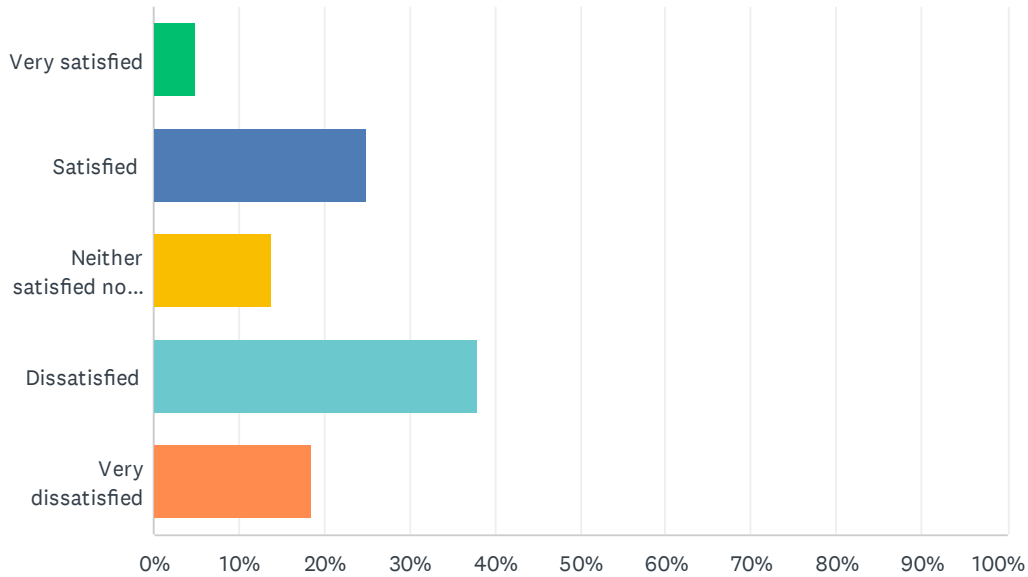


Q1 How satisfied are you with your internet service at your residence overall?

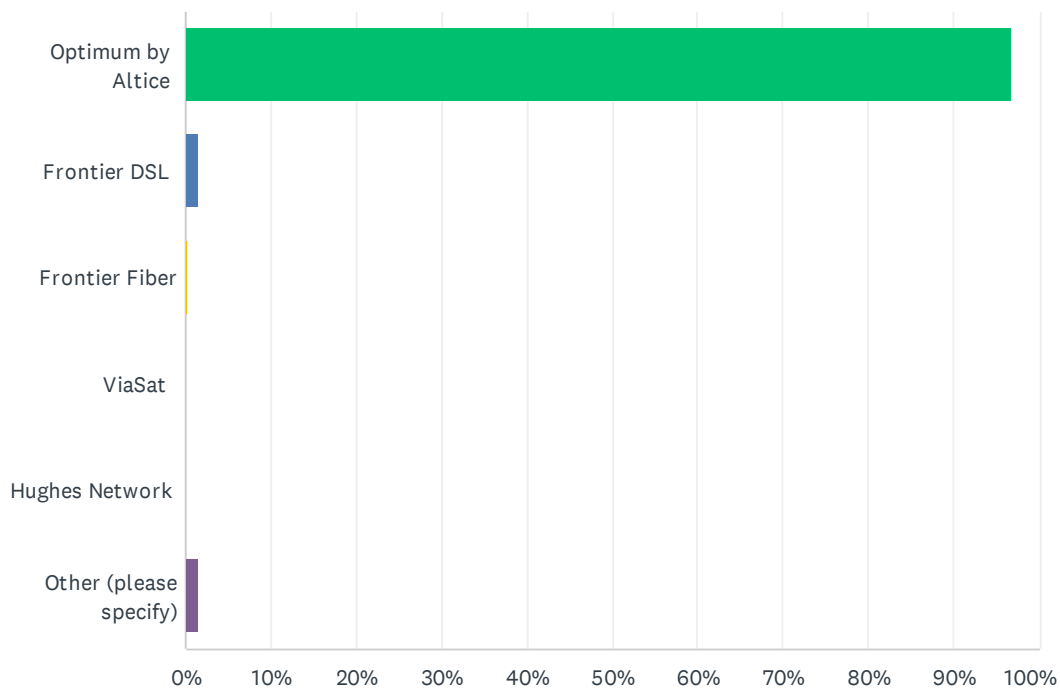
Answered: 707 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very satisfied	4.81%	34
Satisfied	24.89%	176
Neither satisfied nor dissatisfied	13.86%	98
Dissatisfied	37.91%	268
Very dissatisfied	18.53%	131
TOTAL		707

Q2 Who is your current residential internet service provider?

Answered: 712 Skipped: 0



ANSWER CHOICES	RESPONSES	
Optimum by Altice	96.77%	689
Frontier DSL	1.40%	10
Frontier Fiber	0.28%	2
ViaSat	0.00%	0
Hughes Network	0.00%	0
Other (please specify)	1.54%	11
TOTAL		712

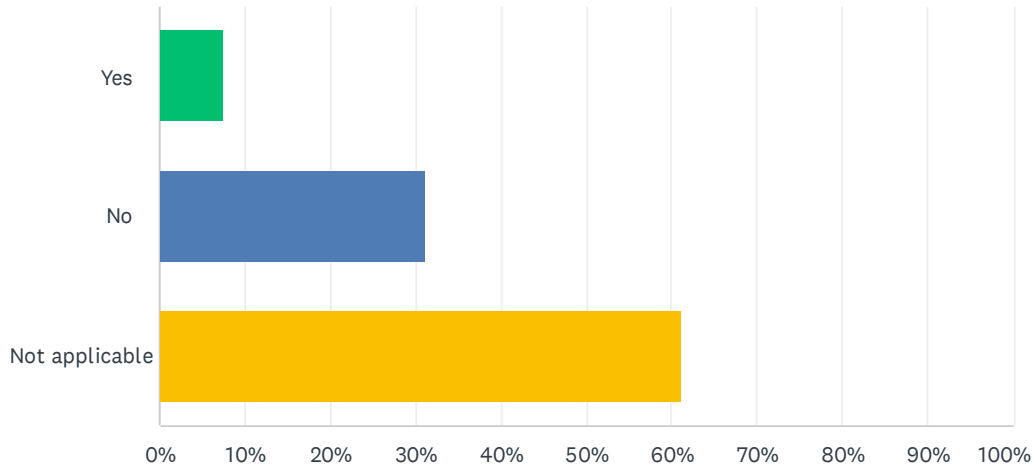
#	OTHER (PLEASE SPECIFY)	DATE
1	Frontier DIA	12/5/2021 7:35 AM
2	Optimum	12/3/2021 8:40 PM
3	Regular Optimum, no Altice	12/3/2021 3:45 PM
4	Att	12/3/2021 7:27 AM
5	Optimum	12/2/2021 11:37 PM
6	Optimum	12/2/2021 1:50 PM
7	Optimum	12/2/2021 11:24 AM
8	Regular optimum	12/2/2021 6:31 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

9	Verizon	12/1/2021 12:22 PM
10	Optimum Fiber for Business	12/1/2021 9:20 AM
11	T-mobile Home Internet	12/1/2021 8:18 AM

Q3 If you moved to or within Wilton in the last 5 years, was internet coverage a factor in your decision to live at your current address?

Answered: 708 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	7.49% 53
No	31.21% 221
Not applicable	61.30% 434
TOTAL	708

#	COMMENT	DATE
1	Needs to be faster and more reliable (fewer outages)	12/12/2021 2:46 PM
2	I wish I thought about it more prior to moving	12/8/2021 4:20 AM
3	I didn't consider it, but it maybe a factor in why I move.	12/7/2021 12:55 PM
4	Internet is one issue - cell service is the real problem.	12/6/2021 8:16 PM
5	We have been here a long time.	12/6/2021 2:44 PM
6	Living here more than 5 years	12/5/2021 7:55 PM
7	We've lived here forever and we had to add Internet extenders to improve quality	12/4/2021 3:52 PM
8	Working remotely and streaming TV, fast and reasonably priced internet was a necessity.	12/4/2021 1:10 PM
9	Husband works from home. We must have a stable network.	12/4/2021 12:30 PM
10	Moved here in 1995	12/4/2021 11:11 AM
11	It wasn't but now it is as we work remotely	12/4/2021 8:57 AM
12	haven't moved in 5 years.	12/4/2021 7:16 AM
13	We avoided certain areas where we couldn't adequate coverage	12/3/2021 9:57 PM
14	We recently moved from Westchester to Wilton in September 2020 and we're blindsided by the poor internet connection and service at our home and within the town.	12/3/2021 1:24 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

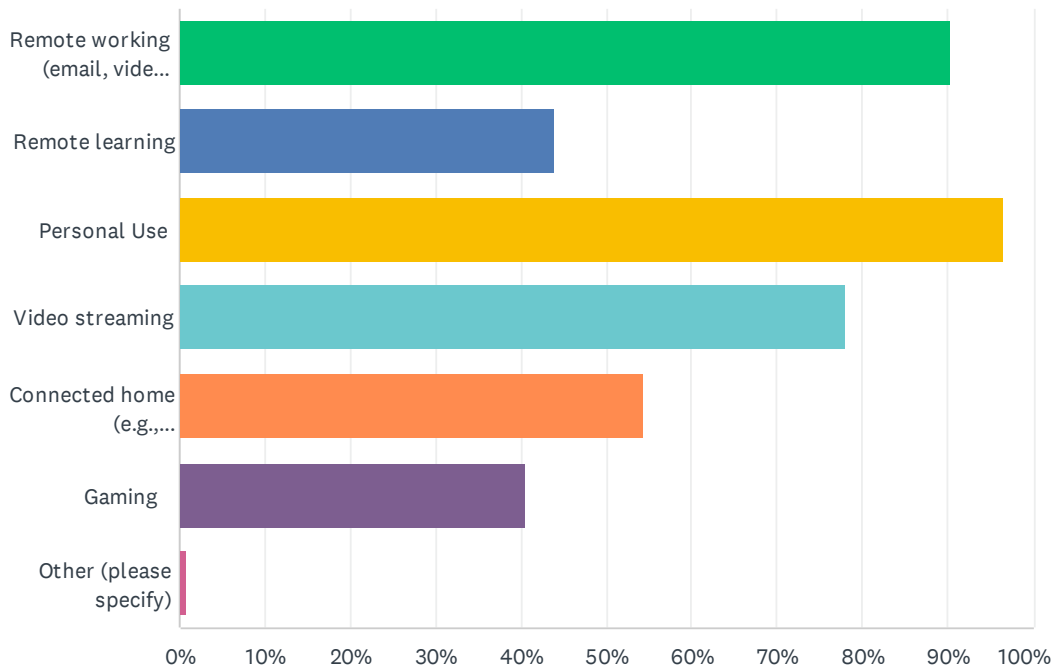
15	It works at my house but can not take a call in the car.	12/3/2021 12:59 PM
16	Moved here 30 years ago	12/3/2021 11:46 AM
17	Resident over 5 years. But a factor when deciding where to buy.	12/3/2021 11:17 AM
18	Work from home	12/3/2021 9:17 AM
19	We needed internet but had no idea the limitations we'd experience.	12/3/2021 7:26 AM
20	I assumed everyone was living in the 21st century	12/3/2021 6:48 AM
21	Been here longer	12/3/2021 6:46 AM
22	Moved 7years ago	12/3/2021 6:24 AM
23	There was no choice.	12/3/2021 5:59 AM
24	Internet strength needed to be steady and consistent	12/3/2021 12:54 AM
25	Optimum was the only option	12/3/2021 12:47 AM
26	I work from home and good reliable service is a must	12/2/2021 11:38 PM
27	lived here for 13 years	12/2/2021 10:38 PM
28	We are a family of 7 and my husband and my work requires easy reliable internet access and connection.	12/2/2021 10:28 PM
29	We had no idea how bad cell and internet coverage would be. Had we known, we may have made a different decision.	12/2/2021 10:10 PM
30	We just assumed it would work as well as it had everywhere else we had lived.	12/2/2021 10:02 PM
31	We look for reliable internet	12/2/2021 9:55 PM
32	Had no idea cellular service was so terrible at our house when we bought it, and that that there were such limited, expensive internet services available with such terrible customer service	12/2/2021 9:41 PM
33	We had no idea it would be this bad where we live!	12/2/2021 9:25 PM
34	It would have been if I knew the cellular coverage was so poor.	12/2/2021 9:13 PM
35	Didn't think about it as we figured it would be great no matter where we chose to live - after all, it is the year 2021!	12/2/2021 9:08 PM
36	High speed internet is essential to modern life	12/2/2021 9:01 PM
37	Optimum was only choice	12/2/2021 9:00 PM
38	It wasn't a factor but I have been underwhelmed with options since I've been here.	12/2/2021 8:39 PM
39	However fiber from Optimum was provided last year which was great	12/2/2021 8:23 PM
40	20 year resident	12/2/2021 6:54 PM
41	I didn't think to check!	12/2/2021 6:49 PM
42	Been here 24 years	12/2/2021 6:26 PM
43	I've lived in Wilton for 16 years. Yet, reliable service for internet has never been more important and it's unfortunate that we have only one provider for our area	12/2/2021 5:40 PM
44	Our Optimum internet is good but their package is very expensive. We would like to see some competition.	12/2/2021 5:16 PM
45	I wished I looked into it more before moving	12/2/2021 3:21 PM
46	internet service is very bad here	12/2/2021 2:33 PM
47	I have lived here for 20+ years	12/2/2021 1:42 PM
48	Moved here 10 years ago	12/2/2021 1:39 PM
49	I don't believe we had a choice	12/2/2021 1:17 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

50	Work from home	12/2/2021 12:44 PM
51	We moved here 37 years ago.	12/2/2021 12:31 PM
52	Not a factor but a huge disappointment	12/2/2021 11:13 AM
53	Didn't even realize it would be an issue	12/2/2021 10:34 AM
54	Had we known the issues with the internet, we would have possibly reconsidered moving to Wilton.	12/2/2021 10:26 AM
55	It's generally horrible everywhere in town, so that cannot drive a 7-digit purchase decision.	12/2/2021 10:14 AM
56	Did not realize coverage would be an issue or would have impacted our decision.	12/2/2021 10:13 AM
57	Long time resident - frustrated by lack of choice and coverage.	12/2/2021 9:46 AM
58	I definitely checked the signal during potential house visits	12/2/2021 9:15 AM
59	working from home 3x/week so need very fast internet	12/2/2021 9:15 AM
60	We were looking into houses in north Wilton but decided against it because of a number of factors but one of them was connectivity	12/2/2021 8:51 AM
61	Moved over 5 years ago	12/1/2021 10:58 PM
62	Been in Wilton 30 years	12/1/2021 9:43 PM
63	Resident for 35 years!	12/1/2021 6:58 PM
64	Been in Wilton since mid 1990s	12/1/2021 6:44 PM
65	Broadband Cable or Fiber important.	12/1/2021 6:02 PM
66	Have been here since 2005	12/1/2021 4:12 PM
67	I had no idea the service was this poor when i moved to Wilton.	12/1/2021 3:59 PM
68	I just assumed Optimum would be reaching the house particularly since we are on a state road.	12/1/2021 3:53 PM
69	Moved 8 years ago	12/1/2021 3:41 PM
70	Waiting on the introduction of fiber to see if it's worth the cost.	12/1/2021 3:18 PM
71	Moved to Wilton in 2014	12/1/2021 3:17 PM
72	Been a resident for 17 years now	12/1/2021 11:31 AM
73	was unaware or unstable internet at our new home.	12/1/2021 8:52 AM
74	We assumed multiple high speed options, we were wrong	12/1/2021 8:35 AM
75	Didn't know there would be a problem	12/1/2021 8:11 AM
76	Internet provider is more a lack of choice than a factor for moving	12/1/2021 8:08 AM
77	DSL is not a serious broadband contender and cable internet is, effectively, a monopoly so there isn't much I can do about the internet in a town that I moved to.	11/30/2021 8:15 PM
78	Not applicable	11/30/2021 1:03 PM

Q4 How do you use the internet at your residence?

Answered: 712 Skipped: 0

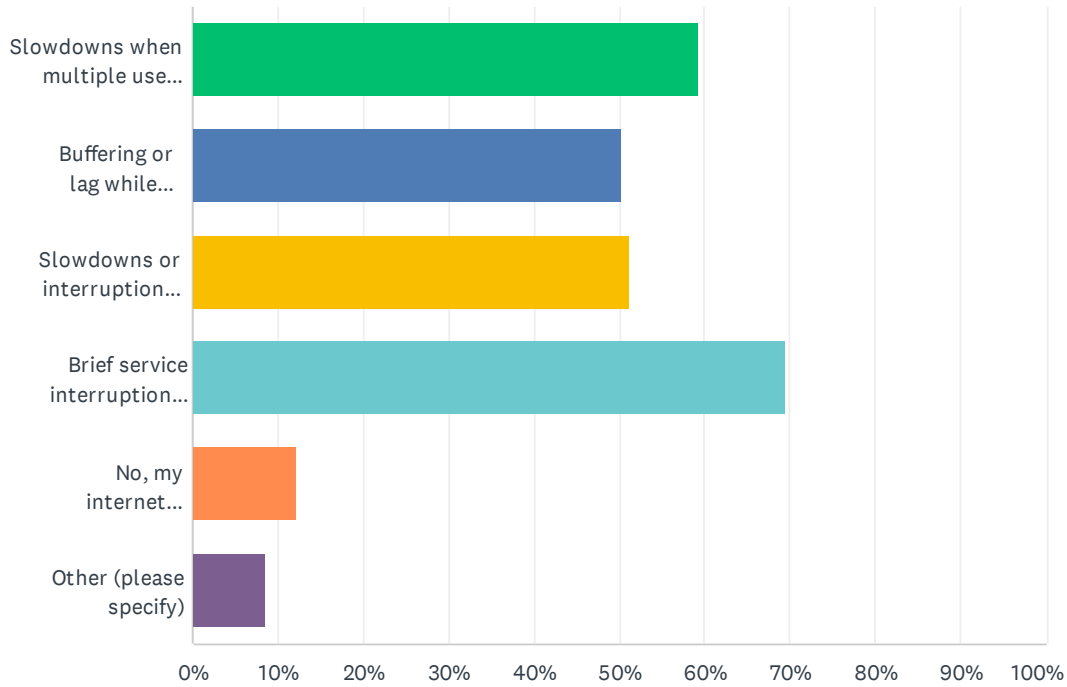


ANSWER CHOICES	RESPONSES
Remote working (email, video conferencing, downloads)	90.31% 643
Remote learning	43.82% 312
Personal Use	96.49% 687
Video streaming	77.95% 555
Connected home (e.g., appliances, consoles, doorbell video)	54.35% 387
Gaming	40.45% 288
Other (please specify)	0.84% 6
Total Respondents: 712	

#	OTHER (PLEASE SPECIFY)	DATE
1	All	12/3/2021 10:25 AM
2	On line bridge	12/2/2021 7:14 PM
3	Husband performs virtual show via Zoom every night. Fast internet is #1 most important thing to us.	12/2/2021 2:02 PM
4	Homework	12/1/2021 3:46 PM
5	Fire and alarm system.	12/1/2021 3:23 PM
6	Music	12/1/2021 3:20 PM

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

Answered: 710 Skipped: 2



ANSWER CHOICES	RESPONSES
Slowdowns when multiple users are on internet	59.30% 421
Buffering or lag while streaming video or gaming	50.42% 358
Slowdowns or interruptions (during remote learning, one or more people using video conferencing)	51.13% 363
Brief service interruptions (not due to weather)	69.58% 494
No, my internet service works well.	12.11% 86
Other (please specify)	8.59% 61
Total Respondents: 710	

#	OTHER (PLEASE SPECIFY)	DATE
1	Packet loss.. This can be checked with packetkiosscheck.com	12/13/2021 3:16 PM
2	Also some non-weather instances of internet being down	12/12/2021 2:46 PM
3	Crashing internet with reboots fairly regularly.	12/7/2021 12:55 PM
4	No choice in provider. Only Optimum provides service. High cost for relative to speed provided.	12/7/2021 8:17 AM
5	Mac software wont connect automatically to best network, recent problem	12/6/2021 10:00 PM
6	Internet is out during electrical outage despite backup generator	12/6/2021 6:09 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

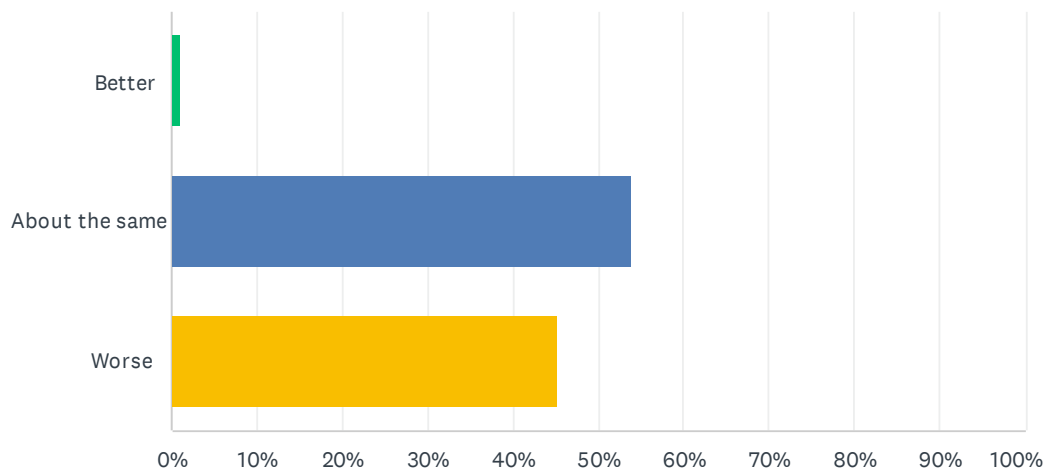
7	Incorrect installation	12/5/2021 9:38 AM
8	I pay for dedicated internet access so I'm the only user on my connection to the ISP	12/5/2021 7:35 AM
9	Poor bandwidth much less than subscribed for	12/4/2021 9:46 PM
10	Lack of internet and phone service during power failures despite house power with generator	12/4/2021 1:44 PM
11	Awful service in Wilton	12/3/2021 8:40 PM
12	Extremely Poor customer service	12/3/2021 2:41 PM
13	Not getting the speeds that we're paying for	12/3/2021 1:25 PM
14	optimum TV app often does not work	12/3/2021 11:36 AM
15	I have poor cell service in my house. I have to go on my porch to talk on my cell phone.	12/3/2021 10:42 AM
16	Working ok right now but only after fighting with distortions for months	12/3/2021 9:46 AM
17	Slowdowns when just 1 person using	12/3/2021 8:16 AM
18	The price for basic internet and VOIP phone only has risen egregiously with no upgrade or change in service.Optimum is a monopoly holding us hostage and this must be changed. Customer for 20+ years. Now extorted for \$143 a month! (Do not have any TV packages, only internet and phone.)They rob us and regularly raise prices with no notice or reason. They must be reined in.We must be given a choice and protection from this thievery and abuse.	12/3/2021 6:08 AM
19	Comment	12/3/2021 3:53 AM
20	Daily service interruptions and contacting Optimum doesn't help	12/3/2021 3:14 AM
21	Disconnections for no reason. And random times.	12/3/2021 1:48 AM
22	We had to buy a Google mesh- it's been better since	12/2/2021 11:37 PM
23	Glitches where it drops calls and freezes TV	12/2/2021 10:31 PM
24	Weather interruptions	12/2/2021 10:24 PM
25	Must recycle our cable several times a day	12/2/2021 10:07 PM
26	Receiving less speed for what we are paying for	12/2/2021 9:55 PM
27	None of these but only bc we pay through the nose	12/2/2021 9:24 PM
28	Poor internet and cellular experience across the board. Cell phone signals are non existent on most of town and in my home.	12/2/2021 9:13 PM
29	When internet was connected, technician had to run new cable to the house to get any service	12/2/2021 6:49 PM
30	Unannounced service to lines knocks out internet in the entire neighborhood for various amounts of time	12/2/2021 6:20 PM
31	My internet service is terrible and costs s fortune	12/2/2021 2:17 PM
32	Frequently deal with service interruptions while on calls for work	12/2/2021 1:42 PM
33	Frequent service outages, sometimes lasting several days	12/2/2021 12:44 PM
34	interruptions when weather is wind, rain etc	12/2/2021 11:58 AM
35	Continuous interruptions & Zoom call drops	12/2/2021 11:20 AM
36	Paying for fast service and most of the time can't even send a photo.	12/2/2021 11:16 AM
37	Internet service is fine, except if you are on a Zoom and the kids get home there is a brief service interruption as they connect to the wifi; service overall is fine, I have a issue with optimum's anti competitive pricing	12/2/2021 11:03 AM
38	Dropped calls that run through WiFi	12/2/2021 9:52 AM
39	Works great!	12/2/2021 9:34 AM
40	Internet is always slow	12/2/2021 9:22 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

41	Very slow service	12/2/2021 9:07 AM
42	Outages of 30min to 1 hour occur several times a week	12/2/2021 9:07 AM
43	we experience an outage a few times month for no apparent reason	12/2/2021 9:06 AM
44	for last 3 month my internet has been unstable. it was fine for years before then	12/2/2021 8:58 AM
45	The service is very unreliable	12/2/2021 8:12 AM
46	Sometimes the email malfunctions - it will send duplicate emails	12/1/2021 9:43 PM
47	Major service disruption of over 1 month since Hurricane Isaias.	12/1/2021 9:40 PM
48	Slower than my work internet	12/1/2021 8:13 PM
49	Very poor support from Altice In response to internet issues and cost	12/1/2021 5:54 PM
50	Buffering while streaming radio	12/1/2021 4:19 PM
51	Voice over internet call drops consistently	12/1/2021 3:59 PM
52	Price is so high bc no competition	12/1/2021 3:42 PM
53	service can be interrupted for no reason from time to time	12/1/2021 3:41 PM
54	I did. But we got Google home to expand our service and that works well.	12/1/2021 3:37 PM
55	Long service interruptions	12/1/2021 3:20 PM
56	Occasional slow buffering when downloading a large cache.	12/1/2021 3:18 PM
57	Just shuts off entirely and have to restart	12/1/2021 3:15 PM
58	When on resi cable, service was acceptable but not nearly as reliable as the new business service I had installed.	12/1/2021 9:20 AM
59	often unstable at random times	12/1/2021 8:52 AM
60	Stop insisting on a comment	11/30/2021 10:53 PM
61	It could be due to the lines from the node to my house but the speeds have not been as advertised. That being said, they are fast enough for what I have needed	11/30/2021 8:15 PM

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

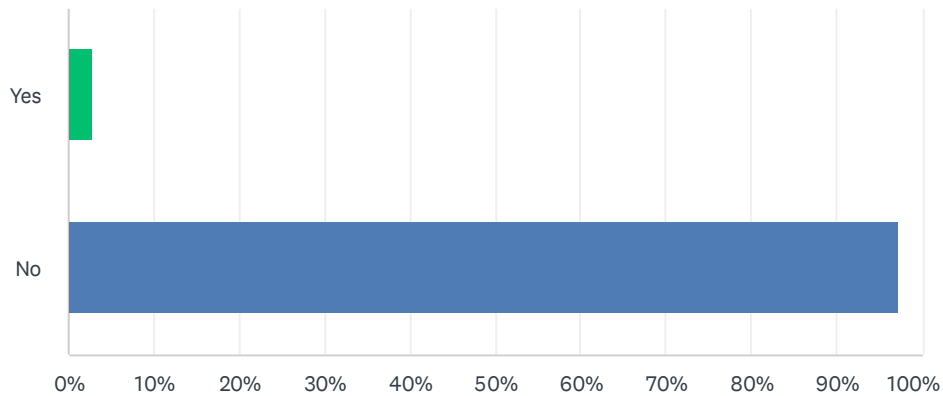
Answered: 707 Skipped: 5



ANSWER CHOICES	RESPONSES
Better	0.99% 7
About the same	53.89% 381
Worse	45.12% 319
TOTAL	707

Q7 Did you switch internet providers during the pandemic?

Answered: 703 Skipped: 9



ANSWER CHOICES	RESPONSES
Yes	2.70% 19
No	97.30% 684
TOTAL	703

#	OTHER (PLEASE SPECIFY)	DATE
1	Heard bad issues about others too.	12/13/2021 3:16 PM
2	We just moved here I paid 2000 myself to run a new line to our home so we could have fiber	12/8/2021 4:20 AM
3	Little feedback that showed other providers would be better	12/6/2021 8:16 PM
4	There is only one internet provider in town.	12/6/2021 4:34 PM
5	Optimum is the only one offering "high speed" internet in this area	12/5/2021 8:30 PM
6	No other options are available.	12/4/2021 10:23 AM
7	We only have one fiber/cable provider	12/4/2021 8:40 AM
8	There are only two providers in the area and both are horrible!! Slow speeds, dropped connectionss	12/4/2021 8:31 AM
9	We upgraded	12/3/2021 9:57 PM
10	There are no other options in Wilton	12/3/2021 4:53 PM
11	No other viable options	12/3/2021 1:39 PM
12	We did not have an option.	12/3/2021 1:24 PM
13	n/a moved in during pandemic	12/3/2021 12:59 PM
14	if you need internet and cable Optimum is the only reliable option but they are overpriced because they have no competition	12/3/2021 11:36 AM
15	But we did get a mesh Wifi system to make things better	12/3/2021 10:48 AM
16	There are no other options	12/3/2021 8:17 AM
17	No options to do so.	12/3/2021 8:09 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

18	NO REAL OPTIONS FOR HIGH SPEED FIBER OPTICS	12/3/2021 6:56 AM
19	If I could have I would have, but no other choices	12/3/2021 6:49 AM
20	Not an option really - there's no viable competition.	12/3/2021 6:04 AM
21	Moved here in June so N/A	12/3/2021 3:14 AM
22	Not an option	12/3/2021 12:47 AM
23	I wish but no other options	12/2/2021 11:04 PM
24	None available	12/2/2021 10:42 PM
25	We purchased additional sides to try and gain more reliable services. Hot spots/ adapters etc.	12/2/2021 10:28 PM
26	But I would switch to a provider without weather issues	12/2/2021 10:24 PM
27	Is there even another option that is acceptable?	12/2/2021 10:02 PM
28	I tried many times. No other internet providers are available in 06897	12/2/2021 9:57 PM
29	But I did upgrade my service with little to no effect. If anything, service got worse	12/2/2021 9:13 PM
30	Not applicable	12/2/2021 9:06 PM
31	no other option available	12/2/2021 6:54 PM
32	NA, only moved here recently	12/2/2021 6:49 PM
33	That wasn't option	12/2/2021 6:21 PM
34	No option to switch	12/2/2021 5:40 PM
35	No other service option available	12/2/2021 2:33 PM
36	We don't have another choice. I've heard Frontier is worse	12/2/2021 1:17 PM
37	Cannot switch - only provider available is Optimum - would switch if I could	12/2/2021 1:17 PM
38	I don't have any real choices to switch	12/2/2021 12:31 PM
39	options are not available	12/2/2021 11:58 AM
40	No but we did have to pay a fortune on our own to upgrade our internal system which should be covered from our provider	12/2/2021 11:13 AM
41	No one to switch to	12/2/2021 10:21 AM
42	Wanted to switch, but Optimum is only provider on our street.	12/2/2021 10:13 AM
43	I wish, Only have optimum in town.	12/2/2021 10:02 AM
44	ONLY OPTIMUM is available in our neighborhood	12/2/2021 9:54 AM
45	Switched from Optimum to Frontier, but then back to Optimum	12/2/2021 9:52 AM
46	Lack of choices.	12/2/2021 9:46 AM
47	I think Optimum is the only real option.	12/2/2021 9:39 AM
48	Can't since they are the only option at my residence	12/2/2021 9:23 AM
49	But used untangled to get better service	12/2/2021 9:03 AM
50	Only one provider in town	12/1/2021 10:58 PM
51	We tried T-Mobile wireless Internet but the signal was too weak from where we live on Nod Hill Rd.	12/1/2021 9:40 PM
52	Don't have another option	12/1/2021 8:34 PM
53	No real alternative. That's the problem. Optimum act like a monopoly.	12/1/2021 6:02 PM
54	who can you switch to?	12/1/2021 4:32 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

55	There are no other providers in our area	12/1/2021 3:55 PM
56	We have no choice. :(12/1/2021 3:42 PM
57	There is only one provider	12/1/2021 3:23 PM
58	Optimum has a monopoly here	12/1/2021 3:15 PM
59	No other known option to Optimum.	12/1/2021 3:10 PM
60	No viable option to switch for high speed	12/1/2021 6:44 AM
61	A	11/30/2021 10:53 PM

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

Answered: 536 Skipped: 176

#	RESPONSES	DATE
1	N/a	12/13/2021 10:42 AM
2	N/A	12/12/2021 4:35 PM
3	N/a	12/12/2021 2:46 PM
4	N/A	12/11/2021 11:22 AM
5	N/A	12/10/2021 11:32 AM
6	N/A	12/10/2021 9:34 AM
7	N/a	12/8/2021 7:36 AM
8	We only had frontier as our choice. I worked with altice to run a dedicated line to my home at my expense. There is no competition between providers so I had to pay outright.	12/8/2021 4:20 AM
9	N/A	12/7/2021 9:39 AM
10	N/a	12/7/2021 7:31 AM
11	N/a	12/6/2021 8:16 PM
12	N/A	12/6/2021 7:00 PM
13	Cannot switch. There is only one provider.	12/6/2021 4:34 PM
14	Na	12/6/2021 2:48 PM
15	We have no real choice in our area. Optimum has a monopoly.	12/6/2021 2:44 PM
16	n/a	12/6/2021 2:14 PM
17	Na	12/6/2021 1:02 PM
18	N/A	12/6/2021 10:43 AM
19	N/A	12/6/2021 8:20 AM
20	N/A	12/6/2021 6:09 AM
21	NA	12/5/2021 10:33 PM
22	Na	12/5/2021 9:54 PM
23	N/a	12/5/2021 9:07 PM
24	N/A	12/5/2021 8:30 PM
25	N/a	12/5/2021 7:55 PM
26	Na	12/5/2021 7:49 PM
27	Na	12/5/2021 2:29 PM
28	Frontier to optimum	12/5/2021 12:15 PM
29	N/A	12/5/2021 11:54 AM
30	N/A	12/5/2021 9:38 AM
31	From Optimum to Frontier DIA	12/5/2021 7:35 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

32	N/A	12/5/2021 7:29 AM
33	NA	12/5/2021 7:07 AM
34	N/a	12/5/2021 5:05 AM
35	N/A	12/4/2021 11:52 PM
36	N/A	12/4/2021 11:40 PM
37	N/a	12/4/2021 11:10 PM
38	N/a	12/4/2021 10:35 PM
39	N/A	12/4/2021 9:59 PM
40	N/A	12/4/2021 9:46 PM
41	N/A	12/4/2021 9:12 PM
42	N/A	12/4/2021 5:33 PM
43	N/A	12/4/2021 4:07 PM
44	NA	12/4/2021 3:20 PM
45	n/a	12/4/2021 1:44 PM
46	N/A	12/4/2021 1:10 PM
47	n/a	12/4/2021 1:10 PM
48	N/a	12/4/2021 1:01 PM
49	N/A	12/4/2021 12:44 PM
50	N/A	12/4/2021 11:49 AM
51	N/A	12/4/2021 11:49 AM
52	N/A	12/4/2021 11:20 AM
53	Na	12/4/2021 11:01 AM
54	N/a	12/4/2021 10:54 AM
55	N/A	12/4/2021 10:23 AM
56	N/A	12/4/2021 10:20 AM
57	N/A	12/4/2021 10:14 AM
58	N/a	12/4/2021 9:22 AM
59	N/a	12/4/2021 8:57 AM
60	N/a	12/4/2021 8:31 AM
61	Na	12/4/2021 8:23 AM
62	N/A	12/4/2021 8:16 AM
63	NA	12/4/2021 7:47 AM
64	N/a	12/4/2021 7:39 AM
65	N/A	12/4/2021 7:31 AM
66	No	12/4/2021 7:19 AM
67	N/a	12/4/2021 7:07 AM
68	Na	12/4/2021 7:02 AM
69	Na	12/4/2021 6:23 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

