

CONNECTIVITY COMMITTEE

# ELGIN COUNTY INTERNET CONNECTIVITY SURVEY RESULTS



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# OVERVIEW

Internet connectivity is an essential service for many residents and businesses in Elgin County. On October 16, 2020 the Connectivity Committee launched an Internet Connectivity Survey designed to gather feedback from residents and businesses about their experiences with internet connectivity in Elgin. The survey was designed to gather feedback and identify areas of greatest need.

Total Responses Received - 434

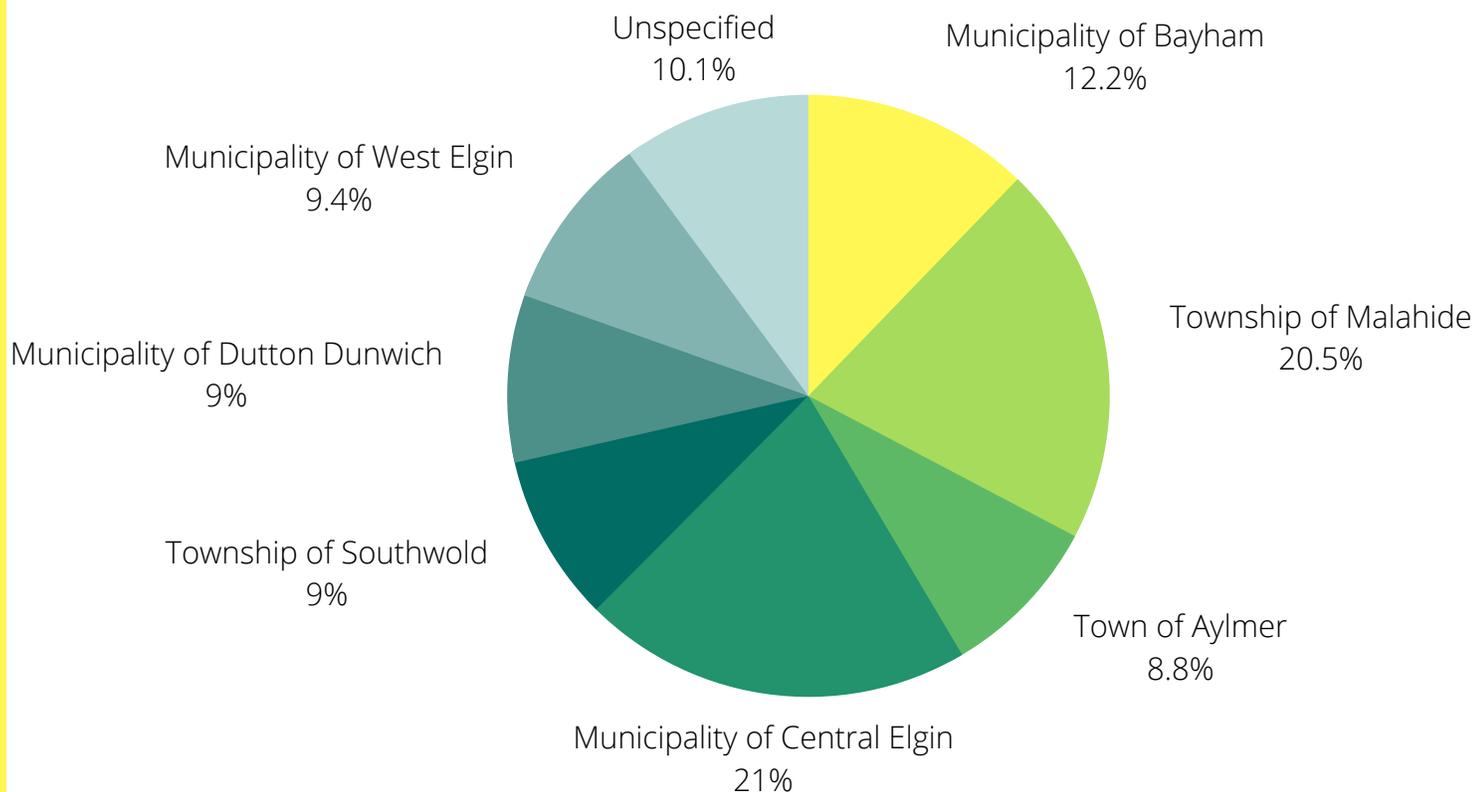
Total Respondents that identified themselves as residents - 406

Total Respondents that identified themselves as businesses - 28

Please note that not all respondents answered every question.

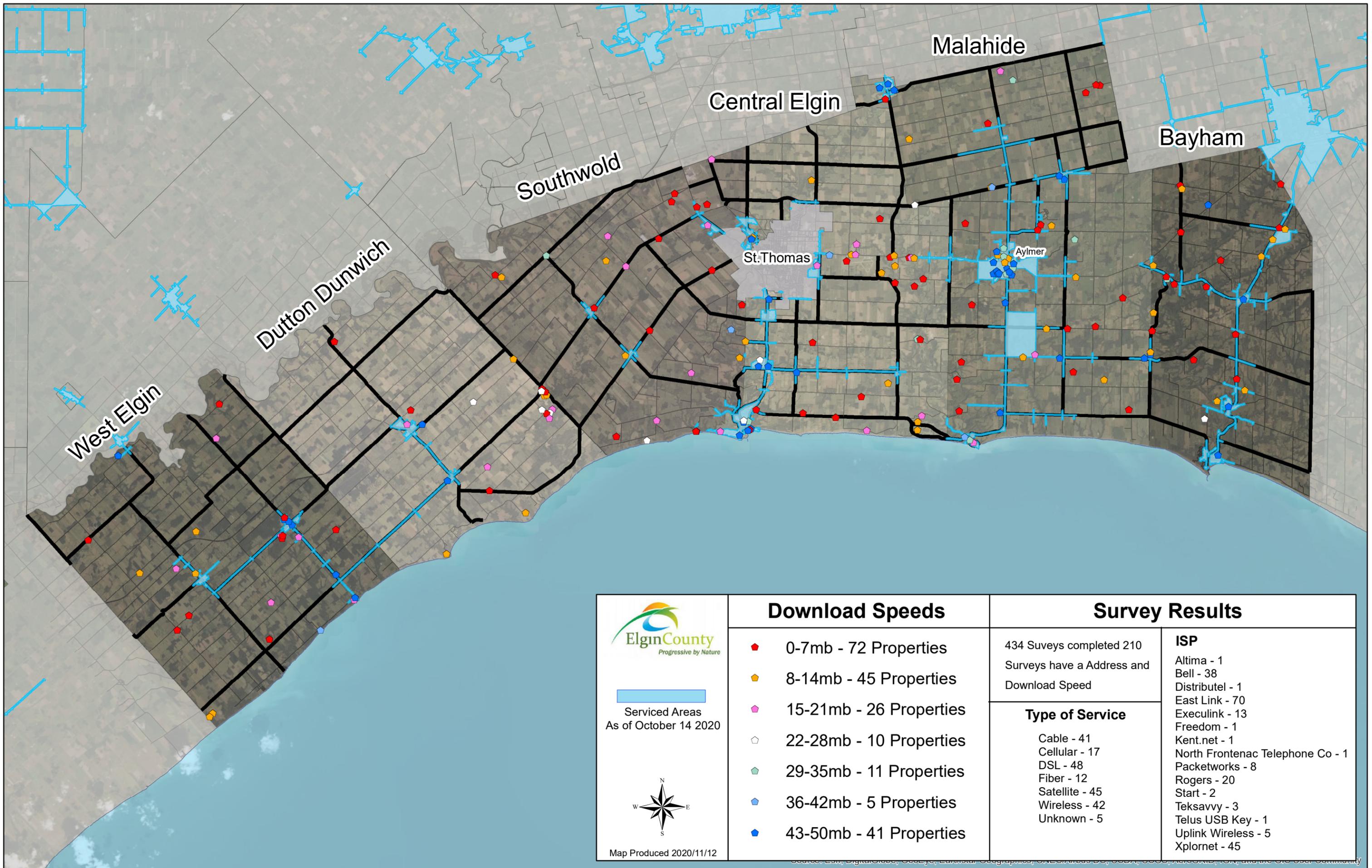
# QUESTIONS

## Question 1 - Which Municipality do you live in?



## Question 2 - Please Provide Your Address

Attached is a map that identifies download speeds based on addresses provided by survey respondents. The download speeds are indicated by different coloured dots. Overlaid on the map and indicated in light blue is the SWIFT map of locations that do not qualify for funding because they are deemed to have access to service that provides a minimum of 50 Mbps download speed. Please note that approximately half of the 434 respondents provided addresses that were incomplete and could not be mapped by GIS.

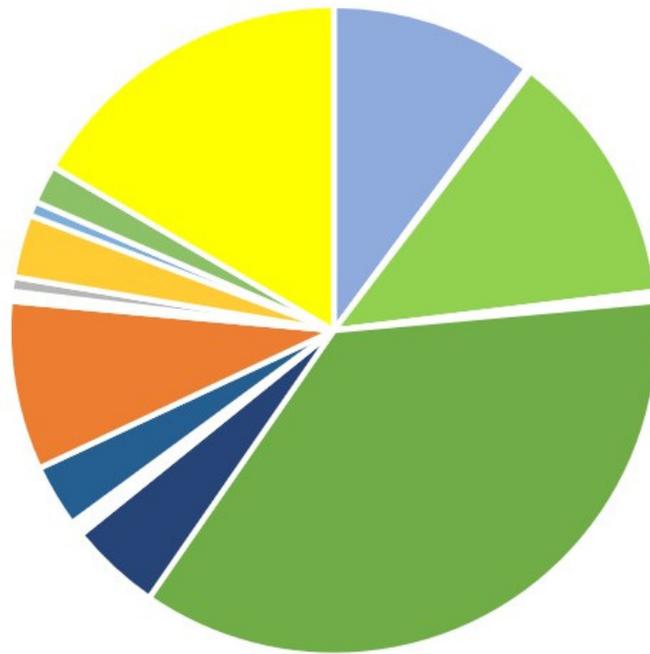


|  |  |  |  |
|--|--|--|--|
|  <p>Serviced Areas<br/>As of October 14 2020</p>  <p>Map Produced 2020/11/12</p> | <h3>Download Speeds</h3> <ul style="list-style-type: none"> <li>◆ 0-7mb - 72 Properties</li> <li>◆ 8-14mb - 45 Properties</li> <li>◆ 15-21mb - 26 Properties</li> <li>◇ 22-28mb - 10 Properties</li> <li>◆ 29-35mb - 11 Properties</li> <li>◆ 36-42mb - 5 Properties</li> <li>◆ 43-50mb - 41 Properties</li> </ul> | <h3>Survey Results</h3> <p>434 Suveys completed 210<br/>Surveys have a Address and<br/>Download Speed</p>  | <h3>ISP</h3> <ul style="list-style-type: none"> <li>Altima - 1</li> <li>Bell - 38</li> <li>Distributel - 1</li> <li>East Link - 70</li> <li>Execulink - 13</li> <li>Freedom - 1</li> <li>Kent.net - 1</li> <li>North Frontenac Telephone Co - 1</li> <li>Packetworks - 8</li> <li>Rogers - 20</li> <li>Start - 2</li> <li>Teksavvy - 3</li> <li>Telus USB Key - 1</li> <li>Uplink Wireless - 5</li> <li>Xplornet - 45</li> </ul> |
|  |  | <h3>Type of Service</h3> <ul style="list-style-type: none"> <li>Cable - 41</li> <li>Cellular - 17</li> <li>DSL - 48</li> <li>Fiber - 12</li> <li>Satellite - 45</li> <li>Wireless - 42</li> <li>Unknown - 5</li> </ul> |  |

Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, AeroGRID, IGN, and the GIS User Community

## Question 3 - Please Indicate Your Service Provider

Please note that those ISPs listed at zero percent all represent one (1) survey response. Because they account for less than 1% of the responses they are not visually depicted on the graph.



|                                    |                  |                      |
|------------------------------------|------------------|----------------------|
| ■ Unspecified 10%                  | ■ Altima 0%      | ■ Bell 13%           |
| ■ Coextro 0%                       | ■ Distributel 0% | ■ EastLink 36%       |
| ■ Execulink 5%                     | ■ Freedom 0%     | ■ kent.net 0%        |
| ■ North Frontenac Telephone Co. 0% | ■ Packetworks 3% | ■ Rogers 8%          |
| ■ Rural Canada Internet 0%         | ■ Speakout 0%    | ■ Start.ca 1%        |
| ■ Teksavvy 3%                      | ■ Telus 1%       | ■ Uplink Wireless 2% |
| ■ Xplornet 16%                     |                  |                      |

## Question 4- How would you rate your service with your current internet service provider?

Respondents were asked to rate the service they receive from their current internet service provider on a scale of 1 (very dissatisfied) to 5 (very satisfied). Respondents were asked to rate a number of elements including:

- Data Allowance,
- Reliability,
- Affordability,
- Speed,
- and Overall Experience.

