

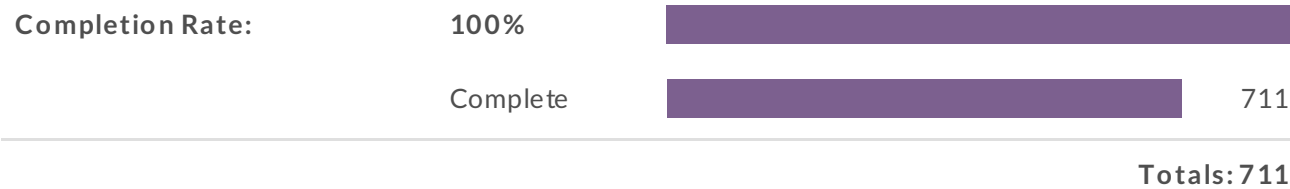
Exhibit 1 - Fort Dodge Residential Survey



This report is filtered
Only show: #1 Question "Do you live in the Fort Dodge city limits?" is one of the following answers ("Yes")

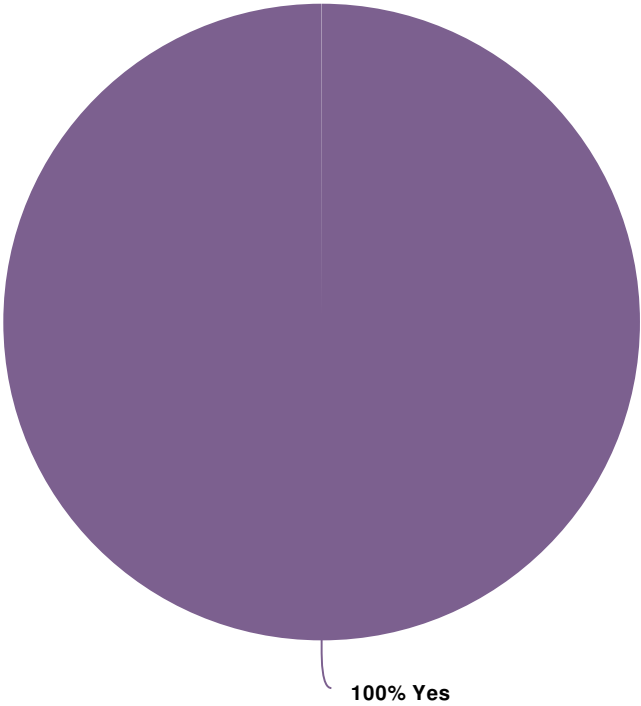
Fort Dodge Residential Survey-FINAL (711)

Response Counts



1. Do you live in the Fort Dodge city limits?

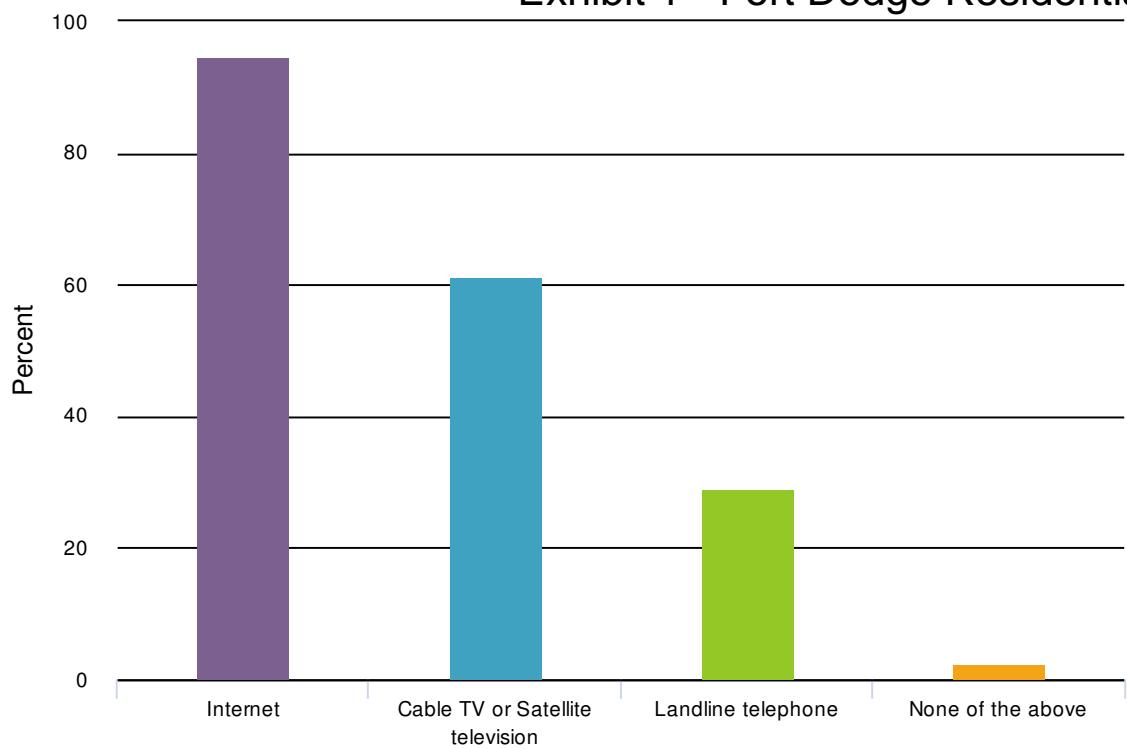
Exhibit 1 - Fort Dodge Residential Survey



Value		Percent	Responses
Yes	<div></div>	100.0%	711
			Totals: 711

2. What broadband services do you currently subscribe to at home? (Check all that apply)

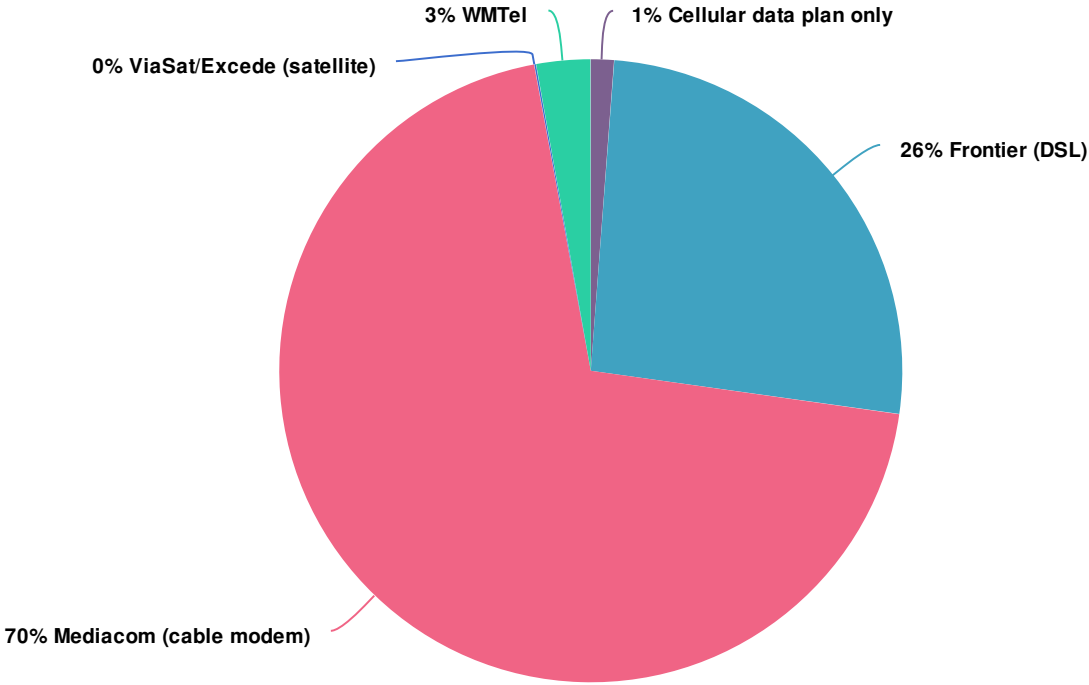
Exhibit 1 - Fort Dodge Residential Survey



Value		Percent	Responses
Internet	<div><div></div></div>	94.7%	673
Cable TV or Satellite television	<div><div></div><div></div></div>	61.2%	435
Landline telephone	<div><div></div><div></div></div>	29.1%	207
None of the above	<div><div></div></div>	2.4%	17

3. Who is your Internet service provider (ISP)?

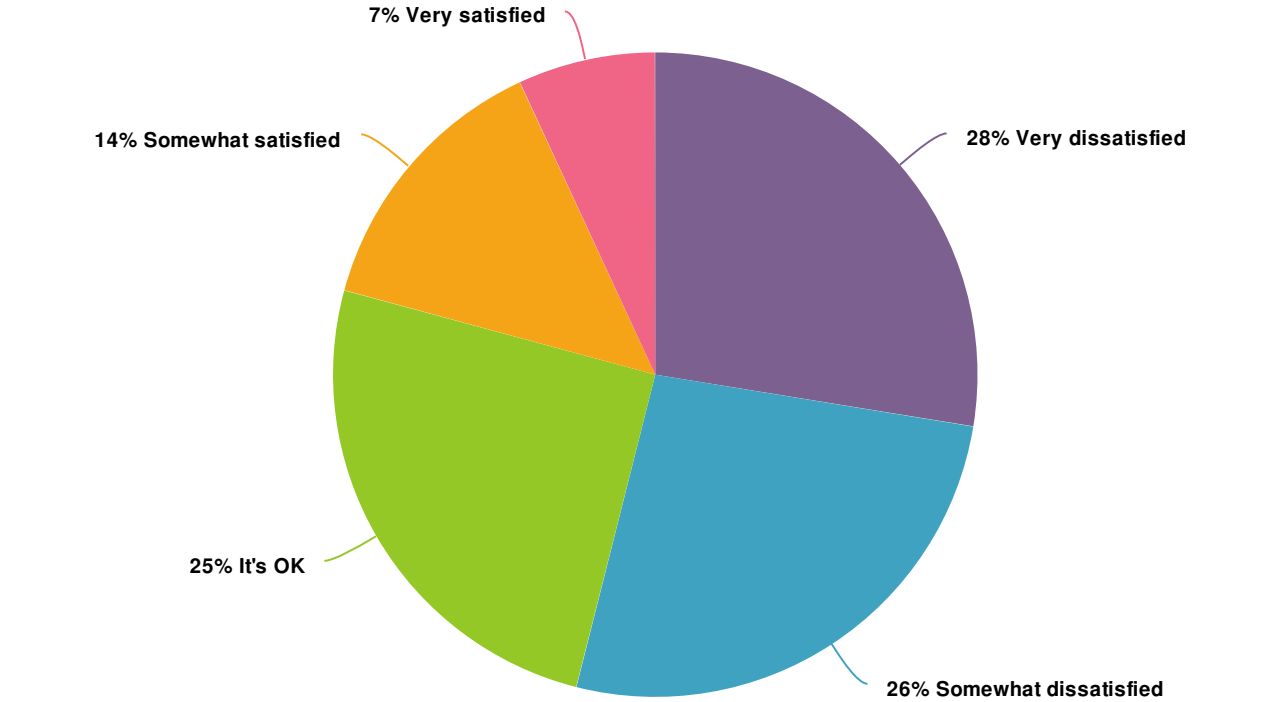
Exhibit 1 - Fort Dodge Residential Survey



Value		Percent	Responses
Cellular data plan only	<div><div></div></div>	1.2%	8
Frontier (DSL)	<div><div></div></div>	26.0%	175
Mediacom (cable modem)	<div><div></div></div>	69.8%	470
ViaSat/Excede (satellite)	<div><div></div></div>	0.1%	1
WMTel	<div><div></div></div>	2.8%	19
Totals: 673			

4. Please rate your overall level of satisfaction with your current Internet service provider (ISP).

Exhibit 1 - Fort Dodge Residential Survey



Value		Percent	Responses
Very dissatisfied	<div><div></div></div>	27.6%	185
Somewhat dissatisfied	<div><div></div></div>	26.4%	177
It's OK	<div><div></div></div>	25.3%	170
Somewhat satisfied	<div><div></div></div>	13.9%	93
Very satisfied	<div><div></div></div>	6.9%	46
Totals: 671			

5. Please rate your satisfaction with your ISP on each of the following characteristics.

Exhibit 1 - Fort Dodge Residential Survey

	Very dissatisfied	Somewhat dissatisfied	It's OK	Somewhat satisfied	Very satisfied	Responses
Customer service experience Count Row %	183 27.2%	174 25.9%	198 29.4%	69 10.3%	49 7.3%	673
Data allowance Count Row %	107 16.0%	127 19.0%	226 33.8%	112 16.8%	96 14.4%	668
Price Count Row %	291 43.3%	178 26.5%	122 18.2%	51 7.6%	30 4.5%	672
Reliability (frequency and length of service interruptions) Count Row %	262 38.9%	187 27.8%	117 17.4%	59 8.8%	48 7.1%	673
Speed Count Row %	170 25.4%	159 23.8%	184 27.5%	89 13.3%	67 10.0%	669
Totals Total Responses						673

6. How do you use Internet service in your home? (check all that apply)

Exhibit 1 - Fort Dodge Residential Survey

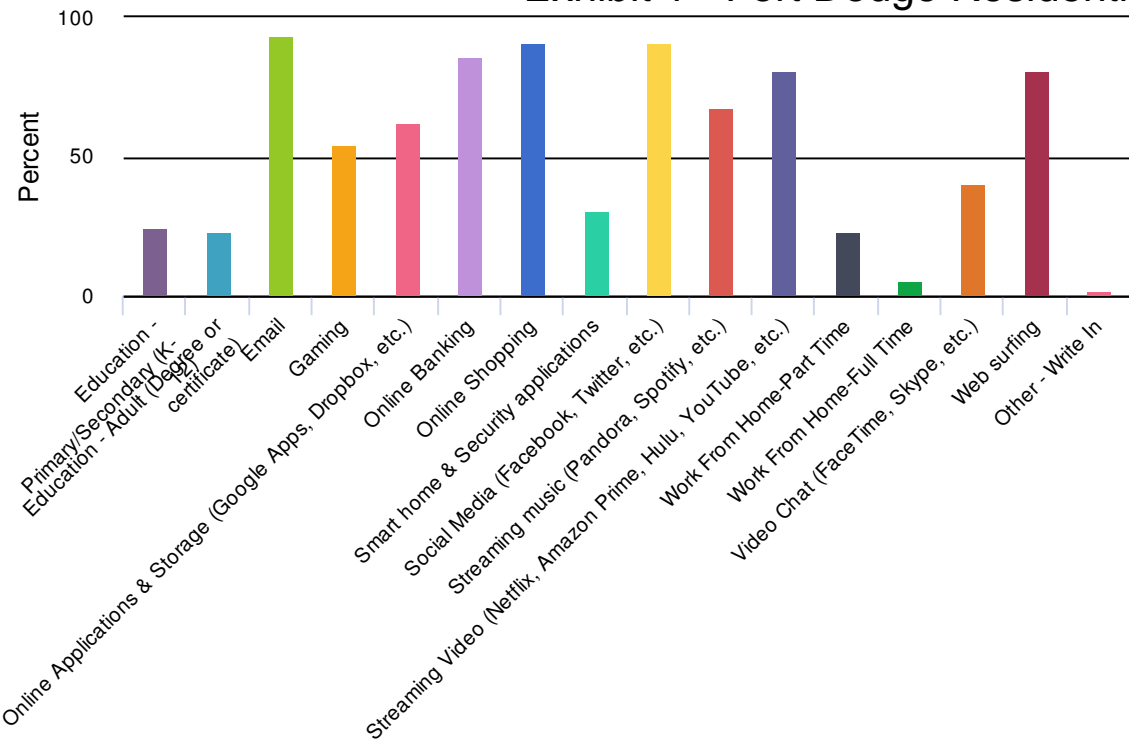
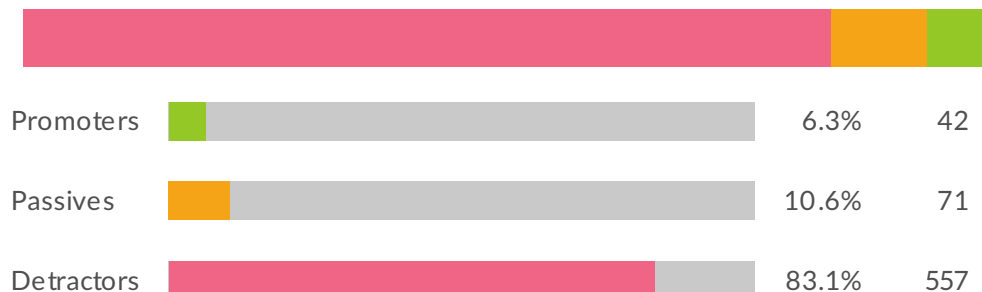


Exhibit 1 - Fort Dodge Residential Survey

Value		Percent	Responses
Education - Primary/Secondary (K-12)		24.4%	164
Education - Adult (Degree or certificate)		23.2%	156
Email		93.8%	631
Gaming		54.7%	368
Online Applications & Storage (Google Apps, Dropbox, etc.)		62.4%	420
Online Banking		86.0%	579
Online Shopping		90.8%	611
Smart home & Security applications		30.6%	206
Social Media (Facebook, Twitter, etc.)		91.2%	614
Streaming music (Pandora, Spotify, etc.)		67.9%	457
Streaming Video (Netflix, Amazon Prime, Hulu, YouTube, etc.)		81.3%	547
Work From Home-Part Time		22.9%	154
Work From Home-Full Time		5.8%	39
Video Chat (FaceTime, Skype, etc.)		40.7%	274
Web surfing		81.1%	546
Other - Write In		1.8%	12

7. How likely is it that you would recommend your ISP to a friend or colleague?

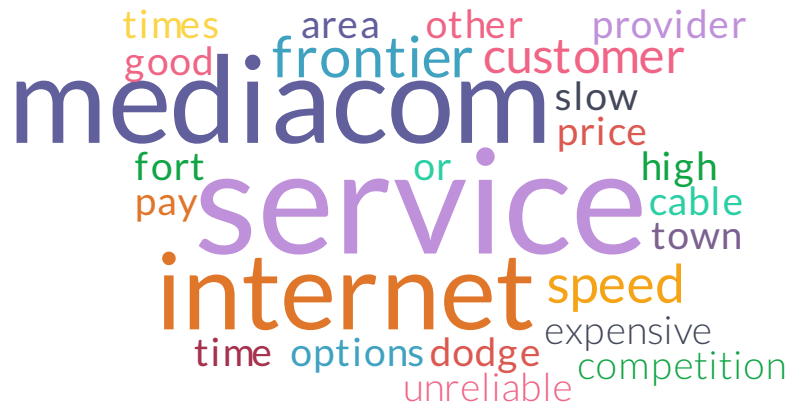
NPS® Score: -76.8



Totals: 670

Exhibit 1 - Fort Dodge Residential Survey

8. Do you have any other comments, questions, or concerns about your current Internet service?



9. Who is your current television service provider(s)? Check all that apply.

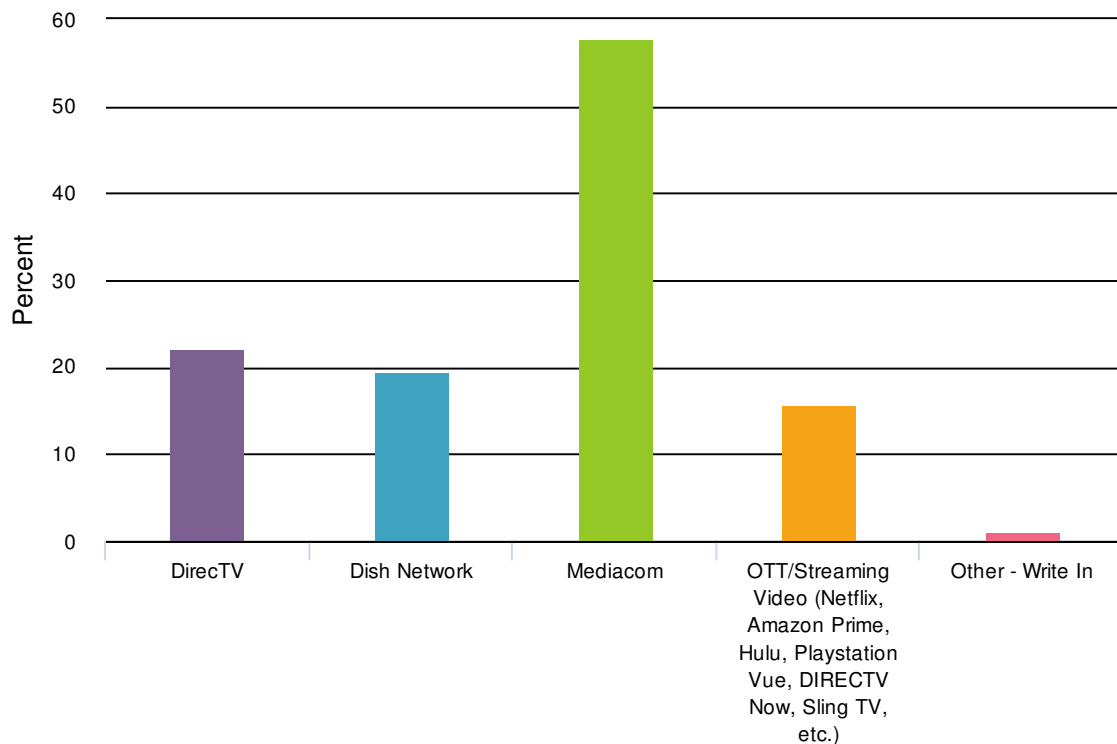







Exhibit 1 - Fort Dodge Residential Survey

Value		Percent	Responses
DirecTV		22.1%	96
Dish Network		19.4%	84
Mediacom		57.8%	251
OTT/Streaming Video (Netflix, Amazon Prime, Hulu, Playstation Vue, DIRECTV Now, Sling TV, etc.)		15.7%	68
Other - Write In		1.2%	5

