



Marcia Hamilton &lt;m8rcia@gmail.com&gt;

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**internet survey**

1 message

**Tyler Gibbons** <majorgibbons@gmail.com>

Thu, May 14, 2015 at 5:44 PM

To: Marcia Hamilton &lt;m8rcia@gmail.com&gt;

Thank you to all who filled out the Marlboro Internet Survey. Your response was helpful for us to get an overall sense of how townspeople feel about their internet service (or lack thereof). I know there are some additional current issues that people are dealing with, but here is a quick overview of the numbers as we received them:

Of the 106 people who responded, 37 were satisfied with their internet service, 63 were unsatisfied (11 of those have no service), and 6 people were of mixed feeling.

The vast majority of respondents use FairPoint for their internet. Of respondents who use FairPoint, 31 were satisfied (9 of those included some complaint or condition to their "yes" response), 41 were dissatisfied, and 5 were mixed.

The other providers used in town include AT&T, Verizon, Hughes Net, Excede, personal cell phone, US Cellular, SoverNet, VTEL, and dial-up. Of these respondents, 6 were satisfied, 11 were not satisfied, and one responder had mixed feelings. A number of these people mentioned that they were using alternative providers because FairPoint service was not available to them.

If anyone has interest in forming a committee or being involved in further exploring the town's internet needs and what options we may have to improve service, please contact the Select Board at [marlbrowselectboard@gmail.com](mailto:marlbrowselectboard@gmail.com) and we will help coordinate. A number of townspeople have already been active in pursuing alternative ideas, including Bill Esses, who came to the Select Board and helped initiate the survey.

This note will be posted on Front Porch Forum, on the Marlboro town website, and at the town office.

Thanks, Ty Gibbons / Marlboro Select Board

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