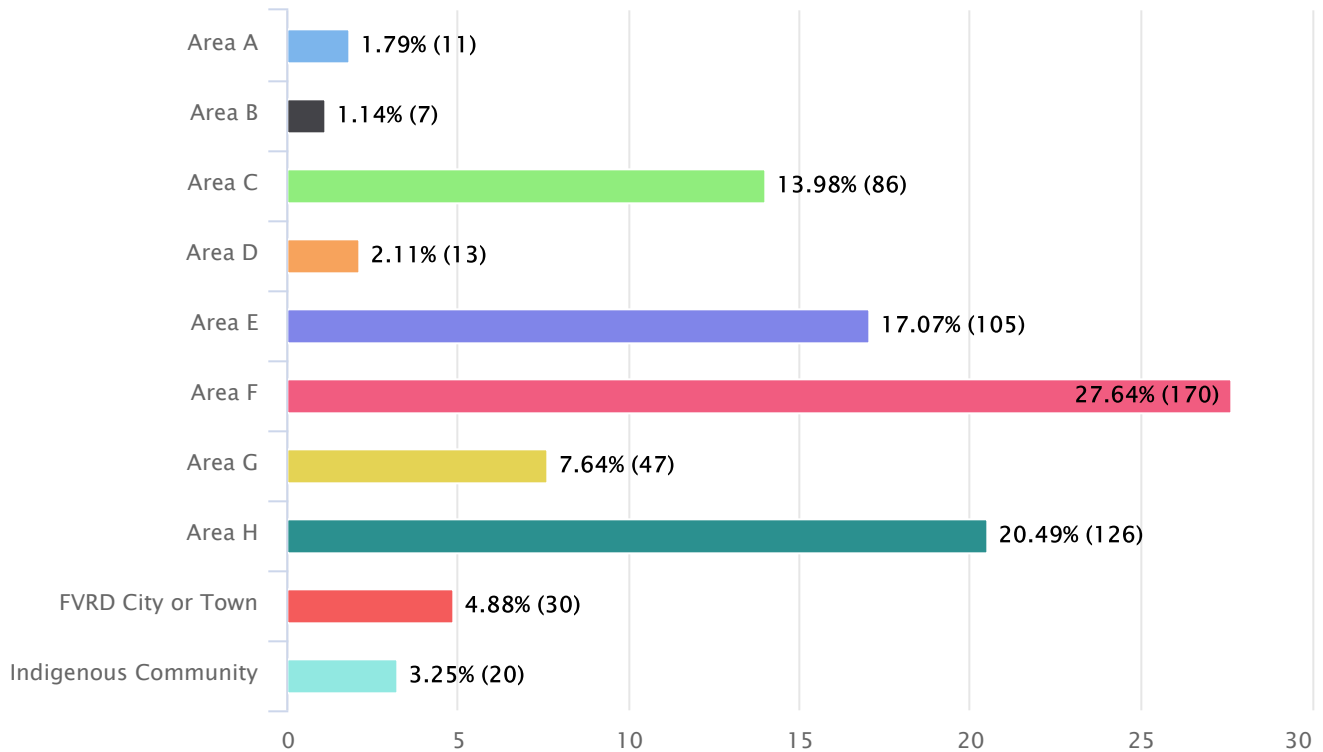


# FVRD Residential Connectivity Survey

Where do you live or own property within the Fraser Valley Regional District? (See map for location (<https://maps.fvrd.ca/portal/apps/webappviewer/index.html?id=eae55e6da5f14e11a9a5e07a78f339c5>))

Respondents: 615



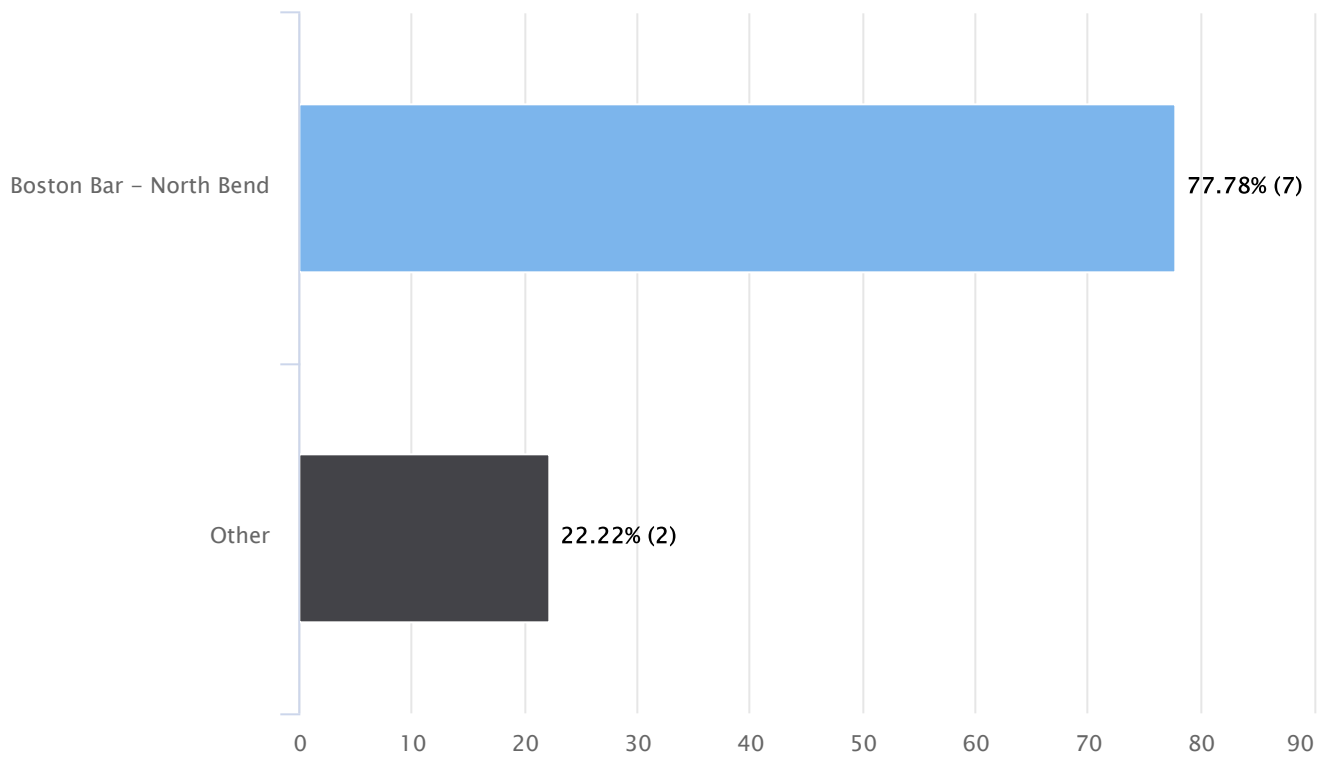
Choice	Count
Area A	1.79% 11
Area B	1.14% 7
Area C	13.98% 86
Area D	2.11% 13
Area E	17.07% 105

Personal information was redacted for privacy protection.

<b>Area F</b>	27.64%
	170
<b>Area G</b>	7.64%
	47
<b>Area H</b>	20.49%
	126
<b>FVRD City or Town</b>	4.88%
	30
<b>Indigenous Community</b>	3.25%
	20
<b>Total</b>	<b>100%</b>
	<b>615</b>

### Which neighbourhood?

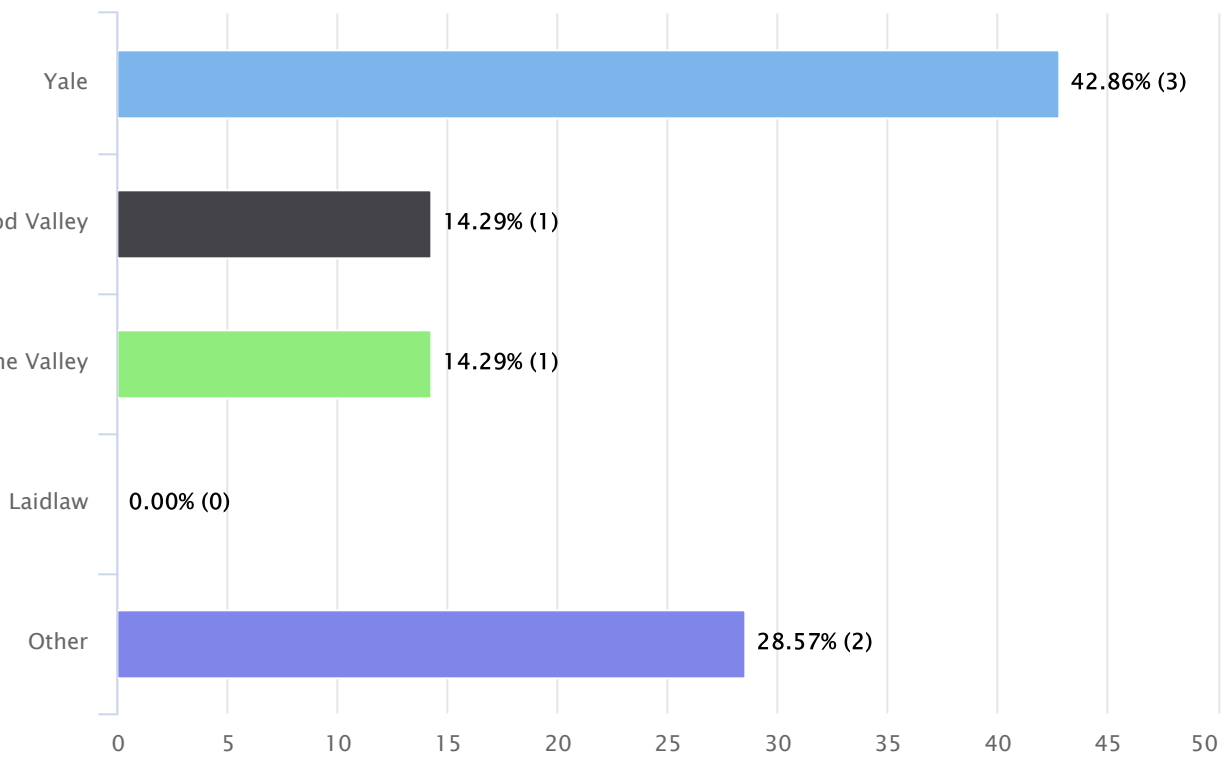
Respondents: 9



Choice	Count
<b>Boston Bar - North Bend</b>	77.78% 7
<b>Other</b>	22.22% 2
<b>Total</b>	100% 9

### Which neighbourhood?

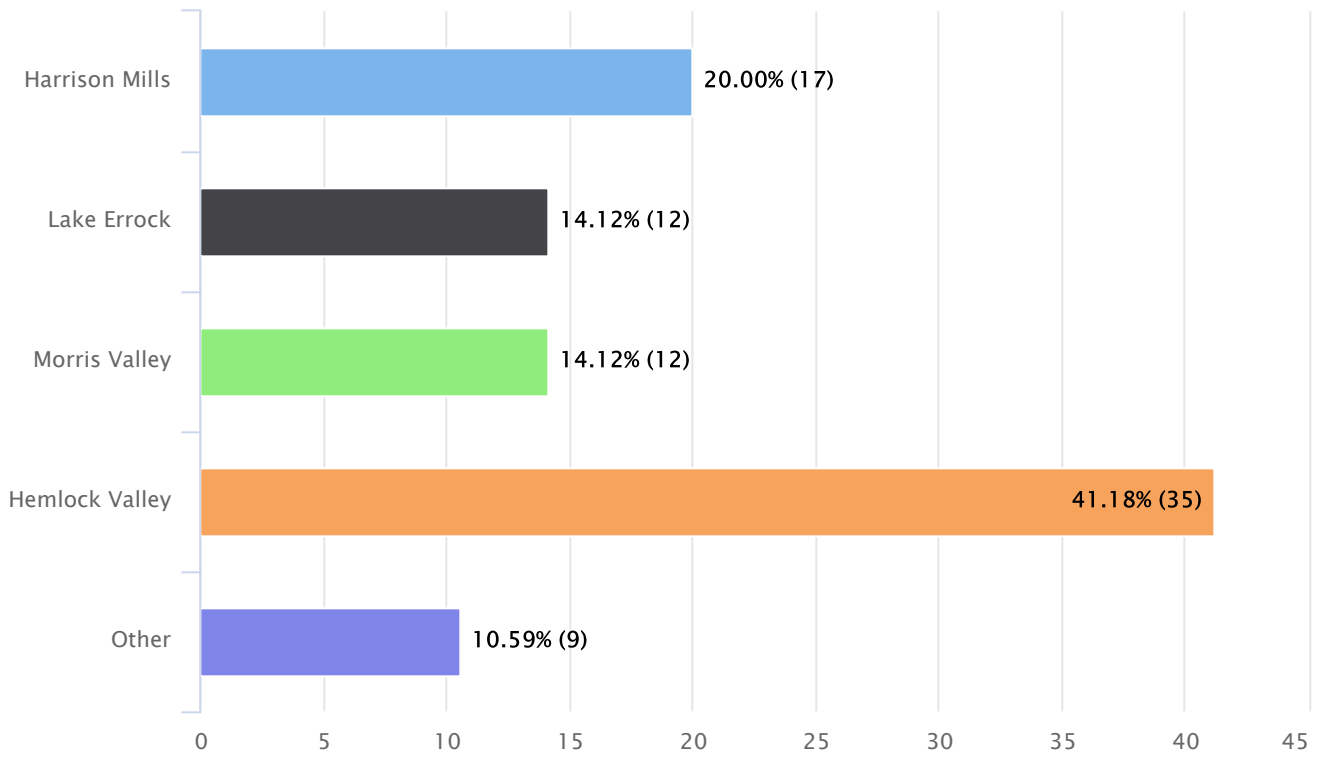
Respondents: 7



Choice	Count
Yale	42.86% 3
Dogwood Valley	14.29% 1
Sunshine Valley	14.29% 1
Laidlaw	0.00% 0
Other	28.57% 2
<b>Total</b>	<b>100%</b> <b>7</b>

### Which neighbourhood?

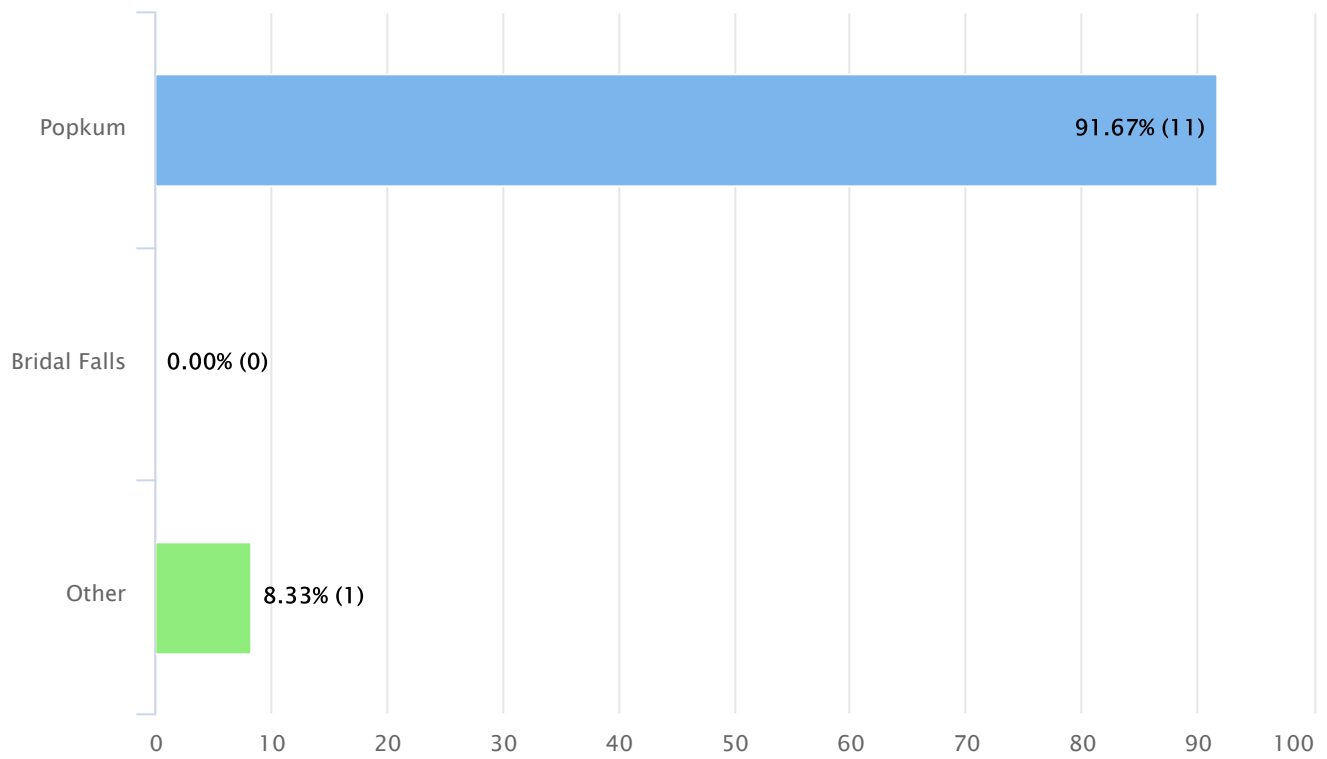
Respondents: 85



Choice	Count
<b>Harrison Mills</b>	20.00% 17
<b>Lake Errock</b>	14.12% 12
<b>Morris Valley</b>	14.12% 12
<b>Hemlock Valley</b>	41.18% 35
<b>Other</b>	10.59% 9
<b>Total</b>	<b>100%</b> <b>85</b>

### Which neighbourhood?

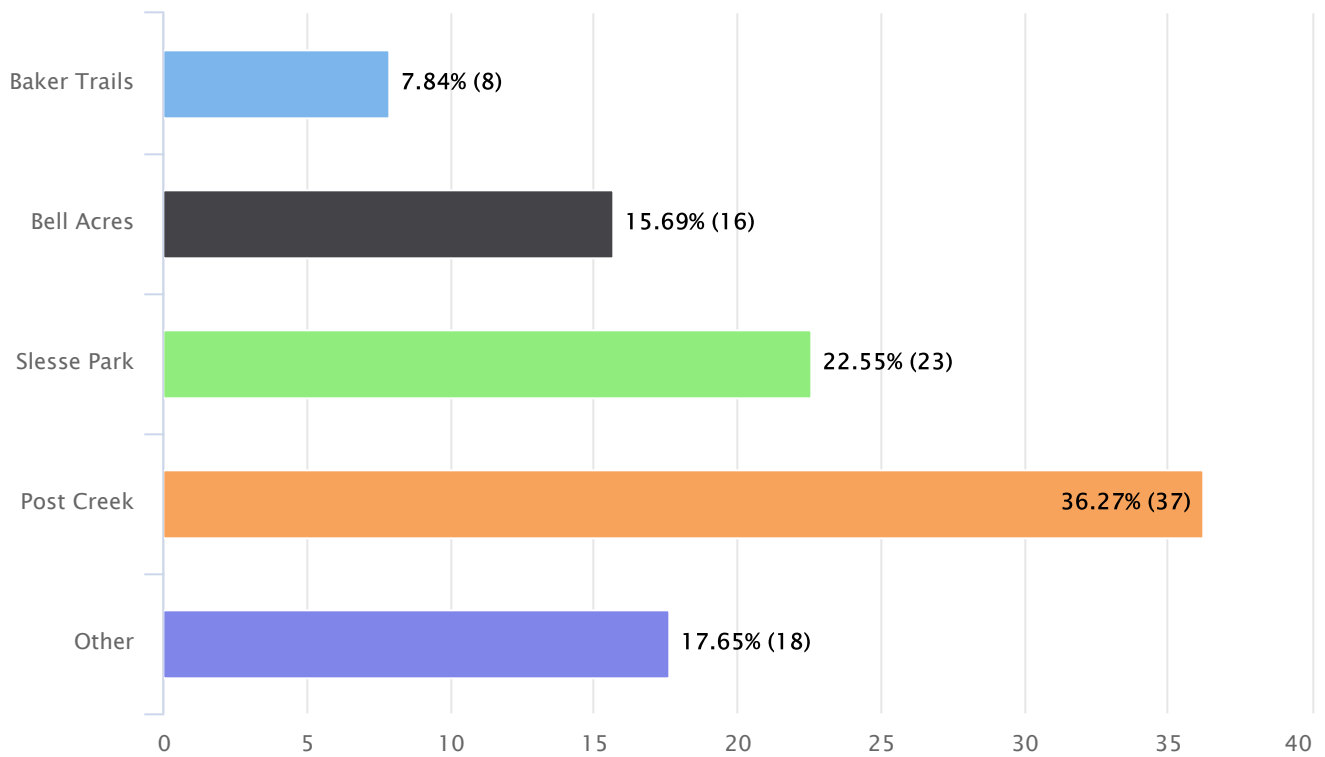
Respondents: 12



Choice	Count
Popkum	91.67% 11
Bridal Falls	0.00% 0
Other	8.33% 1
<b>Total</b>	<b>100%</b> <b>12</b>

### Which neighbourhood?

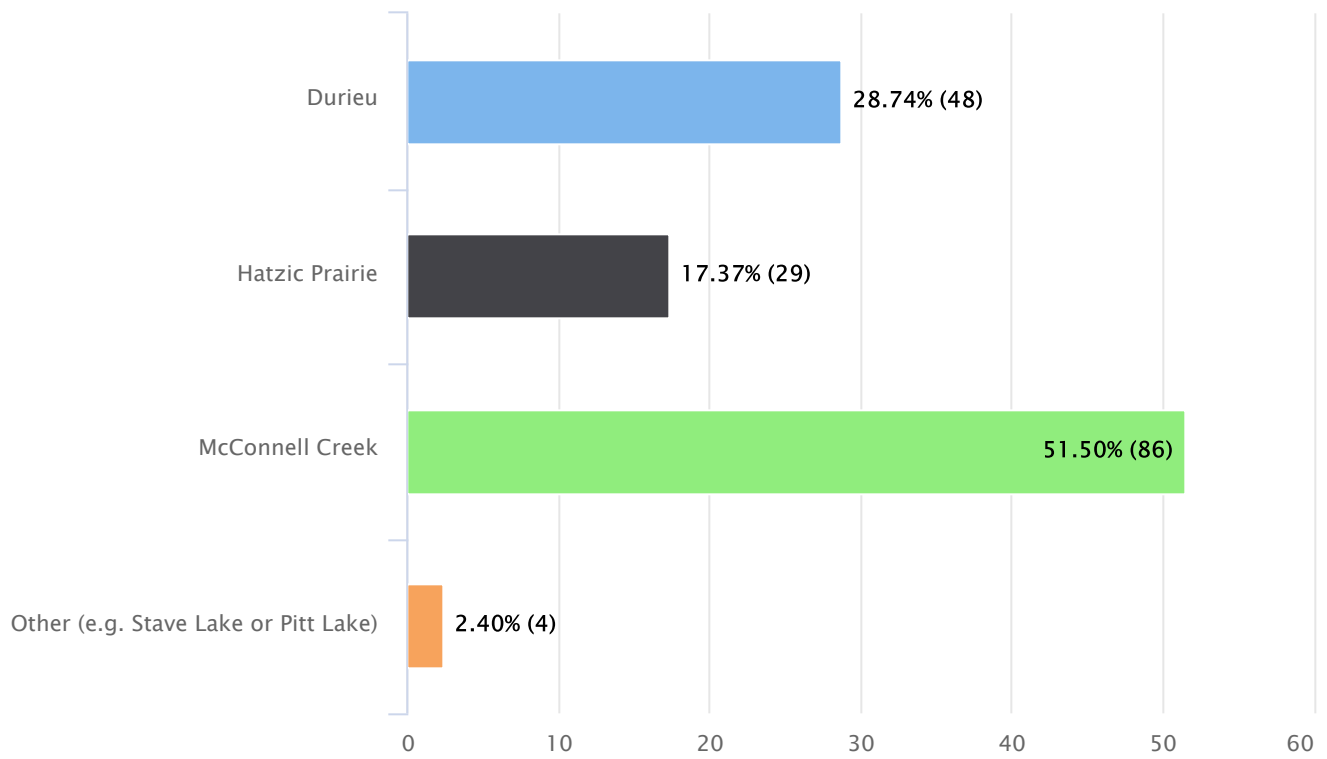
Respondents: 102



Choice	Count
<b>Baker Trails</b>	7.84% 8
<b>Bell Acres</b>	15.69% 16
<b>Slesse Park</b>	22.55% 23
<b>Post Creek</b>	36.27% 37
<b>Other</b>	17.65% 18
<b>Total</b>	<b>100%</b> <b>102</b>

### Which neighbourhood?

Respondents: 167

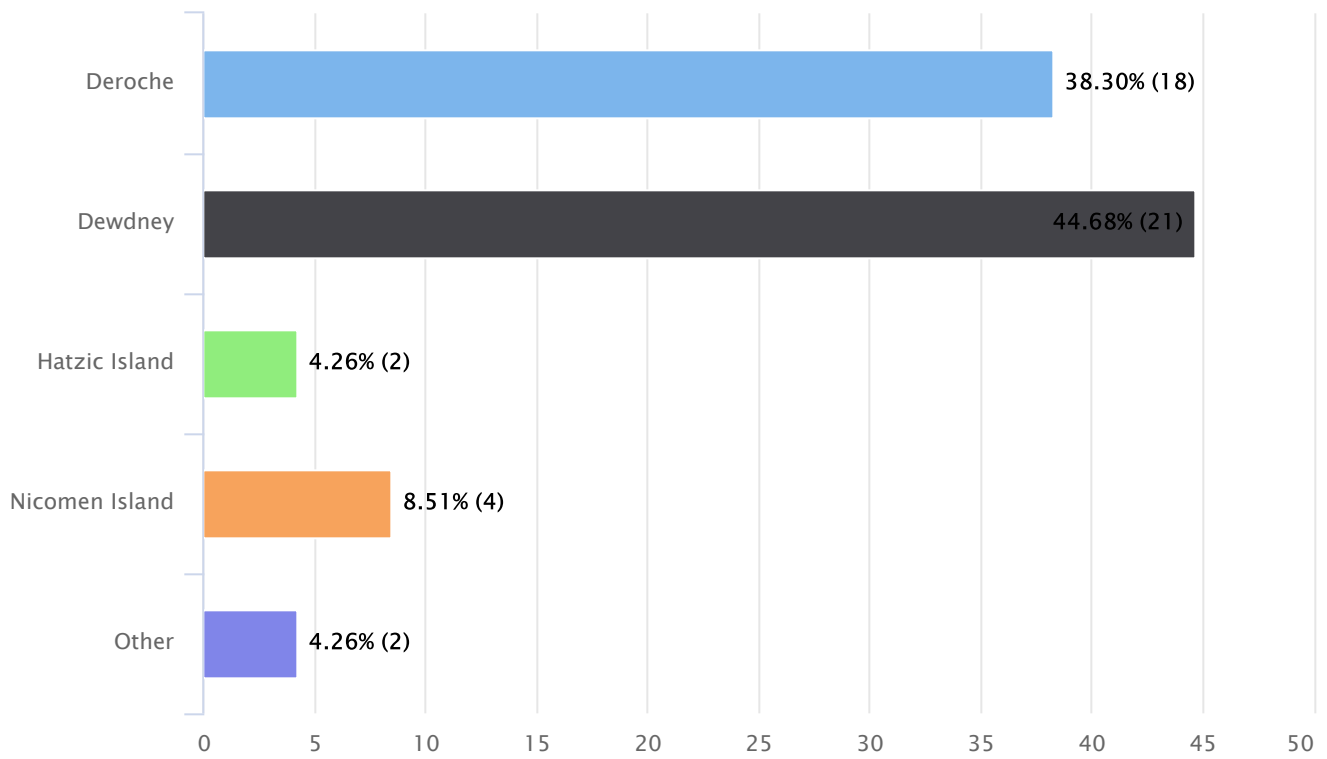


Choice	Count
Durieu	28.74% 48
Hatzic Prairie	17.37% 29
McConnell Creek	51.50% 86
Other (e.g. Stave Lake or Pitt Lake)	2.40% 4
<b>Total</b>	<b>100%</b> <b>167</b>



### Which neighbourhood?

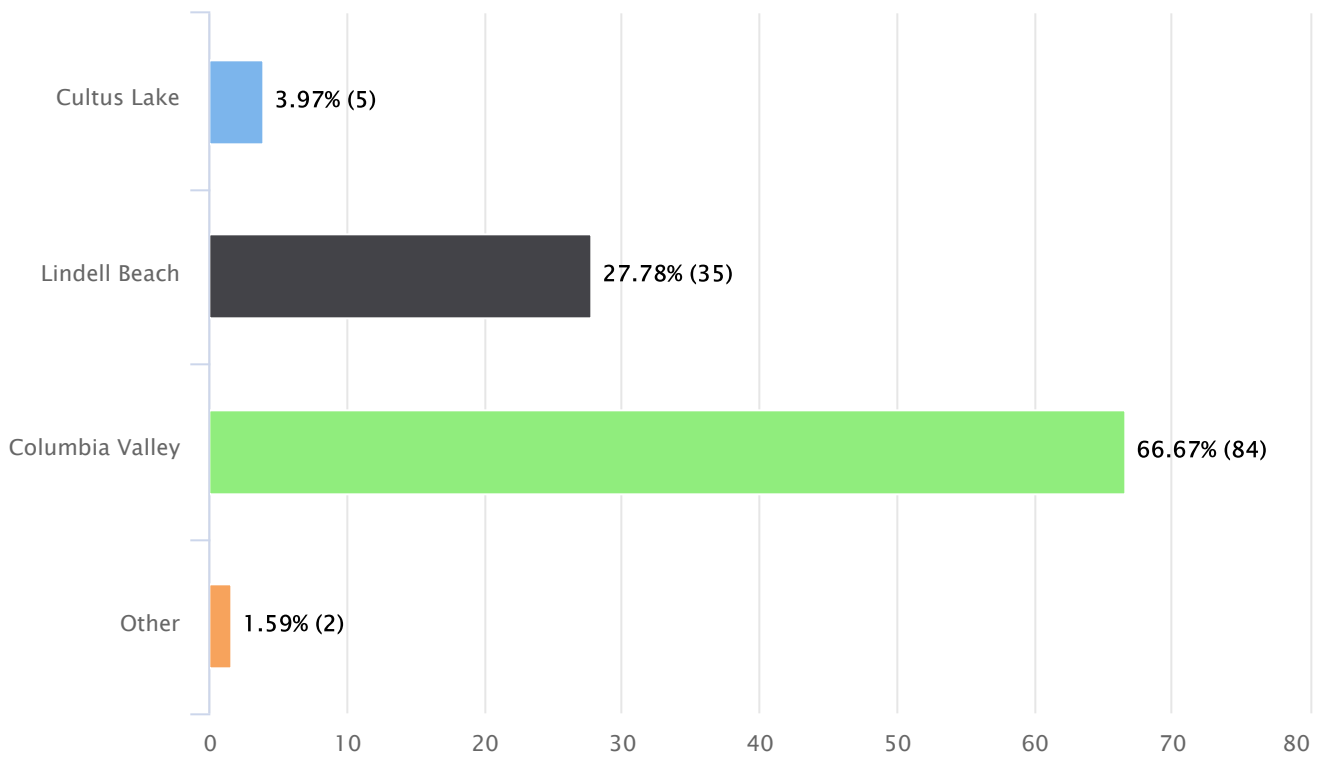
Respondents: 47



Choice	Count
Deroche	38.30% 18
Dewdney	44.68% 21
Hatzic Island	4.26% 2
Nicomen Island	8.51% 4
Other	4.26% 2
<b>Total</b>	<b>100%</b> <b>47</b>

