

**Analysis of Newcastle Broadband Committee’s household survey of internet
August, 2021 – Tom Keller**

I cleaned the data set

- a. sorted on name
- b. deleted duplicates, selecting the entry with the most information but this was not always the exact same information
- c. then sorted on address – kept entries for same street address if it seemed like a rental property.

255 unique entries

Individual question results

Do you have internet services at this address?

No	17
Yes	236
Blank	2

If “no”, check all reasons-

- 9 Too expensive/not worth the cost
- 10 It is not available at my location
- 2 I don’t need to use the internet
- 1 I have tried a booster from US Cellular, a satellite won't work in my location, and Tidewater has been too expensive but may have to try it despite it's poorer quality
- 1 Bowdoin College has provided an ATT hot spot to allow me to stay in contact with my piano students during the college vacations and COVID shut down
- 1 I can get DSL but not worth it and it would be extra to get Tidewater to do it
- 1 I can't afford a computer or internet service; I wish I could.

If applicable, what type of internet connection do you primarily use at this address?

DSL	51
Cable	133
Fiber Optic	26
Cellular/Mobile Hotspot	8
I don’t know	14

What is the name of your internet service provider company?

Spectrum	76
Comcast	1
Charter Communications	1
Tidewater	36
Verizon	2

Time/Warner	1
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If applicable, what is the monthly cost of your current internet (or internet + phone) service?
 \$ _____ /month*Provide one number only (no dollar symbol or text)

Spectrum	Range	Approximate average
Internet only	\$60-120	\$74
Internet and telephone	\$85-128	\$100
Internet, telephone and TV	\$130-215	\$165
Internet and TV	\$90-240	\$160
Telephone only		\$90

Tidewater	Range	Approximate average
Fiber Optic Internet	0	0
Fiber Optic Internet and telephone	\$88-195	\$107
DSL Internet	\$50-100	\$67
DSL Internet and telephone	\$80-112	\$90

Speed test (Note: numbers as reported, I have no idea why the variability)

Provider	Number of responses	Download MB/S		Upload MB/S	
		Average	Range	Average	Range
Spectrum/Cable	94	75.17	3.08-307.59	10.09	0.48-45.83
Tidewater/DSL	35	1.03	1.21-112.34	1.49	0.66-10.34
Tidewater/Fiber Optic	20	60.41	10-112.5	15.27	0.34-33.3
Mobile hotspot	1	52.6		9.99	

Do you or anyone in your household use the computer to work from home? (i.e. telecommute, run a business, do work for your job or do non-profit/volunteer work)

Yes = 152

No = 97

If members of your household use the internet for homework or education, please check the boxes for the age(s) of the member(s):

PreK-8th Grade = 27

Grade 9 – 12 = 16

College student = 6

Adult student = 30

None = 89

Would you like training on how to use the internet? If yes, check the topics that most interest you:

Basic skills for computers and the internet (Setting up a device, protecting identity online, etc.) = 17

Connecting to family and friends (using programs like Skype, facetime, WiFi calling, etc.) = 15

Using Social Media (Facebook, Twitter, Instagram, etc) = 6

Using tools to make you more productive in your home or business (Word, Excel, PowerPoint, Photo management, Quickbooks accounting, etc) = 22

Using the internet to promote your business (Website creation, marketing tools, etc.) = 5

Streaming video content online in addition to or instead of watching through a TV service (Like Netflix, Hulu, Sports channels, etc) = 24

Not interested = 186

Other comments

how to affordably boost wifi through the house

I should say yes!

Emphasis on protecting identity online

I am a software engineer with 40 years of experience; I would be happy to help teach or edit teaching materials

I am expert all of the above!

I am interested but my poor hearing makes this training questionable.

I mostly was using it for real news, LCTV, and research of various kinds.

