

High speed Internet Survey Comments at end of Survey

- Would love to be able to use Verizons' DSL, but we are too far away from a hub. As for cost, they are close to what I am paying right now with everything I need to use dialup.
- There are many educated and otherwise "attuned to the world" people who live here - I live here year-round. Many are here for 6 months of every year. The business community is so backward here that we can't even get cable. Satellite is better anyway. The cable co. is so poor that I asked them to survey and possibly bring service to this area. They are so rude, they wouldn't even call me to discuss any possibilities. Mort Lockett Duck Cove, Roque Bluffs
- Speed is an asset. Cost is a deterrent.
- When dial-up first came to this area, it was \$19.95/month or less. It is my opinion that high speed access has to be priced in this range initially for the dial-up users to switch. The \$29.95/mo Verizon package is too cost prohibitive for our household.
- I am at the long end of a long phone line. I believe high speed access is impossible at my location.
- Essential to building a business-friendly environment in Washington County.
- Cost is the biggest factor regarding HSI access at this location. Current yearly expense for dial-up is around \$180.00. As this is essentially a personal convenience/luxury, it would be difficult to justify spending more than 10 to 15% above that amount.
- Broadband access at home would allow my husband to "telecommute", as his current employment location is Auburn.
- NO ACCESS ISSUES
- I am managing w/ current access but could do more w/ better system.
- High speed internet access would expand our usage 10 fold
- Would like to have Verizon for my user.
- Under part 1, number 2: The house or business in which I am located is: rented or owned. My response if government.
- The responses under part 1, numbers 2 and 4, refer to my business: the business income is \$100,000 and the # of people in my business is 8. Additional comments: At the moment, DSL service is available from one service provider. This provider has a reasonable rate for residential service but the business service rate is more than 5 times what we currently pay for dial-up. Though we know the service would be greatly improved, we cannot justify spending that much more (we have only one work station).
- We are an elderly couple, way by the 65+. My wife types her weekly letters. I have used the Internet for shopping, e-mail, genealogy, real estate. I might be almost average but have nothing to judge it by.
- #16 - depending on price!
- Response to 13 b: Not up to me.
- Response to 9 b): using now at school.
Additional comment: Whether or not I would use high speed access would depend on the cost-at least for my home computer.
- Our internet service is very slow. Makes it very frustrating when trying to accomplish something.
- The telephone company seems to have little interest in Alexander: so, Good Luck!
- While we would be eager to switch to high speed internet access, the one deciding factor would be cost. Presently we have an ISP that provides acceptable service at a low cost.
- Have DSL and am very, very happy with it. I've had it for about 1 year now and really like and enjoy it.
- I began using cable internet access in Dec 2004. Previously used dial-up through Midmaine.
- Comment for 12: These are for my home, my mail order business from my home and my business at a separate location. Thank you.
Addition comments: Speed counts. Researching online can be very frustrating when it's slow.
- No comments on high speed internet at this time.
- Comment 14: My job is medical transcripator through a network with my employer.
It would speed up the time taken to download information and send completed dictations to my employer meaning my production would be higher increasing my earnings as I am paid according to production.
- The old phone lines in my town prevent me from getting even a full 56k dial up connection. A 56k modem only runs at half speed. An overhaul of the phone lines is as important as getting high speed.
- I wish that it was lower than \$29.95 a month.
- I get my internet from the University of Maine Machias where I am an employee. I pay nothing for the service but I probably would pay for high speed.
- Have tried to get DSL but not available in Cutler.
- Don't really use internet that much. If cost was less and did not use/tie up phone line, would consider switching.
- After using DSL at work in Machias, I am very eager to have DSL at my home in East Machias.
- Comment 13a: Slow, slow, slow!!
- I don't have internet on my computer as I am retired on fixed income, I can't have those extras.
- Comment for 9c: To use this I would have to upgrade my electric entrance to meet their installation guidelines.
Additional comments: Cable service follows Bangor Hydro lines. My entrance is too low due to ice storm damage and I didn't want to put in a new entrance.
