

Not in MidCo Territory

Frontier	3	Speed of Frontier is not adequate. Bigger problem with Frontier Customer Service and reliability. Would gladly pay more for better Customer Service, Reliability, and Speed
Frontier	4	SLOW, only one person can be on internet at a time. I had to upgrade our cell phone so we could have unlimited and hotspot so my kids could BOTH do homework. Costly and ridiculous
Frontier	9	Terrible customer service, deceptive selling practices of what is available and then once you pay for higher price they state it is not available yet, outages reported but denied by frontier
Frontier	10	Our only choice is Frontier and we have actually talked about moving just in order to get better internet quality. I have a home office and it just is not working and keeps getting worse.
Frontier	15	We don't have enough bandwidth and the service is very unreliable. National customer service is horrible. We want Midco!
Frontier	17	I frequently drive to town and use my husband's T1 line to upload video files. I have sat in my car outside his office at midnight, to upload files for a client. A file that would have taken 14 hours from home, takes 4 minutes in town.
Frontier	22	Our current home provider is Frontier and we are one of the fortunate ones who have recently been "upgraded" to up to 25 mbps. Service has been generally reliable since then, although overall it is still much less than desired. Our office internet is through Midco and we have had excellent customer service and speeds with no issues for 5+ years at a cost less than what Frontier charges.
Frontier	31	I can't find on my bill where it says what speed we are paying for/supposed to get. Frontier is the only option for us at our address, and I do know that the speed does not keep up with TV streaming/internet/gaming. We only have 3 of us in the home, two typically are watching the same TV, and one might be gaming, and the TV often pixelates and lags. We have had frequent outages as well - there was an outage last night for several hours with no obvious weather events occurring...? It would be great to have more options - or even one other option. It's kind of a hostage situation the way it is - we are completely at the whim of one company's service and pricing.
Frontier	32	Terrible. Only option is Frontier. Internet speeds are frequently WELL below what I am paying for and many times there is no service at all. Customer service is also a joke with frontier. Instead of actually being knowledgeable and know how to troubleshoot properly all they do is read from a script and recommend sending a technician which usually is a week out at best. In the past I have had Midco, comcast and Cable one, all which have been FAR superior in both products and customer service. Frontier is just plain terrible.
Frontier	33	It is always slow. We can never even watch a video w/o it stopping, jerking. Often impossible to do online research due to slow loading.
Frontier	34	Since the Frontier upgrade, my service has been much better and very stable, however it's still an extremely poor value compared to what is offered in Minneapolis. Additionally, it's my only choice.....which surely means that I'm paying more because there is no competition, thus my provider is a for profit business with no incentive to keep pricing reasonable and every reason to price gouge.
Frontier	39	Absolutely terrible
Frontier	40	The Internet is horrible. I am always telling people how bad it is and slow. I work out of my house and half the time I can't do anything on the computer because its too slow or not working at all! I have to reset it a lot and when I call for help from Frontier there is usually long wait times and days sometimes for people to come to the house and check. None of my home automation products work well and I can not stream anything half the time without major buffering!! We nearly moved away from Scandia because of the bad internet and not being able to keep up with the world we live in. Being able to get fiber optic cable to our house would make such a difference both professionally and personally.

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Frontier	43	For many years we have experienced slow internet speeds. Tech after Tech after customer service call after customer service call to identify the problem. After the last tech came to our house - we were told that our entire box that supplies the internet speeds to our neighbors has been provisioned to a 2mb speed each house. Because the lines are so old and the updated services do not travel through the older lines appropriately. If frontier did not provision the speeds, our house would take the majority of the speed (being the closest to the box) and all of our neighbors would be left with no internet at all. It is extremely hard for a household of 6 to conduct any homework; or business with this type of service.
Frontier	44	they suck
Frontier	47	Frontiernet has been horrible for the past 12 years, time for a change
Frontier	52	Frontier-plain awful. Poor customer service-poor internet capabilities-I need adequate reliable service for my home business.period.
Frontier	59	Only one and sometime two of us can be on the internet at the same time. My son's uses our phone data to download and play his game through hotspot. Otherwise he can't play games online with friends. We cannot do any on demand or streaming moving.
Frontier	60	It is very frustrating!
Frontier	61	Too many to list. In general: inconsistent speeds, poor customer service/communication, lack of follow through of service calls, lack of follow through with promised speed upgrades,
Frontier	66	It used to be a lot worse than it is right now, but continue to have breaks in service. I can't trust I will have internet all the time. I was trying to pay a bill on line one time and late at night. The response was at Frontier to go to the library & use their computer. I told him the library was closed. He/she was dumbfounded that a library would be closed. Where do these people who answer the phone live? I have more stories about Frontier.....
Frontier	68	Frontier is good most of the time, and has become better in recent years. However, they are the only option for high speed internet where we live. Another option and some healthy competition would be great.
Frontier	69	Since I'm doing this on my phone I will make it short. It's been years of horrible and frustrating service from Frontier in every way imaginable.
Frontier	70	We have had what one brother called "Dribble-net" service for the longest time. We called the Frontier office on several occasions about wires and equipment hanging from out trees and they said they would send someone out to collect them. It is still there. etc., etc.,
Frontier	71	It goes out numerous times a day. Have reboot modem frequently. Our frontier phone line has been down for 3 weeks. They said it could take up to a month before anyone looks at.
Frontier	74	Just called Frontier yesterday. Was on the phone for an hour. Couldn't get a service till August 9. Frontier stated that an escalation freeze is in effect for Scandia. Frontier sucks.
Frontier	75	Bad
Frontier	76	Tv and computer keeps dropping
Frontier	77	Terrible customer service, unreliable service that can not support a family of 5
Frontier	85	It has been a rollercoaster of decent and terrible, the internet options right now are not good at all
Frontier	88	We experience frequent outages with Frontier DSL service. We also have frequent problems with speed too slow to stream any type of video content. It seems to be worse in late afternoons and in the evenings. The speed is too slow to transmit large files (heavy graphics) for my business purposes. It really hampered my ability to work from home (for a job I recently left.)
Frontier	89	Frontier has been to my house to fix the problems with our internet at least 10 times in 5 years
Frontier	93	Unreliable, kicked off, if I try to use it I spend at least an hour trying to connect or stay connected. Can't work for I'm home. No streaming capabilities, thermostat disconnects. As more of our lives depend on these connections the inaccessibly from my provider is not acceptable but they seem to be protected. My provider does not meet the services the charge for and as a communications entity I feel helpless as an individual to hold the responsible.