I would be interested in learning all the above but I'm 84 and still teaching 8-10 hrs per day, 6 days per week to survive. I don't know where learning hours would come from.

if i had a computer or internet

Managing back up copies

Not needed. This is a second home/ summer home but we want it for use during that time. It is required for many systems we depend on for access, safety and daily living.

watching broadcast & cable tv channels without cable What ones are available/unavailable?

Willing to volunteer to teach these things.

Are you satisfied with your current internet service?

Yes = 115

No = 123

Please tell us why you are satisfied or not satisfied with your current internet service.

Tried all but satellite,Futureproof & Decent, Reuable" Provider Tidewater

"yes, but" meets our needs generally, but signal strength inconsistent, streaming + zoom capabilities good in some parts of house but poor to non-existent in others

(fair) speed is an issue when we have multiple devices in use. I would like to be able to stop paying for home phone line

Adequate for my needs, but very expensive. Loss of service occurs once in a while.

Always works.

As good as, but a lot cheaper than Verizon. And the speed is a lot faster than I told you here when I am connected to my Ethernet cable.

buffering often, can only use one device at a time, often slows way down

But several stations say "not available" yet if I attempt to connect two doen times they sometimes do

Comment: yes and no--to many times I need to reset router

Comparable to Comcast Xfinity / my last provider

Constant price increases without service improvements.

Convenient

cost

cost is to high

Cost is to high compared to bandwidth

Current Spectrum Internet is terrible! Slow on a good day- and we are paying for high speed. It constantly "pauses" for brief or not so brief periods. This often results in John being knocked out of his medical records program. We need fiber optic!

currently pleased

Dissatisfied with rate increases/satisfied with reliability

do not have high speed only 3/1

Do not want to pay for TV- would pick just internet

Does what I need it to do.

Even after upgrading service our speed is still slow

expensive not always on line

expensive & unreliable & terrible billing practices

Expensive and no alternatives to drive down prices, have to threaten to quit every year when they try to raise the price. Dreading the day when this tactic stops working...

Fast & no problems

Fast enough (most of the time), reliable, affordable

Fast enough for our use

Fastest available for my location

For our current needs, Spectrum is OK, but not happy about the costs or lack of other options

For the most part. Service ok, price a little high. Would like more choice and competition.
frequent downtime/cost vs

Frequently lose connection + have to reboot
goes out with weather at times --speeds are unreliable even though we pay for upgraded service

Good speed reliability

High cost for adequate service

high cost/slow speed. We have the fastest speed available and its only 10mbps. Not enough for even basic needs. My chil's medical equipment needs wifi along w/my son's school work

High Speed cable but too expensive

How does not work at all if power is out any place in the area. I have power when CMP is down, but cable never works

I am not satisfied because it is Expensive, and toward the end of the billing period it slows down

I am satisfied that it is constant unless the power is out. I can readily get to most sites, though infrequently the ball just spins and times out or I close if it does not look hopeful.

I can use all of my devices & stream

I do not have high speed/broad band internet access at my second home in Newcastle. The cell signal is too weak to use a mobile hot spot. My only option is DSL and the ISP can't guarantee me anything more than a 3 MBPs download speed. That bandwidth is not enough for me to connect to my employer's VPN nor use a streaming service. The cost is relatively high for a service that won't meet my needs so I won't have it installed. I very much want high speed/broadband internet so that I can work remotely (I am a full time remote worker but must do so from my primary residence), run a Nest-type device for home monitoring, use streaming services like Netflix, and send files/photos via email or from a smart phone. Broadband access is a win for the community, especially as the pandemic is likely to persist for many more months.

Students need access to remote learning opportunities, and more remote workers in Maine will improve the state's overall economy.

I dont need the phone/need to reduce cost for bundle internet TV

I just want high-speed!

I moved here in January from a home that had much taste,r more efficient, and more reliable fiber optic service.

I upgraed to fiber for faster service--not really sure if I am achieving this

I would prefer to support a local company, and our cable often goes out with power outages which frequently happens on River Road

I'm pretty satisfied. Tidewater telecom was our only option besides satellite. The price is okay and the connection is good most of the time. The internet could be a little faster but what can you expect in the middle of the woods

it cost money

it could be faster

It does what we need, with only occasional outages.

