

Appendix A

Region-4 Broadband Survey: Residential Portion

In what county is your home located?

Answer Options	Response Percent	Response Count
Fayette	17.2%	40
Greenbrier	8.6%	20
Nicholas	15.5%	36
Pocahontas	50.6%	118
Webster	8.2%	19
Other (please specify)		5
<i>answered question</i>		233
<i>skipped question</i>		29

Please select "Yes" if you own a computer, tablet, smartphone, or Internet capable TV or DVD player that you use via your phone carrier data plan or Internet access from your home. Otherwise, select "No".

Answer Options	Response Percent	Response Count
Yes	94.0%	218
No	6.0%	14
<i>answered question</i>		232
<i>skipped question</i>		30

Do you have Internet access at home?

Answer Options	Response Percent	Response Count
Yes	92.8%	180
No	7.2%	14
<i>answered question</i>		194
<i>skipped question</i>		68

Who uses the computer and Internet at your home?

Answer Options	Response Percent	Response Count
I do	94.4%	136
Spouse/Partner	66.7%	96
Children	38.2%	55
Friend	17.4%	25
Grandparent	4.9%	7
Parent	7.6%	11
Housemate or roommate	4.9%	7
Other (please specify)		8
<i>answered question</i>		144
<i>skipped question</i>		118

What type of Internet connection do you use (Check all that apply)

Answer Options	Response Percent	Response Count
Dial-up	7.0%	10
Cable modem	21.7%	31
Satellite Internet	12.6%	18
Cellular Broadband (Phone Data Plan)	13.3%	19
DSL	52.4%	75
Fixed Wireless	7.7%	11
Don't know	3.5%	5
Other (please specify)		4
<i>answered question</i>		143
<i>skipped question</i>		119

How long have you had Internet access at your home?

Answer Options	Response Percent	Response Count
Less than one year	4.9%	7
1 - 3 years	21.8%	31
4 - 7 years	32.4%	46
8 - 10 years	11.3%	16
More than 10 years	26.1%	37
Don't know	3.5%	5
<i>answered question</i>		142
<i>skipped question</i>		120

Why did you choose this connection type and service? (Check all that apply)

Answer Options	Response Percent	Response Count
Cost	20.7%	28
Speed	25.2%	34
Only available service	68.9%	93
Best reliability	6.7%	9
Other (please specify)		10
<i>answered question</i>		135
<i>skipped question</i>		127

Please indicate your level of satisfaction with your Internet service:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Not a Consideration	Response Count
Connection Speed	66	35	35	15	0	151
Cost	33	46	47	15	6	147
Ease of Use	23	23	81	20	2	149
Reliability of Access	52	40	44	13	0	149
Availability of Access	46	39	48	17	0	150
Customer Service	40	35	47	18	7	147
Number of Providers	79	29	18	4	14	144
<i>answered question</i>						151
<i>skipped question</i>						111

Please check all the reasons why you DO NOT have Internet service in your home. (Check all that apply)

Answer Options	Response Percent	Response Count
High-speed Internet is not available	69.2%	9
Cost	23.1%	3
Sufficient access elsewhere	7.7%	1
Nothing on the Internet I need	0.0%	0
I plan to establish service within the next year	0.0%	0
No time to learn to use the Internet	0.0%	0
Don't know how to set it up	0.0%	0
Problems with cable access	0.0%	0
Problems with DSL access	15.4%	2
Child safety and content	7.7%	1
Privacy/security concerns	0.0%	0
Other (please specify)		2
<i>answered question</i>		13
<i>skipped question</i>		249

Do you use the Internet anywhere else other than home?

Answer Options	Response Percent	Response Count
Yes	85.3%	139
No	14.7%	24
<i>answered question</i>		163
<i>skipped question</i>		99

How important is it for ALL RESIDENTS of the State to have access to computers

Answer Options	Response Percent	Response Count
Very Important	79.1%	125
Important	13.9%	22
Somewhat Important	6.3%	10
Not at all Important	0.6%	1
<i>answered question</i>		158
<i>skipped question</i>		104

What is your age?

Answer Options	Response Percent	Response Count
18 to 24	2.9%	4
25 to 34	8.1%	11
35 to 44	10.3%	14
45 to 54	26.5%	36
55 to 64	32.4%	44
65 to 74	18.4%	25
75 or older	1.5%	2
<i>answered question</i>		136
<i>skipped question</i>		126

What is your gender?

Answer Options	Response Percent	Response Count
Female	48.1%	65
Male	51.9%	70
<i>answered question</i>		135
<i>skipped question</i>		127

What is your race/ethnicity?

Answer Options	Response Percent	Response Count
Alaskan Native	0.0%	0
American Indian	0.8%	1
Asian	0.8%	1
Black	0.0%	0
Hispanic origin	0.8%	1
Indian (India) or middle-eastern	0.0%	0
Pacific Islander	0.0%	0
White or Caucasian	97.7%	128
Other (please specify)		4
<i>answered question</i>		131
<i>skipped question</i>		131

What is the highest level of school you have completed or the highest degree you

Answer Options	Response Percent	Response Count
Less than high school degree	0.0%	0
High school degree or equivalent (e.g., GED)	14.1%	19
Some college but no degree	22.2%	30
Associate degree	3.0%	4
Bachelor degree	25.2%	34
Graduate degree	35.6%	48
Other (please specify)		5
<i>answered question</i>		135

skipped question 127

Which of the following categories best describes your employment status?

Answer Options	Response Percent	Response Count
Employed, working 1-39 hours per week	22.1%	30
Employed, working 40 or more hours per week	47.8%	65
Not employed, looking for work	4.4%	6
Not employed, NOT looking for work	4.4%	6
Retired	19.9%	27
Disabled, not able to work	1.5%	2
<i>answered question</i>		136
<i>skipped question</i>		126

What is your approximate average household income?

Answer Options	Response Percent	Response Count
\$0-\$24,999	15.4%	19
\$25,000-\$49,999	14.6%	18
\$50,000-\$74,999	22.8%	28
\$75,000-\$99,999	17.9%	22
\$100,000-\$124,999	5.7%	7
\$125,000-\$149,999	6.5%	8
\$150,000-\$174,999	3.3%	4
\$175,000-\$199,999	1.6%	2
\$200,000 and up	12.2%	15
<i>answered question</i>		123
<i>skipped question</i>		139

Business Portion

Please select Yes if you have access to, or use a computer, tablet, smartphone or

Answer Options	Response Percent	Response Count
Yes	71.6%	126
No	28.4%	50
<i>answered question</i>		176
<i>skipped question</i>		86

Does the nature of your business or employment allow you to work out of your home using broadband connectivity?

Answer Options	Response Percent	Response Count
Yes	63.2%	84
No	36.8%	49
<i>answered question</i>		133
<i>skipped question</i>		129

Does your employer allow you to work from home (telecommute)?

Answer Options	Response Percent	Response Count
Yes	82.6%	57
No	17.4%	12
<i>answered question</i>		69
<i>skipped question</i>		193

Do you ever work from home?

Answer Options	Response Percent	Response Count
Yes	98.0%	50

No	2.0%	1	
	<i>answered question</i>		51
	<i>skipped question</i>		211

Do you use your business access to the Internet primarily in support of your

Answer Options	Response Percent	Response Count	
Direct support of business	60.5%	75	
Casual or personal use	39.5%	49	
	<i>answered question</i>		124
	<i>skipped question</i>		138

Indicate what national business classification best describes your business:

Answer Options	Response Percent	Response Count	
Accommodation and Food Services	7.1%	3	
Administrative and Support Services	0.0%	0	
Agriculture, Forestry, Fishing/Hunting	0.0%	0	
Arts, Entertainment and Recreation	0.0%	0	
Construction	7.1%	3	
Educational Services	14.3%	6	
Finance and Insurance	0.0%	0	
Government (city, county, state, federal)	23.8%	10	
Health Care and Social Assistance	4.8%	2	
Information	0.0%	0	
Management of Companies and Enterprises	2.4%	1	
Manufacturing	4.8%	2	
Mining, Quarrying, and Oil and Gas Extraction	7.1%	3	
Professional, Scientific and Technical	11.9%	5	
Public Administration	0.0%	0	
Real Estate and Rental and Leasing	14.3%	6	
Retail Trade	0.0%	0	
Transportation and Warehousing	0.0%	0	
Utilities	2.4%	1	
Waste Management and Remediation	0.0%	0	
Wholesale Trade	0.0%	0	
Other (please specify)		12	
	<i>answered question</i>		42
	<i>skipped question</i>		220

Does your business pay for Internet service?

Answer Options	Response Percent	Response Count	
Yes	90.4%	47	
No	9.6%	5	
	<i>answered question</i>		52
	<i>skipped question</i>		210

What class of Internet connection do you have?

Answer Options	Response Percent	Response Count	
Dial-up (56Kbps or less)	11.1%	5	
High-speed (DSL, cable, satellite)	88.9%	40	
	<i>answered question</i>		45
	<i>skipped question</i>		217

What type of Internet connectivity do you have?

Answer Options	Response Percent	Response Count
Fiber to the premises	22.6%	7
Fixed wireless	6.5%	2

Mobile wireless (Cellular Aircard)	3.2%	1	
Frame Relay/Fractional T-1 (i.e., CIR)	0.0%	0	
Satellite broadband	0.0%	0	
DSL	35.5%	11	
Cable modem	12.9%	4	
T-1 or faster leased service	19.4%	6	
Other (please specify)		7	
	<i>answered question</i>		31
	<i>skipped question</i>		231

Please rate the following aspects of your service:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know/Not Applicable	Response Count
Cost of Internet	20	17	30	6	10	83
Speed of connection	35	16	18	10	3	82
Billing practices	18	12	37	6	9	82
Technical support	20	8	33	7	14	82
Customer support	19	13	29	10	11	82
Installation tech's ability and courtesy	15	4	34	14	14	81
	<i>answered question</i>					83
	<i>skipped question</i>					179

In the last 30 days, indicate the applications you have used on your Internet access service:

Answer Options	Response Percent	Response Count
E-mail	97.6%	82
E-business	31.0%	26
On-line education	32.1%	27
Research	77.4%	65
Videoconferencing	17.9%	15
Website applications	50.0%	42
Banking	71.4%	60
On-line appointments	32.1%	27
File sharing	25.0%	21
Business-to-business functions	23.8%	20
Monitoring functions	10.7%	9
On-line customer support	33.3%	28
Connecting to Social Media sites	58.3%	49
	<i>answered question</i>	84
	<i>skipped question</i>	178

How important is a robust Broadband (High-speed Internet access) connection to

Answer Options	Response	Response Count
Very Important	90.2%	74
Somewhat Important	6.1%	5
Important	2.4%	2
Not at all Important	1.2%	1
	<i>answered question</i>	82
	<i>skipped question</i>	180

Would it be beneficial to you if the broadband environment in your area was enhanced?

Answer Options	Response	Response Count
Yes	96.7%	88
No	3.3%	3
	<i>answered question</i>	91
	<i>skipped question</i>	171

When you sought broadband services for your business at your location, how would you describe the availability of multiple, competing broadband options:

Answer Options	Response Percent	Response Count
Competitive, server providers available	9.6%	7
Somewhat competitive, two providers	17.8%	13
Not competitive, only one provider	56.2%	41
Suitable broadband is not available	16.4%	12
	<i>answered question</i>	73
	<i>skipped question</i>	189

What do you currently pay each month for this service? (If you have indicated several services above, indicate your total expense for these services.)

Answer Options	Response Percent	Response Count
Less than \$50	27.1%	19
More than \$50 and less than \$100	24.3%	17
Between \$100 and \$200	17.1%	12
Between \$200 and \$300	1.4%	1
More than \$300	11.4%	8
Don't know how much we pay	18.6%	13
Other (please specify)		2
	<i>answered question</i>	70
	<i>skipped question</i>	192

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

1	The internet brings the resources of world to our homes.	Apr 17, 2013 7:24 AM
2	I feel it is important for all children to have access to the internet at home. As a mother it is important to use edline to check my childrens progress. The kids use it to play learning games and research. I have personally used it to understand new ways of math. Had I not had access to google, I would not have understood how to help my children.	Apr 16, 2013 9:58 PM
3	It is very important for all residents to have GOOD access to internet. Especially for WV residents. Job and income opportunities for folks who live away from potential employment.	Mar 24, 2013 4:10 PM
4	It is important for me personally because my location is remote and I need the access for work. In my work I perform trainings I could not otherwise complete with Interent access. It is also important for our schools systems, both lower and higher level education, to be competitive and successful and even be able to complete daily tasks.	Mar 19, 2013 12:05 PM
5	Because it is educational ,and fast growing to be the only way to do commerce.	Mar 18, 2013 2:12 AM
6	They may need it for financial capabilities	Mar 17, 2013 6:14 PM
7	Less paper (greener) technology for all is way to the future	Mar 17, 2013 4:41 PM
8	All do not have a computer in the state	Mar 17, 2013 1:07 PM
9	primary way for people to communicate...all must have, otherwise those w/o Internet are 'out of the loop'.	Mar 16, 2013 6:56 PM
10	In order to be able to communicate in this digital age, to work from home, both for personal business and for business.	Mar 15, 2013 8:51 PM
11	This world we live in has become much larger and you are left out and left behind if you aren't familiar with the Internet and how to use it. Now we can connect to college, doctors, employers, etc... through the Internet and you are lost if you don't have that ability.	Mar 15, 2013 3:05 PM
12	Educational & buissiness purposes	Mar 15, 2013 3:03 PM
13	Access to outside media and news can impact security and daily lives of individuals without access otherwise.	Mar 15, 2013 2:08 PM
14	Most of the people in my area including me hold positions where we could work from home is there is increment weather. We are unable to do so because dsl is not avalaible in our area. Another area of concern at least for me is I have family all over the US and internet is how I keep in contact, again I have to wait to go to work where I have access because it is not available in my area.	Mar 15, 2013 12:07 PM
15	to be aware of whats going on	Mar 15, 2013 11:45 AM
16	People living in rural areas have a right to be up with the times. They pay their taxes and contribute to the world, as a whole, but are treated as second class clitzizens when it comes to getting anything such as water or internet service. You	Mar 15, 2013 9:50 AM

