

# Bailey Broadband Survey Report Attachment

June 15, 2022



## Business Survey Comments

- We had major internet outages last year which makes it almost impossible to do business because nearly everyone pays with cards and not cash
- Our Century internet is not horrible, but needs to be more stable with less outages...
- Centurylink is unreliable and disgusting. They are unwilling to put any capital resources to bear to improve service in terms of reliability or speed. They should be fined as an unreliable monopoly.
- The providers are the problem. Wake up Park County, we are 40 minutes from Denver and I work remotely. I have no internet besides 1 cell tower. I cannot use satellite for security and caching reasons.
- My business purchased property in Bailey to utilize as a short-term rental. We purchased in Bailey, in part, due to the 'availability' of broadband internet. To date, we've been unable to secure internet from any providers due to a lack of capacity. This has been extremely challenging and has impacted our desire to invest further in Park County.

## Resident Survey Comments

### "Reliability" comments

- This whole area is begging for faster, more reliable internet. My wife and I have been using our unreliable service the entire time we've been trying to further our educations. Our internet has quit more times than I can count (I call at least once a month to complain and request a bill compensation). I can't even monitor my security cameras because of the bandwidth constraints in my community.
- We currently have Centurylink and before them Qwest. The cost has only gone up while the quality has only gone down. Internet constantly goes out sometimes for more than day. Centurylink is the largest internet provider in my area but, it's obvious their equipment can't handle the demand. As poor as the service is Centurylink is still a bit more reliable than the other providers, at least according to other company consumer reviews. If Park Co has a solution I'm all ears.
- CenturyLink is completely unreliable. Paying \$56 a month for almost 8-9 mbps per second is such a joke.
- Our internet is very spotty. Sometimes it works OK but mostly it's slow and intermittent. Sometimes it's so bad we can't even type an email without waiting for every keystroke.
- Century Link goes out often, they have terrible customer service and we don't get anywhere near the speeds they promised us.
- I would pay up to 200 a month for fast reliable internet. Also waiting on starlink to be delivered by keeps being delayed.
- Connection keeps dropping, up to 10 times a day. Meetings, medical, anything requiring consistent connection, are not practical.
- DSL is down multiple times a week. Sometimes slow 1.5-2.5 MB speed for days

- Century Link is THE only company to provide internet to my part of the neighborhood. They are the worst service company ever, bad service, little to no customer service. We have had them out for repairs at least 6 times in the last year and the repairs stick for weeks at best, days at worst.
- On and off all day and night, unreliable. Already paying more for internet than currently receiving.
- The "10% to 15% more per month" increase would depend upon the speed and reliability of the new service. A worthwhile improvement should quadruple my current 20 / 2 Centurylink DSL. I'm on the Starlink waiting list at \$110/month which is almost double my Centurylink.
- Would love a reliable option for internet- it would make living and working in Bailey more of an option
- We are in a blind spot on Spring Valley Rd that cannot receive Rise Broadband. The only other option is either Viasat/satellite or continue to use CL DSL (15MBPS). In the summertime, service frequently goes down on CL. Whatever happened to all those Federal programs to give remote areas broadband? I retired from Federal Svc in 2021 and moved back to my home in Bailey only to find that it isn't much better than the old dial-up connectivity of 1996. Ditto with Verizon cell svc
- If the wind blows service gets slower. Century link does not care because they know we have no choice
- The problem isn't the speed, it's that Centurylink is down/not working at all once or twice a month and is out for a couple of days sometimes. I've gotten as high as 40 and 5 for the speed and pay \$59 a month. The only service besides internet is the security cameras.
- We also know there are limited cable pairs left in our line on our street. They have been damaged and are unreliable.
- I would need guarantee the service was not shutdown on a regular basis too. I go 1-5 days a month without internet regularly.
- Our internet is off daily for hours at a time
- We can barely use more than one to two devices at a time because of how slow and patchy the service is. Service glitches all day long every day.

