

Q15 Tell us your internet story

Answered: 547 Skipped: 192

| # | RESPONSES | DATE |
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| 1 | Would be nice to have a lower latency offering from major providers. Something like fiber optic. Would also really like to have a higher upload bandwidth than the max 20mbps that midco offers. | 12/20/2020 8:20 PM |
| 2 | I think Midcontinent does a great job. As more internet access becomes necessary for all things the need to have reliable and reasonably priced internet is critical. | 12/20/2020 10:01 AM |
| 3 | really would like higher speed for operating business, working from home and school for the kids. It's been a challenge to have reliable internet that is fast enough | 12/18/2020 11:03 AM |
| 4 | Typically slow internet in the evenings and sometimes during the day. Overall internet in Lindstrom is frustrating. | 12/18/2020 9:20 AM |
| 5 | Internet is vital with work-from-home. Speed has been adequate, but reliability of Frontier DSL is very poor since moving 5 months ago (went down twice already). Corporate phone lines at Frontier are a nightmare. Actual local technicians/service are awesome. | 12/16/2020 6:35 PM |
| 6 | Frontier offers very intermittent wifi. We pay for at least 12 mgs of speed, but there are many times a day that it pauses, or quits altogether for awhile. We desire an improvement. | 12/16/2020 12:34 PM |
| 7 | Our internet was working fairly well until our 3 kids came back home from college to finish their terms from home. They have been very frustrated as they are not able to complete their schooling at times due to no internet connection. They have been seeking out local businesses and organizations to go to so they can complete their online schooling with the internet at those local offices. | 12/16/2020 11:01 AM |
| 8 | We tried to get Frontier and were told we could only get low speed. After hours and weeks of phone calls we gave up. We currently still have no internet and run extremely limited internet use from our phone hotspots. | 12/15/2020 12:11 PM |
| 9 | Internet should be fast, affordable and reliable. | 12/15/2020 7:07 AM |
| 10 | Very satisfied with Midcontinent cable internet service. 4 internet users in the home and no complaints | 12/14/2020 9:13 PM |
| 11 | O | 12/14/2020 6:58 PM |
| 12 | Sometimes slows down during the day or early evening | 12/14/2020 5:12 PM |
| 13 | Frontier has been slow. My bill continues to increase. Would like to have a service that would be internet and tv for an affordable price. | 12/14/2020 12:08 PM |
| 14 | I have tried several providers. NONE of them work. I recently tried to get TruSpeed in, but they can't get a signal, even from my silo. I work from home 100% since March. I foresee no change in this. I have elementary and college students, and I myself take classes. I pay 100 a month for services that are very poor. The ONLY way I am able to do my work is to use my employer provided hotspot to boost my signal enough to function. My entire neighborhood, very small and isolated, is in the same boat. we are just about an 8th of a mile off hwy 8, but no lines up here to our area. | 12/14/2020 10:39 AM |
| 15 | I like to search the web for information but need help. Since I retired as an Administrative Assistant in 2000, things have changed a lot. | 12/14/2020 8:23 AM |
| 16 | Before we moved in July, we had Frontier which was a total disaster. We now have MidCo which is better but still doesn't seem to have good speed. ZOOMing for meetings is always a guess as to whether it will work or not. | 12/14/2020 6:08 AM |
| 17 | Frontier (with Dish) was a disaster. All the horror stories are true. New to Midcontenent. More reliable, not any faster, too expensive. | 12/13/2020 10:07 PM |
| 18 | Slow internet. It has been better the last 6 months. Used to lose service frequently. | 12/13/2020 8:27 PM |
| 19 | Connection speeds are slow. | 12/13/2020 4:44 PM |
| 20 | Midco has been much better than Frontier was. | 12/13/2020 3:54 PM |
| 21 | We have upgraded to Midco Internet 500 and have not seen an increase in our speed. On Team meetings I will frequently get bumped off. It is very frustrating considering I work from home and did prior to the pandemic. I complained to Midco and they said I could purchase | 12/13/2020 1:52 PM |

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| | boosters to place throughout my home. To be honest i pay too much now and the thought of spending more just frustrated me. | |
| 22 | no | 12/13/2020 9:47 AM |
| 23 | Too expensive for the service MidCo offers. I had frontier who not only charged me for service I did NOT receive but held my credit score captive and made me still pay them for services MOT rendered just so my car loan would go through.. Frontiers customer service said I owed them but didn't know where I could settle this bill that I never incurred | 12/13/2020 1:31 AM |
| 24 | It is ridicules to ask all your citizens for funds to buy the installation and equipment to provide a product and the allow that company to gather profits from that product. If the people using the internet to make money, then those people should consider that an expense and pay for it themselves. Some survey. About as one sided as I've ever seen. | 12/12/2020 9:20 PM |
| 25 | Moved from the twin cities 2016-100mbps @40.00/mth. Got the blazing speed up here at 2-5mbps. @s44.00/mth. Currently have done as large a speed as is offered- up to 12mbps. Only really see 5-7 download, with 1mbps down. dismal. A few miles over, they have cable with super fast speeds. My son in the cities currently has 256mbps for 90.00. | 12/12/2020 11:50 AM |
| 26 | Our internet is unreliable. We try to upload documents and photos and it takes a long time. What an asset to our community if we had high speed internet and people could live here and not have to commute! | 12/11/2020 10:58 PM |
| 27 | The internet on our street is terrible. Frontier is the worst. There are constant little outages, we dont get the level of service we pay for. It is hard for me to work and have 2 kids also trying to do homework. It causes constant lags for all. In this area we should have more choices. I call mid continent twice a year to try and get them to come to our road. They are a block away. | 12/11/2020 6:38 PM |
| 28 | Frontier is terrible and rips everyone off, my service is unreliable and rarely running at the promised speed. sometimes it just doesnt work at all and frontier doesnt care. | 12/11/2020 4:43 PM |
| 29 | We had Frontier and switch to Midco because of the speeds and cost. | 12/11/2020 2:03 PM |
| 30 | for years internet service and service in general with Frontier was horrible. (1.5MB downloads). Tried Satellite internet as bad and expensive. Used ATT wireless home broadband for 3 years, downloads ~25MB but very expensive. Frontier extended Fiber to our area in 2019 and went back to Frontier in 2020.. Service and Internet much better. | 12/11/2020 8:26 AM |
| 31 | Frontier has horrible customer service and my business was overcharged for over a year before i finally got it resolved. By the time I got it resolved I'd spent hours. | 12/10/2020 7:50 PM |
| 32 | When we first moved here in 2018 we had to get Frontier internet and TV. It was dreadful! Reliability was poor and customer service even poorer. Then we switched to AT&T DirecTV, but were disappointed it its reliability too. Dish service in Minnesota just isn't good enough. Then we found out about Midco midwinter and signed up right away to have the line installed from the service box to our house as soon as the ground thawed in the spring. It's not as good as Comcast... but it's nearly so. Much better than the other services were. Cable is the way to go. | 12/10/2020 6:03 PM |
| 33 | When we first moved here in 2018 we had to get Frontier internet and TV. It was dreadful! Reliability was poor and customer service even poorer. Then we switched to AT&T DirecTV, but were disappointed it its reliability too. Dish service in Minnesota just isn't good enough. Then we found out about Midco midwinter and signed up right away to have the line installed from the service box to our house as soon as the ground thawed in the spring. It's not as good as Comcast... but it's nearly so. Much better than the other services were. Cable is the way to go. | 12/10/2020 6:02 PM |
| 34 | Usually adequate for our needs but not very reliable. Would do more streaming with faster service. | 12/10/2020 1:12 PM |
| 35 | Not much to say - Frontier is the only game in town (at least where we live) so we are at their mercy. | 12/10/2020 11:57 AM |
| 36 | I have had Frontier for years. I have upgraded speed once, but it is still slow | 12/10/2020 5:41 AM |
| 37 | Price keeps going up and service is not reliable so I'd love to have improved service at a decent rate. | 12/9/2020 5:20 PM |
| 38 | It's Frontier - in an age when monopolies are not supposed to exist - in our location - we have | 12/9/2020 12:14 PM |

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| | no other choice. | |
| 39 | For approximately 15 years, Frontier was our only option. Several years ago Midcontinent came in the area. Some of our neighbors said they had better speed and reliability with Midcontinent. Both my husband and I work from home and need internet access to work. We decided to keep Frontier in one office and then expand to also use Midcontinent, so that we had options if one wasn't working. We find them both to be unreliable. | 12/9/2020 11:19 AM |
| 40 | happy with midco but not the cost. | 12/9/2020 8:59 AM |
| 41 | We moved her a few years ago, assuming we could get some kind of reliable internet. Satellite internet was too expensive and I've heard unreliable, frontier said they were unable to provide internet to us, the only option for us now is cellphone unlimited data with limited hotspot. We would love internet, preferably Midco. | 12/9/2020 12:27 AM |
| 42 | we have had frontier, dish and now midco. we are satisfied with our service now | 12/8/2020 9:17 PM |
| 43 | Very slow at peak times. If we are not right by the router we get dropped for zoom calls. Takes for ever for things to upload. | 12/8/2020 12:31 PM |
| 44 | I don't have a story | 12/8/2020 12:04 PM |
| 45 | Frontier DSL Only realistic option and it is capped for insufficient bandwidth for our needs. Midco serive line is close to me but will not service my home since there is only 3 homes in development and Eichtens Cheese factory | 12/8/2020 11:10 AM |
| 46 | most of the time our frontier internet works fairly good, but now with COVID and more people at home using the internet the system bogs down and take longer to upload information. We had fiber optics run by our home 3-4 years ago, but to date it has never been hooked up or made available. | 12/8/2020 10:32 AM |
| 47 | I work from home quite often. It takes FOREVER to open up files since we had to move the router downstairs so that we could stream movies without interruption. Chisago county isn't that far from the Twin Cities! It is ridiculous we aren't offered high speed internet. More and more people are going to be able to work from home and it is critical that they can operate efficiently. Frontier is a JOKE. When we moved, the installation person was a no show three different times. When he did finally show up, he said that Frontier was the one who tells him their is an appointment scheduled and he didn't get the message for the other two times he missed. I am willing to go in on a class action lawsuit. Horrible company. | 12/8/2020 8:52 AM |
| 48 | We pay too much for Frontier and would like competition and other options. | 12/7/2020 7:19 PM |
| 49 | We have much less access during the day, and sometimes cannot get into the internet at all. For a few hours a day. Sometimes we give up trying to access it. Our access has decreased this year, and we pay about \$300. A month. So we should, at the very least have daily access. We are not happy with the service. | 12/7/2020 6:53 PM |
| 50 | We don't have an internet story | 12/7/2020 2:16 PM |
| 51 | We have had Frontier for the 15 years we have lived in Center City. We have had terrible service. It is not uncommon for us to reset our router 6-8x/day to regain access to the internet. Frontier has continued to charge us for "high speed" internet, although we most commonly get 2BPS. It has become increasingly more difficult to telecommute, and have 2 full time distance and 1 full time college student all taking remote classes, and run a small business from our home. Frontier has only given us excuses, including we are running too many devices at once, the router is too old (we have replaced 5 of them), we need routers in multiple places (for an extra cost), no additional cable can be placed near your residence, we are at "the end of the cable line" making our house the last to get internet, etc. etc. etc. We just stopped calling them. Without any other choices they monopolize the market. Maybe with a little competition they would consider updating their services and technology. | 12/7/2020 1:59 PM |
| 52 | At the Church we only have access to frontier. We have very slow internet and very slow upload speeds. It is very unreliable from day to day and is often not usable for days. We would like to live stream events but it is not even a possibility to consider at with our internet. | 12/7/2020 1:34 PM |
| 53 | The internet in our office works most of the time but isn't real fast and cuts out on a weekly basis. | 12/7/2020 11:28 AM |
| 54 | I work from home. I have one child currently in 12th grade who attends school from home. This | 12/7/2020 10:24 AM |

spring, during the initial months of the pandemic, my college aged son was home as well. The three of us were not all able to be online at the same time. We increased our internet package through Midco, and upgraded our wireless hardware. Our speeds do not allow us to all be online connected to our network, and we frequently need to use our cellphone providers network for streaming or if a class is using a lot of data (video conferencing).

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| 55 | Our internet goes out all the time. We have to restart our modem daily. | 12/7/2020 8:45 AM |
| 56 | slow | 12/6/2020 6:53 PM |
| 57 | Very slow and many interruptions in service. | 12/6/2020 9:13 AM |
| 58 | We've struggled with our internet connection since we moved to Taylors Falls. Frontier is one of the only providers here. We previously had Midco while in Chisago City, but they won't service our address. Frontier has terrible customer service, and is unreliable. We are unable to stream content on multiple devices at a time. The internet will randomly go out. We wish a reliable internet service would come into the area. We would be willing to pay more for better internet. | 12/6/2020 8:21 AM |
| 59 | Been with Midco for as long as I can remember. For the most part they have always succeeded in giving us what we need! | 12/5/2020 11:59 PM |
| 60 | Desperately slow speed, continually being dropped, services that I would like to use but cannot because of poor speed, inability to interface with many online services, cell phone that doesn't work at home, despite changing brands a number of times. Really irritating situation, like I am not part of the internet world at all. | 12/5/2020 1:22 PM |
| 61 | I have hoped and wished for something other than DSL for at least 20 years. Work from home is almost impossible. Service is spotty at best. Internet goes down all the time. | 12/5/2020 11:58 AM |
| 62 | streaming ,down loading is a problem things are so slow we get bounced out. no reasonable support from frontier! very frustrating. speed constantly verys up an down. | 12/5/2020 11:45 AM |
| 63 | We recently upgraded to the fastest speed service from Midco and installed three hard wired routers. The service is very reliable now with four people working and attending classes through the day. Regularly have speeds of 300 to 500 MBps. | 12/5/2020 10:16 AM |
| 64 | it pauses and I loose connection. | 12/5/2020 9:09 AM |
| 65 | slow inconsistent service | 12/5/2020 8:04 AM |
| 66 | We started with Frontier and had that for many years. The service was getting worse and worse so we switched to Midco maybe 5 years ago or so. It generally works alright but does not support many devices being on the wireless at the same time (such as when our adult kids are home). | 12/4/2020 9:34 PM |
| 67 | service can go down which is annoying | 12/4/2020 6:09 PM |
| 68 | Frontier internet was too slow, so use cell phone instead. It has steadily gotten better, but is limited and shared - so have to be careful. | 12/4/2020 3:22 PM |
| 69 | Frontier has been NOT SO GREAT. As a phone provider...they shut off my internet service for non payment of my phone....PROBLEM....THEY TAKE the MONEY directly out of my checking account. It took weeks for them to restore service...They sent a Visa card to amend for their error...It was expired before I could use it. SHORT CHAIN on their gift card. They came to install a new line in and it took a year to bury the cable. Lately they have been doing OK | 12/4/2020 1:30 PM |
| 70 | We have and to use frontier for our land line and internet for years because there are no other options. We have had very poor internet access in the past. It has only improved because we had to upgrade to a faster speed. We continue to have down times. We have to have a land line because we are in an area with poor cell service. We have had numerous billing problems with frontier in the past and would love to change to another provider. | 12/4/2020 6:10 AM |
| 71 | Frustrated with Frontier | 12/3/2020 11:13 PM |
| 72 | Our only option for broadband, based on our needs, is a mobile hotspot. 1. We have to work with a 3rd party cellular SIM reseller that obtains Verizon grandfathered unlimited SIM. Cards. 2. We had a mobile hotspot from a third party T-Mobile SIM reseller but it was extremely unreliable and slow to non existent existent, plus it was expensive. After a year the reseller | 12/3/2020 8:16 PM |

suddenly told us that they lost TMobile as a supplier and we had to shop around for another provider. 3. Our concern is that our current mobile hotspot will go away suddenly like before. 4. Rural America need broadband internet.

