higher speed at lower price	4/19/2021 1:20 PM
122	none provided	4/19/2021 1:15 PM
123	in the past year I have had 17 days of loss time at my job due to unreliable internet, my job is at risk for a highly specialized role.	4/19/2021 1:12 PM
124	speed vs costs	4/19/2021 1:08 PM
125	CenturyLink appears linked to the 20th century	4/19/2021 1:03 PM
126	price and unlimited data	4/19/2021 12:59 PM
127	need more reliability in speed and connection	4/19/2021 12:54 PM
128	none provided	4/19/2021 12:51 PM
129	cost	4/19/2021 12:43 PM
130	we want faster speeds and more consistent speeds	4/19/2021 12:41 PM
131	none provided	4/19/2021 12:38 PM
132	none provided	4/19/2021 12:35 PM
133	download speed currently to slow	4/19/2021 12:32 PM
134	Depends on the pricing.	4/18/2021 11:17 AM

135	Would switch for faster download/upload speed at similar price.	4/18/2021 8:04 AM
136	CenturyLink has been a very frustrating company to deal with during the long outage in Jan-Feb. I would drop them in a second. Plus the speed varies greatly and are often much lower than the top speed.	4/17/2021 1:05 PM
137	The cellular service is good, but only allows 2 wired connections and wireless in the house is spotty. So, if a fiber optic high speed option would be added, I would switch to that.	4/17/2021 12:56 PM
138	We experience down/connection issues during most types of storm activity.	4/16/2021 9:11 PM
139	Cost	4/16/2021 2:18 PM
140	Fiber Optic is the only choice to consider. I understand the cable is already installed under Crossways and Furman.	4/16/2021 8:12 AM
141	Need better internet they nobody but CenturyLink and the satellite internet are available to us and they charge too much with low and limited speeds	4/15/2021 7:42 PM
142	centurylink retiree	4/15/2021 6:47 PM
143	CenturyLink's DSL has been reliable, price has been consistent and recently I was able to upgrade to faster speed that meets my needs.	4/15/2021 4:22 PM
144	CenturyLink has too many service interruptions and often falls short on promised speed	4/15/2021 1:34 PM
145	Price	4/14/2021 9:21 PM
146	If higher speed internet is available, I would likely switch	4/14/2021 3:45 PM
147	I would switch!!!!	4/14/2021 8:19 AM
148	We would be willing to switch providers if another company can guarantee higher speeds. Working at home now it is miserable, but no other good options.	4/13/2021 8:53 AM
149	For 18 years I have been fighting with Century Link. It is a constant battle, I pay for "high speed" internet but don't get it. I have to leave my house or turn off my wifi to use my phone, the list goes on.	4/12/2021 3:41 PM
150	We had CenturyLink for 17 years. It was incredibly bad - spotty and slow. At least what we have now is fast and reliable.	4/12/2021 2:14 PM
151	We would switch if we were able to get higher speed.	4/12/2021 2:13 PM
152	Others in the area have the same problems with different providers.	4/11/2021 5:28 PM
153	AS OF NOW ARE RECEIVING RELIABLE SERVICE AT REASONABLE RATE	4/11/2021 4:48 PM
154	there is no other service available in the area with cable / fiber optic. Centurylink owns the cable. would love it if Centurylink can upgrade the wire/cable from the street to the house because it doesn't matter if there is fiber optic at the street, the speed is still limited by the wire to the house	4/11/2021 1:24 PM
155	There is really no options to switch so despite that I might want to switch there is no currently affordable provider. If city of Columbus would subsidize the cost of the SpaceX internet "Starlink" then that could be a reasonable option. As the starlink in contrast to other satellite internet providers latency is comparable if not better than wired internet! Thus, it is much better than Viasat or Hughes net that have extremely high latency that does not allow for remote work! Think about it	4/10/2021 3:38 PM
156	I would be willing to switch because I have had a horrible experience with Centurylink. I've wanted to switch to Midco but they said we are just out of range.	4/10/2021 1:13 PM
157	Only option with high speed in our area	4/10/2021 9:49 AM
158	I would switch it I had the option or a provider that had a faster service but that is not an option	4/10/2021 9:19 AM
159	price every month bill goes up. getting too expensive	4/9/2021 4:56 PM
160	no problems/good $	4/9/2021 4:54 PM
161	satellite service is unreliable, especially in stormy or inclement weather	4/9/2021 4:52 PM

162	internet goes on and off a lot. cell phones do not always work!	4/9/2021 4:50 PM
163	centurylink is the WORST service provider of any kind i have experienced	4/9/2021 4:41 PM
164	centurylink is too slow and unreliable. it does NOT provide or meet our needs.	4/9/2021 4:40 PM
165	none provided	4/9/2021 4:38 PM
166	none provided	4/9/2021 4:35 PM
167	poor service, lagging	4/9/2021 4:30 PM
168	for faster speed	4/9/2021 4:29 PM
169	price.	4/9/2021 4:27 PM
170	centurylink has been overcharging us for poor service. service we dont get for decades. theyve done next to nothing to fix their infrastructure. ill drop them in a heartbeat.	4/9/2021 4:25 PM
171	excellent GB service for the money	4/9/2021 4:19 PM
172	centurylink - horrible. my internet constantly goes out!! we would like xfinity!	4/9/2021 4:17 PM
173	none provided	4/9/2021 4:15 PM
174	the service and tech support has been very good	4/9/2021 4:12 PM
175	we would use streaming on our TV vs. cable. less $$.	4/9/2021 4:10 PM
176	cheaper cost. reliability.	4/9/2021 4:07 PM
177	slow speed	4/9/2021 4:05 PM
178	I would like less break down time	4/9/2021 4:02 PM
179	looking for better speed and better stability	4/9/2021 3:58 PM
180	e-mail adress would change, causing a lot of issues for us.	4/9/2021 2:06 PM
181	I consider CenturyLink a crooked company that is unreliable and they steal money and service from their customers.	4/9/2021 2:04 PM
182	none provided	4/9/2021 2:01 PM
183	none provided	4/9/2021 1:58 PM
184	none provided	4/9/2021 1:55 PM
185	Need to see what is offered.	4/9/2021 1:53 PM
186	Need faster work from home capabilities - ie. zoom	4/9/2021 1:49 PM
187	is cost to change worth it?	4/9/2021 1:45 PM
188	price	4/9/2021 1:41 PM
189	none provided	4/9/2021 12:10 PM
190	need enough mbps to stream on TV and use a computer at the same time.	4/9/2021 11:56 AM
191	constant service interruptions, slow speed, cellular is faster	4/9/2021 11:43 AM
192	Goes in and out all day. When out uses data. have to buy more sometimes during the month.	4/9/2021 11:35 AM
193	Our lines cannot handle faster speeds - we checked with our provider and Midco and 3 mbps is the fastest we can get without getting new lines.	4/9/2021 11:31 AM
194	No alternative	4/9/2021 11:26 AM
195	none provided	4/9/2021 11:22 AM
196	Midco is most reliable in our area.	4/9/2021 11:10 AM
197	Would need to change email address	4/9/2021 10:47 AM
198	To get better speed and reliability.	4/9/2021 10:38 AM

