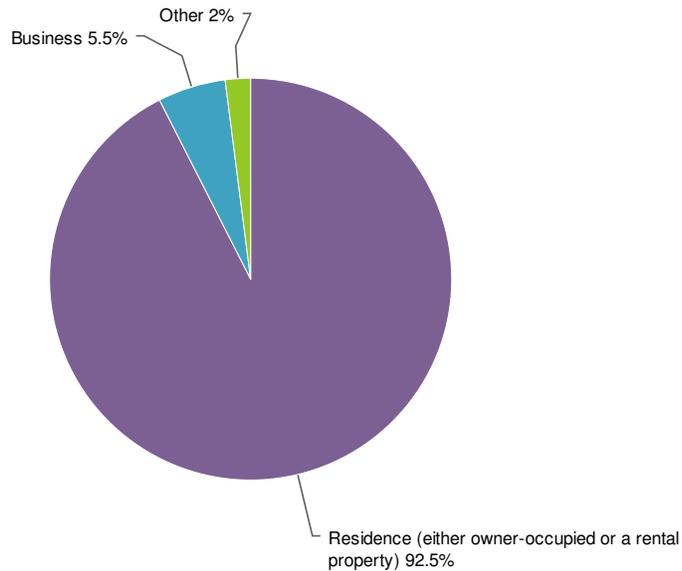


Appendix D: Survey Results - Community Interest in Broadband

(From early-November through December 2015, the city conducted a widely-advertised web survey to gauge public interest in broadband service enhancements. The results are included below.)

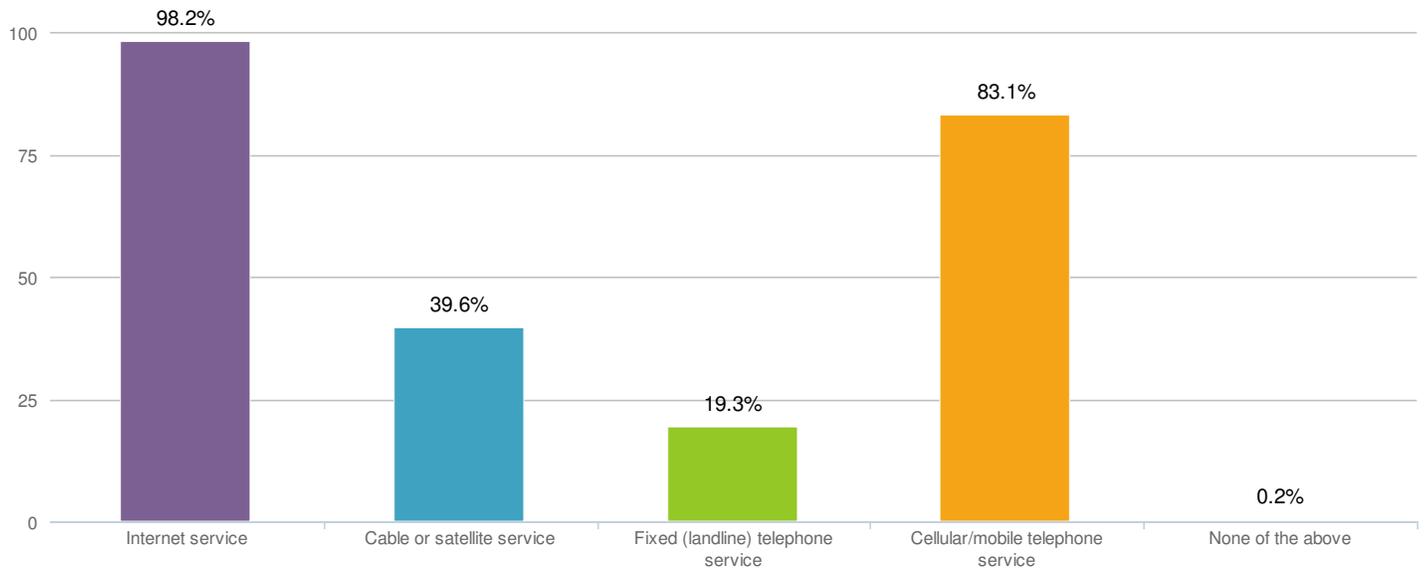
1. Are you answering this survey on behalf of your residence in Boulder, or for a business?



Value	Percent	Count
Residence (either owner-occupied or a rental property)	92.5%	457
Business	5.5%	27
Other	2.0%	10
	Total	494

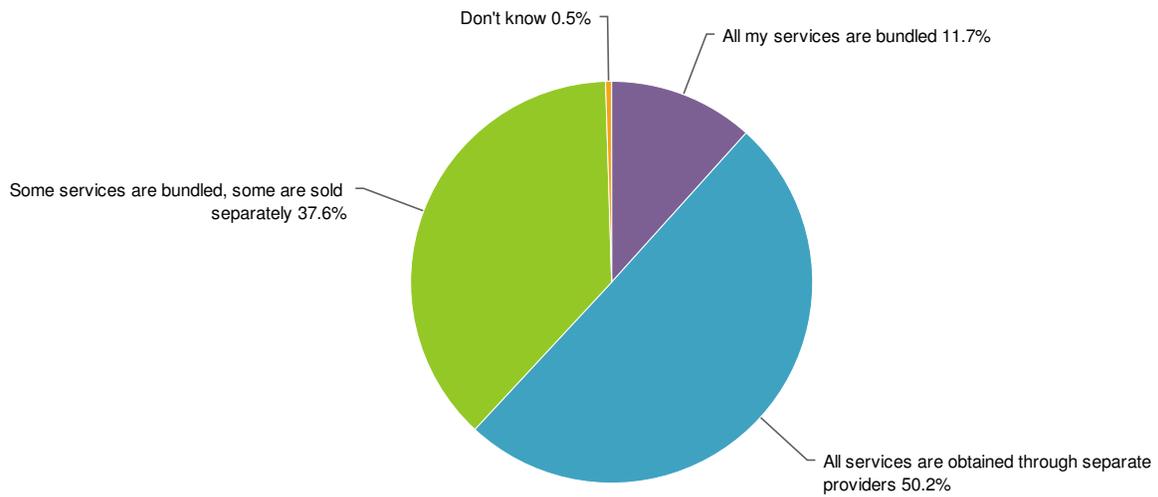
Responses "Other"	Count
Left Blank	488
Both - I work from home	1
Both! I work at home!	1
Both! I work from home.	1
Business from home	1
Mork asked me to help.	1
My business is run from my residence.	1
Non-profit	1
residence and business (home office)	1
soon to be resident	1
As an entrepreneur in Boulder, I am answering this for my residence as well as for a company I am helping start.	1

2. Which of the following services do you currently purchase for your home or business in Boulder? (Please select all that apply)



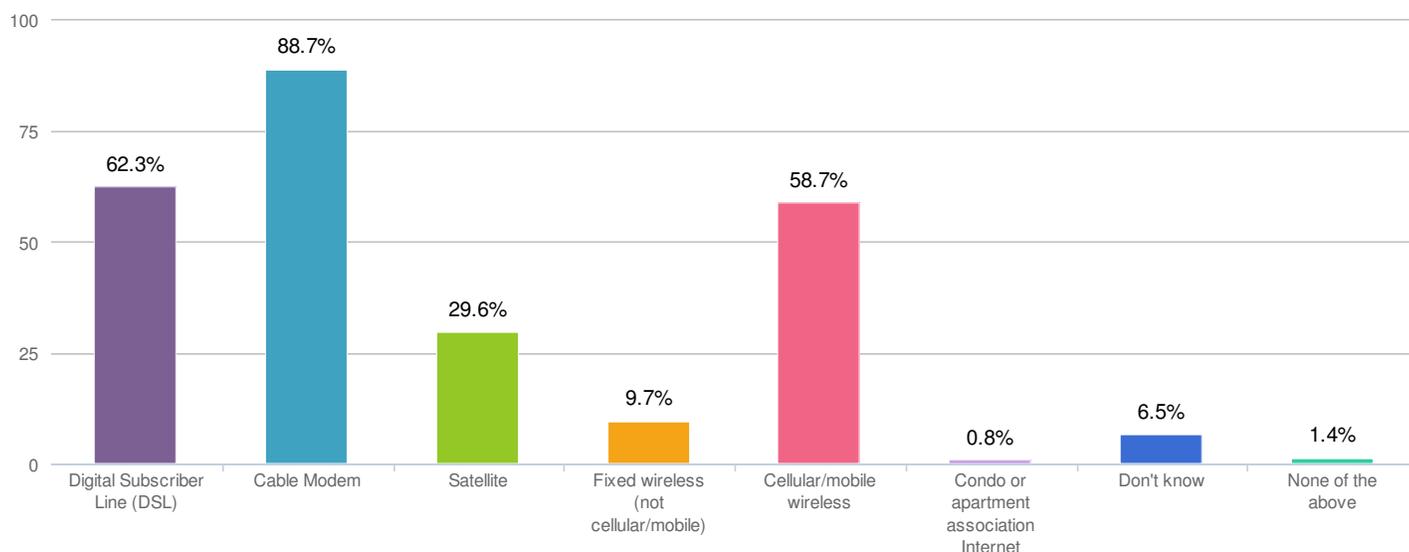
Value	Percent	Count
Internet service	98.2%	488
Cable or satellite service	39.6%	197
Fixed (landline) telephone service	19.3%	96
Cellular/mobile telephone service	83.1%	413
Don't know	0.0%	0
None of the above	0.2%	1
Total		497

3. Are any of these services obtained from the same provider (bundled)?



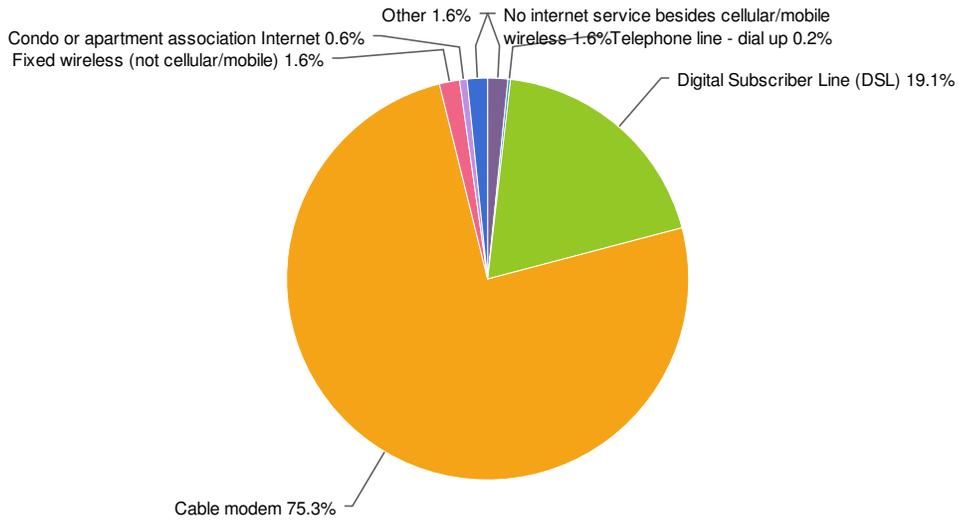
Value	Percent	Count
All my services are bundled	11.7%	49
All services are obtained through separate providers	50.2%	211
Some services are bundled, some are sold separately	37.6%	158
Don't know	0.5%	2
Total		420

