**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 home?*** Yes
* No / I am no sure

If you checked option “No / I am not sure” please skip to question #26 on page 3.**2.) How satisfied are you with your current Broadband/Internet service at home?** 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 home?** 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 home, 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
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| **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

**9.)** 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
 | **10.)** **Approximately, how many people (including yourself) utilized Broadband/Internet services at your home, within the last year?**  Please indicate how many people from each age group have used Broadband/Internet services at your home below. Check one option for each age grouping.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 0 | 1 | 2 | 3 | 4 | 5 + |
| **Children** (to age 12) |  |  |  |  |  |  |
| **Teens** (13-19) |  |  |  |  |  |  |
| **Adults** (20-35) |  |  |  |  |  |  |
| **Adults** (36-60) |  |  |  |  |  |  |
| **Adults** (61 and over) |  |  |  |  |  |  |

**11.) What is the most common/frequent way you currently use Broadband/Internet at your home?** Please rank the following options in order of frequent use from 1 – 8 by filling in the blank. 1 being the most frequent use and 8 being the least frequent use or no use. \_\_\_\_\_\_ Email\_\_\_\_\_\_ Shopping\_\_\_\_\_\_ Social Networking\_\_\_\_\_\_ Distance Learning/Education\_\_\_\_\_\_ Downloading Music or Videos\_\_\_\_\_\_ Reading news, blogs, etc...\_\_\_\_\_\_ Farming/Agriculture\_\_\_\_\_\_ Other, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**21.)** **At your home, which of the following devices do you currently access Broadband/Internet services from?** Please click *all* that may apply. * Computer
* Smart Phone
* Tablet Computer
* TV
* Blue Ray/DVR/DVD
* Gaming Systems
* Appliances
* Security System
* Other, please indicate here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **22.)** **What are some things that you would like to do at home, that you are currently unable to do with your current broadband access?** Please click *all* that may apply.* Send Pictures/Videos
* Take Online Courses
* Watch TV/Movies
* Online gaming
* Medicine
* Start/Operate Home Based Business
* Access Agriculture Information
* I do not have issues with my current internet service
* Other, please indicate here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**23.) Please indicate if someone (including yourself) in your household currently runs a home-based business or telecommutes at your home.** Please select yes or no below.

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Myself, or someone in my household currently runs a home-based business |  |  |
| Myself, or someone in my household currently telecommutes |  |  |

**24.) Please indicate if someone (including yourself) in your household plans to run a home-based business or telecommutes at your home.** Please select yes or no below.

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Myself, or someone in my household plans to run a home-based business |  |  |
| Myself, or someone in my household plans to telecommutes |  |  |

Please SKIP to QUESTION # 32 on page 4 | **26.)** You selected 'No / I am not sure', that you have access to Broadband/Internet service at your home. **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**27.)** The FFC's definition of Broadband/High Speed Internet is a connection with a minimum download speed of 25 mbps and 4 mbps upload.  **If you did have access, what is the maximum you would be willing to pay for high speed broadband/internet at your home** (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

**28.) Which of the following devices that you own, would you use at your residence if sufficient, affordable high speed internet were available?** Please click *all* that may apply.* Computer
* Smart Phone
* Tablet Computer
* TV
* Blue Ray/DVR/DVD
* Gaming Systems
* Appliances
* Security System
* Other, please indicate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **29.)** **If you had sufficient and affordable Broadband/Internet access, what would be the most common and frequent way you would use the internet at home?** Please rank the following options in order of hypothetical frequent use 1 being the most frequent use and 8 being the least frequent use or no use. If you would not use Broadband/Internet at home even if it was available, simply rank that option as 1 and leave the rest blank. \_\_\_\_\_\_ Email\_\_\_\_\_\_ Shopping\_\_\_\_\_\_ Social Networking\_\_\_\_\_\_ Distance Learning/Education\_\_\_\_\_\_ Downloading Music or Videos\_\_\_\_\_\_ Reading news, blogs, etc...\_\_\_\_\_\_ Farming/Agriculture\_\_\_\_\_\_ Other, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ I would not use Broadband/Internet at home  even if it was available**30.) If sufficient and affordable broadband service were available at your home, approximately how many people (including yourself) would utilize the service?** Please indicate how many people from each age group would use Broadband/Internet services at your home if it were available below. Select one option for each age grouping.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 0 | 1 | 2 | 3 | 4 | 5 + |
| **Children** (to age 12) |  |  |  |  |  |  |
| **Teens**  (13-19) |  |  |  |  |  |  |
| **Adults**  (20-35) |  |  |  |  |  |  |
| **Adults** (36-60) |  |  |  |  |  |  |
| **Adults**(61 and over) |  |  |  |  |  |  |

. | **31.) If broadband services were available at your residence, please indicate if someone in your household would plan to start a home-based business or telecommute?** Please select yes or no below.

|  |  |  |
| --- | --- | --- |
|  | YES | NO |
| Home-Based Business |  |  |
| Telecommute |  |  |

**32.) Please provide your mailing address and the name of your township in the fields below.** Remember, your responses you provide are CONFIDENTIAL. We ask that you provide your mailing 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 may skip this question.Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Township: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**33.) We want to hear all feedback on Broadband / Internet 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, Dunn County UW-Extension OfficeDunn County Planning and Land Use Control DivisionDunn County Economic Development CorporationPlease return this survey to the same place you picked it up. If you have any questions, contact Bob Colson at 715-231-6522.  |