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Frontier	94	I'm so frustrated, I don't think anyone wants to hear about it. It takes me up to an hour just to make one payment online. When I do get a signal, in anywhere from 10 seconds to 30 seconds I'm disconnected, and then it'll come back on, then goes off again. I've had service techs out here numerous times, and all they say is that there are too many people and too many devices and their system can't handle it. They can never find anything wrong, but something keeps interfering with my signal. We used to pay \$40 a month for the Internet, Frontier at least lowered it to \$20, considering the bad service we get. When I run speed tests, sometimes it doesn't even register a reading. It's impossible to stream anything, can't download anything, and my TV tells me that I need at least 0.5 mbp to download a program. I can live without streaming anything and downloading anything, but what I'm having real issues with is the fact that my signal is disconnecting every 10 to 30 seconds on many days and I can hardly do my online banking or bill pay anymore.
Frontier	104	Our internet goes out multiple times daily. We cannot conduct business from home. Frontier's website and customer service are not user friendly.
Frontier	113	Not working all the time and very slow most days
Frontier	114	Frontier is not reliable at all! We have medical equipment hooked up to our Wi-Fi, and if it's not reliable, then we can't have it hooked up, which then insurance says we aren't using it. And we count on our internet for our tv. Just horrible all around with Frontier.
Frontier	119	Worst company (Frontier) ever; systems are down and slow over 75 percent of the time. If the system would stay stable it would be tolerable. Promised one price for ever then did a switch out of the blue to higher pricing. Company would not give recording of conversations to bring litigation against them (Frontier) even when requesting for discovery to go to court. Not a trustworthy company to deal with. Frontier should look at the bonus and pay structure for the top folks CEO, CFO, etc... May a restructure and the FCC hearing will help with that.
Frontier	125	Our Frontier experience has been filled with frustration. We have always experienced crippling low speeds, frequent outages and extremely poor customer service. Every time we have ever called them about this it has been the same old song and dance. They put you through the same steps as though it is something on your end that is causing the problems. That has never been the case. It is always Frontier that is making the issues.
Frontier	130	Internet speed is less than one all the time. Frontier is impossible to get in touch with. I would be interested in joining a class action for a refund for paying for high speed service that I have never received. This is the 21st Century. We need public involvement in getting our internet service up to par just as surely as we needed public help getting electric and telephone to rural areas back in the previous century.
Frontier	133	Absolutely frustrating. Pay for high speed which is only 12mbps, if we get that. Frontier has said we were eligible for upgrade to 25mbps. Scheduled 3 appts so far, they haven't showed at any, and don't bother to call and say they aren't coming. Turns out not enough ports available, can't be put on a waitlist, they can't tell me when two are available, have to schedule an appt to find out. Worst customer service I've ever experienced!
Frontier	134	I work from home at least twice a week and provide 24/7 support for the company I work for. I some times have to drive to my office in Brooklyn Park when the internet is not working and I have support issues in the middle of the night I have to resolve. We have had Frontier cancel service calls on us 3 times without letting us know they cancelled on us. I made arrangements to work from home those days and wasted my time. We were on the internet upgrade list and never got upgraded this has been the past 2 years. Frontier has the worst customer service I have had to deal with.
Frontier	137	Slow speed, intermittent service, poor customer service.
Frontier	138	We have found Frontier to be generally slow and frequently unreliable. To make matters worse, their customer service is terrible. It is frustrating and almost impossible to work from home.
Frontier	144	Frontier has disappointed so many times I have lost count. Their product and service is terrible. Midco is not an option at my address. I want another option!
Frontier	149	Due to lack of reliable internet I have had to mostly stop telecommuting, we had to get a hot spot so that I can get online when necessary. Quite often we cannot be online at the same time either.

