

CITY OF PORTSMOUTH, NEW HAMPSHIRE
CABLE AND BROADBAND INTERNET COMMISSION



Wednesday, June 25, 2025 at 5:00 p.m.

City Hall Complex, Law Library, 4th floor

1 Junkins Avenue, Portsmouth, NH 03801

Members of the public also have the option to join the meeting over Zoom.

(*See below for more details)

AGENDA

- I. Call to Order
- II. Approval of the Minutes of the April 23, 2025 Meeting
- III. Review Cellular Service Survey Results
- IV. Other Business
- V. Public Comment, if any
- VI. Schedule Next Meeting
- VII. Adjournment

*Zoom Information:

When: June 25, 2025 05:00 PM Eastern Time (US and Canada)

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/CqMJr8r0RGCl-3sv3r2CiQ>

After registering, you will receive a confirmation email containing information about joining the meeting.

CITY OF PORTSMOUTH, NEW HAMPSHIRE
PORTSMOUTH CABLE AND BROADBAND INTERNET COMMISSION



MEETING MINUTES

Wednesday, April 23, 2025 at 5:15 p.m.
Conference Room A, City Hall, 1 Junkins Avenue, Portsmouth, NH

Attendees in Person: Rob Capone (Capone); Jeff Abrams (Abrams); and Gary Lowe (Lowe)

Attendees by Zoom: Amrishi Chicooree (Chicooree); Luis Rodriguez (Rodriguez)

Staff: Suzanne M. Woodland, Deputy City Manager / Regulatory Counsel (DCM);
Stephanie Seacord (Seacord), Public Information Officer

- I. **Call to Order:** The meeting was called to order at 5:15 p.m.
- II. **Approval of the minutes of the April 2, 2025 meeting:** **Motion** by Abrams to accept the minutes of the April 2, 2025 meeting. Lowe seconded. All in favor, the motion was approved.
- III. **Cellular Service Experience Survey:** The Commission provided input to Seacord regarding the most recent draft of the cellular service experience survey. Seacord will make the edits and Capone and Rodriguez will review and give final approval to launch the survey. Information on the survey and link will be launched as a part of the May 5 City e-newsletter.
- IV. **Other Business:** Next meeting is scheduled for May 28, 2025 at 5:00 p.m.
- V. **Public Comment:** None
- VI. **Adjournment:** **Motion** by Capone, seconded by Lowe to adjourn meeting. All in favor, the motion was approved. Meeting adjourned at 5:48 p.m.

Prepared by: Suzanne M. Woodland

Approved on:

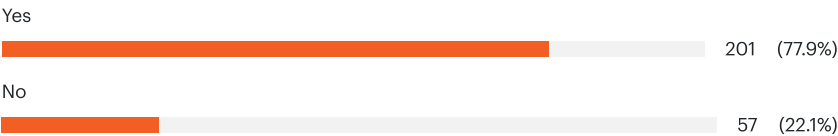
Portsmouth NH Cellular Service

Experience Survey has collected 258 responses

Question 1 has 258 answers (Radio buttons)



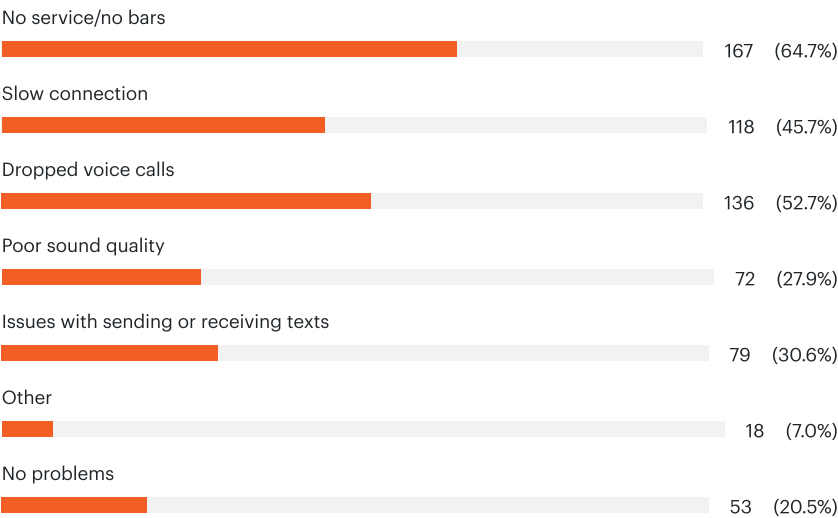
"Have you experienced any service problems with your cellphone provider?"



Question 2 has 258 answers (Checkboxes)



"What problems have you experienced? (check all that apply)"



Question 3 has 29 answers (Open text)

"If you answered “other” above, please list additional service issues here."

Unknown contact said:

"Dead spots in some indoor locations"

Unknown contact said:

"Poor connection "

Unknown contact said:

"Downloading pdf files from clients, they lag, and sometimes take so long the files are corrupted. "

Unknown contact said:

"Poor service where Market Street meets Rt 95, by the Sheraton in town, and in the area of C&J and Pease on Rt 33."

Unknown contact said:

"Experienced more issues when i was on AT&T and Verizon. Recently changed to T-Mobile and the experience has been much better."

