



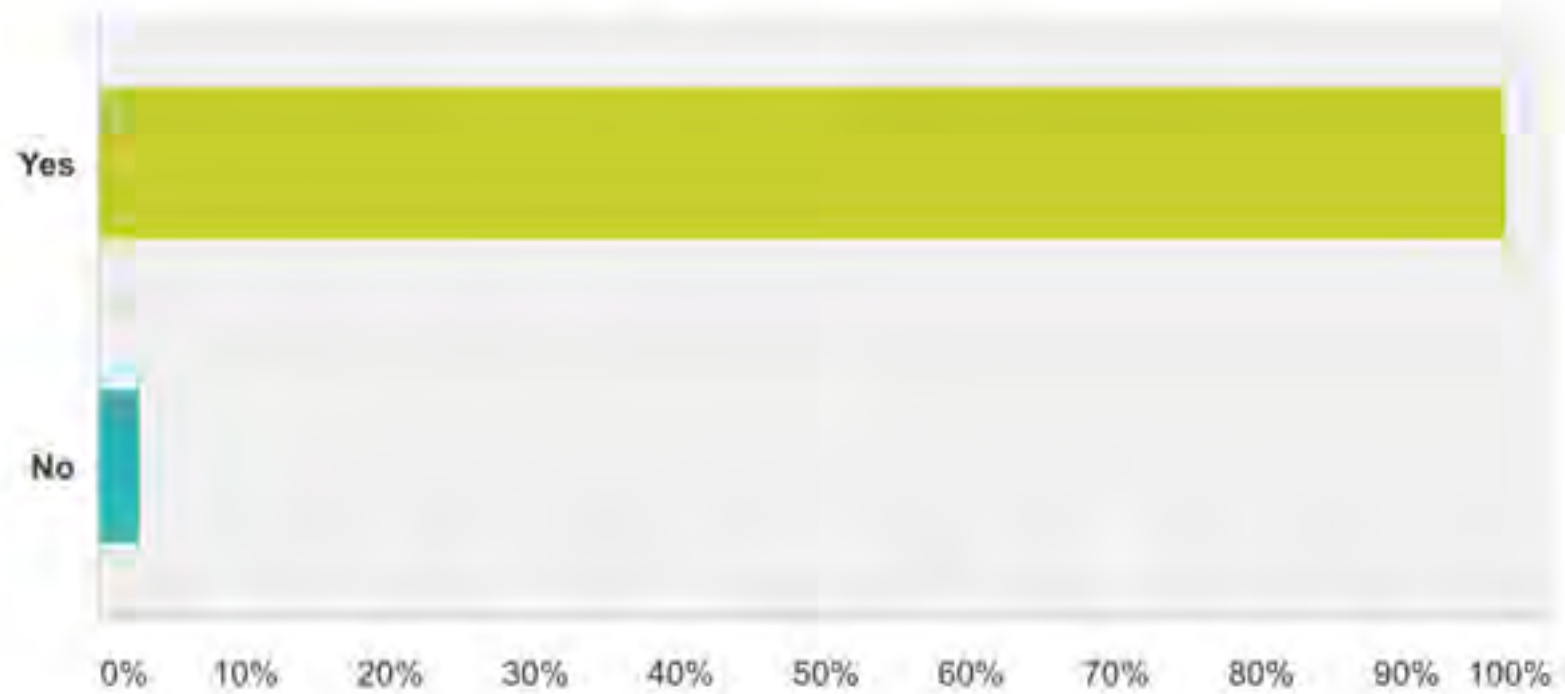
The Town of New Glarus survey results are in. It is apparent that internet connectivity has shortfalls for our community. We are working towards bringing you better service! This will not be an overnight process. Please stay tuned and connect to get involved!

The Survey feedback comments include:

- "TDS is slow and unpredictable."
- "Current TDS service is horrible. Internet connection - watching paint dry is faster. We would stream however, there is no way you can. Horribly slow and unreliable. How can they charge for DSL and we have slower than dial up?"
- "I have called TDS and complained about the slow speeds too many times to count. I have provided proof, using the speedtest.tds.net site. TDS Technicians have come to my house and seen the problem first hand. Sometimes, it is so bad that the speed-test site won't even load! Of course, it is impossible to watch Netflix or even YouTube videos with this problem. The TDS technicians have admitted that TDS simply does not want to pay to upgrade equipment to handle the additional users they charge for their service."
- "I cannot even use DSL Internet during peak hours. I have to go to the library to take my on-line tests because slow speed has timed out my exams."
- "There is a direct correlation to volume and times when children get home from school and on weekends when speeds drastically slow down and we often receive the message "system is over **capacity, please try again later.**""
- "There is no way I could ever run a successful internet based business out of my home because of this antiquated, out of date service available here."
- "Our satellite connection is very expensive and not fast enough for streaming videos. Speed is inadequate and reception is weather-dependent. TDS only offers dial-up service to our home, so we have no other option than satellite. TDS should be required to offer the same level of internet service to ALL their customers, not just offer hi-speed to profitable geographic areas."
- "Because of our location, we are not able to access any other internet provider besides TDS. The speed of TDS internet is not even substantial enough for my 3 children to get their homework done."
- "If the wind blows, my satellite service goes out. This directly affects my ability to work from home so I am sure hoping someone gets New Glarus high speed internet that works, even when the wind blows."
- "I run a website from my home so it is important for me to have reliable internet service. Likewise, for many people nowadays, it is as basic a service as water and electricity. I wish there was an option for internet service with dependable and usable speed, when people actually want to use it."

## Do you subscribe to internet service from your home in New Glarus?

Answered: 100 Skipped: 0



Answer Choices	Responses
<b>Yes</b>	<b>97.00%</b> 97
<b>No</b>	<b>3.00%</b> 3
Total	100