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Frontier	153	We use Frontier as our internet provider and experience consistently slow and unreliable service. There will be times that the internet is so slow that we have had to go to the Scandia Community Center to do business. Clients expect a consultant to be able to be up-to-speed and instantly provide information. We can't do that when the internet is so slow. We have 2 businesses and homeschool our daughters. When all our devices are on, we notice a marked decrease in the speed of the computer and ability to access information on the internet. This is very frustrating.
Frontier	155	We have ongoing issues with Frontier. There are days where it's spotty service and the Internet is really slow (2 people can't be on a computer and Netflix at the same time). I've called numerous times over the 17 years we have lived in Scandia and it's never gotten better. While Frontier says that I am getting the speeds that I should, I feel that it is horrible service and very spotty, slow and unreliable. I work from home and we have a business which makes it imperative that we have good Internet service, which we do not. I'm extremely frustrated by the amount of money that we pay and the service that we do NOT get. I am grateful that the city is undertaking this and hope that it will have a positive impact on our Internet service. Thank you
Frontier	161	We moved here 2 years ago and have had horrible experiences with our internet. I run my own business and cannot work out of my home and my husband telecommutes from home on Thursday's and Fridays and is lucky if he is able to function thru a full work day without losing signal numerous times.
Frontier	165	In answer to your question "likely to change provider" I answered not likely as the best option given. Depends would be the best option, depending on the speed increase vs. the cost. What is most important is reliability. Most of the day the other day my speed limped along at 1 to 3 mbps. Although not frequent it is not uncommon, and occasionally will have no service.
Frontier	166	Currently have slow Frontier at 1mbps. Tried Hughesnet but they do not support a VPN for telecommuting. Midco wants \$5,000 and a three year contract with TV/internet/ phone to hook us up. Tried Sprint hot spot but too expensive as we burned through \$80 of days in data in one week. Very frustrated.
Frontier	170	Moved from StP last year, was never too fond of Qwest, but Frontier was unbelievable..1st they lost the entire activation order, then they didnt send a modem, I orginally got a land line w/ unlimited long distance, my first bill had itemized long distance charges, cust serv said only the 1st half hour was unlimited and the rest was aper minute fee. Dropped landline and agreed to a 2 yr internet contract, the service often sucks
Frontier	178	Slow, unreliable, inconsistent internet is the norm through Frontier, which is our only choice besides satellite. We've even added a second modem and haven't seen much change. Now we have two slow computers/networks! We actually would switch back and forth between them at times to get my son's online schooling done. My husband often works from home and has struggled greatly trying to connect to his work. We are also mostly unable to use wifi for our phones because of slow service, and without an unlimited data plan, this is a predicament. DEFINITELY not getting what we are paying for.
Frontier	184	I telecommute so rely on my internet daily. I have to reset my modem a minimum of 5 times a week. Sometimes it's 5 times a day. At that point I have to use my mobile hotspot. Want to stream tv at night?? Good luck. If my kids are streaming videos I can't work at the same time. And my husband can't telecommute because the files he needs to work on don't download with our speeds. It takes 4 hours to download a 3GB movie. Frontier constantly sends marketing material saying we are eligible but when you call we are told "the lines are too old" and need to be replaced before they can offer higher speeds. We built a new house 2 years ago so our speeds improved from 1.3mb download speeds to creeping up to 3mb on a good day. This is ridiculous. I've tried calling Midco to see if they would extend the lines. We are a half mile away from the lines at Bone Lake and a couple miles from where it's available in town. They said they won't extend it because there aren't enough houses in the area to justify the cost.
Frontier	185	Extremely spotty wireless internet. Have lived here for 12 years and it has gotten worse. Have to reboot the router a few times a day. Frontier claims there is nothing they can do about it. Can't work from home without using my hotspot on my phone. Overall terrible.
Frontier	189	I teach online. I would consider our internet to be somewhat unreliable. It doesn't go out every month, but every couple months, sometimes for a few days.

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Frontier	190	It's awful. Going to try switching to satellite.
Frontier	193	Scandia should not be in the internet promotion business. Scandia govt sb working with state federal and county to improve svc and prices. Lake Cty in northern MN took on the role of providing high speed internet for its residents and it nearly bankrupted the county. Scandia should not force people to subsidize others for internet svc. Scandia govt has a simple role - roads, public safety and protecting the environment. Nothing more, not internet svc.
Frontier	194	Frequent interruptions of internet service, I teach online so this is a real problem. I sometimes have to use my mobile hot spot on my cell phone to complete tasks.
Frontier	195	We spent over 20 hours on the phone to get the newest service available from Frontier. It took us 5 to 6 appt. that would often be canceled to get the service, it was stupid!
Frontier	198	Just never works when I need it. Very unreliable
Frontier	205	Frequent times it is unavailable or too slow to allow telecommuting for my job. Every night streaming is unavailable for at least a short time due to slow download speeds or inability to access any service. No viable satellite or cellular based options are fast enough or cost effective enough to be a solution. I would pay double or triple the current price to get reliable fast internet. Paying for speeds that aren't even attainable makes me sick every month the payment goes out.
Frontier	208	It is a constant fight with Frontier, it is unacceptable in 2018 to not be have reliable internet. Between working from home, school kids needing access to homework and for personal use, Scandia NEEDS better.
Frontier	213	Great survey put together by a great committee!
Frontier	216	My experience is similar to most City residents. Frontier Communications is the only ISP available to me. I have a package which bundles phone and internet through a dsl connection. Our household typically used the internet connection for paying bills, e-mail, shopping, streaming and telecommuting. With the increasing demand for broadband, there is only enough broadband available to pay bills and check email. We have canceled streaming services because most of the time there is not enough bandwidth available to watch anything through our connection. I do not telecommute from home any longer and must drive to the office in the cities or work from a cafe somewhere outside of Scandia, because even the Scandia Cafe has limited bandwidth and experiences regular disruptions to the connection. It is simply not acceptable to pay for a service only to have it work 50% of the time or less. Our internet connection is completely unreliable. The only reason I haven't canceled our internet service with Frontier is that in today's modern society it is absolutely necessary to have access. I sincerely appreciate the work being done by this committee to improve the service to our area. I am happy to contribute in any way I can. Sunrise Township, Chisago Co. was recently successful with their Broadband Initiative. I hope we can drum up the support needed in our community to experience the same success. Thanks again
Frontier	218	Please do not tie us to a company that does NOT care about customer service and care. Waiting 2 weeks for service problems is NOT acceptable. No more monopolies please.
Frontier	219	Horrible unrelated able internet and customer service, technicians are good
Frontier	222	Unreliable
Frontier	224	Intermittent service or non at all. When I call, customer service reps are rude, so I have just given up even complaining.
Frontier	225	We utilize Frontier to run out two businesses. We waste numerous hours per week waiting for poor connectivity. Our speeds are good but apparently there are too many people on the line.
Frontier	226	Internet service works intermittently and is slow. We depend on our WiFi connection for cell service. Because of the poor internet service, our cell phones are often worthless because we cannot use them. There is not enough signal strength to use them without WIFI, that is why we have cell phones that have WIFI calling.
Frontier	230	Was bad for many years, now better with upgrade from Frontier. Not optimal, however.

