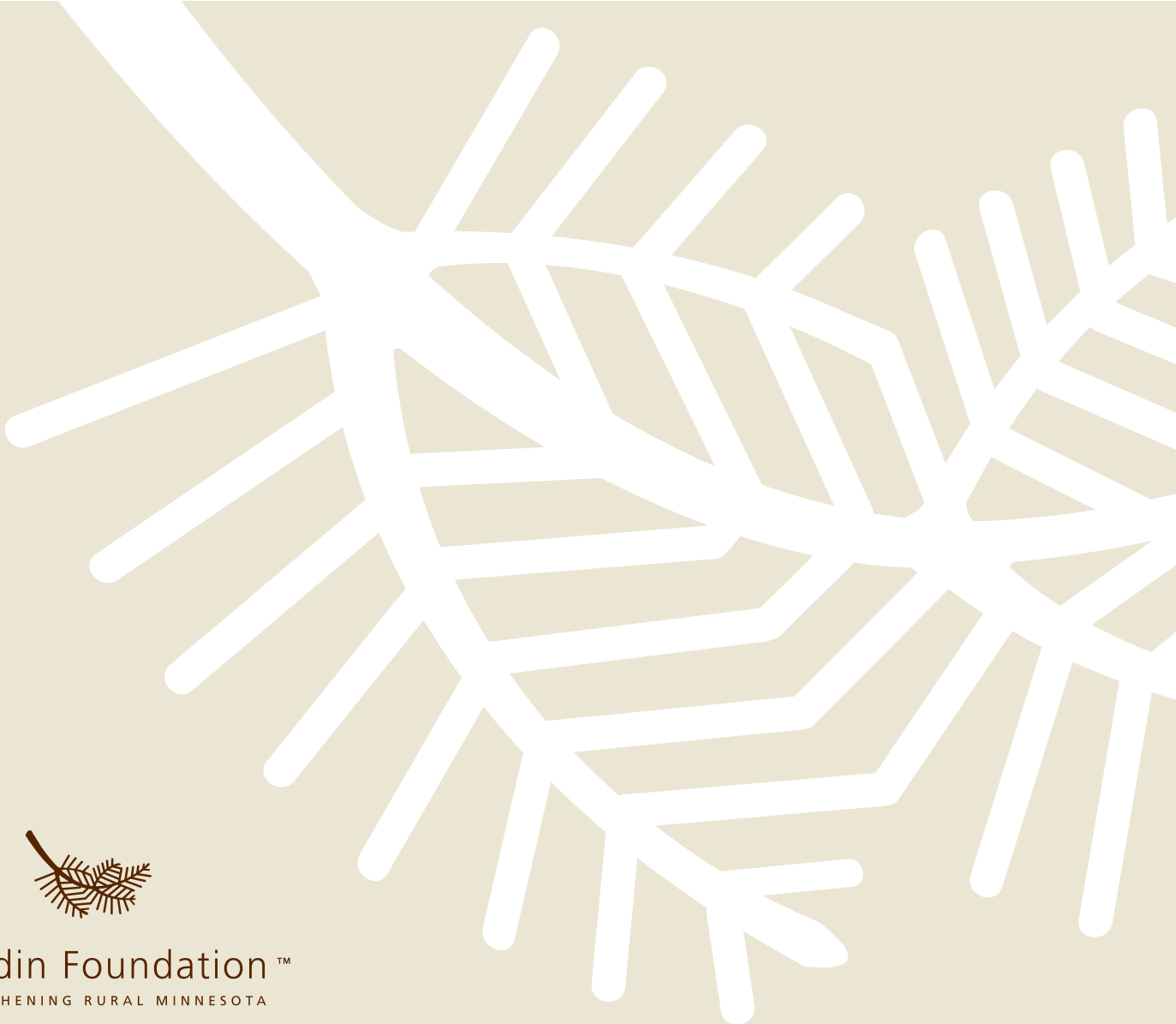


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Services

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East Central Minnesota Broadband Stories: Frustrated, yet hopeful

Open-ended survey results from
Aitkin, Kanabec, and Pine Counties
and Mille Lacs Band Tribal Economy
Region



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Introduction

For sixteen weeks in the spring and early summer of 2021, Aitkin, Kanabec, and Pine Counties and Mille Lacs Tribal Economy region were cohorts in Community Broadband Resources: [Accelerate!](#), an intensive community education and engagement program sponsored by Blandin Foundation to spur community acquisition and deployment of federal and state broadband funds.

The need for better broadband has been on the radar of these east central Minnesota counties for years; in 2015-2016 several of the townships in these counties banded together as the [Central Woodlands](#) to work with Blandin Foundation on improving broadband access. Despite their hard work, they have not yet found much success. Aitkin, Kanabec, and Pine Counties all rank among the bottom ten counties in Minnesota for access to broadband at speeds of 100 megabits per second (Mbps) down and 20 Mbps up, which is the 2026 broadband speed goal for Minnesota:

[Bottom 10 MN Counties for Speeds of 100/20](#) (starting with worst with percentage of coverage)

- 1. Kanabec – 26.24 (rank 87)**
- 2. Pine – 39.89 (rank 86)**
3. Redwood – 40.04 (rank 85)
4. Faribault – 43.95 (rank 84)
5. Yellow Medicine – 48.81 (rank 83)
6. Todd – 49.93 (rank 82)
7. Isanti – 50.21 (rank 81)
8. Traverse – 50.97 (rank 80)
9. Carlton – 52.08 (rank 79)
- 10. Aitkin – 52.96 (rank 78)**



Study Methodology

Between April and June 2021 through *Accelerate!*, residents of Aitkin, Kanabec, and Pine Counties and Mille Lacs Tribal Economy region were invited to complete a survey on their access to broadband. A total of 2,621 surveys (both online and paper copies) were submitted. While the entire community was invited to participate, survey takers were self-selecting and it's likely that folks who were unhappy with their connectivity had greater motivation to participate.

Benjamin Winchester, a research fellow with the University of Minnesota Extension Center for Community Vitality, [analyzed replies of short answer or multiple-choice questions](#), while this report organizes 78 pages of open-ended comments from the surveys by topics and themes. (The open-ended questions have been separated from the rest of the survey to ensure privacy.)

The close-ended responses present quantitative data (see table below); the open-ended responses tell the story of what it's like to live and work on the wrong side of a statistic.

Respondents with Internet Service by Survey Area (n / %)			
	I do not have Internet Service at my home.	I have Internet Service (excluding cellular phone or hotspot) at my home.	I have only cellular Internet at my home.
Aitkin County	57 / 8%	481 / 70%	154 / 22%
Kanabec County	37 / 4%	688 / 78%	162 / 18%
Pine County	42 / 7%	452 / 74%	116 / 19%
Mille Lacs Tribal Economy	23 / 6%	295 / 76%	69 / 18%
All respondents	162 / 6%	1960 / 75%	499 / 19%

Comments submitted with the survey cannot be viewed as an exhaustive, scholarly look at how all residents of this area feel, especially because people unsatisfied with their broadband were likely more inclined to participate. Rather, they offer a granular, “fingertip feel” for what it's like to be living with limited access to quality broadband.

The goal of this report is to make it easy use the stories gathered through the surveys to help policymakers, community leaders and community members understand the impact of poor broadband, or no broadband, on opportunity and quality of life. The comments are organized by topics and themes to make it easier to craft the right message for the right audience.



A View from the Frontlines in Rural Residents' Own Words

Respondents have shared their firsthand points-of-view and experiences with broadband. They are not broadband experts, but they are experts of their own experience. Grammar and spelling have not been changed.

There is the joy of access:

- Everything changed in October of 2019 when fiber came to our area. Now I can do meetings over Zoom with family. Also great when family comes to visit they can stay connected and even work from here. Now have faster connection than my kids in the cities. Seems like we also need to upgrade everywhere so that we are all have similar capabilities.

And the agony of no access:

- We only pull about 2.5 mbps on a good day! We can only have one device streaming at a time or everything else buffers or just won't connect at all. Online school for high school child extremely difficult! Nothing else available for our area! or (pay high dollar satellite) & won't guarantee speeds either!

And a glimpse of resident expectations:

- Frontier was not strong enough for us to use for much more than email. We switched to mlec (Mille Lacs Energy Cooperative) satellite which is unaffordable, offers limits and then slows down, but at least we can use it to work and our kids to distance learn when needed

Respondents' survey comments have been organized into topics and themes to make it easy to find a relevant story when you need it, or to do a scan on what's happening in a certain area.

Some topics directly address customer satisfaction. (It's worth noting again that folks who are unhappy with their broadband service were likely more motivated to take the survey.) Here are some high-level looks at satisfaction:

	Bad/Unhappy/Expensive	Good/Happy/Would Pay More
Quality of Service	595	73
Customer Service	32	7
Affordability	88	7

Negative comments on quality of service overwhelmingly surpass other comments. Digging into these comments we see that by "quality of service," respondents were mostly referring to speed and reliability.



Many respondents also detail the impact that broadband – or the lack of it – has on their lives. These comments fall into several categories of impact:

- Business/Work/Economic Development – 95 comments
- Civic/Home – 28 comments
- Education – 85 comments
- Healthcare – 8 comments

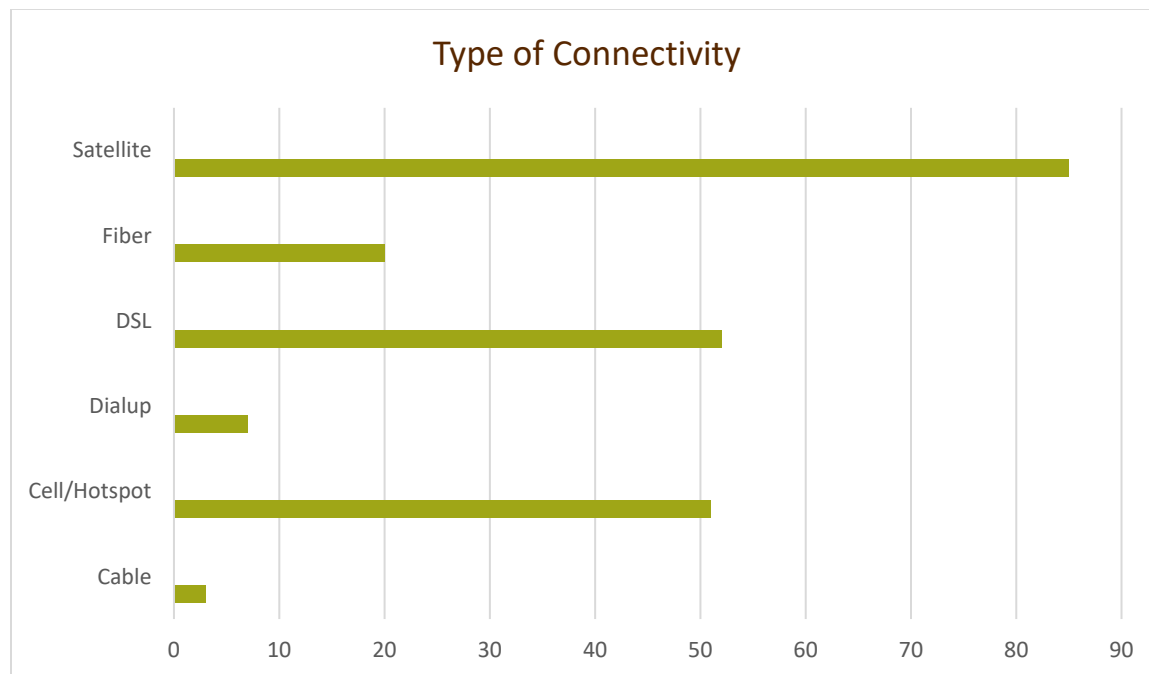
Key Findings

What can we learn from the details?

Even when considering that this isn't a scientific study, but rather a scan of the local environment based on comments from county residents, there are conclusions and hypothesis to be drawn when we dig in deeper.

Types of Access

The number of remarks based on type of technology is interesting:



More people in east central Minnesota mention dialup than cable access; that would [not be true in a more metropolitan](#) area. The greatest number of comments concerned hotspots, DSL and satellite. The number of comments about fiber falls in the middle, with those who have it praising their fiber experience, and most others hoping for it.



Often respondents mention using multiple broadband connections to meet their needs, which speaks to the need for more competitions or better options. Most often they seem to have a hotspot as well as something else that is either not as fast or reliable or has data caps so that they have something that is affordable and something that works when they need it.

Frustrated respondents are generally well versed in what providers and service options are available to them in their area. They know the options because they have tried to find better solutions. Many respondents wish for more options or for fiber.

Respondents described how they have tried many options, often toggling between a wireline connection, such as DSL, and a wireless option, such as satellite or hotspot. Factors most often mentioned in deciding on broadband service include cost and quality of service. Respondents are frustrated when they were told something will work and it doesn't, or they see what appears to be broken or abandoned equipment around their neighborhood. They have observed slowdowns as neighbors subscribing to the same service increase their use.

Illustrative Comments:

- At our current address 5 miles north of Aitkin. The only option we have for internet is Viasat through MLEC. Yes it works but is not reliable in wind, rain, or snow. One person at a time in our house can be on a live meeting. And that is just video, for audio you must call in with your cell phone. Streaming live TV through netflix or amazon works but you must be patient for loading. Live TV through YouTube does not load. We also had to install 3 Wi Fi Boosters in our house to get the coverage we need. The cost of the having the fastest service is \$150.00 and since we can stream with that we also have additional cost of Dish. Our monthly cost of internet and TV is \$250.00. CRAZY!!
- I have a Dish Network satellite dish on my roof. It is not very fast but I use my I-phone service more than my home service. The Dish Internet Service is quite spendy.
- "I have a family of 6 trying to function on 100kbps. Yes kbps not mbps. Not functioning without the use of expensive cellular hotspot
- Not too long ago we were on dial-up, around 2013 we went to cellular hotspot, around 2015 we were able to get DSL at about 4 to 6 mbps. Around 2017 we received DSL at 40mbps, and late 2018 we received fiber optic from Mille Lacs Energy.
- DSL service from Frontier Communications is 1 Mbps and slows down significantly during periods of heavy use by other subscribers in the area. Relying on additional ATT cellular based internet at 5 Mbps with limited data to cover slowdowns/interruptions in DSL and for situations where higher speeds are needed.
- "Fiber optic internet since 2020 - (100 mbps) absolutely love it.
- I work from home and been told by CenturyLink for 3 years I would get faster internet. I contacted office of broadband and it has once again delayed. I ended up having to get another internet service just for my job. So now I pay for two services. I can not use satellite due to VoIP. It is still not reliable service but better than CenturyLink. I currently get 1.1 download and .5 upload.
- We moved from a home with 10mbps service to a home that was guaranteed 1.5mbps DSL. So we opted for satellite. At best, we might get 5-10mbps, but only for 10 GB. Our speeds are

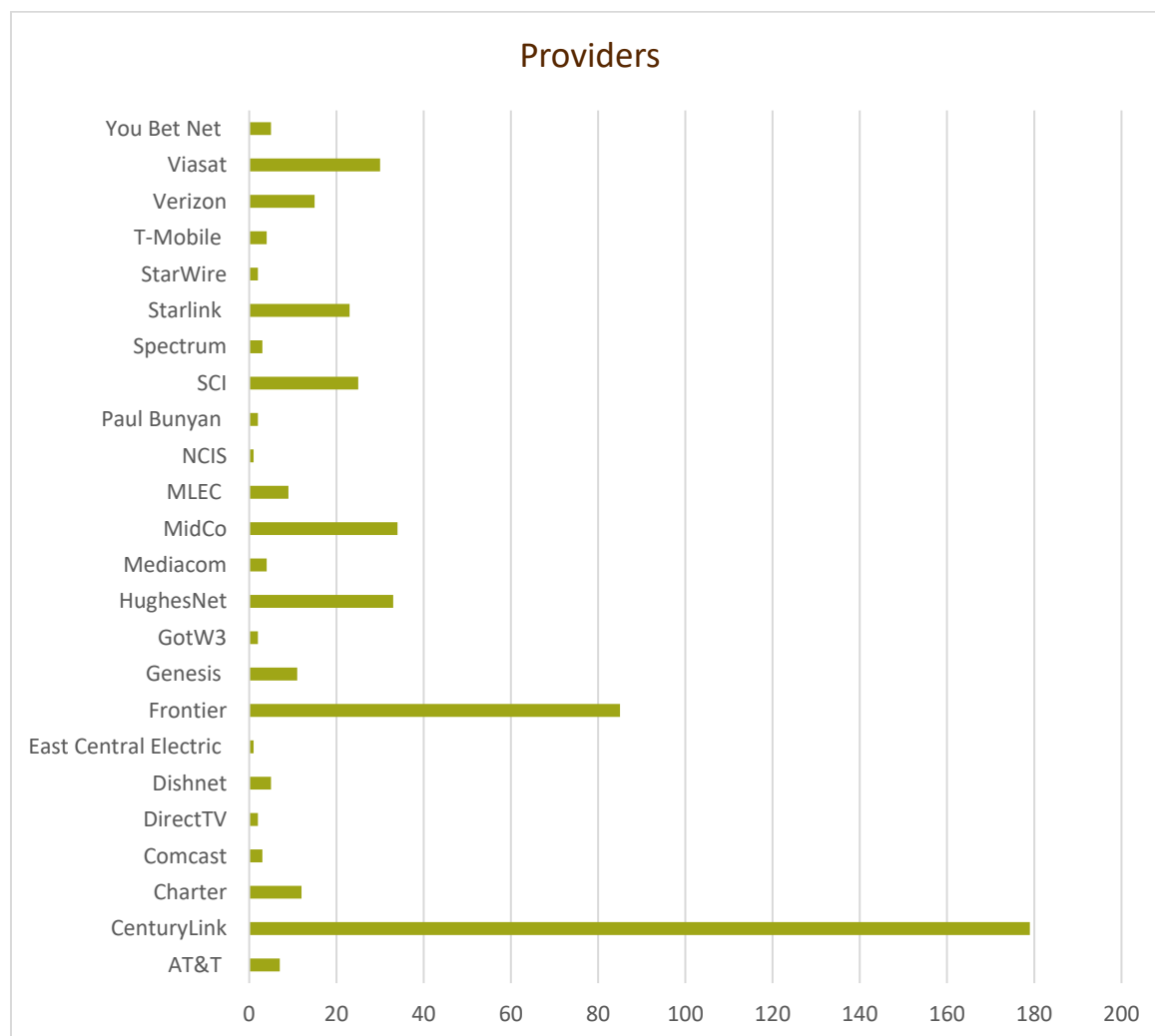


throttled to less than 3 after that. We use so much data that adding data wouldn't help the situation. Providers have run fiber by the end of our driveway, only to never hook it up. We are waiting for high-speed internet and can't get it.

- We have been sheltering our grandchildren and our adult children during the pandemic. Because our internet is so slow we had to have a second DSL put in 14 months ago...
- DSL service from Frontier Communications is 1 Mbps and slows down significantly during periods of heavy use by other subscribers in the area. Relying on additional ATT cellular based internet at 5 Mbps with limited data to cover

Comments about Providers

Looking at the volume of comments that mention a specific provider (or multiple providers), we get a glimpse of which providers are most active in the area.



[Ben Winchester's report](#) documenting the close-ended questions from this survey provides a quantitative look at how people felt about their providers:

Table 16: Affordability Satisfaction by Provider¹

Provider	Count	Percent Dissatisfied	Percent Satisfied
CenturyLink	774	40%	38%
Charter Spectrum	39	56%	28%
Frontier	204	61%	21%
Genesis Wireless	40	55%	33%
Midco	126	35%	46%
Mille Lacs Energy	33	39%	45%
SCI	91	37%	49%
Cellular/mobile phone data plan	51	35%	53%
Satellite (HughesNet, Viasat)	152	78%	10%
Satellite (Starlink)	20	25%	60%
Other	29	48%	38%

Table 17: Speed Satisfaction by Provider

Provider	Count	Percent Dissatisfied	Percent Satisfied
CenturyLink	774	22%	68%
Charter Spectrum	39	15%	31%
Frontier	204	18%	79%
Genesis Wireless	40	13%	65%
Midco	126	19%	26%
Mille Lacs Energy	33	15%	45%
SCI	91	12%	24%
Cellular/mobile phone data plan	51	14%	64%
Satellite (HughesNet, Viasat)	152	10%	83%
Satellite (Starlink)	20	10%	10%
Other	29	16%	62%

¹ These tables show the percent of respondents indicating they are Dissatisfied (Extremely or Somewhat) and Satisfied (Extremely or Somewhat) for the providers having 20 responses or more. Note, open-ended responses were cleaned to identify the appropriate provider. For example, many listed AT&T yet did not select "Cellular/Mobile Phone Data Plan". For reference, "Satellite (Hughes, Viasat)" also includes DISH Network and Excede.



Table 18: Reliability Satisfaction by Provider

Provider	Count	Percent Dissatisfied	Percent Satisfied
CenturyLink	774	22%	9%
Charter Spectrum	39	54%	15%
Frontier	204	13%	5%
Genesis Wireless	40	20%	15%
Midco	126	58%	13%
Mille Lacs Energy	33	42%	9%
SCI	91	63%	9%
Cellular/mobile phone data plan	51	29%	7%
Satellite (HughesNet, Viasat)	152	11%	5%
Satellite (Starlink)	20	75%	10%
Other	29	30%	6%

Table 19: Satisfaction by Community

Provider	Affordability % Satisfied	Speed % Satisfied	Reliability % Satisfied
Aitkin County	43%	28%	35%
Kanabec County	44%	30%	35%
Pine County	40%	32%	39%
Mille Lacs Tribal Economy	44%	33%	41%
Mille Lacs Band Members	35%	35%	37%

Respondent comments provide context and dig deeper into residents' experiences. They help paint a picture that supports the narrative of the numbers. Here are very high-level summaries of respondent comments about providers in the region:

- AT&T – 7 remarks: Often used as a backup or additive service.
- CenturyLink – 179 remarks: There were roughly 15 happy customers, more than 120 unhappy, with others having neutral or mixed opinions.
- Charter – 12 remarks: People are generally satisfied with Charter, but mention cost as an issue.
- Dishnet – 5 remarks: Used when there's no other option or in tandem with something else.
- Frontier – 85 remarks: There were two happy customers, seven had neutral or mixed opinions, the rest had very negative comments.
- Genesis – 11 remarks: Used when there's no other option or in tandem with something else.
- HughesNet – 33 remarks: Used when there's no other option or in tandem with something else. Folks remark at cost and data caps.
- Mediacom – 4 remarks: Too few (and contradictory) comments to really generalize.
- MidCo – 34 comments: A handful of respondents had issues with MidCo, many were happy (or jealous) of the service, several mentioned cost as an issue



- MLEC – 9 remarks: Respondents who use MLEC fiber are happy; those using satellite are not.
- SCI – 21 remarks: People are generally happy (or jealous) of SCI; several have plans to switch to SCI when they can.
- Spectrum – 3 remarks: Too few comments to say much, but generally unhappy.
- Starlink – 23 remarks: Many are hopeful about Starlink beta; there are concerns about using it for VPN
- Verizon – 15 remarks: Often hotspots are used as an additive connection. Speeds are good but reliability and cost were mentioned.
- Viasat – 30 remarks: Used when there's no other option or in tandem with something else. Folks seem generally unhappy.
- You Bet Net – 5 remarks: You Bet Net was a re-selling of CenturyLink; people seemed happier with You Bet Net but it's no longer available.

Respondents had strong feelings about CenturyLink and Frontier, two prominent providers in the area. Here are some sample comments that give a sense of survey respondents' customer experience:

- We currently have Frontier DSL and it is straight from the 7th circle of hell. Outrageous pricing, empty promises for internet speed that SUCKS. If we have more than one device running, we have to use our mobile hotspots. Distance learning with COVID was awful. Streaming is AWFUL. I also work from a home office and often have to rely on my hotspot.
- Got [an internet connection] 1 week ago, but thru Centurylink Business. Love it, however I've been on a waiting list with residential Centurylink for years and they still haven't contacted me. My experience with Centurylink to this point has been horrific, in multiple residences. Worst run company in America.
- If I had other options, I would look for them but Frontier is the only option. For people who wish we lived in a world with no internet, they would love it in this area because it is almost non-existent

The responses demonstrate the subjective nature of respondent expectations and assessment of their experience with their service and/or their provider.

- "We are delighted to have any internet access at all. However, we are not impressed with our service. We live at the end of the 'line' that our service is on (when installing the technician had said that there was supposed to be another repeater in at the intersection. If this repeater was put in as designed our service would be excellent.) Likely as much as our neighbors who receive 100 Mbps. However, in what I am can only assume was efforts on Century Links attempt to save money the repeater was not put in and we receive very slow internet service. With multiple phone calls that lead nowhere we felt very discouraged. During distance learning our speed was not fast enough for both of my children to use the internet at the same time also limiting the opportunity to work from home. We had to purchase additional service through our cell phone service to provide a hotspot to make this possible and for the kids to make their deadlines. How is it that we pay the exact for our internet as our neighbors who receive 100mbps and we are stuck paying for 2 internet services to get by when we are 300 feet from another.



- We had only Satellite internet through WildBlue for 18 years, which was not always reliable. Centurylink ran a wire down our road in 2019, we switched to their service, and now have faster, more reliable service. Still have it disappear sometimes.
- Charter is fine. We have experienced some slow down and drops since the pandemic. It is better than anything else we can get.
- We have Genesis Wireless that we get for free as they use one of our silos as a connection site.
- Had Hughes Net (satellite on roof of house) but hated it. Switched to Century Link and am more satisfied, but it can be very slow at times.

A lot of the frustration and low expectations comes from lack of competition. Folks mentioned competition and other issues specifically:

- 27 – respondents mentioned lack of competition of providers to choose from in their area
- 10 – respondents mentioned no access
- 39 – respondents mentioned being just outside of access territory
- 28 – respondents mentioned inadequate upload speed

Here is a sample of illustrative comments:

- Tired of overpaying for under performing service. Had better internet a decade ago in the Twin Cities for half the price I pay. Cannot get reasonable broadband at our church/my workplace which are not within city limits. We're effectively in the digital stone age in Aitkin County.
- I have midco. I'm in the town of Mora. I pay very high for these services because I work at home. Outside of town I paid more for it wish is why I moved into town.
- I only have access to satellite internet. In order to work from home which we all know was necessary last March, I ended up buying a camper to park at my parents' house because the satellite internet was not good enough to do my job. I am stuck in a contract too. I will say I have seen recent activity that indicates we will get something in the future, but it should have been done long ago.
- We have to have satellite internet at our house, yet less than a mile away our neighbors have the option of high-speed internet through Mille Lacs Electric.
- We are unable to get high speed internet, even if we pay for it, because the phone lines it comes through were put in probably 50 or more years ago. Also, when it rains, our internet goes out because, I'm guessing, the lines are compromised due to age. I could not get the speed test to work. That site pretty much locks up my computer.
- I am very fortunate to have Midco high speed Internet at my home on Pokegama Lake near Pine City. My current speed level is 39mbps download and 10mbps upload. I am very satisfied with Midco's reliability and outstanding customer service.
- I work from home and need 25 downloads and 10 upload speed. satellite internet is not an option for what I need. The closest frontier box is two miles from my house so my max speed is 12 upload and 1 download and that is the best they can do. I need better broadband.
- I'm a teacher and my internet does not allow me to record videos or host google meets without glitches or the video cuts out. We also have 6 people and if we have more than a few of us on Wifi, it doesn't work well.



These comments offer a glimpse at what a difference a mile (or less) can make in terms of being able to work and study at home and how the presence of specific providers can enable or inhibit community growth.

What is broadband quality's impact on family and community?

Many respondents commented on the impact broadband has on their life. As the numbers below indicate, broadband impacts almost everything:

- Business/Work/Economic Development – 95 remarks
- Civic/Home – 28 remarks
- Education – 85 remarks
- Healthcare – 8 remarks

The stories respondents share are compelling. They are stories worth sharing because they bring the impact of broadband – or the lack of it – to life:

Broadband's Impact on Business/Work/Economic Development

- I am a teacher. During all of distance learning, when all of my colleagues were able to work from the safety of their homes, I had to go in to school every day because I could not teach my students due to the unreliability of my satellite internet. I have to stay at work late to get any of my work done because I am unable to complete work later in the evening from my house simply because my satellite internet is unable to handle the type of work I need to do for my lesson planning.
- I am currently working as a photographer, primarily dog and horse shows. When I finish shooting an event, I need to download the images from an SD or CF card. There have been numerous times when I had to drive the 15+ miles into town, sit in the parking lot of the library, and use their free internet to download the images, then again to upload the images to a website or to send them to a client. I also rely on a cellular service extender to use my cell phone from home - it works off wi-fi as well - when the wi-fi works...

Broadband's Impact on Civic/Home

- I am a doctor and have thought about moving out of the area secondary to lack of reliable internet, it makes it nearly impossible to work at home. Internet in greater Minnesota should be as fast and reliable as for those who live in the metro areas.
- I can't recommend someone moving here if they need reliable and speedy internet to earn a living. Between the poor speed, interrupted service and how the VPN kicks in and out for work it gets extremely frustrating and you can't be present for how we connect for business now and efficiency is hampered.

Broadband's Impact on Education

- Family of 5. Husband and I are both returning college students and my husband works full time and needs computer access for work email purposes. We have children who need computer access at home from time to time. Our internet service constantly cuts out and sometimes



interferes with tests and connecting to our schools' website. Prior to moving to Kanabec County, we have lived in many places around the country. This area is by far the worst connection area we've ever had. We would be highly interested in access to better internet services.

- My 2 kids are being home schooled and when the internet service goes down they get a absent from school for no being in class. we have to call the school and let them know our internet is down so they can be excused.

Broadband's Impact on Healthcare

- We live in southern Aitkin County. We cannot get dish supported tv due to forestation. Our access to tv and our ability to work from home rely on our internet access. We can only use one device at a time in our home due to slow internet service. Our internet service goes out on average about 2 evenings per week. We certainly couldn't rely on our internet service to support medical devices.

How to Use This Information

This report is illustrative only, not comprehensive, but it tells a story and there are many uses for a story.

Community leaders and policymakers deserve to hear from their constituents. Technology is difficult to understand because it's always changing. But what is easy to understand is whether people are helped or hurt by their current broadband access. This report is full of quick, easy to digest sound bites ready to be shared and tagged online with leaders and policymakers. Broadband providers may want to hear these experiences as well. Our hope in compiling these 2,621 survey responses is that this resulting report will help super-charge efforts by community members to advocate for the broadband they need to work and study and live.

Conclusion

There are some conclusions to be drawn from the comments offered by survey respondents living in east central Minnesota with some of the worst broadband access in the state:

- A majority of respondents are frustrated with poor quality service, which includes lack of speed and reliability.
- Many respondents complain they are hurt by lack of competition.
- Respondents' daily lives and activities are impacted by the quality of their broadband connectivity in all aspects, including work, home, school and health.
- Many respondents resort to using multiple providers to meet their broadband needs, where one might be faster or more reliable, but more expensive, and the other cheaper but with poorer service as a backup. This gets expensive.
- Not all respondents lack broadband access; some providers offer services that meet resident needs and expectations, enabling them to live broadband-enabled lives.

But this document isn't about the conclusions as much as it is about the stories – especially since the respondents were self-selecting. Use the taxonomy to find the story that your policymaker or provider needs to hear to help illustrate the need you are seeking to address.



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Note: The rest of the report is a compilation of respondent comments organized by topic (listed below). The number following each topic indicates the number of comments in that section:



Comments Organized by Topic

Types of Access

- Cable – 3 remarks
- Cell/Hotspot – 51 remarks
- Dialup – 7 remarks
- DSL – 52 remarks
- Fiber – 20 remarks
- Satellite – 85 remarks

Providers

- AT&T – 7 remarks
- CenturyLink – 180 remarks
- Charter – 12 remarks
- Comcast – 4 remarks
- DirectTV – 2 remarks
- Dishnet – 5 remarks
- East Central Electric – 1 remark
- Frontier – 87 remarks
- Genesis – 11 remarks
- GotW3 – 2 remarks
- HughesNet – 33 remarks
- Mediacom – 4 remarks
- MidCo – 34 comments
- MLEC – 9 remarks
- NCIS – 1 remark
- Paul Bunyan – 2 remarks
- SCI – 25 remarks
- Spectrum – 3 remarks
- Starlink – 23 remarks
- StarWire – 2 remarks
- T-Mobile – 4 remarks
- Verizon – 15 remarks
- Viasat – 30 remarks
- You Bet Net – 5 remarks

Quality of Service

- Bad – 595 remarks
- Good – 73 remarks

Usage Tip:

Like a library, this document is built to browse or search.

Browse:

Check the Table of contents to find a topic you want to browse, or just start reading.

Search/Find:

Use the inherent search feature of an online Document (or PDF) by clicking on CTRL-F to open a find field; then type in word or partial word to find.

Customer Service

- Bad – 32 remarks
- Good – 7 remarks

Affordability

- Too expensive – 88 remarks
- Would pay more for better – 7 remarks

Community/Tech Issues

- Blandin Foundation role – 2 remarks
- The impact of competition or lack thereof – 27 remarks
- Location (broadband just out of reach) – 39 remarks
- Not Available – 10 remarks
- Upload speed issues– 28 remarks

Impact of Broadband on Use

- Business/Work/Economic Development – 95 remarks
- Civic/Home – 28 remarks
- Education – 85 remarks
- Healthcare – 8 remarks
- Tribal – 3 remarks



Types of Access (Technology)

- Cable – 3 remarks
- Cell/Hotspot – 51 remarks
- Dialup – 7 remarks
- DSL – 52 remarks
- Fiber – 20 remarks
- Satellite – 85 remarks

Type of Access - Cable
<ol style="list-style-type: none"> 1. Even though we pay for cable internet, it seems as though we still have issues on occasion with speed and connection issues. Although not the greatest, it is better than most in this area, so we are satisfied with it. Better options, and more competition, could make our internet service even better. 2. i believe our internet cable was upgraded few years ago so it was upgraded half of what it should be?? some times we have issues when the smart tv is on and im watching a program on my laptop. 3. We are very fortunate to have access to Midco cable internet. It's fast (100Mbps) and we use it constantly (web, home security/monitoring, TV, music, etc). It costs about \$65/month which seems high but compared to other subscriptions it's not too bad. High capacity broadband would be an absolute requirement for any future living location.
Type of Access – Cell/Hotspot
<ol style="list-style-type: none"> 1. I had to up my package when my kids home schooling d/t pandemic. My internet expensive baseline and became even more expensive. I'm a single mom paying all the bills. 2. I work full time in Mora. On my drive into Mora there are deadspots where I get no internet or cell service. If I needed help like snow days chance of going in the ditch. I can't contact anyone. 2. 10MB DSL through CenturyLink. Occasional outages that last hours, sometimes over a day. SCI Broadband says they will be installing in our home in the next couple of weeks, but no date scheduled. Work from home, internet required, have Verizon hotspot in case of outage. 3. All I can get is satellite. I often have to use my Hotspot instead. Even though my TV is connected to my home internet I can't stream anything, it is too slow, & it kicks to s record for later use option. 4. As I noted, I supported a Fortune 100 company as a senior IT employee for 3 years from my current address. It was very slow and unreliable, so I also had five cellular internet devices with unlimited data - very expensive. I would love broadband and am a big advocate for it. 5. At our current address 5 miles north of Aitkin. The only option we have for internet is Viasat through MLEC. Yes it works but is not reliable in wind, rain, or snow. One person at a time in our house can be on a live meeting. And that is just video, for audio you must call in with your cell phone. Streaming live TV through netflix or amazon works but you must be patient for loading. Live TV through YouTube does not load. We also had to install 3 Wi Fi Boosters in our house to get the coverage we need. The cost of the having the fastest service is \$150.00 and since we can stream with that we also have additional cost of Dish. Our monthly cost of internet and TV is \$250.00. CRAZY!! 6. At peak hours my reliability fails. On weekends my reliability fails. On a scale of 1 to 5 (one being low and 5 high) my speed is usually "weak". I had a hotspot, once my plan expired the prices jumped dramatically. So I turned to a cellular provider.



7. Better than nothing, but looking for a more robust solution. Cell service is also terrible at this location, so we rely on internet calling where possible.
8. I am changing over to the new T-Mobile service that promises almost twice the speed."
9. For basic internet use, our satellite internet is sufficient for home use and our small business. But when we needed to start doing more zoom calls and our kids were distance learning, it showed how slow it is and unreliable due to weather and wind. We would use our cellular service for backup, but that isn't always reliable either, in rural Ogilvie. And we are near hwy 23 that has dsl installed. We also cannot stream any video on our tv through satellite internet without a lot of buffering. Please help rural MN get broadband choices.
10. Had broadband in the past it did not work for us. We have wireless internet & even that doesn't work out for us @ times. With a family of my size & everyone needing access most often using hotspot on phones.
11. Has gotten better since fiber line was installed up to the end of our county road. We are with in 1/2 mile of the fiber line so our internet is way better now. Before this year though it was terrible though. Speeds less than 10mbps. Could not run more than one thing on it at a time. Switched to mobile hot spot and that was a bit better. But runs slow after about 2 days of usage.
12. Have to use jet packs from cell phone provider. It's okay but would like stronger signal & faster speed as I work from home.
13. I have a Dish Network satellite dish on my roof. It is not very fast but I use my I-phone service more than my home service. The Dish Internet Service is quite spendy.
14. "I have a family of 6 trying to function on 100kbps. Yes kbps not mbps. Not functioning without the use of expensive cellular hotspot
15. I have Exede/Viasat satellite internet which, most days, is not much better than the old dial-up. I have called Viasat tech support and they have determined that I am not getting the speed for which I am paying, but nothing gets done. I have scheduled app'ts for tech service but no one shows. I have AT&T back-up internet via hotspot which is much faster than what I was promised with Viasat, but I cannot use the hotspot full time due to expense and being capped with usage, even though it's called "unlimited". When a certain amount has been used, AT&T slows to a speed that is nearly unusable.
16. "I have used many different internet technologies since 2001 (dial-up,directway satellite, genesis wireless cellular router) and most currently CenturyLink DSL. Even though dsl doesn't have the speed that cellular has; CenturyLink doesn't have the data limits that cellular has. The best I can achieve for speeds (rural area) is 12 Mbps down and not quite 1 Mbps up.
17. I think the best we ever get when I perform Speedtests is about 13 mps. When it's working well it's ok. We can stream two or three devices and generally have acceptable speed. But too often it's not working great. They say we don't share dsl with other houses but it seems like there are definitely peak times where the speed is diminished. We also have 4g LTE through Verizon on our phones and it's fairly often we don't use our dsl provider when downloading a big file or updating something because it's just so much faster to do through Verizon.
18. I use Century Link since I have had a hard tel line for many years and was familiar with them. They provide an adequate service through DSL. I had tried satellite, and cellular and the speed was not any better and the cost was much higher. Would like to see more reliability, but am happy to have this service since there is no reasonable alternative.
19. In general in this rural area, we have very slow internet. With a husband who works from home and three children needing their divices and Mac Books for school, it is impossible for our internet to keep up with our needs. Often our phones will all be on cellular data and we



utilize hotspots when it important not lose connection with the internet, such as work meeting or online class. We often will get kicked off and have to restart our internet. We have tried upgrading modems, and moving our modem to a more optimal spot for coverage of our entire home, but as speed test shows, we are barely getting 10 Mbps.

20. In the area where we live, the only option we have is to use a mobile hotspot which is often slow and unreliable. We have no access to cable; satellite is unreliable because of our heavily wooded area, and we live in a low-level area where radio signal will not work either.
21. Internet connections can be slow and our cell phones are connected also when there are more people with phones connected the connection is bad.
22. Internet is ok until you use 15 GB. Then it slows way done. Computers load very slow, sometimes programs crash. Can't stream anything unless I use my cell phone internet. If I try to use the Wi-Fi for movies it is always buffering and it's not worth wasting our time. Tried to use zoom for meeting with family and there is such a lag in them hearing us talk, I reverted to using my cell phone internet to use zoom.
23. It goes down alot with it using cellular and hard with 3 kids doing distance
24. It is horrible. I often have to use my Hotspot to get through my online meetings at home.
25. It's awful!!! I work from my phone because the internet is sooooo slowwwwwwww. Even if I only have one device on the internet at a time. It's awful.
26. It's awful. I try to work from my phone or laptop and the internet service is awful. Takes longer than necessary to complete things because of the slow connection. It's not fair we don't have the access to high speed internet
27. Landline was too noisy and too slow, so switched to HughsNet but the pricing was unreasonable and restricted on speed. Abandoned satellite and went for cellphone hotspot as it was already included in the mobile plan; same poor performance but a whole hell of a lot cheaper! When StarLink was made available, we got it, where speeds are between 14Mbps and 40Mbps so the speed is OK, but not the greatest, but compared to HughsNet, very affordable.
28. My husband uses his cellphone for most of his internet info, whereas I use the lap-top for looking up info. Outside of not being very tech savvy, the satellite service has been adequate for us.
29. My internet is so slow, we usually just use our mobile hotspot
30. My wife and I work from home and 4 kids go online for school. Current DSL service is extremely frustrated due to slow speed and forces the family to compromise our connections and jeopardizes or needs. It devastating for our business needs and personal use. Our hotspot option on our mobile service is often faster than DSL service. There is currently no other service offering in our area so options are very limited.
31. Not too long ago we were on dial-up, around 2013 we went to cellular hotspot, around 2015 we were able to get DSL at about 4 to 6 mbps. Around 2017 we received DSL at 40mbps, and late 2018 we received fiber optic from Mille Lacs Energy.
32. Upon purchasing the property we utilized our cell phones for ""hot spots"", however about two years back we obtained internet access from Frontier - who as we discoverd was the only provider that supported our side of the lake."
33. Purchased my home 10 years ago and had I known at the time I would not have high speed available, I probably wouldn't have purchased it. Used cellular hotspot the first year, then purchased Genesis through a radio signal from a neighboring silo down the road. Never achieved the speeds promised and at the time with a house full of kids, it was very frustrating. About 3 years ago CenturyLink brought high speed by our house and offered us 10 Mbps.



Though this was a huge upgrade, we rarely got the promised speeds and still had frustrating times. Seems like every month CenturyLink sends me mailings and emails purporting to offer us upto 100 Mbps. Twice in past 2 years I've attempted to upgrade the service, but when the CenturyLink technicians arrive, they are unable to get anything better than 12-15 Mbps. They just end up cancelling the orders with corporate and leave. Currently, I'm on a 20 Mbps plan, however have never seen those speeds. Ironically, last summer we had new neighbors build a new home less than 1000 feet south, on the same road with the newer CenturyLink service, and CenturyLink wants several thousands of dollars to bring it to their home, which is only a couple hundred feet from the road. Due to expense they've chosen to try Genesis. I feel bad for this young family, who will need much better service in just a couple years.

34. The internet we have is very spotty and very slow when it works. We have shopped around and apparently have the best there is to offer even though it's not. We end up having to use our cellphone internet because that is faster sadly!
35. The only option I have at home is century link and broadband is not an option. I have slow internet and only 1-2 devices can connect at a time or the devices crash. We can't stream movies and takes the kids a long time to download school work or submit items as well as poor reception for zoom calls. There is satellite internet options but expensive and has limits. I run a small business from my home and have to use my cell phone internet as a hotspot to do work. Creates a problem when I run low on high speed data.
36. They never put the wire in the ground years ago when the service was installed-and despite requesting it be done several times it is still hanging between old wire fence posts or on the ground. Snowload, trees, animals, water in the ditch all affect the reliability. It goes up and down all day long. Having been working from home and 2 kids on remote learning we have had to share the WiFi and go between sharing that and switching to a cellular hotspot using our cell phone data.
37. Until January, 2021 the only internet available to us was satellite and cell phone/mobile hotspots. Even prior to the pandemic, we had the mobile hotspots to provide internet for me to work from home 3 days a week and then used the satellite for all other internet options. We paid close to \$200/month for service that didn't work when it rained, was too slow to stream videos and often "ran out" prior to the end of the month if we utilized our data allocation. When all four of us were working and schooling from home and had to buy more hotspots to account for the additional traffic. Starlink has been great (except for the high upfront cost (\$500) and we pay about \$100/month. This is the same cost as when we had satellite, but the service is much better.
38. Very slow and unreliable. I rely on my iPhone as we have a close cell phone tower.
39. We are left out of all fiber optic internet expansion plans because we have Aitkin address but located in Crow Wing county. We have miller electric service but no fiber optic up here. I often have to use my phone hotspot to do work for my professional corporate job because I work from home remotely and the internet does not have enough download speed to do some of my work.
40. We are unable to get broadband in our rural area. The residents in our township use cellular data or satellite service, both of which limit usage and slow down or stop depending on use. NO streaming or HD service is available. Working from home or zoom for school is very difficult and expensive. The expense of satellite service is out of reach for some of our residents. Because we live in a rural area we are forced to spend huge amounts of money to get services even though they are nowhere near as good as residents in more populated



areas. Internet is no longer a luxury but is needed and we cannot even get it in our area. HELP!!

41. "We had a hotspot before this and it was a pretty bad experience. I ended up building my own antenna tower to boost signal and it only got a bit better. Data caps were the worst. Starwire is awesome but we are lucky and can see the tower. Our neighbors can't and have to do other bad options. Our one neighbor has to go to their cabin by Ely so their kid can do schoolwork reliably. How absurd is that?"
42. "We have attempted to complete distance learning with our two children via our mobile hotspots. We attempted to get a internet provider (century link) but when they arrived they said it would be less than dial up. They stated that they have a higher speed internet but it is 1/4 of a mile away from our home so we can not have access to it. Hotspot / cell phone internet is limited as well even with new phones and the tower being only a mile away. As I sit at home typing this message I have one bar of service on my phone. "
43. we have hard wire service through our cable company.
44. "We have not option for hard-wired broadband in our home. We have multiple young children with technology needs for schooling. We have some work from home opportunities. We have tried various hotspots through the years with poor success. We currently have starlink which is +10x better than any hotspport we have had in the past."
45. We have the highest speed available where we live and are usually at less than 1 Mbps making it almost useless at times. We normally have to turn WiFi off and use cellular data.
46. We switched from satellite internet (WildBlue/Excede) about a year ago after having it for years... my cell phone used as a hotspot was faster. Contacted CenturyLink - they had fiber dug in a couple years ago but stopped about 1-2 miles from our home (and a half mile further from our business). We have internet thru Century Link via copper lines and the speed is slower than expected, but is better than the satellite was. I really, really hope for faster service someday! Our business is using cellular hotspot, which is slow and limiting.
47. We used to have frontier. We went days without phone or internet. Customer service was terrible. When my children went to distance learning I had to buy a hot spot for my phone so we could keep up. When our house was built we needed internet due to the kids being home. There was such a horrible lag. We would get kicked off. And sometimes we couldn't up load the kids homework. Every week it was a struggle with something. I've called our provider numerous times. I even went up on our package hoping for faster service. I now pay more money for the same speed.
48. We waited years to get internet as we were too far from Frontier service area Century Link hadn't come down or road yet. We used hotspots for years for when I would work at home plus I kept dial up for many years as a back up for when I needed to work from home. It was frustrating that many other people in Aitkin County had internet and we didn't.
49. We want more bandwidth! Tried satellite - no good. Tried dial up - no good. Had 4G hotspot - was O.K.
50. We've lived here for 1.5 years. We originally had WiFi thru a company called OTR Mobile for a year which was pretty spotty but better than satellite internet and much cheaper. We switched to TMobile home WiFi because we needed to rely on our internet for our jobs and we couldn't do that with our previous provider. We have been mostly satisfied with TMobile; we are able to stream tv shows and movies which we were not always able to do with our old company. For the most part our current internet works fine, but it is no where near as fast or reliable as true broadband internet that you'd find in the city.



51. When we first moved here the only option was a hotspot or an extra cell phone line with a max of 30gbs per month. A few years ago we were able to get unlimited internet through the phone line. Currently we have centuryLink and the service is awful and slow. Disconnects all the time. Terrible customer service. But it's our only option right now besides satellite.
Type of Access – Dialup
<ol style="list-style-type: none"> 1. We waited years to get internet as we were too far from Frontier service area Century Link hadn't come down our road yet. We used hotspots for years for when I would work at home plus I kept dial up for many years as a back up for when I needed to work from home. It was frustrating that many other people in Aitkin County had internet and we didn't. 2. Not too long ago we were on dial-up, around 2013 we went to cellular hotspot, around 2015 we were able to get DSL at about 4 to 6 mbps. Around 2017 we received DSL at 40mbps, and late 2018 we received fiber optic from Mille Lacs Energy. 3. Broadband in our rural area would be awesome. We had to go with satellite several years ago when dial-up didn't work very well. 4. I knew the limitations of satellite service, but my only other option was DialUp. This option was chosen to keep photo contact with family in Georgia." 5. I am a retired teacher of 27 years. Because my home does not have Broadband service, I am completely illiterate with cell phones, computers, etc. I can open a computer screen and type; that's about it. I have tried what Frontier calls internet service but I paid an extra 100.00 for dial-up service, plus the monthly cost of 90.00! I am still forced to have a Frontier landline phone; no cell coverage here. This phone always crackles and cuts out. At one point, I called Frontier for repairs 14 times in one week! Finally, I gave up because a representative said the trouble was in the phone line between my home and Denham, MN 15 miles away. I recently invested in HughesNet, which I don't mind, but I don't even know how to use the internet. I have written to my Congressman and Senator about the lack of technology in this area. Representative Rarrick had his assistant send me a map which showed there is no service available in this area. Thanks, I already knew that! What do the school age children in this area do? How have they managed during the pandemic? No one, including our government, cares! As far as they're concerned, no one really lives in 'outback' Minnesota- unless they're not paying their taxes... 6. We want more bandwidth! Tried satellite - no good. Tried dial up - no good. Had 4G hotspot - was O.K. 7. "When we first moved here, we tried to get Frontier, but there were only so many ""high speed"" accounts available. The only other option was cell service internet (Verizon, ATT & T-Mobile are all not reliable at our home.) Eventually, we were able to get internet through Viasat/Exede, and have been grandfathered into an unlimited plan, however, we are paying over \$100/month for minimal upload/download speeds and ""data."" I am at work completing this, and I believe we have Frontier at work."
Type of Access – DSL
<ol style="list-style-type: none"> 1. 10MB DSL through CenturyLink. Occasional outages that last hours, sometimes over a day. SCI Broadband says they will be installing in our home in the next couple of weeks, but no date scheduled. Work from home, internet required, have Verizon hotspot in case of outage. 2. "After 2 years of internet speeds as slow as or slower than AOL dial up in the 1990's Frontier finally discovered we were hooked up wrong at a junction box 2 miles from our home. We now have 5mb/s speed at it's peek, just enough to stream shows on our smart TV without



buffering. Most of the time. During peak demand in the evening, especially in the summer when all the cabin owners are here, it can drop to 1 to 2mb/s.

3. After almost 15 years of working with a DSL 1.5 MBPS connection through Century Link, in the last few weeks I was finally able to upgrade to a fiber 40 MBPS connection. I work from home full time and then last year my husband started working from home and we had 3 kids doing school from home. It was a hodge podge of cell phone hot spots, the slow DSL, and satellite internet for over a year. It was painful and very expensive. We are so much happier with the faster speed but I know that faster speeds will be necessary to continue to thrive into the future. Century Link has horrible customer service and reaching the right person to resolve the problem always takes multiple tries. I will say that any service tech that has had to come to my home has been knowledgeable and friendly.
4. After waiting for several years with substandard satellite internet, CenturyLink finally expanded DSL to our location. We live right on US Hwy 169 so I can't imagine how long it will take before residents who don't get reliable, fast service.
5. "As a web developer who works from home, I've been on a hunt for better internet service since moving up here. Unfortunately, we are on the county line road and only have access to CenturyLink services. All they offer is horrible internet speeds (40 MB download / 2 MB upload) and reliability.
6. Broadband (probably DSL) goes no farther East than Pine County Rd. 15. We live one mile East of that. We would love to subscribe to Centurylink DSL if only they would run a line out to our area we would be happy to pay for it. As it is, we can only get satellite internet through Hughesnet. We pay \$86 a month for 20G per month and it never lasts longer than two weeks, then it throttles down to 2G which is pathetic. We are not heavy users of video and data! Just YouTube and news video. All online video loads very slowly and then halts until the buffer catches up.
7. Frontier is by far the worst of the worst. Customer service is better than the internet strength I get but that is truly not saying much.
8. If I had other options, I would look for them but Frontier is the only option. For people who wish we lived in a world with no internet, they would love it in this area because it is almost non-existent."
9. We have dsl.
10. connection is on a DSL over telephone wire located approximately two blocks from server location. Speed is very slow for those circumstances.
11. DSL at the cabin is a significant step-down compared to what we are used to at home.
12. DSL avail only
13. DSL is the only service available to us
14. DSL service from Frontier Communications is 1 Mbps and slows down significantly during periods of heavy use by other subscribers in the area. Relying on additional ATT cellular based internet at 5 Mbps with limited data to cover slowdowns/interruptions in DSL and for situations where higher speeds are needed.
15. Due to trees on the south of the house we went to DSL, but internet has been slow at 25 so on 4/16/2021 I finally qualified for 40! Been on that list for 1 year! Have tried classes for township, it breaks up or stops. Internet tv breaks up also. I should also state that I may have to have the line from my phone box to my house upgraded to get the 40. Expense of upgrade hit the limit on what we can afford. One on Social Security and one soon to be, so looking for discounts.



16. "during the pandemic WFH became a necessity, having only the option of a DSL internet made it difficult. The ability to work and have students online proved almost impossible.
17. "Frontier dsl very unreliable and slow.
18. Frontier completely drops us. At least twice a day
19. Frontier has been absolutely horrible but we can't get SCI broadband where we live, would love other reliable cable internet service in our area!!
20. Frontier has DSL service in our area, the technician stated that the control box has their high speed in the box, but customer service says it is not available to our area. Unsure why corporate doesn't know what the field is doing. I canceled my Frontier service for three years as it was never available or very slow. Since I signed back up with them in January of this year, I haven't had any loss of service, but there are days that the DSL will not keep up with the television, and if I am using more than two devices, it gets very slow.
21. Frontier internet service is very weak.
22. Frontier is not a good company and when you try to call, you wait for long periods of time only to have the call dropped or no one calls back. Very dissatisfied with Frontier. We need better service. I pay for what is supposed to be the best service that they provide. Not very happy with the service we get in our area. We lose connection all the time and only one device can actually run without losing connection. Very bad. We don't have Broadband service in our area. Would be nice to have options. Frontier is the only service provider in our area. So it would be nice to have other options.
23. Frontier is terrible. It took months to even get hooked up and then they had network cable ran 1/4 mile along the side of the road for two months because nobody came out to bury it. Eventually it got snagged on a tractor going in the field and the network cable was cut. Took them another month to come fix it. We still had to pay internet even though we didn't have internet for a month. The speed is terrible. They claim it should be "up to" 27 mbps. It never is. Our bill goes up \$5 every year no matter what. Customer service says that just how their system works. There is no way around the \$5 increase. They don't make any improvements to justify the increase.
24. Frontier is the only service available to us. Half of the time it isn't working, call Frontier and they give a date about 30 days out to have internet fixed. With distance learning this is unacceptable. Their customer service is horrible, not for the customers needs at all. We have had Frontier for as long as I can remember and it only continues to get worse.
25. Frontier network only allows 1 router per house at this time. For my house I feel as if we need 2 due to 9 of us living in the home. We all use the tablets and gaming consoles and the Dish network and that takes up our internet speed.
26. "Frontier only has one service technician in our entire area.
27. The DSL service is 2 bonded pair and I was told I was given the last one in the area because they are out of ports.
28. 112MB DSL was advertised, but download speeds vary. This is collected using WIFIMan APP from my iphone
 - a. 8/10/2020 .5 Mbps down and 1.4Mbps up
 - b. 10/8/2020 3.3 Mbps down and 10.8Mbps up
 - c. 1/9/2021 37.8 Mbps down and 11.1Mbps up
 - d. 4/1/2021 38.1 Mbps down and 17.1Mbps up
 - e. 4/10/2021 13.1 Mbps down and 17.1Mbps up"
29. I believe that I have DSL service. Whatever it is, it's not fast enough to watch some videos and I certainly could not use any of the streaming services.