# Who is your provider?

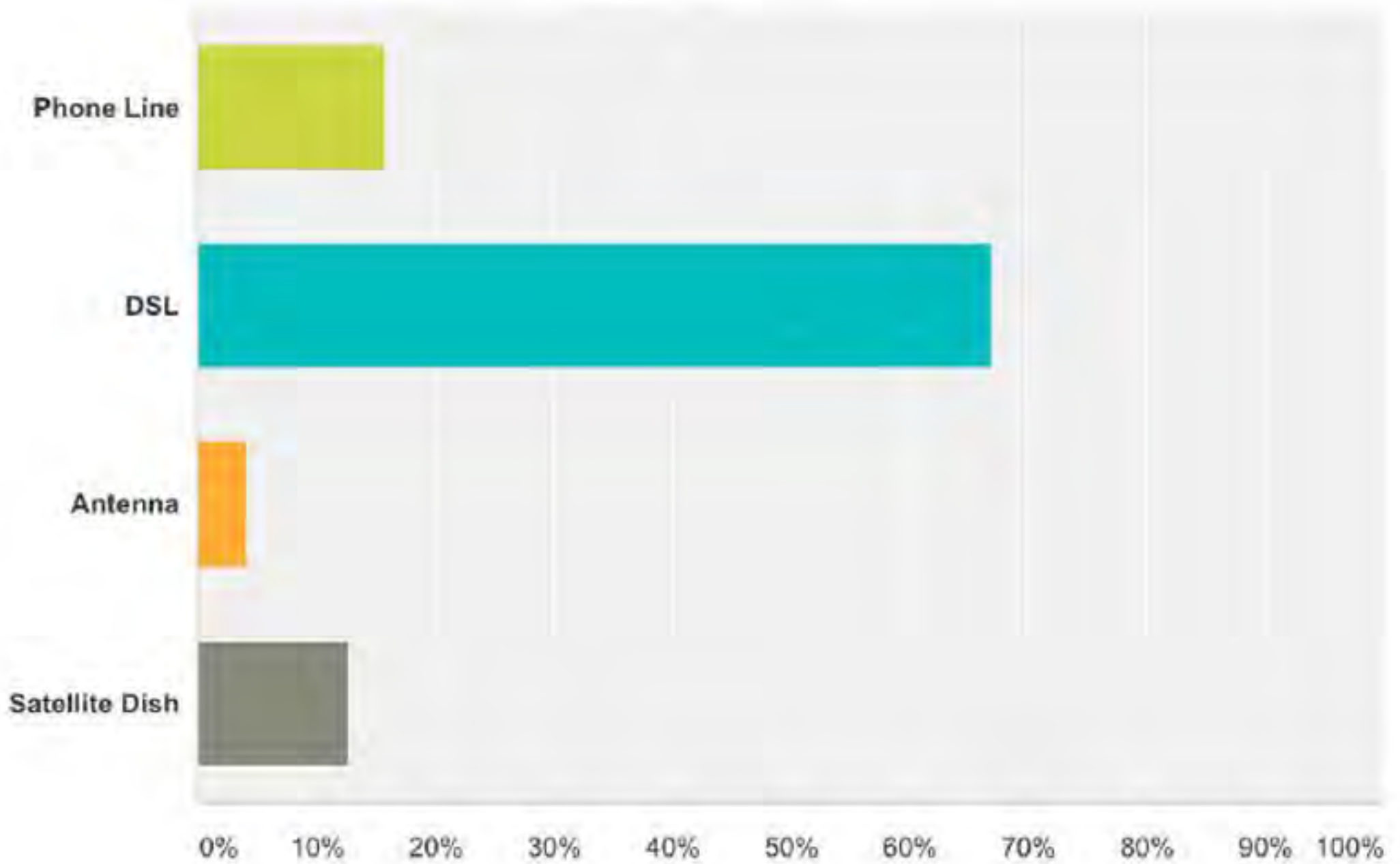
Answered: 94 Skipped: 0



Answer Choices	Responses
TDS	84.04% 79
Hughes	6.38% 6
ATT	0.00% 0
Verizon	7.45% 7
Litewire	2.13% 2
Total	94

