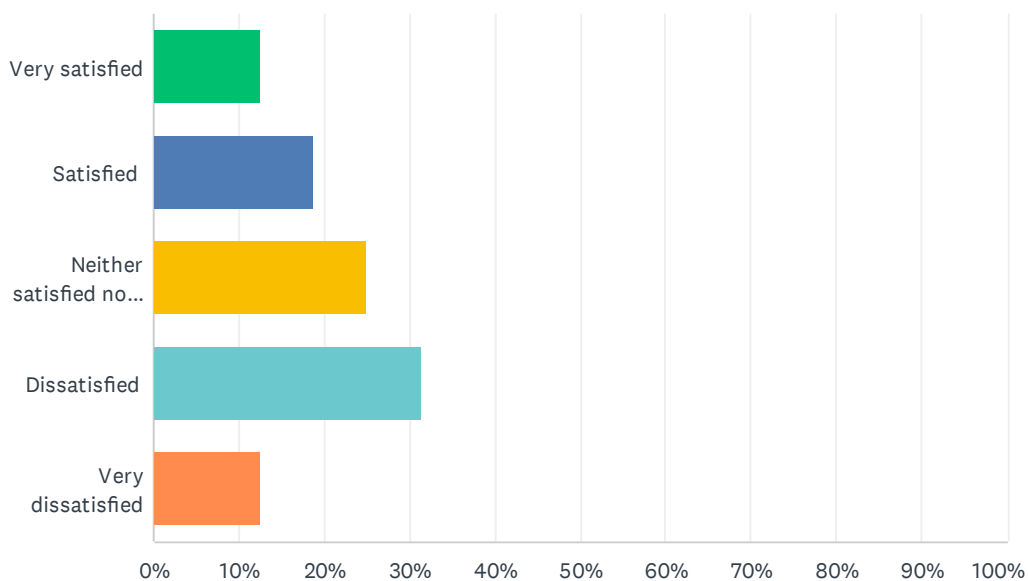


Q1 How satisfied are you with your business internet service overall?

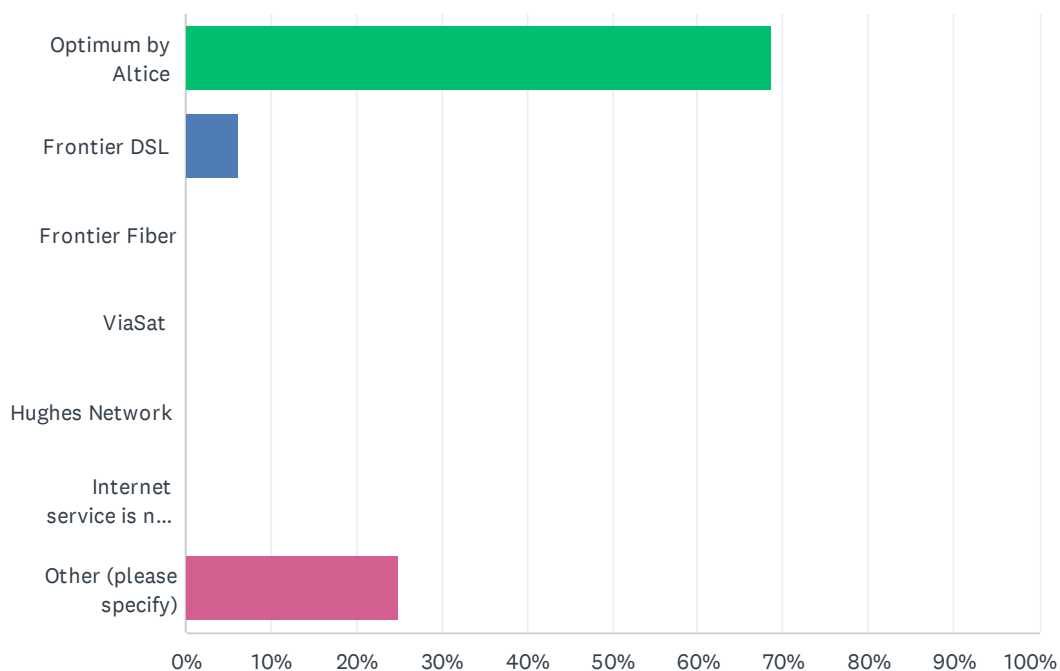
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	12.50%	2
Satisfied	18.75%	3
Neither satisfied nor dissatisfied	25.00%	4
Dissatisfied	31.25%	5
Very dissatisfied	12.50%	2
TOTAL		16

Q2 Who is your current business internet service provider?