It fulfills our needs.

It goes out of service with most storms or high winds

it goes out too often

It has been reliable and sufficiently fast. Only one outage in 6 months and only rare buffering issues.

IT IS A RIP OFF!! SPECTRUM SUCKS!!

It is extremely slow and it is frequently inoperative-wind, rain, snow???

It is fast and seldom goes down, but it's too expensive

It is fast enough as long as I am close to the router.

It is inconsistent.

It is not fast enough to stream in hi definition, or to stream more than one device at a time.

It is not fast or reliable enough to count on for telecommuting.

It is reliable

it is slow!!! and unreliable

It is terrible! Slow & glitchy, but we have zero options

It is too expensive and doesn't always work

It is too slow and youtube tv does not work well at slow speeds

It meets our current needs.

It often drops service and restarts.

it works

it works

it works fine! A bit slow but not really a problem

It works most of the time.

It works really well but seems a bit expensive

it works well.

It works, is generally consistent, cost is ok

It would be nice to have faster speed but it is good enough for now

It's awful. Only one person can use it at a time. It's also expensive as you are required to pay for a land line in order to have DSL.

it's better than Tidewater.

It's dependable and if it's down they come and fix it fast.

it's enough for me & _____ experience

it's erratic and signal strength varies throughout the day

It's expensive + goes out frequently

It's fast and effective for our needs, it could always be faster - fiber would be amazing. We pay for the upgraded speed though.

It's fast enough and pretty reliable

It's fast enough for our needs.

it's reliable

It's too expensive

It's too slow. Barely able to stream TV

It's too expensive and drops out a lot lately

It's just too slow. I've tried to get high-speed service, but can't get it.

It's slow and it drops a lot

It's way too slow, underserved = 25 Mbps we are way below that, need to upgrade

It's wicked slow and expensive!!!

item 14 comment: moderately yes

Item 14 comment: keeps going down Goes down a lot

Item 14: yes and no Could be better

Its not reliable or consistent, it will cut out at random points throughout the day, sometimes multiple, sometimes not at all. The download speed is 30mbps less that what we are paying for.

Just tried to enter www.mainebroad band coalition and got a bunch of letters with coalition in the middle

Kind of expensive - \$600+ per year. My wife and I are both pensioners.

loose internet often in bad weather

Lose all internet service during power failures even though we have a 10K generator

loss of service frequently

lots of buffering/too expensive

Meets my needs

meets our needs in retirement

More stable than when we had Spectrum.

must use ethernet cable to stream as wifi buffers. Only one device at a time can use wifi in select locations.

Seems we have to buy Spectrum bundle to make it affordable even though there re only a handful of TV shows we watch.

n/a, currently out of state. A reliable fast internet connection =>200mb is an important utility.

no problem

no-ish quick and easy

Not especially reliable.

Not fast enough

not fast enough

Not reliable; speed & downloading intermittent; need extenders

not satisfied - too costly after 1st year

not satisfied--slow, drops out

Not Satisfied: Too expensive, and there are many times a week where the connection is lost. And during the summer months speeds slow considerably during peak hours. It's the same with cell phone service.

Not worth it. Fiber is cheaper - just not here "yet".

of course the cost going down, not up, would help

Often gives message tht there was an error also have to reboot

Only issue is when power outage Spectrum often goes down 2. That's why I keep Tidewater DSL also I have a generator

only works 1/2 of the time

our service for DSL is through our phone company, Tidewater

Out when electricity goes down and know when promotional period is over probably cost will double.

previously expressed--poor service--constantly w/o service

Price and reliability with power outages

Price is high but it is reliable

Price keeps going up for no new service, and service is unreliable. I want fiber optic that does not require electricity to run.

reliable

reliable

Responsive to requests for help

Satisfied with service, not with price

Satisfied: Generally reliable. could-be-better: cost; I pay more than folk in "third world" countries for the bandwidth I get.

seems to always work

Seems to work well.

serves the purpose well

service + training could be improved

service goes in & out would like a lower cost option speed doesn't seem that high

Service is expensive (always increasing) and often erratic

service is often down. Speeds fluctuate w/o discernable reason.

service is spotty. If bad weather then may not be able to get internet. Also we have a weak signal due to the type of house we live in.