The first chart below organizes responses into categories based both on internet service provider and type of service. Splitting answers out into these categories is important to understand the satisfaction between different internet service providers but also with each type of service as satisfaction levels could vary considerably between a fiber and DSL connection.

Satisfaction levels are represented as averages of all responses received within each internet service provider/service type category.

Number of responses in each category provides context regarding how many responses were averaged. Certain internet service provider/service types may have received very positive or very negative responses; however, it is important to keep in mind that this may be the evaluation of one (1) very satisfied or very dissatisfied client.

The second chart below breaks down satisfaction levels by community as indicated by the respondent in his/her mailing address. It is important to note the numbers for the Town of Aylmer and the City of St. Thomas. The chart indicates 108 responses from Aylmer; however, based on survey data only 38 Aylmer residents responded. The balance of these 108 responses belong to Malahide residents with Aylmer mailing addresses. Additionally, the survey did not solicit responses from the City of St. Thomas and those answers can be attributed to County residents with St. Thomas mailing addresses. This poses a challenge in determining precise satisfaction levels in those areas.

## Question 4: How would you rate your service with your current Internet Service Provider?

1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied or Dissatisfied  
4 - Satisfied 5- Very Satisfied

| ISP                           | Service Type | Responses | Data Allowance | Reliability | Affordability | Speed | Overall |
|-------------------------------|--------------|-----------|----------------|-------------|---------------|-------|---------|
| Bell                          | Fiber        | 1         | 5              | 5           | 3             | 4     | 4       |
| Bell                          | Cable        | 4         | 2              | 2           | 2             | 1     | 2       |
| Bell                          | DSL          | 13        | 2              | 1           | 1             | 1     | 1       |
| Bell                          | Wireless     | 14        | 2              | 2           | 2             | 2     | 2       |
| Bell                          | Satellite    | 9         | 3              | 3           | 3             | 3     | 3       |
| Bell                          | Cellular     | 12        | 1              | 1           | 1             | 1     | 1       |
| EastLink                      | Fiber        | 3         | 4              | 3           | 2             | 3     | 3       |
| EastLink                      | Cable        | 50        | 3              | 2           | 2             | 2     | 2       |
| EastLink                      | DSL          | 75        | 3              | 1           | 1             | 1     | 1       |
| EastLink                      | Wireless     | 17        | 2              | 1           | 1             | 1     | 1       |
| EastLink                      |              | 6         | 1              | 1           | 1             | 1     | 1       |
| Packetworks                   | Fiber        | 13        | 4              | 4           | 3             | 4     | 3       |
| Rogers                        | Fiber        | 3         | 4              | 4           | 3             | 4     | 4       |
| Rogers                        | Cable        | 13        | 3              | 2           | 2             | 3     | 2       |
| Rogers                        | Cellular     | 6         | 1              | 2           | 1             | 2     | 1       |
| Rogers                        | Wireless     | 12        | 3              | 2           | 2             | 2     | 2       |
| Rogers                        |              | 1         |                | 4           | 1             | 4     | 2       |
| North Frontenac Telephone Co. | Fiber        | 1         | 5              | 5           | 5             | 5     | 5       |
| Execulink                     | Cable        | 2         | 3              | 2           | 2             | 2     | 2       |
| Execulink                     | DSL          | 2         | 2              | 1           | 2             | 1     | 1       |
| Execulink                     | Wireless     | 10        | 3              | 3           | 2             | 2     | 2       |
| Execulink                     | Satellite    | 4         | 3              | 2           | 2             | 2     | 2       |
| Execulink                     |              | 1         | 1              | 2           | 1             | 1     | 1       |
| Teksavvy                      | Cable        | 1         | 5              | 3           | 2             | 4     | 4       |
| Teksavvy                      | DSL          | 5         | 3              | 2           | 2             | 1     | 1       |
| Teksavvy                      | Wireless     | 3         | 4              | 5           | 3             | 2     | 4       |
| Teksavvy                      | Satellite    | 2         | 4              | 2           | 3             | 2     | 3       |
| Teksavvy                      | Cellular     | 1         | 4              | 2           | 2             | 1     | 2       |
| Teksavvy                      |              | 1         | 3              | 1           | 2             | 2     | 2       |
| Xplornet                      | Wireless     | 10        | 3              | 1           | 2             | 1     | 1       |
| Xplornet                      | Satellite    | 54        | 1              | 2           | 1             | 1     | 1       |
| Xplornet                      | Cellular     | 5         | 3              | 2           | 2             | 1     | 2       |

|                       |           |   |   |   |   |   |   |
|-----------------------|-----------|---|---|---|---|---|---|
| Uplink                | Wireless  | 4 | 4 | 3 | 2 | 3 | 2 |
| Uplink                | Satellite | 4 | 4 | 4 | 4 | 3 | 4 |
| Distributel           | Cable     | 1 | 4 | 2 | 3 | 3 | 2 |
| Coextro               | Cable     | 1 | 5 | 5 | 5 | 5 | 5 |
| Start.ca              | Cable     | 1 | 5 | 4 | 5 | 5 | 5 |
| kent.net              | DSL       | 1 | 4 | 4 | 4 | 2 | 4 |
| Telus USB             | Wireless  | 1 | 2 | 1 | 2 | 3 | 2 |
| Telus                 | Wireless  | 1 | 3 | 4 | 3 | 3 | 3 |
| Telus                 | Cellular  | 1 | 2 | 2 | 1 | 3 | 2 |
| Altima                | Wireless  | 1 | 5 | 4 | 5 | 3 | 3 |
| Freedom               | Wireless  | 1 | 2 | 1 | 2 | 2 | 2 |
| Speakout              | Wireless  | 1 | 3 | 1 | 2 | 2 | 2 |
| Rural canada internet | Cellular  | 1 | 1 | 1 | 1 | 1 | 1 |

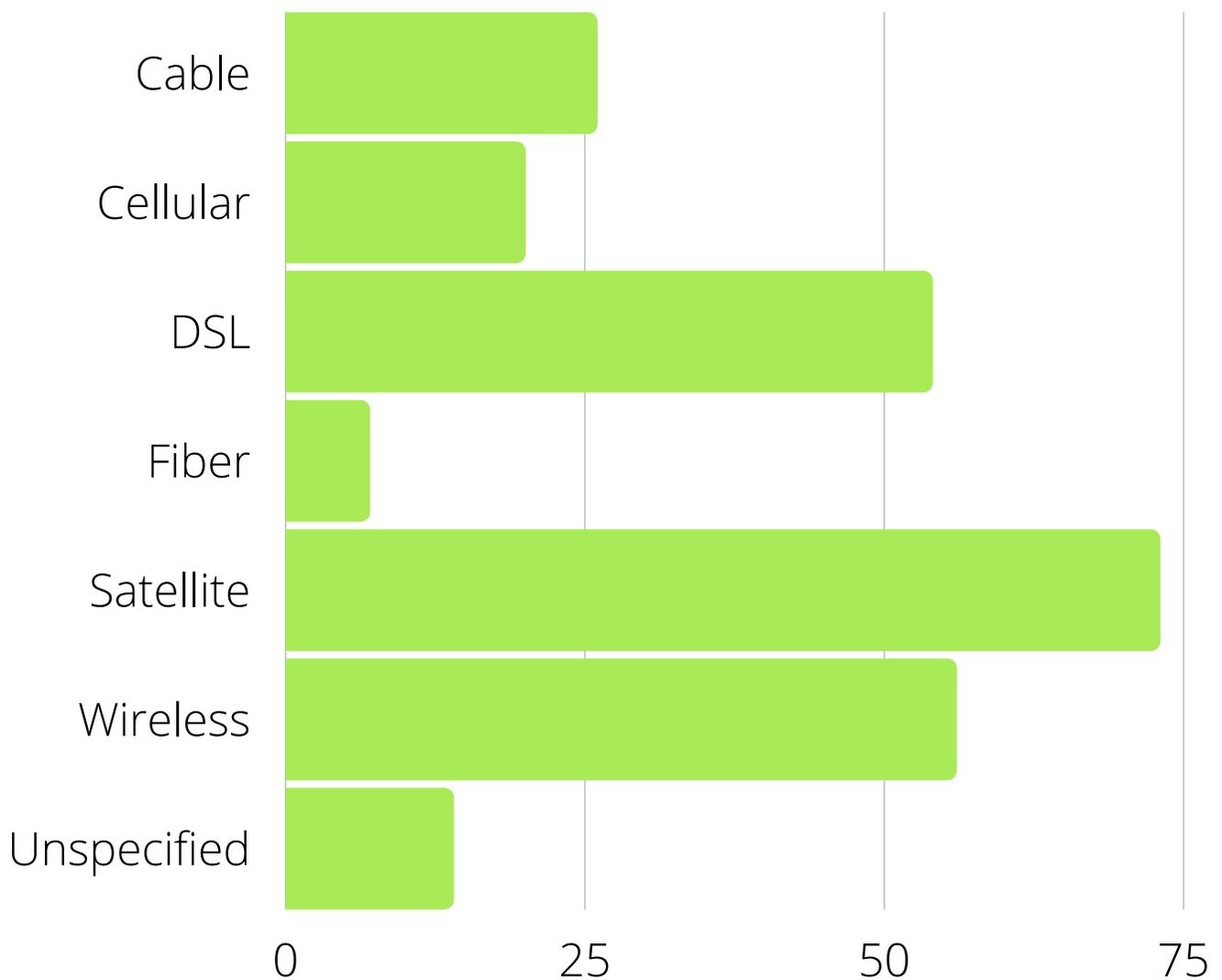
## Satisfaction By Community

| Community      | Responses | Affordability | Allowance | Reliability | Speed | Overall |
|----------------|-----------|---------------|-----------|-------------|-------|---------|
| Aylmer         | 108       | 1             | 3         | 1           | 1     | 1       |
| Bayham         | 2         | 2             | 3         | 1           | 1     | 1       |
| Belmont        | 10        | 3             | 3         | 2           | 3     | 3       |
| Dutton         | 9         | 1             | 2         | 2           | 2     | 2       |
| Eagle          | 1         | 4             | 4         | 5           | 5     | 4       |
| Eden           | 12        | 1             | 3         | 1           | 1     | 1       |
| Fingal         | 2         | 3             | 2         | 3           | 1     | 2       |
| Iona           | 5         | 2             | 2         | 3           | 2     | 2       |
| Iona Station   | 13        | 2             | 2         | 2           | 2     | 2       |
| Malahide       | 2         | 1             | 2         | 1           | 1     | 1       |
| Port Bruce     | 4         | 1             | 4         | 2           | 2     | 2       |
| Port Burwell   | 35        | 2             | 2         | 2           | 2     | 2       |
| Port Stanley   | 1         | 2             | 4         | 3           | 2     | 3       |
| Rodney         | 24        | 2             | 2         | 2           | 1     | 2       |
| Shedden        | 4         | 3             | 3         | 3           | 2     | 2       |
| Southwold      | 2         | 2             | 1         | 2           | 2     | 1       |
| Sparta         | 11        | 1             | 2         | 1           | 1     | 1       |
| Springfield    | 10        | 2             | 3         | 2           | 2     | 2       |
| St. Thomas     | 55        | 2             | 2         | 2           | 1     | 1       |
| Straffordville | 10        | 2             | 2         | 1           | 2     | 1       |
| Talbotville    | 1         | 1             | 4         | 1           | 1     | 1       |
| Union          | 10        | 1             | 2         | 1           | 1     | 1       |
| Vienna         | 9         | 1             | 1         | 1           | 0     | 1       |
| Wallacetown    | 10        | 2             | 2         | 2           | 1     | 2       |
| West Lorne     | 20        | 2             | 3         | 2           | 2     | 2       |

# Question 5-Did you pursue other connectivity options before selecting your current provider? If so, what other solutions did you pursue and why were they unsuccessful?