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

	will someday learn that higher income families are choosing to move out of the city.....get us up to speed.	
17	How can we be a community if not all have access to information?	Mar 15, 2013 8:28 AM
18	Information dissemination, emergency alerts	Mar 14, 2013 9:52 PM
19	it is how we communicate and do business today	Mar 14, 2013 8:49 PM
20	Information at your fingertips.	Mar 14, 2013 7:53 PM
21	This has become a major tool for information, news,and commerce	Mar 14, 2013 6:38 PM
22	To remain competitive with the rest of the world.	Mar 14, 2013 6:21 PM
23	Internet is replacing news media, emergency messaging, family bulletin boards, encyclopedia, libraries.	Mar 14, 2013 5:56 PM
24	very important for contacts, information and alerts	Mar 14, 2013 5:38 PM
25	In today's society an individual needs to have Internet access to function. Everything is being computerized so in order to function Internet access is vital. Banking, bill paying, Social Security are just a few examples of companies being computerized.	Mar 14, 2013 5:34 PM
26	to stay connected	Mar 14, 2013 2:19 PM
27	Current news, access to all other types of information.	Mar 14, 2013 2:00 PM
28	Before I moved to WV I lived on OH. In OH I lost my job and the only way to apply for jobs were to go on line. Some applications were multiple pages long and I would get booted off before my application was completed. I even had a doctor that asked me to go online and update my information. I had to go to a Library where I could access high speed internet. In WV I call my bank to ask them to do things for me that would take too long on dial up and run the risk of losing my connection in the process. And I have a friend with high speed to do all my online shopping for me. I am at the point where I am going to have a additional phone line installed so my Mother can go online and not tie up our phone line.	Mar 14, 2013 1:36 PM
29	If you can not keep up with others you will fall behind in everything	Mar 14, 2013 12:19 PM
30	Able to work from home, research,	Mar 14, 2013 10:09 AM
31	important in 2013	Mar 14, 2013 9:51 AM
32	BECAUSE THAT'S HOW THINGS ARE DONE NOW. YOU HAVE NO CHOICE BUT TRY TO HAVE ACCESS. IT USED TO BE INCONVENIENT, NOW IT'S A NECESSITY.	Mar 14, 2013 9:08 AM
33	Because lots of billings are sent on internet. Medical information is sent on internet. Schooling is on the internet. Business is on the internet. Business contacts are on the internet. Information attained on the internet for business and	Mar 14, 2013 8:14 AM

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

	schooling.	
34	Everyone should at least have access via local schools and libraries to keep technologically updated. This is the way of modern communication.	Mar 13, 2013 10:27 PM
35	provides access to information and is a form of communication	Mar 13, 2013 7:58 PM
36	It keeps them informed (hopefully) and gives access to information and communication.	Mar 13, 2013 7:40 PM
37	Many citizens would likely complete college courses if Broadband was available. Business would have access to many services.	Mar 13, 2013 7:16 PM
38	Has taken the place of phone, tv. Communication and staying current critical. Has to be decent service and affordable.	Mar 13, 2013 6:52 PM
39	everything is now on the internet, its hard not to have it, I pay bills and order all the time.	Mar 13, 2013 2:58 PM
40	Technology is needed for school (education), work, and communication. Most businesses use the internet to provide services to customers -billing, ordering etc.	Mar 13, 2013 2:57 PM
41	Sometimes it is the only way to communicate or to find information.	Mar 13, 2013 2:45 PM
42	Internet usage has and will an absolute necessity for all families. It's how we communicate beyond family to family. Doctor's, School's, Bank's etc now prefer to communicate via the internet.	Mar 13, 2013 2:16 PM
43	Everyone should have access to the knowledge available on the internet for business, commerce, school, world news, hobbies, and other uses.	Mar 13, 2013 1:32 PM
44	I do not believe we need to pay for others services when they can use the library as I have until I was willing to pay the price for the service.	Mar 13, 2013 12:16 PM
45	Many people take classes online. Larger access to computers and the Internet could assist them. More people could take classes and earn degrees therefore obtaining better jobs.	Mar 13, 2013 11:50 AM
46	I am a business owner, and 95% of my business is conducted by email. Streaming video is next to impossible, and very time consuming. Need these capabilities to compete.	Mar 13, 2013 11:17 AM
47	It's the key to life in this century	Mar 13, 2013 10:35 AM
48	because it is vitally important for me to be able to access the internet hourly to manage my finances.	Mar 13, 2013 9:52 AM
49	It is the world as we know it. You almost cannot do anything these days without internet access	Mar 13, 2013 9:15 AM
50	better informed equals better educated	Mar 13, 2013 8:34 AM

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

51	Educational. Help with job searching and working and studying and learning. Safety: knowing weather, road conditions, emergencies, etc	Mar 13, 2013 8:03 AM
52	Just like everyone else in the world. It is a World Wide Web that is used for everything from social media to work related information. The amount of information that is available is greatly appreciated and is required to stay informed on information from all walks of life from social events, work related information and general information.	Mar 13, 2013 7:35 AM
53	1. Much communication (bills, etc) these days is done via the internet. 2. Much information (& ease of retrieval) is available via the internet. NOTE: "ALL Residents" access (for me) does not necessarily mean 'at home' - but could mean access in public areas (library, parks, gov. offices)	Mar 13, 2013 7:04 AM
54	Fastest and most efficient way to access specific information. Convenience of use. Educational & research tool.	Mar 13, 2013 6:15 AM
55	It is only important if you want the state to grow and develop at a similar pace as other states and the rest of the world.	Mar 13, 2013 2:37 AM
56	We don't want to remain a third world country. Why do think? Everything is digital. Work, play live.	Mar 12, 2013 11:56 PM
57	With limited jobs in the State, high speed Internet could create Internet based jobs like computer programming, web design, web based sales sites, etc. City's Like Chattanooga are embracing the fast Internet speeds and seeing job growth and increase population of young prof.	Mar 12, 2013 11:43 PM
58	necessary for information in emergencies and to communicate since cell service sucks	Mar 12, 2013 9:32 PM
59	Everyone uses the internet, from students doing research to business owners managing accounts online. The internet is utilized by everyone.	Mar 12, 2013 9:26 PM
60	So we can scholastically compete with the rest of the world.	Mar 12, 2013 8:07 PM
61	This is a basic need that 97% of the country has; our children, our businesses, our lives are being hampered by not having access to h/s Internet. Economic growth is also affected. It makes our educational system sub par. How can WV expect to grow, much less compete, with the rest of the country w/o this??? I have to go to a public computer to file my taxes. Dial-up will not support TurboTax. How ridiculous is it that I cannot file my taxes at home? Pocahontas County in particular is at a particular disadvantage because we cannot use cell phones due to NRAO. I have plenty to say on this matter but will leave it at this. Thank you very much for asking!!! :)	Mar 12, 2013 7:04 PM
62	It is necessary to keep informed and function in today's society	Mar 12, 2013 6:06 PM
63	All media (TV, phone, audio, video, newspapers, etc,) in the future will be transmitted via the internet.	Mar 12, 2013 4:58 PM
64	Cannot operate without it.	Mar 12, 2013 4:19 PM

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

65	To keep up with the modern age, WV is usually behind in most important sectors.	Mar 12, 2013 4:10 PM
66	Communications	Mar 12, 2013 3:56 PM
67	TOO MUCH OF WHAT I DO IS RELATED TO THE COMPUTER.	Mar 12, 2013 2:06 PM
68	Communications with family and grandkids, research, business communications, entertainment, home shopping.	Mar 12, 2013 2:03 PM
69	Research and social interaction come to mind first. Students are more educated with they have access to the Internet. Libraries are great but in our rural area they are difficult to use.	Mar 12, 2013 1:03 PM
70	I am trying to operate a business. With poor service I cannot compete with a third world service. I need to be able to upload and download pictures and other information, which I can not do at times depending on time of day, and it is very very slow slow slow!!!!	Mar 12, 2013 12:30 PM
71	Internet should be free...	Mar 12, 2013 11:27 AM
72	Why should we be penalized because we live Rural? Modern Technology. My daughter's school work is now assigned on-line and half the time, we can't access the website due to poor, inadequate internet. Why should our kids suffer because one Internet provider won't increase our broadband but yet feels compelled to take our money for full price but we don't get full service. I pay as much as someone in Elkins, Charleston, Morgantown, but I don't receive the same service. Why can't we give Frontier some competition and see who can provide the Internet service we DESERVE too!	Mar 12, 2013 11:16 AM
73	it just is we need a good internet provider	Mar 12, 2013 8:08 AM
74	The internet is a very important learning tool. Almost everything we do now is computer related.	Mar 11, 2013 8:19 PM
75	important source of info	Mar 11, 2013 3:46 PM
76	It opens up people to new ideas and access to information.	Mar 11, 2013 2:57 PM
77	provide equal access to information otherwise unavailable	Mar 9, 2013 1:44 PM
78	So much information can be gleaned from the Internet. It is a very convenient and fast way to communicate, research and learn. I use the Internet not only for entertainment but also for education as I am currently taking online classes from the local community college for my degree.	Mar 9, 2013 10:35 AM
79	All aspects of the world are moving away from stores, snail mail, etc and into the world wide web. So it is only far that everyone who wants access has access.	Mar 8, 2013 8:21 PM
80	It makes things so much easier to have internet access. When I was in high school I had no internet and it was hard to do even simple take home school projects.	Mar 8, 2013 4:15 PM

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

81	Broadband speeds need to be on reasonable parity with those available to ALL residents in urban areas, to attract bright, talented social and business entrepreneurs to live in rural areas. A thriving middle class is necessary for rural areas to thrive economically and socially. Fast broadband speeds (not the slow stuff foisted on us) is as necessary today as rural electrification was in the 1930's. One problem is that monopolistic practices common in rural areas mean that the sole provider will try to get by with copper lines, slow speeds, and high rates, figuring they can slip this by on us "stupid hillbillies." I am very upset that West Virginia governance is bamboozled by this.	Mar 8, 2013 11:50 AM
82	We live in a remote area. With internet there is so much access to news, shopping, communicating with people. For kids, it is invaluable for enhancing reading and access to all sorts of learning sites and tools.	Mar 8, 2013 11:28 AM
83	Internet is the new way to connect with friends and family and it is also an important way to stay on top of news and weather. You can also use it for information purposes much more thoroughly than books (unfortunately). You can also use it for entertainment purposes. It is a very important tool for performing business. You can shop from home so that saves time and money.	Mar 7, 2013 11:26 PM
84	In our increasingly technologically powered world it is almost a necessity for people to have easy access to the internet. Through it we are able to maintain contact with friends and family, maintain contact with the rest of our world, keep up to date on important information such as the news and weather, etc.	Mar 7, 2013 11:11 PM
85	For news, information, weather forecasts, etc.	Mar 7, 2013 6:21 PM
86	We are living in a technical world	Mar 7, 2013 5:05 PM
87	West Virginians, in my opinion, are some of the most ignorant people in the whole country! One very important way for that to change is to have easy access to computers and the Internet.	Mar 7, 2013 1:45 PM
88	Learning, News, Weather.	Mar 7, 2013 10:39 AM
89	Because you have to have it in everyday life	Mar 6, 2013 12:50 PM
90	With out internet, people don't have access to information.	Mar 6, 2013 12:41 PM
91	Education, and Connection to relatives and friends	Mar 6, 2013 11:46 AM
92	in many ways, social media and email have become the preferred methods of communication	Mar 6, 2013 11:45 AM
93	I feel it is important to stay current and aware of what our younger generation is doing.	Mar 6, 2013 10:18 AM
94	It seems to be the most used method for people to be able to receive warning, or information that would be useful during a disaster	Mar 6, 2013 9:53 AM
95	To be able to access information, make decisions based on current information, to keep in touch with others, to have a technologically literate work force	Mar 6, 2013 9:14 AM

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

96	Just like the automobile, everyone needs one.	Mar 5, 2013 9:15 PM
97	There is so much knowledge available online. Good for future advancements.	Mar 5, 2013 7:31 PM
98	internet is a basic utility now - people that don't have access are cut off from how 'the rest of the world' is communicating, sharing info, learning, etc. additionally, we are at a point culturally where equality of access is a basic right, much like freedom of expression.	Mar 5, 2013 6:43 PM
99	SOMe people do not need internet, because they use it for bad thing.	Mar 5, 2013 3:57 PM
100	Access to information, access to social networks	Mar 5, 2013 3:07 PM
101	It is very difficult to be a productive member of today's society if you do not have access to the internet. It is needed to get (and most times, keep) a job, access banking, government resources, etc. However, I do NOT think it is necessary for ALL RESIDENTS of WV to have access in their homes. For the most rural places, access at a local school or library is sufficient.	Mar 5, 2013 2:48 PM
102	Technology is rapidly changing. If all residents do not have access to high speed internet in their home, they are at a disadvantage. It is impossible to run a business or work as a virtual agent without high speed internet. Without Internet access, residents cannot upload resumes, pay bills electronically, work on homework assignments, take online courses. It creates an overall economic, social and educational disadvantage.	Mar 5, 2013 12:59 PM
103	Education, Information	Mar 5, 2013 12:13 PM
104	I believe that it is important because this is a very dependable way to get access to information and any warring that may arise due to weather, terriest, or local accident.	Mar 5, 2013 11:03 AM
105	Instant way to let people know of pending danger.	Mar 5, 2013 10:45 AM
106	So much is required, and expected, in schools to have access to research material online. For educational reasons, I believe it is very important for everyone to have access to computers and the internet.	Mar 5, 2013 10:44 AM
107	Computers and the internet access is the way of the future. Everyone should have access if they so desire.	Mar 5, 2013 10:27 AM
108	staying informed, education, lifelong learning, internet purchasing	Mar 4, 2013 5:32 PM
109	In The Near Future You Will Not Be Able To Communicate With Any Financial Or Governmental body Without Access, Or Find Printed Materials As more And More Media is Digital. Try To Find A tax Form Or Instruction Today Without A Computer. Good Luck!	Mar 1, 2013 11:16 AM
110	Great source of information on a whole variety of subjects including, medial, business, local and world events. great for communication. Especially important in rural areas esp if no cell phone service is available	Feb 28, 2013 3:56 PM
111	EQUALIZING AND PROMOTING BUSINESS AND EDUCATION	Feb 27, 2013 3:14 PM

Page 25, Q37. Please explain why you indicated that it is [Q36] for ALL RESIDENTS of the State to have access to computers and the Internet.