- I would like to know more about 24/7 unlimited phone services utilizing broadband.

- For 1: household and business both checked.
- Looking forward to new system being tested for delivery through AL power lines.
- It would be handy but costs too much.
- Thanks for your concerns.
- Need to understand what it is; what are the benefits; what are the costs; does it work with dial up?
- I believe there are numerous individuals eagerly awaiting highspeed, yet affordable internet connections in the Whiting/Trescott/Lubec area. I feel there would be many potential buyers that could use the extra speed.
- Bottom line=cost!
- Number 1: both household and home-based business checked.
- Marked "unsure" because I need more information and more explanation as to how high speed works and the benefits it has to offer.
- Of course, this all depends on cost.
- none
- Number 1: both household and home-based business checked.
Additional comment: Bring it on--PLEASE!
- Number 13: very dissatisfied with dial up; very satisfied with satellite.
- Although I am not interested, I realize that this is very much needed to be a viable player in today's economy.
- Reliability is most important issue.
- I would consider high speed internet if the PPM were more competitive with the dial-up internet service providers.
- I'm very much looking forward to using high speed in Robbinston. Please make it happen ASAP.
- Please make it happen soon!
- Number 4: It's just important to know that I can afford to pay more for high speed.
Additional comments: My business is tax & accounting. Software costs thousands to update each year, then subsequent updates need to be downloaded but only via high-speed. I am at a disadvantage in having to wait weeks for a disk to update my programs rather than the day the update is available. This is just the tip of the iceberg. Washington County (all of it) needs high speed access. Whoever came up with 3 mile radii for technology access?
- Number 16: N/A cable internet already available.
Additional comments: Generally, there is a need for high speed internet in Washington County. More of it than exists at present would tend to improve on-line business possibilities. That said, at our current location, Pinetree Cable Internet is available and my wife and I have not yet decided to switch from dial-up to cable internet. Why? We don't really need high speed internet, for home, for her business or for the business group I am representing in this survey. Also, it does cost more, and we're not ready yet to spend the extra money monthly for pleasure. We are actively considering making the switch though.
- I would really like to consolidate my phone and internet service through broadband. I am paying way too much for too little.
- Number 10 f): Used this for a year but had to discontinue due to unsolvable technical problems.
Additional comments: Lack of high speed/broadband access has been the most frustrating part of running a business in Washington County. My clients are all out of state and I depend on the internet to exchange files and project information. I feel like we're living in Outer Slobbovia here with nothing but dial-up net access.
- Broadband is really needed in this area.
- Number 12: Midmaine and Localnet both checked. Other comment: Used both above. Do not have internet hooked up. Waste of time at present connection rate. Check e-mail at work.
Additional comments: Have used high speed connection in other state. Was amazed at how useful internet became. At present so slow and always being kicked off waste of valuable time. Better to use on a limited as needed basis at other sites and not waste money.
- I would love to be able to get high speed internet!
- My agency has DSL through Verizon and it is the excellent but not available in Lubec. My agency opened offices in Caribou and I was astounded to learn they have Time-Werner Cable!! Washington County need to learn from them!!
- There are a lot of people up here with computers. High speed internet would be helpful.
- I have filled this out but I don't know what high speed or broadband is. Sorry. Can't answer what I don't know about. All I know is that Midmaine works for me most of the time. Slow, but it works.
- Who needs this
- Cost of this service would be the deciding factor in my use.
- Have been searching for a good internet service. Doesn't appear to be available.
- We are very willing to pay a reasonably higher fee for broadband, but are not willing to pay the amount for satellite service. Residents in nearby Baileyville and Calais can bet Verizon DSL for around \$30/mo which we would do if it were available at our residence.
- I check frequently with Earthlink and Verizon to get DSL but not available. Cable has high speed access but if you have Direct TV they won't install internet access alone.
- DSL is wonderful. Is broadband the same or better? High speed is essential for many businesses.
- Why not explain what it is versus b-f?
- After having it dial up is not a pleasant experience.