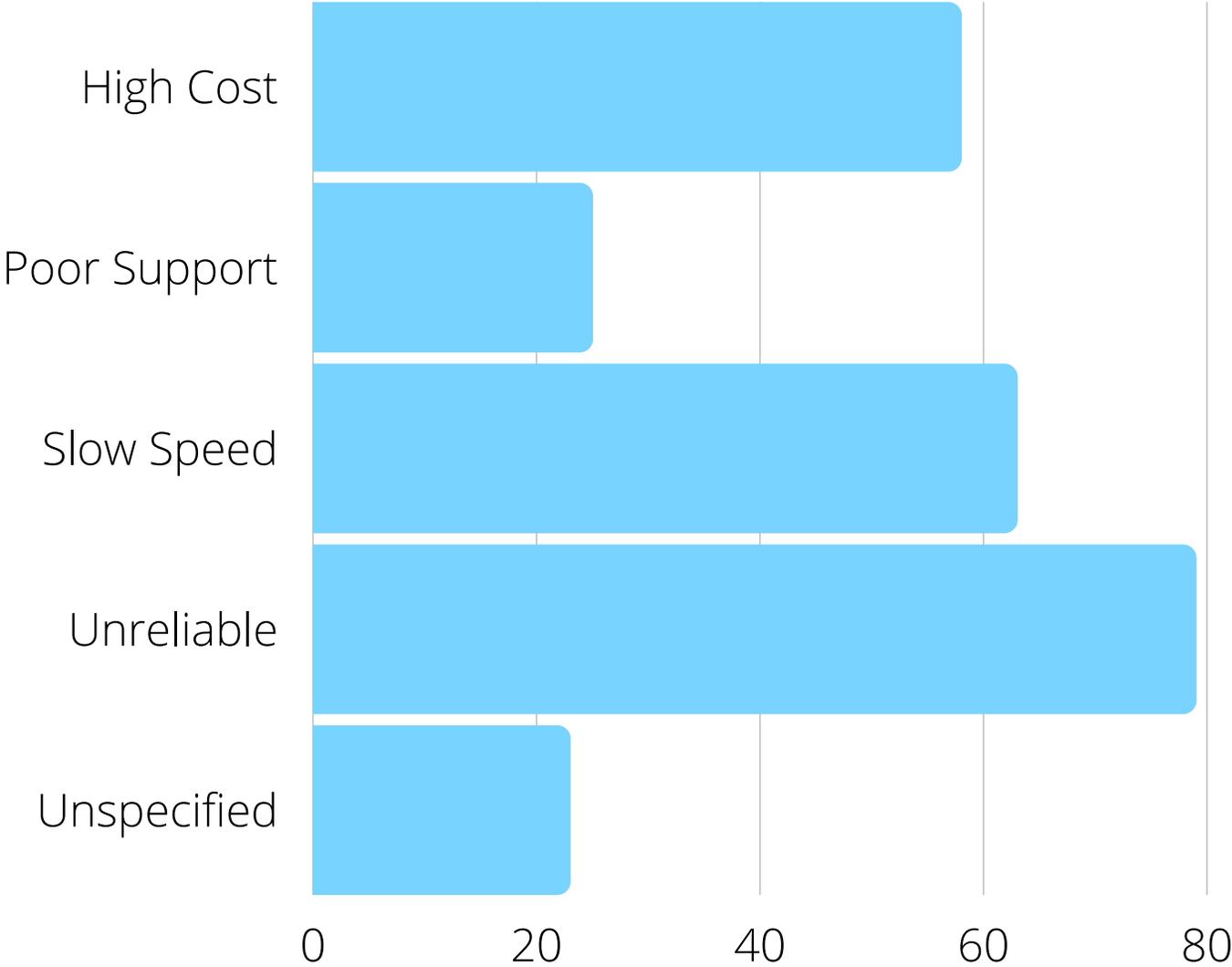
## Type of Service Pursued:

Respondents could select as many options as were tried.

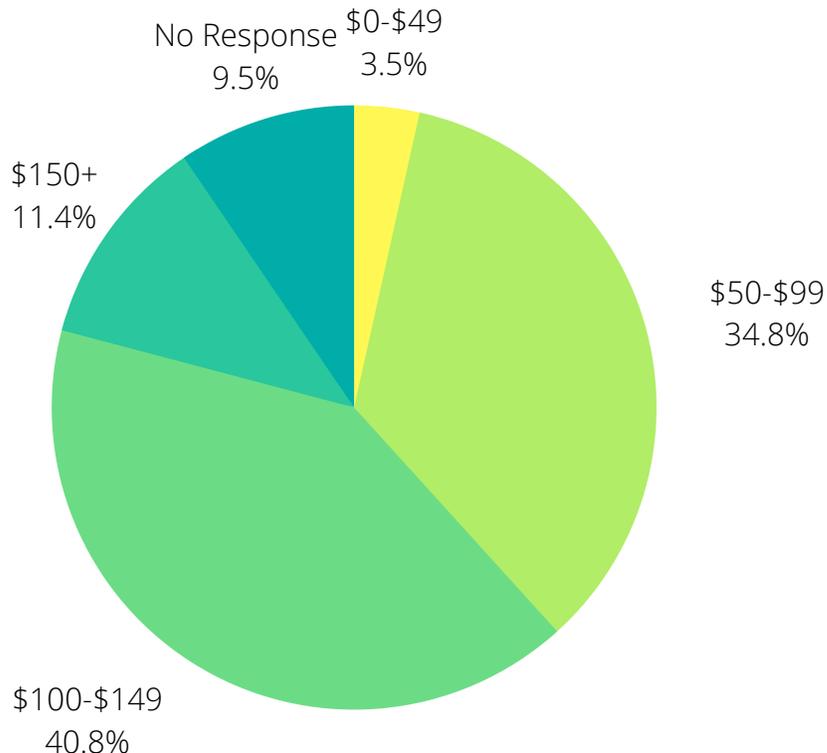


# Reason why previous solutions were unsuccessful:

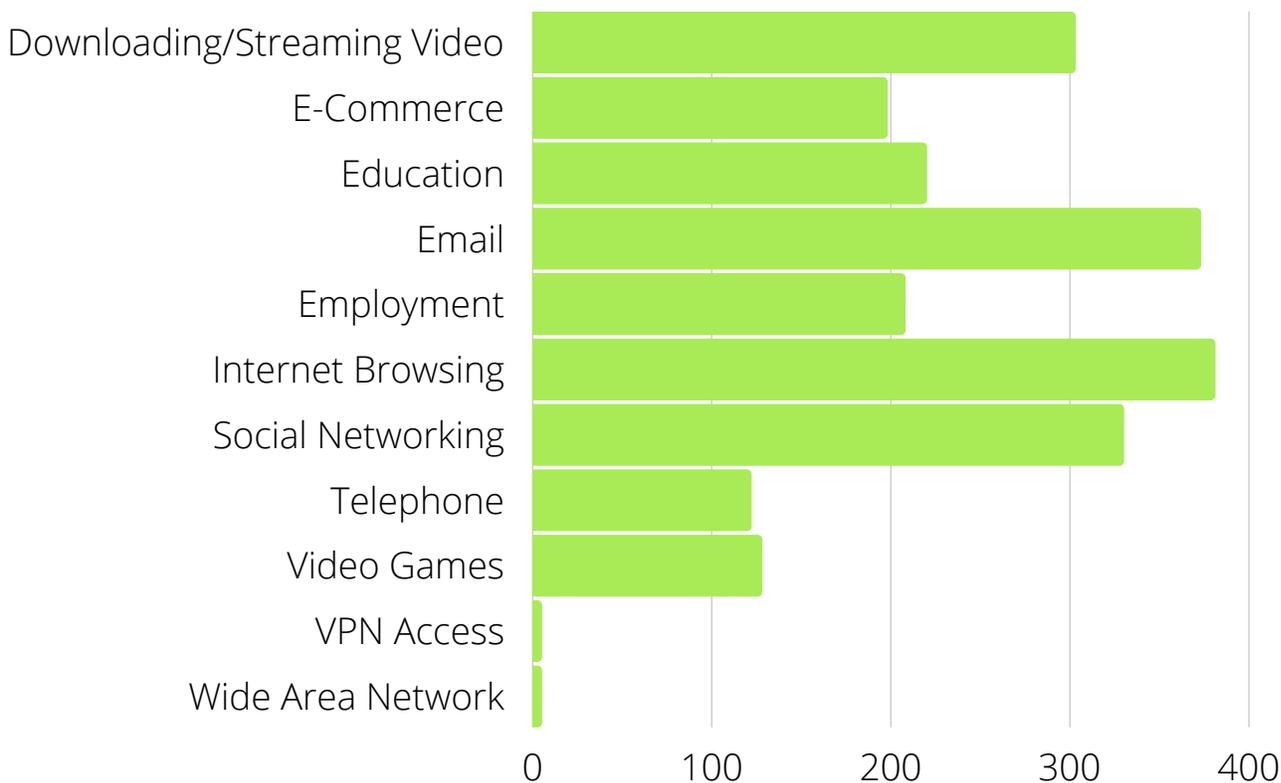
Respondents could select as many reasons as applicable.



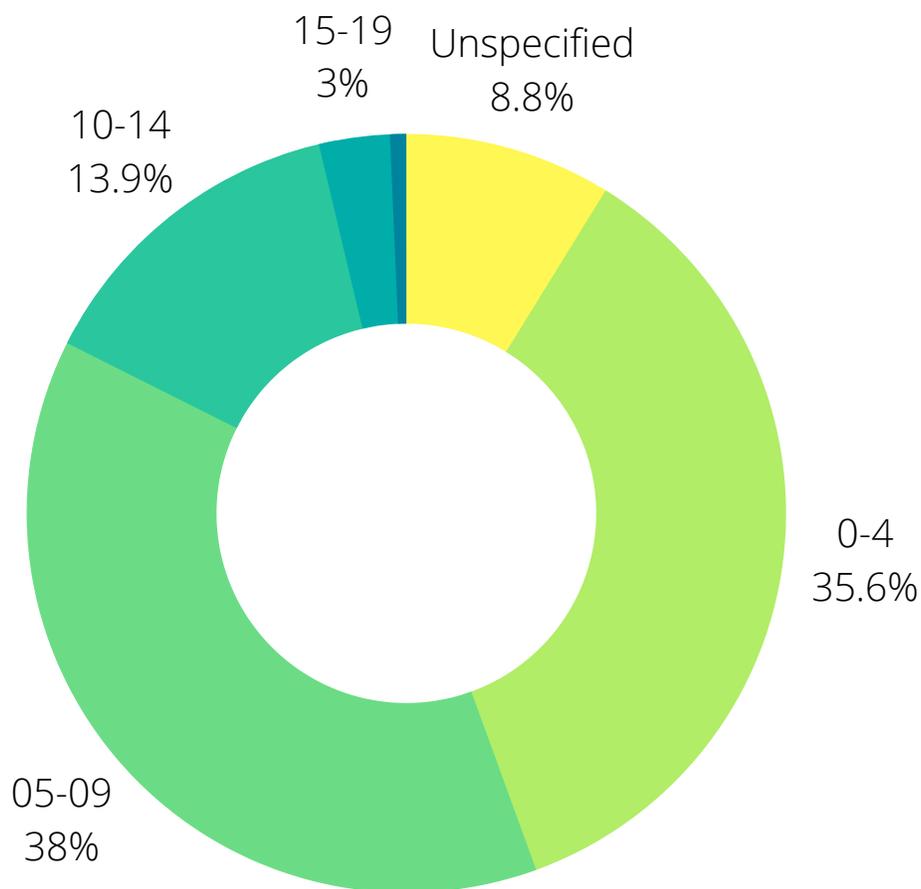
## Question 6-What is the monthly cost of Your Internet Service



## Question 7-Please Indicate the activities that you use the Internet for on a daily basis (Select all that apply).



## Question 8- What is the average number of internet connected devices you use?



## Question 9- What challenges are you currently facing with your internet connection?

The following attachment provides unfiltered responses to this question as received through the survey. Nearly 400 responses to this question were received. The majority of responses are related to high costs, slow speeds, unreliable service, and inability to work and learn from home as a result of inadequate services.