199	CenturyLink is very unsatisfactory, we pay for a higher speed but don't get it.	4/9/2021 10:24 AM
200	Would like reliable, faster, service	4/9/2021 10:19 AM
201	Internet speed is not consistent	4/9/2021 10:10 AM
202	We use only streaming services and if someone is gaming, we cannot watch and streaming service or do much on the computer - service is very very slow. Zoom meetings have a bad lag time.	4/9/2021 9:23 AM
203	Switch for more stable connection. Switch for faster speeds.	4/9/2021 8:17 AM
204	Monthly cost and quality/reliability are main considerations.	4/8/2021 6:29 PM
205	monthly cost, services and products included, speed, ease of use, customer service, cost to install, reliability, and stability	4/8/2021 11:27 AM
206	There would be no hesitation to switch if I'm able to get high speed internet	4/8/2021 8:14 AM
207	My service is too slow for my smart TVs to work. Use on my deck in the summer	4/7/2021 8:12 PM
208	No other options via cable.	4/7/2021 5:06 PM
209	Happy with our current service, recently bought new router, no desire to deal with changing.	4/7/2021 1:23 PM
210	best option at this time in my area	4/7/2021 6:03 AM
211	Columbus has very few services of any kind. I hope someone finally pushes current internet providers in the city to push fiber to all homes.	4/6/2021 3:17 PM
212	I do not like Century Link. Have had problems with them. They are not friendly to customers. I have put money down and will be switching to Starlink when it becomes available.	4/6/2021 10:55 AM
213	My current plan comes with 100GB/month and becomes cost prohibitive to stream as much tv/internet that we would like.	4/6/2021 10:54 AM
214	If it benefits my household, I would switch.	4/6/2021 10:03 AM
215	more info/cost	4/6/2021 8:52 AM
216	wouldn't want to change email address	4/6/2021 7:54 AM
217	Performance. Consistent and reliable.	4/6/2021 7:19 AM
218	Happy with current provider.	4/6/2021 7:19 AM
219	Midco is the only good option in Columbus and we are lucky to have as it isn't available to all residents.	4/6/2021 7:17 AM
220	Current speeds are terrible and with a family of 5 online with multiple devices, it is not working.	4/6/2021 7:05 AM
221	Only 1 bad provider available century link If other options were available I would change immediately.	4/6/2021 6:42 AM
222	We are please with our current service, I would switch for a lower price and same or higher speed	4/5/2021 8:14 PM
223	Cost and service speed	4/5/2021 8:10 PM
224	slower response internet Cable /internet price keeps going up	4/5/2021 7:21 PM
225	I have a lifetime rate with CenturyLink, so I would hesitate to change.	4/5/2021 6:01 PM
226	Because we are paying for faster internet speeds than we actually receive.	4/5/2021 4:31 PM
227	If I could get something that is faster the whole day worked be nice. But not more expensive in cost.	4/5/2021 4:23 PM
228	Internet service I currently have is reliable and fits my needs. I might switch if there was another reliable option at the speeds I wanted for less cost.	4/5/2021 4:04 PM
229	Would consider switching depending on speed available, price, equipment fees, and contract terms.	4/5/2021 3:08 PM