Answered: 16 Skipped: 0

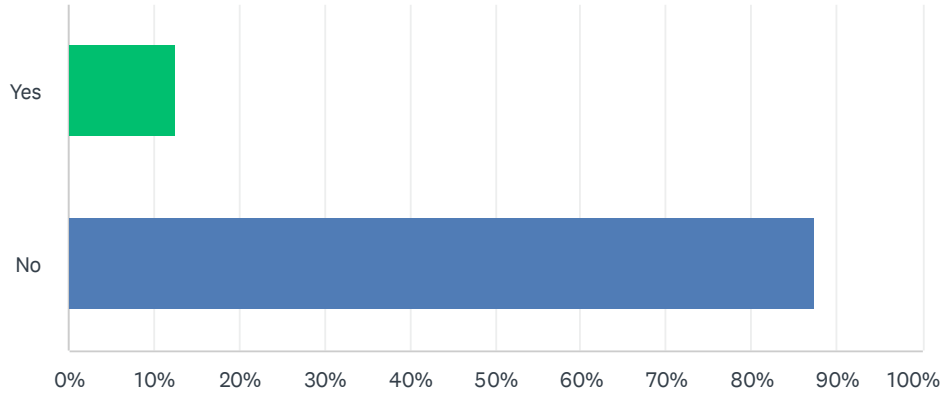


ANSWER CHOICES	RESPONSES	
Optimum by Altice	68.75%	11
Frontier DSL	6.25%	1
Frontier Fiber	0.00%	0
ViaSat	0.00%	0
Hughes Network	0.00%	0
Internet service is not offered at my business address/I use a wireless hotspot	0.00%	0
Other (please specify)	25.00%	4
TOTAL		16

#	OTHER (PLEASE SPECIFY)	DATE
1	Optimum business	12/3/2021 9:42 PM
2	ATT	12/3/2021 5:31 AM
3	Optimun	12/2/2021 8:58 PM
4	Optimum Fiber for Business	12/1/2021 9:24 AM

Q3 Was internet coverage a factor in your decision to locate your business in Wilton?

Answered: 16 Skipped: 0

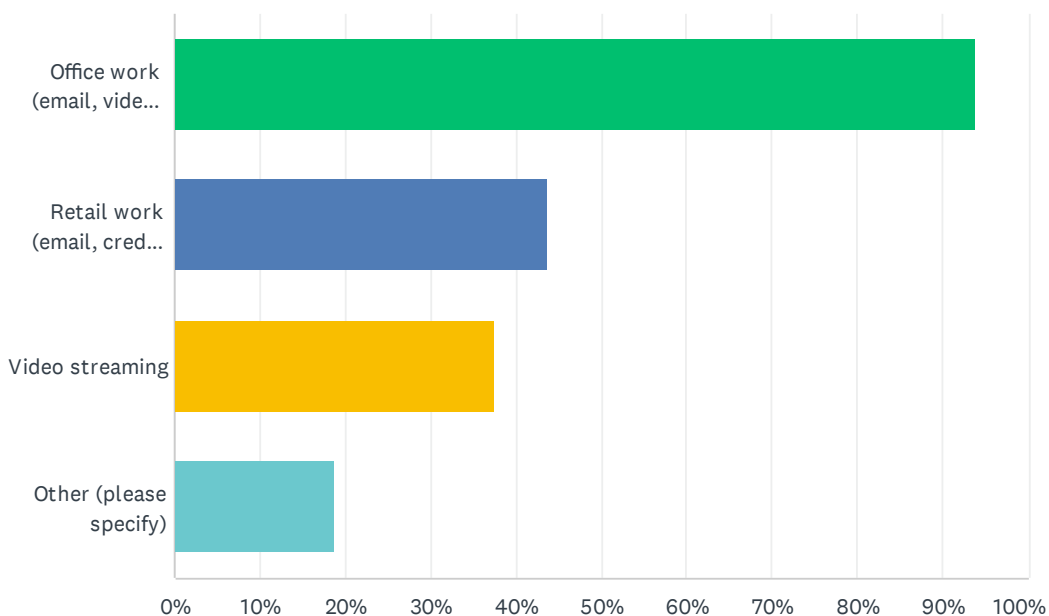


ANSWER CHOICES	RESPONSES
Yes	12.50% 2
No	87.50% 14
TOTAL	16

#	COMMENT	DATE
1	if it were, we would not be in wilton, service is awful and slow also no 5G for cell phones	12/1/2021 9:13 AM

Q4 How do you use the internet at your business?

