

## Q5 All users, please let us know if you have any thoughts you'd like us to know about.

Answered: 68 Skipped: 95

#	Responses	Date
1	i am really tired of Bell's high prices for internet, land line and TV. almost @200 per month and i do not stream or watch anything	5/18/2015 8:10 AM
2	bell won't supply fiber optic high speed because of terrain, but highway 105 has been redone twice in 20 years, so why can't they lay the cable from Wakefield when they repair the road, cell towers don't reach in valleys between mountains	5/18/2015 8:04 AM
3	I Would like to know if another company than Bell provides service in edelweiss?	5/17/2015 9:58 AM
4	The future is here with increasing streaming, etc. .. need for more capacity.	5/17/2015 9:02 AM
5	Very frustrating to look across the river from my house ... where folks can get DSL. Nada on our side of the river once you're past Mahon. Cocego came through here telling us that they would be offering their services on our road. They were trying to sign people up right there and then. But they never brought anything here.	5/17/2015 9:00 AM
6	Bell DSL has proven very reliable, very happy with the service...alittle pricey though?	5/17/2015 8:43 AM
7	Require service to be more consistent. Upload capacity is often wavering and service jams	5/17/2015 8:43 AM
8	I'm not sure if I've already done this survey or not. Leaky brain syndrome.	5/17/2015 8:35 AM
9	I find the turbo stick service slow and undependable (and expensive). I will be looking for another option when my current contract runs out.	5/17/2015 7:44 AM
10	Although we have Bell, I would not describe it as "high-speed" nor is it reliable. The phone lines in our area are old and very unreliable. I am constantly contacting Bell but what is really needed is for Bell to upgrade our lines or for a better, more reliable solution to be found.	5/17/2015 7:16 AM
11	- so far (6 months) I'm happy with Cogeco.	5/17/2015 7:11 AM
12	We are on Bell, apparently the reason for our poor internet is being too far away from a main signal. We're on ch des sentiers. It's such a poor excuse.	5/17/2015 6:12 AM
13	Would love to have access to fibre to node or cable.	5/17/2015 6:09 AM
14	Bell satellite is to expensive with there flex plan the only one available in our area	5/17/2015 12:06 AM
15	As I understand it digicom was given the contract by the municipality to upgrade and expand access to higher speed internet in the area, neither has been done in my area.	5/16/2015 9:41 PM
16	Would like things faster	5/16/2015 8:20 PM
17	Hi Pablo - Our community banded together to get fibre optic installed by Xittel - when Bell and other providers had little to no interest at all in servicing rural areas. This was about 7 years ago, I think. Xittel, a QC company, was new and keen to develop the infrastructure with fibre optic, as long as we were able to get 80 households to sign up at a cost of \$500 for initial installation, which included setting up the fibre optic system from scratch. Subsequent folks who signed up were charged about double the initial buyers' price. There were two levels of the package offered 16G or 100G - with pricing reflecting difference. Over usage charge was something like \$6-7 per amount (I think this was 1G, but cannot recall for sure). For the most part their service has been very quick and reliable, but a few times it broke down and left us stranded. Recently, there have been no problems at all - and I believe they upgraded some FOTH connections or lines (Fibre Optic to the House). I was able to get them to bury the cables on my property, which they had not done with other homes. Overall, I am very pleased - I hope this helps! Cheers Louise de la Gorgendiere, Eric Cross, Bell Lake (neighbour of Ruth Salmon)	5/16/2015 6:51 PM
18	We'll get high speed Internet when they install cable T.V. Ha, ha, ha. It is to laugh. Bell sucks.	5/16/2015 6:38 PM
19	I have excellent service from Bell. high speed and no problems	5/16/2015 5:14 PM
20	I hope the Cogeco continues to expand the cable option in the area. It would give residents more choice for not only internet but also television and VOIP.	5/16/2015 4:32 PM