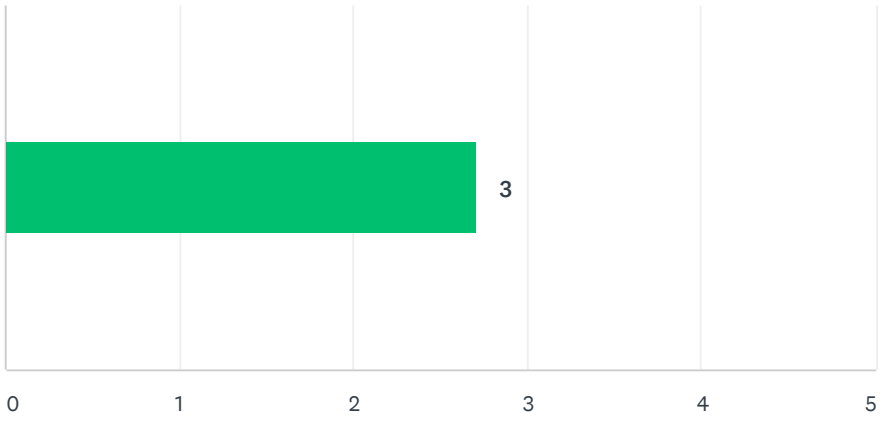
230	Internet speed with Midco has been good and they have provided excellent service when needed. No complaints however it isn't cheap	4/5/2021 1:37 PM
231	Our internet has been good at a fair price thus far, no plans on switching	4/5/2021 12:56 PM
232	The only other option we have is through our Dish T.V. subscription. This is a very costly option compared to CenturyLink.	4/5/2021 12:38 PM
233	Midco offers exceptional service and support. I would only consider switching to a symmetric fiber solution for better upload speeds.	4/5/2021 10:43 AM
234	Our internet service is bundled with other services, which is currently more convenient. Higher speeds are available through our provider, just not currently accessible to us because of the physical limitations of our connection (we are connected to a box roughly 3 miles away from our residence). We would consider switching if the cost of a new, faster service was comparable to what we would pay our current provider for the speed we desire.	4/5/2021 10:02 AM
235	I would be completely willing to switch to Xfinity cable internet/TV so I can get rid of my satellite service and dish.	4/5/2021 9:53 AM
236	Cable service has been consistent and fast, with good customer service	4/5/2021 8:52 AM
237	We have no other options except cellular hotspot.	4/5/2021 8:08 AM
238	Slow speed, terrible reliability, terrible customer service, high cost for service delivered	4/4/2021 8:09 PM
239	We just switched from an AT&T hotspot to Centurylink. It is much improved, but when we are all working from home, and now trying internet TV, it still can get slow.	4/4/2021 7:13 PM
240	I would switch if another provider offered faster service.	4/4/2021 2:26 PM
241	We are only able to get century link which because of our home location no one else will service. Where our home sits we are the farthest away from the box , even though there is a box right by our driveay century link refuses to change anything. So we pay for high quality internet but get low quality service and have zero options. Midco says our house it to far from their box so we are just stuck. Which is why I am taking this survey	4/4/2021 10:09 AM
242	Cellular is less reliable than more traditional service providers and the ping times are high (>50ms)	4/3/2021 10:51 AM
243	Price is the main reason, but also dependability of the internet service.	4/3/2021 8:16 AM
244	Speed slows down often.	4/2/2021 9:24 PM
245	Would pay more for higher/faster speeds	4/2/2021 6:52 PM
246	Our T-Mobile Home internet can sometimes be glitchy or slow down during peak usage times.	4/2/2021 4:36 PM
247	I have limited options, CenturyLink DSL or higher priced wireless and Download limited Verizon Hotspot.	4/2/2021 2:20 PM
248	Fiber is ran by my house but not connected to anything both ends. Been that way for years.	4/2/2021 1:01 PM
249	Faster service and/or lower price	4/2/2021 12:42 PM
250	Inconvenience	4/2/2021 12:34 PM
251	Midco is the fastest provider currently available. Centurylink DSL can't approach their speed. Just got Midco installed so don't know how reliable they are yet.	4/2/2021 11:15 AM
252	WE ARE ALWAYS ON THE INTERNET. vERY FRUSTRATING ITS SO SLOW. WOULD ABSOLUTELY LIKE HIGHER SERVICE	4/2/2021 10:58 AM
253	We’ve had the same speed - 7 MBps - for 15 years. It’s ridiculous. If we can find something faster with no latency issues (like satellite has) we would switch.	4/2/2021 10:42 AM
254	Need a faster more robust network so I can use for live streaming and streaming services. More pleasurable internet usage.	4/2/2021 10:05 AM
255	Speed, security, reliability, pricing	4/2/2021 7:27 AM
256	Higher speeds for lower cost	4/2/2021 6:47 AM

257	Century Link is nothing but trouble. They have been out to my house some many times, it is crazy! It always comes back to some issue they have on the street or distribution box. Their billing sucks - they can't keep track of anything. We added a second line, which costs us more $$$ to have one reliable line. Service still goes downs frequently!	4/2/2021 6:04 AM
258	Price	4/1/2021 9:21 PM
259	Very poor current service	4/1/2021 8:55 PM
260	I would consider switching for a better price.	4/1/2021 8:39 PM
261	Excessive cost	4/1/2021 6:27 PM
262	Too many other services with the same company	4/1/2021 6:12 PM
263	Price would be the biggest factor	4/1/2021 5:24 PM
264	i do not like Century Link. Its always a real hassle to deal with the phone company. i would love to give someone else a chance	4/1/2021 5:12 PM
265	lower costs, higher speed	4/1/2021 4:34 PM
266	xxx	4/1/2021 2:39 PM
267	Just got MIDCO cable. Good price right now.	4/1/2021 2:23 PM
268	Higher speed at a lower cost point.	4/1/2021 1:58 PM
269	Poor, intermittent or no signal. High cost. Metered connectivity. Data limits. Low speed.	4/1/2021 1:37 PM
270	Hughes net is super slow and if the weather is bad we have no internet.	4/1/2021 11:50 AM
271	if the cost is lower	4/1/2021 11:28 AM
272	Speed and cost	4/1/2021 9:41 AM
273	I have been stuck with Centurylink internet at my address with a high speed of 7Mbps. This day and age I feel this is unacceptable with all the online activity done on a daily basis. We have asked serveral times for them to bring fiber optic into the neighborhood so we can catch up with the rest of the world in regards to available speeds. I would switch immediately if another provide came in and offered fiber optic quality high speed internet.	4/1/2021 9:16 AM
274	We have lived in Columbus for 30 years & Mid o has been the only company that has been consistent for us.	4/1/2021 6:41 AM
275	Higher speed lower price	3/31/2021 9:56 PM
276	If the price is reasonable and I had an option to switch I would do so tomorrow.	3/31/2021 9:21 PM
277	My Internet service is unreliable. Are used to have higher speeds and the max I can get a seven and I very often run at four with my Internet going in and out. Century Link is unable to provide me a better service or fix my service so that I can work from home. My rates have gone up and my speed has gone down	3/31/2021 8:30 PM
278	if service is quicker and price is the same or less, I would change	3/31/2021 8:14 PM
279	Every other option is either satellite or 15 MB maximum speed. I work from home full-time and stream all my TV service is so high speed Internet is a must and no one else matches Midco.	3/31/2021 8:02 PM
280	No current issues with our internet service but I wonder about cost changes or possible property tax increases in an attempt to make blanket changes for all of Columbus. I believe in competition to allow choices	3/31/2021 7:46 PM
281	poor reliability	3/31/2021 7:22 PM
282	The current speed and quality do not meet our needs.	3/31/2021 7:04 PM
283	Cost	3/31/2021 6:41 PM
284	Cost	3/31/2021 6:38 PM
285	Would only consider new provider if service was faster and reasonably priced	3/31/2021 6:35 PM