30. I have been on a Frontier DSL line on a rural road southeast of Bruno since 2004. Service is very slow, with unpredictable outages. I have been working from home since the start of the pandemic, and have experienced interruptions in WebEx and Teams meetings due to connectivity. Some of my work involves GIS, and I cannot connect to the central database due to slow connection speed. I have work projects that still have not been completed due to this.
31. I have had broadband internet access for over 10 years. I pay 53 dollars per month for high speed/dsl access. I'm able to have kids play on three computers and watch tv on two tvs at peak times and it is fast.
32. I have slow DSL service
33. "I have used many different internet technologies since 2001 (dial-up,directway satellite, genesis wireless cellular router) and most currently CenturyLink DSL. Even though dsl doesn't have the speed that cellular has; CenturyLink doesn't have the data limits that cellular has. The best I can achieve for speeds (rural area) is 12 Mbps down and not quite 1 Mbps up.
34. I think the best we ever get when I perform Speedtests is about 13 mps. When it's working well it's ok. We can stream two or three devices and generally have acceptable speed. But too often it's not working great. They say we don't share dsl with other houses but it seems like there are definitely peak times where the speed is diminished. We also have 4g LTE through Verizon on our phones and it's fairly often we don't use our dsl provider when downloading a big file or updating something because it's just so much faster to do through Verizon.
35. I use Century Link since I have had a hard tel line for many years and was familiar with them. They provide an adequate service through DSL. I had tried satellite, and cellular and the speed was not any better and the cost was much higher. Would like to see more reliability, but am happy to have this service since there is no reasonable alternative.
36. I would like to have broadband service rather than the DSL I currently have and would pay a premium for it
37. I've had dsl and now satellite. While satellite offers faster speeds than dsl, it is weather dependent. Heavy rain or snow knocks out service which is why I marked reliability as somewhat dissatisfied. I also can't rely solely on a cell phone data plan as my cell service is also spotty at times. If fiber to the home was available, I would sign up immediately.
38. My wife and I work from home and 4 kids go online for school. Current DSL service is extremely frustrated due to slow speed and forces the family to compromise our connections and jeopardizes or needs. It devastating for our business needs and personal use. Our hotspot option on our mobile service is often faster than DSL service. There is currently no other service offering in our area so options are very limited.
39. Not too long ago we were on dial-up, around 2013 we went to cellular hotspot, around 2015 we were able to get DSL at about 4 to 6 mbps. Around 2017 we received DSL at 40mbps, and late 2018 we received fiber optic from Mille Lacs Energy.
40. Our internet is very spotty. It will cut in and out every 25 minutes or so. We called to see what we can do about it and there has been nothing that works. We've been actively searching for different providers but there are limited options. The only other options for us are satellite and we don't see that resolving our issue. DSL internet isn't getting the job done in our community.
41. The only choice I have is DSL unless I go with Satellite which has too much lag time and is more expensive. We need more broadband choices.
42. The service is DSL at 40mb. We can run Hulu and one computer/ iPad, but if too many devises are running at the same time speed and quality suffers. It does not work to run Hulu and



- download at the same time. There are two adults in the house so we manage, but if anyone comes to stay, especially if there are kids, the service is not fast enough.
43. We currently have DSL and are only available to have up to 10MBPS max. Often, we fall sort of that which makes online access tricky. I am not able to use my MacBook Pro for zoom meetings because it pulls too much info and the video lags very badly.
44. We currently have Frontier DSL and it is straight from the 7th circle of hell. Outrageous pricing, empty promises for internet speed that SUCKS. If we have more than one device running, we have to use our mobile hotspots. Distance learning with COVID was awful. Streaming is AWFUL. I also work from a home office and often have to rely on my hotspot.
45. We have been sheltering our grandchildren and our adult children during the pandemic. Because our internet is so slow we had to have a second DSL put in 14 months ago. Our family is using internet for work, distance learning and entertainment. The number of devices reported above reflects the connections we need each day. The second line is a little faster, around 9mbps but our first line is painfully slow <6mbps--in order to watch tv we have to shut off wifi to every other device. I own a small business that I run from home. Our internet goes out almost every time there is a thunderstorm so we have started unplugging both modems whenever a storm comes through. Frontier has been honest about the slowness of our first connection. Wish we had better options.
46. We have been using DSL at our new permanent location. We relocated from an area that had hi-speed. There's a noticeable difference. We limp through. It would be great to have a stronger, more reliable service that isn't affected by multiple devices being used at the same time. Thank you.
47. We have both satellite and Lumen internet service available. We changed from DSL when the copper kept getting wet. Lumen upgraded to fiber but wanted to charge installation so we stayed with the less reliable (weather issues) satellite service. I worked for broadband companies my entire career. This is the issue I see...both state and federal dollars have been given to companies to bury fiber increasing the asset value of these companies, but not helping the residents!! None of these companies put the electronics in to "light" the fiber to individual residents unless they are willing to foot the bill. Many individuals in these counties CANNOT pay the charges as their properties are spread out and a distance from the Fiber. So fiber is lit only for businesses ordering Gig bandwidths and willing to pay non-recurring charges! Unless a universal service fund is created to assist areas that are not densely populated the economics does not work out for the providers. Getting government dollars to bury fiber only to make the providers balance sheets look better is like taking money and burying it in your backyard! Literally!
48. We have DSL service fades in and out, we cannot count on it. WiFi is weak and cannot reach areas of our 1800sq ft house.
49. We initially had DSL through Century Link. The line failed and the company had no intent on replacing/repairing. For the last few years we have used satellite internet. The speeds are inconsistent and weather effects quality. Data usage is also expensive compared to amount. Usage has also been high with two distance learning students for extended durations.
50. We moved from a home with 10mbps service to a home that was guaranteed 1.5mbps DSL. So we opted for satellite. At best, we might get 5-10mbps, but only for 10 GB. Our speeds are throttled to less than 3 after that. We use so much data that adding data wouldn't help the situation. Providers have run fiber by the end of our driveway, only to never hook it up. We are waiting for high-speed internet and can't get it.



51. We moved to Aitkin from Red Wing (high speed internet) in 2019 and currently have DSL internet. Miss high speed a great deal!!!
52. Would like something beside a DSL service. DSL is too slow....

Type of Access - Fiber

1. Fiber is needed to be a viable internet community"
2. "Everything changed in October of 2019 when fiber came to our area. Now I can do meetings over Zoom with family. Also great when family comes to visit they can stay connected and even work from here. Now have faster connection than my kids in the cities. Seems like we also need to upgrade everywhere so that we are all have similar capabilities.
3. "Fiber optic internet since 2020 - (100 mbps) absolutely love it.
4. "Have SCI Broad band at our cabin on Lake Minnewawa. Works pretty well. They dug in 400+ ft of fiber optic cable from road to cabin, that was only \$100 to us.
5. I have worked from home for 8 years now. When I first started working remotely, my only internet option was satellite. I would consistently use up all of my data and had to purchase more to work. I could not afford an unlimited plan. If it rained or snowed I could not use it and had to utilize my phone as a hot spot for backup. It was terrible. Then, a couple years ago, CenturyLink fiber was extended to our road in northern Kanabec County. I have been able to advance my career since getting high speed broadband - earn a doctoral degree through an online program, continue to work from him, and start a consulting business - all from my home in rural Kanabec County. It has been life changing.
6. "Isolated rural area about 30 homes in the township if it wasn't for the REA no power would be available. Fiber an impossible dream. Frontier Telephone is a and always has been a disgrace. Thanks to a privately owned cell tower we have one to two bar cell service only one tower to hit. We have internet thru Exceed satellite from Northern Connect. 150 Gig monthly limit can stream movies. My cell phone has faster download speeds than the saelite. Price is outrageous for the speed and data limit.
7. I've had dsl and now satellite. While satellite offers faster speeds than dsl, it is weather dependent. Heavy rain or snow knocks out service which is why I marked reliability as somewhat dissatisfied. I also can't rely solely on a cell phone data plan as my cell service is also spotty at times. If fiber to the home was available, I would sign up immediately.
8. new County Rd 3, five years ago put in fiber optic
9. Not too long ago we were on dial-up, around 2013 we went to cellular hotspot, around 2015 we were able to get DSL at about 4 to 6 mbps. Around 2017 we received DSL at 40mbps, and late 2018 we received fiber optic from Mille Lacs Energy.
10. Only one other option available (fiber optic) which is much more expensive
11. Our speed was 1.5 and we couldn't stream anything. To load pages to a long time and I could rarely stay connected on a zoom call. Just this week I was able to connect to fiber through Century Link and I am not now at 44. Huge difference, but my neighbors are still at the low speed!
12. Up until MLEC brought in fiberoptic into our area, we were paying double our triple the amount for less than half the access. We were unable to work from home or for the kids to distance llearning. We couldn't utilize any streaming service unless from our phones. We needed internet for work/ school but many times would have to travel 9+ miles to sit at a local diner to utilize faster/ reliable internet. We have little to no complaints with our current service. Our neighbors were not as lucky and the fiber optic stopped just shy of their house and they continue to struggle.



13. We are left out of all fiber optic internet expansion plans because we have Aitkin address but located in Crow Wing county. We have mill lava electric service but no fiber optic up here. I often have to use my phone hotspot to do work for my professional corporate job because I work from home remotely and the internet does not have enough download speed to do some of my work.
14. We have both satellite and Lumen internet service available. We changed from DSL when the copper kept getting wet. Lumen upgraded to fiber but wanted to charge installation so we stayed with the less reliable (weather issues) satellite service. I worked for broadband companies my entire career. This is the issue I see...both state and federal dollars have been given to companies to bury fiber increasing the asset value of these companies, but not helping the residents!! None of these companies put the electronics in to "light" the fiber to individual residents unless they are willing to foot the bill. Many individuals in these counties CANNOT pay the charges as their properties are spread out and a distance from the Fiber. So fiber is lit only for businesses ordering Gig bandwidths and willing to pay non-recurring charges! Unless a universal service fund is created to assist areas that are not densely populated the economics does not work out for the providers. Getting government dollars to bury fiber only to make the providers balance sheets look better is like taking money and burying it in your backyard! Literally!
15. We live in rural Palisade, and our internet is provided through our landlord (Long Lake Conservation Center). They installed fiber internet with assistance from the Blandin Broadband Community Grant. The cost of the internet is included in our rent.
16. We recently just got fiber optic. My family was so excited, however, our max speed available is 15 Mbps. This isn't enough for a family of 4.
17. "We struggle to get internet, our computer sits and spins. Sometimes worse than others. I've complained to CenturyLink and then say it's the fastest that they have. Fiber was installed in my front yard 2 years ago but CenturyLink says it's not available for my area."
18. We were told a few years ago the speed we have is the highest we will ever get. Our driveway is too long to run fiber in place of the phone lines, is what CenturyLink told us.
19. We will have High speed fiber installed this spring up to 1 gig
20. Would love fiber optic

Type of Access - Satellite

1. Absolutely ridiculous access and speed. TV's are constantly buffering. My granddaughter can't access her schooling effectively when she comes to visit. My son and daughter are currently here taking care of us due to some health issues and my son can't effectively work. Internet drop outs interrupt work and meetings. We are thinking of spending 3 times as much to get satellite but we don't see good reviews of that either. If we were 5 miles north in Itasca county we could get 100mbps access. Please help!
2. It's the worst internet I've encountered anywhere and we really have no other options. Satellite internet isn't really an option because of data limits, our neighbors tried it and dropped it.
3. After many trials and tests of satellite and other local providers, we were finally able to get Starlink. It is pretty hit or miss on reliability. There are many times during the day it just doesn't work. This is a huge improvement over past providers. We were never over 5 mbps in the past. This is still, however, not a good option for school or work.



4. After waiting for several years with substandard satellite internet, CenturyLink finally expanded DSL to our location. We live right on US Hwy 169 so I can't imagine how long it will take before residents who don't get reliable, fast service.
5. All I can get is satellite. I often have to use my Hotspot instead. Even though my TV is connected to my home internet I can't stream anything, it is too slow, & it kicks to a record for later use option.
6. I've also been looking into StarLink internet as an alternative but haven't purchased any equipment yet."
7. At our current address 5 miles north of Aitkin. The only option we have for internet is Viasat through MLEC. Yes it works but is not reliable in wind, rain, or snow. One person at a time in our house can be on a live meeting. And that is just video, for audio you must call in with your cell phone. Streaming live TV through netflix or amazon works but you must be patient for loading. Live TV through YouTube does not load. We also had to install 3 Wi Fi Boosters in our house to get the coverage we need. The cost of the having the fastest service is \$150.00 and since we can stream with that we also have additional cost of Dish. Our monthly cost of internet and TV is \$250.00. CRAZY!!
8. Broadband (probably DSL) goes no farther East than Pine County Rd. 15. We live one mile East of that. We would love to subscribe to Centurylink DSL if only they would run a line out to our area we would be happy to pay for it. As it is, we can only get satellite internet through Hughesnet. We pay \$86 a month for 20G per month and it never lasts longer than two weeks, then it throttles down to 2G which is pathetic. We are not heavy users of video and data! Just YouTube and news video. All online video loads very slowly and then halts until the buffer catches up.
9. Broadband in our rural area would be awesome. We had to go with satellite several years ago when dial-up didn't work very well.
10. cost of running cable from the road to the house was prohibitive. Have tried satellite, now using century link. Would still like faster speeds.
11. Don't have broadband - just satellite. Century Link installed fiber optic down entire road years ago, refused to run new lines to any homes. After 2-3 years of asking, I dropped the land line. Satellite has interruptions and variable speeds due to clouds, weather, and the mother ship passing between the satellite and earth.
12. During the day we have slow response time. We do not view movies from DirectTV because they buffer or stop. When working on desktop computer there are times where there are delays between pages on a website. It is frustrating that we cannot take advantage of the technology that is available.
13. For basic internet use, our satellite internet is sufficient for home use and our small business. But when we needed to start doing more zoom calls and our kids were distance learning, it showed how slow it is and unreliable due to weather and wind. We would use our cellular service for backup, but that isn't always reliable either, in rural Ogilvie. And we are near hwy 23 that has dsl installed. We also cannot stream any video on our tv through satellite internet without a lot of buffering. Please help rural MN get broadband choices.
14. Satellite very slow and expensive, not reliable"
15. Frontier was not strong enough for us to use for much more than email. We switched to mlec satellite which is unaffordable, offers limits and then slows down, but at least we can use it to work and our kids to distance learn when needed
16. Hughslink expensive and limited use.



17. Was told too bad that is all that they could give us. We have a worker that has to work from home so went with Starlink beta. It works great but not with a VPN. Everyone around us can get it but us and our direct neighbors. We are located on the border of Aitkin and Crow Wing Counties."
18. Had Hughes Net (satellite on roof of house) but hated it. Switched to Century Link and am more satisfied, but it can be very slow at times.
19. "Had Viasat for over 5 years. Hated it. Customer service awful. Went down all the time. Many many calls to CS that was on hold for over 10 min. Had highest usage package and still was not enough. Was told too bad that is all they had. They were my only choice until Starlink beta
20. Have had satellite for almost 15 yrs I think, was a lot better before 2018/2019
21. Horrible satellite service speeds. Download 50.95MBPS and upload 1.35MBPS
22. "I am a teacher. During all of distance learning, when all of my colleagues were able to work from the safety of their homes, I had to go in to school every day because I could not teach my students due to the unreliability of my satellite internet. I have to stay at work late to get any of my work done because I am unable to complete work later in the evening from my house simply because my satellite internet is unable to handle the type of work I need to do for my lesson planning.
23. Then there was a time I called because service was extremely slow and wasn't sure if it was the service or weather. This is what the person who works for the company told me, ""You can get a ladder and spray bottle of warm water and spray the dish."" It was thirty degrees below zero ! I told him no, he said then you will have to wait for the weather to melt the ice of the receiver in the dish."
24. I can ONLY get satellite or a plan thru ATT or MLEC that has a cap on internet usage or the price skyrockets in my price range and even then it's expensive compared to wired internet I've had before. I wish I could get anything else than a plan that allows for 50 GB usage every month for \$70 and I've had headaches with ATT and their internet. I don't feel like satellite is a very reliable plan either. I'd prefer Charter, CenturyLink, Frontier, Savage Communications, etc. over what is available to me now. There are a few of us in my area that have tried to reach out and we don't get any positive feedback.
25. I hate our satellite internet. We had a different provider but they raised the bill satellite was cheaper. But it's horrible service and the price just went up
26. I have a Dish Network satellite dish on my roof. It is not very fast but I use my I-phone service more than my home service. The Dish Internet Service is quite spendy.
27. What is extremely concerning is the number of people moving out of the cities and moving further north, so now we will have even more people trying to work from home and because so many people are tired of Direct TV and Dish they are using their own streaming devices.
28. I have Exede/Viasat satellite internet which, most days, is not much better than the old dial-up. I have called Viasat tech support and they have determined that I am not getting the speed for which I am paying, but nothing gets done. I have scheduled appointments for tech service but no one shows. I have AT&T back-up internet via hotspot which is much faster than what I was promised with Viasat, but I cannot use the hotspot full time due to expense and being capped with usage, even though it's called "unlimited". When a certain amount has been used, AT&T slows to a speed that is nearly unusable.
29. I have worked from home for 8 years now. When I first started working remotely, my only internet option was satellite. I would consistently use up all of my data and had to purchase more to work. I could not afford an unlimited plan. If it rained or snowed I could not use it and had to utilize my phone as a hot spot for backup. It was terrible. Then, a couple years ago,



CenturyLink fiber was extended to our road in northern Kanabec County. I have been able to advance my career since getting high speed broadband - earn a doctoral degree through an online program, continue to work from home, and start a consulting business - all from my home in rural Kanabec County. It has been life changing.

30. I only have access to satellite internet. In order to work from home which we all know was necessary last March, I ended up buying a camper to park at my parents' house because the satellite internet was not good enough to do my job. I am stuck in a contract too. I will say I have seen recent activity that indicates we will get something in the future, but it should have been done long ago.
31. I only have dish internet but wish to have something better for the price I pay!
32. I REFUSE to use Frontier communications and that is the only company in our area so I pay the extra to get satellite and am satisfied unless it storms out then it knocks out our phone and internet services I would love to see another internet-phone company in our area!!!
33. I use Century Link since I have had a hard tel line for many years and was familiar with them. They provide an adequate service through DSL. I had tried satellite, and cellular and the speed was not any better and the cost was much higher. Would like to see more reliability, but am happy to have this service since there is no reasonable alternative.
34. I will not use satellite internet and our CenturyLink speed is at 3mb, the fastest we can get at this time
35. I work from home and am required to have a minimum of 5 MBPS coming in to the house. On a daily basis, I am constantly being slowed down by the internet speed. I could do my job so much better/faster if the internet would provide me with, even 20 or 25 MBPS. I am not allowed to use any provider such as, Hughes Net, because it is by Satellite. I recently tried to call Centurylink, April 23rd, 2021 to see if I could upgrade to 20 MBPS per their advertising, but I can NOT get any more than 10 MBPS. They claim I am running at 8 to 10, but of course, I was NOT working at the time I called. My employer did a speed test a few weeks ago, and I was running at 4.98 MBPS. Centurylink said they could refer me to HughesNet, but that was the only other option. I NEED FASTER INTERNET ASAP OR THEY WILL MAKE ME DRIVE THE 1.5 HOURS EACH WAY, IN TO THE OFFICE EVERYDAY. THAT IS NOT GOING TO HAPPEN!!!!
36. I work from home and been told by CenturyLink for 3 years I would get faster internet. I contacted office of broadband and it has once again delayed. I ended up having to get another internet service just for my job. So now I pay for two services. I can not use satellite due to VoIP. It is still not reliable service but better than CenturyLink. I currently get 1.1 download and .5 upload.
37. I work remotely at home and have been for the last ten years. We live in town only because I can't use any other internet or satellite services in the country. They aren't fast enough for me to work from home or for the rest of our devices at home and they are so expensive. Our dream is to live in the country but we are very limited to where we can live. Not even two miles out of town and within the city limits or just outside of the city limits we can't use Midco. I had CenturyLink before and their speeds were horrible, pricing was very high and the customer service was horrible.
38. I would pay double what I paid for starlink! There are several in my area that have signed up for the Beta test and I know several more that have pre-signed up for when it becomes public later this year. It's been a year since Centurylink buried fiber in front of my house and people still can't get hooked up. Took me 10 minutes to setup my Starlink and even on Beta testing I'm getting downloads of over 100 and uploads into the 20's. I've heard the nay say about latency. It has not been an issue for anyone I know of. Even with the small interruptions for



testing, they are typically not noticeable and significantly better than any cell phone. As far as the price, the equipment and monthly cost is far less than I spend on a cell phone and cell phone plan. Don't waste time and tax payer money on fiber. Invest in Starlink and everyone will have high speed internet a lot quicker and less of taxpayer money.

39. it is hard to run more than a couple devices on this satellite internet provider.
40. I've had dsl and now satellite. While satellite offers faster speeds than dsl, it is weather dependent. Heavy rain or snow knocks out service which is why I marked reliability as somewhat dissatisfied. I also can't rely solely on a cell phone data plan as my cell service is also spotty at times. If fiber to the home was available, I would sign up immediately.
41. I've recently moved to south Pine County. I work part time from my home, entirely over the internet via WebEx, Zoom, and MS Teams. Satellite is the only option I have for internet. My plan provides up to 25mb speed, but that appears to be the max. There is also a 60gb per month, after which they can throttle me down during times of high network load. The service has been satisfactory for conducting my work via Zoom and WebEx, although the latency can be problematic. I cannot stream video on the plan I currently have. I'm happy that I have at least some option, but it is very expensive considering the limitations.
42. Live on one of the busiest roads in the County and satellite is our only option. Had Centurylink DSL but it was just way to slow and unreliable.
43. Living in rural MN on a sizable farm I feel lucky to be able to get land-based internet at all. I can't use most satellite internet due to the lag (latency).
44. Moved here 7+ years ago. Internet was awful but cost \$25/month for unlimited, slow internet. Tried satellite, data used within days and cost was 8 times that of other provider. Was told due to our home we would not have faster internet for a long time. Cost is now \$50/month but slow internet. Have made deposit of \$100 to Starlink with estimate of faster service by end of 2021. Just learned of faster option at additional cost through current provider, but researching validity of information.
45. My husband uses his cellphone for most of his internet info, whereas I use the lap-top for looking up info. Outside of not being very tech savvy, the satellite service has been adequate for us.
46. My internet is satellite and is always very shotty. Especially during bad weather. For the price I pay my service should be so much better.
47. Only had satellite available for the longest time and that I didn't like at all. CenturyLink offer internet service about 2 years ago. But the main box that services our home is 2 miles away and our speed is not the greatest. I'm able to use my VPN for work and stream TV but we do get slow times everyday. Would like to have more reliable speed service so I could get rid of our satellite TV.
48. Only option for internet is satellite. not nearly fast enough while working from our residence.
49. Our internet is very slow and doesn't work numerous times a week. We had satellite internet which was much more expensive and not much better prior to signing up with century link.
50. Our internet is very spotty. It will cut in and out every 25 minutes or so. We called to see what we can do about it and there has been nothing that works. We've been actively searching for different providers but there are limited options. The only other options for us are satellite and we don't see that resolving our issue. DSL internet isn't getting the job done in our community.
51. Satellite internet expensive.
52. Satellite is the only option at our residence. It would cost us \$2,400 to have CenturyLink bring in internet for our house.



53. The internet speed coincidentally "drops" when there is town events or events at the high school. We use satellite internet and it still drops at the same time while the students are using a high amount of devices such as smartphones. Internet speeds slow to almost a crawl during the distance learning period during the Covid-19 stay-at-home order. The only time you can get decent access is during the early morning hours before 9:00 A.M when the students are not in school and the local businesses haven't completely opened.
54. The only choice I have is DSL unless I go with Satellite which has too much lag time and is more expensive. We need more broadband choices.
55. The only option for me is satellite internet. It works at times, but is very unreliable and costs \$80 a month even though it doesn't work properly! I am a teacher and need internet at home.
56. The only option I have at home is century link and broadband is not an option. I have slow internet and only 1-2 devices can connect at a time or the devices crash. We can't stream movies and takes the kids a long time to download school work or submit items as well as poor reception for zoom calls. There is satellite internet options but expensive and has limits. I run a small business from my home and have to use my cell phone internet as a hotspot to do work. Creates a problem when I run low on high speed data.
57. The only option we have. No Cable, DSL, fiber where we live. Price is high for a service with data caps that we burn through in the first two weeks of each month. It's less than 2 mbps and worse with cloud cover.
58. "The only reason I have CenturyLink is because I refuse to have satellite internet.
59. They are one of the only providers in our area. Speed is terrible for what they offer us. The provider promises up to 25 Mbps yet we never break 3 Mbps. Latency is always 700+ milliseconds. There is no accountability for downtime on their end, we always pay full price no matter what. Their customer service communications are terrible.
60. Until January, 2021 the only internet available to us was satellite and cell phone/mobile hotspots. Even prior to the pandemic, we had the mobile hotspots to provide internet for me to work from home 3 days a week and then used the satellite for all other internet options. We paid close to \$200/month for service that didn't work when it rained, was too slow to stream videos and often "ran out" prior to the end of the month if we utilized our data allocation. When all four of us were working and schooling from home and had to buy more hotspots to account for the additional traffic. Starlink has been great (except for the high upfront cost (\$500) and we pay about \$100/month. This is the same cost as when we had satellite, but the service is much better.
61. I knew the limitations of satellite service, but my only other option was DialUp. This option was chosen to keep photo contact with family in Georgia."
62. We are lucky to be on the very fringe of the service area for CenturyLink. A few years prior we had to have satellite that cost us well over \$100 a month and then we had to have satellite tv that was over \$150 per month. When we switched to CenturyLink it cost us \$50 and then we are able to just stream amazon, hulu and netflix. All this combined is now around \$75 per month. With the pandemic since I have reliable wifi I am able to work from home as well. But if I lived just 2 miles either direction this is not available to me.
63. We are only able to get satellite internet at our house it costs us over \$100 dollars per month we have not been able to work from home because of it's speed and our children are unable to connect for distance learning on cloudy/rainy days. It works ok for shopping and social media on our phones most of the time. We would like to stream tv but is not practical with data limits we have unlimited but there is a cap and when we reach that it is too slow to be



useful for anything more than checking email. Increased use during the pandemic has contributed to even lower speeds many days.

64. We are unable to get any service other than satellite. With distance learning, we had to pay over \$90/mo to get HughesNet. Now we are in a 2 yr contract:(
65. We are unable to get broadband in our rural area. The residents in our township use cellular data or satellite service, both of which limit usage and slow down or stop depending on use. NO streaming or HD service is available. Working from home or zoom for school is very difficult and expensive. The expense of satellite service is out of reach for some of our residents. Because we live in a rural area we are forced to spend huge amounts of money to get services even though they are nowhere near as good as residents in more populated areas. Internet is no longer a luxury but is needed and we cannot even get it in our area. HELP!!
66. We can only get satellite internet
67. We do have internet access but during COVID homeschool, we did not have enough to go around. I have 8 children and no more than 2 of them could be on a virtual meeting at a time or I had to not be working, which I was doing remotely at the time. Our speed slows to a crawl everyday about 7pm until sometime during the night. We would love to have the option for an option other than satellite, which is also incredibly expensive!
68. We had Century Link and it was terrible. We moved to a new house that does not have a phone line and we were not willing to pay the high fee to get a phone line installed. We needed a satellite provider.
69. we had previously tried Hughesnet and another satellite provider and they were terrible - use "too much internet" and get cut back to slower than dial up.
70. "We have 2 choices. Satellite or phone line. Neither are high speed. We went with the more reliable one. You are more likely to be inside using the internet when the weather is bad, and that's when the satellite goes out. Speeds were relatively close, so that didn't really factor in the decision making. Reliability is a must. Otherwise working from home is not an option. "
71. We have a satellite service that is quite unreliable as any weather interferes and sometimes just no weather. It slows down at the end of the month because of our usage but I can't afford to upgrade as my cost is already quite high.
72. We have never had solid internet in our home, and have always had the fastest that is available. Prior to CenturyLink, we had satellite and that was slow and unreliable with any bad weather. I have one child attending college full time on line and other children needing to access the internet for school related activities. Due to the demands of the child attending college and her need to be on the internet 8-10 hours a day, we are limited in the other things we can do and can not run a streaming service on the TV at the same time. Slow downs happen a lot, especially in the summer and over holidays when many more people are in the area on vacation. We would love to have fiber internet as I do not think that I could have two children enrolled in online schooling with our current set up.
73. We have no choice but to use a satellite service as well as genesis wireless. The connections are so poor and who we work for has us home officed. The quality of internet is so poor that we were asked to change services. Now I am stuck in a contract for 2 years and the service Viasat is extremely poor
74. "We have no other choices for internet at our home, except for satellite. It is over priced for the data we are allowed and the speed of it.
75. We have to have satellite internet at our house, yet less than a mile away our neighbors have the option of high-speed internet through Mille Lacs Electric.



76. We have tried for 20 years to get land line service. I work from home and we pay 100.00 a month for viasat, which works great for me to connect when I'm home alone during the day. My company had to provide a special way for me to connect to work so I don't have to have a VPN connection and has a computer I can remote to in my office because I can't transmit data over this connection, I also can't join teams sessions over the internet with video or sound. When my kids had to do remote learning, I had to move to use my cellular hotspot or I could not work at all. After 6pm our speed slows down to under 1mbps, our speed promised is 25mbps we rarely get more then 3 or 4. We stream some TV, but it buffers and my family mostly gives up. We use about 200gb a month of data based on our viasat stats. It's extremely frustrating, I had faster internet in 1999 when I lived in Brooklyn Park, I member thought in a million years 20 years later I would be without reliable internet I don't hate viasat, they provided a service no one else could, but it didn't meet the needs of my family... I'm a software developer and if I didn't need it for work or the kids for school it would be fine for the internet or household things. We can't even get a security system on this service and that is probably one of the biggest concerns we have.
77. We initially had DSL through Century Link. The line failed and the company had no intent on replacing/repairing. For the last few years we have used satellite internet. The speeds are inconsistent and weather effects quality. Data usage is also expensive compared to amount. Usage has also been high with two distance learning students for extended durations.
78. We live 6 miles out of Mora and until 2 years ago had to rely on satellite service that was slow and unreliable. Century Link came in and our internet has improved greatly in that time. One downfall is that with the covid situation I wasn't able to work and have my kids do school at the same time.
79. We live in a rural area in NE Aitkin County and satellite internet is our only option. While it is better than no internet, it seems somewhat inconsistent. I have several ZOOM meetings per month and other virtual events that require a good connection
80. We live in a rural area. Centurylink stops 1 mile south of our house, therefore we need satellite internet. Unfortunately, it does not work like it says it does. I have bought 2 routers and have to go between them. Viasat says that their service is working perfectly and it's the routers issues. I firmly disagree. Also unfortunately, I have a job that requires at home internet...please help.
81. We moved from a home with 10mbps service to a home that was guaranteed 1.5mbps DSL. So we opted for satellite. At best, we might get 5-10mbps, but only for 10 GB. Our speeds are throttled to less than 3 after that. We use so much data that adding data wouldn't help the situation. Providers have run fiber by the end of our driveway, only to never hook it up. We are waiting for high-speed internet and can't get it.
82. "We moved here 15 years ago. We live 7 miles out of town. We paid high prices for satilitte hundreds a month. Finally 5 years ago Century link laid cable down on our road. its great and we have a fixed price of \$40 a month for life.
83. We switched from satellite internet (WildBlue/Excede) about a year ago after having it for years... my cell phone used as a hotspot was faster. Contacted CenturyLink - they had fiber dug in a couple years ago but stopped about 1-2 miles from our home (and a half mile further from our business). We have internet thru Century Link via copper lines and the speed is slower than expected, but is better than the satellite was. I really, really hope for faster service someday! Our business is using cellular hotspot, which is slow and limiting.
84. We want more bandwidth! Tried satellite - no good. Tried dial up - no good. Had 4G hotspot - was O.K.



85. When moving into our home, we were told we could choose from CenturyLink or satellite services. Called CL and told them we have their box on our house, can they give us an est. CL said they never served our area. So, we chose satellite with Excede/Viasat. Our service is barely 2-3 mbps and the cost has nearly doubled over 4 years. There are 2 of us using it for online college and even on sunny days we lose signal at least once a day.



Providers

- AT&T – 7 remarks
- CenturyLink – 180 remarks
- Charter – 12 remarks
- Comcast – 4 remarks
- DirectTV – 2 remarks
- Dishnet – 5 remarks
- East Central Electric – 1 remark
- Frontier – 87 remarks
- Genesis – 11 remarks
- GotW3 – 2 remarks
- HughesNet – 33 remarks
- Mediacom – 4 remarks
- MidCo – 34 comments
- MLEC – 9 remarks
- NCIS – 1 remark
- Paul Bunyan – 2 remarks
- SCI – 25 remarks
- Spectrum – 3 remarks
- Starlink – 23 remarks
- StarWire – 2 remarks
- T-Mobile – 4 remarks
- Verizon – 15 remarks
- Viasat – 30 remarks
- You Bet Net – 5 remarks

Provider – AT&T

1. Download speed is acceptable, upload is nearly no existent .58mbps on a normal day. If I want to connect to a video call I must disconnect all devices except the one I am using and it still may not work. I often use my ATT phone to connect but then I have to go outside. Century Link will only allow .75 upload and they stated, "that is all you really need." They are not very helpful and I will switch to Midco as soon as the connection is available.
2. DSL service from Frontier Communications is 1 Mbps and slows down significantly during periods of heavy use by other subscribers in the area. Relying on additional ATT cellular based internet at 5 Mbps with limited data to cover slowdowns/interruptions in DSL and for situations where higher speeds are needed.
3. For the most part Midco works well, decent speed with very few glitches. But for almost \$70 per month they could do better. Better basically with the speed for that price. I stream my tv through AT&T tv, and it work pretty well, lately though there has been plenty of buffering going on. Other than that I don't do much gaming, mostly use it for general web surfing and tv/videos (Netflix, Amazon prime, Hulu, YouTube)
4. I have Exede/Viasat satellite internet which, most days, is not much better than the old dial-up. I have called Viasat tech support and they have determined that I am not getting the speed for which I am paying, but nothing gets done. I have scheduled app'ts for tech service but no one shows. I have AT&T back-up internet via hotspot which is much faster than what I was promised with Viasat, but I cannot use the hotspot full time due to expense and being capped with usage, even though it's called "unlimited". When a certain amount has been used, AT&T slows to a speed that is nearly unusable.
5. The only wired option available to me is Frontier DSL at 3 mbps. Service is inconsistent and seems to drop out during thunder storms, etc. I've looked into satellite providers, but the data limits are too restrictive. I supplement the DSL with my ATT phone hotspot as needed.
6. Use Century Link/AT&T as it was the best option for us. It has been reliable and cost consistent.



7. "we actually have a ATT hotspot and CentryLink. When we were working from home and schooling from home, AT&T was not enough, so we added more. It is not that fast or reliable."
Provider – CenturyLink
<ol style="list-style-type: none"> 1. 10MB DSL through CenturyLink. Occasional outages that last hours, sometimes over a day. SCI Broadband says they will be installing in our home in the next couple of weeks, but no date scheduled. Work from home, internet required, have Verizon hotspot in case of outage. 2. 3 to 3.5 is top speed. Multiple calls to century link fall on deaf ears. They have said it will not get better. We are considering Starlink. 3. After almost 15 years of working with a DSL 1.5 MBPS connection through Century Link, in the last few weeks I was finally able to upgrade to a fiber 40 MBPS connection. I work from home full time and then last year my husband started working from home and we had 3 kids doing school from home. It was a hodge podge of cell phone hot spots, the slow DSL, and satellite internet for over a year. It was painful and very expensive. We are so much happier with the faster speed but I know that faster speeds will be necessary to continue to thrive into the future. Century Link has horrible customer service and reaching the right person to resolve the problem always takes multiple tries. I will say that any service tech that has had to come to my home has been knowledgeable and friendly. 4. After waiting for several years with substandard satellite internet, CenturyLink finally expanded DSL to our location. We live right on US Hwy 169 so I can't imagine how long it will take before residents who don't get reliable, fast service. 5. "As a web developer who works from home, I've been on a hunt for better internet service since moving up here. Unfortunately, we are on the county line road and only have access to CenturyLink services. All they offer is horrible internet speeds (40 MB download / 2 MB upload) and reliability. 6. *As soon as it was available, I signed up with century link, I have been very satisfied with the internet, and the service I have experienced using it. 7. At my current home location in Hinckley, The internet connection through century link is unstable, slow, and the equipment they provide you with is less than sufficient for whole home coverage for a 900Sqft House. The customer service for Centurylink is ridiculous, and it's hard to even speak to a real person when trying to call about coverages, equipment issues, or anything. The speed and equipment is not enough to work from home, and have the kids playing on their respective devices, and having someone watching TV in the other rooms. This is currently the ONLY provider here on this street, and I am extremely dissatisfied with this service. It's horrible. 8. Before we moved into the house, we noticed that the green CenturyLink boxes in the ditch at the end of our road were completely flattened as if someone had ran them over at some point and they were never fixed. This ditch is also full of water. CenturyLink did replace something on one of them at one point but the boxes remain plowed over, completely flattened. We do still receive internet, but they offered up to 40 mbps. We do not get that. Would we get that if the boxes were fixed? No idea, as I am not sure how all of that works. We have lived there for 5 years. 9. Better than nothing, but looking for a more robust solution. Cell service is also terrible at this location, so we rely on internet calling where possible. 10. Centrylink sucks , our internet slows down and stops all the time



11. Century Link cut my speed from 25 Mbps to 15 Mbps against my wishes. The reliability is poor.
12. Century link has service down our road. However we are at the end of the road the furthest away from the century link access point. As such the service is not stable and the speeds drop significantly. We have to pay double for what they call a "double loop" to get speeds of 10/2. It is not stable or fast enough to support video calls (distance learning/work) or vpn/remote desktop connections that are required for our work.
13. Century Link is currently the only internet service available to us. We feel as if it is a little on the expensive end (\$80 a month) for how unreliable it is. We often are without internet for long periods of time, and have to call to have it rebooted. The speeds are also somewhat slow as there are many customers on this since it is the only one available to us.
14. Century Link is the only option we have for internet. They are extremely hard to contact and work with and I feel it is expensive for the low speed we get. We will be switching services as soon as we can.
15. Century link isn't the fastest. Communication and repair needs take a long time to contact a person and it's bad when service is down for days sometimes.
16. "Century link was super slow
17. CenturyLink came in to increase our speed but were limited to what they could get us to.
18. Centurylink constantly goes out. The worst internet service I've ever had. Always on the phone with them which takes hours to deal with them.
19. CenturyLink has been only provider to choose from for years. Their monthly price is wildly inconsistent. We've been seasonal so go on "vacation" mode for 6 months. We need internet access but are trying to eliminate a landline phone. So far, that has not been an option.
20. Centurylink is not dependable especially when kids are distant learning. And 3 kids trying to do their schooling doesn't work with our current internet. We need another choice in my area!
21. "CenturyLink is the worst. Horrible service, no customer service, coverage spotty.
22. Centurylink is unpredictable for speeds and it goes down frequently.
23. CenturyLink promises us 30 Mbps but most of the time it does not live up to that. In this time where my kids have been going between distance learning and being in school plus myself working from home, has put a stress on having reliable internet that can handle 3 or more devices being connected at the same time. We are grateful to have internet access because there are a lot of areas that don't, but it would be greatly appreciated and helpful if we had access to a more reliable and faster internet option. Thank you!
24. CenturyLink service is completely unreliable. Sometimes we get less than 1MBPS download and others we get 30. Service has gone out numerous times in a year.
25. Constant price increase with Century Link but speed & reliability never change!! This day & age, high speed internet should be available to every household at reasonable costs!
26. cost of running cable from the road to the house was prohibitive. Have tried satellite, now using century link. Would still like faster speeds.
27. Don't have broadband - just satellite. Century Link installed fiber optic down entire road years ago, refused to run new lines to any homes. After 2-3 years of asking, I dropped the land line. Satellite has interruptions and variable speeds due to clouds, weather, and the mother ship passing between the satellite and earth.
28. Download speed is acceptable, upload is nearly no existent .58mbps on a normal day. If I want to connect to a video call I must disconnect all devices except the one I am using and it still may not work. I often use my ATT phone to connect but then I have to go outside. Century



- Link will only allow .75 upload and they stated, "that is all you really need." They are not very helpful and I will switch to Midco as soon as the connection is available.
29. During the pandemic I've been working from home and the Centurylink speed is so slow and very unreliable. We are on the phone weekly to get it working and it usually takes an overnight fix to get it back online. We've even prescribed to Geek Squad to run our monthly updates for us because our system is so slow and it can't run the complete cycle, so Geek Squad does it for us. We would switch internet providers if we could.
30. Got it 1 week ago, but thru Centurylink Business. Love it, however I've been on a waiting list with residential Centurylink for years and they still haven't contacted me. My experience with Centurylink to this point has been horrific, in multiple residences. Worst run company in America.
31. Had century link for years then switched to Youbetnet. He used the same lines CenturyLink link used and got us double the speed! He told us centueylink won't turn up the speed. Well CL ran him out of business so forced to go back to CL and back to the spinning wheel!
32. "Had Centurylink expensive.
33. Had CenturyLink for a number of years and it was without question the worst internet and worst customer service I ever experienced. Unreliable and slow on both accounts. Switched to Charter Spectrum and it has at least been more reliable. Wildly overpriced for the speeds, particularly for those of us who do not bundle. I'd probably pay half as much were there competition in the market.
34. Had Hughes Net (satellite on roof of house) but hated it. Switched to Century Link and am more satisfied, but it can be very slow at times.
35. "horrible service. I can't even get voicemail on my landline through Century Link!
36. I absolutely hate CenturyLink I would like fiber optic. CenturyLink is so unreliable
37. i am extremely satisfied with Century Link because it is the best so far. We have had Century Link dial up, Verizon and Hughes. Now with Century Link it comes into the house underground.
38. I currently have Century link over a phone line which doesn't have good quality. The max I get is 20 Mbps and is not reliable. MLEC has just now offered fiber but I am not sure when that will be available. I am working from home for Riverwood Healthcare Center so solid connectivity is essential.
39. I currently live in Deerwood, but I work in Aitkin and I have lived in several locations there. Living in town provided the best experience, though we had very slow speed. Living outside of town provided sketchy internet at best. It worked sometimes and not others. It was difficult to watch a video, as it was always buffering right in the middle of it. Additionally, I had trouble with both Charter and CenturyLink and their auto-pay programs, which either didn't function, and my internet would get turned off, would work, but I still got my internet turned off because they couldn't manage to close old accounts.
40. I feel fortunate to live in town in Pine City, In my opinion Midco is the only way to go if you can get it. I have family that are only able to get broadband through Century link and their speeds have not increased over the past 10+ years in fact they have decreased available speeds. (used to be 7 meg max now its 3-5 meg max). As a small business owner who deals with Technology and getting people connected to the internet on a daily basis the speeds that we are able to offer residents who are as little as 2 miles out of town is not great. as the world moves to the cloud these individuals have little or no option to move forward with the technology.



41. "I got centurylink when I saw them putting in the cables. I have had good service from the linemen when there was a problem, and I can do just about everything I want to do with the service I have.
42. I had century link with a price for life plan and then moved my price tripled with SCI but I cannot get century link where I am now.
43. "I have always worked from home and we've had Century Link for over seven years. It's a constant battle of staying connected. It's limiting for Zoom or Teams for work and family. There are so many issues and even the Century Link service guys know that the Mora area is a nightmare. It really got bad when all the kids needed access for school last year but even before that it wasn't dependable. Our box by the end of the drive is in a low spot so anytime we get a lot of rain, I have no internet for the day and have to work from somewhere else or use my hot spot.
44. Also regarding the speed test, I went to Century Link's test at the same time I did this one and the MN Speed Test was about twice as high on both download and upload as Century Link, Maybe theirs is rigged trying to get me to pay for 60 when I don't even get the 20 I pay for today. And it's all the same old cable."
45. I have been in contact with CenturyLink several times to see when high speed internet service will be available at our home location. While I think I am paying a fair price for what we are receiving, I would be happy to pay more for high speed. I have stayed with CenturyLink because even though they do have a cap on data usage, it is so high we have never reached it. We have a mifi with Verizon and after a certain amount of data is used your speed is dropped -- pretty much useless. In fact, Verizon has consistently gotten worse in our area. It is like the "dead zone" in Cloverdale is now extended to 4 miles north to our location.
46. I have been with CenturyLink for 2 years now and the speed is less than desirable my internet cuts out at least once a month for 2 days if all our devices are being used no web pages will load and it usually takes over 3 days for anybody to fix anything usually by then the problem has fixed itself
47. I have been with Centurylink for quite a few years (Formerly with Mille Lacs Electric). The problem I have, being a senior citizen, is I can't afford to pay for the higher internet speed and Centurylink has a tendency to be down quite often!!!!!!
48. I have century link but there are times when my internet slows way down when there is more then 2 connected. Century long says ae have the best internet our area though. In the summer it like to go out randomly.
49. I have centurylink fiber optic service, but it is extremely weak. Back in the day dial-up was faster then this poor service.
50. centurylink is not an option on copper wire phone lines down our road. (centurylink laid new copper wire when they redid our road, even though there is fiber optic available 1 mile away in both directions, which made no sense to me)
51. I have to have CenturyLink it's the only one that comes to my area I don't have any other options or choices
52. I have tried to get internet through Centurylink, but it has never been available. Genesis has been good in the past, but has gotten slower and it seems to buffer quite a bit when streaming.
53. "I have used many different internet technologies since 2001 (dial-up,directway satellite, genesis wireless cellular router) and most currently CenturyLink DSL. Even though dsl doesn't have the speed that cellular has; CenturyLink doesn't have the data limits that cellular has. The best I can achieve for speeds (rural area) is 12 Mbps down and not quite 1 Mbps up.



54. I have worked from home for 8 years now. When I first started working remotely, my only internet option was satellite. I would consistently use up all of my data and had to purchase more to work. I could not afford an unlimited plan. If it rained or snowed I could not use it and had to utilize my phone as a hot spot for backup. It was terrible. Then, a couple years ago, CenturyLink fiber was extended to our road in northern Kanabec County. I have been able to advance my career since getting high speed broadband - earn a doctoral degree through an online program, continue to work from home, and start a consulting business - all from my home in rural Kanabec County. It has been life changing.
55. I live and work in Aitkin. I can work from home with no problem, and the price is not bad. That is the extent. I do not pay for cable or satellite television, which means I have a difficult time watching television. My internet is not strong enough to stream without buffering or just closing out of apps. CenturyLink has sent someone out to change my router, but it did not help. I do not have an antenna, so I do not get local stations, which means I cannot watch the local news. It is frustrating.
56. I must use wired internet for work so Century Link is my only option. I'm paying \$70/month and getting, on average 4Mbps. It's HORRIBLE. I pay for a plan that is supposed to be 30 Mbps
57. I pay for 2 lines just to have somewhat decent service. The 2nd line cuts out a lot. Both say they are about 13Mb. If someone could offer me direct fiber to the house instead of century links copper to the node and then fiber I would definitely switch providers as we are in no contract. I am an operator for a construction company and I install fiber all over the place. Last year I had contacted a Century Link engineer and asked them if there was to miraculously be a fiber from my house to the BD5 fiber ped (48 fiber inside) if they would hook it up and they said they do not have any plans to ever do fiber to homes. The only reason I currently have Century Link is because they are the only company that provides service to my area.
58. I pay for 20mbps but centurylink continually can only provide 10-11 mbps. We have 3 kids in school that need the internet and it is so bogged down when they need to do school online. It hinders their learning.
59. I pay for centurylink, and have the fastest speed available in my area (which is the slowest speed offered). Most of the time, I turn the internet off and use my cellular data whenever possible because my wifi is slow and disconnects whenever it feels like it. I am currently a distance learner for school, and have had to go to other people's houses or public places with WiFi access to complete assignments and exams when my internet doesn't feel like cooperating. Centurylink has not offered any solutions.
60. I previously had Centurylink and had more issues than I could say. CTC and MLEC combined to bring fiber and it was the best switch we ever made! We can actually stream hulu!
61. I previously had Hughes Net satellite Internet. Not very fast or reliable. Century Link DSL is faster and 1/2 price of Hughes Net.
62. I switched from Verizon Wireless to Century Link since a buried line goes past my driveway.
63. I switched from You Bet Net to century link by force. You bet net closed and Century link was my only option. My bill doubled and come to find out they have been charging me for a home phone of which I do not have. Now that that is taken off I pay like \$55 per month which is more reasonable than the \$110 they were charging. I am a single mother of 3 and in nursing school full time so between that and distance learning internet is essential. Thankfully I have been able to pay the bill thus far.
64. I use Century Link since I have had a hard tel line for many years and was familiar with them. They provide an adequate service through DSL. I had tried satellite, and cellular and the



- speed was not any better and the cost was much higher. Would like to see more reliability, but am happy to have this service since there is no reasonable alternative.
65. I used to have fiber optic cable through CTC, was great. C Link has been pretty good too, fewer outages than CTC, probably more affordable too. Would like higher speed, but for the price I work from home primarily and stream youtube tv and have very few issues
 66. I used to have internet through you bet net in mora, mn. But switched to century link because it was cheaper. Since switching my internet is totally bogus, I can only have so many devices connected before it affect my service.
 67. "I used to live on the outskirts of town. It was cheaper rent and more peaceful, unfortunately that means no internet access. After going rounds with century link. Being flat out lied to about when broadband works be available, we ended up having to move IN city limits to have decent internet. The issue isn't the ISP but rather the city council and local municipality not allowing upgrades to the phone lines. It's the same phone lines that Ma Bell installed in the area. FROM 1980. CITY COUNCIL DOESN'T WANT TO SPEND THE MONEY UPGRADING. Their gross misappropriation of any funds coming into the city should be evidence enough that this needs to be handled on a state government level. It's a dying town because of greedy council members who hide minutes from meetings and are in the local hospitals pocket.
 68. I will not use satalite internet and our CenturyLink speed is at 3mb,the fastest we can get at this time
 69. I work from home and am required to have a minimum of 5 MBPS coming in to the house. On a daily basis, I am constantly being slowed down by the internet speed. I could do my job so much better/faster if the internet would provide me with, even 20 or 25 MBPS. I am not allowed to use any provider such as, Hughes Net, because it is by Satellite. I recently tried to call Centurylink, April 23rd, 2021 to see if I could upgrade to 20 MBPS per there advertising, but I can NOT get any more then 10 MBPS. They claim I am running at 8 to 10, but of course, I was NOT working at the time I called. My employer did a speed test a few weeks ago, and I was running at 4.98 MBPS. Centurylink said they could refer me to HughesNet, but that was the only other option. I NEED FASTER INTERNET ASAP OR THEY WILL MAKE ME DRIVE THE 1.5 HOURS EACH WAY, IN TO THE OFFICE EVERYDAY. THAT IS NOT GOING TO HAPPEN!!!!
 70. I work from home and been told by CenturyLink for 3 years I would get faster internet. I contacted office of broadband and it has once again delayed. I ended up having to get another internet service just for my job. So now I pay for two services. I can not use satellite due to VoIP. It is still not reliable service but better than CenturyLink. I currently get 1.1 download and .5 upload.
 71. I work from home and need 25 downloads and 10 upload speed. satellite internet is not an option for what I need. The closest frontier box is two miles from my house so my max speed is 12 upload and 1 download and that is the best they can do. I need better broadband.
 72. I work remotely at home and have been for the last ten years. We live in town only because I can't use any other internet or satellite services in the country. They aren't fast enough for me to work from home or for the rest of our devices at home and they are so expensive. Our dream is to live in the country but we are very limited to where we can live. Not even two miles out of town and within the city limits or just outside of the city limits we can't use Midco. I had CenturyLink before and their speeds were horrible, pricing was very high and the customer service was horrible.
 73. I would pay double what I paid for starlink! There are several in my area that have signed up for the Beta test and I know several more that have pre-signed up for when it becomes public later this year. It's been a year since Centurylink buried fiber in front of my house and people



still can't get hooked up. Took me 10 minutes to setup my Starlink and even on Beta testing I'm getting downloads of over 100 and uploads into the 20's. I've heard the nay say about latency. It has not been an issue for anyone I know of. Even with the small interruptions for testing, they are typically not noticeable and significantly better than any cell phone. As far as the price, the equipment and monthly cost is far less than I spend on a cell phone and cell phone plan. Don't waste time and tax payer money on fiber. Invest in Starlink and everyone will have high speed internet a lot quicker and less of taxpayer money.

74. I'm only able to utilize centurylink. No other providers service my area. The service is horrible and their customer service is worse. I'm on year 2 of waiting for them to bury the line they installed when I moved to this area and dealing with fighting with them to get needed repairs to line completed.
75. In 2008 we had an exchange student from Italy that needed higher speed to be able to video stream w his parents. Many hours were spent trying to get this. Finally gave in to accept a low speed from century link to at least have something. When technician came out he was able to go to the main junction box at the intersection of Brunswick rd & county 7 and switch something so we had access to a higher speed. Evidently it's there, but Century link chose not to take the time or effort to make it available? This has always puzzled me! Most people, even though they had century link land lines, in our area, could not get a higher speed from them. How could that be?
76. "Internet slow and always having problems with connection too. Problems worse once snow melts, problems increase with rain. They are continuously working on the 4-5 Century Link boxes that are within 50 ft of my house. Frustrated!!!!
77. It cost \$700 to get internet run to my house. I had only one option for internet without a data cap. Centurylink is extremely unreliable, varies widely in speed and can barely handle two iPads connected at once for distance learning but they don't have to care because there is no competition so we the consumers suffer. They only other option is to use data capped satellite/cellular which shouldn't even be an option in 2021.
78. It cuts out a lot in the evening. Buffers quite a bit if all three kids are online and we're trying to stream Hulu. My two daughters are normally doing school work and my son is on gaming console. We watch a movie or TV show on Hulu and at least once an hr it will stop or buffer. The modem is literally right next to the TV. The funny part is, when we had YouBetNet out of Mora, we never ever had a problem. We lived in Ogilvie and a of us could stream, be online, watch TV and it would not ever cut out. Apparently they were third party using same Century Link lines yet we had better connections and speed then if we had actually CenturyLink. No one in the country likes CenturyLink and wish we had another choice. All of us would probably choose a different company, like Midco, if we could actually get a choice! We had that at our business in Mora and we never ever had a problem. It would be great to get anything else reliable north of Ogilvie on Hwy 47 to Ann Lake or farther! We have to use the school provided Hotspot through TMobile to get better internet for the computers otherwise sometimes we wouldn't have internet at all. It's very frustrating because I try to be on Zoom several times a day for my work and most times it cuts in and out and freezes my Zoom so I have to log back in. It just blows my mind that internet works great in Ogilvie, in space, in the middle of the mountain in Afghanistan but two miles north of town we can't have the same good internet they do in town.
79. It goes down sometime with no warning. Century Link is always slow.
80. It seems that with centurylink, not only is it slow at 10 Mb per second but there seems to be a number of outages every day if not every week.



81. It sucks. Very slow, but T-Mobile is better than century link
82. It took us five years to get higher speed. I could not stream any internet services like Netflix as there was not enough power. Finally after years of fighting with Century Link, they upgraded our area. I am now close to 80 MBPS, but I pay for 80MBPS. I have to buy a new router every couple of years as mine always seems to quit working. Coincidence or planned, you decide. I get no service in parts of my house, even with a booster.
83. It was just three or four years ago that we were finally able to get CenturyLink internet (other than dial up) at our house. Prior to that we were using satellite internet through Dish, which was terrible.
84. Century link ran fiber optic lines less than 100 feet from me three years ago but still no fiber optic service.
85. It's frustrating working from home, knowing that when the weather is anything but sunny, the internet is bad. Midco is 100 times better than Century Link. It is expensive and we continually need to increase our internet or buy better routers, just so I can work and my kids can do school.
86. I've been told for 17 years that CenturyLink was going to upgrade my internet service to no avail. The maximum internet speed Centurylink offers in my area is only 1.5 mbps. It's usually slower at about .75 mbps.
87. Live on one of the busiest roads in the County and satellite is our only option. Had Centurylink DSL but it was just way too slow and unreliable.
88. Lived at my current address for 10 years with the promise of faster internet from the beginning from Century Link stating "it is on its way, we are working on it". In 2015 we were told by December 2017 still nothing. We get no more than 7 Mbps and lots of issues with the router. I cannot work remotely at home because the internet is too slow which has prevented me from a promotion and hinders distance learning to help improve my career. Keeps lower income households at low income.
89. Lived in Minneapolis and worked in Bloomington Schools. Retired and moved to Pine City. What an internet nightmare. We never knew people in outstate had such awful service. We started with CenturyLink - We are just north of the river and the service was terrible - always breaking down. We got to know the servicemen on a first name basis. Decided too much to pay for terrible, slow service and changed to a Verizon jet pack as our options are very limited. With both systems - we could not use our smart TVs nor can we stream anything as it keeps freezing. I have many meetings via Zoom and I keep being dropped - very difficult to know what is going on. So frustrated. We have signed up for StarLink, in Beta phase, but they won't have the equipment for months.
90. Centurylink buried fiber in front of our home, but we have no idea of when that will be hooked up."
91. My internet service is terrible. I work from home and the internet is slow here and very intermittent. I don't have a tv provider, so I completely rely on the internet and shows constantly freeze and then a message pops up saying error and to check network settings. I have nothing good to say about CenturyLink's internet service here.
92. Normally the Century Link works for streaming movies. It can be spotty for TV and for work Zoom calls. It was also unreliable for our child's remote school use last spring and fall.
93. not much to tell except we have century link high speed and are very satisfied with our service
94. Only had satellite available for the longest time and that I didn't like at all. CenturyLink offer internet service about 2 years ago. But the main box that services our home is 2 miles away and our speed is not the greatest. I'm able to use my VPN for work and stream TV but we do



get slow times everyday. Would like to have more reliable speed service so I could get rid of our satellite TV.