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| 73 | We had Frontier DSL but it was slow and had problems. We got Midco and it was much faster than Frontier and more reliable. | 12/3/2020 6:52 PM |
| 74 | I use Frontier as my phone & internet provider. It is not consistent service. | 12/3/2020 4:23 PM |
| 75 | I am satisfied with Midco, and I think they have a fair price. | 12/3/2020 3:41 PM |
| 76 | Frontier is horrible unreliable and constantly steps. Unable to zoom conference and stream movie at same time. | 12/3/2020 1:43 PM |
| 77 | Internet speed is slower than optimal and difficult for all family members to use internet at the same time. It is supposed to be the fastest internet speed available where we live. Also we only have one provider option, which their service we are not always happy with. | 12/3/2020 8:31 AM |
| 78 | Sometimes slow. We've had it where it wasn't available. We were told that we couldn't upgrade. That we've been grandfathered in. If we cancel we couldn't get it back. | 12/2/2020 1:35 PM |
| 79 | When we first moved to Taylors Falls we used Frontier and were not getting the speeds we were paying for. They ended up giving us a refund and we canceled when they admitted that the high speed connection we were paying for was not available in my area. We switched to Midco and have yet to see the speed levels we actually pay for even with updating routers and modems. Currently paying for the 500 MB and we are lucky to see 121 at highest speed test so far. When paying for the 150 level we were lucky to see speeds at 59. so never getting more than half of the speed we actually are paying for. | 12/2/2020 12:15 PM |
| 80 | The price is right but the connection is bad | 12/2/2020 10:43 AM |
| 81 | My property is 5.5 miles from Forest Lake abutting Highway 8. Midcontinent is in my neighborhood, but will not go down my street due to our large lots and not enough customers to meet their criteria. Frontier will not upgrade their equipment to serve my neighborhood because Midcontinent is in the area. During the start of the pandemic, I bought wireless service from T-Mobile, AT & T and Verizon to accommodate my work from home and my college student's distance learning. All three were sporadic and unreliable as well as pricing that was metered and required purchase of hot spots/wireless bases. My college student is living on campus ONLY because we have no internet at home to support schooling and remote employment. Lack of access to fiber speed internet is the worst attribute of living in Chisago City, Chisago County, MN. | 12/2/2020 8:59 AM |
| 82 | Have paid for high speed but numbers have never been high speed numbers. Worried if I pay for normal dsl then I will have slower numbers. While working I have missed days because the internet is down and takes a long time to fix. Also have had many freezes and slow spots while working for kids doing homework. | 12/2/2020 8:32 AM |
| 83 | I work from home more than ever these days and need reliable internet to host internal & external company meetings as well as trainings. I've had a lot of issue with our internet connection going out in the middle of these important meetings. Frontier is unreliable. Recently, our newer modem stopped working and Frontier was going to ship a new one which would have left us without internet for 3-5 days! I called back, spoke to someone else at Frontier and they were able to reboot our modem and get it working again. | 12/2/2020 8:11 AM |
| 84 | Don't like having no other options besides frontier. | 12/2/2020 5:58 AM |
| 85 | I work from home a few days a week. The internet speed is ok unless I need to deal with downloading or uploading photos or videos, which is quite often. Literally takes hours. Also, another household member was all set to take an online teaching job, but the internet speed was too slow for her to be able to accept the job. My cell phone does not work well on either cell or wifi when I am in the house. I often miss calls all together. I am unable to stream movies. Speed test put my download at just over 2 and upload .6 (less than 1) | 12/1/2020 9:38 PM |
| 86 | We have Frontier which is bundled with our tv/phone service. If it wasn't so difficult, I would not keep Frontier. It's been very unreliable. | 12/1/2020 8:31 PM |
| 87 | We are in an area that NONE of the local providers service and so we ended up with a Viasat satellite, which is an absolute rip-off. If it snows or rains even a little bit, or it's a windy day, the Internet goes out. It gets worse in the afternoons and evenings when we are having meetings | 12/1/2020 6:45 PM |

or trying to stream. I am a teacher and cannot even upload a video lesson for my students because it would take all night to upload. Now, my son is starting school online (full DL) tomorrow and I am worried about teaching my classes to my students live.

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| 88 | I have usually good service with Midco internet but have had issues with frequent buffering watching movies which becomes worse when grandchildren visit | 12/1/2020 4:53 PM |
| 89 | Frustration pretty much sums it up. Unreliable service, slow speed, high cost for poor service. | 12/1/2020 4:26 PM |
| 90 | Midco has been fast and reliable at our business. Good support. Rates are too high for the bandwidth that we use. I think it would be fair to charge for the bandwidth you actually use. Any household that streams movies or has kids gaming uses many times more bandwidth than we do. | 12/1/2020 11:04 AM |
| 91 | We moved to the area almost 6 yrs now. We tried frontier it didnt have fast enough speed to load msn. So looked around all we could get was Hughes net. If it is cloudy, rainy, snowing. we lose service. He are also in a bubble for having our Verizon service not good as well. Makes it hard to do things we need especially now. With Hughes net when you use up your data it slows down making it even harder. So there are many times we are trying to do stuff at night since that is a different time and have more data and it is also faster. Anything you guys can do to help would be great. | 12/1/2020 10:23 AM |
| 92 | Most of the time its up and running. Seems much slower since covid. I have High speed but the wifi doesnt do a good job to bring it to all devices fast. | 12/1/2020 9:51 AM |
| 93 | My business is cybersecurity and DSL, as my only option, is embarrassing at best when there is fiber optics laid in the ground within 200 yards of my property. Lindstrom and neighboring cities need to get their heads out of their rears and get in the 2020's with our internet connectivity. The mayor and his city council should be ashamed of themselves. | 12/1/2020 12:12 AM |
| 94 | Just not pleased with the overall quality of service for the price we pay. | 11/30/2020 10:24 PM |
| 95 | We've tried multiple times to get Midco out here and can not. I work from home and can't connect to my VPN due to the poor connection. Streaming often spins with 3 kids trying to do school work online. | 11/30/2020 9:38 PM |
| 96 | We had frontier for several years and our average download speed was 1.5. We upgraded our plan with AT&T and got a hotspot device to replace frontier. We were then getting download speeds of 5, but in that last few months that has gone drastically down. On the speed test I just took my download speed was .08. It is basically unusable. | 11/30/2020 9:15 PM |
| 97 | Our only option aside from mobile data internet is Frontier DSL, to which I say NO, thank you. Our mobile data is okay, but we would much prefer high speed. | 11/30/2020 2:47 PM |
| 98 | ? | 11/30/2020 1:43 PM |
| 99 | We have Frontier and call them every few months to see if we can pay and get higher speed internet. We have six of us at home. During the day we have strict instruction to the kids that we have no streaming and non school related services going on as we have two that do full time online school, one that does ALL his work online for his job at 3M and for me that does ALL my work online for the business I own which includes doing webinars, zoom calls, etc. The phone calls my husband has to do for his work through the internet are often delayed and spotty which makes his job really hard to do. THE webinars and video courses, I do for my job often have AWFUL lag times which makes it really tough to do business. A year or two ago our frontier rep said they needed more copper in our area and that frontier no longer had funds to run the wire so we were out of luck for faster internet. In the last few months I had a rep out that thought we could get faster internet until he looked at our "box" that is on our street - apparently we are out of ports so to upgrade is impossible he said unless someone on our street cancelled their internet service and then if we were lucky enough to find someone to get that spot for upgraded service before someone else could. He was able to bump up our speed a little bit however now with covid and everyone being home it is awful. We keep calling Midco as we heard good things about them however because we are in the township, which is about a mile from the city of Lindstrom, we are unable to get them as they don't come out this far. | 11/30/2020 1:00 PM |
| 100 | Upload speeds are terrible Internet is always going out very slow | 11/30/2020 12:20 PM |
| 101 | Works well for everything except my wife's photography business. She has to upload large files (up to 11 Gb) frequently. This is problematic because the upload speed is very slow and | 11/30/2020 11:31 AM |

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| | unreliable and it can't be done during the day because it hogs all resources meaning the internet can't be used for anything else. | |
| 102 | Frustrating. | 11/30/2020 10:54 AM |
| 103 | The internet here is horrible. The biggest problem is that it disappears. Some times we have trouble filling out these surveys. Now with the kids having to do virtual, it has become very troublesome. | 11/30/2020 10:45 AM |
| 104 | . | 11/30/2020 10:41 AM |
| 105 | MOST USED FOR PAYING BILLS AND FAMILY CONTACT | 11/30/2020 9:57 AM |
| 106 | The internet provided here is disappointing and I wish it would better. I love living in a rural area and wish more was invested in the 'tech' for our area to include high speed internet. | 11/30/2020 9:54 AM |
| 107 | We are constantly dealing with down inop internet. It is slow, bogs down when more than one of us is on at any given time. We end up using a cell hotspot as much as the DSL. | 11/30/2020 8:38 AM |
| 108 | . | 11/30/2020 6:54 AM |
| 109 | Internet is Ok. Streaming is slower. Seems like since more people have switched from frontier to midco the speed has slowed down. | 11/29/2020 8:36 PM |
| 110 | Frontier has been horrible. For two of working from the home the slow speed is twice as slow. Watching TV is always interrupted. | 11/29/2020 8:03 PM |
| 111 | I don't have one. I miss cable | 11/29/2020 7:12 PM |
| 112 | Too expensive and unable to keep connections with our work email. Very unprotected. Always being hacked. Don't trust it. | 11/29/2020 5:36 PM |
| 113 | I've been working from home since March. There were a few bumps in the road early on, but I am pretty happy with my service. | 11/29/2020 4:04 PM |
| 114 | We have extremely slow internet but they did run a new line last year which has help but it is still not as good as I think it could be. When I am working from home and 2 kids are distance learning someone usually gets kicked out or slowed down. | 11/29/2020 11:45 AM |
| 115 | Works well-established of the time. Not always very fast though | 11/29/2020 11:42 AM |
| 116 | We have had constant struggles with our Frontier internet service. I currently work from home, am studying for my BA, my daughter does virtual learning, my wife is working on starting a photography business, and we use the internet for entertainment. We currently have to be selective with how and when we use the internet. For example I cannot make calls via VIOP for work while my wife edits photos as the bandwidth will not support it. We essentially need to schedule our critical internet based activities with one another. We have also greatly struggled with Frontier's customer service. A call to them is guaranteed to take an hour minimally sometimes nearly two. They are constantly changing and raising the price for their services with out any validation or increases in performance. When I lived in town I had triple the internet speed for \$10 less than what frontier is charging. We love where we live but had struggled with Frontier for years... | 11/29/2020 11:26 AM |
| 117 | We stream TV (YouTubeTV) and it's ok, not the best internet for streaming. | 11/29/2020 11:13 AM |
| 118 | We only use Midco for internet services. We do not have cable TV | 11/29/2020 9:56 AM |
| 119 | We want MORE, our internet is very unreliable. | 11/29/2020 9:25 AM |
| 120 | When we first moved in 8 years ago, we signed up with Frontier. The internet speed was awful, so we switched up to Midco and that initially made a big improvement to our internet speed. Over the past 3 years however, the speed and accessability has been far less than what it was initially. Our monthly fee is too high for what we get. | 11/29/2020 8:47 AM |
| 121 | I lived in rural Almelund and moved to Taylors Falls in 2016. The biggest driver in moving to Taylors Falls was that I knew it has fast and reliable internet (thanks Midco!) where as rural Almelund did not. If the rural areas had faster internet, I may still be there today. | 11/28/2020 8:22 PM |
| 122 | Had Frontier in the past, terrible customer service, since switching to Midcontinent, much better. | 11/28/2020 4:59 PM |

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| 123 | Our Internet service cuts in and out a lot. Only seems to work decent between midnight and 5 AM | 11/28/2020 11:07 AM |
| 124 | It has gotten faster since we upgraded to DSL. | 11/28/2020 10:44 AM |
| 125 | We are struggling with online school and 1 parent working from home. It's very difficult to download and upload. We frequently lose connection | 11/28/2020 9:10 AM |
| 126 | We have struggled with our internet from day 1 of living in our home (9+ years). I work from home working for a global technology consulting company and I have colleagues in India and Argentina with much more reliable and faster internet than I do living less than 40 miles away from a major city in the US. My husband has been working from home during the pandemic and I've heard "we need to move" more times over the last 8 months than I can count. With 4 of us home and online every day (2 children doing distance learning) our internet reliability and speed are a daily struggle - all 4 of us trying to do video calls. We struggle with streaming services and need to keep our more expensive Dish Network just to be able to watch TV. | 11/28/2020 8:00 AM |
| 127 | We've had Frontier phone services for more than 30 years, with their internet services for about a decade. We are removing our family from their business, as the services they provide are subpar, overcharged, unreliable, and lacking a sense of customer appreciation for long time customers. We were not notified of the class action against frontier either, as this seems to be a fairly common experience for their customers. | 11/27/2020 3:12 PM |
| 128 | We recently switched from Frontier, which was terrible internet service, to Midcontinent which is decent. | 11/27/2020 2:00 PM |
| 129 | I would like more options for internet | 11/27/2020 1:07 PM |
| 130 | we use the internet to pay bill shop on line and surf | 11/27/2020 12:09 PM |
| 131 | DSL only. I call it a "hamster on a wheel." Seems they recently "gave us a new hamster with a little more energy," but that waivers. Has not been reliable in the 7 years we've lived here; lately it's seemed better but based on prior patterns I don't trust it will last long. Can't run many devices at once, need to reboot often (devices and modem). TV is internet-based now because satellite is restrictively expensive especially for how unreliable it was. Internet-based TV lags often. It's painful | 11/27/2020 11:44 AM |
| 132 | We have Frontier internet because it is the only option other than satellite. | 11/27/2020 11:34 AM |
| 133 | Internet service is spotty. It is almost impossible to be working from home while my daughter is doing school work. This results in us needing to work more in the evening when she is not doing school which is now taking away from family time. Better internet service is highly needed. | 11/26/2020 10:54 PM |
| 134 | We have had Frontier internet service for 15 years. In that time we have only had one bad occurrence of the internet being down for a few days time, and that was because our router had been deactivated because it was so old--and no one knew we still used it, apparently. Their 800-number was awful, the local people were able to fix it right away, once they were sent over. That being said, our internet can be quite slow. Oftentimes we have to have one device accessing it at a time, which is very hard when the kids are distance learning. | 11/26/2020 10:22 PM |
| 135 | Find both upload and download speeds to be variable. I believe Midco must attempt to balance the traffic load so quality of service is inconsistent. | 11/26/2020 9:00 PM |
| 136 | I wish I was getting the full amount of download speed that I'm paying for. You can also tell when the system gets bogged down with more people on in the evenings. The speed goes down even more. The infrastructure with the old copper lines needs to be replaced with fiber. Unfortunately companies like Frontier are not going to spend the money necessary for such upgrades in the rural sections of the communities. So we are stuck with internet that is one step above dial-up. | 11/26/2020 11:39 AM |
| 137 | Would like faster internet for my home-based consulting business. | 11/26/2020 11:22 AM |
| 138 | Our Frontier internet is unreliable. Sometimes it's great, but there are many times it is very slow. It's hard when two adults are working from home during Covid and two students are doing school distance learning. | 11/26/2020 10:52 AM |
| 139 | Could not connect during a job interview via global. Finally connected then video was in and out. I'm sure it effected my rating as I was suppose to be able to work from home. | 11/26/2020 10:16 AM |

