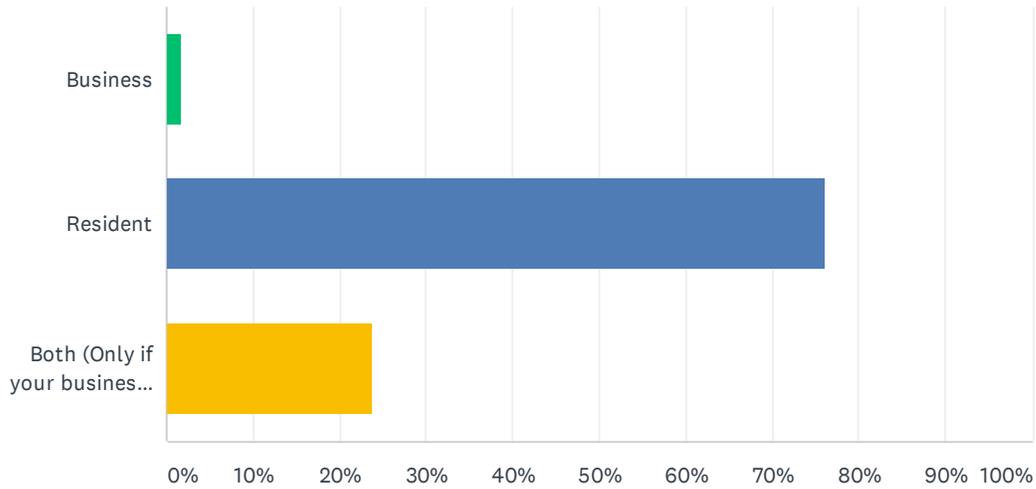


## Q1 Are you responding as a business or a resident?

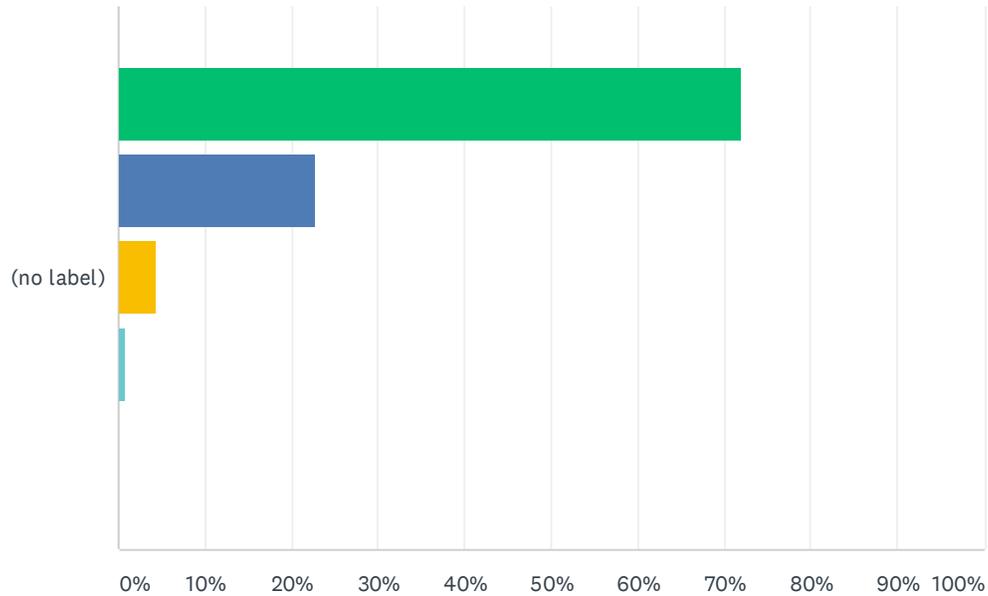
Answered: 248 Skipped: 2



ANSWER CHOICES	RESPONSES	
Business	1.61%	4
Resident	76.21%	189
Both (Only if your business is in your home. Otherwise, please take a separate survey for both locations.)	23.79%	59
Total Respondents: 248		