OPPORTUNITIES FOR RURAL RESIDENTS AND THE REST OF WV.

112	The area we live in cannot have cell phones, the internet is so important in this day and time everyone should be able to access it	Feb 27, 2013 10:52 AM
113	It is a way of communication to always be in touch with family, friends, children, and work	Feb 19, 2013 11:37 AM
114	to stay current with present day life style	Feb 18, 2013 11:39 AM
115	Education and staying connected with friends and family	Feb 16, 2013 10:10 PM
116	There is a need to interact with businesses, government agencies, financial institutions etc. in a timely manner. Shopping online saves a one hundred mile round trip and allows one to purchase items not locally available. Easy access to news and current weather updates are necessary. No other method provides such a service.	Feb 15, 2013 6:15 PM
117	If you are enrolled in College, on-line courses, you might fail the course when you don't have internet access, when your internet fails you.	Feb 15, 2013 11:45 AM
118	For research, homework, instant access to bank and other financial accounts, to stay in touch in real-time vs US mail	Feb 13, 2013 8:21 PM
119	Times have changed and it is a very important part of my every day usage. Wether it be for banking, kids homework or googling information you can do anything you need to on it.	Feb 13, 2013 5:09 PM
120	I think the vast majority of internet users are addicted to social media and networking. I don't feel that's important. I do feel like the internet is vital for schools and businesses, less so (but handy) for shopping, especially for people in rural areas	Feb 13, 2013 3:18 PM
121	To process my utility, loan payments, access to weather, news. Just because I live in a rural area, it is not fair that I do not have high speed internet. When I contact Frontier they tell me they dont know how long it will be. It is not fair that I have to go to the Library to see what my relatives and friend are doing and how they are and to pay my bills online and so on. Come on people this is West Virginia. Can we not bring technology up to speed with other States? Why cannot I enjoy my beautiful state and have internet also?	Feb 13, 2013 2:59 PM
122	in today's world, everything is done 'online', banking, shopping, paying bills, news, etc. Broadband access definitely helps to get a lot of life's things done.	Feb 5, 2013 5:09 PM
123	Residents need access to email, web browser etc every day. I only use social media like facebook weekly	Feb 5, 2013 12:31 PM
124	Educational opportunities	Feb 1, 2013 1:21 PM

Page 54, Q84. Why is, or why isn't, a broadband connection important to you at your location?

1	Need VPN to work from home.	Mar 24, 2013 4:15 PM
2	I work remotely and could not work without my Internet access. I could work much more efficiently with higher speeds.	Mar 19, 2013 12:13 PM
3	Because there are no choices in this area just the one.	Mar 18, 2013 2:14 AM
4	It is Very important because it is 2013 not 1980	Mar 17, 2013 1:13 PM
5	Need high speed (greater than 3 Mbps) to be able to connect quickly and access services	Mar 15, 2013 8:56 PM
6	One we need the access to run the business, and second for guest accomidations. Most of them are on vacation but still need to stay connected to home and work.	Mar 15, 2013 12:16 PM
7	?	Mar 15, 2013 11:49 AM
8	I'm confused....I have internet at work but not at home. So, why is this relevant?	Mar 15, 2013 10:07 AM
9	it is essential for work and communications	Mar 14, 2013 8:57 PM
10	It is a major if not the most important contact I have for purchases, communication, news and information	Mar 14, 2013 6:44 PM
11	broadband connection is very important because it is the main tool we use to communicate among our employees and customers	Mar 14, 2013 12:04 PM
12	The speed to carry on business.	Mar 14, 2013 8:25 AM
13	Speed, Access	Mar 13, 2013 8:02 PM
14	Enables business to be conducted more efficiently.	Mar 13, 2013 1:41 PM
15	I can cope with what I have but I do not like paying for high speed and only getting the quality of dial up	Mar 13, 2013 12:28 PM
16	Broadband is most important because of speed, reliability and continuity of the connection.	Mar 13, 2013 9:57 AM
17	99% of my work revolves around Internet access either booking a reservation, looking up info or recording info	Mar 13, 2013 12:01 AM
18	obvious	Mar 12, 2013 9:47 PM
19	Security and Safety of our business.	Mar 12, 2013 8:20 PM
20	To be able to function and do my job in a timely and accurate form. My integrity is on the line when I have 549 emails in my inbox and cannot access them, much less reply due to the slowest, at times 20 Kbps, Internet possible. I cannot tell my market-sensitive clients "hang on, I'm waiting for this to load." My employer does not know I have dial-up Internet; that would be my undoing.	Mar 12, 2013 7:24 PM
21	Live in rural WV and need high speed connection to communicate with the real	Mar 12, 2013 4:26 PM

Page 54, Q84. Why is, or why isn't, a broadband connection important to you at your location?

	world.	
22	To study and for leisure	Mar 12, 2013 4:12 PM
23	We must connect to our Corporate HQ, datacenters, credit card processors, etc. We must also provide connectivity for our guests.	Mar 12, 2013 1:10 PM
24	Why should I be denied what I pay for?	Mar 12, 2013 11:19 AM
25	Makes work faster	Mar 11, 2013 9:10 PM
26	Efficiency	Mar 11, 2013 3:07 PM
27	My work is centered on communications. I am either writing, on the phone, or researching on the Internet. I also run several websites. The slow speeds we are stuck with are maddening.	Mar 8, 2013 12:04 PM
28	It is very important, I live in a rural area and due to the vast distance I must travel to get anywhere it is much more convenient to have internet access. I am able to keep track of weather conditions, I can monitor local, national, and international news, I can keep in touch with my friends and family, I can actively spend quality time with friends and family through online gaming, video chatting, and instant messaging. It also allows me to save time and money by being able to shop from home for many items, both pleasure items such as books and games and also day to day necessities such as groceries and home improvement supplies.	Mar 7, 2013 11:23 PM
29	I fell it is important because of access to other people.	Mar 5, 2013 11:08 AM
30	Speed of connectivity and ease of transmittion	Mar 5, 2013 10:49 AM
31	fast connections are a part of life now--doing business, communicating, customer service/	Mar 4, 2013 5:40 PM
32	Time Is Money	Mar 1, 2013 11:26 AM
33	Again, this is the way of communication for this day and tiem	Feb 19, 2013 12:00 PM
34	Important to have communication and file sharing with Parent Corp. in another state	Feb 16, 2013 10:15 PM
35	Need enternet to be available to get courses on-line finished and turned on time	Feb 15, 2013 11:46 AM
36	To connect to our other offices in the state and to conduct everyday business in a timely manner. Our staff is billable and we don't want any wasted unbillable time.	Feb 13, 2013 8:44 PM
37	It is important becasuemofmthe speed. In today's world, even the satellite connection is like the old dial up. It's ridiculous. We need to get regular broadband to all citizens of the state or make the satellite providers step up there programs for whatntheybare charging. It's a scam that they can charge us whatnthey do knowing we only have two choices, dial-up or satellite. It's a joke.	Feb 13, 2013 5:16 PM
38	videoconferencing, faster downloading & uploading of documents, videos & other material	Feb 5, 2013 5:02 PM

Page 54, Q84. Why is, or why isn't, a broadband connection important to you at your location?

39	I do not usually conduct business from my home. My office needs better connectivity. My home depends on Hughes Net and needs better connectivity.	Feb 5, 2013 12:08 PM
40	Critical, all of our operations use the internet for credit card processing, online selling of our products and services, etc. Internet is just as important to us as phone lines.	Jan 30, 2013 3:31 PM
41	I have extremely slow dial-up service. Hard to check e-mail.	Jan 30, 2013 11:31 AM
42	To help business grow and increase communication	Jan 15, 2013 5:10 PM
43	oh absolutely rather its business or personal everyone's time is very important and need to breeze swiftly through anything that needs done not be bogged down	Jan 8, 2013 3:47 PM
44	I live in a remote, rural location.	Dec 30, 2012 3:44 PM
45	School employee	Dec 28, 2012 11:39 AM
46	It is important because I use it in my job.	Dec 20, 2012 10:50 AM

Page 56, Q86. Why would it be beneficial to you if the broadband environment in your area was enhanced?

1	It would make life easier.	Apr 16, 2013 10:03 PM
2	VPN access would allow me to work again. I would work at home three weeks and travel one week each month. I need the work phone to ring through my VPN also. And to be able to attend webcasts meetings and training.	Mar 24, 2013 4:16 PM
3	My trainings would run smoother. My children could do college courses online prior to leaving for college. My children also have difficulty completing their assignments because the of slow speeds we encounter.	Mar 19, 2013 12:15 PM
4	Ease of access and use.Commerce etc.	Mar 18, 2013 2:15 AM
5	cant use current system for what we need. cant do business at Snowshoe.	Mar 17, 2013 1:16 PM
6	Geez.. something faster than a rotary dial phone	Mar 15, 2013 11:42 PM
7	Currently Frontier only supplies 1 Mbps or less in this area. Many calls to the company regarding poor service, I.e., sometimes not accessible, have not resulted in improved service. Enhanced service would mean improved ability to conduct personal business and employer business.	Mar 15, 2013 9:05 PM
8	One to get internet to more customers, and two to provide better internet service to the current customers	Mar 15, 2013 12:16 PM
9	0	Mar 15, 2013 11:49 AM
10	Please review my prior answer to previous same question. Same as above	Mar 15, 2013 10:09 AM
11	the snowshoe area has very few internet options; my primary residence has great internet options	Mar 14, 2013 8:58 PM
12	reliability and speed	Mar 14, 2013 6:45 PM
13	There are many residential area such as where I live that does not have access to broadband that cannot connect to their communities and find out information and/or communicate. For example during the Dericho Storm on June 30, 2012 many residents did not have power and the local governments were using social media as a way to communicate and with the limited broadband access many residents were not aware of assistance available nor of services that were being offered.	Mar 14, 2013 12:07 PM
14	IT HAS BECOME A NECESSITY WHETHER WE WANT IT TO OR NOT. THIS IS THE WAY THINGS ARE DONE AND WE MUST MOVE FORWARD	Mar 14, 2013 9:12 AM
15	Speed	Mar 14, 2013 8:26 AM
16	Hopefully dependable access	Mar 13, 2013 8:03 PM
17	So I can connect to work and complete work in a reasonable time. Very very slow? Many things won't even load.	Mar 13, 2013 6:59 PM
18	Residing in a rural area of West Virginia lacks coverage via internet and cell service. Communication is necessary in today's world.	Mar 13, 2013 2:21 PM

Page 56, Q86. Why would it be beneficial to you if the broadband environment in your area was enhanced?

