

FVRD Business Connectivity Survey

DEMOGRAPHICS

Where is your business/organization/institution (for simplicity “business”) physically located within FVRD? (See map for location

(<https://maps.fvrd.ca/portal/apps/webappviewer/index.html?id=eae55e6da5f14e11a9a5e07a78f339c5>))

Respondents: 46

Choice	Count
Area A	2.17% 1
Area B	8.70% 4
Area C	6.52% 3
Area D	2.17% 1
Area E	8.70% 4
Area F	32.61% 15
Area G	4.35% 2
Area H	30.43% 14
FVRD City or Town	4.35% 2
Indigenous Community	0.00% 0
Total	100% 46

Personal information was redacted for privacy protection.

Which neighbourhood?

Respondents: 1

Choice	Count
Boston Bar - North Bend	100.00% 1
Other	0.00% 0
Total	100% 1

Which neighbourhood?

Respondents: 4

Choice	Count
Yale	25.00% 1
Dogwood Valley	0.00% 0
Sunshine Valley	50.00% 2
Laidlaw	0.00% 0
Other	25.00% 1
Total	100% 4

Which neighbourhood?

Respondents: 3

Choice	Count
Harrison Mills	33.33% 1
Morris Valley	33.33% 1
Hemlock Valley	0.00% 0
Lake Errock	33.33% 1
Other	0.00% 0
Total	100% 3

Which neighbourhood?

Respondents: 1

Choice	Count
Popkum	0.00% 0
Bridal Falls	100.00% 1
Other	0.00% 0
Total	100% 1

Which neighbourhood?

Respondents: 4

Choice	Count
Baker Trails	0.00% 0
Bell Acres	0.00% 0
Slesse Park	25.00% 1
Post Creek	50.00% 2
Other	25.00% 1
Total	100% 4

Which neighbourhood?

Respondents: 15

Choice	Count
Durieu	46.67% 7
Hatzic Prairie	26.67% 4
McConnell Creek	20.00% 3
Other (e.g. Stave Lake or Pitt Lake)	6.67% 1
Total	100% 15

Which neighbourhood?

Respondents: 2

Choice	Count
Nicomen Island	0.00% 0
Deroche	0.00% 0
Dewdney	100.00% 2
Hatzic Island	0.00% 0
Other	0.00% 0
Total	100% 2

Which neighbourhood?

Respondents: 14

Choice	Count
Cultus Lake	0.00% 0
Lindell Beach	21.43% 3
Columbia Valley	78.57% 11
Other	0.00% 0
Total	100% 14

Which community?

Respondents: 2

Choice	Count
Abbotsford	0.00% 0
Chilliwack	50.00% 1
Mission	50.00% 1
Kent	0.00% 0
Harrison Hot Springs	0.00% 0
Hope	0.00% 0
Total	100% 2

Which community?

Respondents: 0

#	Which community?
No response.	

Do you operate your business:

Respondents: 40

Choice	Count
Full Time	87.50% 35
Part-Time/Seasonal	12.50% 5
Total	100% 40

How many people do you employ, including yourself?

Respondents: 44

Choice	Count
1	20.45% 9
2-5	45.45% 20
6-20	13.64% 6
20-50	9.09% 4
50+	11.36% 5
Total	100% 44

What type of business do you have?

Respondents: 45

Choice	Count	
Farm/Agriculture	46.15% 18	
Retail	12.82% 5	
Tourism	2.56% 1	
High Tech/IT	5.13% 2	
Professional Service	10.26% 4	
Real Estate	5.13% 2	
Science	0.00% 0	
Health Care	0.00% 0	
Arts	0.00% 0	
Hospitality	5.13% 2	
Not for Profit Group	5.13% 2	
Institution/Government Agency	2.56% 1	
Industrial/Commercial	5.13% 2	
Total	100% 45	
#	Respondent	
	Other	
1	19	Aquaculture- land based fish farm
2	24	We also have a real estate and digital educational business
3	29	I have two businesses. Farm with online sales and an online retail store

Personal information was redacted for privacy protection.

4	38	Fire Department
5	42	Management Consulting
6	44	residential construction
7	47	Farm Agriculture and Hospitality
8	50	Utility Distributor, Service Provider, Manufacturer
9	53	Traffic Control Business
10	55	Wholesale Nursery
11	57	First Nation Government and Administration
12	61	Property management
13	63	Agri tourism
14	68	lavender farm and vineyard with products to sell
15	74	Property Maintenance, Entertainment, Management

Questions About Your Business Internet

Do you have internet access at your business?