10. What is your overall level of satisfaction with your television service provider(s)?

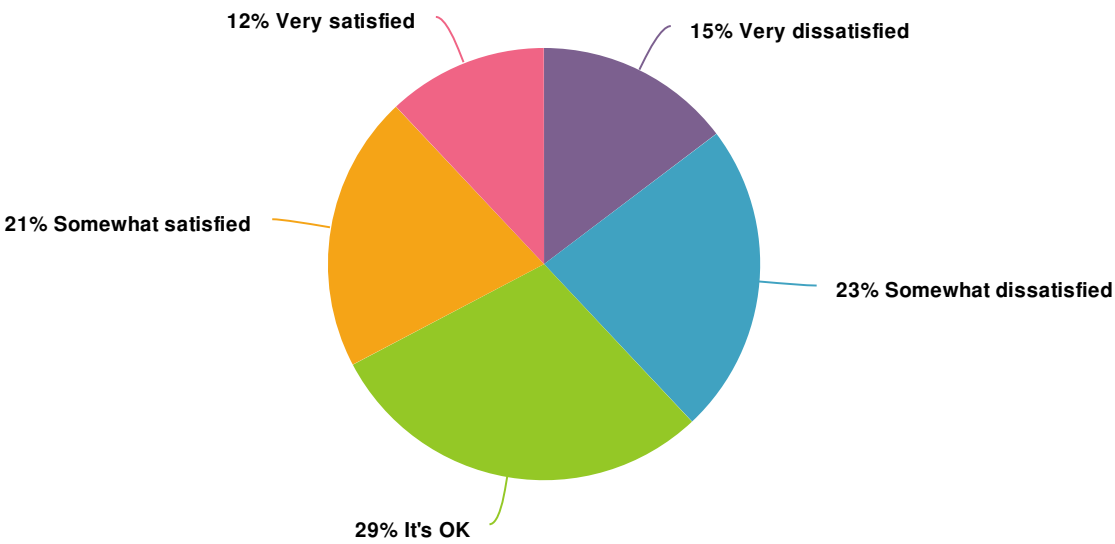

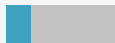





Exhibit 1 - Fort Dodge Residential Survey

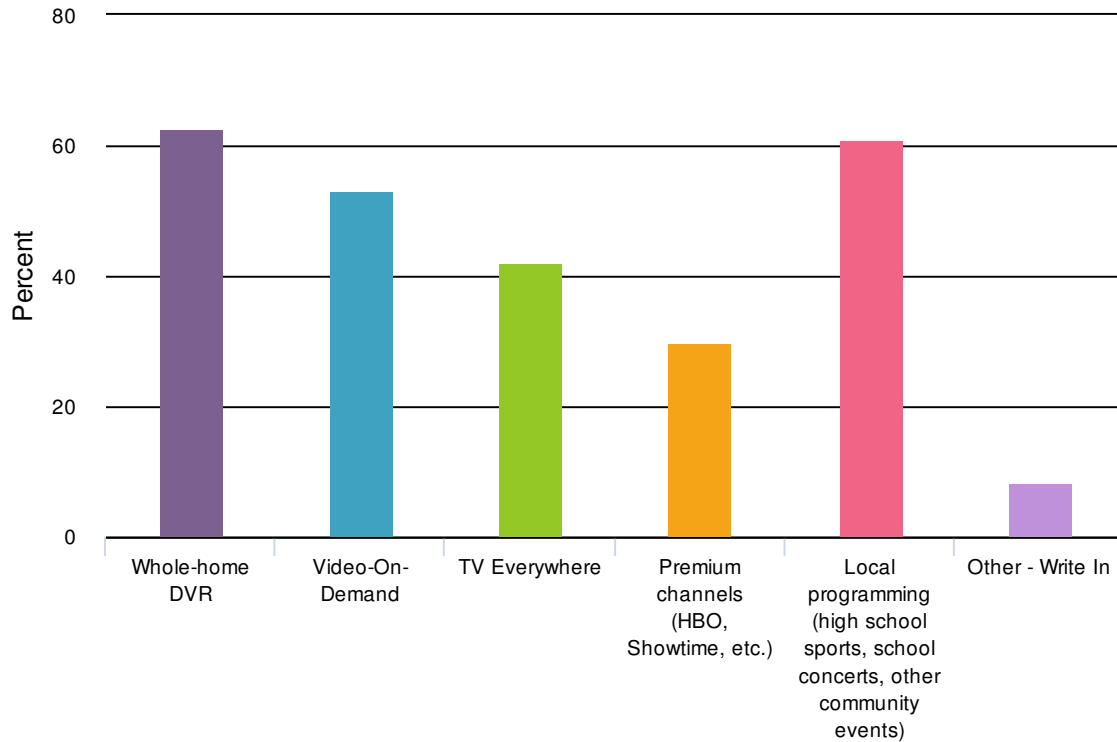
Value		Percent	Responses
Very dissatisfied		14.7%	64
Somewhat dissatisfied		23.3%	101
It's OK		29.3%	127
Somewhat satisfied		20.7%	90
Very satisfied		12.0%	52
			Totals: 434







11. What is your level of satisfaction with your television service provider based on the following characteristics?

	Very dissatisfied	Somewhat dissatisfied	It's OK	Somewhat satisfied	Very satisfied	Responses
Customer service experience Count Row %	85 19.7%	103 23.9%	137 31.8%	59 13.7%	47 10.9%	431
Picture Quality Count Row %	23 5.3%	46 10.6%	128 29.6%	116 26.9%	119 27.5%	432
Price Count Row %	205 47.6%	117 27.1%	53 12.3%	33 7.7%	23 5.3%	431
Reliability (frequency and length of service interruptions) Count Row %	75 17.4%	112 25.9%	114 26.4%	79 18.3%	52 12.0%	432
Totals Total Responses						432

Exhibit 1 - Fort Dodge Residential Survey

12. In addition to traditional television service, what other features are important to you? (check all that apply)



Value		Percent	Responses
Whole-home DVR		62.8%	245
Video-On-Demand		53.1%	207
TV Everywhere		42.1%	164
Premium channels (HBO, Showtime, etc.)		30.0%	117
Local programming (high school sports, school concerts, other community events)		61.0%	238
Other - Write In		8.5%	33

13. How likely is it that you would recommend your pay TV provider (cable TV or satellite) to a friend or colleague?

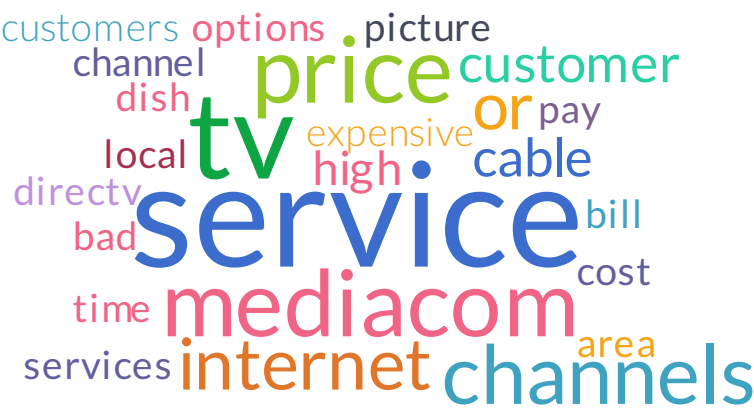
Exhibit 1 - Fort Dodge Residential Survey

NPS® Score: -65.6



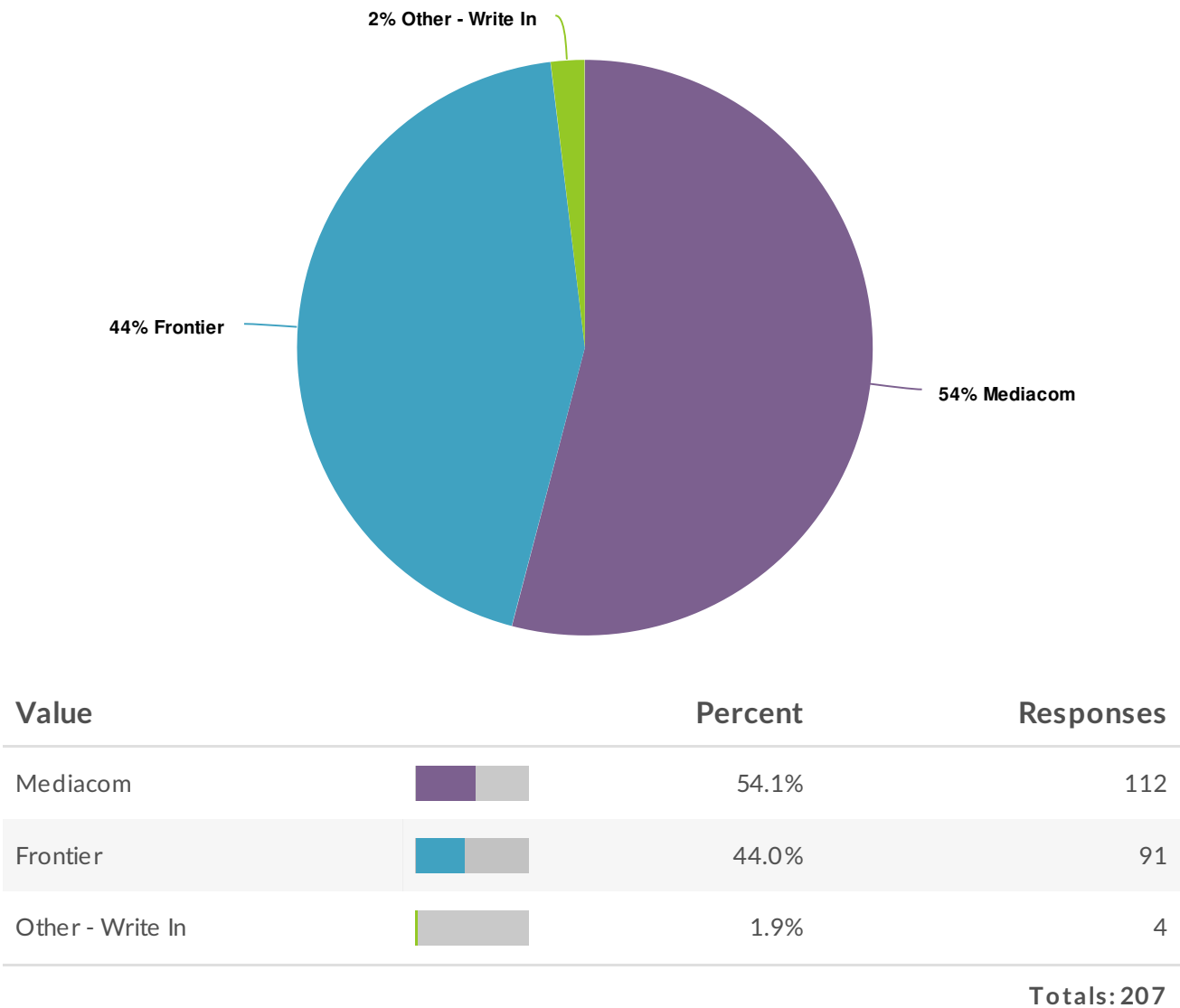
Totals: 433

14. Do you have any other comments, questions, or concerns about your television service?



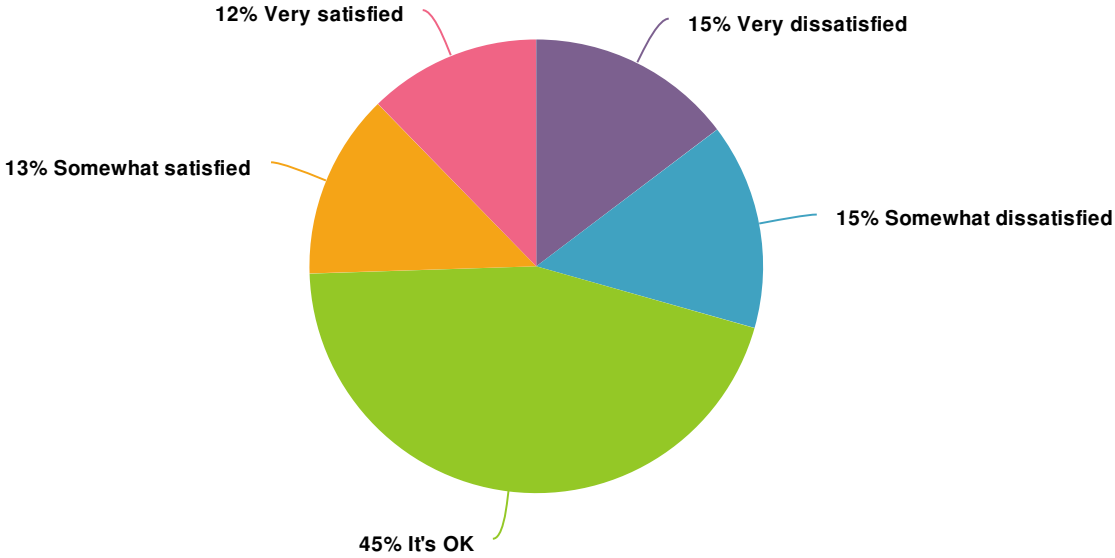
15. Who is your landline telephone service provider?

Exhibit 1 - Fort Dodge Residential Survey



16. What is your overall level of satisfaction with your landline telephone service provider?

Exhibit 1 - Fort Dodge Residential Survey



Value		Percent	Responses
Very dissatisfied	<div><div></div></div>	14.7%	30
Somewhat dissatisfied	<div><div></div></div>	14.7%	30
It's OK	<div><div></div></div>	45.1%	92
Somewhat satisfied	<div><div></div></div>	13.2%	27
Very satisfied	<div><div></div></div>	12.3%	25
			Totals: 204

17. What is your level of satisfaction with your landline telephone service provider based on the following characteristics?

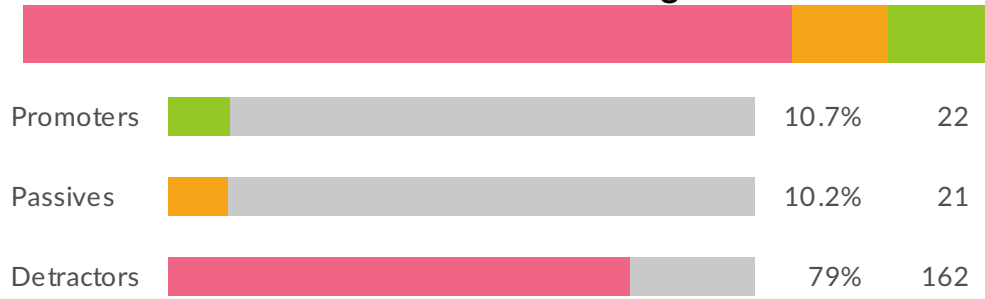
Exhibit 1 - Fort Dodge Residential Survey

	Very dissatisfied	Somewhat dissatisfied	It's OK	Somewhat satisfied	Very satisfied	Responses
Call completion (dropped calls, incompleted calls, etc.) Count Row %	16 7.9%	17 8.4%	95 47.0%	33 16.3%	41 20.3%	202
Customer service experience Count Row %	41 20.3%	41 20.3%	76 37.6%	21 10.4%	23 11.4%	202
Price Count Row %	66 32.8%	39 19.4%	63 31.3%	14 7.0%	19 9.5%	201
Reliability (frequency and length of service interruptions) Count Row %	19 9.5%	38 19.0%	76 38.0%	32 16.0%	35 17.5%	200
Voice quality Count Row %	14 7.2%	11 5.6%	94 48.2%	38 19.5%	38 19.5%	195
Totals Total Responses						202

18. How likely is it that you would recommend your landline telephone provider to a friend or colleague?

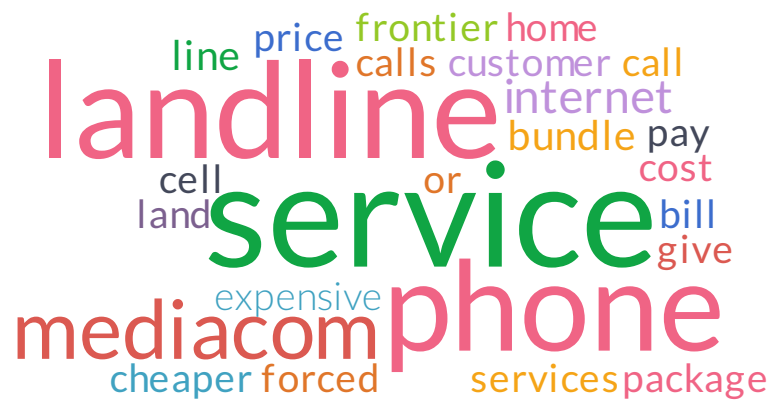
Exhibit 1 - Fort Dodge Residential Survey

NPS® Score: -68.3



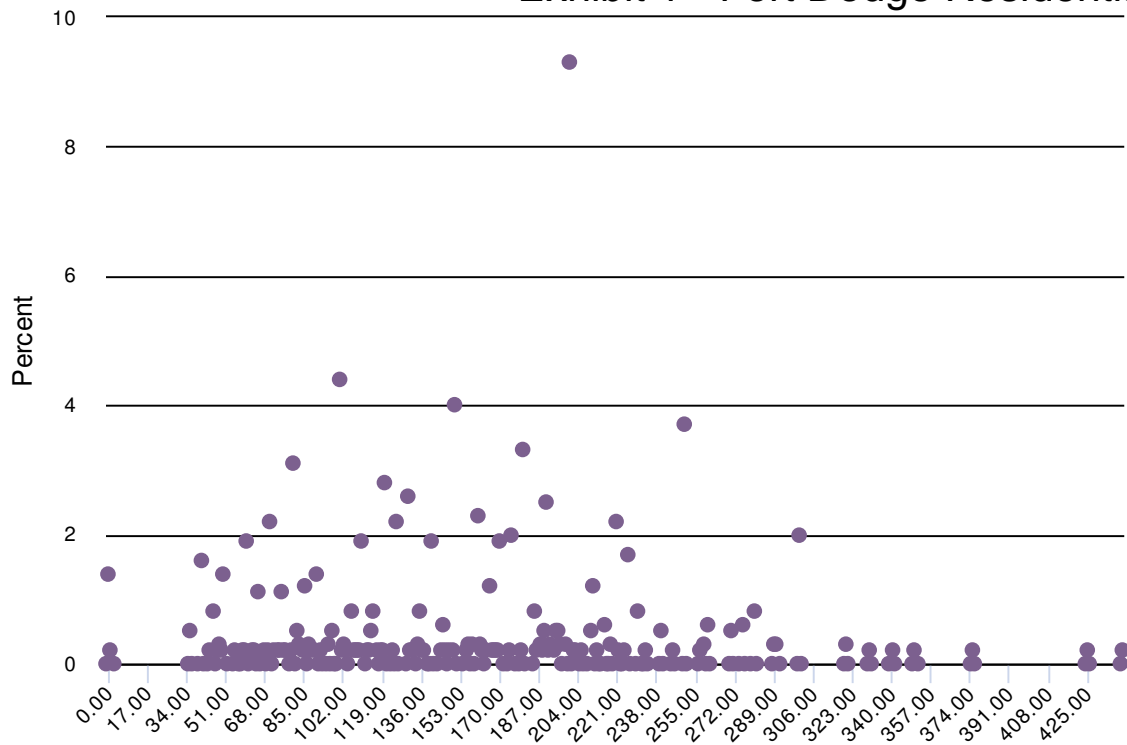
Totals: 205

19. Do you have any other comments, questions, or concerns about your landline telephone service?



20. What is the total monthly cost (rounded to the nearest dollar) of ALL services (internet, television, and landline telephone) that you receive at home? If you have more than one provider, please add those monthly bills together. Do not include the cost of your cellular plan.

Exhibit 1 - Fort Dodge Residential Survey



Statistics

Min	0
Max	440
Sum	98,190.0
Average	152.7
StdDev	70.4
Skipped	-
Total Responses	643

21. In your opinion, how important is fast, affordable, reliable, and universally-available broadband to Fort Dodge in helping to improve the following community attributes?

Exhibit 1 - Fort Dodge Residential Survey

	Not important	Somewhat important	Very important	Responses
Quality of life (making Fort Dodge a good place to live) Count Row %	9 1.3%	89 12.6%	610 86.2%	708
Education (for kids and adults) Count Row %	9 1.3%	65 9.2%	630 89.5%	704
Economic development and jobs (including work-at-home and side income opportunities) Count Row %	9 1.3%	82 11.6%	618 87.2%	709
Health care (remote health care, virtual doctor visits) Count Row %	19 2.7%	142 20.1%	545 77.2%	706
Totals Total Responses				709

22. When considering a company for broadband services (internet, television, and telephone), how important are the following characteristics of that company?