## Q2 How important is Internet to your daily life?

Answered: 249 Skipped: 1

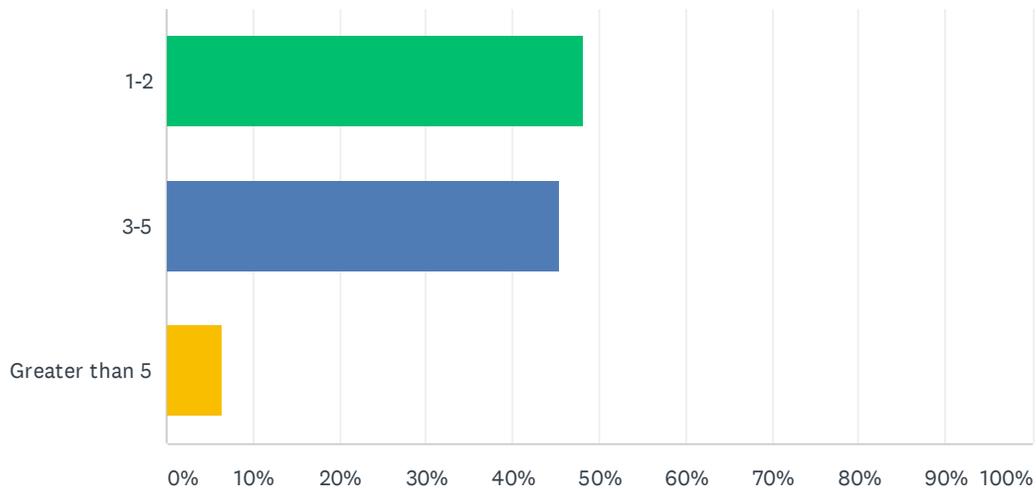


■ Extremely important 
 ■ Very important 
 ■ Important 
 ■ Only a convenience 
 ■ Not at all

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	ONLY A CONVENIENCE	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
(no label)	71.89% 179	22.89% 57	4.42% 11	0.80% 2	0.00% 0	249	1.34

### Q3 How many in your household use the Internet?

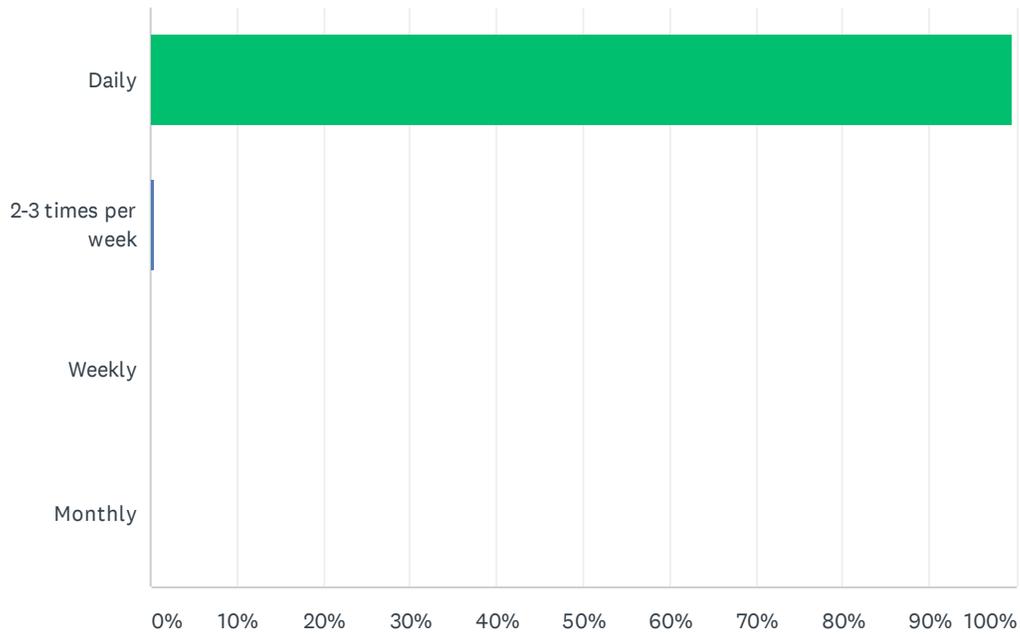
Answered: 249 Skipped: 1



ANSWER CHOICES	RESPONSES	
1-2	48.19%	120
3-5	45.38%	113
Greater than 5	6.43%	16
TOTAL		249