Respondents: 46

Choice	Count
Yes	93.48% 43
No	6.52% 3
Total	100% 46

Why do you not have internet for your business? (Please click any that apply)

Respondents: 3

Choice	Count
Cost	33.33% 1
Don't want it	0.00% 0
Poor Quality	33.33% 1
Not available	0.00% 0
N/A	33.33% 1
Total	100% 3
#	Respondent
1	13
	Other
	Shaw wants \$26k to bring Highspeed to our location. Far too expensive. We need it but can't afford it

Who is your current internet service provider (ISP)?

Respondents: 41

Choice	Count
ABC	2.44% 1
Bell	0.00% 0
Freedom Mobile	0.00% 0
LookieLoo	0.00% 0
LyttonNet	2.44% 1
Network Integrated Communications	0.00% 0
Rogers	2.44% 1
Shaw	19.51% 8
Telus	46.34% 19
Xplornet	26.83% 11
Galaxy	0.00% 0
Total	100% 41
#	Respondent
Other	
1	29
2	65
3	75
	We have to have two providers as the stability of both is so bad we have to have a back up. Teus and Xplornet
	Also Xplornet in a remote location not in Area B
	Uniserve

What type of business internet service do you have?

Respondents: 41

Choice	Count	
Optical Fibre	7.32% 3	
Cable/CATV	24.39% 10	
Wireless	19.51% 8	
DSL	17.07% 7	
Cellular	0.00% 0	
Satellite	21.95% 9	
Dial-up	4.88% 2	
Don't Know	4.88% 2	
Total	100% 41	
#	Respondent	Other (please specify)
1	19	We have expensive, slow Xplornet.
2	29	I think Telus is cable and Xplornet is satellite
3	55	Business internet 75

How many users would be on the internet in your business at once?

Respondents: 41

Choice	Count
1	12.20% 5
2-5	68.29% 28
6-20	7.32% 3
20-50	4.88% 2
50+	7.32% 3
Total	100% 41

How does your business use internet (click all that apply)?

Respondents: 40

Choice	Count
Agricultural Technology	30.00% 12
Cloud Services (e.g. Office 365)	45.00% 18
High Tech/IT	15.00% 6
Point of Sale/Financial Transactions	60.00% 24
Outside Resources (Research)	70.00% 28
Guest Services	30.00% 12
Advertising	50.00% 20
Connecting Location (VPN)	27.50% 11
Remote Access	42.50% 17
Accessing Large Files	47.50% 19
Phone Service	32.50% 13
Human Resources & Admin	35.00% 14
Guest Wi-fi	37.50% 15
General Communication (e-mail)	82.50% 33
Total	100% 40
#	Respondent
1	57
2	78
	Other
	Governance and Administrative
	Manufacturing

Personal information was redacted for privacy protection.

What is the average cost of your internet per month over the last 6 months?

Respondents: 41

Choice	Count
\$0 - \$99	24.39% 10
\$100 - \$149	31.71% 13
\$150+	41.46% 17
Don't know	2.44% 1
Total	100% 41

Is your internet service bundled with other services?

Respondents: 41

Choice	Count
Yes	31.71% 13
No	68.29% 28
Total	100% 41

Which services are bundled? (Please check all that apply)

Respondents: 13

Choice		Count
Cable TV		38.46% 5
Phone		76.92% 10
Total		100% 13
#	Respondent	Other (Please specify)
1	74	plus two cell phones
2	75	Plus two cell phones

Does your internet plan have a usage limit after which you pay additional charges?

Respondents: 38

Choice	Count	
Yes	50.00% 19	
No	34.21% 13	
Don't know	15.79% 6	
Total	100% 38	
#	Respondent	Specify limit (if known)
1	10	5gb
2	28	30GB
3	36	200GB
4	50	I have to pay an extra charge for unlimited data
5	51	75
6	68	200gb
7	69	75G
8	80	Changed in July 2020

During the past year, how many months have you had to pay overage charges?

Respondents: 37

Choice	Count
0	35.14% 13
1-3	10.81% 4
4-6	8.11% 3
7-9	2.70% 1
10-12	16.22% 6
N/A	27.03% 10
Total	100% 37

What are your average overage charges per month in the last year?