Answered: 16 Skipped: 0

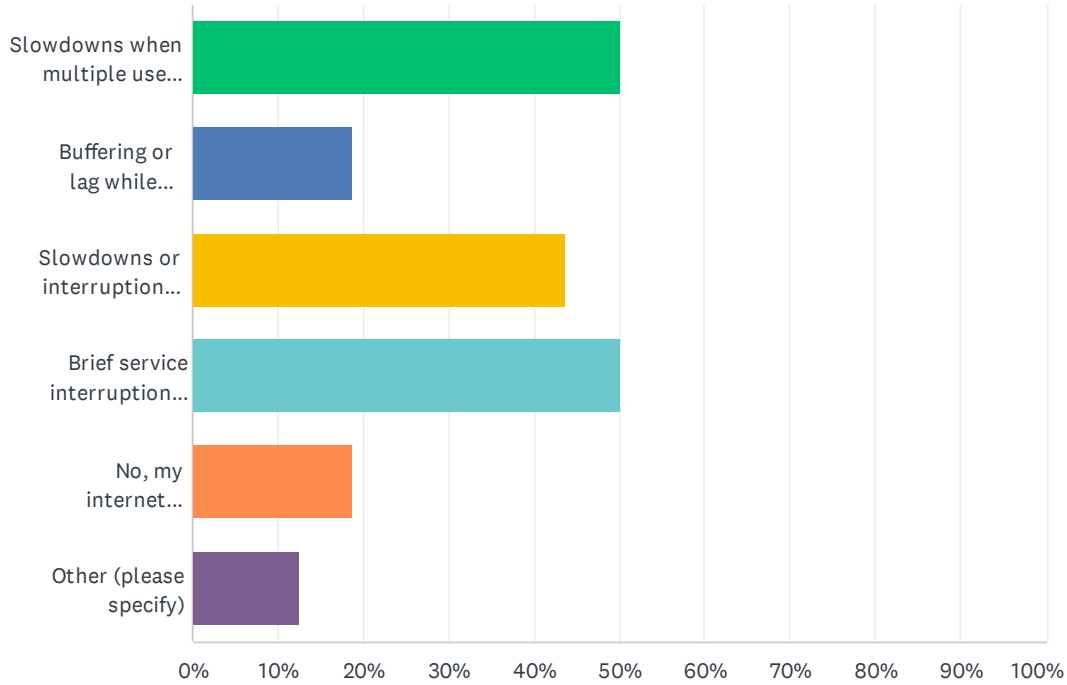


ANSWER CHOICES	RESPONSES	
Office work (email, video conferencing, downloads)	93.75%	15
Retail work (email, credit card processing, downloads)	43.75%	7
Video streaming	37.50%	6
Other (please specify)	18.75%	3
Total Respondents: 16		

#	OTHER (PLEASE SPECIFY)	DATE
1	Cloud file and collaboration services	12/3/2021 9:42 PM
2	Cloud storage	12/1/2021 9:24 AM
3	Personal use - tablets, phones	12/1/2021 6:42 AM

Q5 With your business internet service, do you experience any of the following:

