Community Survey: Introduction

The Windham Regional Commission (WRC), in collaboration with towns, is surveying households and businesses to determine the feasibility of providing fiber internet connections to every interested home, business and institution in the region. The WRC serves the 23 towns of Windham County; Readsboro, Searsburg and Winhall in Bennington County, and Weston in Windsor County. We are a public agency and not a service provider. We are exploring how to best get high speed broadband to the unserved and underserved in the Region.

Fiber Broadband provides speeds far superior to DSL, Cable, Fixed Wireless, and other types of internet. Fiber broadband provides internet speeds 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.

The WRC received an award from the Vermont state’s Broadband Innovation Grant (BIG) program to determine the feasibility and business potential for deploying fiber broadband to the Windham Region. This survey is meant to establish a baseline of what speed and quality of internet service is available in the Windham Region and where, and whether improved service would be desired by Windham Region residents.

**Your answers to this survey will be confidential.** We are collecting E911 street addresses for the purposes of better establishing which general areas, roads, and neighborhoods of Windham County are served well and which are under-served, and for ensuring we have sufficient numbers of responses from individual towns across the Windham region. The addresses will not be used for any direct sales or commercial purposes – they will only be used in the context of this study.

If you have any questions about this survey or the project as a whole, please contact Senior Planner Sue Westa at swesta@windhamregional.org. For more information about this project and the WRC, visit [www.windhamregional.org](http://www.windhamregional.org)/broadband.

Please submit this completed survey to your town’s broadband representative, or mail it to:

Windham Regional Commission, 139 Main Street, Suite 505, Brattleboro, VT 05301

## Basic Information

1. **E911 Street Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Unit number (if applicable) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
2. **Town:** (Circle one) Athens / Brattleboro / Brookline / Dover / Dummerston / Grafton / Guilford / Halifax / Jamaica / Londonderry / Marlboro / Newfane / Putney / Readsboro / Rockingham / Searsburg / Somerset / Stratton / Townshend / Vernon / Wardsboro / Westminster / Weston / Whitingham / Wilmington / Windham / Winhall / Other \_\_\_\_\_\_\_\_\_\_\_\_\_
3. **Electricity Utility:** GMP; Jacksonville Electric; Off Grid, Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. **Are you a year-round resident?** Yes / No
5. **Do you rent or own your residence?** Rent / Own
6. **How many people in your house or business use the internet currently, or would use the internet if you had service?** Circle one:

1 2 3 4 5+

## Current Internet Service

1. **Do you currently have internet service?**

Yes / No

*If no, skip to question 18.*

1. **If so, what type of service do you use? (Check all that apply)**
2. Fiber (E.g., FirstLight)
3. Cable (E.g, Charter/Spectrum, Comcast/Xfinity, Duncan Cable, Southern Vermont Cable)
4. DSL (E.g., Consolidated/Fairpoint)
5. Fixed wireless (E.g., VTel Wireless)
6. Satellite (E.g., Viasat, HughesNet)
7. Mobile wireless (E.g., AT&T, Sprint, T-Mobile, US Cellular, Verizon)
8. **How do you use your internet? (Check all that apply)**
9. Healthcare services
10. Education/Training services
11. Employment seeking
12. Working from home
13. Running a home-based company/business
14. Running a home security system
15. Email
16. Entertainment
17. Using social networks
18. To reach emergency services
19. Using government services
20. Operating a small business
21. Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
22. **With your current service, do you have trouble with any of the following uses due to delays, load times, buffering, or simply an inability to work? Circle all that you *can’t* do quickly, without waiting for loading or internet-related issues.**
23. Receive emails with attachments
24. Load pages from the internet promptly
25. Play audio (music, podcasts, etc.)
26. Stream video or television (Netflix, YouTube, etc.)
27. Stream multiple videos at once with different devices
28. Video calling or video conferencing (Skype, Facetime, Zoom, Webex, etc)
29. Play computer games, internet-based games, or internet-enabled console games (i.e., Xbox)
30. Use a smart speaker (from Amazon, Apple, Google, etc.)
31. Manage home security
32. **Is your internet service bundled with other services?**
33. TV
34. Telephone
35. Both
36. No
37. **Do you subscribe to Satellite TV? Please circle:** yes / no
38. **If your services are *not* bundled or you know how much just your internet costs, how much do you pay for internet alone?**
39. $10–49
40. $50–74
41. $75–99
42. $100–149
43. $150+
44. **If your services *are* bundled, how much do you spend per month for internet, TV, and phone together (or any combination of the two)?**
45. $10–49
46. $50–74
47. $75–99
48. $100–149
49. $150+
50. **On a scale from 1 to 5, how satisfied are you with your current internet service?**

Not satisfied at all Extremely satisfied

**1 2 3 4 5**

1. **What would you like to see improved from your current service?** (Check all that apply)
2. Lower prices
3. Higher speed
4. Better reliability (i.e., avoiding down-time)
5. Better consistency (i.e., avoiding changes in quality of service due to weather or other factors)
6. Customer service
7. More and/or better video content (either via TV, streaming video, or others)
8. Local ownership
9. Unlimited data
10. Nothing
11. **What quality is *most important* to you from an internet provider? Circle one.**
12. Speed
13. Reliability (i.e., avoiding down-time)
14. Consistency (i.e., avoiding changes in quality of service due to weather or other factors)
15. Unlimited Data
16. Local ownership
17. Customer service
18. More/better bundled entertainment (like TV, streaming video, etc)
19. Price

## Current Phone Service

1. **Do you have a landline telephone?**

Yes / No

*If yes:*

1. **Who is your Landline Provider? \_\_\_\_\_\_\_\_**

(Consolidated, Fairpoint, VTEL, etc)

1. **Do you have a cell phone?**

Yes / No

*If yes:*

1. **Cell Service Carrier**
2. AT&T
3. Verizon
4. Sprint
5. T-Mobile
6. US Cellular
7. Other
8. **What is the cell phone strength at your home?**
9. 4–5 bars (full strength)
10. 3 bars
11. 2 bars
12. 1 bar
13. None

## Future Service

1. **If fiber internet that was competitively priced (i.e., at a price you felt was fair for the service being provided) came to your community, how likely would you be to subscribe?**
2. Definitely would
3. Probably would
4. Probably would not
5. Definitely would not
6. Unsure

*If definitely would or probably would:*

1. **What is the primary reason you would subscribe?**
2. Speed
3. Reliability (i.e., avoiding down-time)
4. Consistency (i.e., avoiding changes in quality of service due to weather or other factors)
5. Unlimited Data
6. Local ownership
7. Customer service
8. More/better bundled entertainment (like TV, streaming video, etc)
9. Price
10. **Which of the following amounts do you think would be fair to pay for high-speed, extremely reliable fiber internet, at a speed of 100Mbs for both upload and download? (for context, 100Mbs is faster than cable.)**
11. $40-50/Month
12. $50-60/Month
13. $60-70/Month
14. $70-80/Month
15. $80-90/Month
16. $90-100/Month
17. $100-110/Month
18. **Are you interested in supporting efforts to bring fiber internet to our community by volunteering your time?**

Yes / No

1. **May we contact you?**

Yes / No

1. **Name** (optional) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **Email address** (optional) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you very much for your time!**