

# Internet Speed Survey

May 15, 2019, 4:03 PM

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## Internet Speed Survey

Share your feedback on the internet speed in your home

### Summary Of Responses

**As of May 15, 2019, 4:03 PM, this forum had:**

Attendees:	358
Responses:	197
Hours of Public Comment:	9.9

**Topic Start**

February 4, 2019, 1:53 PM

**Topic End**

April 18, 2019, 6:39 PM

#### QUESTION 1

**1) Please provide your cross street information.**

Answered	194
Skipped	3

#### QUESTION 2

**2) Which internet provider do you use? (Select one)**

		%	Count
AT&T		32.0%	62
Comcast		58.2%	113
Other		9.8%	19

#### QUESTION 3

**3) What speed (bandwidth) is provided to your home?**

		%	Count
Less than 50 Mbps		30.7%	58
50 to 100 Mbps		28.6%	54

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		%	Count
100 to 250 Mbps		21.7%	41
Greater than 250 Mbps		19.0%	36






### QUESTION 4

#### 4) Are you satisfied with the download/upload speed? If not, what would satisfy you?

Answered	190
Skipped	7

### QUESTION 5

#### 5) Do you experience service disruption?

		%	Count
Daily		14.7%	28
Weekly		12.0%	23
Monthly		12.6%	24
A Few Times a Year		51.3%	98
Never		9.4%	18

### QUESTION 6

#### 6) How do you use the internet? (Choose all that apply)

		%	Count
Web Searches		99.0%	192
Checking Email		100.0%	194

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### QUESTION 7

#### 7) Approximately how many devices in your household connect to the Internet?

Answered	192
Skipped	5

### QUESTION 8

#### 8) Please provide additional comments.

Answered	88
Skipped	109

## Internet Speed Survey

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### Survey Questions

#### QUESTION 1

**1) Please provide your cross street information.**

- Gaming
- Other

#### QUESTION 2

**2) Which internet provider do you use? (Select one)**

- AT&T
- Comcast
- Other

#### QUESTION 7

**7) Approximately how many devices in your household connect to the Internet?**

#### QUESTION 8

**8) Please provide additional comments.**

#### QUESTION 3

**3) What speed (bandwidth) is provided to your home?**

- Less than 50 Mbps
- 50 to 100 Mbps
- 100 to 250 Mbps
- Greater than 250 Mbps

#### QUESTION 4

**4) Are you satisfied with the download/upload speed? If not, what would satisfy you?**

#### QUESTION 5

**5) Do you experience service disruption?**

- Daily
- Weekly
- Monthly
- A Few Times a Year
- Never

#### QUESTION 6

**6) How do you use the internet? (Choose all that apply)**

- Web Searches
- Checking Email
- Social Meda
- Education
- Video Streaming
- Home Office

## Internet Speed Survey

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### Individual Responses

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**Name not shown**

February 5, 2019, 10:07 AM

**Question 1**

McClellan and Rose Blossom

**Question 2**

- Comcast

**Question 3**

- 50 to 100 Mbps

**Question 4**

Not really, I would expect higher such as 1 Gbps

**Question 5**

- A Few Times a Year

**Question 6**

- Web Searches
- Checking Email
- Social Meda
- Education
- Video Streaming
- Home Office
- Gaming

**Question 7**

11

**Question 8**

No response

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**Name not available**

February 7, 2019, 2:35 PM

**Question 1**

Bubblier

**Question 2**

- Comcast

**Question 3**

- 100 to 250 Mbps

**Question 4**

Yes but inconsistent and too expensive

**Question 5**

- Monthly

**Question 6**

- Web Searches
- Checking Email
- Social Meda
- Education
- Video Streaming
- Home Office

**Question 7**

Too many to count

**Question 8**

No response

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**Name not available**

February 7, 2019, 2:36 PM

**Question 1**

Hollyhead

**Question 2**

- Comcast

**Question 3**

- 50 to 100 Mbps

**Question 4**

## Internet Speed Survey

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yes

### Question 5

- Never

### Question 6

- Web Searches
- Checking Email
- Social Meda

### Question 7

3

### Question 8

No response

## Name not available

February 7, 2019, 2:36 PM

### Question 1

PharLap

### Question 2

- Comcast

### Question 3

- 50 to 100 Mbps

### Question 4

Speed is ok, but overall not satisfied. There is only one provider (Comcast) with reasonable speed. ATT only provides less than 10mbps, and there is no other provider. There is no provider at all who provides fiber connectivity. This leads to Comcast taking full advantage of this monopoly and raising prices 20% per year.

### Question 5

- Monthly

### Question 6

- Web Searches

- Checking Email
- Social Meda
- Education
- Video Streaming
- Home Office

### Question 7

10

### Question 8

Overall quite a challenging situation, being in Silicon Valley, and having only one provider, and not having Fiber connectivity at all.

## Leslie Ericksen

February 7, 2019, 2:48 PM

### Question 1

Cold Harbor Ave and Vicksburg Ave

### Question 2

- Comcast

### Question 3

- 100 to 250 Mbps

### Question 4

Spotty.

### Question 5

- A Few Times a Year

### Question 6

- Web Searches
- Checking Email
- Social Meda
- Education
- Video Streaming
- Home Office

### Question 7

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