

Written Comments included at end of Cellular Telephone Survey

- I live in Pleasant Point area and the coverage is not very good
- Build the towers. Send the hippies, artist, trust fund babies, and just plain whacko's that remote area's like this attract to Canada to escape civilization. The Canadian's will just ignore them and do what is best for the majority of people without all the hoopla and hearings.
- My workplace is beyond Princeton and once I hit Woodland Hill in Baileyville, service abruptly ends and weakens in Princeton. In the case of an emergency, I would not be able to phone for help. This is extremely important to me in the winter months and trying to get information home. Also, because I cannot get cellular service at my house, if my landline phone is not working, I have no service and home alone with 2 small children with no phone.
- At my house where I live I can not use my cellular phone. It would come in very very handy when I loss my home phone or I might be able to have one less bill if my cell phone I could use at home like a home phone.
- I have never experienced such poor cell phone coverage like now, before I moved to Washington County. Inexcusable and a rip off if you ask me. I would rather pay Tracfone, hey not a bad idea...
- I get ok reception in Calais, but traveling down route 1 to Perry and back and forth almost daily. I don't get reception at my house or most of the way until i get into the heart of Calais.
- The cellular towers in Washington county need to be boosted to ensure a higher level of signal bars.
- If reception was good all over the state or county, it would make more sense to have them around here. If there not good on reception, then why have any service at all.
- In the three years that I have had coverage in Washington County, there has been many times that I have not had service and needed it for either emergency or communication to family members. These times were along route 1 from Machias - Danforth in various areas and in many areas on route 9.
- Yes, we need more towers. Service is terrible in our area.
- We have a cell if for emergencies (on road) but coverage is so poor in most areas between towns, it's pretty much useless and consider canceling.
- We need to have a tower and or stronger tower close so we/I can use the phone in Jonesport-Beals area.
- The access to cell phones is fine, in my case and many others, the issue is whether or not you will get reception due to the lack of towers for service.
- It would be nice to have a cellular service you could use 24/7 anywhere you were in the area!
- Five votes on this form!
- Lubec area needs to have service. Most of the time you can't use cell in this area. Please help! Calls bounce off Canada towers which costs a lot.
- US Cellular phones do not work at all in the Woodland area.
- I don't like going 7 miles south of Calais, my phone says "no service". I was unable to use my phone in an emergency.
- I am on the road a lot and I have poor reception. Most of the time, I cannot pull over to side of road and put up antenna - even that doesn't help.
- Very important. Need more local towers!!!!!!
- You all have larger and more important issues that should be dealt with before this matter!
- I would purchase a cell phone if the coverage area/service were better.
- No service - Meddybemps to Route 1/9
- If you live and work in Washington County and cell phone coverage is marginal at best, then why subscribe to a service that you can only use part-time?
- Please feel free to contact me 207 454 7129
- Need to address fishing vessels - bag phones are best! New phones do not work!
- My service is good in Milbridge but I loose it so often along my travel route to Jonesport it is very frustrating (and unsafe). I know where service starts and stops.
- The areas in Washington County where cellular service might be most beneficial (esp. for safety or help) are the areas where service is negligible.
- Coverage in Princeton area, along Route 9 and in the forest near the Stud Mill Road needs improvement. Coverage in the woods north of Route 9 is very important for safety and convenience for seasonal dwellings.
- When friends call the sound quality is ppor. People trying to call in the Princeton area often cannot connect.
 - 1) Very expensive
 - 2) Very spotty service
- Eastport and all communities in Washington Co. should have cell coverage.
- I work 17 miles from home and there are several areas between Princeton and Baring Plt. where there is no service or where minimal bars appear.

- At our retirement age we would definitely have a cell phone again if reception was good.
- Were I a cellular company, I would NOT invest in this county. There is no gain to be made till 10+ years (poor return).
- Need to eliminate "coverage gaps" so individuals, businesses and public safety officials do not waste time and energy trying to locate a "high spot" on terrain so a call can be placed/received.
- Improvement should be now! I finally gave mine up due to poor service!
- Need better coverage in Perry, especially Rt 190 and Rt. 1 intersection. All along Rt. 9 is important also.
- We need a tower to cover Jonesport/Beals and Route 9.