4. What kinds of non-dial-up Internet service are available for you to purchase at your home or business?
(Please select all that apply)



Value	Percent	Count
Digital Subscriber Line (DSL)	62.3%	309
Cable Modem	88.7%	440
Satellite	29.6%	147
Fixed wireless (not cellular/mobile)	9.7%	48
Cellular/mobile wireless	58.7%	291
Condo or apartment association Internet	0.8%	4
Don't know	6.5%	32
None of the above	1.4%	7
Total		496

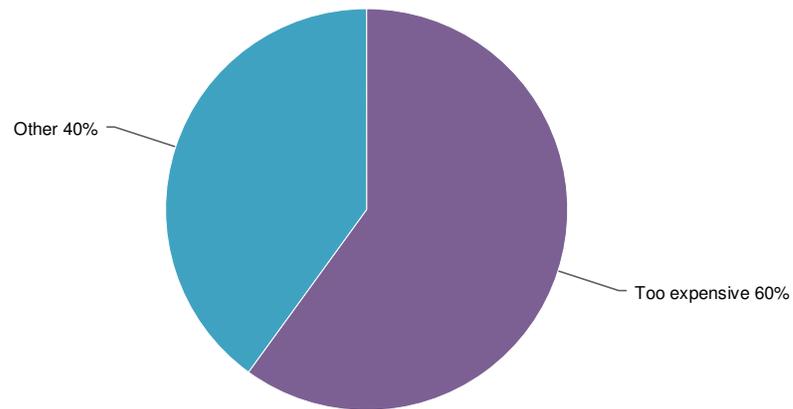
5. Other than cellular/mobile wireless, do you purchase Internet service at your home or business, and if so, what is your primary Internet service?



Value	Percent	Count
No internet service besides cellular/mobile wireless	1.6%	8
Telephone line - dial up	0.2%	1
Digital Subscriber Line (DSL)	19.1%	94
Cable modem	75.3%	371
Satellite	0.0%	0
Fixed wireless (not cellular/mobile)	1.6%	8
Condo or apartment association Internet	0.6%	3
Other	1.6%	8
Total		493

Responses "Other"	Count
Left Blank	490
2	1
Comcast	1
DSL + Cable	1
Direct from spaceship.	1
Fiber	1
Zayo Fiber	1
share with neighbor who has cable access	1
I use both DSL and cable from 2 different providers. DSL is usually, but not always, faster in my neighborhood.	1

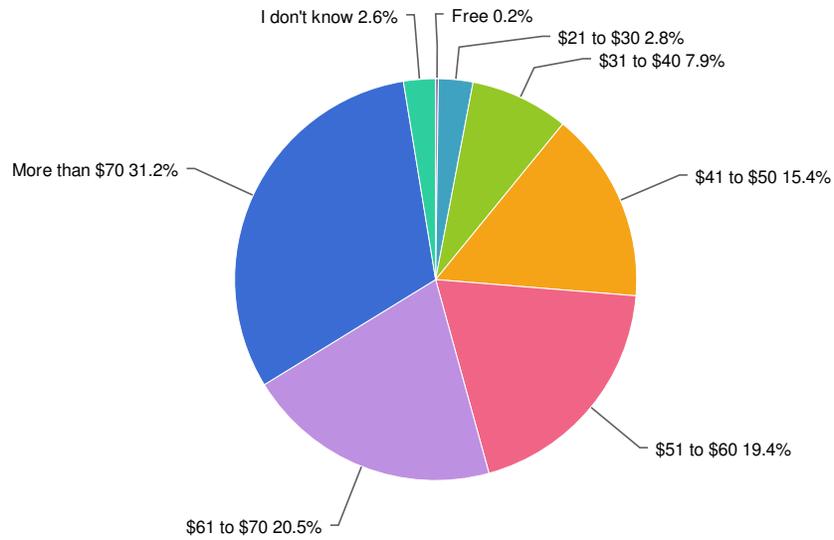
6. If you do not have Internet service (besides cellular), what is your main reason for not purchasing Internet service?



Value	Percent	Count
We have not Internet-enabled (computer/tablet) devices	0.0%	0
We have no need for the Internet	0.0%	0
We can get Internet access at another location	0.0%	0
Too expensive	60.0%	3
Cellular/mobile data service meets our needs	0.0%	0
Other	40.0%	2
Total		5

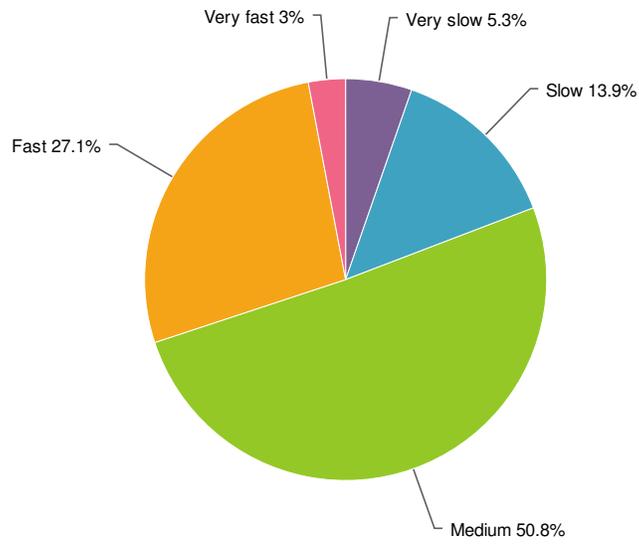
Responses "Other"	Count
Left Blank	496
Broken English from Boulder Colorado, I was into this survey before I saw that.	1
We have not internet-enabled devices. What? Did anyone proof read your answers? Really? This is a survey taken in Boulder Colorado, do you not have anyone that knows correct grammar? Really?	1

7. Approximately how much does your household or business pay PER MONTH for your Internet service (not including cellular/mobile wireless, cable TV, or land line phone service)?



Value	Percent	Count
Free	0.2%	1
\$1 to \$20	0.0%	0
\$21 to \$30	2.8%	13
\$31 to \$40	7.9%	37
\$41 to \$50	15.4%	72
\$51 to \$60	19.4%	91
\$61 to \$70	20.5%	96
More than \$70	31.2%	146
I don't know	2.6%	12
Total		468

8. How would you describe the speed of your Internet connection at your home or business (not your mobile/cellular connection)?



Value	Percent	Count
Very slow	5.3%	25
Slow	13.9%	65
Medium	50.8%	238
Fast	27.1%	127
Very fast	3.0%	14
Total		469

9. How important or unimportant are the following aspects of Internet service at your home or business to you? Again, please do not include cellular/mobile service.

	1 - Not at all important	2	3	4	5 - Very important	Responses
A. Speed of connection	0 0.0%	0 0.0%	15 3.2%	95 20.2%	360 76.6%	470
B. Reliability of connection	0 0.0%	0 0.0%	4 0.9%	29 6.2%	438 93.2%	470
C. Price of services	1 0.2%	13 2.8%	84 17.8%	140 29.7%	235 49.9%	471
D. Clarity of bills	21 4.5%	69 14.7%	134 28.6%	123 26.2%	123 26.2%	469
E. Ability to contact provider	6 1.3%	53 11.3%	105 22.4%	170 36.2%	138 29.4%	469
F. Technical support service	12 2.6%	81 17.3%	115 24.6%	141 30.1%	120 25.6%	468
G. Overall customer service	4 0.9%	33 7.1%	100 21.4%	182 39.0%	150 32.1%	467
H. Ability to "bundle" with cable TV service	366 78.4%	48 10.3%	27 5.8%	16 3.4%	13 2.8%	467

10. How satisfied or dissatisfied are you with the following aspects of your current home or business Internet access or service?

	1- Very dissatisfied	2	3	4	5 - Very satisfied	Responses
A. Speed of connection	55 11.7%	99 21.1%	160 34.0%	122 26.0%	36 7.7%	470
B. Reliability of connection	68 14.5%	105 22.4%	127 27.1%	128 27.4%	41 8.8%	468
C. Price of services	178 38.0%	156 33.3%	90 19.2%	33 7.0%	14 3.0%	469
D. Clarity of bills	82 17.6%	91 19.6%	188 40.4%	85 18.3%	21 4.5%	465
E. Ability to contact provider	95 20.4%	110 23.7%	165 35.5%	77 16.6%	18 3.9%	465
F. Technical support service	116 24.9%	122 26.2%	160 34.3%	56 12.0%	14 3.0%	466
G. Overall customer service	152 32.6%	113 24.2%	142 30.5%	50 10.7%	11 2.4%	466
H. Ability to "bundle" with cable TV service	71 16.1%	34 7.7%	262 59.3%	49 11.1%	31 7.0%	442

11. Consider what price level would make you interested in switching to another Internet service provider. How willing or unwilling would be to switch to a service of 100 Megabits per second downstream and upstream (this would be 5 to 10 times faster than a cable modem) for the following monthly price?

	1 - Very unwilling	2	3	4	5 - Very willing	Responses
A. \$55 a month	8 1.7%	10 2.2%	19 4.1%	50 10.8%	378 81.3%	465
B. \$65 a month	37 8.0%	33 7.2%	63 13.7%	100 21.7%	228 49.6%	460
C. \$75 a month	97 21.2%	68 14.8%	96 21.0%	87 19.0%	111 24.2%	458
D. \$85 a month	168 36.7%	97 21.2%	87 19.0%	68 14.8%	43 9.4%	458
E. \$95 a month	254 55.8%	82 18.0%	63 13.8%	32 7.0%	27 5.9%	455

