

Town of Cross Plains Broadband Survey Results

At the end of 2017, the Cross Plains Town Board sent out a Broadband Petition and Survey to residents along with their annual property tax bill. The board's intent is to document the lack of adequate DSL service in the Town, and to use the survey data and citizen's petitions as a basis for requesting support for improving broadband infrastructure from state agencies and our service provider, TDS Telecom. Our Township is located 16 miles from the state capital building, yet we do not have reliable internet available to us. 169 surveys were returned and are compiled in this report. Based on a total of 626 residential homes in the Town, this sample is 27% of the total. Data are arranged in charts and tables for the convenience of the reader. Additional notes are provided for clarity. The survey gave residents the opportunity to comment on telephone landline and DSL service, and these are included. The Town is undertaking this survey to document the poor quality of landline service in the Town. In addition, as may be seen in the comments section, we have poor cellular service. The Town is situated in the Driftless Area, composed of a network of ridges, **coulees**, and valleys that obstruct cell phone service. Internet access via cellular data service is the most expensive way to access the internet, and the poor service coverage in our Township means even this is not an option for many residents.

In addition, 161 residents signed the petition below:

Town of Cross Plains Broadband Petition

We, the citizens of the Town of Cross Plains - Wisconsin, petition the Wisconsin Public Service Commission, The Rural Utility Service and The Federal Communications Commission to install high speed Broadband service in our township.

The township does not have high speed broadband services available to the citizens in the area served by TDS, the incumbent carrier. Year over year, the citizens of the Town of Cross Plains have asked TDS to provide acceptable service but the public funding has been used to upgrade services in other geographic areas.

We urgently request funding be provided to TDS or Mount Horeb Telephone Company in 2018 with the direction to use the funds to provide broadband services to our township. High speed Internet is embedded into our lives and the lack of it creates a hardship on our citizens.

Respectfully, Signature below.

Question 1:

Who provides your home PHONE service?

Quality Rating is the average of all responses for each provider. N= 165 responses.

	Subscribers	Ave. Quality Rating
TDS	142 (86%)	5.7
Charter	5 (3%)	7.0
MHTC	2 (1%)	9.5
Cellular	6 (4%)	7.25
None	10 (6%)	

Quality Rating Scale: 1 – Worst 10 – Best

Question 2:

If you do not have wired PHONE service at home, please explain why you don't below. (n=27)

Responses to question 2 are listed below. (16% of respondents)

1	Expense
2	We elected to use Vonage (cheaper; free long distance)
3	n/a
4	Have it wired per law but don't use it. Only use cellphone
5	n/a
6	I don't want it, I'm FORCED to by TDS
7	Cellular phone service AT&T and Verizon- very poor reception
8	Only have landline for DSL
9	Would like to eliminate but cell service ranges from "no service" to poor. Have US Cell but have tried Verizon and ATT too.
10	Cellular. I do pay for a line but only for internet access
11	Use cell phones more than landline (wired) home phone
12	yes
13	We all have mobile phones with national plans
14	Use cell phone
15	We plan to not have wired phone service because we will use our cell phones
16	Don't need both
17	Big choice - have cell phone

18	too costly
19	Cell phones are sufficient
20	Only have to get DSL service
21	Only for Internet services, no land line, we use Cellular service
22	Not needed
23	Too expensive
24	TDS will not provide wired service to our address
25	Convenience
26	We have it but don't use it. We only have it because TDS won't provide internet without it or the cost is high.
27	Will probably drop landline this year and keep only cellular

Question 3b: Comments-see appendix

**Question 4:
Who provides your INTERNET service?**

**Internet Service Provider
162 Responses**

	Subscribers	Ave. Quality Rating
TDS	142	3.52
Charter	10	7.67
MHTC	2	5.00
Excede	2	5.50
HughesNet	1	2.00
None	5	

Quality Rating Scale: 1 – Worst 10 – Best

Question 5:

If you do not have wired INTERNET service at home, please explain why you don't below: (n=13)

Question 5
Use cell phone and US mail
Don't have internet
We are in a rural ag zoned area that provides DSL, and we are at the very edge of that service
We have it
Wired TDS. Extremely slow
Did not choose TDS-much too slow-3-10mbps
Have satellite
TOO COSTLY
We have TDS fiber @ our home in Madison. We will be building a house on Hwy J shortly. Our only option is TDS - they have horrible customer service.
Not available
TDS will not provide service to our address. Told we are in their service area but they are not taking any new customers.
Awful
Because I don't want it

Question 6b: Comments-see Appendix

Question 7:

If you have Internet service, please tell us how fast it is. (n=148)

Respondents were given a link to TDS speed test application to run for the test.