19	NA	Mar 13, 2013 1:42 PM
20	I would spend less time waiting for things to load	Mar 13, 2013 12:29 PM
21	streaming video capability	Mar 13, 2013 11:27 AM
22	same reason	Mar 13, 2013 9:57 AM
23	Improve access to everything, include better work environment	Mar 13, 2013 9:19 AM
24	Faster more reliable speeds would allow me to do my job quick, more efficient and possibly work from home.	Mar 13, 2013 12:03 AM
25	save time	Mar 12, 2013 9:48 PM
26	Yes	Mar 12, 2013 8:20 PM
27	To be part of the rest of the world. We see commercials about wireless this and wireless that and we just shake our heads. Frontier PROMISED us SEVEN years ago that we were just a few weeks/months away from their version of broadband which I have heard is almost as bad as dial-up. Also, the stress on my husband with his job would be lifted...	Mar 12, 2013 7:27 PM
28	Because it is not up to industry standards.	Mar 12, 2013 5:02 PM
29	Instead of near dial-up speed, I could enjoy the speed which I am currently charged for.	Mar 12, 2013 4:26 PM
30	drop my isp	Mar 12, 2013 4:12 PM
31	FOR OUR USE IN WEST VIRGINIA	Mar 12, 2013 2:14 PM
32	Because the crap we have now is a JOKE... very unreliable, ridiculously slow speeds, I have filed several FCC complaints about the lousy service we get from Frontier to no avail... Frontier has told me numerous times "we do not guarantee a minimum level of service" !!!	Mar 12, 2013 2:10 PM
33	Currently Frontier limits our connectivity too much. Their circuits don't measure up to the speed they say and circuits are up and down all the time. Their customer service is horrible. If there were a respectable provider in the area Frontier would not do any business here.	Mar 12, 2013 1:11 PM
34	Better connectivity! At 5 pm and 8 am the Internet is so sluggish from everyone being online at the same time... I pay for the same Internet service and bandwidth my neighbors get as well!! We all share the same Internet on the same block..	Mar 12, 2013 11:32 AM
35	I could get connected to the outside world.	Mar 12, 2013 11:20 AM
36	I could get work done quicker and with less stress	Mar 11, 2013 9:11 PM
37	Efficiency	Mar 11, 2013 3:08 PM
38	Pocahontas County is a beautiful place to live, but to attract or retain talented,	Mar 8, 2013 12:06 PM

Page 56, Q86. Why would it be beneficial to you if the broadband environment in your area was enhanced?

	educated people, certain services are critical, and that includes fast (I mean like 5 Mb/s or better) Internet. Our county and other rural areas will decline unless we have certain basic quality services. As it is, our county is losing population every census. I say that obtaining fast broadband is the most important issue for our county's future economic and social vitality.	
39	I work from home and I need higher speed for uploading files.	Mar 8, 2013 11:37 AM
40	Currently I am able to do basic things such as surf the internet and access websites, however most entertainment is mediocre at best. Slow speeds make it inconvenient to download/stream movies, games, music or any kind of media. It's also not possible to attend an online university that requires the ability to stream content for educational purposes, it's also detrimental to the ability to stream content for business. Add in multiple other users of the internet which slows down speeds and it is sometimes difficult to even do basic things such as surf the web.	Mar 7, 2013 11:29 PM
41	It would be nice if I had access to faster service, but this is not a necessity. I think cable is available where I live, but they make you bundle services and I don't need a landline or TV.	Mar 5, 2013 2:55 PM
42	The faster the Internet service, the more options that are available. Ex. 1.5 mbps is a minimum requirement for watching streaming video. Some virtual jobs require a minimum download and upload speed. Satellite internet has daily download allowances that once exceeded make the Internet very slow.	Mar 5, 2013 1:09 PM
43	more availability	Mar 5, 2013 12:15 PM
44	ease of access and more reliable.	Mar 5, 2013 11:08 AM
45	Would make my work easier and faster to complete.	Mar 5, 2013 10:50 AM
46	To assist students and business people in this area.	Mar 5, 2013 10:49 AM
47	could attract entrepreneurs who need legitimate high speed internet not what we get around here. use for marketing purposes as well.	Mar 4, 2013 5:41 PM
48	Les Time To Do Tasks That Don't Involve Making Money	Mar 1, 2013 11:27 AM
49	END INTERRUPTION OF WORK DURING THE DAY.	Feb 27, 2013 3:19 PM
50	since we do not have access to cell phones. dial up is a dinasour in this day and time. Everyone should be able to have internet service.	Feb 27, 2013 10:57 AM
51	To make all applications and programs faster	Feb 19, 2013 12:01 PM
52	Should bring cost down and speed up	Feb 13, 2013 8:45 PM
53	We would be able to do more things with the kids education, do more with the computers but are limited to what we can do because of the speed now provided.	Feb 13, 2013 5:18 PM
54	Yes, it would allow us to have better quality and service speeds available.	Feb 6, 2013 5:57 PM

Page 56, Q86. Why would it be beneficial to you if the broadband environment in your area was enhanced?

55	Better productivity	Feb 5, 2013 5:02 PM
56	Could telecommute from home; could access web for borwsing, ordering items, using Skype and other avail service	Feb 5, 2013 12:41 PM
57	Better connectivity would mean better and faster access to on-line communication for shopping, social networking and other personal uses.	Feb 5, 2013 12:10 PM
58	better speeds at lower rates.	Jan 30, 2013 3:32 PM
59	Would be easier to work from home.	Jan 30, 2013 11:32 AM
60	Speed	Jan 15, 2013 5:11 PM
61	absolutely time is essential for everyone including me	Jan 8, 2013 3:59 PM
62	Student/teacher access is vital to success	Dec 28, 2012 11:41 AM
63	I like it fast.	Dec 20, 2012 10:51 AM

Page 57, Q88. What do you currently pay each month for this service? (If you have indicated several services above, indicate your total expense for these services.)

1	bundled with phone bill approximately \$39.99 per month	Mar 19, 2013 12:17 PM
2	we don't have broadband	Mar 12, 2013 7:28 PM

Page 58, Q90. Please express your thoughts about how to go about enhancing broadband availability in your region:

1	Frontier workers tell me that when we see the "pizza boxes" being installed at the local place just down the lane we can expect full and good internet access. Before I moved here I had DSL and could work from home.	Mar 24, 2013 4:18 PM
2	I recommend increasing competition.	Mar 19, 2013 12:18 PM
3	SMART SWITCHES, FIBRE OPTICS, Whatever it takes	Mar 17, 2013 6:16 PM
4	try to bid out, or use your own system for Snowshoe guests	Mar 17, 2013 1:19 PM
5	Enable more providers to provide services. Increase WiFi capability close to condo developments. All providers could offer a 'limited speed' service to elderly and/or lower income people so they can afford at least some level of service.	Mar 16, 2013 6:58 PM
6	This is what I pay you for... Fee should provide better service.	Mar 15, 2013 11:44 PM
7	Encouraging Frontier to improve the service in rural areas. They have claimed many times that the service will improve, but for the last several years nothing has changed. Encouraging other providers to come into area would force Frontier to improve service.	Mar 15, 2013 9:19 PM
8	This is a serious need. I have a friend who lives less than one mile from Oak Hill and he has no access to cable modem. His only option is satellite service, which is crappy.	Mar 15, 2013 3:07 PM
9	I think that since the NRAO effects the internet services the Federal government should split the bill with the providers in our area to help establish more connections and better connections to customers. I think more grants need to be giving and I think that before the people with DSL are upgraded to fiber, all residents should get DSL first. I also think that the bonuses that were given to the CEO of the internet provider for the state and county was ridiculous and that money should have been spent on upgrades not given to one person to spend.	Mar 15, 2013 12:20 PM
10	0	Mar 15, 2013 11:50 AM
11	Make the option available.	Mar 15, 2013 10:10 AM
12	Bring it!	Mar 15, 2013 8:37 AM
13	Get more providers	Mar 14, 2013 7:58 PM
14	fiber optic cable	Mar 14, 2013 6:46 PM
15	Since cell phone data plans do not work well at snowshoe (greenbank). It is vitAl thT the internet works well here.	Mar 14, 2013 6:00 PM
16	It must be cost efficient or people on limited incomes won't be able to afford it.	Mar 14, 2013 5:39 PM
17	My current ISP is; unreliable, slow and/or intermittent. As far as I can tell they (Frontier) have no intentions of investing in the infrastructure to upgrade or even to maintain current levels of service. They have a monopoly.	Mar 14, 2013 2:03 PM
18	I have spoke to Frontier and they claim within the next three years that my	Mar 14, 2013 1:38 PM

Page 58, Q90. Please express your thoughts about how to go about enhancing broadband availability in your region:

	location will have broadband, however I have heard this same scenario for several years and would like to see broadband access actually become available to me at my home.	
19	This survey shows up in the paper one day prior to the deadline. I doubt many people read, let alone complete it. Fire and convict the state officials for corruption on purchasing equipment we do not need. Show how businesses need it to compete	Mar 14, 2013 12:24 PM
20	The local cable and phone providers need to update their equipment to be able to reach further out into the rural communities. For example in my situation I live about a mile to far for the local telephone company to provide broadband to my home and it is because of the location and age of their facilities.	Mar 14, 2013 12:11 PM
21	no idea	Mar 14, 2013 8:27 AM
22	Need to have better access. Surely Greenbank Observatory can use some kinds of sophisticated filters to obtain the info they need.	Mar 13, 2013 10:29 PM
23	that is not my area of expertise	Mar 13, 2013 8:03 PM
24	As previously stated. Communication tools are no longer a luxury but necessary.	Mar 13, 2013 2:22 PM
25	more than one provider or if a monopoly is aloud, price controls	Mar 13, 2013 12:33 PM
26	fiber optics into the home/office	Mar 13, 2013 11:28 AM
27	Get broadband service. We now have DSL. It is all but useless. I tried to download a printer driver and the time for the download was 1 hour and 35 min. Impossible	Mar 13, 2013 9:59 AM
28	We at Snowshoe need to have better broadband for work and personal use. What we have now is totally inadequate	Mar 13, 2013 9:20 AM
29	Allow all businesses and residents to connect to the high speed fiber optic cable currently being ran through our area and the State! Also upgrade the local Frontier switchboard to service more than 1mps especially since we are all paying for thr premium Plan of up to 6mps. This is a class action lawsuit editing to go off	Mar 13, 2013 12:07 AM
30	Make wire fi and cell service available at Snowshoe	Mar 12, 2013 9:49 PM
31	There needs to be an alternative to Frontier Communication in the State of West Virginia	Mar 12, 2013 8:22 PM
32	Update the infrastructure.	Mar 12, 2013 7:29 PM
33	Encourage competition among providers. Require Frontier to upgrade its services	Mar 12, 2013 6:07 PM
34	faster throughput and more providers.	Mar 12, 2013 5:03 PM

Page 58, Q90. Please express your thoughts about how to go about enhancing broadband availability in your region:

35	Frontier currently charges for up to 8GB of service for this location. I actually receive less than 1MB. Make Frontier deliver the service for which they are charging.	Mar 12, 2013 4:28 PM
36	City wide free internet such as Charleston WV has	Mar 12, 2013 4:13 PM
37	reasonably priced reliably good service	Mar 12, 2013 2:10 PM
38	We could regulate Internet service as we do telephone service or we could support small businesses that could provide Internet services in our local markets. I thought SKSR would be an option in the future but they have outgrown their infrastructure and customer support capabilities and are now no different than Frontier.	Mar 12, 2013 1:13 PM
39	Finish running the fiber cable that you went right by my house. Because I live 1/4 mile off main highway, you won't give me enhanced broadband but yet charge me full price like everyone else.	Mar 12, 2013 11:21 AM
40	just do it	Mar 12, 2013 8:10 AM
41	I dont know enough about it to have any ideas	Mar 11, 2013 9:12 PM
42	would like to see fiber optics installed in the area...it is currently being installed down the road and this type of infrastructure might be more expensive but it is permanent solution to the broadband issue.	Mar 11, 2013 4:01 PM
43	At present, there is broadband available through the local cable company. However, the cost of connecting through the cable company is quite high, not to mention that the cable isn't always reliable. Offer broadband through other outlets at affordable prices.	Mar 9, 2013 10:40 AM
44	Increase the capacity frontier servers can handle during peak hours. I use the internet at home primarily during the evenings and on the weekends. Both of which are "peak times" and at times the internet is unusable. High ping, low download speeds, and outrageous prices for the services given are the biggest cause of frustration with Frontier's service. National averages per MB of download speed are \$1- \$5, so I get on average in peak times 1mb of download speed. So if prices were based on national averages I should only pay somewhere between \$1-\$5 not the \$45 I am currently paying. Steaming videos via netflix or online don't require huge download speeds. If I use the internet during non peak hours I get around 2.5 - 3 mb download speeds with low ping and I can easily stream videos. Servers just need upgrades to be able to handle the volume during peak times.	Mar 8, 2013 8:29 PM
45	It appears that shady or inept West Virginia politics is keeping fast broadband from developing in our state. I cite the router scandal. Also, the federal money to libraries, schools, hospitals instead of to every home. And then, letting Frontier have monopolistic-type advantage at a time when they were cash-strapped from a buy-out, which they then have lagged in developing their customers. The upshot is shoddy WV politics and corporate irresponsibility.	Mar 8, 2013 12:10 PM
46	Only Frontier provides DSL and they are focused on getting internet access to	Mar 8, 2013 11:38 AM

Page 58, Q90. Please express your thoughts about how to go about enhancing broadband availability in your region:

	more people, not upgrading their service	
47	Improving/updating the internet lines and speeds should be the first priority. However this would come about quicker were there competition between companies in my region. Cheaper supplies and equipment would make it more feasible for other ISP's to venture into my region and compete for my business. This would force each company to try and improve more than the other company(s) and would increase the quality of broadband service.	Mar 7, 2013 11:32 PM
48	Fiber optics	Mar 7, 2013 5:09 PM
49	One company should not have a monopoly providing Internet service. Competition between providers will result in better service (and, perhaps, lower cost).	Mar 7, 2013 1:47 PM
50	I am in a pretty resident and open area, the service is better than in most places.	Mar 6, 2013 10:20 AM
51	Improve speed	Mar 6, 2013 9:15 AM
52	It's unbelievable to me that we live 15 minutes from town and cannot get a reasonable connection to the internet. we both work from home, for the most part, and are severely limited in what we can accomplish from here. additionally, the satellite providers have our backs against the wall with a extremely expensive yet poor quality connection, with unreasonable restrictions. and they keep getting away with it because we have no choice (i don't consider dial-up to be a choice). we are a progressive county, all this relative, but we are seriously lacking in access to this (now) basic utility. it is one reason, of several, that we regularly consider moving elsewhere.	Mar 5, 2013 6:49 PM
53	I would love to have access through DSL either through Frontier, Shentel or Suddenlink. None of these options are available after many phone calls and requests.	Mar 5, 2013 1:12 PM
54	have no ideal.	Mar 5, 2013 11:09 AM
55	keep political pressure on verizon and suddenlink on state level. allow last mile grants to be dispensed to competitors by broadband council.	Mar 4, 2013 5:43 PM
56	We Desperately Need And Deserve Wireless Service in Pocahontas Co. The Government Has Limited our Service Because Of The Quiet Zone. When The Funds Were Available From The Government They Should Have Provided Pocahontas A Solution First Since We Are The Ones Being Denied Because Of Their Quiet Zone Why Not Fund A Low Power County wide System With Federal Money Since It is The Federal Gov That Causes Our Problem. We Residents will never have service because of the feds why shouldn't federal money be spent here first	Mar 1, 2013 11:36 AM
57	Collect and map internet speed data and use to make better decisions on where to use public and private funds to extend broadband to unserved areas Engage the public and show them how true high speed internet can be used Work collaboratively with loca townshps, REgional planning councils, WV Broadband Council to make it happen for the people of WV	Feb 28, 2013 4:00 PM