Answered: 16 Skipped: 0

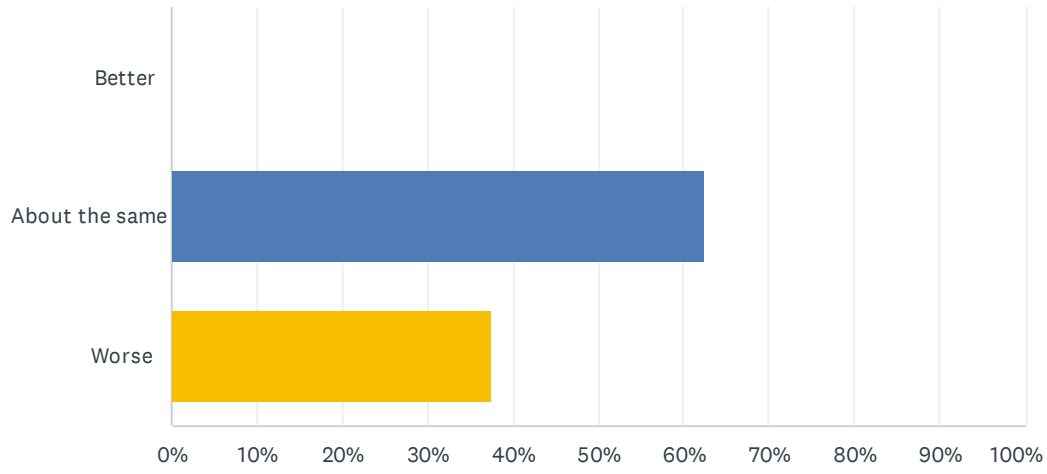


ANSWER CHOICES	RESPONSES	
Slowdowns when multiple users are on the internet	50.00%	8
Buffering or lag while streaming video or gaming	18.75%	3
Slowdowns or interruptions (when one or more people are using video conferencing)	43.75%	7
Brief service interruptions (not due to weather)	50.00%	8
No, my internet service works well	18.75%	3
Other (please specify)	12.50%	2
Total Respondents: 16		

#	OTHER (PLEASE SPECIFY)	DATE
1	Long service interruptions	12/3/2021 1:24 PM
2	We have a food printer that works through wifi and we will loose product because the wifi will dropoff and cancel the printing process. Also there is a lag in our credit card processing	12/2/2021 10:27 AM

Q6 Did any of these issues get better/worse during the pandemic?

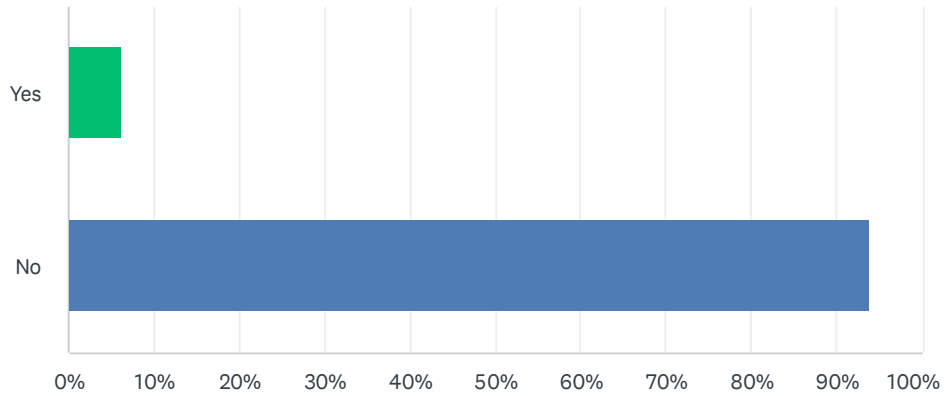
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Better	0.00%	0
About the same	62.50%	10
Worse	37.50%	6
TOTAL		16

Q7 Did you switch internet providers during the pandemic?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	6.25% 1
No	93.75% 15
TOTAL	16

