

Broadband Survey for Carroll County

Introduction

On behalf of Carroll County Broadband Committee, North Country Council and Rural Innovation Strategies, Inc, is surveying households and businesses to determine the feasibility of providing high-speed fiber internet connections to every interested home, business and institution in the Carroll County region as part of a USDA Rural Community Development Initiative grant.

High-speed fiber optic internet access provides speeds far superior to DSL, Cable, Fixed Wireless, and other types of internet. Fiber broadband provides internet speeds that can allow residents and businesses better access to technology crucial to the economic success of the region, as well as telecommuting options, educational and informational resources, tele-healthcare services, and culture and entertainment options. Fiber is also future-proof, meaning it will remain technologically relevant and competitive for decades to come, supporting future technological advances, applications, and technology-based businesses.

This survey is meant to establish a baseline of what speed and quality of internet service is available in the Carroll County region and where, and whether improved service would be desired by Carroll County residents. Understanding this information is a critical step in determining the feasibility of a fiber network in the area.

Your answers to this survey will be confidential. Your survey responses will not be used for anything other than understanding the current state of broadband service in the region. **Here are details about how we are going to use survey responses and protect your data:**

- We are going to use this survey data to determine what kind of internet service exists in Carroll County, and where.
- We are asking questions to help us understand the quality of the service currently being offered
- We are going to ask questions about how people use the internet and what they can and can not do to gauge the bandwidth needs of the community and to understand what the limits of the current infrastructure are
- We will also ask questions about related services often bundled with internet - like TV and phone
- We will ask questions that gauge the general interest and enthusiasm for new internet options - like broadband - in the community
- We will also ask questions that let us understand the physical infrastructure in your area - for example, we will ask who your electric utility is because we need to know who owns and operates the utility poles on your road
- **Your address response will never be shared with anyone. (note: physical addresses are available at the town clerk's office - so this is not fully concealed information, however, to understand what quality of service is available where, we need you to provide your address in conjunction with responses.)**
- **We are not asking for any information that could be used to identify or contact you, such as your name, phone number, or email address**
- **Your survey responses will never be used in an attempt to sell you anything or advertise to you.**
- **We will not share the raw data of this survey with anyone outside of the project team, which includes the North Country Council.**

If you have any questions about this survey or the project as a whole, please contact Michelle Moren-Grey at mmoren@nccouncil.org. For more information about this project, visit www.nccouncil.org

We recommend this survey be complete online here. However, if you would like to complete this survey in a paper form, you may do so. Completed surveys should be mailed to:

Michelle Moren-Grey
161 W Main St,
Littleton, NH 03561

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* 1. Street Address

* 2. Town: Please chose the town that best describes where you live:

3. Do you currently have internet service?

Yes

No

4. If so, what type of internet service do you use? (Check all that apply)

Fiber (E.g., FirstLight)

Cable (E.g., Spectrum)

DSL (E.g., Consolidated Communications)

Fixed wireless (E.g., Tamworth Wireless)

Satellite (E.g., Viasat, HughesNet)

Mobile wireless (E.g., AT&T, Sprint, T-Mobile, US Cellular, Verizon)

No service available

Do not subscribe to service

I don't know

5. On a scale from 1 (not satisfied at all) to 5 (extremely satisfied), how satisfied are you with your current internet service?

1 2 3 4 5

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6. How do you use your internet? (Check all that apply)

- Email
- Playing games
- Streaming videos
- Social networking
- Accessing healthcare services
- Accessing education/training
- Working from home
- Running a company/business
- Primary income
- Secondary income
- Reaching emergency services
- Using government services
- Other (please specify)

7. With your current service, do you have difficulty doing any of the following activities? Difficulty could involve slow loading times or inability to load content, low quality or low resolution of content, or frequent “buffering.” Check all that you have difficulty with.

- Receiving emails with attachments
- Loading pages from the internet promptly
- Playing audio (music, podcasts, etc.)
- Streaming video or television (Netflix, YouTube, etc.)
- Streaming multiple videos at once with different devices
- Video calling or video conferencing (Skype, Facetime, Zoom, Webex, etc)
- Playing games (online, or video games)
- Using a smart speaker (from Amazon, Apple, Google, etc.)
- I don't have problems

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8. What qualities are most important to you from your internet provider? (please rank 1-5 where 1 is most important)



Speed



Reliability (i.e., avoiding down-time)



Consistency (i.e., avoiding changes in quality of service due to weather or other factors)



Unlimited Data



Price

9. What would you like to see improved with your current service? (check all that apply)

Lower prices

Higher speed

Reliability

Customer service

More and/or better video content (either via television, Netflix, or others)

Local ownership

Nothing

10. If fiber internet that was competitively priced to your current service came to our community, how likely would you be to subscribe?

- Definitely would
- Probably would
- Probably would not
- Definitely would not
- Unsure

11. Which of the following amounts do you think would be fair to pay for high-speed, extremely reliable fiber internet, at a speed of 100Mbps upload and download? Please select the upper limit of you think would be fair to pay.

- \$40-50/Month
- \$50-60/Month
- \$60-70/Month
- \$70-80/Month
- \$80-90/Month
- \$90-100/Month
- \$100-110/Month

12. What is the primary reason you would switch?

- Better quality of internet service
- Better customer support
- Improved reliability
- Prefer locally owned
- Prefer a lower price
- Prefer higher speeds
- Faster upload speed
- Other (please specify)

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13. Is your internet service bundled with other services?

- TV
- Telephone
- Both
- No

14. How much do you spend per month, including bundled services if applicable?

- \$10–49
- \$50–74
- \$75–99
- \$100–149
- \$150+
- Prefer not to say

15. How many people in your house use the internet currently, or would use the internet if you had service?

Circle one:

- 1
- 2
- 3
- 4
- 5+

16. How many devices in your home use the internet?

- 1
- 2-5
- 6-10
- 11+

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17. Electricity Utility

18. Are you a year-round resident?

- Yes
- No

19. Do you rent or own your residence?

- Rent
- Own