### Q4 How often do you use the internet?

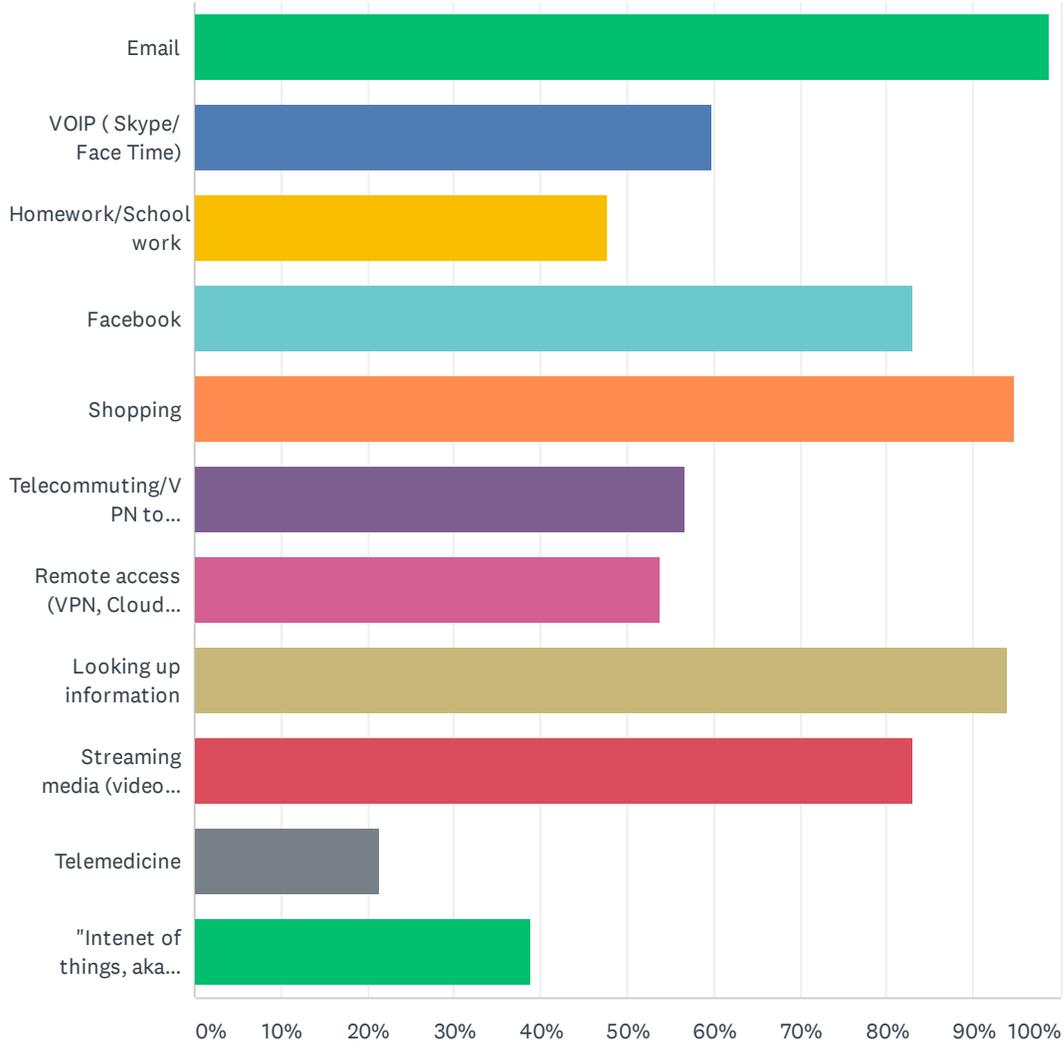
Answered: 247 Skipped: 3



ANSWER CHOICES	RESPONSES	
Daily	99.60%	246
2-3 times per week	0.40%	1
Weekly	0.00%	0
Monthly	0.00%	0
TOTAL		247