#	OTHER (PLEASE SPECIFY)	DATE
1	No other choice in my area of Wilton	12/3/2021 9:34 AM

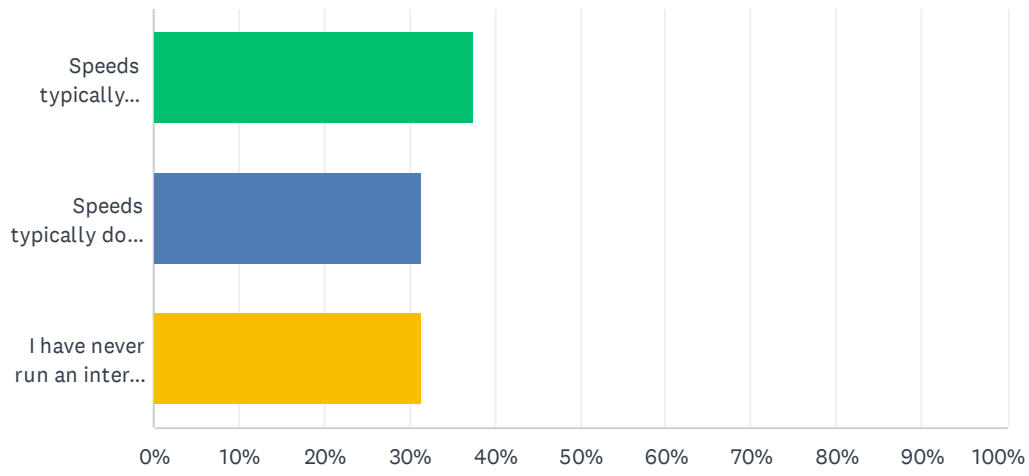
Q8 If you did switch, which providers did you switch from/to? If no, enter N/A.

Answered: 13 Skipped: 3

#	RESPONSES	DATE
1	N/A	12/3/2021 2:12 PM
2	na	12/3/2021 1:24 PM
3	N/a	12/3/2021 9:34 AM
4	N/A	12/3/2021 6:22 AM
5	Na	12/3/2021 5:31 AM
6	N/A	12/2/2021 9:47 PM
7	Na	12/2/2021 8:58 PM
8	NA	12/2/2021 11:38 AM
9	N/A	12/2/2021 10:27 AM
10	Optimum resi to business fiber	12/1/2021 9:24 AM
11	N/A	12/1/2021 6:42 AM
12	N/A	12/1/2021 6:26 AM
13	N/A	11/30/2021 1:08 PM

Q9 When performing an internet speed test:

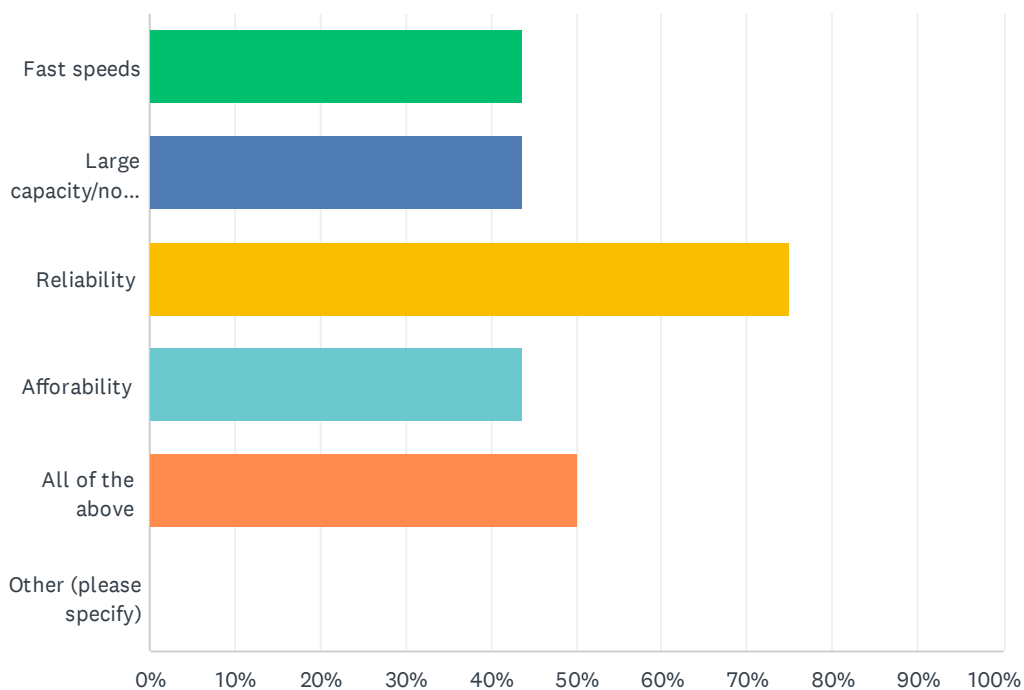
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Speeds typically meet/exceed what I purchased	37.50%	6
Speeds typically do not meet what I purchased	31.25%	5
I have never run an internet speed test	31.25%	5
TOTAL		16

