

Exhibit 1 - Residential Survey Report



This report is filtered
Only show: #1 Question "Do you live in study area, meaning within the City of Red Oak or in the rural areas of the 712-623 phone exchange (see map below)?" is one of the following answers ("Yes")

Red Oak Area Residential Survey-Final (402)

Response Counts

Completion Rate:	100%		
	Complete		402




Totals: 402

1. Do you live in study area, meaning within the City of Red Oak or in the rural areas of the 712-623 phone exchange (see map below)?









Value	Percent	Responses
Yes	100.0%	402

Totals: 402

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

Internet		94.0%	378
Cable TV or Satellite television		67.9%	273
Landline telephone		35.8%	144






3. Who is your Internet Service Provider (ISP)?

Value		Percent	Responses
Cellular data plan only		2.4%	9
CenturyLink		28.9%	109
Farmers Telephone-Stanton		1.9%	7
HughesNet (satellite)		3.4%	13
Mediacom (cable modem)		49.3%	186
Rise Broadband (Wireless)		0.3%	1
ViaSat/Excede (satellite)		4.5%	17
Other - Write In		9.3%	35

Totals: 377

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

Percent

		Percent	Responses
Very dissatisfied		20.2%	76
Somewhat dissatisfied		26.6%	100
It's OK		31.9%	120
Somewhat satisfied		13.8%	52
Very satisfied		7.4%	28

Totals: 376

5. 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 %	49 13.1%	88 23.5%	150 40.0%	53 14.1%	35 9.3%	375
Data allowance Count Row %	68 18.4%	74 20.0%	117 31.6%	55 14.9%	56 15.1%	370
Price Count Row %	115 31.2%	115 31.2%	72 19.5%	46 12.5%	21 5.7%	369
Reliability (frequency and length of service interruptions) Count Row %	100 27.0%	116 31.3%	75 20.2%	56 15.1%	24 6.5%	371
Speed Count Row %	124 33.3%	99 26.6%	71 19.1%	53 14.2%	25 6.7%	372
Totals Total Responses						375

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

Value	Percent	Responses
Education	51.9%	195
Email	93.1%	350
Gaming	43.4%	163
Online Applications & Storage (Google Apps, Dropbox, etc.)	60.4%	227
Online Banking	88.0%	331
Online Shopping	91.0%	342
Smart home & Security applications	24.5%	92
Social Media (Facebook, Twitter, etc.)	91.5%	344
Streaming music (Pandora, Spotify, etc.)	63.6%	239
Streaming Video (Netflix, Amazon Prime, Hulu, YouTube, etc.)	73.7%	277
Work From Home-Part Time	23.9%	90
Work From Home-Full Time	7.2%	27
Video Chat (FaceTime, Skype, etc.)	42.0%	158
Web surfing	75.3%	283
Other - Write In	1.3%	5







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

Promoters	8.2%	31
Passives	11.1%	42
Detractors	80.6%	304






Totals: 377

8. Do you have any other comments, questions, or concerns about your current Internet service? (200 characters)

9. Who is your current television service provider?

Value		Percent	Responses
DirecTV		30.0%	82
Dish Network		27.1%	74
Mediacom		38.5%	105
None or antenna only		1.1%	3
Streaming Video Only (Netflix, Amazon Prime, Hulu, etc.)		2.9%	8
Other - Write In		0.4%	1
Totals:			273







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

Value		Percent	Responses
Very dissatisfied		8.5%	23
Somewhat dissatisfied		20.6%	56
It's OK		31.6%	86
Somewhat satisfied		20.2%	55
Very satisfied		19.1%	52
Totals:			272

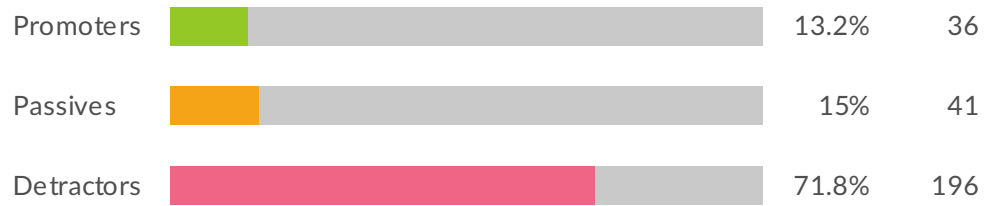
11. What is your level of satisfaction with your television service provider based on the following characteristics?

	Very dissatisfied	Somewhat dissatisfied	It's OK	Somewhat satisfied	Very satisfied	Responses
Customer service experience Count Row %	24 8.9%	51 19.0%	96 35.7%	47 17.5%	51 19.0%	269
Picture Quality Count Row %	13 4.8%	18 6.7%	88 32.7%	72 26.8%	78 29.0%	269
Price Count Row %	90 33.7%	75 28.1%	54 20.2%	24 9.0%	24 9.0%	267
Reliability (frequency and length of service interruptions) Count Row %	20 7.4%	66 24.5%	84 31.2%	58 21.6%	41 15.2%	269
Totals Total Responses						269

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

Value	Percent	Responses
Whole-home DVR (digital video recorder)	 71.5%	183
Video-On-Demand	 48.8%	125
TV Everywhere	 48.8%	125
Premium channels (HBO, Showtime, etc.)	 39.5%	101
Local programming (high school sports, school concerts, other community events)	 57.4%	147
Other - Write In	 6.6%	17

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



Totals: 273


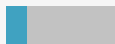



14. Do you have any other comments, questions, or concerns about your television service? (200 characters)

15. Who is your landline telephone service provider?

Value	Percent	Responses
CenturyLink	39.0%	55
Mediacom	50.4%	71
Other - Write In	10.6%	15

Totals: 141

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

		Percent	Responses
Very dissatisfied		10.6%	15
Somewhat dissatisfied		19.7%	28
It's OK		37.3%	53
Somewhat satisfied		18.3%	26
Very satisfied		14.1%	20

Totals: 142

17. 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, incomplected calls, etc.) Count Row %	10 7.2%	13 9.4%	59 42.4%	22 15.8%	35 25.2%	139
Customer service experience Count Row %	16 11.5%	21 15.1%	55 39.6%	25 18.0%	22 15.8%	139
Price Count Row %	36 25.7%	28 20.0%	47 33.6%	14 10.0%	15 10.7%	140
Reliability (frequency and length of service interruptions) Count Row %	16 11.4%	14 10.0%	58 41.4%	28 20.0%	24 17.1%	140
Voice quality Count Row %	6 4.3%	17 12.2%	57 41.0%	26 18.7%	33 23.7%	139
Totals Total Responses						140

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



Totals: 141

19. Do you have any other comments, questions, or concerns about your landline telephone service? (200 characters)

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.