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| 140 | It's been a frustrating topic for us. We moved here in 2015 and started out with Frontier. Frontier was horrendous on all accounts from poor signal, poor response time and poor customer service. We transitioned to Midco around 2017-2018. Midco is definitely a step above Frontier and has decent customer service however the internet coverage is inconsistent. We pay for a premium package and even with that we run into slow speeds and buffering on a regular basis | 11/26/2020 10:09 AM |
| 141 | For the most part, service has been good. Wish it was less expensive. | 11/26/2020 9:17 AM |
| 142 | We currently prioritize our internet because it drops out running to much. We've had multiple modems but it still randomly drops out. Currently on Frontier's 25mbps plan. Will be upgrading to their new 44mbps plan when our contract ends. | 11/26/2020 7:45 AM |
| 143 | Our internet is always in and out if its cloudy it sometimes gets worse. I have 3 kids that have ipads and game system and 3 kids doing online school and 1 adult online as a para. It seems the more people online the slower it works. | 11/25/2020 10:06 PM |
| 144 | We operate an electrical contracting business out of our home and have always experienced slow, intermittent internet service. Now with school and work from home including Zoom meetings, it has become apparent how slow and unreliable our internet is. We have had Frontier out numerous times including a week straight where we were told we have too many devices, the wrong lightbulbs and they can't find anything wrong. | 11/25/2020 6:44 PM |
| 145 | I would like to do more music work online and at a much better value than I get with Frontier | 11/25/2020 6:39 PM |
| 146 | In our location, cell signal strength is spotty, and typically minimal. Speed test shows 6.17mbps down, 0.80 mbps up, ping of 44.02, jitter of 4.29. | 11/25/2020 6:09 PM |
| 147 | Using Midco has not been a problem. If there are more options with competitive prices, then great. | 11/25/2020 5:31 PM |
| 148 | Quite frequently we need to reset any device we are using. I can't always connect to work meetings in Teams because the internet is too slow. Classes for kids time out and it's hit or miss on videos | 11/25/2020 5:29 PM |
| 149 | Connection gets to be really slow or non existent later at night. Take a while to get devices to connect sometimes. | 11/25/2020 3:43 PM |
| 150 | See answer to question 12... | 11/25/2020 3:30 PM |
| 151 | Our Internet is totally insufficient and unacceptable. It drops and cuts out frequently - very low speed to upload - movies buffer or stop - very very poor. | 11/25/2020 3:26 PM |
| 152 | Previously had Frontier. Their service was unreliable and we'd often lose connection. Since switching to Midco we haven't had many complaints. Overall service is good. | 11/25/2020 2:53 PM |
| 153 | Frequent outages. Slow speeds drop video calls. Internet works with only 1 person on it at a time, especially streaming. Only one provider so there's no competition. They keep raising the price. | 11/25/2020 1:47 PM |
| 154 | Frontier is SLOW nd NOT dependable. Holiday use is extremely frustrating as the bandwidth is too narrow. | 11/25/2020 1:35 PM |
| 155 | 40 years in community and Frontier is the absolute worst. I wish we had another alternative. Drops internet frequently throughout the day and night. Too numerous to count. | 11/25/2020 1:31 PM |
| 156 | Internet is improved over the past 5 or so years, but remains unreliable with service interruptions or slow speeds at times. Would like reliability before faster speeds. | 11/25/2020 1:29 PM |
| 157 | I moved in with my girlfriend a few months back and wanted to upgrade the internet. The best frontier could do was 25 download speed which is horrible. Not to mention the price is almost double what I paid in Des Moines, IA for half the speed. | 11/25/2020 12:51 PM |
| 158 | I only have one choice for the internet. Would like faster speed. | 11/25/2020 11:22 AM |
| 159 | We use internet every single day. Our livelihood depends on our ability to reach our customers online through our sales site, make transactions (credit card) with customers who arrive at our sales shop, communicate effectively with customers through email and video chat. Increased speed and efficiency of our service would allow us to use more video marketing. We could also eliminate our land line that is linked to Frontier DSL by default. | 11/25/2020 11:09 AM |

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| 160 | Our internet is sometimes slow. It can take a while to watch a show or load images on the computer sometimes. | 11/25/2020 10:56 AM |
| 161 | Frontier is not very reliable and max speed is slow, especially now that many people work remotely and children are doing online schooling. Our area needs reliable broadband internet access | 11/25/2020 10:47 AM |
| 162 | If its cloudy or rain it becomes none existent. We had Hughsnet and that was the worst experience. Ffrontier helps with our cell phones with wifi. If I walk to the road I have no coverage for calling and internet. | 11/25/2020 10:44 AM |
| 163 | always having to reset our router and takes a very long time to download anything | 11/25/2020 10:34 AM |
| 164 | Once upon a time, we subscribed for Frontier internet, and for a while, everyone was happy. But Frontier provided spotty service, and the people of the house got a little cranky. Then all the children came home from school because of the evil COVID and the papa bear had to work from home. All those people put a serious load on the internet capability and the family had to plan their usage accordingly. | 11/25/2020 10:20 AM |
| 165 | I stream live TV through Fubo app on my smart tv. I also use Netflix, Pluto, etc. I use internet for working at home and Grad School. Midcontinent has been good for my household, but its also expensive! Would be nice to have faster internet/additional options for Chisago residents to choose from. Thank you! Jess K. | 11/25/2020 10:06 AM |
| 166 | Requirement to work from home is minimum of 50 mpbs but the max I get is around 30. When my children have to attend school from home and their meetings freeze up that is not efficient learning by any means! | 11/25/2020 9:21 AM |
| 167 | If we did not have ViaSat provided by employer - we WOULD NOT have internet. | 11/25/2020 8:59 AM |
| 168 | ever since I moved here it has been so slow compared to forest lake mn | 11/25/2020 7:26 AM |
| 169 | We continually are having to unplug & plug in the router to reset which is in the lower part of our home. We also are constantly calling Frontier with complaints around the speed of our internet service. | 11/25/2020 7:02 AM |
| 170 | No cell access at home. Internet inconsistent speed and access. Too slow to do tv by Internet without buffering or losing service with most apps except Netflix which can also lose access. | 11/25/2020 6:04 AM |
| 171 | No cell access at home. Internet inconsistent speed and access. Too slow to do tv by Internet without buffering or losing service with most apps except Netflix which can also lose access. | 11/25/2020 6:03 AM |
| 172 | internet is ok for what we use it for | 11/24/2020 10:01 PM |
| 173 | It's decent but it could be more reliable. | 11/24/2020 9:52 PM |
| 174 | We need better internet. | 11/24/2020 9:24 PM |
| 175 | I'm lucky we have cable but they need to get into the country | 11/24/2020 9:22 PM |
| 176 | We use Midco and service has been fine. We run 2 laptops and occasionally cell phones. Never max out our usage. | 11/24/2020 9:03 PM |
| 177 | We tried a hotspot with Tmobile when we first moved here, but that was even slower and unreliable. Viasat is generally reasonably reliable, but is always slower than the promised "up to" 25 MBPS and is metered after we use up the 60GB of "unlimited" data in a given month with no streaming. | 11/24/2020 6:59 PM |
| 178 | Too many times I just plain haven't had it. I don't always report the outages because I don't have time to sit and wait while Frontier tries to figure out the problem. It usually takes over an hour to rectify the problem. I also have to wait longer than I care to for my connection to actually begin. | 11/24/2020 6:55 PM |
| 179 | We have slow internet and would greatly appreciate faster speeds! | 11/24/2020 6:52 PM |
| 180 | Poor quality of service, seems like we lose the internet everytime it rains | 11/24/2020 6:37 PM |
| 181 | Poor quality of service, seems like we lose the internet everytime it rains | 11/24/2020 6:36 PM |
| 182 | We don't have a cable provider available where we live, so we have to use Hulu, Prime, Netflix for TV. All of these use the internet. My son needs access for school for 6 hours during the | 11/24/2020 5:51 PM |

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| | day and we also have a plumbing business that I now run from our house because of Covid and the kids doing distance learning. Frontier is our only option for internet and it isn't good at all. We lose access a few different times per day, we try rebooting it a couple times per day and if we're trying to watch TV then we can't use anything else (tablet, laptop or phones). If my son is online with the chromebook during the day, then we can't watch TV that uses internet. It's really bad here. | |
| 183 | hate to use computer because of the internet being way to slow. Frontier never does anything about it and their service is bad | 11/24/2020 5:11 PM |
| 184 | Midco is better than frontier However still slow at times and still has some issues supporting all our devices | 11/24/2020 4:59 PM |
| 185 | It works well most of the time. | 11/24/2020 4:50 PM |
| 186 | Have used frontier communications since we moved here in 1996. Got the frontier DSL/ADSL as soon as it was available. Still at times frontier has reliability and consistency issues with up and download speeds. Late this last summer, tried a T-mobile internet home router, using T-mobile towers for internet and phone calling, also intermittent at my location, returned the router to t-mobile. | 11/24/2020 3:39 PM |
| 187 | slow internet, constant buffering interruptions, no service, dropped calls, slow download and upload, limited internet options, zero affordable options. | 11/24/2020 3:34 PM |
| 188 | Biggest challenge with current internet service provider is that ping times can exceed 100ms, which makes it sluggish. Also, often cannot do zoom meetings with video for work as it freezes up | 11/24/2020 3:33 PM |
| 189 | I was with Frontier for a few years, but had numerous outages and had slow speed, so I switched to Mid-continent a couple years ago. The speed is much improved. | 11/24/2020 3:04 PM |
| 190 | It works but faster is always better | 11/24/2020 2:55 PM |
| 191 | No | 11/24/2020 2:40 PM |
| 192 | Internet here sucks. I have Netflix but its hard to watch it when the internet buffers all the time. We, neighbors, country folk, deserve better internet options. And high speed. AND affordable. | 11/24/2020 2:39 PM |
| 193 | The internet has been reliable compared to past service providers at my previous home in Elk River MN, but it is much slower. It freezes during video conferences and with multiple users. | 11/24/2020 2:05 PM |
| 194 | Our internet often disconnects while multiple devices are connected. We had even upgraded to 5G and that doesn't seem to help. | 11/24/2020 2:03 PM |
| 195 | The only other option is satellite and that is too expensive and too unreliable. | 11/24/2020 1:40 PM |
| 196 | I run a home-based Broadband Internet services consulting business and remote technical support company. A Gigabit internet service provider option is greatly needed in our area. | 11/24/2020 1:38 PM |
| 197 | Literally no one can provide internet to my home, I've called everyone. I only have cell phone internet and that is very unreliable. | 11/24/2020 1:36 PM |
| 198 | Twice in the last 3 months, our internet service quit. Once for 10 days, and the other to 4 days. It took many days for a repair man to fix. (By the way, all repair man have been great and very knowledgeable). At least weekly, zoom calls interrupted due to unstable internet connection. We recently upgraded to a "higher speed" due to multiple users due to distance learning. | 11/24/2020 1:06 PM |
| 199 | I have been very unhappy with Frontier from DSL speed to the high cost. | 11/24/2020 12:38 PM |
| 200 | Family of 5. I am an NP who now does telehealth with patients since COVID-19. My kids are now all doing school from home. We have 2 lines and a internet expander and still have dropped signals all the time. We love living in the space we have but with all our devices and technology we aren't able to keep "up to speed" with the rest of the world. | 11/24/2020 12:35 PM |
| 201 | Internet freezes up while kids are in zoom meetings. I cannot work from home while they are doing school stuff because it will freeze the internet. Cannot watch streaming video on more than one device at a time or while accessing the internet for other things. Random internet outages. High cost for horrible service. | 11/24/2020 12:04 PM |
| 202 | Terrible service, we constantly lose internet, I have 4 kids doing online school and we are always having to reset the modem, wait an hour to get back on, my kids lose internet in the | 11/24/2020 11:46 AM |

middle of tests, it's a nightmare. I have given up on calling Frontier for the sake of my sanity as their customer service is terrible, and they never fix the problem.

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| 203 | When our internet service goes down (better recently, but it used to be dozens of times per year), Frontier's premise was always that there was some problem inside our house that I needed to fix. In 24 years of phone/internet service from Frontier, there has never been one instance when something inside my house needed to be fixed to fix the problem. The speed is pathetic at best. Combine lousy reliability with lousy speed, and it should be no surprise that the internet service is lousy. | 11/24/2020 11:37 AM |
| 204 | constant interruptions or loss of service. streaming is very slow and intermittent at times. Tend to lose service a lot | 11/24/2020 11:29 AM |
| 205 | we live at the end of old copper lines, 12 neighbors, we require 2 services to operate from our address, cellular and slow/sketchy DSL, fiber is 3 miles away, | 11/24/2020 11:28 AM |
| 206 | We don't have enough upload speed to video anything and I can't teach virtual classes from my home-based business! | 11/24/2020 11:04 AM |
| 207 | Frontier has not been reliable over the years, with speeds slowing down and times when the entire internet is down. | 11/24/2020 11:02 AM |
| 208 | Slow download and even slower upload speeds make it difficult to telecommute for my job. Also streaming evening entertainment is also an issue with constant "loading" issues. | 11/24/2020 10:55 AM |
| 209 | We desperately need fast internet that can power multiple people needing schooling and work at the same time | 11/24/2020 10:51 AM |
| 210 | Our internet cuts in and out it's kind of frustrating to work and do homework. | 11/24/2020 10:16 AM |
| 211 | Biggest improvement in our internet experience came from buying a high-end router. | 11/24/2020 10:13 AM |
| 212 | I ordered internet service frontier at 25 mbps in march of 2020. Got a letter stating our new service is now 6.0 mbps with max download speed of no more then 9.6 or lower. Cost of service was not lowered to reflected lower service speeds. | 11/24/2020 10:01 AM |
| 213 | Frontier for 20+years at \$122 a month at snail speeds . | 11/24/2020 9:59 AM |
| 214 | need to telecommute, 2 people in the home working from home. Need stable 24 x 7 access high speed to work with my office. currently paying to much for tv, internet and phone. and had to add satellite to have a back up for our critical support work for our companies that we work for. | 11/24/2020 9:51 AM |
| 215 | we need access reliable, affordable, high speed internet for children to go to school and workers to be able to work from home and for people to get access to reliable internet for other things also | 11/24/2020 9:40 AM |
| 216 | For our business the internet is what we are becoming more and more dependent on. And at the current state we have been weekly hiccups with our provider that brings our business to a crawl. | 11/24/2020 9:26 AM |
| 217 | Frontier was awful, Midco has been great. | 11/24/2020 9:13 AM |
| 218 | Frontier has been unreliable for years and the cost just keeps going up. | 11/24/2020 9:04 AM |
| 219 | Most of the time, the internet is working good. There is random times that the internet will just cut out. I would like it to not cut out on me when I am working on my work. | 11/24/2020 8:59 AM |
| 220 | we moved into Lindstrom thinking the internet would be better than we had in n orth side center city. I was very disappointed that it wasn't that much better. with home schooling and working as teacher we can't all be online at once. I know we aren't alone as the students I work with have the same struggle. | 11/24/2020 8:52 AM |
| 221 | As blank as this box was. Intermittent at best. Can't stream anything so we can't change our TV service to reduce costs | 11/24/2020 8:48 AM |
| 222 | I run my business from home and rely on internet for email, meetings, research and sending very large data files, sometimes in excess of 100MB per file. Satellite just does not cut it. I need stronger, faster, better internet without weather related outages in order to grow it even farther. | 11/24/2020 8:44 AM |