70	N/A	12/4/2021 6:06 AM
71	N/A	12/4/2021 12:33 AM
72	N/A	12/3/2021 11:14 PM
73	Na	12/3/2021 10:50 PM
74	N/A	12/3/2021 10:38 PM
75	Na	12/3/2021 10:03 PM
76	N/A	12/3/2021 9:57 PM
77	Na	12/3/2021 9:47 PM
78	N/a	12/3/2021 9:44 PM
79	N/A	12/3/2021 9:07 PM
80	Na	12/3/2021 8:54 PM
81	N/A	12/3/2021 8:40 PM
82	N/a	12/3/2021 8:33 PM
83	Na	12/3/2021 8:24 PM
84	Na	12/3/2021 8:18 PM
85	Na	12/3/2021 7:37 PM
86	N/A	12/3/2021 6:14 PM
87	na	12/3/2021 6:07 PM
88	N/a	12/3/2021 6:06 PM
89	Na	12/3/2021 5:59 PM
90	na	12/3/2021 5:42 PM
91	N/A	12/3/2021 5:26 PM
92	N/A	12/3/2021 5:18 PM
93	N/A	12/3/2021 5:15 PM
94	In addition to Optimum tried TMobile	12/3/2021 4:34 PM
95	n/a	12/3/2021 4:21 PM
96	N/A	12/3/2021 4:07 PM
97	From out of state	12/3/2021 3:54 PM
98	From optimum to frontier	12/3/2021 3:52 PM
99	N/A	12/3/2021 3:45 PM
100	N/A	12/3/2021 3:37 PM
101	N/A	12/3/2021 3:32 PM
102	N/A	12/3/2021 3:29 PM
103	N/a	12/3/2021 2:48 PM
104	N/A	12/3/2021 2:41 PM
105	N/A	12/3/2021 2:16 PM
106	N/A	12/3/2021 1:59 PM
107	N/A	12/3/2021 1:47 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

108	N/A	12/3/2021 1:46 PM
109	N/a	12/3/2021 1:39 PM
110	N/a	12/3/2021 1:34 PM
111	n/a	12/3/2021 1:33 PM
112	N/A	12/3/2021 1:15 PM
113	N/a	12/3/2021 1:05 PM
114	n/a	12/3/2021 12:59 PM
115	N/A	12/3/2021 12:56 PM
116	Na	12/3/2021 12:22 PM
117	N/a	12/3/2021 11:46 AM
118	N/A	12/3/2021 11:43 AM
119	N/A	12/3/2021 11:36 AM
120	N/A	12/3/2021 11:23 AM
121	N/a	12/3/2021 11:17 AM
122	n/a	12/3/2021 10:57 AM
123	N/A	12/3/2021 10:48 AM
124	Na	12/3/2021 10:46 AM
125	N/A	12/3/2021 10:45 AM
126	N/A	12/3/2021 10:45 AM
127	N/A	12/3/2021 10:42 AM
128	N/A	12/3/2021 10:42 AM
129	N/a	12/3/2021 10:25 AM
130	N/a	12/3/2021 10:19 AM
131	N/A	12/3/2021 10:12 AM
132	N/A	12/3/2021 10:12 AM
133	N/A	12/3/2021 9:51 AM
134	N/A	12/3/2021 9:46 AM
135	N/a	12/3/2021 9:46 AM
136	N/A	12/3/2021 9:36 AM
137	N/A	12/3/2021 9:35 AM
138	N/A	12/3/2021 9:31 AM
139	Na	12/3/2021 9:25 AM
140	Na	12/3/2021 9:24 AM
141	Na	12/3/2021 9:24 AM
142	N/A	12/3/2021 9:23 AM
143	N/a	12/3/2021 9:18 AM
144	N/A	12/3/2021 9:14 AM
145	N/a	12/3/2021 8:59 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

146	N/a	12/3/2021 8:59 AM
147	We are only eligible to have optimum at our house	12/3/2021 8:54 AM
148	NA	12/3/2021 8:50 AM
149	N/A	12/3/2021 8:44 AM
150	N/A	12/3/2021 8:40 AM
151	Didn't switch but upgraded to business account.	12/3/2021 8:33 AM
152	N/A	12/3/2021 8:27 AM
153	N/A	12/3/2021 8:17 AM
154	N/A	12/3/2021 8:16 AM
155	N/A	12/3/2021 8:16 AM
156	N/A	12/3/2021 8:09 AM
157	N/a	12/3/2021 8:07 AM
158	Na	12/3/2021 8:02 AM
159	N/A	12/3/2021 7:58 AM
160	N/A	12/3/2021 7:58 AM
161	N/a	12/3/2021 7:57 AM
162	N/A	12/3/2021 7:55 AM
163	Na	12/3/2021 7:47 AM
164	N/A	12/3/2021 7:47 AM
165	n/a	12/3/2021 7:46 AM
166	N/A	12/3/2021 7:44 AM
167	Na	12/3/2021 7:44 AM
168	Na	12/3/2021 7:40 AM
169	Na	12/3/2021 7:31 AM
170	Na	12/3/2021 7:30 AM
171	Na	12/3/2021 7:27 AM
172	I had switched from frontier to optimum right before the pandemic	12/3/2021 7:26 AM
173	n/a	12/3/2021 7:12 AM
174	N/A	12/3/2021 7:05 AM
175	N/A	12/3/2021 7:03 AM
176	N/a	12/3/2021 7:02 AM
177	N/A	12/3/2021 6:58 AM
178	N/A	12/3/2021 6:48 AM
179	n/a	12/3/2021 6:47 AM
180	N/a	12/3/2021 6:46 AM
181	N/A	12/3/2021 6:45 AM
182	N/A	12/3/2021 6:35 AM
183	N/A	12/3/2021 6:24 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

184	N/A	12/3/2021 6:19 AM
185	A provider with fiber optic like AT&T	12/3/2021 6:09 AM
186	N/A	12/3/2021 6:08 AM
187	N/A ... i would welcome the chance to switch.	12/3/2021 6:04 AM
188	N/A	12/3/2021 6:01 AM
189	Na	12/3/2021 5:59 AM
190	Switched to TMobile briefly but back to optimum because they offered an upgrade.	12/3/2021 5:59 AM
191	N/A	12/3/2021 5:51 AM
192	N/a	12/3/2021 5:42 AM
193	Na	12/3/2021 5:22 AM
194	N/a	12/3/2021 3:41 AM
195	N/A	12/3/2021 3:32 AM
196	N/A	12/3/2021 3:14 AM
197	n/a	12/3/2021 2:42 AM
198	N/a	12/3/2021 1:48 AM
199	N/A	12/3/2021 12:54 AM
200	N/A	12/3/2021 12:47 AM
201	N/A	12/3/2021 12:17 AM
202	Na	12/3/2021 12:06 AM
203	No options other than altice	12/3/2021 12:04 AM
204	N/A	12/3/2021 12:02 AM
205	n/a	12/3/2021 12:00 AM
206	N/a	12/2/2021 11:52 PM
207	Na	12/2/2021 11:45 PM
208	N/A	12/2/2021 11:38 PM
209	N/A	12/2/2021 11:37 PM
210	Na	12/2/2021 11:37 PM
211	N/A	12/2/2021 11:33 PM
212	NA	12/2/2021 11:32 PM
213	N/A	12/2/2021 11:14 PM
214	N/a	12/2/2021 11:13 PM
215	N/a	12/2/2021 11:04 PM
216	N/A	12/2/2021 11:04 PM
217	N/A	12/2/2021 11:03 PM
218	N/A	12/2/2021 11:03 PM
219	N/A	12/2/2021 10:57 PM
220	N/A	12/2/2021 10:57 PM
221	N/a	12/2/2021 10:54 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

222	N/a	12/2/2021 10:46 PM
223	N/a	12/2/2021 10:42 PM
224	Na	12/2/2021 10:41 PM
225	NA	12/2/2021 10:39 PM
226	na	12/2/2021 10:38 PM
227	N/A	12/2/2021 10:36 PM
228	N/a	12/2/2021 10:35 PM
229	N/A	12/2/2021 10:33 PM
230	N/A	12/2/2021 10:32 PM
231	N/A	12/2/2021 10:31 PM
232	Na	12/2/2021 10:28 PM
233	N/a	12/2/2021 10:28 PM
234	N/a	12/2/2021 10:27 PM
235	N/A	12/2/2021 10:27 PM
236	N/A	12/2/2021 10:27 PM
237	Anyone who did not lose service when the power goes out	12/2/2021 10:24 PM
238	N/a	12/2/2021 10:21 PM
239	N/a	12/2/2021 10:20 PM
240	N/A	12/2/2021 10:19 PM
241	N/A	12/2/2021 10:14 PM
242	N/A	12/2/2021 10:12 PM
243	n/a	12/2/2021 10:10 PM
244	N/A	12/2/2021 10:10 PM
245	NA	12/2/2021 10:07 PM
246	Na	12/2/2021 10:04 PM
247	N/A	12/2/2021 10:02 PM
248	N/A	12/2/2021 10:02 PM
249	N/A	12/2/2021 10:02 PM
250	Frontier to optimum	12/2/2021 9:59 PM
251	N/A	12/2/2021 9:57 PM
252	N/A	12/2/2021 9:56 PM
253	N/A	12/2/2021 9:55 PM
254	N/A	12/2/2021 9:55 PM
255	N/A	12/2/2021 9:55 PM
256	Na	12/2/2021 9:52 PM
257	na	12/2/2021 9:48 PM
258	N/a	12/2/2021 9:42 PM
259	N/a	12/2/2021 9:42 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

260	NA	12/2/2021 9:41 PM
261	N/a	12/2/2021 9:41 PM
262	N/a	12/2/2021 9:41 PM
263	na	12/2/2021 9:38 PM
264	Na	12/2/2021 9:36 PM
265	NA	12/2/2021 9:36 PM
266	Na	12/2/2021 9:31 PM
267	N/A	12/2/2021 9:28 PM
268	N/a	12/2/2021 9:25 PM
269	Na	12/2/2021 9:24 PM
270	N/A	12/2/2021 9:24 PM
271	Na	12/2/2021 9:23 PM
272	n/a	12/2/2021 9:23 PM
273	Na	12/2/2021 9:22 PM
274	N/A	12/2/2021 9:22 PM
275	N/A	12/2/2021 9:20 PM
276	N/A	12/2/2021 9:20 PM
277	N/a	12/2/2021 9:18 PM
278	Na	12/2/2021 9:16 PM
279	N/A	12/2/2021 9:15 PM
280	N/A	12/2/2021 9:13 PM
281	Upgrade my internet speed and purchased a signal booster and range extender	12/2/2021 9:13 PM
282	N/A	12/2/2021 9:12 PM
283	N/A	12/2/2021 9:11 PM
284	N/A	12/2/2021 9:08 PM
285	N/A	12/2/2021 9:06 PM
286	N/A	12/2/2021 9:04 PM
287	Na	12/2/2021 9:03 PM
288	N/a	12/2/2021 9:03 PM
289	N/A	12/2/2021 9:01 PM
290	N/a	12/2/2021 9:00 PM
291	N/a	12/2/2021 8:55 PM
292	Would like another option besides Optimum.	12/2/2021 8:55 PM
293	Na	12/2/2021 8:53 PM
294	N/A	12/2/2021 8:51 PM
295	From Frontier to Optimum	12/2/2021 8:39 PM
296	We switched from Optimum cable coax internet to Optimum Fiber once it was available at our location.	12/2/2021 8:23 PM
297	Na	12/2/2021 8:23 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

298	N/A	12/2/2021 8:15 PM
299	N/A	12/2/2021 7:57 PM
300	N/A	12/2/2021 7:45 PM
301	N/A	12/2/2021 6:58 PM
302	There is only one provider in north Wilton	12/2/2021 6:54 PM
303	NA	12/2/2021 6:49 PM
304	N/A	12/2/2021 6:36 PM
305	N/A	12/2/2021 6:27 PM
306	Na	12/2/2021 6:26 PM
307	Not an option	12/2/2021 6:21 PM
308	N/A	12/2/2021 6:21 PM
309	N/a	12/2/2021 5:53 PM
310	N/a	12/2/2021 5:47 PM
311	n/a	12/2/2021 5:42 PM
312	N/A	12/2/2021 5:40 PM
313	N/A	12/2/2021 5:37 PM
314	N/A	12/2/2021 5:20 PM
315	na	12/2/2021 5:16 PM
316	n/a	12/2/2021 5:10 PM
317	N/A	12/2/2021 5:05 PM
318	N/A	12/2/2021 4:50 PM
319	Na	12/2/2021 4:42 PM
320	n/a	12/2/2021 4:38 PM
321	Na	12/2/2021 4:26 PM
322	N/A	12/2/2021 3:38 PM
323	N/A	12/2/2021 3:21 PM
324	N/A	12/2/2021 3:04 PM
325	N/a	12/2/2021 3:01 PM
326	N/A	12/2/2021 2:56 PM
327	N/a	12/2/2021 2:33 PM
328	N/A	12/2/2021 2:25 PM
329	N/A	12/2/2021 2:19 PM
330	N/A	12/2/2021 2:17 PM
331	N/A	12/2/2021 2:17 PM
332	N/a	12/2/2021 1:50 PM
333	N/a	12/2/2021 1:50 PM
334	N/A	12/2/2021 1:42 PM
335	N/A	12/2/2021 1:39 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

336	N/a	12/2/2021 1:33 PM
337	N/A	12/2/2021 1:26 PM
338	n/a	12/2/2021 1:18 PM
339	N/A	12/2/2021 1:17 PM
340	No one else available. Optimum has monopoly and can whatever they wish. In last 3 year, cost has more than doubled	12/2/2021 1:17 PM
341	N/A	12/2/2021 12:44 PM
342	N/A	12/2/2021 12:31 PM
343	I switched from Optimum (constant interruptions, terrible customer service) to Frontier, which is better but still occasional interruptions.	12/2/2021 12:31 PM
344	Na	12/2/2021 12:21 PM
345	Na	12/2/2021 12:09 PM
346	N/a	12/2/2021 12:00 PM
347	N/A	12/2/2021 11:59 AM
348	N/a	12/2/2021 11:59 AM
349	NA	12/2/2021 11:58 AM
350	anyone other than cablevision if they provided reasonable speed and cost DSL too slow at our location	12/2/2021 11:53 AM
351	N/A	12/2/2021 11:40 AM
352	N/a	12/2/2021 11:36 AM
353	N/A	12/2/2021 11:36 AM
354	NA	12/2/2021 11:24 AM
355	Na	12/2/2021 11:21 AM
356	N/A	12/2/2021 11:20 AM
357	N/a	12/2/2021 11:19 AM
358	N/a	12/2/2021 11:19 AM
359	Na	12/2/2021 11:13 AM
360	N/A	12/2/2021 11:10 AM
361	N/A	12/2/2021 11:10 AM
362	Na	12/2/2021 11:07 AM
363	N/A	12/2/2021 11:05 AM
364	N/A	12/2/2021 11:03 AM
365	N/A	12/2/2021 10:52 AM
366	n/a	12/2/2021 10:47 AM
367	N/A	12/2/2021 10:46 AM
368	Na	12/2/2021 10:42 AM
369	N/a	12/2/2021 10:39 AM
370	N/a	12/2/2021 10:39 AM
371	N/A	12/2/2021 10:36 AM
372	N/A	12/2/2021 10:33 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

373	NA	12/2/2021 10:29 AM
374	N/A	12/2/2021 10:27 AM
375	N/A	12/2/2021 10:22 AM
376	Na	12/2/2021 10:21 AM
377	N/A	12/2/2021 10:21 AM
378	N/A	12/2/2021 10:20 AM
379	N/A	12/2/2021 10:19 AM
380	N/a	12/2/2021 10:16 AM
381	N/A	12/2/2021 10:14 AM
382	N/A	12/2/2021 10:14 AM
383	N/A	12/2/2021 10:13 AM
384	N/A	12/2/2021 10:10 AM
385	Na	12/2/2021 10:09 AM
386	N/a	12/2/2021 10:04 AM
387	N/A	12/2/2021 9:55 AM
388	N/A	12/2/2021 9:52 AM
389	As noted above	12/2/2021 9:52 AM
390	N/a	12/2/2021 9:51 AM
391	Na	12/2/2021 9:49 AM
392	Na	12/2/2021 9:49 AM
393	N/A	12/2/2021 9:48 AM
394	N/a	12/2/2021 9:47 AM
395	N/A	12/2/2021 9:46 AM
396	N/A	12/2/2021 9:45 AM
397	n/a	12/2/2021 9:41 AM
398	n/a	12/2/2021 9:35 AM
399	N/A	12/2/2021 9:34 AM
400	NA	12/2/2021 9:33 AM
401	N/A	12/2/2021 9:24 AM
402	N/A	12/2/2021 9:23 AM
403	Verizon to Optimum, due to mode out of Verizon's service area	12/2/2021 9:22 AM
404	N/a	12/2/2021 9:22 AM
405	N/a	12/2/2021 9:19 AM
406	N/A	12/2/2021 9:18 AM
407	Na	12/2/2021 9:17 AM
408	Na	12/2/2021 9:15 AM
409	N/A	12/2/2021 9:15 AM
410	N/A	12/2/2021 9:12 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

411	Na	12/2/2021 9:07 AM
412	If there were options to switch with speeds similar to Optimum we would however these are not offered at our residence.	12/2/2021 9:07 AM
413	n/a	12/2/2021 9:06 AM
414	N/a	12/2/2021 9:03 AM
415	N/A	12/2/2021 9:02 AM
416	Na	12/2/2021 8:59 AM
417	N/A	12/2/2021 8:56 AM
418	NA	12/2/2021 8:51 AM
419	N/a	12/2/2021 7:54 AM
420	N/a	12/2/2021 7:49 AM
421	N/A	12/2/2021 7:45 AM
422	n/a	12/2/2021 7:40 AM
423	N/A	12/2/2021 7:34 AM
424	N/A	12/2/2021 7:27 AM
425	Na	12/2/2021 7:18 AM
426	N/A	12/2/2021 7:11 AM
427	Na	12/2/2021 7:09 AM
428	na	12/2/2021 7:01 AM
429	n/a	12/2/2021 6:55 AM
430	n/a	12/2/2021 6:25 AM
431	N/a	12/2/2021 5:30 AM
432	N/A	12/2/2021 3:08 AM
433	N/A	12/2/2021 2:07 AM
434	N/A	12/1/2021 11:02 PM
435	N/A	12/1/2021 10:27 PM
436	N/A	12/1/2021 10:04 PM
437	Tried T-Mobile while continuing service with Altice Optimum.	12/1/2021 9:40 PM
438	N/A	12/1/2021 9:14 PM
439	N/A	12/1/2021 9:08 PM
440	Na	12/1/2021 9:03 PM
441	N/A	12/1/2021 8:34 PM
442	N/a	12/1/2021 8:13 PM
443	n/a	12/1/2021 8:09 PM
444	N/a	12/1/2021 7:58 PM
445	N/A	12/1/2021 7:40 PM
446	N/A	12/1/2021 6:58 PM
447	N/A	12/1/2021 6:44 PM
448	N/A	12/1/2021 6:02 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

449	N/A	12/1/2021 5:54 PM
450	N/A	12/1/2021 5:45 PM
451	N/A	12/1/2021 5:43 PM
452	N/A	12/1/2021 5:42 PM
453	n/a	12/1/2021 5:29 PM
454	N/A	12/1/2021 5:18 PM
455	N/A	12/1/2021 5:07 PM
456	N/a	12/1/2021 4:41 PM
457	N/A	12/1/2021 4:27 PM
458	n/a	12/1/2021 4:24 PM
459	N/a	12/1/2021 4:20 PM
460	N/A	12/1/2021 4:12 PM
461	n/a	12/1/2021 4:08 PM
462	N/a	12/1/2021 4:04 PM
463	N/a	12/1/2021 3:56 PM
464	N/A	12/1/2021 3:53 PM
465	N/A	12/1/2021 3:46 PM
466	N/A	12/1/2021 3:44 PM
467	Spectrum (in NYC) to Optimum	12/1/2021 3:42 PM
468	Na	12/1/2021 3:42 PM
469	N/A	12/1/2021 3:41 PM
470	N/A	12/1/2021 3:35 PM
471	na	12/1/2021 3:29 PM
472	N/a	12/1/2021 3:29 PM
473	na	12/1/2021 3:27 PM
474	N/A	12/1/2021 3:26 PM
475	N/a	12/1/2021 3:24 PM
476	N/a	12/1/2021 3:23 PM
477	N/a	12/1/2021 3:20 PM
478	N/A	12/1/2021 3:20 PM
479	N/A	12/1/2021 3:18 PM
480	N/A	12/1/2021 3:17 PM
481	N a	12/1/2021 3:15 PM
482	Na	12/1/2021 3:15 PM
483	N/A	12/1/2021 3:14 PM
484	N/A	12/1/2021 3:14 PM
485	N/A	12/1/2021 3:10 PM
486	New to neighborhood	12/1/2021 3:08 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

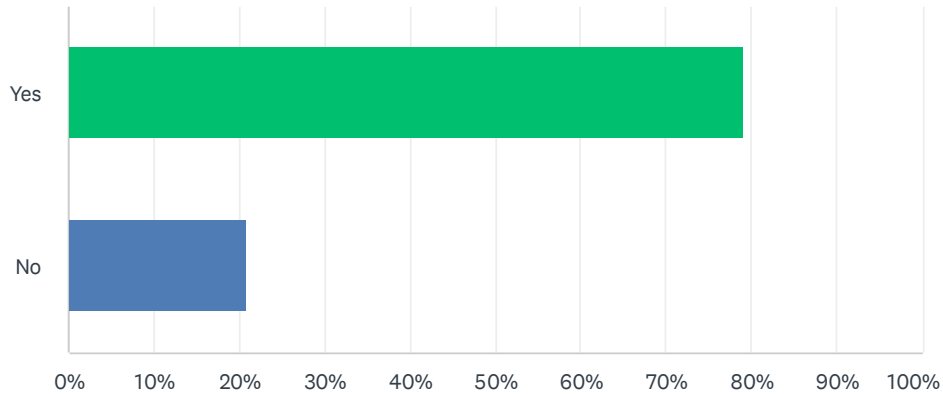
487	N/a	12/1/2021 1:31 PM
488	N/A	12/1/2021 12:42 PM
489	N/a	12/1/2021 12:30 PM
490	N/A	12/1/2021 12:22 PM
491	N/A	12/1/2021 12:05 PM
492	n/a	12/1/2021 11:54 AM
493	N/a	12/1/2021 11:52 AM
494	None	12/1/2021 11:31 AM
495	No real alternatives exist	12/1/2021 11:18 AM
496	Na	12/1/2021 10:53 AM
497	N/A	12/1/2021 10:52 AM
498	Na	12/1/2021 10:48 AM
499	N/a	12/1/2021 10:40 AM
500	N/A	12/1/2021 10:16 AM
501	N/A	12/1/2021 10:14 AM
502	N/A	12/1/2021 10:07 AM
503	N/A	12/1/2021 9:54 AM
504	Optimum resi to business fiber	12/1/2021 9:20 AM
505	na	12/1/2021 9:05 AM
506	Na	12/1/2021 9:02 AM
507	na	12/1/2021 8:35 AM
508	Switched from Optimum to T-mobile Home Internet	12/1/2021 8:18 AM
509	N/a	12/1/2021 8:11 AM
510	n/a	12/1/2021 8:09 AM
511	N/a	12/1/2021 8:08 AM
512	n/a	12/1/2021 8:06 AM
513	N/A	12/1/2021 7:56 AM
514	N/a	12/1/2021 7:51 AM
515	N/A	12/1/2021 7:45 AM
516	N/A	12/1/2021 7:40 AM
517	N/a	12/1/2021 7:30 AM
518	NA	12/1/2021 7:24 AM
519	N/A	12/1/2021 7:22 AM
520	N/A	12/1/2021 7:12 AM
521	Na	12/1/2021 7:06 AM
522	N/a	12/1/2021 7:04 AM
523	NA	12/1/2021 6:58 AM
524	Frontier was too slow, didn't switch	12/1/2021 6:44 AM

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525	N/A	12/1/2021 6:28 AM
526	No other provider available!!!!	12/1/2021 5:01 AM
527	Na	11/30/2021 11:00 PM
528	N/A	11/30/2021 10:53 PM
529	N/a	11/30/2021 10:02 PM
530	N/A	11/30/2021 9:07 PM
531	N/a	11/30/2021 8:58 PM
532	N/A	11/30/2021 8:53 PM
533	N/A	11/30/2021 8:15 PM
534	Na	11/30/2021 8:04 PM
535	N/a	11/30/2021 7:37 PM
536	N/A	11/30/2021 1:03 PM

Q9 Is internet service quality a factor in your ability or desire to work from home?

Answered: 695 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	79.14%	550
No	20.86%	145
TOTAL		695

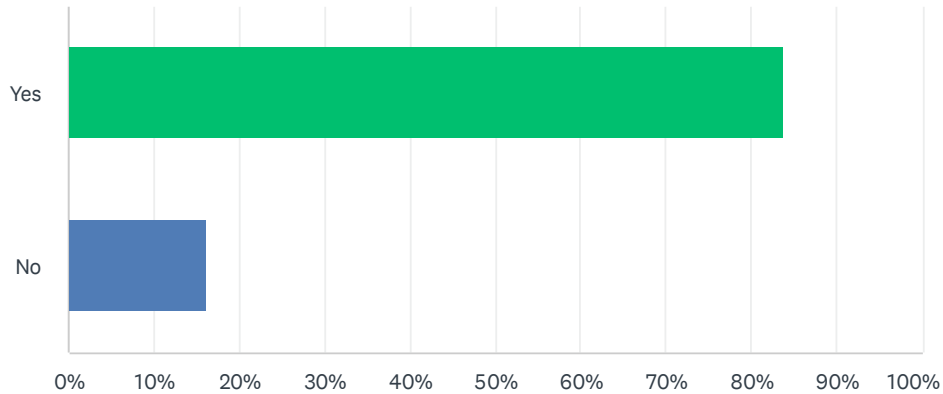
#	OTHER (PLEASE SPECIFY)	DATE
1	Packet loss is a factor.. The connections is dropped if there is too much packet loss.. xfinity works fin at my other location.	12/13/2021 3:16 PM
2	must have access	12/6/2021 7:00 PM
3	Yes, because without it, I could not work from home on occasion.	12/4/2021 11:20 AM
4	We moved to Wilton because although it's farther than we'd originally desired from NYC, we were offered the option to work remote. However, the internet amd fell service in this town is completely unreliable. We're finding ourselves traveling to other towns to get work done.	12/4/2021 8:31 AM
5	Can't do internal meetings when internet cuts out	12/4/2021 6:23 AM
6	Retired	12/3/2021 10:50 PM
7	Also I don't have an option about working from home. This will be part of how I work going forward. At least 50% of the time I will be home.	12/3/2021 8:16 AM
8	I am retired	12/3/2021 6:49 AM
9	I work from home regardless. I need it to work	12/2/2021 11:14 PM
10	N/A	12/2/2021 10:33 PM
11	I have no choice and need better internet connectivity and reliability	12/2/2021 10:11 PM
12	Retired	12/2/2021 10:07 PM
13	My husband gets kicked off of conference calls multiple times per day. We pay for the fastest internet possible yet still have constant issues, despite numerous service visits to the home and a very expensive mesh system.	12/2/2021 10:02 PM

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14	n/a	12/2/2021 9:23 PM
15	Makes it very difficult. Calls dropped. Meetings interrupted. Terrible and frustrating experience.	12/2/2021 9:13 PM
16	N/A	12/2/2021 8:07 PM
17	I would work from home more frequently if I had reliable internet.	12/2/2021 5:53 PM
18	I work from home and always have. The service has gotten worse over the years	12/2/2021 2:17 PM
19	#1 most important. No internet = no job	12/2/2021 2:02 PM
20	I am working in the office today solely because I can't rely on my internet service at home. I would be working from home except for this one reason	12/2/2021 1:42 PM
21	Don't work from home	12/2/2021 1:17 PM
22	Have no choice, but to use current service.	12/2/2021 9:46 AM
23	I have no choice, my office has always been in my home. I've spent days at the library or in my car when I don't have service at home.	12/2/2021 9:22 AM
24	Retired	12/2/2021 9:07 AM
25	Vital for all day video calls.	12/1/2021 6:02 PM
26	I cannot work from home with the existing service which is the highest level available from my provider	12/1/2021 3:59 PM
27	N/A	12/1/2021 3:46 PM
28	I am Retired. Partner works from home.	12/1/2021 3:42 PM
29	connectivity is key for me as I rely on internet for calling because there is no service at my home for me to call using my cell service provider	12/1/2021 3:41 PM
30	Retired, no need to use internet for work.	12/1/2021 3:18 PM
31	NA	12/1/2021 3:09 PM
32	goes down often	12/1/2021 10:45 AM
33	A	11/30/2021 10:53 PM

Q10 Have you invested independently in off-the-shelf hardware (e.g., mesh router, range extender) to improve internet service?

Answered: 710 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	83.80%	595
No	16.20%	115
TOTAL		710

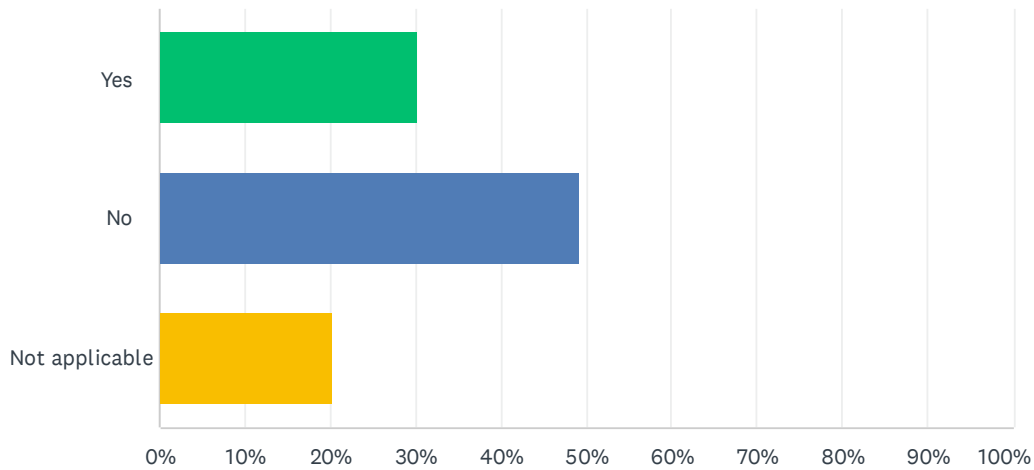
#	OTHER (PLEASE SPECIFY)	DATE
1	Using a better router... This has no effect on the poor backboane connection.. A VNP will impove it slightly.	12/13/2021 3:16 PM
2	I work in tech, yes	12/8/2021 4:20 AM
3	no	12/6/2021 7:00 PM
4	eros	12/6/2021 2:14 PM
5	Extenders	12/4/2021 12:30 PM
6	Eeros	12/4/2021 8:40 AM
7	I would add "wifi router" to the list of examples in this question. It's not 100% clear if Yes should be marked for buying a simple wifi access point. I rent Altice's modem but bought my own router. The modem itself does not support wifi. Some might consider this 'essential' rather than an 'improvement'.	12/3/2021 3:37 PM
8	Google mesh.	12/3/2021 1:24 PM
9	google mesh	12/3/2021 12:59 PM
10	Extensively!!!!	12/3/2021 12:40 PM
11	Google MeSH	12/3/2021 10:12 AM
12	Mesh	12/3/2021 8:59 AM
13	Extender	12/3/2021 8:09 AM
14	If we didn't have this our internet service would be substantially worse	12/3/2021 7:05 AM
15	Several hundred dollars worth	12/2/2021 9:24 PM

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16	Eero	12/2/2021 9:24 PM
17	Google pods	12/2/2021 9:08 PM
18	Google nest works very well	12/2/2021 6:26 PM
19	Mesh router	12/2/2021 1:50 PM
20	I bought a mesh extender for \$250. I still get frequent interruptions of service	12/2/2021 1:42 PM
21	Haven't yet, but am researching doing so now	12/2/2021 11:36 AM
22	Yes. Spent approximately \$6K to improve our service.	12/2/2021 10:26 AM
23	both routers and cellphone boosters.	12/2/2021 9:46 AM
24	Google Mesh	12/2/2021 8:51 AM
25	Have my own modem/router	12/1/2021 6:02 PM
26	I have spend tens of thousands of dollars on my home system and the internet cant support my systems	12/1/2021 3:59 PM
27	have to purchase extenders for my house to make sure the service reaches my entire home	12/1/2021 3:41 PM
28	Network range extender due to our long house	12/1/2021 10:14 AM
29	A	11/30/2021 10:53 PM
30	Purchased my own modem to improve speeds and disconnected any non essential coax lines in the house to minimize the distance from the service line to the modem	11/30/2021 8:15 PM

Q11 Did the off-the-shelf hardware solve your internet issues?