95. our internet at time can not even run one tv, when we call centrylink they state everything looks good and the internet is working just fine, not sure how they can tell this from there desk, but it does not work fine. Our tv buffer and phones do not work. We would love to have choices of other internet providers but there is non for us, where we will unless we do satellite.
96. Our internet cuts out and reboots often, sometimes many times in one evening. I cannot use Centurylink for my work because the download and upload speed in so slow.
97. Our internet goes in and out constantly. I have talked to co-workers who have the same issue and Century Link blames mice. Our speed is nowhere near what we were told it would be and the upload speeds are so bad it takes 5 minutes to upload 1 worksheet to the teacher.
98. Our speed was 1.5 and we couldn't stream anything. To load pages to a long time and I could rarely stay connected on a zoom call. Just this week I was able to connect to fiber through Century Link and I am not now at 44. Huge difference, but my neighbors are still at the low speed!
99. Purchased my home 10 years ago and had I known at the time I would not have high speed available, I probably wouldn't have purchased it. Used cellular hotspot the first year, then purchased Genesis through a radio signal from a neighboring silo down the road. Never achieved the speeds promised and at the time with a house full of kids, it was very frustrating. About 3 years ago CenturyLink brought high speed by our house and offered us 10 Mbps. Though this was a huge upgrade, we rarely got the promised speeds and still had frustrating times. Seems like every month CenturyLink sends me mailings and emails purporting to offer us upto 100 Mbps. Twice in past 2 years I've attempted to upgrade the service, but when the CenturyLink technicians arrive, they are unable to get anything better than 12-15 Mbps. They just end up cancelling the orders with corporate and leave. Currently, I'm on a 20 Mbps plan, however have never seen those speeds. Ironically, last summer we had new neighbors build a new home less than 1000 feet south, on the same road with the newer CenturyLink service, and CenturyLink wants several thousands of dollars to bring it to their home, which is only a couple hundred feet from the road. Due to expense they've chosen to try Genesis. I feel bad for this young family, who will need much better service in just a couple years.
100. Reliability is my main concern, along with the poor speed. Looking for fiber access to be connected but have not heard back from Century Link. I believe the main nodes are out on St. Croix Road, but nothing to our road or house yet.
101. SCI Broadband has placed cable on our road during the past year. I'm satisfied with CenturyLink at \$45/month. I can watch Netflix and work from home.
102. Started out with dial-up years ago at my cabin--too slow. Then went to satellite for speed. Northland Connect around 2009. Too expensive. Then Century Link installed upgrade to what I think is DSL in 2018. Better speed (12Mbps and price than before). But I get 120 Mbps at my home in Florida. I work nationally from my cabin, but internet is not good at all.
103. started with dial up then had to have a tower because we lived out of town with Genesis Wireless finally got Broadband through Century Link never fast enough especially for downloading games or movies
104. Stop wasting my tax dollars on fiber from the worst internet provider ever! (Centurylink) or anyone else who isn't Starlink!
105. Suffered with 2mbps irregularly for a decade through CenturyLink (or it's predecessors). The amount of data being used by my work from home life was just too much. Got lucky and was



- picked to do beta testing for Starlink...life changing. A few intermittent drops now and then, but otherwise sensational.
106. The fastest non satellite internet connection available to us is 3 Mbps with CenturyLink. Charter is available to neighbors less than .5 miles away.
 107. The internet is extremely sketchy. Some days there is no service at all, even though when you call CenturyLink to complain they state there is nothing wrong on their end. Very often we have to use hot spots to try and get any service. Working or studying from home is extremely frustrating. We need faster, more reliable service in this area!
 108. The only option I have at home is century link and broadband is not an option. I have slow internet and only 1-2 devices can connect at a time or the devices crash. We can't stream movies and takes the kids a long time to download school work or submit items as well as poor reception for zoom calls. There is satellite internet options but expensive and has limits. I run a small business from my home and have to use my cell phone internet as a hotspot to do work. Creates a problem when I run low on high speed data.
 109. The only option I have is century link. It goes down, briefly several times a day. I work from home so that is difficult. We can't use all of our devices at the same time with out connection issues.
 110. the only thing available for our address was Centurylink. We were only getting 1 mbps for over a year (fastest available), at \$45/month. Recently they said we could get 60 mbps, but when we signed up, they said they could only get us to almost 30 mbps. Still paying \$40/month for this, which is excessive given the slow speeds. Every night about 8pm the netflix starts buffering, and speed test shows about 3mbps for several minutes until it snaps out of it and returns to normal. We need more broadband options in this area.
 111. The speed got better when they upgraded cables/wiring years back. CenturyLink is bad for phone service.
 112. "Unreliable service and unjustified cost for a slow system. Century Link has dropped the ball for years. We want to add more devices for home monitoring, safety, and efficiency and we are not able to do that.
 113. Use Century Link/AT&T as it was the best option for us. It has been reliable and cost consistent.
 114. "Use Centurylink goes down every other month"
 115. Century Link is in desperate need of fiber optic cable, but we are the last house on the line, so good luck with that.
 116. "we actually have a ATT hotspot and CentryLink. When we were working from home and schooling from home, AT&T was not enough, so we added more. It is not that fast or reliable."
 117. We actually just had century link installed 4/1/21 prior to this we have had Viasat satellite internet and have used hot spots and Tmobile home internet. Century link is by far the best option we have had to date we are able to stream, game and do anything we need on the internet.
 118. "we actually have a ATT hotspot and CentryLink. When we were working from home and schooling from home, AT&T was not enough, so we added more. It is not that fast or reliable."
 119. we always lose speed and century link is down a lot
 120. We are at the end of their line so we frequently have to turn the router off and on to keep internet working. Zoom meetings with more than 5 people challenge my internet. We have had issues with Century Link staff messing with the equipment and causing problems for our



internet service. Further, I would hate to have to contact their customer service. «ŸžŸ»
We are dependent on internet because I mostly work from home.

121. "We are delighted to have any internet access at all.. However, we are not impressed with our service. We live at the end of the 'line' that our service is on (when installing the technician had said that there was supposed to be another repeater in at the intersection. If this repeater was put in as designed our service would be excellent.) Likely as much as our neighbors who receive 100 Mbps. However, in what I am can only assume was efforts on Century Links attempt to save money the repeater was not put in and we receive very slow internet service. With multiple phone calls that lead nowhere we felt very discouraged. During distance learning our speed was not fast enough for both of my children to use the internet at the same time also limiting the opportunity to work from home. We had to purchase additional service through our cell phone service to provide a hotspot to make this possible and for the kids to make their deadlines. How is it that we pay the exact for our internet as our neighbors who receive 100mbps and we are stuck paying for 2 internet services to get by when we are 300 feet from another.
122. We are lucky to be on the very fringe of the service area for CenturyLink. A few year prior we had to have satillite that cost us well over \$100 a month and then we had to have satillite tv that was over \$150 per month. When we switched to CenturyLink it cost us \$50 and then we are able to just stream amazon, hulu and netflix. All this combined is now around \$75 per month. With the pandemic since I have reliable wifi I am able to work from home as well. But if I lived just 2 miles either direction this is not available to me.
123. We are not able to do a Zoom/video call with the current Century Link internet that we have. My daughter and I are not able to both be on our computers at the same time, me working and her distance learning. Very frustrating.
124. I've pushed CenturyLink to get the best available service and ultimately have improved our situation somewhat. But we needed to work around conflicting information from different CenturyLink departments. In the end, they did their best with the infrastructure that is now available. But as data demands grow, our current situation is not sustainable -- action and improvements are needed ASAP.
125. We can only get Centurylink and it goes out all the time. We have to unplug the modem and then plug it back in. We HOPE it will work better. When our family of four was quarantined, we had a lot of difficulty getting online since the adults are teachers and the two kids are students and we were all trying to use the internet to still be able to work/go to school. We were only streaming tv but the internet was so bad, we had to get satellite TV. That was more money out of our pocket.
126. We currently have Century Link (BRAND NEW to our area) and the speed is sloooooow. During distance learning, no one else could use the Wifi while my son was on his chromebook. Now that most kids are back in school it seems a bit better but it is almost impossible to use some features due to the slow connection. I did put a downpayment on Starlink WIFI when it becomes available to us towards the end of 2021.
127. We get 5Mbps from Centurylink and it's not always reliable.
128. We had acceptable (10+mbps) service through a private provider who built off of CenturyLink equipment. He needed to close up his business and CenturyLink became our only option. On the same equipment CenturyLink could only give us UP TO 10mbps and we averaged 5-7mbps. Having 2 high school students and two working adults this speed was unacceptable. We became a part of Starlink's beta program and have found this service to be AMAZING, while being only slightly more costly per month than CenturyLink. Most won't be able to



afford this service, and it is not currently widely available. But, others in this area have the same school and work needs. They have the same desires and needs to stay connected to more urban areas.

129. We had Century Link and it was terrible. We moved to a new house that does not have a phone line and we were not willing to pay the high fee to get a phone line installed. We needed a satellite provider.
130. We had Century Link but switch and now are service is a lot better.
131. We had century link which wasn't very good, we were told we were 'at the end of the line' so we weren't able to get any faster service. Hughes.net is OK, but could be faster and more reliable. My cell phone service is also very poor.
132. We had dish internet service through HughesNet prior to switching to CenturyLink in 2020. CenturyLink's service is faster but still not fast enough!
133. We had great speed and price with YouBetNet but they closed. Not entirely satisfied with centurylink.
134. Centurylink has updated their service to where it works better, but it is still only 9.9 Mbps and it would be nice to have a higher speed for working remotely, but it works especially since it is the only option. So far it has been pretty reliable."
135. We had only Satellite internet through WildBlue for 18 years, which was not always reliable. Centurylink ran a wire down our road in 2019, we switched to their service, and now have faster, more reliable service. Still have it disappear sometimes.
136. We have a 'bundle' package from CenturyLink that gives us a land line, internet and Dish TV. We have inquired about cancelling the Dish, and were told the price would go up exponentially for the internet only. The internet has been unreliable in that it cuts out at times and will be down for a day or two. Sometimes the speed is so slow that we cannot stream video without constant 'buffering'. We currently have fiber optic at our business and it has been 100% reliable and constant. The fiber optic cable has been installed along Hwy 210 near our home - but we have been told that there are currently no plans to come down where our home is located.
137. We have a seasonal cabin in pine city. We spend weekends there in the summer. Century Link allows us to suspend service in the winter. The service is sooooo slow but we deal with it. Sometimes we spend a Friday or Monday at the cabin so need to work. It's fine for email but not great for video calls. I wish there was a seasonal service where we could pay for usage or a more affordable option so we could have it year round. It's so expensive we don't have any type of "€œring" or other security because we turn it off in the winter. Need something for the seasonal, weekend people.
138. "We have attempted to complete distance learning with our two children via our mobile hotspots. We attempted to get a internet provider (century link) but when they arrived they said it would be less than dial up. They stated that they have a higher speed internet but it is 1/4 of a mile away from our home so we can not have access to it. Hotspot / cell phone internet is limited as well even with new phones and the tower being only a mile away. As I sit at home typing this message I have one bar of service on my phone. "
139. We have been a customer of CenturyLink for a number of years. For the most part we have been satisfied with the service. We would love to have Internet access at our lake place in Aitkin Cty. OTA has always been hit or miss for us. The Interduct is currently in front of our property. Please keep me informed about the progress of this project.
140. "we have been struggling with .3 download speeds while trying to operate our business from home with cloud based accounting software. it was horrible, being dropped 3-4 times per



hour while trying to back up records. Century link found interruptions in our paired wire and put us on a different node, WHAM! 20.4mbps download and 1.5 upload. now if only everyone can have the same experience."

141. We have been told by Century Link that we will never see high speed intrnet or fiber optic cable in our area as there are not enough customers, for along time we used a verizon hot spot but then found out from our local Centry Link service man that we could be conected to internet through our home phone, we use this now but would like better service so we can stream our TV instead of paying the ultra high prices of satelite.
142. We have been with Century Link since we have lived in Mora for over 25 years.
143. We have both satellite and Lumen internet service available. We changed from DSL when the copper kept getting wet. Lumen upgraded to fiber but wanted to charge installation so we stayed with the less reliable (weather issues) satellite service. I worked for broadband companies my entire career. This is the issue I see...both state and federal dollars have been given to companies to bury fiber increasing the asset value of these companies, but not helping the residents!! None of these companies put the electronics in to "highlight" the fiber to individual residents unless they are willing to foot the bill. Many individuals in these counties CANNOT pay the charges as their properties are spread out and a distance from the Fiber. So fiber is lit only for businesses ordering Gig bandwidths and willing to pay non-recurring charges! Unless a universal service fund is created to assist areas that are not densely populated the economics does not work out for the providers. Getting government dollars to bury fiber only to make the providers balance sheets look better is like taking money and burying it in your backyard! Literally!
144. We have century link because it is all that is available here and they are terrible. Our internet is spotty at best. It frequently does not work at all in bad weather. If it goes down it can take a week or more before they "fix" it. Their customer service is awful. Home schooling has been a challenge and as for working at home, impossible it is too unreliable.
145. We have century link internet. It can be slow at times. There is times when the internet doesn't work at all.
146. We have CenturyLink and pay \$55/month for 1.9mb of service. We are only able to stream one device at a time over Wi-Fi in addition only one cell phone can be on Wi-Fi at a time. We experience extremely slow speed and response times.
147. We have excede satellite internet We pay \$120.00 a month for the middle level speed of 25mps. The highest they offer is 45mps. The service is pretty good we have alot of devices connected at any one time. About 7 connected at one time. I can still stream tv , run the phones and game console. It's ok but we would like faster speeds which seem to be unavailable in our area. The fastest internet is CenturyLink. But that's the only one. We are a family of 3, two adults and one child of 12.
148. We have had Centry Link for 11 years and absolutely love them. We will always be customers with them.
149. We have had Century Link since we've moved to Mora, MN. It has been a hassle ever since we moved here. We don't get the service/speed promised, it drops out all of the time and their customer service is awful.
150. We have had nothing but trouble for the pst year with our internet dropping and not working. I've called Century Link several times, and they admit they see it, but cannot do a thing to fix it.
151. We have lived in the country for 5 years. The first two years our internet was very slow and very costly. We still have a dish by our house we would rather not have. Centurylink finally



started digging lines in our area. We are happy to now have internet access and have had it for 3 years.

152. We have never had soild internet in our home, and have always had the fastest that is available. Prior to CenturyLink, we had satellite and that was slow and unreliable with any bad weather. I have one child attending college full time on line and other children needing to access the internet for school related activities. Due to the demands of the child attending college and her need to be on the internet 8-10 hours a day, we are limited in the other things we can do and can not run a streaming service on the TV at the same time. Slow downs happen a lot, especially in the summer and over holidays when many more people are in the area on vacation. We would love to have fiber internet as I do not think that I could have two children enrolled in online schooling with our current set up.
153. We have tried CenturyLink, Verizon, and now Satellite internet through Visat and none of them have been reliable. We are struggling to be able to work and do school from home because of how terrible our internet service is.
154. We initially had DSL through Century Link. The line failed and the company had no intent on replacing/repairing. For the last few years we have used satellite internet. The speeds are inconsistent and weather effects quality. Data usage is also expensive compared to amount. Usage has also been high with two distance learning students for extended durations.
155. "We installed service at the beginning of Covid last March. 90%+ of the time it is brilliant and very fast. No problem with video conferencing or watching movies in the evening. ~10% of the time it is almost unavailable/really slow. Century Link is infuriating if you try to call them to discuss - really tough to get a human to answer and when you do they are useless on this issue."
156. We just moved 3 months ago and got cable for the first time in 15 years. Before that we struggled with Centurylink and Hughesnet. Both were slow and had reliability problems. My wife works from home online and always struggled to be efficient, she would do other things as she waited for files to be transferred, absolutely unacceptable and frustrating.
157. We live 6 miles out of Mora and until 2 years ago had to rely on satellite service that was slow and unreliable. Century Link came in and our internet has improved greatly in that time. One downfall is that with the covid situation I wasn't able to work and have my kids do school at the same time.
158. We live in a rural area. Centurylink stops 1 mile south of our house, therefore we need satellite internet. Unfortunately, it does not work like it says it does. I have bought 2 routers and have to go between them. Viasat says that their service is working perfectly and it's the routers issues. I firmly disagree. Also unfortunately, I have a job that requires at home internet...please help.
159. We live in Brook park and waited a LONG time to get reliable, affordable internet. We tried Verizon and Hughsnet and were extremely disappointed with them! When Centurylink became available to our area it was a game changer! Our monthly service bill was cut in half but the speeds and reliability were drastically improved! Service does drop/cut out occasionally but it is pretty darn reliable!
160. We moved from Grand Rapids to our lake home and only had one option - Century Link. It took them 3 months to get us hooked up and then we were told that "high speed" was available only to our neighbor, but the guy that hooked us up, used the connection from the neighbor. I believe that he did get reprimanded, but they left us hooked up. I have no idea the technicalities of it all, but coming from Paul Bunyan Communications in Grand Rapids to



Century Link felt like going back to dial up! I hope Paul Bunyan will make its way South to Hill City!

161. "We moved here 15 years ago. We live 7 miles out of town. We paid high prices for satellite hundreds a month. Finally 5 years ago Century link laid cable down on our road. its great and we have a fixed price of \$40 a month for life.
162. We moved to the Arthur township area in September of 2020 and had to get the only available internet (Century link) and am extremely dissatisfied. We moved from Blaine where we had Xfinity and could run all of our devices and now we can only run 2 or 3 at a time...Ugh.
163. We only get one choice. It is Century link or nobody. The highest speed is 6 meg and the reliability is poor.
164. We only had the availability of satellite internet until a couple of years ago. Centurylink is our only other option and the speed and reliability are questionable at best. My children came back home from college during the pandemic only to leave because they were not able to distance learn secondary to our home internet capability.
165. We ordered the highest speed available. It worked great for about a year. Then we noticed it was getting slow. We called CenturyLink and they said we had to get a different WiFi box. CenturyLink said they didn't have anymore of the high speed ones available. We purchased a new WiFi box but our speed is still slower.
166. We originally had internet service thru Mille Lacs Electric, then Verizon Hot Spot and currently with Century Link. Our service from Century is reliable but could be speedier!!
167. We started out 7 years ago with Wild Excede, then a year later Hughesnet, then back to Excede. After 4 years of poor service, CenturyLink finally offered 10 mbps. We fought with them for two years of bad intermittent service because cable was not buried and I finally got them to bury line in ditch and our property. Since then service has been fairly constant but never more than 10 mbps. I was told by a corporate CL employee in an email a few months ago, he doubted We would ever get faster speeds because there was not enough customers to justify upgrades. We have a smart house and since I am disabled, I depend on Alexa to turn on and off my lights. I am 62 years old.
168. "We struggle to get internet, our computer sits and spins. Sometimes worse than others. I've complained to CenturyLink and then say it's the fastest that they have. Fibre was installed in my front yard 2 years ago but CenturyLink says it's not available for my area."
169. We switched from satellite internet (WildBlue/Excede) about a year ago after having it for years... my cell phone used as a hotspot was faster. Contacted CenturyLink - they had fiber dug in a couple years ago but stopped about 1-2 miles from our home (and a half mile further from our business). We have internet thru Century Link via copper lines and the speed is slower than expected, but is better than the satellite was. I really, really hope for faster service someday! Our business is using cellular hotspot, which is slow and limiting.
170. We use to have Centurylink but it was always going down so we changed to Verizon jet packs we have two of them because we run a business out of our home and we go through our higher speed really fast usually within one week of resetting.
171. We use ViaSat internet. We also used OOMA phone service that was in between our internet modem and the router. Because our internet would "hiccup" occasionally, it would kick out our phone and therefore for also kick out our internet. It was a constant battle trying to keep our phone online so just recently we cancelled the phone and just use our cells which are flip phones with no data. Rain, snow storms, and wind will kick out the internet because it's Satellite. The price for satellite internet is expensive. We live ten miles from Pine City so we have very limited options. Century Link does not have good service out here but they did



install Fiber optic under ground in front of our home but don't offer service here. If the ViaSat satellite gets bumped, we have to call ViaSat service to come out and realign the satellite dish which has taken two weeks or more to send someone out. It would be great if we had more options for internet and also less expensive.

172. We used Exede satellite internet for three years but were dissatisfied how the weather adversely affected the internet service. We have a land line which allowed us to use Century Link as our internet provider.
173. We used to have dial up through Century Link. That was horrible and very slow. A few years ago we switched to DSL also through Century Link. Their router is so poor that we purchased an Apple Air Port which helps. At the beginning, the speed was OK but not great. In the past year, it has gotten slower and slower. The price is guaranteed for life, right, but the service has gone downhill. We also have poor cell coverage at our house so we are forced to maintain a landline. We need better cellular coverage AND faster internet!
174. We waited years to get internet as we were too far from Frontier service area Century Link hadn't come down our road yet. We used hotspots for years for when I would work at home plus I kept dial up for many years as a back up for when I needed to work from home. It was frustrating that many other people in Aitkin County had internet and we didn't.
175. We were at a loss about what to do regarding internet service because the service was unreliable and expensive. Finally after many calls to Centurylink we found out they could service our area for a fraction of the cost and with better service. We still have trouble streaming if too many devices are on line at the same time.
176. We were told a few years ago the speed we have is the highest we will ever get. Our driveway is too long to run fiber in place of the phone lines, is what CenturyLink told us.
177. when I lived in town, Mora, I had Midco and it was much better than Century Link. But I am 4 miles out of town and can not get Midco now. Century Link does disconnect occasionally but I am usually able to get back on within 10 minutes. I NEED a reliable internet for my other job. It can't stall or go down.
178. "When my family comes to visit, they complain of slow service. I cannot stream on my firestick and even my smart tv is affected by the slow service.
Centurylink claims to offer speeds up to 20 mbps, however I had to drop my home phone service to keep the ""\$49 price for life"" at the same amount that I had been paying for the slower service of ""up to 5 mbps"" at the ""\$49 price for life"". I was not able to keep my metered phone service and if I would have kept phone service, I would have had to pay close to \$100/month.
As a retiree on limited income and with limited knowledge of how internet stuff works, it is very frustrating.
Additionally, my daughter was able to get the faster service ordered, but they said it would take a week to ""switch"" me and I would get the modem in 2 days, however, I still haven't gotten the modem and the service is supposed to be live tomorrow, 4/27/21.
It is really a shame that centurylink is allowed to have the monopoly that they do on services."
179. When we first moved here the only option was a hotspot or an extra cell phone line with a max of 30gbs per month. A few years ago we were able to get unlimited internet through the phone line. Currently we have centuryLink and the service is awful and slow. Disconnects all the time. Terrible customer service. But it's our only option right now besides satellite.



Provider - Charter
<ol style="list-style-type: none"> 1. Charter continues to raise the prices on services each year, stating that it is because the "promotional period" is up even though they have been saying that for 3-4 years. 2. Charter is fine. We have experienced some slow down and drops since the pandemic. It is better than anything else we can get. 3. Have had charter cable internet since early 2000 4. I currently live in Deerwood, but I work in Aitkin and I have lived in several locations there. Living in town provided the best experience, though we had very slow speed. Living outside of town provided sketchy internet at best. It worked sometimes and not others. It was difficult to watch a video, as it was always buffering right in the middle of it. Additionally, I had trouble with both Charter and CenturyLink and their auto-pay programs, which either didn't function, and my internet would get turned off, would work, but I still got my internet turned off because they couldn't manage to close old accounts. 5. I was finally able to get away from Frontier, probably the worst internet service I have had in all my internet years (Since 1994). I started with CTC in 1994 with dial up, when it became available to me, I switched to Charter cable which was good enough and pretty solid.. I then moved in 2016 and found myself with the only game in town, frontier.. All I can say is "Horrible" across the board. I am now back with CTC fiber, 250mbs and love it. Highly recommend. 6. Internet always legs. Charter says we have best speed. I dont believe it. We pay \$79.99 a month! And I work from home! 7. Moved from in town to rural Aitkin county and was happy to have fiber internet available as I had Charter in town. I am happy with the speed and reliability but wish it were cheaper. 8. Our internet is very slow and doesn't work numerous times a week. We had satellite internet which was much more expensive and not much better prior to signing up with century link. 9. Recently moved to the area August 2019. We had Charter internet service at our former residence in Sartell. We never had issues with speed or reliability. Since moving to Aitkin there has been many shortages (reliability) and slow-downs (speed) that has greatly limited our ability to work from home and even run two devices at a time. It is quite challenging to download or upload any document or files. We are unhappy with the internet service in the area. 10. The above address is my lake home. Century Link DSL is adequate but not nearly as good as Comcast cable we have at our home in the Cities. 11. The fastest non satellite internet connection available to us is 3 Mbps with CenturyLink. Charter is available to neighbors less than .5 miles away. 12. I have Charter Spectrum, am a remote employee and have 2 teens and 2 adult gamers living in my home in addition to my job needs. To be able to sustain my job requirements, the teens streaming everything and the 2 gamers playing online, I needed a very fast internet speed. However, I also pay a LOT to get this speed. There are still times I'll access a work program that will slow down the other 4 people in whatever he's doing (lag during an online video game can mean instant death and "rage quitting"), so I requested Charter to provide the fastest speed possible for my area. I pay the price for that speed and I'm blessed to be able to afford it knowing some others can't or don't have the service available.
Provider – Comcast
<ol style="list-style-type: none"> 1. A decade getting fleeced by Comcast and then we finally switched and haven't been happier.



<ol style="list-style-type: none"> 2. We have had Comcast for years, mostly because that is who is available in our area, so no other choice. 3. We have Midcontinent, but I live in North Branch. I work in Pine City and Mora, and know that there are issues with internet availability which affects our ability to treat or see patients through virtual means. I am very happy with Midcontinent and their services. My husband works for Comcast and I know they are expanding too, which I think we be a good thing to all rural areas, especially this area.
Provider - DirectTV
<ol style="list-style-type: none"> 1. During the day we have slow response time. We do not view movies from DirectTV because they buffer or stop. When working on desktop computer there are times where there are delays between pages on a website. It is frustrating that we cannot take advantage of the technology that is available. 2. not enough speed , hard to watch you tube videos or movies other than on Directv
Provider - Dishnet
<ol style="list-style-type: none"> 1. "Hope you have time for this juicy story, so here goes: I had Dishnet (50 gb month + 50 gb between hrs. 2-8 am. I loved it! Then I received a call from them letting me know that I qualify for their new service, receiving the SAME package for \$10 or more, less than what I'm paying, at that time! Now my spouse and I live on 1- SSA disability stipend per month, so every Dollar counts! I figured, great, gonna save \$120. A year! So I call the number Dishnet gave me and I was assured that the aforementioned WILL be the case for me! During this 30 minute call I repeatedly asked if I will be getting the exact same 50/50 GB plan as I was currently on and was assured positively I would be! After 2 months of this Service with Hughesnet I discover I'm out of Gb for that second month! I call the Scheming Hughesnet rep and am told I'm on the 20 gb plan, but will get the 50 gb during the special hrs of 2-8 am. 2. I have a Dish Network satellite dish on my roof. It is not very fast but I use my I-phone service more than my home service. The Dish Internet Service is quite spendy. 3. What is extremely concerning is the number of people moving out of the cities and moving further north, so now we will have even more people trying to work from home and because so many people are tired of Direct TV and Dish they are using their own streaming devices. 4. "Our cabin / property never had internet service however the previous owner had Dish Satelite TV. 5. We have lived in the country for 5 years. The first two years our internet was very slow and very costly. We still have a dish by our house we would rather not have. Centurylink finally started digging lines in our area. We are happy to now have internet access and have had it for 3 years.
Provider – East Central Electric
<ol style="list-style-type: none"> 1. Our first provider was East Central Electric
Provider - Frontier
<ol style="list-style-type: none"> 1. "After 2 years of internet speeds as slow as or slower than AOL dial up in the 1990's Frontier finally discovered we were hooked up wrong at a junction box 2 miles from our home. We now have 5mb/s speed at it's peek, just enough to stream shows on our smart TV without buffering. Most of the time. During peek demand in the evening, especially in the summer when all the cabin owners are here, it can drop to 1 to 2mb/s.



2. Frontier is by far the worst of the worst. Customer service is better than the internet strength I get but that is truly not saying much.
3. If I had other options, I would look for them but Frontier is the only option. For people who wish we lived in a world with no internet, they would love it in this area because it is almost non-existent."
4. Connection was bad, customer service was bad. I just had my land line phone disconnected do to pricing. I disconnected from frontier internet service about 18 month ago. I now use hughesnet.
5. Currently have Frontier Plan to switch to SCI
6. DSL service from Frontier Communications is 1 Mbps and slows down significantly during periods of heavy use by other subscribers in the area. Relying on additional ATT cellular based internet at 5 Mbps with limited data to cover slowdowns/interruptions in DSL and for situations where higher speeds are needed.
7. "Fronter dsl very unreliable and slow.
8. Frontier completely drops us. At least twice a day
9. Frontier has been absolutely horrible but we can't get SCI broadband where we live, would love other reliable cable internet service in our area!!
10. Frontier has DSL service in our area, the technician stated that the control box has their high speed in the box, but customer service says it is not available to our area. Unsure why corporate doesn't know what the field is doing. I canceled my Frontier service for three years as it was never available or very slow. Since I signed back up with them in January of this year, I haven't had any loss of service, but there are days that the DSL will not keep up with the television, and if I am using more than two devices, it gets very slow.
11. Frontier internet service is very weak.
12. Frontier is not a good company and when you try to call, you wait for long periods of time only to have the call dropped or no one calls back. Very dissatisfied with Frontier. We need better service. I pay for what is supposed to be the best service that they provide. Not very happy with the service we get in our area. We lose connection all the time and only one device can actually run without losing connection. Very bad. We don't have Broadband service in our area. Would be nice to have options. Frontier is the only service provider in our area. So it would be nice to have other options.
13. "Our internet comes in on aging telephone lines with Frontier. Our service goes up and down quite often. Coming from a city in Colorado, we sort of expected weaker service but didn't expect it to be this marginal.
14. Frontier is terrible. It took months to even get hooked up and then they had network cable ran 1/4 mile along the side of the road for two months because nobody came out to bury it. Eventually it got snagged on a tractor going in the field and the network cable was cut. Took them another month to come fix it. We still had to pay internet even though we didn't have internet for a month. The speed is terrible. They claim it should be "up to" 27 mbps. It never is. Our bill goes up \$5 every year no matter what. Customer service says that just how their system works. There is no way around the \$5 increase. They don't make any improvements to justify the increase.
15. Frontier is the only service available to us. Half of the time it isn't working, call Frontier and they give a date about 30 days out to have internet fixed. With distance learning this is unacceptable. Their customer service is horrible, not for the customers needs at all. We have had Frontier for as long as I can remember and it only continues to get worse.



16. Frontier network only allows 1 router per house at this time. For my house I feel as if we need 2 due to 9 of us living in the home. We all use the tablets and gaming consoles and the Dish network and that takes up our internet speed.
17. "Frontier only has one service technician in our entire area.
18. Nobody in this area is satisfied with Frontier's internet service.
19. Frontier sucks. We need a fast free public community service. We were supposed to be part of a 5 year phased connection to fiber (the fiber line is less than 100 feet from our home, yet we still rely on a failing copper line from a station a mile away. The cost for a simple connection (dry loop) at the lowest speed is prohibitive, but we have no other options than frontier. Screw these telecom companies, and nationalize, regionalize, or let the counties run it?
20. Frontier was not strong enough for us to use for much more than email. We switched to mlec satellite which is unaffordable, offers limits and then slows down, but at least we can use it to work and our kids to distance learn when needed
21. goes out 2 times a month. have to call Frontier schedule to come out.
22. Had Frontier and keep losing connection then switched to SCI and still have same problem. But not as bad as Frontier.
23. Had frontier in the past and it was the WORST! Midco is way better!
24. Have had frontier for years- most all of them dissatisfied. Don't have other options. Super slow and has to be reset very often. I and many others in our area Need better - faster - more reliable internet
25. Have upgraded with Frontier, but still have issues when many people in our area are using the internet. It reminds me of the old-time telephone party lines.
26. I am a professor for the MNSTATE University system and teach online. Running ZOOM classes is always a challenge and most of the time I get a message that my "internet is unstable". I try to take my car to better Verizon hot spot areas and often do the work from my car. Some days work better than others. We are now streaming TV service and it works ok as long as we do not use the internet for other things while the TV is on. For \$85 a month, I pay for an upgraded Frontier service but it is no better than my neighbors who pays half that much. When people come to visit, we all struggle with the internet.
27. I am a retired teacher of 27 years. Because my home does not have Broadband service, I am completely illiterate with cell phones, computers, etc. I can open a computer screen and type; that's about it. I have tried what Frontier calls internet service but I paid an extra 100.00 for dial-up service, plus the monthly cost of 90.00! I am still forced to have a Frontier landline phone; no cell coverage here. This phone always crackles and cuts out. At one point, I called Frontier for repairs 14 times in one week! Finally, I gave up because a representative said the trouble was in the phone line between my home and Denham, MN 15 miles away. I recently invested in HughesNet, which I don't mind, but I don't even know how to use the internet. I have written to my Congressman and Senator about the lack of technology in this area. Representative Rarrick had his assistant send me a map which showed there is no service available in this area. Thanks, I already knew that! What do the school age children in this area do? How have they managed during the pandemic? No one, including our government, cares! As far as they're concerned, no one really lives in 'outback' Minnesota- unless they're not paying their taxes...
28. I only found the Frontier service because I knew someone at Frontier and they put me in contact with a tele-sales person that actually worked with me instead of against me.



29. I am paying a king's ransom for internet that is turtle slow and highly unreliable. There are days that I am unable to be connected more than I am connected. Zoom meetings and telemed meetings are next to impossible. They freeze, quit, crash, lose volume, and are unable to connect to at times. I have several health issues and being able to connect via computer with my health care providers is essential. I use on average only 5 gigs of data on my computers every month because it is so slow and frustrating I find myself using my phone for most applications. It takes me 4 times as long to complete a task using the internet as it does on my cell phone, and that service is not great either, but still better than the computer. Frontier has graciously offered to cancel my internet service without penalty because they can only promise 2.6 MBS of download speed out of the 6 MBS I am paying for. However, I'm sure they know they are safe offering an out when there is no other choice for service in this area. This allows them to offer speeds way below the speed I am paying for without getting into trouble. I was paying \$65.00 a month prior to my move up here for fiber optic at 1 GBS and am now paying \$102.00 a month for 2.6 MBS or less. Last I checked, it was 2021 and the technology is available. I realize it is expensive to install and maintain. It is hard to recoup those costs in a low population density area. However, I moved from a rural area and was still able to get fiber-optic at a reasonable rate. The State of Minnesota has allocated monies for the improvement of rural broadband, and I realize the need is great and the money only goes so far. But until more money is allocated, something needs to be done. Thank you!
30. "I am very dissatisfied by the cost to speed ratio of my current service. My family members that live elsewhere pay maybe \$30.00/month more for 50 times faster service. The quality of the service provided by Frontier is inconsistent at best. My speed regularly goes from 20mb d/l to less than 7. The upload speed rarely exceeds 450kbs. My quality of service for the price I pay is a slight improvement over 1990's dial-up service.
31. I do not like that frontier has complete control of our area and the internet speed is terrible compared to others.
32. I have 2 kids both with tablets and soon to be school computers. I also work from home full time. My company would like me to have a dedicated work internet service line but I am unable to get one. Only have Frontier available to me. I need 2 companies so that if my work one is unavailable, I have a backup. Right now if my frontier is down I have to drive over an hour to go to the office. That is not okay with me.
33. I have 6 people living in my house with only 12 mbps for speed from frontier. My wife works from home and has lagging internet speeds that cause delays for work. I am hoping this will create competition to increase reliability and speeds. Thank you
34. I have been on a Frontier DSL line on a rural road southeast of Bruno since 2004. Service is very slow, with unpredictable outages. I have been working from home since the start of the pandemic, and have experienced interruptions in WebEx and Teams meetings due to connectivity. Some of my work involves GIS, and I cannot connect to the central database due to slow connection speed. I have work projects that still have not been completed due to this.
35. I have been with Frontier because it seems to be the only internet provider in my area. I have attempted to try other companies but they say they would be slower than Frontier and they don't allow speed for gaming, my son is a gamer. I am disappointed with my internet service. It cuts out alot and it also spins during connection. I lose zoom meeting often and it's important for work. During really important work and school times sometimes we all have to disconnect and only allow one to be online.
36. I have Frontier internet it's good



37. I have had frontier since I moved into my house near Rat Lake. I have been very frustrated for many years of the lack of wi-fi signal and speed. On the weekends it is spotty and sometimes does not work at all. I have been waiting for SCI to come down our road but still they have not.
38. I just got frontier. When I called they said I was in an area I could get high speed. But my address is close to another one in the area and they had the wrong options for me me I called. So I am only able to get slower speed. I work from home and need a 25 download and 10 upload but am currently at 13 download and 2 upload speed. Satellite internet is not an option for me. I need a better broadband option.
39. I REFUSE to use Frontier communications and that is the only company in our area so I pay the extra to get satellite and am satisfied unless it storms out then it knocks out our phone and internet services I would love to see another internet-phone company in our area!!!
40. I tried to purchase a second line and frontier refuses. Frontier had poor internet in my location and tells me I'm at the end of the line for power to reach me. Frequent disconnects and very very low speed. I have a distance learner in 8th grade and a college student from the U of M. They suffer for inability to connect or maintain a connection at times.
41. I used to have frontier i had nothing but problems with Frontier. I currently have hughes net and it is super slow
42. I was finally able to get away from Frontier, probably the worst internet service I have had in all my internet years (Since 1994). I started with CTC in 1994 with dial up, when it became available to me, I switched to Charter cable which was good enough and pretty solid.. I then moved in 2016 and found myself with the only game in town, frontier.. All I can say is "Horrible" across the board. I am now back with CTC fiber, 250mbps and love it. Highly recommend.
43. I work from home daily using a laptop, our home internet can only support one or two online activities at once. The speed is very poor and there are no other providers in my area. Mediacom comes very close and is only blocks away from my service address, but Frontier is the only provider available at this time for us.
44. We added the phone and internet from Frontier when we purchased our place 9 years ago. We did have many issues until we upgraded to a new router and no longer have dropped service issues or buffering on our streaming activity."
45. "Isolated rural area about 30 homes in the township if it wasn't for the REA no power would be available. Fiber an impossible dream. Frontier Telephone is a and always has been a disgrace. Thanks to a privately owned cell tower we have one to two bar cell service only one tower to hit. We have internet thru Exceed satellite from Northern Connect. 150 Gig monthly limit can stream movies. My cell phone has faster download speeds than the saelite. Price is outrageous for the speed and data limit.
46. I've lost internet for weeks and frontier is AWFUL to deal with. They had no interest in fixing, let alone maintaining our service. I see the box is currently open and tipped over in a swamp, so just waiting for the day I have spend hours on the phone to hear the understand my frustrations and that counts as excellent customer service.
47. Just switched from Frontier, which was horrible. So far we are liking SCI.
48. "Living in a rural area and working remotely it is difficult not having faster internet. Year's ago we had Frontier paying the Max price for internet and never had the service we should have. Switched to Viasat in 2018 and at first it was fast and the intro price was affordable. Currently, paying \$155.00 for limited service. Most of the time I have to use a Verizon jet pack for my job. Since the pandemic I can and will continue to work at home.



My story w/Frontier is a lengthy one and I've been extremely disappointed at times. The speed is always very slow, and I had a lot of difficulty w/Frontier's service last year for several months.

On a good day our download speed is 6. I have battled for many years with Frontier to get this high of speed. I have a college student doing school on line, I work out of my home ,and homeschool. We are paying way to high of a price for the low quality of internet we have, but there aren't options here. I've had to drive into town, 30 minutes, at times because our internet went down at home and kids had schoolwork that needed to be completed and handed in to their on-line school.

Upon purchasing the property we utilized our cell phones for ""hot spots"", however about two years back we obtained internet access from Frontier - who as we discovered was the only provider that supported our side of the lake."

49. Our frontier internet is usually ok during the weekdays but very unreliable on the weekends
50. Our internet only works when it wants to, and the speed is really slow. For example, it takes around 3 days to download an Xbox game, and the TVs are constantly buffering. I won't use our wi-fi on my phone, I use our cell data because it doesn't work otherwise. We've called Frontier to upgrade our speed and they said, unfortunately, they can't because it isn't available in our area. Our area is without many options, especially affordable ones.
51. Our only option for internet service (other than satellite companies) is Frontier. We have been hooked up to them for 20 years. We have always had speed and reliability issues with Frontier's service. The summer of 2020 is a prime example of our struggles. No less than 5 times, we contacted Frontier about our internet service. It would go out intermittently, and was incredibly slow! First, when we would call Frontier, we would often get disconnected just as we were about to be connected to a customer service rep (Frontier is also our landline phone service. A landline is essential where we live as cell phone service is very unreliable and spotty). Each of the 5 times, Frontier scheduled a technician to come out to our home. It was always a different technician and many were completely unfamiliar with the location of Frontier's equipment. It was always a problem with the Frontier lines, and never with our modem or anything else in our home. The tech would return and tell us the problem was fixed and ultimately, we would again experience the same issues. Admittedly, our service has been a bit more reliable after the 5th technician's visit, but we still experience very slow service, and may shut down a few times a day.
52. Service has been less than acceptable. Dealing with frontier is a nightmare.
53. Since Frontier's bankruptcy, things have improved, especially customer service. Because of the efforts of one of their technicians, we now have download speed of about 7 which is a giddy improvement over the previous 1.8. We recognize that an infrastructure change is the only thing that will make it any better. An exercise in patience...
54. The only consistent service frontier has provided is inconsistent and reliable connectivity.
55. The only wired option available to me is Frontier DSL at 3 mbps. Service is inconsistent and seems to drop out during thunder storms, etc. I've looked into satellite providers, but the data limits are too restrictive. I supplement the DSL with my ATT phone hotspot as needed.
56. The service is very slow (1.2 mbps) and outdated. All copper still, and all of the lines need to be replaced since they are down frequently. Fiber optic cable runs two miles from us, but Frontier will not hook us up to it or replace our bad lines. Help us!!!
57. Was only able to get an internet line after sending a complaint to the FCC. Have had to contact the MN Office of Broadband regarding the service. Frontier customer service is terrible and there is no option to get a higher speed connection. The connection is unreliable



during bad weather....It is 100% certain it will go out if there is even a mild thunder storm in the area.

58. We are at the "end of the line" for DSL service from Frontier - it's ridiculous! I know that Frontier has fiber 1Gig speeds to the hub less than one mile from our house; yet we can only "top out at 10 meg" - in the 21st Century this is unacceptable. Frontier needs to offer customers access to the full pipeline at reasonable and fair prices!
59. We are FORCED to have frontier for internet service at our current address. It's beyond slow and unreliable!
60. We can only get a maximum of 6 Mbps through Frontier in this area. Most of the time we are averaging around 3, if we are lucky. During the Pandemic it's been worse because of all the people on the Internet with no school. There are also bad times during the summer when all of the cabin goers are up and on their devices. We have talked numerous times to Frontier and there is just no getting through to them. Other services can be 2-3 times more expensive than Frontier. We operate two small businesses out of our home and it can be very frustrating to not be able to get service. Many times a week we have to reset our modem because our Internet connection is lost!
61. We currently have Frontier DSL and it is straight from the 7th circle of hell. Outrageous pricing, empty promises for internet speed that SUCKS. If we have more than one device running, we have to use our mobile hotspots. Distance learning with COVID was awful. Streaming is AWFUL. I also work from a home office and often have to rely on my hotspot.
62. we get our internet Though frontier and it is slow and spotty at times and we will need to use the phone hot spot if the kids are trying to do an online class.
63. We had a frustrating time getting Frontier to complete an installation. Once it has been connected it has worked fine, just slow. We have many neighbors with much worse service than us and are continuously asking for better or other service options.
64. We had frontier before and couldn't stream or use tablets or phone. We switched to SCI broadband and we have no issues. Multiple devices streaming with no issue.
65. We had to go through Frontier or get satellite internet. We lived in a newly constructed house, so they wired through our trees, made us pay for a home phone line that never worked. We stopped using their service for a while but went back and now don't pay for phone line. Service is ok most of the time but not great. Recently, I think our area got wired for another service but didn't know which.
66. We have always struggled with service. Speed is slow hard to have more than one thing connected. Always getting dropped connections. We even tried buying more speed and WiFi boosters. It just is not good or consistent. Frontier has terrible customer service! And even their service guys are frustrated. And forget if weekends come and weekend people come up and tap in we lose service completely! Monday it returns. So frustrating! And no other options. I have purchased a separate hotspot to have when we can't get coverage. That's silly now I pay for 2 internet providers. We also are stuck having a landline with them because we have no cell phone signal where we live. Technology is not an option for us.
67. We have been sheltering our grandchildren and our adult children during the pandemic. Because our internet is so slow we had to have a second DSL put in 14 months ago. Our family is using internet for work, distance learning and entertainment. The number of devices reported above reflects the connections we need each day. The second line is a little faster, around 9mbps but our first line is painfully slow <6mbps--in order to watch tv we have to shut off wifi to every other device. I own a small business that I run from home. Our internet goes out almost every time there is a thunderstorm so we have started unplugging both modems



whenever a storm comes through. Frontier has been honest about the slowness of our first connection. Wish we had better options.

68. We have been with Frontier for over 20 years, internet speed has never been good. Up until 6 months ago our speed was less than one Mbph and once I started working from home I called Frontier and they were able to get us to a speed of about 18 Mbph but sent a letter saying we are actually paying for more than what they are giving us on a regular basis. Their equipment is not updated and the demand is more than what they are able to provide. This has been extremely frustrating. I am able to do my job but it is not always efficient.
69. We have Frontier DSL. Our internet disappears several times a day, for about a minute downtime each time. We have given up on calling Frontier about this. They're always friendly and it usually resulted in the internet coming back for a while, but it never lasts. We gave up calling and now just wait it out until comes back. On top of that our Frontier bill is \$147 per month for DSL and phone service. Our road is staked out, hopefully for fiber, and we can't wait to cancel Frontier!
70. We have had frontier for years because it's the only option and it sucks. It takes over 24 hours to download any game or update to game. My kids are constantly having issues while doing online school and we have two routers in the house to help with how many devices we have and we still have issues.
71. We have very slow speed internet but pay for high speed. When we asked Frontier in the summer of 2020 about upgrading to a higher speed, we were told that they don't even offer internet in our area any longer but yet neighbors on both sides of us had faster internet installed at that time. We received a letter from Frontier in January 2021 saying that even though we pay for higher speed, the speed we get is what we get and if we don't like it we can try to find some other provider.
72. We pay \$40 a month for broadband from frontier communications for 10 MB download speed. However we have never seen above 0.8 MB download speed. And I check it often! Frontier communications has also communicated to us that they are provisioning our speed down to 5 MB download speed. However they have not dropped our Internet bill by half. There are over 200 cabins around Pine Lake and big pine lake in Finlayson, Minnesota and all of us would love to have faster Internet speed. Many of those that live on the lake are year-round residents. Faster Internet speeds in this area will help the kids and local businesses succeed! Please help!!
73. We started out with Frontier for our internet and found it very slow so we switched to HughesNet. Frontier updated their technology during the time we were away and we found that HughesNet was worse than Frontier so we switched back. So far, we have been happy with being back with Frontier.
74. We started with Frontier and their service was horrible. Literally cannot say anything good about that experience. SCI came in and offered 10 times faster service at the same price. We made the switch and have been happy with their overall service. It would however be nice to have a competitor as SCI has a monopoly on the market now and could increase their prices without us having any real alternative options.
75. We suffered with unreliable and expensive service from Frontier for many years. We are so pleased to have reliable service from SCI. They are customer friendly. Their tech support, the two times we have had to contact them, is helpful and courteous. They have provided service for us so we January 2019.
76. "We used to have Frontier and it was TERRIBLE! We couldn't be on our phones at the same time, we couldn't stream, it would drop calls constantly. Whenever I called Frontier their



customer service was also terrible, they made me feel like a bother for calling them. Finally, after 15+ years of Frontier phone (and later internet) I cancelled all services with them. We switched to SCI Broadband in Hinckley and have had AMAZING and wonderful service. We called them, they were so nice over the phone, and the techs that come out to your home are very professional but personable. They talk to you in terms you can understand, they went above and beyond their job duties to make sure everything was up to speed and working for us. We liked them so well we actually talked my parents and my daughter (2 separate households) into switching from Frontier to SCI. They also love the service and have no complaints.

77. We used to have Frontier and they were horrible then SCI ran cable to our house and now we have their internet and it is a huge game changer for our family!
78. We used to have frontier high speed internet but it was very slow and unreliable. It could not keep up with our our needs for basic internet needs. We have switched to a carrier that uses SIM cards in satellite type routers to pull data using fell towers instead of broadband. It has been a great change for us and is able to keep up with our internet and streaming usage as well as support additional devices connected when they are present.
79. We used to have frontier. We went days without phone or internet. Customer service was terrible. When my children went to distance learning I had to buy a hot spot for my phone so we could keep up. When our house was built we needed internet due to the kids being home. There was such a horrible lag. We would get kicked off. And sometimes we couldn't up load the kids homework. Every week it was a struggle with something. I've called our provider numerous times. I even went up on our package hoping for faster service. I now pay more money for the same speed.
80. We waited years to get internet as we were too far from Frontier service area Century Link hadn't come down or road yet. We used hotspots for years for when I would work at home plus I kept dial up for many years as a back up for when I needed to work from home. It was frustrating that many other people in Aitkin County had internet and we didn't.
81. We were previously with Frontiernet DSL, very bad/slow service. Switched to Hughes based on speeds we were told we would get, now worse than Frontier.
82. We've been in the area for 15 years and have had very unreliable and slow internet service for the whole time from Frontier. They overcharge for the service they provide and we pay for - up to 6 MB download. We're lucky to get 3 MB download - usually much less. We have to restart our modem at least once or more times a day. To upgrade, would cost quite a bit more. It's difficult to run 2 home-based businesses at these levels.
83. When I am on my laptop, I continually get disconnected and then it quickly automatically makes the connection. When we zoomed with our family, I was kicked off the zoom constantly every 4 to 8 minutes. Again the system automatically reconnected me, but it was disruptive and prevented us from doing zoom very often. I can not subscribe to Netflix or any other provider because streaming does not work. All of our neighborhood here on 270th street has complained to Frontier to no avail. First they try to sell us a 'higher' speed, and always tell us that there aren't enough people on our road to justify any improvements. We all are having issues with being taken off line and then added back on, the neighborhood has just given up on asking Frontier for any improvements.
84. "When we first moved here, we tried to get Frontier, but there were only so many ""high speed"" accounts available. The only other option was cell service internet (Verizon, ATT & T-Mobile are all not reliable at our home.) Eventually, we were able to get internet through Viasat/Exede, and have been grandfathered into an unlimited plan, however, we are paying



over \$100/month for minimal upload/download speeds and ""data.""

I am at work completing this, and I believe we have Frontier at work."

85. "When we first moved to this address in 2015, the only provider was Frontier or satellite. Initially service from Frontier was very good and then steadily went downhill fast. Two years ago, we were so frustrated with Frontier - the service we were sold wasn't what we got, their equipment/lines couldn't handle the service we were promised, so we canceled service with them and went the satellite route with Viasat/Excede. Service with Viasat/Excede is difficult. Between kids using more devices due to distance learning, we quickly go through the our little allotted data. Trying to use the computer or watch tv after work? Forget it. You'll get about 3 seconds of tv before it has to buffer again. And again. And again. And we pay \$130 a month for this.

It is so bad that we tried to go back to Frontier. Except they no longer provide service down our road. Do you know who does provide service down our road? No one. Not one single service provider. One mile up our road, to the north along Hwy 18, is SCI Broadband. One and a half miles down our road, to the south, Century Link has lines. But not one single service provider on Finlayson Road. "

Provider – Genesis

1. "Had Wildblue which become Exede satellite service - slow and expensive. Got talked into Hughes Net by a salesperson - WORST EVER INTERNET!!! And we were forced into a 2 year contract with Hughes Net with all these promises that were a joke. We now have Genesis and are happy with them. It would just be nice to find something that was more reasonable cost wise.
2. "I have had 2 internet providers, Genesis Internet which service only lived up to their claims for 3 days after complaining about service, made many calls over the 5 years I had it. Hughesnet is way better than Genesis but still has the same issues.
3. I have tried to get internet through Centurylink, but it has never been available. Genesis has been good in the past, but has gotten slower and it seems to buffer quite a bit when streaming.
4. Purchased my home 10 years ago and had I known at the time I would not have high speed available, I probably wouldn't have purchased it. Used cellular hotspot the first year, then purchased Genesis through a radio signal from a neighboring silo down the road. Never achieved the speeds promised and at the time with a house full of kids, it was very frustrating. About 3 years ago CenturyLink brought high speed by our house and offered us 10 Mbps. Though this was a huge upgrade, we rarely got the promised speeds and still had frustrating times. Seems like every month CenturyLink sends me mailings and emails purporting to offer us upto 100 Mbps. Twice in past 2 years I've attempted to upgrade the service, but when the CenturyLink technicians arrive, they are unable to get anything better than 12-15 Mbps. They just end up cancelling the orders with corporate and leave. Currently, I'm on a 20 Mbps plan, however have never seen those speeds. Ironically, last summer we had new neighbors build a new home less than 1000 feet south, on the same road with the newer CenturyLink service, and CenturyLink wants several thousands of dollars to bring it to their home, which is only a couple hundred feet from the road. Due to expense they've chosen to try Genesis. I feel bad for this young family, who will need much better service in just a couple years.
5. started with dial up then had to have a tower because we lived out of town with Genesis Wireless finally got Broadband through Century Link never fast enough especially for downloading games or movies



<ol style="list-style-type: none"> 6. Very poor service with Genesis , call all the time about problems , they always have some kind of excuse why the service is so slow 7. We have free internet from Genesis Wireless because they have a tower on our land. 8. We have Genesis Wireless that we get for free as they use one of our silos as a connection site. 9. We have no choice but to use a satellite service as well as genesis wireless. The connections are so poor and who we work for has us home officed. The quality of internet is so poor that we were asked to change services. Now I am stuck in a contract for 2 years and the service Viasat is extremely poor 10. We live in rural MN, there's high speed internet to the East and West of us, just not down our road as its dirt. We tried to go with Genesis wireless but they couldn't provide service due to their limited capabilities. We've tried hotspots but it's expensive, slow, and unreliable. We settled with Hughes net as its somewhat works most the time. But it's slow, high ping times, and there's packet loss, and limited data. It's inconsistent and not effective in a world that is so technology based. As well as expensive. We've been talking about Starlink as it's faster with low ping times. But is still expensive and you have to buy the equipment. We're always looking for something better. 11. We use genesis and pay a hefty bill every month. With 3 kids that could be distance learning at any given time, my ability to work from home, and teenagers that enjoy youtube, Netflix and Disney plus, we need internet. When the kids are distance learning, we need to unplug anything that uses internet (alexa's, etc) because otherwise it freezes. We tried streaming TV, but all it did was buffer so we kept our cable (direct TV). Overall we are satisfied with Genesis, would obviously love to have all our devices working at the same time, not sure if that is possible. Also it is expensive.
Provider GotW3
<ol style="list-style-type: none"> 1. Had to get GotW3 for my son to do his distance learning. It has worked great. 2. Have ViaSat for yrs. so when I had to start working at home, it wouldn't even work enough for me to do my job, took anywhere between 3-7 minutes for a screen to move and I had purchased the highest possible package available to me costing me \$150 a month. Still didn't help because they said I used up my allotted package, which was supposed to be unlimited for this price, before the 15th of every month and then it was even slower if you can believe that. So then I heard about Gotw3 through Radio Shack and got that paying out over \$200 for equipment and then \$100 per month for service. Still keep the ViaSat as backup because you never know when one or both won't work and you need them for your job. Speed is horrible.
Provider - Hughesnet
<ol style="list-style-type: none"> 1. Broadband (probably DSL) goes no farther East than Pine County Rd. 15. We live one mile East of that. We would love to subscribe to Centurylink DSL if only they would run a line out to our area we would be happy to pay for it. As it is, we can only get satellite internet through Hughesnet. We pay \$86 a month for 20G per month and it never lasts longer than two weeks, then it throttles down to 2G which is pathetic. We are not heavy users of video and data! Just YouTube and news video. All online video loads very slowly and then halts until the buffer catches up. 2. Hughes net not any better 3. Connection was bad, customer service was bad. I just had my land line phone disconnected do to pricing. I disconnected from frontier internet service about 18 month ago. I now use hughesnet.



