

Internet Connectivity: Now and Future

Welcome to the *Internet Connectivity: Now and Future* research project. In towns without adequate Internet access, young people leave, businesses founder and homeowners cannot sell their houses. For these reasons, the New Hampshire Charitable Foundation has granted money to survey residents and businesses concerning broadband needs.

Your answers, combined with those of others, will help the Greater Peterborough region and nearby NH towns build a vibrant and integrated economy with a highly skilled, talented and innovative workforce. It will help keep area homes saleable. And it will help attract and retain young adults. We need information from everyone who does now or would like to use the Internet at home, most especially those who work at home, telecommute, are employed or own a company here in town. Your participation will help us improve regional Internet service.

This confidential, anonymous research is conducted by Accelara Research on behalf of the Town of Peterborough Office of Community Development. For those of you who complete the entire Survey, you will have an opportunity to participate in a random drawing to win a \$100 Visa gift card. Survey not required to enter drawing ... click [here](#) for drawing rules.

About You

1. Which town do you live in? response required to continue

Peterborough
Antrim
Bennington
Dublin
Francestown
Greenfield
Hancock
Harrisville
Jaffrey

Lyndeborough
New Ipswich
Sharon
Temple
Wilton
Other (please specify): _____
['OTHER' RESIDENTIAL TOWN -> SKIP PAST
RESIDENTIAL QUESTIONS LATER IN SURVEY]

2. How would you describe your work life? (please select one) response required to continue

Work full-time (35+ hours/week)
Work part-time (<35 hours/week)
Self-employed
Seeking employment

Homemaker / parent at home
Volunteering extensively
Retired/unemployed by choice
Student
All other (please specify): _____

[ALL ANSWERS OTHER THAN WORK FULL-TIME/PART-TIME/SELF-EMPLOYED SKIP TO Q23, RESIDENTIAL INTERNET USE]



About Your Work

[ASK SECTION IF WORK FULL-TIME/PART-TIME/SELF-EMPLOYED IN Q2]

3. Which town do you work in?

Peterborough
Antrim
Bennington
Dublin
Francestown
Greenfield
Hancock
Harrisville
Jaffrey

Lyndeborough
New Ipswich
Rindge
Sharon
Temple
Wilton

Other (please specify): _____ [← SKIP
BUSINESS QUESTIONS; GO TO RESIDENTIAL QUESTIONS]

4. Where do you work? response required to continue

I always work at home
When I'm working, I sometimes work at home
When I'm working, I never work at home
Other (please specify): _____

5. Which of these best describes your work situation?

I'm employed by a firm or organization, not my own
I'm self-employed
Some of each

6. Does your job involve working on the Internet? response required to continue

Almost all the time
Some of the time
Infrequently

[IF WORK ON INTERNET ALMOST ALL OF TIME OR SOME OF TIME, GO THROUGH BUSINESS INTERNET SECTION FURTHER DOWN IN SURVEY]

About Your [WORK TOWN] Business

[ASK EVERYONE WHO WORKS IN ONE OF THE TOWNS PRELISTED IN Q3; ALL OTHERS SKIP TO SECTION ON RESIDENTIAL INTERNET USE Q23]

7. Does your business own or rent their business property in [WORK TOWN]? (please select all that apply)

Own a business property
Rent a business property
Own undeveloped land for future business
Don't own or rent a business property
Don't know



8. How many employees work in your business locally? Approximately how many in total? (please use whole numbers and decimals, not fractions or ranges)

employees at your location in [WORK TOWN]: _____
total employees throughout company: _____

9. Is your company headquartered in [WORK TOWN]? Does it have offices elsewhere?

My worksite here is our only location
Our head office is here with other offices elsewhere
My worksite is a branch office - headquarters are elsewhere

10. Where are your / your company's customers / clients located? (choose all that apply)

Locally in the Monadnock region
Regionally in New England
Nationally
Internationally