Page 58, Q90. Please express your thoughts about how to go about enhancing broadband availability in your region:

58	It would be great to have internet access where we live.	Feb 27, 2013 11:00 AM
59	We just need to get it to all the residents	Feb 16, 2013 10:16 PM
60	Internet speed and a high data capacity is critical to effective web browsing and general misc. usage as java scripting and intensive use of graphics by web page owners require it. The current overbooking of capacity directly impacts user experience and limits effective data transfer. Changes to delivery via upgrading of systems transfer rates are required, blanket broadband wireless coverage or other changes such as fiber optic networking is necessary to achieve maximum efficiency in this particular location. No competition for services as well as overbooking copper transmission lines puts this area in a class with backward third world locations. Even in Africa and Asian rural areas their internet services are much superior.	Feb 15, 2013 6:28 PM
61	If the funding is available to bring it to our area, I know that the citizens will jump at the opportunity to get on it. We have been promised this from Verizon and Frontier but they say now we will never get it. The satellite companies know this and therefore that allows them to not have to do anything because there is no competition. It's pitiful.	Feb 13, 2013 5:21 PM
62	Please help us to get internet in my area. Hughes net is available but at such an excessive amount and it is not even comparable with high speed it is almost as slow as dial up. My business cannot compete with other ones because I am losing business because I do not have access like other companies. Do I have to move out of rural West Virginia to have access? And by rural I mean 15 minutes from a Main Highway?	Feb 13, 2013 3:02 PM
63	I believe that fios service into the business is the way to go. I would start by looking at extending service to the areas that are just out of DSL or equipvilant range then move back toward the population centers.	Feb 6, 2013 5:59 PM
64	Useing public funds to provide infrastructure to locatiosn that would not normally receive it from private businesses	Feb 5, 2013 12:42 PM
65	The area needs more ISPs to spur competition. Frontier seemingly has a monopoly.	Feb 5, 2013 12:13 PM
66	Our biggest issue for our business is price and reliability. We're glad we have it. And we're willing to pay for it because of the importance to us, but a lower price would be nice. Other issue is our employees: many of our owners and mgt live in areas that don't offer any high speed internet options other than satellite. Again, expense, quality and reliability are all issues with satellite. It would help all of us to have better ability to work from home. With most of the connectivity issue taking away from the work time it would help us all to be more productive in a shorter period of time.	Jan 30, 2013 4:10 PM
67	Make high speed access available for everyone, especially students and schools.	Jan 15, 2013 5:12 PM
68	time is very important for students between classes myself on a personal level needing to finish projects bill paying on my way to work .. jobs that need to hurry	Jan 8, 2013 4:01 PM

Page 58, Q90. Please express your thoughts about how to go about enhancing broadband availability in your region:

though and get all work completed .. yes its very very important and needed.

69	Accurate;y map the locations where BB is available, as well as the download and upload speeds to provide an basis fo making informed decisions	Jan 7, 2013 4:54 PM
70	only thing that would improve employment opportunities would benefit my area.	Dec 30, 2012 3:46 PM
71	Positive PR promotion to general public to stress importance	Dec 28, 2012 11:42 AM
72	Don't know	Dec 20, 2012 10:52 AM
73	higher internet speed...	Dec 12, 2012 3:16 PM

Page 59, Q91. Do you have any other comments about broadband service availability in your region?

1	Increased broadband for Snowshoe is a win win for the state, homeowners, and renters.	Apr 3, 2013 5:45 PM
2	It needs to be improved. It is especially important in my area because I am located in what is known as a quite zone and do not have access to cell phone communications.	Mar 19, 2013 12:20 PM
3	SOON PLEASE	Mar 17, 2013 6:16 PM
4	Snowshoe must serve its guests this service better, its embarrassing to all of us.	Mar 17, 2013 1:24 PM
5	Compared to other places I have lived (recently) the broadband service available in this region is the worst...by far. The technical skills necessary to service end user equipment and/or to diagnose technical problems are non-existent. The schooling/training for these types of workers does not exist within 100 or more miles of this ZIP code.	Mar 16, 2013 7:00 PM
6	Frontier provides only a minimal Internet service in this region. Some nights the service is so poor that one can't connect. I have contacted their customer support many times, have had technicians check my connections several times, only to be told that it is downstream problems and they "are working on it". I would use satellite service, but it is more expensive and doesn't provide any faster speeds. Just because we choose to live in a rural area, doesn't mean we should have to put up with substandard service.	Mar 15, 2013 9:32 PM
7	Do it already!	Mar 15, 2013 2:12 PM
8	It stinks, I cannot get connectivity I am 4000 feet from the cut off for the internet. I have asked if boosters could be put in and I have gotten no answers. Any time I have called about internet because of a brochure in the mail, they tell me that I cannot have it. Again not good customer service. I have even had a Frontier representative to call me at home and tell me that no matter how much I call I will never get DSL, this only made me madder, and have considered calling the better business bureau.	Mar 15, 2013 12:23 PM
9	0	Mar 15, 2013 11:50 AM
10	It is really hard to understand when the capability is just a short distance from your home, but you can't get it. It's a wonder our ancestors were able to get electricity and telephone service. I'm sure they were probably the last ones to receive, but thank God they did get it! What I can't understand is that even if there are only a few people in the area that might want the service at the present time, doesn't anyone realize others would move to the area if the capability were available.	Mar 15, 2013 10:41 AM
11	Verizon reps sneered at my request. Frontier installer said nit available to me.	Mar 15, 2013 8:37 AM
12	Frontier DSL service is my home is totally unacceptable. They do not have the bandwidth available to service their customers and the only other option I have at home is satellite service which was even slower until recently.	Mar 14, 2013 10:01 PM
13	no	Mar 14, 2013 6:46 PM

Page 59, Q91. Do you have any other comments about broadband service availability in your region?

14	I think it would be a good thing for our community.	Mar 14, 2013 5:41 PM
15	It's a shame that broadband not available in all areas, however I do understand the obstacles that are faced with the radio observatory. I would like to see more access for residents in the state. I feel that broadband access would benefit all sectors of my community.	Mar 14, 2013 1:40 PM
16	We are at the mercy of the providers to expand. I guess they are waiting on federal money to expand.	Mar 14, 2013 12:25 PM
17	Currently service at my home is not acceptable and I would like to see infrastructure implemented so that I can have access to realiable high speed Internet.	Mar 14, 2013 10:19 AM
18	no	Mar 14, 2013 8:27 AM
19	It is incredible that there is absolutely NO phone service on Snowshoe Mountain. Really it is just not acceptable.	Mar 13, 2013 10:30 PM
20	It is very hard to find a provider with reliable service.	Mar 13, 2013 2:50 PM
21	None.	Mar 13, 2013 2:22 PM
22	I except what I have because of my remote location. It is only when I venture out into the main stream I realize how slow the service is. From a growth perspective, I live in a subdivision with 12 homes. I am the only permanent resident. If the internet was better more people would work from here and contribute to growth.	Mar 13, 2013 12:41 PM
23	I am paying for higher speeds than I am receiving, and if an alternative were available, I would take advantage.	Mar 13, 2013 11:29 AM
24	I've said it all. U may contact me for additional info if you choose. Allen Walker allenmail66@gmail.com Voice and text 540.521.9118	Mar 13, 2013 10:00 AM
25	Needs Improved. Unreliable & Slow.	Mar 13, 2013 6:22 AM
26	Improve quality. We pay for services we don't get already with very very poor cell coverage. Poor Internet speeds make it worst. Then consider with out tourism we would have nothing in our region and our visitors can't stand the poor communications on both fronts. It doesn't help our tourism when guests can't communicate!	Mar 13, 2013 12:09 AM
27	I feel like when I contact Frontier Communications that I am dealing With the Mafia. They are very dishonest and it is insulting.	Mar 12, 2013 8:25 PM
28	Due to the lack of access of broadband, we are contemplating a move out of the area. Pocahontas County is a wonderful place to live - if you can live in the 1990's information age...	Mar 12, 2013 7:32 PM
29	No	Mar 12, 2013 6:08 PM
30	There is a 1.2 MB server that provides service to a large area including the condos @ Snowshoe. Frontier charges (by default) high speed up to 8GBs of	Mar 12, 2013 4:33 PM

Page 59, Q91. Do you have any other comments about broadband service availability in your region?

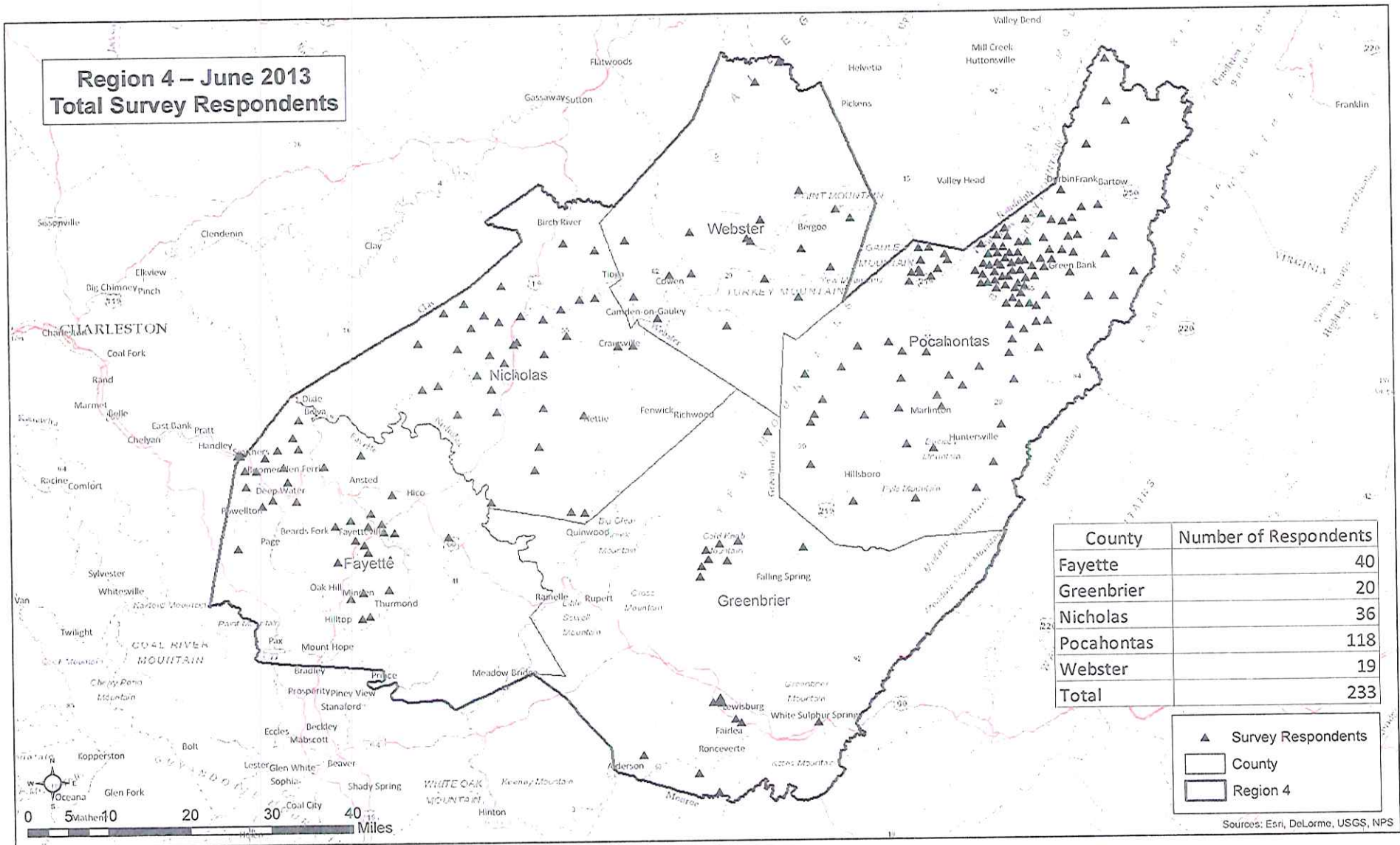
service but is unable to provide the speed due to the bottleneck in the server located just north of the Rt 66/US 219 intersection. Frontier has been promising since August 2011 to replace this server, but have not. This location is served by fiber and delivery of the speed for which they charge is possible by replacing the outdated equipment. Please help put pressure on Frontier to fulfil the empty promise of replacing this server. Thank you.