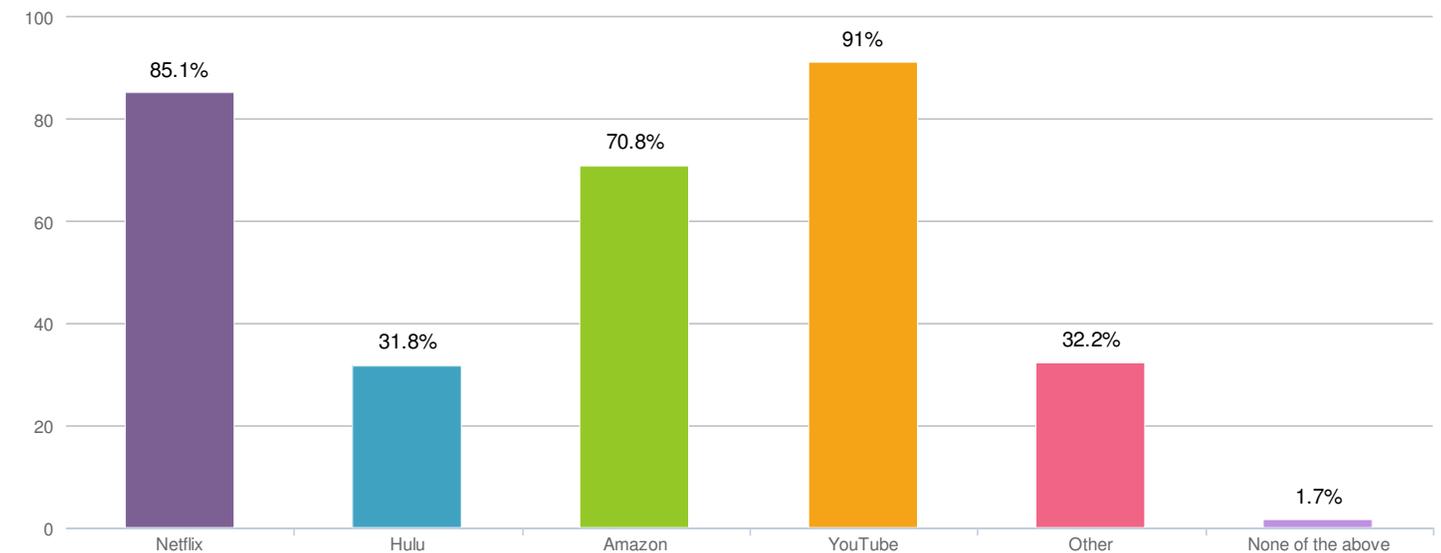
12. How willing or unwilling would you be to switch to a service of 1 Gigbits per second downstream or upstream (this would be 100 times faster than a cable modem) for the following monthly prices? (Please select your response for each price level)

	1 - Very unwilling	2	3	4	5 - Very willing	Responses
A. \$55 a month	10 2.0%	7 1.4%	10 2.0%	21 4.3%	442 90.2%	490
B. \$65 a month	27 5.5%	12 2.5%	25 5.1%	59 12.1%	366 75.0%	488
C. \$75 a month	61 12.5%	36 7.4%	61 12.5%	90 18.5%	240 49.3%	487
D. \$85 a month	115 23.8%	64 13.2%	89 18.4%	67 13.8%	151 31.2%	484
E. \$95 a month	183 37.7%	81 16.7%	62 12.8%	47 9.7%	114 23.5%	485

13. How often do you use your Internet connection at your home or business (not including cellular/mobile for: (Please select a response for each activity)

	Never	Occasionally	Frequently	Responses
A. Listening to music (streaming)	17 3.6%	109 23.2%	343 73.1%	469
B. Watching movies, videos or TV	8 1.7%	65 13.9%	396 84.6%	468
C. Playing online games	186 40.0%	104 22.4%	176 37.8%	465
D. Connecting to a work computer	67 14.3%	114 24.4%	287 61.3%	468
E. Making video calls (Skype, etc.)	63 13.5%	244 52.1%	163 34.8%	468
F. Buying products online	3 0.6%	126 26.9%	341 72.7%	469
G. Running a home business	225 48.2%	100 21.4%	145 31.0%	467
H. Sending large files (online file back-ups, high-resolution graphics, photos, etc.)	29 6.2%	196 41.8%	244 52.0%	469
I. Receiving government info such as service locations or contact info	133 28.4%	248 53.0%	87 18.6%	468

14. What streaming services do you access via your Internet connection? (Please select all that apply)



Value	Percent	Count
Netflix	85.1%	399
Hulu	31.8%	149
Total		469

Value	Percent		Count
Amazon	70.8%		332
YouTube	91.0%		427
Other	32.2%		151
None of the above	1.7%		8
Total			469

Responses "Other"	Count
Left Blank	358
	1
ABC, HBO, A&E, HGTV, HGTV Canada, and other streams directly from the channel's site.	1
Acorn	1
Acorn and HBO via Roku	1
Apple Music, Vimeo	1
Apple Music, iTunes	1
Apple TV	3
Apple music, HBO Go	1
Apple rentals	1
Apple tv	2
Apple, others via Roku 3	1
Comcast/HBO online	1
Comedy central	1
Crunchyroll	1
Dozens more via computers,AppleTV, and Roku 3 devices.	1
ESPN	1
ESPN	1
ESPN3	1
Google	1
Google Play	1
Google chrome	1
Google music, pandora, etc	1
Google play	1
Google play	1

Responses "Other"	Count
HBO	6
HBO	2
HBO GO, showtime, google, apple	1
HBO Go	1
HBO Now	5
HBO Now, Sports	1
HBO go	1
HBO showtime	1
HBO, SlingTv, Spotify	1
HBO2GO, Slingbox streaming tv service	1
HBOGO	1
HBOGo	1
HBONOW	1
HBONow	1
Hbo now	1
Hbogo	1
Hbogo, cbs, etc	1
Internet public radio streams	1
JHboGo	1
Lots	1
Many	1
Many streaming services such as TWIT, Live stream, Vimeo, GFQnetwork,	1
NBA	1
Network TV & Major League Sports	1
Npr	1
Numerous others	1
Pandora	7
Pandora	1
Pandora, Google Play Music, Plex from home server	1
Pandora, Hangouts & other music Sites	1
Pandora/8tracks/Spotify	1

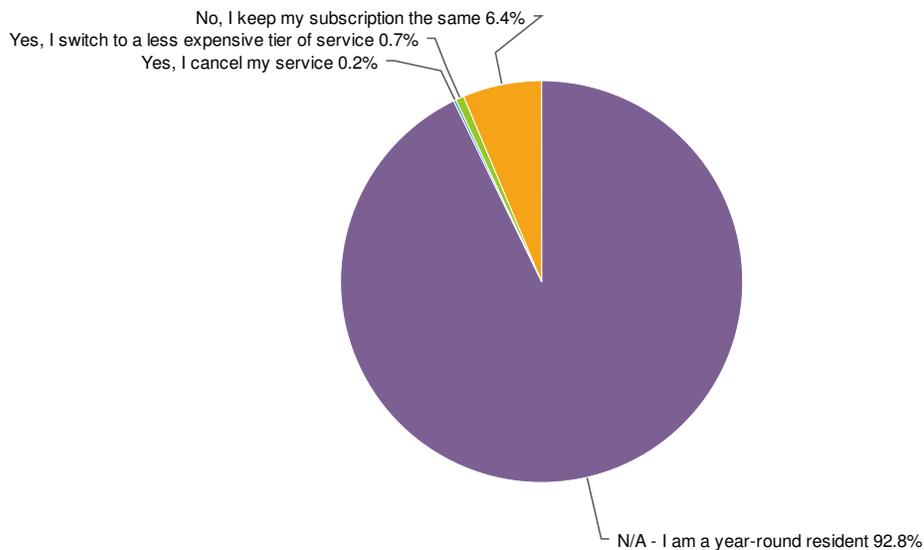
Responses "Other"	Count
Pivotal Tracker	1
Podcasts	1
Rdio	1
Redbull	1
Rhapsody	1
Sling	2
Sling tv	1
SoundCloud	1
Sporting streams (football, baseball, etc), TED talks	1
Sports	1
Spotify	4
Spotify and others	1
Spotify, Apple	1
Spotify, Comcast Streaming	1
Spotify, PBS video	1
Spotify, Pandora	2
Spotify, Vimeo	1
Steam	1
Twitch	4
Twitch, PSN	1
Twitch, Vimeo, Spotify, Pandora, and many, many others	1
Twitch.tv	4
VPN for work	1
Various	1
Vimeo	1
Vudu	3
Xfinity Go TV	1
Xfinity app, NBC app, ESPN app, March Madness app, NFL Mobile, Masters Golf app, PGA app	1
Xfinity, Eve Online, Hearthstone	1
Xfinity, other TV network apps	1
You Name It, We Use It	1

Responses "Other"	Count
ace stream	1
amazon echo / tune-in	1
apple	1
apple TV, HBO, itunes	1
appletv	1
crunchyroll	1
iTunes	3
iTunes, Rhapsody, HBO Now	1
music	1
reddit	1
so many	1
spotify	2
spotify, pandora, etc	1
the internet	1
twitch.tv	3
vimeo	1
xfinity, hbo	1

15. How important or unimportant are these features when selecting an Internet (not cellular/mobile) provider?
(Please select a response for each feature)

	1 - Not at all important	2	3	4	5 - Very important	Responses
A. I can choose from multiple Internet providers	29 6.2%	32 6.9%	119 25.6%	124 26.7%	164 35.3%	465
B. I can buy service with very high speeds (10 to 100 times faster than DSL or cable speeds)	1 0.2%	15 3.2%	45 9.7%	114 24.5%	291 62.6%	465
C. I can pay for Internet service based on usage (amount of data)	187 40.4%	91 19.7%	104 22.5%	55 11.9%	29 6.3%	463
D. My service provider does not place "caps" on my total data use	3 0.6%	3 0.6%	23 4.9%	74 15.9%	362 77.8%	465
E. I can use my home Internet connection to support a home business	88 18.9%	42 9.0%	75 16.1%	72 15.5%	192 41.2%	466
F. I can use my home Internet connection to telework for a job	48 10.3%	27 5.8%	49 10.5%	78 16.8%	267 57.4%	465

16. If you are not a full-time resident of Boulder, does your property's Internet subscription change during the off-season?

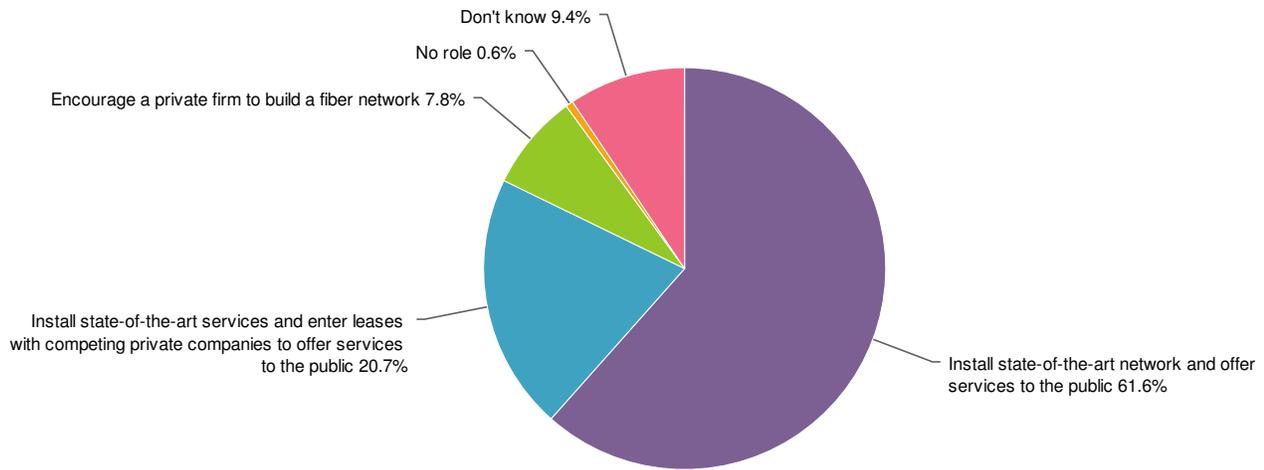


Value	Percent	Count
N/A - I am a year-round resident	92.8%	424
Yes, I cancel my service	0.2%	1
Yes, I switch to a less expensive tier of service	0.7%	3
No, I keep my subscription the same	6.4%	29
Total		457