Statistics

Min	0
Max	600
Average	159.4
Total Responses	367

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

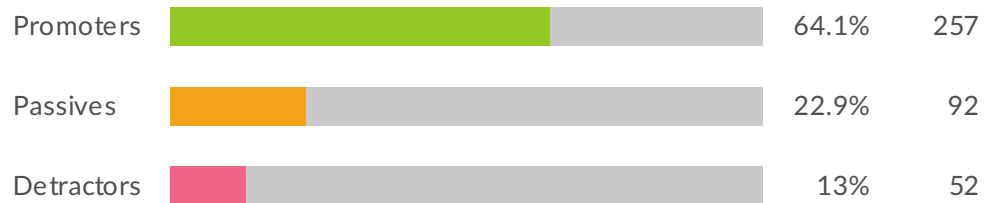
21. In your opinion, how important is fast, affordable, reliable, and universally-available broadband to Red Oak and rural Montgomery County in helping to improve the following community attributes?

	Not important	Somewhat important	Very important	Responses
Quality of life (making our area a good place to live) Count Row %	7 1.8%	54 13.5%	339 84.8%	400
Education (for kids and adults) Count Row %	5 1.3%	34 8.6%	358 90.2%	397
Economic development and jobs (including work-at-home opportunities) Count Row %	6 1.5%	36 9.0%	359 89.5%	401
Health care (remote health care, virtual doctor visits) Count Row %	11 2.8%	65 16.3%	324 81.0%	400
Agriculture (field equipment & monitoring) Count Row %	13 3.3%	86 21.5%	301 75.3%	400
Safety & security (home monitoring, Internet of Things) Count Row %	14 3.5%	72 18.1%	312 78.4%	398
Public works (traffic control, infrastructure management) Count Row %	10 2.5%	78 19.5%	312 78.0%	400
Totals Total Responses				401

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

	Not important	Somewhat important	Very important	Responses
Is locally owned Count Row %	72 18.1%	168 42.2%	158 39.7%	398
Provides excellent customer service Count Row %	2 0.5%	36 9.0%	362 90.5%	400
Is involved in the community Count Row %	21 5.3%	109 27.3%	269 67.4%	399
Utilizes the best available technology Count Row %	3 0.8%	26 6.5%	370 92.7%	399
Totals Total Responses				400

23. If a new provider made broadband available at your home with superior service for a competitive price, how likely would you be to switch from your current provider(s)?





Totals: 401

24. Additional comments, questions, or concerns. (200 characters)

25. Gender

Percent

Male		39.1%	156
Female		60.9%	243









Totals: 399

26. Age

Value

Percent

Responses

19 or younger		0.8%	3
20-24		3.5%	14
25-34		14.3%	57
35-44		17.8%	71
45-54		20.6%	82
55-59		10.1%	40
60-64		12.6%	50
65 or older		20.4%	81

Totals: 398

27. What is your annual household income?

Percent

Value	Percent	Responses
Less than \$15,000	2.0%	8
\$15,000-\$24,999	6.1%	24
\$25,000-\$34,999	9.2%	36
\$35,000-\$49,999	13.7%	54
\$50,000-\$74,999	24.2%	95
\$75,000-\$99,999	12.7%	50
\$100,000-\$149,999	14.0%	55
\$150,000 or more	7.4%	29
I prefer not to answer	10.7%	42

Totals: 393

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

Value	Percent	Responses
Did not graduate from high school	1.0%	4
High school graduate or GED	21.0%	84
Some college, no degree	26.0%	104
2 year degree/Associates Degree	17.0%	68
Bachelors degree	22.3%	89
Graduate degree or higher	12.8%	51

Totals: 400

Exhibit 2 - Business Survey Report



Montgomery County
 Development Corporation
Growing Our Own



Red Oak Area Business Survey-Final

Response Counts





Totals: 29

1. Where is your business located?

Value	Percent	Responses
In the Red Oak city limits	 82.8%	24
Outside of the Red Oak city limits but within the 623 telephone exchange	 17.2%	5

Totals: 29

2. Is your business based in a commercial property or your home?

Value	Percent	Responses
In a commercial property or storefront	 79.3%	23
In my home	 20.7%	6

Totals: 29

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

Value		Percent	Responses
Agricultural		14.3%	4
Banking/Financial services		7.1%	2
Bar/Restaurant		7.1%	2
Church or religious organization		3.6%	1
Construction		3.6%	1
Government/Public service/Non-Profit		3.6%	1
Health Care		3.6%	1
Hospitality		3.6%	1
Professional services (including legal and insurance)		21.4%	6
Rental housing		3.6%	1
Retail sales		10.7%	3
Other - Write In		17.9%	5




Totals: 28

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






Value		Percent	Responses
5 or fewer		65.5%	19
6-10		13.8%	4
11-20		6.9%	2
21-50		10.3%	3
51 or more		3.4%	1

Totals: 29

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


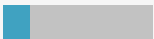


Value		Percent	Responses
Internet		100.0%	29
Cable TV or Satellite television		24.1%	7
Landline telephone		65.5%	19

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

Value		Percent	Responses
Cellular data plan only		8.7%	2
CenturyLink		39.1%	9
Mediacom		39.1%	9
ViaSat/Excede (satellite)		4.3%	1
Other - Write In		8.7%	2







Totals: 23

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		54.5%	12
6-10		18.2%	4
11-20		9.1%	2
31+		18.2%	4

Totals: 22

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

Value		Percent	Responses
Dedicated bandwidth or circuit		16.7%	2
Fiber transport services (lit services)		16.7%	2
MPLS		8.3%	1
SD-WAN		16.7%	2
Static IP addresses		75.0%	9
Other - Write In		8.3%	1