- Because of almost no cellular access, we have just terminated our contract with U.S. Cellular.
- I would like cellular phone service to work in Eastport.
- We pay as much if not more than cell phone users in metropolitan areas w/ 1/4 the service - (bad connections - etc.)
- Ministry would be bettered by its availability county-wide.
- I regularly attend meeting in Bangor and Augusta. If I am involved in a conversation when I leave home, I have to say I will call you back in half an hour when I get near the tower in Machias.
When stuck off the road half a mile from my house, I could not get cell coverage to get pulled out.
In a boat on Passamaquoddy Bay I usually get Canadian cell service, at \$.62 a minute.
Whiting is a dead spot. At the scene of an accident there, my phone was able to connect to St George NB when other phones did not work.
Physicians at DECH are sometimes unable to get pages, although this is not a cellular system, it illustrates the problems of rural dead spots. Contact Beth Dodge for a copy of a letter that was written to the provider.
- The only reliable signal I get is in the IGA next to the diet soda display.
- I worry when traveling to and from adult classes at Sullivan High. There are dead spots no matter if traveling thru Gouldsboro or Rte. 182. I have become so dependant on my cell phone and its security it gives me.
- I don't use a cellular phone because it was more of a hassle than a help. The only time I would need a phone is in case of an emergency.
- Our work/business is Princeton-Eastport neither of which place can we get a signal reliable enough to use.
- I have to go outside to use my cell phone - not to good in a storm when we need help.
- Would like to see better reception (signal) in the Jonesport-Beals area.
- My comments are based on service in Washington County. I am very satisfied with service once you get around Ellsworth. I also support all areas of the County being improved - not just transportation corridors or largest towns.
- In the Jonesport-Beals area service is pretty much nill.
- The service is terrible unless you live in Ellsworth and beyond, not good service - Rt. 9, Rt 27, 202, too many to name. Plain and simple service is unacceptable.
- With all the technology today, it's hard to believe that we cannot get better reception on cell phones.
- I currently have not renewed with AT&T and am exploring alternatives. My cell phones does not work in my home and often goes into roam in Machias! I hope that your study is published in a public forum (results).
- While service is very spotty, some competition would help keep the price down. Thanks!!
- I pay \$70 monthly for my cell phone. I cannot get out on most of 191 and River Rd (picks up Canada. I live in Baileyville. No service at all and none in Princeton.
- For personal reason I don't drive. We both are seniors. If we lose electricity, phone don't work and I can't use my cell phone if my husband gets a heart attack. I hope we have electricity because can't depend on my cell phone. I pay \$41.77 a month for nothing, except when I'm traveling we can use it.
- I will not get a cell phone unless service is improved. Right now cell phones do not work in most of Perry, Eastport and Rt. 9 to Bangor.
- In Washington County you can be sure that in an emergency, your cell phone won't work.
- No service/reception in Woodland, along 191 parts of Rt 1. We always hope that any emergency will occur in service areas not having to walk several miles to get a signal.
- A cell tower on Baileyville Hill would complete the coverage from Calais to Topsfield and possibly Lincoln.
- Between my home and Ellsworth, I can't get any signal on my cell phone.
- Need better coverage in Washington County as well as state wide and need better plans and rates.
- I can get great access in Ellsworth or Bangor but hardly any in Jonesport, Beals area. What's going on????
What can be done??
- It is frustrating trying to use my cell phone in Lubec and areas between Lubec and Bangor.
- I am a contractor and it is very hard dealing with customers and ordering building materials with the cell service I get.
- We definitely need a tower

- The lack of adequate service sort of fits in with the rest of the attention we usually get "down-east". Doesn't it?
- Additional towers would be a great help as there are many dead areas. Emergency and safety reasons are my main concern. Karen J. White
- I feel more towers area must. A lot of people have phones hat can only be used minimally. Like I pay \$80+/month and get to use phone 1-2x/wk when out of town or local areas.
- The service is very poor. We need more towers in this area because of a lot of cell phone use.
- Would like to be able to be in centers of towns and be able to have service currently phone would say no service.
- I think it is refreshing to live in a place with very little cell phone use. Cell phones cause car accidents. They are very annoying when used in public places. I don't care to hear people's one-sided conversations at excessively loud levels. Hey, we existed without landlines for thousands of years! No one will convince me that cell phones are good, let alone necessary. Come on people!