17. One proposed financing model for a world-class fiber optic network is to charge residences an initial hook-up fee to connect to the network, which enables data rates 100 times faster than cable modem service and allows many competing Internet, phone and cable television companies to offer consumer services. How willing or unwilling would you be to pay an upfront hook-up fee for this service if the one-time fee were: (Please select your response for each price point)

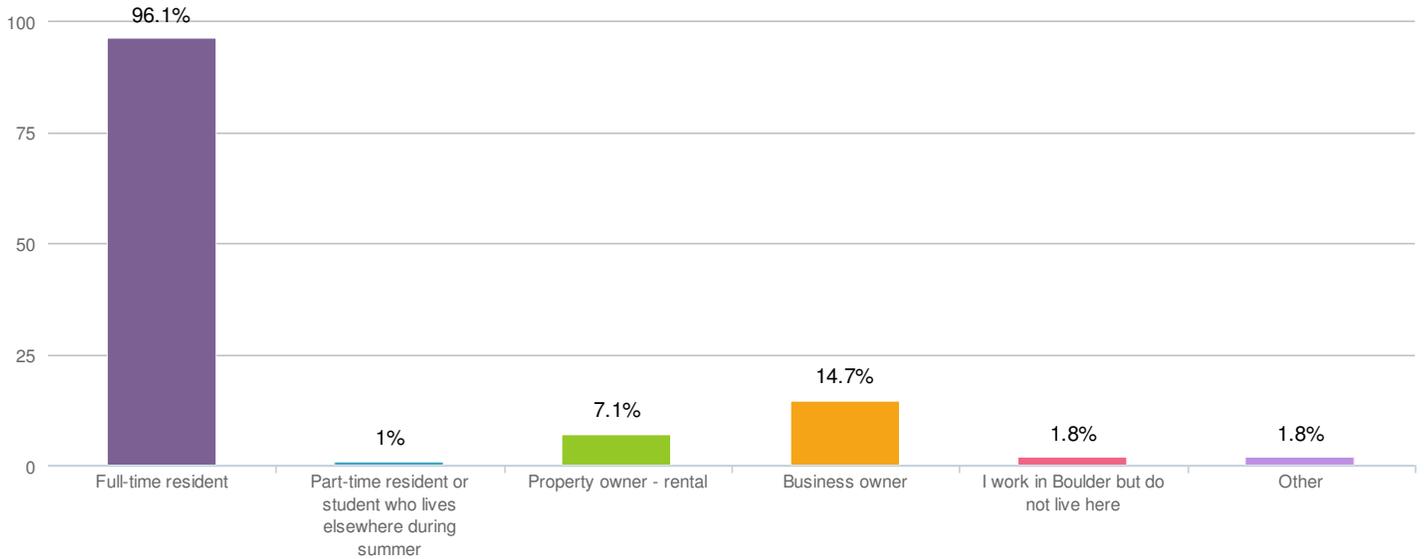
	1 - Very unwilling	2	3	4	5 - Very willing	Responses
A. \$0 (zero)	1 0.2%	0 0.0%	1 0.2%	1 0.2%	453 99.3%	456
B. \$100	13 2.8%	15 3.3%	47 10.2%	72 15.7%	315 68.5%	460
C. \$250	83 18.1%	50 10.9%	98 21.4%	88 19.2%	142 30.9%	459
D. \$500	194 42.4%	91 19.9%	87 19.0%	44 9.6%	47 10.3%	458
E. \$750	283 61.8%	94 20.5%	37 8.1%	29 6.3%	15 3.3%	458
F. \$1,000	356 78.1%	56 12.3%	23 5.0%	10 2.2%	12 2.6%	456

18. What do you think the main role for the City of Boulder government should be with respect to broadband access? (Please choose only one)



Value	Percent	Count
Install state-of-the-art network and offer services to the public	61.6%	301
Install state-of-the-art services and enter leases with competing private companies to offer services to the public	20.7%	101
Encourage a private firm to build a fiber network	7.8%	38
No role	0.6%	3
Don't know	9.4%	46
	Total	489

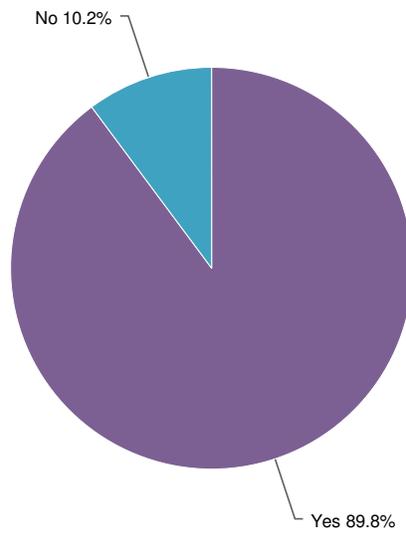
19. Which of the following describes your relationship to the City of Boulder? (Select all that apply)

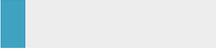


Value	Percent	Count
Full-time resident	96.1%	471
Part-time resident or student who lives elsewhere during summer	1.0%	5
Property owner - rental	7.1%	35
Business owner	14.7%	72
I work in Boulder but do not live here	1.8%	9
Other	1.8%	9
Total		490

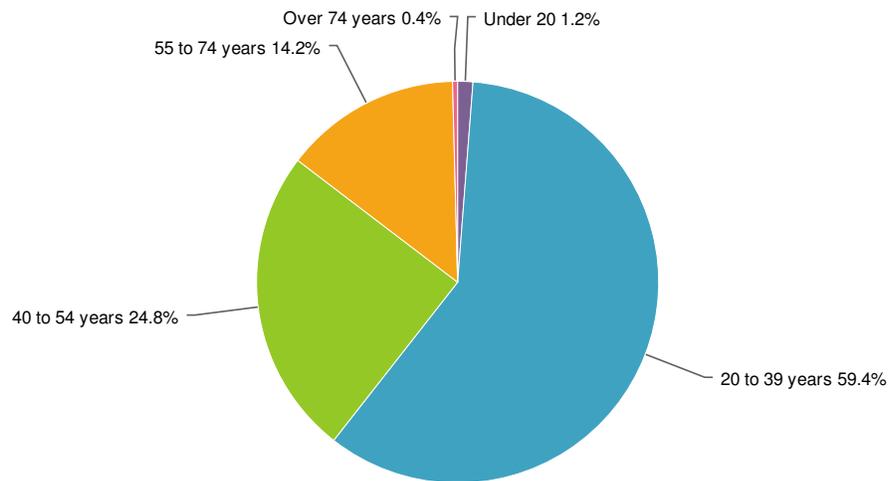
Responses "Other"	Count
Left Blank	490
Breathe its air. Thks.	1
Concerned Citizen	1
FT resident of unincorporated Boulder County (Gunbarrel)	1
I live a few feet outside the city limits	2
Work in Boulder	1
live in the county	1
My relationship with Boulder is complicated. We were seeing each other then were broke up for a while. We are still good friends, but not with benefits or anything like that.	1

20. Are you registered to vote in the City of Boulder?



Value	Percent		Count
Yes	89.8%		441
No	10.2%		50
		Total	491

21. To which age group do you belong?



Value	Percent	Count	Statistics	
Under 20	1.2%	6	Sum	14,570.0
20 to 39 years	59.4%	292	Average	30.1
40 to 54 years	24.8%	122	StdDev	13.3
55 to 74 years	14.2%	70	Max	55.0
Over 74 years	0.4%	2		
Total		492		

22. Please share any other thoughts, concerns or issues with regard to Internet services you wish us to be aware of or consider.

Count	Response
1	A high speed internet structure from the city would be incredible.
1	Allow for competition among providers.
1	Any broadband should be extended to non-city county residents with Boulder utilities.
1	Bring me Google Fiber!
1	Comcast Sucks!
1	Comcast has a monopoly on what should be public utilities. Please give us a viable alternative.
1	Comcast is evil.
1	Comcast needs more competition
1	Comcast sucks
1	Do want. Please build!
1	Do what Longmont is doing. Comcast is pure concentrated EVIL.

Count Response

1	East pearl business parks need better high speed internet access
1	Fast internet is great, but not if it's expensive.
1	Fast low cost internet is a huge opportunity for Boulder
1	Fiber to my home - yes
1	F*** comcast.
1	Get an English editor for your surveys.
1	Get it done.
1	Gigabit fiber would help Boulder become an even greater innovation hub. Let's get going!
1	Go for it!
1	Google Fiber
1	Huge bandwidth now, please. Help the businesses.
1	I hate Comcast so much. PLEASE. SAVE. ME.
1	I highly support municipal broadband. Comcast is awful.
1	I'm jealous of longmont's internet!!
1	If Longmint can offer fiber why can't Boulder? Long overdue.
1	If you are going to do this, do it right. Make internet a utility, with no caps.
1	Internet is a utility just like water/elec/gas. And should be treated like one
1	Love to see some competition in the marketplace. Tired of monopolies.
1	Municipal internet service like Longmont would be ideal.
1	Need more options, Muni should be one.
1	PLEASE make this happen
1	Please bring municipal broadband to Boulder
1	Please build out a residential/commercial fiber network across Boulder!
1	Please give me an alternative to Comcast!
1	Please give us options other than Comcast or very slow DSL.
1	Please look to Sweden as a role model for how to structure fiber in Boulder.
1	Please make this happen!
1	Please no data usage rates or caps! We need to join the future and get 1 gbps internet!
1	Please offer Internet service through the city!
1	Please, please, please build out a municipal high speed internet that competes with comcast.
1	Privacy is another concern when considering ISPs

Count Response

1	Save us from Comcast.
1	Some of these questions are bogus
1	Sooner is better then later
1	THE SOONER I GET OUT FROM UNDER COMCAST, THE BETTER.
1	Thank you for considering this, another exciting opportunity for Boulder!
1	The ability to get a static IP address is very important to me, even if it costs extra.
1	The lack of competition is ridiculous.
1	The private sector is failing us in terms of speed/\$, reliability, and data caps.
1	We NEED fiber to continue to be competitive as a state-of-the-art city to live
1	We need more competition, but not a network created or ran by the City of Boulder.
1	We should have universal wi-fi.
1	Wish this was a county-level conversation instead of a city-of-Boulder conversation
1	for home use reliable adequate speed is more important than top speeds
1	free gig internet , should be a planetary human right . its 2015 not 1992 .
1	i hate comcast
1	please please make this happen
1	I think Boulder should either offer high speed internet service or allow companies such as Google to put in Fiber and provide service to all of Boulder
2	Municipalization or, at the very least, having the city set prices and speed specs is a no brainer. I voted against the Xcel municipalization but I support the city taking over internet service 100 percent.
1	I trust my local government with services and infrastructure much more than I will every trust private enterprise. The internet is a newly recognized infrastructure requirement for successful communities and ought to be subsidized for residents and non-profits. Services, such as email, file exchange and chat ought to be provided, or at least offered, to residents who otherwise may not have access to those services. Additionally, offering free computers or very low cost (such as low end linux or chrome laptops) to low or no income residents will go a very long way to bridging the digital divide which hinders personal economic success for low and no income residents. I am willing to pay more for City provided services to enable low and no income residents to receive these benefits.
1	14.D depends on cap There is a trade-off in 16 with 11. It's hard to answer those two separately.
1	Please help us get out of the stranglehold that Comcast has on all of us. All we really want is to be treated fairly and not deceptively. I will gladly pay double what I pay comcast for just internet if it means that it's staying in the community and I'm not going to be lied to. I would not mind volunteering to help this initiative. Alex Oxford 678 993 4547 Boulder, CO
1	Hell Yes! Hook us up to some faster internet. The rest of the world is usually faster than the US and much cheaper.
1	If you want us to buy municipalized internet, you're going to have to compete with Comcast's prices, and for internet only anything above \$70 and more than a small fiver installation fee I doubt this is going to work out. Good luck trying to charge more than \$150 for fiber installation, people won't see it as worth it.