#### **"Satisfied Customer" comments**

- I am satisfied with the internet speed I have but higher speed would be better so we catch up with the rest of the country.
- I live close to the CenturyLink box so I'm lucky. I know a bunch of people up here don't have good internet. Satellite internet is a joke. Getting reliable high-speed internet to your citizens should be a priority. I've chatted with the CenturyLink technicians, and they have told me there is no plans to improve the internet in this area. That was a few years ago, but I'm guessing it hasn't changed.
- I think the internet service in our adequate.
- My internet needs are modest, email, routine surfing, and audio streaming, no TV or other video streaming. My experience with Century Link DSL has been very positive, good technical support, pretty good reliability, and no bandwidth problems.
- While I do not require Fiber Optic speeds, I realize the value in improving the existing backbone infrastructure to provide such bandwidth to those Businesses and Households that could benefit from High Speed Internet. It would help the High-Tech professionals who would like to live out of the city and still work from home. And it would entice Tech Industry to locate in Park County.

- The service from Neteo has been very good. but speeds are slow, especially in peak usage hours.
- What we have now through Century Link is fairly reliable but we would definitely be interested in getting higher speeds as long as the cost is reasonable.
- Generally, I am happy with the Download speed but rarely with the Upload speed. And always I am not satisfied with the price.
- Mostly the Internet is fine. Sometimes it works sometimes it doesn't but most of the time it's good.
- I do not support the concept of government-provided internet. This should be provided by the free market.

#### **“Low Customer Satisfaction” comments**

- Century Link is difficult to deal with and they simply don't care about sparsely populated areas.
- Why would I need to pay more for my internet? It's obscenely overpriced as is, for speeds that are many times lower than others paying the same price.
- I feel like we currently pay a lot for very low internet speeds.
- I signed up and tried to have Century Link installed, but they refuse to build another transformer and offer me service
- Centurylink is such garbage. When I moved to Bailey they claimed my house was rated for 40mbps. So I bought the house. Grats me on 7 mbps. I work from home and it is a constant struggle.
- We lose our internet service often and it's hard to get in contact with century link. When we have internet it buffers continuously some days and works well others.
- Century Link should be fined for intentional under-servicing
- I'm currently waiting for delivery of starlink. Century link is terrible but there are no viable alternatives at the moment.

#### **“Work From Home Needs” comments**

- Had to rent an office in Denver for zoom meetings during COVID for work. Really costly for me let alone dealing with traffic, weather etc.
- My work takes place via VPN with lots of video calls; neither of my internet services do well with these requirements. I usually have to use a phone for audio and the internet for video to avoid missing critical information when my screen freezes. Also, the service is very slow during peak hours with streaming TV often very slow. Bringing fiber out to us would be a welcome change. Thanks for the consideration!
- I'm an online graduate program student who needs to use internet daily. My husband is also working from home. We need reliable and fast internet. The current internet is not reliable. It often went down and we had to wait for it to come back for a long time. We tried to find the good and fast internet service provider, however, there are not many choices available for this area.
- We are just moving into the area and desperate for better internet. We both work from home and it's not fast enough.
- Please, please do whatever you can to get faster internet speeds in Bailey CO. I work 100% from home and can barely do zoom meetings. Increased internet speeds mean higher property values and better quality of life for all of us including better education for our kids. Thank you for doing this survey!

- I am very interested in what you all are trying to do. Broadband has become vital for my work, and we pay over \$100 per month for a pair-bonded DSL line. I'd be willing to pay significantly more, but simply cannot get faster speeds.
- Absolutely. Working and studying from home is always uncertain. My girlfriend and I need to stagger video meetings and high bandwidth activities to not impede each other's workflow. We also cannot stream music or television if another person is working on the computer, due to bandwidth restrictions.
- Service is very slow, and on days with bad weather, it's prone to go out. As I work from home a few days a week, this is not ideal, especially when my office is an hour away, and I deal with sensitive client data. As the county grows, and more people work from home, fast, reliable, and affordable Internet service is a must. Internet service should be a public utility as well. I'd vote for a county bond to help have broadband installed in the county. Please help make this a reality.
- We are barely able to work remotely and have to stagger our schedules in order to not use up all the bandwidth. My boyfriend had to turn down a better job as they did a speed test and required > 25Mbps. We are also paying a lot of money for Dish Network. An equivalent streaming service would be 1/2 cost. We desperately need better internet!
- Would love to get fiber out here. I work from home for a telecom company & find it funny I lay routes for fiber all day yet have slow internet myself.
- Everyone up here works from home and is in dire need of faster internet! It's actually making people need to move or relocate closer to Denver for more reliable internet.
- Having 2 work from home adults and child in school on line is almost impossible. Only one person can be on line at a time. We have been forced to go to Starbucks or down the hill to work. Cell service is awful back here and have changed to at&t as it works best but is most expensive. Have tried Mobile hot spots from tmobile, Verizon and at&t and none work
- Difficult to work from home with unreliable and slow internet.
- We are frustrated looking into all the options for our new house. It's either not available, crazy expensive, low seed, or unreliable. We've starting to get really worried especially since my husband works remotely.
- I work remotely and host workshops and training sessions. So, reliable and fast is needed for me!
- I work 100% remote as a teacher. Better internet will help us in many ways... work, increase property value, etc. This is the year 2022! Let's get with the times!
- I work from home and my son will soon start online schooling. I'm worried there won't be enough bandwidth for both.
- I have a remote teaching job next year and am worried about my ability to teach from home. Out internet is not great and super expensive
- Our daughter does classes online and I run part of our business from home. Our speed doesn't allow everyone to be on at the same time especially with zoom or streaming.
- I use Centurylink, the connection constantly drops. I cannot produce film or other media due to connection issues. I had Fiber in Littleton, the connection was not perfect but I was able to run a film studio.
- Satellite internet is super expense, has inconvenient data caps companies don't often account for, and can be unreliable at times. Reliable, affordable, fiber or cable broadband would be wonderful. As someone who works from home and has for the past 7+ years, the improved work environment and peace of mine would be as asset to the community with access to better, broadband internet.

