



# **Southwestern Commission (Region A) Broadband Assessment**

**Prepared by  
ECC Technologies, Inc.**



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## 1. Introduction

In summer of 2017 the Southwestern Commission released a Request for Proposals seeking a broadband assessment and training for Region A. The purpose of this RFP was to “develop a plan to advance broadband infrastructure investment in the region by training local officials on pertinent issues and conducting community assessments/profiles.”<sup>1</sup> The Southwestern Commission is one of the sixteen regional councils of government for North Carolina and works in conjunction with seven of NC’s southwestern-most counties including Cherokee, Clay, Graham, Haywood, Jackson, Macon and Swain, as well as the Eastern Band of the Cherokee Indians (EBCI). This region as a whole comprises Region A. MountainWest is the Economic Development Partnership for the southwestern region. ECC Technologies, Inc. (ECC) submitted a proposal to run a BAAT (Broadband Aggregation & Adoption Tool) campaign and was selected for this work. Work on the project began in September 2017, with the online survey launching in October.

### 1.1 Broadband Assessment Overview and Methodology

For the Broadband Assessment portion of this effort the Southwestern Commission, in conjunction with MountainWest Partnership, utilized ECC’s Broadband Assessment and Aggregation Tool (BAAT). This online survey<sup>2</sup> targeted residents and commercial entities within the seven-county region, including the Qualla Boundary, and ran from approximately early October 2017 to late January 2018.



Please take our short survey!

ALREADY REGISTERED? | SIGN IN HERE

Main      Zones 7      Updates 1      Comments 0      Backers 2,321

The Southwestern Commission, in conjunction with MountainWest Partnership, is asking local citizens and businesses to participate in a broadband assessment for the region. To participate, please start by entering your home or business address to the right and clicking the "Search for My Address" button.

**Survey Landing Page**

Enter Your Address To Start

Enter Your Street Address  
Apartment/Suite #  
Enter your ZIP Code  
 Residential  Commercial  
Search for my Address

---

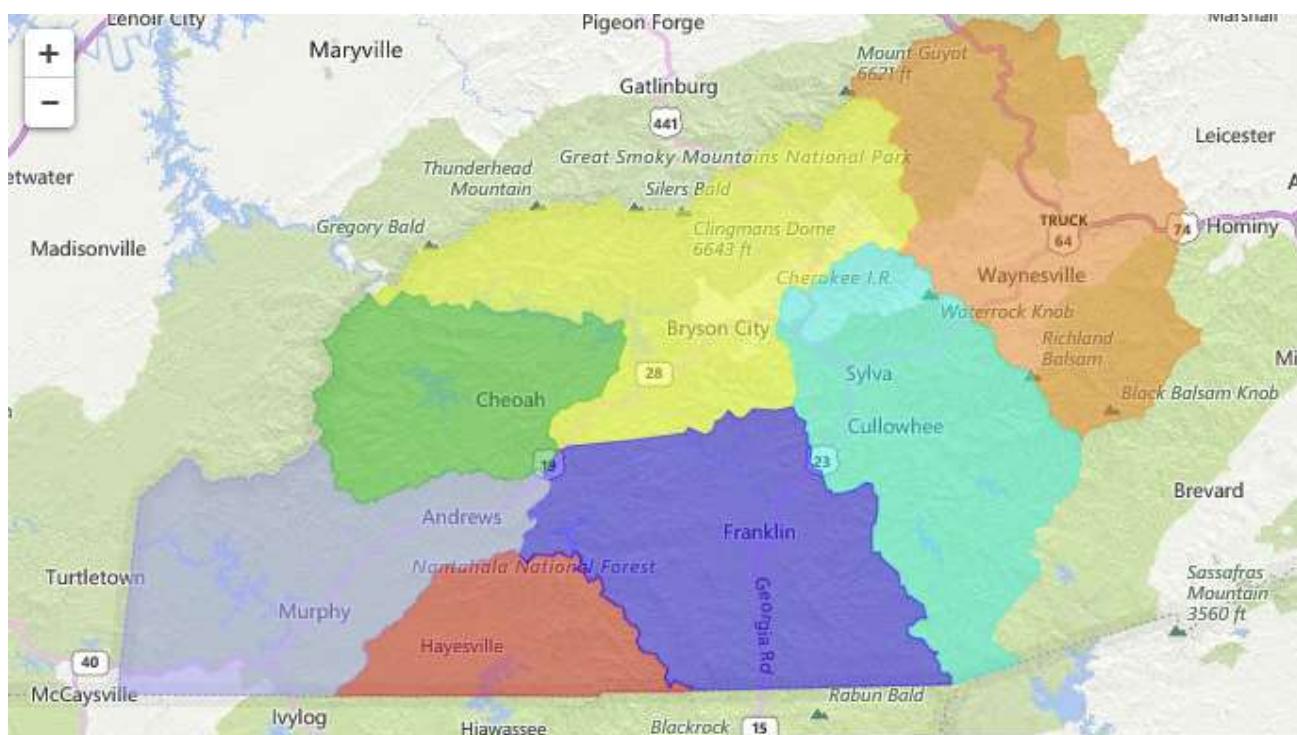
7 Zones  
2321 Backers Registered

920 2

1 “Request for Proposals: Consulting: Region A Community Broadband Assessment” dated July 6, 2017  
 2 [mountainwest.baat-campaign.com](http://mountainwest.baat-campaign.com)

The Southwestern Commission, in conjunction with MountainWest Partnership, worked with local governments and partners to ask citizens and businesses to participate in this broadband assessment for the region. This survey was built to verify availability of current broadband services in these counties, to identify actual speeds available through the speed test, and collect information on demand for services from residents and businesses across these counties. Clarifying actual current availability of broadband services, combined with demand assessment and aggregation, is critical for enticing broadband providers to invest in additional services for an area.

With each of the seven counties set up as a “zone”, participants were asked to enter their residential or commercial address. Participants were then taken to a page to verify broadband availability at the address entered. This availability data is tied to broadband provider data submitted to the Federal Communications Commission (FCC) on where broadband is available across the country, by census block. Participants were then asked to respond to whether particular services are available, whether they subscribe, and whether service is sufficient.



### Survey Zones

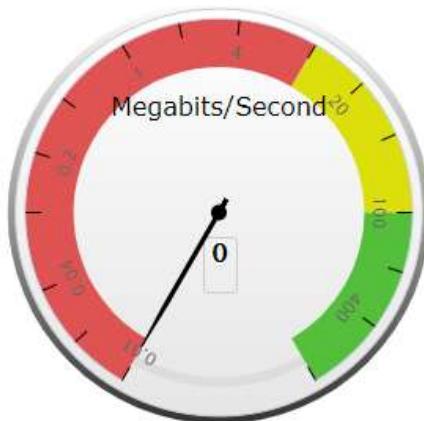
The survey also included a short speed test. This online tool tests the speed available from the respondent's current Internet connection. Participants were asked to take the test from the address provided on the survey, and to pause high-bandwidth activities while testing. Respondents were instructed to skip the speed test if they were not taking the survey from the address entered on the home page. Actual speeds available are a critical part of the broadband assessment information gathering.

### Your Current Speed

This will test the speed of your current Internet connection. The test requires just a click of the button and takes only about a minute to run. To get the most accurate speed test, make sure 1) you are taking the test from the address you provided on the homepage and 2) pause streaming video, gaming, music, or other heavy uses of the network. If you are not taking this survey from the address you entered on the homepage, please remember to un-check the box below before continuing.

I am performing this test at the address I entered on the homepage.

**START TEST**



### Speed Test

Finally, participants were asked to respond to a set of survey questions, which addressed broadband availability, speeds and capacity, subscriptions, and questions of broadband utilization and adoption.

## 1.2 Results of Broadband Assessment

At the conclusion of the study, results were provided to Southwestern Commission in the following formats. The raw data has been scrubbed and anonymized (removing name, address and email addresses) but leaving in city/town and latitude/longitude location for the respondent addresses entered. Availability and demand data can then be tied back to specific locations. Survey question responses are charted and provided by region and by county. Data is also mapped in a kmz file by download speed. (KMZ files include GIS-mapped data viewable in Google Earth.) Static maps of respondent locations and download speeds are also provided. The final survey question for both residents and commercial respondents includes a section for general comments. Those comments are provided, unedited, sorted by county.

Almost 5,000 responses were received during the survey period. Some responses received were outside of Southwestern Commission's seven-county territory. Those responses have not been included in the data for

the seven counties. In total, 4,689 residential responses and 154 commercial responses are included in the county survey response data.

Data collected in this survey will provide valuable information to the Southwestern Commission and MountainWest Partnership, as well as to state and local partners working towards broadband and economic development planning for the region. Anonymized data can be shared with local government partners from each county. The Southwestern Commission and county partners can then analyze and map the data in various ways, depending on particular questions of focus. ECC has mapped responses by download speed for each county, as an example of mapping by one data point.

### **1.3 Next Steps – Further Analysis and Incorporation**

While some counties have conducted individual broadband surveys in past years, this regional effort gives all counties the opportunity to participate and brings all counties up to the same level, creating a uniform data set for the region. Data collected previously through the hard work of county-specific demand surveys, and other assessments, can then be incorporated into the process as the counties and the Southwestern Commission move into the next steps of further data analysis and potential project development phases.

As part of the project work, ECC Technologies interacted with economic development and other representatives from the seven-county region. Much work has been conducted in terms of broadband planning in these counties in past years. Many counties have conducted some form of demand aggregation work in the past, some have conducted more in-depth broadband studies, and most of the counties have active Broadband Committees. ECC conducted county-wide infrastructure inventories for Cherokee and Swain Counties in 2014 for the NC Department of Commerce.

In addition, the Southwestern Commission held a Broadband Training on November 28 and 29, 2017, led by ECC for the local government officials of the seven counties and the Eastern Band of the Cherokee Indians. The training included information on State and federal broadband policy issues; technical explanations of wired and wireless infrastructure deployment; and information on community assessments and broadband profiles, including county-level and regional planning. This training provided participating local government and community officials in the region with a uniform background on broadband and broadband activities.

With the broadband assessment data and the broadband training these counties, in conjunction with the Southwestern Commission and MountainWest, can now combine this information with previous studies and other local information to develop potential projects and next steps. The basic information on broadband availability for the seven counties included in the county data should be helpful for this process.

Other important information from the assessment comes from the comments collected from respondents as part of the survey. These comments have been sorted by county and are included in Section 10, with residential respondents and then commercial respondents.

Utilizing the availability data, demand aggregation and citizen comments from the survey, and then combining this data with local information (on other additional assets, or local efforts and priorities), can then help local counties and communities determine broadband goals moving forward. The Southwestern Commission, MountainWest and the counties with their Broadband Committees can begin to set local and regional goals around underserved/unserved areas broadly, or around a particular issue such as county fiber facilities, public safety, the homework gap, adoption and digital inclusion, or others. Broadband providers should be very interested in both the availability and demand data, as partners are sought for moving forward. This strong collection of data can be used to set goals, attract broadband provider partners and to build projects. ECC



Technologies looks forward to continued work with the Southwestern Commission and the counties, as they develop their specific goals and projects.

## 2. Regional County Data

The overall responses for the County are outlined on the following pages of this report. Each zone was set with a goal of receiving responses from 10% of household population based on the most recently available census numbers. While the response rates varied, the majority of the counties received a minimum 85% response rate from homes and businesses. In our experience, these response rates are exceptional for an abbreviated BAAT campaign. Typical BAAT campaigns run for a six month stretch, while the Southwestern Commission site was active for just under four months. Response rates for the seven counties were as follows:

- Cherokee County: 111% of goal
- Clay County: 88% of goal
- Graham County: 115% of goal
- Haywood County: 11% of goal
- Jackson County: 63% of goal
- Macon County: 89% of goal
- Swain County: 37% of goal

It should be noted that as the most urbanized county in the region, reaching the percentage goal for Haywood County requires a much higher number of respondents. Urban counties have higher populations to begin with, and typically better broadband coverage, making it difficult to entice residents to participate in the surveying process. Swain County has recently completed prior local broadband surveys, which may explain a lower response rate in that area.

### 2.1 Residential Survey Questions and Responses

When selecting “Residential” on the survey landing page, respondents were presented with the following survey. This survey was also presented to any respondent whose address was out of the seven-county area, though out-of-zone responses have not been included in this report.

1. Do you currently have Internet service at your home?
  - Yes
  - No
  
- 1a. If you don't currently subscribe to Internet service, please tell us why.
  - Not available
  - Too expensive
  - Not relevant or needed
  - Lack of skills/knowledge to use it
  - No computer or device
  - Not applicable (I currently have service)
  
2. Please select the type of service to which you currently subscribe:
  - Wired (cable, DSL)
  - Cellular data (mobile phone)
  - Fixed wireless (from a local Wireless Internet Service Provider)
  - Satellite
  - A combination (wired and wireless, wireless and cellular, satellite and cellular, etc.)
  - I don't have service

3. What is the download speed you currently pay for?
  - 1.5Mbps to 3Mbps
  - 3Mbps to 6Mbps
  - 6Mbps to 10Mbps
  - 10Mbps to 25Mbps
  - 25Mbps to 5 Mbps
  - 50Mbps to 100Mbps
  - 100Mbps to a Gigabit or more
  - I don't know
  - I don't have service
  
4. Does the speed you currently subscribe to meet your needs?
  - Yes
  - No
  - I don't have service
  
5. On average, how many devices do you have that connect to your Internet service (including laptops, tablets, smart phones, televisions, etc.)?
  - 1-2
  - 3-4
  - 5 or more
  - I don't have service
  
6. If additional competitive services were available to you, to which package would you subscribe?
  - Internet only
  - Internet and TV
  - Internet and home phone
  - Internet, TV and home phone
  - TV only
  - None of the above
  
7. Who are, or would be, the primary users of Internet at your address? (Please check the primary user group.)
  - School age child(ren) - K-12
  - Adult(s) - Ages 19-35
  - Adult(s) - Ages 36-50
  - Adult(s) - Ages 50-65
  - Adult(s) - Ages 66 and older
  - No one would use this service
  
8. Would anyone in your household take online classes if sufficient Internet service were available?
  - Yes
  - No
  
- 8a. Would anyone in your household telecommute or start a home-based business if sufficient Internet service were available?
  - Yes
  - No

8b. Would anyone in your home use telemedicine or social support applications (e.g. "virtual doctor visits") if sufficient Internet service were available?

- Yes
- No

9. How important is Internet access to your ability to earn a living?

- Very important
- Somewhat important
- Neutral
- Not important

9a. How important is Internet access to your quality of life?

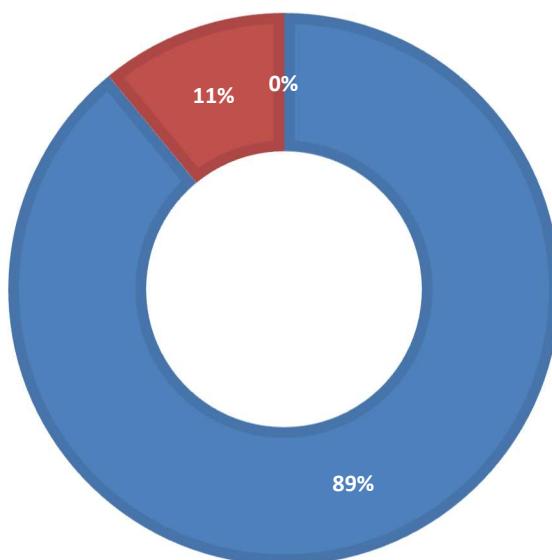
- Very important
- Somewhat important
- Neutral
- Not important

Are there any other comments you wish to share regarding broadband service or Internet access in your region?

A total of 4,689 respondents overall were directed to the residential survey. Their responses to these questions are included in the following charts and graphs. Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.

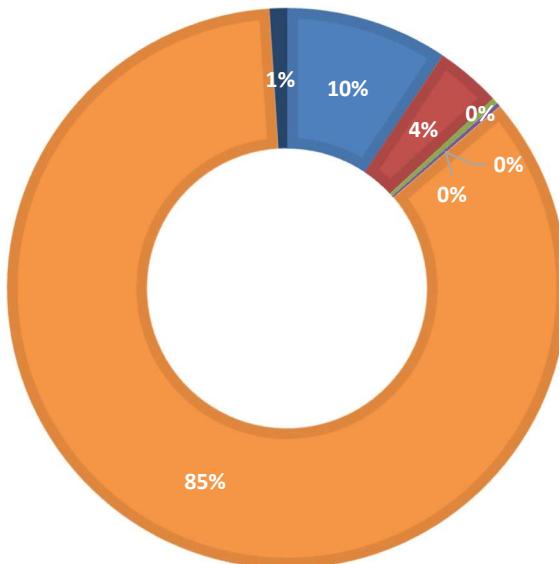
### Q1 - DO YOU CURRENTLY HAVE INTERNET SERVICE AT YOUR HOME?

■ Yes ■ No ■ No response



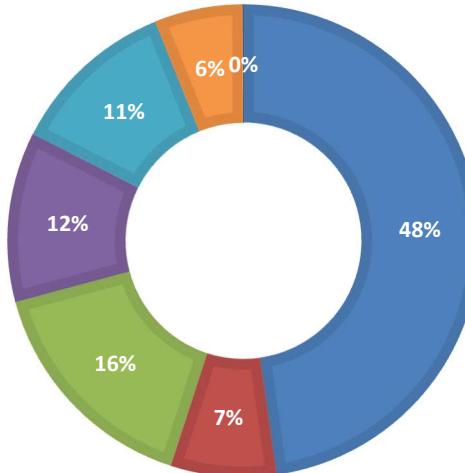
## Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY.

- Not available
- Lack of a computer or device
- No response
- Too expensive
- Lack skills/knowledge to use it
- Not relevant or needed
- Not applicable (I currently have service)



## Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE.

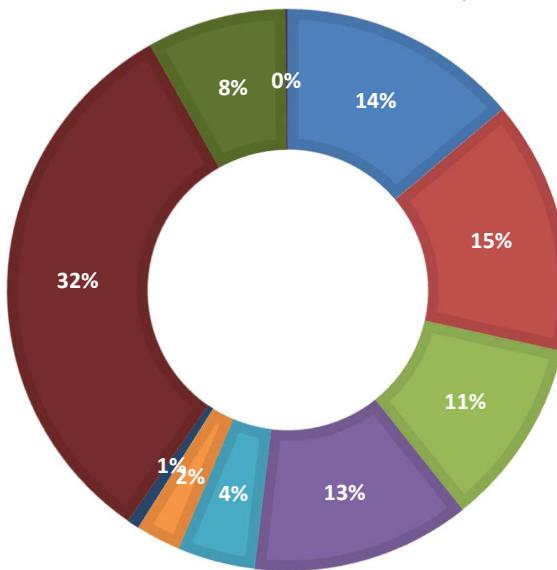
- Wired (cable, DSL)
- Cellular data (mobile phone)
- Fixed wireless (from a local WISP)
- Satellite
- A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.)
- I don't have service
- No response



Southwestern Commission Broadband Assessment

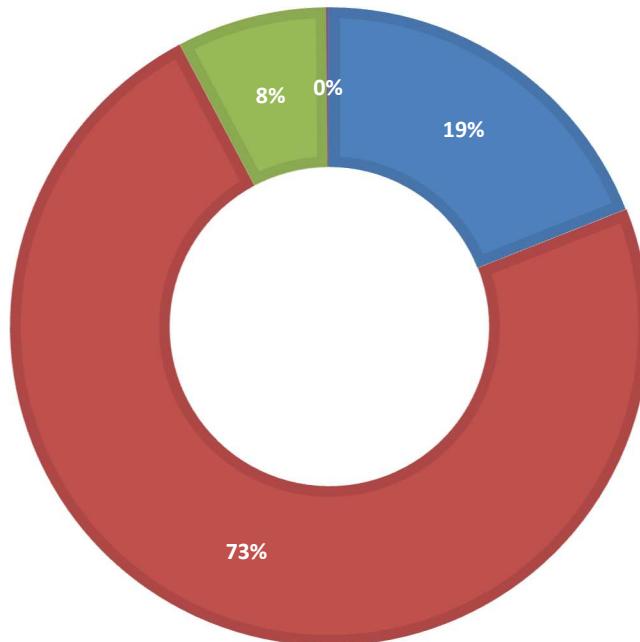
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR?

- 1.5Mbps to 3Mbps
- 6Mbps to 10Mbps
- 25Mbps to 50Mbps
- 100Mbps to a Gigabit or more
- I don't have service
- 3Mbps to 6Mbps
- 10Mbps to 25Mbps
- 50Mbps to 100Mbps
- I don't know
- No response



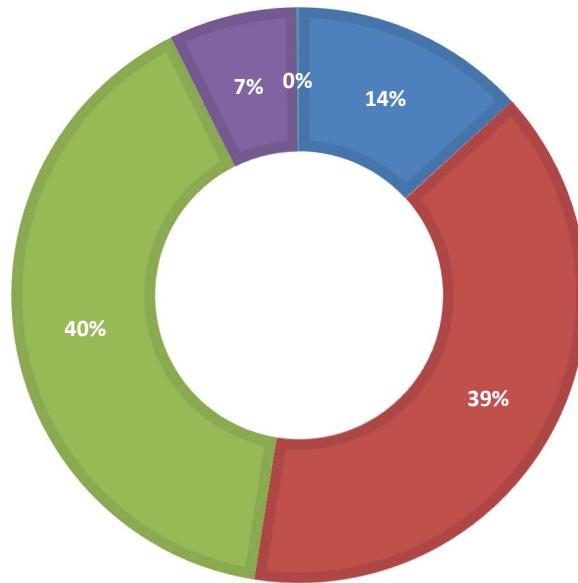
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS?

- Yes
- No
- I don't have service
- No response



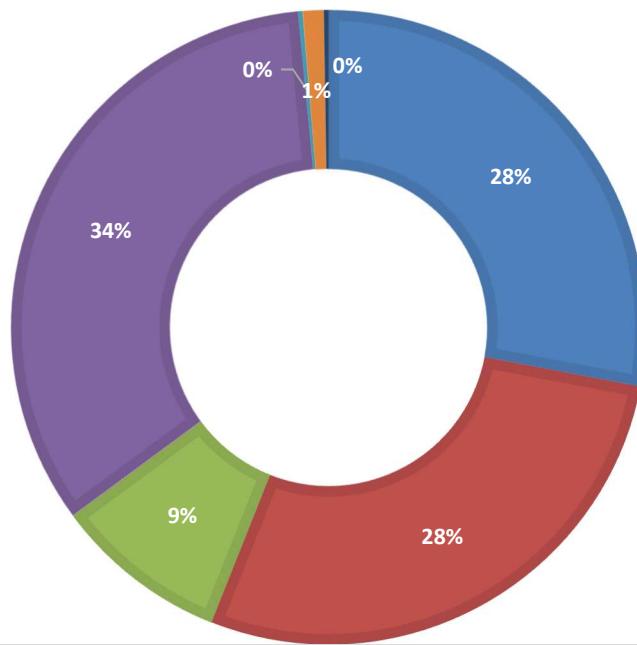
**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

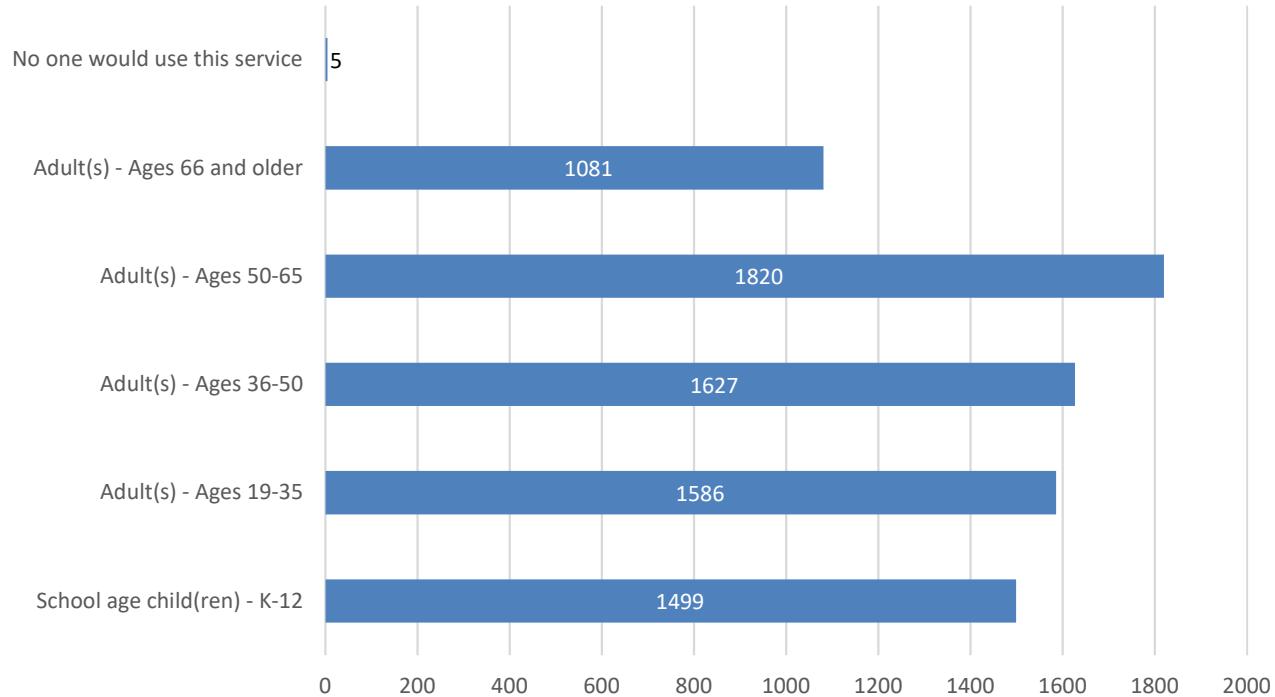


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?**

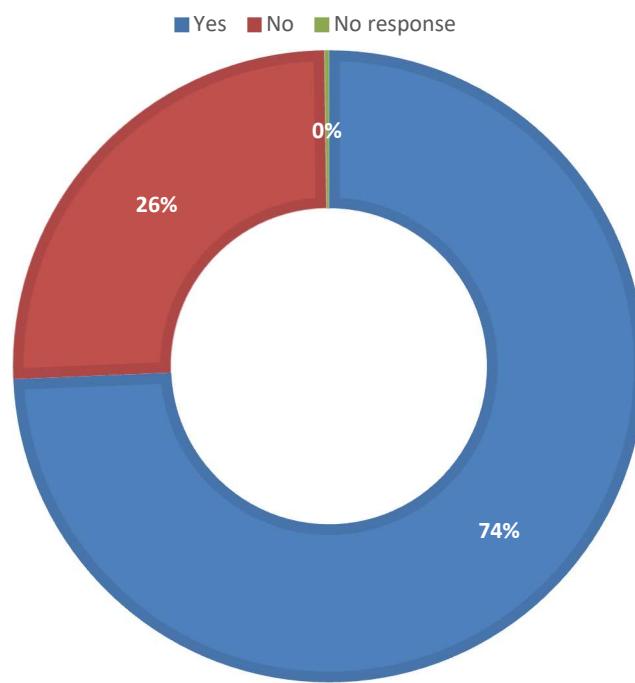
■ Internet only ■ Internet and TV ■ Internet and home phone  
 ■ Internet, TV and home phone ■ TV only ■ None of the above  
 ■ No response



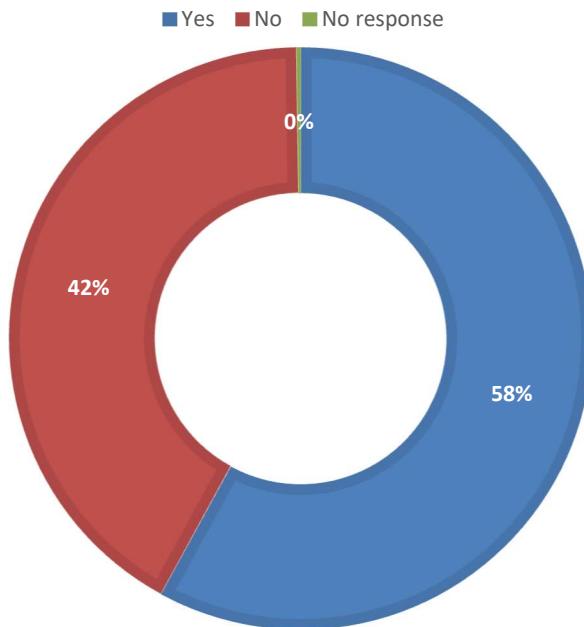
## Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET AT YOUR ADDRESS?



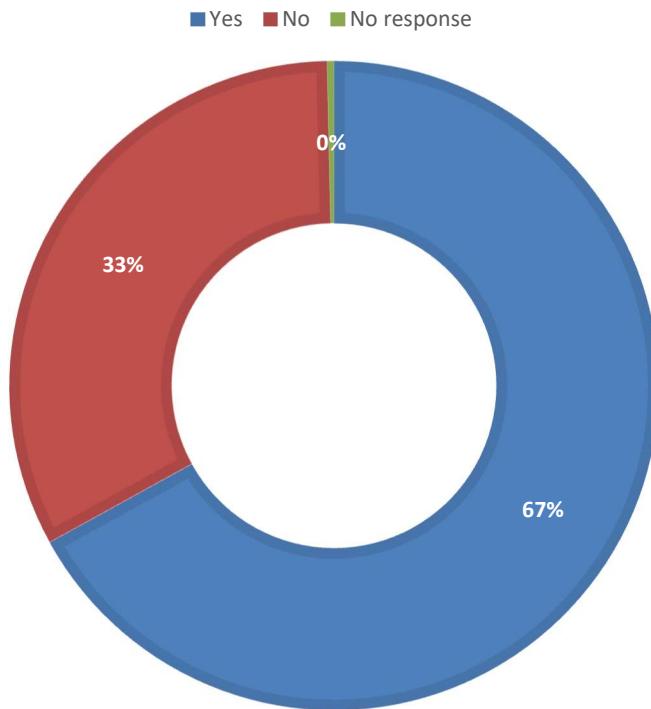
## Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?



**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?**

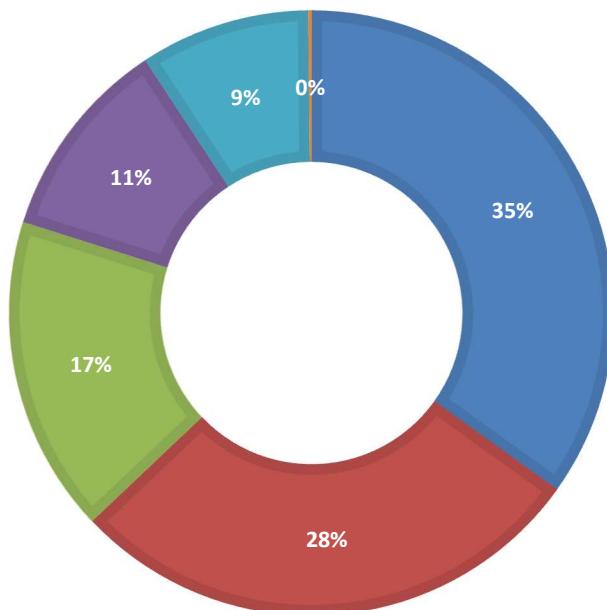


**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?**



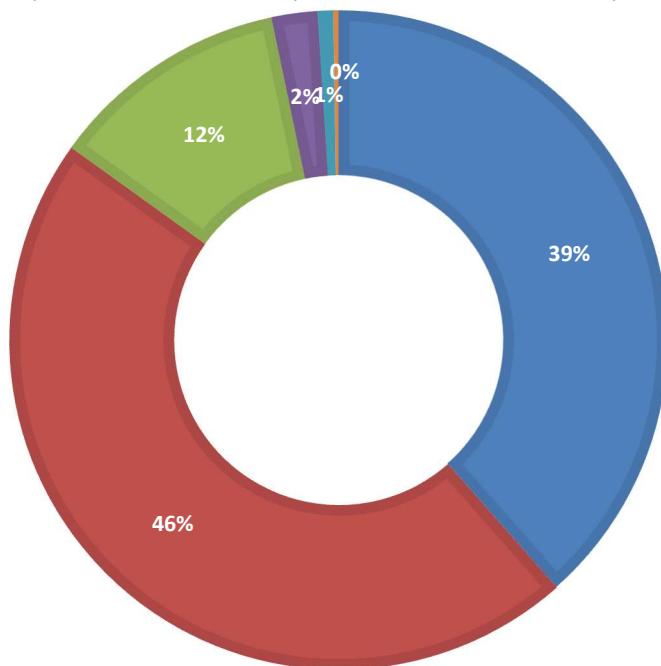
## Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING?

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



## Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE?

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



## 2.2 Commercial Survey Questions and Responses

When selecting “Commercial” on the survey landing page, respondents were presented with the following survey.

1. Do you currently have Internet service at your business?
  - Yes
  - No
  
- 1a. If no, what is the primary reason?
  - Not available
  - Too expensive
  - Not relevant or needed
  - Lack of skills/knowledge to use it
  - No computer or device
  - Not applicable (I currently have service)
  
2. What Internet connection speed are you paying for (download speed)?
  - Level 1 (768Kbps-1.5Mbps)
  - Level 2 (1.5Mbps-4Mbps)
  - Level 3 (4Mbps-10Mbps)
  - Level 4 (10Mbps-100Mbps)
  - Level 5 (more than 100Mbps)
  - I don't know
  - We do not have Internet service
  
3. How important is an Internet connection to your business/ability to earn a living?
  - Critical
  - Very Important
  - Somewhat Important
  - Neutral
  - Not Important
  
4. Would anyone in your company telecommute if sufficient Internet service were available?
  - Yes
  - No
  
5. Which of the following categories best describes your type of business?
  - Agriculture
  - Retail
  - Construction
  - Service Industry/Hospitality
  - Manufacturing
  - Professional Services
  - Government/Institutions
  - Healthcare
  - Real Estate
  - Other

6. How many employees (full and part-time) do you currently have at this location?

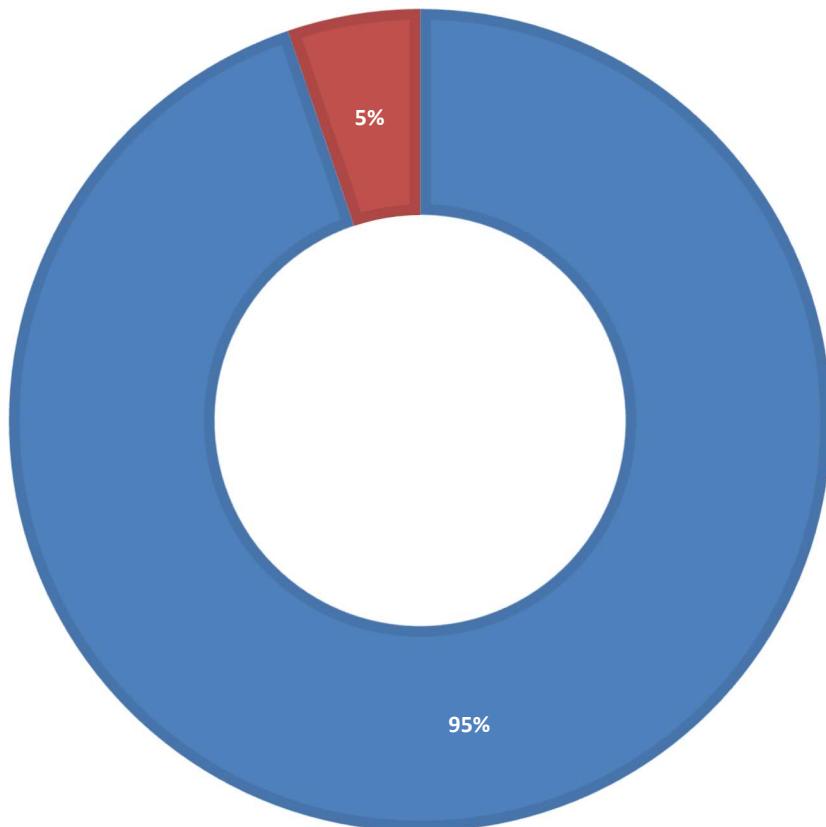
- 1-5
- 6-25
- 26-50
- Over 50

Are there any other comments regarding broadband in your region, that you wish to express?

A total of 154 respondents overall were directed to the commercial survey. Their responses to these questions are included in the following charts. Pie charts are reported as percentages of total response.

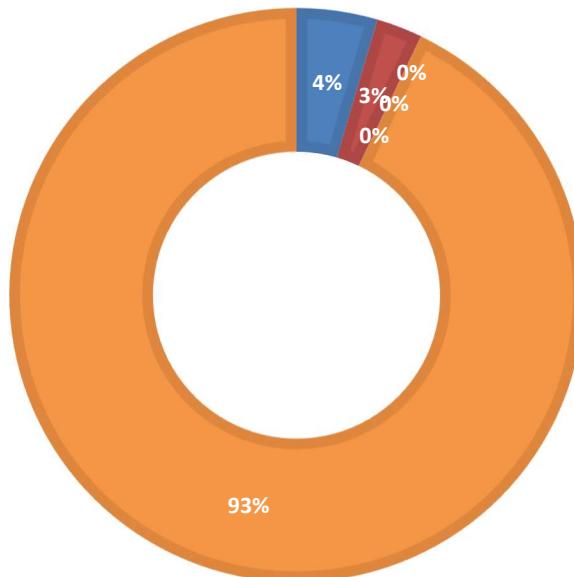
### Q1 - Do you currently have Internet service at your business?

■ Yes ■ No



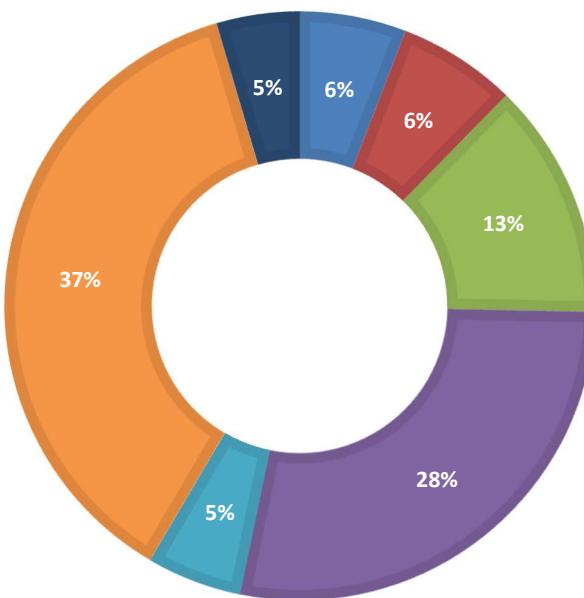
### Q1A - If not, what is the primary reason?

- |                          |   |
|--------------------------|---|
| ■ Not available          | ■ Too expensive                             |
| ■ Not relevant or needed | ■ Lack of skills/knowledge to use it        |
| ■ No computer or device  | ■ Not applicable (I currently have service) |



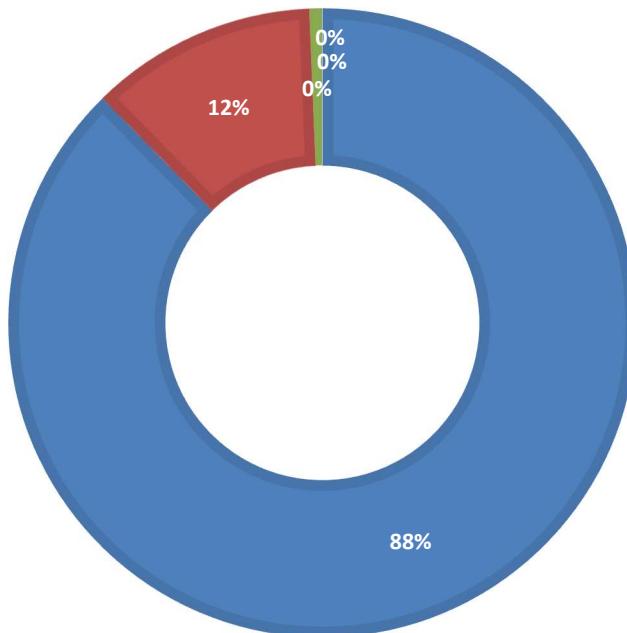
### Q2 - What Internet connection speed are you paying for (download speed)?

- |                                   |                               |                             |
|-----------------------------------|-------------------------------|-----------------------------|
| ■ Level 1 (768Kbps to 1.5Mbps)    | ■ Level 2 (1.5Mbps to 4Mbps)  | ■ Level 3 (4Mbps to 10Mbps) |
| ■ Level 4 (10Mbps to 100Mbps)     | ■ Level 5 (more than 100Mbps) | ■ I don't know              |
| ■ We do not have Internet service |                               |                             |



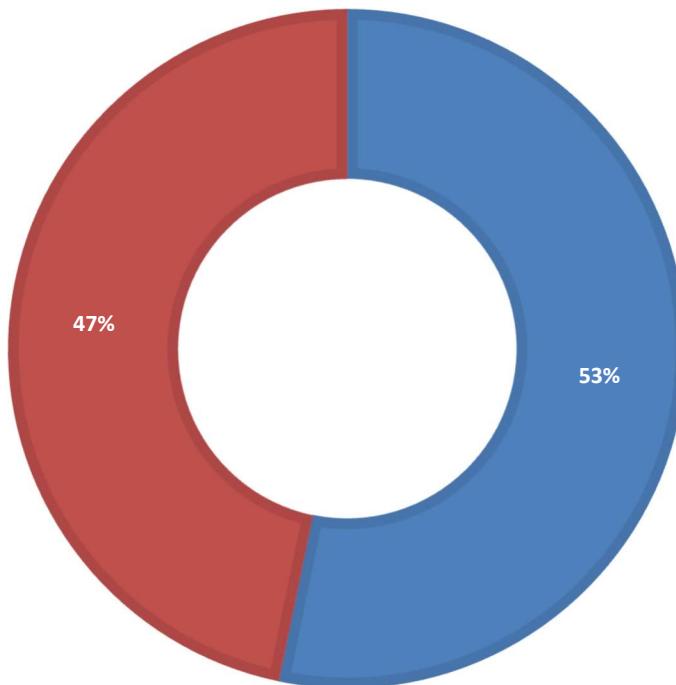
**Q3 - How important is an Internet connection to your business/ability to earn a living?**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



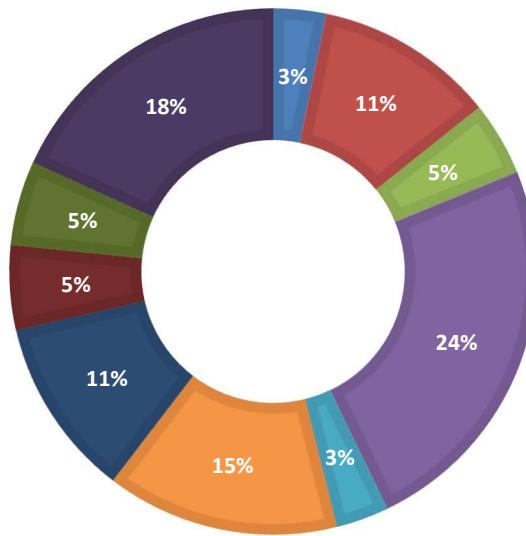
**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?**

■ Yes ■ No



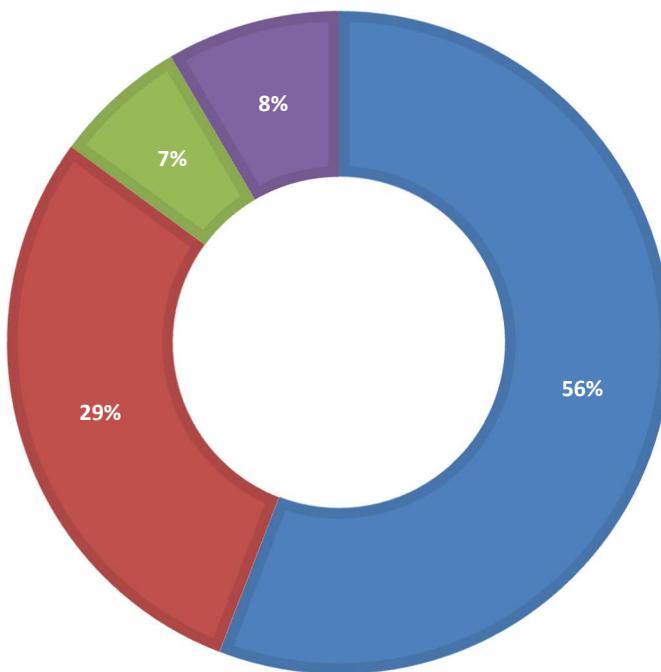
## Q5 - Which of the following categories best describes your type of business?

- |                 |                         |                       |                                |
|-----------------|-------------------------|-----------------------|--------------------------------|
| ■ Agriculture   | ■ Retail                | ■ Construction        | ■ Service Industry/Hospitality |
| ■ Manufacturing | ■ Professional Services | ■ Government/Industry | ■ Healthcare                   |
| ■ Real Estate   | ■ Other                 |                       |                                |



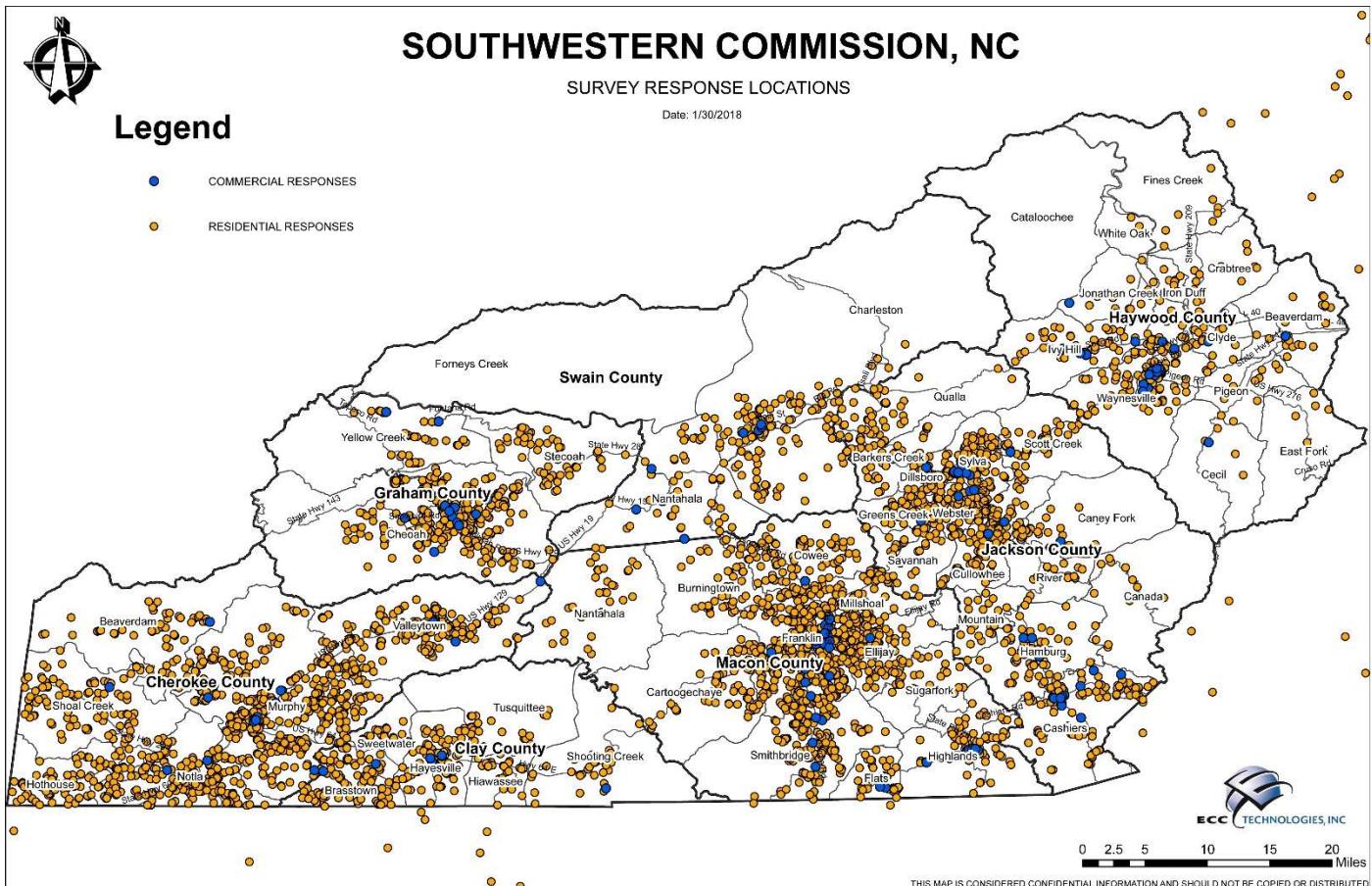
## Q6 - How many employees (full and part-time) do you currently have at this location?

- 1-5 ■ 6-25 ■ 26-50 ■ Over 50



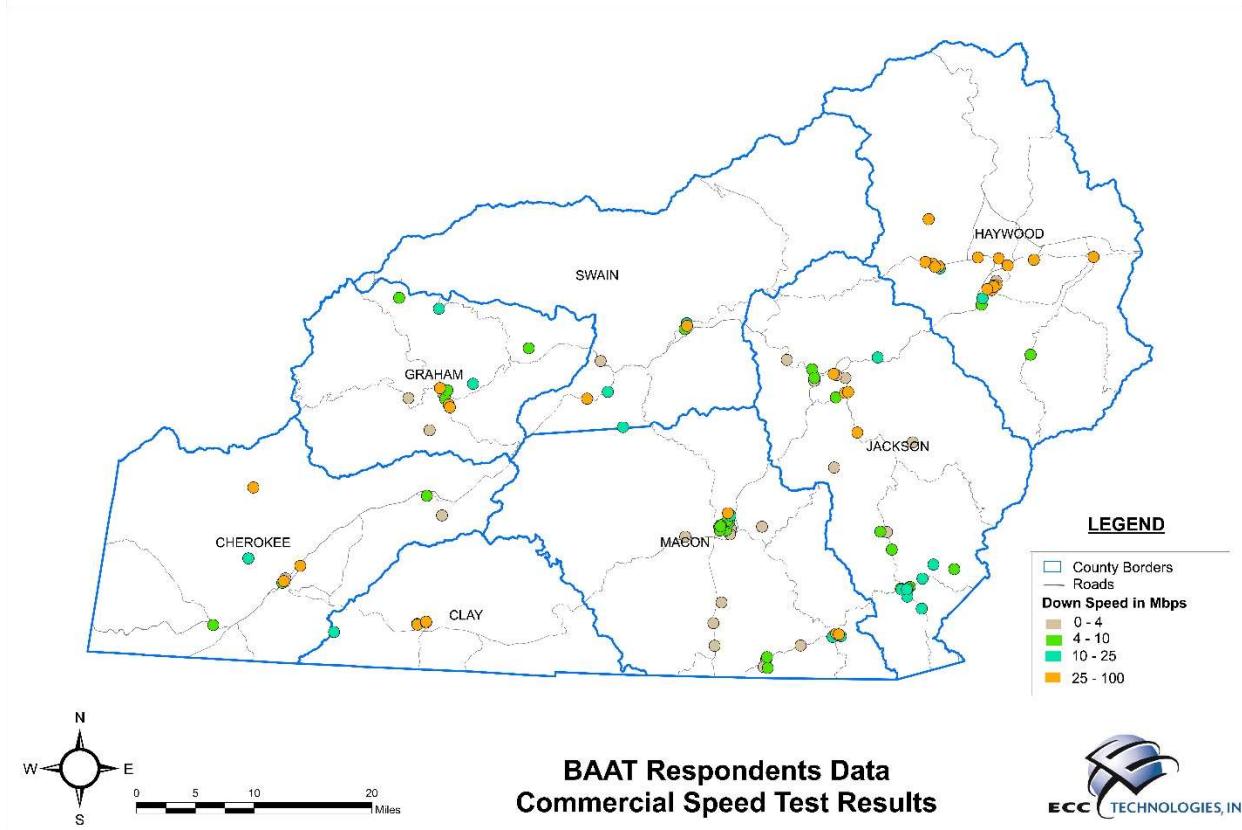
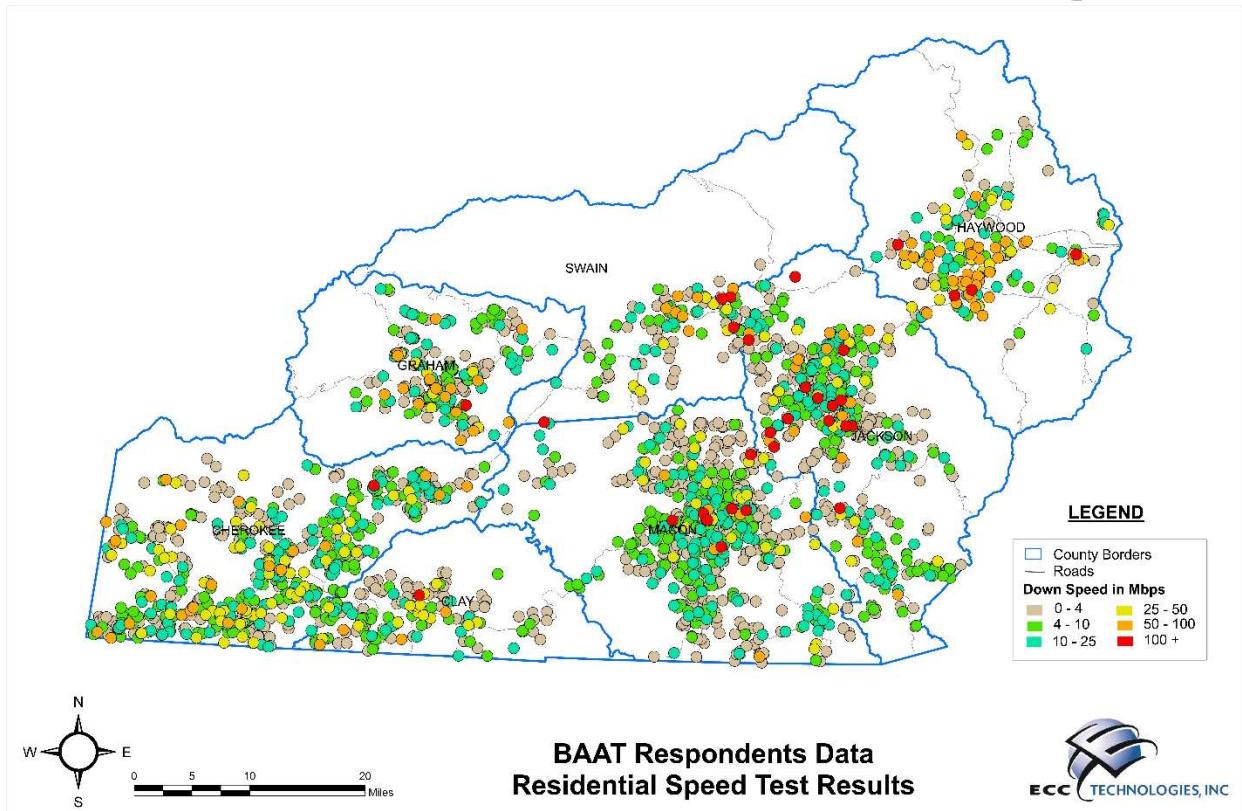
## 2.3 Respondent Map

The map below depicts the location of responses received throughout Region A. This map incorporates both commercial and residential respondents, as well as charting the responses received that were out of zone.



## 2.4 Speed Test Results

The following maps show the speed test results for residential and commercial respondents throughout Region A.



### 3. Cherokee County Data

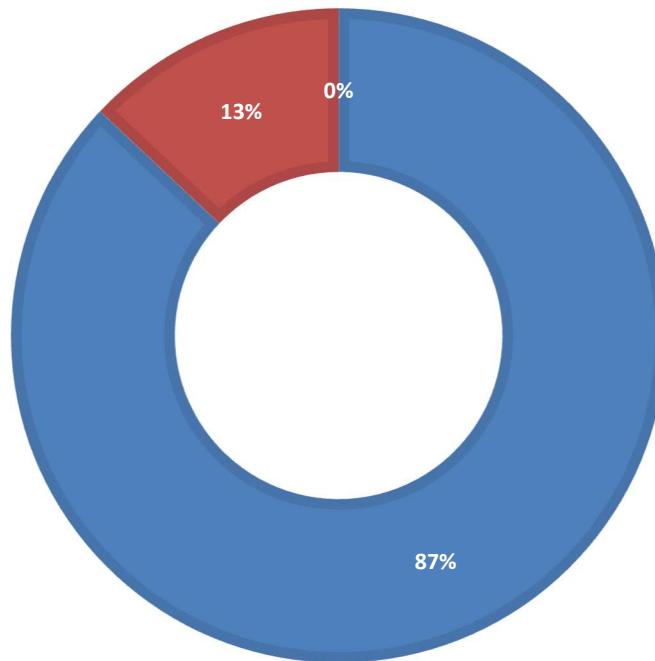
Cherokee County received a 111% response rate towards their overall goal, with a total of 1,217 residential responses and 18 commercial responses. Their results are reported in the following sections.

#### 3.1 Residential Survey Questions and Responses

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.

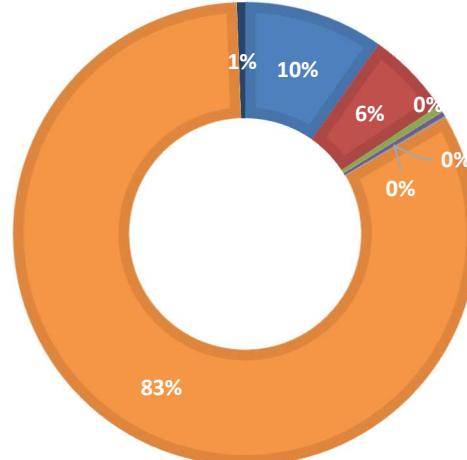
**Q1 - DO YOU CURRENTLY HAVE INTERNET SERVICE AT  
YOUR HOME?  
(CHEROKEE COUNTY)**

■ Yes ■ No ■ No response



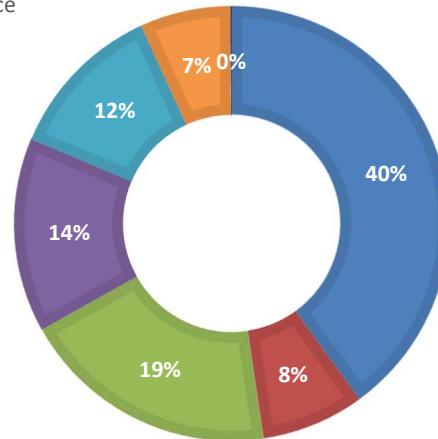
### Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY. (CHEROKEE COUNTY)

- Not available
- Not relevant or needed
- Lack skills/knowledge to use it
- Too expensive
- Lack of a computer or device
- No response
- Not applicable (I currently have service)



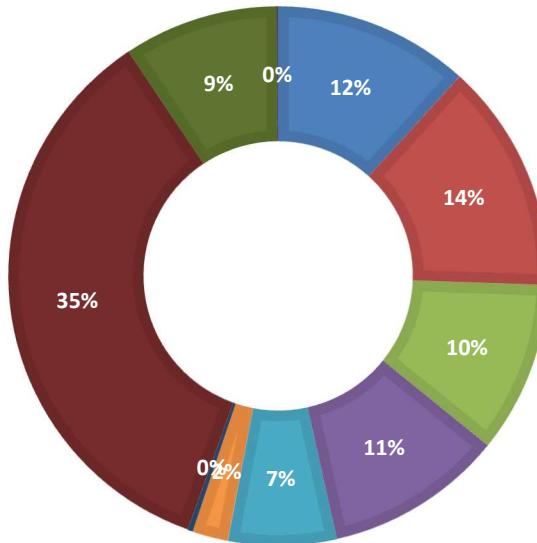
### Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE. (CHEROKEE COUNTY)

- Wired (cable, DSL)
- Cellular data (mobile phone)
- Fixed wireless (from a local WISP)
- Satellite
- A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.)
- I don't have service
- No response



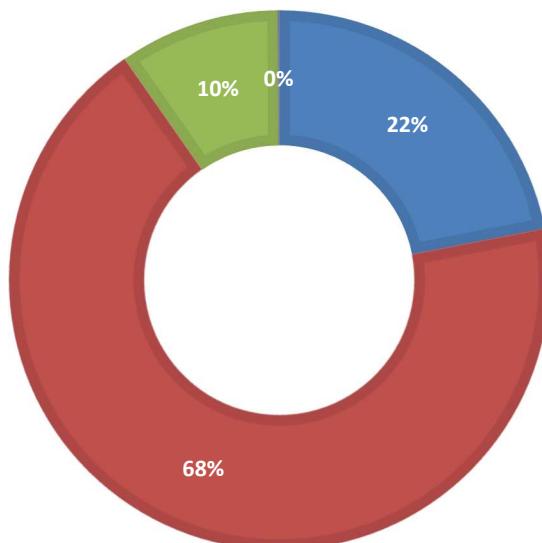
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR? (CHEROKEE COUNTY)

- |                                |                    |                        |
|--------------------------------|--------------------|------------------------|
| ■ 1.5Mbps to 3Mbps             | ■ 3Mbps to 6Mbps   | ■ 6Mbps to 10Mbps      |
| ■ 10Mbps to 25Mbps             | ■ 25Mbps to 50Mbps | ■ 50Mbps to 100Mbps    |
| ■ 100Mbps to a Gigabit or more | ■ I don't know     | ■ I don't have service |
| ■ No response                  |                    |                        |



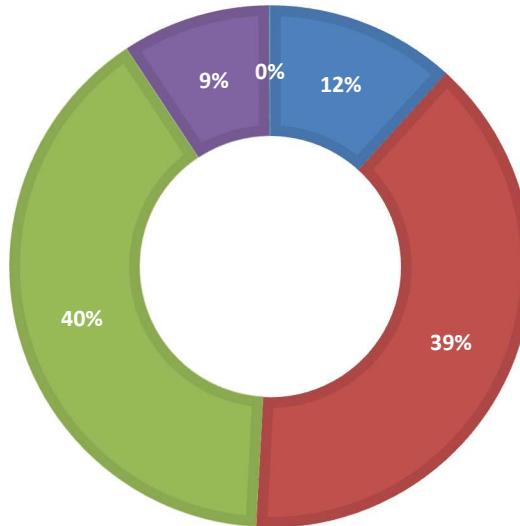
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS? (CHEROKEE COUNTY)

- |       |      |                        |               |
|-------|------|------------------------|---------------|
| ■ Yes | ■ No | ■ I don't have service | ■ No response |
|-------|------|------------------------|---------------|



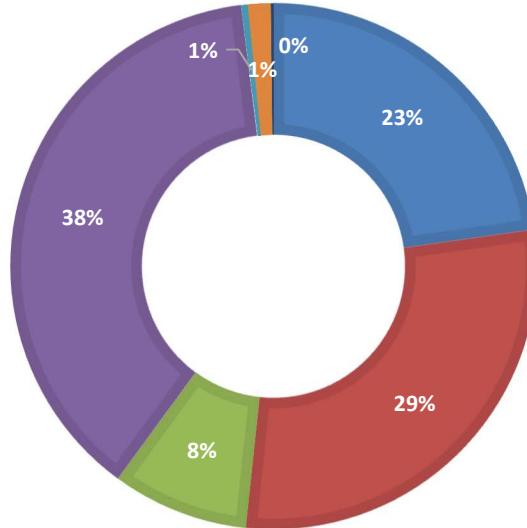
**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?**  
**(CHEROKEE COUNTY)**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

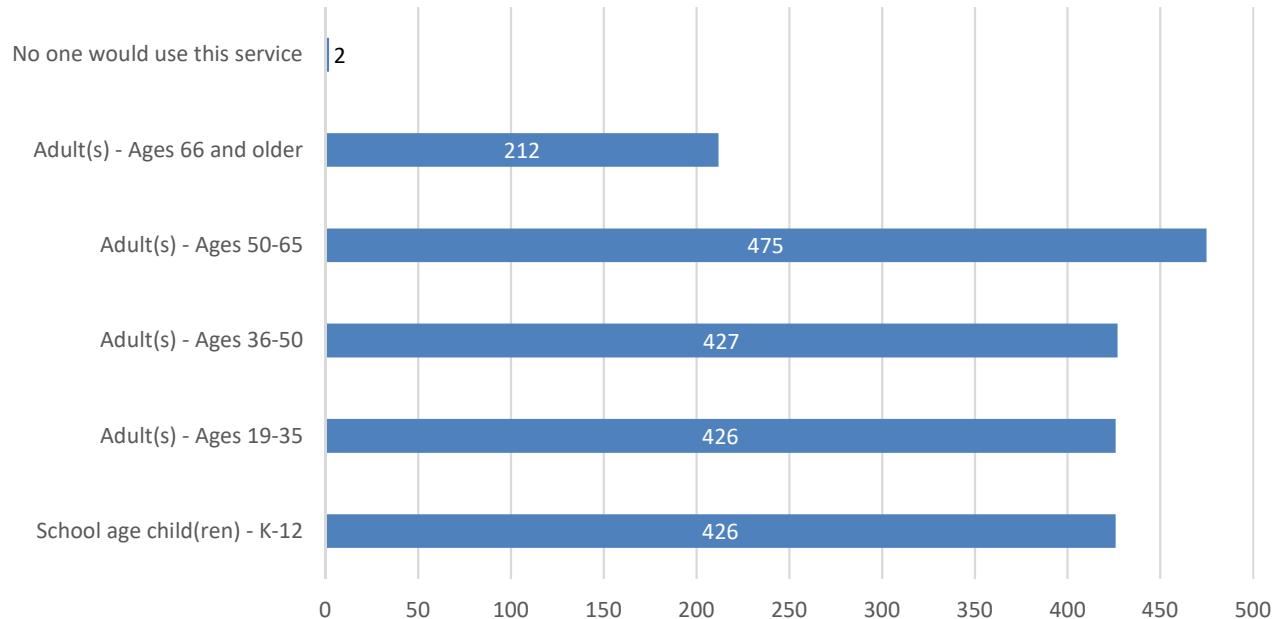


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?**  
**(CHEROKEE COUNTY)**

■ Internet only  
■ Internet, TV and home phone  
■ Internet and TV  
■ TV only  
■ Internet and home phone  
■ No response  
■ None of the above

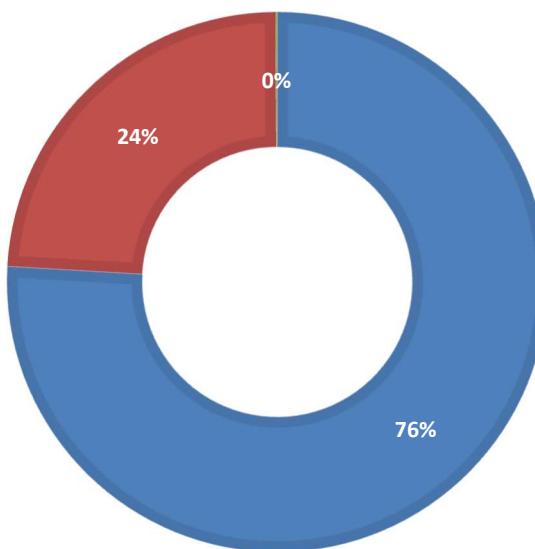


### Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET AT YOUR ADDRESS? (CHEROKEE COUNTY)

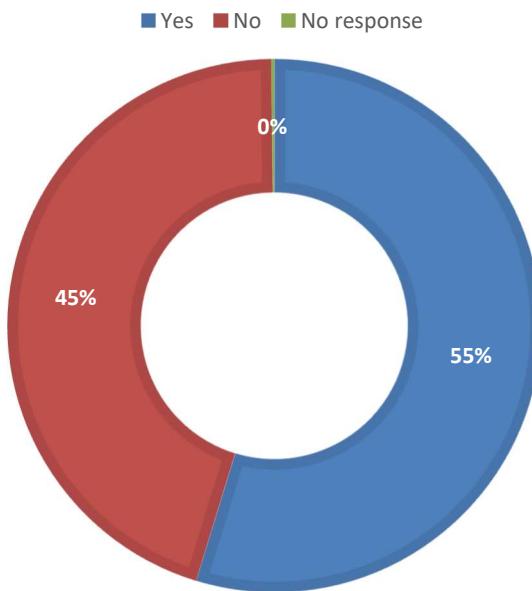


### Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE? (CHEROKEE COUNTY)

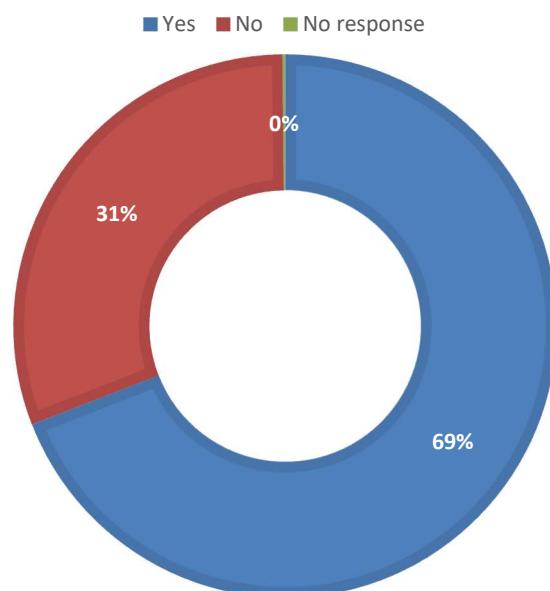
■ Yes ■ No ■ No response



**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE  
OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET  
SERVICE WERE AVAILABLE?  
(CHEROKEE COUNTY)**

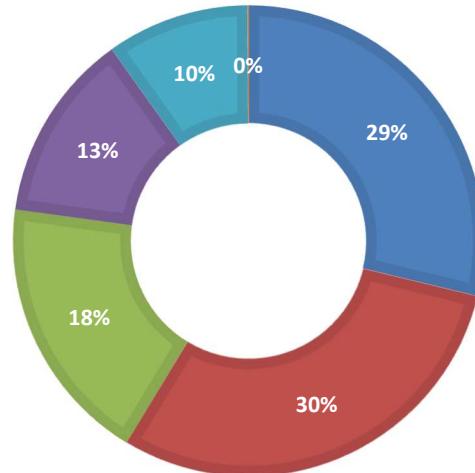


**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE  
OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR  
VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(CHEROKEE COUNTY)**



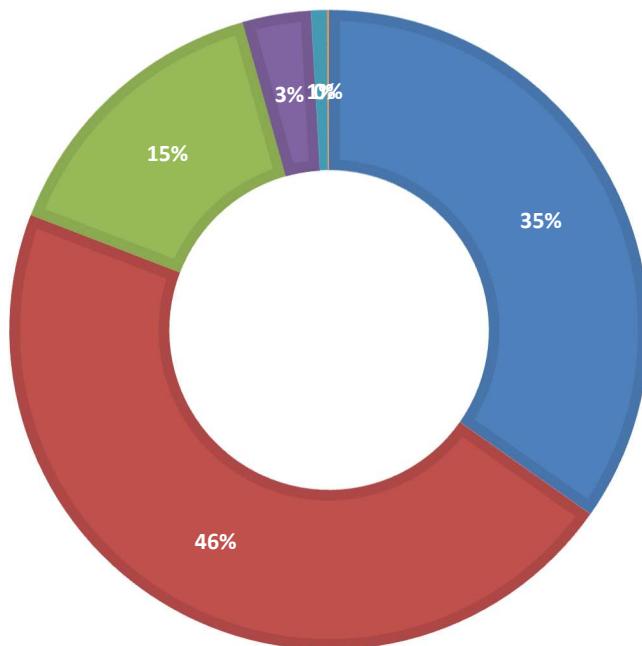
### Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING? (CHEROKEE COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



### Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE? (CHEROKEE COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response

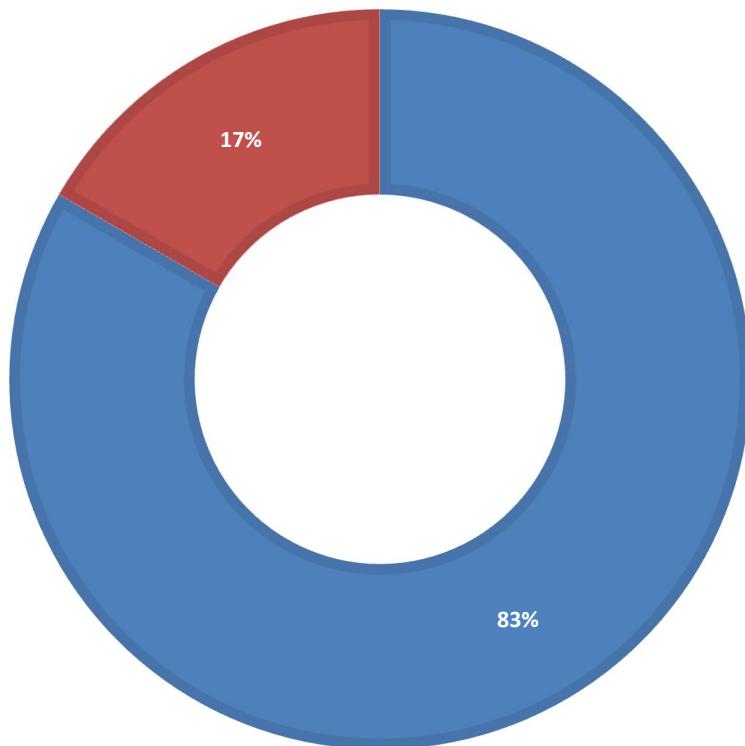


### 3.2 Commercial Survey Questions and Responses

Pie charts are reported as percentages of total response.

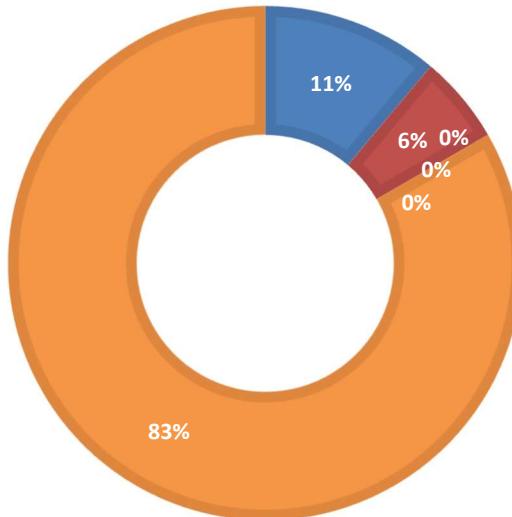
**Q1 - Do you currently have Internet service at your business?  
(CHEROKEE COUNTY)**

■ Yes ■ No



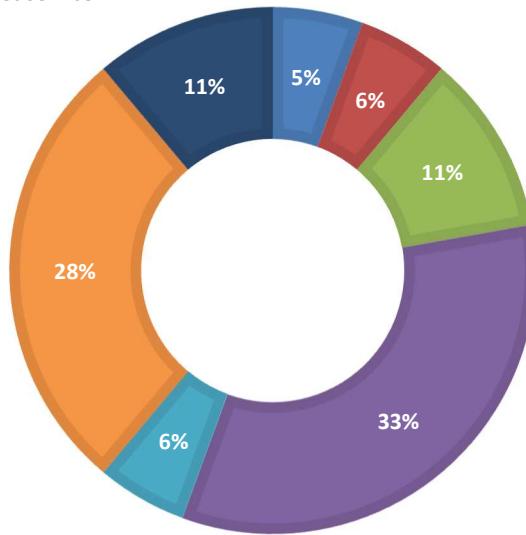
## Q1A - If not, what is the primary reason? (CHEROKEE COUNTY)

- Not available
- Not relevant or needed
- No computer or device
- Too expensive
- Lack of skills/knowledge to use it
- Not applicable (I currently have service)



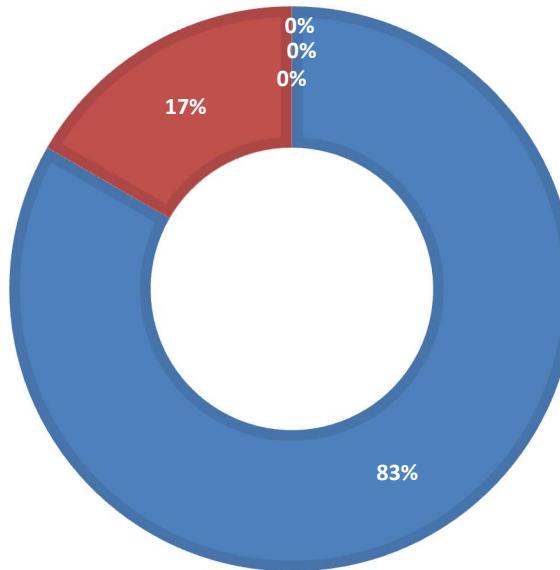
## Q2 - What Internet connection speed are you paying for (download speed)? (CHEROKEE COUNTY)

- Level 1 (768Kbps to 1.5Mbps)
- Level 2 (1.5Mbps to 4Mbps)
- Level 3 (4Mbps to 10Mbps)
- Level 4 (10Mbps to 100Mbps)
- Level 5 (more than 100Mbps)
- I don't know
- We do not have Internet service



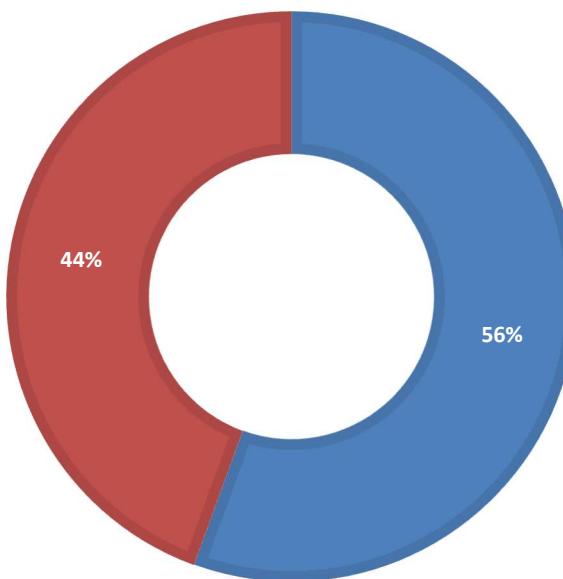
**Q3 - How important is an Internet connection to your business/ability to earn a living?  
(CHEROKEE COUNTY)**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



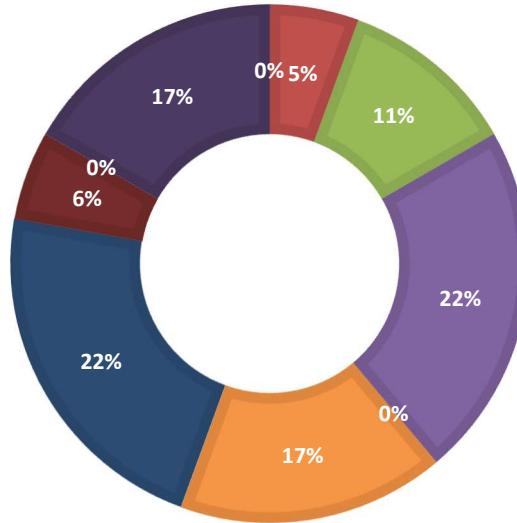
**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?  
(CHEROKEE COUNTY)**

■ Yes ■ No



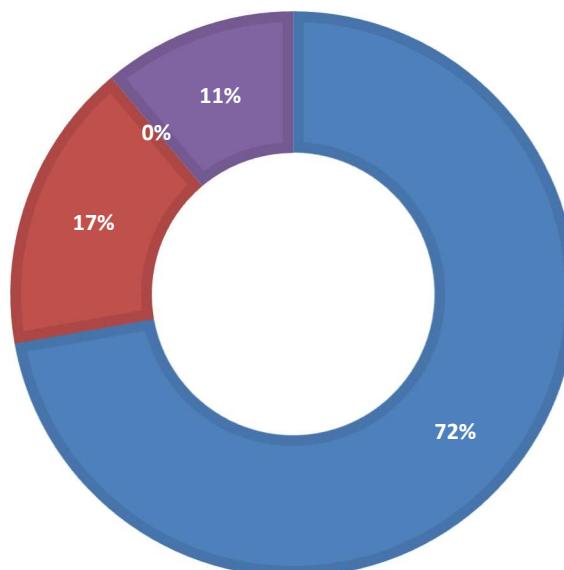
## Q5 - Which of the following categories best describes your type of business? (CHEROKEE COUNTY)

- |                                |                 |                         |
|--------------------------------|-----------------|-------------------------|
| ■ Agriculture                  | ■ Retail        | ■ Construction          |
| ■ Service Industry/Hospitality | ■ Manufacturing | ■ Professional Services |
| ■ Government/Industry          | ■ Healthcare    | ■ Real Estate           |
| ■ Other                        |                 |                         |



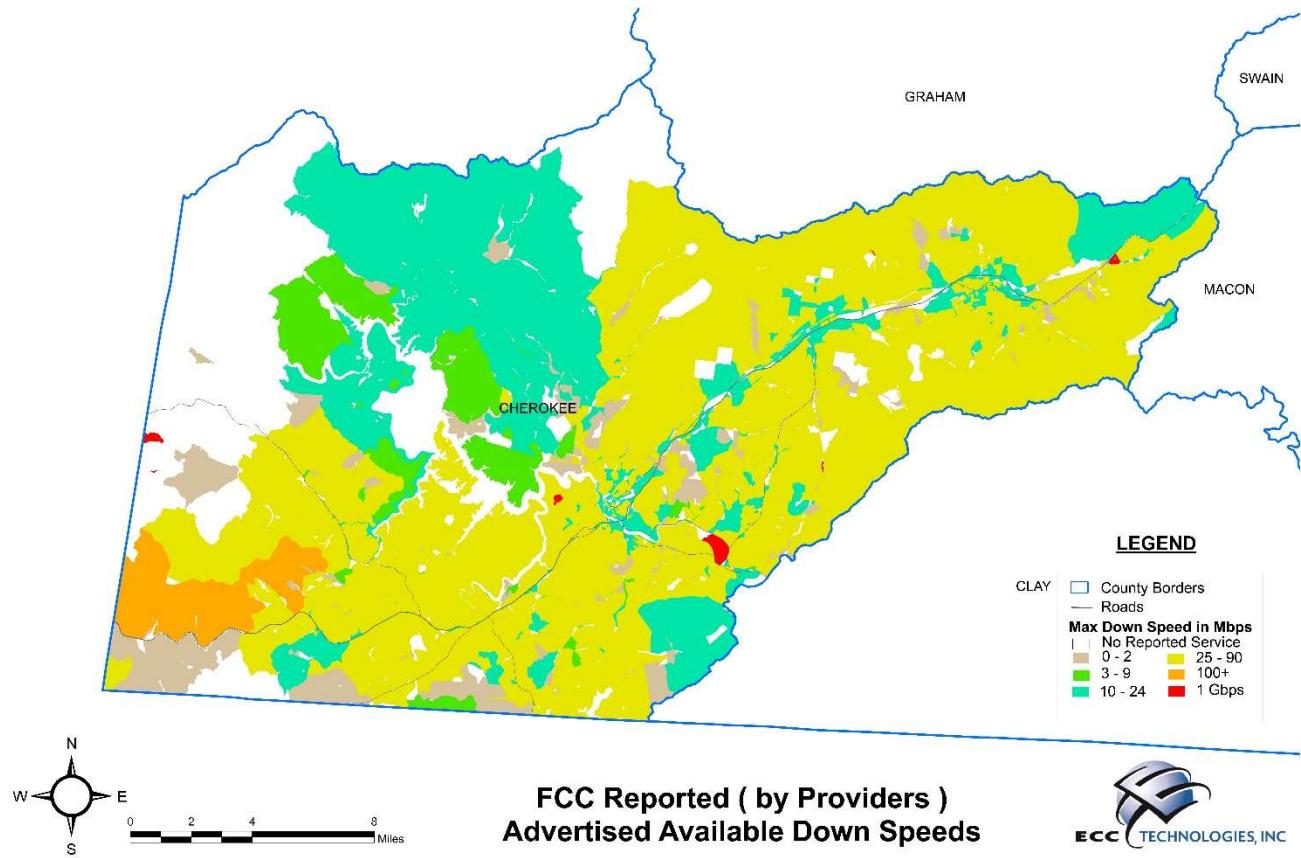
## Q6 - How many employees (full and part-time) do you currently have at this location? (CHEROKEE COUNTY)

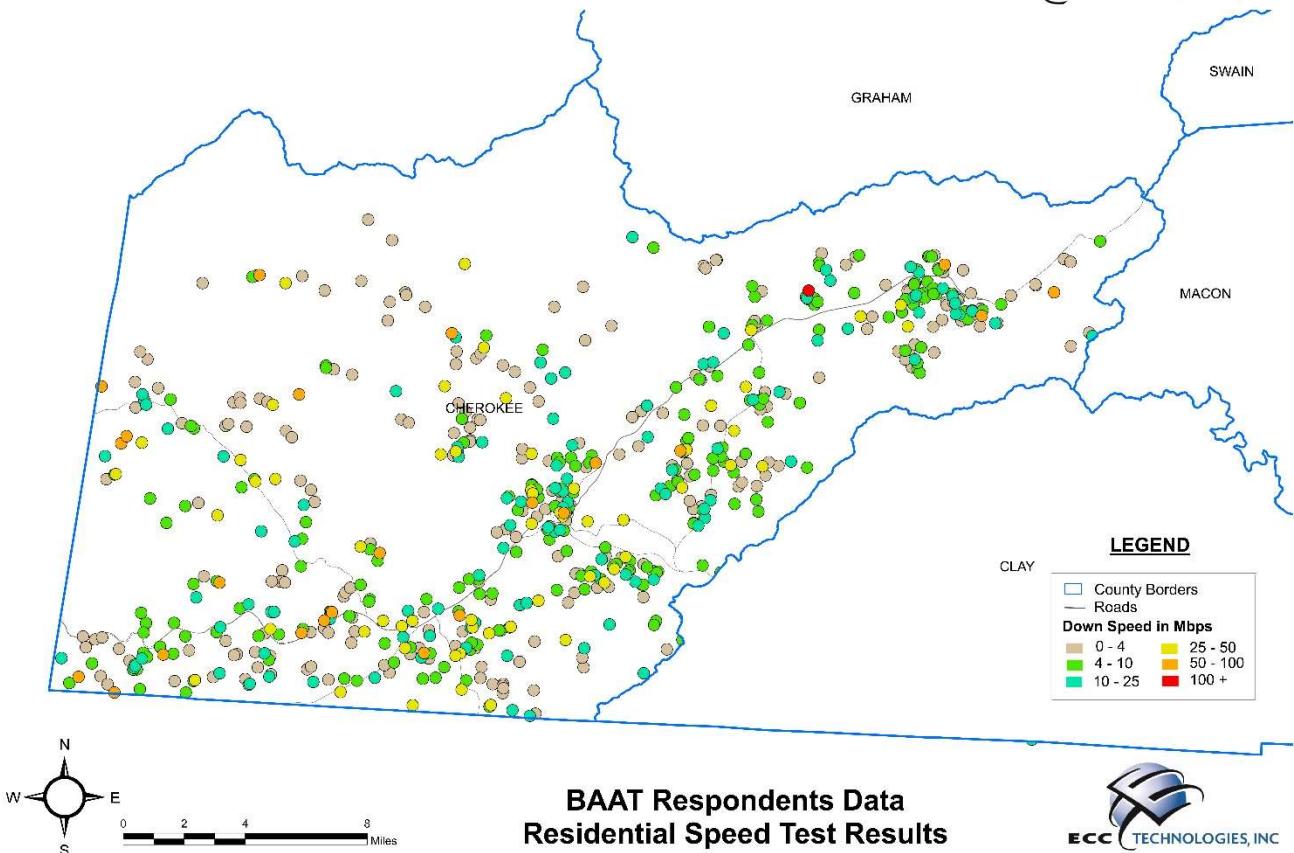
- |       |        |         |           |
|-------|--------|---------|-----------|
| ■ 1-5 | ■ 6-25 | ■ 26-50 | ■ Over 50 |
|-------|--------|---------|-----------|



### 3.3 Provider Reported Availability vs. Speed Test Results

The following maps show the speeds in Cherokee County as reported by service providers in the county versus the speed test results of survey respondents. This data can be telling as to whether residents and businesses are actually achieving the reported speeds.



