



Chemung County Broadband Assessment

**Prepared by
ECC Technologies, Inc.**



May 2018

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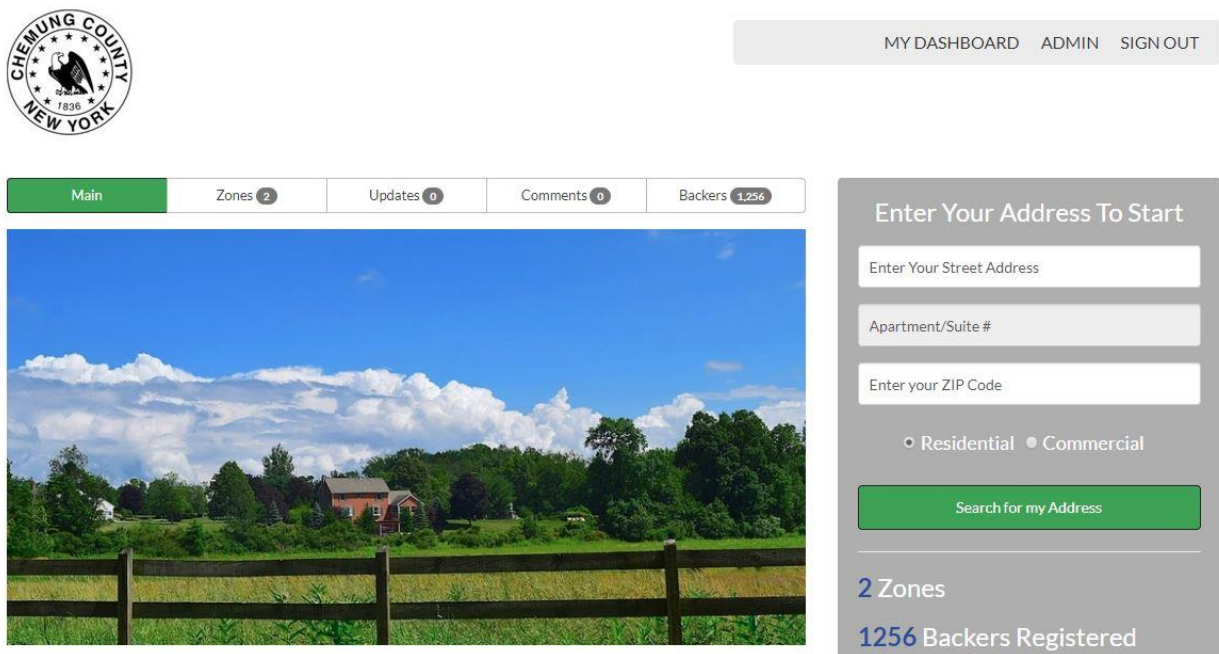
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1. Introduction

In the summer of 2017 Chemung County contracted ECC Technologies, Inc. to conduct an online broadband assessment survey to determine the residences and businesses within the County who continue to struggle with poor access to Internet services, with a particular focus on broadband availability. Despite Chemung being one of the original three counties to build the Southern Tier Network, a not-for-profit, 550+ mile, Open Access dark fiber network, operating in the seven counties in the Southern Tier of New York State, the County has continued to lag behind many more urbanized counties in regards to access to the Internet at speeds the FCC defines as “broadband” (25Mbps down x 3Mbps up). Chemung lags even farther behind New York State’s definition of true broadband at speeds of 100Mbps download speeds, though the State has amended those speeds to reflect 25Mbps download as “broadband” for rural areas. Work on the project began in August 2017, with the online survey launching in October.

1.1 Broadband Assessment Overview and Methodology

For the Broadband Assessment portion of this effort Chemung County utilized ECC’s Broadband Aggregation & Adoption Tool (BAAT). This online survey (chemung.baat-campaign.com) targeted residents and commercial entities within the county and ran from mid-September 2017 to mid-April 2018.

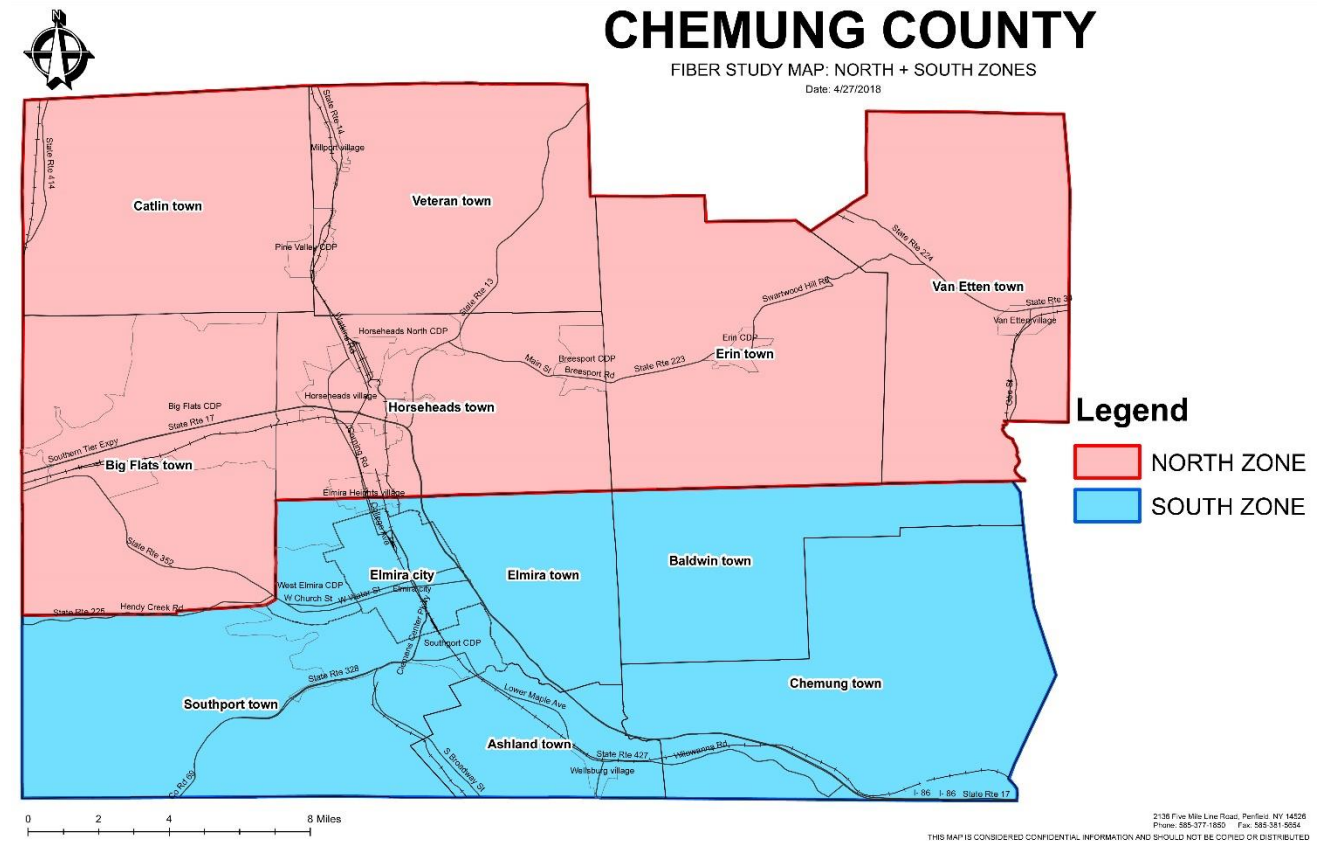


Survey Landing Page

Chemung County worked with local town halls, libraries, and school districts 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 the County, 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 the county split into two “zones,” 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.

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

The results of the survey have been compiled into this report, with related charts, graphs, and mapping to support future efforts the County may wish to pursue in addressing broadband issues within the surveyed areas. The raw data has been provided to the County for GIS and IT staff to develop additional mapping as they see fit. Availability and demand data, specifically data indicating respondents who do not have access to service currently and who would be interested in additional providers/willing to switch their services, have been included throughout this report in maps. Survey question responses are charted and provided by region and by zone. 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 as written and edited only for spelling and grammar.

Almost 1,300 responses were received during the survey period. Only seven responses received were outside of Chemung County's territory. Those responses have not been included in the graphing data. In total, 1,282 residential responses and 8 commercial responses are included in the county survey response data.

Data collected in this survey will provide valuable information to Chemung County in their efforts to work towards broadband and economic development planning for the region. Anonymized data can be shared with local government partners from each township. Chemung County and County partners can then analyze and map the data in various ways, depending on particular questions of focus.

1.3 Conclusion - Summary and Recommendations

By factoring in the responses to the survey questions in conjunction with the FCC data, we can begin to piece together an overall "story" for the County that will be critical in determining the next steps to bringing broadband to areas that do not have it and provider choice to areas that do but are dissatisfied. Using the City of Elmira as an example, an overall picture begins to emerge of an area that is well served but remains unhappy with their service and could benefit from competition. In the specific mapping done for the questions most pertinent to determining access and need, it is clear that the City is well served, as most respondents report having Internet service (p. 12) and are able to purchase the speed of service they need (p. 17). Additionally, few report anyone in their household having difficulty completing school work due to lack of access to the Internet (p. 19), yet the majority feel it is very or somewhat important to have a choice in providers (p. 22) and most would consider switching providers if other options were available (p. 24). Again, this is in a region that is well served, indicating that even those who already have adequate access to service are unhappy and want options.

More evidence of need, even among those who report having service, is illustrated in the write-in responses to the survey. While anecdotal evidence is not considered "hard data," it is difficult to ignore the pressing need in rural communities when reading responses such as:

"Currently we use our cell phones for any Internet needs for our children's school work, business needs, etc. We have been told it would cost us thousands of dollars to be able to run lines to our house to receive Internet access even though access stops down the road. We are even unable to use satellite Internet due to the position of the satellite being blocked by the trees behind our house. We do not understand why we still have no Internet access when a person was doing some measuring for it to be made available to us before Time Warner Cable was able to sell to Spectrum because of the money they received to do so and never did and did not stop them from selling. So now even with all our advancements in technology we are still unable to make use of the Internet because of where we live, even though some neighbors have some kind of access."

Anecdotal write-in responses help to flesh out and provide context for the data driven responses to the survey, which may in some instances appear to tell competing stories. A location may appear to be well served based on the number of households that have Internet access, but the verbatim comments of respondents illustrate the ways in which service is still lacking, unavailable in a practical sense, or prohibitively expensive.

Reviewing the overall responses to the questions paints an even starker picture. While only 15% of respondents do not currently have Internet access at their home or business, 38% are unable to purchase the speed of broadband service they need. Over a third of respondents with someone in school report having trouble completing homework, over 80% report that Internet access is very or somewhat important to their ability to earn a living or quality of life, and nearly 90% report that having a choice in providers is very or somewhat

important. Nearly three quarters (72%) would consider switching providers if they had other choices, compared with only 4% who would not consider switching providers.

Further information can be gleaned from the responses to the provider question that is based on FCC data. Choices for this question were presented only if a provider has reported to the FCC that they serve the location a respondent entered as their address (business or home). The respondent was then presented with the FCC's data and asked if service is available, if they subscribe to it, and if it is sufficient. While these questions are not "forced," where a response is required before continuing with the survey and therefore tend to have a higher skip rate, the responses that were received paint a clear picture of the disconnect between the FCC data and the actual availability of service.

Only two broadband providers presented – Empire Long Distance Corporation (now Empire Access) and Time Warner Cable (now Spectrum) – showed positive results in the percentage of respondents who said the service was in fact available to them. In the case of Empire Long Distance Corporation, 20% of respondents to whom they were presented reported service was available, while 12% said it wasn't. An additional 19% weren't sure if it was available or not. For Time Warner Cable, 50% of respondents said service was available while 14% said it was not, with 3% unsure.

All other providers presented as options based on the FCC data for a stated address showed negative results; sometimes shockingly so. When presented with Frontier Communications – a large and well-known provider – only 19% of respondents reported service was available to them, vs. 27% who said it wasn't. An additional 13% did not know if it was available. Haefele TV, while presented only a few times, showed double the rate of unavailability of service vs. availability, with 40% reporting service was not available at their address vs. 20% who stated it was.

NYSYS Wireless similarly had 13% of respondents reporting service was not available at their address vs. 7% who said it was. A full 53% of respondents presented with NYSYS Wireless weren't sure if it was available or not. Finally, Verizon New York – another major provider of service – had 15% of respondents indicating service was indeed available at their address, while 18% said it was not and 19% weren't sure. This is an instance where the results of this Study present hard data – actual numbers and percentages – to support what the County knows about coverage gaps that would otherwise be dismissed as anecdotal (i.e. "My neighbor has service but I don't").

When all of these pieces are slotted together, a clearer path to solving the broadband puzzle comes into view, including specific steps the County can take to expand access to the residents most in need. The data suggests that there are areas within the County which do not have access to sufficient broadband speeds and other areas of the County which have sufficient speed but no viable competitive option. Some actions the County may consider are as follows:

1.) Outreach and Education: To begin, the County should consider making available ongoing educational seminars on the benefits of broadband, emerging technologies, and safe use of the Internet. Older populations in particular tend to need more support to avoid online scams and understand how to navigate the Internet, but younger populations also quickly fall behind when they live where they do not have the same access to emerging technologies as urbanized areas.

Outreach to specific towns that had lower response rates, such as Van Etten, Baldwin, and Chemung, will also help clarify whether the response rates were low due to true lack of any kind of access, disinterest, or a feeling of ennui. Areas that have been left behind in broadband expansion, or even basic upgrades, often give up hope that anything will change. The educational programs mentioned above can help to correct course and bring enthusiasm and interest in service back to a region that is necessary for attracting providers.

In order to get community buy-in to any broadband expansion effort, it is imperative that residents and businesses understand the importance of broadband and the foundation it creates. Working to educate the community to the benefits of better access to the Internet (broadband specifically) could be the path of least resistance to bringing new carriers into the County, encouraging current carriers to expand beyond the main population centers, and closing the Digital Divide currently existing between the urban centers and rural areas.

2.) Reach out to existing providers to expand their service area:

Often providers are unwilling to invest or expand services into rural areas because of the perceived lack of customers, where citing non-favorable returns on investment (ROI) justifies not investing. One major component of the Study is the identification of potential customers for service providers. The GIS components of the Study clearly show where and how many potential customers are located in any given area. In a sense what we are able to provide is very specific marketing data, which can be used to justify investments in many cases. Because the nature of the business is to focus services in high population density areas, little if any marketing is done in rural areas by providers. It is anticipated that the results of this Study will assist providers in better understanding ROI potential in rural areas of the region.

3.) Leverage the study data to entice new providers into the area:

In addition to supporting current providers in the region, the information gathered during the Study and made available in this report can be used to attract both competitive fiber and wireless providers. The presence of the Southern Tier Network fiber would be highly enticing to both existing and competitive providers whose barrier to entry would be having to build their own fiber optic infrastructure to serve the population. In areas with a great distance between houses but relatively open land, such as farmland, wireless could also be an ideal solution to reach unserved and underserved residents. In areas that even wireless providers can't justify covering, consider a partnering approach with STN to provide some level of basic service.

4.) Request for Proposals:

The County and/or individual towns should consider best options for the use of this Study and Report as they relate to improving broadband investment in the County. The County and/or towns may wish to create Requests for Proposals (RFP) incorporating much of the findings and data in this Study. An RFP which highlights public-private partnerships (PPPs) could be released to service providers interested in expanding or providing services in these areas. The data along with maps of the STN fiber network will enhance a provider's interest in servicing these unserved areas. Furthermore, the County can review responses to find one or more providers who offer the best cultural fit and strategy for implementation.

5.) Pursue Funding:

Upon completion of the RFP, the County or towns have many options at their disposal to facilitate and enhance the progression of the public-private partnerships. Co-solicitation of grant programs such as Federal and State broadband grants, Public Safety and Education based (E-Rate) grant programs, and Payment in Lieu of Tax programs (PILOT), whereby investment incentives are created all the way to the build out of last mile Open Access services and/or infrastructure, is being done in hundreds of communities around the U.S.

As evidenced by the responses and mapping in this report, areas within Chemung county continue to struggle to break the Digital Divide. By using the data gathered during this Study in conjunction with the specific steps outlined above, the County can develop and implement a specific, multi-pronged plan to encourage existing providers to expand service, draw new providers into the area, and pursue ways the County may be able to facilitate the addition of much needed coverage.

2. Overall 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. The Northern Zone achieved a rate of 45% of goal while the Southern Zone achieved a rate of 25% of goal. In total, 1,282 residential responses and 8 commercial responses are included in the county survey response data.

It should be noted that any time a zone has a large population center in it, such as the City of Elmira, two things occur simultaneously. First, the number of households needed to hit the goal are inflated greatly beyond what would be expected in a county that was more uniformly rural. Second, urbanized populations typically have better access to Internet services and provider choice, making them less likely to respond to a broadband survey. So, while the City population greatly increases the goal numbers, the odds of reaching the goal number responses is diminished due to residents feeling they already have adequate coverage. Horseheads had a similar impact on the Northern zone, but the tremendous push by the town of Erin to get their residents to respond helped the Northern Zone achieve their stronger results.

2.1 Respondent Map

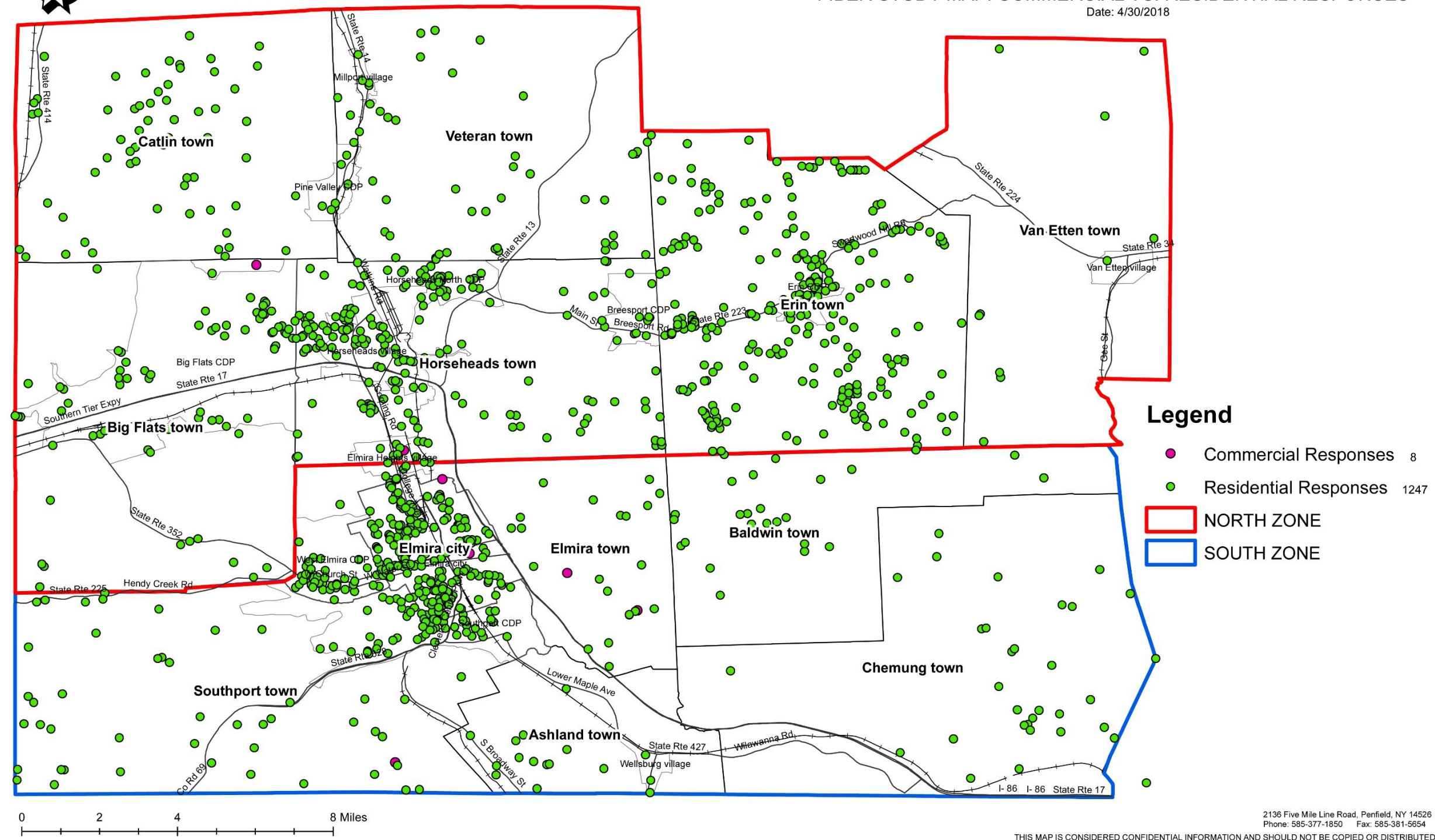
The map below depicts the location of responses received throughout Chemung County. This map incorporates both commercial and residential respondents.



CHEMUNG COUNTY

FIBER STUDY MAP: COMMERCIAL VS. RESIDENTIAL RESPONSES

Date: 4/30/2018



Survey Respondent Locations

2.2 Survey Questions and Responses

After entering their address on the landing page, respondents were presented with the following survey.

1. Do you currently have Internet access at your home or business?
 - Yes
 - No
- 1a. If yes, who is your provider?
2. 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
 - Lack of a computer or device
 - Not applicable (I currently have service)
3. Are you able to purchase the speed of broadband service that you need?
 - Yes
 - No
 - Don't know
4. Does anyone in your household have difficulty completing school work due to lack of Internet access (K-12 or higher education)?
 - Yes
 - No
 - No one in my household is in school
5. How important is Internet access to your ability to earn a living or to your quality of life?
 - Very important
 - Somewhat important
 - Neutral
 - Not important
6. For what uses would you subscribe to a broadband service?
 - Online classes
 - Child completing homework
 - Home-based business
 - Commercial business
 - Telecommuting
 - Streaming TV/movies/music
 - Ordering products
 - Online gaming
 - I don't want/need service

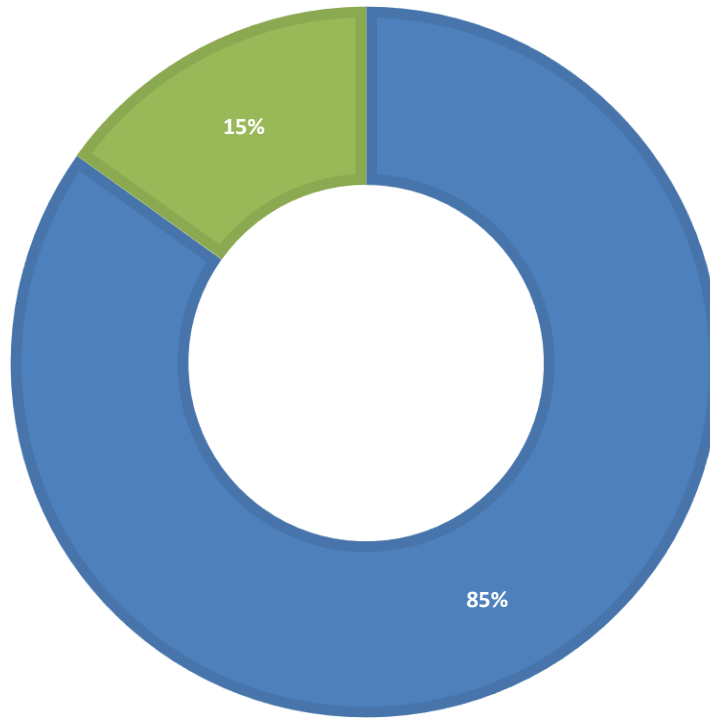
7. How important would it be to you to have a choice in providers?
 - Very important
 - Somewhat important
 - Neutral
 - Not important
8. If you had other choices, would you consider switching providers?
 - Yes
 - No
 - Don't know
 - I currently do not have broadband access
9. If you answered yes to #8, what would be your main reason for changing providers?
 - To lower my monthly bill
 - Higher bandwidth
 - More reliable service
 - Better customer service
 - I would not switch providers
 - I currently do not have broadband access
9. If additional services were available in your market area, which service package would you be most likely to subscribe to?
 - Internet only
 - Internet and TV
 - Internet and home phone
 - Internet, TV and home phone
 - TV only
 - None of the above

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

A total of 1,297 targeted respondents submitted a survey. The 1,290 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. Question 1a is reported with parenthetical data to show how many respondents wrote in the same provider. Where there is no parenthetical number, the provider was written in only once. The few instances where respondents chose to provide lengthier responses than simply writing in their provider name are included verbatim. Also included are maps of the responses to Questions 1, 3, 4, 7 and 8 that ECC feels would be of special interest to the County and any potential providers presented with the results.

1. DO YOU CURRENTLY HAVE INTERNET ACCESS AT YOUR HOME OR BUSINESS?

■ Yes ■ No

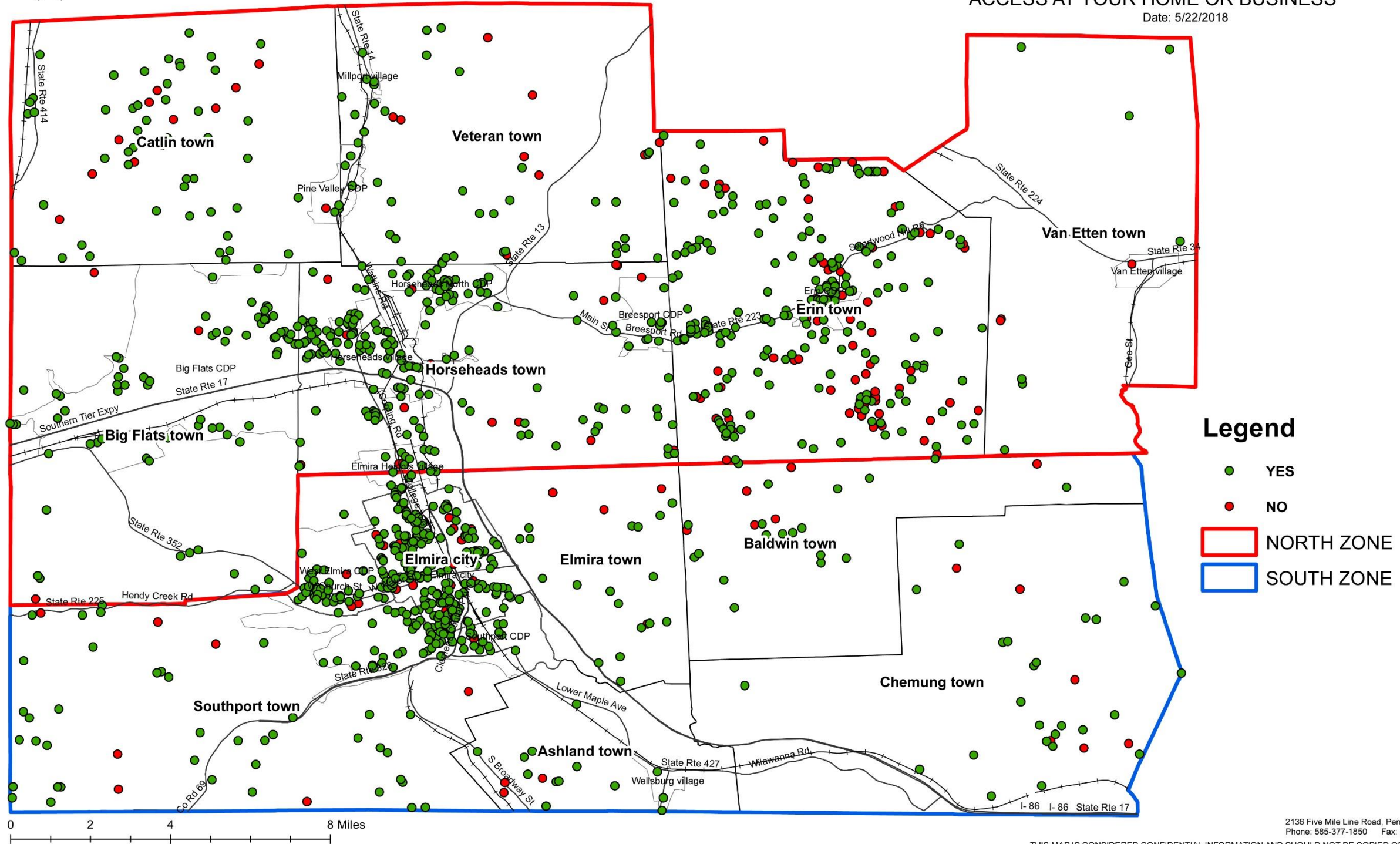




CHEMUNG COUNTY

FIBER STUDY MAP: DO YOU CURRENTLY HAVE INTERNET ACCESS AT YOUR HOME OR BUSINESS

Date: 5/22/2018



2136 Five Mile Line Road, Penfield, NY 14526
Phone: 585-377-1850 Fax: 585-381-5654

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Respondents With/Without Internet Access

1a. IF YES, WHO IS YOUR PROVIDER?

At business, provider is Empire Access. At home provider is Spectrum.

AT&T (25)

AT&T Cellular (5)

AT&T hotspot (4)

AT&T rural

AT&T through an air card

AT&T Wireless (7)

Bundled with Frontier and Dish

Cell phone only

Charter Spectrum/Spectrum/Time Warner Cable (668)

Clarity Connect (2)

Cricket

DIRECTV (3)

Dish (10)

Dish Network Excede (2)

Dish Network (14)

Dish Network Wildblue (2)

Earthlink

Empire Access (17)

Empire phone company

Excede Satellite (64)

Excede/ViaSat (2)

Excede/Wild Blue-I recently switched because I was frustrated with the internet being down due to various reasons, I'm having some trouble with my new service and being able to use my wireless printer, which has also caused a great deal of frustration, especially when I have a daughter who is going to CCC for Nursing and she needs the service for her studies. I also have 2 grandchildren who need the service for their school work. I'm retire, but on the Sub List in the District I worked for and need the internet for lessons, communication reasons. I also order different products online and have a small business. I used to have Hughes Net and Verizon. Both of these service providers have issues. We have a lot of Blackouts/Brownouts in our area. The internet service is a very frustrating issue for most of us whom do not live within the city limits. Money was allotted for improvements to take place, but the money instead was used to improve the cities internet services to those who lived there. Many of us have been waiting for better service for a long time now. I'm a teacher that needs the service, because I do many things via the internet. My children had to deal with teachers in their school district that couldn't believe we didn't have internet, then when we did get it, the service is unreliable (and not always the fault of the chosen provider, but the regulations, or the signal). Streaming movies or games isn't possible. There is not enough download capability, plus the speed is an issue,

plus other factors. I'm sick & tired of it all, and the empty promises of our representatives that have said they will help with this situation, but don't. It has been an extremely frustrating situation since we have moved here to Chemung County in 1988. There are many, many unsatisfied internet users in the outskirts of the city areas and it's about time the needs of these people are met.

Frontier Communications (20)

Haefele

Home: Time Warner/Spectrum; Work: Whatever Chemung County uses

Hughes Net (100)

I have Verizon jet pack and subscribe to the xl plan for. It is not unlimited data so constantly have to watch data use. Cannot stream due to limited data.

I think it is through AT&T (bundled with my DirecTV subscription).

I was forced to purchase multiple ATT cellular hit spots. It is expensive and too slow for utilization of Directv download services, for which I am also paying.

Just through a Verizon Mifi card (air card). No cable internet is available.

Mobile straight talk phone.

Neighbors private wireless WiFi since cable stops three miles from my home, DSL is not available either. Satellite is too much and unreliable.

NetZero (2)

Only option is satellite, which is SLOW!!! So we have to use our cell phones.

Paying for it with Verizon smart phone so kids can do homework. Very expensive and limited use, only intermittent and 3G.