## What challenges are you currently facing with your internet connection?

Not enough speed available from any provider and I'm going to have to set up a second service just so I can work from home and not go over my highest available bandwidth amount.

Price, speed

Buffering slow speed cost

Slow speed and small data limit of 350 GB

none, just cost a bit pricy compared to larger packages in the City

Intermittent Cell service - Some days full bars, some days no bars. Calls drop.

Data overages

Slow, too many disconnects, too expensive.

Drops connection multiple times a day

High cost, unreliable, at least once a year we lose service for a week or so.

Lagging during the evening

The Wastell development physically cut the lines 28 times last year.

Just reliability and fix response time.

Other than cost, no connectivity challenges

Frequently bandwidth is low, Connectivity issues, loss of connection.

Operating 2 devices at a time slows them down and can't do any zoom type meetings

It cuts in and out frequently. The distance is terrible! I can't get internet on my back deck. I can't

freezing of computers and cost is crazy

Speed and reliability.

always sooo slow!! when all staff are present, speed are even slower (2.4 Mbps)

Repairs take one week or more

Slow, Disconnects randomly

cost is extremely high due to lack of alternative options. When you have a monopoly in the area you can charge whatever you want.

cutting out

Over all, the service is pretty good. The price is pretty out of whack though.

I am on DSL, my 5 children are doing online schooling and my wife is a High School teacher, doing work online. As well as I mentioned above I have many medical appointments as a disabled Veteran that I am supposed to be doing via internet meetings, which is impossible to do with this internet service. It is impossible for all of my family to do their work as our internet will shut down every 5 to 10 minutes, then we have to reboot it and it will last another 10 minutes or so and then reboot it again, it will not stay running constantly. I have had Eastlink out on over 10 occasions and the

Unreliable service, slow speeds, disconnectivity, having to reset the modem constantly

extremely slow speeds at high cost. we get 3-5 mbps and pay more than those that get 150+ mbps

Incredibly slow, system seems to crash frequently

Unable to get service. Maybe Execulink. No options for different providers. Do far executlink is the only one that MIGHT be able to get us service \$100 per month take it or leave it.

Very slow and cant do much of anything. Disconnected alot. Awful.

Horrible customer service, extortionist pricing, took ONE YEAR to get them to replace the cable under my lawn. Overall bad service. NO option until about two months ago when NetFox came to the area. Eastlink lost a lot of customers at that point. They truly dont care about their customers.

|  |
|--|
| Unreliable and the speed is not consistent. We lose service on a weekly basis and lose speed every night.  |
| drop outs constantly, slow   |
| dropped calls, VERY SLOW Internet  |
| Can barely load videos or picture. Online gaming is nearly impossible. Extremely slow  |
| Extremely slow speeds, it's suppose to be 25 mbps but rarely tops 7 mbps, it constantly goes down without warning  |
| Can only get explornet satilight or cellular data, VERY expensive and satellite is super slow, costly, and limited   |
| Almost daily interuptions, snail speed always, high price for service. Eastlink slow to respond to issues and very rude and not helpful staff. MONOPOLY!!!!  |
| Constantly cuts out. Slow  |
| Service can be very slow at times. Not what we contracted for.   |
| slow speed, connections dropped  |
| Loss of signal   |
| Expensive  |
| Not unlimited  |
| Very slow speed, stalls, slower than slow and VERY ANNOYING!!  |
| Buffering, slow, restarting router several times a day, multiple people can't use internet at same time  |
| Expensive service , unlimited not an option , extreme unreliable service - extremely slow and xplornet knows there is an issue in this area but still charges full High rates . My neighbour has eastlink but there are no other switches available for us to join per eastlink tech guy |
| Our internet is way too slow   |
| Overly expensive for limited data compared to what other people are paying for unlimited. Very unreliable, cuts out frequently, and very slow.   |
| High cost  |
| Price, speed, dependability  |
| Frequent disconnect or no service available, slow to download, uploading is almost impossible. Totally unreliable, unable to participate in Zoom meetings.   |
| Frequent interruptions especially during rain or snow.   |
| Disconnect, slow speed, no zoom meeting, impossible to up load, unreliable service   |
| Wireless is a huge step up from satelittle, but it is still expensive for speed. Also Xplornet continually throttles speeds and lies about doing it. Not my favourite company but my only option available here.   |
| Going over 350 g per month.  |
| Speed!!  |
| Slow   |
| Slow and unreliable  |
| The main challenge is the CAP of 10MB upload speed. We have AMAZING 1GB download speed but are amputated by the upload speed . And Eastlink did provide enough technical data to support why I am throttled at 10MB upload speeds.   |
| Connection cuts in and out multiple times in a day.  |
| Slow, frequently disconnects. We pay for Netflix but often don't bother to try using it because our speed is slow or it disconnects  |

Costly compared to the data usage allowed. Therefore, we limit our usage so we do not incur extra costs. As a rural area, we aren't afforded the same internet choices allowed by urban centres or even smaller villages.

Lagginess, always disconnecting even when connect to different devices, random drops of connection, not getting the full amount of internet that is paid for. (Default router caps internet) (service provider caps amount out threw dsl)

Slow speed and data cap too low to be useful or competitive.

Always cuts out! We have 3 children who do online schooling and have to take turns online in order to do their work. We also work from home making things more frustrating yet. We recently asked for help from Eastlink and they keep upping our bills but say they are unable to help us.

Very low speed,

No connection in bad weather.

Freezes quite often.

very slow

too slow for streaming, so we can't get Netflix... Data allowance - slow us down. Lose signal in bad weather

Annoyance of contract renewal and price increases every year.

Consistent speed. Service periodically drops to zero speed. Not 100% reliable.

S L O W...always slow

Speed

Poor connectivity dropping service and unable to reconnect without constantly rebooting. Price just went up and getting out of control.

-Service patchy and frequently cuts out that disrupts activity

-Extremely expensive \$200 per month for 200 GB

-unreliable often stating "server can not be found"

when trying to connect to links or searching the internet

Goes down a lot and the speed is not enough as I now permanently work from home

Maximum speed is 1.8 mbps. It's not enough for a family of 5 with 4 of those being kids doing online schooling. It's horrific. And there are NO OPTIONS. All we can get is eastlink dsl.

Very unreliable, weather interruptions, wind etc. Slow.

Only 1 provider in our town and it just stops for no reason bad connection

Extremely slow, constantly cutting out and dropping. Zero reliability. Very expensive for the type of service received.

I wish that Eastlink offered web hosting like I had when I was with Execulink before I moved here.

When we moved here (10 years ago), my understanding is that there was no other choice here except for Eastlink. I understand that there seems to be other choices available now, but not sure I trust them. They are not known names.

I have learned that when it seems that we have no service, I can usually restore it by unplugging the system for 10 minutes. It doesn't happen that often.

Dropped signals and poor connection speeds are constant. Our home phone is internet based and is useless because communication is broken and in audible. It is ver frustrating especially now with kids schooling online from home.

Outages

So slow. Expensive Data plans!! Tired of being held hostage by [REDACTED] service providers

Extremely slow speeds, constant buffering, can't have more than 2 devices streaming because the other won't work, price is crazy high for [REDACTED] service. If we could have fibre optic or cable it would be a lot better.

|   |
|---|
| Being in the rural area the options are so very limited, expensive and unreliable. I'm so disappointed packetworks fibre comes down the main roads but not rural. Why are we left out?  |
| Speed issues  |
| Lag time, very difficult to stream anything. Internet very slow and cuts out daily.   |
| Extremely slow  |
| 3-4 times a day the internet goes down for 5-10 mins and speeds are much slower than claimed  |
| The internet is fine for emailing and social media, although you can't always see pictures or videos. We can not use a service like Netflix as it cuts in and out or is constantly buffering. It was very frustrating during covid when we were forced to work online as I could not connect or post content for my students. Our daughter lives far away and we have a very hard time trying to FaceTime with her since it freezes, or cuts in and out or just drops out. I have to drive to my sons house in Aylmer in order to have a good conversation with her. This makes you wonder what my over \$150/month is going towards! |
| No speed/bandwidth especially during the work day hours.  |
| slow speeds and unreliability   |
| Very unreliable service, frequent disconnections for no reason, band width cannot support one person working from home and another attendinf online courses   |
| Satellite internet is unreliable in poor weather. Cap does not allow for much streaming.  |
| Unreliable lose connection for days at a time   |
| always resetting modem  |
| Costly. Slow . Wireless Security cameras conflict with wireless signal and cannot be used   |
| Slow uptake, intermittently unavailable   |
| Forced to have two services. One is reliable, one is fast. Both are expensive.  |
| Unreliable, can't use cell phone in the house.  |
| We pay for 5gb and the phone lines will only allow up to 2.3gb  |
| slow service -- when the internet goes down, the wait time to get through to a service technician is over 20 minutes, then the service technicians are not helpful, and then when they book a repair person to come out, the soonest available is 5 to 7 days   |
| It's always slow, flakes out repeatedly. Trying to stream my university courses is impossible. There's poor support for the most part, every time someone comes to check why our internet is slow or keeps going out it never solves anything. We can't get high speed internet where we live which makes it hard to do a lot of things.  |
| Often slow. Often irregular. Unreliable. Lots of times not working at all.  |
| Limited providers for our address, dropped connections, lagging, constant increase pricing. We have unlimited but it isn't a constant reliable connection on all devices at any given time.   |
| Internet not working a lot of the time. Loses connection. Very high price and it keeps going higher often. Terrible customer service and horrible company to deal with.   |
| We've had several challenges. Most nights the internet runs very slow and it's impossible to get work done. During storms (rain or snow or heavy cloud cover) the internet and TV (Netflix, Disney +) is spotty and disconnects or is unusable for a period of time. We didn't have enough data   |
| Very unreliable service, drops frequently & is insanely expensive for the low speed, poor connectivity, horrible customer service, inability to Provide credits to customers accounts & extremely slow résolution to service issues. I wish there was another option as internet service is VERY EXPENSIVE out here compared to other parts of the province!  |
| Very low speed and we can not run two devices at the same time or they won't work. le you can watch Netflix and upload at the same time or the show will go pixelated or stop the volume.   |
| Very slow download/upload speeds.   |

|   |
|---|
| Inconsistent speeds.  |
| Pay for "up to" 5 Mbps in actuality it is rarely over 2mbps   |
| Internet speeds are notoriously slow. Our usual download speed is 0.26 Mbps. Customer service is awe full with Eastlink because they know that we do not have other options.  |
| Costly not the extensive selection I had with rogers (in another area). No other high speed cable available in the area   |
| Unreliable service. If any type of weather it stops working. Slow speeds.   |
| Inconsistency in speed, reliability (dropped connections)   |
| Price... expensive ..... not allowed any competition!   |
| Speed   |
| We don't have enough internet for our household. We can't get anymore due to old infrastructure<br>We pay for more internet than we can actually get only to get as much as we can  |
| Slow speed for the high cost  |
| Connection is sporadic  |
| slow service, very costly for what is provided, limited data. With COVID and online learning the data package available is completely inadequate to do be able to do online learning.   |
| Above you asked what other connectivity solutions I have pursued and reason that it did not work out - however, you failed to provide the option of "Not available for my location". I have pursued TekSavvy (might have only been able to get the SkyFi service which is poor but at least cost effective and unlimited), Bell DSL, Xplornet LTE, Juce Computers and all are unavailable for my area. Of course, fibre internet and other options are completely unavailable for us and not even a remote consideration. |
| The service is way too slow and unreliable. ost of the time when someone calls the house phone (Land Line) then the internet connection usually cuts out. YouTube and other video sites or services take a long time to load a video and well the video is playing it will freeze up a lot. Windows updates and other software updates on Computers, tablets and cell phones take forever to download.  |
| Only one provider in the area. Service and speed are not great at all. Often limited connectivity.  |
| SLOW  |
| I feel we have no options other than Eastlink. We are unable to get any other providers and therefore I feel they can charge whatever they want.  |
| Frequently offline , unreliable point of sale devices   |
| Some freezing   |
| INCREDIBLY slow. Less than 1 mbps average. And that is then shared among 5 people. On top of that, it's expensive, and has issues with service dropping and high latency.   |
| they have a monopoly on the area no other service allowed in their phone area   |
| Bit too expensive   |
| Buffering. I used to have best package and they changed it to be lowest for more money.   |
| Mainly price  |
| speed, unreliable and poor customer support   |
| Keeps cutting out   |
| Intermittent service, limited data, high latency ping   |
| Speed and price. I have an iPhone 11 and the Xplornet is extremely SLOW to connect. I also have Rogers Hub since bell isn't available. The hub is faster than Xplornet but can cost me anywhere from \$150 - \$250 monthly, depending on how much I use it.   |
| There are very limited options where we live.   |