- I have a cell phone for personal use at camp and travel. No service from Topsfield and Calais. No service at my camp - can get service in Penobscot County
- Improved cell phone use would really benefit my husband as he is a truck driver. We need this over the road connection. Our regular phone fee and a cell phone is a little costly. So we can only afford the home phone at this time. Any improvements in this Washington County area, whether it be cost or reception would be a big plus.
- Some sort of agreement. NB Tell should be worked out since they are who you pick-up if you live on the Perry/Robbinston/Eastport shore. On roam - yes, but what choice do you have now? Even pick them up sitting in Marden's paring lot.
- I only use my phone in the car with an antenna attached as that is the only way to get any kind of service between Perry and anywhere!
- Need more towers in Woodland, Princeton area
- There needs to be a cellular tower in the Baileyville area. It would save the mill money helping them stay in business as well as public safety.
- Edmunds/Whiting area has no access.
- Try to use Onstar phone service safety shutdown on phone
- I am unhappy about "roaming" fees. I don't have a problem with my monthly fee. However, I don't like driving around until I have a signal.
- Several "dead" areas along Rte 1 from Ellsworth to Milbridge render cell phones totally unreliable along that route.
- I would only use one for traveling if the price was affordable on our income.
- Many of the High School students in this area have cell phones. As parents, we like for them to touch base with us. With the current service anyone who lives past the Irving Station in Harrington has poor, very poor reception from there to Machias.
- Clear out dead spaces w/in the service areas.
- 1) It should operate without taking the phone off the dashboard
- 2) There are some buildings you must step outside to use
- It is convenient to have a phone I can use in the car but seldom turn it on to receive calls.
- My business cell phone is on board a fishing vessel. The tower my phone is on (460) is in Norway, Maine – every time I call my wife (or vise versa) at home, it is a toll call on our Verizon bill. The people at US Cellular were no help offering a solution to this. Boat reception is also poor.
- Coverage is the most important issue, overall service is ok but there are definitely places you can't be reached and that is unacceptable!
- It would be nice to be able to use my cell phone when I need to instead of when I can due to not having a signal when I need it.
- Eastport - Lubec International coverage from Canada makes service horrible and unavailable.
- Coverage is sporadic and not dependable - this causes personal safety issues for us.
- Coming from Connecticut I was not able to use Verizon or Sprint cellular phone service anywhere in my area
- Many areas on Route 214 and Route 86 which are seemingly close to the Dennysville tower have poor or no reception. Lubec and Eastport are almost without service. Route 9 from Wesley to Beddington is awful.
- For safety reasons, the reception problems in Washington County is unacceptable and needs to be corrected.
- Functional cell phone service is VITAL in rural areas, where we drive long distances in poor weather or work in the field away from landlines.
- I cannot use my cell phone when I am home so I had to get a landline. The only reason I have a cell phone is that I am never home to use my landline.
- Washington Cty needs to be brought out of the dark ages!!! Give us reliable cell service, please.
- When my wife feel and broke her back, I had to climb a mountain to get a signal and call EMS.

- I have absolutely no access/service in my hometown of Lubec. Also, very limited between Jonesboro and Ellsworth/Franklin.
- Rural coverage is spotty and only available on high pieces of ground. Rt 9 is not good at all.
- When I do get a signal from a US tower my phone is almost always kicked into no service because Canadian towers have a stronger signal.
- Wash. Co. needs to join the rest of the state!!
- When moving from Farmington to unorganized territory with no power or phone, we bought cell phones that were guaranteed to work in "all of Maine and all of New Hampshire". Unfortunately Trescot seemed to be in a complete void where we could only raise one bar, and that was only when the planets were aligned.
- Service is very unreliable. When you get disconnected you are still charged for the minutes!
- If by chance you get service in Eastport/Perry, you hit a Canadian tower and are charged huge roaming charges. US Cellular will remove the charges but it is a hassle. There is no competition for US Cellular in this area.
- Too many blackout areas in rural parts of the county and especially over Rt 9.
- My husband use to have a cell phone for his self-employed business, but due to lack of service and reliability cancelled. However, if we were to get a tower in our area, we'd both have one.