Plexicom

Satellite

T Mobile

The Dish

Unlimitedville.com

Verizon (51)

Verizon JetPack (5)

Verizon 4G card (3)

Verizon hot spot (5)

Verizon MiFi

Verizon WiFi (2)

Verizon Wireless (23)

Verizon. I bought an antenna (booster) and placed it on my roof to draw the signal from the outside into the house because the signal was week.

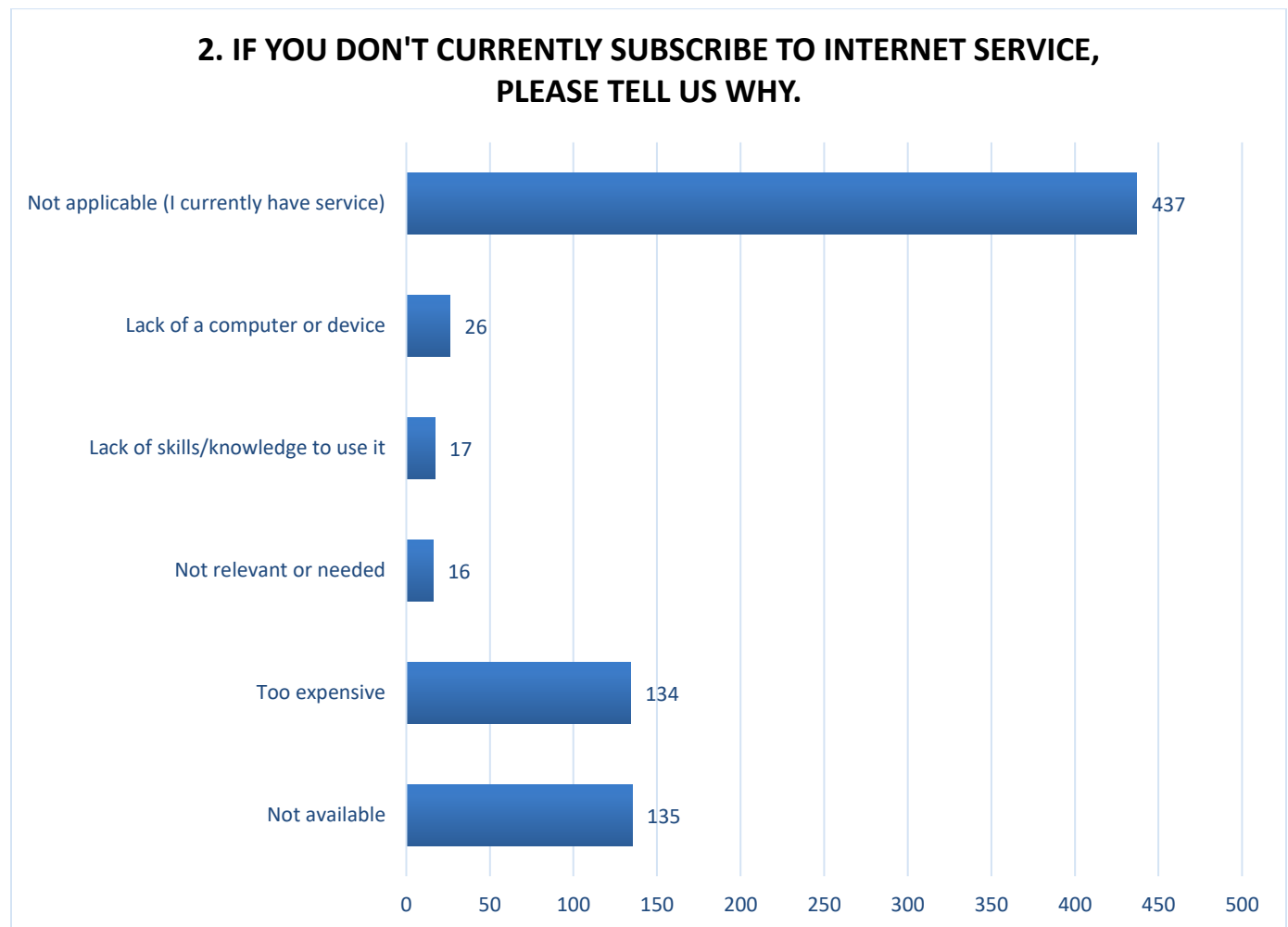
Via Satellite (7)

We do not have internet access available at our home, 379 Dann Blvd Horseheads, NY 14845. We are able to use the data from our cell phones (verizon).

We have to use a Verizon box and therefore need to pay by the amount of service used...which is costly...especially for a non-profit. We are located in the rectory of the church. Our non-profit is Chemung County Habitat for Humanity. Staff have to go home to participate in webinars and we have to research stuff at home to avoid using too much data.

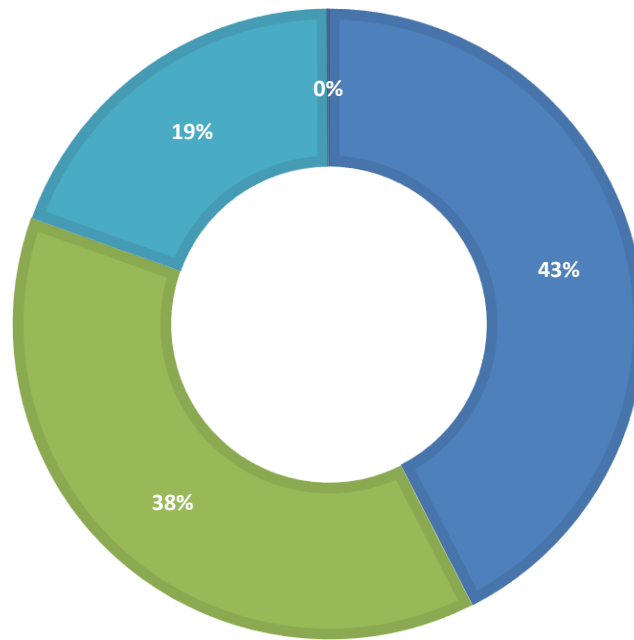
Wild Blue (5)

Wild Blue/Excede



3. ARE YOU ABLE TO PURCHASE THE SPEED OF BROADBAND SERVICE YOU NEED?

■ Yes ■ No ■ Don't know ■ No response

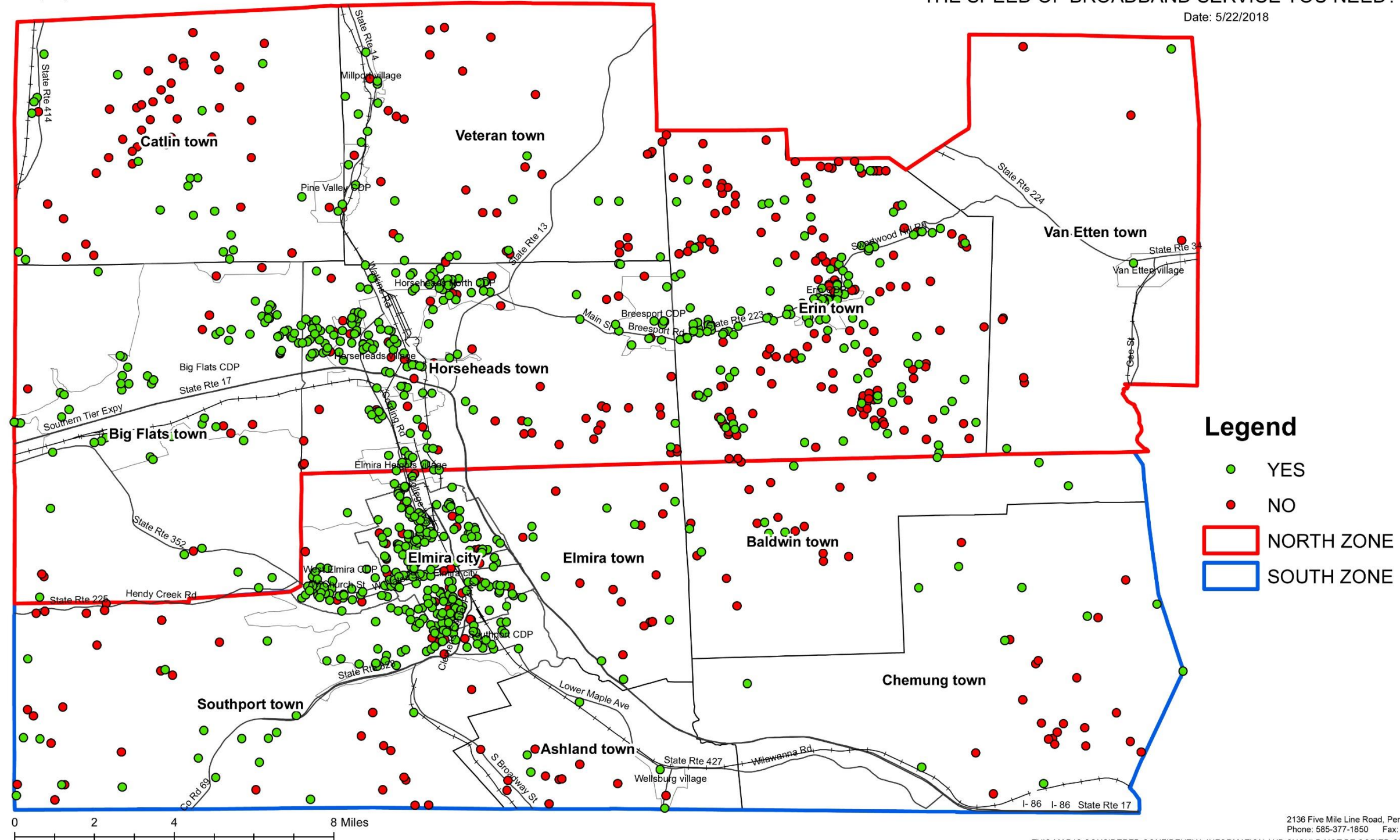




CHEMUNG COUNTY

FIBER STUDY MAP: ARE YOU ABLE TO PURCHASE THE SPEED OF BROADBAND SERVICE YOU NEED?

Date: 5/22/2018



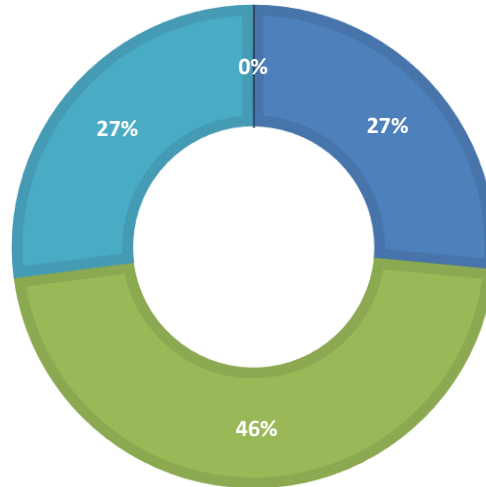
2136 Five Mile Line Road, Penfield, NY 14526
Phone: 585-377-1850 Fax: 585-381-5654

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Respondents Able/Unable to Purchase the Internet Speed They Require

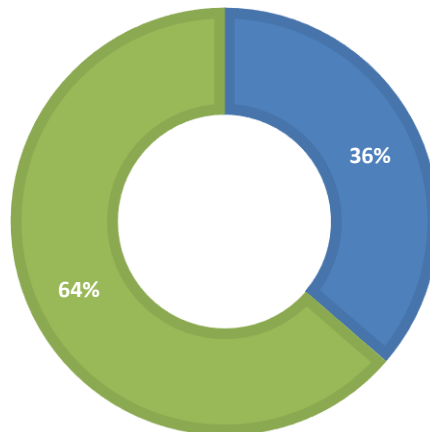
4. DOES ANYONE IN YOUR HOUSEHOLD HAVE DIFFICULTY COMPLETING SCHOOL WORK DUE TO LACK OF INTERNET ACCESS (K-12 OR HIGHER EDUCATION)? (ALL RESPONDENTS)

■ Yes
 ■ No
 ■ No one in my household is in school
 ■ No response



4. DOES ANYONE IN YOUR HOUSEHOLD HAVE DIFFICULTY COMPLETING SCHOOL WORK DUE TO LACK OF INTERNET ACCESS (K-12 OR HIGHER EDUCATION)? (RESPONDENTS WITH CHILDREN IN SCHOOL)

■ Yes
 ■ No

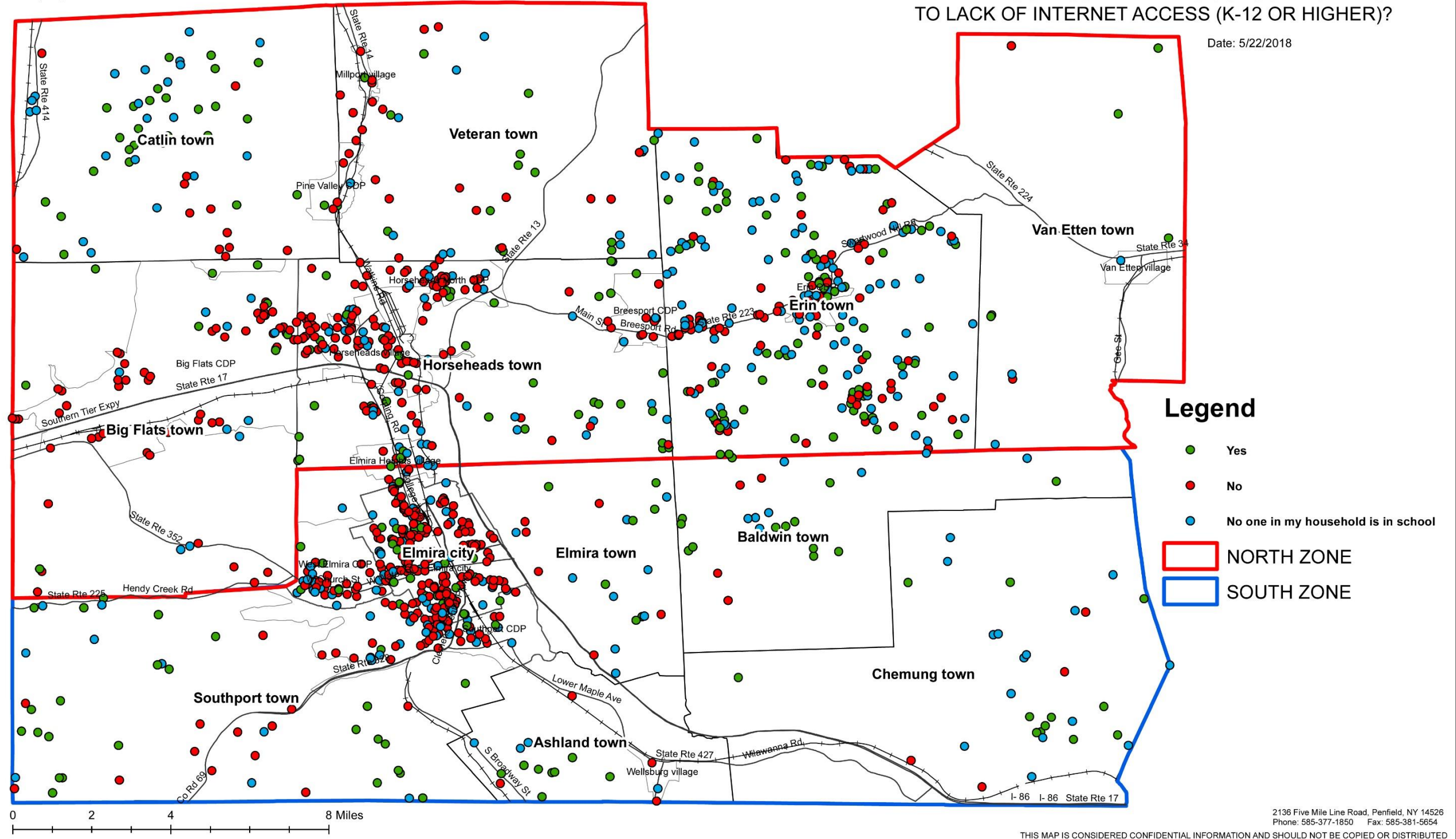




CHEMUNG COUNTY

FIBER STUDY MAP: DOES ANYONE IN YOUR HOUSEHOLD
 HAVE DIFFICULTY COMPLETING SCHOOL WORK DUE
 TO LACK OF INTERNET ACCESS (K-12 OR HIGHER)?

Date: 5/22/2018



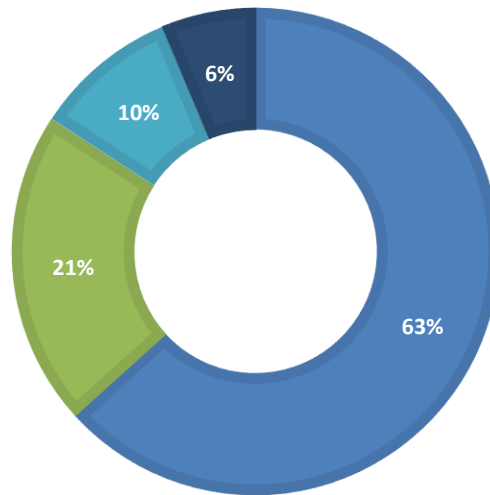
Households With/Without a Member Who has Difficultly Completing School Work

THIS MAP IS CONSIDERED CONFIDENTIAL INFORMATION AND SHOULD NOT BE COPIED OR DISTRIBUTED

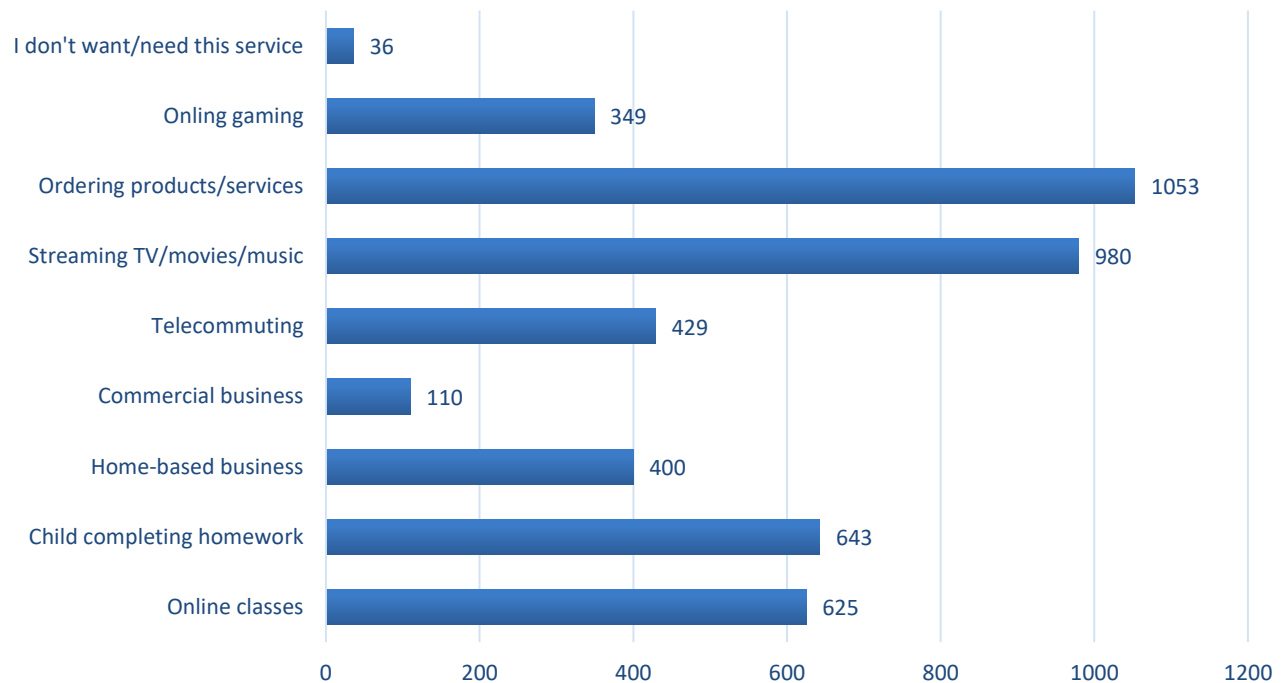
2136 Five Mile Line Road, Penfield, NY 14526
 Phone: 585-377-1850 Fax: 585-381-5654

5. HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING OR QUALITY OF LIFE?

■ Very important ■ Somewhat important ■ Neutral ■ Not important

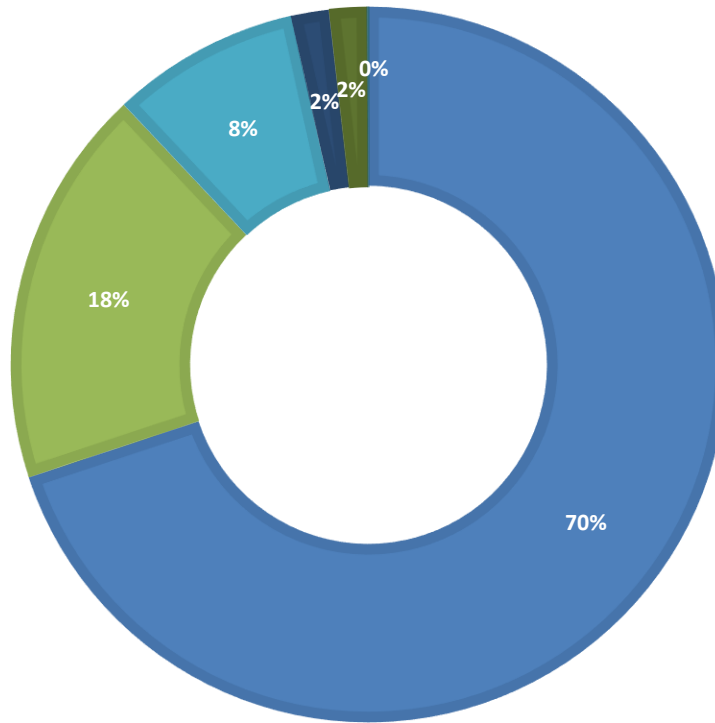


6. FOR WHAT USES WOULD YOU SUBSCRIBE TO A BROADBAND SERVICE?



7. HOW IMPORTANT WOULD IT BE TO YOU TO HAVE A CHOICE IN PROVIDERS?

■ Very important
 ■ Somewhat important
 ■ Neutral
 ■ Not important
 ■ I don't want/need service
 ■ No response

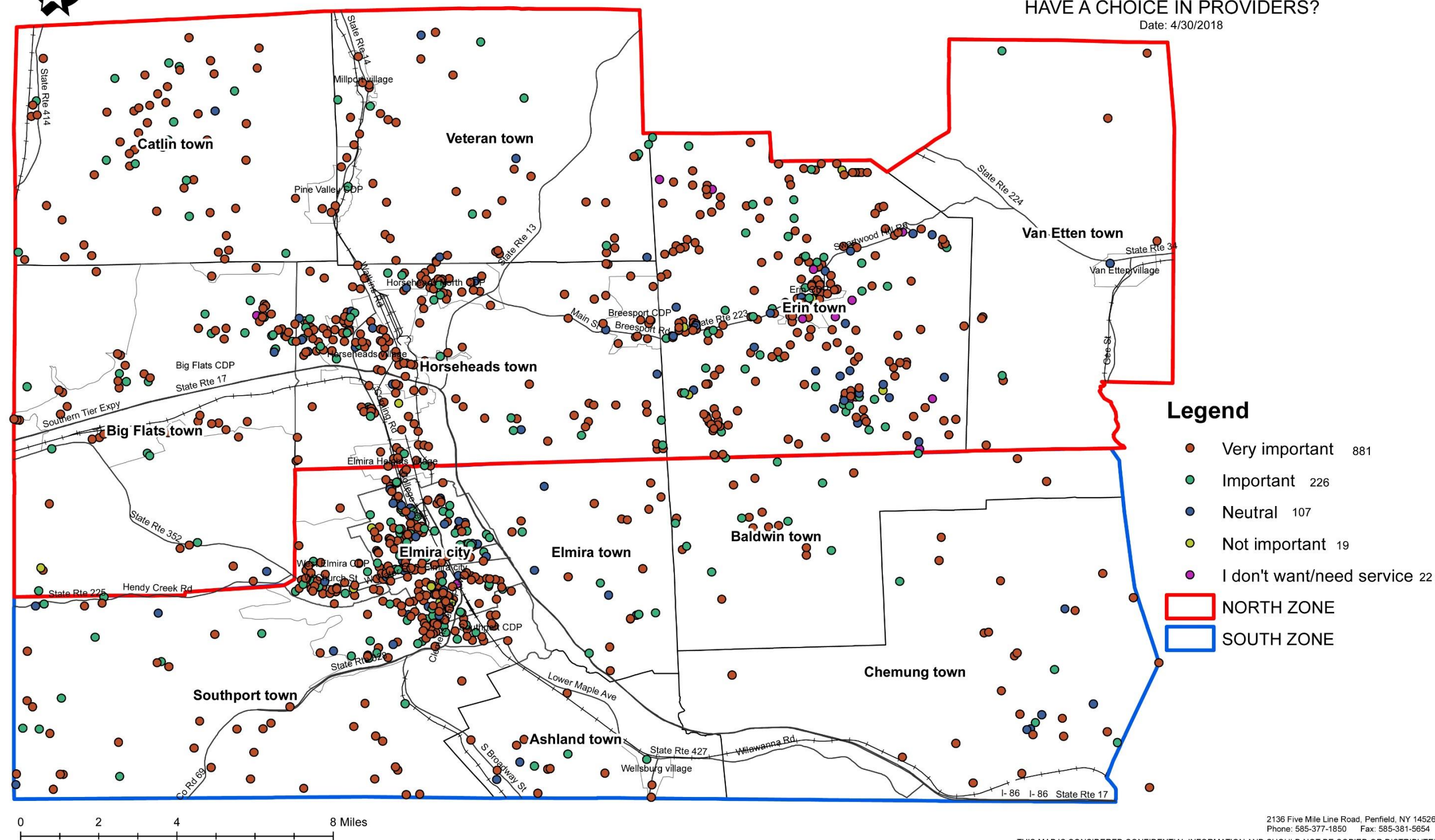




CHEMUNG COUNTY

FIBER STUDY MAP: HOW IMPORTANT WOULD IT BE TO HAVE A CHOICE IN PROVIDERS?

Date: 4/30/2018

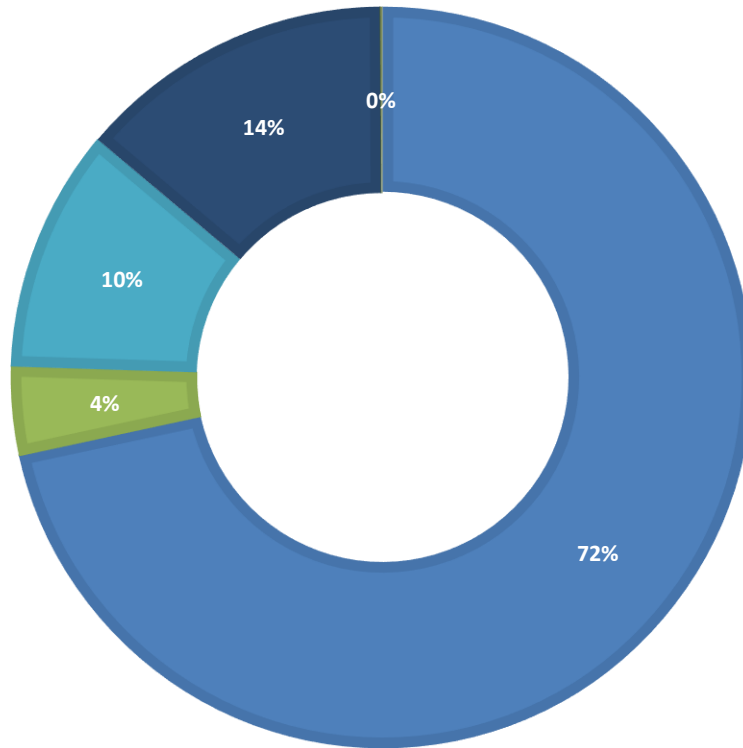


Importance of Provider Choice

Chemung County Broadband Assessment

8. IF YOU HAD OTHER CHOICES, WOULD YOU CONSIDER SWITCHING PROVIDERS?

■ Yes
■ No
■ Don't know
■ I currently do not have broadband access
■ No response

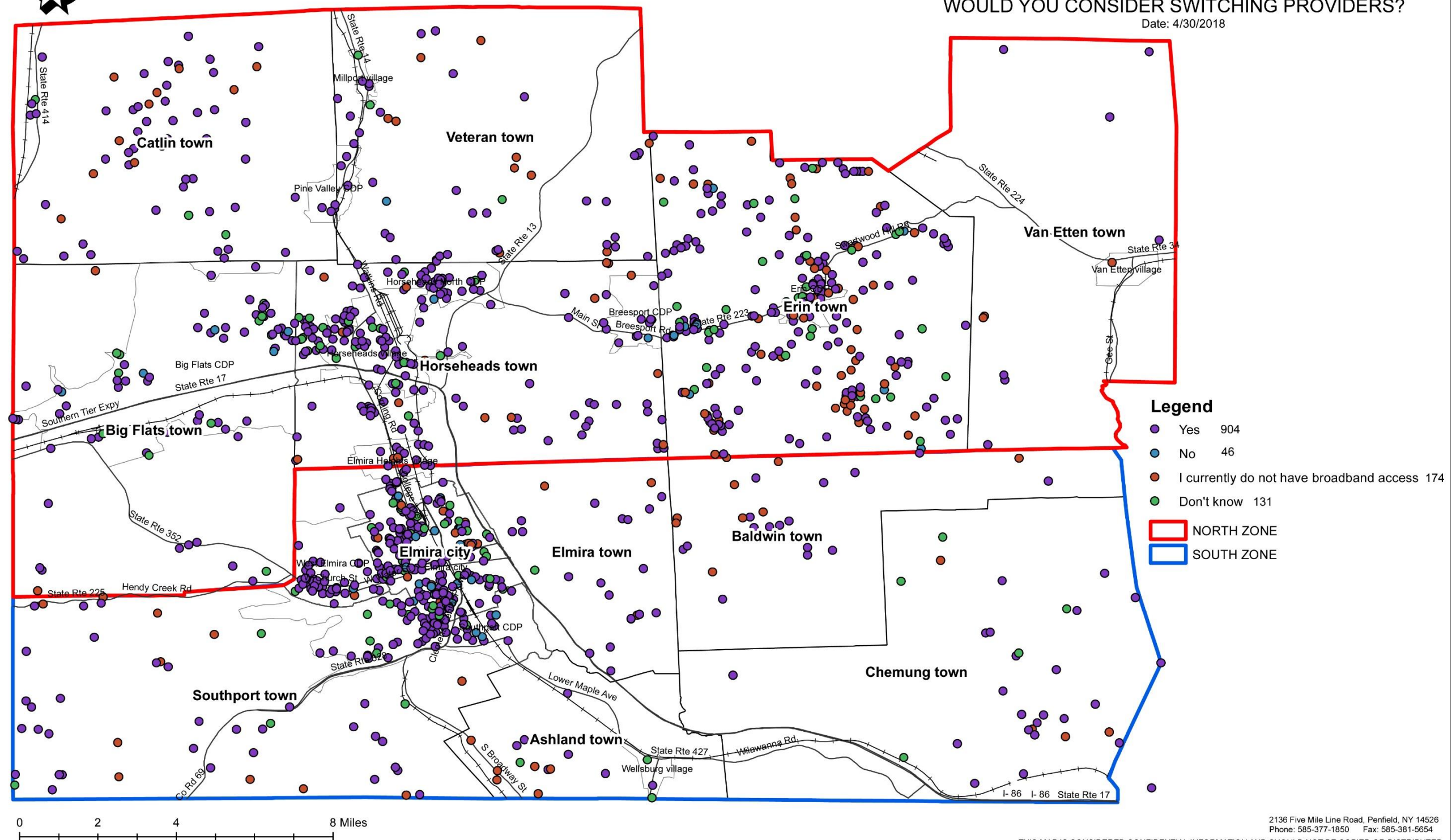




CHEMUNG COUNTY

FIBER STUDY MAP: IF YOU HAD OTHER CHOICES, WOULD YOU CONSIDER SWITCHING PROVIDERS?