### Which neighbourhood?

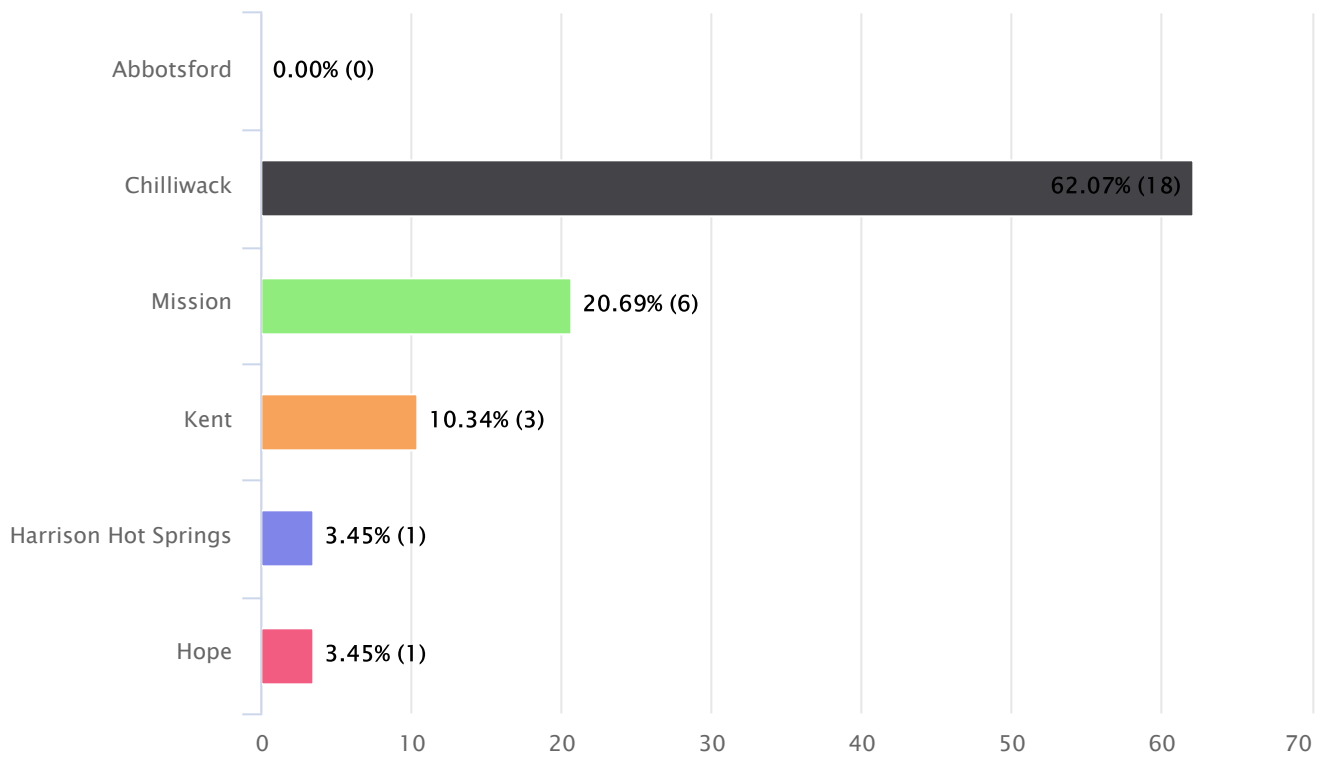
Respondents: 126



Choice	Count
Cultus Lake	3.97% 5
Lindell Beach	27.78% 35
Columbia Valley	66.67% 84
Other	1.59% 2
<b>Total</b>	<b>100%</b> <b>126</b>

### Which community?

Respondents: 29



Choice	Count
Abbotsford	0.00% 0
Chilliwack	62.07% 18
Mission	20.69% 6
Kent	10.34% 3
Harrison Hot Springs	3.45% 1
Hope	3.45% 1
<b>Total</b>	<b>100%</b> <b>29</b>

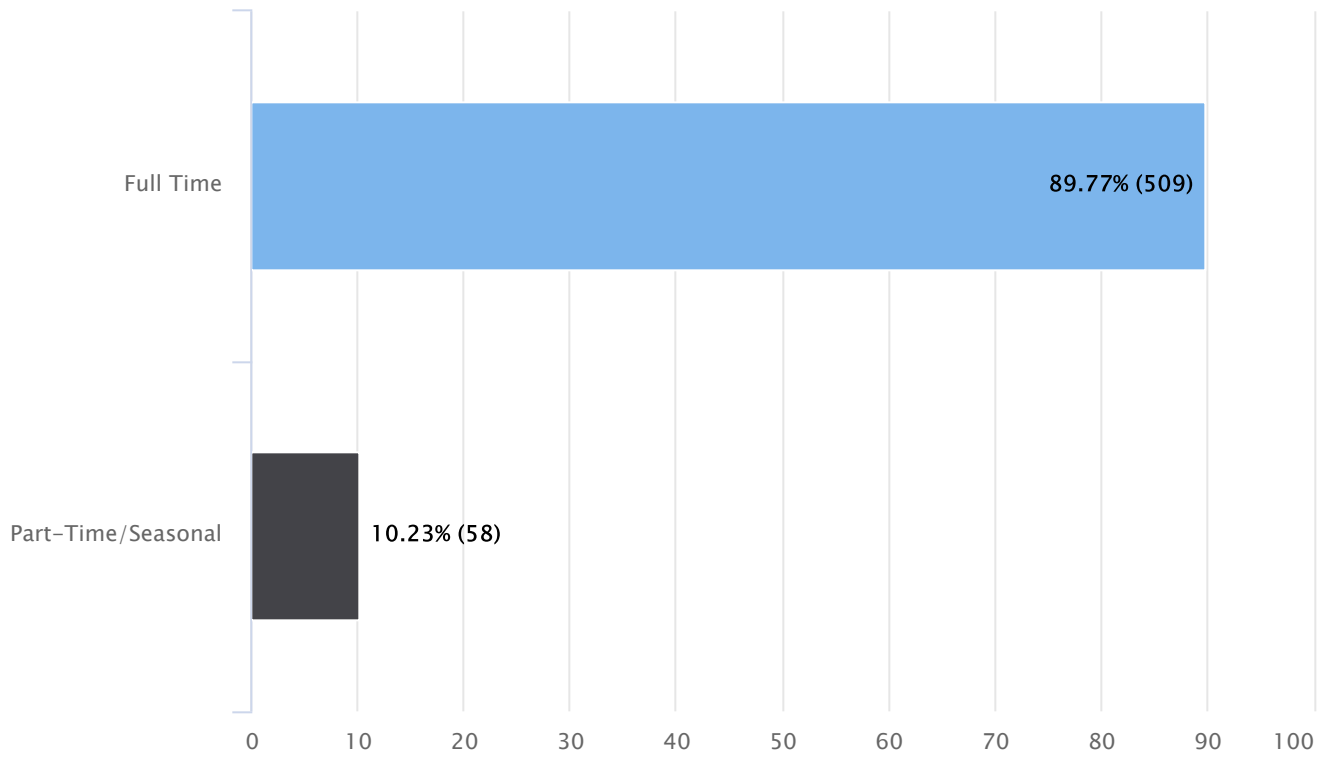
## Which community?

Respondents: 20

#	Respondent	Which community?
1	766	Leqamel First Nation
2	811	Leq'á:mel
3	812	Leq'á:mel
4	814	Scowlitz First Nation
5	820	Deroche
6	826	Leqamel
7	830	Leqamel
8	880	Leqamel
9	882	Leqamal
10	910	Evergreen Estates
11	921	Leq'a:mel First Nation
12	923	Ruby Creek (Squalook)
13	1034	Sachteen, 42 km East
14	1044	Skatin Nation
15	1067	Leq'a:mel
16	1068	LEQAMEL
17	1094	Leqamel First Nation
18	1097	Leqamel first Nation
19	1147	Tipella
20	1221	Papsilqua Indian Reserve #2

### What type of residency do you maintain as an FVRD resident?

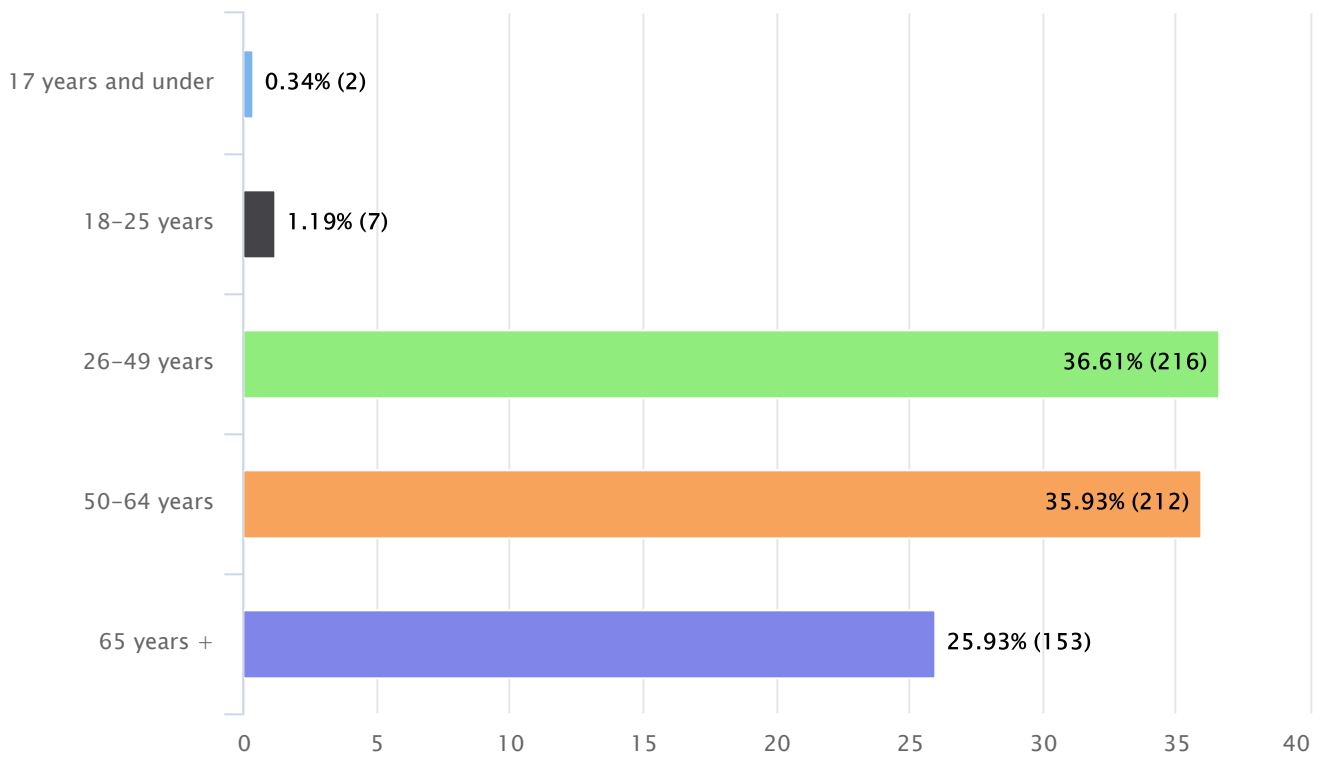
Respondents: 567



Choice	Count
Full Time	89.77% 509
Part-Time/Seasonal	10.23% 58
<b>Total</b>	<b>100%</b> <b>567</b>

Please select your age group.

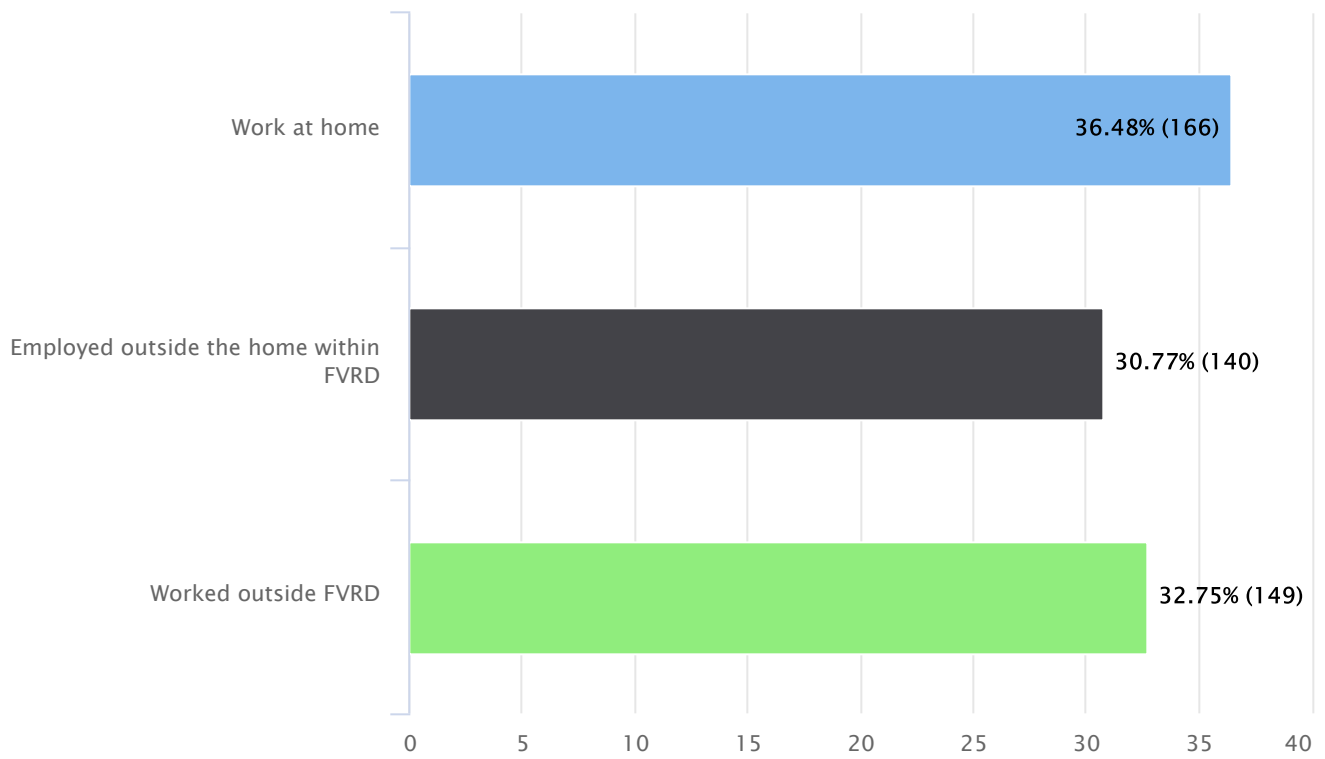
Respondents: 590



Choice	Count
17 years and under	0.34% 2
18-25 years	1.19% 7
26-49 years	36.61% 216
50-64 years	35.93% 212
65 years +	25.93% 153
<b>Total</b>	<b>100%</b> <b>590</b>

If you are employed which of the following best describes your place of employment?

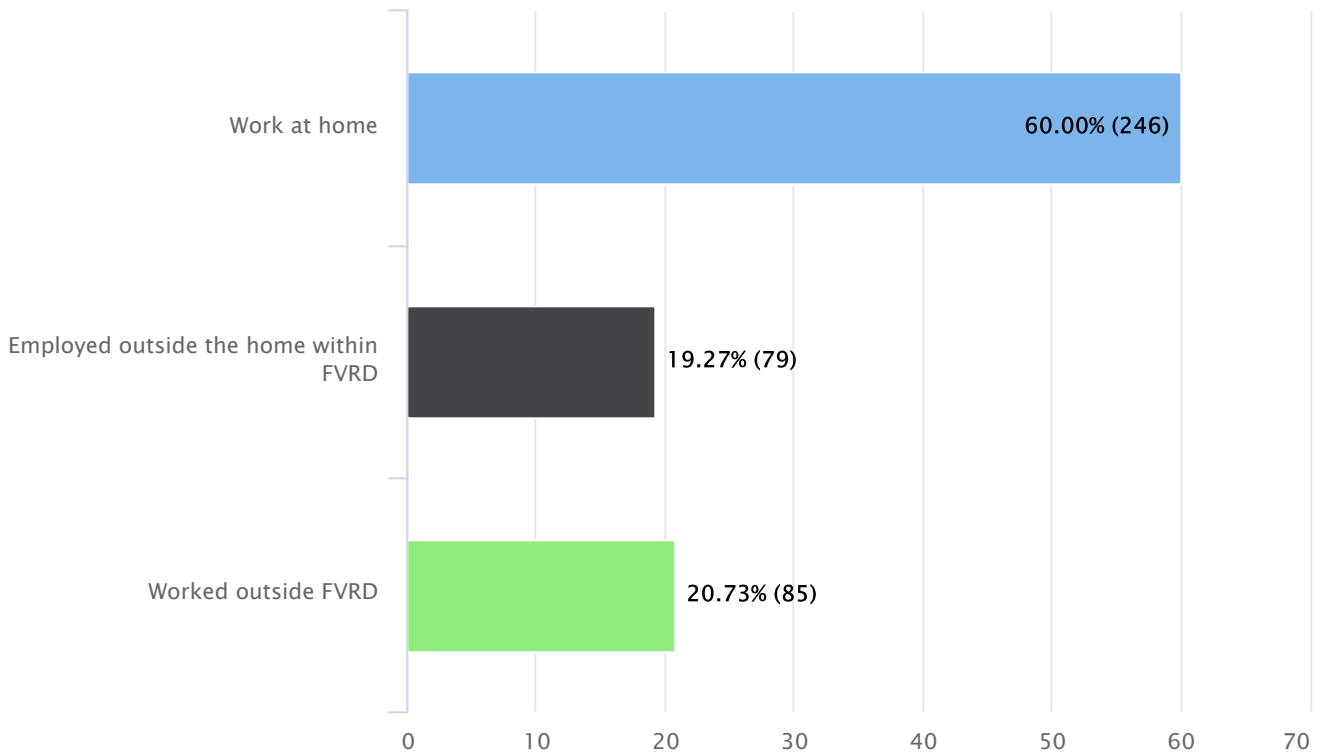
Respondents: 455



Choice	Count
Work at home	36.48% 166
Employed outside the home within FVRD	30.77% 140
Worked outside FVRD	32.75% 149
<b>Total</b>	<b>100%</b> <b>455</b>

If the recent COVID-19 pandemic changed your place of employment, what best describes your place of employment during that time?

Respondents: 410

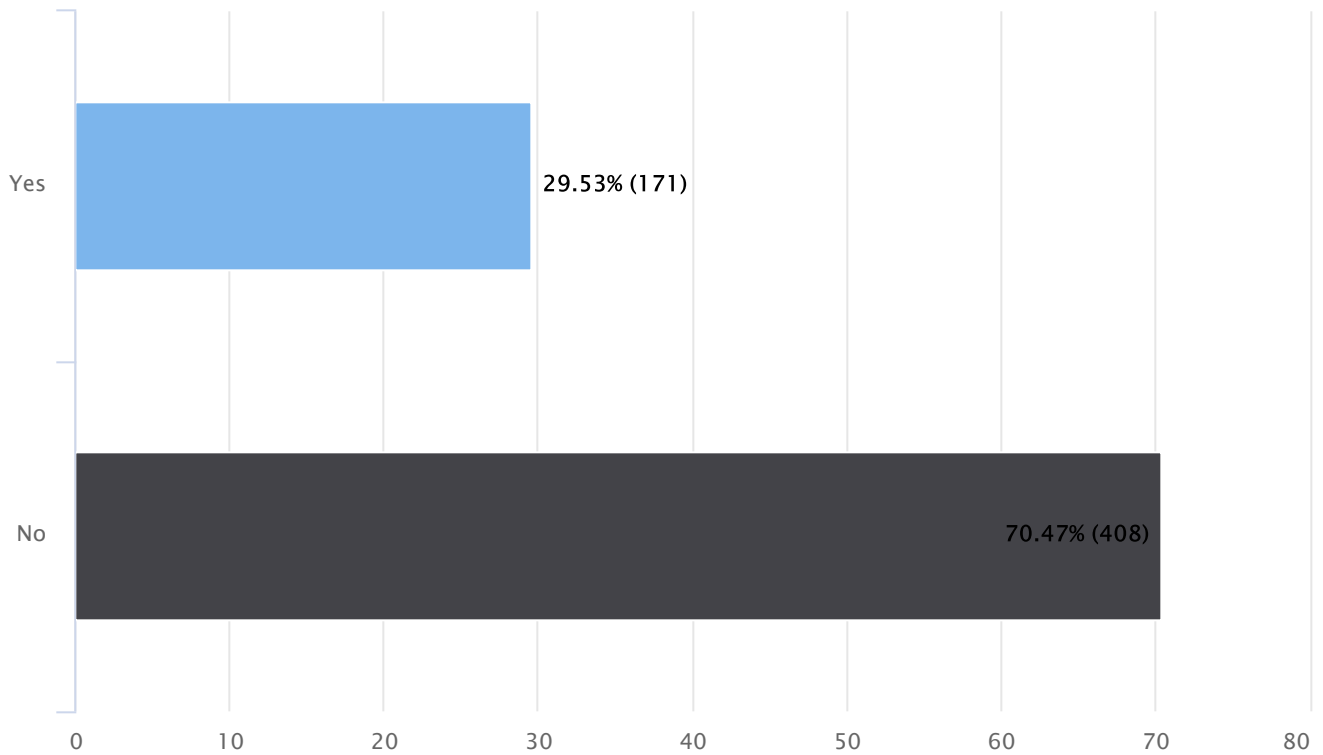


Choice	Count
Work at home	60.00% 246
Employed outside the home within FVRD	19.27% 79
Worked outside FVRD	20.73% 85
<b>Total</b>	<b>100%</b> <b>410</b>



Do you have children at home that are receiving home schooling and need internet connectivity for their education?

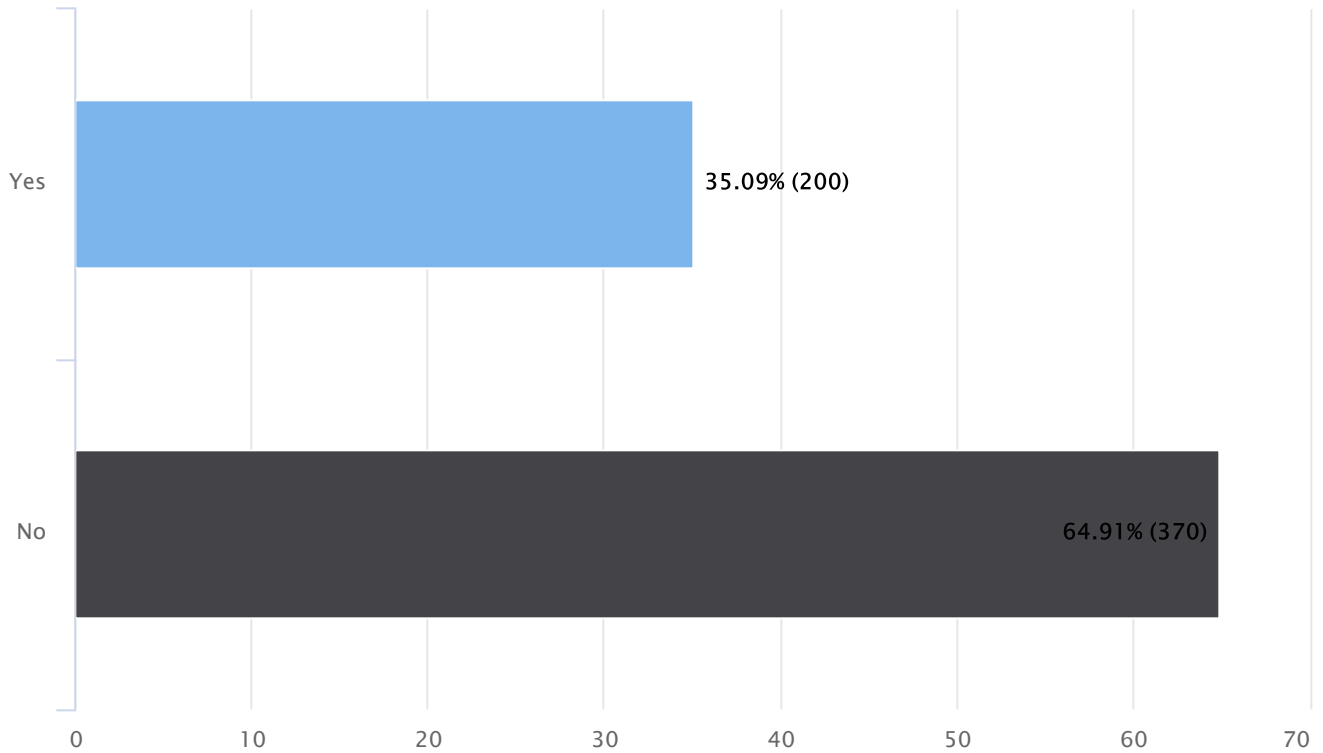
Respondents: 579



Choice	Count
Yes	29.53% 171
No	70.47% 408
<b>Total</b>	<b>100%</b> <b>579</b>

During the recent COVID-19 pandemic, did/do you have children at home that are receiving home schooling and need internet connectivity for their education?

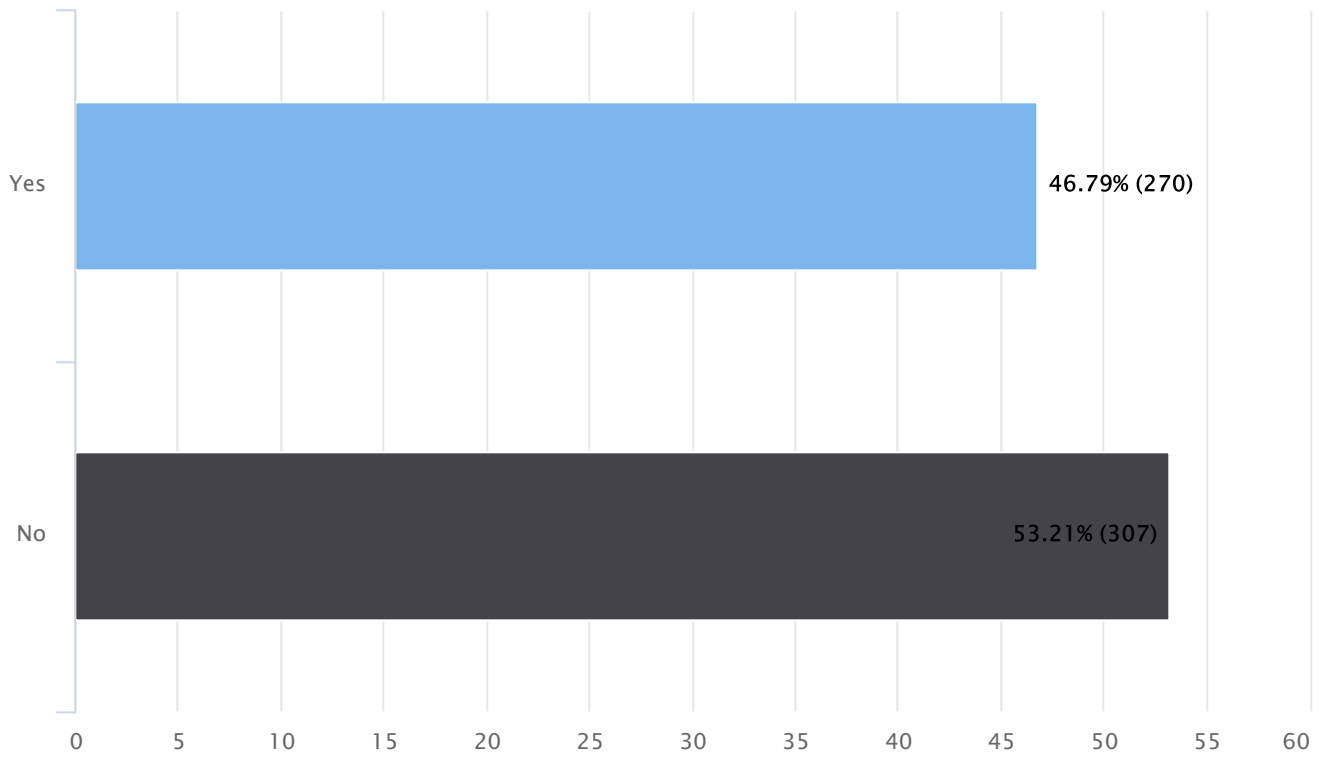
Respondents: 570



Choice	Count
Yes	35.09% 200
No	64.91% 370
<b>Total</b>	<b>100%</b> <b>570</b>

Do you have adults in your home who are pursuing education, training or certifications online?