11. In which of the following industries do you work? (please select all that apply)

Manufacturing
Business to business product or service provider
Financial, computer, software, accounting, legal or information services
Other business-to-business services (please specify): _____
Medical or hospital services
Social Services provider
Educational or training services
Writing/editing/graphics/creative
Video or audio production
Residential personal care services (e.g., childcare, senior care, people with disabilities, etc.)
Construction
Restaurant
Retail
Artist, crafts person
Other personal services (please specify): _____
Agriculture/forestry
Government
All Other (please specify): _____

12. How would you describe your job responsibilities?

Top management [-> Q14, BUSINESS INTERNET ACCESS]
Middle management [-> Q14, BUSINESS INTERNET ACCESS]
Professional
IT / computer / network management or support [-> Q14, BUSINESS INTERNET ACCESS]
Sales
Administrative support
Service
Operative / craftsman
Tradesman
Other (please specify): _____
Unemployed – seeking work



13. Are you involved in decisions about internet service and/or networking at work? Response required to continue
Yes [-> Q14, BUSINESS INTERNET ACCESS]
No [-> Q23, ABOUT YOUR RESIDENCE (IF LIVE IN A PRELISTED TOWN) OR TO Q42 LIBRARY USE (IF RESIDENCE TOWN IS NOT PRELISTED)]

Business Internet Access

[ASK SECTION IF INVOLVED IN INTERNET DECISIONS, JOB INVOLVES WORKING ON THE INTERNET AT LEAST PART OF THE TIME, OR IN TOP OR MID-MANAGEMENT POSITIONS]

14. Who is the primary internet service provider at your business in [WORK TOWN]?

Comcast Cable
Fairpoint Communications
WiValley
186 Communications
Verizon Wireless
AT&T Wireless
FirstLight Fiber
BayRing networks
Another cellular provider: _____
A satellite service provider: _____
All other (please specify): _____
Don't know

15. How satisfied are you with your current business Internet service in [WORK TOWN]? Response required to continue

Very satisfied – provides everything I might ever want
Satisfied – it's great for now, but I wouldn't mind better service
Neither satisfied nor dissatisfied – it gets me by, but it could be better
Dissatisfied – it's not really enough for my needs
Very dissatisfied – it's a continuous source of problems

16. What is the street address where the business internet service you describe is located? (NOTE: Your address is critical to improve future internet service.)

Street: _____

[ASK IF NEITHER / DISSATISFIED WITH SERVICE]

17. Why do you say you are [NEITHER / DISSAT / VERY DISSAT] with your internet access?

Slow response time
Intermittent service / service dropouts
Slow download speeds
Slow upload speeds
Slows down at certain times of day
Difficult to make video calls
Better service is available but it's too expensive
Service is not fast enough to do things I'd like to use it for
Service is limited, poor quality and unreliable
All other reasons (please specify): _____



Business Internet Access details

[ASK IF INVOLVED IN DECISIONS ABOUT INTERNET SERVICE OR OCCUPATION = MANAGEMENT OR IT]

18. About how much does your business spend per month to get internet access to your business in [WORK TOWN]?
(please use whole numbers and decimals, not fractions or ranges)

Monthly internet service: \$ _____

19. How does your business use the internet currently? (Please only indicate activities that use the internet, not local or on-site activities hosted on your own network) (please select all that apply)

- Uploading/downloading very large files
- Video teleconferencing/streaming
- Hosting a website
- Link into company network (VPN)
- Remote real-time operations (e.g., remote-controlled equipment, remote network management)
- Operating business from the cloud
- Real-time online collaboration
- Virtual reality
- Email and other communications
- Searching
- Other (please specify): _____
- Don't use the internet in any way

20. How likely is your company to expand in [WORK TOWN]?

- Very likely
- Likely
- Unlikely

21. If your business internet access were greatly improved, how would that influence your company's plans for the following activities? Would it:...

