

# Virginia Telecommunication Planning Initiative (VATPI)

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## Phase II- Albemarle County Resident Survey

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

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code \_\_\_\_\_

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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

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

3. If you use the Internet at public locations (library, restaurant, etc.) how many miles is the location from your home? \_\_\_\_\_ How long does it take to drive there (one-way)? \_\_\_\_\_

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

1 – 5

6 – 10

More than 10

5. 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:

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

Name: \_\_\_\_\_

Not Sure

No Internet Access

7. 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: \_\_\_\_\_

8. 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? \_\_\_\_\_

9. 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

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10. How important is Internet/bandwidth access to your household?  
 Very important or Critical       Somewhat important       Not important
11. 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
12. How would you describe your overall satisfaction with you current Internet service?  
 Very satisfied     Somewhat Satisfied     Somewhat dissatisfied     Very dissatisfied
13. 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: \_\_\_\_\_
14. 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
15. 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

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

<b>Purpose</b>	<b>Current Use</b>	<b>Future Use</b>	<b>No interest</b>
Certifications			
Communication			
E-mail			
Forms processing			
Homework			
Hosting your web site			
Job searching (seeking employment)			
Medical device testing			
Online/credit card purchasing			
Purchasing items and services			
Research, repair manuals, etc.			
Voice service			
Distance Learning			
Social media (Facebook, blogging, etc.)			
Streaming videos			
Telemedicine			
Training			
Transferring data files			
Travel planning, reservations, etc.			
Accounting/Banking			
Video-conferencing (Skype, etc.)			
VPN connections			
Other:			

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