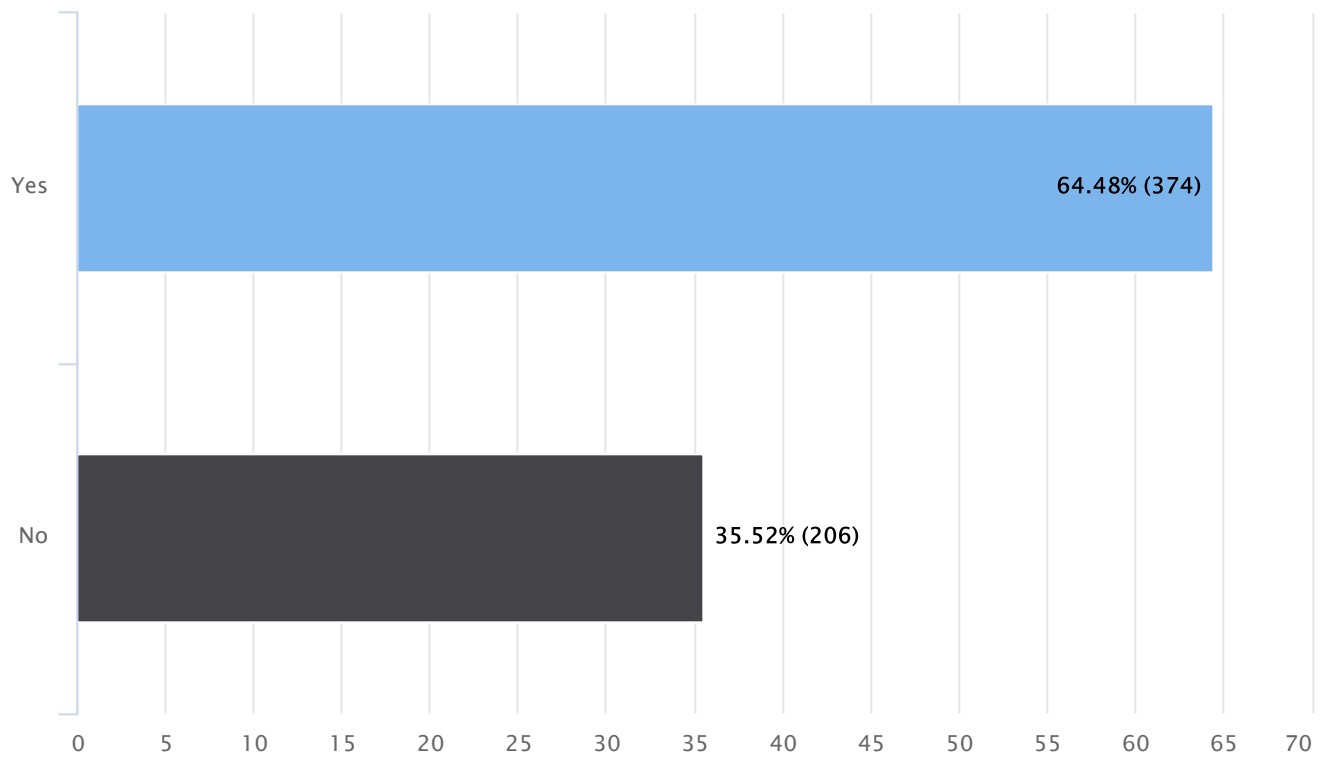
Respondents: 577



Choice	Count
Yes	46.79% 270
No	53.21% 307
<b>Total</b>	<b>100%</b> <b>577</b>

### Does anyone in your home have an interest in accessing tele-health services?

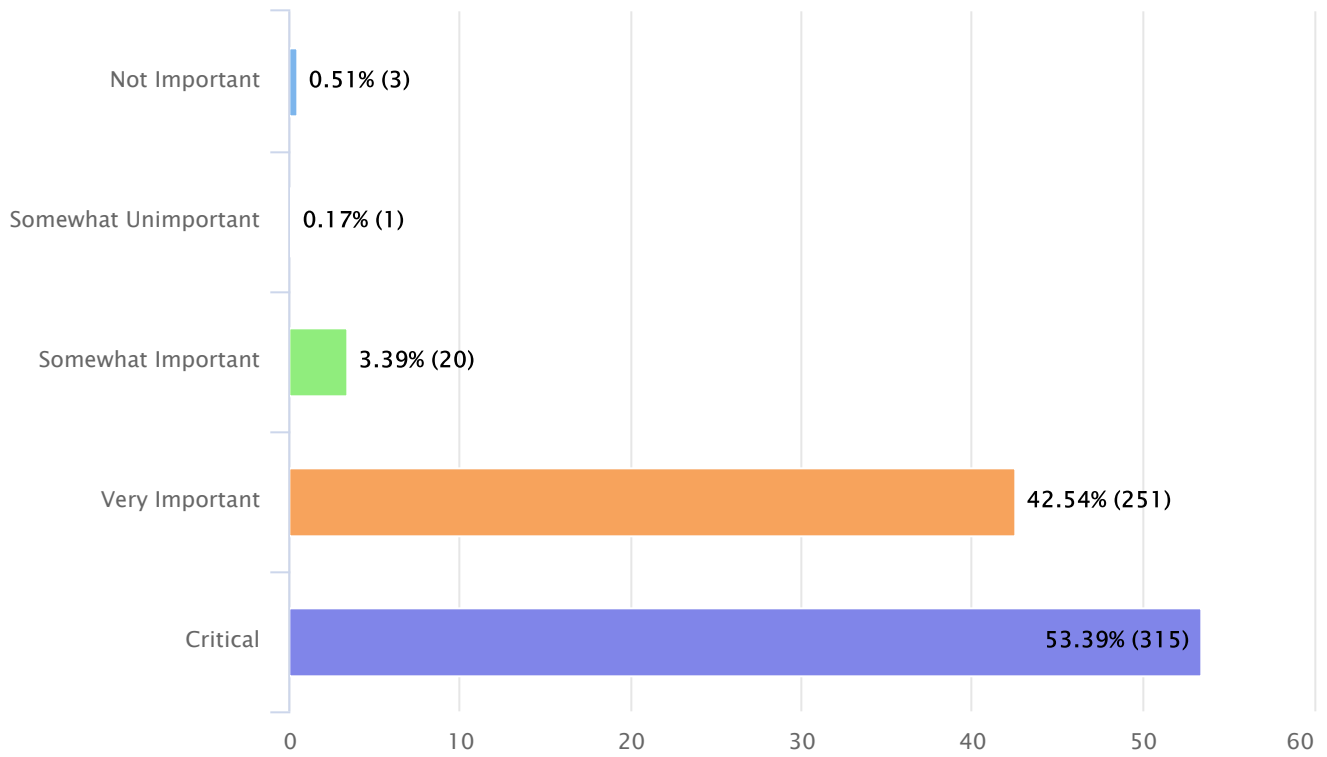
Respondents: 580



Choice	Count
Yes	64.48% 374
No	35.52% 206
<b>Total</b>	<b>100%</b> <b>580</b>

### How important is internet service to you?

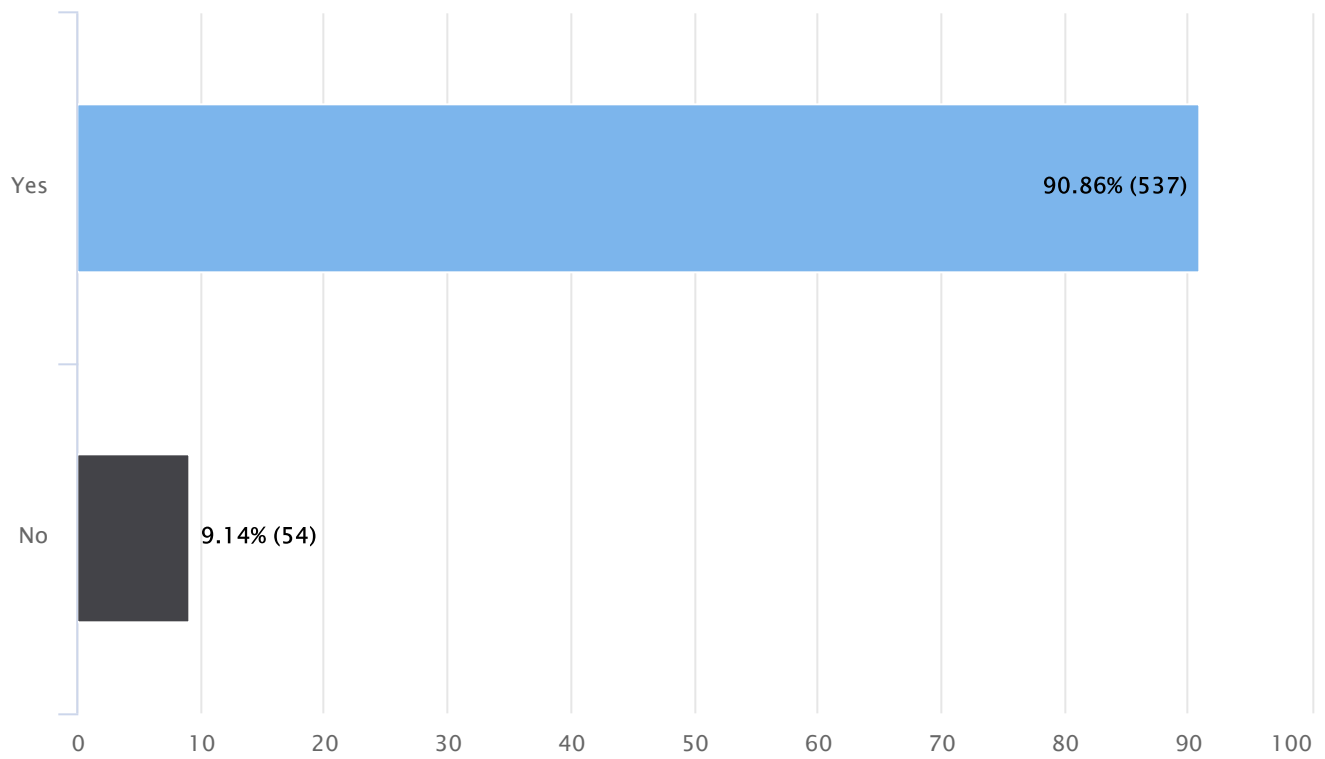
Respondents: 590



Choice	Count
Not Important	0.51% 3
Somewhat Unimportant	0.17% 1
Somewhat Important	3.39% 20
Very Important	42.54% 251
Critical	53.39% 315
<b>Total</b>	<b>100%</b> <b>590</b>

### Do you have internet access at your home?

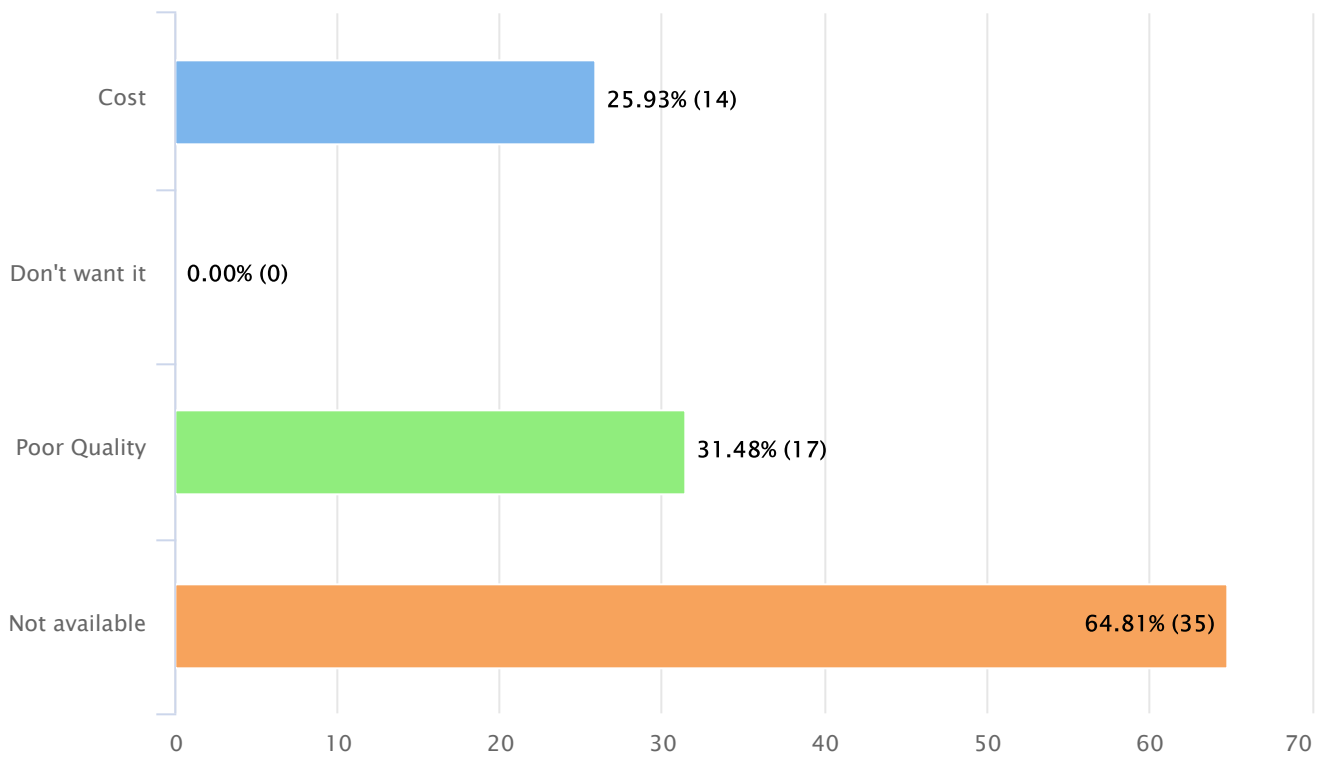
Respondents: 591



Choice	Count
Yes	90.86% 537
No	9.14% 54
<b>Total</b>	<b>100%</b> <b>591</b>

### Why do you not have internet in your home? (Please check any that apply)

Respondents: 54



Choice	Count
Cost	25.93% 14
Don't want it	0.00% 0
Poor Quality	31.48% 17
Not available	64.81% 35
<b>Total</b>	<b>100%</b> <b>54</b>

#	Respondent	Other
1	89	Unavailable where we are. We have to use satellite. Would prefer Shaw or Telus
2	413	Prior to buying the property Telus said service was available, so we purchased. When we put in the order we were told the did not have ports available. Very disappointing as it was a must have and Telus assured us we could.

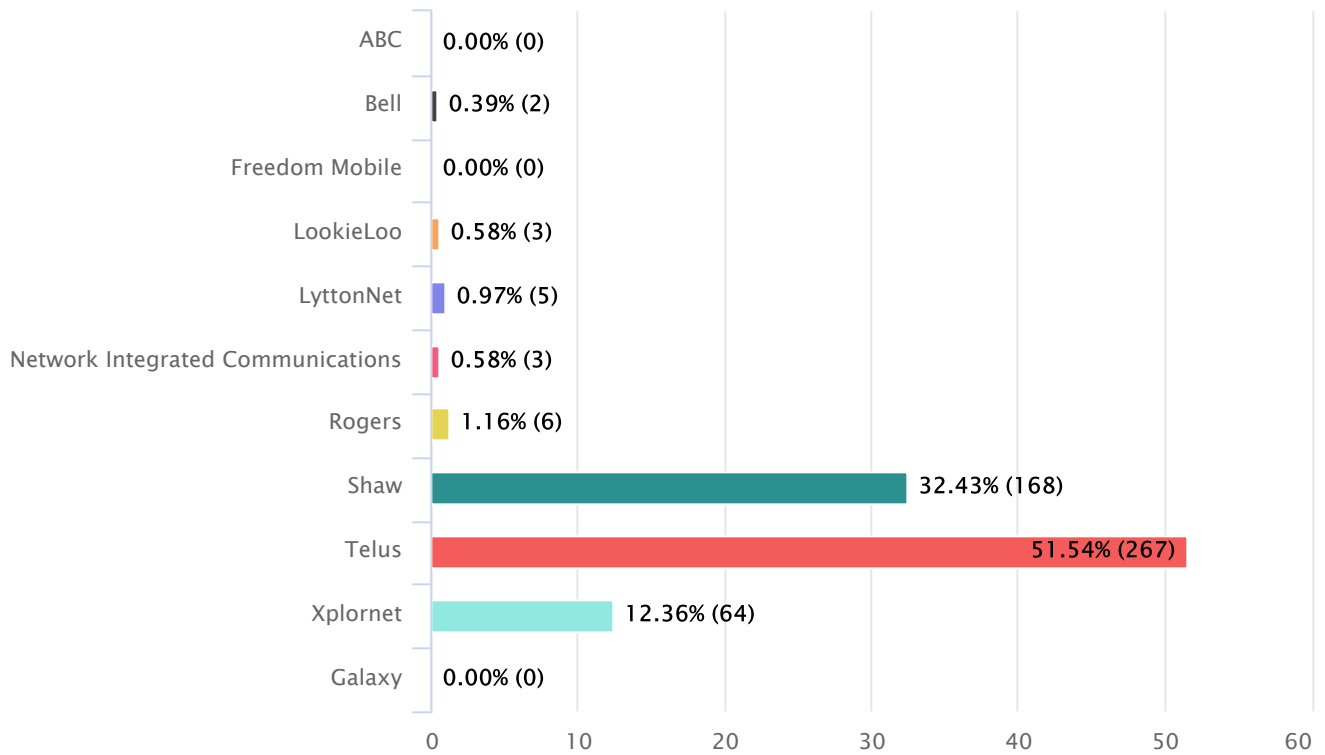
Personal information was redacted for privacy protection.

3	530	Post creek waiting list with Telus takes 5 years I'm told
4	548	No available ports
5	746	Satellite internet cost is outrageous and never works
6	829	Very poor connection, not worth \$ spent
7	833	I can only get Xplornet the service sucks...and expensive for what you get
8	960	Just learned that it is possibly available by a Telus hub now. But costly.
9	1155	Waiting to hear back from Provider
10	1221	Keeps going down with the satellite



### Who is your current internet service provider (ISP)?

Respondents: 526



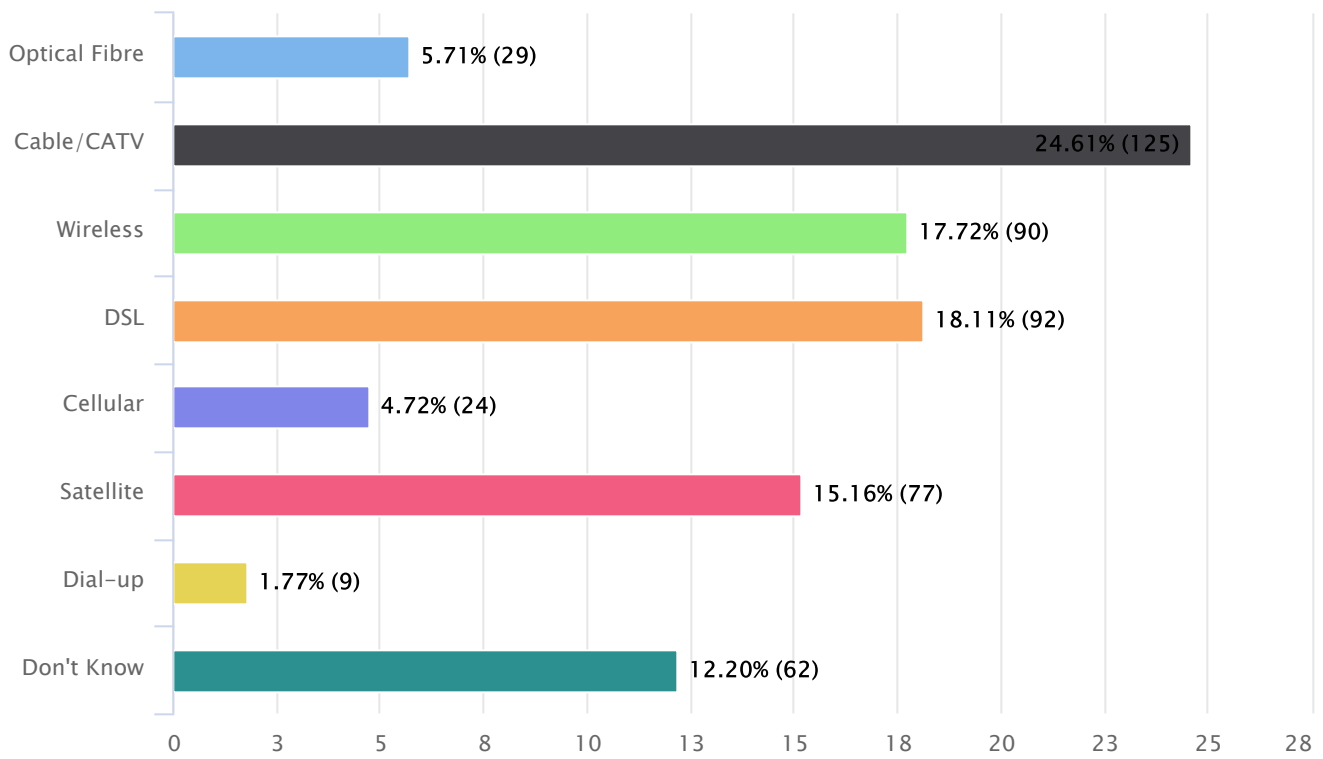
Choice	Count
ABC	0.00% 0
Bell	0.39% 2
Freedom Mobile	0.00% 0
LookieLoo	0.58% 3
LyttonNet	0.97% 5
Network Integrated Communications	0.58% 3
Rogers	1.16% 6
Shaw	32.43% 168

Personal information was redacted for privacy protection.

<b>Telus</b>	51.54%	267
<b>Xplornet</b>	12.36%	64
<b>Galaxy</b>	0.00%	0
<b>Total</b>	<b>100%</b>	<b>526</b>
<b>#</b>	<b>Respondent</b>	<b>Other</b>
1	41	We pay for Xplornet and need to supplement with a Rogers hub. Total over 300\$/month
2	202	But the service is unreliable and very slow
3	258	Both Telus and Xplornet
4	303	Uniserve
5	318	we have both Xplornet and Telus as they are both so bad here we have to swap back and forth between them
6	358	Lightspeed
7	374	Light speed
8	376	Lightspeed
9	491	Rogers hub
10	834	and Rogers
11	838	Itelya Communications purchases through Telus
12	970	Sasquatch Mountain Resort is provider
13	1004	Wireless hub that runs on cell signal
14	1017	The pole across the road from me
15	1044	LSTC
16	1059	Sasquatch Mountain Resort
17	1102	Hard Wired
18	1118	Does not work well, low connection
19	1222	LSTC internet also

### What type of home internet service do you have?

Respondents: 522



Choice	Count
Optical Fibre	5.71% 29
Cable/CATV	24.61% 125
Wireless	17.72% 90
DSL	18.11% 92
Cellular	4.72% 24
Satellite	15.16% 77
Dial-up	1.77% 9
Don't Know	12.20% 62

Personal information was redacted for privacy protection.

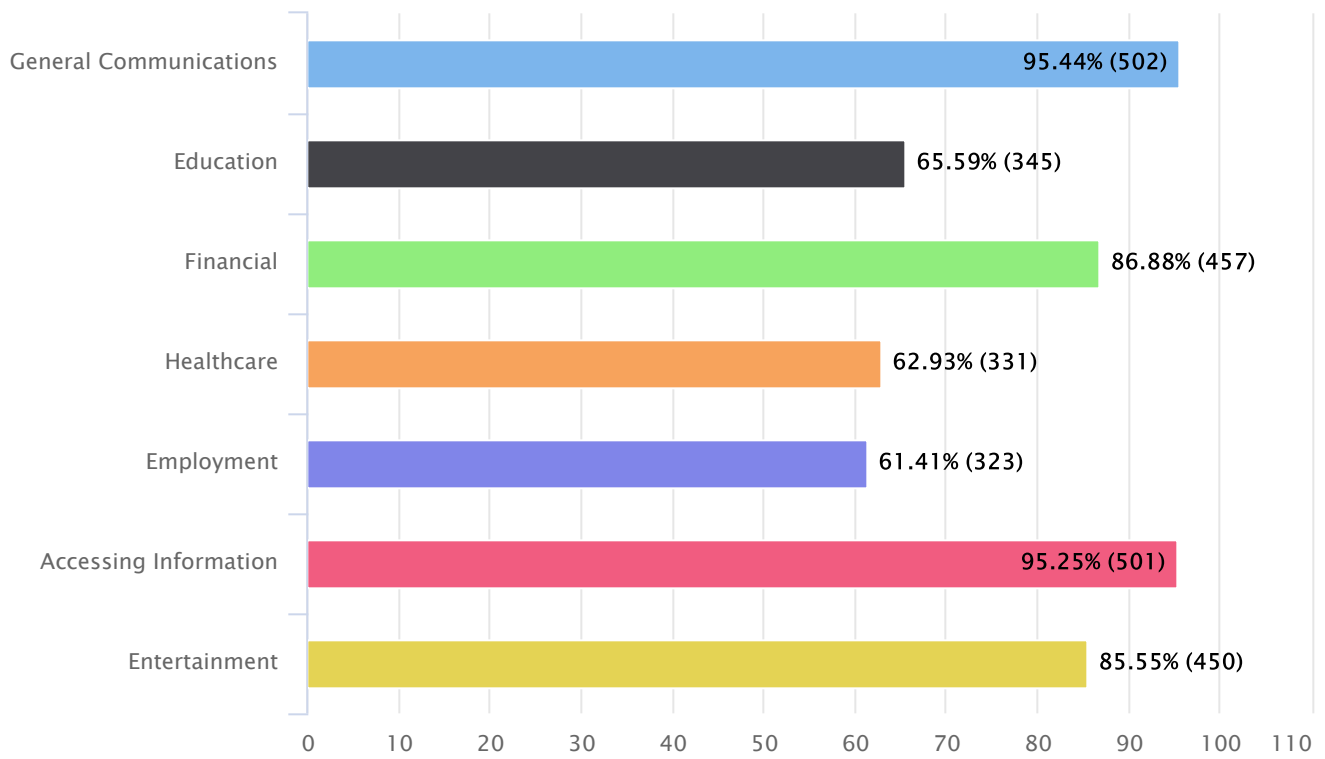
<b>Total</b>		<b>100%</b> <b>522</b>
<b>#</b>	<b>Respondent</b>	<b>Other (please specify)</b>
1	41	Satellite and cellular.
2	79	Phone line
3	116	Internet is through the phone lines. Maximum speed is around 4 mbps. Upload speeds is practically non existent.
4	124	Not certain if Shaw is fibre or cable
5	157	Old telus buried "pairs" system
6	160	Old Telus buried "pairs" phone wire. They call it DSL light. Super slow.
7	258	DSL and Satellite
8	371	The internet comes to the house via telephone line.
9	404	Through Telus phone line
10	409	I think I have Cable / CATV, but could be Wireless
11	457	Under 3 mg down
12	500	Hub
13	533	with wi-fi
14	586	also shaw direct satellite and a landline.
15	624	Wireless antenna from end of Shaw line to the house
16	689	1mbps
17	834	and cellular
18	840	wifi router with data supplied over the phone line. 5 mbsp. Not dial up.
19	842	we have just changed to Telus Optic in the last month
20	843	wifi modem from phone lines. not dial up
21	882	7mbps DSL is the fastest they offer
22	961	satellite router box
23	967	not sure if it's fiber to door but it is very good
24	1004	Wireless hub that runs on cell signal
25	1017	The radiation from the pole across the road goes through my walls
26	1048	Phone line?

Personal information was redacted for privacy protection.

27	1105	Telus rural hub
28	1118	We had to buy an \$800 cellular booster
29	1127	Wireless through Telus telephone line
30	1154	Garbage internet
31	1167	Through the phone line
32	1228	Telephone lines which need servicing, old telephone lines!
33	1239	We have just changed from satellite to cellular.

### What do you use the internet for? (Please check all that apply)

Respondents: 526



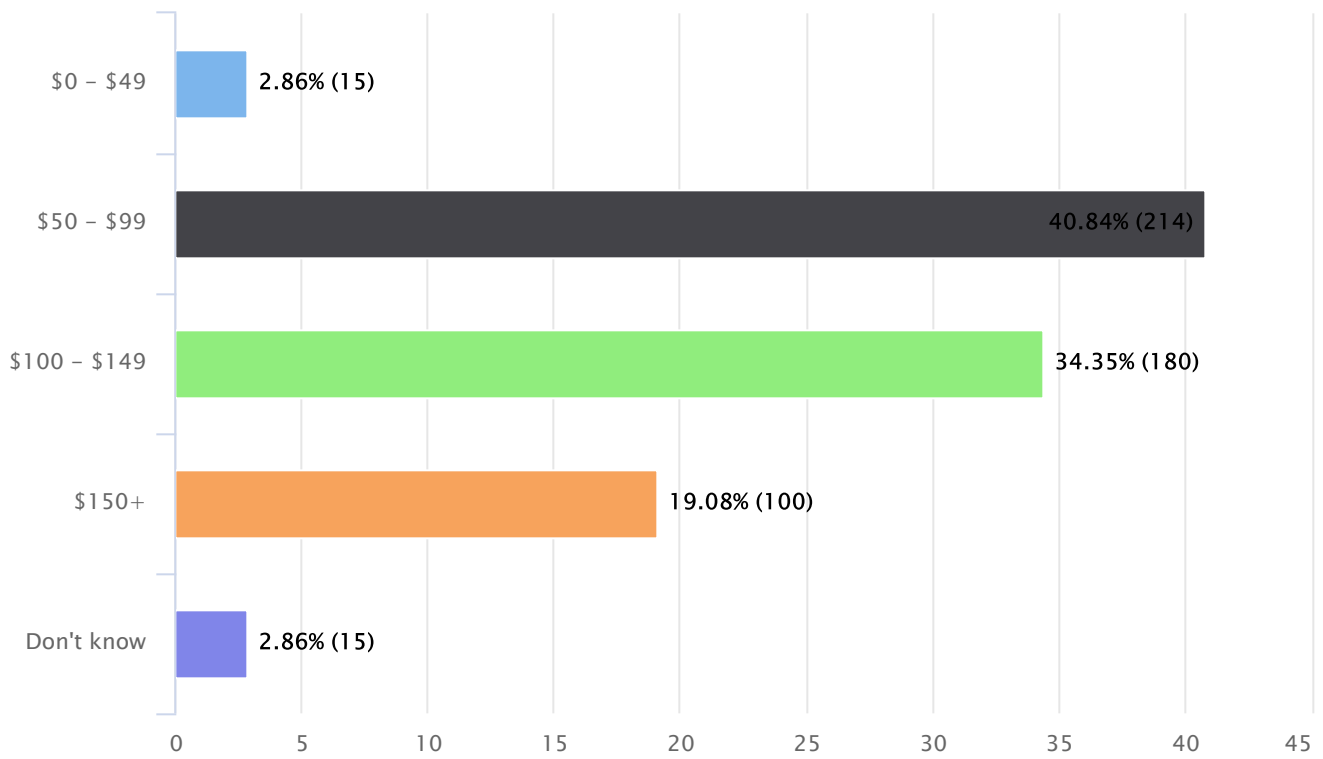
Choice	Count
<b>General Communications</b>	95.44% 502
<b>Education</b>	65.59% 345
<b>Financial</b>	86.88% 457
<b>Healthcare</b>	62.93% 331
<b>Employment</b>	61.41% 323
<b>Accessing Information</b>	95.25% 501
<b>Entertainment</b>	85.55% 450
<b>Total</b>	<b>100%</b> <b>526</b>
<b># Respondent</b>	<b>Other</b>

Personal information was redacted for privacy protection

1	41	To do this survey which it is not strong enough and had to switch to cellular
2	68	No cellular service , so it also is a way of emergency communication if needed
3	157	Board meetings - humanitarian org
4	202	Running our businesses
5	208	Critical business function (Health professional - liaison between BCCDC, Corrections and Fraser Health).
6	234	I have a daughter who will be doing online schooling through UVic.
7	281	Writing
8	318	connecting with family and community
9	354	Online Gaming
10	388	shopping
11	409	Need it to work from home
12	491	Filing Government information and quarterly tax returns, annual property tax
13	606	When it works which is not often
14	637	our phone runs off the internet
15	650	News, access government services such as taxes
16	766	Work, personal, education, financial, all of the above
17	776	Wife is teacher - teaching from home
18	834	work
19	1059	Software Development
20	1060	facebook etc
21	1070	with COvid I now work from home over a secure remote access connection which keeps failing because of the slow speed
22	1133	Online grocery shopping, wifi calling
23	1137	All of the above
24	1217	Shopping
25	1225	Religious
26	1228	International family and friends and music training.