Q10 What is most important to you in terms of internet service?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
Fast speeds	43.75% 7
Large capacity/no buffering	43.75% 7
Reliability	75.00% 12
Afforability	43.75% 7
All of the above	50.00% 8
Other (please specify)	0.00% 0
Total Respondents: 16	

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

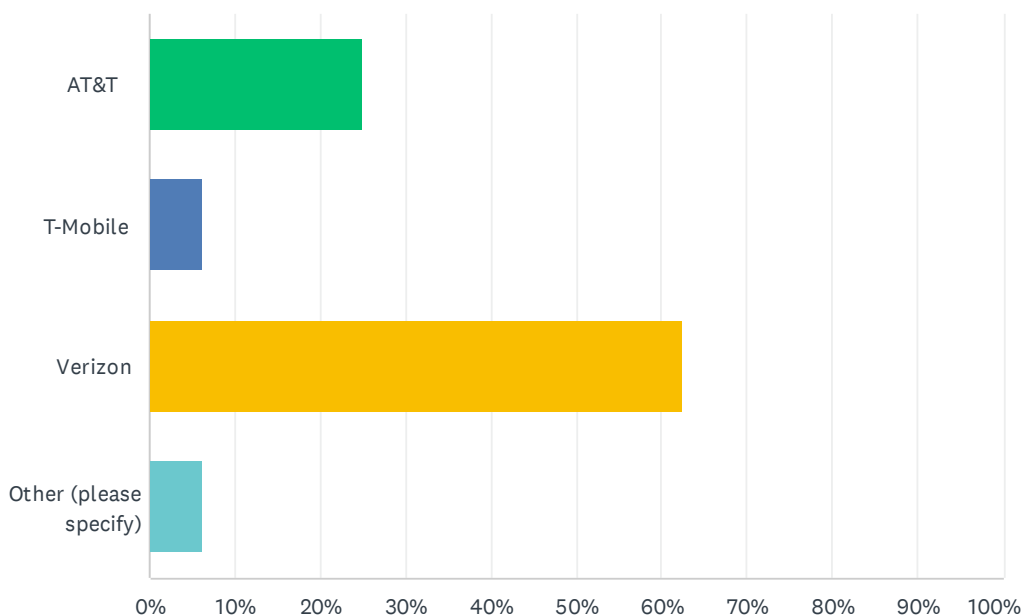
Q12 How many employees does your business have?

Answered: 15 Skipped: 1

#	RESPONSES	DATE
1	2	12/3/2021 9:42 PM
2	5	12/3/2021 2:12 PM
3	5	12/3/2021 1:24 PM
4	2 office workers, 7 total	12/3/2021 9:34 AM
5	1	12/3/2021 6:22 AM
6	180	12/3/2021 5:31 AM
7	4	12/2/2021 11:26 PM
8	1	12/2/2021 9:47 PM
9	2 (24 at Ridgefield location on wilton border)	12/2/2021 8:58 PM
10	5	12/2/2021 11:38 AM
11	3	12/2/2021 10:27 AM
12	3	12/1/2021 9:24 AM
13	n/a	12/1/2021 9:13 AM
14	5	12/1/2021 6:42 AM
15	2	12/1/2021 6:26 AM

Q13 Who is your current cellular service provider for your business?