Answered: 659 Skipped: 53



ANSWER CHOICES	RESPONSES
Yes	30.35% 200
No	49.32% 325
Not applicable	20.33% 134
TOTAL	659

#	OTHER (PLEASE SPECIFY)	DATE
1	It's better	12/10/2021 11:32 AM
2	It helped stability but not outages and inconsistent speed	12/8/2021 7:36 AM
3	Not a service issue. Choice of internet provide and cost.	12/7/2021 8:17 AM
4	Some.	12/6/2021 4:34 PM
5	Some range	12/6/2021 1:02 PM
6	Expanded and hardened wifi network	12/6/2021 6:09 AM
7	Partially	12/5/2021 9:54 PM
8	Only partially solved.	12/5/2021 8:30 PM
9	But not entirely	12/5/2021 2:29 PM
10	But it is definitely better	12/5/2021 2:15 PM
11	Helped. Didn't solve	12/5/2021 9:54 AM
12	The issue is the cable provider's network speed	12/4/2021 9:46 PM
13	Partially	12/4/2021 1:01 PM
14	It helped but did not solve	12/4/2021 7:47 AM
15	Some, not all	12/4/2021 7:31 AM

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16	Improved but did not solve 100%	12/3/2021 9:57 PM
17	did not solve but it improved home wide speed by using a new router.	12/3/2021 4:10 PM
18	It helped but didn't solve	12/3/2021 3:29 PM
19	some of them ... but not the intermittent service loss	12/3/2021 2:42 PM
20	Improved some aspects if service within house but not service to the house	12/3/2021 1:47 PM
21	Helped with connection. No change to service interruptions	12/3/2021 1:39 PM
22	Help a bit but does not solve problem	12/3/2021 1:25 PM
23	mostly	12/3/2021 12:59 PM
24	No always.	12/3/2021 12:40 PM
25	Partially	12/3/2021 11:46 AM
26	somewhat	12/3/2021 10:48 AM
27	It helped but didn't solve the issues	12/3/2021 10:44 AM
28	Helpful but doesn't fully resolve	12/3/2021 9:46 AM
29	Made it better but still problematic	12/3/2021 9:46 AM
30	Kind of. Still have issues.	12/3/2021 9:25 AM
31	Some of them	12/3/2021 9:18 AM
32	It helped improve things but still not great	12/3/2021 8:40 AM
33	But still isn't great for video streaming	12/3/2021 8:09 AM
34	It helped but did not resolve the disruptions	12/3/2021 7:58 AM
35	Improved but could be better	12/3/2021 7:40 AM
36	Still have service outages frequently	12/3/2021 7:30 AM
37	Improved it slightly but internet still randomly cuts out.	12/3/2021 7:26 AM
38	It is much better but I wouldn't say "solved"	12/3/2021 7:05 AM
39	issue was outside the house with cables on the road being old and brittle	12/3/2021 6:47 AM
40	Somewhat	12/3/2021 3:41 AM
41	Sort of	12/3/2021 2:17 AM
42	the range extender did somewhat help. But there are still areas that are spotty in the house	12/3/2021 12:54 AM
43	It solved some but not all issues	12/3/2021 12:25 AM
44	Except die the service issues	12/2/2021 11:37 PM
45	So times. Bought modem to avoid being charged monthly for life by optimum for something that cost \$50	12/2/2021 11:37 PM
46	I just purchased and have not set up yet	12/2/2021 10:35 PM
47	Also needed to pay for upgraded faster service	12/2/2021 10:14 PM
48	Not really - helps a bit, but still have lags	12/2/2021 10:11 PM
49	We bought an extender - service is better, but not good enough.	12/2/2021 10:10 PM
50	It has improved but not perfect	12/2/2021 10:04 PM
51	Somewhat	12/2/2021 9:31 PM
52	Not entirely. It's better but still has issues.	12/2/2021 9:25 PM
53	perhaps	12/2/2021 9:23 PM

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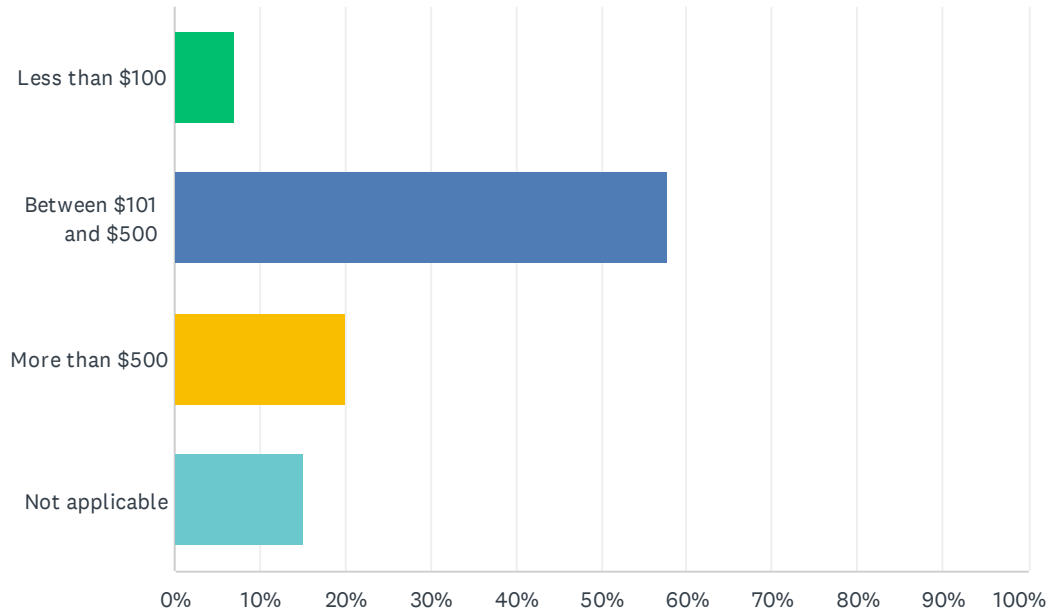
54	Somewhat. And after some back and forth with Optimum they repaired the cracked lines outside which was slowing down our service. Fantastic after that.	12/2/2021 9:11 PM
55	Better signal in areas of house far from router, but still have random brief losses of service	12/2/2021 9:09 PM
56	It helped with wifi through the house, but did not help with internet issues	12/2/2021 9:08 PM
57	Not entirely, but helped a little	12/2/2021 9:01 PM
58	It is workable now but not great	12/2/2021 8:39 PM
59	Most times	12/2/2021 6:27 PM
60	Poor service	12/2/2021 6:21 PM
61	We lose our connection several times per day EVERYDAY	12/2/2021 5:53 PM
62	Not entirely	12/2/2021 5:47 PM
63	Partially	12/2/2021 5:37 PM
64	We have spent thousands of dollars on trying to improve our internet/phone service...all to no avail	12/2/2021 3:38 PM
65	It helped with house coverage and yard to make up for the nonexistent cell service	12/2/2021 3:21 PM
66	We invested in it from the beginning. Moved here in Oct 2020	12/2/2021 2:02 PM
67	Improved but didn't solve the problems	12/2/2021 2:01 PM
68	Helped. Still not perfect.	12/2/2021 1:50 PM
69	Slightly	12/2/2021 1:17 PM
70	Improved inhouse range, didn't help with service outages	12/2/2021 12:44 PM
71	Improved greatly but still occasional issues	12/2/2021 11:58 AM
72	Somewhat - it improved the coverage but hasn't fixed the speed issue	12/2/2021 11:16 AM
73	It made it better but we still lose Internet service far too often	12/2/2021 11:13 AM
74	It helped	12/2/2021 10:33 AM
75	Somewhat but Optimum had a number of complete service disruptions in September, October and November. Enough of them for us to file a complaint with the FCC	12/2/2021 10:29 AM
76	Some issues resolved but not all	12/2/2021 10:27 AM
77	Still have issues	12/2/2021 10:26 AM
78	It helped, but didn't solve it completely	12/2/2021 10:21 AM
79	It helped but not perfect	12/2/2021 10:19 AM
80	Better not perfect	12/2/2021 10:16 AM
81	It's better, not great.	12/2/2021 9:55 AM
82	Partly - improves wifi coverage vs supplier offered hardware	12/2/2021 9:52 AM
83	Improved. Not solved	12/2/2021 9:49 AM
84	Improved, but still lacking	12/2/2021 9:48 AM
85	Wouldn't call it an issue. Just made service better all around the house.	12/2/2021 9:34 AM
86	Hard to tell	12/2/2021 9:24 AM
87	Yes, but only partially	12/2/2021 9:22 AM
88	not solved, but better	12/2/2021 9:22 AM
89	It got better but the issues didn't go away completely.	12/2/2021 9:19 AM

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90	Helps some but not all	12/2/2021 9:15 AM
91	IT IMPROVED BUT STILL COULD BE BETTER	12/2/2021 9:15 AM
92	the issue is not the wifo/home network. it is the incoming internet signal/speed form the provider	12/2/2021 9:06 AM
93	Somewhat	12/2/2021 8:56 AM
94	It helped expand our coverage throughout some parts of our property	12/2/2021 8:51 AM
95	To some extent	12/2/2021 7:55 AM
96	Helped but still not as reliable as it should be.	12/2/2021 7:40 AM
97	somewhat	12/1/2021 9:08 PM
98	Somewhat	12/1/2021 8:34 PM
99	It helped but did not solve the issues ...	12/1/2021 7:58 PM
100	Partially solved	12/1/2021 6:58 PM
101	To an extent. Fiber service rather than coaxial cabling would resolve the issue. Apparently Optimum ran fiber to our street but they are not connecting houses (also customer service team gets confused with fiber optics discussions)	12/1/2021 6:44 PM
102	I don't have internet issues	12/1/2021 5:43 PM
103	An extender resolved only part of the issue	12/1/2021 5:18 PM
104	It's better but not great	12/1/2021 4:41 PM
105	somewhat	12/1/2021 4:24 PM
106	Somewhat. Small improvement	12/1/2021 4:20 PM
107	SOMEWHAT	12/1/2021 4:00 PM
108	Helped but did not resolve	12/1/2021 3:55 PM
109	Helped with range and lag. Didn't help pricing	12/1/2021 3:42 PM
110	extenders allow me to get internet to most of my home but not the entirety so would prefer for the internet to reach 100% if the home	12/1/2021 3:41 PM
111	Most of the time	12/1/2021 3:27 PM
112	Partially . Optum mesh offering was horrible so invested in an alternative	12/1/2021 3:15 PM
113	It did at first until optimum required me to change router 3 different times and got worse every time	12/1/2021 3:15 PM
114	It helped somewhat	12/1/2021 12:42 PM
115	Slightly better	12/1/2021 10:14 AM
116	just bought it today	12/1/2021 9:47 AM
117	Made better but did not solve	12/1/2021 8:08 AM
118	Somewhat	12/1/2021 7:12 AM
119	Helped some	12/1/2021 6:38 AM
120	A	11/30/2021 10:53 PM
121	They improved speeds but still not consistently to the advertised levels	11/30/2021 8:15 PM

Q12 How much did you spend on hardware solutions for your internet issue?

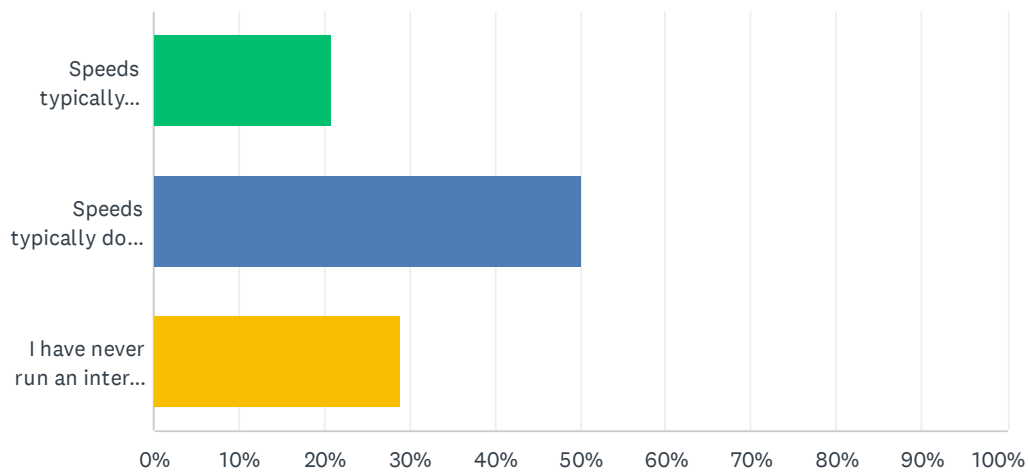
Answered: 710 Skipped: 2



ANSWER CHOICES	RESPONSES	
Less than \$100	7.04%	50
Between \$101 and \$500	57.75%	410
More than \$500	20.14%	143
Not applicable	15.07%	107
TOTAL		710

Q13 When performing an internet speed test:

Answered: 701 Skipped: 11



ANSWER CHOICES	RESPONSES
Speeds typically meet/exceed what I purchased	20.83% 146
Speeds typically do not meet what I purchased	50.07% 351
I have never run an internet speed test	29.10% 204
TOTAL	701

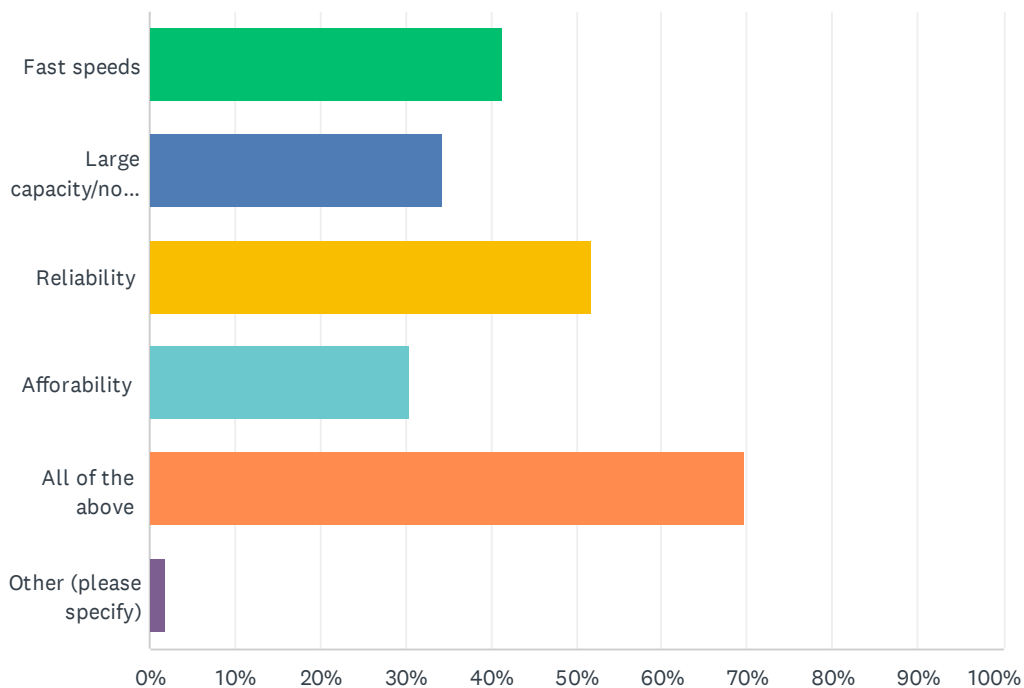
#	OTHER (PLEASE SPECIFY)	DATE
1	The speed is not the factor. Packet loss is.. but latency or ping of 65 is not acceptable as connection drop.	12/13/2021 3:16 PM
2	The speed meets what I purchased the issue is there's not better solutions to make for competing service.	12/8/2021 4:20 AM
3	they are low and often way below acceptable.	12/7/2021 12:55 PM
4	Generally slightly below purchased speed during work time	12/7/2021 8:17 AM
5	But they can't be accurate always imo	12/5/2021 9:54 AM
6	Spotty throughout our residence	12/4/2021 9:59 PM
7	I run tests when I see a problem but such problems are never due to my ISP. I don't bother to check how the service compares to my subscribed level.	12/3/2021 3:37 PM
8	When service is working speeds are fine	12/3/2021 2:41 PM
9	Neither download or upload	12/3/2021 1:39 PM
10	Not sure	12/3/2021 7:40 AM
11	Speeds usually meet but do not exceed what I purchased.	12/3/2021 6:08 AM
12	But are inconsistent	12/2/2021 11:14 PM
13	Sometimes they do and sometimes not.	12/2/2021 10:33 PM
14	Recent exterior repair finally fixed speed issue. Optimum was claiming it was my interior	12/2/2021 9:22 PM

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	wiring and after several debates they finally explored the exterior and fixed it	
15	Speed tests do not necessarily relate to internet service issues	12/2/2021 9:13 PM
16	but I'm not checking every minute of the day	12/2/2021 9:08 PM
17	Depends on where I am in the house	12/2/2021 7:57 PM
18	Speed test shows speed is fine but interruptions are the bigger issue	12/2/2021 1:42 PM
19	Not even close to what I am paying for!	12/2/2021 11:16 AM
20	We purchased 200 mps and we consistently get 140	12/2/2021 10:29 AM
21	not always though and only through hard wired devices	12/2/2021 9:06 AM
22	Varies A LOT during the day and day to day.	12/2/2021 7:40 AM
23	Sometimes they exceed other times they are slow	12/1/2021 9:43 PM
24	I have run tests but not compared purchased to actual results.	12/1/2021 6:58 PM
25	Although within expectations	12/1/2021 6:02 PM
26	Do not meet, but are quite close	12/1/2021 5:43 PM
27	I have not run a speed test lately	12/1/2021 5:18 PM
28	Speeds never reach 50% of what I purchased. Test have been done 20+ times	12/1/2021 3:59 PM
29	speeds have fallen short	12/1/2021 3:41 PM
30	The only important Speedtest is, "Does it work"	12/1/2021 6:38 AM
31	A	11/30/2021 10:53 PM

Q14 What is most important to you in terms of internet service?

Answered: 712 Skipped: 0



ANSWER CHOICES	RESPONSES
Fast speeds	41.29% 294
Large capacity/no buffering	34.41% 245
Reliability	51.83% 369
Afforability	30.48% 217
All of the above	69.80% 497
Other (please specify)	1.97% 14
Total Respondents: 712	

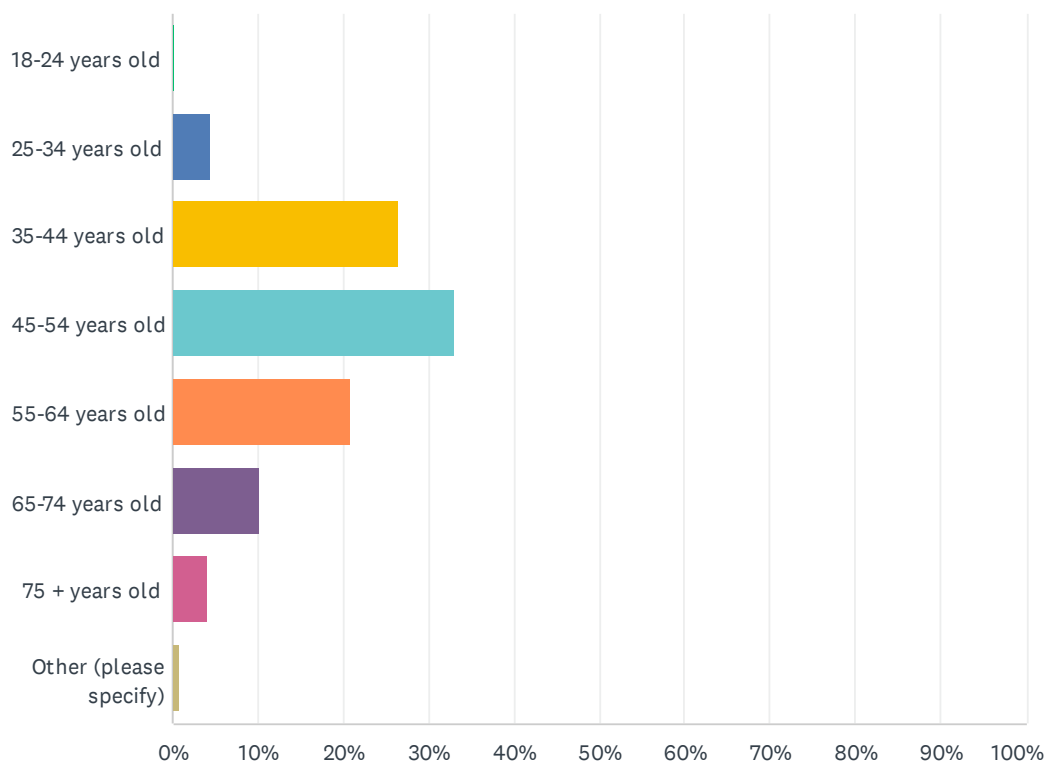
#	OTHER (PLEASE SPECIFY)	DATE
1	Little packet loss.	12/13/2021 3:16 PM
2	Range within house	12/12/2021 4:35 PM
3	Security	12/5/2021 9:54 AM
4	Customer Service	12/4/2021 11:49 AM
5	Customer service	12/3/2021 2:41 PM
6	My husband was l'll when we first dissjized and moved to Wilton in 2016. It was frustrating to have to leave the house and walk to the street in order to get a signal to call 911. While it seems things may have improved somewhat, it is still a challenge when on my laptop.	12/3/2021 7:16 AM

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7	Prompt repair of service. Time windows fir service calls be adhere to and not longer than two hours. Pro-active planning when weather is likely to cause a break in service, rebate form lost service, short wait times when contacting service provider.	12/2/2021 10:26 PM
8	Dependability	12/2/2021 10:07 PM
9	Ability to have more than one service provider - or have Optimum become regulated like Eversource	12/2/2021 1:17 PM
10	Good customer service	12/2/2021 12:31 PM
11	No service on Olmstead Hill Road	12/2/2021 7:45 AM
12	Real choice of broadband provider	12/1/2021 6:02 PM
13	Sufficient speed needed	12/1/2021 6:38 AM
14	A	11/30/2021 10:53 PM

Q16 What is your age range?

Answered: 701 Skipped: 11



ANSWER CHOICES	RESPONSES
18-24 years old	0.14% 1
25-34 years old	4.42% 31
35-44 years old	26.53% 186
45-54 years old	33.10% 232
55-64 years old	20.83% 146
65-74 years old	10.13% 71
75 + years old	3.99% 28
Other (please specify)	0.86% 6
TOTAL	701

#	OTHER (PLEASE SPECIFY)	DATE
1	not relevant	12/3/2021 6:47 AM
2	n/a	12/3/2021 6:04 AM
3	Not pertinent	12/2/2021 10:14 AM
4	70	12/2/2021 7:45 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

5	55-65	12/1/2021 5:29 PM
6	NOYB	12/1/2021 10:45 AM

Q17 What is your household size (number of people in household)?

Answered: 703 Skipped: 9

#	RESPONSES	DATE
1	2	12/13/2021 3:16 PM
2	4	12/13/2021 10:42 AM
3	3	12/12/2021 4:35 PM
4	3	12/12/2021 2:46 PM
5	2	12/11/2021 11:22 AM
6	4	12/10/2021 11:32 AM
7	4	12/10/2021 9:34 AM
8	4	12/8/2021 12:13 PM
9	5	12/8/2021 7:36 AM
10	4	12/8/2021 4:20 AM
11	4	12/7/2021 9:02 PM
12	4	12/7/2021 12:55 PM
13	4	12/7/2021 9:39 AM
14	4	12/7/2021 8:17 AM
15	3	12/7/2021 7:31 AM
16	2	12/6/2021 10:00 PM
17	5	12/6/2021 8:16 PM
18	2	12/6/2021 7:00 PM
19	3	12/6/2021 4:34 PM
20	5	12/6/2021 2:48 PM
21	2	12/6/2021 2:44 PM
22	5	12/6/2021 2:14 PM
23	5	12/6/2021 1:02 PM
24	4	12/6/2021 10:43 AM
25	4	12/6/2021 8:20 AM
26	4	12/6/2021 6:09 AM
27	3	12/5/2021 10:33 PM
28	4	12/5/2021 9:54 PM
29	5	12/5/2021 9:34 PM
30	3	12/5/2021 9:07 PM
31	3	12/5/2021 8:30 PM
32	4	12/5/2021 8:09 PM
33	4	12/5/2021 7:55 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

34	4	12/5/2021 7:49 PM
35	4	12/5/2021 7:44 PM
36	4	12/5/2021 3:28 PM
37	3	12/5/2021 2:29 PM
38	2	12/5/2021 2:15 PM
39	3	12/5/2021 12:15 PM
40	1	12/5/2021 11:54 AM
41	4	12/5/2021 9:54 AM
42	1	12/5/2021 9:38 AM
43	2	12/5/2021 7:35 AM
44	4	12/5/2021 7:29 AM
45	3	12/5/2021 7:07 AM
46	2-8	12/5/2021 6:20 AM
47	3 when everyone is home	12/5/2021 5:39 AM
48	4	12/5/2021 5:05 AM
49	4	12/4/2021 11:52 PM
50	3	12/4/2021 11:40 PM
51	4	12/4/2021 11:10 PM
52	3	12/4/2021 10:37 PM
53	6	12/4/2021 10:35 PM
54	5	12/4/2021 9:59 PM
55	4	12/4/2021 9:46 PM
56	2	12/4/2021 9:12 PM
57	4	12/4/2021 8:41 PM
58	4	12/4/2021 5:33 PM
59	3	12/4/2021 4:07 PM
60	5	12/4/2021 3:52 PM
61	2	12/4/2021 3:20 PM
62	2	12/4/2021 1:44 PM
63	2	12/4/2021 1:10 PM
64	1	12/4/2021 1:01 PM
65	3	12/4/2021 12:44 PM
66	4	12/4/2021 12:30 PM
67	4	12/4/2021 11:49 AM
68	3	12/4/2021 11:49 AM
69	4	12/4/2021 11:20 AM
70	3	12/4/2021 11:11 AM
71	4	12/4/2021 11:01 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

72	4	12/4/2021 10:54 AM
73	4	12/4/2021 10:23 AM
74	5	12/4/2021 10:20 AM
75	5	12/4/2021 10:17 AM
76	4	12/4/2021 10:14 AM
77	3	12/4/2021 9:22 AM
78	2	12/4/2021 9:22 AM
79	5	12/4/2021 8:57 AM
80	4	12/4/2021 8:40 AM
81	2	12/4/2021 8:31 AM
82	3	12/4/2021 8:31 AM
83	3	12/4/2021 8:23 AM
84	4	12/4/2021 8:16 AM
85	5	12/4/2021 7:47 AM
86	7	12/4/2021 7:39 AM
87	6	12/4/2021 7:31 AM
88	3	12/4/2021 7:19 AM
89	2	12/4/2021 7:16 AM
90	5	12/4/2021 7:10 AM
91	5	12/4/2021 7:07 AM
92	4	12/4/2021 7:02 AM
93	6	12/4/2021 6:23 AM
94	4	12/4/2021 6:06 AM
95	6	12/4/2021 3:30 AM
96	5	12/4/2021 1:22 AM
97	4	12/4/2021 12:33 AM
98	4	12/3/2021 11:14 PM
99	2	12/3/2021 10:50 PM
100	4	12/3/2021 10:38 PM
101	4	12/3/2021 10:37 PM
102	5	12/3/2021 10:03 PM
103	4	12/3/2021 9:57 PM
104	3	12/3/2021 9:47 PM
105	4	12/3/2021 9:44 PM
106	4	12/3/2021 9:07 PM
107	4	12/3/2021 8:54 PM
108	2	12/3/2021 8:40 PM
109	6	12/3/2021 8:35 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

110	2	12/3/2021 8:33 PM
111	3	12/3/2021 8:24 PM
112	3	12/3/2021 8:18 PM
113	2	12/3/2021 8:04 PM
114	4	12/3/2021 7:37 PM
115	4	12/3/2021 7:34 PM
116	4	12/3/2021 6:14 PM
117	2	12/3/2021 6:07 PM
118	3	12/3/2021 6:06 PM
119	3	12/3/2021 5:59 PM
120	1	12/3/2021 5:42 PM
121	4	12/3/2021 5:26 PM
122	4	12/3/2021 5:18 PM
123	5	12/3/2021 5:15 PM
124	4	12/3/2021 4:53 PM
125	3	12/3/2021 4:35 PM
126	5	12/3/2021 4:34 PM
127	6	12/3/2021 4:21 PM
128	2	12/3/2021 4:10 PM
129	2	12/3/2021 4:07 PM
130	5	12/3/2021 3:54 PM
131	6	12/3/2021 3:52 PM
132	4	12/3/2021 3:49 PM
133	4	12/3/2021 3:45 PM
134	2	12/3/2021 3:37 PM
135	5	12/3/2021 3:37 PM
136	3	12/3/2021 3:32 PM
137	5	12/3/2021 3:29 PM
138	4	12/3/2021 2:48 PM
139	3	12/3/2021 2:42 PM
140	4	12/3/2021 2:41 PM
141	5	12/3/2021 2:16 PM
142	4	12/3/2021 1:59 PM
143	3-5	12/3/2021 1:47 PM
144	3	12/3/2021 1:46 PM
145	4-10	12/3/2021 1:39 PM
146	4	12/3/2021 1:34 PM
147	2-4	12/3/2021 1:33 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

148	3	12/3/2021 1:25 PM
149	4	12/3/2021 1:24 PM
150	3	12/3/2021 1:15 PM
151	3	12/3/2021 1:05 PM
152	4	12/3/2021 1:03 PM
153	5	12/3/2021 12:59 PM
154	4	12/3/2021 12:56 PM
155	At least 4 and sometimes more.	12/3/2021 12:40 PM
156	2	12/3/2021 12:37 PM
157	5	12/3/2021 12:22 PM
158	2	12/3/2021 12:08 PM
159	2-8	12/3/2021 11:46 AM
160	2	12/3/2021 11:43 AM
161	2	12/3/2021 11:36 AM
162	5	12/3/2021 11:32 AM
163	4	12/3/2021 11:23 AM
164	5	12/3/2021 11:17 AM
165	4	12/3/2021 10:57 AM
166	4	12/3/2021 10:48 AM
167	4	12/3/2021 10:46 AM
168	4	12/3/2021 10:45 AM
169	3	12/3/2021 10:45 AM
170	4	12/3/2021 10:44 AM
171	4	12/3/2021 10:42 AM
172	4	12/3/2021 10:42 AM
173	6	12/3/2021 10:19 AM
174	7	12/3/2021 10:12 AM
175	5	12/3/2021 10:12 AM
176	2	12/3/2021 10:04 AM
177	5	12/3/2021 9:51 AM
178	4	12/3/2021 9:46 AM
179	3	12/3/2021 9:46 AM
180	1	12/3/2021 9:37 AM
181	4	12/3/2021 9:36 AM
182	4	12/3/2021 9:35 AM
183	2	12/3/2021 9:31 AM
184	5	12/3/2021 9:25 AM
185	5	12/3/2021 9:24 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

186	6	12/3/2021 9:24 AM
187	1	12/3/2021 9:23 AM
188	4	12/3/2021 9:18 AM
189	4	12/3/2021 9:17 AM
190	2	12/3/2021 9:14 AM
191	3	12/3/2021 8:59 AM
192	5	12/3/2021 8:59 AM
193	6	12/3/2021 8:54 AM
194	4	12/3/2021 8:53 AM
195	5	12/3/2021 8:50 AM
196	2	12/3/2021 8:47 AM
197	2	12/3/2021 8:44 AM
198	3	12/3/2021 8:41 AM
199	5	12/3/2021 8:40 AM
200	5	12/3/2021 8:33 AM
201	4	12/3/2021 8:30 AM
202	4	12/3/2021 8:27 AM
203	3	12/3/2021 8:21 AM
204	7	12/3/2021 8:17 AM
205	5	12/3/2021 8:16 AM
206	3	12/3/2021 8:16 AM
207	4	12/3/2021 8:13 AM
208	2	12/3/2021 8:09 AM
209	1	12/3/2021 8:07 AM
210	5	12/3/2021 8:05 AM
211	2	12/3/2021 8:02 AM
212	two	12/3/2021 7:59 AM
213	2	12/3/2021 7:58 AM
214	5	12/3/2021 7:58 AM
215	6	12/3/2021 7:57 AM
216	3	12/3/2021 7:55 AM
217	3	12/3/2021 7:47 AM
218	6	12/3/2021 7:47 AM
219	4	12/3/2021 7:46 AM
220	3	12/3/2021 7:44 AM
221	5	12/3/2021 7:44 AM
222	4	12/3/2021 7:44 AM
223	4	12/3/2021 7:40 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

224	1	12/3/2021 7:35 AM
225	4	12/3/2021 7:31 AM
226	4	12/3/2021 7:30 AM
227	5	12/3/2021 7:27 AM
228	4	12/3/2021 7:26 AM
229	5	12/3/2021 7:20 AM
230	1	12/3/2021 7:16 AM
231	4	12/3/2021 7:12 AM
232	3	12/3/2021 7:12 AM
233	4	12/3/2021 7:07 AM
234	4	12/3/2021 7:05 AM
235	5	12/3/2021 7:03 AM
236	3	12/3/2021 7:02 AM
237	5	12/3/2021 6:58 AM
238	4	12/3/2021 6:56 AM
239	2	12/3/2021 6:56 AM
240	1	12/3/2021 6:49 AM
241	4	12/3/2021 6:48 AM
242	5	12/3/2021 6:47 AM
243	4	12/3/2021 6:46 AM
244	2	12/3/2021 6:45 AM
245	5	12/3/2021 6:40 AM
246	3	12/3/2021 6:35 AM
247	5	12/3/2021 6:24 AM
248	3	12/3/2021 6:19 AM
249	4	12/3/2021 6:09 AM
250	2-4	12/3/2021 6:04 AM
251	3	12/3/2021 6:02 AM
252	3	12/3/2021 6:01 AM
253	5	12/3/2021 5:59 AM
254	6	12/3/2021 5:59 AM
255	2	12/3/2021 5:51 AM
256	4	12/3/2021 5:47 AM
257	3	12/3/2021 5:42 AM
258	2	12/3/2021 5:22 AM
259	5	12/3/2021 3:53 AM
260	6	12/3/2021 3:41 AM
261	5	12/3/2021 3:32 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

262	4	12/3/2021 3:14 AM
263	3	12/3/2021 3:14 AM
264	4	12/3/2021 2:42 AM
265	1	12/3/2021 2:17 AM
266	3	12/3/2021 1:48 AM
267	3	12/3/2021 12:54 AM
268	4	12/3/2021 12:47 AM
269	3	12/3/2021 12:25 AM
270	2	12/3/2021 12:17 AM
271	6	12/3/2021 12:06 AM
272	3	12/3/2021 12:04 AM
273	4	12/3/2021 12:02 AM
274	5	12/3/2021 12:00 AM
275	5	12/2/2021 11:52 PM
276	4	12/2/2021 11:45 PM
277	2	12/2/2021 11:38 PM
278	4	12/2/2021 11:37 PM
279	3	12/2/2021 11:37 PM
280	4	12/2/2021 11:33 PM
281	5	12/2/2021 11:32 PM
282	4	12/2/2021 11:19 PM
283	3	12/2/2021 11:14 PM
284	3	12/2/2021 11:13 PM
285	4	12/2/2021 11:04 PM
286	7	12/2/2021 11:04 PM
287	6	12/2/2021 11:03 PM
288	3	12/2/2021 11:03 PM
289	4	12/2/2021 11:03 PM
290	5	12/2/2021 10:57 PM
291	4	12/2/2021 10:57 PM
292	5	12/2/2021 10:54 PM
293	6	12/2/2021 10:54 PM
294	2	12/2/2021 10:46 PM
295	3	12/2/2021 10:42 PM
296	4	12/2/2021 10:42 PM
297	4	12/2/2021 10:41 PM
298	2	12/2/2021 10:39 PM
299	3	12/2/2021 10:38 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

300	5	12/2/2021 10:36 PM
301	5	12/2/2021 10:35 PM
302	2	12/2/2021 10:33 PM
303	4	12/2/2021 10:32 PM
304	1	12/2/2021 10:31 PM
305	3	12/2/2021 10:28 PM
306	7	12/2/2021 10:28 PM
307	5	12/2/2021 10:27 PM
308	4	12/2/2021 10:27 PM
309	4	12/2/2021 10:27 PM
310	2	12/2/2021 10:26 PM
311	5	12/2/2021 10:24 PM
312	4	12/2/2021 10:21 PM
313	4	12/2/2021 10:20 PM
314	3	12/2/2021 10:19 PM
315	3	12/2/2021 10:17 PM
316	4	12/2/2021 10:14 PM
317	5	12/2/2021 10:12 PM
318	4	12/2/2021 10:11 PM
319	2	12/2/2021 10:10 PM
320	4	12/2/2021 10:10 PM
321	2	12/2/2021 10:07 PM
322	4	12/2/2021 10:04 PM
323	3	12/2/2021 10:02 PM
324	2	12/2/2021 10:02 PM
325	6	12/2/2021 10:02 PM
326	5	12/2/2021 9:59 PM
327	3	12/2/2021 9:57 PM
328	4	12/2/2021 9:56 PM
329	Six	12/2/2021 9:55 PM
330	3	12/2/2021 9:55 PM
331	4	12/2/2021 9:55 PM
332	5	12/2/2021 9:52 PM
333	3	12/2/2021 9:48 PM
334	2	12/2/2021 9:48 PM
335	4	12/2/2021 9:47 PM
336	3	12/2/2021 9:46 PM
337	3	12/2/2021 9:45 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

338	4	12/2/2021 9:42 PM
339	5	12/2/2021 9:42 PM
340	3	12/2/2021 9:41 PM
341	4	12/2/2021 9:41 PM
342	3	12/2/2021 9:41 PM
343	5	12/2/2021 9:38 PM
344	4	12/2/2021 9:36 PM
345	4	12/2/2021 9:36 PM
346	4	12/2/2021 9:31 PM
347	5	12/2/2021 9:28 PM
348	3	12/2/2021 9:28 PM
349	4	12/2/2021 9:25 PM
350	4	12/2/2021 9:24 PM
351	3	12/2/2021 9:24 PM
352	4	12/2/2021 9:23 PM
353	2	12/2/2021 9:23 PM
354	3	12/2/2021 9:22 PM
355	4	12/2/2021 9:22 PM
356	4	12/2/2021 9:22 PM
357	4	12/2/2021 9:20 PM
358	4	12/2/2021 9:20 PM
359	3	12/2/2021 9:18 PM
360	2	12/2/2021 9:16 PM
361	4	12/2/2021 9:15 PM
362	3	12/2/2021 9:15 PM
363	3	12/2/2021 9:13 PM
364	4	12/2/2021 9:13 PM
365	2	12/2/2021 9:12 PM
366	2	12/2/2021 9:11 PM
367	3	12/2/2021 9:09 PM
368	4	12/2/2021 9:08 PM
369	4	12/2/2021 9:08 PM
370	3	12/2/2021 9:06 PM
371	3	12/2/2021 9:04 PM
372	1	12/2/2021 9:03 PM
373	2	12/2/2021 9:03 PM
374	3	12/2/2021 9:01 PM
375	4	12/2/2021 9:01 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