**Ping Latency in ms
129 Responses**

Provider	Responses	Ave. Latency
TDS	118	82.83 ms
Charter	7	75.33 ms
MHTC	2	41.65 ms
Excede	2	5.00 ms

Question 7:

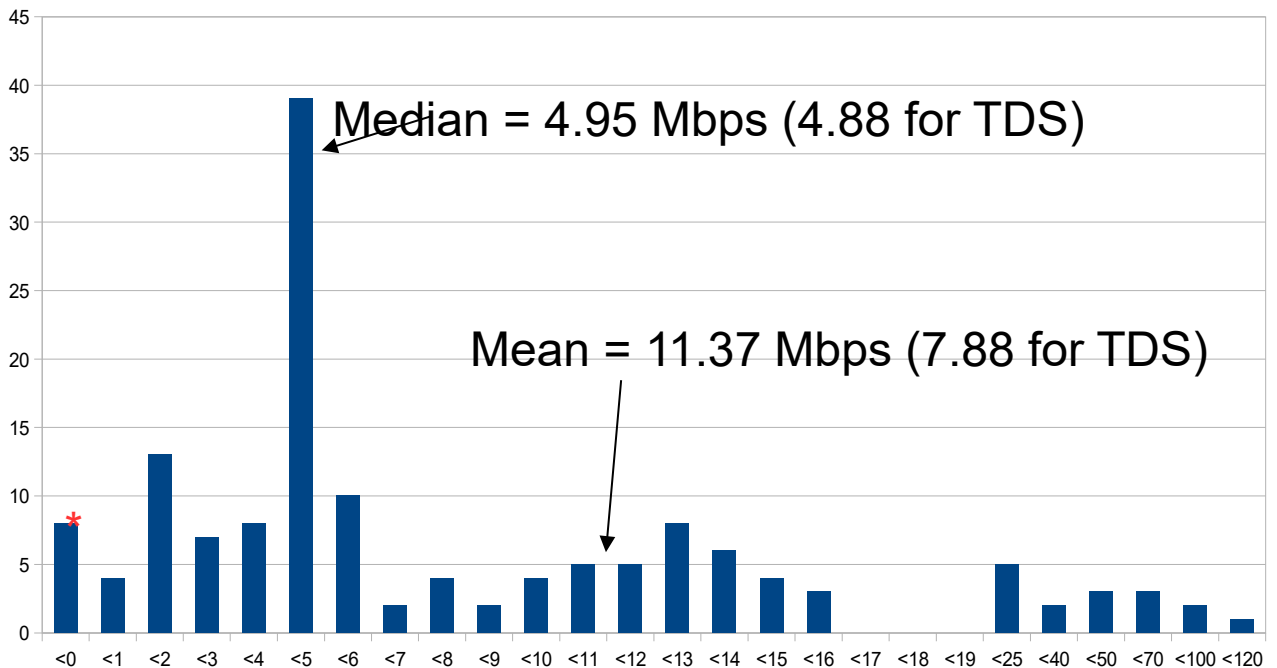
Download Speed

The bar graph below shows the distribution of reported download speeds in Mbps. Except for two responses, all the speeds above 25 Mbps are providers other than TDS. Most of the higher speeds are from Charter subscribers who live on Timber Lane. The east side of Timber Lane is in the Town of Middleton, and serviced by Charter. The west side is in the Town of Cross Plains, and is serviced by TDS. Some Timber Lane residents on the west side contracted with Charter to run a cable under Timber Lane to their house for service. The two highest speeds were for households living on or near Red Hawk. A town resident at the end of Red Hawk contracted with TDS to lay a fiber optic cable from a cell tower to his house; residents living along that right-of-way were able to tie into the cable and contract with TDS for high-speed.