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

Value	Percent	Responses
Company website	63.6%	14
Credit card processing	59.1%	13
Data management, back-up or data storage	59.1%	13
Education & professional development (including webinars)	45.5%	10
Electronic health records	13.6%	3
Email	100.0%	22
File or Data sharing (outside of your internal network)	45.5%	10
Hosting your own server	4.5%	1
Online banking	54.5%	12
Online purchasing or inventory	72.7%	16
Online sales	40.9%	9
Operations in the Cloud (Accounting, Sales, Project management, etc.)	36.4%	8
Social media (Facebook, Twitter, etc.)	77.3%	17
Streaming music (Pandora, Spotify, etc.)	27.3%	6
Streaming video (Netflix, Amazon Prime, Hulu, YouTube, etc.)	22.7%	5
Video conferencing	45.5%	10
Web surfing	68.2%	15

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

Percent

Very dissatisfied		21.7%	5
Somewhat dissatisfied		26.1%	6
It's OK		34.8%	8
Somewhat satisfied		17.4%	4

Totals: 23

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 %	2 8.7%	9 39.1%	7 30.4%	5 21.7%	0 0.0%	23
Data allowance (data cap) Count Row %	4 17.4%	5 21.7%	7 30.4%	4 17.4%	3 13.0%	23
Price Count Row %	3 13.0%	6 26.1%	10 43.5%	4 17.4%	0 0.0%	23
Reliability (frequency and length of service interruptions) Count Row %	4 17.4%	4 17.4%	9 39.1%	5 21.7%	1 4.3%	23
Speed Count Row %	6 26.1%	5 21.7%	9 39.1%	3 13.0%	0 0.0%	23
Totals Total Responses						23

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

Value	Percent	Responses
Not important, current service meets our needs	4.3%	1
Somewhat important, we don't have everything we want but can make do	39.1%	9
Very important, current internet does not meet our needs	56.5%	13

Totals: 23

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

Value		Percent	Responses
Somewhat important		30.4%	7
Very important		69.6%	16
Totals: 23			

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

Value		Percent	Responses
Yes		47.8%	11
No		52.2%	12
Totals: 23			

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

Promoters		4.3%	1
Passives		13%	3
Detractors		82.6%	19
Totals: 23			

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

17. Who is your current television service provider?

Value	Percent	Responses
Mediacom	80.0%	4
Streaming Video Only (Netflix, Amazon Prime, Hulu, etc.)	20.0%	1
Totals: 5		

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

Value	Percent	Responses
Somewhat dissatisfied	20.0%	1
It's OK	60.0%	3
Very satisfied	20.0%	1
Totals: 5		

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

Promoters	20%	1
Passives	0%	0
Detractors	80%	4
Totals: 5		

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

21. Who is your landline telephone service provider?

CenturyLink		53.8%	7
Mediacom		38.5%	5
Other - Write In		7.7%	1
			Totals: 13

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

Value		Percent	Responses
Traditional phone lines		91.7%	11
PRI		8.3%	1

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

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

Value		Percent	Responses
Somewhat dissatisfied		30.8%	4
It's OK		30.8%	4
Somewhat satisfied		30.8%	4
Very satisfied		7.7%	1
			Totals: 13

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, incomplected calls, etc.) Count Row %	0 0.0%	1 7.7%	6 46.2%	3 23.1%	3 23.1%	13
Customer service experience Count Row %	2 15.4%	5 38.5%	3 23.1%	2 15.4%	1 7.7%	13
Price Count Row %	1 7.7%	4 30.8%	4 30.8%	1 7.7%	3 23.1%	13
Reliability (frequency and length of service interruptions) Count Row %	3 23.1%	3 23.1%	2 15.4%	3 23.1%	2 15.4%	13
Voice quality Count Row %	0 0.0%	3 23.1%	5 38.5%	2 15.4%	3 23.1%	13
Totals Total Responses						13

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



Totals: 13

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

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.

Statistics

Min	49.95
Max	1200
Average	312.6
Total Responses	20

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

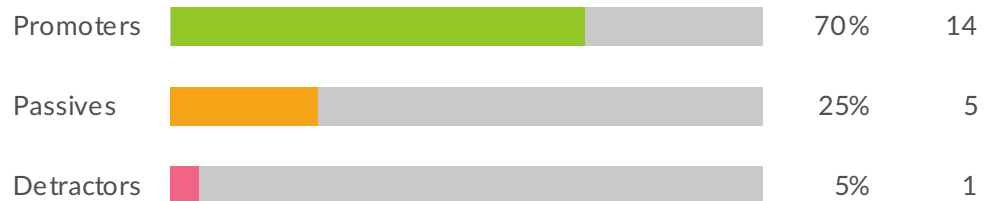
29. In your opinion, how important is fast, affordable, reliable, and universally-available broadband to Red Oak and rural Montgomery County in helping to improve the following community attributes?

	Not important	Somewhat important	Very important	Responses
Quality of life (making our area a good place to live) Count Row %	0 0.0%	8 40.0%	12 60.0%	20
Education (for kids and adults) Count Row %	1 5.0%	4 20.0%	15 75.0%	20
Economic development and jobs (including work-at-home opportunities) Count Row %	0 0.0%	3 15.0%	17 85.0%	20
Health care (remote health care, virtual doctor visits) Count Row %	0 0.0%	6 30.0%	14 70.0%	20
Agriculture (field equipment & monitoring) Count Row %	0 0.0%	8 40.0%	12 60.0%	20
Public works (traffic control, infrastructure management) Count Row %	0 0.0%	6 30.0%	14 70.0%	20
Totals Total Responses				20

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 %	3 15.0%	10 50.0%	7 35.0%	20
Provides excellent customer service Count Row %	0 0.0%	2 10.0%	18 90.0%	20
Is involved in the community Count Row %	1 5.0%	6 30.0%	13 65.0%	20
Uses the best available technology Count Row %	0 0.0%	4 20.0%	16 80.0%	20
Totals Total Responses				20

31. If a new provider made broadband available at your business with superior service for a competitive price, how likely would you be to switch from your current provider(s)?