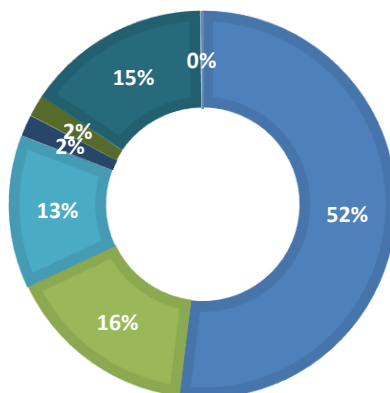
Date: 4/30/2018



Respondents Who Would Consider Switching Providers

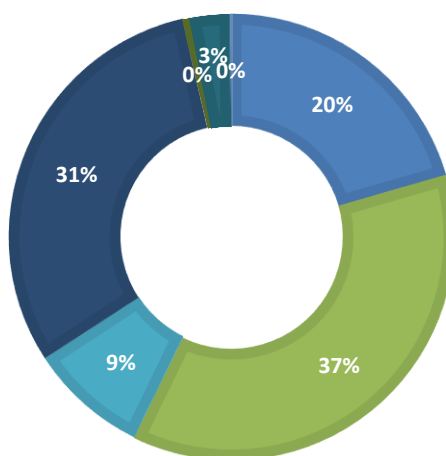
9. IF YOU ANSWERED YES TO #8, WHAT WOULD BE YOUR MAIN REASON FOR CHANGING PROVIDERS?

- To lower my monthly bill
- Higher bandwidth
- More reliable service
- Better customer service
- I would not switch providers
- I currently do not have broadband access
- No response



10. IF ADDITIONAL SERVICES WERE AVAILABLE IN YOUR MARKET AREA, WHICH SERVICE PACKAGE WOULD YOU LIKELY SUBSCRIBE TO?

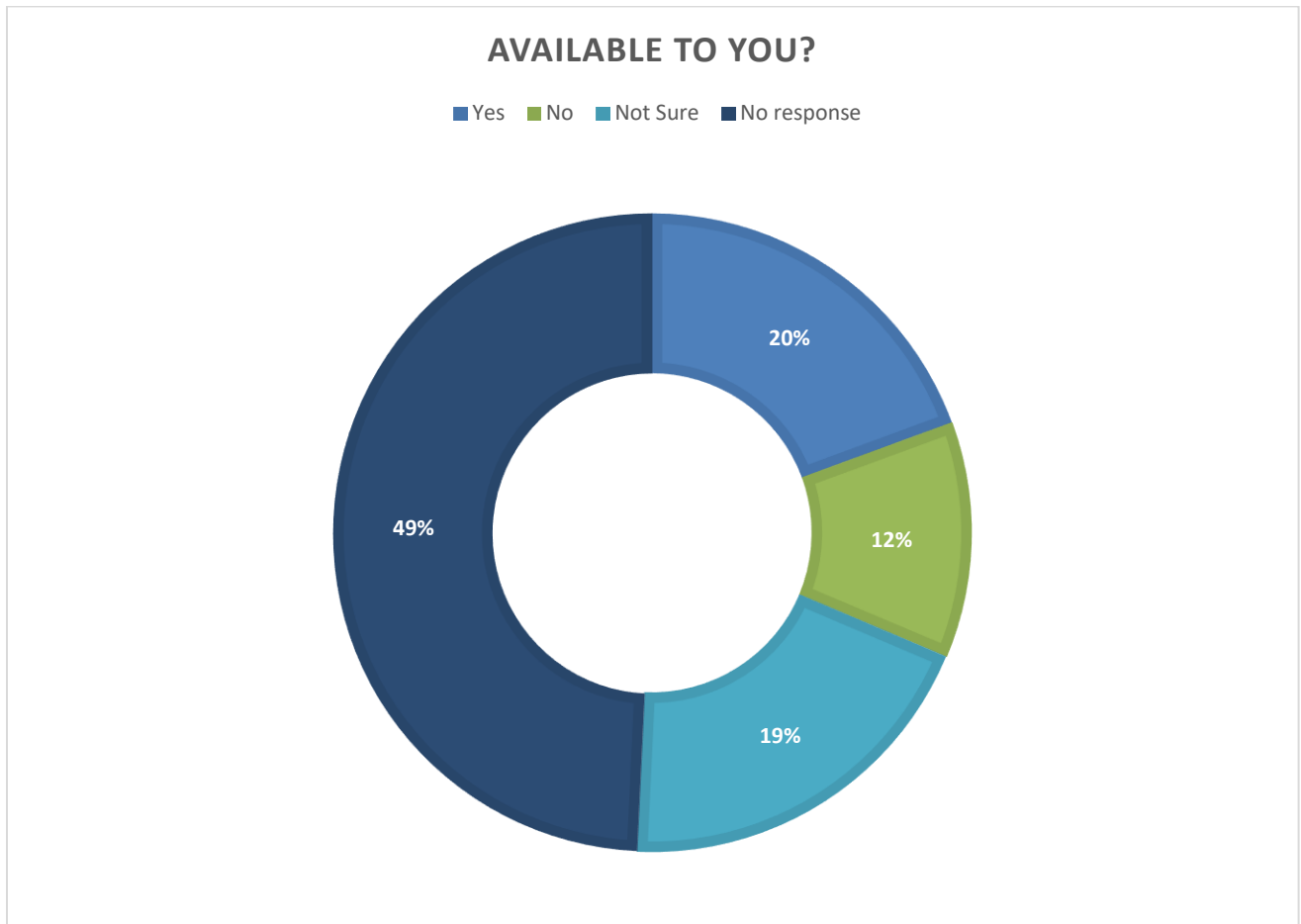
- Internet only
- Internet and TV
- Internet and home phone
- Internet, TV and home phone
- TV only
- None of the above
- No response



2.3 FCC Reported Services

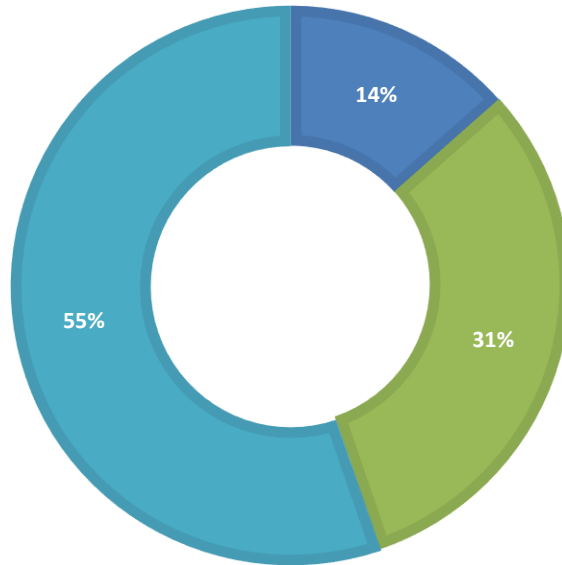
At the beginning of the survey, respondents were presented with a question based on the most current FCC data asking what services were available to them, if they subscribed to those services, and if those services were adequate. Only the services identified as available per the FCC were presented to respondents

EMPIRE LONG DISTANCE CORPORATION (BASE: 67 RESPONDENTS)



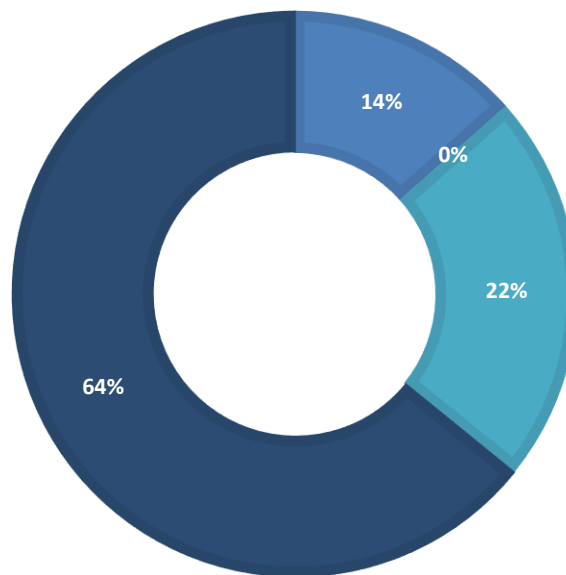
DO YOU SUBSCRIBE?

■ Yes ■ No ■ No response



SUFFICIENT FOR YOUR NEEDS?

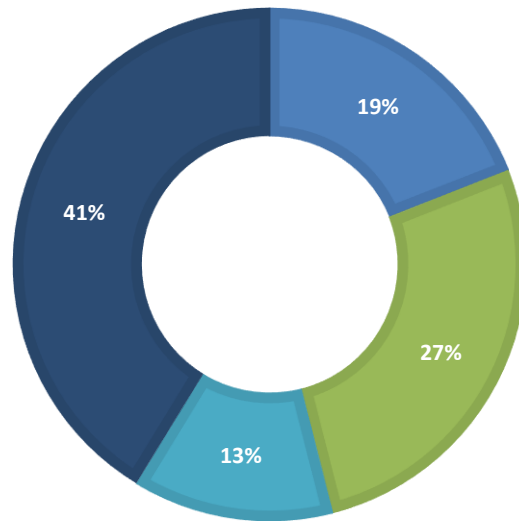
■ Yes ■ No ■ Not Sure ■ No response



FRONTIER COMMUNICATIONS (BASE: 65 RESPONDENTS)

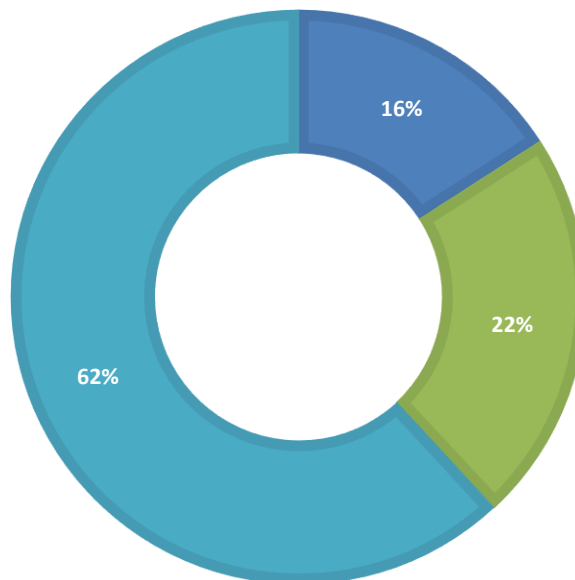
AVAILABLE TO YOU?

■ Yes ■ No ■ Not Sure ■ No response



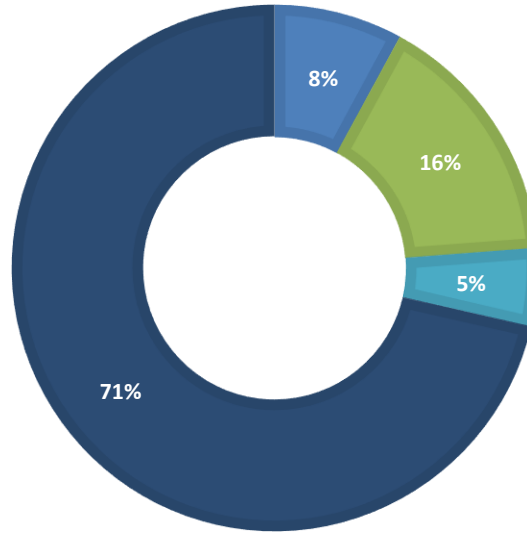
DO YOU SUBSCRIBE?

■ Yes ■ No ■ No response



SUFFICIENT FOR YOUR NEEDS?

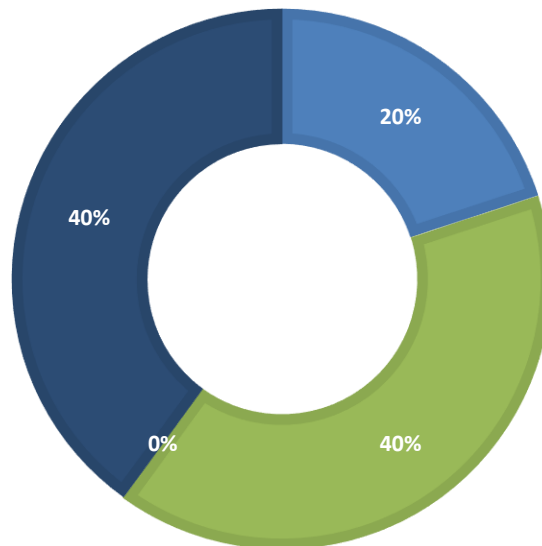
■ Yes ■ No ■ Not Sure ■ No response



HAEFELE TV (BASE: 5 RESPONDENTS)

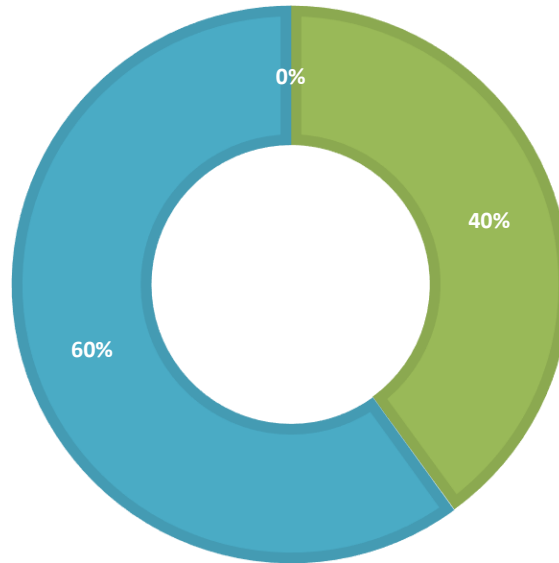
AVAILABLE TO YOU?

■ Yes ■ No ■ Not Sure ■ No response



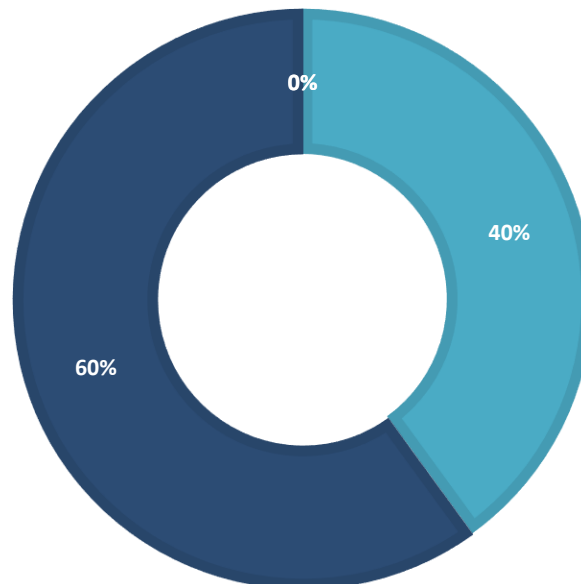
DO YOU SUBSCRIBE?

■ Yes ■ No ■ No response



SUFFICIENT FOR YOUR NEEDS

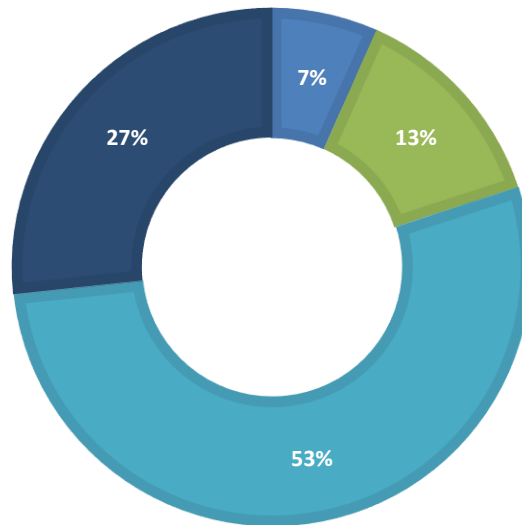
■ Yes ■ No ■ Not Sure ■ No response



NYSYS WIRELESS (BASE: 15 RESPONDENTS)

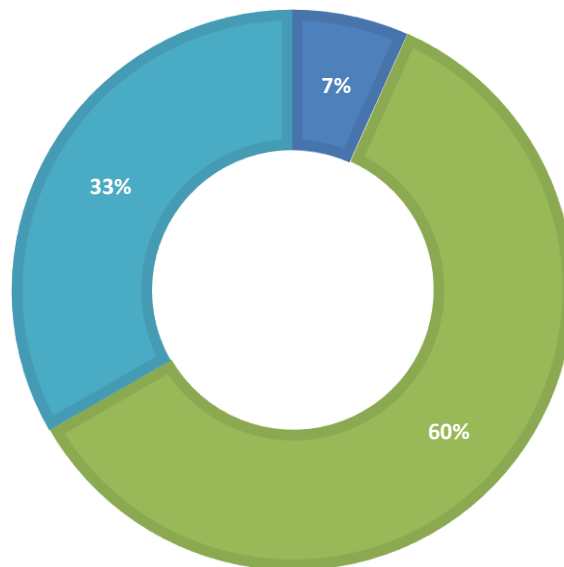
AVAILABLE TO YOU?

■ Yes ■ No ■ Not Sure ■ No response



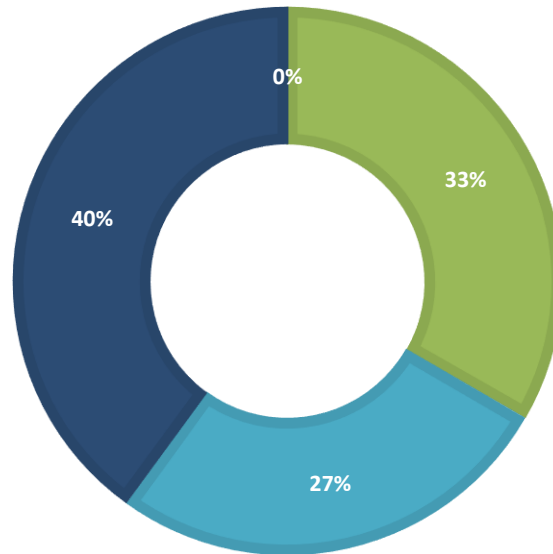
DO YOU SUBSCRIBE?

■ Yes ■ No ■ No response



SUFFICIENT FOR YOUR NEEDS?

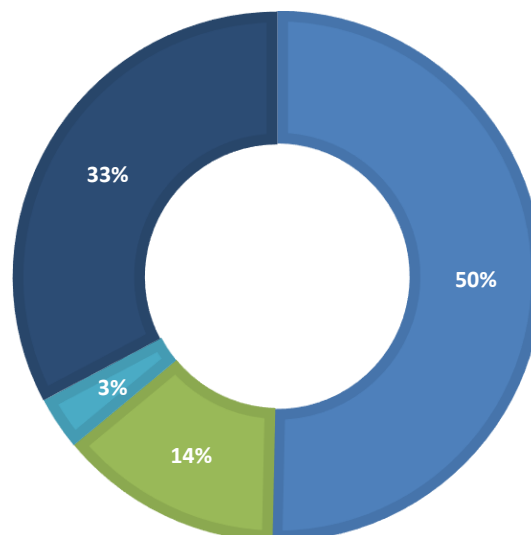
■ Yes ■ No ■ Not Sure ■ No response



TIME WARNER CABLE (BASE: 739 RESPONDENTS)

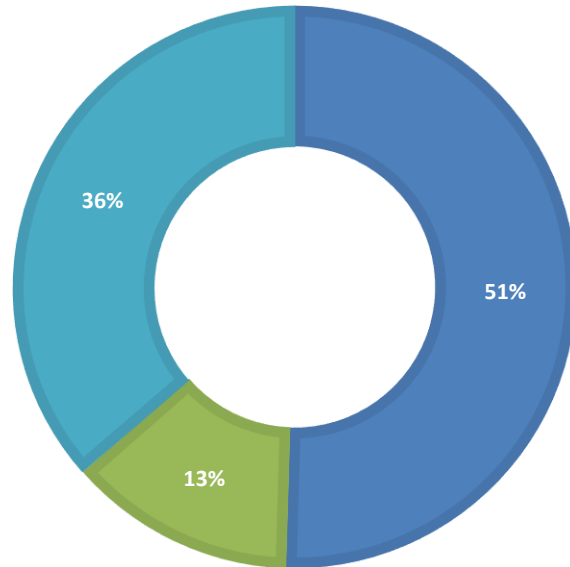
AVAILABLE TO YOU?

■ Yes ■ No ■ Not Sure ■ No response



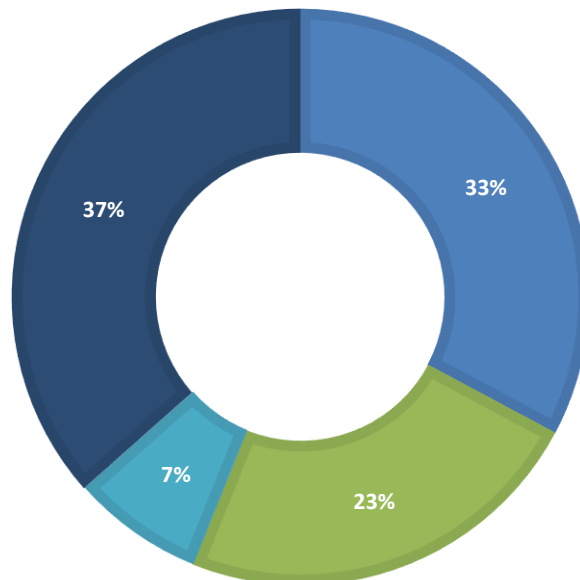
DO YOU SUBSCRIBE?

■ Yes ■ No ■ No response



SUFFICIENT FOR YOUR NEEDS?

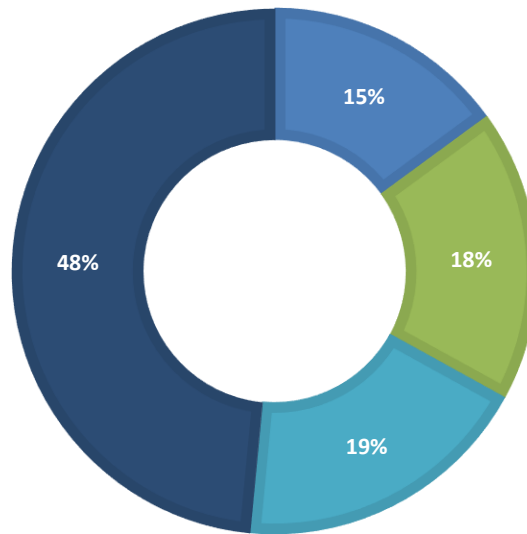
■ Yes ■ No ■ Not Sure ■ No response



VERIZON NEW YORK (BASE: 794 RESPONDENTS)

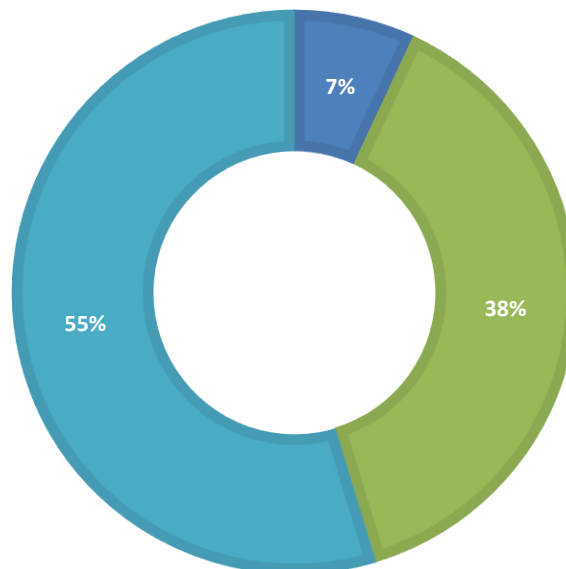
AVAILABLE TO YOU?

■ Yes ■ No ■ Not Sure ■ No response



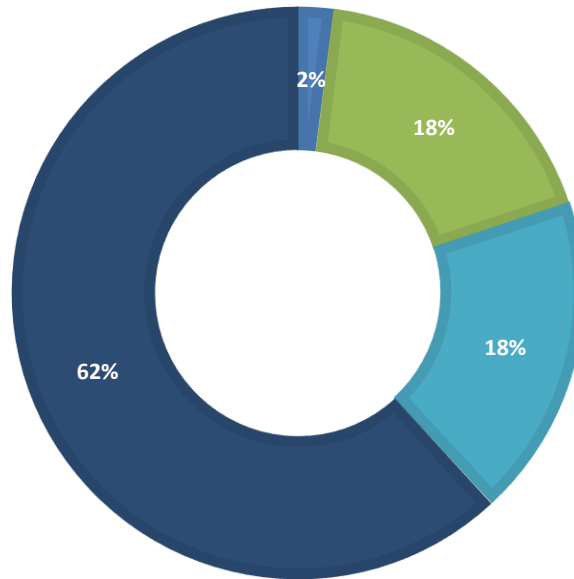
DO YOU SUBSCRIBE?

■ Yes ■ No ■ No response



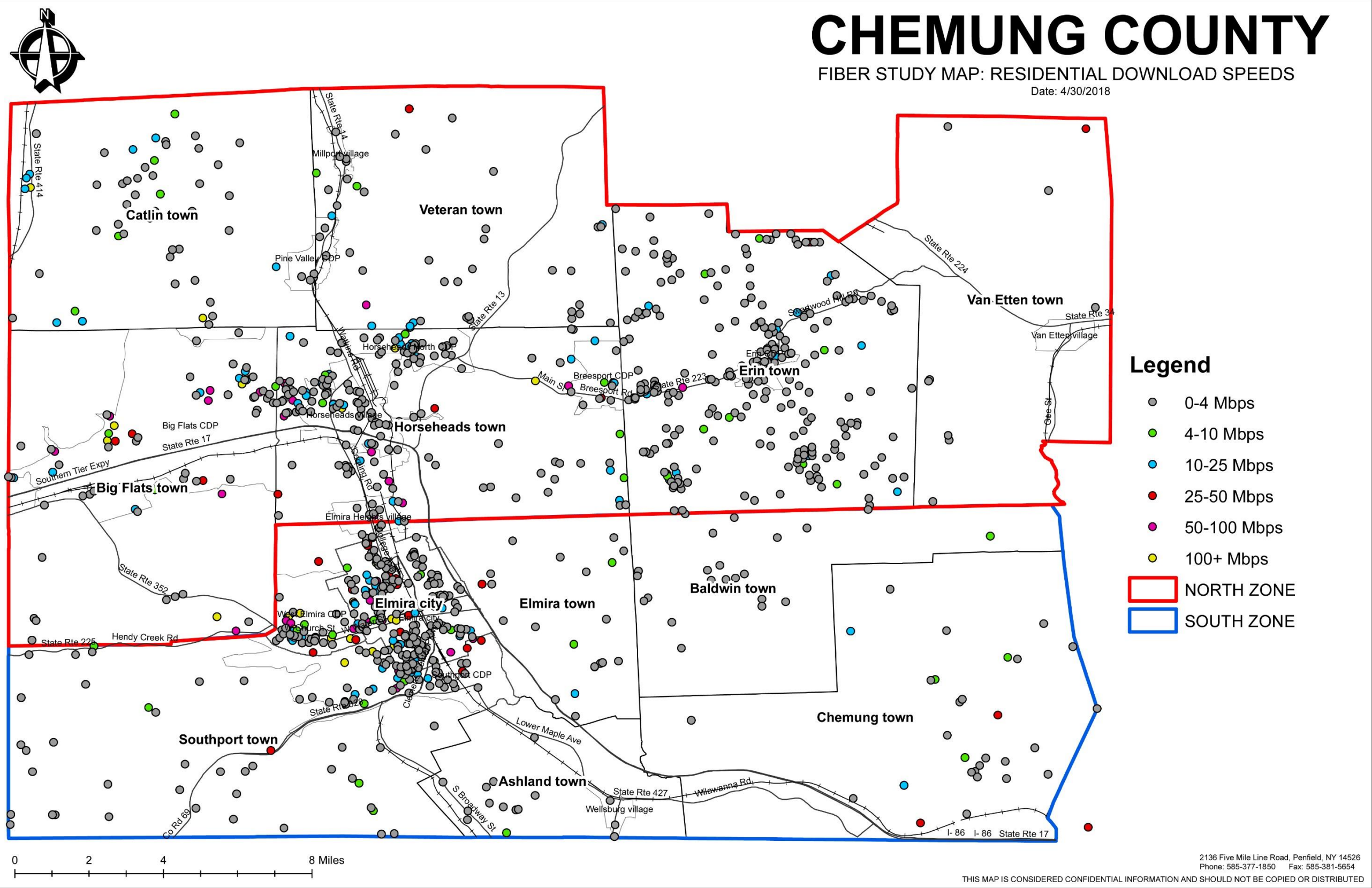
SUFFICIENT FOR YOUR NEEDS?

■ Yes ■ No ■ Not Sure ■ No response



2.4 Speed Test Results

After the FCC Data question and before the survey, respondents were given the ability to conduct a speed test to check their upload speed, download speed, and latency. The following map shows the download speed test results for residential and commercial respondents throughout Chemung County. The results of the speed test clearly show that the vast majority of survey respondents do not meet the minimum 25Mbps x 3Mbps standards of acceptable broadband as identified by the FCC.



Speed Tests by Location

3. Respondent Write-in Comments

The following comments were provided in response to the open-ended question: "Are there any other comments you wish to share regarding broadband service or Internet access?" These comments have been edited for clarity only for basic spelling and grammatical errors.

"I tried the speed test it didn't work. I have a speed test app. 3.54 upload and 1.62 download which is horrible. I have gone around and around with Spectrum to get cable here, being it runs past my road, and they want me to pay for it! Your survey says Time Warner is available and it is not available at my address. If it was we would have it! Just wanted to clarify. The only option we have is satellite and it is outrageously expensive and does not work well at all. We use a hotspot used from AT&T cell towers which works but as you can see from the speed test, not very well considering our cell service is also terrible. Thank you."

"I bought 4 Putt Hill Rd in 2005. In the past 12 years I've waited requesting broadband internet availability. If you know what 12 years waiting means, you know Mr. Nobel Peace Bombs Obama Administration came and went spending insane amounts of fiat currency printed out of thin air, characterized as stimulus and infrastructure TARP, quantitative easing exponentially expanding credit, and exploding the national debt, while never completing the minuscule goal of closing broadband gaps. Now into the Trump administration with Charter now legislated to comply in closing the broadband gap at 4 Putt Hill Rd per Charter's purchase of Time Warner, Charter (Spectrum) to date refuses to hang cable to close the gap. My question to the Chemung County statist collective(s) is simple "What's the difference between Republicans and Democrats, as they both appear to hate poor white trash like me"? At 4 Putt Hill Rd Chemung NY we got no cell phone service available, and no broadband service available despite the continual exponential rising property taxes and NY earning reputation as the #1 outbound state for resident exodus. In the words of David Allan Coe, "We're people forgotten, poor white trash, if that ain't country I'll kiss your ass". Sincerely appreciate your interest, if it truly exists. Raymond J Raupers Jr"

"I currently have Spectrum but it's so shady and cuts in and out. I can't do any updates because half way through it crashes from internet drop out. Constantly have to disconnect and reconnect when streaming and on social media because videos freeze."

"Spectrum took over and the bill went up, and they no longer offer an affordable rate. It's \$65 a month for one speed choice. Time Warner used to offer internet for \$14.99 a month and believe it or not it was twice as reliable. And why is Spectrum allowed to be owned by a Comcast sister company and the government didn't stop the monopoly??? Also, Empire is available in the city of Elmira for businesses - why not in the rest of the county for residential???"

"Spectrum sucks!"

"Our internet goes out several times daily. We have to constantly reset it and it doesn't keep up with our household, which I wouldn't say uses it to any extreme. If I had a business that relied on it I would be extremely frustrated with it."