- I work in CT and ME. My phone is CT based. Most of my calls from Perry are routed through Canada at roaming rates--OUTRAGEOUS
- My only complaint is the limited signal strength areas (too weak to use)
- Owning a cell phone in this area is almost pointless due to availability of bars/reception
- The new phones are a joke. I would hope my life did not depend on one to get help!
- There are so many gaps in coverage. I basically can't do business when I drive from Whiting towards Eastport. The lack of continuity is frustrating. You either postpone calls or call when you get home. It has improved but there is much room to make it better. Thanks.
- Get better service in Princeton
- The reception in this area is very poor.
- My wife returns from work in Machias (to Eastport) 4 nights a week after midnight. Cell phone coverage is nonexistent along that route.
- Need to improve service in a lot of dead spots i.e. Cutler, Bucks Harbor, etc. (signal strength)
- What we really need is strong tower service for high speed internet and uninterrupted cell.
- No matter what you need your cell phone for, most of the time you can't use it. Please fix this problem.
- Can't always access phone with present tower locations here in area. Need more towers.
- I would be more inclined to get a cell phone if I was sure to get coverage everywhere. My husband travels to Bangor for work and I want him to have one in case of emergency.
- Consistent use of cell phones is impossible. Should only hope that a real need for services occurs in one of the few spots that has service.
- Canadian usage should not cost us more. As soon as the phone turns on, roaming automatically picks up NB towers. Then I am charged more!
Thank you.
- I do have 2 cell phone accts- coverage outside Washington County is improved and we do travel beyond county limits. But Washington County coverage is USELESS.
- Too many dead areas as I travel around the county.
- Lubec could have towers. You can only get service at the town boat ramp.
- I used to own a tracfone. I sold it because I couldn't afford the prepaid cards.
- I don't have a cellular phone now and don't plan on one in future.
- Too many dead spots.
- Too many "dead" spots in Washington County. Also the cost for service is getting prohibited.
- I appreciate the opportunity to share my feelings towards the poor cell phone service. Can you hear me now?
Thanks!
- I would use it mostly for safety while driving. I would hate to see the landscape scarred by towers just to allow people to be rude and noisy on their cell phones in more parts of the county.
- We need another tower in Downeast Washington County.
- Along with cell coverage, faster internet is essential.
- Keep the cost low. Make the phones simple for us to understand.
- Just because we live in what is considered part 2 of Maine, doesn't mean we can't have what everyone else does.
- Switched from AT&T wireless to a tracfone due to poor quality of service in our area. Was paying a monthly fee to have a phone with inadequate service in Washington County.

- There are a number of places in Washington County where there is no service.
- I have threatened more than once that I would like to pitch my phone off the Beals Island Bridge and I was broke down in Jonesboro my phone was useless!! We need some major improvements, ASAP!
- I get reliable service in/near Calais and Machias. All other locations are unreliable, including most of Routes 1 and 9. Cannot use it from my home in Trescott. I believe that adequate coverage is essential for business and emergency purposes, and important for general use. Thanks
- The problem of inadequate county wide coverage needs attention.
- Washington county needs help. Our cell phone service is awful.
- I'd rather have high speed internet service. I understand they can do that through the power lines, but then PUL and Bangor Hydro won't open on how to do it. High speed internet will help businesses more than improved cell phone service.
- Don't forget the most eastern point- Lubec.
- Service in Lubec is very very poor. It is very important to have service when you are out on a boat or other emergencies.
- Number 16: Lubec is same size as Eastport.
- Reliable cellular phone service would up my mobility during off hours, but little impact in my actual business.
- There are many low spots in Washington County for a cellular phone to work properly (Trescott, Lubec area specially)
- Many areas are "dead" NO coverage for cellular phones and will cripple the expanding mobile internet expansion!
- We have no service here in Trescott or Lubec area at all. We do pay and have cellular phones but can't use them here.
- It would be very nice to have towers in the middle of Rt 9 where now there is no service.
- I am a certified non believer, damn cell phone be invention from hell and all should be put where sun don't shine.
- Very poor service - Perry to Calais is very poor.
- Using 911 on Rt 1 south of Calais was picked up by St. John, NB routed to Houlton - lost time having to explain location (Perry) Safety major issue.