- Enable your business to expand in [WORK TOWN]
- Expand your business nationally
- Expand your business globally
- Enable your business to operate more profitably or efficiently
- Would not change
- Other (please specify): _____

22. How would your business use greatly improved internet access? (Please only indicate activities that use the internet, not local or on-site activities hosted on your own network) (please select all that apply)

- Increase uploading/downloading very large files
- Increase video teleconferencing/streaming
- Make it more likely to host a website in-house
- Improve links into company network (VPN)
- Increase use of remote real-time operations (e.g., remote-controlled equipment, remote network management)
- Make it more likely to operate business from the cloud
- Increase real-time online collaboration
- Increase use of virtual reality
- Improve email and other communications
- Other (please specify): _____



None of these – it wouldn't make any difference

About Your Residence

[ASK FOR RESIDENTS LIVING IN ANY PRELISTED TOWN (EXCLUDING 'ALL OTHERS')]

23. Which of these best describes your living situation in [RESIDENCE TOWN]?

- Full-time resident
- Part-time or summer resident
- Visitor or temporary resident - just passing through
- Other (please specify): _____

24. Do you own or rent a home or property in [RESIDENCE TOWN]?

- Own a residential property
- Rent a residential property
- Other (please specify): _____

25. How many people live in your [RESIDENCE TOWN] residence (including yourself)? Response required to continue.
(please enter whole numbers, not ranges or fractions)

Adults (18 or older): ____
Children: ____ under 18

26. Do you have internet service at your residence in [TOWN]? (please select all that apply) response required to continue

- Yes [-> Q30, RESIDENTIAL INTERNET ACCESS]
- No [-> Q42, RESIDENTIAL NON-INTERNET USE]

About Others in Your Home

[ASK SECTION IF 2 OR MORE ADULTS LIVE IN RESIDENCE]

27. How would you describe the work life of other adults in your household? (please select all that apply)

- Work full-time (35+ hours/week)
- Work part-time (<35 hours/week)
- Self-employed
- Seeking employment
- Homemaker / parent at home
- Volunteering extensively
- Retired/unemployed by choice
- Student
- All other (please specify): _____

[ASK REST OF SECTION IF OTHER HH MEMBERS WORK]

28. Where do the other working adults in your household work? (please select all that apply)

- Always at home
- Sometimes work at home
- Never work at home
- Other (please specify): _____



29. Which of these best describes the work situation of the other adults in the household? (please select all that apply)

- Employed by a firm or organization, not their own
- Self-employed
- Some of each

30. Does their job (or do their jobs) involve working on the Internet?

- Almost all the time
- Some of the time
- Infrequently

About Your Residential Internet Access

[ASK SECTION IF HAVE INTERNET SERVICE IN RESIDENCE]

31. Are you the person in your home who uses the internet most?

- Yes, I'm the most intensive user
- No, but I do use it quite a bit
- No, I'm a fairly light internet user – someone else uses it most [SEE POPUP 1]
- Other (please specify): _____

(POPUP 1: Please ask whoever uses the internet most in your home to also take this survey. Thanks for your support!)

32. Do you make networking and internet purchase decisions for things like internet service to your home?

- Yes, sole decision maker
- Make decisions working with others [SEE POPUP 2]
- Someone else makes those decisions [SEE POPUP 2]

(POPUP 2: Please ask whoever else makes internet decisions to also take this survey. Thanks for your support!)

About Your Residential Internet Service

[ASK IF Q4 = ALWAYS / SOMETIMES WORK AT HOME AND ANSWERED Q15 BUSINESS INTERNET SATISFACTION AT WORK]

33. You mentioned that you work at home at least some of the time. When you described your satisfaction with the internet service at your work, were you speaking about the same internet service location as at your home?

- Yes, they are the same internet access [-> SKIP TO Q38, ABOUT YOUR RESIDENTIAL INTERNET USE]
- No, the service at work is not my residential internet service [-> CONTINUE WITH Q34]



About Your Residential Internet Service

[ASK SECTION IF NOT ANSWERED IN BUSINESS SECTION]

34. Who is your primary residential internet service provider?

- Comcast Cable
- Fairpoint Communications
- WiValley
- 186 Communications
- Verizon Wireless
- AT&T Wireless
- FirstLight Fiber
- BayRing networks
- Another cellular provider: _____
- A satellite service provider: _____
- All other (please specify): _____
- Don't know

35. How satisfied are you with your current residential internet service in [RESIDENCE TOWN]? Response required to continue

- Very satisfied – provides everything I might ever want
- Satisfied – it's great for now, but I wouldn't mind better service
- Neither satisfied nor dissatisfied – it gets me by, but it could be better
- Dissatisfied – it's not really enough for my needs
- Very dissatisfied – it's a continuous source of problems

36. What is the street address where the residential internet service you describe is located? (NOTE: Your address is critical to improve future internet service.)

