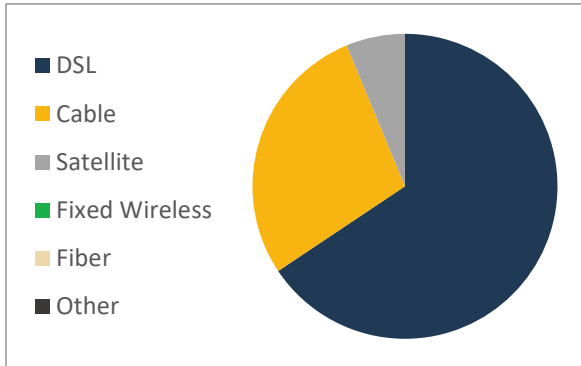


Richford: Northwest Communications Union District Survey Results

52 residents responded

Current Internet Providers



Less than 10% stated that their service met their connectivity needs and reliability of service.

84% have only 1 provider of choice. This is a significant factor in service reliability and service rates.

The current average speeds are 27 Mbps download/5 Mbps upload.

What are residents using internet for?



60% are working remotely



46% are learning remotely



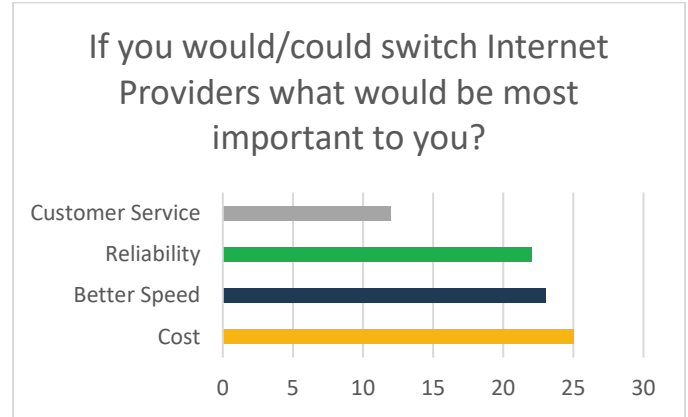
54% are accessing telemedicine services



83% are streaming video

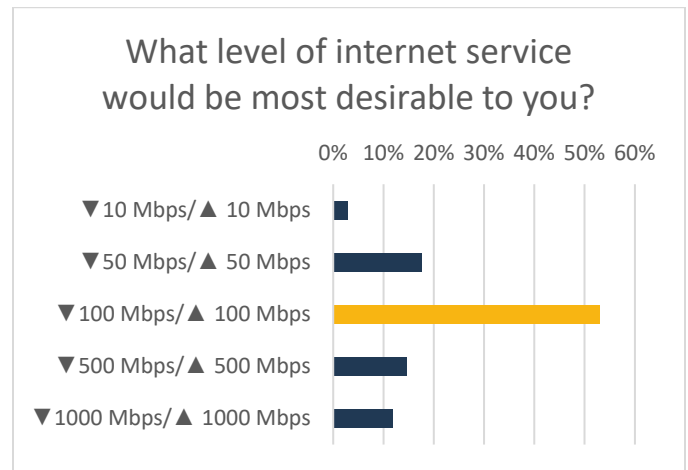
Community Interest in Fiber

Greater speed, reliability & cost are attributes most respondents are seeking.



76% would switch to a fiber-to-the-home service if one were available.

100 Mbps download - 100 Mbps upload was the most popular choice for desired speed. Only fiber can deliver symmetrical internet service!



We are pleased with the results of our Broadband Survey and we appreciate the many people who took the time to participate. These results will help direct future initiatives for greater connectivity in our region. For more information please visit www.nwcud.com