



**ROCK ISLAND**

AN OPALCO COMPANY

**Rock Island Communications  
Monthly Meeting Agenda**

Eastsound

376-3500

**Wednesday, November 15, 2017**

**REPORTS**

- Q3 Financials

**SUBSCRIBER COMMENTS**

MEMORANDUM

Date: November 13, 2017

To: Board of Directors

From: Foster Hildreth, General Manager

Re: 2017 3<sup>rd</sup> Quarter Financial Report - RIC

Please see attached the full 2017 3<sup>rd</sup> quarter financial report.

## Rock Island Communications Monthly Report

### November 2017

1. Q3 2017 Financial Summary
2. Summary Financial Statements
3. YTD Update
4. Customer Testimonials

## 1. Q3 2017 Financial Summary

### Revenues:

In the third quarter, gross revenues for all services were ahead of plan by approximately 4%. This surplus was driven primarily by continued healthy revenues derived from the sales activity at our Friday Harbor T-Mobile Store and the continued demand for LTE wireless. LTE revenue continues to outperform expectations and is ahead of our business plan targets by approximately 6% on a year-to-date basis through October. Revenues from our core business remain solid and on target with planned amounts.

### Expenses:

Regarding expenses, three areas of our business impacted our overall net loss for the month:

#### Depreciation

- As reported previously, our plan to actual variance YTD for depreciation expense continues to track above planned levels. The cause of the variance stems from plant adjustments made at the end of 2016. In totality, our variance above planned levels was approximately \$108k for the quarter.

***Please note, depreciation expense is a non-cash expense and will not impact future loan draws.***

#### Labor

- Contractor costs were higher than planned for the quarter due to use of an independent contractor in support major projects within the network operations department (approximately \$10k). Additional expense variance within contract labor stems from a business plan assumption of converting one of our long-time contractors into an FTE, which did not occur.
- Staffing necessary to adequately staff the T-Mobile store increased our overall labor costs for the quarter. The revenue associated with the T-Mobile Store has more than offset any labor expense increases.

***Please note that a portion of the labor variances noted above will end up being capitalized in future quarters as construction projects that were in process in prior quarters will be complete.***

#### Software

- As noted previously, the Company made several large purchases of software in Q1 necessary to transition the administration of our network infrastructure from an outside consultant to our own in-house staff. As our new CTO was not present during the 2017 business plan cycle last November, these costs could not be estimated or foreseen for inclusion into our budgetary process. Thus, although we are approximately behind our business plan on a year-to-date basis through September 2017, at the same point last year the Company spent more money in consulting expenses for the same purpose.

### Bottom Line:

We continue to be in line with plan revenues on a quarterly and YTD basis, and ended September EBITDA positive. The surplus of this revenue will serve us well in future periods acting as an annuity to partially offset unanticipated expenditures such as those noted above.

When factoring the information above in our overall Net Operating Loss variance of \$190k for the quarter concerning plan to actual performance for September, the majority of this amount relates to items stated above. Furthermore, in consideration of construction projects started but not closed during the prior quarters of 2017, we have identified approximately \$42k of overhead, labor, and materials that will be capitalized into plant assets following their completion and closeout in the last quarter of 2017 or at the beginning of the new year, which further reduces our overall income statement variance noted this month.

## 2. Summary Financial Statements

	A.	B.
	Actual	Actual
<b>Balance Sheet</b>	<u>6/30/2017</u>	<u>9/30/2017</u>
CURRENT ASSETS	\$ 2,435,750	\$ 2,375,840
PROPERTY, PLANT, AND EQUIPMENT	8,820,259	9,436,558
OTHER NONCURRENT ASSETS	242,108	234,340
Total assets	<u>\$ 11,498,117</u>	<u>\$ 12,046,738</u>
CURRENT LIABILITIES	1,176,935	1,332,306
NONCURRENT LIABILITIES	<u>16,276,569</u>	<u>17,236,858</u>
Total Liabilities	<u>17,453,504</u>	<u>18,569,164</u>
EQUITIES AND MARGINS	<u>(5,955,387)</u>	<u>(6,522,426)</u>
Total Liabilities and Equity	<u>\$ 11,498,117</u>	<u>\$ 12,046,738</u>

## Income Statement

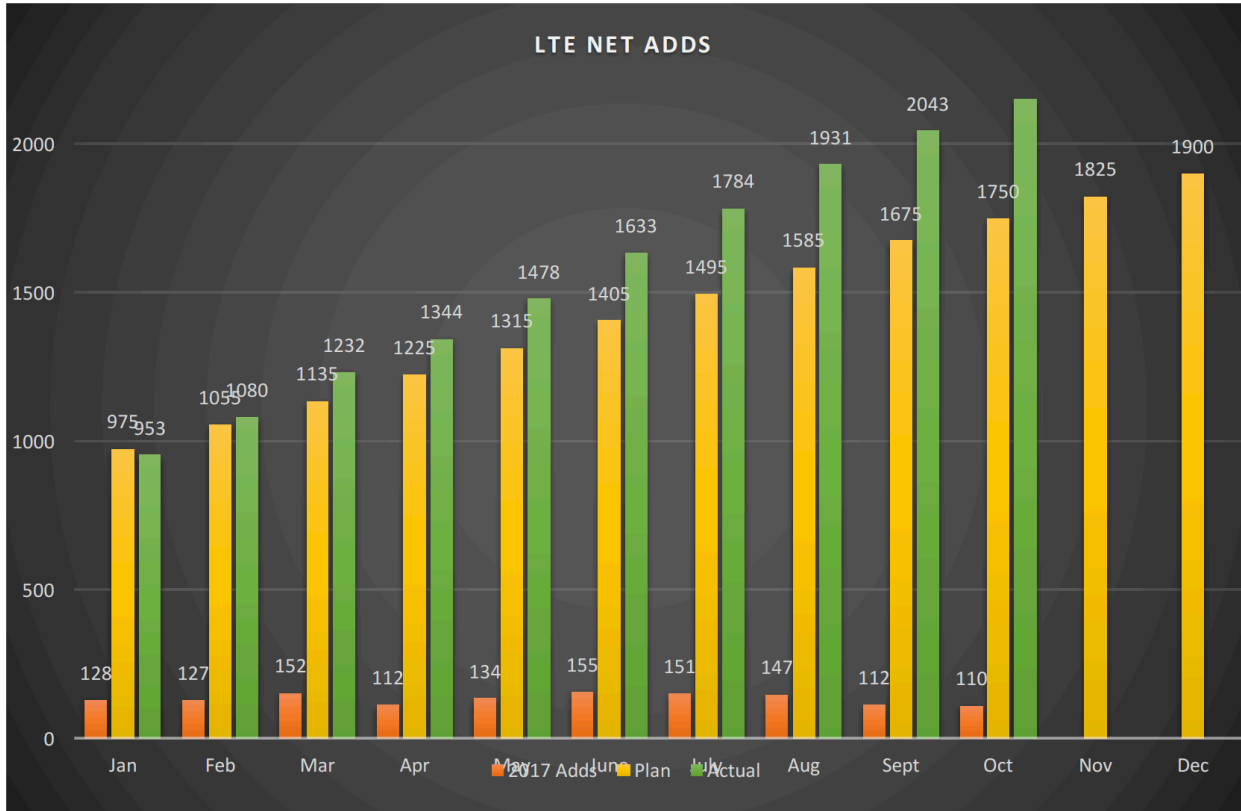
	A. Business Plan Period End YTD Q3	B. Actual Period End YTD Q3	C. Variance
I OPERATING REVENUES	\$ 2,562,892	\$ 2,572,234	\$ 9,342
II OPERATING EXPENSES			
COST OF GOODS SOLD	594,769	587,319	(7,450)
GENERAL AND ADMINISTRATIVE	2,900,806	3,465,288	564,482
SELLING AND MARKETING	45,000	60,464	15,464
TOTAL OPERATING EXPENSES	<u>3,540,575</u>	<u>4,113,071</u>	<u>572,496</u>
TOTAL NET OPERATING MARGINS	<u>(977,683)</u>	<u>(1,540,837)</u>	<u>(563,154)</u>
III OTHER INCOME (EXPENSE)	(450,440)	(463,642)	(13,202)
GRAND TOTAL NET (LOSS) MARGIN DETAIL BREAKOUT	<u>\$ (1,428,123)</u>	<u>\$ (2,004,479)</u>	<u>\$ (576,356)</u>