286	I've been unhappy with my CenturyLink service for years. I don't know what other options I have.	3/31/2021 6:28 PM
287	I would switch in a heartbeat but no other company Is available on our street. Satellite is not an option considering how much it varies with the weather	3/31/2021 6:16 PM
288	We have Century Link DSL with extremely slow speed. The service cuts off almost every evening. It is slow and unreliable. It is impossible to work and teach from home and for students to learn remotely.	3/31/2021 5:50 PM
289	Cuts out often, slow always	3/31/2021 5:21 PM
290	I have called several times to century link with a response of "our engineers are working on it" for dropped signal every min of the day. It's all we have right now other wise I would.	3/31/2021 5:01 PM
291	We were without internet service from January 25 to February 6 this year. Although this was because of an accident, the time it took to get the internet back was extreme. I called Century Link almost every day to find out when we would have service back and they kept pushing it back and back. This was a very tough time for those who have kids distance learning and those who work from home. We are actually looking at switching to Verizon internet.	3/31/2021 4:56 PM
292	Switch to Xfinity Midco has to many N & S Dakota stations	3/31/2021 4:25 PM
293	CenturyLink service is brutal. Intermittently works. Customer service when you call even worse. A MINIMUM of an hour on the phone each time I call. Only reason I use them is they are the only option. I am currently testing T-Mobile home internet and so far I am very pleased. If it continues to be what they claim, I will be cancelling CenturyLink.	3/31/2021 4:22 PM
294	Midco is significantly faster than our previous servicer, CenturyLink, but it is still slower than we've experienced. If Comcast comes up to Columbus, we would consider buying if it is significantly faster than Midco.	3/31/2021 4:03 PM
295	Just to get faster speed.	3/31/2021 3:43 PM
296	More consistent service without lagging	3/31/2021 2:46 PM
297	I would change if it had more speed, bandwidth, and costs same or less	3/31/2021 2:28 PM
298	currently a neighbor told me abt starlight 500 dish then $100 bucks a month for 50x faster internet. If 30 doesnt work any better. Starlight is what I will do, unless centurylink comes through with same as big cities are offered	3/31/2021 2:10 PM
299	Depends on cost.	3/31/2021 1:26 PM
300	Our service is great. The other options in our area are terrible.	3/31/2021 1:21 PM
301	My current internet service is the bare minimum. I work from home full time and consistently run into issues. We can typically have no more than 2 devices running at a time otherwise the wifi is pretty useless. Unfortunately, Century Link is the only provider that supports our area right now but if there were other, faster options, I would switch in a heartbeat.	3/31/2021 12:08 PM
302	higher speed, cost	3/31/2021 11:05 AM

Q9 What is your current satisfaction with your provider - on a scale of 1-5, with 5 being the most satisfied?

Answered: 302 Skipped: 20



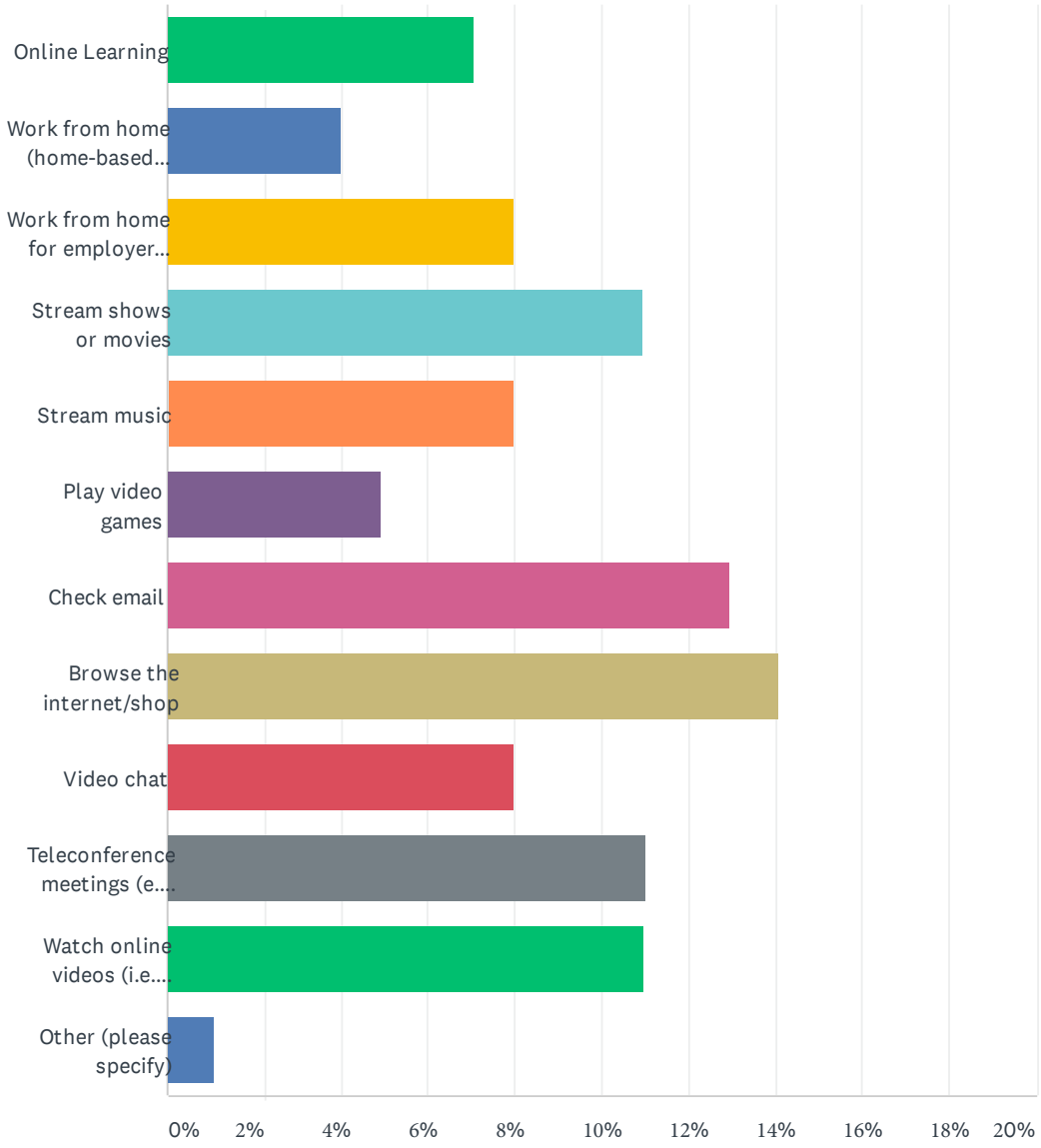
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	818	302
Total Respondents: 302			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
	1.00	5.00	3.00	2.71	1.39