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| 223 | We've always lived in an area that didn't have fast or reliable internet. It didn't matter as much several years ago. But now, since March, it has been more necessary more than ever with my husband working from home, and my middle schooler and college students taking classes from home. It is apparent that this will not be changing anytime soon. We also have had some theft issues and would like to install a security system like the Nest system which uses wifi, meaning we really need a stronger, more reliable internet to keep us and our property safe. | 11/24/2020 8:44 AM |
| 224 | Service is unpredictable | 11/24/2020 8:36 AM |
| 225 | We basically pay for internet that never works. We can't use our phones and be on the internet at the same time. In order to complete basic work tasks we all use separate hotspots on our phone. It's incredibly frustrating. | 11/24/2020 8:31 AM |
| 226 | I am frustrated with the speed of the internet (Frontier) dsl | 11/24/2020 8:29 AM |
| 227 | Dropped Frontier 4 years ago due to not being able to use it-it took forever to load anything. I was lucky Midco was in my area. | 11/24/2020 8:08 AM |
| 228 | Frontier has been very disappointing since we moved here about 10 years ago. Inconsistent and terrible customer service. Internet speed is honestly ok, when it works. But faster is better and would support our business better too! | 11/24/2020 7:52 AM |
| 229 | Tired of slow Internet and movies not downloading. Losing connections etc | 11/24/2020 7:50 AM |
| 230 | I don't have one. I don't need or want faster internet. | 11/24/2020 7:37 AM |
| 231 | I upgraded at one point and it made no difference. I requested to go back to my original internet and was told that wasn't possible as they had no band width to accommodate me and they claimed any new homes built will not be able to have internet ! that statement from the manger was shocking. | 11/24/2020 6:51 AM |
| 232 | We had Frontier previously, they were horrible. Had some dropping with Midco for awhile, they came out and fixed. Sometimes the wifi goes awol. | 11/24/2020 6:36 AM |
| 233 | We have 5 kids trying to use the internet for school. As of now one kid needs to go to my work so that he can get on his classes. The other kids have to have their cameras off so that the class doesn't glitch. At times we need to use hot spots so that the kids can go to class on line. Sometimes at night Netflix wont load so we can not even use our service. At times for homework kids need to take turns doing school work because the internet crashes. It has been a challenge. Would love to have faster more reliable internet. At times I feel like I am not getting the service I am paying for. | 11/24/2020 6:15 AM |
| 234 | We do notice that even if we have a fairly new router and high speed internet, the speed tests don't really show it. | 11/24/2020 5:18 AM |
| 235 | I have kept logs for the past few years detailing when internet went down. It used to go out about once a month and it would take Frontier a week to fix it. For the past year and half it has been stable. We use the internet for streaming, gaming, work, and for trying to teach online highschool classes. I feel forced to go to school everyday instead of working from home like most of the staff just so I can utilize our schools' better internet. It takes me at least 15 minutes to upload a lesson video from home and while that is happening I cannot do anything else on the internet - uploading causes a near shutdown of anything else related to the internet. I also have difficulties hosting online live lessons from home due to our internet. Internet prices have steadily increased. I now pay \$40 to have landline phone access and \$51 for poor internet speeds. Adding taxes and fees this is a total of \$129 per month for phone and internet. Those elsewhere pay less and get a whole lot more. We have only reliably gotten about 5-6 mbps download and 0.7mbps upload. | 11/24/2020 2:30 AM |
| 236 | We have midco and things seem to be fine overall. | 11/24/2020 12:53 AM |
| 237 | We have DSL. At the speed we currently have, watching anything on TV is generally interrupted by buffering for 3-5 minutes per hour. Surfing the web and working from home are generally not slow or interrupted. | 11/24/2020 12:33 AM |
| 238 | I opted for a higher speed, they advertised and in reality when they come out they can't even provide it.. I am paying for higher then their basic but it is not always speedy. | 11/23/2020 11:49 PM |
| 239 | High speed internet would help for me and my wife to work from home while my children are doing distance learning without having internet issues. Since we have moved into the area in | 11/23/2020 11:29 PM |

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| | 2015, we have had many issues with the Frontier coverage. | |
| 240 | I have lived down here almost 5 years. Yes, there is internet. No, I will not pay a premium price for crappy service. So, I have no internet. We need it, but I have strong morals and I will not support bad business. | 11/23/2020 11:04 PM |
| 241 | would love to have fiber optics broadband internet. | 11/23/2020 11:03 PM |
| 242 | We have poor cell service, so we need wifi for our phones to work, we stream video, use internet for social, school for child, shopping. There are only 2 towers that support our service within a long range, so it doesn't stay connected all the time. | 11/23/2020 10:50 PM |
| 243 | Our internet works well some of the time but is spotty and slow. | 11/23/2020 10:37 PM |
| 244 | We have two kids distance learning, and a third in college who could have come home for this semester due to being switched to full distance learning, But our internet isn't reliable enough, so she stayed on campus in order to have internet she could trust to do her classes. We also have one person working from home who is the receptionist at her place of employment. It is 50/50 whether I can hear a called or they can hear me because our internet is so unreliable. And if the two school kids are in a Google Meet, I definitely can't answer the phone for my employer. We also do online bookkeeping for our drywall contracting business, but that doesn't always work great either. And our cellphones are through T-Mobile, which means that if we don't get good coverage, our phones can use our wi-fi to keep a call stable, However, because our wi-fi is so unreliable, we have to pay for a land-line in order to be sure that we have a phone to use no matter how our internet is working. So we are paying for something we rarely use, but we need to have it available in case of an important business call or in case the kids are home alone and have an emergency and their cellphones aren't working. | 11/23/2020 10:27 PM |
| 245 | Our internet connection varies greatly, depending on the day. Some days is okay, other days we get kicked off our connection repeatedly. With 4 adults all trying to telecommute and/or run a home-based business, this is exceedingly challenging. We've tried numerous ways to access the internet, with no really satisfactory solution in site. Our great hope is for Fiber to the Home!! | 11/23/2020 10:23 PM |
| 246 | We lose internet at least 3 to 5 times a day. I run a home based business and my partner is a day trader - doesn't bode well for a day trader when things go down. | 11/23/2020 10:21 PM |
| 247 | Entertainment/Full spectrum use/Shopping | 11/23/2020 10:16 PM |
| 248 | Reliability and speed are desired most | 11/23/2020 10:16 PM |
| 249 | We've been paying \$50/mo for .5mbps upload and 2mbps download for 10 years now. Internet is unuseable on a regular basis. Strongly considering relocating for this reason as my job requires good internet. | 11/23/2020 10:16 PM |
| 250 | We have had terrible service with Frontier despite repeated service calls. We lose service at least one weekend per month. On a great day we get 17mbps but average more about 5mbps and on the slow days can be down to about 1 mbps. With 3 kids that are doing distance learning that's hardly enough to accomplish their schoolwork. We've called MidCo but apparently we're 1/2mile too far down the road even though we're on a major county road and you can see that the lines are already ran they refuse to put us on the line. We moved here from California and paid less money out there and got far faster and more reliable service. | 11/23/2020 9:59 PM |
| 251 | Very unreliable and when it does hardly work it is very slow and bombs out... | 11/23/2020 9:45 PM |
| 252 | tried frontier twice and they were slower than satellite. Would really like get better high speed internet and more internet providers | 11/23/2020 9:31 PM |
| 253 | Needed it and Frontier hooked me up in two days. They are more expensive than others but Midco said over a month wait. | 11/23/2020 9:27 PM |
| 254 | Started with frontier and they were TERRIBLE in every aspect. Midco is better but it still has poor network quality that they were unable to resolve | 11/23/2020 9:04 PM |
| 255 | Frontier made little changes after the most recent fines from The State of Minnesota. It's not uncommon to be out of service for 12 hours, have service for 2 hours, then go out again. Hopefully when we wake up we have service, but not always. Then they send you a bill for the entire month or credit you pennies for measures time you were out of service. It's not ok. Mid | 11/23/2020 8:28 PM |

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| | Continent will not cross to the north side of Hwy 95. I've asked twice now. Most recently last month. | |
| 256 | Had frontier, they were Awful. Switched to midco who had been decent but with kids dying school from home, there is more of a lag and class meetings break up more than I'd like. | 11/23/2020 8:25 PM |
| 257 | Frontier sucks. My husband and I can't work from home together because his job involves a lot more bandwidth than what we have. If I'm online, he can't do his job. | 11/23/2020 8:22 PM |
| 258 | We used to rent a home in Center City. We were LUCKY to have Midco. We moved to Lindstrom.... Literally down the road and our only option was Frontier. I work from home and now have three kids needing to do distant learning plus my husband is also working from home. Before the pandemic our internet quality was poor and we had to call over and over because the service would go out. My job can't wait. We basically gave up. We literally call Midco every couple months to see if they finally expanded down the road. Something needs to change! | 11/23/2020 8:14 PM |
| 259 | Having broadband accessible would mean a great deal to our family. We have a middle schooler at home distance learning, and I, work remotely from home full time. We are using the internet for zoom calls, in-class learning, Wi-Fi calling, streaming services, and much more. Frontier's service has been horrible and spotty, and there is nothing we can do to get better service. Living around so many lakes, our cell services is very spotty, sometimes non-existent. We depend on Wi-Fi calling to get coverage in our area. The internet service we have currently hinders my ability to work at home and have a child at home distance learning. I often tell my son to stop using the Wi-Fi while I download a report or jump on a call. Please get allow this possible to have broadband in our area! | 11/23/2020 8:10 PM |
| 260 | Extremely slow! | 11/23/2020 7:50 PM |
| 261 | Since Covid, our Frontier internet goes out up to ten+ times daily. Our student is constantly getting kicked out of class. We got her a T-Mobile hot-spot, same problems! Before Covid, we had very few, if any, problems with Frontier internet. | 11/23/2020 7:43 PM |
| 262 | Poor speed. Internet fails at least once a day. Requires shutting it off and restarting. Not able to stream movies. Can't have two people being on the internet on their phone at the same time. One person then uses cellphone data which causes high usage and extra fees. | 11/23/2020 7:41 PM |
| 263 | Don't have one | 11/23/2020 7:22 PM |
| 264 | Have best internet available in area. Fiber optic cables stop approx one mile from home so we can only get phone or satellite internet providers | 11/23/2020 7:15 PM |
| 265 | It's so hit or miss. If all 3 kids are online with school I cannot do a work zoom call ☹️ | 11/23/2020 7:09 PM |
| 266 | We are fortunate to have Midco. They are reliable and fast. However it would be nice to have a competitor with the same or better service for more options/more competitive pricing. Verizon data works very poorly. My WiFi always has to be on in order to get anything data related to load properly/ at a reasonable speed. | 11/23/2020 7:06 PM |
| 267 | The internet works well but at times, distance learning can get kicked off due to the internet connection. Programs can run slow as well for when I do work from home. | 11/23/2020 6:45 PM |
| 268 | no i am ok | 11/23/2020 6:30 PM |
| 269 | So frustrating. It was horrible for the longest time and we couldn't even get through to Frontier for anything, let alone the internet. My husband couldn't work from home and was just plain crabby when he tried. Frontier stepped up to help us when he confronted a higher-up at a community meeting a couple of years ago. It's better then it was, but still not reliable. I know we have it better than some around this area, but for what we pay, it very frustrating in so many ways. I pay all my bills online.....I have maybe 7 bills, and sometimes it takes 2 hours to accomplish that on a bad internet day. Ugh! | 11/23/2020 6:29 PM |
| 270 | Frontier is the WORST company! Even their staff don't like it!! I have lived in the area for 20 years, have kids that have had online school work and have worked in the area for 6 years and have yet to meet anyone who has had success with or is happy with Frontier. They tried to talk my boss into paying more for high speed internet at one point, and we were right next to their new cable upgrade, but what good is having high speeds, if you can't count on it working. Every time I called for repair, they would ask me to do a speed test which is impossible if your internet is down (which was why I was calling). Through the years, the speed has improved but | 11/23/2020 6:13 PM |

again, high speed is pointless if the internet doesn't work. ANYTHING you can do to find a better provider would be GREATLY appreciated!! I hear Midco is good but Frontier currently is the only provider available.