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

Respondents: 524

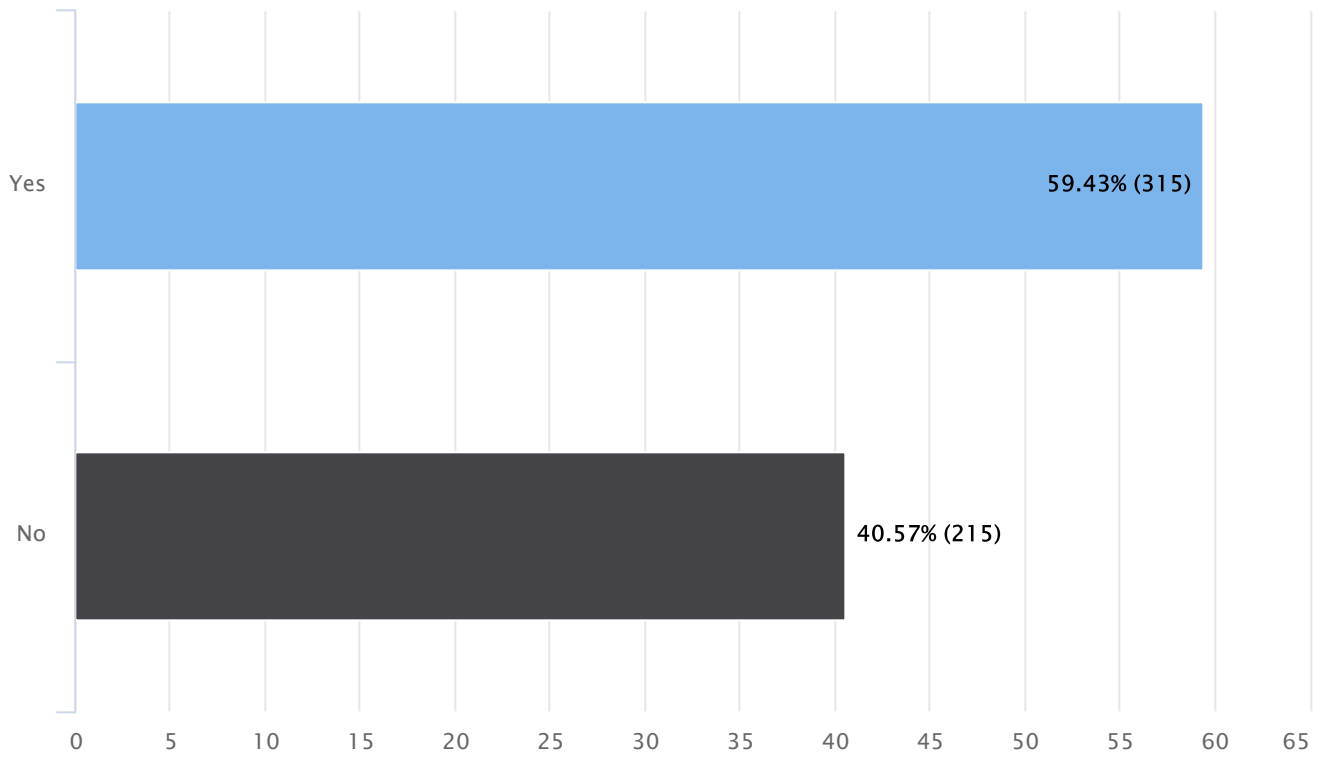


Choice	Count
<b>\$0 - \$49</b>	2.86% 15
<b>\$50 - \$99</b>	40.84% 214
<b>\$100 - \$149</b>	34.35% 180
<b>\$150+</b>	19.08% 100
<b>Don't know</b>	2.86% 15
<b>Total</b>	<b>100%</b> <b>524</b>



### Is your internet service bundled with other services?

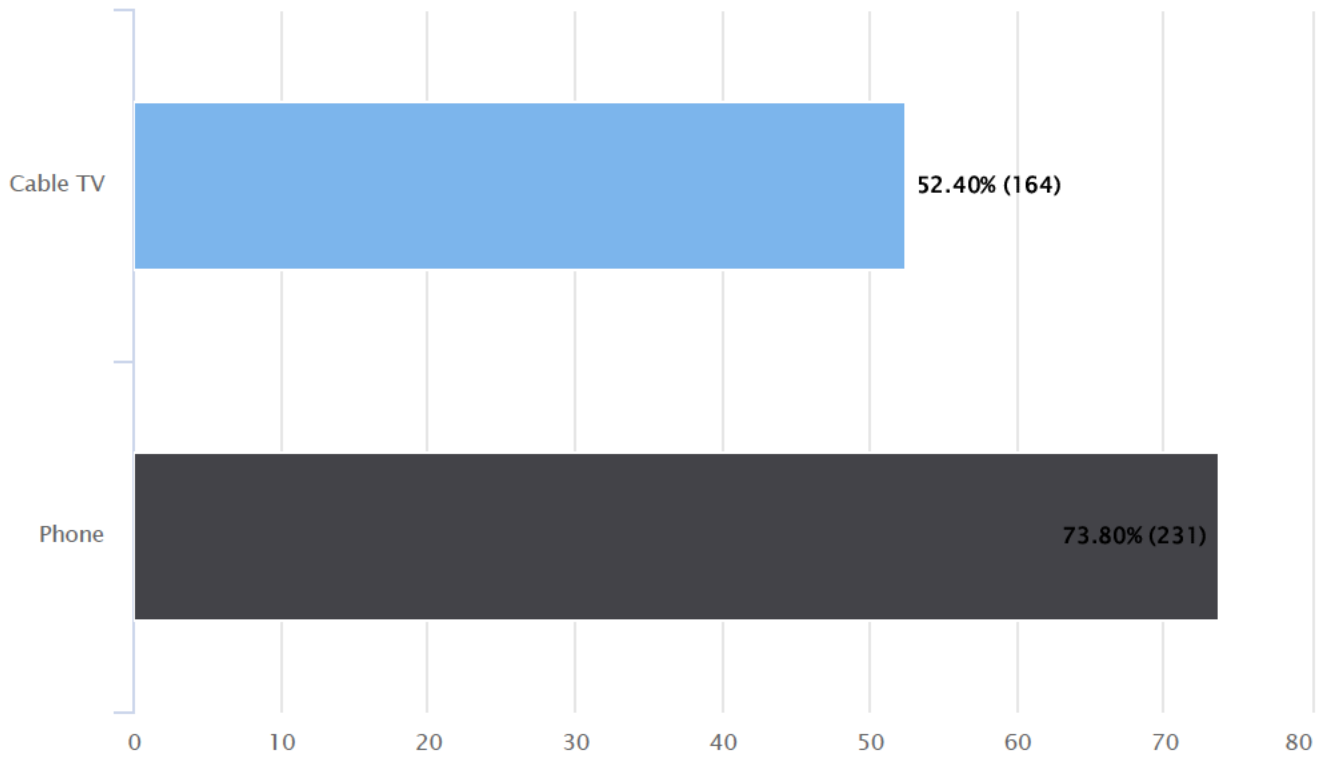
Respondents: 530



Choice	Count
Yes	59.43% 315
No	40.57% 215
<b>Total</b>	<b>100%</b> <b>530</b>

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

Respondents: 313



Choice	Count
Cable TV	52.40% 164
Phone	73.80% 231
<b>Total</b>	<b>100%</b> <b>313</b>

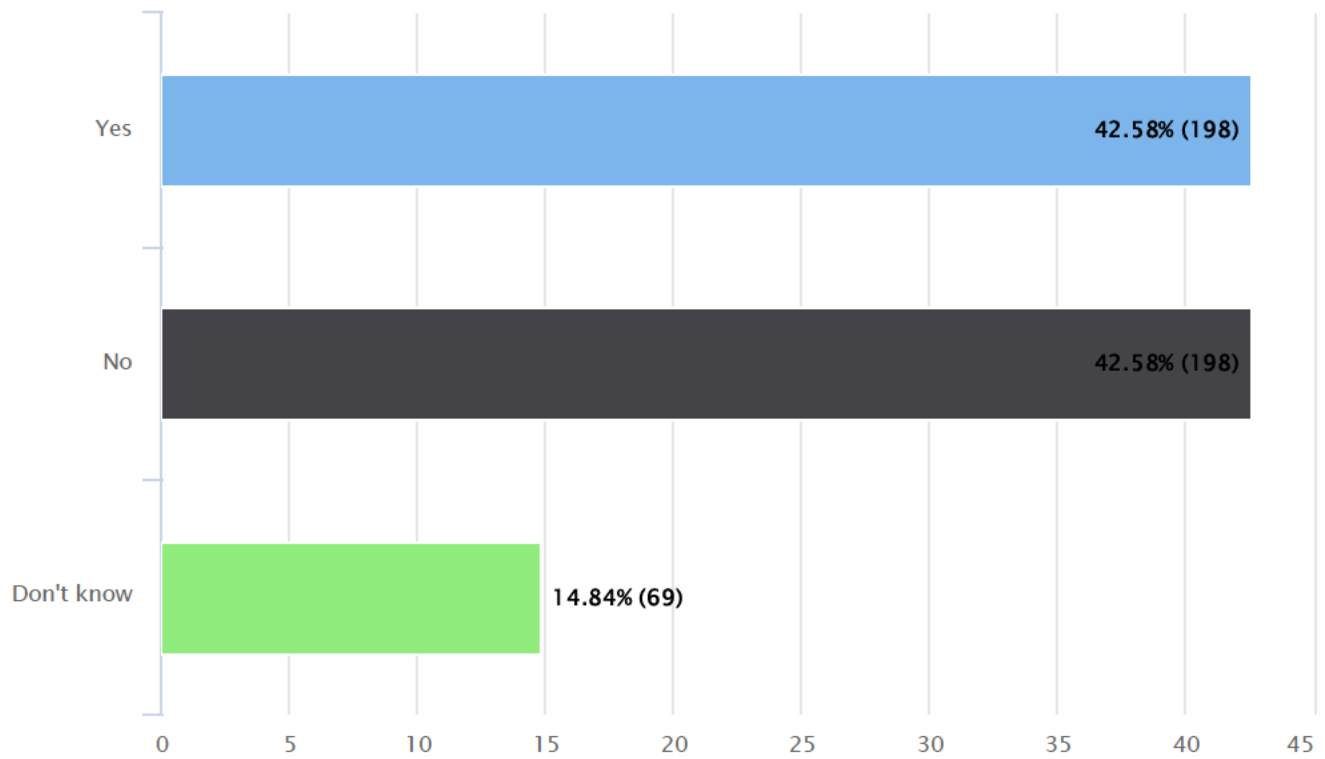
#	Respondent	Other (Please specify)
1	48	landline phone; NO CELL SERVICE IS NOT WANTED IN THIS AREA
2	70	Satalitte TV
3	90	Satellite TV
4	95	Internet and phone bundled, no cable available
5	103	Satellite TV
6	124	Soon it will be mobile too
7	138	Satellite TV

Personal information was redacted for privacy protection

8	144	Internet tv
9	179	Now I also have Optik TV
10	205	Satellite
11	209	Cell phone
12	230	Satellite tv
13	252	Netflix, Disney, Primetime
14	255	Satellite
15	291	Internet
16	359	internet, sat tv
17	377	satellite tv
18	410	Satellite TV
19	417	Internet, cellular
20	418	Satellite tv
21	524	Internet
22	586	shaw satellite
23	597	Satellite
24	842	optik TV and internet
25	990	cell phone bell
26	1120	Streaming service
27	1170	Recently bundled TV & Cable
28	1191	Netflix
29	1227	Satellite
30	1228	Satellite TV
31	1236	Satellite
32	1237	Satellite

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

Respondents: 468



Choice	Count
Yes	42.58% 198
No	42.58% 198
Don't know	14.84% 69
<b>Total</b>	<b>100%</b> <b>468</b>

#	Respondent	Specify limit (if known)
1	33	500Gb
2	50	150 GB
3	87	It stops until next month
4	102	I pay for unlimited.
5	104	150GB
6	118	250 G

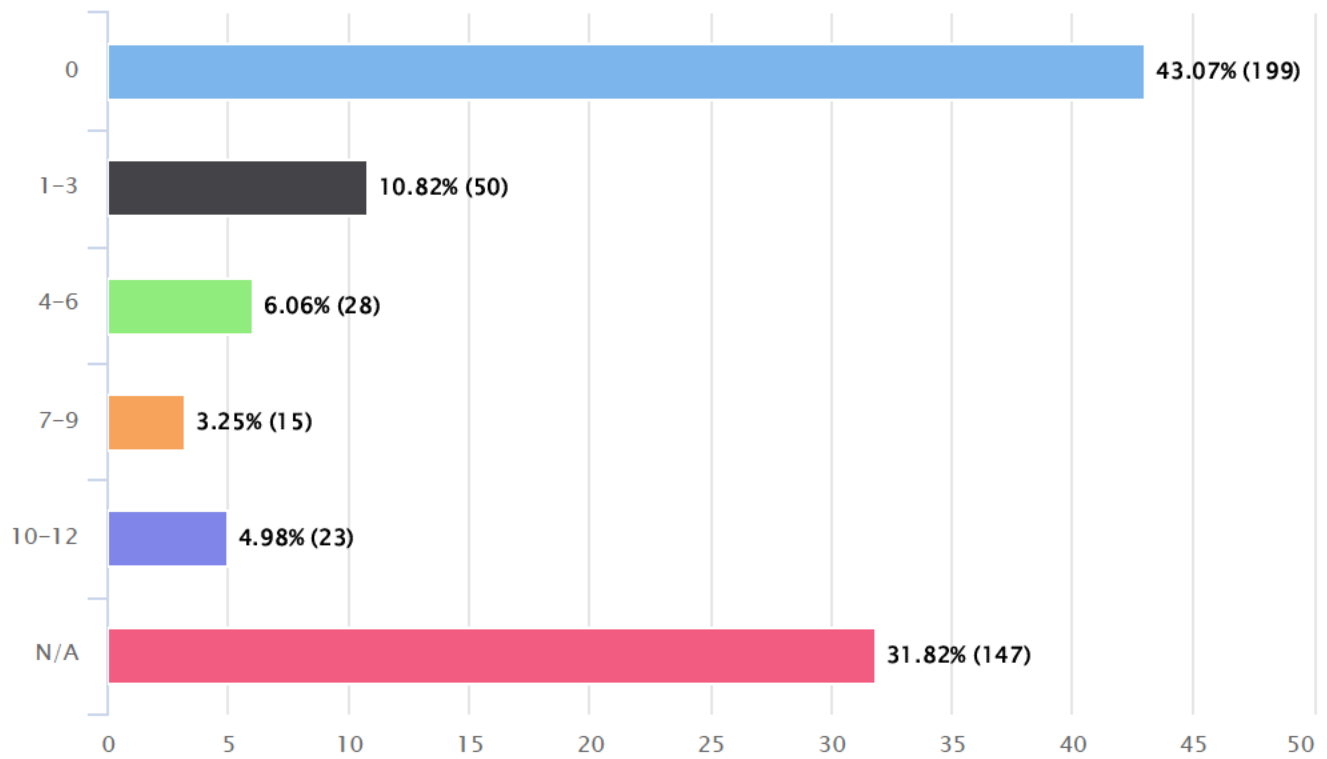
Personal information was redacted for privacy protection

7	175	500 g
8	179	Yes until recently, now unlimited
9	183	100GB
10	192	1024gb
11	202	300GB per month
12	207	300 gigabytes
13	209	On a no limits plan for 2 years
14	220	No but they put you in the slow lane;; slower than dial-up.
15	257	10 gig
16	282	70 gigabytes
17	285	85 Gigabytes
18	286	limit was removed April, it was was 50GB
19	288	500gb
20	294	200 GB
21	309	30GB
22	321	I pay extra for unlimited
23	338	I pay for unlimited
24	425	200GB
25	431	300gb
26	470	200 Gb
27	526	1TB
28	563	25 gigabytes
29	584	300 gb
30	600	75
31	618	80 gigs
32	631	300G, afterwhich we are throttled.
33	665	100GB
34	759	Way too low, Rogers is 🤔
35	766	Had to upgrade to one terabyte
36	834	75
37	843	150 gb

38	989	100G
39	1021	500 Gig
40	1060	100 gb
41	1070	I now pay an extra \$15 a month for unlimited internet. Before I was paying overage charges
42	1081	500Mb
43	1104	1 terrabyte
44	1105	1tb
45	1118	We have a certain amount of data we can use monthly not sure exact amount
46	1127	150 GB
47	1134	100gb
48	1139	1Tb
49	1148	200GB, service slows once limit has been reached
50	1156	I pay a surcharge for unlimited internet.
51	1188	We don't pay more, but have slower internet service, if we've gone over the allotted amount.
52	1200	150GB
53	1212	80 Gb
54	1214	100G
55	1215	not sure
56	1218	100GB per month
57	1235	had up to July

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

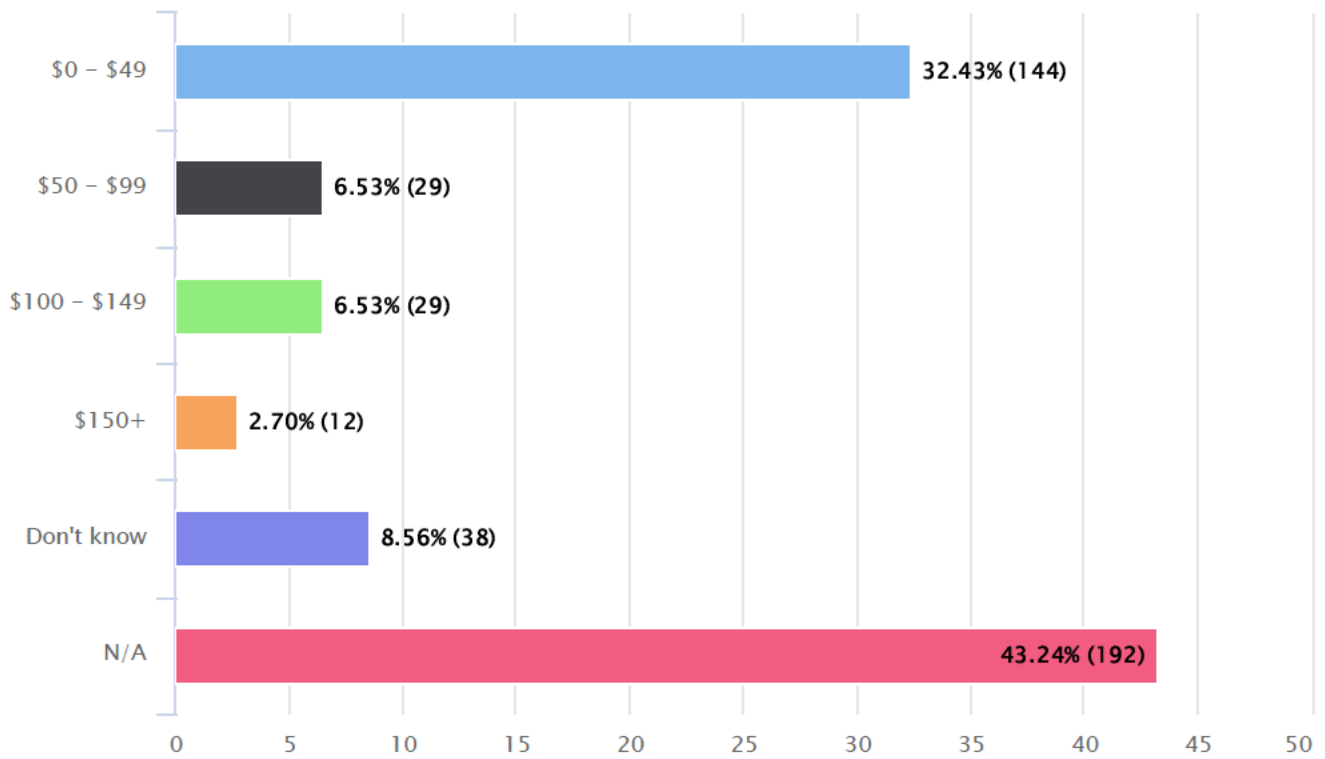
Respondents: 462



Choice	Count
0	43.07% 199
1-3	10.82% 50
4-6	6.06% 28
7-9	3.25% 15
10-12	4.98% 23
N/A	31.82% 147
<b>Total</b>	<b>100%</b> <b>462</b>

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

Respondents: 444

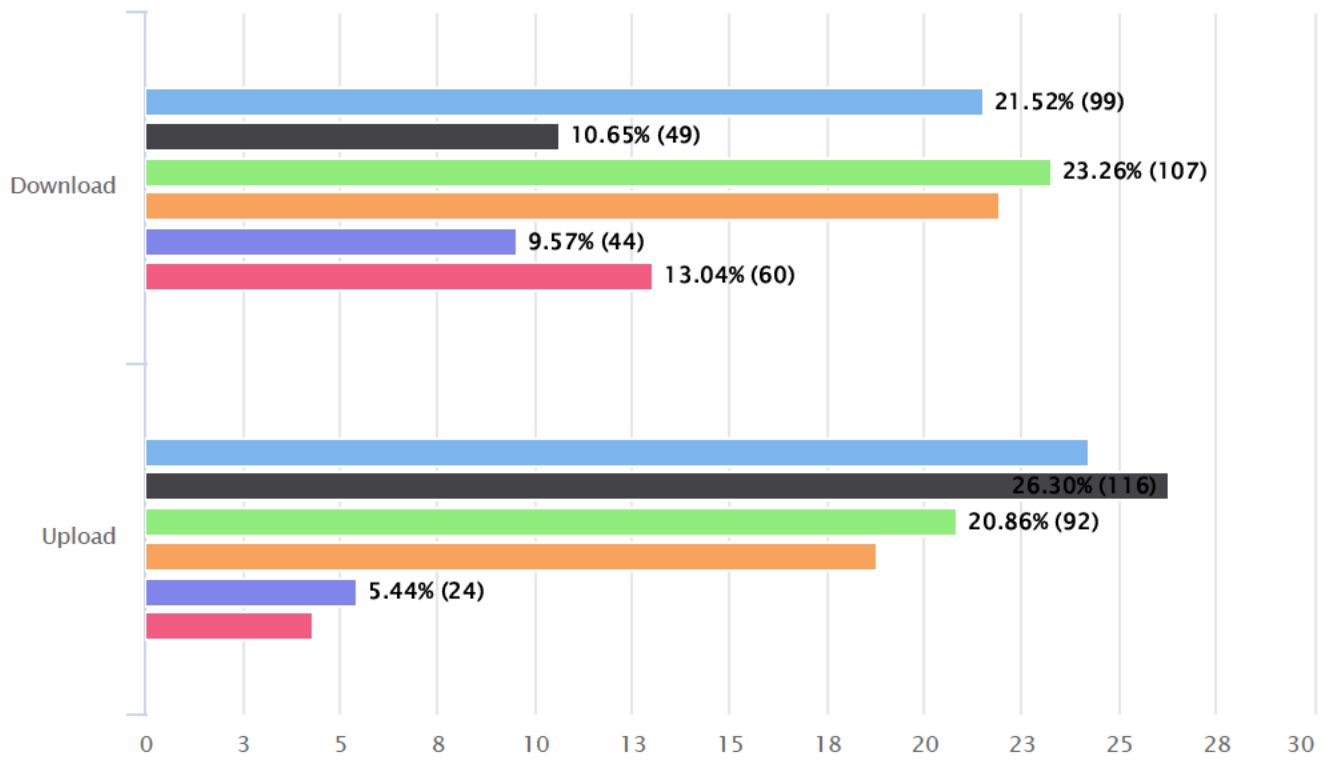


Choice	Count
\$0 - \$49	32.43% 144
\$50 - \$99	6.53% 29
\$100 - \$149	6.53% 29
\$150+	2.70% 12
Don't know	8.56% 38
N/A	43.24% 192
<b>Total</b>	<b>100%</b> <b>444</b>



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.

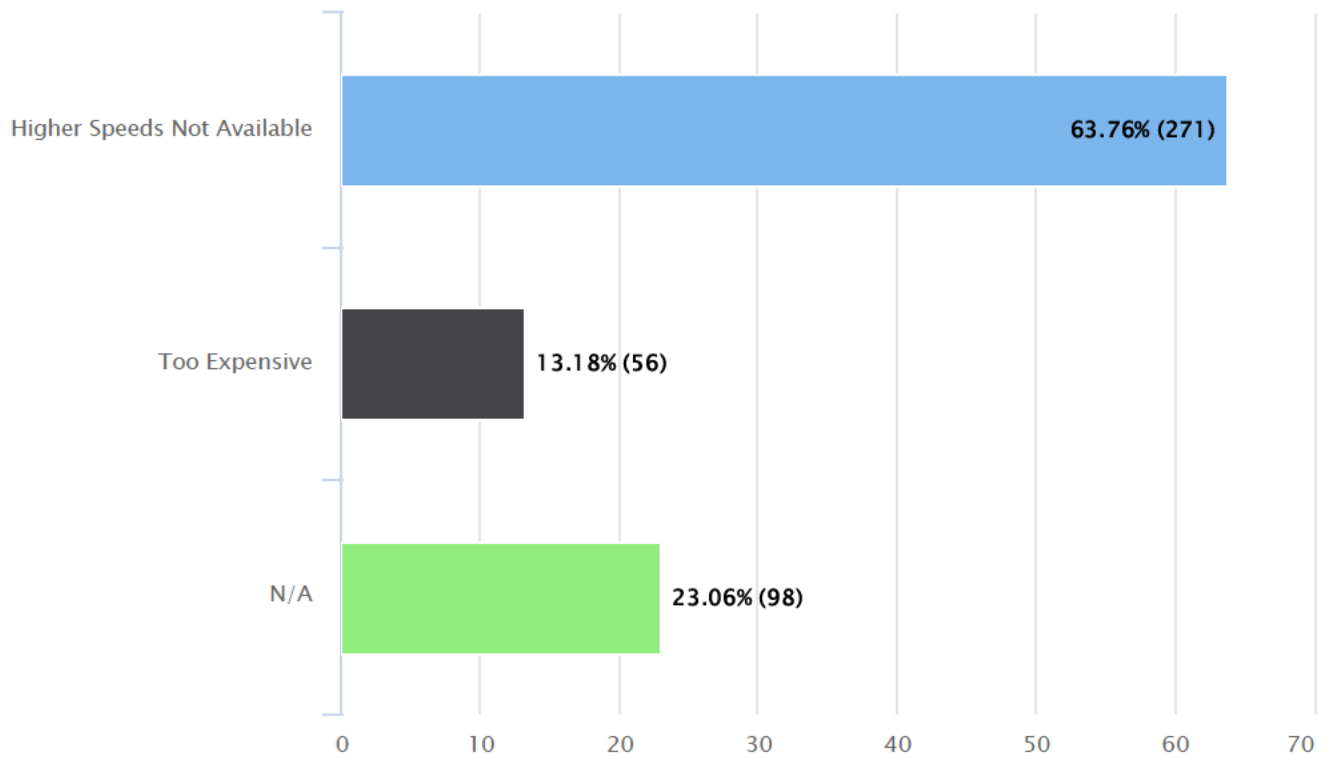
Respondents: 464



Questions	Don't Know	Less than 1 Mbps	1-5Mbps	5-20Mbps	20-50Mbps	50+Mbps	Total
Download	21.52% 99	10.65% 49	23.26% 107	21.96% 101	9.57% 44	13.04% 60	100% 460
Upload	24.26% 107	26.30% 116	20.86% 92	18.82% 83	5.44% 24	4.31% 19	100% 441
Total	- 206	- 165	- 199	- 184	- 68	- 79	- -

If your speed is less than you require, why?

Respondents: 445



Choice	Count
Higher Speeds Not Available	63.76% 271
Too Expensive	13.18% 56
N/A	23.06% 98
<b>Total</b>	<b>100%</b> <b>445</b>

#	Respondent	Other
1	41	They say it's 25Mbps. But in the test it's 7.
2	44	Explornet Internet is almost useless, but is the only option in my area at present
3	47	Doesn't seem to matter what the speed is supposed to be, you only get what the satellite and weather allow.
4	53	Telus said Higher speed possible for an extra \$3/month. I asked for details a month ago. Telus hasn't complied.

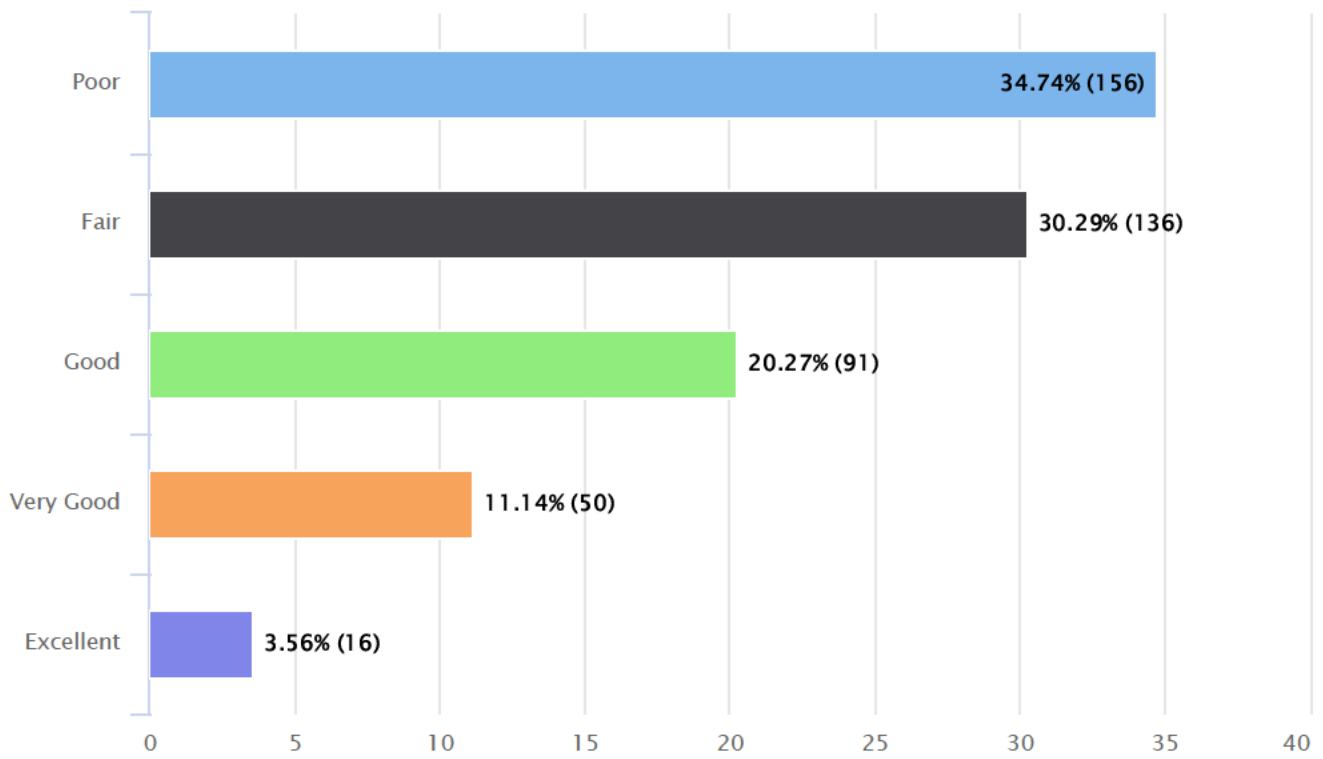
Personal information was redacted for privacy protection

5	69	Keep trying to contact telus but can't seem to get the answers for how to speed up my connection
6	157	Too expensive to chg to satellite
7	161	It is supposed to be more but IT NEVER WORKS
8	208	Only DSL available. 0.8 upload, 5.3 download speed.
9	217	1000 Mbps
10	230	Nothing better
11	235	Internet comes and goes, is not reliable , is either very slow or doesn't work at all and makes it very hard to get work/ studies done
12	239	Extremely concerned with Telecom expansion with no ability to measure cumulative dangers!!!
13	258	Telus is dead slow and mostly not usable. Xplornet is variable but generally very slow now.
14	282	Xplornet claim upto 10Mbps downloads, but often (especially on cloudy days) we are lucky to get more than 1.0Mbps.
15	285	No it isn't. These speeds are adequate for me.
16	288	I paid less for faster service when I lived in Chilliwack, we just got fiber optic a couple years ago
17	301	Telus lines are old and need replaced, lines can't handle the digital speed
18	303	6mbs is biggest package available in this area.
19	368	Not sure of the delay but Shaw won't send someone to check it out due to Covid
20	373	I am paying for high speed internet, but since some upgrades it is very slow. ( the bill did not go down, just the service)
21	389	My speed is good
22	405	Telus does not have enough port for us to upgrade to a better service . the maximum someone can have is 3mbps!
23	517	It's satisfactory. Would like it faster at times but ok
24	524	Sometimes
25	526	What a Joke! the whole internet system is just crap & slow in rural areas
26	606	It is so slow we often can even download our bills
27	624	there is a limit with the jury rigged system we have to use

