

# Frontier

Town of Canaan

Proposal to connect remaining homes  
to fiber optic internet.

April 3<sup>rd</sup>, 2023. 7pm.



# Survey Information

- The results of this survey are based on the responses of 97 residents from Falls Village.
- There will be instances where the total percentages total more than 100% to account for the questions which had the ability to choose more than one answer. The percentages for those questions reflect the number of people who checked each response.
- The purpose of the survey is to provide the BOF, BOS and Frontier some guidance on what needs to be explained in more detail, and to answer questions from community members.
- Questions and responses were based on replies to the questions posed via Facebook and FV Community emails.
- THANK YOU for participating

# On the excluded list?

- 68% Not on the excluded list
- 15.5% On the excluded list
- 16.5% Did not know if they were, or were not, on the excluded list

# Excluded Homes

1	MCCARTHY JOHN P IV & MCCARTHY JILLIAN F	00028	ASPEN HILL DR	33	BPF CANAAN CONSERVATION LANDS LLC	00300	MUSIC MOUNTAIN RD
2	HEIN MARLA D	00131	LOWER BARRACK RD	34	MOLNAR ENDRE	00310	MUSIC MOUNTAIN RD
3	LEMON JASON	00040	MUSIC MOUNTAIN RD	35	MARTEL JOHN J & JANE M	00312	MUSIC MOUNTAIN RD
4	SILLER BERGER LIANNE JANNA	00055	MUSIC MOUNTAIN RD	36	GOLD EMELIE B & VERONESI JOHN H	00318	MUSIC MOUNTAIN RD
5	ALLYN KENT C & GAIL A	00060	MUSIC MOUNTAIN RD	37	LYNCH HAROLD A JR & LISA M	00324	MUSIC MOUNTAIN RD
6	MILLER MARYLOU	00064	MUSIC MOUNTAIN RD	38	PALMER MICHAEL & SUZANNE	00326	MUSIC MOUNTAIN RD
7	NEBOR PAUL R	00075	MUSIC MOUNTAIN RD	39	WISMAR CYRIL M JR & KATHLEEN LOUIS	00342	MUSIC MOUNTAIN RD
8	KOSHLAND STEPHEN A	00110	MUSIC MOUNTAIN RD	40	WISMAR GREGORY J	00357	MUSIC MOUNTAIN RD
	KOSHLAND STEPHEN A	00111	MUSIC MOUNTAIN RD	41	WISMAR ADOLPH H. JR TRUSTEE OF	00362	MUSIC MOUNTAIN RD
9	KOSHLAND STEPHEN A	00116	MUSIC MOUNTAIN RD	42	BRASHARES SABRINA RIA	00425	MUSIC MOUNTAIN RD
10	OBERBANNSCHEIDT RALF & OSBORN LAUREN	00128	MUSIC MOUNTAIN RD	43	HAMILTON WILLIAM A & SELMA F	00435	MUSIC MOUNTAIN RD
11	CRONIN WILLIAM H III & ANN CATHLEEN EGA	00135	MUSIC MOUNTAIN RD	44	BLASS WILLIAM S. & MARY E.	00450	MUSIC MOUNTAIN RD
12	SIMON ALAN & PAMELA	00141	MUSIC MOUNTAIN RD	45	CLOUSER JOHN W	00010	RIVER RD
13	RAFTERY DONNA	00147	MUSIC MOUNTAIN RD	46	NIRSCHER HARRIET	00020	RIVER RD
14	EMMONS JOHN & CYNTHIA	00151	MUSIC MOUNTAIN RD	47	LIGHT DINNIE E & LESLEE C	00030	RIVER RD
15	INCONIGLIOS VINCENT	00152	MUSIC MOUNTAIN RD	48	ANDERSON CHRISTOPHER M & BRAZEE C	00040	RIVER RD
16	PARSONS CARL E JR & BETH	00155	MUSIC MOUNTAIN RD	49	NICOLE R PIZZONI SPECIAL NEEDS TRUS	00050	RIVER RD
17	BULSON LAWRENCE & MARIA	00157	MUSIC MOUNTAIN RD	50	GRUSAUSKAS CAITLIN E & MARIA R & JO	00242	RT 7 N
18	INCONIGLIOS VINCENT	00158	MUSIC MOUNTAIN RD	51	MARTIN AUDREY M & FETT HERBE	00258	RT 7 N
19	SENEY DAVID A & BECKIE L	00159	MUSIC MOUNTAIN RD	52	ODELL DANIEL ROBERT	00287	RT 7 N
20	BLASS DAVID J	00161	MUSIC MOUNTAIN RD	53	BRONSON JEAN M & JOEL E	00359	UNDERMOUNTAIN RD
21	OYANADEL SARAH R	00162	MUSIC MOUNTAIN RD	54	CHILDS ANNE C	00367	UNDERMOUNTAIN RD
22	THOMEN SARAH & COREY	00163	MUSIC MOUNTAIN RD	55	OBER BRADD & YVONNE	00379	UNDERMOUNTAIN RD
23	CLARK KATHLEEN A	00164	MUSIC MOUNTAIN RD	56	WRIGHT DONALD L	00392	UNDERMOUNTAIN RD
24	BALDWIN LEE & STEPHANIE H	00166	MUSIC MOUNTAIN RD	57	BETTI GINGER M & BETTI DONALD R JR	00406	UNDERMOUNTAIN RD
25	JACQUEMIN ALBERT J JR	00169	MUSIC MOUNTAIN RD	58	L & C FAMILY LLC	00415	UNDERMOUNTAIN RD
26	LASER ELIZABETH F	00170	MUSIC MOUNTAIN RD	59	LEE HELEN C & DENNIS LISA C	00447	UNDERMOUNTAIN RD
27	MILLER RALPH CARL TRUSTEE	00176	MUSIC MOUNTAIN RD	60	STEINBERG WHITAKER ROXANN TRUSTE	00470	UNDERMOUNTAIN RD
28	RUDENSTINE DAVID	00182	MUSIC MOUNTAIN RD	61	WALSH ROBYN	00497	UNDERMOUNTAIN RD
29	SCEPANOVIC DANILO & TINA LIN	00200	MUSIC MOUNTAIN RD	62	TOENSING CRAIG E	00138	WARREN TURNPIKE RD
30	MUSIC MOUNTAIN INC	00225	MUSIC MOUNTAIN RD	63	JONES FELICIA BRODZKY & JOEL	00144	WARREN TURNPIKE RD
31	GOODMAN JILL	00230	MUSIC MOUNTAIN RD				
32	VIGEANT THOMAS & VIGEANT COLLEEN	00293	MUSIC MOUNTAIN RD				