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| 271 | Frontier sucks!! Pay for 20MB and rarely get 10mb when I do a speed test. Cannot stream movies without buffering. Online gaming is terrible and my kids constantly have issues with school. | 11/23/2020 5:56 PM |
| 272 | I pay for 100MBPS but only get 60-70 mbps. The line going to my house needs to be replaced and they won't do it | 11/23/2020 5:52 PM |
| 273 | Started with Frontier (Not very good) and speeds were 20 meg at best. Dropped out frequently. Midco came to the neighborhood recently. They are great! | 11/23/2020 5:43 PM |
| 274 | We had Frontier when we first moved in and they were absolutely horrible. We paid for a service that never worked. When we would call in which was very often they could could never find my account I would have to get transferred to several different people. Once I would finally talk to someone who found our account they would try telling me we have nothing wrong with our internet. I'm so beyond happy that we moved to Midco and now have had no problems. | 11/23/2020 5:39 PM |
| 275 | We've had frontier for many years. High speed internet is ok. We often have drop offs of service, but we find other things to do while we wait. Calling the company is am extreme hassle and I would much prefer having someone come to the house to troubleshoot than calling Texas and have them only partially solve the issues. | 11/23/2020 5:33 PM |
| 276 | I just upgraded my modem so I haven't had to "pull the plug" to restart it now. Before the update I was having to reboot at least 5 times a week to get the internet working again. | 11/23/2020 5:25 PM |
| 277 | We had dial up 20 years ago. I'm not a computer guy, but agriculture is getting to need more. We've been Dish customers forever but it's getting to be not worth the price. More reliable access would be nice for my son to continue farming and for any resale value on real estate moving forward. | 11/23/2020 5:09 PM |
| 278 | We have Midco and it is pretty good. Current high speed is 100MB download and 10MB Upload. | 11/23/2020 4:59 PM |
| 279 | Our internet is very slow. | 11/23/2020 4:48 PM |
| 280 | I teach online piano lessons in a tri plex. When both my neighbors are home, one on his roku tv, my video calls get super glitchy. Drop calls, etc | 11/23/2020 4:43 PM |
| 281 | Frontier DSL, bit too slow and issues with connectivity and hardware consistent issues added Att cellular unlimited to split traffic but signal has gone from full bars to 1/2 or no signal connectivity. Pay way too much for this level of access/issues. Wanting fiber to solve bandwidth to solve issues and be able to have 4 people work/study remote unfeathered. It would be really if we could stream a movie again, it has been a year since we have been able to accomplish that. | 11/23/2020 4:30 PM |
| 282 | Na | 11/23/2020 4:27 PM |
| 283 | We've recently moved into the area, so we aren't fully aware of Midco's speed and/or its limitations. | 11/23/2020 4:23 PM |
| 284 | no | 11/23/2020 4:21 PM |
| 285 | no additional input | 11/23/2020 4:18 PM |
| 286 | Internet connection is very slow. Service is slow, once took Frontier 3 days to fix which is unacceptable when need to telecommute during COVID | 11/23/2020 4:05 PM |
| 287 | We have slow upload and download. We lose service or have to reboot the modem. When working from home it is VERY slow. | 11/23/2020 4:05 PM |
| 288 | Uh, not sure | 11/23/2020 3:58 PM |
| 289 | Started with dial-up many years ago. Used dial-up when first moving to Lindstrom in 2004. Upgraded to DSL from Frontier after a few years. Noticed lots of outages but didn't much care because it was mostly for casual use. With COVID, my wife and I started working from home in March 2020. Our two sons were also doing school from home. Reliability of Frontier became an issue so we switched to Midco in September. | 11/23/2020 3:46 PM |

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| 290 | Na | 11/23/2020 3:45 PM |
| 291 | wish we could get it for less. | 11/23/2020 3:40 PM |
| 292 | WI-Fi shuts down often and have to shut off modem and restart. Kids complain they lose WI-FI in other parts of house. | 11/23/2020 3:25 PM |
| 293 | NA | 11/23/2020 3:22 PM |
| 294 | We lose internet service if it is raining, snowing, windy even if the weather is bad in the cities. We will also stop if 2 people are using the internet at the same time. When we have a zoom class, everyone's phone and other devices must be turned off or the call will be dropped before the class is over. | 11/23/2020 3:17 PM |
| 295 | It has been mostly reliable and is used daily for both work and school as well as entertainment | 11/23/2020 3:11 PM |
| 296 | Looked at online reviews - Frontier and Midco available. Went with Midco due to horrible reviews for Frontier | 11/23/2020 3:07 PM |
| 297 | We pay alot for Midco 5G and very seldom get it. The router needs to be rebooted constantly and especially on weekends and holidays the speeds drop drastically. Overall not impressed by Midco. I work remote and have 3 kids distance learning. | 11/23/2020 3:05 PM |
| 298 | Hughes Net does not allow access with a VPN so working from home I have to use my hotspot. Also, Hughes Net has limited data so we usually run out before the end of every month. Rural Home owners should not have to pay extra taxes or charged assessments to have access to high speed internet. | 11/23/2020 3:01 PM |
| 299 | When I moved from saint Paul here, I focused our house search based on where high speed internet is available. Since living here, internet has been mostly reliable and fast at a reasonable price from midco. When it does drop, I can use my cell hot spot. | 11/23/2020 2:58 PM |
| 300 | We drop signal constantly and it doesn't reach all points in our house, only the common area near the router. | 11/23/2020 2:33 PM |
| 301 | Need it especially for children doing Distance Learning full time. | 11/23/2020 2:21 PM |
| 302 | I used to live in Almelund and had Frontier for internet service. It was TERRIBLE. I was thankful to move to Taylors Falls and we know have real internet. Frontier needs to GO | 11/23/2020 2:21 PM |
| 303 | We have been using midco for the last 3 years and have been very happy with the service and customer service. They were quick to come out an lay lines when we moved in, and haven't had any major outages. | 11/23/2020 2:20 PM |
| 304 | I used to have frontier and the service was terrible. Constantly lost internet connection and had to reboot the modem. Lots of processing. Currently have midco, the service is better but once my neighbors were added on it started to slow down and took longer to load webpages and streaming services. Not as bad as frontier and much happier with midco. | 11/23/2020 2:20 PM |
| 305 | The speed I can afford just barely covers my needs, is frequently interrupted by my dsl line dropping. | 11/23/2020 2:15 PM |
| 306 | very poor internet. Our cameras can't run on our wifi. The children can not attend school well with the internet we have. | 11/23/2020 2:10 PM |
| 307 | price has risen to double what it was 1 yr ago | 11/23/2020 1:50 PM |
| 308 | Our internet is crap, Frontier is a joke ! | 11/23/2020 1:48 PM |
| 309 | We use internet 80% of the day. Being home with a toddler means LOTS of streamed cartoons. | 11/23/2020 1:41 PM |
| 310 | We moved to a place that is only serviceable by satellite due to Midco not willing to bring in a line to offer us the broadband that all other homes on our street have. When I called and spoke with Midco they completed a serviceability report they stated they could provide me internet. When tech arrived he said that he would not be able to provide internet due to the length of my drive being .13 miles long. We had many calls and tech visits to be told by Midco to find other options until spring when they "might" be able to provide service by digging a line with a amp jump box. We looked into TrueSpeed and due to tree coverage we are not a candidate at this time for where they have their equipment on the Lindstrom tower. Our last option was sateliite which offers us internet to do the distance learning for our children, my telecommute job and | 11/23/2020 1:21 PM |

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| | offer entertainment at almost \$200 a month for this service. This makes our budget extremely tight but we have no other choice. | |
| 311 | na | 11/23/2020 1:12 PM |
| 312 | Frontier has decent speed, but the reliability of the service is horrendous. Frontier is very affordable. I've just learned that MIDCO is available in my area, but due to the connection point being on the other side of a neighbors driveway I'm not able to obtain this service until spring. | 11/23/2020 1:07 PM |
| 313 | We have Frontier and have been told that we are between two hubs, so no matter what we won't ever get faster speeds, no matter how we spend. It is so frustrating when my child has to do his homework. | 11/23/2020 1:02 PM |
| 314 | We just built a new house on the south end of Green Lake and it's been a nightmare trying to get reliable internet to our home. Our cell phones have little to no service in our home, further limiting our accessibility. MidCo services our entire neighborhood but refused to run a line to our home unless we paid \$125,000 for it. No thanks. Frontier took us on, but at embarrassingly low speeds of 4 Meg download and .3 meg upload. Lately, our internet has been going out all together, which makes participating in online Zoom meetings for work impossible. Not having access to high speed internet has been the biggest frustration and downside to an otherwise totally pleasant and welcoming transition to the Chisago Lakes area. | 11/23/2020 12:56 PM |
| 315 | We need it, and thus far our internet through Frontier has been reliable. It's frustrating that we live so close to the metro and our internet is worse than those who live in places like Pierz, MN and other outlying areas around the state. | 11/23/2020 12:53 PM |
| 316 | 2 Adults working from home full time operating multiple computers at the same time. Also 2 children doing school from home full time. We need to schedule video calls around each other. We also switch back and forth from home internet to cellphone internet depending on what is going on. We stream our tv over the internet as well. The speed we have in not enough at throughout the day. | 11/23/2020 12:31 PM |
| 317 | We have great internet through Midcontinent. We pay about \$80 per month but it works great for us. I wish it weren't so expensive. We do not encounter service interruptions very often. When we were with Frontier our service was constantly down. Download: 74.33 Mbps, Upload: 22.06 Mbps | 11/23/2020 12:31 PM |
| 318 | We paid for upgraded internet speed and things are better than they were, but still I am unable to have video calls without a notice coming up saying my internet is very slow and the screen freezing. Also, it unexpectedly drops out at least 10x per day. This is very bad when hosting an online seminar or during customer video calls. | 11/23/2020 12:26 PM |
| 319 | If the internet was more reliable we would move to this address full time. My husband runs a business from our home in Woodbury MN and I am not working from home full time and need to video conference with a lot of individuals. Since we can't get reliable, fast internet at our Center City home, we are only able to use it as a cabin and don't want to move there full time until there is better internet. | 11/23/2020 12:24 PM |
| 320 | We have been unhappy with the service from Frontier for years (with the exception of our local Frontier repairman who has always been courteous and helpful)! We would love another option to consider for our home internet needs. | 11/23/2020 12:16 PM |
| 321 | A story? | 11/23/2020 11:45 AM |
| 322 | I live on a road that doesn't have fiber cable. We only have one choice for internet. I would prefer more reliable, faster internet for our work from home and online learning needs. | 11/23/2020 11:32 AM |
| 323 | We absolutely LOVE MIDCO! The pricing is a little high but better than anyone else! | 11/23/2020 11:29 AM |
| 324 | Works pretty good generally, some days seem to be more prone to issues than others. Overall I give it a B but has a lot of room to improve as well | 11/23/2020 11:21 AM |
| 325 | too slow and unreliable for movie downloads etc | 11/23/2020 11:18 AM |
| 326 | Always had frontier as no other option. It's out at least 4-5 times a week, on and off. We've called frontier numerous times, have even gone into their local office. It is totally unreliable. My husb telecommutes and his company gave him something with unlimited data through a company phone. We have poor streaming. Until recently, both our daughters were home and it was a nightmare to use internet. We even bumped up the speed (more \$). Totally unreliable. | 11/23/2020 11:08 AM |

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| 327 | Horrible, unreliable, I get disconnected from work zoom, kids get disconnected from Google meet. Worse after 1pm | 11/23/2020 10:57 AM |
| 328 | Finally dumped Frontier! Now have MidCo newly installed...seems to be much better | 11/23/2020 10:53 AM |
| 329 | The internet out here is awful Midco is my provider and I run an insurance agency out of my home. I experience at least 2-3 outages a day and has become extremely unreliable. We need better or more options. | 11/23/2020 10:41 AM |
| 330 | Frontier is overpriced, has poor speeds and terrible customer service. Unfortunately it is currently our only option for internet. | 11/23/2020 10:35 AM |
| 331 | We live in the Cities but have a summer home in Lindstom on North Center. It's difficult to stay connected any time we're at "the lake". We would probably stay there more often if we had better internet service. | 11/23/2020 10:32 AM |
| 332 | N/a | 11/23/2020 10:25 AM |
| 333 | We use our internet for a CL middle school student and CL high school student. Also 2 of us working remotely from home full time. | 11/23/2020 10:21 AM |
| 334 | Back in my day, you had to use a phone line to access the internet and pages took 5 minutes to load. If someone called, you got kicked off it. | 11/23/2020 10:02 AM |
| 335 | My internet drops strength and becomes spotty when more people are using it. The wireless signal does not even make it to our deck/porch. We have basic internet and I feel like we pay a lot for it. | 11/23/2020 10:01 AM |
| 336 | We had frontier for nearly a year while living in New Richmond, Wisconsin. It was the most miserable experience. It would go out nearly 100 times in a 25 hour period. | 11/23/2020 10:00 AM |
| 337 | Moved in the area in 2007. Frontier was the only option. It was so-so service. Went with Midco years ago and we've been happy with it, but have had intermittent issues & outages. Has been a good service, but not perfect. | 11/23/2020 9:57 AM |
| 338 | I work from home. My internet was barely enough to support on individual work needs and now with one college student and a high school student all attempting to have zoom meetings, stream videos and finish assignments, many times we find that at least one of us or all of us are unable to do so at the same time. Coordinating my work and the kids schooling has become a nightmare. | 11/23/2020 9:55 AM |
| 339 | Fiber lines were brought to our area a few years ago, but we did not receive access. We were told by Frontier that since our road was private and had only 6 homes on it that they didn't feel we were worth it to run fiber to our neighborhood. We were also told we are not allowed to change our current plans. If we do we will not be able to return to Frontier and have to find our service elsewhere. That leaves our only option to be satellite which is too expensive and unreliable. | 11/23/2020 9:53 AM |
| 340 | The internet is just barely adequate - if anybody else lived here it would most likely not keep up. There are also somewhat regular outages where I have to re-set the router (2 times or more per month), and about once a year I have an outage that requires more than an hour on the phone with tech support. | 11/23/2020 9:50 AM |
| 341 | Frontier is the only option available to our address. It drops frequently with up to 7 days to resolve connectivity issues. It does not meet my business needs for upload speeds and is very difficult to do distance learning from home. I have had to increase my cellular plan to unlimited but still do not get fast enough access speeds. | 11/23/2020 9:46 AM |
| 342 | Hughnet is the only option for us in our area. Very expensive and not nearly enough coverage. I have to work in office due to this. If my daughter had to do google classes this internet would not work. She is doing where the teacher if prerecorded the only way it works. We have to use a hot spot for movies. Midco is .3 miles from our house, we are unable to get it. | 11/23/2020 9:43 AM |
| 343 | NA | 11/23/2020 9:35 AM |
| 344 | While we heard a lot of terrible feedback about Frontier's coverage and service, we have only had a couple instances where we needed assistance from Frontier that impacted our ability to work from home, which is our main concern. We've been able to handle issues on our own for the most part, and the internet itself has supported our needs for the most part. We've only had a couple instances where it was slow during the work day. We know this isn't the case with | 11/23/2020 9:33 AM |

most people, and Frontier is our only option right now, besides satellite. We would appreciate a more stable connection and better cost, and some competition to choose from, as well as better customer service (where there are people available to fix issues faster than a week out from when we call - that has been our biggest issue with getting things fixed). We've only been in our home for 4.5 months, so we haven't had as many experiences as others.