Service to Tidewater is OK. Intermittent service outbound from Tidewater, often; it would seem.

slow

Slow speeds

Slow upload + download

SLOW-really poor customer service

Slow!

So far good speeds and reliable, very little latency, makes working remotely easy.

So slow and spectrum is not as good as some of the others like Comcast Xfinity

Sometimes it seems too slow to do everything I'd like to do.

sometimes very slow \$69 mo. a bit high

Somewhat slow and interruptions occur/expensive

Spectrum has a tendency to offer deals for internet, television and phone and then raises prices at will as time goes on.

Spectrum is impossible to deal with. Internet speeds vary substantially. Only sometimes getting what we're paying for.

Speed & quality good but cost increases more than inflation

Speed and reliability is adequate. Price is too high for what we do get. Price continues to go up.

speed and service adequate

Speed is adequate for our uses.

speed is fine but cost is expensive

Speed is good

Speed is ok

speed is very good. Service is reliable

Speed too slow, too much buffering, reliability is weather dependent no ability to upgrade as things stand now

speed, loss of service, always told its internal problem...and then finding out it isn't .

Spotty or intermittent coverage; often have to use cell phone as hot spot

spotty slow internet; to expensive for what I get.

Still too slow/spotty wifi connections

Streaming is slow to load/buffer, we have to reset our router often and we have service interruptions often. streaming works well most of the time. Able to accomplish most work tasks with few problems. Cable has gone out once or twice over several months, usually for 12 hours or so.

Supplies adequate needs

the bundled services are expensive

The connection breaks periodically and we frequently encounter buffering when streaming

the connection is periodically unreliable--eg zoom freezes

the internet service is too slow

the price is high and the speeds are very slow sometimes

The upload speed is incredibly slow for my work use case, which is to share and manage large video files with other editors, animators, and clients around the world for my studio.

There are way too many service interruptions and the loading time on the internet and tv is very slow.

There is nothing I need to do that I can't do.

They have always been extremely responsive anytime issues arise. Overall quality and reliability of service is good and the price relative to other options for the services provided is equal to or better than those options.

too costly

Too expensive

too expensive and somewhat inconsistent service

Too expensive and too slow.

Too expensive for the relatively average speeds.

too expensive need special pricing for elderly on fixed income

too expensive, unreliable, too many hiccups

too slow

Too slow

Too slow and not adequate for classical instrument sounds

too slow but we are on a private road so nothing can be done without excavating

too slow, we bundle with phone from Tidewater. There may be a cable option, but we don't have/use cable and it is a matter of consolidation of expenses

too slow. Cannot stream to two devices at once, cannot stream HD. Service is lost when telephone lines are down.

Two people working from the property during the last 12 months of Pandemic has put a major strain on the internet and has caused some problems when both trying to take part in on-line meetings.

Upgraded to Fiber from DSL

usually works fine

Variable speed/reliability and capacity, introductory pricing that continually goes up! I just did the test 2x, and got download at 9.08 and then 21.3. No one else is using the internet in the household.

Very little competition and VERY high cost

Very reliable and good service. Local business, local office and fast and direct-in-person response to inquiries and requests

Very reliable service, very few outages, excellent customer service.

Very satisfied as I do not stream movies or television.

very slow and intermittent

Very Expensive (Spectrum) Internet + basic cable

Way too costly... poor cell phone reception When power is out lose internet capacity

Way too slow too much buffering

We haven't had problems with speed or reliability and don't try to download movies. With just the two of us, no capacity problems...