Download Speed Mbps

N = 148 Responses

Range 0 to 110 Mbps



<0 = Too slow to test *

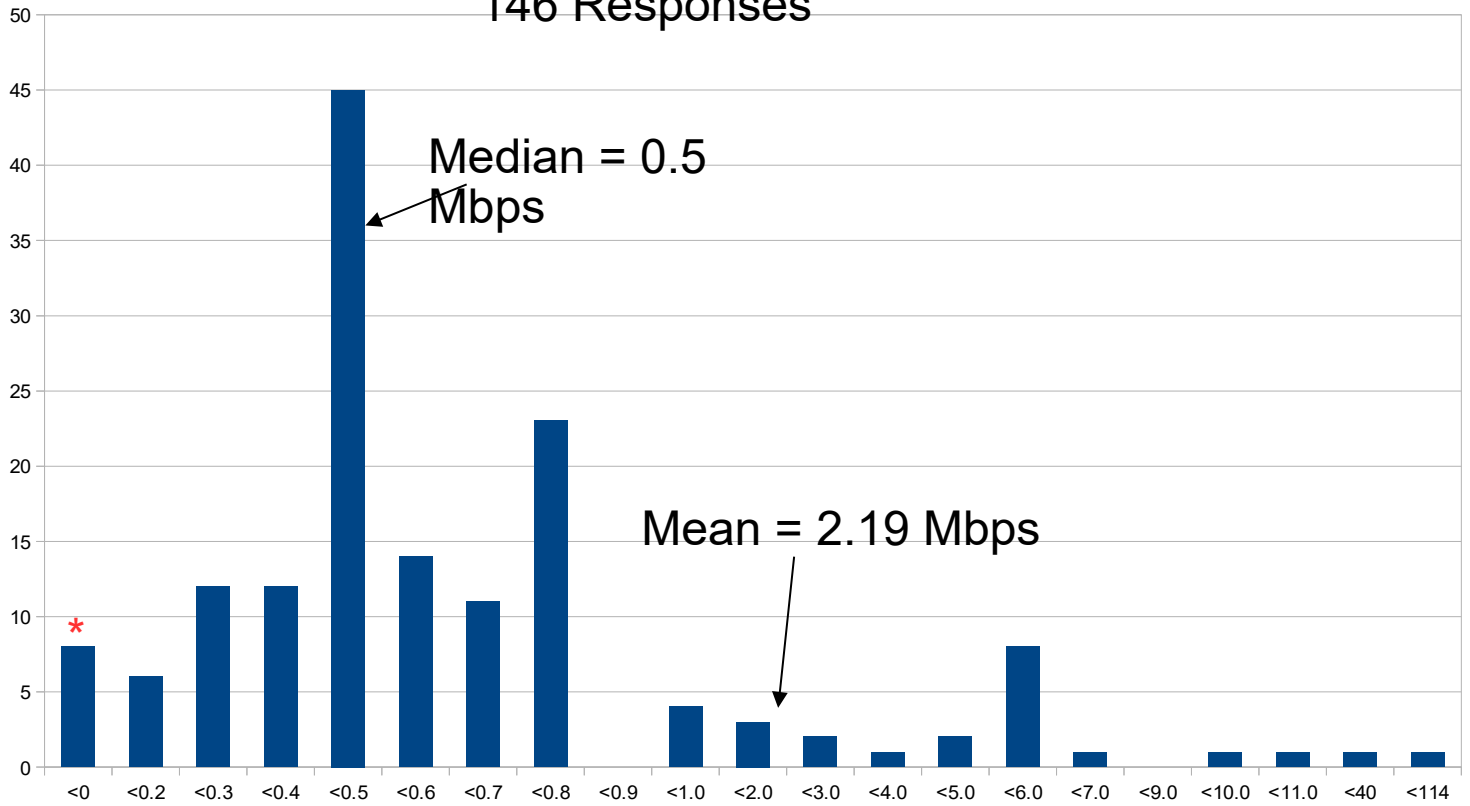
Mbps

Upload Speed

The bar graph below shows the reported upload speeds in Mbps. See text above for highest speeds.

Upload Speed Mbps

146 Responses



<0 = Too slow to test * Mbps

Question 7:**If you have Internet service, please tell us how fast it is. Raw data. (n=148)**

Note: In the table below, all responses were included. Averages per location were not provided as some of the data could not be measured (i.e. <1) and some respondents provided data that was in kilobytes per second instead of megabytes per second. All data in kilobytes is identified as “kbps”.

All Latency data is provided in milliseconds (ms) in the header row of the table. All Download Speed and Upload Speed data is provided in megabytes (mbps) in the header row of the table.

Locations are provided to show comparisons in Internet speed. Locations are postal service mailing addresses, not the municipality of residence.