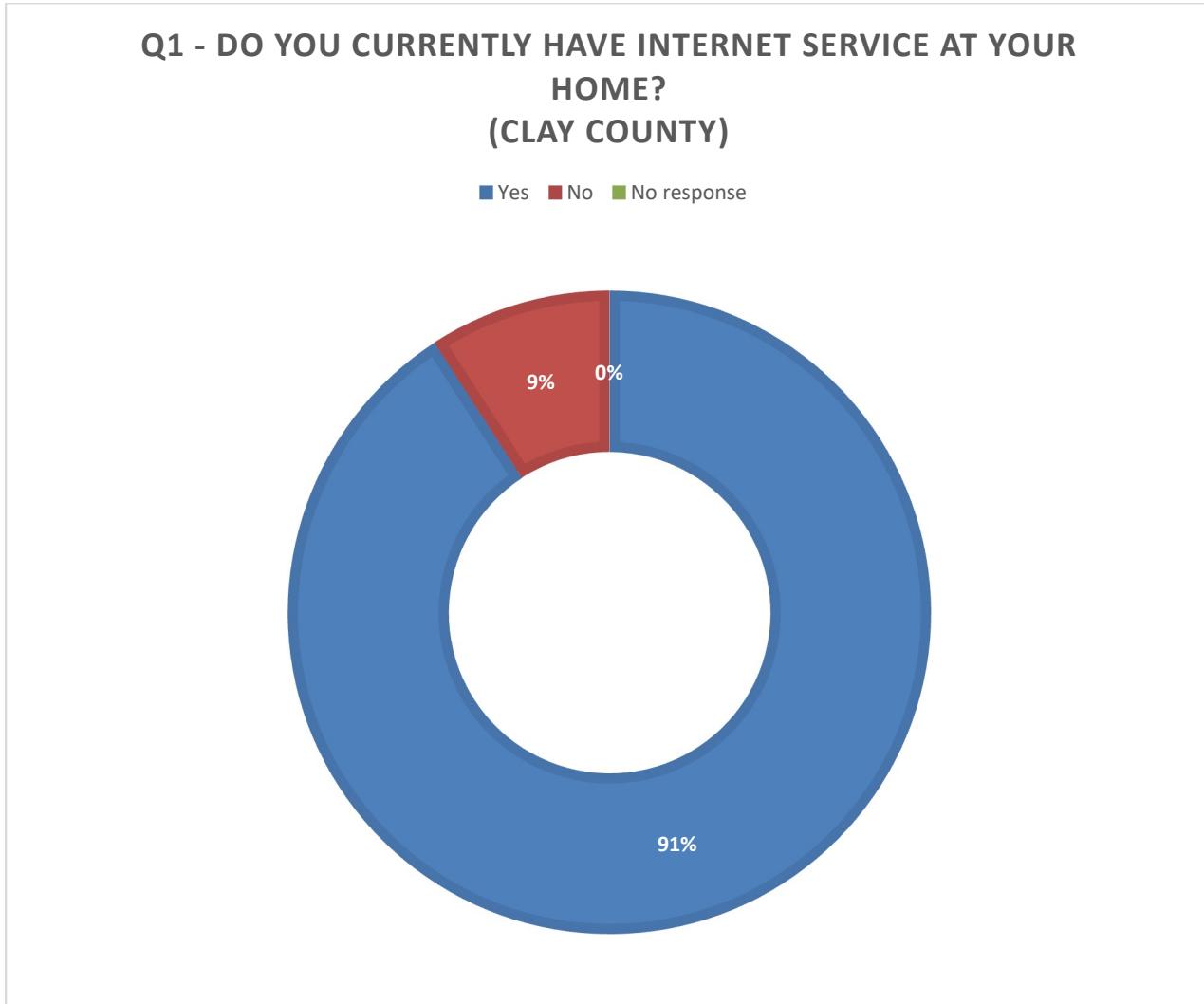


## 4. Clay County Data

Clay County received an 88% response rate towards their overall goal, with a total of 328 residential responses and 11 commercial responses. Their results are reported in the following sections.

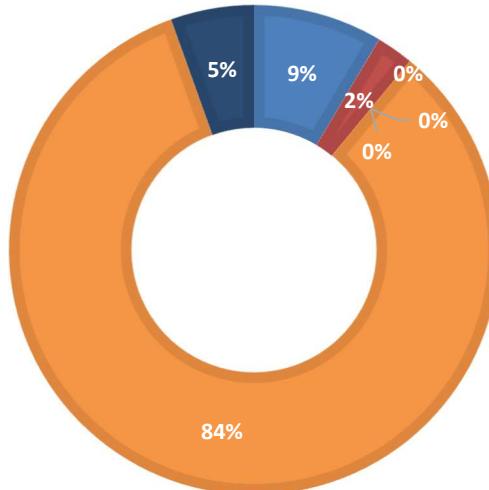
### 4.1 Residential Survey Questions and Responses

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.



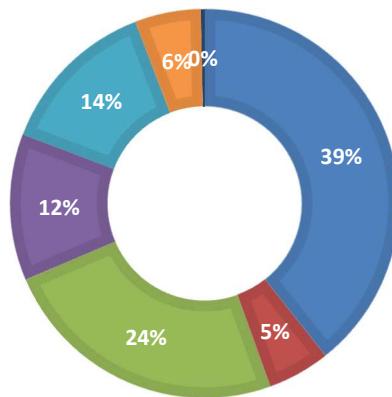
## Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY. (CLAY COUNTY)

- |   |  |   |
|---|--|---|
| <span style="color: #005293;">█</span> Not available<br><span style="color: #553366;">█</span> Lack of a computer or device<br><span style="color: #000000;">█</span> No response | <span style="color: #C8512E;">█</span> Too expensive<br><span style="color: #0070C0;">█</span> Lack skills/knowledge to use it | <span style="color: #5CB85C;">█</span> Not relevant or needed<br><span style="color: #C8512E;">█</span> Not applicable (I currently have service) |
|---|--|---|



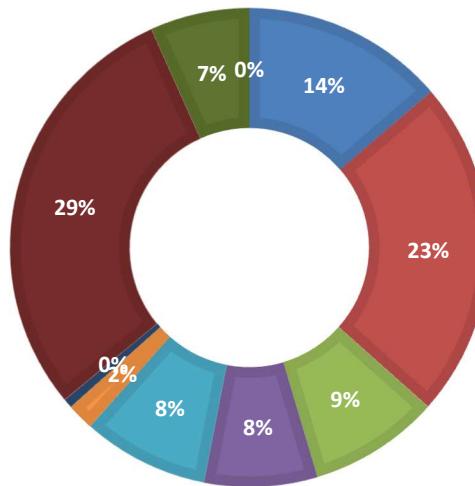
## Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE. (CLAY COUNTY)

- |  |
|--|
| <span style="color: #005293;">█</span> Wired (cable, DSL)<br><span style="color: #553366;">█</span> Cellular data (mobile phone)<br><span style="color: #5CB85C;">█</span> Fixed wireless (from a local WISP)<br><span style="color: #553366;">█</span> Satellite<br><span style="color: #0070C0;">█</span> A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.)<br><span style="color: #C8512E;">█</span> I don't have service<br><span style="color: #000000;">█</span> No response |
|--|



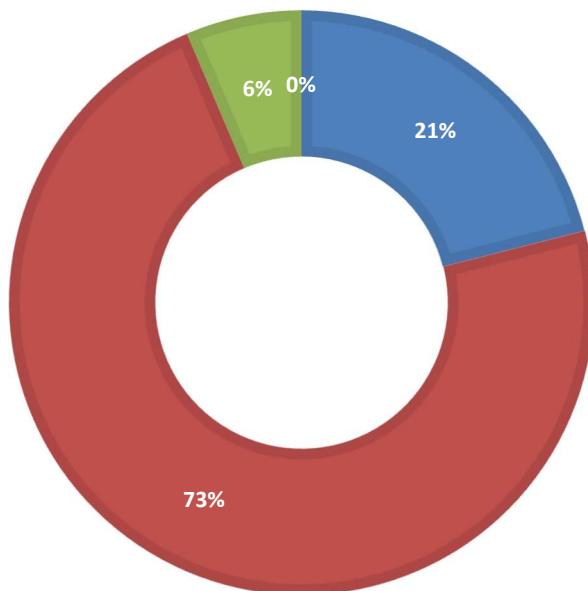
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR? (CLAY COUNTY)

- |                                |                    |                        |
|--------------------------------|--------------------|------------------------|
| ■ 1.5Mbps to 3Mbps             | ■ 3Mbps to 6Mbps   | ■ 6Mbps to 10Mbps      |
| ■ 10Mbps to 25Mbps             | ■ 25Mbps to 50Mbps | ■ 50Mbps to 100Mbps    |
| ■ 100Mbps to a Gigabit or more | ■ I don't know     | ■ I don't have service |
| ■ No response                  |                    |                        |



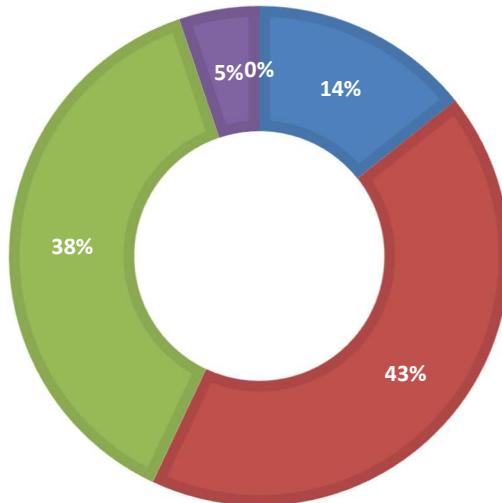
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS? (CLAY COUNTY)

- |       |      |                        |               |
|-------|------|------------------------|---------------|
| ■ Yes | ■ No | ■ I don't have service | ■ No response |
|-------|------|------------------------|---------------|



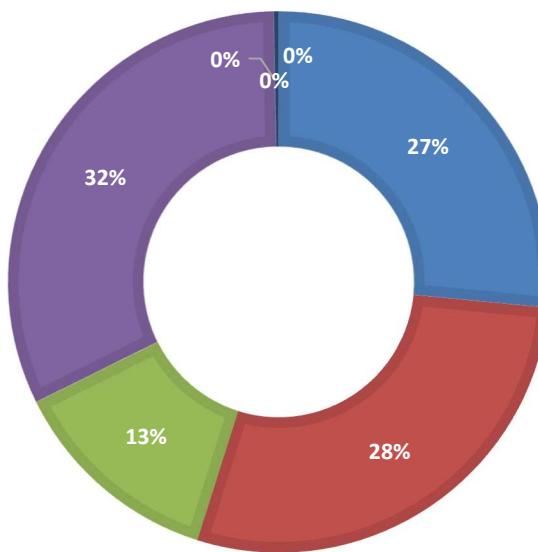
**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?  
(CLAY COUNTY)**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

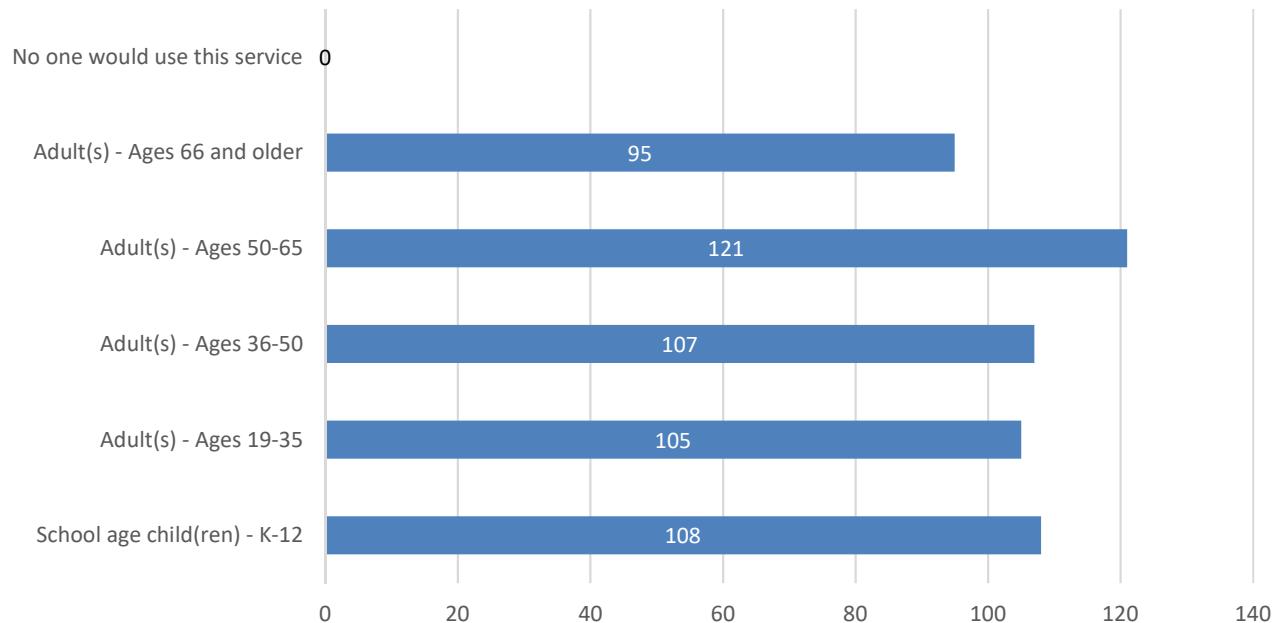


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?  
(CLAY COUNTY)**

■ Internet only ■ Internet and TV ■ Internet and home phone  
■ Internet, TV and home phone ■ TV only ■ None of the above  
■ No response

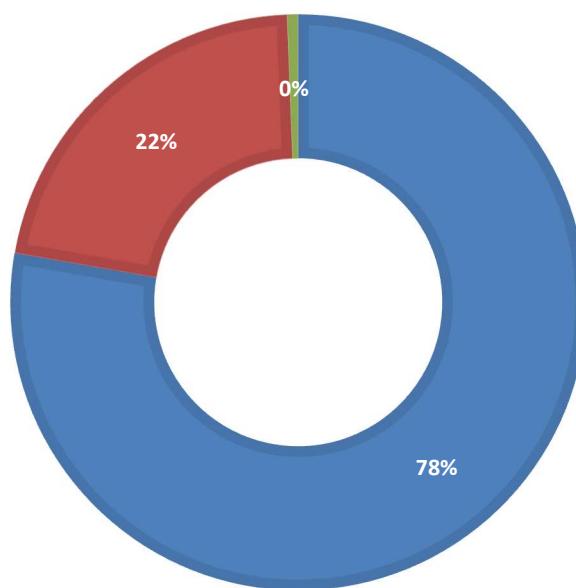


### Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET AT YOUR ADDRESS? (CLAY COUNTY)



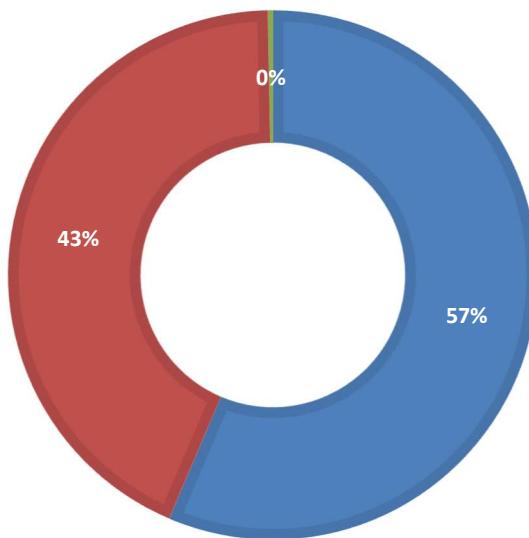
### Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE? (CLAY COUNTY)

■ Yes ■ No ■ No response



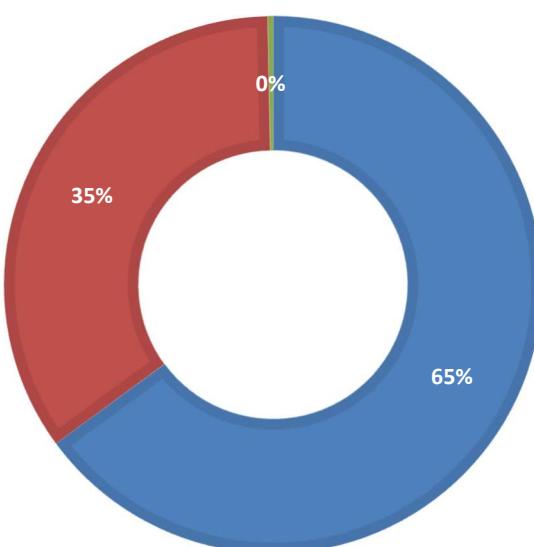
**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE  
OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET  
SERVICE WERE AVAILABLE?  
(CLAY COUNTY)**

■ Yes ■ No ■ No response



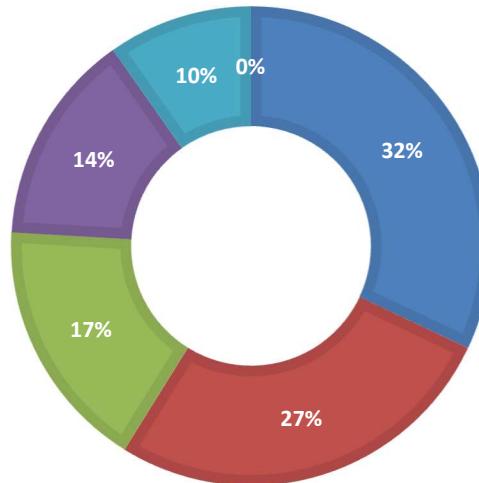
**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE  
OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR  
VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(CLAY COUNTY)**

■ Yes ■ No ■ No response



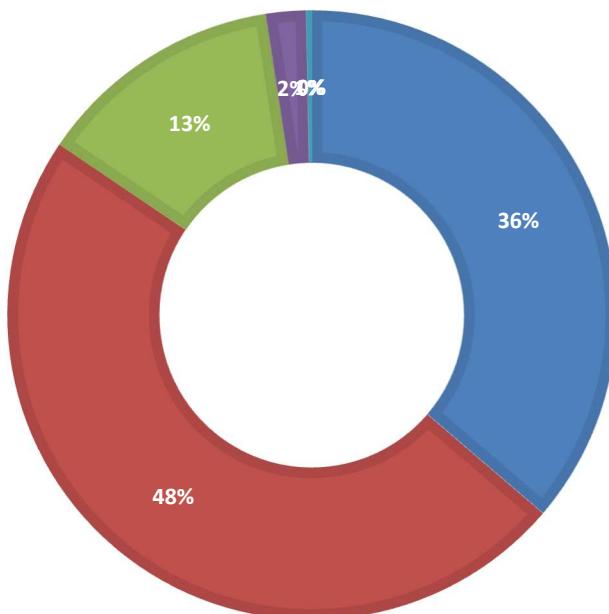
## Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING? (CLAY COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



## Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE? (CLAY COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response

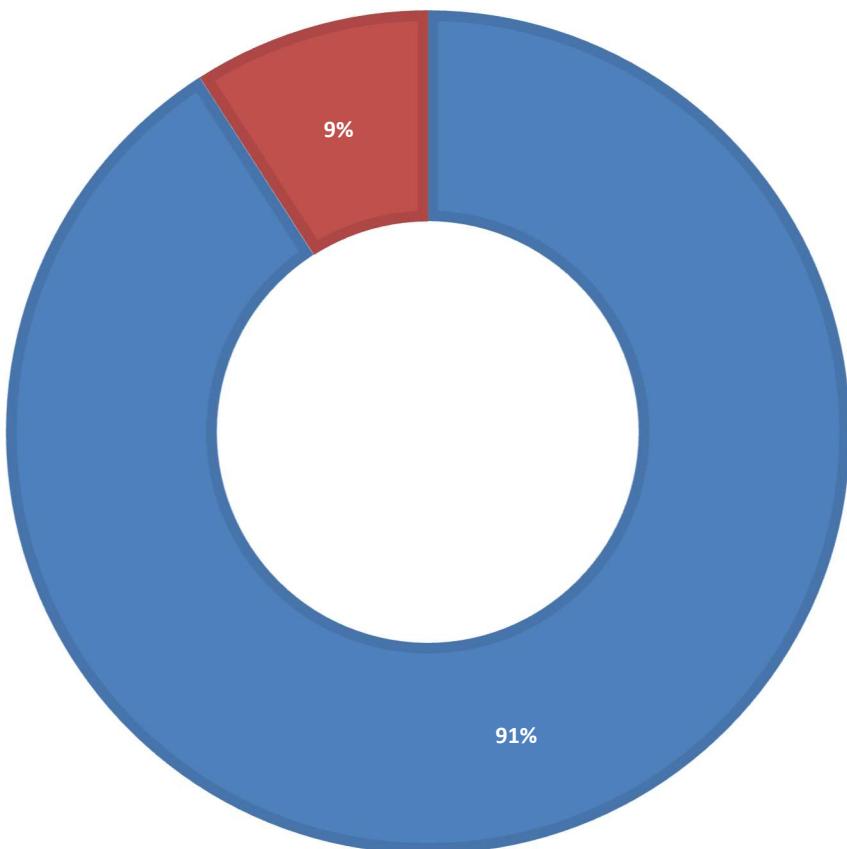


## 4.2 Commercial Survey Questions and Responses

Pie charts are reported as percentages of total response.

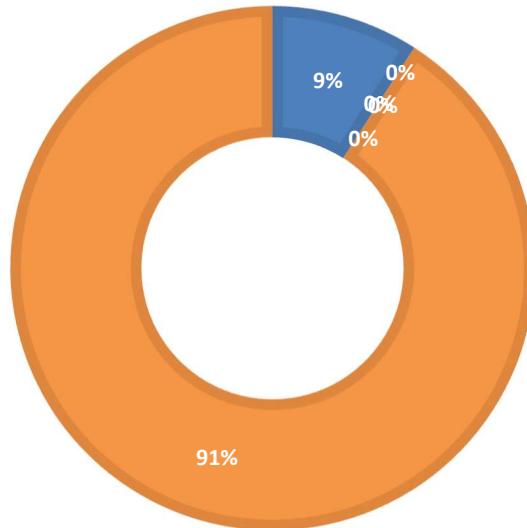
**Q1 - Do you currently have Internet service at your business?  
(CLAY COUNTY)**

■ Yes ■ No



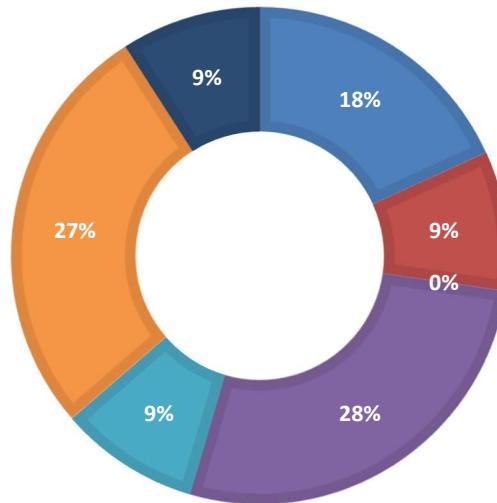
## Q1A - If not, what is the primary reason? (CLAY COUNTY)

- Not available
- Not relevant or needed
- No computer or device
- Too expensive
- Lack of skills/knowledge to use it
- Not applicable (I currently have service)



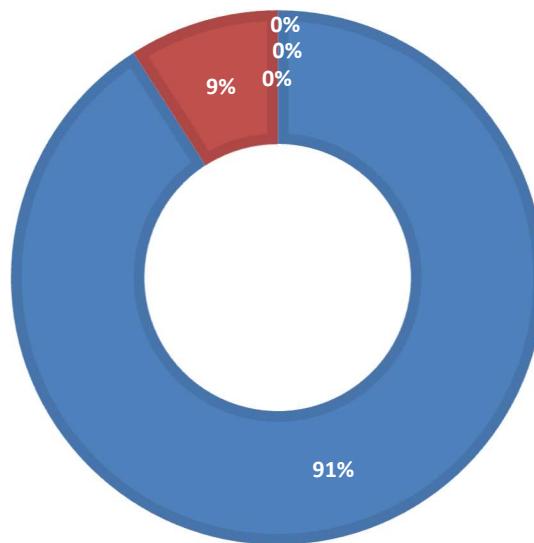
## Q2 - What Internet connection speed are you paying for (download speed)? (CLAY COUNTY)

- Level 1 (768Kbps to 1.5Mbps)
- Level 4 (10Mbps to 100Mbps)
- We do not have Internet service
- Level 2 (1.5Mbps to 4Mbps)
- Level 5 (more than 100Mbps)
- Level 3 (4Mbps to 10Mbps)
- I don't know



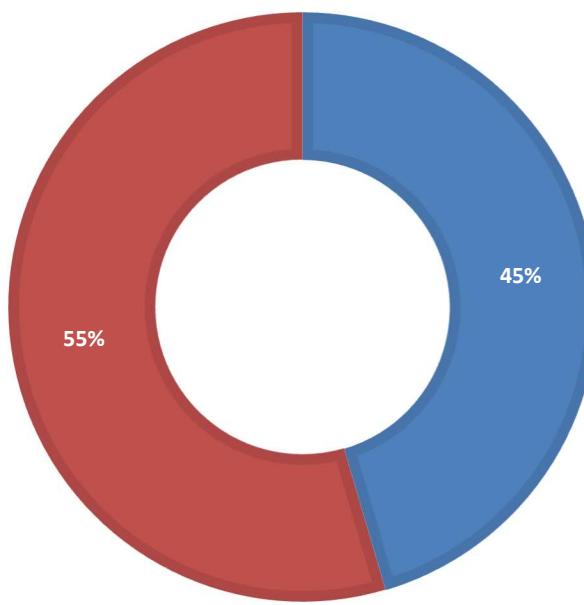
**Q3 - How important is an Internet connection to your business/ability to earn a living?  
(CLAY COUNTY)**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



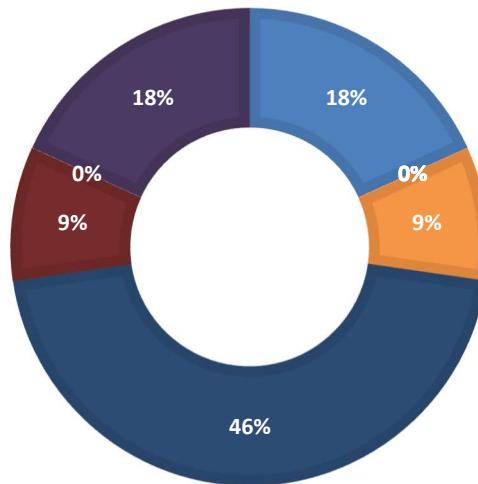
**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?  
(CLAY COUNTY)**

■ Yes ■ No



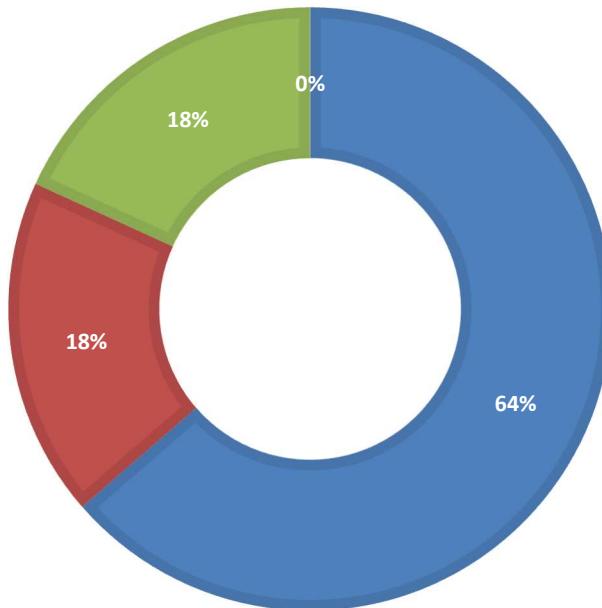
### Q5 - Which of the following categories best describes your type of business? (CLAY COUNTY)

- |                                |                 |                         |
|--------------------------------|-----------------|-------------------------|
| ■ Agriculture                  | ■ Retail        | ■ Construction          |
| ■ Service Industry/Hospitality | ■ Manufacturing | ■ Professional Services |
| ■ Government/Industry          | ■ Healthcare    | ■ Real Estate           |
| ■ Other                        |                 |                         |



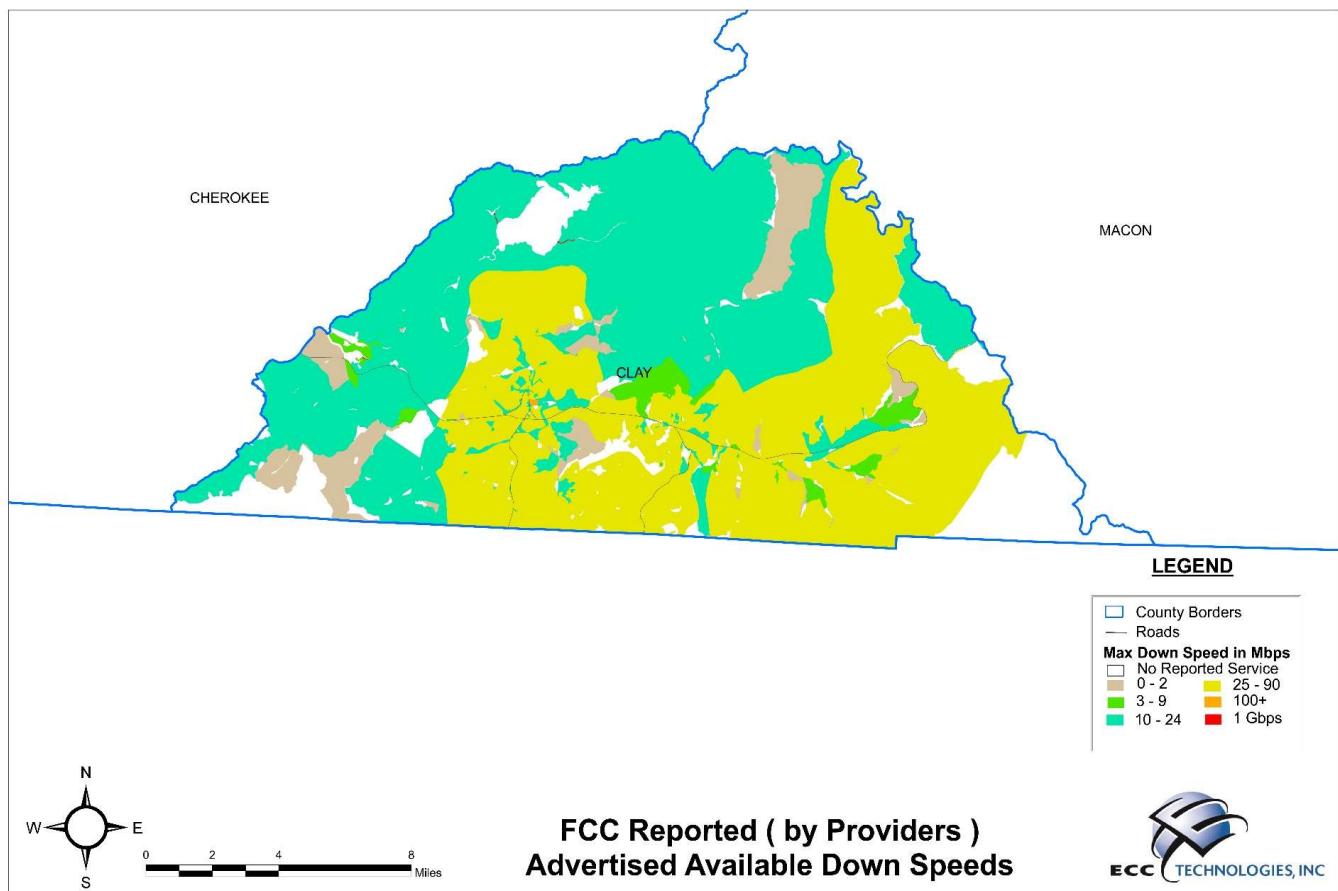
### Q6 - How many employees (full and part-time) do you currently have at this location? (CLAY COUNTY)

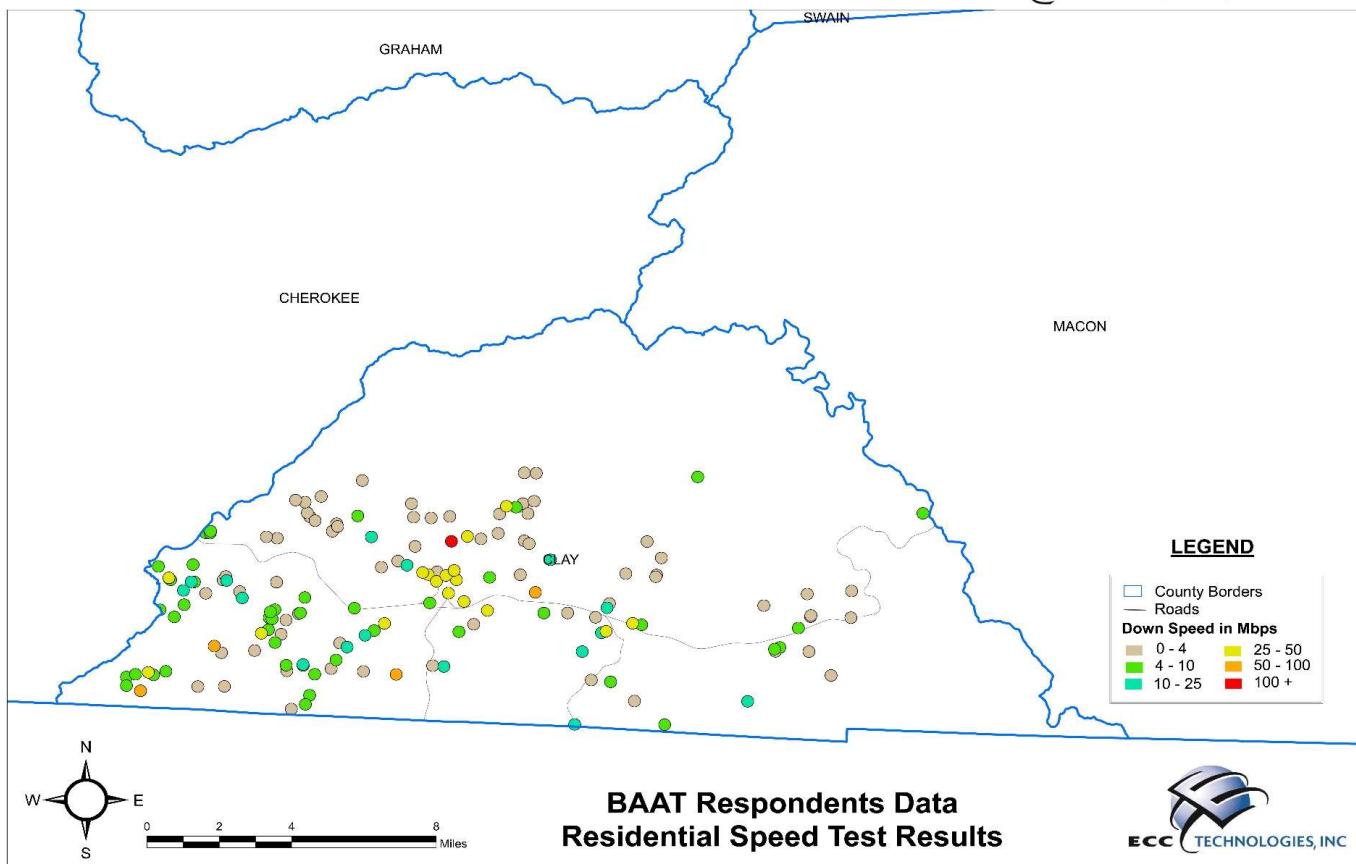
- |       |        |         |           |
|-------|--------|---------|-----------|
| ■ 1-5 | ■ 6-25 | ■ 26-50 | ■ Over 50 |
|-------|--------|---------|-----------|



### 4.3 Provider Reported Availability vs. Speed Test Results

The following maps show the speeds in Clay County as reported by service providers in the county versus the speed test results of survey respondents. This data can be telling as to whether residents and businesses are actually achieving the reported speeds.





## 5. Graham County Data

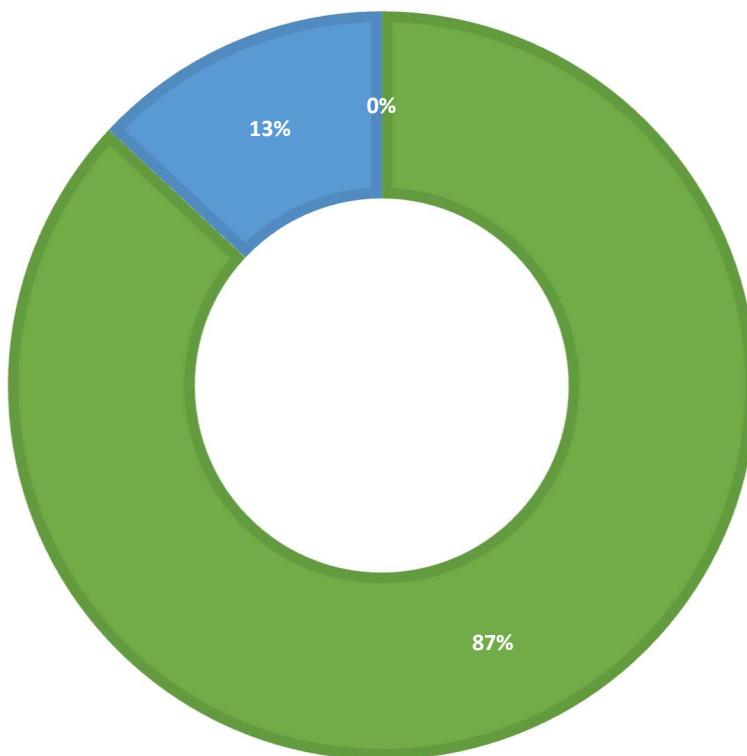
Graham County received a 115% response rate towards their overall goal, with a total of 384 residential responses and 15 commercial responses. Their results are reported in the following sections.

### 5.1 Residential Survey Questions and Responses

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.

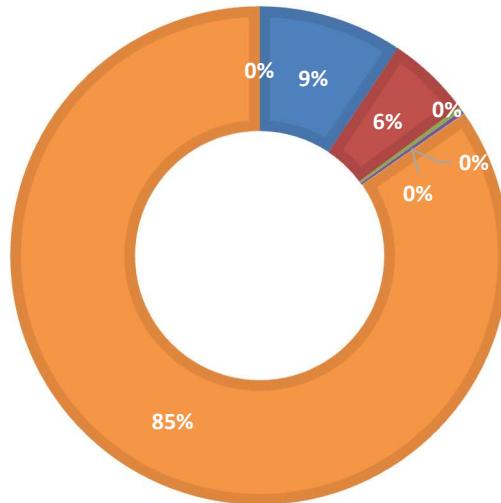
#### Q1 - DO YOU CURRENTLY HAVE INTERNET SERVICE AT YOUR HOME? (GRAHAM COUNTY)

■ Yes ■ No ■ No response



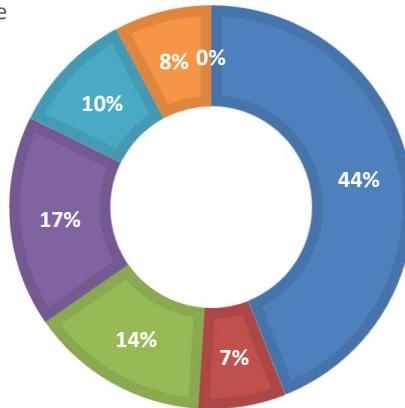
**Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY.  
(GRAHAM COUNTY)**

- Not available
- Not relevant or needed
- Lack skills/knowledge to use it
- Too expensive
- Lack of a computer or device
- No response
- Not applicable (I currently have service)



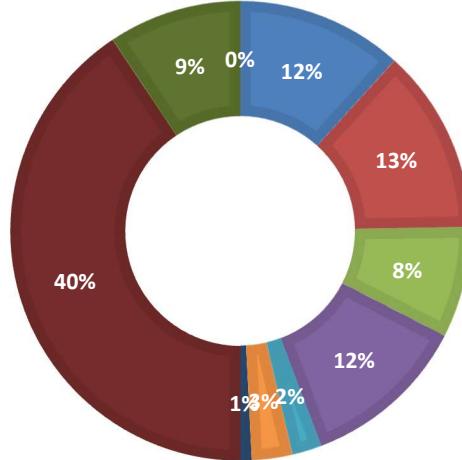
**Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE.  
(GRAHAM COUNTY)**

- Wired (cable, DSL)
- Cellular data (mobile phone)
- Fixed wireless (from a local WISP)
- Satellite
- A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.)
- I don't have service
- No response



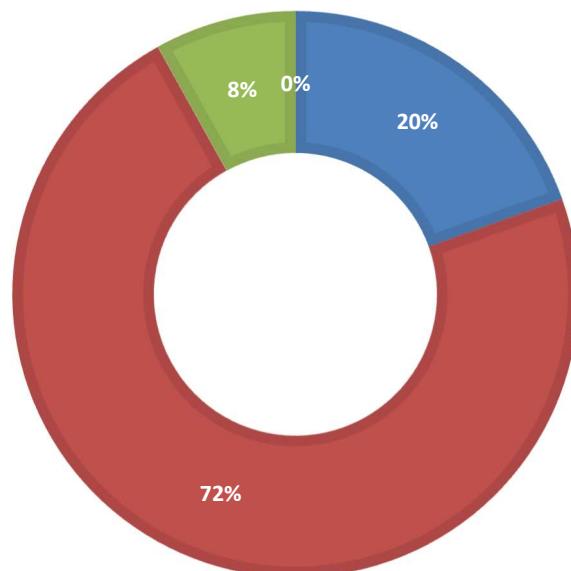
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR? (GRAHAM COUNTY)

- |                                |                    |                        |
|--------------------------------|--------------------|------------------------|
| ■ 1.5Mbps to 3Mbps             | ■ 3Mbps to 6Mbps   | ■ 6Mbps to 10Mbps      |
| ■ 10Mbps to 25Mbps             | ■ 25Mbps to 50Mbps | ■ 50Mbps to 100Mbps    |
| ■ 100Mbps to a Gigabit or more | ■ I don't know     | ■ I don't have service |
| ■ No response                  |                    |                        |



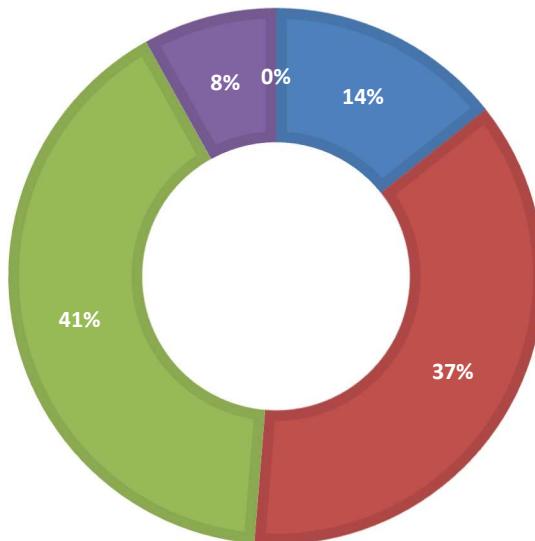
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS? (GRAHAM COUNTY)

- |       |      |                        |               |
|-------|------|------------------------|---------------|
| ■ Yes | ■ No | ■ I don't have service | ■ No response |
|-------|------|------------------------|---------------|



**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?  
(GRAHAM COUNTY)**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

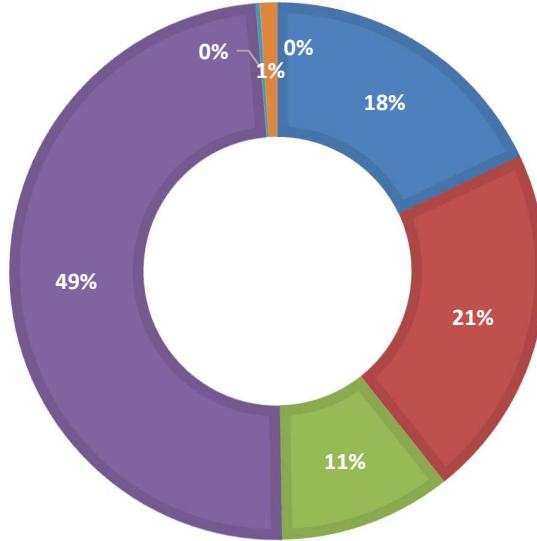


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?  
(GRAHAM COUNTY)**

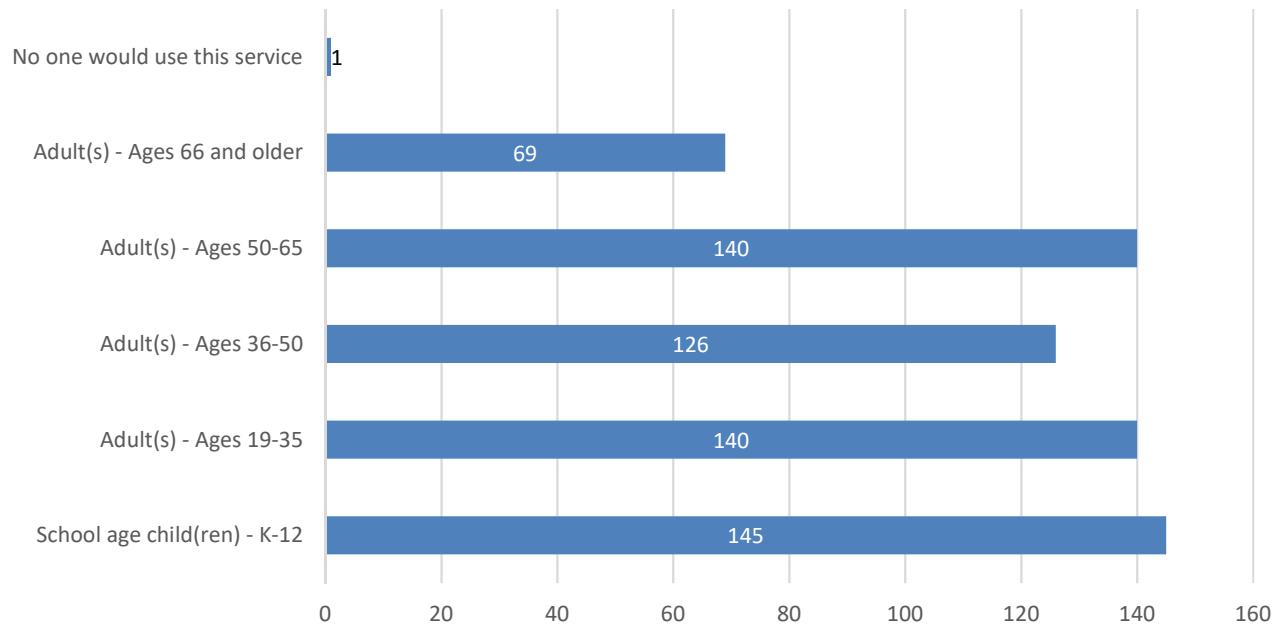
■ Internet only  
■ Internet, TV and home phone  
■ Internet, TV and home phone  
■ No response

■ Internet and TV  
■ TV only

■ Internet and home phone  
■ None of the above

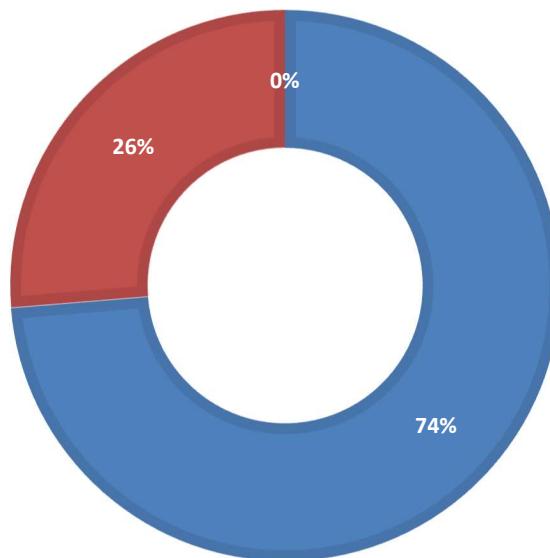


### Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET AT YOUR ADDRESS? (GRAHAM COUNTY)

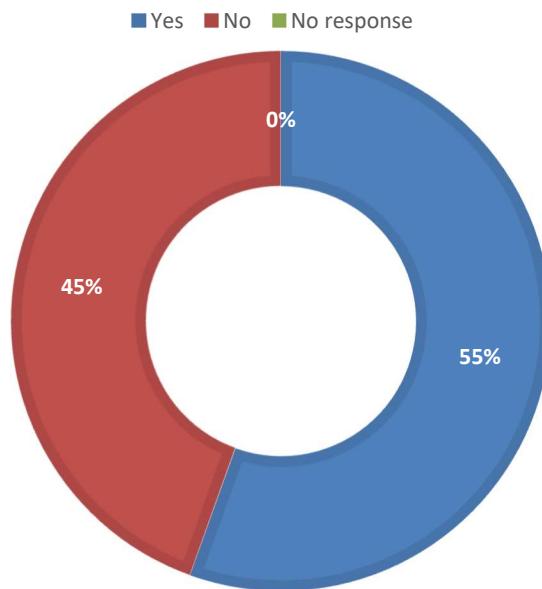


### Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE? (GRAHAM COUNTY)

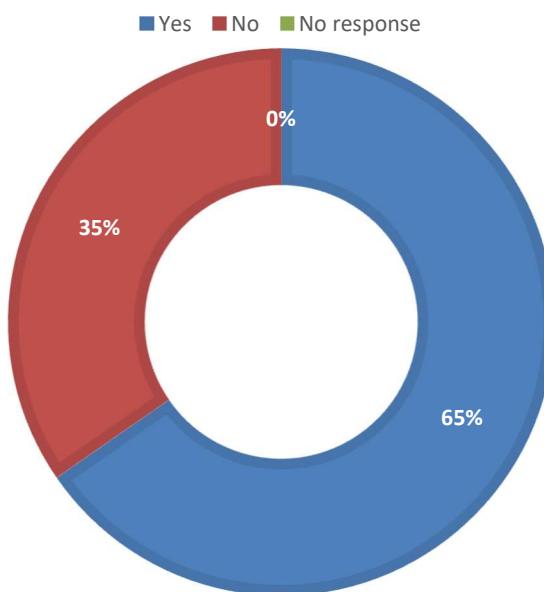
■ Yes ■ No ■ No response



**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(GRAHAM COUNTY)**

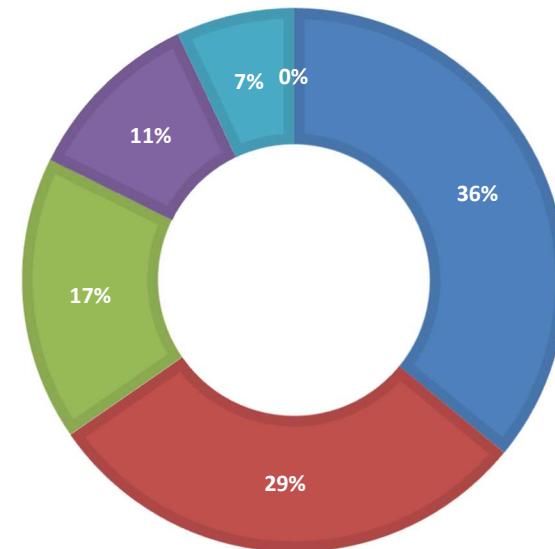


**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(GRAHAM COUNTY)**



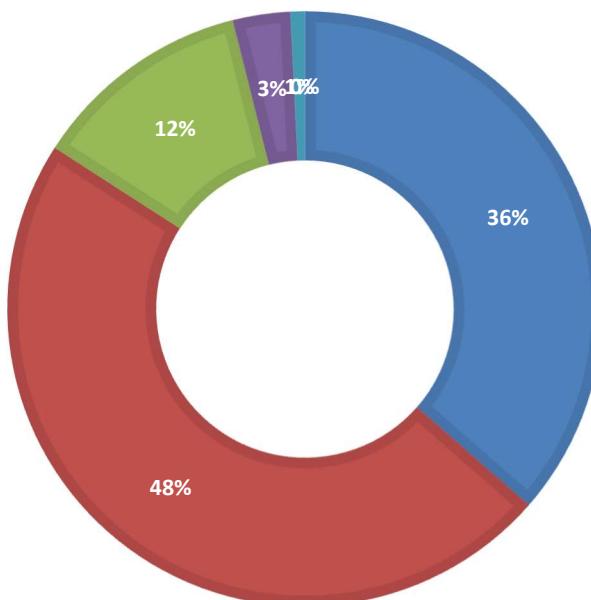
## Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING? (GRAHAM COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



## Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE? (GRAHAM COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response

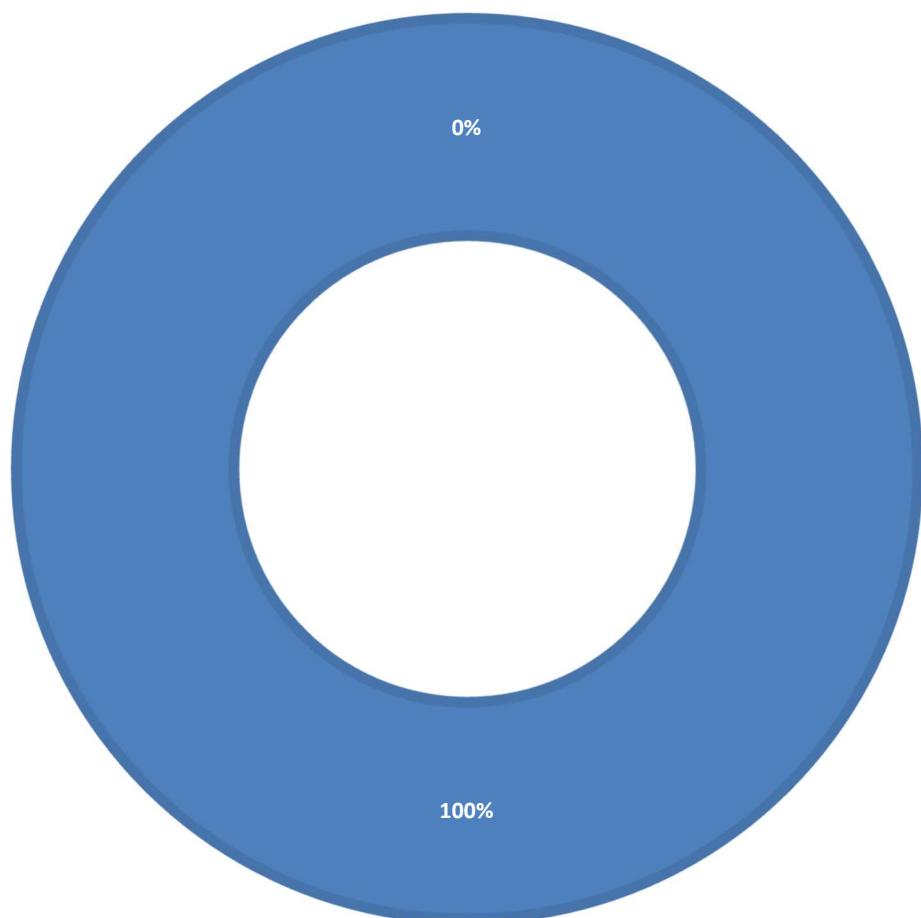


## 5.2 Commercial Survey Questions and Responses

Pie charts are reported as percentages of total response.

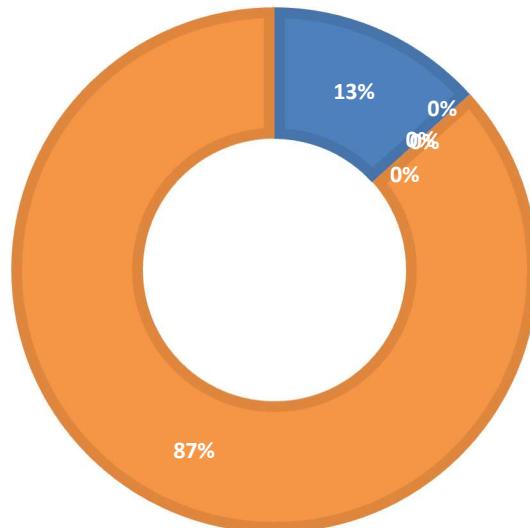
### Q1 - Do you currently have Internet service at your business? (GRAHAM COUNTY)

■ Yes ■ No



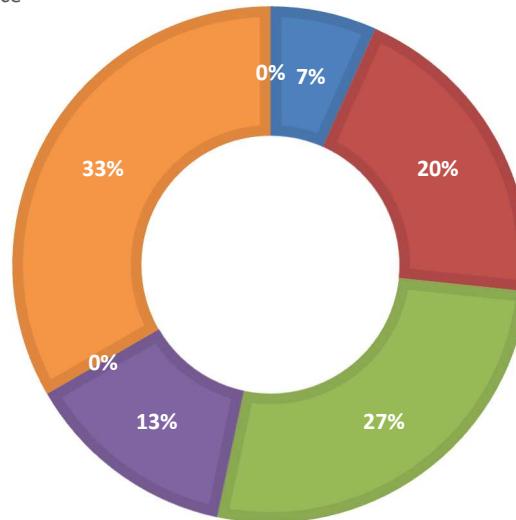
## Q1A - If not, what is the primary reason? (GRAHAM COUNTY)

- |                          |   |
|--------------------------|---|
| ■ Not available          | ■ Too expensive                             |
| ■ Not relevant or needed | ■ Lack of skills/knowledge to use it        |
| ■ No computer or device  | ■ Not applicable (I currently have service) |



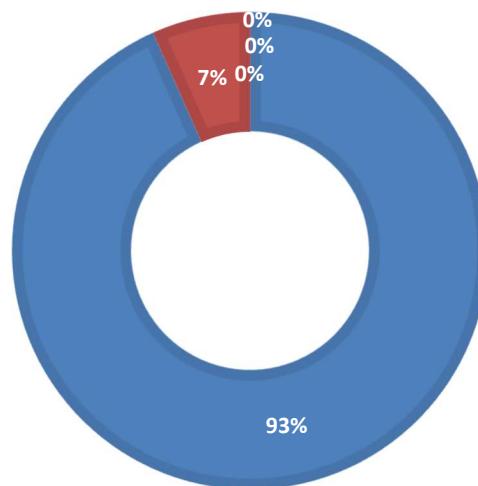
## Q2 - What Internet connection speed are you paying for (download speed)? (GRAHAM COUNTY)

- |                                   |                               |                             |
|-----------------------------------|-------------------------------|-----------------------------|
| ■ Level 1 (768Kbps to 1.5Mbps)    | ■ Level 2 (1.5Mbps to 4Mbps)  | ■ Level 3 (4Mbps to 10Mbps) |
| ■ Level 4 (10Mbps to 100Mbps)     | ■ Level 5 (more than 100Mbps) | ■ I don't know              |
| ■ We do not have Internet service |                               |                             |



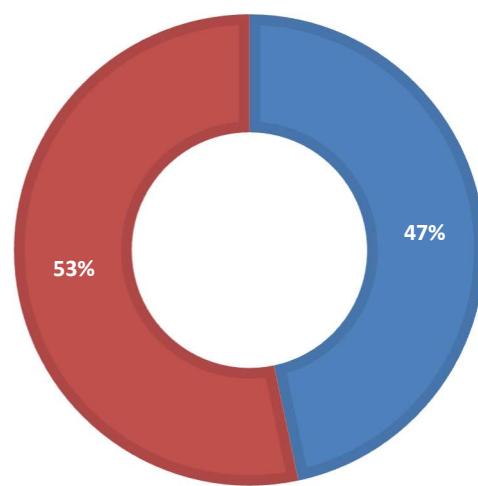
**Q3 - How important is an Internet connection to your business/ability to earn a living?  
(GRAHAM COUNTY)**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



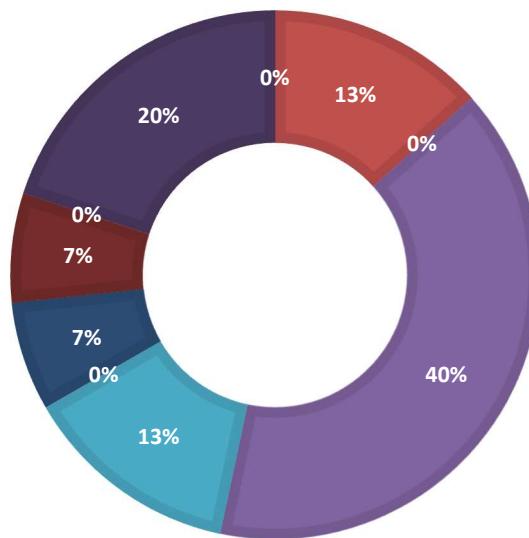
**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?  
(GRAHAM COUNTY)**

■ Yes ■ No



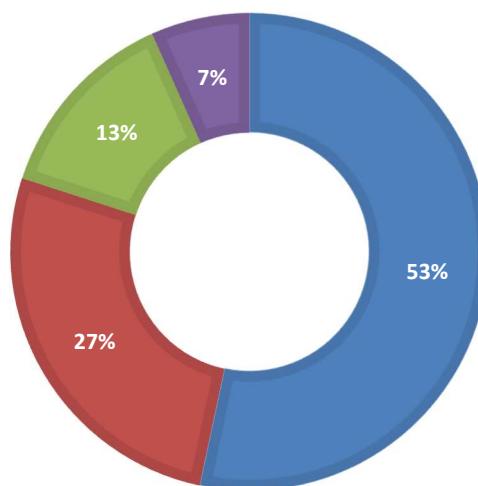
## Q5 - Which of the following categories best describes your type of business? (GRAHAM COUNTY)

- |                 |                         |                       |                                |
|-----------------|-------------------------|-----------------------|--------------------------------|
| ■ Agriculture   | ■ Retail                | ■ Construction        | ■ Service Industry/Hospitality |
| ■ Manufacturing | ■ Professional Services | ■ Government/Industry | ■ Healthcare                   |
| ■ Real Estate   | ■ Other                 |                       |                                |



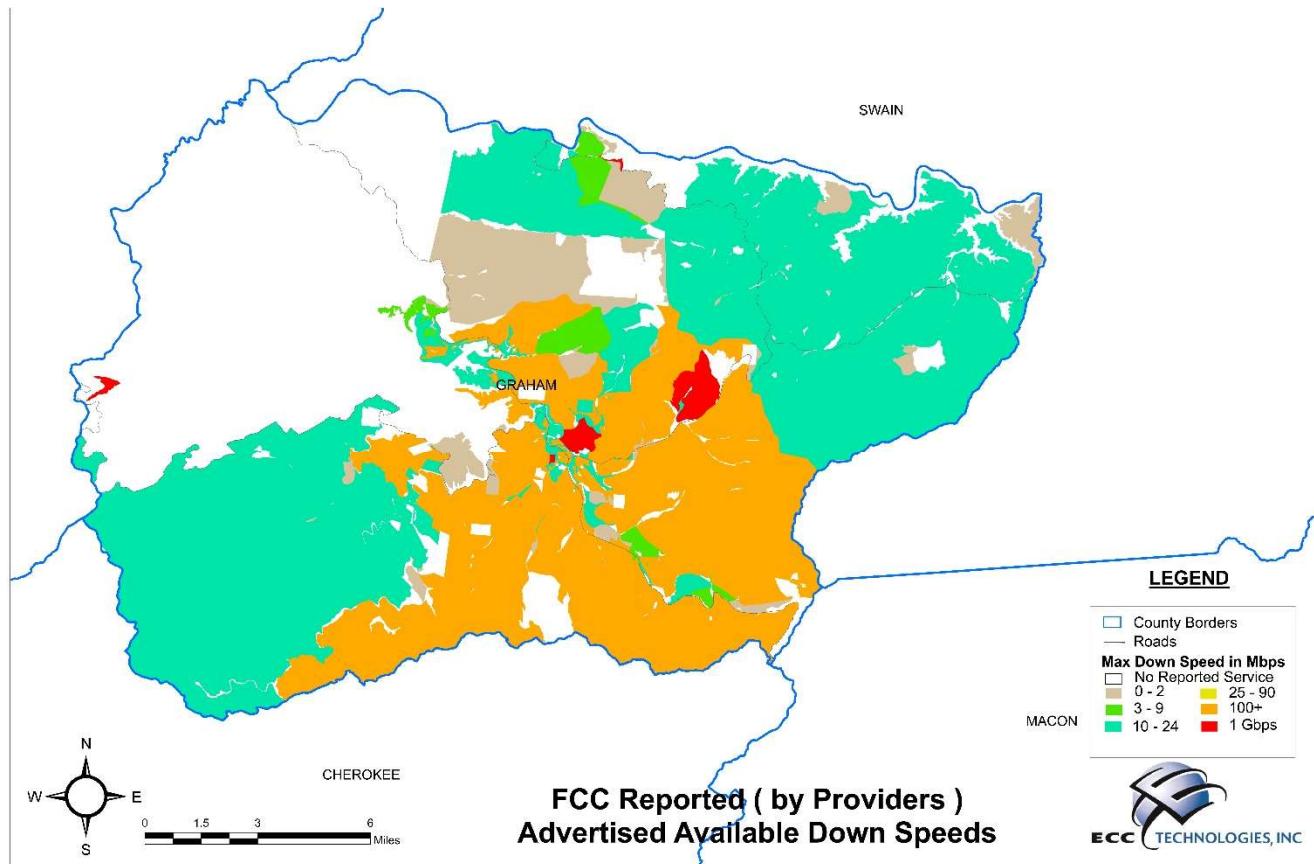
## Q6 - How many employees (full and part-time) do you currently have at this location? (GRAHAM COUNTY)

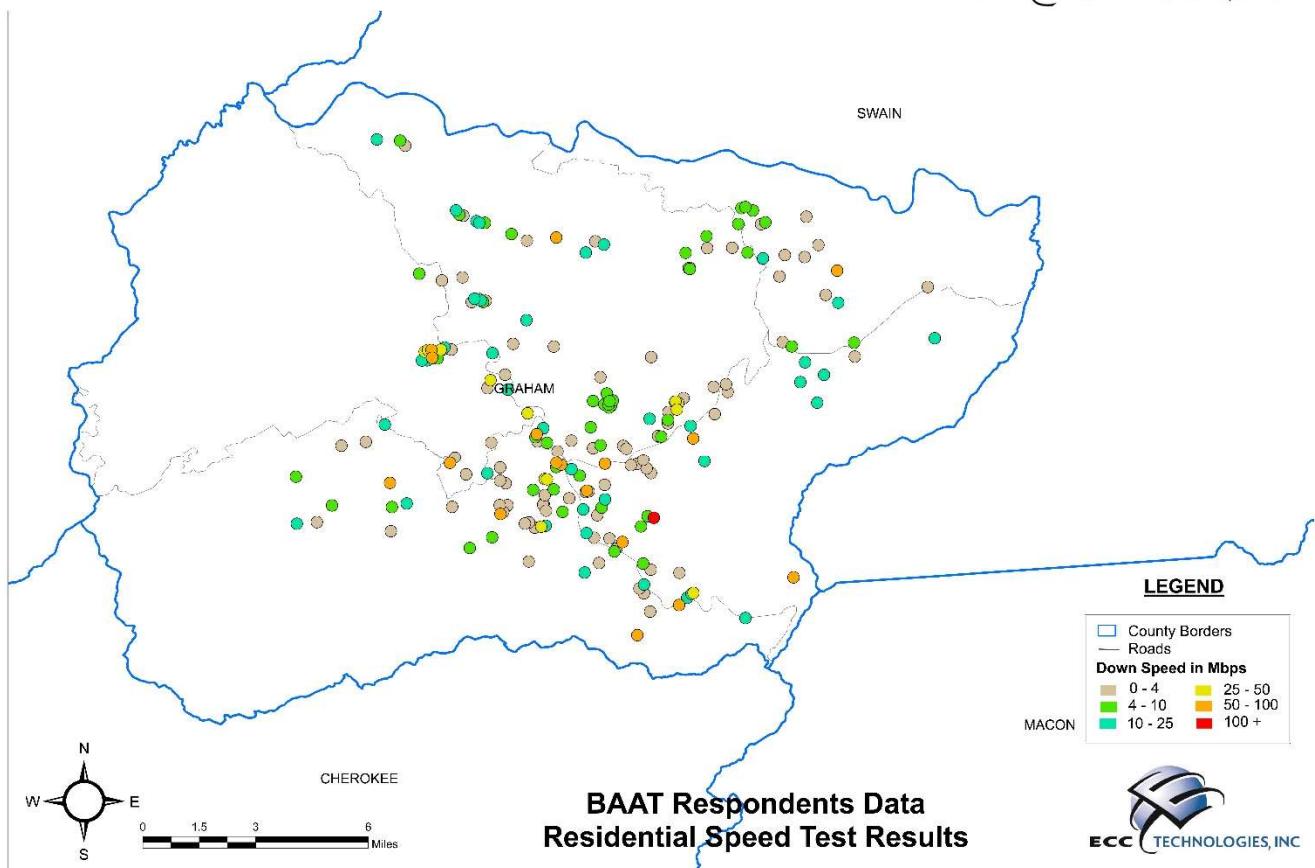
- |       |        |         |           |
|-------|--------|---------|-----------|
| ■ 1-5 | ■ 6-25 | ■ 26-50 | ■ Over 50 |
|-------|--------|---------|-----------|



### 5.3 Provider Reported Availability vs. Speed Test Results

The following maps show the speeds in Graham County as reported by service providers in the county versus the speed test results of survey respondents. This data can be telling as to whether residents and businesses are actually achieving the reported speeds.





## 6. Haywood County Data

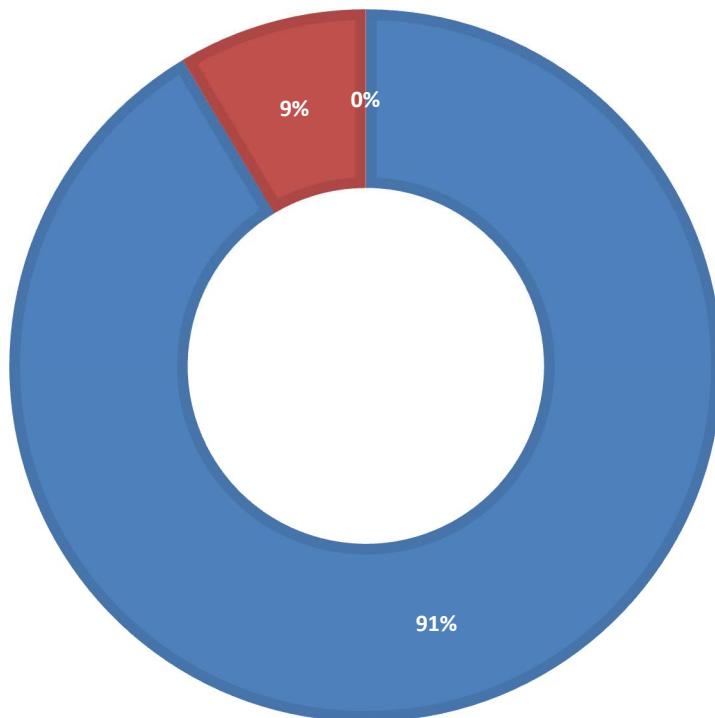
Haywood County received an 11% response rate towards their overall goal, with a total of 268 residential responses and 26 commercial responses. Their results are reported in the following sections.

### 6.1 Residential Survey Questions and Responses

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.