Totals: 20

32. Additional comments, questions, or concerns

Exhibit 3 - Broadband Assessment Map

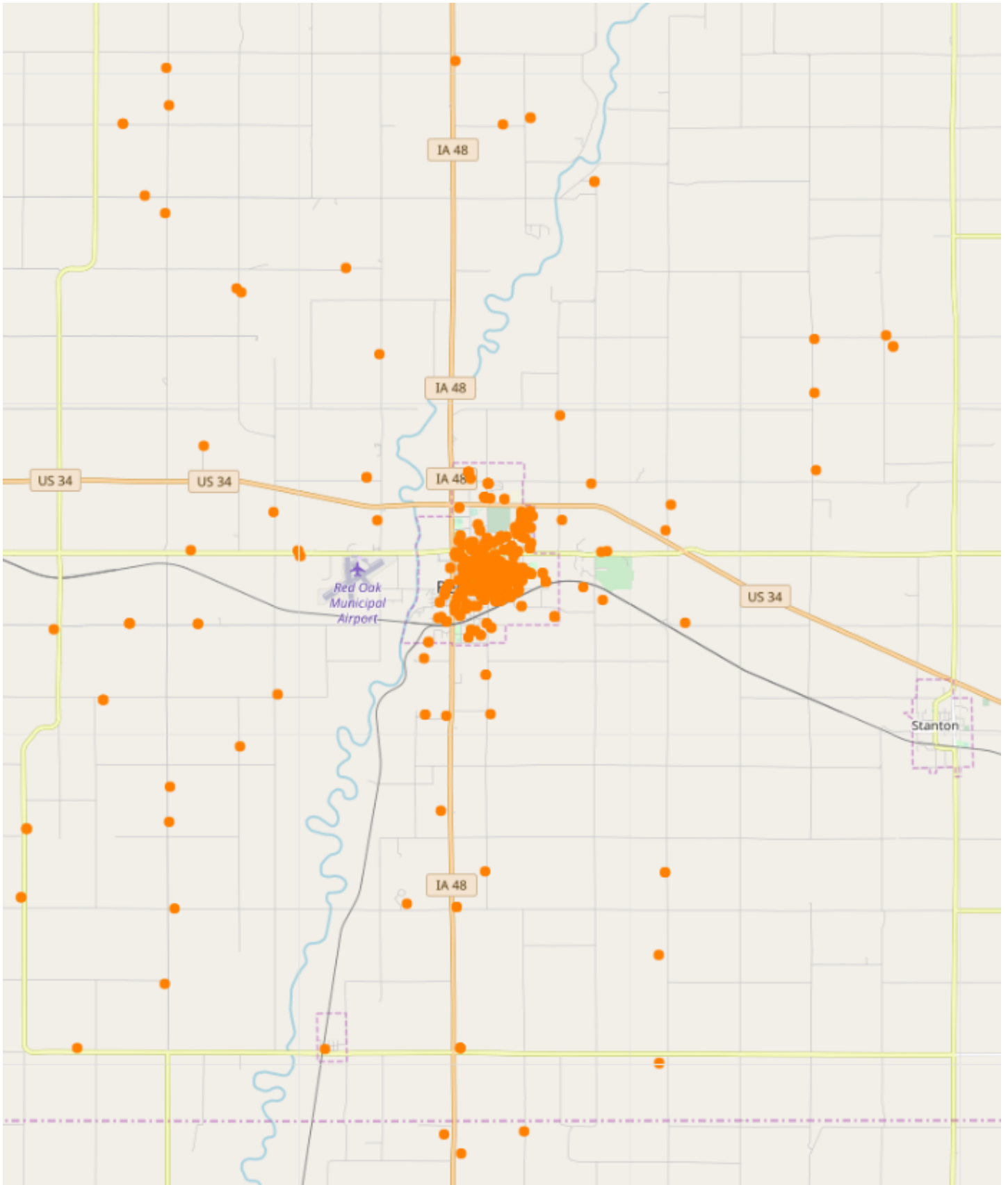


Exhibit 4 – Residential Survey Comments

General Comments

Redundancy of critical components of a system increasing reliability of the system, usually in the form of a backup or fail-safe. One cut cable can not cause loss of service to multiple cities and counties as it does now.
Again I'll take fiber optic in a minute, no in a second, I'll take it over anything that's offered
alot also depends on the cost of the internet though
As customers, we have not had a choice, it is past the time to bring this technology into Montgomery County- we will CONTINUE TO FAIL in jobs, schools, community if we cannot compete, and we cannot compete if we cannot produce/provide the technology people want/need in order to live here.
As long as the price is reasonable and the service is fast and reliable I would definitely switch.
Band width consistency, service, and cost would be what I would need to see before I left Mediacom
Bring it!
Centurylink should be at least 50mb down, and 10 up otherwise it's worthless
Coburg only has dail up or you have to get satellite
Currently don't have internet at home but would if quality of service is better than my office downtown.
Depends on price
Depends on the cost whether I'd go with Broadband or stay with the \$70 cost I now have.
Do not raise my taxes.
Don't really need it everything I have is fine
How will we know if it is reliable with good customer service at a competitive price before we switch?
I am tired of being charged huge prices for basic cable. I have even called the FCC. The local internet provider went back on their word.
I currently do not have internet service because I cannot afford it. An affordable internet provider, which provides affordable, fast and reliable service would be greatly welcome.
I currently have a 500mb download speed plan. If fiber comes to Red Oak then I would expect 500mb or 1GB offerings for less than Mediacom is charging for coaxial.
I don't think I would/could pay much more than \$75/mo
I don't want a deal in the beginning and then the price goes up.
I have considered switching many times, the only thing stopping me is our family's need for high speed internet. No other ISP in our area has Mediacom's speeds, even though other ISPs are more reliable. I would love to have Farmers Mutual Telephone Company's, or any other fiber provider, at our house, I would switch immediately.
I have none.
I have often heard the commercials for companies like FMTC, on KCSI, and wished that something like their service was available in Red Oak.
I hit the wrong button on the question pertaining to if I would switch if price was equal. My response is 10 Absolutely
I look forward to Red Oak having other options for providers
I think it's crazy no one local can get service to us. So we are with Johnston communications.
I think it's sad that little towns like Nodaway Iowa have high speed internet and we can't have it in rural Red Oak areas