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Frontier	231	Frontier has been absolutely TERRIBLE. Many outages. Often when it rains we lose service. Frontier denies rain has anything to do with it. We have had three modems fail and replaced, all from Frontier. The density of our population here in Cedarcliff is such that they are not interested in improving our service. Frontier has a device called an ADSL Loop Extender. They will deny having it but if you press them, they will install it. Supposedly it speeds up service. It does a little, but we are still slow: 4.6 up and 0.42 down. We are way behind the rest of the world.
Frontier	233	Frontier sucks
Frontier	237	As a retired customer service director for a major corporation, I say I have never encountered a worse customer service ordeal than what Frontier put me through to get from 1.75 - 3.0 Mb/s to our current 3.5 - 4.5 Mb/s. And at that current speed we are borderline for streaming most video.
Frontier	241	Even though I pay for 5/1 service, I'm lucky to get even a tenth of that at times. Frontier has no interest in building out their infrastructure, and even told me I can't bond more than one line together if I were to get another line of DSL service. I have a Verizon hotspot with great speed, but it's very expensive and the data is limited. Please contact me if you would like additional information or opinions on anything.
Frontier	242	I upgraded with frontier service last December. Since then, works well. With the exception of the price, which seems expensive.
Frontier	247	Frontier has been the worst provider for being reliable, we usually get spikes of high ping out of nowhere, its inconsistent, and very expensive and not a competitive price at all, and the customer service is also very horrible.
Frontier	251	We have been frustrated for years and the response time and the attitude at Frontier just keeps getting worse.]We don't stream Netflix, Amazon, Apple, Hulu because it is not worth the aggravation. At the busier times of the day, the internet service is so jammed, you can't even get on. Frontier has gotten by with this for too many years and they simply pass us by because we don't have the population density they are interested in. Or so it seems. So PLEASE, give us a solution! Thank you.
Frontier	253	Netflix buffering during movies. FaceTime choppy and pixilated. Service interruptions. I'm at the end of a dead end road. Gas company refused to run natural gas and cable refused to run cable because there are only 3 families to serve. Not enough profit for them. I expect the same answer for my internet service upgrade.
Frontier	257	It sucks! Frequent outages, dropped connections, slower than molasses speed.
Frontier	259	In 2 words, it sucks
Frontier	260	Frontier is the worst company in the nation
Frontier	261	Frontier's service has been so bad that I have ported my phone and fax to get away from there poor service, now I'm just left with terrible internet and even worse customer service.
Frontier	263	HORRIBLE. Frontier is by far the worst company I have ever had to deal with. My blood pressure goes up when ever I have to call customer service. They are rude, have given me wrong information on several occasions and have flat out lied about information they provided to me and the list goes on. The internet service is very unreliable and makes it very difficult to work from home and or to do any activity which requires internet access. On several occasions I have lost money and deals due to the poor, slow service. I am in the process of filing a complaint with the better business bureau and department of commerce because of money they say I owe for services I never received after moving from my previous home in Scandia to my new residence.
Frontier	267	Had extremely poor internet service up until a few months ago when we got the last line available of the upgrades for our junction box. It's been better speedwise, but nothing great at that. Our primary reason for moving to Scandia when we did 6 years ago was to escape extreme levels of high frequency communication pollution, wifi, all kinds of antennas everywhere due to serious health issues for us. I would choose to have the same service as we currently have if upgrades involve any kind of wifi only options or similar, where we would all be blanketed in high frequency communication pollution with no way to opt out of it and get away from it.
Frontier	272	unreliable

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Frontier	273	18 years here...probably not enough room to share the story. Frontier should be paying us at this point.
Frontier	278	Internet varies greatly on a daily basis, and throughout the day. Sometimes we can go for hours without service, and other times it is slow or very good for webmail or email service. As far as streaming capabilities, it is very unreliable and too frustrating to even try.
Frontier	278	Internet varies greatly on a daily basis, and throughout the day. Sometimes we can go for hours without service, and other times it is slow or very good for webmail or email service. As far as streaming capabilities, it is very unreliable and too frustrating to even try.
Frontier	281	We lost both internet and telephone service the 26th of June. Services were not restored until July 11th. Loss of service was due to deteriorated telephone line and a malfunctioning modem, all Frontier equipment. Frontier customer service was EXTREMELY poor!
Frontier	282	We had no internet & telephone for 21/2 week through July 4. We have no cell service where we live. It was there equipment failure.
Frontier	283	Like many others. Service freezes many times per day requiring restart of modem with duration of connection uncertain. Very slow speeds. Have had some recent success adding 2 ADDITIONAL modems with load balancing router and power reset switches on each modem. When connected, it nearly triples speed. Improves reliability but we still see periods where no connection is possible for hours at a time.
Frontier	289	like roads water and sewer, it should be a city priority. wire our city.
Frontier	290	We have Frontier for phone, & internet & Netflix. Our phone works great. The internet not so good. We can't rely on it. It's slow and some days we don't have it at all. Then we don't have Netflix. We have a business, so we have two accounts. When we call in a problem it works for awhile then goes back to being unreliable. So frustrating.
Frontier	291	It is poor service. I often times have to go into Stillwater or FL library to upload work because the upload speeds are so bad from Frontier. I am hoping it can be better.
Frontier	294	Cuts in and out frequently. Can't stream movies without lots of buffering and can't stream 1080 at all.
Frontier	296	Very low quality dsl. Too far from central office. Frequent outages. Hot spot too expensive and will not support anything above low volume use based on data download limitations.
Frontier	299	Unacceptably slow. Frontier is so slow, we pay up for extra cellular data for our mobile hot spot. Also the bad internet does not allow access to reliable internet security.
Frontier	302	Service has been releaible, but it is slow. This shows up when streaming videos and backing up files.It also leads to glitches in my passwords on some sites.
Frontier	306	From July 1-August 18 we had no internet and Frontier wasn't able to help us.
Frontier	307	Have Frontier as it is the only choice but not happy with their service.
Frontier	308	Very slow.....
Frontier	310	We have a router connected to the Frontier modem...the Frontier repair man suggested it and admitted that the modems from Frontier don't work very well....so we have a little better internet with the Router...still very unreliable and frustrating in a regular basis..it is actually ridiculous how bad the internet service from Frontier is.
Frontier	313	I own a web development company and like to work from home. I require reliable and fast internet in order to do that. Also, my family streams our entertainment. Additionally, we are used to having a smart home with Nest thermostat, Nest camera, Nest/Yale door locks and this becomes really difficult with unreliable internet.
Frontier	316	We have lousy internet speed and service. Frontier keeps claiming they are going to upgrade and increase speed ... saying that for several years now.
Frontier	318	Frontier provides poor customer service when trying to resolve internet outages. Days go by with no internet; work orders are cancelled with no explanation. Very difficult to resolve phone line issues.
Frontier	321	We upgraded to Frontier high speed internet in October 2017. Our service has been good. But would like something faster.