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| Forget about getting services like Netflix or anything like that because it would cost way too much to get, use all of our data and take way too long  |
| the main one is cost   |
| There is NO service or way to expensive.   |
| Speed and reliability  |
| PLEASE NOTE...our service is considered a Terrestrial Service. Ie. It is beamed to us from local farm silos. Service is poor, cost is high, we have No Other Choices at this time.                 |
| Inconsistent speed   |
| Very expensive not reliable constant service outages   |
| Very slow, sometimes not available at all  |
| Inconsistent experience. Speed fluctuates all over the place. Paying for 150 down, (and 20 up), but often have around 20 down.   |
| The speed options available are very low for the capabilities of fiber connectivity.   |
| High cost, download speed and frequent outage which can occur with the slightest weather issue whether it is rain, wind and especially snow. Reception on streaming services is particularly poor. |
| I refuser to get connected because of it being so slow. I would love to have service in my home but issues!!   |
| Outages. Slow  |
| Slow download and limit to data  |
| Their service is horrible!!! If you ever have to call them for help...it is a nightmare.   |
| Slow speeds  |
| Sometimes cuts out. Can't connect WiFi mesh point devices because the nature of the service  |
| The cost increases drastically with usage.   |
| Slow, constantly having to reboot server   |
| Eastlink has made no progress in their IPv6 support and appears to have stagnated. Infrastructure is OK and even good in some areas but for the most part pretty poor.                             |
| It can be unreliable. The speed isn't always there and sometimes the service is unavailable. Or it stops and the modem has to be rebooted. It's pricey.  |
| The internet is slow. It is not always reliable.   |
| It is unreliable at the best of times. It is too expensive.  |
| slow   |
| High cost  |
| Not unlimited  |
| Unreliable   |
| Speed is terrible but no other option only ancient bell phone line less than 2 mbs.  |
| Upload speed is terrible! Makes it very difficult to complete school work and work from home.  |
| Very unreliable  |
| Very slow at times. Disconnects easily. Have to reboot modem often. Hard to connect devices to wifi.   |
| slow, drops out and speed issues...buffering   |
| Poor Poor Poor availability and connectivity. Cannot even open email most times.   |
| Working from home within Citrix, Citrix doesn't recognize my provider slowing response times   |
| Horrible connection speed that drops   |
| I am filling this survey out on behalf of the residents at the above address. Their internet is so poor they could not even load the survey to participate.  |
| Interrupted and slow service   |

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| High Speed is not available for my location. To participate in online courses I've had to go intown to a relatives house.  |
| Online meetings are challenging: unreliable reception, dropped connect.  |
| Often go over monthly allotment: get blocked, must log into bell and 'unblock' :-(   |
| Investigated other services at one time and was advised this location is in "a dead zone".   |
| We have the Bell wireless with 10 download and 1 upload. The upload is an issue. I've heard that Bell is working on upgrading to 50/10 but that the price will go way up. I'd like to upgrade when possible but not for \$135 a month.   |
| When we built our new home we worked hard to get Rogers to service us and the other 4 new houses but they said we'd have to pay \$15,000 to run the line even through it is a few hundred feet down the road. They would take \$1500 off for each house that hooked up but that is still unaffordable. |
| Extremely unreliable service that makes it difficult to conduct business as we lose connectivity for short amounts of time on an almost daily basis. Or Rogers will be working on the cable somewhere "down the line" and disconnect us without any warning.   |
| Slow speed and limited usage.  |
| Speed  |
| buffering - speed goes up and down   |
| Service is not fast enough primarily due to poor signal. This is the reason we could not continue with the cellular due to low signal  |
| Losing connectivity regularly  |
| Intermittent service. Slow speed   |
| It is always slow. We lose signal. Have contacted Eastlink many times, it seems better for a short time then stops again   |
| Buffering no signal  |
| Continuous spinning, speed too slow to open websites   |
| It is very slow and often stops working completely which is a probably when trying to do school online.  |
| Can't connect  |
| Too expensive and Eastlink provides poor service. I am a senior and can not keep paying these crazy prices every month it keeps going up and up.   |
| Extremely slow. Unable to work from home as I am a professor and need to teach online. Sometimes the internet won't even work. This is the only internet provider able to reach my household currently. I have asked other providers.  |
| Very slow its only dsl. And only bell has coverage in our area   |
| poor connection, slow service for downloading or uploading information, ie video security, streaming, drop calls through wifi, very poor customer service/repair   |
| If one person is doing school online, no one else can use the internet because it causes a poor connection.  |
| Slow speeds, bogs down, stops working  |
| Very slow and sometimes doesn't work at all at night   |
| Support service speed  |
| Always getting dropped during peak/high use times  |
| Poor customer service  |
| Slow speeds  |
| -dropped connection in bad weather   |
| -unreliable for video conferencing   |

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| very low bandwidth (1.8 Mbps) and very unstable (DSL modem needs to be reset almost daily)   |
| Could be faster & service does not improve cell reception  |
| Connectivity issues, limited data, speed, reliability  |
| sporadic outages - concerning when working from home and school from home, etc.  |
| Very unreliable. Works one minute but not the next. Makes online schooling very frustrating.   |
| Extremely slow and somewhat unreliable. We have no other options available. I have contacted every provider in southern ontario for any chance of something better. Working from home is almost not possible and becoming a big problem.   |
| Excessive pricing and intermittent disconnects   |
| It is slow, sometimes you cannot download or if you can it takes forever. If you are watching a movie or video, it is always stopping. At least 2-3 times a week, we have to unplug the internet to reset to get it to work.   |
| Unreliable internet at high costs and unable to take advantage of new technologies in the house such as internet phones, home security, video streaming, business opportunities, etc which if not fixed will ultimately reduce rural population, agricultural/business sustainability, quality of life destroying our rural communities. |
| Slow and occasional disruption in service.   |
| Slow speed   |
| The high school students learning from home, when three devices are online internet is slow or device buffers  |
| it is so slow - less than 5mbps. And they call that hi-speed.  |
| The infrastructure is falling apart - it's had to be repaired numerous times over the past few years. My business needs better service!  |
| Bad days   |
| Very very slow   |
| too slow, not enough data  |
| Doesn't reach throughout house.  |
| Cost is outrageous, outages are a big issue. Speed can be ridiculously slow for anything outside of an email. Downloading video from iCloud took over 24 hours. Downloads are most often interrupted by a crash due to internet speed.   |
| Very slow and can't have two people on at the same time!!!!!!  |
| Paying for Netflix and when it will work the picture quality is the <span style="background-color: black; color: black;">████████</span>   |
| EastLink is the only provider available. Our connectivity and speed drops in and out. We have needed our hardware replaced 4 times in 3 years.   |
| Not able to get other providers  |
| Slow booting up  |
| To slow to boot up.  |
| Drops connection regularly. Very slow download at times. Not consistent.   |
| Uh, I don't have Internet service! Sometimes I use my cell phone but it has very limited data and connectivity is terrible. I have an Internet phone number but can't use it. I use wifi where I can   |
| Inconsistency in service - will drop for periods of time during the day - no particular time and for an unknown length of time - can make working from home difficult at times. Currently no other reasonable options available in this location for providers.  |
| Speed is okay for rural internet but is almost maxed out for today's technology and will not be able to expand for future technology. Luckily we are close to town and can get DSL, further down the road cannot   |
| Slow and unreliable.   |

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| Connection just dies at random hours.  |
| Slow internet  |
| The costs for service is TOO HIGH. We have no other provider available, no choice. The rates are my largest monthly bill.  |
| Only 1 device can upload at one time and no others can access internet while its happening. Too slow. Weather dependent.   |
| Slow speeds  |
| Over priced  |
| Limit to one provider that is over priced  |
| Cost   |
| Slow connectivity, dropped calls, video buffering, disconnects, many items will not operate with slow internet. Video surveillance, Smart TV etc   |
| Slow, disconnects, calls are dropped or interrupted, buffering when trying to stream or videos.  |
| expense.....slow   |
| Slow speeds at a high cost. Cannot stream with two laptops as one or both connections slowdown. Weather will affect connectivity.  |
| Not reliable   |
| Very slow. Poor reception. Sometimes doesn't work. Limited data. We have no other option where we live.  |
| The speed is not as fast as I would prefer   |
| Disconnects, slows down randomly, support personnels' knowledge can be poor  |
| Our service is very good but would like a better price option  |
| Very expensive. Like \$60 for 10 g / month if you go over it gets worse.   |
| Paying over \$300 per month fo 2 Rogers rocket hubs.   |
| Just speed and availability for different services. For example, a game I wanted, it was going to take me 8 hours to download. I went to my dad's house in London, and it was 10 minutes.  |
| My classes during COVID currently, I connect and it's wavering on a steady connection through my phone.  |
| I understand they're a city with a lot of options for speed, but Bell for example, guarantees "up to" 5mbps. This really isn't a change since cable was finally brought in the area from 2000's.   |
| Slow   |
| Slow and it continuously disconnects   |
| Service fluctuates over the course of the day. Internet can go out for up to an hour. Service is frequently slow.  |
| Cellular is ridiculous. It comes and goes. You have to find a thread of signal and then be careful not to move or the call drops.  |
| Erratic service. Signal comes and goes. Difficult to do business when you depend on the service to complete transactions.  |
| Costs  |
| No service   |
| Expensive and poor speeds.   |
| Slow and unreliable  |
| Speed and reliability are issues, but the main problem is the cost. We live along the lake and currently cannot access any other provider. The woods around us make it impossible for any nearby tower signals to reach us. Rogers Hub seems to be our only option and the best plan we could get only includes 5GB then we pay for additional data, using approx. 75 GB per month (without streaming services) as 2 of us work from home. |

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| speed, and cost. I recently moved here from London, I paid \$54/mos for triple the speed, but when you have two students and 3 adults working  |
| from home you have to take the hit somewhere ... but 150/mos is insane   |
| Very slow, disconnect frequently.  |
| High cost, slow speed, limited data, unreliable, lack of other reasonable options  |
| Intermittent speed, poor customer service  |
| Approximately 5-10% of the time my internet is very unreliable and can barely keep me connected to virtual meetings for work   |
| way too expensive!!!!  |
| We do not have many issues since we switched from Bell. We were able to combine our Shaw Satellite TV with our internet so the net cost difference for us was minimal going from two services down to one. For the mostpart, we are very pleased with the new service and while it is expensive it is better quality than our other provider(s) and much faster. We are thankful that we were able to connect to this new service. |
| Option to expand to more rural sections of Dutton Duwnic, servcie cannot be replicated or transferred.   |
| Slow,. Sometimes losses connection.  |
| slow at times losing wifi at times and expensive   |
| No high speed available here.  |
| Speed and affordability  |
| Unstable service. Modem requires reset regularly. Speed  |
| slow and cuts out  |
| Dropped speeds, no network   |
| Home office is in a valley. Although we are very close to a Roger's tower, the tree-line surrounding our property blocks the signal.   |
| I need more UPLOAD speed. Max I can get from Eastlink is 1Mbps   |
| Slow and unreliable  |
| no challenges and there has been only one service disruption, i subscribe to unlimited internet usage and i find the pricing very high compare to other providers such as rogers, fido etc.  |
| speed is insufficient, cost is prohibitive, not unlimited data   |
| Poor customer service  |
| signal disappears randomly for various lengths of time; can't get any service near beach;  |
| Connectivity, drop connections. Slow speeds when multiple devices connected. Time of day slowdowns, even with the highest speed available to us. Cable only, fiber not available.  |
| It cuts in and out. Not always reliable. Some buffering occurs.  |
| I do not have enough Gigs to watch movies, and the service is inconsistent, and expensive.   |
| Speed, workers cut phone line twice now,   |
| Slow speed and not reliable at times   |
| Cost   |
| Very very slow speeds and constantly off and on, connection drops regularly.   |
| Very slow, very intermittent. Continually dropping. With Covid and kids needing to live stream classes always freezing. Very frustrating   |
| Unreliable. Spotty service.  |
| Still not high speed   |
| Very spotty and unreliable service. Drops our connection frequently.   |
| Freezing up.   |
| Telephone connection through internet  |