We are extremely dissatisfied with our current service. Internet is very slow. It gets stuck often and won't work. It cannot run multiple devices at once without major problems.

We are mostly satisfied. Sometimes we have buffering issues, especially if more than one person is streaming videos/audio. We also have problems with the internet cutting out. Tidewater has been very

helpful but ultimately said it's not their equipment. They installed a dedicated DSL jack but we occasionally still have problems.

We are satisfied with our current speed and do not have the drop out issues we had prior with DSL. See additional comments below.

We don't have it - but all we can get is through Tidewater, DSL and speeds are considered poor in our area.

We don't know how much better it could be

We don't know if the internet is fast or slow but it meets our needs and spectrum Always helps if we have a problem

We have intermittent trouble with our internet and it's often unreliable or cuts out frequently. This makes virtual school and work difficult.

We have too laptop computers + an iphone + are always able to get online

We're not very active users of internet

Works

Works just fine for our needs.

Works on all my devices.

works well, reasonable price

works/fast/cost

Yes and No--ok-but would like faster

yes it works...No, it is very expensive for only internet

Are you interested in attending community forums by video conferencing regarding any of the following topics? (Check all that apply)

Town-wide access to future-proof, high-speed internet = 89

Affordability of high-speed internet access = 80

Education programs regarding use of the internet = 35

None of the above = 107

Other (please specify)

Yes. All below if they could be on Sundays-my only free day

Will there be an alternative (to video conferencing) participation for those with poor internet?

Cybersecurity

I am interested but do not have a strong enough signal to attend

I don't have time but support your efforts

I find video "conferencing" a waste of time, except for small groups. A lot depends on who is in the group, and what the subject is.

interested in excel, powerpoint, quickbooks, etc training

making town government more welcoming of those who can't afford to own, but diversify the demographics.

maybe

no

No but will continue to support all efforts.

not at this time, but maybe as things progress

possibly-affordability of internet

Providing connectivity for disabled and elderly

Right Now A vision problem so I avoid the computer much as possible

selectively all

Tired of going on line for nearly every little thing. Laborious.

What's High Speed?

Do you support the Newcastle Broadband Committee's efforts to make future-proof, high-speed internet accessible to all Newcastle residents?

Yes = 235

No = 0

Other Questions/Comments? Please share any other comments or priorities regarding Newcastle's internet service. Your answers are confidential and will provide input to the Broadband Committee.

"Don't pursue a fly by night fiber contract- Newcastle has a very knowledgeable and reliable TELCO-go with it"
Note by member who made entry. Participant said they had fiber optic with 30/30 on speedtest and noted Provider - Tidewater No known fiber optic at that address. cbm

"Thank you for doing this for many, we need better Broadband" Fiber Optic from Tidewater became available on Rt 213 so participant paid to run line to home. Cbm

\$103. Tidewater- Internet & phone, \$170. Spectrum cable TV, internet, premium channels

Apart from the initial cost of fiber optic, the monthly cost is less than the previous DSL

As long as it does not include tax payers dollars

At this point I am quite used to being out of the loop consigned to radio and print media for news and entertainment. Welcome to 1947. HHS is the place to go to fund us folks.

Because of our camp's location we cannot get a satellite signal, so we have no access to TV.

Caveat: don't make "future proof" mean "only one option". It's pretty horrible that there's a single cable option, for example. And similarly horrible that there's really only one viable phone option. Don't let that happen (again) with internet access.

Cbm

Everyone should have broadband access. The cost is much greater in the U.S. than in other countries. It should be treated like a utility like electric power.

Fiber to every house would be great, but fewer cables on poles would also be nice. Whenever/if ever Power lines go underground, putting data alongside it would be a good practice.

Fiber!!! Note: contacted participant to confirm the 378 Mbps Download. Participant offered they have

Silver Package with Spectrum. Sometimes they have close to 400 Mbps. Cbm

Good idea but at my advanced age and poor hearing, I am very little involved, Item 7. comment: included in my monthly charge

Having broadband would make the cabin more useful to family when we are there. It would also make it easier and more valuable to rent when we are not.