"Barely have cell phone service as it is."

"Satellite service is expensive with speeds so slow nothing loads. 1-5 mps. Prices are outrageous for terrible and non-existent service but this is all we have. Prehistoric at Best."

"Why are there no other choices other than satellite at my residence? 1079 Chambers Rd."

"We don't have good cell phone service at our house."

"We live in a small town and have been trying to receive high speed internet for many many years all the areas that surround us have it we also don't have any cell phone service available were we live so it's not like we can just use our phone the children have had times were they cannot do their homework because either our internet isn't working due to weather or because you have reached your data cap it's very expensive to have the internet that doesn't work most the time."

"There needs to be more choices for Internet and TV service."

"We live and work on Lowman Road, we have waited years for internet service to come our way. Would be so grateful for any help at all. Thank you."

"It has been a big hardship on our business. We have waited and tried everything out there to get some help. Our home sales, our business, and our students are suffering from lack of internet service. Thank you for looking into this and any help we can get!"

"We have waited years to get any help up East Hill, we appreciate any help at all!"

"It's 2017, everyone who wants high speed internet should be able to receive it."

"Our current service lags. We constantly need to reboot. Our internet should be quick upload and download. It is far from what I expect."

"Current internet is slow, expensive and unreliable any alternative would be better than what is available now."

"TWC/Spectrum have routinely raised their rates, yet they continue to provide speeds that are frequently only 25% of what I pay for."

"We are lucky to have Empire access. We switched. The service, quality and speed is fantastic."

"For the price it is not fast enough. I am waiting for Empire Access to be available here!"

"Would be great if it could be more affordable and if you could actually use it how you should."

"We really don't live that far out and I can't believe this day in age we don't have internet availability."

"Desperately need faster internet for work and school."

"Our current service is barely able to support telecommuting or video streaming and is subject to regular outages."

"Before I moved here I received internet at a reasonable price without data caps. Now I'm paying over twice as much with a data cap and less quality."

"Broadband service with no data cap, no data cap, no data cap."

"High speed internet is literally less than a mile from my house on the road I live on but was told it would cost me over \$5000 to get it to my house!"

"Time Warner cable was at my house around six months ago saying that they had to install internet as part of a grant they got to provide internet access to everyone. They were supposed to complete this before they could sell. Which is obviously never happened. Supposedly they received the grant at least 10 years ago. It's absolutely ridiculous that they received tax payers' dollars for something that was never completed."

"I have Time Warner/Spectrum Cable, Internet and Telephone. My main problem is the Internet. Slow speed unless I want to pay more. Internet comes and goes when I use my computer or cell phone. It just drops me when I am in the middle of doing research. I am a senior citizen, on a fixed income. I cannot afford to pay more to get more. My bill is already \$182/mo. which is ridiculous. I know people who have Verizon DSL and they also have connectivity issues. Is there a perfect service? Spectrum needs competition."

"Currently we use our cellphones for any Internet needs for our children's school work, business needs, etc. We have been told it would cost us thousands of dollars to be able to run lines to our house receive Internet access even though access stops down the road. We are even unable to use satellite Internet due to the position of the satellite being blocked by the trees behind our house. We do not understand why we still have no Internet access when a person was doing some measuring for it to be made available to us before Time Warner Cable was able to sell to Spectrum because of the money they received to do so and never did and did not stop them from selling. So now even with all our advancements in technology are still unable to make use of the Internet because of where we live, even though some neighbors have some kind of access."

"With our current situation it's not uncommon for the internet to drop service sporadically."

"Survey seemed mostly concerned with internet. We also have poor landline service from Verizon (\$85) month. We have NO CELL SERVICE either so landline is only option."

"Only option available is very expensive lte or Satellite which limits to about 10 gigs a month before overage penalties. 10 gigs does not go far in 2017!"

"Our town has been trying to get internet for a while now. I've had to sit in McDonald's parking lot with my children in order for them to do their homework."

"Our internet is very expensive compared to people who live in town. I pay 80.00 per month for 10 gbytes where people in town get unlimited for a lot less."

"We're in desperate need of competition in our area."

"Needs to be more affordable. Also, shouldn't have to worry about it messing up a lot and not working."

"Our business relies on connectivity between 3 locations, we currently use an air card that utilizes cell coverage. The card is better than nothing, however often times it needs to be reset and the speed/quality of internet we receive is substandard at best. We've been waiting for well over a decade now for cable/DSL to

come in our area to resolve these issues. We have reached out to several companies throughout the years only to be let down by their responses.”

“We use Frontier for internet and we have DIRECTV for TV, Internet service is so slow it takes forever to download movies or some we can get at all. Payne separately for phone/Internet service and a separate DIRECTV bill, expensive!”

“Three young children and 2 adults in this home need this service badly. What is available to us is woefully inadequate.”

“So sad that those of us that live out in the country have to pay \$100 a month to have spotty at best internet that is limited to a set number of GB per month and limited to 1 or maybe 2 providers.”

“We have limited data now. Both our children are attending CCC and cannot get their work done at home. Spectrum is about 500 ft from our house but they want thousands of dollars to run the cable to our house. We live on West hill in Elmira NY.”

“Time Warner Cable told my family that it would cost \$10,000 to hook up the cable to my house. This has been an issue for years and I have 2 online classes for this semester of college. I extremely need internet for those classes. Plus, my classes in school do require online assignments and activities.”

“I thought time Warner received a large grant to expand internet access to the rural areas? Also, we have no option except satellite internet service here, hoping I completed the survey correctly as this is supposed to be high speed internet, but it is not broadband and very limited.”

“At my address I have only satellite internet which does not have enough data needed for what I need to do. I only have use of cell phone internet. A broadband service would greatly improve my location for business and personal use.”

“I'm twenty-five years old and I already feel like technology is beyond my knowledge. I have never had the luxury and now the necessity of high-speed internet. With every new technological advancement to make your life easier you need to have good reliable internet. This is crippling to those who do not have access to high-speed internet and be able to interact with new tech because that's where all of the jobs are heading now. I believe that ignorance of newer tech has a direct impact on NYS' employment rates, by getting rid of manufacturing jobs and promoting more tech-based jobs when many lack the resources and skills to use and familiarize themselves with tech.”

“Like many in this community, I am retired and on a fixed income. Although it would be nice to have a home connection, it is too expensive and I make use of the internet provided at the Library for free!”

“I don't care who brings internet to my house. I currently have satellite and it is horrible and ghastly expensive.”

“I have a VoIP service I could use if I had internet at home. Currently I am one of those sad people parked outside the Spencer Library, which is the only reliable 24/7 service I can access. There I am with others, trying to check their internet, do their homework, research prices and products and pay bills online. ~\$60/mo. for basic internet, after being penalized for also not buying TV bundled is insulting when you consider what is being provided is excess bandwidth from Spectrum we can't get for \$15/mo. out in the sticks.”

"I currently have satellite internet. It is capped and very costly. It does not meet the need in today's day and age. I teach adjunct at the college and can't even download what I need. I have to drive to Elmira College to access information. The data does not last all month as we are limited in our use. At times my daughter can't complete homework due to lack of service."

"I'm completing this survey at Champions because their internet service is superior to what I have at home. Those of us living off the Christian Hollow Road are on the 'frontier.'"

"We desperately need decent broadband service! We don't live that far out and have been struggling with internet service ever since we moved here. PLEASE HELP!"

"I wasn't happy with TWC mostly because of the cost. I now have the Spectrum modem and my bill only went down \$15.00 and Spectrum is much slower."

"Spectrum is less than a mile from my road and I'm sure the people on my hill would be very happy to have cable and internet available to them. With my jet pack I only get 10 GB a month at 4G and after that its 3G only. The other options for internet is through satellite and they are very expensive and not worth it. I'm sure everyone in my area would love to have options."

"Nothing but problems since Spectrum took over Time Warner. Raised my bill by \$23.00....paying almost \$200.00 month....cannot afford is being on Social Security Disability, VA Widows Compensation....have to have landline phone because of lifeline alert. Way too expensive for terrible Wi-Fi and have to reboot modem all the time."

"Having competition in services would be very nice so we could choose between suppliers for best price, best bandwidth, etc. It would also be nice to compare services and see if there is one that's more reliable. My current service seems to have regular issues every 3-4 months, although their customer service is above average and pleasant to work with."

"Lack of Internet access AND lack of cellular signal decreases quality of life and reduces property value. Has limited previous options to work from home and generate extra income. With future children in mind, may be forced to move as many educational activities now require Internet access."

"Reliability is TERRIBLE!!!"

"Spectrum service and reliability is horrible!"

"Time Warner Cable is accessible down the road from us, Frontier is only 2 1/2 miles from us, Empire is about a mile from us. We're rural, but there are so many homes out there...the first company to run cable or DSL out there will have many instant customers! It is more expensive to drive somewhere to get internet access everyday than it would be to pay for top of the line access!"

"We attended a meeting with representatives from internet providers about 5 years ago, who told us that we would never see the type of service that is provided in town in our lifetime!"

"I am a senior and a widow. I pay \$99 for internet and TV plus \$69 for Frontier phone. Do not know how long I will be able to continue."

"I pay for extra bandwidth but since Spectrum has taken over I have experienced slower response time and more complete downtime. I pay extra for the expanded bandwidth for work commitments."

"When time warner was my provider the speed was a lot better, but still not the best. Now I have trouble down loading and strolling through internet. I have never had speeds this slow before. It's terribly slow and frustrating."

"In the middle of the Adirondacks I can get all services (TV, true high-speed internet, and phone) for \$129. Those same services (except I don't get HI SPEED Internet) cost me \$380 at my residence in Erin. So, I am essentially being taxed an additional \$250/month in Erin to get similar services to what I can get in the Adirondacks. In 2017 I believe that's ridiculous."

"Our internet comes and goes. Very frustrating."

"With satellite service you pay for how much you can download and upload, not by bandwidth."

"Time Warner is a monopoly here. If there were alternatives, their service, prices and Internet speed would surely improve. They have no incentive now."

"There are no choices but satellite uploads and too costly downloads, so we have to pay ridiculous price for mediocre service. We have no land line telephone due to numerous outages because of old/nearly extinct hardware. Happy, no."

"I have no faith the county will do anything."

"We have been issues with the internet connection since we signed up with Time Warner almost 10 years ago. Connection is cutting in and out. Their customer service is terrible. We called several times to complain but problem still exists."

"TWC internet is horrible even with Turbo internet. Every day we have problems connecting to WIFI."

"Would love to be able to go on line and not have it take forever to load."

"As school work becomes progressively more internet based, I feel as though I should not have to commute to do my homework. I am a high achieving student at Horseheads High School and I feel as though I should not have to stay at a friend's house until 1am to do homework or wait until 2am when my internet kicks in until 8am. These are things that my friends and fellow students do not have to experience. Broadband internet would allow me to work more effectively and would greatly decrease my stress levels."

"You can see from my speed test attempt that the system timed out trying to run the test due to the low speeds that we receive most of the time. Our bill states that we are supposed to have a max speed of 6 but from a statement given to us by their service tech, the switch we are hooked up to only has a max speed of 3. To be fair there are times (very few and at off hours) that we can get just above 2 on a speed test."

"I currently pay \$90/month and I am supposed to have 50Mbps and you can see that I am nowhere near receiving the service that I am paying for."

"It would be really great to have choices. I wouldn't use a huge amount of broadband, so I don't want to pay a high fee, and I think the fees I've seen are high. I have been waiting for Empire to offer service. I will not subscribe to Time Warner."

"My internet access speed varies from day to day."

"I work for Horseheads School District and am unable to connect to the remotely to the district due to the lack of high speed internet and it makes doing my job very difficult."

"Because of the lack of jobs in this area in my area of expertise (online higher education, Master of Education in Instructional Design), I telecommute. Since I don't have a broadband internet option at home, I have to rent an office in Horseheads 5 days a week in order to be able to work. I can do minor things from home using my AT&T cell phone hotspot but the speed is not good enough nor do I have enough of it to work from home full time. If more reliable and higher speed internet was available in our small, rural community, it would increase job and school opportunities. At the last institution I worked at, the average age of our online higher education students is 39. More and more adults are going back to school now to get degrees. In a fairly rural community where there aren't many higher education options, especially for adults who also have jobs and families, access to online courses could increase the ability for adults to obtain degrees in this community. Adults in this community fall under those that are currently underrepresented in access to broadband internet for school purposes."

"In the early 80's, Time Warner Cable supplied lines for TV, Phone and Internet. Nothing has been done since. No fiber optics have replaced the copper lines that were laid underground in our neighborhood. When confronting their customer service about this, without hesitation, I was told "oh yes I'm sure it has been." Our internet connection will be fine some times and then will drop off so sharply that I have to reboot my modem and router."

"This survey took me 20 min to complete because of unreliable internet service."

"The Verizon Wireless signal strength seemed to diminished significantly once the trees around our house grew foliage in the Spring."

"Although Frontier has increased their speeds somewhat, they still do not measure up to cable or fiber optics, which are really what I need for my business and other things my family does. I especially do many online backups for all of my devices. This requires a high upload speed. Frontier's highest package only goes up to 1 Mbps, while Spectrum's is 6x that speed. In addition, when I have inquired about upgrades to my services, Frontier is always giving me mixed answers. One representative will tell me this will happen, but another says that that's not true. There was even one time when I upgraded my internet, and they charged me more than what they told me it was going to cost. It would definitely be an advantage to having some more competition in our area. Internet is very important to me and I believe to many others in today's age. I want to thank you very much for putting together this campaign."

"Internet service is not available. Have heard that Time Warner Cable is awful."

"It is absolutely necessary for my children to be able to complete their homework. We have extremely limited service and most of the time we have to drive to town and do their homework at McDonald's."

"Just that the choices offered by Spectrum and Verizon are not geared to the customers preferences. They are in competition with each other and their prices reflect that while the service end of their offerings is far below what it could be."

"The only thing that's been available to us is satellite internet which is extremely expensive for a 6-person household and we never had enough data available to us, not to mention it didn't fulfill all of our household needs. Please help us!!"

"DSL is our only real option and it is so slow and unreliable at our house."

"I feel that the lack of competition between providers in my area causes the prices to be high for what ends up being slow unreliable internet service."

"Poor internet speed. No cable TV."

"Feel like we live in the dark ages with extremely expensive and slow satellite internet that isn't even reliable."

"Yes, I've lived with Hughes Net internet most of my life. I am 19 years old, I am getting ready to begin online college and with this internet I cannot load videos of any sort. Or do much of anything on it. In the past, bad internet was acceptable, but with the increase in internet uses in the recent years I don't think any person should be without a strong internet as it is a necessity."

"The nearest cellphone tower is more than 10 miles away. Spectrum wants \$13,000 to run their fiber across the railway line and across Cayuta Creek to service me and my neighbors. Outrageous!"

"I need fast, reliable internet service for my job and sometimes I am not able to perform my job because service is too slow, non-existent, or would put me way over my plan limits."

"We have to depend on our Cell Phones Data plan for all of our internet needs. Frustrating not being able to take advantage of all of the new wireless technologies. "

"I currently have Verizon Wireless which is very poor it constantly drops in and out of service."

"My home is 0.1 miles outside the 3.0-mile recommended distance for service from the Waverly Verizon tower, so I am paying \$75-80 per month for erratic service. I have had to drive into work all hours of the evening just to get better Wi-Fi, because I cannot depend on my service at home. I don't know why I even pay for it. My children just finished their years in school, and in the past, I have driven them to my place of work so they receive better service."

"Need to extend service."

"I am very concerned about a serious raise in cable bill in January 2018. I am on Social Security and cannot afford an increase."

"Switching providers depends on the cost, the speed, the service, and the ability to actually GET the service, and not have to run into the yard to answer the cell phone."

"Time Warner Cable wanted to charge me \$25,000 to run the cable to allow access to their network. Verizon said they have no plans of installing the needed lines for access in our area."

"Would love to cut the cable except the football games would be tough to give up."

"I have Internet access in order to use my cell phone due to the lack of service of cell towers/signal for my phone. If the Internet is not reliable I am unable to receive phone calls or call out."

"CLASSES ON USE WOULD BE VERY HELPFUL, TERMS USE AND WHAT THEY MEAN, SCAM AWARENESS AND TIPS."

"I have a record of my upload and download speeds from 8/27 - 9/2/17 that I mailed to the NYS Attorney General's office. If you would like a copy please contact me and I will forward it to you."

"We currently have Verizon land line and even have had problems with our land line phone not working well. I have called Verizon many times in the past to consider internet service in our area and they have not been interested. We also have limited cell phone service in our area. I travel on these roads to work every day and hope that I don't have an emergency in the no service areas. I have a specific TracFone works the best when living near and using the Verizon towers in our area and it work pretty well most of the time at my home."

"Our Frontier is very unreliable and makes working from home impossible at times. I have to use my cell service in addition to the DSL in order to do the required internet activities."

"Thank you for gathering this information so that changes can be made."

"I would like a reliable low-cost choice for internet, TV, cell phone and land line phone service in my area."

"Hughes Net is pretty much the only provider here unless you count dial up. Hughes Net goes out a lot and is VERY expensive. They slow speeds down so they can try to force you to "upgrade" to the Next Generation" which isn't much faster but is WAY MORE MONEY and it took away my set fee through the Government. The salesperson knew that but didn't tell me that my cost would increase OVER \$30+ a month. Nothing like price gouging!!!"

"I run a repair shop/inspection station, I use dialup for the inspection machine-this has proved to be very unreliable I lose \$1200. dollars a year due to this, right now I'm currently switching to excede satellite for the inspection machine hoping this will speed things up plus be reliable."

"I have lived in my home for 8-10 years, the first 2 years Hughes Net and dish satellite TV worked. After that nothing will work anymore and there has never been any cell service."

"The only choices are limited by throttling down speeds. Very slow. Very expensive."

"Our house is currently listed for sale and we are looking for another house with high speed internet. That is how important it is."

"My internet bill is nearly \$80. a month. I only use the computer for banking, researching information and gaming. My GB's are not enough to do anything more. I'd like to stream a movie or music. But instead I have to worry if I have enough GB's to last the month."

"Before retiring Time Warner wanted a ridiculous \$20,000 to run broadband to this address with 11 other possible users in the roughly 1 mile from their current line. That leaves us only with cellular using a booster because the town of Erin supposedly does not allow cell towers."

"Even though we have "decent" service for where we are compared to others our service is very expensive. \$100 a month for just internet is too expensive but it is less than the \$130 a month we had been paying to Verizon for the last 3 years for 30GB. 30GB may sound like a lot but with 4 people in the household it is 250MB per person per day. That is a little bit of web browsing. Forget YouTube or streaming video like everyone else in America. Online learning... Hmph, forget it. We need more options, wireline-based options."

"Current service is inconsistent."

"I like choices, and I like saving money and helping others do the same. The little guy helping the little guy, makes everyone a winner."

"We are close to the cable lines."

"Currently satellite internet is too slow to stream movies, and often too slow to do other activities in the evening during peak usage times. It is also subject to weather problems (snow, rain and fog). I currently pay over \$60 per month in spite of these drawbacks."

"I need surgery and can't download info. Very embarrassing to have to go to a public place to download info."

"SOMEBODY PLEASE HELP US WE ARE GOING BROKE -----ACTUALLY ARE!!!! CELL PHONES DO NOT WORK IN THE HOUSE, WE HAVE TO PAY FOR INTERNET FOR WIFI TO MAKE OUR PHONSE WORK!!!!!!"

"We rarely turn our computer on anymore because it's easier to do things on our cell phones. However, we also wouldn't have internet access on our cell phones if we didn't have wi-fi, since we don't have cellular service at home either."

"Satellite service is all that is available at my location."

"In the past I know the local cable company received federal or state funding so why am I denied access to it, since I pay taxes?"

"We have programs on our computers which measure latency, download speed, and upload speed, and it is never anywhere near what Spectrum advertises that we should get. They blame it on my modem even though it is the top model and is NOT the problem. The internet stops working several times per day and I have lost work for my graduate level classes twice so far from it. This is true whether there is one computer running online or two."

"We recently purchased a cell phone booster to be able to use internet services through our cell phone plan. Before the booster this was not an option as the service wasn't strong enough."

"How about providing for the outer areas, instead of beefing up what the nearby town has already."

"Slow, sluggish at times, expensive."

"Would like a service that is fast and reliable for the money paid."

"Several people on this road have computers and need faster service and more affordable price. We are close to an area that has broadband. Why can't we get it?"

"We used to have Hughes Net (waaaay worse, totally unreliable for where we live)"

"I thought service was bad with time Warner at times, service with spectrum is worse, internet drops often, price went up, slow evenings and nights."

"I've contacted Empire Access a couple of times, but unfortunately they are not in my area, yet. Would really like to sign up with them as their rates are almost half what I pay now for services that better fit what I need."

"No cell service or wireless providers. Also, cable ends 1.5 miles away for past 20 years."

"I address most of my comments in question 1. I was going to get TV, but the download is so slow, I cancelled before I got it. I was also going to get the phone service, but if or I should say when the internet is down, that means we have no phone. This is not GOOD and it is also dangerous!!! I have a disabled grandson that if I needed to make an emergency call I couldn't. Or even if we had another type of emergency we couldn't call out. Our CELL PHONES don't work out here to make an emergency call!!! Even with a booster!!! Which I have and pay for. We can sometimes text, but this is not always the case. We need better services!! This is a FACT!!! If the city people had to deal with the ineffective internet service, it would be chaos!! And, something would get done!"

"Satellite is too expensive and insufficient. As a homeschool family, our options are very limited in keeping up with current educational choices."

"Would really like to see faster and more reliable service to the Erin NY area. We pay the same amount as everyone else, however our service is slower and unreliable, which really is just unfair. I for one want to see my children succeed in life and with today's day and age being all about the use of the computer for everything including SCHOOLWORK it's very frustrating!!!!!!"

"I can't believe in this day and age service is not available not only does it lower the value of your home but is essential spectrum wanted 35k to run service 1/2 mile."

"Please bring it to our area. Hughes net is very expensive and very slow."

We homeschool 2 Grade school children and have an additional 2 sons completing Community College. They would use home-based internet for classwork, research, projects, etc. As it stands now we travel to libraries,

church, and friends to use internet for that work. We would use streaming but have no capability now due to “throttling” of bandwidth in afternoons and evenings, when we are all home. Although this site claimed we have access to DSL we do not. That end of Watercure Hill Rd has no DSL. We have had Verizon here twice to investigate and have confirmed their infrastructure will not support it. Time Warner, or whatever the new name is, also has no infrastructure here. We have had them come up and they eventually told us they have no plans to expand into this area due to low house density. We also have no/limited cell phone coverage. We have tried other cell tower-based solutions but we usually get 1 bar or less of signal strength (Verizon, ATT, etc.).”

“Would LOVE an alternative choice to Spectrum which we find expensive and with poor customer service. Would love faster service also but can't afford to go any higher level with Spectrum.”

“If I switch to Spectrum then I have to pay extra for my TV channels in tiers that's straight bs.”

“I would like other options available other than Spectrum. It is expensive for people with lower incomes.”

“Bring empire access to Elmira!”

“Current service is not reliable; provider is unable to fix ongoing connection problems. Lack of competitive options results in too high a cost. Lack of net neutrality means I can't use the internet providers I choose without a (speed) penalty.”

“There are fiber cables 3 miles from my home. Lack of high-speed affects our daily life.”

“There is only monopoly service available here. If Empire Access comes down my street, I'll hook up to them.”

“The broadband service lacking and cell service is unreliable.”

“There are many people in my area that don't have access. On our road access stops a mile in. I am at 3 miles w/no service. We need it!!”

“Our service has eroded greatly since July 2017. We believe this is due to a new FCC tower, but neither the FCC or Verizon would acknowledge this.”

“FCC is wrong. Cable is not available at this residence.”

“TIME WARNER ADVERTISES A FASTER INTERNET THAN OTHERS, THEY SAY 50MBS OR FASTER... NOT IN MY EXPERIENCES.”

“Reliability of spectrum is suspect especially at high demand periods.”

“It would be a big help to have high speed internet and TV/ Less costly for the family.”

“Spectrum is very slow and sometimes doesn't work well!”

"Our Verizon internet access and Phone access has been extremely un-reliable. Phone calls are being dropped and people are unable to hear us when we talk on the phone in our house. This is new as of this summer as we previously had very good access in our home. Download speeds have also been incredibly slow lately."

"At one time I had an excellent signal for internet, cell phone and telephone. About a year ago, the signals disappeared. Now, there is just a small spot where there is a very weak internet and telephone signal (it might be coming from Corning). There is no signal for my cell phone."

"Need a faster email than Spectrum offers."

"We live in a rural area, but we are lucky enough to have cable-based service. I would encourage the county to push for more providers of broadband service so that the local providers cannot create a monopoly. Empire is adding more fiber to the area, which is a good start. A local community owned provider would also be a boon for our community."

"Internet seems slower than it should be for what we are being charged."

"Our current internet supplier limits our amount of data we can use. Also, the speed of our internet is very slow."

"Even though I have internet, many town friends do not and it is frustrating."

"Since Spectrum took over TWC there are times when my service seems to blip in and out / and times when only 1 bar appears on the strength of signal. Prior to Spectrum the power signal averaged 2-3 bars and occasionally as high as 4 bars."

"Back to #9. Answer to also include "to lower my monthly bill," "higher bandwidth," "better customer service."

"Spectrum raises my prices every 6 to 12 months, and refuses to offer unbundled internet access."

"There are currently no wired broadband service providers in my neighborhood. The only options are satellite or cellular. The cellular service is also very intermittent here."

"Time Warner connected us to internet access in the mid-80s at our address. We are an wired underground community and there has been no change from copper to fiber optic unless they put fiber optic in the ground in the 80s. Our internet is constantly going down to the point that the wireless has to reboot, then takes several minutes for it to start up again."

"I have satellite internet. The service is spotty and data usage is very limited. There is limited cellular coverage at my home too."

"Spectrum is garbage, service is very unreliable."

"It is weather dependent and there is no competition for highspeed in our area. Although there is Empire less than 0.5 mile away."

"We have tried to have broadband installed, but we were told it would cost us \$50,000 to run it to our home. DSL is also not available."

"We have been the only house on the road that they would not run cable to. The neighbors on above us and below us have broadband they said it would be to expensive to complete the cable we have had to resort to satellite for cable and internet it is so slow can't even use it."

"Unlimited access would be great!"

"State and Federal monies were supposed to be used to bring Broadband to rural areas of the state, it is insulting that those very areas have been essentially treated as afterthoughts. This study should have been initiated before the grant monies were dispensed."

"Satellite service is very unreliable, slow speeds and very low data caps. We also do not receive cell phone service, we only have 1x or intermittent 3G service, have tried both Verizon and ATT with no luck."

"I own property on Cayuta Road in Erin and would like to build there, but the lack of services is big deterrent."

"Even though our speed is 1.5 mbs (tested at 1.4 here), it is rarely that "fast". I've been testing it daily due to conversations with Verizon and a recent service call and it is usually under 1.0. Also, we are a cell free area so the internet outages that frequently occur here often leave us without the ability to check school notices (snow days, closings, etc.), sports cancellations, etc. or to get any information that I'd posted on websites."

"It is ironic that we live in the community where commercial optical fiber was invented, but we can't get Fiber service from Time Warner/ Spectrum. Our neighborhood is not yet served by the other company (Empire?)."

"When all you can get is satellite Internet and everyone in your home is enrolled in online classes it makes it very hard to get much done and very expensive."

"Really need a provider for our address where we can get unlimited data. So tired of not having enough data. Verizon drops to 3g after 20 gb in the xl plan which is almost impossible to use. Have called several providers and none are in our area. So, this is our only choice. So tired of not having enough data. Please help!"

"Had remote job but was unable to keep due to poor internet connection and data limits. Kids have to go to Barnes and nobles to complete homework assignments."

"High cost, and reliability prevents me from using the internet for all my needs."

"Spectrum is slow and slower in the evening around 10 PM."

"Most of the time our internet doesn't work, makes both school and self-employed business impossible."

"Using our data plan through our cell phones is very expensive and very slow. We work from home on occasion and much time is wasted just waiting for downloads and page turning."

"I have had cell phone bills in excess of \$800 for internet access using cell phones, for my children in Highschool and while I was attending on line college classes."

"Please invest in broadband service."

"Empire has the service available a mile down road but extending the service is blocked by a landowner."

"I wish I could have chosen more than one answer for question 9. Spectrum has horrible customer service and the speed you pay for is not the speed you receive."

"I have satellite service but the monthly data allotment is so low that I cannot use any streaming service such as Netflix, Hulu, Amazon etc. My allotment barely covers basic activity such as internet searching, email, Facebook, etc. I also like to make photo books but uploading photos uses a lot of data. There is currently cable service on both ends of the road I live on, but the cable company refuses to run cable to provide service for the rest of the road. It is so frustrating!"

"If you call Time Warner/Spectrum multiple times regarding the same issue, you will get multiple answers. Their billing isn't even consistent from person to person. It's very irritating that we have to deal with this at the prices we pay."

"Net neutrality is vital."

"We use to use TWC however it was always going out, their customer service always said we needed a new box and it didn't work the majority of the time."

"Speed of current internet is extremely slow. Can only do one function at a time, example, listen to Pandora. Just switched TV dish providers and it is hooked up to Wi-Fi, now even Pandora times-out and will not play. Subscribe to mid-level speed to allow for greater broadband and I really question how much speed I am getting."

"It is unfair that I have to pay more money for home phone, internet and TV services, due to living outside the city of Elmira, NY. I do need to use internet service when I work from home. So, faster service would make working from home much easier and efficient."

"It is unbelievable to me that I live in the shadow of a Fortune 500 company, Corning, that is known for innovation and my technology needs are not being met. I also can't get cell service at my home."

"Spectrum cable is available on both crossroads of the road that we live on. They are unwilling to provide service on our road because there are less than 10 homes able to be serviced on the entire road."

"Needed in our community."

"I am the Crisis Coordinator for Chemung County. There are many remote areas in the county that do not have access to the internet, or Wi-Fi services. This has led us to not be able to respond as fast as we would like to (loss of GPS), no cell service, and no ability to look at a client's chart, or access important information. This has caused potentially dangerous situations, as well as problems communicating with hospitals, etc."

"I don't understand all the technical aspects of broadband service, but I know I pay for high speed service that still does not stream movies at the HD speed, does not connect to Netflix, VUDU etc. often, and I frequently have to reboot my router."

"The substandard level of internet and cell service in rural areas of NYS is unacceptable when NYS government is communicating that 90% of rural NYS has or will have high speed internet within 2 years when we don't even have reliable cellphone service."

"It is just very slow."

"Time Warner Spectrum is horrible service, costs too much, internet service is very poor."

"I have often felt that our service address falls through the cracks of local internet service providers. High speed internet is available 1 mile from our home in either direction. Hughes Net is satellite internet provider and it is awful. We pay \$90/month for barely enough internet to check email and search the web. We would happily pay another provider willing to bring broadband within our service area. Access to high speed internet is crucial to my ability to provide income for my family as well as for our child to be able to access simple websites and videos to keep up with her educational demands."

"Satellite internet is completely insufficient for a student."

"I only have access through AT&T cell tower. Verizon cell does not work here and cable does not come here."

"If we had better internet we could all complete homework for school."

"I used to live in Erin NY. It would be impossible to get online up there. My parents live 2 miles away from horseheads in the town and they have no access to internet still."

"It would be great if we could stream videos, music, movies, etc. Now we're data limited as well as speed make buffering during most downloads."

"We only have satellite internet available, at a limited data package. So, after a very minimal amount of use, it stops working for the rest of the month. No videos, no streaming, can't use it to do online quizzes for school. And it's the same with all satellite service providers available in our area. No cable or fiber optic available here. No cell service either."

"To maintain the cost we have for 50 mbps, I cannot change to Spectrum although it would increase the speed. Other providers are in the area, however, do not accommodate our neighborhood."