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| None at my location in Belmont, but I know that broadband internet access is not available everywhere across the county.   |
| Please see the e-mails I sent to Julie the CAO. I just contacted 11 internet companies to get unlimited and less expensive e-mail. She has 4 e-mails from me. I have had a Rogers HUB for 23 years, my daughter wants to work from home and Rogers will not help me, that is why I contacted so many companies. Plus I discovered it also depends on where you live, what service you get and what you pay |
| Slow speed. No other options for internet services other than satellite via Xplorenet. There is no company that will provide fibre optics in this area.  |
| only option available i am aware off. very expensive for service provided  |
| Intermittent, slow, unreliable   |
| Slow, goes out alot, high ping   |
| lack of speed  |
| Not enough data  |
| Profoundly variable speeds...from really good to nothing.  |
| Our internet goes in and out constantly. It's not reliable at all.   |
| very poor signal,slow,expensive,39.55 for 3GB a month  |
| Service is so slow the kids can't do there work we can't get online to do banking service Teck told us it's not fair that we even have to pay  |
| Very slow. Especially week nights and week ends when increased use of internet in area.  |
| No service in the greenhouse business area.  |
| Unreliable service. When it works it is great but we have frequent times where our phone and/ or internet do not work.   |
| random loss of internet  |
| Poor connection  |
| seems to be weather related interruptions with extreme wind  |
| Frequently no internet   |
| Unreliable connection. Speed is too slow. Cost is very high.   |
| Unreliability and speed as we are teaching and learning from home.   |
| Very low speed upload and download   |
| High cost  |
| High cost  |
| Slow speed   |
| Low monthly GB   |
| It sucks. [REDACTED] slow service for too high a price and zero competition.   |
| unreliable for work and education, if I need to use video connections  |
| Improvements in data allowance and speed needed for working from home. Will probably set up a second internet service for working from home.   |
| Slow. Buffering. Loss of connection  |
| Unstable connection  |
| Interrupted connection throughout the day  |
| Unreliable.. slows down, goes out completely for a bit. Solution: reboot router frequently   |
| Only reliable service we have is over our personal smartphones, as long as our phones have good reception ( comes and goes regularly )   |
| We are limited with data to viewing meetings, youtube and moviews.   |

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| The bandwidth is limited for how many devices we all run in the home. Bell currently has no rural internet packages that include unlimited data. Multiple devices cause major slow down in speed even though the router and modem are standard for the amount of usage.  |
| Interrupted signal multiple times throughout the day   |
| Speed and data allowance are not sufficient.   |
| It's pretty good for rural   |
| The internet is incredibly slow and constantly cuts out. Customer service is poor at best when you can even get through to them without countless hours on hold. It unfortunately is the only provider I could find to cover my address  |
| Very slow, we have pay for two internet lines each month just to run our business  |
| Since switching from Xplornet to Bell the technical reliability and speed have increased. Outages are rare, while with Xplornet they were a daily occurrence. I would like the option of having a static IP address. Really the only challenge right now is the cost.  |
| Unreliable goes down periodically and very expensive as well as there is no competition as eastlink owns phone lines and no other dsl provider can offer service.  |
| Satellite line of site isn't always great and internet goes out weekly. Expensive internet for minimal speeds  |
| Speed - both bandwidth and latency   |
| Service cuts in and out on a regular basis   |
| Speed  |
| High price, low speed, weather dependant, limited data   |
| internet is slow, unreliable and very nearly constantly buffering. modem must be reset daily. only three houses in vienna with dsl, across the river has high speed , and cable television options. we pay more than users with bundled internet, cable tv and landline  |
| SLOW and unreliable. At best we realize 0.9Mb and we are paying for a 5Mb plan   |
| Troubles with Slow speed. Some Days it ok and other days cannot work from home or connect to VPN at work its so slow.  |
| Dropped connections.   |
| Price Way Too High.  |
| Satellite not an option due to high latency times.   |
| That leaves me with Cellular (very expensive, very low monthly usage allowances) and line-of-sight wireless (better, but still limited in monthly usage).  |
| sometimes slow speeds  |
| The service has cut out in the past, which has been frustrating. Also since I added a printer the computer has been slow to get up to speed when starting. I am not sure whether to blame an older computer or the internet.   |
| Too slow   |
| All of the options we pursued were unavailable to us. Bell requires a signal with a nearby tower and we could not get a signal. Xplornet fixed line of dire and less expensive internet was unavailable - the only option we had was expensive satellite. All other options eg techsavy etc were unavailable for us. So we are forced to use the only internet that we can get and pay a terrible price for extremely low data slow speeds and low reliability |
| Slow Speed = can't watch videos/netflix because it buffers. Unreliable connectivity= Banking problems, i.e. bill payments, Internet phone = may not work when you really need it.. (health, 911 etc). EXPENSIVE  |
| very slow, streaming problems, internet cutting out entirely.  |

Poor speed. Cost. Band width. Satellite is presently our only option other than cellular which is cost prohibitive. We have had 3 or 4 different companies out do perform evaluations. None could get "line of sight" to their respective towers due to trees on our neighbours' properties. My wife works from home full time. Her work requires high speed internet due to working with secure Canadian military data bases. We also have two girls in University that intermittently are schooling from home. I have to limit my attempts to what sports (lots of spooling) in order not to exceed our monthly data.

Cannot work from home or online learning. Some days does not work at all. Still have to pay \$89/month. NOT FAIR

Poor pricing and plan options, unreliable service.

Expensive

Use too much data in order to get streaming services so we can't get them

My young children must stay up until nearly 10 pm to finish their online learning because the internet is so slow. Often it's unusable. If we can't complete the work at night we must start the homework at 5 am the next morning. I don't want my children to have a disadvantage because we live in a rural environment.

Slow speed, limited service providers, not always reliable, system seems overloadEd at certain times of the day.

Extremely slow can barely do anything even if all other devices are off

Prices and data amount

Poor speed or disconnection during weather events such as rain or snow storms

Very slow starting and operating, almost constant buffering, some sites never open

## **Question 10-Respondents were asked to complete an Internet Performance Test through the CIRA (Canadian Internet Registration Authority).**

Once the test was completed respondents were asked to record the results and enter the download/upload speeds in the survey. The attached table indicates average speeds based on community as indicated by the respondent in his/her mailing address. The Government of Canada's goal is to achieve universal broadband speeds of 50 mbps for downloads and 10 mbps for uploads.

It is important to again note the numbers for the Town of Aylmer and the City of St. Thomas. The chart indicates 120 responses from Aylmer; however, based on survey data only 38 Aylmer residents responded. The balance of these responses belong to Malahide residents with Aylmer mailing addresses. Therefore the average upload and download speeds are a result of both Aylmer and Malahide speed tests. This will likely bring the Malahide averages up as Aylmer connection speeds tend to be higher - as indicated in the attached connection speed map. It is also important to note again that speeds recorded for the City of St. Thomas are those of County residents with St. Thomas mailing addresses.

**Question 11-Respondents were asked to provide additional comments about their internet connection. These can be found in a chart attached below.**

**Question 12-Please provide your email address if you wish to receive re information about internet connectivity in Elgin County.**

The survey collected email addresses of those interested in receiving more information about connectivity in Elgin County. The Connectivity Committee could send a copy of survey results and other relevant connectivity information to these individuals should it choose.

## Speeds by Community

| City              | Responses | Download | Upload |
|-------------------|-----------|----------|--------|
| Malahide          | 2         | 0.7      | 0.4    |
| Pt Stanley        | 1         | 2.3      | 1.8    |
| Tillsonburg       | 1         | 3.7      | 0.9    |
| Eden              | 12        | 4.3      | 0.9    |
| Talbotville       | 1         | 5.0      | 3.0    |
| Bayham            | 2         | 6.8      | 3.6    |
| Fingal            | 2         | 7.8      | 2.7    |
| Straffordville    | 10        | 8.9      | 2.0    |
| Sparta            | 11        | 9.3      | 1.8    |
| Iona Station      | 13        | 10.5     | 1.3    |
| Dutton            | 9         | 10.7     | 3.9    |
| Rodney            | 24        | 11.0     | 3.7    |
| Iona              | 5         | 12.8     | 2.5    |
| Wallacetown       | 10        | 14.3     | 6.9    |
| Vienna            | 9         | 14.5     | 1.8    |
| Shedden           | 4         | 15.1     | 1.4    |
| Southwold         | 2         | 15.3     | 9.3    |
| Springfield       | 10        | 15.3     | 2.5    |
| Eagle, West Lorne | 1         | 17.0     | 16.7   |
| West Lorne        | 20        | 21.5     | 12.7   |
| St. Thomas        | 57        | 24.2     | 2.9    |
| Aylmer            | 120       | 26.8     | 3.2    |
| Central Elgin     | 3         | 31.3     | 5.0    |
| Union             | 10        | 32.7     | 6.4    |
| None              | 39        | 41.2     | 8.7    |
| Port Burwell      | 37        | 46.2     | 4.8    |
| Wardsville        | 3         | 49.9     | 0.6    |
| Belmont           | 10        | 66.7     | 5.2    |
| Port Bruce        | 6         | 67.6     | 5.8    |

**Question 11 - Please provide any additional comments about your internet service.**

Our internet cost and service is over priced, unacceptable and unfair

Execulink is a good company to deal with ie customer service but the cost for what we can get intermittently is high. Constant buffering & slower speed is a problem. Execulink is the best that we have available to us in Iona that is somewhat affordable. Other companies either can't get us service or it is priced through the roof!!

Fiber should be installed throughout county. Also wi fi services should be more available without landowners having to install towers for the small wi fi providers on their land.

I can work with the speed but we are always having to babysit our data usage daily. Our overage cost us \$100 extra a month. It's robbery in my opinion

Eastlink is the worst service provider.

This area needs more options.

Our lines went down and it took them a week to come and fix it. We are elderly, with family who live out of town. what if there was an emergency ?

Slow

Very pleased with performance. Lower cost would be nice.

its a mess in the basement cords all over

Again, just the price.

The issue is not just the low download and upload speeds, but the fact that the internet continuously shuts down and has to be rebooted. This happens constantly at all times of day and night , making it impossible for my children to do their educational studies properly, for my wife to do her school teaching properly and for me to obtain proper care with my doctors as a disabled Canadian Veteran as I cannot do video meetings as required. Thank you so much for all you can do and for improving this service , it has been in desperate need of upgrading !

It's quite expensive for DSL that is not reliable.

They need some decent competition

It is awful. Pay over double than we moved here 11 yrs ago and service worse.

Please let competition into this area!. Whys it these eastlink guys have a strangle hold on us?

We are on a tower service on Stalker Line. It's very unreliable and can't handle the number of connections sold on the tower. We get throttled on a daily basis.

I tested it in the evening after 4 and speeds really slow down

Before going with Xplornet we called all the above mentioned providers but none of them were available in our area. Xplornet is apparently our only option.

Constantly having the provider check lines etc to see why our dropouts are happening, they change everything but never really fixes the problem

Cannot compare with any other company, as they have this solo area

netflix works fine on smart tv but youtube and others lag

Only currently have data on cellphones due to cost of satellite and slowness.

Our schools and students education is suffering due to such poor service. Businesses also!! Disgraceful and no where to turn. Help!!

Before going with Xplornet we called all the above mentioned providers but none of them were available in our area. Xplornet is apparently our only option.

