**Purpose**

This survey is part of (county name) County’s Broadband Initiative to determine the internet/broadband needs for all residents of (county name). The primary goal is to identify underserved areas and work to attract internet service providers offering expanded service and higher speed options.

**Terms of Use and Privacy Statement**

By participating in this survey, you are agreeing that (county name) County and the NC Broadband Infrastructure Office may seek to contact you to follow up on your service needs. Results will be: 1) mapped to show unmet needs or demand for high speed internet and 2) shared with relevant broadband service providers or community planners in an effort to identify service solutions. Therefore, **your address in the beginning demographic section is critical** to identifying underserved areas. *Users submitting data on this survey can choose to NOT allow their location to be mapped. If mapped for public display, specific addresses will be buffered to ensure anonymous addresses.* We invite all (county name) residents to complete this survey by (date survey ends—month, day, year). For more information on this survey, please call (county office name) at (phone number). Thank you in advance for your time.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Zip: \_\_\_\_\_\_\_\_\_\_\_\_

Is this a home-based business? YesNo

If *no*, would you be able to work from home if you had better technology? YesNo

*One of the purposes of this survey is to collect and map locations where there is need for additional high-speed Internet options. To map a location, the street address of the location is geocoded (a longitude/ latitude identifier) and used to position markers on a publicly viewable map.*

**Can your residence location appear on the (county name) County Demand Map?**

**Yes  No**

*If the location can be mapped, the address WILL NOT appear on the map. It is not required that this location be mapped to complete and submit this survey. If you indicate no, no information will appear on the map.*

Q1. Do you currently have internet access at home?

Yes, I pay a monthly subscription for internet.

Yes, I have access but do not pay for a subscription.

No, I do not have access. ***(Skip to Question 4.)***

Q2. How do you access the internet at home?

(Check all that apply.)

Cellular data plan (e.g., Verizon, Sprint, etc.)

Digital Subscriber Line (DSL) (e.g., CenturyLink, Frontier, etc.)

Cable modem (e.g., Time Warner, etc.)

Fiber-Optic (e.g., AT&T U-verse, etc.)

Fixed Wireless (e.g., LightLeap, etc.)

Satellite Internet Service (HughesNet, etc.)

Dial-up

Not Sure

Q3. How satisfied are you with your current internet access?

Unsatisfied

Somewhat Unsatisfied

Not Sure

Somewhat satisfied

Satisfied

Q4. What is the main reason you **do not currently have internet access** in your home?

Don't see the need for it

Not available in my area

Internet too slow

My device does not connect

Too expensive

I use the internet somewhere else

Concerns about online privacy

Other (Please Specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q5. Please identify the digital devices that you could access the internet with from your residence.

(Check all that apply.)

Smart phone

Desktop

Laptop

Tablet/e-reader (e.g., Kindle, Ipad, etc.)

Smart TV (e.g., Android TV, Samsung Smart Hub, etc.)

Streaming Device (e.g., Chromecast, Apple TV, etc.)

Gaming System (e.g., XBOX, Playstation, Wii, etc.)

Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q6. Please indicate your desired internet speed for your home.

**Basic Internet**…staying connected, basic email, simple web browsing, downloading video, etc. *{768 Kbps to 1.5 Mbps download speed}*

**Typical Internet**…remote monitoring (e.g., measuring vital signs), basic telecommuting (work at home), streaming video or music (YouTube, Netflix, Spotify, etc), complex web browsing, online education/classes, medium-size file/image sharing, etc. *{1.5 Mbps to 4 Mbps download speed}*

**Enhanced Internet**…online gaming, large-size file/image sharing, remote medical diagnosis, basic medical record sharing, remote education (between two or more educational sites), etc. *{4 Mbps to 10 Mbps download speed}*

**Premium Internet**…complex telemedicine (e.g. sharing/downloading medical images), complex education services, complex gaming, complex telecommuting, high quality telepresence/video conferencing *{10 Mbps to 100 Mbps download speed}*

**Advanced Internet**…high definition telemedicine, multiple interactive education service, etc. *{100 Mbps – 1 Gbps download speed}*

**Do not know**

Q7. What is the maximum you are willing to pay for an Internet Connection?

Less than $25 per month

Between $26 and $39.99 per month

Between $40 and $49.99 per month

Between $50 and $59.99 per month

Between $60 and $69.99 per month

$70 or more per month

Do Not Know

Q8. Please indicate the age range of primary users of internet service at your home.

(check all that apply.)

Adult (s)- Ages 19-25

Adult (s)- Ages 26-45

Adult (s)- Ages 46-65

Adult (s)- Ages 66 and older

School Age Child (Children) - K-8th grade

High School Age Child (Children) - 9th-12th grade

Do Not Know

Q9. Would a member or members of this residence take online classes if sufficient high speed internet service were available and affordable?

Yes

No