Municipality	Latency (ms)	Download Speed (Mbps)	Upload Speed (Mbps)	Too slow to run test
Cross Plains	11	1.42	0.46	
Cross Plains	43	4.93	0.5	
Cross Plains	38	5.18	0.42	
Cross Plains	93	1.48	0.49	
Cross Plains	40	3.67	0.59	
Cross Plains	91	4.83	0.33	
Cross Plains	175	1.05	0.44	
Cross Plains	41	3.82	0.43	
Black Earth		5	0.61	
Cross Plains	40	4.91	0.48	
Cross Plains	64	10.96	0.6	
Black Earth	69	1.35	0.34	
Verona	43	4.98	0.54	
Cross Plains	60	4.77	0.48	
Cross Plains	23.3	4.613	0.447	
Cross Plains		8.21	703.77kbps	
Cross Plains	12	58.6	5.89	
Cross Plains	<1	15.36	113.2	
Cross Plains	39	10.54	0.79	
Mt Horeb	43	5.06	0.5	
Cross Plains	76	4.4	0.64	
Mt Horeb	38	4.48	0.49	
Cross Plains	n/a	10	0.47	
Cross Plains	43	14.63	1.05	
Cross Plains	30	12	0.71	
Black Earth	441	2.41	0.63	
Cross Plains				x
Cross Plains	65	6.32	0.61	
Mt Horeb	3	5	3	

Cross Plains	22	24.34	4.85	
Verona	45	14	0.77	
Mt Horeb				x
Mt Horeb	62	4.87	0.49	
Black Earth	214	1.16	0.42	
Cross Plains	61	3.03	0.52	
Cross Plains	36	12.74	0.76	
Cross Plains	41	4.7	0.48	
Cross Plains	31	11.58	0.78	
Black Earth	<1	1.66	47.91	x
Black Earth				x
Cross Plains				x
Cross Plains	42	4.95	0.51	
Cross Plains	40	3.9	418.3 kbps	
Cross Plains	43	7.53	0.25	
Cross Plains	43	14.11	0.94	
Cross Plains	48	12.75	0.97	
Cross Plains	43	4.33	0.49	
Cross Plains	15	45.52	9.87	
Cross Plains	12	1.52	0.49	
Cross Plains	26	23.39	4.84	
Cross Plains	40	4.8	0.38	
Cross Plains	40	459	0.4	
Mt Horeb		0.5	4	x
Mt Horeb	43	3.87	0.47	
Cross Plains	219	4.88	0.48	
Cross Plains	69	4.94	0.44	
Cross Plains	91	9.16	0.7	
Cross Plains	92	4.84	0.44	
Cross Plains	4	13.58	0.72	
Cross Plains	98	1.12	0.42	
Mt Horeb	88	0.81	0.4	
Cross Plains	15	4.89	0.49	
Mt Horeb	46	4.88	0.45	
Cross Plains	45	41.4	5.44	
Cross Plains	<1	8.17	931.32 kbps	
Cross Plains	33	14.2	0.73	
Mt Horeb	39	4.95	0.38	
Cross Plains	15	3.83	0.27	
Cross Plains	48	2.34	0.44	
Cross Plains	18	8.5	0.75	

Cross Plains	18	8.5	0.75	
Cross Plains		2.53	0.49	
Cross Plains	35	13.19	0.74	
Cross Plains	37	12.53	0.74	
Verona	122	15	1.5	
Cross Plains	0.01	66	6	
Cross Plains	7	65	5	
Cross Plains	27	34.07	5.76	
Mt Horeb	43	4.4	0.5	
Cross Plains	35	12.7	0.7	
Cross Plains	631	12	5	
Cross Plains	1	6.05	2.34	
Cross Plains	218	1.31	0.24	
Cross Plains	48	4.92	0.63	
Cross Plains	41	10.49	0.77	
Mt Horeb	818	1.24	0.4	
Mt Horeb	59	2.88	0.49	
Cross Plains	42	4.92	0.45	x
Cross Plains		5.01	0.6	
Cross Plains	82	3.32	0.34	
Middleton	7	38.73	5.72	
Cross Plains	19	3.71	0.49	
Cross Plains	107	57.9	2.42	
Verona	42	13.63	0.78	
Cross Plains	1859	11.34		
Mt Horeb				x
Mt Horeb	3	97	39	
Cross Plains	496	4.65	0.51	
Cross Plains	9	20.91	5.68	
Mt Horeb	18	24.54	1.93	
Cross Plains	29	12.98	0.61	
Cross Plains	24	40	10	
Cross Plains	65	5.35	0.46	
Mt Horeb	19	6.88	0.91	
Cross Plains	38	5.34	0.36	
Mt Horeb	251	5.24	0.25	
Cross Plains	94	1.3	0.47	
Cross Plains	28	11.52	0.75	
Cross Plains	141	4.72	0.52	
Madison	4	Madison - Fiber Optics 75.02	37.94	