Unknown contact said:

"Some areas have no service, especially at the 33 exit from I-95"

Unknown contact said:

"Only get 1 bar when not using wifi calling (when power out)"

Unknown contact said:

"We do have service, but very low bars at time and if we are on the phone, there are many times the person on the line says that they lost us or we sound garbled."

Unknown contact said:

"Verizon slows down data and/or kicks the end user off cell because too many people are on the system. Verizon contracts state higher priced plans give a more stable connection. August is the worst month, sometimes can't get a call out, 'all lines are busy' message."

Unknown contact said:

"It's not my provider, it's the city. I have no problems in other towns. Terrible at my own house 165 Cutts Street"

Unknown contact said:
"in Spinnaker Point - not getting service with Verizon - had to switch to TMobile to get adequate service -"

Unknown contact said:
"interference during voice calls like unable to hear caller then sometimes it resumes and sometimes it drops the call.
"

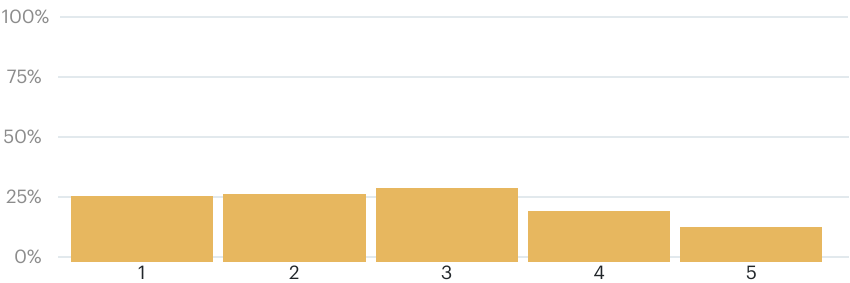
Unknown contact said:
"I switched from Verizon to AT&T so I no longer have issues "

Unknown contact said:
"Poor service in my neighborhood."

Unknown contact said:
"constantly getting calls dropped and if I move around I sometimes can get a call "

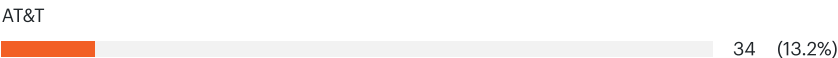
Question 4 has 258 answers (Range) ⬇ 📅
Average rating: 2.7

"How would you rate cell service in Portsmouth? (1 = poor, 5 = excellent)."



Question 5 has 258 answers (Radio buttons) ⬇ 📅

"Who is your primary cellphone service provider?"





Question 6 has 14 answers (Open text)

"If you answered 'other' above, please specify your provider. "

Unknown contact said:
"Tracfone"

Unknown contact said:
"Consumer cellular "

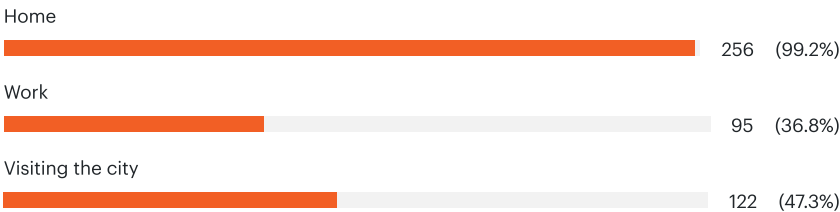
Unknown contact said:
"Spectrum"

Unknown contact said:
"consumer cellular"

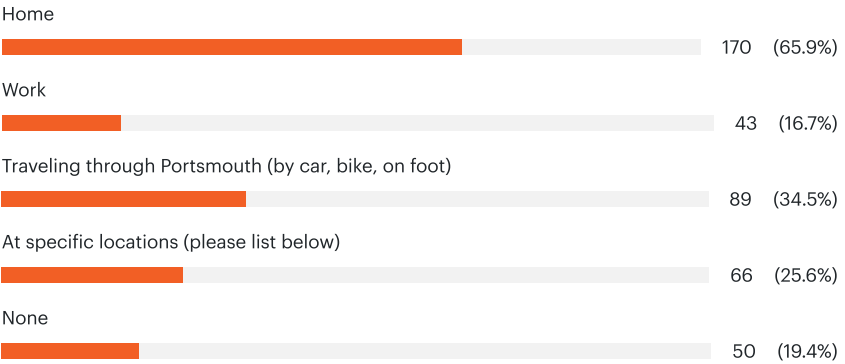
Unknown contact said:
"Ting (reseller, possibly for Verizon)"

Question 7 has 256 answers (Checkboxes) ⬇ 📅

"Where do you use your cellphone in Portsmouth NH? (please check all that apply)"



"At which Portsmouth locations do you typically experience problems? (please check all that apply)"



"Please note locations where you have cellphone reception problems."

Unknown contact said:
"There are many areas of Portsmouth and the Seacoast that have horrible service.
Proximity of:
Maple Haven and Fire Station 2
Walmart Lafayette
Lowes
Off-ramp of Exit 3
Rt 33 Near Pease
Ocean Rd
"

Unknown contact said:
"The parking lot at 155 Borthwick Ave"

Unknown contact said:
"Peveryly hill road
Walmart Lafayette road
Market basket Lafayette road"

Unknown contact said:

"Near Tradeport, Newington"

Unknown contact said:

"Portsmouth Regional Hospital
Hannaford Plaza / 800 Islington
Route 1 from Campus Drive to Ocean Rd"

Unknown contact said:

"Frank Jones Brew Yard area. The cluster of brick buildings limits cell signal."