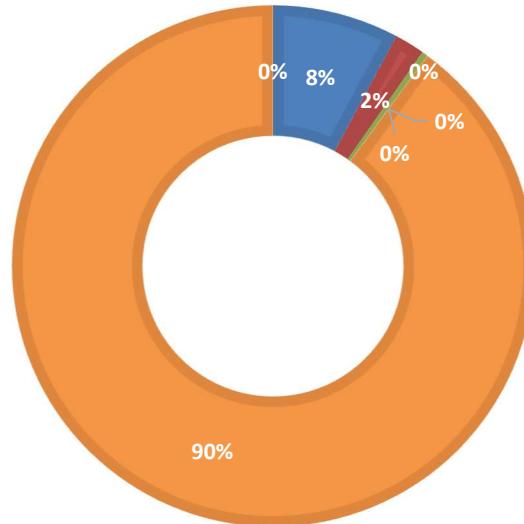
**Q1 - DO YOU CURRENTLY HAVE INTERNET SERVICE AT YOUR HOME?  
(HAYWOOD COUNTY)**

■ Yes ■ No ■ No response



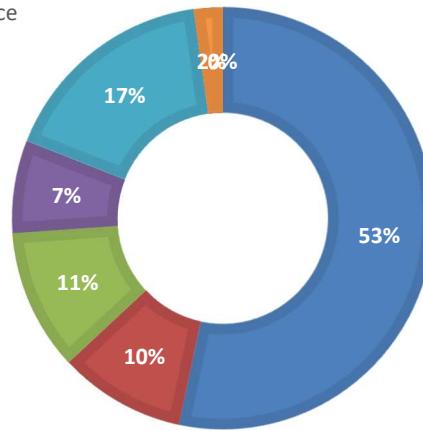
## Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY. (HAYWOOD COUNTY)

- |                                |                                   |   |
|--------------------------------|-----------------------------------|---|
| ■ Not available                | ■ Too expensive                   | ■ Not relevant or needed                    |
| ■ Lack of a computer or device | ■ Lack skills/knowledge to use it | ■ Not applicable (I currently have service) |
| ■ No response                  |                                   |   |



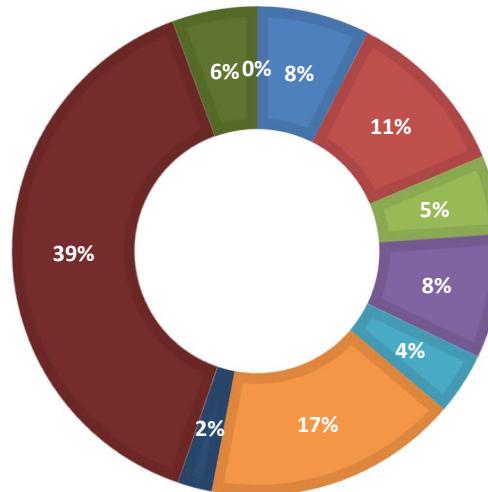
## Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE. (HAYWOOD COUNTY)

- |   |
|---|
| ■ Wired (cable, DSL)  |
| ■ Cellular data (mobile phone)  |
| ■ Fixed wireless (from a local WISP)  |
| ■ Satellite   |
| ■ A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.) |
| ■ I don't have service  |
| ■ No response   |



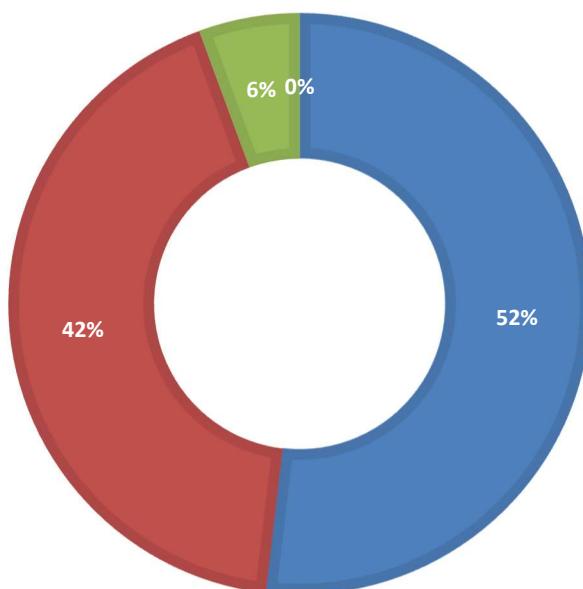
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR? (HAYWOOD COUNTY)

- |                                |                    |                        |
|--------------------------------|--------------------|------------------------|
| ■ 1.5Mbps to 3Mbps             | ■ 3Mbps to 6Mbps   | ■ 6Mbps to 10Mbps      |
| ■ 10Mbps to 25Mbps             | ■ 25Mbps to 50Mbps | ■ 50Mbps to 100Mbps    |
| ■ 100Mbps to a Gigabit or more | ■ I don't know     | ■ I don't have service |
| ■ No response                  |                    |                        |



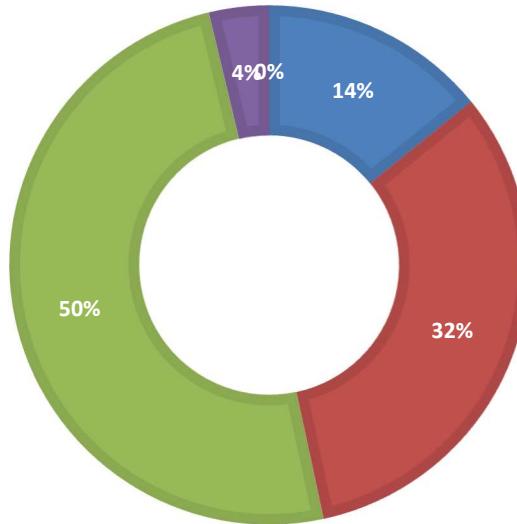
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS? (HAYWOOD COUNTY)

- |       |      |                        |               |
|-------|------|------------------------|---------------|
| ■ Yes | ■ No | ■ I don't have service | ■ No response |
|-------|------|------------------------|---------------|



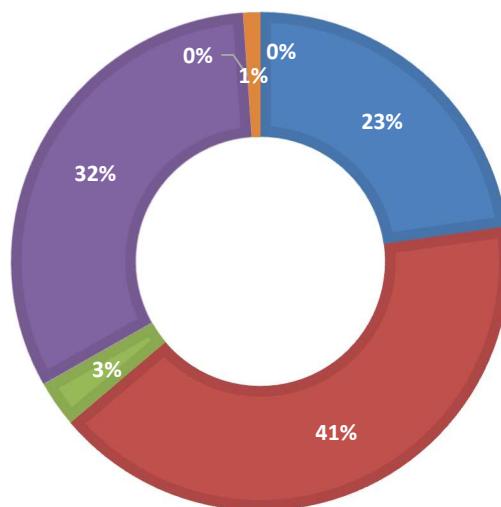
**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?  
(HAYWOOD COUNTY)**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

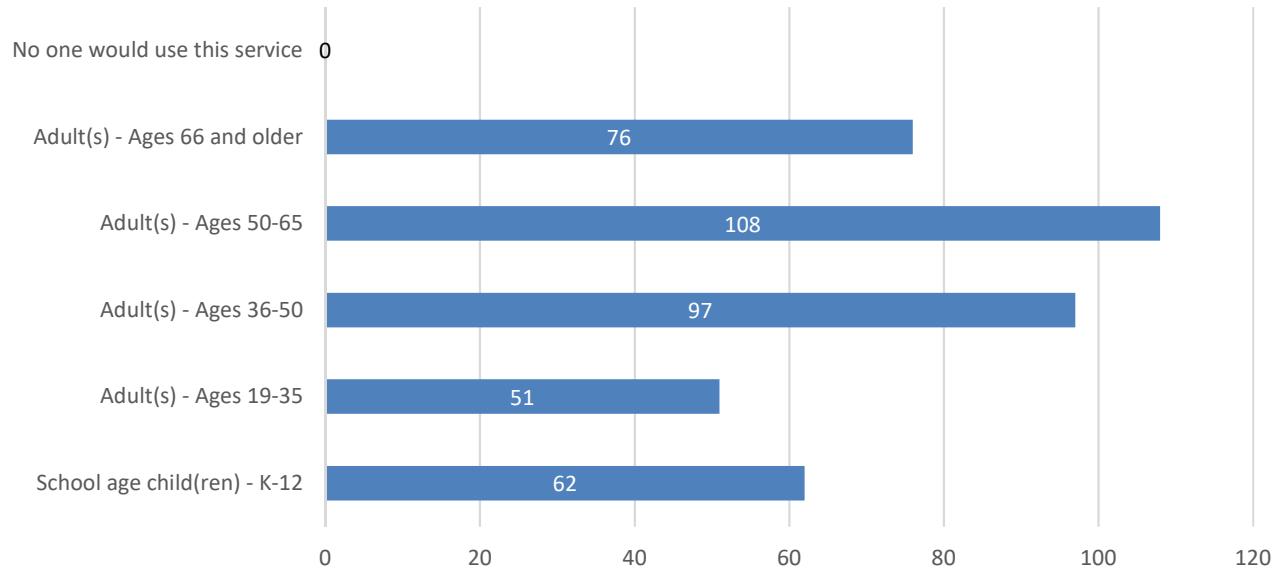


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?  
(HAYWOOD COUNTY)**

■ Internet only ■ Internet and TV ■ Internet and home phone  
 ■ Internet, TV and home phone ■ TV only ■ None of the above  
 ■ No response

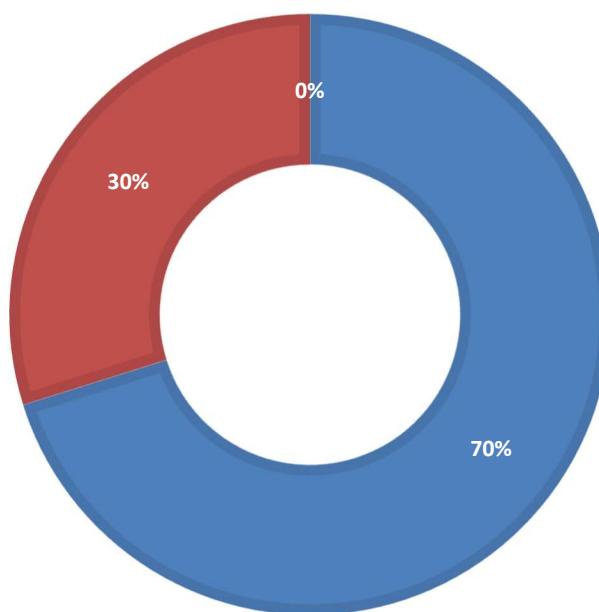


### Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET AT YOUR ADDRESS? (HAYWOOD COUNTY)



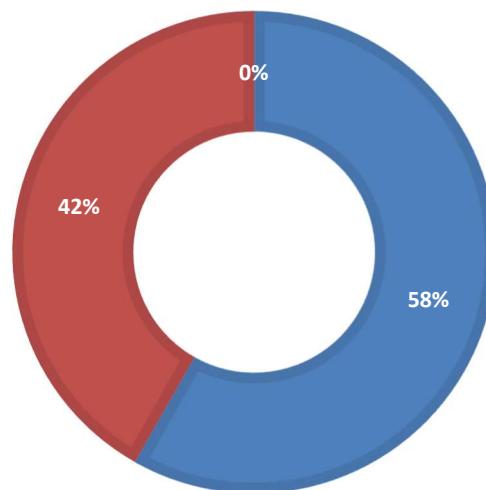
### Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE? (HAYWOOD COUNTY)

■ Yes ■ No ■ No response



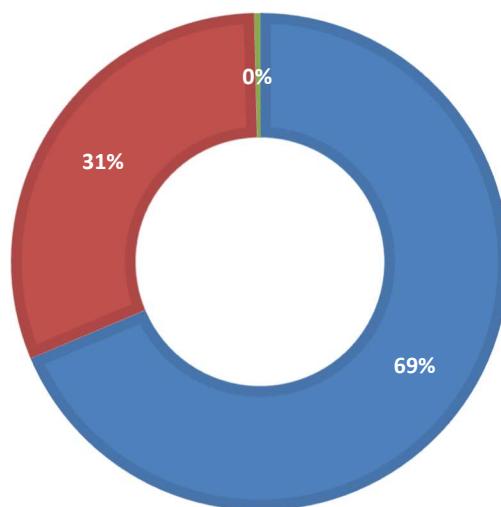
**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE  
OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET  
SERVICE WERE AVAILABLE?  
(HAYWOOD COUNTY)**

■ Yes ■ No ■ No response



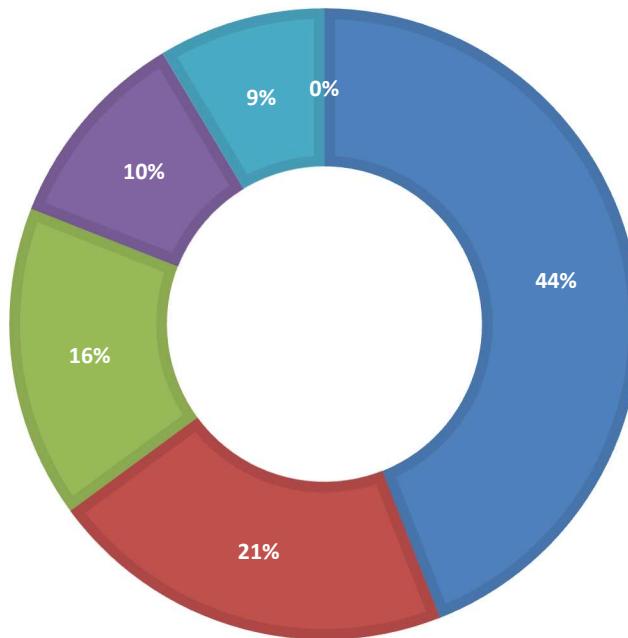
**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE  
OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR  
VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(HAYWOOD COUNTY)**

■ Yes ■ No ■ No response



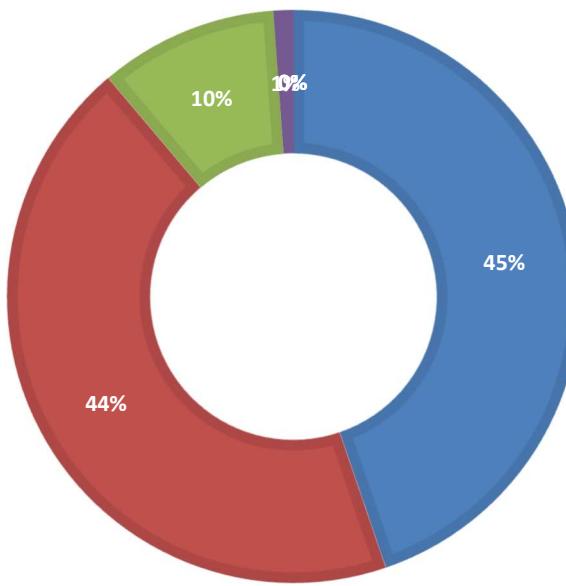
### Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING? (HAYWOOD COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



### Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE? (HAYWOOD COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response

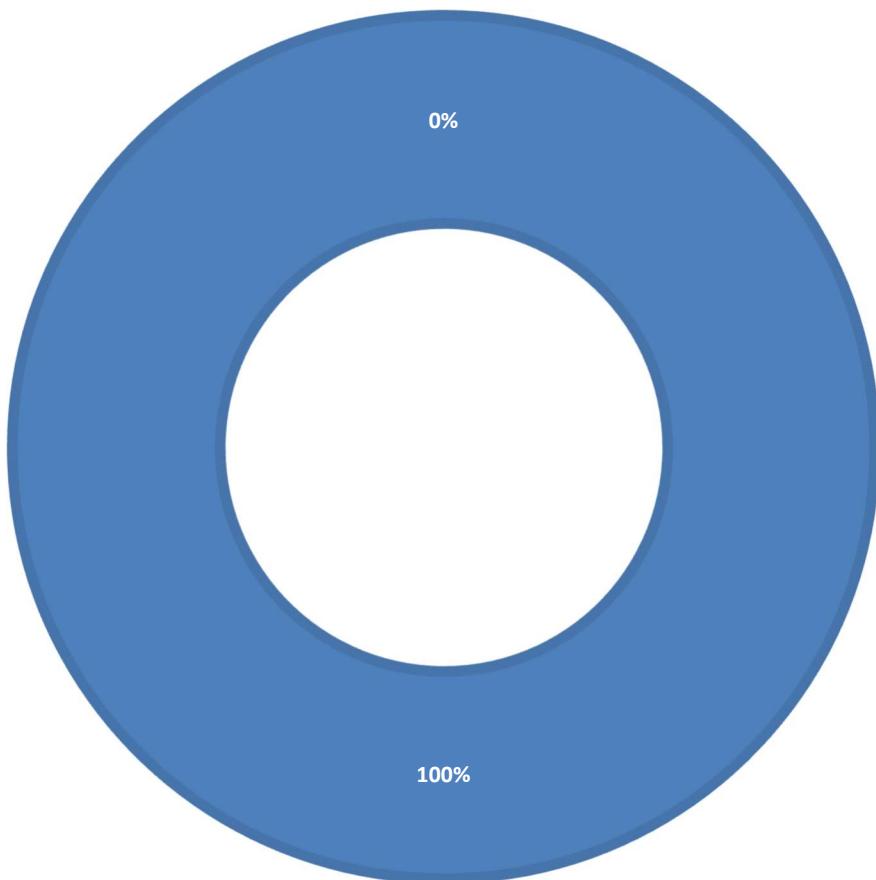


## 6.2 Commercial Survey Questions and Responses

Pie charts are reported as percentages of total response.

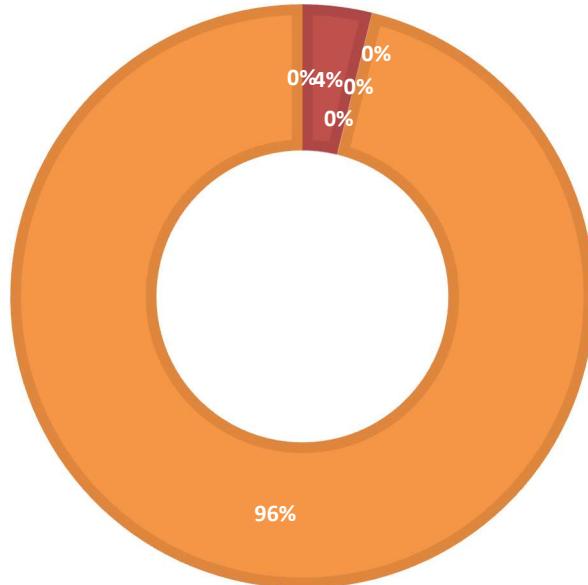
### Q1 - Do you currently have Internet service at your business? (HAYWOOD COUNTY)

■ Yes ■ No



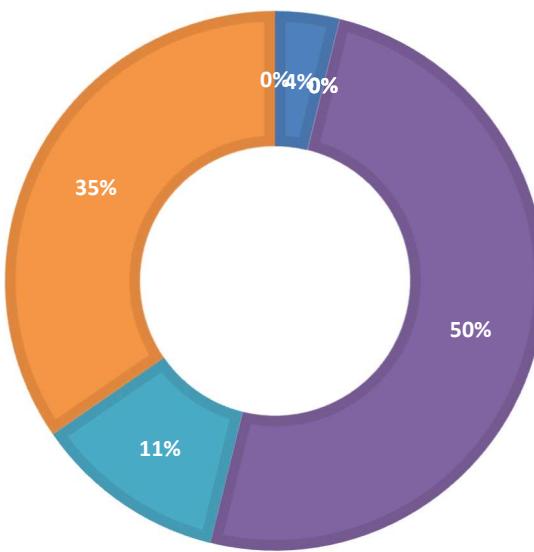
## Q1A - If not, what is the primary reason? (HAYWOOD COUNTY)

- Not available
- Too expensive
- Not relevant or needed
- Lack of skills/knowledge to use it
- No computer or device
- Not applicable (I currently have service)



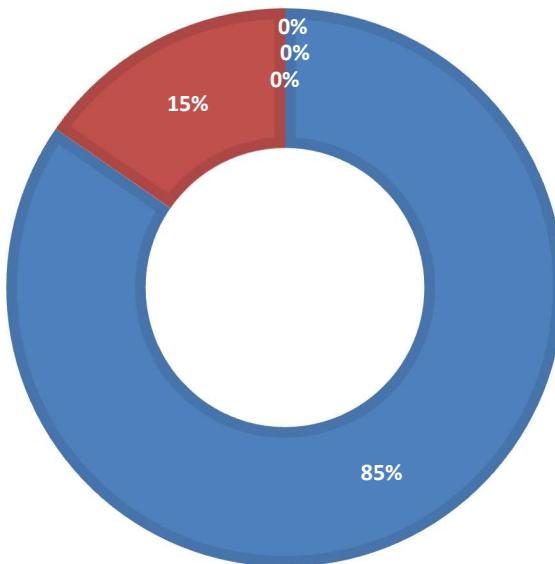
## Q2 - What Internet connection speed are you paying for (download speed)? (HAYWOOD COUNTY)

- Level 1 (768Kbps to 1.5Mbps)
- Level 2 (1.5Mbps to 4Mbps)
- Level 3 (4Mbps to 10Mbps)
- Level 4 (10Mbps to 100Mbps)
- Level 5 (more than 100Mbps)
- We do not have Internet service
- I don't know



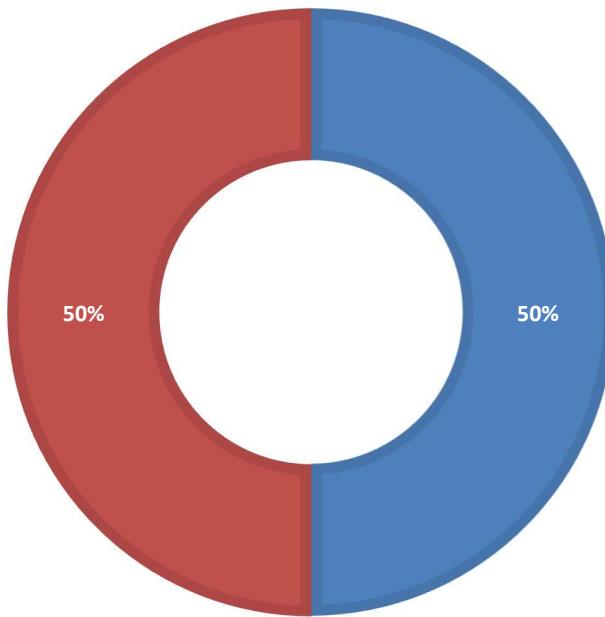
**Q3 - How important is an Internet connection to your business/ability to earn a living?  
(HAYWOOD COUNTY)**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



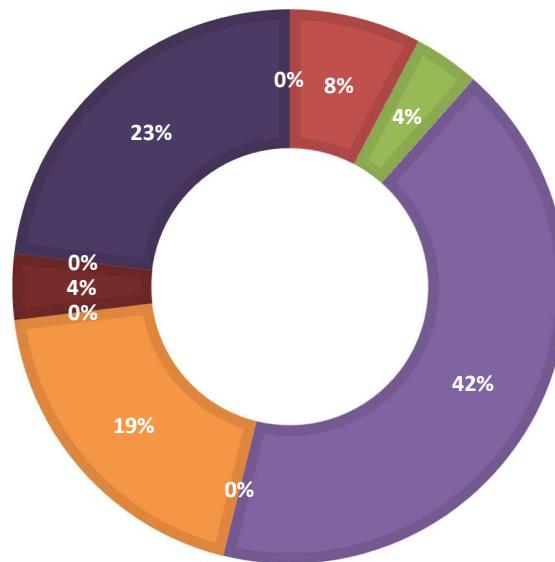
**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?  
(HAYWOOD COUNTY)**

■ Yes ■ No



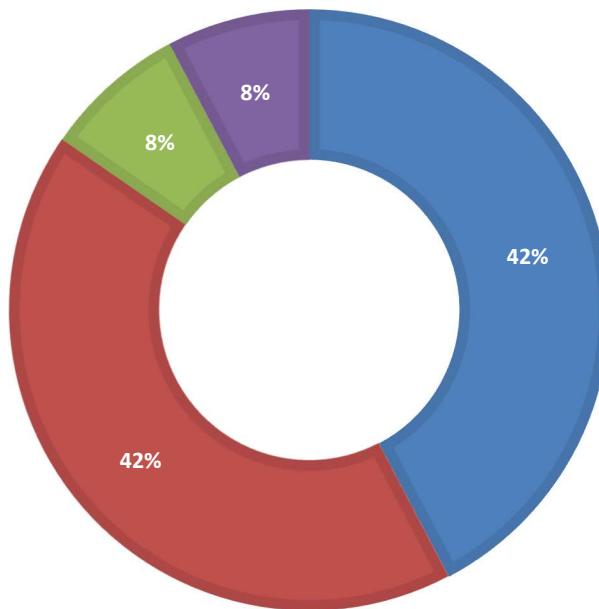
## Q5 - Which of the following categories best describes your type of business? (HAYWOOD COUNTY)

- |                 |                         |                       |                                |
|-----------------|-------------------------|-----------------------|--------------------------------|
| ■ Agriculture   | ■ Retail                | ■ Construction        | ■ Service Industry/Hospitality |
| ■ Manufacturing | ■ Professional Services | ■ Government/Industry | ■ Healthcare                   |
| ■ Real Estate   | ■ Other                 |                       |                                |



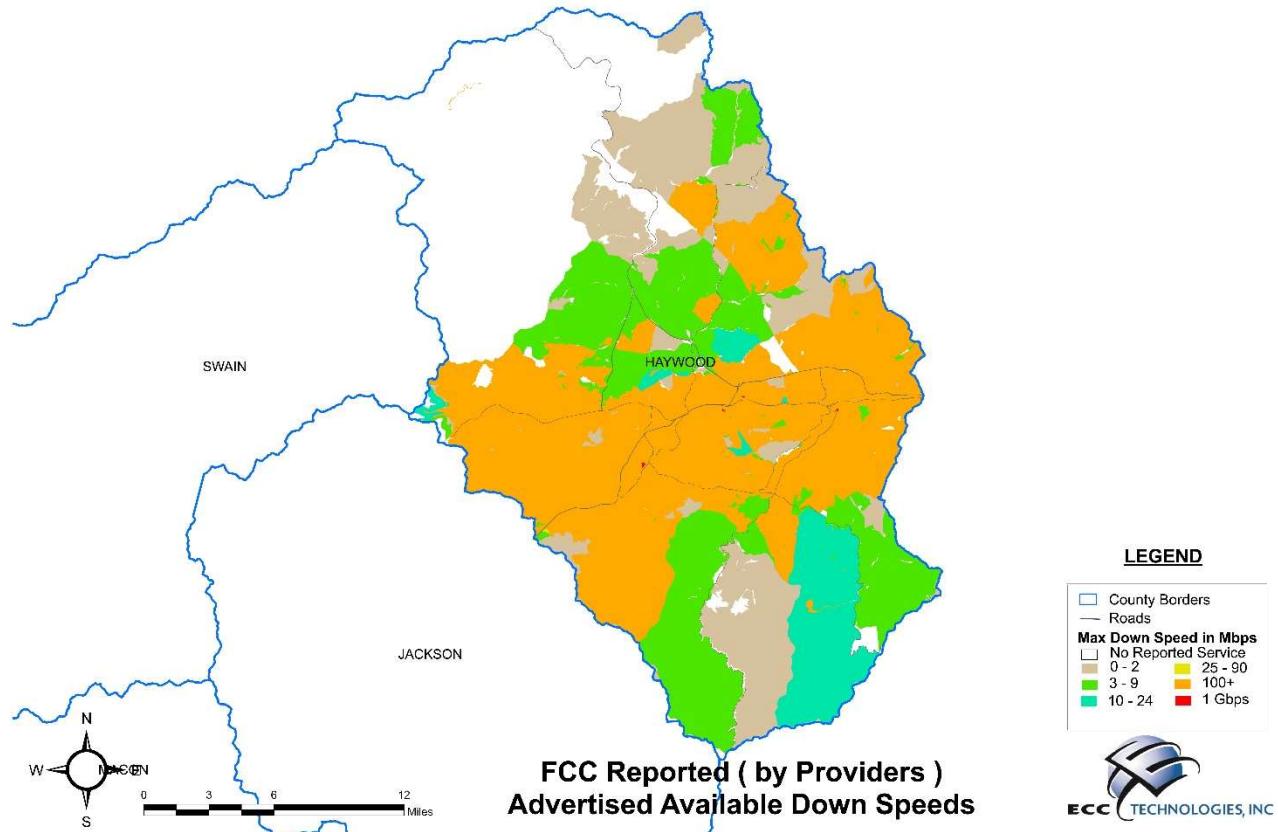
## Q6 - How many employees (full and part-time) do you currently have at this location? (HAYWOOD COUNTY)

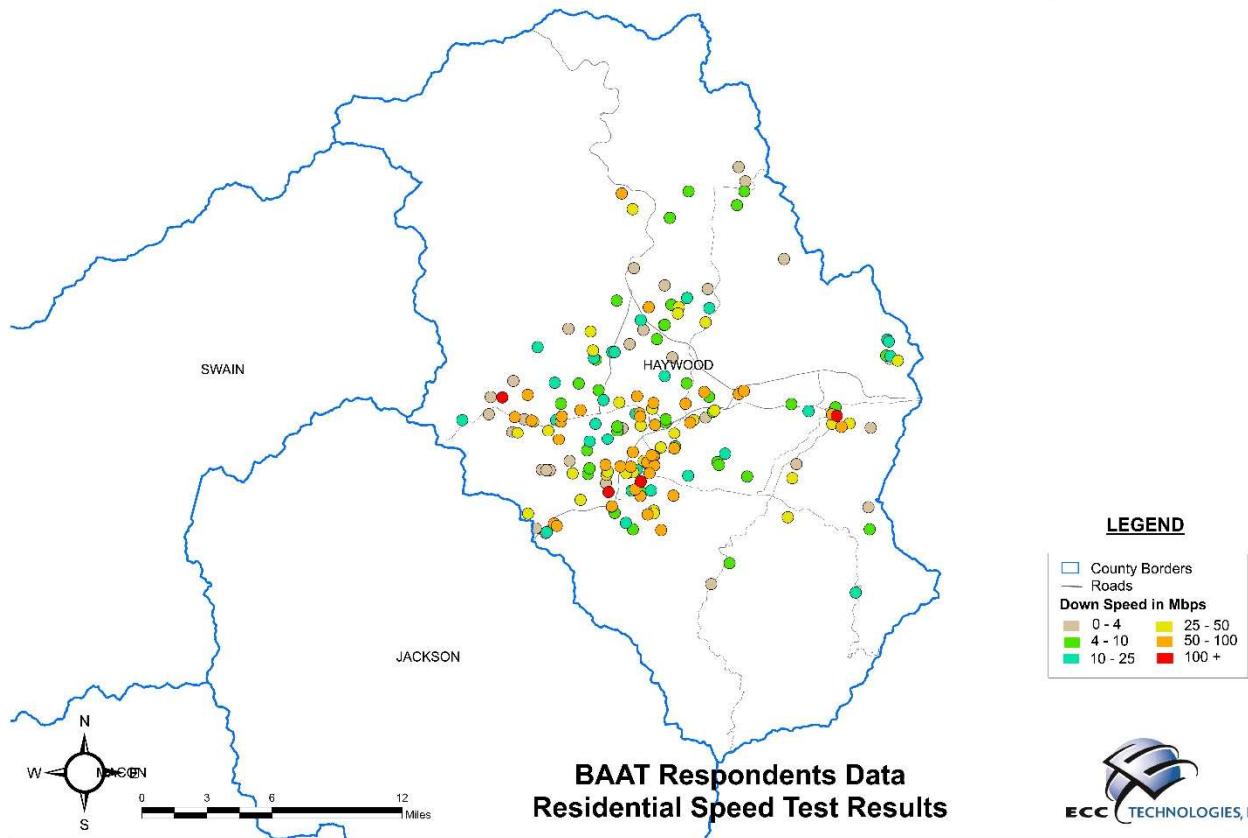
- |       |        |         |           |
|-------|--------|---------|-----------|
| ■ 1-5 | ■ 6-25 | ■ 26-50 | ■ Over 50 |
|-------|--------|---------|-----------|



### 6.3 Provider Reported Availability vs. Speed Test Results

The following maps show the speeds in Haywood County as reported by service providers in the county versus the speed test results of survey respondents. This data can be telling as to whether residents and businesses are actually achieving the reported speeds.





## 7. Jackson County Data

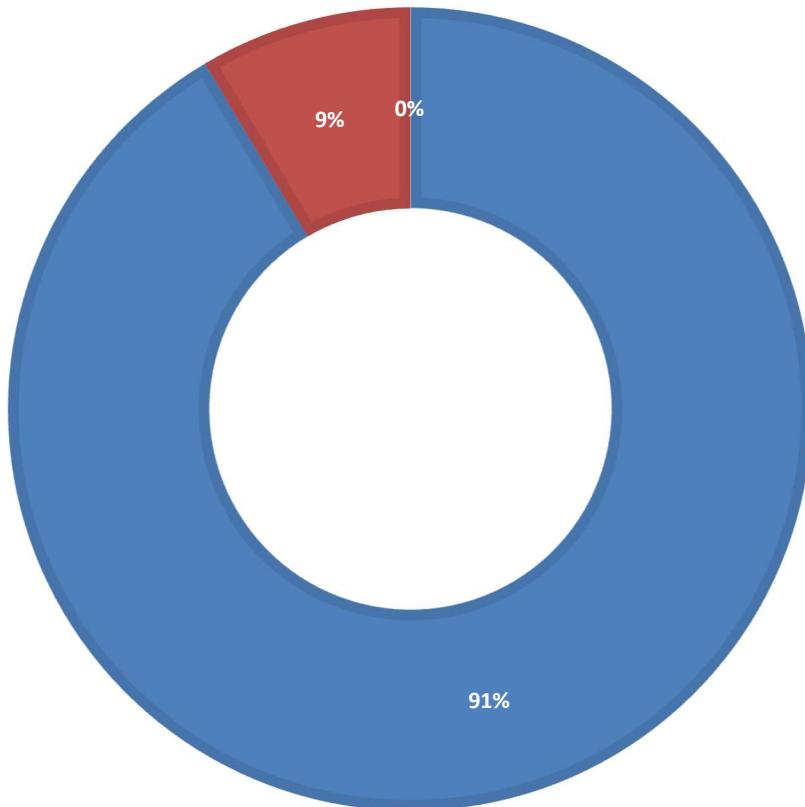
Jackson County received a 63% response rate towards their overall goal, with a total of 963 residential responses and 35 commercial responses. Their results are reported in the following sections.

### 7.1 Residential Survey Questions and Responses

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.

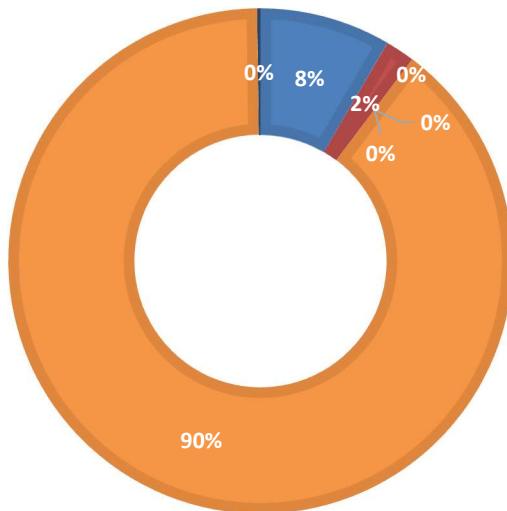
#### Q1 - DO YOU CURRENTLY HAVE INTERNET SERVICE AT YOUR HOME? (JACKSON COUNTY)

■ Yes ■ No ■ No response



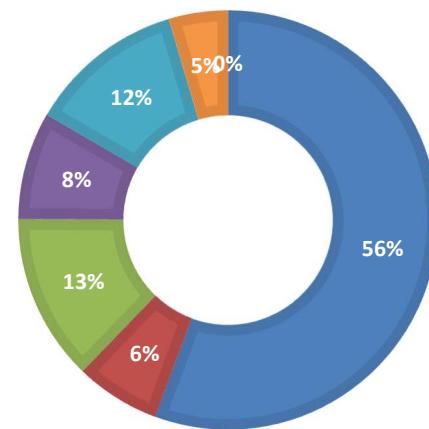
## Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY. (JACKSON COUNTY)

- |                                |                                   |   |
|--------------------------------|-----------------------------------|---|
| ■ Not available                | ■ Too expensive                   | ■ Not relevant or needed                    |
| ■ Lack of a computer or device | ■ Lack skills/knowledge to use it | ■ Not applicable (I currently have service) |
| ■ No response                  |                                   |   |



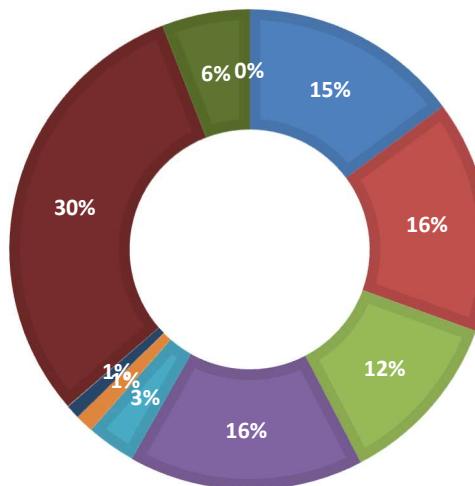
## Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE. (JACKSON COUNTY)

- |   |
|---|
| ■ Wired (cable, DSL)  |
| ■ Cellular data (mobile phone)  |
| ■ Fixed wireless (from a local WISP)  |
| ■ Satellite   |
| ■ A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.) |
| ■ I don't have service  |
| ■ No response   |



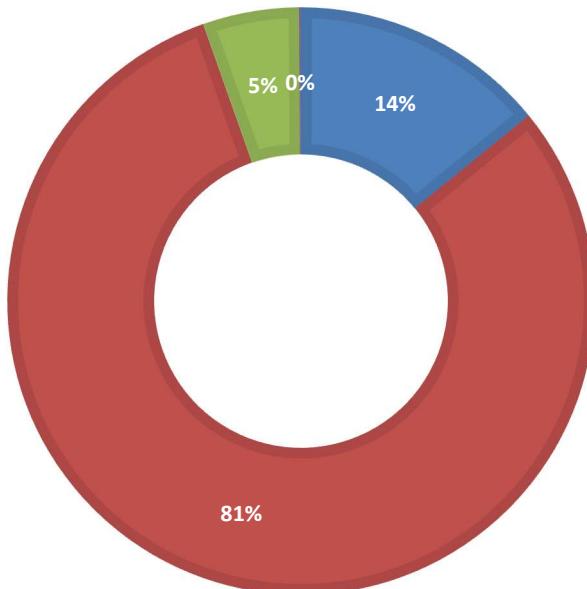
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR? (JACKSON COUNTY)

- |                                |                    |                        |
|--------------------------------|--------------------|------------------------|
| ■ 1.5Mbps to 3Mbps             | ■ 3Mbps to 6Mbps   | ■ 6Mbps to 10Mbps      |
| ■ 10Mbps to 25Mbps             | ■ 25Mbps to 50Mbps | ■ 50Mbps to 100Mbps    |
| ■ 100Mbps to a Gigabit or more | ■ I don't know     | ■ I don't have service |
| ■ No response                  |                    |                        |



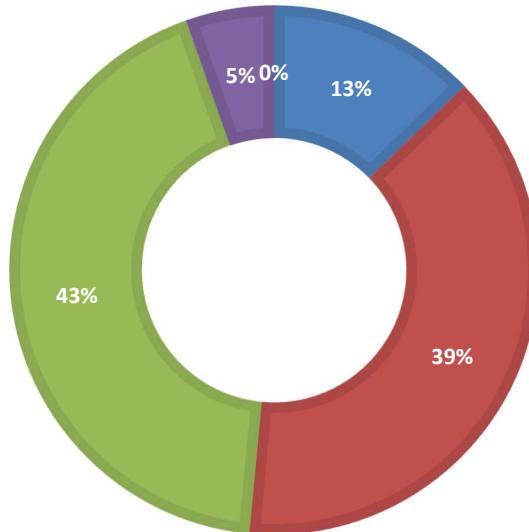
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS? (JACKSON COUNTY)

- |       |      |                        |               |
|-------|------|------------------------|---------------|
| ■ Yes | ■ No | ■ I don't have service | ■ No response |
|-------|------|------------------------|---------------|



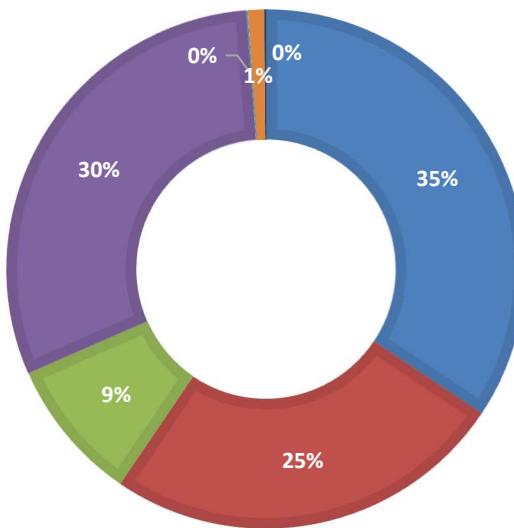
**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?  
(JACKSON COUNTY)**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

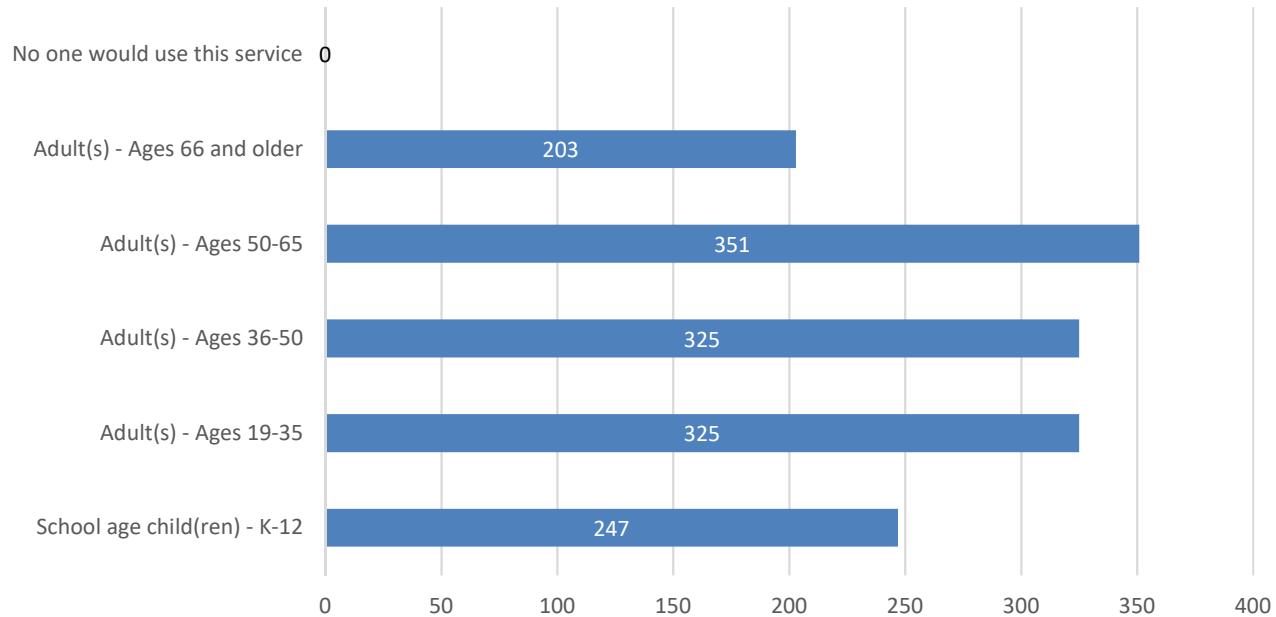


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?  
(JACKSON COUNTY)**

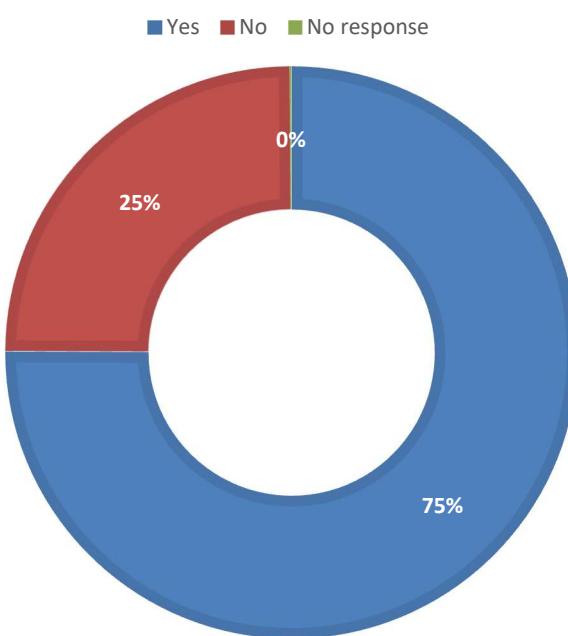
■ Internet only  
■ Internet, TV and home phone  
■ Internet and TV  
■ TV only  
■ None of the above  
■ No response



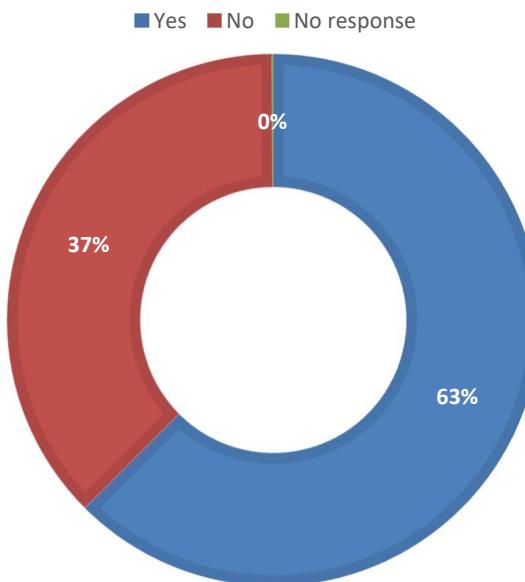
### Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET AT YOUR ADDRESS? (JACKSON COUNTY)



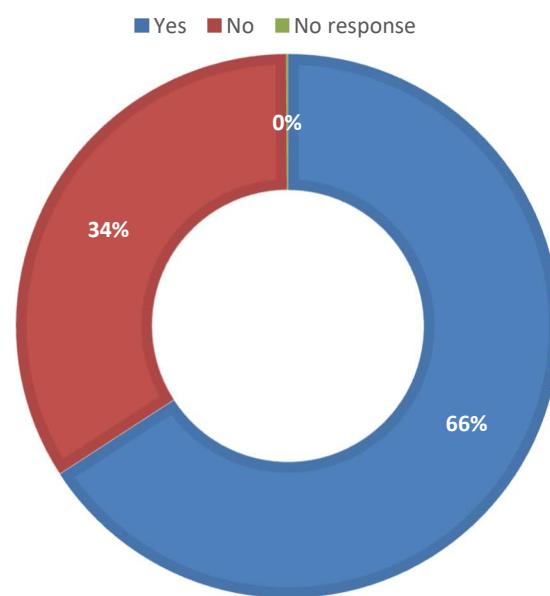
### Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE? (JACKSON COUNTY)



**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(JACKSON COUNTY)**

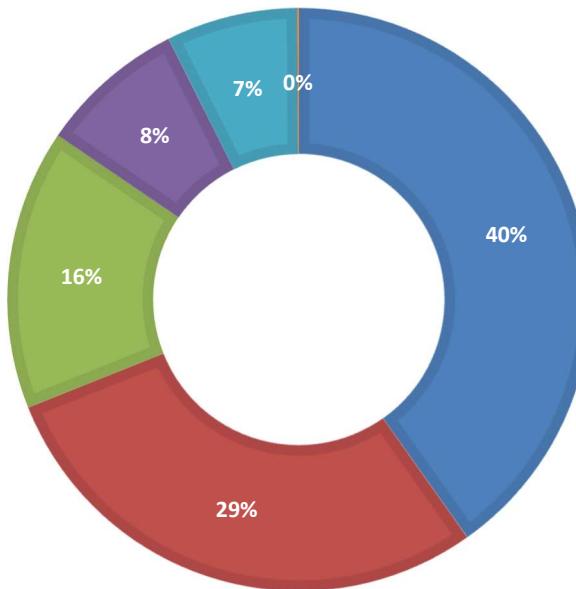


**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(JACKSON COUNTY)**



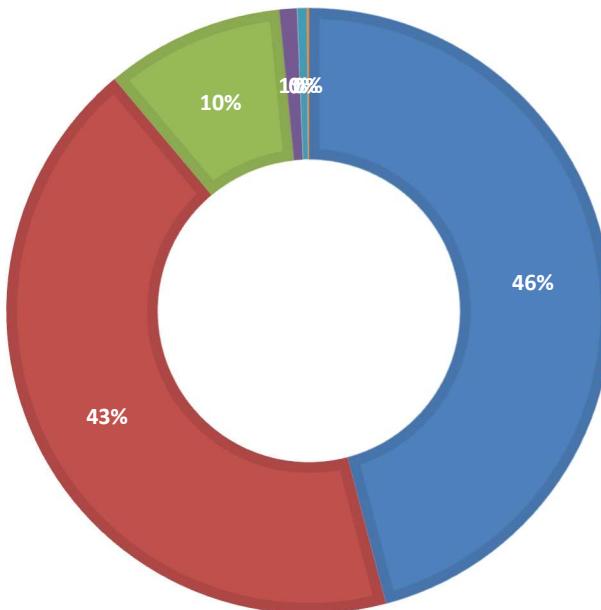
### Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING? (JACKSON COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



### Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE? (JACKSON COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response

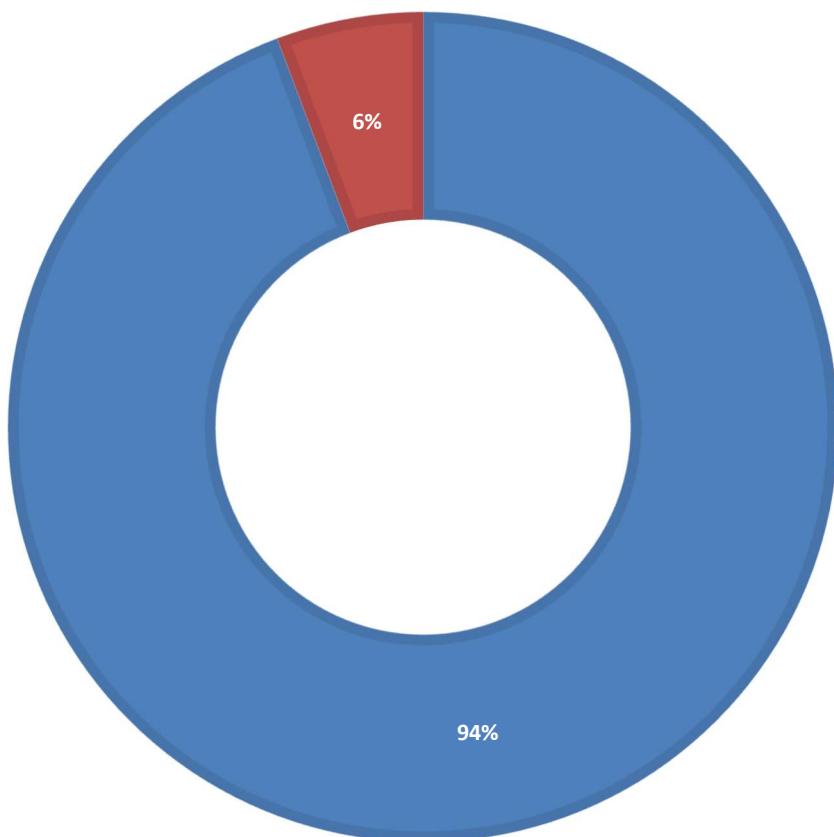


## 7.2 Commercial Survey Questions and Responses

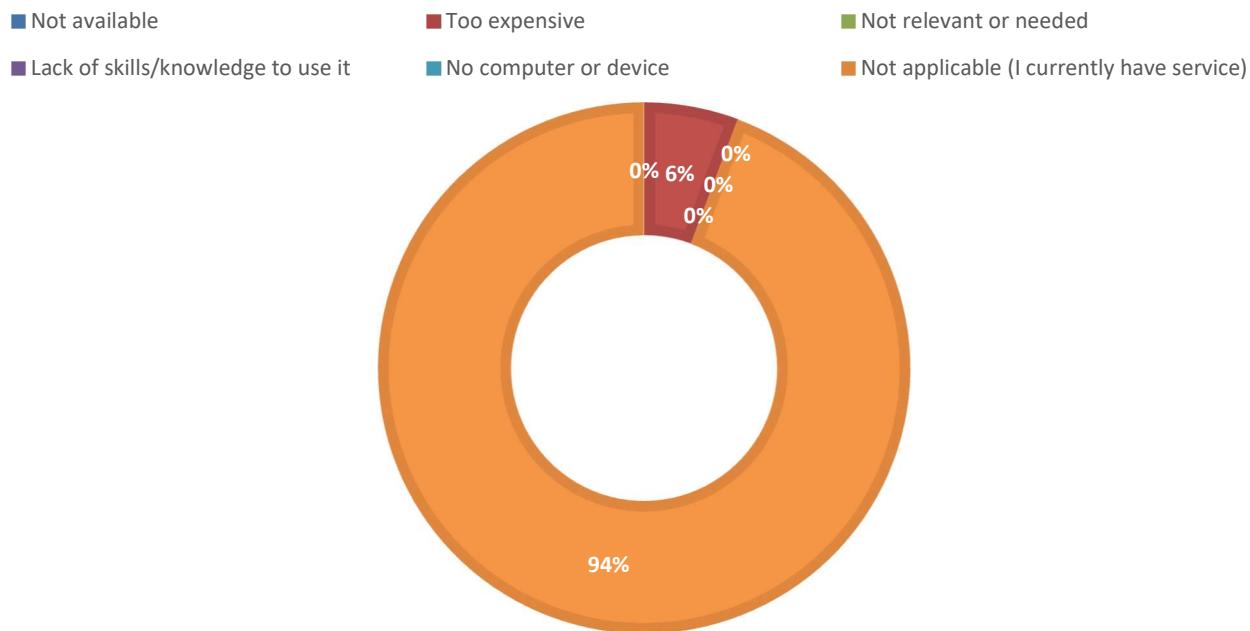
Pie charts are reported as percentages of total response.

**Q1 - Do you currently have Internet service at your business?  
(JACKSON COUNTY)**

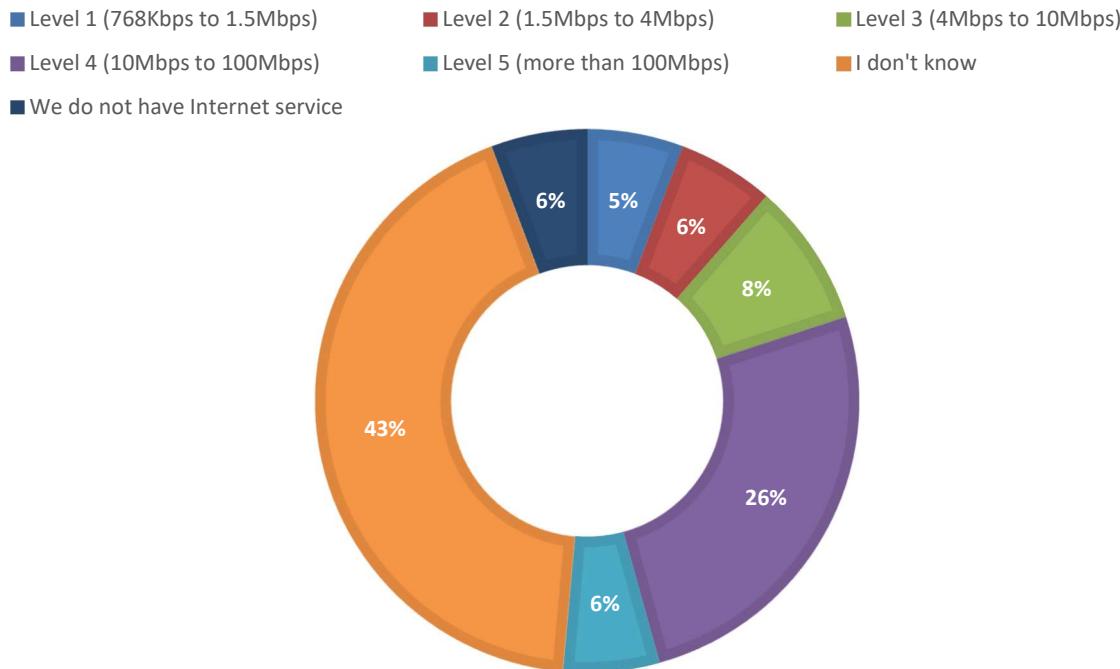
■ Yes ■ No



## Q1A - If not, what is the primary reason? (JACKSON COUNTY)

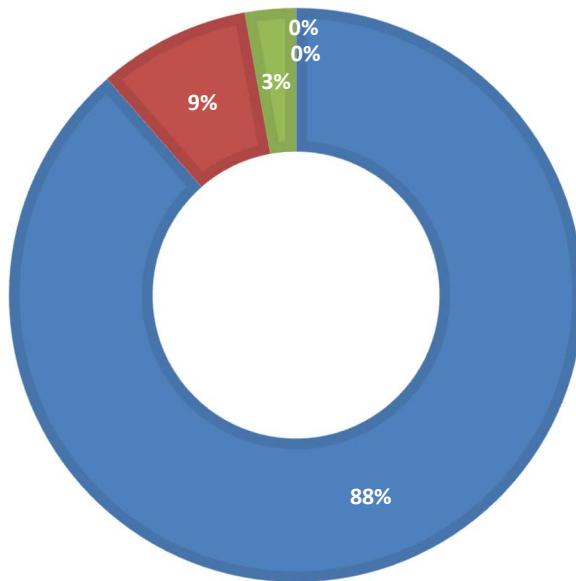


## Q2 - What Internet connection speed are you paying for (download speed)? (JACKSON COUNTY)



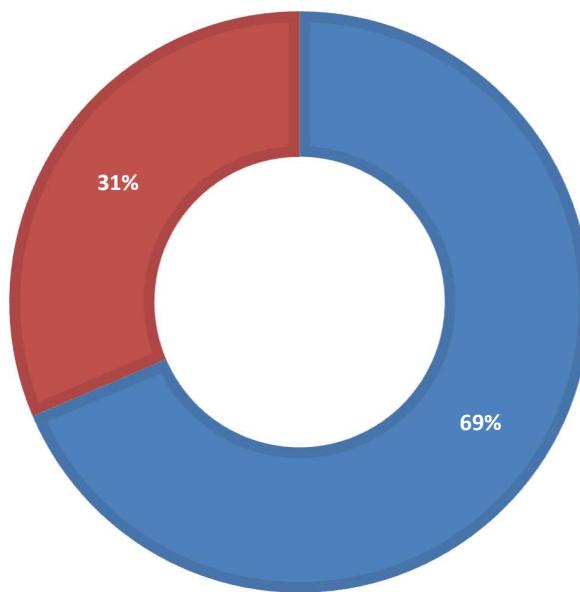
**Q3 - How important is an Internet connection to your business/ability to earn a living?  
(JACKSON COUNTY)**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



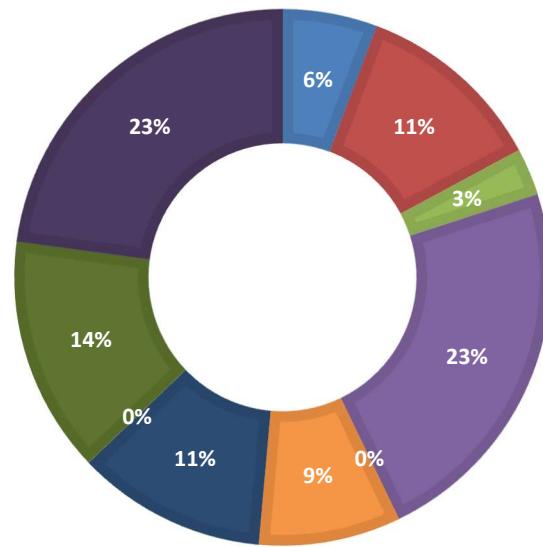
**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?  
(JACKSON COUNTY)**

■ Yes ■ No



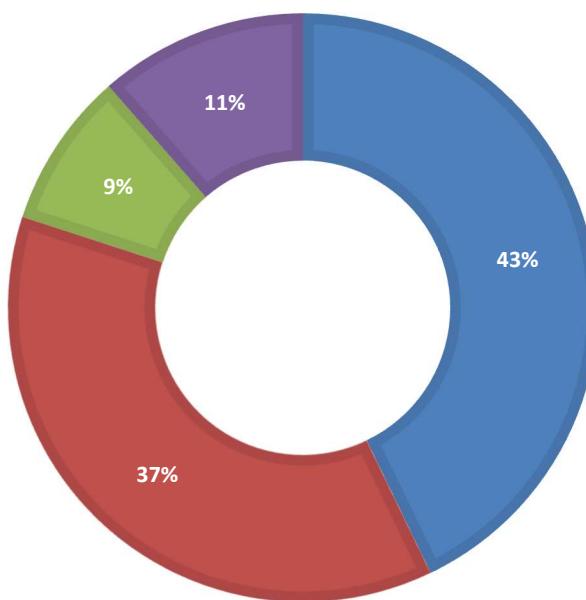
## Q5 - Which of the following categories best describes your type of business? (JACKSON COUNTY)

- |                 |                         |                       |                                |
|-----------------|-------------------------|-----------------------|--------------------------------|
| ■ Agriculture   | ■ Retail                | ■ Construction        | ■ Service Industry/Hospitality |
| ■ Manufacturing | ■ Professional Services | ■ Government/Industry | ■ Healthcare                   |
| ■ Real Estate   | ■ Other                 |                       |                                |



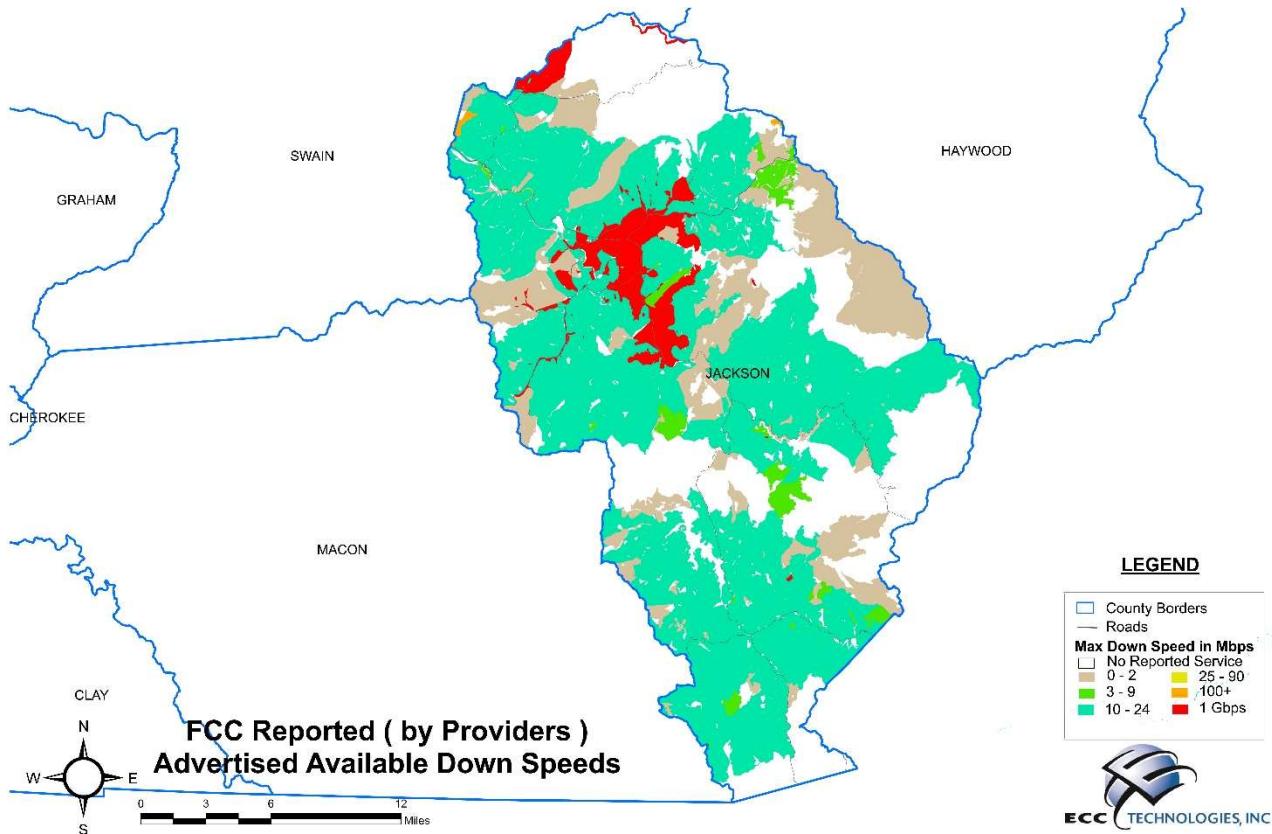
## Q6 - How many employees (full and part-time) do you currently have at this location? (JACKSON COUNTY)

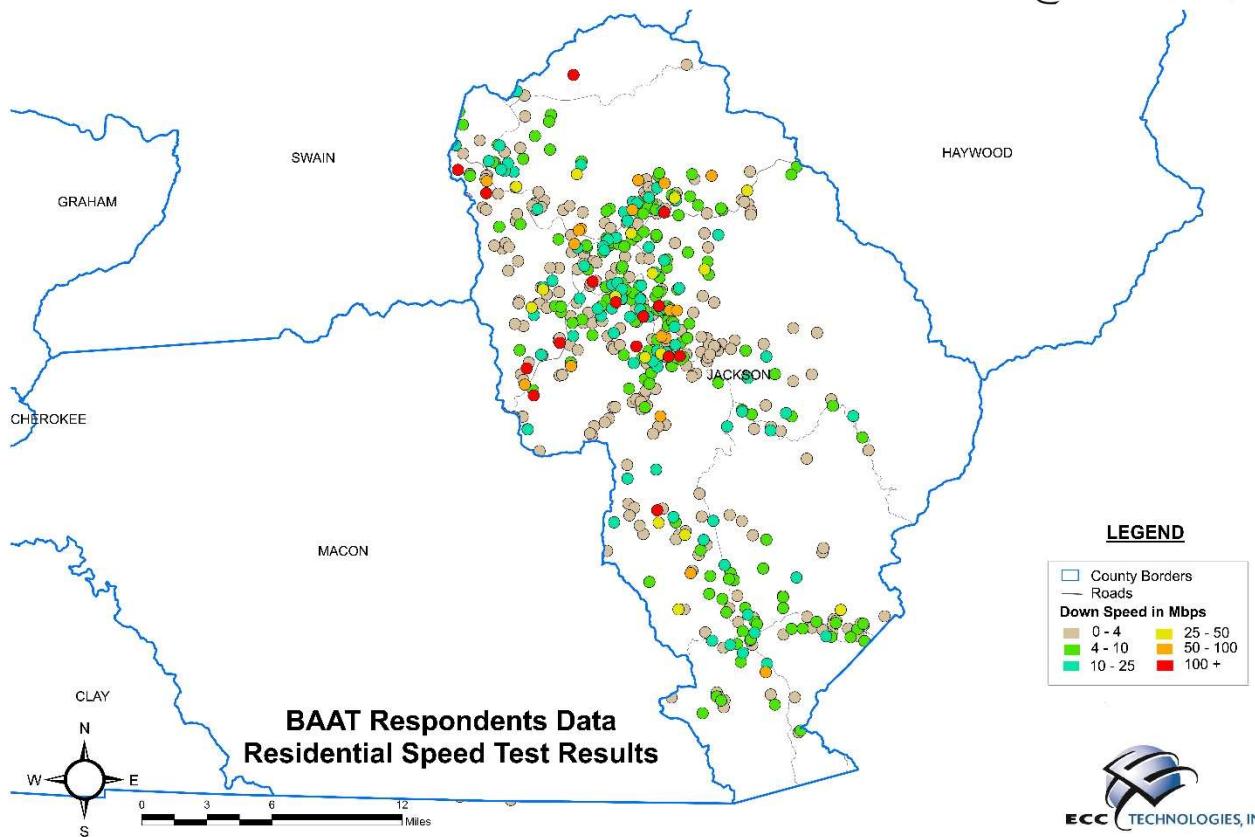
- |       |        |         |           |
|-------|--------|---------|-----------|
| ■ 1-5 | ■ 6-25 | ■ 26-50 | ■ Over 50 |
|-------|--------|---------|-----------|



### 7.3 Provider Reported Availability vs. Speed Test Results

The following maps show the speeds in Jackson County as reported by service providers in the county versus the speed test results of survey respondents. This data can be telling as to whether residents and businesses are actually achieving the reported speeds.





## 8. Macon County Data

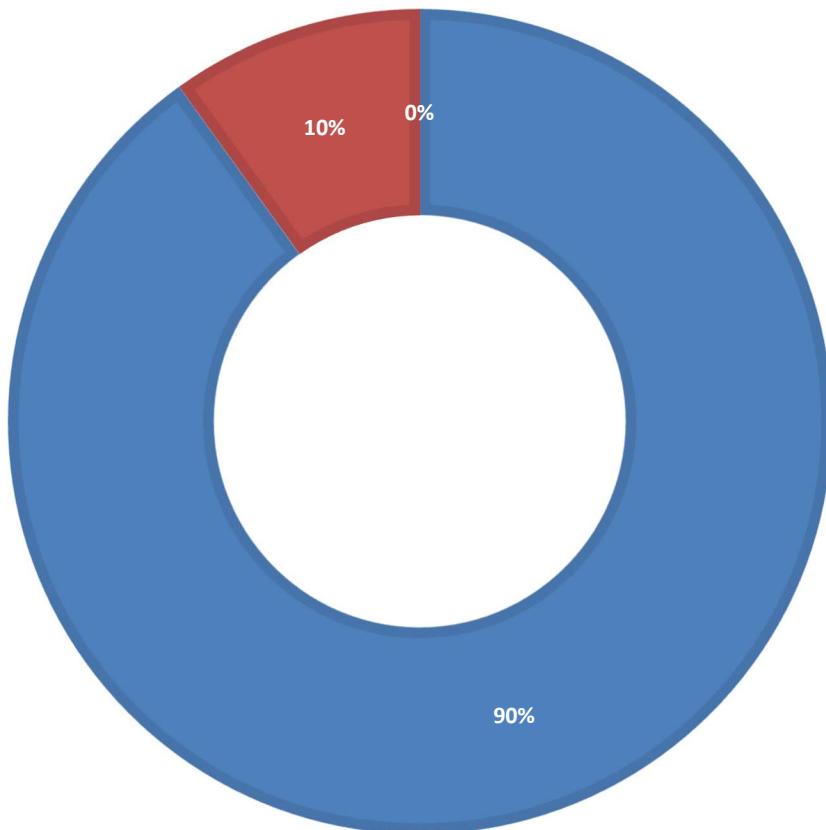
Macon County received an 89% response rate towards their overall goal, with a total of 1,340 residential responses and 39 commercial responses. Their results are reported in the following sections.

### 8.1 Residential Survey Questions and Responses

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.

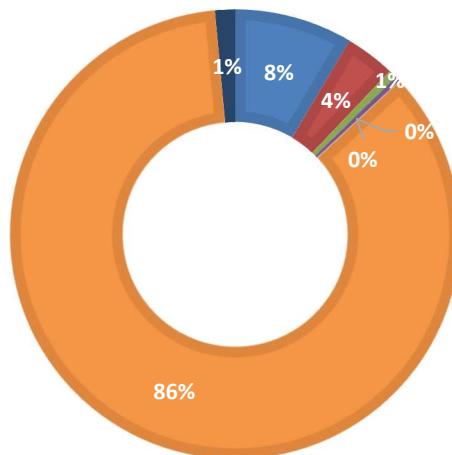
#### Q1 - DO YOU CURRENTLY HAVE INTERNET SERVICE AT YOUR HOME? (MACON COUNTY)

■ Yes ■ No ■ No response



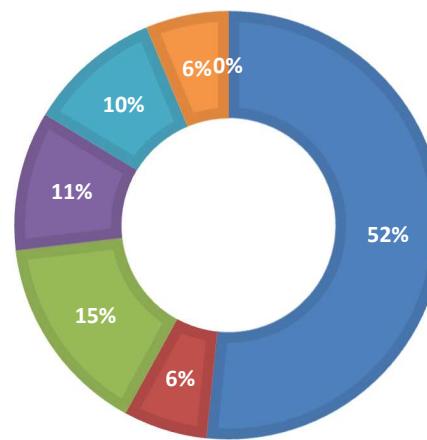
### **Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY. (MACON COUNTY)**

- Not available
- Not relevant or needed
- Lack skills/knowledge to use it
- No response
- Too expensive
- Lack of a computer or device
- Not applicable (I currently have service)



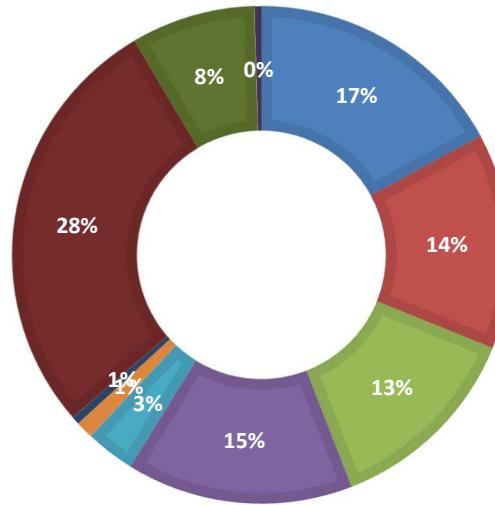
### **Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE. (MACON COUNTY)**

- Wired (cable, DSL)
- Cellular data (mobile phone)
- Fixed wireless (from a local WISP)
- Satellite
- A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.)
- I don't have service
- No response



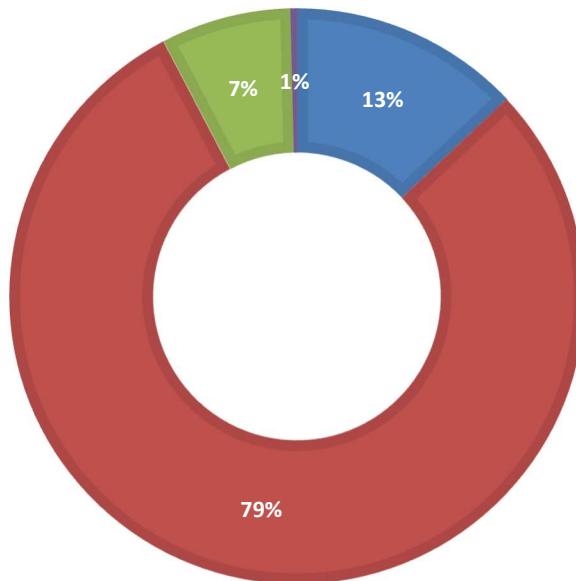
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR? (MACON COUNTY)

- |                                |                    |                        |
|--------------------------------|--------------------|------------------------|
| ■ 1.5Mbps to 3Mbps             | ■ 3Mbps to 6Mbps   | ■ 6Mbps to 10Mbps      |
| ■ 10Mbps to 25Mbps             | ■ 25Mbps to 50Mbps | ■ 50Mbps to 100Mbps    |
| ■ 100Mbps to a Gigabit or more | ■ I don't know     | ■ I don't have service |
| ■ No response                  |                    |                        |



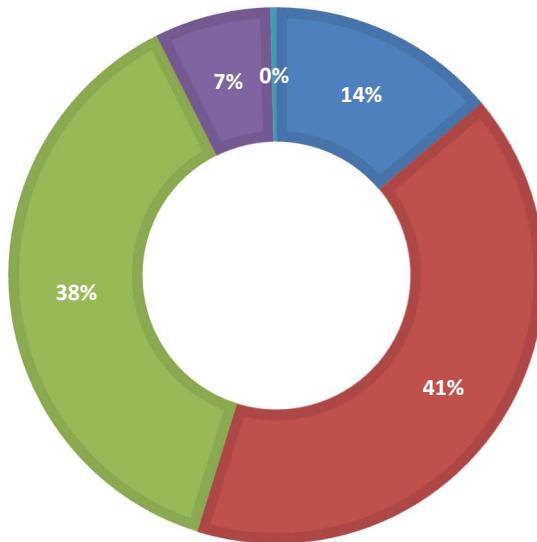
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS? (MACON COUNTY)

- |       |      |                        |               |
|-------|------|------------------------|---------------|
| ■ Yes | ■ No | ■ I don't have service | ■ No response |
|-------|------|------------------------|---------------|



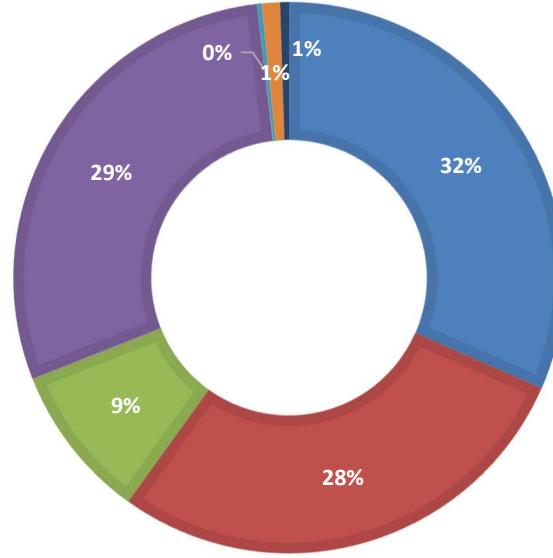
**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?  
(MACON COUNTY)**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

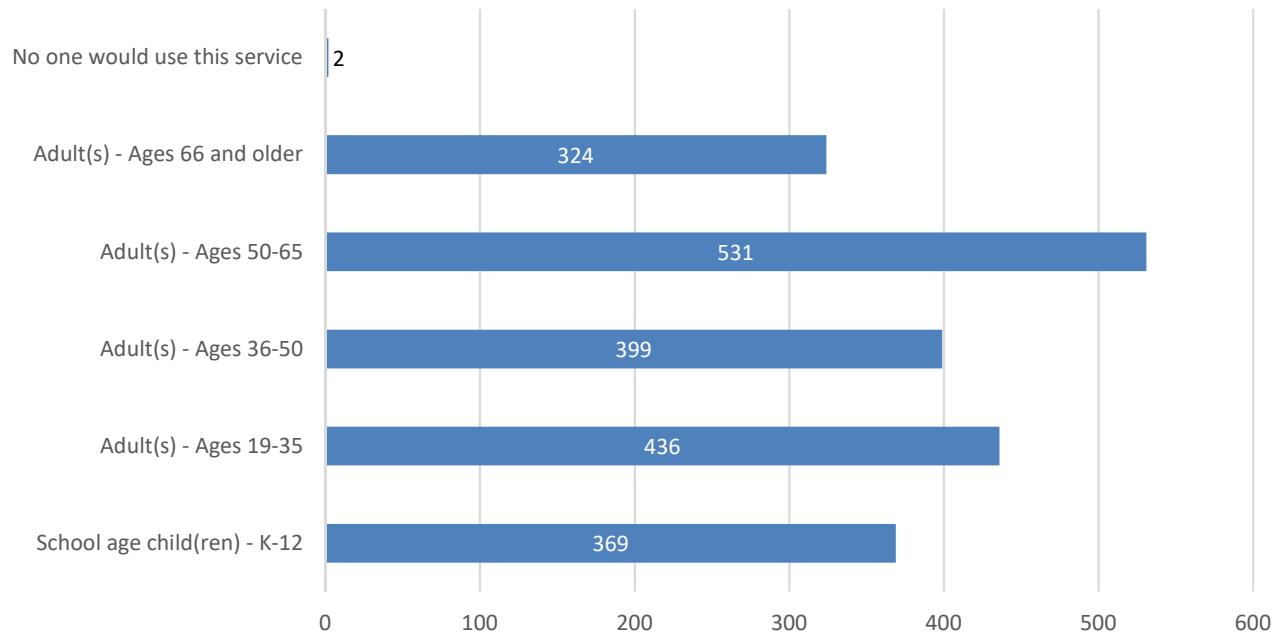


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?  
(MACON COUNTY)**

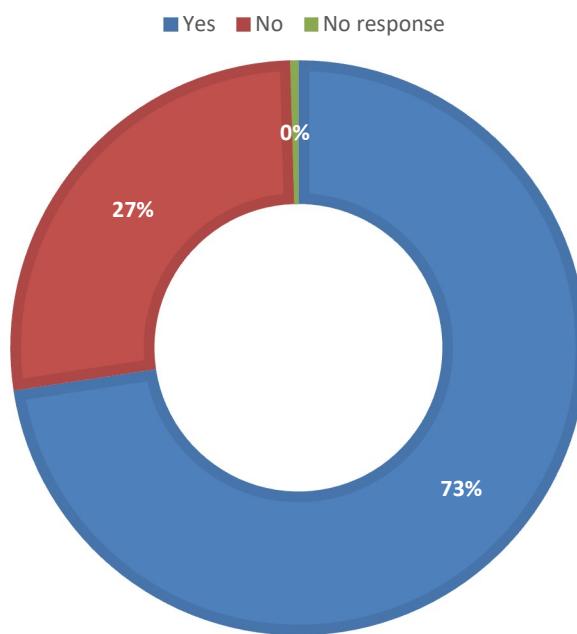
■ Internet only ■ Internet and TV ■ Internet and home phone  
■ Internet, TV and home phone ■ TV only ■ None of the above  
■ No response



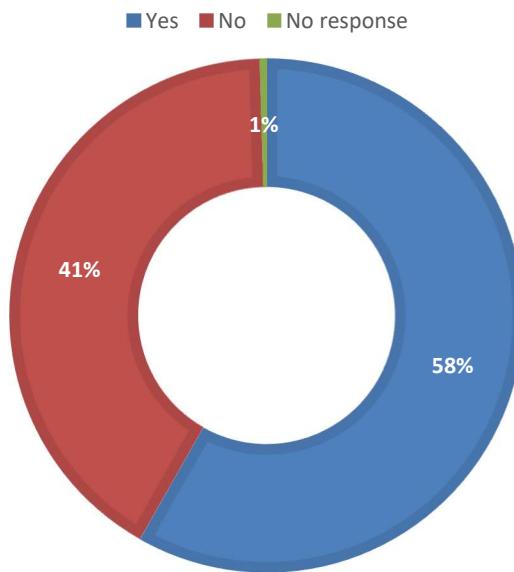
## Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET AT YOUR ADDRESS? (MACON COUNTY)



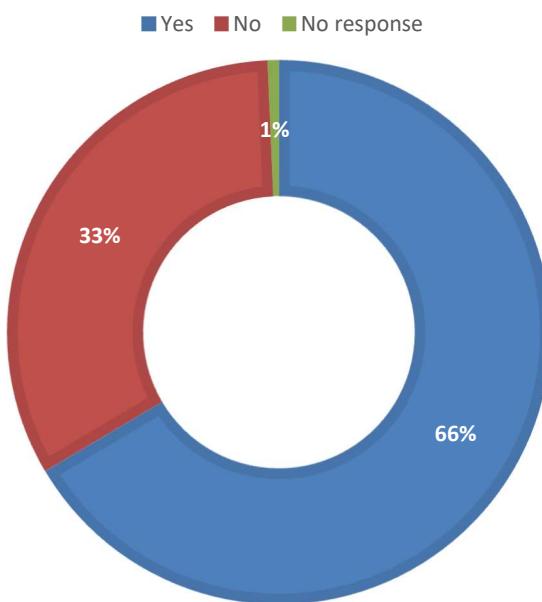
## Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE? (MACON COUNTY)



**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(MACON COUNTY)**

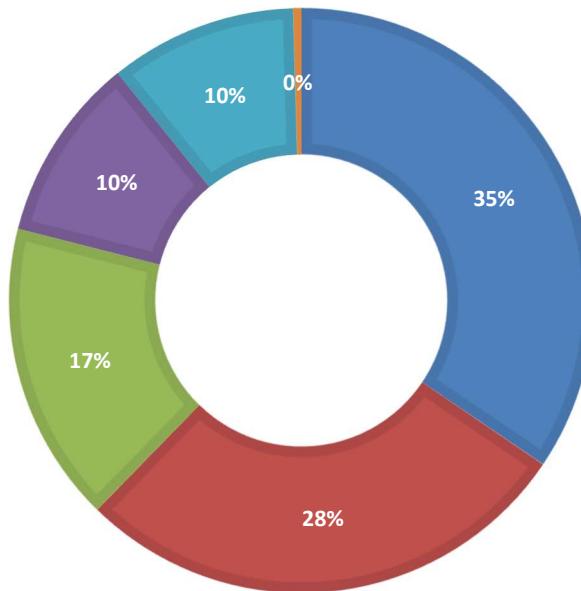


**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(MACON COUNTY)**



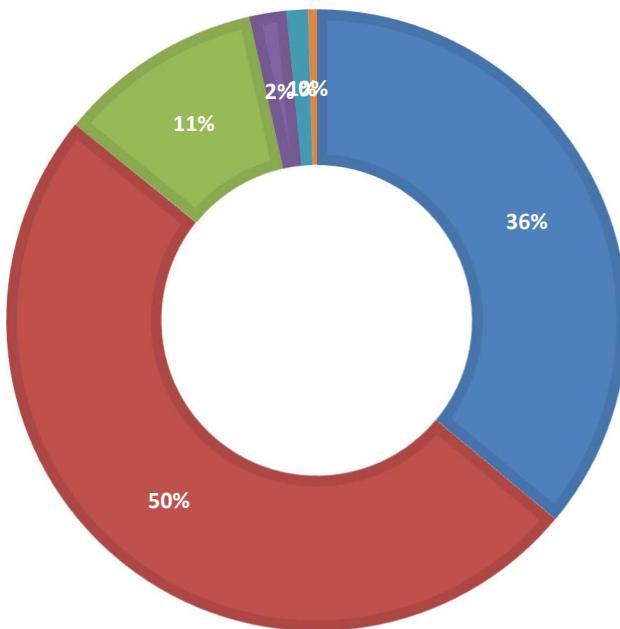
### Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING? (MACON COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



### Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE? (MACON COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response

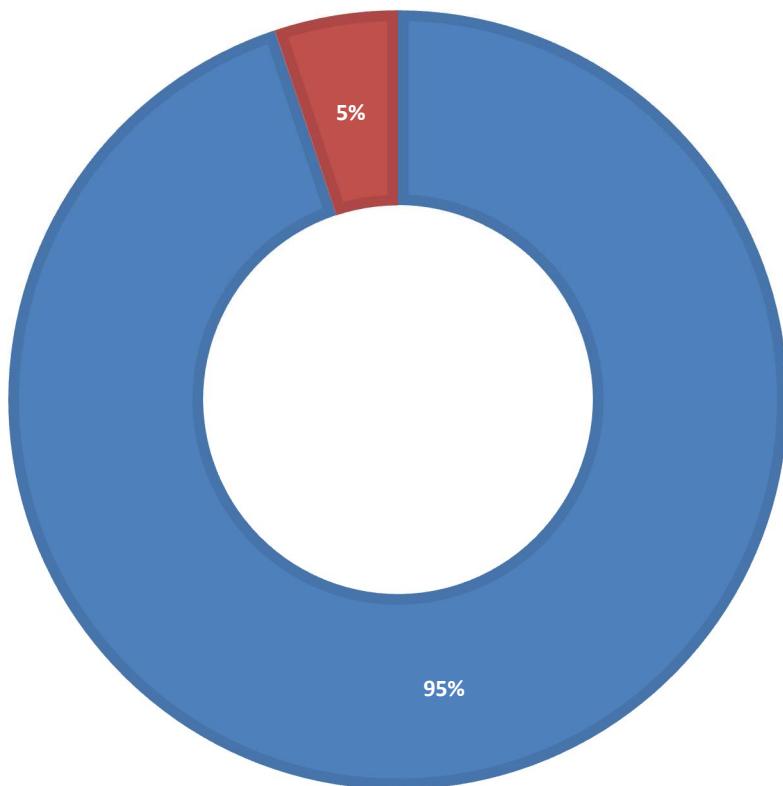


## 8.2 Commercial Survey Questions and Responses

Pie charts are reported as percentages of total response.

