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/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

7. **Do you currently have internet service?**
   
   Yes / No

   *If no, skip to question 18.*

8. **If so, what type of service do you use?** (Check all that apply)
   
   A. Fiber (E.g., FirstLight)
   B. Cable (E.g., Charter/Spectrum, Comcast/Xfinity, Duncan Cable, Southern Vermont Cable)
   C. DSL (E.g., Consolidated/Fairpoint)
   D. Fixed wireless (E.g., VTel Wireless)
   E. Satellite (E.g., Viasat, HughesNet)
   F. Mobile wireless (E.g., AT&T, Sprint, T-Mobile, US Cellular, Verizon)
9. **How do you use your internet? (Check all that apply)**
   A. Healthcare services
   B. Education/Training services
   C. Employment seeking
   D. Working from home
   E. Running a home-based company/business
   F. Running a home security system
   G. Email
   H. Entertainment
   I. Using social networks
   J. To reach emergency services
   K. Using government services
   L. Operating a small business
   M. Other _____________

10. **With your current service, can you do the following easily, without waiting for things to load? Check all that you can do.**
   A. Receive emails with attachments
   B. Load pages from the internet promptly
   C. Play audio (music, podcasts, etc.)
   D. Stream video or television (Netflix, YouTube, etc.)
   E. Stream multiple videos at once with different devices
   F. Video calling or video conferencing (Skype, Facetime, Zoom, Webex, etc)
   G. Play computer games, internet-based games, or internet-enabled console games (i.e., Xbox)
   H. Use a smart speaker (from Amazon, Apple, Google, etc.)
   I. Manage home security

11. **Is your internet service bundled with other services?**
   A. TV
   B. Telephone
   C. Both
   D. No
12. Do you subscribe to Satellite TV? Please circle: yes / no

13. If your services are *not* bundled or you know how much just your internet costs, how much do you pay for internet alone?
   A. $10–49
   B. $50–74
   C. $75–99
   D. $100–149
   E. $150+

14. If your services *are* bundled, how much do you spend per month for internet, TV, and phone together (or any combination of the two)?
   A. $10–49
   B. $50–74
   C. $75–99
   D. $100–149
   E. $150+

15. On a scale from 1 to 5, how satisfied are you with your current internet service?

<table>
<thead>
<tr>
<th>Not satisfied at all</th>
<th>Extremely satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
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<td>5</td>
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16. What would you like to see improved from your current service? (Check all that apply)
   A. Lower prices
   B. Higher speed
   C. Better reliability (i.e., avoiding down-time)
   D. Better consistency (i.e., avoiding changes in quality of service due to weather or other factors)
   E. Customer service
   F. More and/or better video content (either via TV, streaming video, or others)
   G. Local ownership
   H. Unlimited data
   I. Nothing
17. **What quality is most important to you from an internet provider? Circle one.**
   - A. Speed
   - B. Reliability (i.e., avoiding down-time)
   - C. Consistency (i.e., avoiding changes in quality of service due to weather or other factors)
   - D. Unlimited Data
   - E. Local ownership
   - F. Customer service
   - G. More/better bundled entertainment (like TV, streaming video, etc)
   - H. Price

**Current Phone Service**

18. **Do you have a landline telephone?**
   - Yes / No
   - If yes:

19. **Who is your Landline Provider? ________**
    (Consolidated, Fairpoint, VTEL, etc)

20. **Do you have a cell phone?**
    - Yes / No
    - If yes:

21. **Cell Service Carrier**
    - A. AT&T
    - B. Verizon
    - C. Sprint
    - D. T-Mobile
    - E. US Cellular
    - F. Other

22. **What is the cell phone strength at your home?**
A. 4–5 bars (full strength)
B. 3 bars
C. 2 bars
D. 1 bar
E. None

Future Service

23. **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?**

   A. Definitely would
   B. Probably would
   C. Probably would not
   D. Definitely would not
   E. Unsure

   *If definitely would or probably would:*

24. **What is the primary reason you would subscribe?**

   A. Speed
   B. Reliability (i.e., avoiding down-time)
   C. Consistency (i.e., avoiding changes in quality of service due to weather or other factors)
   D. Unlimited Data
   E. Local ownership
   F. Customer service
   G. More/better bundled entertainment (like TV, streaming video, etc)
   H. Price

25. **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.)**
A. $40-50/Month  
B. $50-60/Month  
C. $60-70/Month  
D. $70-80/Month  
E. $80-90/Month  
F. $90-100/Month  
G. $100-110/Month  

26. Are you interested in supporting efforts to bring fiber internet to our community by volunteering your time?  
Yes / No  

27. May we contact you?  
Yes / No  

28. Name (optional) ____________  

29. Email address (optional) ____________  

Thank you very much for your time!