I am 91 years old and electronically illiterate

I am told by Tidewater Telecom that when Stonebridge Circle was built they put in _____ underground utilities & our internet can't get much better? Why? Comment #10: I tried [to take the speed test, but they didn't let me put in my address. Comment #12: when grandkids are here

I don't hell qualified to have an opinion on #17.....what I have is perfectly adequate for me but may not be for others, particularly students. I support whatever will help students & businesses. I don't care about movies or TV.

I might be interested in attending a group of the 9 volunteers on front of this survey.

I pay an extra \$20.00/month for a "boost" it would be great if costs could be lower. Also any thoughts on underground wiring? I also keep a Verizon hot spot active in case we lose power - \$20.00/month on top of my cell phone service. Good luck & thank you for all you are doing!

I really hope someone can make a difference. We've been stuck with sub-par internet for years. With everything being online now, it's crucial!

I support internet access for everyone.

I will have family this summer living here, and they need high speed access for remote work and education.

I work in NYC and Covid has changed how people live/work. I will continue to work remotely so Maine needs to get into the modern world. If it can do that, sky is the limit with property values. The way people work has changed. Forever. TAKE advantage!

I would like to see highspeed/broadband internet access become a priority for the town. Affordable access is key to economic growth. Businesses need to be able to access the internet, remote work has become an option (or only choice) for many more people since the start of the COVID-19 pandemic, and Maine students need access to remote classes and/or take advantage of other web-based learning opportunities, including college-level courses.

I'm new to town and a Cybersecurity remote worker. Happy to help on the committee and with any education efforts. I am allowed to log time for this as CPEs and can apply for support from Staples Inc., my employer, to support inclusion / access and education.

I've currently got a 2 year contract with Spectrum for \$29.99 a month, which I consider reasonable, when those 2 years are up it will revert to the \$69.99 on the previous page and I will cancel, because that is not reasonable. I tried to sign up with Fairpoint a few years back but because they don't own the hardware/lines in my neighborhood I was unable to which I think is very unfair.

If Newcastle followed through with getting an affordable reliable internet service, I would definitely change over.

In December we (along w/one or two other Perkins Point residents) paid to have Fiber Optics run from the River Road to our house about a half mile down the road. We were not satisfied with our DSL service from Tidewater, it seemed to drop out a lot and wouldn't have supported any future work from home options. Prior to living on Perkins Point Rd we lived off Pond Rd and had great internet through Time Warner Cable. When moving we did not think to check what internet capabilities were provided on the road, not that it would have made a huge difference but we assumed we would have the same cable access. Certainly opened our eyes to the lack of quality internet services in rural areas.

Input by committee member - Survey notes fiber optic thru Tidewater Telecom \$88 month. Internet/Phone. Speed Test shows download 5.28 mbps 9.20 upload?

internet is part of package deal from Tidewater Telecom

Is Newcastle in the internet provision business? Why? Searching Newcastle website for Broadband Committee yields NOTHING! What is "Broadband Committee"??

is this s___ project that would benefit from working with Damariscotta, given the close locations + relationships between the 2 towns?

It seems as if increases in monthly broadband costs occur more than once a year. Perhaps they do not, but six months ago my bill increased by \$10 monthly. I inquired, saying I was on a fixed income. They lowered my phone bill an equal amount, but said it was impossible to do that for internet. I did not question that statement, though I am curious if that is true.

Item 10 comment: No idea.

Item 12 comment: two children

Item 3 comment: This ("Primary Home") is worded in a way that excludes folks who live in rented homes, which feels classist. Please, reconsider wording.

item 8 comment: for business

Item 8 comment: I don't know my employer is providing it. Item 10 comment: EXTREMELY SLOW. I tried, but was unable to do this. Item 11 comment: I have tried to give piano lessons when weather prevents going to Bowdoin (icy roads)

Item 8 comment: includes local phone Item 9 comment: local calls only

Item 8 comment: we have to pay for a home phone line which we never use

Item 9 comment: ?