### Q5 How do you use the Internet? (Check all that apply)

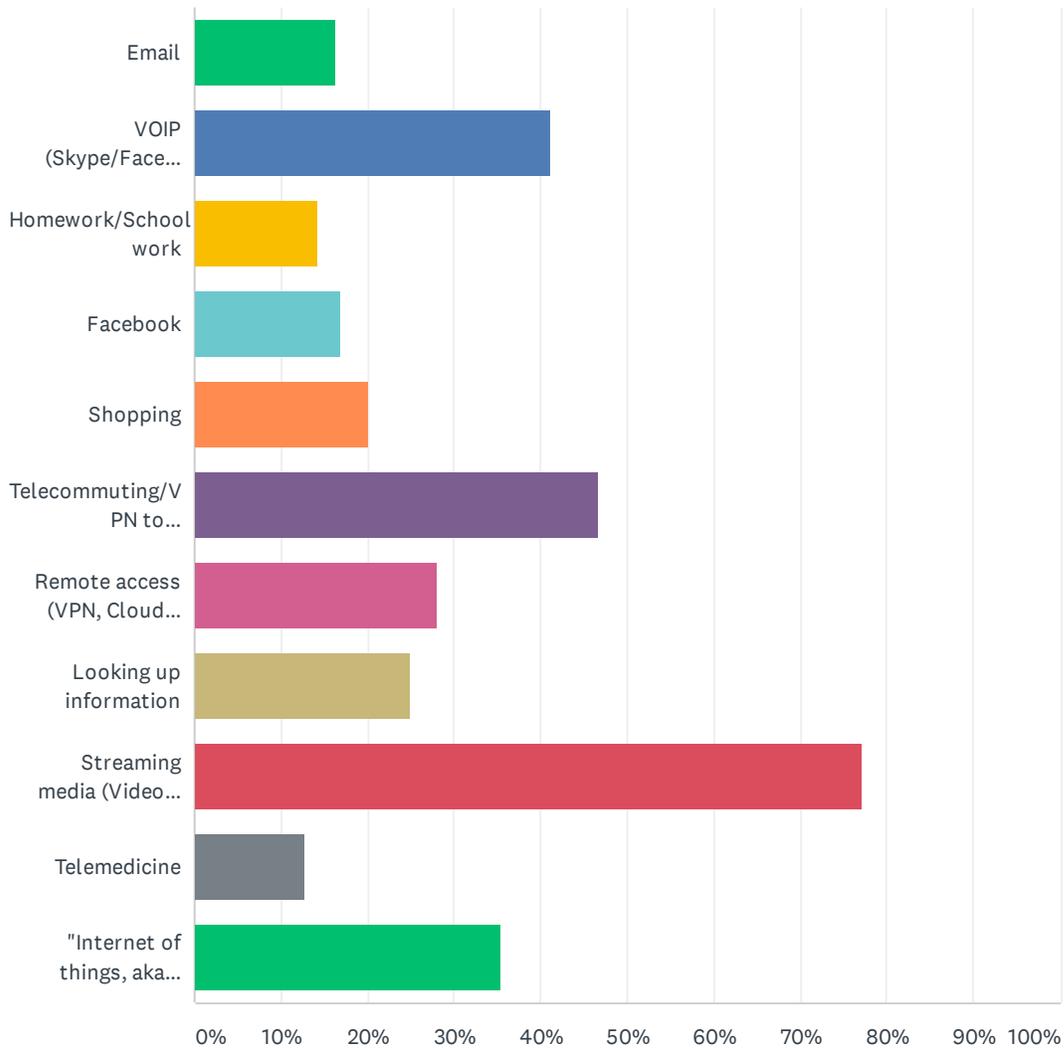
Answered: 249 Skipped: 1



ANSWER CHOICES	RESPONSES	
Email	98.80%	246
VOIP ( Skype/ Face Time)	59.84%	149
Homework/Schoolwork	47.79%	119
Facebook	83.13%	207
Shopping	94.78%	236
Telecommuting/VPN to work/Office	56.63%	141
Remote access (VPN, Cloud storage, Web site management)	53.82%	134
Looking up information	93.98%	234
Streaming media (videos, movies, TV)	83.13%	207
Telemedicine	21.29%	53
"Intenet of things, aka Smarthome" (On line access to thermostats, Lights, Locks, Security systems, etc.)	38.96%	97
Total Respondents: 249		