Respondents: 36

Choice	Count
\$0 - \$49	27.78% 10
\$50 - \$99	8.33% 3
\$100 - \$149	5.56% 2
\$150+	5.56% 2
Don't know	16.67% 6
N/A	36.11% 13
Total	100% 36

What is your internet service speed? To test your internet speed, you can go to <https://performance.cira.ca/> (<http://performance.cira.ca/>). Please run a test and provide the results below.

Respondents: 37

Questions	Don't Know	Less than 1 Mbps	1-5Mbps	5-20Mbps	20-50Mbps	50+Mbps	Total
Download	27.03% 10	16.22% 6	10.81% 4	35.14% 13	5.41% 2	5.41% 2	100% 37
Upload	25.00% 9	27.78% 10	27.78% 10	13.89% 5	2.78% 1	2.78% 1	100% 36
Total	- 19	- 16	- 14	- 18	- 3	- 3	- -

If your speed is less than you require, why?

Respondents: 37

Choice	Count
Higher Speeds Not Available	67.57% 25
Too Expensive	13.51% 5
N/A	18.92% 7
Total	100% 37
#	Respondent
1	68
	Other
	service unusable after 5pm daily

Opinions About Your Business Internet

How would you rate the overall quality of your internet service?

Respondents: 37

Choice	Count
Poor	45.95% 17
Fair	29.73% 11
Good	10.81% 4
Very Good	8.11% 3
Excellent	5.41% 2
Total	100% 37

How important is internet service to your business?

Respondents: 37

Choice	Count
Not Important	2.70% 1
Somewhat Important	2.70% 1
Neutral	0.00% 0
Very Important	27.03% 10
Critical	67.57% 25
Total	100% 37

What is your level of satisfaction with your internet service?

Respondents: 37

Questions	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Total
Choice of internet providers	48.65% 18	21.62% 8	8.11% 3	10.81% 4	10.81% 4	100% 37
Internet service speed	51.35% 19	21.62% 8	2.70% 1	13.51% 5	10.81% 4	100% 37
Overall cost/value	45.95% 17	21.62% 8	16.22% 6	8.11% 3	8.11% 3	100% 37
Reliability of Service	35.14% 13	27.03% 10	2.70% 1	21.62% 8	13.51% 5	100% 37
Customer Service	20.59% 7	14.71% 5	29.41% 10	26.47% 9	8.82% 3	100% 34
Total	- 74	- 39	- 21	- 29	- 19	- -

How likely are you to switch to an internet service with higher SPEEDS for an extra cost of:

Respondents: 36

Questions	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely	Total
\$50 / month	22.86% 8	11.43% 4	14.29% 5	11.43% 4	40.00% 14	100% 35
\$100 / month	50.00% 17	11.76% 4	5.88% 2	11.76% 4	20.59% 7	100% 34
\$100+ / month	57.14% 20	8.57% 3	11.43% 4	5.71% 2	17.14% 6	100% 35
Total	- 45	- 11	- 11	- 10	- 27	- -

How likely are you to switch to an internet service with higher LIMITS for an extra cost of:

Respondents: 37

Questions	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely	Total
\$50 / month	44.44% 16	2.78% 1	11.11% 4	11.11% 4	30.56% 11	100% 36
\$100 / month	57.14% 20	8.57% 3	8.57% 3	8.57% 3	17.14% 6	100% 35
\$100+ / month	62.86% 22	5.71% 2	11.43% 4	5.71% 2	14.29% 5	100% 35
Total	- 58	- 6	- 11	- 9	- 22	- -

How likely are you to switch to an internet service to gain better RELIABILITY for an extra cost of:

Respondents: 37

Questions	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely	Total
\$50 / month	27.78% 10	16.67% 6	8.33% 3	13.89% 5	33.33% 12	100% 36
\$100 / month	51.43% 18	11.43% 4	5.71% 2	14.29% 5	17.14% 6	100% 35
\$100+ / month	60.00% 21	11.43% 4	8.57% 3	5.71% 2	14.29% 5	100% 35
Total	- 49	- 14	- 8	- 12	- 23	- -

Do you have a choice of internet service providers in your area?