It's awful that we have no choice but Eastlink in our area. It's highway robbery but we have no choice but to pay them whatever they want if we want internet

I tested it in the evening after 4 and speeds really slow down

|   |
|---|
| No competition  |
| It would be wonderful to have a more affordable internet service.   |
| this is the worst service that we have ever had. Bell was slow in Tillsonburg, but this is even worse!  |
| So dissatisfied and no other options Available - need better service and at a much better rate  |
| We have contacted all providers and are not able to get anything different. For some reason Rogers bi passes our house (its available to all our neighbours except us) and they told us it would cost us \$12,000 to hook up as they would have to run a new distribution line just for us. We think that is [REDACTED] since it was them who laid the lines, no us and our house is one of the original houses on the street...so it doesn't make sense. |
| I have contacted numerous.eros internet companies known to service our area and none but xplorenet can give service at an affordable price, which still is not affordable!  |
| Poor service  |
| We got a huge upgrade here this last year. But when I see more rural communities up in northern townships get services like cable and fibre, it is very discouraging.   |
| The municipality to approach SWIFT to provide funding to make available fibre internet across Elgin county. It is a high priority for development in township of Southwold.   |
| No other options  |
| In addition we don't have IPv6 available. Which at this point in technology age is very critical to the infrastructure.   |
| No changes after plenty of calls to them, don't offer cable internet.   |
| With COVID regulations and having our kids home for online learning we need to have something change to help our days go smoother. We just want to make it through our days at the same time without having kids schooling into the evening.  |
| They use old equipment, raise the price for upgrades that never happen.   |
| For several months we paid for 10 mbps even do the equipment will not allow more than 2.5 mbps, when ask they refused to refund the difference on the service.  |
| slow  |
| It is unfortunate that Eastlink holds the power and treats their customers poorly.  |
| This performance test site really reveals how slow we are compared to our neighbours.   |
| due to the woods in our area, we have to use Sat for signal   |
| We feel trapped unable to try other service providers.  |
| Very expensive, 204 per month   |
| It's slow doesn't work consistently and there are no other options.   |
| We would not have moved here had we been aware of the lack of internet. A necessity regarding employment so has been a real problem.  |
| Eastlink is the only provider and it sucks  |
| I cannot work from home or oftentimes even browse the internet due to slow, unreliable service. The number of times a day the internet is out of service completely is beyond unacceptable. The price is outrageous for the terrible service received.  |
| The price I quoted above is a bundle of internet and tv. And phone? I'm not sure, I know the long distance charges are not included in that.  |
| Too expensive   |
| Just [REDACTED]   |
| The speed test is fine but it doesn't show the fact that it's not always available.   |
| Ridiculous that Eastlink is the only option aside from other services using Eastlink lines  |
| Do not offer a package over 100GB data/ month. Not sufficient for my work needs.  |

|   |
|---|
| This is at.7 am , not sure but doesn't run my workout on my smart tv at busier times unless that doesn't make sense to the technology world, I'm not vert technical   |
| it is faster sometimes, but it slows down   |
| It is the worst   |
| we feel the Eastlink company is aware that they have the monopoly on the area and they have no motive to provide good internet service  |
| It sucks  |
| Test was done on a clear sunny day when the internet was running about the best that we get here.   |
| 15 latency, 0 dnssec. The connection is unreliable but not nearly as bad as Union & Port. I also wish there were more provider options (I seem to be only houses away from that options), underground and affordable fiber. We don't need a home phone so those packages don't work for us.   |
| We actually don't have any other options out here for internet service.   |
| Xplornet was our only option. We should have a choice as this internet service knows we don't have a choice and that's likely why our payments are so high.   |
| I do worry about the implications of satellite internet service on our health as well.  |
| Above site is not useable for residents whom don't use a computer- The above site is created for only desktop or laptop computers. Any resident who uses a phone tablet or TTY system is not able to use that site to convey the speed test results!! please find another site or a workaround so that we can be accurately counted towards this survey   |
| Easy Link does not offer a lower rate even though we can barely use our internet. We used to pay \$50 in st. Thomas now we pay \$97 for horrible quality. Customer service continues to say it's the best they can do.  |
| We need more options. Bell satellite is available only a few kilometres from is in Central Elgin.   |
| Erratic. Sometime speed drops off   |
| Xplornet is our only option. It not great.  |
| We don't have a lot of options in Aylmer. Eastlink/Amtelcom was the ONLY option for years and only now are a few options opening up and they are untried/not big companies so I'm hesitant to switch.   |
| very old technology   |
| Only eastlink allowed. Very unfair ... its a monopoly.  |
| For the first time doing this test I waited a full 30 minutes while it was "testing". I had to reset the page to get it to work. I can't even describe how incredibly frustrating it is to have such poor service. My cellular service is   |
| I live at 6968 Plank Road, R.R.#1 Vienna, Ontario NOJ1Z0 and Eastlink is the biggest ripoff ever. The cable or fiber line is just a half a kilometer South of my house at the intersection of Light Line and Plank road and they have told me many times over the years that they will never ever run it to my house. It is not fair at all because all of the neighbours would want the higer speed internet and it is not fair all all that Eastlink has a monopoly over this area and that no other Internet Service Providers are allowed to service this area. |
| The average internet speed in Ethiopia is faster than Eastlink DSL. First world price, third world service  |
| Very expensive, poor service. Due to Amtelcom/ Eastlink monopoly, I have no other choices.  |
| It's currently 9:00 pm and everyone is home and using the Internet, and the speed hardly registered on the test. The connection is so bad that it takes more than a month to install a 100gb game in my computer. To circumvent this I have to bring my laptop to work and use the wifi there if I ever want to install something. Pathetic.  |
| any storm we have to reboot system  |
| This provider is very poor with their customer service. They tend to put the blame on the customer.   |
| Knock on Wood service and provider is the best, not 1 problem so far. From the install to support all good.   |
| Please bring reliable, good intranet connection to rural Elgin County!  |

Rogers is nearby but my property is not serviced though every other property in my area is. The cost to extend it is prohibitive.

It's slow and unreliable most of the time

Very difficult to communicate with Execulink.

Fibre internet cables were installed in straffordville but I don't know the name of the company. Customer service for eastlink is now in new Brunswick not aylmer. Long hold times and Rudd customer service for tech support

What service???

They only offer 2 options for home connection. 50mbps up and down for \$100, or 100mbps up and down for \$150. Fiber is capable of a lot higher speeds then that so should be available as options. Price is a little high as well, but understandable for infrastructure, with no indication of pricing to change once costs are covered.

Service & response from Xplornet leaves a lot to be desired. The number of service break can occur several times a week, even on a sunny day, and when the weather is bad loss of signal is can occur multiple times a day. We are at a severe disadvantage to 'city dwellers' and would make it impossible to run a business from if we ever wanted to.

It is the only choice I had to get better service than do.

The cost continually rises, but the service doesn't rise. In our area there is no other provider, so no competition.

Internet in rural areas is primarily a monopoly and that never means people get the best service or value.

We did have Xplornet prior to Bell and it was very costly and very slow. But it was the only option until recently. We called every internet provider out there to come out and check and Xplornet was the only one. Living in the country surrounded by trees does not help the situation, as line of site for satellite is very difficult.

We called Bell to ask if we could upgrade to better service and they told us there were no other options.

I'm not at home right now so cannot do the performance test.

My speed is very satisfactory with Rogers. Beyond horrible with Bell

Download Speed Ave. 4.5 Max 6.6; Upload Speed Ave. 3.3 Max 4.5

We keep hearing High Speed was being installed to tower on West Dexter Line but never hear of update, how to access High Speed. Always promises. We're not that rural! Near St. Thomas and Port Stanley. Frustrating. Seems we're expected to do more and more 'online' yet don't have access to reliable, high speed, affordable service.

This service is the only one we've been able to get a signal to use

download supposed to be 10 but rarely every is

when I put this in when Bell launched this new great service the technician said it would be minimum 25 mbps at all times. We use the internet for our farming needs and will depend on it more as we go forward. I need something better for both upload, download and communication.

Very hard to speak to a person. Local office closed after Eastlink bought Amtelecom

We live 3 minutes from St. Thomas. There should be no reason to have such expensive inferior internet

Only provider when I moved here, so I'm in a contract.

Would so much love a faster internet. It is hard to do anything online here at my house.

Wish it was fast and more reliable

They are the only option we have

Living in Malahide, we are not able to secure another vendor for land line, internet or cable service. Their customer service is unacceptable. In July we had an issue with our wifi. It was going to take them 10 days before someone could come to look at the issue. After speaking to various supervisors and finally someone at the corporate level, (which took approx 2 hours on hold) someone came out the next day only to find a wasp nest in the service box at the road. Less than a five minute resolve issue.

We have paid for high speed internet since high speed came in and are not receiving it. Told that if our neighbours agreed, we could all pay to have a cabling installed to provide the high speed internet we have been paying for. Have heard that other internet providers require eastlink a cables. Eastlink will not upgrade them even though they make people pay gift a service they are not providing.

Only having one provider allows for them to do whatever they want with no consequences

I have investigated Explornet LTE but do not have line of sight to their tower.

Shaw would not provide service to our residence even though we do have their satellite dish. Our location is in a heavily treed area so weather affects performance.

It's expensive for the low quality of service that we get. We only have really 2 choices where I live and to have any quality at all, we have to use 2 providers so that we have enough internet for our day to day activities. I feel the price we pay for internet service is is extremely expensive and as opposed to what people who live in urban areas are able to get.

would like options so can price match and ensure the best services for the costs - right now we only have one options - regardless if the costs are too high, etc.

Filling out this survey not at my home so I did not complete the performance test

Satellite internet would have been ok except that the latency is extremely long (650 ms range) and that does not work for vpn access to be able to work from home.

I have contacted Xplornet, regarding my service, but there is nothing they can do. Tried to go to DSL, but tower is too far away to connect. So just have to, put up with slow internet. Had my granddaughter here for 6 months through covid and she was complaining that my inter was too slow and did not work very well at all, for her education. I certainly hope that we can get high speed in the rural areas real soon. We pay a lot and get poor service.

It hangs a lot and speed throttled down.

Bell does offer higher speed internet. It is not unlimited, so it is not an option for my household.

Rainy or fog means poor reception

Cost and performance is way out in the left field! Cost is way too high and performance is way too low. I'm paying for a performance of 150 and get a performance of 18. AND no other provider I have contacted will provide service. EastLinkTV has a complete monopoly and have had it for years. As customers we deserve much much more in performance and much better rates.

Would switch the first opportunity we could

Need more completion for internet and cable

would like options so can price match and ensure the best services for the costs - right now we only have one options - regardless if the costs are too high, etc.

Filling out this survey not at my home so I did not complete the performance test

would like options so can price match and ensure the best services for the costs - right now we only have one options - regardless if the costs are too high, etc.

Filling out this survey not at my home so I did not complete the performance test

Tried satellite in 2019. Unable to connect to local tower and had dish installed. Long latency periods and unable to connect to specific websites. Many hours spent with IT supports. After 2 weeks went back to Rogers hub through cellular.

I moved here over 5 years ago. I contacted numerous Internet providers. Some (xplornet from Chatham, not West Lorne\$\$) came out to test for reception on point to point and the meters read zero. Teck Savvy built a tower maybe three years ago and I can't connect because trees are blocking the line of sight. Satellite is ineffective.

would like options so can price match and ensure the best services for the costs - right now we only have one options - regardless if the costs are too high, etc.

|  |
|--|
| Filling out this survey not at my home so I did not complete the performance test  |
| would like options so can price match and ensure the best services for the costs - right now we only have one options - regardless if the costs are too high, etc.   |
| Filling out this survey not at my home so I did not complete the performance test  |
| Would be beneficial to have a larger option of service providers rather than Eastlink monopolizing on this area.   |
| No other service providers available.  |
| Internet service in rural areas is disappointing.  |
| Today it says it fast, but we have had issues since we moved to alymer 2 years ago.  |
| It's also ridiculous that eastlink can monopolize aylmer and then have such high prices. Most internet providers offer some sort of low/med priced packaged.   |
| We are finding it difficult to use even basic websites because if there is video our service cannot load it. The advertising overwhelms the service.   |
| It would be nice to take advantage of newer more up to date information from websites that our service cannot handle.  |
| Avoid Freedom  |
| I would love the opportunity for fast unlimited data. Just not available in our region.  |
| Awesome Wifi   |
| Expensive. Limited to amount you use, wife having trouble with her business programs.  |
| Anything else is hard to get because of tree line.   |
| Couldn't perform test because signal too weak  |
| Last year Packetworks installed fibre cable on our road stopping 2km from us stating that it wasn't feasible for them to continue any further. We contacted them offering to contribute to the cost to continue the line but they said due to the hills in that stretch it would be very expensive and would not even consider it. There are approx. 10 homes within those 2 km. |
| this company provides great customer service but the first year of service including set up fees was well over \$3000! this is not something an average family could afford, my neighbours have Eastlink and they say that   |
| Our performance test shows we are getting speeds higher than the 50mbps that our plan includes!  |
| My internet bill increased by \$10 this fall after Teksavvy . announced the federal government directed the CRTC to increase wholesale internet rates  |
| We have times where the hardware drops the internal signal and have to reset the boxes. Most of the time we can but sometimes have to get the technician to come out. They have come out on weekends so service is good.   |
| just cost too much   |
| Though you can pay for higher speeds...those speeds don't actually reach us.   |
| I am very unhappy with the quality of service by this provider. In addition, lead time for a service call is at least a week, which is completely unacceptable in today's current environment where a large number of people are working from home.  |
| There are only the 2 options satellite or cellular   |
| We have been told that a 10' antenna on a tripod on top of our house would help. Cost to install plus the increased costs to our internet bill make this not a viable option for us  |
| If I am understanding right then the Fibre Optic line ends at the intersection of Talbot Line and Springfield Rd. I am just half a mile east on Talbot Line and would really like to see fibre line get extended along Talbot Line (Hwy 3). I work from home and could benefit greatly from a higher upload speed.   |
| This is my cell phone connection through my county supplied iPad. My USB key is much less.   |
| it sucks.  |
| At present, there is very limited options for internet service.  |

It was extremely challenging to get connected with Bell as the demand was greater than the supply. The service is an improvement over Xplornet. Unfortunately they didn't respond to my concerns.