I work for a company that is wanting to bring fiber to Red Oak but the powers of want it for nothing and it's sad we have everything they want but they don't want it from us. The customer service is top notch, the service and product are all top notch. Tell me why are we spending money on a survey when it's right next door and we could have it tomorrow..
I would be Very Certain to switch but the survey icon question accepted a low number from me but I meant it to be a better number. Also I currently pay \$100.00 month and not sure if this answer came through
I would change providers as soon as it becomes available if the cost and service is the same as current provider and/or better
I would like it to be fast enough for online gaming purposes as well.
I would like to see a build your own package for tv and internet currently have to pay for an add on package 10 dollars for like 15 channels to receive one that I wanted and have many that come in the regular package that I have never used
I would switch for better service only if price the same or lower. I do not want to pay more as I feel I already have to pay to much.
I would want to know how effective it would be first.
if Centurylink'a reliability and customer service and Mediacom speeds come together I'll get on that boat.
If it was a bundle and I didn't have to have a landline to get it and it beat my price I pay now I would definitely switch.
IF the service was comp as reable ir cheaper with better servicethan what Im getting now, I would mist likely switch. Would this be internet onlyir cable too?
If you can make it happen please count me in!
Internet speed is a necessity in this day and age!
It all depends on price and internet speed
It depends on what information you have for me to read or look at.
It would be great to have options.
It would be wonderful to have a cable and unlimited high speed internet service available at a low, affordable cost.
It would need to be a superior service and a fair price. As in the same price at the same rates as the towns already being provided the same service and high speeds.
Make it very affordable and unlimited
Na
New broadband would have to have GREAT SERVICE at a LOWER PRICE with all the same services that I now have.
No
No
No
No
no
None
None
None
Nope
Please get more providers here

Please hurry
Please make it more affordable than Mediacom. It's like they Rob people.
PLEASE put this in place!
Pls ftmc. You're our only hope.
pls gib fiber
Price for services and quality of services are the most important factor in deciding to change providers. If price was much better than what im currently paying would definitely switch.
Price VERY important. Most current options and other nearby fiber systems are way to expensive. when looking at internet speed test realize I am not at home when taking the survey so speed does not relate to my home experience.
Prices need to be affordable. Most people cant afford to pay out over \$50 a month for less than quality internet service that has a data allowance. Anymore children need the I ternet for school work as much as adults need it for work. Prices need to be an affordable rate, and data allowance should be at an acceptable level for what is being paid out for the service.
Red Oak is quickly becoming the next "bedroom community" to those who work in the city. Glenwood and Malvern are saturated and their housing has gone up too much. People are starting to consider living in Red Oak and commuting to the city as a more viable option. That being said we need to give them internet that can compete with the internet they are used to receiving in the city. Broadband would be a great incentive for people and businesses to come to Red Oak!
Red Oak needs this badly.
Thank u for addressing this issue! Very appreciative of the work going into this endeavor. Hopeful for good things to come.
The big thing is cost for senior citizens on a fixed income
The current Internet situation is a joke. The companies we have now do not provide a reliable service. I work for the school and we are often without internet.
This is very important
This needs to happen in our community! It will prove to be a great incentive for people to locate here, open businesses here, and improve the daily operations of current residents.
This needs to happen!
We are heavy internet users for both business and personal use. Having broadband that is cabled or fiber optics that would eliminate down time due to weather, which isn't oversold for capacity, and is consistent with a fairly high usage plan, would be fabulous.
We need access to better faster internet
We need excellent broadband services immediately
We need this for our Community, I think that FMTC could provide us with our best option. Fast internet, value priced cable tv, and top customer service. Plus it's s local company, that will invest in our community
We need this service in our area.
We need to make sure the community has a say and not just city council. Can you provide updates on here?
We really need a service like broadband in our area. Our internet service is very slow, we run out of data quickly and it is quite costly.
WE WOULD LOVE TO HAVE FMTC IN RO!
We, as rural residents, really need something better than what is currently provided to us.

Why is Farmers Mutual not here?? Superior service! There NEEDS to be a viable option besides Mediacom! Red Oak is always behind the curve. Very frustrating! How can you encourage businesses to locate here and people who work from home with shoddy internet service?
Working from home and high speed internet is very important.
Would be exciting
Would depend on the price.
Would like to be choose stations, channels that I want. Have a one set price for services that won't be raised every month.
would like to have it have used it before and it is so much better

Internet Comments

Do you have any other comments, questions, or concerns about your current Internet service? (200 characters)
could be better infra structure is old and shows it..
?
Although we don't have the speed we had with Mediacom we thoroughly enjoy no data cap and the much cheaper monthly payment with CenturyLink. We have very few outages in comparison to constantly losing service with Mediacom.
Always goes down.
At peak times the internet slows down.
Been told by providers I am at the end of the line that is why I don't have internet all the time I don't care where I'm at I feel I should have internet like everybody else
Being in the rural area, we are very limited in what we choose so speed is a major factor. It is unlimited data thankfully since it's pretty slow.
Being more affordable
Bring on the fiber
Can't wait for fiber optic! Area is behind not having it
Centurylink is unlimited data but it's slow if u use it with streamline . But it's better then Mediacom with price plus Mediacom had gb for data
Century Link doesn't spend capital to upgrade system and thus poor performance results.
Century link in the red oak area is garbage. I live in the middle of town and the best download and upload speeds I can get is 1mb. Absolutely ridiculous.
Cost is to high, but we have no choice
Cost to high, goes in and out. Fast sometimes, slow sometimes
Cost to much and they raise it every year.
Costly and slow
Costs too much. Slow connection
Customer service is the pits. Any problem that should be resolved in 15-30 minutes takes 2 hours and about 4 reps to deal with.
don't have much choice
Don't like it when it is raining and we loose service.
Expensive and slow sometimes it doesnt work at all
Faster speed

I believe that it is crucial for Red Oak to get fiber optic internet.
I can't get faster speeds in our area
I do not appreciate the cost for what we use and we are unable to eliminate anything because of the one or two channels that we get.
I hate using their 800 number
I have to reset on a daily basis
I have never reached the speed I am paying for!
I have to use 3 separate companies in order to get the services I need to run my home and business. It is expensive and unreliable.
I live outside of mid American service so I would greatly appreciate more options!
I loose internet literally every day for brief periods. It's insane.
I pay \$120.00 a month for 150 GB. PITIFUL but I have no choice, it's either that or hike my cell service up and pay more.
I pay \$35/month for internet. I like that price! Century Link customer service, though, is some of the worst I've known from any company. Th speed is "ok"...
I think it's very expensive. When ever there is a problem you have to wait on available time slot is open and a 4 hour wait time. Seems like the internet goes out more frequently which is very frustrating. I feel that Media com knows they are the local internet server so can charge high prices when they want. I would love to find another internet server with a less rate plan.
I use it for work, to keep in touch with family, gaming, streaming TV and videos, research, college classes, shopping, etc.
I would like to have unlimited internet data at a reasonable rate. We current spend \$64 on 400GB. I would love to have a cheaper unlimited fast speed option.
I would love to have fiber optic in Red Oak!!!! The need for faster internet is greatly needed.
I would only recommend it to a friend because there are no other ISP's providing this high of a speed/allowance in the area. Anyone who doesn't need that much speed or data allowance, I would recommend use CenturyLink instead.
I would stream movies and shows if my internet supported it. I have a data cap of 50 gb. I don't let the children use if for their recreation.
I'd like other options.
If there was something offered here that was more stable and for a good price I would switch hands down!
If we had the opportunity for broadband, why would not take the opportunity? The rest of the world is advancing, if this community wants to stay viable, we need to get onboard.
It doesn't always run at the speed that I'm paying for.
It doesn't work half the time, and im paying good money for something that doesn't work! I want something that works all the time!!
It drops all the time and is frustrating since I pay for high speed and extra data.
It drops constantly. We paid to have a service person tells us to unplug Alexa with less than 30 seconds in our doorway. This is expensive and not very good service.
It goes at least once a week. The price keeps going up. The speed is slow. Medicomdoesnt want any competition and that's why we have a council member against it. How many jobs will the ISP bring to res oak
It is often out, but always slow
It is very slow at times and drives my family crazy!
It sucks