Street: _____

[ASK IF Q34 = NOT SATISFIED WITH SERVICE]

37. Why do you say you are [NEITHER / DISSAT / VERY DISSAT] with your internet access?

- Slow response time
- Intermittent service / service dropouts
- Slow download speeds
- Slow upload speeds
- Slows down at certain times of day
- Difficult to make video calls
- Better service is available but but it's too expensive
- Service is not fast enough to do things I'd like to use it for
- Service is limited, poor quality and unreliable
- All other reasons (please specify): _____



About Your Residential Internet Service

38. Why is good Internet service important to your household? (please select all that apply.)

- Maintain / enhance value of my property for future resale purchasers
- Keep in touch with family and friends
- Business uses, ability to work from home
- Online information, booking, shopping and banking ~~ordering~~
- Education
- Recreation and Entertainment
- Visiting relatives' & guests' ability to work in Peterborough
- Other: _____

39. Which of these devices are used to access the internet from your home?

- Desktop computers
- Laptop / portable computers
- Chromebooks and other network-based computers
- Tablets
- Smartphones
- Smart TV, Roku, Apple TV, Gaming system of similar device
- Other: _____

40. Which of these high-bandwidth uses do you and others in your household do on the Internet?

- E-mail and other communications
- Use social media (e.g., Facebook, twitter, etc.)
- Store photos, videos and files online
- Access and store your own online data or your business data
- Checking news, weather, or sports
- Online shopping, banking, or bill paying
- Videoconference (Skype, FaceTime, etc.)
- Play to internet music (e.g., Pandora, Apple Music, internet radio, etc.)
- Stream movies & TV shows (e.g., Netflix, Roku, Hulu)
- Play online computer games
- Take online classes, webinars, homework
- Real-time group activities
- Virtual reality
- Remote-controlled toys and machines
- All other high-bandwidth uses (please specify): _____



41. Which would you still do or add if you had much higher speed Internet service?

- E-mail and other communications
- Use social media (e.g., Facebook, twitter, etc.)
- Store photos, videos and files online
- Access and store your own online data or your business data
- Checking news, weather, or sports
- Online shopping, banking, or bill paying

- Videoconference (Skype, FaceTime, etc.)
- Play to internet music (e.g., Pandora, Apple Music, internet radio, etc.)
- Stream movies & TV shows (e.g., Netflix, Roku, Hulu)
- Play online computer games

- Take online classes, webinars, homework
- Real-time group activities
- Virtual reality
- Remote-controlled toys and machines
- All other (please specify): _____

42. How would having much higher speed internet service make a difference in your life? (please select all that apply.)

- I could run my business or telecommute from home.
- I could otherwise run my life more efficiently.
- I could have better recreational experiences
- I could look in on my children / elder parents while away from home
- It would be easier to sell my residential property
- I could better communicate with family & friends.
- Adult children and other guests could visit longer since they would be able to work here.
- All other differences due to higher speed internet access (please specify): _____
- None of these - faster Internet would not improve my life

Residential Non-Internet Users

[ASK SECTION IF DON'T CURRENTLY HAVE INTERNET SERVICE AT HOME]

43. Why don't you have Internet access at home? (please select all that apply)

- Service is not available in my location
- There is service, but it's too expensive
- Service is not fast enough to do things I'd like to use it for
- Service is limited, poor quality and unreliable at home
- I use the internet at work – don't need it at home
- I use the internet in public spaces like hotspots and libraries
- I don't use the internet at all
- I don't care about using the Internet
- I don't have a computer, smart phone or other Internet device
- I don't know how to use the internet
- I might be interested but haven't gotten started yet
- Any other reasons? (please specify): _____

Internet Use At Public Library

[ASK ALL]

44. If the [RESIDENCE TOWN] public library had public access to very high bandwidth internet, how likely would you be to use it?