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Frontier	322	Slow lose service have to turn off unplug at least once a month
Frontier	334	Frontier is the only option where our Scandia Asphalt Plant is located. It would be great to have other choices.
Frontier	335	I am a web developer, working from home here in Scandia for 10 years now. When we moved here in 2007, I contacted frontier about the slow access speed (around 2.5mbs at that time), and was assured on several occasions that improvements would soon be in place. In reality, my internet speed has fallen steadily over the past decade, and now regularly hovers around 1mbs or less. I have no choice but to regularly use my cell phone as a hot spot when my Frontier connection simply quits working. Its truly miserable.
Frontier	337	Pretty safe. Don't lose connection very often. It is obviously slower with multiple people on devices. Any time I have tried to change things with internet such as upgrading though has resulted in losing whatever internet we had. It took hours to find someone to help and actually fix the problem. We need that access because my husband works from home.
Frontier	346	No. Story
Frontier	348	As a business it is important to have consistent service. Our service is interrupted on a daily basis.
Frontier	349	Incredibly frustrated and feel cheated by the local ISP.
Frontier	366	Internet has been out for a month, frontier won't fix anything in a timely manner, even when working it is slow, and stops working at least once per month for a day
Frontier	371	They're horrible! If anything is wrong it's days before they will address it. They always say it's because lots of people are on the internet but it never adds up. They have the worst customer service dept ever!!
Frontier	373	has improved a bit over the years It was MUCH worse costs too much
Frontier	375	We have logged countless internet access complaints to Frontier Communications since first receiving internet/wifi access since its conception. Multiple service calls, rude and uninformative service calls, countless modem boxes and we have not made one single advancement. Our service has seriously depleted. Most days we have little to no service and constantly having to reboot the system. In addition to paying for expensive service that we don't receive...we pay for unlimited data from our cell phone provider to cover using hotspot access to access wifi. RIDICULOUS. A class action suit is in order tonrecoup the hundreds and thousands of dollars we have lost because of Frontier and poor quality access and service. I heard midco is no better. Disappointing in this day and age. We use this to telecommute for our employers, and college education access.
Frontier	385	Frontier service is very slow and unreliable. If there is an outage it literally takes weeks to fix! There have been so many problems I can't enumerate them all.
Frontier	387	In short I've been a customer of Frontier and have had very unreliable service. I have to upload photos for my work constantly and it is painfully slow. I have to send one or two photos per e-mail, so often that means I am explaining and apologizing to clients for the multiple e-mails I'm having to send in order to get all the photos sent. I also just cannot send high res photos. It's really awful and reminds me of having dial up. I have also had my internet service go out completely and have had some terrible customer service experiences. One particularly bad stretch lasted over 2 weeks during which it felt like a part time job calling the company talking to multiple unhelpful customer service representatives. I would love nothing more than to have my internet and phone service through a different company. If I could choose I would never choose Frontier. They're awful. Thanks for the work you're doing to find other solutions.
Frontier	399	The worst speed and reliability
Frontier	400	Slow and Intermittent service! Many calls for assistance to get connected. Service technicians are extremely nice and helpful when called.