"The only option we have is Time Warner Cable. There is no other competition for services."

"Would appreciate fast downloading speed and more bandwidth."

"I would like more data and faster broadband."

"We have a lite package that was reduced from 4gb to 1, with an increase in price when Spectrum replaced Time Warner."

"I just switched to Empire from Time Warner. I'm very glad I had a choice as I'd had years of poor connections and overpriced low bandwidth. Choice is very important!"

"Spotty, not consistent, goes in and out frequently disrupting business."

"After Spectrum purchased Time Warner and Charter, our bundled "triple-play" voice/TV/internet cost has gone through the roof with service the worst it's ever been. Internet speed has slowed tremendously, and TV service once good, is also now bad. The only thing not affected (yet) is our landline phone."

"Even cell service would be awesome."

"I previously had service with Frontier and it was terrible."

"Very spotty, I have to reset my modem 3x weekly minimum, due to it just stopping to receive anything. I have spoken with customer service and this is "normal". They have come out and checked everything at my residence and nothing to be fixed. This is as good as it will get. Unacceptable!!!!!!!!!!!!!"

"Satellite internet service is the only option at my address. We tried it for a short time however it's too expensive, very unreliable, and can't be used for some services. Very frustrating!!!"

"It stops a couple miles down the road. That stinks!"

"Spectrum has been continuously rising costs with no benefits in improved service."

"This internet is limited only has 10 gigs after that it's then slow and don't load."

"Unlimited data is extremely important."

"Our service is so slow because it comes over the phone line. I don't think the lines are up to date. We often loose service and have to turn the router off then back on to get the service back."

"Since Spectrum has taken over the price for internet has risen to the point of wanting other options. Internet is \$71.00 a month with no other service."

"Erin needs internet and cell phone options."

"Medic test can't do at home. Sure would help with med test at home."

"Would love to have it in our area. Please. Please. Please."

"Cell phone signal is terrible. Most of the time it doesn't exist."

"I use Wi-Fi a lot."

"Please make this affordable for everyone."

"We have tried 3 different internet providers and could not do this survey on-line at home due to poor internet service and reliability."

"We need to get a provider in Erin NY Our kids suffer, their school work homework that needs internet suffers when we live 20 miles at least away from internet source."

"Lack of cable makes it hard."

"I work remotely several days a week and have to go to the library in Horseheads or Elmira for the day in order to work."

"I have DIRECTV for Television and ViaSat for internet. Internet is slow and it is difficult to stream both are expensive."

"Spectrum cable refuses to bring services to our home."

"Our house is for sale and I know internet service will be much more difficult once we move to 627 Eacker Hollow Road Horseheads. I am very concerned about my children's ability to complete homework, my ability to work from home and complete grade course work, our ability to download Netflix, etc."

"Need more options to lower price and better service."

"Sad that in 2018 we cannot get high speed internet."

"Spectrum bill has increased this month. Difference is in TV charge. Satisfied with internet; would prefer to have fewer TV channels for lower cost but concerned about public TV being removed from line-up in Tompkins and Cortland. Why? Will it happen in Chemung county? If so, what are my options? I originally signed up for cable specifically to get PBS."

"Currently there are only two towns in our area and we usually have much slower internet service than we were promised (below 3G. \$G was "on the way" years ago but we rarely get 3G) and some channels (NBC, PBS) break up, especially in rain, snow, wind - but not always in bad weather. We cannot actually see any tower we are almost on top of a hill."

"Limited options."

"Spectrum is too expensive."

"Need more reliable service."

"To lower my monthly bill, More reliable service. Only satellite available, expensive and not unlimited, slow."

"To lower my bill, more reliable service."

"We would definitely switch from Spectrum as our internet connection is not consistent. We go through phases of no connection."

"Better service with business as well."

"Job related work use."

"This is not a rural location! For over 50 years no cable available and have been told would cost over \$1000.00 to run cable to the house. Would love broadband service!"

"We may have to leave our provider due to cost. We are at a loss to try any figure out what we will do when that time comes. When I live in a Georgia I had TV and internet for \$45. It's insane that it's so expensive here."

"We live right off of Hogback Rd. and we only have 15GB of Internet for the month which is almost worthless. My daughter can only do her homework that requires internet while at school."

"Spectrum rate is too expensive but it is the only ISP provide high bandwidth. I wish we have more ISP options in my area."

"It is really difficult only having the cell phone hot spot as the internet, we don't have really good cell service where we are either so it is very slow and expensive."

"Would love to see fiber optic service in our area."

"Empire provided much better service but it is not available in our area."

"Service goes in and out. Don't always get anywhere near the speed I'm paying for."

"Important to me to minimize and streamline choices for TV channels - so I only pay for those channels which I watch. I feel as if I am paying a high price for a lot of channels that I never do or will want to watch and it is a very personalized experience for everyone. There should be choice! If I want to eliminate all sports channels, all product-selling channels (QVC, etc.), all "other language" channels, etc., etc. - then that's all I should have to pay for. I think household svc. charge for whatever channels chosen, should take care of the signal for any device in that household at no extra cost."

"Excede internet is twice as expensive as other services. And very unreliable. They throttle my service at the most needed times during the day. When my kids need to complete their homework."

"My current package I pay for the highest speed service but is continuously slower than ever."

"I have considered switching from current provider because the Wi-Fi quality is horrible and I frequently have to re-set my router."

"I would be willing to change companies to lower my bill, get a more reliable service that doesn't randomly cut out, have better customer service, and receive a higher broadband. I was only to pick one of these options in the question above but spectrum is lacking in all these area and direct TV is even more expensive. I am not willing to volunteer for this campaign but if you would like to pay me to do a job I'm more than happy to hear what position you'd give me and how much it would pay!"

"Having no other options besides time warner spectrum is ridiculous. My bill is sky high and my internet has been down for 2 days."

"Please bring in another provider other than Spectrum."

"It's pretty much a monopoly in the area. Charges are astronomical due to limited availability of providers."

"I work for CUNY as a Quality Improvement Specialist. My office is in my home. It is very important to my work to have a strong internet connection. Every week all specialists throughout the state participate in an Adobe connect meeting. Due to my internet capabilities I have to go into town to get a better connection."

"We need better internet. The internet out here sucks and would love to have great internet like spectrum or other providers. So, we could have a reliable connection and no data caps and high speed. (Actual high speed)."

"Also, would use internet for home security."

"Should be able to have 2 Wi-Fi access points. This is in order to allow children on one with separate password. This one should be able to be turned on and off easily by parents to keep children staying up all night on internet while parents sleep."

"We are able to have internet at our home, but there's only one provider; Spectrum. We choose to stay with them because we value being able to use the internet for educational and personal reasons. We chose the slowest speed available so that our bill would not be outrageous... and it's \$64.99 a month! This is so expensive! We feel that they know they are the only provider so they can charge any price they want."

"We are not happy with Spectrum and would like an option in the near future."

"Tried Verizon but they could not get a signal. My work requires internet so daily I sit at the D&D for an hour outside in my car. I also am an investigator and have to go to the library to take classes, get updates, send forms, etc."

"At present my needs are few. I just get information from Internet and play DVDs on my computer. I want to get away from Verizon."

"My answer to #9 might be confusing. I refuse to purchase service from Time Warner/Spectrum because of horrible service (both technical and customer are appalling) in the past. If I had other choices, I would consider purchasing."

"Multiple providers should encourage more competitive pricing."

"Will change providers only if alternative providers offer more data (GB/month without reduced speed), greater upload/download capability, and lower price/month compared with current plan."

"Highest property taxes in USA. Broadband should be available for ALL taxpayers in Chemung County."

"We need more ISPs in the area so we can have better service in the area."

"Since attending school is required by law and homework is a requirement of attending school, anything required for a student to fulfil said requirement should be provided for by the school. Also, some parents may not be able to afford the Internet or devices to use it. Furthermore, some parents may not wish for their child to be subjected to outside influences any more than they already legally have to be by attending school. To require internet access to required homework is absurd, especially when homework is necessary for afford tending child to be successful in school which they are legally obligated to attend. Internet wasn't necessary for students to fulfil their requirements in school before it existed. It's not needed at all."

"I want a company who cares about the people, instead of the profit."

"Would love unlimited internet service and faster internet. We only get so many gb's per month and have teenagers. I have one in college who needs the internet and one in high school who also needs internet. The rest of us try to limit our usage due to this."

"For the cost of service, the reliability and speed of the services are very poor."

"Bring empire access to Chemung county."

"There is no competition for internet service in the county. Spectrum is a monopoly and way too expensive."

"We currently live in an area with one real option and they have a monopoly."

"Spectrum is horrible. I would switch in an instant. The speeds are unreliable. The customer service is impossible, it takes forever to reach a human. I also know that they spoof "internet speed tests" so I doubt that the speed from this test is accurate."

"The internet we have is data limited, we purchase a data allowance each month. It is very expensive to buy more data. When we run out, the data rates are throttled down and it is virtually impossible to do anything on the internet. This limits what my family can do with the internet each month. It would be extremely beneficial if we could get access to unlimited internet service where we live."

"Currently the service is very expensive for a given bandwidth offered. Choices of switching to another service are near to Zero in this area. It would helpful to have few more service providers in this area."

"Spectrum has changed nothing in our area but the higher cost since buying Time Warner Cable."

"We need high speed internet!"

"Time Warner wanted to charge over \$10,000 to extend service. Our only choice is a Wi-Fi card which is very expensive or very limiting."

"I didn't answer #6 because I use the internet for other uses than the ones listed. I get Church preachers and prepare the bulletins over the net and managing investments."

"More and more, government forms, services, and information are online only. Unfortunately, the people most likely to need these services and to sign up for them don't have reliable internet access. Public libraries are helping to fill this gap, but not every town in Chemung County has a library branch. Towns without library

branches should consider setting aside space in a designated building which has broadband access and putting one or two computers in it for public use. I know this would cost money and require administrative and IT support, but it would bridge the gap until every household has individual broadband access.”

“I do not ever wish to bundle services together. I like them separated.”

“Thank you for your consideration I am a Pastor of a church in Catlin Center and the lack of high speed internet and interferes with my ability to do my job effectively. I also have a child in homeschool that can't effectively do his schoolwork because of constant buffering and slow internet. Our church next store to our home would like to livestream their services yet cannot because of the buffering and slow connection here in Beaver Dams NY. Please I ask you to consider bringing high speed broadband too quickly. Thank you for your help in this matter.”

“We live where there are no high-speed internet access cable and at least twice a year lose phone service for several days. Why not run fiber optics - phone company says “too costly”.”

“Verizon Wireless is very expensive and unreliable. We are limited to gigs and it's too expensive to use more data.”

“I am eager to see internet services expanded.”

“We need more options with more reliable service.”

“Depends on cost.”

“More reliable service.”

“WE DESERVE BETTER RURAL SERVICE!”

“It would be great if we could get better and more affordable access to the internet.”

“I would like to be able to access work from home.”

“Sketchy service of cell phone! I don't want/need service at this time - I don't do much on my cell smart phone because of limited service and cost.”

“Satellite is terrible! We can't watch movies (stream), can't facetime, can't do work that is web based and our kids go to other places when they need to do school/college work. Even updates or surfing the web can be painful. Downloads have failed and even crashed my iPhone before during an IOS update. My phone had to be set back to factory setting and I lost all kinds of things. This is 2018 and the internet is becoming more and more like a necessity. Schools pretty much expect that all households have access and do not give kids alternatives in many cases. I could take online professional development but know that our crappy service would not support it. For crying out loud get people the access they need. (smiley face) Thanks. PS I would have thought about buying this home if I had known how awful the internet was going to be. Seriously.”

“Although Dish is bad I would never go with Spectrum which I hear is terrible.”

"I wish we had better cell phone service. It would be nice to have a cell tower in our area. For internet and phone. We have no service at my house."

"If you live where there is no cable TV or fiber optics cable, internet service pretty much is very slow or none at all. Bad weather Forget it! We tried Hughes Net and now on Verizon Hot spot we get service but very slow or not at all. No wi-fi service at all as promised on this system."

"What we need here is cell phone service. Spectrum ads say if you have their internet you have wi-fi Not so. My cell phone is useless at home no service most of the time."

"I do not have/want a computer, along with several other in the area. We rely on the postal service or telephone to communicate."

"Not interested in paying for internet for myself or anybody else too expensive and can't afford it."

"I can't understand why they can put a man on the moon but it takes 10 minutes to open my web browser. Sirius Satellite, OnStar, etc. don't have any problems sending quality uninterrupted service, but try to find any internet carriers around here that can and we pay more for not getting good service than people with actual high-speed internet."

"My husband and I are both retired. It is costing us \$150 for internet and TV through DISH. It is costing \$120 for a landline through Verizon because there is no cell phone coverage in our area. Then we pay for our cell phone coverage for when we are away from home \$60. It is important for us to get all these services in one package for less money. It is hard to believe that areas in Erin are so backwards. Please get something reasonable for this area. Thank You, Rehana Stanley 607-732-6990"

"Internet service providers provide a product. I am not a proponent in forcing rates to be lower. I am a proponent of free market competition. I would love to see fiber optics internet move into this area as it has in Corning. Bring some competition to our area and higher bandwidth."

"I have completed similar surveys many times. Will we ever have functional service?"

"We need more companies in our area to get cheaper plans. Too expensive right now. Thank You!"

"With Frontier we are forced to buy internet and phone service. I think this is because the internet is through the phone line. We pay \$95 or more for this. When we lived in town we paid half that much for the internet because we didn't have a phone. Thank You!"

"We need better cell service."

"Frontier DSL is always going down day after day. We need a more reliable service and bundle with dish network is not cheap."

"Social Security- Security and costs. Very concerned with all the personal info that get out."

"We currently have AT&T rural home base and are limited to cellular data speeds 250g/month. With online classes and being on cell for work and also telecommuting it is maxed out every month."

"Empire needs to get to the area, Spectrum took over Time Warner and jacked up everyone's bills without giving the option to stay on the packages we had."

"I would change providers to lower my bill, receive better customer service, better overall service and improve my connection."

"It sucks and more remote areas in PA have broadband and we live 5 miles from the city of Elmira."

"Maybe Empire Access will come to Elmira?"

"Fairly happy with Spectrum. Was happiest with Verizon but no complaints with Spectrum. We had Verizon in a different state."

"We are only 6.5 miles from the mall and we don't have broadband internet or cable or DSL for high speed internet. All is very important for our children to complete school projects that require internet for our 3 children. Sometimes we go to my parents to use their internet."

"I hate DIRECTV which does not offer me high speed service."

"I moved here from Buffalo and was shocked at the pricing. I literally paid double for a lesser service. Literally. My price went up 50%. Same company too!"

"Bring Empire Access to the City of Elmira."

"I have been a Spectrum (Time Warner) customer for over 25 years. I not only over pay for my internet but also for TV. Most stations are not available and cable and internet bounce in and out. Prices are highly inflated and because I am not a NEW customer I am not entitled to the low offers that new customers are receiving. Customer service is rude and unhelpful. Wish Verizon/Corning Inc would get fiberoptic lines ran so we had an option."

"I am very concerned about homes with children that don't have Internet access. How can they possible learn and grow?"

"It's quite troubling when a monopoly like Spectrum is able to "corner the market" on broadband availability, because it allows them to charge whatever they want, without restraint. A monopoly is basically a trap, and customers are forced into it and have no recourse but to accept what is available. Competition is always better, since it requires (or should require) competing providers to attract customers by providing lower cost, and better priced, services."

"I current use my cell phone as a mobile hotspot and obtain internet service that way."

"I primarily would use internet access for banking and paying bills. I would hate to go back to using stamps and envelopes. I could use my smartphone but I like a bigger screen to navigate those types of sites."

"TIME WARNER INTERNET LOSES CONNECTION ALL THE TIME."

"I HAVE NO ACCESS TO INTERNET AT THIS ADDRESS. VERIZON CELLULAR HAS REAIMEED THEIR TOWER AND NOW I CAN'T USE CELL SERVICE FOR INTERNET ACCESS. EVERYONE ON THIS ROAD HAS COMPLAINED TO VERIZON CELLULAR. THER IS NO CABLE ON THIS ROAD..... NO INTERNET ACCESS."

"I wish that I could have another internet choice, Spectrum is the Giant, that can do what they want, I was with DIRECTV, for TV for years, my bill with them was over \$125 per month, and I have phone and internet also with Spectrum, Saw on Amazon on day about a Lead Antenna, Purchased it for \$16.00, I get all the networks, clear as a bell, I have a 4k TV, I have Amazon Prime, I have NETFLIX, with a friend, so no bill, I broke the amazon Fire TV, have all others, The rest of my life, I never can watch all that is on, How Much Money do America waste?"

"If the DSL options for this location were expanded I think it would be beneficial."

These boxes that we just got are ridiculous! How is one supposed to hang a TV on a wall with this huge box? Two remotes to turn on the TV is inconvenient as heck. The TV no longer defaults to the last channel you had on (inconvenient to say the least). We have the boxes on two TVs and they turn on differently! The internet drops all the time. For instance, today at 2:34 pm (4-6-2018) the TV went blank! The box was off! It also shuts off when we're streaming on Hulu. We have TVs in nearly every room in the house, but we refuse to pay \$8.99? for all the boxes on the off chance we want to watch that TV. We feel we are being held hostage and Spectrum is dictating how we will live. It is EXTREMELY maddening."

"While we have found a way to have internet access (via AT&T Wireless), it is not broadband. We would very much prefer broadband access for improved speed and stability."

"I live right in city line and Wi-Fi is horrible."

"Without competition for broadband internet, Spectrum is able to charge an absurd amount for its services. They are also able to charge extra for internet out of a form of revenge for cord cutters who no longer wish to watch TV - another service in their grand monopoly. If there was another option, Spectrum would be forced to reduce prices to more realistic levels in order to compete. Until then, we have no choice but to pay their price because internet access is too important for everyday life. This is not the way it should be. I am currently using a grandfathered in Time Warner Cable triple play plan which has Internet (15 mbps), TV and Phone for ~\$180 a month. I need to upgrade to the 100 mbps plan in order to properly serve the devices in my home but cannot justify increasing the already too-high bill. This is basically a second car payment. Without competition, it is only going to get worse as devices have already outpaced affordable broadband access. To add, given that Spectrum has ("good news!") gone 100% digital in this area, we are now required to rent a set top box from them for *every* TV in the household, or else use their free Spectrum TV app. Unfortunately, streaming has always been a bandwidth hog and prices were not reduced to compensate us for the lowered service quality. We now have a choice of paying the monthly fee per TV or setting aside a large chunk of our paid-for internet bandwidth for TV-use instead. It is a racket that is only possible due to a lack of competition."

"I have high speed internet but it doesn't always stay connected. When connected it's sufficient. I also would like options so I could choose something that would fit more into my monthly budget."

"I would get both internet and TV if it was affordable and I was able to pay if off once a year with wonderful service and channels that I want."

"Internet and television prices are out of control."

"I'm sick of throwing away the mail Spectrum keeps sending me pushing the same worthless package deal that I will never want. I don't need phone and TV. I just want fast reliable internet service for a fair price. I don't feel Spectrum provides that. If there were options, I would switch providers."

"We have had fiber optic wire coiled up on the pole outside our home for 5-6 years with nothing being done or any attempt to contact us about service availability."

"Satellite only available (slow)."

"Spectrum has a monopoly in our area. Prices don't seem reasonable. It would be nice to have affordable internet, TV and phone service."

"Need to do diabetes stuff to Rochester."

"Spectrum has terrible customer service and is way overpriced. It would be amazing to have choices."

"The 1990 Federal ADA law requires full, equal web accessibility for adaptive equipment. This survey excluded, is painfully difficult and cruel to citizens."

"In the area we live in we only have two providers their service is very slow due to it being satellite only in our area. weather conditions greatly affect our service. It would be nice to have access to other providers like the old Time Warner."

"Spectrum is ridiculously expensive and has awful customer service. Besides that, we have had nothing but problems with our WIFI since we switched!"

"The lack of choices for a community trying to rebuild itself is embarrassing. For people to not have access to the internet in today day and age is sad. Is it beyond the city, town, and local municipalities to prevised even a 4G based city wide service? No, ITs not. Yet alas here we are filling out a paper about who has internet access in 2018 when the schools plan on providing students w/ tablets in the next 3-5 years...odd."

"Where I live the internet is sporadic. If I could find a more reliable plan and better service coverage and cheaper not a rip off I would get it. we are low income and can't afford much but do need internet and house phone because our cell phones don't get enough service for use. Also, we have a child with medical issues so it is necessary we have these services."

"Presently paying approx. 130/ month for spectrum. I pay the bill not even 2 weeks later they are calling wanting another payment. The ONLY way to have cable on TVs is to have a box at the cost of \$12.99 per box or spend \$25 to purchase a converter. I have 3 new TVs (as in past year, all are smart TVs) that are pretty much useless. I'm a single mom making 1400 a month - this is unreasonable and I many have to stop everything altogether."

"Having a 1Gbps fiber connection in Elmira would be very MUCH needed."

"Lower fees, better customer service is also important."

"I would prefer a company that does not simply do introductory rates and doesn't take care of long term customers."

"Internet is inconsistent."

"Spectrum has a monopoly in the Southern Tier. We need more competition as of now Spectrum has no incentive to better its products/services or switch to more competitive pricing."

"Spectrum is terrible, reliability, customer service, prices. We NEED more options!"

"My biggest concern is the monopoly that internet/cable providers have. With no competition in the marketplace, telecommunication companies can keep adding fees and raising rates and the consumers can't change providers because there aren't sufficient options available. The only options are to be gouged or go without. How the dickens are children in families who can't afford computers, let alone internet service, be expected to do schoolwork if computers/internet are required? That's just not right. Furthermore, Chemung County Deputy Executive and Southern Tier Economic Growth President Michael Krusen said, "In order to decide how to get to our underserved residents, we need more precise data on where they are, what they currently have - or don't have - and what they want from a provider.". How were people who don't have internet service supposed to take this survey in order to tell Chemung County that they need or want internet service? That doesn't make one whit of sense to me."

"It needs to be more affordable yet reliable and fast."

"In free markets competition between companies only benefits customers. Only having one provider leaves no other choices."

"The old lines have not kept up with consumer needs or hardware abilities. The ISP price goes up but speed is low."

"I want what I pay for. We have several devices and we get kicked off and slow speeds and no offers to upgrade."

"Spectrum runs like a monopoly. We have no other options, so they jack the price up. Their Internet is inconsistent and we constantly have issues. Further, they don't communicate between themselves. They are horrible. I want Empire Access to move into our area and we will drop Spectrum immediately."

"We would greatly appreciate having a choice of providers. Spectrum has a monopoly on a needed service."

"Paid extra for the fastest internet from Time Warner. No difference in MPS speed and was paying 60 extra dollars a month for it."

"We need faster speeds very bad."

"Verizon promised they offered service prior to my purchase of my home in August 2018. I purchased the home and then found service is within less than a couple of hundred yards of my home. Verizon claimed they did not give permission from the county to service my area. I was forced to purchase a cellular hotspot, which is

throttled at 22 gig/mo. So, I purchase three hot spots. Very expensive and too slow for most TV/ DIRECTV on demand services.”

“Currently service is too slow, too unreliable and too expensive.”

“We only have 15 Kbps of service per month after that we have only 3G service-- very slow. Only from a personal hotspot -- no other service is available to us. I don't know if you consider this broadband or not but it is not a good service at all. We cannot download movies at all, cannot access internet home security services, cannot access many sites when we are limited to 3G because of the slow speed.”

“We pay over 50 dollars a month for slow unreliable service. Downloading music or videos impossible. Go to library to use their Wi-Fi.”

“We were happy with Time Warner, our previous cable provider. Our current house is 1/4 mile from the end of the cable line. Cable is currently not an option for us.”

“We were paying for the 6mbps, but only get 2.5mps. We really want at least 25mbps or faster speed. We can't have 2 TV's streaming Netflix at the same time. Poor quality on just 1 TV.”

“The only internet available to us is through satellite or our cell phones. We haven't gotten satellite because neighbors that have it say it is worse than the very little service we are sometimes lucky enough to get through our cell phone. We need internet!! If we don't have something reliable by the time my kids start school, we will move and it will be out of NY state completely. Internet is necessary now!”

“In a democracy- all citizens should have access to information highway, for job searching, access to public all services and access to library materials-research. If not available only because of \$ is that fair? How do we keep our citizens informed if all info going digital and we can't afford it? Poor people don't have access to learning materials to learn.”

“Please try to get Empire in here. I just had my second increase from Spectrum in 3 months. I would get rid of them in a heartbeat.”

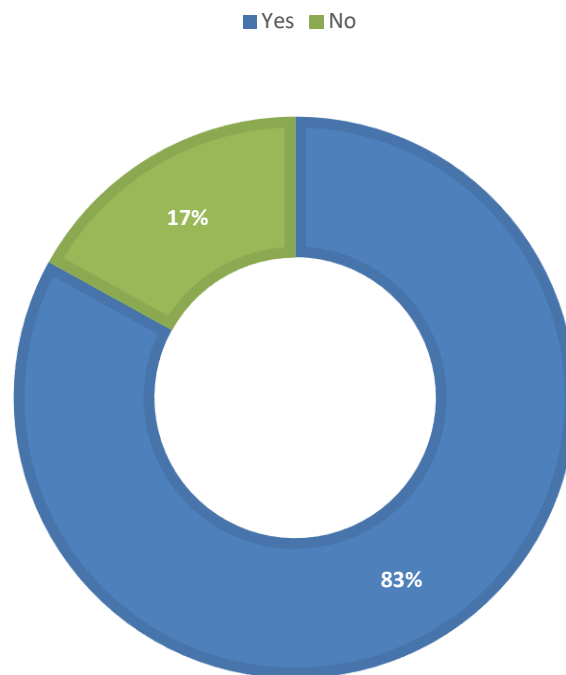
“We need better internet. The internet out here sucks and would love to have a great internet like Spectrum or other providers to have a reliable connection and no data caps and high speed (actual high speed).”

“I use the library. Problem with me and computers.”

Appendix A – Northern Zone Data

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents. The map following the charts shows respondent locations within the zone.

1. DO YOU CURRENTLY HAVE INTERNET ACCESS AT YOUR HOME OR BUSINESS? (NORTHERN ZONE)



1a. IF YES, WHO IS YOUR PROVIDER? (NORTHERN ZONE)

At business, provider is Empire Access. At home provider is Spectrum.

AT&T (20)

AT&T Cellular (2)

AT&T Hotspot

AT&T rural

AT&T Wireless (5)

Charter Spectrum/Spectrum/Time Warner Cable (333)

Clarity Connect

DIRECTV (2)

Dish (10)

Dish/Excede

Dish Network (7)

Dish Network/Wildblue (2)

Empire Access (16)

Empire phone company

Excede (44)

Excede/Wild Blue-I recently switched because I was frustrated with the internet being down due to various reasons, I'm having some trouble with my new service and being able to use my wireless printer, which has also caused a great deal of frustration, especially when I have a daughter who is going to CCC for Nursing and she needs the service for her studies. I also have 2 grandchildren who need the service for their school work. I'm retire, but on the Sub List in the District I worked for and need the internet for lessons, communication reasons. I also order different products online and have a small business. I use to have Hughes Net and Verizon. Both of these service providers have issues. We have a lot of Blackouts/Brownouts in our area. The internet service is a very frustrating issue for most of us whom do not live within the city limits. Money was allotted for improvements to take place, but the money instead was used to improve the cities internet services to those who lived there. Many of us have been waiting for better service for a long time now. I'm a teacher that needs the service, because I do many things via the internet. My children had to deal with teachers in their school district that couldn't believe we didn't have internet, then when we did get it, the service is unreliable (and not always the fault of the chosen provider, but the regulations, or the signal). Streaming movies or games isn't possible. There is not enough download capability, plus the speed is an issue, plus other factors. I'm sick & tired of it all, and the empty promises of our representatives that have said they will help with this situation, but don't. It has been an extremely frustrating situation since we have moved here to Chemung County in 1988. There are many, many unsatisfied internet users in the outskirts of the city areas and it's about time the needs of these people are met.

Frontier Communications (16)

Haefele

Hughes Net (73)

I have Verizon jet pack and subscribe to the xl plan for. It is not unlimited data so constantly have to watch data use. Cannot stream due to limited data.

I think it is through AT&T (bundled with my DirecTV subscription).

I was forced to purchase multiple ATT cellular hit spots. It is expensive and too slow for utilization of Directv download services, for which I am also paying.

Just through a Verizon Mifi card (air card). No cable internet is available.

Neighbors private wireless WiFi since cable stops three miles from my home, DSL is not available either. Satellite is too much and unreliable.

NetZero (2)

Paying for it with Verizon smart phone so kids can do homework. Very expensive and limited use, only intermittent and 3G.

T Mobile

Unlimitedville.com

Verizon (30)

Verizon JetPack

Verizon 4G card (2)

Verizon Hot Spot (3)

Verizon WiFi

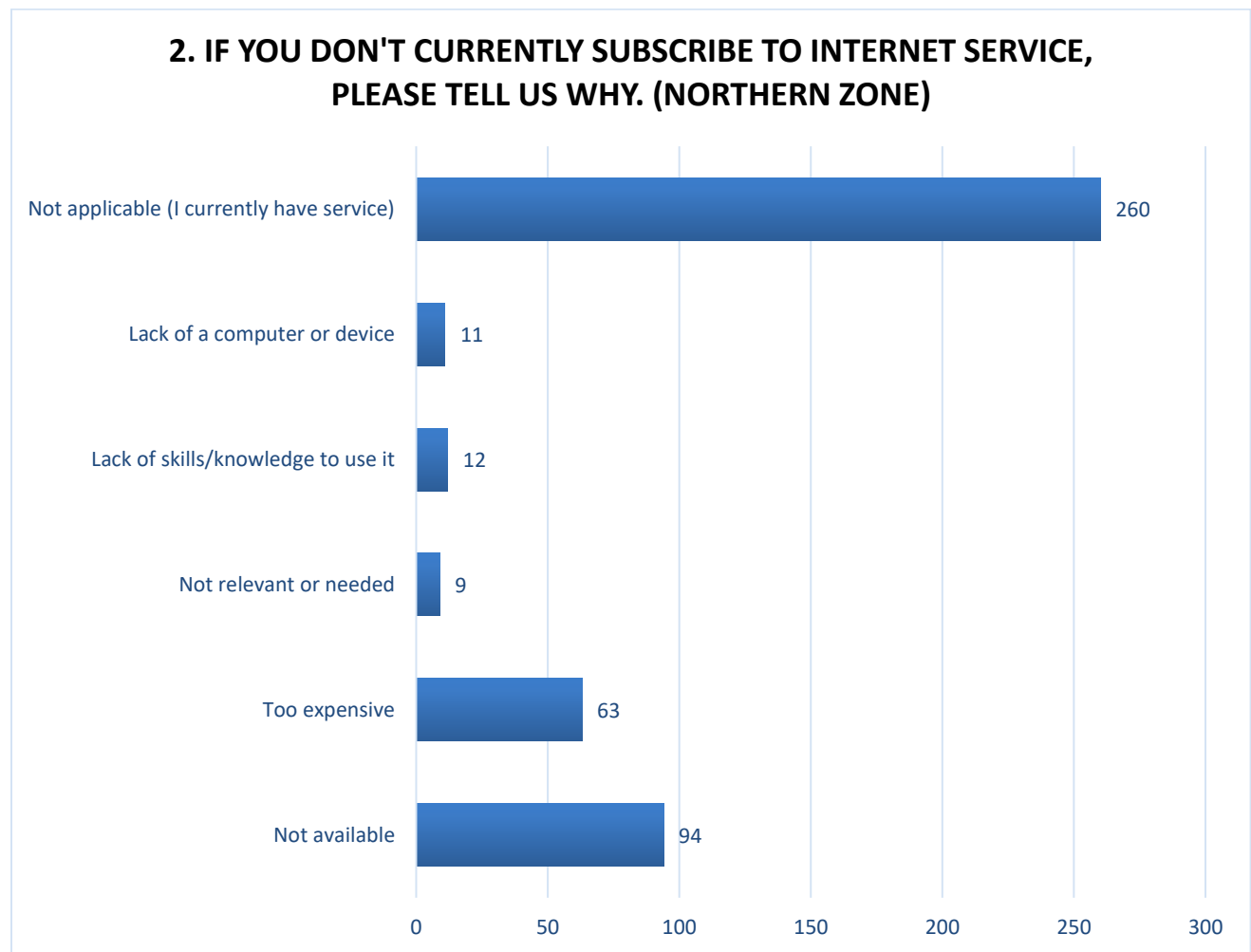
Verizon Wireless (15)

I bought an antenna (booster) and placed it on my roof to draw the signal from the outside into the house because the signal was week.

