## **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 (c	or lot/apt #):	
City/Town/Village	e:	
Zip Code:		
What type of inte	rnet access do you have at this home	Are you able to purchase the speed of
address?		broadband service that you need?
□Cable □Cellula	ar Hot Spot □Dial Up	□Yes
□DSL □Fiber	☐Satellite ☐Wireless	□No
☐Do Not Know		□I don't know
Who is your curre	nt internet service provider?	How much more would you be willing to pay,
☐ AT&T Mobile	☐AT&T Residential	per month, for significantly improved service?
☐ Clarity Connect	□CNY Wireless	□ No More
$\square$ Cricket Mobile	☐ Crown Castle (Lightower)	□10% More
$\square$ Dish Network	☐ Firstlight (Fingerlakes)	□25% More
☐ Hughesnet	☐ Lumen (CenturyLink)	□50% More
☐ NewVisiones	☐ Northland	□I don't know
☐ Skycasters	☐ Spectrum	
☐ Sprint/ T-Mobil	e $\square$ Verizon DSL	
☐ Verizon FiOS	☐ Verizon Mobile	How important is it to you to have a choice of
☐ Viasat	☐ Windstream	providers?
☐ Other	☐ I don't know	□Very important
		☐Important
		□Neutral
How much are you	u paying per month for internet	□ Not important
access only? Pleas	e do not include additional bundle	☐ Don't want/need service
services (cable TV	, home phone, etc.)	
$\square$ Less than \$25/ r	month	Please check the services you would be interested in
□\$25-\$50/ month	ı	purchasing from a new service provider.
□\$51-\$75/ month	ı	□Internet
□\$76-\$99/ month	า	□TV _
$\square$ \$100+/ month		☐ Home phone
☐I don't know		

#### How important is internet access...

	Very Important	Somewhat Important	Neutral	Not Important	Not Applicable	
To stay in touch?						
To stay informed?						
For your healthcare?						
To your quality of life?						
To your ability to earn a living?						
To your ability to pursue an education?						
How many manula are in this househale	ın	\A/:+L		do vou idontif	aa?	
How many people are in this household $\Box 1 \ \Box 2 \ \Box 3 \ \Box 4 \ \Box 5$ or more	a r		_	do you identif ☐ Non binary	-	
		□ IVI	ale — Female		□Otilei	
Who are, or would be, the primary user	rs of internet	Pleas	se specify you	r ethnicity		
at your address? (Check all that apply.)		□Af	rican-America	n		
☐ School age child(ren) K-12		□As	□Asian-American			
☐Adult(s) ages 19-25		□Ca	□Caucasian			
☐Adult(s) ages 26-65		□La	☐ Latino or Hispanic			
☐Adult(s) ages 66 and older		□Na	☐ Native American			
$\square$ No one would use this service		□Na	$\square$ Native Hawaiian or Pacific Islander			
		□Ot	her/ Unknowr	1		
What is the highest level of education ob	btained by any	y one Pr	efer not to ans	swer		
person in this household?						
∃High school		Wha	t is the estima	ted annual inc	ome of your	
☐Technical or two-year college		hous	ehold?			
□Four-year college		□Le	$\square$ Less than \$32,000 per year			
□Post graduate work		□\$3	□\$32,000 to \$65,000 per year			
□Military service		□M	$\square$ More than \$65,000 per year			
□I don't know		□Pr	$\square$ Prefer not to answer			
Are there any other comments you wisl Please feel free to share your thoughts on the county should be in improving broadband ac	e value and imp	-				

# **Home Internet Survey – NO ACTIVE SERVICE**

 $\square$ Don't want/need

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.

	<u>,                                    </u>
Street Address (or lot/apt #):	
City/Town/Village:	
Zip Code:	
Please tell us the main reason you do not have	For what uses would you subscribe to a
internet access	broadband service? (Check all that apply.)
□ Lack of skills/knowledge to use it	☐ Agriculture-based business
□ Not relevant or needed	□Online gaming
☐ Too expensive	☐Completing homework
□ Lack of a computer or device	☐ Home-based business
□ Not available	□Online classes
☐ Other reason not listed	☐Streaming TV/movies/music
Dottler reason not listed	□ Shopping
Do you have problems getting medical care for	☐ Working from Home
yourself or your family based on location or cost?	☐ Stay in touch with family and friends
We ask this question due to the increasing availability of	☐I don't want/need service
telemedicine – video visits with a doctor using a secure	□1 don't want/fleed service
broadband connection. These visits are often more convenient	How many devices do you estimate you would
and less expensive than in-person visits.	possibly connect to the internet?
□Yes □No □I don't know	$\Box$ 1-2 $\Box$ 3-5 $\Box$ 6-7 $\Box$ 8-9 $\Box$ 10+
Does anyone in your household have trouble	How important is it to you to have a choice of
completing work associated with their job (working	providers?
from home) due to a lack of internet access?	□Very important
□Yes □No	☐Important
□ No one in my household works from home	□Neutral
Doos anyone in your household have trouble	□Not important
Does anyone in your household have trouble completing school work (either homework or	□Don't want/need service
attending school virtually) due to a lack of internet	
access?	Please check the services you would be interested in
☐Yes ☐No ☐No one in my household is in school	purchasing from a new service provider.
Tes Eno Eno one in my nousehold is in school	☐Internet ☐TV ☐Home Phone
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	