Unknown contact said:

"Sagamore Ave. "

Unknown contact said:

"Areas of my home and parking lot"

Unknown contact said:

"Anywhere in Rye, in Odiorne. "

Unknown contact said:

"CVS"

Unknown contact said:

"Hillside Drive"

Unknown contact said:

"Restaurants in the downtown area."

Unknown contact said:

"see above"

Unknown contact said:

"Prescott park area, pierce island"

Unknown contact said:

"Portsmouth Regional Hospital"

Unknown contact said:

"145 Brewery Lane "

Unknown contact said:

"Ocean Rd to Heritage, Islington St, near Prescott park, near/on Pease, Aldrich St, Islington St, Rte 1, are the most consistent places I have issues. "

Unknown contact said:

"I-95 and highway 33"

Unknown contact said:

"Panaway Manor"

Unknown contact said:

"Near Pease airport. Driving on Route 95 "

Unknown contact said:

"My home is in between Pease and I-95. I don't get cell service or WiFi during rush hours"

Unknown contact said:

"Route 1 towards Rye"

Unknown contact said:

"Only one bar on Lafayette Road/Ocean Road/Maple Haven area. "

Unknown contact said:

"- All of Lafayette Rd (from Portsmouth to North Hampton)
- State Street (Middle St to Cass St)
- The whole Plaza 800 (The Hannaford plaza on Islington St)
"

Unknown contact said:

"Osprey Landing neighborhood"

Unknown contact said:

"Atlantic Heights has terrible service. "

Unknown contact said:

"Spinnaker Point Condos have terrible reception.
Portsmouth high school and woods behind it."

Unknown contact said:

"Lang Road
Lafayette Rd by Heritage Ave
Ocean Road"

Unknown contact said:

"Route 1 area by water country. "

Unknown contact said:

"Willard Ave"

Unknown contact said:

"My driveway and home. Anywhere near Pease. "

Unknown contact said:

"Laurel Ct, Atlantic Heights and certain areas downtown. "

Unknown contact said:

"with Verizon in Spinnaker Point"

Unknown contact said:

"Near exit to 95 from 33
Anywhere near Rye"

Unknown contact said:

"We live near the highway and when planes come or go from Pease there is
always interference. Our plan will cover 4G or 5G, but the plan that only went
to 5G was even worse. "

Unknown contact said:

"Near Walmart on route 1
Near pease/target on 33"

Unknown contact said:

"Elwyn Park, Pease, 33 by Borthwick Ave"

Unknown contact said:

"primarily at home - Orchard Street off Wibird
Occasionally at work - West End"

Unknown contact said:

"Atlantic Heights "

Unknown contact said:

"Route 1"

Unknown contact said:

"Atlantic Heights "

Unknown contact said:

"Atlantic Heights "

Unknown contact said:

"Tidewatch is a cell phone dead zone. I must use WIFI calling to make calls
from home. "

Unknown contact said:

"Near Spinnaker Point, Route 1 near the Rye border, Ceres Bakery on Penhallow
St and miscellaneous downtown locations that are blocked by buildings."

Unknown contact said:

"Central Avenue by the 95 highway"

Unknown contact said:

"Anywhere near Pease"

Unknown contact said:

"Tuckers Cove"

Unknown contact said:

"224 Concord Way "

Unknown contact said:

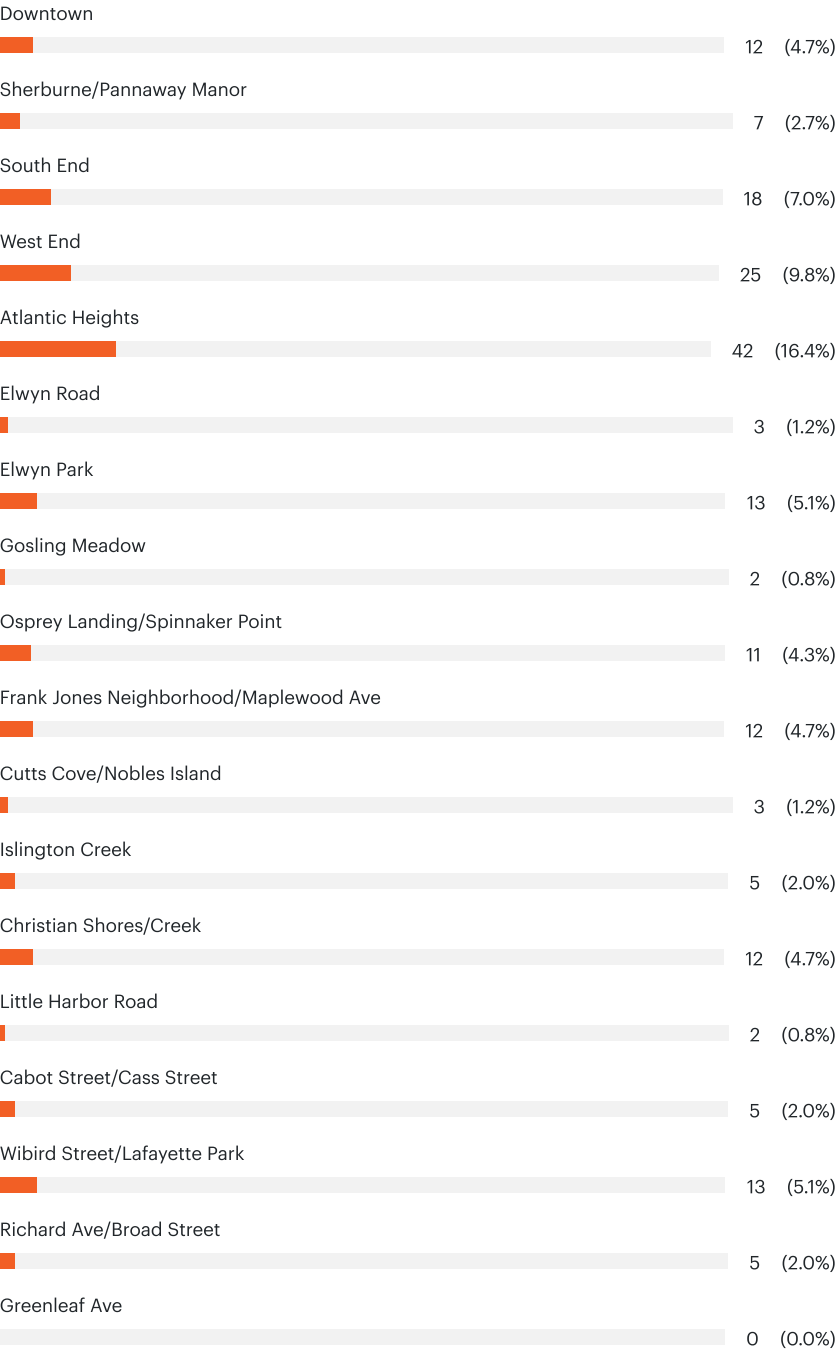
"occasionally at home with only 1 bar"

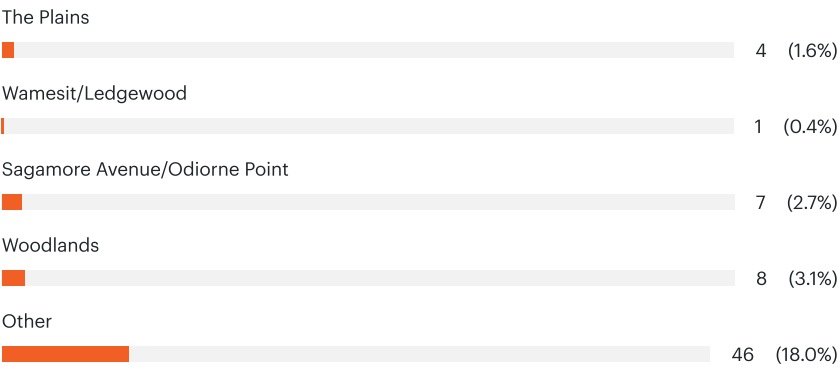
Unknown contact said:
"Woodlands neighborhood"

Unknown contact said:
"Atlantic Heights"

Question 10 has 256 answers (Radio buttons) ↓ 📅

"If you are a Portsmouth resident, which neighborhood is home for you?"





Open text responses to "Other":

Unknown contact said:
"Off Ocean Rd. Near the corner of Ocean Rd and Banfield Rd"

Unknown contact said:
"Stonegate"

Unknown contact said:
"Maplewood & Woodbury"

Unknown contact said:
"Martha Terrace off Ocean Road"

Unknown contact said:
"Hillside Drive"

Unknown contact said:
"Ocean Road"

Unknown contact said:
"Sage Lane"

Unknown contact said:
"Sage Lane"

Unknown contact said:
"Hillcrest Estates"

Unknown contact said:
"Maple Haven"

Unknown contact said:
"Beechstone "

Unknown contact said:
"Spinnaker Point Condo"

Unknown contact said:
"Eastwood Drive"

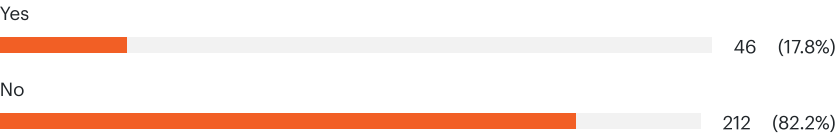
Unknown contact said:
"Lafayette rd, on rye line"

Unknown contact said:
"Nathaniel Drive"

Unknown contact said:
"Central Avenue"

Question 11 has 258 answers (Radio buttons) ⬇ 📅

"Do you have a landline phone in addition to your cellphone?"



Question 12 has 71 answers (Open text)

"Do you have any other comments for the Commission?"

Unknown contact said:

"The poor service in our town is truly unacceptable. Not only does it create a safety issue, but it also makes conducting business difficult. We pay the same Verizon rates as people who consistently have 5 bars, but we receive significantly subpar reception. Telecommunication companies should either expand their service area or reduce charges to align with lower service levels. The first of which is most desirable. Thank you!"