Respondents: 37

Choice	Count
Yes	32.43% 12
No	62.16% 23
Don't Know	5.41% 2
Total	100% 37

Which other internet service providers (ISP)? (Please click all that apply)

Respondents: 12

Choice	Count
ABC	8.33% 1
Bell	8.33% 1
Freedom Mobile	0.00% 0
LookieLoo	0.00% 0
LyttonNet	0.00% 0
Network Integrated Communications	0.00% 0
Rogers	16.67% 2
Shaw	33.33% 4
Telus	58.33% 7
Xplornet	50.00% 6
Galaxy	0.00% 0
Total	100% 12
#	Respondent
1	29
2	75
	Other
	its not really a choice as neither works well
	Uniserve

I would use the internet in my business, or I would use it more, if it: (please check all that apply)

Respondents: 36

Choice	Count	
Was more reliable	44.44% 16	
Was faster	61.11% 22	
Was less expensive	41.67% 15	
Nothing would change my usage	33.33% 12	
Total	100% 36	
#	Respondent	Other (please specify)
1	57	We have to run our governance and administration
2	68	right now it's unusable after 5 pm ... when we have time to work on the computer - it's very disheartening

We would like your views on internet in the region. Please rate your level of agreement with the following statements:

Respondents: 37

Questions	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Total
Internet service is an essential service	2.70% 1	0.00% 0	2.70% 1	8.11% 3	86.49% 32	100% 37
There is a need to improve internet service in the FVRD	16.22% 6	0.00% 0	0.00% 0	5.41% 2	78.38% 29	100% 37
Improved internet will make the FVRD more attractive to potential residents and businesses	8.11% 3	0.00% 0	2.70% 1	13.51% 5	75.68% 28	100% 37
Improved internet will result in greater economic activity in the region	8.11% 3	2.70% 1	2.70% 1	18.92% 7	67.57% 25	100% 37
There will be significant benefits to improved connectivity in the region	10.81% 4	0.00% 0	0.00% 0	18.92% 7	70.27% 26	100% 37
Total	- 17	- 1	- 3	- 24	- 140	- -

Would your business benefit from faster internet speeds, higher data limits or more reliable internet? (click all that apply)

Respondents: 37

Choice	Count
Faster Speeds	86.49% 32
Higher Limits	56.76% 21
More reliable service	70.27% 26
No benefit	10.81% 4
Total	100% 37

Does your current internet service, or lack thereof, negatively impact or restrict your business

Respondents: 37

Choice		Count
Yes		67.57% 25
No		32.43% 12
Total		100% 37
#	Respondent	Please Describe
1	18	Pos system can not stable with internet
2	25	Can't access internet or internet runs out
3	26	With up to 300 people sharing a 15 mb connection it can be almost impossible to get any work done. Using the very high cost of mobile hotspots is the norm and extremely expensive with caps.
4	28	I am forced to travel away from home for video and voice conferencing, and large file transfers. Even using wireless data, my internet speeds result in delayed, poor quality communication and lost productivity.
5	29	I am not able to do POS transactions, I just hope the customer remembers and is honest when they get back to internet and or cell coverage that they pay me. I also can not update my websites. I am unable to upload any information and download is spotty. Communications are difficult as there is no cell coverage here even though we paid a lot of money for a cell booster that doesn't work. So using the internet sometimes works to communicate with customers
6	31	Can not use Agricultural equipment that could be streaming important information onto our devices .
7	42	Down time while having to wait for upload and download files and access to VPN is hit and miss with dropped Video-calls and Video-conferencing.
8	47	time wasted with constant crashing
9	50	Unable to remotely log into server, broken voip calls, service drops hourly.
10	51	When it rains or when it is cloudy, I can't work on my computer at all. Getting info and over the internet is painfully slow.

Personal information was redacted for privacy protection.

11	53	When it isn't working I have no access to essential data for my business. I am forced to use my phone data at an extra cost
12	54	Tough to do advertising and send large files ie pictures to customers
13	67	Loss of signal while communicating or drafting and occasional loss of work or part of it and limits on size of product sent or received
14	68	service is UNUSABLE after 5 pm - too many users on one satellite..especially worse since covid, it also costs between \$350-500 / month
15	79	Slow speeds and unreliable

Would you be more likely to expand if you had better, more affordable internet service?

