

EASTGATE REGIONAL BROADBAND STUDY: RESIDENTIAL SURVEY

The Eastgate Regional Council of Governments is conducting a Regional Broadband Feasibility Study to evaluate Broadband Internet Service throughout Ashtabula, Trumbull, and Mahoning Counties.

Your feedback will help the project team better understand the specific broadband needs in your community.

1. To better evaluate broadband service in your area, please provide your home address.*

2. How true or false is the following statement: The current state of broadband internet in my area negatively impacts my household.

- a. Very false
- b. False
- c. Neutral
- d. True
- e. Very true

3. How would you describe the availability and access of broadband internet service at your home?

- a. My household pays for broadband internet services
- b. Coverage is available at my home, but I do not subscribe  you can skip to #11
- c. Broadband internet is not available at my home  you can skip to #13
- d. Other _____

4. How satisfied are you with the quality of service?

- a. Very dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Very satisfied

5. How do you access internet at your home? (circle all that apply)

- a. Wired (DSL)
- b. Wired (cable)
- c. Wired (fiber)
- d. Mobile Wireless (i.e. cellular data plan)
- e. Fixed Wireless
- f. Satellite
- g. I don't know
- h. Other _____

6. What is the **primary** method in which you access internet at your home?

- a. Wired (DSL)
- b. Wired (cable)
- c. Wired (fiber)
- d. Mobile Wireless (i.e. cellular data plan)
- e. Fixed Wireless
- f. Satellite
- g. I don't know
- h. Other _____

*Your information will be used for analytical purposes only

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7. Who is your internet service provider? (circle all that apply)
- a. Armstrong Utilities
 - b. CenturyLink
 - c. Spectrum
 - d. Greatwave Communications
 - e. CableSuite 541
 - f. Consolidated Communications
 - g. Windstream
 - h. Zito Media
 - i. Xfinity
 - j. Delta Telecom
 - k. RAA Services
 - l. Suddenlink Communications
 - m. AT&T
 - n. I don't know
 - o. Other _____
8. How satisfied are you with your broadband provider options?
- a. Very dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Very satisfied
9. What are your subscription speeds? (In other words, what do you currently pay for in Mbps?)
- _____
10. The average American consumer spends approximately \$45.83 per month on a home internet subscription. How does your household's monthly subscription cost compare? If you know your exact cost, please select "other" and write your monthly fee.
- a. Significantly less per month (less than \$25.00)
 - b. Less per month (\$25.01 - \$40.00)
 - c. Approximately the same (\$40.01 - \$50.00)
 - d. More per month (\$50.01 - \$85.00)
 - e. Significantly more per month (over \$85.00)
 - f. I don't know
 - g. Other _____
11. If you answered "b" for Question 3, which of the following best describes why you do not subscribe to available broadband internet service?
- a. I do not need internet access
 - b. I choose to access internet at another location.
Where do you access internet?

 - c. The connection is unreliable (I am not always able to access internet services)
 - d. The connection is too slow for my needs
 - e. The service is too expensive
 - f. I do not own a device which connects to the internet
 - g. The device I own is unable to connect to the internet
 - h. I do not know how to use the internet
 - i. Other _____

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12. Are there any improvements that would encourage you to subscribe to internet service?
(circle all that apply)

- a. Lower monthly fees
- b. Better quality service
- c. Access to a compatible device in my home
- d. Lower cost of a compatible device
- e. Training/computer literacy
- f. Other _____

13. Are there any general comments you'd like to provide about broadband connection in your area?

Demographics (Optional)

The following questions will help us better understand how demographic factors relate to broadband access. All questions are optional and responses will remain anonymous.

14. What is your annual household income?

- a. < \$25,000
- b. \$25,000 – \$49,999
- c. \$50,000 - \$74,999
- d. \$75,000 - \$99,999
- e. \$100,000 - \$149,999
- f. \$150,000 +
- g. I don't know

15. Does your household include any of the following? (circle all that apply)

- a. A child under the age of 18
- b. An adult 65 years or older

16. Which of the following best describes you?

- a. American Indian or Alaskan Native
- b. Asian or Pacific Islander
- c. Black or African American
- d. Hispanic or Latino
- e. Multiracial
- f. White
- g. Other _____

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17. What is the highest degree or level of education you've completed?

- a. Some schooling, no diploma
- b. High school diploma, GED, or equivalent credential
- c. Some college, no degree
- d. Trade/vocational training
- e. Associates degree
- f. Bachelor's degree
- g. Master's degree
- h. Professional degree
- i. Doctorate degree

18. Optional - Are you willing to provide a copy of your monthly bill to further the study of broadband access in your area? If so, please email a copy to mragoza@eastgatecog.org. Your information will be used solely for analytical purposes.

THANK YOU FOR PROVIDING YOUR FEEDBACK!