Unknown contact said:

"I reached out to Verizon and they sent me a booster that did not improve my cell reception."

Unknown contact said:

"Cable/internet service is much worse than even cell phone service"

Unknown contact said:

"Faster speeds of 5G relative to 4G don't make up for limited coverage and poor signal strength in buildings. "

Unknown contact said:

"Overall, cell service is excellent in the City."

Unknown contact said:

"I used to have Verizon and we had NO cell service at all in the Woodlands. Switched to T Mobile last year and its been great."

Unknown contact said:

"Please approve more cell towers to give us decent service "

Unknown contact said:

"My internet constantly loses connections. Comcast has done nothing to help me. Of course, they my building, the wiring, etc and want me to pay for Comcast to come out. Nope, done paying so I cut the cord, no cable tv. Comcast only for the inconsistent internet. "

Unknown contact said:

"No"

Unknown contact said:

"Both T mobile and Verizon have connectivity problems "

Unknown contact said:

"Our wifi in our house is terrible (Comcast xfinity). I work from home and have to connect to the internet box with an ethernet cable. "

Unknown contact said:

"Not exactly sure what neighborhood I'm in? Address listed below"

Unknown contact said:

"I work from home and sometimes calls just don't come through, it effects my ability to work."

Unknown contact said:

"Please put a booster on the north side of the bridge. "

Unknown contact said:

"In my Panaway Manor home phone service is bad but I can make calls using Verizon phones over wifi service. Phone service at the rte 1 Wal Mart is also bad. "

Unknown contact said:

"It seems unbelievable that Verizon has such bad connectivity /bandwidth!"

Unknown contact said:

"Consolidated kept upping the land line price to force a switch from copper to VOIP. Consolidated refuses to run fiber from the the switch to any of our homes. Thus the use of cell only."

Unknown contact said:

"Must have a landline due to unreliable cell service."

Unknown contact said:

"Calls constantly break up or drop. No problems with phone or service or calls all winter when in Florida. "

Unknown contact said:

"My cell service is so poor that I have to put my phone on airplane mode to use wifi calling to take phone calls or video calls. I work from home several days a week so it's quite a challenge."

Unknown contact said:

"Verizon was always a reliable service and calls never dropped. Since the start of 5G the service is quite spotty and it seems like other services have similar issues. Other places I travel I don't experience dropped calls so I have to think it is something more local. "

Unknown contact said:

"I frequently drop calls in my house and have no service at all in my driveway. I live next to an elementary school and friends with other phone services also struggle to use their phones on my property."

Unknown contact said:

"White Cedars has a 3 acre parcel adjacent to Arbor View the Board would happily lease to a cell tower"

Unknown contact said:

"No"

Unknown contact said:

"I was provided a range extender, which improved my ability to make and receive calls and also helped to maintain connections, once they were established. To receive the range extender, I was required to purchase a much more expensive service (\$70.00/mo increase) which, for a retiree, creates a new burden, just to maintain a basic level of service."

Unknown contact said:

"I often have to use my landline when I'm home, since cell coverage is spotty here."

Unknown contact said:

"The reason I have a landline because the cell service is so bad. I live on Concord Way"

Unknown contact said:

"I live on the 2nd floor but I understand that some 1st floor condos at Springbrook have poor cell reception."

Unknown contact said:

"Please fix the service in out neighborhood!"

Unknown contact said:

"Atlantic heights cell phone service is horrendous. We have tried to get Verizon to fix it for years with no success."

Question 13 has 181 answers (Open text)

"Please provide your street address for reference purposes and your email address if you would like to receive updates from the Cable & Broadband Internet Commission."

Unknown contact said:

"520 Ocean Rd
Fred.Butts@onerevrealty.com"

Unknown contact said:

"462 Lincoln Ave
rkbaker2@yahoo.com"

Unknown contact said:

"69 spinnaker way. Xwrdpuzlr@gmail.com "

Unknown contact said:

"11 Winsor Rd
bostonfan625@gmail.com"

Unknown contact said:

"182 Colonial Drive

adeyermond@gmail.com"

Unknown contact said:

"422 Sherburne Road

wheatmail23@aol.com"

Unknown contact said:

"40Bedford Way

mmmcdermott@myfairpoint.net"

Unknown contact said:

"1745 Islington Street"

Unknown contact said:

"24 Central Avenue

genesis9487@gmail.com"

Unknown contact said:

"309 Salmon Ave"

Unknown contact said:

"3 Hillside Dr. Brodyb_98@yahoo.com"

Unknown contact said:

"120 Hillcrest Drive"

Unknown contact said:

"229 buckminster Way "

Unknown contact said:

"53 Whidden St"

Unknown contact said:

"595 F W Hartford Drive"

Unknown contact said:

"579 Sagamore Avenue "

Unknown contact said:

"1275 Maplewood

Connie.Eppich@gmail.com"

Unknown contact said:

"234 Sherburne Road"

Unknown contact said:
"240 Middle Street "

Unknown contact said:
"247 Martha Terrace"

Unknown contact said:
"160 Court Street"

Unknown contact said:
"141 Mill Pond Way Unit 3
famularojk@yahoo.com"

Unknown contact said:
"95 TJ Gamester Avenue"

Unknown contact said:
"110 Wibird Street"

Unknown contact said:
"125 Essex Ave."