It would be wonderful to have fiber optics to work here, had it when I lived in the country and it was great, loved it, it was better than sliced bread, so yes I would love to have fiber optics on
It's like the presidential options, give us another option!!!
it's not very fast
It's ok
It's so slow I can't ever watch a video. It takes forever to pull up emails and websites
It's too expensive for what we receive. The service could be faster.
It's too expensive, they won't let me downgrade because of my "package deal".
It's too expensive. Would like to pick channels wanted to watch. No need to have 250 when you only watch a few!
Its unlimited which is great but its slow and sometimes will kick you off
It's way too high price for the service we get.
Just thoroughly unsatisfied with my current service.
Looking for a better "value". As fast a speed for lower price OR faster for similar price.
Mediacom charges me nearly \$140/mo for 500mb speeds while in larger metro areas, a customer can get 1GB speed for under \$100. Ridiculous to gouge because of a smaller population.
Mediacom has a monopoly in this area- no competition means they can be shoddy in their pricing and service.
Mediacom is a dumpster fire.
mediacom is only option
Mediacom is over priced for the services I recieve.
Mediacom's speed and service is unreliable. They have frequent outages, inconsistent download speeds, their upload speed is VERY poor, and I own all my own equipment because theirs is of poor quality and very unreliable.
medicom some what unreliable retired, so cost of service expensive
Miss my previous cable/internet in another part of the state! Better!
My biggest concern with my current ISP is reliability and speed, it varies too much.
My current service is amazing. Will not pay \$70 a month so will not be a customer
My internet is out several times a day
My internet is too slow to load the images in this survey in a timely manner.
My ISP is throttling my bandwidth. They tell us to run some test through their website and it shows that there is nothing wrong. When I run these same tests on my own, I get very different results. We've been paying for certain speeds and we have yet to get them.
My son complains about all the lag with our internet when he plays videogames online.
Need fiber optic asap
Need more choices for affordable and quality internet.
Needs to be faster and cheaper
Never works when trying to use it or super slow. If listening to music can not have another phone or anything else connected or will just sit an buffer the music trying to play. Lot of times tv will buffer. We do not pay for cable or satellite tv. Watch everything via amazon, Hulu, Netflix. So major issues
No
No
No
No

No
No
No
No
no
No
No
None at all. Nothing to do with the question but I'm not allowing my taxes to be raised to pay for a company to move in. This isnt California.
Nope
Nope
Not always available due to outages in other locales. We watch Fox a lot. There are times it loses sound totally. Sometimes for a few minutes, sometimes for hours or even a day.
Not at this time but would like more data
Not happy with my current service. Weak signal. Goes out often. Slow slow speed
Our internet is slow but we haven't had a lot of outages in the last 7 years.
Our internet sucks switched from qwest to Mediacom which isn't much better!!
Our only real choices are Mediacom and CenturyLink. Mediacoms internet data packages are ridiculous and overpriced so we have CenturyLink. They seem more reliable than Mediacom but their slower speeds are kind of a bummer.
Our service is fine up until about 3:30 daily. After that we can only have one device streaming or using the WiFi or nothing works.
Our speed through Mediacom is good, but we constantly loose our connection and have to restart our router at least once a day.
Paid more money to increase speed. Slower than b4 and outage 1 or more times a week!!
Pay for 1 gig and get 200 on average. I might get 500 at the most
Pricey
Pricey for what I get
Pricing went up and the speed stayed the same. Not cool.
Satisfied
Seems very expensive.
Service is frequently slow or interrupted. I have to purchase my own modem as the ones provided are not reliable
Service is slow, they promised 35.00 for life but constantly try to charge 45.00. They also originally promised a higher speed then came back and said not available in this area. Now they have a higher speed but want more to charge more for it!!!!
Service is very unreliable
Slow, loses connection frequently
Some what higher priced than what I think it should be for the speed provided but has proved to be the best service available vs other options available
Sometimes I wish it was faster. WiFi goes out occasionally.
Sped way too slow!!!
Speed is my only complaint.
The best I can get is about 3mb download speed. Nothing works very well from home

The price of our internet continues to go up each year by \$10 with the service and speed worsening. Our family would love to have a tv provider, but with the high price of our internet with extremely slow speeds, it is difficult to pay additional fees for cable.
There are not enough package options and bundle specials.
There needs to be another company come in to offer speeds like mediacom
They have been to my house, 3 times in less than a month, and it's still going out, all the time.
They were quick to set us up for cable but it took 2 weeks to get a new internet box. Our current one was 5 years old. We still have buffering issues
To slow for today
Today there is not any competition to Mediacom as Century Link is more unreliable.
Very bad customer service
Very expensive, low data cap, speed not as advertised, but it's our only option in our rural location. We got rid of our Century Link phone because the lines were so bad, it was out more than it worked, and not worth the cost.
Very expensive. Equipment is used and outdated.
Very slow, constantly not having internet service for days and no customer support. Would very much like to have Farmers Mutual service for internet, home phone and tv service.
Way too expensive for the service that Mediacom provides
we don't have a better option at this time
We have a family of 5 including kids. When we are all on the internet it is very slow.
We only have one option and it is 3mbps speed at a high price. I have home business so doesn't work. Only 2 miles south of Red Oak and that's all I can get.
We would like better, more reliable high speed internet
We would like to have more data allowance. We run out of data monthly. It would be nice to be able to stream both music and video. Our service is too slow to allow us to do this now.
When having guests in my home, the internet is very slow and unreliable.
When I lived in Stanton I had their fiber service it was high priced for the speed I received. Moved to Red Oak now I have to pay an outrageous price so I don't go over the data cap. Says speeds are faster but you sure can't tell when surfing the net
Wonder if we really do get the speed we are paying for.
Wondering why internet is not now treated as a utility. Seriously.
Would be nice to have a more reliable connection
Would be nice to have the service they offer. Not the crappy service they give.
Would like to do more on internet but very limited now
Would love a more options for unlimited internet service
Ya I live on Eastern I only get 5mb you go on the next block down my friend gets 12mb by the same provider that not fair

