

Residential 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 *residential* address. If you have a *home-based business*, please fill-out the separate Business Broadband/Internet Survey. Instructions to complete both surveys are found below.

Three ways to complete a survey:

- Use the provided Web site links to fill out the surveys online and click the submit button at the end of the survey:
 - **Residential Survey:** projects.designnine.com/survey/hampshire-residential-broadband-survey
 - **Business 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!



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

Fold Here

Tape Here

Residential Broadband/Internet Survey

Street Address: _____

Please supply full street address with street or road number.

City/State/Zip: _____

1. Check the items you agree with below:

- I need better landline telephone service
- I need better cellular telephone service
- I need better Internet/data service
- I need better cable/satellite TV service
- I am satisfied with all of my services

2. Total number in household : a) Adults _____ b) Internet users _____
c) K-12 students: _____ d) College Students _____

3. How important is Internet access to you or your household?

- Very important
- Somewhat important
- Not important
- No Opinion

4. For your household, how much do you spend each month for local and long distance telephone, TV, and Internet?

Do NOT include cellphones.

- \$50 or less
- \$75 to \$100
- \$150 to \$200
- \$50 to \$75
- \$100 to \$150
- More than \$200/month

5. How much do you pay now for at home Internet access each month? If you select 'No Internet' or 'I only use free hotspots', please skip to question 14.

- No Internet
- \$10 to \$20
- \$61 to \$80
- I only use free hotspots
- \$21 to \$40
- More than \$80/month
- \$41 to \$60
- I don't know

6. What type of Internet access do you have at home?

- Dial-up
- Cable modem
- Satellite
- Other _____
- DSL line
- T1 line
- I don't know
- Fiber
- Cellular wireless
- Broadband WISP

7. Based on the type of Internet connection you selected above, why do you still have it? (check all that apply)

- Too expensive to change
- Best price available
- Most reliable service available
- Not interested in changing
- No other options

8. How many devices (for example computers, cellphones, smart TVs) connect to the Internet in your household?

- 1-2
- 2-4
- 5-6
- 7-8
- 9-10
- 10+

9. What is the speed of your Internet connection?

- Dial-up only
- Less than 10 Mbps download
- Between 10 Mbps and 25 Mbps download
- Greater than 25 Mbps download
- I don't know

10. Check the items you agree with below:

- I have trouble loading pictures to my social media account(s)
- I have trouble viewing online videos/lectures/movies/tv shows
- I have trouble using the Internet when other users are using it
- I have trouble using FaceTime, Skype, or other video chats
- I do not have trouble performing any of these activities

11. How satisfied are you with the speed and reliability of your Internet service?

- Not at all satisfied
- Satisfied
- Somewhat satisfied
- Very satisfied

12. 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
- I am satisfied with my current Internet provider

13. Check all items you use the Internet for now:

- Email
- Access news and current events
- Homework / Schoolwork
- Use a VPN (Virtual Private Network) for work or school
- Download or listen to music or audio books online
- VoIP Internet phone (Vonage, Skype, FaceTime, etc.)
- Online Backup (files, photos, music)
- Telemedicine, telehealth
- Online gaming
- Maintaining a Web presence or blog
- Shopping
- Online banking
- Social Media (Facebook, LinkedIn, Google+, Instagram)
- Smart TV
- Other _____

14. High speed, affordable Internet influences where I choose to live? Yes No

15. What would you be willing to pay for a faster, higher quality Internet connection?

- \$10 to \$20
- \$41 to \$60
- More than \$80/month
- \$21 to \$40
- \$61 to \$80
- I don't know

16. Does anyone in your household use / need the Internet to complete school assignments or job training course work?

- Yes, several times a week
- Yes, at least once a week
- Yes, at least once a month
- No

The following note is for Questions 17 and 18:

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.

17. Who is your Internet service provider?

18. Who is your cable/satellite TV provider?

19. What kind of telephone service do you have?

- Landline only, no cellphone service
- Landline and cellphone service
- Cellphone service only

20. Do you work from home?

- I work part time at home for another company
- I work full time at home for another company
- I need nights and weekends access for my job
- I am self employed and work part time from home
- I am self employed and work full time from home
- I never work from home
- I would if I had better Internet at home
- I am retired

21. Any other comments?