28	668	Speeds not available within a price range that is reasonable
29	695	Need to get a new modem
30	703	Telus does not have the capacity and not enough port to support our community
31	774	Paying for higher but performance doesn't deliver
32	792	Unknown why speeds paid for are not speeds receiving
33	807	Don't know
34	814	Higher speed is not available on my street but across the road has high speed
35	818	Because we would have to pay for another line to be dug in. We had 0 internet when we moved here, and 5 month's wait for it. This was only 5 years ago.
36	838	Dont know
37	905	This is absolutely unacceptable, how can there be no available providers, telus keeps saying one day. I have been injured in my own home and cannot even maintain a phone call through wifi to secure my own safety, this is a serious issue that NEEDS amending, I have tried to spend thousands to get signal boosters or anything but still need proper internet to solve issues.
38	915	No idea.
39	966	it's terribly slow
40	967	We have very good Internet here. There is nothing that we can't do.
41	989	Often cellular reception is limited so speeds are much lower than they should be
42	1034	Slows down by server
43	1069	tester couldn't complete test
44	1117	Paying for higher speed, but the actual performance doesn't match. Plan is 600 mbps, actual is 200 to 300.
45	1137	don't know
46	1218	The speeds shown are the best, but the speed drops hugely when more people at at Hemlock Valley.
47	1239	Note - performance.circa.ca is down for maintenance. Used fast.com

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

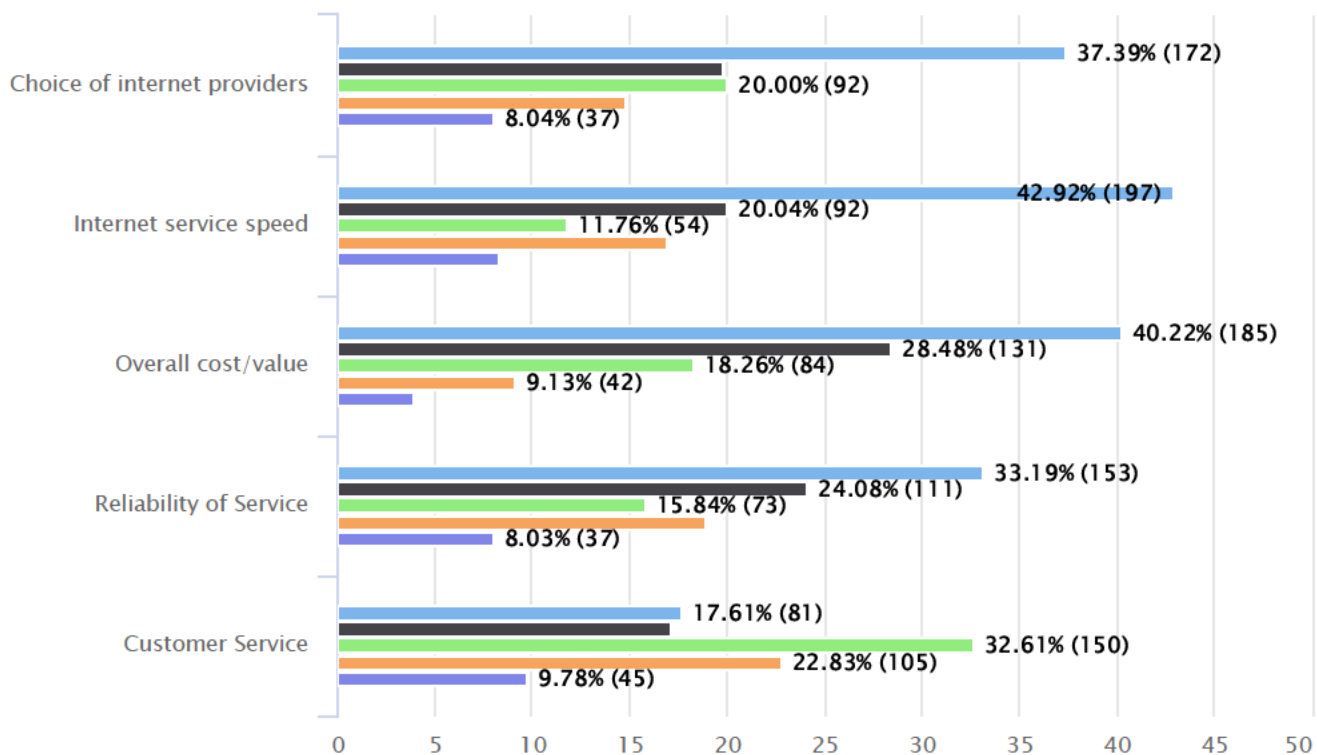
Respondents: 449



Choice	Count
Poor	34.74% 156
Fair	30.29% 136
Good	20.27% 91
Very Good	11.14% 50
Excellent	3.56% 16
<b>Total</b>	<b>100%</b> <b>449</b>

### What is your level of satisfaction with your internet service?

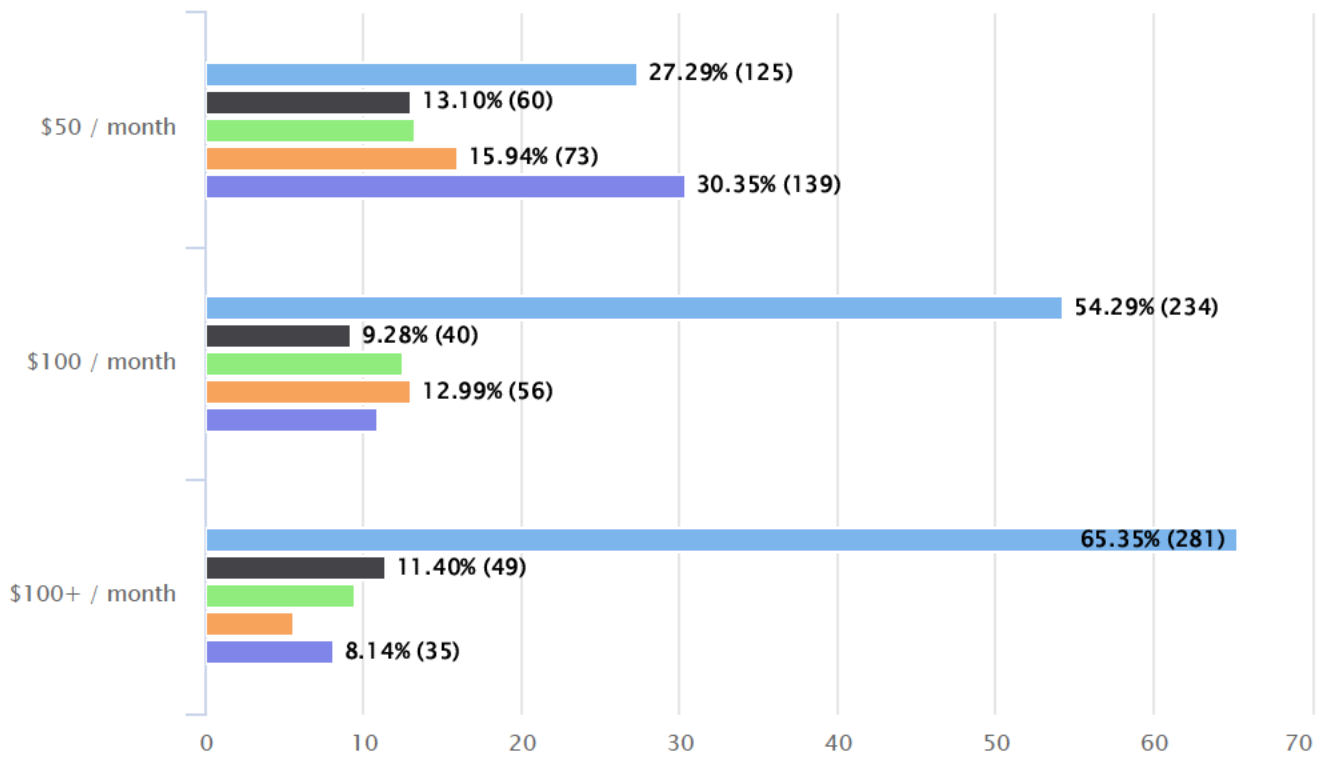
Respondents: 461



Questions	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Total
<b>Choice of internet providers</b>	37.39% 172	19.78% 91	20.00% 92	14.78% 68	8.04% 37	100% 460
<b>Internet service speed</b>	42.92% 197	20.04% 92	11.76% 54	16.99% 78	8.28% 38	100% 459
<b>Overall cost/value</b>	40.22% 185	28.48% 131	18.26% 84	9.13% 42	3.91% 18	100% 460
<b>Reliability of Service</b>	33.19% 153	24.08% 111	15.84% 73	18.87% 87	8.03% 37	100% 461
<b>Customer Service</b>	17.61% 81	17.17% 79	32.61% 150	22.83% 105	9.78% 45	100% 460
<b>Total</b>	- 788	- 504	- 453	- 380	- 175	- -

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

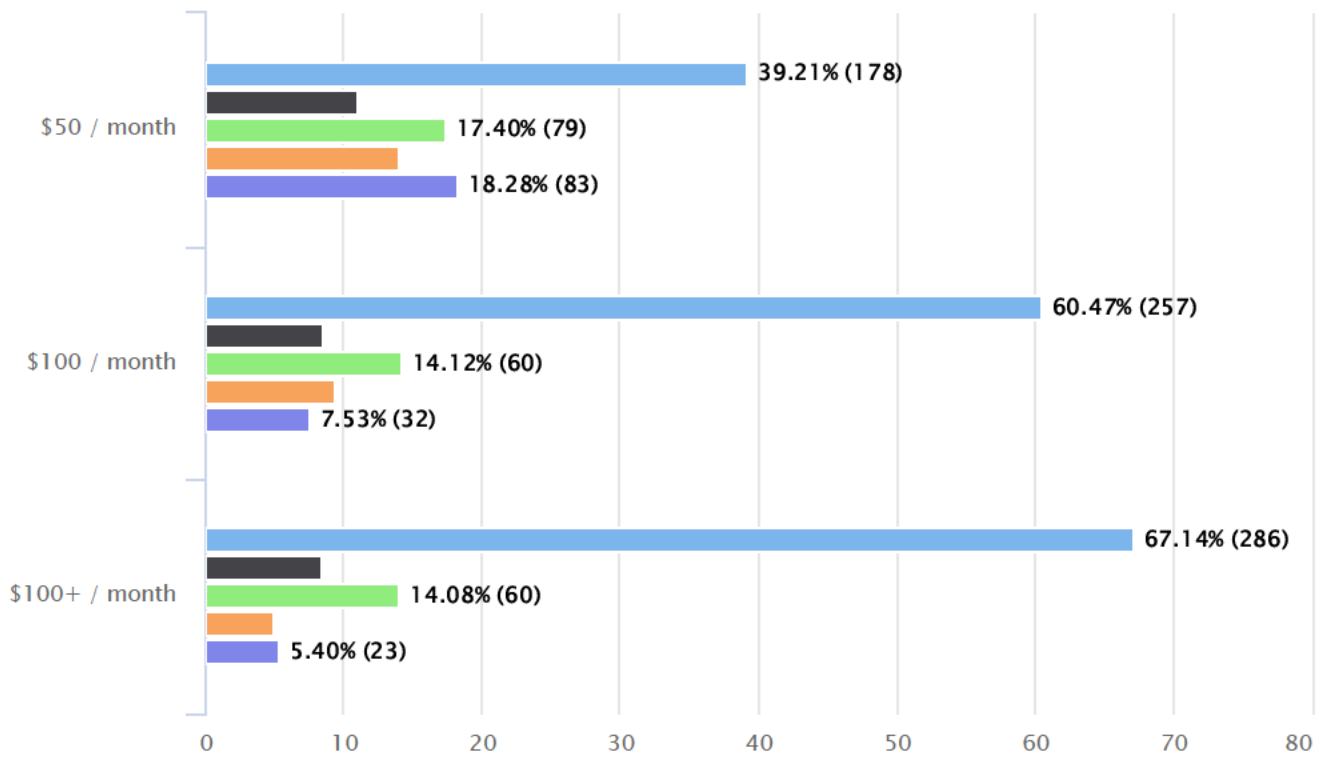
Respondents: 461



Questions	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely	Total
\$50 / month	27.29% 125	13.10% 60	13.32% 61	15.94% 73	30.35% 139	100% 458
\$100 / month	54.29% 234	9.28% 40	12.53% 54	12.99% 56	10.90% 47	100% 431
\$100+ / month	65.35% 281	11.40% 49	9.53% 41	5.58% 24	8.14% 35	100% 430
<b>Total</b>	- <b>640</b>	- <b>149</b>	- <b>156</b>	- <b>153</b>	- <b>221</b>	- <b>-</b>

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

Respondents: 457

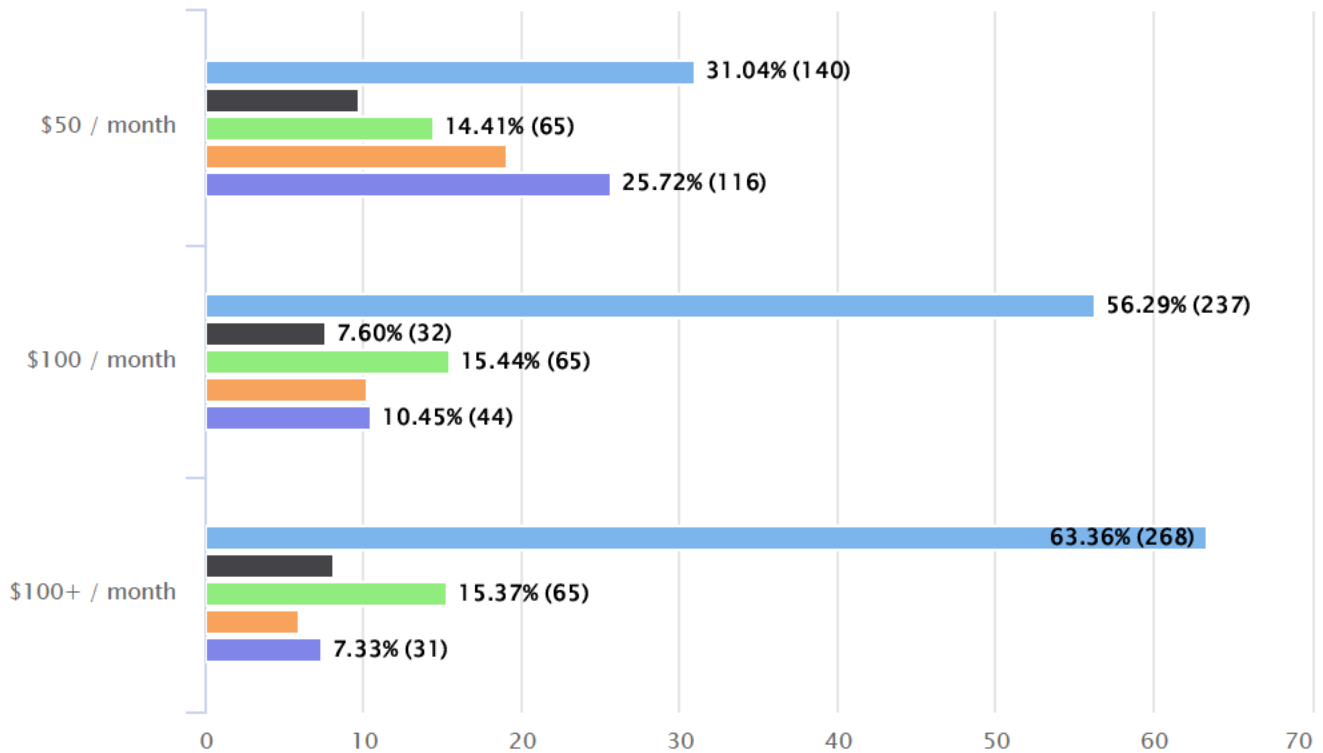


Questions	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely	Total
\$50 / month	39.21% 178	11.01% 50	17.40% 79	14.10% 64	18.28% 83	100% 454
\$100 / month	60.47% 257	8.47% 36	14.12% 60	9.41% 40	7.53% 32	100% 425
\$100+ / month	67.14% 286	8.45% 36	14.08% 60	4.93% 21	5.40% 23	100% 426
<b>Total</b>	- <b>721</b>	- <b>122</b>	- <b>199</b>	- <b>125</b>	- <b>138</b>	- <b>-</b>



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

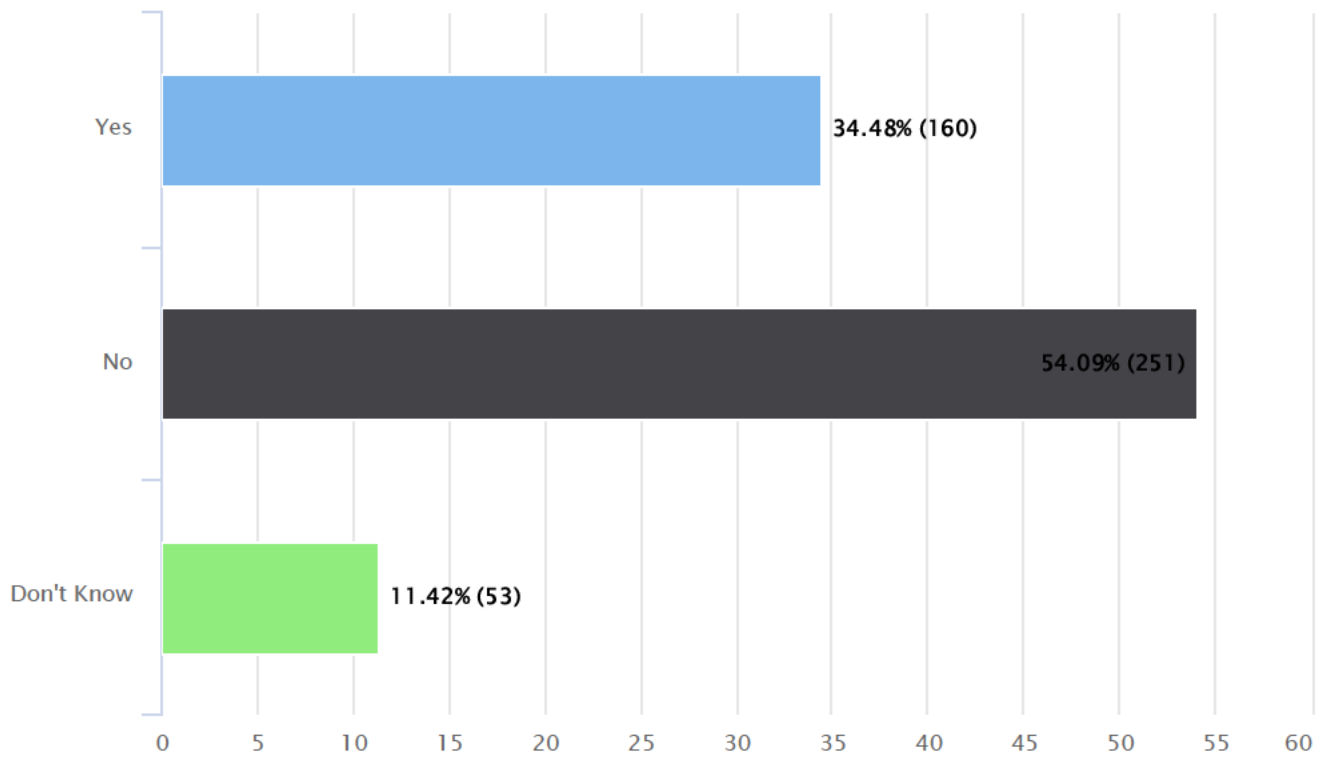
Respondents: 457



Questions	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely	Total
\$50 / month	31.04% 140	9.76% 44	14.41% 65	19.07% 86	25.72% 116	100% 451
\$100 / month	56.29% 237	7.60% 32	15.44% 65	10.21% 43	10.45% 44	100% 421
\$100+ / month	63.36% 268	8.04% 34	15.37% 65	5.91% 25	7.33% 31	100% 423
<b>Total</b>	- <b>645</b>	- <b>110</b>	- <b>195</b>	- <b>154</b>	- <b>191</b>	- -

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

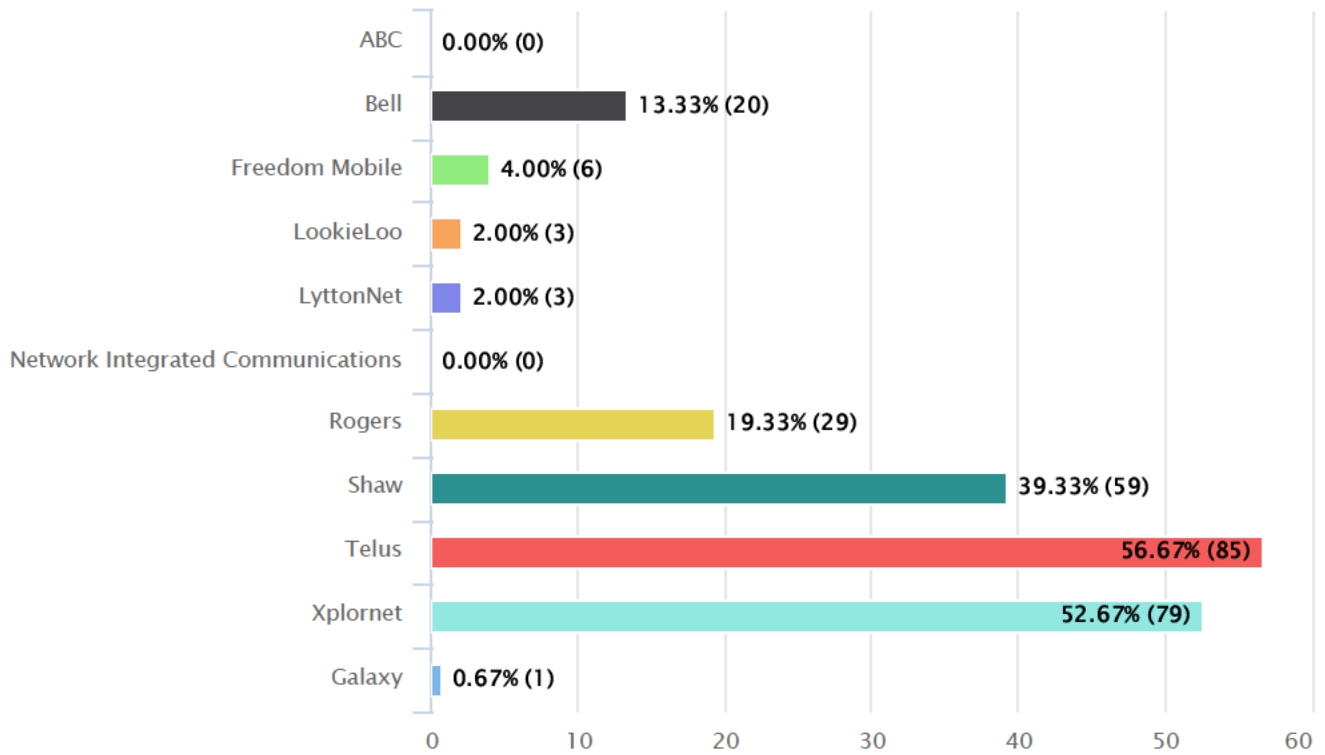
Respondents: 464



Choice	Count
Yes	34.48% 160
No	54.09% 251
Don't Know	11.42% 53
<b>Total</b>	<b>100%</b> <b>464</b>

Which other internet service providers (ISP)? (please check all that apply)

Respondents: 150



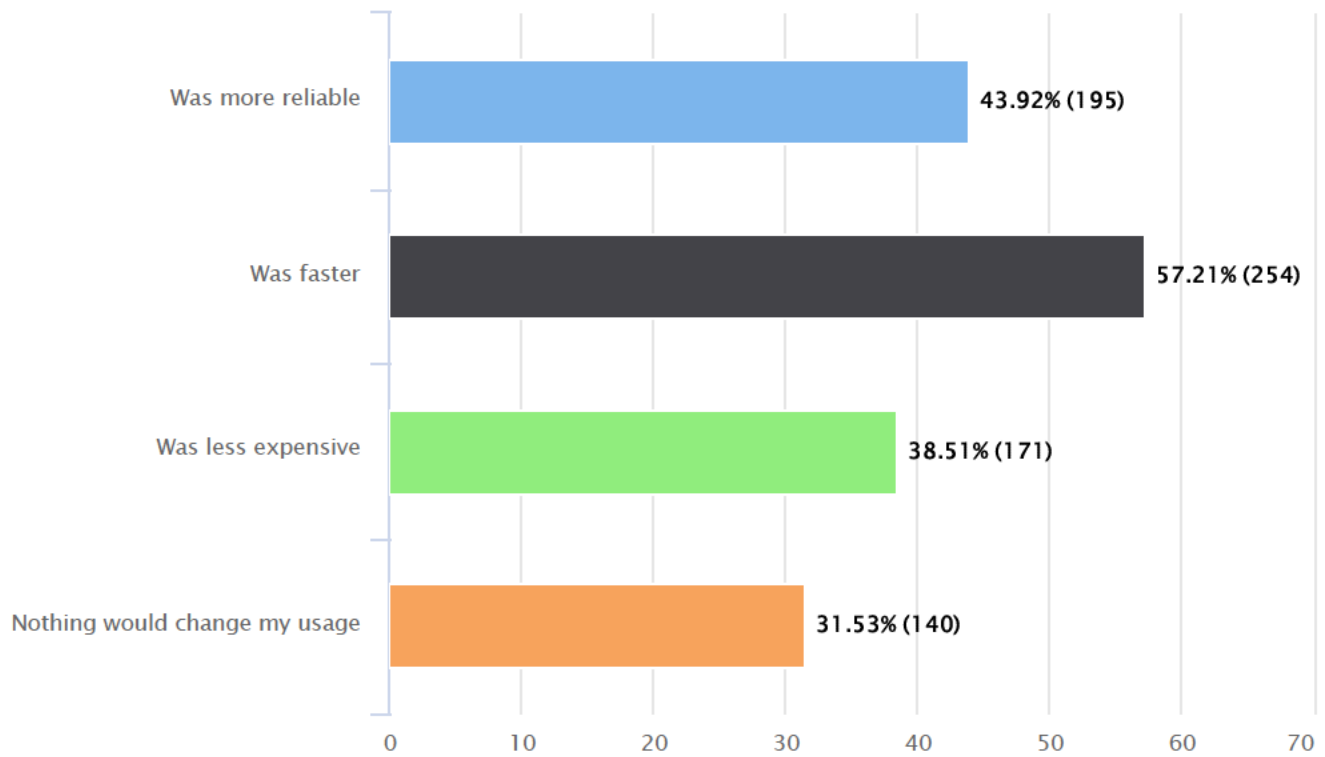
Choice	Count
ABC	0.00% 0
Bell	13.33% 20
Freedom Mobile	4.00% 6
LookieLoo	2.00% 3
LyttonNet	2.00% 3
Network Integrated Communications	0.00% 0
Rogers	19.33% 29
Shaw	39.33% 59

Personal information was redacted for privacy protection

<b>Telus</b>	56.67%	85
<b>Xplornet</b>	52.67%	79
<b>Galaxy</b>	0.67%	1
<b>Total</b>	<b>100%</b>	<b>150</b>
<b>#</b>	<b>Respondent</b>	<b>Other</b>
1	157	But then phone wouldn't work if internet is out & as no cell service where we live, this is a dangerous option for emergencies
2	371	Most are slower than telus which is still not good enough.
3	383	Lightspeed
4	389	Satellite,
5	524	Most of them
6	600	Eastlink
7	631	All are either cell or satellite
8	703	Beside Telus they are Satelite provider
9	1081	Sasquatch Mountain Resort
10	1134	i am only aware of Rogers cellular, there may be others
11	1170	Telus is not high speed. Xplornet may not be available anymore.

I would use the internet, or I would use it more, if it (please click all that apply)

Respondents: 444



Choice	Count
Was more reliable	43.92% 195
Was faster	57.21% 254
Was less expensive	38.51% 171
Nothing would change my usage	31.53% 140
<b>Total</b>	<b>100%</b> <b>444</b>

#	Respondent	Other (Please specify)
1	69	I don't make enough money to pay more for internet
2	102	It would just be a better experience.
3	148	I absolutely need better internet for my work!
4	179	I would be able to use it better if it was more reliable
5	239	Keep 5G out of rural areas!!!