Answered: 16 Skipped: 0

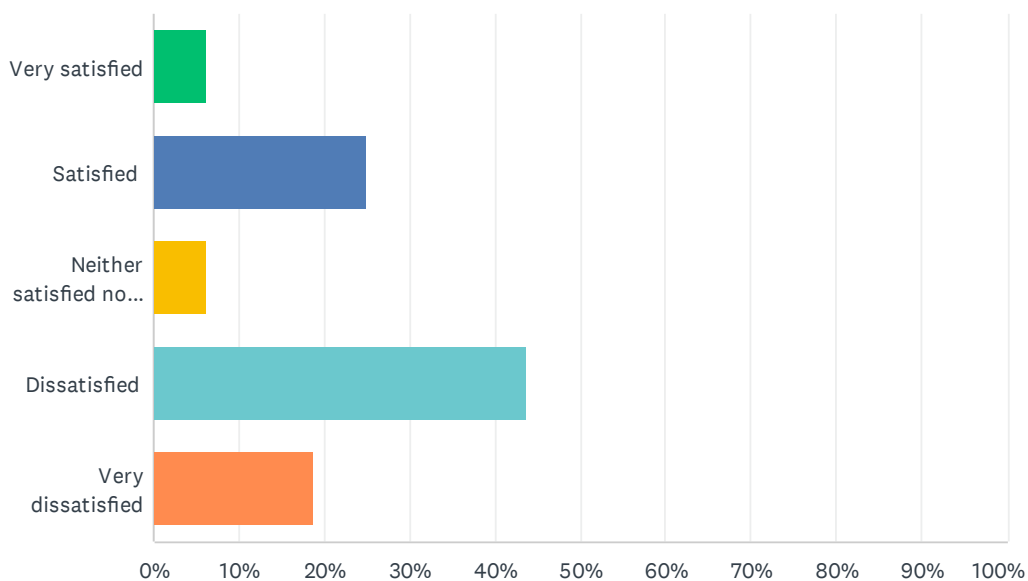


ANSWER CHOICES	RESPONSES
AT&T	25.00% 4
T-Mobile	6.25% 1
Verizon	62.50% 10
Other (please specify)	6.25% 1
Total Respondents: 16	

#	OTHER (PLEASE SPECIFY)	DATE
1	8x8 VOIP	12/1/2021 6:43 AM

Q14 How satisfied are you with your cellular service in Wilton?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	6.25%	1
Satisfied	25.00%	4
Neither satisfied nor dissatisfied	6.25%	1
Dissatisfied	43.75%	7
Very dissatisfied	18.75%	3
TOTAL		16

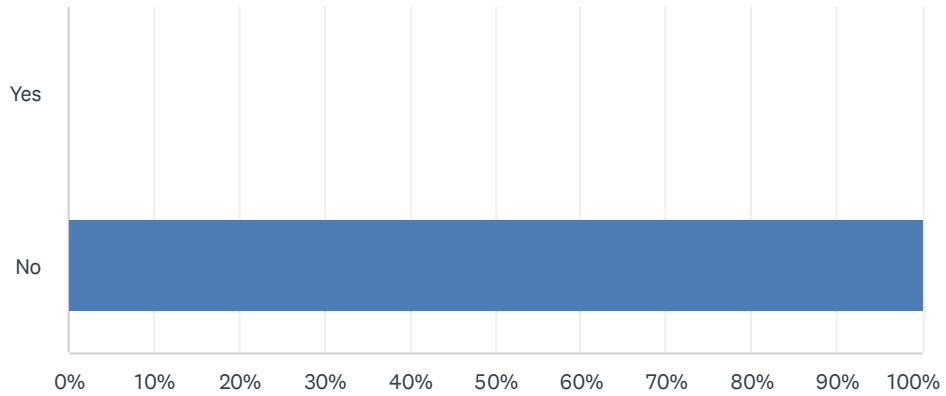
Q15 If you frequently experience dropped calls, can you share the location(s)? If no, enter N/A.

Answered: 16 Skipped: 0

#	RESPONSES	DATE
1	N/a	12/3/2021 9:43 PM
2	N/A	12/3/2021 2:13 PM
3	Cannondale, SW Wilton	12/3/2021 1:25 PM
4	All over Wilton, Westport, North Stamford	12/3/2021 9:35 AM
5	Town center	12/3/2021 6:23 AM
6	Wilton Center, 33/Hurlbutt, North Wilton	12/3/2021 5:33 AM
7	Georgetown area	12/2/2021 11:28 PM
8	Everywhere in town	12/2/2021 9:47 PM
9	In town Near chestnut/33	12/2/2021 8:58 PM
10	10%	12/2/2021 11:38 AM
11	N/A	12/2/2021 10:28 AM
12	All over town and along 53 towards Georgetown	12/1/2021 9:25 AM
13	all over town	12/1/2021 9:14 AM
14	N/A	12/1/2021 6:43 AM
15	N/A	12/1/2021 6:27 AM
16	N/A	11/30/2021 1:08 PM

Q16 Did you switch cellular service providers during the pandemic?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 16
TOTAL	16