Unknown contact said:
"Osprey drive"

Unknown contact said:
"134 Lincoln Ave"

Unknown contact said:
"73 Daniel St"

Unknown contact said:
"Sparhaek St "

Unknown contact said:
"363 New Castle Ave"

Unknown contact said:

"Manor Dr
nhblackhistory@aol.com"

Unknown contact said:

"20 Taylor Ln
Kens6261@comcast.net"

Unknown contact said:

"Lena252@gmail.com"

Unknown contact said:

"144 Sage Lane "

Unknown contact said:

"144 Sage Lane"

Unknown contact said:

"462 Lincoln Ave.
kjerstenbaker@yahoo.com"

Unknown contact said:

"152 Middle Street"

Unknown contact said:

"50 Colonial Dr"

Unknown contact said:

"Union St (between Middle and Lincoln)"

Unknown contact said:

"284 New Castle Ave
Portsmouth, NH 03801
Michael.millikan@icloud.com"

Unknown contact said:

"42 Squid St. werscoraja@yahoo.com"

Unknown contact said:
"19 Mariette Drive
vkb0708@outlook.com"

Unknown contact said:
"7 Portwalk Place"

Unknown contact said:
"306 Marcy Street, Unit 2
jsinger@valinet.com"

Unknown contact said:
"25 Beechstone, Suthan.na@gmail.com"

Unknown contact said:
"99 Osprey Drive"

Unknown contact said:
"Dunlin Way"

Unknown contact said:
"594 Colonial drive Portsmouth NH
Mikeskelly@aol.com"

Unknown contact said:
"49sheafe st"

Unknown contact said:
"Dennett Street"

Unknown contact said:
"Orchard Street
jocorbin13@gmail.com"

Unknown contact said:
"81 Spinnaker Way
bns20@outlook.com"

Unknown contact said:
"114 Eastwood Dr
dberky@comcast.net"

Unknown contact said:
"11 Chevrolet Ave
amyleathe@gmail.com"

Unknown contact said:
"127 Willard Ave"

Unknown contact said:
"165 Cutts Street
Mjtph4@comcast.net"

Unknown contact said:
"My home address is 44 Laurel Ct. My email address is dhgraz@comcast.net"

Unknown contact said:
"joangone@msn.com - Spinnaker Way"

Unknown contact said:
"363 New Castle Ave"

Unknown contact said:
"246 Austin Street"

Unknown contact said:
"250 McKinley Rd.
Cjdelisle@gmail.com"

Unknown contact said:
"14 Sheffield Rd"

Unknown contact said:
"47 Orchard Street
genevieveaichele@gmail.com"

Unknown contact said:
"960 Maplewood Ave"

Unknown contact said:
"135 Spinnaker Way, Portsmouth, NH.
bobg1029@gmailcom"

Unknown contact said:
"FW HARTFORD DRIVE"

Unknown contact said:
"297 Austin Street "

Unknown contact said:
"197 Raleigh Way"

Unknown contact said:
"20 Raleigh Way
Grammygrant@comcast.net "

Unknown contact said:
"1275 maplewood ave"

Unknown contact said:
"Raleigh Way "

Unknown contact said:
"50 Nathaniel Drive
Shirleyandjohno@comcast.net"

Unknown contact said:
"579 Sagamore Ave., Unit 75
Pmwisselnh@gmail.com "

Unknown contact said:
"24 Central Avenue
genesis9487@gmail.com"

Unknown contact said:

"230 Crescent Way, Portsmouth, NH 03801 "

Unknown contact said:

"125 Saratoga way, Portsmouth, NH "

Unknown contact said:

"790 McGee Drive"

Unknown contact said:

"302 Springbrook Circle, Portsmouth
bessm@comcast.net"

Unknown contact said:

"124 Raleigh way, Portsmouth NH 03801. Caileighc543@yahoo.com"

'- All of
Lafayette
Rd (from
Portsmouth
to North
Hampton)
- State
Street
(Middle St
to Cass
St)
- The
whole
Plaza 800
(The
Hannafor
d plaza on
Islington
St)

1. On
Route 33
between
entrance
to Pease
and
Target.

2. Down
Route 1,
around
Walmart
and that
greater
area.

145 Brewery Lane
224 Concord Way
311 Spinney road

4 Nixon

Park no

bars of

signal.

6 Nixon

Park 2 of 4

bars of

signal.

Aldrich rd, rte 33, Lafayette rd, islington st, sagamore rd, park st

Any place outside of downtown. Particularly along Route 1

Anywhere in Rye, in Odiorne.

Anywhere near or around Portsmouth, NH. Friends and family included, from all different providers. Internet is even

Anywhere near Pease

Areas of my home and parking lot

At my house, near Pease airbase, random in city.

Atlantic Heights

Atlantic Heights

Atlantic Heights

Atlantic Heights

Atlantic Heights

Atlantic Heights

Atlantic Heights

Atlantic Heights

Atlantic Heights has terrible service.

