

Home Internet Survey –ACTIVE SERVICE

Please enter your home address (the address where you want better internet). We require an address to accurately map the responses we receive. Your address will be kept confidential and used solely for data and coverage comparison.

Street Address (or lot/apt #):	
City/Town/Village:	
Zip Code:	

What type of internet access do you have at this home address?

- Cable Cellular Hot Spot Dial Up
DSL Fiber Satellite Wireless
Do Not Know

Who is your current internet service provider?

- AT&T Mobile AT&T Residential
 Clarity Connect CNY Wireless
 Cricket Mobile Crown Castle (Lighttower)
 Dish Network Firstlight (Fingerlakes)
 Hughesnet Lumen (CenturyLink)
 NewVisiones Northland
 Skycasters Spectrum
 Sprint/ T-Mobile Verizon DSL
 Verizon FiOS Verizon Mobile
 Viasat Windstream
 Other I don't know

How much are you paying per month for internet access only? Please do not include additional bundle services (cable TV, home phone, etc.)

- Less than \$25/ month
 \$25-\$50/ month
 \$51-\$75/ month
 \$76-\$99/ month
 \$100+/ month
 I don't know

Are you able to purchase the speed of broadband service that you need?

- Yes
No
I don't know

How much more would you be willing to pay, per month, for significantly improved service?

- No More
10% More
25% More
50% More
I don't know

How important is it to you to have a choice of providers?

- Very important
Important
Neutral
Not important
Don't want/need service

Please check the services you would be interested in purchasing from a new service provider.

- Internet
TV
Home phone

How important is internet access...

	Very Important	Somewhat Important	Neutral	Not Important	Not Applicable
To stay in touch?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To stay informed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For your healthcare?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To your quality of life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To your ability to earn a living?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To your ability to pursue an education?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How many people are in this household?

- 1 2 3 4 5 or more

With what gender do you identify as?

- Male Female Non binary Other

Who are, or would be, the primary users of internet at your address? (Check all that apply.)

- School age child(ren) K-12
Adult(s) ages 19-25
Adult(s) ages 26-65
Adult(s) ages 66 and older
No one would use this service

Please specify your ethnicity

- African-American
Asian-American
Caucasian
Latino or Hispanic
Native American
Native Hawaiian or Pacific Islander
Other/ Unknown
Prefer not to answer

What is the highest level of education obtained by any one person in this household?

- High school
Technical or two-year college
Four-year college
Post graduate work
Military service
I don't know

What is the estimated annual income of your household?

- Less than \$32,000 per year
\$32,000 to \$65,000 per year
More than \$65,000 per year
Prefer not to answer

Are there any other comments you wish to share with the county regarding broadband service or internet access?

Please feel free to share your thoughts on the value and importance of broadband, and what you believe the role of the county should be in improving broadband access.

Home Internet Survey – NO ACTIVE SERVICE

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Please tell us the main reason you do not have internet access

- Lack of skills/knowledge to use it
- Not relevant or needed
- Too expensive
- Lack of a computer or device
- Not available
- Other reason not listed

Do you have problems getting medical care for yourself or your family based on location or cost?

We ask this question due to the increasing availability of telemedicine – video visits with a doctor using a secure broadband connection. These visits are often more convenient and less expensive than in-person visits.

- Yes No I don't know

Does anyone in your household have trouble completing work associated with their job (working from home) due to a lack of internet access?

- Yes No
- No one in my household works from home

Does anyone in your household have trouble completing school work (either homework or attending school virtually) due to a lack of internet access?

- Yes No No one in my household is in school

How much would you be willing to pay for new or significantly improved internet/broadband service?

- \$25-\$50/ month \$51-\$75/ month
- \$76-\$99/ month \$100+/ month
- Don't want/need

For what uses would you subscribe to a broadband service? (Check all that apply.)

- Agriculture-based business
- Online gaming
- Completing homework
- Home-based business
- Online classes
- Streaming TV/movies/music
- Shopping
- Working from Home
- Stay in touch with family and friends
- I don't want/need service

How many devices do you estimate you would possibly connect to the internet?

- 1-2 3-5 6-7 8-9 10+

How important is it to you to have a choice of providers?

- Very important
- Important
- Neutral
- Not important
- Don't want/need service

Please check the services you would be interested in purchasing from a new service provider.

- Internet TV Home Phone

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Business Internet Survey –ACTIVE SERVICE

Please enter your business address (the address where you want better internet). We require an address to accurately map the responses we receive. Your address will be kept confidential and used solely for data and coverage comparison.

Street Address (or lot/apt #):	
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Zip Code:	

What type of internet access do you have at this non-residential address?

- Cable Cellular Hot Spot
 Dial Up DSL
 Fiber Satellite
 Wireless Do Not Know

Who is your current internet service provider?

- AT&T Mobile AT&T Commercial
 Clarity Connect Cricket Mobile
 Crown Castle (Lighttower) Dish Network
 First Light (Fingerlakes) HughesNet
 Lumen (Century Link) NewVisions
 Skycasters Spectrum
 Sprint/ T-Mobile Viasat
 Verizon DSL Verizon FiOS
 Verizon Mobile Windstream
 I don't know Other

What is the current download speed, or throughput, at your location?

- 10 Mbps or less 50-99 Mbps
 10-24 Mbps 100-999 Mbps
 25-49 Mbps 1 Gigabit or more
 I don't know

What services do you receive from your provider? (Please check all that apply)

- Email Managed Services
 Internet Phone
 Hosting TV
 Managed Backup Other

What is your position with the company?

- Employee
 Manager
 Officer (President, VP, CEO, etc.)
 Owner
 Other

How many people does the company employ?

- Myself only 2-4 5-9
 10-19 20-49 50 or more

What is the primary line of business at your location?

- Agriculture
 Automobiles (Sales or Repairs)
 Business Services
 Commercial Construction
 Education
 Electronic Commerce
 Local Government
 Manufacturing
 Medical
 Professional (Law, Accounting, etc.)
 Real Estate
 Residential Construction
 Retail
 Trades (Electrician, Plumbing, etc.)
 Other

How important is internet access to...

	Critical	Very Important	Somewhat Important	Neutral	Not Important
Your vendor satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your business profitability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency in your operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your customer/client satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Street Address (or lot/apt #):	
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Why do you not have internet access at your business location today?

- Not available
- Too expensive
- Poor service
- Other

What would be the primary use of broadband internet in your business? (Please check all that apply)

- Control equipment
- Credit card and payment processing
- Email services
- Manage online presence
- Marketing and promotion
- Place or receive orders
- Security/video
- Send and receive large files
- Use remote applications (Google Docs, Office Online, etc.)
- Other

Would broadband access enable you to be more competitive in your business?

- Yes
- No
- I don't know

What is your position with the company?

- Employee
- Manager
- Officer (President, VP, CEO, etc.)
- Owner
- Other

How many people does the company employ?

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- Agriculture
- Automobiles (Sales or Repairs)
- Business Services
- Commercial Construction
- Education
- Electronic Commerce
- Local Government
- Manufacturing
- Medical
- Professional (Law, Accounting, etc.)
- Real Estate
- Residential Construction
- Retail
- Trades (Electrician, Plumbing, etc.)
- Other

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