ViaSat (6)

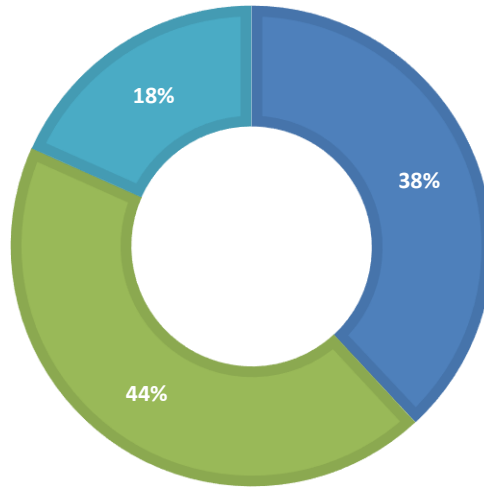
We do not have internet access available at our home, 379 Dann Blvd Horseheads, NY 14845. We are able to use the data from our cell phones (verizon).

Wild Blue (4)



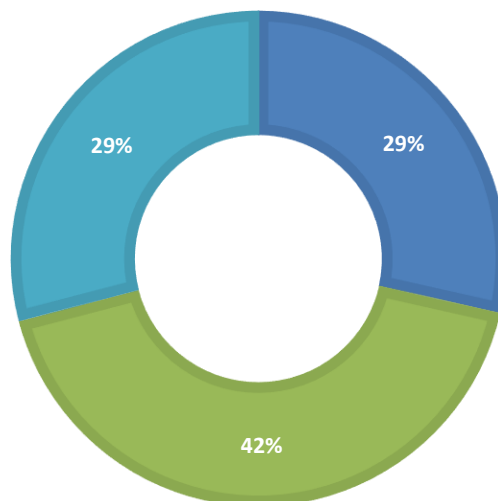
3. ARE YOU ABLE TO PURCHASE THE SPEED OF BROADBAND SERVICE YOU NEED? (NORTHERN ZONE)

■ Yes ■ No ■ Don't know



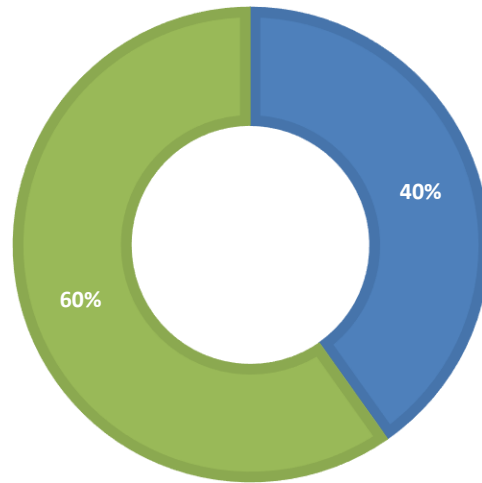
4. DOES ANYONE IN YOUR HOUSEHOLD HAVE DIFFICULTY COMPLETING SCHOOL WORK DUE TO LACK OF INTERNET ACCESS (K-12 OR HIGHER EDUCATION)? (ALL RESPONDENTS - NORTHERN ZONE)

■ Yes ■ No ■ No one in my household is in school



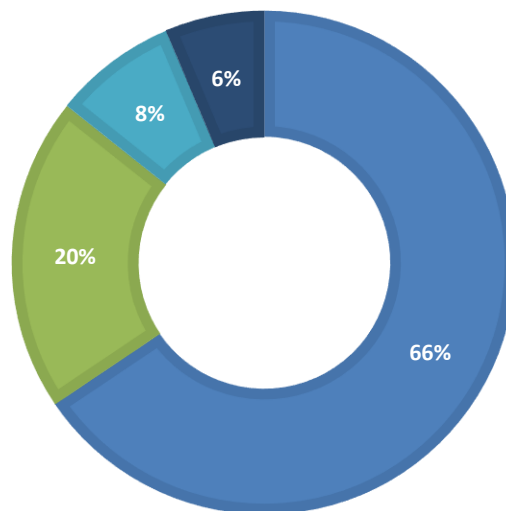
4. DOES ANYONE IN YOUR HOUSEHOLD HAVE DIFFICULTY COMPLETING SCHOOL WORK DUE TO LACK OF INTERNET ACCESS (K-12 OR HIGHER EDUCATION)? (RESPONDENTS WITH CHILDREN IN SCHOOL - NORTHERN ZONE)

■ Yes ■ No

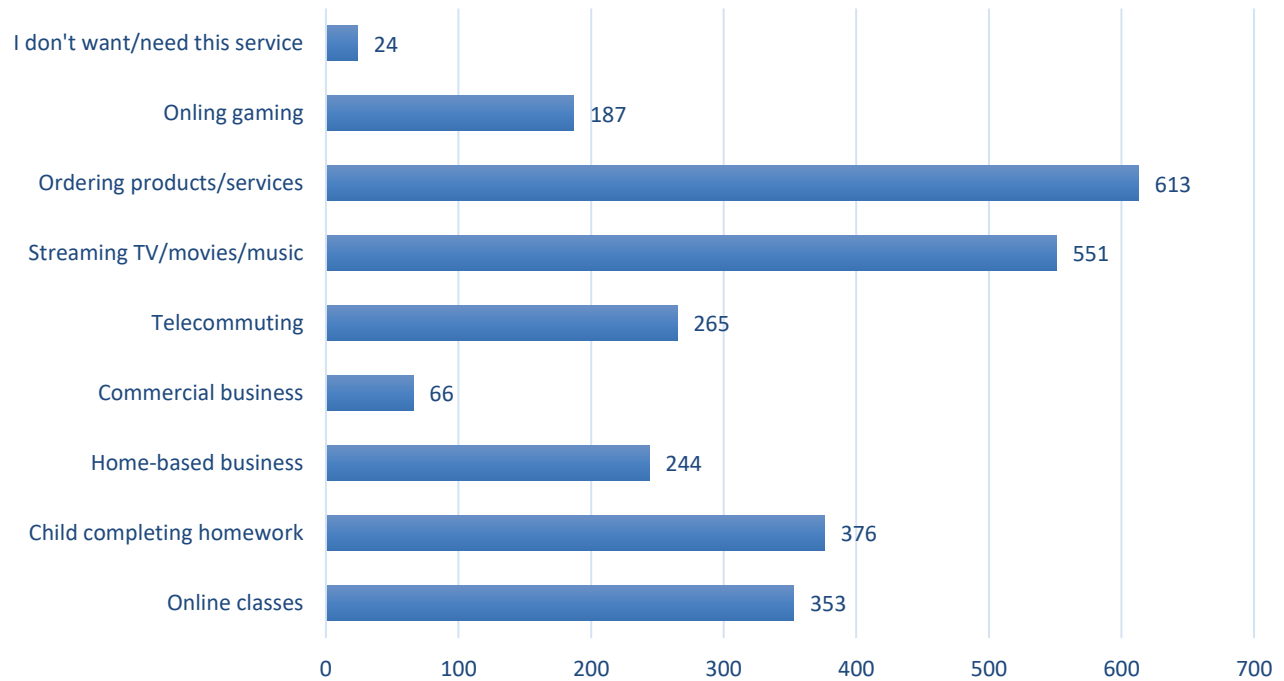


5. HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING OR QUALITY OF LIFE? (NORTHERN ZONE)

■ Very important ■ Somewhat important ■ Neutral ■ Not important

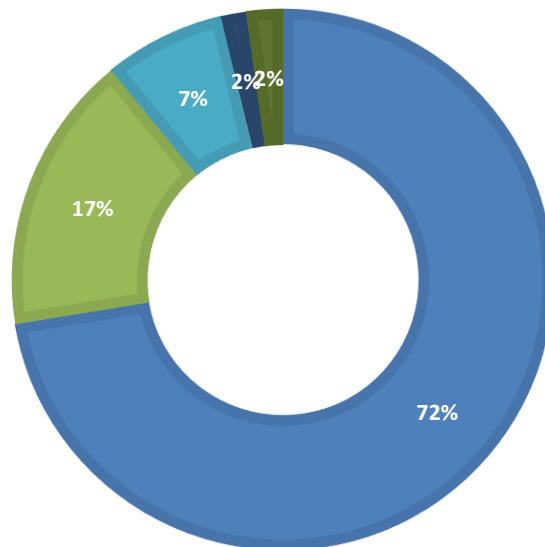


6. FOR WHAT USES WOULD YOU SUBSCRIBE TO A BROADBAND SERVICE? (NORTHERN ZONE)



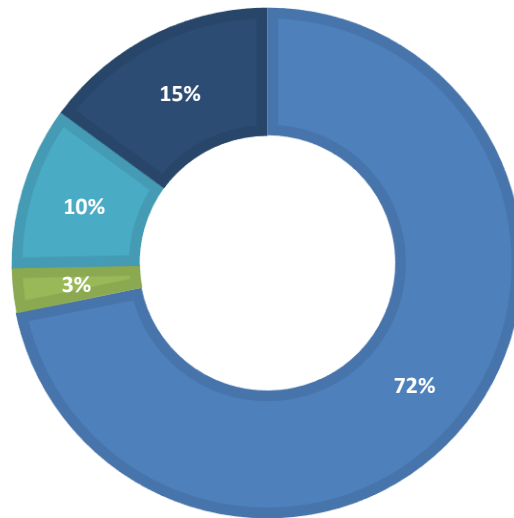
7. HOW IMPORTANT WOULD IT BE TO YOU TO HAVE A CHOICE IN PROVIDERS? (NORTHERN ZONE)

■ Very important
 ■ Somewhat important
 ■ Neutral
 ■ Not important
 ■ I don't want/need service



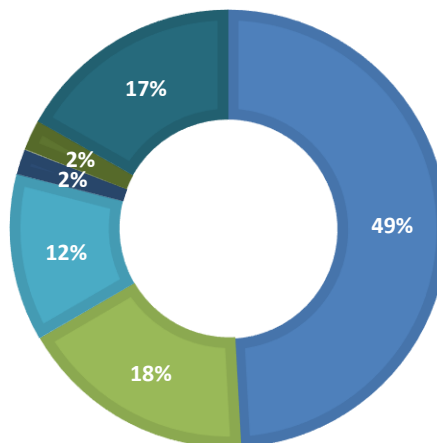
8. IF YOU HAD OTHER CHOICES, WOULD YOU CONSIDER SWITCHING PROVIDERS? (NORTHERN ZONE)

■ Yes
 ■ No
 ■ Don't know
 ■ I currently do not have broadband access



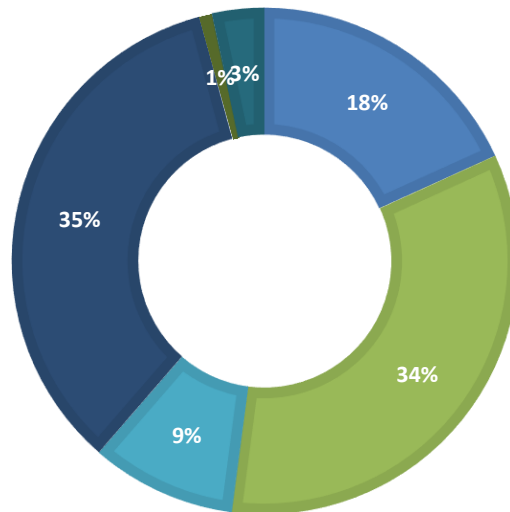
9. IF YOU ANSWERED YES TO #8, WHAT WOULD BE YOUR MAIN REASON FOR CHANGING PROVIDERS? (NORTHERN ZONE)

■ To lower my monthly bill
 ■ Higher bandwidth
 ■ Better customer service
 ■ I currently do not have broadband access
■ More reliable service
■ I would not switch providers



10. IF ADDITIONAL SERVICES WERE AVAILABLE IN YOUR MARKET AREA, WHICH SERVICE PACKAGE WOULD YOU LIKELY SUBSCRIBE TO? (NORTHERN ZONE)

- Internet only
- Internet and TV
- Internet and home phone
- Internet, TV and home phone
- TV only
- None of the above

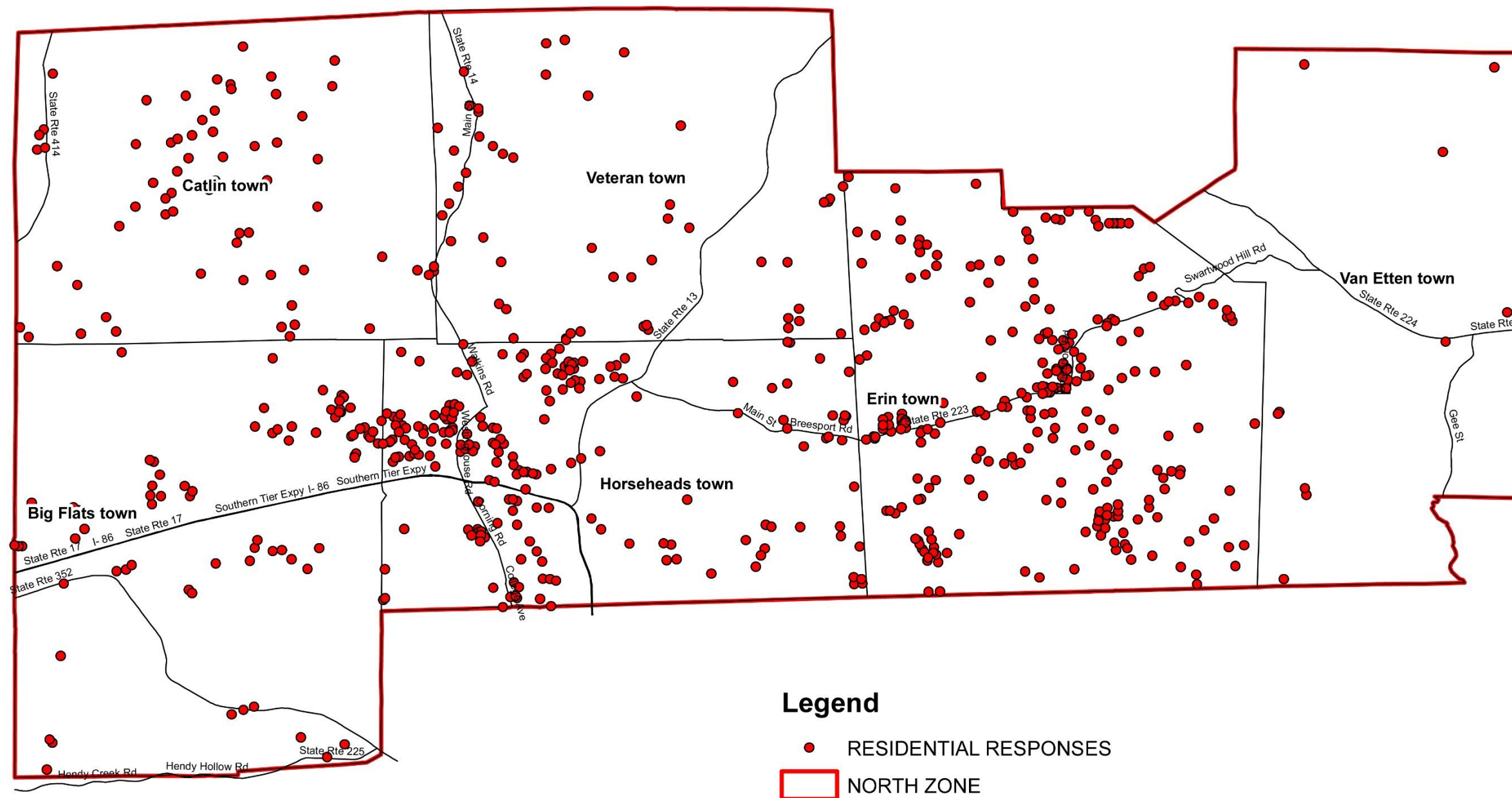




CHEMUNG COUNTY

FIBER STUDY MAP: NORTH ZONE RESIDENTIAL RESPONSES

Date: 4/30/2018



0 1.5 3 6 Miles

2136 Five Mile Line Road, Penfield, NY 14526
 Phone: 585-377-1850 Fax: 585-381-5654

THIS MAP IS CONSIDERED CONFIDENTIAL INFORMATION AND SHOULD NOT BE COPIED OR DISTRIBUTED

Survey Respondent Locations – Northern Zone

Chemung County Broadband Assessment

Comments – Northern Zone

"I tried the speed test it didn't work. I have a speed test app. 3.54 upload and 1.62 download which is horrible. I have gone around and around with spectrum to get cable here, being it runs past my road, and they want me to pay for it! your survey says time warner is avail. and it is not avail. at my address. If it was we would have it! just wanted to clarify. The only option we have is satellite and it is outrageously expensive and does not work well at all. We use a hotspot used from AT&T cell towers which works but as you can see from the speed test, not very well considering our cell service is also terrible. Thank you."

"Spectrum sucks!"

"Our internet goes out several times daily. We have to constantly reset it and it doesn't keep up with our household which I wouldn't say uses it to any extreme. If I had a business that relied on it I would be extremely frustrated with it."

"Why are there no other choices other than satellite at my residence? 1079 Chambers Rd."

"We don't have good cell phone service at our house."

"Current internet is slow, expensive and unreliable any alternative would be better than what is available now."

"We are lucky to have Empire access. We switched. The service, quality and speed are fantastic."

"Our current service is barely able to support telecommuting or video streaming and is subject to regular outages. Your survey displayed an alert "Invalid license or API key or domain" when attempting the speed test. Time Warner cable was at my house around six months ago saying that they had to install internet as part of a grant they got to provide internet access to everyone. They were supposed to complete this before they could sell. Which is obviously never happened. Supposedly they received the grant at least 10 years ago. It's absolutely ridiculous that they received tax payers' dollars for something that was never completed."

"Currently we use our cellphones for any Internet needs for our children's school work, business needs, etc. We have been told it would cost us thousands of dollars to be able to run lines to our house receive Internet access even though access stops down the road. We are even unable to use satellite Internet due to the position of the satellite being blocked by the teens behind our house. We do not understand why we still have no Internet access when a person was doing some measuring for it to be made available to us before Time Warner Cable was able to sell to Spectrum because of the money they received to do so and never did and did not stop them from selling. So now even with all our advancements in technology are still unable to make use of the Internet because of where we live, even though some neighbors have some kind of access."

"Only option available is very expensive LTE or Satellite which limits to about 10 gigs a month before overage penalties. 10 gigs do not go far in 2017!"

"We're in desperate need of competition in our area."

"We use Frontier for internet and we have DIRECTV for tv, Internet service is so slow it takes forever to down load movies or some we can get at all. Payne separately for phone/Internet service and a separate DIRECTV bill, expensive!"

"We have limited data now. Both our children are attending CCC and cannot get their work done at home. Spectrum is about 500 ft from our house but they want thousands of dollars to run the cable to our house. We live on West hill in Elmira NY."

"Time Warner Cable told my family that it would cost \$10,000 to hook up the cable to my house. This has been an issue for years and I have 2 online classes for this semester of college. I extremely need internet for those classes. Plus, my classes in school do require online assignments and activities."

"I thought Time Warner received a large grant to expand internet access to the rural areas? Also, we have no option except satellite internet service here, hoping I completed the survey correctly as this is supposed to be high speed internet, but it is not broadband and very limited."

"Like many in this community, I am retired and on a fixed income. Although it would be nice to have a home connection, it is too expensive and I make use of the internet provided at the Library for free!"

"I have a VoIP service I could use if I had internet at home. Currently I am one of those sad people parked outside the Spencer Library, which is the only reliable 24/7 service I can access. There I am with others, trying to check their internet, do their homework, research prices and products and pay bills online. ~\$60/mo. for basic internet, after being penalized for also not buying TV bundled is insulting when you consider what is being provided is excess bandwidth from Spectrum we can't get for \$15/mo. out in the sticks."

"I wasn't happy with TWC mostly because of the cost. I now have the Spectrum modem and my bill only went down \$15.00 and Spectrum is much slower."

"Reliability is TERRIBLE!!!"

"Spectrum service and reliability is horrible!"

"In the middle of the Adirondacks I can get all services (TV, true high-speed internet, and phone) for \$129. Those same services (except I don't get HI SPEED Internet) cost me \$380 at my residence in Erin. So, I am essentially being taxed an additional \$250/month in Erin to get similar services to what I can get in the Adirondacks. In 2017 I believe that's ridiculous."

"With satellite service you pay for how much you can download and upload, not by bandwidth."

"Time Warner is a monopoly here. If there were alternatives, their service, prices and Internet speed would surely improve. They have no incentive now."

"There are no choices but satellite uploads and too costly downloads, so we have to pay ridiculous price for mediocre service. We have no land line telephone due to numerous outages because of old/nearly extinct hardware. Happy, no."

"I have no faith the county will do anything."

"As school work becomes progressively more internet based, I feel as though I should not have to commute to do my homework. I am a high achieving student at Horseheads High School and I feel as though I should not

have to stay at a friend's house until 1am to do homework or wait until 2am when my internet kicks in until 8am. These are things that my friends and fellow students do not have to experience. Broadband internet would allow me to work more effectively and would greatly decrease my stress levels."

"You can see from my speed test attempt that the system timed out trying to run the test due to the low speeds that we receive most of the time. Our bill states that we are supposed to have a max. speed of 6 but from a statement given to us by their service tech, the switch we are hooked up to only has a max. speed of 3. To be fair there are times (very few and at off hours) that we can get just above 2 on a speed test."

"I currently pay \$90/month and I am supposed to have 50Mbps and you can see that I am nowhere near receiving the service that I am paying for."

"It would be really great to have choices. I wouldn't use a huge amount of broadband, so I don't want to pay a high fee, and I think the fees I've seen are high. I have been waiting for Empire to offer service. I will not subscribe to Time Warner."

"My internet access speed varies from day to day."

"I work for Horseheads School District and am unable to connect to the remotely to the district due to the lack of high speed internet and it makes doing my job very difficult."

"Because of the lack of jobs in this area in my area of expertise (online higher education, Master of Education in Instructional Design), I telecommute. Since I don't have a broadband internet option at home, I have to rent an office in Horseheads 5 days a week in order to be able to work. I can do minor things from home using my AT&T cell phone hotspot but the speed is not good enough nor do I have enough of it to work from home full time. If more reliable and higher speed internet was available in our small, rural community, it would increase job and school opportunities. At the last institution I worked at, the average age of our online higher education students is 39. More and more adults are going back to school now to get degrees. In a fairly rural community where there aren't many higher education options, especially for adults who also have jobs and families, access to online courses could increase the ability for adults to obtain degrees in this community. Adults in this community fall under those that are currently underrepresented in access to broadband internet for school purposes."

"In the early 80's, Time Warner Cable supplied lines for TV, Phone and Internet. Nothing has been done since. No fiber optics have replaced the copper lines that were laid underground in our neighborhood. When confronting their customer service about this, without hesitation, I was told "oh yes I'm sure it has been." Our internet connection will be fine some times and then will drop off so sharply that I have to reboot my modem and router."

"This survey took me 20 min to complete because of unreliable internet service."

"The Verizon Wireless signal strength seemed to diminished significantly once the trees around our house grew foliage in the Spring."

"Internet service is not available. Have heard that time Warner cable is awful."

"The only thing that's been available to us is satellite internet which is extremely expensive for a 6-person household and we never had enough data available to us, not to mention it didn't fulfill all of our household needs. Please help us!!"

"DSL is our only real option and it is so slow and unreliable at our house."

"I feel that the lack of competition between providers in my area causes the prices to be high for what ends up being slow unreliable internet service."

"Poor internet speed. No cable TV."

"Feel like we live in the dark ages with extremely expensive and slow satellite internet that isn't even reliable."

"I need fast, reliable internet service for my job and sometimes I am not able to perform my job because service is too slow, non-existent, or would put me way over my plan limits."

"We have to depend on our Cell Phones Data plan for all of our internet needs. Frustrating not being able to take advantage of all of the new wireless technology."

"I currently have Verizon wireless which is very poor it constantly drops in and out of service."

"I am very concerned about a serious raise in cable bill in January 2018. I am on Social Security and cannot afford an increase."

"Switching providers depends on the cost, the speed, the service, and the ability to actually GET the service, and not have to run into the yard to answer the cell phone."

"Time Warner Cable wanted to charge me \$25,000 to run the cable to allow access to their Network. Verizon said they have no plans of installing the needed lines for access in our area."

"I have a record of my upload and download speeds from 8/27 - 9/2/17 that I mailed to the NYS Attorney General's office. If you would like a copy please contact me and I will forward it to you."

"We currently have Verizon land line and even have had problems with our land line phone not working well. I have called Verizon many times in the past to consider internet service in our area and they have not been interested. We also have limited cell phone service in our area. I travel on these roads to work every day and hope that I don't have an emergency in the no service areas. I have a specific TracFone works the best when living near and using the Verizon towers in our area and it work pretty well most of the time at my home."

"Our frontier is very unreliable and makes working from home impossible at times. I have to use my cell service in addition to the dsl in order to do the required internet activities."

"Thank you for gathering this information so that changes can be made."

"I would like a reliable low-cost choice for internet, tv, cell phone and land line phone service in my area."

"Hughes Net is pretty much the only provider here unless you count dial up. Hughes net goes out a lot and is VERY expensive. They slow speeds down so they can try to force you to "upgrade" to the Next Generation" which isn't much faster but is WAY MORE MONEY & it took away my set fee through the Government. The salesperson knew that but didn't tell me that my cost would increase OVER \$30+ a month. Nothing like price gouging!!!"

"I run a repair shop/inspection station, I use dialup for the inspection machine-this has proved to be very unreliable I lose \$1200. dollars a year due to this, right now I'm currently switching to Excede satellite for the inspection machine hoping this will speed things up plus be reliable."

"I have lived in my home for 8-10 years, the first 2 years Hughes net and dish sate light tv worked. After that nothing will work anymore and there has never been any cell service."

"The only choices are limited by throttling down speeds. Very slow. Very expensive."

"Our house is currently listed for sale and we are looking for another house with high speed internet. That is how important it is."

"My internet bill is nearly \$80. a month. I only use the computer for banking, researching information and gaming. My GB's are not enough to do anything more. I'd like to stream a movie or music. But instead I have to worry if I have enough GB's to last the month."

"Before retiring Time Warner wanted a ridiculous \$20,000 to run broadband to this address with 11 other possible users in the roughly 1 mile from their current line. That leaves us only with cellular using a booster because the town of Erin supposedly does not allow cell towers."

"Even though we have "decent" service for where we are compared to others our service is very expensive. \$100 a month for just internet is too expensive but it is less than the \$130 a month we had been paying to Verizon for the last 3 years for 30GB. 30GB may sound like a lot but with 4 people in the household it is 250MB per person per day. That is a little bit of web browsing. Forget YouTube or streaming video like everyone else in America. Online learning... Hmph, forget it. We need more options, wireline-based options."

"Current service is inconsistent."

"I like choices, and I like saving money and helping others do the same. The little guy helping the little guy, makes everyone a winner."

"Currently satellite internet is too slow to stream movies, and often too slow to do other activities in the evening during peak usage times. It is also subject to weather problems (snow, rain & fog). I currently pay over \$60 per month in spite of these drawbacks."

"I need surgery and can't download info. Very embarrassing to have to go to a public place to download info."

"SOMEBODY PLEASE HELP US WE ARE GOING BROKE -----ACTUALLY ARE!!!! CELL PHONES DO NOT WORK IN THE HOUSE, WE HAVE TO PAY FOR INTERNET FOR WIFI TO MAKE OUR PHONSE WORK!!!!!!!"

"We rarely turn our computer on anymore because it's easier to do things on our cell phones. However, we also wouldn't have internet access on our cell phones if we didn't have wi-fi, since we don't have cellular service at home either."

"Satellite service is all that is available at my location."

"In the past I know the local cable company received federal or state funding so why am I denied access to it, since I pay taxes?"

"We have programs on our computers which measure latency, download speed, and upload speed, and it is never anywhere near what Spectrum advertises that we should get. They blame it on my modem even though it is the top model and is NOT the problem. The internet stops working several times per day and I have lost work for my graduate level classes twice so far from it. This is true whether there is one computer running online or two."

"We recently purchased a cell phone booster to be able to use internet services through our cell phone plan. Before the booster this was not an option as the service wasn't strong enough."

"How about providing for the outer areas, instead of beefing up what the nearby town has already."

"Slow, sluggish at times, expensive."

"Would like a service that is fast and reliable for the money paid."

"Several people on this road have computers and need faster service and more affordable price. We are close to an area that has broadband. Why can't we get it?"

"We used to have HughesNet (waaaay worse, totally unreliable for where we live)."

"I've contacted Empire Access a couple of times, but unfortunately, they are not in my area, yet. Would really like to sign up with them as their rates are almost half what I pay now for services that better fit what I need."

"No cell service or wireless providers. Also, cable ends 1.5 miles away for past 20 years."

"I address most of my comments in question 1. I was going to get TV, but the download is so slow, I cancelled before I got it. I was also going to get the phone service, but if or I should say when the internet is down, that means we have no phone. This is not GOOD and it is also dangerous!!! I have a disabled grandson that if I needed to make an emergency call I couldn't. Or even if we had another type of emergency we couldn't call out. Our CELL PHONES don't work out here to make an emergency call!!! Even with a booster!!! Which I have and pay for. We can sometimes text, but this is not always the case. We need better services!! This is a FACT!!! If the city people had to deal with the ineffective internet service, it would be chaos!! And, something would get done!"

"Satellite is too expensive and insufficient. As a homeschool family, our options are very limited in keeping up with current educational choices."

"Would really like to see faster and more reliable service to the Erin NY area. We pay the same amount as everyone else, however our service is slower and unreliable, which really is just unfair. I for one want to see my children succeed in life and with today's day and age being all about the use of the computer for everything including SCHOOLWORK it's very frustrating!!!!!!"

"I can't believe in this day and age service is not available not only does it lower the value of your home but is essential, Spectrum wanted 35k to run service 1/2 mile."

"Please bring it to our area. Hughes Net is very expensive and very slow."

"We homeschool 2 Grade school children and have an additional 2 sons completing Community College. They would use home-based internet for classwork, research, projects, etc. As it stands now we travel to libraries, church, and friends to use internet for that work. We would use streaming but have no capability now due to "throttling" of bandwidth in afternoons and evenings, when we are all home. Although this site claimed we have access to DSL we do not. That end of Watercure Hill Rd has no DSL. We have had Verizon here twice to investigate and have confirmed their infrastructure will not support it. Time Warner, or whatever the new name is, also has no infrastructure here. We have had them come up and they eventually told us they have no plans to expand into this area due to low house density. We also have no/limited cell phone coverage. We have tried other cell tower-based solutions but we usually get 1 bar or less of signal strength (Verizon, AT&T, etc.)."

"Would LOVE an alternative choice to Spectrum which we find expensive and with poor customer service. Would love faster service also but can't afford to go any higher level with Spectrum."

"Current service is not reliable; provider is unable to fix ongoing connection problems. Lack of competitive options results in too high a cost. Lack of net neutrality means I can't use the internet providers I choose without a (speed) penalty."

"There are fiber cables 3 miles from my home. Lack of high speed affects our daily life."

"There is only monopoly service available here. If Empire Access comes down my street, I'll hook up to them."