4. Hughslink expensive and limited use.
5. Had Hughes Net (satellite on roof of house) but hated it. Switched to Century Link and am more satisfied, but it can be very slow at times.
6. "Had Wildblue which become Exede satellite service - slow and expensive. Got talked into Hughes Net by a salesperson - WORST EVER INTERNET!!! And we were forced into a 2 year contract with Hughes Net with all these promises that were a joke. We now have Genesis and are happy with them. It would just be nice to find something that was more reasonable cost wise.
7. "Hope you have time for this juicy story, so here goes: I had Dishnet (50 gb month + 50 gb between hrs. 2-8 am. I loved it! Then I received a call from them letting me know that I qualify for their new service, receiving the SAME package for \$10 or more, less than what I'm paying, at that time! Now my spouse and I live on 1- SSA disability stipend per month, so every Dollar counts! I figured, great, gonna save \$120. A year! So I call the number Dishnet gave me and I was assured that the aforementioned WILL be the case for me! During this 30 minute call I repeatedly asked if I will be getting the exact same 50/50 GB plan as I was currently on and was assured positively I would be! After 2 months of this Service with Hughesnet I discover I'm out of Gb for that second month! I call the Scheming Hughesnet rep and am told I'm on the 20 gb plan, but will get the 50 gb during the special hrs of 2-8 am.
I went goofy on them because I locked in for 2 years!! Holy cow was I pissed! I told them to cancel me ASAP but they told me that an early termination fee of \$240. Would be deducted from my disability money I receive once a month! I could not afford that and didn't even have that much in my account! So I waited the 2 years and called them to cancel.... so happy to do that! I was bait and switched... AGAIN, by Hughesnet! Only this time I'm locked in for only 1year!
Cannot wait to cancel them! And that's my Story! Sucks, huh?"
8. Hughesnet is literally my only option in this area. No other company covers my area.
9. i am extremely satisfied with Century Link because it is the best so far. We have had Century Link dial up, Verizon and Hughes. Now with Century Link it comes into the house underground.
10. "i don't have many issues with the internet service we have its just so expensive and where we live we dont have many choices for high speed internet. we had hughes net before we had viasat put in and i was constantly on the phone with them trying to work out glitches and they always tried doing over thephone never sent anyone out to ck on anything. i have only had to contact viasat a few times for help."
11. "I have had 2 internet providers, Genesis Internet which service only lived up to their claims for 3 days after complaining about service, made many calls over the 5 years I had it. Hughesnet is way better than Genesis but still has the same issues.
12. I have hughsnet and they only go to 50 gig a month then it drops to 1-3 Mb. I need unlimited period. Oh yeah I can get tokens for more gig, but so dang expensive. I am so frustrated and unhappy.
13. I have tried for years to get other internet coverage only to be told repeatedly that nothing else is available to me. I dislike Hughes net but have no choice.
14. I previously had Hughes Net satellite Internet. Not very fast or reliable. Century Link DSL is faster and 1/2 price of Hughes Net.
15. I used to have frontier i had nothing but problems with Frontier. I currently have hughs net and it is super slow



16. It was just three or four years ago that we were finally able to get CenturyLink internet (other than dial up) at our house. Prior to that we were using satellite internet through Dish, which was terrible.
17. Landline was too noisy and too slow, so switched to HughsNet but the pricing was unreasonable and restricted on speed. Abandoned satellite and went for cellphone hotspot as it was already included in the mobile plan; same poor performance but a whole hell of a lot cheaper! When StarLink was made available, we got it, where speeds are between 14Mbps and 40Mbps so the speed is OK, but not the greatest, but compared to HughsNet, very affordable.
18. "Started with Verizon was happy at first, after 5 years slow and reboot continually. Said trees too tall. Wont move canister higher. HughsNet is present provider. Never has been good, slow, disappearing signal, reboot continually. Weather makes no difference it's bad always. I call another company they came out and looked said they would be back , have`nt seen them in 3 months
19. Switched from Hughesnet \$89/mo to T-Mobile \$50/mo 4 months ago and excellent service/price
20. The only internet provided at my home is HughesNet. There is no fiber optic/cable or any other satellite offered for my location. I have 3 children in school that need internet for various reasons. HughesNet cannot provide "fast enough" internet to upload items or stream anything. My kids cannot join zoom classes or anything live. Any sort of tv platform (Hulu, Netflix,etc) does not work unless it's off peak hours, but that does not always load either.
21. We are unable to get any service other than satellite. With distance learning, we had to pay over \$90/mo to get HughesNet. Now we are in a 2 yr contract:(
22. We had century link which wasn't very good, we were told we were 'at the end of the line' so we weren't able to get any faster service. Hughes.net is OK, but could be faster and more reliable. My cell phone service is also very poor.
23. We had dish internet service through HughesNet prior to switching to CenturyLink in 2020. CenturyLink's service is faster but still not fast enough!
24. we had previously tried Hughsnet and another satellite provider and they were terrible - use "too much internet" and get cut back to slower than dial up.
25. We have Hughes net and it is really slow. Not fast enough to stream movies. The kids have a tough time with staying connected when they have zoom meeting when they have to do distance learning. Several times a week we have to bring them into town to use faster internet. It's a big pain in the ass!
26. We just moved 3 months ago and got cable for the first time in 15 years. Before that we struggled with Centurylink and Hughesnet. Both were slow and had reliability problems. My wife works from home online and always struggled to be efficient, she would do other things as she waited for files to be transferred, absolutely unacceptable and frustrating.
27. We live in Brook park and waited a LONG time to get reliable, affordable internet. We tried Verizon and Hughsnet and were extremely disappointed with them! When Centurylink became available to our area it was a game changer! Our monthly service bill was cut in half but the speeds and reliability were drastically improved! Service does drop/cut out occasionally but it is pretty darn reliable!
28. We live in rural MN, there's high speed internet to the East and West of us, just not down our road as its dirt. We tried to go with Genesis wireless but they couldn't provide service due to their limited capabilities. We've tried hotspots but it's expensive, slow, and unreliable. We



<p>settled with Hughes net as its somewhat works most the time. But it's slow, high ping times, and there's packet loss, and limited data. It's inconsistent and not effective in a world that is so technology based. As well as expensive. We've been talking about Starlink as it's faster with low ping times. But is still expensive and you have to buy the equipment. We're always looking for something better.</p> <p>29. We live in the SE corner of Pine County. Our land line copper is probably 80 years old, and our land line often doesn't work after a heavy rain. Our cell service is spotty, so we have a cell booster on the roof. For Internet we have had dial-up, HughesNet for about 10 years, Verizon until a storm took out the tower, T-Mobile Hotspot for 3 years, and got Starlink about 3 months ago. It is very expensive for the demographics of Pine County. So far we are quite happy with it.</p> <p>30. We often have to restart our modem, we used to have Hughesnet. Biggest joke ever. Was extremely expensive and we never had internet access. And we somehow always used up all our data without even really being able to use it. Midco is a big step up from Hughsnet.</p> <p>31. We started out 7 years ago with Wild Excede, then a year later Hughesnet, then back to Excede. After 4 years of poor service, CenturyLink finally offered 10 mbps. We fought with them for two years of bad intermittent service because cable was not buried and I finally got them to bury line in ditch and our property. Since then service has been fairly constant but never more than 10 mbps. I was told by a corporate CL employee in an email a few months ago, he doubted We would ever get faster speeds because there was not enough customers to justify upgrades. We have a smart house and since I am disabled, I depend on Alexa to turn on and off my lights. I am 62 years old.</p> <p>32. We started out with Frontier for our internet and found it very slow so we switched to HughesNet. Frontier updated their technology during the time we were away and we found that HughesNet was worse than Frontier so we switched back. So far, we have been happy with being back with Frontier.</p> <p>33. We were previously with Frontiernet DSL, very bad/slow service. Switched to Hughes based on speeds we were told we would get, now worse than Frontier.</p>	<p>Provider - Mediacom</p> <p>1. I work from home daily using a laptop, our home internet can only support one or two online activities at once. The speed is very poor and there are no other providers in my area. Mediacom comes very close and is only blocks away from my service address, but Frontier is the only provider available at this time for us.</p> <p>2. Mediacom is very expensive, slow loading a general news page. Locks up when scrolling a news feed or social media.</p> <p>3. Mediacom was my first experience with internet service after moving to the area. It is great service both for reliability and speed but the price is a bit high. I shouldn't even complain about the price because I'll pay for the quality service I've been getting</p> <p>4. We were told medicom cover our area then told no they only run on the other side of the road and our only option was satellite, which is over priced and often has restrictions on usage then speed slow to nothing</p> <p>Provider - MidCo</p> <p>1. By virtue of our location within the city limits of Mora, we should have broadband available to us provided by Midco. However, Midco has refused to provide broadband service in this residential development.</p>
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2. Download speed is acceptable, upload is nearly no existent .58mbps on a normal day. If I want to connect to a video call I must disconnect all devices except the one I am using and it still may not work. I often use my ATT phone to connect but then I have to go outside. Century Link will only allow .75 upload and they stated, "that is all you really need." They are not very helpful and I will switch to Midco as soon as the connection is available.
3. For the most part Midco works well, decent speed with very few glitches. But for almost \$70 per month they could do better. Better basically with the speed for that price. I stream my tv through AT&T tv, and it work pretty well, lately though there has been plenty of buffering going on. Other than that I don't do much gaming, mostly use it for general web surfing and tv/videos (Netflix, Amazon prime, Hulu, YouTube)
4. Had frontier in the past and it was the WORST! Midco is way better!
5. Had NCIS, it got taken away and now have Midco
6. I am lucky enough to live in town where I have access to Midco service. I know that it is a different story in areas outside of the cities and towns.
7. I am very fortunate to have Midco high speed Internet at my home on Pokegama Lake near Pine City. My current speed level is 39mbps download and 10mbps upload. I am very satisfied with Midco's reliability and outstanding customer service.
8. I feel fortunate to live in town in Pine City, In my opinion Midco is the only way to go if you can get it. I have family that are only able to get broadband through Century link and their speeds have not increased over the past 10+ years in fact they have decreased available speeds. (used to be 7 meg max now its 3-5 meg max). As a small business owner who deals with Technology and getting people connected to the internet on a daily basis the speeds that we are able to offer residents who are as little as 2 miles out of town is not great. as the world moves to the cloud these individuals have little or no option to move forward with the technology.
9. I have had Midco for years. It was costing a lot more before I moved (within the same zip code) and asked about a deal, which they then gave me. Once the deal expires, it'll get really expensive. It isn't cheap by any means, but I don't have cable and before internet was available in my new neighborhood, I was using my phone's hotspot and eating up tons of data, especially with the pandemic and working some from home. I guess it seems worth it for reliable, fast internet, but as a teacher, I think it would be amazing to have better quality internet available for my students and their families, as well as cheaper internet for all. Midco really has been great to work with. I can't complain.
10. I have midco. I'm in the town of mora. I pay very high for these services because I work at home. Outside of town I paid more for it wish is why I moved into town.
11. I have one company to choose from for cable internet. I work from home and require reliable, high speed internet. This means I pay roughly \$70 per month and have no option to save money. Misco has a monopoly on cable internet in my area.
12. I moved from Cambridge and midco had to jump through hoops for me to keep my current service in mora ,but in mora it is not the same quality I had in Cambridge.
13. I must have reliable internet because I am in regular contact with four different health care systems - there are often questionnaires to complete or care providers to message. I have the least expensive possible tv service which Midco requires to have in order to have necessary internet. My cost is approximately \$98. per month or more than \$3.00 PER DAY. This seems distinctly outrageous. I live in a building of seniors. There are 24 units. So Midco , the most frequently used provider here, is receiving thousands of dollars per year. While their internet service is usually quite reliable, it seems once people are wired in, Midco does nothing except



- increase the monthly cost while expanding their geographic service area. Thank you for attending to this required internet utility and may the cost become affordable. Best. peace.
14. I started off paying \$40 less per month for faster service. I've had midco for 7 years now I have to either reboot or reconnect my modem at least three times a week sometimes two or three times a day I'm very frustrated. And wish we had something much better to go to.
 15. I started with midco a year ago when we went remote after covid. I live in town and am able to get midco. works well with work computer and tv
 16. I stream on Facebook. My speeds through Midco are 1 GB download & 100 upload. My download is the correct speed but my upload is only about half of what it should be. The price is a little higher too at about \$115-\$125 per month. I would like to see some faster upload speed to give me the best speeds for my stream. Otherwise I am happy with my provider. My internet however does go down at times for a moment. So the reliability
 17. My internet provider is from the next city over and is amazing. I've been told several times that even though they want to expand services, the head honchos of mora fight midco on it. Basically wanting more money to be allowed to provide the services in town. While we're at it, let's upgrade the electrical lines. This city will go under at the hands of Lindy the city administrator."
 18. I work remotely at home and have been for the last ten years. We live in town only because I can't use any other internet or satellite services in the country. They aren't fast enough for me to work from home or for the rest of our devices at home and they are so expensive. Our dream is to live in the country but we are very limited to where we can live. Not even two miles out of town and within the city limits or just outside of the city limits we can't use Midco. I had CenturyLink before and their speeds were horrible, pricing was very high and the customer service was horrible.
 19. "In 5 years I have had 2 ""new"" boxes put in by mid-co. Typically after 2 (or less) hours of internet usage on my computer....it quits ""No internet"" available. On the very rare occasions it works for 3 - 4 hours I am SHOCKED!! However, the connection has not lasted longer than 4 hours. My computer whizz is astounded that I have that poor of service seeing as how I live in town (Mora, MN) and I am 72 miles north of downtown Mpls/St. Paul. My computer whizz lives 47 miles south of Mora, MN and my computer maintains internet service all day long at his place. I am totally frustrated with the service I have and the amount of money I pay for such poor service.
 20. It cuts out a lot in the evening. Buffers quite a bit if all three kids are online and we're trying to stream Hulu. My two daughters are normally doing school work and my son is on gaming console. We watch a movie or TV show on Hulu and at least once an hr it will stop or buffer. The modem is literally right next to the TV. The funny part is, when we had YouBetNet out of Mora, we never ever had a problem. We lived in Ogilvie and a of us could stream, be online, watch TV and it would not ever cut out. Apparently they were third party using same Century Link lines yet we had better connections and speed then if we had actually CenturyLink. No one in the country likes CenturyLink and wish we had another choice. All of us would probably choose a different company, like Midco, if we could actually get a choice! We had that at our business in Mora and we never ever had a problem. It would be great to get anything else reliable north of Ogilvie on Hwy 47 to Ann Lake or farther! We have to use the school provided Hotspot through TMobile to get better internet for the computers otherwise sometimes we wouldn't have internet at all. It's very frustrating because I try to be on Zoom several times a day for my work and most times it cuts in and out and freezes my Zoom so I have to log back in. It just blows my mind that internet works great in Ogilvie, in space, in the



middle of the mountain in Afghanistan but two miles north of town we can't have the same good internet they do in town.

21. It's frustrating working from home, knowing that when the weather is anything but sunny, the internet is bad. Midco is 100 times better than Century Link. It is expensive and we continually need to increase our internet or buy better routers, just so I can work and my kids can do school.
22. I've been a reliable Midco customer for 7 years in two different homes. The quality in our apartment was great, but the last 4 years in our house has been poor quality. I'm constantly rebooting my router and calling customer service. They never offer to send a technician, they just keep telling me to reboot the router.
23. I'VE BEEN FIGHTING WITH MIDCO FOR YEARS TO UPGRADE MY WIRING AND BRING A CONNECTION POWER SOURCE CLOSER TO MY HOME. THEY GAVE ME A NUMBER OF FEET THAT THE WIRE COULD GO BEFORE HAVING TO UPGRADE AND IT WAS WAY PAST THAT NUMBER. EVEN ONE OF THE INSTALLERS TOLD ME IT SHOULD HAVE BEEN UPGRADED YEARS AGO. I CALLED THE CORPORATE OFFICE AND NOW THEY ARE TELLING ME THAT THEY CHANGED THE AMOUNT OF FEET THE WIRE CAN BE AND MY SERVICE SHOULD BE JUST FINE. INSTEAD THEY CAME AND RE-RAN THE CABLE THAT COMES FROM A TELEPHONE POLE AT THE EDGE OF MY YARD, BUT THE ACTUAL POWER SOURCE THAT THE CABLE IS COMING FROM IS UP 2 YARDS FROM MINE. THEY GAVE ME NEW CABLE FOR 1/4TH OF THE WAY. THEY ALSO SENT THESE 2 FAT, LAZY MEN TO BURY THE CABLE IN MY YARD. THEY MADE A COMPLETE MESS AND DIDN'T EVEN BURY THE CABLE - MY YARD ALL DUG UP! I TOOK PICTURES AND SHOWED THEM TO MIDCO - NO COMPENSATION - NO SENDING SOMEONE OVER TO FIX IT - NO SORRY MAAM! MIDCO CARES NOTHING ABOUT THEIR CUSTOMERS AND IS ALL ABOUT THE MONEY! I WISH THERE WERE MORE OPTIONS FOR HIGH SPEED INTERNET IN OUR AREA. SOMEONE NEEDS TO GIVE MIDCO SOME COMPETITION AND MAYBE THEY WOULD CLEAN UP THEIR ACT!
24. I've bought the best wifi plan available to me through midco and have had issues every day regardless of weather with speed, reliability and glitching.
25. Midco is the only service we have tried in the past 3 years that we can actually get service most of the time. It does go in and out all the time and it is very very slow. But atleast it works better than some of the other companies we have tried.
26. Upgraded to midco within the last year. Have been pretty satisfied
27. We are very fortunate to have access to Midco cable internet. It's fast (100Mbps) and we use it constantly (web, home security/monitoring, TV, music, etc). It costs about \$65/month which seems high but compared to other subscriptions it's not too bad. High capacity broadband would be an absolute requirement for any future living location.
28. We had you bet net and it was affordable and seemed pretty fast. Now we really only have 1 option-midco
29. We have Midcontinent, but I live in North Branch. I work in Pine City and Mora, and know that there are issues with internet availability which affects our ability to treat or see patients through virtual means. I am very happy with Midcontinent and their services. My husband works for Comcast and I know they are expanding too, which I think we be a good thing to all rural areas, especially this area.
30. We have Midcontinent, but I live in North Branch. I work in Pine City and Mora, and know that there are issues with internet availability which affects our ability to treat or see patients through virtual means. I am very happy with Midcontinent and their services. My husband



<p>works for Comcast and I know they are expanding too, which I think we be a good thing to all rural areas, especially this area.</p> <p>31. We often have to restart our modem, we used to have Hughesnet. Biggest joke ever. Was extremely expensive and we never had internet access. And we somehow always used up all our data without even really being able to use it. Midco is a big step up from Hughesnet.</p> <p>32. when I lived in town, Mora, I had Midco and it was much better than Century Link. But I am 4 miles out of town and can not get Midco now. Century Link does unconnect occasionally but I am usually able to get back on within 10 minutes. I NEED a reliable internet for my other job. It can't stall or go down.</p> <p>33. When watching tv on our Roku it constantly buffers (we only us the Roku to watch tv). We used to have Midco, which was great, but we could no longer afford it.</p>
<p>Provider - MLEC</p> <ul style="list-style-type: none"> • Frontier was not strong enough for us to use for much more than email. We switched to mlec satellite which is unaffordable, offers limits and then slows down, but at least we can use it to work and our kids to distance learn when needed • I currently have Century link over a phone line which doesn't have good quality. The max I get is 20 Mbps and is not reliable. MLEC has just now offered fiber but I am not sure when that will be available. I am working from home for Riverwood Healthcare Center so solid connectivity is essential. • I previously had Centurylink and had more issues than I could say. CTC and MLEC combined to bring fiber and it was the best switch we ever made! We can actually stream hulu! • It is antiquated and if we have family visit it's inadequate as even the 2 year old has an iPad. It costs an arm and a leg already from MLEC and other places in the US get much more bandwidth for much less. But we don't want to cut down forests etc.... • Up until MLEC brought in fiberoptic into our area, we were paying double our triple the amount for less than half the access. We were unable to work from home or for the kids to distance llearning. We couldn't utilize any streaming service unless from our phones. We needed internet for work/ school but many times would have to travel 9+ miles to sit at a local diner to utilize faster/ reliable internet. We have little to no complaints with our current service. Our neighbors were not as lucky and the fiber optic stopped just shy of their house and they continue to struggle. • We are left out of all fiber optic internet expansion plans because we have Aitkin address but located in crow wing county. We have mill lava electric service but no fiber optic up here. I often have to use my phone hotspot to do work for my professional corporate job because I work from home remotely and the internet does not have enough download speed to do some of my work. • "We had MLEC wireless, but we are at the end of the line and it failed to connect more often than not. • "We have Fiber optic Internet through Mille Lacs electric. It was hooked up 4-21-2020. We have a cabin on Spirit lake in Aitkin County. We now have internet for e-mail and searching and Fire TV. We also have a ring camera now so we can see what is going on up there." • We originally had internet service thru Mille Lacs Electric, then Verizon Hot Spot and currently with Century Link. Our service from Century is reliable but could be speedier!!
<p>Provider - NCIS</p> <p>1. Had NCIS, it got taken away and now have Midco</p>



Provider – Paul Bunyan

1. I've been reaching out to Paul Bunyan Communications to see if I can get internet from them, but they aren't allowed to cross the county line road, and they are roughly 800 feet from my driveway.
2. We moved from Grand Rapids to our lake home and only had one option - Century Link. It took them 3 months to get us hooked up and then we were told that "high speed" was available only to our neighbor, but the guy that hooked us up, used the connection from the neighbor. I believe that he did get reprimanded, but they left us hooked up. I have no idea the technicalities of it all, but coming from Paul Bunyan Communications in Grand Rapids to Century Link felt like going back to dial up! I hope Paul Bunyan will make its way South to Hill City!

Provider - SCI

1. Currently have Frontier Plan to switch to SCI
2. currently looking into SCI our costs are high our service is very slow
3. Frontier has been absolutely horrible but we can't get SCI broadband where we live, would love other reliable cable internet service in our area!!
4. I've been hoping for a couple of years now, that SCI would come down are road.
5. Had Frontier and keep losing connection then switched to SCI and still have same problem. But not as bad as Frontier.
6. "Have SCI Broad band at our cabin on Lake Minnewawa. Works pretty well. They dug in 400+ ft of fiber optic cable from road to cabin, that was only \$100 to us.
7. "I am so fortunate to live in the City of Palisade with access to buried cable SCI Broadband. I use the internet daily, as well as run reports or lookups for friends who don't have access. I formerly lived in the Pillsbury Forest west of Brainerd, and was on cable internet and also very weak cell service. Since I use computers a lot to help nonprofits I work with, I was ecstatic when SCI ran fiber up to the end of our mile long private road! When I moved to my current location, the internet service was horrible, to put it mildly. Once again, SCI came to my rescue!
I had century link with a price for life plan and then moved my price tripled with SCI but I cannot get century link where I am now.
I have SCI for my internet provider. I use it for multiple devices and TV all day long. Usually we have pretty good luck but there are times it can lag.
TV service has similar problems with random service interruptions that last from 30 sec to 8 minutes (sometimes longer). We get bundle price increases annually that are between 4-8% with no additional service provided and no improvement in service. The SCI staff does its best to be helpful and friendly and respond to service requests promptly."
8. its was a little sketchy. I had SCI out a year ago. they put in a new modem put and did some work. it helped a lot.
9. I've been with SCI broadband for approximately 8 years. Satisfied with their services.
10. Just switched from Frontier, which was horrible. So far we are liking SCI.
11. My first time ever getting WiFi and the company I chose was SCI broadband. I'm a happy camper ðŸ˜Š my service's or WiFi are never slow nor does it buff.
12. SCI Broadband has placed cable on our road during the past year. I'm satisfied with CenturyLink at \$45/month. I can watch Nextflix and work from home.
13. SCI fibre cable was made available to us about two years ago. Prior to that we had to use hotspots on our phones or satellite neither of which was affordable or reliant. Since the



arrival of SCI we have full connectivity and have chosen 14 mbps as our speed. This is more than sufficient for us running all of our devices, that include streaming 2 TV's while running 2 phones and 2 computers. It has increased the value of our property and has allowed us to take advantage of the current technology for work and volunteer work.

14. Sci has always been affordable and amazing service.
15. "Until a couple of years ago, we had satellite service through Exede. It was terrible. Since SCI has expanded to our area, we are so happy with the service. The grant funded project was very much appreciated!
16. We had frontier before and couldn't stream or use tablets or phone. We switched to SCI broadband and we have no issues. Multiple devices streaming with no issue.
17. We started with Frontier and their service was horrible. Literally cannot say anything good about that experience. SCI came in and offered 10 times faster service at the same price. We made the switch and have been happy with their overall service. It would however be nice to have a competitor as SCI has a monopoly on the market now and could increase their prices without us having any real alternative options.
18. We suffered with unreliable and expensive service from Frontier for many years. We are so pleased to have reliable service from SCI. They are customer friendly. Their tech support, the two times we have had to contact them, is helpful and courteous. They have provided service for us so we January 2019.
19. "We used to have Frontier and it was TERRIBLE! We couldn't be on our phones at the same time, we couldn't stream, it would drop calls constantly. Whenever I called Frontier their customer service was also terrible, they made me feel like a bother for calling them. Finally, after 15+ years of Frontier phone (and later internet) I cancelled all services with them. We switched to SCI Broadband in Hinckley and have had AMAZING and wonderful service. We called them, they were so nice over the phone, and the techs that come out to your home are very professional but personable. They talk to you in terms you can understand, they went above and beyond their job duties to make sure everything was up to speed and working for us. We liked them so well we actually talked my parents and my daughter (2 separate households) into switching from Frontier to SCI. They also love the service and have no complaints.
20. "We used to have Frontier and it was TERRIBLE! We couldn't be on our phones at the same time, we couldn't stream, it would drop calls constantly. Whenever I called Frontier their customer service was also terrible, they made me feel like a bother for calling them. Finally, after 15+ years of Frontier phone (and later internet) I cancelled all services with them. We switched to SCI Broadband in Hinckley and have had AMAZING and wonderful service. We called them, they were so nice over the phone, and the techs that come out to your home are very professional but personable. They talk to you in terms you can understand, they went above and beyond their job duties to make sure everything was up to speed and working for us. We liked them so well we actually talked my parents and my daughter (2 separate households) into switching from Frontier to SCI. They also love the service and have no complaints.

Now that I am working from home, I am so thankful I switched my internet provider to SCI. I would not be able to work from home if I didn't. I can work from home, have music or the TV playing in the background, plus be on my phones, and have no issues at all.

I recommend and talk about SCI to all my friends and family in the area, because I have been so happy with their customer service (which is important) and the service itself."



21. We used to have Frontier and they were horrible then SCI ran cable to our house and now we have their internet and it is a huge game changer for our family!
Provider - Spectrum
<ol style="list-style-type: none"> 1. "Initially when I signed up with Spectrum, I had fast reliable internet. Over time the speed decreased and now I have to wait for pages to load and it is affecting streaming tv programs. 2. Spectrum IT people have walked me through some troubleshooting steps, and they have made ""adjustments"" to the modem, which seemed to help for a while. Nothing they have done or suggested has solved the issues." 3. Spectrum claims I have 200mbps but sometimes it feels really slow. I believe too many people are using internet at times slowing it down. My rates are alright for the first year then they get ridiculous after a year.
Provider - Starlink
<ol style="list-style-type: none"> 1. After many trials and tests of satellite and other local providers, we were finally able to get Starlink. It is pretty hit or miss on reliability. There are many times during the day it just doesn't work. This is a huge improvement over past providers. We were never over 5 mbps in the past. This is still, however, not a good option for school or work. 2. I've also been looking into StarLink internet as an alternative but haven't purchased any equipment yet." 3. Was told too bad that is all that they could give us. We have a worker that has to work from home so went with Starlink beta. It works great but not with a VPN. Everyone around us can get it but us and our direct neighbors. We are located on the border of Aitkin and Crow Wing Counties." 4. "Had viasat for over 5 years. Hated it. Customer service awful. Went down all the time. Many many calls to cs that was on hold for over 10 min. Had highest usage package and still was not enough. Was told too bad that is all they had. They were my only choice until Starlink beta 5. I would pay double what I paid for starlink! There are several in my area that have signed up for the Beta test and I know several more that have pre-signed up for when it becomes public later this year. It's been a year since Centurylink buried fiber in front of my house and people still can't get hooked up. Took me 10 minutes to setup my Starlink and even on Beta testing I'm getting downloads of over 100 and uploads into the 20's. I've heard the nay say about latency. It has not been an issue for anyone I know of. Even with the small interruptions for testing, they are typically not noticeable and significantly better than any cell phone. As far as the price, the equipment and monthly cost is far less than I spend on a cell phone and cell phone plan. Don't waste time and tax payer money on fiber. Invest in Starlink and everyone will have high speed internet a lot quicker and less of taxpayer money. 6. Landline was too noisy and too slow, so switched to HughsNet but the pricing was unreasonable and restricted on speed. Abandoned satellite and went for cellphone hotspot as it was already included in the mobile plan; same poor performance but a whole hell of a lot cheaper! When StarLink was made available, we got it, where speeds are between 14Mbps and 40Mbps so the speed is OK, but not the greatest, but compared to HughsNet, very affordable. 7. Lived in Minneapolis and worked in Bloomington Schools. Retired and moved to Pine City. What an internet nightmare. We never knew people in outstate had such awful service. We started with CenturyLink - We are just north of the river and the service was terrible - always breaking down. We got to know the servicemen on a first name basis. Decided too much to pay for terrible, slow service and changed to a Verizon jet pack as our options are very



limited. With both systems - we could not use our smart TVs nor can we stream anything as it keeps freezing. I have many meetings via Zoom and I keep being dropped - very difficult to know what is going on. So frustrated. We have signed up for StarLink, in Beta phase, but they won't have the equipment for months.

8. Looking at StarLink for faster access.
9. Moved here 7+ years ago. Internet was awful but cost \$25/month for unlimited, slow internet. Tried satellite, data used within days and cost was 8 times that of other provider. Was told due to our home we would not have faster internet for a long time. Cost is now \$50/month but slow internet. Have made deposit of \$100 to Starlink with estimate of faster service by end of 2021. Just learned of faster option at additional cost through current provider, but researching validity of information.
10. Starlink has provided great service and I believe they will be providing service to most of the rural communities in the coming months. I hope that Pine County does not throw good money at a bad project in an effort to solve the internet issue. Technology is coming that will supersede fiber broadband options.
11. Starlink is the first internet provider that has taken care of all our work and family needs. I will not be changing any time soon. Affordable and reliable!
12. Stop wasting my tax dollars on fiber from the worst internet provider ever! (Centurylink) or anyone else who isn't Starlink!
13. Suffered with 2mbps irregularly for a decade through CenturyLink (or it's predecessors). The amount of data being used by my work from home life was just too much. Got lucky and was picked to do beta testing for Starlink...life changing. A few intermittent drops now and then, but otherwise sensational.
14. Until January, 2021 the only internet available to us was satellite and cell phone/mobile hotspots. Even prior to the pandemic, we had the mobile hotspots to provide internet for me to work from home 3 days a week and then used the satellite for all other internet options. We paid close to \$200/month for service that didn't work when it rained, was too slow to stream videos and often "ran out" prior to the end of the month if we utilized our data allocation. When all four of us were working and schooling from home and had to buy more hotspots to account for the additional traffic. Starlink has been great (except for the high upfront cost (\$500) and we pay about \$100/month. This is the same cost as when we had satellite, but the service is much better.
15. Until recently retired I worked from home as a computer consultant for 8 years. I would have been unable to do this had I been forced to continue to use satellite options.
16. We currently have Century Link (BRAND NEW to our area) and the speed is sloooooow. During distance learning, no one else could use the Wifi while my son was on his chromebook. Now that most kids are back in school it seems a bit better but it is almost impossible to use some features due to the slow connection. I did put a downpayment on Starlink WIFI when it becomes available to us towards the end of 2021.
17. "We currently have Viasat and are on the waiting list for Starlink. Viasat is horrible, the speed is about 1mbps most of the time, their customer service is the worst and it is extremely expensive."
18. We had acceptable (10+mbps) service through a private provider who built off of CenturyLink equipment. He needed to close up his business and CenturyLink became our only option. On the same equipment CenturyLink could only give us UP TO 10mbps and we averaged 5-7mbps. Having 2 high school students and two working adults this speed was unacceptable. We became a part of Starlink's beta program and have found this service to be AMAZING,



while being only slightly more costly per month than CenturyLink. Most won't be able to afford this service, and it is not currently widely available. But, others in this area have the same school and work needs. They have the same desires and needs to stay connected to more urban areas.

19. "We have not option for hard-wired broadband in our home. We have multiple young children with technology needs for schooling. We have some work from home opportunities. We have tried various hotspots through the years with poor success. We currently have starlink which is +10x better than any hotspot we have had in the past."
20. We live in the country, viasat is pretty much our only option, it is horribly slow, unreliable, expensive, downloads take forever, I spend more time waiting for internet then I do trying to take care of work tasks. I signed up for Starlink Beta, paid my \$99.00 deposit back in December but still waiting to be selected for testing. I follow the facebook pages for Pine City, Hinckley, Beroun, Munch and other areas and everyone is constantly talking about how poor their internet is, satellite is our only rural option and around this area it is painful to say the least.
21. We live in the SE corner of Pine County. Our land line copper is probably 80 years old, and our land line often doesn't work after a heavy rain. Our cell service is spotty, so we have a cell booster on the roof. For Internet we have had dial-up, HughesNet for about 10 years, Verizon until a storm took out the tower, T-Mobile Hotspot for 3 years, and got Starlink about 3 months ago. It is very expensive for the demographics of Pine County. So far we are quite happy with it.
22. We recently updated to Starlink, which we have been happy with for the exception of when the satellites are re-routing.
23. We went with Starlink as it was the only provider capable of giving me more than 5 mb internet connectivity. We are still awaiting our receiver and are aware that even when we do receive it there will be periodic outages and times of slow traffic. I work from my house and need high speed broadband to accomplish my day to day tasks. Without access to high speed broadband and if Starlink does not hold up to it's potential I will be forced to rent office space in another city that does have high speed broadband internet just to be able to work effectively.

Provider - Starwire

1. "We had a hotspot before this and it was a pretty bad experience. I ended up building my own antenna tower to boost signal and it only got a bit better. Data caps were the worst. Starwire is awesome but we are lucky and can see the tower. Our neighbors can't and have to do other bad options. Our one neighbor has to go to their cabin by Ely so their kid can do schoolwork reliably. How absurd is that?"
2. We've lived here for 4 years and had previously had viasat internet which was horrible. We just got starwire October of 2020. My husband has been working from home since March of 2020 due to covid and I have a home business that relies on internet too. We have 4 kids, so lots of electronics.

Provider – T-Mobile

1. I am changing over to the new T-Mobile service that promises almost twice the speed."
2. It sucks. Very slow, but T-Mobile is better than century link
3. We actually just had century link installed 4/1/21 prior to this we have had Viasat satellite internet and have used hot spots and Tmobile home internet. Century link is by far the best



option we have had to date we are able to stream, game and do anything we need on the internet.

4. We've lived here for 1.5 years. We originally had WiFi thru a company called OTR Mobile for a year which was pretty spotty but better than satellite internet and much cheaper. We switched to TMobile home WiFi because we needed to rely on our internet for our jobs and we couldn't do that with our previous provider. We have been mostly satisfied with TMobile; we are able to stream tv shows and movies which we were not always able to do with our old company. For the most part our current internet works fine, but it is no where near as fast or reliable as true broadband internet that you'd find in the city.

Provider - Verizon

1. 10MB DSL through CenturyLink. Occasional outages that last hours, sometimes over a day. SCI Broadband says they will be installing in our home in the next couple of weeks, but no date scheduled. Work from home, internet required, have Verizon hotspot in case of outage.
2. I am a professor for the MNSTATE University system and teach online. Running ZOOM classes is always a challenge and most of the time I get a message that my "internet is unstable". I try to take my car to better Verizon hot spot areas and often do the work from my car. Some days work better than others. We are now streaming TV service and it works ok as long as we do not use the internet for other things while the TV is on. For \$85 a month, I pay for an upgraded Frontier service but it is no better than my neighbors who pays half that much. When people come to visit, we all struggle with the internet.
3. i am extremely satisfied with Century Link because it is the best so far. We have had Century Link dial up, Verizon and Hughes. Now with Century Link it comes into the house underground.
4. I have been in contact with CenturyLink several times to see when high speed internet service will be available at our home location. While I think I am paying a fair price for what we are receiving, I would be happy to pay more for high speed. I have stayed with CenturyLink because even though they do have a cap on data usage, it is so high we have never reached it. We have a mifi with Verizon and after a certain amount of data is used your speed is dropped -- pretty much useless. In fact, Verizon has consistently gotten worse in our area. It is like the "dead zone" in Cloverdale is now extended to 4 miles north to our location.
5. I switched from Verizon Wireless to Century Link since a buried line goes past my driveway.
6. I think the best we ever get when I perform Speedtests is about 13 mps. When it's working well it's ok. We can stream two or three devices and generally have acceptable speed. But too often it's not working great. They say we don't share dsl with other houses but it seems like there are definitely peak times where the speed is diminished. We also have 4g LTE through Verizon on our phones and it's fairly often we don't use our dsl provider when downloading a big file or updating something because it's just so much faster to do through Verizon.
7. I use my cell phone (Verizon) because our Internet is too slow to use the wifi.
8. Lived in Minneapolis and worked in Bloomington Schools. Retired and moved to Pine City. What an internet nightmare. We never knew people in outstate had such awful service. We started with CenturyLink - We are just north of the river and the service was terrible - always breaking down. We got to know the servicemen on a first name basis. Decided too much to pay for terrible, slow service and changed to a Verizon jet pack as our options are very limited. With both systems - we could not use our smart TVs nor can we stream anything as it keeps freezing. I have many meetings via Zoom and I keep being dropped - very difficult to



know what is going on. So frustrated. We have signed up for StarLink, in Beta phase, but they won't have the equipment for months.

9. "Living in a rural area and working remotely it is difficult not having faster internet. Year's ago we had Frontier paying the Max price for internet and never had the service we should have. Switched to Viasat in 2018 and at first it was fast and the intro price was affordable. Currently, paying \$155.00 for limited service. Most of the time I have to use a Verizon jet pack for my job. Since the pandemic I can and will continue to work at home.
10. "Started with Verizon was happy at first, after 5 years slow and reboot continually. Said trees too tall. Wont move canister higher. HughsNet is present provider. Never has been good, slow, disappearing signal, reboot continually. Weather makes no difference it's bad always. I call another company they came out and looked said they would be back , have`nt seen them in 3 months
11. We have been told by Century Link that we will never see high speed intrnet or fiber optic cable in our area as there are not enough customers, for along time we used a verizon hot spot but then found out from our local Centry Link service man that we could be conected to internet through our home phone, we use this now but would like better service so we can stream our TV instead of paying the ultra high prices of satellite.
12. We have tried CenturyLink, Verizon, and now Satellite internet through Visat and none of them have been reliable. We are struggling to be able to work and do school from home because of how terrible our internet service is.
13. We live in the SE corner of Pine County. Our land line copper is probably 80 years old, and our land line often doesn't work after a heavy rain. Our cell service is spotty, so we have a cell booster on the roof. For Internet we have had dial-up, HughesNet for about 10 years, Verizon until a storm took out the tower, T-Mobile Hotspot for 3 years, and got Starlink about 3 months ago. It is very expensive for the demographics of Pine County. So far we are quite happy with it.
14. We originally had internet service thru Mille Lacs Electric, then Verizon Hot Spot and currently with Century Link. Our service from Century is reliable but could be speedier!!
15. We use to have Centurylink but it was always going down so we changed to Verizon jet packs we have two of them because we run a business out of our home and we go through our higher speed really fast usually within one week of resetting.

Provider - ViaStat

1. "Had viasat for over 5 years. Hated it. Customer service awful. Went down all the time. Many many calls to cs that was on hold for over 10 min. Had highest usage package and still was not enough. Was told too bad that is all they had. They were my only choice until Starlink beta
2. At our current address 5 miles north of Aitkin. The only option we have for internet is Viasat through MLEC. Yes it works but is not reliable in wind, rain, or snow. One person at a time in our house can be on a live meeting. And that is just video, for audio you must call in with your cell phone. Streaming live TV through netflix or amazon works but you must be patient for loading. Live TV through YouTube does not load. We also had to install 3 Wi Fi Boosters in our house to get the coverage we need. The cost of the having the fastest service is \$150.00 and since we can stream with that we also have additional cost of Dish. Our monthly cost of internet and TV is \$250.00. CRAZY!!
3. Have ViaSat for yrs. so when I had to start working at home, it wouldn't even work enough for me to do my job, took anywhere between 3-7 minutes for a screen to move and I had purchased the highest possible package available to me costing me \$150 a month. Still didn't help because they said I used up my allotted package, which was supposed to be unlimited



- for this price, before the 15th of every month and then it was even slower if you can believe that. So then I heard about Gotw3 through Radio Shack and got that paying out over \$200 for equipment and then \$100 per month for service. Still keep the ViaSat as backup because you never know when one or both won't work and you need them for your job. Speed is horrible.
4. "i don't have many issues with the internet service we have its just so expensive and where we live we dont have many choices for high speed internet. we had hughes net before we had viasat put in and i was constantly on the phone with them trying to work out glitches and they always tried doing over thephone never sent anyone out to ck on anything. i have only had to contact viasat a few times for help."
 5. I have Exede/Viasat satellite internet which, most days, is not much better than the old dial-up. I have called Viasat tech support and they have determined that I am not getting the speed for which I am paying, but nothing gets done. I have scheduled app'ts for tech service but no one shows. I have AT&T back-up internet via hotspot which is much faster than what I was promised with Viasat, but I cannot use the hotspot full time due to expense and being capped with usage, even though it's called "unlimited". When a certain amount has been used, AT&T slows to a speed that is nearly unusable.
 6. "Living in a rural area and working remotely it is difficult not having faster internet. Year's ago we had Frontier paying the Max price for internet and never had the service we should have. Switched to Viasat in 2018 and at first it was fast and the intro price was affordable. Currently, paying \$155.00 for limited service. Most of the time I have to use a Verizon jet pack for my job. Since the pandemic I can and will continue to work at home.
 7. Story? Viasat is our only option. Viasat is the worst isp ever. I need fiber. End of story.
 8. "Viasat is only available option. Cellular service and DSL is not even available.
 9. We actually just had century link installed 4/1/21 prior to this we have had Viasat satellite internet and have used hot spots and Tmobile home internet. Century link is by far the best option we have had to date we are able to stream, game and do anything we need on the internet.
 10. "We currently have Viasat and are on the waiting list for Starlink. Viasat is horrible, the speed is about 1mbps most of the time, their customer service is the worst and it is extremely expensive. "
 11. We have no choice but to use a satellite service as well as genesis wireless. The connections are so poor and who we work for has us home officed. The quality of internet is so poor that we were asked to change services. Now I am stuck in a contract for 2 years and the service Viasat is extremely poor
 12. We have tried CenturyLink, Verizon, and now Satellite internet through Visat and none of them have been reliable. We are struggling to be able to work and do school from home because of how terrible our internet service is.
 13. We have tried for 20 years to get land line service. I work from home and we pay 100.00 a month for viasat, which works great for me to connect when I'm home alone during the day. My company had to provide a special way for me to connect to work so I don't have to have a VPN connection and has a computer I can remote to in my office because I can't transmit data over this connection, I also can't join teams sessions over the internet with video or sound. When my kids had to do remote learning, I had to move to use my cellular hotspot or I could not work at all. After 6pm our speed slows down to under 1mbps, our speed promised is 25mbps we rarely get more then 3 or 4. We stream some TV, but it buffers and my family mostly gives up. We use about 200gb a month of data based on our viasat stats. It's extremely frustrating, I had faster internet in 1999 when I lived in Brooklyn Park, I member



thought in a million years 20 years later I would be without reliable internet I don't hate viasat, they provided a service no one else could, but it didn't meet the needs of my family... I'm a software developer and if I didn't need it for work or the kids for school it would be fine for the internet or household things. We can't even get a security system on this service and that is probably one of the biggest concerns we have.

14. We live in the country, viasat is pretty much our only option, it is horribly slow, unreliable, expensive, downloads take forever, I spend more time waiting for internet then I do trying to take care of work tasks. I signed up for Starlink Beta, paid my \$99.00 deposit back in December but still waiting to be selected for testing. I follow the facebook pages for Pine City, Hinckley, Beroun, Munch and other areas and everyone is constantly talking about how poor their internet is, satellite is our only rural option and around this area it is painful to say the least.
15. We use ViaSat internet. We also used OOMA phone service that was in between our internet modem and the router. Because our internet would "hiccup" occasionally, it would kick out our phone and therefore for also kick out our internet. It was a constant battle trying to keep our phone online so just recently we cancelled the phone and just use our cells which are flip phones with no data. Rain, snow storms, and wind will kick out the internet because it's Satellite. The price for satellite internet is expensive. We live ten miles from Pine City so we have very limited options. Century Link does not have good service out here but they did install Fiber optic under ground in front of our home but don't offer service here. If the ViaSat satellite gets bumped, we have to call ViaSat service to come out and realign the satellite dish which has taken two weeks or more to send someone out. It would be great if we had more options for internet and also less expensive.
16. We've lived here for 4 years and had previously had viasat internet which was horrible. We just got starwire Ocotber of 2020. My husband has been working from home since March of 2020 due to covid and I have a home business that relies on internet too. We have 4 kids, so lots of electronics.
17. When moving into our home, we were told we could choose from CenturyLink or satellite services. Called CL and told them we have their box on our house, can they give us an est. CL said they never served our area. So, we chose satellite with Excede/Viasat. Our service is barely 2-3 mbps and the cost has nearly doubled over 4 years. There are 2 of us using it for online college and even on sunny days we lose signal at least once a day.
18. When school went to all distance learning we had to get some sort of internet. So, our only reasonably reliable option was satellite internet through viasat. It is very expensive and has a cap on speed usage, but it is our only option at my home.
19. "When we first moved here, we tried to get Frontier, but there were only so many ""high speed"" accounts available. The only other option was cell service internet (Verizon, ATT & T-Mobile are all not reliable at our home.) Eventually, we were able to get internet through Viasat/Exede, and have been grandfathered into an unlimited plan, however, we are paying over \$100/month for minimal upload/download speeds and ""data.""
I am at work completing this, and I believe we have Frontier at work."
20. "When we first moved to this address in 2015, the only provider was Frontier or satellite. Initially service from Frontier was very good and then steadily went downhill fast. Two years ago, we were so frustrated with Frontier - the service we were sold wasn't what we got, their equipment/lines couldn't handle the service we were promised, so we canceled service with them and went the satellite route with Viasat/Excede. Service with Viasat/Excede is difficult. Between kids using more devices due to distance learning, we quickly go through the our little



allotted data. Trying to use the computer or watch tv after work? Forget it. You'll get about 3 seconds of tv before it has to buffer again. And again. And again. And we pay \$130 a month for this.

It is so bad that we tried to go back to Frontier. Except they no longer provide service down our road. Do you know who does provide service down our road? No one. Not one single service provider. One mile up our road, to the north along Hwy 18, is SCI Broadband. One and a half miles down our road, to the south, Century Link has lines. But not one single service provider on Finlayson Road. "

21. "Had Excede for many years but never could get enough data usage each month. After allowed data usage they would dial back and you couldn't even get on line with anything.
22. "Had Wildblue which become Excede satellite service - slow and expensive. Got talked into Hughes Net by a salesperson - WORST EVER INTERNET!!! And we were forced into a 2 year contract with Hughes Net with all these promises that were a joke. We now have Genesis and are happy with them. It would just be nice to find something that was more reasonable cost wise.
23. "Isolated rural area about 30 homes in the township if it wasn't for the REA no power would be available. Fiber an impossible dream. Frontier Telephone is a and always has been a disgrace. Thanks to a privately owned cell tower we have one to two bar cell service only one tower to hit. We have internet thru Excede satellite from Northern Connect. 150 Gig monthly limit can stream movies. My cell phone has faster download speeds than the saelite. Price is outrageous for the speed and data limit.
24. "Until a couple of years ago, we had satellite service through Excede. It was terrible. Since SCI has expanded to our area, we are so happy with the service. The grant funded project was very much appreciated!
25. We had only Satellite internet through WildBlue for 18 years, which was not always reliable. Centurylink ran a wire down our road in 2019, we switched to their service, and now have faster, more reliable service. Still have it disappear sometimes.
26. We have excede satellite internet We pay \$120.00 a month for the middle level speed of 25mps. The highest they offer is 45mps. The service is pretty good we have alot of devices connected at any one time. About 7 connected at one time. I can still stream tv , run the phones and game console. It's ok but we would like faster speeds which seem to be unavailable in our area. The fastest internet is CenturyLink. But that's the only one. We are a family of 3, two adults and one child of 12.
27. We have satellite (Excede) internet through Mille Lacs Energy. We are within a half mile from their fiber cable but have been unable to get connected to date. Our monthly internet bill is \$83.45 and we are limited to 150 GB per month (Which we seldom reach). The speed is sufficient to stream HD movies (e.g., Netflix), but two people cannot work simultaneous from home using VPN. Of course, with satellite we are occasionally limited by weather conditions, but have been able to use our phones as hotspots for internet home backup.
28. We started out 7 years ago with Wild Excede, then a year later Hughesnet, then back to Excede. After 4 years of poor service, CenturyLink finally offered 10 mbps. We fought with them for two years of bad intermittent service because cable was not buried and I finally got them to bury line in ditch and our property. Since then service has been fairly constant but never more than 10 mbps. I was told by a corporate CL employee in an email a few months ago, he doubted We would ever get faster speeds because there was not enough customers to justify upgrades. We have a smart house and since I am disabled, I depend on Alexa to turn on and off my lights. I am 62 years old.



29. We switched from satellite internet (WildBlue/Excede) about a year ago after having it for years... my cell phone used as a hotspot was faster. Contacted CenturyLink - they had fiber dug in a couple years ago but stopped about 1-2 miles from our home (and a half mile further from our business). We have internet thru Century Link via copper lines and the speed is slower than expected, but is better than the satellite was. I really, really hope for faster service someday! Our business is using cellular hotspot, which is slow and limiting.
30. We used Exede satellite internet for three years but were dissatisfied how the weather adversely affected the internet service. We have a land line which allowed us to use Century Link as our internet provider.

Provider – You Bet Net

1. I switched from You Bet Net to century link by force. You bet net closed and Century link was my only option. My bill doubled and come to find out they have been charging me for a home phone of which I do not have. Now that that is taken off I pay like \$55 per month which is more reasonable than the \$110 they were charging. I am a single mother of 3 and in nursing school full time so between that and distance learning internet is essential. Thankfully I have been able to pay the bill thus far.
2. I used to have internet through you bet net in mora, mn. But switched to century link because it was cheaper. Since switching my internet is totally bogus, I can only have so many devices connected before it affect my service.
3. It cuts out a lot in the evening. Buffers quite a bit if all three kids are online and we're trying to stream Hulu. My two daughters are normally doing school work and my son is on gaming console. We watch a movie or TV show on Hulu and at least once an hr it will stop or buffer. The modem is literally right next to the TV. The funny part is, when we had YouBetNet out of Mora, we never ever had a problem. We lived in Ogilvie and a of us could stream, be online, watch TV and it would not ever cut out. Apparently they were third party using same Century Link lines yet we had better connections and speed then if we had actually CenturyLink. No one in the country likes CenturyLink and wish we had another choice. All of us would probably choose a different company, like Midco, if we could actually get a choice! We had that at our business in Mora and we never ever had a problem. It would be great to get anything else reliable north of Ogilvie on Hwy 47 to Ann Lake or farther! We have to use the school provided Hotspot through TMobile to get better internet for the computers otherwise sometimes we wouldn't have internet at all. It's very frustrating because I try to be on Zoom several times a day for my work and most times it cuts in and out and freezes my Zoom so I have to log back in. It just blows my mind that internet works great in Ogilvie, in space, in the middle of the mountain in Afghanistan but two miles north of town we can't have the same good internet they do in town.
4. We had great speed and price with YouBetNet but they closed. Not entirely satisfied with centurylink.
5. We had you bet net and it was affordable and seemed pretty fast. Now we really only have 1 option-midco



Quality of Service

- Bad – 595 remarks
- Good – 73 remarks

Quality of Service - bad

1. I had to up my package when my kids home schooling d/t pandemic. My internet expensive baseline and became even more expensive. I'm a single mom paying all the bills. 2. I work full time in Mora. On my drive into Mora there are deadspots where I get no internet or cell service. If I needed help like snow days chance of going in the ditch. I can't contact anyone.
2. 10MB DSL through CenturyLink. Occasional outages that last hours, sometimes over a day. SCI Broadband says they will be installing in our home in the next couple of weeks, but no date scheduled. Work from home, internet required, have Verizon hotspot in case of outage.
3. 3 to 3.5 is top speed. Multiple calls to century link fall on deaf ears. They have said it will not get better. We are considering Starlink.
4. 40 mb is not good enough.
5. 7.32Mbps up, 1.78Mbps down, 55.24ms Ping, 5.68ms Jitter
6. 8 mbps - 6 TVs & 5 devices, always being dropped and cannot have that many things connected at a time.
7. About 8pm every night we can't get service at all.
8. Absolutely ridiculous access and speed. TV's are constantly buffering. My granddaughter can't access her schooling effectively when she comes to visit. My son and daughter are currently here taking care of us due to some health issues and my son can't effectively work. Internet drop outs interrupt work and meetings. We are thinking of spending 3 times as much to get satellite but we don't see good reviews of that either. If we were 5 miles north in Itasca county we could get 100mbps access. Please help!
9. "After 2 years of internet speeds as slow as or slower than AOL dial up in the 1990's Frontier finally discovered we were hooked up wrong at a junction box 2 miles from our home. We now have 5mb/s speed at it's peek, just enough to stream shows on our smart TV without buffering. Most of the time. During peek demand in the evening, especially in the summer when all the cabin owners are here, it can drop to 1 to 2mb/s.
10. Always disconnected from the internet. Can not rely on internet service, message always comes up saying no internet connection try again later or check your internet service. Completely dissatisfied with service. Billed and won't come out and fix the issues. I don't want to pay for service I'm not getting. Please help!
11. ANYTHING THAT COULD SPEED UP MY COMPUTER AND BE MORE RELIABLE WOULD BE APPRECIATED.....
12. "As a web developer who works from home, I've been on a hunt for better internet service since moving up here. Unfortunately, we are on the county line road and only have access to CenturyLink services. All they offer is horrible internet speeds (40 MB download / 2 MB upload) and reliability.
13. It's one of the most frustrating problems I've had to deal with.
14. As I noted, I supported a Fortune 100 company as a senior IT employee for 3 years from my current address. It was very slow and unreliable, so I also had five cellular internet devices with unlimited data - very expensive. I would love broadband and am a big advocate for it.



15. At my current home location in Hinckley, The internet connection through century link is unstable, slow, and the equipment they provide you with is less than sufficient for whole home coverage for a 900Sqft House. The customer service for Centurylink is ridiculous, and it's hard to even speak to a real person when trying to call about coverages, equipment issues, or anything. The speed and equipment is not enough to work from home, and have the kids playing on their respective devices, and having someone watching TV in the other rooms. This is currently the ONLY provider here on this street, and I am extremely dissatisfied with this service. It's horrible.
16. At our current address 5 miles north of Aitkin. The only option we have for internet is Viasat through MLEC. Yes it works but is not reliable in wind, rain, or snow. One person at a time in our house can be on a live meeting. And that is just video, for audio you must call in with your cell phone. Streaming live TV through netflix or amazon works but you must be patient for loading. Live TV through YouTube does not load. We also had to install 3 Wi Fi Boosters in our house to get the coverage we need. The cost of the having the fastest service is \$150.00 and since we can stream with that we also have additional cost of Dish. Our monthly cost of internet and TV is \$250.00. CRAZY!!
17. The internet we have too slow to support our needs and very unreliable.
18. "Both my husband and I work from our homes. We are paying for the best Internet available to us but often times we run into issues. With our children also being at home for many months due to COVID our family had challenges in having a stable connection and also at times our Internet would drop.
19. At my current home location in Hinckley, The internet connection through century link is unstable, slow, and the equipment they provide you with is less than sufficient for whole home coverage for a 900Sqft House. The customer service for Centurylink is ridiculous, and it's hard to even speak to a real person when trying to call about coverages, equipment issues, or anything. The speed and equipment is not enough to work from home, and have the kids playing on their respective devices, and having someone watching TV in the other rooms. This is currently the ONLY provider here on this street, and I am extremely dissatisfied with this service. It's horrible.
20. At peak hours my reliability fails. On weekends my reliability fails. On a scale of 1 to 5 (one being low and 5 high) my speed is usually "weak". I had a hotspot, once my plan expired the prices jumped dramatically. So I turned to a cellular provider.
21. At times very slow to respond or download things.
22. Because of the speed limitation we are able to view security cameras only if we first disconnect other devices.
23. Been a struggle as ISPs only invest in infrastructure when there's a short ROI.
24. BEFORE WE MOVED INTO A LARGER HOME WE HAD NO ISSUES AT ALL WITH OUT SPEED WITH OUT INTERNET. NOW THAT WE HAVE MOVED INTO A BIGGER HOME ITS VERY SLOW AND WORKS ON AND OFF.
25. Before we moved into the house, we noticed that the green CenturyLink boxes in the ditch at the end of our road were completely flattened as if someone had ran them over at some point and they were never fixed. This ditch is also full of water. CenturyLink did replace something on one of them at one point but the boxes remain plowed over, completely flattened. We do still receive internet, but they offered up to 40 mbps. We do not get that. Would we get that if the boxes were fixed? No idea, as I am not sure how all of that works. We have lived there for 5 years.