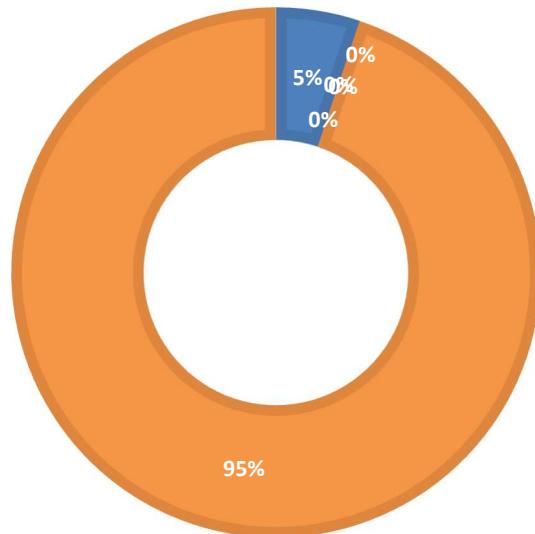
**Q1 - Do you currently have Internet service at your business?  
(MACON COUNTY)**

■ Yes ■ No



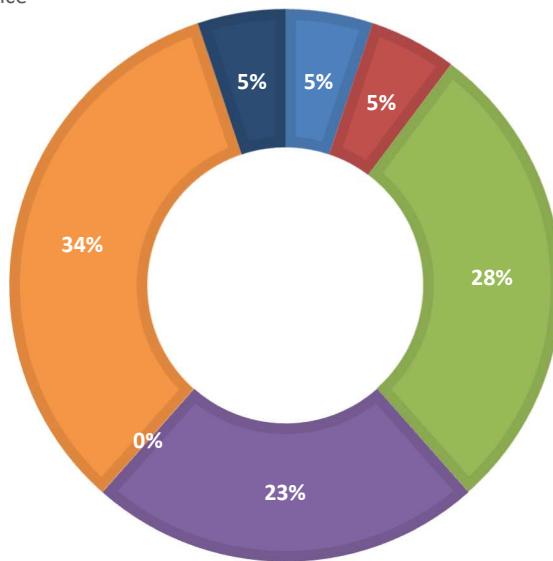
## Q1A - If not, what is the primary reason? (MACON COUNTY)

- Not available
- Not relevant or needed
- No computer or device
- Too expensive
- Lack of skills/knowledge to use it
- Not applicable (I currently have service)



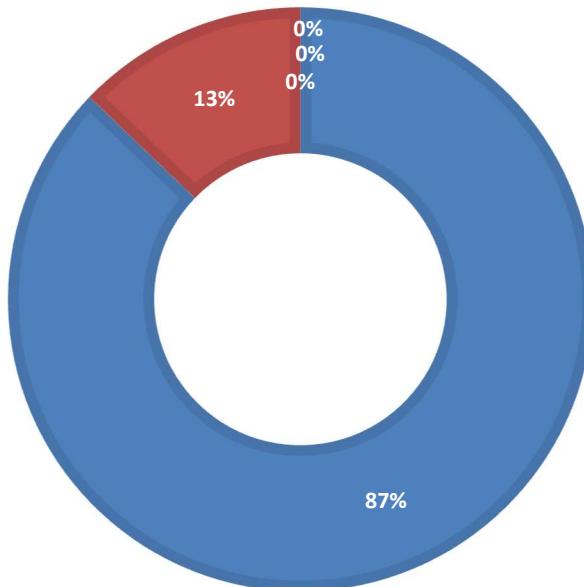
## Q2 - What Internet connection speed are you paying for (download speed)? (MACON COUNTY)

- Level 1 (768Kbps to 1.5Mbps)
- Level 4 (10Mbps to 100Mbps)
- We do not have Internet service
- Level 2 (1.5Mbps to 4Mbps)
- Level 5 (more than 100Mbps)
- Level 3 (4Mbps to 10Mbps)
- I don't know



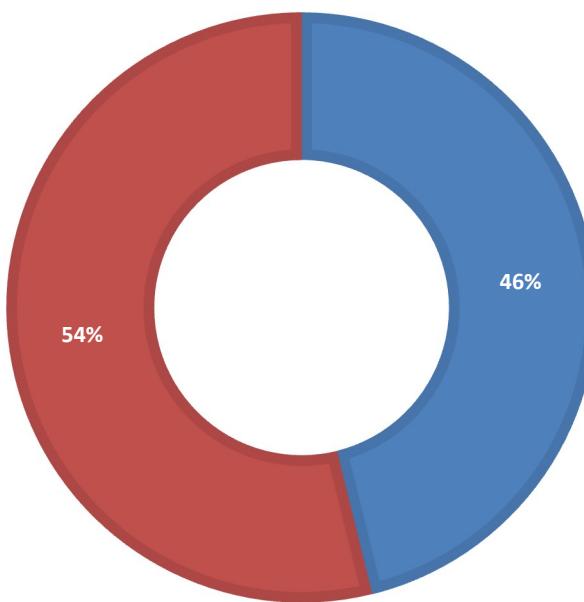
**Q3 - How important is an Internet connection to your business/ability to earn a living?  
(MACON COUNTY)**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?  
(MACON COUNTY)**

■ Yes ■ No



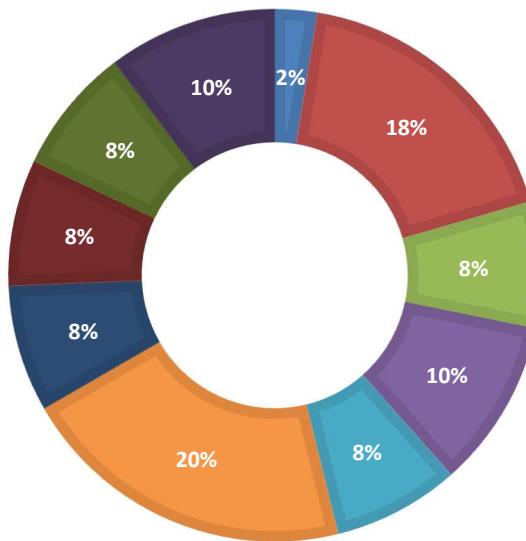
### Q5 - Which of the following categories best describes your type of business? (MACON COUNTY)

Agriculture  
Manufacturing  
Real Estate

Retail  
Professional Services  
Other

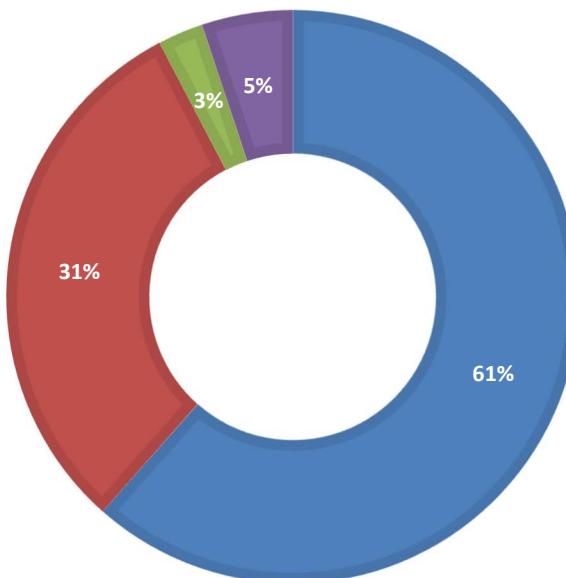
Construction  
Government/Industry

Service Industry/Hospitality  
Healthcare



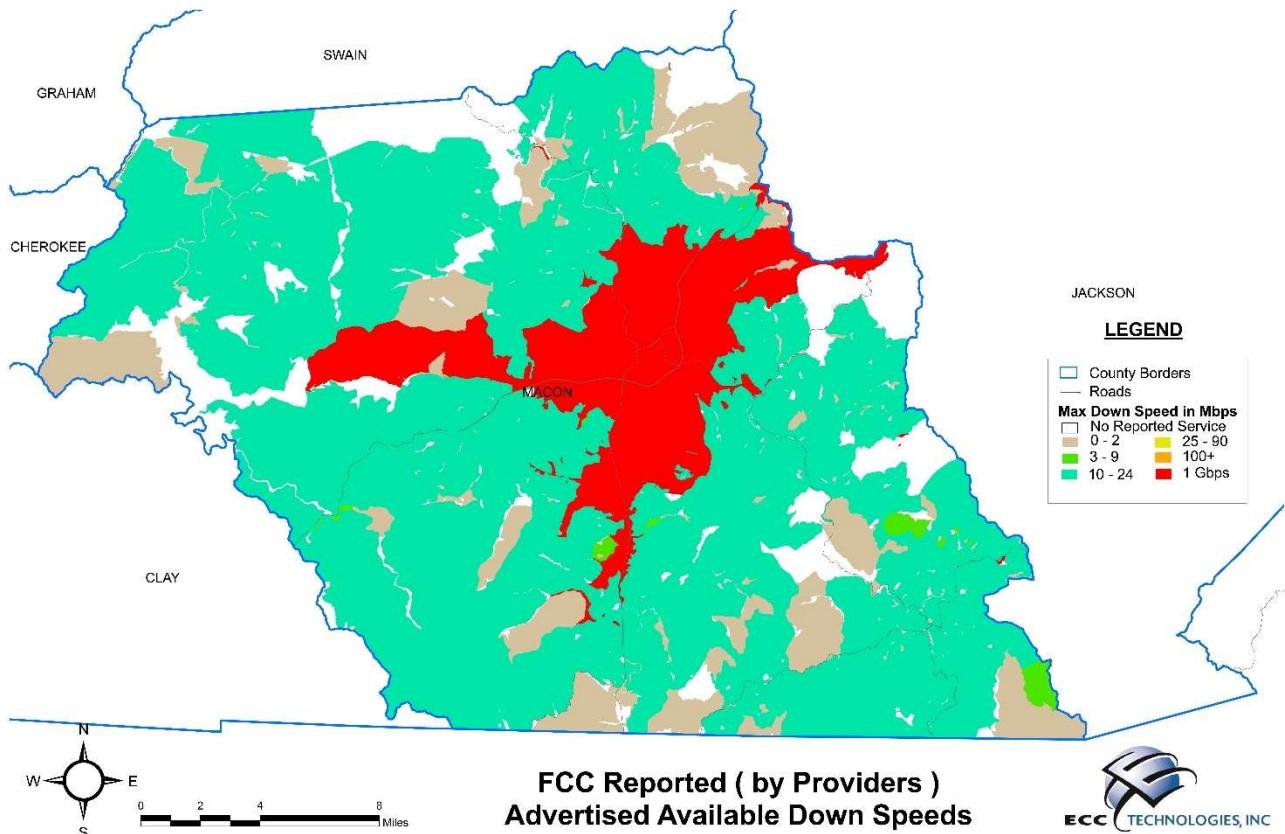
### Q6 - How many employees (full and part-time) do you currently have at this location? (MACON COUNTY)

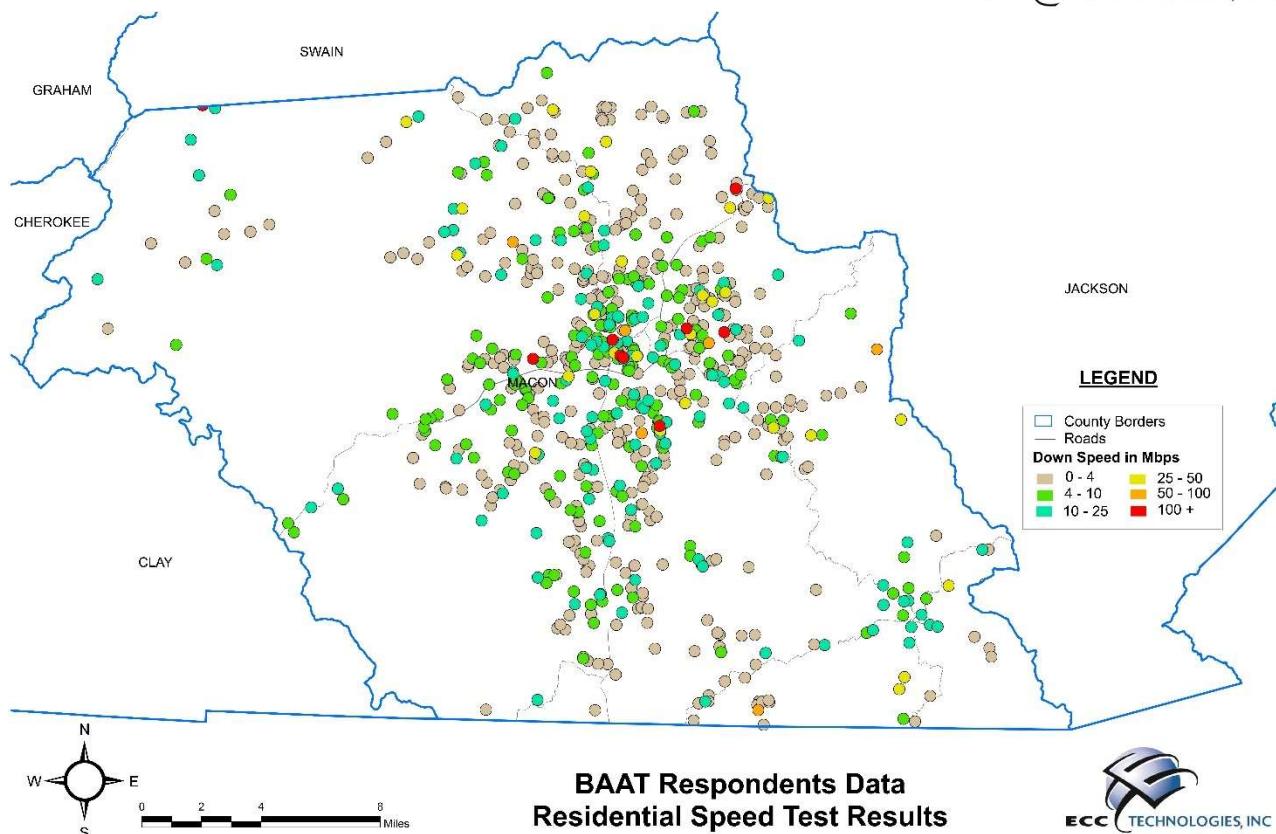
1-5    6-25    26-50    Over 50



### 8.3 Provider Reported Availability vs. Speed Test Results

The following maps show the speeds in Macon County as reported by service providers in the county versus the speed test results of survey respondents. This data can be telling as to whether residents and businesses are actually achieving the reported speeds.





## 9. Swain County Data

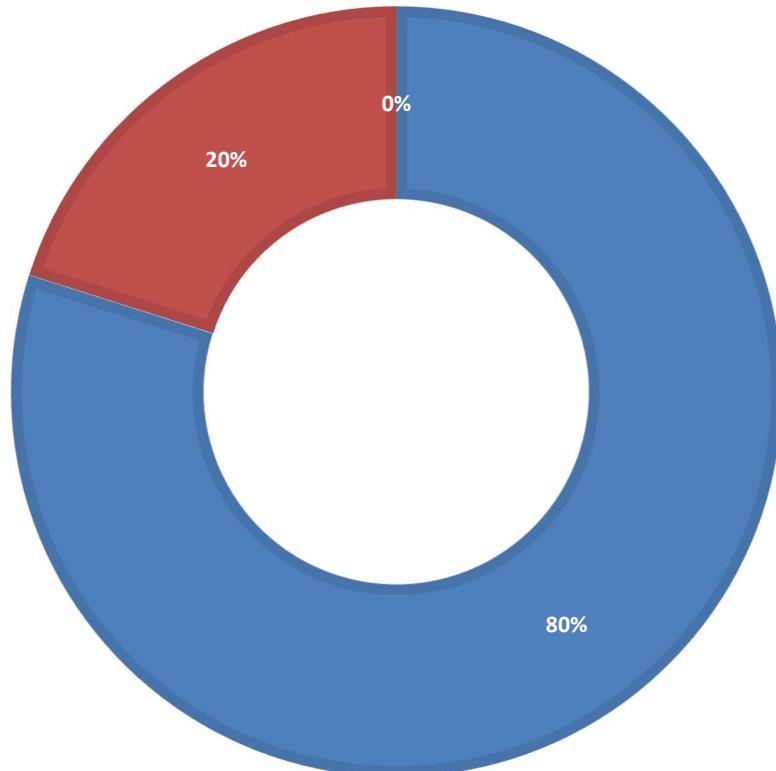
Swain County received a 37% response rate towards their overall goal, with a total of 189 residential responses and 10 commercial responses. Their results are reported in the following sections.

### 9.1 Residential Survey Questions and Responses

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents.

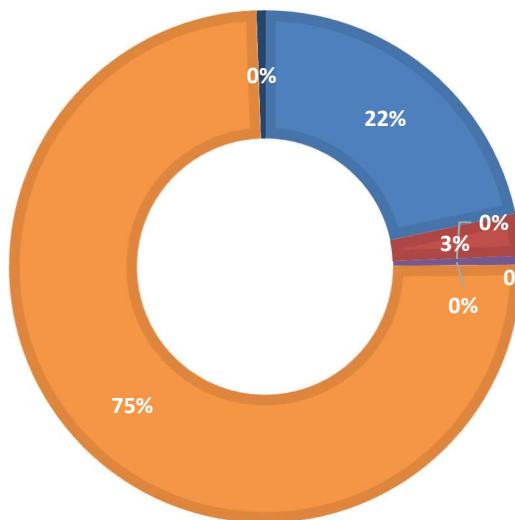
#### Q1 - DO YOU CURRENTLY HAVE INTERNET SERVICE AT YOUR HOME? (SWAIN COUNTY)

■ Yes ■ No ■ No response



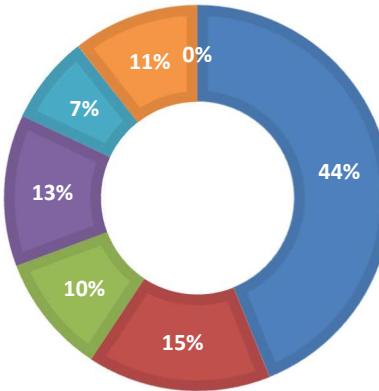
## Q1A - IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY. (SWAIN COUNTY)

- |   |   |  |
|---|---|--|
| <span style="color: blue;">■</span> Not available<br><span style="color: purple;">■</span> Lack of a computer or device<br><span style="color: black;">■</span> No response | <span style="color: red;">■</span> Too expensive<br><span style="color: teal;">■</span> Lack skills/knowledge to use it | <span style="color: green;">■</span> Not relevant or needed<br><span style="color: orange;">■</span> Not applicable (I currently have service) |
|---|---|--|



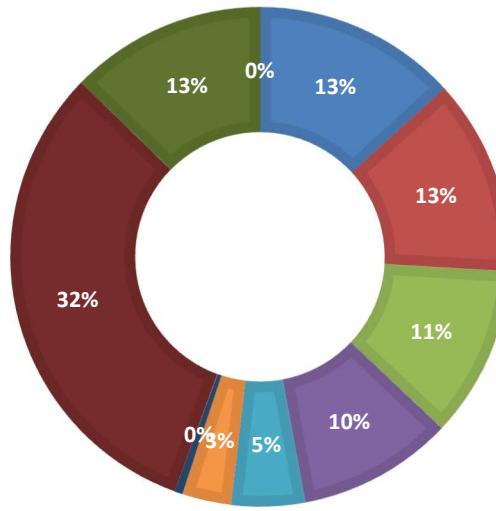
## Q2 - PLEASE SELECT THE TYPE OF SERVICE TO WHICH YOU CURRENTLY SUBSCRIBE. (SWAIN COUNTY)

- |  |
|--|
| <span style="color: blue;">■</span> Wired (cable, DSL)<br><span style="color: red;">■</span> Cellular data (mobile phone)<br><span style="color: green;">■</span> Fixed wireless (from a local WISP)<br><span style="color: purple;">■</span> Satellite<br><span style="color: teal;">■</span> A combination (wireless and wired, wireless and cellular, satellite and cellular, etc.)<br><span style="color: orange;">■</span> I don't have service<br><span style="color: black;">■</span> No response |
|--|



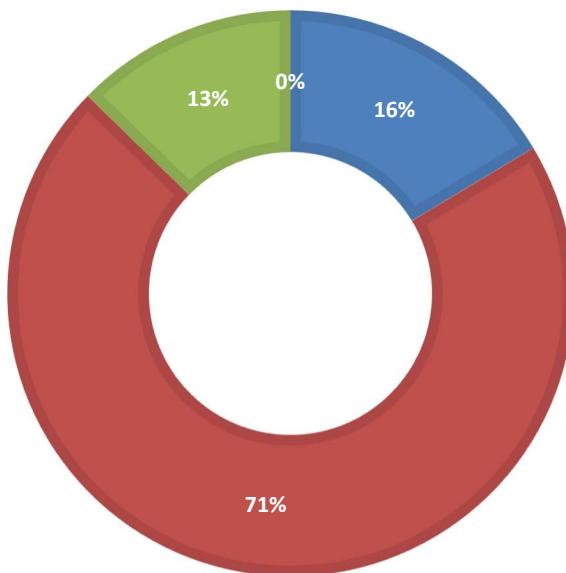
### Q3 - WHAT IS THE DOWNLOAD SPEED YOU CURRENTLY PAY FOR? (SWAIN COUNTY)

- |                                |                    |                        |
|--------------------------------|--------------------|------------------------|
| ■ 1.5Mbps to 3Mbps             | ■ 3Mbps to 6Mbps   | ■ 6Mbps to 10Mbps      |
| ■ 10Mbps to 25Mbps             | ■ 25Mbps to 50Mbps | ■ 50Mbps to 100Mbps    |
| ■ 100Mbps to a Gigabit or more | ■ I don't know     | ■ I don't have service |
| ■ No response                  |                    |                        |



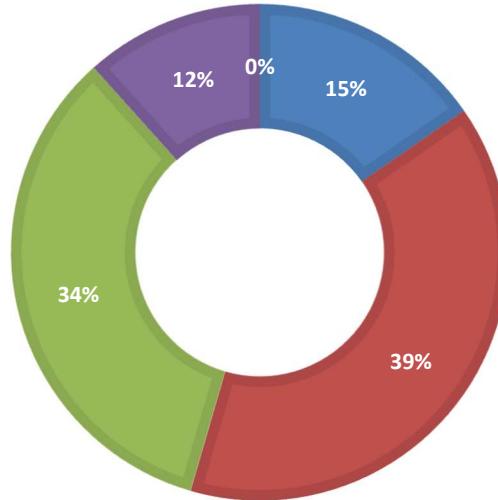
### Q4 - DOES THE SPEED YOU CURRENTLY SUBSCRIBE TO MEET YOUR NEEDS? (SWAIN COUNTY)

- |       |      |                        |               |
|-------|------|------------------------|---------------|
| ■ Yes | ■ No | ■ I don't have service | ■ No response |
|-------|------|------------------------|---------------|



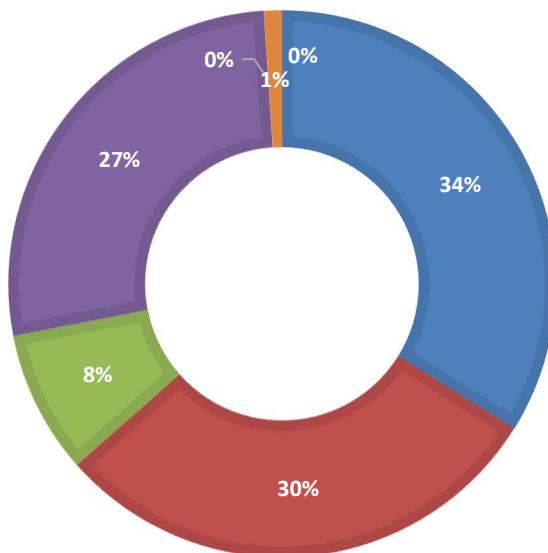
**Q5 - ON AVERAGE, HOW MANY DEVICES DO YOU HAVE THAT CONNECT TO YOUR INTERNET SERVICE (INCLUDING LAPTOPS, TABLETS, SMART PHONES, TELEVISIONS, ETC.)?  
(SWAIN COUNTY)**

■ 1-2 ■ 3-4 ■ 5 or more ■ I don't have service ■ No response

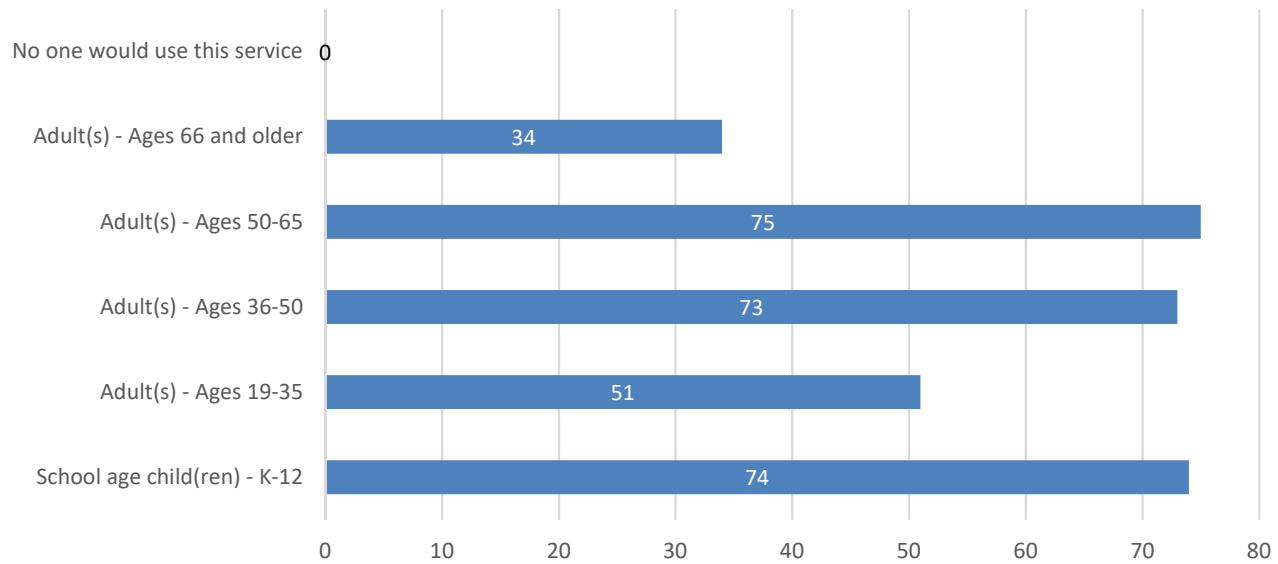


**Q6 - IF ADDITIONAL COMPETITIVE SERVICES WERE AVAILABLE TO YOU, TO WHICH PACKAGE WOULD YOU SUBSCRIBE?  
(SWAIN COUNTY)**

■ Internet only ■ Internet and TV ■ Internet and home phone ■ Internet, TV and home phone  
■ TV only ■ None of the above ■ No response

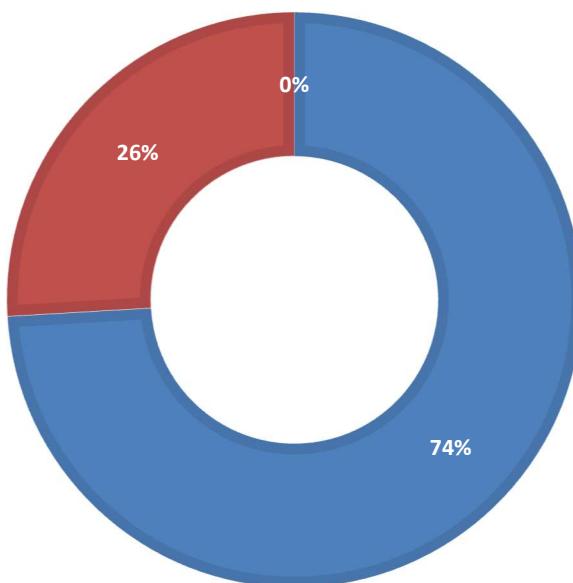


**Q7 - WHO ARE OR WOULD BE THE PRIMARY USERS OF INTERNET  
AT YOUR ADDRESS?  
(SWAIN COUNTY)**

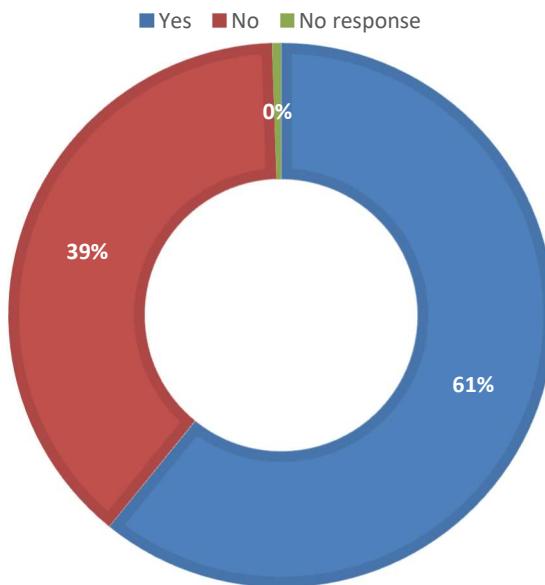


**Q8 - WOULD ANYONE IN YOUR HOUSEHOLD TAKE ONLINE  
CLASSES IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(SWAIN COUNTY)**

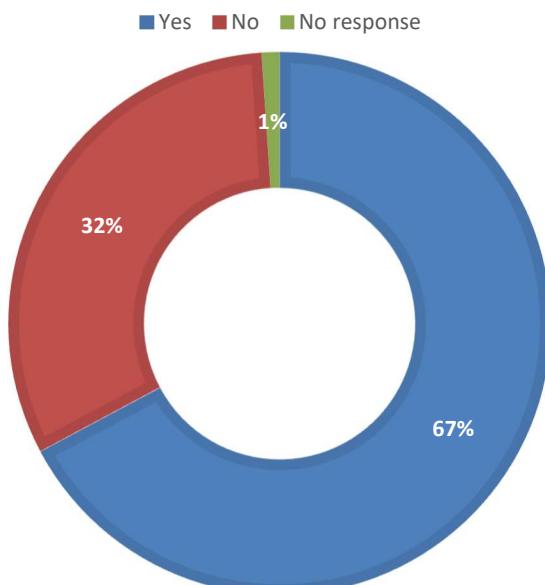
■ Yes ■ No ■ No response



**Q8A -WOULD ANYONE IN YOUR HOUSEHOLD TELECOMMUTE  
OR START A HOME-BASED BUSINESS IF SUFFICIENT INTERNET  
SERVICE WERE AVAILABLE?  
(SWAIN COUNTY)**

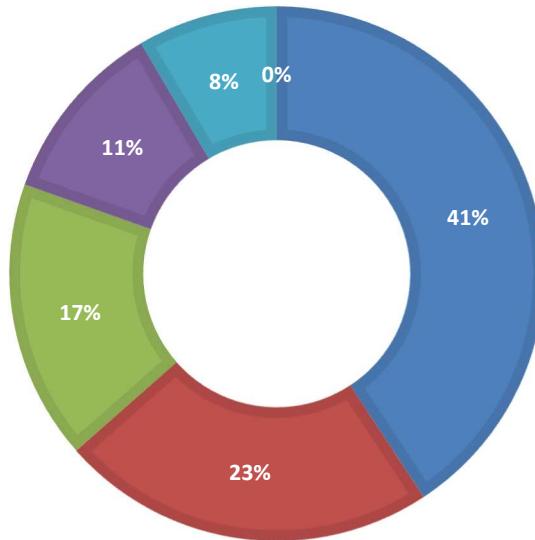


**Q8B - WOULD ANYONE IN YOUR HOME USE TELEMEDICINE  
OR SOCIAL SUPPORT APPLICATIONS (E.G. "VIRTUAL DOCTOR  
VISITS") IF SUFFICIENT INTERNET SERVICE WERE AVAILABLE?  
(SWAIN COUNTY)**



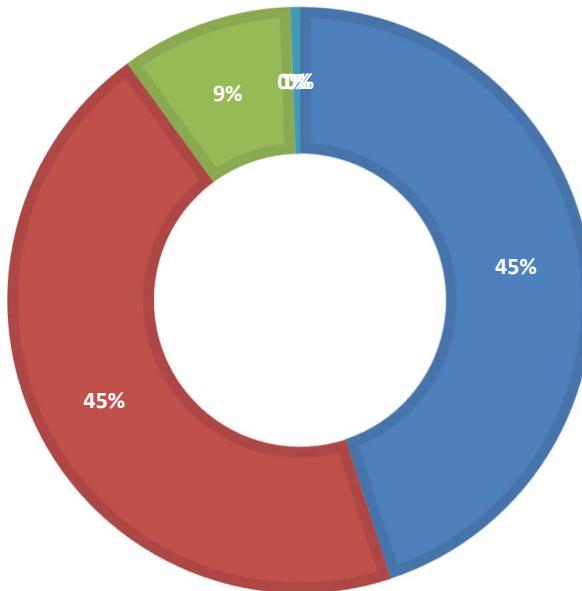
## Q9 - HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING? (SWAIN COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



## Q9A - HOW IMPORTANT IS INTERNET ACCESS TO YOUR QUALITY OF LIFE? (SWAIN COUNTY)

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important ■ No response



## 9.2 Commercial Survey Questions and Responses

Pie charts are reported as percentages of total response.

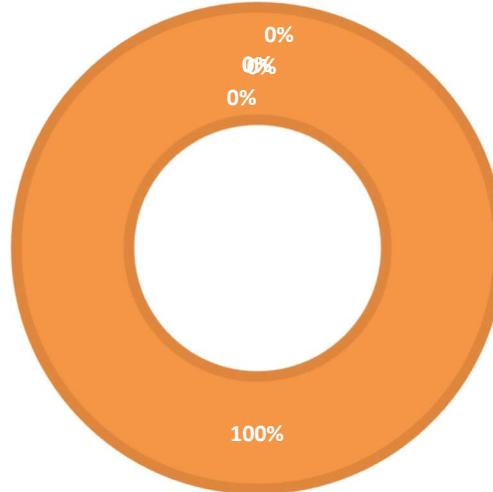
**Q1 - Do you currently have Internet service at your business?  
(SWAIN COUNTY)**

■ Yes ■ No



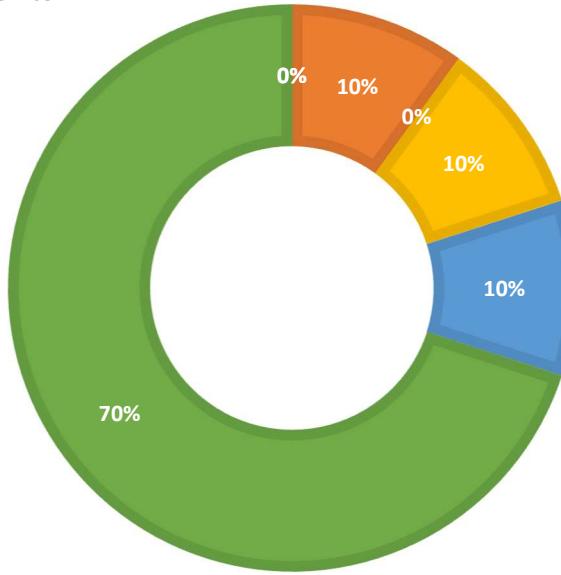
## Q1A - If not, what is the primary reason? (SWAIN COUNTY)

- Not available
- Not relevant or needed
- No computer or device
- Too expensive
- Lack of skills/knowledge to use it
- Not applicable (I currently have service)



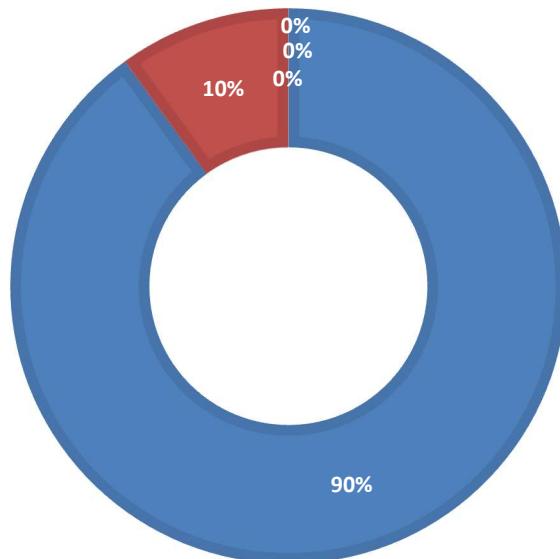
## Q2 - What Internet connection speed are you paying for (download speed)? (SWAIN COUNTY)

- Level 1 (768Kbps to 1.5Mbps)
- Level 2 (1.5Mbps to 4Mbps)
- Level 3 (4Mbps to 10Mbps)
- Level 4 (10Mbps to 100Mbps)
- Level 5 (more than 100Mbps)
- I don't know
- We do not have Internet service



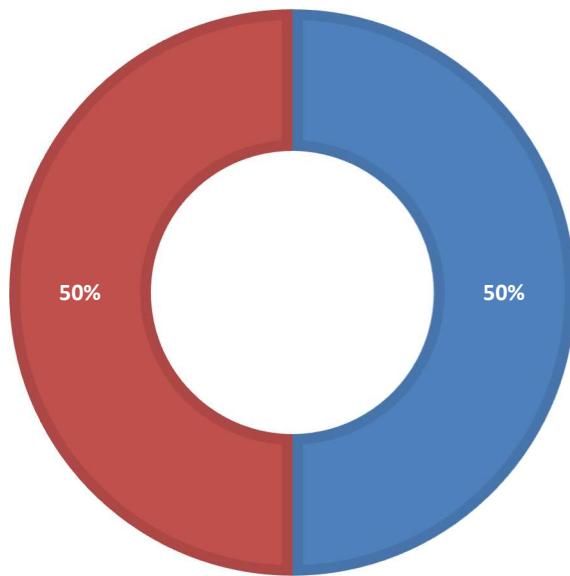
**Q3 - How important is an Internet connection to your business/ability to earn a living?  
(SWAIN COUNTY)**

■ Critical ■ Very important ■ Somewhat important ■ Neutral ■ Not important



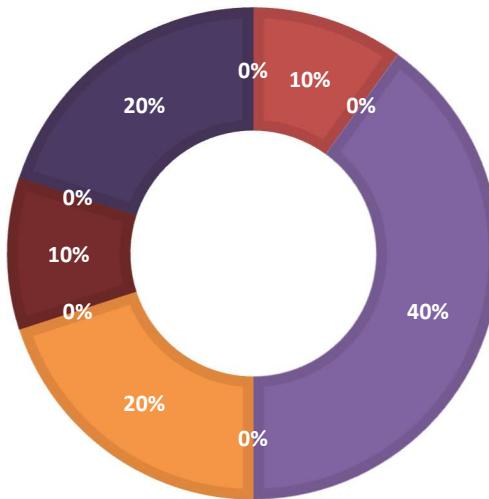
**Q4 - Would anyone in your company telecommute if sufficient Internet service were available?  
(SWAIN COUNTY)**

■ Yes ■ No



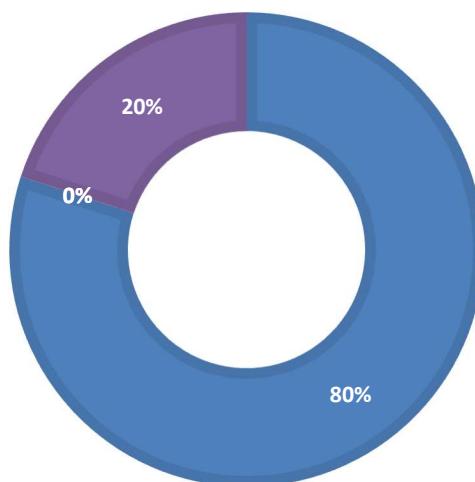
### Q5 - Which of the following categories best describes your type of business? (SWAIN COUNTY)

- |                                |                 |                         |
|--------------------------------|-----------------|-------------------------|
| ■ Agriculture                  | ■ Retail        | ■ Construction          |
| ■ Service Industry/Hospitality | ■ Manufacturing | ■ Professional Services |
| ■ Government/Industry          | ■ Healthcare    | ■ Real Estate           |
| ■ Other                        |                 |                         |



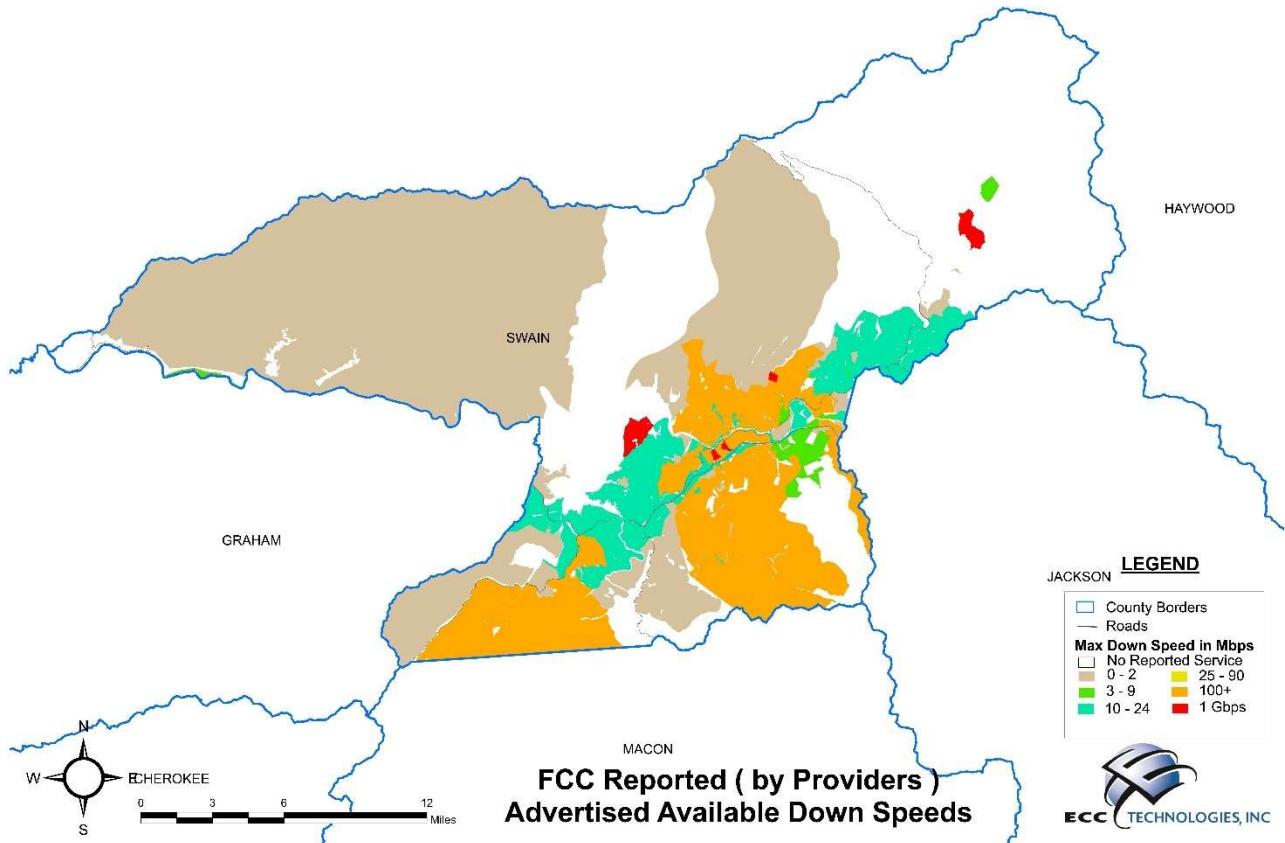
### Q6 - How many employees (full and part-time) do you currently have at this location? (SWAIN COUNTY)

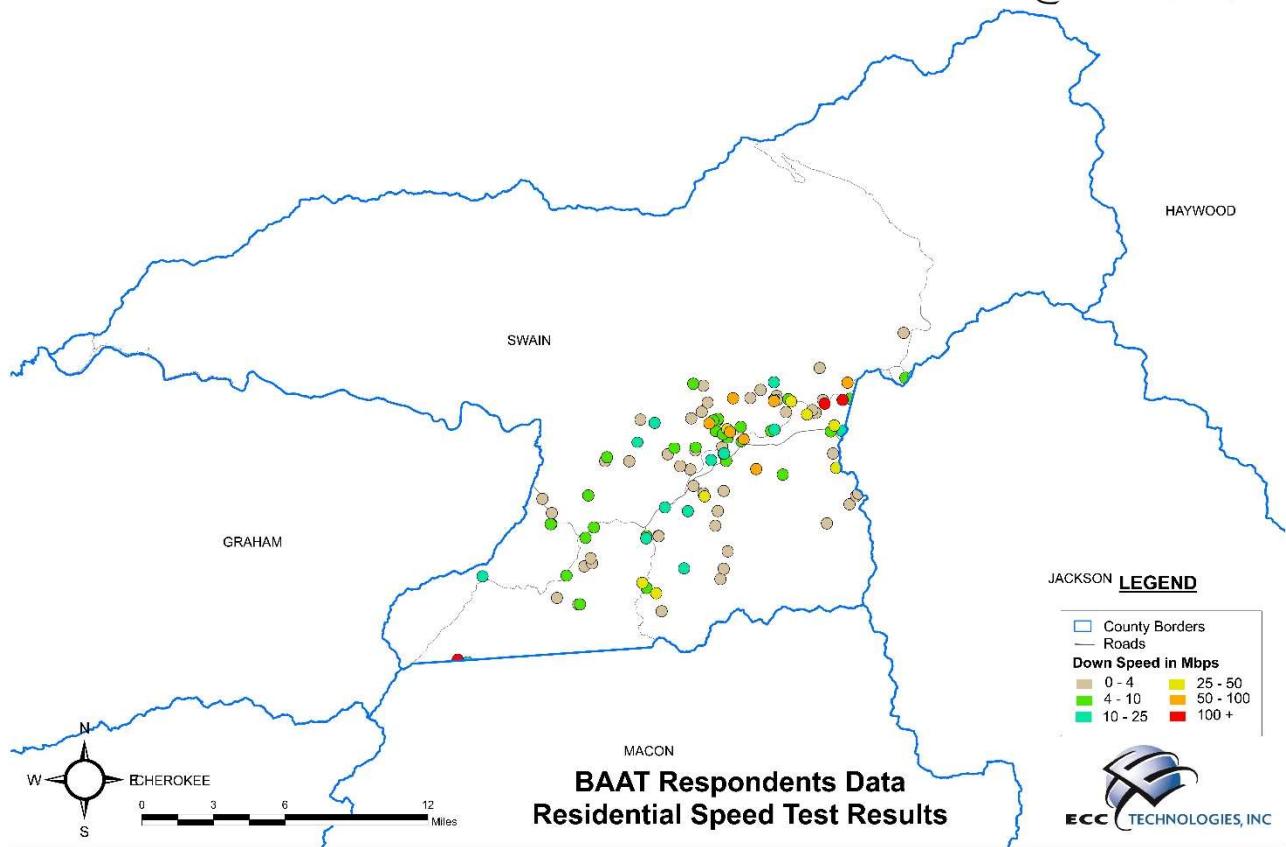
- |       |        |         |           |
|-------|--------|---------|-----------|
| ■ 1-5 | ■ 6-25 | ■ 26-50 | ■ Over 50 |
|-------|--------|---------|-----------|



### 9.3 Provider Reported Availability vs. Speed Test Results

The following maps show the speeds in Swain County as reported by service providers in the county versus the speed test results of survey respondents. This data can be telling as to whether residents and businesses are actually achieving the reported speeds.





## 10. Respondent Write-in Comments

The following comments were provided in response to the open-ended question: "Are there any comments you wish to share regarding broadband service or Internet access in your region?" These comments have been sorted by county and are presented verbatim, with no editing applied.

### 10.1 Residential Comments

#### CHEROKEE COUNTY

The broadband service in our area is horrible. It regularly goes out on a daily basis. I have to disconnect and reconnect at least once per day to get the pages to load. In addition I am not receiving the speed that I am paying for the majority of the time. I am stuck with the company I have because I stream my TV service and they are the only unlimited in the area.

I worked remotely for AOL whose parent company was in Dulles, VA, for fifteen of the past 20 years. I used dial up for the first decade and then had to drive into the town of Murphy (about 15 miles) to my husband's office to work for the remaining years as dial up was no longer adequate. We tried satellite Internet for a short period. Our computers froze up and our band width was regularly reduced from going over our quota, even though we had purchased the highest plan available. We no use a local company who provides wireless service from a tower in our area. Again, our service depends on good weather. We still experience lapses in connectivity and slow speeds.

Affordable broadband would be wonderful.

Affordable broadband would be awesome.

None

Only satellite is available in my area, and it is very expensive due to data caps. After that data is used, it's like having the old dial-up internet. DSL would meet my families needs, but it is not offered in my area.

I have Frontier. I am deemed in a High use/high traffic area and most nights have less than 1 GB download and upload speeds. Could have had several part-time internet based jobs but speed is not fast enough. I am less than 3/10 mile from fiber but they do not have interest in expansion.

It is unfortunate that we have no choices and that we must pay full price for minimal service speeds.

I'm only 1.5 miles from fiber and still can't get service.

I think it is imperative to have broadband countywide, regardless of home location within the county. I have been without internet at my current location for over 2 years due to lack of availability. I have used satellite internet in the past and was unhappy with the speed and affordability. I'm very unhappy

that my neighbors have access to Frontier, but it is unavailable to me. Regarding Frontier, I'm not very happy that they run a monopoly on the region. There is service is not much better than dial-up or satellite, but it was more affordable. Running a business and doing homework is quite complicated when you only have spotty cell service to research something. We often have to resort to driving several miles away to reply to a message or borrow a relative's computer somewhere else. Countywide broadband/fiber is essential to the growth of our area.

Satellite is the only option available at our house. It is expensive and slow. I want fiber optics.

Our internet is 78.00 per month and its slow, our tv 80.00 and telephone 80 with all poor quality . We have NO cell signal what so ever ! Please help get faster and better communication here.

#### THE ONLY ACCESS WE HAVE IS FRONTIER AND THE SERVICE IS TERRIBLE

To get internet service to my house, I had to purchase a fiber connection adjacent Highway 64/74, install a power pole, install a Ubiquity Wireless Dish and beam it up to my house on top of the mountain. The fiber connection was not available at my home, so I had to go to great lengths and expense so that I can do my work from home. I think your survey is important as I would love to see a fiber connection in everyone's home without the expense that I incurred for a usable connection.

Would really love to have fiber optic service. It's all around us, but can't be run to us because we are too far off the main highway.

Our choices are limited to DSL through Frontier Communication or via Murphy Cable TV.

Please get DSL to. Brasstown NC.

We need internet services that are fast, reliable and available 24/7 in our area. We do not even have cell phone coverage so we have a landline. When the electric goes out (which is frequent due to the abundance of trees in our area) we do not have internet and phone, either. There is no way to get a call into emergency services to us in this scenario. There are school children in our area who cannot take advantage of online learning, communicating with their teachers, doing homework online, or any other 21st Century activities that they need to survive and thrive in this culture.

Broadband service is a necessity for modern life. It has become a utility akin to electricity service and landline phone service. Where DSL is available it is not maintained to an acceptable standard. No new investments in DSL are taking place in Western North Carolina. In order to attract business and keep skilled workers, we need faster and more reliable internet service in Western North Carolina.

MY HUSBAND AND I BOTH WORK THROUGH TELECOMMUTING , HUSBAND HAS AN OFFICE IN TOWN JUST FOR INTERNET SPEED



I've been waiting a long time for dsl here. Frontier recently screwed up our services and because of it we lost Internet and it took a while to get another service because of "trees". It would be very useful out here.

It's laughable that in this day and age there is nothing available for my area.

PLEASE GET US MORE OPTIONS for faster and MORE RELIABLE than FRONTIER

It has not been updated in at least 12 years

We just would like to have service!!!!

I have Frontier which is the absolute worst. Continually being dropped, unable to connect at times, very slow speed. Unable to do any streaming because of slow speed. Frontier has very poor service - unable to fix problems. This has been going on for years. No other service in my area.

The dsl provided is terribly slow, when frontier was connected. There response was we are aware of the problem your area is overloaded.. But offered no resolve for the problem

The lack of good and fast internet services impacts our community in a negative way.

Needs massive improvement, I have Frontier, they seriously need to up grade lines or another company needs to come into our area. I have a college student that has to have dependable Internet service.

Therr basically no options for alot of people in our area. Sure would be nice to have some of the options we see advertised on television.

My current service providers speeds we pay for are not at max. We pay for 12Mbps and get only 6-8. I would love to have something like Fios or faster.

Frontier is terrible

Currently pay for Frontier 12mbps fixed wireless service. Runs halfway consistent at 8-12mbps. Also recently signed up for 20mbps cable internet..in 2 months it has yet to run at 20, we've had 3 outages many instances bwhere it runs at 3-4mbps. It is ridiculous! Broadband would be amazing, anything over 20mbps. We have 20+ electronically that comment wirelessly at any given time.

The current satellite service I have is inadequate, slow, and expensive. there is a a data cap per month; most months we reach that prior to the billing cycle. Consequently, we are without adequate service at least several days a month. The customer service with this company is not helpful, and does

nothing. My career is geared to telecommuting, however, the internet service is not adequate to use for work.

"Cherokee County Schools are in the beginning stages of crome books, iPad, and e day...Tri-county Early College is already heavily involved in this.

I have seen many people at Ranger Elementary school and Tri-county after hours trying to download work to take home.

I pay extra on my Verizon cell phone plan for data every month so my child has access through mobile hot spot, which a week or so after the data renewal, it's all used for the month due to the large downloads he's required to have to do his school work.

Not even 2-4 miles up the road from me a large high scale neighborhood has fiber optic Internet. NO ONE, the HOA, the county, ect... can tell me who owns this line or how I can pay to connect to it.

Every phone company I call refuse basic home phone services due to no Internet."

I already have BRMEMC fiber optic for Internet, TV and telephone. It is great!

I know that we are lucky in our little pocket to have fiber optic connections but most around us do not

Bring to our location....good for business development.

Over all it is lacking compared to other areas in the US

The internet connections in our area are spotty at best. Severely lacking as compared to other mountain areas in western North Carolina.

More service choices would be great in this area.

Frontier Sucks. Plain and simple paying for 3MBS getting at best .3MBS. No infrastructure updates in our area in the past 10 years. Keep getting lied to and constant outages. Contacted the FCC and filed a complaint and frontier lied to them as well. Its a running joke in our neighborhood. Sad.We do not have enough bandwidth to even run an Amazon echo.

I would like to have a service that doesn't cut onand off all the time

Satellite internet slows then stops when raining/snowing. Forget streaming and skype type services. No cellular/4G at our address. Within the next few years the FCC will allow the telecoms to "sunset" the wired telephone networks, leaving cellular and VOIP the ONLY telephone services. All of the schools out here, from elementary through community college have out of class/homework that must be done online. We NEED some REAL broadband out here yesterday!

We only have access through Verizon for our cell phones and through broadband. Our address does not have cable access however a couple miles down the road there is cable. We would love the ability for high speed broadband access to watch on our tv. Thank you.

We need more and better options!

I have complained several times to State Government agencies. If we are to go paperless someone better figure out how that can happen with the Frontier service I have.

Our only choice is satellite or Frontier. We have Frontier and our speed is only about 1.5 to 2.0 Mbps on a good day

"We would support any form of access improvement from the crap service we have now from Fromtier!

What little we have now is pitiful! Just shy of none..."

We live less than a mile from a school yet we can't access high speed internet.

Very spotty. Cannot stream. I am cutting down work as an MD and will be leaving practice totally. Cannot function anymore without reliable internet.

The options for internet are awe full. Not to mention the cell service. We homeschooled on a virtual platform and my husband telecommutes. We have to have internet service

The market needs competition to keep rates low and services good.

Current system bogs down a lot, cutting off service too

Please help bring service to this area (in addition to satellite).

The placing of towers in the mountains are not done with all people in mind. The signal from the closest cell tower is below mountain range. We and many of our neighbors are in what they call 'the dead zone'. This is ridiculous as this is because the tower was not placed on one of the highest points. Many people are without service because of this.

The DSL we receive is far too slow to meet the needs of all family members in my home. We all use the internet on a daily basis for many things, and have had to purchase special devices like Network extenders to even get a proper signal for our cell phones. We rely heavily on these cell phones for all communications to the outside world. We need fiber optics in our area to achieve better all around service, but none of the providers seem willing to come out to our area. Not sure why, as we do have

many people living in our area, and all complain of the same thing. A lack on good quality internet and cell service.

There are many users on this road who have petitioned numerous times to get service out this way. I have to rent in town in order to be a telecommuters with my head quarters in Raleigh. I'm separate for service at the end of boiling springs road...only 4 miles from the last node...

service is spotty, slow. wanted to do online college classes, but due to the limitations of download, not able to rely on service for watching videos of classes or downloading/uploading information.

We seldom have 10 Mbps down. Our business is dependent on upload and download speeds. Please pull fiber!

We pay for a much higher download speed than we ever have, and there is no recourse to this because of our remote area. It is unfair and completely unethical.

We pay for 25mps but only get 4-6 mps and have extreme data limitations, which prevent us from using any streaming. It would be nice to have an alternative to HughesNet

We have one option where we live, FRONTIER, they are horrible. Spotty at best service and no support.

I homeschooled my son. The internet we have now is too slow to be an asset to our daily school work. We can't watch a 10 minute YouTube video without it stopping to search at least 5 times. We need this!!!

We live 1 mile from town and our internet service is horrible

Not so good sometimes

With only one choice in our area it seems we are made to take the quality they want to give. More choices gives consumers more flexibility.

We need something besides Frontier

Our internet service is very poor here. It is slow and unreliable. I would switch to broadband internet immediately if it were available.

I am disappointed and frustrated with current service. Then on top of all this, they want to charge me a fee to disconnect current service to go with Cable TV.

It needs to be reasonable and not over priced. The speed needs to be fast especially for my online coursework.

We need help in this county getting reliable internet service

We need better internet and broadband services. Internet service is slow and unreliable.

We have the best package you can have with what's available and it isn't enough, it is not reliable at all. Fiber optic would be amazing for our family.

Only one person at a time can use the internet here and we don't have any other options.

As an educator, the 1:1 initiative has been a frustrating implementation because so many students still do not have access to broadband.

When the Internet service works, it works ok, but when it's down there have been times we've went days without coverage for no apparent reason or explaination. This area has some of the lowest speeds in the country and makes it impossible to operate in the online marketplace. Having to plan your life around a specific time that you know you'll be more likely to have fast enough connection to complete your task is not only annoying but completely impractical, especially for online educational opportunities.

We currently have Frontier and its horrible. We have been unsatisfactoried for years. Service is not consistent and when more than one device is connected, it rarely works. We are desperate for any improvement!

Please help us.

It is needed all throughout our county esp for small businesses & non profits like I currently work for.

I have been trying to get high speed internet to my home for almost 10 years. I have to pay a ridiculous price for satellite internet that has a data cap. I am fed up beyond measure and tired of being finacially strapped by the high cost of this limited service while other areas can have fiber at a fraction of a cost. It was my understanding that grants had been issued years ago to fix this problem. Every time I call any internet provider in the area the state we are to get outside of the loop. We have even offored them family property that could be used for a hub to extend service as well as a signed petition from several other home owners on our road who all would like access. Each time I call infind out that they are not running any lines to New locations but instead redoing the current lines. This makes me angry that my tax dollars are going to people who all ready have at least a decent service and we are left in the dark. PLEASE HELP!! 1562 COOK BRIDGE RD MURPHY NC 28906

We need better and fuller internet services for everything from economic development to increased public school participation in this mountainous & rural area.

We need broadband

We need much better coverage

We have not had interrupted service in a long time yet Frontier continues to charge everyone the full price each month. Service is terrible during high volume access times.

Our internet/cellular service is terrible (Frontier, Verizon). They know it, they don't care and they continue to charge us an arm and a leg for a service that barely works. There's no competition so they do even try to make it better.

Any options welcome

Need faster internet providers. Frontier states that the phone lines need updating in order to carry faster internet. I only get from 1 Mbps to 2.4 Mbps and it stall all the time.

I only have one option, Frontier, and it is constantly going out or I have to reset the modem 2 to 3 times a day

So tired of slow speeds and bad service. I use streaming device for tv, and slow speeds don't help! No competition!

"My wife teaches online classes and has to go to another location to do her work"

I pay for 6 MBs service but only get < 1.0 mbs.

The internet speed is very inconsistent with my current provider. I work from home via internet and frequently have to use my cellular hot spot to help get the work done.

There are no competitors to keep prices reasonable or to encourage better service. We are stuck with what we have and that's it, no options.

Hurry and get reliable, fast service in my area.

Nothing available but frontier

My DSL speed is ridiculously slow. It has become slower over the last 10 years, to the point that I can no longer work from home.

Needs to be available at an affordable price, be fast enough to stream, be reliable, have a LOCAL customer support team who knows what they are doing, check into problems even if only one customer is having problems, make service calls in a timely manner (24 hours or less), keep customers with outages informed as to what's being done, show up ON TIME when scheduled and call if delayed, be friendly and polite, have a manned problem reporting line 24/7 for after hour problems where a tech calls the reporting person back within 10 minutes of the tech wasn't able to answer the call and a voicemail was left so they know their report was received, either put out an "all call" or a message on an after hours line telling people if there is a wide spread problem that they are currently working on.

I get around .5 Mbps

Greatly need to have more options and better access countywide especially hotspots for Wi-Fi access.

Critical to our home since my son is going to be homeschooled

"I have worked from my house in Murphy for the past 5.5 years making six figures. This kind of connection is needed everywhere so more people can do the same. I'm very fortunate that my house is high on a hill and can use the SkyTech wireless service in Murphy. Frontier DSL was unreliable and frequently broken. It's really wasn't sufficient for my job."

It's never at the speed we pay for and there are constant disruptions or need to reset the router.

Desperately need this service where I reside. At this time cell service is unavailable and at&t land line has constant humming.

We need internet!!!!!!

Need more competition

Blue Ridge Mountain EMC is getting to small parts of Cherokee County to provide fiber internet, which my wife and I have access to in our home. When we looked at houses to purchase in the area, we refused to even look at houses that did not have access to fiber internet. We both work as educators in STEM. I teach computer science and my wife is a media coordinator and IT technician. Having reliable, high speed internet is crucial to our livelihood. We have lived in Chattanooga, TN and Chicago, IL prior to moving here and did not want to have slow or inferior internet speeds. Due to this, the vast majority of suitable homes in Cherokee County were simply out of the question and could not be considered for purchase.

I have broadband but apparently it doesn't show up on this survey....Balsam Wireless....it is awful

I have Frontier which is mediocre at best. I've had multiple outages over the last couple of years due to aging infrastructure for which Frontier is not willing to upgrade. In other words when it rains or techs are working in the area and break it.

It is very weak at times.

Blue ridge EMC will not run wire to my house from Sunny Point rd, 1/4 mile, because I'm the last one on the line. I get their power from Sunny Point rd.

Frontier communications Internet is the worst ever. We are unable to get anything else. Please bring broad band to my area.

We use Frontier and the service is slow especially in the afternoon and evening. We also have restart our modem several times each week.

Frontier is the worst

More competition would help with the customer service side.

My brother in Warne, NC has no options for internet services, not even satellite. He has 2 school age kids and desperately need it

The only service available is satellite and spottie cellular. Satellite is obscenely expensive. I wish there were more choices.

Trouble finding providers for reliable and fast internet for gaming.

Would like to be able to have better service for TV, internet connections and phone.

I am the owner of Smokey Mountain Appraisal Services. My entire career is internet based. I currently work from my parent's residence because I do not have a strong enough cellular signal for hotspot at my current residence. I would pay a premium for fast internet access.

We are stuck with very limited and very expensive internet service. My wife uses it for online collage classes, my daughter uses it to do her school work (chrome book), and I use it for my excavation business. The speed is poor and even though we are paying for a premium package with higher allotted data we often exceed our data by mid month.

Need something reliable and with good customer service

Please help our community have access!!!

It's terrible

We NEED this service in this area!!!

Ours constantly fades in and out. Many times you can't complete what you are working on and the company has been no help. They told me last week it would be minimum a year before our service is constant, yet I have to pay full price for my service.

I use internet for business purposes as well as to homeschool my children. Internet speed through the local telephone company is not sufficient for daily entertainment use and certainly is not sufficient for business use. I experience multiple drops daily and have had 4 service calls in the past month to try to resolve the issue but have been unable to. I'm expecting another technician today to once again try to resolve it. Better quality and faster speeds are needed in this area.

please bring better service to this area so we can improve our economy. bigger businesses stay away because it is not available

Long over due.

We had Dish.net originally, but it was erratic. We now use Verizon, which is better, but although we have an unlimited plan, we hit a certain data limit, and our connection speed is greatly reduced from slow to a crawl. Often, we can't even connect with certain websites at all. This can be a problem when we can't connect to our bank to pay bills.

Service is very unstable here, and when there is a problem it takes two to three weeks to get a repair. Also, there is not enough speed for video streaming. The phone company needs more competition!

I wish there was a "clearinghouse" of information regarding options for Internet access. We moved here a year ago and invested a lot of time in researching options, calling companies, and talking to neighbors. I don't mean a website listing possible providers - I would like to see a site with providers, comments from subscribers, costs, and other options. For example, we installed an antenna and signal booster for cell service at one home and found this provided us with great bandwidth and phone. Another example - a neighbor found a way to pick up a signal from SkyTec in an open area and then send the signal down the mountain to his cabin.

We only have frontier in our area. The phone and internet service is just terrible. I'd change it in a New York minute!

It does slow down considerably in the evenings when more people go online.

We live in Marble, NC in Cherokee County. Your first question on this survey has me entering my address. It then says that service is not available in my area. Please do not offer this possible improvement to an already antiquated system if you cannot cover the entire county.

BRMEMC is working on getting a federal grant to expand their services to Hanging Dog area. We will switch if that is done.

I have been searching for better internet for months! We need fiber optic in our area for work and school.

Blue Ridge Mountain Electric offers broadband internet and TV on my road.

We only have access to satellite internet. We are always told there are no towers near us

Our internet service from Frontier Communications SUCKS!

It sucks!

If it were available, I would get the most premium package with the fastest speed. Would love cable or fiber optic internet.

I would purchase any premium package. We have suffered with satellite internet long enough. It is horrible.

In this region, we frankly have very low quality internet service. If we had potential for better internet quality services, I would be more than delighted to pay more for them, as it is extremely important.

I feel like we need a more reasonably priced alternative that is more reliable than what we have.

I am an online student working on my Masters degree. I also teach in a technical college where I conduct at least 50% of my content online. When we built our home, we only had the option of land phone access for internet service as cable refused to sell us service. This is still the only option other than satellite and that is not practical. The monthly bill for the landline is outrageous but we don't have any other choice.

No one services internet at my house or 1 mbps is offered from frontier. Which isn't worth me paying 20 dollars a month plus tax. Now I use at&t hotspot to provide internet for our devices in our home.

Frontier doesn't care about service in this area. Would like better options.

Tired of being told it's less than . 5 miles from my house but would cost \$45,000 to get it to me. Everyone in this area would take if it was here!

Bring something better/consistent than Frontier.

I am a substitute teacher. Last year a teacher sent me lesson plans and I did not receive them until 3 days later. As a substitute I need to preview links and You Tube videos prior to stepping into the classroom but it is a study in frustration due to the constant interruption due to buffering. Also, I input data into a National Fire Incident Reporting system for our local volunteer Fire Department. The way the program is written I have to wait for drop down menus to appear in order to enter the data. It takes forever to complete and frequently the program times out before I can complete the entries! We desperately need a reliable and fast internet in our area. Our local provider, Frontier Communications will not address our problems and it is difficult to find someone that can address the problem. We are paying for "Broadband Max" but we receive slightly better than dial up service. I feel as if we are being ripped off but we have no other solution.

we are always kept out of the loop...always the last to get anything in our area.

As Chief Deputy for the Sheriff's Office and my wife a Detective we often need to work at home the limited and sporadic service available through cellular service is not adequate often requiring us to back to town to complete tasks that could have easily been done remotely.

Although this survey would not test our speed, we do have Broadband Max (up to 6 Mbps) with Frontier. I just tested the speed, 1.5 download and .5 upload. It has been lower. We are never able to stream movies, music, video clips, etc. (Well, sometimes at 3 am). It is difficult to download photos or news video during the day or evening. It is extremely frustrating!

#### OUR EXISTING satellite SERVICE IS SLOW AND UNRELIABLE.

At times internet service is so slow as to be useless.

Cost seems high.

choices would be nice. Also, Cell Phone Service! We have none

Perhaps I could get service from Frontier, but I have been very unhappy with their service in the past.

"I am originally from the city so choosing a internet provider has never been an issue for me. There are many to chose from in the city, and they all compete for the best monthly rate. but moving to cherokee county 6 years ago and using the internet company my husband was already subscribed to has a complete headache. We have Murphy Cable now and are thousand times happier then we were with frontier, but paying \$60 a month for up to 20MBP is still outrageous especially compared to what it is in the city. this is our 3rd internet service in 6 years. We have recently started a home based business and internet is very crucial to all everyday activities.

Thanks!"

Would like better connection & customer service !!!

I am filling this out for my parents who live at the address provided so I did not take the speed test. However they have dialup and connect at 44kbps which is FAR slower than the slowest speed listed on your survey. You need to have a bracket for that because a lot of places in Western NC can only get dialup for wired Internet connectivity. They unfortunately can't afford the \$70 or so per month that satellite Internet costs.

At&t is a monopoly that could give us access but won't. Can't get other companies bc they have the rights but won't provide.

I have a home in FL and come home because I work through telecommuting. I would have sold my home in FL and moved there permanently but decided against it because it is so difficult to use the internet for work. We get 1 Mbps download and .3 upload and this is on a good day. I rely completely on internet to make money. We have had techs there multiple times to attempt to get faster speed and consistent quality but was told that was as good as it is ever going to get unless the lines are changed to the house. Socially, I like to stream shows but cannot due to poor speeds.

Frontier is the only service I can get. It is below average. Everyone I know that uses Frontier feel the same but they are the only service that can reach most people. It isn't fun paying a business money that you really don't want to give any business. It's like being trapped.

We are long over due for high speed internet

Frontier needs to make some serious upgrades!

Frontier is awful!

Frontier has a cap on our area so the only internet available is through satellite internet providers. Service is sketchy at best and very expensive.

We constantly lose service during bad weather. It also is slow when starting Netflix - takes about 4-5 minutes

Decent internet is extremely hard to find around here. And I think my provider is one of the best around but in the evening it's about impossible to get on or if you do it kicks you off like every minute or so.

We have 2 internet cable service options. We prefer cable over satellite because it should be more reliable during inclement weather. If there was a third cable provider available, we would probably try

it. We have frequent interruptions in our current service. We are paying for the lowest rated package, but will not upgrade because they aren't consistent with our current service. Also, customer service is often less than adequate for both providers.

goes out too often

we had internet service but it was down more than it was working.

We are fortunate that we live where broadband is available, but our son only recently got service and my daughter is moving where the service is not great and many, many people in our county have no access that is affordable or no access at all. Would love to see universal coverage.

I would like to have the internet and even television and phone services if it were more affordable. Being a single income provider does not allow me the privilege of these services currently because the cost of living does not allow for them. It would be nice if they were customized to suit an individual's needs. I don't need excessively high speed internet, nor would I need multiple television channels. A few local stations for the news and weather would be sufficient.

I have hughesnet at my residence and it is very slow if it works at all and very pricey. I have also been charged for stuff I didn't request.

We need quality high speed internet for school/college purposes, keeping up with our medical records and with telemedicine. We have smartphones that can access internet through cell service but we have very spotty cell service at home.

We need internet for school/college work. Our internet service cannot keep up with the demands of our usage

I have to pay for hughes net satellite for internet which is \$75 a month, AT&T landline which is \$80 a month, Directv satellite which is \$90 a month and cell phone \$62 a month which does not work at my home. Making a total of approx. \$312 a month compared to what others pay in the county with much better access.

only available access is cable for internet for \$70.00 a month.. Cell phone DOES NOT WORK here. Hughes net too expensive for internet.

It is very hard for my son to do homework online which is very important. My husband is self employed and takes classes and CE and uses it for his business. It is very important to us.

Please!

Service here sucks. And it's expensive. I pay \$200 per month for Internet, TV and phone.

Fiber needed.

Would love to have..I'm a student at tccc and I have a granddaughter that lives with me and attends school

We have no broadband service, I've asked Att and blue ridge WNC. I have to use Hughes net or Verizon hotspot via my iPhone

Happy with Sky-Tek wireless, but they are limited. Blue Ridge MEMC has fiber optic a few miles away, DSL is nearby but at full capacity. 1 mile away in Georgia, they have 2 internet providers at 12 meg speeds but won't cross into NC??? If it wasn't for Sky-Tek expanding, our only choice would be dialup or Satellite..ugh!

What we have available now is awful.

Dependable service widely available is desperately needed.

I use my cell phone for quick correspondence and must drive 8 miles to the nearest high speed wifi. Having service in home would be a game changer.

We.need faster internet

My neighbors have either satellite or dsl thru Frontier. I called frontier several times only to be stonewall ed and told there is NO service out here. I know my neighbors and they have gotten service since I called frontier fuck frontier! We need more competition and service in my area. We are being taken advantage of, lied to and screwed by frontier. Please help. My ex fiancÃ© wouldn't move here with her 2 boys partly because they couldn't get Internet for school work. Please help.

Love to have faster internet service that we currently have. Also internet service that has fewer interruptions

I would love a reliable and affordable internet service in our area!

Internet in my area is horrible. I've had murphy cable and frontier both hardly ever worked. Were very slow and not worth the cost. I would like an affordable and reliable internet service.

Need faster internet

It needs to be steady & reliable, not go on & off unexpectedly, often many times within the same day.

Balsamwest shows it runs fiber through Murphy but it doesn't seem to be available here. ?

Living in the mountains is awesome except for the internet. It is horrible at best. We need help.

Occasionally we have outages or loss of connection.

**WE NEED IT!!!**

"It's the availability in this area, it's the quality of the service. I live in town and have access to Blue Ridge EMC, others have Frontier and can't get services because even the Frontier techs admit they are over capacity on a network that needs to be upgraded.

There's a fiber ring in Murphy yet, they're still using DSL at switches instead of migrated to Ethernet. I work for AT&T. I could NEVER do my job here without the fiber access I have.

Additionally, wireless services in this area are spotty and need to be augmented.

This area is ripe for a call center to give people jobs-IF we had the appropriate network infrastructure to support it."

Broadband would be a big asset to this area. I've lost a home sale because of bad internet....

I'm having to pay twice what I was a couple years ago for decent service & only 1 other service came to my house. Some houses are so far out there is only 1 company that services them & it is so overloaded, it isn't worth their overpriced Internet. I wouldn't mind comcast or getting ether net Internet as long as I was not paying through the roof for it

We currently have microwave service with shared bandwidth

At&t is terrible. They have broadband just across the state line in Tennessee but refuse to bring it here in North Carolina.

We depending on VOIP for phone so service is critical - especially for us seniors

Would love to have reliable service so my children can do their homework without having interruptions due to poor internet.

Unable to utilize a Smart TV at the same time as laptop. Need to complete a hybrid class for certification from North Carolina but unable to at this time due to slow and lack of dependable service.

I currently have Frontier and am always having problems with getting kicked off the Internet. Frontier refuses to address this

Current Frontier DSL service is HORRIBLE!!! We've stopped counting how many times each day service is interrupted and we get the message "No Internet Connection". And that's whether

connected to the Frontier router by wireless or by an ethernet cable. Calling Frontier does absolutely NOTHING. Their service STINKS!!!

Seems as if Internet access is just within reach but no one wants to fund the initial cost to provide good, affordable, and reliable in our area. Hoping this campaign will offer assistance. Thank you!

"Why does it always have to be about MONEY ! Why not about what is right for the average working individual and the retired who are on fixed incomes.

It is a shame that NC ends at Ashville."

My husband needs reliable internet due to his work. So far that is not possible here. We feel this area is about 50 years behind when it comes to internet and cable services.

we pay for better internet than we receive and it goes down a lot

It is very much needed out in this part of Cherokee County. Satellite service is not sufficient and is greatly effected by the weather. We would love to start a home-based business but without high speed, dependable, internet it is not possible.

Not everyone near me can get BRMEMC depends on if you have a line near you.

Frontier is constantly down or unavailable

I work at home and I NEED fast, dependable internet for work. It's so hard to have dependable internet. When I first switched to the cable company internet, I was getting ready to start a new work at home job. I almost lost it, because for a month or so, internet was going out numerous times a day, several times a day. We're not even going to discuss Frontier with which I had service before switching to the cable company

Frounter only offers dial-up to my address. I use Exceed satalite service at a cost of \$120.00 a month. Direct TV which cost \$69.00 per month for basic service. Frounter phone service is another \$45.00 per month.....HELP!

Better service would be wonderful

I wish we had low cost and fast service.

We just recently changed providers from Frontier to Cable. It is more expensive but noticeably better.

Thanks

I am one of the lucky ones in this area. The need for high speed internet is critical for our region.

Current frontiers services are slow and intermittent, almost useless

I don't have good service from my home. It is so slow and keeps going off.

Please Help.

"Isolated senior citizens with expat children...Need connection to outside world...Currently video chats have poor connection, no video, or just not available...Communicating with loved ones very difficult. Al

so, banking and paying bills online...Connection keeps dropping...Takes hours to get work done that should only take a fraction of the time...Very frustrating. Can't download movies, etc."

Even though we have internet, through a small dish on our house to a radio tower, it is intermittent.

The wireless service is down at times. There is no alternative service in the area.

I am lucky to be in the range of the service that I have (BRMEMC). Many of my friends and family can only get Frontier (which has poor service and low speed) or cable (which is expensive) or Satellite (which is ridiculously expensive and has crazy limits on uploads and downloads without buying more data).

I'm so upset that I have to reboot my modem two to three times a day. Then it still doesn't work right.

We receive very poor service with almost no options to switch too. We feel stuck with terrible internet service. Two of our children who are in college could not even take their online test at our house because the Internet service was so slow and poor. Wish we had more options.

We have no service available to us please help!

The internet in this region is awful. Limited choices and the 1 fiber company only serves a very small area.

Not at this time

Frontier is horrible.

It would be nice to have some competition so maybe the pricing would be better and better service

Fast and Stable Internet would be a nice feature.

Can't stand my IP Frontier, too expensive.

It's not what you pay for comes and goes and never get the speed you pay for

I had frontier service previously but canceled it because I wasn't getting too enough service for my son to do his online classes and homework. He was/is having to stay with his grandparents to complete his education. This is very frustrating and a disadvantage on our family.

Frontier is the worst in this area! Their equipment needs replaced.

Verizon is the only Internet available at my house. It is expensive and the speed slows way down after just a few days into our billing cycle. OUR TOWN NEEDS BETTER INTERNET OPTIONS.

Our internet service is very unreliable. Broadband would be a huge improvement and I really wish it was available.

Faster dependable service is badly needed. And in all areas of county.

The service is intermittent and frustrating

Improved internet access would offer opportunity and resources not yet had by the population of this region, it would allow for economic and cultural growth.

my service is provided by sky-tech and is mostly sufficient but there are times when it is slower than usual or will momentarily stop all together. they are pretty good about repairing any problems that I may have. I would really like to have a good connection that is steady. my daughter works from here on occasion and the inconsistency is a huge problem, so much so that she has rented a place in town just for a good internet connection.

My satellite internet provider has lowered my monthly bill(4 months remaining) due to inadequate signals in order to provide the service that I was told I would be getting. I also filed a complaint with the FCC regarding the fact that AT&T, even though they provide my land line, does not provide any kind of internet access.

Our internet is very slow, doesn't work half the time. And its a shame that my daughter can't come in from college on the weekends and do homework cause of our internet being so slow. It's awful

We need a good internet supplier. Frontier is not a good service provider for any service.

Murphy Cable is trying hard to keep the quality of service high, but they have a lot of old wiring to replace, and new wiring to run. The Frontier services are advertised and sold, but the actual speed you get is only about 3 mbps. This area DESPERATELY needs more and better internet providers.

Ping/Latency goes to around 250-500 when two cell phones and tv or gaming console is connected and the download goes to 3-6

Not having Internet service has really put a curve in my business hard to work on website and advertisement and communicate with clients would be amazing if could get it

Please read all the locals comments on the Murphy mouth or even the yard sale Pages the internet around here stinks majorly... I've had to have Frontier come to my house four times in the last 3 months and they still don't have the problem fixed their solution was to put in a new box and have two internet's well I did that so now I have two boxes only getting 3 on 1 and 1.2 on another box the internet here stinks

I work with the state and county and need to prepare things online and be able to send to district offices. The fiber optic from BRMEMC is within 1000 ft and everyone on Poorboy and Hillcrest would pay for services.

This is a huge need for our secluded rural area and I pray we can acquire access to broadband for the education of our children. Homeschoolers in this county number over 400 students who are at home and require internet services for education! They are the second largest school in our county after Murphy high school. We need this service and will gladly pay for it if you just make it available to our homes! Please bring broadband!

Frontier is not very reliable. Random outages from time to time and speeds are horrible.

HELP!

We have had frontier problems since before we even got it hooked up.

Frontier's internet and service is a joke. You can't get them to show up when scheduled if there is a service problem. Murphy Cable charges twice as much as other companies and they won't check on an outage if only 1 customer is affected. There are a lot of senior citizens in Cherokee County. Many of them stay connected to their doctors over the internet. Inexpensive, reliable internet service is a MUST.

Too slow and inconsistent

Current internet service is not reliable.

"DSL = 2.5mb \$70.00 month

Cable = 20mb but is spotty goes out daily \$59.00 month

Satellite = too expensive wanted \$75.00 month & shared uploads/downloads

Blueridge EMC = won't hang fiber to my house even though I can see the coiled fiber 2 poles over from my house"

Unreliable at best

We need better service in our area. Frontier is not able to meet our needs. Our internet is one step above dial up and they do not offer better in our area. I have tried to get internet through the Cable Company, Blue Ridge Mnt. EMC and Direct TV. Direct TV is the only one available in our area, but I can not spend the amount we would have to pay. Please help. Thank you.

everyone needs access to fast internet in this day and age, and I feel that the south west region of nc has been discriminated against based off of house hold income. Are only the wealthy able to have good internet? Hell half of cherokee county last ranger isn't able to get good internet and hughesnet is a scam.

There is not enough reliable coverage.

Not sure there is "broadband" in Cherokee County. Tends to be just past the end of civilization here.

DSL speeds not constant or reliable

Our internet sucks

I'm lucky that I am able to get brmemc fiber optic internet but many in our area are stuck with frontier fsl where if you are lucky you might get 3mb down

The current situation I am in with my ISP is it has very frequent disconnects and drops in speeds well below half of what I currently and paying for. It has been this way for years and I do not see any change in the near future with my current company.

There need to be more options. We have a great provider with Sky-tek.

I have the unlimited service with SKYTEK @\$80/month. The results from the Speedtest can be misleading, since it was run @11:30pm when most people are not using. It's only unlimited as long as there is not heavy traffic and can for-

I'm tired of Frontier's poor service. It frequently goes out, customer service is poor and technicians have not shown up.

Frontier is terrible. It goes out constantly. Kids can't do their assignments. We have very much difficulty with our online business needs. FIOS WOULD BE GREAT!

Horrible internet service with Frontier and even worse customer service.

I had to close my business because my internet was not reliable.

This area is overdue for internet access. Lots of demand but no supply.

PleAsE give me anything but frontier.

We need better service

Internet is sketchy here. I have had to pay for data on my phone to compensate for the poor Internet Service

We need a better company that has good customer service. What's available here is horrid

We desperately need reliable service in our area.

Wish it was cheaper.

service could be a bit better. I haven't had any issues but a few of my neighbors have.

Competition is always good. At our first place (Cherokee county), it took our cable company months to come out and fix the issues we had with our signal (constant loss of signal, difficult to watch online streaming services, play games...etc). Our new place is slightly better but not even close to what it should be. We can call and complain all we want, but it's not going to get fixed because they just don't really care...and there's no competition we can go to. Towns like Murphy and Blue Ridge have more options and FIBER, but if you are slightly out of town, there's not many options to choose from.

For question 1A i chose too expensive because the real answer was not available, the internet service in this area is awful and it's not worth paying for WiFi that doesn't work when i can just use the data on my phone, which is in turn too expensive.

Frontier has the package we need, but it goes out often and the customer service sucks.

I telecommute every day for work. I am a telephonic interpreter for several hospitals in the U.S. as well as for 911. Right. Is I can only get internet via settelite because anything else is just too slow. My internet speed is very slow.

Why is it not available in this location?