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| 345 | Frontier is a criminal organization (found guilty in the court of law) and they are the absolute worst. Please help us. | 11/23/2020 9:31 AM |
| 346 | When Midco has deals we will take the year long promo, but once it goes over \$50/month then it's not in our budget. We have very limited GB/data of mobile hotspot for when we need internet access but definitely miss out on the educational programs for my kids, (lately) church sermons and activities, and miss the luxury of being able to stream shows when we have the mobile hotspot. | 11/23/2020 9:29 AM |
| 347 | We have been extremely unhappy with Frontier for years, the only other one available for us that we know of is Hughes Net and we've heard stories about them. We currently pay \$84 for internet, we just talked to T-Moble about swishing. | 11/23/2020 9:28 AM |
| 348 | So So slow! | 11/23/2020 9:28 AM |
| 349 | Internet access is limiting my children's access to schooling, regardless of pandemic or distance learning. This is causing us to seriously consider relocating our family based on internet access. In addition to education, all of us are decades behind as we don't have consistent access to current and worldwide knowledge and entertainment sources. My peers at work cannot believe I live 30miles from work and yet have such limited access and no reasonable options, e.g. Satellite to access up to 100mb/s is \$300 for 150GB and then it's prioritized behind other customers--this is what a household could easily use in two days with "normal-2020" access doing "normal-2020" actions using internet. Things like thermostats, home security, appliances are all now internet able, yet we cannot afford to use our limited internet to manage our household. It's about equal access, which doesn't pay the companies to cover rural areas because of lack of population density. There has to be something in the monopoly about Frontier in our particular location? We have lived here 15 years and never had another option than Frontier--who's internet speed is 2.5mb/s; this is a crime in 2020. | 11/23/2020 9:18 AM |
| 350 | We have zero providers that offer service to our home. Frontier has "reached their limit" to houses In our area and Midco has not come down our road yet- for over 3 years that we have lived here but they offer to the houses 1 block away. Satellite providers have limits and are too expensive. | 11/23/2020 9:09 AM |
| 351 | The options are low and the service is bad for the cost | 11/23/2020 8:55 AM |
| 352 | We are only able to get Frontier here and for the awful speeds and high cost it is not worth it. Century link fiber optic ends about a mile from us. | 11/23/2020 8:53 AM |
| 353 | internet locks up working from home/school from home ... Hulu Live tv often glitches/lags, same with kids Xbox | 11/23/2020 8:27 AM |
| 354 | Would prefer Xfinity. | 11/23/2020 8:12 AM |
| 355 | Internet is as necessary as using an automobile these days. | 11/23/2020 8:11 AM |
| 356 | Some days the computer takes a great deal of time to load any information. I write books and the computer lags behind the typing by several words on occasion. The speed of upload and download are unreliable. | 11/23/2020 8:02 AM |
| 357 | Family of 4, working from home and distant learning. Our current Frontier internet speed and reliability does not allow us to consistently and reliably work and go to school from home. The biggest challenge is uploading large files. We consistently need to rely on our cell phone hot spots to get buy. We would be willing to pay significantly more for a higher speed/more reliable internet service. | 11/23/2020 7:58 AM |
| 358 | Most of the time it's okay but sometimes it's so slow it won't load pages and I need to have other household members get off their devices or off wifi. Usually, this happens in the evening. | 11/23/2020 7:28 AM |
| 359 | Went with Midco because they were the only one to offer us internet at our home. Love the speed, hate the price (\$108/month). | 11/23/2020 6:58 AM |
| 360 | I was working from home before COVID. Even then it was a nightmare. Service is always in | 11/22/2020 11:34 PM |

and out - having to restart the modem 20 times a day and praying it will hold out through my next video conference. It always makes me paranoid that I'm going to get laid off for having horrible internet service. I've even looked into renting office space where i could get Cable or Fiber - but the cost is crippling. I just want to be able to do my job while my kids get their school work done - without having to restart the modem 20 times.

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| 361 | We are basically in a dead spot. Nancy owns a private business and teaches online. She has to drive to places that have high speed internet access to do much of her business, like uploading videos. If either of us has an important meeting online, all devices (iPhones, iPads, computers, etc.) must be turned off. We can not watch videos online or livestream events. It's a horrible situation. There is no cable here. The line stops about 1 or 2 miles from our street. No other options, besides DSL are available to us - we've tried everything and the trees in our area prevent any transmission to towers. We would be very upset if Chisago City upgraded everyone else's internet and did nothing for our neighborhood. We should be able to be connected to the world via high speed internet. It's one of the most frustrating things!! And all of our neighbors feel the same way. Thank you for doing this survey. | 11/22/2020 11:20 PM |
| 362 | We moved here almost two years ago and have been frustrated with Frontier | 11/22/2020 10:34 PM |
| 363 | Most of the time our internet is fairly good, but lately it's been slower and we've had limited bandwidth issues. Zoom calls and meetings have been choppy with lots of buffering. | 11/22/2020 9:59 PM |
| 364 | Huh? | 11/22/2020 9:06 PM |
| 365 | Had Frontier for a decade, internet cost went higher and higher but the speed and connectivity were poor. Jumped at the chance to switch to Midco. No surprise, internet cost goes higher and higher and I had to pay for an additional wifi extender just so my student can get a signal in her lower level bedroom in a house that is only 2000 square feet. I'm now paying over \$70 a month for Midco highspeed internet. They say they have a faster speed, but it will cost.... | 11/22/2020 8:19 PM |
| 366 | For years we have been frustrated and hated our internet. We have told Frontier if we had another choice we would be gone. Horrible service/quality/customer service/over priced etc. | 11/22/2020 6:48 PM |
| 367 | We recently moved here and the neighborhood complained about how slow the internet is. Coming from the city where xfinity broadband has been reliably fast, we were concerned. Frontier does offer 5G so we went with that. Midco recently came into the neighborhood but only offers 1G. When many people are utilizing sometimes there is buffer and my son says he doesn't always get signal in his bedroom. We would be supportive of bringing broadband | 11/22/2020 6:47 PM |
| 368 | We use mobile hotspots for three students and one work from home parent. Because frontier is the only land based provider available to us and we do not want to give them our business. | 11/22/2020 6:03 PM |
| 369 | Having only one provider is frustrating, particularly as Frontier has very poor customer service, marginal reliability (often drops service during the work day), and intermittent streaming speeds. I would like the option to not have to plug the modem into the phone jack, which is in a bedroom and awkward. Having legitimate competition in the area might make Frontier step up its game and provide high speed, quality reliable service. | 11/22/2020 5:41 PM |
| 370 | Not happy when it crashes or takes forever to launch in the morning. But overall, it's accommodating. | 11/22/2020 5:29 PM |
| 371 | Frontier is terrible and we need fiber internet with faster speed | 11/22/2020 5:08 PM |
| 372 | Would like to have good reliable internet that is able to be used across multiple devices without having to constantly turn one of our devices off to offset the slow and disruption in internet service. | 11/22/2020 5:02 PM |
| 373 | We can only get Frontier internet services, which is less than optimal! Horrible customer service, long wait times to talk to reps, expensive, unreliable slow internet. | 11/22/2020 4:28 PM |
| 374 | Have had to pay more for faster internet through Frontier. It has improved my connections but it is not always working that well. Obvious issues as more are working from home and straining what we have. | 11/22/2020 4:06 PM |
| 375 | We continually call Frontier to address outages, scratchy phone service, and slow internet. | 11/22/2020 4:01 PM |
| 376 | Our internet has been going in and out throughout the day/night. While watching a show on Hulu, it stops in the middle for a second or two and then resumes. It's more annoying that anything especially for the price we pay. | 11/22/2020 3:37 PM |

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| 377 | Internet it slow, unreliable, and barely reaches throughout the house | 11/22/2020 3:35 PM |
| 378 | Our internet is fine right now, but as kids get older and more of us are on the web, what we have is NOT going to cut it. | 11/22/2020 3:24 PM |
| 379 | Use to have DSL in "the old days". Ever since I wired up with Midco its been tremendous. Sorry to hear others are off the grid. | 11/22/2020 3:21 PM |
| 380 | My internet is a gift from a friend. I've been too broke to afford either internet or cell phone. This year has just been horrendous. So was 2019. When my gift ends I may have to cut service because I can't afford it. I need internet but I can't afford it. I need cell phone, too but I can't afford it much less both internet AND cell phone. Right now it has to be one or the other. This pandemic is awful. But anyhow Midco has been slow...very slow on some days. And other days I've totally been cut off from the internet. There have been like three times a week at most that I lose internet for a couple hours. I use the internet for video calls to mentees. I teach American Sign Language so I need video but often the picture is blurry and often disconnects in the middle of a call. So I can't really work with my mentees. The connection is bad and this is at all times when I make a video call. I figure faster bandwidth will help with making my video calls cleaner and with a better picture. I would like that. | 11/22/2020 3:18 PM |
| 381 | Our internet speed is very poor. Most the time is cuts off. Very poor service!!! | 11/22/2020 3:01 PM |
| 382 | Would like to be able to telework from Chisago Lake cabin, but current Frontier service is too slow to do anything more than email. | 11/22/2020 2:32 PM |
| 383 | We are a household of 6. 4 kids in school/online. One adult in online college. One adult that occasionally telecommutes. We also stream all television. Our service is down often, spotty when working, and never strong enough for all to be on school meetings at once. Frontier should be ashamed that their service gets worse while they raise rates every year. Frontier is our only option and this equates to anti-trust issues and horrible customer service. No competition means they have no need to do better. | 11/22/2020 2:15 PM |
| 384 | ?? | 11/22/2020 2:14 PM |
| 385 | We only have one choice and that is frontier. When it goes down it can be up to a week before they get someone out to fix it. | 11/22/2020 2:13 PM |
| 386 | It cuts out very often. During streaming and surfing. Very frustrating | 11/22/2020 2:12 PM |
| 387 | Currently our Frontier connections seems to be bogged down since Covid 19 and people are working from home and kids are online for school. I often find me having to switch to my phone tether to get a good Internet connection. | 11/22/2020 1:51 PM |
| 388 | our internet is unreliable and spotty. There are certain spots in our house that the service cuts out regularly and some areas are better than others | 11/22/2020 1:51 PM |
| 389 | I understand the actual process of the internet and the way it can be provided, I work for a major cable provider. I know that wifi is for coverage and that the result of a speedtest depends on a lot more than just doing a test. I did several tests and I couldn't get over 80 on the provided link yet I got over 100 on multiple other sites | 11/22/2020 1:41 PM |
| 390 | We have had personal computers in our home since 1980. 2 of our children (in their 40s) Have careers in the computer field. We went from dial up to Cable wi-fi when it came in. | 11/22/2020 1:34 PM |
| 391 | Frontier has sporadic good service, Frontier changes rates (increases) without notification. | 11/22/2020 1:31 PM |
| 392 | Midco has been great | 11/22/2020 1:31 PM |
| 393 | Constantly need to reboot, wireless connection is bad. | 11/22/2020 1:19 PM |
| 394 | Goes horribly slow at times EXPENSIVE! | 11/22/2020 1:09 PM |
| 395 | Goes horribly slow at times EXPENSIVE! | 11/22/2020 1:09 PM |
| 396 | We moved at the beginning of the pandemic from Minneapolis. We've found that the internet here in Lindstrom is nothing like what we were used to and can make working from home difficult. | 11/22/2020 1:04 PM |
| 397 | Frontier is a terrible provider. We have considered doing satellite, but haven't yet. Main issues are outages, slow speed and poor customer service | 11/22/2020 1:00 PM |

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| 398 | With 2 children doing distance learning, husband working from home and trying to teach piano/guitar lessons all at the same time the internet is slow. We can't all always get done the things we need to do. We need an internet that will support multiple devices at the same time. | 11/22/2020 12:40 PM |
| 399 | At times slow when attempting online searches such as shopping. | 11/22/2020 12:35 PM |
| 400 | Frequent interruption of service, and poor response when service needed, takes 7 to 10 days for repairs. | 11/22/2020 12:31 PM |
| 401 | Today was a good day. 5.3 download 4.8 upload | 11/22/2020 11:53 AM |
| 402 | none | 11/22/2020 10:17 AM |
| 403 | While we have ok download speed, it is unreliable. Upload speed is very slow . As a consequence, sending photos, documents, and video clips I need to send for my business is very difficult. I resort to downloading photos and video to a thumb drive and put it in the mail or UPS. We pay for high speed internet and do not get it. | 11/22/2020 9:58 AM |
| 404 | We've contacted Frontier about 12 times over the past 4 years, and they won't give us Internet access. They say there aren't any more hubs available in our area. So we rely on our cell phones, which have unreliable signal strength and speed. | 11/22/2020 9:32 AM |
| 405 | Our broad band internet service gets interrupted regularly, when streaming or using real time person to person communications, we often get buffering or just disconnected. Very unreliable and poor service. Especially considering the cost!! | 11/22/2020 9:17 AM |
| 406 | Very spotty, slow, and inconsistent internet. It's tough to use multiple tv's, computers, etc without slowing the system down. The internet company states we have adequate speed, but a technician informed us we have slow internet. We have no other options. | 11/22/2020 9:07 AM |
| 407 | Our daily life is waiting for the page to load, or we just give up and turn the tv off. Countless calls to frontier with incompetent employees, letters to the Attorney General. | 11/22/2020 8:45 AM |
| 408 | Service is generally very good, but occasionally I experience slow start up and linking. I think it may happen during particularly high traffic times; i.e.; Monday mornings. | 11/21/2020 9:56 PM |
| 409 | Download 1.92 upload 0.54 I pay for download speed of 16 mbps. | 11/21/2020 9:42 PM |
| 410 | Slow, unreliable internet service here. Doing downloads takes too long and will sometimes fail because it takes too long or internet connection is lost. | 11/21/2020 9:42 PM |
| 411 | We have frontier and it doesn't work well at all. We have had multiple companies come and claim they can put high speed internet in our home but each one says that they can't get a signal. | 11/21/2020 8:49 PM |
| 412 | We've had horrible Frontier for years. They refuse to upgrade our line. They have HIGHLY encouraged us to drop them because they cannot/will not improve their equipment. Midco will not come down our road because it would cost them too much. They said they would come down our road but would have to charge us approximately \$3,000 per home to install. Last week we had TruSpeed come to install, they could not get a signal. We are at our witts end and so frustrated. We have Verizon as a cell phone company. Our service with them is as poor as our Frontier service. We used to get a great signal from Verizon but about one year ago our service greatly diminished. Some days I don't even get 3G. We struggle to make and receive phone calls. I'm not confident I could make an emergency call to 911 if I needed to. When I called Verizon they said they changed the direction of their tower, to better serve a larger population. That's great for the larger population, but not for our neighborhood. I am a teacher who has to teach from home due to Covid, I am not able to do what I need to do for my students because of my poor internet (I go into Chisago City, use my mobile hotspot and teach from my car, really!!). I have two children who need to do online school because of Covid, they usually go to a friend's house to do their school work because of our poor internet. Our entire neighborhood is so frustrated, with both Frontier internet and Verizon cell phone. | 11/21/2020 8:33 PM |
| 413 | We have midco because frontier is awful. Midco runs slow at the end of the month and often we lose signal and we usually end up using our phone hotspot at the end beginning of the billing cycle | 11/21/2020 8:11 PM |
| 414 | Frontier is the provider that we have to use if we don't want to pay for satellite internet. This is due to our physical address location. This is what I have been told. The speed has been terrible! My speed test for "high speed" internet has been no higher than 5 mps for many | 11/21/2020 7:58 PM |