Exhibit 1 - Fort Dodge Residential Survey

	Not important	Somewhat important	Very important	Responses
Is locally owned Count Row %	195 27.5%	326 46.0%	188 26.5%	709
Provides excellent customer service Count Row %	2 0.3%	44 6.2%	665 93.5%	711
Is involved in the community Count Row %	74 10.4%	295 41.5%	341 48.0%	710
Uses the best available technology Count Row %	4 0.6%	59 8.3%	645 91.1%	708
Totals Total Responses				711

23. If a new provider (public or private) built a fiber network in Fort Dodge offering superior service for a competitive price, how likely would you be to switch from your current provider(s)?

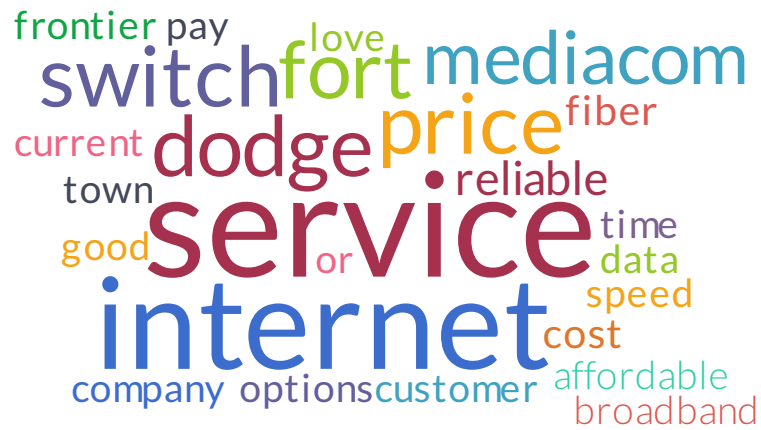
NPS® Score: 54.9



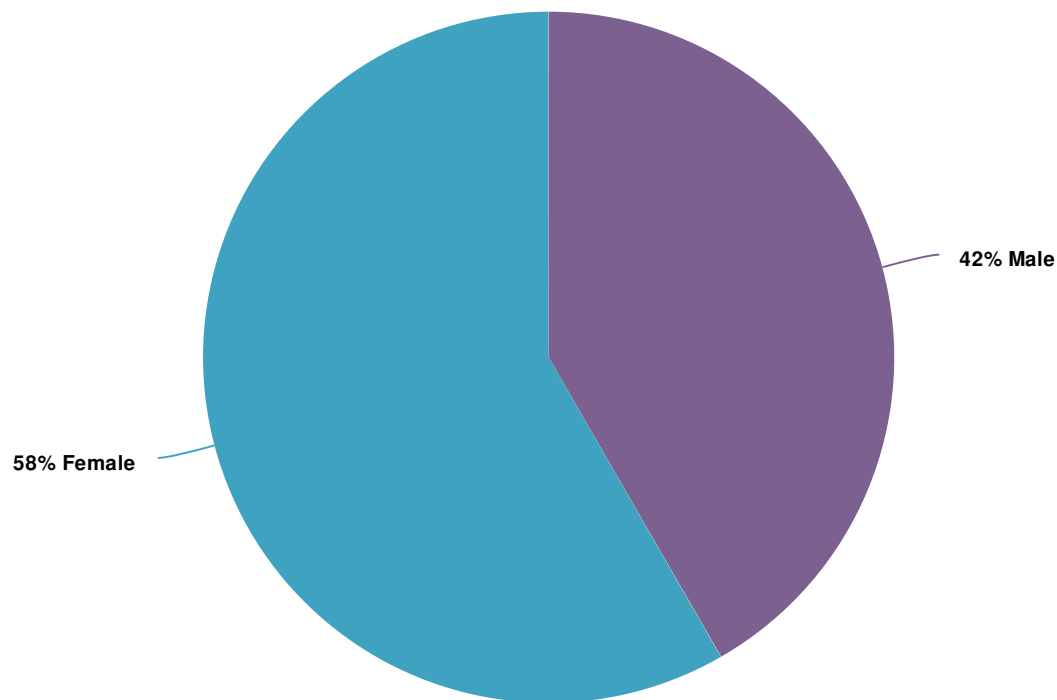
Promoters		66.5%	471
Passives		21.9%	155
Detractors		11.6%	82

Totals: 708

24. Additional comments, questions, or concerns



25. Gender

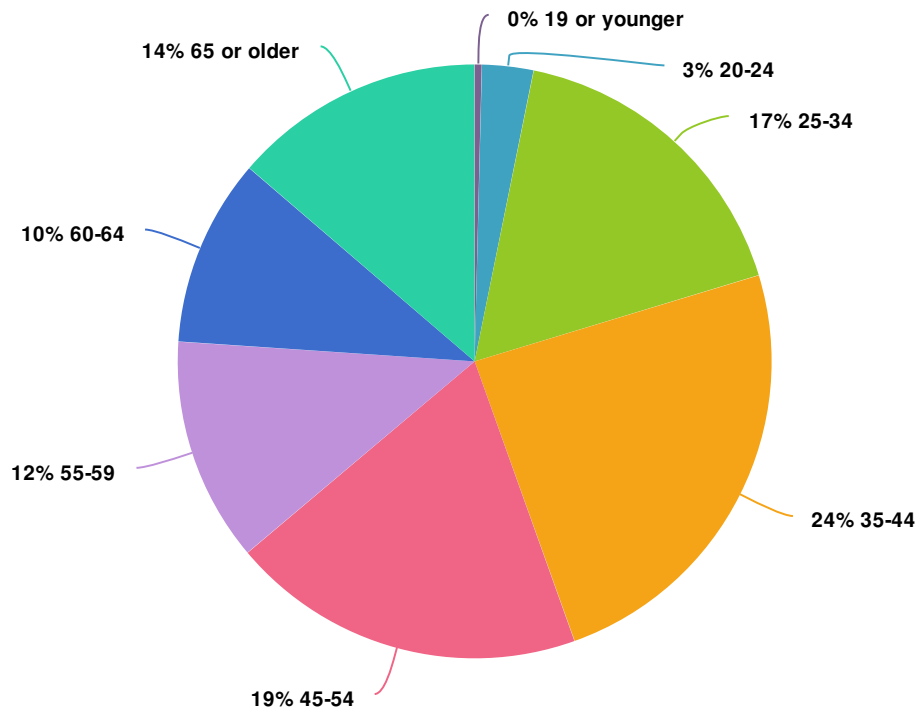


Value		Percent	Responses
Male	<div><div></div></div>	41.7%	295
Female	<div><div></div></div>	58.3%	412

Totals:707

Exhibit 1 - Fort Dodge Residential Survey

26. Age

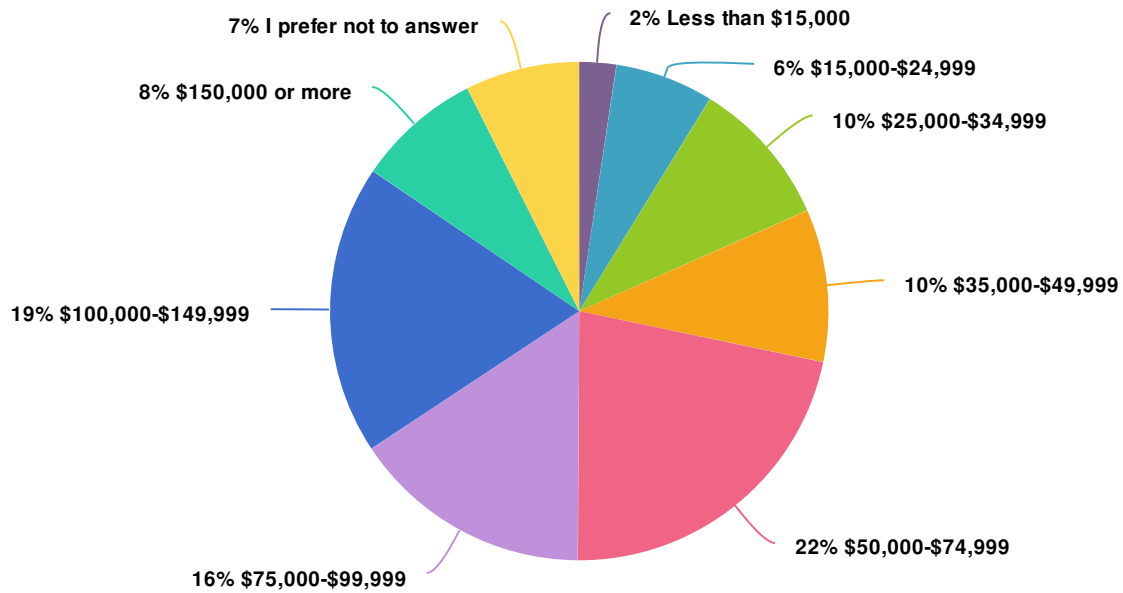


Value		Percent	Responses
19 or younger	<div><div></div></div>	0.4%	3
20-24	<div><div></div></div>	2.8%	20
25-34	<div><div></div></div>	17.1%	121
35-44	<div><div></div></div>	24.2%	171
45-54	<div><div></div></div>	19.3%	136
55-59	<div><div></div></div>	12.2%	86
60-64	<div><div></div></div>	10.2%	72
65 or older	<div><div></div></div>	13.7%	97

Totals: 706

27. What is your annual household income?

Exhibit 1 - Fort Dodge Residential Survey

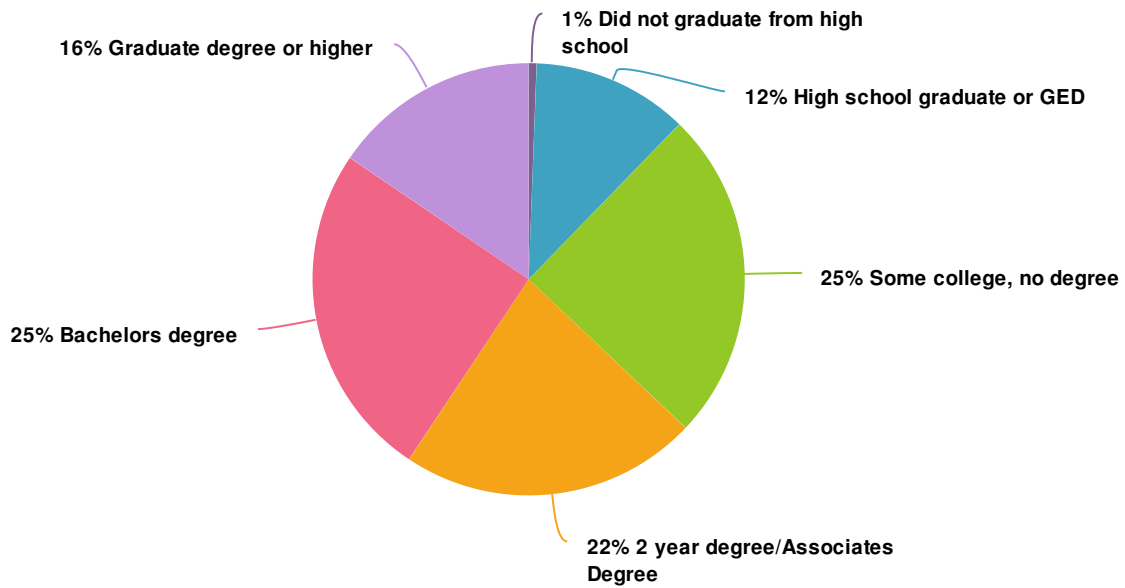


Value		Percent	Responses
Less than \$15,000	<div><div></div></div>	2.4%	17
\$15,000-\$24,999	<div><div></div></div>	6.4%	45
\$25,000-\$34,999	<div><div></div></div>	9.6%	68
\$35,000-\$49,999	<div><div></div></div>	9.9%	70
\$50,000-\$74,999	<div><div></div></div>	21.8%	154
\$75,000-\$99,999	<div><div></div></div>	15.6%	110
\$100,000-\$149,999	<div><div></div></div>	18.8%	133
\$150,000 or more	<div><div></div></div>	8.1%	57
I prefer not to answer	<div><div></div></div>	7.4%	52

Totals: 706

28. What is the highest level of education you have completed?

Exhibit 1 - Fort Dodge Residential Survey



Value		Percent	Responses
Did not graduate from high school	<div><div></div></div>	0.6%	4
High school graduate or GED	<div><div></div></div>	11.7%	82
Some college, no degree	<div><div></div></div>	24.8%	174
2 year degree/Associates Degree	<div><div></div></div>	22.3%	157
Bachelors degree	<div><div></div></div>	25.2%	177
Graduate degree or higher	<div><div></div></div>	15.5%	109

Totals: 703

Exhibit 2 - Fort Dodge Business Survey



This report is filtered

Only show: #1 Question "Is your business in the Fort Dodge city limits?" is one of the following answers ("Yes")

Fort Dodge Business Survey - Final (63)

Response Counts

Completion Rate:	100%	<div></div>	
Complete		<div></div>	63



Totals: 63

1. Is your business in the Fort Dodge city limits?















Value		Percent	Responses
Yes	<div></div>	100.0%	63
No	<div></div>	0.0%	0

Totals: 63

2. Where is your business based?

Value		Percent	Responses
In a commercial property or storefront		82.5%	52
In my home		17.5%	11
Totals: 63			

3. What is the primary industry sector of your business?

Value		Percent	Responses
Agricultural		3.2%	2
Banking/Financial services		7.9%	5
Bar/Restaurant		4.8%	3
Church or religious organization		4.8%	3
Construction		3.2%	2
Education		7.9%	5
Government/Public service/Non-Profit		7.9%	5
Health Care		9.5%	6
Hospitality		1.6%	1
Manufacturing		1.6%	1
Professional services (including legal and insurance)		19.0%	12
Rental housing		0.0%	0
Retail sales		9.5%	6
Other - Write In		19.0%	12
Totals: 63			










4. How many full or part-time employees does your business have?

Value		Percent	Responses
5 or fewer		46.0%	29
6-10		22.2%	14
11-20		9.5%	6
21-50		9.5%	6
51 or more		12.7%	8
Totals: 63			






5. What broadband services do you use at your business? (Check all that apply)

Value		Percent	Responses
Internet		100.0%	63
Cable TV or Satellite television		42.9%	27
Landline telephone		68.3%	43








6. Who is your Internet service provider (ISP)?

Value		Percent	Responses
Cellular data plan only		1.6%	1
Frontier		31.7%	20
Goldfield Access Network		0.0%	0
HughesNet (satellite)		0.0%	0
Mediacom		50.8%	32
Rise Broadband (wireless)		0.0%	0
ViaSat/Excede (satellite)		0.0%	0
WMTel		4.8%	3
Other - Write In		11.1%	7
			Totals: 63

7. How many devices are connected to the Internet at your business? Include PC's, tablets, smart phones, or any other devices that use the Internet connection.

Value		Percent	Responses
5 or less		17.5%	11
6-10		36.5%	23
11-20		15.9%	10
21-30		7.9%	5
31+		22.2%	14
			Totals: 63


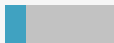



8. What specialized data service, if any, do you currently receive from your ISP?
(check all that apply)

Value		Percent	Responses
Dark fiber		13.2%	5
Dedicated bandwidth or circuit		28.9%	11
Fiber transport services (lit services)		18.4%	7
MPLS		13.2%	5
SD-WAN		23.7%	9
Static IP addresses		71.1%	27
Other - Write In		13.2%	5

9. How do you use Internet at your business? (check all that apply)

Value		Percent	Responses
Company website		66.7%	42
Credit card processing		49.2%	31
Data management, back-up or data storage		77.8%	49
Education & professional development (including webinars)		69.8%	44
Electronic health records		22.2%	14
Email		93.7%	59
File or Data sharing (outside of your internal network)		61.9%	39
Hosting your own server		31.7%	20
Online banking		73.0%	46
Online purchasing or inventory		71.4%	45
Online sales		25.4%	16
Operations in the Cloud (Accounting, Sales, Project management, etc.)		49.2%	31
Social media (Facebook, Twitter, etc.)		73.0%	46
Streaming music (Pandora, Spotify, etc.)		49.2%	31
Streaming video (Netflix, Amazon Prime, Hulu, YouTube, etc.)		46.0%	29
Video conferencing		49.2%	31
Web surfing		79.4%	50
Other - Write In		9.5%	6

10. Please rate your overall level of satisfaction with your current Internet service provider (ISP).

Value		Percent	Responses
Very dissatisfied		15.9%	10
Somewhat dissatisfied		19.0%	12
It's OK		36.5%	23
Somewhat satisfied		11.1%	7
Very satisfied		17.5%	11
			Totals: 63

11. Please rate your satisfaction with your ISP on each of the following characteristics.

	Very dissatisfied	Somewhat dissatisfied	It's OK	Somewhat satisfied	Very satisfied	Responses
Customer service experience Count Row %	11 17.5%	19 30.2%	14 22.2%	10 15.9%	9 14.3%	63
Data allowance (data cap) Count Row %	12 19.0%	14 22.2%	11 17.5%	11 17.5%	15 23.8%	63
Price Count Row %	20 31.7%	17 27.0%	11 17.5%	11 17.5%	4 6.3%	63
Reliability (frequency and length of service interruptions) Count Row %	17 27.0%	18 28.6%	9 14.3%	9 14.3%	10 15.9%	63
Speed Count Row %	13 21.0%	17 27.4%	13 21.0%	9 14.5%	10 16.1%	62
Totals Total Responses						63

12. How important is improved internet service to your business today?

Value		Percent	Responses
Not important, current service meets our needs		12.7%	8
Somewhat important, we don't have everything we want but can make do		31.7%	20
Very important, current internet does not meet our needs		50.8%	32
Not sure, would like to learn more		4.8%	3
Totals: 63			

13. How important do you think improved internet service will be to your business in the next few years?

Value		Percent	Responses
Not important		7.9%	5
Somewhat important		19.0%	12
Very important		69.8%	44
Not sure, would like to learn more		3.2%	2
Totals: 63			

14. Over the past few years, have internet speeds kept up with your business needs?

Value		Percent	Responses
Yes		46.8%	29
No		53.2%	33
Totals: 62			

15. How likely is it that you would recommend your ISP to a friend or colleague?

Promoters		17.5%	11
Passives		7.9%	5
Detractors		74.6%	47

Totals: 63

16. Do you have any other comments, questions, or concerns about your current or future Internet service?

ResponseID Response

- | | |
|----|--|
| 5 | I currently have been looking into a internet provider that could give us faster download and up load speeds. The fastest upload speed Frontier can give us is 0.5 mbps. So I can not use a cloud service to backup our patient records to be HIPAA compliant. And our download speed is 2mbps- This is horrible service for a community our size!!! Checked into mediacom's and they can give us the speeds we need but for a small business owner the prices are not affordable for us!! Another Mediacom problem is the internet goes on and off frequently which is a problem we have at home with their service!!! |
| 6 | I use the internet to teach children in China live. There have been numerous times when my internet was slower, lagged or, stopped working altogether. At one point in time our internet was down for 6 days and I did not get the help I needed to fix it. I went to the local Mediacom building to get assistance to which they told me to call the 1-800 number. So I did that and they told me to go to the local building and they could help me there. I was being charged for internet I wasn't receiving and the company I worked for charged me for every class I missed. Eventually I had to call the corporate office in New York because I wasn't getting any help from anyone else. Finally, I was helped and my internet fixed. But it was only good for 4 days before my internet took a crash again. I am beyond frustrated with Mediacom, but it is the only internet service that can support my online classes! |
| 10 | I am concerned about price for the services offered. They want us to pay for faster service but we don't even get the speed that we are currently paying for. |
| 11 | Reliability is the largest concern. No internet means no credit cards. |
| 18 | Aureon provides excellent services at a very reasonable price. |
| 23 | City needs to stay out of the ISP business |
| 24 | VERY expensive for what I get. |
| 30 | No |
| 43 | Wish there was less outages |

ResponseID Response






48	mediacom is unreliable
51	The one thing I really dislike about Mediacom is that they hike up the rate by about \$5 a month every 6 months without adding any value or performance. They just increase the price with no justification. If you're a new customer, you initially get a better rate. But when you become a loyal longtime customer, they jab you 2 a year with a higher rate but the same service. There's no incentive for being a loyal customer, just a future of increasingly higher bills. As a community we need a cap on how much they can reasonably raise the rates. Sincerely, Bill Grady, Fort Dodge Radio
54	We're told our service is the best that can be available in our area.
62	Please look to bring in someone who will provide faster service. Frontier won't upgrade their hardware to get us faster internet.
69	Because I have 2 ISPs its difficult to answer these questions when I think differently on each.
72	Faster upload speed for Remote VPN Sites
76	The internet providers in fort dodge are not sufficient enough. Frontier is more stable but not fast. Mediacom is quicker but not reliable at all.
81	We need better pricing & faster, more reliable service
87	Time for high speed service in FD
91	mediacom is my choice because of speed. frontier would be my choice based on service. Wmtel would be my choice if I could receive their service.

17. Who is your current television service provider?




Value		Percent	Responses
DirecTV		3.7%	1
Dish Network		3.7%	1
Mediacom		85.2%	23
Streaming Video Only (Netflix, Amazon Prime, Hulu, etc.)		3.7%	1
Other - Write In		3.7%	1

Totals: 27

18. What is your overall level of satisfaction with your television service provider?

Value		Percent	Responses
Very dissatisfied		30.8%	8
Somewhat dissatisfied		11.5%	3
It's OK		34.6%	9
Somewhat satisfied		11.5%	3
Very satisfied		11.5%	3
Totals: 26			

19. How likely is it that you would recommend your television service provider to a friend or colleague?

Promoters		7.4%	2
Passives		14.8%	4
Detractors		77.8%	21
Totals: 27			

20. Do you have any other comments, questions, or concerns about your television service?

ResponseID Response

23 City needs to stay out of TV business

31 There prices are extremely high and you hardly get any HD content. And everything is broken up so if you want education channels, you have to pay extra. If you want more variety in sports, you pay extra.