- I live in Princeton reception here is poor. I feel that a transmitter (tower) would be a great improvement here. I would be interested in providing a location for such a tower. Location is other than mailing address.
F.E. Howland
46 Mill Street
Princeton, ME 04668
- Improvements in the service in my area are long overdue! In my time of US Cellular, I experienced the service dwindle away.
- Need more towers. Roaming to Canadian towers cost much more. No service at all in many areas.
- I don't use my phone much, but when I do, I would like a stronger connection.
- Service is virtually impossible in extreme eastern parts of the county, i.e., Eastport . . . please fix this!!
- I use a cell phone on the school bus I drive. There is poor coverage out the No. 9 road in Cutler.
- Need more towers!
- Hard to get service, unable to use phone in most area . . .
- In Washington county, 95% of the time the cell phone doesn't get signal.
- It's a personal safety concern. If you breakdown in the car at night without service area, you're out of luck.
- Having reliable cell phone coverage would make me feel safer about having my family on the road.
- Being able to call another phone without having it roam, because you are located near the Canadian Border.
- I have a bag phone, their more reliable of all cellular phones here; however, they'll soon be extinct, so will be without any at all.
- Cell phone most important for safety/emergency situations. Can be a problem in a school or office - unwanted calls interrupt business, classes.
- I do have a business in Washington Co. It would be wonderful to have good cellular phone service on both business and personal.
- Everyone I know from Lubec wants service!! We need a tower!! Please make our lives easier!!
- We get no signal where we live so really there is no since of having one.
- I travel at night most of the time, and I have had a cell phone for years --what a big waste of money. I can hardly ever get service when it is needed.
- There are too many holes in coverage areas esp. Jonesboro, the Airline, Route 1 (Whiting to Eastport).
- #1 I am paying for a service that is very unreliable.
- #2 There are many safety issues involved for an unreliable service.

- Regulation must be implemented to stop usage of Canadian fees - shouldn't be penalized because of living so close to bay.
- More towers for better service (signal) in Woodland and Princeton, and or Grand Lake Stream.
- My main issue is the fact 1 unit = 60 sec. regardless of length of call. My adv. calls are 13 sec. I am forced to buy a larger unit package = more \$\$.
- Safety in the home and especially on the road is the primary issue for individual independence as well as business efficiency and cost effectiveness for the business owner/operator.
- Need to make coverage available for coastal communities.
- I would like to get rid of my conventional phone and use only the cell, but I have to drive up the road and out in the blueberry field to get a signal.
- I would like to see about more towers for a better signal on cell phones. I've bought almost every prepaid phone made. Antennas make my signal worse.
- Number 11: We were on US Cellular but gave it up because it was just too unreliable. We essentially had no service!
- Number 13a: It is not a money issue for us but a matter of usefulness (efficient use of our time)
Additional comments: As I mentioned we have just given up our cell phone service. We were simply unable to use it where and when we need it, so why bother?
- I am frustrated by "no service" on my cell phone.
- The town of Princeton was in contract talks for a cell tower before the firm filed bankruptcy. Site was chosen for tower. Very important to proceed with this issue. Contact Greg Monk at Town of Princeton 796-2744 for info.
- Cell phone service is nonexistent anywhere along the coast-no coverage. All towns are farther inland and blocked by land contours. It is some times possible to roam off of a tower in New Brunswick, but of course there are roaming charges.
- Has anyone thought of putting a tower on top of Shead HS in Eastport to increase service area coverage?
- If we could get better service, I would certainly have some better leverage with Verizon, AT&T, etc.
- When I get service, it is great, but there are so many areas including where I live on Rt 1 there is no service. Need to improve where you can use service in Washington County.
- I believe that with better coverage, more people would use cellular phones, which could save lives in time of crisis but as it is now if you have a cell phone, it may work and may not due to coverage areas.
- A lot of residents of Washington County travel every day to work some 30 to 70 miles. Add to that a lot of road trips. Improving service would make us feel safer in case of emergency.
- I pay 52/mo with 1 1/2 years left on my contract and can not use my phone in Jonesport.
- More coverage, more towers.
- One reason I have a cell phone is in case of an emergency on the road. Right now reception is horrible and couldn't use the phone if I needed to.