31	need more providers or a maximum capped rate	Mar 12, 2013 4:13 PM
32	IT IS CRITICAL TO HAVE THIS IN OR SNOWSHOE, WV, LOCATION.	Mar 12, 2013 2:15 PM
33	Get someone in here besides Frontier !	Mar 12, 2013 2:10 PM
34	Broadband service by my standards is nonexistent. Unfortunately most people in this area don't know what it's like outside of this area and they seem willing to accept the substandard performance of the local provider.	Mar 12, 2013 1:15 PM
35	Broadband service needs enhanced in my community. More and more people are getting Internet, too many users, not enough broadband but we pay same rates.	Mar 12, 2013 11:22 AM
36	I hope it comes soon	Mar 11, 2013 9:13 PM
37	I am satisfied with the availability but it is dependent on the status of electricity in the area and the electrical grid seems to be failing much more frequently than it has in the past. Availability is dependent on electricity and since electricity is iffy....broadband is iffy.	Mar 11, 2013 4:03 PM
38	no	Mar 11, 2013 3:08 PM
39	It is terrible and unacceptable. As I have explained during "peak hours" the internet is, at times, unusable. For working people peak hours are the only time we can use the internet. It is unacceptable to be paying outrageous prices for a product that is, quite frankly, terrible. Frontier Communications has the worst internet product, customer service, and tech support I have ever encountered when it comes to internet. If servers could be upgraded to handle the load during peak hours it wouldn't be as bad.	Mar 8, 2013 8:33 PM
40	Again, it is of utmost importance that high speed broadband be available to every resident in West Virginia. By resident, I mean those who have accessibility to electricity and telephone. By high speed, I mean fiber cable that can deliver speeds of at least 5 Mb/s and designed to be in the 20 Mb/s range if needed. Rural electrification in the 1930's was necessary because the power companies could not otherwise capture the costs of installation in low-density populations. Just as urban areas need government help in mass transportation, rural areas need government help in getting broadband speeds in reasonable parity to urban areas. Our service provider, Frontier, has made it clear that they intend to stick with copper in our broadband transmission. Furthermore, they oversubscribe, which means speeds really bog down in the evenings and other busy times. Third, Frontier makes every effort to thwart any competition.	Mar 8, 2013 12:16 PM
41	I look forward to improvements to the quality of broadband service available to me. I am sure that these improvements will come, it would just be nice if they	Mar 7, 2013 11:34 PM

Page 59, Q91. Do you have any other comments about broadband service availability in your region?

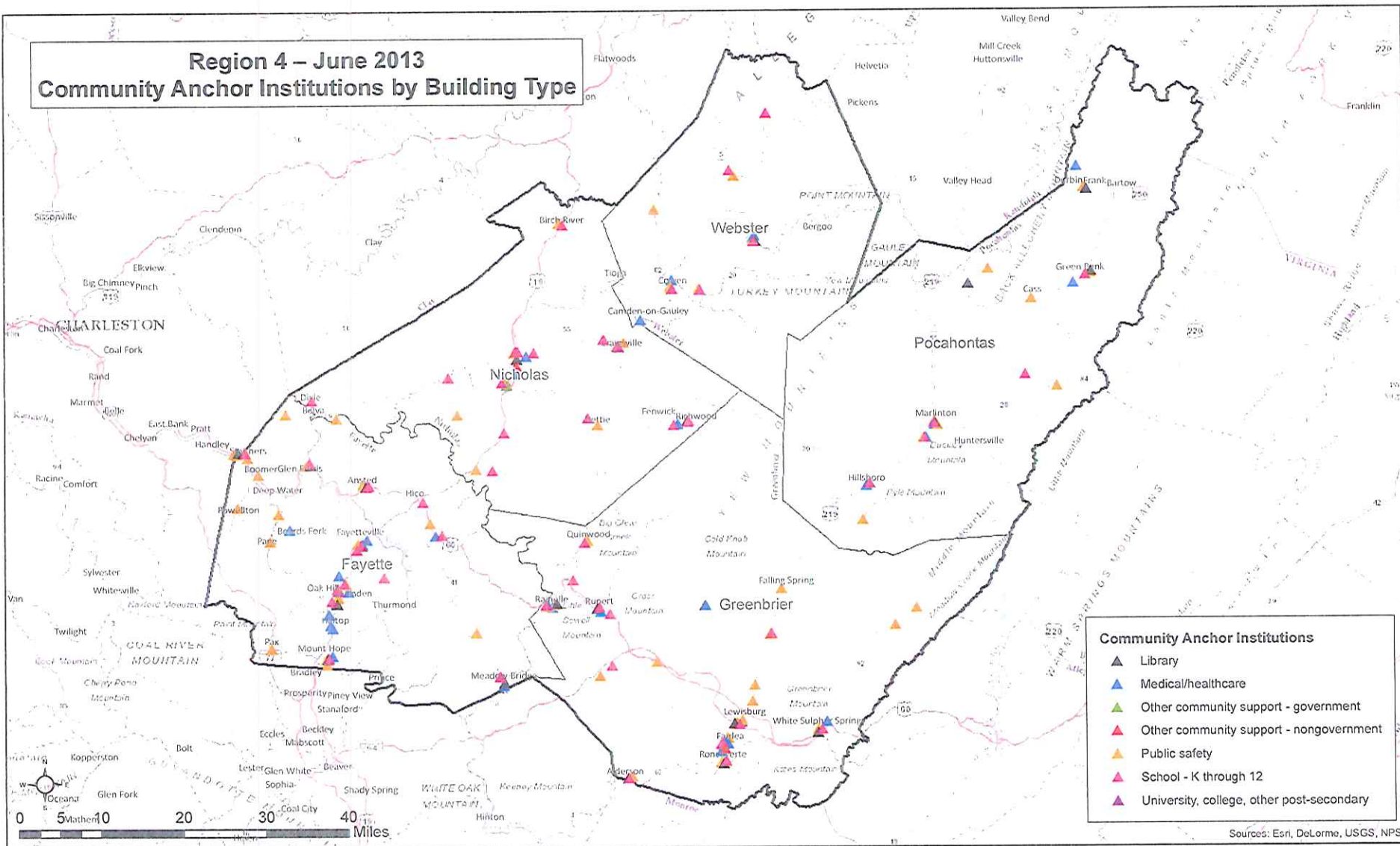
	would come quicker. It is just a matter of effort on the ISP's part to improve the quality of service in my region.	
42	no	Mar 7, 2013 5:09 PM
43	The lack of broadband is VERY noticeable here. It is obvious that, when school is not in session and more folks are using the Internet, my speed goes wayyyyyyyyyyyyyyy down (often far enough down to give me zero access to some websites)!	Mar 7, 2013 1:50 PM
44	It is slow. Sometime it works, Sometime it does not work. Only one broadband provider.	Mar 7, 2013 10:44 AM
45	Even though satellite is better than dial-up, it is expensive and the daily usage is limited. Not everyone can afford these prices.	Mar 5, 2013 1:13 PM
46	just wish that it could be upgraded.	Mar 5, 2013 11:09 AM
47	it will never really be available and cost competitive while frontier and suddenlink are allowed to call all their shots. they cherry pick on behalf of their stockholders not the communities they operate within.	Mar 4, 2013 5:45 PM
48	We have none in our area even though people have requested it from current providers for years. People who do have access have slow and unreliable service (1.2 / 0.15 Mbps) which is nearly useless Current providers often use existing rules for grants and related to suppress proposals that would provide enhanced and competitive service. Neighbors in the area are very displeased with the lack of or current level of service in the area, but generally feel powerless to do anything about it	Feb 28, 2013 4:05 PM
49	Already stated but I will reiterate that that it is very poor and Frontier remains at the bottom of surveys related to customer satisfaction.	Feb 15, 2013 6:30 PM
50	We would love to have it.	Feb 13, 2013 5:22 PM
51	Help us get the access that everyone takes for granted.	Feb 13, 2013 3:02 PM
52	Need faster service and redundancy to prevent outages.	Feb 5, 2013 5:03 PM
53	There is none and the DSL that is available in some locations is very slow and unreliable	Feb 5, 2013 12:43 PM
54	I believe there is a real opportunity here. EVERYONE wants to be online, if affordable service is there people will buy it. But if cost prohibitive (like satellite or t1) then most home users will pass or use cellular service but on a limited basis. If broadband could just expand a bit outside (5 miles or so) the primary populations they will pick up a large number of customers.	Jan 30, 2013 4:13 PM
55	No	Jan 15, 2013 5:12 PM
56	This survey was way too long. I only completed it because I understand the importance of technology to our future. General public won't take the time.	Dec 28, 2012 11:44 AM
57	No	Dec 20, 2012 10:52 AM

Region 4 – June 2013 Total Survey Respondents



Sources: Esri, DeLorme, USGS, NPS

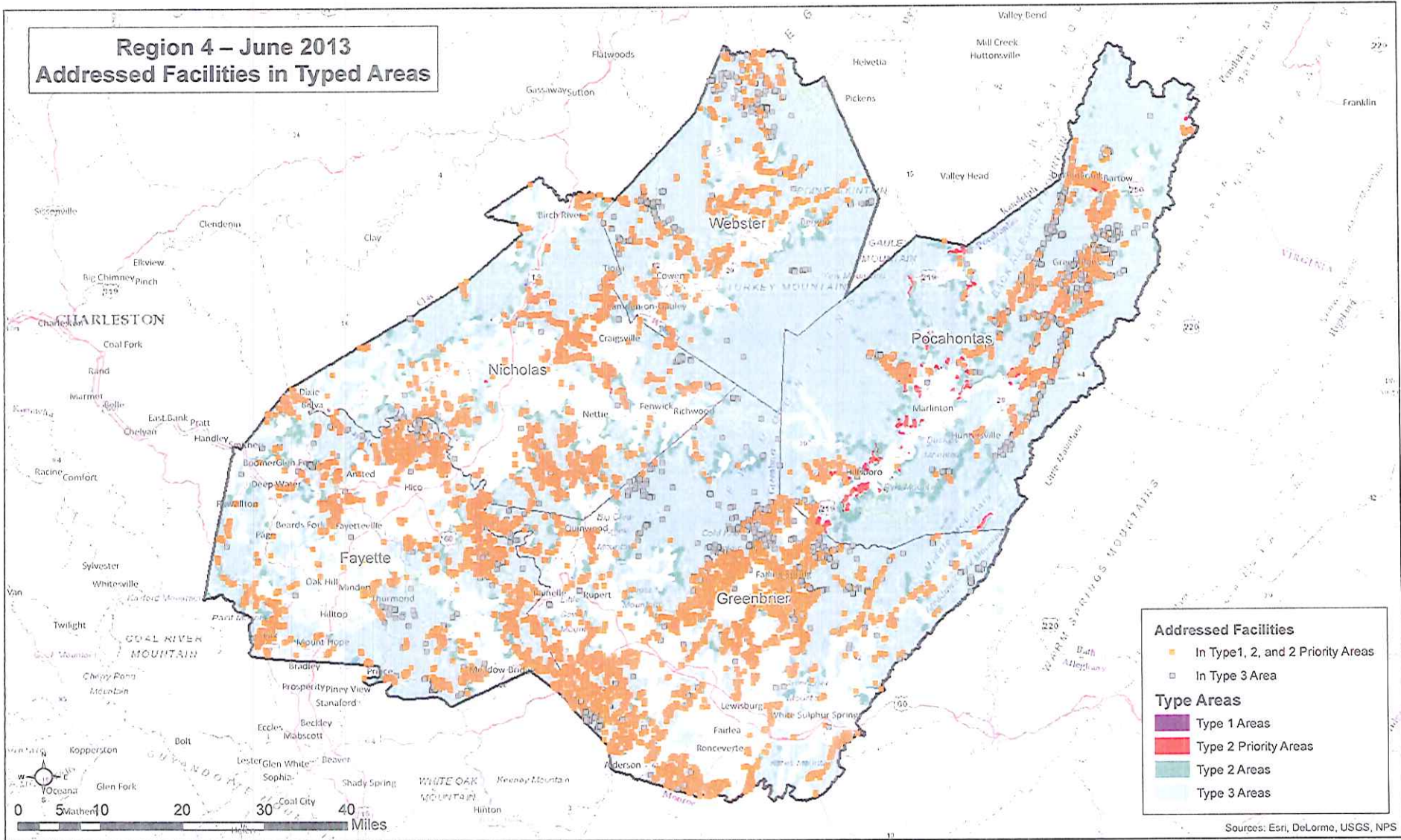
Region 4 – June 2013
Community Anchor Institutions by Building Type



- Community Anchor Institutions**
- ▲ Library
 - ▲ Medical/healthcare
 - ▲ Other community support - government
 - ▲ Other community support - nongovernment
 - ▲ Public safety
 - ▲ School - K through 12
 - ▲ University, college, other post-secondary