21	xittel has been very good - two homebased heavy internet users with 2 streaming kids - all good for several years. occasional outages always seem to be dealt with efficiently with helpful and honest staff on the 1888 line.	5/16/2015 2:22 PM
22	It would be nice to extend 'cable tv' internet throughout more of the municipality, although folks may not be interested in the TV part of it.	5/16/2015 1:30 PM
23	I'm on the lowest plan, but don't use half of it, but I'm still paying for it.	5/16/2015 12:54 PM
24	My internet is horrible. We are really too far for the switching station to get fast dsl..but I have to pay the top price from Bell to get the upper tier for bandwidth.	5/16/2015 12:05 PM
25	Service is very slow!	5/16/2015 11:49 AM
26	We have internet living right in Wakefield, but it's very slow, and driving 10 minutes to the cottage past Lascelles makes it so that we can't get internet and cell reception is non existent either.	5/16/2015 10:43 AM
27	What will be done with the this data?	5/16/2015 10:24 AM
28	We habe explorenet which is awful... A rip-off, Feels As slow as dialup. Is expensive and cant work from home cause too slow. Cant wait for the contract to end. High time we could get decent internet around here.	5/16/2015 9:06 AM
29	It is frustrating that we live very close to the Nation's capital but we cannot access high speed internet. Also it is frustrating that the cost is so high compared to what is available to others. It is limiting to our region to not have dependable, market-rate high speed service available to us and I feel that it is basic infrastructure - like roads - that we have a right to have. It should be funded with the assistance of taxpayer funds and funds from the hugely profitable telecom companies.	5/16/2015 8:27 AM
30	Not happy with Satellite internet; it's slow at times, you have to shovel snow, and its expensive.	5/16/2015 8:16 AM
31	Our internet with Bell near Geggie/Des Sentiers is terrible.	5/16/2015 8:16 AM
32	I have 2.0 Mb DSL. There is fibre on the 366 200 yards from my house but does not come up Geggie. The cost from Bell is rediculously high.	5/16/2015 6:35 AM
33	You can't call our DSL high speed. At best it gets 1Mbps. But that's at best!!! When it rains, if there are other people on the line, over summer (relative to winter) it drops markedly - often to 0.3Mbps or thereabouts! We are apparently in a dead spot for the roll out of fibre by Digicom that the municipality is supporting. The rest of our neighbourhood - Geggie, Sources,Falaises is - but Sentiers somehow got left out. This to me is ridiculous .... let alone the fact that there has been no progress on that roll out for over a year .. Craig Wadsworth	5/15/2015 11:22 PM
34	Many of us who did not get Xittel at the beginning are finding that they are dragging their feet to add us to their service. Requests have been ongoing for over two years. Perhaps municipal incentive could help. Bell Turbo hub is very expensive and slow.	5/15/2015 11:06 PM
35	We are happy with Xplornet, but more opions would be good	5/15/2015 10:36 PM
36	Would go with whatever is faster and cheaper.	5/15/2015 9:44 PM
37	We want DSL!	5/15/2015 8:45 PM
38	Would like faster but not to pay much more	5/15/2015 8:20 PM
39	I wish we could get Bell internet here, and avoid the dishes all together.	5/15/2015 8:16 PM
40	High speed service has repeatedly been identified by all levels of government as a high priority issue but little or no action has been taken or, if action has been taken, there has been an lack of communication.	5/15/2015 8:10 PM
41	Reliability issues in this new age of constant contact are frustrating,embarrassing,costly...it seemstheworld expects perfect...so pls deliver.	5/15/2015 8:09 PM

