Business Broadband/Internet Survey

Hampshire County is conducting a Broadband/Internet Study to assess the current level of broadband Internet service and demand in the area. Your responses are important--we need your input to help us identify current areas of need.

Instructions
Please fill-out one survey for each business even if there is more than one business at a single address. The business survey is for *businesses whether they are home-based or not.* We are also interested in your personal use of the Internet; please consider filling out the separate <u>Residential Broadband/Internet Survey.</u> Instructions to complete both surveys are found below.

Three ways to complete a survey:
- Use the provided Web site links to fill out the survey online and click the submit button at the end of the survey:
    - **Business Survey: projects.designnine.com/survey/hampshire-residential-broadband-survey**
    - **Residential Survey: http://projects.designnine.com/survey/hampshire-business-broadband-survey**
- Fill out this sheet, fold and tape it, then mail to the address below
- Fill out this sheet and drop off at Taggart Hall 91 S High Street
- Please complete the survey and return by December 10th, 2017

We thank you for your participation!

Stamp
Here

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Hampshire County Development Authority
Attn:Broadband Council
91 S High Street
Romney, WV 26757

Fold Here

Tape Here

Business Broadband/Internet Survey

Business Name:_____

Street Address:_____
Please supply full street address with street or road number.

City/State/Zip:_____

1. Check the items you agree with below
[ ] My business needs better landline telephone service
[ ] My business needs better cellular telephone service
[ ] My business needs better Internet/data service
[ ] My business needs better cable/satellite TV service
[ ] We are satisfied with all of our services

2. Is the Internet essential to your business?   [ ] Yes   [ ] No

3. How important do you think Internet technology will be for the success of your business over the next five years?
[ ] Not important   [ ] Somewhat important
[ ] Very important

4. Total number of : a) employees _____   b) Internet users _____

5. If you are a business, what type? (check all that apply)
[ ] Retail / Wholesale   [ ] Professional/Office
[ ] Government   [ ] Educational   [ ] Medical
[ ] Non-Profit   [ ] Restaurant / Food Services
[ ] Communications / Technology   [ ] Agriculture / Forestry
[ ] Manufacturing   [ ] Construction / Maintenance / Repair
[ ] Other _____

6. Is this a home-based business? [ ] Yes   [ ] No

7. How much do you pay now for Internet access each month? If you select 'No Internet', please skip to question 15.
[ ] No Internet   [ ] $0 to $50
[ ] $51 to $100   [ ] $101 to $150
[ ] $151 to $300   [ ] $301 to $500
[ ] $501 to $1000   [ ] $1001 to $5000
[ ] $5000+   [ ] I don't know

8. What type of Internet access do you have?
[ ] Dial-up   [ ] DSL line   [ ] Fiber
[ ] Cable modem   [ ] T1 line   [ ] Cellular wireless
[ ] Satellite   [ ] I don't know   [ ] Broadband WISP
[ ] Other _____

9. Based on the type of Internet connection you selected above, why do you still have it? (check all that apply)
[ ] Too expensive to change   [ ] Not interested in changing
[ ] Best price available   [ ] No other options
[ ] Most reliable service available

10. What is the speed of your Internet connection? (A Gigabit is 1000 Megabits (Mbps))
[ ] Dial-up only   [ ] 56-512 k   [ ] 512 k-1 Mbps
[ ] 1-5 Mbps   [ ] 5-10 Mbps   [ ] 10-50 Mbps
[ ] 50-100 Mbps   [ ] 100+ Mbps   [ ] Gigabit
[ ] I don't know

11. How satisfied are you with the speed and reliability of your current Internet service?
[ ] Not at all satisfied   [ ] Somewhat satisfied
[ ] Satisfied   [ ] Very satisfied

12. How important is a redundant or second Internet connection to your business?
[ ] Not important   [ ] Somewhat important
[ ] Very Important

13. Please select all that apply to your current Internet provider:
[ ] Cannot rely on the service
[ ] Slow or poor technical support
[ ] Price is unreasonable for the service I receive
[ ] Poor customer service
[ ] The speed I want is not available at my business location
[ ] I am satisfied with my current Internet provider

14. Check all items you use the Internet for now:
[ ] Email
[ ] Communication between headquarters and remote sites
[ ] VoIP Internet phone (Vonage, Skype, etc.)
[ ] Online Backup (files, company data)
[ ] Transfer large files
[ ] Monitor / control security, alarms, health, processes, etc.
[ ] Processing credit card / debit card transactions
[ ] Ordering / managing inventory
[ ] Maintaining a Web presence or blog
[ ] Social Media (Facebook, LinkedIn, Google+, Instagram)
[ ] Receiving and processing online orders
[ ] Cloud-based business, accounting or other services
[ ] Smart TV
[ ] Other _____

15. Briefly state what you think is a affordable monthly payment for 1 Gigabit Internet speed for a business? (A Gigabit is 1000 Megabits (Mbps))

_____

The following note is for Questions 16 and 17:
- Respond "None" if you **choose** not to subscribe to one or more of these services.
- Respond "NA" if one or more of these services are **not available** in your area.

16. Who is your Internet Service provider?

_____
17. Who is your cable/satellite TV provider?

_____

18. What kind of telephone service do you have?
[ ] Landline only, no cellphone service [ ] Cellphone service only
[ ] Landline and cellphone service

19. Do you or your employees use a VPN (Virtual Private Network) to obtain remote access for your work or to a company network?
[ ] Yes   [ ] No   [ ] I don't know

20. Do you or your employees need or want to work from home?
[ ] No
[ ] It would be nice, but it's not important
[ ] Occasionally
[ ] Very important occasionally
[ ] Very important on a consistent basis

21. Does limited Internet access at an employees' residence impact your business? [ ] Yes   [ ] No

22. Do the existing Internet service options impact your business's decision to relocate or stay in the County?   [ ] Yes   [ ] No

If yes, briefly state why:

_____

23. Any other comments?

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