Count Response

1	Please offer Comcast some competition. They are slowly rolling out data caps across the nation in an effort to prevent people from dropping cable.
1	I work in IT and I'm very excited. It's sad that we're playing catch up to Longmont and it's about time. I'm ready to drop Comcast!
1	If high speed infrastructure is available for the home, at a reasonable cost (vs. the 2 choices that we've had), then there's no reason not to try to get it up and running ... It fulfills Al Gore's vision in terms of increasing productivity and creativity ...
1	Would really like to have a viable alternative to comcast. Comcast is too expensive for the services delivered and they amount to a rent holding monopoly. If there is a government broadband system I'd like it to be under a network neutrality agreement: particularly with no filtering based on content. The government shouldn't be in the business of policing net content.
1	Your connection protocols need some work. I have an Android 5.1 smart phone. Every time I go to connect it is a race to see if i can connect fast enough. If I am unable to click the sign-on button in less than about 3 seconds it just disconnects and says avoided poor internet connection. I'm able to log on at Starbucks no problem, Denver library no problem, in fact, the only problem I've ever had logging on is on the boulder connect network. Kinda makes me want to move back to Denver if you want to know the truth. At least in Denver they realize you need more than 3 seconds to scroll down to the sign-on button.
1	The lack of competition in wired internet service is the problem. We have an oligopoly of CenturyLink and Comcast. I use CenturyLink, but their speeds are way too slow, particularly upload. They have old wires here which degrade during rainstorms. Comcast is fast enough for me, but the cost more and I don't like them. Despite that, I may soon switch to Comcast because of the speed. I would love to see more competition. If the private sector won't step up to compete, government should get in the act. I support Boulder's work in this arena and would be okay with a full city-owned network. Private is maybe better, but what I really care about is good speed at moderate price.
1	Gigabit with equal up/down bandwidths would be amazing. You would do Boulder and its businesses a huge favor. Compete directly with existing providers if needed... they make it so hard for anyone to enter the market due to existing regulations and access restrictions to existing infrastructure.
1	Unless Google is willing to work a deal with the city on providing Google Fiber to residents, you need look no farther than Longmont. Muni highspeed internet is the answer here. The private companies have shown they will drag their feet and provide a poor solution unless a muni or google fiber effort is available in the same location.
1	I manage multi-family buildings including 2 units, 4 units, and 12 units. I am interested in how community broadband could allow WiFi connectivity to my tenants.
1	I hate only having the option to choose between two large companies with government lobbies, poor customer service, and price fixing as my only choices for my ISP.
1	There absolutely needs to be more options than Comcast. Comcast is anti-competitive and needs to be shown that they need to innovate in order to compete. If I had another option from Comcast, I would switch in a heartbeat.
1	Right now I am stuck with Comcast. They are greedy and their internet service frequently breaks down. Customer service is non existent.
1	Please give us municipal fiber. I'm tired of using Comcast and having my rates increased periodically for worse service.

Count Response

1	1. I don't like how this survey only offers \$55 as the lowest option. Boulder needs to offer truly affordable broadband, e.g. \$25–40/month for service that's at least on par with the \$50/month unbundled Comcast/Xfinity residential service (currently ~7.5 Mbps down, 1.25 Mbps up, one dynamic IP address, with usage caps promised in the near future). Obviously this is far below symmetric gigabit service, but it would be an enticing option for many students and struggling families who could be spending the savings on health insurance. 2. The lowest price for true gigabit should be no more than \$50/month, which is about the lowest price you can get unbundled Internet service for at useful speeds. 3. Boulder should try hard to ensure that its plans include empowering and keeping things affordable for people who want to run their own services (e.g. email & web) and stream outbound content from their own devices (e.g. live video). This can include hobbyists, privacy-minded individuals and organizations, and other organizations and schools—so don't just make good upload speeds and static IPs be a for-businesses-only, minimum \$70/month thing like Comcast does. For example, static IPv4 addresses should be affordable, e.g. if you're on the \$50/month residential plan but want a static IPv4 address, you have to either pay more *or* opt for a service reduction, such as usage caps or sub-gigabit bandwidth.
1	This does not require a municipal power utility to implement. Since you will be in court for the next 17 years over the muni I suggest that you mentally separate your thinking on each service.
1	I feel Like Comcast has a monopoly on any above average internet connections, and they offer the worst customer service i have ever received. As a company I thoroughly despise them for all the times they have lied to me about charges, and all the fees I receive, but yet I feel as though they are my only option. I would be ecstatic to never give them another dime, and I do believe that the longmont Model is a good one. If they can offer wireless for ~\$50 per month, why can't boulder??
1	Boulder should offer Internet service to residents either directly or in partnership with a private company. Don't wait forever to do it! Longmont has proven that this can work. Let's build on their positive experience!
1	Although having Boulder County manage and install a network, having another company like Google come into play would also be advantageous. They already have experience with this, and have the financial ability to start and finish the project in a timely manner.
1	100% of my working life takes place on the internet. It is extremely important to have very fast and very reliable broadband internet.
1	Static IP addressing is required to support business activities (e.g. VPN access control and Internet services provided from residential locations)
1	I think service reliability may make or break this. People like to hate on comcast, but their service *is* pretty stable at this point.
1	Seeing as we are considered to be Silicon Mountain, it only makes sense that Boulder would also have a very reliable, fast internet service provided to its residents.
1	Competition is what makes a free market economy work, but there's little to no competition for ISPs. Comcast has no incentive to ever improve their service, and they even increase the cost of my service... without any improvements! When business fail to provide something that the community needs, it's time for the government to step in.
1	Please create a city internet network as it will help drive down the massive prices of comcast and other services. It would be amazing if it could be a 1GB per second service as well
1	I used Google fiber a few times along with a few 1gig Internet connections, it's a wonderful service, especially with Google fiber and the support they offer. Very excited to hear that boulder is attempting to bring such a nice service to its residents.
1	Getting municipal fiber will make Boulder an even better place to start a business and to live. The two main incumbents will never offer us what we should have.
1	i assume 17b was supposed to read "Install state-of-the-art NETWORK and enter leases with competing private companies to offer services to the public"
1	I would switch to city internet in a heart beat if I could. We seriously need some competition for internet here
1	Internet access is a human right and should be a public utility. Billing should be based on usage.

Count Response

1	Thank you for conducting this survey. The state of Internet across the US is ridiculous. Only localities with community broadband seem to be making a difference!
1	I would like to see Boulder move ahead promptly with something that greatly improves our current service at a reasonable price. I think this will be well received. And, it is important since we are such a high-tech city, and this should attract more such businesses (and other businesses). It is the future.
1	Most important component of a muni network should be that it is owned by the city and reliability should be prioritized. Speed is very important, but reliability and uptime is key
1	We as a city must do what we can to combat the monopoly companies like Comcast have over our internet service. We overpay for underperforming services. Installing a fiber network would solidify Boulder as a leading city in the tech world and redefine how we, as a city and as individuals, use the Internet.
1	The city is sitting on a wonderful asset that should be utilized. In conjunction with providing residents and businesses with a Gig connection, the city should make as many public spaces wifi enabled for the public. I travel a great deal and in other cities, as well as in other countries, most public spaces have free, fast internet access. This enables better communication and commerce for all.
1	The City of Boulder should provide ultra-high-speed internet as a utility -- but only if the project has a realistic timeline and budget, INCLUDING maintenance costs. This is much more do-able and will have much more visible results, than municipalizing electric services from Xcel.
1	I am a software engineer. Work at home. Reliable fast internet is very important. And is a business deduction for me. I am willing to pay a lot.
1	A public option for residents would be highly desirable. Even with some measure of competition (i.e., CenturyLink), Comcast simply gouges consumers. In the modern era, high-speed Internet access is a necessity of daily living (secondary to food, water, shelter, and healthcare, but arguably more necessary than many other government-provided or subsidized services) and it should be affordable for all citizens.
1	(1) The City should only get involved if private businesses are not interested to build a network. (2) Fiber optic at 1 Gigbits per second is becoming standard in newly installed networks (see Google Fiber). Hope you're not considering anything less than that!
1	Living in a high-density, lower-rent part of town means I experience more frequent interruptions of service.
1	The current state of internet in Boulder is very poor. Comcast is the only provider and screws customers at every turn. I really hope Boulder can figure out a way to bring another option like fiber to its residents. It would boost an already thriving tech sector and create jobs across industries. Also proving reliable speeds will help people educate themselves online and provide new opportunities to people that can't usually afford the expensive college classes. Fast reliable internet is essential in today's world. I am very excited to be able to use a internet service that actually listens to its customers and provides a service we desperately need. One point I'll bring up. There are a lot of renters in Boulder. If there is a one time hook up fee, the price needs to be low otherwise renters won't want to pay that every time they move.
1	Internet for all seems to me to be a more viable. reasonable goal than energy municipalization. I pay way too much for Comcast; their bundling and bsit & switch constantly changing prices forces me into services I don't want at unreasonable prices. I don't really want cable TV. I need and want internet service at a reasonable price. Let's get to it, Boulder!
1	Get on it (!) Spend some of our tax revenues on our skyhigh property values and give us something in return besides talk.
1	Just to clarify, I would be registered to vote, if I were a US citizen. I think it is really important to offer Boulder residents an alternative option to Comcast, which currently has a monopoly on high-speed internet in Boulder (DSL speeds available by CenturyLink aren't high enough) and takes advantage of that in many ways (high prices, forced bundles to get higher speeds, poor customer service). I would love to see an alternative that would increase choice and introduce competition in this market.