#	OTHER (PLEASE SPECIFY)	DATE
1	before	12/1/2021 9:14 AM

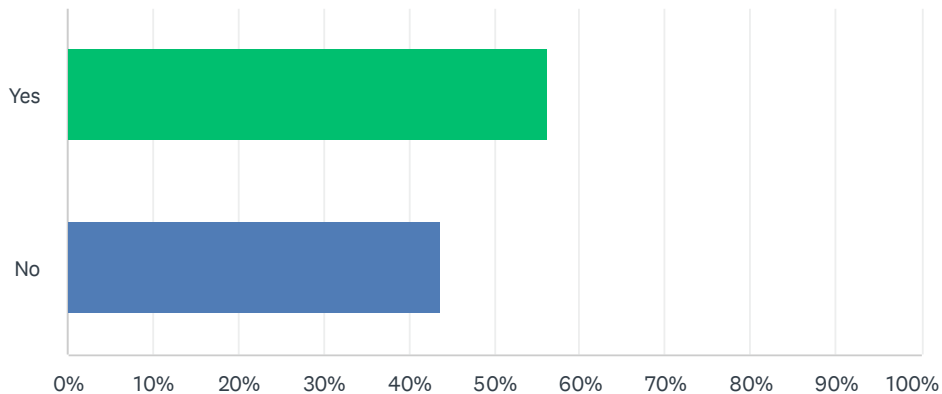
Q17 If you did switch, which cellular service provider did you switch from/to? If no, enter N/A.

Answered: 16 Skipped: 0

#	RESPONSES	DATE
1	N/a	12/3/2021 9:43 PM
2	N/A	12/3/2021 2:13 PM
3	na	12/3/2021 1:25 PM
4	N/a	12/3/2021 9:35 AM
5	N/A	12/3/2021 6:23 AM
6	Na	12/3/2021 5:33 AM
7	N)a	12/2/2021 11:28 PM
8	N/A	12/2/2021 9:47 PM
9	Na	12/2/2021 8:58 PM
10	NA	12/2/2021 11:38 AM
11	N/A	12/2/2021 10:28 AM
12	N/A	12/1/2021 9:25 AM
13	had them all	12/1/2021 9:14 AM
14	N/A	12/1/2021 6:43 AM
15	N/A	12/1/2021 6:27 AM
16	n/a	11/30/2021 1:08 PM

Q18 Do you feel you need more information on the emerging 5G cellular network?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	56.25%	9
No	43.75%	7
TOTAL		16

#	COMMENT	DATE
1	Need it to promote competition for meager line based service	12/3/2021 9:43 PM
2	Just get it going	12/3/2021 1:25 PM

Q19 Please share anything else you would like the Wilton Energy and Utilities Commission to know about internet or cellular service in Wilton.

Answered: 10 Skipped: 6

#	RESPONSES	DATE
1	For businesses that need fast upload optimum is the only option. They make you pay "up to X" based rates but frequently deliver 1/10 or less of the "up to" speeds they sell. It's criminal.	12/3/2021 9:44 PM
2	Make it more reliable	12/3/2021 2:13 PM
3	Internet service is, in general, underperforming for the cost, and suffers random, sporadic internet and phone service failure. I'm convinced that there is inadequate line capacity in this area, as service failures tend to occur at ends of workdays, likely due to system overload, which takes out all of the customers in our development. Optimum's customer service is marginal, and service failures caused by the system are usually unexplained, and the persistent issues are 'band-aide' repair, not fixed. Refunds for service outages are NEVER offered or granted. Can't wait for real competitive service alternative- Hope that Frontier will get it together with fiber optic service to be able to dump Optimum, treatment it greatly deserves. Wilton should set up a municipal network as a REAL alternative, and free us from these monopolistic service providers.	12/3/2021 1:30 PM
4	Internet is unreliable, cell coverage is horrible all over Fairfield County. Very difficult to do business	12/3/2021 9:36 AM
5	Verizon needs better coverage in Wilton	12/3/2021 5:33 AM
6	Better internet/cable options. Service in town	12/2/2021 8:59 PM
7	We have upgraded our service speed once and didn't see a difference. Our Wifi can get very slow after business hours and we are here later than 5pm	12/2/2021 10:30 AM
8	When we had an office pre-pandemic, I had to locate my business to Westport because of unreliable cell service in town.	12/1/2021 9:26 AM
9	service is awful, like a 3rd world country	12/1/2021 9:15 AM
10	WE use the internet more than cell service for our purposes, and are quite satisfied with Frontier.	12/1/2021 6:44 AM