## Statement of Cash Flows

	YTD Ended 9/30/2017
Cash Flows from Operating Activities:	
Net income (loss)	\$ (2,004,479)
Adjustments to reconcile net income (loss) to net cash	1,008,050
Net cash provided by (used in) operations:	<u>(996,429)</u>
Cash Flows from Investing Activities:	(3,248,861)
Cash Flows from Financing Activities:	4,126,094
Net change in cash	<u>(119,196)</u>
Cash and cash equivalents, beginning of period	<u>94,424</u>
Cash and cash equivalents, end of period	<u><u>(24,772)</u></u>
 SUPPLEMENTAL DISCLOSURES OF CASH FLOW INFORMATION	
Cash paid during the year for interest	<u>\$ 386,405</u>

## 3. YTD Update

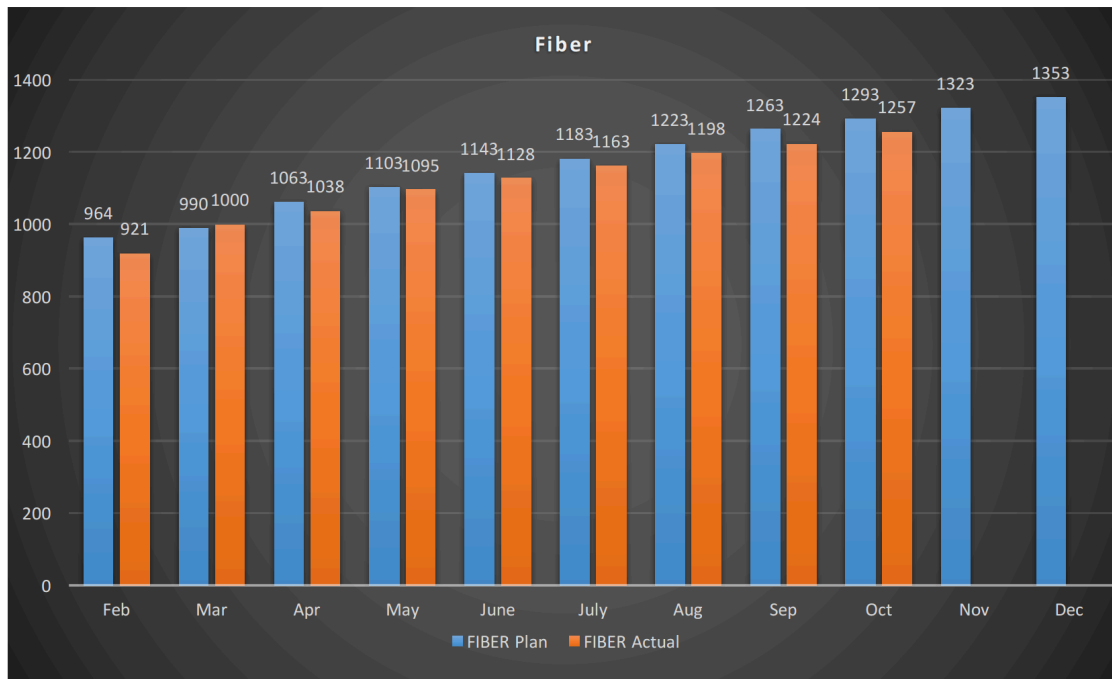
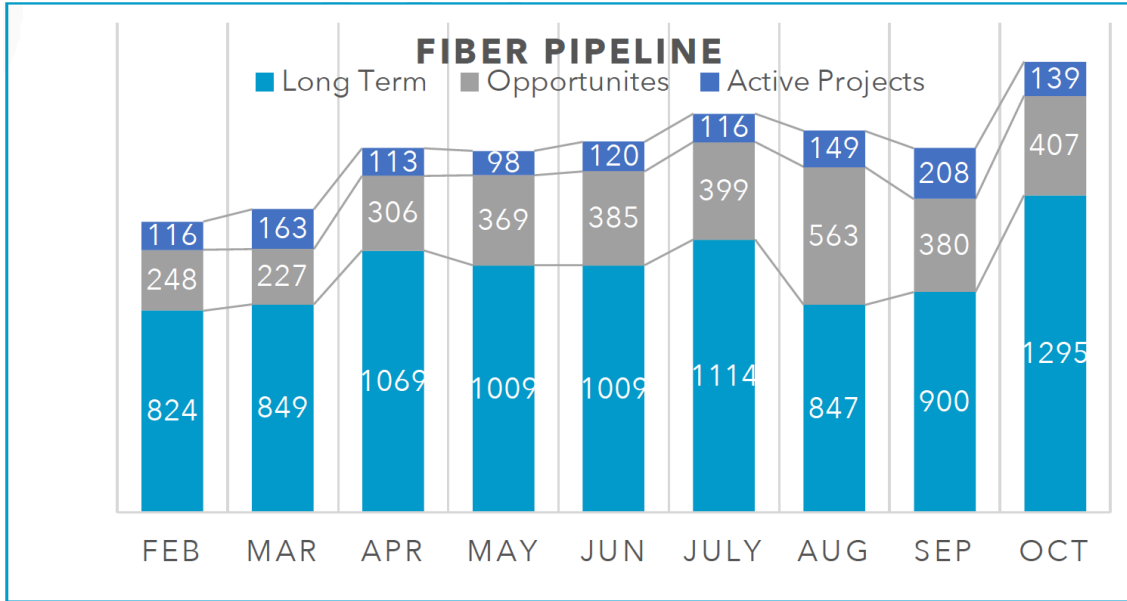
We continue to see consistent traffic and growth for LTE adds for the year in October. After a brief seasonal effect in September, we're back to converting customers at a steady rate. Customer satisfaction remains high, and San Juan Island continues to warm up with the lighting up of Little Mountain.