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Frontier	401	As a web designer and host I make my living on the internet. Upload speeds are critical in my line of work and half the time I have to run into Forest Lake to use coffee shop wi-fi. The only thing worse than Frontier's speeds are their customer service. Twice in 4 years I've been offered upgraded speeds. The first time I scheduled a service call I received a phone call a half an hour before the appt bluntly stating speeds weren't available in my area and nobody would be out. The second time I verified with a salesperson that my address qualified. Nobody showed up or even called the day of the appt. I had to call only to find, speed upgrades weren't available in my area.
Frontier	402	Internet in my area is questionable from day to day. The rates in the speed test sited in this survey are on a good day. If it is raining chance are small that internet will be stable or usable. Frontier has been called and out to our home to look at wiring and said there are no issues.
Frontier	403	We SUPPOSEDLY Are Paying For The Highest Speed Internet (Frontier) Which Is A Joke!! I Have Had THEM Out Here SO Many Times, I Know A lot Of Them By Their First Names ...LOL...I Have Given Up Calling, I Just Do Everything THE Tech Would Do...It Work's For Awhile, Then Nothing!! AS We All Know BY Now🙄🙄...Slower Than A Snail's Pace🐌🐌🙄...Problem Is WE'RE Stuck With It For Now!!! I Can Hardly Wait For Better Choices Sooner Then Later!?!?!
Frontier	405	frequent outages, slow speeds, highcost, poor service
Frontier	406	We had frontier it wasn't good, we tried dish it was worse. We settled on from tier as the best available option but it is slow and unreliable at best.
Frontier	408	No
Frontier	412	Last ping < 2 MB. They said I get a packet of 2.9. If its >70% it is normal.
Frontier	418	Unreliable.
Frontier	419	We called frontier several times and they just gave us the company line, and service has continued to get worse. They tell us we cant use wireless and expect the same speed. We work from home and it has had a significant impact on meetings.
Frontier	420	Uploads extremely slow
Frontier	421	Poor speeds and reliability
Frontier	422	Paying for the best and not getting it. ALWAYS dropping out. Very slow speed. No help with customer service and always on phone for over an hour and then they suppose to have someone come out in about 2 weeks!!!
Frontier	425	Internet is definitely a need (not just a want) for our family. And, again I must share how much we appreciate the techs who,have come to help. It has to be frustrating for them trying to make improvements in a clearly, weary system. Chris, in particular has been exceptional. Its not the techs fault that Frontiers system is inadequate. Honestly, I feel badly for the techs. Once I went 9n-line to see comments, many of which were brutal. Techs are do ing what they can within an inadequate, likely antiquated system
Frontier	427	Unreliable and slow..Sometimes customer service is good and sometimes it is not.
Frontier	428	You have to take into consideration that there are senior citizens in the area that cannot afford to pay for high speed internet on their fixed income.
Frontier	430	My Frontier experience. I reported no internet service to Frontier on July 19 of this year. In order to even talk to them I had to wait for over an hour because they were "so" busy serving other customers. When a real person finally could finally talk to me they were convinced they I had internet and it was somehow my fault if I could not connect. I spent almost three hours on the phone. We determined that their modem was broken yet they refused to send a replacement or a service tech. I called back later the same day and went through the same thing with a different person. That person agreed to send me a replacement modem. After waiting two weeks I called to check on it and found out they had canceled shipment. At that point I insisted that they send out a tech. The soonest that could be done was a week later. The tech arrived and found corroded wires outside the house. Took five minutes to fix. The tech went inside and replaced the modem, another five minutes. I had to go three weeks without internet because of the idiots at Frontier. Frontier sucks!!! P.S. Even after they "fixed" it I still only can connect 50% of the time!
Frontier	431	We had Century Link in Lake Elmo fast and reliable... not here and 6 years later

Not in MidCo Territory

Frontier	440	Frontier is our provider. They bill us for 6 Mbs and we receive 120 kbps to a high of 1.5Mbs. It is ALWAYS this slow. They should bill us for what we receive! It has gotten progressively worse month by month. I work from home for WellsFargo and sometimes I cannot connect, so I need to drive into Forest Lake public library for WiFi.
Frontier	441	We have two accounts, one is a business account. The price we noted for service is per account, and is for internet and phone (not tv). More than ever before, we are having to rely on internet access for software required to run our business. Programs for accounting, graphics, website management, and even the driver for our laser cutter require us to have internet access. We often need to exchange images and files with vendors, and our current network limits us in that process. When our network is down, which is increasingly frequent, our productivity suffers, and along with it, profitability. Our security and property monitoring system is not fully dependent on our internet connection, but when it goes down, half of our routers need to be reset in order to view camera feeds. Yes, that can be done remotely, but we shouldn't have to reset everything daily. We rely heavily on Alexa devices to communicate between our home and our business, which are at different locations on our property. It is difficult to use a phone, as our use is mostly to maintain a link to my 92-year-old mother who has suffered a stroke and has limited mobility. She has difficulty using a button around her neck, relies on Alexa voice commands and a functioning network connection for reasons of health and safety. ["Alexa, Help, I've fallen..." "Sorry, I'm having trouble connecting right now. Please try again later."] We have Apple TV, Amazon Prime (video), DirectTV and HBOgo but we are significantly limited in taking advantage of those premium subscriptions when much of the time we do not have the bandwidth or continuity to watch them.
Frontier	445	We did not have internet service at the house until January of this year. Our internet speeds are sufficient for work purposes, but we could probably not use a smart TV with current speeds.
Frontier	446	Unreliable, cannot run more than one streaming program at a time, and even that will result in freezes and interruptions.
Frontier	457	Not getting even close to the speed that I've been paying for years. Only one device can be used at a time to work reliably
Frontier	459	Frontier internet is often slow, streamed video content is often unclear or intermittent and customer service is poor. On one occasion we contacted Frontier customer service to see if we could upgrade to faster internet service. The customer service person told me that he would need to research my question and get back to me. No one from Frontier ever got back to us. Fast, reliable internet service is an absolute necessity in today's world. If Frontier cannot provide quality, dependable service an alternative should be identified, and implemented without
Frontier	461	We have moderate speeds on internet for normal web browsing use but frequently have issues streaming HD through the internet. Also, the internet does go down a couple times per year - for up to a couple days at a time. Customer service with our company is deplorable and there is no recourse/action we can take when the internet is down. It's extremely frustrating if we ever need to access customer service!
Frontier	462	I have a wireless printer and sometimes it takes hours for something to print while the printer communicates with the computer. It is the internet, not the computer that is the problem.
None	21	I canceled Frontier because I had been paying for months and could never use the internet. It was always down or spotty at best.
None	80	We were told we would have Internet when we moved in. Once we built our house and moved in, frontier told us that we could not have service. They did not have enough open ports. Very irritating! 😊
None	206	We had Hughes Net satellite WiFi for 25 days and canceled. It was outrageously expensive with very little data allowance a month. We canceled because we went over the data only utilizing minimal on a daily basis
None	264	Horrible connection speeds, can't have more than a couple people using it, kids have to submit homework online at school because it takes too long at home or can't do it at all, sometimes can't connect at all. Frontier has horrible customer service.