26. Biggest irritant is that it drops out at least two to three times daily. This is especially a problem when working from home and trying to participate in conference calls. It is just not reliable or consistent.
27. Download speed is 5.28 Mbps- Upload- .58 Mbps after running the speed test."
28. bought the higher data use seems no different from what i had phones only get 3 bars and internet is variable to put it kindly and loose connection if on for extended period of time
29. Broadband (probably DSL) goes no farther East than Pine County Rd. 15. We live one mile East of that. We would love to subscribe to Centurylink DSL if only they would run a line out to our area we would be happy to pay for it. As it is, we can only get satellite internet through Hughesnet. We pay \$86 a month for 20G per month and it never lasts longer than two weeks, then it throttles down to 2G which is pathetic. We are not heavy users of video and data! Just YouTube and news video. All online video loads very slowly and then halts until the buffer catches up.
30. Broadband access is critical for us to work consistently at our home in Aitkin (it is our second, year-round house) and we would spend much more time in Aitkin if we had superb broadband like we have in the Twin Cities.
31. Broadband is very slow especially when multiple people are using it. We just purchased a new laptop and are having the same issues with speed.
32. "By far the slowest internet I have ever had is in Sturgeon Lake. I have 3 kids and I can only have 1 thing connected to the internet at a time. Work and School from home is impossible, not enough hours in the day to complete everyone's tasks.
33. Frontier is by far the worst of the worst. Customer service is better than the internet strength I get but that is truly not saying much.
34. If I had other options, I would look for them but Frontier is the only option. For people who wish we lived in a world with no internet, they would love it in this area because it is almost non-existent."
35. Can not use two systems or programs at a time. Unable to do zoom meeting and watch Hulu at same time. If all three of us are using internet it is very slow! Weather places factor into our internet!
36. cant get reliable service - they tell you 1 speed and then it is 30-50% lower than you expect -
37. "Cant get the speed we need.
38. A lot of buffering.
39. It kinda works ok but not very reliable."
40. Can't watch at show without it going out or freezing up. I think we are at the highest level as possible
41. Centrylink sucks , our internet slows down and stops all the time
42. Century Link cut my speed from 25 Mbps to 15 Mbps against my wishes. The reliability is poor.
43. Century link has service down our road. However we are at the end of the road the furthest away from the century link access point. As such the service is not stable and the speeds drop significantly. We have to pay double for what they call a "double loop" to get speeds of 10/2. It is not stable or fast enough to support video calls (distance learning/work) or vpn/remote desktop connections that are required for our work.
44. Century Link is currently the only internet service available to us. We feel as if it is a little on the expensive end (\$80 a month) for how unreliable it is. We often are without internet for long periods of time, and have to call to have it rebooted. The speeds are also somewhat slow as there are many customers on this since it is the only one available to us.



45. Century Link is the only option we have for internet. They are extremely hard to contact and work with and I feel it is expensive for the low speed we get. We will be switching services as soon as we can.
46. Century link isn't the fastest. Communication and repair needs take a long time to contact a person and it's bad when service is down for days sometimes.
47. "Century link was super slow
48. CenturyLink came in to increase our speed but were limited to what they could get us to.
49. Centurylink constantly goes out. The worst internet service I've ever had. Always on the phone with them which takes hours to deal with them.
50. CenturyLink has been only provider to choose from for years. Their monthly price is wildly inconsistent. We've been seasonal so go on "vacation" mode for 6 months. We need internet access but are trying to eliminate a landline phone. So far, that has not been an option.
51. Centurylink is not dependable especially when kids are distant learning. And 3 kids trying to do their schooling doesn't work with our current internet. We need another choice in my area!
52. "CenturyLink is the worst. Horrible service, no customer service, coverage spotty.
53. Centurylink is unpredictable for speeds and it goes down frequently.
54. CenturyLink promises us 30 Mbps but most of the time it does not live up to that. In this time where my kids have been going between distance learning and being in school plus myself working from home, has put a stress on having reliable internet that can handle 3 or more devices being connected at the same time. We are grateful to have internet access because there are a lot of areas that don't, but it would be greatly appreciated and helpful if we had access to a more reliable and faster internet option. Thank you!
55. CenturyLink service is completely unreliable. Sometimes we get less than 1MBPS download and others we get 30. Service has gone out numerous times in a year.
56. connection is on a DSL over telephone wire located approximately two blocks from server location. Speed is very slow for those circumstances.
57. Connection sucks, cuts in and out constantly
58. Connection was bad, customer service was bad. I just had my land line phone disconnected do to pricing. I disconnected from frontier internet service about 18 month ago. I now use hughesnet.
59. Connection was bad, customer service was bad. I just had my land line phone disconnected do to pricing. I disconnected from frontier internet service about 18 month ago. I now use hughesnet.
60. Constantly getting disconnected while online. Comes thru the phone line. Can't anticipate when it is worse.
61. Constantly need to reconnect slow downloads, with TV service going streaming will not have capability to have with current Internet access
62. Crappy
63. Crashes all the time and never have more than 2 bars of service and I've seen the second bar maybe 3 times
64. "Cuts out lagging upload and download is slow
65. Daytime hours during the week we tend to have more buffering on the tv
66. Depending on different times of the day we can lose service. Mostly in the evening.
67. Do not have very good speed but better than what cable offers price wise.
68. Don't have broadband - just satellite. Century Link installed fiber optic down entire road years ago, refused to run new lines to any homes. After 2-3 years of asking, I dropped the land line.



Satellite has interruptions and variable speeds due to clouds, weather, and the mother ship passing between the satellite and earth.

69. Download speeds are not consistent when more users are at the lake. We are streaming TV but get many pauses. Hope higher speeds are coming.
70. Download speeds are slow, only one pc can be downloading at a time and if it is downloading a program or game it will lag every other computer to make it almost unplayable. I feel like we pay for more than what we get.
71. drop of speed & service to 1Mp
72. DSL at the cabin is a significant step-down compared to what we are used to at home.
73. DSL service from Frontier Communications is 1 Mbps and slows down significantly during periods of heavy use by other subscribers in the area. Relying on additional ATT cellular based internet at 5 Mbps with limited data to cover slowdowns/interruptions in DSL and for situations where higher speeds are needed.
74. Due to trees on the south of the house we went to DSL, but internet has been slow at 25 so on 4/16/2021 I finally qualified for 40! Been on that list for 1 year! Have tried classes for township, it breaks up or stops. Internet tv breaks up also. I should also state that I may have to have the line from my phone box to my house upgraded to get the 40. Expense of upgrade hit the limit on what we can afford. One on Social Security and one soon to be, so looking for discounts.
75. During COVID, we were required to work from home 3x per week. My family would have to schedule hours to do our work because it could not handle all of us on the WIFI, we struggled until the rest of the family was furloughed. Our cell phones do not work at our home. We are prisoners of our phone lines.
76. During the day we have slow response time. We do not view movies from DirectTV because they buffer or stop. When working on desktop computer there are times where there are delays between pages on a website. It is frustrating that we cannot take advantage of the technology that is available.
77. During the pandemic I've been working from home and the Centurylink speed is so slow and very unreliable. We are on the phone weekly to get it working and it usually takes an overnight fix to get it back online. We've even prescribed to Geek Squad to run our monthly updates for us because our system is so slow and it can't run the complete cycle, so Geek Squad does it for us. We would switch internet provides if we could.
78. "during the pandemic WFH became a necessity, having only the option of a DSL internet made it difficult. The ability to work and have students online proved almost impossible.
79. Especially in the evening, speed deteriorates. Have to restart computer often because of lost internet.
80. Even though we pay for cable internet, it seems as though we still have issues on occasion with speed and connection issues. Although not the greatest, it is better than most in this area, so we are satisfied with it. Better options, and more competition, could make our internet service even better.
81. Everyone once in a while our service will go out due to various reasons.
82. Everything is slow or sometimes disconnects.
83. Expensive, slow and unreliable.
84. Experience frequent short term periods of slow or no service.
85. Extended down periods (we have been without internet for over a week at times) with no concrete timeline when it would be fixed. Extremely slow. Extremely poor customer service. We have to disconnect some wifi items in order to stream. We have to frequently reboot



- router because it is unreliable. We also have to disconnect and reconnect often when streaming because it loses its connection.
86. Extremely dissatisfied with my service. So slow that it can be difficult to work from home when needed. Videos can be very slow and we are NOT able to stream any movies or television shows.
 87. Extremely slow internet with a much too high bill compared to other towns. No other option for my area
 88. Family of 5. Husband and I are both returning college students and my husband works full time and needs computer access for work email purposes. We have children who need computer access at home from time to time. Our internet service constantly cuts out and sometimes interferes with tests and connecting to our schools' website. Prior to moving to Kanabec County, we have lived in many places around the country. This area is by far the worst connection area we've ever had. We would be highly interested in access to better internet services.
 89. Faster speeds would definitely help.
 90. Few options for reliable service. Service kicks off randomly and needs to be reset. Cabin is on internet heating and is not reliable for us to use or monitor for freezing temperatures let alone work from lake.
 91. Frequent lost signal. slow. frequent "restarts" when working from home.
 92. Frequent outages. When streaming tv, lots of interruptions, hard stops and buffering. Makes working remotely tough at times.
 93. Frequent slow downs/buffering
 94. "Frontier dsl very unreliable and slow.
 95. Satellite very slow and expensive, not reliable"
 96. Frontier completely drops us. At least twice a day
 97. Frontier has been absolutely horrible but we can't get SCI broadband where we live, would love other reliable cable internet service in our area!!
 98. Frontier has DSL service in our area, the technician stated that the control box has their high speed in the box, but customer service says it is not available to our area. Unsure why corporate doesn't know what the field is doing. I canceled my Frontier service for three years as it was never available or very slow. Since I signed back up with them in January of this year, I haven't had any loss of service, but there are days that the DSL will not keep up with the television, and if I am using more than two devices, it gets very slow.
 99. Frontier internet service is very weak.
 100. Frontier is not a good company and when you try to call, you wait for long periods of time only to have the call dropped or no one calls back. Very dissatisfied with Frontier. We need better service. I pay for what is supposed to be the best service that they provide. Not very happy with the service we get in our area. We lose connection all the time and only one device can actually run without losing connection. Very bad. We don't have Broadband service in our area. Would be nice to have options. Frontier is the only service provider in our area. So it would be nice to have other options.
 101. Frontier is terrible. It took months to even get hooked up and then they had network cable ran 1/4 mile along the side of the road for two months because nobody came out to bury it. Eventually it got snagged on a tractor going in the field and the network cable was cut. Took them another month to come fix it. We still had to pay internet even though we didn't have internet for a month. The speed is terrible. They claim it should be "up to" 27 mbps. It never is. Our bill goes up \$5 every year no matter what. Customer service says that just how their



- system works. There is no way around the \$5 increase. They don't make any improvements to justify the increase.
102. Frontier is the only service available to us. Half of the time it isn't working, call Frontier and they give a date about 30 days out to have internet fixed. With distance learning this is unacceptable. Their customer service is horrible, not for the customers needs at all. We have had Frontier for as long as I can remember and it only continues to get worse.
 103. Frontier network only allows 1 router per house at this time. For my house I feel as if we need 2 due to 9 of us living in the home. We all use the tablets and gaming counsels and the Dish network and that takes up our internet speed.
 104. "Frontier only has one service technician in our entire area.
 105. We need to be caught up to today's internet standards."
 106. Nobody in this area is satisfied with Frontier's internet service.
 107. Frontier sucks. We need a fast free public community service. We were supposed to be part of a 5 year phased connection to fiber (the fiber line is less than 100 feet from our home, yet we still rely on a failing copper line from a station a mile away. The cost for a simple connection (dry loop) at the lowest speed is prohibitive, but we have no other options than frontier. Screw these telecom companies, and nationalize, regionalize, or let the counties run it?
 108. Frontier was not strong enough for us to use for much more than email. We switched to mlec satellite which is unaffordable, offers limits and then slows down, but at least we can use it to work and our kids to distance learn when needed
 109. Goes down almost daily and expensive for the slow speed we experience. Would switch to just about anything else.
 110. goes out 2 times a month. have to call Frontier schedule to come out.
 111. Goes out often due to multiple reasons from ditches full of water to cut cables in town 50 or more miles away from your service area. It runs so slow through devices even if only your phone is on the internet at times. Just bought new house router and still movies freeze up dropped calls the modem was replaced a year ago also . They say everything's looks good but it's not at your end.
 112. Got locked in at \$45/month for life as long as I don't change my service. The speed is ok. Seems like we lose connection kind of often though.
 113. Had broadband in the past it did not work for us. We have wireless internet & even that doesn't work out for us @ times. With a family of my size & everyone needing access most often using hotspot on phones.
 114. Had century link for years then switched to Youbetnet. He used the same lines CenturyLink link used and got us double the speed! He told us centueylink won't turn up the speed. Well CL ran him out of business so forced to go back to CL and back to the spinning wheel!
 115. "Had Centurylink expensive.
 116. Hughslink expensive and limited use.
 117. Had CenturyLink for a number of years and it was without question the worst internet and worst customer service I ever experienced. Unreliable and slow on both accounts. Switched to Charter Spectrum and it has at least been more reliable. Wildly overpriced for the speeds, particularly for those of us who do not bundle. I'd probably pay half as much were there competition in the market.
 118. "Had Exceed for many years but never could get enough data usage each month. After allowed data usage they would dial back and you couldn't even get on line with anything.



119. Was told too bad that is all that they could give us. We have a worker that has to work from home so went with Starlink beta. It works great but not with a VPN. Everyone around us can get it but us and our direct neighbors. We are located on the border of Aitkin and Crow Wing Counties."
120. "Had viasat for over 5 years. Hated it. Customer service awful. Went down all the time. Many many calls to cs that was on hold for over 10 min. Had highest usage package and still was not enough. Was told too bad that is all they had. They were my only choice until Starlink beta
121. Have had frontier for years- most all of them dissatisfied. Don't have other options. Super slow and has to be reset very often. I and many others in our area Need better - faster - more reliable internet
122. "Have had tech out and stated that it should be faster but could not fix
123. Horrible service! It is extremely slow and movies/ tv shows frequently are interrupted.
124. "horrible service. I can't even get voicemail on my landline through Century Link!
125. I am a retired teacher of 27 years. Because my home does not have Broadband service, I am completely illiterate with cell phones, computers, etc. I can open a computer screen and type; that's about it. I have tried what Frontier calls internet service but I paid an extra 100.00 for dial-up service, plus the monthly cost of 90.00! I am still forced to have a Frontier landline phone; no cell coverage here. This phone always crackles and cuts out. At one point, I called Frontier for repairs 14 times in one week! Finally, I gave up because a representative said the trouble was in the phone line between my home and Denham, MN 15 miles away. I recently invested in HughesNet, which I don't mind, but I don't even know how to use the internet. I have written to my Congressman and Senator about the lack of technology in this area. Representative Rarrick had his assistant send me a map which showed there is no service available in this area. Thanks, I already knew that! What do the school age children in this area do? How have they managed during the pandemic? No one, including our government, cares! As far as they're concerned, no one really lives in 'outback' Minnesota- unless they're not paying their taxes...
126. I am also unable to have any streaming services because of my slow internet. I would definitely be a consumer of those services if I was able to if I had broadband internet.
127. I am paying a king's ransom for internet that is turtle slow and highly unreliable. There are days that I am unable to be connected more than I am connected. Zoom meetings and telemed meetings are next to impossible. They freeze, quit, crash, lose volume, and are unable to connect to at times. I have several health issues and being able to connect via computer with my health care providers is essential. I use on average only 5 gigs of data on my computers every month because it is so slow and frustrating I find myself using my phone for most applications. It takes me 4 times as long to complete a task using the internet as it does on my cell phone, and that service is not great either, but still better than the computer. Frontier has graciously offered to cancel my internet service without penalty because they can only promise 2.6 MBS of download speed out of the 6 MBS I am paying for. However, I'm sure they know they are safe offering an out when there is no other choice for service in this area. This allows them to offer speeds way below the speed I am paying for without getting into trouble. I was paying \$65.00 a month prior to my move up here for fiber optic at 1 GBS and am now paying \$102.00 a month for 2.6 MBS or less. Last I checked, it was 2021 and the technology is available. I realize it is expensive to install and maintain. It is hard to recoup those costs in a low population density area. However, I moved from a rural area and was still able to get fiber-optic at a reasonable rate. The State of Minnesota has allocated monies for



- the improvement of rural broadband, and I realize the need is great and the money only goes so far. But until more money is allocated, something needs to be done. Thank you!
128. "I am very dissatisfied by the cost to speed ratio of my current service. My family members that live elsewhere pay maybe \$30.00/month more for 50 times faster service. The quality of the service provided by Frontier is inconsistent at best. My speed regularly goes from 20mb d/l to less than 7. The upload speed rarely exceeds 450kbs. My quality of service for the price I pay is a slight improvement over 1990's dial-up service.
129. I believe that I have DSL service. Whatever it is, it's not fast enough to watch some videos and I certainly could not use any of the streaming services.
130. "I can not use any smart feature on anything (TV, cellphone, printer). The speed is just not up to standards. My grandchildren were here. They had their school laptop so they could do their school work. I had to disconnect my PC from wifi and only one computer could be connected to do work. So basically morning one had to connect do his checkin then log off .Then the other could log on do an assignment, log off. Then the other one would log on checkin get assignments. It was crazy !
131. I currently have Century link over a phone line which doesn't have good quality. The max I get is 20 Mbps and is not reliable. MLEC has just now offered fiber but I am not sure when that will be available. I am working from home for Riverwood Healthcare Center so solid connectivity is essential.
132. I currently have the 90 Mbps option but never have that much speed even only 1 device on Internet. We notice lag with more than one device on the internet (computer and cell phone). We live on a lake so during the week it is better connection but once its Friday evening the internet is so slow for the entire weekend.
133. I currently live in Deerwood, but I work in Aitkin and I have lived in several locations there. Living in town provided the best experience, though we had very slow speed. Living outside of town provided sketchy internet at best. It worked sometimes and not others. It was difficult to watch a video, as it was always buffering right in the middle of it. Additionally, I had trouble with both Charter and CenturyLink and their auto-pay programs, which either didn't function, and my internet would get turned off, would work, but I still got my internet turned off because they couldn't manage to close old accounts.
134. I feel like we only have option. It is difficult to do what we're been asked to do this year (distance learning, quarantining, working from home) with internet that is unreliable or extremely slow. I've had to drive into town and sit in parking lots with wifi for my kids to complete their school assignments. In MN and with a family of 5, that's nearly impossible.
135. I find that throughout the day it disconnects service.
136. I had horrible internet 7 miles away in my previous home a year ago. My internet here is amazing. Unless it's out completely, it has done everything I have needed it to do and more.
137. I had it wired in 2019, but external wires have failed twice. Other than a few outages, it is good.
138. I hate our satellite internet. We had a different provider but they raised the bill satellite was cheaper. But it's horrible service and the price just went up
139. I have 2 kids both with tablets and soon to be school computers. I also work from home full time. My company would like me to have a dedicated work internet service line but I am unable to get one. Only have Frontier available to me. I need 2 companies so that if my work one is unavailable, I have a backup. Right now if my frontier is down I have to drive over an hour to go to the office. That is not okay with me.



140. I have 3 teenage children that want to be on the internet at the same time but have 10mbps at home.
141. I have 6 people living in my house with only 12 mbps for speed from frontier. My wife works from home and has lagging internet speeds that cause delays for work. I am hoping this will create competition to increase reliability and speeds. Thank you
142. "I have always worked from home and we've had Century Link for over seven years. It's a constant battle of staying connected. It's limiting for Zoom or Teams for work and family. There are so many issues and even the Century Link service guys know that the Mora area is a nightmare. It really got bad when all the kids needed access for school last year but even before that it wasn't dependable. Our box by the end of the drive is in a low spot so anytime we get a lot of rain, I have no internet for the day and have to work from somewhere else or use my hot spot.
143. It's a shame that rural Minnesota is so far behind on internet. If you want to look at a successful internet provider check out NexTech out of Hays, Kansas. Courtland, KS population 350 has amazing speed and service. It's a delight to do online training or Zoom meetings from my home town vs the nightmare here.
144. I have been on a Frontier DSL line on a rural road southeast of Bruno since 2004. Service is very slow, with unpredictable outages. I have been working from home since the start of the pandemic, and have experienced interruptions in WebEx and Teams meetings due to connectivity. Some of my work involves GIS, and I cannot connect to the central database due to slow connection speed. I have work projects that still have not been completed due to this.
145. I have been with CenturyLink for 2 years now and the speed is less than desirable my internet cuts out at least once a month for 2 days if all our devices are being used no web pages will load and it usually takes over 3 days for anybody to fix anything usually by then the problem has fixed itself
146. I have been with Centurylink for quite a few years (Formerly with Mille Lacs Electric). The problem I have, being a senior citizen, is I can't afford to pay for the higher internet speed and Centurylink has a tendency to be down quite often!!!!!!
147. I have been with Frontier because it seems to be the only internet provider in my area. I have attempted to try other companies but they say they would be slower than Frontier and they don't allow speed for gaming, my son is a gamer. I am disappointed with my internet service. It cuts out alot and it also spins during connection. I lose zoom meeting often and it's important for work. During really important work and school times sometimes we all have to disconnect and only allow one to be online.
148. I have been working remotely since March 2020. Our wireless internet at the cabin near Aitkin is very unpredictable. Sometimes the speed is fine and I can work efficiently; other times, I am unable to perform even basic tasks like open emails. I therefore have to stay in the city to work. I would love to have fast and reliable internet service at the cabin so I can work from there without having to worry about whether I will be able to do my work. I am writing this from my home in the city so the speed test does not reflect the speed at the cabin. Last time I checked, it was around 20 mbps.
149. I have century link but there are times when my internet slows way down when there is more then 2 connected. Century long says ae have the best internet our area though. In the summer it like to go out randomly.
150. I have centurylink fiber optic service, but it is extremely weak. Back in the day dial-up was faster then this poor service.



151. I have Exede/Viasat satellite internet which, most days, is not much better than the old dial-up. I have called Viasat tech support and they have determined that I am not getting the speed for which I am paying, but nothing gets done. I have scheduled app'ts for tech service but no one shows. I have AT&T back-up internet via hotspot which is much faster than what I was promised with Viasat, but I cannot use the hotspot full time due to expense and being capped with usage, even though it's called "unlimited". When a certain amount has been used, AT&T slows to a speed that is nearly unusable.
152. I have Frontier internet it's good
153. "I have had 2 internet providers, Genesis Internet which service only lived up to their claims for 3 days after complaining about service, made many calls over the 5 years I had it. Hughesnet is way better than Genesis but still has the same issues.
154. I want to stream shows on Netflix but sometimes I can't. "
155. I have had frontier since I moved into my house near Rat Lake. I have been very frustrated for many years of the lack of wi-fi signal and speed. On the weekends it is spotty and sometimes does not work at all. I have been waiting for SCI to come down our road but still they have not.
156. I have had to reset the internet device every now and then, so to have a service that is strong and reliable would be very helpful for my job and personal use.
157. I have hughesnet and they only go to 50 gig a month then it drops to 1-3 Mb. I need unlimited period. Oh yeah I can get tokens for more gig, but so dang expensive. I am so frustrated and unhappy.
158. I have issues with being able to run two laptops for distance learning as well as one laptop for work/ zoom meetings at the same time in my home. This makes work from almost impossible if all household members need to be online and participating in live meetings.
159. I have kids that like to play gaming consoles and if one is playing the other one lags, not to mention trying to add a laptop for working at home, not good, very disappointed!
160. "i have many internet outages.
161. have to reset my modem alot to get service again.
162. My home phone is VOIP so the outages stop my phone service.
163. I have several applications there not able to run because the Internet speed is so slow. Lastly I can almost set the clock to have the Internet go down at 5:00 p.m. Monday through Friday . Gets frustrating. But you deal with that says the only thing you have available. Praying you guys can do something for us.
164. I have slow DSL service
165. I have to call 1-3 times a monthly to get resolution of no or very slow speed. They say it is fixed however 2-7 days later the problem returns. I would have stopped service last year but in the middle of two year contract was not feasible. Frustrated due the lack of options in our area.
166. I have tried for years to get other internet coverage only to be told repeatedly that nothing else is available to me. I dislike Hughes net but have no choice.
167. I just got frontier. When I called they said I was in an area I could get high speed. But my address is close to another one in the area and they had the wrong options for me me I called. So I am only able to get slower speed. I work from home and need a 25 download and 10 upload but am currently at 13 download and 2 upload speed. Satellite internet is not an option for me. I need a better broadband option.
168. I know we have a low speed for our internet, but that is the only company that we can get up there. hard to watch netflix, or have devices hooked up to the internet.



169. "I live 5 miles from town and the technician who set up my internet told me that the route the line travels from my house to the ISP in town is over 20 miles.
170. I am paying for (up to) 10 Mbps but i only actually achieve .1 Mbps down and .25 Mbps up. Which is adequate when I'm playing online games at night. But during the day when my kids are using their tablets and streaming movies on TV, I have to switch to the hotspot on my phone."
171. I live within the city limits and could only get up to 5mbps download through one carrier who had copper lines to our home. A second carrier with much higher speeds available has service to other homes less than 300 feet away, but would not consider providing service to the eight homes in this development. Consequently we went with a satellite provider who charges \$120 per month for up to 25mbps download.
172. I lose connection during zoom meetings, extremely slow downloads, experience long periods of wait, streaming is very degraded.
173. I'VE BEEN FIGHTING WITH MIDCO FOR YEARS TO UPGRADE MY WIRING AND BRING A CONNECTION POWER SOURCE CLOSER TO MY HOME. THEY GAVE ME A NUMBER OF FEET THAT THE WIRE COULD GO BEFORE HAVING TO UPGRADE AND IT WAS WAY PAST THAT NUMBER. EVEN ONE OF THE INSTALLERS TOLD ME IT SHOULD HAVE BEEN UPGRADED YEARS AGO. I CALLED THE CORPORATE OFFICE AND NOW THEY ARE TELLING ME THAT THEY CHANGED THE AMOUNT OF FEET THE WIRE CAN BE AND MY SERVICE SHOULD BE JUST FINE. INSTEAD THEY CAME AND RE-RAN THE CABLE THAT COMES FROM A TELEPHONE POLE AT THE EDGE OF MY YARD, BUT THE ACTUAL POWER SOURCE THAT THE CABLE IS COMING FROM IS UP 2 YARDS FROM MINE. THEY GAVE ME NEW CABLE FOR 1/4TH OF THE WAY. THEY ALSO SENT THESE 2 FAT, LAZY MEN TO BURY THE CABLE IN MY YARD. THEY MADE A COMPLETE MESS AND DIDN'T EVEN BURY THE CABLE - MY YARD ALL DUG UP! I TOOK PICTURES AND SHOWED THEM TO MIDCO - NO COMPENSATION - NO SENDING SOMEONE OVER TO FIX IT - NO SORRY MAAM! MIDCO CARES NOTHING ABOUT THEIR CUSTOMERS AND IS ALL ABOUT THE MONEY! I WISH THERE WERE MORE OPTIONS FOR HIGH SPEED INTERNET IN OUR AREA. SOMEONE NEEDS TO GIVE MIDCO SOME COMPETITION AND MAYBE THEY WOULD CLEAN UP THEIR ACT!
174. I've been told for 17 years that CenturyLink was going to upgrade my internet service to no avail. The maximum internet speed Centurylink offers in my area is only 1.5 mpbs. It's usually slower at about .75 mbps.
175. Ive bought the best wifi plan available to me through midco and have had issues every day regardless of weather with speed, reliability and glitching.
176. I've had dsl and now satellite. While satellite offers faster speeds than dsl, it is weather dependent. Heavy rain or snow knocks out service which is why I marked reliability as somewhat dissatisfied. I also can't rely solely on a cell phone data plan as my cell service is also spotty at times. If fiber to the home was available, I would sign up immediately.
177. I've had the modem changed twice since I bought my house in 2013. I usually have to reset the modem at least once a week.
178. I've lost internet for weeks and frontier is AWFUL to deal with. They had no interest in fixing, let alone maintaining our service. I see the box is currently open and tipped over in a swamp, so just waiting for the day I have spend hours on the phone to hear the understand my frustrations and that counts as excellent customer service.
179. I've recently moved to south Pine County. I work part time from my home, entirely over the internet via WebEx, Zoom, and MS Teams. Satellite is the only option I have for internet. My plan provides up to 25mb speed, but that appears to be the max. There is also a 60gb per



month, after which they can throttle me down during times of high network load. The service has been satisfactory for conducting my work via Zoom and WebEx, although the latency can be problematic. I cannot stream video on the plan I currently have. I'm happy that I have at least some option, but it is very expensive considering the limitations.

180. Lags - lags - lags !!!
181. Like peanut butter through a garden hose.
182. Live on one of the busiest roads in the County and satellite is our only option. Had Centurylink DSL but it was just way to slow and unreliable.
183. Lived at my current address for 10 years with the promise of faster internet from the beginning from Century Link stating "it is on its way, we are working on it". In 2015 we were told by December 2017 still nothing. We get no more than 7 Mbps and lots of issues with the router. I cannot work remotely at home because the internet is too slow which has prevented me from a promotion and hinders distance learning to help improve my career. Keeps lower income households at low income.
184. Lived in the Twin cities for 30 years and I am used to high speed internet. Moved to Mora, Minnesota where the internet speed is very slow. Difficult to do kids schooling etc.
185. "Living in a rural area and working remotely it is difficult not having faster internet. Year's ago we had Frontier paying the Max price for internet and never had the service we should have. Switched to Viasat in 2018 and at first it was fast and the intro price was affordable. Currently, paying \$155.00 for limited service. Most of the time I have to use a Verizon jet pack for my job. Since the pandemic I can and will continue to work at home.
186. Would be nice to have faster internet service. Shouldn't cost an arm and a leg. Internet companies shouldn't make promises they can't keep. "
187. Living in the country we have to unfortunately be satisfied with what is available paying high prices for simple features.
188. Living just 1.5 away from school we have very unreliable and overall slow speeds. In a very connected world our home is slow.
189. Load screens are a part of daily life. For streaming services I have to use my phone for a hotspot.
190. Looking for higher speed internet, having problems connecting my iRobot
191. Loose connection on wireless TV's in middle of watch shows. Shuts down repeatedly when on multiple devices.
192. Lose internet often, speed decreases often
193. Lose internet often, speed decreases often.
194. Lots of Jitter. There is also a lot of freezing and slow speeds during weekends and evenings. Takes a long time to download 20g games etc. We live on the major hwy - there is fiber in our ditch but we have been unsuccessful in getting fiber to the house about (150 yards). Thankful we have something but would like better quality and higher speeds.
195. Low connection & constantly being dropped
196. Mediacom is very expensive, slow loading a general news page. Locks up when scrolling a news feed or social media.
197. Midco is the only service we have tried in the past 3 years that we can actually get service most of the time. It does go in and out all the time and it is very very slow. But atleast it works better than some of the other companies we have tried.
198. most have not been good, especially when the grandkids are at my home for distant learning.
199. Moved from 1gb to 30mb service when we relocated to Mora from a big city. Expected faster service to be available and we were disappointed in what was offered.



200. Moved here 7+ years ago. Internet was awful but cost \$25/month for unlimited, slow internet. Tried satellite, data used within days and cost was 8 times that of other provider. Was told due to our home we would not have faster internet for a long time. Cost is now \$50/month but slow internet. Have made deposit of \$100 to Starlink with estimate of faster service by end of 2021. Just learned of faster option at additional cost through current provider, but researching validity of information.
201. Moved to Mora, MN and they only had one internet provider with limited options.
202. Multiple times a day internet services is interrupted. Stops functioning for approximately 10 minutes about 9 times a day. Fellow customers I speak with have same problem
203. My broadband becomes sporadic every time the temperatures drop below 20 degrees. Often we have our devices 'freeze' during important work.
204. My current internet speed is good for watching tv like Netflix/Hulu/Disney+, but it not good for gaming. I work for the tribe and we run multiple Groups/Clubs where we meet on zoom. The internet is good for talking and such on zoom but if I were to play a video on YouTube, the Youth tell me that it is unwatchable because it freezes and it is too pixelated to watch, so having better internet would amazing not only for Personal Reasons but also for Work Reasons.
205. My internet cuts out sometimes. During storms it gets knocked out. We have to wait weeks for frontier to fix it. Sucks.
206. My internet doesn't always work. It sucks!!!!!!
207. My internet is so slow, we usually just use our mobile hotspot
208. My internet service is terrible. I work from home and the internet is slow here and very intermittent. I don't have a tv provider, so I completely rely on the internet and shows constantly freeze and then a message pops up saying error and to check network settings. I have nothing good to say about CenturyLink's internet service here.
209. My internet speed is acceptable, but about once a week my connection will drop for a minute before reconnecting. There are also occasional speed issues when many devices are connected at once. Connections to the printer are also hit or miss.
210. my internet will cut out at times to where it makes videos choppy or it buffers on our tv
211. My story w/Frontier is a lengthy one and I've been extremely disappointed at times. The speed is always very slow, and I had a lot of difficulty w/Frontier's service last year for several months.
212. My supposed to be extra high speed doesn't even work half the time
213. Our speed and reliability is far from optimal.
214. Our kids also need the Internet (especially on the distance learning days) and once again our current service is not good."
215. My wife and I have 6 kids, 5 in the home. We were promised 40 mbps, but 25 mbps is the most we ever get realistically. When the kids are doing homework, gaming, have friends over, or we try to watch more than one movie at a time, we experience serious lag or get kicked out totally. Homeschooling was very rough! If more than one kid had a google meet at a time, both would most likely get kicked out and no one could even use the internet while someone was on a google meet. It would be really nice to have fast reliable internet, especially with times changing and being uncertain. I have friends in different areas that get up to 1 gbps and rarely have problems yet we are left in the dark basically. I just took this test and our actual mbps download speed is only 10.76 mbps, our upload speed is 3.07 mbps, ping is 58.26 ms and the jitter is 22.67 ms. I feel like I am being taken advantage of only getting 1/4 of the internet we pay for.



216. My wife and I work from home and 4 kids go online for school. Current DSL service is extremely frustrated due to slow speed and forces the family to compromise our connections and jeopardizes our needs. It is devastating for our business needs and personal use. Our hotspot option on our mobile service is often faster than DSL service. There is currently no other service offering in our area so options are very limited.
217. No major problems and have a lot of devices running constantly
218. No options for high speed internet. We would definitely look at upgrading service if a reliable, affordable, high speed option became available.
219. No service and spinning wheel constantly because internet is so terrible!
220. not enough speed, hard to watch YouTube videos or movies other than on Directv
221. Not good enough if you want to work from home.
222. Not many options, have to pay for landline telephone to have service, and unreliable....way too slow
223. Nothing special
224. Now that I am spending more time at the lake (and working from there) I am realizing how unreliable the service is and at times slower than molasses. It is frustrating! It will be a terrible challenge to accomplish what I need to in a day's work.
225. Obviously slow speeds. Usually < 5 Mb. Reliability has been an issue. I would estimate that we have reached out for support or service 12 times in the past 2 years. Response time for outages or slow speed has been an issue. It often takes a week to get service if a technician needs to investigate the problem either at the DSLAM or at our residence. Of course with COVID the problem has been worse. Not from a service standpoint, but speed. It is almost impossible to work from home because of the slow UPLOAD speed which is often < 0.3 Mb. Download speed runs on average around 3.5 to 4.5 Mb. Best case with one device in operation we achieve 5.5 Mb. If it rains.. forget it. Connections on the copper lines get damp and speed goes in the dumpster.
226. Occasional internet issues, mostly slowness. Only once or twice a week.
227. Offline a lot for who knows what....sometimes several hours. Slow access some days as well, with no explanation.
228. Often we are not able to safely pay bills or shop online in case it drops off or starts buffering. Studying online and streaming movies or shows is impossible most times of the day. We live 10 miles east of Interstate I-35 and 60 miles of St. Paul.
229. On a good day 5mb download / less than 1mb upload. Many days I cannot download email. I run a business out of my home and my ability to communicate with clients is ridiculously poor. I end up driving into town to a coffee shop to conduct business.
230. One of the very few internet providers available. Many other areas less expensive but unavailable.
231. Only able to get 20mb
232. Only had satellite available for the longest time and that I didn't like at all. CenturyLink offer internet service about 2 years ago. But the main box that services our home is 2 miles away and our speed is not the greatest. I'm able to use my VPN for work and stream TV but we do get slow times everyday. Would like to have more reliable speed service so I could get rid of our satellite TV.
233. Only hardline internet available
234. Only have 15 gb of high speed a month then the speed goes way down.



235. Only have the ability for 10MB right now. Internet goes down with frequency. Plugged modem into a battery backup device to avoid having to do a manual reset. This is a lake home but would like higher speeds available to work more productively from Aitkin.
236. Only live a few miles out of town and trying to stream tv should really good when the device is connected directly to the router, but it is not good or even spotty at best...plain horrible internet.
237. Only one person can be on the internet at a time. It takes weeks to download updates for the gaming console.
238. Only works some of the times. Only one person at a time can use internet for video chatting. tried to work from home to slow.
239. Our current internet cuts our frequently. We would like to relocate to Aitkin permanently but cannot do so without high speed internet (we're currently lacking the ability to efficiently work remote).
240. Our internet can be very patchy. There are full days (or longer) during which the internet does not work at all. Most days it works but it is hard to predict and even when it is working it struggles to support multiple devices or certain programs that require a stronger connection. If I try and work from home I get kicked out of programs due to the internet suddenly disconnecting.
241. "Our internet comes in on aging telephone lines with Frontier. Our service goes up and down quite often. Coming from a city in Colorado, we sort of expected weaker service but didn't expect it to be this marginal.
242. Our internet cuts out and reboots often, sometimes many times in one evening. I cannot use Centurylink for my work because the download and upload speed is so slow.
243. Our internet goes in and out constantly. I have talked to co-workers who have the same issue and Century Link blames mice. Our speed is nowhere near what we were told it would be and the upload speeds are so bad it takes 5 minutes to upload 1 worksheet to the teacher.
244. Our internet disconnected numerous times per day. We have attempted to have techs come out to look multiple times. It is awful trying to get someone to come to the house. The couple of times they have come it has not fixed the issue. We eventually gave up trying and just deal with the disconnections.
245. Our internet goes out and is unavailable to use a lot, sometimes it's out for a short time and other times several hours. Makes it very difficult for the boys to do their homework.
246. Our internet has always been slow. Sometimes we have to disconnect devices so the kids can do their school work on their chromebooks - otherwise its so slow, they cant navigate their programs. Other times we will be watching netflix, someone else may be on another streaming network and one of us will have to shut it off so the other person can watch their show instead. It seems like any time there is a holiday break from school, the internet glitches and goes out .. sometimes for 1-3+ days - talk about SUPER inconvenient. Especially now too because our cable TV streams from internet! So when the internet is out ... so is our TV!
247. Our internet is below 1 mbps download and upload.
248. Our internet is constantly going out and constantly freezing. It is super frustrating to ever get ahold of a rep and expensive to pay out of pocket for someone to come out to the house to fix anything that is wrong. For years we've talked about the box at the end of the road that was destroyed and they still have not fixed it. Another box where our internet comes from was infested with mice and still has not been fixed.
249. Our internet is garbage!!



250. Our Internet is intermittent and goes on and off throughout the day. Somedays we have no issues and other days we can't watch TV.
251. Our internet is okay for our area. Im thankful that we have access, but it could be way better. It takes hours to days to download games. If my kids and I are all working from home, it handles all of our meetings, but with lag and unstable connections from time to time.
252. Our internet is reliable, however it is expensive and measures significantly lower than the speed we pay for.
253. Our internet is slow, unreliable and spotty. We have to restart the modem often
254. Our internet is terrible! Sometimes it works decent but mostly it doesn't work very well!
255. Our internet is very slow and doesn't work numerous times a week. We had satellite internet which was much more expensive and not much better prior to signing up with century link.
256. Our internet is very spotty. It will cut in and out every 25 minutes or so. We called to see what we can do about it and there has been nothing that works. We've been actively searching for different providers but there are limited options. The only other options for us are satellite and we don't see that resolving our issue. DSL internet isn't getting the job done in our community.
257. Our internet only works when it wants to, and the speed is really slow. For example, it takes around 3 days to download an Xbox game, and the TVs are constantly buffering. I won't use our wi-fi on my phone, I use our cell data because it doesn't work otherwise. We've called Frontier to upgrade our speed and they said, unfortunately, they can't because it isn't available in our area. Our area is without many options, especially affordable ones.
258. Our internet runs closer to 6 Mbps versus the 50ish we are supposed to have
259. Our internet seems spotty and goes out quite a bit.
260. Our internet service is terrible. I have been working from home since 2019 and I lose internet service a least 3-5 times a year. This means that I am out of work for this time. My internet when it rains comes in and out. I make phone calls for my job which is internet based and I am always dropping calls.
261. Our internet service is unreliable, often requiring we restart our modem/router. it is often slow if we are using more than 2 devices at a time.
262. Our internet service that we have now doesn't work all the time it kicks out for periods of time that vary from 1 minute to hours some times days
263. Our internet typically goes out every evening around 6pm-7pm and will remain out anywhere from 30 minutes to several hours.
264. Our internet will just quit when 1 computer is hooked up for online school. It's frustrating when we can't use the internet how we want.
265. Our main problems are slow internet, currently 3-4 Mbps download and .43-.5 upload. For the past 5 years we have had problems with our line going down. They just plowed in fiber and are supposed to be running a line (not fiber) to our house from the box down the road. I guess this is supposed to be much better. Not sure what the cost will be. My sister has this to her house and her speed went up to 5 Mbps. Competition would be good!
266. Our mbps vary and are All over the place.
267. Our only option for internet service (other than satellite companies) is Frontier. We have been hooked up to them for 20 years. We have always had speed and reliability issues with Frontier's service. The summer of 2020 is a prime example of our struggles. No less than 5 times, we contacted Frontier about our internet service. It would go out intermittently, and was incredibly slow! First, when we would call Frontier, we would often get disconnected just as we were about to be connected to a customer service rep (Frontier is also our landline



phone service. A landline is essential where we live as cell phone service is very unreliable and spotty). Each of the 5 times, Frontier scheduled a technician to come out to our home. It was always a different technician and many were completely unfamiliar with the location of Frontier's equipment. It was always a problem with the Frontier lines, and never with our modem or anything else in our home. The tech would return and tell us the problem was fixed and ultimately, we would again experience the same issues. Admittedly, our service has been a bit more reliable after the 5th technician's visit, but we still experience very slow service, and may shut down a few times a day.

- 268. Our service in our area does not meet our needs. Only good two days out of the month or lags even on zoom meetings.
- 269. Our speed at best is 1.2 mbps. Barely can do anything with it, or use multiple devices at a time. All of the infrastructure (lines) is old and worn out, and the company will not replace or update it. The system is down 10 to 15 times a year. Help!!!
- 270. Our speed was 1.5 and we couldn't stream anything. To load pages to a long time and I could rarely stay connected on a zoom call. Just this week I was able to connect to fiber through Century Link and I am not now at 44. Huge difference, but my neighbors are still at the low speed!
- 271. Our wifi is so slow that no one can get clear use. It's patchy at best.
- 272. Pay for 60Mbps speeds with slow down occurring quite frequently. Having to restart the modem at least once every few days.
- 273. "Paying for 100 Mbps. Highest I've seen is 76 Mbps. Lowest 7.65 Mbps. Average speed is about 30 Mbps"
- 274. Paying too much for slow internet with no other options
- 275. Pleased to have a price locked in for life. Sad that it is so slow. More than two devices and all crawls
- 276. Poor service & connection to internet
- 277. Purchased my home 10 years ago and had I known at the time I would not have high speed available, I probably wouldn't have purchased it. Used cellular hotspot the first year, then purchased Genesis through a radio signal from a neighboring silo down the road. Never achieved the speeds promised and at the time with a house full of kids, it was very frustrating. About 3 years ago CenturyLink brought high speed by our house and offered us 10 Mbps. Though this was a huge upgrade, we rarely got the promised speeds and still had frustrating times. Seems like every month CenturyLink sends me mailings and emails purporting to offer us upto 100 Mbps. Twice in past 2 years I've attempted to upgrade the service, but when the CenturyLink technicians arrive, they are unable to get anything better than 12-15 Mbps. They just end up cancelling the orders with corporate and leave. Currently, I'm on a 20 Mbps plan, however have never seen those speeds. Ironically, last summer we had new neighbors build a new home less than 1000 feet south, on the same road with the newer CenturyLink service, and CenturyLink wants several thousands of dollars to bring it to their home, which is only a couple hundred feet from the road. Due to expense they've chosen to try Genesis. I feel bad for this young family, who will need much better service in just a couple years.
- 278. Randomly cuts off. & randomly gets slow.
- 279. Rarely get 15 mbps. Paying for up to 50 I believe.
- 280. Recently moved here within the last 6 months from Benton County. Everything is connected to wifi. TV's often loose connection a few times while watching. I probably only watch 1 hour in the evening. Phones are decent with service.



281. Recently moved to the area August 2019. We had Charter internet service at our former residence in Sartell. We never had issues with speed or reliability. Since moving to Aitkin there has been many shortages (reliability) and slow-downs (speed) that has greatly limited our ability to work from home and even run two devices at a time. It is quite challenging to download or upload any document or files. We are unhappy with the internet service in the area.
282. Reliability is my main concern, along with the poor speed. Looking for fiber access to be connected but have not heard back from Century Link. I believe the main nodes are out on St. Croix Road, but nothing to our road or house yet.
283. Seemo like half the time it doesn't work!
284. Seems to be working less and less all the time...suppose to have high speed...but not
285. Service connection to our router can be spotty. It's always flashing and loses connection to my laptop and wireless printer causing delays in my work
286. Service fluctuates throughout day/night. Service is affected by how many devices are connected at one time.
287. Service fluctuates. Some days there are few interruptions, but other days only one person can be online at a time, or I can get access, but lose it after a minute or two, or I am unable to access the internet at all for several hours.
288. Service gets very slow on weekends
289. Service has been less than acceptable. Dealing with ffrontier is a nightmare.
290. Service here sucks. In and out every day
291. Service is iffy and slow and if the kids were doing online schooling we were kicked off all the time.
292. "Service is inconsistent. Somedays it works really well and some days it is really terrible and periodically we have no service at all.
293. Service is just plain crap! So frustrating trying to operate a business running customers credit cards and having long wait times...
294. Service is not reliable. It is frustrating paying for a service that I'm not receiving.
295. shows (netflix, Disney Plus...) cannot be streamed simultaneously with other electronics in use. Most applications on our phones do not open or take too long to load when when not on the main level of our home.
296. slow and intermittent
297. Slow and spotty
298. Slow but affordable with outages
299. Slow connection and horrible customer service
300. Slow connection!!! Had to buy a \$200 booster. Work from home so it's very frustrating!!!
301. Slow response and lot of resetting the router to get reception
302. Slow service
303. Slow speed overall for our daily needs. My kids had state that downloading a game onto their gaming systems can take a very long time to load, which is not the case for other friends & family living in town or other cities.
304. slow speeds at varying times, weather seems to play a part, when family comes system gets taxed
305. Slow WiFi. Around 9 mbps. Cuts out several times a day for a minute or so. Frustrating.
306. Slow, afraid to work from home or take online classes. Will sometimes kick me off.
307. Slow, disconnected frequently
308. Slow, does not work all the time...



309. Slow, frequently fails entirely.
310. Slow, not reliable if it's windy, raining, snowing
311. Slower during bad weather
312. so slow sometimes and if bad weather we just count on not having any service because it keeps shutting down on us. I was promised faster internet only to have it work the same and now I pay \$15 more a month for nothing. They say its my computer & not internet. Give me a break.
313. Some days we have low speed other days it's high speed and it does get annoying
314. Sometimes it works sometimes it doesn't. The price keeps going up.
315. Speed is not as promised and varies day by day
316. speed is so spotty.
317. "Speed is very slow
318. We have upgraded twice for faster speed but no difference called the provider many times but no change
319. Very disappointed customer
320. We need change for something new in our area ASAP "
321. Speed slows when people come home at other houses. Only one device on at time or it is to slow. Has been out for days at time.
322. "Speed test shows upload 4.78 mbps / Ping 58.96 ms / Jitter 2.16 ms
323. Would prefer faster internet because it gets bogged down with 4 kids doing schooling and it freezes up. Also with gaming and smart TVs and living in a world of technology things don't always work with so many kids and devices."
324. speed varies from no service to a maximum of 5mbps
325. "Speed varies greatly. At times it is good and at other times will not load anything. Customer service has always been terrible when there is an outage. There have been times we have had outages that lasted days and they tell us they will credit our bill for those days and then they never do. Too expensive for as poor of service as it is.
326. Speeds can be great one minute then extremely slow the next. Have to restart our router at least once a week.
327. Speeds so slow that we can't have more than 1 device connected to the internet. Even that 1 device is so slow that we can't stream anything. When we need to update any of our devices typically this takes 24-48 hours to complete. It's honestly sad that we are in year 2021 and we can't get better and more reliable internet.
328. Started out with dial-up years ago at my cabin--too slow. Then went to satellite for speed. Northland Connect around 2009. Too expensive. Then Century Link installed upgrade to what I think is DSL in 2018. Better speed (12Mbps and price than before). But I get 120 Mbps at my home in Florida. I work nationally from my cabin, but internet is not good at all.
329. started with dial up then had to have a tower because we lived out of town with Genesis Wireless finally got Broadband through Century Link never fast enough especially for downloading games or movies
330. "Started with Verizon was happy at first, after 5 years slow and reboot continually. Said trees too tall. Wont move canister higher. HughsNet is present provider. Never has been good, slow, disappearing signal, reboot continually. Weather makes no difference it's bad always. I call another company they came out and looked said they would be back , have`nt seen them in 3 months
331. Takes forever get she up from weather interruptions there constantly working on towered affects services and cost is high.



332. Takes forever. Loses signal, constantly is buffering.
333. tends to stop working quite a bit
334. Terrible customer service. Our broadband is on an existing phone line so the internet gets bad with any rain or wet conditions. Can't connect everything at once, sometimes I can't print on the printer from my tablet because it won't connect at the same time. When the kids were at home for school they had difficult times connecting on zoom- they couldn't connect at the same time if they had classes at the same time. We had to purchase additional internet options because they couldn't connect at the same time for schooling.
335. Thankful to have "fast speed" internet, but it's really not very fast! It's certainly the down side of living outside city limits!!
336. The ability to stream high school sporting events was very limited and I missed out on many events because of the lack of speed and data.
337. The comment I have regarding the high speed internet is that when downloading any video most of the time it is too slow that I give up on it. I get about 5 seconds of video then delay of 30 seconds to 1 minute then another 5 seconds of video. not good
338. The internet constantly goes in and out sometimes for days at a time. Hard to work from home when this happens. I have to use a hot spot until it comes back
339. The internet cuts in and out all the time.
340. the internet disconnects when I'm streaming. Sometimes I have to restart the router many times to work. This also is my 3 router.
341. "The internet goes out a lot
342. The internet in the home tends to not work when needed. I have an 8 year old in the home doing homeschooling this year so it's very important for us to have working internet.
343. The internet is extremely sketchy. Some days there is no service at all, even though when you call CenturyLink to complain they state there is nothing wrong on their end. Very often we have to use hot spots to try and get any service. Working or studying from home is extremely frustrating. We need faster, more reliable service in this area!
344. The internet is horrible. I can not work from home and I am required to. This is my only option for internet.
345. The internet speed coincidentally "drops" when there is town events or events at the high school. We use satellite internet and it still drops at the same time while the students are using a high amount of devices such as smartphones. Internet speeds slow to almost a crawl during the distance learning period during the Covid-19 stay- at-home order. The only time you can get decent access is during the early morning hours before 9:00 A.M when the students are not in school and the local businesses haven't completely opened.
346. The internet we have is very spotty and very slow when it works. We have shopped around and apparently have the best there is to offer even though it's not. We end up having to use our cellphone internet because that is faster sadly!
347. The internet will crash during rain storms. We use the service for business, education and entertainment. We do not purchase any television services
348. The lack of internet equality in my area and other rural areas is suppression and lack of equal rights. Laborers, farmers, and healthcare workers who work in the heartland and rural areas should have the same internet equality as those who chose to live in metro areas.
349. The lines are just getting old and can't handle the bandwidth due to growth in the area and more people working from home in the area.



350. The only option I have is century link. It goes down, briefly several times a day. I work from home so that is difficult. We can't use all of our devices at the same time with out connection issues.
351. I only live 1 mile out of city limits, and the lag and unreliability is horrible. It will be 1pm and I can't watch a video with only my phone connected to my internet. "
352. the only thing available for our address was Centurylink. We were only getting 1 mbps for over a year (fastest available), at \$45/month. Recently they said we could get 60 mbps, but when we signed up, they said they could only get us to almost 30 mbps. Still paying \$40/month for this, which is excessive given the slow speeds. Every night about 8pm the netflix starts buffering, and speed test shows about 3mbps for several minutes until it snaps out of it and returns to normal. We need more broadband options in this area.
353. The only wired option available to me is Frontier DSL at 3 mbps. Service is inconsistent and seems to drop out during thunder storms, etc. I've looked into satellite providers, but the data limits are too restrictive. I supplement the DSL with my ATT phone hotspot as needed.
354. the price and sometimes really slow
355. The service cuts out
356. The service is DSL at 40mb. We can run Hulu and one computer/ Ipad, but if too many devises are running at the same time speed and quality suffers. It does not work to run Hulu and download at the same time. There are two adults in the house so we manage, but if anyone comes to stay, especially if there are kids, the service is not fast enough.
357. The speed of service seems to change. When it gets really slow I call and and complain and then it works for a while and then goes back to being slower.
358. the speeds are so slow it takes days to download something people in the cities can download in a minute or two. Surfing for information, shopping, etc... is next to impossible.
359. The wife and I work remotely and not having high speed internet limits our abilities to work efficiently. Our kids are also in school where internet access is essential. They ended up staying at our primary home in the cities due to poor internet speed at our Aitkin property.
360. There are random days or hours during the day when Internet speed is slower. At times, my devices "lose" internet service which usually I can reconnect by unplugging the rotor, waiting, and plugging it back in. In other words, Internet service is not consistently reliable.
361. There are times it goes down completely. For a few hours or a day or so! Twice contractors cut the line and it was terrible trying to get the to fix it !.5-6 days. Sometimes it drags! like too many in the neighborhood must be using internet and it dogs down.
362. There are times when there is not sufficient internet service capacity in our area. I have used a credit card to pay a bill at a local business where the vendor could not verify my payment until a later time or even next day!
363. There is no provider where I live who has a unlimited plan and I pay almost 100 dollars for a plan that I use up in 4 days. The connection is barely strong enough to play Netflix at night before I go to bed. The connection is slow and the price is outrageous.
364. There is no way my children and myself can do our work from home. we run out of data right away and then everything slows down. Not reliable or affordable for what you get. Then you are also locked into a contract.
365. There is only one option and it is Slow! 1 Mbps is it. The cost for what you get is bad. It has been reliable like a turtle!
366. There is only one option unless we want a dish service which we are not interested in. And with only one option, we



367. They are one of the only providers in our area. Speed is terrible for what they offer us. The provider promises up to 25 Mbps yet we never break 3 Mbps. Latency is always 700+ milliseconds. There is no accountability for downtime on their end, we always pay full price no matter what. Their customer service communications are terrible.
368. There will be days it is fine and others kids can't even do a zoom call for school without it dropping. Or it is just too slow. They never put the wire in the ground years ago when the service was installed and despite requesting it be done several times it is still hanging between old wire fence posts or on the ground. Snowload, trees, animals, water in the ditch all affect the reliability. It goes up and down all day long. Having been working from home and 2 kids on remote learning we have had to share the WiFi and go between sharing that and switching to a cellular hotspot using our cell phone data.
369. They promise 15Gbps until used up. Usually 8-10 days. Rest of the month is up to 600Mbps if the line is not busy. If it is, you are on your own.
370. "This location is our Cabin, not our home. But we plan on retiring up there and would like more affordable and faster internet service."
371. Told we are at the end of the run and can never get above 6 MBPs with our current lines. Most of the time we are seeing speeds around 1.5 and less than 1 on the weekends when the cabin people show up. New neighbors could not even get access as they were told this line is at max capacity.
372. Too many devices on the WiFi either turns it off or makes it even slower than it usually is.
373. Too slow to stream networks
374. too slow to work effectively.
375. Too slow. It was difficult during distance learning for my children (their lessons and videos froze up or wouldn't load) Also, I had difficulty working from home as my Google Meets would freeze and videos wouldn't download.
376. Too slow....unable to view any streaming programming. Service certainly not justify the cost
377. Trying to work from our home did not work without having a somewhat reliable Internet source- hotspots DID NOT work for streaming and the work network did not allow that type of connection. We also needed reliable means to get weather related info.
378. Unable to work from home at normal speed. I took the quiz on my phone. But this last winter I tested our internet speed at 5gb. We have no other options.
379. Uniformity of connection speed, sometimes great and other time not so.
380. Unreliable internet and slow speeds. Service is bad as well.
381. "Unreliable service and unjustified cost for a slow system. Century Link has dropped the ball for years. We want to add more devices for home monitoring, safety, and efficiency and we are not able to do that.
382. Until a month ago our service was very slow. At that time our service had been down for 3 days. Technician found that we had lines running from 2 different control boxes and another technician had cut the important line. At that time our service was upgraded to 10 Mbps.
383. use a streaming service for tv and at night with no other devices using wifi, we still have streaming issues
384. Use at business can be touchy at times. Once a year it goes down for 24 hours during the week and with a lot of our business on the internet, we are stuck.
385. "Use Centurylink goes down every other month"
386. Used to live in the city. Got used to fast internet. It now takes more than twelve hours to download a video game, used to take four. Can't watch a movie during bad weather.



