

From: Troy Nedegaard <tnedegaard21@gmail.com>

Sent: Monday, October 28, 2024 6:55 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Experience with Metronet

I did not have any issues with the workers. I seldom interacted with them but when I did they were respectful.

I am concerned with the spot to the North of my house that they dug up. It is all dirt with about a 3 foot diameter of dead grass. The spot on the South end is a utility box underground. Metronet has failed to put the screws/fasteners back in to secure the cover. It moves when you walk on top and you can easily remove the lid.

I would like to see these items corrected.

Troy Nedegaard,

820 28th St South

From: Doug McVey <dmcvey@charter.net>

Sent: Sunday, October 13, 2024 8:17 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet Fiber comment

This was a shoddy operation from start-to-finish. Crews did not attach water hoses to their concrete saws, thus clouds of cement dust blew into our backyard, coating vegetable plants as well as all of our flowers. I wondered why there wasn't a City employee tasked with supervising these clowns. When they replaced concrete sections in our alley, they trimmed up the branches on one of the evergreen trees I have back there (to block some of the nighttime lighting from the UW-L stadium) at least 6'. I realize that they needed to trim it up some, but not nearly that much. That tree is now going to look like that forever. And when they removed their forms from laying the concrete, they never filled in those gaps between the edge of the concrete and the existing turf or soil.

I'm quite disappointed that there didn't seem to be anyone from the City keeping watch on these guys.

Doug McVey

407 22nd St. N.

La Crosse

From: scott@gerrardcompanies.com <scotta1728@gmail.com>

Sent: Thursday, October 10, 2024 4:09 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Not exactly happy with the Metronet experience as of today. Well over two month's ago we chose to purchase Metronet Internet and was offered free installation and the first month free. The infrastructure to our neighborhood had just been completed when the salesman knocked on our door with this offer. However, since that time (it may be nearly 3 months ago) we've been waiting for the service to get attached to our home. Tire of all the flags that need to be moved when we mow, just to set the path for Metronet when they finally get around to finishing the install at our home. Thus far not impressed....It's a good thing they are not mandating a long-term contract!

This is from 2134 23rd St S – La Crosse

Sent from Mail for Windows

From: leiferdan@gmail.com <leiferdan@gmail.com>

Sent: Thursday, October 10, 2024 6:19 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Dear sirs, I sent a email voicing my concerns to my city alderman back when this all started. Metronet has ruined sidewalks and alleys with their crappy workmanship. They have had no respect for private property.

They will be the last company I purchase internet from.

Sent from my iPhone

From: jjungen1220@charter.net <jjungen1220@charter.net>

Sent: Wednesday, October 9, 2024 8:40 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet.

I am disappointed so far. They laid the cable in my back yard in late March or early April. I then signed up for their service. First I was told they would activate the service to my house by the end of August. Then they said it would be the end of September. I called recently and now they said that it will not be activated to my house until the end of November. I'm starting to lose my patience with them. I'm afraid the end of November will come and then they will say it's too cold so they have to delay until spring of 2025. Is they anyway to start a new internet service in LaCrosse ? I was excited when they first sent out their information flyers. I thought it was great that finally there was some competition for Spectrum. Now I don't know if they would be reliable. Has anyone's service in LaCrosse been activated yet?

Sent from my Verizon, Samsung Galaxy smartphone

Get Outlook for Android

From: Mark Moesch <mark.moesch@gmail.com>

Sent: Wednesday, October 9, 2024 9:15 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet Fiber

We have had Metronet as a service for a few months and have no complaints. Our former provider Spectrum was often dropping and had old technology in the home. As for installation, I might never have had a better customer service experience. The guys were very well informed, nice and professional.

Mark

735 23rd Street North

From: Jennifer Jones <jones6307@gmail.com>

Sent: Wednesday, October 9, 2024 9:14 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Hello!

They do not have service in my neighborhood yet, but I'm eager to see what their plan rates are and I think it's good to have competition - internet prices are so high and it's become a necessity in life. It should be considered a utility. I've seen a few people post on social media that they've made the switch and seem to be happy with service thus far.

Anyhow, my only experience thus far is that I was NOT impressed with how they have installed things. Every corner that they've dug into to put fiber looks terrible when they are done.

Thanks!

Jennifer Jones

26th St., La Crosse

From: Paul Pierce <munchkinusnavy@yahoo.com>

Sent: Wednesday, October 9, 2024 8:56 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet experience

I live on 22nd St North and have Metronet for about 4 months.

Install and switching from old provider was fast and painless. Since activation of our account we've had 1 loss of service event after a scheduled overnight maintenance. Was down less than an hour. I woke up at 6:00 that morning and service was restored before 7:00.

Bill pay is easy.

No complaints here!

Paul Pierce

La Crosse



From: Jed Olson <jed@oratrails.org>

Sent: Wednesday, October 9, 2024 8:40 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

I live just outside of the city limits in the Town Of Shelby on Farnam Street. There is no deeded easement for utilities across my property, several utilities run across the property. Metronet recently put their lines across the property without an easement.

They did follow the general path of other utilities, but they did not do the homework to find out that there is no actual easement to allow them across.

If you need to reach out for any further questions, you can reach me at 320-309-4980.