#### How important is internet access...

	Very	Somewhat	Neutral	Not	Not	
	Important	Important	Neutrai	Important	Applicable	
To stay in touch?						
To stay informed?						
For your healthcare?						
To your quality of life?						
To your ability to earn a living?						
To your ability to pursue an education?	r					
low many people are in this household	d?		_	do you identif	-	
$\Box 1  \Box 2  \Box 3  \Box 4  \Box 5 \text{ or more}$		$\square$ N	lale □Female	e □Non binary	√□Other	
What are a surveyed that the military are a surveyed to the su		DI	<b>: £</b>			
Vho are, or would be, the primary use t your address? (Check all that apply.)			se specify you	-		
			rican-America	n		
School age child(ren) K-12			□Asian-American 			
☐ Adult(s) ages 19-25			☐ Caucasian			
☐Adult(s) ages 26-65		□La	tino or Hispar	nic		
☐Adult(s) ages 66 and older		□Na	□Native American			
□No one would use this service		□Na	□Native Hawaiian or Pacific Islander			
hartada haltabaar la alakada aatta a		□Ot	□Other/ Unknown			
hat is the highest level of education of	otained by any	<b>y one</b> □Pr	efer not to an	swer		
erson in this household?						
High school		Wha	nt is the estim	ated annual inc	ome of your	
Technical or two-year college		hou	sehold?			
Four-year college		□Le	ss than \$32,0	00 per year		
Post graduate work		□\$3	2,000 to \$65,	000 per year		
Military service		□м	ore than \$65,	000 per year		
I don't know		□Pr	□Prefer not to answer			

## **Business Internet Survey –ACTIVE SERVICE**

 $\square$  Managed Backup  $\square$  Other

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 lo	ot/apt #):	
City/Town/Village:		
Zip Code:		
What type of interne	t access do you have at this non-	
residential address?		What is your position with the company?
□Cable □Cellula	r Hot Spot	□Employee
□Dial Up □DSL		$\square$ Manager
☐ Fiber ☐ Satellit	te	☐ Officer (President, VP, CEO, etc.)
☐Wireless ☐Do No	t Know	□Owner
		□Other
Who is your current i	nternet service provider?	
☐ AT&T Mobile	☐AT&T Commercial	How many people does the company employ?
$\square$ Clarity Connect	☐Cricket Mobile	$\square$ Myself only $\square$ 2-4 $\square$ 5-9
$\square$ Crown Castle (Ligh	tower) $\Box$ Dish Network	$\square$ 10-19 $\square$ 20-49 $\square$ 50 or more
☐ First Light (Fingerla	akes) 🗆 HughesNet	
☐ Lumen (Century Li	nk) 🗌 NewVisions	What is the primary line of business at your location?
☐ Skycasters	$\square$ Spectrum	□Agriculture
☐ Sprint/ T-Mobile	$\square$ Viasat	$\square$ Automobiles (Sales or Repairs)
$\square$ Verizon DSL	$\square$ Verizon FiOS	☐ Business Services
$\square$ Verizon Mobile	$\square$ Windstream	☐ Commercial Construction
☐ I don't know	$\square$ Other	□Education
		☐ Electronic Commerce
What is the current d	ownload speed, or throughput, at	☐ Local Government
your location?		☐Manufacturing
$\Box$ 10 Mbps or less $\Box$	50-99 Mbps	□Medical
□10-24 Mbps □	100-999 Mbps	☐ Professional (Law, Accounting, etc.)
□25-49 Mbps □	1 Gigabit or more	☐ Real Estate
□I don't know		☐ Residential Construction
		□Retail
What services do you	receive from your provider?	☐ Trades (Electrician, Plumbing, etc.)
(Please check all that	apply)	□Other
□Email	☐ Managed Services	
□Internet	□Phone	
□Hosting	□TV	

#### How important is internet access to...

ritical	Important	Somewhat Important	Neutral	Not Important

Are there any other comments you wish to share Please feel free to share your thoughts on the value and county should be in improving broadband access.	 •	

# **Business Internet Survey –NO 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.

map the responses we receive. Tour address will be kept con	inidential and used solely for data and coverage companisor
Street Address (or lot/apt #):	
City/Town/Village:	
Zip Code:	
Why do you not have internet access at your business	What is your position with the company?
location today?	□Employee
☐ Not available	□Manager
☐Too expensive	☐ Officer (President, VP, CEO, etc.)
□ Poor service	□Owner
□Other	□Other
What would be the primary use of broadband internet	How many people does the company employ?
in your business? (Please check all that apply)	$\square$ Myself only $\square$ 2-4 $\square$ 5-9
☐Control equipment	$\Box$ 10-19 $\Box$ 20-49 $\Box$ 50 or more
☐ Credit card and payment processing	
☐ Email services	What is the primary line of business at your location?
☐ Manage online presence	□Agriculture
☐ Marketing and promotion	☐ Automobiles (Sales or Repairs)
☐ Place or receive orders	☐ Business Services
□ Security/video	☐ Commercial Construction
☐ Send and receive large files	☐ Education
$\square$ Use remote applications (Google Docs, Office Online,	☐ Electronic Commerce
etc.)	☐ Local Government
□Other	☐Manufacturing
	□Medical
Would broadband access enable you to be more	☐ Professional (Law, Accounting, etc.)
competitive in your business?	☐Real Estate
□Yes	☐ Residential Construction
□No	□Retail
□I don't know	☐ Trades (Electrician, Plumbing, etc.)
	□Other

## How important is internet access to...

	Critical	Very Important	Somewhat Important	Neutral	Not Important
Your vendor satisfaction?					
Your business profitability?					
Efficiency in your operations?					
Your customer/client satisfaction?					
county should be in improving broadband ac	cess.				