I use it to receive tv shows through Sling, Hulu etc. That is important to me

My address (6627 Martins Creek Rd) is in a mountainous ~2 mile radius "do-nut hole" of NO fiber optic, NO cable TV/Internet, NO reliable cellular signals, and only ONE land line telephone/DSL provider (Frontier) with very poor customer service and poorly maintained infrastructure. I must use Satellite systems for TV. And due to Frontier's uselessly slow DSL I switched to HUGHES satellite for internet which is unreliable in rain and variable in speed. I feel like there is no incentive or motivation for any private for profit company to offer fiber optic line into my neighborhood.

Good reliable service is in real need.

I would like to start nurse practitioner school. It's pertinent I have broadband service.

"I am currently studying in an online program for advancing my career to a doctorate degree. My last 2 degrees were earned completely online. The first? Via my phone with unlimited data. This area needs broadband!! I'm a future health care provider for this area who has the potential to open a home based business of seeing patients, developing online education programs, providing medical services online. The lack of broadband connection to the citizens of this county due to location is ridiculous"

We need faster and more reliable speeds. Frontier offers 24 down but most customers get less than 3 down on that plan. We need fiber optic that is available to all in our county! Businesses and individuals all throughout the county would benefit from faster more reliable internet.

I'm honestly shocked there are places that don't have internet or tv services in America. I never even thought to look if internet was run to the house when I moved here I just assumed everyone had internet access.

Speed is the issue here.

We do not live very far from town at all but apparently live past the ending of frontiers service line. We tried the local satellite internet and they could not get a signal. We tried another satellite company who also could not get a signal. We tried Hughes net and he barely could get a signal. I am currently attempting to register for online classes through ECU towards my BA to expand my education. I will be able to do this either from a smartphone (typing a thesis on that is difficult) or going to my mother in laws on the other side of town.

Our internet service is dropped on a regular basis,,, daily and is worse in the evenings. No help from the provider.

Ours is great! No complaints.

Our service is inconsistent, which prevents us from being able to rely on it.

Frontier refuses to come and do the upgrades needed. There are days I pray I have service so I can complete my online graduate course work. It's terrible.

BRMEMC stops at the end of our road. We would love to have more options available to us.

Cost vs access plays a big part

Cell phone service is not very stong in my area. Cable TV isn't even available here. Only option is satellite TV or Internet services.

Would love to have service.

The only internet option I have available at my home is Verizon 4G Home Internet. I currently pay roughly \$120 per month and I have a data cap of 30 gigabytes. I have never been able to stream HD video in the three years I have lived here because I have to maximize my efficiency for data usage. My next door neighbor has Frontier but those crooks claim that I live too far away from their service center. I am tired of being ripped off simply because there is no internet service available where I live. This is 2017, not 1997... why is there not any legitimate ISP here?

We have few choices and poor quality of Internet in our area.

All local companies (Frontier,Skytech,etc) claim high speed service available (6mbps,12mbps,etc) but after becoming a paying customer of theirs you learn quickly you don't receive the service your paying for. I have switched to local cable companies internet only because it is the only option available for decent speed internet. Other options for the area would be great to prevent this monopoly of one service providing the only true high speed. An increase of options could also eliminate the higher prices.

I pay over 80.00\$ a month for internet that is still not as good as I have at work. I stay at work longer than I should have to finishing things up.

Frontier Sux....

Being able to access quality internet is very important as I am a college student that takes online classes.

It would be nice to be able for multiple users in the home have equal speed in downloads and access.

Our internet is poor of poor quality and service

We live in between 2 different companies access. People on either side of us in a ten miles radius can get Internet but neither company will provide Internet to meet the others coverage.

Frontier services are awful. They never meet the speeds you pay for, and have poor customer service. This is the service we had to pay for, for years before cable was available.

It is a terrible waste of time and patience trying to use my iPad to read mail, fill out Social or medical forms, or do personal research.

### Help

Paying for 3.0 download from Frontier. Usually get .90 or less.

Please help, the lack of acceptable internet access is a major drawback to living in such a beautiful area.

Wouldn't mind the cost so much if the service was more reliable

I had a home based business I now have to rent an office as our internet from Hughes continues to get worse. Would love another option. Please

Have AT&T very slow, they refuse to allow anymore connection on our mountain.

Broadband access to the home is as necessary to current life as electricity. Internet providers must be required to provide 100% access to all homes in their service areas. To do less is to create a discriminatory, two tiered society.

Very important to my schooling, I have to go to library everyday just so I can do my classes

Wish we could get something better. Frontier is exceptionally slow but even worse during peak hours.

We need better

So bad, can't complete tis survey. 3 time a charm, we'll see,help

Having difficulty finishing survey due to internet connection.

The speed portion of this test timed out. All my neighbors on my street would change if high speed became available.

No truly high speed internet is available where I live. While some advertise that they have it, it is not really that fast and usually has a very low cap, like 15 GB or less usually. I had initially started online classes, but had to withdraw because I could not download or view the videos without going over my cap.

Its not readily available in all areas

While we pay for speeds of 3-6 we usually only receive a speed between 0-1.

"We checked every service and satellite was the only service we could get, speeds are horrible, price is very high, and is very limited.

We had fiber optic at my old house hold and we are considering moving back to the city for this reason. Which is barely plausible short term."

I have good service but the county in general desperately needs a reliable service.

The DSL I now have most of the time only down loads 1.5- 2 Mbps. It is very discouraging to try working from home.

I have used almost have source of internet provided in our county, blue ridge mountain was the best that is only limited to our area but the prices were high for sufficient speeds, frontier is awful the service continually dropped no matter what house I lived in and what was worse than that was there customer service it takes forever to talk to someone and then they usually don't know what to do and on top of that it takes forever to get someone to come out and fix something and that added to their speeds not being even close to sufficient is why I don't choose them. Murphy Cable Company is a little better on customer service but there service does not have sufficient speeds any where and their 40 Mbps speeds are only available in select areas of the county and even that plan does not cover my needs for download and upload speed. Cherokee County needs a reasonably priced internet provider that provided adequate speeds for what a lot of our community does, I think often we get overlooked because we are a more rural community and people assume we don't need it, but I'm a residential user and I have 3 Xbox Ones, 2 Laptops, 2smart TVs, 3smartphones, and 2 tablets usually with at least half of them running at the same time between my wife, kids, and I. Getting better internet at a price that is reasonable would greatly help my family with work, school, and day to day life, with that said I understand internet providers have to pay employees and other expenses so I don't expect free internet but I still think that our community should have fair prices.

"Cuurently subscribed to SKY-TEK  
"

very slow

We have lived here for eleven years and the internet service has continually degraded. I can not stream anything well, can no longer telecommute for work, and can't even watch a video on social sites without using huge amounts of my time. This is ridiculous! Please bring our western NC area up to "speedâ€ with internet service. Thank you!

We have frontier DSL which is unsatisfactory and out most of the time with very limited speed

We are independent distributors and depend on the internet to communicate with the company in which we order from. The internet we have is unreliable and very slow.

I've been told for 3 years servive of Fiber was comeing , still waiting . And Dsl service is capped , so this is like livening in the Stone Age . Horrible !!

Would like to have more options for internet service providers, I have tried to sign up for streaming services like HBO or ESPN and my internet provider is not listed as one of their providers. I do not have cable tv just internet

Would love to have better service.

I have WestNet Wireless, I'm not happy with it! Would of love something better to come to Andrews!

We have Frontier and paying for 6mpbs but don't get nearly that speed. They tell us we are beyond the end of the line so that is the best we can do

Hughesnet Satellite internet is the only option where I live and it is terrible. I pay an over priced cost for a barely operable service but I have to have internet access for work so I have no choice.

Frontier was HORRIBLE. During peak times it SLOWED. It kept getting worse and worse. Now with Blue Ridge Mountain EMC Fiber Optic we have perfect service. But this is not available in enough areas of our county. Many have very poor internet service. We are the few that have good service.

Would love to have better service

Faster speeds and no data limits are critical for folks who work from home, or own small businesses. As more and more streaming services become available I find my limited bandwidth from Frontier a show stopper. Due to my local terrain, wired service is the only option, but Frontier's antiquated technology has limited what I and my neighbors can expect. Cost is another factor. One now must bundle services to receive a good price, but now I have a Frontier land line that we rarely use because our smart phones provide that functionality.

Frontier is taking advantage of everyone in my area

I only have one provider. Their service in extremely poor quality. They say that improvements are coming. I complain every 6 months and still get the same story. I am 66 yrs old and my carrier (Frontier) provides me with the worst service I have ever had in my life.

Service is poor and spotty at times. Recording box is old technology and very limited. Guide system is not user friendly

Critical for students in this area to have it since schools require it. This includes my grandchildren who live on my land

Frequent drops of service and service by tech is extremely slow!

It is terrible. Investigate Erik Brinke and Blue Ridge Mountain EMC to find out why we have no Internet service in the Western End of the County. He wanted to run for school board so rather than using the money allocated to fund EMC's Broadband allocation to customers, he ran broadband to Murphy High School where he was running for school board. MHS and Cherokee County schools already had broadband coming in so Brinke laid all that cable for nothing.

At the moment we have Internet with Frontier which is very slow & sometimes we are dropped. I need faster internet for our business but this is the only one we can have since the satellite service is not an option. So Please, please come to our area there are many people that are not happy with Frontier or can't receive service at all.

Our service is terrible.

Frontier internet is extremely unreliable

We are in need of good internet.

On my Frontier bill it does not say what I have so I could not answer the questions regarding which Frontier. It also does not tell me my download speed. I do know that it is a terrible service and it is very slow.

please bring better internet to Cherokee County

Service is terrible as is the. customer service

Had satellite service but canceled it because it didn't work half the time, limited data and was too expensive

I only have streaming television service in my home that does require internet connection. At times I get messages of "Insufficient Bandwidth" when I try to watch a movie. The speed is often very variable out here.

Currently using BRMEMC for underground power, cable, landline and internet services. It was the only option available due to location for all 4 services to be provided. Since cell phone reception in

this area was null we had to add a landline..and no other cable sources available in the area. Will not ever use Dish or Direct for satellite services to get programming again way too expensive. Streaming sites such as Netflix, Amazon, Hulu etc are the way to go and as long as internet services are available most people would rather go to that cost wise and efficiency wise.

This region needs better/faster internet options.

cut off at times

"In the process of building a new subdivision called Cherokee Oaks off Cecil Timpson with a projection of 30 new homes.

Thank you,  
James Proeschel "

All we have is satellite and i just wish i had some form of dsl or would even pay for fiber if it where i live

I am totally disabled. Home bound. The services above are vital to my daily living.

Due to the area it is hard for companies to have overly efficient speeds. For example we don't really have any speeds faster than 80Mbps.

We had frontier and turned it off. It never worked and their customer service is AWFUL.

For all that is good, please bring modern speed to our area!

We are in great need of broadband County wide. Some ares can't access and form of internet.

Broadband in my home area is a joke. I pay for 3mb speeds and rarely am able to get anywhere close to that. My upload speeds never go above .72mbps. Satellite is the only option I have for faster speeds but is unacceptable for gaming use. Please bring us fiber optic!!!

I don't understand why we are left out. AT&T won't bring service and Blue Ridge Electric won't service us. We have a right to have internet if we want it. Our grandkids are at a disadvantage with no internet

would like to constant speed, and faster speed,

Satellite internet and its unreasonable prices, high latency, and data limits are not a sufficient replacement for true high speed internet.

Not sure if Frontier is my service or not. it used to be and it continues to be my email address, However, I pay a local service (Skytec)in Murphy for connection to internet. I am retired and therefore

this isn't important for business but it would be for many of my neighbors who have home-based businesses on this street. I live in Clay County--spitting distance from Cherokee line.--

So frustrating not to have fast reliable service.

no cable tv is awesome

Great need!

Would love to have faster internet here.

Currently subscribe to (2) internet providers.. Murphy Cable (20mbps) typically runs around 15-18mbps, Murphy cable broadband not available. Also subscribed to Frontier for 20mbps (runs around 15-18mbps, but unuseable due to frequent disconnects. Frontier broadband not available. I pay for the fastest internet available by both providers.

Western North Carolina is being treated like second class citizens

I have went through ever available internet service offered in my area. I currently have cable TV internet, which is still overwhelmed when everyone gets on it of the evening or the holidays.

Service we get is passable not that great

A lot of people around here are stuck with frontier paying insane prices for the worst internet service in the world. This county could use high speed internet like blue ridge mountain electric has, except it isn't very available it has small areas where it is available fortunately I chose a house that had it.

I have had internet service at this address for about 5 months. I have had to make multiple calls about it suddenly ceasing to work and have often had a hard time getting anyone to show up for an actual service call. The service is often very slow and makes it difficult for me as a teacher because I often cannot update my gradebook or access my online classes.

It's long overdue in this area. We have been putting up with substandard services

While downloa speed of 40mbps is good an upload speed of 3mbps is not so great. I work from home and rely on my connection for work. My provider often has issues with the connection being down for hours at a time.

Would buy faster service

It is extremely important for school age students to have affordable internet access, especially in this region due to the high poverty rate.

We only ate offered ATT and it's terrible service! I want BRMEMC Services.

our current internet is not sufficient for our needs. my

The only option we have, is HughesNet or Exede. We used up 25% of Exede's monthly allowance in less than 24 Hours. We switched to HughesNet and run out of our monthly allowance of 30GB in less than 14 days. After that, our speed is degraded from 25+Mbps to 1Mbps or less. We have a monthly bonus amount of 50GB @ regular speed after 2am, but who wants to be online from 2am to 5 or 6am. to as their commercial says, "Get things done,"

Current provider goes in and out on a regular basis.

We would like to have and be able to reasonably afford fast internet

We plan to retire in the next couple years. There is currently no internet service to our area. We are hoping that changes before our cabin is built and we move up there.

my service is with SkyTec, and while it is slow, it's not as bad as at work, John C. Campbell Folk School, where it is atrocious, intermittent and unreliable. And it's only a mile from my home. They need better internet service, definitely.

run out of data, no connection kids can not complete homework due to poor internet

#### OUR INTERNET SUCKS

Frontier in area but I know people have problems with it

We both retired from a laptop University and now the importance of having internet connections. Sadly, although we're blessed with it in our location, the people of most of Cherokee County do not have many choices and are vastly underserved.

Our internet is spotty at best. We have to unplug and plug in the internet on an as needed basis to make sure connection is decent and to ensure we have enough data to get us through the month. I would love to have another option for service but satellite is all that we can get at our house.

It would be great to have uninterrupted service. It would be great to watch movies without constantly buffering. We would be thrilled to have broadband service available to us!

Frontier has horrible customer service. I was with them for many years and just got fed up with the service that I was getting.

Frontier DSL close but I'm too far away from the central hub. Also fiber optic from Blue Ridge EMC is also closed it runs down my road but does not go all the way down to my house. So it's close I just can't get it. Fiber would be the best. It's so close but yet so far away

We communicate with my sons doctors through the internet.

I live in battles mobile home park on Robinson rd in Andrews and the only provider is Hughes net which doesn't allow unlimited internet and is too expensive

I have neighbors within a mile range that have access to Frontier's lines; however, I've called numerous times and not available to me. I also have friends that live in a more remote location (copper creek) than I and they have access to Frontier as well. I live on main thoroughfare, Joe Brown Hwy., and it is not offered to me! I have Satellite and it is expensive \$80 a month and offers slow speed still and we the fast data is gone quickly, so then it slows down to a crawl. Have a high schooler that needs access desperately.

Would love to have Bette online services instead of driving 30min to use the library. Being a college student it's miserable to have slow or many times no internet. I've missed many assignments bc the computer won't refresh pages and I constantly go to the library for homework and would be much happier if I could do it in a relaxing environment.

Let's get into the 21st century

Thankful for BRMEMC. It is the best! My only other option would be satellite which I tried, but it was not very good.

We are on satellite internet & it terrible & very expensive

Desperately seeking service....

Our type of service listed in question 2 is not exactly accurate. Service is provided by Sky Tek, which utilizes line of site microwave to link to a 'base' antenna, dropping the signal to fiber optic broadband purchased from BRMEMC.

Wish better internet service was available for my child to do homework

BRMEMC ranlines to our neighbors on Emory Shield Rd., but would not run it to our home. They said it was to costly.... we currently use frontier for our phone and internet but it is very slow.

More access needed in outlying areas.

The current service is totally inadequate. Service has constant interruptions or total loss of signal regularly.

I have huge net only service offered. I pay for the highest package and my husband can't pull up his stuff for work. My kids have to go to other people's houses to do internet as well as my online classes. I wish there was a better option for us. It's like we are forced to move elsewhere, but can't.

We have never been able to have sufficient internet service. I was offered an at home job working for an insurance company but had to turn it down due to lack of internet speed. We pay for service but I hardly ever use it because it is so slow I always use my phone

It's embarrassing how slow our internet is. Not having the ability to get quality "wired service" forced me to get satellite service. The service and security associated with satellite internet is far below my expectations.

I have broadband internet, tv and phone at my permanent address in Gaston Co. Our address in Murphy is a second home which we visit often but many of our family members can't stay long because they need internet service. My daughter and husband answer work emails all day and can't do that on Shoal Creek Rd. We sometimes go to McDonalds to get on the computer but that takes time and is not the best situation. Would love to have a broadband option.

We need more competition in our area the few options available are sub-par at best

Frontier sucks!!!!!! When you pay for 12/6 and get 4/1 that's ridiculous. The latency sucks and at night you can even hardly connect to the internet with frontier cause they are overloaded since they don't have any competitors

I live within 500 feet of the city limit and cannot connect to a service at a competitive rate. This is the second time I've tried taking this survey and still have trouble getting to the next page because my service keeps disconnecting.

I wish the speed was faster.

There is no reason for internet to be this inferior. Help.

Fast speeds are good, but need to be consistent. Current service is good, when it works. Tends to get bogged down during peak times

Need more and better options. Very limited.

I pay for service but weather greatly affects its performance. A hard rain and phone and internet both go out. Cell service doesn't exist here without wifi.

We need better internet.

That goodness for cable

In this rural area, internet service is very sketchy. My daughter cannot use the internet for her college classes many evenings.

Current service is too slow and not available during some hours

WE NEED OPTIONS! Too slow. I would work from home IF I could have reliable internet.

We need good dependable internet in our area

Services provided are limited to one provider. Service is bad. Customer service will tell you to quit complaining because you're lucky to have what you do. Overcharged for sorry service.

I'm on a fixed income and have to pay for expensive Hughes net, that is slow, no cell service in our area at all!! Bad for ems, law enforcement and emergencies.

My internet is slower than Alain for had doubled and got no more speed. This sucks for 2017 technology.

Online gaming is unavailable with no bandwidth and awful upload speeds.

Poor internet service is a big issue for this area. Good affordable internet would be great.

Everyone says they have "Plans to run lines" but none of them can give me a date.

I have work that I need to be able to do at home and can not. My high school child struggles with home work due to internet. My 2 sons in college can't come home often because they can't do their college home work here. Takes hours longer than at college. Them not coming home does affect my quality of life.

Would like to have high speed internet good enough to use a desktop computer and to stream data.

Not only do I have to pay for limited, poor, and unreliable internet service, but I also have to pay a higher amount to have a landline phone in my home because the cell service is unreliable. I also have

to pay for subscription tv services that I'm not able to use. For example, I pay for on-demand as part of my contract, but can't use it because the data usage is too expensive.

I have to restart my modem about 7 times a day.

Would love to have internet available to everyone in my area at a reasonable price. Internet access is extremely important for daily activities, and a service that no US citizen should have to do without.

I wish there was other services besides Frontier, they are too expensive and a big rip off..Also Hughes Net is a rip off....

We pay for 12 mbps through Frontier DSL but rarely actually have that speed.

The Internet access in my region is terrible. I have a lot of homework to do that is online and it's really hard to do all of it because the internet is too slow or just decides to cut off all together.

AT&T is the only service offering DSL, and they aren't taking on any new customers. We pay for 1.5 but most of the time it only runs about 0.8 and is like using dial up internet.

Competition is good.

DSL sucks

I would like to actually get what I'm paying for!!!

Help

I have to pay \$100 a month for a 25GB data cap which is absolutely ridiculous, however at my address satellite internet is the only service available.

Would like to have to decrease costs and open opportunities currently not available

Some days it is very chop service and it seems like it usually happens in the middle of something important

Hope its better than Murphy cable

We have frontier when it works that's the problem it doesn't work most of the time and I have heard ever excuse in the world as to why it doesn't.

Would love to have stronger internet.

It is outrages that our communications in this area are so feeble and so costly compared to other areas of the country Absolutely outrages!

Internet service at our home is good. However, we can't communicate with several of our friends and family because of poor or limited service in other parts of the county.

We are lucky that where we are located in the county has access to good internet. This is mostly because of our proximity to the school. There are people within a mile that do not have this kind of access. This is how it is in much of the county. At the high school where I work we are relying more and more on the internet and technology for students to do their work. Unfortunately it becomes a problem when most do not have internet access at home. We desperately need more infrastructure for the internet throughout the county.

I live in a remote area of Cherokee and I have AT&T phone service . Dish, hughes net or exceed does not pick up good in this area. grandchildren do work on their chromebooks and need access to the internet

I would like consistency. I can be working or watching and then it starts buffering and loading after a couple of hours of satisfactory speed. Dnet/Westnet at least has service & they can resolve any issues but I'm tired of the issues.

Bring us broadband and stop charging us 3x the amount to have satellite, which is awful!

There are no questions that I have at this moment.

Due to the location I'm in, I can not receive internet service because they can not pick up a signal from where I live.

Give me better internet other than exede

We aren't able to get anywhere upwards of 4-6 mbps at my house, and even then when I do tests it doesn't run at that. We need better internet.

Give us something besides excede.

The internet at my home never works. It is always going on and off. IT currently isn't working, and hasn't been for about 2 weeks.

News sources in this area are limited compared to what I had available in the city. I cannot access public television, can rarely access unbiased news radio stations clearly, and satellite options are spotty in the mountains. I feel disconnected from what's happening in the world. Our local school system recently provided devices to our students to use at school and at home. Many of the kids do

not have access to sufficient internet at home. Cell signal is also spotty in areas which limits our ability to use hotspots and cellular data for school or business transactions. Jobs in this area are scarce and industry is not coming. Improved access would certainly help.izing this need and working to build bridges to overcome this digital divide!

We don't have a lot of options where we r..And not a lot of service we had frontier and it stayed off more than it stayed on so all we we could get was cable internet

Even when we turn all but one device on my children have a hard time completing assignments for school because the internet is to slow to view certain videos etc

It will just stop working for no reason. It will go out for days at a time also. Very unreliable.

We need competitive service and better customer service companies. When service goes down they don't care about those who depend on this for income.

Since my mother is shut in, she tries to serf the net regularly but the slow speed is very frustrating to her. I use it to check accounts and emails for my job and my husband's. The slow speed often causes failure to send or receive important information.

We have frontier dsl that is horrible....on a good day I might get 400Kbps up and down. Please Help!!!

Internet goes when raining or other conditions. Very slow. Too expensive for what service we have.

Faster internet speeds and consistent service

I try to work from home and it is very frustrating and inconvenient when I cannot easily download information necessary to do my job.

Please install faster DSL to my region.

I have an online business and it is critical that I have sufficient service. Our current internet service frequently stops working and is too slow for what we pay for.

Service very slow. Cannot stream anything. Freezes often-like right now clicking on the "next" button does nothing.

The current internet is awful and they have no intention of changing it. They have no competition.it is low speed, with daily outages

If we could get internet we could have cell service too that would greatly help us

Please give us a chance for excellent internet service!

Both personally and professionally, I've encountered serious short comings in internet speed. Anything that can be done to improve this for the area will get Cherokee county closer to living in 2017.

While our current internet provider is sufficient to meet our needs, they are the only provider available at our address. The prices they charge could be more competitive if they actually had someone to compete with. We've used a broadband service at a previous address and loved the service AND the price.

DSL is available from Frontier but when I last checked the best they could offer is a max of 450 KBpS download. BRMEMC fiber is located 100 yds away but there is no right of way to get it to my address.

This is a vacation home. Would love a service that was affordable and could be turned off when not in use.

We keep getting told there isn't line of sight

Couldn't get the speed test to work, but in the past I have checked and it was less than 1. (I was having problems!)

Couldn't get the speed test to work, but in the past when I was having problems with Frontier, I checked and it was less than 1. My son was evacuated from a hurricane and tried to telecommute from our home but was unable to do so due to such slow speed.

Please improve service in the area at a reasonable cost. Satellite Internet is extremely expensive.

I am in an area without fiber optics, and where Frontier admits there are not enough lines. Therefore, service is erratic and unreliable. We do not have cell phone service, and I live alone (at age 70) in a very rural area, so I rely on Internet/phone for safety, as well as connection to family, work-related needs, and entertainment. I am on a fixed income and have few options.

We need faster and better service that meets our needs

Currently paying for 2 internet lines from Frontier because their tech said it would improve our service. Results: paying for 2 lines of crappy, low signal, low speed internet. We basically have to turn our WiFi OFF, to get online

Wish it was better. Considered moving, but Love the area.

Currently there is no service available at this time. Would definitely love to have service.

I am very interested. Very displeased with the internet that I have now. Have tried all other internet services that say they are available but are not. We are currently collage students and need faster service.

Our internet service is terrible!!!!!!!

Yes. It is non-existent. This is 2017 and I can't even use Netflix reliably. Frontier has taken what was a reasonably adequate service when I first subscribed, and throttled it to less than 1/10 of the speed I pay for in order to add more customers without investing in the infrastructure to support all the subscribers. I was told this by their own technician during a repair visit, I have a fiber optic internet line hanging in my front yard that belongs to Blue Ridge Mountain Electric, that provides service to the Hiwassee Dam powerhouse. However, I can't access their service due to them not wanting to pay a "pole rental fee" to Tri-State EMC, who is my electric provider. AT&T telephone delivers 15mbps DSL service, which would meet my needs to their customers only a mile from my driveway, but Frontier telephone can't deliver a DSL speed that supports turn of the century technology. This is ridiculous and unacceptable.

The only service provider available has very poor quality services rendered.

Tested while most everyone is in church. When people are home and on their hotspots, download can drop to less than 1K bytes/sec, making the Internet unusable. This can go on for very long periods. Much as I love the home place, we are seriously considering moving.

I am an online college professor, good dependable internet is critical to my employment.

Would prefer broadband over satellite for a number of reasons

We have struggled with Frontier for over 15 years and been very unhappy with our internet service. We need a solution.

Internet needs to grow to meet demand. This summer we began to use Directv now, an internet based tv service, Voip-a-an internet phone company, a weather station hooked into the internet, etc. Internet based services are growing so we need to be able to keep up with the growth.

"We are woefully under served and we would gladly pay whatever it takes for greater than 25 MB/sec."

We are in need of more carriers that provide solid coverage.

Service is very intermittent. Loss of connection when working on important issues. Extremely slow

We desperately need broadband service in our area. Every business, whether medical, financial, or social, assumes every person has access to high speed Internet. In our area, it would even allow the possibility of cell phone usage, which is currently not available in our area either.

We have Frontier and they are horrible. We are looking for a new provider. They have gotten every one of our bills wrong since we moved in and the internet goes down about ten times per day.

I take courses at Tri-County and faster service would be so helpful! Also, I am disabled and look to my computer to help me stay connected to the rest of the world.

My AT&T Ultra Fast tops out at 1.5 mbps, might as well have dial up! The 'net is my contact with the rest of the world.

Frontier is able to get away with offering abysmal service to this area because they are by-and-large the most feasible, or in many cases, the only, option. Were the service consistent, this wouldn't necessarily be a problem, but the only thing consistent about Frontier is their inconsistency--spotty access, slow speeds, questionable customer service...such a pain.

It's terrible!!! Nothing is available where I live so I have to use my cellular data! Please give us some internet!!!

The only service that is available for me is Frontier. The internet cuts out repeatedly all day and it makes it impossible for my children to do schoolwork and for my wife to work from home. Faster internet is needed for families here in the region In order for businesses to come into the area, students to complete school and the economy to keep up with the rest of the world.

I need internet for high school and the current internet constantly goes out. The internet company says they will upgrade in our area at a later time but it doesn't help me with school now.

There needs to be more competition in ISPs in the area for more than one reason. Obviously we all want faster internet speeds but also because the FCC is about to gut net neutrality and without competition it gives frontier freedom to control our internet access as they need for their personal profits.

We have so many problems with the internet that we can't watch movies straight through. The kids get disconnected trying to do homework, and all school work has to be completed via google classroom. And anymore than two devices working at any one time will crash our internet.

The only service to my address is dial-up through AT&T out of Tennessee, with very old buried copper cable. When it rains the phone lines go out. Satellite service is too expensive for a vacation home.

Would like broadband.

there are no good and dependibal wireless services in my area

Our family would love to have any kind of internet service. We live in far western Cherokee County and do not have any internet or even cell phone service.

I have the service I have now because there isn't anything else available. costs too much and I don't get fast service or good service, can't even subscribe to Netflix.

We need fiber optics as an option!

I know it would be far cheaper than what I have now and faster too.

I am very happy with my fixed wireless provider, called Skytek, in Murphy, NC. The cost is affordable and the service has been excellent with good speed.

Frontier is horrible. It's out more than it's working

"We have a tower not to far from us. I keep on freezing up.my provider says they see nothing wrong with our service. I can pay more for better speeds. Breach is only 100 ft from my house and I can get it if I pay them a few thousand dollars to run to my house."

We recently switched from Frontier to Cable because we absolutely did not get what we paid for with Frontier. We have been more pleased with Murphy Cable but few it is still inadequate at times.

Frontier service is spotty at best , lots no service times also if more than one pc uses the service both drag to dial up speeds making it impossible for two pcs to run on the dsl service

Frontier does not deliver as promised. Every time it rains, we lose service.

I used to have DSL with EarthLink. They advertised speeds up to 1.5 and I was getting .23

We have complained countless times. Old copper wires and too many customers at relay.

"Service is a nightmare. Verizon has made it clear that they have too many customers for their existing, ancient equipment, and yet they continue to be allowed to add customers. Their favorite excuse for poor results is 'high demand.' Yet they continue to charge as though service is being delivered. BRMEMC promised fiber optic access for years but have only serviced wealthy neighborhoods with no option to promote the extension of the cable to houses half a mile away. Skytek wifi is dependent on line of sight with a tower and seems to be inconsistent so far. 6mbps is not enough access to allow Windows 10 to update while watching video on a second device (and Windows 10 updates can't be shut off). Our family can't get Skytek at the property next door to this house unless we get a pass-through from the neighbors, and they would be required to have equal or higher Skytek service. It's not feasible. Unlimited cell phone data plans for access are dependent on spotty tower connections and are slowed once 15-22 gigs are reached in any given billing period. The slower speeds

make it almost impossible to have two tabs open on an internet connection, and streaming video or voice is almost impossible. It's not a viable option for daily access. "Nightmare"" pretty much sums up our options."

I would like to see FASTER internet service available. I use wifi at a few local spots and wish faster speeds were available for streaming as I have a laptop and smart TV, not to mention My iPhone.

Our Internet Service Provider is Sky-Tek which is a wireless type of internet.

My current WiFi fluctuates to the point that I miss out on programs and sports shows.

I have lived at my current address for over 2 years. There is a ISP (Sky-Tek) that I have used in the past. I live less than 2 miles from them and cannot get them to re-test for service or even come to the property. If I had internet that was affordable and dependable, I would be taking online classes to further my education.

Need more competitors to make it more affordable.

We have tried Frontier Communications, paid for service only to be very disappointed with the quality and speed of the service we were paying for. We don't mind paying for high speed, good quality service in our home if it were available. It is available just less than one mile before our house..

I feel those of us living in remote rural locations got lost in the shuffle when it comes to internet access. The government was suppose to help out with rural access incentives but I have not seen any of this materialize.

Internet service here is very poor and unreliable. We need a quality service that will not go out with every little thunderstorm.

It is greatly needed for my children to get their education. Also, when meeting the needs of the health care and well fare of my aging parents who are type 1 diabetics and heart patients that have to stay in contact with doctors in and around Atlanta.

It's spotty throughout our county, at best. Many people have no provider available. Satellite providers are expensive, unreliable, and have fees for everything! We need more cable providers. Most people in our county live in the woods. Our weather can be unpredictable, so satellite isn't a good option. A lot of people here have home phones because their cell phones don't work at their house. A provider that could offer reliable phone/internet/cable services at competitive rates, without contracts, without fees or limits on faxing, internet usage, or setup, with top knotch customer service, and prompt availability if an issue arises... is desperately needed here. While we are fortunate to have a quality provider at our home, not everyone is so lucky.

Our livelihood depends on Internet. There are home buyers who won't move to the area because of lack of or slow internet service. PLEASE help the area grow by providing adequate internet to the community.

## CLAY COUNTY

We have fiber optic available just a couple hundred feet from my house but Mountain Blue Ridge EMC says they can't afford to run it up to my house.

There aren't many options for internet services in this region. This region needs better internet service, more providers to be competitive in today's world.

I have internet thought Frontier. I can not stream to my tv. It is to slow

We really need a reliable internet provider for our area. Our internet is very slow and spotty when the weather is bad.

We have a jet pack and pay for unlimited data but the area we live in doesn't get the best cell service either. Having access to fiber would be wonderful if it's ever available in our area!

The internet here is subpar and unusable at times. Frontier does nothing to improve the internet services.

"Many reasons for good internet service - We are an orphan county ( no local TV stations) so we don't get local news. We only have a weekly newspaper so we only get local news one day a week and it's sometimes 6 -7 days old. We are so rural that shopping is very limited unless we drive 1 - 2 hours. Dollar General and Ingles are all we have in our county.

On line shopping with free delivery is critical. Radio transmission is very poorly received so we rely on internet radio from the web. Faster internet speed is #1 on our list of needs."

We don't have local tv or radio. We must rely on internet for weather and news. We are an "orphan" county, in a bubble.

"We have fiber Optic high speed internet as close as 3.2 miles from out home.

However, there are no plans to extend service to our area.

We have no cable TV or antenna stations in our area .

Our current DSL provider is slow and erratic - we loose our internet connection several times a day."

I have BRMEMC FIBER OPTIC

We've had Frontier Internet for years & it currently is almost useless. Since May 2017 I've been sending monthly letters to them complaining with no response so finally 3 weeks ago I again called them & spent almost an hour on the phone only to be told they could not supply us with quality Internet so was reducing our monthly invoicing by \$ 3.00. I have EXTENSIVE documentation as to all of my communications with Frontier & have been researching alternative Providers with no success.

I had Frontier come out to hook up internet. The tech actually told me when he was at my house that I was passed the cutoff distance from the connection and he wasn't technically allowed to hook up internet for me but he was going to anyway. At first I thought he was doing me a favor. \$400 in bills and months of troubleshooting later, and NEVER having internet connection, I see he was only doing himself a favor since I assume he gets paid for the hook up job. The availability of internet in this area is a joke and Frontier is a

monopoly. I would give my left arm for fiber in my area as my work depends on having a solid internet connection at my house. I am currently using my AT&T unlimited data package but even that has its issues and its limitations.

Please bring Spectrum into this area. Their service is fantastic

The only available internet is through Frontier. It is terrible and has major lag times and constant buffering. If streaming, more than one device cannot be used.

Quality broadband service is critical to my ability to work from home.

Please help.

Our internet speed is so slow it was not listed in the choices that were provided in this survey. Our download speed is 100-130 kilobytes a second when no one is on the internet. When someone is on the internet it is about 40-50 kilobytes a second.

We need good service all over the county to promote the growth of our county.

We need reliable fast internet services in our area for work purposes. I have been trying to get a home based business started for months due to a medical condition but so far do not qualify due to slow speeds. Not only are the wired speeds pathetic but the wi-fi is miserable!! I end up paying overages on my phone bill each month because I have to keep my mobile data on in order to compensate for no/weak connection.

Frontier is expensive worthless garbage.

Our local phone company allows too many subscribers to connect to the Internet, slowing our service down to painfully slow speeds.

The availability of services in this area is very limited. Lack of service means here means we are being denied employment opportunities and revenue.

We have had extremely poor internet service for a decade. Service is inconsistent with service coming and going daily.

Frontier is the worst dsl service. Download speed is less than half that we pay for. Inconsistent service, works for a while and then it goes down for several minutes to a hour.

High speed internet is not highly accessible here.

Our current provider is HORRIBLE! And it takes 2 to 3 weeks to get service repair if there is a problem. Once one of my horses got tangled up in lines down from a storm that they'd left for well over a week.

I pay a fortune for internet that barely works!

We need more choices...

It would be nice to have so I don't have to run to the library to pay bills or communicate via internet

Most of my neighbors in my apt complex can get several cable services. A few can only get DSL. I don't understand why. Frontier is the only service I can get and it wavers a lot.

Please help!!! We desperately need service here in my neighborhood!! I have to pay high price for one option Hughesnet and it is slow!!!

Having more than one provider would be nice. Fortunately, I've had good luck with our provider.

Would like more dependable internet. Current is unreliable at times, drops a lot & goes out with rain. Only 1 provider available and 1 speed.

There are few options and the charges are over the top..No competition

It's very slow.

There are few choices and none are good. I had to fight for a year with Frontier to get my speed close to what I am paying for and that speed is ridiculously slow compared to the speed offered elsewhere.

My girlfriend lives at the address provided. I want to move there, but her internet availability is insufficient for my needs as a full time telecommute worker. Very frustrating!

Wish for it. Satellite limits data, sometimes requiring the purchase of extra "tokens"; upload is especially slow, but moving through web pages seems unnecessarily slow, too. Streaming radio takes too much bandwidth, limiting access (and variable clarity) to stations available on regular radio units.

We and MANY people in our areas have Frontier communications. I'm pretty positive that many (most) customers in the areas would switch if there were another option. Internet is so in/out here that my household has to use our cellular data to access internet more than half of the time!

Frontier Communications our current provider is very unreliable we'd lose the internet at least 12 times a day

"I have been paying since 2000 to Frontier for internet service and its getting worse by the day. I'm only getting less than 2.5 upload and .19 for download....HELP.

I tried several times to get a job online but do not have the internet speed I need. "

Blue Ridge Electric says it is too costly to run fiber to our community in Pine Log, Clay County, NC. We have a lot of residents who cannot obtain fiber connections. The only thing that is available is satellite dishes, but they are very slow and virtually unusable. When we had Wild Blue, I was told I could not use Netflix because one movie would exhaust my entire monthly allowance of data. I have many neighbors in the same position. Please help us get fiber run to our community. Jerry Collins 828-837-9456

We do not have cell phone service in our area, we need to be near a wired modem to connect. Impossible to be connected to the world. Speed of modem and wired service is slow.

I am fortunate because I live inside the city limits where fiber optic is available. Unfortunately a major part of Clay County does not have such access and it certainly hinders both home based businesses as well as children with home work needs.

slow....

Please give us an option besides Frontier. There has been no investment in infrastructure to increase access or speed. Have been told since 2006 that "we are making improvements in your area". So frustrated with the lack of service and excuses.

Only one provider is available and is very expensive. Also sometimes will not connect or slows down

Service is often scattered and goes off and on for no reason.

Our subd. has 35 homes in it and all I believe would sign up for fiber.

We have just switched providers from Frontier DSL (12.0 mbps) to Windstream Cable (100 mbps). Windstream was not listed in your list of providers in that they are new to this area.

Faster speeds with more providers

We are seasonal here and would like to be able to suspend service for free while elsewhere, and reactivate for free upon our return.

It would be very nice to have better Internet service. Right now, I survive with what I have and am grateful to have DSL. I have friends in the county who don't have any Internet service at all while I have other friends in the county who have great broadband service. Like right now - I have pressed the "Next" button three times with nothing happening. It's very frustrating to have intermittent service.

Yes! We want better internet

I rode a bus in Cambodia with free internet that was faster than what I get at my house

Please help us gain access to high speed internet

Help us!

Rural areas are limited in their access to internet service.

To say we get 6 msn is a lie we are lucky to get 3 we have been without internet for more than a week at least 3 times the past year due to Fronteir cutting back service because they don't have the bandwidth to cover everyone last Christmas we complained to them they literally unplugged our phones over the holiday ON PURPOSE for 2 weeks! We could not contact our family or call out if we had an emergency after the holiday a tech guy called said he fixed our service that is was unplugged at the office!!! They refused to credit us for the lost service. And they are famous for "losing" tickets when you have a problem making you start over repair

request and bumping back the down time they owe you for. I assume to make their numbers look better and to stop payouts of lost services. Worst phone company EVER!

We only get about 19 Mbps out of 24 Mbps.

There are 2 services that are offered in this county. One service refuses to add more line because they say they cabt gurante enough paid cuatomers but they have not done research to prove that. They can build a multi-million dollar facility but cant afford to add lines.

Frontier internet is a joke. They do not have the infrastructure to support their internet speed claims. Their customer support is worthless, making promises for better speeds and fewer connectivity issues.

Limited options here, frontier will rip you off with the extra fees they add on that they don't tell you about until you get a bill for \$300 and then give you a run around when you call them and tell them to cancel it. Blue ridge is too expensive with the fiber optic internet to be affordable on our household income levels with two kids. We need something like google internet at an affordable cost in the area

We need better options for internet services! We never receive what we pay for, our speed fluctuates constantly. It would be nice to have a choice in providers.

I own several businesses and take online courses. Internet is vital to my livelihood and the education of my family. I have 7 children, and they all use internet for school work. Our internet is down all the time, freezes frequently and is so slow when it is working. When I am having to do online classes, I have to ensure that no one else is on wifi so my computer will even work.

We need internet desperately. I pay over \$100 per month for limited internet.

The internet we have currently does not meet out needs , we have been in a two year contract with them that ends in December and we couldn't be happier. Not only is it terrible but it's to expensive. We're were told it was fast enough to watch Netflix on and it's not even fast enough to watch a video clip on YouTube. We would love to have more options.

With 5 days users in the house alone. 6mbps is not sufficient

We have only minimal service and we are dropped several times a day

"look, i am not going to lie. the internet service is terrible here. frontier is constantly trying to over charge me and there seems to be nothing i can do to stop it. i have to call in every month and waste hours talking to rep after rep until i finally get one that is NOT an ASSHOLE! i have to do that every month just to pay a 29.99 bill. besides that the internet constantly drops and it seems we are about to get raked over the coals on net neutrality. so to be honest, i wont even need the internet if NN is disposed of other than for work. for all the work from home businesses like amazon or apple ect it requires you to have 12 meg download and 6 meg upload. when i first subscribed to frontier i had 6 meg down and 3 up. now for some reason i have ~12 down but only 1 meg upload speed. i feel as a consumer in an area that is hard to find work, like i am being taken advantage of because the speeds i need are not available, and i feel like it is just because someone is wanting to make a few extra bucks that they will never spend and only put in a bank account that will never be touched.

im ready for good internet, but not with any restrictions like internet ""packages"" and bullshit like that, ill live without internet before a corporation tells me what i will and will not see and do on the internet. sick of corporations trying to think of every way they can rake us over the coals. we just need good internet and without all the asshole and bullshit involved with it currently."

I live in Warne, NC and the area is terrible for cell phone service to start with, and the internet providers are terrible especially Hughes Net. These providers charge the same amount as what Charter would have you pay, only Charter is amazing compared to the slow service that the providers in my area offer. I had heard that the power company has broadband internet but they refuse to offer broadband service to my area of Warne.

Fiber optics is 150 feet from our residence and the provider will not bring it down our road.

"Prior to moving I lived on peckerwood. Only service available was satellite. Bill was over 150 a month and we'd still run out of data by end of month. Effectively online college, work and high school students. Part of the reason we moved to town.

"

"it is so expensive, I wish we could get it bundled and save money.

We don't have internet on our tv because we can only afford 12 gb. Per month.

That goes fast! "

the test that I provided is the best available to my address, I can not get anything faster at the moment. Thank you for putting out this survey I hope it helps our cause.

We need better options. There is little to no choice for many that live in smaller, more distant areas here.

It's terrible.

Occasional slowdowns and dropouts are annoying.

There are lines and fiber service to a solar array approximately one mile from our house. However, we can not get that service extended to our house.

50 MBS for \$50 100mbps for \$100 is crazy expensive

Living in the western part of NC has its challenges.

I recently subscribed to Hughes net and like it. I had previously had frontier. We need a service that is reliable and priced Right.

I live in the black hole of internet...nothing available

It would be nice if there were more competitive rates for internet service and bundle packages like Charter. I pay over \$70 a month for a home phone and internet. Both have outdated pricing compared to many other areas.

Our Internet service is very slow and it's almost pointless to have. We have children who need it for school and only one person can be online at a time.

Would like to go to wireless phones but have to have a landline just to have internet. Hate that: SLOW!!!

"Children have to have Internet for school and I have to have it for my work. The speeds available now are not sufficient for our needs. This area needs to be on equal footing with large metropolitan areas so we can compete for jobs etc.

"

The quality of internet service has been one of the few disappointments about moving to this area.

Frontier is poo internet please get us something better

Our choice of Internet providers is next to none, and the ones we have charge way too much for shorty service and customer suport

We have had frontier for years, recently ( in the last few weeks have cancelled service) because it was so TERRIBLE! I couldn't pay for one more month of that poor service. Currently in the process of getting internet thru BREMC

We recently switched this week to Windstream and are much happier with our service. We previously paid for Frontier (approx. \$30 a month) and was only able to get receive 0.1 mbps! We didn't know how terrible our service was until we finally got sick of the unreliable internet service and speeds and inquired with Frontier. We switched to Windstream the following week.

Ours gets slower and slower. We tried Exede for 2 yrs and now are using Hughesnet gen5. It's already slower than when we signed up.

I am now fortunate to have 30 mbps fiber but as of just last week I had 1.

It would certainly benefit the region if fiber optic internet service were made available to more areas, many places in Clay County do not even have access to DSL and are restricted to satellite or dial-up and probably weren't made aware of this survey.

Rural Africa and the Middle East have better internet than my house in Hayesville North Carolina. What's the deal. The only available provider is Verizon cell data. I don't know what we will do when my three year old starts school and needs internet to keep up.

We have fiber available from Blue Ridge Mtn. EMC on the main highway at the base of our mountain. However, it is not available to the 50+ homes in the subdivision because fiber has not been installed up the mountain due to cost. It is a shame it is so close yet inaccessible.

HELP!

My location presents many challenges to providers of service. Rocky terrain, drastic temperature changes (often 30 degrees from morning to afternoon) throughout the day and throughout the year, narrow roadways, falling trees, flooding rivers and creeks all make it very difficult and expensive to provide services to the area. Any solution to the failing service in my community must include serious consideration to these factors.

As a Service Connected Disabled Veteran I need better internet access so my doctors in Asheville can monitor me with telemedicine, my current speed is too slow. I have owned Sunchaser Photography since 1985 and was able to perform sales online until we moved to NC. We satelite Internet with Hughes but the cost was too high.

The wireless internet service I pay for is sufficient most of the time but periodically drops out during the day for 5-30 minutes at a time. Internet is essential as I am a self employed craftsperson and all my marketing and communications are done online.

In our region, the internet service hardly works. We live right in town and had frontier. Their service was slow and was only working maybe 10 days out of the month. We canceled our service.

When I was looking for service I was told I could get it then told I couldn't get it once the technician came out. It took over 3 months to get my internet working and it still isn't consistent. It starts and stops continuously. I had a very hard time getting service started in my area. It was such a challenge I filed an FCC complaint.

My husband currently uses the internet for business on a daily basis, it bounces in and out and I have 3 extenders but we have very spotty service and have to reset at least weekly. I understand we are in an area that we are somewhat limited to capabilities, but I would like to at least get the product I am paying for!!! I have checked with them numerously for the FIOS...not available in our area?? Even while completing this I had to wait til it caught up to continue.

Fair price.

The internet service here in the mountains is very expensive and poor at best. Frontier has monopolized the limited market here and they gave me constant problems with incorrect bills and over charging that I just ended my service and changed to Direct TV but they do not offer internet where I live. Our local power company offers fiber but it is not available where I live which is sad because I live less than 3 miles from the middle of our local home town (Hayesville NC). I have various electronics that I don't use to near capacity due to not having internet. I generally have to use my cell phone and mobile internet if I have to look up something. I would definitely subscribe to have internet hooked up if it came to my area with the exception that I would not work with frontier.

Please improve it and give us options.

Hopefully we can have some advanced options in the area soon

Sucks, need better quality Internet please.

"Please help!!  
"

The internet is so bad I can't watch video's or movies. Also we recently tried to set up and Xbox and it was to slow. I had to take it somewhere else to set up with another company.

I'm glad we recently got fiber internet. (Within the last 5-10years) would not have been able to get through college without it. Research information had to come up quickly in order to complete my assignments in time.

The local telcom, Frontier has not kept their promises regarding services. The EMC has not made fiber available in our area either although they did install fiber from my home to the road, but it is dark. Luckily, we have a provider that is distributing internet from an EMC fiber location, via wireless radio, but the cost is exorbitant. \$70.00 per month....

Wish to bring us good service applicable to these times of computers and technology

My home life practically revolves around have internet access

We live in Shooting Creek where there is know cell service nor internet service we depend on Frontier to provide that service , They have Broadband a mile down the road but they tell us that there is not enough people that live up here to get it to us

Blue ridge Emc has fiber at our street but it would cost us 17,000 to get it up the hill and we would like the service

We have internet service that is adequate for mid-level entertainment and business purposes. Were we to embark on serious commercial activities, it would be insufficient an we would have to leave the area.

We use to have Frontier. Once Sky Tek became available we left Frontier. HORRIBLE service. We are still stuck with them for our landline. Would love to have more options

I wish Frontier had better service.

Disappointed BRMEMC does not allow us to have fiber optics. The cables are less than 300ft from our house. We watched them put them in from our house.

I'm doing this speed test at 6am. Which is typically the only time of day we have decent service. Are typical download speeds are 6-8mbps during peak hours and no more than 2 people can be on WiFi at the same time. We also take call for the hospital and have bad cell service. For which we have a booster but it also runs of WiFi. So when speeds are slow we could miss calls when we are needed to tend to our patients.

I need it yesterday!! Our current provider is terrible! I'm in grad school taking online classes. I have to tether to my cell phone when taking my test in order for service not to drop and kick me off my test which I cannot re-enter!

I hope that high speed internet service is available in our area soon. It would be a savings for our family.

Frontier is the only service available and they charge for a speed they are incapable of providing.

Frontier charges for a service they are unable to provide

Internet service through fixed wireless, cellular, and satellite in this area are not reliable.

The internet would be helpful for my kids to complete homework assignments.

Frontier is horrible! Terrible customer service.

We use Windstream...which wasn't listed

HOPEFULLY THIS SURVEY WILL GO THROUGH RIGHT NOW MY INTERNET IS GOING IN AND OUT A EVERY DAY EVENT

I am unable to stream video due to poor internet. At times my internet gets dropped and I have to start over. My cell phone receives service at my home only through a booster connected to internet. Without internet I have no cell coverage. I feel I am getting left behind in the technology world due to poor internet. I also earn my living through the stock market. Without internet services I am in trouble.

My service constantly drops.

What I am currently paying is very expensive. Limited download amounts each month. Unable to play games, update computers etc.

When I worked from home I was told that the download and upload speeds were too low but I was able to complete my work. Just would be nice if it would have been faster. I cannot watch VUDU HD as it is not fast enough. I usually only have 2 devices on the internet at a time.

Our service is very slow and frustrating . We cannot enjoy new technologies like watching Netflix , FaceTime etc.

This is a basic service that needs to be available!

We have fiber service through BRMEMC

We have to unplug internet as many as 6 times a day to be able to use internet. Have informed frontier many many times and it will work for a few hours and then stop. The phone works okay but at \$40 a month for this super slow speed internet or no speed at all we should have better internet service.

Although we pay for 3-6mbps, we have never achieved these speeds. Consistency is not there. Some days, it is so slow we cannot download email or watch a 2 minute youtube video without it buffering. We have to subscribe to Netflix mail dvd's because speed is so erratic we cannot be sure a movie will play.

Our service provider is the best around, but the speeds can be irregular. Fiber optic type speeds, or better, should be the norm.

We have Frontier internet. Very slow and just works every now and then.

My wife works for a Fortune 50 company and telecommutes from our home. She is routinely frustrated with how poorly her access to the company VPN is. I am a teacher and can't expect my students to be able to have access to reliable internet at home. Yet these same students are going to have to one day compete with their peers from across the globe - many of whom have access to much better technology. Zip code should not dictate their opportunity!

I travel and work from home for a Fortune 100 corporation, and often have slow or spotty service which disrupts my work. I wish I had faster, more reliable internet service. My husband wishes to an educational consulting business, but is concerned our internet service is not fast and reliable enough.

I waited 10 years to get DSL and it sucks.

We are at the end of the line and our internet is extremely slow, my children are enrolled in online college classes and it makes it extremely difficult for them to complete assignment. We also own a business which requires internet access. Would love to have something faster that meets our needs. Frontier does not

I so wish there was more and better access to the internet, besides my cell phone!!!

Needed this yesterday....

I filled out this survey at work, and tried to stop the test. If the test took, believe me this is not the speed at my home. I am unsure of the speed at home. I have a cell phone and a tv that run from my frontier internet and it is constantly buffering to stream tv. I have to turn off the internet from my cell phone so that I can view the tv while it is streaming. We do not have any high speed choices in my area and I only live 2 miles out of town.

This area needs better options for internet, tv and phone.

"we have satellite internet. with my husband, myself, my daughter and her children, it is not enough capability. The data is used up very quickly, we are unable to stream anything on the tv.  
We are in a mile radius on Tusquittee that is unable to get any high speed internet other than satellite.  
"

I have to go through a company that uses a radio tower. The phone company and the electric company do not provide high speed internet on my road. Previously I used satellite internet because that was all that was available, but when my children started using more internet, the satellite internet did not meet our needs. Our current internet is better, but we still have some issues.

We have LoS internet access. It's fairly dependable just not enough bandwidth.

We tried to order Frontier, they didn't show. We tried to order SkyTec and it wasn't available. We then got DirectTV, but no internet because it was all that was available. We then ordered HughesNet for internet because Windstream said not available. Now Windstream just called and said they've added our address and it is available. We cancelled order for HughesNet. We hope to have installed on December 26 and then I can do the speed test.

If Blueridge EMC would run fiber internet up my road (it's available 1/4 mile away), I would tell Frontier to take a flying leap. But I do not have a choice currently. If Frontier has competition here, they would cease to exist.

I have complained to Frontier many times. I access by remote my business computer down in FL since I am the CFO of the company. I have even called the FCC twice to complain. Nothing is ever done. I have been told that services such as BRMEMC provides are two years away. I am lucky if I even get 2.85 download speed, when I am paying for 6. Upload averages .5. We can't watch Netflix or any streaming video. It's very frustrating.

It is slow, often down, and there seems no options.

Our wireless service is generally satisfactory but can be erratic depending on the time of day, demand, or weather.

I have discovered that this area is very poorly served by Cell, Internet and phone services. It appears that rural mountain areas don't matter much to the big providers. Also as a side comment the electric service is poor as well.

## GRAHAM COUNTY

Data limits and slow speed of satellite impacts both my work and home life. I'm unable to take online classes which provide continuing education for my job.

We have Frontier internet and only works occasionally. and is very slow....it would be wonderful to have something reliable and faster.....

Frontier provides decent internet service but is unreliable and slow. When service goes down, it may takes weeks to get it back.

Frontier is awful!!

We need faster, more reliable internet and phones in the region

We need faster reliable internet with unlimited GB like DSL. the only other option besides DSL is satellite internet that you have to pay per GB and is very expensive. Internet and TV options are much needed.

"We would very much love broadband service. We have been overlooked for service for way too long . When Frontier took over the Verizon service in this area internet service has been the pits. "

Need better services . Current service is extremely poor

I am a Realtor who primarily sells second homes/ vacation homes. I have lost many potential buyers because there is not high speed internet available. Many baby boomers are in 'second careers' and work from home and the availability of high speed internet is the first criteria I am asked in inquiries. People that vacation here are interested in purchasing property but are put off by the lack of internet and cell service coverage. I strongly believe that communications is the single biggest issue hindering the growth of Graham County. And to add to that I work from home and suffer constant problems with connection speeds and reliable internet. Cell phone service is almost nil where I live and I also depend on the internet for wireless cell calling. HELP!!!!!!

I run a small business and warehouse from our home location. I also have 4 vacation rentals at this location. My DSL is 1.5mb and I have 6 accounts at \$35 each for a total of \$210/mo. This DOES NOT meet our needs, but does provide us with a Verizon cell phone booster and backup internet, so it is critical that we continue. In order to meet our internet requirements, I have to purchase satellite service via EXEDE. I currently have 5 exede accounts and pay an average of \$100 per account in order to get adequate download and data allowance. So for this location, I am paying \$700 per month for adequate internet service. I also have a retail store location at the intersection of US129 and Hwy 28 in Swain County. This location does not have DSL and in order to have adequate internet service in order to run credit card machines I have 2 EXEDE accounts at that location for \$200/mo. In summary, I have no choice but to pay \$900 per month for adequate internet service. My phone service with Frontier is terrible, we continually are placing service calls because of noise on our lines which also hinders what little bandwidth we receive via DSL. We do not have adequate cell phone service, so we use Frontier DSL to boost our Verizon wireless signal. My name is Nancy Johnson, and I am the owner of Tail of the Dragon and Treetops Vacation Rentals. You can reach me at nancy@ridedealsgap.com

We are the "last mile"

The cell phone service in our county is also lacking horribly. You can not increase commerce without an infrastructure. Too many government agencies stifle growth here. USFS and the TVA do nothing to help the people of this community raise their standard of living.

have push signal by Frontier and LOUDY. They ard not maintaing well We have RENTAL VACATION CABINS and must have service.

The income and quality of life levels in Graham County are some of the lowest in the state of North Carolina and the nation. We also have tourists traveling to the area who need to connect quickly to their work. If Graham County had Broadband we could attract other tourists and more employers to the area and we could provide at-home jobs to many citizens in our community. With this said, I feel it is critical that we gain Broadband connection as soon as possible to increase income and improve quality of life for the citizens of our community and to keep our tourists connected to their work and family when visiting.

been waiting for years for service

We also operate two businesses out of our home 95% of our business is generated and maintained requiring Internet.

Hughes Net is the only option in our hollow. Slow but better than dialup.

Our internet service in Graham County is awful. When the service goes out, it can easily take weeks for them to fix it. We need more competition.

I have Frontier and it doesn't work for months at a time. It takes months to get a technician to actually show up. I have a package that only guarantees <1 Mbps.

We pay 3 times for satellite here in NC, which is very slow, versus broad band we have in Florida.

We frequently have interruption in service with Frontier of which our bill is \$164 per month. Phone, dish, and internet. We have no cell service when we are at our home.

Frontier Internet was near dialup quality. Had to switch to Hughesnet for my wife to run her business. Poor internet in our area prevents students from taking online classes and business from coming here. My son moved from Robbinsville as he wasn't able to further his education.

There are many areas in Robbinsville that are still using dial-up. Some companies are trying to provide Internet access for the world, but we don't have it in Robbinsville.

I am attending classes online for a Master's degree and have much difficulty completing my work. I also have the ability to work from home, but the lack of reliability of the internet makes that not a dependable option.

Need better access....



We need it in this area. Many of our citizens have dial-up service as their only option. Our businesses and students need it desperately. I am retired but rely on internet to manage my finances, which I manage myself. I could not do without it.

To be brief, the biggest issue I can think of is that my three school aged children are increasingly needing internet access to complete school work.

Along with the need for broadband service, we would greatly benefit having cell phone service.

We need better service right now!

Our current internet through Frontier is horrible. As soon as it turns 9:00 pm my service speed drops in half. I do 2 part time jobs online and depend on service.

Need increased bandwidth.

I would love to have at least frontier or some other Internet on Goldmine .. we have to pay high cost for satellite internet and have 2 school aged children that use it it is very hard to afford the exede that we have .. would be helpful if we had good internet service here !!

We need better internet service!!

#### NEEDS TO BE AVAILABLE

Broadband is like a pipe dream in our community...The population density is not high enough for the internet service providers to be concerned with!

help me get internet

The internet service from Frontier Sucks. slow and undependable. please help us!

Basically the only internet provider that we have here is Frontier. They know that they hold the monopoly, so they jack prices up for horrible internet. We need more options desperately.

Graham County has an abundance of fiber and no middle man connectivity. Frontier is iffy and max of 6 meg down, Zito is decent but a tiny footprint on the area and refusal to expand.

It is ridiculous that we don't have better Internet service in our region in 2017. The Digital Divide doesn't just exist in 3rd world countries.

access is through telephone service provider and is subject to frequent interruptions

Everyone in my town hates Frontier and would gladly switch to another provider.

Frontier Communications is the only provider of wired internet service here. They have horrible customer service, frequent technical problems, and NO competition.

The price

I would love to have better internet service.

Service is desperately need in all of Graham County especially the lower end toward the Lake Santeetlah and Tapoco communities.

Frontier is not effective enough to run what is needed for this area!

With 3 kids, 2 of which are in school it's hard for people to find jobs that they don't have to do online. So having valid and fast internet is a must when you have to work online from home.

Available service is substandard and poorly maintained. Service calls take over a week to be addressed.

You pay for monthly service and it might work 20% if the time. Totally unacceptable that's why we had it cut off. We were paying for speeds of 6mbps and didn't even get 1mbps. Very frustrating

Where I live in Graham County, we only have 2 options for internet services.

We need better internet in this area. The only choice we have is Frontier.

Lack of quality internet has stopped us from opening a business for the past 10 years. We have a child that has severe dyslexia and needs web based resources for learning and it is not available due to very restricted data on current satellite based system

Frontier has somewhat of a monopoly in Graham County which allows them to provide terrible service

We really need more options, especially in my area. I live in an area of Robbinsville that I can only get satellite internet and it is EXPENSIVE and SLOW. I have to have internet because there is no cellular service where I live and I am an online college student.

Frontier service is also very poor. Don't come when they say. Speed of the internet remains very poor and unreliable.

More options available for faster and reliable internet services.

We need better services and more options

We need better internet. Our current provider does not meet the needs for my online buisness which i have to have.

I am always being told i cant get internet where i live when everyone around me has it.

We need more options!!!

Availability of quality internet service would be the best thing for our county. So many school age kids cannot access the information they need to learn at home because they do not have internet access, or very poor internet access.

Frontier Communications is my only option at my address. I own an internet based business, and I will be forced to relocate from Robbinsville, NC if Frontier continues to refuse to upgrade its service or a competitor doesn't become available. My business website is [www.HagerACT.com](http://www.HagerACT.com).

Currently, if you have problems with your service they will disconnect you and then say that service is not provided in our area when all that had to be done was a new wire run to the home. Very disappointed in Frontier!!!!!!!!!!!!!!

We need choices other than frontier and verizon

Probably won't ever get high speed internet where we have a cabin in the mountains of WNC because we are just so remote. Satellite has improved a great deal but is still limited in speed and capacity.

This county is so far behind what it needs to be to foster economic growth in the area. We are the poorest county and have highest unemployment rate in the state.

The access in this county is horrible. We had to fight and fight and fight and fight to get the service that we have. And even after getting it, we have still had to fight in order to maintain that which we have. There are many people in this county that want internet but are either underserved or do not know what to do in order to fight to get their fair share of what little service is available to have.

We are an underserved community. I am grateful to have what little(by comparison to those in an urban area) connection and speed that I have. But, at the same time, if there were another option for more speed, it would make life a lot easier. Our current DSL provider, Frontier doesn't seem to want to invest much more in building more infrastructure. Apparently it is not worth it to them. There are many others in the community who have their service from Frontier also that have it way worse than what I have. It is pretty awful. Also, there is a cable service that runs around the county some. But, they as well, do not want to invest the time and resources involved in expanding their network. They will not even run new drops when the main line is out on the pole in front of someone's house. It is sad. I have been able to experience services in urban areas that shame what we have. There are people that still operate at dial-up speeds.

Would like to have wifi cameras but not enough upload speed

Rural citizens cannot keep pace with job creation activities nor educational needs in today's society without having dependable internet access.

I've tried getting frontier internet services multiple times and they say I can get it then after waiting weeks they tell me it isn't available but there are people right next to me that is able to get internet.

Not available in this area. Would be nice to have!

We have verizon dsl. It does not support even half of our devices, always slow, and goes out very frequently

I have one child in college and another taking college courses online while in high school. Both kids have to go somewhere else to do school work because internet isn't available here.

I Work Telecommute full time - if more bandwidth is available, I would pay for it.

Hughes net sucks zito media and frontier is not available at my address. Need something fast and high quality at my address

We live in a very remote area; better access and service could have a great impact on our economy in general.

We do not have many options when it come to internet providers in our area. Our internet pauses and we have to reset it often. We do not have a TV provider we use Apple TV which runs off WiFi. It would be helpful to have more options for our county!!

Reliable fast speed internet would be wonderful...satellite internet is very expensive

Speed results from the test do not agree with actual use of the Internet. Pauses and delays are usually encountered.

Frontier internet stinks.

I have had continued problems with having sufficient internet for training and continuing education classes required for my job.

my service is very slow, and not reliable

Answering for my rental property. Internet access is critical for those visiting the area.

Our Internet is very expensive. Very limited. We are unable to watch any kind of videos. It's extremely basic and we have very limited data to use.

I'm a college professor that works remotely. I need fast reliable Internet. Frontier is weak at best. I need a choice.

We have good internet that we share with a business and three other families that cost over \$750/month. It is outrageous what it costs! We need another option

I wish we had better internet providers in our area. The only internet provider available for our household is satelite. Frontier doesn't come this far down into the county.

My present service states we get 12 mbps download. We are allowed 25 gb per month. I have gone over the limit, so the test may be skewed to not show full speeds. I pay over \$80 a month for this service, which I think is ridiculously expensive. Prior to moving here I paid about \$40 per month for unlimited internet on broadband with outages being very rare. In NC the satellite internet goes out if there is rain! Would LOVE to get a reliable service that is reasonably priced!

Please empower our community by making broadband service available. Thank you.

It is very slow and keeps kicking off, I have to reset my router to get it to come back on especially for wireless devices.

Affordable and good service is desperately needed in this area!

Mobile cell service stinks too....

#### IT IS TERRIBLE. WISH IT WOULD GET BETTER

Internet to a wide area of our county (Graham) would generate population growth to relocate here and telecommute and/or buy real estate for vacations etc.

We were promised broadband Internet in our community a few years back from a person from GREAT and it never came. It went to surrounding communities but missed us. There are a few home based business around me that would benefit from good internet service. Currently all we can get is satellite internet that is very expensive with a data cap that is not sufficient for productive internet usage, and depending on weather, it may not even work well. Bring us reliable cable, fiber, or other broadband internet to bring us up to speed with the rest of the world.

I have completed an online degree using satellite internet, but switched to Frontier as soon as I graduated because of expense, but the service is very substandard. We have to call for repairs often, and that within itself is a challenge. Dependable internet is crucial. Mostly though, we would like to at least get what we are being charged for on a regular basis.

We NEED faster internet!!!!!!!!!!

I had understood that they had brought in fiber optics into the county, but as far as I know, it is not available at my location. I am considering spending a lot more time at my home in NC, but cannot do so unless there is faster internet available.

"The Speed Test was done at 6 AM. During the day, and especially the early evening, the speed is less than half that shown, and frequently cannot connect due to time outs.

"

It is critical to our area that we have better internet service. We basically have no access, especially in the areas that are further from town. This limits us to educational services for our children, as more and more of the educational programs, even in our elementary and middle schools, are moving to online learning. The current provider that we have has no business being in a communication business. They do not provide service, as you can see from most speed test, that we need in our region. Nor do they care to improve it. Broadband service/internet would be such a huge benefit to our area.

Needs to be more affordable, has become ridiculously expensive even for us who do not use smart phones, but just want internet access.

The only one we have is not good, horrible customer service, horrible hidden fees, I had the worst experience with them which I why I no longer do business with them

We need faster WiFi speed. Frontier communications has no competition and there customer service is not that great

We need more options than just Frontier. They're the only provider now, the product is not what you pay for the and the customer service is awful.

This is a rental cabin and we advertise as wifi and internet available along with free long distance landline telephone. The internet and wifi is very sporadic and the service through Frontier is extremely poor. A new provider would be much appreciated.

Our internet is not very reliable...we would like consistent, reliable, high speed internet. We are also not happy with the service from our provider.

Frontier is terrible. Frequent disconnects and slow service. I have complained many times and have received bill credits for down time. I would love to have a high quality, dependable company.

I am self-employed and depend on the Internet for my business. A new neighbor just moved in with the intent of using the Internet for his telecommute job...his Internet and phone as so bad that he is having to reconsider what he does for a living.

Expanded cable/very high speed offerings are preferable, but more competition in general is needed.

"We feel very fortunate to have access to Zito media. It's not perfect service, and it is overpriced, but we have mostly reliable internet. Many people in our county have no or poor access to internet.  
"

Frontier has been nothing but useless! Our modem is in desperate need of replacing but they will not replace it, after 10+ years of service. Customer support is a joke and they know they can get away with it b/c they are the only "game" in town. I know we are in a very rural area but it is 2017 and it is almost comparable to 1990's dial up. It is impossible if you want to be able to run a business from your home or go to school online. We NEED something else!

The primary issue with the DSL in this rural area is consistency. We can have adequately high speeds at times, and then the speeds will routinely grind to a crawl for extended periods during the day. I work online for my primary job, and there are days where my internet is barely able to allow me to work. Some days no problem. Repeated service visits never seem to resolve the issue long term. I would spend more money for faster, more reliable internet service if it were available.

We are dying for an alternative to Frontier, which is the worst.

My satellite service is much too slow. I have limited downloads per month. Rainy weather totally stops my service.

Would be a great tool to have especially in this day and age. Maybe I could own a cell phone then.

The biggest problem I have with my current service is that when it rains a lot it goes out. It is hard to get anyone on the phone to help you if you need service. One time I had to call like 12 times before anyone would come and fix my service. Went without TV, Phone, and Internet for almost two weeks.

We are retired and do not need internet to help us get income, but we teach classes on science and ecology in our neighborhood and at the public library, and internet is essential in preparation for those classes. We derive no economic compensation for the classes we teach.

"I have no idea about which Frontier plan I have. I do not know the speed I have.  
I can't go back to the previous page and can't change the answers. I cannot go to the next page."

Service is spotty and slow a lot of the time. We need better speed and more consistent service. I welcome better service as our current provider is unable to improve their service.

I have what is supposed to be "good internet" with Frontier with DSL. We are constantly booted off line. Service goes in and out. Not reliable for doing on line class work.

I have never had good internet service where I am located and neither has my neighbors. We have all discussed this many times to have better internet service where we are, and to finally have something done about it would be great.

I would like an internet provider that didn't keep disconnecting from WiFi so often.

More and better internet providers would hopefully encourage job growth to our region.

All high school students have Chromebooks and need Internet access to complete school assignments. Many county residents as well as school age residents take online college classes, and more would if they had affordable Internet access.

System is very slow, overloaded, internet is often down.

We obtained DNet service in 2012 when it became available in our area and had excellent service for about 2-3 years. Then, we started having issues with service going down and were told by technicians that it has become difficult to provide the service to us due to trees-foliage between us and the tower causing us to not receive signal. Prior to this, the service as well as customer service was great with this provider. I got the impression they no longer wanted to service this area!

Broadband has not been available due to the need of line of sight and we have mountains in the way. Internet service has been poor. Some days it seems as slow as dial-up used to be.

Just because it says I have internet access at my home does not mean that it is consistent and strong.



Our speeds are barely adequate. We have DSL to the modem and wireless for every device. Streaming is spotty. Just a little faster would make all the difference.

I am a volunteer Guardian Ad Litem . Internet is critical . Frontier Comm. cut off my service and my neighbors service with no notice. After a month of broken appointments to "fix" our internet we were told we are too far away from their equipment. Never mind that this address has had service for at least 6 years and my neighbor even longer...they just cut us off....shameful. I cannot afford the satellite Very expensive but I need it for my volunteer work in this rural location.We have to sacrifice to have it.

Some times I don't have even 1 mb--waiting long periods for a connection. There have been days when I could not even check my email.

"I would love to have a provider that allowed unlimited data. also speed options, and phone. I do not like satellite its all about limited data so it does not meet my needs.  
but its all that I can get at the moment. "

"The Internet is weak at times.  
This is the only option we have for Internet."

Our internet is slow and goes out hundreds of times a week. Frontier does not adequately address (or even attempt to address) the frequent disconnects. It makes it challenging to run a home-based business and educate our children well.

We run an online photography business and earn our sole income from this connection. Having more options than this one would be comforting.

Frontier DSL promised us fast DSL service but rarely does it deliver in fact we have not gotten near any of the speeds they promised us. Zito Media is available in our area and when my brother (who lives next to me) got Zito he went for 2 months with no phone service at his house because of Zito. Would like broadband service and would be willing to pay a good rate for it. Would definitely be of benefit.

Please help us enter the modern world with QUALITY broadband. Frontier ISP is unreliable with outages of 30+ days and very slow to correct. HELP US!

We have a rental house and it would be nice to have it for renters.satellite internet does not provide enough data to enjoy movies or videos

Satellite service is too expensive and unreliable.

it SUCKS!!! Frontier is our only choice and they are terrible at providing consistent service.

Frontier is so slow it is virtually useless. Their service is terrible. Worst customer service.

I relocated from Atlanta, GA to work in a remote environment. I work from home and it is critical for my occupation to maintain adequate internet speed/connection along with a landline. I have spent the last 3 months, first forcing Frontier to provide us service by filing a complaint with the FCC, and then lodging service

call after service call to try and fix the almost non-existent service we are being provided. Our internet service goes out anywhere from 10-40 times per working day (during business hours), and with combined latency issues and very poor phone service (no one can seem to locate or rectify the loud static on the line), I have found it next to impossible to work from home. I have had to begin looking for local office space or other solutions so I can continue working. This is unfortunate as I moved here with an out of state job, high income, work from home, so only bring revenue to the community.

Please bring this service to our area. I pay astronomical rates for satellite that does not give what is advertised, and I have their top package. It's a matter of safety also, because oftentimes my phone won't "connect" especially at night and a medical emergency could end in death simply because of no phone service. That really scares me because I'm retired and may need help at any time. Thanks for trying to help us get this service.

With advent of unlimited data plans for satellite the satellite service is workable, though expensive. Streaming works but the latency of satellites makes conference calls and two way communications exasperating.

My home at Upper Cove is a weekend only home. Home phone service was so poor, I finally discontinued it after paying monthly for 6-7 years. No cell coverage at all. Internet requires a satellite which I cannot afford. I am almost retired but could never conduct business at all. I have no way of signaling for help if needed. This has prevented me from moving full time to Upper Cove.

A fiber line was recently installed in my community and we even allowed the company to run it through our property but it is only available to commercial entities.

We seem to be put last on the list due to our population and region. It would be great if services were updated so it would reach those of us who live farther from town.

Currently there is only satellite service available, and it only allows 10 gb/month and is \$50/ month, which is too expensive. If I had sufficient gb/month at a reasonable price, would possibly do away with directv and just use internet programing.

It is very frustrating that fiber optic, very fast internet is available to some in Graham County on what seems to be a totally random basis while potential customers like myself who live very close to town on the main road in/out of Robbinsville can only get Frontier DSL or satellite of inferior speed/quality. I believe that if true high speed of above 50gb were available in Graham County, every single internet customer here would shift their ISP asap. I know I would jump at the chance.

We homeschooled three grandsons we have been legal guardians for 15 years. We can only use ONE laptop due to our service, have reported our service to frontier so many times, we gave up. We tried to get 24 mbps, so that each child could use their individual computers, but it is NOT possible at our home according to two of their techs who came. The office says "oh yes, you can get it" but techs laughed and said NO it is not available to you... I wish to God somebody could help. I'm on dialysis every other day-total kidney failure, my wife of 47 years has a brain aneurysm, both of us are totally disabled, but living life with our grandsons. CAN YOU HELP US GET INTERNET SERVICE THAT WE CAN USE THE THREE LAPTOPS DURING HOMESCHOOL? IT WOULD MAKE IT SO MUCH EASIER ON MY BRIDE, AND THE BOYS, AND SPEED UP THE SCHOOLING FOR THE 3 ADHD/BI POLAR BOYS. PLEASE HELP US, PLEASE

We are happy that Frontier is providing us service but we absolutely need more bandwidth. It would make a significant impact on our ability to earn a living.

I work in IT - I have the option to work from home if dependable high speed internet is available. Robbinsville is my hometown and I spend a significant amount of leisure time here. I would spend more time here, including working from home if I had affordable dependable high speed internet service available at my home here. However, cost is a factor as I would still only be a part-time resident. My current primary residence is in the Chattanooga area. If I could obtain dependable high-speed connectivity, I would probably opt for VOIP for phone service and stream any desired TV/Movie/Sports content. Current phone service is through Frontier, which I consider a dependable provider. Currently accessing through relative's Frontier DSL, which is okay for casual use, but not sufficient for WFH.

The speeds are not in keeping with most of the nation.

yes, as a disabled senior all the services provided to me by these services, they are invaluable

The poor connection speed I currently have impairs my family's ability to perform basic daily functions via the Internet.

Fronteer service is reliable but way too slow.

Too far from CO for DSL service. Satellite (current provider) speed is barely adequate, but susceptible to "rainout," and capped bandwidth of 10 GB/month is untenable.

My service is a little below average. I cannot count on it all the time. Would like faster internet.

Internet here is terrible. Please fix it

Frontier service was very bad so we canceled it and got a Verizon home home spot. This works much better but not ideal as it uses our cellular data allowance.

More reliability is needed in internet service in Western North Carolina. I have tried all of the providers in my area. FIOS would be a great offering.

Internet service is very critical to our location, yet a majority of our community lack it.

High speed DSL needs to be available all over Graham County. It's a shame we cannot get it here on Cochran's Creek but the store at the end of the road here have it!

It's incredibly fucking Slow

When I first got broadband internet access at my home, it was through Verizon, which later sold their interest in the area to Frontier. Since swapping to Frontier, the quality of my internet has greatly diminished, but I live in a removed area where there are no other options readily available to me. Around 100 yards from my home is buried a fiber-optic line that I cannot access simply due to lack of an access point. The quality of service that

I currently receive is so poor that I have considered relocating from my current residence to have more services available.

We have to have internet for my husbands job as he is a subcontractor for the casinos and needs for communication from his main office across the country

Would love to have internet that actually works.

Time for something new to the area.

When it goes down it takes to long to get it fixed this includes phone service as well as internet

We need more affordable options!

Internet I have barely works for me! And I pay way too much.

internet we currently have is slow and drops all the time and we have gone through several router/modems. If too many people in the neighborhood are on the internet, that effects our 6 mbs.

We need broadband!!!

Need affordable internet only . No packages .

I currently have Frontier. The service option I have was not listed in the options above. I was told 3 Mbps was the fastest that they had here, and it only works sporadically. I have had the customer service people at Frontier tell me that they could see that it had dropped over 100 times in one day, but then the technician says he can't find a problem. Prior to Frontier I had Zitomedia. It was much faster, but response time to issues was poor. They only work this county 2 days a week so simple problems sometimes take a week to get a technician to fix.

You asked "Does the speed you currently subscribe to meet your needs?" Why don't you ask if the current speed I subscribe to is delivered to me? Because it never is, what we pay for and what we receive is a huge difference. At times we have no service or its so slow we can not even stream a video. We know we live in a rural area where good roads and infrastructure is limited but when you can deliver good service to the people it should be done' Even cell phone service due to restrictions on towers in horrible here. The powers to be here like the TVA and the USFS don't give a hoot about this county and never will.

Zito Internet has the worse customer service I have even dealt with!!

Current service vert unreliable.

My daughter goes to school online and we have continued problems with getting disconnected. All other forms of internet and phone service stops before it gets to our home and our phone service is deplorable.

We use the 'best service' Frontier makes available. We constantly have down time and often cannot support the full load of our usage. With smart TV's, smart home appliances, laptops & communication devices all

requiring internet access AND our ability to work from home as a requirement for us to even have the home in western Graham county, it is essential to have the best internet access technology.

Internet access is very spotty in our county. We need a good provider, as the high school and nearby colleges have online based classes.

We don't have a cell phone signal and have to use a booster. Our internet service is slow and unreliable.

Break the monopoly that Frontier has out here. They suck and we need to have choices.

Slow and unreliable internet

Verizon service drops constantly and if there were other options that didn't cost as much as zito we would use them.

It needs to be improved in my area

I just wish there were competition. Frontier has the lions share of coverage in the area, and they are horrible to deal with. I would pay twice as much to have reliable internet from anyone other than them.

We tried Frontier DSL once and received only .5mb/s when we were paying for 6mb/s. Less than 10% of the advertised speed was unacceptable.

Zito will not expand, Frontier is looking to go bankrupt and cannot even provide internet above 6meg down.

All that is available in my area is Frontier, they are a joke! I pay for 3mbps but I'm lucky to get one. My modem keeps crashing and they will not do anything about it. I have tried talking to other providers but they do not service my area. I know for a fact that I'm not the only one that feels this way about the quality of internet service for my area.

"Please help us! Here in Robbinsville we are stuck with only Frontier and they are horrible!!! The only internet option, I have 1.5mb down. That is terrible. We call it ""3rd World Country"" internet.

Zito is nearby but refuses to build up here. Every single household here will gladly switch if they would simply build it."

Improvements are drastically needed for internet service in this area.

have phone don't work good

We currently have frontier, an it stays tore up. All of my daughters home work is on line in highschool an she is currently taking college classes. She is up half the night trying to get it done, because service is to slow or she's at a friend's trying to get her homework done because our is torn up. Our cell phones work through the internet on a booster an I'm on call 24/7 with the D.O.T. an can go to work if I can't get a call or text.

It sucks. We are not getting what were paying for/ Frontier Communications says 1mg is all we will ever get. We pay \$75.00 a month for what.? Customer Service sucks as well. They set up a meeting between you and

the repairman to come out no one shows up to fix your problem and no one calls to tell you their not comming. You stay home all day waiting for no one to come. Frontier needs to be shut down or made to spend money on up grades to their system. George Grant

If there were something better to subscribe to, I would definitely change providers. Where we are we have no choice other than Frontier, and their service is horrible.

I'm paying Frontier 3-6 mbs, and receiving less than 1mbs.

My family lives less than a mile away in a different county and has access to a different provider than I do. They love their service, Skywave. I have Frontier and it is the absolute worst. It goes out constantly, requires reboots weekly, buffers daily.

We have Exede/Viasat and it is ok. At times it is fine and other times it is too slow to get anything done.

Speeds r slow and only works have the time I'm constantly haven to reset my router to try and get it up an running

My income is based on rental bookings. I have lost a lot of income from not being able to see my emails and respond in a timely manner. I also suffer from Frontiers cable crossing over my private property which they have no easement to use. They refuse to move it! I have been battling this for over 6 years with letters and phone calls. If you could help, I would surely appreciate it. Thank you for this survey.

Service is poor.

## HAYWOOD COUNTY

I would like to have an option for a lower speed. I don't need 60mbps currently, but that is the lowest offered. I would be happy with 20 or 30. Also, I have no use for a home phone but have to have it due to the package. I would be happy to take \$20-30 off of my bill to remove this service that I will never use. It's silly to have to pay for services that you don't use, but have to get basically.

My service is not consistent 8 -12 drops a day, 0 service for a couple of minutes and then back up, multiple reports to provider and no help at all.

I work 100% remote, from home and depend on a solid internet connection daily.

Skyrunner fixed wireless is also available at our address. We subscribe to that service.