376	4	12/2/2021 9:00 PM
377	5	12/2/2021 8:55 PM
378	2	12/2/2021 8:55 PM
379	5	12/2/2021 8:53 PM
380	2	12/2/2021 8:51 PM
381	2	12/2/2021 8:43 PM
382	3	12/2/2021 8:39 PM
383	6	12/2/2021 8:23 PM
384	4	12/2/2021 8:23 PM
385	3	12/2/2021 8:15 PM
386	3	12/2/2021 8:07 PM
387	2	12/2/2021 7:57 PM
388	3	12/2/2021 7:45 PM
389	2	12/2/2021 7:14 PM
390	5	12/2/2021 6:58 PM
391	4	12/2/2021 6:54 PM
392	3	12/2/2021 6:49 PM
393	6	12/2/2021 6:36 PM
394	3	12/2/2021 6:27 PM
395	2	12/2/2021 6:26 PM
396	4	12/2/2021 6:21 PM
397	3	12/2/2021 6:21 PM
398	4	12/2/2021 6:20 PM
399	2	12/2/2021 6:06 PM
400	2	12/2/2021 5:53 PM
401	5	12/2/2021 5:47 PM
402	5	12/2/2021 5:42 PM
403	3	12/2/2021 5:41 PM
404	3	12/2/2021 5:40 PM
405	2	12/2/2021 5:37 PM
406	5	12/2/2021 5:20 PM
407	2	12/2/2021 5:16 PM
408	4	12/2/2021 5:10 PM
409	4	12/2/2021 5:05 PM
410	6	12/2/2021 4:56 PM
411	3	12/2/2021 4:53 PM
412	4	12/2/2021 4:42 PM
413	4	12/2/2021 4:38 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

414	3	12/2/2021 4:26 PM
415	4	12/2/2021 4:01 PM
416	2	12/2/2021 3:38 PM
417	4	12/2/2021 3:21 PM
418	5	12/2/2021 3:04 PM
419	4	12/2/2021 3:01 PM
420	4	12/2/2021 2:56 PM
421	1	12/2/2021 2:47 PM
422	4	12/2/2021 2:33 PM
423	4	12/2/2021 2:25 PM
424	4	12/2/2021 2:23 PM
425	4	12/2/2021 2:19 PM
426	2	12/2/2021 2:19 PM
427	3	12/2/2021 2:17 PM
428	2	12/2/2021 2:17 PM
429	4	12/2/2021 2:07 PM
430	3	12/2/2021 2:02 PM
431	3	12/2/2021 2:01 PM
432	5	12/2/2021 1:59 PM
433	4	12/2/2021 1:50 PM
434	4	12/2/2021 1:50 PM
435	5	12/2/2021 1:45 PM
436	4	12/2/2021 1:42 PM
437	4	12/2/2021 1:39 PM
438	4	12/2/2021 1:39 PM
439	2	12/2/2021 1:33 PM
440	4	12/2/2021 1:26 PM
441	5	12/2/2021 1:18 PM
442	4	12/2/2021 1:17 PM
443	2	12/2/2021 1:17 PM
444	2	12/2/2021 12:44 PM
445	4	12/2/2021 12:44 PM
446	4	12/2/2021 12:31 PM
447	1	12/2/2021 12:31 PM
448	4	12/2/2021 12:21 PM
449	3	12/2/2021 12:09 PM
450	2	12/2/2021 12:00 PM
451	4	12/2/2021 11:59 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

452	2	12/2/2021 11:59 AM
453	4	12/2/2021 11:58 AM
454	4	12/2/2021 11:58 AM
455	4	12/2/2021 11:58 AM
456	2	12/2/2021 11:57 AM
457	2	12/2/2021 11:53 AM
458	2	12/2/2021 11:40 AM
459	2	12/2/2021 11:36 AM
460	3	12/2/2021 11:36 AM
461	5	12/2/2021 11:24 AM
462	2	12/2/2021 11:21 AM
463	3	12/2/2021 11:20 AM
464	4	12/2/2021 11:19 AM
465	5	12/2/2021 11:19 AM
466	4	12/2/2021 11:16 AM
467	5	12/2/2021 11:13 AM
468	2	12/2/2021 11:10 AM
469	5	12/2/2021 11:10 AM
470	5	12/2/2021 11:07 AM
471	5	12/2/2021 11:05 AM
472	6	12/2/2021 11:03 AM
473	5	12/2/2021 10:52 AM
474	3	12/2/2021 10:47 AM
475	3	12/2/2021 10:46 AM
476	2	12/2/2021 10:43 AM
477	6	12/2/2021 10:42 AM
478	5	12/2/2021 10:39 AM
479	4	12/2/2021 10:39 AM
480	4	12/2/2021 10:38 AM
481	4	12/2/2021 10:36 AM
482	5	12/2/2021 10:34 AM
483	4	12/2/2021 10:33 AM
484	4	12/2/2021 10:29 AM
485	4	12/2/2021 10:27 AM
486	5	12/2/2021 10:26 AM
487	2	12/2/2021 10:22 AM
488	5	12/2/2021 10:21 AM
489	4	12/2/2021 10:21 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

490	3	12/2/2021 10:20 AM
491	3	12/2/2021 10:19 AM
492	2-4	12/2/2021 10:16 AM
493	2	12/2/2021 10:14 AM
494	4	12/2/2021 10:14 AM
495	2	12/2/2021 10:13 AM
496	4	12/2/2021 10:10 AM
497	6	12/2/2021 10:09 AM
498	4	12/2/2021 10:04 AM
499	4	12/2/2021 10:02 AM
500	5	12/2/2021 10:00 AM
501	4	12/2/2021 9:58 AM
502	5	12/2/2021 9:55 AM
503	2	12/2/2021 9:55 AM
504	4	12/2/2021 9:54 AM
505	4	12/2/2021 9:54 AM
506	3	12/2/2021 9:52 AM
507	4	12/2/2021 9:52 AM
508	2	12/2/2021 9:52 AM
509	5	12/2/2021 9:51 AM
510	6	12/2/2021 9:49 AM
511	4	12/2/2021 9:49 AM
512	4	12/2/2021 9:48 AM
513	4	12/2/2021 9:47 AM
514	5	12/2/2021 9:46 AM
515	2	12/2/2021 9:45 AM
516	6	12/2/2021 9:41 AM
517	4	12/2/2021 9:39 AM
518	4	12/2/2021 9:35 AM
519	2	12/2/2021 9:34 AM
520	3	12/2/2021 9:33 AM
521	2	12/2/2021 9:30 AM
522	4	12/2/2021 9:24 AM
523	2	12/2/2021 9:23 AM
524	4	12/2/2021 9:22 AM
525	4	12/2/2021 9:22 AM
526	3	12/2/2021 9:22 AM
527	4	12/2/2021 9:22 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

528	1	12/2/2021 9:21 AM
529	4	12/2/2021 9:19 AM
530	3	12/2/2021 9:18 AM
531	4	12/2/2021 9:17 AM
532	4	12/2/2021 9:15 AM
533	4	12/2/2021 9:15 AM
534	1	12/2/2021 9:12 AM
535	Two	12/2/2021 9:07 AM
536	3	12/2/2021 9:07 AM
537	6	12/2/2021 9:06 AM
538	4	12/2/2021 9:03 AM
539	2	12/2/2021 9:03 AM
540	4	12/2/2021 9:02 AM
541	3	12/2/2021 8:59 AM
542	4	12/2/2021 8:58 AM
543	3	12/2/2021 8:56 AM
544	3	12/2/2021 8:56 AM
545	2	12/2/2021 8:55 AM
546	3	12/2/2021 8:51 AM
547	4	12/2/2021 8:12 AM
548	4	12/2/2021 7:55 AM
549	2	12/2/2021 7:54 AM
550	6	12/2/2021 7:49 AM
551	2 me and my partner	12/2/2021 7:45 AM
552	4	12/2/2021 7:40 AM
553	2	12/2/2021 7:34 AM
554	2	12/2/2021 7:27 AM
555	8	12/2/2021 7:27 AM
556	3	12/2/2021 7:18 AM
557	2	12/2/2021 7:11 AM
558	3	12/2/2021 7:09 AM
559	3	12/2/2021 7:01 AM
560	5	12/2/2021 6:55 AM
561	5	12/2/2021 6:31 AM
562	2	12/2/2021 6:25 AM
563	5	12/2/2021 5:30 AM
564	6	12/2/2021 3:08 AM
565	4	12/2/2021 2:07 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

566	4	12/1/2021 11:02 PM
567	5	12/1/2021 10:58 PM
568	4	12/1/2021 10:27 PM
569	2	12/1/2021 10:04 PM
570	2	12/1/2021 9:55 PM
571	2	12/1/2021 9:40 PM
572	3	12/1/2021 9:14 PM
573	5	12/1/2021 9:08 PM
574	2 (3 during worst of Covid)	12/1/2021 9:03 PM
575	4	12/1/2021 8:34 PM
576	1	12/1/2021 8:09 PM
577	3 all year round and 5 during summer/holidays	12/1/2021 7:58 PM
578	4	12/1/2021 7:40 PM
579	4	12/1/2021 6:58 PM
580	06897	12/1/2021 6:49 PM
581	4	12/1/2021 6:44 PM
582	4	12/1/2021 6:02 PM
583	5	12/1/2021 5:54 PM
584	7	12/1/2021 5:45 PM
585	5	12/1/2021 5:43 PM
586	5	12/1/2021 5:42 PM
587	4	12/1/2021 5:29 PM
588	1	12/1/2021 5:18 PM
589	4	12/1/2021 5:07 PM
590	3	12/1/2021 4:58 PM
591	5	12/1/2021 4:41 PM
592	4	12/1/2021 4:32 PM
593	4	12/1/2021 4:27 PM
594	4	12/1/2021 4:24 PM
595	4	12/1/2021 4:20 PM
596	1	12/1/2021 4:19 PM
597	5	12/1/2021 4:12 PM
598	3	12/1/2021 4:08 PM
599	3	12/1/2021 4:06 PM
600	3	12/1/2021 4:04 PM
601	5	12/1/2021 4:00 PM
602	6	12/1/2021 3:59 PM
603	3	12/1/2021 3:56 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

604	6	12/1/2021 3:55 PM
605	3	12/1/2021 3:53 PM
606	4	12/1/2021 3:46 PM
607	2	12/1/2021 3:44 PM
608	3	12/1/2021 3:42 PM
609	4	12/1/2021 3:42 PM
610	5	12/1/2021 3:41 PM
611	3	12/1/2021 3:39 PM
612	4	12/1/2021 3:37 PM
613	4	12/1/2021 3:35 PM
614	4	12/1/2021 3:29 PM
615	4	12/1/2021 3:29 PM
616	2	12/1/2021 3:27 PM
617	4	12/1/2021 3:27 PM
618	2	12/1/2021 3:26 PM
619	2	12/1/2021 3:24 PM
620	4	12/1/2021 3:23 PM
621	4	12/1/2021 3:20 PM
622	5	12/1/2021 3:20 PM
623	2	12/1/2021 3:20 PM
624	2	12/1/2021 3:18 PM
625	4	12/1/2021 3:17 PM
626	3	12/1/2021 3:16 PM
627	4	12/1/2021 3:15 PM
628	5	12/1/2021 3:15 PM
629	4	12/1/2021 3:14 PM
630	One	12/1/2021 3:14 PM
631	5 people. I also have an issue with cell service in wilton town center and when driving around Wilton...this is an issue as I am on work calls and calls constantly get dropped and safety issues when I can't call/text my kids when I am around the schools or in town.	12/1/2021 3:14 PM
632	2	12/1/2021 3:10 PM
633	3	12/1/2021 3:09 PM
634	4	12/1/2021 3:08 PM
635	2	12/1/2021 1:31 PM
636	4	12/1/2021 12:47 PM
637	3	12/1/2021 12:42 PM
638	2	12/1/2021 12:30 PM
639	2	12/1/2021 12:22 PM
640	2	12/1/2021 12:05 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

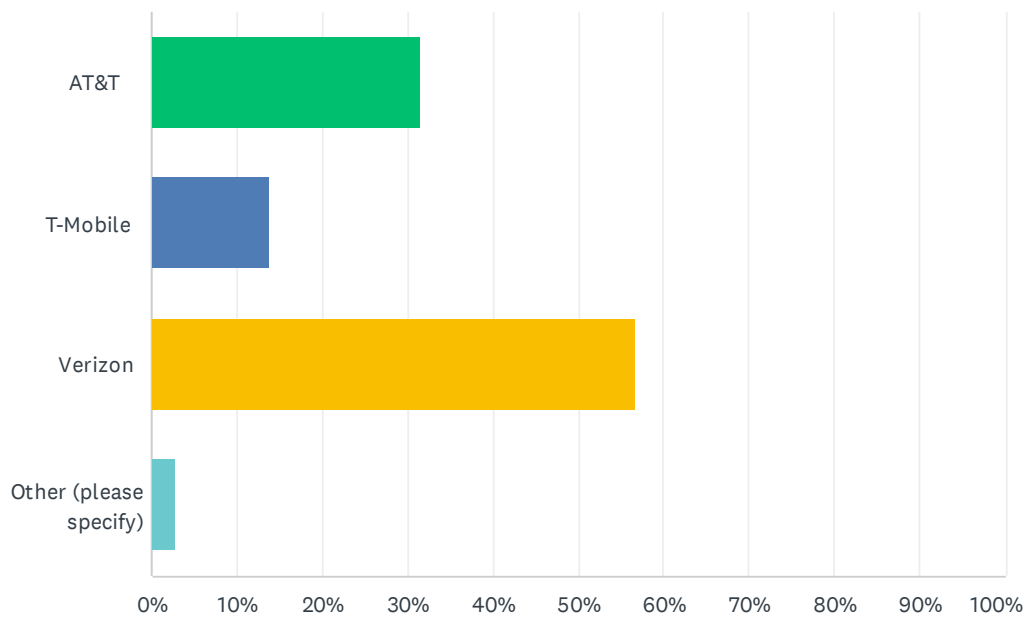
641	3	12/1/2021 11:58 AM
642	4	12/1/2021 11:54 AM
643	2	12/1/2021 11:52 AM
644	3	12/1/2021 11:31 AM
645	3	12/1/2021 11:29 AM
646	4	12/1/2021 11:18 AM
647	3	12/1/2021 10:53 AM
648	2	12/1/2021 10:52 AM
649	2	12/1/2021 10:52 AM
650	4	12/1/2021 10:48 AM
651	NOYB	12/1/2021 10:45 AM
652	2	12/1/2021 10:41 AM
653	4	12/1/2021 10:40 AM
654	3	12/1/2021 10:34 AM
655	3	12/1/2021 10:16 AM
656	2	12/1/2021 10:14 AM
657	5	12/1/2021 10:07 AM
658	1	12/1/2021 9:55 AM
659	2	12/1/2021 9:54 AM
660	3	12/1/2021 9:48 AM
661	4	12/1/2021 9:47 AM
662	4	12/1/2021 9:38 AM
663	2	12/1/2021 9:20 AM
664	2	12/1/2021 9:05 AM
665	2	12/1/2021 9:02 AM
666	three	12/1/2021 8:52 AM
667	5	12/1/2021 8:35 AM
668	2	12/1/2021 8:25 AM
669	2	12/1/2021 8:18 AM
670	6	12/1/2021 8:11 AM
671	2	12/1/2021 8:09 AM
672	2	12/1/2021 8:08 AM
673	2	12/1/2021 8:06 AM
674	2	12/1/2021 7:56 AM
675	4	12/1/2021 7:51 AM
676	2	12/1/2021 7:46 AM
677	1	12/1/2021 7:45 AM
678	2	12/1/2021 7:40 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

679	4	12/1/2021 7:31 AM
680	6	12/1/2021 7:30 AM
681	2	12/1/2021 7:29 AM
682	2	12/1/2021 7:24 AM
683	4	12/1/2021 7:22 AM
684	2	12/1/2021 7:12 AM
685	4	12/1/2021 7:06 AM
686	2	12/1/2021 7:04 AM
687	4	12/1/2021 6:58 AM
688	4	12/1/2021 6:44 AM
689	4	12/1/2021 6:38 AM
690	4	12/1/2021 6:37 AM
691	4	12/1/2021 6:35 AM
692	3	12/1/2021 6:28 AM
693	2	12/1/2021 5:01 AM
694	4	11/30/2021 11:00 PM
695	3	11/30/2021 10:53 PM
696	2	11/30/2021 10:02 PM
697	3	11/30/2021 9:07 PM
698	4	11/30/2021 8:58 PM
699	2	11/30/2021 8:53 PM
700	4	11/30/2021 8:15 PM
701	5	11/30/2021 8:04 PM
702	3	11/30/2021 7:37 PM
703	3	11/30/2021 1:03 PM

Q18 Who is your current cellular service provider?

Answered: 702 Skipped: 10



ANSWER CHOICES	RESPONSES
AT&T	31.62% 222
T-Mobile	13.82% 97
Verizon	56.70% 398
Other (please specify)	2.71% 19
Total Respondents: 702	

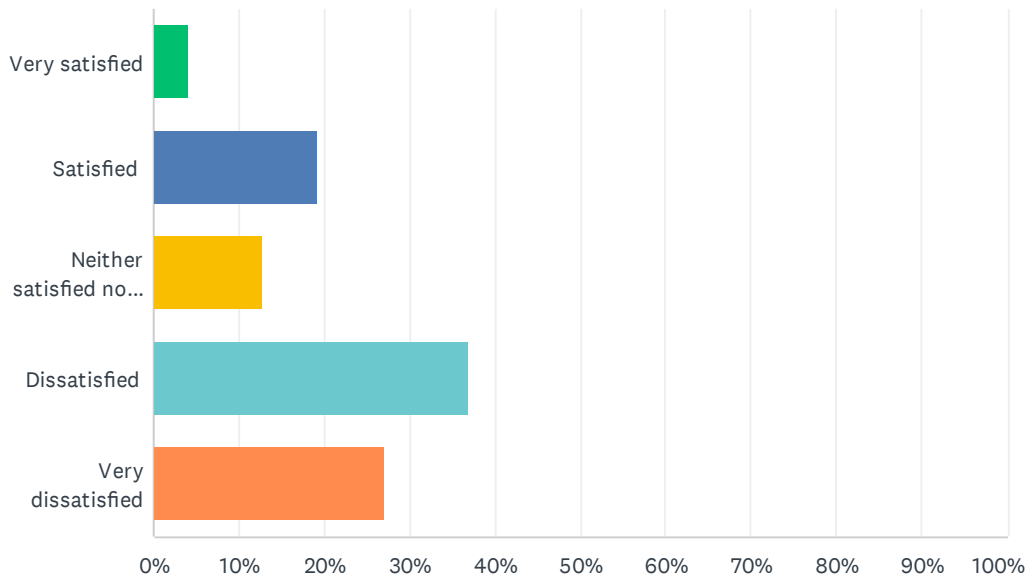
#	OTHER (PLEASE SPECIFY)	DATE
1	husband has verizon	12/5/2021 3:29 PM
2	Boost	12/5/2021 11:55 AM
3	Google Fi	12/5/2021 7:36 AM
4	Google FI	12/4/2021 11:54 PM
5	TracFone	12/4/2021 5:34 PM
6	Consumer Cellular	12/4/2021 11:12 AM
7	Consumer Cellular	12/3/2021 5:43 PM
8	Mint (using T-mobile network)	12/3/2021 5:19 PM
9	Recently switched from Verizon due to poor coverage. Had switched from AT&T 6 years ago when moving here as Verizon was better than AT&T at that time.	12/3/2021 8:08 AM
10	Consumer Cellular	12/2/2021 10:35 PM
11	Mint mobile	12/2/2021 9:22 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

12	Consumer Cellular	12/2/2021 8:56 PM
13	Atlice	12/2/2021 2:07 PM
14	Springt	12/2/2021 2:02 PM
15	Optimum/Altice	12/2/2021 12:00 PM
16	Altice	12/1/2021 4:33 PM
17	Google Fi	12/1/2021 9:08 AM
18	Tracphone	12/1/2021 7:05 AM
19	Google Fi	11/30/2021 8:16 PM

Q19 How satisfied are you with your cellular service in Wilton?

Answered: 699 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very satisfied	4.01%	28
Satisfied	19.17%	134
Neither satisfied nor dissatisfied	12.73%	89
Dissatisfied	36.91%	258
Very dissatisfied	27.18%	190
TOTAL		699

Q20 If you frequently experience dropped calls, can you share the location(s)? If no, enter N/A.

Answered: 670 Skipped: 42

#	RESPONSES	DATE
1	N/A	12/13/2021 3:17 PM
2	N/a	12/13/2021 10:43 AM
3	Wilton Town Center, by the High School, Hulda Hill Rd, Nod Hill Rd	12/12/2021 4:36 PM
4	Langner lane and cannondale neighborhood	12/12/2021 2:47 PM
5	Town center, north Wilton, drum hill	12/11/2021 11:23 AM
6	In town center, and in certain locations/rooms inside my home.	12/10/2021 11:32 AM
7	worst near middlebrook	12/10/2021 9:35 AM
8	66 Glen Hill Road	12/8/2021 12:14 PM
9	My house	12/8/2021 7:37 AM
10	I can not even get service at our new house	12/8/2021 4:21 AM
11	All over the house	12/7/2021 9:03 PM
12	My home, In town center, on my street (Ridgefield Rd) CVS.	12/7/2021 12:59 PM
13	Old lantern dr and Grumman hill rd	12/7/2021 9:40 AM
14	N/A. Microcell in-place. But only Tmobile signal is available.	12/7/2021 8:19 AM
15	N/a	12/7/2021 7:31 AM
16	n/a	12/6/2021 10:01 PM
17	Downtown Wilton, north Wilton above Middlebrook Farm Rd, Huckleberry rd and new Canaan border, Newtown Turnpike and Westport border,	12/6/2021 8:20 PM
18	Drum Hill Road, Olmstead Hill	12/6/2021 7:01 PM
19	Ridgefield Rd, Wilton Center, Middlebrook and School Rd.	12/6/2021 4:39 PM
20	N/a	12/6/2021 2:50 PM
21	Bottom of Nod Hill Road.	12/6/2021 2:45 PM
22	bottom of nod hill	12/6/2021 2:16 PM
23	Branchbrook Chicken st Pipers hill rd Ridgefield road Nod hill road Olmstead hill road Whipstick road	12/6/2021 1:04 PM
24	My house, Olmsted Hill Rd	12/6/2021 10:45 AM
25	In town. Sometimes in my home.	12/6/2021 8:21 AM
26	Thayer Pond road, cheese spring Rd, route 33, school Rd, drum hill Rd, belden rd	12/6/2021 6:11 AM
27	Going up Ridgefield Road. Near schools too	12/5/2021 10:34 PM
28	Newtown tpke, Grumman hill rd	12/5/2021 9:55 PM
29	Most places in Wilton	12/5/2021 9:35 PM
30	N/a	12/5/2021 9:07 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

31	Skunk Lane	12/5/2021 8:32 PM
32	n/a	12/5/2021 8:09 PM
33	South Wilton, and school road area	12/5/2021 7:56 PM
34	Everywhere	12/5/2021 7:50 PM
35	Middlebrook school	12/5/2021 7:44 PM
36	At home and in town	12/5/2021 2:16 PM
37	Rivergate Dr., Cherry Ln., Grumman Hill Rd. Town center	12/5/2021 12:17 PM
38	N/A	12/5/2021 11:55 AM
39	Everywhere these days. But always Ridgefield RD and nod/olmstead. Keelers ridge.	12/5/2021 9:56 AM
40	All over; I have a budget service	12/5/2021 9:40 AM
41	At home -- 206 Sharp Hill Rd	12/5/2021 7:36 AM
42	Nod Hill, Olmsted Hill, branch Brook, WTF,	12/5/2021 7:31 AM
43	No service at my house Downtown Wilton Ridgefield road, drum hill, Belsen hill	12/5/2021 7:08 AM
44	Often	12/5/2021 5:40 AM
45	N/a	12/5/2021 5:06 AM
46	N/A	12/4/2021 11:54 PM
47	N/A	12/4/2021 11:41 PM
48	Wilton Townn Center, while driving on 33, while driving on Branch Brook, and several more locations	12/4/2021 11:12 PM
49	16 Lords Hill Way	12/4/2021 10:38 PM
50	N:a	12/4/2021 10:36 PM
51	Nod Hill- around 88 nod hill, through ridgefield rd and signal hill - crazy that this has been a total dead zone since we moved here in 2010. Also school rd, off of Ridgefield rd traveling towards middlebrook rd, total dead zone.	12/4/2021 10:02 PM
52	Poor service at various locations at home and in Wilton	12/4/2021 9:48 PM
53	Cheese Spring Rd, Route 33	12/4/2021 9:13 PM
54	Home, Wilton center	12/4/2021 8:42 PM
55	N/A	12/4/2021 5:34 PM
56	Everywhere in Wilton, Weston and Westport	12/4/2021 4:08 PM
57	Belden Hill drops calls	12/4/2021 3:53 PM
58	NA	12/4/2021 3:21 PM
59	n/a	12/4/2021 1:44 PM
60	Many locations- north Wilton, Nod Hill Road, Lake Club/ Thayer pond area, my home if WiFi is out (Honey Hill)...	12/4/2021 1:14 PM
61	3 Wakefield road, Wilton	12/4/2021 1:11 PM
62	N/A	12/4/2021 1:02 PM
63	N/A	12/4/2021 12:45 PM
64	Belsen Hill and around town center	12/4/2021 12:30 PM
65	N/A	12/4/2021 11:50 AM
66	Nod Hill Road/Olmstead Hill Road closer to Ridgefield Road	12/4/2021 11:24 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

67	N/A	12/4/2021 11:12 AM
68	Home	12/4/2021 11:02 AM
69	Grumman ave, near schools also	12/4/2021 10:54 AM
70	At home address	12/4/2021 10:24 AM
71	Most of Town Center; corner of Bristol Place and Mountain Road, Corner of Olmstead Hill Rd and Hulda Hill Rd; Route 7 between Cannon Rd and YMCA (including most of Allen's Meadows).	12/4/2021 10:24 AM
72	Dudley Road around Raymond; School Road; Ridgefield Rd/North Wilton	12/4/2021 10:20 AM
73	Town center, also on rt 33	12/4/2021 9:23 AM
74	North Wilton, Center of town and south on Rt 7	12/4/2021 9:23 AM
75	Wilton town!	12/4/2021 8:58 AM
76	Not in Wilton - only dead spot remains olmstead hill	12/4/2021 8:41 AM
77	Na	12/4/2021 8:32 AM
78	Yes! In the home	12/4/2021 8:32 AM
79	All over wilton	12/4/2021 8:17 AM
80	Belden hill, olmstead hill	12/4/2021 7:48 AM
81	N/A	12/4/2021 7:39 AM
82	Middlebrook rd, Olmstead hill, Ridgefield road	12/4/2021 7:31 AM
83	Nod Hill.	12/4/2021 7:21 AM
84	Route 33 between Rusco and drum hill	12/4/2021 7:11 AM
85	Olmstead Hill Road Rt33 Near Drum Hill Near Middlebrook Pipers Hill	12/4/2021 7:09 AM
86	Na	12/4/2021 7:02 AM
87	N/a	12/4/2021 6:24 AM
88	At home	12/4/2021 6:07 AM
89	Ridgefield Rd, cheesespring RD, middlebrook farms rd	12/4/2021 1:23 AM
90	N/A	12/4/2021 12:34 AM
91	258 Newtown Tpke	12/3/2021 11:15 PM
92	My home. Middlebrook farm road. Rte 7. Wilton center	12/3/2021 10:51 PM
93	Belden Hill, Grist mill	12/3/2021 10:39 PM
94	N/a	12/3/2021 10:38 PM
95	N/a	12/3/2021 10:03 PM
96	Poor service in wilton town center	12/3/2021 9:58 PM
97	78 Boulder Brook rd	12/3/2021 9:48 PM
98	My home, route 7. - many places,	12/3/2021 9:44 PM
99	Nod hill	12/3/2021 9:08 PM
100	Home, nod hill, ridgefield rd& drum hill	12/3/2021 8:55 PM
101	All of Wilton	12/3/2021 8:41 PM
102	At my home, on belden hill road and worst off all in route 7 and route 33 intetsection	12/3/2021 8:37 PM
103	Town center- stop n shop, cvs Stairwell in apartment	12/3/2021 8:37 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

104	Home, occasionally dropped call	12/3/2021 8:25 PM
105	NA	12/3/2021 8:05 PM
106	Town center	12/3/2021 7:38 PM
107	We have no cellular coverage (only via WiFi calling)	12/3/2021 7:35 PM
108	N/A	12/3/2021 6:15 PM
109	188 drum hill rd	12/3/2021 6:08 PM
110	Olmsted Hill, Mountain Road, Downtown Wilton, Nod Hill Road	12/3/2021 6:08 PM
111	Na	12/3/2021 5:59 PM
112	na	12/3/2021 5:43 PM
113	Many locations, Wilton High School	12/3/2021 5:27 PM
114	N/A	12/3/2021 5:19 PM
115	School Road, Ridgefield Road towards town center	12/3/2021 5:16 PM
116	My house 43 Pheasant Run Rd, Wilton CT	12/3/2021 4:54 PM
117	Home	12/3/2021 4:36 PM
118	town center, river road	12/3/2021 4:22 PM
119	home - sugarbush court, traveling no Rt33 especially south of Deforest	12/3/2021 4:11 PM
120	Na	12/3/2021 4:08 PM
121	Base of Signal Hill Rd	12/3/2021 3:54 PM
122	N/a	12/3/2021 3:50 PM
123	YMCA, Ridgefield Rd. near Linden Tree Rd, Linden Tree Rd. itself.	12/3/2021 3:49 PM
124	My residence when not on WiFi, Chicken St, Olmstead Hill, Nod Hill, Rt 33, Wilton Center I can't even make a call, Merwin Meadows I can't even send a text, in front of the HS Tennis courts	12/3/2021 3:47 PM
125	43 Sharp Hill Rd	12/3/2021 3:38 PM
126	From the town center to the ridgefield line and along Belden Hill	12/3/2021 3:33 PM
127	Cheese Spring Rd School Rd	12/3/2021 3:30 PM
128	Olmstead	12/3/2021 2:49 PM
129	Area of nod hill Rd and Olmsted hill Rd	12/3/2021 2:43 PM
130	no service in center of town	12/3/2021 2:42 PM
131	Nod Hill Rd between Olmstead Hill Rd and Ridgefield, Rd.	12/3/2021 2:19 PM
132	All of town, my home, Ridgefield road at belden hill, middlebrook, Comstock, cider mill, high school	12/3/2021 2:01 PM
133	Forest Ln, Deforest Ln, Olmstead Hill Road, Chicken Street, Mountain Road	12/3/2021 1:49 PM
134	In the house anywhere slightly better if stand outside	12/3/2021 1:48 PM
135	Rte 53/33 intersection	12/3/2021 1:40 PM
136	Lower Belden hill rd	12/3/2021 1:35 PM
137	at my home, in Wilton Center	12/3/2021 1:34 PM
138	Cheesespring Rd, Belden, Northern Wilton	12/3/2021 1:27 PM
139	All of Nod Hill and specifically, corner of Nod Hill and Olmstead	12/3/2021 1:26 PM
140	Cannondale, New Canaan Road near resevoir, Ridgefield Road near Center	12/3/2021 1:16 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

141	Wilton center	12/3/2021 1:06 PM
142	At home there's virtually no service	12/3/2021 1:04 PM
143	everywhere not in my house!	12/3/2021 1:00 PM
144	Belden hill & rt 33, nod hill & Olmstead hill, Glen Hill Road & glen hill lane, school street	12/3/2021 12:59 PM
145	Na	12/3/2021 12:41 PM
146	Yes near town and schools	12/3/2021 12:22 PM
147	Ridgefield road between cheespring and deforest	12/3/2021 12:10 PM
148	West Wilton	12/3/2021 11:47 AM
149	N/A	12/3/2021 11:44 AM
150	N/A	12/3/2021 11:37 AM
151	Sturges Ridge Road	12/3/2021 11:32 AM
152	Town center	12/3/2021 11:23 AM
153	South Wilton. In town. On ridgefield rd. North Wilton pass Sealy on Danbury RD.	12/3/2021 11:18 AM
154	nod hill rd, mountain rd, rt 7 when passing the HS	12/3/2021 10:58 AM
155	It would be easier to list the places where I have service since my calls drop so frequently.	12/3/2021 10:49 AM
156	Linden tree rd, Middlebrook farm rd, school road, olmstead rd, nod hill rd	12/3/2021 10:47 AM
157	N/A	12/3/2021 10:46 AM
158	Greenwich CT, near Wilton High School	12/3/2021 10:46 AM
159	25 Cherry Lane	12/3/2021 10:45 AM
160	Route 7, Route 33	12/3/2021 10:44 AM
161	At home, around town center, basically everywhere in Wilton	12/3/2021 10:20 AM
162	Town Center, School Road and school complexes, Route 33 heading into town from Route 53	12/3/2021 10:13 AM
163	Home and all over town.	12/3/2021 10:12 AM
164	Home and all around wilton.	12/3/2021 10:07 AM
165	At home, on Ridgefield Road, especially near Drum Hill Rd, On Drum Hill Rd, on School Road, on Wesport Road nearing Westport	12/3/2021 9:53 AM
166	Not reliable for holding calls while in or outside the house	12/3/2021 9:47 AM
167	All over outside of town or major residential areas. Most side streets	12/3/2021 9:47 AM
168	Newtown Turnpike	12/3/2021 9:37 AM
169	Too many to list. TOWN. Nod. Middlebrook Farms. School zone.	12/3/2021 9:36 AM
170	Old Wagon Rd	12/3/2021 9:32 AM
171	Middlebrook farm road, Belden hill	12/3/2021 9:26 AM
172	At home and in town center	12/3/2021 9:25 AM
173	141 Nod Hill Rd	12/3/2021 9:25 AM
174	N/A	12/3/2021 9:24 AM
175	On school road and close to intersection of 33/53	12/3/2021 9:19 AM
176	Route 106 between Wilton leading to New Canaan	12/3/2021 9:18 AM
177	N/A	12/3/2021 9:15 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

