**Survey Purpose:** Information collected will be used to assist in determining the broadband needs and gaps for Dunn County's business. Obtaining feedback from Dunn County community members and businesses is vital to the preliminary review process. Let your voice be heard.

**Broadband Definition:** Essentially, 'broadband' is a word used to describe a highly common way of connecting your computer or other electronic devices (phones, tablets, etc..) to the internet. Broadband replaces the original 'dial-up' method to connect to the internet which is a much slower process. Broadband includes several high-speed transmission technologies such as Digital Subscriber Line (DSL), Cable Modem, Fiber, mobile broadband (3G or 4G mobile phone signal), Satellite, and Broadband over Powerlines (BPL). For all intents and purposes broadband is your Internet connect.

**Results Use:** Results will be used in two ways: (1) locations will be mapped to show unmet needs or demand for high speed Internet and (2) submissions will be used to communicate need to potential providers. Your participation in this survey is VOLUNTARY and the responses you provide are CONFIDENTIAL. We ask that you provide your address along with your township information so we can begin to map areas with gaps in broadband/internet service in Dunn County. Your actual address information will not appear on the map we develop, just a general marker showing need. At the conclusion of the survey, only summary findings will be generated and reported. However, if you still feel uncomfortable providing this information you can choose to opt out of this specific question.

**Please check the appropriate answer and read the directions carefully.**

|  |  |
| --- | --- |
| **1.) Do you currently have access to Broadband/Internet service at your business?*** Yes
* No / I am no sure

If you checked option “No / I am not sure” please skip to question #9 on page 2.**2.) How satisfied are you with your current Broadband/Internet service at business?** Please check *one* option below. * Extremely Dissatisfied
* Moderately Dissatisfied
* Slightly Dissatisfied
* Neutral
* Slightly Satisfied
* Moderately Satisfied
* Extremely Satisfied

 If you checked “Slightly Satisfied”, “Moderately Satisfied”, or “Extremely Satisfied” please skip to question # 4 **3.)** **If you are dissatisfied or feel neutral with your current Broadband/Internet service, please indicate your reasons why you are dissatisfied.** Please select *all* that apply.* Browsing on the Internet is too slow (going page to page)
* File downloads/uploads take too long
* Photo downloads/uploads take too long
* Video downloads/uploads take too long
* Streaming video quality is jerky/not good
* Service is too expensive
* Other, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 | **4.) Who is your current Broadband/Internet provider?** Please select *one* option below. * American Broadband
* AT&T
* CenturyLink
* Charter / Spectrum
* Clear Lake Telephone
* Mcloud
* Mosaic Telcom
* MetTel
* West Wisconsin Telcom
* Other, please indicate here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5.) **Which of the following most represents your current Broadband/Internet service at your business?** Please select *one* option below.* Dial-Up
* DSL (Digital Subscriber Line)
* Cable Modem
* Satelitte
* Wireless
* Unsure / Do not know

6.) **How long have you had Broadband / Internet service at your current business location, from any provider?** Please select *one* option below.* Less than 1 year
* At least 1 year but less than 3 years
* At least 3 years but less than 6 years
* 6 or more years
 |

|  |  |
| --- | --- |
| **7.)** **Approximately, what is your current monthly cost for Broadband/Internet service?**  Please select *one* option below. * Less $50
* $51 - $75
* $76 - $100
* $101 - $125
* $126 or more
* Unsure / Do not know

**8.)** **What is the advertised Internet download speed in megabits per second (mbps) for your current Broadband/Internet services at your home?** Please select *one* option below. * 1-4 Mbps
* 5-9 Mbps
* 10-24 Mbps
* 25-99 Mbps
* 100 + Mbps
* Unsure / Do not know

After Answering Question #8, please skip to question #10.**9.) You selected 'No / I am not sure', that you have access to Broadband/Internet service at my business for question #1.** **Please indicate why you do not currently have Broadband/Internet service at your home?** Please click *all* that may apply.* Not Available
* Too Expensive
* No need for internet connection
* Lack of or limited skills/knowledge to use
* Lack of computer other device(s)
* Use in another location
* I am not sure if I have Broadband/Internet service at my home
* Other, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**10.)** **Do you own or rent the building your business is based out of?** Please select *one* option below.* Own
* Rent
* Other, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 | **11.)** The FFC's definition of Broadband/High Speed Internet is a connection with a minimum download speed of 25 mbps and 4 mbps upload. **What is the maximum you would be willing to pay for high speed internet** (with a minimum download speed of 25 mbps and 4 mbps upload - per federal definition)**?**  Please select one option below. * Less than $39.99 per month
* Between $40 and $49.99 per month
* Between $50 and $59.99 per month
* Between $60 and $69.99 per month
* Between $70 and $79.99 per month
* $80 or more per month
* Unsure / Do not know

**11.) How many employees do you currently have?** Please select *one* option below. * 1-5 employees
* 6-15 employees
* 16 or more employees
* Prefer not to answer

**12.)** **Have you ever considered moving your business out of Dunn County due to factors related to connectivity to Broadband?** Please select *one* option below. * Yes
* No
* Other, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**32.) Please provide your mailing address and the name of your township in the fields below.** Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Township: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**33.) We want to hear all feedback on Broadband / Internet services from Dunn County Residents!** Please use this field to address any other concerns or thoughts you have on Broadband/Internet services here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Thank you for your time and valuable input,If you have Please return this survey to the same place you picked it up. If you have any questions, contact Eric Turner at 715-232-4009. |