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| | years. We did just get an equipment upgrade and can now get about 20 mps. We cannot use the internet for more than one thing at a time. We would really like higher speeds. | |
| 415 | none to tell really i have midco for all my needs seems to be fairly reliable but i would like to see lower cost for high speed and would like to see all get access to internet this day in age we never know whats going to happen | 11/21/2020 7:45 PM |
| 416 | I have the fastest service possible from Frontier. Both my husband and I are remote workers and heavily use video conferencing. Often the Internet speed cannot keep up when both of us are working. | 11/21/2020 7:38 PM |
| 417 | Current internet service through Frintier is completely inadequate. I work from home and have slow speeds, routinely have challenges with WebEx especially when using video. Uploading a file to my work network can take 10-45 seconds. Netflix takes a minimum of 45-60 seconds just to open. Streaming videos often stop or buffer. No more than one device can be used at a time without severe performance issues. And even then, it's inadequate. Many of us need to work from home now, and we are severely compromised. I've had Frontier our to the house twice to see if speeds could be improved to no avail. Our speed download speed is 8-12. Although Frontier offers speeds of 25, it's not available at my address. Please help us! | 11/21/2020 7:29 PM |
| 418 | I really don't have a story to tell. Have used the internet since Windows 95 | 11/21/2020 7:15 PM |
| 419 | We changed from frontier to midcontinental when covid hit. Frontier was very poor where we live. It used to be hard to stream tv. Thankfully midcontinental came into the area I live recently. Frontier would not work for what we are doing now. | 11/21/2020 7:11 PM |
| 420 | ? | 11/21/2020 5:41 PM |
| 421 | I have 3 young adults living at home - 2 complain constantly about lagging while gaming and there are times downloads are near impossible to do and most run into town to download. We do have issues watching more than one streaming movie at a time. | 11/21/2020 5:41 PM |
| 422 | Have Midco has worked flawlessly for the 5 years we have lived here | 11/21/2020 5:18 PM |
| 423 | NA | 11/21/2020 5:13 PM |
| 424 | I started using the internet when I was still working, Used it t get quotes from customers, and for checking inventory at other business locations. | 11/21/2020 5:11 PM |
| 425 | We use the internet for social media and to stream all of our tv watching. We are not gamers and only use it for schooling when our grandchildren are visiting. | 11/21/2020 4:36 PM |
| 426 | Children unable to turn camera on devices during school otherwise one of them will get kicked of the internet. Internet lags when multiple family member or on their devices. Seems slow and lags. | 11/21/2020 4:33 PM |
| 427 | We are on mid continent's highest tier of service which is supposed to allows us speeds of up to 100 MBPS. But lately, speeds have been in the range of 7-15 MBPS for downloads. The highest speeds we have seen from Midco were about 25-30 MBPS for downloads and that was a couple years ago. We don't feel like we're getting our money's worth anymore (we pay \$110/month for just the internet), but have no other alternatives to consider for faster download speeds. | 11/21/2020 4:30 PM |
| 428 | The high speed internet we have is not very reliable. Goes out regularly. Can't reach different parts of our house. Movies get interrupted. My husband and I are both working from home these days and NEED our internet to be reliable. Any time we call Frontier, it has been a disaster. Terrible service. They would tell us they'd be out in 5-6 days...when we must work every day! We have missed work due to this. Not acceptable. | 11/21/2020 4:27 PM |
| 429 | After years of complaining about shoddy internet speed and service, we "upgraded" for higher speed and it has been better. However, I may be able to work from home with a T1 connection, if it was available. | 11/21/2020 4:23 PM |
| 430 | We lose connection all the time. Some days it is for hours at a time. So we have to use up data on our phones. Hate Frontier for WiFi, but have no other options. | 11/21/2020 4:17 PM |
| 431 | Verizon is completely unreliable. I dont even get a bar signal. Calls drop every minute. Linking it to WIFI doesnt help either because Frontier is so bad. I get better cell reception in Zimbabwe, Mexico, rural China, than I do in chisago county. | 11/21/2020 4:14 PM |

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| 432 | Our internet seems to be working ok now since our last repair call, which was almost one year ago. Before that it would go out for days every 6-9 months. I do wish we had fiber to the house instead of getting our internet over DSL. | 11/21/2020 4:10 PM |
| 433 | When we moved here over 14 years ago from rural New Mexico, Frontier said they could provide high speed internet. What we got was about 300kbps on a good day, about 1/20th of the speed we had in rural New Mexico, (generally considered a poor state). Over the years, the signal has improved and now is almost as good as the signal I had in 2006 in NM. Dealing with Frontier has been a nightmare over the years. I am awaiting one of the wireless providers putting up towers in the area. I'll either switch to them or install a cell booster to amplify my weak AT&T signal. Your survey asks what we use the internet for now and what we would use it for if we had better bandwidth: We'd use it for the same things, but now we put up with poor resolution, long buffering times, conference calls without video, service interruptions and a few apps/channels that just won't load at these speeds. | 11/21/2020 4:09 PM |
| 434 | Very recently, within the past couple of months we finally go Frontier fiber installed on our street. Before that we had Frontier and it was HORRIBLE! Completely unreliable and very slow. I am so happy we finally have reliable internet and hope the rest of the CL#2144 School District can get it too! | 11/21/2020 3:50 PM |
| 435 | internet is slow and regularly stops working weekly if not daily at miscellaneous times. There is a cap on the speed so they cannot provide faster access. Until a few months ago, frontier was the only internet provider available for this entire development, service is poor, internet slow and regularly complained about by homeowners. Extremely limited options at high prices for what is offered. We would love faster, more affordable and reliable options to run our family business, provide future schooling options for our children and to teach online | 11/21/2020 3:31 PM |
| 436 | Less than 5mps and switches on and off at times | 11/21/2020 3:27 PM |
| 437 | none | 11/21/2020 3:00 PM |
| 438 | Terrible customer service from Frontier. Wait times are in the "hours". That said, reliability in the spring of 2020, with 2 people working from home , and 2 youth attending school, was rock solid. It was surprising | 11/21/2020 2:04 PM |
| 439 | .. | 11/21/2020 2:04 PM |
| 440 | Internet is fast and reliable | 11/21/2020 2:03 PM |
| 441 | We get the very best plan Frontier has, but still find it lacking to meet our needs at times. Particularly in the evening. | 11/21/2020 1:33 PM |
| 442 | I recently moved here from Dakota county (1.5 years ago). The internet provider selection is very limited (really only midcontinent for 100Mbps or greater for non-DSL and non-Dish) here and much more expensive (due to limited provider choice). There is much less fiber installed which makes lower reliability and speed. Midco provides decent service but is approximately \$20 per month more expensive that equivalent in Dakota county. | 11/21/2020 1:20 PM |
| 443 | KEEPS CUTTING OUT | 11/21/2020 12:57 PM |
| 444 | Have had issues since we moved here in 2016. Struggled staying connected for online grad school. Teaching from home is a nightmare with uploading content for my students. It is almost impossible to have more than once device online at a time. | 11/21/2020 12:43 PM |
| 445 | We have the only option of using Frontier. If we didn't have that then we'd have to try to things with a mobile hotspot, but 4G signal is very weak here. | 11/21/2020 12:34 PM |
| 446 | Need internet for VPN access into company network to support worldwide mfg systems and engrg systems. No need whatsoever for social networking, entertainment. Functionality, uptime, and a bit more speed (less Asynch ... i.e. more matched upload to download speeds) | 11/21/2020 12:33 PM |
| 447 | Retirees with minimal usage. | 11/21/2020 11:37 AM |
| 448 | We have been fairly happy with our internet service until we have had to use it more recently (online school). From our son's perspective, he has not been able to do all of his online group meetings very well because he keeps getting kicked out. | 11/21/2020 11:34 AM |
| 449 | Hindered slightly by lack of upload speed to work with students and staff in certain situations. | 11/21/2020 11:28 AM |
| 450 | No story | 11/21/2020 11:25 AM |

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| 451 | We used to have good speed, but it has declined over the years to where I could no longer work from home on cloud-based applications. It has become increasingly tricky to pay bills online because of the lack of bandwidth. Many sites no longer hold to the earlier optimization standards, so out here in the country, news sites that rely on video to deliver content frequently do not work well enough to be of value. What we have for service is way behind the curve of acceptability. | 11/21/2020 10:58 AM |
| 452 | The other day, internet did not work for over an hour. When it does work, it is not reliable. | 11/21/2020 10:50 AM |
| 453 | Just overall frustration with the service provided by Frontier. | 11/21/2020 10:48 AM |
| 454 | adequate... meaning less than 5mbt, slow access, waiting for buffering to take place. Paying way more than the service received compared to other areas | 11/21/2020 10:47 AM |
| 455 | We are very happy since we switched from Frontier to Midco. | 11/21/2020 10:45 AM |
| 456 | We had Frontier for many years. We were never really happy with the service, it was slow and unreliable. We switched to Midco about a year ago. We are very happy with the service. | 11/21/2020 10:38 AM |
| 457 | Current is acceptable. | 11/21/2020 10:17 AM |
| 458 | Internet is good but could be better. Midcos rental modem is horrible and they don't offer resolution. We had to buy our own which has been better but the speeds vary during peak hours. More options out here would give better competition to provide the best availability | 11/21/2020 10:03 AM |
| 459 | We have DSL through Frontier which is our only option due to our location. We are in the chisago township and cannot use any other service. I am very unhappy with our service and would change if I could. | 11/21/2020 9:46 AM |
| 460 | We lived in Chisago City for 17 years and we had Frontier. TERRIBLE internet service. It is better with Midco. Yesterday, I tried to go online just to print something out at around 2pm on a Friday, and I kept getting booted off the internet. Maybe too many people were using at that time. | 11/21/2020 9:27 AM |
| 461 | We are happy with our internet provider. | 11/21/2020 9:11 AM |
| 462 | We have had horrible internet service up until this year when we were finally able to upgrade for a decent price. Last year they wanted to charge us \$100 which was \$55 more then what we were paying for a minimal upgrade. This year we got a much better upgrade for only \$10 more then what we were paying. | 11/21/2020 9:00 AM |
| 463 | Years and years of working with the internet, but I got spoiled using state networks for work. Connection interruptions are frustrating, and access from other locations can be iffy here. Otherwise, I love the convenience and speed of communication via the internet. | 11/21/2020 8:59 AM |
| 464 | We have it through Midco. We upgraded to a faster service with them. Our daughter and friend are here from NY and need this to work remotely. COVID has altered all our lives. | 11/21/2020 8:55 AM |
| 465 | I have tried working with Frontier to get better internet service as i do work from home and am CEO of a 90 employee company (Optimize Social Media) and utilize the net as a "must have service". Frontier as a company is a terrible company as thier customer service runs from off shore and is difficult to get your issues accross when there is a problem. The local service techs however, are fantastic and will try and go out of their way to help you out but thier hands are tied in many cases due to corporate and the service they can provide. Simply put i have 15 M down and 1.8 M up on a good day. I need more bandwidth and faster connection to conduct business as i need to. I am 750 ft. too far away for Midco's service or i would be with them. | 11/21/2020 8:51 AM |
| 466 | Midco has been great. We can have 4 people working with the internet at the same time with no issues | 11/21/2020 8:41 AM |
| 467 | We live in Lindstrom, so we have access to Midcontinent. We use to have Frontinet but Midcontinent is better. I hear a lot of lamenting from friends who live out in the country about their service. Would I like faster - probably - depending on the cost. What we have is adequate to our needs and we could upgrade with Midcontinent if we wanted to be faster now. | 11/21/2020 8:32 AM |
| 468 | Do not like Frontier, unreliable and numerous equipment break downs, never upgrade equipment and charge high pricing for equipment insurance, will probably go to a hot spot jet pack with Verizon | 11/21/2020 8:30 AM |
| 469 | I cannot get a single internet provider to service my home, even Frontier said they were full in | 11/21/2020 8:21 AM |

our neighborhood. However, the neighbors that have it tell me it is awful so I may not be missing out. I must work from home and the hotspot I have works marginally well in off peak times, during peak times it fails. Looking at Truspeed for some possibilities. We moved here about 10 years ago from rural Detroit Lakes, where we had digital cable and high speed internet at our house. When we moved 35 miles from the state capitol we never imagined the services would be so antiquated and sparse. We found out after purchasing our home there was one feeble internet service and NO cable??? It was like moving to the 80s.

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| 470 | We do not have good options. I could not justify Frontier because the internet did not work most of the time. Went to ATT but experiencing low bandwidth. Cannot zoom well. Cannot stream at all. | 11/21/2020 8:15 AM |
| 471 | We have lived in this area for most of our lives and Frontier has been the only internet provider we have ever known. They have terrible internet service and the price is more than other people pay for high speed internet. Their support is less than reliable in solving issues unless you can talk directly to one of the technician the comes out to houses/businesses. Since the pandemic started, our internet service drops at least a couple times per day while we are working. Both of us work remote and one does online education. We also have a small child and the internet service cannot keep up with both adults working and the child streaming video. We have tried using Verizon as a backup, but they are a lot of money and even less speed. We are unable to go into the office regularly due to the pandemic and we are required to have internet service to work. It would be fantastic to get a reliable network available in Chisago. | 11/21/2020 8:10 AM |
| 472 | Frontier has been unreliable for years. When internet is down, it's out for days. Customer service is a joke. I'd get rid of Frontier if I had another option. | 11/21/2020 8:05 AM |
| 473 | its a small part of my life | 11/21/2020 7:59 AM |
| 474 | I have 1 TB speed with Midco; I never see it that high, but it definitely is faster than when I had Xfinity at my last home | 11/21/2020 7:28 AM |
| 475 | Frontier cost too high for current offer, phone line. My spouse works from home permanently and must use a wireless modem for speed and consistency, she is in IT work, needs higher speed that current offer through Frontier does not provide. Fiber optic line is 1/2 mile away from our area, we cannot access yet, highly disappointing. | 11/21/2020 7:12 AM |
| 476 | we had charter which was ok for a while until more people started getting DSL through them and the speed and reliability dropped and then switched to MidCo and have been fairly happy since with very few issues at all. | 11/21/2020 12:03 AM |
| 477 | Internet has shown improvement over the last few years | 11/20/2020 11:49 PM |
| 478 | sprint must have just recently got a little better, the past months i hardly got any service or signal.i thought it was maybe because they were working on water tower in chisago city, i live next to it. for months on and off at times even my sprint phone i could dial out, msg,text or no internet signal. not even to next door. im just hoping it stays ok for now, not the best just ok. | 11/20/2020 11:19 PM |
| 479 | Mostly reliable with some minor interruptions. | 11/20/2020 9:49 PM |
| 480 | Internet is such a need in these times that I believe if you don't have affordable high speed internet, you are at a severe disadvantage and possibly unable to maintain a good quality of life. Costs need to come down to a reasonable cost. | 11/20/2020 9:21 PM |
| 481 | The service is good most of the time. Sometimes goes down. The wi-fi connection is lost often which is the most frustrating issue. | 11/20/2020 8:26 PM |
| 482 | i have internet | 11/20/2020 8:25 PM |
| 483 | Poor overcharged internet access. We need a better option. | 11/20/2020 7:36 PM |
| 484 | Our household experience disconnection of our internet often where we need to power off our modem to get reconnected. I have called Frontier many times & they tell me that there is nothing they can do. The modem that is supplied by them has been here since 2011 & they will not replace it. I don't want to pay any more but would love a fiber optic connection. | 11/20/2020 7:34 PM |
| 485 | We invested recently in expensive upgrades in hardware for better connctivity to our WiFi. We ould welcome an upgrade in the infrastructure. | 11/20/2020 7:31 PM |
| 486 | our internet is very spotty we are constantly rebooting the modem, I work in the healthcare field on Electronic Medical Record program build so need good service to do my job. It is a | 11/20/2020 7:07 PM |