387. Usually reliable and fast enough but occasional irregularity and difficulty using multiple devices
388. "usually we have to disconnect all phones/tablets/computers from the network in order to stream a movie from Netflix or Amazon.
389. buffers often
390. Very poor service with Genesis , call all the time about problems , they always have some kind of excuse why the service is so slow
391. Very slow and unreliable. I rely on my iPhone as we have a close cell phone tower.
392. very slow at times and unreliable.
393. Very slow depending on day and hard to connect on certain areas in home
394. Very slow internet, cuts out frequently, have been double charged and then cut off, very difficult to find someone who can help (customer service).
395. Very slow internet. Sometimes disconnects. Cannot stream any TV shows.
396. Very slow most days and cuts out a lot
397. Very slow, unable to run all devices at once or it will go down. Need to reboot almost daily at one point or another.
398. Very slow. Impossible to have more than two electronics going at the same time.
399. very weak , often stops working every other month
400. Speed is constraining, cannot use for streaming services. Time of day has huge effect on speeds. Storm clouds block out service, as well as heavy rain/snow.
401. Was on list for higher speed from 25 to 40 and finally got 40, still have some minor glitches or slowness on devices
402. Was only able to get an internet line after sending a complaint to the FCC. Have had to contact the MN Office of Broadband regarding the service. Frontier customer service is terrible and there is no option to get a higher speed connection. The connection is unreliable during bad weather....It is 100% certain it will go out if there is even a mild thunder storm in the area.
403. "Way to slow, and if we have guests using the internet, no one can do anything reliably. Frequent stoppage. Streaming a game from ESPN becomes impossible.
404. Frustrated? YES.
405. Way too slow internet service...about 15Mbps. Cannot do my work at home...service too slow.
406. "we actually have a ATT hotspot and CentryLink. When we were working from home and schooling from home, AT&T was not enough, so we added more. It is not that fast or reliable."
407. we always lose speed and century link is down a lot
408. "We appreciate the convenience of having broadband available to us in our home. We use it for our computers and our televisions. The biggest issue we have is inconsistency. Most of the time we have no problem with connections, but daily we experience slowdowns which can be very frustrating.
409. We are looking at switching providers, but we were told we can no longer have overhead wires to our house, and we have to go underground. That creates some issue for us."
410. We are 1/2 a mile from Broadband and were told they could only bring broadband in on the old dial up phone line.
411. We are 2 miles down a dead end dirt road and our internet comes to us thru the land phone line. The speed is 10.4 upload and .39 download, but is very slow on weekends and during the warm months due to the fact more part time owners are here.



412. We are a family of 6 living in rural Mora, MN. I work from home and my husband is an essential worker (Teacher). It's been very difficult to work from home without adequate internet. During Covid (stay at home order), my husband was rarely able to get online to work with his students. The internet was a mess. My husband was home for months and had a very hard time connecting with his students. Our children have missed classes and zoom meetings for school and work multiple times. Even lately our internet is so poor that many days my husband and I have been unable to work. This is especially sad for his elementary students. We've never really had good service since we moved here in 2010. It's been worse since the pandemic. Our county is medically underserved and is one of the poorest counties in Minnesota. Overall, our area should be one of the first to get better internet service, to help all people in need, regardless of their financial standing. People in our area are really crying out for reliable service to help better their lives and their children's lives. Many can't afford cellular internet or other forms of internet service. We need something affordable and reliable that is offered to everyone. We are in Knife Lake Township/Kanabec County.
413. We are a retired couple, sometimes try to stream a movie on the evening. We regularly exceed the highest amount offered , 150. Something is off here . We often get service cut out even with no clouds .
414. We are at the "end of the line" for DSL service from Frontier - it's ridiculous! I know that Frontier has fiber 1Gig speeds to the hub less than one mile from our house; yet we can only "top out at 10 meg" - in the 21st Century this is unacceptable. Frontier needs to offer customers access to the full pipeline at reasonable and fair prices!
415. We are at the end of the line - service is sporadic on busy weekends when people are at their cabins.
416. We are at the end of their line so we frequently have to turn the router off and on to keep internet working. Zoom meetings with more than 5 people challenge my internet. We have had issues with Century Link staff messing with the equipment and causing problems for our internet service. Further, I would hate to have to contact their customer service. ǝʎᴉꞤǝʎᴉꞤ» We are dependent on internet because I mostly work from home.
417. We are at the highest speed available to us and it isn't always very reliable.
418. We are Crow Wing county, but in the Aitkin school district. We have 4 kids in school and when we were quarantined for Covid in November, only 2 of the kids could be using the internet to download, upload or watch videos. If more than that, it wouldn't work. It's supposed to be 10 service, but it tends to run closer to 6. It's extremely frustrating when having to do school or work from home when we all have things that need to be done and we have to devote different time slots to do so.
419. "We are delighted to have any internet access at all.. However, we are not impressed with our service. We live at the end of the 'line' that our service is on (when installing the technician had said that there was supposed to be another repeater in at the intersection. If this repeater was put in as designed our service would be excellent.) Likely as much as our neighbors who receive 100 Mbps. However, in what I am can only assume was efforts on Century Links attempt to save money the repeater was not put in and we receive very slow internet service. With multiple phone calls that lead nowhere we felt very discouraged. During distance learning our speed was not fast enough for both of my children to use the internet at the same time also limiting the opportunity to work from home. We had to purchase additional service through our cell phone service to provide a hotspot to make this possible and for the kids to make their deadlines. How is it that we pay the exact for our



internet as our neighbors who receive 100mbps and we are stuck paying for 2 internet services to get by when we are 300 feet from another.

420. We are in a 1,300 sq ft. home and have added 3 boosters and still have intermittent and slow service.
421. We are in great need of better internet in our area. It's not very fast and streaming/downloading is difficult. I was looking into a job that would allow me to work from home and I ultimately decided not to because my internet isn't reliable or fast enough!
422. We are left out of all fiber optic internet expansion plans because we have Aitkin address but located in Crow Wing county. We have mill lava electric service but no fiber optic up here. I often have to use my phone hotspot to do work for my professional corporate job because I work from home remotely and the internet does not have enough download speed to do some of my work.
423. We are limited in what we can do and who, in our family, can be working from home at the same time due to internet speeds. We have a cabin in Aitkin and live in Stacy, MN. We would be at our cabin more, but we have to plan around our work from home activities including seminars, zoom meetings, college schooling, etc. because we can't all be doing those things. We often lose internet connection during those activities also. We would love high speed internet and happy to pay for it.
424. We are located only 1/4 mile from a road crossing that just had fiber put in, but we cannot access it because they didn't come down Hwy 65. So here we sit with less than 1 mbps speed and try to work with that. Very frustrating.
425. We are not able to do a Zoom/video call with the current Century Link internet that we have. My daughter and I are not able to both be on our computers at the same time, me working and her distance learning. Very frustrating.
426. We are only able to get satellite internet at our house it costs us over \$100 dollars per month we have not been able to work from home because of it's speed and our children are unable to connect for distance learning on cloudy/rainy days. It works ok for shopping and social media on our phones most of the time. We would like to stream tv but is not practical with data limits we have unlimited but there is a cap and when we reach that it is too slow to be useful for anything more than checking email. Increased use during the pandemic has contributed to even lower speeds many days.
427. We are seniors on a fixed income. Currently we are paying \$200.00 per month for internet, cable, and phone. We do not have the fastest speed as we can not afford to pay anymore. Our cable service is good but our internet is terrible. We live in town and get bumped off at least 2 or 3 times per week and must re-boot our entire system.
428. We are slow to get better speeds in the rural area. It can get frustrating trying to stay online
429. We are unable to get any service other than satellite. With distance learning, we had to pay over \$90/mo to get HughesNet. Now we are in a 2 yr contract:(
430. We are unable to get broadband in our rural area. The residents in our township use cellular data or satellite service, both of which limit usage and slow down or stop depending on use. NO streaming or HD service is available. Working from home or zoom for school is very difficult and expensive. The expense of satellite service is out of reach for some of our residents. Because we live in a rural area we are forced to spend huge amounts of money to get services even though they are nowhere near as good as residents in more populated areas. Internet is no longer a luxury but is needed and we cannot even get it in our area. HELP!!



431. We are unable to get high speed internet, even if we pay for it, because the phone lines it comes through were put in probably 50 or more years ago. Also, when it rains, our internet goes out because, I'm guessing, the lines are compromised due to age. I could not get the speed test to work. That site pretty much locks up my computer.
432. We are unable to watch a movie without it buffering it is down a lot so we don't have use of the internet
433. "We are/have recently been: Educators providing distance learning and school administration, Students accessing class, Consultant providing nonprofit management solutions, Board member for nonprofit... The slow speed and unreliability of our internet has made it almost impossible to function...especially during the pandemic when we were required to participate via Zoom
434. We average less than 3 mb per second now. It is extremely difficult to stream TV/streaming services especially if any other device is actively connected to the internet. We have a 4GLTE tower within half mile of our house and have seriously considered switching to a hotspot for internet service. Our internet service has been steadily declining overtime rather than improving as you would expect. At this time most government agencies are considering internet connectivity a necessary utility not a luxury service. Our poor connection is not acceptable.
435. "We barely get by on the internet speed we receive in rural Kanabec County. I'm an editor at a major national media outlet and look to work from our second home often. But we work in constant fear of not having enough bandwidth to work effectively.
436. We can only get a maximum of 6 Mbps through Frontier in this area. Most of the time we are averaging around 3, if we are lucky. During the Pandemic it's been worse because of all the people on the Internet with no school. There are also bad times during the summer when all of the cabin goers are up and on their devices. We have talked numerous times to Frontier and there is just no getting through to them. Other services can be 2-3 times more expensive than Frontier. We operate two small businesses out of our home and it can be very frustrating to not be able to get service. Many times a week we have to reset our modem because our Internet connection is lost!
437. We can only get Centurylink and it goes out all the time. We have to unplug the modem and then plug it back in. We HOPE it will work better. When our family of four was quarantined, we had a lot of difficulty getting online since the adults are teachers and the two kids are students and we were all trying to use the internet to still be able to work/go to school. We were only streaming tv but the internet was so bad, we had to get satellite TV. That was more money out of our pocket.
438. We can only get satalite internet
439. We can only use one device at a time otherwise we are dealing with lag. Extremely slow
440. We cannot connect everything at once. It all but stops, it is so slow.
441. We cannot get the Internet in part of our home.
442. We can't get good service where we are and it's so frustrating. Working from home during covid time is nearly impossible for me
443. We can't get high speed where we are at and have had to do satellite and it never lasts very long with limited GB. We own a business and have children in school who need internet access.
444. We can't stream Netflix on our smart TV because it buffers the whole time.
445. We could really use dependable high speed internet in Kanabec county. The options available at our location are not the greatest. Please help bring internet to our area!



446. We currently have Century Link (BRAND NEW to our area) and the speed is sloooooow. During distance learning, no one else could use the Wifi while my son was on his chromebook. Now that most kids are back in school it seems a bit better but it is almost impossible to use some features due to the slow connection. I did put a downpayment on Starlink WIFI when it becomes available to us towards the end of 2021.
447. We currently have DSL and are only available to have up to 10MBPS max. Often, we fall sort of that which makes online access tricky. I am not able to use my MacBook Pro for zoom meetings because it pulls too much info and the video lags very badly.
448. We currently have Frontier DSL and it is straight from the 7th circle of hell. Outrageous pricing, empty promises for internet speed that SUCKS. If we have more than one device running, we have to use our mobile hotspots. Distance learning with COVID was awful. Streaming is AWFUL. I also work from a home office and often have to rely on my hotspot.
449. We do have internet access but during COVID homeschool, we did not have enough to go around. I have 8 children and no more than 2 of them could be on a virtual meeting at a time or I had to not be working, which I was doing remotely at the time. Our speed slows to a crawl everyday about 7pm until sometime during the night. We would love to have the option for an option other than satellite, which is also incredibly expensive!
450. We do have internet access but during COVID homeschool, we did not have enough to go around. I have 8 children and no more than 2 of them could be on a virtual meeting at a time or I had to not be working, which I was doing remotely at the time. Our speed slows to a crawl everyday about 7pm until sometime during the night. We would love to have the option for an option other than satellite, which is also incredibly expensive!
451. We do not have access to broadband in our location.
452. We do not have reliable internet. We need to have reliable internet for school and work purposes. Many times when we try to get on our devices, we have no service. We have purchased extra boosters and done everything the service techs tell us when they come out. The service is very over priced for the amount of time it doesn't work properly.
453. We don't get nearly the speeds that are promised and it's not very reliable either.
454. we don't have broadband, but would love to have it
455. We don't have enough MBPS.
456. We frequently lose our internet connection and have to reboot our modem. Streaming programs involves frequent interruptions for buffering. Wireless connection is limited in some parts of our house. Downloading software updates for our computer is extremely difficult.
457. We get 5Mbps from Centurylink and it's not always reliable.
458. We get a lot of "not connected" while online or on the TV.
459. "We get knocked out of the internet on a regular basis especially from 7:30 am to 9:30 am.
460. I have to regularly reboot my computer. Bad weather causes many problems with our internet. "
461. we get our internet Though frontier and it is slow and spotty at times and we will need to use the phone hot spot if the kids are trying to do an online class.
462. We get speeds of 3. It's hard when everyone is home.
463. We had a frustrating time getting Frontier to complete an installation. Once it has been connected it has worked fine, just slow. We have many neighbors with much worse service than us and are continuously asking for better or other service options.
464. We had better internet 30 mins from town... we now live in town and struggle to have 2 devices connected at one time... soooooo annoying. Please bring better internet to our area.



465. We had Century Link and it was terrible. We moved to a new house that does not have a phone line and we were not willing to pay the high fee to get a phone line installed. We needed a satellite provider.
466. We had Century Link but switch and now are service is a lot better.
467. We had century link which wasn't very good, we were told we were 'at the end of the line' so we weren't able to get any faster service. Hughes.net is OK, but could be faster and more reliable. My cell phone service is also very poor.
468. We had dish internet service through HughesNet prior to switching to CenturyLink in 2020. CenturyLink's service is faster but still not fast enough!
469. We had great speed and price with YouBetNet but they closed. Not entirely satisfied with centurylink.
470. "We had MLEC wireless, but we are at the end of the line and it failed to connect more often than not.
471. Centurylink has updated their service to where it works better, but it is still only 9.9 Mbps and it would be nice to have a higher speed for working remotely, but it works especially since it is the only option. So far it has been pretty reliable."
472. We had only Satellite internet through WildBlue for 18 years, which was not always reliable. Centurylink ran a wire down our road in 2019, we switched to their service, and now have faster, more reliable service. Still have it disappear sometimes.
473. we had previously tried Hughsnet and another satellite provider and they were terrible - use "too much internet" and get cut back to slower than dial up.
474. we had some issues, however improved with booster, now have no-longer had issues with freezing up or lost connections.
475. We had to buy boosters - Eero set of 3 - to speed up our internet
476. We had to up our service to stream TV. Its been pretty good, less buffering. It will kick us off phone and tablet daily. Not much choice for an affordable rate.
477. We have 12 mbps and landline phone. We pay \$85 per month plus tax & other fees so the bill is \$110.00 per month. Internet is slow and not reliable.
478. We have 2 routers and we get kicked off more then anything. So if to many on one router it kicks people off and feels like im payin way to much for internet which is included in my package with a home phone.
479. We have a 'bundle' package from CenturyLink that gives us a land line, internet and Dish TV. We have inquired about cancelling the Dish, and were told the price would go up exponentially for the internet only. The internet has been unreliable in that it cuts out at times and will be down for a day or two. Sometimes the speed is so slow that we cannot stream video without constant 'buffering'. We currently have fiber optic at our business and it has been 100% reliable and constant. The fiber optic cable has been installed along Hwy 210 near our home - but we have been told that there are currently no plans to come down where our home is located.
480. We have a lot of outages and the speed is slow. So meetings are hit or miss.
481. We have a satellite service that is quite unreliable as any weather interferes and sometimes just no weather. It slows down at the end of the month because of our usage but I can't afford to upgrade as my cost is already quite high.
482. We have always struggled with service. Speed is slow hard to have more than one thing connected. Always getting dropped connections. We even tried buying more speed and WiFi boosters. It just is not good or consistent. Frontier has terrible customer service! And even their service guys are frustrated. And forget if weekends come and weekend people



- come up and tap in we lose service completely! Monday it returns. So frustrating! And no other options. I have purchased a separate hotspot to have when we can't get coverage. That's silly now I pay for 2 internet providers. We also are stuck having a landline with them because we have no cell phone signal where we live. Technology is not an option for us.
483. We have been losing internet or having things not want to connect lately and just hoping everything will work good when I start online school.
484. We have been sheltering our grandchildren and our adult children during the pandemic. Because our internet is so slow we had to have a second DSL put in 14 months ago. Our family is using internet for work, distance learning and entertainment. The number of devices reported above reflects the connections we need each day. The second line is a little faster, around 9mbps but our first line is painfully slow <6mbps--in order to watch tv we have to shut off wifi to every other device. I own a small business that I run from home. Our internet goes out almost every time there is a thunderstorm so we have started unplugging both modems whenever a storm comes through. Frontier has been honest about the slowness of our first connection. Wish we had better options.
485. We have been using DSL at our new permanent location. We relocated from an area that had hi-speed. There's a noticeable difference. We limp through. It would be great to have a stronger, more reliable service that isn't affected by multiple devices being used at the same time. Thank you.
486. We have been with Frontier for over 20 years, internet speed has never been good. Up until 6 months ago our speed was less than one Mbph and once I started working from home I called Frontier and they were able to get us to a speed of about 18 Mbph but sent a letter saying we are actually paying for more than what they are giving us on a regular basis. Their equipment is not updated and the demand is more than what they are able to provide. This has been extremely frustrating. I am able to do my job but it is not always efficient.
487. We have century link because it is all that is available here and they are terrible. Our internet is spotty at best. It frequently does not work at all in bad weather. If it goes down it can take a week or more before they "fix" it. Their customer service is awful. Home schooling has been a challenge and as for working at home, impossible it is too unreliable.
488. We have century link internet. It can be slow at times. There is times when the internet doesn't work at all.
489. We have CenturyLink and pay \$55/month for 1.9mb of service. We are only able to stream one device at a time over Wi-Fi in addition only one cell phone can be on Wi-Fi at a time. We experience extremely slow speed and response times.
490. We have DSL service fades in and out, we cannot count on it. WiFi is weak and cannot reach areas of our 1800sq ft house.
491. We have frequent Zoom meetings and invariably, our session will freeze. We only stream movies (no Direct TV or Dish) and of course this also means that at least once during a movie, we will lose connection. At times this means having to reboot the TV completely. During certain times of the day, we can't connect at all.
492. We have Frontier DSL. Our internet disappears several times a day, for about a minute downtime each time. We have given up on calling Frontier about this. They're always friendly and it usually resulted in the internet coming back for a while, but it never lasts. We gave up calling and now just wait it out until comes back. On top of that our Frontier bill is \$147 per month for DSL and phone service. Our road is staked out, hopefully for fiber, and we can't wait to cancel Frontier!



493. We have had frontier for years because it's the only option and it sucks. It takes over 24 hours to download any game or update to game. My kids are constantly having issues while doing online school and we have two routers in the house to help with how many devices we have and we still have issues.
494. We have had nothing but trouble for the pst year with our internet dropping and not working. I've called Century Link several times, and they admit they see it, but cannot do a thing to fix it.
495. We have Hughes net and it is really slow. Not fast enough to stream movies. The kids have a tough time with staying connected when they have zoom meeting when they have to do distance learning. Several times a week we have to bring them into town to use faster internet. It's a big pain in the ass!
496. We have Internet but the speed is limited to 10. We would like a faster option and would be willing to pay more for it.
497. We have it but don't like it
498. We have just gotten streaming tv and would like to all use our stuff at the same time
499. We have multiple devices needed at once, anything that requires streaming is glitchy--zoom meetings, google meets, etc. Also, movies glitch, pause and skip due to low broadband. For example, I cannot be in google meet while my daughter steams music in another room. My meet with glitch, lag behind, become pixelized or shut down all together.
500. We have never had soild internet in our home, and have always had the fastest that is available. Prior to CenturyLink, we had satellite and that was slow and unreliable with any bad weather. I have one child attending college full time on line and other children needing to access the internet for school related activities. Due to the demands of the child attending college and her need to be on the internet 8-10 hours a day, we are limited in the other things we can do and can not run a streaming service on the TV at the same time. Slow downs happen a lot, especially in the summer and over holidays when many more people are in the area on vacation. We would love to have fiber internet as I do not think that I could have two children enrolled in online schooling with our current set up.
501. We have never, ever had what we could call "high speed" internet. We've had so many different complaints filed and many different techs come out to try fixing it, but nothing improves and they always tell us its because we are on the end of their line of service and there is nothing they can do to help. However, the bill seems to keep increasing, despite the very, very slow internet.
502. We have no choice but to use a satellite service as well as genesis wireless. The connections are so poor and who we work for has us home officed. The quality of internet is so poor that we were asked to change services. Now I am stuck in a contract for 2 years and the service Viasat is extremely poor
503. We have problems with our internet all of the time. Our cameras and thermostats connect and disconnect daily. Very frustrating.
504. We have terrible internet and pay for it to never work.
505. We have the highest internet possible & it's still slow & always kicking us out
506. We have the highest speed available where we live and are usually at less than 1 Mbps making it almost useless at times. We normally have to turn WiFi off and use cellular data.
507. We have to have satellite internet at our house, yet less than a mile away our neighbors have the option of high-speed internet through Mille Lacs Electric.



508. We have tried CenturyLink, Verizon, and now Satellite internet through Visat and none of them have been reliable. We are struggling to be able to work and do school from home because of how terrible our internet service is.
509. We have very slow speed internet but pay for high speed. When we asked Frontier in the summer of 2020 about upgrading to a higher speed, we were told that they don't even offer internet in our area any longer but yet neighbors on both sides of us had faster internet installed at that time. We received a letter from Frontier in January 2021 saying that even though we pay for higher speed, the speed we get is what we get and if we don't like it we can try to find some other provider.
510. We have wires above the ground from a broken box to our house. Half of the time it doesn't work. It is better then dial up but it is very slow. Only one person can watch video on phone or tablet at a time. It was a huge struggle when distance learning took place and I had to work from home. repairs are sometimes a week out. We have gone a week plus at a time without internet due to no fault of our own. Weather also changes the speed/service some days .. usually when son has homework to do. I failed a math college class because of poor internet coverage. I lost service during the middle of my math final.
511. We initially had DSL through Century Link. The line failed and the company had no intent on replacing/repairing. For the last few years we have used satellite internet. The speeds are inconsistent and weather effects quality. Data usage is also expensive compared to amount. Usage has also been high with two distance learning students for extended durations.
512. "We installed service at the beginning of Covid last March.
513. "We installed service at the beginning of Covid last March. 90%+ of the time it is brilliant and very fast. No problem with video conferencing or watching movies in the evening. ~10% of the time it is almost unavailable/really slow. Century Link is infuriating if you try to call them to discuss - really tough to get a human to answer and when you do they are useless on this issue."
514. We just moved 3 months ago and got cable for the first time in 15 years. Before that we struggled with Centurylink and Hughesnet. Both were slow and had reliability problems. My wife works from home online and always struggled to be efficient, she would do other things as she waited for files to be transferred, absolutely unacceptable and frustrating.
515. we just need faster service
516. We just seem to have slow spots. We have Hulu for our TV and there is a lot of buffering.
517. We just upgraded & still have slow Internet.
518. We like to work remote at our cabin in Aitkin. The internet up here however can be unreliable.
519. We live 6 miles out of Mora and until 2 years ago had to rely on satellite service that was slow and unreliable. Century Link came in and our internet has improved greatly in that time. One downfall is that with the covid situation I wasn't able to work and have my kids do school at the same time.
520. We live in a rural area in NE Aitkin County and satellite internet is our only option. While it is better than no internet, it seems somewhat inconsistent. I have several ZOOM meetings per month and other virtual events that require a good connection
521. We live in rural Minnesota, I work remotely from home and kids have too, we need faster better internet.
522. We live in rural MN, there's high speed internet to the East and West of us, just not down our road as its dirt. We tried to go with Genesis wireless but they couldn't provide service due to their limited capabilities. We've tried hotspots but it's expensive, slow, and unreliable. We



settled with Hughes net as its somewhat works most the time. But it's slow, high ping times, and there's packet loss, and limited data. It's inconsistent and not effective in a world that is so technology based. As well as expensive. We've been talking about Starlink as it's faster with low ping times. But is still expensive and you have to buy the equipment. We're always looking for something better.

523. We live in southern Aitkin County. We can not get dish supported tv due to forestation. Our access to tv and our ability to work from home rely on our internet access. We can only use one device at a time in our home due to slow internet service. Our internet service goes out on average about 2 evenings per week. We certainly couldn't rely on our internet service to support medical devices.
524. We live on a dead end road 2 miles from town. The best speed we can get is 1.5 mps running on "antique" phone lines from 40 years ago. It sporadically goes down and is basically a pathetic excuse for internet. Nonetheless, we are aware that getting even that is rare, as most people we know cannot get internet at all, other than through cellular service, which is not at all adequate. How are students expected to be ready for college level performance when they cannot even do their homework without going to a parking lot somewhere. Aitkin County's tax base could be increased by updating internet to draw people will work-from-home jobs to live in this county. This is a HUGE roadblock. I had to retire when I moved up here because I could not get good enough internet to do my work-from-home job. This is INFRASTRUCTURE, just like electricity. The world runs on broadband. Bring us into the 21st century.
525. We live within the city limits and cannot run more than two items off the internet at the same time without extreme lag and spotty service, which makes working from home difficult, especially during distance learning times!
526. We maybe stream one movie a month. We occasionally play games on our gaming system, which means maybe two three times a month for a few hours. We do use our devices on a daily basis using the internet. We always run out of data at the end of the month some times half way through the month. We usually still have internet but it is much slower. At one point when we were distance learning we had used all our data and we couldn't use the internet for two to three days. Being as I am I teacher trying to do google meets and my daughter was doing the same for class. . Needless to say it was very stressful. Even the "last night data" didn't work. I don't know how people stream shows and movies all the time.
527. "We moved here 15 years ago. We live 7 miles out of town. We paid high prices for satilitte hundreds a month. Finally 5 years ago Century link laid cable down on our road. its great and we have a fixed price of \$40 a month for life.
528. We moved to Aitkin from Baxter, had CTC in Baxter and had exceptional service, Century link has been a disappointment to say the least, not only are they expensive the internet doesn't even work half the time. We are a new build so there was not even internet close to us, we will have to run wire over 1000 ft to the nearest box. We will have to foot the bill for this and the reilability of Century Lnk is terrible. I work from home and have to use a work hot spot to make sure I always have service. It would be nice to have CTC move to our neck of the woods !!!
529. We moved to Aitkin from Red Wing (high speed internet) in 2019 and currently have DSL internet. Miss high speed a great deal!!!
530. We moved to Kanabec County from the twin cities, on to a rural farmstead. It is extremely sad that a county this close to the twin cities does not have better infrastructure including broadband, and better broadband speed, access, etc.



531. We moved to Mora from Circle Pines. In CP we paid \$65/mo for 145 mbps and now in Mora we pay \$65 10/mbps with the same provider. We can barely conduct a zoom call for our daughter with special needs who relies on weekly behavioral therapy via Zoom. It's sad really. 2021 and the world is working remotely. Except those in Kanabec County.
532. We moved to the Arthur township area in September of 2020 and had to get the only available internet (Century link) and am extremely dissatisfied. We moved from Blaine where we had Xfinity and could run all of our devices and now we can only run 2 or 3 at a time...Ugh.
533. We need better internet out here
534. We need better products and service in our area
535. We need broadband
536. we need consistent fast internet. Our phones run off of it. We are sales company. When the internet is down our entire company comes to a stop.
537. We need greater speed at an affordable price. Low speed is a real negative especially when uploading.
538. We need high speed to be able to work.
539. We need higher bandwidth and highly reliable service for Pine County... and beyond!!!
540. We need higher speeds to support the amount of devices that are currently in my home.
541. We need more speeds, my wife works from home and my son does distance learning
542. We needed it because of Covid. Our kids had to do school work from home.
543. We never know when the internet will work at our cabin.
544. We nrrd way better service for this area!
545. We often have to restart our modem, we used to have Hughesnet. Biggest joke ever. Was extremely expensive and we never had internet access. And we somehow always used up all our data without even really being able to use it. Midco is a big step up from Hughesnet.
546. We only get one choice. It is Century link or nobody. The highest speed is 6 meg and the reliability is poor.
547. We only had the availability of satellite internet until a couple of years ago. Centrylink is our only other option and the speed and reliability are questionable at best. My children came back home from college during the pandemic only to leave because they were not able to distance learn secondary to our home internet capability.
548. We only have a few options and the plan we are on is grandfathered in so when we change we cant go back.
549. We only pull about 2.5 mbps on a good day! We can only have one device streaming at a time or everything else buffers or just won't connect at all. Online school for high school child extremely difficult! Nothing else available for our area! or (pay high dollar satellite) & won't guarantee speeds either!
550. We paid for high speed internet and get less than 6 with an upload of less than .75. On the weekends, when people come up from the cities, everything buffers and slows down even more. We are very unhappy with our internet.
551. We pay \$75/mo to have spotty service that can not run a gaming system and smart TV at the same time.
552. We pay a ridiculous amount of money for an unreliable connection that cuts in and out and slows down far too often
553. We pay for high speed (low speed as bad as dial up) and it never works.
554. We pay for the fastest available yet there's constant buffering in the evening and on weekends. When the kids did school from home they would lose connection



555. We pay \$40 a month for broadband from frontier communications for 10 MB download speed. However we have never seen above 0.8 MB download speed. And I check it often! Frontier communications has also communicated to us that they are provisioning our speed down to 5 MB download speed. However they have not dropped our Internet bill by half. There are over 200 cabins around Pine Lake and big pine lake in Finlayson, Minnesota and all of us would love to have faster Internet speed. Many of those that live on the lake are year-round residents. Faster Internet speeds in this area will help the kids and local businesses succeed! Please help!!
556. We seem to have lag time in the evenings, things will buffer
557. We started out 7 years ago with Wild Excede, then a year later Hughesnet, then back to Excede. After 4 years of poor service, CenturyLink finally offered 10 mbps. We fought with them for two years of bad intermittent service because cable was not buried and I finally got them to bury line in ditch and our property. Since then service has been fairly constant but never more than 10 mbps. I was told by a corporate CL employee in an email a few months ago, he doubted We would ever get faster speeds because there was not enough customers to justify upgrades. We have a smart house and since I am disabled, I depend on Alexa to turn on and off my lights. I am 62 years old.
558. "We struggle to get internet, our computer sits and spins. Sometimes worse than others. I've complained to CenturyLink and then say it's the fastest that they have. Fibre was installed in my front yard 2 years ago but CenturyLink says it's not available for my area."
559. We subscribe to YouTube TV. There has been so much interruption in the past weeks, which makes it extremely frustrating to watch a program. I have had to stop and restart the TV connection again and again including putting in the long password, and even then, it does not stay connected.
560. we up graded 2 years ago and it is the highest speed we can get. we still have problems with more then one tv running with someone using a computer.
561. We use a streaming service for television. We would love to have our security system connected to broadband but are concerned about the upload speed.
562. We use ViaSat internet. We also used OOMA phone service that was in between our internet modem and the router. Because our internet would "hiccup" occasionally, it would kick out our phone and therefore for also kick out our internet. It was a constant battle trying to keep our phone online so just recently we cancelled the phone and just use our cells which are flip phones with no data. Rain, snow storms, and wind will kick out the internet because it's Satellite. The price for satellite internet is expensive. We live ten miles from Pine City so we have very limited options. Century Link does not have good service out here but they did install Fiber optic under ground in front of our home but don't offer service here. If the ViaSat satellite gets bumped, we have to call ViaSat service to come out and realign the satellite dish which has taken two weeks or more to send someone out. It would be great if we had more options for internet and also less expensive.
563. We used to have dial up through Century Link. That was horrible and very slow. A few years ago we switched to DSL also through Century Link. Their router is so poor that we purchased an Apple Air Port which helps. At the beginning, the speed was OK but not great. In the past year, it has gotten slower and slower. The price is guaranteed for life, right, but the service has gone downhill. We also have poor cell coverage at our house so we are forced to maintain a landline. We need better cellular coverage AND faster internet!
564. We waited years to get internet as we were too far from Frontier service area Century Link hadn't come down or road yet. We used hotspots for years for when I would work at home



- plus I kept dial up for many years as a back up for when I needed to work from home. It was frustrating that many other people in Aitkin County had internet and we didn't.
565. We would love to have faster, more consistent internet service. We have 4 young children that all use multiple internet based devices so more speed would be nice!
566. We would spend far more time in Aitkin at our lake home working if we had broadband access. And that would certainly be better for the Aitkin community, too (spending more dollars there). The worst aspect of our Internet access is the abysmal uploading speed (about 1.4 Mbps) and the max download speed promised (30 Mbps) is rarely available.
567. We've never been able to find reliable AND affordable internet service here.
568. When all of us are home and online, the struggle is real.
569. When I am on my laptop, I continually get disconnected and then it quickly automatically makes the connection. When we zoomed with our family, I was kicked off the zoom constantly every 4 to 8 minutes. Again the system automatically reconnected me, but it was disruptive and prevented us from doing zoom very often. I can not subscribe to Netflix or any other provider because streaming does not work. All of our neighborhood here on 270th street has complained to Frontier to no avail. First they try to sell us a 'higher' speed, and always tell us that there aren't enough people on our road to justify any improvements. We all are having issues with being taken off line and then added back on, the neighborhood has just given up on asking Frontier for any improvements.
570. When I need to be online my internet service never works!
571. When it work it works but when it is down it is down days or minimum a day impossible to work at home during outages.
572. When our service is working it is fine. We did lose internet service last year that took over 3 weeks to resolve because they kept saying they had fixed it but never came to the house(we could tell because there were no tracks in the snow). Finally a person came to the house and had to put a new wire in from the outside. He was very knowledgeable and it was nice to have a human to discuss the problem with.
573. When the kids (3) are doing homework, I cannot even browse on my phone. I feel that it takes them a significant amount of time to do their homework because it takes so long for the videos to load/buffer.
574. When we are using all devices, they all slow down. Our tv buffers a lot.
575. When we do speed tests we typically get download speeds of about 4, not the 10 promised. Before our school went back to in person learning I had 3 kids doing remote learning, but internet would only support one on a zoom or video conference at a time. So we had to make them take turns and decide what class was most important. Also, they were unable to upload assignments so we had to drive into town and sit in the library parking lot to allow them to upload their assignments.
576. When we first moved here the only option was a hotspot or an extra cell phone line with a max of 30gbs per month. A few years ago we were able to get unlimited internet through the phone line. Currently we have centuryLink and the service is awful and slow. Disconnects all the time. Terrible customer service. But it's our only option right now besides satellite.
577. "When we first moved here, we tried to get Frontier, but there were only so many ""high speed"" accounts available. The only other option was cell service internet (Verizon, ATT & T-Mobile are all not reliable at our home.) Eventually, we were able to get internet through Viasat/Exede, and have been grandfathered into an unlimited plan, however, we are paying over \$100/month for minimal upload/download speeds and ""data."" I am at work completing this, and I believe we have Frontier at work."



578. "When we first moved to this address in 2015, the only provider was Frontier or satellite. Initially service from Frontier was very good and then steadily went downhill fast. Two years ago, we were so frustrated with Frontier - the service we were sold wasn't what we got, their equipment/lines couldn't handle the service we were promised, so we canceled service with them and went the satellite route with Viasat/Excede. Service with Viasat/Excede is difficult. Between kids using more devices due to distance learning, we quickly go through the our little allotted data. Trying to use the computer or watch tv after work? Forget it. You'll get about 3 seconds of tv before it has to buffer again. And again. And again. And we pay \$130 a month for this.
- It is so bad that we tried to go back to Frontier. Except they no longer provide service down our road. Do you know who does provide service down our road? No one. Not one single service provider. One mile up our road, to the north along Hwy 18, is SCI Broadband. One and a half miles down our road, to the south, Century Link has lines. But not one single service provider on Finlayson Road. "
579. When we stream TV shows there is often a lag. We totally lose the internet when it is very cloudy and during a rain or snow storm. We pay just under \$100 a month for this service but we do not have access to fiber optic so we are stuck with it. We are 1 mile from the fiber optic cable but so far they are unwilling to bring it to our area.
580. When we were first connected to broadband at our lake home it was wonderful. As more people were connected, however, it suffered greatly. The unreliability and sporadic shifts in speed made it impossible for us to work from there during the pandemic, which was terribly disappointing as we couldn't count on offing from there unless we were willing to use out phones as hotspots during all important meetings.
581. When working from home using Remote Desktop to connect. There are frequent disconnects either caused by the slow speed or the long ping time.
582. Whenever I upload stuff to youtube, I can't watch TV (netflix) or use my cell phone.
583. Wife is a teacher and had to teach from home during start of pandemic and had to drive to town and teach from her vehicle in parking lot due to slow/unreliable internet service at our home. We unreliably get 10mbs most of the time around 6 or 7. If on a skype meeting, the other spouse can not watch videos on phone nor surf the internet due to slow speed. we also had a security system that uses internet plus Amazon Alexa. at times we have had to unplug our Alexa and home security to skype or do home video trainings. due to our remote living, our internet is our safety net at home as we need to use wifi calling due to poor cellphone coverage in our area also.
584. "Wife works from home and uses lap top, iPad and cell phone.
When I'm home add one more cell phone and desk top. Kids 3 more cell phones and a iPad.
Then their friends. Ugh"
585. Will lose internet on occasion and have to reboot the system
586. With all the home schooling that has happened over the last year, Internet speeds have slowed way down. I have continuing to notice that Friday evenings thru Sunday afternoon speeds & reliability are at their worse, with most of the time not able to connect nor upload/download anything.
587. With how much we rely on internet, there is only 1 option & speed for our location. They realize we have no other options so our price is extremely inflated. We should have more options when working/schooling at home is being expected!
588. Within the last year we finally have telephone line reception. It is not reliable, often slow and expensive for service we receive.



589. work from home & internet is extremely unreliable. Many times must use in-laws internet in town to download work documents. Frustrating.
590. Work from home and Zoom meetings are a critical part of my job. Poor internet service makes it impossible to have video calls and the calls rapidly deplete my allowance.
591. "Working from home and 12bps is not optimal. We are very careful when working that phones and other devices are not hooked up to the internet and even then speeds are slower."
592. Working from home I have had issues with loosing connection, slow speeds and unreliable connection. I am not able to get any higher speed at my location. The only option they gave me was to add another service, which would cost an extra \$45, so \$90 for faster internet.
593. Working from home through COVID and internet is unreliable and slow. Many times I go into town to use in-laws internet.
594. would like to have faster speed for my work and home school & entertainment
595. Would like to see a higher speed available to accommodate the tv's

Quality of Service - good

1. As soon as it was available, I signed up with century link, I have been very satisfied with the internet, and the service I have experienced using it.
2. "Everything changed in October of 2019 when fiber came to our area. Now I can do meetings over Zoom with family. Also great when family comes to visit they can stay connected and even work from here. Now have faster connection than my kids in the cities. Seems like we also need to upgrade everywhere so that we are all have similar capabilities.
3. Excellent!
4. "Fiber optic internet since 2020 - (100 mbps) absolutely love it.
5. This meets our minimum requirements. Supports self monitored security system, remote thermostat control, streaming television, one desktop and 4 mobile devices.
6. Had to get GotW3 for my son to do his distance learning. It has worked great.
7. Excellent coverage and very little if any down time. Was paying \$180:00. Now pay \$99.00"
8. Has gotten better since fiber line was installed up to the end of our county road. We are with in 1/2 mile of the fiber line so our internet is way better now. Before this year though it was terrible though. Speeds less than 10mbps. Could not run more than one thing on it at a time. Switched to mobile hot spot and that was a bit better. But runs slow after about 2 days of usage.
9. "Have SCI Broad band at our cabin on Lake Minnewawa. Works pretty well. They dug in 400+ ft of fiber optic cable from road to cabin, that was only \$100 to us.
10. It actually seems to work better here than our place in St Anthony"
11. i am extremely satisfied with Century Link because it is the best so far. We have had Century Link dial up, Verizon and Hughes. Now with Century Link it comes into the house underground.
12. "I am so fortunate to live in the City of Palisade with access to buried cable SCI Broadband. I use the internet daily, as well as run reports or lookups for friends who don't have access.
13. I am very fortunate to have Midco high speed Internet at my home on Pokegama Lake near Pine City. My current speed level is 39mbps download and 10mbps upload. I am very satisfied with Midco's reliability and outstanding customer service.
14. I appreciate that it is available at my location. When it was first available, I was given a special price for a few years but when that introductory price ended, I could not find a carrier so had to accept the higher cost to keep the internet.



15. I formerly lived in the Pillsbury Forest west of Brainerd, and was on cable internet and also very weak cell service. Since I use computers a lot to help nonprofits I work with, I was ecstatic when SCI ran fiber up to the end of our mile long private road! When I moved to my current location, the internet service was horrible, to put it mildly. Once again, SCI came to my rescue!
16. I have had broadband internet access for over 10 years. I pay 53 dollars per month for high speed/dsl access. I'm able to have kids play on three computers and watch tv on two tvs at peak times and it is fast.
17. I have had Midco for years. It was costing a lot more before I moved (within the same zip code) and asked about a deal, which they then gave me. Once the deal expires, it'll get really expensive. It isn't cheap by any means, but I don't have cable and before internet was available in my new neighborhood, I was using my phone's hotspot and eating up tons of data, especially with the pandemic and working some from home. I guess it seems worth it for reliable, fast internet, but as a teacher, I think it would be amazing to have better quality internet available for my students and their families, as well as cheaper internet for all. Midco really has been great to work with. I can't complain.
18. I have worked with area schools for many years and have been involved in previous (and current) efforts to expand availability of affordable broadband in our area and across the state of MN. I am very familiar with the issues. I have been fortunate to live in the City of Mora for over 30 years and have generally had good quality and reasonably priced Internet options for many years. Not the case outside of our cities. We have a long ways to go and I applaud the efforts of all involved in this issue.
19. I live in the town of Aitkin. I was amazed that speeds were better and prices were cheaper than where I came from in larger towns in Idaho. Certainly I know things are different in the rural parts of Aitkin County but the city is well served.
20. I live in town Mora so I have fine internet access
21. "I'm pretty satisfied with the service and cost since we feel it is important to have a land line.
22. It works fine
23. It works great
24. It works lol.
25. It works. I pay.
26. It's been pretty dependable
27. I've been with SCI broadband for approximately 8 years. Satisfied with their services.
28. I've had worse service, but in REALLY remote locations. Current service isn't too bad for the price.
29. Love my internet service. It's fast and reliable.
30. Mediacom was my first experience with internet service after moving to the area. It is great service both for reliability and speed but the price is a bit high. I shouldn't even complain about the price because I'll pay for the quality service I've been getting
31. Moved from in town to rural Aitkin county and was happy to have fiber internet available as I had Charter in town. I am happy with the speed and reliability but wish it were cheaper.
32. Moved to this house 3 years ago, only moved 4 miles away. Previous house didn't have any internet access even though it was off of major highway, was pleasantly surprised to be able to get internet access at this location which is more rural. It was expensive to install and took many months, but I am happy with it currently.
33. My access allows me to stream multiple devices and work from home successfully.



34. My first time ever getting WiFi and the company I chose was SCI broadband. I'm a happy camper & my service's or WiFi are never slow nor does it buff.
35. My internet is great and reliable
36. No real issues, had to have modem replaced
37. not much to tell except we have century link high speed and are very satisfied with our service
38. Not really sure how to say it or how I can but to me it's really good
39. Not really sure what to type here. But so far satisfied with my internet services. They could be more affordable for low income people. All in all good. I live in town so don't have to fuss too much with it. But for those it doesn't reach would be hugely beneficial especially for families. Kids in distance learning need adequate internet speeds as well as services geared for better learning.
40. Not too much to tell. We've been with Century Link since we've lived here (about 20 years). They've upgraded service (speed) a couple of times but have been at this level for several years. In general it is dependable and usually fast enough for what I do.
41. Ordered 1 year ago.. somewhat satisfied
42. Ours is hard-wired into the house. Periodic outages but overall very reliable. Provider offers higher speed, but at a higher cost. We pay \$45/month which is very reasonable for how much we use the internet. The service is sufficient to allow us to stream tv while using multiple laptops or iPads at the same time.
43. Ours was terrible, but a couple of years ago we were able to upgrade and now it is 100% better. We are able to run our Hulu TV service off of it without interruption
44. Overall our internet service is good. For some weird reason, during inclement weather it seems so slow down though
45. Pleased I am able to stream videos without much buffering
46. SCI Broadband has placed cable on our road during the past year. I'm satisfied with CenturyLink at \$45/month. I can watch Netflix and work from home.
47. SCI fibre cable was made available to us about two years ago. Prior to that we had to use hotspots on our phones or satellite neither of which was affordable or reliable. Since the arrival of SCI we have full connectivity and have chosen 14 mbps as our speed. This is more than sufficient for us running all of our devices, that include streaming 2 TV's while running 2 phones and 2 computers. It has increased the value of our property and has allowed us to take advantage of the current technology for work and volunteer work.
48. Sci has always been affordable and amazing service.
49. Service has been very satisfactory, currently only one device at a time.
50. Starlink has provided great service and I believe they will be providing service to most of the rural communities in the coming months. I hope that Pine County does not throw good money at a bad project in an effort to solve the internet issue. Technology is coming that will supersede fiber broadband options.
51. Starlink is the first internet provider that has taken care of all our work and family needs. I will not be changing any time soon. Affordable and reliable!
52. The best.
53. "Until a couple of years ago, we had satellite service through Exede. It was terrible. Since SCI has expanded to our area, we are so happy with the service. The grant funded project was very much appreciated!
54. Up until MLEC brought in fiberoptic into our area, we were paying double our triple the amount for less than half the access. We were unable to work from home or for the kids to do distance learning. We couldn't utilize any streaming service unless from our phones. We



needed internet for work/ school but many times would have to travel 9+ miles to sit at a local diner to utilize faster/ reliable internet. We have little to no complaints with our current service. Our neighbors were not as lucky and the fiber optic stopped just shy of their house and they continue to struggle.

55. Upgraded to midco within the last year. Have been pretty satisfied
56. Use Century Link/AT&T as it was the best option for us. It has been reliable and cost consistent.
57. Very happy with service
58. We are lucky and live in town and have great internet service.
59. We are lucky our service has been rock solid and meets our needs.
60. We are lucky to be on the very fringe of the service area for CenturyLink. A few year prior we had to have satillite that cost us well over \$100 a month and then we had to have satillite tv that was over \$150 per month. When we switched to CenturyLink it cost us \$50 and then we are able to just stream amazon, hulu and netflix. All this combined is now around \$75 per month. With the pandemic since I have reliable wifi I am able to work from home as well. But if I lived just 2 miles either direction this is not available to me.
61. We are very fortunate to have access to Midco cable internet. It's fast (100Mbps) and we use it constantly (web, home security/monitoring, TV, music, etc). It costs about \$65/month which seems high but compared to other subscriptions it's not too bad. High capacity broadband would be an absolute requirement for any future living location.
62. "We don't play games on the internet, but we use it for surfing and e-mail and social media. I upload pictures, which takes some time usually and we stream movies without buffering on sometimes 2 TVs. We also use this internet service for a VOIP phone line which is more dependable than our cell phones at home. Overall I have been satisfied with my service. It rarely goes out and runs consistently for \$50/mth."
63. We have good internet in the town of Mora, but it is fairly expensive for fast internet.
64. We have had Centry Link for 11 years and absolutely love them. We will always be customers with them.
65. We have Midcontinent, but I live in North Branch. I work in Pine City and Mora, and know that there are issues with internet availability which affects our ability to treat or see patients through virtual means. I am very happy with Midcontinent and their services. My husband works for Comcast and I know they are expanding too, which I think we be a good thing to all rural areas, especially this area.
66. We have very reliable service. The only complaint is our landline phone number was the same as a retail store.
67. We live in rural Aitkin and we have very good internet service, I do feel that so much of the money you are giving to these broad band company's are a waste, they are overbuilding each other, and not getting service where it is needed because the broadband company will not make much money. instead they are all trying to get the lakes areas and anywhere that has a lot of people, I feel who ever is in charge of this program should put more time and figure it out so there is not so much digging up in the same area, Make it so everyone can get this, not wasting our tax payer dollars and just handing over a lot of cash with no oversite. No one is making sure that if a person lives in the "sticks" that a company will offer internet because there may only be a few people in that area and it costs a lot to put in the fiber, that is where our tax payor dollars should be going not to overbuild when we already have internet. Mille Lacs energy was given lots of money and what did they do? They overbuilt everywhere. They should be able to overbuild but not on tax payor money. So please look into this, by now



everyone should have high speed internet, however all you are doing is making sure people have several choices if they live in a high population area. And nothing if they live in low population area. Start putting more thought and handing out less money unless they are actually going to go to the rural areas that need it. not just taking the cream of the crop.

68. We live right on Hwy 23 between Ogilvie and Mora and we're unable to get broadband until about 2 years ago. It works great but more choices would also be nice!
69. We live in a trailer park that provides internet to its residents. Sometimes it doesn't work but it's free. We have the adults and two students who use the internet consistently
70. "We used to have Frontier and it was TERRIBLE! We couldn't be on our phones at the same time, we couldn't stream, it would drop calls constantly. Whenever I called Frontier their customer service was also terrible, they made me feel like a bother for calling them. Finally, after 15+ years of Frontier phone (and later internet) I cancelled all services with them. We switched to SCI Broadband in Hinckley and have had AMAZING and wonderful service. We called them, they were so nice over the phone, and the techs that come out to your home are very professional but personable. They talk to you in terms you can understand, they went above and beyond their job duties to make sure everything was up to speed and working for us. We liked them so well we actually talked my parents and my daughter (2 separate households) into switching from Frontier to SCI. They also love the service and have no complaints.
- Now that I am working from home, I am so thankful I switched my internet provider to SCI. I would not be able to work from home if I didn't. I can work from home, have music or the TV playing in the background, plus be on my phones, and have no issues at all.
- I recommend and talk about SCI to all my friends and family in the area, because I have been so happy with their customer service (which is important) and the service itself."
71. Works good
72. Works now, Kindof
73. Works well in the city of Sandstone



Customer Service

- Bad – 32 remarks
- Good – 7 remarks

Customer Service - bad
<ol style="list-style-type: none"> 1. I had to up my package when my kids home schooling d/t pandemic. My internet expensive baseline and became even more expensive. I'm a single mom paying all the bills. 2. I work full time in Mora. On my drive into Mora there are deadspots where I get no internet or cell service. If I needed help like snow days chance of going in the ditch. I can't contact anyone. 3. 3 to 3.5 is top speed. Multiple calls to century link fall on deaf ears. They have said it will not get better. We are considering Starlink. 4. It's the worst internet I've encountered anywhere and we really have no other options. Satellite internet isn't really an option because of data limits, our neighbors tried it and dropped it. 5. Always disconnected from the internet. Can not rely on internet service, message always comes up saying no internet connection try again later or check your internet service. Completely dissatisfied with service. Billed and won't come out and fix the issues. I don't want to pay for service I'm not getting. Please help! 6. At my current home location in Hinckley, The internet connection through century link is unstable, slow, and the equipment they provide you with is less than sufficient for whole home coverage for a 900Sqft House. The customer service for Centurylink is ridiculous, and it's hard to even speak to a real person when trying to call about coverages, equipment issues, or anything. The speed and equipment is not enough to work from home, and have the kids playing on their respective devices, and having someone watching TV in the other rooms. This is currently the ONLY provider here on this street, and I am extremely dissatisfied with this service. It's horrible. 7. Century Link is the only option we have for internet. They are extremely hard to contact and work with and I feel it is expensive for the low speed we get. We will be switching services as soon as we can. 8. Century link isn't the fastest. Communication and repair needs take a long time to contact a person and it's bad when service is down for days sometimes. 9. "CenturyLink is the worst. Horrible service, no customer service, coverage spotty. 10. During the pandemic I've been working from home and the Centurylink speed is so slow and very unreliable. We are on the phone weekly to get it working and it usually takes an overnight fix to get it back online. We've even prescribed to Geek Squad to run our monthly updates for us because our system is so slow and it can't run the complete cycle, so Geek Squad does it for us. We would switch internet provides if we could. 11. Frontier has DSL service in our area, the technician stated that the control box has their high speed in the box, but customer service says it is not available to our area. Unsure why corporate doesn't know what the field is doing. I canceled my Frontier service for three years as it was never available or very slow. Since I signed back up with them in January of this year, I haven't had any loss of service, but there are days that the DSL will not keep up with the television, and if I am using more than two devices, it gets very slow. 12. Frontier is not a good company and when you try to call, you wait for long periods of time only to have the call dropped or no one calls back. Very dissatisfied with Frontier. We need



better service. I pay for what is supposed to be the best service that they provide. Not very happy with the service we get in our area. We lose connection all the time and only one device can actually run without losing connection. Very bad. We don't have Broadband service in our area. Would be nice to have options. Frontier is the only service provider in our area. So it would be nice to have other options.

12. Frontier is terrible. It took months to even get hooked up and then they had network cable ran 1/4 mile along the side of the road for two months because nobody came out to bury it. Eventually it got snagged on a tractor going in the field and the network cable was cut. Took them another month to come fix it. We still had to pay internet even though we didn't have internet for a month. The speed is terrible. They claim it should be "up to" 27 mbps. It never is. Our bill goes up \$5 every year no matter what. Customer service says that just how their system works. There is no way around the \$5 increase. They don't make any improvements to justify the increase.
13. Frontier is the only service available to us. Half of the time it isn't working, call Frontier and they give a date about 30 days out to have internet fixed. With distance learning this is unacceptable. Their customer service is horrible, not for the customers needs at all. We have had Frontier for as long as I can remember and it only continues to get worse.
14. Goes out often due to multiple reasons from ditches full of water to cut cables in town 50 or more miles away from your service area. It runs so slow through devices even if only your phone is on the internet at times. Just bought new house router and still movies freeze up dropped calls the modem was replaced a year ago also . They say everything's looks good but it's not at your end.
15. Got it 1 week ago, but thru Centurylink Business. Love it, however I've been on a waiting list with residential Centurylink for years and they still haven't contacted me. My experience with Centurylink to this point has been horrific, in multiple residences. Worst run company in America.
16. "Had viasat for over 5 years. Hated it. Customer service awful. Went down all the time. Many many calls to cs that was on hold for over 10 min. Had highest usage package and still was not enough. Was told too bad that is all they had. They were my only choice until Starlink beta
17. Had Wildblue which become Exede satellite service - slow and expensive. Got talked into Hughes Net by a salesperson - WORST EVER INTERNET!!! And we were forced into a 2 year contract with Hughes Net with all these promises that were a joke. We now have Genesis and are happy with them. It would just be nice to find something that was more reasonable cost wise.
18. "Hope you have time for this juicy story, so here goes: I had Dishnet (50 gb month + 50 gb between hrs. 2-8 am. I loved it! Then I received a call from them letting me know that I qualify for their new service, receiving the SAME package for \$10 or more, less than what I'm paying, at that time! Now my spouse and I live on 1- SSA disability stipend per month, so every Dollar counts! I figured, great, gonna save \$120. A year! So I call the number Dishnet gave me and I was assured that the aforementioned WILL be the case for me! During this 30 minute call I repeatedly asked if I will be getting the exact same 50/50 GB plan as I was currently on and was assured positively I would be! After 2 months of this Service with Hughesnet I discover I'm out of Gb for that second month! I call the Scheming Hughesnet rep and am told I'm on the 20 gb plan, but will get the 50 gb during the special hrs of 2-8 am.
I went goofy on them because I locked in for 2 years!! Holy cow was I pissed! I told them to cancel me ASAP but they told me that an early termination fee of \$240. Would be deducted from my disability money I receive once a month! I could not afford that and didn't even have



that much in my account! So I waited the 2 years and called them to cancel.... so happy to do that! I was bait and switched... AGAIN, by Hughesnet! Only this time I'm locked in for only 1year!