- Washington County would do well to learn from Aroostook. We moved offices there in October and were amazed to find

- Time Warner cable, Road Runner and TI lines available.
- Cost will be a big factor and access issue. That is the reason some other options are not used.
- My son would love it.
- No cable lines available at my (coastal) address)
- The cost would make a large part of my decision.
- Live "off the grid" therefore satellite is only option for Internet.
- Got to use it won't go back to dialup.
- If the cost was \$30.00 a month
- The cable internet here should be investigated for unlawful practices! I dealt with them for two months and had access less than half of that time.
- Not so knowledgeable, but have heard that the faster the service the faster and quicker that spyware, adware and viruses can down load to your computer!
- No computer.
- We need it before we can offer direct deposit to our employees.
We could save the cost of 1 extra phone line.
- Just moved to Calais. High Speed internet is VERY important to me. Verizon, DSL, my preference is not available at my house. Thank goodness Adelphia cable is. Works well but expensive.
- Compared to dial-up, DSL is a "Godsend"
- My comment-I don't have a computer and don't want one of those satan controlled machines. And the info that you want is none of your business!
- Cable transmission is subject to "chatter" when it is very cold, causing problems. Would broadband have the same problems?
- Hope it arrives soon.
- I don't think that this is very important, in the larger picture, as a matter for government consideration. I would much rather see you address the poor educational performance/environment in the county.
- We need to do more to provide everyone with the ability to access high speed!
- It is time for our service providers (Verizon and Adelphia) to provide us the same level of service that they provide to their other subscribers!!!
- I live 2 miles from cable (down a point of land) Adelphia says they will extend for \$10,000. No Verizon DSL here. I would be in favor of a wireless (WIFI) or DSL.
- If affordable.
- I am a non-traditional student at UMM and my husband and I are trying to start a family. (or expand) a family business. Today's technology requires the use of high speed Internet. It would greatly benefit the people of this and surrounding communities if it were more readily available.
- Seems to me payment is the answer. You get internet, but have to pay more for high speed. You get cable TV and add high speed internet is more. It is much more than I wish it would be ?? and demand lower the prices. Make it reasonable and I will get it.
- Any other ISP would be very welcome. Rivah.net has a monopoly in our area because (owner) Union River telephone will not allow toll free access to anyone else. Service stinks in the 4:00pm-9:00pm time. No provider should be allowed to have a monopoly. Competition leads to better service!
- Satellite Internet service is available here. However, I find that when the weather is anything other than sunny or cloudy I often loses it. That is the main reason I have not switched.
- With the introduction of broadband in businesses and schools, and the increased need for networking technology, we need a larger supply of trained professionals to insure that those in the area can properly utilize the technology. Perhaps a study of how many techs we have in the area and how we can attract more?
- Number 1: also checked "household"
Number 12: also checked "Earthlink"
- The lack of high speed internet makes it difficult for me to compete with my peers and puts me at a disadvantage in delivering services. The beginning of internet helped in delivering content to rural areas. However, since so much content is loaded with graphics and assumes high speed internet service, dial up service is no longer as useful as it once was.
- I am having DirectTV installed.
- I can currently get high speed internet through my satellite, but \$600.00 installation and \$60.00/per month is ridiculous!
- It would be nice to have the high speed Internet options in this area.
- Life in the slow lane:
Use of Internet: email-slow but okay
Amount of research done is really not affected by speed (1-2 hours month).
- I understand Calais Computer may soon offer wireless broadband in area at approximately 2x current dial up service.
- Don't use the internet.
Don't buy or sell via Internet nor ever intend to.
- Number 12: Adelphia-these idiots never finished connection to wires across street from me.
WE NEED IT!

- I think this area (Washington County) would greatly benefit in having high speed internet. There are a lot of small businesses that depend on and use the internet as a vital part of their business.
- I have DSL at work in Hancock County. It is definitely preferred over dial up. I find I am using at work DSL for personal use as it is so much more efficient.
- PWless just came to Danforth. Works off of a tower. It is great.
- Number 16: Have a one year contract with current provider.