Count Response

1	People don't want to, or don't think much about specifics with internet in my 18-24 age group. We just want cheap, reliable service. Multiple devices on one household network is main contributor to speed issues. Would like to pay for same service with neighbors we share walls with (in apartments, etc).
1	The lack of quality internet in this town is surprising given the large tech influence. Get with the program.
1	I've considered the regional ISP problem for a number of years. Unless we can adopt a model similar to the UK, the next best alternative is socializing the ISP industry. The only two providers available right now for our property are CenturyLink and Comcast. Although we currently use Comcast, we'd dump them in a second for a municipal provider.
1	I have no words to express how ecstatic I would be to have connectivity through someone other than Comcast or CenturyLink.
1	I'm not sure of the city role but I do think we've already invested in a huge amount of fiber infrastructure that should be used for fast internet. Boulder should be leading the charge for a fast internet infrastructure. There's no reason Comcast and Centurylink should control internet access here. There are already lots of teleworkers in Boulder and this would help. Telework reduces traffic and makes neighborhoods more active during the day.
1	It is quite frustrating to be forced to use service from CenturyLink, which often isn't fast enough, because the only alternative is Comcast, whose prices are terrible and whose business practices I abhor. I would love an alternative to drive competitive pricing, since for now Comcast is the only cable provider around, and DLS is quickly becoming too slow for things like Cloud computing (my upload speed is only 768kb/s).
1	I'm very dissatisfied with the current choices available in Boulder for Internet access. Comcast has a virtual monopoly and their pricing structure is completely hocus pocus (a free market dictates that consumers should know the price for a commodity). Comcast's "bundles" are inscrutable. I think the city should regulate the Internet, opening it up to private competing companies. Internet access is a necessity in today's world and it should not be left to a monopoly.
1	Xfinity/Comcast does not practice ethical business. 90% of the reason I support this is to NOT support comcast.
1	Viable competition is the only thing that encourages private ISPs to offer good service. CenturyLink and Comcast are at best a duopoly and largely offer medicore service
1	We currently have only one choice (Comcast) and it drops out frequently and the speeds vary wildly. Bringing fiber to Boulder residences (and as a competitive option to Comcast) would be a huge boon to residents.
1	I currently work remote and my job depends on the reliability and speed of my internet connection. I spend a lot of money for a higher quality and speed of internet through comcast, their product is a joke. I didn't think it could get any worse than Time Warner Cable in New York State, but Comcast continually under performs in every way. PLEASE BRING GOOGLE FIBER TO BOULDER. For a city that is becoming the new tech center, going with a better provider will only work to help businesses here.
1	Municipal broadband networks are a bad idea. Look what happened to the network in Celebration, Florida to see what I mean. Technology moves too quickly, and governments too slowly to keep up.
1	Please please PLEASE get comcast the hell out of Boulder, they charge so much and have such poor service.
1	Good survey - except I don't fully understand the issue to be able to vote on it. You should provide more info on what it would take/cost to bring in private broadband. I assume competition is good for lowering prices, but maybe service would be terrible? What I have now with Century Link works "well enough". I have not had any issues in 3 years. Although \$65 a month is rather expensive, I think. But, I need internet access to run my business. I don't want to introduce issues that don't currently exist - OR pay more. Thanks!
1	The initial hook-up fee should be a one time thing linked to your voter registration or something. I shouldn't have to pay a new fee every time I move. Think of all the hassle and extra expense for students and small-business owners. If I leave the area and come back after more than a year, that's a different story.
1	Internet service should be regulated as a common carrier, as a distinct offering from content such as tv, movies, etc. I would welcome a city-provided internet service at a better price/bandwidth than Comcast or Century Link.

Count Response

1	I hope the City will consider condemnation of all of Xcel's "dark fiber" as part of the municipalization effort and operate a non-profit municipal broadband utility. There is absolutely no reason the City should turn over this asset to allow some other profiteers to monopolize - we already have a couple of those to choose from. Running an ISP is not rocket science in this day and age, and with our local skill set - consumers would be in Utility Heaven if they could dump Xcel, Comcast and CenturyLink in one shot!
1	I think the city should stay out of the internet service provider business, and instead encourage competition among private companies and make it easier for them to provide quality services to business and residents. If the city wants to provide free public wi-fi, they should purchase it from a qualified provider vs becoming their own service organization.
1	Mindy has been missing for 25 years now and if she doesn't return soon I will be forced to leave, perhaps moving to NYC and parking above Central Park. Problem is the lack of cafes in Central Park and inability to use the internet there when so many are pricking me with their tooth picks. If Mindy returns I will contemplate sharing new technologies with Boulder like transmutation and the ability to walk through other matter besides simple gases and liquids. Thank you for your time in asking these questions.
1	1. Q14a makes no sense to me. "When selecting an Internet provider, how important is...having a choice of Internet providers?" 2. Don't care if it's city owned and operated, or privately owned and operated. Good luck with the latter, unless there are subsidies. Installing fiber to the curb ain't cheap. Presumably other cities that commit to low rates do this on their own because they don't have a profit motive, unlike private companies.
1	Internet access is arguably in the category of public good services that should follow a "socialized" model. If there were a ballot issue to fund citywide municipal access to everyone through taxes, I'd support that also. It should be ubiquitous and profoundly simple to use.
1	Since many aspects of daily life including work and even paying bills and filing government documents now require the use of the internet, I feel that internet access has now reached the point that it should be considered a public good and therefore treated as such.
1	Comcast has a functional monopoly on broadband service in my Boulder neighborhood. CenturyLink offers DLS service, but it is extremely slow (
1	My main concern with regards to internet is the threats of data caps (with exorbitant fees for extra usage) and throttling of web traffic based on content.
1	Giving people a service equal to Comcast will be enough to get them to switch because folks hate Comcast so much. If you bring in gigabit with no data caps at less than \$75/month folks will like you rather than simply be happy you exist. If you can get gigabit for less than \$50/month with decent customer service people will want to move here for the internet alone.
1	I want cover internet so bad... I hate being a slave to centurylink and Comcast. Let's build a city cover network or, even better, encourage Google to build one along with their new campus.
1	Boulder has the chance not only to scale the cutting edge of technology but to ensure that Boulder's future as a technology hub goes unscathed. It will not ascend to this goal, however, if what should be a public service (albeit not free) is monopolized once again by private interests like Comcast and Century Link, who only upgrade when their bottom line is threatened and who only provide the minimal level of customer service (which is to say, not a lot) to citizens, while catering mainly to business interests. With the City of Boulder building and successfully running a state of the art fiber network, we can become a model of how internet should be provided in the 21st century. We can inspire other small towns across Colorado and the nation to adopt a model similar to ours, and ensure that no citizen is left behind as the nation transitions to an economy largely based on technical pursuits. I implore the City of Boulder to be the innovative leader that this state, and indeed this country, needs. The council members who contribute to a public fiber network's implementation will not only have my continued political support, but will be enshrined in history as early pioneers of the transition to a more fair and open internet.
1	I am a resident of unincorporated Boulder County entirely within the City of Boulder (off Palo Parkway). We have city water and sewer. Much like the muni, the City needs to provide clarity on what services will be available (should be all of them!) If this requires annexation to the City then I'm all for it, but in the meantime the unnecessarily complex zoning is a hurdle to providing fiber to a geographical area that makes sense from a technical standpoint.

Count Response

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- 1 I'm concerned that Comcast (my current provider) is going to introduce data caps here as well, as they keep adding areas with data caps. If that happens I'll have to move to a slower provider without caps. I have strong hopes that Boulder can, and will provide a first class municipal network for its residents, just as other cities have done. I believe that the benefit for the community would be great, and that it would contribute to making Boulder an even better environment for its residents and businesses. Please see the following study: <http://ftpcontent2.worldnow.com/wrcb/pdf/091515EPBFiberStudy.pdf>
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- 1 I would prefer that the government does not become it's own ISP, due to obvious privacy and conflict of interest issues. If the government provides the service, it could theoretically be leveraged to collect bulk data, prevent access (or restrict access) to sites the state does not approve, or to manipulate users by injecting content into unencrypted data (ie: advert replacement). That said, installing a fiber backbone (or allowing Google Fiber, etc) to build out a fiber network - definitely could be a good step (as long as no one service is allowed a government-granted monopoly on under/aboveground wire runs).
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- 1 Now that our citizens have secured a right to opt out of the current cable monopoly, I am excited for us to do so ASAP. I do not care whether it is done directly by the city, by authority transferred to Google or other entities, or via a hybrid partnership. This is as important as reliable water and power in securing Boulder's future.
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- 1 City of Boulder, only YOU can service the internet needs of this community properly. All the existing companies are huge national businesses who take very little care to address the needs of their customers. Since there is such a smaller amount of infrastructure to manage, I know a local broadband would vastly improve everyone's internet experience, especially in the area of customer support. I can tell you, we as citizens want this to happen. Please make it so!
-
- 1 The public doesn't have enough Internet choices. The telecom and cable companies really hold us hostage. Internet should be a Right for every Citizen of the United States. The City of Boulder should do everything in its power to provide high speed Internet to its residents. I'm very unhappy with Comcast and the lack of choice of Internet providers. We really do need to break the monopoly the telecoms have over us with respect to this vital technology. Also, the City of Boulder should do everything in its power to support Net-Neutrality. Thanks.
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- 1 The city should never grant a monopoly contract to any television or internet provider. Providers should be required to share infrastructure and compete.
-
- 1 Century Link is expensive considering what you get. They are awful to deal with. Their services are lousy. Getting help can take 20-25 minutes on hold for customer service. I would pay a great deal upfront to have City Internet and be rid of these people. The City should establish their own internet service and at least offer it as an option to residents to change to City service. Please free us from Century Link and Comcast. They have a monopoly and treat their customers awful, plus they price-fix. Laura - UniHill neighborhood
-
- 1 I think Boulder needs this. Comcast is terrible, they have terrible service, their connection speeds are highly variable, and they randomly increase our prices every month unless I go to their office and tell them to stop. Longmont is getting optical fiber and we are losing tech folks because they prefer the Internet speeds that will be available in Longmont.
-
- 1 Data caps and speed limits will stunt growth and slow the internet economy we benefit massively from. We must have a service to compete and prevent the imposition of arbitrary caps to get more money out of people.
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- 1 I've advocated to the City Manager that Boulder offer wireless service on a sliding scale, from free to low income families to a modest but sustainable price to everyone else. We are way past due!!!!
-
- 1 Fast reliable internet can attract even more startups. Widely available low cost internet is a social benefit for lower income and rural citizens
-
- 1 I think this will break up the monopoly-like status of service providers in the area. We have little choice in who we can get service through and the majority of services provided are terrible and exceedingly expensive for what is provided.
-
- 1 I've had great service and quality from Comcast's internet. However, there is no alternative for me to get similar or better speeds. I don't mind paying a fair price for the product. However, for a modern connection speed, Comcast requires bundling with their cable tv product, for which I have no use. As a result, the total bill for a decent but not high-end connection ends up over \$120/month or higher, which is excessive.
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Count Response