Personal information was redacted for privacy protection

6	288	I had to watch how much my son used when living at home
7	312	my use of the internet if for business, pleasure, and entertainment - my use may increase but not likely
8	360	I would like a package as a seasonal person. I pay \$269 @ home for bundled phone, cable and internet and another ~\$105 for weekend internet at my seasonal spot.
9	362	I would like a package for seasonal or recreational use. I pay \$269 for a landline, internet and cable at home to Shaw and ~\$115 for weekend use at my recreational property to Shaw. This is likely the case for another 208 lots here.
10	389	I have very good Internet!
11	491	Often have to ask family members in better serviced areas to do internet work for us
12	526	if I lived 1 acres away my internet TV & phone would be bundled fast and reliable - Rural residents are just price gauged!
13	536	It's not available. All ports used
14	589	I would get the urge to MOVE if a cell tower was brought into this area. We live out here for a reason, to get away from the unnecessary and excessive connectivity that is being shoved onto people everywhere
15	596	my internet-accessing devices were more instantly available when the occasion to use the internet arises
16	736	Internet is a must in my home
17	759	Rogers charges \$2/GB which, in the current age how much data transfer is required, is highway robbery. I will leave Rogers at the very first sign of any cheaper alternative
18	776	Wife is a teacher very much need better service but not going to pay more for teaching purposes
19	792	Cost is too much. Should be subsidized for seniors because all government services and most other services require Internet availability.
20	838	Has gotten slower constantly
21	905	I would possibly be in a different income bracket if not for the incredibly slow internet in my area, this is not an exaggeration.
22	915	I need what I need, warts and all, I have no choice.
23	1127	increased or unlimited data
24	1200	I believe the price would be lower if we had alternate options

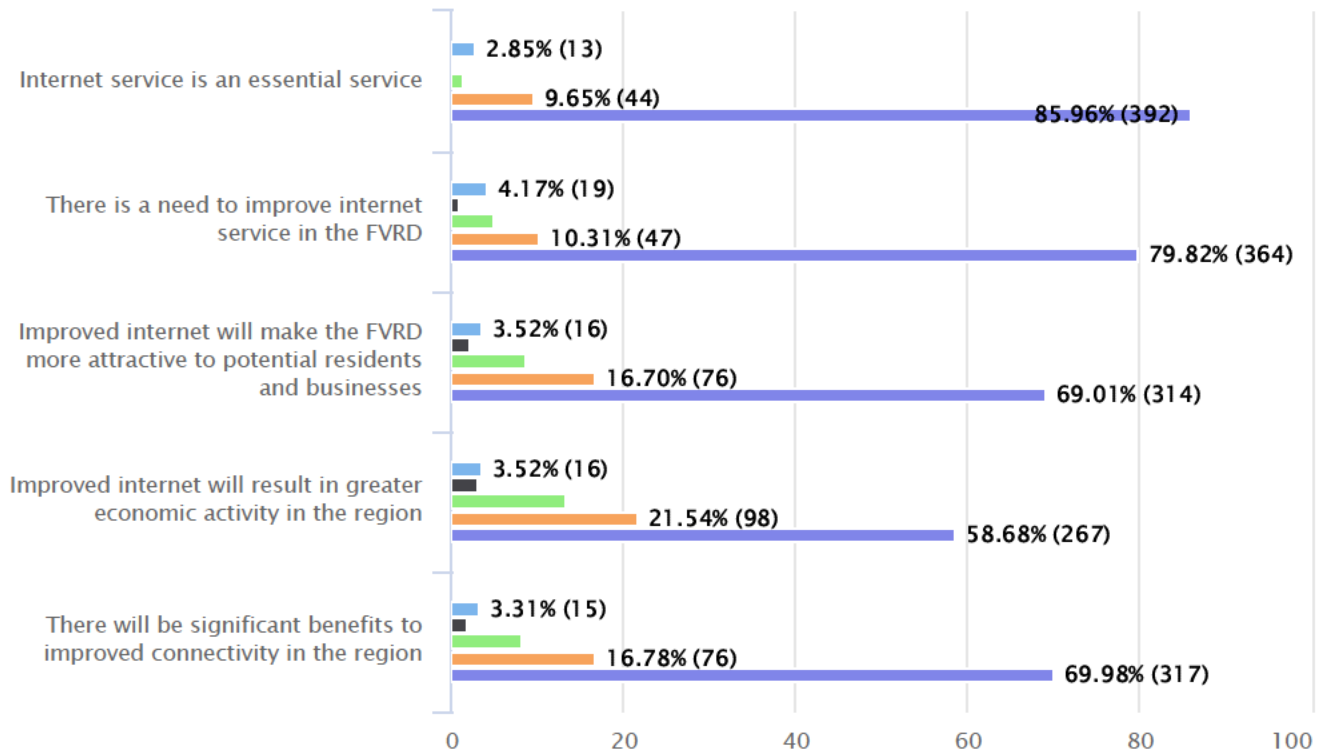
Personal information was redacted for privacy protection

25 1217

To live stream shows

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

Respondents: 456



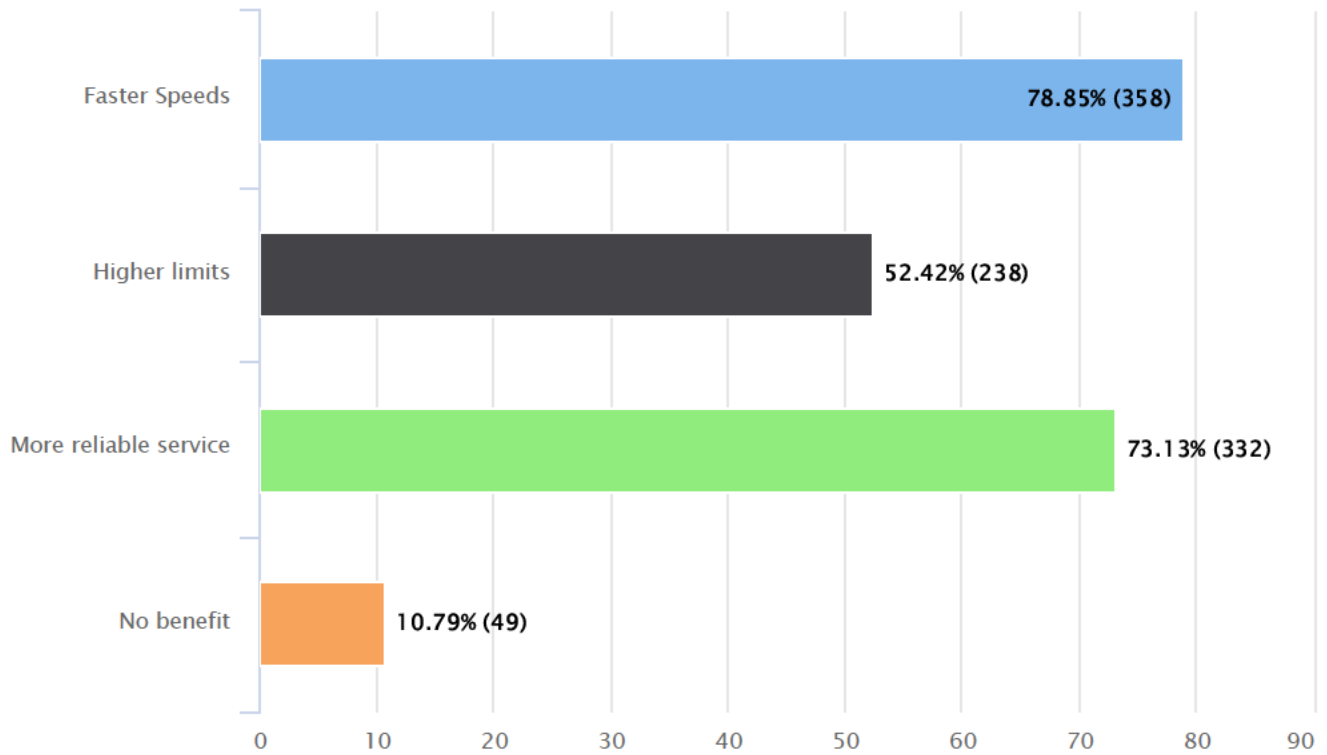
Questions	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Total
Internet service is an essential service	2.85% 13	0.22% 1	1.32% 6	9.65% 44	85.96% 392	100% 456
There is a need to improve internet service in the FVRD	4.17% 19	0.88% 4	4.82% 22	10.31% 47	79.82% 364	100% 456
Improved internet will make the FVRD more attractive to potential residents and businesses	3.52% 16	2.20% 10	8.57% 39	16.70% 76	69.01% 314	100% 455
Improved internet will result in greater economic activity in the region	3.52% 16	3.08% 14	13.19% 60	21.54% 98	58.68% 267	100% 455
There will be significant benefits to improved connectivity in the region	3.31% 15	1.77% 8	8.17% 37	16.78% 76	69.98% 317	100% 453
<b>Total</b>	- <b>79</b>	- <b>37</b>	- <b>164</b>	- <b>341</b>	- <b>1654</b>	- <b>-</b>



Would you benefit from faster internet speeds, higher data limits or more reliable internet?

(Please check all that apply)

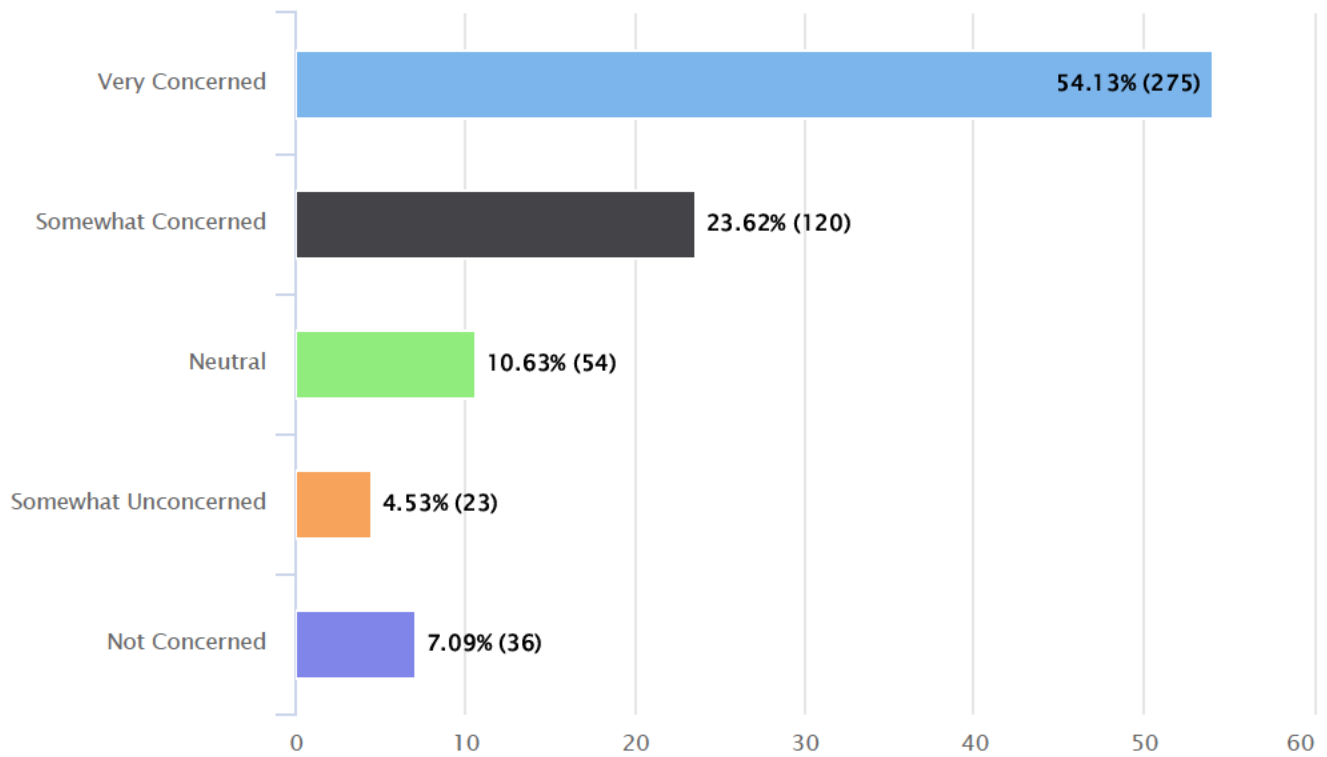
Respondents: 454



Choice	Count
Faster Speeds	78.85% 358
Higher limits	52.42% 238
More reliable service	73.13% 332
No benefit	10.79% 49
<b>Total</b>	<b>100%</b> <b>454</b>

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

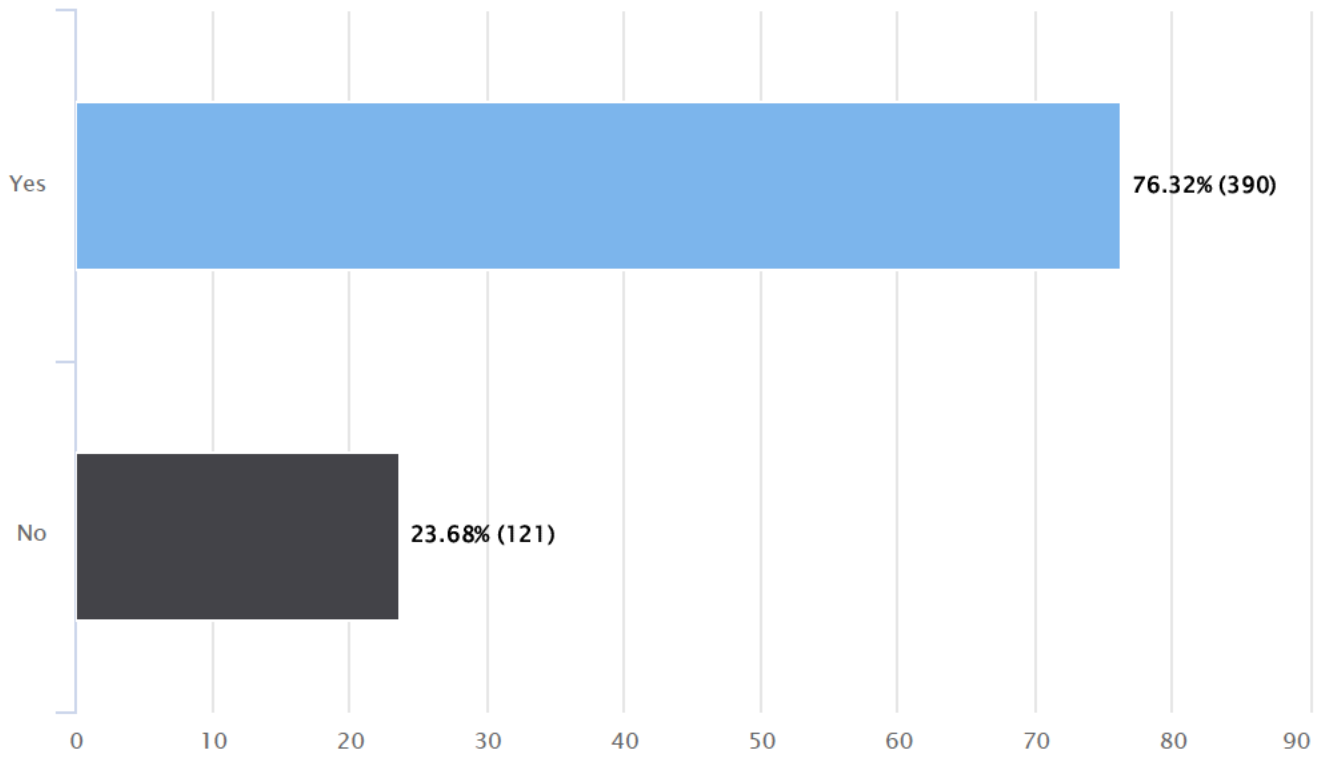
Respondents: 508



Choice	Count
Very Concerned	54.13% 275
Somewhat Concerned	23.62% 120
Neutral	10.63% 54
Somewhat Unconcerned	4.53% 23
Not Concerned	7.09% 36
<b>Total</b>	<b>100%</b> <b>508</b>

### Do you currently have cellular/mobile service?

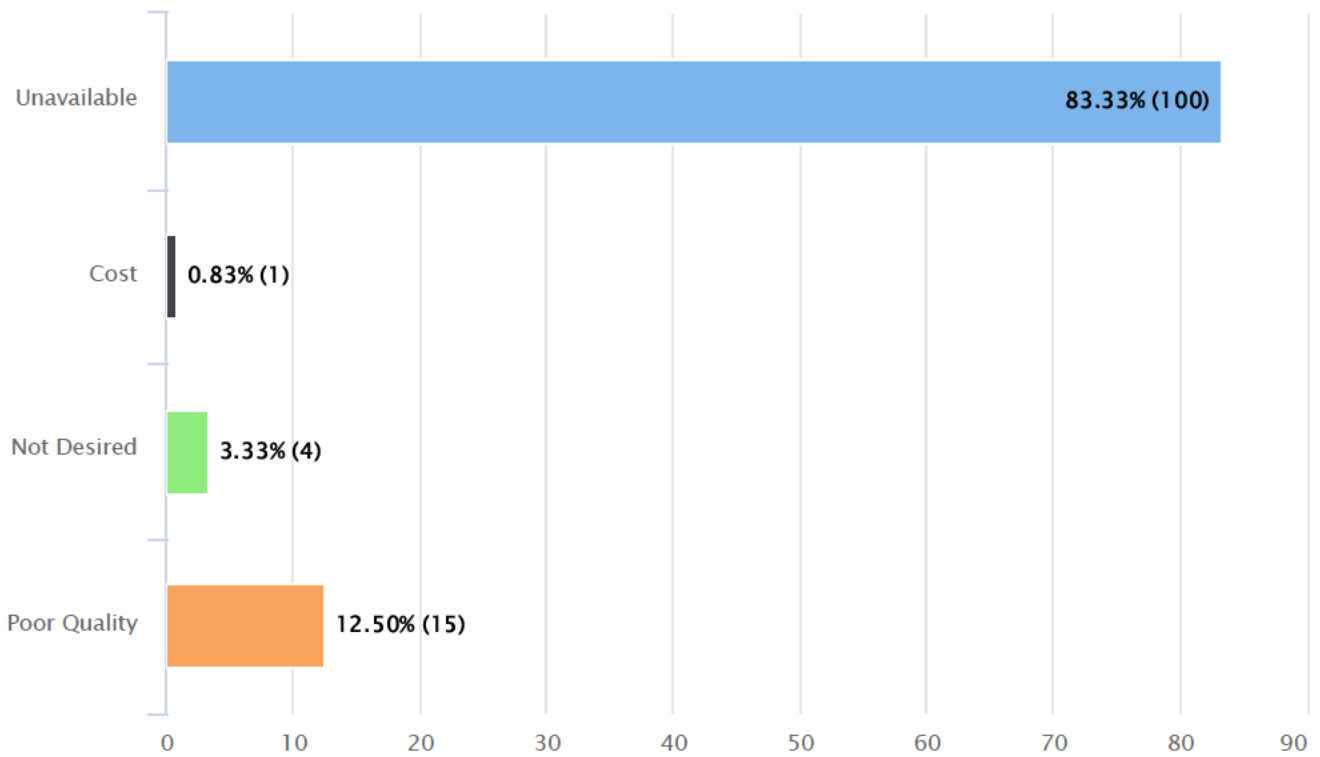
Respondents: 511



Choice	Count
Yes	76.32% 390
No	23.68% 121
Total	100% 511

### Why do you not currently have cellular/mobile service?

Respondents: 120



Choice	Count
Unavailable	83.33% 100
Cost	0.83% 1
Not Desired	3.33% 4
Poor Quality	12.50% 15
<b>Total</b>	<b>100%</b> <b>120</b>

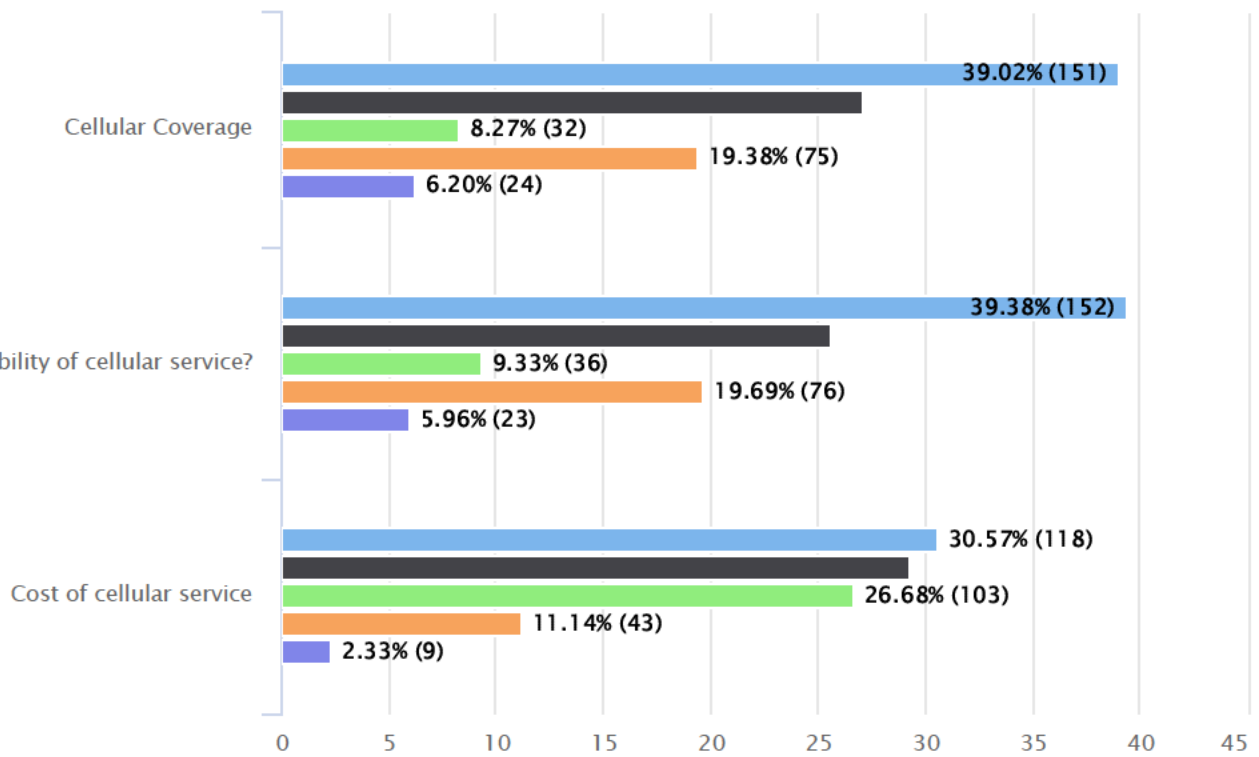
#	Respondent	Other (Please Specify)
1	42	There is no service on our street. Only wifi
2	68	Unsure if this is asking if I have a cell provider , or if I have cellular reception where I live
3	87	No reception at home
4	90	We have personal cell phones but no coverage at home; use landline

Personal information was redacted for privacy protection

5	174	don't use cell phones
6	205	We bought a booster to help as I need it to connect to my employer to be dispatched
7	298	No reception
8	318	We have purchased a booster at the tune of \$1300 and it worked for 6 months and now nothing. Total waste of money and compromises our social and business communications
9	321	We run our cell phones on Wi-Fi due to no cellular connections in our neighborhood
10	399	Between Post Creek and the Lower Valley there is no cell service which is a tremendous danger when accidents happen
11	404	Very spotty majority of the time we have none, depend on landline at our residence ! Can not depend on it at all
12	409	I can use my work cell phone using WiFi calling, but it is spotty at best and i need to be near the WiFi router.
13	425	very limited cell service in our area
14	514	use cell on WiFi calling does not work away from the house
15	530	Not available at post creek my daughter has a health condition so I can't have her at post creek unless I risk her health
16	536	Not available at post creek
17	589	Keep the damn cell towers out of this valley!!!!!!
18	838	No towers in area
19	842	very spotty up here at our place you have to go 2-3-km down the road
20	915	No cell service in my area but it's 5k down the road. Put a mini tower on my 100 acres to service this area.
21	1060	poor signal
22	1202	There is no cell service available at my home. I have to drive down the road.
23	1223	It is not available due to the positions of the cell towers. We occasionally get one bar of service but that is insufficient to make a call.

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

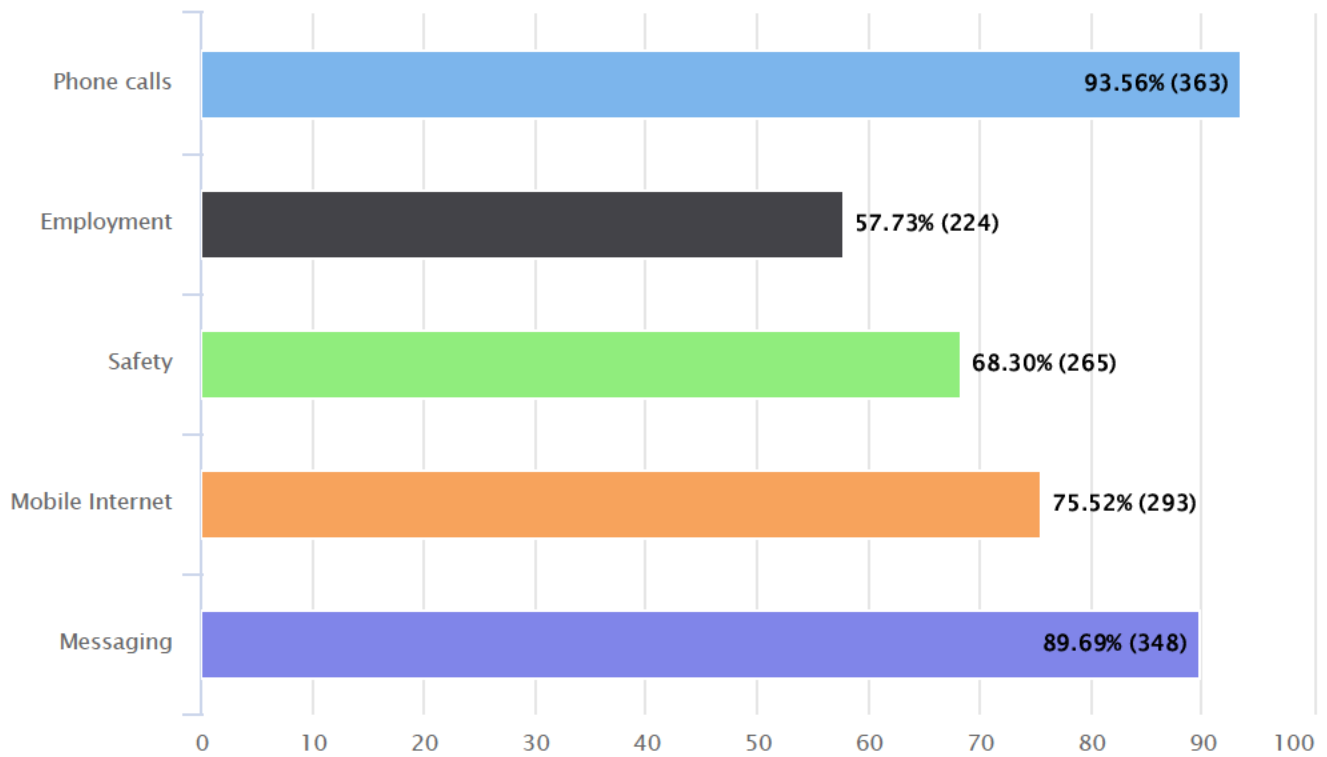
Respondents: 387



Questions	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Vary Satisfied	Total
<b>Cellular Coverage</b>	39.02% 151	27.13% 105	8.27% 32	19.38% 75	6.20% 24	<b>100%</b> <b>387</b>
<b>Reliability of cellular service?</b>	39.38% 152	25.65% 99	9.33% 36	19.69% 76	5.96% 23	<b>100%</b> <b>386</b>
<b>Cost of cellular service</b>	30.57% 118	29.27% 113	26.68% 103	11.14% 43	2.33% 9	<b>100%</b> <b>386</b>
<b>Total</b>	- <b>421</b>	- <b>317</b>	- <b>171</b>	- <b>194</b>	- <b>56</b>	- <b>-</b>

What do you generally use cell service for? (Please check all that apply)

Respondents: 388



Choice	Count	
Phone calls	93.56% 363	
Employment	57.73% 224	
Safety	68.30% 265	
Mobile Internet	75.52% 293	
Messaging	89.69% 348	
<b>Total</b>	<b>100%</b> <b>388</b>	
#	Respondent	Other (Please specify)
1	41	Only Rogers works in my area and it's the most expensive. I had to get a land line for safety for family who are in a contract with Telus. Even with Rogers I get dropped calls and poor reception.

Personal information was redacted for privacy protection

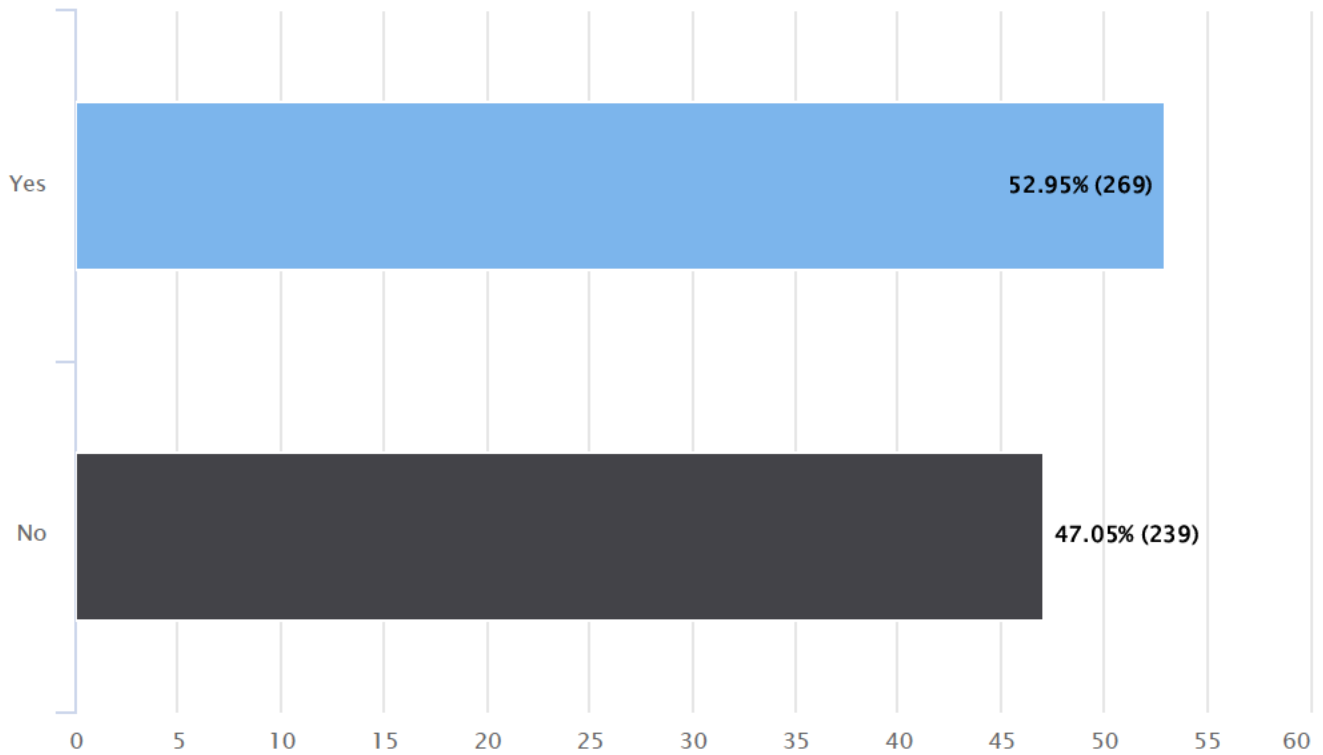
2	44	There is little or no cell service at my home.
3	48	DO NOT WANT CELL use AT MY HOME, DO NOT NEED IT;"LANDLINE PHONE"at home/ shop IS TOTALLY RELIABLE!
4	79	Only use when closer to town when I have 2 or more bars.
5	188	Entertainment
6	275	Internet with booster for family use as our home internet is so awful
7	285	playing games
8	303	Cellular service is unavailable in our area. We must leave area to use.
9	362	To check on the safety of my children, for Lifeline to contact me if my mother falls, contacting my employer, busing friends into our property, calling friends,
10	388	Staying in contact with family as we are older and have medical conditions that we need to sometimes reach family.
11	389	Don't want cell towers - Cell phone over wi-fi works fine
12	566	work from home phone
13	606	Rogers was excellent for years now it is intermittent
14	703	But cannot use my cell at Postcreek, no cell service in our area
15	736	Business and personal
16	745	due to poor reception in the valley I only use mobile network when I'm away from home
17	768	Emergency
18	829	Need good internet for everything now a days
19	967	We don't need much cell coverage because we have great Internet.
20	1033	Emergency only .....limited to 120 minutes per year
21	1070	There is spotty coverage it all depends on where you are if you have coverage once you leave the flats of Hatzic Praire
22	1081	Pages for HVVFD
23	1178	at my home in elec G I have shaw high speed which is expensive and an additional cost for full time internet at Hemlock is too much
24	1187	All of the above
25	1217	Communication with neighbours..



26	1221	Connecting with resources
27	1239	Internet

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: 508



Choice	Count
Yes	52.95% 269
No	47.05% 239
<b>Total</b>	<b>100%</b> <b>508</b>

**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: 235

#	Respondent	<b>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]</b>
1	41	I feel trapped by the lack of available internet in my area. With a family of 4, 4 phones in contract with Rogers, Xplorenet 300gigs and a Rogers hub with another 50 gigs just for my husbands work from home due to covid. (zoom calls etc.) we are spending close to 1000\$ per month on connectivity. I have 3 university students doing online classes due to covid. I am a nurse and need to have reliable communication for on call hours.
2	42	God forbid an emergency should happen, there would be no way to contact someone for help if we are not on our property. I walk my dog every day and there is no service on our walks unless we go into town.
3	47	With the increase of government, banks, and companies requiring paperless communication, it is important to have high speed internet available at an affordable price to all rural residents.
4	48	*ONLY HAVE TELUS, SET UP TOWER /OR FIBREOPTICS for all in Area F to have improved internet access. *Sylvestor/Kotney road people are still on archaic slow speed access so find a way TO HELP THEM to negotiate A NEW TOWER ACCESS FOR safe INTERNET. * DO NOT BRING ANY 5G ACCESS INTO HATZIC VALLEY AS DEROCHE PEOPLE living BY A 5G TOWER, NOW HAVE HIGH CANCER HEALTH PROBLEMS. IN EUROPE, I BELIEVE SOME COUNTRIES HAVE ALSO SAID NO FOR 5G ACCESS, LIKE ITALY . So again do not bring 5G Chinese/ nor Korean nor any other 5G broadband access into MY home whatsoever!!! I do not want my health compromised nor my family and my local neighbour friends.
5	49	Stroke. Unable to contact 911. Lost my partner.
6	52	Internet service map of hatzic prairie very incomplete. Unable to move pointer. Hard to guess location due to lack of roads. Some of us get service via wifi from cell tower at Hatzic Lake. Low signal strength, poor connectivity, lots of dropped calls but at least some service. This is the internet link as well.