Atlantic Heights in Portsmouth

Atlantic heights, portsmouth traffic circle

Atlantic

Heights/Pr

eble Way

Vanguard

Key Clubs

(Emery

Street)

Banfield
Road
Ocean
Road
Rt. 33 and
the 95S
on/off
ramp area
and
heading
95
southbou
nd

Bartlett St and parts of Islington. Along Route 1 by Walmart.

Between Pease and the skateboard park on Middle Rd/Greenland Rd; and in the Community Campus area.
By schools.

C&J Bus Depot, stores on the west end of town

Central Avenue by the 95 highway

Christian Shore/The Creek...

Concord way

Corner of Hawthorne and Union

CVS

CVS parking

Downtown at restaurants, stores, bars, etc.

Elwyn park and south going towards Rye

Elwyn Park, Pease, 33 by Borthwick Ave

Elwyn Park, Target / Lowes plaza, New Castle

Elwyn Park/Lafayette Rd area

Elwyn Road

Everywhere in Atlantic Heights

Frank Jones Brew Yard area. The cluster of brick buildings limits cell signal.

From about McDonald's on Route 1 to Lago's Ice Cream. This area includes my home. I would say the worst service is

Generally on 95 and getting off 95N exit 3, coming onto Rt. 33. In addition, off Sagamore right on the Rye line. Can v

Hannaford Supermarket, White Heron, Kittery Foreside

Hillside Drive

Home 14 Sheffield Rd

Hunking St

I live in the Woodlands and have terrible service.

I-95 and highway 33

In Atlantic
Heights
Route 1
near the
beach
plumb
there is a
lengthy
dead
zone.

In the West End and downtown on Maplewood
Islington street cvs and hanneford. Portsmouth target / lowes
Jones Ave
Kearsarge Way
Lafayette Rd
Lafayette Rd, in the area of Fire Station 2
Lafayette Rd.

Lang Road
Lafayette
Rd by
Heritage
Ave
Ocean
Road

Laurel Ct, Atlantic Heights and certain areas downtown.

Maple Haven

Maple Haven, Route 33, Route 1, Elwyn Park

Mariette

Dr

Maple

haven

Middle street and Cass street

My driveway and home. Anywhere near Pease.

My home is in between Pease and I-95. I don't get cell service or WiFi during rush hours

Near exit

to 95 from

33

Anywhere

near Rye

Near Pease airport. Driving on Route 95

Near Spinnaker Point, Route 1 near the Rye border, Ceres Bakery on Penhallow St and miscellaneous downtown loc

near the route 1 traffic circle area and up on Route 95 in that area

Near Tradeport, Newington

Near

Walmart

on route 1

Near

Pease/tar

get on 33

Oakwood Drive, Elwyn Road, Sagamore Road

occasionally at home with only 1 bar

Ocean Rd to Heritage, Islington St, near Prescott park, near/on Pease, Aldrich St, Islington St, Rte 1, are the most common at home

Only one bar on Lafayette Road/Ocean Road/Maple Haven area.

Osprey Landing neighborhood

Panaway Manor

Pease

Peverly

hill road

Walmart

Lafayette

road

Market

basket

Lafayette

road

Pierce Island/Outdoor pool; Route 33 from Pease to Target; Wentworth Road by BGs Boat House

Portsmouth Regional Hospital

Portsmouth

h Regional

Hospital

Hannafor

d Plaza /

800

Islington

Route 1

from

Campus

Drive to

Ocean Rd

Prescott park area, pierce island

primarily
at home -
Orchard
Street off
Wibird
Occasion
ally at
work -
West End

Restaurants in the downtown area.

Route 1

Route 1 area by water country.

Route 1 from North Hampton well into town mostly.

Route 1 towards Rye

Route 33 by Pease, by the skate park/rail trail, route 1 south of vida cantina, no service at all at the post office!

Rte 1 area below the Water Park

Sagamore Ave.

Sections of Route 1

Spinnaker

Point

Condos

have

terrible

reception.

Portsmouth

h high

school

and

woods

behind it.

Spinney

road

rt. 33

Spotty around downtown, terrible in the Woodlands

Store parking lots along Route 1 and 33. Like Walmart, Target etc.

The basement of Spinaker Point health service center

The entirety of Atlantic Heights has terrible/non-existent service. The closer to the river the worse it is. When it is rain

The parking lot at 155 Borthwick Ave

The stretch on Lafayette Rd by Lago's and the spot near Pease on rt. 33 often drops calls.

There are
many
areas of
Portsmouth
and the
Seacoast
that have
horrible
service.
Proximity
of:
Maple
Haven
and Fire
Station 2
Walmart
Lafayette
Lowe's
Off-ramp
of Exit 3
Rt 33 Near
Pease
Ocean Rd

Tidewater
condos
Griffin
road
office park

Tidewater is a cell phone dead zone. I must use WIFI calling to make calls from home.

Tuckers Cove

walking by the hospital; walking by West End Yards near Motor Bikes shop

We live near the highway and when planes come or go from Pease there is always interference. Our plan will cover 4 West End overall although I am not out and about in Portsmouth regularly so do not recall other areas with difficulty.

Willard Ave

with Verizon in Spinnaker Point

Woodlands neighborhood

Interesting project. I just call Verizon every month or so and demand a month of free service since there is no data c
A tower in our area would improve connectivity and less WiFi calls
I'm on Nextdoor and Facebook and there are lots of complaints.