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We continue to see good fundamentals in the fiber business from individuals, fiber-hoods, and business connections continuing and ramping up towards the end of the year. We are processing our committed construction projects as fast as possible and are booked with commitments into June of 2018.



## LTE Network

By Island	Planned	Online**	In Process
Blakely/Decatur	2	2	0
Lopez	8	8	0
Orcas	13	11	2
San Juan	11	8	3
Shaw	2	2	0
Unassigned	2	0	2
TOTAL	38	31	7

\*\*Excludes two legacy sites (Mt. Constitution and Town of FH)

In mid-October, we turned up the Little Mountain site on San Juan Island putting us at 31 Sites online for the construction plan. We are also underway building the Friday Harbor site with structure fabrication and structural work on the building happening in November. Additional opportunities continue to appear to insure that our LTE quality of service remains high over time.

## 4. Customer Testimonials

Below is an extended list of customer feedback from both LTE Fixed Wireless as well as Fiber customers. The source of this feedback is from our survey work checking in with our customers on their satisfaction.

### LTE Comments

- Before I got my LTE I could only work a measly part time 20 hours a week. Now I can do double that! Thanks Rock Island! I can now work a full time job! :P
- I telecommute several days a week. LTE has greatly improved my ability to present and actively participate in WebEx & Skype meetings without the huge lag and broken audio I used to have to deal with.
- I was on Century Link DSL with speeds up to 1.2Mbps if LUCKY. I hated it and Century Link who could do little to help when it went down OFTEN. I am now getting speeds up to 85Mbps with an average of 45Mbps, I am in heaven. Had a problem dropping service with the first modem and Rock Island replaced it and now it is very stable. My business depends on the Internet and I am on it hours a day. Thank You you have made me a very happy camper :-)...
- We are now able to utilize all functions on our smart tv's and other devices. We are also able to work from home if we choose to. It is wonderful!
- It definitely has improved my business productivity. Online work is completed much more quickly. Large files, which previously took two hours to upload, now reach their destination in about three minutes.
- My DSL was stable, but 3Mbps. My LTE is 70Mbps. I am mostly a weekend Island resident. However, with the faster internet connection I'll be able to work from the Island on most Fridays, and get a jump on my weekend. Not having to navigate the Friday evening traffic from Seattle to Anacortes definitely improves my quality of life. The ability to stream HD movies is also a big plus. Thanks for a great service at a reasonable price.
- Our streaming video, projected on an 8 ft. screen is now breathtaking!
- YES 1) My AT&T Microcell now works consistently, so I can use my cell phone at home, eliminating long distance charges, and greatly reducing international calling charges. 2) I can stream movies without frustrating delays. VERY SATISFIED WITH YOUR LTE SERVICE
- Being able to use Internet to communicate has obviously made everything a lot easier. Being able to listen to music and stream shows is delightful. We have entered the 21st century.
- I can now rely on the internet and even stream movies without interruptions.
- It is just nice to be faster. Not life changing, but nice. Big benefit for me is that I can now watch my Dish Network on my computer. Could not do that with DSL. That is great.
- LTE replaced Rock Island DSL. Slow speeds prevented streaming video, full use of a "Smart TV" and had become marginal for internet experience. Great service to provide.
- Much more peace in the family. Instead of the kids fighting over who gets to watch their show, they can watch in different rooms. No more watching TV in poor YouTube quality or drop outs in the middle of a show. Working from home is a possibility now rather than a wish. No more rebooting of the modern every day.

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- Not broadband, but definitely improved. The true test is streaming movies. Yay! Thanks team!!
- Not sure if I would classify it as any change to quality of life but it has improved our ability to make internet phone calls (VoIP), watch movies & videos on Netflix etc., as well as other tasks that rely on a good Internet connection.
- Streaming has not been interrupted and we have cell phone coverage at home. Woo ooo!
- We are enjoying Netflix and faster computer speeds but the service has some down time which we understand and is not a big problem for us.
- I have better internet on Lopez than I do at home in Capitol Hill. Additionally with the router being wireless is can end anywhere in the house. It's a phenomenal program!
- I'm amazed by the quality of service. To be honest it is more stable than my xfinity service in Seattle
- Immensely--I was having huge internet problems before my LTE. Now it is dependable and fast. Love it and love not being frustrated!
- Rock Island deserves five stars in all respects. The 4GLTE is more than eighty times faster than our DSL which was usually less than 1Mbps. So change the quality of our life? Yes, we can stream where we couldn't before. We have wi-fi now which supports other devices at speeds at or better than what we would have with cable support. Most importantly we have cell phone service when before (three weeks ago) we had virtually none. The T-mobile transmitters have made all the difference. The service is stable and the signal strong. We live on an outer island (Obstruction) so for us the cell phone support is an issue of safety as well as communication. I recall attending the meetings when OPALCO proposed its first fiber optic internet/cell phone transmission plan (the one that got voted down), and then being so disappointed in the aftermath when OPALCO proposed a very limited internet enhancement that seemed to leave the cell phone element out (again the issue was safety). Well, at least for us, Rock Island has succeeded in fulfilling the promise that that first OPALCO proposal offered. We have internet, wi-fi, and cell phone at a level that enables access at the high level one should expect in 2016 but which has previously been missing in our rural setting. Well done. Jack Hart
- Simply put - HELL YES!!!! Prior provider only afforded 1.5 MB's. Frequent drop outs and no band with to handle multiple devices. New LTE is stable, fast and with more than enough band width to handle multiple computers, streaming and smart phones. Can't thank you enough!!!!
- The LTE is running so well that assuming it continues to do so I will not be opting for fiber thus saving myself about \$5,000...so that improves my quality of life somewhat. Also-the benefit of the Ooma VoiP promises additional savings.
- Used to have 4 Mbps started with LTE at 66 Mbps now slowed down to 50 Mbps. A most excellent service. This all takes place on a boat in Fisherman Bay. Thanks.
- Service is consistent rather than my previous experience with CenturyLink intermittently dropping for periods of time. When I would complain to them they repeatedly told me it was my modem causing the problem. Now I know it's their service and not my modem. Happy, happy!
- Century Link dsl was super slow. Your LTE is definitely faster. There was one to two minor glitches on set-up, nothing too much. I am off island, so it's not in front of me and I can't be more specific.

