

# #1...Dec 8, 2018

Hello All

This email is going to those 237 people who indicated on the broadband survey that they would like to be kept up to date by email. Included in this first update are:

- an announcement of an upcoming hearing in Brooksville,
- the survey results,
- the progress of the GWI loan application, and
- notification of our application to Maine Community Foundation for a digital literacy grant.

## 1. Hearing

The PUC (Public Utility Commission) is venturing out of Augusta, coming to Brooksville Town House on **Monday, December 17, at 6 pm**. The objective is to hear directly from residents about poor LAND LINE service in town, the subject of a complaint they are studying (CASE NUMBER: [2018-00219](#)). While this hearing is only about LAND LINE from Consolidated Communications and not internet service, we all know that the two services are intertwined in the same remote terminals that have leaky gaskets, and where there isn't enough room left in the box for some of you to get a DSL connection. You are welcome to attend the hearing. Be aware that they won't be listening to our complaints about poor internet, as they don't have regulatory authority over the internet. Unless, of course, you have been told you can't get a land line because of the internet hogging the box, or a CC field technician has told you that it's the internet that is somehow messing up your land line. That would be extremely relevant.

## 2. Survey results

**Service Providers:** number of customers and percent of total customers responding

CC	361	84.5%
Premium	27	6.3%
Hughes	7	1.6%
USCell	15	3.5%
ATT	9	2.1%
Redzone	3	0.7%
"Spectrum"	2	0.5%
"hotspot"	1	0.2%
"DirecTV"	1	0.2%
"Emera"	1	0.2%

Total            427 respondents

Includes 72 businesses/home businesses. Also, couples who each filled out the survey are

counted separately.

**Satisfaction with existing internet:** 386 respondents, of whom 82% are dissatisfied, 18% satisfied. Some of the 427 respondents did not answer, others answered both satisfied and not satisfied so I didn't include them.

**Monthly payments you could make for really good internet:** 356 respondents

46% would pay \$26-50

35% \$51-75

17% \$76-100

2% over \$100

**Speed survey:** 89 responded with download speeds, 80 responded with upload speeds

- There is a LOT of variation.
- Only a handful of customers have download speeds even remotely approaching the FCC minimum of 25.
- Excluding the seven "outliers" (library, school, and five customers reporting download speeds of 20 or above) the rest of us average 6.48 Mbps down and 0.73 up.
- A number of respondents have been told they cannot get DSL at all, because the remote terminal boxes are full.

### **3. GWI Progress**

From GWI: "We are currently in the process of compiling all the survey data, creating the financial models and coupling with the details of the network design together with collating a large quantity of other required documentation.. After significant consultation with the USDA we are in good shape to **submit the loan application by Jan 30, 2019** (an "extension" has been utilized) with anticipated preliminary assessment by April 2019 and if that is positive a decision by late summer 2019 (please note that if we are fortunate enough to get the loan, service will probably arrive in mid to late 2020). In the interim time, keep the conversation alive and gather thoughts/resources on how to enable digital inclusion/equity."

### **4. Application to Maine Community Foundation**

On 10 October we submitted an application for funding a small grant to help Brooksville residents, particularly seniors (i.e. a large percent of our residents) become more "digitally literate" through hands-on, peer-based workshops at the library. We don't know the status of our request but awards will be announced in December.

**The next time you hear from us will probably be after the December 17 PUC hearing, or when we hear from Maine Community Foundation!**

If you wish to be removed from this distribution list, send me a return email.

Best regards,

Abbie for the Brooksville Broadband Committee

p.s. feel free to email questions and comments also.