Item 9 comment: Couldn't do the upload [speed test] Item 9 comment: 25

Keep up the good work and please let me know if I can help the committee in any way.

My service provider is Tidewater Telecom. It's unfair that I MUST also pay for a landline phone which I NEVER use since I have an ADROID. This adds an additional \$35 to my bill so in essence I really pay \$78 per month as opposed to \$45

not able to enter exact address for speed test --second test used gps and resulted in lower numbers third using exact address 6.10/1.00 Opening comment: Spectrum service sucks-its out more than its on-- especially internet--once a week for days a hours. Item 9 comment: have cancelled house phone still paying as its part of the bundle--trying to get tv off cable

One private company should not have a monopoly over an area, where people need to get internet through that company.

Our driveway is 900 feet long and getting high speed fiber optic internet would cost a lot of money to un the cable, dig trenches etc currently not feasible for us Item 9 comment: we dont us [the phone] speed test comment: I used LCI speed test--this did not work but we are paying Tidewater for 6 mpbs Item 11

Comment: When our daughters visit they use for work. I use for volunteer work.

Our neighbor Alna got grant money to install fiber optic infrastructure a couple of years ago and it makes a huge difference compared to DSL or Cable. We're glad Newcastle is pursuing this initiative.

Please accept my apologies for not completing this by the deadline.

Please also see our letter to the Committee. File copy sent to the Town Manager.

Please do whatever is needed to upgrade our internet service, thank you.

Private Rd so assume upgrades i internet don't apply

Something is wrong with Question 7, it wants a number? Internet provider is Spectrum.

speed test comment: latency 65 ms retransmission 0.20%

Thank you for doing this

Thank you for doing this. It's been proven with other community run internet around the country, it lowers cost and increases service speeds. You need to share the systems used in communities throughout Europe as to costs per household with that here in the US. It's disgusting how the consumer is screwed buy the telecommunications lobby in D.C.

Thank you for doing this. It is extremely important to be able to work, study, and safely "meet" from home now and in the future. We currently use Tidewater.

Thank you for working on this!

Thank you for working on this!

THANK YOU to all the committee members who are volunteering their time to make this possible! Gol Star!!

Thank you to the Broadband Committee for its efforts.

The spectrum modem I have maybe broadband Item 8 comment spectrum 50 + Verizon 70 Item 10 comment: plenty fast Item 11 comment: not this month

Three or four years ago I was paying about 45/month for cable internet and telephone. The price has doubled for the same service. Don't we all just love monopoly pricing power?! At the very least, Newcastle should invite competitors into the sandbox.

Tidewater Telecom has been a terrific provider of internet service. Absolutely no complaints with their service.

Timber Lane has underground utility service for fiber optic new conduit would have to be installed---expensive! poor planning when developed

Very pleased you are doing this. I have been trying for several years to get Tidewater to run fiber optic here.

In fact I was told that fiber optic runs outside my house but I am not allowed to tap into it. Why is that?

Want to get Fiber Optic run to us. We are right on 215 - not in the backwoods. Help us Tidewater!

We are two adults working remotely full-time. Fast internet is critical to our work and livelihood. Even now, we at times take turns or only connect with voice (if simultaneously needed).

We strongly agree that we need better broadband service in our area and for others in our community. The extremely slow service that we have negatively impacts our ability to do business, learn and keep in contact with friends and love ones.

We support needs blind access to the internet including the equipment needed to make use of it we'll probably be interested in fiber optic in the future depending on cost & availability

While I could guess, I'm not sure what "future proof" means. I do wonder what the proper mix between wireless and wired options is especially since cellular service is extremely spotty in certain parts of Newcastle. Also, I wonder about how much of the wired infrastructure could be buried to lessen weather related outages.

While Newcastle is a second home, use of internet is part of daily life for us and our family members who come to stay. We have had to drive to our other home for classes online or other tasks that use internet.