Cannot wait to cancel them! And that's my Story! Sucks, huh?"

19. I am a retired teacher of 27 years. Because my home does not have Broadband service, I am completely illiterate with cell phones, computers, etc. I can open a computer screen and type; that's about it. I have tried what Frontier calls internet service but I paid an extra 100.00 for dial-up service, plus the monthly cost of 90.00! I am still forced to have a Frontier landline phone; no cell coverage here. This phone always crackles and cuts out. At one point, I called Frontier for repairs 14 times in one week! Finally, I gave up because a representative said the trouble was in the phone line between my home and Denham, MN 15 miles away. I recently invested in HughesNet, which I don't mind, but I don't even know how to use the internet. I have written to my Congressman and Senator about the lack of technology in this area. Representative Rarrick had his assistant send me a map which showed there is no service available in this area. Thanks, I already knew that! What do the school age children in this area do? How have they managed during the pandemic? No one, including our government, cares! As far as they're concerned, no one really lives in 'outback' Minnesota- unless they're not paying their taxes...
20. Then there was a time i called because service was exteremely slow and wasnt sure if it was the service or weather. This is what the person who works for the company told me,""You can get a ladder and spray bottle of warm water and spray the dish."" It was thirty degrees below zero ! I told him no, he said then you will have to wait for the weather to melt the ice of the reciever in the dish."
21. I currently live in Deerwood, but I work in Aitkin and I have lived in several locations there. Living in town provided the best experience, though we had very slow speed. Living outside of town provided sketchy internet at best. It worked sometimes and not others. It was difficult to watch a video, as it was always buffering right in the middle of it. Additionally, I had trouble with both Charter and CenturyLink and their auto-pay programs, which either didn't function, and my internet would get turned off, would work, but I still got my internet turned off because they couldn't manage to close old accounts.
22. I work from home and am required to have a minimum of 5 MBPS coming in to the house. On a daily basis, I am constantly being slowed down by the internet speed. I could do my job so much better/faster if the internet would provide me with, even 20 or 25 MBPS. I am not allowed to use any provider such as, Hughes Net, because it is by Satelite. I recently tried to call Centurylink, April 23rd, 2021 to see if I could upgrade to 20 MBPS per there advertising, but I can NOT get any more then 10 MBPS. They claim I am running at 8 to 10, but of course, I was NOT working at the time I called. My employer did a speed test a few weeks ago, and I was running at 4.98 MBPS. Centurylink said they could refer me to HughesNet, but that was the only other option. I NEED FASTER INTERNET ASAP OR THEY WILL MAKE ME DRIVE THE 1.5 HOURS EACH WAY, IN TO THE OFFICE EVERYDAY. THAT IS NOT GOING TO HAPPEN!!!!
23. I'm only able to utilize centurylink. No other providers service my area. The service is horrible and their customer service is worse. I'm on year 2 of waiting for them to bury the line they installed when I moved to this area and dealing with fighting with them to get needed repairs to line completed.
24. I've been a reliable Midco customer for 7 years in two different homes. The quality in our apartment was great, but the last 4 years in our house has been poor quality. I'm constantly



rebooting my router and calling customer service. They never offer to send a technician, they just keep telling me to reboot the router.

25. I'VE BEEN FIGHTING WITH MIDCO FOR YEARS TO UPGRADE MY WIRING AND BRING A CONNECTION POWER SOURCE CLOSER TO MY HOME. THEY GAVE ME A NUMBER OF FEET THAT THE WIRE COULD GO BEFORE HAVING TO UPGRADE AND IT WAS WAY PAST THAT NUMBER. EVEN ONE OF THE INSTALLERS TOLD ME IT SHOULD HAVE BEEN UPGRADED YEARS AGO. I CALLED THE CORPORATE OFFICE AND NOW THEY ARE TELLING ME THAT THEY CHANGED THE AMOUNT OF FEET THE WIRE CAN BE AND MY SERVICE SHOULD BE JUST FINE. INSTEAD THEY CAME AND RE-RAN THE CABLE THAT COMES FROM A TELEPHONE POLE AT THE EDGE OF MY YARD, BUT THE ACTUAL POWER SOURCE THAT THE CABLE IS COMING FROM IS UP 2 YARDS FROM MINE. THEY GAVE ME NEW CABLE FOR 1/4TH OF THE WAY. THEY ALSO SENT THESE 2 FAT, LAZY MEN TO BURY THE CABLE IN MY YARD. THEY MADE A COMPLETE MESS AND DIDN'T EVEN BURY THE CABLE - MY YARD ALL DUG UP! I TOOK PICTURES AND SHOWED THEM TO MIDCO - NO COMPENSATION - NO SENDING SOMEONE OVER TO FIX IT - NO SORRY MAAM! MIDCO CARES NOTHING ABOUT THEIR CUSTOMERS AND IS ALL ABOUT THE MONEY! I WISH THERE WERE MORE OPTIONS FOR HIGH SPEED INTERNET IN OUR AREA. SOMEONE NEEDS TO GIVE MIDCO SOME COMPETITION AND MAYBE THEY WOULD CLEAN UP THEIR ACT!
26. Slow connection and horrible customer service
27. so slow sometimes and if bad weather we just count on not having any service because it keeps shutting down on us. I was promised faster internet only to have it work the same and now I pay \$15 more a month for nothing. They say its my computer & not internet. Give me a break.
28. Their phone sales people don't know our area. Said I had to have VOIP (not avail) caused me to be without phone for 3 days and internet for a week. Talked again to office people to remove VOIP charges, she shut off my router so, AGAIN, I didn't have internet for about a week.
29. Unreliable internet and slow speeds. Service is bad as well.
30. Was only able to get an internet line after sending a complaint to the FCC. Have had to contact the MN Office of Broadband regarding the service. Frontier customer service is terrible and there is no option to get a higher speed connection. The connection is unreliable during bad weather....It is 100% certain it will go out if there is even a mild thunder storm in the area.
31. "We used to have Frontier and it was TERRIBLE! We couldn't be on our phones at the same time, we couldn't stream, it would drop calls constantly. Whenever I called Frontier their customer service was also terrible, they made me feel like a bother for calling them. Finally, after 15+ years of Frontier phone (and later internet) I cancelled all services with them. We switched to SCI Broadband in Hinckley and have had AMAZING and wonderful service. We called them, they were so nice over the phone, and the techs that come out to your home are very professional but personable. They talk to you in terms you can understand, they went above and beyond their job duties to make sure everything was up to speed and working for us. We liked them so well we actually talked my parents and my daughter (2 separate households) into switching from Frontier to SCI. They also love the service and have no complaints.
32. We used to have frontier. We went days without phone or internet. Customer service was terrible. When my children went to distance learning I had to buy a hot spot for my phone so we could keep up. When our house was built we needed internet due to the kids being home.



There was such a horrible lag. We would get kicked off. And sometimes we couldn't up load the kids homework. Every week it was a struggle with something. I've called our provider numerous times. I even went up on our package hoping for faster service. I now pay more money for the same speed.

Customer Service - good

1. I am very fortunate to have Midco high speed Internet at my home on Pokegama Lake near Pine City. My current speed level is 39mbps download and 10mbps upload. I am very satisfied with Midco's reliability and outstanding customer service.
2. I have had Midco for years. It was costing a lot more before I moved (within the same zip code) and asked about a deal, which they then gave me. Once the deal expires, it'll get really expensive. It isn't cheap by any means, but I don't have cable and before internet was available in my new neighborhood, I was using my phone's hotspot and eating up tons of data, especially with the pandemic and working some from home. I guess it seems worth it for reliable, fast internet, but as a teacher, I think it would be amazing to have better quality internet available for my students and their families, as well as cheaper internet for all. Midco really has been great to work with. I can't complain.
3. TV service has similar problems with random service interruptions that last from 30 sec to 8 minutes (sometimes longer). We get bundle price increases annually that are between 4-8% with no additional service provided and no improvement in service. The SCI staff does its best to be helpful and friendly and respond to service requests promptly."
4. Living in rural MN on a sizable farm I feel lucky to be able to get land-based internet at all. I can't use most satellite internet due to the lag (latency).
5. Obviously slow speeds. Usually < 5 Mb. Reliability has been an issue. I would estimate that we have reached out for support or service 12 times in the past 2 years. Response time for outages or slow speed has been an issue. It often takes a week to get service if a technician needs to investigate the problem either at the DSLAM or at our residence. Of course with COVID the problem has been worse. Not from a service standpoint, but speed. It is almost impossible to work from home because of the slow UPLOAD speed which is often < 0.3 Mb. Download speed runs on average around 3.5 to 4.5 Mb. Best case with one device in operation we achieve 5.5 Mb. If it rains.. forget it. Connections on the copper lines get damp and speed goes in the dumpster.
6. Service is pretty good, but occasionally we have to reset the modem. Customer service has been outstanding.
7. "We used to have Frontier and it was TERRIBLE! We couldn't be on our phones at the same time, we couldn't stream, it would drop calls constantly. Whenever I called Frontier their customer service was also terrible, they made me feel like a bother for calling them. Finally, after 15+ years of Frontier phone (and later internet) I cancelled all services with them. We switched to SCI Broadband in Hinckley and have had AMAZING and wonderful service. We called them, they were so nice over the phone, and the techs that come out to your home are very professional but personable. They talk to you in terms you can understand, they went above and beyond their job duties to make sure everything was up to speed and working for us. We liked them so well we actually talked my parents and my daughter (2 separate households) into switching from Frontier to SCI. They also love the service and have no complaints.



Affordability

- Too expensive – 88 remarks
- Would pay more for better – 7 remarks

Affordability/Cost – expensive
<ol style="list-style-type: none"> 1. I had to up my package when my kids home schooling d/t pandemic. My internet expensive baseline and became even more expensive. I'm a single mom paying all the bills. 2. I work full time in Mora. On my drive into Mora there are deadspots where I get no internet or cell service. If I needed help like snow days chance of going in the ditch. I can't contact anyone. 2. At our current address 5 miles north of Aitkin. The only option we have for internet is Viasat through MLEC. Yes it works but is not reliable in wind, rain, or snow. One person at a time in our house can be on a live meeting. And that is just video, for audio you must call in with your cell phone. Streaming live TV through netflix or amazon works but you must be patient for loading. Live TV through YouTube does not load. We also had to install 3 Wi Fi Boosters in our house to get the coverage we need. The cost of the having the fastest service is \$150.00 and since we can stream with that we also have additional cost of Dish. Our monthly cost of internet and TV is \$250.00. CRAZY!! 3. Century link has service down our road. However we are at the end of the road the furthest away from the century link access point. As such the service is not stable and the speeds drop significantly. We have to pay double for what they call a "double loop" to get speeds of 10/2. It is not stable or fast enough to support video calls (distance learning/work) or vpn/remote desktop connections that are required for our work. 4. Century Link is currently the only internet service available to us. We feel as if it is a little on the expensive end (\$80 a month) for how unreliable it is. We often are without internet for long periods of time, and have to call to have it rebooted. The speeds are also somewhat slow as there are many customers on this since it is the only one available to us. 5. Paying \$85. Monthly for limited data and no speed 6. CenturyLink has been only provider to choose from for years. Their monthly price is wildly inconsistent. We've been seasonal so go on "vacation" mode for 6 months. We need internet access but are trying to eliminate a landline phone. So far, that has not been an option. 7. Constant price increase with Century Link but speed & reliability never change!! This day & age, high speed internet should be available to every household at reasonable costs! 8. Cost is excessive for the service. Drops service completely during peak hours. 9. cost of running cable from the road to the house was prohibitive. Have tried satellite, now using century link. Would still like faster speeds. 10. currently looking into SCI our costs are high our service is very slow 11. Expensive, slow and unreliable. 12. Would prefer 400 mbps service for same monthly cost." 13. For the most part Midco works well, decent speed with very few glitches. But for almost \$70 per month they could do better. Better basically with the speed for that price. I stream my tv through AT&T tv, and it work pretty well, lately though there has been plenty of buffering going on. Other than that I don't do much gaming, mostly use it for general web surfing and tv/videos (Netflix, Amazon prime, Hulu, YouTube) 14. for TV, phone and internet I pay \$200.00, plus



15. Frontier was not strong enough for us to use for much more than email. We switched to mlec satellite which is unaffordable, offers limits and then slows down, but at least we can use it to work and our kids to distance learn when needed
16. Gave us one price and keeps bumping up the price without notice and or reason.
17. Goes down almost daily and expensive for the slow speed we experience. Would switch to just about anything else.
18. Have smallest package available because of the cost so have limited internet available. Not happy with providers locking us into upgrades & contract
19. Have ViaSat for yrs. so when I had to start working at home, it wouldn't even work enough for me to do my job, took anywhere between 3-7 minutes for a screen to move and I had purchased the highest possible package available to me costing me \$150 a month. Still didn't help because they said I used up my allotted package, which was supposed to be unlimited for this price, before the 15th of every month and then it was even slower if you can believe that. So then I heard about Gotw3 through Radio Shack and got that paying out over \$200 for equipment and then \$100 per month for service. Still keep the ViaSat as backup because you never know when one or both won't work and you need them for your job. Speed is horrible.
20. "Hope you have time for this juicy story, so here goes: I had Dishnet (50 gb month + 50 gb between hrs. 2-8 am. I loved it! Then I received a call from them letting me know that I qualify for their new service, receiving the SAME package for \$10 or more, less than what I'm paying, at that time! Now my spouse and I live on 1- SSA disability stipend per month, so every Dollar counts! I figured, great, gonna save \$120. A year! So I call the number Dishnet gave me and I was assured that the aforementioned WILL be the case for me! During this 30 minute call I repeatedly asked if I will be getting the exact same 50/50 GB plan as I was currently on and was assured positively I would be! After 2 months of this Service with Hughesnet I discover I'm out of Gb for that second month! I call the Scheming Hughesnet rep and am told I'm on the 20 gb plan, but will get the 50 gb during the special hrs of 2-8 am. I went goofy on them because I locked in for 2 years!! Holy cow was I pissed! I told them to cancel me ASAP but they told me that an early termination fee of \$240. Would be deducted from my disability money I receive once a month! I could not afford that and didn't even have that much in my account! So I waited the 2 years and called them to cancel.... so happy to do that! I was bait and switched... AGAIN, by Hughesnet! Only this time I'm locked in for only 1year!
Cannot wait to cancel them! And that's my Story! Sucks, huh?"
21. I am a retired teacher of 27 years. Because my home does not have Broadband service, I am completely illiterate with cell phones, computers, etc. I can open a computer screen and type; that's about it. I have tried what Frontier calls internet service but I paid an extra 100.00 for dial-up service, plus the monthly cost of 90.00! I am still forced to have a Frontier landline phone; no cell coverage here. This phone always crackles and cuts out. At one point, I called Frontier for repairs 14 times in one week! Finally, I gave up because a representative said the trouble was in the phone line between my home and Denham, MN 15 miles away. I recently invested in HughesNet, which I don't mind, but I don't even know how to use the internet. I have written to my Congressman and Senator about the lack of technology in this area. Representative Rarrick had his assistant send me a map which showed there is no service available in this area. Thanks, I already knew that! What do the school age children in this area do? How have they managed during the pandemic? No one, including our government, cares! As far as they're concerned, no one really lives in 'outback' Minnesota- unless they're not paying their taxes...



22. I am paying a king's ransom for internet that is turtle slow and highly unreliable. There are days that I am unable to be connected more than I am connected. Zoom meetings and telemed meetings are next to impossible. They freeze, quit, crash, lose volume, and are unable to connect to at times. I have several health issues and being able to connect via computer with my health care providers is essential. I use on average only 5 gigs of data on my computers every month because it is so slow and frustrating I find myself using my phone for most applications. It takes me 4 times as long to complete a task using the internet as it does on my cell phone, and that service is not great either, but still better than the computer. Frontier has graciously offered to cancel my internet service without penalty because they can only promise 2.6 MBS of download speed out of the 6 MBS I am paying for. However, I'm sure they know they are safe offering an out when there is no other choice for service in this area. This allows them to offer speeds way below the speed I am paying for without getting into trouble. I was paying \$65.00 a month prior to my move up here for fiber optic at 1 GBS and am now paying \$102.00 a month for 2.6 MBS or less. Last I checked, it was 2021 and the technology is available. I realize it is expensive to install and maintain. It is hard to recoup those costs in a low population density area. However, I moved from a rural area and was still able to get fiber-optic at a reasonable rate. The State of Minnesota has allocated monies for the improvement of rural broadband, and I realize the need is great and the money only goes so far. But until more money is allocated, something needs to be done. Thank you!
23. "I am very dissatisfied by the cost to speed ratio of my current service. My family members that live elsewhere pay maybe \$30.00/month more for 50 times faster service. The quality of the service provided by Frontier is inconsistent at best. My speed regularly goes from 20mb d/l to less than 7. The upload speed rarely exceeds 450kbs. My quality of service for the price I pay is a slight improvement over 1990's dial-up service.
24. I can ONLY get satellite or a plan thru ATT or MLEC that has a cap on internet usage or the price skyrockets in my price range and even then it's expensive compared to wired internet I've had before. I wish I could get anything else than a plan that allows for 50 GB usage every month for \$70 and I've had headaches with ATT and their internet. I don't feel like satellite is a very reliable plan either. I'd prefer Charter, CenturyLink, Frontier, Savage Communications, etc. over what is available to me now. There are a few of us in my area that have tried to reach out and we don't get any positive feed back.
25. "i don't have many issues with the internet service we have its just so expensive and where we live we dont have many choices for high speed internet. we had hughes net before we had viasat put in and i was constantly on the phone with them trying to work out glitches and they always tried doing over thephone never sent anyone out to ck on anything. i have only had to contact viasat a few times for help."
26. I feel that for what kind of service we receive we pay a lot. When my kids were home from school they would have trouble downloading things for school, or connecting for class. It still is laggy when the kids are all home and using their devices.
27. I hate our satellite internet. We had a different provider but they raised the bill satellite was cheaper. But it's horrible service and the price just went up
28. We are fortunate that \$50 a month is not a hardship for us, but it will be a determining factor for the majority of the residents of the counties you are addressing,
29. I have been with Centurylink for quite a few years (Formerly with Mille Lacs Electric). The problem I have, being a senior citizen, is I can't afford to pay for the higher internet speed and Centurylink has a tendency to be down quite often!!!!!!



30. I have Charter Spectrum, am a remote employee and have 2 teens and 2 adult gamers living in my home in addition to my job needs. To be able to sustain my job requirements, the teens streaming everything and the 2 gamers playing online, I needed a very fast internet speed. However, I also pay a LOT to get this speed. There are still times I'll access a work program that will slow down the other 4 people in whatever he's doing (lag during an online video game can mean instant death and "rage quitting"), so I requested Charter to provide the fastest speed possible for my area. I pay the price for that speed and I'm blessed to be able to afford it knowing some others can't or don't have the service available.
31. I have Exede/Viasat satellite internet which, most days, is not much better than the old dial-up. I have called Viasat tech support and they have determined that I am not getting the speed for which I am paying, but nothing gets done. I have scheduled app'ts for tech service but no one shows. I have AT&T back-up internet via hotspot which is much faster than what I was promised with Viasat, but I cannot use the hotspot full time due to expense and being capped with usage, even though it's called "unlimited". When a certain amount has been used, AT&T slows to a speed that is nearly unusable.
32. I have had Midco for years. It was costing a lot more before I moved (within the same zip code) and asked about a deal, which they then gave me. Once the deal expires, it'll get really expensive. It isn't cheap by any means, but I don't have cable and before internet was available in my new neighborhood, I was using my phone's hotspot and eating up tons of data, especially with the pandemic and working some from home. I guess it seems worth it for reliable, fast internet, but as a teacher, I think it would be amazing to have better quality internet available for my students and their families, as well as cheaper internet for all. Midco really has been great to work with. I can't complain.
33. I have hughnet and they only go to 50 gig a month then it drops to 1-3 Mb. I need unlimited period. Oh yeah I can get tokens for more gig, but so dang expensive. I am so frustrated and unhappy.
34. they charge me 55.00 a month for only 3Mbps service which is outrageous.
35. I have midco. I'm in the town of mora. I pay very high for these services because I work at home. Outside of town I paid more for it wish is why I moved into town.
36. I have one company to choose from for cable internet. I work from home and require reliable, high speed internet. This means I pay roughly \$70 per month and have no option to save money. Misco has a monopoly on cable internet in my area.
37. I must have reliable internet because I am in regular contact with four different health care systems - there are often questionnaires to complete or care providers to message. I have the least expensive possible tv service which Midco requires to have in order to have necessary internet. My cost is approximately \$98. per month or more than \$3.00 PER DAY. This seems distinctly outrageous. I live in a building of seniors. There are 24 units. So Midco, the most frequently used provider here, is receiving thousands of dollars per year. While their internet service is usually quite reliable, it seems once people are wired in, Midco does nothing except increase the monthly cost while expanding their geographic service area. Thank you for attending to this required internet utility and may the cost become affordable. Best. peace.
38. I must use wired internet for work so Century Link is my only option. I'm paying \$70/month and getting, on average 4Mbps. It's HORRIBLE. I pay for a plan that is supposed to be 30 Mbps
39. I only have dish internet but wish to have something better for the price I pay!
40. I pay extra to make sure I should be able to do my work from home hours without interruption and I am at this point still unable to do google meets during the day.



41. I pay for 100mbps of internet and only receive 15 mbps at the router, but when I take an internet speed test, the highest mbps is 10. I'm just happy I have some form of internet.
42. I pay for 100mg only ever have at max 2mg
43. I pay too much for what I get. Coverage can be very intermittent. 2 providers in the area have cornered the market and can charge whatever they want despite poor service.
44. Internet always legs. Charter says we have best speed. I dont believe it. We pay \$79.99 a month! And I work from home!
45. It cost \$700 to get internet run to my house. I had only one option for internet without a data cap. Centurylink is extremely unreliable, varies widely in speed and can barely handle two IPads connected at once for distance learning but they don't have to care because their is no competition so we the consumers suffer. They only other option is to use data capped satellite/cellular which shouldn't even be an option in 2021.
46. It is incredibly expensive!!! And still slow
47. It is just way too slow and expensive.
48. ITS OK / TOO COSTLY AND BUFFERS A LOT
49. Landline was too noisy and too slow, so switched to HughsNet but the pricing was unreasonable and restricted on speed. Abandoned satellite and went for cellphone hotspot as it was already included in the mobile plan; same poor performance but a whole hell of a lot cheaper! When StarLink was made available, we got it, where speeds are between 14Mbps and 40Mbps so the speed is OK, but not the greatest, but compared to HughsNet, very affordable.
50. Looking for affordable internet service at our lake house on Cedar Lake, Aitkin, Mn 56431
51. The quality is OK, but the speed is lacking and the price is rather expensive for the speeds received.
52. Mediacom is very expensive, slow loading a general news page. Locks up when scrolling a news feed or social media.
53. Moved to this house 3 years ago, only moved 4 miles away. Previous house didn't have any internet access even though it was off of major highway, was pleasantly surprised to be able to get internet access at this location which is more rural. It was expensive to install and took many months, but I am happy with it currently.
54. My household is run off broadband or internet we need the best the most expensive whatever gets us a good connection
55. My internet is satellite and is always very shotty. Especially during bad weather. For the price I pay my service should be so much better.
56. Only one other option available (fiber optic) which is much more expensive
57. Pay for 60Mbps speeds with slow down occurring quite frequently. Having to restart the modem at least once every few days.
58. "Paying for 100 Mbps. Highest I've seen is 76 Mbps. Lowest 7.65 Mbps. Average speed is about 30 Mbps"
59. Paying too much for slow internet with no other options
60. Price continues to rise, hidden charges on service calls. Outages not credited. Reliability is low.
61. Price for life, but through the pandemic, no forgiveness or leaniency, especially in this area with no cell service.
62. Price of unlimited data is high. Speed is slow and inconsistent. I need unlimited data and faste rspeeds to support all my internet and streaming needs.



63. Prices are so high and they want more and more money for faster internet, if you run out of your allotted amount. My family barely uses wifi in our household, just wish it was cheaper in price.
64. Prices have increased over the last year from \$50/month, to \$60/month, to \$75/month.
65. so slow sometimes and if bad weather we just count on not having any service because it keeps shutting down on us. I was promised faster internet only to have it work the same and now I pay \$15 more a month for nothing. They say its my computer & not internet. Give me a break.
66. Spectrum claims I have 200mbps but sometimes it feels really slow. I believe too many people are using internet at times slowing it down. My rates are alright for the first year then they get ridiculous after a year.
67. The monthly cost of our METERED connection is \$94.00 (including a \$12.00 monthly modem rental fee). Our plan includes speeds up to 100 MBPS download and 10 MBPS upload. We have a metered connection of 1000 GB per month and we usually use all 1000 GB. I was so shocked at the price of internet service in this rural area. When I lived in Duluth, Spectrum's monthly cost for a non-metered service was less than \$40.00 a month, with 100 MBPS speed. The modem rental with Spectrum was only \$5.00. Mediacom is the only available high speed provider at this address. Others are available, but speeds are much slower and the cost is about the same.
68. The only option we have. No Cable, DSL, fiber where we live. Price is high for a service with data caps that we burn through in the first two weeks of each month. It's less than 2 mbps and worse with cloud cover.
69. "The only reason I have CenturyLink is because I refuse to have satellite internet.
70. There is no provider where I live who has a unlimited plan and I pay almost 100 dollars for a plan that I use up in 4 days. The connection is barely strong enough to play Netflix at night before I go to bed. The connection is slow and the price is outrageous.
71. Tired of overpaying for under performing service. Had better internet a decade ago in the Twin Cities for half the price I pay. Cannot get reasonable broadband at our church/my workplace which are not within city limits. We're effectively in the digital stone age in Aitkin County.
72. To expensive
73. To expensive for satellite service that is extremely slow.
74. Too expensive. A.c nd not as fast as it zdx should be. Can wait weeks to get it ffg ixed.
75. Way too much money being paid for for the amount of usage provided to me
76. We are senior citizens on fixed income. We were looking for more reasonable internet and to receive good service. This past year, with the pandemic, has been more challenging as far as internet speed not slowing down, especially with more people working from home and school children also getting their schooling at home.
77. We are seniors on a fixed income. Currently we are paying \$200.00 per month for internet, cable, and phone. We do not have the fastest speed as we can not afford to pay anymore. Our cable service is good but our internet is terrible. We live in town and get bumped off at least 2 or 3 times per week and must re-boot our entire system.
78. We are unable to get any service other than satellite. With distance learning, we had to pay over \$90/mo to get HughesNet. Now we are in a 2 yr contract:(
79. We had to get internet due to distance learning. Before Covid we had no internet connection. Because of the expense of the service we had to forego other important expenses. Sacrifices had to be made. Our service isn't reliable and has caused problems with school work.



80. We have tried for 20 years to get land line service. I work from home and we pay 100.00 a month for viasat, which works great for me to connect when I'm home alone during the day. My company had to provide a special way for me to connect to work so I don't have to have a VPN connection and has a computer I can remote to in my office because I can't transmit data over this connection, I also can't join teams sessions over the internet with video or sound. When my kids had to do remote learning, I had to move to use my cellular hotspot or I could not work at all. After 6pm our speed slows down to under 1mbps, our speed promised is 25mbps we rarely get more then 3 or 4. We stream some TV, but it buffers and my family mostly gives up. We use about 200gb a month of data based on our viasat stats. It's extremely frustrating, I had faster internet in 1999 when I lived in Brooklyn Park, I member thought in a million years 20 years later I would be without reliable internet I don't hate viasat, they provided a service no one else could, but it didn't meet the needs of my family... I'm a software developer and if I didn't need it for work or the kids for school it would be fine for the internet or household things. We can't even get a security system on this service and that is probably one of the biggest concerns we have.
81. We have very slow speed internet but pay for high speed. When we asked Frontier in the summer of 2020 about upgrading to a higher speed, we were told that they don't even offer internet in our area any longer but yet neighbors on both sides of us had faster internet installed at that time. We received a letter from Frontier in January 2021 saying that even though we pay for higher speed, the speed we get is what we get and if we don't like it we can try to find some other provider.
82. We moved to Mora from Circle Pines. In CP we paid \$65/mo for 145 mbps and now in Mora we pay \$65 10/mbps with the same provider. We can barely conduct a zoom call for our daughter with special needs who relies on weekly behavioral therapy via Zoom. It's sad really. 2021 and the world is working remotely. Except those in Kanabec County.
83. We often have to restart our modem, we used to have Hughesnet. Biggest joke ever. Was extremely expensive and we never had internet access. And we somehow always used up all our data without even really being able to use it. Midco is a big step up from Hughsnet.
84. We use genesis and pay a heafy bill every month. With 3 kids that could be distance learning at any given time, my ability to work from home, and teenagers that enjoy youtube, Netflix and Disney plus, we need internet. When the kids are distance learning, we need to unplug anything that uses internet (alexas, etc) because otherwise it freezes. We tried streaming TV, but all it did was buffer so we kept our cable (direct TV). Overall we are satisfied with Genesis, would obviously love to have all our devices working at the same time, not sure if that is possible. Also it is expensive.
85. We've been in the area for 15 years and have had very unreliable and slow internet service for the whole time from Frontier. They overcharge for the service they provide and we pay for - up to 6 MB download. We're lucky to get 3 MB download - usually much less. We have to restart our modem at least once or more times a day. To upgrade, would cost quite a bit more. It's difficult to run 2 home-based businesses at these levels.
86. "When my family comes to visit, they complain of slow service. I cannot stream on my firestick and even my smart tv is affected by the slow service. Centurylink claims to offer speeds up to 20 mbps, however I had to drop my home phone service to keep the ""\$49 price for life"" at the same amount that I had been paying for the slower service of ""up to 5 mbps"" at the ""\$49 price for life"". I was not able to keep my metered phone service and if I would have kept phone service, I would have had to pay close to \$100/month.



As a retiree on limited income and with limited knowledge of how internet stuff works, it is very frustrating.

Additionally, my daughter was able to get the faster service ordered, but they said it would take a week to ""switch"" me and I would get the modem in 2 days, however, I still haven't gotten the modem and the service is supposed to be live tomorrow, 4/27/21.

It is really a shame that centurylink is allowed to have the monopoly that they do on services."

87. When school went to all distance learning we had to get some sort of internet. So, our only reasonably reliable option was satellite internet through viasat. It is very expensive and has a cap on speed usage, but it is our only option at my home.

88. When watching tv on our Roku it constantly buffers (we only us the Roku to watch tv). We used to have Midco, which was great, but we could no longer afford it.

Affordability/Cost – would pay more for better

1. 3mbps is the max. My last bill was 82 dollars. Would pay more for faster internet. It cuts out a lot.
2. Broadband (probably DSL) goes no farther East than Pine County Rd. 15. We live one mile East of that. We would love to subscribe to Centurylink DSL if only they would run a line out to our area we would be happy to pay for it. As it is, we can only get satellite internet through Hughesnet. We pay \$86 a month for 20G per month and it never lasts longer than two weeks, then it throttles down to 2G which is pathetic. We are not heavy users of video and data! Just YouTube and news video. All online video loads very slowly and then halts until the buffer catches up.
3. Charter continues to raise the prices on services each year, stating that it is because the "promotional period" is up even though they have been saying that for 3-4 years.
4. I have been in contact with CenturyLink several times to see when high speed internet service will be available at our home location. While I think I am paying a fair price for what we are receiving, I would be happy to pay more for high speed. I have stayed with CenturyLink because even though they do have a cap on data usage, it is so high we have never reached it. We have a mifi with Verizon and after a certain amount of data is used your speed is dropped -- pretty much useless. In fact, Verizon has consistently gotten worse in our area. It is like the "dead zone" in Cloverdale is now extended to 4 miles north to our location.
5. I work from home and the internet is very slow and interrupted by weather frequently. I would happily pay more to get good service and have the internet available 24/7. If a second computer logs on in my home our internet almost shuts down...cannot handle the load.
6. I would like to have broadband service rather than the DSL I currently have and would pay a premium for it
7. I would pay double what I paid for starlink! There are several in my area that have signed up for the Beta test and I know several more that have pre-signed up for when it becomes public later this year. It's been a year since Centurylink buried fiber in front of my house and people still can't get hooked up. Took me 10 minutes to setup my Starlink and even on Beta testing I'm getting downloads of over 100 and uploads into the 20's. I've heard the nay say about latency. It has not been an issue for anyone I know of. Even with the small interruptions for testing, they are typically not noticeable and significantly better than any cell phone. As far as the price, the equipment and monthly cost is far less than I spend on a cell phone and cell phone plan. Don't waste time and tax payer money on fiber. Invest in Starlink and everyone will have high speed internet a lot quicker and less of taxpayer money.



Community/Technology Issues

- Blandin – 2 remarks
- Competition – 27 remarks
- Location (broadband just out of reach) – 39 remarks
- Not Available – 10 remarks
- Upload – 28 remarks

Blandin
<ol style="list-style-type: none"> 1. I'm lucky enough to live in an area in Minnesota with access to affordable high speed internet, but I'm also part of this Blandin team and am fully aware that there are parts of this state with no internet access (minus satellite) at all. 2. We live in rural Palisade, and our internet is provided through our landlord (Long Lake Conservation Center). They installed fiber internet with assistance from the Blandin Broadband Community Grant. The cost of the internet is included in our rent.
Competition
<ol style="list-style-type: none"> 1. Generally works and delivers adequate speed to work from home. I realize that I'm probably better off than most but I'd still like to have options - for all of us to have choices - because nothing is more frustrating than having it not work well, as it did off and on for a few months, and have no viable alternative. 2. Even though we pay for cable internet, it seems as though we still have issues on occasion with speed and connection issues. Although not the greatest, it is better than most in this area, so we are satisfied with it. Better options, and more competition, could make our internet service even better. 3. Had CenturyLink for a number of years and it was without question the worst internet and worst customer service I ever experienced. Unreliable and slow on both accounts. Switched to Charter Spectrum and it has at least been more reliable. Wildly overpriced for the speeds, particularly for those of us who do not bundle. I'd probably pay half as much were there competition in the market. 4. Hughesnet is literally my only option in this area. No other company covers my area. 5. "I am looking to move to Aitkin County, but to keep working where I am, I need a more reliable and increased download/upload capacity. 6. 112MB DSL was advertised, but download speeds vary. This is collected using WIFIMan APP from my iphone <ol style="list-style-type: none"> a. 8/10/2020 .5 Mbps down and 1.4Mbps up b. 10/8/2020 3.3 Mbps down and 10.8Mbps up c. 1/9/2021 37.8 Mbps down and 11.1Mbps up d. 4/1/2021 38.1 Mbps down and 17.1Mbps up e. 4/10/2021 13.1 Mbps down and 17.1Mbps up" 7. I didn't wait for the government to supply it I went out and found the best at that time and paid for it. 8. I do not like that frontier has complete control of our area and the internet speed is terrible compared to others. 9. i wish i had more than just this one option available. 10. My internet provider is from the next city over and is amazing. I've been told several times that even though they want to expand services, the head honchos of mora fight midco on it.



Basically wanting more money to be allowed to provide the services in town. While we're at it, let's upgrade the electrical lines. This city will go under at the hands of Lindy the city administrator."

11. Other than satellite internet, which is extremely expensive, there are no other providers in our area. We have no competition and no other options for whole home internet.
12. our internet at time can not even run one tv, when we call centrylink they state everything looks good and the internet is working just fine, not sure how they can tell this from there desk, but it does not work fine. Our tv buffer and phones do not work. We would love to have choices of other internet providers but there is non for us, where we will unless we do satellite.
13. Our internet is very spotty. It will cut in and out every 25 minutes or so. We called to see what we can do about it and there has been nothing that works. We've been actively searching for different providers but there are limited options. The only other options for us are satellite and we don't see that resolving our issue. DSL internet isn't getting the job done in our community.
14. Our main problems are slow internet, currently 3-4 Mbps download and .43-.5 upload. For the past 5 years we have had problems with our line going down. They just plowed in fiber and are supposed to be running a line (not fiber) to our house from the box down the road. I guess this is supposed to be much better. Not sure what the cost will be. My sister has this to her house and her speed went up to 5 Mbps. Competition would be good!
15. Thankfully we finally found a second option for internet service for our neighborhood. There is only one other option but was much more expensive. It would be nice to have more options available
16. This is the only internet available in our neighborhood. No other company will give us service because we live in a smaller block where the closest wires are on the other side of a railroad track. It is slow internet especially now that my husband is required to work from home. When I'm trying to do things also, it takes for ever to upload anything. Very frustrating.
17. This is the only internet provider I can get & be guaranteed to have it work. I'm only 2 miles out of town
18. This last year has been extremely difficult - there is not enough speed to do any virtual meetings, always getting cut up or disconnected. Internet is often not working or very slow. Have looked into other options but either they don't service our area or the cost is more than we can budget for this expense.
19. Tired of overpaying for under performing service. Had better internet a decade ago in the Twin Cities for half the price I pay. Cannot get reasonable broadband at our church/my workplace which are not within city limits. We're effectively in the digital stone age in Aitkin County.
20. "Viasat is only available option. Cellular service and DSL is not even available.
21. They are one of the only providers in our area. Speed is terrible for what they offer us. The provider promises up to 25 Mbps yet we never break 3 Mbps. Latency is alway 700+ milliseconds. There is no accountability for downtime on their end, we always pay full price no matter what. Their customer service communications are terrible.
22. We could really use dependable high speed internet in Kanabec county. The options available at our location are not the greatest. Please help bring internet to our area!
23. We live right on Hwy 23 between Ogilvie and Mora and we're unable to get broadband until about 2 years ago. It works great but more choices would also be nice!



24. We only get one choice. It is Century link or nobody. The highest speed is 6 meg and the reliability is poor.
25. We were unable to get anything beside satellite service when we moved in and it's awful. We are in a 24 month contract so we are stuck now
26. "When my family comes to visit, they complain of slow service. I cannot stream on my firestick and even my smart tv is affected by the slow service.
Centurylink claims to offer speeds up to 20 mbps, however I had to drop my home phone service to keep the ""\$49 price for life"" at the same amount that I had been paying for the slower service of ""up to 5 mbps"" at the ""\$49 price for life"". I was not able to keep my metered phone service and if I would have kept phone service, I would have had to pay close to \$100/month.
As a retiree on limited income and with limited knowledge of how internet stuff works, it is very frustrating.
Additionally, my daughter was able to get the faster service ordered, but they said it would take a week to ""switch"" me and I would get the modem in 2 days, however, I still haven't gotten the modem and the service is supposed to be live tomorrow, 4/27/21.
It is really a shame that centurylink is allowed to have the monopoly that they do on services."
27. With how much we rely on internet, there is only 1 option & speed for our location. They realize we have no other options so our price is extremely inflated. We should have more options when working/schooling at home is being expected!

Location (broadband just out of reach)

1. I live within the city limits and could only get up to 5mbps download through one carrier who had copper lines to our home. A second carrier with much higher speeds available has service to other homes less than 300 feet away, but would not consider providing service to the eight homes in this development. Consequently we went with a satellite provider who charges \$120 per month for up to 25mbps download.
2. I moved from Cambridge and midco had to jump through hoops for me to keep my current service in mora ,but in mora it is not the same quality I had in Cambridge.
3. Century link has service down our road. However we are at the end of the road the furthest away from the century link access point. As such the service is not stable and the speeds drop significantly. We have to pay double for what they call a "double loop" to get speeds of 10/2. It is not stable or fast enough to support video calls (distance learning/work) or vpn/remote desktop connections that are required for our work.
4. Broadband (probably DSL) goes no farther East than Pine County Rd. 15. We live one mile East of that. We would love to subscribe to Centurylink DSL if only they would run a line out to our area we would be happy to pay for it. As it is, we can only get satellite internet through Hughesnet. We pay \$86 a month for 20G per month and it never lasts longer than two weeks, then it throttles down to 2G which is pathetic. We are not heavy users of video and data! Just YouTube and news video. All online video loads very slowly and then halts until the buffer catches up.
5. Frontier has DSL service in our area, the technician stated that the control box has their high speed in the box, but customer service says it is not available to our area. Unsure why corporate doesn't know what the field is doing. I canceled my Frontier service for three years as it was never available or very slow. Since I signed back up with them in January of this year, I haven't had any loss of service, but there are days that the DSL will not keep up with the television, and if I am using more than two devices, it gets very slow.



6. I currently live in Deerwood, but I work in Aitkin and I have lived in several locations there. Living in town provided the best experience, though we had very slow speed. Living outside of town provided sketchy internet at best. It worked sometimes and not others. It was difficult to watch a video, as it was always buffering right in the middle of it. Additionally, I had trouble with both Charter and CenturyLink and their auto-pay programs, which either didn't function, and my internet would get turned off, would work, but I still got my internet turned off because they couldn't manage to close old accounts.
7. I am lucky enough to live in town where I have access to Midco service. I know that it is a different story in areas outside of the cities and towns.
8. I have midco. I'm in the town of Mora. I pay very high for these services because I work at home. Outside of town I paid more for it which is why I moved into town.
9. I've been reaching out to Paul Bunyan Communications to see if I can get internet from them, but they aren't allowed to cross the county line road, and they are roughly 800 feet from my driveway.
10. At our current address 5 miles north of Aitkin. The only option we have for internet is Viasat through MLEC. Yes it works but is not reliable in wind, rain, or snow. One person at a time in our house can be on a live meeting. And that is just video, for audio you must call in with your cell phone. Streaming live TV through Netflix or Amazon works but you must be patient for loading. Live TV through YouTube does not load. We also had to install 3 Wi-Fi Boosters in our house to get the coverage we need. The cost of having the fastest service is \$150.00 and since we can stream with that we also have additional cost of Dish. Our monthly cost of internet and TV is \$250.00. CRAZY!!
11. Has gotten better since fiber line was installed up to the end of our county road. We are within 1/2 mile of the fiber line so our internet is way better now. Before this year though it was terrible though. Speeds less than 10Mbps. Could not run more than one thing on it at a time. Switched to mobile hot spot and that was a bit better. But runs slow after about 2 days of usage.
12. I only have access to satellite internet. In order to work from home which we all know was necessary last March, I ended up buying a camper to park at my parents' house because the satellite internet was not good enough to do my job. I am stuck in a contract too. I will say I have seen recent activity that indicates we will get something in the future, but it should have been done long ago.
13. "I used to live on the outskirts of town. It was cheaper rent and more peaceful, unfortunately that means no internet access. After going rounds with CenturyLink. Being flat out lied to about when broadband would be available, we ended up having to move IN city limits to have decent internet. The issue isn't the ISP but rather the city council and local municipality not allowing upgrades to the phone lines. It's the same phone lines that Ma Bell installed in the area. FROM 1980. CITY COUNCIL DOESN'T WANT TO SPEND THE MONEY UPGRADING. Their gross misappropriation of any funds coming into the city should be evidence enough that this needs to be handled on a state government level. It's a dying town because of greedy council members who hide minutes from meetings and are in the local hospitals pocket.
14. My internet provider is from the next city over and is amazing. I've been told several times that even though they want to expand services, the head honchos of Mora fight Midco on it. Basically wanting more money to be allowed to provide the services in town. While we're at it, let's upgrade the electrical lines. This city will go under at the hands of Lindy the city administrator."



15. I was finally able to get away from Frontier, probably the worst internet service I have had in all my internet years (Since 1994). I started with CTC in 1994 with dial up, when it became available to me, I switched to Charter cable which was good enough and pretty solid.. I then moved in 2016 and found myself with the only game in town, frontier.. All I can say is "Horrible" across the board. I am now back with CTC fiber, 250mbps and love it. Highly recommend.
16. I work from home daily using a laptop, our home internet can only support one or two online activities at once. The speed is very poor and there are no other providers in my area. Mediacom comes very close and is only blocks away from my service address, but Frontier is the only provider available at this time for us.
17. I work remotely at home and have been for the last ten years. We live in town only because I can't use any other internet or satellite services in the country. They aren't fast enough for me to work from home or for the rest of our devices at home and they are so expensive. Our dream is to live in the country but we are very limited to where we can live. Not even two miles out of town and within the city limits or just outside of the city limits we can't use Midco. I had CenturyLink before and their speeds were horrible, pricing was very high and the customer service was horrible.
18. Century link ran fiber optic lines less than 100 feet from me three years ago but still no fiber optic service.
19. Moved here 7+ years ago. Internet was awful but cost \$25/month for unlimited, slow internet. Tried satellite, data used within days and cost was 8 times that of other provider. Was told due to our home we would not have faster internet for a long time. Cost is now \$50/month but slow internet. Have made deposit of \$100 to Starlink with estimate of faster service by end of 2021. Just learned of faster option at additional cost through current provider, but researching validity of information.
20. The fastest non satellite internet connection available to us is 3 Mbps with CenturyLink. Charter is available to neighbors less than .5 miles away.
21. I only live 1 mile out of city limits, and the lag and unreliability is horrible. It will be 1pm and I can't watch a video with only my phone connected to my internet. "
 - a. The ONLY reason, and I do mean the ONLY reason I am forced to live inside the (Mora) city limits is because I could not find a rural property when I looked over a broad area of central Minnesota that had Internet speeds sufficient for my needs (minimum speed 300). As soon as rural broadband projects are completed so good service via cable or fiberoptic is available in an area I want to inhabit I will gladly subscribe. BTW, what happened to the results of the previous initiative(s)? What is there to show that actually got accomplished?
22. The service is very slow (1.2 mbps) and outdated. All copper still, and all of the lines need to be replaced since they are down frequently. Fiber optic cable runs two miles from us, but Frontier will not hook us up to it or replace our bad lines. Help us!!!
23. There is only one option and it is Slow! 1 Mbps is it. The cost for what you get is bad. It has been reliable like a turtle!
24. There is only one option unless we want a dish service which we are not interested in. And with only one option, we
25. We are at the "end of the line" for DSL service from Frontier - it's ridiculous! I know that Frontier has fiber 1Gig speeds to the hub less than one mile from our house; yet we can only "top out at 10 meg" - in the 21st Century this is unacceptable. Frontier needs to offer customers access to the full pipeline at reasonable and fair prices!



26. We are at the end of the line - service is sporadic on busy weekends when people are at their cabins.
27. We are at the end of their line so we frequently have to turn the router off and on to keep internet working. Zoom meetings with more than 5 people challenge my internet. We have had issues with Century Link staff messing with the equipment and causing problems for our internet service. Further, I would hate to have to contact their customer service. «žďřŸ» We are dependent on internet because I mostly work from home.
28. "We are delighted to have any internet access at all.. However, we are not impressed with our service. We live at the end of the 'line' that our service is on (when installing the technician had said that there was supposed to be another repeater in at the intersection. If this repeater was put in as designed our service would be excellent.) Likely as much as our neighbors who receive 100 Mbps. However, in what I am can only assume was efforts on Century Links attempt to save money the repeater was not put in and we receive very slow internet service. With multiple phone calls that lead nowhere we felt very discouraged. During distance learning our speed was not fast enough for both of my children to use the internet at the same time also limiting the opportunity to work from home. We had to purchase additional service through our cell phone service to provide a hotspot to make this possible and for the kids to make their deadlines. How is it that we pay the exact for our internet as our neighbors who receive 100mbps and we are stuck paying for 2 internet services to get by when we are 300 feet from another.
29. We are limited in what we can do and who, in our family, can be working from home at the same time due to internet speeds. We have a cabin in Aitkin and live in Stacy, MN. We would be at our cabin more, but we have to plan around our work from home activities including seminars, zoom meetings, college schooling ,etc. because we can't all be doing those things. We often lose internet connection during those activities also. We would love high speed internet and happy to pay for it.
30. We are over 2 miles away from the connection, so that really slows down our speed. While we are working remotely, we really need more speed.
31. We need a more reliable and highspeed option. We live on a road and the chances of us getting cable are slim to none."
32. "We have attempted to complete distance learning with our two children via our mobile hotspots. We attempted to get a internet provider (century link) but when they arrived they said it would be less than dial up. They stated that they have a higher speed internet but it is 1/4 of a mile away from our home so we can not have access to it. Hotspot / cell phone internet is limited as well even with new phones and the tower being only a mile away. As I sit at home typing this message I have one bar of service on my phone. "
33. We have satellite (Excede) internet through Mille Lacs Energy. We are within a half mile from their fiber cable but have been unable to get connected to date. Our monthly internet bill is \$83.45 and we are limited to 150 GB per month (Which we seldom reach). The speed is sufficient to stream HD movies (e.g., Netflix), but two people cannot work simultaneous from home using VPN. Of course, with satellite we are occasionally limited by weather conditions, but have been able to use our phones as hotspots for internet home backup.
34. We have to have satellite internet at our house, yet less than a mile away our neighbors have the option of high-speed internet through Mille Lacs Electric.
35. We live in a rural area. Centurylink stops 1 mile south of our house, therefore we need satellite internet. Unfortunately, it does not work like it says it does. I have bought 2 routers and have to go between them. Viasat says that their service is working perfectly and it's the



routers issues. I firmly disagree. Also unfortunately, I have a job that requires at home internet...please help.

36. We live on a dead end road 2 miles from town. The best speed we can get is 1.5 mps running on "antique" phone lines from 40 years ago. It sporadically goes down and is basically a pathetic excuse for internet. Nonetheless, we are aware that getting even that is rare, as most people we know cannot get internet at all, other than through cellular service, which is not at all adequate. How are students expected to be ready for college level performance when they cannot even do their homework without going to a parking lot somewhere. Aitkin County's tax base could be increased by updating internet to draw people will work-from-home jobs to live in this county. This is a HUGE roadblock. I had to retire when I moved up here because I could not get good enough internet to do my work-from-home job. This is INFRASTRUCTURE, just like electricity. The world runs on broadband. Bring us into the 21st century.
37. We moved to Kanabec County from the twin cities, on to a rural farmstead. It is extremely sad that a county this close to the twin cities does not have better infrastructure including broadband, and better broadband speed, access, etc.
38. "When we first moved to this address in 2015, the only provider was Frontier or satellite. Initially service from Frontier was very good and then steadily went downhill fast. Two years ago, we were so frustrated with Frontier - the service we were sold wasn't what we got, their equipment/lines couldn't handle the service we were promised, so we canceled service with them and went the satellite route with Viasat/Excede. Service with Viasat/Excede is difficult. Between kids using more devices due to distance learning, we quickly go through the our little allotted data. Trying to use the computer or watch tv after work? Forget it. You'll get about 3 seconds of tv before it has to buffer again. And again. And again. And we pay \$130 a month for this.
- It is so bad that we tried to go back to Frontier. Except they no longer provide service down our road. Do you know who does provide service down our road? No one. Not one single service provider. One mile up our road, to the north along Hwy 18, is SCI Broadband. One and a half miles down our road, to the south, Century Link has lines. But not one single service provider on Finlayson Road. "
39. When we stream TV shows there is often a lag. We totally lose the internet when it is very cloudy and during a rain or snow storm. We pay just under \$100 a month for this service but we do not have access to fiber optic so we are stuck with it. We are 1 mile from the fiber optic cable but so far they are unwilling to bring it to our area.

Not Available

1. Broadband isn't available where I live.
2. living on SSI, i wish i had more options available."
3. I have none.
4. no options for internet except very expensive ones
5. not available here
6. There is no provider where I live who has a unlimited plan and I pay almost 100 dollars for a plan that I use up in 4 days. The connection is barely strong enough to play Netflix at night before I go to bed. The connection is slow and the price is outrageous.
7. We are unable to get high speed internet, even if we pay for it, because the phone lines it comes through were put in probably 50 or more years ago. Also, when it rains, our internet



goes out because, I'm guessing, the lines are compromised due to age. I could not get the speed test to work. That site pretty much locks up my computer.

8. We do not have access to broadband in our location.
9. We have no option for better internet, and with the COVID work from home it constantly makes me feel that my job is at risk. The state map shows us as having broadband available, but multiple contacts to every provider I can think of says that is false information. I have inquired even at running internet down my road at my expense and the company which the map shows covers us says they won't even consider it or give a price. We are too far from town to get their good internet, but so close as to be covered by the map and not be part of the projects and initiatives so we are being left behind in the internet era.
10. "We have no other choices for internet at our home, except for satellite. It is over priced for the data we are allowed and the speed of it.

Upload

1. Because of the pandemic, I have had need to upload lots of video. I consistently have to go to a colleague's home in another town/county to use their internet because mine either takes overnight to upload a video or will get stuck and the upload will never complete.
2. "big difference between upload speeds vs. download speeds, monthly data limits prohibit a lot of functions
3. Download speed is 5.28 Mbps- Upload- .58 Mbps after running the speed test."
4. Download speed is acceptable, upload is nearly no existent .58mbps on a normal day. If I want to connect to a video call I must disconnect all devices except the one I am using and it still may not work. I often use my ATT phone to connect but then I have to go outside. Century Link will only allow .75 upload and they stated, "that is all you really need." They are not very helpful and I will switch to Midco as soon as the connection is available.
5. Horrible satellite service speeds. Download 50.95MBPS and upload 1.35MBPS
6. I am very fortunate to have Midco high speed Internet at my home on Pokegama Lake near Pine City. My current speed level is 39mbps download and 10mbps upload. I am very satisfied with Midco's reliability and outstanding customer service.
7. I get 100 download and ~13 upload and my wired connection gets about 10-15 download (with all other devices disconnected). \$50 a month seems to be the cheapest option for reasonable download speeds.
8. I get less than 7 mps download. Upload less than .8
9. Also regarding the speed test, I went to Century Link's test at the same time I did this one and the MN Speed Test was about twice as high on both download and upload as Century Link, Maybe theirs is rigged trying to get me to pay for 60 when I don't even get the 20 I pay for today. And it's all the same old cable."
10. I work from home and need 25 downloads and 10 upload speed. satellite internet is not an option for what I need. The closest frontier box is two miles from my house so my max speed is 12 upload and 1 download and that is the best they can do. I need better broadband.
11. I'm a teacher and my internet does not allow me to record videos or host google meets without glitches or the video cuts out. We also have 6 people and if we have more than a few of us on Wifi, it doesn't work well.
12. "last tested today: my plan : 6.0 Mbps; download provisional 3.34
 - i. upload provisional 0.42
 - ii. (expected range of speed 50% to 100% of provisional speed)
 - iii. we took the test today, quite disappointed "



13. Less than 10 mbps is garbage for the year 2021.
14. My wife and I have 6 kids, 5 in the home. We were promised 40 mbps, but 25 mbps is the most we ever get realistically. When the kids are doing homework, gaming, have friends over, or we try to watch more than one movie at a time, we experience serious lag or get kicked out totally. Homeschooling was very rough! If more than one kid had a google meet at a time, both would most likely get kicked out and no one could even use the internet while someone was on a google meet. It would be really nice to have fast reliable internet, especially with times changing and being uncertain. I have friends in different areas that get up to 1 gbps and rarely have problems yet we are left in the dark basically. I just took this test and our actual mbps download speed is only 10.76 mbps, our upload speed is 3.07 mbps, ping is 58.26 ms and the jitter is 22.67 ms. I feel like I am being taken advantage of only getting 1/4 of the internet we pay for.
15. Obviously slow speeds. Usually < 5 Mb. Reliability has been an issue. I would estimate that we have reached out for support or service 12 times in the past 2 years. Response time for outages or slow speed has been an issue. It often takes a week to get service if a technician needs to investigate the problem either at the DSLAM or at our residence. Of course with COVID the problem has been worse. Not from a service standpoint, but speed. It is almost impossible to work from home because of the slow UPLOAD speed which is often < 0.3 Mb. Download speed runs on average around 3.5 to 4.5 Mb. Best case with one device in operation we achieve 5.5 Mb. If it rains.. forget it. Connections on the copper lines get damp and speed goes in the dumpster.
16. On a good day 5mb download / less than 1mb upload. Many days I cannot download email. I run a business out of my home and my ability to communicate with clients is ridiculously poor. I end up driving into town to a coffee shop to conduct business.
17. Our main problems are slow internet, currently 3-4 Mbps download and .43-.5 upload. For the past 5 years we have had problems with our line going down. They just plowed in fiber and are supposed to be running a line (not fiber) to our house from the box down the road. I guess this is supposed to be much better. Not sure what the cost will be. My sister has this to her house and her speed went up to 5 Mbps. Competition would be good!
18. Results of speedtest: Download = 21.21 Mbps; Upload = 5.3 Mbps; Ping = 47.37 ms; Jitter = 1.82 ms
19. "Speed test shows upload 4.78 mbps / Ping 58.96 ms / Jitter 2.16 ms
20. The only internet provided at my home is HughesNet. There is no fiber optic/cable or any other satellite offered for my location. I have 3 children in school that need internet for various reasons. HughesNet cannot provide "fast enough" internet to upload items or stream anything. My kids cannot join zoom classes or anything live. Any sort of tv platform (Hulu, Netflix,etc) does not work unless it's off peak hours, but that does not always load either.
21. We are 2 miles down a dead end dirt road and our internet comes to us thru the land phone line. The speed is 10.4 upload and .39 download, but is very slow on weekends and during the warm months due to the fact more part time owners are here.
22. "We don't play games on the internet, but we use it for surfing and e-mail and social media. I upload pictures, which takes some time usually and we stream movies without buffering on sometimes 2 TVs. We also use this internet service for a VOIP phone line which is more dependable than our cell phones at home. Overall I have been satisfied with my service. It rarely goes out and runs consistently for \$50/mth."



