**Dane County Broadband Survey**

\*\*Please return in the postage-paid envelope provided\*\*

****

**Fill the circle that most closely matches your opinion about the following questions**

1. Which of the following best describes your current place of residence?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Owned single-family home | Owned unit in a multi-family building | Rented single-family home | Rented unit in a multi-family building | Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| O | O | O | O | O |

1. Which of these options best describes your internet access at your Dane County residence?

|  |  |
| --- | --- |
| O | I do not have internet access (skip to question 4) |
| O | I have internet access only through my smartphone data plan or hotspot (skip to question 4) |
| O | I have internet access via a monthly subscription for internet service (e.g. DSL, fiber optic, etc.) |

1. Please check your speed by going to your internet browser and typing in <https://speed.measurementlab.net> Please check the data policy agreement form, then click on Begin Test.  Please note the download and upload speeds (the numbers will be followed by MBPS – MegaBytes Per Second).

 What was your download speed?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 1 MBPS | 1.1 – 5 MBPS | 5.1 – 10 MBPS | 10.1 – 20 MBPS | 20.1 - 100 MBPS | 100.1+ MBPS |
| O | O | O | O | O | O |
|  |  |  |  |  |  |

 What was your upload speed?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 1 MBPS | 1.1 – 5 MBPS | 5.1 – 10 MBPS | 10.1 – 20 MBPS | 20.1 - 100 MBPS | 100.1+ MBPS |
| O | O | O | O | O | O |

1. If you don’t have internet access at your Dane County residence, why not? (Select all that apply) If you do have access, skip to the next question.

|  |  |  |  |
| --- | --- | --- | --- |
| O | I have no need  | O | Service is not available where I live  |
| O | Service is too expensive  | O | I use the internet somewhere else  |
| O | Service is too slow  | O | Concerns about online privacy  |
| O | Service is inconsistent or unreliable  | O | Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**If you don’t have internet at your Dane County residence, please skip to Question 11**

1. How do you access the internet at your Dane County home? (Select all that apply)

|  |  |  |  |
| --- | --- | --- | --- |
| O | Not sure | O | Cable service or cable modem (Spectrum/Charter, AT&T, TDS, etc.)  |
| O | Dial-up | O | An antenna/modem or fixed wireless (Bug Tussel, Litewire, Netwurx, UpNetWI, etc.)  |
| O | Cellular data plan with my smart phone (AT&T, Verizon, US Cellular, T-Mobile, etc.) | O | Fiber-optic line (MHTC, AT&T, Earthlink, TDS, FiberNet, etc.)  |
| O | Hotspot device/setting on smart phone | O | Satellite (HughesNet, Starlink, Viasat, etc.) |
| O | Landline or digital subscriber line (DSL) (AT&T, Spectrum/Charter, Frontier, MHTC, TDS, Century Link/Lumen, etc.) | O | Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Who is your current internet provider? (select all that apply)

|  |  |  |  |
| --- | --- | --- | --- |
| O | AT&T  | O | Netwurx  |
| O | Bug Tussel  | O | Spectrum/Charter  |
| O | CenturyLink/Lumen  | O | StarLink  |
| O | Earthlink  | O | TDS  |
| O | Four Lakes Broadband  | O | UpNetWI  |
| O | FiberNet  | O | US Cellular  |
| O | Frontier  | O | Verizon  |
| O | HughesNet  | O | Viasat  |
| O | Litewire  | O | WI Connect  |
| O | MHTC (Mount Horeb Telephone Company)  | O | Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. What is your monthly cost for internet service at your Dane County residence?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Less than $40 | $41 - $60 | $61 - $80 | $81 - $100 | $100+ |
| O | O | O | O | O |

1. Is this the monthly cost for only your internet service or is it part of a bundle of services (TV, landline phone, etc.)?

|  |  |  |
| --- | --- | --- |
| Just the internet | Part of a bundle of services | Not sure |
| O | O | O |

1. Overall, how satisfied are you with your internet service?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Somewhat satisfied | Neutral | Somewhat dissatisfied | Very dissatisfied |
| O | O | O | O | O |

1. If you are **at all** dissatisfied with your broadband services, why? (Select all that apply) If you are satisfied, skip to the next question.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Too expensive | Unreliable | Too slow | Poor customer service | Other \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| O | O | O | O | O |

1. How many people in your home, including yourself, use (or would use if service was available) your home internet services on a daily basis?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 0 | 1 | 2 | 3 | 4+ |
| 1. Children up to 12 years old
 | O | O | O | O | O |
| 1. Teens (ages 13 – 17)
 | O | O | O | O | O |
| 1. Young adults (18 – 25)
 | O | O | O | O | O |
| 1. Adults (26 – 45)
 | O | O | O | O | O |
| 1. Older adults (46 – 64)
 | O | O | O | O | O |
| 1. Seniors (65+)
 | O | O | O | O | O |

1. Please indicate how frequently you and other household members use (or would use if service was available) your home internet services:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Never | Sometimes | Frequently | N/A |
| 1. Telecommuting (work from home for your employer)
 | O | O | O | O |
| 1. Managing my home-based business
 | O | O | O | O |
| 1. Managing my farm business
 | O | O | O | O |
| 1. School / Education / Homework / Coursework
 | O | O | O | O |
| 1. Accessing medical information/services
 | O | O | O | O |
| 1. Entertainment (e.g. stream movies)
 | O | O | O | O |

1. If you had fast and reliable (or faster and more reliable) internet service at your Dane County residence in the future, how likely is it that someone at your residence would:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very likely | Somewhat likely | Unsure | Somewhat unlikely | Very unlikely |
| 1. Start, move, or grow a home-based business
 | O | O | O | O | O |
| 1. Telecommute to a job (if allowed by employer)
 | O | O | O | O | O |

1. How valuable is having broadband internet services for your agriculture business?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N/A not in ag. | Not at all valuable | Slightly valuable | Valuable | Very valuable |
| O | O | O | O | O |

1. How much per month would you be willing to pay for internet service that exceeds 25 MBPS download and 3 MBPS upload (Federal minimum standard for broadband internet). Note, this monthly cost is for internet service alone, not services often bundled with internet such as cable or phone.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Less than $40 | $41 - $60 | $61 - $80 | $81 - $100 | $100+ |
| O | O | O | O | O |

1. How satisfied have you been with the speed/reliability of the internet service at your Dane County residence during COVID-19 in terms of the following aspects of your family’s life? If you don’t have internet service, skip to the next question.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not applicable | Very dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Very satisfied |
| 1. Distance education
 | O | O | O | O | O |
| 1. Work/Telecommuting
 | O | O | O | O | O |
| 1. Telemedicine
 | O | O | O | O | O |
| 1. Home entertainment (e.g. streaming)
 | O | O | O | O | O |
| 1. Paying bills (rent, mortgage, car, etc.)
 | O | O | O | O | O |
| 1. Management of your farm or business
 | O | O | O | O | O |
| 1. Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 | O | O | O | O | O |

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| 1. To identify areas that have poor internet service, would you allow us to use your address and your responses to create internet demand maps?
 | O | O |
|  |  |  |
| 1. Would you be willing to help enhance broadband services in Dane County? We are looking for champions to help expand access throughout the county.
 | O | O |

1. If you answered yes to either Question 17 or 18, please provide your address for your Dane County residence, your phone number, and your email address. Note, we will only use this information for the purpose(s) stated in Questions 17 and 18.
2. Street address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. City/Town/Village \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Zip code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. Phone number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Do you have any other comments about internet access in Dane County?