Satisfaction Level		# of Responses	%
Least Satisfied	1	85	28%
	2	51	17%
	3	77	25%
	4	45	15%
Most Satisfied	5	44	15%

Q10 How do you use your internet connection? Select all that apply.

Answered: 302 (2118 Responses) Skipped: 20



ANSWER CHOICES	RESPONSES *	
Online Learning	7 %	157
Work from home (home-based business)	4%	84
Work from home for employer (telework)	8 %	159
Stream shows or movies	11 %	224
Stream music	8 %	170
Play video games	5 %	107
Check email	13 %	285
Browse the internet/shop	14 %	289
Video chat	8 %	167
Teleconference meetings (e.g. Zoom, telemedicine appointments)	11 %	225
Watch online videos (i.e. YouTube)	11 %	233
Other (please specify)	1%	18
Total Respondents: 302		

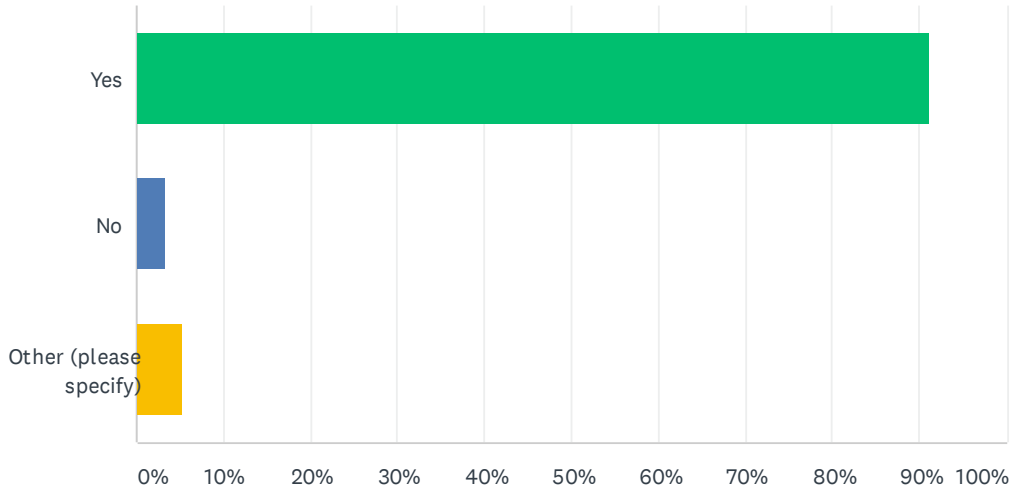
*** updated numbers after recategorization of "other" responses**

Of the 32 "other" responses, 14 answers fit into the above categories. The following shows the remaining 18 "other " responses:

None (8 responses)
Broadcasting if speed was better
Video surveillance
Home security, alexa
Social media accounts
Infrastructure hosting
Service is too slow to accommodate my needs
Because service is so slow/poor we cant do any streaming/zoom etc.
I also have my cell phone paired to my connection
cellular services connect to internet
not subscribed

Q11 Are you supportive of the City actively pursuing additional broadband options for our community?

Answered: 321 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	91.28%	293
No	3.43%	11
Other (please specify)	5.30%	17
TOTAL		321

The 17 "other" responses were as follows:

Yes please!!!

YES as long as they can provide like service and download speed and are competitive. depends on pricing/dependability etc

?

Maybe?

No opinion, if they can provide with considerable cost savings

I have no plan/reason to change my internet service

Supportive as long as it will not raise my taxes

Want the current access greatly improved

AS LONG AS IT DOES NOT COST US MORE AS A RESULT OF YOUR EFFORTS

As long as it does not become a tax

Did not answer

Who pays?

I don't know enough about the issue to really have an opinion. I don't know what the negative aspects of pursuit would be

Municipal broadband--not a subsidized provider

Q12 Other Comments:

Answered: 139 Skipped: 183

#	RESPONSES	DATE
1	centurylink has "thrown me under the bus" for years. they have a box in my yard but wont drop a line to the house.	4/30/2021 10:21 AM
2	fill pot holes instead, park and nature.	4/30/2021 10:13 AM
3	we would get service if it was possible to get something good. if an internet provider was offered in our area we would switch from cellular.	4/30/2021 10:10 AM
4	:)	4/30/2021 9:40 AM
5	We definitely need better internet for sure.	4/27/2021 10:00 AM
6	Happy to pay for it, no other options right now.	4/25/2021 5:26 PM
7	we recently switched providers…centurylink to midcontinent. How would the cost be passed onto Columbus residents?	4/23/2021 4:04 PM
8	we have continually been in communication with the city for years about our poor internet service and we believe the City should do more partnerships with the private internet providers in order to provide better internet service to our residents. Our DSL internet service speeds are embarassing. At times its less than 1 mbps. Not trying to compare, but, Linwood Township has higher internet speeds than Columbus!! HMMM?? Funny- my internet with DSL crashed while filling out the survey. I don’t know if you will receive the survey results. I would recommend the city being very progressive for its residents to get quality internet options.	4/23/2021 3:52 PM
9	We are on the wait list for Starlink internet but would actively pursue any viable option (which currently doesn't exist). Our only other option is CenturyLink with a speed of less than 1 mbs.	4/23/2021 3:25 PM
10	out internet has gotten worse since fall of 2020. CenturyLink hasn't been able to fix it so another option on our street would be great.	4/23/2021 1:32 PM
11	see attached letter	4/23/2021 1:29 PM
12	on 5 acre lots, small development, pretty slow internet service	4/23/2021 1:14 PM
13	please get some affordable internet service - the city needs to move forward - very antiquated service. We are unable to purchase a smart TV etc due to extremely limited options.	4/23/2021 1:12 PM
14	We pay for high speed internet from CenturyLink and get 1.4 mbps. We all have cell phone plans to use hot spot. extremely expensive. however we have no choice with current distance learning. Wife is handicapped.	4/23/2021 1:07 PM
15	we have requesting the city to step in and help facilitate the poor internet for years. glad to see the new mayor is improving these areas that was ignored before.	4/22/2021 1:46 PM
16	Your doing a good job! :)	4/22/2021 1:40 PM
17	I have contacted Midco on several occasions to expand to our area.	4/22/2021 1:18 PM
18	The internet in so many other places is so much faster than I've been able to get here.	4/22/2021 1:08 PM
19	see attached letter	4/22/2021 1:00 PM
20	Internet was out for over a month with no explanation	4/22/2021 12:57 PM
21	we are stuck with one provider, it is clear that there is no competition for CenturyLink. I would switch today if there were better options.	4/22/2021 12:34 PM
22	the computer industry has you coming and going with their updates and built-in obsolesce. my computer works fine is choked with updates. Do not give my info to others.	4/22/2021 12:22 PM

23	This is the most significant downside to living in Columbus compared to other communities.	4/22/2021 11:37 AM
24	I made a survey/study about the internet and turned it into the City 2 years ago.	4/22/2021 11:29 AM
25	worked with midco last 15 years. they have been great.	4/22/2021 11:27 AM
26	If there are more than 2 people using service, speed slows significantly.	4/22/2021 10:32 AM
27	It was installed on our street but not offered to my address.	4/22/2021 10:10 AM
28	If the city steps in it will cost me money and taxes are too high now	4/22/2021 10:00 AM
29	Cost would play a factor for us though. We don't want to pay a ton of money to upgrade and then it isn't any better.	4/22/2021 9:39 AM
30	Live on Lyons Street NE on county line with Forest Lake. Neighbors across the road in Forest Lake have high speed but I can't get it.	4/22/2021 9:36 AM
31	We lose internet especially rom 4:00 pm on for up to 5 mins and need to restart	4/22/2021 9:29 AM
32	legitimately terrible service and customer service.	4/22/2021 9:26 AM
33	(this person actually selected limitation of service NOT n/a. I had to force the answer to skip Q3-Q10. They DO have access to service, but do not subscribe). CenturyLink is the only option for me and it is to slow. When I had it 2 years ago the fastest speed I could get was 1-2 mbps. For the price it was not worth it.	4/22/2021 9:25 AM
34	(this person actually answered "limitation of service" for question 2 but skipped Q3-Q10. I forced the answer to Q2 to skip Q3-Q10. They DO have access to internet service)	4/22/2021 9:03 AM
35	As poor as the download speed of DSL is (3 mbps) the upload speed is mind-boggingly slow (02.mbps)	4/22/2021 8:58 AM
36	Is the city deciding to let franchises in or building own infrastructure. we would like competitive options and not be backed into paying for city-funded	4/22/2021 8:47 AM
37	please!!	4/19/2021 4:23 PM
38	I have 3.6 acres and willing to allow a tower to be put on my property, if necessary	4/19/2021 4:21 PM
39	Pine Street is in need of other options besides CenturyLink. Would like to see fiber run down Pine Street if possible.	4/19/2021 3:58 PM
40	Go back on local TV coverage to see the meetings, etc. I miss that!	4/19/2021 3:42 PM
41	we are having to rent an office in forest lake to work because our internet is so bad! please help!	4/19/2021 3:37 PM
42	For the taxes we pay we cant believe the city has taken this long to address this internet problem in our area. Everyone should have cable available.	4/19/2021 3:33 PM
43	If additional towers are needed we would consider being asked	4/19/2021 3:25 PM
44	Midco wanted to charge us $10k to run their cable further east on 180th.	4/19/2021 3:22 PM
45	We have to run 2 services to get marginal/intermitant service. We have a new home and cannot run new security or smart home electronics. Its very sad.	4/19/2021 3:20 PM
46	I am 73 years old and no virtually nothing about computers.	4/19/2021 3:18 PM
47	There is cable and fiberoptic @ the road in front of us, but we are ~700 feet away. Midco has refused to service us so far!	4/19/2021 3:09 PM
48	Please help us!	4/19/2021 2:56 PM
49	would love better cell service with verizon	4/19/2021 2:54 PM
50	I hate CenturyLink they have taken advantage of being the only service. I pay $200 a month for .8 meg. its BS. (I have ordered starlink sattelite to help)	4/19/2021 1:36 PM
51	The community has been waiting for the City of Columbus to step up on this issue for a long time.	4/19/2021 1:31 PM