# Internet Hook Up at Home Currently

- 94.8%

Have high speed internet at home.

- 4.1%

Will have once Frontier is turned on. Frontier has provided access to high-speed internet to all of our unserved homes.

- 2.1%

No

- 1%

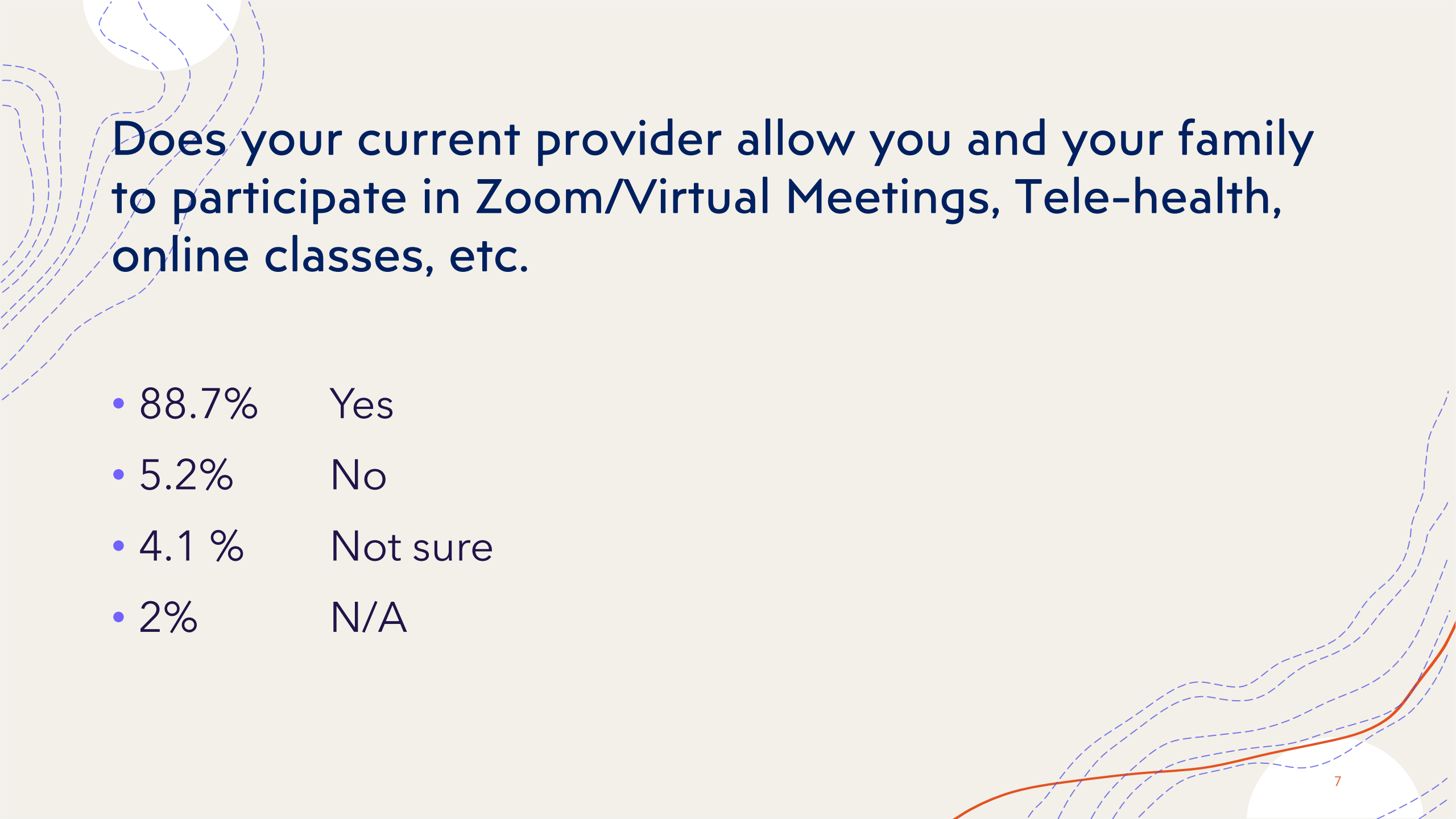
"Not at this time but I did have Xfinity"

- 1%

"We have very limited internet"

# Which Providers are used?

- 87.6% Xfinity/Comcast.
- 3.1% Frontier (not fiber).
- 8.6% Starlink/Viasat/Wild Blue/Unlimitedville
- 1.1% Chose not to have internet at home
- 3.1% I live on Steep/Chattleton/Canaan Mtn Rd



# Does your current provider allow you and your family to participate in Zoom/Virtual Meetings, Tele-health, online classes, etc.

- 88.7%      Yes
- 5.2%      No
- 4.1 %      Not sure
- 2%      N/A

# Do you feel your current provider is providing the services required by your household for high-speed internet?

- 90.7% Yes (includes Yes answers below)
- 9.3% No
- **In the 90.7% YES, the following answers were also given.**
- 9.3% Yes, but I would like to have fiber capability
- 13.4% Yes, but if Frontier is cheaper, I would like the choice
- **Additional Responses:**
- 1% "We have extremely fast internet connection"
- 1% "I work from home and on zoom calls all day. I rarely have an issue and in most cases it is not on my end"
- 1% "Mostly, could be faster/more capacity"
- 1% "We have DSL through Frontier. (old school dial-up)"
- 1% "More bandwidth, more better"