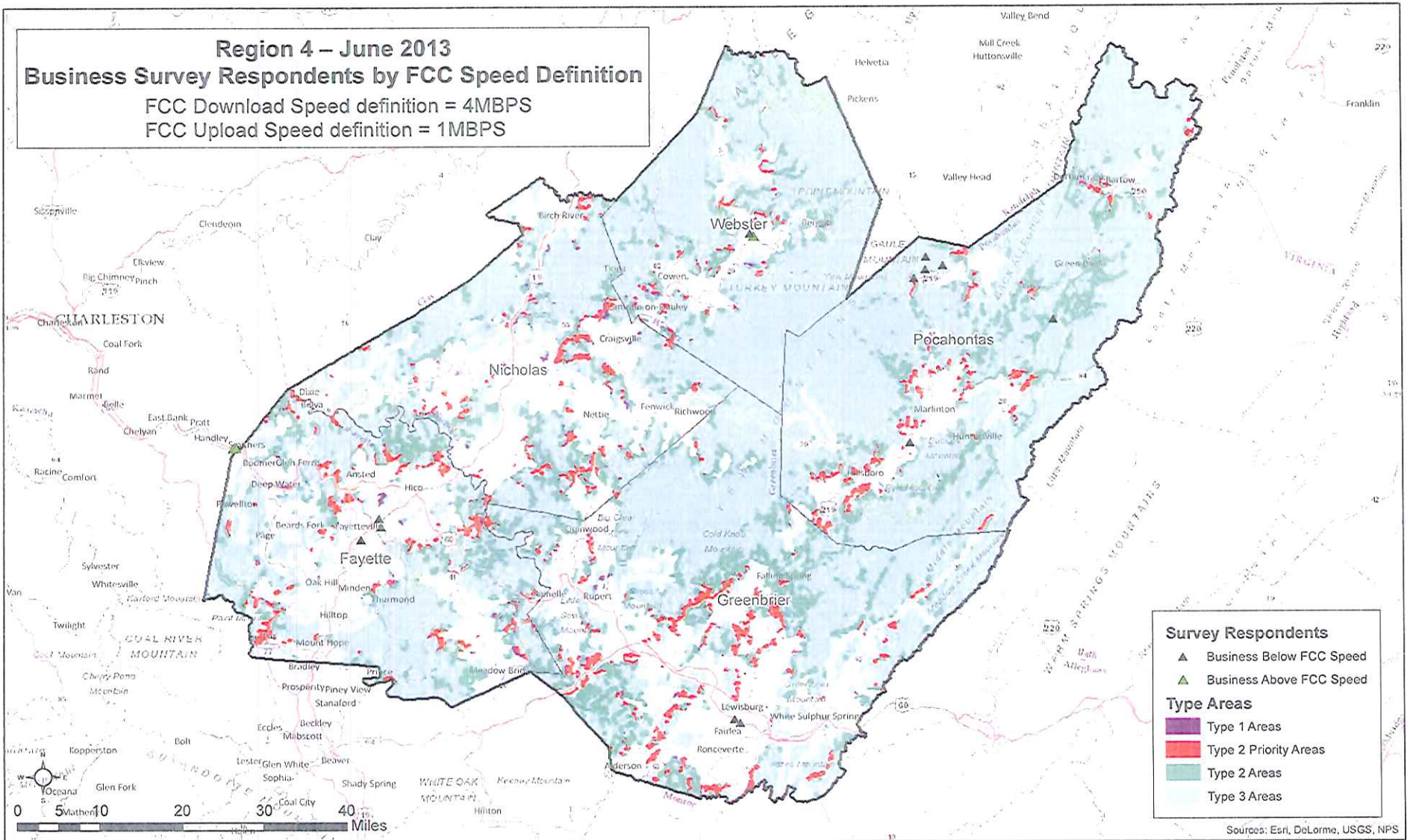
Sources: Esri, DeLorme, USGS, NPS

**Region 4 – June 2013
Addressed Facilities in Typed Areas**



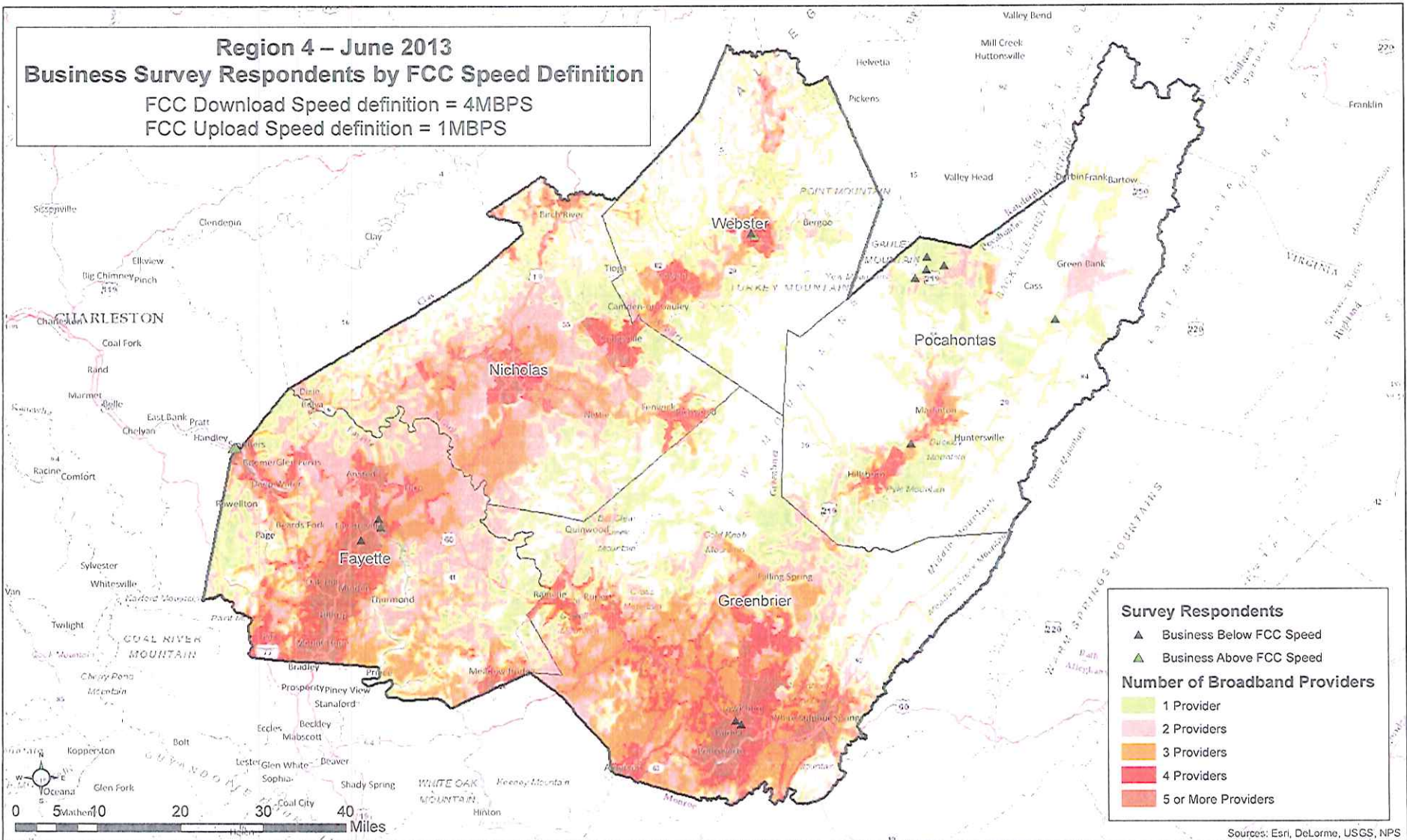
Sources: Esri, DeLorme, USGS, NPS

Region 4 – June 2013
Business Survey Respondents by FCC Speed Definition
 FCC Download Speed definition = 4MBPS
 FCC Upload Speed definition = 1MBPS



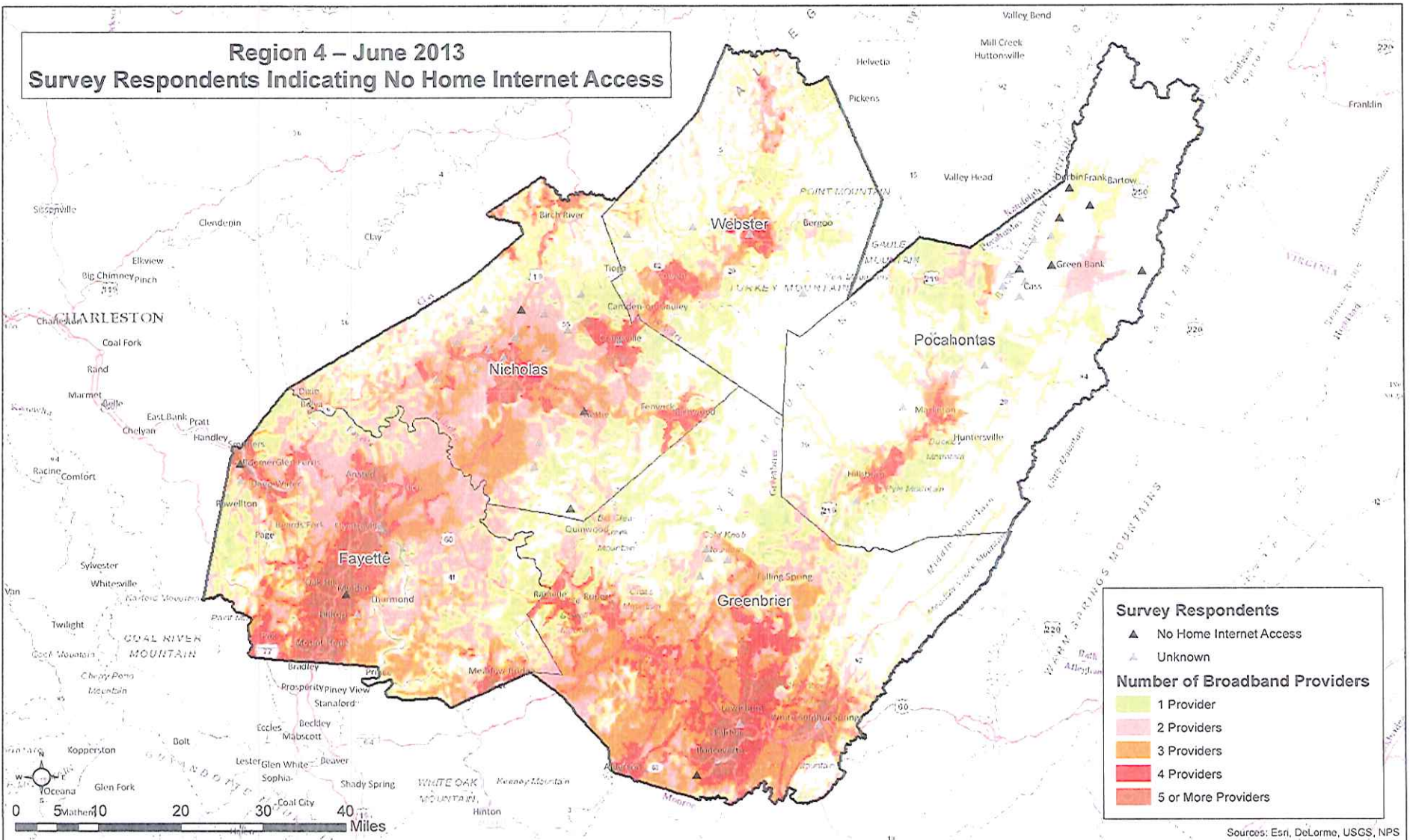
Sources: Esri, DeLorme, USGS, NPS

Region 4 – June 2013
Business Survey Respondents by FCC Speed Definition
 FCC Download Speed definition = 4MBPS
 FCC Upload Speed definition = 1MBPS



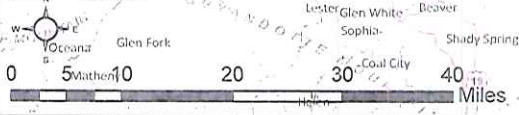
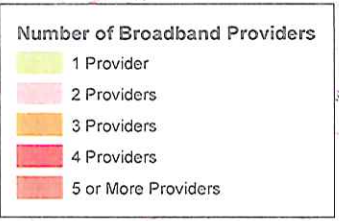
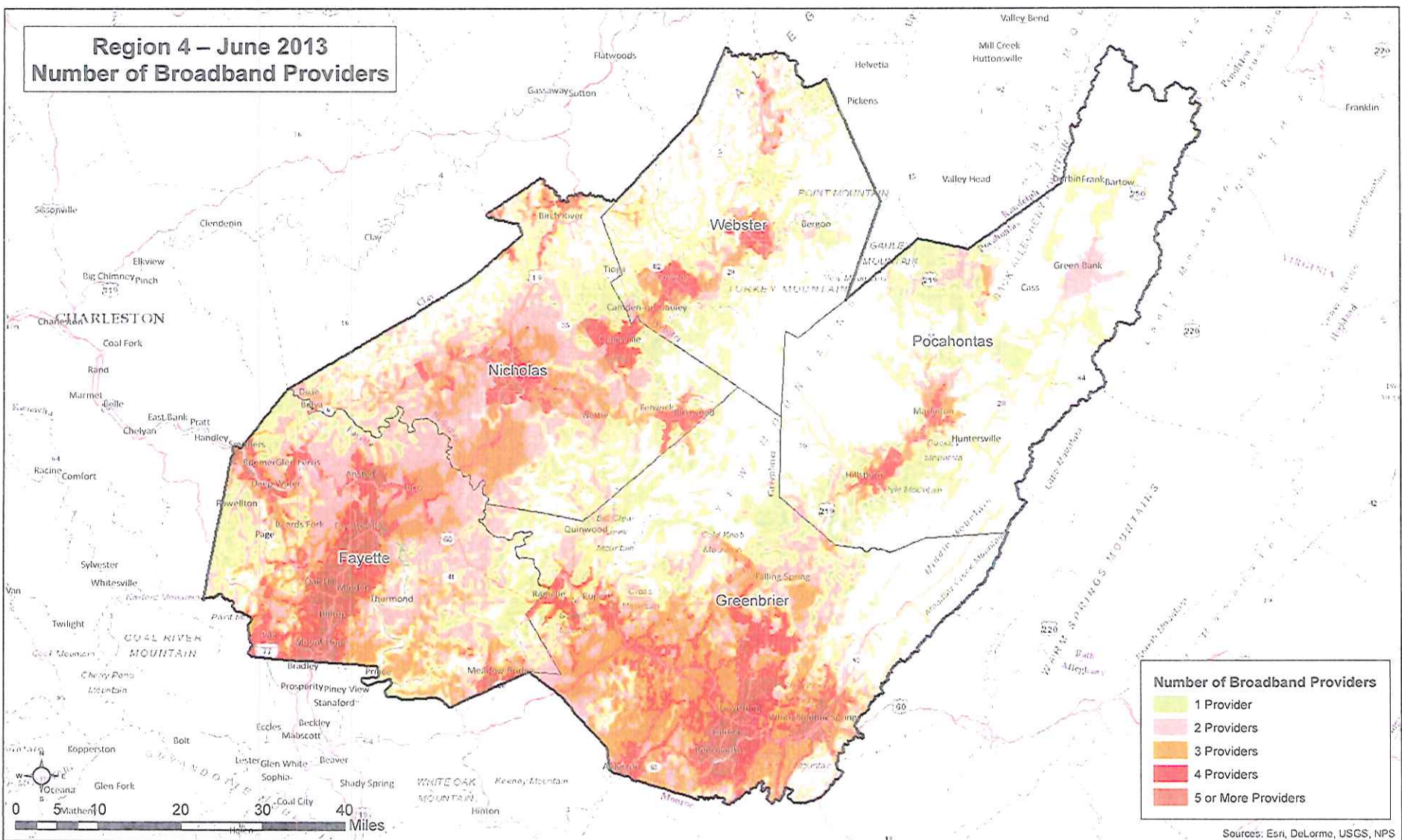
Sources: Esri, DeLorme, USGS, NPS