Pay TV Comments

Cost is way too high. Only option here. Slow at times
160 dollars a month with no premium channels its overated and very expensive
After getting cable, ive noticed its not much better than just subscribing to Netflix and Hulu
Again I would love to have fiber optic, it's the best thing there is
Am changing to Dish tomorrow

Don't like it when it is raining and we loose service.
Dropped signal..often. Some channels are not consistently available.
Equipment is cheap, poor condition. Moved here 2 years ago and they installed old, outdated cable boxes. Have replaced them at least six times. Same with the cable modem router.
Every month or so prices are raised. Signed up for a year, which was supposed to be a total of 109.99,but within 3 months our bill was up to 180per month. Too many useless channels, duplicate stations
Excellent
Gave a wrong answer on internet recommendations!
generally good service. Better (fewer) outages than Dish and those are usually during severe storms
Hate losing signal in bad weather
Have had them for over 25 years.
I am not happy with the speed of the connection and the cost compared with the amount of data you get per month.
I don't like that Dish network treats new customers better then existing customers.
I don't watch the TV. This is for someone else in our household.
I enjoy my streaming services & always recommend but would love to have cable opyions that didnt cost so much. My children visit & they are able to run their cablenow service while in my house. Very cool feature
I get tired of the service disruptions when it's raining or snowing. I also don't like having to pay for a huge package, to have access to specific channels, when we only watch about 20% of the channels.
I have been looking at YouTube TV, but have not asked yet
I have one more year on the contract then plan on having antenna and Netflix as I feel all forms of conventional services are highly over priced
I have to have three separate companies to get the services i need and want for my home and business. Unreliable and expensive.
I live outside of whales where the local company was to connect for free. We fought for 2 years and they finally ran line in front of my house and at 1st wanted 150 dollars to run the line 50 ft to my house and then 300 dollars. Mediacom covers the line up to 2 ft from the home. They sent me a letter to change the price and I refuse to pay what they should be installing for free
I that we can find that my cable is to high!
I think it's very expensive for what you get. And I'd like a Senior Discount.
I wish we had a better internet provider
I work for DIRECTV so I get 100% service for free. If I didn't get it for free, we wouldn't have a TV provider. Just Netflix.
I'm locked in for another year and I'm switching to My Fire Stick when the locked time is up! That way I can choose only the channels I actually watch.
Internet is too slow to watch movies on demand.
It is great
It is very expensive for the service provided. Recording programs does not always happen as scheduled.
It's at&t.
It's too expensive for what we get.
Just bring me something that works at a reasonable price
Mediacom is overpriced

Meh
My biggest concern is being able to keep local channels.
No
No
No
No
No
No
No
No
No
No
No
None
None
None. Anyone moving into this area wont even be able to provide as many channels or a decent price for the channels they do offer.
Over priced for the quality of service
Over priced for the service
Poor reception even in a light rain situation.
Price is way too high. Thinking of going with hulu and Netflix.
Pricey
Probably going to start streaming the price of cable is too high
Recently switched from Dish to Direct TV after almost 20 years with Dish. Did not care for disputes Dish would get into with various providers especially the lengths of those disputes. Overall prefer Dish options and screen setup to Direct TV.
Rising prices
The on screen tv guide is pretty bad. It's so small, I can barely read it. I would like it to be more interactive. Like being able to see those previews full screen. It's a very chinsey guide. I've seen much better.
The price is outrageous, and the customer service is unbelievably poor.
The price of premium Chanel's such as HBO etc... is outrageous. Not a good variety of bundle packages
The reliability of the signal is just terrible. In ANY storm, we lose signal every time...
The tv packages should be cut to two only. .One affordable price for all programming channels except maybe HBO,Cinemax,and all movie channnels,music as a additional charge.This breakup of channels into multiple packages is not very good for the price we pay.
There internet service sucks it is always kicking us off I have had the same modem for 5 years just recently asked them if I could upgrade and the said I already have the top of the line.
They discontinue "levels" of service so I can't change anything without spending more.
They increased their prices and I removed. A lot of the channels to afford to have it.
They keep changing the channel of network fox 42 could be on channel 6.3 today and 2 tomorrow
To expensive!
To high priced

Too expensive for the number of channels we actually watch!
Too expensive, constantly adding or taking away channels. The addon channels you have to pay for, costs keep rising, always blacks out or buffers. I hate it!
Very unsatisfied with the prices constantly going up. So many people I know have dropped there satellite service because of the constant rising prices.
Way over priced. Weather interruptions
We are looking at other options for television
We can't ever use video on demand because our internet is so slow
We feel that this service is very pricey for the number of quality channels that are offered.
We pay too much for cable.
Wouldn't have a problem with the service I have if it wasn't over priced for what you get

Phone Comments

Caller ID spoofed CenturyLink does nothing. Constant junk and robo calls CenturyLink does nothing
CenturyLink 's Customer Service is TERRIBLE. Not alot of options when you have to have a landline.
Costs too much. Need landline for lifeline service.
do not use landline. Rely on cell phones
Hard to like system when you don't even know the phone is dead and have to reset system each day.
Have a landline but we don't use it.
I only have a landline because it saved me a lot on tv and internet with it until the first year was over then I can't get rid of the phone without my price sky rocketing. I hate a land line
I resent the repairman grumbling that he HAD to drive to Red Oak today. Then I've been told that the reason I have static is because I purchased my phone from K Mart. I didnt and when plugging another phone in that connector I still had static.
I think the number of calls you can block should be unlimited.i get to the max.of 25 every month.
If I had a life line it doesn't work when my power goes off.
It's very cheap. However, the number listed in the phonebook is one thru Mediacom that we don't use, but had to have because of their package deal.
Long wait times for installation Techs are not always knowledgeable. Difficult to speak with a human when calling with problems. Internet speeds may be slow Not always reliable for appts Costs keep rising though value may not improve
My package phone and internet was going up 50.00 so I had to cancel my home phone which I've had for 20 years to afford the internet. It's sad everything cost too much.
No
No
No
No
No
No
No
None
Only have the landline for my security to dial out. Landline phone is actually disconnected. Very expensive.