- Towers (esp the one on Conat's Hill, Charlotte RT 214) cause disruption of service for me/my family.
- We are also concerned about making cell phone calls that will be picked up by a Canadian cell tower and cause high charges for those phone calls.
- We need more towers!
- Thank you.
- Certain areas: on Rt 1 no reception between Milbridge, Ellsworth, (Milbridge and Machias real bad here). Rt 9 poor reception between Beddington and Bangor.
- I only receive coverage halfway to Calais and around Calais. The rest of the time coverage is held to certain spots.
- Do something to provide better service between Jonesboro and Cherryfield.
- Area is too sparsely populated to make cellular coverage a necessity. Only good use is to provide safety assistance on the road.
- I am unsure about cellular since I never owned one yet but might if presented with easy access, cost and useabilty w/o hidden costs.
- Thank you for this initiative.
- I have a phone that does not work in County or is very miniscule areas
- Hook up to Canadian towers way too much and have to screw with roaming charges.
- Turned in my Verizon cell phone due to this
- No more towers!!
- Being able to reach emergency locations (i.e. ambulance) in the location I am working is a life or death importance. It also saves me time by being able to reach supplies for breakdowns (i.e. time is money).
- Ned more towers/better signal in remote areas

- Like I said, there should be a few more towers put up, a lot of small rural towns in Washington County, reception is poor.
- Work in Machias, find it very difficult to get service between Lubec + Machias - phone is on roam most of the time in this area.
- I just personally will not get a cell phone, but those who I know have it improved access is very important.
- Lubec Eastport Calais Jonesboro Marion/Cooper the service is disgraceful - someone should grab these carriers by the collar and make them live up to the PUC tariff. They take all the money they can get and they give back as little as possible - go get them! Class action!
- Service is too expensive for what you get out of it. Too many down times.
- I'd rather use a land line than see more towers.
- The granite rock cliffs along Rt 1 (esp. in Robbinston) cut out service completely. Also, some areas of Rt 9 - 0 service at all. My concern is breaking down in these areas, and not being able to call for help. Also certain areas along the road going into Eastport are without service for miles.
- We pay the same amount of money as large business who get good reception in big areas and we don't receive 1/4 the reception.
- The eastern part of Calais, particularly along the river has probably 75% interference with Canadian network: calls are interrupted, voice mail not recognized, billing is "international".
- "largest" population centers do not denote highest demographics of usage
- In rural areas of Wash. Co. cell phone use is almost impossible. No signal in Lubec (unless roaming) in outlying areas cannot access service. Same is true of Rt 1 Machias to Pembroke.
- Service on the SW shore of Gardner Lake where I live is very poor.
- We just switched from AT&T Wireless (sucked) to U.S. Cellular. U.S. Cellular has given us a lot better reception.
- Canadian towers are stronger and we lose our signal at least several times/day.
- I have a cell phone for traveling purposes. The reception in Wash Cty is very unreliable.
- In my opinion, the most important cellular telephone issue in Wash Cnty is coverage. It is spotty, irregular, or non-existent in much of the County. The solution is expand the coverage by building more towers (A) who does it, (b) where the towers should be built, and (c) how these towers are paid for are the three most important immediate action topics.
- Too many areas (Jonesboro, Rte 1, South of Rte 187 is one) where service drop outs and dead spots exist.
- As it is right now it is very stupid to carry a cell phone due to the small area we get service.
- We are not getting reliable service for the price we pay - needs improvement.
- My analog phone on the booster kit in the car works great. My hand held digital is unacceptable. My concern is that they are going to do away with analog service.
- I do not have a cellular phone but know several who do and the service to Whiting, Northfield and other areas along Rte One are terrible.
- Cellular companies should be very clear in their advertising of actual coverage areas.
- A lot of time you can get no service at all. The bag phones are about the only phones you can get service with and they are doing away with them.
- Complaints #1 coverage #2 discontinued use of bag phones.
- Did not go w/just a cell for my summer home because of reliability issues.
- The business I am in I deal with 100's of people everyday, and they do not understand why I don't have service.
- The isolated areas have the worst coverage but is the area most needed to be covered.
- There needs to be more towers!
- We are in a dead zone.
- Rt 9 places you can't get out for a long distance.