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- computer operates more rapidly, is less frustrating
- Household w several people using devices at same time runs smoothly most of the time.
- I no longer worry about excess demand for BW in our house.
- I wouldn't go as far that it made the quality of life better. After all, it's just internet. But it removed several pain points such as unstable Skype calls etc.
- In addition to having faster internet (especially helpful with streaming of movies), we were able to get rid of our landline/CenturyLink, about which we're very happy!
- Intermittent periods where it is very slow, but otherwise happy. Better than centurylink!
- Modem went down a couple of times last week - rebooting fixed problem, but don't understand why. Faster internet is wonderful, allowing me more productive consultation times. Would still like even faster service - only getting blinking green/occasional blinking orange - never solid green. Maybe an antenna would help?
- No more buffering. Upload sucks however.
- This is a tremendous improvement over my DSL service. The only disadvantage is occasional drop outs, lock ups, and inability to scroll pages. Also, I can not put my computer in sleep mode very long. The computer shuts down and I get a message that Window shut down unexpectedly.
- Faster and more reliable internet, thanks
- Much improved. Customer service great, easy to use, reliable.
- You're doing great! Great staff! Keeping it local! The quality of your modem is superior to what we had w/ century link. Thanks
- Well, not yet but Gerry says that once the tower goes in at the Lopez ferry landing, I'm going to be in the land of gold and honey! Can't wait!
- I love this service! You changed my life, seriously.
- It's been a nice addition to my life. I still look forward to when I'll be able to connect to fiber access to the internet, but the LTE wireless system is a good provider in the meantime.
- Better for blood pressure.
- Changing one's quality of life is an ambitious goal for an ISP... Personally I am happy to be using a local company and look forward to working out some bugs to get a better connection.
- In combination with the T mobile cell service the efficiency of my business has improved greatly. Thanks.
- Still too new, and I like it so far.
- We have to restart it often because it stops working. Other than that it's been good.
- It's been a wonderful improvement.
- I can better do my work, which involves transferring large image files. Before LTE uploading a single file could take between 20 minutes to an hour, and often get corrupted. Now the same upload happens nearly instantaneously, a joy to behold! I also got rid of my dish TV and use Roku if I want to watch TV. I can't begin to express what a joy it was to go through the last election without seeing a single campaign ad.
- My husband and I are both people who work from home. We write our own books and do content marketing remotely for companies/brands. If we hadn't found Rock Island, we would

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have been driving into town and buying internet hours or using them up at a cafe, which other neighbors do. Now we can do our work from the comfort of our own home office. Thank you, Rock Island.

- Able to work at home, access and download faster, watch and stream easier, use multiple devices in the home simultaneously.
- Having access allows people to work anywhere on the islands.
- I am a part time user of LTE as we have a seasonal residence in the San Juan's. I don't have phone service and internet access was too expensive when adding up all the costs. Having part time LTE as an option has made it possible for me to work occasionally from up in the San Juan's. This has been very helpful to me on a number of occasions. Thank you and I can't wait for a Fiber Optic connection.
- I am able to do real work while on the islands, so that I can stay there for longer periods of time.
- I can now work from my Island home - making it easier for me to come more often for 3 - 4 day long weekends. Thank You for this!
- I no longer hesitate to do business that requires internet
- It has given us more peace of mind, since we run our business from the Island and we absolutely need fast internet to do that.
- We are now able to work from home if we choose to do so. We are also able to use all functions on our smart tv's.
- can function like I'm on the mainland. It removes a lot of stress when trying to work remotely.
- I have the possibility of working from Lopez! Previously with a top speed over DSL less than 1/10th as fast, there was no possibility of getting work done.
- It makes it possible to run my business while waiting for fiber which is taking 4x as long as I was told it would when I started my business.
- We now have an home office w/ Voice/Video conference. Home Use: Internet movies
- I can do more consulting work, have more SKYPE discussions and generally use it as a more reliable communication service.
- We can stream. We can actually carry on with our business. It's truly wonderful. Thank you.
- Can now stream programs. Great upgrade
- Even at the slower speeds, it is much more stable than my 2 previous providers. The 2 most significant differences are I can now stream Netflix, etc, without interruptions, and my AT&T Microcell now works, so I have cell phone service at my house, when it would not work with my 2 previous providers.
- Finally I can actually load and watch Netflix
- I can actually stream video now. Wow!
- I can now stream movies
- I'm more able to stream and use multiple devices simultaneously. Which is very helpful.
- It has enabled us to install internet TV options and watch online programming.

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- It has provided me the bandwidth that I used to have when I lived on the mainland. I can now watch Netflix and YouTube at the same time with out buffering issues. The only thing that isn't as great is being stuck behind a carrier grade NAT system.
- LTE allows us to stream video news briefs and view TV shows that we missed (off island, etc.).
- More streaming TV
- Much better for streaming media and consistent high speed (not diminished by heavier weekend/holiday usage). Very happy!
- I expect that watching Netflix in the summer will be better than over our prior ADSL service!
- We are able to stream video on the internet more often, with much more satisfying results.
- Now watch films
- We are now able to stream movies, etc. without frequent interruptions.
- We can stream movies for the first time! We bought an Amazon Firestick, and it works! We never could have done this with Centurylink. Thank you.
- We get to stream HD movies.
- We now use it for TV programs, Netflix & amazon.
- We're a part of the 21st Century now. We can watch cat videos! We share photos with family and friends, and our kids can take online classes.
- Due to not being able to get DSL in Lopez Village I had to get satellite internet which was very limited and slow and expensive. Now I have a very strong LTE signal and can even do streaming which has drastically lowered my DirecTV bill. I switched my cell to T-Mobile as well and have up to 4 bars from home. I'm ridiculously pleased!
- I can do everything in HD now
- We're able to stream with less interruption and at higher quality. Internet is snappier. Thanks for the improvement.
- We are now able to stream stuff, before was just audio
- I can now stream tv and no longer need the satellite system. Huge saving and improved connectivity! Big win for us...
- Now we can stream (video and audio) which we couldn't do before. The signal also supports cell phone service which we didn't have before. Bravo for Rock Island.
- We are able to stream movies now.
- My previous service, through Orcas Online, was, most of the time, barely fast enough to view video content, and it was not the least bit reliable. My Rock Island service has, so far, been reliable and consistently fast enough for me to be able to view video content.
- For tv streaming 1. We don't worry about visitors streaming A/V. 2. updates of big software no longer take hours --- I use one product with a download size of 2-3 GB, like downloading a movie. 3. Sending mail with large attachments no longer takes forever.
- Able to use more than one device st a time. Little to no buffering.
- Before, the internet was barely usable. Now it is almost as good as when we previously had cable service on the mainland. We aren't huge users but just getting websites to come up in a timely manner is fantastic.