### Q6 What Internet service would you LIKE to use but can not due to current access speed? (Check all that apply.)

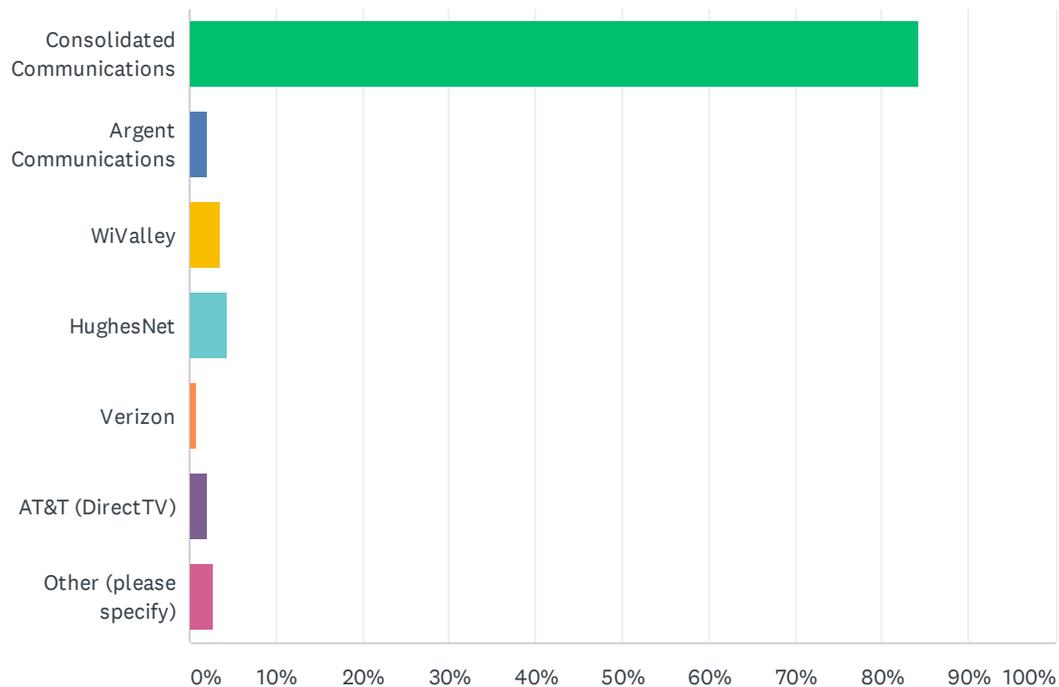
Answered: 189 Skipped: 61



ANSWER CHOICES	RESPONSES	
Email	16.40%	31
VOIP (Skype/Face Time)	41.27%	78
Homework/Schoolwork	14.29%	27
Facebook	16.93%	32
Shopping	20.11%	38
Telecommuting/VPN to work/Office	46.56%	88
Remote access (VPN, Cloud storage, Website management)	28.04%	53
Looking up information	24.87%	47
Streaming media (Videos, Movies, TV)	77.25%	146
Telemedicine	12.70%	24
"Internet of things, aka Smarthome," (Online access to thermostats, Lights, Locks, Security systems, etc.)	35.45%	67
Total Respondents: 189		

### Q7 Who is your current Internet provider?

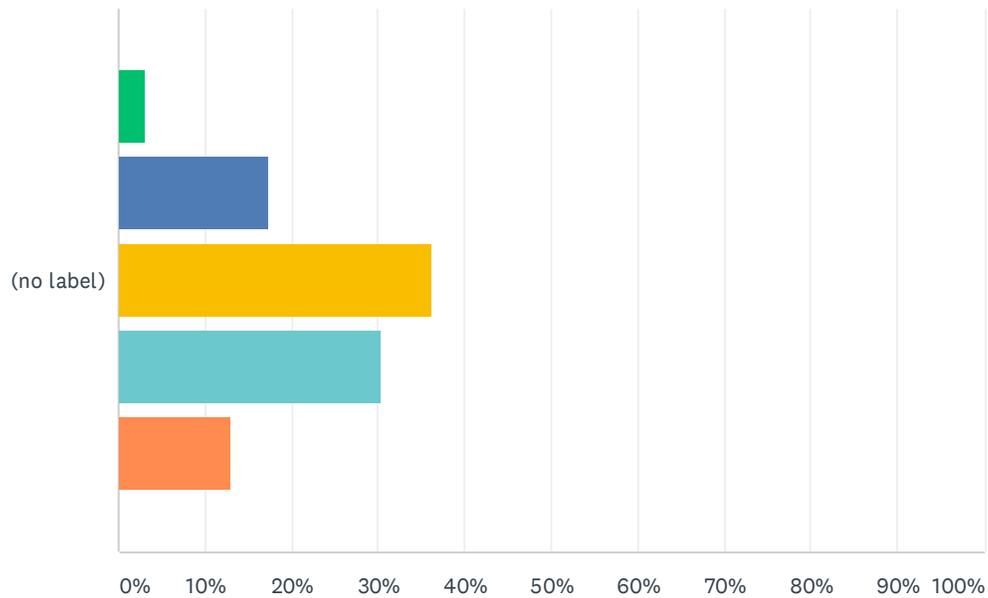
Answered: 249 Skipped: 1



ANSWER CHOICES	RESPONSES	
Consolidated Communications	84.34%	210
Argent Communications	2.01%	5
WiValley	3.61%	9
HughesNet	4.42%	11
Verizon	0.80%	2
AT&T (DirectTV)	2.01%	5
Other (please specify)	2.81%	7
<b>TOTAL</b>		<b>249</b>