- 1% "Would like Fiber at reasonable cost someday. We are OK with what we have".



# During Covid, most were more dependent on the internet for work, school, etc. Do you feel your service was adequate during that time?

- 82.5% Yes
- 14.4% No
- 1% "We had Frontier at the beginning of Covid and it was very inadequate. Comcast was a huge improvement, and the installation was covered by them"
- 1% "The Comcast did. The Frontier did not."
- 1% "Yes, except when it didn't. Xfinity service is less than great"
- 1% "During Covid shutdown period, internet speed was slow"
- 1% "I currently work from home and have no issues"
- 1% "Mostly, could be faster/more capacity"
- 1% "This is not a relevant question to a community equity issue"

# If your service was not adequate during Covid, what situations were not adequate.

- 79.9% N/A -My needs were met
- 5.2% School Classes
- 2.1% Tele-Health
- 12.4% Zoom/GoogleMeet/Teams
- 1% "I was unable to work from home due to slow satellite speed"
- 1% "Weather"
- 1% "With Comcast"
- 1% "Satellite Service goes out on storms and is erratic at best all the time"
- 1% "Mostly, could be faster/more capacity"
- 1% "Work/business"
- 1% "My cure internet provided by Frontier dropped often"
- 1% "This is not a relevant question to a community equity issue"

# Do you have Frontier Telephone Now?

- 79.4% No
- 16.5% Yes
- 6.2% Had Frontier Phone at one time, but no longer does.