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| | struggle. | |
| 487 | Moved here from Roseville, MN in 1994. The only service at that time was Dial Up, there wasn't even natural gas available so the house was heated on propane. Internet access speed is lagging way behind in technology. I was the IT Manager at Target in Minneapolis and enjoyed fiber optic speeds. Dropping back to dial up, then eventually 5-Mbs DSL has been horrific. The reliability has been VERY sporadic, from outages lasting a day or more to brief disconnects which require rebooting of the DSL router or computers. | 11/20/2020 7:05 PM |
| 488 | Our current internet service is extremely slow. | 11/20/2020 6:56 PM |
| 489 | Our internet struggles to stream our devices — it can get unreliable when having meetings or zooming. | 11/20/2020 6:52 PM |
| 490 | I don't know that this means. | 11/20/2020 6:51 PM |
| 491 | I want high speed internet for everyone in our community. I am blessed to live within the cabled area but I know not everyone has this access. | 11/20/2020 6:44 PM |
| 492 | \$70 for a monopolized utility is ridiculous. I have many friends that laugh at how much I'm paying for how little I'm getting. At least it's fairly stable and handles the loads I throw at it (for the most part). I'm work from home now because of Covid and I do have some fairly large file transfers from the office servers. I'm also big into gaming at night. Both require reliability and speed. Nothing is more frustrating than waiting around for a large work download or even worse, ruining the one night a week of gaming I get because of excess lag, connection issues or the plethora of other problems that may arise... | 11/20/2020 6:30 PM |
| 493 | Lived here for 12 years. Up until last year we had very poor service including phone. Outages more often than not. Last serviceman rewired everything and has been working better. Still have some spooling on some games. | 11/20/2020 6:19 PM |
| 494 | I have worked from home for the past 2 years. I consistently have my internet router lose connection or restart without any prior warning. This has effected me to have to improvise on meetings (I show our web based software product to potential customers). Since most everyone is remote, it acceptable circumstances, but this happens almost every day and during working hours. This also effects my daughter who is distance learning and may be on a Zoom call for class. I would love to have a consistent internet connection and not have to worry or make excuses for. | 11/20/2020 5:55 PM |
| 495 | We have struggled with internet for years. My motherinlaw has tried many sources for internet: frontier, Verizon hotspot, satellite internet. When we first built our home, our frontier service cable was not buried, and sat on the surface of the ground for 2 years. During that time it was so bad, I had to use a hotspot to work from home. We got about 2mbites/second. Now that is it buried, I can work from home using it but I have to limit how often my files sync and how much I work on during a zoom call. I call in using my phone to ensure I don't drop the connection while I frequently loose being able to see when some one shares a screen. I rarely attempt to share video as it usually drops. The best frontier can do is 5 mbites/sec. When my son has to do school remotely, I have to regulate my work laptop's use of the internet to make sure his Google meets or school-ology meetings don't drop. We have tried to look into other internet options, but satellite internet is very expensive, At&t mobile hotspots may not have the bandwidth to support my work, and the new tru speed internet towers don't reach our location well enough for them to install. We need a solution. | 11/20/2020 5:52 PM |
| 496 | We have struggled with internet for years. My motherinlaw has tried many sources for internet: frontier, Verizon hotspot, satellite internet. When we first built our home, our frontier service cable was not buried, and sat on the surface of the ground for 2 years. During that time it was so bad, I had to use a hotspot to work from home. We got about 2mbites/second. Now that is it buried, I can work from home using it but I have to limit how often my files sync and how much I work on during a zoom call. I call in using my phone to ensure I don't drop the connection while I frequently loose being able to see when some one shares a screen. I rarely attempt to share video as it usually drops. The best frontier can do is 5 mbites/sec. When my son has to do school remotely, I have to regulate my work laptop's use of the internet to make sure his Google meets or school-ology meetings don't drop. We have tried to look into other internet options, but satellite internet is very expensive, At&t mobile hotspots may not have the bandwidth to support my work, and the new tru speed internet towers don't reach our location well enough for them to install. We need a solution. | 11/20/2020 5:52 PM |
| 497 | We live within city limits and our internet works for distance learning, online streaming and | 11/20/2020 5:50 PM |

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| | working from home. I did have to upgrade to a mesh wifi router system to increase speed and reliability of our internet. Our internet handles multiple devices with ease. The only problem I have is I have to call every few years to get a customer loyalty discount. I wish there was an option for a lifetime price lock. | |
| 498 | Satisfied with Midco. Glad we didn't get Frontier. We usually leave during winter and Midco lets us put our account on hold. | 11/20/2020 5:48 PM |
| 499 | I just think more options would make for a more competitive market and maybe better internet. | 11/20/2020 5:42 PM |
| 500 | We initially had Frontier when we moved to Lindstrom in 2015. The communication we got from the previous home owner and the city was that Frontier was our only option. This was false information and we had frustrations with the named provider our entire tenure with them. A representative from Midco was going door to door and that was the first we heard of another internet option. We immediately switched and have been quite satisfied with our service through them. We initially had Midco 100, but with our current reality of teaching from home, and 3 students doing DL from home in addition to streaming tv, cell phones, streaming music etc we needed to upgrade our service. In the past week we upgraded to Midco 500 and as a family we are able to successfully stream 4 Google Meets and use our other devices simultaneously without interruption. We feel very fortunate to live in the Midco service area and have access to reliable internet. | 11/20/2020 5:30 PM |
| 501 | The only internet available at our house is Frontier DSL and I'm lucky if I get 5mbps download speed (upload is less than 1). I exclusively work from home, even before COVID, and my connection would drop almost daily and I had to reboot the modem. I went with AT&T mobile hotspot and the reliability is much better but my data is limited so we cannot stream movies, have any wifi device, use the DVR from our satellite service, etc. And Frontier service was HORRIBLE!!! | 11/20/2020 5:27 PM |
| 502 | Until 2016, I had DSL 1.5Mb, to 2.1Mb from Frontier. Now I have Fiber 26Mb from Frontier. At this household, we have 3 computers wire directly to the Modem/Router. When all 3 computers are on at the same time. It can be a challenge to watch any Streaming Video, do Online gaming, or looking at high resolution images. Because they're isn't enough bandwidth for doing them at the same time. | 11/20/2020 5:17 PM |
| 503 | The internet is very slow at times & service since they provide after they moved their Lindstrom office is really back. | 11/20/2020 5:01 PM |
| 504 | Frontier is absolutely terrible. I can't work from home because the internet is so inconsistent. | 11/20/2020 4:50 PM |
| 505 | 1. Frontier never warns us when they do things that interrupt our internet service. 2. Frontier usually tries to up-sell us to their higher-level tech support service when we need tech support. 3. We get too much pixelation when streaming podcasts and videos. 4. I tried to take the speed test but did not see any way to start the test. If you still want me to take the test, call me at 651-257-1400 with instructions as to how to start it. | 11/20/2020 4:32 PM |
| 506 | Frontier is our only option where we live and some days it is okay, 1 out of 5 days it is really bad. usually on the bad days, you can find the frontier truck on the road somewhere within a mile of our house. We pay about \$50/month. i would have no problem paying \$70 per month if it was reliable | 11/20/2020 4:02 PM |
| 507 | Frontier was TERRIBLE, they should have their license revoked. Frontier's speed was BAD, their reliability worse, and their service was iffy. Switched to Midco, minimal issues since and all were resolved in a timely manner. | 11/20/2020 3:55 PM |
| 508 | We just moved to Lindstrom a year ago from Wyoming, MN. Our internet was way faster for the same price. We only have one choice for internet providers here and it's so slow. | 11/20/2020 3:40 PM |
| 509 | slow | 11/20/2020 3:39 PM |
| 510 | Used to have Frontier when living within the Township...absolutely terrible experience. Having only one semi-reliable provider option (Midco) does not allow for competition and limits consumer choice. | 11/20/2020 3:36 PM |
| 511 | slow | 11/20/2020 3:35 PM |
| 512 | Usually During the day, we get OK performance. In the evening, my wife takes lessons online, and the bandwidth is restricted so that she is the only one who can use the internet. Sometimes the bandwidth goes down from 25 mbit/sec to 100k per second, although we are | 11/20/2020 3:26 PM |

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| | paying for 25 mbit/sec bandwidth. I would like to teach some Genealogy courses online, but our internet connection is not reliable enough, and the bandwidth restrictions don't allow that. | |
| 513 | . | 11/20/2020 3:19 PM |
| 514 | Switched from Frontier (awful) to Midco this year for the same cost. Much happier. Faster, and without outages. | 11/20/2020 3:13 PM |
| 515 | Midco is great, but for others in County that don't have access to cable, high speed internet is lacking severely. | 11/20/2020 3:05 PM |
| 516 | Frontier has been "decent" over the last 6 months, but prior to that experienced many outages and/or slow performance issues. | 11/20/2020 2:53 PM |
| 517 | Frontier's internet can vary throughout the day, from very slow speeds to ok speeds, when testing 25 Mbps to little as 2 Mbps, If you call them and waste your time, they will just tell you, you are in a high demand area, witch I reply I am paying for 25 Mbps and not getting it. Frontier is one of the worst company's to deal with because they don't care. | 11/20/2020 2:53 PM |
| 518 | We have Frontier DSL. It is \$58 a month and works terrible. It drops all the time, multiple computers will lock it up, it is unacceptable on every level. | 11/20/2020 2:50 PM |
| 519 | Unhappy with reliability | 11/20/2020 2:47 PM |
| 520 | sporadic service at times. | 11/20/2020 2:39 PM |
| 521 | Frontier was terrible, so now have Midco. It works better. | 11/20/2020 2:36 PM |
| 522 | Our Midco connection regularly times out and depending on where we are in the house, says it is an "unstable internet connection". This is frustrating to lose Zoom calls or teleconferences for work. I would like other fiber options in the area. Right now, Midco is basically it, so there is no healthy competition. | 11/20/2020 2:33 PM |
| 523 | Dumped Frontier as soon as humanly possible. I'm paying a ridiculous amount of money for internet now from Midco, but at least it works. And Frontier isn't getting my money. I'm fortunate to be in a neighborhood where I can get Midco. | 11/20/2020 2:18 PM |
| 524 | We live on North Center Lake in Center City. The only available internet service available is Frontier Net, which I'm fully aware is a terrible service provider who struggles to provide consistent and reliable service. Also their service department lacks consistent competency. Having worked as a senior leader at Hewlett Packard in California and been in the computer industry my entire career, I find the Internet service in the Chisago Lakes Area pitiful. My sister lives in Chisago City and works local at Hazelton from home and she continues to struggle almost daily with Internet performance and inconsistent uptime. We current use our cell service to get online. However, cell service has it's limitation in performance and it does not lend itself to creating a wireless lan for other devices including security systems. If I was still working and required high speed internet to conduct work at home, I would not live in this area do to its ongoing issues with Internet service providers. This issue needs to get rectified in this area. | 11/20/2020 2:07 PM |
| 525 | Service is slow and unreliable. Would like to use for online streaming but is too slow. Would like to have upgraded TV services. | 11/20/2020 2:06 PM |
| 526 | fontier was terrible | 11/20/2020 1:54 PM |
| 527 | Frontier has been very responsive to our needs - one example really stands out during a recent home remodeling project. They quickly, happily, and at no cost repaired a cut phone line done by contractors that took our internet down. They were came here in less than a day, diagnosed the problem, repaired it and told me to call anytime I have an internet problem no matter whose fault it happened to be. I was very impressed. | 11/20/2020 1:50 PM |
| 528 | We took a speed test a few years ago and found that the speed we were being told we had was not what we had. We called and complained. Someone from Frontier came out to our property and speed improved for a few weeks. Then it went back down. We're able to streams movies and such but we're constantly having to restart our router. It's very frustrating. | 11/20/2020 1:42 PM |
| 529 | My frustration with Frontier's service is extremely high. I would pay 3X for even a slight speed upgrade if it was from a company that didn't: 1. Take 3+ days to come out and fix and issue and 2. Attempt to sell you service that you later find out isn't available after you take time off work to be there for the install. | 11/20/2020 1:38 PM |

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| 530 | The internet connection has always been spotty for the passed 10 years. We'd always call frontier for help and they'd sometimes send a technician, sometimes not. Other times we'd have to call and stay on the phone with them for an hour or better to get any kind of help, and usually it'd be with someone overseas. And it still wasn't a guarantee to fix issues. And their app is a joke/scam for paying. The connection is better now but we still aren't getting what we have paid for, it still gets bogged down when more than one person is using the internet connection. And still can be quite slow loading sites and streaming tutorials in very low sound/visual quality. We still need to tell guests to turn off their wifi to their phones. We're just getting the barest minimum of functional of what we are due at full price, and it's only because of pressure in the local area now I imagine. It would probably be worse still if other providers weren't stepping up and frontier wasn't getting sued for their pathetic business practices. | 11/20/2020 1:27 PM |
| 531 | I believe we could have a faster Internet service than we do. The majority of the time it takes care of her needs. However there are times when it is slower than you think it should be | 11/20/2020 1:24 PM |
| 532 | It works OK for us. | 11/20/2020 1:21 PM |
| 533 | Can't say how much I dislike Frontier. I had faster service than what I have now 6 years ago outside of Rochester, MN. They refuse to do anything and no other company other than satellite offers choices of service. | 11/20/2020 1:17 PM |
| 534 | Speed is okay when it's up and running, but it's intermittent and this causes a problem with my teaching on line. | 11/20/2020 1:13 PM |
| 535 | Switched from Frontier to MidCo and we have loved MidCo every day since. | 11/20/2020 12:56 PM |
| 536 | Frontier is awful. Customer service is just sales. Their answer is to upgrade even though they have no idea whether or not it will work in my area. No one can answer any issues. When it's been down for any reason it's been down it's for 2 weeks plus because that's how long it takes a tech to come out to fix. It takes many calls to get to a manager to adjust my bill. I'm a "Small" user but would appreciate being able to enter the 21st century and have options for tv, phone, streaming, etc. I have very little choice here. | 11/20/2020 12:44 PM |
| 537 | Mid continent is very reliable and if I have service needs or questions, it is always quick and effective. | 11/20/2020 12:39 PM |
| 538 | Not happy with Frontier at all. Been with Midco for probably 10-15 years for cable TV AND internet. Mostly good performance. Price ok. High speed would probably be advantageous BUT not if it's going to be considerably more expensive. | 11/20/2020 12:03 PM |
| 539 | none | 11/20/2020 11:59 AM |
| 540 | No competition, only have one service provider and that is expensive. | 11/20/2020 11:53 AM |
| 541 | My Midco bill is way too high now. It is supposed to go up in February. I, quite literally will not be able to afford it. I do not have any movie channels or other add ons. | 11/20/2020 11:47 AM |
| 542 | I have Midco. Self-employed, remote. | 11/20/2020 11:42 AM |
| 543 | Midco is way better than Frontier who we got rid of this summer, Frontier was unable to meet needs with distance learning and working from home | 11/20/2020 11:21 AM |
| 544 | Routine with 3 adults and 4 young adults in the home. | 11/20/2020 11:15 AM |
| 545 | WE HAVE ESPECIALLY SLOW INTERNET SPEEDS DURING HIGH USE PERIODS | 11/20/2020 10:43 AM |
| 546 | It is not reliable and very difficult for students to access and submit school work. As a teacher, it is very frustrating and as we go to remote learning, I most likely will not be able to work from home | 11/20/2020 10:37 AM |
| 547 | We use internet daily to check emails, get the news, check weather, communicate with staff and parents, and to do other school related items. When working from home, it takes 6-7 minutes to upload a 2 minute message. That same message can be done instantly at school. When three people are working on devices at home, the speed really slows down. We are interested in better, faster internet. | 11/16/2020 8:09 PM |