### Q8 How satisfied are you with this provider in terms of cost?

Answered: 248 Skipped: 2

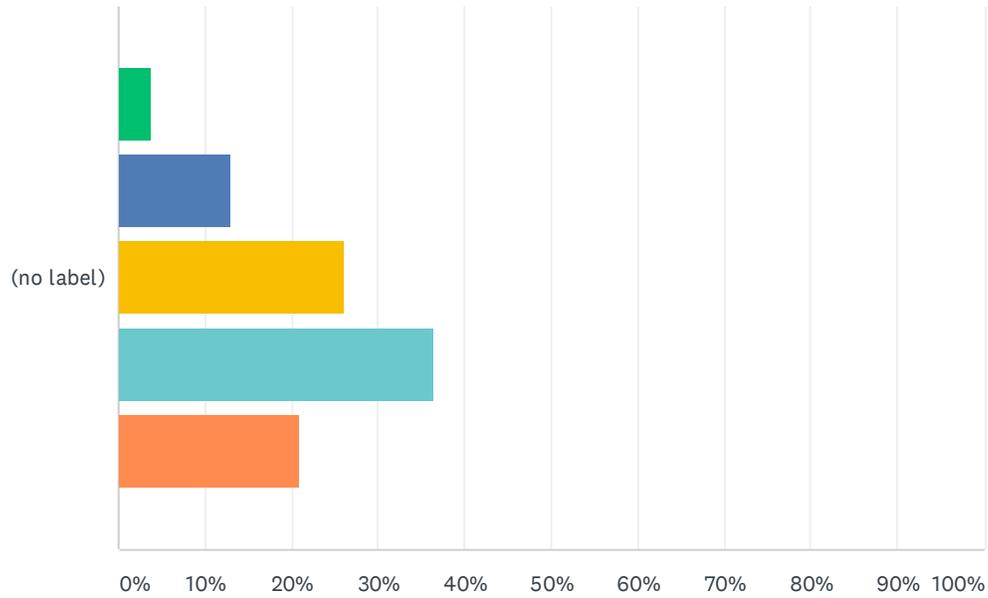


■ Very satisfied  
 ■ Satisfied  
 ■ Somewhat satisfied  
 ■ Unsatisfied  
■ Very unsatisfied

	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	3.23% 8	17.34% 43	36.29% 90	30.24% 75	12.90% 32	248	3.32

### Q9 How satisfied are you with this provider in terms of performance?

Answered: 245 Skipped: 5

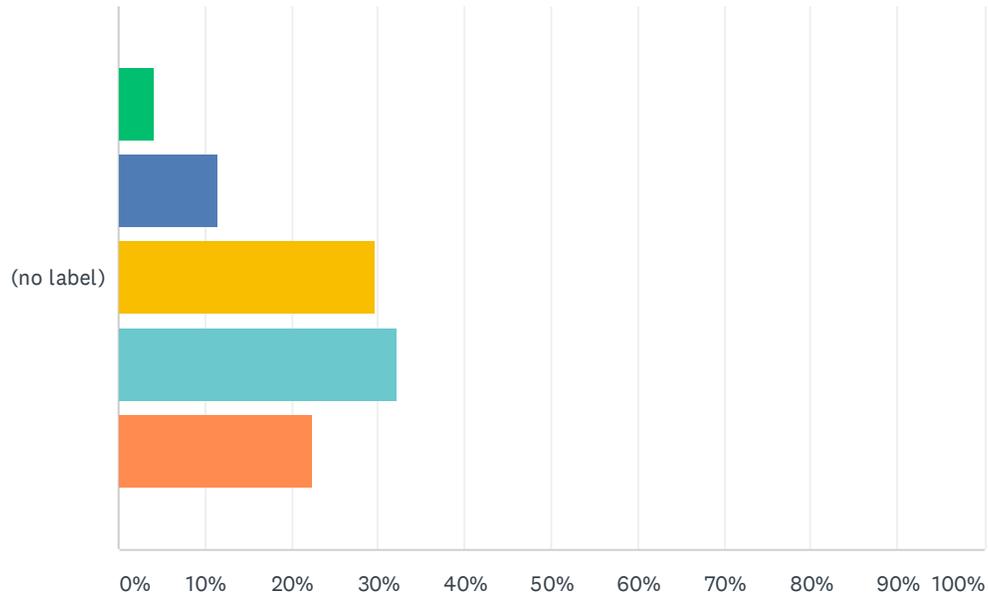


■ Very satisfied  
 ■ Satisfied  
 ■ Somewhat satisfied  
 ■ Unsatisfied  
■ Very unsatisfied

	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	3.67% 9	13.06% 32	26.12% 64	36.33% 89	20.82% 51	245	3.58