178	Near my home and while using the phone for navigation around Wilton	12/3/2021 9:01 AM
179	N/a	12/3/2021 8:59 AM
180	- Ridgefield Road between intersection of Vista Rd through intersection of Drum Hill Road - All of Deforest Road - our entire home at 701 Ridgefield Rd, we have to use WiFi for all calls and when WiFi is out, we have very limited cell service	12/3/2021 8:57 AM
181	Home, near School , town	12/3/2021 8:55 AM
182	N/A	12/3/2021 8:51 AM
183	42 Old Wagon Wilton Center	12/3/2021 8:48 AM
184	Route 33 by Nod Hill Rd	12/3/2021 8:45 AM
185	Can happen in my house, and very frequently at my dad's place (Meadow Ridge, Redding).	12/3/2021 8:42 AM
186	Cheese spring road, middlebrook farm / school road, deforest, Ridgefield road north of Drum Hill, Nod / olmstead area	12/3/2021 8:41 AM
187	Everywhere in Wilton	12/3/2021 8:34 AM
188	At the schools and in the town center. Worst areas.	12/3/2021 8:31 AM
189	Center of town is a complete dead zone	12/3/2021 8:28 AM
190	Downtown, coming up Ridgfield Road, Deforest Road	12/3/2021 8:23 AM
191	Everywhere except where I can connect to WiFi	12/3/2021 8:19 AM
192	used to be on route 7, town center and Old Belden Hill Road. Recently switched to T-mobile (from Verizon) and this has been much better	12/3/2021 8:18 AM
193	At home. Spruce Drive. As driving - all over	12/3/2021 8:17 AM
194	Ridgefield Rd, Bald Hill, North Wilton Rd, Olmstead	12/3/2021 8:14 AM
195	N/a	12/3/2021 8:10 AM
196	South Wilton by Grumman Hill rd and high Ridge rd. Also on route 33.	12/3/2021 8:09 AM
197	N/a	12/3/2021 8:08 AM
198	Na	12/3/2021 8:02 AM
199	na	12/3/2021 8:00 AM
200	Going out on Wolfpit	12/3/2021 7:59 AM
201	School road, Middlebrook Farm Road. Ridgefield road by the Lovers lane intersection. Belden Hill road but the intersection to Drum Hill. Cheese spring road	12/3/2021 7:59 AM
202	Yes, Ridgefield Rd	12/3/2021 7:59 AM
203	N/a	12/3/2021 7:56 AM
204	Town center	12/3/2021 7:48 AM
205	Belden Hill, Route 7 near the high school, in my house sometimes	12/3/2021 7:47 AM
206	At home, in town center, driving through Wilton and neighboring towns	12/3/2021 7:47 AM
207	Ridgefield road between Nod Hill and Rt 7. Area around Middlebrook and Comstock.	12/3/2021 7:46 AM
208	Middlebrook Farm Rd Nod Hill/Olmstead River Road near pond Belden Hill near Drum Riscoe Road	12/3/2021 7:45 AM
209	Na	12/3/2021 7:45 AM
210	Lower nod hill approaching Ridgefield road Deforest road towards new canaan	12/3/2021 7:41 AM
211	In my house, on the street	12/3/2021 7:37 AM
212	Newtown Tpke	12/3/2021 7:32 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

213	Na	12/3/2021 7:30 AM
214	Route 33 from 3way stop sign to mayflower dr	12/3/2021 7:29 AM
215	Parts of my house, on certain streets, in town, inside supermarkets...	12/3/2021 7:27 AM
216	Olmstead, Miller driscoll school	12/3/2021 7:21 AM
217	Route 33 and westport rd. Dead zone.	12/3/2021 7:17 AM
218	Corner Olmstead Hill Rd and Nod- always Turning corner of St. john's Rd to Collingswood - often	12/3/2021 7:15 AM
219	All over Wilton	12/3/2021 7:13 AM
220	Middlebrook Farm Rd, school rd, ridgefield rd	12/3/2021 7:07 AM
221	Ridgefield Road near Drum Hill Drum Hill/Belsen Hill Area I have little to no service in Wilton Center	12/3/2021 7:07 AM
222	Verizon at times can be spotty at home, ATT is fine. Near Georgetown, calls drop frequently, when on Rt 57. Verizon drops every time on Rt 53, near Rt 33/High Ridge Road	12/3/2021 7:07 AM
223	N/A	12/3/2021 7:04 AM
224	Merwin Meadows, stop & shop area	12/3/2021 7:00 AM
225	Town center, ridge field road, Cheese spring,	12/3/2021 6:57 AM
226	N/A	12/3/2021 6:56 AM
227	Middlebrook farm road	12/3/2021 6:51 AM
228	Canterbury Lane, spoonwood	12/3/2021 6:49 AM
229	Dead areas in our section of West North Wilton.- Ridgefield Road near Deforest Road, Linden Tree Road, Signal Hill Road, North Wilton Road area	12/3/2021 6:49 AM
230	ground pine	12/3/2021 6:48 AM
231	All over wilton	12/3/2021 6:41 AM
232	Route 7, route 33, wilton center, olmstead hill	12/3/2021 6:37 AM
233	Rt33	12/3/2021 6:25 AM
234	Town center	12/3/2021 6:20 AM
235	N/a	12/3/2021 6:10 AM
236	N/A	12/3/2021 6:09 AM
237	Edith Lane	12/3/2021 6:05 AM
238	New areas of no service in my neighborhood. Dropped service in town center.	12/3/2021 6:04 AM
239	N/A	12/3/2021 6:02 AM
240	Na	12/3/2021 6:00 AM
241	Wilton center is terrible. I live next to Miller Driscoll and that's bad, too.	12/3/2021 6:00 AM
242	N/A	12/3/2021 5:53 AM
243	N/a	12/3/2021 5:43 AM
244	Ridgefield road	12/3/2021 5:23 AM
245	In our home and our yard	12/3/2021 3:54 AM
246	N/A	12/3/2021 3:42 AM
247	In town there is almost no service	12/3/2021 3:33 AM
248	N/A	12/3/2021 3:16 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

249	N/A	12/3/2021 3:15 AM
250	n/a	12/3/2021 2:42 AM
251	Home until 8 turned on wifi calling	12/3/2021 2:18 AM
252	N/a	12/3/2021 1:49 AM
253	North Wilton, Georgetown, Rt.7 North bound towards Danbury	12/3/2021 12:56 AM
254	North Wilton on 33	12/3/2021 12:48 AM
255	Foeget dropping - service in and around the town is so bad I can't even receive calls or texts. I can get a bar and send texts if I move around to certain points in the parking lots.	12/3/2021 12:28 AM
256	NA	12/3/2021 12:17 AM
257	yes	12/3/2021 12:07 AM
258	Home, in town, Beldin hill road	12/3/2021 12:05 AM
259	Holds hill, Olmstead, in town near Starbucks	12/3/2021 12:03 AM
260	everywhere!	12/3/2021 12:01 AM
261	Intersection of 33 and 53	12/2/2021 11:53 PM
262	Up 7 towards ridgefield	12/2/2021 11:46 PM
263	Na	12/2/2021 11:39 PM
264	Driving south or north on 33 the entire way to town/home I can't take a call. Near schools- near home	12/2/2021 11:38 PM
265	251 Ridgefield rd	12/2/2021 11:38 PM
266	N/A	12/2/2021 11:35 PM
267	NA	12/2/2021 11:33 PM
268	All around Wilton and at home.	12/2/2021 11:20 PM
269	In town along Ridgefield rd and inside any store/restaurant	12/2/2021 11:16 PM
270	N/a	12/2/2021 11:13 PM
271	Can't stop calls since I don't hAve service at my house at 160 Westport rd	12/2/2021 11:05 PM
272	Corner of Nod Hill and Olmstead Hill	12/2/2021 11:05 PM
273	Allen's Meadow, WHS	12/2/2021 11:05 PM
274	chestnut hill/Hurlbutt; Newtown turnpike, Wilton center, middle Brook	12/2/2021 11:04 PM
275	My ability to connect to the internet via my phone ANYWHERE I'm down town is terrible	12/2/2021 11:04 PM
276	Olmstead Hill Rd at The Riding Club, Nod Hill Rd between Ridgefield Rd and Branch Brook.	12/2/2021 10:58 PM
277	N/A	12/2/2021 10:58 PM
278	Westport road just north of chestnut road, Rivergate road between east meadow and blue ridge	12/2/2021 10:56 PM
279	Nod hill, Ryders Lane, Ridgefield road.	12/2/2021 10:56 PM
280	N/a	12/2/2021 10:47 PM
281	199 Westport Rd	12/2/2021 10:46 PM
282	N/a	12/2/2021 10:43 PM
283	Nod hill New cannan Old Boston Dudley	12/2/2021 10:42 PM
284	Wilton center, CVS, stop and shop, village market	12/2/2021 10:41 PM
285	Ridgefield Rd, New Canaan Rd. Olmstead Hill Rd	12/2/2021 10:39 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

286	Areas of route 33; anywhere near Middlebrook, Cider Mill and WHS	12/2/2021 10:38 PM
287	We recently switched to T-Mobile from ATT and so far we haven't dropped many calls. Occasionally we hit a dead spot on Belden Hill and River road	12/2/2021 10:37 PM
288	n/a	12/2/2021 10:35 PM
289	YES, everywhere - rural and town center	12/2/2021 10:33 PM
290	Anywhere	12/2/2021 10:32 PM
291	Cheesespring/ Thayer pond (my neighborhood)	12/2/2021 10:30 PM
292	Nod hill/ Mt. Road Catalpa Danbury road Rt. 7	12/2/2021 10:30 PM
293	N/a	12/2/2021 10:28 PM
294	N/A	12/2/2021 10:28 PM
295	All the low valleys as one goes east/west between 33 and 7.	12/2/2021 10:27 PM
296	Home, schools, ball fields	12/2/2021 10:24 PM
297	Nod road, Wilton Route 33 Wilton	12/2/2021 10:22 PM
298	Hula hill @ Olmsted, nod hill @olmsted, middlebrook school	12/2/2021 10:22 PM
299	N/A	12/2/2021 10:20 PM
300	All over	12/2/2021 10:17 PM
301	Bald Hill. Route 33. School Road.	12/2/2021 10:17 PM
302	Town Center Hurlbutt Street Cider Mill/Middlebrook Grumman Hill Area	12/2/2021 10:14 PM
303	188 Drum Hill Road. Our cell service is so bad, that we can't make calls from our house unless we hook up to Wi-Fi. Verizon had assured us that they provided good coverage in our area. They basically lied.	12/2/2021 10:12 PM
304	Intersection of Bald Hill Rd and 35. Intermittently between this intersection and Drum Hill Rd	12/2/2021 10:12 PM
305	N/A	12/2/2021 10:08 PM
306	In the center of town, on Nod Hill, at my own home - even with a booster.	12/2/2021 10:04 PM
307	In our neighborhood (Four Winds Farm) mostly. Heading south on Rt 33 near the Rt 53 intersection.	12/2/2021 10:04 PM
308	N/A	12/2/2021 10:03 PM
309	No service in wilton center, Goddard school area, or driving on Ridgefield Rd	12/2/2021 10:00 PM
310	Wilton Center has no service - even with the newly installed towers	12/2/2021 9:58 PM
311	N/A	12/2/2021 9:56 PM
312	Home and throughout Wilton	12/2/2021 9:56 PM
313	The village	12/2/2021 9:56 PM
314	N/A	12/2/2021 9:55 PM
315	Ridgefield Rd from Belden Hill to Keelers Ridge	12/2/2021 9:55 PM
316	No cell service in my house. Need internet to make calls	12/2/2021 9:50 PM
317	old driftway lane	12/2/2021 9:49 PM
318	N/a	12/2/2021 9:48 PM
319	Ridgefield rd, hurlbutt rd	12/2/2021 9:47 PM
320	Downtown Wilton. Route 7 midtown.	12/2/2021 9:46 PM
321	End of Briardale and most of Skunk	12/2/2021 9:43 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

322	A lot	12/2/2021 9:43 PM
323	Near HS and Cider Mill, Nod Hill Rd, Rt 33	12/2/2021 9:42 PM
324	Daily	12/2/2021 9:41 PM
325	No service at all at home address. 5 Glen Hill Road	12/2/2021 9:41 PM
326	ALL OVER TOWN but especially on Ridgefield Rd from School Rd to Millstone. On Bald Hill. On Olmstead/Nod	12/2/2021 9:39 PM
327	Cheesespring /drum hill/school road	12/2/2021 9:37 PM
328	On Dudley Road, Cherry Ln, Chestnut Hill Rd	12/2/2021 9:37 PM
329	Skunk Lane. I just switched from Verizon which is terrible. Dropped calls were on rt 33 up to rt 53. On High Ridge Road / West Meadow road. Also there was no ability to make calls or check internet from any place in town or at schools using cellular. This is why we switched to t mobile which is so much better!	12/2/2021 9:34 PM
330	Home, Wilton center, YMCA, Cidermill/Middlebrook	12/2/2021 9:29 PM
331	Olmstead/ Nod Rd	12/2/2021 9:29 PM
332	Linden Tree, 33, Nod Hill, Belsen Hill, Middlebrook Farm Road, school zone (Middlebrook, Cider Mill, HS)	12/2/2021 9:28 PM
333	In and around my home, on my block (Cobblestone Place) walking from my home to the Canondale village and Canondale train station.	12/2/2021 9:27 PM
334	Town center, skunk ln, most of town really	12/2/2021 9:24 PM
335	Rt 33, Olmstead, Middlebrook Rd, range rd	12/2/2021 9:24 PM
336	Wilton Center and north up until around Pipers Hill	12/2/2021 9:24 PM
337	Center of town & at WHS	12/2/2021 9:23 PM
338	N/A	12/2/2021 9:23 PM
339	Na	12/2/2021 9:22 PM
340	- Wilton center: inside stop & shop, near Starbucks - The YMCA - miller Driscoll - Silvermine	12/2/2021 9:22 PM
341	Nod Hill, Ridgefield Rd, Belden Hill (route from home to Wilton center/ Norwalk)	12/2/2021 9:22 PM
342	Ridgefield Rd, Drum Hill Rd, School Rd/ Middlebrook Farm, Hurlbutt	12/2/2021 9:22 PM
343	I have next to zero service	12/2/2021 9:17 PM
344	North end of Sturges Ridge / Chestnut Hill from approximate 1/4 mile before Wick's End to Cannon Rd and along Cannon Rd between Sturges and Chestnut Hill	12/2/2021 9:17 PM
345	Ridgefield road all the time	12/2/2021 9:15 PM
346	Literally everywhere. Town center is a total dead zone. Super frustrating and a safety concern when my family cannot use or rely on their phones in an emergency.	12/2/2021 9:15 PM
347	@64 Nod Hill, sometimes by the cemetery on Ridgefield Road then up going north after the Drum Hill/Ridgefield Road intersection (generally when the trees are in full foliage and block whatever signal there is). Also at the dip on Branchbrook Road by the forest entrance.	12/2/2021 9:14 PM
348	Town center	12/2/2021 9:13 PM
349	Ridgefield Road	12/2/2021 9:13 PM
350	Poor service around my home and center of town	12/2/2021 9:10 PM
351	Occasionally. Oddly enough, Verizon was significantly worse. Coverage with Verizon was terrible at my residence and at commonly visited parts of town. T-mobile, overall, seems better but will still drop calls, etc.	12/2/2021 9:10 PM
352	I lose calls in certain areas of our home	12/2/2021 9:09 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

353	Nod hill road, Wilton center, route 7 as you pass the high school, cvs in branchville (Ridgefield)	12/2/2021 9:06 PM
354	N/A	12/2/2021 9:05 PM
355	In town and along route 33	12/2/2021 9:04 PM
356	Ridgefield road and many side roads in north wilton	12/2/2021 9:03 PM
357	Nod Hill Rd, Olmsted Hill Rd, Hulda Hill Rd, Danbury Rd, Pin Oak Ln, Branch Brook Rd	12/2/2021 9:03 PM
358	Rt 33 near Bald Hill to Kellogg, we also get horrible Coverage at home (range rd and Bittersweet Trail), I tend to use Wifi calling instead of my Cell service when at home	12/2/2021 9:03 PM
359	All of wilton	12/2/2021 9:01 PM
360	In town center, near cemetery, near home, etc. frankly, it's widespread.	12/2/2021 8:57 PM
361	N/A	12/2/2021 8:56 PM
362	In town of wilton Between chestnut and 33	12/2/2021 8:55 PM
363	Westport road, bald hill road	12/2/2021 8:52 PM
364	Everywhere	12/2/2021 8:40 PM
365	Buckingham Ridge Road. Signal is very weak in our area. Thankfully wifi calling fills the void.	12/2/2021 8:24 PM
366	Na	12/2/2021 8:24 PM
367	N/A	12/2/2021 8:16 PM
368	Rt 7 going North by Cider-Mill School, North Wilton	12/2/2021 8:08 PM
369	Parking lot of CT Grill & Coffee and Red Rooster Pub; YMCA; Belden Hill Rd btwn Ridgefield Rd and New Canaan Rd	12/2/2021 8:01 PM
370	Ridgefield road and Olmstead	12/2/2021 7:46 PM
371	N/A	12/2/2021 7:16 PM
372	N/A	12/2/2021 6:59 PM
373	Works well at home, can never get data service or at best some phone intermittent service in town center	12/2/2021 6:55 PM
374	Driveway and cul de sac (Boulder Brook)	12/2/2021 6:51 PM
375	Town Center Bottom of Hulda Hill	12/2/2021 6:42 PM
376	Service in downtown Wilton is horrible. No service in stop and shop or CVS. We need to fix the downtown area. I hope the bus depot antenna does that.	12/2/2021 6:29 PM
377	Merwin meadows 0 service, town center zero service, high ridge road always drops the call, Zhpp area, no cellular service	12/2/2021 6:28 PM
378	Way too many times. Especially at home and in the center of town	12/2/2021 6:22 PM
379	N/A	12/2/2021 6:22 PM
380	Grumman High Ridge Wilton Center Nod Hill East Meadow West Meadow Rivergate Ridgefield Rd Among others	12/2/2021 6:22 PM
381	In town, CVS, Village Market etc	12/2/2021 6:07 PM
382	Thayer Pond Road, my house when I'm on a call & my internet connection drops	12/2/2021 5:56 PM
383	Middlebrook Farm Rd before School Rd.	12/2/2021 5:50 PM
384	BELDEN HILL & DRUM HILL / IN FRONT OF TENNIS COURTS ON RTE 7 / TOWN CENTER / MIDDLEBROOK / WESTPORT RD BY DOWNE LN & HEATHER LANE	12/2/2021 5:48 PM
385	Nod Hill and Olmsted Rd. , Drum Hill and Belden Hill Rd., Ridgefield Rd and Nod Hill	12/2/2021 5:44 PM
386	N/a	12/2/2021 5:42 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

387	N/A	12/2/2021 5:41 PM
388	N/A	12/2/2021 5:38 PM
389	na	12/2/2021 5:17 PM
390	north wilton	12/2/2021 5:10 PM
391	Yes from home mostly	12/2/2021 5:06 PM
392	Frequently in town center. Often in north Wilton	12/2/2021 4:57 PM
393	Yes!!! Drum Hill /Belden Hill intersection	12/2/2021 4:54 PM
394	Na	12/2/2021 4:43 PM
395	n/a	12/2/2021 4:38 PM
396	Olmstead hill heading toward Nod Hill and Ridgefield Road by the Rifing Club area	12/2/2021 4:27 PM
397	N/a	12/2/2021 4:02 PM
398	111 Chestnut Hill Rd. If I am on a call when I am driving into my driveway, it normally drops. I can literally have my phone in the exact same place in my home and sometimes it works but most times it does not. It is the worst cell phone reception ever	12/2/2021 3:39 PM
399	I never have service at my house, I drop calls a lot on school road, Thayer pond road and it's side streets like wild duck	12/2/2021 3:24 PM
400	No	12/2/2021 3:05 PM
401	All over town	12/2/2021 3:02 PM
402	Usually around the Congregational church when driving north on rt 33. Also very little connection around Wilton Crest condo.	12/2/2021 2:49 PM
403	2 per day	12/2/2021 2:35 PM
404	Mather St	12/2/2021 2:26 PM
405	Inside the house	12/2/2021 2:24 PM
406	N/A	12/2/2021 2:21 PM
407	Any field or location where youth sports are played outdoors: Allens Meadows, Middlebrook School, Hurlbutt Fields, Wilton YMCA fields	12/2/2021 2:20 PM
408	Belden Hill, Nod Hill, Pipers Hill, lower 106, Danbury Rd by the High School, School Rd, Olmstead Hill	12/2/2021 2:19 PM
409	Linden Tree Rd, Olmstead Hill Rd, Route 33	12/2/2021 2:18 PM
410	On every road in Wilton. Phone only works at home with wifi.	12/2/2021 2:05 PM
411	82 Musket Ridge	12/2/2021 2:02 PM
412	Yes, Newtown Tpke, School Rd, Thayer Pond, Town Center - esp in stores	12/2/2021 2:01 PM
413	I have no cell service at my house. Spotty elsewhere.	12/2/2021 1:51 PM
414	N/a	12/2/2021 1:50 PM
415	n/a	12/2/2021 1:46 PM
416	Yes. Belsen Hill Road between Grist and Ridgefield Road	12/2/2021 1:41 PM
417	Home on Catalpa Road, Town Center (multiple spots)	12/2/2021 1:40 PM
418	Ridge field rd.	12/2/2021 1:34 PM
419	Service doesn't work in town or near any schools	12/2/2021 1:27 PM
420	A section of route 7 between Wilton Sport and Fitness and Caraluzzi's. And a section on 33 around Millstone Rd (before and after Millstone).	12/2/2021 1:19 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

421	home - very little cell service	12/2/2021 1:18 PM
422	N/A	12/2/2021 1:18 PM
423	Cheesespring rd, Thayer pond rd	12/2/2021 12:48 PM
424	24 Tory Place has very poor cell coverage	12/2/2021 12:45 PM
425	Service is OK at one end of my small house and terrible at the other end (dropped calls, poor reception)	12/2/2021 12:35 PM
426	Rt 7 by tennis courts, Olmstead hill Rd by Popes Pond	12/2/2021 12:32 PM
427	Route 7 near high school through past town center; town center there is no service	12/2/2021 12:22 PM
428	In town near stop n shop and always in front of the high school.	12/2/2021 12:11 PM
429	N/a	12/2/2021 12:01 PM
430	Pheasant run and in town center. Also on Nod hill	12/2/2021 12:01 PM
431	Rte 33 between Congregational church and Signal Hill, Middlebrook Farm & School Road, Olmsted Hill Road, EVERYWHERE in Wilton Center!!	12/2/2021 12:01 PM
432	98 Twin Oak Lane (our house)	12/2/2021 12:00 PM
433	ridgefield rd; stop and shop area; high school - lilly field side	12/2/2021 12:00 PM
434	old belden hill road	12/2/2021 12:00 PM
435	N/A	12/2/2021 11:59 AM
436	cheesespring and ridgefield road	12/2/2021 11:54 AM
437	On Rt 7, passing through Wilton center, and other places in and around Wilton center. It is an abomination that we do not have a strong VZW signal in Wilton center. Also Main St area in Georgetown is terrible.	12/2/2021 11:42 AM
438	300 Mountain Road, but really in much of Wilton now - in the Center, on Route 7, Ridgefield Road, etc.	12/2/2021 11:37 AM
439	N/A	12/2/2021 11:37 AM
440	Route 7 kings highway middlebrook farm rd rt 33	12/2/2021 11:25 AM
441	Olmsted hill	12/2/2021 11:22 AM
442	Yes!	12/2/2021 11:21 AM
443	Wilton center, near miller driscol	12/2/2021 11:20 AM
444	Range road, river road	12/2/2021 11:20 AM
445	N/A	12/2/2021 11:17 AM
446	By the tennis courts in front of the high school always on Belden Hill always in town always near the train station	12/2/2021 11:14 AM
447	45% of the time	12/2/2021 11:11 AM
448	Belden Hill near drum hill Nod Hill just off 33 Spotty service on Riding club road General N Wilton	12/2/2021 11:11 AM
449	By horseshoe pond and in stop and shop	12/2/2021 11:08 AM
450	South Wilton	12/2/2021 11:06 AM
451	steep part of Hulda Hill to Olmstead to rt. 7 traffic light is terrible. Nod Hill from Ridgefield Rd. to Ryders lane is bad. Downtown Wilton is bad. I typically get 1 bar at my house near corner of Indian Hill and Nod Hill.	12/2/2021 11:06 AM
452	Just about everywhere in Wilton	12/2/2021 10:53 AM
453	ridgefield road town center merwin meadows	12/2/2021 10:47 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

454	Ridgefield Rd going towards lower Nod Hill Rd. area	12/2/2021 10:46 AM
455	Na	12/2/2021 10:44 AM
456	Nod Hill	12/2/2021 10:43 AM
457	Ambler lane abs skunk	12/2/2021 10:40 AM
458	Cheesespring area, parts of Ridgefield Rd. , Part if Westport Rd	12/2/2021 10:38 AM
459	Na	12/2/2021 10:38 AM
460	Hunting Ridge Lane	12/2/2021 10:34 AM
461	my house	12/2/2021 10:33 AM
462	NA	12/2/2021 10:30 AM
463	N/A	12/2/2021 10:29 AM
464	As we turn onto Cross Wicks and then some spots on Wicks End, especially in our driveway on Wicks End.	12/2/2021 10:29 AM
465	Wilton Center, my home and street, North Wilton, Merwin Meadows	12/2/2021 10:23 AM
466	Wilton Hunt Road	12/2/2021 10:23 AM
467	Thayer pond Cheese spring Middlebrook Everywhere!!	12/2/2021 10:21 AM
468	Cannondale, town center	12/2/2021 10:21 AM
469	Olmstead and Nod junction. Hulda Hill. YMCA	12/2/2021 10:20 AM
470	River Road area	12/2/2021 10:17 AM
471	Town center, drum hill, Belden hill, cheesespring, Thayer pond	12/2/2021 10:17 AM
472	N/A	12/2/2021 10:16 AM
473	N/A	12/2/2021 10:15 AM
474	I only call via WiFi because cell service is so unreliable.	12/2/2021 10:13 AM
475	33 between Nod and School Rd, parts of Hulda Hill, Branch Brook, parts of Nod Hill near 33	12/2/2021 10:10 AM
476	N/a	12/2/2021 10:04 AM
477	Wilton town center	12/2/2021 10:03 AM
478	N/A	12/2/2021 9:59 AM
479	Town center is a constant problem with little-to-no cell service; Belden Hill Rd / Wolfpit / Miller-Driscoll (unless I am on the school WiFi)	12/2/2021 9:57 AM
480	Westport Road, New Canaan Road, Middlebrook Farm Road, Ridgefield Road, Drum Hill, Belden Hill	12/2/2021 9:56 AM
481	my residence, my street, ridgefield rd	12/2/2021 9:55 AM
482	41 Marvin Ridge Place	12/2/2021 9:54 AM
483	Ridgefield Road from Ruscoe Road to town center.	12/2/2021 9:53 AM
484	Nod Hill, Olmstead Hill intersection and locations around Ridgefield Rd	12/2/2021 9:53 AM
485	384 Ridgefield Road and the area surrounding	12/2/2021 9:53 AM
486	My house	12/2/2021 9:52 AM
487	Town center	12/2/2021 9:50 AM
488	Different locations in our house	12/2/2021 9:50 AM
489	My entire property is a cellular service dead zone. I am lucky to get 1 bar. Being this close to NYC you'd expect better	12/2/2021 9:49 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

490	N/a	12/2/2021 9:48 AM
491	House, area of middlebrook and drum hill, in town	12/2/2021 9:48 AM
492	At home (without wifi calling) skunk lane, Olmstead, Ridgefield Rd, other	12/2/2021 9:47 AM
493	Liberty Street and all surrounding areas including Town Center	12/2/2021 9:41 AM
494	I live on Cheesespring road. We get zero cell service at our house. I couldn't be any more dissatisfied. I don't even get service in Wilton center (with Verizon).	12/2/2021 9:40 AM
495	at home	12/2/2021 9:35 AM
496	Have never dropped a call even living near the bus barn.	12/2/2021 9:35 AM
497	Ridgefield Road near Nod Hill	12/2/2021 9:34 AM
498	EVERYWHERE IN WILTON. SERIOUSLY. My home. Wilton Town Center everywhere. Merwin Meadows. Belden Hill Montessori parking lot. All roads leading from my home to anyplace I go. Woodland Place, Cheesespring, Belden Hill, Drum Hill, Ridgefield Road, Wolfpit, Lovers Lane, River Road, Old Ridgefield Road. There's no damn service. I am seconds away from switching service providers. The lack of cell service in Wilton is atrocious.	12/2/2021 9:30 AM
499	At my residence, 388 Sturges Ridge Rd	12/2/2021 9:24 AM
500	Hidden Lake Ridge Road - at home, regularly	12/2/2021 9:23 AM
501	N/A	12/2/2021 9:23 AM
502	Cheese Spring to Thayer Pond and Cheese Spring to Ridgefield Road to Middlebrook Farm Road, picks up again near Middlebrook School.	12/2/2021 9:23 AM
503	Home, wilton center.	12/2/2021 9:23 AM
504	all around school rd (near the house with the apple trees heading towards middlebrook). Spotty service on my own street (old kings hwy)	12/2/2021 9:23 AM
505	Olmstead Hill Rd - many places but worst is between riding club rd and nod hill rd. Also Middlebrook School pick up line.	12/2/2021 9:22 AM
506	N/A	12/2/2021 9:19 AM
507	Na	12/2/2021 9:18 AM
508	Merwin, town center	12/2/2021 9:15 AM
509	Have to use WiFi at house to make calls and even on street service is spotty	12/2/2021 9:14 AM
510	Reservoir area	12/2/2021 9:08 AM
511	N/A	12/2/2021 9:08 AM
512	Nowhere in town center! Plus nothing on Drum, on Belden, on Ridgefield Road, on Nod hill, on Middlebrook Farm rd —I have no cell service at my home!	12/2/2021 9:06 AM
513	N/A	12/2/2021 9:06 AM
514	Cell phone calls nearly impossible at my residence (though texting works), and erratic in downtown area.	12/2/2021 9:05 AM
515	Olmstead Hill Rd, Ridgefield Rd	12/2/2021 9:04 AM
516	Through town center, Olmstead hill, mountain road, 106, near all the schools, route 7, chestnut hill, near rolling hills.... Pretty much everywhere	12/2/2021 9:01 AM
517	241 catalpa rd and allen meadows both dropped call and dropped data	12/2/2021 8:59 AM
518	Grumman Hill Road, River Road in Wilton Town Ctr	12/2/2021 8:57 AM
519	Wilton center. Near our house at Old Wagon and Skunk	12/2/2021 8:57 AM
520	N/A	12/2/2021 8:56 AM
521	NA, I use it more for traffic and it struggles in certain areas to update and access traffic maps	12/2/2021 8:52 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

522	n/a	12/2/2021 7:56 AM
523	Intersection of Nod Hill and Ridgefield Rd	12/2/2021 7:55 AM
524	N/a	12/2/2021 7:50 AM
525	15 Olmstead Hill Road	12/2/2021 7:46 AM
526	n/a	12/2/2021 7:41 AM
527	N/A	12/2/2021 7:35 AM
528	On Nod Hill and near Hillside Cemetery	12/2/2021 7:28 AM
529	Ethan Allen Hwy, Ridgefield	12/2/2021 7:28 AM
530	Nod Hill Road from Olmstead to Branch Brook, Belden Hill Road approaching Drum Hill intersection	12/2/2021 7:21 AM
531	Driving around wilton	12/2/2021 7:13 AM
532	Chestnut hill road Rivergate drive Throughout downtown	12/2/2021 7:10 AM
533	NA	12/2/2021 7:02 AM
534	In town, at the high school, near Middlebrook, on Nod Hill, near belden hill and Drum Hill, and so many more	12/2/2021 6:56 AM
535	Belden hill. Olmsted hill. Deforest. The high school. Middlebrook. Drum hill. Glen hill road.	12/2/2021 6:33 AM
536	Ridgefield Rd, Olmstead Hill, Rte 7 near high school, Mountain Rd,	12/2/2021 6:28 AM
537	Sharp hill, also Middlebrook school parking lot	12/2/2021 5:32 AM
538	Nod Hill Road, Wilton Center, Drum Hill/Belden Hill	12/2/2021 3:10 AM
539	Ridgefield rd Belden Drum hill	12/1/2021 11:03 PM
540	Nod Hill near Rt 33	12/1/2021 10:59 PM
541	Ridgefield Road Cheesespring Road Thayer Pond Road	12/1/2021 10:29 PM
542	Many spots at home on Ambler Lane	12/1/2021 10:06 PM
543	Ridgefield Rd Town Center Nod Hill Rd	12/1/2021 9:56 PM
544	N/A	12/1/2021 9:44 PM
545	We have 1-2 bars at home. I usually need to go to the second floor for better reception. But the T-Mobile signal is definitely an improvement over Verizon's.	12/1/2021 9:43 PM
546	Home and in town	12/1/2021 9:15 PM
547	Olmstead Hill Road (between intersection w/ Nod Hill and Turner Ridge Road). Rt 7 by the high school and Cider Mill School. Intersection of rt 33 and rt 7. Wilton Town Center Nod Hill Road Thayer Pond Road (near Wild Duck Road)	12/1/2021 9:13 PM
548	Nod hill and 33 Near middlebrook and cider mill Near caraluzzi	12/1/2021 9:08 PM
549	N/a	12/1/2021 8:35 PM
550	N/a	12/1/2021 8:14 PM
551	at home	12/1/2021 8:10 PM
552	Yes! -Nod Hill below Charter Oak to Ridgefield Road down to Belsen Hill intersection. - Middlebrook Road/School Road. -Branchbrook between Nid and Chicken St -right in front of Congregational Church in Town	12/1/2021 8:03 PM
553	Nod Hill Rd. Entirety of Wilton Center and surrounding areas	12/1/2021 8:03 PM
554	At home and along Old Boston Road	12/1/2021 7:01 PM
555	Downtown Wilton Cheesespring Belden Hill and Drum Hill	12/1/2021 6:51 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

556	Wilton Center is extremely poor for cell service. The road I live on (Olmstead Hill) is also not very good.	12/1/2021 6:46 PM
557	Patchy signal throughout the broader area.	12/1/2021 6:03 PM
558	Varies	12/1/2021 5:56 PM
559	Nod Hill Rd, Olmstead Hill Rd, Ridgefield Rd, Millstone Rd, Ryders Ln, Charter Oak Ln, Branchbrook Rd, Deforest Rd, Cheesespring Rd, Middlebrook Farm Rd, Range Rd. Overall cell service in the entire town is horribly poor	12/1/2021 5:49 PM
560	Olmstead, Ridgefield rd, near Cannondale	12/1/2021 5:46 PM
561	Around Wilton center, schools and athletic fields- all places where I would need to be able to connect with my children	12/1/2021 5:44 PM
562	Signal Hill Road South, 436 Danbury Road	12/1/2021 5:31 PM
563	River rd, danbury rd, drum hill rd	12/1/2021 5:20 PM
564	Wilton Stop and Shop area	12/1/2021 5:08 PM
565	Old highway	12/1/2021 4:59 PM
566	Home	12/1/2021 4:42 PM
567	N/A	12/1/2021 4:33 PM
568	16 Ledgewood Dr	12/1/2021 4:28 PM
569	On my street. Absolutely no cell service at my house. Many places in Wilton drop calls...	12/1/2021 4:25 PM
570	Town center, rt 7 by middle school/tennis courts, Nod Hill, Olmstead Road	12/1/2021 4:21 PM
571	Middlebrook Farms Road	12/1/2021 4:14 PM
572	rte33 and north wilton	12/1/2021 4:09 PM
573	NA	12/1/2021 4:07 PM
574	New town turnpike, north Wilton near Middlebrook farm	12/1/2021 4:05 PM
575	Olmstead Hill, Ridgefield Road by Nod Hill, Westport Road,	12/1/2021 4:01 PM
576	Home and at all of the schools/recreation fields	12/1/2021 4:00 PM
577	Home and in downtown Wilton from shop and stop to the high school	12/1/2021 3:57 PM
578	Shadow Lane, Cherry Lane, North end of Sharp Hill, heading North on Ridgefield Rd, 106 heading towards New Canaan	12/1/2021 3:56 PM
579	N/A	12/1/2021 3:54 PM
580	RT 33, middlebrook Rd, School Rd, olmstead, at the high school no service, at middlebrook no service. No The service is a lot worse everywhere overall.	12/1/2021 3:49 PM
581	North Wilton	12/1/2021 3:45 PM
582	Middlebrook area. Wild duck	12/1/2021 3:43 PM
583	NA	12/1/2021 3:42 PM
584	I have no cell service at my home so couldn't even put forth a call. Borglum Road is the street address	12/1/2021 3:42 PM
585	Route 7 and near the schools. Cider Mill, Middlebrook and the High School.	12/1/2021 3:40 PM
586	Yes at my house. Wicks End Ln.	12/1/2021 3:38 PM
587	N/A	12/1/2021 3:35 PM
588	in house not so strong and one spot right before the stopsign on RT 33 and all of the middle school deadzone.	12/1/2021 3:30 PM
589	Cavalry Hill Road	12/1/2021 3:30 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