Region 4 – June 2013
Survey Respondents Indicating No Home Internet Access



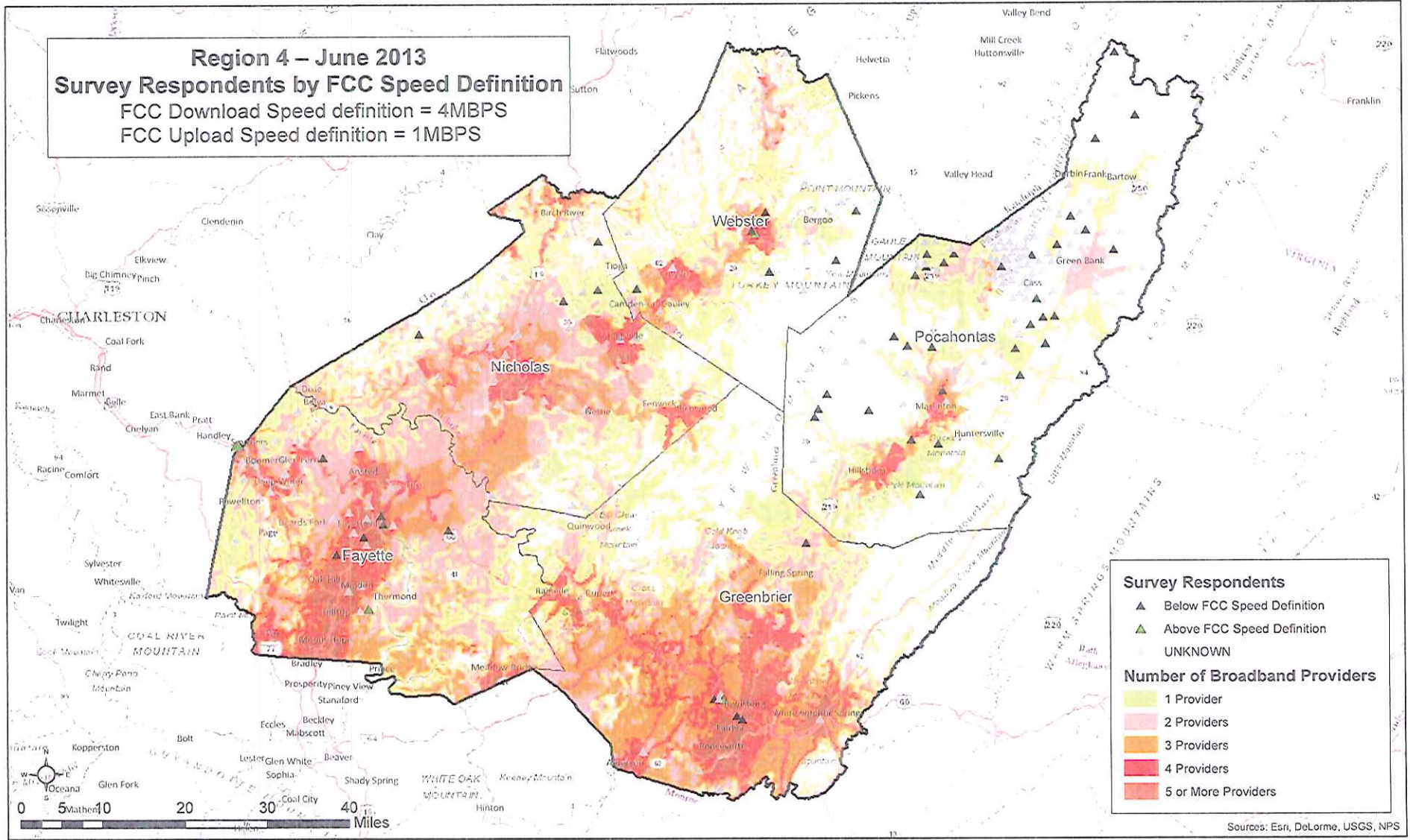
Sources: Esri, DeLorme, USGS, NPS

Region 4 – June 2013 Number of Broadband Providers



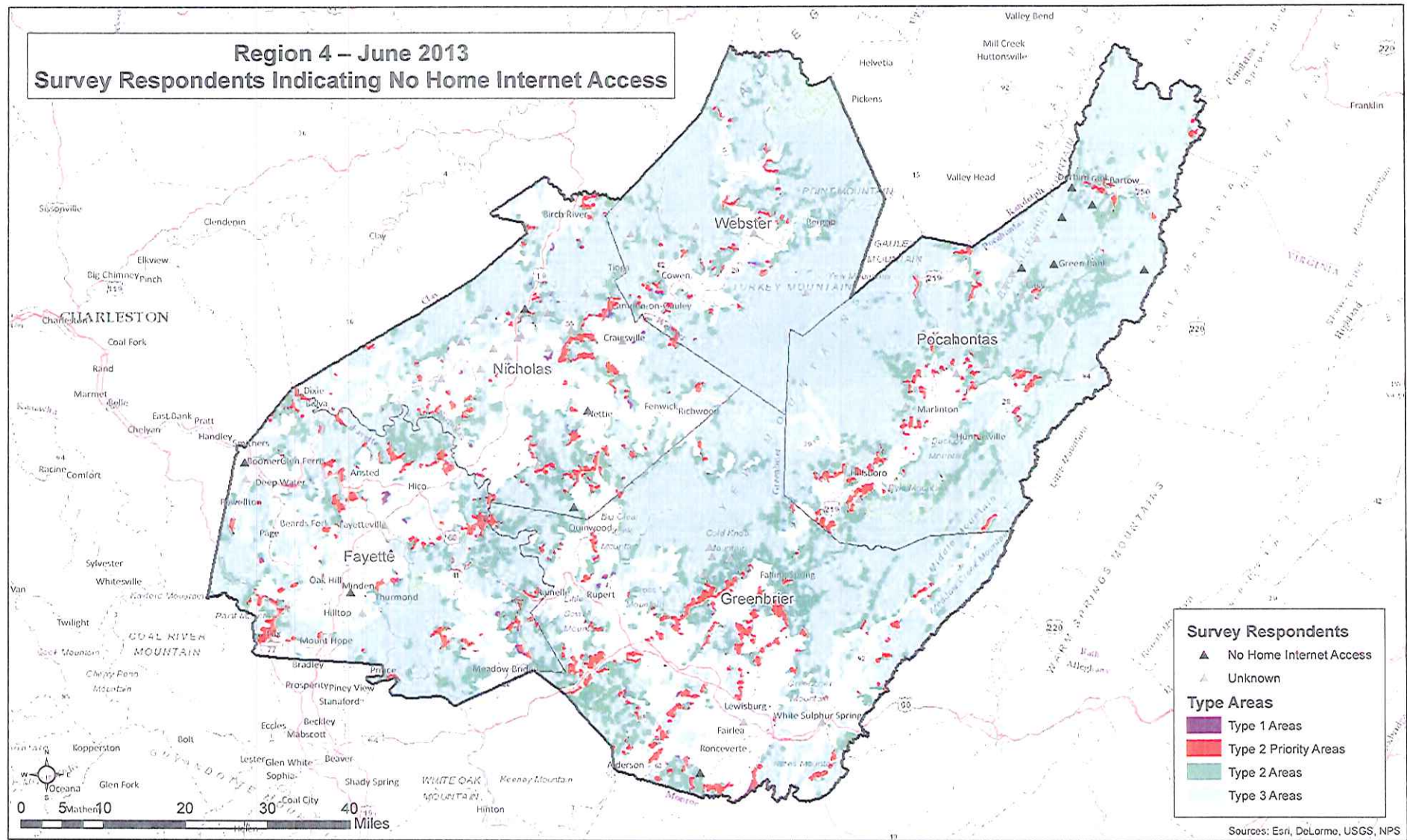
Sources: Esri, DeLorme, USGS, NPS

Region 4 – June 2013
Survey Respondents by FCC Speed Definition
 FCC Download Speed definition = 4MBPS
 FCC Upload Speed definition = 1MBPS



Sources: Esri, DeLorme, USGS, NPS

Region 4 – June 2013
Survey Respondents Indicating No Home Internet Access



Survey Respondents

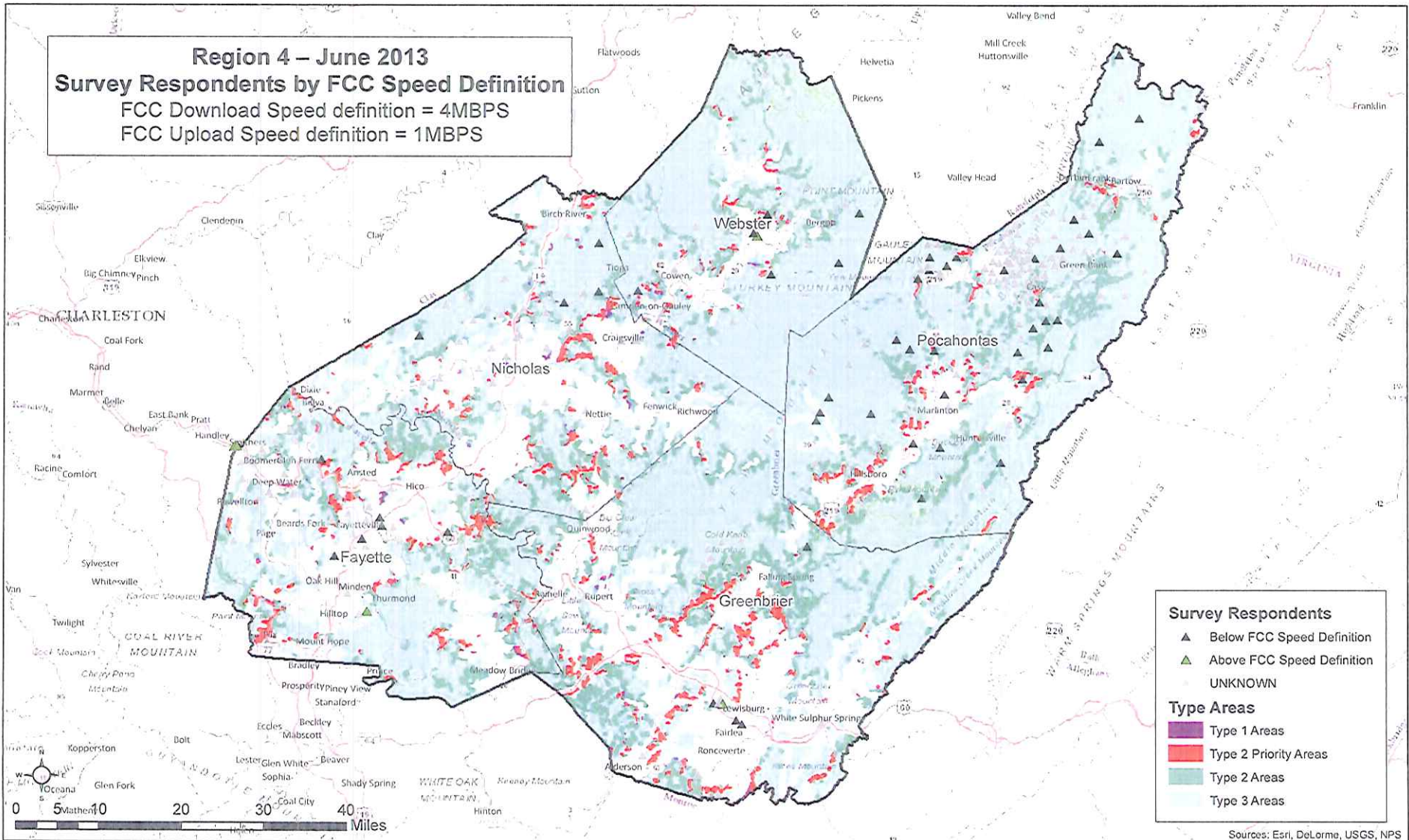
- ▲ No Home Internet Access
- ▲ Unknown

Type Areas

- Type 1 Areas
- Type 2 Priority Areas
- Type 2 Areas
- Type 3 Areas

Sources: Esri, DeLorme, USGS, NPS

Region 4 – June 2013
Survey Respondents by FCC Speed Definition
 FCC Download Speed definition = 4MBPS
 FCC Upload Speed definition = 1MBPS



Survey Respondents

- ▲ Below FCC Speed Definition
- ▲ Above FCC Speed Definition
- UNKNOWN

Type Areas

- Type 1 Areas
- Type 2 Priority Areas
- Type 2 Areas
- Type 3 Areas

Sources: Esri, DeLorme, USGS, NPS

