

Virginia Telecommunication Planning Initiative (VATPI)

Phase II- Albemarle County Business Survey

1. Please provide your street address for geographical planning purposes only:

Street Address: _____

City: _____

State: _____

Zip Code: _____

2. Please select which category best describes your internet use (check all that apply)

Personal use

Do not have internet at home

Business use at home

Do not have internet at place of business

Business use

Use public access (library, restaurants, cafes, etc.)

3. How many employees work at this location?

None

5-9

20-49

100-249

1-4

10-19

50-99

250 or more

4. Which of the following best describes the type of business conducted at this location? (Check all that apply)

Accounting/Architectural/Engineering/Legal

Government

Agricultural/Orchard/Vineyard/CSA

Healthcare

Artisan/Craft

ISP/Telecommunications Industry

Business and Personal Services

Mining/Quarry

Communication/Technology

Real Estate

Contractor or Construction

Restaurant

Education

Retail Trade

Finance/Insurance/Banking

Wholesale Trade

Forestry

Winery/Brewery/Distillery

Other:

5. What is this location's annual revenue/sales?

Less than \$50k

\$50k - \$500k

\$501k+ - \$1 million

Over \$1 million

6. How many computers at your location have Internet access?

1 - 5

6 - 10

11-19

20-50

51 - 100

Over 100

7. How does this location connect to the Internet?

No connection

ISDN line

Broadband over Powerline

Dial-up

Satellite or microwave

Fiber

DSL

T1 line

Wireless (from service provider)

Cable modem

T3/DS3 line

Other:

8. What is the name of the company that provides your Internet/bandwidth connection?

Name: _____

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Not Sure

No Internet Access

9. If you do not subscribe to an Internet service or a higher speed Internet service, why not?

Not available

Not reliable or secure

Too expensive

Not interested

Other: _____

10. To the best of your knowledge, how much are you currently paying per month for Internet access?

Under \$30

\$30 - \$50

\$50 - \$100

\$101 - \$300

\$301 - \$500

\$501 - \$1000

\$1000 - \$1500

Over \$1500

Don't know

If above rate includes other bundled services, what services are included in the monthly rate marked above? _____

11. What is your current Internet bandwidth or connection speed?

Less than 200Kbps

200Kbps to 512Kbps

512+Kbps to 1.5Mbps

1.5Mbps to 3Mbps

3+Mbps to 5Mbps

5+Mbps to 10Mbps

Greater than 10Mbps

Not sure

12. How important is Internet/bandwidth access to your business?

Very important or Critical

Somewhat important

Not important

13. Please rate your current Internet service on the following two items:

a) Speed of Connection (bandwidth)?

Adequate – meets all our needs

Inadequate – does not meet our needs

b) Service and support?

Adequate – meets all our needs

Inadequate – does not meet our needs

14. How would you describe your overall satisfaction with you current Internet service?

Very satisfied

Somewhat Satisfied

Somewhat dissatisfied

Very dissatisfied

15. What are your reasons for any dissatisfaction with your current Internet service?

Price too high

Service unreliable

Data caps; limitations

Little technical support

Problems with email

Poor customer service

Not enough Internet Provider choices

Other: _____

16. Thinking of your current expenses, how much would you be willing to pay for a combination package of high-speed Internet and telephone services?

\$100 or less

\$175 - \$200

\$101 - \$125

\$200 - \$299

\$125 - \$150

\$300 or more

\$151 - \$175

Not interested

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17. Please indicate the phone service(s) used at this location and your total monthly expenses for each:

a) Regular telephone service (wired):

Yes No Under \$100 \$100- \$300 More than \$300

Number of lines: _____

b) Cell phone service:

Yes No Under \$100 \$100- \$300 More than \$300

Number of lines: _____

d) Voice over Internet phone service:

Yes No No charge Under \$35 \$35-\$45
 \$46-\$100 \$101-\$300 Over \$300

18. How do you currently utilize or plan to utilize an Internet connection? (Check all that apply)

Purpose	Current Use	Future Use	No interest
Advertising			
Certifications			
Communication			
Customer service			
E-mail			
Employment; openings, applications			
Forms processing			
Hosting your web site			
Inventory control			
Online sales/credit card processing			
Purchasing materials			
Purchasing services			
Research, reference manuals			
Voice service			
Distance Learning			
Allow employees to work from home			
Telemedicine			
Training			
Transferring data files			
Accounting/Banking			
Veterinary resources/e-services			
Video-conferencing (Skype, etc.)			
VPN connections			
Other:			

19. What changes or improvements to communication technology would best meet your needs?

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