1	My internet and cable service is included in my apartment rent so some of the questions were not applicable to me or not possible for me - we are not allowed to get a different service.
1	It's confusing that the city council supports municipalizing our electric utility but doesn't seem to favor municipal broadband. Let's just do it like Longmont!
1	Municipal broadband is the future. I would love it if we were able to kick Comcast to the curb. I'd pay a bit more for a local service!
1	I'm technically outside city of Boulder, but still have a Boulder Address. A higher speed service is definitely needed to meet current and future bandwidth demands.
1	Lack of competition for Internet service about 50 mbps symmetric is a major issue. It's also important that any service offers network amenities including static IP addresses, IPv6 support, no data caps, and liberal, net neutral Terms of Service allowing the operation of servers and services on the connection, sharing of connections, etc.
1	WHY would Boulder sit on fiber internet for so long without using it? And how is it that Longmont (our 'poor cousin') has it, and we don't? Can't Google help out :-D? Also, while we're at it, I hear Longmont has a free city bus line that runs up and down Main Street... sheesh! C'mon, Boulder!
1	Please get us fiber! Slow cable modems are starting to feel antiquated, a place like Boulder ought to have the best current technology.
1	I think it is important that the city understand that there is undoubtedly a strong desire for a fiber network to be available for purchase for residents of the city. Additionally, the network would undoubtedly be very popular considering the utter hatred and contempt for the primary service provider Comcast and their inability to apparently not constantly denigrate, screw over, and treat their customers like vapid idiots who couldn't possibly understand what they actually want or how cable internet service is actually provided.
1	I think Boulder should offer LOW SPEED broadband - perhaps 1 - 2 Mb/sec - to public residential customers for free or very low cost (\$10 - \$15 per month) and fast 1Gb service at some reasonable rate. I believe this is what Google offers in communities where it provides service.
1	I love the idea of creating competition for current ISP's in our area and potentially providing faster/more reliable internet service. However, I don't know the best way to go about this and am unsure of what role the government should play.
1	I am so tired of the monopoly that Comcast and CenturyLink have on Internet services in Boulder, with high prices, low speeds, and lack of 100% service reliability. I want faster, more reliable, and more reasonably affordable internet options. Bring it on, City of Boulder! Bring us a world-class internet system that outshines the competition in every respect: speed, price, reliability.
1	I regularly check my download/upload speeds. Down is consistently 90 mbps. I have a cable modem. I don't know how your statement about 100mbps being 5x to 10x faster than cable was derived but it's categorically not true in my case.
1	Please listen to what supporters of municipal internet want. Do not assume the town council knows what's best and please pay attention to what the younger voices want. They understand the Internet and this type of technology far better than the older generations ever will, which is why Comcast and Century Link exist the way they do. The city should be responsible for getting legislation passed to allow for municipal broadband and set up some guidelines but it should up to local providers to maintain the system.
1	High speed internet access would absolutely improve the quality of life in Boulder. I own a home and live in Boulder, as well as own a startup company with an office in downtown Boulder, and I would love to have high speed reasonably priced fiber internet. I honestly don't mind paying more for it because I hate Comcast so much. They have terrible customer service, terrible choices, not the most reliable internet, BUT they are the only reasonably priced high bandwidth-ish internet.
1	Please do this as soon as possible. I hate Comcast with a passion, and I believe that in this day and age it's undemocratic to deny any citizen access to the internet. We get all our information about the government and community from the internet.

Count Response

1	I hate that Comcast has a monopoly. The developer of our neighborhood entered into an exclusive agreement with Comcast so we have no choice unless we get satellite which we are not interested in because we don't watch a lot of TV. A Municipal Internet option for residences would break Comcast's stranglehold and allow for more fairness in the market for consumers.
1	Please bring high speed internet to Boulder. The current options are slow and expensive. I don't mind paying a higher price if the internet is really fast.
1	I feel extorted by our internet provider options. We are a captive audience with very limited choice. Comcast uses a sliding scale to offer tiered internet. We end up paying a high price for internet only or bundling. Boulder could make a meaningful economic impact-to homeowners, renters, and businesses if we had reasonably priced, high speed internet. Everyone benefits.
1	Should have asked if people rent or own. I rent so I would not be willing to pay an exorbitant fee to hook up when I will likely move in a year or two.
1	It's important that the monthly price is low. I really don't use much internet, so I just want an inexpensive reliable option that's sufficiently fast for most things. 10-20mbps is good enough. In general, I would be willing to pay a high hookup fee if the monthly price is low, but I am a renter, so I would not make a large investment unless I owned property here.
1	I'd be very concerned with licensing use of high speed broadband to providers such as comcast and century link, because I do not trust them when it comes to price. The city would not be looking to profit, and could possibly do this at a better price.
1	An affordable, fast alternative to Comcast or other corporate options should be on the table. Comcast is a bad deal financially at best, with prices too high for the mediocre service they offer and abysmal customer service.
1	"Install state-of-the-art services and enter leases with competing private companies to offer services to the public" Anything but this.
1	We currently have Comcast for Internet and we are very unhappy with the reliability factor. We have business Internet (which costs more per month) and we still lose our service frequently.
1	The current model of private companies offering mediocre service for inflated prices is ridiculous. If Boulder wants to facilitate it's current population of entrepreneurs and please its tech savvy residents, offering a municipal high speed fiber optic connection would be a great method.
1	Fiber is only 1 block from my house. It's soooooo close! Sad to use old tech for that last block. Ah well, at least it is cheap and fairly reliable. I stopped using Comcast years ago because they throttled certain classes of connections. Please don't do that if you run an isp. Thx.
1	Please subsidize the cost of installation for people living in affordable housing or are under some poverty line.
1	Cell coverage is so spotty at my address that we have to have a landline. High-speed internet that is reliable and relatively inexpensive is what we expect for Boulder.
1	Cable currently has a monopoly in Newlands neighborhood. It is the only choice for speed > 2mbps. :(
1	For too long, we've had few choices for Internet providers (Comcast or CenturyLink). These providers are unwilling to provide superior speeds, reliability, and service at affordable prices. I would love to see something like Google Fiber come to Boulder or the city itself become the primary internet provider. Our city definitely needs some robust Internet competition to drive up innovation, speed, and reliability while driving down costs. The big providers are ripping us off.
1	I'm not sure government should be managing internet services, but more competition can't be worse than the current situation. We really need to break up the current ISP monopolies from a federal level.
1	Though I live outside the City limits, I spend the vast majority of my time within the City limits at my job, recreation and services.

Count Response

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- 1 I think any competition for Comcast and CenturyLink will be excellent for Boulder residents and businesses. There is currently a tremendous void in the Boulder market when it comes to true upper-tier internet - something faster and more reliable than cable, but less expensive than dedicated, antique optical carrier or ethernet-to-the-premises solutions.
-
- 1 I support and encourage the City of Boulder to become the infrastructure provider for internet connectivity for all locations within the City. Partnering with private enterprise, or better yet a non-profit, to provide the maintenance services is a good approach. However, private enterprises running and managing the network is a very poor approach. A non-profit would be ok, but I very much prefer City employees to be responsible for the day to day operation of the network. Internet connectivity is an infrastructure requirement for successful communities, and I trust my local government much more than a profit above all else private entity to provide my infrastructure.
-
- 1 Really, if you offer any service which competes with Comcast directly for Internet on a similar (or, most likely, far superior) service level, I will switch immediately. I would qualify Comcast's internet service as "barely passable," in that they usually deliver the advertised data rate, but the rate is unacceptably slow for the modern era. I have had nothing but unpleasant experiences with Comcast customer services, both here in Boulder and elsewhere in the country; unfortunately, every city I have lived in has been a Comcast monopoly, so I cannot vote with my wallet, no matter how much I want to. I believe that today, Internet access is necessary for personal - and business - economic success, and thus should be treated as a neutral utility or service, like water, electricity, or the post. To me, it makes perfect sense for municipalities to provide this service to residents. It is one of the most straightforward ways to locally provide value to residents.
-
- 1 If the city council wants to generate enormous, wonderful feelings of undying gratitude from residents, this would do it! Please give us an alternative to Comcast at a good price. My mother lives in the not-too-cutting-edge Detroit area and her internet service is better than mine and half the price. Comcast and CenturyLink are gouging us.
-
- 1 Internet access is becoming a basic human right, today. In a city that is today BUILT BY THE VERY EXISTENCE of the Internet, it only makes sense to make high-quality or above-standard internet service to residents. I urge the city of Boulder to subvert the consumer-resenting, Machivellian-style of current ISPs, and make the Internet work for everyone, not just those who can pay \$100 bills every month. I will say, if gigabit broadband was installed, as long as it was near the cost of Comcast's current prices, I would pay in a heartbeat.
-
- 1 The emphasis of the questions seems to favor very high data speeds. What I really want is good speed at a good price. 40GB at \$20 for example. And it would have to be very dependable if I choose to use it for phone calls too. At home we have traditional phone service because the quality of the call is so much better than mobile. Using VOIP is a viable alternative, but the up-time on the data connection has to be 99.99%, otherwise it's unacceptable. At the higher data speeds that you talk about in your survey I'd probably choose to cut satellite for TV, which would not be hard if the over-the-air TV signals were better in Boulder.
-
- 1 This is something that needs to be done in Boulder. Multiple surrounding towns have already begun to build municipal fiber internet that supports both the residents and local businesses. As a student who used to live on campus at CU Boulder, I know what a hard wired fiber connection can be like and I believe that Boulder should expand this functionality to the rest of the town in order to support the growth of our growing tech sector as well as the community at large.
-
- 1 The US in general is far behind the curve of Internet service. Friends of mine in the UK get connections 8 times faster for half the cost (and yes, I did the currency conversion). I live in the Wonderland Hill neighborhood, and when I moved to Boulder four years ago, I was surprised that I was being quoted speeds of 6 Mb/s. It has since improved to 20 Mb/s, but that is still terribly slow. I have no qualms about paying for decent service, but there is none to be had. I do think that infrastructure should be controlled by municipalities. As to whether the government or private companies should provide the services, I'm not sure which I prefer, but Boulder is already taking on massive projects (like its own power utility), so I think it should lease Internet services, at least initially.
-
- 1 This is really important. Boulder needs to get involved in getting first class net access to the city. This will never, ever happen with Comcast.
-
- 1 My cable provider (Comcast) I think is very expensive ~\$60/mo. The speed is acceptable but not worth the money.
-