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- All I can say is I think it is great--love it--keep telling my friends who are having internet challenges to see if they are eligible to get it.
- As time goes on we use the internet for more and more things. It will be imperative to have faster and faster service.
- Even though we don't get a great signal, it is better and allows me to do my work better
- First, let me say that overall I am happy with the service and the staff. However, I highly anticipate additional coverage (new towers) closer to my home which will hopefully improve our service where we live off of Misty Isle.
- I did not have any service before your LTE system. It is great. Thanks for offering it.
- I was forced to use my verizon wireless prior to signing up with LTE. Not having to worry about data caps makes your LTE service well worth it
- It has allowed me consistently faster speeds, 7-8 times faster, than I ever had before. This has allowed me to download simultaneously thereby speeding up my day.
- It has definitely made an impact on our internet usage by providing reliable speed on our connection. The bonus is we changed to TMobile phones and we get good signal at our house without using he wifi in the house. You have a good partnership with them!
- It has reduced my level of frustration immensely, so I am always confident that I'll get the info I want.
- It is truly great to have an option other than Century Link. Previous Century Link was unreliable and slow. Very happy with LTE coverage
- It's certainly improved, but more stability with faster service (even a bit) would really help going forward. And I only answered no to the first question because I'm counting on improvement.
- It's just faster all around and makes any downloads easier.
- Makes internet use much more convenient. It's getting slower as others connect.
- It's just faster which makes using the internet more enjoyable.
- Much better, thank you. I had 9Mb DSL in the past.
- no, but the speed increase makes for a more enjoyable experience.
- We do enjoy the faster speed, though service said interruptions are an ongoing problem with LTE.
- I could get by before, but it is much less frustrating now and user friendly.
- I would welcome the higher speed fiber could afford for videoconferencing, but otherwise it's a huge improvement over DSL.
- It has substantially improved the reliability and speed UNTIL we can get fiber at our address. For our boat at Friday Harbor, this is outstanding.
- It is a much more dependable (and faster) service.
- Of course, I have moved from 0.25 mbps over the copper telephone line to downloads in the range of 20 to 30 mbps from the Vista Road LTE.
- Still could use more speed. Also need coverage for property at 1218 Sunderland Rd. Will subscribe as soon as available.



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- The speed is improved, but I still can't wait for fiber optics which our neighborhood will receive sometime next year! I have changed my internet habits because of fixed wireless, but I am less frustrated with the wait time.
- Use it with more of a smile than a sneer. But... Going from DSL to LTE was a big improvement. How long will that last before advancing "technology" demands even more capacity than LTE can provide? Then what? We still, fundamentally, want fiber optic...or at least what it can provide.
- We can both use the internet at the same time without bogging down
- We can now offer fast wireless service to those who use our facility -- a great boon to many.
- We could not have it before - too far from node - had to use 3G - could read NYT but not download pix
- We went from spotty service to very reliable so far. It's only been a week now
- While happy to have the LTE for the computer, Rock Island doesn't have a Static IP address necessary for our Direct TV. Therefore we now don't receive ANY of our "On Demand" services from Direct TV. Any chance of getting a static IP address????
- Access to the Internet is much better. I can do things on the internet I could not do before because of the much better speed compared with DSL. But stability must be improved for my connection - we are on Shark Reef on Lopez and see the tower at Cape San Juan.
- I have better faster service at home and spend less time waiting...
- It has help us get rid of some of Century Tel's crappy service. No if only we could get cell phone covered. Odd that we don't since our LTE is just fine. Hopefully you guys are working on this.
- Much more frequent use of iCloud, Dropbox, and cloud services because of higher up/down load speeds.
- Now our whole household can enjoy a connection at the same time. this is better than the previous competition here in the prime times.
- Now two or three can be on the Internet at the same time with no problems. It's great.
- Our frequency of use has greatly increased do to the fair price and speed availability.
- The convenience, our cell phones actually get some reception now.
- Before the CenturyTel DSL connection would seem to stop, then barely come to life, then stop. It became a daily occurrence. Your Rock Island LTE service is wonderful!
- I can get to things faster than I did with centurylink. I believe closer proximity to the tower would give me more speed like in town...at least I hope so.
- I used to drive daily, when on island, to get messages, emails to my phone. I don't have to do that any more.
- Now whole family can use internet at same time.
- So much faster -- which means I get more reliable streaming and can handle more complex programs and applications.
- We can use an internet based video security camera. That is huge for us. Being able to stream movies ain't to shabby either.
- We cancelled slower DSL service and use Verizon cellular data much less.

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- I can now download and upload information in a timely manner. My VOIP phone line works much better. People can actually hear me! Prior to this, I could hear callers, but they couldn't hear me.
- I will be dropping Centurylink (thank God, good riddance) and using Ooma for my phone
- Absolutely! I now feel a joy when paying my monthly bill. I used to feel nothing but anger writing checks to CenturyLink. Joy = low stress = long and good life. Did you know you were also a Wellness Provider? Thank you!!!
- It has enabled me to spend more time on the island
- Just moved to island. Having high speed internet was a "must have" for buying a house here.
- I get help whenever I call for Rock Island service. I actually talk to a real person right away when I call.
- I'm a new resident of the islands so I can't compare to any previous local service provider, however I would like to mention that without a reliable internet connection it would have been impossible to move here, so the service is definitely driving a fundamental change in demographics.
- Absolutely, so grateful for a reliable, professional service provider in the Doe Bay area!
- Before the LYE service we had no internet connection and planned accordingly. As weekends this was not a big inconvenience, however it was often a surprise to guests that they had no service (perhaps a good thing). Most of our friends appreciate staying connected while visiting us.
- Far less cursing.
- I finally can expect to get a signal.
- I'm new to the Islands, so I'm very happy with the service and your great staff.
- no real change in usage, just that now we can go on line with more than one computer without having to yell "I need to go on line"
- It's made me a happier person because I don't ever have to deal with CenturyLink anymore. :)
- It just made it so much better though :)
- I have greater confidence that the system will work at least most of the time...!
- Far less stressful.
- Happier there's a provider (you) locally that I can go to when in trouble. Question: Can a traveling internet machine (laptop) access the LTE signal throughout the Islands? I guess one would have to know the specific password for each location??
- I'm just glad to have it!
- Not changed how, but I now can do it with less frustration.
- Only that we use it with more confidence than before.
- Still a bit spotty but more reliable and cheaper than century link
- Thank you so much. I could not get internet at all before. Would you please provide free internet in Lopez Village the same way you provide free internet in Friday Harbor.
- The combination of the LTE fixed wireless and T-Mobile cell service has brought us into the current century.

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- We use it more due to it being reliable and having more bandwidth available for downloads (OS updates & etc). Very good service so far!
- yes - love it
- I did not have access to internet before the LTE Wireless.
- I don't spend my time swearing at the internet all of the time...
- I can work much more efficiently!
- I spend a lot of time on the web. I love it!
- I'd previously use my AT&T data plane
- We don't live in constant fear of not being able to access the internet. A definite improvement in quality of life. Thanks!
- I now have internet at home. I no longer have to rely on the library and their poor performance internet.
- Having reliable, fast internet available at our home on Orcas makes it possible for me work as a remote software developer in paradise.
- I can be a full time student with proctored tests, that require a much larger upload, while the classes require a fast download, so I needed both! There are 2 students in this household, so also needed enough speed for both!
- I've only been here since December but I will say that without reliable internet access I wouldn't be able to live here (self-employed), considering that Century Link was so maligned and generally unavailable.
- We leave it on all the time and count on being able to access things. I'm just about to do a video conference with two students and expect that it will work. Yay!
- Operating a small business reliant on website management and providing larger amounts of content to clients has become easier.
- For the most part it has been amazing, has allowed me to stay on the island much longer and work from home. This helps me contribute more to the island's economy.
- I'm able to work from home... which is GREAT!
- Able to work on island. This allows me to spend more time on Lopez.
- I am able to work from home and stream movies and tv shows which I was unable to do before.
- I can work from my place here, could not do that before
- I don't have to drive somewhere to use the internet now. I can work from home.
- I use it for work. Much faster and more dependable.
- It has vastly improved the quality of my videoconferences.
- It is more reliable to use and I can get more work done
- My son, who works from home, loves the new speed when he visits the island.
- The higher speeds make it feasible to work from home in the islands. My previous speed on DSL will <768K. Now I get more than 10 times that speed. Streaming movies is possible now where it was virtually impossible before. A completely different experience.
- We are first time customers, but it allows me to work remotely and stay connected.
- It has made telecommuting much more useful. Streaming video is now reasonable.