76 No problems

87 High priced for what you get..

88 Mediacom (at home) has had terrible service; cable goes out all the time, intermittent internet service - goes down a lot, Mediacom has been to my house 3 x (3 hours each time) in the last 4 weeks to try to repair it, but it the internet still isn't working at all and cable still stops working regularly.


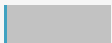





91 streaming because of the high cost of mediacom

21. Who is your landline telephone service provider?

Value		Percent	Responses
Frontier		44.2%	19
Mediacom		41.9%	18
Other - Write In		14.0%	6

Totals: 43

22. What types of telephone service does your business use (check all that apply):

Value		Percent	Responses
Traditional phone lines		85.4%	35
DID		2.4%	1
PRI		4.9%	2
Hosted VoIP		12.2%	5
Hosted PBX		0.0%	0
SIP trunking		2.4%	1
Other - Write In		2.4%	1


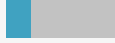



23. How many telephone lines does your business have? Include voice lines, fax lines, security system lines, etc.

ResponseID	Response
1	3
5	7
9	6
10	3
11	6
12	30 plus
15	3
18	84
20	300
23	3 pots lines from frontier and 2 t1 over fiber from aureon
24	1
25	6
26	1

ResponseID	Response
29	2
33	8
34	3
35	12
38	3
42	2
43	1
45	2
46	6
48	4
53	4
54	1
58	1
59	3
60	7
63	2
65	4
69	26
70	3
72	7
76	4
81	1
82	2
85	4

ResponseID	Response
86	1
87	two
88	6
90	2
91	1

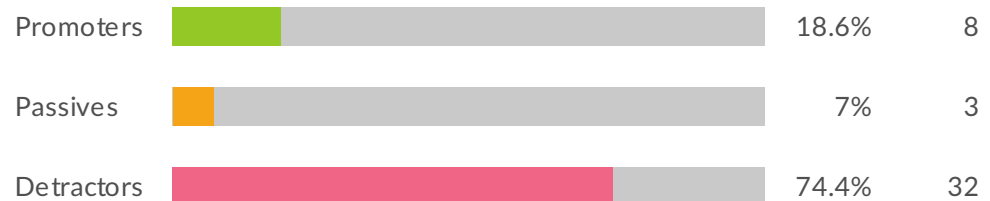
24. What is your overall level of satisfaction with your landline telephone service provider?

Value		Percent	Responses
Very dissatisfied		7.0%	3
Somewhat dissatisfied		23.3%	10
It's OK		37.2%	16
Somewhat satisfied		20.9%	9
Very satisfied		11.6%	5
Totals: 43			

25. What is your level of satisfaction with your landline telephone service provider based on the following characteristics?

	Very dissatisfied	Somewhat dissatisfied	It's OK	Somewhat satisfied	Very satisfied	Responses
Call completion (dropped calls, incompleted calls, etc.) Count Row %	3 7.0%	3 7.0%	17 39.5%	11 25.6%	9 20.9%	43
Customer service experience Count Row %	11 25.6%	6 14.0%	16 37.2%	4 9.3%	6 14.0%	43
Price Count Row %	14 32.6%	3 7.0%	17 39.5%	5 11.6%	4 9.3%	43
Reliability (frequency and length of service interruptions) Count Row %	5 11.6%	10 23.3%	11 25.6%	11 25.6%	6 14.0%	43
Voice quality Count Row %	2 4.7%	6 14.0%	16 37.2%	11 25.6%	8 18.6%	43
Totals Total Responses						43

26. How likely is it that you would recommend your telephone company to a friend or colleague?



Totals: 43

27. Do you have any other comments, questions, or concerns about your landline telephone service?

ResponseID	Response
5	It takes way too long for Frontier to service us as a business if we have a problem!! Also the phone representatives are not helpful and we receive conflicting answers from them regarding our issues!
10	We have had issues with line 2 for our business. A technician came but it still cracks and cuts out. For some reason they blame it on us and our equipment.
23	City needs to stay out of phone business
24	Phone service is fine, but once again, for a business line it is RIDICULOUSLY expensive. I have one line and it's almost \$200 a month including internet!
43	Less outages
72	When Internet goes down phones go down
76	No problems

28. What is the total monthly cost (rounded to the nearest dollar) of ALL services (internet, television, and landline telephone) that you receive at your business? If you have more than one provider, please add those monthly bills together. Do not include the cost of your cellular plan.

Notice: Enable a chart or summary table to see your data.




29. In your opinion, how important is fast, affordable, reliable, and universally-available broadband to Fort Dodge in helping to improve the following community attributes?

	Not important	Somewhat important	Very important	Responses
Quality of life (making Fort Dodge a good place to live) Count Row %	1 1.6%	8 12.7%	54 85.7%	63
Education (for kids and adults) Count Row %	1 1.6%	7 11.1%	55 87.3%	63
Economic development and jobs (including work-at-home opportunities) Count Row %	1 1.6%	4 6.3%	58 92.1%	63
Health care (remote health care, virtual doctor visits) Count Row %	1 1.6%	10 16.1%	51 82.3%	62
Totals Total Responses				63

30. When choosing a provider for internet, television, or telephone service, how important are the following characteristics of that company?

	Not important	Somewhat important	Very important	Responses
Is locally owned Count Row %	18 28.6%	32 50.8%	13 20.6%	63
Provides excellent customer service Count Row %	0 0.0%	8 12.7%	55 87.3%	63
Is involved in the community Count Row %	7 11.1%	32 50.8%	24 38.1%	63
Uses the best available technology Count Row %	1 1.6%	8 12.9%	53 85.5%	62
Totals Total Responses				63

31. If a new provider (public or private) built a fiber network in Fort Dodge offering superior service for a competitive price, how likely would you be to switch from your current provider(s)?

Promoters		60.3%	38
Passives		15.9%	10
Detractors		23.8%	15
Totals: 63			

32. Additional comments, questions, or concerns

ResponseID Response

5	We have an extremely old Frontier phone/internet plan-since 1980. We are told if we change this plane in any way it would be extremely expensive for us, probably at least double in price!!! I totally back, encourage, and promote this plan to better the city's broad and future!!! Unbelievable Fort Dodge is so behind in this regard. Thank you for working to improve our community!!!!
6	Please bring a new internet company to Fort Dodge!
10	If another provider came into the area, the industry would be more competitive and keep prices in check.
11	Don't steal my fucking data if you do community broadband. Shits bad enough already with social media. Be part of the solution not the problem.
13	Reliability of the level of service necessary to conduct business daily at a reasonable price is paramount! If old technology can accomplish it, fine. If new technology is necessary, fine. Just make it RELIABLE, AFFORDABLE, and fast enough to be able to upload and download 180mb files in a reasonable amount of time. Not a fan of NEW technology just because it is new. Must be beneficial. Internet access has become an almost mandatory part of life. It HAS to be affordable for all.
23	There is 0 need for a municipal run ISP in fort dodge
24	WAYYYYY too expensive for what I receive. One line with internet should NOT run \$200 a month!
43	Outages are the biggest problem
51	As a community, we deserve better than how Mediacom treats us and what Frontier can offer.
59	I probably would not switch until mediacom began to fail for me again. I was on frontier and when it was failing, i switched. That was in 2016.
61	sounds like a plan to funnel tax dollars to corporate interests for no benefit to the tax payers
72	As long as there reliable network
76	Having better internet is a must otherwise we cannot continue to grow

Exhibit 3 – Broadband Assessment Comments

Residential Assessment Comments

It meets my needs as it's the only available option
\$39.95 per month and it suits my needs
Advertised speeds cannot be met or sustained
After moving to the big city found out bad internet both services should have stayed in Clare where they have fiber for internet,TV and phone!! \$58 a month for this "high speed" ANGRY!!
All I see out of this is increased cost to the tax payers and the potential for abuse.
around this time of year service goes down often.
Biggest issue is high pricing
By the time the internet speed gets to my neighborhood, it is dramatically dropped off. Meaning if I pay for 60 mbps I will only receive 25 mbps. I am not happy about this issue. Please figure a plan fix this issue.
Can't stream tv when Mediacom is down. If there is a fiber optic cut in the State, there is no internet service.
Competition will help raise quality and provide competitive pricing.
Current paying mediacom for 200MB connection and see 100MB on a good day.
Current service is better than nothing, wished it was faster, how long to get this up and running I am old.
Customer service is horrible.
Customer service is non exsistant
Don't like the constant rate hikes while not offering an improvement in service.
Fiber optic would be a great way to attract more younger people to Fort Dodge. Everything is moving in some way online, and fast internet at competitive prices will help drive growth.
fiber speeds will be necessary in our future. I would be in favor of the service.
For me works ok but high school age grand kids say it's really slow.
Fort Dodge has a variety of internet providers - but it's really just a competition of whose the least crappy. I'd pay for a better internet provider - especially since I work remotely for a large, out of state company in my home
Frontier is reliable but slow.
Frontier is terrible and their customer service stinks
Frontier is terrible. We have had them out to the house multiple times and they tell us they can't help us.
Frontier sucks!
Generally meets needs but reliability seems to be suffering recently.
Getting extremely frustrated
Hit and miss, poor customer service
I also have MEDIACOM right now which I am in the process of getting rid of. I have had MEDICOME FOR 20 YEARS and I had them down in Leon and they were pretty good, no real problems. Since we moved here to Fort Dodge in June 2016 MEDIACOM has been very stressful because the service would go down, or we would have to reset the modem once, twice or more times a week. They have faster speed than Frontier BUT with MEDIACOM we were NEVER ABLE to stream a movie or Netflix or any other that type of

<p>service, no matter how many times I called or if I could finely get someone to come out (several times)! With Frontier, although slower, at least we have NO problems streaming anything to our TV. If FRONTIER received a GRANT to string fiber cable for internet instead of a new company we would have the cat's meow! Make the grant conditional on NOT raising their prices because the taxpayers would already supplementing their income. PLUS Frontier is already here with all the necessary lines they can just replace and update. MUCH FASTER THAN SOME NEW COMPANY COMING IN TO FORT DODGE. Maybe even go to underground? UNLESS as talk going around, that someone connected to the powers-to-be here in Fort Dodge is behind the new internet company. Nah, no way. Thanks for the survey!</p>
<p>I am cancelling my Frontier service due to download speeds of 1.7 mbps. This is half the speed I pay for. When discussing this with the tech, she told me to use one device at a time. In the 21st century that is ridiculous! I hope broadband comes to Fort Dodge.</p>
<p>I am definitely interested in better, faster, internet like fiber optic.</p>
<p>i got the survey via the FD Messenger</p>
<p>I have been @ this residence since July. I miss Lehigh Valley Cooperartive Telephone service and personnel.</p>
<p>I have problems several times a day with my internet in the home.</p>
<p>I just switched to Mediacom on Oct. 3 . We had Frontier before and there service was terrible!</p>
<p>I only say it meets my needs because there is no viable alternative.</p>
<p>I pay for 1000mb, I usually get 50 to 100 It's garbage and I'd almost rather have dialup.</p>
<p>I pay for gigabit internet through Mediacom. When it works it works great, but it is frequently down costing me money at my businesses and causing frustration at home.</p>
<p>I subscribe to the most expensive internet plan available</p>
<p>I used to have frontier and canceled my service because of too many interruptions started to switch to mediacom but they could not keep their appointment times for installation so instead of being unhappy with poor service at a high cost I chose to opt for no internet. I wish that more options were available at more reasonable rates with better service.</p>
<p>I used WCCTA years ago, both before and after they installed fiber optic cable. They were far superior to the service I have received the past 13 years here in Fort Dodge. The unexpected outages of Mediacom, the unreliable capability of Frontier, are disappointing, especially when they use our location in the city as an excuse for poor service. The cost of both should result in better service, both in speed and in reliability. To get faster service, one must pay an big additional fee to Mediacom for what we should be able to get at the current rate. High speed internet in Fort Dodge is not high speed internet!! Anyone who works with the Internet or with computer sales and service can tell you that the provisions for Internet/WiFi here need to be improved; no costly survey needed!!! Surveys might be fun, they might provide a stalling for action, but they are an unnecessary waste of time and money! Just get in gear and update!!!!</p>
<p>I want a system that works and good customer service.</p>
<p>I would be interested in discontinuing satellite services for TV and using a streaming service but I need to have a good reliable internet service before I can do that</p>
<p>I would like to move away from the DSL to a much faster, reliable, internet provider without having to bundle with landline.</p>
<p>I would like to pay less than \$90/month. There aren't a lot of choices in Fort Dodge.</p>

I would urge Fort Dodge to set up a publicly owned Internet, much like Chattanooga. Here is a link:

<https://money.cnn.com/2014/05/20/technology/innovation/chattanooga-internet/>

This benefits the community on many levels.

1. Technology is our future. It is part of the national infrastructure and Fort Dodge can set itself apart from other cities by taking this step.
2. It would boost the economy, sparking a local tech scene and relocation of businesses, drawn by the fast Internet and reliability offered by the smart grid.
3. The school system would embrace it, creating an equal playing field for students of all economic levels,
4. Cheaper and faster Internet would mean residents have more disposable income, boosting local businesses.
5. Revitalization of downtown. A fast, cheap Internet would spur development of the city core.

If there was another company that had high speed options I would switch them them in a second!

I'm in IT and I have issues all the time with my service provider but it the best I get in this area. For the money I pay, I know there is a lot better service out there for the money but not in the Fort Dodge area.

improved speed would help my home-based music production a lot. Service issues are the biggest problem. Fiber based internet would be a great upgrade, if service and price are reasonable.

In 2019 a fiber network is essential to continued success and competition. The United States needs to support its citizens by providing actual high speed Internet access to everyone so that we can compete in a global market. Fiber enables this competition. Internet is now required to apply for jobs, complete assignments for school and take classes online. High quality and reliable Internet needs to be offered and this service needs to be affordable to every citizen.

Internet only meets our needs because we can use our phone data when it's down.

It costs to much

It does not reach very far or at least as far as when I had mediacom but I had more issues with them too.

It seems that the more developments takes place in my area--the slower the service gets

It started at \$39.95/mo now it has magically worked its way up to nearly \$70.00/mo and I'd really like to know how you can justify such an increase in price with no increase in product value.

It was a good day when your speed test ran (49mps). Problem is I'm paying for 100mps service. Again, I will be canceling my TV Monday, and have though long and hard about trying DSL again. If it would provide even ok service, I would remove MediaCom's cable from my house and nail it to their pole.

It works good when it's working but seems to go down a lot

It would be fine if it was always available!

It would be nice to have something more affordable and reliable. I don't ever use close to my cap of data allowed, and I've had to change my plan so many times to try and keep what I pay monthly in my budget. It's always a fight with mediacom to keep my bill low and still have decent internet. I do believe they've done some shady things with my account to get me to have to up my plan and charge overage fees when I know I haven't used much. Not a good experience with them, but they are the ONLY option I have for where I'm at. I'm hoping the city can offer something better, with less cut outs, and maybe more affordable for people who don't use a lot of internet.

It's awful, the price for the quality of service is terrible. Would love another option

It's bundled with the TV and I feel I'm paying way too much. I've tried to get them to rewrite my monthly bill, but they won't do it.

It's expensive for the service that I'm receiving

It's not good to have no other competition, for example here its mediacom or nothing and that's not good

Lost internet and it took one week to get them to fix it. Then lost it again three days later. They don't seem to be in a hurry to fix problems.

Make it so families can afford it not so expensive and speed better for families for games and other things for kids better too
Mediacom does not mark their lines with Iowa one call for digging. Our line was cut due to them not following protocol. We had to have a line in our yard for 2 months before it was fixed. Child and dogs were exposed to line during that time. Customer service was extremely horrible.
Mediacom Does not provide good service. At least once a month it seems there is an outage of significant time. When you call into customer service they give you an estimated time for repair. The latest was four hours after they estimated.
Mediacom is horrible at my work! Is constantly not working and no one knows how to fix the problem at my work.
Mediacom is totally inadequate. Fort Dodge deserves better!
Mediacom needs competition. And they need to fix things so that a line cut in Estherville doesn't take down Fort Dodge.
Meets our needs It's our only option
My boyfriend lives in cedar falls and has their internet through their utility bill. He says the internet is always fantastic and it's a great addition to the community. Would love to see it in fort dodge.
Need a higher quality internet service provider with competitive pricing. Mediacom has the market cornered and has zero competition in fort dodge. I moved here from Salt Lake City Utah and had fiber internet and TV which was priced competitive and had almost zero problems.
Need better reliability and a more responsive service provider. Need more competition in the market area.
Need more options in this town
Need more options Mediacom has too strong of presence in fort dodge
No
No
No
No
No
On the speed test download was at 113mbps and we pay for 200mbps. that is the problem. Its never consistent speed. always drops.
Our service meets our needs but we aren't satisfied with it
Pay for higher speed but told the telephone lines are poor in the neighborhood so unable to get fast internet. Switched carriers - no help.
Please, allow a new business to come in with more reliable internet and better prices!
Poor customer service. They only want to offer good pricing to new customers. They know they have you on the hook because there is no one else nearby that can come close to matching their speeds - except for wireless antenna options placed on your home but those are unreliable at best (DirecTv internet for instance).
Price
Rarely get advertised download speeds and pay a lot, but no other option as anything cheaper is not any better. Get what you pay for.
Reliability is fine just speed is a problem and they say it's the best they can do.
Service reliability has improved. We used to have interruptions several times a month over the last 3 years or so. Now (last 6 months or so) they are much more rare, but still occurring a time or 2 a quarter. Feel I pay too much for an intermittent service.
Slow service and HORRIBLE customer service. Have looked into changing provider but with only one other choice in town and that choice providing worse service (speed/reliability/limits) and customer service that

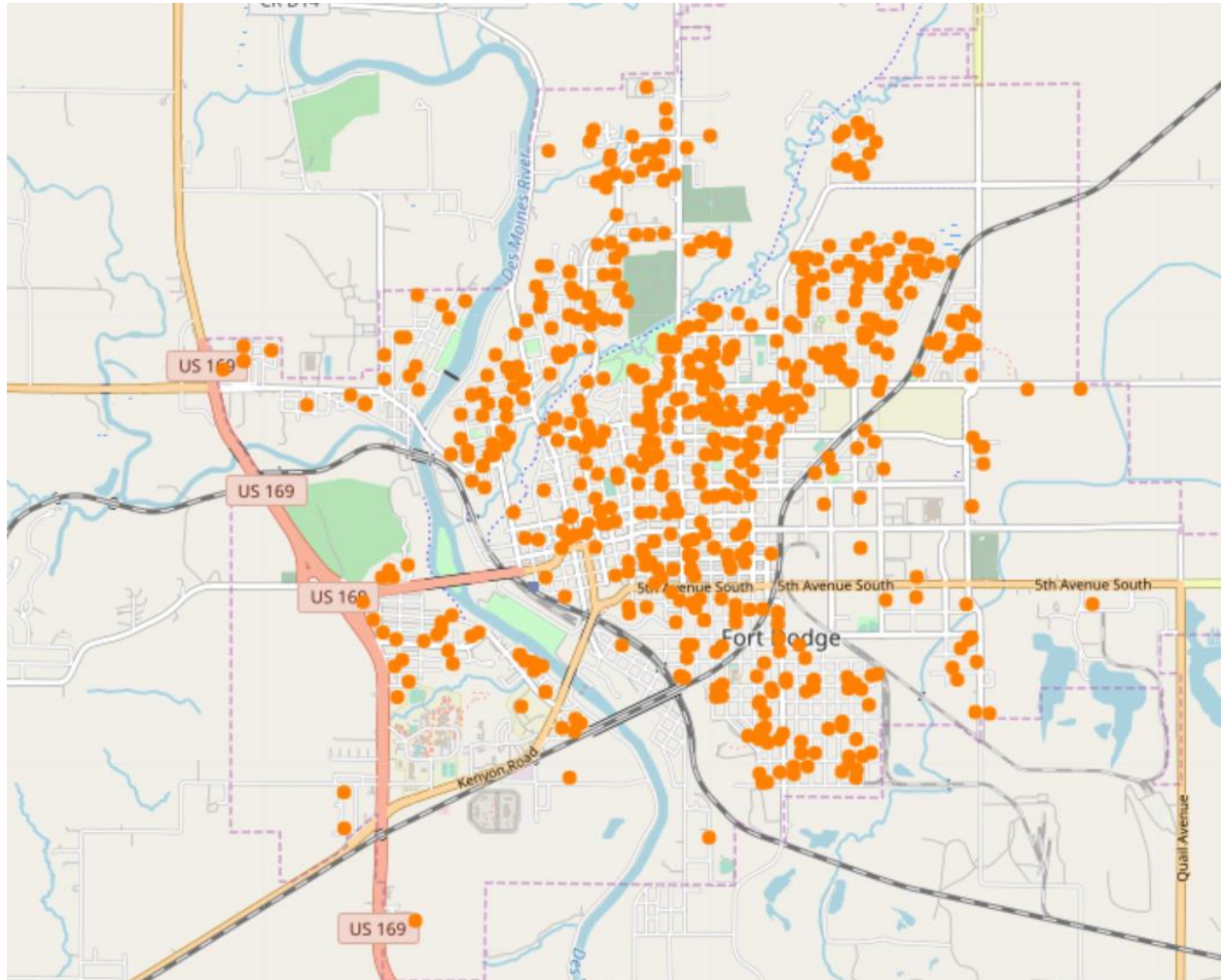
is no better, I feel rather trapped in the current provider. I have tried complaining to corporate and was actually laughed at by the person I spoke to. They told me to "go ahead" and change service, that "I'd be back". They know they're the only game in town and don't care about how they treat customers because there aren't other options. They're over priced and don't care about their customers AT ALL.
Speed for price is not good.
Speeds were: Ping 22 Download 437.57 Upload 3.05 Paying for 600 download 10 upload
Spend around 80.00 a month with Mediacom as this is really the only option available with fast speeds. Very expensive
Frontier is not worth getting as it is VERY slow and always have problems
Terrible customer service. Consistent and repeated "fixes " of the same repair for issues.
The current internet meets my needs because there are no other options. Better speeds and price would meet my needs too.
The residents of Fort Dodge deserve better/faster/more reliable internet service!!
The speed test is inaccurate for much of my experience. It is inconsistent. When it is working.
The speed test related to my survey I feel is highly inflated. I don't have a house full of others trying to download, game and stream video at the moment. I pay for 24 or 26 megabits and 20 is the best that I have seen.
The speed test won't finish. But it's funny how we have to upgrade the service to get less outages.
There are frequent interruptions throughout the day. We pay for fast internet because one of us uses a VPN to work from home; oftentimes we are unable to complete work required, even though we pay to have reliable, fast internet.
They suck
Too slow, too expensive and dead areas within our home.
Tried to have mediacom come check my service. No show twice. Need competition.
VERY slow, not reliable
Want lower pricing
We do not have enough choices for providers.
We gave up satellite TV, bought a new antenna, and stream with Apple TV. Our internet is too weak to stream on more than one device.
We have a horrible time streaming videos without buffering. Downloading larger files can also be horrid. frequent drops.
We have Mediacom. We would never go to Frontier. At old residence our speeds were consistently slower than dialup. After 2-3 service visits, they would finally open us up to a higher speed plan and it would work great. Then it would get shut off 2-3 days later and I'd have to start this 3-4 week process all over again. We have been happy with Mediacom. Minimal interruptions, but I think we're in a good area in town for their service.
We need fiber! And we need IP v6!
When mediacom works, it works well. It seems about once a year we have connections issues and it takes 3-4 visits for them to figure it out. Not impressed
When the internet goes down, you never know how long it will be out,