Our land line service is seldom used. We only pay \$10 a month for it
Our landline drops frequently and often displays "no service". My cellphone is much more reliable! This is completely unacceptable and so frustrating!
Our price as never raised in 25 years
Over priced
Over priced
Phone Comments
Prices going up every year.
The only reason I have it is because it allegedly lowered the cost of my bundle. Now I can't get rid of it without everything costing more.
The phone won't work at times for a short while. It's annoying but is out for a few minutes & then back on!
They have been easy to workbwith
Very very high priced.
Waste of money, we always use our mobile phones.
We continually have to call for service. In the last year they have had to be out for repair 3 different time.
We have needed new phone lines along 210th street for decades. CenturyLink will not replace them. Everytime it rains, we have static on at least one line, we have 4 lines into our home and business. I have no options!
We never use it. It is part of our cable and internet package.
Wish robo-calls could end. Wish they could keep scammers from using local #s. Esp. from #s of people we know or from our own # .

Exhibit 5 – Business Survey Comments

General Comments

competitive pricing
currently locked into Mediacom contract until 2022
Depends how much, if any, extra cost for same bandwidth.
Since this is a church, several people would be involved with the decision to provide broadband.
We need broadband available in order for our business to grow, compete and stay in the Red Oak area.

Internet Comments

Bring in fiber optic!
Centurylink has non-redundant line to metro area, which is an issue when that line is cut (which has happened more than once).
I can understand why we need fiber optic in our town. Only thing is one company will be in control like mid American energy. No options and their pricing ! Kind of like monopoly!
No
Prefer to not pay more than current rates.
There are only 2 choices in town right now and both are equal. Both have lost an entire day due to no internet access recently. Not ideal to be down for an entire day...
Without reliable and fast connections, our area will CONTINUE to loose business, residents, students and money.

Pay TV Comments

Too expensive, and we have just basic and expanded basic paks.
--

Phone Comments

We do not have any other options in our landline phone service and CenturyLink refuses to update phone lines. Every time it rains, we have crackling on our lines.
We have measured service lines - prices are low compared to the service received.
We need fiber optic!
Would like another option with higher speed on Internet. Fiber optic service would be great!

Exhibit 6 – Broadband Assessment Comments

General Comments

actually it is all the time for slowdowns not just once a day
Customer service is very poor.
For the price, internet speed is ok.
Frankly, just too expensive for the service I need.
I am Vice President of our company, but live in Colorado. I am a computer programmer and problem solver for MMI Corp. When I am in Red Oak for business, I am unable to do the work for the Flying A in a timely fashion, and completely unable to work from here for my job in Colorado.
I can't have internet
I did the broadband test on my phone...since I accessed it via Instagram...didn't know how to do that on my computer..sorry!! send link for test to my email please: swilrc2000@yahoo.com
I don't need Broadband I think it's useless for home use
I guarantee people are running these tests from their phones so their data is going to be completely skewed. I have 200 mbps, this is telling me I am only getting 50 mbps yet if I run a stand alone test from either phone or pc I get 340 mbps.
I hated Mediacom. They were very rude, unprofessional, their rates were ridiculous, and I always had internet problems. So I went to Centurylink and their actually really good. They have good customer service, and good internet. Only problems I have is their rates and what my son calls too much lag when he plays videogames online
I want it to improve.
I would like a higher speed that the big cities have.
I'm not on the fastest internet speed that is currently available to us. For home use it works, however for business it is way too slow.
If I have a problem or lose internet entirely, I am told by CenturyLink it will be a week before a field service person can be here to repair it.
TOTALLY UNACCEPTABLE!
It is horribly slow by today's standard, but I am not in favor of tax payers footing the bill for such surveys and buildout . Keep it private and leave it at that.
It is very slow
Mediacom can deliver up to 1 gig service for a quarter of the price any fiber company who thinks they are moving in can deliver. And just as reliable.
Mediacom is a monopoly and their service is not reliable. I feel I overpay for what I have yet there's not really another option.
Mine is so slow it couldn't even do the speed test,
Most of the channels in our package we do not use, are not very please with what we get for what we pay.
speed is just ok it was blocked on my test on the last page but it is 66 down load, 10 upload.
My current provider is ok for the most part. My biggest complaint is customer service and lack of fiber.

My husband and I are both gamers, and most of our games require us to maintain a connection for 15-30 minute periods with no interruptions. One interruption ruins the entire experience. Our interruptions have started happening regularly enough that we have stopped playing games. I have already had a technician out to my house twice since coming here two years ago. We replaced the modem at the shop a week ago, hoping to avoid the need for another appointment. We will have to make another soon.
My internet service is limited to my cellular phone service. Which is what you ran the speed test on.
My unbundled services are expensive, inconvenient and not up to the standards needed for future needs/expectations. Current key complaints are expense and inability to access movies online/stream content.
No
Nope
'Once a day' isn't quite right for significant slowdowns. It's more like 'almost always'.
Price is too high
Speed is a big problem!
Speeds seem inconsistent. I stream TV services and most of the time it is fine but randomly has times of slow internet and causes buffering.
Still have problems getting wireless internet all over house, even with new box
Too slow for gaming, etc
Viasat is trying, but we need reliable fiber optics. We have another business location in Thedford and Hyannis Nebraska. Located in the Sandhills- towns of 250 people, and Consolidated Telephone has provided excellent service, reliable and competitively priced with NO data caps!
We constantly have to reset our modem. And the price we pay for the service is atrocious
We must have broadband internet speed in order for our area of the world to compete and thrive, or Red Oak will continue to die.
We need a better service with faster speeds!!
We pay for more service than we receive. When we ask to get increased speed, we are told that until the local equipment is upgraded, there is nothing they can do.
Weekends seem to be the worst for connecting to the internet. Where the antenna is located and my building has many trees that have grown up interfering with the path to the receiver
When problems arise, the internet provider has HORRIBLE customer service!
With more
Works well for me most of the time
Would like same down/up speed or faster, all at less cost.
Ya i dont like that if u live on eastern i get 5mb but down the road they get 10 or 12mb