

Please provide your home address. This will be kept confidential and used solely for data comparison.

Street Address: \_\_\_\_\_ Apartment #: \_\_\_\_\_

Town/Village: \_\_\_\_\_ Zip Code: \_\_\_\_\_

1. Do you currently have Internet access at your home or business?

Yes  No

1a. If yes, who is your provider? \_\_\_\_\_

2. If you don't currently subscribe to Internet service, please tell us why (check all that apply).

Not available  Too expensive  Not relevant or needed  Lack of skills/knowledge to use it  
 Lack of a computer or device

3. Are you able to purchase the speed of broadband service that you need?

Yes  No  Don't know

4. Does anyone in your household have difficulty completing school work due to lack of Internet access (K-12 or higher education)?

Yes  No  No one in my household is in school

5. How important is Internet access to your ability to earn a living or to your quality of life?

Very Important  Somewhat important  Neutral  Not important

6. For what uses would you subscribe to a broadband service (check all that apply)?

Online classes  Completing homework  Home-based business  Commercial business  
 Telecommuting  Streaming TV/movies/music  Ordering products  Online gaming  
 I don't want/need service

7. How important would it be to you to have a choice in providers?

Very Important  Somewhat important  Neutral  Not important  I don't want/need service

8. If you had other choices, would you consider switching providers?

Yes  No  Don't know  I currently do not have broadband access

9. If you answered yes to #8, what would be your main reason for changing providers (check ONE only)?

To lower my monthly bill  Higher bandwidth  More reliable service  
 Better customer service  I would not switch providers  I currently do not have broadband access

10. If additional services were available in your market area, which service package would you be most likely to subscribe to?

Internet only  Internet and TV  Internet and home phone  Internet, TV and home phone  TV only  
 None of the above

Are there any other comments you wish to share regarding broadband service or Internet access? \_\_\_\_\_

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