- Very likely
- Likely
- Unlikely

45. If training and public computer equipment were available at the [RESIDENCE TOWN] public library, how likely would you be to use it? Response required to continue

- Very likely [-> Q46, LIBRARY EQUIPMENT USE]
- Likely [-> Q46, LIBRARY EQUIPMENT USE]
- Unlikely [-> Q48, WHY NOT LIKELY TO USE LIBRARY EQUIPMENT]

[ASK NEXT 2 QUESTIONS IF LIBRARY COMPUTER USE IS LIKELY OR VERY LIKELY IN Q45]

46. What public equipment would you use at your public library? What equipment would you check out for use at home if it were available to borrow from your library? (please select all that apply in both columns).

Use in the library
Check out for use at home

- Computer
- Tablet or iPad
- Public Wifi hotspot (internet access on your equipment)
- Printer
- Projection equipment
- Meeting space with projection equipment
- Chromebook or Laptop
- None these

47. How often do you think you would use public computer equipment at the Peterborough Town Library if you started to use it?

Use in the library
Check out for use at home

- Daily
- Several times a week
- Once a week
- Several times a month
- Once a month
- Rarely or never

[ASK IF LIBRARY COMPUTER USE IS NOT LIKELY IN Q45]

48. Why wouldn't you use training and public computer equipment at the library? (please select all that apply.)

- I have my own equipment and don't need public equipment
- I am an experienced computer and internet user and don't need training at the library
- I am too busy
- I would need childcare
- The library is too far away
- I have no transportation to the library
- I would be worried about being responsible for using expensive equipment
- I have no interest in using computers or the Internet
- All other (please specify): _____

Testing Your Internet Access

[ASK EVERYBODY – SPEED TEST WILL BE PRELOADED ON PAGE IN AN IFRAME]

49. What download and upload speeds do you get from your internet service right now? Please take a minute to check by taking this NH state speed test. Then copy the answer into the box below. (This test is critical to improving internet access. Please follow the instructions below.)

[NOTE: IF BROWSER DOESN'T DISPLAY IFRAME, DISPLAY THIS ALT QUESTION:]

Please click this link to the speed test and allow it to open in a new window: <http://iwantbroadbandnh.org/speed-test>. Switch back to this window to copy the information into the boxes below.

Please enter your internet speed test results here:

Download up to _____ Mb/Second
Upload up to _____ Mb/Second

50. Where did you take this test from? (This information is critical to our being able to improve broadband at this address.)

- From my work location in [WORK TOWN]
- From my home location in [RESIDENCE TOWN]
- From another location (neither home nor work)

[DISPLAY QUESTION IF TEST TAKEN 'FROM ANOTHER LOCATION']

51. What is the address where you took this speed test? (please specify):

Street: _____
City: _____ Zip: _____



About You

All answers are confidential and will be used only in combination with those of other respondents to form a composite picture of our region and its internet use.

52. How old are you?

- Under 18
- 10 to 19
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 to 69
- 70 to 79
- 80 and over

53. What is the highest level of school you have completed or the highest degree you have received?

- Did not graduate high school
- High school graduate or equivalent (e.g., GED)
- Trade school
- Some college, but did not graduate
- 2-year college
- 4-year college
- Master's / Doctoral / Professional / other advanced degree
- Other degrees (please specify): _____

Last comments

54. We welcome any other comments you wish to offer about ways higher bandwidth internet access might improve or influence your future and the future of your town:

Drawing Entry

55. THANK YOU FOR COMPLETING THIS SURVEY. To enter our drawing for a \$100 VISA debit card you can use to pay your internet bill, go out to dinner or shop anywhere you'd like!

Where can we reach you if you are the lucky winners?

Name: _____
Email: _____
Phone: _____

*Entry is optional. Contact info is solely for prize drawing. For complete anonymity, feel free to leave these fields blank. Click [here](#) for drawing rules.