Additional comment: Due to the rural nature of the area a wireless system would be most effective. Our current satellite system is too expensive.
- Money-money-money. At what cost??
- The advantage for me would be to connect directly to projects I am working on with my lue Hill employer (CAD, bid documents, etc.)
- We need reliable, secure access now!!
- Not interest.
- As isolated as we are geographically from suppliers, educational opportunities in specialized areas, research facilities, etc. etc., the Internet is a more vital link than in more urban places.
- Would like to see it available at a cost of less than \$20 per month (ideally @ \$14.95 per month, someday) thanks.
- As the former ISP for Washington County, I strongly endorse installing high speed.
- The more the better!
- The underlined sentence on the 1st page is very important to me ("and the latest in antenna facilities that will not scar the landscape or historic structures".)
- I believe it is necessary for the economy of the area to have high speed service available.
- Cost!!
- Cost would be an issue but under \$50 per month would be acceptable.
- I have access to high speed internet at my work place, and when I'm home, I hardly use it because I'm used to high speed. I am looking for something aster, but not over \$30/month.
- Would love to have the speed.
- I eagerly await high speed internet access
- Why would it be more expensive if an extremely large amount of people choose this. Large volume means lower price, unless this will be another rip-off raising prices and eliminating services as time goes by like satellite service!!!
- Would like to have it but for a small fee.
- I would buy HSI but for the expense.
- Proposal for Broad Band over Power Lines will:
 - 1) Destroy shortwave reception and reduce emissions
 - 2) Destroy CB or similar radio (how about low band Police?)
 - 3) Question on naine and other frequencies is not researched
- Re: question 16 - depends on price
- My daughter uses service when visiting (needs for her employment). Very frustrated with present hook up.
- Small towns have strange boarders, cable is in Columbia, but no my area. Will broadband be the same? It should be for everyone to enjoy.
- The more robust the internet becomes, the more we depend on it and at the same time this makes dial-up access less acceptable.
Not having high-speed internet access puts our communities, businesses and individuals at a definite disadvantage that needs to be overcome in order for Downeast Maine to be economically viable.
- Verizon phone company's service into East Machias is totally inadequate for any type of internet (high speed) due to poor lined through Cutler.
- I would like to see it available in my area. Right now I have a very slow connection speed which makes using the internet a waiting game. Please make DSL available soon!
- Cost is the #1 issue for myself and most in this area. If cost is comparable to dial-up then most in this area would switch.
- Glad I'm not wading through this survey via dial-up. It took just seconds with the DSL.
- The phone lines-dial up- is very frustrating to use. I try to use it for distance learning, but sometimes cannot—it is so slow and often disconnects before the next screen comes in. DSL is not available for my number and high speed internet access would be a great help.
- If this service improved my ability to stay connected to the internet, I would definitely be interested. A compatible monthly charge would be excellent, but not a must. When my students (children) work online it would help immensely to be able to finish before being "booted off".
- After using DSL at work in Machias, I am very eager to have DSL at my home in East Machias.
- High speed internet especially for a business I've found to be generally more expensive than a small business like ourselves can afford.
- If price wasn't so high, could afford, would have it right away. Would be nice to use computer without shutting down to use phone or phone being tied up.
- We need something to improve our reception. Would this also improve our TV reception? I'm sure it would help the cell phone caller to have a tower nearby.

- At our office, we use cable. Cable should be reliable but every time the temperature falls below 0°, for some reason, we lose our internet. The excuses the ISP gives us are not acceptable.
- Better access would help reach government services/information. Maine local governments however, seem to be lagging in this regard compared to other regions, according to this tree-state nomad.
- I don't want to spend a lot of money.
- My husband and I are retired. We have a computer but no not and would not use broadband.
- I am not inclined to increase my internet access cost, it's already too expensive. Wireless should come free with your ISP. I'll be canceling AOL because of cost. Also, there are security and reliability issues – both with dial up (VERIZON IS HORRIBLE) and wireless.
- HIS must focus on LOW cost and HIGH reliability. HIS must “allow” for other communications “access”: telephone, TV, distance education, VOID,...