Cross Plains	33	13.96	0.77	
Black Earth	198	1.35	0.45	
Cross Plains				x
Cross Plains	<1	5.78	384 kbps	
Cross Plains	26	12.09	0.78	
Cross Plains	37	13.73	0.79	
Cross Plains	66	4.01	0.23	
Verona	13	110	7	
Cross Plains		2.59	0.3	
Cross Plains	39	4.92	0.54	
Cross Plains		24	5	
Cross Plains	43	4.93	0.46	
Verona	91	4.95	0.33	
Cross Plains	60	4.95	0.48	
Cross Plains	44	4.96	0.49	
Cross Plains	36	2.77	0.41	
Cross Plains	42	4.89	0.49	
Cross Plains	38	7.16	0.34	
Mt Horeb	42	5	0.4	
Cross Plains				x
Cross Plains	37	4.2	0.5	
Cross Plains	49	0.56	0.64	x
Cross Plains	37	13.51	0.76	
Cross Plains	31	10.33	0.64	
Cross Plains	105	0.83	0.51	
Cross Plains	39	9.32	0.75	
Cross Plains	<1	66.6	7.77	
Cross Plains	46	4.85	0.49	
Mt Horeb	49	4.92	0.43	
Cross Plains				x
Cross Plains	97	1.31	0.29	
Cross Plains	44	4.74	0.49	
Cross Plains	20	11.15	0.69	
Mt Horeb	44	4.86	0.37	
Cross Plains	17	11.57	0.78	
Mt Horeb	40	4.88	0.5	
Mt Horeb	50	2.79	0.39	
Cross Plains	47	4.7	0.52	

X - Denotes too slow to run test.

Appendix – Comments

Question 3b:

**If you have home wired PHONE service, how would you rate the quality of your home phone service?
(Comments)**

Question 3b
When in Cross Plains, I use cellular
Static
Our neighbor has had poor phone service for years. To be clear, the TDS technicians have been great and have tried to correct the problem. The phone works fine at night, but during the day, a lot of static. We think or has been rumored that it is coming from machine in gravel pit. So we just use our cell phones.
Noisy line
Seems fine
Don't know why we keep the only call we get are robo calls
Buzzing in line at times
now that line is buried
we are happy with it
At&T is our cellular and we need TDS landline to get DSL internet service to amplify the At&T signal! Complicated and doesn't work well!
Excellent
No issues
Too Expensive
Don't use much but no issues
Interruptive, buffering, not reliable
most RARELY is service out
always fuzzy-makes noises even with added connector from TDS
Very bad phone connection most of the time.
OK not great
I have nothing to compare it to.
We just have basic local phone service
We do not use it
1) Not wanted 2)"Spam" calls 3)Service is OK
Ringling, buzz background, messages left, impossible to hear.
Does not block calls
Rarely use - only for fax
I don't use it
We hardly use our home phone
Don't use only for fax line and internet
Frequent intermittent service
Lots of crackling on lines when quarry on Stagecoach Rd is extracting

occasional noise on line
It's horrible, constant static, occasionally goes out, tech support here many times with no solutions
horrible-can't hear, scratchy
Line has been "buzzy" for decades
Really no problem with phone
sketchy service
TDS landline is okay
Good, except for the additional services for call blocking/rejection which has never been effective
Plan to ditch landline
Do not use phone much but works
We don't use it- phone service was REQUIRED to get internet
Service is slow if problems poor communication between depts.
Only have to have Internet
We don't use our wired phone service to make calls
Very good
Calls are nothing but solicitation
We have had outages
Quality is not high and varies
We don't use home phone. Only have for emergencies and for children to use.
We have it only because it's required (?); but DO NOT use it.
Rarely used landline- have cell phones
No long distance in plan
Many times I must call again
TDS has been unresponsive to our requests to correct service errors
Rarely use it.
no problems
I only have a phone because TDS forces me to have one to get DSL even though technically, it isn't necessary.
TDS Customer support/service is awful
Phone service is expensive
Poor connection quality - I prefer my cell phone
Harmonic interference from quarry
Internet is slow, too many solicitations
Have it only to get DSL
People complain they can't hear us very well
Charter is very good
Ringling in receivers
Good but not exceptional