## +If yes, you had or have Frontier phone, were/are you satisfied with the service?

- 8.2% Yes
- 15.5% No
- 72.2% N/A
- 6.2% I dropped Frontier phone because I was not satisfied with their service.



# If Frontier charges to install for a home that is more than 500 feet from the road, would you pay the extra installation cost?

- 30.9% No
- 10.3% Yes
- 20.6% Will not be signing up regardless of charge to hookup.
- 38.1% My home is less than 500 feet from the road.

# Aware of options

- 81.3% Are aware they could stay with current internet provider even if Frontier Fiber is available
- 16.7% Not aware they had the choice.
- 65.6% Are aware TV was not included in the Frontier fiber connection. Cable and/or Streaming would be separate and additional fees.
- 28.1% Not aware TV was separate.
- 72.2% Aware this Frontier project does not provide cell service
- 27.8% Not aware this Frontier project does not provide cell service
- *2 people stated they had no choice but satellite at this time. 6 people are aware and willing to keep Xfinity and/or Streaming TV*

# Frontier Options

- Provides high speed fiber optic internet
- Phone through Frontier is an additional cost.
- Does not provide TV services – cable or streaming required per personal preference at additional costs.
- Does not provide cell service
- Because Frontier has connected all of our unserved areas, every home in town will have the ability for Wi-Fi calling at home, which provides phone service through the internet even where cell service is unavailable.

# Is the reason you would sign up for Frontier fiber service because the monthly cost would be less, or do you need fiber to run your business or home?

- 36.08% Yes, if cheaper, I would sign-up
- 14.43% I would sign-up for Frontier because I need the higher speed to efficiently run my profession/household.
- 45.4% I will not be signing up for Frontier
- 1% "I'd like to see bids from other service providers and choose the best deal"
- 1% "And if Frontier proved to be reliable"
- 1% "I would wait a few years to see if the service is reliable and affordable"
- 1% "Doubt it would happen because of my long driveways"
- 1% "I would be willing to try Frontier"
- 1% "I believe FV should think about it's future and take this relatively inexpensive option to be wired for fiber for all residents"
- 1% "I would have to look at the services and see if it's a better deal than what I already have, but in the future, it might be the way to go"
- 1% "I would signup to not lose power during power outages"
- 1% "I think we do need fiber but not with Frontier/this arrangement"
- 2.06% "Not sure if I would, depends on several factors/ Undecided"
- 1% "This is not a relevant question to a community equity issue"

# Were you aware the town is eligible to apply for State grants for fiber installation to help fund this project?

*No date has been set for the grant cycle but expected payouts are 2024, 2025 and remainder in 2026.*

- 47.7% YES
- 36.9% NO
- 10.8% MAYBE
- 1.5% "100% grant"
- 1.5% "Of course, the better question is when and at what % likelihood would FV actually benefit from such grants".
- 1.5% "This is a leading question. Is the town prepared to provide a financial guarantee on funding availability and eligibility".



# Do you feel we should wait a year before discussing this? To both see how Frontier performs and outcome of State grant funding?

- 60.4% Yes – wait a year then regroup
- 12.08% No – we should do it now.
- 21.97% No – we should not do it at all at taxpayer expense
- 4.12% “Not enough information to decide or don’t know”
- 1% “We should be more organized, proposal constantly changing, should have been negotiated better”
- 1% “This should be fully investigated regardless of how long it takes”
- 1% “This does not seem to be urgent, from what I have followed in public discussion. Would like to see what funding is available and what Frontier provides.”
- 1% “I am happy with my Comcast”.
- 1% “I am torn between answer 1 and 3 above”
- 1% “Would like to know more about grant opportunity – How specific is it, what strings attached. There was fed grant specific to Broadband, but it ran out practically before anybody knew about it. I wouldn’t delay the project but would look to grant money for reimbursement”.

