

# The Wahkiakum County Broadband Survey

Thank you for participating in your community broadband survey!

By providing feedback on your broadband access at home or work with this simple survey, you are helping your community understand if there is a need for broadband infrastructure investment in your area. Remember to tell your neighbors that this quick survey is purely informational and is the best way to let the leadership in your area know what your Internet needs are. There is no commitment, and your personal information will never be shared. Simply complete and turn in to the PUD or a broadband champion and we will record your feedback.



## Section 1: About you

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First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Date of Birth (optional): \_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

### Customer Type:

- Residential
- Business
- Government/Non-Profit Organization

### Building Type:

- Multi-family Residence
- Single Family Home
- Commercial

### Do you own the property?

- Yes
- No If no: Who owns the property? \_\_\_\_\_

What is their contact information? \_\_\_\_\_

## Section 2: Your Current Service

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Do you have Internet service today?

- Yes (Continue survey below)
- No (If no, skip to Section 3)

What is your current download speed?

- 0-5 Mbps
- 5-10 Mbps
- 10-20 Mbps
- 20-50 Mbps
- 50-100 Mbps
- More than 100 Mbps
- I don't know

How much are you paying each month for your Internet access service?

- \$0-20
- \$20-40
- \$40-60
- \$60-80
- \$80-100
- More than \$100
- I don't know

How satisfied are you with your current Internet service's speed?

- Fully satisfied
- Mostly satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Mostly dissatisfied
- Very dissatisfied

How satisfied are you with your current Internet service's reliability?

- Fully satisfied
- Mostly satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Mostly dissatisfied
- Very dissatisfied

How satisfied are you with your current Internet service's price?

- Fully satisfied
- Mostly satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Mostly dissatisfied
- Very dissatisfied

### Section 3: General Questions

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What is your level of broadband knowledge?

- Expert- I run my own network
- Advanced- Very comfortable managing my home network
- Average- Telecommuting, shopping and research regularly
- Basic- Netflix and Email
- Novice- Accessing this survey was challenging

What is most important to you when selecting an Internet Service Product?

- Price
- Speed
- Reliability
- Available Services (TV, Phone)
- Customer Service

Check the service bundle you would be most likely to purchase:

 <b>Internet</b> Internet Access Only	 <b>Internet and Phone</b> Internet Access and VoIP Phone Service	 <b>Triple Play</b> Internet Access, VoIP Phone Service, and TV Service
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How likely are you to sign up for this type of package?

- Yes definitely
- Likely yes
- I would consider it
- Probably not
- Definitely not

What would make this broadband effort even better or more effective? All comments and ideas are welcomed!

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How did you hear about this survey?

- |   |  |
|---|--|
| <input type="radio"/> Postcard/letter           | <input type="radio"/> Newspaper or online news source          |
| <input type="radio"/> Door hanger               | <input type="radio"/> From a Champion                          |
| <input type="radio"/> Flyer/handout             | <input type="radio"/> Signs in my neighborhood                 |
| <input type="radio"/> Door-to-door sales person | <input type="radio"/> Social media: Facebook, Twitter, Google+ |
| <input type="radio"/> Telemarketer              | <input type="radio"/> Newspaper or magazine ad                 |
| <input type="radio"/> At work                   | <input type="radio"/> Internet banner ad                       |
| <input type="radio"/> From a friend             | <input type="radio"/> Radio ad                                 |
| <input type="radio"/> From a neighbor           | <input type="radio"/> Other                                    |

Do you have school-aged children in your home?

- Yes, I do
- No, I do not.

Is having access to high-speed Internet important to you? Why? Ex) "internet access is very important to my family for access to education materials. Currently my high-schooler cannot download the materials necessary to complete her homework." OR "I don't use the internet very much and this is not a priority for me."

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What is the best way to communicate with you in the future?

- Email
- Postal Mail
- Phone
- Text
- Social Media (Facebook, Twitter)

#### **Section 4: Confirmation and Mailing Information**

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I confirm that the information supplied by me is correct. I also agree that Wahkiakum County PUD and Service Zones Champions have the right to contact me by email or phone/sms in order to inform me about progress regarding this community broadband survey effort in accordance with the Terms for Survey Submissions.

This survey is intended for use by individuals who are at least 18 years old. By checking the box below I agree to the above and confirm that I am at least 18 years old.

- Check to agree to the text above and the Terms for Survey Submissions

**Thank you for completing the Wahkiakum County Broadband Survey!**

Please hand in your survey at Wahkiakum County PUD, or mail your survey response to:

Wahkiakum Broadband Survey  
P.O. Box 144  
Keyport, WA 98345