- Verizon NJ \$30.00 month. Maine Florida worked better and cheaper "tolerable". Cell phones should be cheaper and necessary in this world to conduct business, call for help in accident or breakdown in out of way places. Only need land line for computer purposes. Want and need good cell coverage!
- The most important thing is to have coverage so you can use the darn thing.
- Cell phone service is of no importance in Washington County. Spend money on other, more important services.
- As a commuter, cell phone access is essential because of the remoteness of the area.
- I don't have one but would like to get one.
- I can't get cell service from my home! How frustrating.
- I drive from Milbridge to Machias for work, have a cell phone in the car should I brake down problem is I go to Ellsworth via Rt 183 - poor to 0 service. Poor to 0 service most of the ride.

- I want to be able to rely on my phone to come in whenever and wherever I need it to and presently it does not meet my needs. Thank you.
- My cell phone is usually very liable. There are a few places on Rt that you lose service.
- Downeast gets no reception at all. Monthly rates are too expensive.
- Most places in this country have several choices (plans and providers) for cell phones. Here we are very limited and the service stinks!
- I think I should be able to excess my phone service from Beddington Lake and Columbia Falls. I worry that my car might fail and I could freeze to death!
- No "dead zones" would be great to talk and then loss service is so frustrating. Lowering the cost too would be nice!
- Coverage in Machias is very good, however coverage in Jonesboro, Northfield Rt #193 and Rt #9 is not good!
- Reception was and is very poor. I used mine for emergencies and travel a lot with my special need child and could not always rely on the service in an emergency.
- I only have my cell phone for emergency purposes - car breakdown etc. so would appreciate good coverage.
- The signal here on Beals is practically non-existent. Only certain places such as top of bridge can one use a cellular phone to carry on a conversation.
- We will be looking into purchasing a cellular telephone this summer.
- Access is fine in western Wash. County except 182. Lousy between Columbia and Machias. We need wireless Internet access up here.
- 1) Static and voice fading in and out when speaking with someone using a cell phone in their car does not encourage me to purchase a cell phone. 2) There are "pockets" of inaccessibility along Rtes 1 & 9 that people tell me about who use cell phones.
- Technologically, Washington Co. is way behind other parts of the country. It's like we are punished in this respect for choosing to live here.
- Need towers in Princeton and Woodland now??
- We should get better service for the \$ we pay. There are so many dead areas between Calais and Perry and Perry and Eastport.
- My U.S. Cellular phone had poor coverage; my trac fone is worse. I only use it out of the County or in Calais.
- Our phones cut out constantly from Lubec, Eastport. My husband is a contractor w/business in Washington County. We DEPEND on these to work. Don't work through Route 1 towards Jonesport/Cherryfield. Also we own 4-5 cell phones and would appreciate better reception.
- Roaming charges occur frequently due to Canadian tower(s) picking up signal.
- Phone service is so unreliable and expensive that I discontinued use of cell phone. I now have roadside companion for emergency use.
- I resent the intrusion of towers on the landscape and so have purposely chosen to not support this technology which I live very comfortably without!
- I think US Cellular is a big rip off with its customers. I keep getting disconnected a lot on the road.
- There is only spots around Milbridge area that has reception, need more antenna's
- Currently there is no service in some areas of the county. I am a sportsman (hunt, fish and snowmobile) and would like to see good service county wide.
- The roaming into Canada is very expensive from Trescott and Lubec.
- I work for a pest control company and I cover all of Washington County. Unless I am in a populated town, my cell phone reception is very very poor, if existent.
- Bringing groups of people to the remote natural areas of Washington County dictates access to reliable cell phone service to enhance safety.
- The reception is so bad, many times, I have rolled down the window of the truck to throw the phone into the woods. How about 15 to 20 minutes on hold each month to get the Canadian roaming charges off - that should never be there in the first place!
- There are too many dead spots to have a conversation so you are always only getting half the information needed whether its business or personal.
- Cell phones are not reliable. Only certain areas can a cell phone be used. Reception is really bad most the time.
- In case of emergencies we need complete coverage - not unusable dead areas.
- The area needs good cellular coverage for safety, business and personal usages.
- A person shouldn't have to get in his/her car and drive around looking for a high or clear spot just to get a bar of service. Should have workable service everywhere.
