

South-Central PA Broadband Study Residential Internet Needs Survey

Eight counties in the Southern Alleghenies and Laurel Highlands are conducting a broadband feasibility study to determine the best path to a comprehensive broadband network in our region.

The Southern Alleghenies Planning and Development Commission (SAP&DC), on behalf of the eight counties of Bedford, Blair, Cambria, Fayette, Fulton, Huntingdon, Somerset, and Westmoreland is coordinating a Broadband Survey to assess your current broadband service and needs.

The results will help the region determine where the need is greatest and help guide us on how to ensure that all citizens and businesses have affordable and adequate access to broadband services.

Your participation in this survey is extremely important, as it will help support grant applications that can fund improved broadband.



SLOW INTERNET SERVICE?

Complete the broadband survey on the back of this sheet.

Take the survey online in less than 5 minutes at:
<https://tinyurl.com/BroadbandHOME>

Or return this survey by mail to the following address:

SAP&DC
3 Sheraton Drive,
Altoona, PA 16601
Attn: Janice Streightiff

**RETURN BY:
March 13, 2020**

We need your response!
We thank you for your participation!



For questions or more info, contact:
broadband@sapdc.org



SAP&DC
SOUTHERN ALLEGHENIES PLANNING
& DEVELOPMENT COMMISSION

Business Name: Please see the business version of this survey at <http://projects.designnine.com/survey/sapdc-business-broadband>

Street Address: _____
Please supply full street address with street or road number.

City/State/Zip: _____

1. Check the items you agree with below:

- My household needs better Internet/data service
- My household needs better landline telephone service
- My household needs better cellular telephone service
- My household is satisfied with all of our services

2. Total number in household:

- a) Adults _____ b) K-12 Students _____
- c) College Students _____ d) Internet users _____

3. How important is Internet access to you or your household?

- Very important Somewhat important
- Not important No Opinion

4. For your household, how much do you spend each month for local and long distance telephone, TV, and/or Internet?

Do NOT include cellphones.

- \$50 or less \$50 to \$75
- \$75 to \$100 \$100 to \$150
- \$150 to \$200 More than \$200/month

5. How much do you pay now for at home Internet access each month?

- No Internet I only use free hotspots
- \$10 to \$20 \$21 to \$40 \$41 to \$60
- \$61 to \$80 More than \$80/month I don't know

6. What type of Internet do you have at home?

- Dial-up DSL line Fiber
- Cable modem Satellite Cellular wireless
- I don't know Wireless ISP
- No Internet
- Other _____

7. Based on the type of Internet connection you selected above, why do you still have it? (check all that apply)

- Too expensive to change Not interested in changing
- Best price available No other options
- Most reliable service available Limited other options
- Still in contract

8. What service package do you currently pay for? (A Gigabit is 1000 Megabits (Mbps))

- 0 - 5 Mbps 5 - 10 Mbps 10 - 25 Mbps
- 25 - 50 Mbps 50 - 100 Mbps 100+ Mbps
- Gigabit I don't know

9. Check the items you agree with below:

- I have trouble loading pictures to my social media account(s)
- I have trouble viewing online videos/lectures/movies/tv shows
- I have trouble using the Internet when other users are using it
- I have trouble using FaceTime, Skype, or other video chats
- I do not have trouble performing any of these activities

10. How many devices (for example computers, cellphones, smart speaker, smart TVs) connect to the Internet in your household?

- 1-4 5-8 9-12 12-15 16+

11. How satisfied are you with the speed and reliability of your Internet service?

- Very satisfied Satisfied Neutral
- Dissatisfied Very Dissatisfied

12. Check all items you use the Internet for now:

- Email / Access news and current events
- Homework / Schoolwork
- Use a VPN (Virtual Private Network) for work or school
- Download or listen to music or audio books online
- VoIP Internet phone (Vonage, Skype, FaceTime, etc.)
- Online Backup (files, photos, music)
- Telemedicine, telehealth
- Online gaming
- Social media and social networking (e.g. Facebook, Instagram, etc)
- Shopping / Online banking
- Home security (e.g. video doorbells, security cameras, etc.)
- Smart speakers (e.g. Alexa, Echo Dot, Google Assistant, Homepod)
- Other _____

13. High speed, affordable Internet influences where I choose to live?

- Yes No

14. Does anyone in your household use/need the Internet to complete school assignments or job training course work?

- Yes, several times a week
- Yes, at least once a week
- Yes, at least once a month
- No

15. Who is your Internet service provider?

- Verizon CenturyLink Comcast/Xfinity
- Frontier Armstrong Utl. Atlantic Broadband
- Crowsnest Cove Air Satellite Internet
- In the Stix Morgan Wireless

- Other _____

16. Do you have data caps on your current Internet service?

- Yes No

17. If you have data caps, have you exceeded those caps?

- Yes No I don't know

18. Do you work from home?

- I am self-employed and work part time from home
- I am self-employed and work full time from home
- I work part time at home for my employer
- I work full time at home for my employer
- I need nights and weekends access for my job
- I never work from home
- I would if I had better Internet at home
- I am retired and do not work from home

19. Are you interested in faster/more reliable Internet service?

- Yes No

20. Should your County government help facilitate better broadband services and more affordable services?

- Yes No

21. Any other comments?