590	No service on Nod Hill Road near Rt 33.	12/1/2021 3:28 PM
591	Town center, Any store	12/1/2021 3:28 PM
592	Town Center	12/1/2021 3:27 PM
593	North Wilton	12/1/2021 3:24 PM
594	Nod hill olmatead Ridgefield road.	12/1/2021 3:24 PM
595	All the time. Especially south Wilton, around the schools and in town.	12/1/2021 3:21 PM
596	Wilton Center	12/1/2021 3:21 PM
597	N/A	12/1/2021 3:21 PM
598	N/A	12/1/2021 3:19 PM
599	School Road, Olmstead Hill Road, sections of Ridgefield Road	12/1/2021 3:18 PM
600	Belden and Drum Hill Rd, Middlebrook Rd	12/1/2021 3:17 PM
601	Anywhere in town center, Also up tout 7 towards high school and also south route 7 about a half mile	12/1/2021 3:17 PM
602	I can't text or call when at Wilton High School, Middlebrook school and the middlebrook area and Cider mill. I also can not make a call or send a text from Wilton Center!	12/1/2021 3:16 PM
603	Happens every now and then	12/1/2021 3:16 PM
604	Nod Hill Rd, Ridgefield Rd, Drum Hill Rd	12/1/2021 3:15 PM
605	Route 33 north of Drum Hill road	12/1/2021 3:15 PM
606	From home, Musket Ridge Road	12/1/2021 3:12 PM
607	N/A	12/1/2021 3:11 PM
608	Route 33.	12/1/2021 3:09 PM
609	N/a	12/1/2021 1:32 PM
610	Olmsted Hill. Route 7. Cheese spring Rd. There are others but I can't remember them all	12/1/2021 12:43 PM
611	Too many area in town	12/1/2021 12:31 PM
612	Wilton Center terrible fir calling and internet	12/1/2021 12:23 PM
613	N/A	12/1/2021 12:06 PM
614	Route 7 as well as Ridgefield Road stand out, but all over	12/1/2021 11:59 AM
615	Ridgefield Road, Wilton Center, North Wilton	12/1/2021 11:55 AM
616	Yes	12/1/2021 11:53 AM
617	Yes dropped calls poor service connection at all times	12/1/2021 11:31 AM
618	Nod Hill (close to Rt. 33)	12/1/2021 11:30 AM
619	Anywhere near town center	12/1/2021 11:19 AM
620	Post Office Square, Village Market, Rt 33	12/1/2021 10:54 AM
621	N/A	12/1/2021 10:54 AM
622	N/A	12/1/2021 10:53 AM
623	Home, sharp hill rd, town center, WHS and surrounding areas	12/1/2021 10:50 AM
624	Yes until I switched carriers	12/1/2021 10:47 AM
625	N/A	12/1/2021 10:41 AM
626	Near Olmsted Rd and Nod Hill	12/1/2021 10:41 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

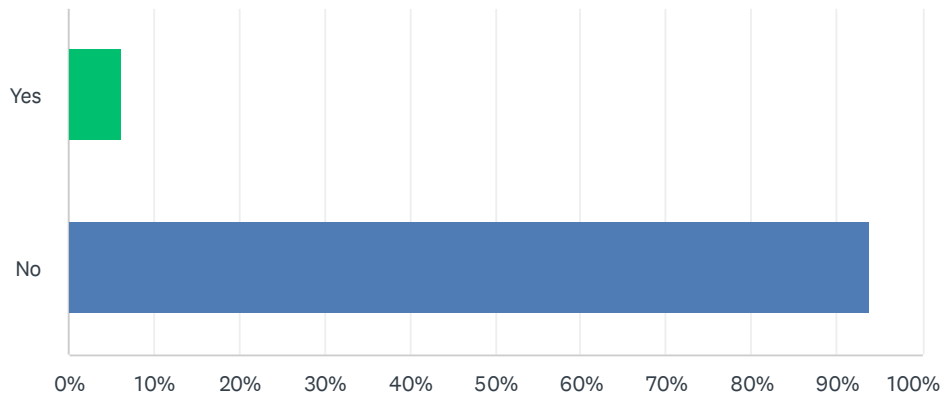
627	Downtown Wilton, Along Rt 7 coming from downtown up toward the highschool. At the highschool lot	12/1/2021 10:35 AM
628	Home	12/1/2021 10:16 AM
629	Home address	12/1/2021 10:15 AM
630	379 Danbury Road Wilton, CT	12/1/2021 10:09 AM
631	Can't get any reliable service in town center and at my home	12/1/2021 9:56 AM
632	Everywhere including house	12/1/2021 9:49 AM
633	Town center, by stop and shop is awful, village market, near my home (Mustket Ridge rd) is not great, several places in wilton cell service is horrendous for town of our population size I can't list them all	12/1/2021 9:49 AM
634	In town Verizon service is non existent.	12/1/2021 9:21 AM
635	na	12/1/2021 9:08 AM
636	usually center or south	12/1/2021 8:53 AM
637	Newtown Turnpike, My House, Cedar Road, Rt 7 near town center, Town Center, Rt 57	12/1/2021 8:37 AM
638	West wilton	12/1/2021 8:27 AM
639	Warncke Rd, Catalpa Rd, north Wilton in General	12/1/2021 8:19 AM
640	Anywhere near town center	12/1/2021 8:13 AM
641	wilton center	12/1/2021 8:10 AM
642	Unable to get service in most of town	12/1/2021 8:09 AM
643	n/a	12/1/2021 8:07 AM
644	N/A	12/1/2021 7:57 AM
645	We have to have a booster in our house to get service. Also, Wilton Town Center has awful service. I get dropped calls there all the time.	12/1/2021 7:52 AM
646	N/A	12/1/2021 7:46 AM
647	All over wilton, north wilton, near schools, near New Canaan, center of town, at my house, in south wilton. Basically all over Wilton, poor cell service.	12/1/2021 7:41 AM
648	Happens on Nod Hill often but also happens randomly in other places around town	12/1/2021 7:32 AM
649	North Wilton	12/1/2021 7:30 AM
650	100 River Road, Wilton	12/1/2021 7:26 AM
651	My residence. Have to rely on wifi	12/1/2021 7:24 AM
652	Thayer Pond, Middlebrook Farm Rd, Drum Hill, Mariomi, Cheesespring, etc, etc, etc. All over Wilton!	12/1/2021 7:17 AM
653	Unknown	12/1/2021 7:07 AM
654	N/A	12/1/2021 7:05 AM
655	Down town Wilton 57	12/1/2021 6:59 AM
656	20% dropped or unclear	12/1/2021 6:46 AM
657	Area around Cavalry Hill and Newton Tokyo is complete dead zone	12/1/2021 6:40 AM
658	Sometimes	12/1/2021 6:38 AM
659	All over Wilton.	12/1/2021 6:36 AM
660	183 Silver Spring Rd	12/1/2021 6:36 AM
661	109 Warncke Rd, Route 35	12/1/2021 6:30 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

662	46 grumman avenue	12/1/2021 5:03 AM
663	Yea	11/30/2021 11:00 PM
664	Middlebrook lane, Cheesespring rd	11/30/2021 10:54 PM
665	Ridgefield Rd, Belden Hill, School Road	11/30/2021 10:03 PM
666	N/A	11/30/2021 9:08 PM
667	Town Center/High School	11/30/2021 8:54 PM
668	N/A	11/30/2021 8:16 PM
669	Too many to list	11/30/2021 8:05 PM
670	Wolf pit/rr 7 intersection Old kings hwy My house	11/30/2021 7:38 PM

Q21 Did you switch cellular service providers during the pandemic?

Answered: 700 Skipped: 12



ANSWER CHOICES	RESPONSES
Yes	6.14% 43
No	93.86% 657
TOTAL	700

#	OTHER (PLEASE SPECIFY)	DATE
1	No option other than Tmobile	12/7/2021 8:19 AM
2	Other options are much worse than At&T	12/6/2021 8:20 PM
3	From sprint to t mobile due to merger	12/6/2021 2:50 PM
4	This had nothing to do with the level of service	12/3/2021 3:49 PM
5	To T-Mobile and back	12/3/2021 1:40 PM
6	Moved here in June	12/3/2021 3:15 AM
7	From att	12/2/2021 10:56 PM
8	But I'm looking into it	12/2/2021 10:00 PM
9	I almost did until I heard that Verizonnis putting a new tower in.	12/2/2021 9:28 PM
10	But prior to the pandemic we switched from Verizon which was even worse	12/2/2021 9:03 PM
11	ATT/sprint does not work at my house	12/2/2021 6:55 PM
12	I'm hoping the new tower helps, but if it doesn't then I'll switch	12/2/2021 3:24 PM
13	No other providers are available that have any better service.	12/2/2021 1:51 PM
14	ATT to T-Mobile	12/2/2021 11:54 AM
15	But have switched providers in past in vain search for better reception.	12/2/2021 9:05 AM
16	Former Sprint customer	12/1/2021 7:01 PM
17	Have switched previously, made no difference on signal quality in Wilton	12/1/2021 5:49 PM
18	Verizon has been horrible in the past	12/1/2021 7:32 AM

19 Can't switch. I had to buy a personal AT&T mini tower in order to use cellphone in my own home. Mini tower won't work with another carrier.

12/1/2021 7:17 AM

Q22 If you did switch, which cellular service provider did you switch from/to? If no, enter N/A.

Answered: 584 Skipped: 128

#	RESPONSES	DATE
1	N/a	12/13/2021 10:43 AM
2	N/A	12/12/2021 4:36 PM
3	N/a	12/12/2021 2:47 PM
4	N/A	12/11/2021 11:23 AM
5	N/A	12/10/2021 11:32 AM
6	N/A	12/10/2021 9:35 AM
7	ATT to TMobile	12/8/2021 7:37 AM
8	N/a	12/8/2021 4:21 AM
9	N/a	12/7/2021 9:03 PM
10	N/A	12/7/2021 12:59 PM
11	N/A	12/7/2021 9:40 AM
12	N/a	12/7/2021 7:31 AM
13	n/a	12/6/2021 10:01 PM
14	N/a	12/6/2021 8:20 PM
15	N/A	12/6/2021 7:01 PM
16	N/A	12/6/2021 4:39 PM
17	Sprint to t mobile due to the merger	12/6/2021 2:50 PM
18	n/a	12/6/2021 2:45 PM
19	n/a	12/6/2021 2:16 PM
20	Na	12/6/2021 1:04 PM
21	N/A	12/6/2021 10:45 AM
22	N/A	12/6/2021 8:21 AM
23	N/A	12/6/2021 6:11 AM
24	NA	12/5/2021 10:34 PM
25	Ma	12/5/2021 9:55 PM
26	N/a	12/5/2021 9:07 PM
27	N/A	12/5/2021 8:32 PM
28	N/a	12/5/2021 7:56 PM
29	Na	12/5/2021 7:50 PM
30	N/A	12/5/2021 12:17 PM
31	N/A	12/5/2021 11:55 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

32	Na	12/5/2021 9:56 AM
33	N/A	12/5/2021 7:36 AM
34	N/A	12/5/2021 7:31 AM
35	NA	12/5/2021 7:08 AM
36	Not sure	12/5/2021 5:40 AM
37	N/a	12/5/2021 5:06 AM
38	N,/A	12/4/2021 11:54 PM
39	N/A	12/4/2021 11:41 PM
40	N/a	12/4/2021 11:12 PM
41	N/a	12/4/2021 10:36 PM
42	N/A	12/4/2021 9:48 PM
43	N/A	12/4/2021 9:13 PM
44	N/A	12/4/2021 5:34 PM
45	N/A	12/4/2021 4:08 PM
46	N/a	12/4/2021 3:53 PM
47	NA	12/4/2021 3:21 PM
48	n/a	12/4/2021 1:44 PM
49	N/A	12/4/2021 1:14 PM
50	n/a	12/4/2021 1:11 PM
51	N/A	12/4/2021 1:02 PM
52	N/A	12/4/2021 12:45 PM
53	N/A	12/4/2021 12:30 PM
54	NA	12/4/2021 11:50 AM
55	N/A	12/4/2021 11:24 AM
56	Sprint	12/4/2021 11:12 AM
57	Na	12/4/2021 11:02 AM
58	N/a	12/4/2021 10:54 AM
59	NA	12/4/2021 10:24 AM
60	N/A	12/4/2021 10:24 AM
61	N/A	12/4/2021 10:20 AM
62	N/a	12/4/2021 9:23 AM
63	N/a	12/4/2021 8:58 AM
64	N/A	12/4/2021 8:41 AM
65	Na	12/4/2021 8:32 AM
66	N/a	12/4/2021 8:32 AM
67	N/a	12/4/2021 8:17 AM
68	Na	12/4/2021 7:48 AM
69	AT&T to T Mobile	12/4/2021 7:39 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

70	N/A	12/4/2021 7:31 AM
71	N/a	12/4/2021 7:21 AM
72	N/a	12/4/2021 7:11 AM
73	N/a	12/4/2021 7:09 AM
74	Na	12/4/2021 7:02 AM
75	Na	12/4/2021 6:24 AM
76	N/A	12/4/2021 6:07 AM
77	N/a	12/4/2021 1:23 AM
78	N/a	12/4/2021 12:34 AM
79	Sprint, At&T, Verizon	12/3/2021 11:15 PM
80	NA	12/3/2021 10:51 PM
81	N/A	12/3/2021 10:39 PM
82	Na	12/3/2021 10:38 PM
83	N/a	12/3/2021 10:03 PM
84	N/A	12/3/2021 9:58 PM
85	Na	12/3/2021 9:48 PM
86	N/a	12/3/2021 9:44 PM
87	N/A	12/3/2021 9:08 PM
88	Na	12/3/2021 8:55 PM
89	N/A	12/3/2021 8:41 PM
90	N/a	12/3/2021 8:37 PM
91	N/A	12/3/2021 8:37 PM
92	N/a	12/3/2021 8:25 PM
93	Na	12/3/2021 7:38 PM
94	N/A	12/3/2021 6:15 PM
95	na	12/3/2021 6:08 PM
96	N/a	12/3/2021 6:08 PM
97	Na	12/3/2021 5:59 PM
98	na	12/3/2021 5:43 PM
99	NA	12/3/2021 5:27 PM
100	AT&T to Mint	12/3/2021 5:19 PM
101	N/A	12/3/2021 5:16 PM
102	Na	12/3/2021 4:36 PM
103	n/a	12/3/2021 4:22 PM
104	N/A	12/3/2021 4:11 PM
105	Na	12/3/2021 4:08 PM
106	N/A	12/3/2021 3:54 PM
107	N/A	12/3/2021 3:54 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

108	T-Mobile	12/3/2021 3:49 PM
109	N/A	12/3/2021 3:47 PM
110	N/A	12/3/2021 3:33 PM
111	N/A	12/3/2021 3:30 PM
112	N/a	12/3/2021 2:49 PM
113	N/A	12/3/2021 2:43 PM
114	N/A	12/3/2021 2:19 PM
115	N/A	12/3/2021 2:01 PM
116	N/A	12/3/2021 1:49 PM
117	N/a	12/3/2021 1:48 PM
118	To T-Mobile and back	12/3/2021 1:40 PM
119	N/a	12/3/2021 1:35 PM
120	n/a	12/3/2021 1:34 PM
121	N/A	12/3/2021 1:16 PM
122	N/a	12/3/2021 1:06 PM
123	n/a	12/3/2021 1:00 PM
124	Na	12/3/2021 12:59 PM
125	Na	12/3/2021 12:22 PM
126	N/a	12/3/2021 11:47 AM
127	N/A	12/3/2021 11:44 AM
128	N/A	12/3/2021 11:37 AM
129	This is the "best" provider in the area even though the service in my house is spotty. I would like to use it for both calls and internet especially when optimum is down due to weather related conditions. The internet was non-existent during one week of outage in 2020 and significantly disrupted my husband's work from home. He had to go to the high school parking lot to be able to make calls and have internet service. Having said that, I found other carriers to be worse throughout Wilton. I had to switch from Verizon because it was impossible to make a call from the center of Wilton.	12/3/2021 11:32 AM
130	N/A	12/3/2021 11:23 AM
131	N/a	12/3/2021 11:18 AM
132	n/a	12/3/2021 10:58 AM
133	N/A	12/3/2021 10:49 AM
134	Na	12/3/2021 10:47 AM
135	N/A	12/3/2021 10:46 AM
136	N/A	12/3/2021 10:46 AM
137	N/A	12/3/2021 10:45 AM
138	N/a	12/3/2021 10:20 AM
139	N/A	12/3/2021 10:13 AM
140	N/A	12/3/2021 10:12 AM
141	N/A	12/3/2021 9:53 AM
142	N/A	12/3/2021 9:47 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

143	N/a	12/3/2021 9:47 AM
144	Verizon- to att	12/3/2021 9:38 AM
145	N/A	12/3/2021 9:37 AM
146	N/A	12/3/2021 9:36 AM
147	N/A	12/3/2021 9:32 AM
148	Na	12/3/2021 9:26 AM
149	Na	12/3/2021 9:25 AM
150	Na	12/3/2021 9:25 AM
151	N/A	12/3/2021 9:24 AM
152	Verizon	12/3/2021 9:19 AM
153	N/A	12/3/2021 9:15 AM
154	N/a	12/3/2021 9:01 AM
155	N/a	12/3/2021 8:59 AM
156	N/a	12/3/2021 8:57 AM
157	NA	12/3/2021 8:51 AM
158	N/A	12/3/2021 8:45 AM
159	n/a	12/3/2021 8:42 AM
160	N/A	12/3/2021 8:41 AM
161	N/A	12/3/2021 8:34 AM
162	Na	12/3/2021 8:31 AM
163	N/A	12/3/2021 8:28 AM
164	N/A	12/3/2021 8:23 AM
165	N/A	12/3/2021 8:19 AM
166	Verizon -> T-Mobile	12/3/2021 8:18 AM
167	N/A	12/3/2021 8:17 AM
168	N/a	12/3/2021 8:10 AM
169	N/A	12/3/2021 8:09 AM
170	From Verizon to T-Mobile.	12/3/2021 8:08 AM
171	Na	12/3/2021 8:02 AM
172	N/A	12/3/2021 7:59 AM
173	N/A	12/3/2021 7:59 AM
174	N/A	12/3/2021 7:59 AM
175	N/a	12/3/2021 7:56 AM
176	Na	12/3/2021 7:48 AM
177	n/a	12/3/2021 7:47 AM
178	N/A	12/3/2021 7:47 AM
179	N/a	12/3/2021 7:46 AM
180	N/A	12/3/2021 7:45 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

181	Na	12/3/2021 7:45 AM
182	Na	12/3/2021 7:41 AM
183	N/a	12/3/2021 7:37 AM
184	Na	12/3/2021 7:32 AM
185	Na	12/3/2021 7:30 AM
186	Na	12/3/2021 7:29 AM
187	Na	12/3/2021 7:27 AM
188	N/A. WS told things would not improve.	12/3/2021 7:17 AM
189	n/a	12/3/2021 7:15 AM
190	Na	12/3/2021 7:13 AM
191	We are in the process of switching to TMobile now	12/3/2021 7:07 AM
192	N/a	12/3/2021 7:07 AM
193	N/A	12/3/2021 7:04 AM
194	N/A	12/3/2021 7:00 AM
195	N/a	12/3/2021 6:51 AM
196	AT&T	12/3/2021 6:49 AM
197	N/A	12/3/2021 6:49 AM
198	n/a	12/3/2021 6:48 AM
199	N/A	12/3/2021 6:37 AM
200	N/A	12/3/2021 6:25 AM
201	N/A	12/3/2021 6:20 AM
202	N/a	12/3/2021 6:10 AM
203	N/A	12/3/2021 6:09 AM
204	AT&T is an option	12/3/2021 6:05 AM
205	N/A	12/3/2021 6:02 AM
206	Na	12/3/2021 6:00 AM
207	N/A	12/3/2021 6:00 AM
208	N/A	12/3/2021 5:53 AM
209	Sprint to t-mobile	12/3/2021 5:43 AM
210	Na	12/3/2021 5:23 AM
211	N/A	12/3/2021 3:42 AM
212	NA	12/3/2021 3:33 AM
213	N/A	12/3/2021 3:16 AM
214	N/A	12/3/2021 3:15 AM
215	n/a	12/3/2021 2:42 AM
216	Na	12/3/2021 2:18 AM
217	N/a	12/3/2021 1:49 AM
218	N/A	12/3/2021 12:56 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

219	N/A	12/3/2021 12:48 AM
220	N/a	12/3/2021 12:28 AM
221	NA	12/3/2021 12:17 AM
222	NA	12/3/2021 12:07 AM
223	N/a	12/3/2021 12:05 AM
224	From Verizon to AT&T	12/3/2021 12:03 AM
225	i switched from verizon to atT	12/3/2021 12:01 AM
226	N/a	12/2/2021 11:53 PM
227	Na	12/2/2021 11:46 PM
228	Na	12/2/2021 11:39 PM
229	N/A	12/2/2021 11:38 PM
230	Na	12/2/2021 11:38 PM
231	N/A	12/2/2021 11:35 PM
232	NA	12/2/2021 11:33 PM
233	N/A	12/2/2021 11:16 PM
234	N/a	12/2/2021 11:13 PM
235	N/a	12/2/2021 11:05 PM
236	NA	12/2/2021 11:05 PM
237	N/A	12/2/2021 11:05 PM
238	B/a	12/2/2021 11:04 PM
239	N/A	12/2/2021 10:58 PM
240	N/A	12/2/2021 10:58 PM
241	N/a	12/2/2021 10:56 PM
242	From ATT to t-mobile	12/2/2021 10:56 PM
243	N/a	12/2/2021 10:47 PM
244	NA	12/2/2021 10:46 PM
245	N/A	12/2/2021 10:43 PM
246	N/a	12/2/2021 10:42 PM
247	Na	12/2/2021 10:41 PM
248	na	12/2/2021 10:39 PM
249	N/A	12/2/2021 10:38 PM
250	From ATT to Tmobile	12/2/2021 10:37 PM
251	Verizon to Consumer Cellular	12/2/2021 10:35 PM
252	N/A	12/2/2021 10:33 PM
253	N/A	12/2/2021 10:32 PM
254	Na	12/2/2021 10:30 PM
255	N/a	12/2/2021 10:30 PM
256	N/a	12/2/2021 10:28 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

257	N/A	12/2/2021 10:28 PM
258	N/A	12/2/2021 10:27 PM
259	N/a	12/2/2021 10:24 PM
260	N/a	12/2/2021 10:22 PM
261	N/a	12/2/2021 10:22 PM
262	N/A	12/2/2021 10:20 PM
263	N/A	12/2/2021 10:17 PM
264	N/A	12/2/2021 10:14 PM
265	n/a	12/2/2021 10:12 PM
266	N/A	12/2/2021 10:12 PM
267	N/a	12/2/2021 10:08 PM
268	N/A	12/2/2021 10:04 PM
269	N/A	12/2/2021 10:04 PM
270	N/A	12/2/2021 10:03 PM
271	Na	12/2/2021 10:00 PM
272	n/a	12/2/2021 9:58 PM
273	N/A	12/2/2021 9:56 PM
274	N/A	12/2/2021 9:56 PM
275	N/a	12/2/2021 9:56 PM
276	N/A	12/2/2021 9:55 PM
277	Na	12/2/2021 9:55 PM
278	na	12/2/2021 9:49 PM
279	Na	12/2/2021 9:46 PM
280	Sprint	12/2/2021 9:43 PM
281	Na	12/2/2021 9:43 PM
282	NA	12/2/2021 9:42 PM
283	N/a	12/2/2021 9:41 PM
284	N/A	12/2/2021 9:41 PM
285	na	12/2/2021 9:39 PM
286	Na	12/2/2021 9:37 PM
287	NA	12/2/2021 9:37 PM
288	From Verizon (25+ year customer) to T-mobile in October 2021	12/2/2021 9:34 PM
289	N/a	12/2/2021 9:29 PM
290	N/a	12/2/2021 9:29 PM
291	AT&T or TMobile	12/2/2021 9:28 PM
292	N/A	12/2/2021 9:27 PM
293	Na	12/2/2021 9:24 PM
294	Na	12/2/2021 9:24 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

295	n/a	12/2/2021 9:24 PM
296	Na	12/2/2021 9:23 PM
297	Verizon to T-Mobile	12/2/2021 9:23 PM
298	N/A	12/2/2021 9:22 PM
299	N/a	12/2/2021 9:22 PM
300	N/A	12/2/2021 9:22 PM
301	Na	12/2/2021 9:17 PM
302	From AT&T to T-Mobile	12/2/2021 9:17 PM
303	N/A	12/2/2021 9:15 PM
304	N/A	12/2/2021 9:15 PM
305	N/A	12/2/2021 9:14 PM
306	N/A	12/2/2021 9:13 PM
307	N/A	12/2/2021 9:13 PM
308	Verizon -> TMobile	12/2/2021 9:10 PM
309	N/A	12/2/2021 9:09 PM
310	N/A	12/2/2021 9:06 PM
311	N/A	12/2/2021 9:05 PM
312	N/a	12/2/2021 9:04 PM
313	Na	12/2/2021 9:03 PM
314	N/A	12/2/2021 9:03 PM
315	From Verizon to AT&T	12/2/2021 9:03 PM
316	N/a	12/2/2021 9:01 PM
317	N/a	12/2/2021 8:57 PM
318	N/A	12/2/2021 8:56 PM
319	Na	12/2/2021 8:55 PM
320	N/A	12/2/2021 8:52 PM
321	Na	12/2/2021 8:40 PM
322	N/A	12/2/2021 8:24 PM
323	Na	12/2/2021 8:24 PM
324	N/A	12/2/2021 8:16 PM
325	N/A	12/2/2021 8:08 PM
326	Probably T-Mobile, but would need to look into it more before deciding	12/2/2021 8:01 PM
327	N/A	12/2/2021 7:46 PM
328	N/A	12/2/2021 7:16 PM
329	Na	12/2/2021 6:59 PM
330	NA	12/2/2021 6:51 PM
331	N/A	12/2/2021 6:42 PM
332	Na	12/2/2021 6:29 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

333	N/a	12/2/2021 6:28 PM
334	Na	12/2/2021 6:22 PM
335	N/A	12/2/2021 6:22 PM
336	N/A	12/2/2021 6:22 PM
337	NA	12/2/2021 6:07 PM
338	N/a	12/2/2021 5:56 PM
339	Sprint to T Mobil	12/2/2021 5:50 PM
340	N/a	12/2/2021 5:48 PM
341	n/a	12/2/2021 5:44 PM
342	N- A	12/2/2021 5:42 PM
343	N/A	12/2/2021 5:41 PM
344	N/A	12/2/2021 5:38 PM
345	na	12/2/2021 5:17 PM
346	n/a	12/2/2021 5:10 PM
347	N/A	12/2/2021 5:06 PM
348	N/A	12/2/2021 4:57 PM
349	N/A	12/2/2021 4:51 PM
350	Na	12/2/2021 4:43 PM
351	n/a	12/2/2021 4:38 PM
352	Na	12/2/2021 4:27 PM
353	N/A	12/2/2021 4:02 PM
354	N/A	12/2/2021 3:39 PM
355	N/a	12/2/2021 3:24 PM
356	N/A	12/2/2021 3:05 PM
357	N/A	12/2/2021 3:02 PM
358	Na	12/2/2021 2:35 PM
359	N/A	12/2/2021 2:26 PM
360	N/A	12/2/2021 2:24 PM
361	N/A	12/2/2021 2:20 PM
362	NA	12/2/2021 2:19 PM
363	N/A	12/2/2021 2:18 PM
364	Na	12/2/2021 2:07 PM
365	n/a	12/2/2021 2:05 PM
366	Verison	12/2/2021 2:02 PM
367	N/A	12/2/2021 2:01 PM
368	N/a	12/2/2021 1:51 PM
369	N/a	12/2/2021 1:50 PM
370	NA	12/2/2021 1:41 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

371	N/A	12/2/2021 1:40 PM
372	N/a	12/2/2021 1:34 PM
373	N/A	12/2/2021 1:27 PM
374	N/A	12/2/2021 1:19 PM
375	n/a	12/2/2021 1:18 PM
376	N/A	12/2/2021 1:18 PM
377	N/A	12/2/2021 12:48 PM
378	na	12/2/2021 12:45 PM
379	N/A	12/2/2021 12:32 PM
380	Na	12/2/2021 12:22 PM
381	Na	12/2/2021 12:11 PM
382	N/a	12/2/2021 12:01 PM
383	NA	12/2/2021 12:01 PM
384	NA	12/2/2021 12:01 PM
385	From Verizon to Optomum/Altice	12/2/2021 12:00 PM
386	from sprint (now t-mobile) to verizon	12/2/2021 12:00 PM
387	N/A	12/2/2021 11:59 AM
388	ATT to T-Mobile	12/2/2021 11:54 AM
389	N/A	12/2/2021 11:42 AM
390	N/a	12/2/2021 11:37 AM
391	N/A	12/2/2021 11:37 AM
392	Na	12/2/2021 11:25 AM
393	N/A	12/2/2021 11:22 AM
394	N/A	12/2/2021 11:21 AM
395	N/a	12/2/2021 11:20 AM
396	N/a	12/2/2021 11:20 AM
397	Na	12/2/2021 11:14 AM
398	N/A	12/2/2021 11:11 AM
399	N/A	12/2/2021 11:11 AM
400	Na	12/2/2021 11:08 AM
401	Verizon	12/2/2021 11:06 AM
402	N/A	12/2/2021 11:06 AM
403	N/A	12/2/2021 10:53 AM
404	N/A	12/2/2021 10:47 AM
405	n/a	12/2/2021 10:46 AM
406	Na	12/2/2021 10:44 AM
407	N/a	12/2/2021 10:43 AM
408	N/a	12/2/2021 10:40 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

409	N/A	12/2/2021 10:38 AM
410	Na	12/2/2021 10:38 AM
411	n/a	12/2/2021 10:33 AM
412	NA	12/2/2021 10:30 AM
413	N/A	12/2/2021 10:29 AM
414	From Verizon to T-Mobile	12/2/2021 10:23 AM
415	N/A	12/2/2021 10:23 AM
416	Na	12/2/2021 10:21 AM
417	N/A	12/2/2021 10:21 AM
418	N/A	12/2/2021 10:20 AM
419	Na	12/2/2021 10:20 AM
420	N/a	12/2/2021 10:17 AM
421	N/A	12/2/2021 10:16 AM
422	N/A	12/2/2021 10:15 AM
423	N/A	12/2/2021 10:13 AM
424	Na	12/2/2021 10:10 AM
425	N/a	12/2/2021 10:04 AM
426	N/a	12/2/2021 10:03 AM
427	N/A	12/2/2021 9:57 AM
428	N/A	12/2/2021 9:55 AM
429	N/A	12/2/2021 9:53 AM
430	N/a	12/2/2021 9:52 AM
431	Na	12/2/2021 9:50 AM
432	Na	12/2/2021 9:50 AM
433	N/A	12/2/2021 9:49 AM
434	N/a	12/2/2021 9:48 AM
435	N/A	12/2/2021 9:48 AM
436	N/A	12/2/2021 9:47 AM
437	n/a	12/2/2021 9:41 AM
438	N/A	12/2/2021 9:35 AM
439	N/A	12/2/2021 9:35 AM
440	NA	12/2/2021 9:34 AM
441	N/A	12/2/2021 9:30 AM
442	From Sprint to TMobile	12/2/2021 9:24 AM
443	N/a	12/2/2021 9:23 AM
444	N/a	12/2/2021 9:23 AM
445	n/a	12/2/2021 9:23 AM
446	N/a	12/2/2021 9:22 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

447	N/A	12/2/2021 9:19 AM
448	Att	12/2/2021 9:18 AM
449	Na	12/2/2021 9:15 AM
450	N/A	12/2/2021 9:14 AM
451	Na	12/2/2021 9:08 AM
452	N/A	12/2/2021 9:08 AM
453	N/a	12/2/2021 9:06 AM
454	N/A	12/2/2021 9:04 AM
455	Na	12/2/2021 9:01 AM
456	N/A	12/2/2021 8:57 AM
457	N/A	12/2/2021 8:56 AM
458	NA	12/2/2021 8:52 AM
459	N/A	12/2/2021 7:55 AM
460	N/a	12/2/2021 7:50 AM
461	N/A	12/2/2021 7:46 AM
462	n/a	12/2/2021 7:41 AM
463	N/A	12/2/2021 7:35 AM
464	Verizon	12/2/2021 7:28 AM
465	Na	12/2/2021 7:21 AM
466	N/a	12/2/2021 7:13 AM
467	NA	12/2/2021 7:10 AM
468	Verizon	12/2/2021 7:02 AM
469	n/a	12/2/2021 6:56 AM
470	Na	12/2/2021 6:33 AM
471	n/a	12/2/2021 6:28 AM
472	At&t	12/2/2021 5:32 AM
473	N/A	12/2/2021 3:10 AM
474	N/A	12/2/2021 2:14 AM
475	N/A	12/1/2021 11:03 PM
476	Na	12/1/2021 10:59 PM
477	N/A	12/1/2021 10:29 PM
478	N/A	12/1/2021 10:06 PM
479	T-Mobile	12/1/2021 9:43 PM
480	NA	12/1/2021 9:15 PM
481	N/A	12/1/2021 9:13 PM
482	Na	12/1/2021 9:08 PM
483	Verizon	12/1/2021 8:35 PM
484	Verizon to t Mobile	12/1/2021 8:14 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

485	n/a	12/1/2021 8:10 PM
486	N/a	12/1/2021 8:03 PM
487	N/A	12/1/2021 8:03 PM
488	Sprint	12/1/2021 7:01 PM
489	N/A	12/1/2021 6:46 PM
490	N/A	12/1/2021 6:03 PM
491	AT&T to T-mobile	12/1/2021 5:56 PM
492	Verizon to AT&T	12/1/2021 5:49 PM
493	N/A	12/1/2021 5:46 PM
494	N/A	12/1/2021 5:44 PM
495	n/a	12/1/2021 5:31 PM
496	N/A	12/1/2021 5:20 PM
497	N/A	12/1/2021 5:08 PM
498	N/a	12/1/2021 4:42 PM
499	N/A	12/1/2021 4:33 PM
500	N/A	12/1/2021 4:28 PM
501	n/a	12/1/2021 4:25 PM
502	N/a	12/1/2021 4:21 PM
503	N/A	12/1/2021 4:14 PM
504	n/a	12/1/2021 4:09 PM
505	N/a	12/1/2021 4:05 PM
506	N/a	12/1/2021 3:57 PM
507	N/A	12/1/2021 3:54 PM
508	N/A	12/1/2021 3:49 PM
509	N/A	12/1/2021 3:45 PM
510	Na	12/1/2021 3:43 PM
511	NA	12/1/2021 3:42 PM
512	N/A	12/1/2021 3:42 PM
513	N/A	12/1/2021 3:35 PM
514	na	12/1/2021 3:30 PM
515	N/a	12/1/2021 3:30 PM
516	na	12/1/2021 3:28 PM
517	N/A	12/1/2021 3:27 PM
518	N/a	12/1/2021 3:24 PM
519	Na	12/1/2021 3:24 PM
520	N/a	12/1/2021 3:21 PM
521	N/A	12/1/2021 3:21 PM
522	N/A	12/1/2021 3:21 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

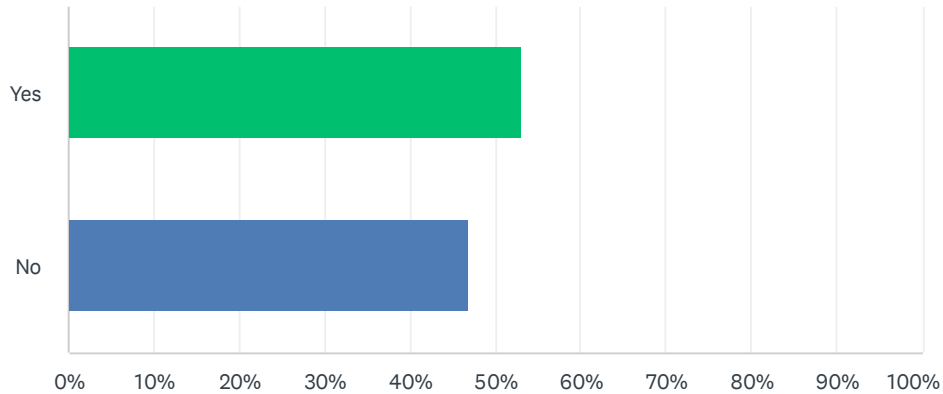
523	N/A	12/1/2021 3:19 PM
524	N/A	12/1/2021 3:18 PM
525	N a	12/1/2021 3:17 PM
526	N/A	12/1/2021 3:16 PM
527	Na	12/1/2021 3:16 PM
528	N/A	12/1/2021 3:15 PM
529	NA	12/1/2021 3:12 PM
530	N/A	12/1/2021 3:11 PM
531	Na	12/1/2021 3:09 PM
532	N/a	12/1/2021 1:32 PM
533	N/a	12/1/2021 12:43 PM
534	N/a	12/1/2021 12:31 PM
535	N/A	12/1/2021 12:23 PM
536	N/A	12/1/2021 12:06 PM
537	N/A	12/1/2021 11:59 AM
538	n/a	12/1/2021 11:55 AM
539	N/a	12/1/2021 11:53 AM
540	Na	12/1/2021 11:31 AM
541	N/A	12/1/2021 11:19 AM
542	NA	12/1/2021 10:54 AM
543	N/A	12/1/2021 10:54 AM
544	Na	12/1/2021 10:50 AM
545	Verizon	12/1/2021 10:47 AM
546	N/a	12/1/2021 10:41 AM
547	N/A	12/1/2021 10:16 AM
548	N/A	12/1/2021 10:15 AM
549	N/A	12/1/2021 10:09 AM
550	N/A	12/1/2021 9:56 AM
551	N/A	12/1/2021 9:21 AM
552	na	12/1/2021 9:08 AM
553	Sprint	12/1/2021 8:53 AM
554	n/a	12/1/2021 8:37 AM
555	N/a	12/1/2021 8:27 AM
556	N/A	12/1/2021 8:19 AM
557	AT&T to Verizon	12/1/2021 8:13 AM
558	n/a	12/1/2021 8:10 AM
559	N/a	12/1/2021 8:09 AM
560	n/a	12/1/2021 8:07 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

561	N/A	12/1/2021 7:57 AM
562	N/A	12/1/2021 7:52 AM
563	N/A	12/1/2021 7:46 AM
564	N/A	12/1/2021 7:41 AM
565	N/a	12/1/2021 7:32 AM
566	Na	12/1/2021 7:30 AM
567	NA	12/1/2021 7:26 AM
568	N/A	12/1/2021 7:24 AM
569	N/A	12/1/2021 7:17 AM
570	Straight Talk	12/1/2021 7:07 AM
571	N/A	12/1/2021 7:05 AM
572	NA	12/1/2021 6:59 AM
573	Na	12/1/2021 6:46 AM
574	N/A	12/1/2021 6:38 AM
575	N/A	12/1/2021 6:30 AM
576	N/A	12/1/2021 5:03 AM
577	Na	11/30/2021 11:00 PM
578	N/A	11/30/2021 10:54 PM
579	N/a	11/30/2021 10:03 PM
580	N/A	11/30/2021 9:08 PM
581	AT&T/Verizon	11/30/2021 8:54 PM
582	N/A	11/30/2021 8:16 PM
583	Na	11/30/2021 8:05 PM
584	N/a	11/30/2021 7:38 PM

Q23 Do you feel you need more information on the emerging 5G cellular network?