My concern is that the tower from which we currently feed from Bell will be used by many customers thus affecting our service and reception. The companies don't tend to upgrade once they have you as a customer.

Brutal

Terrible

Would love better more reliable options in Port Stanley

Comparatively inexpensive to others

We have no other options, Eastlink is the only provider available to us.

I am not third party testing with cira who legitimized their remote testing?

Our internet service is terrible all of the time. We are DSL and the high speed cable line runs up to the neighbours house but not past it to ours.

Start.ca is expanding their fibre network outside of London and would be nice to have some investment to get their gigabit fibre internet service in Elgin county.

Please see the e-mails I sent to Julie the CAO of Elgin County. I have a Rogers HUB and I do not know what that service is. Is it satellite? I do not use my internet for alot of things so I do not care about the speed, I just want unlimited at the moment

I would like to start a business from home and I just can't do it with just one choice for internet provider and with the slow service I get. The rural areas need to be noticed for once. We're not all farmers in the country. I'm sure they'd love high internet service as well!

goes out regularly when weather is bad. cant stream netflix when user traffic is heavy

I have lived at this address for 7 years, I was led to believe that we would have better internet connectivity within my first year of living here but nothing has changed.

Reliable high speed unlimited options would be wonderful very hard to accommodate schooling with reliability and speed

These numbers are unusual...I rarely get them this good. The speed is all over the place...from nice, like now to so slow I can't even open email. I have NO other choice for internet service. Execulink still uses telephone lines....really slow, the reason we went with cable on the first place. Now the technology in place is so old it can't keep up with demand.

wont do above because running out of data, 3G signal intermittent

There needs to be another option for internet providers in Aylmer and Malahide Township. Their pricing is unfair compared to others and it's always cutting in and out in a storm.

Performance site will not load waited 30 mins it's should be a crime that estlink can charge for this and we have no options but to put up a tower that cost 5000.00 for line of site our kids have to sit in the car at Tim Hortons to do there school work

I waste a lot of time waiting for the little blue circle to stop so I get connection and can resume my use of the internet. It is disappointing and frustrating. I tried the Execulink next level up of 75 Mbps for \$25/mth more and it was no better so I discontinued it and returned to the 30mbps.

Xplornet is the only option on our road

no cellphone signals

i'm not interested in providing my personal information to a third party site in the completion of this survey (CIRA) sorry

We host the signal on our silo so our plan details would not be comparable to others on the same program.

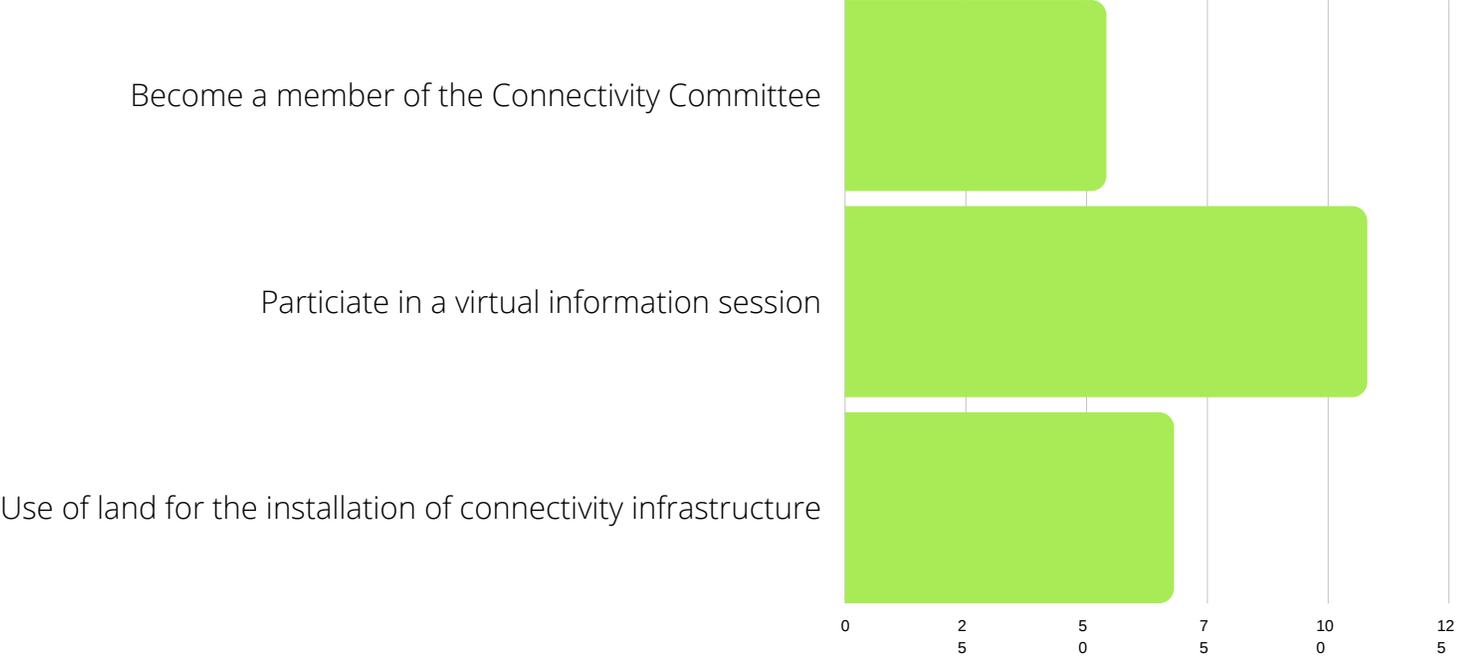
Eastlink said they were going to run cable on Ron McNeil Line years ago but still haven't.

No real provider choice very high cost slow speeds and caps

Fibre Optic was laid along Talbot Line from near the firestation to Ontario Plants about 2 yrs ago. Bell not

|  |
|--|
| acknowledging it exists  |
| Eastlink has a stranglehold on Aylmer. It has to end!  |
| Could not find alternate providers in my location  |
| Paying \$50 for bell service (as well as the \$80 for packetworks) so when packetworks cuts out we have uninterrupted internet. The cutting out is very short in duration, a few seconds each time but it seems to happen many times an hour. Packetworks told us we need to upgrade our package but am not sure how that would fix stability so haven't tried that yet due to cost. |
| Would love to be able to get anything other than xplornet had them for 2 yrs 200gb for 250 a month and when i canceled it was because i couldn't check my email and they said it was traffic issues. A bell cannot service me we get no signal other than cellular and brogers offered more data for same price.   |
| I am not at home now so cannot give accurate speeds. very subject to time of day.  |
| We understand Uplink is putting a tower at about 5 km so we are hoping this will work for us.  |
| Better since physical upgrade September 2019   |
| Expensive = \$106/mo. incl tax Internet-only service - no competition  |
| Unreliable customer service (i.e., take time off work, tech may not keep appointment)  |
| Too costly   |
| Edgeware line is very limited as to which providers can offer service to this area due to line of sight problems.  |
| We pay just as much as people with high speed internet and get terrible service  |
| Long history of poor internet options; currently improved but poor compared to urban due to our rural residence  |
| often our landline crackles so loud that conversation is nearly impossible...we can get no other provider where we are, not exculink, not explornet, not velux, not bell not rogers...we are at eastlink's mercy..waiting on news from Elon Musk!  |
| E-commerce and work from home is nearly impossible   |
| An important factor to me is latency time (ping). Satellite is not an option for me due to the high latency, which forces me to more expensive options like cellular or wireless, since broadband is not available.  |
| I think that this test shows how pitiful the internet is here. I am trying to work from home and it is almost impossible.  |
| Fibre optic installed in Rodney, New Glasgow & West Lorne area within the last year. Nothing to connect the other residents to higher speed or even lower costs. I pay ~125 for internet + ~130 for TV far more than urban counterparts.   |
| Tooooo. Slllloooowwwww   |
| Internet not working today. I have tried bell and Rogers. No difference. Xplornet is my only option.   |
| We just want to be able to get the same level of service that people in town or the city have. Rural Ontario should not be so limited in service!  |
| Just limited option for service and the present service provider is unable to offer a better speed.  |
| We only have two options, Bell and Xplornet. They both offer almost identical services with a slight difference in price and equipment. We chose xplornet because their equipment was already installed on our roof. We would love more options and higher speed. We plan to sign up for Starlink as soon as it is an option in our area.  |
| Bell has been very good to deal with. Great customer service and tech support. The installation and maintenance crews have all been friendly and professional  |
| My only use of service is when I attend the library. It provides a wealth of access to me for information and contacts not readily available from home.  |

**Question 13- Are you able to contribute to the connectivity solution in the County of Elgin? If so, what would you be willing to contribute? (Check all that apply):**



Respondents were able to provide additional comments regarding what they would be willing or able to contribute to a connectivity solution in Elgin. These comments are included in the chart below.

**Question 13 - Are you able to contribute to the connectivity solution in the County of Elgin? If so, what would you be willing to contribute? Other:**

There's incredible room for improvement in the community, I hope to join to help in one way or another.

Help people out with modem settings.

not sure about participating but interested ?

Information before contribution to connectivity solution.

The discrimination against those that live down gravel, rural roads is so frustrating. Packetworks received funding from the government and we were left out.

Whatever it takes.

How much land is required

We're possibly interested in the use of our land for the installation of connectivity infrastructure. We'd need to know more about what the implications of this on our land and health.

I have limited time available as I work full time but would be willing to be able to do what I am able to.

I am a Municipal Councillor for West Elgin ,and constituents have concerns about availability of high speed internet, along Talbot Line west of Eagle, and also Silver Clay Line and Thompson Line

We went with Eastlink because nothing else is available in this area

We moved here about 15 years ago and have tried everything from dial up, wireless, Rgers, to Explornet. NFTC came along and got us out of the Dark Ages.

How can we participate virtually with an internet that slow?

I work in the industry of data communications (wired copper and fiber optic business networks)

My internet would not allow me to be in a virtual information session.

I would be willing to personally contribute to the capital cost of getting fibre to my home up to \$3,000

TeckSavvy tower is 1 km away from my house. I don't know what I need to do to obtain a line of sight to the tower. Very concerning for me.

Check out STARLINK

I need more information to understand the contribution solutions.

Unsure if any of our 2.5 acres would be viable for installation of connectivity infrastructure or not but we would be willing to discuss if it is.

I am an IT professional who is very passionate about expanding broadband internet service into rural areas. I would

I think I have provided the CAO with alot of info about internet companies already. Unfortunately I do not have time to participate but I was Ellie in the 2010 Plowing Match

Companies should be made to do major upgrades but why would they when they know you have no options

You don't need a committee, just end the monopoly that Eastlink has.

HELP. I AM WAITING FOR ELON TO SAVE ME

If given free access, I could share my unbias view of service provided.