- Improving cell phone access is essential for the safety of fishermen in Washington County. It would also enable our Coast Guard base in Jonesport to operate more efficiently.
- The cell phone is essential for myself since I travel outside Wash County quite frequently. Better coverage

within the County would be a real asset for us.

- The dead spot in Columbia is my biggest complaint in Washington County.
- Rte 1 Woodland, Princeton, Waite, Topsfield plus on Rte 6 to Carroll Plt all no service areas.
- Trac phone is the only cellular telephone that covered wide areas when I was traveling from Maine to MN several years ago. Especially important when land lines were not available during travel. the new "95" was terrible to travel with a sick person as we route 9 a couple of years ago.
- I have found that the loss of communication on cell phones is annoying and need correction. Thank you.
- Rte 182, some route 9, some Milbridge and spots between Milbridge and Ellsworth have "no service".
- In Eastport, cell service is almost non existent (except for an Irving station). It is a constant complaint of tourists in our store on Water Street.
- We need to move into the 21st century.
- Get that tower in Jonesport ASAP!
- Coverage should be uniform and better.
- We need better service for our business.
- Seem to be a lot of dead spots now.
- Not very reliable.
- I find that I pay for a service that is not available due to coverage in many areas. My son is on my plan in Orono and has great coverage but when he goes to Eastport to visit his girlfriend, there is none. When I travel to Ellsworth or Bangor, one minute you have coverage, none the next. Safety is my major concern. Blacks Woods, Rt 9 etc.
- To be more useful, the survey should ask what locations have poor service or no service.
- Washington County needs more towers to provide better reception along major routes!!
- Does not work at my home, when it does, it come from Canada.
- We could use a few more towers.
- Problem with cells unusable and charges for terminating calls when no one can complete communication.
- Absolute necessity.
- My 2 daughters travel from Milbridge to UMM and back every day. Cell service is very spotty.
- The LG 1300 phones by Cingular work in some spots in the Beals area without an antenna. This antenna is an extra expense we wouldn't need if the service was better down here.
- As a contractor I work where there is no telephone service most of the time and usually no cell phone service either. If there were an emergency I wouldn't be able to contact anyone for help without having to travel to the nearest phone.
- IF we pay for service, then we should get service "no excuses". Please help us improve our way of life.
- In Calais I keep bouncing off the Canadian towers. Going out the Charlotte Rd to get cutoff. Also on Rt. 9 there are blank spots.
- I think a tower on Grand Manan Island would cover much of Washington County coast line.
- We bought our phone contract #1 for travel safety and I have to hope that, if I get in trouble, I'm in a place to connect.
- Need a tower for whole Cutler area. Everyone agrees.
- If it were not for possible emergencies, I would never pay for the cell service now available.
- I might get a cell phone if it doesn't go through Canada.
- It would be great not to roam in town.
- I would like to see full four bar reception on all major transportation corridors (Rte 1, 9, 191) Etc.
- Reception is very poor. There is about 60% chance of getting a signal.
- I think the only problems we have in Washington County concerning cell phones are not enough coverage for use.
- When I am in the Eastport area I cannot dial my house in Eastport without it being a long distance call! Can you believe that?
- We need more towers for better coverage to be compatible with rest of Maine. If "Flatlanders" don't like it, they can leave.
- I want DSL for my computer and cell phone coverage.
- Bottom line: there are too many areas with weak or no signal. WE need more towers! Maybe an antenna on the Cutler towers??
- We have lived in this area 5 years- 3 service providers. They all have unacceptable levers of service. Even in emergency you can't call out to get help.
- Cellular service is a huge benefit to my business. Any improvement would be great.

- Need less blackouts.
- Cell phones are especially important for all of us who must travel long distances to shop, work, church, etc.
- If I have calls to make/receive, I do it at home. People on the road with a phone at their ear is an accident waiting to happen.
- I have used AT&T wireless and US Cellular in this county, and I think US Cellular was a lot better!
- Too many dead areas-"no signal." For the price we pay for services, we should be able to have the same service as other area's-Need more towers in Washington County
- The only way to improve service would be to put a tower in the area. My property is located on Route 1 between Rt 191, 9 & 6.
- Hard to get a signal in Lubec
- Bag phones work better than handheld/flip phones.