### Q10 How satisfied are you with this provider in terms of reliability of service?

Answered: 245   Skipped: 5

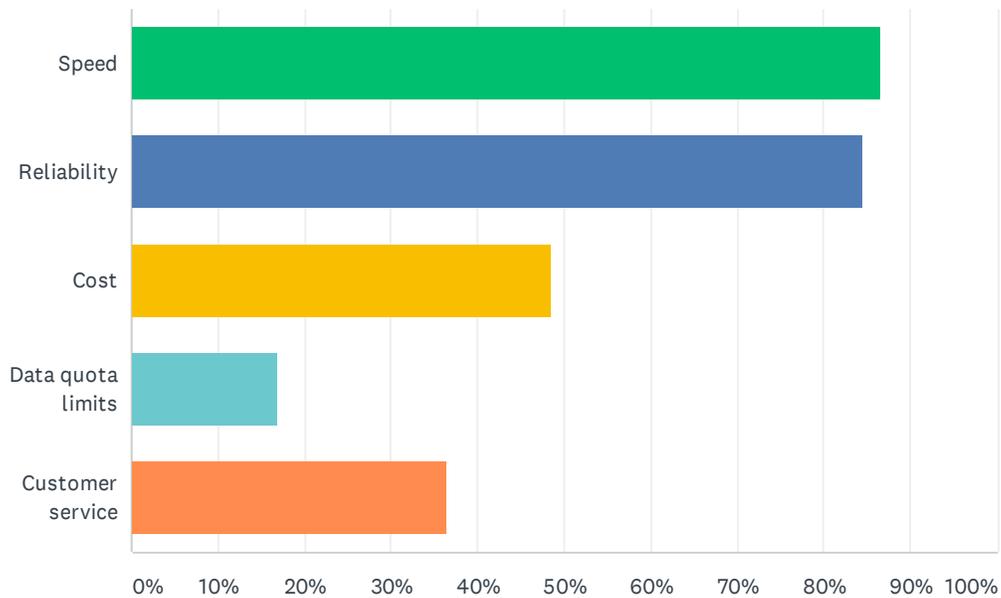


■ Very satisfied  
 ■ Satisfied  
 ■ Somewhat satisfied  
 ■ Unsatisfied  
■ Very unsatisfied

	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	4.08% 10	11.43% 28	29.80% 73	32.24% 79	22.45% 55	245	3.58

### Q11 If unsatisfied with your Internet provider, why? (Select all that apply.)

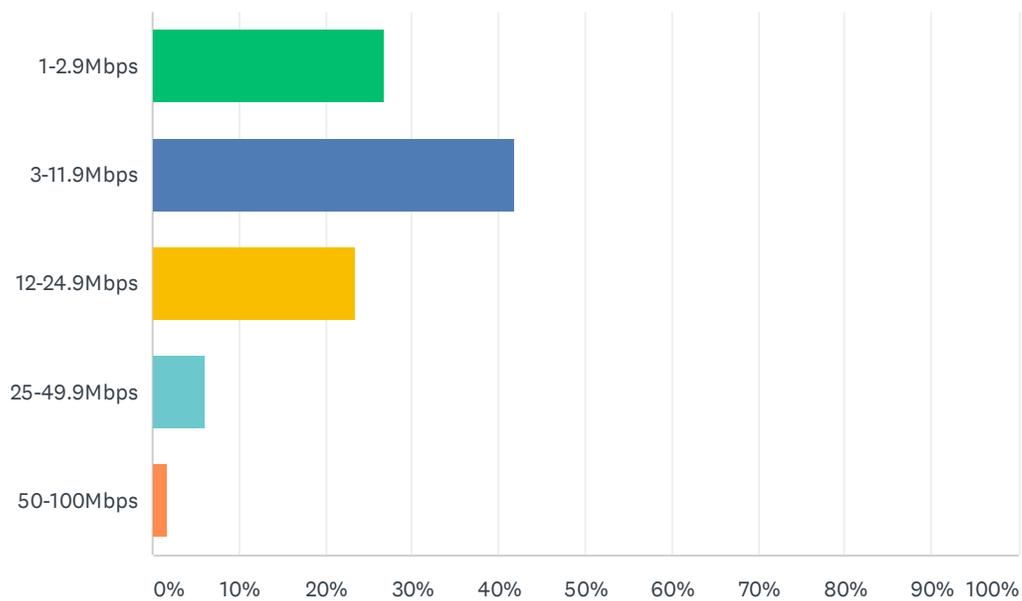
Answered: 225   Skipped: 25



ANSWER CHOICES	RESPONSES	
Speed	86.67%	195
Reliability	84.44%	190
Cost	48.44%	109
Data quota limits	16.89%	38
Customer service	36.44%	82
Total Respondents: 225		

**Q12** To determine the answers to the next 3 questions, please open a new tab or window and go to [www.speedtest.net](http://www.speedtest.net) and select "GO." This will take approximately 1 minute to complete. The test will show the quality of your Internet connection. If you are on a phone you will need to download the app, which you may delete once done with the test. What is your download speed?

