

## ARBroadbandNow Service Questionnaire

This information is confidential and the data will only be used to verify the need for a broadband network intended to enhance the availability and performance of broadband service to the community.

### Take the Survey on your mobile device!

If you have a smart phone, turn on your camera and point to the below code, and a link to a webpage should appear. Click on the link and you will be automatically sent to the survey.



1) Where do you live?

Street \_\_\_\_\_ City \_\_\_\_\_

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

2) What kind of Internet connection do you have at home?

- a) DSL-enabled phone line (a connection from the land-line telephone company)
- b) Cable TV modem
- c) Satellite
- d) Fiber optic (from the telephone company, cableTV company, Electric Co-op, or other provider)
- e) Mobile Hotspot/cellular data plan (from your cell phone company)
- f) Don't know
- g) None
- h) Other (please specify) \_\_\_\_\_

3) If you answered "None" in Question 2, what is the main reason you do not have Internet access?

- a) Don't know how to use it
- b) Use it at school or work
- c) Don't need or want it
- d) Not available at my address
- e) Cost/Too Expensive

4) Please rate your current Internet service provider: 1 = Poor/inadequate; 5 = Outstanding

- a) Speed of Connection (bandwidth)? 1 2 3 4 5
- b) Price? 1 2 3 4 5
- c) Customer/technical support? 1 2 3 4 5

5) On a scale of 1-5, how important is each of the Internet activities listed below to you, or to someone in your household? 1 = Not important; 5 = Very important

- a) On-line/distance learning 1 2 3 4 5
- b) Entertainment (Netflix, Hulu, YouTubeTV, Amazon, etc) 1 2 3 4 5
- c) Home-based business/remote office 1 2 3 4 5
- d) On-line shopping 1 2 3 4 5
- e) Security (smart locks, thermostats, security cameras, alerting systems, etc) 1 2 3 4 5
- f) Internet browsing 1 2 3 4 5
- g) Gaming 1 2 3 4 5

Other \_\_\_\_\_

6) What devices and how many of each in your home would you like to connect to the Internet ?

(Circle answers)

- a) Desktop computers
  - b) Laptops
  - c) Tablets (iPad, ChromeBook, MS Surface, etc)
  - d) Smartphones
  - e) Printers
  - f) Smart TV
  - g) Video streaming devices (AppleTV, Amazon Fire\*, Google Chromecast, Roku, etc)
  - h) Lights (Philips Hue, Euri, Geeni Geeni, etc) \_\_\_\_\_
  - i) Home Control (Amazon Echo, Google Nest, Sonos, SimpliSafe, etc)
- Other: \_\_\_\_\_

7) Do you have a home WiFi network?

- a) Yes
- b) No
- c) What is that?

8) What would help you learn how better to use the Internet?

- a) Videos
- b) In-person training
- c) Online training from home

9) How important to you is having reliable and affordable broadband Internet access service?

- a) If I don't have it, I'll have to move
- b) I have to have it or I'll lose my job
- c) It's critical for my child's education
- d) If it's available, I might use it
- e) Not important at all
- f) Other: \_\_\_\_\_

10) I define Internet service as "affordable" if it:

- a) Is free
- b) Costs less than \$25/mo
- c) Costs less than \$50/mo
- d) Costs less than \$100/mo
- e) I don't care what it costs as long as it works and is fast enough to meet my needs

11) Test your Internet speed by going to the below link: <http://broadbandtest.us/> then record your results below.

Download speed \_\_\_\_\_

Upload speed \_\_\_\_\_

**Thank you for your participation!**