- We desperately need high speed fiber internet in all of Bailey. I would love to have it here in Will-O-Wisp. I work from home, and I need at least 100 download in order to do my job efficiently. ALL of Park County needs access to high speed internet! No more excuses. Let's get it done!
- Between school and work requirements, our internet cannot keep up with our needs which forces us to go down the mountain to find reliable internet. Also, the internet has gone out 1 of 14 days the past 6 months. Not sure what changed exactly because 4 years ago the internet was just fine at my house.
- Current Century link states up to 8mbs, but we often drop to below 2 mbs. It is almost unusable at times. Our DSL is not usable by 2 persons working from home using intranet connections.
- We have been with Viasat for 2 years, but pay about \$160/month & still run out of GB and get slow speeds. That makes school work & working from home + recreational use for TV/movie streaming difficult on weekends & evenings when things slow down. It's very frustrating.

### **“Entertainment-related” comments**

- My internet speed is not fast enough for any of the streaming services available to me. Web pages sometimes timeout before fully loaded. Allotted data per month is quite low, then speeds are slowest. No better service available.
- We don't even have good enough cell service to create a hot spot or stream from our phones let alone search the internet.
- I am retired so I do not have the need to work from home. My internet is so slow that I cannot stream movies and it takes forever to down/upload anything. I was going to have my land line and internet disconnected because I never use them, but then after Covid happened decided to keep it. I use my cell phone for all of my internet needs
- DSL service is spotty at times. We can be streaming a movie at night and suddenly get a buffering condition (random) that usually does not resolve in a timely fashion. Service drops throughout the day are not uncommon. Trying to do concurrent things (Zoom, streaming a movie) often pushes the limit of our DSL service.
- In addition to work, I use the internet for entertainment subscriptions. It is VERY frustrating to have a movie, show, etc. buffered, or dropped due to poor connection. This happens regularly. This impacts my quality of life.
- While strictly for entertainment, the constant buffering if there's more than 1 connection being used is aggravating.

### **“Real Estate related” comments**

- I recently purchased property in Bailey and did so based, in part, on there being multiple options for internet. Since purchasing, I've been unable to successfully get internet installed due to a lack of capacity from Rise, CenturyLink, and Starlink. Satellite isn't an option for us because we WFH and the bandwidth/latency doesn't meet our needs.
- While I am lucky enough to have it, only having 1 land-based provider (century link) is detrimental to growth/ modern life in Park County. More and more internet is like a utility that is necessary. My parents are in Montrose and have Fiber in the house for \$50 a month. Sure, we won't get there, but an improvement would be welcome.
- We are selling our 800k home because of the TERRIBLE internet and service from centurylink. We pay \$60 a month for 1mbps. Yet 0.4 miles away deer creek elementary has fiber!