Internet access for all citizens, all ages is critical. It is vital for the economic vitality of our community to continue to improve

"The service to my area (in between Canton and Clyde) is almost nonexistent. People who visit from other areas can't believe that we have such poor internet service in 2017.  
"

Not having high speed wireless access further extends the poverty discrepancy in rural areas. We have connection through our cell phone provider, but only because we have the ability to afford it - many do not. And even though we can afford it - I would much prefer a wireless connection. Without hesitation I would sign up for wireless access immediately if it were available.

Seems like the cost should be less. Maybe \$45 instead of \$65

Skyrunner has been a dramatic improvement over the previous Verizon hot spot - both had acceptable speed, but Verizon service did not/not permit 'streaming' nor offer cost effective download of any TV-type capacity

As a Realtor, it is extremely important to me to have consistent Internet access from my home. Additionally, a common concern of clients who are buying homes is that strong, consistent Internet access is available to them. Many of the clients work from home or rent their homes and need reliable Internet and television at an affordable price that doesn't skyrocket with usage. Many homes are ruled out because of lack of strong, fast Internet availability.

When we built our home 8 yrs ago ATT was the only option; however, afew years ago Charter came into the picture. We have it for internet, TV, Phone and service is much better than with ATT and Direct TV. As a business person, internet is key for most everyone these days and I think it is critical to economic development for our community and the quality of life (plus having folks wanting to move here personally and/or businesses).

I recently moved to this area and not getting good service is the worst. We had to get a hotspot from AT&T and it is limiting. My husband and I both use the computer for school and it has been an issue.

Outrying areas need it

I have tried all of the available options at my location, and none of them are adequate.

We have been paying Verizon exorbitant amounts on money for many years to use a Mobile hotspot which isn't adequate and terribly expensive. Would be most appreciative of alternatives.

I have good service here, but at least half of my 23 employees and my sister do not have service at all or it is insufficient for their needs. I cannot use some online services re employee notices, schedules, etc, because so many cannot access the internet at home.

Please bring our area out of the dark ages

Need higher speeds in the area.

Need competition

The lack of choice for cable is non competitive

More options and better pricing. Paying \$65/ month for internet service only is outrageous.

I would like it to be cheaper

Yes, We need these services for the elderly as well as working. Access to these services will make communities safer, and give the residents more opportunities.

I have Skyrunner. Good service for the most part, but expensive, and in summer, trees and leaves often interfere with my service and has made it necessary to also use a Verizon hotspot for backup.

I'm running a business with a hotspot and mobile data. I tried satellite and it was slow and expensive.

Charter Internet is good, but as with anything, improvements could be made to the service.

Basically, we have One ISP provider available to us, Skyrunner...and it, (or its previous iterations), has been the only internet service available to us since we moved here in Sept 2001. "4G" from our phones is slow/costly and not practical. Charter/Spectrum has a line that is a mile down the road from us. That is the same distance it was 'away' from us, 17 years ago. This is like living in 1998, here in western NC, imo.

We need competition for Charter!

Wish utilities including internet more dependable.

My husband runs an online business, and I telecommute 90% of the time for my job. Having fast, reliable internet service is essential for us to make a living. We are constantly battling with slow/interrupted service.

We have had our DSL service through AT&T for many years. The "slots" are limited in number so a lot of our friends and neighbors are not able to get them, and have had to use other types of ISPs such as satellite service

or Verizon. However, neither satellite nor wireless phone company internet are very reliable due to the terrain and/or the weather. A local cable company has run lines down White Oak Road, but will not run the lines up our road, Pansy Place, because there are not enough year-round residents to cover the expense of it. We consider ourselves fortunate to have our DSL service. Even though it seems kind of expensive, it is really our only viable option, and even though we have two kids watching a lot of youtube videos, we have NEVER come close to going over our allotted amount of data.

We need competition in this area. Prices keep rising every year, and we have no alternative but to pay it.

needs to be consistant.. more coverage and less expensive...

My internet speed is acceptable most of the time but the data package is not enough to even update my devices. I run out of data and the speed is drastically reduced until the monthly coverage begins again. I could increase my data but the increase is still not enough. I currently have Dish Tv and Internet. I do not have enough data to watch a ppv movie. I contacted Charter and would have loved to have their service but they would not even come talk to me and tell me how much it would cost to bring to my home. Unless I made a commitment to use their service. I did not have a problem making a commitment to use their service but without knowing the cost they charge to get it here. About 5 years ago they told me it would cost about 3500. To even get it to my house and that is more than we can pay. Not many options here but I know neighbors have high speed.

We need Internet service that's both price-comparable and speed-comparable to that found in Charlotte or Raleigh. For too long, we get inferior service and pay more for it as compared to our big city brethren. It's time to level the playing field!

"Verizon offers better service in this area than AT&T for the most part. I am a home health nurse and work in the Jonathan Creek and Maggie Valley territories. The service is awful in these area and is too expensive for most average people to afford.

I myself do not have wireless other than thru my hotspot on my phone. I need wireless for work. I need it to go to school. My girls need it. We don't have TV because we can't afford it with our cell phone bills being upwards of \$300 month to supply enough internet service. "

My only choice is Sky Runner. I'm very happy with it but I will lose it when the trees grow and obstruct the site to the tower

I am paying for internet speed that I do not receive.

We currently subscribe to ATT internet, landline, and Dish TV. I also have a Verizon hot spot for a cell phone and computer due to slow speed and constant buffering and disconnect for ATT. The speed of internet that is associated with this survey is the Verizon hot spot. I will complete another survey from the computer with ATT. The ATT connection is so poor that we very seldom can download "On Demand" content.

Would like more choices!

My 6 grandchildren ages 4 - 14 use internet at my house occasionally. I depend on it for my small consulting business and hours of research. I currently have Verizon internet for my 6 devices. I have a mini MiFi for travel

which is critical to my business. Verizon has never failed me but I believe it could be much less expensive. Therefore, my hope is Haywood County can have broadband WiFi access at a competitive rate!

Charter is the only service that's any good here

ATT DSL is the only option available in our area & it has never been satisfactory.

Competition is what is needed, desperately! AT&T states they service my area, but when I inquired they say they do not. Charter can do and charge anything it wants and we have no choice.

While Charter Cable is nearby, they have told us we are too far from a connection.

We choose to live in Maggie Valley because they have good internet service here. We wanted to live closer to campus (WCU) but heard internet service was bad (dial-up or non-existent) at most of the houses we looked at. I work from home teaching on-line part-time and he takes classes this semester on-line. Internet was the main factor in renting our house. We'd love to move closer to Cullowhee next year but ONLY if we can have the same internet availability.

I would utilize whatever is available if it is better than what I have.

Charter is pretty good where we are now. We just moved to Haywood county about 15 months ago. Not too many serious complaints, other than first-world problem kinds of things. Having lived in Jackson county for many years, I know the ISPs in the area are not nearly at the same level as Haywood county and that is frustrating to many friends and coworkers who live here.

It's horrible.

We need a more competitive marketplace for internet access in WNC. Not only do we have a problem with accessibility of internet services but it's really expensive. This is a real problem for lower income students in K12.

Although I have sufficient coverage at home, I am in the minority. Most people in this region lack internet access. I strongly support this project.

We had to purchase a home in a specific location due to our internet needs. I work 30 minutes away from where I live, but the internet was unreliable closer to work. Western North Carolina needs greater access to reliable internet services.

pricing is not clear. always promoting specials to get you to sign up but never sharing the actual price after the specials are over. Not offering unthrottled unlimited data but charging for throttled unlimited. continuous promotion of other services like TV, Telephone. Cellphone offers internet with enough bandwidth to stream and search internet. Why pay for the same service twice if there isn't a significant difference.

Currently, the only internet service available is via dial-up which is very, very slow. I have a MiFi which I have used in the location and the speed is not much faster than the dial-up. This hinders my ability to teach the on-

line course which I teach at WCU. The slowness also hinders my ability to have access to my fulltime job when I am at home. I am not able to telecommute.

Morris Broadband not expanding as promised. Many unhappy Frontier customers (too slow) in a rapidly growing university community (WCU & Southwestern Community College).

If Europe and many areas in Asia can provide broadband to all citizens, then so can we, here in the U.S. Many people in urban areas with different terrains (i.e.,mountainous) are being left behind without broadband. It is time to rectify and equalize this access for ALL Americans!

Would love to have more highspeed options in the mountains. Net neutrality is important because it will keep the service providers from limiting what we can do.

Service is terrible. No competition between providers. Can get only some services, eg. I can't get NFL!

I was excited when i moved here last December. I signed up for Charter Spectrum for the unlimited data, only to find out they won't or haven't run sufficient cabling to provide me service. It would cost me 4000.00 after they pay their portion of 3000.00. This is due to customer base; however, everybody around my property has access but no line to my property.

I do not have access to cable or att unverse service. I use a Verizon "hotspot" which does not meet my needs

At the beginning of the survey, it indicated that Charter cable is available here. It is not. They will not bring service up into our development. There are very few internet options here. I had AT&T DSL and their service got slower and slower and did not meet my needs. I know have Skyrunner satellite and use a relay from a neighbor's home as I do not have a line of sight from my home. More reliable high speed internet is a huge need.

Broadband service is the 21st century equivalent to the New Deal's rural electrification programs. EVERY resident in America should have access to reliable, high-speed, inexpensive broadband service.

"As a real estate agent servicing Haywood and surrounding counties, I have had many buyer prospects decide they cannot live here because of limited internet services for their businesses. Come on! It is 2018!!"

need more access in less populated areas; would be a great partnership if electric co-ops would agree to be involved

The service is good, however the cost is high.

Greater speed

Have DSL, but it commonly goes out and prevents reliable work at home.

In the past we had AT&T. We were always have problems. I spoke with a repairman and he finally told me that the equipment in Maggie Valley was old and there was nothing in current or future budgets to repair the equipment. It was a real hassle and that's why we switched to Charter Communications.

It is my understanding that DSL is going away. Is this correct? If so, what will replace?

I teach online classes for the community college, so having reliable internet services is extremely important to me.

We have a DSL line to our home and AT&T refused to give us service. We had satellite until the trees blocked the signal, then they cancelled our service. Now we have a MIFI through Sprint. Service is so limited here and very expensive. I see where companies are providing Internet Service to third-world countries and we can't even get reliable service in the United States. I had 4GCommunity but they're not providing internet any longer.

We need access to the internet cellular hot spots should not be the answer I have been trying to get Internet since 2008

Mountain cablevision is the WORST cable provider I have ever had. I would switch to satellite TV except that mountain cable would raise my internet rate making my tv/internet even more expensive than it already is.

Charter increasing cost regularly

i need internet service that is affordable without a data cap

Young workers are leaving the area because lack of internet services and related jobs are not available. The school system must close school due to weather related issues because students cannot connect from their homes to the school and use a technology day instead of missing class. Satellite services are expensive to many families in rural areas. Home businesses need high speed and reliable connectivity.

We have been searching for better internet in our area for a long time now. We have tried satellite and the latency is just too great of an issue.

As trees grow I am about to lose my line of sight broadband access. Those of us in rural areas at the end of small back-woods, mountainous streets are just forgotten people.

We had to pay to have cable run to our home - very expensive. More cable would be extremely helpful - some areas do not have it and would preclude us from purchasing a home in those areas. Internet is essential, particularly for those in school and those with a business. Need more - all over the county!

I would value another option for a provider

We are being left behind. This region will not succeed and more and more people will move away creating greater strain on the cities if our broadband infrastructure (especially the last mile) is not improved. Running infrastructure to the schools is NOT adequate. It must go to the homes and to future business sites.

I would like to see more competition and other options available.

It's really expensive. The providers make it so expensive, Tha ypu almost have to work a part time job to be able to afford WiFi

Service is sometimes interrupted or depends on placement location of mobile hotspot in the home.

The service is very weak in my area, and that is one of the reasons I cannot sell my house.

Our service is not sufficient for our children to do school work; not enough data for the price we pay

The signal doen't support everything we need to do at one time. If we are all working on our computers while the TV is on then we continuously get "kicked offline". I woulf love to take online classes but our service is not reliable enough to confidently be able to do so.

Please encourage other options and providers to service in this area. I would love to see Charter Cable come in this area. Currently subscribed to Carolina Mountain cable and i'm paying extremely high cost for internet. And I work from home. It's a monopoly cause it's my only cable option. Remote workers need cable lines for a secure connection. You can't trust satellite if you work from home. And most companies don't allow satellite providers when signing a remote employee contract. I'm one of them. Thanks for hearing me out!

None available - not Charter, ATT/Bellsouth,etc.

Wish we had more internet providers. Pricing isn't very competitive.

Please! Cellular rates are incredible expensive and just not acceptable.

Thank you for trying to improve accessibility and quality of internet services. It is critical for business, school, real estate and personal uses.

have AT&T.....it comes and goes.....ecpecially bad lateat night.....cell phonethru Verizon is also bad

I have AT&T. Internet is pathetic and on top of the performance issue I pay 61 dollars a month. I have family in Weaverville and they pay the same for 10 times the speed. Something needs to be done to increase our speed. It's critical.

Currently, AT&T is the only provider. When I have inquired about service at my residence, I am told that we currently are not eligible for service in our area.

We area a Waynesville B&B and also own the home next door. We use Charter for both our business and personal needs. We'd rate their service over the 10 years we've been with them as a B- (fair). But that being said, they'd be a boon to this area that does not currently have connectivity.

Please help us get better internet in this rural area of Haywood County . I have a home base business and it is critical to have fast internet to be efficient and grow my business.



We use Skyrunner. It's the best service for internet we have ever enjoyed: Efficient, Fast, Outstanding Customer Service, Instant access to their personnel. I doubt anyone could do any better.

I do not have sufficient internet at home (address listed) or place of employment (Lake Logan Conference Center). It negatively impacts Lake Logan's ability to do business on a daily basis.

Charter is a rip off

I selected yes that our service meets our current needs, but that is because that is what we are used to having. If better service were available, we might realize that our current service is not meeting our needs.

We would have loved to live in Sylva, but there complete lack of sufficient broadband options pushed us to Clyde.

"I feverently wish that we had reliable internet service at speeds which actually match our personal technology.

Our AT&T DSL intermittently drops out on a daily basis and only one person can be online at a time. Charter evaluated running Internet to our home, but they stated it would not be cost effective for their company due to our distance from the main road.

The only internet available is through satellite and very slow and too expensive

We have access to high speed internet, however, our daughter does not and she lives two blocks away.

The only available internet service is satellite, which is much slower, limited to a few megabits a month, and expensive. Our family typically uses all our monthly data in 2-3 weeks.

My internet service is barely sufficient to meet my needs, and I would love to have faster service.

At&T is the only available service to us, and it's EXTREMELY INADEQUATE!! Only 1 device at a time, it's very slow and we suffer TONS of buffering!

Unit comes to within 1100 feet of our home. We have been told that is would be \$14000 to bring it to our home.

The service is so slow, it timed out before it could even conclude the test. Lack of internet services of sufficient speed, (my speed is less than 1mps though I pay for up to 25mps) is a tremendous impediment to the economic development of this area.

We would LOVE to have reliable broadband at our address. We are unable to stream, utilize Smart TVs etc. Additionally, our county desperately needs reliable broadband for our students (K-12 and post secondary), businesses, entrepreneurs, individuals working from home and the list goes on.

More vendors will be better. Service speed is not reliable. The bandwidth is not good, not possible to have several devices connected and streaming at the same time.

Charter Cable or I think it is Spectrum now is the best available & it sux!!! Recently separated & need service but on a very tight budget paying bills for 2 house holds.

Our internet connection fluctuates but is never good with our cable. This is better than the DSL we had before cable. Having trouble submitting this survey even now.

We have frequent outages of our internet service in our area. We both work partly from home, one person uses internet services to run a business. Choices of providers in our area is slim and service is poor and expensive.

Carolina Mountain Cablevision not available because developers of the community did not have their cabling buried with the other underground utilities when development was built. AT&T no longer available in this area 28785, only option is line of sight - meaning tree cutting.

along with economic development this is a critical issue for the housing market. housing developments with fiber connected homes is a real advantage and it will continue to grow in importance into the future. we recently moved to Haywood county and were very surprised about the lack of internet options...and we are probably above average users of the internet. we came from a community in South Carolina with >100 Mbps service. Hopefully you can find a solution soon.

We choose to live in our location because we had access to cable And internet. We chose not to live in certain areas because only DSL was available and that was inadequate for the uses we access via Internet.

My wife and I read on line versions of The Mountaineer, the Washington Post, and the New York Times daily. My wife is a FaceBook subscriber while I am not. I also read and respond to electrical power generation publications and discussion groups. There are times when the "system" seems to be bogged down and almost non responsive. We just shut down our computers and try it again later.

While I pay for services up to 100 Mbps, that is not the reality of my speed. The system is sluggish, and prevents me from efficiently being able to do my job. I work remotely for a company in Maine, and need adequate internet service to do my job effectively.

We have better access than most counties in WNC. More and more people have jobs they can do from homes. Businesses considering moving to WNC would also look favorably upon good internet as a factor in their decisions

I work from home primarily for a technology company, as its Chief Security Officer. We pay a large \$ amount for fixed wireless, and while it meets our needs, the data limits, and inability to provide higher speeds is hampering. Additionally, we homeschool our children using online platforms, so between my ability to earn an income, and our children's education, it is crucial. To this end, our company is forming a non profit to bring internet to as many people in the WNC region as possible, using a few different means.

It is not as wide spread throughout the region as it should be. It is very spotty from town to town. It really limits where someone can live who is reliant on a broadband connection.

At my home address I have no issues, however I work in Jackson Co. and many of my students don't have internet because they don't have access to anything where they live OR if they do it's too expensive for many of their parents. We provide ALL of our kids with laptops but when they can't access the internet at home it takes away so much they could access.

Affordability is an issue. I cannot purchase the amount needed due to cost. AT&T also has terrible customer service but other providers are not available to me as they already have maxed out the customer numbers.

If we were able to have better internet service in our region I believe it would be incentive for businesses to move here. Also, school children would benefit.

Broadband access is essential to modern life, and local, state and national efforts should be directed towards providing access everywhere, much as we provide access to electricity and telephone service.

I currently telecommute from home and it's a struggle doing any type of video conferencing or larger downloads

Higher speed is a major issue for me.

We were told by ATT that we are getting the fastest internet speed that we can expect due to where we live. It is frustrating to wait so long for the photos in my phone to "transfer" over to my computer. Right now there is a lapse of 5 days, meaning that pictures I took with my phone 5 days ago are still not in my photos on my computer. There are other instances, too, of when it takes "forever" for our internet to do something. Even though we are retired and not dependent upon the internet for a business, it is a large part of our life and we would love to have access to faster internet speed. Thanks for the survey and for looking into this important matter to those of us here in the mountains.

Access was a critical criteria in our search for a home in this area.

We have ATT and it is so slow..it's the slowest they have but it's all that is offered by them in my area which is very populated. I will be switching to charter soon but it's much more expensive

I work from home and must have Internet. The only option we have is using hotspot from our cell phones.

Tried Excede satellite service, it was terrible. Too slow to even run Netflix, and very expensive. Cancelled after 1 week.

I am a full time doctoral student, and my husband telecommutes. Right now we are limited to using mobile hotspot. Once one of our phones hits 15gb of data usage, speeds slow to an absolute crawl. Lack of internet options is crippling.

I currently use satellite service from Excede that is unreliable during inclement weather or even cloud cover. I think I overpay, currently \$110/month, for the quality of the service I receive.

As disabled Senior citizens --Not having adequate service in this area for over 13 years has impacted our lives extremely negatively. It is about time these services were made available to everyone and not just in certain

areas that are "convenient" to the providers. We feel we are certainly discriminated against in this regard and it also devalues our homes as no one wants to buy a home that has POOR SERVICE!

Service is spotty and slow at times . Cell phone service is about the same . ATT won't service our home with internet, they say the box is full ,we would have to wait until some one drops out ,which may take years  
Thank you George Willis

We have a tv and several computers that are internet capable. I feel we are at a disadvantage due to no access to broadband. Cell phone and satellite access is very restricted by the gigabyte cost. Apps and programs auto update to use up all of your data.

It would be nice to be able for my daughter to do her homework and me to do mine online without it slowing down.

I feel it is a monopoly and the two main service providers will not bother to compete in the same areas. I know I pay for an internet speed I do not receive. We cannot afford cable so we do not have it. If prices go up on the internet we will disconnect it too.

Need more competition. Besides charter, there are no other options for ISP in this area that touch the download speeds of Charter or have unlimited data.

"We were very lucky to get Mountain Cable last year. Before getting internet through them we ran a hotspot using Verizon which was costly & unreliable. I had also contacted Charter multiple times to try to get them to run lines into our residential area, but they weren't interested. I am very happy with Mountain Cable's reliability, speed & service. I no longer have interest in Charter, especially after hearing negatives about them from friends & family that do subscribe to them. I own my own business that requires continuous Internet 24/7 (community management). I work with a lot of retirees & feel comfortable now knowing that if they use my online portal, text or email in case of emergency - I WILL get their message. I also have children in Elementary & Middle school who are online with laptops & tablets for their educational needs. We also run wireless for cells, smart TVs, laptops, & tablets continuously with no issues.

My friends in Macon County using Frontier are having a terrible time with their service being unreliable on a daily basis. Something needs to be done there to help them. "

It appears that Charter/Spectrum has a monopoly in Maggie Valley. It is expensive.

Big homeschooling community that depends on internet for education. Inexpensive options are critical for appropriate educational needs.

In the last 6 months or so it just keeps getting slower and freezing

We desperately need broadband services in our rural area! We have called every company we can think of, and no one provides landlines or home internet through cable modems.

We looked at living in Cullowhee, but decided to stay where we are because the Internet service is so limited and I telework full time.

## JACKSON COUNTY

It is all too expensive and when I did have it, it was very slow.

We get lower than 1.5 Mbps but that was your lowest category. It is very intermittent and unsatisfactory. Two adults in our household are working professionals who need internet for communication, teaching, and research. Two are school-aged children who need it for their assignments. Accessing family entertainment such as streaming video is frustrating. As "end of the line" customers of Frontier who live less than four miles from a university and less than two from a major 4-lane highway, we should have access to more modern and effective online service.

So necessary. The last home we loved in couldn't get fast enough internet. I work from home so we ended up moving.

We need broadband internet service. Limited cellular data is too expensive.

Need more reliable and cheaper internet!

Prices keep rising

Internet service is absolutely horrible in this area. Morris Broadband is the worst. Frontier is the worst. We have complained and complained to them but they simply do not care about providing better service to this area.

Please improve access in our area.

In the mountains of western North Carolina, we do not have a choice of services and DSL is the only available service we have. Unfortunately, it is not adequate for our needs most of the time and is not reliable during some weather.

we currently pay for wired broadband via Frontier (<1Mbps) as a back-up for moderately reliable wireless internet (via SkyFi). We still struggle to reliably stream anything without interruptions, and there are days/times when our wireless internet is clearly not performing at advertised speed. My husband relies on the internet for work, and often depends on an old jetpack when the other two internet services are running too slow. It is really incredible that we live so close to SMHS and SCC, and the availability of high speed internet is so limited. I can't imagine the plight of Jackson county residents in more remote areas.

SkyFi has just become available at our residence and in past 3 weeks switched from Frontier to SkyFi and have an access point on property. Service has been great so far. Frontier was slow. Several years ago had been a Morris Broadband customer but had issues all if the time with that service.

We definitely need to improve this - in order to attract professionals to our area and build the economy. Thank you.

Increased access would be beneficial to small businesses and residential households.

Internet is usually slower than what we pay for and so many homes in our area do not get high speed internet. I work in real estate and this really affects the real estate market in our region making lots of homes difficult to sell.

We need more options. I live right behind a heavy commercial area and only had 1 company to choose from, Frontier. I pay for 4 mbps but typically only get 1 mbps. They're not motivated to do anything about it because they know they don't have any competition.

You indicate at the beginning of this survey that Morris Broadband is available to me. It is not. They will not bring cable up my road.

Speed test did not work. We are on Line of sight system with Sky-Fi and it is much better (faster, less expensive and no DL limit) than Hugh.net was.

Everyone in my area is struggling due to lack of internet. I would love to work from home but can't due to lack of internet. I'm on-call and have to drive 25 minutes to find wifi to log in to my job.

Frontier DSL is extremely slow. At my home, regular speedtest's indicated only 1.5 mbps download and .56 upload speeds. Frontier states that this is the best service that they can offer in my area.

"1. I pay for Internet speed that has never measured even half of what I pay for.  
 2. I teach online classes at Southwestern CC. I have students in all of the three-county service area who have to drive to McDonalds to turn in assignments because they don't have Internet at their homes. This is true from Alarka to Barkers Creek to Cullowhee.  
 3. I am on the Webster Town Board and attend meetings all through this area where I heard comments that having insufficient Internet keeps some businesses from coming to the area and keeps municipalities from running as efficiently as possible.  
 4. It is too cost prohibitive for small towns such as Webster to pay for the local, true high speed Internet available through Balsam West. If a town cannot afford the monthly costs, how could we possibly assume its residents could?! More providers would bring more competition thus more affordable services to the area."

I would like to be able to get what I am paying for. Presently I am on the same grid as town internet and am constantly having to reboot due to connection issues.

Pitiful. Speed test was not done in one of the numerous down times where mbps is throttled.

The competition for service here is abysmal. There is one provider for fiber. The other provider is available to more people but the speeds and reliability are absolutely inadequate for productivity. Something needs to be done.

I can't even have cable here. It is awful.

Our biggest issues with using mobile broadband (Verizon hotspot) are the cost and the data caps. The service is very expensive every month, and while we don't want to stream movies at 1080p 24 hours a day, we'd like to be able to watch movies or kid shows without worrying we'll hit our data cap and our service will slow to an unusable crawl.

The lack of reliable internet makes being a physician in this area is almost impossible given need to have online access to emr now

Choosing between only 2 ISPs(only one listed for survey, the other available is Frontier) that have terrible service and support is difficult. Recently, with my Morris Broadband connection, I have been getting severe latency issues when playing online games. These latency issues do not show up in a speed test, to Morris will not do anything about it. I am considering taking a speed cut to the maximum that Frontier offers(7mpbs vs 20mbps) to mitigate this latency.

We own a Home Security business and we are really limited with frontier internet. It's slower than dial up was. Almost impossible to do business.

Over the last four years I have had short periods with no problems but mostly I have daily issues with spontaneous disconnects from internet and static on my phone so bad I can barely have a conversation. I have had tech out to my house numerous times and on the phone with them too. they all have a different reason for the issues and each time they tell me one more thing that I need to do, never repeating the same advice, just some other thing they pull out of their pocket like it is the magic fix yet NO fix has worked consistently. Frontier a.k.a. verizon under a new name is full of lies and cover ups of the issues. and I am trying to be civil here. Frustrated beyond belief.

Service is very inconsistent. Multiple incidents of low speed or other technical problems every year. Somewhat better than when we built here in 2011, but still bad compared to our primary residence. This is a vacation home.

Please help to improve our internet access!

Residents have tired to get internet. Frontier has push the limits and allowed some tonhabe it but its basically dial up speed.

If technological advances are coming in the next 5 years, or so that would not require cable lines, either dug or hung, and would not require any land disturbance to construct them, then I say we do nothing more. You can't rebuild a forest, no matter how hard we try

"PLEASE help. We are very close to the highway but are unable to get good internet aside from satellite which is very expensive. I'm unable to load videos. Our Internet is ""used"" if we do and we will have slow speed for the rest of the month. It's a major challenge.

We are a married couple in our twenties. Having quick, reliable Internet is absolutely critical. My job as hotel manager I have to be connected at all times. I have to spend additional time at work because of my Internet situation at home. It prevents me from continuing what I'm working on from the comfort of home. I truly would have not purchased our home had I known about this issue. We would have waited and continued renting until we found the right fit. It is our first home and we love it - but broadband Internet is vital. It would literally change my life. Thank you for helping!"

"I currently have Frontier service. I have historically been very unhappy with the consistency of service, the strength of signal .



Service persons have been here 3-4 times and numerous times on the phone. The last 2 months I have had good consistent service for the first time. I do not trust it. "

"It would be relatively simple to aggregate demand in neighborhoods or clusters like ours - or Webster in general. Close to roads/fiber routes, and you could cover an entire neighborhood with one or two wireless repeaters in the area. Start with low-hanging fruit, then span out to more remote, less populated areas vs. trying to solve the entire regional puzzle in one step.

"

Frontier DSL is the only option and it is beyond awful. I pay for 6/3 and routinely see downloads of less than 1mb and never over 3.

The internet service in our area is abysmal at best. I work from home & there are days when I have to leave, find free wi-fi to accomplish my responsibilities because the service is so incredibly slow and/or we lose connectivity so often. The technicians are great guys but have terrible hardware/ architecture to work with! Actually, my service went down while I was attempting to complete this questionnaire!

The options in this area are terrible. If it gets cloudy or rains the internet goes out.

if and when we get service we need more than one choice of providers

We are so close to the main highway in cashiers yet we are still in the dark when it comes to internet.

Currently with Frontier and having to pay for landline and internet. If I cancel landline my speed will be even worse even though I would be paying more. Have to have booster to even get cell service in the house.

I subscribe to a 25/3Mb plan. I only get these speeds on ideal times of day. I actually downgraded from a 50Mb plan because we were not getting speeds as advertised and I was throwing money away. I would gladly resubscribe to a higher bandwidth limit, especially with better upload, if available. The best options available to me are 6/1.5 over DSL or up to 100/3 on cable, which cannot actually provide those speeds.

Daily service interruption or loss of service for extended periods of time.Terrible ,slow , unreliable connections . awful customer service . Worst of all is that I pay the same rates as urban areas for inferior service and infrastructure .

Frontier dsl sucks nuts. It is down more than it works.

DSL is patchy and inconsistent. We have fiber optic lines that run in front of our house but service isn't available to residential customers. The only other option is a second dish, which is too expensive and not going to happen

Subscribe for 12mb. Get 6 when it works.

Prior to getting the fixed wireless internet, we only had access to Frontier, which was terrible! We have had this service for about 3 weeks and are very happy with it.

I wish we had better service and/or more options. We pay for "high speed" internet but our signal does not in my opinion justify high speed pricing. However, our main concern is not paying less for internet but rather getting quality service for the price we pay.

It would be nice to have internet that you could use instead of half way working and paying to for more than you get.

much of the time our wireless service does not work and NEVER works well enough for correct use of DVR and other recording available through Direct TV

Needs to be faster and with less downtime

I pay for 20Mbps and often only get a fraction of that with Morris Broadband. It is frustrating that I can't get the quality of service I pay for monthly. I used to have DSL with Frontier and that service was terrible. They can only offer 3Mbps where I live and that is unacceptable. I have no options for Wireless due to no cellular or wireless connectivity otherwise.

The network is overloaded and we get much lower speeds at peak times.

I pay for 50 mbps service and have never had a speed test above 20 - ridiculous, huh? if I pay for 25 mbps service - then I get like 7 mbps per second routinely. One of the people living at this residence teaches online classes - speed is essential. We are at a distinct disadvantage living in a rural area and trying to compete with urban areas in attracting economic development and tourism. We have a community college and university in this county. All faculty, staff and students of these institutions do not live on campus and many are residents of this county and require high speed broadband in order to do their jobs remotely or attend school remotely. I would love to pay for 100 mbps and actually get it, but since I am paying for 50 mbps and only average somewhere between 12 - 18 and the provider tells me to downgrade if I don't like it. Which does not solve the problem. Why can't providers provide the service they charge for? This is extremely frustrating and only will become worse as more and more household devices connect to the internet.

I would like to have competition to help create conditions where the cost of internet service was lower and the base speed was higher.

I would be so happy to have broadband!! Hughes net sucks!!

Frontier DSL is horrible.

Sucks.

Very slow. Especially at night. I'd love to have better service

Although we pay for 12Mbps, only 9Mbps are available.

I want reliable consistent internet service

Our actual internet speed has never reached the speed we pay for to our provider.

The option for 1 Mbps wasn't offered so we selected 1.5-3, but 1 is actually what we pay for (frontier)

We work from home with 2 businesses and have school ages children that need internet access. The internet fails us often. It gets frustrating.

FRONTIER SUCKS!

"I have exhausted my options for internet. I operate a business at this location and reliable internet is critical. My only options are Frontier DSL (\$49 for up 12m..only get 10 and very unreliable), SkiFi (\$89 for 10m). Morris Broadband stops 400 yards from my house but will not run cable to my house. They said the same thing 21 years ago when we purchased the home and bought a satellite. Not having access to reliable internet is a MAJOR negative impact to economic development in this region. Internet and e-commerce businesses could flourish here along with telecommuting from a gorgeous part of the country. I am so frustrated with Morris Broadband and Frontier Communication's lack of technology. BalsamWest also looked at my location but said it wasn't suitable for their radio signal...even though SkyFi found a way to make it happen by getting permission from a neighbor to put up a tower.

I hope this survey results in meaningful action. Please contact me if you need someone to help champion the movement."

We definitely need it. Wife manages multiple hotels in Western North Carolina / Tennessee(over 400 rooms) and internet access is critical.

The infrastructure for cable or DSL is inadequate or nonexistent for much of rural WNC.

It's difficult to understand how internet service is provided in all directions of us, but not for our immediate area.

Badly need to build business... I work in the technology field with clients worldwide...internet is required.

Something high speed, reasonably priced, not affected by the weather would be great.

I have service but it's slow, metered and expensive. Our mountain communities are falling behind.

"Frontier is not meeting the needs of this community/region. They do not have enough technicians in the area and my service has worsened drastically over the last year. Their reasoning is ""too many on it, and too expensive to upgrade with not enough profit." They desperately need competition and we desperately need some reliable service ran to the more rural areas from town, becoming more populated.  
Thank you for surveying this issue."

Our child does a lot of online gaming. When he is online, it's basically impossible for someone else to be online. Computer is really used at the house for online. We would like for something more powerful and reasonably priced to be available in our area.

I have MiFi. It is slow and not dependable.

It wouldn't let me run the speed test, giving an invalid domain error. I pay for 6mb/sec and receive 1.6 max, usually less than that. Frontier has reported that our service often disconnects 30+ times a day.

I am not optimistic that we will ever have it up here on the mountain.

I believe service will get better when I see it. Frontier, does not care, as long as they get paid every month. Their infrastructure sucks and will cost way to much to improve. It is, what it is. We also have several Verizon Hot spots at the house as well. Cell phone service here lately has gotten worse. We can hardly talk on our cell phones while in our house now. So I have no faith in the plain to provide cell phone tower internet service. I guess we will have to wait and see what happens but I'm not going to hold my breath.

"Frontier service is horrific,.terrible customer service; doesn't follow up , show up or fix problems we have internet 1/2 the time "

"Pretty pathetic with many areas unable to access the internet or cellular via satellite or cable. Many of the groups I am associated with communicate primarily via these means and have to resort to phone calls or snail mail to do so."

Horrible, almost unusable - thought of satellite, but does not work or cost well, along with tree issues. Even Frontier/Verizon admit service speed is extremely low. Also cannot stream or use TV with internet - way too slow.

Every year, I end up contacting the FCC because I do not get the service that I pay for. Broken promises from Frontier to run fiber optic. If only I could work from home! I cannot even watch NetFlix without continuous interruption. It sucks here and something needs to happen. No other service available unless I pay dearly for satellite which is not all that stable wither.

We pay for Frontier internet which promises high speeds however average speeds are actually 1-3 Mbps. Other services include satellite internet but data caps and limits on speed are not feasible to operate a home based business or enjoy recreational applications such as Netflix.

It says I have Broadband Max...but most of the time I have a speed like old dial up. I teach online courses and many times have to go elsewhere to get internet service.

Would be great to have options for good internet access.

It would be revolutional for rural Appalachia.

We love having internet access but get so frustrated at the quality of Frontier. We have had dial up, and satellite also.

I pay for Verizon 4G wireless service but it only works sporadically. There are certain peak times I can't even get access. Most times I have to log on after midnight and the early am to have continued access that doesn't freeze up or get bumped off. I need internet use for my job and my current lack of ready access is unacceptable. Really need some competition.

Broadband distance to residence is too far. Wireless doesn't maintain signal..drops all the time

I cannot wait for fast AND affordable wireless internet. Our current internet is not fast enough because the faster levels are not affordable options. Currently paying \$75 for 20MBPS. I used to get 65MBPS for only \$35.

Satellite internet service is variable with weather and I have had to drive to a place with free wifi to complete job interviews or publish articles. Internet service that does not disappear on a rainy day would be a big improvement. The cost is so high that we do not usually watch youtube clips and are regularly frustrated at video ads that eat into our data allowance. We even have to wait until 3am-8am to download updates for the computer due to our usage restrictions. An alternative source of internet would solve these issues for us.

We feel very fortunate to have internet access through Morris Broadband

I have internet service, very spotty goes down often. Also very slow at times. Almost impossible to download large files. Telephone company has stopped installing new DSL in my area. I had an on line business that I have shut down due to poor service. Husband also works from home which is effected by slow and no internet at times.

My wife -more than me- really depends on the internet for her job. We have really bad service when compared with others in my family living near the coast of NC.

The options for internet service, that actually work, are limited. The service is slow and sometimes does not work. This survey crashed and had to restart before I got to the "Questions" section. I have hit "Next" twice and am not sure I will be able to complete the survey.

Broadband not available at my address

The Frontier Wi-Fi that we pay for is completely unreliable. It goes down or disconnects several times a day.

We currently use DSL and often lose connection. It is typical for us to reset our modem multiple times per day. Internet is a key part of my work and my children's homework, so it can be frustrating. Beyond that, we often rely on internet for entertainment. We would love more reliable, high-speed internet that was affordable. It has been one of the more frustrating aspects of living in the region.

The problem with Morris Broadband is that the service is so variable. I'm taking the survey at 10 a.m. on a Monday morning; the service is good. On a Sunday evening, we're lucky if our download speed exceeds 1 mps. When working from home on a weekday (internet is required), the service can be likewise variable. It can be good for a few minutes and then almost non existent for a few minutes. Reported calls to the provider make no difference. I'd hate to think that I had to run a business using their service.

Frontier is the only option where I live and it's terrible. In addition to being slow, it often goes out and they take days (one time, 3 weeks) to repair it. It will also intermittently just not work for 15 minutes to an hour, then work again. Their customer service is also abysmal.

I work for WCU and it would be great if I had access to high-speed internet at home. I have to use my cell and personal tablet to access email. I cannot access the VPN from home. This limits my ability to work from home when it snows.

If higher speed internet access were available on my street, I would most definitely pay for it. If I could bundle internet and TV, I would be even better off.

Service can be spotty, and it's expensive for what we get. Satellite is not an option because of trees.

Slow upload speeds are tough when you do media based work!

Trees & mountains prevent us from getting satellite signal.

We currently have Frontier DSL of which the speed and availability on average does not meet what we pay for. We have connection interruptions every time it rains and although I have reported it many times I am told there is nothing wrong. I would change to another provider if I had a choice.

This survey is now skewed because you force responders to answer question #3 inaccurately. We currently pay for ~728 Kbps from a Franklin, NC company but only receive about 300-400 kbps in service over Frontier DSL lines. The Frontier phone company has admitted to overselling the service in our area and that they have no plans to upgrade the equipment at this time. We are stuck with slow, frustrating service.

Although Morris Broadband is available to us and we subscribe, most days we do not get the 10 Mbps download speeds we are paying for. We originally subscribed to the 20 Mbps package, and had to downgrade because the speeds weren't available to us. Also, we have issues with high latency.

Broadband service is available within 1/2 mile of my home but it is not accessible to me.

My service is also unreliable.

"Since options are incredibly limited, when something goes wrong you have no options, no competition. Price is ready to high for speed, bandwidth you get.

The date on your front page on what Morris can supply is FALSE! "

I recently had to buy satellite internet, because they supplied all the Jackson county students with laptops and both my children have required online homework now. Limiting online access hurts students and businesses in this area.

This is crippling our area, limiting our prospects, and hurting the resale value of our property. Please give us all available means to fix this problem. (Wireless is NOT a solution due to mountains and trees).

we need much better service, and competition.. if there's only one or two providers, there is no incentive for improvement, in service or pricing.

Morris Broadband has offered terrible service and terrible customer relations. I only use them because there are few options in our area. My speed is really slow and they tell me it's because I live by Western Carolina

University. I told them my water pressure doesn't drop when school is in session and my lights don't dim. Why do I compete for bandwidth with a university?

Internet has trouble especially at night when needed to work from home. Would love to see improvements in our area.

We have access to broadband through Frontier Communications, but their service is rubbish. We have frequent outages (two a month most months), and they often take as long as a week to come repair the problem. Access to broadband is not the same thing as access to quality broadband, and Frontier doesn't come within forty miles of being of quality.

There is just no other service than Frontier DSL in this neighborhood, and yet Frontier will not update their network in foreseeable future.

Thank you for conducting this study. We need improved infrastructure for Internet access.

I have been trying to get service at my home for years. Now I am able to get online at work but in a few years when I retire I will no longer have access and that could be a problem for me.

My enjoyment of life would very much increase if my internet was better. My husband could work from home rather than commuting to Atlanta.. My granddaughters total frustration with trying to complete school assignments that require them to have a reliable internet connection would end. VERIZION advertises 4G internet but as you can see from my resists its not very fast and not very reliable.

I have the highest DSL speed available in my area. Frontier is the only provider and DSL is the only method currently available.

I would love to have ANY internet service at my house. I rely solely on my phone's data plan to use the internet.

Our internet through Frontier is horrible. I would definitely change.

Broadband service is overpriced for the quality of service in this region.

Frontier is the carrier and it is not very reliable or stable most of the time.

I am not at home, taking this survey. I get O cell service at my home. I get (high speed internet) from Frontier Telephone. It is slow and I cannot download anything. Internet services for the elderly is critical. We use the internet for ordering our medicines, find the appropriate medical care in our area. The elderly are the forgotten ones in every region and every area!!

It is completely archaic and inappropriate given the types of higher educational facilities available in our region.

There's no competition and no choice of providers. I pay for high speed but don't get it, and I can't go to a competitor for better service because there is only one available that can provide more than 3 Mbps.

We are lucky to have relatively good service for the area but it still stinks. It is spotty, goes out randomly, sometimes videos won't play for no reason. There is basically only one provider for the area so we have no options.

Service is intermittent during rain events. Bandwidth often buffering when two users attempt minor connectivity. I.e. Checking email and responding to FaceTime calls

On the one hand, I understand the issue of topography and customer density where we live. On the other, I am very disappointed that there is not a solution out there for FCC defined broadband at a reasonable monthly cost. 10 years ago when I moved here, I did not consider Internet access essential. Now, I do for my job and for my children's educational needs. I also have heard rumors that Verizon basically neglected our infrastructure and when they sold to Frontier they didn't have the resources to upgrade the substandard equipment. Considering the terrible bandwidth at my house (sometimes below 0.5 on Friday and Saturday evening) I assume our area is oversold in relation to what the equipment can handle. None of those rumors have been dispelled by either company, so I don't know what to think. I would be willing to pay probably 50% more to Frontier just to get a reliable 3 Mbps connection (which is the best DSL connection I can get and what I currently pay for). I have too many friends that tried satellite and thought it was terrible quality and cost too much. I heard of Exede (spelling?) and tried to contact them but they never got back to me about whether I'm in their coverage area. I can barely get Verizon's cell signal at my house - we can text but voice is hit or miss. I guess Frontier knows they have no real competition, so we just won't ever get anything better. I would switch immediately if there were a better option available. It would take some major initiative like the rural electrification project to get connectivity out to our rural area. Frankly, I have no hope of it improving. Between general neglect of the region by government and commerce, the lack of initiative on the part of the people in the region itself, the problem of topography, and the vocal NIMBY minority that hate anything hurting their view of the mountains (even though it isn't their land to control whether a cell tower goes up or not), I have no hope of it getting better.

Frontier Communications is our sole ISP and their product is far below what I expect. I would change, even at a higher rate, if there were any other option.

Extremely frustrated. I work from home using my cell phone and a 4 G booster, which is not ideal. The most frustrating thing is Frontier Broadband in my neighborhood stops at my next door neighbors house. They won't run additional service to houses beyond.

We used to have service through Morris Broadband and now we have it with Frontier. Neither is that great.

The current service we have is so far behind the times as is in major cities, it makes me sad. I lived 23 years in Central Florida before returning to my home state of NC. I've been back home for 3 1/2 years now and am reminded why I left in the first place every time I have to mail order something, or be without my internet service for more than 2 weeks at a time, which in turn cuts us off from society. My current provider is awful, and it knows full well, they are the only game in town. If they had a bit of competition, perhaps they'd be more prone to servicing the customer oppose to themselves.

The broadband situation in WNC is atrocious and it doesn't seem as though the main companies (Frontier, Morris, Time Warner) give a shit about expanding or making it better. I live about 3 miles from WCU (as the crow flies) and have to rely on shitty satellite internet that is obscenely expensive (\$75/mo.), slow, and has

data limits (20gb/mo.). I would be blown away if there were not enough houses in this area to support broadband expansion but these companies are putting the onus on the consumer to do the groundwork for them. I know because I've called them. Somebody needs to fix this.

I have internet with Frontier. The quality and consistency of the service over the years has been maddening. I limp along with it because internet communication makes a substantial difference in the work and volunteering I do.

If I didn't have a workplace with reliable internet access, internet from home would be of higher priority to me.

i have 2 girls in the early college program and we have to spends weekends away from the house so they can find internet to complete assignments

Would love to better/cheaper internet access. Would like to have Netflix or streaming service

Service here is marginal.

This is a major problem in terms of our quality of life. Internet service should be available, reliable, and fast.

Our internet is Horrible Frontier Blows

I have the opportunity to work remote from home but at this time I am one of the only employees still reporting to the office cause of slow Internet speeds. In a years tl'm the office location will totally be phased out and I will lose employment if I can do not have the capability to work from home with the required Internet speeds.

I've opted out of the free Windows 10 upgrade given how it uses local bandwidth as part of its update distribution process. I can't afford to "donate" any bandwidth to Microsoft.

We have Frontier DSL and sometimes it is great, other times are abysmal. As the software update (almost weekly now) loads (iTunes, Windows 10, etc.) increase in size, and the download speed decreases over the download, it really becomes a bottleneck to getting a successful update. If it fails, we start all over again.

Frontier has the worst service....internet connection has always been awful....Our area is locked and we cannot get any other company. If another company comes to our area we would definitely be interested...

Please help us get reliable internet!!

I have an unlimited data plan through Verizon which offers 4G service for the first 15 GB of data, which only lasts about 10 days. This is without streaming any shows or films. For the remainder of the month, the speed slows down to 0.4 - 0.6 Mbps, which is barely functional. I live right off the main East -West highway (Rt 74) and still my only option is to use mobile data service. It's as slow as the old dsl phone line based "service" from Frontier.

The only option for internet at my address is a maximum of 1 Mbps which was not worth the price asked and poor cell phone activities. I am currently renting but in searching for a house to purchase I would not purchase one where this level of internet was all that is available.

My neighbors up the mountain have internet (frontier). Though they say I can't because I don't have a telephone wire coming to my pole. How do I get someone to install a telephone wire to my pole?

Would like faster speed for lower cost.

I requested an updated router from Frontier. They were going to charge me \$10 more per month. Yet a neighbor 5 miles away had an upgrade and they gave her a discount of \$10 per month. How is this fair? I cancelled their visit. I bought a jet pack- buy it doesn't meet my needs either because it only provides certain speeds for a limited time. NOT happy about slow and unreliable internet service in Jackson County!

Data restricted, with teenages is extremely frustrating.

"We are only able to access the internet through satellite (Excede), at home. While better than dial up, it is still not totally reliable and not very fast.

Frontier, has not been able to provide reliable landline service to our location for years and they take over a week to repair our line each time it goes out (several times a year). We have finally cancelled our landline service and are reliant on our cell phones using WiFi, since we have absolutely no cellular service in our area. We feel cut off from communications and regularly have to travel into town to use our phones and laptops."

"We have a group of approximately 25 in our community that would sign up and use wired broadband service. Currently, the only option is satellite internet, and TV. The wired Frontier landline is very unreliable, poor service and not so clear sound. There is ""0"" cell service in our area.

We would really support a better solution for internet, telephone and TV."

I have a Verizon mi-if box, we had Hughes net but it was horrible and expensive, we couldn't stream anything, downloading speeds were terrible and it was unreliable.

We bought this house in Dec 2016. The only internet provider is Frontier. When I called to set up service, they said they had no more open nodes & would not be expanding infrastructure to supply more or increase speed. The only reason we got service is because I told them the person who lived here before us had their service & we were replacing her. The 2 adults at my address both work from home & our income is dependent on internet access. We would love higher speed internet & more service options!

The only provider we have is Frontier. It's working okay for now but we regularly have problems with not getting the speed we pay for and only being able to connect one device at a time and having even that device lag. My spouse is a realtor and he cannot perform his job efficiently due to the current lag time, time out, and sometimes not being able to connect to anything streaming at all. We feel that Frontier has a monopoly in this area which is not ethical or legal. We need more options and the options we have need to work properly. Further, my parents live in a more rural area of WNC and do not have cell service. They cannot get high speed Internet at their house and sometimes their home phone does not even work properly. They are aging and have doctor's needs and it makes me worry for them that sometimes they would not even be able to make a call from their home in the case of an emergency. Thank you for the work you are doing to make this better.

It comes and goes.

"The bandwidth tends to be much less than I pay for. The service has periods of being unreliable. I use the internet every day, all day, for my employment."

Question 3 should include a choice of less than 1.5 Mbps since that's what I typically get from Frontier DSL.

Our service is so inconsistent, it took me three days to establish a connection long enough to take this survey. I have called our ISP everyday with issues. They are trying to help, but the infrastructure is outdated and needs to be replaced. No one cares about a quality and consistent internet connection. They just care about getting the overpriced payment once a month from people who do not have a choice to go anywhere else. I literally live 5 minutes from an institution of higher learning. I live among professors. We have Internet that can be compared to speeds and reliability from the mid 90s. If NC doesn't want to get left in the past, they need to encourage these ISPs to upgrade infrastructure. Penalize them if they cannot provide speeds that they advertise and charge for. Something needs to be done.

I have never seen my service hit 3mbps dl, that's a record for me. The service I pay (\$34.99/mo) for is a lie from the provider and their customer service is just as bad. I would gladly pay double+.

DSL service is adequate for email purposes, but very lacking in any streaming services. This includes online lectures and other streaming services.

"My husband works from home, but since we moved here, he's going to have to find some other job. We pay \$60 a month for satellite internet that is usually worse than the dial-up internet from the 90s. Frontier Communications serviced this address when we moved in, but when we called to set up service, they said they no longer had enough ports.

We have no cell phone service here, and we're unable to even get a landline."

Current Frontier service is spotty and expensive. Customer service is also bad. We need affordable reliable wireless service.

Frontier has the monopoly in our area. There is very little competition, unless you consider satellite which is so expensive few can afford it.

I have a Verizon Mifi box which I am paying for 4G service on. I usually run 3 G with about 2 bars, sometimes 4 G with 0 or 1 bar but not enough to pay bills or download books or PDF documents. Sometimes I barely have enough service 1X to make a phone call.

We could get broadband service through Morris but they only offer a bundle of services, we only want reliable internet services. Don't bundle services.

Frontier DSL service is choppy at best, when it rains that bandwidth slows to a crawl. During high use periods the service slows and is unable to load simple web pages.

"I currently pay for more speed than I can get. Frontier continually reduces my speed and many times I no service. I have to either reboot the PC or the modem/router or both just to get the service back - or sometimes call tech support to clear the line. I have been and will be a very active voice in the community to get faster speed and better support. This also applies to cell phone service / reception. Currently we have no cell

reception at my house nor for most of the Caney Fork community.  
I could not get the speed test to work because it would not connect to the test site."

Expensive infrastructure is the excuse I have been given that Frontier does not provide what I pay for.

The main limitation is price and reliability. Internet goes down quite often. Higher speeds are available, but it is very expensive. Also, I use Frontier, which was not listed as available in my area.

Satellite service speed has been a big improvement over DSL, but we are always worrying about exceeding our data limit. We try to perform updates at off hours. Streaming has to be very limited.

All of society progress in this country assumes everyone has unlimited broadband service. Cell phone type internet service hampers the quality of life available.

Our current service only allows one device at a time to run.

I get Frontier at my house though it doesn't list on the choices for the first question. The test wouldn't run on this site, but one I ran showed 5 down and .43 up.

Thanks for asking

Lack of high speed internet is in my professional opinion the single greatest drag on our local economy.

I'd love to see more competitive options come to the region. You can't really vote with your dollar when choices are limited.

My husband and I both are telecommuters for a large healthcare insurance provider. Stable internet access is critical for our profession and personally for streaming video. Currently we experience instability and spotty coverage in our home.

It is terrible!! I subscribe to Frontier for phone and internet service. I pay for high speed internet but get service that is only a cut above dial up. Since this is a rural area with limited shopping, I do most of my shopping online. We are retired and our income comes from stocks and bonds which we must check daily, but the internet is slow, unreliable and constantly affected by the weather. I hate it and am constantly looking for something better but there is not much available here.

DSL is the only option available to us that doesn't have a download limit (like satellite internet). The max speed available is 3mbps. If there another faster option we would certainly be glad to pay for it

We need more options for all of our communication needs!

Frontier Communications offered to upgrade the service where I live 14 months ago, but no one has come after repeated phone calls.

"It hard to believe that with the technology that is available today that the residents in this area are not afforded these advances. Frontier Communications is the worst telephone company I have ever encountered....."

Must have reliable, high speed access across the region.

Internet is more important than any other telecommunication service I have access to. My wife runs a business from home and I often grade papers and communicate with students from home. All of our home entertainment is streamed through the internet and most of our communication with the outside world is through internet. We are looking for a new place to live currently in large part because the 1.5 Mbps is insufficient for our connected lives.

Current internet service at home - if you want to call it that - is thru Frontier Communications. It is incredibly slow, often times less than 1.0 mps - dial up service was faster! It is unreliable, slow and Frontier keeps adding people on the same old infrastructure which in turn slows the service down even further. They advertise 3.0 mps but the reality is it is barely 1.0mps on average. There needs to be more reliable and faster service in this area - not just "in town." We all don't live "in town."

I've been an area realtor for the past 14 years. Internet availability is fast becoming one of the first asked and most important considerations for buyers. Fast internet is crucial to the growth of our area. Please prioritize as our local economy depends on it.

Use mobile service now which is poor. Unfortunate others get internet for \$40-50 a month and my data payment with Verizon is right at \$300

Morris broadband is inconsistent. Would like a more consistent service.

We pay 80\$ a month for high speed internet and they literally shit all over us with trash service. Many times they tell us it is our equipment fault yet everyone in the area has problems with them (Morris). They are one of 2 providers in the area and both do not offer quality service for the price they promise. It is a rare day if i even get half of what we pay for.

Our current provider (Morris Broadband) is unable to deliver speeds that are promised to the area. I currently pay for 25 MBPS and during peak usage times my speeds have been known to drop below 5 MBPS. Service seems to drop in and out, even when speed tests say that the speed is there, streaming services such as Spotify and Netflix struggle to operate without skips. I would love to have the option to pay more (Im already paying \$80 per month) for service that is reliable and is able to provide higher speeds. Morris broadband admits that their service can not handle the amount of people on it and refuses to expand. When calling to talk to them, the employees recommend downgrading my service.

Internet speeds are inconsistent and very slow due to too many people using old lines

Because we do not have internet service, our contribution to the economic community around us is extremely limited. Lack of it also denies us access to medical information and the opportunity to connect with government resources. If we had internet service, I might also take online classes. I have to go elsewhere to connect online. In order to respond to this survey, I had to use an internet service not on my premises!

The lack of internet providers is severely hampering regional development. It is a critical issue that must be addressed.

Current service is very undependable and unreliable. Significant variation in speeds. Sometimes it 2.5mbps and an hour later it can be less than 500kbps. Most times video streaming is poor to nonexistent. The internet speed is no where near the speed being purchased.

"The speed is so so so slow And tutu much buffering. I have to go in and sign in almost daily"

Internet access is critical for many reasons; work, communications and news. The internet I have through Frontier is adequate. There needs to be an emphasis on improving internet speeds and service options. Due to the high latency, Satellite is not a viable option.

As older adults, being connected is especially important to us. We also do a lot of business online, i.e. banking, paying bills, ordering things, etc. We need safe, reliable and affordable ways to do this because we are on a fixed income and are sometimes unable to physically do these things exactly when we need to.

Would LOVE high speed internet which would allow us to live here full time

My husband already has a home-business that requires internet access. Frontier is terrible at customer service and our internet frequently goes out. It's a hassle and can ruin my husband's work day. We also homeschoo and would love the opportunity to use online classrooms but the internet is not reliable enough.

I know of many people who have considered moving to our neighborhood but opted not to when they learned of lack of an internet service provider. I know of some others who decided not to move to Cashiers because of a lack of fast and reliable internet service.

We constantly only get a few MBPS (1.5-3) eve though we pay for 25 with frontier. In the summer months (July/Aug) it constantly is so slow it doesn't work.

we should create a co-op for the major communities and negotiate as a group to buy installation and service

Frontier DSL, and Verizon before it, has been sporadic during rain and snow periods as well as being mornfully slow when working. I work from home, have to alot additional time to do my work since internet based, by and large. I know about fast service from visits to areas with great service....night and day difference.

We use Cashiers Valley Comuter's Pyranah Communications internet service at the office. It offers 6mg down, but more importantly for us, 6+mg upload speed as we upload several large publications each week. With the other providers offering .72mg upload speeds, they are unacceptable. The 6mg downloads speeds are just marginal, and no where close to standards in larger towns.

We need it.

My service is very poor, the internet runs "extremely" slow almost all the time.

It would be nice to have an option to get it even though I live in a somewhat remote area.

Current service is slow and unreliable. We would gladly pay more for better service.

I laud what you are doing. It is vital to future growth in Jackson County that we get MBPS service at least above 20 not what I currently get which is 3 download when I pay for 6!

Needed, Very involved in political scene

If I could get good, reliable, fast Internet, with reliable, good quality phone service, I would increase the time I spend in our Cashiers home to about one-quarter to one-half of my time, instead of 10% now. I cannot spend more time there (and more money locally), because I must be able to conduct business via Internet and telephone. The telephone service in our area is lousy, and the phone company essentially told our neighbor that the phone company would rather lose us as customers than provide good service. If I cannot e-mail clients and gain access to files remotely, I cannot earn a living and I have to live elsewhere.

Our broadband currently is so bad we may have to leave Cashiers. It affects our phone and internet.

our internet works about 50% of the time

The service speed is fine, but the inconsistency of the internet is what causes the most problems. There is only one supplier and it either works or it doesn't. More often than not it doesn't.

Nothing in Jackson County meets the FCC definition of "high speed" access!

Service around here is bad but at least we have service

No service is provided at our address. Frontier offers a landline service and it's a joke! We use the Cashiers library on a regular basis for all our online needs... Medical, Business, Banking Tax and Government. We relocated from a large city and miss the high speed service.

Service from Frontier is terrible. Internet goes out several times a day. Download speed is often below 1.0 mbps. Latency is sometimes over 1000 msec. We have no other options available or we would have switched!

I am a mobile Notary Public and require the internet for that service. It is critical that I am able to receive/print/scan documents

speed varies too much.....not very reliable. Off and On too much.

Wish it was faster and cheaper

testing speeds do not always reflect quality of connection - we hate Frontier and wish we had an alternative

It would be great to have a service that is reliable and cost effective. Currently I am paying way too much for a service that I get more dial-up speeds than broadband speeds. I do have Cell service and use my hot-spot on my phone but I would rather use a designated internet service instead of my cell phone for internet.

Current service is erratic, but averages 4MPS down and 0.2MPS up. Frontier says I am just beyond "bonded" distance. There is no cable here and satellite isn't much better if any. I am a realtor and must go to town to a wifi spot to upload/downlod photos.

Frontier is a horrible provider. I had a business in town. It took over 6 weeks to get Frontier to install service, another 7 weeks for them to get it right and then when I performed the REQUIRED upgrade, it crashed the internet service and it required that they send a tech to repair....which they told me they did not have enough techs in the area and it would be ten days to two weeks before they could come to my business to repair. Ten days. My entire register system was dependent on high speed internet. I closed my business and went out of business.

It is not at all dependable and we pay way too much for the horrible speeds.

I have the highest speed available to me which is 3 Mbps on the download and .48 on the upload. The slow speed has hampered uploading large files (they time out) and doing some kinds of business. I cannot use satellite because of the trees and mountains around my home. Frontier is TERRIBLE and their support is worse. Please help!

It can be patchy at times

I do not like frontier. It is very slow! If I had another option for internet, I would definitely use them.

We have a cabin in cashiers, nc. We get no cell phone service and no internet. Direct TV was able to connect us to one of their satellites so we at least have tv. We have a land line from Frontier because we operate a medical practice at home and require it. We would love to have internet and cell service.

I had service with Frontier. They said I should get up to 6mbps. I got 1.48 download and .53 upload. I would have to turn my wifi off on my cell phone to google something so I told Frontier to shove it.

My 66 home community and many surrounding communities are anxiously waiting for a wireless provider to be able to supply sufficient speeds consistently to support all wireless home needs. You have a waiting market that is willing to pay

"Both adults in the home are professors at WCU and need internet to teach/grade/etc.  
Child in the home requires internet for school homework."

Survey late due to DSL has been out for 2 weeks. Internet access and speed has now been an important utility for everyday life. Couldn't do my online banking, order prescription drugs, pay bills etc. Son lives in Charlotte and has so many options, we get the shaft and pay way more minimal service. Someone please help.

Have heard that Frontier and Exede "service" is nonexistent; they operate like bureaucrats in a communist country. They are doing us a favor. Please bring some competition to these monopolies.

all our neighbors have Frontier internet except the 10 families on our Point. we have to have Hughesnet satellite which is not satisfactory.

We have very slow DSL currently. We have been told by Frontier that they no longer offer DSL on our road due to distance from switching office in Sylva. If we cancel due to poor service, they said they will not reconnect us or anyone else at this distance.

Currently using line of sight satellite for internet.

I am currently on WCU's network but I strongly support broadband in this region as many of my friends are stuck with DSL in the area and it is not sufficient for them.

I live less than a mile from a major highway and still cannot get broadband. Please help bring broadband to Balsam.

The real issue is reliability. While uploading or streaming the internet will just fall off and will need to start upload again or suffer delay in streaming. The bandwidth is fine really but the fact it just goes on and off really is the problem.

The service options in this area are terrible, even compared to our rather poor quality of Internet as a nation.

We are behind the times compared to other states

"Regardless of what the test above shows that is an incredibly inaccurate representation of the speeds and connectivity that we receive. I pay upward of 80+ dollars a month to have my upload/download speed dwindle at a fourth of what was promised because Morris refuses to change out wires/expand. Not only that but the latency and ping times are atrocious, whether it's submitting an online assignment or project (which a lot of assignments and projects are online now, it's 2017) or \*attempting\* to play online games with family and friends the connection is nowhere near stable, at any random point in any given day packet loss can be as high as 30%-50% and in game ping time bouncing wildly from a comfortable 40ms to upwards of 400ms for up to ten minutes at a time.

This is absolutely inexcusable, I will be looking into other options in the future and pray that Sylva/Cullowhee leave the late 90s soon."

The service providers that we currently have are marketing their internet speed but rarely is it achieved. I did this test from work, as that is where I have most access and spend most of my time. TV and internet streaming is poor at my home.

We switched to Morris broadband after having difficulty with Frontier. Pretty happy with them but it is still sometimes slow.

Living in the mountains of Western NC, I know it is difficult to provide stable service for all. But the moment I step off the WCU campus, I basically lose the ability to use my phone, which is inconvenient, especially if something were to happen to me while in town.

Frontier could not get one router to do 10Mbps so they had to divide it into two 5Mbps routers. Now I end up having to reset the routers even more than I had to because they both go down frequently.

We have paid for 10mps cable from Morris Broadband for over a decade and rarely get even 3mps. We tried DSL from Verizon/Frontier but it was just as bad. Often the service goes out. We need faster service for teaching but we will just move out of the area since we can't achieve acceptable service.

We currently have Morris Broadband and pay for up to 50 mbps and get around 40, however, our streaming, browsing, and gaming constantly buffer and we do not receive high definition streaming. Overall, the quality of service we receive is terrible and Morris cannot do anything about our concerns.

Options would be nice.

I'm a gamer. The internet here is so bad that I can't really play anymore.

Morris Broadband is the only available service provider in the area. The service constantly goes out and is really slow even during non peak times. It is awful. We went without internet service for a year because it was almost worthless to pay so much for so little. We are desperate for quality internet service and willing to pay for it. We mostly use it for email and streaming.

The Internet is extremely intermittent. Sometimes it is less than .5 megabytes and a video will not load. The station on Old Cullowhee Road, as I have been told by the Frontier techs, is very old and insufficient for a higher speed. I have never been able to get the speed I pay for.

HughesNet is the only internet service available at our particular location. It never meets it's download specs during evening hours. If I want to get up at 4:30 in the morning, it works pretty good. I would certainly be interested in any alternative to HughesNet!

rarely reach our top speeds that we pay for. Need more options for internet

There should be at least two providers in order to have a free market choice. Currently it is a monopoly providing a substandard service at a premium price. They are also not providing the level of service as given in their contract.

Frontier's twisted-pair feed to our switch and the current switch serving our community both need upgrading. As I understand they would need to install about a mile of fiber and then upgrade the switch to get us adequate service. I have repeated requested attention, but nothing have moved forward. Internet connectivity must be treated as the utility it is, not as a luxury. Thanks for any progress you can make on our community's behalf.

My DSL speed is about 0.6 mbps, compared to the 6.0 mbps service I pay for. Due to the mountains, cell service and radio service are not an option at my home. I do not use many services because there are no options available.

We have very poor connection speeds here in the mountains and even if you pay for fast internet it still isn't guaranteed.

Since moving to the area there has always been poor quality of internet service from either Morris or Frontier. I've owned both. The outdated infrastructure always has outages and never comes close to the advertised "up to" or "as fast as" speeds.

What I get is less than what I'm supposed to have.

College students are already broke. Paying money for things that do not work on top of internet being a necessity to do school work makes our whole situation RIDICULOUS.

"I live in a rural area of Swain County. The only internet service available here is Frontier on their 2.5mbps dsl line. When asked if there was an ability to upgrade to a higher speed my question was met with dismissal due to my location.

Also, my speed tests were taken on my phone using my data. I was unknowingly disconnected from the internet due to loss of service right now during a rain shower.

Loss of service in our area is very common with weather related and human related causes.

Western Carolina citizens deserve better."

We have a lot of problems with Internet service in my area. We keep getting booted off our Roku and it is really slow. When using our tablets we have to turn TV off and only one person can use internet at the same time. I want to take online classes and unable to because our internet is to slow and we get booted off all the time.

While download speeds have improved to somewhat acceptable levels in parts of Jackson County that have been more developed, upload speeds are still abysmal across the board. In locations that are more remote, download speeds and service provider choice continues to be unacceptable.

We only have one provider and the service keeps getting worse. We spend hours on the phone with the provider and they say everything is okay. The internet is so slow we can't connect to a secure server, and our connection is constantly dropping. We would like to have a choice in providers.

The speeds do not compete with modern requirements. The slowest package frontier has available is the only one available in our area, and it is definitely not sufficient and it's overpriced for what it is.

Desperately needed. Current service is quite unreliable.

Pay for 20. Rarely get above 10Mbps

My neighbors have Frontier but I can't get it at my house. It's unavailable is what they tell me. But I'm surrounded by others that do have it! Go figure lol. I could get Hughes Net at a high cost. I can't afford that! It's ridiculous that I can't get Frontier but everyone around me can!!!

Options are non-existent if you wish to have fast internet. Morris Broadband is the only option you have if you need decent internet. However it is quite expensive for what you get, and it's not uncommon for issues to occur frequently. I am confident that if a new company were to take place in the area with better speeds, many would not hesitate to switch.

"having only one provider available in this neighborhood leaves residents with only the option of take it or leave it

"

At our house on the best day you cannot even stream a Youtube video. Its worthless! We have to go somewhere else to do homework.

Frontier needs some competition. Our internet service comes and goes based on what seems to be increased usage from others at certain times of day.

I have a Sylva address, but live in a rural area that is actually closer to Cullowhee. I was having difficulty streaming video awhile back and I called Morris Broadband to talk about upgrading. They looked at my account and they do offer higher speeds, but not to my service area. So, I'm kind of stuck in that regard if I want to do anything very complex via the internet (which I sometimes need to do for work).

Frontier communications is the only option we have for internet at our home. Their customer service is horrible and we had hoped to use Morris Broadband but they could not provide service at our home address. We welcome the opportunity to at least have a choice!

I think it's important for everyone to have the option to purchase broadband service at reasonable prices. It impacts many different areas of life in the modern world.

Terrible customer service!

Quality internet service is critical to provide links to opportunities for education in today's high technology world as well as critical services for all ages.

I currently work from home and would like access to more affordable and faster broadband service.

As a college student it is very hard to do work from home such as online assignments with the internet quality the way it is.

Although we don't have internet service in the house we do have cellphones. Our cellphones have cellular service but it doesn't reach the house. Once we pull into our driveway we lose all types of internet service.

The lack of reliable internet access and broadband infrastructure is a primary reason that our region lags behind in economic, technological and educational progress. It is a shameful state of affairs in which we live.

We need more competition. Frontier is horrible!

I had an offer for a job with a company I really like and one of the main reasons I turned it down was the quality of internet service at my house. It would have meant at least a \$30k increase in pay and the ability to work from home. Having fast internet service is becoming a requirement for most people when they are looking for homes to rent or buy. It will be important to me when I eventually move and I worry the current speeds at my house will limit the pool of people who would be interested in buying my house.

Frontier is the only provider and it is constantly dropping and slowing down. The technician that last came out to see why admitted that Frontiers capacity is not keeping up with the demand.

Even though I pay for 12 mbps I don't get it. I get between 2-6

This would be a game changer

AT&T offers DSL service all around us but not at our address.

Mainly, we need faster speed internet. We should have broadband or something more competitive to Asheville.

Current service is too slow for reliable access to streaming video

"We are currently Frontier subscribers and have been very disappointed with both the speed of the internet and the actual customer service. Frontier knows they're ""the only game in town"" and so they are reprehensible to their customers. We've had missed appointments, no service for weeks at a time with no confirmed service appointments available, and most recently we had to cancel our landline through Frontier because it stopped working (after two months of service).

I have repeatedly told Frontier customer service representatives that if there were ANY OTHER internet providers in the area I would cancel my service immediately.

As it stands now, we cannot have more than one cell phone on the Wi-Fi if we're also streaming music or video. What's the point of paying for the service when it barely works at all.

We will most likely relocate due to the unavailability of the internet as both my partner and myself could potentially work from home if we had high speed internet."

Interrupted service happens frequently.

When the FCC relabeled broadband as a speed consisting of 26.0MB/s down, I got excited because all of the ISPs in our area were advertising their high speed broadband packages. The highest package available in my area (and only package frankly, besides satellite internet, which if we're being honest, is useless) is 6.0MB/s down and meets the speed cap but not my needs. Other packages are available in other areas but not at this address.

It's expensive and there's no competition.

Frontier may be available, but their service is spotty and their customer service isn't very user friendly.

It really needs to be affordable. Not just options that are more expensive. People work hard here, and they're also poor. But they deserve access to the same information and opportunities as more developed areas.

I pay for 3Mbs but I rarely get it. It would be nice to at least get what I pay for.

I have one option for DSL and unfortunately the quality is terrible and support is laughable. We need more options!!!

Reliability is as much of a concern as speed.

We need to have a competitor. Frontier doesn't care because they are the only wired choice.

It sucks

We really need better service, it is so slow and they say they can't do anything about it until they are pressured.

Our service is slow and intermittent at times. I had cable when I lived a short distance down the road but it isn't available here

When service is slow or down we are very disconnected from basic services for health. Most doctors want you to use their portal for appointments and follow up test reports.

Please help.

Frontier very insufficient. Hope another competitor can move into the region.

My Internet is often so slow that I get impatient and give up.

I cannot have more than two devices online at the same time.

We need better Internet in WNC!

We are tired of being charged for service we are not receiving. Please offer reliable, reasonably priced services!!

All satellite programs operate according to data plans that are very expensive and essentially eliminate streaming due to the data requirements for movies or videos. Frontier provides broadband at the bottom of my road but will not come to my house.

Frontier is the only ISP available. 6 mbps service is sold, customer DSLAM connections are capped at 3 mbps, typical speeds are .2-1 mbps depending on on/off peak times.

We live full time and run a small business from cashiers. Our business is consistently impacted by slow or inconsistent internet speeds. It costs us man hours and we miss deadline due to upload speeds variances. Long term if this isn't resolved people will choose to not buy or live here

My Internet speed is usually sufficient, though I have many interruptions in service, whether I connect via wireless or via Ethernet cable.

Not getting the speed I pay for. Slows majorly during peak periods.

Pitiful speeds and reliability for this day and age. I'm an IT student and take a lot of online classes.

Fiber is 0.5 miles from my house but service denied because expense of laying fiber to house. I own a real estate business and suffer because of poor cellular and internet.

Internet access from providers is intermittent and promised speeds are rarely delivered. I have frontier and Morris as providers. During high usage times, Morris Broadband is unusable.

The ISP's in this region are a joke. By far the most incompetent, falsely advertised businesses I've ever dealt with. I've subscribed to every ISP in the area at one point, and not one has been able to provide adequate or consistent service. If a provider in this area was to emerge with consistent service of just 10 mbps, I would instantly switch. Currently we pay for 25mbps through Morris, and not once have we came even close to the actual speed advertised.

I currently have frontier internet which has been a huge pain. And to make up for their slack I'm fixing to have exceed satellite internet installed. Neither are meeting my expectations.

Our current service is a great improvement over what was previously available at our address; however, it is still pitiful by comparison to other subscribers in this area. We cannot stream anything.

Frontiers service has been sub standard from the beginning, we have called MANY times, never to receive any resolution.

Internet is awfully slow for the price of internet we pay for

Very disappointing. Too slow. Even my Verizon cell phone service is bad.

We use a Verizon MiFi on a very limited basis which is connected to our cell phone data. No Frontier Service. Have had Viastat satellite internet for years but very expensive as base service was slow, not enough data and would not connect to TV.

It is terribly inadequate in our area, and is crucial in both my husband's and my business.

Too expensive for service provided relative to availability and pricing in next door Haywood County.

Needs to be faster and stay connected better.

"Frontier tells me that we are only allocated LESS THAN 1 Mbps and that is all that is available at this location. They advertised 3 meg of internet service when we subscribed. They also now tell me that we can only have ONE device connected at a time. That is ridiculous for a 7 bedroom house! I need help and if you can help us find a better provider, I would love to hear from you. Elisabeth St. John 843-631-0528

. By contrast, at this location at 212 Back Country Road, Tuckasegee, we have Frontier and a business account, and our upload is 0.92 mbps and download 6.70. However, we only have one laptop and an occasional phone connected."

The current service options are extremely limited and often do not meet the demands of the area. Having only one provider means no competition so there is not incentive for them to improve or change services. Having just moved to the area in the past year, internet availability is a big drawback to living here.

Please note that I do not have home internet service because Frontier can only provide "Up to 1 Mbps". When I did had Frontier service, the connection was well below 1 Mbps and was useless.

Frontier is the only option and it is terrible the service drops a lot and is slower than the speed we pay for

We pay a lot of money per month for internet service that is sub par. It is slow and inconsistent. If we had any other options, we would use them.

It's terrible! We pay for high speed, but do not get that kind of service. Also have frequent problems with the service.

We are currently paying for 6 Mbps and we get maybe 1.3 at most for download speeds. I hate having to pay for more service than what I'm actually getting. Frontier always says that they are updating their areas, but my husband and I have had bad internet for years! We need an updated service or a better internet company in general!!

What is the point in trying to go back to school if I can't do research at home for homework.

Frontier Communications is a joke of a company that provides the worst customer service and product. I have not once received the speeds that I am paying for, yet cannot explore other options because frontier is the only company available for most of my county.

We currently have frontier internet but most of the time its very slow. Often it doesn't work at all. Frontier says because we live far away from the main connection traffic interferes and nothing can be done. Caney fork can get satellite internet but weather affects it and if you use it often you get charged overages which is ridiculous. Also if cell service could be available out here would be nice! We shouldn't have to pay two phone bills. And if there is an emergency while hunting its harder to get help without service. Please change this! We live in a time where these services are crucial to our lives. From schooling, ordering medicine, emergencies, quality of life etc. Thank you

Recently purchased our home and had great difficulty finding service. Current service very unreliable. Frontier claims slow speed because of usage in area. Can't get enough speed to watch on demand television.

Both residents are retired, which accounts for the non-essential nature of some Internet services, such as running a business. But consistently fast internet service would be preferable to the current service, which has fairly frequent slow times.

Frontier stinks, can't keep good connections and speed for me. Morris Broadband will not install as I am not within 300 ft of a pole. We need good affordable Internet in this area. Thanks

My only choice is satellite. Frontier only runs 1500 ft from the paved road which is crazy and unfair. All residents in Jackson county should have internet available and at a reasonable cost.

Our Frontier service is fine when working, but unreliable. We've had to change equipment several times to get enough bandwidth. We run direct tv genies, at a minimum 6 devices, printers, security and cameras via WiFi and when we are at this second home, we both "work" from home. During the summer, when our community population quadruples, service becomes slow and crashes often. We went for two entire weeks without service (modem couldn't produce more than 5 MB's) because there were not enough technicians in the area to bring new equipment and nothing they sent in the mail worked.

Ours is awful. We can only run one thing at a time. If Netflix is running nothing else can be done.

Frontier is awful

My wife has Alzheimer's. With extreme difficulty we utilize this very slow internet service to communicate with doctors and other caregiving organizations. I also run 2 businesses from home with considerable difficulty

The service we received previously through frontier was totally unacceptable. We currently have internet through Verizon wireless jetpack.

We are in a monopolized area. Frontier is the only provider and their service is horrible. We struggle to be able to stream tv and anyone even have their cell phone on. We've had to set up a network extender for the wifi in a 1000sqft home because the service is so poor. We can't afford more bills and the price we're being charged for substandard service is absurd. Additionally, we are very concerned about the effects of a potential end to net neutrality on our area. Again, since we are in a monopolized service area if ISPs choose to make changes - like charge for certain usages (social media, streaming) - or make censorship a reality, we'll be hard pressed to do anything about it. We'll be stuck. Please stand up for us.

Terrible selection!

Frontier isn't able to keep up with the repair calls. Internet is constantly going down.

We have very few choices frontier sucks. north lands reviews aren't good. Frontier & Direct bundled and are way over priced and both suck.

We desperately need internet competition in our area. Frontier uses the fact that they're the only provider to provide horrible service and provide terrible customer service. I would love for their to be faster internet in this area!

There is fiber buried all over my zip code 28717 in Cashiers, and many are still without internet. Many areas are without cell service as well, which only leaves us with costly low performing satellite internet.

Our download speed significantly reduces at certain times of day and on weekends. There are times when it is less than 1.0, which does not meet our business or entertainment needs.

Our current internet options do not fit our needs. We have had to use our cell provider to get sufficient speed and it is very expensive and limits service. Better internet in this area would make such a difference for everyone, people who live here year round as well as vacationers

Most times we can run one device at a time there are more outages for all devices then there is usage. We can not use any kind of google Home or Netflix because service isn't good enough. We can barely use mobile devices.

Always lags & always have to reboot modem.

Right now the access is extremely poor, slow, and almost non-existence.

Just moved to the area. Was told Verizon was the best. We put up an antenna and booster and service is still horrible. Currently looking into other options

Very, very slow

The service available in our region is very slow and sporadic. It is very frustrating as both my husband and I work from home.

Internet service is provided by Hughes Net satellite service. The Hughes Net (Gen 4) service is basic, very expensive, and very limited in terms of speed and data allotment. Upgrade to Hughes Net Gen 5 would increase speed but is very expensive and requires a minimum two year contract!

I just would like to be able to get internet where I live. Frontier is a bunch of b.s.. I have called them 3 times and they ran my address told me I could get services then when the day comes to install they tell me I can't get it and give my money back.

Frontier DSL is not reliable, and they can't seem to fix it. There are no other choices, even though fiber optic lines run right in front of our house. Our community needs affordable, reliable broadband, but it seems no one wants to invest \$ to connect homes in sparsely populated areas that have that same (if not more) needs as homes in big cities. Wireless internet would be fairly easy to build, but again, it requires a desire to invest in an environment that will only provide a limited ROI. Tired of promises and tired of crappy Internet that doesn't work.

DSL and Cable are not very reliable in our area, and spotty cell coverage creates another limitation for wireless providers

Depending on time of day, service can be slower than other times. I also feel I pay too much for what I use.

We live there for 5 months a year and work from home. We had to get a backup satellite service provider in order to work from home. Frontier service is Horrendous. They do not enter notes in the system, show up for appointments or fix the situation. It takes weeks to get a simple problem solved!

"I'm located just 2-3 miles from WCU, a major university with blazing fast speeds. I've been told that I'm in a 'dead zone' wherein faster internet is available just up the road, and just down the road, but the two lines don't meet.

"

Only get about half the speed I pay for with frequent service issues.

We have two internet services because neither is very good!

It would be nice if we actually got what we pay for, we pay for 6 but only get 3-4 usually. Also it drops frequently and customer service is a joke

"Would love to have an internet service that offers more than just the bare minimum. Frontier seems oblivious to do anything more than the minimum and just sit back and collect their money.

"

The schools in Jackson co. Provide devices to each student but it doesn't truly help if they can't access the internet from home. This is a major issue in this county and needs to be fixed. More options will lower cost and make it available to others but more infrastructure will be needed to allow it to reach everyone.

"Frontiers service is VERY unreliable. We have to restart the modem almost daily and it still will drop service. We are also unable to use cell phones In Our location due to lack of service."

My frontier svc is horrible. There are two people in my household who need to take classes online but cannot due to frontier's service being so slow. I have contacted sky fi as well but no response from them either!

I feel that Frontier has monopolized this area as far as WiFi services are concerned, however the service that they provide is HORRIBLE and the customer service is even worse! The only reason that I have stayed with Frontier for so long is because it is the only WiFi that is available to me in this area that does not charge you to pay for your total Mb usage.

Seems that our dsl is off more than on. It's so frustrating. I would prefer to steam tv shows and get rid of paying for satelitte but it's just not dependable enough. I am able to work from home for my job but usually don't due to dsl not being dependable.

I work at home and the internet is vital to my employment.

Our service is not at all reliable, and I have to rely mostly on my cell coverage for connectivity. Also, my husband works from home, so an upgrade to our local service is critical.

It needs to be seriously improved of the current services. Don't even receive a half of the speed I pay for, and the current ISPs answer is "congestion that won't be fixed anytime soon, so just deal with it"

It is VERY slow and i hate it

Thee is satellite service available at our home, but it is expensive and slow. A few miles either way there is high speed internet available, but we are right in between the two areas.

We currently use frontier because it is a last resort. If we could have another intermet provider we would. Frontier is the worst possible company that any customer can deal with but they have a monopoly in this area and we are forced to use them or do without.

Our one and only option for Internet access, provided by Frontier, is not only woefully inadequate and, at times, slower than the old dial up I had years ago in a larger metropolitan area, our service is frequently dropped altogether. Despite multiple calls for service improvement, we are told that there's nothing that can be done because the "office" is inadequate for the number of people it is supposed to serve (this from two different Frontier technicians). There is no competition and, so, no incentive to improve this awful service. Thanks for your interest.