# ROCKISLAND

- Now I'm able to work remotely from my home on Lopez. I'm also able to stream movies in HD.
- Can work from our cabin
- Higher capacity lets us watch more than one Netflix stream. Now the adults don't have to watch kids' shows! I no longer have to go to the office for large downloads.
- I can participate in Skype calls, stream video, and download large files. I feel less isolated.
- I'm new to sji and have only been here a month, but my experience with getting set up was so easy! thank you! ans my internet connection and speed has been great so far! i can stream my movies amd do all ive needed to do so far! thank you rock island!!
- Now I save money by not needing a landline (TMobile rocks; Clink doesn't) and steaming my video content in lieu of Dish Satellite saves me a ferry boat load. I am now completely mobile and can take my paid streaming apps anywhere in the world. And when away from home, I can monitor my home remotely with video cameras and home sensors. Now my whole family can work and do school work at home. And don't get me started on the future of telemedicine...
- A chance to watch, say, a movie that I couldn't see before. I could have lived without seeing it but it was nice to have the choice.
- able to stream things and do my work video calls with much more ease!
- Better streaming
- Can actually stream video in real time now-amazing.
- Can now do streaming.
- Can stream Netflix, etc.
- Do more online research now that we have faster connection and am able to stream Netflix. I keep looking to see if you have moved the cell tower on Spring Point to its new planned location. I'll move my antennas toward that direction which is much closer to our residence. Please update your build-out map when that happens. Also Gene's Orcas Library classes have been quite helpful. Cheers,Thanks
- easier to do anything on line now(stream movies, takeonline classes) and we dropped our landline for the VOIP
- Enjoy more time watching the actual movies on Netflix and less time watching the little download spinner! You all are doing a very good job!
- I am finally able to stream video- hurray!!!
- I am new to the San Juans and this is my first experience with any wireless here. I am delighted to HAVE wireless, given our location, but I am finding it too slow for the work I need to do [and for the movies I want to watch ;) ]. Thanks for all your hard work!
- I can now stream movies from Amazon and Netflics, could not before with DSL
- How we function in our rehabilitative office is web based and internet functionality and speed is essential. Since changing to LTE we have had minimal issues and feel secure with the service we have on a daily basis. Thank you!!!!
- My kids come home from college and don't complain! I can watch a cat video on Facebook. ;)
- Are use it much more often for a wider variety of things and I trust that it's going to work for a change

# ROCKISLAND

- much faster, much more reliable, have been very impressed with the stability of our connection
- Attachments generally load faster
- Faster speed - greater productivity.
- Formerly on CenturyTel in a different location. Service was horrible. Service at current location was new service and it supports our intended use, which is mainly weekend use of the property. Former service often would not work... Current service is much more reliable.
- I don't go to the library anymore and I stay up too late because I have to be on my downstairs office where I can only get access right now.
- I don't have to spend time waiting for things to load or have to try again latter.
- I don't have to wait as long for pages to load, or for streams to buffer. It's a huge improvement over CLink DSL.
- I download and email many hi-res photos. I couldn't do it before with CenturyTel.
- I have large aviation databases that I must update monthly. Previously, it was impossible. Now it takes about an hour. I can do most of the things I want to now, but I'm worried it will get slower as more people have access. It is terrific at 5 a.m.
- I more frequently download large files at home instead of going to the library. I don't hesitate to email multi-megabyte files anymore.
- I no longer have to worry about the timing of large software updates (like Mathematica, typically 3 GB). Also, more than one person can stream concurrently.
- I'm less miserable when comparing it to big city speeds...
- Imperative utilization remained...speed and stability increased exponentially.
- In the past there were things we simply didn't use the internet for and now we feel there are no restrictions. It could be better, wind and water conditions impact our signal too much
- It does go faster
- It gives me a reliable connection on my property
- It has accelerated my productivity! Everything is much faster and easier.
- It's faster so I like it!
- Its great because now we have reliable internet. Prior to this, we only had internet about half the time, its a big improvement.
- It's much faster
- Just able to accomplish tasks without the frustration from slow DSL connection.
- More frequent use because more reliable and faster
- Much easier for two of us to be using the Internet at the same time. We're very happy with it. Thanks.
- It is faster by a huge margin
- I love that it works all the time!
- It's just a relief to at least be able to get on line when i need to. Thanks! Still having to turn the reception on and off sometimes - but not nearly as much. This is good!
- it's definitely better than my previous service (Century Link), but still not nearly as good as my service on the mainland (Comcast).

# ROCKISLAND

- Able to do the same things way faster
- Only that I'm able to use it without the interruptions and/or slow speed that I consistently experienced prior to switching to LTE.
- Perhaps use it more AS ITS QUICKER
- We switched to T-Mobile and lordy it is good to have cell phone usage about anywhere on Lopez and beyond. Good work! Thanks!
- The speed is fantastic compared to the dsl connection.
- We only had cell coverage for internet before, which was not good (AT&T). One of has switched to T-Mobile and the signal is great! Our connection speed for LTE wireless typically exceeds 10 Mbps. That said, infrequently we lose the connection and I have to reboot the router (once a month or so).
- With the stronger signal, wireless can be used in more parts of our physical plant.
- More than one person can use the internet at the same time
- I now have reliable and fast internet. I also have great signal around the island both internet and Cell. It has been a great change and its worth every penny
- It means I CAN use the internet at home, finally!! As a new resident, I am particularly grateful 😊
- More faster and more reliable I use it more
- Download speeds are much improved.
- I can access the service from various locations, which is very convenient.
- I feel like I am not limited by what I can watch or when, nor do I have to worry anymore about connectivity when uploading/downloading files. It just works all the time! Love it!
- We can now use it where before it was mostly unusable. Still would like it to be faster though... bring on the fiber with an affordable connect price.
- We really like the quick uploads and downloads. We live at the end of the road on farmland and don't expect to have the last mile of fiber to our home before we sell in ten years or more.
- Before signing up with RI LTD FW, I was able to connect with a Centurylink modem right next door but that connection was very unstable. Sometimes even for them.
- I am getting my boss on fiber and Ooma now! I have been with Rock Island from the beginning and love it!
- I am adding the ooma phone service to my LTE and getting rid of a CenturyLink line. No more cable breaks.
- Much smoother - I no longer get distracted and wander the room while waiting for a link to load or a video to buffer. I still have a problem that my Verizon calling-over-wifi seems to drop calls and I'm wondering if there is an intermittent packet loss or latency problem.
- I'm thinking of dropping my land line and going VOIP.
- We signed up for T-Mobile and cancelled our long distance service with Century Link
- It allowed us to get Ooma phone service. Better than century Tel and you cannot beat the price.
- Now use Ooma for phone, but can't get full bandwidth until can reposition the BEC.
- I dropped my CenturyLink landline and only have a cell phone now.
- Using wifi phone now.