- Broadband internet is a requirement if we wish to remain environmentally conscious of carbon emissions. Many, many Park County folks are unable to work from home purely because of sub-par internet infrastructure. Thank you for pursuing a solution to this issue.
- We need faster and better internet service out here!! I was lucky enough to get on 30mbps but it's extremely slow for what I need to be doing. Every neighbor of mine works from home the majority of the time and nobody has reliable or fast internet. My neighbor has to drive down to Lakewood during the week to work at a family member's house because her internet at home is not fast enough. So many people in Harris Park need it.
- Although we have enough speed to 'sometimes' watch a movie via internet stream, I am also very often driving to the library to access internet to accomplish work & life related required activities! My internet experience in several third world countries has proven better than Park County USA! Wake up America.
- In these times where nearly everything is done on the internet, we need reasonable fiber internet. Given the grants provided for rural internet, we would like to see Park County provide decent internet service for our community

#### **“Costs and Willingness to Pay More” comments**

- I would pay twice as much for better Internet.
- Willing to pay 200 to 300 a month for the fastest possible speeds with an unlimited plan if possible. I am north of KZ Ranch and Harris Park.
- Would pay more for consistent reliability.
- Century Link is terrible. I would be in favor of a tax increase that proportioned funds to upgrade internet service in Bailey (and surrounding) areas. Internet service has proved to be problematic at times.
- We need better internet in Harris Park please. I would be willing to pay more in property tax to get this.
- I would be willing to pay 100% more for reliable fast internet!
- Willingness to pay more depends on guaranteed speed and price options
- We already do not get what we have been paying for, so we would agree to pay more for reliable fiber optic service.
- We've been promised higher speeds and paid the additional cost, but the increased charge for increased speed never actually changed internet performance. We've tested it multiple times. Nothing changed other than what we pay.
- We are in between subdivisions- mill iron D and Deer creek ranchos. We would like to pay to connect to fiber that is at the elementary school.
- We have 100GB 'priority allotment then after that, we get what's left. It's always bad in the evenings. We can't stream movies or shows.
- With Hughes Net it is the cost for 30GB of data and the high latency that makes me willing to switch in a moment's notice. While I can work from there it is difficult.
- Century Link DSL at my address is 7Mb down, 768Kb upload. Rise unable to provide service. I signed up for Starlink a long time ago and purchased. I was extremely hopeful but any Zoom/Teams/Voice communication does not work.
- I already pay over \$100 per month for internet, cannot afford more. Century link should be held to the speed they sell.
- Currently pay \$110 a month for Starlink.

- We have the option to pay a higher cost for our current provider to get a faster speed. We are already paying \$95 a month for internet only. For that amount we are unable to stream or participate in zoom or other digital meetings. Even without streaming or zoom calls we typically run out of bandwidth each month.
- There is currently an initiative to bring fiber to our subdivision, but the monthly rates they are asking are way too high. Plus, they need 75% commitment with putting \$200 down for installation, and we wouldn't get it until the end of 2023 if it even happens. We are not going to be signing up for that but would love better/reliable internet service.
- The only available alternative in my area is satellite and the satellite company charges \$150 a month with a ridiculous data cap of 150 gigabytes of data that requires a contract promise of 24 months. Yes, the speed would be faster, but that type of cap could be met in just a few hours if your whole household streamed tv, played games over the net, and worked via zoom. Basically, only one person can do anything on the internet at a time now without getting stuck loading a page at 20mbps.
- ITS SO BAD I HAVE 2 INTERNET BILLS CENTRY LINK AND VIASAT!
- CenturyLink is the only provider currently available to Will O Wisp residents and 10 MB is the max speed they say they provide. The max speed is not actually available.

#### **Miscellaneous comments**

- This whole area is begging for faster, more reliable internet. My wife and I have been using our unreliable service the entire time we've been trying to further our educations. Our internet has quit more times than I can count (I call at least once a month to complain and request a bill compensation). I can't even monitor my security cameras because of the bandwidth constraints in my community.
- Please help us get broadband/fiber. Thank you!
- We are not able to get internet where we live. Anything would be nice.
- Please bring better internet to Harris Park.
- We need this so bad for our communities.
- The service becomes nearly unusable when everyone is home from work/school.
- Service slows during high-use times of day. Sometimes unable to stream video. Radio-based services (NETEO) not available in my location.
- Download speed is very unpredictable, depending on time of day and weather. As a side note I have a spreadsheet showing daily speeds from May, 2020 to present. Let me know if this would be of use.