# What is your service type?

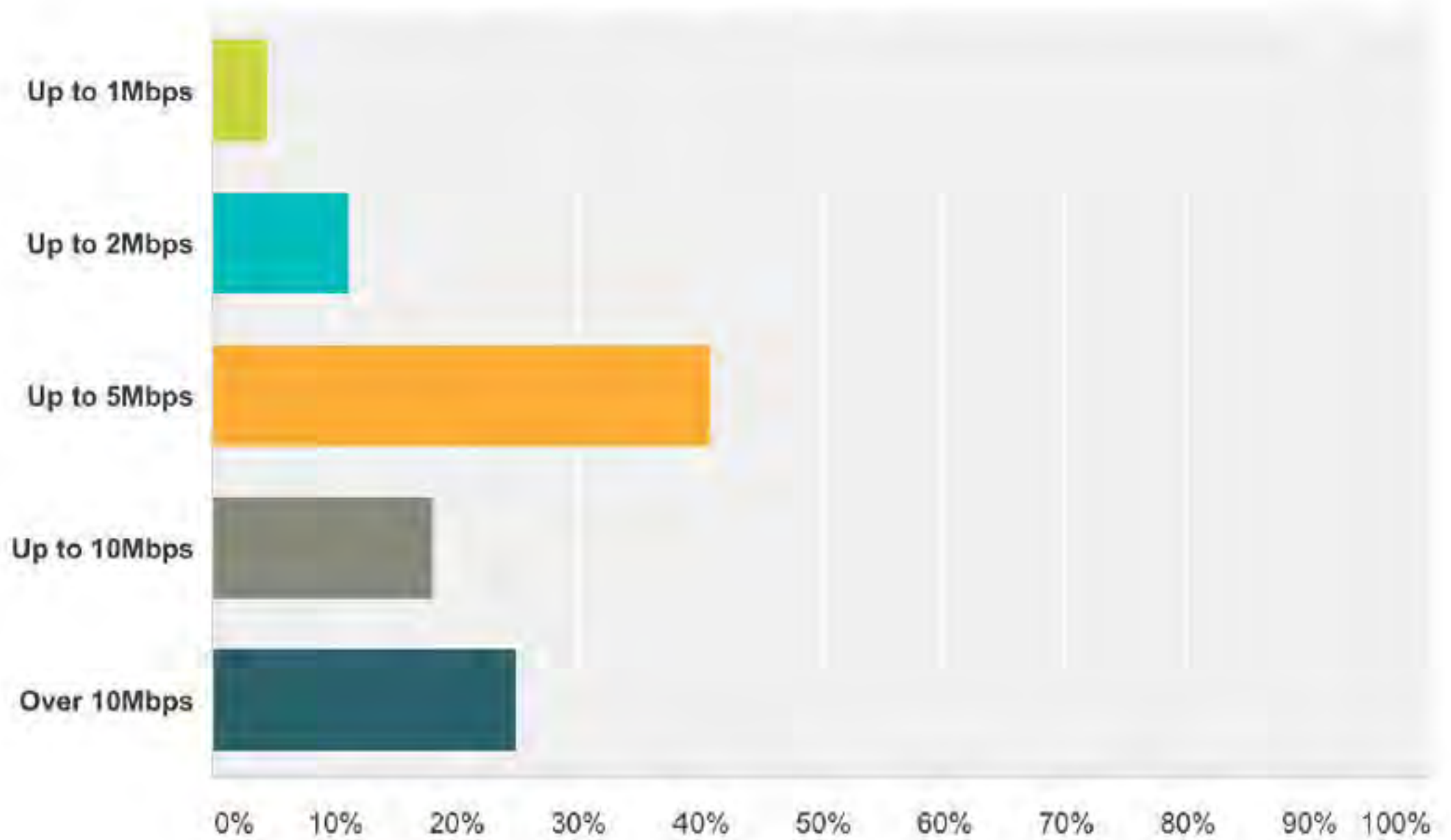
Answered: 94 Skipped: 6



Answer Choices	Responses	
Phone Line	15.96%	15
DSL	67.02%	63
Antenna	4.26%	4
Satellite Dish	12.77%	12
Total		94

# What speed do you purchase monthly?

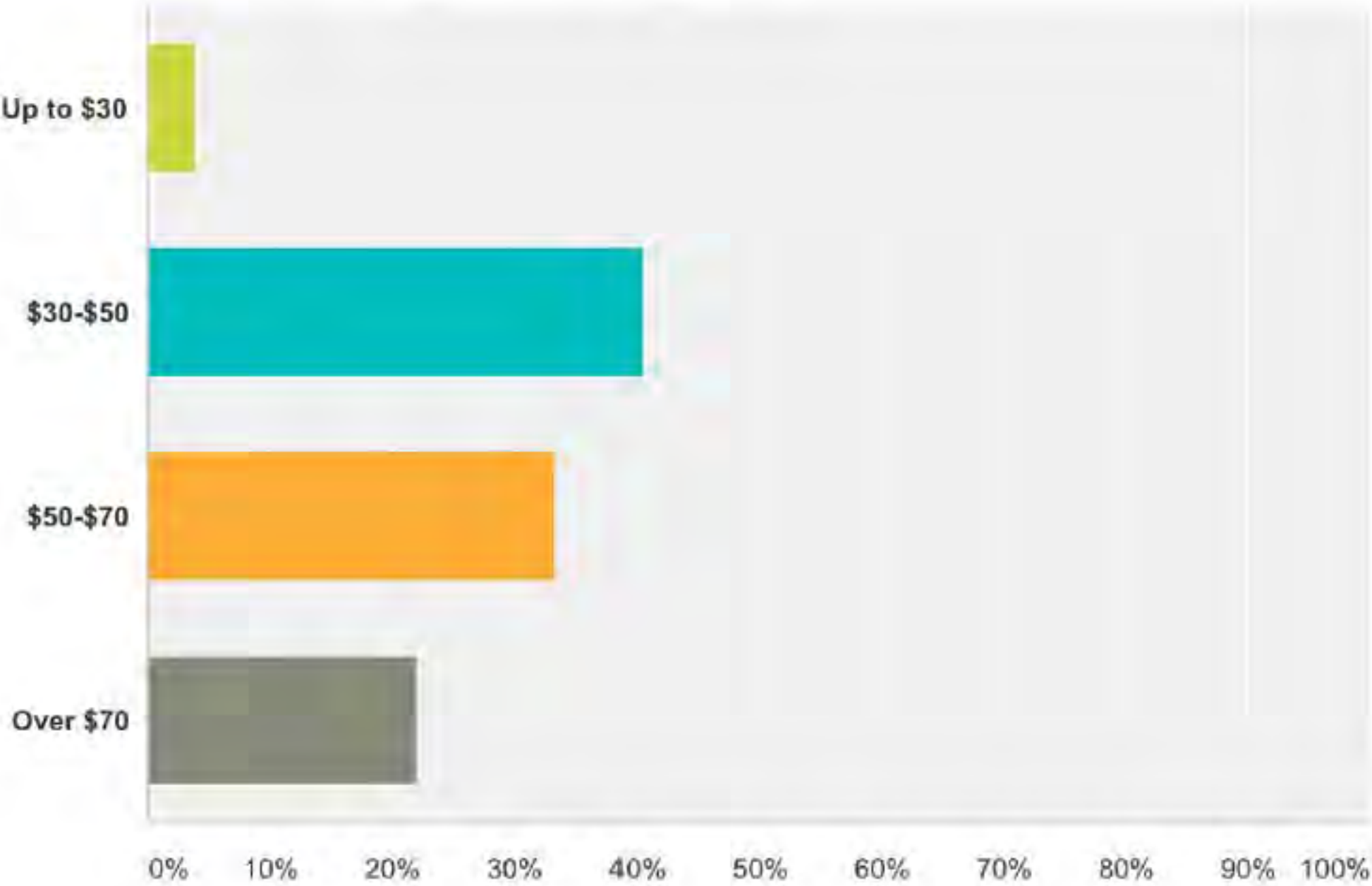
Answered: 88 Skipped: 12



Answer Choices	Responses
Up to 1Mbps	4.55% 4
Up to 2Mbps	11.36% 10
Up to 5Mbps	40.91% 36
Up to 10Mbps	18.18% 16
Over 10Mbps	25.00% 22
Total	88