When we have had issues with our internet, the customer service process was terrible. Our issues eventually got resolved, but it was always very inconvenient for us, the consumer.
When we used Mediacom for internet, it was very unreliable. Now that we use Frontier DSL, it is reliable but slow. And both are too expensive. For now, we don't have a decent option.
While my current internet meets my needs, the overall price and speed could be improved.
Would be excited to have a better choice.
Would like a reliable, more cost friendly option available. I was told a year ago that Frontier was opening up options in our area, but haven't seen it yet. Even cell service is too unreliable to use as a viable alternative.
Would like lower prices.
Would like to see symmetrical speeds (possible with fiber)
Yeah this town needs replacement for fiber wires! (NAME REDACTED) is mad I should get 500mb my Playstation 4! But the other systems are normal I'm shocked my computer system doesn't do like my family says replace fiber wires this town needs bad I pay almost 137 month internet should work for us why I'm singing up for the survey I'm sick this of mediacom was great something need be done to improve it please! I'm sure it be done

Business Assessment Comments

Decent service, just WAYYYY too expensive!
I am just answering for the business, which we use WMTel for.
mediacom unreliable. promises credit for down time. doesn't follow thru
Please contact me if you have any questions! I wrote a lot, but I am serious about changing providers if one has enough bandwidth for me!
The internet is very expensive for what you get.
We have multiple internet drops a day here at ServiceMaster by Rice in Fort Dodge. Gets very frustrating when trying to get your work done.
When it works, it does meet my needs. The reliability is my issue, I have to reset my router and connection often, sometimes multiple time in a day.
When service is totally interrupted, we have no phone service and customers can't call us and we can't make calls out (except on our cell phones) or look up information on the internet.

Exhibit 4 – Broadband Assessment Map



Each dot represents a location that completed a broadband assessment (461 locations). A performance test was not captured at every location.

Exhibit 5 – Survey Comments

ISP Section Comments

Don't get the speeds consistently as advertised
80 a month for 1.8 mbps
Advertised speed is never close to actual. When they set it up it is sometimes close but is throttled within a couple days
Always down but no refund for their issues
Always slow/unreliable. If it were affordable, it would be understandable
Better than most available in the fort dodge area. Could be faster. Lags when my son is gaming. Couldn't get frontier to work at all only had a week. Media com is expensive and has a lot of outtages.
Billing and online payment has been a major issue. Poor website for account access, lots of login issues when i try to pay my bill. Customer service reps are not knowledgeable. Repeated service calls and home visits do not resolve issues. Reliability and consistency of speed are my highest priority since my work is all online as a remote employee (meteorologist). When my home internet goes down, I have to push off work to other employees.
Buffering everyday and sometimes almost daily outages
Cant get a good price even after being long time customer. Which they dont have to because they have no real competition in the market.
Communication with the provider is very difficult.
Competition can help customers tremendously and knock Mediacom off their high horse and have their employees learn customer service!
Constant outages and super slow periods for hours and hours on end almost every month. Different houses, equipment, lines it's always bad.
Constantly buffering, cutting out, coming back on, cutting out.
Cost keeps going up and there are always outages. The wifi needs reset often, customer service just says reset the modem.
Crashes at least once per month. We STILL have to pay. It should be better quality and pro- rated pricing.
Currently have 200MB connection with mediacom and we are lucky to see 100MB on a good day.
Customer service is bad... was on the phone on and off (mostly on) to see why my internet did work for 3 days, and got told something different from all 10 people. Finally on monday when a get a local person, they tell me I've had an outage on my area! Mediacom is my ONLY choice. WMTEL, too many trees in my area, Frontier has told me that the internet is slow in my area. Need new options!
Customer service is horrible. Speed is very expensive for what you actually get. Company is not concerned about customer service.
Customer service is terrible. Days to weeks before technicians can be sent out. Training of installers is minimal at best. Most of my issues have been installer issues and have had to personally hire an electrician to solve simple problems they should have checked. Example: was told the whole house needed rewired because the service was spotty. Turns out they only screwed the cable in a few times outdoors so every time the wind would blow hard the cable would move and thus interrupt service.
Customer service makes promises they cannot deliver on. Technicians are nice but they can only do so much. Customer service is trying to offer services that we apparently cannot get here in Fort Dodge

because we just don't have the upgrades needed and technicians are frustrated they get offered to us.
Cuts out ALOT during shows or doing homework
Data caps are ridiculous in this day and age; reminiscent of tracking minutes of cellular use in the 1990's.
Dead spots within my home. When I need service, they only define a 4 hour period which is difficult when we both work. My experience with their technicians hasn't been great. They often don't seem to know how to fix the problem.
Don't screw around get Webster Calhoun. They give return dividend checks at the end of the year. Goldfield is reliable but expensive. Unless you get a tower through evertek. That's who we had before, they were cheap and reliable.
excellent
Expensive for product and service you get!
Expensive for the speed and customer service is horrid
Expensive. Price always goes up and is always having going out
Extremely expensive for what you get. Frequent interruptions in service.
Extremely unreliable! Very frequent interruptions and disconnections.
Faster speed available but told in my area their infrastructure is poor so I pay for speed but can't watch streaming services.
Faster speeds available and less drop offs and would be great
Feel like both providers (Mediacom and Frontier) have their really good and really bad areas of town. I just happen to live in a good spot for Mediacom.
For 10 years Mediacom has know there is a problem with signal strength on my street. For 10 years they have told me that it looks like they will be rebuilding it sometime in the future. Our internet drops many times during the day. Especially in the evenings. I am told that the slowest download speed is 60 Mps but I am lucky to get 20 to 25 on a good day. We need Verizon Fios to come into Fort Dodge and take over.
For everything
For the price Medicom charged, their reliability and speed should be much better. When there has been a problem, customer service is very poor. I would expect more decency and respect from a company that so many in this town pay for.
Fort Dodge is beyond in technological trends. Fiber Optic internet is something that should be served to clients. It would be difficult for a private industry to invest fiber optic infrastructure in our community where people probably could not afford the service.
Fort Dodge needs a reliable, high speed internet provider.
Fort Dodge needs other options when it comes to Internet. Frontier does not provide the speed needed for our home needs. Mediacom is very unreliable and is sometimes unwilling to address issues. We have to reset modems and routers on a daily basis sometimes multiple times a day. Please give us more options!
Fort Dodge needs reliable affordable internet service.
Frequent outages. Occasionally spotty.
Friends and family in rural Webster Co. have WCCTA access and it's much better and cheaper internet service than in Ft. Dodge.
Frontier couldn't even provide us with internet that would be fast enough. So we had no choice but to go with mediacom. We do not get the speed we are paying for. Has its moments of going out. And rates are constantly going up.

Frontier has terrible service and it's very slow Mediacom is very expensive with terrible customer service. We had internet phone with them and phone service was not guaranteed as it was intermittent (think 911â€¦)
Frontier internet is absolutely terrible. We don't get the speed we pay for, but yet they keep increasing our cost.
Frontier is awful. Can't even stream on TV without interruption. Will never use Mediacom.
Frontier is extremely slow a lot of the time, Takes for ever to load something or it lags when I am playing a game or trying to watch something on the Roku. BUT it's better than Mediacom, I will NEVER go back to that terrible service.
Frontier is slow and Mediacom does not care about the customers. Get a better option in town and they would have my business.
Frontier is spotty in our neighborhood so I am stuck with mediacom. We need to upgrade lines and towers in the area for better service too.
Frontier is terrible, the customer service is terrible....i took a whole day off work waiting for a tech to show and they never showed!! My internet goes out at least 10 times a day and my bill is ALWAYS a different amount every month
Frontier is the ONLY provider for my area of town and there equipment is in horrible condition but even with several business with in a 1 mile area of me and also several homes they do not feel the need to invest money into repairs since Mediacom won't even venture to this area of town. I am extremely jealous of small towns with coops that actually have phone\ internet provider that cares more about quality of service then maximizing fees. We are regularly left with no internet service or internet so slow that you give up even trying to have your kid research online at home because it would literally be easier and faster to use old school encyclopedias. But I understand that Fort Dodge makes no money from residents being satisfied with their service so it will not drastically change anything because it will not inconvenience itself.
Frontier speed is crap. Uploading any photos or videos is all but impossible. Mediacom is unreliable and expensive.
Frontier sucks very slow and mediacom constantly has outage.
Half the time no internet, tv goes out. Stupid phone calls all the time that are trying to get money. Scams!!
Hardware updating is not often done with new product, but reconditioned equipment... understand cost effectiveness of this, but irritating to have to run back and forth to town because several pieces do not function. Time required to reset after cable cutting construction is excessively time consuming online, slowly improving. Internet is better than cable, On-demand streaming very disappointing.
Have far to many times I have to call in and have my modem reset! Have been times I've had to do so more than once a week
Have had Mediacom techs out 4 to 5 times with no improvement
Have to buy a bundle and with working from home I run into using all the data allowance and have to either pay a penalty or raise up my plan
Have used 3 other companies as well.... and were just as bad as mediacom
Having competition in this market would greatly enhance quality of service and price. Reliability of a fast consistent internet is my main concern. I am willing to pay a fair price for quality and consistency.
Having the competition fiber will bring towards current dsl providers will be a huge plus. Putting pressure to provide better, faster, more reliable and overall better customer service is needed in this area to help push forward technology and quality of living.

Horrible connection and even though they have been out to service many times it still doesn't get any better! They need to take the money we pay and update lines so we can actually have a reliable connection!!
Horrible service with both Mediacom and frontier. Frontier sells internet packages their infrastructure can't even provide and charge people for more bandwidth than they even have the capabilities of I wish someone would sue.
Humboldt Iowa has fiber it's more reliable and faster. Would be nice if this was an option here we would definitely switch to a fiber service.
I am in the process of switching my ISP to Mediacom, however, I feel we need another provider in our area, to be competitive.
I am only willing to recommend my current service provider because it is the lesser of two evils. The service is not terribly reliable, and their techs know less about the service they provide than I do.
I am using this because media com is too expensive
I appreciate the speed, but would like a cheaper price and more options with comparable speeds.
I buy my own modem and router rather than rent subpar equipment.
I don't like that we are forced to agree to a two year commitment and automatic renewal, as well as the \$400 early termination fee. It makes it hard to switch to another provider. Also, they seem to be raising their rates every couple of months.
I don't like the lack of competition and options. Mediacom has lackluster, unreliable, and expensive service.
I don't think there is enough competition in the area to force suppliers to offer better products and prices. You are picking the least awful, not the best product. More options would be great
I experience problems with the service constantly. They are very difficult to deal with. We could use competition here but the price has to compete also. I have 200Mb service and would go higher if the price were good and the connection stable. Since I went to 200 there have been many problems.
I feel like I have the best option that I am able to have given there really are no options.
I feel like it could be better for paying 60 dollars a month and always a few times a month lose it for hours at a time
I feel like it is my only option for internet that is fast enough to handle what I do. It is expensive, and very unreliable, and the customer service is not great. But they get away with it because they are the only true option. I have to reset my modem 4-5 times a week, equipment they send you to use/replace old equipment is usually broken and you have to go through a couple rounds of waiting to get something that works.
I feel we have an ISP monopoly in our city. Even the Frontier exec vied for Mediacom. This isn't because it's a better product, it is because it is the only company that offers a product that can handle the bandwidth requirements for modern use. It's awful though. Many, and frequent outages, billing that does not allow customers access to their account information, and low-grade technicians drilling holes all over in our houses make this company a nightmare for the residents who can afford their skyrocketing price for service. But lo, it is our only option. I'm SO grateful that we are soon to upgrade our fiber in FD!
I had Frontier; it could not handle all of the users. Now I have Mediacom; it is unreliable and slow compared to WCCTA, which was my provider in the country
I hate that we only have to options for service with high enough speed and feel that we over pay with either provider as we have had both in past.
I have "bundled" service with Mediacom and It's difficult to drop one service and keep the others. There is also a substantial annual price increase, unless you know to ask for their "retention"

department. I don't like the fact that the services are so connected that all three may sometimes drop off at once.
I have to regularly fight with mediacom to keep my monthly price even somewhere near reasonable for just the internet that I have. It does cut out a lot, and they don't seem to care whether or not you stay a customer if you're dissatisfied with your plan or speed of internet.
I have tried numerous times to get a faster better package from Frontier. Their sales people assure me I can and set up appointments for the tech person to come and change it but the tech people tell me the things Frontier advertises are not available in Fort Dodge. We tried Mediacom in a previous address and had numerous problems. Customer service was terrible and their prices were too high.
I left frontier because the service got bad and they said I was in a high usage area for more than a year and I got told by there local technician that they were blowing me off. Woodstock is awesome we stream 4 TVs with it.
I like that Frontier does not change for data like Mediacom does. If they start doing that, I'm not sure what I would do as the price for Internet and cable is so expensive.
I live in a small apartment and lose connection when going to the bathroom not even 500 ft away. It lags, causing me to have to restart my modem, it has been replaced and I am still being charged for my previous box which was a 1 gig (more expensive).
I live just on outskirts of city limits north of airport the conductor boxes are out of date and will not be updated by Frontier I am paying hispeed internet but don't receive it due to this problem People especially young families are moving here and in Badger area please fix it for those of us that work inside city limits
I live on North 20th Street. Block South of the Dodger Stadium. I do not get the speed I am paying for. By the time the internet gets to me after branching out from adjacent neighborhoods, the internet speed drops dramatically. Please figure a solution for preventing internet drop off speeds. Please!
I moved here from Spencer. had great service with Spencer Municipal Utilities
I only went to personal cell phone data because I was more unhappy with Mediacom being so highpriced and terrible customer service. I would love another option.
I pay \$180/month just for my computer and my TV's. This is way too high! And I have been with Mediacom for 33 YEARS!
I pay close to \$100 a month for crappy internet. I have to unplug it to restart it multiple times a week. Each time I call, I get an automated response and when I talk to someone live, they give me a different reason as to why it isn't working properly. I wish Fort Dodge had more choices and especially one with at least some customer service.
I recommend this service because it's got the highest speeds available. It's not the best but it's the only option. I also rely on cell data when home internet drops.
I think broadband would be a big step up for our town .. get rid of Medicom and Frontier at last. When your trying to attract good people to our community broadband would be feather in our hat!! We should be as good as Gowrie and keep the price down or it won't help.
I think that Fort Dodge should get Fiber Optic.
I understand we're a small city but it would be helpful to have more choices. Mediacom knows they're the only game in town so they don't care about customer service, relia8or value since there is no competition.
I use Mediacom only because it is my only option for internet on the East Side. Frontier refuses to even try.
I was told that I'm on the "edge", whatever that means and I can't get any faster service. I've paid for a higher plan, I've had techs come out and try their magic, everything but they say it's just I'm at the end of the service line. They also say that depending on if my neighbors are in their internet, mine

will be faster or slower. I've even tried mediacom and that's always down. This town is no good with internet providers.
I wish that we had more options with competitive prices
I wish the city would pull their contract with Mediacom and give it to another cable company that's more worthy of it
I work from home full time so I would love high speed bandwidth in the Fort Dodge area. It would increase my productivity greatly!
I would just like to have other viable options.
I would like to see more options of internet providers. Mediacom is the only business that has fast enough speeds for me. They keep raising their price and that isn't good. Since I signed up for Mediacom my monthly charge has gone up \$40!
I would recommend Mediacom because we do not have any issues where we live but I would caution because I know other areas of town where it doesn't work well. Also, we only have a few options and Mediacom works the best for us considering what we have to choose from. As far as the price, it's very maddening that they can pretty much charge whatever they would like and run promotions to some and not others resulting in very high cost for internet only.
I'd like to see more competition to make rates more reasonable. We also need reliable service, as Mediacom has a monopoly in the area and is often disabled.
if it would work better the price is ok--- internet service is bad
If there is faster, cheaper I'll look.
I'm using an AT&T nighthawk router/cellular modem . They have 2 AT&T towers in this area with one being on 5th ave south at electronic engineering. I worked for AT&T and took voluntary surplus leave with a payout and took employment with electronic engineering. AT&T is planning and expansion in this area with fixed wireless internet. I'd suggest to reach out to them if you can to see the plans they have. I'm running 90mb / 30mb on their tower. They also have 5g expansion in progress in Minnesota/ Missouri/ Illinois. Iowa is right in the middle.
In general overall satisfied. However to keep prices in line I need to negotiate new 2 year contract every time. Overall reliability has decreased recently but performance remains good.
In the last year our internet has been down or up and down 4 different times ranging from a week to 2 weeks.
Inconsistent signal
Incredibly unreliable, expensive, terrible customer service.
Internet constantly goes down, have 2 routers still not enough. Frontier doesn't offer anything faster they say and I haven't heard good things about Mediacom so not willing to switch!
Internet constantly goes up and down. never steady. Have outages often. Never get the mbps you pay for.
Internet Speed is great!
ISPs are the devil. We need Net Neutrality.
It does go off on occasion. Maybe other services do too
It gets more expensive every year. Maybe if there was more competition it would be more affordable for everyone.
It goes out frequently so you can't count on having the service you pay for. You can get a credit for days with no service but it is difficult. The wait times on hold are long and then you have to argue with them while they trash talk your equipment. Who has time to do that every week?
It has gotten better but si expensive

It is next to impossible to speak with a customer service representative. Have had to buy "extender boxes" to maintain WiFi through out our home. We are not able to use the desk top computer and stream on the TV at the same time.
It is starting to show neighborhoods with reliable high speed internet have higher property values and attract more new people/families.
It is terrible, goes out almost every day
It is very expensive and is not reliable
It is very frequently just "out". There doesn't seem to be any connection to why it quits working. It is often very slow and unreliable.
It is very slow, with many interruptions. Would be nice to watch a movie without restarting the internet 3 or more times.
It seems like its slow at times, and we lise service frequently due to issues with fiber optic lines
It sucks!
It took months for them to finally figure out our intermittent wifi, phone & Tivo services. Finally tracked it down to an underground line, which has been replaced.
It works half the time ad when it does it takes forever to load
It would be nice to have faster speeds available and more options to choose from.
It would be nice to have more options like century link, Comcast, etc. to create some competition for Mediacom so prices aren't so high.
It would be nice to have options because it feels very much like we have to settle.
It would be nice to have some competition for Mediacom. Maybe then we would be offered better deals and prices. I don't have cable anymore because it costs too much as far as I'm concerned.
It would be nice to see more opinions. Or even see the city run their own like a utility.
It's expensive. It works pretty well.
It's extremely over priced for the service we receive.
It's good when it's working but goes down a lot and we have to reset the router
It's not great, but it's better than Mediacom!
It's ok---but competition needs to be in the game.
It's slow - drops out a lot but we have limited options in fort dodge
It's slow in my area
It's so hard to actually speak to a human being to get any issues resolved. It's basically self help. They come out to "fix" it but it never lasts.
It's the only option in town with decent speeds, but they have horrible customer service and speeds are never what it's supposed to be.
It's too expensive
It's too expensive and there seems to be too many interruptions and not steady speeds. I have Mediacom only because my only other choice is Frontier and they are too slow to be able to remotely work from home.
It's way slower than Mediacom but the price is better than Mediacom. We need other choices and faster plans with cheaper rates especially now days when most homes use internet and have more than one device connected
I've lived in Fort Dodge 7 months. It took five technician trips just to get service installed and they've been out three times to fix it in those 7 months. I lived in Cedar Falls prior to that for 7 years and I only had a technician out 1 time. The service is incredibly unreliable and their techs are terribly trained and will just leave without finishing the job.