23. "we have been struggling with .3 download speeds while trying to operate our business from home with cloud based accounting software. it was horrible, being dropped 3-4 times per hour while trying to back up records. Century link found interruptions in our paired wire and put us on a different node, WHAM! 20.4mbps download and 1.5 upload. now if only everyone can have the same experience."
24. We have satellite (Excede) internet through Mille Lacs Energy. We are within a half mile from their fiber cable but have been unable to get connected to date. Our monthly internet bill is \$83.45 and we are limited to 150 GB per month (Which we seldom reach). The speed is sufficient to stream HD movies (e.g., Netflix), but two people cannot work simultaneous from home using VPN. Of course, with satellite we are occasionally limited by weather conditions, but have been able to use our phones as hotspots for internet home backup.
25. We were unable to get anything beside satellite service when we moved in and it's awful. We are in a 24 month contract so we are stuck now
26. were getting 13 download & .46 upload with 120+ ping.
27. When we do speed tests we typically get download speeds of about 4, not the 10 promised. Before our school went back to in person learning I had 3 kids doing remote learning, but internet would only support one on a zoom or video conference at a time. So we had to make them take turns and decide what class was most important. Also, they were unable to upload assignments so we had to drive into town and sit in the library parking lot to allow them to upload their assignments.
28. Whenever I upload stuff to youtube, I can't watch TV (netflix) or use my cell phone.



Use

- Business/Work/Economic Development – 95 remarks
- Education – 85 remarks
- Civic/Home – 28 remarks
- Healthcare – 8 remarks
- Tribal – 3 remarks

Use – Business/Work/Economic Development

1. Absolutely ridiculous access and speed. TV's are constantly buffering. My granddaughter can't access her schooling effectively when she comes to visit. My son and daughter are currently here taking care of us due to some health issues and my son can't effectively work. Internet drop outs interrupt work and meetings. We are thinking of spending 3 times as much to get satellite but we don't see good reviews of that either. If we were 5 miles north in Itasca county we could get 100mbs access. Please help!
2. After almost 15 years of working with a DSL 1.5 MBPS connection through Century Link, in the last few weeks I was finally able to upgrade to a fiber 40 MBPS connection. I work from home full time and then last year my husband started working from home and we had 3 kids doing school from home. It was a hodge podge of cell phone hot spots, the slow DSL, and satellite internet for over a year. It was painful and very expensive. We are so much happier with the faster speed but I know that faster speeds will be necessary to continue to thrive into the future. Century Link has horrible customer service and reaching the right person to resolve the problem always takes multiple tries. I will say that any service tech that has had to come to my home has been knowledgeable and friendly.
3. "As a web developer who works from home, I've been on a hunt for better internet service since moving up here. Unfortunately, we are on the county line road and only have access to CenturyLink services. All they offer is horrible internet speeds (40 MB download / 2 MB upload) and reliability.
4. As I noted, I supported a Fortune 100 company as a senior IT employee for 3 years from my current address. It was very slow and unreliable, so I also had five cellular internet devices with unlimited data - very expensive. I would love broadband and am a big advocate for it.
5. Biggest irritant is that it drops out at least two to three times daily. This is especially a problem when working from home and trying to participate in conference calls. It is just not reliable or consistent.
6. "Both adults use Internet for remote work and children use to attend post-secondary school. we also use it for streaming entertainment and on-line gaming.
7. "Both my husband and I work from our homes. We are paying for the best Internet available to us but often times we run into issues. With our children also being at home for many months due to COVID our family had challenges in having a stable connection and also at times our Internet would drop.
8. Broadband access is critical for us to work consistently at our home in Aitkin (it is our second, year-round house) and we would spend much more time in Aitkin if we had superb broadband like we have in the Twin Cities.
9. "By far the slowest internet I have ever had is in Sturgeon Lake. I have 3 kids and I can only have 1 thing connected to the internet at a time. Work and School from home is impossible, not enough hours in the day to complete everyone's tasks.



10. During COVID, we were required to work from home 3x per week. My family would have to schedule hours to do our work because it could not handle all of us on the WIFI, we struggled until the rest of the family was furloughed. Our cell phones do not work at our home. We are prisoners of our phone lines.
11. "during the pandemic WFH became a necessity, having only the option of a DSL internet made it difficult. The ability to work and have students online proved almost impossible.
12. Have to use jet packs from cell phone provider. It's okay but would like stronger signal & faster speed as I work from home.
13. Have ViaSat for yrs. so when I had to start working at home, it wouldn't even work enough for me to do my job, took anywhere between 3-7 minutes for a screen to move and I had purchased the highest possible package available to me costing me \$150 a month. Still didn't help because they said I used up my allotted package, which was supposed to be unlimited for this price, before the 15th of every month and then it was even slower if you can believe that. So then I heard about Gotw3 through Radio Shack and got that paying out over \$200 for equipment and then \$100 per month for service. Still keep the ViaSat as backup because you never know when one or both won't work and you need them for your job. Speed is horrible.
14. Work "
15. "I am a teacher. During all of distance learning, when all of my colleagues were able to work from the safety of their homes, I had to go in to school every day because I could not teach my students due to the unreliability of my satellite internet. I have to stay at work late to get any of my work done because I am unable to complete work later in the evening from my house simply because my satellite internet is unable to handle the type of work I need to do for my lesson planning.
16. "I am currently working as a photographer, primarily dog and horse shows. When I finish shooting an event, I need to download the images from an SD or CF card. There have been numerous times when I had to drive the 15+ miles into town, sit in the parking lot of the library, and use their free internet to download the images, then again to upload the images to a website or to send them to a client. I also rely on a cellular service extender to use my cell phone from home - it works off wi-fi as well - when the wi-fi works...
17. I am fortunate to have internet most of the time but it cuts out often, I work from home and have to a lot of virtual meetings which is very difficult when the internet stops working. I have have kids in the home that have to do school work.
18. I am paying a king's ransom for internet that is turtle slow and highly unreliable. There are days that I am unable to be connected more than I am connected. Zoom meetings and telemed meetings are next to impossible. They freeze, quit, crash, lose volume, and are unable to connect to at times. I have several health issues and being able to connect via computer with my health care providers is essential. I use on average only 5 gigs of data on my computers every month because it is so slow and frustrating I find myself using my phone for most applications. It takes me 4 times as long to complete a task using the internet as it does on my cell phone, and that service is not great either, but still better than the computer. Frontier has graciously offered to cancel my internet service without penalty because they can only promise 2.6 MBS of download speed out of the 6 MBS I am paying for. However, I'm sure they know they are safe offering an out when there is no other choice for service in this area. This allows them to offer speeds way below the speed I am paying for without getting into trouble. I was paying \$65.00 a month prior to my move up here for fiber optic at 1 GBS and am now paying \$102.00 a month for 2.6 MBS or less. Last I checked, it was 2021 and the technology is available. I realize it is expensive to install and maintain. It is hard to recoup



those costs in a low population density area. However, I moved from a rural area and was still able to get fiber-optic at a reasonable rate. The State of Minnesota has allocated monies for the improvement of rural broadband, and I realize the need is great and the money only goes so far. But until more money is allocated, something needs to be done. Thank you!

19. My concern for our city is our popular Aitkin County campground & pavilion. I am hopeful there are possibilities to make internet available to those guests."
20. I can use it for Zoom, but cannot share videos because it is too slow.
21. I currently have Century link over a phone line which doesn't have good quality. The max I get is 20 Mbps and is not reliable. MLEC has just now offered fiber but I am not sure when that will be available. I am working from home for Riverwood Healthcare Center so solid connectivity is essential.
22. I feel fortunate to live in town in Pine City, In my opinion Midco is the only way to go if you can get it. I have family that are only able to get broadband through Century link and their speeds have not increased over the past 10+ years in fact they have decreased available speeds. (used to be 7 meg max now its 3-5 meg max). As a small business owner who deals with Technology and getting people connected to the internet on a daily basis the speeds that we are able to offer residents who are as little as 2 miles out of town is not great. as the world moves to the cloud these individuals have little or no option to move forward with the technology.
23. I have 2 kids both with tablets and soon to be school computers. I also work from home full time. My company would like me to have a dedicated work internet service line but I am unable to get one. Only have Frontier available to me. I need 2 companies so that if my work one is unavailable, I have a backup. Right now if my frontier is down I have to drive over an hour to go to the office. That is not okay with me.
24. I have 6 people living in my house with only 12 mbps for speed from frontier. My wife works from home and has lagging internet speeds that cause delays for work. I am hoping this will create competition to increase reliability and speeds. Thank you
25. "I have always worked from home and we've had Century Link for over seven years. It's a constant battle of staying connected. It's limiting for Zoom or Teams for work and family. There are so many issues and even the Century Link service guys know that the Mora area is a nightmare. It really got bad when all the kids needed access for school last year but even before that it wasn't dependable. Our box by the end of the drive is in a low spot so anytime we get a lot of rain, I have no internet for the day and have to work from somewhere else or use my hot spot.
26. Thank you for allowing me to share my story. Please make sure that someone from your coalition is in contact with Land O' Lakes. I work for them and there are corporate led efforts to improve broadband for rural America. Surely you've read Beth Ford's comments or are familiar with LOL and 19 other partners launching the American Connect Corps which was announced in the last 30 days.
27. I have been on a Frontier DSL line on a rural road southeast of Bruno since 2004. Service is very slow, with unpredictable outages. I have been working from home since the start of the pandemic, and have experienced interruptions in WebEx and Teams meetings due to connectivity. Some of my work involves GIS, and I cannot connect to the central database due to slow connection speed. I have work projects that still have not been completed due to this.
28. I have been tutoring from home and have screen freezing fairly often, broken speech, no picture, having to turn computer off and restart, etc.



29. I have been working from home for the past year. I continue to have difficulty connecting at a fast enough speed for video conferences, necessary for my employment.
30. I have Charter Spectrum, am a remote employee and have 2 teens and 2 adult gamers living in my home in addition to my job needs. To be able to sustain my job requirements, the teens streaming everything and the 2 gamers playing online, I needed a very fast internet speed. However, I also pay a LOT to get this speed. There are still times I'll access a work program that will slow down the other 4 people in whatever he's doing (lag during an online video game can mean instant death and "rage quitting"), so I requested Charter to provide the fastest speed possible for my area. I pay the price for that speed and I'm blessed to be able to afford it knowing some others can't or don't have the service available.
31. I have had to reset the internet device every now and then, so to have a service that is strong and reliable would be very helpful for my job and personal use.
32. I have issues with being able to run two laptops for distance learning as well as one laptop for work/ zoom meetings at the same time in my home. This makes work from almost impossible if all household members need to be online and participating in live meetings.
33. I only have access to satellite internet. In order to work from home which we all know was necessary last March, I ended up buying a camper to park at my parents' house because the satellite internet was not good enough to do my job. I am stuck in a contract too. I will say I have seen recent activity that indicates we will get something in the future, but it should have been done long ago.
34. I own a bar with 6 e-tabs and 2 smart tv's. Almost all customers are accessing the WiFi when visiting. Not to mention my staff and myself. 4/29 the speed was at 6.4 mbps. The night before it was at 710 kbps. I need help!
35. I run a at home buiness with 4 kids and internet is great to have . Expensive but good .
36. I run a Bed and Breakfast and have a laptop and 5 tvs with Netflix. I refuse to pay for dish or direct tv.
37. I teach virtual yoga classes. My screen freezes up for my students a lot. Or my voice does not match my body doing poses. It is frustrating as I am trying to expand my business to live streaming virtual classes, but I feel I cannot charge much because the quality of live streaming is poor.
38. I teleworking from home. Frequent freezing of video conferences
39. I use the broadband to work from my cabin, but the video quality is to low to use video for my calls.
40. I work from home (and did pre-covid). Since moving to this area I've been shocked at how unreliable our internet can be when using multiple devices. We basically have to take turns. Many times it just can't handle all the devices.
41. I work from home and am required to have a minimum of 5 MBPS coming in to the house. On a daily basis, I am constantly being slowed down by the internet speed. I could do my job so much better/faster if the internet would provide me with, even 20 or 25 MBPS. I am not allowed to use any provider such as, Hughes Net, because it is by Satellite. I recently tried to call Centurylink, April 23rd, 2021 to see if I could upgrade to 20 MBPS per there advertising, but I can NOT get any more then 10 MBPS. They claim I am running at 8 to 10, but of course, I was NOT working at the time I called. My employer did a speed test a few weeks ago, and I was running at 4.98 MBPS. Centurylink said they could refer me to HughesNet, but that was the only other option. I NEED FASTER INTERNET ASAP OR THEY WILL MAKE ME DRIVE THE 1.5 HOURS EACH WAY, IN TO THE OFFICE EVERYDAY. THAT IS NOT GOING TO HAPPEN!!!!



42. I work from home and been told by CenturyLink for 3 years I would get faster internet. I contacted office of broadband and it has once again delayed. I ended up having to get another internet service just for my job. So now I pay for two services. I can not use satellite due to VoIP. It is still not reliable service but better than CenturyLink. I currently get 1.1 download and .5 upload.
43. I work from home and do a lot of Zoom meetings but have frequently had to deal with low connectivity issues. It's unproductive and embarrassing.
44. I work from home and for the most part have been very satisfied with my broadband service.
45. I work from home and lose connection all the time. I can barely use my cell phone either. It's unacceptable to have such slow, unreliable and expensive internet.
46. I work from home and lose connection to my company network constantly, especially if another device is connected at the same time.
47. I work from home and need 25 downloads and 10 upload speed. satellite internet is not an option for what I need. The closest frontier box is two miles from my house so my max speed is 12 upload and 1 download and that is the best they can do. I need better broadband.
48. I work from home and the internet is very slow and interrupted by weather frequently. I would happily pay more to get good service and have the internet available 24/7. If a second computer logs on in my home our internet almost shuts down...cannot handle the load.
49. "I work from home full time (not related to covid) and I need to be able to upload files quickly - which I cannot. I have a security system that I need the internet to be HIGH SPEED and it is not.
50. I work from home with an insurance company and they are unable to hook up my work internet b/c there is no broadband internet available. Even the internet available is not fast enough. Also we can only have one computer connected at a time, the internet goes out all the time. it is very frustrating. I would love to have broadband available in out area!
51. I work from home. The unreliability of consistent signal is so frustrating. Throttling and huge lags. We need better!!
52. I work in a school in Ogilvie and have many families who are unable to use internet at home because there is nothing offered. Those children have been unable to do Distance Learning because of this and they are missing out on their education.
53. I work remotely at home and have been for the last ten years. We live in town only because I can't use any other internet or satellite services in the country. They aren't fast enough for me to work from home or for the rest of our devices at home and they are so expensive. Our dream is to live in the country but we are very limited to where we can live. Not even two miles out of town and within the city limits or just outside of the city limits we can't use Midco. I had CenturyLink before and their speeds were horrible, pricing was very high and the customer service was horrible.
54. I would love to have better broadband to be able to work from home !
55. It is very frustrating to work from home during the pandemic while battling connection issues. It is very difficult to say the least, I struggle to enough speed to video chat during work. I find the intensity on our line should not be strong, yet with everything off I struggle to connect at times.
56. "Me and my wife both work from home and can only get the minimum internet speed required to do so at 10 MB.
57. My husband & oldest son work from home, so internet is top priority. Both jobs require fast internet speeds. Also both kids do online school. We cannot stream movies when the kids play video games on their computers. Our internet is not reliable.



58. My internet service is terrible. I work from home and the internet is slow here and very intermittent. I don't have a tv provider, so I completely rely on the internet and shows constantly freeze and then a message pops up saying error and to check network settings. I have nothing good to say about CenturyLink's internet service here.
59. On a good day 5mb download / less than 1mb upload. Many days I cannot download email. I run a business out of my home and my ability to communicate with clients is ridiculously poor. I end up driving into town to a coffee shop to conduct business.
60. Only have the ability for 10MB right now. Internet goes down with frequency. Plugged modem into a battery backup device to avoid having to do a manual reset. This is a lake home but would like higher speeds available to work more productively from Aitkin.
61. Our internet can be very patchy. There are full days (or longer) during which the internet does not work at all. Most days it works but it is hard to predict and even when it is working it struggles to support multiple devices or certain programs that require a stronger connection. If I try and work from home I get kicked out of programs due to the internet suddenly disconnecting.
62. Our internet service is terrible. I have been working from home since 2019 and I lose internet service a least 3-5 times a year. This means that I am out of work for this time. My internet when it rains comes in and out. I make phone calls for my job which is internet based and I am always dropping calls.
63. Our uses are mainly email, on-line banking, streaming video, Google searches, and purchasing various items.
64. Started out with dial-up years ago at my cabin--too slow. Then went to satellite for speed. Northland Connect around 2009. Too expensive. Then Century Link installed upgrade to what I think is DSL in 2018. Better speed (12Mbps and price than before). But I get 120 Mbps at my home in Florida. I work nationally from my cabin, but internet is not good at all.
65. The only option I have at home is century link and broadband is not an option. I have slow internet and only 1-2 devices can connect at a time or the devices crash. We can't stream movies and takes the kids a lo g time to download school work or submit items as well as poor reception for zoom calls. There is satellite internet options but expensive and has limits. I run a small business from my home and have to use my cell phone internet as a hotspot to do work. Creates a problem when I run low on high speed data.
66. Trying to work from our home did not work without having a somewhat reliable Internet source- hotspots DID NOT work for streaming and the work network did not allow that type of connection. We also needed reliable means to get weather related info.
67. Unable to work from home at normal speed. I took the quiz on my phone. But this last winter I tested our internet speed at 5gb. We have no other options.
68. Use at business can be touchy at times. Once a year it goes down for 24 hours during the week and with a lot of our business on the internet, we are stuck.
69. Way too slow internet service...about 15Mbps. Cannot do my work at home...service too slow.
70. We are a family of 6 living in rural Mora, MN. I work from home and my husband is an essential worker (Teacher). It's been very difficult to work from home without adequate internet. During Covid (stay at home order), my husband was rarely able to get online to work with his students. The internet was a mess. My husband was home for months and had a very hard time connecting with his students. Our children have missed classes and zoom meetings for school and work multiple times. Even lately our internet is so poor that many days my husband and I have been unable to work. This is especially sad for his elementary



students. We've never really had good service since we moved her in 2010. It's been worse since the pandemic. Our county is medically underserved and is one of the poorest counties in Minnesota. Overall, our area should be one of the first to get better internet service, to help all people in need, regardless of their financial standing. People in our area are really crying out for reliable service to help better their lives and their children's lives. Many can't afford cellular internet or other forms of internet service. We need something affordable and reliable that is offered to everyone. We are in Knife Lake Township/Kanabec County.

71. We are at the end of their line so we frequently have to turn the router off and on to keep internet working. Zoom meetings with more than 5 people challenge my internet. We have had issues with Century Link staff messing with the equipment and causing problems for our internet service. Further, I would hate to have to contact their customer service. «žŸđŸ» We are dependent on internet because I mostly work from home.
72. We are in great need of better internet in our area. It's not very fast and streaming/downloading is difficult. I was looking into a job that would allow me to work from home and I ultimately decided not to because my internet isn't reliable or fast enough!
73. "We are/have recently been: Educators providing distance learning and school administration, Students accessing class, Consultant providing nonprofit management solutions, Board member for nonprofit... The slow speed and unreliability of our internet has made it almost impossible to function...especially during the pandemic when we were required to participate via Zoom
74. "We barely get by on the internet speed we receive in rural Kanabec County. I'm an editor at a major national media outlet and look to work from our second home often. But we work in constant fear of not having enough bandwidth to work effectively.
75. We both operate businesses and it is very important to have high speed internet! One of us teach Real Estate and Contractor Education Classes live on line and fast reliable internet is required for his work. We have had to settle for what is available at this time.
76. We both work from home and struggle with internet speed and reliability. We have had many service calls to check on how to improve and we are at the maximum speed offered.
77. We can't get good service where we are and it's so frustrating. Working from home during covid time is nearly impossible for me
78. We can't get high speed where we are at and have had to do satellite and it never lasts very long with limited GB. We own a business and have children in school who need internet access.
79. "we have been struggling with .3 download speeds while trying to operate our business from home with cloud based accounting software. it was horrible, being dropped 3-4 times per hour while trying to back up records. Century link found interruptions in our paired wire and put us on a different node, WHAM! 20.4mbps download and 1.5 upload. now if only everyone can have the same experience."
80. We have no option for better internet, and with the COVID work from home it constantly makes me feel that my job is at risk. The state map shows us as having broadband available, but multiple contacts to every provider I can think of says that is false information. I have inquired even at running internet down my road at my expense and the company which the map shows covers us says they won't even consider it or give a price. We are too far from town to get their good internet, but so close as to be covered by the map and not be part of the projects and initiatives so we are being left behind in the internet era.
81. When I had to work from home due to COVID, it was very frustrating. I could not do it."



82. "We have not option for hard-wired broadband in our home. We have multiple young children with technology needs for schooling. We have some work from home opportunities. We have tried various hotspots through the years with poor success. We currently have starlink which is +10x better than any hotspot we have had in the past."
83. We have satellite (Excede) internet through Mille Lacs Energy. We are within a half mile from their fiber cable but have been unable to get connected to date. Our monthly internet bill is \$83.45 and we are limited to 150 GB per month (Which we seldom reach). The speed is sufficient to stream HD movies (e.g., Netflix), but two people cannot work simultaneous from home using VPN. Of course, with satellite we are occasionally limited by weather conditions, but have been able to use our phones as hotspots for internet home backup.
84. We have tried for 20 years to get land line service. I work from home and we pay 100.00 a month for viasat, which works great for me to connect when I'm home alone during the day. My company had to provide a special way for me to connect to work so I don't have to have a VPN connection and has a computer I can remote to in my office because I can't transmit data over this connection, I also can't join teams sessions over the internet with video or sound. When my kids had to do remote learning, I had to move to use my cellular hotspot or I could not work at all. After 6pm our speed slows down to under 1mbps, our speed promised is 25mbps we rarely get more then 3 or 4. We stream some TV, but it buffers and my family mostly gives up. We use about 200gb a month of data based on our viasat stats. It's extremely frustrating, I had faster internet in 1999 when I lived in Brooklyn Park, I member thought in a million years 20 years later I would be without reliable internet I don't hate viasat, they provided a service no one else could, but it didn't meet the needs of my family... I'm a software developer and if I didn't need it for work or the kids for school it would be fine for the internet or household things. We can't even get a security system on this service and that is probably one of the biggest concerns we have.
85. We just moved 3 months ago and got cable for the first time in 15 years. Before that we struggled with Centurylink and Hughesnet. Both were slow and had reliability problems. My wife works from home online and always struggled to be efficient, she would do other things as she waited for files to be transferred, absolutely unacceptable and frustrating.
86. We use our internet for both personal & business purpose. Because we have so many devices connected we have 2 networks to connect to. One of which is a 5g service improved greatly but still have issues.
87. We went with Starlink as it was the only provider capable of giving me more than 5 mb internet connectivity. We are still awaiting our receiver and are aware that even when we do receive it there will be periodic outages and times of slow traffic. I work from my house and need high speed broadband to accomplish my day to day tasks. Without access to high speed broadband and if Starlink does not hold up to it's potential I will be forced to rent office space in another city that does have high speed broadband internet just to be able to work effectively.
88. we work and homeschool from home. When more than one computer is going the service is highly impaired, the internet frequently freezes up or crashes. It is hard to get continuous and fast, reliable service. If we watch live stream on our TV everyone has to shut off their devices and put them on airplane mode for the live stream to work.
89. When working from home using Remote Desktop to connect. There are frequent disconnects either caused by the slow speed or the long ping time.
90. Wife is a teacher and had to teach from home during start of pandemic and had to drive to town and teach from her vehicle in parking lot due to slow/unreliable internet service at our



home. We unreliably get 10mbs most of the time around 6 or 7. If on a skype meeting, the other spouse can not watch videos on phone nor surf the internet due to slow speed. we also had a security system that uses internet plus Amazon Alexa. at times we have had to unplug our Alexa and home security to skype or do home video trainings. due to our remote living, our internet is our safety net at home as we need to use wifi calling due to poor cellphone coverage in our area also.

91. work from home & internet is extremely unreliable. Many times must use in-laws internet in town to download work documents. Frustrating.
92. Work from home and Zoom meetings are a critical part of my job. Poor internet service makes it impossible to have video calls and the calls rapidly deplete my allowance.
93. "Working from home and 12bps is not optimal. We are very careful when working that phones and other devices are not hooked up to the internet and even then speeds are slower."
94. Working from home I have had issues with loosing connection, slow speeds and unreliable connection. I am not able to get any higher speed at my location. The only option they gave me was to add another service, which would cost an extra \$45, so \$90 for faster internet.
95. Working from home through COVID and internet is unreliable and slow. Many times I go into town to use in-laws internet.

Use – Civic/Home

1. Because of the speed limitation we are able to view security cameras only if we first disconnect other devices.
2. We use wifi to monitor temps in the utility room in winter, and turn HVAC on when needed.
3. Having high speed internet limited our options when we were in the market for our first home.
4. I am a doctor and have thought about moving out of the area secondary to lack of reliable internet, it makes it nearly impossible to work at home. Internet in greater Minnesota should be as fast and reliable as for those who live in the metro areas.
5. I am a retired teacher of 27 years. Because my home does not have Broadband service, I am completely illiterate with cell phones, computers, etc. I can open a computer screen and type; that's about it. I have tried what Frontier calls internet service but I paid an extra 100.00 for dial-up service, plus the monthly cost of 90.00! I am still forced to have a Frontier landline phone; no cell coverage here. This phone always crackles and cuts out. At one point, I called Frontier for repairs 14 times in one week! Finally, I gave up because a representative said the trouble was in the phone line between my home and Denham, MN 15 miles away. I recently invested in HughesNet, which I don't mind, but I don't even know how to use the internet. I have written to my Congressman and Senator about the lack of technology in this area. Representative Rarrick had his assistant send me a map which showed there is no service available in this area. Thanks, I already knew that! What do the school age children in this area do? How have they managed during the pandemic? No one, including our government, cares! As far as they're concerned, no one really lives in 'outback' Minnesota- unless they're not paying their taxes...
6. When I moved to my house, I called every internet company available. The only one that provided service at my address was the provider I currently have. I run out of my ""priority data"" within the first third of every month.
7. I am unable to enjoy my home as much as I want to because I need to go to work whenever I have to use the internet for anything other than the most basic functions. "



8. I am also a township supervisor and have heard from a number of area residents, asking about when the township might get reliable, fast internet service. Because the township doesn't have any brick and mortar businesses, we don't seem to be very high on the list of grants, but I would certainly be interested in applying for any and all available to better serve the residents of Kimberly township."
9. "I am looking to move to Aitkin County, but to keep working where I am, I need a more reliable and increased download/upload capacity.
10. My concern for our city is our popular Aitkin County campground & pavilion. I am hopeful there are possibilities to make internet available to those guests."
11. I am staying at my daughter's house until my house is built. The service at Isle, MN is terrible. Watching t.v or on internet and get kicked off alot.
12. I have a family of streamers and one hard core gamer. Internet tends to go out regularly, which throws the household into a panic but it passes.
13. What is extremely concerning is the number of people moving out of the cities and moving further north, so now we will have even more people trying to work from home and because so many people are tired of Direct TV and Dish they are using their own streaming devices.
14. I can't recommend someone moving here if they need reliable and speedy internet to earn a living. Between the poor speed, interrupted service and how the VPN kicks in and out for work it gets extremely frustrating and you can't be present for how we connect for business now and efficiency is hampered.
15. I have been with Frontier because it seems to be the only internet provider in my area. I have attempted to try other companies but they say they would be slower than Frontier and they don't allow speed for gaming, my son is a gamer. I am disappointed with my internet service. It cuts out alot and it also spins during connection. I lose zoom meeting often and it's important for work. During really important work and school times sometimes we all have to disconnect and only allow one to be online.
16. I have been working remotely since March 2020. Our wireless internet at the cabin near Aitkin is very unpredictable. Sometimes the speed is fine and I can work efficiently; other times, I am unable to perform even basic tasks like open emails. I therefore have to stay in the city to work. I would love to have fast and reliable internet service at the cabin so I can work from there without having to worry about whether I will be able to do my work. I am writing this from my home in the city so the speed test does not reflect the speed at the cabin. Last time I checked, it was around 20 mbps.
17. I have Charter Spectrum, am a remote employee and have 2 teens and 2 adult gamers living in my home in addition to my job needs. To be able to sustain my job requirements, the teens streaming everything and the 2 gamers playing online, I needed a very fast internet speed. However, I also pay a LOT to get this speed. There are still times I'll access a work program that will slow down the other 4 people in whatever he's doing (lag during an online video game can mean instant death and "rage quitting"), so I requested Charter to provide the fastest speed possible for my area. I pay the price for that speed and I'm blessed to be able to afford it knowing some others can't or don't have the service available.
18. I live in the town of Aitkin. I was amazed that speeds were better and prices were cheaper than where I came from in larger towns in Idaho. Certainly I know things are different in the rural parts of Aitkin County but the city is well served.
19. I need more speed. can't even stream music without buffering
20. I wish it was possible for my family to have a smart house. It would make me feel safer to get a reliable internet connection at the speeds we would like to have for our big family. During



the pandemic, it became clear to us that our internet was in our favor. We had two of our family members working from home. While one would be in a meeting, the other would not be able to do anything. We had to disconnect everything from our internet if we wanted to try to have a good signal and make sure that the internet itself didn't drop off from having too many connections. We can't make our house a smart home due to not being able to have a lot of devices connected as it slows down the traffic due to having so many on our network.

21. It's extremely important that rural MN have good broadband for all. We have children and grandchildren who visit often and need for business and virtual learning. We need to offer equal opportunity to access the internet.
22. My wife and I work from home. One student Home school other in collage.
23. People chose where they want to live. If they don't have access why should others have to pay for thier access.
24. Please do what you can to get broadband in Mora.
25. The ability to stream high school sporting events was very limited and I missed out on many events because of the lack of speed and data.
26. "We are promised 25 mbps, the first 10 is good. after that, it starts slowing. My wife has church meetings that she can not participate in from home using zoo, she has to drive to church and join in there. It is very hard on her as she is also my fulltime care provider.
27. Please do not leave the needs of rural Minnesotans behind. The pandemic has proven the need for online access for all Americans -- and that need is even greater in outstate where physical resources (clinics, schools, services) are more remote and logistically challenging."
28. We would spend far more time in Aitkin at our lake home working if we had broadband access. And that would certainly be better for the Aitkin community, too (spending more dollars there). The worst aspect of our Internet access is the abysmal uploading speed (about 1.4 Mbps) and the max download speed promised (30 Mbps) is rarely available.

Use – Education

1. I had to up my package when my kids home schooling d/t pandemic. My internet expensive baseline and became even more expensive. I'm a single mom paying all the bills. 2. I work full time in Mora. On my drive into Mora there are deadspots where I get no internet or cell service. If I needed help like snow days chance of going in the ditch. I can't contact anyone.
2. Absolutely ridiculous access and speed. TV's are constantly buffering. My granddaughter can't access her schooling effectively when she comes to visit. My son and daughter are currently here taking care of us due to some health issues and my son can't effectively work. Internet drop outs interrupt work and meetings. We are thinking of spending 3 times as much to get satellite but we don't see good reviews of that either. If we were 5 miles north in Itasca county we could get 100mbs access. Please help!
3. After almost 15 years of working with a DSL 1.5 MBPS connection through Century Link, in the last few weeks I was finally able to upgrade to a fiber 40 MBPS connection. I work from home full time and then last year my husband started working from home and we had 3 kids doing school from home. It was a hodge podge of cell phone hot spots, the slow DSL, and satellite internet for over a year. It was painful and very expensive. We are so much happier with the faster speed but I know that faster speeds will be necessary to continue to thrive into the future. Century Link has horrible customer service and reaching the right person to resolve the problem always takes multiple tries. I will say that any service tech that has had to come to my home has been knowledgeable and friendly.



4. "Both adults use Internet for remote work and children use to attend post-secondary school. we also use it for streaming entertainment and on-line gaming.
5. "By far the slowest internet I have ever had is in Sturgeon Lake. I have 3 kids and I can only have 1 thing connected to the internet at a time. Work and School from home is impossible, not enough hours in the day to complete everyone's tasks.
6. Can be better i have 6 kids doing distance learning and thats with 2 internet services
7. Centurylink is not dependable especially when kids are distant learning. And 3 kids trying to do their schooling doesn't work with our current internet. We need another choice in my area!
8. CenturyLink promises us 30 Mbps but most of the time it does not live up to that. In this time where my kids have been going between distance learning and being in school plus myself working from home, has put a stress on having reliable internet that can handle 3 or more devices being connected at the same time. We are grateful to have internet access because there are a lot of areas that don't, but it would be greatly appreciated and helpful if we had access to a more reliable and faster internet option. Thank you!
9. "during the pandemic WFH became a necessity, having only the option of a DSL internet made it difficult. The ability to work and have students online proved almost impossible.
10. Family of 5. Husband and I are both returning college students and my husband works full time and needs computer access for work email purposes. We have children who need computer access at home from time to time. Our internet service constantly cuts out and sometimes interferes with tests and connecting to our schools' website. Prior to moving to Kanabec County, we have lived in many places around the country. This area is by far the worst connection area we've ever had. We would be highly interested in access to better internet services.
11. Had to get GotW3 for my son to do his distance learning. It has worked great.
12. "Higher speed due to kids
13. I am a professor for the MNSTATE University system and teach online. Running ZOOM classes is always a challenge and most of the time I get a message that my "internet is unstable". I try to take my car to better Verizon hot spot areas and often do the work from my car. Some days work better than others. We are now streaming TV service and it works ok as long as we do not use the internet for other things while the TV is on. For \$85 a month, I pay for an upgraded Frontier service but it is no better than my neighbors who pays half that much. When people come to visit, we all struggle with the internet.
14. "I am a teacher. During all of distance learning, when all of my colleagues were able to work from the safety of their homes, I had to go in to school every day because I could not teach my students due to the unreliability of my satellite internet. I have to stay at work late to get any of my work done because I am unable to complete work later in the evening from my house simply because my satellite internet is unable to handle the type of work I need to do for my lesson planning.
15. I am fortunate to have internet most of the time but it cuts out often, I work from home and have to a lot of virtual meetings which is very difficult when the internet stops working. I have have kids in the home that have to do school work.
16. "i can not use any smart feature on anything (TV, cellphone, printer). The speed is just not up to standards. My grandchildren were here. They had their school laptop so they could do their school work. I had to disconnect my PC from wifi and only one computer could be connected to do work. So basically morning one had to connect do his checkin then log off



.Then the other could log on do an assignment, log off. Then the other one would log on checkin get assignments. It was crazy !

17. I feel like we only have option. It is difficult to do what we're been asked to do this year (distance learning, quarantining, working from home) with internet that is unreliable or extremely slow. I've had to drive into town and sit in parking lots with wifi for my kids to complete their school assignments. In MN and with a family of 5, that's nearly impossible.
18. I feel that for what kind of service we receive we pay a lot. When my kids were home from school they would have trouble downloading things for school, or connecting for class. It still is laggy when the kids are all home and using their devices.
19. I had to get internet for school for my kids.
20. I have 2 kids both with tablets and soon to be school computers. I also work from home full time. My company would like me to have a dedicated work internet service line but I am unable to get one. Only have Frontier available to me. I need 2 companies so that if my work one is unavailable, I have a backup. Right now if my frontier is down I have to drive over an hour to go to the office. That is not okay with me.
21. "I have always worked from home and we've had Century Link for over seven years. It's a constant battle of staying connected. It's limiting for Zoom or Teams for work and family. There are so many issues and even the Century Link service guys know that the Mora area is a nightmare. It really got bad when all the kids needed access for school last year but even before that it wasn't dependable. Our box by the end of the drive is in a low spot so anytime we get a lot of rain, I have no internet for the day and have to work from somewhere else or use my hot spot.
22. It's a shame that rural Minnesota is so far behind on internet. If you want to look at a successful internet provider check out NexTech out of Hays, Kansas. Courtland, KS population 350 has amazing speed and service. It's a delight to do online training or Zoom meetings from my home town vs the nightmare here.
23. I have children that had to distance learning so I had no choice but to buy internet that costs more then my phone
24. I have had Midco for years. It was costing a lot more before I moved (within the same zip code) and asked about a deal, which they then gave me. Once the deal expires, it'll get really expensive. It isn't cheap by any means, but I don't have cable and before internet was available in my new neighborhood, I was using my phone's hotspot and eating up tons of data, especially with the pandemic and working some from home. I guess it seems worth it for reliable, fast internet, but as a teacher, I think it would be amazing to have better quality internet available for my students and their families, as well as cheaper internet for all. Midco really has been great to work with. I can't complain.
25. I have issues with being able to run two laptops for distance learning as well as one laptop for work/ zoom meetings at the same time in my home. This makes work from almost impossible if all household members need to be online and participating in live meetings.
26. I have worked from home for 8 years now. When I first started working remotely, my only internet option was satellite. I would consistently use up all of my data and had to purchase more to work. I could not afford an unlimited plan. If it rained or snowed I could not use it and had to utilize my phone as a hot spot for backup. It was terrible. Then, a couple years ago, CenturyLink fiber was extended to our road in northern Kanabec County. I have been able to advance my career since getting high speed broadband - earn a doctoral degree through an online program, continue to work from him, and start a consulting business - all from my home in rural Kanabec County. It has been life changing.



27. I pay 76 a month for the internet to only work on two Devices at a time. It is slow also during at home learning it can be a nightmare. I have 6 school age children at home trying to get on classes all at the same time. My kids grades have suffered a lot due to the Internet and in my area you can't upgrade. I live on tribal lands and we only have one option for Internet and is the lowest and slowest one. I had to get a hot spot just to get a good signal to do my college classes
28. I pay for 20mbps but centurylink continually can only provide 10-11 mbps. We have 3 kids in school that need the internet and it is so bogged down when they need to do school online. It hinders their learning.
29. I pay for centurylink, and have the fastest speed available in my area (which is the slowest speed offered). Most of the time, I turn the internet off and use my cellular data whenever possible because my wifi is slow and disconnects whenever it feels like it. I am currently a distance learner for school, and have had to go to other people's houses or public places with WiFi access to complete assignments and exams when my internet doesn't feel like cooperating. Centurylink has not offered any solutions.
30. I tried to purchase a second line and frontier refuses. Frontier had poor internet in my location and tells me I'm at the end of the line for power to reach me. Frequent disconnects and very very low speed. I have a distance learner in 8th grade and a college student from the U of M. They suffer for inability to connect or maintain a connection at times.
31. I use internet for on line college classes and watching movies and shows. When there are major updates it has taken as long as an hour to down load and then to turn off computer and restart to finish updates can take almost as long. When you are working with a time line for class assignments this is very inefficient and has caused assignments to be late. While watching moves on my Smart tv it will come times lock up and is frustrating.
32. I'm a teacher and my internet does not allow me to record videos or host google meets without glitches or the video cuts out. We also have 6 people and if we have more than a few of us on Wifi, it doesn't work well.
33. In general in this rural area, we have very slow internet. With a husband who works from home and three children needing their divices and Mac Books for school, it is impossible for our internet to keep up with our needs. Often our phones will all be on cellular data and we utilize hotspots when it important not lose connection with the internet, such as work meeting or online class. We often will get kicked off and have to restart our internet. We have tried upgrading modems, and moving our modem to a more optimal spot for coverage of our entire home, but as speed test shows, we are barely getting 10 Mbps.
34. It goes down alot with it using cellular and hard with 3 kids doing distance
35. Lived in the Twin cities for 30 years and I am used to high speed internet. Moved to Mora, Minnesota where the internet speed is very slow. Difficult to do kids schooling etc.
36. Many days to be able to work from home as well as have the kids do their school work, but there are many times that we are dealing with our connection trying to get its job done while we are in a freeze. We need help to get more
37. My 2 kids are being home schooled and when the internet service goes down they get a absent from school for no being in class. we have to call the school and let them know our internet is down so they can be excused.
38. My children when doing school work from home get disconnected all day long. If one child is working with their teacher and the either one tries to work with their teacher the internet goes down. It is slow and does not stay connected.



39. My husband & oldest son work from home, so internet is top priority. Both jobs require fast internet speeds. Also both kids do online school. We cannot stream movies when the kids play video games on their computers. Our internet is not reliable.
40. My kids have a very hard time doing online school work because our internet doesn't work or is extremely slow. I've called multiple times and get no answers or help.
41. My kids have been working from home the past year - my job I work from home 2.5 days a week. We have had good luck with our service - sometimes it is slow, but that has always works out.
42. My son is home schooling and needs internet service. I work from home and when I have zoom meetings and he has school the connection is very unstable.
43. "My wife and I are both teachers (my wife teaches exclusively from home and needs good internet service).
44. My wife and I have 6 kids, 5 in the home. We were promised 40 mbps, but 25 mbps is the most we ever get realistically. When the kids are doing homework, gaming, have friends over, or we try to watch more than one movie at a time, we experience serious lag or get kicked out totally. Homeschooling was very rough! If more than one kid had a google meet at a time, both would most likely get kicked out and no one could even use the internet while someone was on a google meet. It would be really nice to have fast reliable internet, especially with times changing and being uncertain. I have friends in different areas that get up to 1 gbps and rarely have problems yet we are left in the dark basically. I just took this test and our actual mbps download speed is only 10.76 mbps, our upload speed is 3.07 mbps, ping is 58.26 ms and the jitter is 22.67 ms. I feel like I am being taken advantage of only getting 1/4 of the internet we pay for.
45. My wife and I work from home. One student Home school other in collage.
46. On a good day our download speed is 6. I have battled for many years with Frontier to get this high of speed. I have a college student doing school on line, I work out of my home ,and homeschool. We are paying way to high of a price for the low quality of internet we have, but there aren't options here. I've had to drive into town, 30 minutes, at times because our internet went down at home and kids had schoolwork that needed to be completed and handed in to their on-line school.
47. Only have had it for 4 months to do distance learning
48. Our internet goes out and is unavailable to use a lot, sometimes it's out for a short time and other times several hours. Makes it very difficult for the boys to do their homework.
49. Our internet has always been slow. Sometimes we have to disconnect devices so the kids can do their school work on their chromebooks - otherwise its so slow, they cant navigate their programs. Other times we will be watching netflix, someone else may be on another streaming network and one of us will have to shut it off so the other person can watch their show instead. It seems like any time there is a holiday break from school, the internet glitches and goes out .. sometimes for 1-3+ days - talk about SUPER inconvenient. Especially now too because our cable TV streams from internet! So when the internet is out ... so is our TV!
50. Service is iffy and slow and if the kids were doing online schooling we were kicked off all the time.
51. Slow, afraid to work from home or take online classes. Will sometimes kick me off.
52. Would prefer faster internet because it gets bogged down with 4 kids doing schooling and it freezes up. Also with gaming and smart TVs and living in a world of technology things don't always work with so many kids and devices."



53. Terrible customer service. Our broadband is on an existing phone line so the internet gets bad with any rain or wet conditions. Can't connect everything at once, sometimes I can't print on the printer from my tablet because it won't connect at the same time. When the kids were at home for school they had difficult times connecting on zoom- they couldn't connect at the same time if they had classes at the same time. We had to purchase additional internet options because they couldn't connect at the same time for schooling.
54. The internet in the home tends to not work when needed. I have an 8 year old in the home doing homeschooling this year so it's very important for us to have working internet.
55. The internet is extremely sketchy. Some days there is no service at all, even though when you call CenturyLink to complain they state there is nothing wrong on their end. Very often we have to use hot spots to try and get any service. Working or studying from home is extremely frustrating. We need faster, more reliable service in this area!
56. The internet is horrible. I can not work from home and I am required to. This is my only option for internet.
57. The internet speed coincidentally "drops" when there is town events or events at the high school. We use satellite internet and it still drops at the same time while the students are using a high amount of devices such as smartphones. Internet speeds slow to almost a crawl during the distance learning period during the Covid-19 stay- at-home order. The only time you can get decent access is during the early morning hours before 9:00 A.M when the students are not in school and the local businesses haven't completely opened.
58. The only option for me is satellite internet. It works at times, but is very unreliable and costs \$80 a month even though it doesn't work properly! I am a teacher and need internet at home.
59. The only option I have at home is century link and broadband is not an option. I have slow internet and only 1-2 devices can connect at a time or the devices crash. We can't stream movies and takes the kids a long time to download school work or submit items as well as poor reception for zoom calls. There is satellite internet options but expensive and has limits. I run a small business from my home and have to use my cell phone internet as a hotspot to do work. Creates a problem when I run low on high speed data.
60. The wife and I work remotely and not having high speed internet limits our abilities to work efficiently. Our kids are also in school where internet access is essential. They ended up staying at our primary home in the cities due to poor internet speed at our Aitkin property.
61. There isn't much to tell except as a family of 5 and one kiddo in school, we need internet that's fast and reliable.
62. There will be days it is fine and others kids can't even do a zoom call for school without it dropping. Or it is just too slow.
63. They never put the wire in the ground years ago when the service was installed-and despite requesting it be done several times it is still hanging between old wire fence posts or on the ground. Snowload, trees, animals, water in the ditch all affect the reliability. It goes up and down all day long. Having been working from home and 2 kids on remote learning we have had to share the WiFi and go between sharing that and switching to a cellular hotspot using our cell phone data.
64. Too slow. It was difficult during distance learning for my children (their lessons and videos froze up or wouldn't load) Also, I had difficulty working from home as my Google Meets would freeze and videos wouldn't download.
65. We are a family of 6 living in rural Mora, MN. I work from home and my husband is an essential worker (Teacher). It's been very difficult to work from home without adequate



internet. During Covid (stay at home order), my husband was rarely able to get online to work with his students. The internet was a mess. My husband was home for months and had a very hard time connecting with his students. Our children have missed classes and zoom meetings for school and work multiple times. Even lately our internet is so poor that many days my husband and I have been unable to work. This is especially sad for his elementary students. We've never really had good service since we moved here in 2010. It's been worse since the pandemic. Our county is medically underserved and is one of the poorest counties in Minnesota. Overall, our area should be one of the first to get better internet service, to help all people in need, regardless of their financial standing. People in our area are really crying out for reliable service to help better their lives and their children's lives. Many can't afford cellular internet or other forms of internet service. We need something affordable and reliable that is offered to everyone. We are in Knife Lake Township/Kanabec County.

66. We are Crow Wing county, but in the Aitkin school district. We have 4 kids in school and when we were quarantined for Covid in November, only 2 of the kids could be using the internet to download, upload or watch videos. If more than that, it wouldn't work. It's supposed to be 10 service, but it tends to run closer to 6. It's extremely frustrating when having to do school or work from home when we all have things that need to be done and we have to devote different time slots to do so.
67. Note: While distance learning, everyone else on our street was also using the internet as well...which they had no issues with."
68. We are not able to do a Zoom/video call with the current Century Link internet that we have. My daughter and I are not able to both be on our computers at the same time, me working and her distance learning. Very frustrating.
69. "We are/have recently been: Educators providing distance learning and school administration, Students accessing class, Consultant providing nonprofit management solutions, Board member for nonprofit... The slow speed and unreliability of our internet has made it almost impossible to function...especially during the pandemic when we were required to participate via Zoom
70. We can't get high speed where we are at and have had to do satellite and it never lasts very long with limited GB. We own a business and have children in school who need internet access.
71. We do have internet access but during COVID homeschool, we did not have enough to go around. I have 8 children and no more than 2 of them could be on a virtual meeting at a time or I had to not be working, which I was doing remotely at the time. Our speed slows to a crawl everyday about 7pm until sometime during the night. We would love to have the option for an option other than satellite, which is also incredibly expensive!
72. We do not have reliable internet. We need to have reliable internet for school and work purposes. Many times when we try to get on our devices, we have no service. We have purchased extra boosters and done everything the service techs tell us when they come out. The service is very over priced for the amount of time it doesn't work properly.
73. We had to get internet due to distance learning. Before Covid we had no internet connection. Because of the expense of the service we had to forego other important expenses. Sacrifices had to be made. Our service isn't reliable and has caused problems with school work.
74. "We have attempted to complete distance learning with our two children via our mobile hotspots. We attempted to get a internet provider (century link) but when they arrived they said it would be less than dial up. They stated that they have a higher speed internet but it is 1/4 of a mile away from our home so we can not have access to it. Hotspot / cell phone



internet is limited as well even with new phones and the tower being only a mile away. As I sit at home typing this message I have one bar of service on my phone. "

75. We have been sheltering our grandchildren and our adult children during the pandemic. Because our internet is so slow we had to have a second DSL put in 14 months ago. Our family is using internet for work, distance learning and entertainment. The number of devices reported above reflects the connections we need each day. The second line is a little faster, around 9mbps but our first line is painfully slow <6mbps--in order to watch tv we have to shut off wifi to every other device. I own a small business that I run from home. Our internet goes out almost every time there is a thunderstorm so we have started unplugging both modems whenever a storm comes through. Frontier has been honest about the slowness of our first connection. Wish we had better options.
76. We have wires above the ground from a broken box to our house. Half of the time it doesn't work. It is better then dial up but it is very slow. Only one person can watch video on phone or tablet at a time. It was a huge struggle when distance learning took place and I had to work from home.repairs are sometimes a week out. We have gone a week plus at a time without internet due to no fault of our own. Weather also changes the speed/service some days .. usually when son has homework to do. I failed a math college class because of poor internet coverage. I lost service during the middle of my math final.
77. We maybe stream one movie a month. We occasionally play games on our gaming system, which means maybe two three times a month for a few hours. We do use our devices on a daily basis using the internet. We always run out of data at the end of the month some times half way through the month. We usually still have internet but it is much slower. At one point when we were distance learning we had used all our data and we couldn't use the internet for two to three days. Being as I am I teacher trying to do google meets and my daughter was doing the same for class. . Needless to say it was very stressful. Even the "last night data" didn't work. I don't know how people stream shows and movies all the time.
78. We needed it because of Covid. Our kids had to do school work from home.
79. We only had the availability of satellite internet until a couple of years ago. Centrylink is our only other option and the speed and reliability are questionable at best. My children came back home from college during the pandemic only to leave because they were not able to distance learn secondary to our home internet capability.
80. We only pull about 2.5 mbps on a good day! We can only have one device streaming at a time or everything else buffers or just won't connect at all. Online school for high school child extremely difficult! Nothing else available for our area! or (pay high dollar satellite) & won't guarantee speeds either!
81. we work and homeschool from home. When more than one computer is going the service is highly impaired, the internet frequently freezes up or crashes. It is hard to get continuous and fast, reliable service. If we watch live stream on our TV everyone has to shut off their devices and put them on airplane mode for the live stream to work.
82. When the kids (3) are doing homework, I cannot even browse on my phone. I feel that it takes them a significant amount of time to do their homework because it takes so long for the videos to load/buffer.
83. When we do speed tests we typically get download speeds of about 4, not the 10 promised. Before our school went back to in person learning I had 3 kids doing remote learning, but internet would only support one on a zoom or video conference at a time. So we had to make them take turns and decide what class was most important. Also, they were unable to



upload assignments so we had to drive into town and sit in the library parking lot to allow them to upload their assignments.

84. Wife is a teacher and had to teach from home during start of pandemic and had to drive to town and teach from her vehicle in parking lot due to slow/unreliable internet service at our home. We unreliably get 10mbps most of the time around 6 or 7. If on a skype meeting, the other spouse can not watch videos on phone nor surf the internet due to slow speed. we also had a security system that uses internet plus Amazon Alexa. at times we have had to unplug our Alexa and home security to skype or do home video trainings. due to our remote living, our internet is our safety net at home as we need to use wifi calling due to poor cellphone coverage in our area also.
85. With all the home schooling that has happened over the last year, Internet speeds have slowed way down. I have continuing to notice that Friday evenings thru Sunday afternoon speeds & reliability are at their worse, with most of the time not able to connect nor upload/download anything.

Use - Healthcare

1. My wife is a transplant patient with the U of Mn and we can't video conference with her doctors because of how slow our internet is."
2. Doing school
3. I am a doctor and have thought about moving out of the area secondary to lack of reliable internet, it makes it nearly impossible to work at home. Internet in greater Minnesota should be as fast and reliable as for those who live in the metro areas.
4. I am paying a king's ransom for internet that is turtle slow and highly unreliable. There are days that I am unable to be connected more than I am connected. Zoom meetings and telemed meetings are next to impossible. They freeze, quit, crash, lose volume, and are unable to connect to at times. I have several health issues and being able to connect via computer with my health care providers is essential. I use on average only 5 gigs of data on my computers every month because it is so slow and frustrating I find myself using my phone for most applications. It takes me 4 times as long to complete a task using the internet as it does on my cell phone, and that service is not great either, but still better than the computer. Frontier has graciously offered to cancel my internet service without penalty because they can only promise 2.6 MBS of download speed out of the 6 MBS I am paying for. However, I'm sure they know they are safe offering an out when there is no other choice for service in this area. This allows them to offer speeds way below the speed I am paying for without getting into trouble. I was paying \$65.00 a month prior to my move up here for fiber optic at 1 GBS and am now paying \$102.00 a month for 2.6 MBS or less. Last I checked, it was 2021 and the technology is available. I realize it is expensive to install and maintain. It is hard to recoup those costs in a low population density area. However, I moved from a rural area and was still able to get fiber-optic at a reasonable rate. The State of Minnesota has allocated monies for the improvement of rural broadband, and I realize the need is great and the money only goes so far. But until more money is allocated, something needs to be done. Thank you!
5. I must have reliable internet because I am in regular contact with four different health care systems - there are often questionnaires to complete or care providers to message. I have the least expensive possible tv service which Midco requires to have in order to have necessary internet. My cost is approximately \$98. per month or more than \$3.00 PER DAY. This seems distinctly outrageous. I live in a building of seniors. There are 24 units. So Midco, the most frequently used provider here, is receiving thousands of dollars per year. While their internet service is usually quite reliable, it seems once people are wired in, Midco does nothing except



<p>increase the monthly cost while expanding their geographic service area. Thank you for attending to this required internet utility and may the cost become affordable. Best. peace.</p> <ol style="list-style-type: none"> 6. We have Midcontinent, but I live in North Branch. I work in Pine City and Mora, and know that there are issues with internet availability which affects our ability to treat or see patients through virtual means. I am very happy with Midcontinent and their services. My husband works for Comcast and I know they are expanding too, which I think we be a good thing to all rural areas, especially this area. 7. We live in southern Aitkin County. We can not get dish supported tv due to forestation. Our access to tv and our ability to work from home rely on our internet access. We can only use one device at a time in our home due to slow internet service. Our internet service goes out on average about 2 evenings per week. We certainly couldn't rely on our internet service to support medical devices. 8. We would like to use internet to reach out to people that we used to visit face-to-face. Because of Covid-19 we are now writing weekly letters to those people who are homebound or residents at assisted living or nursing homes. So our ministry could be enhanced if we could use iPads or some other means of reaching out. Please help us find the resources to enhance our internet capabilities. Thanks.
<p>Use - Tribal</p> <ol style="list-style-type: none"> 1. I pay 76 a month for the internet to only work on two Devices at a time. It is slow also during at home learning it can be a nightmare. I have 6 school age children at home trying to get on classes all at the same time. My kids grades have suffered a lot due to the Internet and in my area you can't upgrade. I live on tribal lands and we only have one option for Internet and is the lowest and slowest one. I had to get a hot spot just to get a good signal to do my college classes 2. My current internet speed is good for watching tv like Netflix/Hulu/Disney+, but it not good for gaming. I work for the tribe and we run multiple Groups/Clubs where we meet on zoom. The internet is good for talking and such on zoom but if I were to play a video on YouTube, the Youth tell me that it is unwatchable because it freezes and it is too pixelated to watch, so having better internet would amazing not only for Personal Reasons but also for Work Reasons. 3. We are located only 1/4 mile from a road crossing that just had fiber put in, but we cannot access it because they didn't come down Hwy 65. So here we sit with less than 1 mbps speed and try to work with that. Very frustrating.



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