We have a loud buzzing most of the time
Been with TDS since 2005 built home then.
Cuts out frequently
Quality is good, but expensive since we use mostly cell for calling local and LD.
Very static sounding
ok
We don't use it. Only have for internet
Value
Awful
Emergency line only
Nothing but robo calls and telemarketers, only have it for 911 and lousy DSL

Question 6b:

If you have wired home service, how would you rate the quality of your home INTERNET service?

Comments: (n=125)

Question 6b
Slow and sometimes drops out. I have to reset the modem on occasion
slow & dropped signal
slow, inconsistent
very slow and inconsistent service
very slow, poor reliability
Internet is slow and unreliable
very very slow
very slow sometimes can't get
should be faster
It is slow
see comments above
seems adequate most of the time paying for 5mb service
pretty fast! Goes out occasionally but Charter is responsive - fixes quickly
Way too slow
Tends to be slow
Slow - drops - intermittent
Slow
Too Expensive
Do not do streaming
BW is pretty good and very consistent
Too slow, unreliable at times

same as above
1 mbps or less
Doesn't hook into our smart TV and is expensive
AWFUL! Slow! Awful! Disconnects all the time
Get kicked off Internet
Very slow at certain times of day!!
Could be faster and be able to stream a lot better
DLS is not reliable
Too slow, often lose connectivity
slow during peak hours, inconsistent
Spotty—Intermittent
SLOW
See attached TDS speedtests, service tech been here many times, issues unresolved.
Slow downloading, lagging during game or video being kicked out of game or video
Poor; arbitrary changes with poor notice coercive rate hikes
Very slow
reliability 10 speed
Service slow and sometimes drops out
Frequent outages - day long
It is terrible!!
Due to our high use, home office & multiple devices using Internet, we need faster service
very slow
Slow; Currently no service due to TDS actions
slow; periodic outages

goes out occasionally
Slowdowns and interruptions of service
Similar as phone. So slow.
speed is slow
Connectivity has been poor, as well as speed.
TDS Customer service says that the slowness is caused by many people sharing their fastest 15 mg (that is all they offer out here)
Very slow
Slow and sometimes don't work
Too slow & seems to be getting worse during peak hours
Slow
it's okay. Typical speed 30-60 mbps Illinois was much better
Very bad at times
Very frequent transmission errors, causing lapses in service, principally e-mail
Could be faster
slow and a lot of waiting
Very spotty speed
Everyday it cuts out and we cannot do our work from home, our kids cannot complete school work and we cannot download movies, books, etc for entertainment. How can an internet provider abandon the rural residents who need it as much as more urban areas?
Very slow download and upload speeds, often broken service
slow, stops working often expensive for how fast it is
Need the fiber optic broadband
Service is fine but need more than 20 mbps
Good
Seems like it is down regularly only viable option - monopoly?

Service is adequate, but I'd upgrade if the opportunity arose.
Very slow; unreliable; often crashes
Satellite, not wired. Issues with weather, etc...
Very disappointed in service options
It's like having a cell phone plan with 50 gig up and down. Horrible.
Slow! Frequently down
Absurdly slow!
Max is only 5 mps!
Slow!
slow/stalls
Rather slow and glitzy
Too expensive!
Speed moderate/Cost high
Stops & Starts constantly (drops)
Slow
Usually works but very slow
Tolerable, but sub-par w/ frequent outages
Slow- not always reliable
Not fast. Not compatible w/many demands of new programs. Daytime much faster than night. Poor service when windy outside.
Don't have
50 mbps costs more through TDS than equivalent service would cost through competitors
Extremely poor - considering dropping service and switching to cell phone.
intermittent dropouts
Again service is terrible, would have marked it a "1" but they upgraded their system so we can finally have a download speed