We have DSL on substandard phone lines, for which we pay the same price as customers with higher speed internet and more reliable phones. Cell phones barely work here. It is often impossible for two people to use the Internet at the same time in my house. I work from home and rely on access and, at least a half dozen times a year, I have to go to a coffee shop to be able to connect to earn my living. When the internet and/or phone line is down, there is no prorated credit for the time we are out of service.

"I think the internet in Jackson County is slow and unreliable.

Connectivity is too intermittent and too slow to watch videos. I think the poor internet service restricts the economic development and viability of this community. If internet were cheaper and more reliable people could use it for phone service which would alleviate the problem of poor cell reception."

While the service is OK when it works, it is highly unreliable. In the two years I have lived here, Frontier has replaced the modem at least 5 times. However, you cannot buy a good replacement modem that connects through the phone line anymore. I now have redundant internet service with Hughes Net as well since I have to have access for my job.

I'm unable to test my speed due to not currently being at the address. As retirees we are at the home 5-6 months a year and would gladly support another internet service 6 months a year. I would prefer a service that can reach a minimum of 10 mbps on the download. Currently, we are offered 1-3 mbps which is not adequate to stream effectively.

Frontier service is barely adequate and does not achieve the advertised speed.

Not only is our internet slow, it is intermittent. It comes and goes, and it requires a reset every hour or two.

We have a fixed wireless service in addition to Frontier DSL because neither one by itself is reliable enough to stand alone. Neither service provides the speed that many people are accustomed to having.

It is always going out!

This is probably the most important aspect of infrastructure needs in the Cashiers are to fuel long term economic development. I am a global IT director and cannot relocate permanently to Cashiers for this reason. I work from home and have to drive to other locations to work when in the Cashiers area. I would also bring new business opportunities to Cashiers, such as an IT consulting and SW Dev firm if the infrastructure were present.

Internet access is very poor in this region. It is very very slow and will disconnect on its own. It will drop from 5 to 3 and then service will drop all together. We definitely need better stronger internet for this region.

It is unreliable...

The "slow" internet service currently available from Frontier Communications is tolerable but far from "good" and certainly not close to ideal. I do not expect gigabit service like I can get in a nearby city (Atlanta), but 50-100 MB service would be a reasonable target, for both business and personal needs.



Please make improvements. We need competition, Frontier makes no effort to provide service.

Internet services are critically important to use newer technologies such as home automation, security, wifi enabled cameras and other various devices.

Realizing that we are a very small community, I understand that larger communities require more attention. However, in a world that's swiftly becoming wireless, providers should step up efforts to understand and address needs in all types of areas, including rural ones, and that people do take to heart their guarantees of service availability and speed.

Please expand fiber optic buy in options. If fiber optics come close to my home, why can't I pay to have it extended to our home?

Our current provider, Frontier, has terrible and unreliable service.

"It would be amazing to have such a program available to us.

More and more of our lives depend on the internet. As we go forward in time the internet will be more important to us."

Frontier was unacceptable. Went with Satellite as it provided more reliable service. Northland was not responsive to multiple request to provide a quote for service.

Although we pay for 10Mbps service from Morris Broadband we rarely get it (as the speedtest on the previous page indicates). We have also had Frontier DSL in the past and they were unable to provide anything close the speed we paid for. 10Mbps would be adequate for our needs, but the only two providers we have access to are unable to deliver it, despite charging for it.

We need more options than just Frontier and Morris Broadband. Frontier is ok but slow at times and has intermittent outages. Both cost too much for what they provide.

This is a critical issue for our region. Wired or wireless access is essential for all residents.

Service speed is almost unusable as most current websites download video, many times when the video is not viewed.

Hit and miss service, very long time to react !!!

None, just need something better than the current service.

I have notes in my file from Frontier that run back to 2012 showing that we have multiple, multiple times had to call in for service. Our service often goes in and out (several times a week, usually when it happens it opens repeatedly.) at least once a week we cannot stream movies via Roku - it simply times out every 1.5 to 3 minutes. When we can watch we need to set the TV at the lowest resolution (despite supposedly having access to HD) or it just won't load. At least several times a week the download and upload speeds are so slow I feel like I have dial up (I can literally go get a cup of coffee as I wait) or it will time out. Access to Frontier means at least an hour on the phone to resolve the problem, only to have a tech scheduled for several days later. The problem

is NEVER interior. We have been told by every tech that the pole that runs is 3 miles down the road providing service to all the homes up the hill. If I see a Frontier truck running up and down the hill I can be guaranteed that either someone else has a problem or a new connection is being set up that will cause our speed to slow down or dump. When folks with second homes come in to the area for the summer everything slows way, way down. I work in real estate and if someone relies on internet for their job it is literally very difficult to sell them a house in the area. Good and reliable internet service is crucial to the growth of Sylva, where even in the middle of downtown dropped service is experienced on a regular basis. Additionally our whole area in North Jackson County at least every couple months experiences a complete dump. I pay for far greater service than it is possible for me to physically get. Working with the level of infrastructure that we currently have is simply not acceptable for an otherwise growing area. (As an aside, I just tried to hit the "next" button below and was unable to get the internet to do anything.... so am doing what I often do when I don't want to lose information to a dump offline - I am copying what I have just written so I can paste it back)

We desperately need good internet service....would appreciate any help we can get in obtaining it

I work from home as a writer. I'm a single mother of four kids, two of whom are disabled. The area lacks services for 1) disabled children 2) preschoolers (I have one) and working from home is my ONLY means of supporting my family. We're getting by, but slow internet and constantly losing the connection are seriously affecting my business. On top of that, it becomes very difficult to work when the children can't entertain themselves due to the internet going out constantly. We had Northland at our old house and it was satisfactory, but here we can only get Frontier. I feel like I've traveled back to 1995 to use dial-up internet, many days.

Really tired of limited speeds. My wife and I both work at home, and the 12 megabit speed we get from Frontier isn't nearly fast enough. Nothing better is available, though, and it's better than many folks in our community can get.

Because there is no competition, we pay an exorbitant price for Hughesnet and the service is sporadic.

Speeds of more than 1mbps are not available in my area.

Not only slow, but disconnects multiple times daily. Frontier is terrible.

Internet is constantly inadequate, very frustrating

Would like to spend more time at our home in Jackson County but must have faster, reliable internet to be able to telecommute from there.

The underground wiring in this area is very old and outdated making it unreliable in poor weather conditions or during times of heavy internet use. Frontier should be forced to update the areas backbone at a minimum to better handle peak demand, and increase speeds.

Our current service Frontier keeps going out and service told us to move closer to the base , how rude. We have to pay a fortune for Direct TV and due to unreliable service cannot try internet options.

We have several smart phones but are unable to use them in this area because of very poor connectivity . Having better cell phone service could be life saving in this area and the problem needs to be corrected . this could be done easily by constructing more and better cell phone towers .

It would be nice to have options. Also, there are those in remote areas who do not have internet service and that is difficult for school-aged children, because more school work requires internet based research and there are more opportunities for online classes. So, maybe not as critical to me but to my grandchildren

We are fairly isolated geographically, so staying in touch with people through the internet is crucial to us. We also do not have wireless phone service available at our home.

At home, the little blue wheel just turns and turns and turns and nothing loads. In a time where everything from paying bills to getting medical services via a portal is the way of life and EXPECTED from service providers, it is very inconvenient to not have service. I live across from the Cullowhee airport, near WCU and CANNOT get internet service. I could also do work from home when needed IF I had service. But as it stands, the blue wheel just turns and turns.

Our service is very expensive and sometimes lacking in quality.

We purchase internet from Morris Broadband. We pay for 50 mbps, but rarely receive that speed. At times, we get up to 40 mbps, but inconsistently. At times, the service is in the single digits.

Not Available

It stinks and always has

We are currently accessing internet through phone line. Sometimes we can't even download. What a joke!

Internet is much needed in our area.

I had Morris Broadband but it was so bad I got a Verizon Jetpack. It is very expensive, but reliable. It is hard to believe I live one mile from a state university and can not get reliable internet service except from Verizon.

The internet access in my region is very limited and goes extremely slow. There are kids here that need internet for homework assignments and sometimes aren't able to submit their work due to the internets low speeds.

I need faster internet for my school assignments. Sometimes I need to watch videos for assignments and it is always buffering.

We just received 10mbps in the past few months but upload speeds are now nonexistent. My parents live in the mountains in the north and have 100 mbps available to them and they live in a place that is more rural. I have no wireless availability and the most i can get is 10 mbps consistently. The service is also not reliable and is reduced at times I need it to teach and take online classes.

Rarely sufficient, always cutting out. Can't meet out needs.

Somedays it works, other days it doesn't.

2.8Mbs is not sufficient for our needs. Ideally we would have 60Mbs or more available as in most better connected areas of the country. Frontier is unwilling to upgrade the service. Hopefully there will be other options ASAP.

"We are desperate for better service. Frontier does not currently provide quality consistent service. Please do not publish my personal information. You may publish my name but not phone number or address.  
"

I am currently a student and the quality of internet is so terrible that I have to stay late on campus to complete assignments.

It is putting the children in our community behind to not have access to regular internet. This should not be a problem in America!

We have lived here for 11 years and could not get high speed internet until this past summer. We tried the Jetpack from Verizon , but it did not have enough speed, and you had to be in the same room in order for it to work. Also, we were continuously told we were too far from the HUB to have high speed internet. So unfortunately , we had to go with an outside company for service.

we have lived at this address for over 20 years and have not had sufficient internet service. It seems local companies like Frontier and Morris Broadband do not want to expand or update equipment to serve those in rural areas. It is an extremely frustrating situation.

Cost should be affordable to all.

What we have doesn't work half of the time and is slow

"Concur with my wife's comment as follows:

I have notes in my file from Frontier that run back to 2012 showing that we have multiple, multiple times had to call in for service. Our service often goes in and out (several times a week, usually when it happens it opens repeatedly.) at least once a week we cannot stream movies via Roku - it simply times out every 1.5 to 3 minutes. When we can watch we need to set the TV at the lowest resolution (despite supposedly having access to HD) or it just won't load. At least several times a week the download and upload speeds are so slow I feel like I have dial up (I can literally go get a cup of coffee as I wait) or it will time out. Access to Frontier means at least an hour on the phone to resolve the problem, only to have a tech scheduled for several days later. The problem is NEVER interior. We have been told by every tech that the pole that runs is 3 miles down the road providing service to all the homes up the hill. If I see a Frontier truck running up and down the hill I can be guaranteed that either someone else has a problem or a new connection is being set up that will cause our speed to slow down or dump. When folks with second homes come in to the area for the summer everything slows way, way down. I work in real estate and if someone relies on internet for their job it is literally very difficult to sell them a house in the area. Good and reliable internet service is crucial to the growth of Sylva, where even in the middle of downtown dropped service is experienced on a regular basis. Additionally our whole area in North Jackson County at least every couple months experiences a complete dump. I pay for far greater service than it is possible for me to physically get. Working with the level of infrastructure that we currently have is simply

not acceptable for an otherwise growing area. (As an aside, I just tried to hit the ""next"" button below and was unable to get the internet to do anything.... so am doing what I often do when I don't want to lose information to a dump offline - I am copying what I have just written so I can paste it back)"

I think that all landline phone services should be required to have broadband in all service areas. Not just in main stream areas.

I wish it consistently provided service

We are originally from a larger city. It is amazing how much slower service speed is in Western NC. We often have to turn off wireless on our cell phone and use cellular data due to failure to load.

It would be great to have more options as to the internet provider I use. As of right now, HughesNet is the ONLY Internet provider that will provide Internet to our current address. They know this, and in turn, charge more while also enforcing data caps. The satellite Internet is not dependable and is terrible for streaming TV. So I would love to see some competition come into the area!

The upload speeds available here are absolutely PATHETIC. Ethiopia has faster upload than us.

I need secure fast internet for working on lesson plans for my classes that I teach. I get interrupted constantly, lose information and have to restart.

It is terrible.

its not very good need better

Terrible!! Speed is well below what we pay for and is constantly going down. Goes down 5-10 times daily and must reset router each time it goes down. Getting only .47Mbps and, rarely if ever, does it exceed 1Mbps. Have complained to Frontier but does no good.

Just wish that we were treated the same as people that live in a more populated area. We do not even have cell service.

Lots of providers advertise better service but when they look us up they don't actually service our area.

Even though we pay around \$60 dollars a month for roughly 23mbps. We are lucky to maybe receive 13-16 on a good day. I use the computer for day to day uses for school and work. We also use it for gaming and television as well. Since we all our subscribed to Hulu and Netflix. Just over the ridge in Waynesville, consumers can receive way faster speeds with Charter, which is readily more available there. We have frontier and I believe what I have is almost the fastest they can go or willing to give. I should not be paying \$60 for only 13-23mbps. The price should be more fair around \$45 dollars. Since the speed tends to go out a lot and freezes.

The Internet access at my home is so pathetic. For a family of Five sharing 3 Mbps and not even receiving half of that is frustrating.

I have a home business and have historically had trouble with the choices around the internet. Currently the DSL works pretty good but could be better.

We have all these devices and only maybe 2 will hook up at a time and we always run out of data. Not to happy about it. Don't understand why we as a county can't get better phone and internet service

It stinks!

It is important that these speed tests be performed at all hours to ensure accurate results. Our internet service works during the day, but every night around 10:00 pm, it either cuts out completely or is so slow that it is unusable (with no more than one device being used at a time). My children and I cannot submit homework assignments, use online documents, check email or stream a movie. I have upgraded my service with Frontier, but it made no difference.

It's time we found a way to have better Internet service in our town. It's 2017

I have Sky-fi offered by local provider Travis Lewis at our house at 100 Clearview Forest, Sylva 28779. It is wonderful and much faster and more reliable than our old residential provider, Frontier. I have BalsamWest with fiberoptic cable running into my office. It is crazy fast and reliable.

I am a real estate broker and lack of affordable high speed internet is a problem when people look to move to this area.

We are at the Edge of Frontier's Internet capabilities, meaning even though we pay for a 6mbps plan, we rarely receive 1.5mbps. We call them every few months to check for upgrades, but so far they haven't been bale to do anything for us (Over a 14 year span!), even though they charge us money for a higher plan than we can receive from them.

When our connection is working, we are somewhat happy with the speed although we have spooling occurring from time to time which is annoying. Our biggest problem is that our connection goes down frequently, and when it does, Frontier almost always has to put in a ticket for a technician to visit us, and it is a minimum of 1 week before anyone arrives, if they do. This is what makes our service unacceptable, but we have no other choice at this time.

Need more service

Frontier is our only option, where we live, and we would LOVE another option. Frontier is far from our top choice of provider!

Living on a mountain in a rural area has not allowed me to have high speed internet. This would be great if it was to take place.

Internet is the one and only reason I didn't want to live in the mountains, because of slow or non existent internet. Frontier in my area is super slow and barely works at all for video streaming, movies, or gaming online. Because of a 40% price increase with frontier (no increase in quality) I decided to drop frontier and use Verizon hotspot only. Even Verizon is spotty but does work with better quality than frontier. Frontier's DSL with router

wifi sucks and is nearly pointless where I live. I would be willing to pay thousands of dollars for hook up and up to \$250-\$300 a month for real high speed internet. I know for a fact that any high speed internet service willing to invest in the setup cost would make a killing for real DSL (broadband) in rural mountain areas. Don't cost that much to bury a few wires so everyone can finally join the 21st century.

Current Internet Provider has no competition which leads to sub-par service without any accountability. Currently only receiving what I pay for thirty to forty percent of the time.

Internet is not a option for me because I have a very low income and can't afford it my kids can't do there homework because it's online some places offer low income home to get internet for \$5-\$10 a month but not here

I do not like Frontiers customer service. They no called no showed for three appointments to get my service installed. If there were any other reliable ISP I WOULD BE USING THEM.

My daughter is in need of good internet to be able to complete her homework

The Frontier customer service reps were promising us better service at this location for years now. They even sent out postcard few months ago that 24Mbit/s service is available, but than after several frustrating phone calls they finally said that nothing better than we currently subscribe for isn't available. If we had a choice of switching service to any other ISP we would do so immediately.

Frontier internet is out a whole lot than it works

Frontiers service is incredibly poor and inconsistent. The worst I have seen in multiple location

Our service is terrible, it is very limited.

Best I get is 14. Wanting more than that.

Hard time streaming with limited internet options in the area at a affordable price.

build it and we will come.

Getting ready to cut the cord 1-1-18 with Morris BB and only keeping Internet service because is too expensive- entire package is way too high.

Actual suited 1meg download from frontier. The only other option i have is satellite, that is limited and very expensive.

I tried to conduct business at the local grocery store - wiring money - and could not because the internet signal was so poor they could not establish a connection to the wiring site. In this day and age, that is inexcusable.

I have service but it is extremely expensive and limited.

I am a real estate agent and it is very important for the long term growth of this area. My situation, which is poor, is better than average for other locations. High end 2nd homes need this and the tax base will suffer if we do not act. The address is wrong. It will not recognize Wild Ridge in Cashiers. It will not remove Murphy. The Zip code is right and will not edit to Cashiers.

Existing Broadband Service in our area is entirely too slow and spotty. The closest "Good" internet we have is at the University; however, it is impractical to use their network for daily applications. We need faster and more reliable bandwidth.

All of my neighbors have the wireless internet through Frontier but when I called it's not available to me for some reason ðŸ˜ž I checked Hughes Net and their prices are outrageous ðŸ˜ž I can't get it through cable, I thought about getting AT&T but the last time I talked to them they don't have unlimited internet and I can't afford not to have unlimited as we would use it often. And I'm afraid to bundle again because I had a lot of issues with Frontier not paying my stateelite bill when they partnered with Direct TV. Frontier had my account in such a mess it took me countless phone calls and speaking to numerous people before I finally found one with sense enough to figure out what was going on with it. I was so happy when Direct TV quit using Frontier! I moved a few years ago and haven't had any internet other than on my cell phone since I moved.

"Our internet service is not accessible after about 9:00 PM most nights. At that point, it just spins. We assume it is because others in the area are streaming television, movies, etc, but don't really know the reason for this drop-off. However, we are no longer getting the level of service we are paying for.

Also, I asked the Frontier customer service rep via live internet chat the amount of data we are currently paying for. He said 768K/128K. Converted into megabytes, this is .75Mbps, which is half of the lowest selection on your survey."

Internet options include Morris BB and Sky-Fi. Both options provide slower service than the packages claim.

FRONTIER IS A joke. I HAVE HAD AT BEST SINCE MARCH 2017 OFF/ON, SCRATCHY TELEPHONE AND STILL is. INTERNET COMES ON/OFF AND THEY WILL NOT ADJUST MY BILLING OR FIX THE PROBLEM. THEY ARE NOT A joke, JUST crappy.....

I started by subscribing to a high speed broad band 24 mb package that was supposed to be \$29.00 month. The installation and first month ended up costing \$177.00 and I was told I'd only get 15mb service because that is the fastest speed available in this area. Now my monthly bill is \$110.00 and I'm still unable to get the speed I pay for, but have frequent disconnects. I also pay for internet phone, which I was told would remain functional during a power failure. It isn't. During the last winter storm I had no phone, no power, and no cellular service for 2.5 days. Two of my devices are game systems. To use them I have to disconnect other devices or my internet connection will fail. That's not high speed nor broadband. But I'm still being charged for it. My only other option in this area is to have no internet at all because no other service provider actually exists.

If we could leave frontier and go somewhere else I would in a heartbeat.

"Wow! What happened? I'm surprised at the speed test. Just yesterday, I spent a couple of hours at .26 MPBS DOWNLOAD speed before finally getting back to my normal 4.0 speed. All summer and fall, I haven't gotten any speed faster than 4.01 download and .28 upload. That was after I complained to Frontier that I'm only getting 3 MPBS, not the 6 MBPS that I pay for. Frontier told me my contract says they don't need to provide

more than 80% of the stated speed. That's 4.8 MBPS, well above the 3.9 - 4.0 that I typically get.

Worse, my connection drops many times every day (I'm connected to my work via Outlook. Outlook notifies me that connectivity has been lost, and when it has been restored.)"

I am a Frontier customer and would give them a C- grade. We were promised fiber optics 20 years ago but haven't seen it arrive yet. When my internet goes out it is sometimes 3 days before a service call is made, even though I live only 1/2 mile from Frontier's presence. I do depend on my internet service and am not happy with what Frontier provides. Thanks for your time.

Not having the internet has been a huge hardship on my family. my children have to find a place to go to do their online college courses and I need it for my work the kids complain that it is difficult trying to concentrate in public places with all the distractions and noise everything in my job is online so it makes things difficult when i am home to conduct business I am a Real Estate Broker.

Goes down and takes days to get it repaired. Same with our landline.

Frontier is the only ISP to my address for past 4 years. I pay for a 6mbps plan but the hardware frontier has at my address only supports up to 3 mbps. It is impossible for me to receive the 6mbps I pay for. I have filed multiple FCC complaints over this. Frontier claims they only have to provide me 1 mbps but can legally charge me for a "up to 6mbps" plan. This is illegal and false advertising. I have been trying to get this fixed for years.

#### FRONTIER IS A JOKE AND THEY SUCK

Frontier is a pathetic service.

We have to turn everyone's WiFi off to do anything like watch a movie. I work from home and continuously have issues. Frontier is a waste of money, but we don't have other options living in the mountains. I've tested our speeds and we never get close to what we pay for....

I had Frontier for years. I just switched to Morris Broadband and the speed and service is wonderful. I have tried to remedy my issues with Frontier for 2 months and the experience was awful and by their test my best download speed was .5 to 3.

I use Frontier.....worst internet service ever. I hate it!!

I'm sure that this isn't just my problem, but the Morris Broadband experience was frustrating. Signed up to demonstrate interest, only to be turned down by them when they entered the area because my driveway was too long. I wonder if they received federal funding to provide rural access, then denied the consumers the actual ability to use their service? Not sure, but very frustrating. Frontier can't get close to meeting our needs, and now Verizon Wireless isn't even reliable.

It is slower at night and on weekends. Our WiFi is password protected so no one should be able to leech off of our signal.

"We live in an area that doesn't receive cell signals. Forest fires are a great concern and our ability to track fire development of nearby fires via the internet can be a life saving necessity. Please help us get a better more dependable on internet service.

We have frequent outages, extremely slow speeds at many times during the day and the evening. It is like a dial up connection at times. Totally inadequate.

I pushed the ""next"" button on this survey and the computer is locked up waiting for dsl to come ""alive"" again."

I have had to work on the survey several times because the internet would drop out while I was filling out the survey. Our internet only works about 50% of the time. Many days it goes out 50-60 times an hour. On a good day we only lose service for 30 seconds to 1 minute. On bad days it is out of service more than in.

I have documented all the times in the last few years that Frontier has failed me. It's done a lot, off and on a lot, jerky, I can not stream. Can not depend on it for banking and paying bills. I am not able to stay current with local news and weather I get the same answers. There is nothing Frontier can do. They once told me my line comes from Weaverville! WTH? That's the other side of Asheville and I live in Cullowhee! I am 72 years old.

I have had many issues with Frontier, including my family. We had to have our internet repaired about a month back after waiting over two weeks, and filling out multiple service tickets, they finally came through. Our internet was still in and out, and on top of that they left a live wire running through my yard and my neighbors.. Its still there right now, ive been praying when I let my dogs out to play they wouldn't chew on it, if anything happened to them it would be a HUGE lawsuit. You think they could have buried the line by now ita been OVER 8 months

Frontier is the worst company I have ever had to work with. They continuously lie/make false promises. They never attempt to rectify the situation. If there was another option in the area, I would gladly switch.

We do not have adequate mobile data service at our home, so we rely solely on dsl to meet our needs. It's hard to do schoolwork or watch a movie or video text when everything has to buffer like the dial-up of the olden days.

When I was going to school, I had to drive down the mountain and to Cherokee to Skype with team members. I spent hours at Wendy's doing school work and taking tests

At my home we constantly struggle with our service either not responding or constantly going completely out & the representatives of Frontier always tell you different answers .. I wouldn't recommend their services to anybody.

Frontier DSL speed is terrible and I would gladly change if another option was available.

Frontier is not good. Cuts out way too often and can't really have more than one device at a time on the connection.

We pay for crappy service. Very unsatisfied. Wish we had other options.

Please add high speed to my address in Jackson, I'd gladly pay for quality.

I can't run two TV's off the speed available. Sometimes the circle just sits and spins on the TV. Sometimes the wireless doesn't even work. There for a while it was cutting off everyday; I had to call Frontier three times in one week to get the wireless working again. Terrible service, terrible. I work 1.8 miles from my home, they get a speed of over 9 with a private provider. His wireless won't reach my house, though, or I would buy from them. This is shameful.

The service provided is awful. We get about 1/4 of what we pay for and the latency is awful. I have never streamed a movie/video in HD. When I look at a download graph, it looks like a saw blade where the speed dropped to nothing then builds back up. I have complained to the FCC and got the same Frontier reply "its copper wire and we don't plan on upgrading." To be blunt, I am not happy how ISIS has better communications than I do. I live about 3 miles from Western Carolina University and have God awful service.

The service is insufficient for our needs. Frontier's customer service is only marginally better than Comcast's (they were my ISP in NJ).

Internet service is limited and the only options available are extremely slow.

I have Frontier hook up a phone and internet line for me the speed test that I ran was unreadable. I'm at the end of the line they tell me and I'll never get good service there and they're not going to do anything to help me

Internet is almost not available.....6 mbps is not much. In Florida we have 150 mbps

WiFi does not work half the time. I have Frontier service

I've personally had many issues with Frontier, trying to get them out to service the internet is a nightmare, it could take a week to 3 weeks before they even fulfil your service ticket, and if you're not home when they come its a 25% chance they didn't even resolve your issue. I've been trying for MONTHS for them to get the live wire running from my yard to my neighbors buried, it runs right through my yard, to my neighbors, and there is always kids outside playing, who I always have to warn is there. Its sickening how they treat their customers. It doesn't even end there. I've called numerous times to set up a trouble ticket, and it doesn't even go through, then you have to down 2 + hours on the phone with frontier just for you to tell them you never called and set anything up. 828-506-2270 is my phone number, my neighbors, husband, can confirm all of this! For the \$60 dollars we pay a month for on and off internet disgusts me, but we have no other option. I live in Cullowhee, NC

Satellite internet is very expensive and not always reliable. I spoke to one of the cable internet/tv/phone providers and they said they wouldn't install at our location, due to too much rock in the ground to trench.

Northland would be a HUGE improvement over Frontier, however, we are less than a block away from obtaining service. I could not continue with a second interview with Apple (working from home) because my internet speed was inadequate for them. Frontier is the ONLY provider, and it feels like I've stepped back to dial-up. We will be looking into satellite internet, but this will bring on a new set of challenges when it RAINS. Cashiers/Sapphire must join the 21st Century if it expects to grow and thrive!

I am 75. Not a high-volume user. Do not upload often. I get bumped offline every session at some point. Frontier advises I am just outside the zone where enhancement would be available at an increased rate. I would be happy to pay more to ensure I can stay online. Typical session for me is 1 hour.

"I don't have any other option of internet other than Verizon. They complain if we call them. I have 2 lines coming into the house but at times someone else has been on our ports that do not live here.

I have two disabled people that their only social outlet is games on the internet.

I have grandkids that access their school work on the internet. Most of the time it is so slow that everyone gets frustrated."

From what neighbors tell me Frontier rarely reaches 1 mb. So 6 mb must be right at the switch not at a home.

we want a fiber optic/cable broadband internet! its very important to us, we have a daughter in college, we do all our entertainment, billing, schoolwork, social networks, etc.. over the internet. Being as remote as we are, being connected is increasingly important. especially as we advance in age and telemedicine becomes more prevalent.

Frontier is the WORST. Verizon was much better BEFORE Frontier bought them out. 18 logged service calls to Frontier since March 2017 for repairs or no internet/land line phone service. TODAY internet works on/off as does phone. When rains, both services go out. Mainly phone. Phone either doesn't work or so much STATIC it is useless.. HELP US!!!!!!!

Frontier is the WORST. When I had Verizon as a provider before Frontier bought them out, I had MUCH BETTER SERVICE! Frontier doesn't really care much about land/internet connections or repairs. I have logged 18 service orders since March of 2017 and my internet/land phone works, at best sketchy...Every time it rains, my phone goes out or is so filled with static it is useless. Internet comes and goes DAILY..... Help US!!!!!!

"The only ""reliable"" internet service we have is through a Wi-Fi internet service offered by Cashiers Valley Electronics.

I'm paying for 6-7 mps total and rarely get that due to tree line and overall quality of a Wi-Fi service.

Frontiers is unreliable, Northland will not run a cable to our homes because Hickory Ridge is too small and satellite is very unreliable and prohibitively expensive."

Service is so slow that friends of mine out of state sometimes cannot send me information because their service is so much faster

"To clarify above, only Frontier's 3Mbps ADSL service is available to me. I have had that service in this home for four years, but have never gotten anywhere near that, and Frontier has told me they do not offer 12Mbps in my area.

Download speed tests almost never show more than 60% than my advertised 3Mbps line should provide. And ping and latency tests only return properly during the middle of the day (as when I'm running this test) or when the nearby university is out of session and students are away. When it does get bad, I have called support and it has taken multiple attempts at corporate advocacy (both using phone and twitter) to get anyone to come check out my line. Twice (8/23/13 and 9/2/17) I have been scheduled for a visit and taken days off work but never saw anyone -- when I call, the support tech on the phone tells me that the field tech was at my house

and tested my lines as fine, which does not make sense.

When I have raised concerns over the status of the infrastructure and lack of support I am told that I am in ""an area of high demand"" and because of that, they cannot send anyone for anything that is not a ""critical"" issue. If they were to do so and failed to find such an issue, I would be charged a contractors' fee for the repair. Frontier offers a \$9/mo ""wire maintenance - residential"" billing add-on to enable them to come check the lines more regularly, but because I'm in such an ""area of high demand"", the techs still cannot place anything but critical (total failure) tickets under this service -- it makes me wonder how many people in my area and areas like mine have this add-on that they can never use."

I RUN A SMALL BUSINESS FROM MY HOME AND NEED THESE SERVICES TO BE FASTER AND MORE COMPATABLE WITH OTHER AREAS. THE SPEED AND AVAILABILITY ON DEMAND IS CRITICAL.

Frontier Communications: Outages generally take 1+ weeks to resolve (including both internet and telephone service). Lack of qualified service technicians. Trouble tickets sometimes unilaterally cleared without technician visit or confirmation by customer.

Service is needed to make the region economically competitive.

Customer service is a nightmare. Try to slip in charges on your bill, like things you never ordered and doubling your guaranteed rate with no explanation. And if you call customer service about things like that, it takes so much time and is so hard to resolve. It's ridiculous.

HughesNet Gen 5 is the only "high speed" option in the community. The reliability and speed could be greatly improved. Cost is very high for the speed and level of service. Need a better option here.

Frontier has only to run a mile of cable to serve our neighborhood of 13 but cannot be even persuaded to study it and see if potential customers would be willing to make a contribution in aid of construction. Hughes net is our only option and a very poor one at the price but who can function without internet today.

It would be fantastic to have anything other than Frontier! The internet is constantly going on the blink and is slow as Christmas. It certainly is my hope that someone can provide me with a better choice for internet, as well as, phone and TV service.

My DSL is very poor. Barely works and is out often. There is really good service at the end of my road, less than a mile away, but I cannot access it.

I have access to good service since I've moved very close to the WCU campus, but at my previous address (on Blanton Branch Rd in Sylva), this was not the case. Service was expensive, relatively slow, & had an extremely restrictive data cap. I'm considering buying a home in the next few months, & I've ruled out several locations, because of the lack of fast reliable internet service.

"Frontier Communications is pitiful.

There is a fiber optic cable running up the road outside of my subdivision and we cannot access it! What's wrong with this picture???"

I live less than three miles from Western Carolina University, where a much higher speed of Internet service is provided. It doesn't make sense to me why the same service speed is not available to the surrounding area.

I've spent the past 6 months working on my associate's degree from Haywood Community College. I work in Waynesville, but live in Whittier. I would complete my assignments and then would attempt to submit them via my internet at my residence but it would time out at least 2-3 times for each assignment before finally completing the upload successfully. There were a few assignments where I missed the submit time by 30+ minutes because I would spend over an hour trying to get an assignment uploaded. I chatted with Frontier multiple times regarding the lapse in service at my residence. We would run the tests assigned by their support team and it would appear to work great on their end, and respond well enough on my end to not be deemed an internal wiring issue. I heard the statement more than once that my area was in need of support and repair but that "no resolution date had been assigned" but if it were a storm or outage related to a simple fix then there were resolution dates set within a reasonable time frame. I completed my degree, despite the issues of my internet. I ended up having to utilize internet resources located 20+ minutes from my personal residence, just so I could submit these assignments. I'll be starting school again in August to work towards my BSW, and then my MSW. I hope that there is a decent solution to Frontier's challenge with wanting to provide reliable connectivity, by that point. I spent so much time away from my house that I had to rely on restaurants and coffee shops for internet. It isn't free to connect some places, and for a month I couldn't afford my regular bills. I think I'm finally caught up with all of the due money, but the fact that I had to work extra jobs to catch up is rather frustrating.

Satellite internet is our only option for high speed internet. It is significantly more expensive and typically much slower than cable or dsl internet. Better internet service should be a priority in my area

Telecommunications is vital to Sapphire/Cashier's economic growth.

We are very disappointed daily in lack of service! We feel like we are decades behind the rest of the country. We have spent over 100 hours talking with Verizon to no avail .

We have been waiting for over 9 years to get high speed at our house, and we are still waiting. It is above us and below us, but not to our house.

This is the worst internet that I have ever had in my internet life. There does not seem to be a big push by ISPs to improve the internet here. This strongly affects my life and makes it very difficult to keep in touch with my family and Girlfriend. The speed is slower than advertised.

Have more internet service options available around

Frontier has told us for years that we would have service and we have yet to see that happen.

Frontier broadband internet keeps cutting off repeatedly every day, and when it does connect it is often very slow.

Frontier Communications are LIARS. They sold us "up to 6Mbps" and we found out a year later that they had provisioned our line for only "up to" 3Mbps. We are currently in an area of "high demand" with "NO SCHEDULED RELIEF" These are Frontier Communications terms. This has been the case for 6 years. We are

lucky to get ONE Mbps. ONE. So for 6 years, Frontier has lied and charged people for internet they are incapable of providing. Add in the university being right next door and our bandwidth is absolutely horrible.

We have to pay for service that we can't get because good service doesn't reach us. This is not right. Life has changed for everyone, work, health, socializing and school now expects internet use. Internet use should be faster and more reliable for everyone everywhere. Our internet currently stops working, slows every day some days we can't get online because of this and we are told its because of our location. How are they going to like it when everyone cancels service and they loose money? Also cell service should be for everyone! We don't get service at all in Tuckasegee, Cullowhee and surrounding areas! Jackson County get it together please! Thank you!

Someone please help us move into the 21st century out here.

Service is very slow and fairly frequently goes out. We are there from May-Oct. each year

The lack of choice is the issue. Would be happy to pay for faster and more reliable service if it were available.

Service is inconsistent. I goes out a lot or gets real slow, especially in the summer or any other time a lot of people are up here

I cannot adequately perform my job as a remote software engineer with the internet speeds that are available to me.

I could talk all day and tell stories about my horrible experience with Frontier. Their main response is "we can't afford upgrades" or "you're in an area of high congestion". They will not recognize the real source of the problem, and will never fix it themselves. Something must be done about this, it is completely unfair to us as consumers!

We provide internet to many places in Cashiers, Glendale, Sapphire, Cullowhee, and Tuckasegee already. If we were to be able to get government money we could easily increase our speed offerings and coverage area. Heck if we had Drake software funding out enterprise we could do it without the government money. Balsam west is severely over priced on the cost of bandwidth on their fiber so how expensive would this mountain west be (all part of the same company)? Would you work with existing small businesses that currently have coverage in the areas you plan on expanding our would it be a squash the little man objective? If anyone reading this in the Cashiers/Glendale/Sapphire/Cullowhee area is interested in high speed stable internet (high speed meaning speeds up to 50Mbps depending on your location at the moment with faster speeds in more areas planned) then call us at 828-743-2470.

Service is intermittent at best and continually disconnects. Service provider (Frontier) is impossible to work with providing false information constantly.

For many years, our area has been requesting to get broadband service. The telephone service is absolutely terrible, and the internet service is very costly, and not reliable, through satellite providers.

I had Morris when I initially bought my home in Sylva. The service was unreliable and ridiculously expensive. I am required to have service in order to document my daily work in an online medical record, so I now use a



mobile hotspot from straight talk, and purchase 1 or 2 GB per month (\$15-25) which serves that need. I have unlimited data on my phone and stream movies and TV on that (\$55/mo) in addition to paying a ridiculous amount (\$90/mo) to Dish Network each month for one of their bottom tier packages. I don't have a landline, but would subscribe if one were offered in a package with reliable, reasonably priced internet service, and would consider replacing Dish if reliable service was also available in a package deal.

thanks for this!

Sure wish the cost was lower

looking to spend less

Need faster upload service

## MACON COUNTY

The speed available to me is 1mbps which barely allows me to load webpages on my laptop. i wish i had faster internet at a better price.

Access to better than broadband internet is necessary for my home-based business. I have to "wardrive" at local government facilities in order to upload and download data for my home business.

It bothers me to pay for a higher speed than I receive. It is like ordering a pizza and when you open the box 3 pieces are gone but still pay full price?

The service I have now is way overpriced for the quality of service. Speeds are constantly dropping off or losing connection. But for now its the fastest thats available in the area.

not enough competition. inconstant speeds

The ONLY internet options we have are thru Frontier and as a company they are AWFUL - sloooow speeds, frequent outages, areas oversold, poor customer service. Complaints or requests for repair are met with indifference, and it has been strongly implied by more thanone of their representatives that if a customer does not like what poor service is avaible that they (Frontier) can always take even THAT away.

Faster, more reliable service is desperately needed for our area. We pay for two services and are displeased with the performance of both. This makes earning a living and enjoying simple things, such as streaming movies, hard. I work from home several days per week and sometimes the internet makes it a nightmare. I have had tasks take 5x as long to do remotely as it would onsite due to poor connections. Service always slows drastically as seasonal residents return for the summer.

"Frontier's DSL never delivers the speed I am charged for. Our only TV choice is Dish or Direct. Netflix works only when my neighbors aren't home, otherwise it is almost impossible to watch. Stops, starts, stops, starts, etc.

I would like to have a consulting business helping adoptees find their birth families through DNA testing. I do it as a volunteer now, but without high speed access I can not deliver results in a timely manner as there are times that my internet will barely download a 1 mg file. It will time out and I have to try it again. Even at 5-6 am I have trouble viewing digital images on line."

promises promises.. that's all we have heard for YEARS.. then we had a solution to do it ourselves ready to go.... but we were stopped by county regulations that made it impossible to do cost effectively...

I currently have DSL through Frontier, the speed is adequate at my current location. I previously had Frontier DSL internet at 1344 fulcher rd franklin nc, and it was absolutely terrible. Every time it stormed outside my internet would go out. Even when I had internet, it was too slow for streaming (Netflix). Frontier's customer service is horrible.

I wish reliable broadband was available to us, preferably fiber optic cable. We have tried several times with Morris only to be denied service. Weven were told someone would come look into it and nobody ever did.

Frontier is the only option where we live, we hate them!!!! We currently have two modems and two separate lines. We would love to see a new option for provider!

it would be nice to have internet service that wasn't always going out

Non-existent

My current service has prevented me from reaching certain personal and financial goals for close to two years, despite being promised "upgradesâ€ during that time which I have been waiting on but are empty promises, would switch providers if there were a better option

My son is in college and ends something more reliable than Frontier

No matter the day or what's going on. Both my residence and my business drop down in speed around 8 PM and stays down until around 1 AM. I have Morris at home and Frontier at my shop.

A fiberoptic cable runs within .3 miles of our house, however, there are apparently no nodes available locally.

It's REALLY bad here!!!

I don't understand how we pay the same taxes that everyone else pays yet our local government doesn't require all citizens be offered the same benefits. In today's economy and technology it is unconscionable to be left without decent broadband. Satellite internet isn't sufficient for anything. We can't stream and with such limited megabits we run out in about a week instead of being able to use our internet for a month which we are paying for.

Frontier dsl is the only thing besides satellite available and it is awful. Speeds are traditionally less than 1meg. Satellite speed is slightly better but severely limits how much you can download.

Need better service.

Our service is up and down. Sometimes it just goes away for no reason. Sometimes it's as slow as dial-up. It's expensive and unreliable.

Very oversaturated, not enough bandwidth.

Wish we had something besides our data limited internet

Would like to see a stronger more reliable signal all the time !!! Regardless of weather conditions.

I pay for 3 Mbps but only get 0.5-1. I wish better internet were available because we could use streaming services instead of paying for tv packages that are really expensive. Also, with multiple people in the house, the internet is very slow when we are all attempting to use it.

I would pay increased property taxes for faster reliable broadband service

Frontier does not deliver

Internet service is critical for us and our service is slow and not dependable. I think it is one of the most crucial areas we need to improve in our community

I pay over \$70 a month for 10MB down and rarely see 6mb down. The upload is trash. Morris Broadband has sold to much of it's service and can't provide what I pay for. Makes me pretty upset!

I earn my living by doing medical transcription from home for a company in New Jersey as well as in and around the Atlanta, Gainesville, and Norcross, GA areas. The internet upload and download speeds offered at this address are unacceptable but we are told that's the best we can get. I sincerely hope that's not true. A faster more reliable internet service in this area would be very much appreciated and it is needed for my job.

Current Upload and download speeds are not sufficient to support my family of 5. The internet is in and out daily and will turn off intermetiantly.

"WE have frontier communication right now. Sometimes it is able to stream 2 devices at once but often its not. I would love it if we had more choices here.

A flat fee would be great,"

We desperately need a better option

I tried to get internet at our house for years. The response from Frontier was less than pleasant. They would tell me it was available at my address give me an appointment and then the local installers would not come and install it. I had to get the very expensive, data restrictive satellite internet because I broke my back last year and needed internet access to pay bills and I wasn't able to drive or leave the house for quite a while.

The two main providers of residential wired internet service in Macon County are Frontier Communications (aDSL) and Morris Broadband (cable). Both are available at my home address, and I have had both (at different times), even though according to the report from the FCC, there is no broadband available.

While this recent test showed a really high download speed, it is almost never that fast. I yes about 3 times a week and usually get under 1.5 mps. Repeated calls to Frontier never get it fixed. Service regularly drops out at least 3 times a day for a few minutes.

We have no problems with the current arrangement, but would like to do telemedicine for our 87 yr. old mother as she declines.

I have had discussion with frontier about the speeds in the area and I am close enough to our junction to more than double my speed if the did upgrades which they haven't and have no future plans to for at least the next 2 to 3 years from the information I got from a lineman doing work in my area.

The internet is the only way I can connect with my family.

For the past 4-5 months our broadband has been very sporadic. Forty percent of the time it works fast and great and sixty percent of the time it's so lagging that I can't get my Facebook feed to update or watch programming on our smart tv without continual buffering and interruptions.

Internet is sporadic on any given day. Some days we aren't able to log on the internet at all..

Bring us broadband!!!

Frontier is sooooo slow!

We'd love to have fiber.

"The speed I have is minimally acceptable. It's unreliability is not. If I always had 10Mbps, I could survive, but it is slower than that in the evenings.

Note that the LAST thing that should be happening is having the government fund internet expansion"

While bit directly applicable to this survey, we are in desperate need of cellular service . A tower has been up for years at Rainbow Springs, but no service has been provided. This is crucial for health and safety.

Can not stream with current situation. The MPs decreases severely at night. Buffering occurs continually throughout the day.

Current service provided is intermittent and for a business that accepts credit cards, that is not good. Current provider is inadequate and service is elementary.

We tried to get Morris Broadband and were told we were 365 feet from service.

We have Frontier DSL at our home address and we regularly receive notices that we can upgrade our service to a higher Mb/s plan. I've gone through the scheduling process 3 times, only to eventually be told that there aren't enough nodes available at the nearest substation for us to upgrade our service. We want a faster package and would obviously pay more to have it. Frontier doesn't seem to have any interest in increasing their business opportunities in our area.

I can't even complete this survey without service dropping. I wish there was competition for Frontier.

Service is unreliable and performance is erratic

Should be available to all at any speed you're willing to pay for, dependable, and capable of supporting businesses in the area

The service we have is just not reliable, we need service that is always available.

Go for it.

It's very inconsistent. Some days we won't have issues, other days it's nothing but issues. My business depends on the internet working and I cannot process electronic payments without good connectivity, so it is a critical aspect of my business to have solid internet service.

It would be nice for some providers such as frontier to increase the number of ports available to accommodate those who actually need internet.

I live very close to town and there is no internet service available at my home (other than satellite, which we tried). I have been using my mobile hotspot as an ISP for the past year and it is very expensive and does not function to the capacity that my family needs.

"Forced to use Frontier; although other services available, they're all working off the same lines, so same issues abound. My office (address I used for this survey) experienced, according to Frontier when I called seeking help, 55 disconnects during September--I run credit sales using Square and one recent Thursday had EIGHT sales that did not run through until Friday morning; and over that same weekend, a sale at 3 pm did not show up as a sale until the following Monday afternoon.

As a business owner this is completely unacceptable, and Frontier does not seem willing to reinvest in our regional infrastructure with its profits. Not a fan, very disappointed and frustrated consumer, when internet is no longer a luxury but a bonafide utility that needs to be treated just like downed power lines and water shortages, etc.

Even now at home this I'm experiencing issues preventing me from going to the NEXT page, and I've clicked ""Next"" four times!"

I have to use a booster to get phone service it is awful

My computer is used for Facebook, Banking, email. Friends have told me I do not have the speed to use Netflix which I would give up Dish network

I cuurently pay for both Satellite and DSL service. Neither works well or dependably but since I operate a home based business I have no other choice. It is expensive and inefficient

The only service we have is Verizon hot spot

Internet is becoming a very necessary part of our modern life. We need it not only for communication but to pay bills, shop other than locally, and for a better quality of life overall.

Morris Broadband says they are in my neighborhood but they are not. Cable wasn't buried in my subdivision when it was built. There isn't any poles to run the wire. So our only options is frontier or satellite. Which is a max 1.5 mb and satellite has a data cap.

I can only get internet through morrisbroadband. I would love to have a better choice and a less expensive choice.

More cells phone towers are needed so internet would be available via phone, tablet, and hotspot. The tower on Kudzu Lane in Macon county is a transmission only tower. The owner of the tower should be required to add cell phone service.

Unfortunately, the lack of competition has caused some pretty clear quality issues with my provider. While the service has been fairly consistent for the past year or so, the download speeds are a fraction of what some nearby cities offer, and the upload speeds are inadequate for any work-related activities such as video conference calls.

Internet speeds are HORRIBLE during peak hours, even with a higher speed, high cost service, we can not stream HD video or connect any type of internet based streaming services, due to poor quality of service.

1.5 Mbps is very poor.

I am moving out of the region due to lack of resources.

Please get us better service! Very frustrating where we live!!

Please bring us options to expand and improve our lives.

Very much needed

Internet via frontier DSL is always slowing and stopping

Both my daughter who attends community college and my son in 8th grade need online access for school. Many times they can not complete assin men's because the internet is not working. Even at its best, only 1 person can be on the internet at a time. Please help us get decent Internet access.

We have great coverage here ... considering that we live in rural western nc ... but we are told 10mpbs except during peak hours. Which are 5pm-12pm in which the signal holds strong for a minute then drops to unusable for the next .. its a constant up and down with no maintained speeds. Many apps (especially HBO Go) will not stream .. keeps displaying "video issues, please try again"

Every carrier here is horrible. Networks overloaded and always slow

The internet times out a lot and reloads netflix movies while trying to watch them. Slow Slow Slow

Broadband high-speed is not available nor reliable. Slow speeds keeps us from obtaining other needed services

My understanding is the broadband is within a couple miles from here, stopping at Bryson City Road and McGaha Road.

To expensive and to slow

The speeds advertised by Morris Broadband are no where near what we get. It's far slower and more expensive than the DSL at prior residence.

We have to reboot our modem daily & sometimes several times a day. Not good.

Would love to see a quality service provided un-like our current internet provider. Being that I work with a ISP and our service and product are ran top notch to make our customers extremely happy. Would love to have the ability to have the same service at my house because I have kids that are coming up and will need a reliable internet for school.

Our Internet service is very slow. Also, I maintain a landline phone because our cell phone reception goes from none to minimal.

It often goes out or is very slow

"Lack of broadband service in Macon County is holding back this region economically and making it difficult to attract business and employees.

We desperately need broadband access."

I run a small business from my home, have for 28 years. Internet access is essential for my work. Nice to have streaming TV too.

Frontier is terrible and never remains working. It's cutting in and out makes streaming impossible.

Weak

Am used to having Fios in a Florida

"Currently, I pay a very high price for fiber to my home. I had to pay for the fiber and installation, now have to pay \$240 / month for 24 Mbps download and upload. I work with music and video frequently, which involves very large files. I cannot manage from home with the large files over the internet, so I use portable hard drives and take them to somewhere with faster access to transfer files, or I work from somewhere else instead of home. Morris Broadband is accessible by my neighbors, only 200 feet or so from my home, but they would not build to my house.

With the size files I work, and the frequency with which I need to send and/or receive them, I really need MUCH more speed, but it is cost-prohibitive at \$10 per Megabit per month.

Just to get to 100 Mbps would be \$1,000 per month! Other regions have Gigabit speeds for less than that.

I would pay \$400 - \$500 per month if I could get Gigabit speeds for that amount. I would then be able to work very effectively from home and operate my home-based business more effectively as well."

I use the internet to track business' i own and the internet is so slow I have to go to another office in order to conduct the work I need to do.

Out the services offered in our region, none are consistent or reliable. Speeds change drastically throughout the day and problems take days to be addressed.

Satellite service is the best option, I have used it for over 10 years. I'd like to have faster speeds. Without broadband it will be more difficult to grow our area.

I would definitely like more choices

There is no competition in our area so we are paying a high price for little service.

I (Frances) really do not understand the Frontier/Broadband interaction, if any

I use frontier's internet service and it is mediocre. I'm never certain whether or not it will work and can only use one device at a time. I'd like to be able to work from home more often, but find that most often, it isn't worth the effort.

Overall, we are pleased with Northland.

"We subscribe to Highlands Cable Group(Mr.Nin Bond). He is highly intelligent, gives incredible customer service, but the city of Highlands keeps thwarting his efforts to expand. His company could positively help us but seems politics (even on a local level) impedes progress.

As a full time realtor, having high speed internet service is crucial to our business. Plus, our buyers want to move to Highlands but need internet to work remotely from the big cities!! Help us, please.

Get Highlands Cable Group involved!!"

Need consistent service, currently this level of service is irregular in quality and speed.

My husband works at home and my children go to school online, so internet is very important to us. That being said, we have Frontier, and it goes out ALL THE TIME! We are tired of it but we have no other options.

Over the last 6 months, my internet has had very common spells of in & out service that is totally unreliable. This has been very common lately to the point of me almost going and buying new hardware. There's a service truck that we believe to be broadband constantly at our corner working on the lines. And, when I call the after 5pm crew at the broadband company, they always tell me I'm connected as if it's my hardware problem.

I am currently with Altitude internet very fast speed 20mgs+and reasonably priced, Being a property manager I always recommend local firms because of fast service and fast speeds. My house Frontier would not increase the speed after years of streaming more than ten years on being escalated I pulled the plug.Being a REALTOR and vacation rental manager over 40 homes this is my (number 1) complaint from renters and owners and real estate clients either no or very slow service. The state lawsuits are hindering the cities who need internet service. Faster speeds mean faster growth increasing of taxpayers and most business,who are looking for a place they can reply this needed service.

Improve our life considerably.

I rely completely on T-mobile phone hotspot. T-Mobile One Plus International allows unlimited tethering from a phone. If there were a lot of T-mobile users in this area, I would mostly likely be throttled after 50Gigs of data. Since very few locals even know T-mobile is here, so far that has not been a problem. Even with this capability I rarely stream Netflix or Amazon prime or DirecTV on demand. I have a 4K TV but do not have enough bandwidth to stream 4K. DSL is non existent in this location and current offerings from Hughesnet or Exede(Viasat) are inadequate and overpriced. Viasat will put into service a new satellite called Viasat 2 in Q1 2018, significantly improving the service offering/price point from Exede. I am a retired technology executive. In my opinion, efforts to expand fixed wireless by adding towers is a waste of time. Adaption of 5G by the cell

companies, adding a few more cell towers to reach the valleys, and higher capacity satellites from HughesNet and Viasat will leapfrog any fixed wireless activities in progress or being contemplated.

Not only does it allow us to connect to the world it supports our cellular phones via extended network.

Living barely 10 minutes outside of town I should not have terrible internet speeds, and I should not be limited to one choice for dsl/broadband internet. I would love to see a municipal internet option, similar to what Chattanooga and Google Fiber have done.

Frontier serves much of the rural community throughout Franklin, but once you get out of the downtown area, the service is poor and they continue to not do anything about it. I take online classes and it really harms my ability to do them after hours when the speed is slowest. I work in IT and our home has approximately 35 devices that can all get online at any given point and the speed is not nearly sufficient. We've considered moving out of the Macon County area and towards Asheville for the sole reason of getting faster Internet.

Internet download speeds are less than 2mbps which make it impossible to stream most services available to people like us who don't want to pay high prices for cable tv. We prefer to use streaming services but our internet speed is too slow to even use most of the streaming services and the ones that work at slower speeds still constantly have problems because of the slow speed. Our internet service with Frontier is probably the fastest around and we still get less than 2mbps and it constantly drops out and I have to reboot the router several times a day!

Advertised speeds are never met. The only time I get what I pay for is during lunch or times when no one else is using the internet in my area.

"Morris Broadband has had terrible service for over 18 months now. I am actually surprised to see my speed test hit 5Mbit. Lately, I have been only getting 300Kbit! Just downgraded my service because I was paying for 20 and getting  
Please help!"

There are times when I reach the speeds I currently pay Morris for. But those times are wildly inconsistent, and I cannot rely on having good internet speeds at any given point and time.

Please give us another option besides the garbage we get from Frontier.

I make my living on computers

Yes, Anything but Frontier! Terrible service when needed!

"Not only my wife but my daughter is attending on-line classes currently. The 1 meg. speed we have at the present moment does not meet our needs.

HELP"

The connections for internet at home is terrible! It goes in and out often and is often times very slow! We are still expected to pay full price for the service though!

We live just on the other side of the town limits (year-round). It's extremely frustrating that the only internet available to us is through our satellite subscription, which is overpriced, slow, and unreliable. Anything you can do to help bring internet, tv, phone, etc. to our area is much appreciated!

We have had good speed in the past within continual decline with no explanation from Frontier. We were paying \$50 a month for over 2 years with speeds around 2-3 mbps. We have spoken with corporate and our bill has been lowered to \$20 a month for the current speed we are getting at 1-2mbps. Frontier continues to have horrendous customer service but is our only option.

Your information is wrong. Cable is not available at my address. The only option I have is wireless or satellite. Because of poor service from Verizon and Hughes, I have sorry service which works at best 50% of the time. I can't use any tv services because of slow upload. I also need hearing assisted telephone but cant get because of lack of adequate internet.

Currently have Radio Wave from WestNet Wireless

It is a shame that I live less then a mile from a main traffic route in the area and are not able to get service. I'm a real estate agent and selling homes becomes very difficult. A lot of clients first concern is if internet is AVAVIBLE. I believe we are losing out in economic growth due to this issue.

"I absolutely am highly pissed to be charged for max broadband when my speeds are @1.50 download and .54 upload. ....and slower sometimes. My provider dummies AKA frontier agreed to drop my price by 13 dollars mo. Just to have it creep up in 3-4 mos right back where it was. Not many in Holly Springs community can even get it at all so in that regard only I am fortunate. I want to send them a video of how ridiculously slow it is and how it affects my quality time . Thanks for trying to get the situation improved.

Ronnie Smith 828-369-8265"

Internet service in this region is spotty at best. Speeds constantly drop to below 1 Mbps on a 24 Mbps line. Service also often drops completely. This makes important tasks difficult and unreliable. I feel this area would greatly benefit from better, faster internet service by encouraging our youth to stay in the area and by attracting more businesses as this world is dependent on the internet more so than ever.

There have been no improvements in over ten years

Please expand services. Because we pay so much for what little internet we get, we have to constantly limit our kids' time in educational sites that would keep them competitive with their peers around the world. They are at a huge disadvantage and we've talked about moving from this lovely place for that reason alone.

Why has Morris Broadband refused to bring me and my neighbors the service that I petitioned for. I submitted the names of all of my neighbors who would subscribe if they would only bring it here and they never bothered to answer me!!!!

The service is so slow and intermittent it is next to useless. I use a cellular Internet for cell phones and IPad... Laptops are through the Frontier Core, which is slower than the cellular connections and due to data limitations it is extremely expensive! I do not dare to let go of either one due to the intermittent service which can go out at any time! And often does!

What I have has too much fluctuation in speeds.

Consistency in internet streaming is important

We would welcome a very high speed service..and cable access.

Critical for school age children in the home for doing homework and for after hours business work for adults. Also for communication for cell phone usage as frontier phone service is completely unreliable in these areas typically for days and even weeks at a time. Frontier should be fined and barred from doing business in the state of NC for the shabby service they give. They violate 911 law every day

Wish it was faster

We rarely ever achieve the mbps that we pay for. We are constantly testing the internet speed and sometimes we get as low as .8 mbps. The speed is never consistent.

Frontier is slow and always having issues with phone and internet.

Need a faster, affordable, 24/7 customer service in person. No frequent Interruptions

We own a tax and bookkeeping business that started as home based, but had to open office in town to get sufficient speed to use the internet and run our business. at office we pay for "high speed internet" at additional cost, and do not get the speed that w pay for.

I use Frontier and do not typically get the 1.0 Mbps I am paying for. Usually get .8 or so. Not enough to stream video on one device.

Bring stronger internet to our area please!

I truly wish we had a provider that could be in our area that could provide usage on 2 computers at a time. Our internet service has always been poor and I don't lie that far out of town.

My internet services are very insufficient and the speed is slow when downloading or streaming. My connection is constantly lost and causes my cell phone to switch to data usage which causes us to run low on data from our cell provider. I have no other option for service and therefore have no power to demand for improvement.

wish that we did not have expensive data limits on the satellite service

This has been an issue for over a decade and still hasn't improved outside of town or the main roads. There's always Satellite Internet which is expensive, data is limited, and just isn't financially viable.

"I have been trying to get Morris Broadband at my home for both TV and Internet since July and they said the cable has been cut from my townhouse to the street.

Stating that a 3rd party will come in and fix the cable and then I can use their service. My home address is 38 Harrison Oaks Drive, Franklin, N.C. (off Harrison Avenue). "

Better broadband services in this area are critical for keeping up with technology and growth. This is 2017, not 1995!

DSL Service is available through Frontier Communication. It is generally reliable but speeds often do not meet the industry standards for most streaming type of services. There is no available cell service which creates a safety concern whenever phone service is interrupted. A cell tower was installed several years ago in Rainbow Springs using safety for residents and AT as the justification, but has never functioned for cellular services. This creates a safety issue for motorist in the event of an emergency. This tower needs to be made active for the safety of Macon County residents and visitors.

I have been measuring my speed for years. I have never gone over 1.02 mbps any time and that was rare. Usually 1 Mbps or lower download. Service is at times not good enough get email.

The internet service is sporadic. Students have to drive minimum of 6 miles for reliable service. It is critical for our business under another address but on same property. Home values are depressed due to lack of service for potential buyers.

I have Verizon and it is so slow after about 4:00pm that streaming anything is impossible. At times using the internet feels like using dial-up. I would love faster internet.

I have used Morris Broadband and then unsubscribed because it never worked. I now have Frontier internet and it works sometimes, but is very patchy. I am not at all happy with any of these services.

If there were more/better options, I would not have service with my current company. It hardly ever works when I need it to.

I am currently at the maximum amount of internet speed I can get.

We need it, and we deserve it. We pay state and local taxes. And this is 2017. With the fiber ring that encircles WNC, surely someone is smart enough to figure out how to utilize that.

The access is there. The problem is the amount of times the access is dropped. It happens daily and sometimes multiple times a day. High traffic times are also a problem.

"I find the internet service, and speed to be adequate for my needs where I live.  
"

We can't use the new door bell we bought due to poor internet connection. We NEED better coverage.

Service is inconsistent at best.

I pay MorrisBroadband for 10 down/1 up service and it has been solid since 2001...starting in 2017, my speeds drop to less than 1 down between 7pm and 12am then it clears up. Repeated calls to support to make a note

of my issues yet nothing is ever done! They've oversold their network and gambled that not all their customers will be on at the same time.

Frontier is a joke.

It's dial-up I don't think I need to say anymore

Internet service is not available. I use cell phones and a Verizon Mifi device for streaming video to my smart TV and Dish network.

While we have service, it drops and crashes multiple times a day, every day.

It is not as fast, reliable, or cost-effective as I'm accustomed to receiving elsewhere in the country.

Our internet service provider has oversold our area and at times(quite often), we don't receive the speeds guaranteed in our contract.

Wish there was something better the frontier

Frontier is only available in my area. It is extremely slow, and has a lot of down time.

More competition! Frontier offers ridiculous prices for terrible speeds!

We pay for Morris Broadband's highest speed but rarely, if ever, experience it. The Internet is slow with a lot of buffering and you can forget uninterrupted service during peak hours of 7 pm to 10 pm and weekends.

We don't currently live full time at the address given. But, we will be living there next year. I'm finding that the DL/UL speeds of the current local services available in The Franklin, NC are lacking in comparison to what is available in SE GA, where we currently live. I'm in the IT business so high speed internet is critical for me.

Internet could be improved in all areas. We have to pay extra money just to get service

Current service is slow, especially in the evenings when bandwidth is busy and VERY expensive: "special" rate of \$124.83/month for cable and 10mb down, /1mb up internet. NO competition available here.

Frontier is another option in my area, but are unable to provide internet. My area has limited slots and all are filled. My neighbors state that since all slots are full they only receive 1mbps or less.

Currently, my wife and I work from home and dependable connectivity uptime is critical. I am an IT Support/Systems Specialist and I support several hundred systems across several locations all over the world (England, US, India, Canada, etc...). Our current service slows down randomly (causing freezing) & also drops randomly. Every time I call the customer support # I get the same response "We are currently performing maintenance"....If there was another, more reliable alternative we would be very happy to try it!!!

"Our Internet is so slow that we can't download any channels to watch later  
. Sometimes I do not have Internet for my e commerce business or skype with suppliers."

I appreciate that I have an option (Frontier), but it is slow. I have done editing for real-time news websites from home at my primary home in South Carolina. I would love to semi-retire to my home in Otto and edit copy a few hours a day from there. But at this time, I couldn't work on that website and research editing questions while my wife is also online or streaming television. It'll handle two text-based connections at once, but streaming of any kind is off-and-on if anyone else is on the wifi.

Frontier rips customers off. We were forced to pay for high speed internet, but could not get high speed internet.

We need it badly

Current internet options are few, mostly just Frontier DSL. When it works, it's ok, but it goes down a lot! It would be great to have a more reliable provider, especially cable/fiber instead of just dsl

"I homeschool my children and it is so frustrating to not have adequate internet service for them to complete online academic assignments. Some days our Frontier internet just will not work at all, and they get behind. Other days it is so slow that it takes way longer than it should for them to complete their work. I have a high schooler that really wants to participate in a virtual online class, but it is impossible. It would be a waste of money to even sign up for it because most of the time he would not be able to even access the class.

My husband could work at home some days if we had reliable internet. Right now, that is impossible.

We also have a subscription to NetFlix, and it will only work part of time because of the slow internet speeds. The internet service here in Otto is awful. Please improve it!"

Yes, This is the second time today that I am taking this survey, my service went down and here I am trying again. Service and the the service provider stinks. THE WHOLE COMMUNITY IS FED UP. They "Fix things for one person and their neighbors service suffers. I believe the they are lacking in equipment and the desire to provide any better service to our community.

Please please please put it in our area.

We make frequent visits to the library to use their internet service, which is time consuming and not feasible in extreme weather. Internet service is greatly desired.

I have had internet services at my residence on 336 Jones Creek Road starting with dial-up since 1997. I had DSL through Frontier until 2013 and then I moved and rented my residence out. When I returned to my home in 2015 ( still located at 336 Jones Creek Road) and called to get a land line and DSL from Frontier the phone was hooked up but not the internet. Frontier says it is available , the county keeps canceling the order. Our community has since had land donated for a BB tower and money pledged and after no one in Franklin would be a server, our community found a server in Sylvia. The county then required so many permits our community had to give up the project.

Internet meets our needs when working. Very often it is slow or doesn't work at all. Can take up to 48 hours or more to get repairs

"WNC is very lacking in internet access. Our current available provider is either incapable, unable or unwilling to provide reliable access at competitive prices. Internet connections stop working for no apparent reason and issues seem to be placed very low on their list of priorities. Technically we are behind in advancements in comparison with other regions. "

We have a second home in Franklin and would probably subscribe if it was available at a reasonable price WITHOUT forcing us to bundle with phone or cable which we don't need or want. And would love some kind of a la carte choice...like a certain amt of data with rollover options (kind of like a cell phone plan)

i need some sort of internet at my address

It is constantly going out, and when you call they can't ever seem to detect any problem.

Wish it was better

It's to slow

I would like to have better internet connectivity. Frontier has not been reliable in the past year. My service has become slower, and I cannot have as many devices on the internet as I've had in the past.

internet service drops alot. videos spend most of its time buffering. doing my online schooling is hard when others are using the internet also.

While 50mps is enough to sustain what we need, we rarely are able to get those speeds and even with paying for 50 we frequently get as low as 5, even if there are only one or two devices that are even connected and only one actually using it. When we were only paying for 20, we frequently only got 1-3. This was with cable and DSL before we had cable. We were told "the lines are just congested" as it is definitely worse in the evening hours.

Prevents me from doing online classes from home.

What we have now is almost nothing, very slow and unreliable.

I recently had to leave a position making over a hundred thousand dollars a year because of insufficient bandwidth. Now I am not making any money. Frontier has threatened to remove our minimal service if we complain any more and they have not helped at all. Out internet is available less than 50% of the time and is slower than dial up when we have it.

Pay for 10mb down and get it sometimes but seldom when you want it at prime time as in evenings lucky to get 2-3 then very unacceptable

Frontier has a monopoly and doesn't honor their agreements

I have no options at this address, satellite is the only option

I'm a Full Time Online student and currently use my Mobile Phone to tether hotspot to my iPad and Laptop everyday. It would be beneficial to be able to cut down on my phone bill each month!

At our address, to my knowledge, we are only able to get dial-up through Frontier. It is awful. If I could receive internet from elsewhere I would disconnect. We aren't able to make a phone call through Frontier so we are paying \$75- \$78 a month just to have internet for my house bound son. The wire tests say there is nothing wrong but you can't hear on the phone. I would love to have good internet.

Our current service is incredibly poor. It constantly restarts and is in and out of service. Our area does not have cell phone service and we require a Verizon extender to use our cell phones.

Internet access is just as important to a rural community as it is to residents in a city, if not more important. The mountains make it difficult for some in our area to get access to wireless internet because of the mountainous terrain and keeps industry from moving in to our area as well. Broadband service would benefit Macon county tremendously.

"Current service is slow, intermittent, limited and expensive.  
Something better would be great."

We are in desperate need of better wireless service in our area.

The lack of internet service at my home, and the poor quality of the two ISP in Macon County, sincerely disappoint me. It is ridiculous to believe that in 2017, ISP cannot provide service to certain areas AND are allowed to get away with shoddy service in the few areas they do provide service to.

We need access!

Just wish we could get faster speed.

Satellite was a last resort as no other services were available even living close to town and two of our schools.

the internet doesn't work half the time at the house and we are not in an area that another provider is available

"With recent technological advancement in electronic communications, I would expect to be paying \$140 a month for speeds of at least 50 mbps and a stable reliable connection. Instead I am paying for a service for a connection that goes out on an almost regular basis and even when my connection is stable, my speed is always at 1.3 mbps which is not sufficient for my needs. Again I would expect faster speeds with the technology that we have today and I would like to see faster services in my area.

Thank you."

Frontier has threatened to drop our dsl scervice because we call tech support "too much". The DNET people did not want to help us figure out how tall an antenna we would need to get their line of site service. Morris Cable says the last 1000 feet needed to reach our neighborhood would cost them "at least \$ 13,0000" and they could not justify the cost.

Please bring faster internet speeds to macon county!

Frontier's lack of bandwidth prevents my husband from running his consulting business out of our home. Numerous service calls from Frontier has resulted in no noticeable improvements. Now we're afraid to call them anymore because they might cut off our service entirely.

My download speed is less than 1 MBPS

The internet speeds in the location I am in, are NOT what I pay for. It is terribly slow but the price is the best out of all of them. We all utilize the Internet for school, paying bills, surfing, gaming, movies etc. I have to have a landline still just to keep the internet speed from dropping to practically nothing, which it is pretty close to that now. Having a broadband service that does not break the bank every month and actually allows us to NOT sit through buffering on a constant basis would be terrific.

We need better service providers in the Franklin area. There are 3 options here: satellite (too expensive), Morris Broadband (charges an arm and a leg for higher sufficient speeds), and Frontier (which doesn't work in most areas half the time). I love Morris customer service, but I can't stream anything because my speed isn't up to par. I'm also in nursing school and have to watch videos from my laptop sometimes. They freeze to buffer all the time. As a nursing student, I can't afford to pay Morris \$80 like they want to upgrade from residential internet service.

HughesNet is very expensive

I feel than frontier is not adding any services or upgrading what is available or only doing just enough repair work, but not building on what they have. In other words they are mainting, but not improving. My internet goes on the average about 8 weeks to 12 weeks where a repair call is required. It does go in and out quite a bit.

Current satellite service is somewhat adequate but expensive. Reliability is adequate but weather can cause connectivity problems. Also available bandwidth is inadequate. We would much prefer at least a reliable DSL connection or better yet some type of cable internet connection. Cell phone service is not available at our location. We need to have at&t cell phone service.

something has got to give! bring us broadband PLEASE!

I had frontier n they totally messed up my bill n wanted to charge me late fees which I refused to pay bc it wasn't my fault. Now I have a collection from them on my credit bc they messed up

I work remote and would love higher speed internet

We have no options

Please, can we get faster internet? It's just awful in Franklin. (I am currently visiting the UK which has wonderful fast DSL internet).

I had internet service a couple of years ago and it is no longer available. Many of my neighbors are waiting to pay for a good service.

I have Frontier. The service is intermittent. I was told by a customer service of frontier there are too many customers. The service never works when it rains

You've listed Morris Broadband as offering 100M to 1G speed for my address and that is a gross misrepresentation.

All internet we have tried severely lack in speed

It is very annoying to try to take classes, check emails, watch videos, or download documents and your computer set and buffer forever. In my job we have classes that we have to take to stay current on the changes for child care. Yet I can not take them at my home because my service is to slow or it buffers. The other problem is that the cost is to much.

I cannot sustain my business with the service from frontier communications. I am moving out of franklin.

It's frustrating to have the fastest available buried under my feet and not be able to use it. (BalsamWest)

Speed is not the issue with our internet. Frequent outages are an issue. Our internet goes out almost every evening and we have bought one of the biggest routers possible to try to help the situation. We are very limited in our choice of companies that service our area also.

I regret that there is no competition for cable/internet service in my area. I find \$150 per month to be excessive and some competition would help to bring that down.

We do not have it because neighbors,say it is,a waste of money...dial up is terrible...so we opt to not pay for it IF it is available. We can't even text for power outages ...God help if we need an ambulance...phone service is terrible. We have to walk or drive to find signal. Once we text 911 for power outage and they sent text bk....no help for that in other words....if u can't call and finally get a text to go through ...try 911 and no help..that's sad.

Our children only recently graduated from school in the area. Our youngest is still attending Macon Early College. I can only say it's been Hell trying to manage the kids computer access and online assignments. Local teachers don't seem to get that not everyone has high speed internet. And, if we didn't make a decent living, satellite internet wouldn't have been affordable. More people are moving to our area, and I feel confident that cable companies could easily support placing lines to this area. Even sending this message has been difficult!

It took 6 months to get internet services at my home. I was initially told that there were not enough ports on the line to offer internet and my house was too far away from the main road. I was put on a wait list. The next week, my neighbor was able to get internet set up and their home is further away from the main road than mine. It was a very frustration process and it is imperative for my work to have internet access at my home.

No Cel phone coverage

We have only two choices regarding internet access where I live, DSL or Dial Up. While I'm glad that I have access to DSL at the speed i do, we are still severely restricted as to what we can do online.

Frontier is the only service available but it is nearly impossible too get it installed because of their back log.

"The Speed test app on this form fails due to an invalid API license.

Though we pay for a 3-6Mbps service, we are only able to get 1.5Mbps/356Kbps at our location. This could easily be rectified by the service provider (Frontier Communications) by modernizing their infrastructure."

We are building a house in Highlands, NC. We don't currently have internet service because we're currently in construction. (Some of my answers might seem strange without that info.) My husband and I own a renewable energy services business and I am a college professor. Internet connectivity is critical for us and our school-age son for commercial and educational success. Thank you for conducting the survey and working to improve connectivity.

Really need reliable service at our home to help our kids have more success in school.

I currently have a home based business. I have to drive out of town to upload my files, because of size, and spend money in another state (Georgia), because the internet service at home, and at my regular job, is not fast enough. This speed gap is killing commerce and growth here. This MUST change.

I just dropped Frontier last week. Have paid for extremely poor service for way too long. Didn't even have service for last eight days. Would not even give me credit or refund.

The connection is very sloiw. Hard to get computer updates completed because it literally takes HOURS.

cell phones do not work in this valley(Trac-fone)

It seems to me that from the increased economic benefits experienced by other NC towns/communities who embraced broadband expansion and who were proactive in removing regulations that would impede this progress, that the WNC counties that desperately need improved broadband coverage would do likewise. Yet it seems more regulation is going into effect and any progress being made by individual communities has been stopped because of this. It would seem that for a service so desperately needed by residents and businesses and for the vast amount of good to be gained by having improved broadband service, that the government entities would have this on the front burner and would be keeping the public advised of every action taken. Unfortunately, this does not seem to be the case.

Availability of broadband is important but it also needs to be affordable.

"We pay Morris Broadband for 25 mbps and we NEVER actually get anything near 25 mbps. Most nights after 5 PM, the download speed will actually be under 1 mbps.

The broadband internet service in this region of the country is inexcusably awful. I have lived in suburban areas, in a big city, and here in a very rural area, and the internet service available here is by far the worst. "

In the evenings download speeds are horrible.

This whole area is lacking, there are areas around us that the only option is satellite. As a Realtor my husband has a hard time not only doing business from home but convincing clients to move to an area that is so behind in technology and service.

Speed is good but dropped and inconsistent service is an issue.

We have vacation cabins and the #1 complaint we received from guests is the slow to nonexistent internet service from Frontier Communications. Frontier is the only option we have. The phones go out often and Frontier's repair service is extremely slow. We will not build more cabins until there is better phone and internet services.

Frontier Communications is the only phone and internet service provider available at our address. No cell service, poor satellite service, no cable service, and no internet service, even though they once served the area. Some years back they quit offering internet service. Frontier's phone service is pitiful. The phone goes out whenever it rains...or develops static. It takes a week to get them to come out and repair it.

Frontier Communications once provided the only phone and internet services available at our address. Now they offer only phone service and it is poor. We cannot depend on it being useable for days after it rains. No dependable phone or internet service makes the area very hard to do business in.

My husband and I both go to school online. A lot of times, we end up driving to his work or another location out of our way just to be able to complete our homework. It's extremely frustrating. We also got rid of cable due to school and parenting finances, it would be nice if we were able to watch Netflix or another streaming service in our home. We pay about \$100 a month, and our service is far from meeting our needs. We absolutely have to have service for our classes and wish we could always rely on our own internet instead of driving out of our way to complete an important assignment or test.

We are 300 feet from a pole with Morris Broadband and they will not run the lines to our house. Frontier is ok, but has lousy customer service and frequent outages. My wife and I both work from home and the bandwidth is very minimal.

While we would like it a bit faster the main issue is that it goes down and has to be reset an average of 4 to 8 times daily.

I pay for directv and Netflix but nor enough speed on Internet for many applications to be used efficiently.

Need to be able to stream two sporting events at same time.

When our service works, it is sufficient. But there are many interruptions to service, making our work challenging.

need widespread availability

I am not sure how to answer the question about Dnet services in my area (Terrestrial Fixed Wireless?). We have DSL through Dnet. You can see how little speed we actually can get at our home.

Very limited choices

Only service for internet access presently available to my home is satellite internet. Too expensive and too limited in data. Presently use computers at library.

The Frontier service is extremely poor. Service is not only too slow but drops out continuously.

I get maybe 1.5-2.5 Mbps even though I pay for a lot more through Hughesnet. I had frontier and they were unreliable and slow and so is hughesnet. Please get us something better.

I don't get the speed I pay for. Frontier doesn't care about poor service or complaints. Constantly dropping service.

Internet is terrible and intermittent- cell signal is poor too - use a network extender off internet to boost signal for calls but because internet is so poor often Calls get dropped making it double bad

Currently it is woefully insufficient. I get less than 1mbps down which is absolutely pitiful. I have missed several job opportunities since minimum download speed required for most all of them is 25mbps. Most days my service is in the .8 mbps range.

Service reliability is poor and speeds are never at the level we are paying for. Customer service from internet providers in our area is bad. They know they have near monopolies and don't need to be overly helpful.

Frontier is horrible we need more options

We are tired of paying premium rates for subpar service. We cannot even watch a tv show (with all other devices turned off) without it buffering almost constantly - much less download large files for work. Our requests have fallen on deaf ears. We would appreciate any assistance. Thanks.

It's not great, that's for sure.

The only service we have available is a radio service and we only live 2 miles from city limits. We pay for 3 mag service but can only get @900K. Our service is terrible. My daughter had to take online classes the past 2 summers. She had to work with me to work everyday to use our work internet because home internet was too slow

only have Frontier - no fiber optic or cable in my area - Frontier has financial problems and is not updating or even replacing old equipment - limping along so Internet in my home limps along....as of June 2017 the Internet has been out often and for hours at a time...prior to that it was not bad...not great...but doable. Now the annoying problems prior to June 2017 have become chronic problems that make the service almost nonexistent.

Current access is poor. Our current provider, Frontier, has slow speeds and intermittent service. If there was more reliable, stable service life would be better.

We need more infrastructure and competition in this county.

In my experience Frontier Communications is the worst company I have ever dealt with

Frontier SUCKS Our Phone is out more than it is on. It is non functioning at least one week a month AND it takes 2 weeks for them to get there to fix it. Our alarm system is linked to the phone so when the phone doesn't work - neither does our alarm. We need more options.

Service has been completely out no less than 4 times this month & 75% cannot load anything, maps, games, Facebook is 90% black screens, new wires installed in Mill Creek last week and service has been worse since then. Repeated calls to Spectrum have gotten zero results. In this day and age internet should not be this difficult to gain good access. Thank you

My (best efforts) internet speed through DSL 1.0 Mbps or less.

"We really need a service provider with high speed internet soon, as my wife works from home and we had planned on living in Franklin soon. Without it, we may not be able to.

Thanks,  
Rick"

It's terrible. No one cares about bandwidth for this region.

The region I live has no internet options other than satellite internet which is insanely expensive for a working class family with kids! We need more options as internet is not a luxury but a necessity!

We know from speaking to friends that an improvement is much needed. Some new builds can't get internet service reasonably. Our service speed does not match what we pay for.

Please help us find a better internet provider - or make the provider we have offer faster internet.

"We only have DSL on Wood Pond. There is NO Cable that goes up Coon Creek.  
The 441 highway is .5 miles away with High Speed internet on the poles. It might as well be 100 miles away."

The internet service is not reliable and drops often. Streaming services are difficult and frustrating.

Our internet provider has poor customer service and unreliable physical servicing. They maintain a monopoly by being our only option.

Faster internet service would improve our quality of life.

I am at the end of the Frontier DSL line. We measured the speed at .3 MBPS (that's 3 tenths). We had no choice but to go with the satellite even though it is 4 times as expensive and has data limits.

We apparently pay for 6.0 mbps but after testing when last there, we only get between .5-1.5 depending on time of day. We tried to upgrade to a faster service but Frontier said it was not available in our area in Scaly Mtn.

My internet provider is Highlands Cable Group. Northland service stops about 1/4 mile up Shortoff Road and would not come further. Highlands Cable Group has strung cable to provide service on most of Shortoff Road and at least 1 mile further than Northland was willing to go. Their internet speeds and service are superior to what is offered by Northland.

We are summer residents of Macon County, NC.

"Frontier is horrible in this county. Morris is close behind.  
I have AT&T hotspot in the house and it's great."

Faster internet options are too expense

I wish I could get the speed I am paying for and do so reliably.

We could deal with low speed when reliable. Since September we have had poor connectivity. The service disconnect multiple times per hour. Several repair call still has not fixed the problem. We need something better. It took me 3 times to do this survey!

It is very slow in the summer when all the kids arrive with their parents, streaming movies kills our bandwidth we are lucky to get .50 mbps. We pay for 6mbps but only receive about 1mbps on a good day.

Please continue to push this agenda forward!

I need internet for my job and my daughter needs it for college. The service we have now is extremely slow, and intermittent, making work and college papers almost impossible and extremely slow going.

I had Frontier previously at two different addresses in the Franklin area and actually sold the properties partly out of extreme frustration of the horrible service provided by Frontier to the two homes. It was expensive and nearly useless from a company that displayed a total disregard to provide the service they sell to customers. Most of the homes in my area have zero internet providers available to them which really hurts the area.

Our max download speed with Frontier is 3.0 mbps

We pay for 6mb, but rarely ever see those speeds.

We have Frontier DSL. We have had it since 2015. It has always been slow, and we have a "noisy" pair, so the speed has to be kept low or else we will lose data due to line noise. Up until recently, it has been reliable, at least. However, starting in early September, we have been having frequent connectivity issues (loss of DNS, loss of connectivity, etc) which have made it necessary to use mobile data (Verizon smartphones and a pad w/4G) because we just cannot keep a connection. It is not uncommon to reboot our modem 3-4-5 times a day. We often have to reset our wireless connection (and we have a 6-week-old replacement modem) on our devices, not because of the WiFi connection (which is solid) but because we need to reset the internet connection. What a royal PITA! As I said, we could deal with the speed when the connection was solid, but the current state of affairs is not acceptable. NOTE: It is now 3:25 PM. I have been attempting to upload this survey since before 8:00 AM, several times. Update to the update. It is now 24 hours later. Still trying. QED. It is now 38 ours later.

i pay for 6 mbps internet service but 99% of the time it comes nowhere close to that.also it drops to the point of being unusable multiple times a day, i find that unfair and wonder about the legality of it. there are other options but not feasible because of price.

Our service in my neighborhood is sketchy at best. We pay for up to 6MB and are lucky if we get 1. We run our business from home and internet is very important.

Hope broadband service gets here soon.

Our current options are terrible.