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7	53	I'm fortunately 2 Km from a remote hut. Most valley residents are too far from a remote hut to get ADSL. This has been a frustrating and ongoing community problem.
8	60	I would like faster internet and to actually have cell service at home but I don't want this area to become more attractive to more people (don't want this area to become overpopulated like everywhere else with housing developments). I think the lack of service out here helps limit the number of visitors and, to a certain extent, potential developers.
9	61	We have Telus Internet and currently having speed and reliability issues. No other service provider in this area to switch to with better service. Can not cancel land line with Telus because Cell service is not secure enough we get 1 bar on a clear day. If cloudy or stormy no service. Loose work due to lack of cellular service not available. Will be buying better routers to assist with wifi this September for in home learning and work. 1.5 hours from Canadas 3 largest city and we dont have cell services. Horrible!!! Farmers arent important anyways. Cant get a road paved cant get wifi cant get cell service. Why farm in rural areas. Moving in the next 5 years from this area.
10	67	the simple fact that the only internet provider is telus using a slow hardwired phone line connection in the age where other communities are already getting Fiber-optic cabling to their homes is ridiculous and completely unacceptable. The amount of services and infrastructure up the Hatzic valley (mconnell creek up to cascade falls area) is almost non existent.
11	73	We live in an area of a great deal of outdoor recreation (Cascade Falls, Lost Creek, Davis Lake, McKay Lake, hiking, atv/off roading etc etc etc) and where vehicles treat Sylvester road like a speedway. There is no cell service in our area, which is incredibly dangerous. So many potential accidents (and so many first responder vehicles coming by every summer), and yet, if there's an emergency you have to drive to get service to even call EMS. During Covid, my partner (a teacher) and I had to rent out office space in Mission in order to have reliable internet to do our work remotely. Not affordable, and also increasing our family's risk.
12	79	Need better cell reception as we may need it for emergency in the future.
13	90	Cell phone coverage should be priority along with internet
14	91	My son has a camera system to keep an eye on us but the lack of up load speed he has hard time connecting to it to up load video.

15	95	<p>Telus has no fiber internet in our area and have no idea when it will be available. As the only provider, they should have a plan for this area. Please "tell us". With two adult children at home due to COVID-19 (online university studies) and one adult working from home, we do not have enough internet service to support our needs. The highest internet speed we can get is internet 6. The average speed in town is 150-300. This discrepancy is frustrating. Thank you for looking into this for rural residents.</p>
16	102	<p>I understand that living rurally comes with some drawbacks, but are we really that rural? 20 minutes from town? Lol no. For internet, we just need fibre to solve our problems, but we don't have the population to justify a priority of effort from ISPs and therefore this will take time (years). For cell coverage, we just need a tower put in - super simple. I've heard the issue with this is that no one wants one on their land - if a call was put out to discuss what having one on my land would entail, hell yeah I'd consider it. For cost of cell services, all of Canada is being absolutely raped by providers enjoying the complacency of the Canadian people - we keep shovelling out money without enough complaint. I am from NZ, where cost is FAR less and the service is far better, and living here legit makes my blood boil for how much more I pay. And internet isn't that much better. Especially considering how little coverage and quality of service we get out here, yet my partner and I are still paying over \$350 for the combination of these services just as though we were still living in Langley - man that pains me. All of Canada needs to revolt against how much we pay for these services which are now very much meeting then criteria of utilities. They're not a luxury item of choice, we all NEED cell and internet. Especially now when we all need to stay home to beat this pandemic.</p>
17	103	<p>There is no cell phone signal coverage in my home. I can sometimes find one bar on my cell phone outside of the house in certain locations on my property. However, the signal is often not strong enough to make a call.</p>

18	115	<p>The entire 16 years we have lived in our area we have been waiting for improved internet and cell service. With computers and devices requiring increasingly higher upload/download speeds, we are left further behind every year that goes by. Telus recently was providing information to local residents about fiber optic options that are going to be available... when we asked how to sign up, we were informed it wouldn't be available on our street. Cell service is non-existent in our area which creates the added expense of having to pay for a land line. We live 15 minutes outside of Mission, BC... with the available services, you'd think we were living in an isolated northern village, although, some of those places have better services than we do!</p>
19	122	<p>There are several instances of 'that' instead of 'than' in your pricing questions.</p>
20	124	<p>Although the cell service is somewhat reliable, there are times when the power is out and there is no cell service. The amount of times the phone pings off a cell tower in the US is annoying.</p>
21	136	<p>When we first moved to the area we had no cell coverage even though there was a cell tower (different carrier) within eye sight. Cell coverage is better but spotty. Same as internet coverage. We employ a camera system for safety and security and it loses connectivity at least six times per week. As a seasonal home we didn't want to disturb the neighborhood with an alarm system and felt the Nest camera was a great compromise. Unfortunately connectivity is very unreliable.</p>
22	138	<p>As internet and cellular services become more mainstream we feel more isolated compared to those with more complete service.</p>
23	139	<p>I have lived in Columbia valley my entire life and have always struggled with any online part of homework due to the poor connection and once I moved no internet server would provide us with internet except for satellite which does not work well and makes my ability to do my university homework almost impossible unless I drive into town for different internet. As for cellular service which is patchy around here, as Someone who rides horses around if someone were to fall off and become injured we must rely on our neighbours for help and being able to call for emergency services</p>
24	144	<p>I have a cell phone plan (Telus) but it only works in town, not where I live. I can't send or receive calls where I live.</p>

25	146	<p>My internet crashes, is slow and unreliable. It is with Telus but I also used xplorer net and it was worse. I'm a nurse, husband a cop and we need reliable cell phone and internet. We both are supposed to do education online which we can't do and our kids online schooling was impossible during covid. Our cell phones were Telus but we switched to Fido and they are terrible, either company. When it snows out here I can't text my kids if I'm at work to make sure they're ok. ( I have 4 kids). We have dropped calls, delayed messaging, etc. I think this is a huge safety concern and for the year 2020 with covid issues we should be implementing a plan for the enhancing and updating of our very unsafe cellular towers and internet.</p>
26	148	<p>The lack of reliable, fast Internet in FVRD is a travesty. Individuals and households that were required (by government fiat) to isolate through March, April, and May were left without the capacity to carry out educational and business requirements because of poor Internet.</p>
27	157	<p>One example of not having cell service: internet &amp; phone services were out, walking outside &amp; witness US border jumpers crossing Cdn border ... No cell service, no reporting incident to police. Cannot follow or count on proper board meetings with humanitarian organizations that we are involved with &amp; where our opinion is necessary with such slow unreliable internet service. Do not agree with paying the same rates as friends with great internet service when ours is so unreliable &amp; slow.</p>
28	160	<p>The service, reliability, and speed of internet provided to the Columbia Valley, behind Cultus Lake, is much poorer than anything I have experienced in my travels to many third world countries. It is an embarrassment for a developed nation, but the community is absolutely a beautiful place to live. We are used to being ignored by most levels of government on issues of road maintenance, internet access, police presence, vicious dogs, and many others.</p>
29	173	<p>I was unable to complete this survey using my cellphone because it couldn't connect to the internet. We are very concerned about unreliability of cell service</p>
30	179	<p>The only reason I get relatively reliable cellular at home is because I have wifi calling. I am very concerned about being unable to connect when walking in my area - particularly with the amount of wildlife encounters which can become an emergency. Many in this area do not have reliable cellular service and internet connectivity is more and more necessary these days.</p>

31	188	Although my cellular cost has recently gone down, thanks to my persistence with my provider, the overall cost for cellular service remains high.
32	191	Our biggest issue with internet with Shaw is the very high cost. In the summer the service is often slow at peak times making it unreliable.
33	202	<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>



34	205	<p>My husband is a part of the fire department for forty years he has come across incidents where land lines are out and some of our elderly people have been left laying on their floors, driveways and bedrooms. There is no cell coverage in most of Columbia Valley. They cannot contact people because they have no communications. Sooner or later this is going to result in a death or an accident where someone is going to be seriously hurt with no help coming.</p>
35	207	<p>I believe that in 2020 all rural areas should be connected to the internet with speeds/rates/and connectivity equal to or better than the cities. A lot of our farms are essential services and if we are not able to connect with the rest of the world our products and services become extinct quickly. We also have a lot of elderly people and if they don't have access to their doctors/family/ and online programs their lives could be in danger.</p>
36	208	<p>My family and I live without available broadband service. Only DSL is available. DSL does not allow for additional lines to improve the bandwidth (it merely splits the existing signal). Functions within the household include: One adult (the writer) who works mostly from home, in a government health services function (Electronic Medical Record support) . Timeliness of communication remains critical during the pandemic where COVID case reporting and public health follow-up planning are required. Slow network speeds remain a big issue in my ability to work efficiently from home. Issues: 1. Unable to video conference when others were using their computers. 2. Frequently dropped from the corporate server/VPN, due to limited bandwidth (requires multiple login attempts over the day). 3. Our family must schedule individual network use times, due to limited bandwidth. . Another adult, a school teacher, shares the bandwidth with others, while attempting to video-conference during tutorials. Two school-aged children will soon require internet for their education. HD video expands in the commercial sector, while our household bandwidth can no longer support many streaming services (used to be 720 or adjustable to less, now many are not less than 1080). We have since cancelled 3 video streaming services (Netflix, UFC Fight Pass and DAZN) due to incompetent bandwidth. It's not getting any easier for many in the FVRD to live and work in a virtual fashion. Thank you.</p>
37	217	<p>Shaw internet although I'm on there very best plan is not always reliable. Telus fibre is up here but not available and may provide better service than Shaw.</p>


38	230	I would like to go to school and work from home with my education but due to the lack of internet I cannot do this, if I was able to that would mean a full time volunteer firefighter that is working and living in the area
39	235	I work form home / have a Buisness I run from home and I need good internet service to get my work done which is sometimes not possible. My older daughter is taking courses through UVic in September and is very anxious about how she will get her courses done with the internet service that comes and goes as it does. My younger daughter just finished Grade 12 online in May and it was very frustrating, with her often is tears ,trying to get her through grades 12 with this terrible internet. My husband has important zoom meetings weekly and has to travel to town to make sure he is able to manage his business. To say its infuriating is and understatement, I recall the days of dial up internet service and the service we receive is worse than the 1990's. please do something, this is getting desperate.
40	237	We need better internet and cell service everywhere. Ryder lake, Columbia Valley and cultus need better service the most
41	239	<p>Thank you for your focus on internet coverage. I had to leave my community of 35 years, my job, my home (non-rental) and move to a remote location to escape these damaging radio frequencies that were destroying my health. (2008-2014 : a long horrific journey in figuring out what, why, and how.) Now in my new "forever home" in a rural Area H, new developments over the last three years around me have brought back these same issues I had to flee from! There are sensitive people out there just check out <a href="http://c4st.org/">http://c4st.org/</a> On top of 583+ world WiFi satellites with intention of a world wide Grid all for "Security" agendas -all at the cost of destroying our DNA, our insect population, our mental health, eyesight, heart, brain and general welfare through this addictive technology and gadgetry while bankrolling billions for the telecommunication Giants. No one is revealing the true damage.....complaints to Industry Canada results in quotes of outdated data referencing thermal levels; Doctors are not being educated or even ofent aware of this toxic inundation that is deeply damaging our planet. (Thus the quick and furious roll out before society catches up). In fact our "brainwashed" society even thinks that 5G will improve their connection not even knowing they'd have to buy new phones to use it. This is a WORLD WIDE abuse, there are no more safe places. I moved here to get away from wireless technology, but since then the parks board has coverage in the Parks where people should be constituting in Nature; hospitals are now all wired, often with massive relay towers on their roofs. What a mess of ignorance and greed. THERE IS NO SAFE PLACE.</p> <p>The agenda to go "smart" is actually killing us while the media</p>

keep shoveling us all these sexy toys to keep our kids, pets, appliances, cars, houses, and minds radiated. WHO and Health Canada deliberately are ignoring the Science at the beck and call of billions of dollars in taxes and kickbacks. They know that thermal levels have nothing to do with wireless frequency damage: brain tumors, cancers, DNA destruction (all proven )yet unheeded for \$\$\$\$\$. Here is a news flash you may be interested in, the Military sure know of these dangers and are using it for future and current Military operations. During the planning of the Tokyo Olympics wireless weaponry (Crowd Control) was successfully tested on wild boars in the surrounding forest and killed and maimed these innocent creatures. Also the Olympic Peninsula has been using wireless weaponry for years by the US military until it was taken to Supreme Court. Note, the new 5G 60 gigahertz wavelength actually impairs the uptake of oxygen via our hemoglobin, not allowing oxygen to bind and thus causes respiratory distress....sound familiar with our new Covid-19 era - how convenient; I actually have the Medical science Journal Publications on this. I also have personal notes from a US Army Intelligence Officer who trained in concepts of Electronic Battlefield and Electronic Warfare where EMF and WIFI frequencies are critical components to war, and are being used on civilian populations from spying to attacking the population energetically with the telecommunication network- there has been a silent, invisible weapon unleashed by the Financial/Industrial Complex that is either doing it with purpose or just does not care about the health consequences of their actions. So with this "Survey" which does not educate but enlist, it is time to pick your side ....To Heal or Harm.

42 252

I haven't had an emergency YET where I can't call out, but there has been power outages where I couldn't call out which is somewhat of an emergency. Cell Phones should be reliable and in inclement weather there is no coverage . We've had a booster put on our cell phone service and we still only get minimum bars. If it's cloudy we often don't get any.

43 257

  
Columbia Valley would benefit from cellular service and faster more reliable internet. I am currently spending \$200 per month for two inadequate internet service providers. Telus is almost useless and xplornet is very irregular and if we have snow or heavy rain we have no service at all.

44 258

45 262

My cell provider isn't the same as my internet and land line. My cell provider is Rogers and the reception is terrible as well.

46	266	<p>Cellular service is critical for safety in our community. For reporting motor vehicle, farm, personal injury, fire, seniors staying at home the cell phone is an important tool in today's society. Reliable high speed internet is crucial to a home based company, FARMERS who direct market. The personal contact and immediate response time are demanded.</p>
47	272	<p>Where we live and work it is not possible to get download speeds above 20 mbps. ISPs generally don't have plans for that amount so if we want that ability we need to pay for a plan with a significantly higher download speed to be able to access the extra megabits. Essentially, we're not getting what we pay for, but we just have to deal with it. We work at a summer camp and require the use of cellular service so that families are able to contact us in the case of an emergency after hours and so we can make emergency calls if we are not near a landline. While about 80%-90% of our property has cell coverage the remaining percentage does not. So far it has not been an issue but the reality of the circumstance holds an element of risk. Thank you for having this survey.</p>
48	273	<p>My internet is bundled with the home phone. There is no cell service, in an emergency especially now if the phone is down we have to go to the neighbours and hope they have phone or internet. My closest neighbor is 1 km away. Reporting to Telus often takes 1 to 2 hours to get through on someone else's phone. Very inconvenient.</p>
49	279	<p>The Federal and Provincial Governments should declare that internet access is an essential service. Any provider MUST provide access to remote/rural areas as a condition of their licensing approval. It should not be a population density issue as in rural / remote areas the population density will never reach the density of urban areas. This has been an excuse that Providers cannot make any money if the density is low. It should be a cost of doing business that universal coverage /access is part of the requirement to be licensed. It should not be a monopoly and there should be choices available to the consumer. Sharing of infrastructure access or Government subsidy of the necessary infrastructure may be necessary to achieve this.</p>
<p>Personal information was redacted for privacy protection</p>		

50	282	<p>We have very poor cell service at our home address (literally have to stand in a corner of our deck and only then on clear weather days). Internet is also poor as we only have the choice of xplornet who continually increase the costs of their service without any improvement in service. We often loose a signal in inclement weather and have really poor download/upload speeds. With two University students and two parents working from home (especially with covid) the situation has been ridiculous. Recently there was a major police incident in the valley (believed armed suspect loose) and none of us residence knew of the situation because no alerts could be broadcast as there is little or no cell coverage in the Columbia Valley. Working on our property poses many problems because should an injury occur we would have to return to our house (which may not be possible) to make an emergency call. It is beyond belief that the local authorities have allowed the large Aquadel and Creekside/Cottages developments to proceed without insisting that the developers contribute towards infrastructure that benefits the whole valley.</p>
51	285	<p>I'm concerned about Telus's price gouging. Especially during this present time when families need to use their cell phones to ease their minds about family and friends' health and well being. I pay \$84.00 a month for my Telus mobility account, with 10 gigs of usage per month. On the other hand, I pay \$56.00 for my Lyttonnet internet account with 85 gigs usage limit per month. There's a big difference there, and I'm sure that I'm not the only one affected by it. I strongly feel that Telus should be forced to lower their prices. With their large monopoly in the market, I'm sure they can afford to. I would cancel my account with them, but I need the data part of the plan for when I'm out on the road, or any time I'm away from home. My internet account with Lyttonnet doesn't include a mobility plan, or I would cancel my account with Telus. Thank you.</p>
52	286	<p>1. Telus removed our limit back in April, which I thought was good customer service except they also told me fibre optics would be here in the summer and it's not. Fibre Optics would be greatly appreciated. 2. Since about May our Cell coverage has been poor, we're with Fido. Random days we have no signal, I put that down to us being on the edge of the coverage and more people working/staying home so the cell bubble gets smaller the more people using it. Would be nice to have a cell tower in Durieu/McConnell Creek area.</p>
<p style="text-align: right;">Personal information was redacted for privacy protection</p>		

53	288	<p>My wife's phone consistently drops calls, does not receive calls ( calls will not not ring through , but messages will show )</p> <p>Provider blames the phone, and Apple blames the provider, she has had several I Phones, and the problem has been consistent with all of them ,</p>
54	291	<p>When the power goes down up here. We have no way to call for help. We pay for cell and a land line .this is expensive. I would dearly like to not pay for both .ty</p>
55	294	<p>We are part-time residence for 3 months per year. There is always a problem and cost when we place the internet and cable TV on vacation hold for 9 months. Telus only has 6 months for vacation hold then we have to contact telus again to extend vacation hold. Sometimes this is a problem for Telus and we have a discussion about cancels the service before approved.</p>
56	297	<p>Its so slow ... becomes very frustrating</p>
57	298	<p>Due to the fact that there is no cell phone reception. The internet is the main form of communication for us. We operate a business and I work from home due to the pandemic. This has posed many problems for us. We do have a land line however, calls are often dropped. It is a safety concern that we do not have an adequate and reliable source to connect with emergency should we need. Especially living in a rural community and operating machinery.</p>
58	301	<p>We have to keep the landline just so we can make a phone call because the cell service is so bad, in an emergency we have to run to the house to make a call as cells won't work on the property or the roads back to town, if we come up on an emergency/accident we can't call for help, we have to run to a house and hope someone is home to call for help. Would like to work from home but the internet and cell service is so bad it is not feasible. we are retirement age and can't afford the costs for our safety. Trying to stream a movie is just about impossible also.</p>
59	303	<p>During a windstorm a year ago a large tree came across our driveway taking out the power and phone lines. During that windstorm I was forced to chainsaw the tree and drag it away with an excavator to get out and drive to Durieu School before getting a cell signal to call BC Hydro and Telus. That is more than a five minute drive but include the tree removal, having to get the now non powered garage door open just to get my car out..... ridiculous considering I was alone at the time and could have been injured even trying to get the tree cleared in the wind, getting dark just because no cell service. And how many would not of had the option of an excavator?</p>

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60	309	<p>The established ISP's in the area, Shaw and Telus have told me for 8 years that they have NO PLANS to expand coverage to my area. We need a community effort to ensure our basic needs are met in the region because we have long suffered from a lack of services that affects my family life, my work and my children's education.</p>
61	310	<p>It's hard to believe that living in an area in the Lower Mainland close to Chilliwack and Abbotsford that reliable high speed internet is so limited and cell service is not available at all.</p>
62	311	<p>The current state of internet provision and cellular coverage in the Columbia is deplorable. Clearly no one has prioritized these services for delivery to this area, most likely due to a smaller rural customer base. Internet and cell coverage should be deemed essential services and as such provided to ALL Canadian homes, regardless of where they are located. We are being penalized for having a rural location and that is quite frankly wrong. If inclusiveness is such an important value in our society what about inclusiveness for rural families? Do rural children matter? Is their education any less important than that of their urban counterparts? Do rural farms and businesses matter? Apparently not. So much for the CRTC's mandate to deliver high speed internet to all Canadians. Telus and Shaw, you should be ashamed.</p>
63	312	<p>Telus has pulled fibre all the way up Stave Lake and along Hartley road but as of today will not allow people to connect and will not pull fibre down side roads connected to Hartley. The lack of cellular service in this area is of great concern to me since a BC Crown Agency has placed a violent individual in a home very close to where I reside.</p>
64	318	<p>We struggle in our location. we have struggled for a long time. Trying to keep up to all the surge of communications emerging that require internet. Its not an option any longer. I run 2 online business and a farm and not having good reliable internet and cel phone (or any at times for that matter) has comprimised our business and education for my child. Safety is most important and over the winter there was an emergency in Columbia Valley where a school bus was sliding over a cliff. It was between the Cottages and CV firhall so no coverage. It was traumatic for those involved as they couldn't leave their vehicles and couldn't call for help. Please please please, can we have some movement on getting us up graded and moving along side of others. We pay just as much if not more for the worst service and reliability. I look forward to seeing some changes soon! Columbia Valley Resident</p>

65	321	I am disabled, 2 of my 3 kids are disabled, my senior citizen parents who we live with are disabled, we depend on having internet connection and cellular coverage that is reliable, due to health and safety reasons, my children have been distance learning through our wifi and its so unreliable they cant have zoom meetings or proper online classes, also we cant use video health for medical appointments because our service is just that bad up here.
66	325	A lot of people breakdown or have accidents and come to our house looking for a phone because they can't call anyone for help. The internet is very unreliable and unpredictable, you can't watch movies without buffering or even download anything without it taking days.
67	335	Internet and cell service is not available for me, in the future I may have to move if something doesn't change
68	337	VERY happy with Lyttonnet. Excellent service, great connection, great people to deal with. I know explore.net also services our area, but due to the location of my home, surrounding mountain and trees, their signal doesn't reach me. Plus they are more expensive than Lyttonnet, and use dish service, which can be unreliable in bad weather. Cel signal....sometimes the tower, or something goes down, rendering telus cells useless, but doesn't happen very often.
69	351	This 2020, seriously with so many empty spots, in our area it's unacceptable!
70	352	Having cellular service at home would be very useful for my job.
71	354	The cellular service in this area is ridiculous. It shows it being a high service area yet my cell phone is disconnected completely. I have no cell internet. I am told the tower location is to blame and there is no budget to fix it. We live in this area however it have a big recreational community in all seasons. It is only a matter of time till someone gets seriously injured because of this problem. I don't understand this problem not being fixed!
72	362	I am unable to get cell service on my phone 99% of the time with Kudo, I have to walk around the road outside my property, sometimes in the rain if I have had to call in sick or travel to where there is a Shaw hotspot when there's been an emergency at home or do it all via the internet. I have missed Lifeline calls when my mother has fallen and an ambulance has had to be dispatched as lifeline couldn't reach me as her only emergency support. My husband is unable to get cell service approx. 97 % of the time via his Telus service.
73	363	Please Help....

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74	364	I own 2 homes in Area C. At one I have poor cell service. At the other, I have none.
75	368	In our area the power goes out often. Once during a wind storm a tree fell on to the corner of our house/roof. Because it knocked out our power I could call my husband right away. I also work from home and have had very important web calls/meeting that I was a big part of that didn't happen or ended abruptly when the cell service was intermittently. We have no way to call out if the power goes out because cell service is so terrible. We have to do wifi calling to get service so no internet means no phone.
76	371	I find that during high usage that is when I am dropped or cannot get internet.
77	374	Cell service is so poor that it either doesn't work at all or it drops the call every time (Rosegarden Estates). We have to use wifi calling since we don't have a landline. If wifi is ever not working, we are in trouble because then we have no way of calling for help. I have had an emergency twice before and my cell phone dropped the call. It is also a problem when others are babysitting or visiting our house because they have no way of making calls in an emergency and they can't receive calls on their cell phones due to the poor service.
78	376	The internet in the FVRD District D and nearby Rosedale is not great for some of my friends and family, however I am lucky to have cable internet infrastructure available at my house. One thing many people don't know about is that 3rd party providers, such as Lightspeed, can offer fast speeds at low prices without a contract if you have cable available at your house. The cellular coverage at my house, and at nearby businesses around the roundabout, is awful. I am unable make phone calls, get directions from my phone, use business apps, place phone calls, pay using cellular credit card machines, etc. We desperately need a tower. Wifi calling makes it tolerable at home, but if this feature didn't exist then I would not have purchased a home in this area. In fact, broadband internet availability was a key purchase requirement when we were home shopping, and it eliminated many homes in Rosedale. Please, don't listen to the vocal and well-intentioned but factually wrong anti-wifi/anti-tower/anti-5g crowd. They do not speak for most of us!
79	386	No coverage at Tapadera Estates for cell phone and no phone in club house if there was an emergency at the pool or if someone had to use the AED
80	389	Internet is great up to Tamihi - need better Internet above Tamihi - cells towers are not wanted.

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81	391	My biggest concern is the lack of cell service in this area. We have many power outages in our area and when the power is out we have no phone service and no internet service. If we were to have an emergency during a power failure we have no way of asking for help. As a senior I find this very worrying.
82	396	Cell usage through wifi is just fine with me. No cell towers here please
83	399	There is approximately 30 km of road and miles of back country without cell coverage. Many times throughout the year we have vehicle accidents on this road or any of the FSRs. Passers by have to drive to the nearest community to fetch help or phone emergency services. During the summer months we have accidents or deaths on hiking trails, ATV accidents and missing folks and we can only hike back to a phone service area to bring in help which is often too late. During winter months we have accidents from snow shoeing, skiing and snow mobilling with no cell coverage to call for help. We lost a heart attack victim whose wife had to find an occupied house in the community with a phone to bring in help. Too late! We have a Provincial Park that is very popular during winter months when there is no one in attendance. Folks have to travel two km to get to the nearest phone for help providing the injured person has someone to send for help. Their own cell phones are useless.
84	402	Need better coverage for emergency services!
85	403	Hello, I own a part-time property in Post Creek. While the area is served by Telus for internet, the type of internet available has a limited number of "ports" and in the four years I have owned my place, there have not been any ports available and therefore I haven't been able to get home internet. I have tried to get satellite internet but the providers have said that my property is too surrounded by trees and therefore there's nowhere to place the satellite. I've tried very hard with all local providers but there have been no options. The area also doesn't have cell service so when I'm there I'm entirely disconnected. This does affect our family as we would prefer to spend more time there but due to school & work committments and need to be accessible we can't. I am neutral about cell service - if we had home internet the lack of cell service would be fine! Thank you for your interest in this area and I would place an enthusiastic vote for anything that would help me to get internet access!
86	404	Internet is super slow! If our Telus phone lines are down we have no communication at our residence

87	405	<p>The Chilliwack River Valley is becoming a very busy hiking and camping area. Not to have cell service for emergencies is not acceptable. Our community of Postcreek, has been asking for years to upgrade our internet services. We can not upgrade due the lack of ports, only 15 ports and 80+ dwelling! Some residents cant even have phone ! Fort Mountain Correctional 10K away have all the services! why not our community of 80+ dwelling? On a other note ,I have travelled extensively around the world. Even in the middle of nowhere in the Alp in Switzerland ,and China with no community near by I had access to cell phone. BC , Canada has to step up and make these services essentials as more and more people are reaching out to rural area to live and work from home. Regards,</p> <p>██████████</p>
88	406	<p>Very poor service for calls both incoming and outgoing. Must go stand outside to speak and hear clearly.</p>
89	409	<p>If we have a power outage, we can't get updates as we have no land line service, no internet service and no cell phone service. Cell service would allow us to at least have constant communication.</p>
90	413	<p>I have complained to CCTV and the sided with me, Telus now after three years is now installing more ports</p>
91	415	<p>we need better internet service,but we need a cell tower more....</p>
92	430	<p>We have lived with limited to no internet coverage here for so long and now with Covid it's no longer a luxury but a regular utility. It's absolutely insane that we cannot get coverage as needed yet people in developing nations (third world countries do- I have visited several and have never had the issues I have in my own home.)</p>
93	431	<p>I only have one option for cell service where I live and it is expensive. My son missed out on all the online learning during covid as the quality and speed to log into any online classroom was not accessible due to low speed and coverage. Satellite is our only option right now</p>
94	438	<p>I'm in an area that there is no cell service available. Landline and internet available. Live in area that has forestry roads and camping and major wildlife, emergencies can occur rather quickly. Chilliwack Lake Road</p>

95	444	This survey seems to be acting on behalf of commercial interests looking for customer amenable to higher payment options. FVRD should provide or underwrite or subsidize rural high speed broadband ... and they shouldn't do it by throwing more taxpayer money at Telus for the general, unrealized / unfulfilled vague promise of or rural internet improvement.
96	461	The service and internet in our region is abysmal and has been highlighted even more so during this pandemic. No access to internet other than having to use personal cell phone data, which I may add is absolutely horrendously overpriced. When you can drive to promontory area and they have reliable high speed coverage. It does not seem fair for the prices we pay in cell phone bill and moreover on property taxes this is unacceptable. Please do something
97	462	The very last thing I want is even more jackasses coming out here with their guns, garbage and speeding vehicles. We don't need more gravel pits and resource exploitation. Those are the only businesses that come out here.
98	466	Slow speeds, poor coverage, unreliable connections and low data limits make internet use stressful and frustrating especially when it comes to downloading or uploading homework, timed quizzes and final exams. Paying more for less data isn't unfair but our location leaves us with few choices none of which offer unlimited high speed internet connection. Netflix or live streaming is not an option in this household.
99	491	For the past three months Our Rogers server has become very slow and unreliable...maybe due to so many new users on a tower service
100	505	at this time only Rogers services provide extremely limited cell service in the area, we rely on internet services and home phones for communication. Cell Service in the area is terrible and both my husband and I have had to drive 15 K on several occasions in the past month in order to communicate with others via cell.
101	514	Would love to pay for only one phone that worked but retain the land line for emergency connection and have a line in my car only because we are old and when the power is out the phones do not work and may need to can people in this house over 85 would be wonderful if the cell would work without WiFi

102	515	WOuld not necessarily want to see widespread cell phone range up the Chilliwack River Valley. Part of the charm is the lack of it, plus the health issues with cell phone towers etc. Helping Post creek get better internet service would be good, and in Bell Acres more reliable cell phone coverage might be good as well. Thank you.
103	526	Rural areas are overcharged for Cell phones and internet - we are a cash cow for Telus Rogers etc. the whole IT network in Canada is patchy and unreliable. having moved from a town area to the hill side I noticed the extra cost of TV internet and Cell. Our internet goes slow at 4pm! please do something about this - i fill in questionnaire after questionnaire and nothing is ever done!!!!
104	528	We work from home and the phone system we use is an internet phone. As such, we must use Telus internet as other providers do not offer the infrastructure to support our phone system. The internet is often slow both loading on computers and cell phones and also in loading television networks like Netflix and Amazon Prime. Improvements to the quality of internet in our area would be much appreciated.
105	530	My daughter has sever seizures. She can't come with us to post creek because we can't get emergency help if we need it. We also have a man with autism who lives with us. It is a safety risk to not have cell service. I've been a first responder to 2 car accidents on CLR. & no cell service to call for help I've attended a first aid incident when a resident at post creek flipped an ATV. He and his passenger sustained serious injuries. I provided first aid and transported down CLK More attention needs to be given to emergency planning in that valley and specific attention to the ONLY community for 30km Thank you for doing this survey. I hope something actually good comes from it
106	536	There are thousands of recreational users of the upper chilliwack lake area . A cellphone tower would control this area and the Skagit area as well.
107	548	We needed cell coverage twice. One fire and one medical concern
108	556	Our home is only 3 km from the Vedder River bridge, but the cell service on our property is not reliable. We miss a lot of calls if in the yard.
109	559	Cellular service and access to better internet at Post Creek would be amazing!