Answered: 693 Skipped: 19



ANSWER CHOICES	RESPONSES	
Yes	53.10%	368
No	46.90%	325
TOTAL		693

#	OTHER (PLEASE SPECIFY)	DATE
1	Will this improve my service at home?	12/8/2021 4:21 AM
2	Has been in place for some time abs has made no difference. 5G is very limited in where it's active	12/6/2021 8:20 PM
3	I am very concerned about health effects of 5G	12/5/2021 8:09 PM
4	I just upgraded all our phones to 5G	12/4/2021 11:12 PM
5	I have updated phones - still crazy how bad service is at service places in town	12/4/2021 10:02 PM
6	Not sure	12/3/2021 7:32 AM
7	When and how do I access it	12/3/2021 7:27 AM
8	I don't care what emerges as long as i can get service	12/2/2021 11:16 PM
9	First make it relevant & accessible	12/2/2021 10:32 PM
10	Have heard nothing about cellular upgrades in the area	12/2/2021 9:15 PM
11	Just bring it please:~)	12/2/2021 9:14 PM
12	The only thing I need is for it to be fully implemented.	12/2/2021 8:57 PM
13	Just more access	12/2/2021 6:22 PM
14	I don't see a difference	12/2/2021 5:41 PM
15	concerns with health and electromagnetic radiation	12/2/2021 9:23 AM
16	Lo!, I don't even pay attention to 5G news, figuring it'll be years before we get it here	12/1/2021 9:08 PM

Q24 Please share anything else you would like the Wilton Energy and Utilities Commission to know about internet or cellular service in Wilton.

Answered: 410 Skipped: 302

#	RESPONSES	DATE
1	The service is substandard compared to other areas I have experienced. The packet loss is unacceptable and I often have to use a VPN to get acceptable service with a better ping or less jitter. I suspect Spectrum or Comcast Xfinity would do a far better job as I have used both and they have performed quite well. I use other providers (Xfinity) that give 0 or near 0% packet loss when communicating with other parts of the US or Europe.. mainly the UK. I use 40ms ping which is generally good with less variation between highs and lows. Optimum has improved the average ping in the last 2 months but the packet loss has not improved. In Wilton I get 6% packet loss to Georgia for example, but with Xfinity I get 0%. Late packets are 0 % for Xfinity versus 7.7% with optimum. I used packerlosstest.com for testing. Thank you for asking for the information.	12/13/2021 3:38 PM
2	When will we have other internet provider options?	12/13/2021 10:44 AM
3	We bundle cable and internet through Optimum for savings, and the cost of cable is increasing so we are considering switching providers. But we are fearful of switching since it seems that Optimum is the only internet provider that can service our area.	12/12/2021 4:37 PM
4	Hoping the upcoming Verizon tower helps improve cell service in the town. That needs to be improved. Also would like there to be fewer losses of optimum internet and faster, more reliable speeds.	12/12/2021 2:48 PM
5	Cellular service in town center is almost non existent and definitely needs to be improved.	12/11/2021 11:24 AM
6	Cellular service is my biggest concern. I'm shocked when I can't get a signal in certain areas of the town center, or on the school campuses. Middlebrook is a dead zone. At the very least the schools should provide an open access Wi-Fi network to visitors that is not password protected. We live just up the hill from the cell towers at the corner of Wolfpit Rd and Rt 7, and service is still patchy in our home.	12/10/2021 11:35 AM
7	I don't have that many dropped calls but there are often interruptions, I can't hear the person or they can't hear me for chunks of time	12/10/2021 9:36 AM
8	I barely get any cell service at my residence on Glen Hill Road.	12/8/2021 12:15 PM
9	There are a ton of dead spots in town. Keeping connected to my kids is important and I know there are parts of town where they have zero service.	12/8/2021 7:39 AM
10	Compared to where moved from, which was a much less populated area in NY, the options for service has been disappointing. The hurdles I had to go through to obtain adequate internet was far too challenging and personally expensive. The cell phone service is bad in that I have zero reception at our home. And with poor upload speeds through altice WiFi calling is a really poor solution. We moved for the community, a larger house for our family which we love, but I'll run a business and doing so in these conditions from home are challenging. I would find a lot of my generation would agree.	12/8/2021 4:25 AM
11	Why is the new Verizon tower going in so close to Lynn Vanderslice's house? Why can't we get a coverage map of the new tower when it already exists at Verizon? Both question seem like no brainers to me but I'm just an ordinary citizen.	12/7/2021 1:03 PM
12	Cell service is terrible in my neighborhood and throughout Wilton. I live in South Wilton and being close to business districts and commercial development my expectation is that I should have good cell service but that is not the case. I also experience similar issues in our downtown	12/7/2021 9:42 AM
13	Optimum list prices are excessive. 200mbps is over \$100. Although they advertise low cost plans e.g. \$40 for 1GB, it is always a promotion and costs rise sharply after 12 mo.	12/7/2021 8:24 AM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

14	Cell service has been terrible since we moved here in 2003. There has been zero improvements and there are no better carriers. AT&T is the best but it is not remotely close to good. Absolute disgrace given the wealth and resources in this part of the State.	12/6/2021 8:23 PM
15	It cuts off - Beldon Hill Road, Olmstead Road etc	12/6/2021 7:02 PM
16	We originally chose Verizon over AT&T because it had superior coverage. This is not true any longer. It seems now that Verizon is much worse.	12/6/2021 2:46 PM
17	Alternative wired internet connection would be great	12/6/2021 10:46 AM
18	Need reliable 5g coverage throughout main road corridors.	12/6/2021 6:12 AM
19	The lack of cellular coverage throughout so much of is unsafe especially when accidents occur.	12/5/2021 9:37 PM
20	N/a	12/5/2021 9:08 PM
21	Optimum's rates keep increasing while their service quality keeps decreasing. Verizon cellular phone has only one bar and can't even function if WiFi calling is not on (when electric power is down).	12/5/2021 8:47 PM
22	Too expensive, not reliable, not enough competition/options to create need for good service and products. Cellular has only gotten worse over the last few years. To the point that it is useless many parts of town. I get one bar at most at my house.	12/5/2021 9:58 AM
23	Please increase cell signal at residences on Sharp Hill Rd. Thanks!	12/5/2021 7:37 AM
24	Need vastly improved internet connection near schools, in town.	12/5/2021 7:32 AM
25	Both services are unsatisfactory	12/5/2021 7:09 AM
26	No towers on residential properties	12/5/2021 6:22 AM
27	Verizon has definitely gone down in service over the last few years and is not good at all in the center of town	12/5/2021 5:41 AM
28	Cell phone service is poor. Fortunately, modern phones utilize wifi for calls, hence we do not feel the impact. However, when we have power outages, and have to rely only in cell coverage, the poor coverage impact is felt.	12/4/2021 11:55 PM
29	The cell service is bad in town and at Wilton Playshop and along Ridgefield road. It used to be better.	12/4/2021 11:42 PM
30	Inside buildings in Wilton Town Center, I many times loose the call. I do not really feel SAFE when I do not have cell phone coverage; what if a wacko comes into the store with a gun and no one can call out for assistance! It's just disturbing to know that there is no cell coverage inside the Turnover Shop and many other similar buildings that are "remote".	12/4/2021 11:16 PM
31	Cell coverage is not strong in many areas of town, so I must use a land line for my alarm systems, etc.	12/4/2021 10:39 PM
32	There are dead zones for cell service that have been here for decades- time to change that. And we need more competitors for WiFi, we need more than just optimum. They need to compete against each other- definitely need competition against optimum/ Altice	12/4/2021 10:05 PM
33	There needs to be more choice of internet providers. Ideally there should be optical fiber service.	12/4/2021 9:50 PM
34	Bring back solar companies to Wilton!!	12/4/2021 5:36 PM
35	The cellular service is terrible. I can't get anything done once I leave my house. Can't wait for the new tower to go up ASAP	12/4/2021 3:54 PM
36	We need Frontier to get their fiber optic internet service in service asap to provide competition - price and service - for the abysmal service form Optimum.	12/4/2021 1:46 PM
37	For now in our address Optimum is our only choice for internet, and even with underground cables which we have had for some time and post pandemic only 2 of us using it it frequently cuts out for no reason causing us to drop whatever we were doing and reboot the system. We have tested and upgraded everything possible on our end!?!?,	12/4/2021 1:17 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

38	T-Mobile looks a bit on the weak side	12/4/2021 1:11 PM
39	We have to have cell and internet service in and around town center!! Please.	12/4/2021 12:31 PM
40	Please improve! I work in NYC and with the new "hybrid" work environment where we rotate days in NYC v work-from-home, important to have very reliable service. Something we can even market to new home buyers. Thank you for your time and volunteerism! And for this survey!	12/4/2021 11:52 AM
41	We lose calls and service when driving around Wilton. When our Internet connection is out, like during a storm, we have great difficulty using our mobile devices.	12/4/2021 11:51 AM
42	Any issues I had with internet were solved with the eero mesh system. We are heavy TV streamers, including sports, have lots of devices (phones, echos, laptops, Rokus, ring doorbell, etc.) and rarely have an issue with the internet service.	12/4/2021 11:30 AM
43	I cannot use my cell phone in my home at all. Huge inconvenience especially when I need to use two factor verification	12/4/2021 11:03 AM
44	Cell service at my home is abysmal even with a micro tower.	12/4/2021 10:25 AM
45	Optimum is terrible and expensive for internet and television. Market needs competition. Cell phones need to work in town center and on main roads	12/4/2021 9:24 AM
46	For the amount of \$ we spend on utilities we should not have "dead" spots in Wilton: Unacceptable.	12/4/2021 9:00 AM
47	Let's discuss a divorce from Eversource and moving to a municipal electric company	12/4/2021 8:42 AM
48	I use ATT, it's good . My husband has VERIZON, it's terrible	12/4/2021 8:33 AM
49	We need more cell towers and open up to other internet providers!!!!!!	12/4/2021 8:33 AM
50	We need options for internet	12/4/2021 7:49 AM
51	Optimum has terrible customer service and is too expensive. Cell coverage is laughably bad compared to that of friends in other parts of the US. The US has crummy internet service compared to Europe and Japan.	12/4/2021 7:17 AM
52	I've been happy with AT&T's coverage for the most part.	12/4/2021 7:11 AM
53	We had fiber optic internet when we moved from NJ TEN years ago and moving to a far more expensive place with caveman like quality internet and tv at triple the price and half the service was shocking and embarrassing for ct.	12/4/2021 6:25 AM
54	Cellular service is pathetic in Wilton, and always has been. We need cell towers or an IT miracle	12/4/2021 6:09 AM
55	Poor data coverage	12/4/2021 12:34 AM
56	The cellular service is very poor. None of the service provider has good reception.	12/3/2021 11:16 PM
57	I had to purchase a Verizonwireless booster to get cell service in my home.	12/3/2021 10:52 PM
58	We need to have more options for internet service providers. Optimum seems to have a monopoly and offers predatory pricing to get you in but charges an arm and leg after few years of being in service	12/3/2021 10:42 PM
59	Would be nice to have a quality provider in town like xfinity or fios	12/3/2021 10:04 PM
60	Both the internet and cell service have been extremely frustrating over the last 18 months trying to operate from home. The cell service has gotten worse and worse since we moved here a little over two years ago.	12/3/2021 9:45 PM
61	The cell service and internet in Wilton are both awful. We may move because of the awful service	12/3/2021 8:42 PM
62	We have had many independent tests run and all have failed. And as far as cellular service, it is getting worse instead of better. I truly feel like I live in the backroads of the middle of no where.	12/3/2021 8:39 PM
63	A quality internet provider to provide equal service at a lower price and with polite people on	12/3/2021 8:26 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

	the other end of the phone.	
64	Horrific service	12/3/2021 7:38 PM
65	Please enable greater cellular coverage	12/3/2021 7:36 PM
66	Need better cellular data and service outwith the Danbury Road corridor.	12/3/2021 6:00 PM
67	we need optical wiring networks	12/3/2021 5:44 PM
68	Need viable internet competition, and consistent mobile phone service around town	12/3/2021 5:28 PM
69	Internet from Optimum is what you pay for. If you don't get the minimum, buy your own router (in my case for 300 MB per second), buy a mesh router for your home that can handle that speed, then your whole home is covered by 300 MB per second minimum (it usually is slightly faster even at peak usage times). Since Optimum can support up to 1 Gig per second, my speed is easy for them to maintain. However, you have to be willing to pay more to get the faster speed and productivity at home.	12/3/2021 5:21 PM
70	Internet speed and quality is sporadic. I have lived in four locations within Wilton and it's the same in each location; intermittent internet slowdowns or stoppages, spotty cell coverage. Even when there is just one person in the house using the internet for checking email, it will still slow down at random times. We have purchased boosters, new routers, every possibly enhancement and still experience this.	12/3/2021 5:18 PM
71	My cell service has gotten so much worse in the past few months	12/3/2021 4:22 PM
72	Cellular service always half bars	12/3/2021 4:08 PM
73	I have to keep switching my iphone cellular service setting to LTE from 5G to try to minimize service problems. I also often have to use wifi calling from my home.	12/3/2021 3:50 PM
74	Flat out, we need more towers and especially need upgraded towers to 5G coverage	12/3/2021 3:47 PM
75	very bad cell coverage esp Raymond Ln., Spoonwood	12/3/2021 3:38 PM
76	Optimum internet service is atrocious. My internet went down for no reason and they told me my personal modem was the problem. They told me to buy a specific model and then when I did it still didn't fix the problem and they told me that model want compatible. They gave the excuse that maybe the person who told me the incorrect model was new. In the end I had to start renting a modem from them which now costs me an extra \$10 pet month. I have no other choice as I need internet for work.	12/3/2021 2:47 PM
77	too many dead zones	12/3/2021 2:42 PM
78	Overall terrible cellular voice and data service in Wilton, CT by Verizon. They need to provide better coverage to stop reflecting our town as some backward, rural area that doesn't deserve their best offering. Thanks for all your efforts towards making that happen.	12/3/2021 1:52 PM
79	We still drop cellular calls even with Verizon booster	12/3/2021 1:49 PM
80	More. Towers. For Christ's sake, slap them on the transmission lines. State Siting Council needs to approve WAY more	12/3/2021 1:42 PM
81	T-mobile is fine. Since Optimum was purchased by Altice it has become worse by the week. Prices have skyrocketed.	12/3/2021 1:37 PM
82	Cell service in Wilton Center drops constantly. I live in South Wilton and calls drop from my home.	12/3/2021 1:35 PM
83	Based on high tax rate we should not have to deal with slow and dropped internet and cell service daily.	12/3/2021 1:28 PM
84	Internet service is, in general, underperforming for the cost, and suffers random, sporadic complete failure. Optimum's customer service is marginal, and service failures caused by the system are usually unexplained, declared to be caused by customer equipment issues, never their failure. 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.	12/3/2021 1:21 PM
85	Thank you for addressing this issue. The internet / cellular service in town is substandard and	12/3/2021 1:09 PM

Wilton CT - Internet and Cellular Service Satisfaction Survey for RESIDENTS

unreliable and desperately needs to be upgraded to match the increased communication needs of students and employees.

86	We NEED better service! Our taxes are high enough that I would think this could be solved!	12/3/2021 1:00 PM
87	This did not address cable and issues around cable TV. Currently our cable is lagging significantly in the evening hours through the cable box. This is an ongoing issue.	12/3/2021 12:42 PM
88	Poor cell signal in many areas. Need more towers to improve the coverage.	12/3/2021 12:38 PM
89	Optimum is extraordinarily expensive. I'm hoping competition will lower costs	12/3/2021 11:48 AM
90	There should be more competition. Verizon is the only provider that works where I live so I really have no choice. Optimum is the only cable provider so I again have no choice.	12/3/2021 11:38 AM
91	As a resident we need better options. Some means if having existing providers offer improved service coverage and penalties if not able to provide what we are paying for.	12/3/2021 11:21 AM
92	We have debated switching from Verizon as cell service is so bad in so many areas.	12/3/2021 10:50 AM
93	We need more options, especially for cable.	12/3/2021 10:48 AM
94	We can't use our cell phones in our home. We have to go outside to get enough bars. Dropped calls etc. Extremely frustrating when we pay so much money.	12/3/2021 10:47 AM
95	There needs to be more choices for internet	12/3/2021 10:21 AM
96	Verizon signal sucks all over town. Great everywhere else but Wilton.	12/3/2021 10:13 AM
97	For the amount we pay for both internet and Verizon, living in Wilton, we should have much improved service.	12/3/2021 10:08 AM
98	Optimum internet and particularly EMAIL service has been extremely unreliable and I have lost email service for about a week on 2 separate occasions this Fall. This caused lots of stress and work problems and their customer service is extremely inadequate.	12/3/2021 9:57 AM
99	Cost of internet and cable is out of control. Optimum has virtual Monopoly in Wilton.	12/3/2021 9:38 AM
100	The fact that we can't make/take a call when in town is a real problem.	12/3/2021 9:36 AM
101	Too many dead spots when driving	12/3/2021 9:32 AM
102	Please improve cellular and please get a real Internet provider other than Optimum available. We need fiber.	12/3/2021 9:26 AM
103	We need more options	12/3/2021 9:25 AM
104	Internet is a scam here. Constant rising prices horrible customer service. Lied to over and over by optimum. Paid for service I did not need. Held hostage though b/c only choice for internet.	12/3/2021 9:20 AM
105	Service cuts out multiple times a day for no apparent reason. Often, rebooting does not restore service.	12/3/2021 9:19 AM
106	We have used AT&T for many years without issues. It is only recently, since the pandemic, that our signal strength has gotten weaker.	12/3/2021 9:17 AM
107	We need improved coverage, it is a quality of life and safety issue	12/3/2021 9:01 AM
108	Cell service around Wilton is significantly and consistently bad.	12/3/2021 8:58 AM
109	Downtown cell service in Wilton is terrible and bad for business. Who wants to shop in an area where you can't even get texts?	12/3/2021 8:35 AM
110	We need a solution for the town center and schools. These are areas where my kids spend a lot of time and I need to be able to reach them.	12/3/2021 8:31 AM
111	Our town has too few options for service providers and we pay far too much for the inferior services they provide	12/3/2021 8:29 AM
112	Our Internet service improved because we spent countless hours and hundreds of dollars to fix it. Our experience with Optimum has been terrible. The Verizon cell service has deteriorated to the point where cell service is virtually nonexistent in and around town. If I didn't have Verizon WiFi enabled, my phone would be unusable for calls at home.	12/3/2021 8:26 AM

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113	We need more competition for internet providers, and need to make it easy for cellular providers to ensure their service works.	12/3/2021 8:19 AM
114	The cost is crazy HIGH! The service is poor. Are you going to talk about power / electric service? Why is the cost so high? The service so poor?	12/3/2021 8:19 AM
115	Some of these questions, particularly the questions about multiple users in a home may imply a need for an update in service to home or home equipment. Many have done both. It's important to isolate service issues as optimum has been unreliable as a service and also not responsive in addressing ongoing issues in service quality or interruptions. It takes many hours and many months to get them to identify and address service issues. Continuing changes in cell service mean it will be an ongoing problem to chase good coverage and service. I appreciate the investment in Verizon infrastructure, but I could not wait for it. I hope it does not impact T-Mobile investment and service here.	12/3/2021 8:17 AM
116	We would like the option of another internet provider. Optimum's prices are ridiculous and their service is not very good!	12/3/2021 8:11 AM
117	Its really absolutely terrible that we can't get service is so many areas around Wilton in 2021.	12/3/2021 8:10 AM
118	Cellular strength is spotty in my home.	12/3/2021 8:04 AM
119	Optimum continues to raise their rates over and over again. We already cancelled their television services because our bill was over \$250, but now they know they have people over a barrel being the only internet provider and I know further price hikes for internet only are on the horizon. Please look into the alternative internet services and give them allowance to our town, optimum having a monopoly on the market is very bad!	12/3/2021 8:01 AM
120	Need more options of cable and internet providers Need underground cables abd wires so we do not lose powers st the blink of a storm	12/3/2021 7:57 AM
121	There is no service at the schools and in town. Cellular service has gotten worse this past year not better	12/3/2021 7:50 AM
122	It is worrisome when my children cannot be contacted when in various locations in Wilton due to lack of internet and cellular service. We have also spent hundreds of dollars on internet extenders, faster routers and signal speed monitors to be able to make a phone call in our house.	12/3/2021 7:47 AM
123	Cell service is awful on Newtown Tpke with AT&T. Basically not useable.	12/3/2021 7:33 AM
124	Hold Optimum accountable for their awful service and outrageous prices	12/3/2021 7:31 AM
125	I've been told that Wilton is not "set up" for the speed I paid for. It's also frustrating that optimum wifi hot spots don't work here, and it's frustrating that there is no cell service or internet at Merwin meadows Park. It is dangerous that you can't contact people while at the park, not to mention inconvenient. Wifi should be provided.	12/3/2021 7:29 AM
126	Help!	12/3/2021 7:17 AM
127	Took almost 2 weeks to get everything restored with august 2020 hurricane... Ida was better!	12/3/2021 7:16 AM
128	Cellular service in Wilton is beyond awful and is a reason we will be moving out of Wilton. My husband cannot work outside of our internet service and I cannot receive emergency calls while waiting for the school bus.	12/3/2021 7:14 AM
129	Wilton needs better internet and Cell service. There also needs to be more choice for residents. optimum has a monopoly on internet service in Wilton and there is no alternative offered to residents (at least in North Wilton) to choose between providers. I'm very happy this Commission was formed and hope the Town can make some improvements.	12/3/2021 7:11 AM
130	Cell service is a real safety issue and we would benefit from better service	12/3/2021 7:08 AM
131	There is little to no Verizon service in downtown Wilton. We are mostly ok at our home because of wifi calling, but if we go anywhere in the town we get very limited service.	12/3/2021 7:05 AM
132	In town cell service is horrible	12/3/2021 6:57 AM
133	Affordable internet with provider choice. Confidence Waze and other directions apps will not drop service. Would prefer not to have to juryrig equipment to get service. Plug and play is the	12/3/2021 6:54 AM

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	goal.	
134	Not reliable in town, Allen's meadow, at YMCA. In general very poor and it is well known or this survey wouldn't be put out there	12/3/2021 6:52 AM
135	I do not want a large cell tower right next to my house as is proposed.	12/3/2021 6:51 AM
136	i found that my issues on the internet services were all related to the equipment outside the house. the wires hanging on the poles were old and in some cases had cracks in them leading to intermittent drops in service. this info came from the line-man replacing them. took optimum months to acknowledge and repair as that is an expensive option for them and its much cheaper to keep sending a guy into your house and looking for a problem there	12/3/2021 6:51 AM
137	Internet prices are climbing precipitously without improved service. Cell service is mostly not available. I rely on WiFi connections at home.	12/3/2021 6:43 AM
138	Would like more reliable services	12/3/2021 6:38 AM
139	Verizon throughout town and especially downtown is horrible!	12/3/2021 6:26 AM
140	Optimum must be stopped from abusing its monopoly and regularly raising charges. They hold us hostage and know it. I have the same service level I had had for years - only internet and phone. These should be considered utilities people require now (especially the elderly and ill). Optimum's outrageous price increases - with no options or notice for customers - must be stopped. Their charge for internet and phone, if customers do not also order television stations or streaming - must be lowered and reasonable, and stable. They are abusing their position, and Wilton residents who have no choice but be overcharged and bilked by them, and have these fees raised regularly with no notice or change in service. Please fight for us. Thank you.	12/3/2021 6:14 AM
141	We need competition for cable service providers - Dish is not an option. Optimum/Altice is terrible and competition would offer us a better choice for pricing and service quality.	12/3/2021 6:08 AM
142	We need more reliable internet companies in town so we can have better price at affordable prices	12/3/2021 6:04 AM
143	We need more options in internet. We need better cell service in the center of town.	12/3/2021 6:01 AM
144	We need to bring more competition in town. Optonline/Altice is a disaster.	12/3/2021 5:54 AM
145	Optimum is are only choice and they are very bad	12/3/2021 5:44 AM
146	Cell phone service is more important than internet due to necessity when power is lost. Need to be able to communicate with emergency services and loved ones. Can't do that with 0 bars at our house.	12/3/2021 5:24 AM
147	Internet service intermittently unreliable	12/3/2021 3:43 AM
148	It feels unsafe as a parent that the service is so unreliable in town	12/3/2021 3:34 AM
149	The constant internet service issues with no remedy are affecting so many and Optimum has no solve. It's very frustrating as we all know it's an issue but the company says "everything is fine" if you contact them.	12/3/2021 3:17 AM
150	N/A	12/3/2021 3:16 AM
151	Would like to have reliable cell at home so I can drop land line to save money	12/3/2021 2:19 AM
152	The cell service in the downtown area is so bad it's laughable. I had more reliable service in the 90's.	12/3/2021 12:31 AM
153	Internet service is expensive since Optimum is the only company to meet my needs. They price gouge existing customers as years go on	12/3/2021 12:19 AM
154	Please put in a tower!	12/3/2021 12:08 AM
155	Internet service provided by altice is acceptable. Cellular service around town needs improvement, as it is common to not be able to fully utilize cellular service.	12/3/2021 12:07 AM
156	very poor service in town!	12/3/2021 12:01 AM
157	Wish we had more options for internet coverage. Optimum has useless customer service- but in particular during storms. We're often down for days to more than a week- and 2020 summer	12/2/2021 11:40 PM

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storm both Verizon and optimum were down for weeks for us. We like many others had to leave.

158	Cell service is spotty depending on where you are in town. Overall it's unreliable so we keep a landline in the house in case of emergency	12/2/2021 11:39 PM
159	We are concerned that in case of an emergency, we will not have communication.	12/2/2021 11:21 PM
160	Wilton is hilly. I get that. Not easy for wireless providers to get good and consistent coverage. But this is a bedroom community for NYC. We need better and more consistent service.	12/2/2021 11:18 PM
161	Internet with optimum has been bad but there are no other reasonable options. I was told frontier fiber but last time I called they still don't show it as available	12/2/2021 11:06 PM
162	Cell service is terrible at and around my home on Westfield Rd. If I'm. It on WiFi the phone will not work	12/2/2021 11:05 PM
163	You will drop a call several times when driving in Wilton	12/2/2021 10:59 PM
164	The cost is high	12/2/2021 10:58 PM
165	I literally have no cell reception at home.	12/2/2021 10:46 PM
166	Cellular service by Wilton center and surrounding area, ie merwin meadows is very poor. My husband was at cvs trying to pick up a prescription for my sick daughter. There was something wrong and he literally could not call me to discuss. The reality is is that we rely on our devices and we should have adequate cell service in order to actually use them.	12/2/2021 10:44 PM
167	Can we put pressure on getting alternate internet providers please	12/2/2021 10:43 PM
168	It seams there is a monopoly on internet service and I would like there to be more choice which in turn would increase service	12/2/2021 10:40 PM
169	Our utilities are underground and we REALLY want Frontier to bring fiber optic down our street.	12/2/2021 10:36 PM
170	Cellular service in Wilton is terrible.	12/2/2021 10:33 PM
171	Cell service is so bad especially if we are driving through big dead spots	12/2/2021 10:33 PM
172	Optimum service cuts out randomly and nothing seems to fix it. Have spend at least 20 hours talking with Optimum and only results in more problems. Confident the issue is with the lines on the street but they only send techs to inspect in the house. Waste of my and their time and they even tried to charge me once. Hoping Frontier fiber is a better product once available.	12/2/2021 10:31 PM
173	It's not great	12/2/2021 10:30 PM
174	N/a	12/2/2021 10:30 PM
175	the wilton internet coverage is horrible! all has been but especially post pandemic we have been struggling with trying to work from home and complete tasks	12/2/2021 10:28 PM
176	Please improve cellular coverage across Wilton. Please also allow for competition with internet service, ideally a weather proof solution.	12/2/2021 10:25 PM
177	Better cell service needed, also in town center.	12/2/2021 10:17 PM
178	Verizon's cell coverage is absolutely horrible at our location. Constantly dropping calls, poor quality and almost no coverage if we aren't hooked up to our wi-fi. Their customer service isn't satisfactory - very disappointed in them. Optimum internet is usually okay, but the pricing is exorbitant.	12/2/2021 10:14 PM
179	We need more competition in internet providers! Optimum pretty much has a monopoly.	12/2/2021 10:14 PM
180	I have lived in a number of locations and had a number of different cable providers. I can say without reservation, Optimum is by far the worst.	12/2/2021 10:11 PM
181	It would be nice to have the option to be able to choose a different internet/cable provider.	12/2/2021 10:06 PM
182	It's incredibly frustrating that there aren't any viable options other than Optimum, and there seems to be no solution to our problems with them. We've had service people come to our home many times and none have been able to fix it. We spend hundreds of dollars a month to	12/2/2021 10:05 PM

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end up kicked off multiple times a day. And our poor AT&T cell service means we can't even use that as a backup during those outages.

