

In an effort to improve broadband access, adoption, and use, our community is participating in Connected Nation's "Connected Community" program. This project will assess the current status of broadband access, adoption, and use in our area so we can develop a Broadband Technology Action Plan to improve the quality of life and economic potential in our community.

Your answers to the following questions are critical and will be combined with others to identify the current need for improved Internet access and support in our municipality. This information will then be used to develop action plans with local broadband providers and other contributing organizations to improve technology and Internet service and support in our community.

This survey includes questions about you and your household (income, race, ethnicity, and employment status). We ask these questions to help communities identify populations who are at the greatest risk for not benefiting from broadband access and adoption. This information is very helpful, but it is not required. Rest assured that none of the information you provide will be used to identify you or your household without your permission.

Please answer the following questions for only one local address where you have a residence (either owned or rented). Survey respondents should be at least 18 years of age and be the primary or a co-decision maker for the household. The survey should take approximately 10 minutes to complete.

1. Property Address:

Street Address:

City:

*** 2. What is your five digit ZIP code?**

*** 3. Do you currently subscribe to internet service at this location?**

Yes No

4. To which type of internet service do you subscribe? (select only the one you consider your primary internet service)

- Cable internet (provided by your local cable provider)
- Dial-Up internet
- DSL internet (usually provided by your telephone company)
- Fiber-to-the-Home (FTTH)
- Mobile or cellular phone connection only
- Other
- Satellite internet
- T1 internet
- Wireless internet (tower-based, connecting to the internet through an outdoor antenna. This is NOT the same as having a wireless router or Wi-Fi inside your home.)
- Unsure

*** 5. Please select the speed tier that best reflects the internet service to which you subscribe. If you do not know your speed, you can visit <http://www.speedtest.net/> and run a quick speed test. This speed can also often be found on your billing statement. Download speed is expressed as kilobits (Kbps) or megabits (Mbps) per second.**

- Dial-up
- Less than 3 Mbps
- 3 Mbps to 9.99 Mbps
- 10 Mbps to 24.99 Mbps
- 25 Mbps to 49.99 Mbps
- 50 Mbps to 99.99 Mbps
- 100 Mbps to 499.99 Mbps
- 500 Mbps or Faster
- Unsure

*** 6. How much do you pay for internet service monthly? If you bundle your internet service with other services, such as TV or phone, please indicate only the cost of your internet service.**

- Less than \$15 per month
- \$15 to \$24.99 per month
- \$25 to \$34.99 per month
- \$35 to \$49.99 per month
- \$50 to \$74.99 per month
- \$75 to \$99.99 per month
- \$100 to \$149.99 per month
- \$150 or more per month
- Unsure

7. Who is your current internet service provider?

*** 8. Does your current internet service meet your needs?**

- Yes
- No

*** 9. Please describe why your current internet service does not meet your needs. Choose all that apply:**

- Speed is too slow
- Price is too high
- Connection is unreliable
- Other
- Customer service is poor
- Data caps limit my ability to use the internet

*** 10. What is the primary reason you do not have an internet connection at home?**

- I/we do not own a computer
- I/we do not need the internet
- I/we do not know enough about the internet to feel comfortable using it
- Other
- Internet service is not available at my address
- Internet service is too expensive
- I/we have access to the internet elsewhere (e.g., work, school, library, etc.)

*** 11. From which locations other than your home do you access the internet? Choose all that apply:**

- Place of employment
- Library
- School
- Coffee shop or restaurant
- Religious facility
- I only access the internet from a mobile device
- I do not access the internet
- A friend or family member's home
- Hotels

Other

*** 12. How often do you access the internet?**

- | | |
|---|--|
| <input type="radio"/> Constantly during the day | <input type="radio"/> At least once a month |
| <input type="radio"/> At least once a day | <input type="radio"/> Less than once a month |
| <input type="radio"/> At least once a week | <input type="radio"/> Never |

*** 13. Are you interested in having improved or additional choices for internet service at your home address?**

- Yes No

*** 14. Are there children in your household between the ages of 5 and 17?**

- Yes No

*** 15. Please indicate your current employment status**

- | | |
|--|---|
| <input type="radio"/> Full-time employed, but not self-employed | <input type="radio"/> Student |
| <input type="radio"/> Part-time employed, but not self-employed | <input type="radio"/> Military |
| <input type="radio"/> Self-employed | <input type="radio"/> Retired |
| <input type="radio"/> Out of work and looking for work | <input type="radio"/> Disabled and unable to work |
| <input type="radio"/> Out of work but not currently looking for work | <input type="radio"/> I'd rather not say |
| <input type="radio"/> Homemaker | |
| <input type="radio"/> Other | |

16. Do you ever use the internet to work from home or some other location instead of commuting to your normal workplace during normal business hours? This is often called "teleworking" or "telecommuting."

- Yes
- No
- I own or operate a business from my home and do not commute to my workplace
- Other (please specify)



Demographic information will only be analyzed in aggregate in order to further broadband and technology research efforts locally and nationally. Your responses will not in any way be associated with your address or identity.

17. What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 79
- 80 or older

18. What is your gross annual household income?

- Less than \$20,000
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 or More
- I'd rather not say

19. Please indicate your highest level of educational attainment.

- Some high school
- High school diploma or equivalent
- Some college (no degree)
- Associate's degree
- Bachelor's degree
- Some graduate study (no graduate degree)
- Master's degree or equivalent
- Ph.D. or equivalent

20. Are you a full-time or part-time resident of the community?

- Full-time resident (you reside in the community for at least 6 months of the year)
- Part-time resident (you reside in the community for less than 6 months of the year)

21. Additional Comments:

*** 22. Are you interested in being informed of high-speed internet developments in your community or the results of this survey?**

- Yes No

23. Please enter your e-mail address.

If you choose to share your e-mail address, Connected Nation may share that information with local organizations, including your community broadband planning team, to keep you up to date on developments affecting broadband access, adoption, and use in your area.

Thank you for participating in the survey!