"The broadband service lacking and cell service is unreliable."

"There are many people in my area that don't have access. On our road access stops a mile in. I am at 3 miles w/no service. We need it!!"

"Our service has eroded greatly since July 2017. We believe this is due to a new FAA tower, but neither the FAA or Verizon would acknowledge this."

"FCC is wrong. Cable is not available at this residence."

"TIME WARNER ADVERTISES A FASTER INTERNET THAN OTHERS, THEY SAY 50MBS OR FASTER... NOT IN MY EXPERIENCES."

"Reliability of Spectrum is suspect especially at high demand periods."

"It would be a big help to have high speed internet and tv. Less costly for the family."

"Spectrum is very slow and sometimes doesn't work well!"

"Our Verizon internet access and Phone access has been extremely unreliable. Phone calls are being dropped and people are unable to hear us when we talk on the phone in our house. This is new as of this summer as we previously had very good access in our home. Download speeds have also been incredibly slow lately."

"At one time I had an excellent signal for internet, cell phone and telephone. About a year ago, the signals disappeared. Now, there is just a small spot where there is a very weak internet and telephone signal (it might be coming from Corning). There is no signal for my cell phone."

"We live in a rural area, but we are lucky enough to have cable-based service. I would encourage the county to push for more providers of broadband service so that the local providers cannot create a monopoly. Empire is adding more fiber to the area, which is a good start. A local community owned provider would also be a boon for our community."

"Internet seems slower than it should be for what we are being charged."

"Our current internet supplier limits our amount of data we can use. Also, the speed of our internet is very slow."

"Even though I have internet, many town friends do not and it is frustrating."

"Since Spectrum took over TWC there are times when my service seems to blip in and out and times when only 1 bar appears on the strength of signal. Prior to Spectrum the power signal averaged 2-3 bars and occasionally as high as 4 bars."

"There are currently no wired broadband service providers in my neighborhood. The only options are satellite or cellular. The cellular service is also very intermittent here."

"Time Warner connected us to internet access in the mid-80s at our address. We are a wired underground community and there has been no change from copper to fiber optic unless they put fiber optic in the ground in the 80s. Our internet is constantly going down to the point that the wireless has to reboot, then takes several minutes for it to start up again."

"I have satellite internet. The service is spotty and data usage is very limited. There is limited cellular coverage at my home too."

"Spectrum is garbage, service is very unreliable."

"It is weather dependent and there is no competition for highspeed in our area. Although there is Empire less than 0.5mile away."

"We have tried to have broadband installed, but we were told it would cost us \$50,000 to run it to our home. DSL is also not available."

"We have been the only house on the road that they would not run cable to. The neighbors on above us and below us have broad band they sed it would be too expensive to complete the cable we have had to resort to satellite for cable and internet it is so slow can't even use it."

"Satellite service is very unreliable, slow speeds and very low data caps. We also do not receive cell phone service, we only have 1x or intermittent 3G service, have tried both Verizon and ATT with no luck."

"I own property on Cayuta Road in Erin and would like to build there, but the lack of services is big deterrent."

"Even though our speed is 1.5 mbs (tested at 1.4 here), it is rarely that "fast". I've been testing it daily due to conversations with Verizon and a recent service call and it is usually under 1.0. Also, we are a cell free area so the internet outages that frequently occur here often leave us without the ability to check school notices (snow days, closings, etc.), sports cancellations, etc. or to get any information that I'd posted on websites."

"It is ironic that we live in the community where commercial optical fiber was invented, but we can't get Fiber service from Time Warner/ Spectrum. Our neighborhood is not yet served by the other company (Empire?)."

"Really need a provider for our address where we can get unlimited data. So tired of not having enough data. Verizon drops to 3g after 20 gb in the xl plan which is almost impossible to use. Have called several providers and none are in our area. So, this is our only choice. So tired of not having enough data. Please help!"

"Had remote job but was unable to keep due to poor internet connection and data limits. Kids have to go to Barnes and nobles to complete homework assignments."

"High cost, and reliability prevents me from using the internet for all my needs."

"Spectrum is slow and slower in the evening around 10 PM."

"Most of the time our internet doesn't work, makes both school and self-employed business impossible."

"I have had cell phone bills in excess of \$800 for internet access using cell phones, for my children in high school and while I was attending on line college classes."

"Empire has the service available a mile down road but extending the service is blocked by a landowner."

"I have satellite service but the monthly data allotment is so low that I cannot use any streaming service such as Netflix, Hulu, Amazon etc. My allotment barely covers basic activity such as internet searching, email, Facebook, etc. I also like to make photo books but uploading photos uses a lot of data. There is currently cable service on both ends of the road I live on, but the cable company refuses to run cable to provide service for the rest of the road. It is so frustrating!"

"Net neutrality is vital."

"Speed of current internet is extremely slow. Can only do one function at a time, example, listen to Pandora. Just switched TV dish providers and it is hooked up to Wi-Fi, now even Pandora times-out and will not play. Subscribe to mid-level speed to allow for greater broadband and I really question how much speed I am getting."

Spectrum cable is available on both crossroads of the road that we live on. They are unwilling to provide service on our road because there are less than 10 homes able to be serviced on the entire road.”

“I am the Crisis Coordinator for Chemung County. There are many remote areas in the county that do not have access to the internet, or WiFi services. This has led us to not be able to respond as fast as we would like to (loss of GPS), no cell service, and no ability to look at a client's chart, or access important information. This has caused potentially dangerous situations, as well as problems communicating with hospitals, etc.”

“I don't understand all the technical aspects of broadband service, but I know I pay for high speed service that still does not stream movies at the HD speed, does not connect to Netflix, VUDU etc. often, and I frequently have to reboot my router.”

“The substandard level of internet and cell service in rural areas of NYS is unacceptable when NYS government is communicating that 90% of rural NYS has or will have high speed internet within 2 years when we don't even have reliable cellphone service.”

“It is just very slow.”

“Time Warner Spectrum is horrible service, costs too much, internet service is very poor.”

“I have often felt that our service address falls through the cracks of local internet service providers. High speed internet is available 1 mile from our home in either direction. Hughes Net is satellite internet provider and it is awful. We pay \$90/month for barely enough internet to check email and search the web. We would happily pay another provider willing to bring broadband within our service area. Access to high speed internet is crucial to my ability to provide income for my family as well as for our child to be able to access simple websites and videos to keep up with her educational demands.”

“I used to live in Erin NY. It would be impossible to get online up there. My parents live 2 miles away from horseheads in the town and they have no access to internet still.”

“It would be great if we could stream videos, music, movies, etc. Now we're data limited as well as speed make buffering during most downloads.”

“To maintain the cost, we have for 50 mbps, I cannot change to Spectrum although it would increase the speed. Other providers are in the area, however, do no accommodate our neighborhood.”

“Would appreciate fast downloading speed and more bandwidth.”

“I would like more data and faster broadband.”

“I just switched to Empire from Time Warner. I'm very glad I had a choice as I'd had years of poor connections and overpriced low bandwidth. Choice is very important!”

“It stops a couple miles down the road. That stinks!”

“Spectrum has been continuously rising costs with no benefits in improved service.”

"This internet is limited only has 10 gigs after that its then slow and don't load."

"Our service is so slow because it comes over the phone line. I don't think the lines are up to date. We often loose service and have to turn the router off then back on to get the service back."

"Since Spectrum has taken over the price for internet has risen to the point of wanting other options. Internet is \$71.00 a month with no other service."

"Erin needs internet and cell phone options."

"Medic test can't do at home. Sure, would help with med test at home."

"Cell phone signal is terrible. Most of the time it doesn't exist."

"I use WIFI a lot."

"Please make this affordable for everyone."

"We have tried 3 different internet providers and could not do this survey online at home due to poor internet service and reliability."

"We need to get a provider in Erin NY. Our kids suffer, their school work homework that needs internet suffers when we live 20 miles at least away from internet source."

"I work remotely several days a week and have to go to the library in Horseheads or Elmira for the day in order to work."

"I have direct TV for Television and ViaSat for internet. Internet is slow and it is difficult to steam both are expensive."

"Spectrum cable refuses to bring services to our home."

"Our house is for sale and I know internet service will be much more difficult once we move to 627 Eachers Hollow Road Horseheads. I am very concerned about my children's ability to complete homework, my ability to work from home and complete grade course work, our ability to download Netflix, etc."

"Need more options to lower price and better service."

"Sad that in 2018 we cannot get high speed internet."

"Currently there are only two towns in our area and we usually have much slower internet service than we were promised (below 3G. \$G was "on the way" years ago but we rarely get 3G) and some channels (NBC, PBS) break up, especially in rain, snow, wind - but not always in bad weather. We cannot actually see any tower we are almost on top of a hill."

"Limited options."

"Spectrum is too expensive."

"Need more reliable service."

"Better service with business as well."

"Job related work use."

"This is not a rural location! For over 50 years no cable available and have been told would cost over \$1000.00 to run cable to the house. Would love broadband service!"

"Spectrum rate is too expensive but it is the only ISP provide high bandwidth. I wish we have more ISP options in my area."

"Would love to see fiber optic service in our area."

"Empire provided much better service but it is not available in our area."

"Service goes in and out. Don't always get anywhere near the speed I'm paying for."

"Important to me to minimize and streamline choices for TV channels - so I only pay for those channels which I watch. I feel as if I am paying a high price for a lot of channels that I never do or will want to watch and it is a very personalized experience for everyone. There should be choice! If I want to eliminate all sports channels, all product-selling channels (QVC, etc.), all "other language" channels, etc., etc. - then that's all I should have to pay for. I think household svc. charge for whatever channels chosen, should take care of the signal for any device in that household at no extra cost."

"Excede internet is twice as expensive as other services. And very on reliable. They throttle my service at the most needed times during the day. When my kids need to complete their homework."

"My current package I pay for the highest speed service but is continuously slower than ever."

"I have considered switching from current provider because the WiFi quality is horrible and I frequently have to re-set my router."

"Having no other options besides time warner spectrum is ridiculous. My bill is sky high and my internet has been down for 2 days."

"I work for CUNY as a Quality Improvement Specialist. My office is in my home. It is very important to my work to have a strong internet connection. Every week all specialists throughout the state participate in an Adobe connect meeting. Due to my internet capabilities I have to go into town to get a better connection."

"Should be able to have 2 WIFI access points. This is in order to allow children on one with separate password. This one should be able to be turned on and off easily by parents to keep children staying up all night on internet while parents sleep."

"We are able to have internet at our home, but there's only one provider; Spectrum. We choose to stay with them because we value being able to use the internet for educational and personal reasons. We chose the slowest speed available so that our bill would not be outrageous... and it's ^64.99 a month! This is so expensive! We feel that they know they are the only provider so they can charge any price they want."

"We are not happy with Spectrum and would like an option in the near future."

"Multiple providers should encourage more competitive pricing."

"Highest property taxes in USA. Broadband should be available for ALL taxpayers in Chemung County."

"I want a company who cares about the people, instead of the profit."

"Spectrum has changed nothing in our area but the higher cost since buying Time Warner Cable."

"We need high speed internet!"

"I didn't answer #6 because I use the internet for other uses than the ones listed. I get Church preachers and prepare the bulletins over the net and managing investments."

"Thank you for your consideration I am a Pastor of a church in Catlin Center and the lack of high speed internet and interferes with my ability to do my job effectively. I also have a child in homeschool that can't effectively do his schoolwork because of constant buffering and slow internet. Our church next store to our home would like to livestream their services yet cannot because of the buffering and slow connection here in Beaver Dams NY. Please I ask you to consider bringing high speed broadband too quickly. Thank you for your help in this matter."

"We live where there is no high-speed internet access cable and at least twice a year lose phone service for several days. Why not run fiber optics - phone company says it's too costly."

"Verizon wireless is very expensive and unreliable. We are limited to gigs and it's too expensive to use more data."

"I am eager to see internet services expanded."

"We need more options with more reliable service."

"Depends on cost."

"More reliable service."

"It would be great if we could get better and more affordable access to the internet."

"I would like to be able to access work from home."

"Sketchy service of cell phone! I don't want/need service at this time - I don't do much on my cell smart phone because of limited service and cost."

"Satellite is terrible! We can't watch movies (stream), can't facetime, can't do work that is web based and our kids go to other places when they need to do school/college work. Even updates or surfing the web can be painful. Downloads have failed and even crashed my iPhone before during an IOS update. My phone had to be set back to factory setting and I lost all kinds of things. This is 2018 and the internet is becoming more and more like a necessity. Schools pretty much expect that all households have access and do not give kids alternatives in many cases. I could take online professional development but know that our crappy service would not support it. For crying out loud get people the access they need. (smiley face) Thanks. PS I would have thought about buying this home if I had known how awful the internet was going to be. Seriously."

"Although Dish is bad I would never go with Spectrum which I hear is terrible."

"I wish we had better cell phone service. It would be nice to have a cell tower in our area. For internet & phone. We have no service at my house."

"I do not have/want a computer, along with several other in the area. We rely on the postal service or telephone to communicate."

"Not interested in paying for internet for myself or anybody else too expensive and can't afford it."

"I can't understand why they can put a man on the moon but it takes 10 minutes to open my web browser. Sirius Satellite, OnStar, etc. don't have any problems sending quality uninterrupted service, but try to find any internet carriers around here that can and we pay more for not getting good service than people with actual high-speed internet."

"My husband and I are both retired. It is costing us \$150 for internet and tv through DISH. It is costing \$120 for a landline through Verizon because there is no cell phone coverage in our area. Then we pay for our cell phone coverage for when we are away from home \$60. It is important for us to get all these services in one package for less money. It is hard to believe that areas in Erin are so backwards. Please get something reasonable for this area. Thank You, Rehana Stanley 607-732-6990."

"Internet service providers provide a product. I am not a proponent in forcing rates to be lower. I am a proponent of free market competition. I would love to see fiber optics internet move into this area as it has in Corning. Bring some competition to our area and higher bandwidth."

"I have completed similar surveys many times. Will we ever have functional service?"

"With Frontier we are forced to buy internet and phone service. I think this is because the internet is through the phone line. We pay \$95 or more for this. When we lived in town we paid half that much for the internet because we didn't have a phone. Thank You!"

"We need better cell service."

"Frontier DSL is always going down day after day. We need a more reliable service and bundle with dish network is not cheap."

"Social Security- Security and costs. Very concerned with all the personal info that get out."

"We currently have AT&T rural homebase and are limited to cellular data speeds 250g/month. With online classes and being on cell for work and also telecommuting it is maxed out every month."

"Our area (Hicks) is very hilly. We are very lucky to have Frontier for our phone and computer. We are the 1st house on Chapman Rd. with it. The houses going toward Erin have AT&T or Verizon. We have several friends (Seniors) who don't care about internet. It is very confusing to a lot of people. I am fortunate to have children and grandchildren who help us with problems and questions. I really resent the fact that everything is changing to the internet. Every bill we get encourages us to pay online or have money taken out of our accounts automatically. Even the newspapers encourage us to read the rest of the information online. I understand that the world is changing but I feel there should always be the choice of how you pay or getting the news in the paper or on TV or the internet. The internet can be very dangerous in different ways such as getting into people's bank accounts or scamming. The older people don't trust it and should have the old way of doing things available to them. The new technology should be incorporated gradually. I hope you will keep this in mind when you make the changes. By the way we still have an antenna for our TV. We get 6 channels."

"Frontier service isn't great. Sometimes we have to wait to have our service repaired 1 week or more. Summer 2017 we were 1 household out of 142 plus that there were tech problems on Frontier and it was over 3 weeks without internet."

"It depends on the cost."

"It is the year 2018 AD- we need major broadband service available to all throughout the county. Residence ownership change as do our needs. Even this survey is long overdue."

"I like the peacefulness of living in an area that has no service at all. Everyone is way too busy with their noses in the phone/computer. Leave my area out of this chaos."

"Nothing is available. I am out of range for old school dial up DSL and Satellite Internet/TV is unavailable because of the terrain around my home. Time Warner/Spectrum refuses to run a line up my road. There is a Fiber Optic line down my road that apparently has the thru put capability to provide internet (according to the men that installed it), but I have no idea who owns that."

"Fairly happy with Spectrum. Was happiest with Verizon but no complaints with Spectrum. We had Verizon in a different state."

"We are only 6.5 miles from the mall and we don't have broadband internet or cable or dsl for high speed internet. All is very important for our children to complete school projects that require internet for our 3 children. Sometimes we go to my parents to use their internet."

"I hate Direct TV which does not offer me high speed service."

"I am very concerned about homes with children that don't have Internet access. How can they possible learn and grow?"

"It's quite troubling when a monopoly like Spectrum is able to "corner the market" on broadband availability, because it allows them to charge whatever they want, without restraint. A monopoly is basically a trap, and

customers are forced into it and have no recourse but to accept what is available. Competition is always better, since it requires (or should require) competing providers to attract customers by providing lower cost, and better priced services.”

“TIME WARNER INTERNET LOSES CONNECTION ALL THE TIME.”

“I HAVE NO ACCESS TO INTERNET AT THIS ADDRESS. VERIZON CELLULAR HAS REAIMEED THEIR TOWER AND NOW I CAN’T USE CELL SERVICE FOR INTERNET ACCESS. EVERYONE ON THIS ROAD HAS COMPLAINED TO VERIZON CELLULAR. THER IS NO CABLE ON THIS ROAD..... NO INTERNET ACCESS.”

“I wish that I could have another internet choice, Spectrum is the Giant, that can do what they want, I was with DIRECTV, for TV for years, my bill with them was over \$125 per month, & I have phone & internet also with Spectrum, Saw on Amazon on day about a Lead Antenna, Purchased it for \$16.00, I get all the networks, clear as a bell, I have a 4k TV, I have Amazon Prime, I have NETFLIX, with a friend, so no bill, I broke the amazon Fire TV, have all others, The rest of my life, I never can watch all that is on, How Much Money does America waste?”

“If the DSL options for this location were expanded I think it would be beneficial.”

“I have high speed internet but it doesn’t always stay connected. When connected it’s sufficient. I also would like options so I could choose something that would fit more into my monthly budget.”

“Spectrum has a monopoly in our area. Prices don't seem reasonable. It would be nice to have affordable internet, TV and phone service.”

“I want what I pay for. We have several devices and we get kicked off and slow speeds and no offers to upgrade”.

“We would greatly appreciate having a choice of providers. Spectrum has a monopoly on a needed service.”

“Verizon promised they offered service prior to my purchase of my home in August 2017. I purchased the home and then found service is within less than a couple of hundred yards if my home. Verizon claimed they did not gave permission Tom the county to service my area. I was forced to purchase a cellular hotspot, which is throttled at 22 gig/mo. So, I purchase three hot spots. Very expensive abs too slow for most TV/ DIRECTV on demand services.”

“We only have 15 Kbps of service per month after that we have only 3G service-- very slow. Only from a personal hotspot -- no other service is available to us. I don't know if you consider this broadband or not but it is not a good service at all. We cannot download movies at all, cannot access internet home security services, cannot access many sites when we are limited to 3G because of the slow speed.”

“We pay over 50 dollars a month for slow unreliable service. Downloading music or videos impossible. Go to library to use their WIFI.”

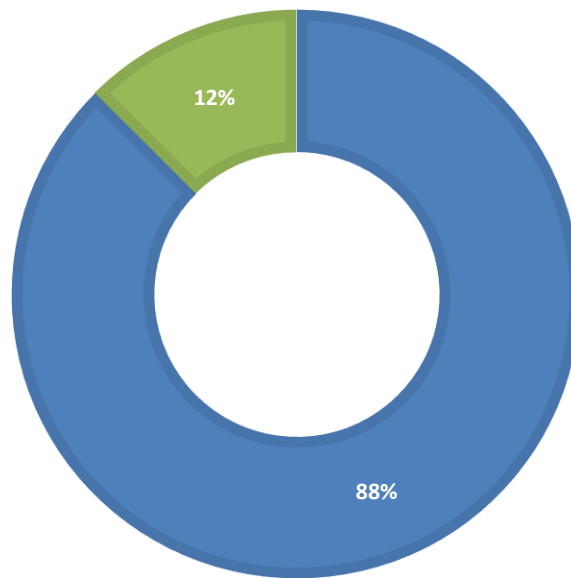
“We were happy with Time Warner, our previous cable provider. Our current house is 1/4 mile from the end of the cable line. Cable is currently not an option for us.”

Appendix B – Southern Zone Data

Pie charts are reported as percentages of total response. Graphs report the actual number of respondents. The map following the charts shows respondent locations within the zone.

1. DO YOU CURRENTLY HAVE INTERNET ACCESS AT YOUR HOME OR BUSINESS? (SOUTHERN ZONE)

■ Yes ■ No



1a. IF YES, WHO IS YOUR PROVIDER? (SOUTHERN ZONE)

AT&T (5)

AT&T Hot Spot (2)

AT&T through an air card

AT&T Wireless (5)

BUNDLED WITH FRONTIER AND DISH.

Cell phone only.

Clarity Connect

Cricket

DIRECTV

Dish (3)

Dish Network (5)

Dish Network/Excede

Earthlink

Excede (20)

Excede/ViaSat (2)

Frontier Communications (3)

Home: Time Warner/Spectrum; Work: Whatever Chemung County uses

Hughes Net (27)

Mobile straight talk phone

Only option is satellite, which is SLOW!!! So we have to use our cell phones.

Plexicom

Satellite

Spectrum/Time Warner Cable (335)

Verizon (22)

Verizon Hot Spot

Verizon Jet Pack (2)

Verizon MIFI through the Town as I am the Town Clerk.

Verizon Wi-Fi card

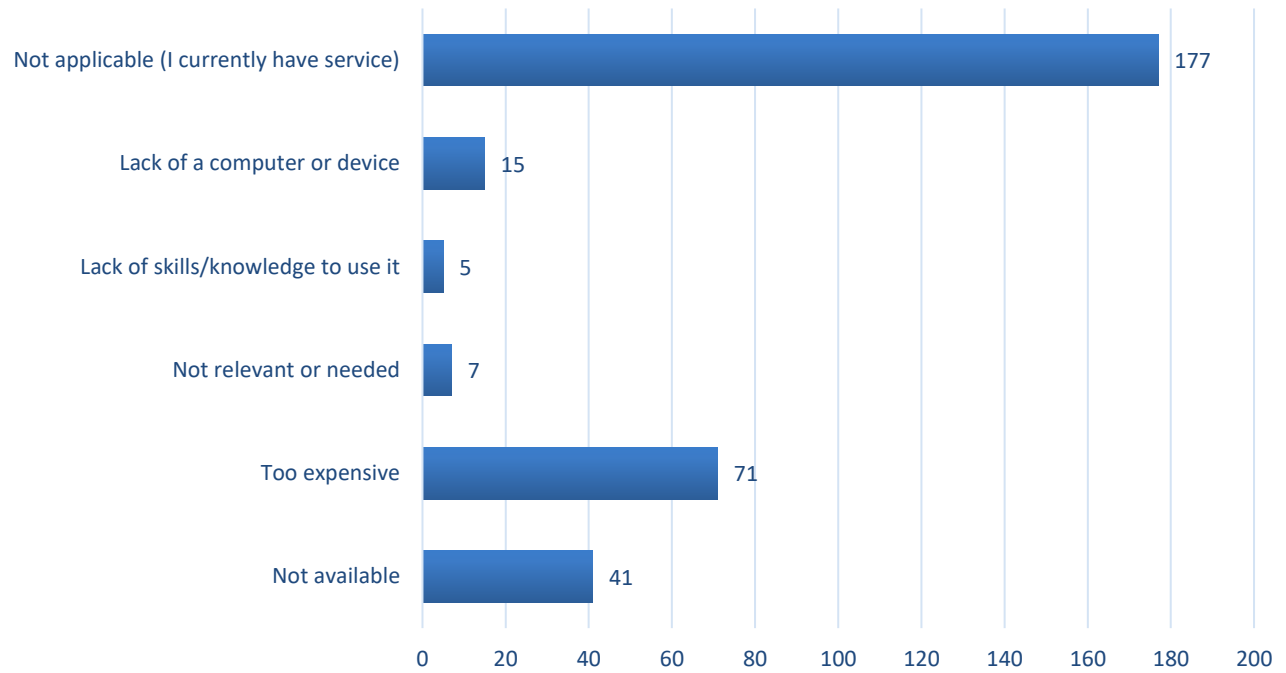
Verizon Wireless (10)

ViaSat Satellite

We have to use a Verizon box and therefore need to pay by the amount of service used...which is costly...especially for a non-profit. We are located in the rectory of the church. Our non-profit is Chemung County Habitat for Humanity. Staff have to go home to participate in webinars and we have to research stuff at home to avoid using too much data.

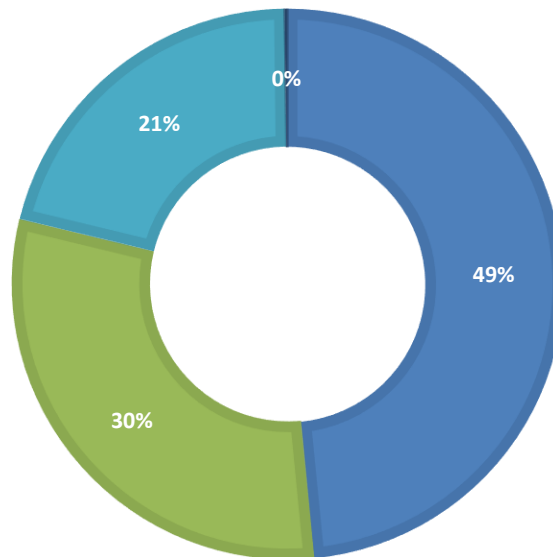
Wilde Blue (2)

2. IF YOU DON'T CURRENTLY SUBSCRIBE TO INTERNET SERVICE, PLEASE TELL US WHY. (SOUTHERN ZONE)



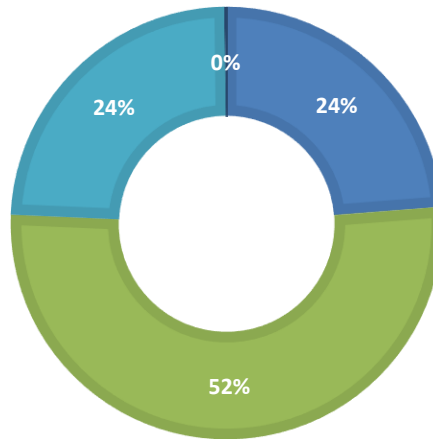
3. ARE YOU ABLE TO PURCHASE THE SPEED OF BROADBAND SERVICE YOU NEED? (SOUTHERN ZONE)

■ Yes ■ No ■ Don't know ■ No response



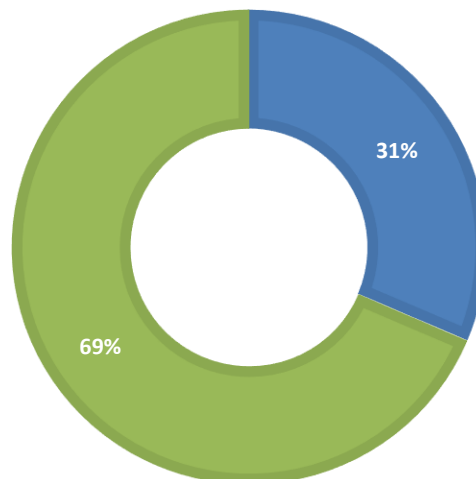
4. DOES ANYONE IN YOUR HOUSEHOLD HAVE DIFFICULTY COMPLETING SCHOOL WORK DUE TO LACK OF INTERNET ACCESS (K-12 OR HIGHER EDUCATION)? (ALL RESPONDENTS - SOUTHERN ZONE)

■ Yes
 ■ No
 ■ No one in my household is in school
 ■ No response



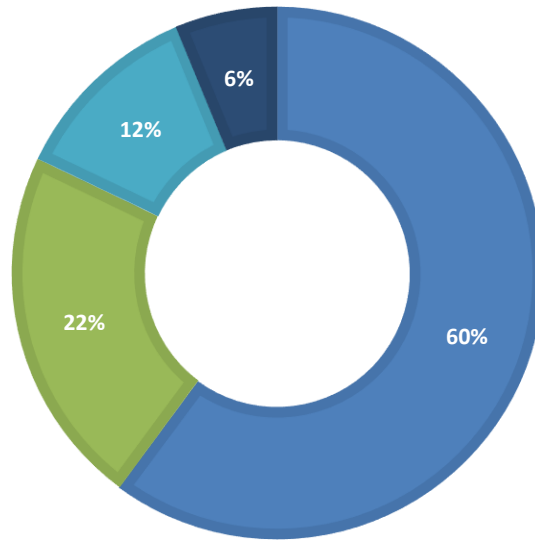
4. DOES ANYONE IN YOUR HOUSEHOLD HAVE DIFFICULTY COMPLETING SCHOOL WORK DUE TO LACK OF INTERNET ACCESS (K-12 OR HIGHER EDUCATION)? (RESPONDENTS WITH CHILDREN IN SCHOOL - SOUTHERN ZONE)

■ Yes
 ■ No

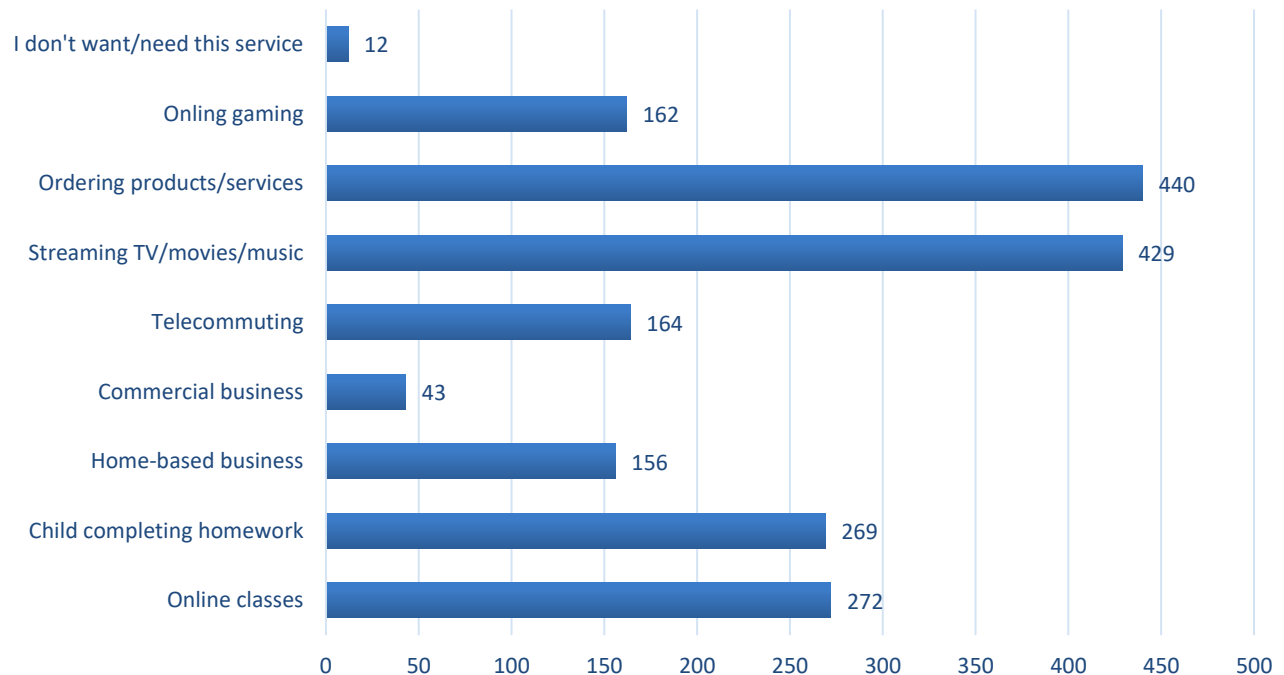


5. HOW IMPORTANT IS INTERNET ACCESS TO YOUR ABILITY TO EARN A LIVING OR QUALITY OF LIFE? (SOUTHERN ZONE)

■ Very important ■ Somewhat important ■ Neutral ■ Not important

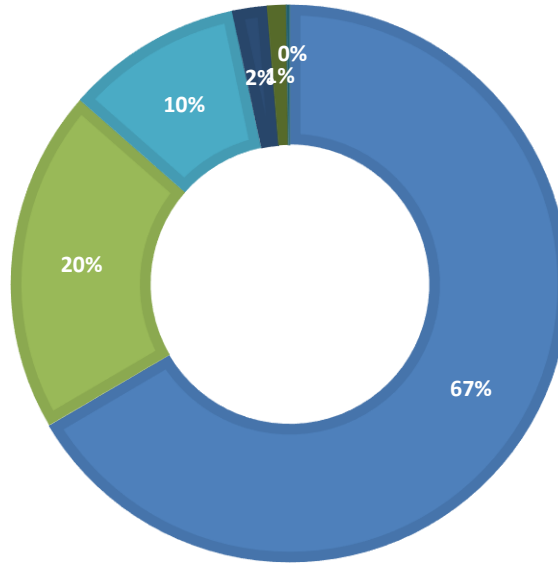


6. FOR WHAT USES WOULD YOU SUBSCRIBE TO A BROADBAND SERVICE? (SOUTHERN ZONE)



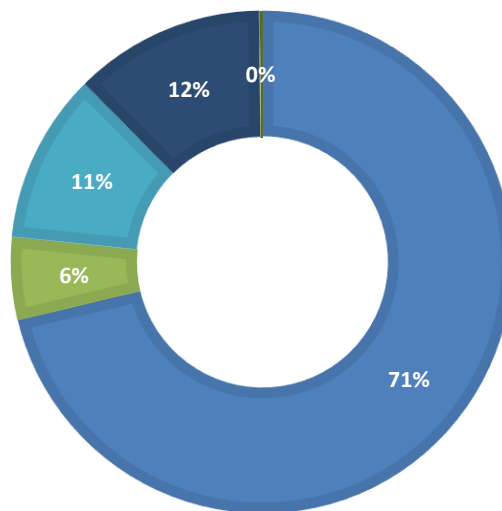
7. HOW IMPORTANT WOULD IT BE TO YOU TO HAVE A CHOICE IN PROVIDERS? (SOUTHERN ZONE)