Junk
Just kind of wish. frontier was more faster at times
Just outside of city limits, No providers other than Frontier. Recently moved to Hughes Net and Verizon at \$300 for internet ability and for enough data
Kind of sucks that we only have two ISP and the faster of the two is Mediacom.
Lame, service usually drops often this time of year.
Look into Midcontinent communications out of SD. They are so much better on all fronts.
Maybe if we had some competition, the 2 current available companies would have to up their game and provide better service and not gouge customers with high prices.
Mediacom customer service is also a joke.
MediaCom has a monopoly in Fort Dodge. Their service is constantly going out, never near the speed that we are paying for, and their customer service is horrible. But, thanks to our fearless leaders, they have a franchise contract and are the only service provider that you can get in the city limits. Thank you Fort Dodge.
Mediacom has issues with reliability at random times. Data allowance could be improved. However, I like that there are no contracts involved to obtain service.
Mediacom holds you hostage for provider choice
Mediacom internet goes out all the time. There's no discount when it happens, you just have to live with it. It's also too expensive.
Mediacom is absolutely terrible. The service to the house is bad and the people who work in it don't troubleshoot the issues. Trying to contact someone just to make a service call is a terrible experience.
Mediacom is by far the worst ISP I have dealt with in my entire life. They are the only large option in Fort Dodge and that forces us to use them.
Mediacom is great when it works but seems like it hangs up or there is an issue more often than not. They are getting better at getting them resolved sooner it seems though.
Mediacom is our only option. Frontier can't give us the speed due to our location
Mediacom is the best provider in town, but it still isn't good. I have nearly daily interruptions and their customer service is horrible. I'm a teacher, and I do a lot of work at home. Some nights I get nothing done because of my service. My kids have issues, too, and they use their chromebooks for school assignments.
Mediacom is the only "high speed" internet provider in Fort Dodge. Some competition from another provider would help improve the service we receive.
Mediacom is the only internet service provider we've used at our home. We don't get the download speeds that Mediacom says we should as advertised. If there was a faster and cheaper provider, I would switch to it. I will do a speed test asap and submit it.
Mediacom is the only option available. Frontier won't even provide us service. We had Frontier when we lived at 1048 25th ave N and found the speed PITIFUL. Couldn't watch Netflix. Too slow. Couldn't upload files necessary for my work. Took over an hour for a file that at our previous residence in Mpls took 5 minutes. The portal site would error and kick me off because it took too long. Couldn't get files to the accountant. Mediacom speed is good. Don't like the data capping or price. But no other option available.
Mediacom is the worst company for service I have ever experienced
Mediacom is way too expensive for internet services a customer service is terrible
Mediacom needs competition. Way too expensive for what we get. It's better than it was, but still goes down without warning. Would like a cooperative!!

Mediacom owns the right to my street, so there is no other option for internet. I year or two ago they replaced the phone lines and put the green boxes on front of everyone's hose, but they aren't for internet- phone only what a waste of money .
Mediacom should not have a monopoly in this community. They have the fastest speed which people need thus Mediacom is the only choice. As a result, Mediacom charges exorbitant fees and has horrible technical services. Case in point, I have had an internet to TV connection problem since 3/2019. After 5 different Technicians at my home, on 5 different dates, it is finally fixed... fingers crossed.
Mediacom sucks but so does frontier. Have few choices for internet services and all suck
Mediacom worst cable and Internet provider. Always going out data caps and overpriced
Mediacom's customer service is below average.
Mediacom's internet is great, when it works. I typically have 2 to 5 separate instances per month where connection is completely lost for several hours to a day. This last month has been terrible. I have tested connection speed and have had from 0.5 to 3 mbps. I am paying for 100. I looked into Verizons options for home, but their fiber option is not available here. If there was another option that had good connection speed and reliability I would switch with no hesitation.
Medicine does not mark or update where they bury their lines and when required to mark by one dig they do not mark them. We had our line cut because they did not follow protocol and mark the line. Someone could have been hurt and we had a line in our yard for 2 months with little kids and dogs in the backyard.
medicom internet seems to have frequent small disruptions in connectivity on my computer.
Medicom is a very expensive service for limited internet.
More options the better
Most if not all feel Hostage to Mediacom
Mostly just streaming video and web surfing and it's junk most of the time.
My biggest concern is their pricing. I'm a senior and mediacom does not have senior pricing even though i have been a customer for many years, Recently dropped cable tv due to high prices.
My father was on a fixed income and Mediacom pricing nearly locked him out. How do I know this? I also have a residence in Los Angeles and by comparison, our Internet (Spectrum) is affordable and much, much faster without data caps. Mediacom charges a monthly fee for a modem rental and because of this, I purchased a modem for my father to lower cost. About a year after the modem purchase, I noticed he was still being charged for rental. I called Mediacom. After an extended wait to speak to a customer service representative, I explained the situation. The representative said moving forward, the charge would be removed, but they were unable to issue a refund or credit the account for the past modem charges. I told the woman that Mediacom was well aware I was using their modem (they have technology to track, plus I turned in their modem) and that I planned to file a complaint with the FCC. After five minutes of haggling, a manager came on the line and said, yes, I was entitled to a credit on the account. This is not an isolated incident. I have been in the local office several times and have seen the customer frustration. Don't believe me? Take a seat in the office. There's always a line so you'll be able to see and hear what goes on. I love Fort Dodge. We deserve better.
My internet blinks off and has to be reset multiple times a day. Lately it has been very bad. When I call for service I can't get an appointment for many days in the future. This is very different from the service I get for my Spirit Lake Mediacom account.
My internet was slow so we up our speed by buying faster service which cost a lot and after a few years it is slow again! ðŸ˜– I am tired of watching a spinning wheel !

Need better service and more options of providers to choose from...
Need faster, more reliable service providers
Never works. Constantly turns off. Cable is no problem. Internet is a joke.
No dependable
No local walk in office. No additional speed available yet price goes up.
No, other than the internet choices in this town is either horrible (Frontier) or even worse.
Not enough competition in available providers in Ft Dodge. Mediacom seems to have the better speed, but they are the only option if you don't want satellite, and Frontier doesn't offer the speed we can get with Mediacom.
Not many choices in the area you get what you get and its not worth the money!
Offers lots of speeds, but its very expensive. I wouldn't care if there wasnt a data cap though.
Once in a while the service drops out.
Our internet and landline phone bill is double the cost of five of our next door neighbors. How can the same company provide the same service to each household and not have a set fee for service. When I called they were rude and told me it was none of my business what my neighbor paid. (All of our neighbors pay \$79 plus tax for the same exact service I pay \$139 plus tax for.) There is no other reliable service at the speed I want in Fort Dodge for me to change to. Please bring an honest broadband company to Fort Dodge to help our residents. We are being held prisoner by Mediacom. Thanks
Our Internet is embarrassing. It is very unreliable and extremely slow. We've called so many times; we've given up. We are now with Mediacom (3 years) but Frontier is worse. Unfortunately, we don't have other viable options.
Our media bill was over \$200. We were finally up on our 2 year contract. I called to cancel. Then we decided just to downsize. I had to call numerous times to get a better price. I didn't want a package deal-we wanted to cancel the phone but that would have cost us more Kenny. Which is ridiculous! Then in downsizing we has channels that we never watch and now we are very disappointed in mediacoms customer arrive and packages. In fact - in the last 2 year contract they neglected to explain options and give us the needed equipment to get what we paid for. I complained and wanted a credit-they refused. We are ready to cancel but I feel we are very limited in other options.
Our service is completely unreliable, will not stay connected and mediacom puts very little effort towards resolving it. Prices continue to go up and the service just gets worse.
Our service used to be very spotty until we upped to the gigabyte speed (we dropped DirecTV because that was another \$120 a month for Sling and Hulu). Now it works more consistently but it's over \$100 a month, even though we own our own modem and router.
Our speed is very slow and it's the best they can do with no plans to improve service.
Overpriced for what you actually get. Drops constntly, usually back up quick.data caps are ridiculous. Have to get a higher plan just to stay under the cap,but can't tell us how it was used (very dissatisfied with this as I'm not understanding how every time they come up with a new speed, we somehow start going over our cap and they want us to upgrade)
PLEASE bring in more providers. We've had mediacom and frontier. They're both horrible!!!
Poor customer service, over priced for the quality of services. Unreliable
Poor local service
Pretty much don't have other choices.
PRICE !!!! pixelated images OFTEN !! Unable to drop "extended basic" Am a widow on limited income am so fed up with Mediacom but those who have other providers complain too. I pay

\$131.01 a mo. tooooo darn much. Four years ago had issues with internet...4 servicemen ALL had different opinions as to problem. Finally fixed, no problems with internet since.
Price could be lower
Price for just internet is high
Price just keeps going up. Service never improves. Internet is out several days per month
Prices keep going up and service goes down.
Pricing needs to either come down or stop going up at the rate its going. Streaming may be the way to go soon instead of cable
Rates keep increasing while customer service deteriorates. Speed not what promised for the money.
Really don't have a good other choice right now
Regardless of how well my ISP speed and service is, the first chance I get to have fiber to the house, I'm getting it.
Reliability is big issue. Too much packet loss and equipment issues - daily
Reliability is poor Price is high Customer service terrible
Reliability, frequent losses of internet through the router. Transmission via wires on poles subject to tree caused outages during storms. Throughput meets my current minimum standards. Total service cost is very high. Provider offers nothing for a community channel where residents could produce programming to tell their stories. Current provider, Mediacom, purchases broadcast rights for boys Iowa athletic association then doesn't make it available throughout Iowa. They apparently feel a low civic responsibility with their statewide network. The lack of competition makes them complacent.
Rude customer service. Frequent outages or service skipping in and out. Frequent cost increases without notification.
Sadly, the ONLY reason I am with Mediacom is because their only competitor in town is no better. (I've been with both providers.) I have had absolute nightmare experiences with Mediacom service reps and techs on multiple occasions - gotta go through their entire script before they'll let you actually talk to someone who typically doesn't have a clue. I swear they leave you on hold so long they're hoping that you'll just give up and hang up. They also do not honor their end of their "contract" - always end up paying more than quoted and they will give you nothing in writing - their word against yours, and will not provide copies of the taped conversations. I could go on and on! I beg of you to bring an honest alternative to town! Let me know if you'd like copies of my contemporaneous notes I've taken for several issues I've encountered with Mediacom. 712-358-2990 I seriously have a file I've kept that is labeled "Mediacom Sux" for these notes. I thank you for your undertaking and support your cause 100%
Service and reliability for Mediacom internet has been generally good but the cable TV portion of my bill is extremely expensive for one step up from the most basic plan.
Service is horrible. Drops frequently. Very pricey
Services not worth the ever rising expense and too many outages
Since February it has nothing but terrible or no service. Customer service takes forever to get through with little or no improvement.
Since Iowa law was changed several years ago, Mediacom is not required to provide the city an annual update on how much revenue they generate from its FD customers and how much they invest annually in FD to improve service
Slow and out of date
slow and unreliable service
slow speeds and service

Slow speeds and very spotty seems like it chooses when you get to have internet. Constantly have reset modems and no to very little help from internet provider when asked to help with issues!!!
Slow.not dependable. Too expensive
So Called High Speed Internet at Dial Up Speed and Service.
Some outages I understand, like during a power outage of a thunderstorm, but there are times when it is sunny and beautiful out and the internet goes down. This can be really frustrating for me since I work from home most of my workweek on a computer. After about a half hour of service being down, I end up driving around town trying to find wifi. Usually I can count on the library to have working internet, but sometimes even theirs is down and the only place left with working wifi is McDonald's. I already subscribe to the most expensive internet plan available and still have frequent outages
Speed is too slow. Service is good.
Spend weeks waiting for a technician to fix internet outage issues. Then when they don't even fix it, I spent another 2 weeks waiting for them to come back. Prices are outrageous because media com has a monopoly here. Bring in another business and make them actually have reliable prices and better customer service. I am one of 1000's who is tired of monopolycom.
Stream lots of music and movies and hate the buffering that occurs at times or a short drop in service.
Super-fast 1-Gig speeds available. Very lucky to have these speeds available in Fort Dodge.
Terrible customer service
The above ratings are for Frontier NOT MEDIACOM. After 20 years with MEDIACOM I am dumping them!
The cost is to high; for the reliability of mediacom. Also the cost is just to high. It works great when it's working
The customer service at the Fort Dodge Mediacom office is terrible!
the infrastructure isn't great and then when there is a problem they blame your personal equipment for every issue and nothing is ever fixed. competition would be healthy and we deserve to have internet that works all the time in 2019
The infrastructure wiring for media comm is very out dated. They need to run fiber to help residential and commercial areas.
The internet providers in town are both unreliable.
The internet service we subscribe to with Frontier is unreliable and goes down often. Customer service is horrendous and takes many days to get a technician to our home to troubleshoot issues. We have considered other options for service but hear of similar issues with Mediacom. There are no other providers who offer service to our neighborhood.
The internet speeds provided by frontier vary widely buy where you live in the city limits. However they charge you for speeds that they say theycan provide for your area but have no ability to actually provide in actuality. Thuslythey charge customers for services they cannot provide but also have no intention of improving their capabilities to provide said services at the speeds that they claim to provide.
The last time they had to come run new connections due to service problems, they wouldn't even do wall plate connections, even though there were existing ones; they drilled holes through the basement ceilings into my carpets and flooring about 6 INCHES away from the walls! Constant connectivity issues and you have to schedule a 4 hour window for a service call days in advance.
The price is too high for what you get. Too many interruptions of no service. And we still have to pay even when we can't use it? I mean, if the whole area is out, they should automatically deduct everyone's bill.
The price keeps going up and up and the service is no better

The prices are too expensive and are too high people can't afford it and the speed need to go to a better speed for all family's with kids and stuff for games and things for school and work and other stuff so need to make the speed better for all families and the price and everything need to be lower for families to afford it and can pay for it make it cheaper for families to afford it all for all services they have and everything make it cheaper and lower prices
The problems with speed that we have had with frontier I have heard others repeat. The answers we have gotten to our problems are often more of excuses. Frontier saying 'you should be getting this speed but it's only running at said lower speed and it's because of the location of where you live'. Others I have talked to have been told the same thing.
The speed is barely enough, the only reason I don't have the broadband provider (mediacom) is data limits, that would make the bill ridiculously high. I've heard their service is horrible and unreliable. Idk if it's the infrastructure or what but it's very poor choices all around.
The worst parts of Mediacom are the data limits and the fact that to get a good deal you have to get the cable/phone/internet bundle.
There are many days the internet will just cut out for periods of time.
There are no other options and my isp knows it.
There are times that I am unable to do my homework due to lack of service. It is impossible to get customer service, and when I do call in for help I'm on the phone with them for long time and get incorrect information (I was once given outage information for another state). When so much of today's information is via internet, it is frustrating to not be able to access via our home internet.
There customer service is horrible force us to upgrade when we go over on data and still go over on data when you have everything shut off
There is no choice for Fort Dodge residents. The two companies serving the community have frequent outages & are lacking in customer service to solve the issues. In the past, I've had to wait 9 days for a service tech to come fix my issues.
There isn't much variety or competition so prices pretty much suck
They are not customer service oriented. We lose service a lot. Their tech service people are not well trained. The service is too costly and there is no competition to switch to as a comparable option.
They don't care about their customers AT ALL. The local techs that come to the house aren't bad but I WILL NOT go to the office. Every time I have gone in there I get horrible service, have been sworn at, dismissed, and just in general disrespected. I have NEVER had a good experience with the people in the office here. If you call for service issues, you have to go through 9 people trying to sell you more services before you can talk to ANYONE who MIGHT know what to do to fix your issue. I have even started off the conversation with "I don't want more services...I want the services I'm already paying too much for to WORK!" when they start in on their sales pitch. It took 6 months and over 30 calls to their call center to get them to come run a new drop line from the pole to my house. They kept swearing it was the cable inside my house even though I had tried hooking up my modem & router to the cable where it comes into my house and it still had the same problems. I could see where the cable had been chewed by animals and could see the copper core and they flat out told me I couldn't possibly know what I was talking about...I'm just a woman and I should have my husband look at it when he got home. Being as my dad has done cable construction for 40 years and I worked with him for 15 of those years...I MIGHT have a clue of what I'm talking about and argued with the person until they sent my ticket to a supervisor so I could speak to someone about their attitude. It took 3 weeks and 4 more calls before someone finally reviewed the recording of the call to hear what the tech said. All that happened was I received an email that there would be a tech sent out to check the drop line and run a new one. No apology, no offer of a reduced bill since we hadn't had internet service in almost a month...nothing. The new drop line did fix the majority of the issues we had but their

horrible customer service and the fact that we're now having issues with other parts of their service means I'm still looking to replace them. If I didn't have a child who needed the internet because she attends highschool online, I would seriously consider just dropping service altogether and just using our phones plans for anything needed at home.
they dont clean up unused lines or upgrade the existing lines, internet not at full power, even after calling them.
They have replaced the line coming into the house three times and when I continue to get booted off the internet they say the issue is from the street to my house. They continue to say they will fix it and do replace the line only to have problems shortly after.
They keep raising the price until low income families soon won't be able to afford it. The sub-contractors they use for installations and repairs are great and do a way better job than the actual Mediacom employees.
They lie to you. Overcharge you. Refuse to fix your problems. And feel comfortable doing so because they're the only company really servicing your neighborhood.
They need competition. High prices, bad customer service, decent reliability.
They need some competition maybe there service would get better there's nothing here to drive them to get better
They offer higher speed packages, but say they're not available in Fort Dodge. If Mediacom wasn't so unreliable, I'd have changed long ago.
They suck
This survey only allowed me to give feedback for 1 of the 3 providers we use.
To elaborate on question 7, I recommend Mediacom internet to everyone who asks. It is the best we have, but its not the best I feel compared to what other communities may have. I hate how expensive it is, and hate how they have data caps, but again, its the best for Fort Dodge at this time. A big concern I have with Mediacom is thier constant updates from 00:01 to 05:00. I believe in the philosophy 'If it ain't broke, don't fix it'. No need to do NOC firmware updates unless they are security patches, or enabling a new feature you plan on rolling out. Not everyone works daylight hours. Another problem with Mediacom, when they do have an outage, such as downed or cut line, is seems they are not open about it. I can recall times where they want to roll a tech to my house, but my neighbor and friend across the street both are without service. Then they will call to bust the appointment knowing it wasn't necessary to begin with. Need transparency.
To expensive
To have unlimited data through mediacom is very expensive. Most households need to have unlimited data. A good chunk of the time our WiFi is very slow .
Too expensive for what you get
Too expensive. Very poor customer service.
Too many interruptions in service and no break in fees for the interruptions. Service people not very friendly. Wouldn't use them if I had better options.
Too much buffering and long periods of random slowness.
Unreliable & overpriced but there's no other options in Ft. Dodge that have the speeds we need (gaming, videos, multiple devices at once).
Up and down frequently
Very expensive not affordable for average family. Need cheaper bundle service. Tried Frontier and there service is awful. Loose internet all the time not enough for streaming tv would go out all the time. Need provider here that is more affordable and better sefvce.

Very non reliable. Very high price and they have locked out competition. I'm a household of one and pay \$180.00 a month. Way to much!! I'm always having problems with cable/internet. Just to get a computer when I call for assistance. Very frustrating!!!
Very rarely have any issues. Less than once per year. We always had problems with Mediacom!
Very slow. Can't stream movies and use laptop at the same time. Frontier has been promising for years to upgrade the service but hasn't done anything. It took years for them to figure out/admit they were severely limiting the speed of my internet with settings on my account. I can't use my laptop at home for a long period of time because the internet will go down. I've used my laptop on other networks and it's been fine. Horrible customer service. I called because they had sent an advertisement for internet that didn't require a landline and set up an appointment. They said they were coming on a particular day. I took off work to be there when they were going to come set it up. They never showed up, never called. I called them a couple days later and they said they didn't even offer that service in our area but yet they set up an appointment to install it. I had Mediacom internet/cable previously. It was down all the time. I couldn't watch tv and use the internet at the same time. Their customer service was awful. The technician would come, recut put a new fitting on the line and claim it would fix everything. It never did. I called and asked for a refund because my internet had been down for a week. The customer service rep set up a technician to work on my internet and said to call back about a refund to my account after it was fixed so they could include a refund for the entire time it was down. When I called later about a refund (immediately after it had been fixed), they claimed they could only refund for the last few days because they couldn't go back that far. My internet had been down for over a month and I had to pay for it. Both companies are unethical and have horrible customer service. The internet does not work well and is overpriced.
Very slow. The last time I called to increase my plan they said I needed to have a land line again after I spent over an hour months before canceling it. Didn't make any difference in the internet performance. Very unhappy with Frontier!
Very slow. They say there's nothing they can do to fix it
Very unreliable
VERY VERY VERY poor customer service
Virtually no competition for high speed internet so prices are high and it is near impossible to negotiate after the first year
we are in need of a more reliable internet and tv provider in the Fort Dodge area. hopefully who offers a service without a bunch if interruptions with a fair subscription cost.
We are limited in town on internet providers, which you have to take one of the two. Not right!
We are stuck with very few options in this area and forced to pay a high bill to have internet which we require for work, school, and everyday living. Need to have more options for ISP in our city.
We bundled through Frontier but, would love faster speed for streaming service.
We call medicom on a weekly basis to complain about having no internet, or cable.. wish there was a different company besides frontier
We currently have a land line that has not worked in a couple of years. When we try to cancel it, Mediacom makes excuses and gives us a deal to keep it. Our internet is spotty and extremely slow and goes out completely frequently. Customer service is not very good and takes a long time to fix.
We desperately need additional internet providers that can provide reliable internet service at a speed that is acceptable in today's world.
We hate that there are only 2 options available for internet service in Fort Dodge because they both stink.
We have been having a lot of issues with Medicom lately. No internet, things won't load, slow speed.