# Should the Town seek additional project cost bids from other companies (ie, Xfinity, Optimum, Starlink, etc) to install fiber optic internet to the homes on the excluded list before a decision is made?

- 46.4% Yes
- 20.6% No
- 28.9% Maybe
- 1% "We shouldn't seek, the companies can offer"
- 1% "And wait to see what State funds earmarked for broadband will be available"
- 1% "I feel other companies will charge just as much"
- 2.06% "If the utility companies felt it was profitable, they will approach the town on their own"
- 1% "If they want to, sure. I'm happy with my Comcast"
- 1% "I am more comfortable waiting until one of these providers supplies the service for free"

# Do you intend to sign-up for Frontier Fiber Internet when available?

- 15.5% Yes
- 46.4% No
- 28.9% Maybe
- 3.09% "Unsure of what is being offered/will compare/too many unknowns"
- 1% "On excluded list but would if I could"
- 1% "Already have it"
- 1% "Probably Not"
- 1% "If it is less expensive (would sign up)"
- 1% "Up to spouse/partner"

# If you **oppose** the project, what is the reason?

- 46.4% The cost
- 49.5% Taxes will go up
- 46.4% Uncomfortable with Frontier's reputation
- 41.2% Every home in town will have access to high-speed internet - this is providing a 'want' and not a need.
- 43.3% Frontier is a for-profit and we should not be contributing toward corporate profits.
- 18.56% I do **not oppose** the project
- 1% "Definitely conflicted on this - so many horror stories about Frontier phone line maintenance, etc."
- 1% "Apply for State grant funds"
- 1% "Other options need to be explored"
- 1% "Still not sure"
- 1% "In the next fiscal year State funding earmarked for Broadband will be available and FV would more than likely qualify. We shouldn't be paying for any of it when an option for funding will be available. I say wait until that time"
- 1% "Frontier has a horrible reputation....have seen their work and it is not good"
- 1% "We are struggling to pay for oil, electric food. We do NOT need our taxes going up"
- 1% "Frontier wants our business...they should connect on their own dime"
- 2.06% "I do not have enough information" and "need more details spelled out"
- 1% "I do not wish to finance a utility company"
- 1% "As long as the cost doesn't affect me, I am fine with it"
- 1% "Why pay for something that eventually will be provided at no cost"
- 1% "The bitterness of poor quality remains long after the sweetness of low price is forgotten" Benjamin Franklin.

# If you **support** the project, what is the reason?

- 3.1% I am on the excluded list
- 17.5% All households should have fiber and cost shared by all.
- 7.2% Do not feel cost is too expensive and benefits outweigh the cost.
- 2.1% I do not feel paying Frontier for the additional install is unreasonable.
- 18.6% As a community, we take care of all of our citizens and everyone should have the option for fiber optic.
- 67% I do **not support** the \$350,000 proposal.
- 1% "I am not comfortable paying Frontier (a for profit company) for their installation costs.
- 1% "Definitely on the fence about this whole idea...feel conflicted"
- 1% "But will go along with whatever the majority of FV wants"
- 1% "Still not sure"
- 1% "I believe that the community should make sure everyone has access BUT Frontier may not be the way to do this"
- 1% "It is up to my landlord to make this decision"
- 1% "I am happy with my Comcast so these answers do not apply to me"
- 1% "Do not support just because of the reputation of Frontier in general"
- 1% "Undecided where I stand"

## Questions for the Board of Finance, Board of Selectmen and Frontier – page 1 – *Additional Bids...*

- Was a bid requested from other companies?
- If not, why not?
- Can we get quotes/bids from other companies?
- Why didn't we shop around like Sharon and are just having Frontier shoved down our throats?
- Why aren't we waiting (1-2 years is fine) to get at least three competing bids from other providers?
- Why is Frontier the only company providing a bid?