Not in MidCo Territory

None	323	Midco is over a mile away for a hookup to my residence. And frontier gave me the run around, they provide service to my area, then they all of a sudden don't. Many phone calls later I gave up. I got really upset with their lack of communication and willingness to follow through with set up installation. They are a company out of state and has no interest in customer satisfaction.
None	355	I had to get a Verizon hotspot to have internet
None	358	Used to have frontier but it never worked well enough to pay for the service. Would be great to have good internet service to keep up with the changing times.
None	414	Had Frontier - When they upgraded - We have none except Hughes.net
None	423	N/A
Other	18	Satellite. They insist we have high speeds and reliable service when we clearly do not.
Other	65	Just moved to the area in March. Were told by both Frontier and Midco that they did not provide on our street. I had no idea that this would even be a concern when we decided to move. Using a Sprint hotspot because for some reason we get the best signal with Sprint. Most of the time the hotspot has two bars, so it isn't great, but probably more consistent than what Frontier sounds to be. Would love to be able to stream TV but would use up our data too quickly. I also want to work from home more often. I can work from home as long as I know I am not going to need to upload or download huge files. I work in marketing, so huge files are fairly common.
Other	72	Survey was short and succinct. Excited to see the results!
Other	103	Aweful with frontier. Ok with at&t
Other	132	We had Frontier and after 2 years of terrible service and ridiculous wait times for "customer service", we decided on getting a homebase through AT&T. The connection is okay most of the time, but the speeds are terrible. It was cheap to add it to our plan, but I'd like to have something faster and less frustrating to run my business off of.
Other	171	I recently moved to the area. I work from home and find slow and unreliable internet negatively affects my ability to conduct business. My family also has limited access to educational and entertainment content. We would be happy to pay more than what we currently pay for access to true high speed, wired internet. Thanks for your efforts on this issue!
Other	187	once your contracted data limit is reached all service speed decrease to other users of the satallite service this is not a good decision My contract ends in January and I will not renew
Other	196	In short, Frontier said they could provide internet service to new home and signed me up. When it came down to the install they were out of capacity in this area and couldn't connect us. Terrible company to deal with, I wouldn't give them a penny more.
Other	274	Terrible with regard to Frontier. Very difficult experience with them to unbundle internet from phone, finally just cancelled all with them. Now with Verizon MiFi which is costly but need reliable internet to run additional businesses and telecommute for primary jobs.
Other	315	Wireless is not reliable; customer service is horrendous (incompetent), but the cost is agreeable. I live on a farm and do not want/have cable. Satellite is an option I believe. As it is, I am happy if I have internet, slow as it can be. The biggest issue is the lack of responsive service when the internet goes down.

Inside MidCo, but not built yet

Frontier	78	Every day is a nail biting experience in regards to internet service. And it is a nightmare to call Frontier Support!
Frontier	158	Using the internet in Scandia is a terrible experience. It works sometimes and sometimes it doesn't work.
Frontier	179	It seems our service quality waxes and wanes. We have days that nothing loads, slow or intermittent. We recycle the modem several times a week. We have started to use Verizon hotspot when we can't get large files to send.
Frontier	268	Kids are home from college and trying to do summer online classes. It is almost impossible due to the poor internet service. Fortunately they can hotspot off their dads iPad, when he is home from work. Something needs to be done. It is very frustrating!
Frontier	271	It's terrible, it works one day, not the next, I'm constantly using my data on phones because the internet is not working
Frontier	435	This internet is worse than when I had AOL dial up. I typically have to use my cell phone as a hotspot to get internet speeds fast enough to just connect to my work. I moved here 2 years ago and until then I didn't think it was possible to have speeds this slow in today's world.

Inside MidCo Territory

Frontier	35	We have had nothing but issues with the speed and reliability of our internet service since moving in 3 years ago. Our cell phone service is very limited so we rely on our internet to power our cell phone booster in our house. Without this, we have no phone service. My husband and I are both real estate agents so not having a phone and unreliable internet is a huge detriment to our business. Many of our clients also comment on how they would love to move out to this area but the lack of cell phone/internet service makes them look elsewhere.
Frontier	67	Very slow , Frontier said they have faster internet but not available for my home . I've been on the list for Midco for a year but they can't get someone to run it under the road to get to my home .
Frontier	96	Service is good here, not super fast but works good.
Frontier	102	I work from home and my Internet goes out on average one time a month for up to one week each time. I have front tier the customer service is horrible but I'm stuck as I have no other options. I would welcome any other provider in this community.
Frontier	109	New to Scandia August 2017. Frontier charged me multiple times for a service I did not sign up for. Internet speed is slow and unreliable, making running a business and working from home difficult.
Frontier	124	There are days I am not able to read my email or do my online banking because the internet is so slow. Streaming movies and TV shows is very annoying most of the time with slow speeds causing a lot of buffering.
Frontier	146	The speed changes day by day. One day we can watch a movie, the next the download stops every 5 minutes. Same with files for computer. May take minutes or an hour for same size. And up and down but at least comes up by it's self most times.
Frontier	174	I recently retired but will continue to help with special projects that would have me working more from home. On almost a daily basis I need to reboot my internet service with Frontier. It can be very frustrating
Frontier	201	My experience: Often experience a message using firefox stating 'connection time out' or 'can't find' sites. Often (50-75% of the time) a second click will be successful. Morning usage is ok. More problems occur seem to occur after 6pm.
Frontier	203	slow & unstable all of the years Ive lived here (21).
Frontier	212	My experience has been mostly satisfactory. I am more concerned for those who do not have access as I know how inconvenient and isolating that is.
Frontier	262	Not dependable
Frontier	270	Frontier is our only option, and it is horrible. Besides being incredibly slow (2.2 Mbps), it costs approximately \$50/month for internet service (\$88/mo total Frontier bill). And the internet frequently cuts out temporarily. We cannot stream TV or movies. It is even difficult to upload photos because of the slow (0.2Mbps) upload speed. Frontier does offer slight faster service, but why would I pay even more for still sub-par speed and quality. Midcontinent's line ends 300' from our driveway, but they refuse to extend it, saying that it isn't worth it to them. I would switch to ANY other internet provider in a heartbeat if I had a reasonable choice. I would bundle internet, phone, TV if there was a fast and reliable service available. I don't mind paying a fair price for modern service speeds and would support a tax levy to wire Scandia.
Frontier	285	We have Frontier. For the most part it works well for how we use it. Service has been good. Almost always connected. Very few drops. I think we get what we pay for.
Frontier	301	Have had Frontier since 2009. Last few months internet service has declined. Technicians have been out twice to 'remotely' fix the line, with no improvement in service. New modem installed with mild improvement. Midco is now scheduled to come and install new service - hopefully will have better luck with them!
Frontier	344	Unreliable!
Frontier	368	Our network is named frontierblows enough said!!!!
Frontier	398	Just super slow all the time
Frontier	444	When we moved in we were told by MidCO that we would be in the service area, they were wrong I guess. We have been using Frontier DSL ever since. I think it would be great to have a fiber optic network out here.

