



COMMONWEALTH BROADBAND SURVEY

The purpose of this survey is to gather information about broadband (high speed internet) services in the Commonwealth of Massachusetts. This survey will take less than 5 minutes to complete. Please submit only one survey per household and/or one survey per business address. You may complete this survey online at www.masstech.org/broadband. Thank you for your time and assistance.

1. Thinking about your **location**, which of the following **best** describes your situation:

(Check all that apply)

- Primary residential household Place of business (store, office, manufacturer, etc.)
 Second home or vacation home Government building
 Home-based business Other (please specify): _____
 Telecommuter

2. To map areas of broadband service and advocate for improved service, it is important that we collect information by address. This information will **ONLY** be used for mapping purposes. Please provide your exact location: (Post Office Box not acceptable)

Street Address: _____ Apt./Suite #: _____
Town: _____ State: _____ Zip Code: _____

3. Do you access the internet from this location?

- No**, I don't have internet access – **PLEASE skip to question #7**
 Yes, I do have internet access using: - **PLEASE answer questions #4 – #6**
 Dial up WISP (Wireless Internet Service Provider)
 Satellite Cable modem (via cable television)
 DSL Other (such as Fractional T1, etc.): _____
 T1 _____

4. What is the **name** of the company from whom you purchase internet access at this location?

5. How much is your **average monthly bill** at this location for internet access **ONLY**? (Check one)

- Less than \$20 \$20 - \$50 \$51 - \$100 Over \$100

6. How would you rate the **quality** of your internet access connection? (Check one)

- Excellent Good Fair Poor

NOTE: If you currently subscribe to a high speed internet service (not dial-up or satellite), skip to question #11.

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7. If you currently **do not** utilize high speed internet at your location, why not? (Check all that apply)

- It's not available
- Monthly service fee is too high
- Installation price is too high
- I don't see the need for broadband
- Other reasons (please specify): _____

8. Do you **travel** somewhere to access high speed internet?

- Yes, to a location in my town
- Yes, to a location out of town
- No

9. If a high speed internet "wireless hotspot" was located in a public location in your community, such as a library, school or town hall, would you be likely to use it?

- Yes
- No
- Don't know

10. If an office incubator space that had high speed internet access was developed in your community, would you be interested in renting office space there?

- Yes
- No
- Don't know

11. **Optional:** If you are interested in receiving future information about broadband deployment in the Commonwealth, please provide your contact information below.

Name: _____

Company (if applicable): _____

Email: _____

Mailing Address (if different from that previously stated in #2)

Street/PO Box _____

Town: _____ State: _____ Zip Code: _____

12. Please provide any comments you have about internet or broadband access in your area.

CONGRATULATIONS! You've now helped your community move one step closer to obtaining high speed internet access. Thank you for taking time to complete this survey.

Please return this survey by **March 1, 2008** to:

Berkshire Connect, Inc., 75 South Church Street, Pittsfield, MA 01201

For more information about efforts to expand broadband in the Commonwealth, please visit:

Massachusetts Technology Collaborative: www.masstech.org/broadband/index.html

Berkshire Connect, Inc: www.bconnect.org

Pioneer Valley Connect: www.pioneervalleyconnect.org.

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