Respondents: 37

Choice	Count
Yes	45.95% 17
No	24.32% 9
Maybe	29.73% 11
Total	100% 37

#	Respondent	Comment
1	26	However affordability is less important than reliably speed.
2	28	I could do all of my work from home, which has become the norm due to Covid-19.
3	47	I would move more back office services to my farm rather than where they are now located.
4	54	Offer more stuff we are a Christmas Tree Farm would offer pictures with Santa emailed to customers right now tough to do
5	57	Our governance administration and businesses will expand as needed
6	68	we need to do research and internet work in the evenings when our kids go to bed... but we cant

Would you likely employ more people if you had better internet service?

Respondents: 37

Choice	Count
Yes	24.32% 9
No	45.95% 17
Maybe	29.73% 11
Total	100% 37

#	Respondent	Comment
1	26	Some are forced to work from home or other locations because of poor connections.
2	68	if we grow, we hire.

Do you believe you lose business to competitors who have faster or more reliable internet?

Respondents: 37

Choice	Count	
Yes	29.73% 11	
No	29.73% 11	
Don't Know	40.54% 15	
Total	100% 37	
#	Respondent	Comment
1	28	I'm quite certain I've lost jobs at the interview stage due to my poor internet services.
2	54	Others can offer services and live web cams we can't
3	68	of course!.... we can't move forward without it

Cellular Service

How concerned are you about safety due to lack or quality of cellular service?

Respondents: 40

Choice	Count
Very Concerned	72.50% 29
Somewhat Concerned	10.00% 4
Neutral	2.50% 1
Somewhat Unconcerned	7.50% 3
Not Concerned	7.50% 3
Total	100% 40

Do you currently have cellular/mobile service plan for your business?

Respondents: 40

Choice	Count
Yes	80.00% 32
No	20.00% 8
Total	100% 40

Why do you not currently have cellular/mobile service?

Respondents: 8

Choice	Count	
Unavailable	25.00% 2	
Cost	0.00% 0	
Not Desired	75.00% 6	
Poor Quality	0.00% 0	
Total	100% 8	
#	Respondent	Other (Please Specify)
1	13	All phones are paid for individually
2	69	Using my personal cell phone for both

We would like your level of satisfaction with cellular internet service in the region.

Respondents: 32

Questions	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Vary Satisfied	Total
Cellular Coverage	62.50% 20	15.63% 5	9.38% 3	9.38% 3	3.13% 1	100% 32
Reliability of cellular service?	62.50% 20	15.63% 5	6.25% 2	12.50% 4	3.13% 1	100% 32
Cost of cellular service	34.38% 11	21.88% 7	34.38% 11	6.25% 2	3.13% 1	100% 32
Level of Customer Service	28.13% 9	18.75% 6	34.38% 11	15.63% 5	3.13% 1	100% 32
Total	- 60	- 23	- 27	- 14	- 4	- -

What do you generally use cell service for? (please click all that apply)

Respondents: 32

Choice	Count	
Phone Calls	93.75% 30	
Employment	65.63% 21	
Safety	71.88% 23	
Mobile Internet	81.25% 26	
Messaging	81.25% 26	
Total	100% 32	
#	Respondent	Other (Please Specify)
1	25	Business
2	31	It doesn't always work in our area. The signal is very sketchy .
3	57	All above
4	68	we have a plan but cant use it at home.... there is no cell service here.

Have you ever found yourself in an emergency situation without the ability to call for help due to a lack of cell phone coverage?

Respondents: 40

Choice	Count
Yes	57.50% 23
No	42.50% 17
Total	100% 40

COMMENTS

Please feel free to include any additional comments or concerns: [for privacy reasons please do not include any personal information such as name or address]