Slow
Sometimes the internet is very slow and costly using ore than one device it slows way down.
Poor Bandwidth
Inconsistent speeds and connection issues
Too slow
Slow-extremely slow. Bumps off when streaming. Sometimes can't even access emails?
Slow- too slow for our on-demand TV to work.
slow, cut out frequently, big problems during weather. We have upgraded 3 different routers and SLOW!
Slow - goes out a lot
100 mb service Works great. Dumped TDS which is terrible. You should work with Charater as TDS is OLD technology and VERY UNRELIABLE
Slow
Very slow
Outages, slow streaming
It is slow; goes out frequently
Sometimes very slow
In the morning speeds are normally pretty good. 11 + mbps. Later afternoon and evenings service is spotty and inconsistent.
Low speed and spotty speed
Our max speed is 5 mbps we usually get 3 mbps, slow to connect and we lost the connect frequently
Dish & Internet always problems - poor service
Internet frequently goes out. Stops for hours/or all day. Goes back on by itself. Does not matter if I restart the modem (new) and the phone company checked and replaced wires to our house and still no change. Speed is really slow when functioning too.
Slow, many drops!
Slow - unable to get faster
Service drops at 9:30 pm

occasionally overloaded and stops working but fast.

Slow

Inconsistent signal - service drops

Lack of responsible service

Sloooooow

Long load times and periods when it doesn't work at all

Slow!

Slow, unusable upload speeds, unstable speed

Frustrating to know that TDS has fiber in the pedestal in front of my house and 5 mbps DSL is the best available

Service drops multiple times a day

Question 7: Additional Comments.

Slow and sometimes drops out. I have to reset the modem on occasion

1 mbps or less

100 mb service Works great. Dumped TDS which is terrible. You should work with Charter as TDS is OLD technology and VERY UNRELIABLE

50 mbps costs more through TDS than equivalent service would cost through competitors

Absurdly slow!

Again service is terrible, would have marked it a "1" but they upgraded their system so we can finally have a download speed

Almost too slow to run Speedtest

AWFUL! Slow! Awful! Disconnects all the time

BW is pretty good and very consistent

Charter Spectrum wired internet to home with high-speed wifi router in home

Connectivity has been poor, as well as speed.

Could be faster

Could be faster and be able to stream a lot better

Couldn't get to where it said "Begin Test" for Speedtest

Dish & Internet always problems - poor service

DLS is not reliable

Do not do streaming

Doesn't hook into our smart TV and is expensive

Don't have

Don't have Internet

Due to our high use, home office & multiple devices using Internet, we need faster service

Error message: Speedtest.net is not responding.

Everyday it cuts out and we cannot do our work from home, our kids cannot complete school work and we cannot download movies, books, etc for entertainment. How can an internet provider abandon the rural residents who need it as much as more urban areas?

Extremely poor - considering dropping service and switching to cell phone.

fastest ever at 7:35 a.m 12/21/17. I'm really impressed. I've not run this for several months. Sometimes could not. This is the highest in years.

For the love of God! Please!

Frequent outages - day long

Frustrating to know that TDS has fiber in the pedestal in front of my house and 5 mbps DSL is the best available

Get kicked off Internet

goes out occasionally

Good

Hah! When I tried right now; it said internet not working... Had to restart TDS router.

I DO want TV and Internet on fiberoptic. Internet off and on, varies daily

If we have more or multiple people connected to wifi i.e. laptops, 3 iPhones etc this speed is cut in 1/2. Just tried to get a wireless doorbell I had enough MB but because of everything using wifi it did not work. Cost \$ to increase to 15 MB!

In the morning speeds are normally pretty good. 11 + mbps. Later afternoon and evenings service is spotty and inconsistent.

Inconsistent signal - service drops

Inconsistent speeds and connection issues

intermittent dropouts

Internet frequently goes out. Stops for hours/or all day. Goes back on by itself. Does not matter if I restart the modem (new) and the phone company checked and replaced wires to our house and still no change. Speed is really slow when functioning too.

Internet is slow and unreliable

Internet service is intermittent

Internet too slow for Speedtest: Happen all the time!

It is slow

It is slow; goes out frequently

It is terrible!!

It's like having a cell phone plan with 50 gig up and down. Horrible.

it's okay. Typical speed 30-60 mbps Illinois was much better

Jitter = 570

Lack of responsible service

Long load times and periods when it doesn't work at all

Low speed and spotty speed

Max is only 5 mps!

My download speed would be at 60 if I upgraded my wireless router. This was confirmed by Charter. The speed could be significantly improved if I would upgrade by router. Why isn't Charter a possibility for some of these areas?

n/a

Need the fiber optic broadband

Not able to conduct speedtest. I am not in Wisconsin

Not fast. Not compatible w/many demands of new programs. Daytime much faster than night. Poor service when windy outside.

occasionally overloaded and stops working but fast.