Very important
Somewhat important
Neutral
Not important
I don't want/need service
No response



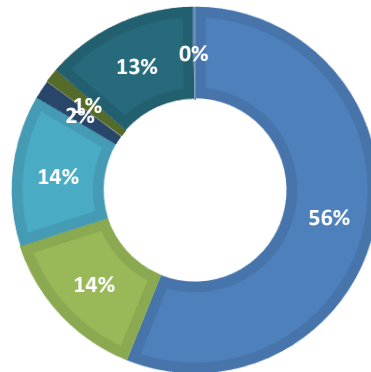
8. IF YOU HAD OTHER CHOICES, WOULD YOU CONSIDER SWITCHING PROVIDERS? (SOUTHERN ZONE)

Yes
No
Don't know
I currently do not have broadband access
No response



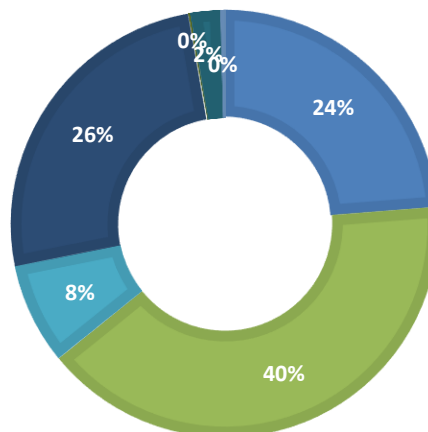
9. IF YOU ANSWERED YES TO #8, WHAT WOULD BE YOUR MAIN REASON FOR CHANGING PROVIDERS? (SOUTHERN ZONE)

- To lower my monthly bill
- Higher bandwidth
- More reliable service
- Better customer service
- I would not switch providers
- I currently do not have broadband access
- No response



10. IF ADDITIONAL SERVICES WERE AVAILABLE IN YOUR MARKET AREA, WHICH SERVICE PACKAGE WOULD YOU LIKELY SUBSCRIBE TO? (SOUTHERN ZONE)

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

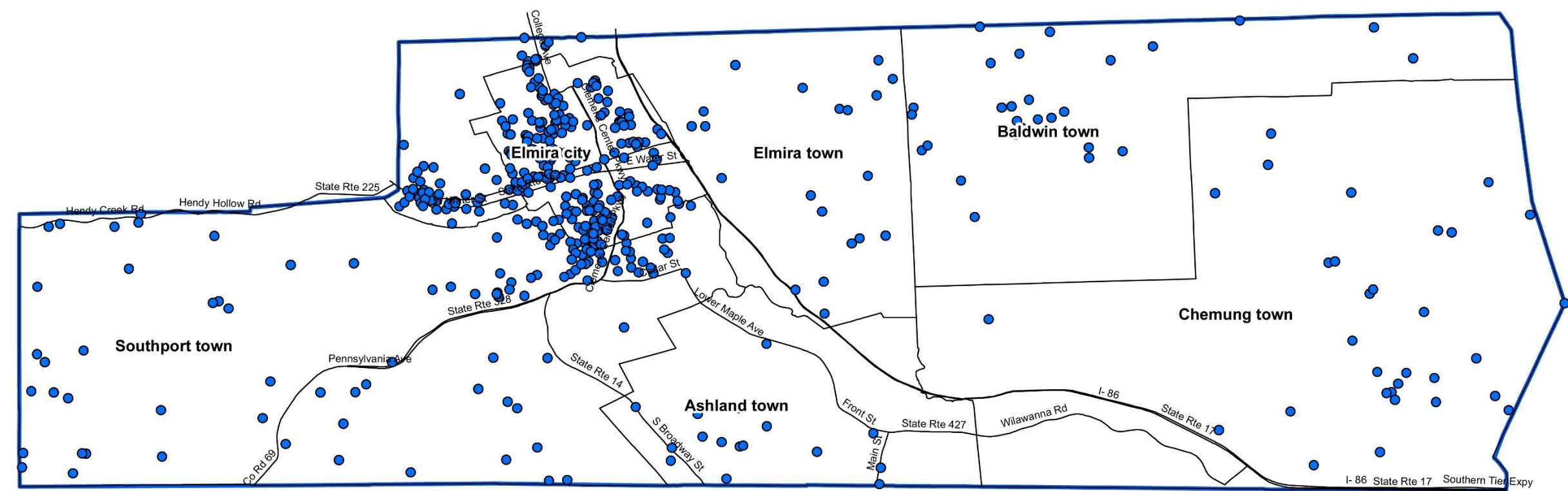




CHEMUNG COUNTY

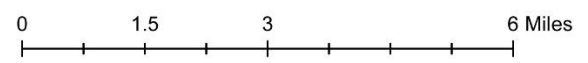
FIBER STUDY MAP: SOUTH ZONE RESIDENTIAL RESPONSES

Date: 4/30/2018



Legend

- SOUTH ZONE RESIDENTIAL RESPONSES
- SOUTH ZONE



2136 Five Mile Line Road, Penfield, NY 14526
 Phone: 585-377-1850 Fax: 585-381-5654
 THIS MAP IS CONSIDERED CONFIDENTIAL INFORMATION AND SHOULD NOT BE COPIED OR DISTRIBUTED

Survey Respondent Locations – Southern Zone

Comments – Southern Zone

"I bought 4 Putt Hill Rd in 2005. In the past 12 years I've waited requesting broadband internet availability. If you know what 12 years waiting means, you know Mr. Nobel Peace Bombs Obama Administration came and went spending insane amounts of fiat currency printed out of thin air, characterized as stimulus and infrastructure TARP, quantitative easing exponentially expanding credit, and exploding the national debt, while never completing the minuscule goal of closing broadband gaps. Now into the Trump administration with Charter now legislated to comply in closing the broadband gap at 4 Putt Hill Rd per Charter's purchase of Time Warner, Charter (Spectrum) to date refuses to hang cable to close the gap. My question to the Chemung County statist collective(s) is simple "What's the difference between Republicans and Democrats, as they both appear to hate poor white trash like me"? At 4 Putt Hill Rd Chemung NY we got no cell phone service available, and no broadband service available despite the continual exponential rising property taxes and NY earning reputation as the #1 outbound state for residents' exodus. In the words of David Allan Coe, "We're people forgotten, poor white trash, if that ain't country I'll kiss your ass". Sincerely appreciate your interest, if it truly exists. Raymond J Raupers Jr"

"I currently have Spectrum but it's so shady and cuts in and out. I can't do any updates because half way through it crashes from internet drop out. Constantly have to disconnect and reconnect when streaming and on social media because videos freeze."

"Spectrum took over and the bill went up, and they no longer offer an affordable rate. Its \$65 a month for one speed choice. Time Warner used to offer internet for \$14.99 a month and believe it or not it was twice as reliable. And why is Spectrum allowed to be owned by a comcast sister company and the government didn't stop the monopoly??? Also, Empire is available in the city of Elmira for businesses, not in the rest of the county for residential??"

"Barely have cell phone service as it is."

"Satellite service is expensive with speeds so slow nothing loads. 1-5 mps. Prices are outrageous for terrible and nonexistent service but this is all we have. Prehistoric at Best."

"We live in a small town and have been trying to receive high speed internet for many many years all the areas that surround us have it we also don't have any cell phone service available were we live so it's not like we can just use our phone the children have had times where they cannot do their homework because either our internet isn't working due to weather or because u have reached our data cap it's very expensive to have the internet that doesn't work most the time."

"There needs to be more choices for Internet and TV service."

"We live and work on Lowman Road, we have waited years for internet service to come our way. Would be so grateful for any help at all. Thank you."

"It has been a big hardship on our business. We have waited and tried everything out there to get some help. Our home sales, our business, and our students are suffering from lack of internet service. Thank you for looking into this and any help we can get!"

"We have waited years to get any help up East Hill, we appreciate any help at all!"

"It's 2017, everyone who wants high speed internet should be able to receive it."

"Our current service lags. We constantly need to reboot. Our internet should be quick upload and download. It is far from what I expect."

"TWC/Spectrum have routinely raised their rates, yet they continue to provide speeds that are frequently only 25% of what I pay for."

"For the price it is not fast enough. I am waiting for Empire Access to be available here!"

"Would be great if it could be more affordable and if you could actually use it how you should."

"We really don't live that far out and I can't believe this day in age we don't have internet availability."

"Desperately need faster internet for work and school."

"Before I moved here I received internet at a reasonable price without data caps. Now I'm paying over twice as much with a data cap and less quality."

"Broadband service with no data cap, no data cap, no data cap."

"High speed internet is literally less than a mile from my house on the road I live on but was told it would cost me over 5000 to get it to my house!"

"I have Time Warner/Spectrum Cable, Internet and Telephone. My main problem is the Internet. Slow speed unless I want to pay more. Internet comes and goes when I use my computer or cell phone. It just drops me when I am in the middle of doing research. I am a senior citizen, on a fixed income. I cannot afford to pay more to get more. My bill is already \$182/mo. which is ridiculous. I know people who have Verizon DSL and they also have connectivity issues. Is there a perfect service? Spectrum needs competition."

"With our current situation it's not uncommon for the internet to drop service sporadically."

"Survey seemed mostly concerned with internet. We also have poor landline service from Verizon (\$85) month. We have NO CELL SERVICE either so landline is only option."

"Our town has been trying to get internet for a while now. I've had to sit in McDonald's parking lot with my children in order for them to do their homework."

"Our internet is very expensive compared to people who live in town. I pay 80.00 per month for 10 gbytes where people in town get unlimited for a lot less."

"Needs to be more affordable. Also, shouldn't have to worry about it messing up a lot and not working."

"Our business relies on connectivity between 3 locations, we currently use an air card that utilizes cell coverage. The card is better than nothing, however often times it needs to be reset and the speed/quality of internet we receive is substandard at best. We've been waiting for well over a decade now for cable/dsl to

come in our area to resolve these issues. We have reached out to several companies throughout the years only to be let down by their responses.”

“Three young children and 2 adults in this home need this service badly. What is available to us is woefully inadequate.”

“So sad that those of us that live out in the country have to pay \$100 a month to have spotty at best internet that is limited to a set number of GB per month and limited to 1 or maybe 2 providers.”

“At my address I have only satellite internet which does not have enough data needed for what I need to do. I only have use of cell phone internet. A broadband service would greatly improve my location for business and personal use.”

“I'm twenty-five years old and I already feel like technology is beyond my knowledge. I have never had the luxury and now the necessity of high-speed internet. With every new technological advancement to make your life easier you need to have good reliable internet. This is crippling to those who do not have access to high-speed internet and be able to interact with new tech because that's where all of the jobs are heading now. I believe that ignorance of newer tech has a direct impact on NYS's employment rates, by getting rid of manufacturing jobs and promoting more tech-based jobs when many lack the resources and skills to use and familiarize themselves with tech.”

“I don't care who brings internet to my house. I currently have satellite and it is horrible and ghastly expensive.”

“I currently have satellite internet. It is capped and very costly. It does not meet the need in today's day and age. I teach adjunct at the college and can't even download what I need. I have to drive to Elmira College to access information. The data does not last all month as we are limited in our use. At times my daughter can't complete homework due to lack of service.”

“I'm completing this survey at "Champions" because their internet service is superior to what I have at home. Those of us living off the Christian Hollow Road are on the frontier.”

“We desperately need decent broadband service! We don't live that far out & have been struggling with internet service ever since we moved here. PLEASE HELP!”

“Spectrum is less than a mile from my road and I'm sure the people on my hill would be very happy to have cable and internet available to them. With my jet pack I only get 10 GB a month at 4G and after that its 3G only. The other options for internet is through satellite and they are very expensive and not worth it. I'm sure everyone in my area would love to have options.”

“Nothing but problems since Spectrum took over Time Warner. Raised my bill by 23. 00....paying almost 200.00 month cannot afford is being on Social Security Disability, VA Widows Compensation....have to have landline phone because of lifeline alert. Way too expensive for terrible WIFI, and have to reboot modem all the time.”

“Having competition in services would be very nice so we could choose between suppliers for best price, best bandwidth, etc. It would also be nice to compare services and see if there is one that's more reliable. My current service seems to have regular issues every 3-4 months, although their customer service is above average and pleasant to work with.”

"Lack of Internet access AND lack of cellular signal decreases quality of life and reduces property value. Has limited previous options to work from home and generate extra income. With future children in mind, may be forced to move as many educational activities now require Internet access."

"Time Warner Cable is accessible down the road from us, Frontier is only 2 1/2 miles from us, Empire is about a mile from us. We're rural, but there are so many homes out there...the first company to run cable or DSL out there will have many instant customers! It is more expensive to drive somewhere to get internet access everyday than it would be to pay for top of the line access!"

"We attended a meeting with representatives from internet providers about 5 years ago, who told us that we would never see the type of service that is provided in town in our lifetime!"

"I am a senior and a widow. I pay \$99 for internet and tv plus \$69 for Frontier phone. Do not know how long I will be able to continue."

"I pay for extra bandwidth but since Spectrum has taken over I have experienced slower response time and more complete downtime. I pay extra for the expanded bandwidth for work commitments."

"When Time Warner was my provider the speed was a lot better, but still not the best. Now I have trouble down loading and strolling through internet. I have never had speeds this slow before. It's terribly slow and frustrating."

"Our internet comes and goes. Very frustrating."

"We have been issues with the internet connection since we signed up with Time Warner almost 10 years ago. Connection is cutting in and out. Their customer service is terrible. We called several times to complain but problem still exists."

"TWC internet is horrible even with Turbo internet. Every day we have problems connecting to WIFI."

"Would love to be able to go on line and not have it take forever to load."

"Although Frontier has increased their speeds somewhat, they still do not measure up to cable or fiber optics, which are really what I need for my business and other things my family does. I especially do many online backups for all of my devices. This requires a high upload speed. Frontier's highest package only goes up to 1 Mbps, while Spectrum's is 6x that speed. In addition, when I have inquired about upgrades to my services, Frontier is always giving me mixed answers. One representative will tell me this will happen, but another says that that's not true. There was even one time when I upgraded my internet, and they charged me more than what they told me it was going to cost. It would definitely be an advantage to having some more competition in our area. Internet is very important to me and I believe to many others in today's age. I want to thank you very much for putting together this campaign."

"It is absolutely necessary for my children to be able to complete their homework. We have extremely limited service and most of the time we have to drive to town and do their homework at McDonald's."

“Just that the choices offered by Spectrum and Verizon are not geared to the customers preferences. They are in competition with each other and their prices reflect that while the service end of their offerings is far below what it could be.”

“Yes, I've lived with Hughes net internet most of my life. I am 19 years old, I am getting ready to begin online college and with this internet I cannot load videos of any sort. Or do much of anything on it. In the past, bad internet was acceptable, but with the increase in internet uses in the recent years I don't think any person should be without a strong internet as it is a necessity.”

“The nearest cellphone tower is more than 10 miles away. Spectrum wants \$13,000 to run their fiber across the railway line and across Cayuta Creek to service me and my neighbors. Outrageous!”

“My home is 0.1 miles outside the 3.0-mile recommended distance for service from the Waverly Verizon tower, so I am paying \$75-80 per month for erratic service. I have had to drive into work all hours of the evening just to get better WIFI, because I cannot depend on my service at home. I don't know why I even pay for it. My children just finished their years in school, and in the past, I have driven them to my place of work so they receive better service.”

“Need to extend service.”

“Would love to cut the cable except the football games would be tough to give up.”

“I have Internet access in order to use my cell phone due to the lack of service of cell towers/signal for my phone. If the Internet is not reliable I am unable to receive phone calls or call out.”

“CLASSES ON USE WOULD BE VERY HELPFUL, TERMS USE AND WHAT THEY MEAN, SCAM AWARENESS AND TIPS.”

“We are close to the cable lines.”

“I thought service was bad with Time Warner at times, service with Spectrum is worse, internet drops often, price went up, slow evenings and nights.”

“If I switch to Spectrum then I have to pay extra for my tv channels in tiers that's straight bs.”

“I would like other options available other than Spectrum. It is expensive for people with lower incomes.”

“Bring empire access to Elmira!”

“Need a faster email than Spectrum offers.”

“Spectrum raises my prices every 6 to 12 months and refuses to offer unbundled internet access.”

“State and Federal monies were supposed to be used to bring Broadband to rural areas of the state, it is insulting that those very areas have been essentially treated as afterthoughts. This study should have been initiated before the grant monies were dispensed.”

"When all you can get is satellite Internet and everyone in your home is enrolled in online classes it makes it very hard to get much done and very expensive."

"Using our data plan through our cell phones is very expensive and very slow. We work from home on occasion and much time is wasted just waiting for downloads and page turning."

"Please invest in broadband service."

"I wish I could have chosen more than one answer for question 9. Spectrum has horrible customer service and the speed you pay for is not the speed you receive."

"If you call Time Warner/Spectrum multiple times regarding the same issue, you will get multiple answers. Their billing isn't even consistent from person to person. It's very irritating that we have to deal with this at the prices we pay."

"We use to use TWC however it was always going out, their customer service always said we needed a new box and it didn't work the majority of the time."

"It is unfair that I have to pay more money for home phone, internet and tv services, due to living outside the city of Elmira, NY. I do need to use internet service when I work from home. So, faster service would make working from home much easier and efficient."

"It is unbelievable to me that I live in the shadow of a Fortune 500 company, Corning, that is known for innovation and mt technology needs are not being met. I also can't get cell service at my home."

"Needed in our community."

"Satellite internet is completely insufficient for a student."

"I only have access through AT&T cell tower. Verizon cell does not work here and cable does not come here."

"If we had better internet we could all complete homework for school."

"The only option we have is Time Warner Cable. There is no other competition for services."

"We have a lite package that was reduced from 4gb to 1, with an increase in price when Spectrum replaced Time Warner."

"Spotty, not consistent, goes in and out frequently disrupting business."

"After Spectrum purchased Time Warner and Charter, our bundled "triple-play" voice/TV/internet cost has gone through the roof with service the worst it's ever been. Internet speed has slowed tremendously, and TV service once good, is also now bad. The only thing not affected (yet) is our landline phone."

"Even cell service would be awesome."

"I previously had service with Frontier and it was terrible."

"Very spotty, I have to reset my modem 3x weekly minimum, due to it just stopping to receive anything. I have spoken with customer service and this is "normal". They have come out and checked everything at my residence and nothing to be fixed. This is as good as it will get. Unacceptable!!!!!!!!!!!!!!"

"Satellite internet service is the only option at my address. We tried it for a short time however it's too expensive, very unreliable, and can't be used for some services. Very frustrating!!!"

"Unlimited data is extremely important."

"Would love to have it in our area. Please. Please. Please."

"Lack of cable makes it hard."

"Spectrum bill has increased this month. Difference is in TV charge. Satisfied with internet; would prefer to have fewer TV channels for lower cost but concerned about public TV being removed from line-up in Tompkins and Cortland. Why? Will it happen in Chemung county? If so, what are my options? I originally signed up for cable specifically to get PBS."

"We may have to leave our provider due to cost. We are at a loss to try any figure out what we will do when that time comes. When I live in a Georgia I had TV & internet for \$45. It's insane that it's so expensive here."

"We live right off of Hogback Rd. and we only have 15GB of Internet for the month which is almost worthless. My daughter can only do her homework that requires internet while at school."

"It is really difficult only having the cell phone hot spot as the internet, we don't have really good cell service where we are either so it is very slow and expensive."

"I would be willing to change companies to lower my bill, get a more reliable service that doesn't randomly cut out, have better customer service, and receive a higher broadband. I was only to pick one of these options in the question above but spectrum is lacking in all these areas and direct tv is even more expensive. I am not willing to volunteer for this campaign but if you would like to pay me to do a job I'm more than happy to hear what position you'd give me and how much it would pay!"

"Please bring in another provider other than Spectrum."

"It's pretty much a monopoly in the area. Charges are astronomical due to limited availability of providers."

"We need better internet. The internet out here sucks and would love to have great internet like spectrum or other providers. So, we could have a reliable connection and no data caps and high speed. (Actual high speed)."

"Also, would use internet for home security."

"Tried Verizon but they could not get a signal. My work requires internet so daily I sit at the Dandee for an hour outside in my car. I also am an investigator and have to go to the library to take classes, get updates, send forms, etc."

“At present my needs are few. I just get information from Internet and play DVD’s on my computer. I want to get away from Verizon.”

“We need more ISPs in the area so we can have better service in the area.”

“Since attending school is required by law and homework is a requirement of attending school, anything required for a student to fulfil said requirement should be provided for by the school. Also, some parents may not be able to afford the Internet or devices to use it. Furthermore, some parents may not wish for their child to be subjected to outside influences any more than they already legally have to be by attending school. To require internet access to required homework is absurd, especially when homework is necessary for afford tending child to be successful in school which they are legally obligated to attend. Internet wasn't necessary for students to fulfil their requirements in school before it existed. It's not needed at all.”

“Would love unlimited internet service and faster internet. We only get so many gb's per month and have teenagers. I have one in college who needs the internet and one in high school who also needs internet. The rest of us try to limit our usage due to this.”

“For the cost of service, the reliability and speed of the services are very poor.”

“Bring Empire Access to Chemung county.”

“There is no competition for internet service in the county. Spectrum is a monopoly and way too expensive.”

“We currently live in an area with one real option and they have a monopoly.”

“Spectrum is horrible. I would switch in an instant. The speeds are unreliable. The customer service is impossible, it takes forever to reach a human. I also know that they spoof "internet speed tests" so I doubt that the speed from this test is accurate.”

“The internet we have is data limited, we purchase a data allowance each month. It is very expensive to buy more data. When we run out, the data rates are throttled down and it is virtually impossible to do anything on the internet. This limits what my family can do with the internet each month. It would be extremely beneficial if we could get access to unlimited internet service where we live.”

“Time Warner wanted to charge over \$10,000 to extend service. Our only choice is a Wi-Fi card which is very expensive or very limiting.”

“More and more, government forms, services, and information are online only. Unfortunately, the people most likely to need these services and to sign up for them don't have reliable internet access. Public libraries are helping to fill this gap, but not every town in Chemung County has a library branch. Towns without library branches should consider setting aside space in a designated building which has broadband access and putting one or two computers in it for public use. I know this would cost money and require administrative and IT support, but it would bridge the gap until every household has individual broadband access.”

“I do not ever wish to bundle services together. I like them separated.”

"We live just a few miles from the city of Elmira it is ridiculous that this service has not been made available to us."

"I have satellite for TV, because going with spectrum you need boxes for all your TV'S and with Dish I don't. I believe the cost would be more if I had all my services with one company."

"Americans should have more service providers to choose from, a more competitive market. Currently, the only two viable providers in my area are Time-Warner and Verizon and both provide mediocre service at prices higher than what I see in NYC or other major urban centers."

"This area needs Verizon FiOS."

"There are many areas in Chemung county where there is no service. This is a problem for the residents in those areas and for those who interact with them."

"Empire needs to get to the area, Spectrum took over Time Warner and jacked up everyone's bills without giving the option to stay on the packages we had."

"I would change providers to lower my bill, receive better customer service, better overall service and improve my connection."

"It sucks and more remote areas in PA have broadband and we live 5 miles from the city of Elmira."

"Maybe Empire Access will come to Elmira?"

"I moved here from Buffalo and was shocked at the pricing. I literally paid double for a lesser service. Literally My price went up 50%. Same company too!"

"Bring Empire Access to the City of Elmira."

"I have been a Spectrum (Time Warner) customer for over 25 years. I not only over pay for my internet but also for TV. Most stations are not available and cable and internet bounce in and out. Prices are highly inflated and because I am not a NEW customer I am not entitled to the low offers that new customers are receiving. Customer service is rude and unhelpful. Wish Verizon/Corning Inc would get fiberoptic lines ran so we had an option."

"I current use my cell phone as a mobile hotspot and obtain internet service that way."

"I primarily would use internet access for banking and paying bills. I would hate to go back to using stamps and envelopes. I could use my smartphone but I like a bigger screen to navigate those types of sites."

"These boxes that we just got are ridiculous! How is one supposed to hang a tv on a wall with this huge box? Two remotes to turn on the tv is inconvenient as heck. The tv no longer defaults to the last channel you had on (inconvenient to say the least). We have the boxes on two TVs and they turn on differently! The internet drops all the time. For instance, today at 2:34 pm (4-6-2018) the tv went blank! The box was off! It also shuts off when we're streaming on Hulu. We have TVs in nearly every room in the house, but we refuse to pay

\$8.99? for all the boxes on the off chance we want to watch that tv. We feel we are being held hostage and Spectrum is dictating how we will live. It is EXTREMELY maddening.”

“While we have found a way to have internet access (via AT&T Wireless), it is not broadband. We would very much prefer broadband access for improved speed and stability.”

“I live right in city line and WIFI is horrible.”

“Without competition for broadband internet, Spectrum is able to charge an absurd amount for its services. They are also able to charge extra for internet out of a form of revenge for cord cutters who no longer wish to watch TV - another service in their grand monopoly. If there was another option, Spectrum would be forced to reduce prices to more realistic levels in order to compete. Until then, we have no choice but to pay their price because internet access is too important for everyday life. This is not the way it should be. I am currently using a grandfathered in Time Warner Cable triple play plan which has Internet (15 mbps), TV and Phone for ~\$180 a month. I need to upgrade to the 100 mbps plan in order to properly serve the devices in my home but cannot justify increasing the already too-high bill. This is basically a second car payment. Without competition, it is only going to get worse as devices have already outpaced affordable broadband access. To add, given that Spectrum has ("good news!") gone 100% digital in this area, we are now required to rent a set top box from them for *every* TV in the household, or else use their free Spectrum TV app. Unfortunately, streaming has always been a bandwidth hog and prices were not reduced to compensate us for the lowered service quality. We now have a choice of paying the monthly fee per TV or setting aside a large chunk of our paid-for internet bandwidth for TV-use instead. It is a racket that is only possible due to a lack of competition.”

“I would get both internet and TV if it was affordable and I was able to pay it off once a year with wonderful service and channels that I want.”

“Internet and television prices are out of control.”

“I'm sick of throwing away the mail Spectrum keeps sending me pushing the same worthless package deal that I will never want. I don't need phone and TV. I just want fast reliable internet service for a fair price. I don't feel spectrum provides that. If there were options, I would switch providers.”

“We have had fiber optic wire coiled up on the pole outside our home for 5-6 years with nothing being done or any attempt to contact us about service availability.”

“Satellite only available (slow).”

“The 1990 Federal ADA law requires full, equal web accessibility for adaptive equipment. This survey excludes, is painfully difficult and cruel to citizens.”

“In the area we live in we only have two providers their service is very slow due to it being satellite only in our area. weather conditions greatly affect our service. It would be nice to have access to other providers like the old Time Warner.”

“The lack of choices for a community string to rebuild itself is embarrassing. For people to not have access to the internet in today day and age is sad. Is it beyond the city, town, and local municipalities to be provided even a

4G based city wide service? No, ITs not. Yet alas here we are filling out a paper about who has internet access in 2018 when the schools plan on providing students w/ tablets in the next 3-5 years...odd."

"Where I live the internet is sporadic. if I could find a more reliable plan and better service coverage and cheaper not a rip off I would get it. we are low income and can't afford much but do need internet and house phone because our cell phones don't get enough service for use. also, we have a child with medical issues so it is necessary we have these services."

"Presently paying approx. \$130/ month for Spectrum. I pay the bill not even 2 weeks later they are calling wanting another payment. The ONLY way to have cable on TVs is to have a box at the cost of \$12.99 per box or spend \$25 to purchase a converter. I have 3 new TVs (as in past year, all are smart TVs) that are pretty much useless. I'm a single mom making 1400 a month - this is unreasonable and I many have to stop everything altogether."

"Having a 1Gbps fiber connection in Elmira would be very MUCH needed."

"Lower fees, better customer service is also important."

"I would prefer a company that does not simply do introductory rates and doesn't take care of long term customers."

"Internet is inconsistent."

"Spectrum has a monopoly in the Southern Tier. We need more competition as of now Spectrum has no incentive to better its products/services or switch to more competitive pricing."

"Spectrum is terrible, reliability, customer service, prices. We NEED more options!"

"My biggest concern is the monopoly that internet/cable providers have. With no competition in the marketplace, telecommunication companies can keep adding fees and raising rates and the consumers can't change providers because there aren't sufficient options available. The only options are to be gouged or go without. How the dickens are children in families who can't afford computers, let alone internet service, be expected to do schoolwork if computers/internet are required? That's just not right. Furthermore, Chemung County Deputy Executive and Southern Tier Economic Growth President Michael Krusen said, "In order to decide how to get to our underserved residents, we need more precise data on where they are, what they currently have - or don't have - and what they want from a provider.". How were people who don't have internet service supposed to take this survey in order to tell Chemung County that they need or want internet service? That doesn't make one whit of sense to me."

"It needs to be more affordable yet reliable and fast."

"In free markets competition between companies only benefits customers. Only having one provider leaves no other choices."

"The old lines have not kept up with consumer needs or hardware abilities. The ISP price goes up but speed is low."

“Spectrum runs like a monopoly. We have no other options, so they jack the price up. Their Internet is inconsistent and we constantly have issues. Further, they don’t communicate between themselves. They are horrible. I want Empire Access to move into our area and we will drop Spectrum immediately.”

“Paid extra for the fastest internet from Time Warner. No difference in MPS speed and was paying 60 extra dollars a month for it.”

“We need faster speeds very bad.”

“Currently service is too slow, too unreliable and too expensive.”

“The only internet available to us is through satellite or our cell phones. We haven’t gotten satellite because neighbors that have it say it is worse than the very little service we are sometimes lucky enough to get through our cell phone. We need internet!! If we don’t have something reliable by the time my kids start school, we will move and it will be out of NY state completely. Internet is necessary now!”