We have had mediacom off and on for 20 years. We switched to frontier once, the service reliability was better, but mediacom speeds were better. I don't like having to pay double the price for a speed I never attain.
We have loved wmtel from the moment we got it, almost 4 years ago. I believe we have had to call once or twice to have them check on it. It was fixed within a couple of hours each time and they didn't even have to have one of us be at home. When I call to pay the bill, it is always the same girl. She is very nice and has always addressed any concerns. The price is excellent. We have nothing but good things to say about wmtel.
we have mediacom for television only and it totally sucks!
We have the highest speed we can have and it goes out ALL THE TIME! If more than one person is using the internet in any way we typically get kicked off. We have called Frontier numerous times and things have never gotten better. My friends and coworkers who live outside of Fort Dodge in rural Webster county have better internet service than we do, which is extremely frustrating!!!!
We have to hardwire devices like the kids X-Box for downloads or it will NEVER work. Very difficult to stream anything. On-demand satellite channels and on-line videos NEVER play without constant buffering.
We have to reset our router all the time. At least once every day. We rely on our internet services a lot and a lot of times it is so slow I would rather go to the library. We pay \$65.
We have tried both Frontier and Mediacom and they both are horrible. If you don't get this please lift restrictions and allow other providers into our town please. I tried WMTTEL but they said that they are not allowed into our city.
We have tried Mediacom and Frontier. Neither seems to provide consistent service at our house. We have given up on having service technicians attempt to resolve our unreliable service. As a distance education graduate student, it is very frustrating to have internet issues at home. I often rely on using my U.S. Cellular phone as a hot spot.
We just switched to Xstream through Mediacom and are very happy so far. Very reliable and fast.
We live on old hwy 169 right out side of FD and frontier is the only one who will service us so I have no other choice. The internet is slow and will randomly not work for short periods of time. They keep telling me that they are in the process of updating their equipment but it's been 3 years.
We live outside the city limits and frontier is our only option for internet and it is expensive to work from home I have to tether to my phone.
We need a better service in Fort Dodge. Ours is always. Shutting down. Slowest service ever!!!!!!
We need a city owned utility for internet and cable to provide competition to mediacom. Where I live in town its either Frontier or Mediacom. Woolstock is not an option. Internet and cable costs are outrageous !! Spencer Iowa is a great example of competition driving the prices down !!!
We need allow other business in the area so the citizens have more options. Problems with Frontier and cost continues to go up and Mediacom does not always work causing business to shut down and homeowners going days without service.
We need better service in all areas!
We need fast, reliable, affordable internet. Im forced to purchase a package With Mediacom. I only need Internet but I also have to pay for a landline and cable. I don't use either of these services. It gripes me every month to pay for stuff I don't use.
We need more affordable choices with good speeds other than mediacom or frontier.
We need more internet providers. Mediacom dominates but its horrible, slow, the lady's down at the store are rude, but it's the only one we can get and frontier isnt any better.
We need more options in this town and not to be told that you have to be in the line of sight for it to work.

We need more reliable options for FD! Tv cable is so expensive as well
We need new internet options in this town please.
We need something that works and doesn't have interruptions every other day. Very slow speeds Mediacom can never fix the problem !
We need to fiberoptic cable more throughout fort dodge
We not get service around 9pm each night. Sometimes so slow that I turn off my WiFi and use the satellite signal so I can read emails. We didn't have a problem when we first got it but now to many people on the service and it has slowed down.
We pay \$225.00 for internet, wifi, home phone and TV. We are retired and on a set budget. This costs more than our utilities! We have relatives in Missouri with the same services for only \$138 a month. Also-we loose service on one or all at least several days a month!
We pay so much but it the only half fast one. It goes out 50 times a day n will not do anything bc they don't know where it damage at.
We recently disconnected our cable(satellite) service and I have been doing some work from home. I never really realized until recently how unreliable our service was.
We recently switched from Frontier. Frontier was AWFUL. Every night at 7 pm it would die. They had no solutions so switched to Mediacom. It's so so.
We sometimes have problems with our internet.
We use Frontier because it seems to be more reliable than media com. The trade off is speed. It has gone down a few times in the last year and unfortunately it takes them a week or better to get around to fixing it.
We used to have mediacom. The price kept going up with no change in service. Then, we switched to frontier several years ago. It's the same internet speed that we had with mediacom, but \$30 less per month. And frontier has better customer service.
We were on the waiting list for cable before it was even available. We have had horrible service from Mediacom and welcome discussing alternative and cheaper providers.
We've been back and forth between Mediacom and frontier and have never been completely satisfied with either.
When no service it is ridiculous to have to wait a week or more for a repair person.
when the internet goes down so does the home phone. the home phone is all I have for a younger teen to use for emergencies but it never works. makes it hard for a single mother.
When will fiber be available in our area so we don't have so much buffering?
Why does the city keep some businesses i.e. Nestle and push others out?
Wish there was a better alternative.
Wish there was a faster option that was not mediacom... I have had terrible experience with them in the past
With Mediacom the price is always going up. I was not on a contract and the bill went up \$60 after the first year than another \$20 after 2 years. The only way to get the price back down was to sign a contract. It is not reliable at all and the speed goes up and down all the time. It has gotten so bad that when I take my college tests online I hotspot my cell phone so I do not lose my connection.
Would like better pricing & customer service.
Would like more options and cheaper faster speeds. Only one provider worth paying for and have had nothing but problems at our house. In the span of a year we have had a tech here at least 6 times.
Would love to have a more reliable internet that was affordable!
Would love to have higher speed.

Wouldn't change internet service if Mediacom was the upgrade. Very poor customer service.
Yes I tried Mediacom Internet service and that was worse than what I have today and the prices of either one is ridiculous and the speeds are totally out of line with the rest of the United States I really think that the quality of internet service in a different provider and a lower price would help the Fort Dodge area please seek better serve

Pay TV Comments

Accidentally posted comments in the internet section of this survey
Actual TV service isnt bad. The price is outrageous though.
again, no competition allows them to charge ridiculous fees
Again, quality and cost. Mediacom has reward pkgs. for new customers but never for established customers. Rates continue to rise without quality service. And they DON'T care.
Again, too expensive! And it freezes all the time, too.
All Satellite companies customer service sucks and price keeps going up. Dont compensate long term customers only newbies. Expensive thinking about going to streaming.
And al-a-cart television service would be great. I would love to be able to buy only the channels I want to watch. I currently don't watch television because there's too much stuff to sort through to find anything I want to see. It's easier just to find something on Netflix, Hulu or prime.
awesome
Considerable costs, needs to be less!
Constant outages
Current TV provider ran a cable thru my tree when they had other options to hook it up for the neighbor. Hopefully you can find a provider that is more considerate of peoples property since that tree means something to me.
Currently have Mediacom who charges way to much for local channels only. Fort Dodge is to far from any major local channels so using a digital TV antenna is out of the picture because you don't get any channels.
Customer service is bad. Signal is weak.
Customers need respectful services and decent service fees especially for senior citizens and if customer wants to delete landline, it should be done. Paying for a landline I don't need is highway robbery!
Cutting back on the expense of DirecTV will likely happen after retirement and a more limited income.
DirecTv is very expensive and we have considered canceling service in the past. We got DirecTv to lower our monthly fee for one year after threatening to cancel services. We have heard Mediacom and Dish Network are no better on price.
Dish has been the best decision I have made. Changing to frontier and dish is so much better.
Dish is unreliable due to weather, so Mediacom is the only other choice
Don't like that they have blocked channels due to a price war they are having
Don't like when they quit broadcasting a certain network because their negotiations are at a standstill with the network.
Ever since AT&T took over my bill is higher but still way less than mediacom and my service is always on compared to mediacom going out.
Every time the cable goes out it is impossible to speak to a human at customer service and as a customer I am never reimbursed for the hours that the service was down.
Everytime there is a rain cloud, thunderstorms or snowstorm the service goes out!!!

expensive and poor selection
Expensive but so are all TV providers. Over the air antenna reception is bad in this area.
Expensive when adding extra televisions
For all the positives with having satellite, it could NOT come close to having a local information channel.
Fort Dodge needs another cable service. We need to give Mediacom some competition. They are so expensive and we go without cable for hours or a day and they barely reimburse us for the loss of service. Not a friendly company.
Frequent service interruptions and buffering.
Getting too expensive
Goes out frequently. Very pricey
Have been a customer of direct tv for 5 years and pay \$168 month...I could switch to Dish for less but shouldn't have to switch back and forth...where's the loyalty? Also, every time it rains satellite loses signal
I checked the price question inaccurate. It's too expensive. Older people have a budget as to the average working family.
I currently am provided cable tv from my landlord at a discounted rate through Mediacom.
I have had both cable and satellite. Will not go back to either unless the city can come up with something better.
I have noticed less customer service once AT&T became involved with Direct TV
I have to buy a bundle to get large allowance on my internet and is expensive
I live in an apartment and we are limited to only Mediacom. It's very discouraging that there's no competition and the prices are so incredibly high.
I pay way too much for the little bit we watch cost more to watch tv than to heat my house
I recommend Mediacom to friends because I believe its internet speed is superior to anything else available here. I prefer cable tv to satellite because weather affects satellite more than cable. Mediacom's service is slow, sometimes taking 1 to two weeks to get a technician out but it's the only provider of cable service here so if asked, I recommend it.
I think the tv companies are getting pretty high. I am seriously considering other options. I think they are pricing themselves out of the market.
I think there are too many infomercial channels, too expensive
I use Sling. What you get is a lot for a very cheap price. Only drawback is that it's extremely complicated. I have tried to explain how it works to people and yeah... It's complex
I would prefer to be able to choose channels ala carte.
If the price increases again we will probably go back to DirecTV
It does not have ABC
It goes out off and on. When it is really hot or really cold the picture flicks or pauses.
It is expensive and many of the channels are music or other things I don't even want.
It seems like whenever something important is on dish has a dispute and channels are unavailable. We missed Olympics and now Fox North which is why we signed with dish in the first place.
Lost signal too many times when it storms or is windy. Paid extra \$50 to have new wiring to and in the house to get updated wire for what had been in here for 20 years!
Love Dish network. They have wonderful customer service.
Make packages customizable so I'm not paying for 100 music channels, 20 Spanish channels...etc.
Many of the comments I wrote under data apply here.

Many service interruptions
Mediacom cable TV is very expensive. Would love to have a less expensive alternative.
Mediacom Internet is worthless. They are over priced. The only good thing about them is they are better than frontier. I've had DISH for TV and internet and that was all ways out. We had them for 10 years. Before that we had frontier. I would like to see some competition against frontier and Mediacom.
Mediacom is ok but there are many times its not reliable
Mediacom seems to change the channel numbers whenever they feel like it. I have to update my list of channel numbers frequently. I wish they would make up their mind on what the channel numbers are going to be.
Mediacom seems to raise the price every other month with no new services. Why are we paying for channels we don't want.
mediacom sucks
Mediacom sucks, but there are no viable alternatives. We tried Dish, and were constantly losing our signal. Tornado coming and you want to follow the weather on TV? Too bad, no signal! The price Mediacom charges is outrageous for the channels they offer. They show the same 3 - 4 dozen movies over and over again.
More options Disney xd some anime channels would be nice
My TV service is much more reliable than my internet. I do think the channel offerings should be updated.
Na
Need better options and more choices for cheaper services for providers...
Need faster speed!
No
No
No
No
No
No
No
No
No
No
No
No Just would like a local on the eights weather or something similar.
No other good options in our area! We had frontier and it was no better
Not as local
Not many issues with this
Only complaint is the move channels or remove channels with no notice
Only give HD channels for very few but advertised more. On demand application is very slow and often unresponsive. TV in all rooms was advertised wall jacks were not checked during installation to confirm they would work. If internet goes down so does the cable TV since it all goes through the box.
Our only complaint about DirecTV right now is that we haven't been able to get ABC channel 5 since July 4th or so.

Our service goes off very frequently. There is no way to contact the local office. The people who work in the local office are not at all helpful and not pleasant. If we have trouble we have to wait several days before a serviceman comes, this is not scheduled locally.
Overpriced
Overpriced and not enough options. In order to get the channels we wanted, we had to subscribe to packages with channels we never watch. Also irritating to have to pay for local channels that are free if you don't subscribe to services and only need an antenna.
Picture goes in and out at times. Premium channels do not always work.
Picture quality is bad have to upgrade to get HD. Navigating the operating system is a maze unless your willing to buy or rent on video on demand because when you search for anything they only show the VOD rent or buy choice but can manually navigate to the same show on a channel I already pay for.
Poor channel selection without paying a ton of money for cable. Splurged on a few movie channels and it is always the same movies playing
Poor picture quality and frequent outages. Never able to talk to people just recordings
Price is too high and they offer deals to new customers instead of long time customers
Price is way too high - \$180/month for TV and computer. I have been with Mediacom for 33 years and am a loyal and paying customer. I am now retired so can't afford that rate.
price keeps increasing for no apparent improvement in service.
PRICE TOO HIGH !! Picture pixelates too often. Price went up in Jan 2019, only way to lower price was to get landline, I do not have landline phone. If call, must go thru long automated check. Am so fed up with Mediacom.
Prices need to be lower so all families can afford to have it and not so expensive for families need to make prices low for all families to afford it and have tv and able to watch tv and stuff make it low for all families to afford it
Read comments from previous page. Horrible service, price goes up every month for no apparent reason. I will be cancelling my cable tv service monday. Thanks to the City of Fort Dodge, I have to keep MediaCom for my internet or go with DSL from Frontier (6mps)
Same as internet - service outages. Frequent price increases, additional fees, additional taxes.
Same issue as ISP. No affordable options in this area.
Same issues-near impossible to speak with a human being to resolve issues. Again self help. And if you are lucky or skillful enough you may stumble into a human by mistake! Lol! And then if you can manage to understand them because often they do not speak clearly or slowly or even good English, I'm not trying to be rude but in the US the majority of us speak English so it would be helpful to have someone you could understand when dealing with tech issues. I wish I knew a foreign language but alas I do not-so similar to providing interpreters for Spanish only speakers I wish you could provide English speakers for those of us who don't speak a foreign language.they set a four hour time frame to come out to service something and then don't show and you put your life on hold to be there! Rude.
Satellite on roof. Hard to access with snow buildup. Lose signal when raining
See previous comment.
See previous response re: internet.
See previous response regarding internet service.
Seniors in our area need something more affordable
Service support for occasional problems was excellent. With consistent issues, the ones they are not sure why it's happening, service individuals are making me feel like I'm an impossible customer.

Sick of not having ABC and other TV channels
So expensive!
Stinks!! High priced and horrible to need assistance when I call.
The "local" coverage and weather alerts are all for the Spirit Lake area, not for the Fort Dodge area. I tried to get Dish, but too many trees in the neighborhood. Way too expensive!
The cost is my biggest factor. The price keeps going up all the time.
The cost keeps rising and the customer service gets worse. They keep blacking out the local stations due to corporate greed.
The price for cable TV and Internet is to high, Mediacom needs competition !!! Or the prices will only go up from here. Start a city owned utility and sell shares to the public !!!
The price keeps going up and up with no better service
The price was so high for a long time customer. They lock you in for 2 years to bring your price down about &40 per month. They should keep price low for loyal customers.
The prices just keep rising and since they're the only game in town for cable, I'm pretty much tied to them. I am not a satellite TV fan
They continuously lose channels for weeks. Isn't that breaking their contract with me? I never see a reduction in my bill because of it. How do they get by with that?
to expensive
To expensive. Very poor customer service.
Too expensive
Too expensive
Too expensive and keeps going up
Too expensive. You are given packages of tv programs that you don't watch, but have to pay for.
Too expensive. Poor service
TV comments
TV is moving to over-the-top services. Becoming less important because you can get most shows over the internet.
TV price very high
Used to have DirecTV, which I enjoyed, but am not watching that much TV these days so have gone to streaming.
Very satisfied
Very unreliable!
WCCTA offers fiber TV and hear it's excellent and very reasonably priced.
we have direct tv which I would recommend but we are moving to internet based programing, Netflix amazon prime, and really don't watch direct much. We have basic basic medicom in case of bad weather so we can get info about local storms.
We have to re start our box all the time and I think our equipment is outdated but the company will not give us updated equipment unless we pay more and we already pay a lot We are currently seriously thinking of leaving dish and trying Hulu
We like Direct TV but feel the price is far too high.
we lose reception quite often, price go up constenly
We lost one of our favorite channels recently. Channel 5 is our ABC channel. They dropped it but are still advertising to new customers that its there.
we need another cable-internet service with more affordable prices. we pay a ungodly amount for same show all the time or reruns.

We only use the TV because it is cheaper to bundle with the internet. we do have frequent problems with the TIVO or OnDemand not working though.
We recently dropped Directv and cannot get them to send a label for return. Customer service is AWFUL. Cost is HIGH.
We use Mediacom for internet streaming and do not like how it can drop service, become intermittent, and stop working all together when there is a lot of moisture.
We would like to choose what channels to pay for, rather than the packages that are offered.
When media com cuts a fiber we are down for hours and not a break on bill. When they disconnect someone on my line I get disconnected to because I'm the last on the line. Customer service people are snarky. Pricing is expensive. No completion.
When system goes down don't get a credit for the time lost.
When they go out--there is no compensation on your bill unless you call in (and sit there for hours)
When they know service is interrupted there is no automatic refund (unless 24hr outage). You have to call, tell them, what date, how long and then they let you know what amount you will be credited
When we have significant rain or snow the picture gets fuzzy
Would work better with high speed internet.
Yeah, I talked to someone to send a signal to one of my boxes, cause the channels are way off, compared to the guide. I mean, even a tech guy was at my house and was talking to the guy on the phone. 5 minutes later, the guy told me that I was good to go. Nope, still the same.
You are bundled with stations you don't want, but have to pay because of what they choose for their packages!!
You never know with Mediacom if you have services they are suppose to provide. Been with them 30 plus years but bill keeps going up

Landline Telephone Comments

I don't need a landline. Currently however it's part of a package that I have with Mediacom. It's a service I don't use but I'm forced to pay for. I pay over \$300 a month for phone service that includes Verizon and Mediacom. It's stupid to have to pay this much to use a phone. And I don't even use the Mediacom phone.
A twisted pair is hands down better than digital!
Almost ready to drop Frontier land line as it's expensive and we just have the basics.
awesome
Customer service is horrible
Customer Service is HORRIBLE!
Customer service is horrible. You cannot understand the customer support.
DO NOT have landline phone. Told salesperson would NOT buy one. NO choice but only way to keep cost down.
Dont really use it. Was cheaper as a package bundle
Don't really use landline but it is part of package
Expensive for what we get and we rarely use it.
Frontier is more reliable than Mediacom especially when a power outage
Frontier landline ONLY is \$66.17 per month! I have had a minimum of 12 hours on phone trying to accomplish: cost, service, address change for bill to be sent to & other problems. Frontiers customer