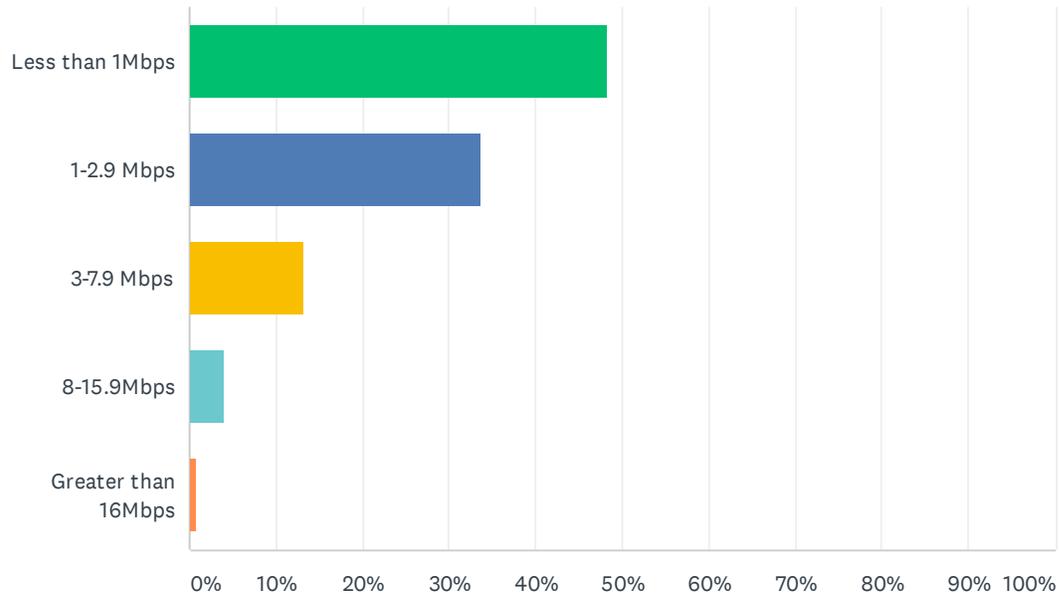
Answered: 227 Skipped: 23



ANSWER CHOICES	RESPONSES	
1-2.9Mbps	26.87%	61
3-11.9Mbps	41.85%	95
12-24.9Mbps	23.35%	53
25-49.9Mbps	6.17%	14
50-100Mbps	1.76%	4
TOTAL		227

### Q13 What is your upload speed?

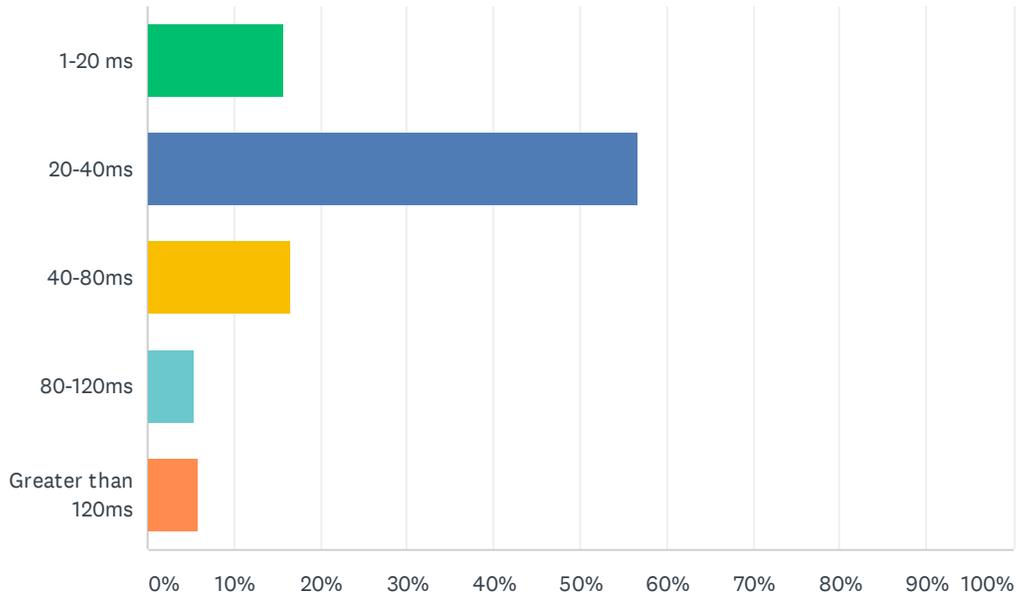
Answered: 226 Skipped: 24



ANSWER CHOICES	RESPONSES	
Less than 1Mbps	48.23%	109
1-2.9 Mbps	33.63%	76
3-7.9 Mbps	13.27%	30
8-15.9Mbps	3.98%	9
Greater than 16Mbps	0.88%	2
<b>TOTAL</b>		<b>226</b>

### Q14 What is your ping?

Answered: 224 Skipped: 26



ANSWER CHOICES	RESPONSES	
1-20 ms	15.63%	35
20-40ms	56.70%	127
40-80ms	16.52%	37
80-120ms	5.36%	12
Greater than 120ms	5.80%	13
TOTAL		224

**Q15 On which street in Fitzwilliam is your residence or business located?**

Answered: 244 Skipped: 6

**Q16 Thank you for your help! Please enter any additional comments you wish in the box below.**

Answered: 100 Skipped: 150