The problem has worsened over the last few weeks

Thank you for looking into this.

UNACCEPTABLE! I have to go out and stand in the middle of the street to send a text!

Top class cellular service is vital to keep Portsmouth economy moving. More and more houses choose not to have l
I stopped using cable several years ago and have no problems streaming on my TV.

I work out of my home office so my personal and professional use of cellular service is negatively impacted. I set my
I'm

spending

a lot for

home

phone

because

of awful

cell

service.

This is the

middle of

the city, it

should be

MUCH

better

Had terrible service with Verizon. We recently changed to T-mobile, and now are getting much better service.

I changed from Verizon to T-Mobile and my service got significantly worse. T-mobile service is awful

Internet is horrible. Us and our neighbors have spent \$100's of our own money trying to get good internet or cell pho

Have similar neighborhood issues with ixfinity service in area

I have T-Mobile. Other family members have Verizon. Verizon changed something with texting and the two don't

The Wastewater SCADA department had to move to AT&T's priority service (first responder privileges) in 2022 or 202

Please fix the service in the Woodlands.

Cell service for Verizon is basically non existent. I had to switch to AT&T just to get two bars. I have to use wifi calling

T mobile internet is also bad, a lot of buffering trying to watch tv.

Contacted TMobile to complain saw little improvement in signal strength but did see a bump in download speed from

Admittedly, I text most of the time, and use wifi at several locations in the city (PPL, City Hall, Work, and Home) so le

I have
called the
FCC to
complain
as have
many of
my
neighbors.

The FCC
reached
out to
Verizon
who
contacted
me and
offered a
"booster"
which did
very little
to help. It
was
explained
that the
tower that
services
AH is
across the
river, and
"water

Please, please, please! Do something about the atrocious service Verizon (current provider) and Sprint (prevoius pr
Love the AT&T coverage. Never have problems.

Up grade cell tower locations

We would love Verizon cellular service at our home, since it also serves as a home office.

It has always been subpar. But it has gotten terrible in the last few months and Verizon sent us a booster saying they
The service at my house is terrible!

An extender is necessary to have enough service to make calls.

Cell service is terrible in Portsmouth and it's seemingly getting worse. It's also dangerous around schools where it's
I have been asking Verizon about improving coverage for the 5 years that I have lived in this house. They always repl
T-mobile is great. Never had a problem with service. My daughter was stationed in Europe for several years and we i
Service has been very low and seems to be getting worse as more people come into the city

The service issues are clearly centered around the Rye line.

It seems Maple Haven isnâ€™t included in your survey and we have lousy service

If
thereâ€™s
an
emergenc
y, what
any of us
do still run
to our
neighbors
what if
itâ€™s the
neighbor
thatâ€™s
the
problem
Itâ€™s an
issue

Even with a WiFi â€œextenderâ€ within my home, the service is erratic. It is necessary to be in a certain room, and s
Please help us!!!

A lot of people no longer have land lines so reliable cell service is extremely important for emergency situations and
Atlantic heights cell phone service is horrendous. We have tried to get Verizon to fix it for years with no success.
Please fix the service in out neighborhood!

I live on the 2nd floor but I understand that some 1st floor condos at Springbrook have poor cell reception.

The
reason I
have a
landline
because
the cell
service is
so bad.
I live on
Concord
Way

I often have to use my landline when I'm home, since cell coverage is spotty here.

I was provided a range extender, which improved my ability to make and receive calls and also helped to maintain c

White Cedars has a 3 acre parcel adjacent to Arbor View the Board would happily lease to a cell tower

I frequently drop calls in my house and have no service at all in my driveway. I live next to an elementary school and
Verizon was always a reliable service and calls never dropped. Since the start of 5G the service is quite spotty and it
My cell service is so poor that I have to put my phone on airplane mode to use wifi calling to take phone calls or vide
Calls constantly break up or drop. No problems with phone or service or calls all winter when in Florida.

Must have a landline due to unreliable cell service.

Consolidated kept upping the land line price to force a switch from copper to VOIP. Consolidated refuses to run fibe
It seems unbelievable that Verizon has such bad connectivity /bandwidth!

In my Panaway Manor home phone service is bad but I can make calls using Verizon phones over wifi service. Please put a booster on the north side of the bridge.

I work from home and sometimes calls just don't come through, it effects my ability to work.

Our wifi in our house is terrible (Comcast xfinity). I work from home and have to connect to the internet box with an Ethernet cable. Both T mobile and Verizon have connectivity problems

My internet constantly loses connections. Comcast has done nothing to help me. Of course, they blame my building, the building is old. Please approve more cell towers to give us decent service

I used to have Verizon and we had NO cell service at all in the Woodlands. Switched to T Mobile last year and it's been better. Overall, cell service is excellent in the City.

Faster speeds of 5G relative to 4G don't make up for limited coverage and poor signal strength in buildings.

Cable/internet service is much worse than even cell phone service

I reached out to Verizon and they sent me a booster that did not improve my cell reception.

The poor service in our town is truly unacceptable. Not only does it create a safety issue, but it also makes conducti