Our max speed is 5 mbps we usually get 3 mbps, slow to connect and we lost the connect frequently

Outages, slow streaming

paying for extra speed

Please include us in the country!

Please note I was across the street from a Charter hub and PAID to have it run to my house, personally!

Poor Bandwidth

Poor; arbitrary changes with poor notice coercive rate hikes

pretty fast! Goes out occasionally but Charter is responsive - fixes quickly

Rather slow and glitzy

reliability 10 speed z

same as above

Satellite, not wired. Issues with weather, etc...

Second Speedtest results: 47 ms, 3.6 mbps, .35 mbps

See attached TDS speedtests, service tech been here many times, issues unresolved.

see comments above

seems adequate most of the time paying for 5mb service

Seems like it is down regularly only viable option - monopoly?

Service drops at 9:30 pm

Service drops multiple times a day

Service is adequate, but I'd upgrade if the opportunity arose.

Service is fine but need more than 20 mbps

Service slow and sometimes drops out

should be faster

Similar as phone. So slow.

Sloooooow

slow

SLOW

slow

slow

slow

Slow

Slow

Slow

Slow - drops - intermittent

Slow - goes out a lot

Slow - unable to get faster

slow & dropped signal

slow and a lot of waiting

Slow and sometimes don't work

Slow downloading, lagging during game or video being kicked out of game or video

slow during peak hours, inconsistent

Slow- not always reliable

Slow- too slow for our on-demand TV to work.

Slow-extremely slow. Bumps off when streaming. Sometimes can't even access emails?

slow, cut out frequently, big problems during weather. We have upgraded 3 different routers and SLOW!

slow, inconsistent

Slow, many drops!

slow, stops working often expensive for how fast it is

Slow, unusable upload speeds, unstable speed

Slow; Currently no service due to TDS actions

slow; periodic outages

Slow!

Slow!

Slow! Frequently down

slow/stalls

Slowdowns and interruptions of service

Sometimes the internet is very slow and costly using more than one device it slows way down.

Sometimes very slow

sometimes, yes.

speed is slow

Speed moderate/Cost high

Speedtest did not show this (latency)

Speedtest results are an average of 3 test runs.

Speedtest results are from an average of 3 runs

Speedtest time of day 8:30 p.m.

Speedtest took a long time to run

Speedtest was in Madison using fiber. Not having fiber or broadband at my town of CP address is detrimental to our business and is a deterrent to building our home on our property.

Spotty-- Intermittent

Stops & Starts constantly (drops)

TDS Customer service says that the slowness is caused by many people sharing their fastest 15 mg (that is all they offer out here)

Tends to be slow

The communications tower on W Mineral Pt Rd has fiber optic cable from CP. A neighbor on Red Hawk paid to run a fiber optic cable from the tower to his house. We were able to connect for free! Our download went from 1 mbps to 100 mbps! Everyone should hav

Tolerable, but sub-par w/ frequent outages

Too Expensive

Too expensive!

Too slow

Too slow & seems to be getting worse during peak hours

Too slow, often lose connectivity

Too slow, unreliable at times

Town office 37 ms, 1.51 mbps, .47 mbps

Tried Speedtest twice. Second time: 56 ms, 11.85 mbps/ .75 mbps

Usually works but very slow

Very bad at times

Very disappointed in service options

Very frequent transmission errors, causing lapses in service, principally e-mail

Very slow

very slow

Very slow

Very slow

very slow and inconsistent service

Very slow at certain times of day!!

Very slow download and upload speeds, often broken service

very slow sometimes can't get

very slow, poor reliability

Very slow; unreliable; often crashes

Very spotty speed

very very slow

Voice over Internet (VONAGE)

Way too slow

We heard TDS entered the market in Sun Prairie. Uncertain why they expand new markets when existing service areas are lacking.

We pay TDS for "high speed" 5 mbps service

We would definitely want wired internet service. We have 10-12 devices in our current home 2 wired internet connections through Spectrum/Charter.

Went to Speedtest site and ended up with some bad software what make my computer crazy.

Why does the township need broadband? What are the federal, state, county, township tax impacts? Is the Internet a public utility? Not a good idea.

www.speedtest.net wouldn't run. Had to do speedtest by Ookla.