183	Optimum/Altice monopoly needs to end	12/2/2021 9:57 PM
184	Get more towers!!	12/2/2021 9:47 PM
185	Cell service have detriated	12/2/2021 9:47 PM
186	It's 2021, not 1981. The quality of internet and cellular services in a town like Wilton that is only 45 miles outside the largest metropolitan area on the east coast is simply unacceptable. I don't think it's asking too much for residential coverage for cellular service that is reliable at one's home. I had to install an old-school land line - not a cable company VOIP phone - the old one, the 1980s technology - just to ensure we have a working phone if the power goes out for an extended period of time. Wilton has a lot of great things going for it, but internet and cellular service are NOT on that list.	12/2/2021 9:45 PM
187	I wish my Verizon and internet service were better. I pay \$100s of dollars a month for sub par service. It's ridiculous. The customer service at both companies is disgraceful.	12/2/2021 9:43 PM
188	terrible	12/2/2021 9:39 PM
189	I have no cell service at my house- so when internet is down I have nothing. Walnut place	12/2/2021 9:38 PM
190	I am so fed up and there don't seem to be any solutions. I am seriously contemplating moving to another town. It can't be this hard in this day and age!	12/2/2021 9:29 PM
191	It's dangerous, scary (and pretty inconvenient) not to have cellphone/GPS service in a wide area of the town I live in, especially with our normally reliable carrier (Verizon) and using new state of the art iPhones and cars (Audi, Subaru)!!!	12/2/2021 9:29 PM
192	Internet is OK and should get better with the fiber investment from Altice and now Frontier to provide an additional competitor. It would be great if a third fiber competitor would enter the market (GoNetSpeed) but I doubt they would make the investment after Frontier is upgrading the entire town. The biggest issue with Optimum/Altice is not the service, it is the customer service and their pricing volatility. They need to be forced to have better customer service bc it is an awful experience dealing with them during any issues.	12/2/2021 9:28 PM
193	It is scary that if our internet goes out that we are usually not able to use our cell phones at all because of the lack of signal where we live. This poses a big issue and threat to us if there was ever an emergency.	12/2/2021 9:27 PM
194	I had better cell service in the 90s. Really anxious for the new tower.	12/2/2021 9:25 PM
195	Wilton is the step child for all Fairfield county development. Power outages, bad internet, bad cell coverage - lots of complaints but no one listens%	12/2/2021 9:25 PM
196	Optimum customer service is awful. They do not listen to your issues and My experience was they always blame the interior witing. It took years for me to finally get them to fix the exterior issue now for 90% of the time we get the speeds we pay for. But service does slow down in the evenings	12/2/2021 9:25 PM
197	It seems like a sad safety hazard that there is no cell service at the high school... Particularly if ever there is God forbid an emergency situation and students and families cannot contact one another.	12/2/2021 9:24 PM
198	My primary problem with Altice is incredibly poor customer service and unreliable connections. They no showed for three service appointments and then charged me \$80 no show fee for each appointment that THEY missed. When we disputed it they told us they could only refund \$40 and we should call back each month for six months to get the full refund. While we ultimately got a refund it was due to me writing a letter to their COO. Our internet also frequently drops in the middle of the day. Frontier cannot arrive soon enough.	12/2/2021 9:20 PM
199	Verizon cell service is non existant. This is a danger and major issue during times of emergency. It also impacts the desirability of living here.	12/2/2021 9:18 PM
200	I suspect many cable lines are cracked and need repair as peoples' issues sound very much like ours. We had a long run around with Optimum before it was finally fixed via reaching out to the corporate head. Linemen were at our door the next morning at 7:45am and we have all had fantastic internet service up here since then.	12/2/2021 9:17 PM

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201	The total lack of cell phone signals in Wilton is a major problem that needs to be remedied right away. As a resident, father, and person that works from home, and in and around Wilton, the lack of connectivity is a huge inconvenience. Wilton needs to get with the times.	12/2/2021 9:17 PM
202	We desperately need more options for high speed internet and this is my single biggest negative experience with Wilton. Optimum is terrible and I would like to change.	12/2/2021 9:16 PM
203	The quality of service and support from Altice is fairly abysmal but variable. It's been better lately but I would switch to another provider in a heart beat if there were another viable competitor. The service is expensive, the customer service is awful, the technicians are not particularly good and there were literally months... probably 6 months... where we struggled with terrible service quality due to their network, which they blamed on all manner of random excuses but I suspect was really storm related and their inability or lack of motivation to fix it properly. As far as cell service goes, I very carefully studied the cell tower maps and determined that t-mobile was likely the best option for my house. I made this switch finally after years of struggling with poor coverage with Verizon and it has been WAY better. I am overall satisfied with T-Mobile but it could always be better, of course. Part of it is just expectations after having such terrible coverage with Verizon.	12/2/2021 9:15 PM
204	I work remotely and am frequently taking calls on my phone/video calls on my phone. there needs to be better cellphone service. This has been the hardest transition moving to this area. The calls are constantly dropping making it very challenging to work.	12/2/2021 9:06 PM
205	Cellular service in Wilton is well below acceptable standards, my family and I who moved to Wilton from Philadelphia this past year were shocked at the atrocious coverage and quality. This situation needs to be dramatically improved for Wilton to be a viable home for remote working professionals.	12/2/2021 9:05 PM
206	Internet needs to be more consistently reliable and affordable	12/2/2021 9:04 PM
207	The cell service is unacceptable. It is understandable for it to be spotty in some places but to have no service in wilton center or along major routes, danbury rd, etc is mind blowing and dangerous in the case of an emergency	12/2/2021 9:03 PM
208	Would like more options for internet / cable service	12/2/2021 8:55 PM
209	Cellular service is not great in a lot of areas and could be improved. Thankfully at least at home we can use wifi calling to make our calls.	12/2/2021 8:25 PM
210	I am a resident of Wilton of 11 years. The past 3 years service is getting worse every year.	12/2/2021 8:10 PM
211	It could be helpful to have a public WiFi network in the downtown	12/2/2021 8:03 PM
212	The drooped calls on AT&T never recovered in north wilton after the storm of august 2020. It causes so much stress with work from home or trying to drive around town and get phone taken care of.	12/2/2021 7:48 PM
213	Verizon has dead spots in Town Center	12/2/2021 7:17 PM
214	To get cell service at our home, we need an amplifier provided by the cell company, and working wifi. When wifi goes out (or power goes out) we have no cell coverage. All cell providers have poor service at our address	12/2/2021 6:53 PM
215	Not having service in town center is really prohibitive if I the store does not have WiFi avail to customers. It has impacted my choices in where I get coffee, run errands, pick up gifts etc.	12/2/2021 6:30 PM
216	The price of Broadband service from Optimum is incredibly high. I work for a competitor (does not service our area) and the price is almost double.	12/2/2021 6:24 PM
217	Internet and cell service has gotten noticeably and significantly worse over the last 3 to 5 years	12/2/2021 6:24 PM
218	We need better cellphone service in the entire town. It's horrible.	12/2/2021 6:22 PM
219	We have good cellular service at our home because Verizon gave us a booster. Before that we had to go outside. We retain ATT land line because it is more reliable as a back up if the cable service is out. We were forced to have a cable phone line, but it is not Hooked up. Cell service in Wilton center is terrible. We have Verizon and trying to call from most places needs searching for a spot. We Park outside the Red Rooster to get a signal.	12/2/2021 6:14 PM

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220	Optimum is the worst! The other options do not work for our house. This lack of internet options is one of my main frustrations living in Wilton.	12/2/2021 5:58 PM
221	It just plain sucks and is the biggest joke in town. It's downright dangerous to not have cell service in these areas.	12/2/2021 5:50 PM
222	We need alternate internet providers. Optimum is very unsatisfactory	12/2/2021 5:42 PM
223	Make it more reliable throughout the community	12/2/2021 5:39 PM
224	Impossible to commit to leasing office space in Wilton due to poor cellular and Wifi	12/2/2021 4:58 PM
225	I called cablevision- optimum at least 10 times this year in an effort to fix / repai/ replace the underground wires so that I could increase speed. I had at least 5 different repairmen come over , none of whom would agree . My neighbor however was successful- we have the same wires and box. There is still water in the underground lines for our house.	12/2/2021 4:45 PM
226	I love Wilton but I'm seriously considering moving because our cell phone and Internet service is so poor. It is actually embarrassing	12/2/2021 3:40 PM
227	I can deal with the internet, even though I feel like I'm paying a ton for not a lot, but the cell service is awful and a safety issue. During the power outage I had no way to call if I needed help, so now I'm paying 60\$ a month for a landline from frontier that I never use just in case and the phone company didn't even want to set it up, they reluctantly agreed after I pressed.	12/2/2021 3:30 PM
228	Please don't make the cell tower on Deer Run Rd any taller or more visible. Place new ones anywhere else but especially we need connection in Wilton Ctr. Thank you As to Internet, it would be good to have an alternative to Optimum. I lose internet, phone, TV all the time. Techs have told me I'm the only one on the line...it is definitely better since 5 tech service calls in October/November 2021 but not perfect. DVR cloud sometimes all pixelated, impossible to watch recordings.	12/2/2021 2:53 PM
229	Provides some seats for the people who work from home. In case internet does not work	12/2/2021 2:22 PM
230	As mentioned previously, the highest need in my opinion would be at any field where youth sports take place. Unfortunately, most if not all locations have poor cellular reception and in the case of an emergency due to a child being injured on the field, this would cause a problem	12/2/2021 2:21 PM
231	The cellular service in WILTON has never been worse	12/2/2021 2:20 PM
232	Cell service should be much better than it is, especially in residential areas in the northwestern part of town.	12/2/2021 2:19 PM
233	Knowing that my internet might go out if someone so much as sneezes too hard, while my income depends on working internet, is extremely stressful. The fact that I can't make a phone call while in my car because the calls always drop on the road, is also a huge headache. Would love to see some improvements made. Thanks!	12/2/2021 2:10 PM
234	N/a	12/2/2021 1:52 PM
235	Stop increasing monthly price	12/2/2021 1:51 PM
236	Honestly, couple of thoughts here. I have Verizon, and have had issues. I know the 2 power poles near the train station have cell repeaters on them, but Verizon is not one of them. However, I am hopeful that the proposed monopole in the bus yard gets approved and built, as it will significantly help. In addition, having only the one internet provider (Altice), caused issues in terms of choice. With the recent addition though of Frontier to be able to deliver the same or better speeds, that introduces real competition, and should in turn be better for customers. I really appreciate the town pushing to make that happen. I couldn't be happier with the effort the town is putting in.	12/2/2021 1:44 PM
237	Internet service is AWFUL. We are recent empty nesters and now that I have the option to work remotely our next home will absolutely factor internet reliability into our decision. Wilton is terrible in this regard and needs to be fixed ASAP	12/2/2021 1:43 PM
238	Verizon Fios.	12/2/2021 1:43 PM
239	Regulate Optimum, as they are a monopoly and there are no other options. Frontier, which is installing fiber, could be, BUT they do not carry CT network stations, (Or local town meetings) therefore they are not a variable alternative. Why we can't get WTNH (CT ABC), is because we	12/2/2021 1:22 PM

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are in the NY Metro Marketing area. Optimum was forced to carry CT stations, but not the other potential competitors. My internet / VOIP / TV costs more that my Eversource electric and gas combined.

240	The Optimum internet price is outrageous for the quality. We have internet only and pay \$109 per month.	12/2/2021 1:20 PM
241	Very poor cell service at many areas in town. Makes me nervous for emergency situations. At home we have barely any service, also at the Lake Club, very little service.	12/2/2021 1:19 PM
242	Wilton needs better cell coverage	12/2/2021 12:56 PM
243	I am 74 and do a lot of community service as well as distance learning and being in touch with friends online, particularly as I am no longer physically able to do as much as I used to in person. So the dependability of my internet connection means a lot to me; it is rather a lifeline. Dealing with the constant interruptions of service, terrible customer service, and head-turning price increases of Optimum over the years was hair-tearingly maddening. Seeing no solution, I switched to Frontier about 6 months ago for internet service, and streaming services for TV. There have been a few interruptions in service. However, Frontier's customer and technical service took care of those issues. I still experience slow uploading and lagging. I do not see why such an affluent area with every other kind of service available cannot have reasonably good internet service.	12/2/2021 12:46 PM
244	I feel like only have one option for internet and they know it so my pricing isn't competitive. I was hoping that recent work by Frontier would give me options but they don't appear to be available to my address. Having one choice makes it hard to decide what to do or not and they know it.	12/2/2021 12:33 PM
245	Na	12/2/2021 12:11 PM
246	I have no cell phone service at my home and if the power goes out I am stranded. My husband has dementia and we are both over 75. It really worries me if I or my husband needs an ambulance during a power outage.	12/2/2021 12:05 PM
247	It is appalling that there is so little choice in internet/cable providers. Wonder why cable isn't part of this survey. I would "cut the cord" with cable if I had better internet service. Moved here from the UK where I had FAR better internet speed and much more choice. My cell service is not great but it's usable.	12/2/2021 12:04 PM
248	We stay with Verizon because we like the National Coverage and coverage in our home on DeForest Road. But it is very frustrating that right on top of the cell tower in Wilton Center we can't get text messages and phone calls!	12/2/2021 12:02 PM
249	cablevision is not reliable, no responsive with rising prices	12/2/2021 11:55 AM
250	Get the proper cell towers / repeaters in Wilton center for the major carriers. It's ridiculous that VZW service is so terrible in the most central location in our town.	12/2/2021 11:43 AM
251	The cellular service in Wilton keeps getting worse and worse, especially in north Wilton where we live. I often have to stand by a window or out on the deck to talk on my cellphone from home. Because we travel a lot, we feel we have to stick with Verizon as they have the best national coverage, but it is terrible at home	12/2/2021 11:38 AM
252	Very poor almost non existent cell service is a major bummer!	12/2/2021 11:36 AM
253	Very poor cell service on some roads!!!	12/2/2021 11:22 AM
254	I have spent over \$5000 trying to improve the wifi & cell reception at my home and it hasn't helped at all. Very frustrating!!!	12/2/2021 11:22 AM
255	Cell service is very bad in the wilton center shopping area. Often calls or internet can not be made in stop and shop and Cvs	12/2/2021 11:21 AM
256	Shocking to me that it's taken this long to look into this I actually overheard New Yorkers who are looking at a home and we're out eating in town they said they would never move to this godforsaken town because there's no cell service!	12/2/2021 11:14 AM
257	The lack of reliable internet and internet providers is compromising our ability to effectively do our jobs when we are work from home. This in turn compromises our performance ratings and employment status	12/2/2021 11:12 AM

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258	I like that cell service is not exceptional everywhere as it changes the dynamics of communication in a good way sometimes.	12/2/2021 10:54 AM
259	both need to be vastly improved.	12/2/2021 10:47 AM
260	Would like to see Fios available in my area	12/2/2021 10:46 AM
261	I have had a difficult time with cell service in town center and at Cider mill and Middlebrook.	12/2/2021 10:44 AM
262	Please ensure pricing doesn't keep going up	12/2/2021 10:40 AM
263	Internet reliability is of paramount importance! It even affects home value. Optimum is expensive, unreliable and their customer service is non-existent. Wilton needs a better choice!	12/2/2021 10:40 AM
264	We love very close to the schools. We can NEVER get service when we are around or close to the schools which is unbelievable to me considering there may be emergencies. I cannot make or receive calls when doing drop off or pick ups. Cannot get a hold of children at school. This is a HUGE issue that needs to be addressed	12/2/2021 10:36 AM
265	It would be nice if Optimum had some real competition in town	12/2/2021 10:30 AM
266	Town Center and Silvermine areas have the most need for improving cellular service.	12/2/2021 10:29 AM
267	The Verizon Service is not strong in the Wilto Center. The Optimum/Altice Public WiFi service in Wilton is an joke. I almost couldn't take the survey as a result of how slow WiFi is. And trying to reach Optimum/Altice is impossible on a good day; horrible during outages.	12/2/2021 10:26 AM
268	The cost is a big factor. When we first cut the cord we were paying \$45/month for just internet, 3 years later we are paying \$98 for just wifi	12/2/2021 10:24 AM
269	It needs to be improved. It needs to be reliable and dependable.	12/2/2021 10:23 AM
270	You can not have a phone call driving in wilton, so many dead zones (including my house) abs dropped calls. Recently had a call in Norwalk and the person asked where I was because they could actually hear me.	12/2/2021 10:22 AM
271	WiFi service in town is terrible- I completed survey at my residence but around town in general is really poor	12/2/2021 10:21 AM
272	I have friends all over the country...more densely/less densely populated. Almost all in lower cost of living areas. ALL have better and more reliable service...usually at a lower cost. Next, you should fix our storm sensitive electrical service and the outrageous rates that we pay.	12/2/2021 10:20 AM
273	Wilton center needs to have cellular service. It is a huge disservice to our town that we don't have cell service in the area that you are economically trying to develop. It has only gotten much worse not better.	12/2/2021 10:19 AM
274	Would love to have more than 1 internet provider to choose from (xfinity would be wonderful!)	12/2/2021 10:14 AM
275	We have paid to upgrade our internet service two times during the pandemic and our service keeps getting worse, not better.	12/2/2021 10:06 AM
276	We should have more choices on internet providers, (cable companies).	12/2/2021 10:04 AM
277	I barely have service from AT&T in most places in Wilton.	12/2/2021 10:04 AM
278	We feel we are held hostage by optimum as they are the only option for internet service at our home. We have spent hours on end on hold waiting to speak to customer service and then they are rude, incompetent, and unhelpful - often hanging up on us. Not only do we have two businesses run out of this house and rely on internet to work, but also we do not have cell service at all at our house, so when the internet goes out, we can't make phonecalls even for emergencies. We have made this clear to optimum but they just do not care. We have no other option and they know this. It has affected our ability to work, as well as our peace of mind in terms of the safety of our family in the event of an emergency. We feel like prisoners, as we have no recourse.	12/2/2021 10:02 AM
279	We do Not want 5G	12/2/2021 10:00 AM
280	Information on alternatives to Optimum (eg Frontier broadband/ T-Mobile Home 5G) and support legislation to combat monopolistic behavior e.g. price increases and deceptive marketing practices.	12/2/2021 9:56 AM

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281	Especially during the pandemic, it was very difficult to reach Optimum support---hold times exceeding 45 minutes, followed by the call being dropped. The appearance was that they were markedly under staffed, with no regulatory incentive to improve customer interface.	12/2/2021 9:55 AM
282	We need choices!!!	12/2/2021 9:50 AM
283	For being so close to NYC, the cellular service is abysmal. I can get better service in the middle of nowhere upstate CT than on the metro North corridor. You'd expect after all of these years of 4G-5G enhancement there'd be an improvement, but wilton has truly been left behind in terms of cellular service.	12/2/2021 9:50 AM
284	Service is so bad we have to keep our landline	12/2/2021 9:50 AM
285	AT&T cell service is lousy. It's gotten worse, not better. So frustrating since so many people have eliminated their land lines. I understand that Verizon is lousy around town as well.	12/2/2021 9:50 AM
286	We would like to see better cellular coverage and more provider option.	12/2/2021 9:49 AM
287	Very poor cellular service for telephone calls on at&t	12/2/2021 9:48 AM
288	Cellular service in Wilton is terrible. I cannot make calls or access the internet when not in my own home and even then it is unreliable.	12/2/2021 9:42 AM
289	I couldn't be anymore dissatisfied with the cellular service in Wilton. The fact that I have the "best network" (Verizon) and cannot get cell service anywhere is unacceptable. Wilton needs to get this fixed it is dangerous. The internet service is not great but i think this is more to do with Optimum's near monopoly in the area and less to do with the town.	12/2/2021 9:42 AM
290	Internet service is eh. Hard to run Nest cameras and the like for security because there's just not enough bandwidth. But the cell service with Verizon is absolutely atrocious. It's maddening. I can't make important calls anywhere in Wilton. My app to order a coffee ahead of time doesn't work unless I'm connected to wifi. I now work from home full time and I must use a landline for calls. If I get a call from my son's or daughter's school or babysitter asking important questions I can't hear them and they can't hear me. It's dangerous. It's crazy. It's unacceptable.	12/2/2021 9:37 AM
291	The survey worked well from a technological standpoint and ease of use.	12/2/2021 9:35 AM
292	I have no issues with either service either pre-pandemic or now.	12/2/2021 9:35 AM
293	More options for internet providers and utilities in general. Only having one option leaves no recourse for customers if unhappy.	12/2/2021 9:26 AM
294	My cell phone does not work in my home at all. We have upgraded our internet service but nothing helps. Have to leave my house if I need to verify by phone code sent. Horrible	12/2/2021 9:25 AM
295	Optimum customer service is an oxymoron. There is none. Prices are exorbitant. Tech support is worse than pathetic. All they care about is monthly billing!	12/2/2021 9:25 AM
296	Service here is not good especially for prices paid. Optimum customer service is abhorrent. We pay more for faster internet speeds and speed tests routinely show they under deliver. Cell service also spotty even in well populated areas of town.	12/2/2021 9:25 AM
297	it's scatty and has got worse since we moved to Wilton in 2016. I can't even have a telephone call (cell) at my own home without losing connectivity.	12/2/2021 9:24 AM
298	Optimum charges are too high, increasing constantly with no improvement in service. There is no other option so we're stuck with them.	12/2/2021 9:24 AM
299	internet service is better than cellular service. cellular service is the bigger concern	12/2/2021 9:24 AM
300	Cell service is satisfactory	12/2/2021 9:20 AM
301	Verizon lack of coverage in town center is frustrating and has caused logistical headaches for our family	12/2/2021 9:16 AM
302	Optimum internet service is significantly worse at our home in Wilton compared to our prior home in Fairfield. The Frontier fiber is not available at our home on Catalpa Rd and 5G home internet from Verizon or AT&T have not been deployed in Wilton. We would be interested in a municipal internet service option.	12/2/2021 9:15 AM

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303	Cell service is spotty in town and losing a call while driving is not uncommon	12/2/2021 9:14 AM
304	Service is terrible with Verizon in wilton	12/2/2021 9:09 AM
305	We desperately need another cell tower. It's so incredibly frustrating not to be able to use my phone and/or drop calls every single day. Plus when the home line/power is out it's actually dangerous not to have any sort of ability to communicate with the outside world with no cellular service from the house. We even invested in a booster.	12/2/2021 9:08 AM
306	It's amazing that Wilton cellular service has remained so poor for years. Yes, cell towers are unattractive, but cell service is a necessity of life in 2021-22, and it's time to improve it.	12/2/2021 9:07 AM
307	we need more than one option for high-speed internet in town. optimum is not optimum and basically have us held hostage. and frontier is not fast enough	12/2/2021 9:07 AM
308	Cellular just needs to get better... I never had a problem until the tower went up near the train station and then since then Verizon has gotten worse and worse.	12/2/2021 9:02 AM
309	More competition will increase the experience for Wilton Residents. Only having one cable internet option is allowing Optimum to continue with poor customer service that has been expressed by Wilton residents.	12/2/2021 9:00 AM
310	Please expedite the installation of new cellular tower at school bus parking lot.	12/2/2021 8:58 AM
311	No competition from internet provider. Additional companies might reduce costs and/or increase speeds and other services.	12/2/2021 8:57 AM
312	Optimum is a terrible company. The customer service is pathetic, and the cable and internet they provide is very unreliable. They have a monopoly and treat customers as such.	12/2/2021 8:16 AM
313	We can not get cell service in our house. We have to use WiFi calling or a land line.	12/2/2021 7:51 AM
314	More affordability	12/2/2021 7:47 AM
315	Cost vis a vis quality is horrible given we have no options in town	12/2/2021 7:15 AM
316	NA	12/2/2021 7:02 AM
317	The cell service has gotten MUCH worse. It is very frustrating that while I am at the High School watching games I cannot get service - and more worrisome is my children cannot reach me if they are out on the fields or in town. I used to get service both places. Other towns have much better service overall - i have realized that as I drove to away games over the past year.	12/2/2021 6:58 AM
318	Let's stop living in Colonial America	12/2/2021 6:29 AM
319	Verizon works so poorly in wilton	12/2/2021 5:32 AM
320	Would be nice to get ahead on fiber installation (1 gig in/1 gig out)	12/2/2021 2:15 AM
321	Looking forward to some competition when Frontier finally puts the cable in	12/1/2021 11:00 PM
322	No	12/1/2021 10:30 PM
323	I had to trigger the arbitration clause against Altice Optimum for all the woes we had with their poor service. While a pittance for all the disruption and weak signal, Altice Optimum, after offering us pocket change, credited us with almost \$800 when they realized we were heading to arbitration but, most importantly, finally sent a competent service representative to make the repairs on the pole, at the service connection, and replaced a defective box. So, no problems since they made these repairs a couple of months ago.	12/1/2021 9:48 PM
324	The cellular service needs to be improved. There are many places in Wilton - mostly North Wilton where cell service is very spotty. The variable speed of internet service is annoying but rarely is a serious problem.	12/1/2021 9:46 PM
325	I frequently find myself saying that it is unbelievable that in 2021 I cannot drive around my beloved town and make a phone call! I frequently have to pull over to continue a conversation to ensure that it won't drop. It's not like we live in some rural area....but my cell service is WAY better in NH and VT! Please improve it! As for internet, Optimum might be the WORST utility company I have ever been stuck using. Nonexistent customer service (I've spent hours trying to call and either get disconnected before speaking to someone or I give up after 1-2 hours), crappy product and prices that increase sky high month over month. I would do anything to	12/1/2021 9:23 PM

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have access to Comcast!!! I've seriously debated moving to Ridgefield to be able to use Comcast - I of course don't really want to move but Optimum is THAT bad!

326	Verizon service was terrible in town as well as at school sites. T-Mobile is working much better	12/1/2021 8:36 PM
327	Optimum is very poor but seems to have a monopoly	12/1/2021 8:15 PM
328	Service is spotty at best. I don't know why cell service is generally not available in town. I had my cell service re-routed to a different tower and that helped a bit. But it's still not what I expect in a town like Wilton and given the cost of service. Internet has also become spotty during the pandemic. Again, for the high price I pay I expect much better.	12/1/2021 8:15 PM
329	We need wider and stronger coverage to bring us into the 21st Century. What we have now is a disgrace.	12/1/2021 8:05 PM
330	Improving both internet and cellular service would reduce a source of aggravation and stress for many homeowners.	12/1/2021 7:06 PM
331	I have lived numerous places in the US and this has by far been the worse for internet and cellular service	12/1/2021 6:53 PM
332	This is a vital part of infrastructure and I'd love to see true broadband 5G be available and emerge as an alternative to Optimum's monopoly.	12/1/2021 6:05 PM
333	Internet service where I live is rock solid. Cell service on the other hand in this town is an absolute joke. At my house (off Nod Hill Rd, not a minor road) no signal at all. Any cell calls work only over wifi. In what now seems like the vast majority of town, can barely get a signal. It's a major problem that only seems to be getting worse. Interestingly I keep hearing town leaders talk about it, but nothing gets done about it. Except send a survey asking about a problem they already publicly acknowledge exists??	12/1/2021 6:01 PM
334	If you put up or use masts please minimize visual and proximate impact. Choose locations carefully and respectfully ...	12/1/2021 5:58 PM
335	We need improved cellular service in the town center	12/1/2021 5:22 PM
336	Optimum/Altice is the worst company ever! We never get a resolution with them. Just awful!	12/1/2021 5:10 PM
337	Quality/reliability of both services have declined over past one and one-half to two years. For me cellular service has declined more than internet service,	12/1/2021 5:02 PM
338	It's terrible service. Needs updating and a tower put in.	12/1/2021 4:43 PM
339	I am looking forward to when there is meaningful competition in high speed internet service	12/1/2021 4:33 PM
340	Wilton needs more internet providers.	12/1/2021 4:29 PM
341	Please add more cell towers. The lack of cell service in our town is a huge detriment to families and businesses.	12/1/2021 4:22 PM
342	Rates increase and service has gotten worse not better. Lack of options for high speed is essentially a monopoly with poor customer service	12/1/2021 4:05 PM
343	Our cellular and internet service (lack of) is known to be horrible. Town residents all know it as do non-residents who drive through town. Work colleagues who drive though our town call it the land of no service.	12/1/2021 4:02 PM
344	We need to upgrade/add internet providers and add cell towers	12/1/2021 3:57 PM
345	If there was a local (town) internet solution, that would be interesting.	12/1/2021 3:55 PM
346	It needs to be improved. Hopefully the new equipment at the bus barn will help improve Verizon's signal range greatly.,	12/1/2021 3:50 PM
347	Choices are very limited for either one.	12/1/2021 3:46 PM
348	Encouraging more frontier fiber would be helpful as optimum has gotten insane with pricing but managed to keep service at an all time low. Though T-Mobile has ok (1.5-2 bars only at my house) service on Thayer Pond, many other providers don't, so guests and service people either have to use oir phones or wifi.	12/1/2021 3:45 PM
349	Strongly believe that both cell and internet need to be drastically improved, especially cell	12/1/2021 3:43 PM

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service. Would help to improve people's willingness to want to live in Wilton CT vs other towns that do not have the same infrastructure issues

350	Excellent internet service is important but cellular service for emergencies is very important to have in Wilton. I forgot to mention Wilton Center as a bad area for cell coverage.	12/1/2021 3:42 PM
351	Verizon service is awful in and around town center. This is a problem if our children are in the TC without parental guidance as they would not be able to contact us in case of an emergency. Really unacceptable for any carrier to have poor service in this area.	12/1/2021 3:29 PM
352	Altice needs competition ASAP to help us all get 1) lower pricing 2) fast responses to outages	12/1/2021 3:28 PM
353	Better cell service is essential for work and life safety.	12/1/2021 3:25 PM
354	I work in the library's Book Cellar & mine is the only phone that works there. No one else has AT&T.	12/1/2021 3:23 PM
355	Verizon service is awful. We are trying to figure out how to change because we've heard att is better. I have zero service in town, at the schools and in most areas of town.	12/1/2021 3:22 PM
356	Get it fixed	12/1/2021 3:22 PM
357	Internet needs in community need to be addressed. When an issue arises the customer service at optimum is not at satisfactory. Spent many wasted hours on the phone only to be disconnected. Extremely frustrating. My internet really only works downstairs and afraid to have them ever come to my home to repair a problem because something else goes out. Took them 1 month to repair my phone line and last year had no internet for a full month.	12/1/2021 3:20 PM
358	Both internet and cellular service in Wilton need improvement. Reliability and coverage are critical needs.	12/1/2021 3:19 PM
359	Challenges with Verizon service biggest issue. Might switch to at and t. If have any survey results about both it would be helpful	12/1/2021 3:18 PM
360	The service in Wilton center and around the schools and various parts of town is terrible. This is a safety issue as I can't often contact my children after school to find out their location. They can not contact me when I am in Wilton center, at the grocery store etc. It is very frustrating to not be able to make a call when I am trying to shop locally throughout the day/ week etc.	12/1/2021 3:17 PM
361	Need greater competition in internet service. Need better range of cell towers to cover mobile phone service w/o interruptions	12/1/2021 3:16 PM
362	Our Internet service meeting needs but our cellular service is severely lacking. Possibly because we are in a valley. Even so, Dropped Kohl's I frequent	12/1/2021 3:13 PM
363	Have access to 2 or more internet providers for better competition in service and pricing.	12/1/2021 3:12 PM
364	Cell service is awful in this town. I would be interested in plans to fix that	12/1/2021 3:09 PM
365	It's the WORST in any of the surrounding towns and by far across the country with the exception of rural areas. Absolutely the pits	12/1/2021 12:33 PM
366	Wilton Center us a dead zone fir making and receiving calls and using internet	12/1/2021 12:23 PM
367	Cell service is horrible and keeps getting worse. I had to buy a special box that uses my wifi to be able to any reasonable coverage at home	12/1/2021 12:00 PM
368	Wifi is needed downtown! Verizon doesn't work well in town center, so a wifi network would be very helpful.	12/1/2021 11:56 AM
369	Better service is required	12/1/2021 11:32 AM
370	We need to get rid of the Optimum "monopoly "	12/1/2021 10:55 AM
371	Wilton cellular and internet service needs to be markedly improved. Not having any service in the town center and in the vicinity of the high school is extremely inconvenient as well as being a hinderance for business owners in the area.	12/1/2021 10:55 AM
372	Optimum is a monopoly	12/1/2021 10:48 AM
373	A verizon cell tower in central wilton would be desirable.	12/1/2021 10:36 AM

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374	1 GB Fiber service on Altice is half actual speed than Verizon Fios I used in NY. AT&T cell coverage is spotty. Using wifi calling helps when I'm home.	12/1/2021 10:18 AM
375	Solve Nod Hill internet and cell phone reception issue	12/1/2021 10:16 AM
376	I feel as we move toward a culture of working remotely, a reliable and fast internet connections will increasingly more important to current and prospective residents of Wilton.	12/1/2021 10:13 AM
377	If I could have reliable internet and cell service, my kids would come home more often (work from home while here) and I could reduce my expenses by eliminating my landline which I must have if I need 911.	12/1/2021 9:57 AM
378	NEED adequate competition for Internet. Optimum cannot be the only option. I did read that frontier is putting up fiber cable for higher speeds. I look forward to that. Looking forward to the cell tower that is coming as well, I hope the project is fast tracked.	12/1/2021 9:51 AM
379	Cell service is a real issue in Wilton. Dead zones all over, in town for Verizon is unacceptable (tower please) and just not reliable for personal and certainly business use. Glad you are looking into this!	12/1/2021 9:22 AM
380	Verizon hadn't worked for us but Google Fi works very well.	12/1/2021 9:09 AM
381	We moved here in December 2018. We have had frequent power outages, two of which which very long lived (one over 7 days) other outages of internet, unstable internet, and frequent need to reset routers. We have also had one lightning strike on the house chimney. Now we have lightning protection and a generator and still have unstable internet and cellular. My son who is here says we live in Brigadoon, a place with a very strange microclimate, when we are out and the rest of the town in okay.	12/1/2021 8:56 AM
382	Lack of suitable competition among cable and internet providers has hampered our ability to negotiate prices lower and has allowed Optimum to slack significantly on the service quality.	12/1/2021 8:37 AM
383	I'd like Optimum and now the new Frontier FIOS options to include a monthly price you can lock in for as long as you retain the service. My T-mobile Home Internet is the same monthly price for as long as I retain their service. I even asked Optimum this and they basically laughed it off.	12/1/2021 8:22 AM
384	With people working from home they need reliable internet service. Doesn't seem to be available in Wilton. I increased my service to 500 MB and still haste the same problem.	12/1/2021 8:16 AM
385	Wilton doesn't microwave popcorn, tower is too close to the elementary schools	12/1/2021 8:10 AM
386	The lack of cell service throughout town is the most problematic issue I see.	12/1/2021 8:09 AM
387	They both stink!	12/1/2021 8:07 AM
388	We need high quality, competitive cable and fiber optic companies that offer state of the art equipment and services.	12/1/2021 8:02 AM
389	Given there are only two options for cable/internet (Optimum or Frontier) it seems these companies have a lack of customer service or care to catering to their customers, leaving residents with a lot of frustration and no options to fo elsewhere. Secondly, I find cell service around Wilton to be poor, but particularly Town Center. I also only get one bar in my home without the booster, but the booster is powered by internet, so if that goes out I am back to having no service essentially.	12/1/2021 7:58 AM
390	Altice/Optimum's customer service is horrendous. They've taken advantage of their monopoly to charge ridiculous rates for all their services. My internet connection is generally very good, but sometimes during gaming the connection causes "warping" issues where my virtual car appears to others to be blinking and/or jumping around. Before Altice bought Cablevision, this was one of the best internet companies in the US. Now they are trash. Why can't we have a municipal non-profit cable service?	12/1/2021 7:50 AM
391	Optimum is coming to my house tomorrow, to see what is the problem with cable. Verizon is horrible, we've lived here for 30 years. Since cell service started, it's always been horrible. Calls dropped, people can't hear, I still have landline for this reason. We have important business calls, and sometimes have to call back on land line.	12/1/2021 7:42 AM
392	The biggest issue with cable in the are is the lack of customer service and the outrageous pricing. I pay over \$319 per month for my cable/WiFi/phone	12/1/2021 7:33 AM

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393	The cost of service in relation to service received is unacceptable	12/1/2021 7:31 AM
394	Cost is too high for internet because it's always bundled with a bunch of stuff I don't want!	12/1/2021 7:29 AM
395	Optimum/Altice customer service is the worst. You are paying for bandwidth that is not always provided.	12/1/2021 7:28 AM
396	Cellulat service in Wilton is totally unacceptable!!! We can't use our cellphones in our own home without the purchase of a personal AT&T mini tower. We had to pay the high cost of that mini tower in order to make calls, send texts, etc. We need BOTH Verison AT&T towers in Wilton. Not just Verison as now planned.	12/1/2021 7:23 AM
397	No completion by another cable service. Television is very expensive when I learn what other providerscharge.	12/1/2021 7:09 AM
398	Put more cell towers	12/1/2021 6:59 AM
399	Cellular reception for all carriers is poor in Wilton, even in the town itself.	12/1/2021 6:47 AM
400	I want a internet service that has a fiber-optic network. I lived in New Jersey, and had verizon. I never had the issues that I am currently experiencing with Optimum.	12/1/2021 6:41 AM
401	Optimum service response is disastrously poor. Untrained people. Service people arrive without the equipment they said they would be bringing to solve the problem on multiple sequential calls	12/1/2021 6:41 AM
402	Need a new tower that actually provides coverage, current one too far.	12/1/2021 6:31 AM
403	No competition for internet providers is irritating. There is little to no cell reception in most of the town, not at my home and not in town center. I wonder how much this is hurting local commerce? I know downtown westport has great reception and their storefronts are mostly occupied. Don't under value that as a factor in attracting younger shoppers.	12/1/2021 5:07 AM
404	Competition for internet service is a must. Additional cellular towers will improve cellular coverage and ultimately improve internet competition when 5G arrives	11/30/2021 10:56 PM
405	No	11/30/2021 10:04 PM
406	I do NOT want a cell tower.	11/30/2021 9:08 PM
407	Need more internet service options. We need companies who will be competitive and add more service value for their customers.	11/30/2021 8:55 PM
408	Internet service seems like competitiveness is lacking and Wilton could benefit from reliable fiber options, not some mess from Frontier that is supposedly being rolled out. As for cell service, the cellular strength for networks Google Fi uses (TMobile and US Cellular, I believe) is not the best but it is sufficient for coverage and I've never had problems.	11/30/2021 8:18 PM
409	Please get us better cellular service asap. I get virtually no service in Wilton Center among many other places. In this day and age and with our location being in the major NYC tri-state area, this should have happened long ago.	11/30/2021 8:06 PM
410	Optimum has a monopoly in town. Our billed doubled for internet only in just over a year. I think I went from \$55 to \$99 and we have no choice but to pay. They also don't try and solved customer problems. They consistently want to send out a tech for a cost. When I told them I could sign in and see the error codes in the modem and the error codes are telling me it is a line issue, they miraculously fixed it the next day without coming to my house and any cost to me	11/30/2021 7:41 PM