110	563	We have a household which is becoming more and more connected. Due to the COVID-19 Pandemic, work from home is even more crucial as updates to and necessity to connect to workplace network systems is required more then ever. Best speed is 6.9 megabytes/sec. Download and under 1 megabytes/sec. at the very best of times. Also we have on average cellular reception in our valley of 1 bar with sketchy connectivity. Have to be closer to Cultus Lake to get best reception.
111	564	We have spotty service in our own yard and neighbourhood. Up the valley there is none to speak of. There may be only a small number of residents in our valley but we have many thousands of visitors. Almost all of them have cell phones but can't use them in case of an emergency. So close to Vancouver and yet so far away.
112	565	Our household is becoming more reliant on internet connectivity. With working from home now being primary location rather than at an office. Now need to rely more on reliable connectivity both via cellular and internet provider for our household to maintain a source of income.
113	566	cellular coverage is a critical item which seriously put our safety at risk. our inability to have fall detection devices on our elderly is a seriuos safety concern cellular coverage is crucial as these devices need a secure quality signal to dial out! we are thinking of moving because of this unnecessary safety risk which is a direct result of our cellular providers inability to provide cellular coverage 24/7!!
114	572	The chwk river valley receives thousands of users in the season. One cell tower would not only cover chwk river valley but the Skagit as well. This coverage has been talked about for many years. Search and rescue would be greatly assisted as would the general public.
115	583	We have no cell coverage where we live now. The internet service is only available to a small portion of the community.
116	586	due to more of us moving up here full time and considering our age group we need better sevice and cell service for communication and medical emergencies... There are more people camping up here and hiking up here and no services,,also in case of fires no communication.
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117	589	We don't want cell towers in the chilliwack river valley. There are spreading like wildfire everywhere else and have unknown long term health impacts. A cell tower in this area would be the beginning of the end to this Valley. In fact, it would encourage me to move elsewhere. We moved here to get away from all of that nonsense. Please keep it away!! We don't want it. We certainly don't want it forced on us.
118	596	My concern is the cost of these services is too high; I can't afford above 25 MB/s even though greater speeds are offered and needed. Work and school from home require online video etc, but speeds are a problem and connectivity suffers - not because Shaw doesn't offer the speed here, but because it is too expensive. From what I hear, improved cellular access in this valley would be desirable, from a safety perspective.
119	597	Telus out and out lie to us
120	606	One day we were working on a large dangerous bull, before we started I wanted to do a phone check in cases we needed to call for help. There were 5 people and six carriers, Rogers, Telus, bell, virgin, chatter and our Telus land line and all were down Without service! Telus cannot keep the landlines up due to antiquated phone lines!
121	613	We have resided in the Chilliwack River Valley for approximately 25 years. When we first arrived the cell service was basically non existent. It remained that way for a number of years and then slowly improved. Approximately 6 years ago cell service improved immensely but has steadily dropped off again in the past few years. If our landline is down we have no way to communicate or request emergency services without travelling by car towards Vedder Road due to the poor cellular service we receive in our area. At best our current cell service is sporadic and then completely disappears within a mile of our home.
122	615	Loose power lots, so then loose my satellite wifi, so can't call for help
123	618	I have been either a part time or fulltime resident at Post Creek since 1970. every improvement of infrastructure has brought relative improvements to access, to working capacity, value and to the commitment of our fellow residents to the community. internet is an essential service to me, o my business and to my family and neighbours. [REDACTED]
124	624	the internet companies are only interested in expanding coverage and closing gaps where there are large numbers of potential customers. They need political pressure to patch holes in their coverage where only a few potential accounts exist.

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125	631	We are starting a new business and our need for reliable internet is going to be paramount.
126	646	The cost of my internet is almost double that of a similar package in Abbotsford and internet speed is slower And this fact is hardly an attraction. I feel that the internet is a necessary requirement for everything from paying taxes to access health care and have general communications. I believe the regional district should be doing something to make sure it's rural residents have access to the internet and at more reasonable rates than Shaw is providing
127	649	I have no cell reception at my house I have to rely on wifi calling which only works in my house where I have wifi service. My wifi service can be bad at times too. Also when the power goes out I Don't have access to any service so if Something were to happen I would have to drive till I could get service to make a phone call
128	650	I continue to pay for a land line for safety reasons. We often loose cell service during storms or if electricity goes out. It is not safe as a senior to rely on cell service.
129	656	huckleberry we need service
130	665	Please bring fibre optics to my area
131	668	Many areas throughout FVRD have terrible cellular connectivity. Chilliwack River Valley, Norrish Creek Area, Hatzic Prairie North, Columbia Valley, and more.
132	684	I feel that we are in the year 2020 we should have a reliable cellular service, we shouldn't have to walk around our house to try and service.
133	695	I am very concerned about 5G and will not support that in our community. We have enough service available for our needs. It would not be beneficial for the health of our community or our future generations. The Chilliwack Lake Community would benefit from some kind of emergency service (gps tracking) but i feel that it is important to keep the Chilliwack Valley free from any extra health/radiation risks.
134	699	We are currently on satellite internet and home phone which is very dependent on weather and other line of site factors and we find it very difficult to operate more than 2-3 devices at the same time without internet speeds dropping to a crawl. We also operate two home based business from our home office and we are constantly battling internet speeds which often result in a productivity loss and frustration to say the least.



135	703	The Chilliwack valley has become a very busy tourist attractions, lots of hikers on the surrounding mountains, hikers have no ways to communicate if there is an accident . The Chilliwack lake area should get a cell tower. The community of Postcreek has more full time residents than 15 years agowe should have access to faster internet, television,and cellular. I'm positive that we more services the community would attract more full time resident.
136	729	Allen lake needs more internet and cellular options
137	736	I have purchased an expensive cell phone booster and had it installed on the roof of my house. Even with this added, I cannot send a simple text message from many areas within my home. This cell phone booster also requires internet. I rely on internet and cell phone for work. If either goes down during my shift, I need to get in my car and drive to a better location to use my data on my cell phone plan. Thank you for your willingness to improve these issues. After living here for 12 years, I am grateful for the opportunity to share my opinion with you.
138	737	Our internet speed varies from 0.8 to 1.5 which makes downloading anything difficult. No cell service is unacceptable.
139	742	I just bought a house in the area. I was told I could get high seed internet and had it set for when I moved in. After moving in I was told internet was not offered in the area and the previous owner only had it as a "grandfather" service. They didn't want to offer it to me at all. I pay around \$100 for 6mb/s internet which cuts in and out constantly. As for cellphone service I have a booster and hardly receive 1 bar of service. I drop all service periodically all day long.
140	745	As the valley are getting more residents there needs to be better cell service
141	746	It would be nice to have affordable high-speed internet like you see advertised on TV. It seems that they keep saying that we will get it "eventually" but that day never comes.
142	759	I've some months paid up to \$900-1000/mo for internet service with Rogers, the cost of service is a major financial strain and it's critical to the remote work I do, so I have no choice but to pay that much, although even at that cost it severely inhibits my ability to perform at work because of the cost. I always have to cut corners to make it work and still the price is unimaginably high. Please stop Rogers or give them competition. Telus service doesn't reach my house in Ryder Lake. Thanks!

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143 763	<p>Providing cellular service in this area is a necessity. We have frequent power outages during the winter and many people do not have a generator. If something happened to my husband and I needed power during an outage we are hooped. I cannot start the generator. Our neighbours do not have a generator and are around our age. We are seniors and wish to remain in our home for as long as possible. Also providing cellular service in the area would increase the value of this property as young people are not willing to relocate to areas without cellular service.</p>
144 768	<p>Both Cellular and internet in this and surrounding areas are in the dark ages. No one concern is emergency situation. The rest is educational needs especially after Covid-19</p>
145 772	<p>Shaw is our only option for internet. We can get Telus rural internet on a mobile hub but the speeds are lacking and it does not allow p2p gaming at all. Because they are our only provider we have no competition for rates.</p>
146 775	<p>Hemlock Valley Rd and parts of Morris Valley Rd has no service</p>
147 776	<p>Many areas are dead spots and have not been able to call 9-1-1 especially if landline is down</p>
148 777	<p>During thus pandemic, my employer set up many coworkers to work from home, but because I have poor quality internet, currently only on my phone because I had satellite internet and it is really slow snd spotty and cost \$139 per month for just internet and could go days without it working, I canceled it. So I had to go to work every day and risk the health of my husband who is immune compromised, and my special needs son because I dont have reasonable access to internet services.</p>
149 792	<p>My main issue is that there is constant Internet/online requirements of all our daily activities in today's society. Be it financial,health, shopping ,transportation , communication or any other activity you can imagine. It is mandatory to have Internet access in the home. Therefore, it should be affordable to all! The cost of Internet is a large portion of a seniors monthly budget. Going to the local library to use public available computers for personal items is no longer an option in this coved-19 life we live in. Subsidize Internet for seniors!!!!!!</p>

150	803	<p>Our cell phone service is very poor here. I have bought a cell phone booster (which wasn't cheap) which has improved it somewhat. Most people can not get through to us on our cell phones and I have to call them back. Very frustrating!! Outgoing calls usually go through but we sometimes lose connection in the middle of a call. I would be very worried if we had a medical emergency!! And I know any people in the neighborhood park in front of our property because they can usually get some service if they are parked there. People up here deserve better service than this!!</p>
151	809	<p>We are served very poorly by internet providers here. As well we are very under served by the FVRD.</p>
152	820	<p>The fact that the internet providers can restrict usage is outrageous for the rates charged. With as much done on the internet to drop signals and lagging load times are frustrating. Pay the bill to receive poor quality and sporadic connections is wrong.</p>
153	829	<p>Please extend the high speed internet to the end of Sylvester road.</p>
154	833	<p>I have lived here for 18 years...my internet and phone have been a constant issue...people a few roads up get high speed internet but I do not? Due to the times today , my family and I need high speed internet and cell phone service in order to be successful my children need this so they can participate and learn in school...This is absolutely ridiculous that in 2020 with all the advances in technology etc... there are still places in this country that are disconnected with society...it's extremely disappointing</p>
155	838	<p>Most people today presume that you have cell and internet services. It is absolutely ridiculous that cell service has not been made a necessity especially in rural areas.Cell service is very critical today as the power goes off quite regular (due to the trees are not cut away from the hydro lines). We have to have a land line with a phone on a cord for that reason, so at least we can still call if the telus lines are working. When asked if you have a cell phone,(which we do) we then have to explain that there is no service where we live, only on certain areas as a lot of business/companies only want a cell number so they can text today. Internet services are pathetic and we have constantly tried to get telus (only provider) to do something, to no avail. Hopefully, there will be more done shortly as this has been too long.</p>

156 842	<p>we are lucky where we are as we get the telus optik but many people are still on dial up which is unacceptable in this 2020, we ourselves would like to have cell service, we do have a cell phone but only use it when in town. The Optik is only available within 2 km of the telus shed up the road. I truly hope we can have better service the residents in the McConnell Creek area.</p>
157 843	<p>A Telus technician gave me better internet access several years ago. I was finally able to get rid of dial up internet access. My neighbors are told the same type of service is unavailable to them. I was told prior to the Telus technician intervention that dial up was the only service available in my area. Apparently if I sell my house new owners will not be allowed to have the same internet service that I currently have. Telus needs to up its rural internet and cellular service. All levels of government should help offset the extra costs of providing services to less densely populated areas.</p>
158 867	<p>Had to get some one to drive to next town to ask for help</p>
159 868	<p>Satellite internet service provided by Explornet is of very poor quality, with download and upload speeds less than half of what the company promised to deliver. Their service is also incredibly expensive and is of no value at all. This is the only service provider in this area that can provide us with internet services, and the service is simply unacceptable. We have been patiently waiting for better quality services to arrive, fibre optic cable lines have been pre installed into our new home and it is ready to be hooked up. However the fibre optic cable services are not available in this area, as of yet.</p>
160 880	<p>My phone cutsout and it won't let me call out sometimes</p>
161 882	<p>Both internet and cell service at my house are horrible. We live on a bend in the highway. All of the companies developed up the road behind my house. There is a Shaw service Box 300 meters down the road but will charge me 45000 to install a line to my house. [REDACTED] is my house. If you call Shaw, they will claim to have service at my house. Once they get to my house, they then say they do not offer service at my house. Then they offer to drop a line for 45000. I am sick of being stuck buying 2 different 7mbps down line to try and keep up with everything my family does. If someone on the other end would actually read this and help, it would be awesome</p>

162 905	<p>Please, I beg that this be changed, I never imagined moving into a beautiful home in a semi-rural area would result in such a surplus of problems solely due to the lack of proper service and access to internet quality that will allow for actual business meetings or networking from home. Even before the virus this was a sever detriment to my personal and business life, I cannot express how much more this has impacted me and the people I know in this area, whatever it takes I will give money or time even put the poles up myself, this needs to be fixed. Telus has full control over my area and they consistently push dates back or make them up, I don't know anymore, but internet 2 can hardly even run the security cameras on my property for safety. If Telus does nothing this area will fall apart.</p>
163 908	<p>We need cell service!</p>
164 915	<p>Cell service is essential in this community for many reasons, I live in a very popular tourist area that has many emergency callouts but we do not have cell service which causes major delays and sometime fatalities as a result of no cell service when emergency services are needed. I am offering a location on my flat 100 acres for a mini tower to provide service to this area for the community and emergency services.</p>
165 929	<p>If power is out for more then 24 hours then the cell phone towers start to not work. Also on the road on the way to sasquatch resort there are large areas of the road that get no cell phone coverage. I experienced a emergency situation on the road...ie a fire in the bushes...and I wasn't able to call 911 until I was further up the mountain. This was very scary as another 10 minutes passed until I was able to alert the authorities. This happen in early winter 2020.</p>
166 960	<p>I have a seasonal home for my three generation family. Seasonal now applies to year round on most weekends and often during the week. Great need for internet and cellular with kids gaming and schooling (intermittent), parents work, education and social and grand parent social and communication. It needs to be available whenever any of us is there, which could be any day but not consistently. There have been times when the power is out--happens frequently during wind or snow storms--that the cell phone loses communication too. Consequently there is no means to report emergencies.</p>
167 966	<p>it's just really slow, and would be nice to have telus expand their cable internet out here... all we have is xplornet. It's horribly slow.</p>
168 967	<p>Our Internet is good. Please keep cell towers away from our neighbourhoods.</p>

169 970	<p>There is currently only 1 internet provider at Hemlock Valley...Telus. The offers direct from Telus are ridiculously high cost for very, very slow speed and data caps. Telus maximum speed is 3mbps (no, not a typo) here in the village. Sasquatch Mountain Resort paid Telus in 2018 to run a Fibre line for resort use only. In 2018, the resort started selling internet to residents of Hemlock Valley at a higher cost, but a far better offer than Telus. Telus refuses to upgrade their systems at Hemlock Valley. They refuse to acknowledge the upgraded fibre line they installed for the resort and say that upgrading systems or running any fibre at Hemlock Valley is too costly. Also, Telus landline accounts are required to pay long distance to call anywhere outside of the community. This includes any cellular device. It would be nice to see governments intervene and help lead the charge on Hemlock Valley residents behalf. This community has been "held hostage" by a service provider that essentially has the monopoly on communications here in Hemlock Valley. Change is needed!</p>
170 991	<p>If reliable internet services were available at Hemlock family members would be able remain in there covid -19 bubbles and work from Hemlock thus relieving the stress of working from home in the city with no chance of getting out. Myself as a retiree would be able to move permanently to Hemlock Valley.</p>
171 1005	<p>I work from home as a software engineer for a top tech company. In addition to the poor cellular service blanketing most of the Morris Valley road corridor we also suffer from pretty power outages pretty routinely. Having a generator at home helps to keep electronics powered on, but this only lasts for a while before the networking hub sites loose their power. At that point I am forced to tether my phone and to do my work on 3G which is pretty well impossible. Pre Covid-19, I would jump in my car and head to Agassiz, Chilliwack or Mission to do my work from a public wifi hotspot (through Shaw). With Covid-19 that has changed so I am forced to take a sick day. Having better cell coverage is key for the area. There are parts of my house I am unable to get a signal at all and more often than not lose it all together resulting in dropped calls. We made the choice to remove the land line and so depend on cell service to get through - especially true for emergencies. We had to use wifi calling at home in order to ensure we can get through - but as mentioned this doesn't stay on forever if the power is out.</p>

172	1006	I feel with all the new housing being built in Lindell Beach the speed of my internet connection is getting slower and slower. I have had Telus out to see if they could improve it and it didn't help. I resent paying for speeds I do not get and my usage is low since it is a pain to wait so long for simple things to download. I had to look at your map for the Electoral Area and it took almost a full minute to download! I am supposed to get 15mbps download and 1mbps upload. In reality I am currently getting 0.86 and 0.58!!! Cellphone service doesn't exist in my area and I have had numerous problems with my landline over the years, all caused by Telus, once it was out for 5 DAYS!!! To get cell service I had to drive about a mile down the road to get a weak signal. Unacceptable and scary if you have an emergency.
173	1007	Having 1 bar in & around our home is not good service & once you pass our subdivision there is NO service!! We also only have old cable out this way NO Fibre again we need to get with the times
174	1010	THE CELL SERVICE HERE IS CRAPPY AND THE PRICE WE PAY IS ALSO CRAPPY.
175	1012	I have to stand at the end of my driveway to get bell cell service. I have Telus internet but watching a movie or streaming hockey is painful as the loading wheel is always active through out.
176	1014	We have a landline also, otherwise I would check essential to have cell service in our area, especially for emergencies.
177	1017	If persons want more internet / cellular service let them live where the service they want already exists.
178	1020	We are one of the lucky families to have internet service with Telus at Hemlock Valley, as we were one of the first to apply for it. But, it is our understanding that there are not enough ports for everyone at Hemlock to have high-speed internet there. This is very concerning as our community is growing and we are in a remote location. Everyone should have access to high-speed internet at Hemlock Valley.
179	1023	I get cell service only if I hold the phone mid way up one window very awkward
180	1033	We do not use our cell phone except as an emergency device.
181	1034	Lack of service to turn the internet ON.
182	1035	would like to see fibre optic cable to allow for access to telus bundles

183	1039	Cellular service and internet are not available after an short time of power outages. At Hemlock Valley power outages occur very regularly. Cel and internet are only available for a out the first hour of an outage.
184	1041	I think that better internet and cellular service would benefit the community greatly.
185	1045	Hello, Terrible internet is a definite problem in our community. We have a family of 4 including two teenagers so keeping up with technology is a must. One is a student who will be doing most of his school work on line this year. He found it difficult in the spring as he was doing virtual classes which were constantly cutting out. We also run a small business so emailing can be a challenge when other devices in the house are in use. Better internet would be much appreciated. Thank you
186	1048	We need an upgrade, cable tv does not even exist in our household so we rely on steaming which doesn't even work more than 10 minutes half of the time. We run a business and when it's time to bill the costumers it's a two day ordeal, my email cuts out while sending bills and sometimes when ordering supplies. I have to pay an extra \$40 dollars to have a land line because cell phone cuts out more than it cuts in. Our Family has constant disputes because of lagging service. You should try this in 2020.
187	1056	Hemlock Valley is a developing community. We are under the understanding that new homes being built in the valley do not have access to internet because there are not enough ports. That is pathetic in this day and age. For the taxes we pay at Hemlock, we get nothing except snow ploughs and sometimes that service is wanting. The 3 most commonly discussed topics are the lack of internet (and the slow speed), poor cell service coverage and the poor year round road conditions.
188	1059	With communication options and improvements the economic development of our region can increase the number of businesses, professionals choosing to reside here as well as education opportunities. It is not a question of "if" but a question of "when" should be see us at the same level of oppourtunities than our neighbours.
189	1060	live in country, mountain blocks access to cell tower. cell unusable at home. internet comes off cell tower through smart hub and outdoor antenna, week signal, slow speed esp now with covid and everyone at home on line, some times internet so slow as to be unusable! need cell tower up hastic valley!



190	1065	I would love to see internet service on Sylvester Rd in Durieu, it would be a great change to the community, please consider it thank you
191	1070	Reliable Internet is a necessity not a privilege. Everything is going online and without the internet it is hard to do almost anything these days. Working from home is a challenge when you have to repeatedly reconnect to the internet because of the lost connection.
192	1078	we moved form mission out to Sylvester rd. We love it out here but the internet is terrible. Our only option is xplornet which has been terrible. we pay for the best one and we only get 100gb a month. when we don't have cable or cell service out here and three children who need Internet for school and Netflix, we eat up our 100gb in one week. Our service also goes out anytime its cloudy or raining which means I have no phone at all which is scary because I live 20 min outside if town. our home phone is hooked up through internet so when satellite isn't working then neither is phone. this last year with the high snow storm I was supposed to be at work, I work in healthcare, however our satellite was down do I had no way of phoning into my work to let them know I wouldn't make it. There was a tree down in our driveway so I had to walk way up Sylvester to even try to get service on my cell phone in a snow storm. unfortunately we have no other options living out here other than xplornet and would love to see something change in thus area.
193	1079	Getting high speed internet service would be so helpful for my household.
194	1081	It is a concern traveling up and down the mountain because there is a section of the road with no cell service.
195	1101	We have internet access through telus. It goes up & down constantly through-out the day. Very Frustrating!!
196	1102	We are already saturated with wireless radiation and have a large tower at Lake Errock. If more towers or equipment was added with stronger signals, I think I would have to move away due to health concerns and electro magnetic sensitivity I live in the country to get away from invasive technology. We don't need more and our coverage is adequate

197	1104	<p>I can't rely on my internet to do any online classes it doesn't have the speeds needed or the reliability to stream an online lecture, because if this my school has only given me the option to risk the safety of myself and my family due to covid-19 exposure and go into class 5 days a week and go outside my assigned cohort so I can continue to learn. The reliability of the internet is terrible, if I want to play any kind of online game my ping at best is around 100ms and very frequently spikes to over 1000ms ping, which makes most online games unplayable. My family and I rely on Telus satellite internet and I've been very dissatisfied with the services provided by them. We have also used Xplornet which was even worse.</p>
198	1105	<p>Our internet service is so slow that in the current situation we cannot reliably do zoom calls, and quite frequently, cannot download anything that has a lot of data. This makes education unworkable. When I was doing zoom conferences for a course, often I couldn't join in at all, because the call wouldn't load. We also pay exorbitant costs for this slow, unreliable service. We do not have cell service for emergencies in the shop, where we have needed it! Our only options for our son to be able to do his course work during the pandemic is to risk his safety by going into the school to attend classes 5 days a week. This is completely unacceptable, as I am immune compromised. Our area does not have any reliable, decent internet, because Telus wouldn't connect adsl in our area. We also have to stay connected to satellite TV, because our internet poops out regularly, which means on rainy nights, we have no access to any internet at all. And for this, our costs are WAY higher than in town.</p>
199	1113	<p>Cultus Lake (North) needs additional choice in internet service providers and much better cell coverage. There are many areas with limited service.</p>
200	1116	<p>Wifi is so weak....if you go to the other end of the house or step out on the deck to bbq your phone drops to 2 bars and often 1 bar and then onto data. Should be a much stronger signal/connection.</p>
201	1118	<p>Especially now with COVID, but even before. It is very important for me and my family to have cellular and internet connection. We sometimes need to work from home, I also have many doctors appointments that are all phone call appointments now, which the connection is horrible for and I can barely have a conversation with somebody via phone, when my husband and I moved here we had to spend \$800 ++ to get a cellular booster. I feel the FVRD would HUGELY benefit with having better internet and cellular connection. Thank you</p>

202	1120	I strongly believe that improvements to both internet service and cellular coverage would be greatly beneficial to current residents as well as to the growth and development of the region. I'm pleased to hear that this is an issue that is getting attention. Thank you very much!
203	1127	Safety concerns No 1 -if power/telephone lines down no home phone or internet. and cellular signal not available at property only spotty coverage in a few miles near property. as a senior this is biggest concern
204	1128	I once tried to report a car accident in front of my house and it took a while to find a location with enough reception to make a call
205	1132	I have a landline telephone. Phone conversations are challenging due to the background noise on the line.
206	1134	Where we are located our internet connection (satellite) is very unreliable. We loose connection if it's cloudy, raining, windy or snowing. We are also limited for cellular service. Telus does not work at all. Rogers works but the reception can be bad and we have a lot of dropped calls. Government services, banks and businesses expect us to communicate online, it is very difficult and very time consuming to do this if the internet connection is not reliable.
207	1148	My husband and I find the internet service and lack of cell coverage in our area very frustrating. The internet we have is very slow and is supposed to be the best available. Streaming Netflix and Amazon Prime can be just exasperating. We both have cell phones but when we are at home, cell service is spotty if not none exciting 98% of the time. I hope this survey get something done about this. We really are not that far outside city limits.
208	1149	shaw is the only cable/internet provider and they desperately need competition as an incentive to clean up their act. Terrible service. telus is my data plan provider for my ipad and also my cell provider - coverage and signal are very poor in this area
209	1154	We need fibre optics in this area for faster internet
210	1167	We feel that Hemlock Valley has a serious problem with both cell service and reliability of the internet. There is a safety aspect with cell service as most of the Hemlock Valley road lacks service. Regards the internet, cost keeps rising but improvement in service does not. When there are a lot of people at Hemlock (and it is getting busier all the time) buffering on download is a constant problem.

Personal information was redacted for privacy protection

211	1168	Internet is dismal out here. Cell is even worse! OPTIONS PLEASE!!!!!!!
212	1170	I have recently bundled Shaw internet & TV savings of \$100 per month. The problems which is still ongoing is internet dropping. At least once or twice a day. It does cause my Security System to stop. Otherwise I am happy with Shaw. We are still unable to bundle Shaw phone. So landline has to be with Telus.
213	1177	We can not get our cellular phone to work on our property. We have to have a land line..
214	1178	at Hemlock the power goes out often and there is only battery for a day or two. for cell service and then we have nothing .last year the power was off for a week or more due to the road wash out ...I had a medical issue and was scheduled to go out in the helicopter and they opened the road to one lane for emergency only so was able to get down.... cellular service is very important at all times at Hemlock and it would also be nice to have reliable internet for a reasonable price..
215	1187	Satellite Internet is no good. And overpriced for what you get through Explore net and Hughes net . If the cost is over \$100.00 per month it isn't worth it.
216	1191	Cel service comes in and out all the time.
217	1192	While things have certainly changed since moving here in 1973, when there was only a party line nevertheless, as times have progress and one has become dependent upon digital communications and reliable Internet service for purposes of such communications with others and that we can depend upon for purposes of contacting emergency health or other services as we age, especially during times like this when other means of communication by telephone result in being put on hold or having to leave a voicemail. Reliable digital communications have now become an essential part of life and are critically important for those of us living in rural areas continuing to work and with concerned to ensure adequate communications for healthcare services, including in particular emergency healthcare services. Having my Outlook constantly crashing due to loss of signal is not adequate and reliable service.
218	1200	It has been frustrating not having reliable cell service at the house and it definitely affects our use patterns.
219	1201	We don't have fiber optics, which would be nice to have it.
220	1202	We need reliable cell service! There are often power outages in the winter so the internet is unavailable. We need to be able to use our cell phones. Often when the power is out due to inclement weather, then the landline phone service is also out.

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221	1212	This survey took me 20 minutes to complete (instead of the advertised 2-5 minutes) because of the ridiculously slow download times to open each page.....which is a clear example of how poor the internet service is in this area. We NEED high speed internet services AND cell services NOW, not in 3-5 years time.
222	1213	Had to pay out of pocket \$8000 to get internet connection in our home. We have no option for new services.
223	1215	The internet out in McConnell Creek area is horrible and drops constantly. The world revolves by the internet now with everything from work, appointments to schedules being online. Covid 19 has only increased that need. It would be nice to be able to have speeds closer to city speeds 100mbps+ for the same price as the city speeds.
224	1218	At Hemlock Valley, the cellular internet service we have is fine as far as speed and reliability when there are few people there, but it is heavily throttled when more people are there and at the time of the day/week when we (and everyone else) would like to watch TV or a movie. At these times the picture quality becomes very poor, or even makes it so frustrating as to be unusable. Separate from this speed issue, though, from a reliability perspective we do need to reboot our modem sometimes up to 4 or 5 times a day to regain our internet connection. In this area, I do not believe we have any options besides Telus with speeds fast enough to support HD TV.
225	1221	Just an editing note. "Vary Satisfied" on your survey should be "Very Satisfied". Where we live the internet service is terrible. They credit us \$65 per month yet our bill is still \$70+ per month. Seems a ridiculous amount to pay for inadequate service. We haven't had service for 2 months and yet we still pay the fee. Takes ages to get someone to come out to troubleshoot our connection. The access and speed is not good. Can take days to download a movie for example in town we can download a movie from Netflix in under 2 minutes. There's no competition so we get what we get. Cannot do Zoom or GoToMeetings and must drive to the next town 30 minutes from our home to participate. Would be great especially during Covid to be able to avoid all going to town for these purposes and have affordable internet with reasonable access speeds at home.
226	1223	We have many power outages. When this happens there is no land line from Shaw and no cell phone service or internet. This means that there is no emergency contact available. At any age this is risky!

227	1224	Frequent power outages with loss of landline phone services, becomes a safety concern when there is also no cell service. Work from home difficult and inefficient with slow/unreliable internet.
228	1225	Service is better than a few years ago.
229	1227	Due to the fact that the internet is spotty in service on and off cellular coverage is non existent and the phones in Columbia Valley go out at least 3 times a year. We have no way to contact anyone for help during those times. We are seniors and find that an important service.
230	1228	We are 100 km from Vancouver and upgrading of cell and internet services has come past way up the valley. The Columbia Valley suffers because of being left out. People can not move up here because of this and businesses suffer up here because of the lack of services. The CRTC should be involved as the service comes to the bottom of the hill ascending into the plateau. There are subdivisions (many homes) that should help pay for the less populated areas i.e. democracy.
231	1230	All good no more needed. Get headaches when using.
232	1231	Some people already upgraded Lindell Beach with new towers. That's enough and very worried about effects of these frequencies - less is best.
233	1232	No to towers!
234	1233	Very concerned about the cumulative effects of wireless frequency, which is immeasurable on the effects of rural environments (wildlife, bees, birds, etc.) in this sensitive time of COVID we should be focusing on building our immunity and promoting healthy environment. I bought a rural property for peace, quiet, and tranquility which is natural i.e. no wifi tower or micro cells.
235	1239	Fibre-optic cable runs right by our house. Hard to believe that these services are not available to us. Our regional director has been 'promising' high speed internet for years (his election platform) - to no avail. We have tried Explornet for 2 years (stuck for 2 years due to contract) - now we are trying Telus smarhub. Still buffering and signal dropping. Sad in this day & age.