# Questions for the Board of Finance, Board of Selectmen and Frontier – page 2 – *Why pay Frontier?*

- Why should a small town pay for the costs of installing the lines for a fiber network. Frontier grossed 5.8 billion during 2022, they can surely front the cost to run THEIR lines for something that will increase their profits.
- Why is Frontier asking the town to pay when many citizens do not need the service?
- Why are we still discussing this? It is Frontier's product, they should foot the bill entirely. Why should we as taxpayers, subsidize a large corporation?
- In one meeting Frontier said they wanted us to be the first small town that they help, then they should be installing the whole town for free/themselves.
- Why should taxpayers pay to support Frontier?
- Why are we even considering funding a for-profit company?
- How can you possibly justify giving tax money to a for-profit corporation when we don't even need a faster internet service in town?
- Why are we paying for this? If they want to install the service and profit via fees, let them install at their expense.
- Why do we need to fund a for-profit business and why are they trying to use scare tactics of not stringing lines to get \$\$\$. If Frontier wants to make more money, they will try to get every household in time, without any cost to the town.

# Questions for the Board of Finance, Board of Selectmen and Frontier – page 3– *Why not wait, etc*

- Why would we pay for something we already have or can already get – high speed internet? It will eventually be standard and installed for free.
- Why aren't we waiting to apply for funding to help defray the cost?
- What is the rush? Wait a year and let their reputation prove itself.
- Is there a specific reason that urgency has been placed on funding the project now as opposed to waiting for grant possibilities?
- Is there a significant savings offered by acting now or a significant penalty imposed by not doing so and pursuing grants?



# Questions for the Board of Finance, Board of Selectmen and Frontier – page 4– *For the Selectmen*

- Why weren't all the facts presented? Why has the actual cost not been presented properly?
- Can a clear list of facts, not opinions, be generated and provided to all residents so that a fact based decision can be made by each resident?
- Why would the First Selectman sign a non-disclosure agreement with the company? He is supposed to represent Falls Village. Isn't that a red flag given Frontier's reputation?
- Why does this process profoundly lack transparency?
- I would like honest answers to questions from the Selectmen.
- Why are we even considering Frontier at this stage of the game? It has been botched since day one and contrary to what the First Selectman and EDD want to tell you, it is not a fantastic deal.
- Why are we even considering a company with a lousy reputation that has not provided a straight forward proposal?
- Why have our Town Leaders not made it clear and shared publicly that our EDD made \$134,000 as a consultant for Northwest Connect? Does the EDD stand to make money off of this deal?
- Why do this when high speed internet is already available? What is the need?
- What are other towns in our Region doing?
- Would the town be willing to spend the money on anything else?
- Specific ways we will benefit from this? Any downside to this?

# Questions for the Selectmen, Board of Finance and Frontier – page 5 – *For the Selectmen...and BOF*

- How many homes on the excluded list already have high speed internet that they are satisfied with?
- How many houses on the excluded list that Frontier is requiring us to pay for, are committed to signing up for Frontier?
- Why raise taxes? What is the effect on the Mil rate?
- None of this is a necessity - Why do we have to pay for wants?
- Will the citizens of Falls Village have the final say on this proposal? What are our rights in this decision?
- Will absentee ballots be available for residents who are out of town?
- Will this issue be brought to a town vote, if yes, when?
- How will this cost be financed?
- Make sure what is available to some is available to all, what is the real spread around cost?
- What is the added tax burden per \$1.00 we pay?
- Approximate cost for an average household? Projected real cost to residents?
- The latest exact coverage proposed and the cost.
- What will be the anticipated tax implication per household in dollars relative to each \$1000 paid in property taxes?

# Questions for Frontier – page 6

- Why do the number of homes keep changing?
- A complete (detailed) explanation of exactly why homes are excluded and how \$350,000 cost to include them is calculated.
- Why is the cost for 11 +/- miles the same as the cost for 5+/- miles?
- Why are certain parts of town excluded when equally remote/populated areas are being provided?
- If we don't authorize the funds for the excluded homes, will Frontier still be available for those with access to it and want it?
  - If so, when? Keep calling and its not available yet.
- Is Frontier free to residents?
- Will Fiber improve my service? Why would I switch from Comcast? Just how fast is the proposed speed?
- What are the costs to residents from lowest speed to best speed offered/per month?
- After the \$39.99 teaser price expires, now much will internet cost per month?
- Is the \$39.99 offer still available?
- How long do we have to wait for Frontier service?
- Will homes currently served by Comcast continue to have phone/TV/Internet?
- Is Frontier upgrading Canaan Mountain regardless of town vote because they received a grant?
- What is the cost per foot to hook up a house more than 500 feet from the road?
- Please provide greater clarity on the cost/process to hook up residences.



• THANK YOU!