# How much do you pay for monthly internet service? If 'bundled' give your best estimate

Answered: 99 Skipped: 1

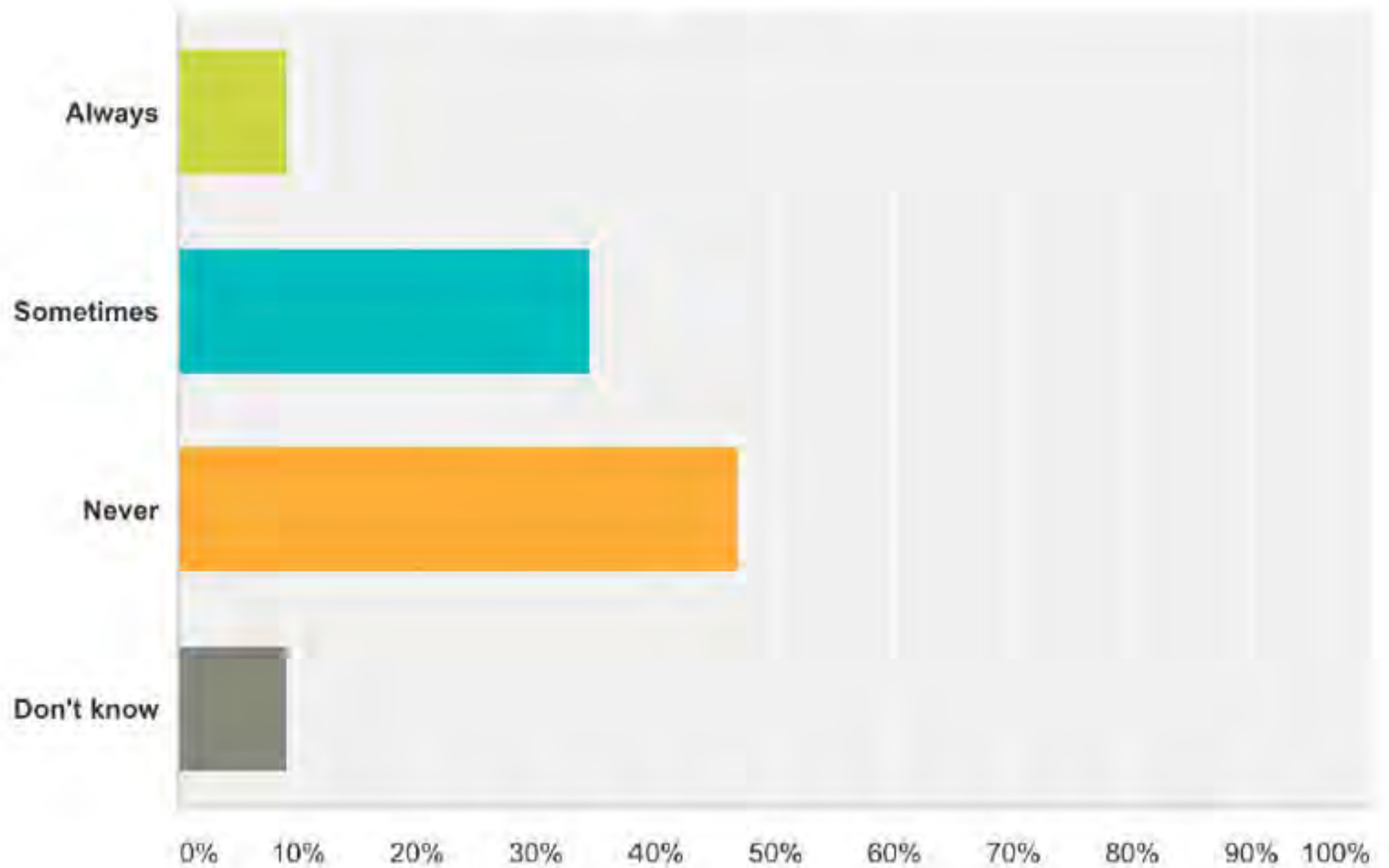


Answer Choices	Responses
Up to \$30	4.04% 4
\$30-\$50	40.40% 40
\$50-\$70	33.33% 33
Over \$70	22.22% 22
Total	99