Respondents: 19

#	Respondent	Please feel free to include any additional comments or concerns: [for privacy reasons please do not include any personal information such as name or address]
1	24	<p>We only have the option to use Xplornet for internet. It's super expensive, unreliable, limited and super slow. We get by but it costs us so much extra time and money in our business due to its slow speed and unreliability. We have had employees leave and use internet at home or else where due to the problems. We our selves have gone to coffee shops to work to avoid the problems. We have been speaking with Xplornet for internet for our farm expansion and the options are very limited and very very expensive. We can not back up our computers properly due to the limited amount of data each month. This is very concerning for obvious reasons. During the pandemic, zoom calls and online schooling was so hard and very poor quality due to the speed problems. We couldn't have zoom calls with family because of our internet. Watching movies or streaming education videos and work related videos was even harder due to the increase volume of people on it at a given time. At certain times, streaming wasn't even possible. We use Rogers cellular service. We switched my husband from Telus because the service was even worse than Rogers. We can not use our phones at all for phone calls even with a \$1500 cell booster. I can not message or call my family as they have android phones which makes its even more difficult. We have no phone, message or internet service unless we are inside or near the house. So if we are working in the field we have no phone service for emergencies if needed. When the weather isn't good the internet goes down so then we have no cell or internet connection at all! We have to rely solely on our landline which isn't always ideal due to the fact that it is only located in the house and not in our out buildings or field. We also have to use our residential landline for business calls since cell service isn't an option. We have to consider setting up an additional landline just for business calls which is unfortunate since our cell phones are our business lines.</p>
2	25	<p>As an area for farm businesses I believe everyone should have high speed interent. We need it to keep up with other farms that have more advanced technology than us. It's not fair we don't have a choice of different high speed internet providers.</p>

Personal information was redacted for privacy protection.

3	28	My work is done 100% online. Better internet services are critical to my business.
4	29	The lack of internet speed and reliability with Telus has forced us into trying Xplornet which is very expensive for pretty much the same service. Our phones go down regularly and we have had emergency situations that we have to drive through landslides or nearly get killed navigating icy hills in the winter to get help when these services don't work. it is ridiculous as we are just not that remote anymore. My businesses depends on my internet service 100%. Everything I have applied for jobs in the past and had to turn them down as a 'reliable internet connection' just isn't available here. I spend so much time driving to town and sitting in my car trying to upload and download information, update my websites and communicate with customers. I almost feel I need to rent a space in town to be able to do my internet business. I very much hope that some action is taken to alleviate the stress and financial burden on our businesses up here in Columbia Valley. Reliable, affordable and stable internet and cellular coverage are ESSENTIAL for our businesses to thrive and grow!
5	31	You don't need a s Survey to know that proper internet service is essential . We are in the 21 st century, at least I think we are . This is the forgotten valley .
6	42	Updates to VPN access is sketchy at best. Slow download and upload times. Explore net is over priced and Telus does not even offer anything faster. It has been same answer from them for last 5 years "upgrades are coming soon the service in the Columbia Valley.
7	46	Our company is [REDACTED] [REDACTED] We paid Telus \$35,000 to install a fiber optic line as there was no other viable option. We pay \$900 per month for 200Mbps synchronous connection with five nines service guarantee and a cellular backup (tested approx 6Mbps down / 1Mbps up).
8	47	I at times have individuals working alone on 40 acres - there are situations where the ability to communicate is not there due to the poor coverage.
9	50	Neighbours down the road were away and there was a fire at their barn. I had to drive 4 1/2 km to get cell coverage to call 911.
10	58	Having high speed internet service will be an asset for my business. It is one of the main questions my potential tenants ask about.

11	60	I am satisfied with my current coverage. There is no need to put up more towers . Wireless radiation is already over health limits and the government isn't regulating and over seeing the current levels of radiation that they have set out in Safety Code 6. No studies have been done to analyze compounding and stronger sources Tax payer money should not be used to subsidize wealthy telecommunication companies
12	67	We used to have to go to the top of the driveway to get a signal then the Rogers tower by hatzic improved things somewhat but still have cell phone reception problems from time to time that in turn impact the internet and we often experience wifi connection problems depending where one is on the property.Reception from wildlife cameras is spotty.
13	68	had an anaphalactic shock due to wasp sting - needed to use nieghbours phone. we do have a landline since we dont have cell service, but these are old lines and very unreliable!!! son has hemophilia - and we need to get on the internet for research and have excellent reliable phone service for bleeding events
14	73	We only have one server (Shaw), no Telus or Bell. Complaints are no ttaken care of. They only want you to upgrade to more expensive service but service still inadequate.
15	75	Cell phone service in Sunshine Valley is spotty and totally unsatisfactory. Safety is a key issue living her full time.
16	76	Don't need more zapping!
17	77	Enough coverage, no more needed.
18	78	Not interested in 5G or other harmful technology. Internet speed and current tech is sufficient.
19	81	Please don't waste time in Survey.... It should be mandatory for Telecommunications/Internet and Cellular companies to provide better internet and cellphone service in all FVRD.