# ROCKISLAND

- Well, I haven't had really fast speeds over 15 years in the San Juan Islands. The service is amazing and very stable. Beyond that Rock Island's support and occasional trouble shooting has been first rate. They are incredibly responsive, professional and knowledgeable. Five spoons Rock Island.
- Although I am new to the island, I understand this is a dramatic improvement over the previous options. I am grateful for Rock Island's efforts in this area and hopeful for continued growth of the network.
- I really don't use the internet too often. But I much prefer the customer service and simplicity of rock island. Thank you
- I tried two other ways to get internet here and you are, by far, the best!!! Thank you!
- DSL was part of my morning exercise program. Turn on computer in upstairs office - run down and back up stairs to reboot router..repeat 3/6 times per day. Now I am fat and lazy...and it is Rock Islands fault. Any chance I can get you to give me a stair master to use in front of my computer screen? :=)
- Having my cell phone work in more places on the island has been very useful to me. I am very interested in getting fiber at my home
- I actually have internet now.
- I believe we don't live in a full coverage area yet, so am sure it will improve. Ask again at the end of summer.
- I didn't have service before, so I'm very pleased I do now.
- I don't have a gig limit now.
- I don't live here more than a very few weeks of the year but the service is a big improvement but expensive for the short use periods
- Indirectly. Switched my mobile phone to T-Mobile to enable wi-fi calling
- it is good to have back up for my other connection, but what I really want is fiber... and you guys just put fiber in front of my house. when will that be turned on?
- It is the experience I wanted
- no but just loved to ditch Century Link
- It has made me a happier, less frustrated person.
- It made use easier and faster than clunky Century Link.
- But i see the options are there.
- My "previous" connection was Rockisland fiber which I had to temporarily disconnect and use your Fixed LTE during construction. I'm very happy with it so far!
- Saves a trip to the Library
- So far, it has changed our customer experience as an internet user for the better. no other major developments
- Sorry, but I don't have anything to compare it to because this is my first internet service at this house. Yes, in that I can now work from home.
- The service is great! However, bandwidth requirements will increase significantly within the next few years as content increases in resolution, and as the need for streaming this content

increases - particularly with trends in virtual reality. This makes me wonder how wireless broadband will keep up.

- Video security possible.
- We enjoy the increased speed however the limitations on port forwarding with the LTE wireless has necessitated that we continue to use our old provider in order use out web cams and security system when away from home. We hope that problem gets solved so we can go 100% with LTE.
- We had no internet until connecting with LTE. We are pleased to have the service. It does a lot of buffering.
- we hd no wireless before so this is awesome
- We use it all the time It's great
- I can use my portable devices successfully from a greater distance from the LTE device. I've been running a small construction remodel here and it has helped immensely.
- I have fast access, but browser problems have caused access problems which are probably not due to the LTE. However, the LTE has been excellent with my iPhone access. That alone makes for great improvement.
- I have internet now
- I have internet!, confusing traceroute though

## Fiber Comments

- I am now able to take online art courses. Wonderful!
- Faster speed means many more opportunities to be efficient in my business and to expand entertainment possibilities.
- I can connect remotely to my work computer with little delay.
- It makes work tasks and communication reliable
- One of us is able to work from home vs having an offisland office. We can also watch streaming tv.
- Homework, entertainment, shopping, are all easier. Entertainment had been the biggest change
- We have cancelled our TV dish, two Century Link lines, and DSL internet service so we are money ahead (with much better performance)
- We can stream video and movies without concern about buffering. This has been a life changing element of living here.
- absolutely. we now can use Sonos, FireTV, and have workable platform with which to connect to work. thank you.
- allows us to stream and enables Ooma telephone
- can now stream
- Easier to stream and post pictures. Ooma is a plus
- I want to figure out how to get tv and phone through your system. i love it. it works all the time! :) Maybe a training session (I'd pay)
- I watch too much Netflix!



# ROCKISLAND

- Internet searches Streaming movies
- Large uploads and 1080p is now available.
- No. But we watch more movies and complain about internet less.
- Somewhat, the increased speed is more convenient when viewing video with less buffering.
- We can now stream videos with no delay and now have the Ooma phone service with Rock Island. Good bye Centurytel!
- We do video streaming over the internet now. That wasn't possible before.
- We now stream TV show and movies
- We use it more for video streaming than before.
- We went from Exceed satellite service to our new fiber service and can now stream videos without worry of exceeding our 10GB per month cap
- I am streaming my TV entertainment now.....no cable or satellite.
- The speed and stability of the fiber optic service is great it allows me to get my work done quickly, so I can watch something on Netflix or YouTube and very little buffering.
- Video is now possible, as is voice. And the Ooma telephone service is saving me money.
- We are able to stream video and movies which in the past stalled frequently
- We can now stream video content consistently, and work remotely when required,
- We can watch tv online
- We do more streaming of TV content.
- I am a cord cutter and only watch streaming services. This requires fast, stable Internet.
- I am finally able to watch any videos completely without having to wait for them to rewind....
- I'm much more likely to stream tv. When will I have opportunity to get my cable TV through your fiber?
- I beta test for Apple including regular GB test system downloads for iOS, macOS and tvOS. Now I can update in a few minutes rather than leaving downloads to happen overnight.
- It has made uploading large files a 5 to 10 second joy instead of a 45 minute bummer. It has not "changed" what I use the internet for i.e. what I do or want to do on my computer or online, but it has enabled me to more quickly (and willingly) upload more product images because it takes much less time to do so now.
- not yet but expect it will - more inclination to do telecons, less need to travel, ease of transferring large files will tend to move work here rather than doing it remote
- I am happy with the fiber Internet service: it is faster and stable. Cheaper even, when connected to phone as well.
- I do find myself using more cloud based storage b/c I can now access it with more confidence. Before I had to save everything on a hard drive so I could access it when the internet was slow or down.
- I use it just as much as before, doing the same as I did before, only much faster. Much, much faster. And while I can't give a technical reason why, it seems much less problem prone, much more stable.