52	Please provide internet that is affordable and consistent.	4/19/2021 1:28 PM
53	consider Midco please	4/19/2021 1:16 PM
54	I do NOT want 5G technology in our community - there truly are negative health impacts shown in children! Not worth the risk!!!	4/19/2021 1:13 PM
55	high speed internet is vital for our work	4/19/2021 1:04 PM
56	no cable access at this address, only satelite and cellular	4/19/2021 12:59 PM
57	worst internet services	4/19/2021 12:52 PM
58	make high speed internet available	4/19/2021 12:39 PM
59	We also have the Verizon LTE home internet but I've continued with DSL because the wireless connection is not strong enough within our house to run everything.	4/17/2021 1:07 PM
60	I would also like to be able to see better cell tower service for Verizon I have to have an added device in my home to have my Verizon service give me better service	4/16/2021 9:14 PM
61	Where I live, we do have that special (I believe it's call coax line) that runs right in front of my house. The paster of Hope Free church even ask the crew at the time they laid in this line for internet, if we will be able to access. He was assured he could. Never happened. Also, why is it I'm in this bubble. Six blocks on Coon Beach they have DSL and two miles south at Broadway & Lexington, the people from that point and south have faster internet. Even if you drive north on Lexington till the stop sign and turn right, the people in those beautiful homes have DSL. Yet not my little area. Of the 30 plus years I have been out here trying to see from time to time if DSL could just connect their north to the south line, (no hope). Home schooled kids were driving to libraries. Two homeowners moved because of something now days we really need at a reasonable cost.	4/16/2021 2:27 PM
62	Columbus needs to make decisions to be at the forefront of technology. This will have the greatest impact on the future of our city.	4/16/2021 8:15 AM
63	Please help make our internet better. It is so painful being in this beautiful city with the worst internet	4/15/2021 7:44 PM
64	The Columbus area has always had poor access, whether dial up, DSL or landline/cell service. Since covid 19 forcing work from home it has become even worse. Would like to see improvement with my current provider.	4/15/2021 7:03 PM
65	Poor service impacts value of our homes.	4/14/2021 9:25 PM
66	I pay for 500mpbs internet download speed from MidCo, but do not receive that speed. I don't think they actually have the capability to provide me with that speed in our area, but they are more than happy to take my money and say that is the speed I am receiving. My download speed averages around 40mbps, and I do not believe it is due to my equipment not being able to support it. I would love better and more internet options in the area.	4/14/2021 3:48 PM
67	We have both century link and Hughes het. Neither work well. We also try hotspots on out phones and the cell signal is weak!	4/14/2021 8:22 AM
68	We were very happy to see this letter in the mail after all this time struggling with internet service in our area. We appreciate you looking into this.	4/13/2021 8:55 AM
69	none	4/12/2021 3:42 PM
70	We signed a petition about 6-8 years ago to upgrade our neighborhood, but we were told companies wouldn’t serve our area because there aren’t enough houses. It was our understanding that the WHOLE city should have access to high-speed internet. So….this is a long time coming!!	4/12/2021 2:21 PM
71	While this is nice, our entire neighborhood has been complaining for years about our service.	4/12/2021 2:15 PM
72	Thank you!	4/11/2021 5:29 PM
73	I think that there is no reason to not to pursue some additional options for residents. As companies like centurly link are not going to invest in infrastructure for such a small, sparsely populated community. No time to wait.	4/10/2021 3:43 PM

74	I've heard many neighbors say they have issues with their connection now that they are working remotely. Also, the lack of options is a big concern. I'm very glad to hear that this is being looked into. Thanks!	4/10/2021 1:16 PM
75	Previously had century link they were awful. Super slow speed and expensive. Midco recently became available and much happier with their service	4/10/2021 9:52 AM
76	we NEED high speed internet to continue to live and work in this community - cellular providers are not adequate	4/9/2021 4:59 PM
77	other options would be nice to compare. possible bring down price.	4/9/2021 4:57 PM
78	the cable facilities in our area are terrible. centurylink will not upgrade the cable. they will not support DSL or HS internet.	4/9/2021 4:53 PM
79	need a cell phone tower	4/9/2021 4:51 PM
80	all I have is the basic television	4/9/2021 4:44 PM
81	please help!!! we need a better more reliable service! Thank you!!!	4/9/2021 4:42 PM
82	xfinity	4/9/2021 4:17 PM
83	if the city is considering lumin/centurylink, we have used them. very unreliable and poor service.	4/9/2021 4:13 PM
84	at best i get 12 mbps. stability has been a real issue and seed. the past month it seems to have improved but it would be nice to have higher speed.	4/9/2021 3:58 PM
85	Needs to be optional	4/9/2021 2:06 PM
86	Any provider would be better than CenturyLink (can't believe they are still in business but people have no other options).	4/9/2021 2:05 PM
87	our plans are to change to Midco this spring.	4/9/2021 11:57 AM
88	Any option would be better than CenturyLink. I get 3 mbps and pay as much as those getting 20 times the speed.	4/9/2021 11:47 AM
89	Would like to see Comcast TV in Columbus. Direct TV no good for checking weather, when weather is bad.	4/9/2021 11:36 AM
90	Limited bandwidth has been a major hassle this entire pandemic - for everything we have done.	4/9/2021 11:32 AM
91	Wish they would come down Lake Drive - were told too few people, never will.	4/9/2021 11:27 AM
92	CenturyLink told me we have an old dead cable and they won't replace it. The new fiber optics installed on Lexington is for utilities only.	4/9/2021 10:33 AM
93	It was difficult for our daughter to do distance learning this past year. We would like to be able to stream movies and music.	4/9/2021 10:24 AM
94	Thank you for conducting survey!	4/9/2021 10:21 AM
95	Please help us! - We need better options for internet service!! Thank you.	4/9/2021 9:24 AM
96	We are currently limited by the availability of internet services in our area. Existing options in order to get decent speed are too expensive and out of our monthly budget allowance.	4/8/2021 6:32 PM
97	Anything is better than what we have now. Hard to use more then one computer in my house at once.	4/7/2021 8:16 PM
98	The more choices, the cheaper the price.	4/6/2021 10:05 AM
99	Thank you!	4/6/2021 8:56 AM
100	Please pursue this as this is a huge drawback to living in this city. With so many more people working from home and doing school from home, we need more options. Centurylink and HughesNet are both slow and unreliable. Thank you!	4/6/2021 7:09 AM
101	Only Century link slow service is available-really bad. I even received part of the settlement due to there fraudulent billing.	4/6/2021 6:47 AM

