** THE CORNWALL**

 **INTERNET**

 **SURVEY REPORT**

**Introduction**

Cornwall's Plan of Conservation and Development (POCD) includes goals of improving internet and cell services in our town. The Cornwall Internet Committee came together to investigate options for improving these services. We developed the Cornwall Internet Survey to learn how Cornwall residents and businesses experience and use the internet now, their feelings about their internet service, whether they feel they are getting good value for the cost of their internet service, and their experience of cell phone service at home and around our town.

275 Cornwall residents completed the survey. The following pages summarize these responses and reflects internet and cell phone experience as it is today. This report is also at [www.cornwallct.org/cornwall-internet-committee/](https://cornwallct.org/cornwall-internet-committee/)

**Notable findings from the survey**

1) The most common uses of the internet were communications (97% of respondents) , internet searching/information (90%), shopping (89%), entertainment (84%), business and work-from-home (75%), and telemedicine (47%).

2) 39% rated their reliability of internet service at home as fair or poor, and 38% rated their satisfaction with internet service for its cost as fair or poor.

3) Reported internet speeds showed a large gap between what people pay and what they get. 74% are paying for internet speeds of 100 Mbps *or more* while 55% reported actual tested speeds of 25Mbps *or less.* Though the survey was not scientifically based it seems people are paying for more speed than they are getting. The ’10 Ways To Optimize Your Internet Speed’ on our webpage may help you get faster speed: [www.cornwallct.org/cornwall-internet-committee/](http://www.cornwallct.org/cornwall-internet-committee/). A more accurate and reliable internet speed test is now available and we will circulate that soon.

4) In the cell phone industry 2 bars of cell phone service is considered ‘average service.’ 52% rated cell phone service at home *below* 2 bars of service. 81% were dissatisfied or very dissatisfied with cell phone service in Cornwall outside of their homes. The survey indicates our town needs better cell service. We have sent our Board of Selectmen the information we collected and anticipate our town will pursue this as we feel this beyond our purview.

**The Cornwall Internet Committee**

Janet Carlson, Casey Cook, Arnon Fischer, Katie Freygang, Richard Griggs, Brad Harding, Margaret Haske, Juergen Kalwa, Meg McMorrow, Gary Steinkohl (chair), Phill West, and Johan Winsser

We encourage, and welcome, your participation. We can be reached at CornwallInternetCommittee@gmail.com**.** Send us your ideas, suggestions, and if you are willing to help.

**March 29th: The Cornwall Internet Community Forum**

On Monday, March 29th at 7:00pm the Cornwall Economic Development Commission, the Cornwall Conservation Commission, and the Cornwall Association are co-sponsoring a Zoom community forum. The forum will be led by The Cornwall Internet Committee, who will discuss the survey results, take and answer questions, hear opinions and ideas, and talk about what to do next. We hope every Cornwall resident will attend and participate in this forum. The Zoom link to the forum is at [www.cornwallct.org/cornwall-internet-committee/](https://cornwallct.org/cornwall-internet-committee/), as is the Cornwall Internet Survey Report.

145 respondents also provided comments. The most common were:

1. Very dissatisfied with Optimum/Altice’s service (14)
2. Happy/thank-you that we did a survey (14)
3. Current service is too expensive (13)
4. Feel cell service is very important for emergencies, especially when the internet goes out due to power failures (10)
5. Dislikes that Optimum has a monopoly/no competition (7)