# ROCKISLAND

- I use it with more confidence...of not being interrupted. The extra speed it also nice...but the stability of the system is more important to me.
- It's more dependable so I use it for more things.
- I use it the same way but appreciate the faster downloading and uploading.
- Better speeds means better efficiency in daily work environments!
- Still do the same things, just faster (when the tide is right!).
- The speed is spectacular!
- The upload speed allows me to push data, not just pull media etc. Online backup service is possible, as is doing more VPN work from home for my company.
- The use of fiber service for the home phone has resulted in considerable cost savings. The service has also been reliable.
- Use it a lot more!
- Wonderfully fast downloads of massive files.
- Yes, because we just moved here in July and were used to fast internet at our previous home. When we were visiting (before the fiber) the internet was terrible. Now it is great.
- Yes, just having a signal about everywhere on the property is amazing!!!!
- allows our organization to switch to VoIP phone system
- It is quicker. We like that we have one of our phone lines with Rock Island.
- A whole new life. Has changed our whole community. Houses are selling and we can do business from homes. Everything we wished for.
- Boy howdy, yes it has changed a lot. With my two previous ISPs (Dish Satellite and CenturyLink), we could not stream any programming (former was capacity limited, latter was too slow). And I was paying twice as much for their crappy services as I now pay for fiber.
- In all ways, and the office staff are wonderful
- I was able to switch both my internet and phone service from CenturyLink to Rock Island, for about the same price, but now I have much faster more reliable internet service and phone service. And we feel good about getting our services from a local company that's part of our co-op.
- It just makes life so much easier!!
- Absolutely made it easier to research products on the Internet
- Easier to use the Internet.
- Had to go into town or piggy back on neighbor's wifi. Did not previously have wifi at this location.
- I now have internet access which I didn't have previously.
- It's much easier to use. No fundamental changes, just much more efficient.
- I am a new resident and new customer. I had limited experience with my previous provider. I find fiber internet services provided by Rock Island to be more than adequate for everything I do at home, including streaming video content, webex meetings, and internet phone services.
- Now we don't curse Centurytel or experience the heel of doom, rotating endlessly.
- Not really. We were using it constantly before fiber optic but just more slowly.

# ROCKISLAND

- It has replaced what we've been using for several years, but with more reliability. The brown outs are a little annoying but all-in-all, we're very happy with the service, bandwidth and consistency in connectivity. We're looking forward to the hardline connect as we're still on the microwave feed.
- We still need better wifi routers.
- I now use a cell phone on wi-fi
- It works!
- We also have our phone and cell phones using the fiber.
- Before fiber I would travel to Friday Harbor from Orcas for work projects that were internet intensive. Now I can do those tasks from home. Also we can stream Netflix.
- I'm able to live here full time and work remotely now.
- It enables me to telecommute full-time to work as a statistician at the University of California, San Francisco. The service is great.
- It has dramatically improved our business operations to have such a stable and speedy internet connection.
- It made it possible for us to live here :)
- My 90-year old father lives on the island. I live in Everett. Having the faster, more reliable internet allows me and my siblings to visit more often, as we can work from his home. This allows for a better quality of life for my elderly father! Thanks for asking!
- Planning on reducing or eliminating conventional wired telephone and using VOIP, either through cell phone and WiFi service or through a VOIP like OOMA. Expect to see cost savings as a result. Also, when I have web-facilitated conference calls (screen sharing), I have increased confidence of a stable connection, which my customers appreciate.
- This fantastic, reliable service has changed our lives here at Eagle Lake. We are now able to work from home on reliable high-speed Internet just as if we were in Seattle. Our ongoing service and support from the folks at rock island continues to exceed our high expectation.
- No more frantic trips to Town to get on line for important meetings or trips just to get news. Century Lknk's service had been intermittent and unreliable (we also like Ooma).....
- Can take online video courses.
- Easier to work at home.
- I am able to work from home much more than I was before.
- I am now able to get more of my work done at home.
- i can actually work from home!!
- I can now use our home internet connection to VPN to my office, instead of needing to rely on a slow cellular connection for that. Centurylink's service had enough drops that my VPN would kick me out at least once an hour.
- I can work from home
- I'm able to video conference with clients now, saving travel off island for client meetings. We are able to stream video from Netflix and Amazon now.
- I'm now able to work remotely

# ROCKISLAND

- More business use, more streaming use
- more online work is occurring.
- Rely on the internet for work.
- We now stream movies and TV programs and MLB baseball games. It has completely changed the way we spend our evenings, for the better. Oh yes, and we now do video conferencing routinely, whereas before we never attempted it. Did I mention we now keep copies of our photo files in the cloud?
- I was able to cancel our Century link phone service and dish TV. Also send more pictures and video in for work and recreation
- Can now stream videos, finally! Also has increased the speed of document up and downloads
- Dropped DishNetwork now stream TV. Dropped CenturyLink & switched to VOIP phone service.
- Easier streaming.
- Everything better, now have ooma phone and better entertainment media
- I am to stream media much faster
- I can hold a phone call and watch internet tv like Netflix
- I can now stream movies and videos instantly. Rock Islands speed is awesome compared to my old provider Century Link ridiculously slow high speed service.
- I'm not sure how to answer #5. I spend less time with the faster connection.... Just getting into streaming news via the internet. Nice!
- Streaming will now be a practical option for us.
- To the extent that streaming video is painless now, yes. I also am much in favor of supporting other locals.
- We can finally stream movies. It's wonderful. No buffering, and very smooth connectivity.
- We can stream movies
- We just do more: work faster, better streaming, VOIP - two lines vs one,
- We now stream shows and movies
- We now use the Internet more. We are no longer frustrated by slow DSL. And we can stream video.
- We stream more.
- We watch more movies on Netflix
- We watch more video and I don't have to sweat how I upload files for people ... because upload speeds are so much better.
- We can now watch movies and cancelled Directv
- We can now have web based security monitoring, Sonos, and digital tv via Amazon and others. Super.
- I am getting set up to stream TV, something I have not done before. Helps save money on cable tv
- More video and audio streaming, plus I can now participate in a video conference or screen sharing without even thinking about how good my connection is.
- We now use it for all tv viewing

# ROCKISLAND

- Cloud drives and HD streaming
- Now can use netflix
- Internet TV and phone Easier to work from home
- I can stream movies. I'm even thinking about getting rid of Direct TV
- Download huge files in a flash.
- It hasn't changed how we use internet it just makes everything better and faster.
- It is faster more reliable not so frustrating!
- It is just faster
- Just easy and quick
- less wasted time.
- My use has stayed the same. Although it is faster than my previous provider, I pay for faster service and it is no faster that when I was only paying for the basic fiber when I first signed up. We are full time residents so question 5 does not really apply to us.
- The old system was so slow there were a number of things I could not do.
- I'm calmer! When our old service would state "lost connection to server" just as I was about to purchase or print I would #\*###!
- It's way faster uploads to my art and POD sites.
- I can make video calls - big improvement
- Now use VOIP phone as landline, dropped CLink, yeah!
- We use it for phone service too. That and the increased speed are the two big changes for us. We're only part time in the island.
- Reliable and Rock Island provides very good customer service. Ease of billing is great.
- I've only had it for a few days, but so far it's been amazing
- Just made it easier.
- Glad to know about the ferry line service
- It's nice that it works.
- We are quite pleased with the service.
- Use it more with less irritation
- Use much more frequently, especially for purchasing items off-island.
- More reliable
- I'm using cloud storage now
- But we are only at our place for short periods of time and with no consistent pattern.
- Using the internet has become an integral part of my daily life again.
- I use internet frequently. However, sporadic disruptions are fairly common, which is annoying and inconvenient.