# Do you receive the speed you pay for?

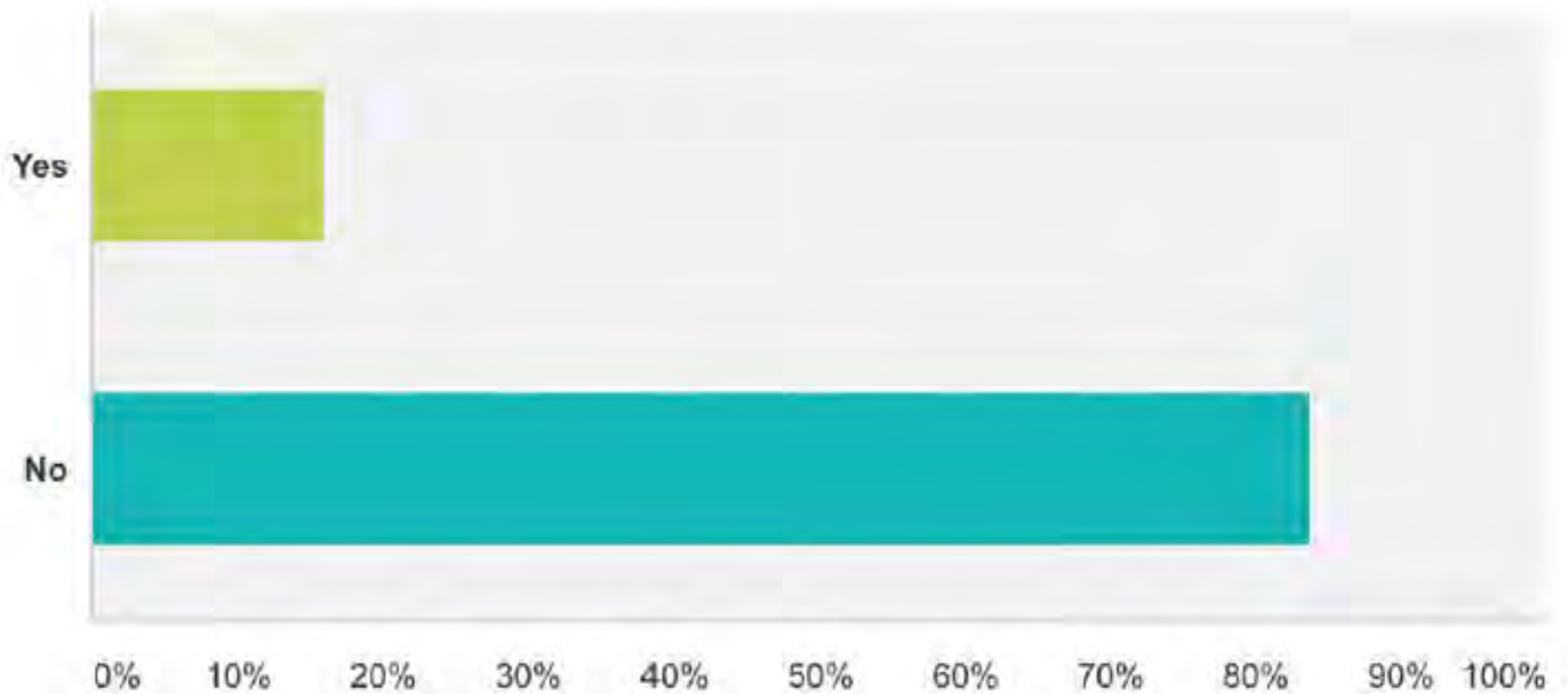
Answered: 98 Skipped: 2



Answer Choices	Responses
Always	9.18% 9
Sometimes	34.69% 34
Never	46.94% 46
Don't know	9.18% 9
Total	98

# Are you satisfied with the speed of your service?

Answered: 99 Skipped: 1



Answer Choices	Responses
<b>Yes</b>	<b>16.16%</b> 16
<b>No</b>	<b>83.84%</b> 83
Total	99



# What do you use your internet for? Select all that apply.

Answered: 99 Skipped: 1