Inside MidCo Territory

Frontier	447	Very slow. Always have to reset modem
Frontier	458	Very difficult to telecommute effectively with the current internet offered. Also only have one option, frontier, midco does not service my house, but is available two houses to the north.
MidCo	14	We previously had Frontier and it seemed adequate. When we built a new house we explored options and found Midco to be cheaper when we bundled it with TV and phone. The speed seems adequate for my purposes, but when my son (11 years old) and his friends play games on the internet, he contends it is very slow.
MidCo	48	We feel very fortunate to have Midco. They do some funky stuff with their lines, but service has been quite good and reliable -- definitely fast enough for us to do whatever we need.
MidCo	84	Service is spotty- very difficult some days- more difficult if two computers working at same time. Weather conditions sometimes impact service as well.
MidCo	108	Midco, no complaints, recent price increases
MidCo	123	Switched from frontier to midco. Frontier was basically non-functional 50%of the time. Midco was a big step up. As soon as more people got on midco, performance dropped again.
MidCo	142	We had Frontier until it became absolutely unusable for us. Fortunately, we have access to MidCo which we switched to in 2016. It has been pretty good, but we still have some issues. Realistically, we've lived here as long as the world has had internet so we don't really have experience with modern ISPs from elsewhere.
MidCo	164	Frontier, very frustrating, expensive for slow speed and unkept upgrade possibly for future. Now Midco. 24g internet and phone. They seem to be serving us well for the time being. Would love fiber connectivity if \$\$ is reasonable
MidCo	207	Please read the following articles explaining Midco's fixed wireless plan as well as Verizon's 5G plan. In addition an important article on Lake County, MN experience with public sector fiber network. Midco: https://www.ncta.com/whats-new/reaching-the-last-mile-hearing-on-rural-broadband-examines-solutions-closing-the-digital-divide Verizon: https://money.cnn.com/2018/08/03/technology/5g-network-houston/index.html Lake County, MN: http://www.govtech.com/network/Rural-Minnesota-County-Built-a-Fiber-Network-but-Now-Taxpayers-Face-Huge-Bills.html
MidCo	221	I had frontier for a few years but the service was so bad it was out more than it worked so I switched when Midco came to my house.
MidCo	275	Frontier was absolutely horrid. Switched to Midco last fall, initially great speeds, now barely better than Frontier. So frustrating, wish we had fiber to the house. I think as more people switched away from Frontier, the midco cable lines can't handle as much traffic.
MidCo	292	I had frontier for about 2 years until I got fed up with slow speeds, constantly resetting my router etc... I switched to Midco and the only thing I have had to do is increase the speed now that I work from home.
MidCo	326	We use Midco for internet and cable tv. Customer Service is excellent. Internet speed is very good. Only a couple of calls for internet service in last few years and all resolved immediately by resetting modem. We switched from Direct tv and have faster service and no weather related downtime.
MidCo	329	We are building a new house, based on the map available on the City of Scandia website I was under the understanding that our property was served by Midco BUT when I called they said the map was wrong. My initial contact with them resulted in a verbal quote of \$10k to connect our house but since I have knowledge in this space I was able to get that price reduced to half and then I met and contacted the neighbors that would also benefit from the new line and ultimately got 3 houses connected for a zero installation charge. So it can be done Midco just needs an incentive IE monthly revenue to invest in running the lines. But I do think having a city fiber network would be a good option as well.
MidCo	330	We really like MidCo.
MidCo	340	Elim had Frontier up until several years ago. We switched to Midco and would have really struggled without it. Midco has been wonderfully reliable and affordable for business use. We can have several hundred people hooked up to the wifi at a time.

Inside MidCo Territory

MidCo	378	We had Frontier for years and switched to Midco 2-3 years ago. It works fairly well, but our daughter who lives in Lindstrom and has Midco has much faster service.
MidCo	383	Seems ok but purchased vs actual speeds (lower) are significant.
MidCo	384	We had Frontier since 2009 when we moved here, was happy with the service up until about 1 year ago, started to experience frequent disconnects, poor customer service, etc. Recently switched to Midco in the past month, have noticed service is inferior to Frontier. There is a noticeable decrease in speed; we have a lot of trouble streaming TV and movies. Despite the testing speeds showing 150 mbsp, in reality the TV can stream at a max of 2 mbsp. I'm not sure how there can be such a difference, but that is the reality of it.
MidCo	404	We bundle and have a landline. Cell phone can be spotty for reception. No major problems with Midco and happy NOT use Frontier. Before they went to Direct TV we used Frontier and they were fine
MidCo	410	Happy with it currently.
MidCo	442	I work in the cable television industry for the last 35 years it's amazing how things have taken on
MidCo	443	Pain to get things installed with midco. Internet is okay, but cuts out sometimes. Use phone through midco as well. Not as good as direct landline, but less expensive
MidCo	449	I have Midcontinent Communications and I've been very pleased with them. I telecommute most of the time so I need a reliable cable internet service that is not impacted by weather and it is working well for me. The cable service used to be US Cable when I first moved here but they were purchased by Midco. I really liked US Cable and was worried about the transition, but so far, so good with very few interruptions to my service which is critical for my job.
None	159	I use my phone to access the internet can not use my desk top