Count Response

1	As an IT Professional with a spouse who runs her own business in Boulder from home I feel I am perfectly suited to answer this, please keep that in mind. Boulder needs to do this themselves. Longmont is going to become the place everyone in the area wants to live unless Boulder can compete on service and price. We need gigabit service at \$60/month or less or it's not worth it. No caps on data. Make Boulder attractive to business and the high tech people who want to live here. I hate Comcast. I want to have fast internet and not have to pay them. Also static IP addresses for an extra cost would be welcomed by all tech people even outside businesses. Please make this happen ASAP as it's much more important than who I get my energy from.
1	This would be extremely helpful for my business. I am currently with Comcast, and there are people times of the day when my Internet connection is inoperable. The speeds would also help with my video conferencing and large file uploads that typically take a long amount of time and/or are in low-quality and affect my productivity.
1	The BRAN needs to consider local players in the non- profit arena for inclusion in their pricing structure. These organizations create a fourth leg in our city's social fabric that is as important as the govt, federal labs and university. The omission of NPOs along th BRAN fiber route was a serious misstep by the city technology office and needs to be rectified regardless of the city potentially creating a new residential fiber system. The resources that were traded for BRAN's dark fiber came out of what would be general fund revenue. This is citizens money, not the technology office's money to create tech haves and havenots. Carter.johnson@ Juno.com
1	The city really needs some inexpensive (~\$20/mo.) basic speed+bandwidth options. The average single user doesn't need a lot of speed or bandwidth but these types of plans are going away or becoming more expensive.
1	I would rather have competitively priced fast internet service (an option besides the current ones) than expensive super fast service that I can't afford.
1	The pure hatred we have due to horrible experiences with Comcast and CenturyLink are enough to move this forward - please do it!
1	A municipal broadband network would be amazing!!! I'm for it! Data caps on residential networks don't make sense (outside of abusive use) given the vast array of cord-cutting type services (Netflix, etc).
1	I hate our two current choices of Comcast or Qwest. They are overpriced and offer outdated speeds/technology.
1	Boulder Municipal fiber is an absolute necessity if Boulder is to remain a competitive tech hub and retain/attract talent for local businesses.
1	Please hurry! :) Internet is such an important part of everyone's life, productivity, and happiness and should be a public service. The service provided by Comcast and century link are crippling and the pricing is extortion. I would be ecstatic to have similar service that Longmont has. Please don't wait long though. Do what's necessary to make this happen ASAP.
1	Internet service today is run by a quasi-monopoly (Comcast) with all the high prices and poor service associated with it. It galls me that the City Council doesn't see municipally provided internet as a priority, as high speed internet could dramatically improve productivity and opportunity for residents at all economic levels and potentially reduce the need for commuting. That the city fathers place a higher priority on fighting Xcel when they can far more easily and effectively fight for affordable, universal access to the internet is a travesty.
1	I think Comcast and other companies are currently able to provide speeds adequate for today at rates that you might find difficult to compete with...providing the homeowners negotiate good rates. In adding fiber optic networks, your role provides for future speeds of download/upload that I am sure will become necessary with future technology. The trick will be insuring it can be done at a competitive rate. In my mind, the greater current need is improved cell coverage. Many in my neighborhood cannot make a cell call from home, forcing us to get a landline.
1	I'd like an ISP that I don't have to regularly renegotiate a good deal with. We have a DVR in the garage because a bundle was cheaper than an ISP alone, but are not interested in cable/satellite TV service.

Count Response

- 1 please gigabit fiber do it. Boulder is now a tech center. second only to Silicon Valley. it's necessary to be able to recruit technical talent, etc. please please. Boulder needs to be a leader here. lead. put this extremely wealthy city into gear. tech and businesses make it wealthy. support businesses and people by getting up to speed on Internet. not a single person on earth likes Comcast or centurylink. please.

- 1 An affordable alternative to Comcast would be incredible, especially if there's no ambiguity about billing, price bundles, or package options -- they're a money-hungry corporation that's eager to mislead consumers and withhold information from them to maximize their profit.

- 1 CenturyLink and Comcast run based on the "two big to fail" model. Their customer service is terrible, overall speeds vs. price offered is terrible and they're just not good/honest people to work with. Boulder needs a 3rd party solution (i.e. Google Fiber) or a community sponsored (built internally) or "branded", but backed by Boulder ISP. We need transparency, reliability and speed on par with the level of businesses operating in town. Boulder is quite advanced in many areas but this is not one of them.

- 1 I think the most important thing is that Internet access be considered a utility to which all residents have a right for a modest fee. It is no longer optional. Low income people must have access to the Internet from their home.

- 1 In addition to the bundling question, I think it's important to have good "unbundled" offerings and prices. It drives me crazy that with Comcast it costs me more to have just internet service than it does to have internet with the most basic cable service. But it does, so we have cable.

- 1 This is for my business Imatest LLC. We pay too much for our fiber connection, over 1000 a month. Please give me an alternative to Comcast!

- 1 Boulder needs 1 gig fiber to remain competitive in the tech industry. Comcast is a monopoly that gouges customers with high prices, provides slow speeds relative to their capacity, has data caps, horrendous customer support, etc. Century link doesn't offer very high speed service. Boulder needs a 1 gig fiber network badly.

URL Variable: action

Count Response

URL Variable: controller

Count Response

URL Variable: id

Count Response

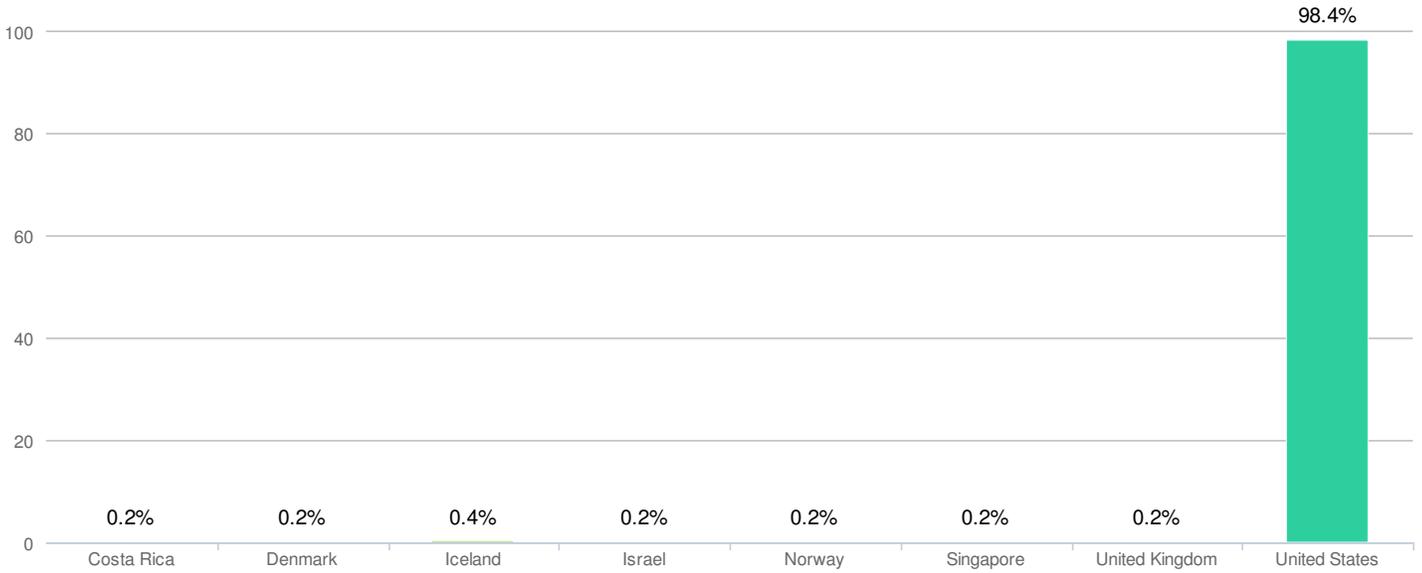
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Count Response

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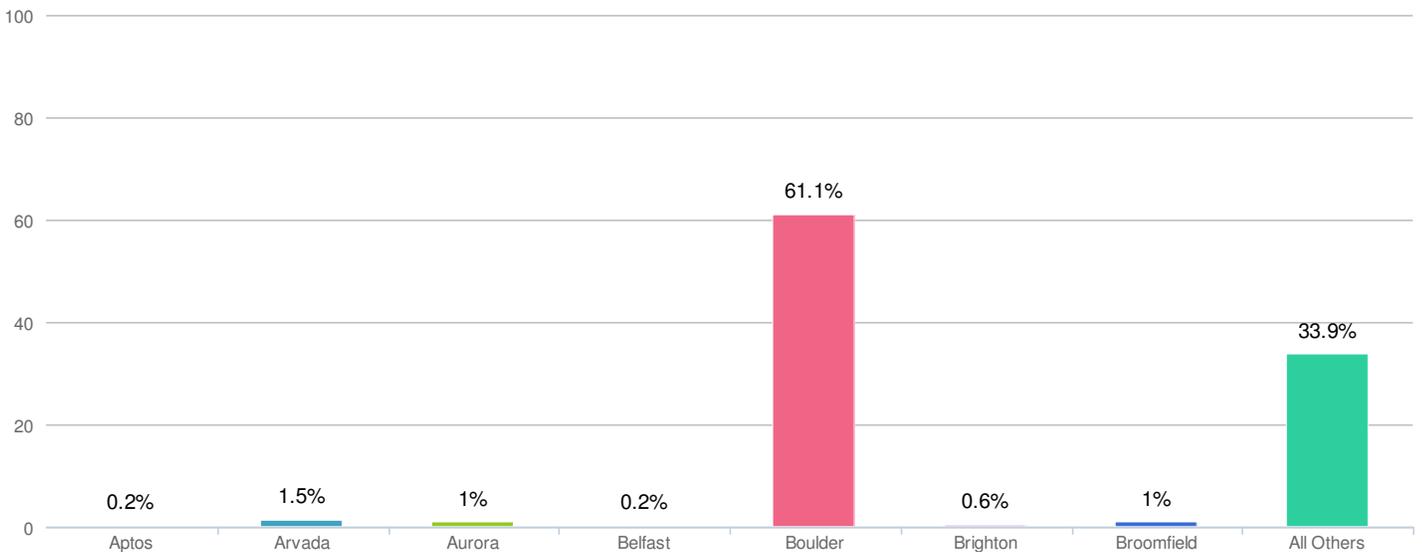
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Source Countries



Value	Percent	Count
Costa Rica	0.2%	1
Denmark	0.2%	1
Iceland	0.4%	2
Israel	0.2%	1
Norway	0.2%	1
Singapore	0.2%	1
United Kingdom	0.2%	1
United States	98.4%	490
Total		498

Source Cities



Value	Percent		Count
Aptos	0.2%		1
Arvada	1.5%		7
Aurora	1.0%		5
Belfast	0.2%		1
Boulder	61.1%		294
Brighton	0.6%		3
Broomfield	1.0%		5
Chicago	0.4%		2
Colorado Springs	0.2%		1
Denver	18.5%		89
Detroit	0.2%		1
Elk Grove Village	0.2%		1
Englewood	0.6%		3
Erie	0.6%		3
Fort Collins	0.2%		1
Fort Lupton	0.2%		1
Grand Junction	0.2%		1
Great Falls	0.2%		1
Huntington Park	0.2%		1
Kansas City	0.2%		1
Lady Lake	0.2%		1
Lafayette	0.6%		3
Littleton	1.7%		8
Longmont	1.7%		8
Louisville	1.0%		5
Makawao	0.2%		1
Marina Del Rey	0.2%		1
Matawan	0.2%		1
Montrose	0.2%		1
Nederland	0.2%		1
		Total	481

Value	Percent		Count
New Haven	0.2%		1
New York	0.2%		1
Orange	0.2%		1
Oxon Hill	0.2%		1
Parker	0.2%		1
Phoenix	0.4%		2
Plano	0.2%		1
Portland	0.2%		1
Redmond	0.2%		1
Redwood City	0.4%		2
Reykjavík	0.2%		1
Røddekro	0.2%		1
San Antonio	0.2%		1
San Francisco	0.4%		2
San José	0.2%		1
Seattle	0.6%		3
Singapore	0.2%		1
Smithtown	0.4%		2
Somerville	0.2%		1
South San Francisco	0.2%		1
Suwanee	0.2%		1
Tavares	0.2%		1
Tel Aviv	0.2%		1
		Total	481