We have satellite internet because that's what we were told was the only available option. We might as well not even have internet. It barely works half the time. The only reason I keep it is for the off chance it is working and so that it increases my chances of work getting ahold of me.

I am not in the area not so can't run an accurate speed test using your site but I know that the current speed I get is 2.5 MBPS. That is the maximum available even though you can pay for more.

Internet in our area is unreliable...wisg it was less patchy and faster

We are paying for high-speed Internet from Frontier and have never gotten it. It's not fair!

"We have service with frontier but it does not have internet all the time it is very sporadic in and out. Would like to have a internet that works when we need it. At least 98% of the time.

Thank you

Grace mason. Glmason62@yahoo.com"

Frontier needs to up their game. Service continues to be spotty and goes down. Customer service is horrible.

Morris Broadband more reliable than Frontier (fewer outages.) Speeds vary quite a bit, often depending on the time of day it's being used. I quit using Frontier after years and years of unreliability.

This internet goes down fairly often. We have to turn off the router & wait for it to reset before reconnecting our phones to the wireless.

Need more ports to be able to service all people in area

I wished we had Charter bundling services or Charter in general. If not, something that would be up to par and close to the speeds and performance they offer.

The broadband available to me it very poor and unreliable.

I would not want to use Frontier as their infrastructure is in bad shape. The only possibility would be if they upgraded all their infrastructure in our area. We are working on trying to establish cellular service in our area

to be able to stop relying on Frontier - their customer service is not familiar with the problems we have in our area and promise things that the local people cannot follow through on.

Frontier is a joke, but it's all I can get. I've called them about my service and they told me to just switch services... They know they have the market in wnc.

The service we currently have with Morris Broadband is not dependable. The speed is never what we pay for - we call monthly to complain - and we frequently have outage periods.

"Frontier numbers are terrible. The degrade rapidly.

Terrible for multiple college students to use."

At this point i am paying \$130 a moth for a hotspot from verizon because of the two internet providers in this area (moris broadband and frontier) moris doesnt access our house and frontier (even tho they say they can service our house) says they are at there "cap for this area and i should call back in about half a year". The internet is critical in what i do for a living, however being forced to pay \$130 dollars a month for 15 gigs a month is wrong. I go thru the 15 gigs in about 2 1/2 weeks and end up having to pay overcharges for going over my limit. Please do something about the phone/internet lines in this area.

Please please please get us better internet service! And thanks!

Only have access to Frontier DSL while I do not have a lot of trouble out of it some competition and pricing options would be beneficial.

We do not have cell service in our area and rely on the internet to use our phones. With five kids at home I really want to have that access when I need it. We do have a landline as back up

I would really like another internet option. Frontier never works correctly

We have contacted everyone. Frontier, Morris broadband, West net and they all yes we can't get internet! It's very frustrating!!

willing to get fiber and feed via wifi to my neighbors access.

It is a hit or miss if we are getting an ok speed. Some nights we can't even have two computers on the internet.

Is way to expensive

Please get more options, Frontier is struggling bad on the west side of town.

I am considering moving out of Macon county because of the lack of quality options for internet service.

While I pay for up to 6mb I only get 1mb per line. I have to buy two lines and load balance them just to get internet that is barely usable for one device. My wife is self employed and works from home over a citrix network. We have to use Verizon wireless with three unlimited phone plans as Hotspots just to keep her running because our dsl service is so poor most days. I have to remote into work myself and can only vpn in

over the mifi network because the dsl lines just can't handle a consistent connection. I'm at the end of my dslam loop but I live at the entrances of mill creek country club. Yes Morris broadband runs into Millcreek but my neighborhood has buried utilities with no cable lines ran. Morris has refused to help install the lines even though our entire neighborhood had offered to pay for the entire expense. Please help Macon County!

Internet at my home is horrible. I live 5 miles outside of town and frontier internet was fantastic! I moved to town and I could walk to the cyber realm faster!

It is slow and we only have one option from one provider.

I am trying to finish this survey and right now it is not moving fast enough to finish.

Peak hours 12-12 my internet is so bogged that I can't function at 4 megs/sec. It's the most pathetic service EVER but best available

Not only does Frontier offer an inferior service, which is my only option, but they also have horrible customer service.

In Otto, we all desire better service

we also need cell service

I am 1 mile from Macon Middle School which offers very fast internet; it amazes me we don't have it living that close to access.

I live only 4miles from city limits and can not get service! This is a joke! Its 2017 everyone should have access to Internet services!!

I am currently a Distance student at Western Carolina University and it is crucial I have a stable internet connection. My grades have previously suffered as a result of poor connection.

Please get somebody other than frontier. This "3mbps" is not very good. Cannot watch netflix and do anything else on the internet.

MY INTERNET IS CONSTANTLY GOING IN AND OUT. I HAVE TO TURN OFF MY WIRELESS CONNECTION FROM MY DEVICES NOT CONNECTED THROUGH ETHERNET AND CONNECTED ONLY THROUGH THE WIRELESS, 4 AND 5 TIMES A NIGHT. EVEN WHEN THE INTERNET IS WORKING IT IS SLOW TO LOAD MOST OF THE TIME.

I work from home and when I am directly connected to my internet, I rarely have issues, the majority of my internet issues revolve around Wi-Fi service.

We have checked with multiple providers in our area and the best offer we got was 1 mg available to us which we were told can't even stream a movie. We homeschooled and used to use the internet for school assignments but since moving to our new home we can't find anyone to provide internet for us.

Give us better options and more competitive rates.

We are charged for 6 mbps but never ever have we been able to get past 1 mbps. The internet is slow and problematic. Taking online classes can be a challenge. Try taking a test online and the internet goes down. Or an online class in real-time, and the internet goes down. Knowing all that is available in technology and information at this point in history this situation is extremely disheartening.

Frontier sucks.. don't give u what u pay for.. need fiber optics

"Holidays and weekends Service will drop out.

I have been told it is ""Due to too many people using the internet at once. We can't do anything about it.""  
Service is extremely poor. Repair service is worse. Frontier communication has the monopoly in western North Carolina. They have a choke hold on everyone that lives out of city limits. They are arrogant, rude, and condescending, patronizing."

Frontier has oversold their network and during peak times we get .2mb download... I had better internet in the 90's on isdn... they blame everything but their network.

We have worked with Morris BB, Verizon, drake and Frontier. All are unreliable. It's terribly frustrating to have no control.

Not reliable

work from home and our service is very inconsistent...

I have to call frontier way too many times to fix my internet. I have to get off work to meet them every time. Very unhappy that this is my only option.

The internet in our area is awful.

Frontier charges customers for UP to 6 mps download but only provide .80 to 1 mps. This is Fraud. They should only charge for the services they provide. Why can't they be forced to lower prices or provide minimal service?

The connection is spotty at best, have to reboot the router on a regular basis, very slow speeds, 1Mbps or less on average. I would like to be able to stream Netflix, Amazon Prime, etc.

The service we have seems sufficient but it was the only option available with enough download speed and it is VERY expensive.

Speed, reliability, cost

My internet is good but not stable at speeds. Too many users in the area means at peak times out throughput is not as good as speed suggests. Would love 100 mb service that was stable

Current service is unreliable and slow. Would love to have another option.

Please help get it here.

I lost a very lucrative job being a interpreter for a company called Language Line Solutions because i did not have reliable internet

We get under 1 mbps. It's horrible. It takes a day and a half to download 15 gb. It's just so annoying it's like that in 2017. When my dad in Florida gets a 100 mbps. Probably pays the same or less for it too. Frontier is not something I'd recommend. As of now.

There are competitive providers within 50 yards of my home which is only 1 mile from the city limits. However, only cable is available to 4 homes in the immediate neighborhood. The cable cost is extremely overpriced. At my location I am having to pay for cable for internet, Frontier for telephone, and DirecTV for television. My base monthly cost is \$180.00 (re-negotiated). This is extremely high for services that are available at around \$120 per month to neighbors within 50 yards of my home.

Mandate minimum speeds. Like it is done in Europe. Protect the consumers for a change.

We would love it if and when it comes to our neighborhood.

Frontier oversold the lines in our area causing some people to get as low as one mb

More options and faster speed.

We do not get what we pay for. On a regular basis we get 2Mps or less!!!!

Current service is marginal. Frequently slow or down for periods of time. Phone service also isn't that great. Lots of static.

Please get google fiber. Internet is fine during non-peak hours. But, sometimes even at midnight it'll bog down and won't load anything. Thank you.

Went through every service available when we moved in 2 years ago. None were able to service this road. Had to go with very expensive wireless and still runs very slow.

Broadband is not even available to subscribe to here and we live five miles from town.

Frontier services Holly Springs & they are maxed out. That is a shame & is horrible. Holly springs is supposed to be a nice community but it hurts our area due to the lack of internet availability here.

The majority of the phone lines in this area have been in place since the 70s. Phone service is so bad that I refuse to pay for that service relying on cellular phones to reach the office. My data plan is maintained at a high enough rate that I have thought about discontinuing the internet all together. However until this last month there wasn't enough signal to depend on.

There are no options for better internet providers.

Satellite internet is the only option in my neighborhood, but is completely insufficient if you need to telecommute over a VPN. Further, it's extremely expensive, it's limited to 50GB a month, and the speed and latency both are terrible for what it costs. Cable internet is half the cost for substantially faster, more reliable, and unlimited up and down data. I both telecommute for my full time job and my side business. Both suffer greatly due to the lack of high speed internet in my neighborhood.

I run an e commercial e business out of my home and I always have to wait so long for anything to load. I send things to my colleagues and the message that they did not receive something and it is because loading takes sooooo loooong!!!!

I would love to have an affordable option for internet

I absolutely hate Frontier. My internet is not dependable and it cuts in and out all the time. I failed several of my tests in school due to this. When the internet cuts off my tests are graded as is. However I can afford anything else with Frontier. I can barely afford just the lowest internet package they have. I also have two children at home and they need the Internet for their schools. Because Frontier is so expensive I can't afford their phone service or TV. My children and I have no TV and I have home phone through magicJack. So therefore if my internet goes out I don't have phone service either.

I pay for "broadband max loop" or as my telephone repairman told me the maximum speed the copper telephone line is capable of carrying. This is currently 1.6 mb. This broadband utility is spotty in this rural area as we are at the max copper phone line distance from the fiber supplied switch house.

we both use internet for work and we are unable to do so at this time.

Frontier service is slow and extremely unreliable. I now have Hughes net, which is very reliable, but expensive.

Frontier is available to us but my husband had their service at a previous location and they are a horrible service provider and refuses to give them any business.

Always losing signal

Frontier services our neighborhood but stops service 3 houses down. Our only option was an unknown named satelite service offering a great deal but when we tried for one month the cost was a lot more than advertised and unaffordable for me and my family. When we lived in town, Dnet was wonderful and affordable but their towers do not offer service where we are now and have been for 4 years with no service. Only using our cell phones.

We had sateliteu internet once it was over priced and hardly worked. They didn't give us enough data and said we were almost at our data limit every month when we hardly used it. We were out if town for a week and were told we reached our limit. We didn't even have the box or computer on while gone. There customer service was crappy and it was too expensive for nothing!

Our service drops so bad in the afternoon and evenings that we have had to cancel most of our streaming services. As a family that does not wish to pay for TV, this has been very frustrating. Both have jobs that require

internet, though husbands is critical for internet. We also used to enjoy online gaming. Have security cameras but they slow our internet down. We are very disappointed in our service through Morris Broadband.

Most of the time we don't have service

Frontier communications was our only option for this address, and they treated us like it. They are a nightmare to deal with. The installer was perfectly fine, but in order to get them here initially was terrible. Three times they didn't even show up to install, and never called to say so. They just didn't show up. That was twice during the week, which meant two days missing work. The service has been okay since we actually got installed. We have both phone and internet. This is our secondary home, but we spend 1/3 - 1-2 of our time here, more like 2/3 in the summer. My husband doesn't come up as often, because he cannot telecommute with the slower internet availability.

i love my morris broadband cable tv and internet !!

I have to kids one in high school the other does scc online. I own my own business and have homework as well. Takes forever when we are all home to get anything done.

Service is way below what is marketed. Having two separate services is still not adequate for our needs.

IMPROVE IT , PLEASE , PLEASE !!!!!!!

I had to turn on cellular to compete this survey, when using the internet to complete online info we must turn off our cell phones and tablets. Our smart tv functions do not work due to low speed. The internet goes out several times a week.

I live in the rural mountain area. During the summer months the Frontier service is very slow because of the amount of part time residence. We have two services currently. Frontier and Exced Satellite. We use Frontier for streaming, research, and playing. I use the Exced when I work. It is much faster speeds and more reliable. Having both services is very expensive. I wish I didn't need both.

Access is nonexistent, when you call support they basically say oh well deal with it because they know we have no other options.

Current service from Frontier varies greatly in speed from day to day and sometimes seems variable due to weather. Would change providers if any other option was available

Cellular service is not only slow, it is intermittent. Need satellite or wired cable.

Our main problem with Morris Broadband is not a speed issue, although it does drop some in the evenings when most people get home from work, but is a stable connection issue. We are consistently getting 500+ ms pings and losing connections. We have been having this issue for years. Morris tells us that we are dropping packets, but no one ever comes out to fix it. We would definitely like another choice. I believe if Morris had competition, then they would address and fix their issues.

We are both retired

1.5 mbps is the highest speed available to me from my provider

More adequate service is needed.

I tried submitting before and there was an error. Basically I live at the very top of Goshen Rd in the cowee community. I have no internet service just as most of the people Tgats reside on Goshen rd.,it's either unavailable or too expensive for a satellite ISP with a ridiculously low data cap. I have the altitude, the property and existing line of sight that cuts down Goshen rd into the cowee valley. I have spoken to westnet and broadband q wireless isp to possibly survey my property fit the purpose of putting a cell tower on it. This would reach the cowee communities, lotla and burning town. Could someone consider checking into this suggesting as well. 100% of necessity :school and work are dependent on internet . entertainment and void phone is Dependent on internet. I have no internet..I refuse to pay for over priced satellite isp as my only choice. If my property can get achievable affordable internet to residences in our community ..please move forward with it. It will be advantageous to everyone.

Our internet is awful... only works about half the time. Doesn't work with mutliple devices using it. Signal drops all the time and has to be restarted. I hate it!!!!

Frontier is the only provider available to me other then satellite. Their customer service is terrible. They told me over a year ago they would upgrade my service to a faster speed but it has yet to happen.

Frontier is really all there is, and they rarely come to your house to fix things, or set up new lines.

I would relocate to this region if improved internet connection was available.

The mountains somtime make it difficult to find service that works properly.

It's horrible slow and extremely unreliable.

Frontier internet sucks here! I know of many people who have the internet and can never get people to come out to fix things or never have internet that works properly and quickly.

Half of the time our internet doesn't work.. drops movies and does work at all... We are constantly kicked off Netflix and doing homework online is iffy.

The internet is slow and not dependable

We has Fios in FL & miss it terribly...

I run a vacation rental business and I lose money by not being able to provide my guests Internet, they go elsewhere

Frontier is a headache and very unreliable

The only service available is Hugh net and it is very expensive.

We did have Morris broadband at 100 but it never even came close to that number. The speed would routinely go down to 2 and on a good day go up to 10. We finally went back to Frontier.

Service is spotty. A good breeze will reduce speed and a good rain will often cause connectivity failure.

Too slow, no competition.

It's terrible service

We need more bandwidth, from more than one provider.

**WE NEED IT!!!!**

Frontier cannot deliver what they claim at my location and could care less about the service they cannot provide !

My husband & I have 5 children, k-12 aged. Our internet is horrible! We pay for 3 & get maybe 1.5, it's extremely frustrating. My job depends on the Internet. My children can't do their homework, I have to drive them into town so they can get online. We live a mile from an elementary school & still can't get better service. Please do something!

All we can get is Frontier at the slowest speed they have because the phone lines here suck!!!

slow & limited

Speed is not the issue with our internet. It is very unstable and frequently goes out. We probably have to unplug our modem once a day just to restart our internet because it has gone out for some unknown reason. We can understand when it goes out for storms or wind but going out once or more a day, every, seems unreasonable. It is extremely frustrating as so many of our daily tasks involve internet (paying bills, checking work and personal e-mails, homework assignments for kids, etc.)

We are 20 years behind the curve our here and it's ridiculous. 10 mb DL should be the least not 2.5

Too slow and not reliable due to sporadic outages

We pay for upgraded 10Mb/1Mb and average 1-2Mb/.7Mb. When we complain we are refused discount, service or even promise of improvement. Cable services are also horrible. I would purchase fiber internet immediately when available.

We need faster, more reliable internet. Frontier service is so unreliable and is in and out a lot. I often can't complete work from home, or stream movies or shows.

Frontier is a terrible provider in our area. We have nothing but problems with their service. I would door pay just about anything to have better service and faster internet.

Need adequate reliable service to stream live sports, TV programs and social media at the same time.

We have internet now. When it works it's not that bad. A little slow. But the problem is it goes out more than it's on. The hubs are overloaded they are not equipped for the amount of costumers they have and we all suffer because it

Service in this area is horrible. Goes out for days at a time and even when you have it it's not adequate. My husband and I both use internet for our jobs so having sufficient internet is important.

Too slow.

I can't even get a LAN line at this address. It is very upsetting because it's an area where cell service does not work either.

The internet in my region is non existent. We pay for something we do not receive and nothing is don't to fix it.

Remodeling once complete service is needed

Would love to have more dependability and better speed.

Most that is available is very slow not available for this household the one which available is very expensive

Our current provider, Verizon Wireless, is inconsistent in delivering reliable internet accessibility and speed. Cable providers have indicated an exorbitant fee would be charged.

It constantly crashes

I recently called to try to get fast speed and was told it's not available in my area and I live 2 miles from town!

We just need better service. My kid cant even do his homework at home.

Frontier is all we have out here, DSL only, My wife has on line classes and has had to go into town on several occasions to complete collage courses because the DSL here could not handle the programs. This is with all other devices shut off. Very unhappy with the services. pay for 3 to 6 Mbps and on get 2.5 at best!

Internet service is poor, very linked options and connectivity is frequently very slow and suffers frequent interruptions.

We had Frontier DSL that kept drooling out & speed low for \$50/ month. We are now on Visat/ Exede & have speeds frm 2-16 mb for \$107/ month. We believe cable internet should be \$30/ month or less.

I spent all day last year calling around trying to get 1 mbps upload so I could telecommute for a job and couldn't get it. It was a missed opportunity and I was willing to pay more money for that level of service. Very sad really

Get fiber and cell coverage in the mountains now!

Slow, stop working often

It goes out more frequently and is slow

I had broadband while living in city limits. After buy my first home in Otto I realized they were no longer available. If that changed I would gladly change my internet provider. I was very disappointed that broadband was not an option at my home.

I think I pay too much & because I live "so many feet " from the main office, I am paying for DSL and am not getting it because I'm too far from the office. Doesn't make sense to me!!!

I would really like to upgrade speed and reliability.

Please please improve our internet options!!

we have such a few options that a change for the better would be great

Wish I had better service

We pay for Frontier service that is intermittent and lagging. It impacts our ability to do school work and to work from home. I couldn't even complete this survey without it lagging and having to restart!

Please provide something that works. Frontier is so slow. It just aggravating to even try

"The biggest problem around here is reliability. The connection fails several times a day most days, router has to be restarted.

When it works, it also helps with the poor cell phone coverage around here, as the cell phones are able to use Wifi to place and receive calls."

There is satellite service offered by Exede, Hughes Net but is extremely expensive and limited gigabyte offerings. Definitely take advantage of smaller remote communities

Frontier is very unreliable. Good sometimes but not dependable at all.

"We pay for 6mbps but generally only get 1.5. The service is out frequently- sometimes for a full day. We want to move here full time but the lack of sufficient internet prohibits that, as we need it for our jobs. We currently have to go back to the city to do some of our work (2 of us). Very frustrating that our federal tax \$ pay for rural internet and this is a joke. You will never draw families to the area either, because the kids need internet for school and social uses. Please help get this improved

Also, should NOT have to create acct and provide so much personal data just to get better internet."

Terrible speed. Have to reset all the time

We have talked to frontier, our only available provider, and they stated nothing can be done because our home is the last one on the line. The internet is down more than it's up which is aggravating since we pay \$70 a month

for service. We realize we are in the mountains, but I do believe an upgrade to the wires is not only needed but necessary since our lan line phone always has a buzz and echo in the line. We have had frontier out on numerous occasions and it's always the same answer, nothing we can do.

We have no options, only HughesNet. We used to have DNET but the tower is no longer! It sucked anyway. It's ridiculous!

Frontier's internet service is much less than adequate. It comes and goes at peak demand times. Some periods it won't download a page before it times out. At other times, it may take 30+ seconds for a single page. Other times it is marginally OK. Please do something to force them to improve service!

"We currently have DNet/Westnet 900 MHz Canopy service but need a higher speed connection. My wife telecommutes and cannot use satellite service because she uses VPN.

"

My biggest problem with my Internet service is that it goes on and off about 20 times a day. I have called Frontier over and over about it... they replaced my modem and had service techs out but nothing fixes it. Makes it almost impossible and completely frustrating to try to work from home.

"We receive good service from Balsam West, but the service is in and out. Freezes a lot, and hard to watch shows or movies on Netflix, or WWE. The signal goes in and out because of the trees and mountains.

"

the lack of good quality internet in this area is obscene. It should be available to even the poorest regions of the state, even especially so, to elevate the educational experiences of the children. Our state should be ashamed that there is such a lack of resources for those that need it the most.

We experience a minimum of three separate occasions every day in which we have to reset our router to reestablish a connection after losing service. We have contacted frontier numerous times requesting assistance. The company has never satisfied our requests. If and when another ISP establishes service in our area, we will switch, as frontier is the only ISP in our area.

My Internet is over cellular phone tethering and hotspots. Our household includes a full time student and 2 full time telecommuters. Together, our cell phone bill is nearly \$700 with unlimited (but throttled) data plans.

I support RAPID development of broadband services. Satellite services are inadequate and frequently hampered by fog and weather, even though the tower is in sight. If you want this region to improve economically, then you have to start with your infrastructure, specifically making high speed internet available throughout the region. IF YOU BUILD IT, THEY WILL COME.

Local broadband companies only offer what I consider very slow download speeds (300mps). And what they do offer they frequently do not deliver (especially cable modem & satellite services) Example, I pay for 60mps with Morris Broadband but usually only realize about 2-15mps depending on time of day and number of devices I have connected to internet. Sometimes I have to use my Verizon iphone hotspot account to download/stream videos/movies on my DirecTv PVR.

Service is unreliable with frequent outages.

Satellite internet is very expensive and they limit your data.

I APPROACHED MORRIS BROADBAND TO BRING SERVICE TO OUR DEVELOPMENT (I RECRUITED ALL THE RESIDENTS OF CLARK'S CHAPEL COVE ALL OF WHICH WANTED TO JOIN IN) AND SUBMITTED THE NAMES AND ADDRESSES TO MORRIS BROADBAND (THEY CURRENTLY HAVE SERVICE TO ONE HOME ON FRAZIER ROAD WHICH IS PART OF OUR DEVELOPMENT-TWO HOUSES AWAY) BUT THEY REFUSED TO BRING IT IN TO THE REST OF US WITHOUT EXPLANATION!

We are not getting what we pay for nor does our service match what the provider advertises

Morris Broadband internet is consistently slow, sometimes too slow to use.

Frontier Communications is a joke. Lies. I called Congressman Meadows on the problems. Blamed it on the Private Sector. Spoke to Rep Corbin. The same response.

No one doing anything. I just started a business beside the city limits. No Cable service by Morris Band., Frontier Very Very slow. Pitiful.

"No Morrisband service. Pitiful;. Pitiful. I can almost throw a rock to their office. They refused to service. At a traffic light in Franklin. Pitiful. No one will do anything about it...Quoted from House of Rep Corbin and Congressman Meadow. Nothing they could do. Private sectors. I volunteered help. None wanted."

Macon County is notoriously behind the times, and this is a prime example.

"Please bring broadband to Macon co. While ok for me, when family visit, it's not ok  
And I'm tired of ""buffering"" appearing frequently. "

We desperately need to improve not only the speed but the competitiveness of pricing for internet access. Our area is at a disadvantage because of both.

It is bad at best. Overpriced. Where I used to live was a 28741.

I have clients who would move here if we had better internet capabilities.

Please give us a better choice in this area for our ISP than Frontier!

i need internet access at my address

"Very poor internet service in my area, get knocked off line a lot. Very frustrating!  
When trying to download something, internet will often cut off, or get a message taking too long to download.  
We sure need better internet speed in this area and more reliable."

Need more options

Right now we are at the end of the line and "Grandfathered" in, if ever we cancel the service we will not get it back leaving us at there demands of cost.

For years we've been paying for service that we don't actually receive. However, the people who are in charge of these internet service providers do not want to address the actual problems and invest in the technology that is necessary to supply the speeds in which we ACTUALLY pay for. It's been a joke for years, and it's got to stop!

We supposedly can have 6 mbps--we only get 3.

Long survey - I'm just an old guy that wants faster internet

I'm a summer residence owner and can't get enough speed to download you tube videos and craft lessons.

Frontier connectivity is not consistent. I telework for the Department of Defense and often have to switch to my Verizon hot spot to remain connected to work.

I did not do the speed test at my home. It really is very bad. We had D-Net Wireless and switched to Hughes Net because the wireless was so bad. The Satellite is just as bad. Terrible.

Other than very expensive and limited capability internet via satellite there are no options here, we have been waiting for 20 years for high speed internet.

We had Frontier DSL. It would connect and disconnect a dozen times an hour! No matter how many times Frontier came to look at it {I do mean look, they told us we were too far out and that's as good as it got} They could never fix it. We need cell service and because we are in the wrong end of town we have no cell service. No internet...no WiFi connect. Hugesnet stays connected but it is slow and we still can't get the cell phones to work. We come from a place where Comcast is the major provider and it's awesome. All I can say is it's most disappointing to pay full price for a service and get half price service and the company you pay the money to says that's as good as it gets.

Current provider slow down coverage during high peak times when our businesses are doing webinars limiting our ability to expand classes.

Faster internet please only get 1.5 max

Frontier has two DSL programs available for me, up to 25 megs and another up to 1 meg, the actual service to me is only 1.5 megs, just enough to allow us to stream a movie from Netflixs. Why do we have to pay for 25 megs when Frontier's wires to my house will only provide me with 1.5 megs? The 1 meg service will not permit us to stream a movie w/o constant interruptions.

My speed drops drastically during 4pm and 11pm

many days the isp connection is so poor my email will not work, and a website will not load.

Access is very limited, and very slow with terrible customer service from Frontier.

It really needs improvement. Broadband fiber optic and copper cabling was laid 20 years ago throughout the county using government funding and is not being used. Frontier needs to be replaced!

Frontier access is lousy.

We have Frontier, and they have the worst customer service department, they offer below minimum speeds, and are very difficult to work with. I would rate our service and internet speed and company a -10 on a 0-10 scale. I would pay much more for a reliable company.

We use Morris Broadband without "TV". Very slow. Believe it is throttled.

I would like to complete this survey. Internet is too slow.

To little or no choice leaves WNC in the dark and a with the prospects of a lagging future.

I have a tempted every single type of Internet connection available in my area. I spent three months trying to get Internet service through Frontier. They hooked me up but the service never worked. I currently have sore from Dinet which has been sold to a company out of Sylva. It seems ridiculous to me that I live in the greatest country in the world and have Internet access worst then what I would find in a Third World country. I truly hope the powers that be will find a way to bring us up to speed with the rest of the world and enable us to compete in the worldwide market. I currently have an online business and struggle regularly to be able to do what I need to do with less than adequate Internet service thank you, Kelly Reeme

Only available by satellite and very expensive

It took three years to get the service I have now from Frontier. It's constantly in and out, working maybe half the time. Very frustrating. Morris Broadband is only a half mile from here and it's great internet but we can't get it.

Looking for reliable and faster speed for my computer

Frontier is the worse carrier ever

Charted is horrible

Sick of paying for a bridged port (two ports) and internet spin and spin

I do web training classes, and had to drive to SCC in Sylva to teach classes last summer. The internet was too slow in my area to do my job. It has gotten worst over the last few years. I have worked from a home office on the computer daily. The current services is very bad.

sure would like it if the price was cheaper.. We are on a fixed income

I have wide area wireless access. Maximum speed is 1.5 Mbps and frequently much slower. House a bit too far for DSL. Cable runs about 100 yards away from mine and another upscale neighborhood with a total of about 40 homes that could use good access but the cable company never ran the line.

Very slow and intermittent unreliable. Willing to pay for faster speed, but provider says there are no plans to improve their infrastructure in our area

Is off more than on

My service is slow, sometimes extremely slow, and it fades in and out at times, making it difficult or impossible to listen to newscasts or music

Our service is abysmal. It often falls below 80% of 3Mbps, which Frontier claims as our "guaranteed" service level. This makes it impossible to stream movies or tv, causes issues with Youtube and many video feeds on newspaper and other news sites.

I have Exede Satellite and NO 3G or 4G phone service available. I do not get Satellite speed and enough monthly data to stream sound or video and weather often shuts down the service - more than my DirecTV service. I pay over \$100 / month and frequently use my monthly allowance in 2.5 to 3 weeks having no service the last week of the month. I have lost 2 jobs because I have no reliable internet at home for communication purposes.

We need reliable cost effective high speed internet to get and maintain jobs and academic success for our children.

"I have not moved my residence or business to our place in Franklin (Burnningtown) solely because I have no Internet or Cellular service !

I continue to reside in metro Atlanta and can only take weekend trips to our home in Franklin because I do consulting and must have high speed internet and phone service to conduct business."

We have Frontier and they are awful!! We do not have another option for an internet provider but if we did we change immediately... We pay for 24 megs but only receive about 3 on average.

For what we do in our careers, it is essential to have HIGH speed.

The cost I am required to pay for the only service available is much too high. The service is so slow, it is not worth it. Even if the cost is lower from another provider, I will not bundle services. I only want to pay for internet alone.

Tired of paying for internet service or satellite

Our connection is very intermittent. I must power reset the modem several times a day.

Our wireless is spotty and requires us to unplug/plug in our wireless router multiple times during the course of a week. When our children are home from college, they typically have four devices which take up wifi and they complain A LOT about speed (just with normal use and NO GAMES).

The providers in our area knows that the equipment is outdated but have told us on many occasions that there is not enough people per square mile to support the expense. Family members in other parts of this state and in others have 5x the speed at a fraction of the cost. Our system to bogged down to use video streaming or live broadcast.

We are at the very end of the line and consequently we have slow speed and the connection comes and goes. We cannot stream or download tv shows due to the slow speed. We are retired but have family and business out of state so internet is very important.

Get it done!

The problem with satellite service is the allotted amount of downloading.

We are in desperate need of a faster type of internet. Frontier if anything has gotten slower with more people moving to the area. They advertise 6mbpm but don't know anyone that gets even close.

Extremely limited choices for data and speeds.

Only satellite service available.

Our service provider Frontier seems to have to many customers with not enough broadband. Do you pay for a certain amount of megabytes and don't get nearly what you're paying for.

"We need it very much!!!! We live at the end of the road and by the time it gets to our house, we have little speed."

I find it disgraceful that Frontier charges me for a speed they KNOW is not available at my location and repeated promises over the past two years that service will improve "soon" is nothing more than lip service. I can't even operate my security camera in real time because upload speed is so slow.

our internet is not dependable. I am a college student taking all online classes. during peak hours I am lucky to gets speeds up to .9 mbps. I am paying for 1.5-3 but they bumped me to 3-6 mbps for free due to so many drops in our service. From 9p.m. to 8 a.m our service is in and out, and sometimes out for hours. I have to use neighbors or other family members internet in order to complete homework assignments due to the internet connectivity.

We were connected to Frontier but it became so unreliable that we terminated it and went with a Verizon cell phone data plan. If the weather is clear it is generally good but we are unable to use 4G devices on a regular basis. When we have heavy fog or rain the service is severely degraded.

I was told by Frontier that only 1 mb was available at our address which is not enough to support our computer needs.

No wireless access in our area since there is no cell tower.

Not happy with the frequent downtime.

I would like to have more reliable service. The service we have is slow and only one device will stream at a time.

Not sure of my speed but it can only handle two people on it at once. Very hard to watch videos on two devices at the same time without continued buffering

Frontier is not very reliable and is indifferent to customer satisfaction.

Even though I pay for 6-10 mbps service, I only receive 2-3 mbps and it comes and goes.

Macon County needs more options, and better options, other than Frontier internet.

Morris Broadband ran a line in our subdivision, Highland Woods, about 3 years ago. They are very expensive for spotty service.

The inconsistency in speed is so frustrating. It took me over 30 minutes to take this survey due to waiting for the "next" button to load.

We only have verizon with capped speed after 15 megabytes of data used and then slows down

Our internet does not go through a solid week without going out, interruptions, etc., and I am being generous!

I certainly wish the internet service here in the mountains was better. I do not have high speed, and most of the time I can not connect to the internet service. Also, the phone service for cell phones is just horrible. Even with a booster for my phone service, it still is not very good. With technology changing so very fast we need fiber optic here in Franklin, NC, especially to home owners that live on the outskirts of town.

I'm a teacher, having internet is a necessity for me and my students! Many times our internet with Frontier is out! But that is the only service available in the area at this time.

Our service can be spotty. Sometimes we drop off or can't get in, i.e. watching Netflix and drop off in middle of show several times during an hour broadcast or can't get back in at all. Two of our sons live out just 10 minutes further out than us and they don't get any service.

#### Need Faster Internet Speeds

Our internet is just awful. Definitely not worth what we pay for it, but we have to have it. My husband has a business that books trips over his webpage. Would love to have another option.

Frontier Communications (Telephone and Internet "Broadband") is the only service available here. The service it provides is VERY POOR. Keeps shutting off. Poor streaming for TV programs.

Frontier is HORRIBLE.

I am currently on vacation and can not run the test

IT IS CRITICAL FOR THE PROPER DEVELOPMENT OF OUR REGION, ESPECIALLY FOR EDUCATION. I WORK WITH FAMILIES AND SCHOOL STUDENTS WHO DO NOT HAVE ACCESS TO BOOKS OR INTERNET RESOURCES OUTSIDE OF THE CLASSROOM. WE NEED TO EXPAND THE SERVICES OF OUR LIBRARIES AS SOON AS POSSIBLE. THE QUALITY OF EDUCATION OF OUR CHILDREN HAS BEEN ALREADY COMPROMISE WITH THE CUTS ON TEACHERS, BOOKS AND BUDGETS FOR FIELD TRIPS. THRU TECHNOLOGY WE CAN BALANCE SOME OF THOSE LOSTS.

With the speed I currently have it has limits to download amounts, and it does not play video without buffering. So I cannot watch any training videos from work or do online classes or watch a movie. I wish I had more options to internet service.

Our current internet service is not sufficient for our families needs. The internet is too slow to support online gaming for our children and we cannot connect all the devices my family uses with our current speeds. The internet also currently only works about 75% of the time.

Wish mine would work the high time

Very limited options

My daughter needs high quality internet for her job.

We never get the speed we pay for. What we get varies greatly during the day.

We pay for 3.0 mbs and usually can get but 1.0 or so. If there's a big game on tv or the kids are out of school our tv doesn' work.

Speed is critical to running a number of applications and accessing data as needed.

I would like to have internet that stays up more than down. I pay for internet that stays down more than up and it is bad for my business and my daughters college work.

We have reached a point where internet service is no longer an option or luxury item. It is an essential utility, just as power, heat, and water are.

it would be nice to have internet service that worked. Frontreer service is so slow and doesn't work half the time. we have to turn it off and on to get it to work.

Pretty sad that the only legitimate service available at our home is thru Verizon.

I spent 32 years in the Navy and have moved 28 times in my life. Frontier Communications provides a very basic internet service in Macon County, but it isn't adequate for the price paid, AND, they have the worst customer service of any company I have ever dealt with . . . take it or leave it . . .that's what they literally tell me.

would be great to have a fast 50mbps download & upload less expensive service, that is more reliable.

Very unacceptable that I live 5 miles from downtown Franklin NC and I cannot get quality broadband service. It's time for this part of NC to come into the 21 first century. Thank You

"I am retired from WCU and will return to adjunct teaching online in January. Internet is essential. I also do volunteer work for my congregation that requires internet.  
Thanks for asking."

Yes I do have access to Internet and the speed is good it is down a lot not always available.

Our internet service is comparable to dial up modem service. We cannot download service updates, or other software due to the length of time it takes to download. It times out before we can even download anything. It is pitiful. It also takes a while to even load a page. We pay for much more than we get but afraid to lower the package since then we might not get anything.

When we had service. I was not have to complete online college assignments. The service was so slow my online test would time out so I would receive "0"

My 6MBPS/1MBPS service used to cost 19.99 but now it costs \$31.98. When I contacted Frontier about switching to 12MBPS/1.5MBPS for \$25.00 or 18MBPS/1.5MBPS for \$30.00, I was told that Frontier no longer offers DSL Service at my address, and any change would cause me to lose what I have now.

Relocated here from a Charter Communications area in AVL. Can not speak loudly enough about the poor quality service in this area. Switching to MediaComm in December. Some trepidation there based upon word of mouth experience from other users in this area.

We have no good choices for better internet. Would really like faster speeds, possibly streaming ability.

Frontier DSL is almost useless, but it is our only option.

We need more options and internet access available to us as a region

Frontier is the worst company I have ever had dealings with. The customer service department is worthless. They promise service that they do not deliver. Our speed is so slow we can not use any streaming functions. Everyone in this area is very unhappy with Frontier, and would pay much more to use another company.

even though we pay for 6 mb internet it never meets that speed when using it. The speed is consistently in the 1 mb range when I do a speed test.

We pay for way more megabits than we get and need more options.

I have Frontier Communications and the connection is horrible and the speed is so slow that basic web pages will not load. I will disconnect and use wireless, a majority of the time. When I call and complain it works faster and better for a while, then it is like they restrict it again and my college blackboard class will not even load.

Internet is so spotty in our region with promised packages rarely delivering. It doesn't matter how large a package we pay for, we rarely if never receive the full amount promised. It's a wide spread problem in our region limiting our growth in businesses as well as private residences.

The internet service in this rural part of Western Carolina is subject to numerous blackouts. This is characteristic of every wireless provider in the area.

Our internet is horrible! I have worked with our provider multiple times and even bought extra equipment to try and improve our service with no success. I would be extremely grateful if we were able to get better internet service in our area!

I would love a faster service, but I am told this is the fastest in my area.

Where I am located, I am only offered one type of service and speed and I live approximately 3 miles from town. I would jump at the opportunity to have a different option for my service, besides satellite which is too expensive for me.

The only available service was satellite internet. This service is expensive, has limited availability, and is limits on the amounts of usage. I do with there was another high speed internet option.

We do not receive the speed that we pay for.

I literally have considered moving to have faster internet speed. Mine internet is almost useless and it is a huge time waster trying to wait for things to load. This firm should be secured.

Would love to have a choice. We only have one. Satellite internet is a joke so I would never use it

DSL has never been a viable option out here in Cartoogechaye because the infrastructure (telephone landlines) are outdated and the noise floor too high to support a decent data rate.

My frontier internet is horrible. I have to reset router daily. My band drops leaving me with strained services. So terrible I can't even rent a movie. As the buffering is overly too much.

I currently work from home and the Internet is a necessity. However, our current Internet service isn't meeting my need for work. Many times I have to leave to go work somewhere else.

"Hoping that we SOME how are able to get a better service than we have presently as the present service just isn't keeping up with all that other communities have.

Sometimes it reminds me of the old dial up service because of ALL the SLOW transmission and drops."

Unreliable service, not getting what you pay for. Excuses for why it can't be fixed.

It's frustrating that the internet service goes out so often. Im Always having to reboot the modem

I ordered digital phone unlimited & broadband lite (1Mbps) and was told it would be hooked up. The previous owners (3 months ago) had internet. I received a phone call that said, "hate to be the bearer of bad news but,

we can't hook you up." Doesn't make sense that it was available 3 months ago but, they can't hook me up. I plan on calling and discussing this with them to see if they can do anything.

We have vacation cottage rentals and we offer WiFi. Our guests always complain about the service!

It is slow and goes out often. Not available at all in rural parts of the county.

The Frontier equipment (batteries) are old and dying. When we loose power, we have only a few hours of continued service and then the batteries die. They have not been responsive to requests to up grade their equipment. We have many seniors in both Rainbow Falls and Rainbow Mountain who are put in jeopardy when the telephone service and internet service fails.

Service in Franklin is spotty

Please offer cheaper faster internet

We need affordable and reliable internet

Frontier provides poor service which is why we now have a hot spot. I work on call mental health emergencies so it is critical that my internet connection is stable.

We try to enjoy the evening watching tv and can't because our internet service keeps going out . You can only do one thing at a time watch tv or use our computer because the internet keep going in and out. Very disheartening for what we pay every month.

I truly believe if access is obtained to better internet we could draw more taxpayers to our town. The work from home option is crucial.

No service . Offered. Frontier's president states there are no plans to upgrade Internet.

The current DSL service we have is barely adequate for almost any use. We would gladly pay more for faster service.

We have to use Satellite as it is the only thing available. We pay over \$100 a month and the service is awful. It's a limited measures service and I run out of bandwidth every month. Again its awful service.

Macon County and further west have been in a dire need of many things, including this and cell phone towers. I hope this helps eliminate this problem, as we live in the mountains and deserve to have what everyone else does.

Please make internet accessible to all here in Macon county. Satellite is unacceptable.

At this time, Frontier is our only choice. We can not "bundle" our TV, Internet, & home phone because Frontier uses AT&T for their ISP and AT&T is not available here! We deserve to be able to choose what company we want, not forced into one company!

Most day to day living today requires on-line banking or at the very least reliable internet connections. We are at the mercy of an extreamly unreliable internet service.

Internet is very slow cannot do more than one or two things at a time without it slowing down to basically nothing would love to have faster speed and connect-ability but my provider only offers a low speed to my address

Very slow speed if using more than one device it goes down to nothing for example if you want to watch net flix you have to do it late at night when no one is using any internet service at all or it keeps going out on you all the time

For what is available in my area Morris Broadband is the best. That said I still need faster internet in order to keep up with an ever changing internet. For work and learning opportunities. Today you must have internet to even apply for most jobs. We need affordable, faster and more reliable internet to be competitive in the market place individually and to bring more businesses to the area which would mean more jobs for local residents.

We can't get Frontier service because we are 1/2 mile outside their coverage area. No other DSL services, such as AT&T are authorized, so we have to use satellite internet which, while faster than dial up, is much slower than DSL. When I ran the test on the previous page of the survey, our internet could not download quickly enough to register at all.

Frontier is miserable to deal with.

When moving here just a few weeks ago I did not realize the inability to obtain a reliable internet. My only options are using Verizon Hotspots services which are limited by data caps and speeds. And Satellite Internet which also has limits and comes at a steep price. Frontier offers 1mb/s speeds. Which wasn't efficient in 2008. And definitely not in 2018.

Frontier bills us for service at a speed of up to 6 mbps. HOWEVER, the best we ever see is 3 mbps. The test speed during this survey was with ONLY 1 device connected to the DSL. Slows down significantly when other devices compete.

Billed for up to 6 mbps. Never get more than 3 mbps. Slows down to just about nothing when more than 1 device is connected at a time.

Macon county needs more competition to provide higher quality internet to our county.

For some reason, I can't get wired internet services at my house and all my neighbors would use it...

Current frontier service is horrendously bad

Only satellite or cellular at this location

Have a data cap of 15 GB which we often exceed. I use my work laptop at home often to complete required documentation for my job. That then contributes to us having to pay extra for data when we go over our

monthly allowance. Pay \$100.64 a month for internet access here in lower Burningtown. Pay \$117.96/mo for TV and \$62/mo for a landline since cell coverage is poor to non-existent out here.

Have tried cable internet when we had buffering was told "using Frontier infrastructure even though not frontier, and it is overload everywhere". Frontier very difficult to contact and signal weak lots of times. Macon county not favorable for outside completion fees very high. local I.T. guy said that some kind of switch in Sylva obsolete which slows Franklin down!

We have HughesNet because we could not contact any other provider. We are AT&T customers, home, cell and tv, but they do not provide satellite internet at our location.

Frontier told me if I complained again, about my speed, they would disconnect me. I need faster more reliable service.

With better internet service my daughter could begin taking supplement classes online. I could work from home and continue my education as well.

Please we need Internet in these very rural areas. Daily life depends on it and we are forced to drive into town to use free wifi from places and that's a huge burden

I have to take my Daughter to her grandmothers house to do her college classes which are all on line. Very frustrating since I pay for internet at home and have to constantly restart router just to have any internet service. Frontier says there is a problem in our area but there is no date set for upgrade to an overloaded system. I wish cable came by my house. I would hook up to it.

Frojntier is charging me for broadband max loop and broadband max port.

I had Frontier DSL service since 2010 up until 4/2017. I had to cancel DSL from Frontier because it became totally undependable requiring multiple reboots of their modem/router per day, very slow speed, system timeouts, downloads timing out, and absolutely no customer/technical service. I always got promises of system upgrades; however, I was paying for speed that I could not get. After subscribing to Frontier DSL service for 4+ years, I was told that they could not provide service because of their equipment limitations, and if I ever cancelled their service, I would be banned from being able to signup again in the future. I now subscribe to HUGHES Satellite at three times the cost for service; but at least I have dependable Internet access 24/7. I am a retired IT consultant and have worked on telcom systems for MCI and BELLSOUTH so I am familiar with telcom systems and operations. I firmly believe Frontier lied and continues to lie to all its customers. We paid for Internet service that this company can't possibly provide because I've been told by Frontier techs at my house that they will not invest \$\$ in upgrading their systems while they hope the US Govt will provide funds to upgrade. I paid for 10mbps service and never once got it for over 4+ years. I want the Federal Govt to sue this company, put their management staff in jail, fine them and make public of all their lies over the years.

For the last 9 years, I have paid a lot of money for "full service" internet and have only received PARTIAL service. I have had many different company techs come out for service calls, but NO ONE has been able to fix my internet or tell me why I keep losing service so frequently. I lose internet service SEVERAL times throughout the day, and my service can be out for days at a time. Still, no one from my service provider has fixed it.

We need more options desperately!!

We had to switch from Frontier to Exede because of the problems we were having with internet services. My wife is bedridden and depends upon the internet for social interaction.

Speed and reliability is terrible

would love to hear from someone asap...my daughter takes some on line classes and has a hard time with the internet services we get from Dish and we pay to much.

I have tried Morris Broadband which was great for the first year. After that, the speed was horrible and it was constantly down. Now on frontier. Speed was great for the trial period, but now too slow to use for things lik Hulu.

At the home address listed, we do have home phone service through Frontier because our cell phones don't have signal at home & frontier is the only provider for landline service in our area. Would switch immediately if another provider for phone became available because Frontier's customer service to us has been awful. It is typically a 3-day ordeal to get any type of assistance if maintenance is needed. I once had to take a week off of work to stay home & wait to meet a repairman that never came & never called. We've been laughed at by a representative on the phone when we described our frustrations and were told that we'd just have to deal with it since we are stuck with them as they are the one and only provider in our area. We have asked about getting internet services and, even though we are using their landline phone service, frontier has told us internet is not available to us at our address.

Many homes in my area cannot get internet do to no wired service and not being able to "see" a satellite. It is shameful that rural America has been forgotten and abused by Washington. Maybe if we only sent our crops and meat to "our neighbors" you you decide to get off your \*\*\*\*\*.

We can't even get a land line telephone service. Our OTA internet is very expensive and very limited. Morris Broadband cable is 200 ft from our house and they do not seem interested in service to our subdivision.

It's almost better to have no internet than it is to have Frontier!

Frontier sucks!!!

every time frontier comes to "fix" my problem, they turn my speed down. they claim that will make it work better.

My wifi goes offline 3-5 times per hour. Frontier replaces my router (every two years or so) and nothing improves. I operate an internet-based business. Pages load slow. Very frustrated, rural users do not get fair treatment from Frontier.

I think that employees at my service provider are monitoring and manipulating my data in a clandestine manner.

I HAVE CALLED EVERY 3 MONTHS JUST TRYING TO GET FULL SPEED OF 6 AND CAN ONLY GET LESS THAN 3. THERE HAVE BEEN MANY UPGRADES AROUND ME BUT NOT THAT I CAN TAKE ADVANTAGE OF.

Needs to be faster at less cost

My service is spotty. i hope to finish this survey before it goes down again.

Lived throughout the United States and this is by far the worst. Really feel this is a choice of Frontier to not improve these speeds and reliability. If I had any other reasonable alternative I would use it.

I pay for 10 Mbps because that is the fastest available, but rarely achieve that data rate except early in the morning. Typically, I am lucky to reach 5 Mbps in the afternoon or evening. My provider has told me for a year that they are working on the issue but no improvement and no real alternatives in my area.

We pay for far less than we are able to get. Service is not consistent and often goes out

Frontier promised 6 mb, then without warning or notification cut the service speed in half, all the while continuing to charge at the 6 mb rate schedule as agreed. The service cut was due to a need to SELL MORE service plans to the area and by reducing the speed it freed up more capacity. In reducing the speed, it has hampered my security system, placing my property and FAMILY at HIGHER RISK

Very poor, drops, goes out in the rain, stops / very slow

Hoping for real internet and not a monopoly.

I had internet through frontier before and cancelled it. It was out more than it was on and I don't want to pay for something we don't have.

Service is constantly going down. I am in school and need consistent internet.

It is difficult to stream movies, etc.

Please help us get reliable internet here.

I currently rent office space at \$200 month due to unreliable internet connection.

North Carolina is one of the most beautiful places in the world but has one of the worst internet speeds anywhere. We'd move here permanently if we could work from our house, but the internet (<1mbps) is just not sufficient, so we vacation whenever we can

I am very frustrated with Frontier as the service provider in that area. I wish there was another choice for Internet access.

"Our internet speed is insufficient for a growing number of smart home devices that would improve safety and security.

In addition, we work in the tech industry. Our ability to work from home is increasingly hampered by our lack of high speed internet. This may impact our ability to continue to reside in this area."

Not all services available everywhere. Only reliable and usually always available in all areas is satellite Internet services which are expensive!!

I would be willing to firm a small local cooperative group to distribute internet services to our private community.

It is horrible and slow

We are only getting a quarter of the amount of data we pay for. It is unacceptable.

We need help with a competitor in the ISP business

Internet here is slow. So, very slow!

Frontier is lousy. Check our speed for what we pay for. Takes about a week to get a repairman. It's take it or leave it.

It is dire. We have Frontier. The reliability of their service is getting worse, it drops multiple times a day, the speed is pathetically slow, We can go from 0.75 to maybe on a great day 2.1 but that'll last for a few minutes then it goes slower or we lose service which could be seconds through to hours. I have a business and rely heavily on the internet so speed and reliability are essential and I have neither. When I complain to Frontier about this and the money I'm paying they always say I'm paying for an "up to" speed and not a guaranteed speed. I couldn't even do the speed test as Frontier kept having issues while I was trying to do it. I tried several times. So I checked speed on my desktop, I'm completing this on my iPad and it was 1.5mbps. Pitiful. We have 2 daughters who are both doing their high school diplomas and associate degrees at the same time so they both have an intensive amount of studying to do and it's a nightmare, they've had instances where they've been unable to submit projects, unable to do important research, I've watched them yell in frustration when at a really important moment the service went down yet again, I've now told them their studies are too important to rely on Frontier so they now use Verizon LTE all the time.

The only service I am aware of is frontier for my location. I pay for 6 mbps and on average my speed is around .256 mbps. I test it regularly just out of curiosity.

DSL is lousy in our community!

Service available at my home is awful - and Frontier is a very mediocre provider.

I have tried every provider.

Currently insufficient to run a modern, competitive business

The internet in my area is Frontier. They are garbage i pay for the max package and on the best days my internet speed is less than 1 Mbps no other providers are available in my area.

I would like anything other than Frontier. They have very poor internet and customer service.

If we could get broadband service to our area, it would move us out of the dark ages into the modern era. Please invest in this infrastructure.

Morris Broadband is ok but would be better if it were fiber. I get messages of insufficient band width quite often and have no service at all for varying periods of time. Frustrating to not get what you pay for!

Reliable internet connection through Frontier Communications is nonexistent. Speed can vary widely when there is a connection. Landline is subject to frequent static and service has been lost at times altogether. For the most part we rely on the WiFi calling feature on our iPhones but if the internet goes out, that is impossible. Cable lines are laying on the ground and strung through trees for at least the last 13 years and Frontier refuses to correct it. We have made innumerable calls for repairs and reliable service for the last 6 months. Had we known the terrible communication issues, we would never had bought our current house. My husband needs internet access for work.

It needs to be improved. Download speeds drop all the time. My son is a college student and getting his assignments submitted online has been difficult.

I think it really sucks that some places in Cowee Valley has access to DSL and others have to pay more by using satellite. I also think we need more competition for Frontier. Also if you want Franklin to truly grow and for business to move here you have got to get better internet services here. We are so far behind it's not even funny.

Was told by Morris that the internet issue in my area had been a known offsite and wont be fixed till march

Delivered Frontier internet of 1.0 to 1.5 mbps has substantial capacity issues; there are numerous times during the day when pages will not load for up to 1/2 hour at a time. The connection itself does not fail, but bandwidth available drops so low that timeouts and extended periods of buffering occur with failures on all devices that are connected when the slowdowns occur.

We are selling this home and moving but almost considered staying here simply because the internet is better than most places in the county.

At best we get 1.5 Mbps download. Often worse.

We need better internet

It is terrible. Our upload is .3 and download .67.

The internet service in my area is slower than other areas...plus there is only 1 choice unless i had a land line phone...i would love to be able to have more choices and better service

Only available service is unreliable. After much time with telephone support reps ad visits from their technicians, company is unwilling to deliver what is promised. Would switch if there was an alternative.

Frontier service not up to speed as advertised

Current Frontier service is exceedingly slow and unreliable. Our phones on Verizon use a repeater through the internet and if we get a call, no one can be on the internet or you can't hear the person on the phone.

Frontier offered service when we moved to this address from Sylva. They guaranteed that we would be able to transfer our 12 Mb/s service. Then they told us we would only be offered 10.. Then we were offered less than 1.

We pay for a supposed 3 Mbps but we only ever get about 1.5. Our internet provider, Frontier, offers much faster internet just down the road but we are unable to get that speed at our address. We would love to have access to higher speed cable internet services that aren't currently available to us.

Although we live in city limits our connection slows down to a crawl during daytime hours which hampers most of our activity on line

I would like to have a better idea of who services this area.

I am currently in the process of buying a home on Ned Hill rd in Franklin and there is next to no options for internet in that area.

There is no internet available but there's a lot of people in my neighborhood who would subscribe if service was extended down only a mile away from where it currently ends

I currently pay 39 dollars/month to Morris Broadband for 10mbps, and it would cost 70 dollars/month to go up to 20mbps according to a company report. This pricing is outrageous for the download speeds be offered. I feel like I am getting ripped off every month, but I have no other choice but to pay.

Trying to figure what service to get and the best speeds!

## SWAIN COUNTY

I live 5000 ft too far out for DSL and Frontier doesn't care enough to improve the equipment. I tried satellite but the service was expensive, slow and weather dependent. I'd be happy if I could just get a decent signal from Verizon. As it is, it claims to be 4G but isn't--pages take ages to download and even longer to upload. The phone signal is so weak I have to go outdoors on the porch in the summer to make a call.

We currently use Zito Media, but it often drops the signal or takes a long time buffering or loading. Frontier was much worse, both in terms of outages and customer service, which is why we switched. I would welcome better and more affordable options.

Both myself and my wife have home based businesses that rely on internet usage. Our current service and internet options make for quite the problematic experience when conducting business online.

I pay for 3 to 6 but I don't get but 1 sometimes 2 if I am lucky

We need good high quality internet that does not cost a fortune with a low data limit.

Our current provider has stated that even though the ability is here in our area it is not that important to meet the demand. Because the population isn't large enough to increase profits

Our service provider, Zito Media, is continually going offline. It works great when it is working but will not work multiple times during the day.

We hope that this can be resolved soon, it is required for both of our jobs for us to have internet access and without this, it makes working increasingly difficult. We may need to move out of the county to make our livelihoods.

Moving to the address. Really NEED internet for business & educational purposes.

It is a shame what we deal with- On a cloudy or rainy day, NOTHING works, no phone, no internet, no DirectTV and there is nothing we can do about it. If we had an emergency during a storm- we had better pray someone is home to drive the stricken to the Hospital as no one will be calling 911 for help.

I wish there was another carrier other than Frontier. They have horrible customer service.

On the outskirts of Bryson City choices are very limited. Frontier has a monopoly on DSL here. When we lived across the street our only choice was satellite internet and it was even slower.

We have had satellite service (Hughes Net), wired service (Frontier) and are now using mobil service (Verizon). None have worked well for our home needs: fair useage policies drop speeds quickly in our billing cycles. This is the first area we've ever lived where your internet subscription price is based on usage verses speed!!! Very frustrating.

I would love to have better access to the internet.



Currently using Frontier Communications for internet but the service is extremely unreliable, would change provider if others available.

This is a real estate business address. RE/MAX Awenasa Realty. i am the broker /owner of the business and the building.

Rules must be changed by FCC to provide access to funds for local buildout. Even with the support they provide, it does not provide a large enough profit level incentive to incumbents for them to want to reach difficult places.

It's incredible to think that in this day and time there is no internet available where my home is on Brush Creek. For the record, my property goes to the top of The Pinnacle mtn and would be available for a tower with the right circumstance. Just saying.

Internet access has become a necessity and websites and apps assume a fast connection. Frontier is very disinterested in serving my home. Their customer service has told me they have no plans to increase my download speed from 3 to even 6Mbps. On Thursday, October 26, my DSL went down due to their equipment failure but could not be repaired until Monday leaving me with few options. At peak tourist times, my cell service grinds almost to a halt (Friday evening Oct 27, I was getting 0.25Mbps). Internet is an important tool for retirees and elderly to shop, pay bills, correspond with medical and other professionals, and stay connected to community. Going to the library or a coffee shop for access is not always possible nor is it consistent with good cyber security.

Phone data is an option, but is too expensive and too slow for effective telecommuting.

I use Verizon MiFi 5gigs per month for \$80.00. There is no other service available to us that provides the speed we need. Only other option is satellite and that is unreliable and expensive. We have had both Frontier and Verizon out to determine what can be done. Their answer is nothing! Because we are remote, neither of these companies are planning to invest in this area. We are too far from both substations to have service. Hope this will help us to get reliable, unlimited data and fast service in our area. Thank you!

In an emerging society, and economic growth the internet with faster speeds are no longer a luxury, but, a necessity. In order to conduct financial services, shopping, medical and doctor assistance and in government communication.

"Thank goodness for my community library. It is the only place in town that stays open all year long with a reliable internet connection. I am an online degree earning college student struggling to get an education because there is NO internet available at my home. Not only do I pay exorbitant prices to get a measly data package from my cellular provider, it doesn't meet the needs of streaming class videos and other educational materials I need to further my educational plight. Furthermore, my grade school aged son is deprived of a valuable service that he could tap into to help him engage and be excited about learning, a service that much of the rest of the U.S. has ready access to. What does that say for the potential of his educational future and his ambition to seek knowledge on his own aspirations.

Thank you for the opportunity to be heard. I surely hope something positive can be provoked to have a promising impact on this aspect of our lives. "

Frontier over charges and does not provide speed paid for, inter goes out 24/7, techs never show up, and customer service is horrible

"Thank you for this survey.

I am a professional, currently enrolled in an online graduate school program. Fast, reliable internet service is of utmost importance!

We live in a rural area, so it is even more crucial that we have access to the rest of the world!

We use internet for school and work purposes, news, telehealth, and shopping.

PLEASE help us get higher speeds here! My current Mbps speed is 1.18! It's ridiculous.

They can broadcast live from the caves in Afghanistan, but I can't get service from my own home in the US?!

I'm glad to help support this cause, to see that everyone has access to fast, reliable service.

Again, thanks for your time."

We just got broadband service through SkyWave

Everything is terrible and overpriced for poor quality. We do not get what we pay for and there are many times when the Internet just doesn't work.

"I have 2 ISP's in my home. Zito Media offers 100mbps, but with a data cap at 500 gb before I'm throttled back to 5mbps. Online gaming eats that data up between 4 gamers. I also have Frontier which is 24mbps with no data cap. This handles all smart phones, smart TV's, tablets, and PC's.

It would be nice to have only 1 ISP that could handle all of my needs. Verizon fiber has been run through the town, but it is not available to anyone."

I volunteer with a program that requires internet service. The service is unreliable. It is either not working or very slow. Streaming is impossible a lot of the time.

"Frontier has told me that I have 4 bands. I had at least 7 with Verizon.

"

The speed options for question #3 didn't give me my current speed, which is slower than the slowest listed option available.

Because we live in town, our internet is sufficient speed. However it goes out a lot which can interrupt work and is very frustrating. Also, I work as a real estate agent and service in many areas is limited to non-existent. I have 2 offices. One in town and the internet goes out WAY too often. The other office is further out and only satellite is available. Through this service we cannot download or upload anything of size and if do too much of that it will slow the service for the rest of the month. We usually cannot watch video content at all, and if we manage to do so, our service will be SO SLOW for the rest of the month. It is terrible and makes it difficult to do business.

"Verizon DSL was pretty decent. Quality of service has declined since Frontier took over, as evidenced by current inability to stream movies when only one device is connected, whereas Verizon service streamed reasonably well. Currently experiencing

PING www.google.com (172.217.0.132): 56 data bytes

64 bytes from 172.217.0.132: icmp\_seq=0 ttl=55 time=368.212 ms

64 bytes from 172.217.0.132: icmp\_seq=1 ttl=55 time=378.564 ms  
 64 bytes from 172.217.0.132: icmp\_seq=2 ttl=55 time=407.775 ms

--- www.google.com ping statistics ---  
 3 packets transmitted, 3 packets received, 0.0% packet loss  
 round-trip min/avg/max/stddev = 368.212/384.850/407.775/16.752 ms  
 whereas before, pings were <60ms consistently"

Access to High speed internet is an expected fact of life these days...everywhere

A lot stands to be gained by and for the people of swain co by improving our connection and access to the world via better internet.

This was somewhat difficult to fill out, as we could have Zito, but the only way they can do it is to put a dish in the middle of the cow pasture, which would be quickly destroyed. Not available thru Frontier, as they say they are full in this area.

Very frustrating internet service here in Macon county that is so sporadic & takes forever & is expensive

Using Frontier, as well as being slow, it is intermittent service.

I am also a Realtor and it makes it hard to sell properties to people coming to this area when there is not adequate internet available.

We need a dependable, fast service.

Have some providers available, but from current subscribers, the service is terrible and the download speeds are very slow, and not worth paying the price for such unreliable service.

I useto have a online business and the internet was always a big letdown for me. now it wont even run hulu at times

It's not just my current residence that I am concerned about. I am critically worried about my future residence.

Securing and maintaining employment would be possible. Kids need internet for school work

"We have had a business at home since 1991. We rely heavily on the internet and only recently were able to get the speed increased. Frontier has told us we are paying for a much higher speed than they seem to be able to provide.

"

Apart from the fact that it currently sucks. Nothing.

I am an instructor at Southwestern Community College. When classes are cancelled due to weather, I often record online Powerpoint lectures. While these files are rather large, it can take 15 - 25 minutes to upload a lecture under the best of circumstances. I sometimes, weather permitting, drive to a nearby business with free

wifi to upload lectures. So our poor service does make it difficult to work remotely. As far as using the internet for streaming educational lectures or entertainment, it is not really possible. Our service freezes up so often, it is too frustrating to bother. It would be nice to be able to watch Netflix on demand.

I don't have service at this time but answered the questions for when I did. Hoping this helps and makes internet access affordable.

Affordable broadband service would be most beneficial to Swain County and adjoining counties.

Currently we are using satellite internet because frontier was slower than this. I would love to work from home but internet access is not sufficient.

We are paying way to much for the service provided.

Frontier for years has promised to upgrade and acknowledges switch is oversubscribed in our area. Always less than 3mbps sec download, usually closer to 2.

I have used frontier, switched to Zito, and now back to frontier in the past 6 years. I'm not happy with either one of them.

We need it for our vacation rental business.

We have tried through Frontier to get adequate internet service. It was very difficult to get Frontier to run service to our house. We had to install a "loop extender" from Frontier at a cost of \$450.00 before we could do anything. At times the service still drops and can be very slow.

We had frontier, but was not reliable, and then stopped working. I am a real estate broker.

Frontier frequently has outages and micro-outages that disrupt downloads and uploads. Some days it runs at a crawl. It is difficult to get service issues addressed. I would like faster speeds and more dependable service. I am also quite upset about their decision not to run new lines and their seeming lack of interest in expanding fiberoptic service.

Need unlimited data

It is never up consistently for more than 3 days

Frontier is not reliable or fast

Broadband services are not accessible in our region, but are greatly wanted.

It's like being in the Stone Ages out here. Surely we can get service somehow

"Frontier Communications DSL is the only option at my house.  
Does NOT meet my needs."

I think in this day and time, availability to broad band connection is critical for work, health, and staying informed.

Frontier is our only option and the service is inadequate

i would like to be out of the stone age and be able to at least have good phone lines not to mention internet service

We are very grateful for Skywave internet. Although it's more expensive than we had hoped for, the customer service is great. They work very hard for us and we are glad to have it. Frontier was incredibly negligent to our needs for service in this area and I could share exactly who I spoke with and exactly what was said to me about it. Zito media was not rude, but made it clear they would never provide service to this area. I have a lot to say on this subject as I was one of the original group interviewed by Jessica for the paper on this subject last year. Anyway, I give high praise to skywave.

I can't comprehend why we, as a country, can't find the money to run true high speed Internet lines to any home that has electricity! Not having true broadband leaves any community such as ours behind the rest of the country and the world.

This area needs more competitive internet service providers. Frontier has a monopoly and as a result the service is terrible.

Very limited options, Frontier is so poor quality, it is not an option. Cherokee Cable has frequent overloads and service issues.

Service is spotty. Coworkers and friends have to go without due to unknown or ridiculous reasons given by only ISP available (Frontier), when others literally less than half a mile away or across the street receive access. Speeds are generally sufficient for basic use, but inadequate for most else. If there was another option available, many if not all users would likely switch.

More competition and lower prices needed.

Horrible internet here and we have one option which is frontier. My other house has 100 meg cable. Why not here?

Broadband would be a significant economic boost to our area

There is a really big need for Internet in our area.

Although your survey shows spaces to enter the measured speeds, they cannot be accessed. My test showed upload of 9.8 MB and download of 1.16Mb

2 of my grand daughters have to be home schooled due to medical issues. The connection is horrible. Disconnects during class lessons and worse during test. When they get ready to test I have to drive them about 7 miles to fast food restaurants or our county library to ensure the constant connection required to complete their assignment and or test. We are not asking for a freebie. We will gladly pay for the desperately needed

services! My girls desperately need an education. Their physical disabilities may not be able to be corrected but their educational needs can be met to insure their futures. They deserve adequate internet services.

Internet access varies greatly across our district depending on which community you live in. Consistency is also a problem, especially when my service was provided through the phone company--with no remedies available. Cost is also an issue.

I pay Verizon to have use of iphone7plus, only get no cellular data nor can use it in the home, cuts off so stand outside. I keep paying to use it away from home. Now in home I pay Frontier for a landline and WiFi to use iPhone email and Apple TV. I want to use the iPhone in my home! It's 13° outside at night. Broadband up here on Cooperx Creek is crucial!

The satellite companies are predatory, they take advantage of the lack of broadband service to charge an arm and a leg while providing poor service and poor quality.

Frontier is the service provider and their service is adequate as their infrastructure is old and they are not willing to invest in their infrastructure from what I heard at a meeting in Bryson City.

I currently use DISH NOT HAPPY AT ALL VERY SLOW

horrible

I currently do now have Wifi internet available at my home per Verizon, Frontier or Directv. I only have cell phone internet and Directv for television. I wished I could get Wifi internet for computer purposes.

In my area internet service is restricted because of the side of the mountain that we live on. I would gladly pay for a good service if one were to become available

Frontier has horrible customer service and lies about what is available in our area. Currently paying for 6mb service and I'm lucky if I get 3mb

The only service available to our area is satellite and service is slow and varies with weather

This is a remote area with low paying positions and the only way to earn a living wage here is by using high speed internet which is not available at home. Students in the local school system are required to use internet for homework and studies. On-line classes time out before testing can be completed.

Mountainous area creates unique challenges

Frontier communications no call no showed on me over 5 times before they actually showed up. If the internet goes out it often takes over a week to get it fixed

Access is often spotty and will be out for days/weeks at a time for no apparent reason. Always told it is because we live in a high use area.

We have very limited options where we live. Way too expensive for the slowest speeds possible!

Frontier service is terrible. When it rains, my service is out the entire time. Service is much slower than 2 years ago. It goes in and out while you are trying to use it. They won't come check their exposed lines. They try to tell you a tech has to come out to check your inside stuff when the problem is with their outside lines since neighbors are affected as well. I signed up for a 2 yr special they sent out in the mail, then after 1st year price more than doubled and upon inquiring about it, they stated they never had that campaign. Currently trying to see if I can get service with another company as they will not credit you for service you do not get. I feel they are cheating the consumers.

Frontier just laughs and says we will never get service.

The internet needs to work a lot better than it naturally does.

Technology to fix this is available but Frontier is not willing to make the investment.

All children going to school in the United States are going to be set back years compared to other countries with the passing of net neutrality. Please don't let this happen. Proud single mom of two boys. Help us single moms to raise strong and hard working children. We need affordable internet!

It stops and has to get restarted at least once a day.

I run a small business. It is impossible to perform any work from home due to frequent disconnection problems. Frontier communications is unable, or unwilling, to fix the problem. My internet is frequently disconnected for days at a time.

I paid for a 3mb connection for years with Verizon. When Frontier took over they called and convinced my wife to "combine" services into one bill, although it was already in one bill. They used that as an excuse to lower us to 1.2 Mbs. Our actual speed went to 60 to 100 Kbs. They then told us that 3Mbs was not available and had never been available. A friend who works for them went into their system and instantly upgraded us to 6 Mbs, of which we normally get 3 to 3.2 Mbs. Frontier has consistently lied to us since they took over.

Zito Media is unreliable. We suffer many outages most days.

Internet speeds in this area are a joke. I don't get half of what I pay for on a good day. I can barely maintain a stable connection online while gaming.

The service is awful, and the speed of the service is just as bad. To get an actual repair takes entirely too long. If there are other options I would certainly check into them.

Frontier DSL speeds vary from 0 kb/s to 2 mb/s at best. Speeds vary erratically, making it difficult even to listen to streaming audio at times. On good days and times, streaming video works well, but we often get part way through a show and lose adequate service.

Skywave is the best internet provider in Swain county, by far.



I have had several issues with frontier. I've had to call several times and wait days for someone to come out to fix it. Every time I spoke with someone they kept telling me my service was fine. I've also had an increase in my bill, haven't made any changes to my service, and no one at frontier can tell me why

My service is so very frustrating. I work from home and many times I just have to walk away from computer (too slow). I would say mines works about 50 percent of the time. NOT acceptable. I pay for 100!

Currently use Frontier Communications. They have been out to my home several times a year for approximately 6 years due to poor internet connection/no internet connection issues. I do NOT receive the service that I pay for

Being in a mountain area where access is limited to none what so ever it would be great if a company would go the extra miles to provide my family and I with decent high speed internet that does not cost us an arm and a leg

## 10.2 Commercial Comments

### CHEROKEE COUNTY

Need better service in this area

When the internet is working properly it's wonderful, but often the internet lags and it is difficult to complete my work.

I currently have DSL through frontier which allows for most internet use, however, it does not allow for reliable internet to conduct my business on, I routinely have to take my laptop to a wifi hotspot in town.

Our internet service is not listed for this address. Our service is broadband fiber through Blue Ridge Mountain Electric Membership Corporation

Our current internet service can only be provided via satellite.

Frontier service is horrible we reboot our system at least once per day sometimes 6 or 7 times.....

This is an RV Park that offers free wi-fi as part of our service and since there is no cell service in our remote area that service is very important to our customers. We currently use satellite internet service, the data limits, weather issues and latency cause problems for us.

## CLAY COUNTY

We are in downtown where fiber optic is available, but outside of town service is very limited.

Just wish there was service. We have to use the computer next door.

Tourism is a greater part of our business. Our business will not grow without better broadband services.

Telecommuting and internet based jobs would be such a big help in our community. We are surrounded by mountains. Commuting to bigger areas for higher paying tech jobs or transporting goods made in our area are hampered by this.

BRMEMC is just a short distance away with much better service. Frontier's equipment for this area is very old and outdated, they have no plans on updating any time soon. I pay for 12 mbps, I mostly get 3-4 mbps. Also, I tried to do the test above and it wouldn't work.

I pay for the fastest service they allow for our area. It is almost never up to that speed. Also, it constantly goes down completely, or runs at about 4Mbps or less. The service people tell me the equipment isn't adequate for this area and that is why there are so many problems.

## GRAHAM COUNTY

We are a nonprofit business with approximately 20 volunteers in addition to our employees. We depend on grant funds, and most applications are online. Without dependable internet connection, we could lose critical time and information.

please

"Our connection is constantly disrupted and goes down at least once every two days."

This location is an anomaly for this county, having fiber pulled in for daily operation. But there are no significant cable companies here providing decent service, or even willing to run new lines even from the pole in front of a potential customer's home. And the rest is through copper single pair 24awg wire from Frontier or Satellite if they want to pay for that. The overall service in this county is poor. There are actually some still on dial-up, or dial-up speeds.

The only provider we have is Frontier and they are constantly going in and out. We never know if we are going to have service or not

To be able to accept debit cards it's essential we have consistent internet service with good upload speeds. We had to drop another point of sale company because our internet would time out and the data package could not make it to the merchant service vendor. We also cannot grow our company with pay at the pump, which is fit for our customers etc based on the current level of signal and service.

It would be great to have it available!

We have and are building a subdivision which will have 7 homes and our business has 13 buildings which could all use a better internet connection. In the past our guests have left our resort due to poor internet. Guests or potential purchasers of our properties have balked at buying due to poor internet service. The entire Stecoah valley would be greatly enhanced with better internet services.

Anytime it rains, clouds, snow, service is depleted and nearly useless. Currently every time a call comes in our internet service is dropped. Service is very poor to our business and we pay premium cost. Very hard to run business with this poor of service.

We have very slow service. Also we often don't have service because there is a problem. We currently are getting kicked off the internet everytime someone calls in or we make a call out on line One. The phone company has come out to check out problem but the problem is not with the phone but the internet company: Frontier. Frontier has not been able to figure out the problem for 3 months.

We are a resort. The biggest complaint we get from guests is how slow our internet is. We are closed right now but when we are open our internet slows down when multiple guests are on the system. We desperately need faster internet in our area. We can not go on a reservation system that is cloud based because of slow internet.

## HAYWOOD COUNTY

The cost is too high compared to other areas for basic business and to move to a higher speed puts most non-profits as us not a possibility at the current rates through charter

Terrible service and limited options. Please allow municipalities to start offering internet access as a utility!

Higher speeds are nice, but the real problem is what businesses and residents pay for the higher package. I pay > \$200/month for my Charter Broadband connection whereas a similar business in Charlotte or Raleigh would likely pay less than \$100/month for a faster, more reliable connection. In a certain sense, I pay a "location" fee of \$125/month because my business is located in Waynesville, NC.

I wish we had more options. The customer service is terrible in our area because they know we have no other options.

Customers would like to have a local broadband service that they could log on to, while they are stay here and this way they will have access to local information, vs using there gigabytes and paying for them and visiting us. I do not give out my business password because I take credit cards and I do not want my clients information to be stolen.

The fluctuations we experience in broadband service impact our ability to communicate with our constituencies and to do our daily work. Like many small businesses, we have transferred our documents to the "cloud". No or slow internet means no work gets done. Our phone service is VoIP. Again No or Slow internet means that we are dead in the water.

We have AT&T for our internet service and it is too slow when people are home in other areas, Still using the old copper lines. This area needs something better for this day and age

The Town of Waynesville just added fiber optic in our corridor

Very happy with the Charter service and speed

Converting to fiber (Charter) in January 2018.

## JACKSON COUNTY

Because we are a rural community, many better job opportunities for professionals are to work from home as a satellite office and telecommute. Without reliable and high speed internet, I cannot perform my job for my company and provide for my family in this area of WNC. My company IT department and I have gone round and round trying to improve the speed and reliability of my internet service. I am paying for the highest level service, and it is not adequate for the work I am required to do for my position.

Internet service is intermittent in downtown Sylva but wholly adequate.

We have searched for alternate internet options for years. We were excited when Balsam West started up but unfortunately their fiber is across the river from us - it was going to cost an exorbitant amount of money to get it run to our location. That was a cost we could not incur. While we're able to run our business off of our current internet, it is unreliable and at certain times of the day slows to almost an unusable speed.

We gave up on frontier a couple months in after paying for their 'fastest' service and receiving terrible service and support. We are now forced to use a specialized Verizon system

Consistent high-speed internet at an affordable rate is vital to most businesses now. Reliability, consistent service, and affordability has been a problem for us.

We've tried to get fiber run to the hotel since early this year. Multiple companies have bid on the contract, then backed out when they do the physical site survey. That a major business adjacent the regional fiber pipe along the major freeway artery is unable to get sufficient broadband service is an indicator the current regulatory regime is NOT serving rural areas sufficiently.

I was paying \$80 a month when I had internet for service that never worked. I am able to do a hot spot on my phone for no extra money. I may be a business but I am very, very small. Paying \$80 a month for something(that didn't work) was a huge amount of money for me to pay.

We are limited to only using Frontier, whose signal is so inconsistent that we often lose it. Internet is in an out repeatedly throughout the day, and I do not have time to call in every single time the internet goes down. Also, it is too time consuming to reboot the modem each time. I would be spending too much of my day on hold with frontier and rebooting my modem. As a business that requires internet access, it is frustrating to be locked into a company that has a monopoly on the area, and the perceived attitude of indifference to the shoddiness of their service.

Our region does not have the infrastructure to support the needs of the population. We have both Frontier and Morris Broadband. Businesses that use Frontier cannot complete money transactions on cards or it is very slow.

Broadband is very much needed in our area. The internet connection we now have is hindering our work efforts. Causing loss of revenue.

Please help us. We have guests from all over the US that visit for weddings and they can't get service and say that they could never live here because of this.

frontier is a joke, we have had a service order for repair for over 2 weeks, they never show up on the appointed day. Or quiet frankly they have not shown up at all though we have a work order number and a date and time set with them.

In all the regions I have ever worked in this is the worse service I have ever seen.

Constant problems with internet going out and slow speed.

Frontier is our backup internet provider. Our primary provider and the one the test results are for is Northland Cable,

Broadband is continuously becoming more critical. Strong reliable internet is going to be more important to the growth and development of WNC than any other factor. It is already more important than roads. Broadband service needs to be prioritized if our communities will have any chance of growing and competing in the economy of the future.

We currently use Northland Cable for our ISP. It wasn't an option at the beginning of this survey. Reliability has become a real issue since the hurricane earlier this summer and continues to be a recurring issue. Frontier claims they can no longer serve new customers in the area, as their equipment is maxed out and they aren't in a hurry to upgrade. We're left with a single provider that doesn't have a lot of pressure to improve or maintain its services. Please bring us better options, I think it's really holding the area back from taking advantage of the new digital economy.

Broadband connections lost at least 4 times a day in are area. Then have to reset to connect.

NORTHLAND COMMUNICATIONS ALSO OFFERS BROADBAND SPEEDS AT MY ADDRESS, BUT YOU ONLY RECOGNIZED FRONTIER COMMUNICATIONS...WHY?

We have internet only 50% of time

Very slow when someone in the office is streaming.

WNC needs better service for businesses to expand.

We receive it through Balsam West but in runs through Frontier.

This area has extremely slow internet ... the whole town and surrounding small towns too.

We're looking to significantly increase our online presence in the future including applications, bill pay services, etc. Stronger service at this location is important to us, current DSL is a limiting factor.

## MACON COUNTY

will also take this test from home where it's so slow...thank you and good luck

Frontier is our current provider and we find service and delivery less than desirable.

The current infrastructure of Broadband in our area is pitiful. I am the owner of an I.T. company in Franklin NC and there are really only 2 options for residential internet; Cable or DSL. Both providers have oversold what they can actually provide and the majority of users report to me that they do not get the speeds that they are paying for. The only way to get fast internet in this area is to pay exorbitant prices ie: \$350 per month for 10Mbps Down and 10Mbps Up. The infrastructure needs a major overhaul and definitely affects businesses, as well as residential users in the area.

Morris' speed and reliability is not the best in the world. We've had several outages.

We are on the wait list for Fiber. They project by early next year. That will hopefully resolve a lot of out issues. Right now we have Northland Cable, with a point of sight link to the Town of Highland's fiber optic.

The current internet service is very intermittent and unpredictable.

internet at office is through frontier and is decent during the day. I am not here at night, so can not attest to service during that time. At home, internet does not work adequately in the evenings.

there are alot of talented young kids that are content creators for YouTube and twitch.tv but lack the internet speeds to be able to do these. we need atleast 50mb upload and download at a reasonable price.

I am in the computer services business. I hear from most of my customers about the lack of high speed internet access. I intentionally found an office that had high speed internet. The local Frontier DSLAM is not near the center of the community. If there were a new DSLAM positioned better, it would certainly help many businesses and home users.

Internet in our area is a joke. I do not know how business are surviving as we struggle daily just to check our email since a lot of our work is done with clients out of town and email is our easiest way to communicate. We feel our business would be thriving better with better internet service in our area.

The internet and cell service in this area are ridiculous and embarrassing. Pathetically slow and unreliable. They make it difficult to run a business. There are too many people here for the service to be so unreliable and slow.

Someone needs to save us all from Frontier!!!

The lack of sufficient connection and more importantly the instability of the connection is a major concern.

Need faster and more available internet



When the service is working it is fine. It's just off more than on, particularly when we need it the most. I try calling about this issue but after waiting so long I have to get back to work.

Reliability is terrible. We are down probably 30% of the time. Multiple calls and multiple visits from techs have not alleviated the problem. We are hit or miss on service every day.

Rural service demands are very important.

It's just way too slow.

Frontier is horrible. Service itself and the reps, when expanding our business we were told no open ports left in our area. We spent thousands to have an IT group boost our signal.

We being a Town of Highlands Department use the TOH internet set up by our IT dept.

My internet service is provided through a basic phone line. I am surprised it works as well as it does. This is actually my residence & I work from home. I am the only person using the internet service. If there were more people the service would be inadequate. I would have to get additional phone lines. If the phone goes out of service for any reason it always takes Frontier a week to fix it. Everyone in this area complains that about how long it takes Frontier to restore their phone service when it goes out. Of course you usually lose your internet service when the phone isn't working because they are both on the same line. I have Frontier because they are the only phone & internet service provider in my area.

it is horrible, service is slow, frequent drops and slow speeds.

Main highway through town..... no service available....REALLY????? Nobody wants to invest in this area?

## SWAIN COUNTY

Uploading speeds are incredibly slow and the wireless often goes in and out of service

Severely lacking consistently and higher speeds

service keeps going out.....

There are no other options and Frontier provides poor service.

Our internet service is via satellite (DISHnet) and is very expensive and insufficient. Previously we only had dial up which was even worse.

Weather seems to affect service.