<p>service is to put it mildly a NIGHTMARE! I spent valuable & extremely frustrating time with Frontier to no avail. I had Mediacom landline and TV service in my home for years. There were interruption service multiply times and would have to have my daughter drive 25 minutes to come reset the modem since I am 90 and unable to accomplish myself. If I knew what I know now I would have NEVER switched to Frontier!!!! I would change back to Mediacom, however my lifeline depends on my landline connection and I was without service for several weeks when I changed from Mediacom to Frontier and I just can't be safe without a lifeline that long! Any assistance or direction you can give me to take Frontier problems to a higher level I would appreciate! At 91 years old I believe \$66.17 per month for just a landline is outrageous!</p>
<p>Have both Frontier and Mediacom phone. Mediacom was cheaper as a bundle. Will not give up Frontier because Mediacom can be out of service for days.</p>
<p>Help help this community to bring in a company that will force Mediacom to offer better pricing!! If only I could get in antenna TV I would!</p>
<p>Home phone never works because Mediacom internet is always down. Not reliable. We pay for services that never work.</p>
<p>I can't really comment on the phone. We don't actually use the landline it was cheaper to bundle. So we have a phone number but don't even have a phone. I was forced to sign up for services I didn't want for a price break.</p>
<p>I don't use my land line phone. It is in my house as a package deal. Discontinuing the land line phone will reportedly increase my over all bill.</p>
<p>I don't use/need a landline, it was forced in with the bundle.</p>
<p>I don't want a landline but again I gave to bundle for my internet service</p>
<p>I have actually NEVER used the landline since it was installed. There's not even a phone hooked to it. We only agreed to have it installed because the price of our package with phone was lower than just internet and phone. So by adding an extra service we never intended to use we pay less.</p>
<p>I have not wanted my landline for several years, but every time I have tried to cancel, I'm told that my cost for internet and cable will be higher without the landline which is ridiculous!!</p>
<p>I have to have the land line to get the DSL</p>
<p>I haven't had any problems with my landline.</p>
<p>I just find the cost high; also cht company tends to change the purchase of service without proper input from the customers. They have changed my service at times without my knowledge.</p>
<p>I was actually tokd by Mediacom to keep a cellphone because they're phone is not reliable. Seriously! !</p>
<p>If I could drop the telephone land line I would. 90% of the calls I get, and the number is significant, are recordings asking for money, my vote, or trying to scam me. The "bundled" service makes it expensive to drop one service. I am seriously considering putting a switch on the line so I can turn it off and on myself.</p>
<p>If it rains to hard we have no phone service. If it is to cold or just a off day then we lose service or the connection is a horrible crackle sound. Since the quality of calls is so bad we would only like to have it for 911 services and we do not need all the silly extras yet we are forced to have a ridiculously expensive phone plan on a phone we no longer even turn the ringer on for because it is strictly for 911 call which we hope to never need to call.</p>
<p>In order to lower my bill I had to sign up for mediacom phone line for a year. Then they will go up when the year is up.</p>
<p>It is good. Just expensive.</p>
<p>It's expensive for what we get. This system has been installed forever and the cost is very high. Other voice services have not been offered either. With so many stopping their landline service, this has got</p>

to be a low priority for them. We are still copper to the house and compression technology is only going to allow so much throughput, and they aren't changing that delivery technology. It's a dying service that is getting more expensive year after year. However, it is the only sure way that 911 knows your exact location.
It's my backup to cell phones and a way for people and businesses to contact me who don't have my cell phone number.
I've honestly never used it.
Mediacom is providing more phone services than Frontier.
My biggest issue with Frontier is when trying to call them about a problem, their phone menu options and wait times are just about bad enough to induce a stroke. It takes at least 3 - 4 tries and 30 minutes to get to a real person.
Need to make prices low and not so expensive for families need to make it so people can afford it and will want to keep it make prices low for all families so can afford it
No
No
No
No
No
No I just never use it I have my cell
No issues with their telephone service.
none
Once again this is another place where Mediacom fails. It's too expensive on its own, but the packaging with unnecessary telephone and Internet, the customer can save some money. Cable by itself is way too expensive.
Once again, TOO EXPENSIVE. It's ridiculous that Mediacom has gone unchecked for so long here in town. They have control and they know it, so they keep their prices high.
Only have it because slightly better to bundle but don't use.
Our line has not worked in a couple of years. When you call it says "the person you called does not have voicemail". We have tried to get Mediacom to just disconnect it, but instead they give us a better deal to keep it.
Pay for the phone as a package deal.
Quit screwing with customers by charging them for a landline they DO NOT want.
Rarely use it
Rarely use the landline. Don't know why we keep it.
Really love the fact that if service is down, it is quickly restored and they communicate well that there is a service issue and calls received while down are directed to a voicemail service that I access after service is restored. Seldom down.
Same as broadband
Same complaints about the forced two year contract and \$400 charge for dropping contract early as for Internet service. Also, the rate increases are too frequent and too large.
Scam calls 24/7
Scams
Service is crappy. Constant static noise during calls. But nothing is even close on price
The phone service is fine but I never use it. I only have it because they require you to have a landline to have their internet.

The price of my landline is exorbitant
They reel us in with the \$5 promotional price, then bundle services and lock in a contract. After 2 years, the price for the phone is \$30-35, and the bill is double... Call to get into a new loyalty agreement, and it saves only \$20. So, basically, the phone service ends up costing \$80 a month in months 25 and beyond. OMG, our CABLE/PH bill is HUGE!
They should tell you that taxes on the phone are going to be \$23 and I only needed the phone for local calling but they gave me long distance and international calling which increases the taxes drastically. When I talked to customer service they could not take off the long distance or international because of the way the original sales person set everything up. I was also charged delivery and handling fees that I was never informed about. Also my service did not work for the first 5 days until a technician could come out and fix the lines again and re program the modem even though it was a self install but I was still charged for the 12 days of service from the date of order to the time it finally worked and they would not credit me. So basically I paid for one month of service but only was able to use 2 weeks of that.
They tell you need a cell phone when their service fails!
Too expensive and all I get are scam calls
Use it very little.
VERY VERY VERY poor customer service
We do not even have our home phone hooked up. The only reason we have it included in our plan is so our overall price to bundle everything is cheaper.
We do not have a telephone actually set up. We only added the line so we could get a discount on internet.
We don't really use it much
We don't use it - our Mediacom package was cheaper if we added one.
We have been thinking about dropping our landline service and just using our cell phones.
We have had trouble with landline service for the past 8 months. Come to find out our modem needed replacing. Shouldn't the company you pay for service check and update modems after you make three or more complaints about having no service. Check records and see how old their modem is!! We are older, retired and aren't comfortable when we call for service to be told unplug your modem. Or go behind your tv and unplug this or that wire. With what we pay for service we would like the company to actually give some. Check out their end first.
We honestly rarely use our landline any longer and almost never answer any calls that come to it but rather let it go directly to voice mail
We like to have it for safety, with the kids home it's nice to always have it available. Too many telemarketing calls!!!! 3 or more a day, and we don't give our our home number to anyone! So it has to be mediacom giving it out
We never use it. Really have no idea on the quality. Just there for emergencies.
We only have a landline because it is included in our bundle with Mediacom. If I call from my cell phone, it won't respond. Other people also say they can't get to us via our Mediacom land line.
We only have the landline to have access to the broadband DSL service.
We only maintain a landline phone for 911 service and DSL internet.
We really don't need to keep the landline as we use cell phones more; it really costs us literally nothing to have it.
When power goes out I have no services.



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TO: Curtis Dean, SmartSource Consulting
FROM: Ken Demlow, HR Green
DATE: September 6, 2019
PROJECT: Fort Dodge High Level Design

HR Green has created a High Level Design for the City of Fort Dodge.

Thank you for the opportunity to participate in the broadband pre-feasibility study for Fort Dodge, Iowa. This document is our report of the high level design of a fiber network to then entire City.

Methodology

The process that is used in creating a High Level Design begins with address and road centerline data from the City. The addresses serve as the end points that the fiber is built to. In Fort Dodge, there were 12,339 addresses in the data we received. Based on a population of roughly 24,300 people, that address number seems reasonable. If the number of addresses isn't exactly right, that shouldn't be a significant concern. Because this is high level, as will be shown later, we include a contingency factor of 25% to allow for adjustments in end points and design as the process moves forward.

There are some assumptions used in this design:

1. All underground construction – this is the best, most durable approach. It is also the most expensive. It also protects from a major concern that isn't in the City's control – pole access. Some cities assume using poles and incorporate the lower costs in their plans, later finding out that there isn't access on some poles (sometimes many poles). This can greatly affect the financial models to sometimes detrimental extents
2. Conduit throughout – if less conduit is used and/or some build is aerial, conduit costs will decrease

We input these sources of data into our software and generate a desktop based logical design for a fiber network to all of the addresses. This design includes conduit, fiber, drops (from the network to the addresses), equipment necessary in the premises and other outside plant components necessary to build a network. Included are also industry typical numbers for construction and network managing and monitoring equipment. The results for Fort Dodge are shown below.

Relevance of High Level Design

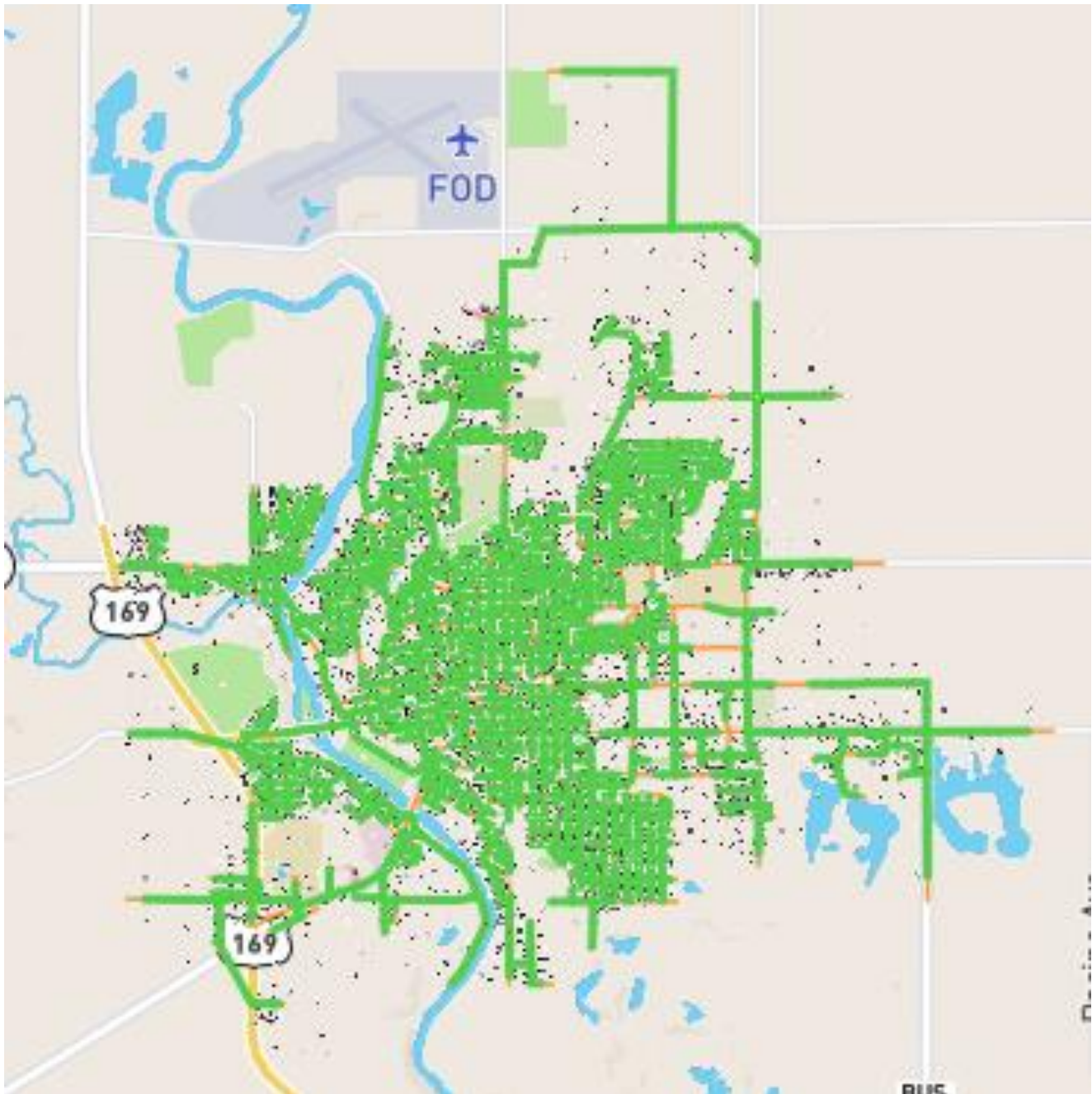
High level design is important in every project for several reasons. First, it provides real numbers based on a real design. These numbers provide the City with good baselines to understand the project and to work from as the project and details are refined.

Also, if a project moves forward (either with the City choosing to build its own network or to partner with a provider), the next step would be to field verify the route. The way that is done is for the final design firm to take maps of the High Level Design and walk the routes - checking for ROW room, obstacles that would necessitate changing the route, redundancy, etc. Then, the design firm makes the necessary changes to the routes and draws a detail design.



Thus, in creating this High Level Design, the City accomplishes two important steps in this process: getting budget costs to understand the scope of the options and having a key component of the next steps (for however those next steps are taken).

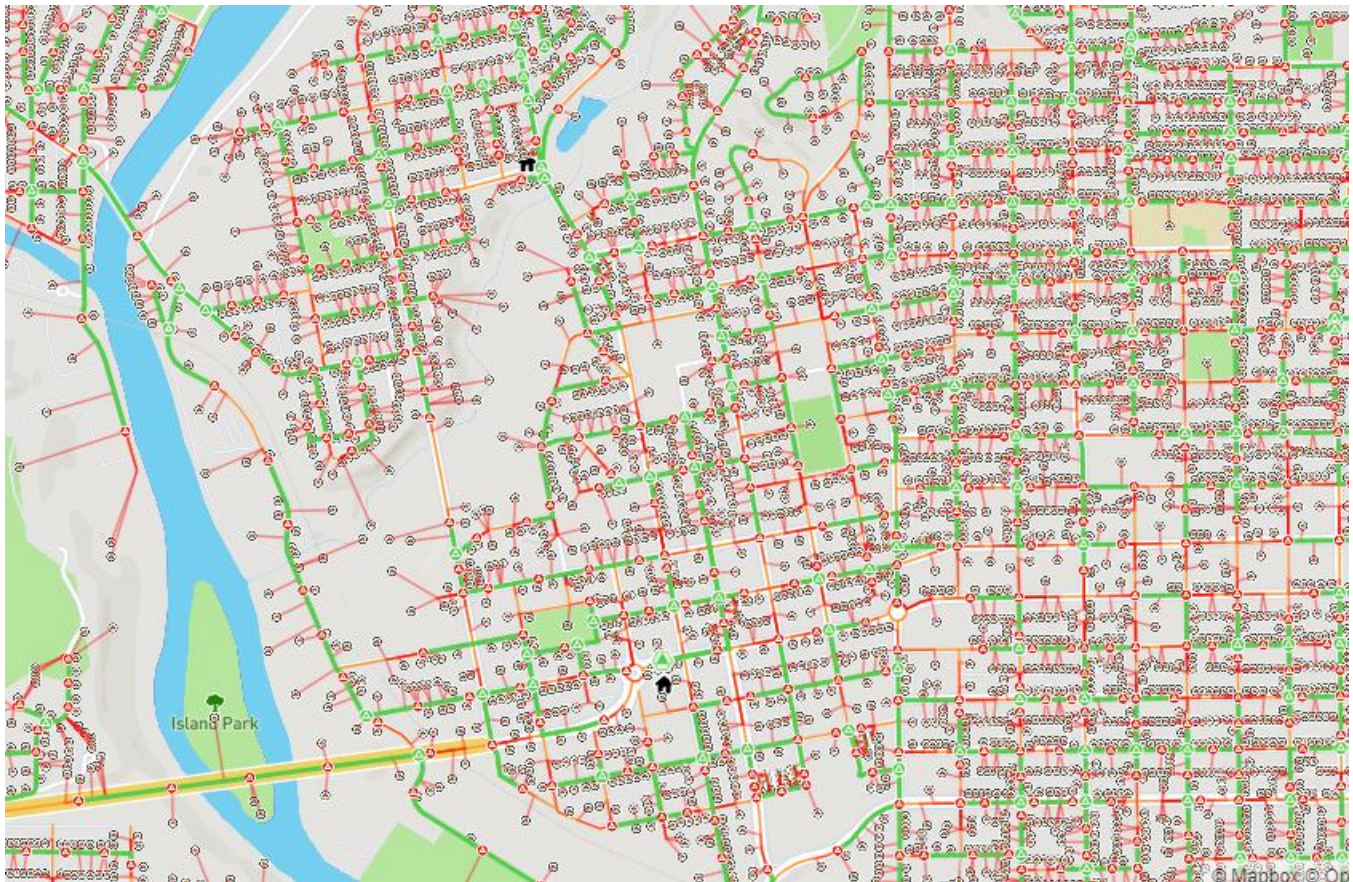
Design



City of Fort Dodge Overview High Level Design



Zooming in to a couple of areas shows in great detail how the fiber is routed and how the drops are built to the addresses. In High level Design, the drops from the network to the addresses are drawn as straight lines. In the physical route walking, the actual route of the drop and where the fiber attaches to the house are specifically determined.



High Level Design and Drop Detail

High Level Design Opinion of Probably Costs

Costs can be broken out into several logical categories:

- Outside plant materials (what is built from the equipment to the drops)
- Outside plant construction
- Other build costs (engineering, permitting, contingency, etc.)
- Drops (from the OSP to the addresses)
- In premise equipment
- Network managing and monitoring equipment and shelter

Below are the costs for each of those categories.



Outside Plant Materials

BULKU1324150062107	HAND HOLE 13X24X15 BULK/SHIELD X LID W/ RACKING ANTI SEIZE PENTA HEAD BOLTS	count	4,127.00	120.00	495,240.00
BULKU2436240062107	HAND HOLE 24X36X24B BULK/SHIELD X LID W/ RACKING ANTI SEIZE PENTA HEAD BOLTS	count	6,309.00	336.00	2,119,824.00
FEDH1JKT12HB048E3	FIBER 48 COUNT LOOSE TUBE SINGLE JACKET ALL DIE ELECTRIC GEL FREE 20,000 REEL	feet	450,859.59	0.43	193,869.63
FEDH1JKT12HB096E3	FIBER 96 COUNT LOOSE TUBE SINGLE JACKET ALL DIE ELECTRIC GEL FREE 20,000' REEL	feet	73,792.65	0.69	50,916.93
FEDH1JKT12HB144E3	FIBER 144 COUNT LOOSE TUBE SINGLE JACKET ALL DIE ELECTRIC GEL FREE 20,000 REEL	feet	23,077.43	1.12	25,846.72
FEDH1JKT12HB288E3	FIBER 288 COUNT LOOSE TUBE SINGLE JACKET ALL DIE ELECTRIC GEL FREE 20,000' REEL	feet	21,856.96	1.92	41,965.36
FEDH1JKT12HB432E3	FIBER 432 COUNT LOOSE TUBE SINGLE JACKET ALL DIE ELECTRIC GEL FREE 20,000' REEL	feet	13,812.34	3.92	54,144.36
CONDUIT	1.25" conduit	feet	706,099.10	0.42	296,561.62
Total Outside Plant Major Material					3,278,368.61

Outside Plant Construction

Outside Plant Construction Labor at \$12/lf				8,473,189.25
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Other Build Costs

Other Build Costs (Engineering, Permitting and Contingency) - 25%				2,937,889.47
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Total Outside Plant Materials and Construction

Total Outside Plant Costs Including Engineering, Permitting, etc. and Contingency (25%)				14,689,447.33
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Drops

Drops					
DROP-100	Drops between 0ft and 100ft	count	2,001.00	750.00	1,500,750.00
DROP-200	Drops between 100ft and 200ft	count	4,856.00	900.00	4,370,400.00
DROP-300	Drops between 200ft and 300ft	count	3,346.00	1,050.00	3,513,300.00
DROP-XL	Drops exceeding 300ft	count	2,136.00	1,200.00	2,563,200.00
Total Drops			12,339.00		11,947,650.00

In Premise Equipment

In Premise Equipment					
844G	ONT and Power Cord	count	12,339.00	207.42	2,559,355.38
PS1236DT-B	UPS and Power Cord	count	12,339.00	53.15	655,817.85
CCP3-R1SAN-RH	Inside Wall Box	count	12,339.00	8.79	108,459.81
JRVDW001SCASCA010N	FIBER RISER RUGGEDIZED I/O SM-EZ BEND CONNECTORS SC/APC 10 METERS	count	12,339.00	23.97	295,765.83
PR10013380273	FIBER DROP CORDAGE SMPLX I/O RISER RUG SM ULTRA BEND OFS INDOOR DROP 6562'	count	2,591,460.06	0.22	570,121.21
FITSCAPCSOC100	CONNECTOR SMF SC/APC 100 PER PACK	count	12,339.00	6.24	76,995.36
Total In Home Equipment					4,266,515.44

Network Equipment and Shelter

Network Equipment and shelter				1,000,000.00
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Total Build

Total Build					31,903,612.77
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This Total Build figure represents the total cost to complete the build of the network. This is the Capital Expenditure. This number does not include Operating Expenses like transport (getting to the internet) or operations (running the network). Those numbers are defined in a full feasibility study.

One other important concept in understanding costs is that networks are not built out in full during initial construction. The network is built (Outside Plant and managing and monitoring equipment), but drops are only built to customers who sign up and in premise equipment costs are only incurred for those purchasing customers. Your pre-feasibility study will give you a feel for what percent of your citizens and businesses will be customers – or what is referred to as your take rate. That number is used throughout the feasibility process.

To provide a context for how take rate impacts initial costs, below would be the build costs at a 40% take rate.

40% Take Rate					22,175,113.50
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Therefore, building out to 40% of the addresses will reduce the initial Capex expenditures by between \$9 million and \$10 million.

There are other ways to save Capex dollars in these HLD costs. For example, construction costs are averaged at \$12/lf. If bids lead to average costs that are less than that, then there could be savings. Also, an allowance of \$1 million is in these costs for managing and monitoring equipment and a shelter. If there is room in a City building for this equipment, then there could be savings from this \$1 million costs line.

And, as mentioned above, if there is some aerial construction that can be done, that lowers Capex costs. One important concept to point out in the underground vs aerial thought process is that aerial does lower Capex costs. But, over time, it is generally accepted that there are more OpEx costs associated with aerial fiber (higher maintenance costs). And, depending on weather, there can be significantly more damage to aerial fiber than underground.