102	I think that is great to poll residents to make sure that what we have is what we want. Sometimes we don't know about improvement even tho we are satisified.	4/5/2021 6:03 PM
103	I do not have cable service available at my home. It seems they typically offer the highest speeds and are lower cost than other alternatives. Expanding that or other faster wireless options with higher speeds and no data limit would be nice.	4/5/2021 3:15 PM
104	Our internet has been good so not sure why we need to spend the city's time and money on doing this research, but perhaps others have had different experiences	4/5/2021 12:59 PM
105	We need high speed internet. It has been very hard to work from home only using a jet pack from verizon or hughes net. Very very slow. We are unable to have wifi in our home because of this.	4/5/2021 10:59 AM
106	The price would also be a factor for me.	4/5/2021 9:56 AM
107	When choosing an internet provider, while I have a few limited options, the most reliable (Centurylink) only offers one speed for my area. I wish I had more options for high speed.	4/4/2021 7:17 PM
108	Midco I hear is great, I just wish I could try them out. Century link refuses to fix anything on Potomac street which is terrible customer service. We had to cancel our home phone a couple years ago because when it rains it called 911 it happened 3 different times, and cops would show up here all the time. Century link would not do anything about it	4/4/2021 10:12 AM
109	The DSL here in my neighborhood is abysmal with the speeds quoted to me by Centurylink as 5 down, 1 up (a different agent quoted 12/2) even though I am just two houses off Lexington where they have 80/20 for the exact same price. They have refused to allow the neighborhood to even pay to build down our road even though the DSLAM is right on our corner. PLEASE help us get better internet service	4/3/2021 10:54 AM
110	I live in a neighborhood where high speed internet through our cell phones is the only option. We had satellite internet for many years, it is extremely expensive and too slow to allow me to work from home, also unreliable. DSL and cable internet options are not available here. We truly live in the black hole of technology.	4/3/2021 8:22 AM
111	I appreciate the fact the city recognizes the internet speeds available to residents is lacking and below expectations.	4/2/2021 6:54 PM
112	We had Centurylink for many years and it was the only option in our neighborhood. It was not very reliable and we had to fight to get a small upgrade but it was still not great. T-Mobile home internet recently became available in our area and several neighbors have switched.	4/2/2021 4:39 PM
113	IT IS RIDICULOUS THAT WE ARE SO CLOSE TO A SUBSTANTIAL SIZE CITY(FOREST LAKE) AND CANT EVEN GET A DECENT INTERNET CONNECTION. WE NOW AS A CITY SHOULD PROVIDE THIS BASIC SERVICE. THANKS FOR PURSUING IT!!!!!!	4/2/2021 11:01 AM
114	Columbus should’ve done something a long time ago about getting more/better internet out here. Very rural areas are now getting better options than us.	4/2/2021 10:44 AM
115	YAY! thanks for pushing this! We need a reliable service!	4/2/2021 6:05 AM
116	Centurylink has offered no innovation and should not ever be considered. I have Verizon Home LTE and am satisfied with the speed but not with the reliability of the connection.	4/1/2021 6:31 PM
117	other options are always good. I dont want to see my taxs go way up just for better internet. but i would like better options. Cable or fiber	4/1/2021 5:14 PM
118	Lower costs with higher service should be the priority, not bringing in more providers who will go into a biding war. That is why a municipal broadband is important	4/1/2021 4:38 PM
119	Reliable high speed internet has proven it has transitioned to a utility that society as a whole heavily depends on daily. Mitco high speed internet was installed for all residents along 189th Ave. NE and Jennings St. NE at no cost to residents from federal funding. Most residents I spoke to had no idea Mitco internet was going to be installed until the install crews showed up. Also, was there any public discussion on what potential shared costs there would have been to bring the connection to the remaining homes on Vasser and 191st Ave. NE? Nobody I spoke to was aware of any notice. Very frustrating and disappointing.	4/1/2021 1:44 PM
120	We have signed up for Starlink, but we are not sure what the wait is going to be.	4/1/2021 11:52 AM

121	I believe everyone in my neighborhood (and the rest of Columbus) would welcome an alternate option for high speed internet. Our current available speed is unacceptable with todays technology.	4/1/2021 9:20 AM
122	Competition is always good	3/31/2021 9:57 PM
123	I was quite suprised that when we built our home in 2017, we didn't have a reasonable high speed internet option other than our mobile hotspot. Thank you for you efforts in trying to resolve this issue, it is greatly appreciated.	3/31/2021 9:25 PM
124	It is frustrating that we only can go with Century Link for a provider in our area. No one company should be able to charge us for a service that they cannot deliver. And without other options we have no choice. Fiber optics is a necessity and we don't even have cable on our street. Please, please, please bring us into 2021. We have been way behind in this area.	3/31/2021 8:32 PM
125	I think this is a great idea for the city to pursue because after my one year initial sign up, The renewal price per month is going to be outrageous.	3/31/2021 8:03 PM
126	I hope this actually happens! We're on twisted pair DSL from centurylink. We can't even access our phones while trying to stream content on our Apple TV.	3/31/2021 7:06 PM
127	It would be nice to have fiber if possible	3/31/2021 6:36 PM
128	Thanks for your time with this, Ben. Sincerely, T-Bone (I think that was my nickname in the office)	3/31/2021 6:31 PM
129	Thank you for trying to get us something better!	3/31/2021 6:17 PM
130	We really appreciate you sending out this survey and pursuing this 21st Century issue. this will make the City such an inviting and attractive place to live and set up a business.	3/31/2021 6:00 PM
131	I think better internet will make Columbus more attractive to live in. Internet in today's world is a essential utility.	3/31/2021 5:04 PM
132	Please do check on other service options. There has to be something out there better than Century Link. I am hearing many complaints from lots of people in many cities about their service.	3/31/2021 4:58 PM
133	Begging for faster internet! Just as important, it needs to be stable and reliable.	3/31/2021 4:25 PM
134	Thank you for thinking about this!	3/31/2021 4:04 PM
135	Thank you for doing this!	3/31/2021 2:29 PM
136	if there is anything we can do to help?	3/31/2021 2:12 PM
137	None	3/31/2021 1:28 PM
138	Please don't force us to use one provider like some cities do for ISP or garbage haulers.	3/31/2021 1:22 PM
139	This is great! I hope we can gain better options :) Thank you for your work!	3/31/2021 12:16 PM