Jed Olson

3401 Farnam St.

Sent from my iPhone

From: Merkes, Christopher M <cmerkes@usgs.gov>

Sent: Wednesday, October 9, 2024 5:58 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: metronet fiber feedback

Hello,

They came to my neighborhood last fall. They accidentally knocked out the power to the neighborhood for a few hours, and that power surge fried my garage door sensors. Other than that, they were trenching for about a week and minimally disruptive. They cleaned up their mess a few weeks later.

v/r,

Chris Merkes

Research Geneticist

Upper Midwest Environmental Sciences Center

U.S. Geological Survey

2630 Fanta Reed Road

La Crosse, Wisconsin 54603

(608) 781-6316

From: Trif Dolbier <trifdolbier@yahoo.com>

Sent: Wednesday, October 9, 2024 4:57 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject:

Love it and installation and the people where was great to work with.

Trif Dolbier

He / Him

(608) 461-1143

From: Lindawiss <lw6string@charter.net>

Sent: Tuesday, October 8, 2024 4:33 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Horrible experience, tore up my sidewalk, damaged my border wall, worked outside the hours of construction noise and blocked my driveway. They were extremely rude and disrespectful.



Linda

From: Diann Klos <diann.klos@gmail.com>

Sent: Tuesday, October 8, 2024 3:38 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metro net mess

Still have a hole at the end of our alley... for about a year.

From: Cassandra DeHaro <cassandradeharo@gmail.com>

Sent: Tuesday, October 8, 2024 1:52 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Feedback on metronet

Hello!

I live at 21rst and farnam street. Metronet canles were placed and they killed some of my boulevard plants. :( I also have gotten lots of mail from them and theyre simply too expensive. We have had no issues with spectrum and dont plan to change.

From: Bobbi Rathert <rathert@yahoo.com>

Sent: Tuesday, October 8, 2024 1:32 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Awesome experience. Devin, the customer service person, went above and beyond at every encounter. In fact, we bumped into each other at Kwik Trip the other day and he held the door and remembered my name. He's solved some service and connection issues early on with my service in a timely manner and always with a smile. The metronet internet is high quality, too, compared to our former company. The work crews I've seen in the neighborhood and around town are always hardworking and busy and polite.

From: TravelingOx <travelingox@gmail.com>

Sent: Tuesday, October 8, 2024 12:18 PM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: MetroNet at 2225 Winnebago St

We like the expanded options for business competition in the area. However when MetroNet was installing outside our house, the needed to put a line next to a tree at the base of our driveway, and my retired neighbor had though the crew's machine may have cracked the curb at the end of my driveway. My wife and I work out of the home so I wasn't there to see for sure. I did take this photo on June 20th of this year.

The team doing the work was polite and aware of our neighborhood while working. So overall a positive experience.

Steven Oxley

608-769-6295

[TravelingOx@gmail.com](mailto:TravelingOx@gmail.com)





From: William Hordyk <whordyk1156@gmail.com>

Sent: Tuesday, October 8, 2024 11:50 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Absolute terrible subcontractors. Never replaced topsoil and seeded/ sod. Never back filled holes left by the anchors of the directional boring machine ( perfect size for dog leg to fit into). Ripped up sprinkler heads, that were clearly marked.

Don't know about installation, will not be using their services. Mainly because of installation issues.

From: PAMELA STRITTMATER <ptstritt@aol.com>

Sent: Tuesday, October 8, 2024 11:40 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Hi,

I have had a horrible experience with Metronet. I own a rental property at 3324/3326 29th Ct S. They brought huge equipment way up my yard beyond the utility easement and damaged my yard. They had a landscaper there a couple of times, but the problems are still there. It is very difficult to mow my yard with the huge dips from the machinery treads. My boulevard has areas where nothing will grow because of the leaking sludge that got into the soil. The connection boxes are not even with the ground and in very inappropriate spots, so it's very difficult to mow around them.

Very little support and assistance from Tracy and Jesse of Metronet. They were very difficult to work with. I tried to reach out to the city and my council member for that area. Doug Happel was wonderful in trying to help, but he was so limited on what he could do.

The workers were very rude. There was no communication to me or my tenants of what was going on and when.

I will never use Metronet services.

Pam Strittmater

From: Travis Haugh <haught0974@gmail.com>

Sent: Tuesday, October 8, 2024 10:36 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

Ever since they started doing their fiber optic work, our Spectrum internet has slowed down or has frequent disruptions and outages. They nearly block off busy streets and intersections, go on and through people's property without letting them know or asking. I've ignored or turned down anyone knocking on the door because of all this.

From: Derek K. <derek.kupper@gmail.com>

Sent: Tuesday, October 8, 2024 10:23 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet experience

They came several times to my house to install fiber. There wasn't really any notice other than a general note months ago and new flags/paint on our lawn.

They took several days and blocked off the road. They also ripped up our yard a fair amount.

Mostly it was just frustrating because they came back multiple times over multiple days. They made sure not to block our cars in.

--

Cheers,

Derek K.

From: Adam Spencer <spencer.adam1@gmail.com>

Sent: Tuesday, October 8, 2024 9:50 AM

To: Schadeberg, Kristen <schadebergk@cityoflacrosse.org>

Subject: Metronet

When they installed it, they didn't care about blocking driveways and alleys. When they were in the neighborhood, they would act as if others were not around or trying to drive around what they were doing. They cut 400+ pairs of fiber in our area due to not calling before they dug. It took them 6months to replace the sidewalk and driveways they cut up. Sales guys would keep stopping after we told them to stop. They could offer their service for free, but I still wouldn't use them. Completely unprofessional. I'm all for having choices of services, but the way they worked and the disruption of the city as they did "work" was not done well