42	As mentioned on FB: Mike Mc G Rath High speed Internet should be a basic commodity. \$300k houses don't sell in this area due to the horrendous costs associated for an Internet connection. Even if you fork out the money through your nose, it results in a pittance of usage and a rate that makes snail racing seem like fun! 12 mins · Like Mike Mc G Rath Whatever happened to the \$3M our region gave to Digicom, and what was the result of that? What was the reason and executive decision to give the money to a company that has it's office 8 hours from here, when Wakenet *had* the infrastructure, clients and were supplying service? 10 mins · Like Mike Mc G Rath Could we possibly transition our little village from an economic model of a seasonal, tourist based economy? That is, the "Little Engine That Could", to that of the true economic juggernaut by laying a 21st century lightpipe highway, that would bring business that employ full time and pay people salary, with benefits? ..Why not keep both? Maintain our lifestyle, as well as promote (eco)tourism, and have proper infrastructure that would lure businesses to this region? (Yeah, that's right, I'm talking about fibre!)	5/15/2015 7:07 PM
43	Xplornet is unreliable and very expensive. Sometimes we can't get into our email. The speed fluctuates. We pay \$100 / month. We have home-based businesses and we NEED better internet service	5/15/2015 6:54 PM
44	I think the Xittel experience is a good example how to go from dial up to fibre. In our case we needed 40 people in our direct area to sign up for a year and also be prepared to pay part of the installation costs. But well worth it considering there was only dial up available at that time. As far as I am aware there was no municipality involvement in getting high speed internet here.	5/15/2015 6:19 PM
45	We find the Bell Hub works pretty well but we'd like to have something more affordable and something that could provide us with Netflix, for example.	5/15/2015 6:00 PM
46	We pay crazy \$\$\$\$\$\$ like \$1000's a month on internet it would be nice to have high speed	5/15/2015 5:44 PM
47	it seems that our home is about 1 km too far from the Bell Station, and they (Bell) will not improve their Infrastructure. We live 30 km from the National Capital and have no service! As an Example: In a small Yucatan village of less than 1000 Inhabitants there was wired high speed Internet Service.....go figure....?	5/15/2015 5:32 PM
48	We'd like to move away from Digicom - unless they can bring a better "high" speed, as they said they would. Still, regretting Kingsley's not being given the opportunity to take this on!	5/15/2015 5:12 PM
49	we had an xittel line installed down my road, but it was too expensive for me, and it also ties us to one company.	5/15/2015 4:59 PM
50	would like to know final results....	5/15/2015 4:45 PM
51	Cell data through Bell is very expensive. I have been looking for a less expensive alternative for some time.	5/15/2015 4:28 PM
52	Very fortunate to have high-speed (Xittel fiber), but at high cost and low bandwidth caps. Would be nice to have DSL options (which I don't think are available in my area...)	5/15/2015 4:25 PM
53	Prior to switching to xplornet, was with Bell. But speed became so slow that it was useless. Had 3 Bell technicians out, all said the same thing: too far away from switching box, Bell refuses to fix it. Contacted Videotron several times, was told they don't have permission from the town to run cable. Current xplornet service is OK, but still too slow for VPN in order to work from home. Would definitely like and support faster and more reliable internet	5/15/2015 1:34 PM
54	I'm with Storm (DSL) and they are amazingly good. Never have problems, they are great to work with, and they are a local company (Ottawa). Would highly recommend them. We pay \$407 per year (+tax) for a download speed of 6Mbps, upload speed of 800kbps, and unlimited throughput.	5/15/2015 1:32 PM
55	I use a Bell TurboHub... as far as i know it is the only service i can get besides dial up.	5/15/2015 12:02 PM
56	Been waiting 20 years. Bell always says within 6 months.	5/15/2015 11:41 AM
57	It is awfully slow, too slow for me to work from home.	5/15/2015 11:29 AM
58	High Speed for all!	5/15/2015 11:19 AM
59	It would be great to see better, and further reaching, high speed in this area. It was an impediment to is moving here 2 years ago, as I often work from home. We had to wait to find a home in an area with service, and eventually move to Edelweiss because of the high speed here	5/15/2015 11:15 AM
60	I pay for 5 Mbps but routinely only get 1 Mbps. Ultimately rural customers subsidize urban customers because it costs the same but they get better service because of a greater density of people.	5/15/2015 10:53 AM
61	Would love to see Videotron in the neighborhood. We've used them in the past and they have excellent customer service.	5/15/2015 10:45 AM

62	we are 25 minutes outside the nation's capital. We should have reliable and affordable high speed internet....for a MILLION reasons. ....not the least of which is that more and more government wants us to access everything online	5/15/2015 10:28 AM
63	Personally find it ridiculous that I don't have access to high speed lines when I'm this close to the Nation's Capital.	5/15/2015 10:07 AM
64	I have dsl but very limited - line has a capacity of 5Mbps max download, which in actuality translates to about 4,40-ish Mbps.. Took quite a bit of back and forth with ISP and several visits by a Bell technician and adjustments to the lines outside to get it to that. So, just because ostensibly one has dsl, doesn't imply it actually functions as it should. Need major overhaul to the broader infrastructure out here. :) great idea to do this survey btw.	5/15/2015 9:51 AM
65	We switched to Cogeco because all Bell has to offer for our area is 5mbps which is quite ridiculous considering the size of their company and compared to the 55mbps we can get with Cogeco. Teksavvy is available here but is actually more expensive than Cogeco for the same services... which is bizarre considering that they are a TPIA. Teksavvy charges us the same price for unlimited 55mbps as they do Ottawa for 100mbps unlimited.	5/15/2015 9:46 AM
66	Lack of speed is a big issue, while I am connected it's a crazy slow - yet I have very few neighbours to burden the lines.	5/15/2015 9:38 AM
67	We would love high speed internet at home, but the only reasonable option we have is cell data. So we keep satellite TV, and a cell data plan. If we had high speed we would get rid of the TV (I hear netflix is awesome...).	5/15/2015 9:37 AM
68	I give two thumbs up for Teksavvy in Edelweiss.	5/15/2015 9:32 AM