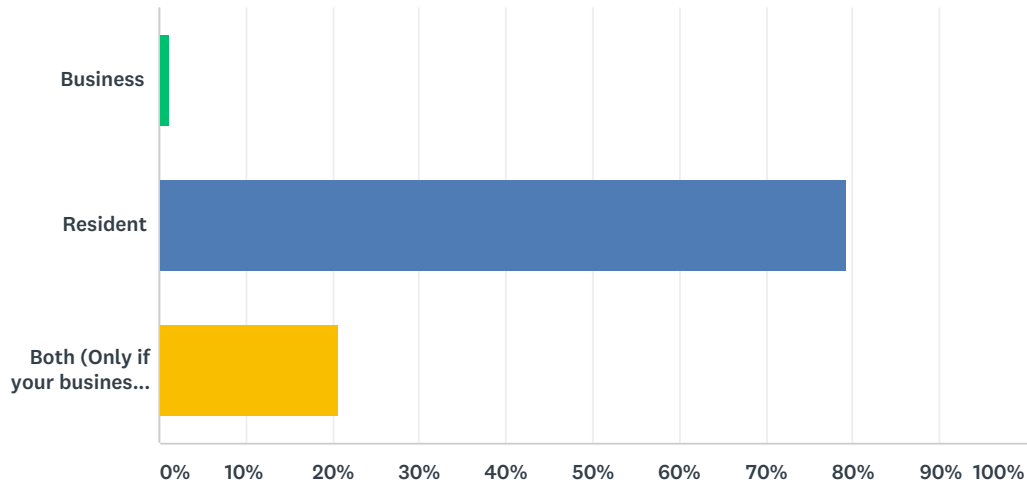


# Q1 Are you responding as a business or a resident?

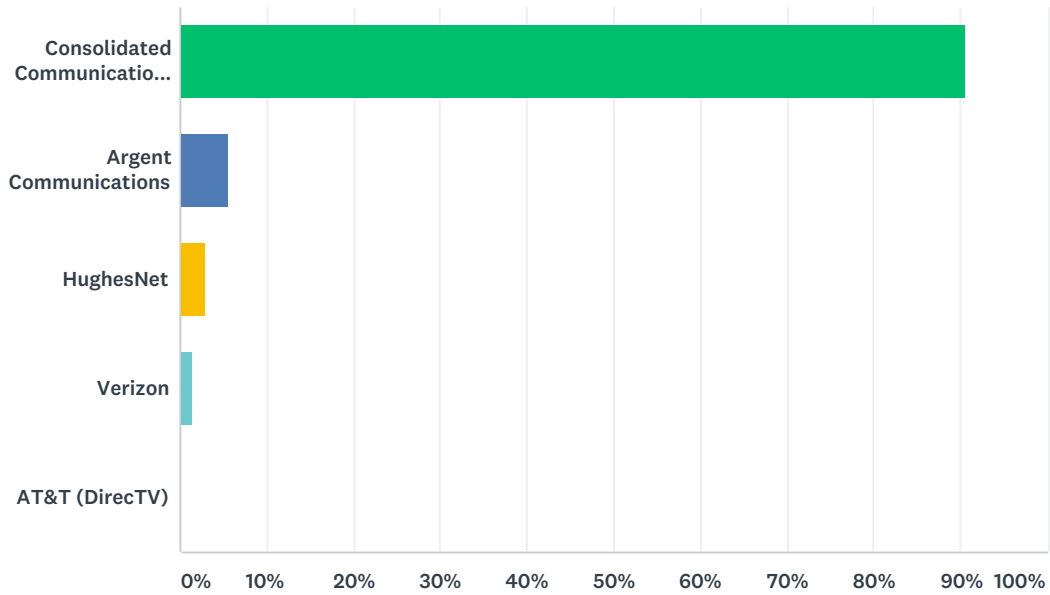
Answered: 222 Skipped: 2



ANSWER CHOICES	RESPONSES	
Business	1.35%	3
Resident	79.28%	176
Both (Only if your business is in your home. Otherwise please take a separate survey for each street location)	20.72%	46
Total Respondents: 222		

## Q2 Who is your current Internet provider?

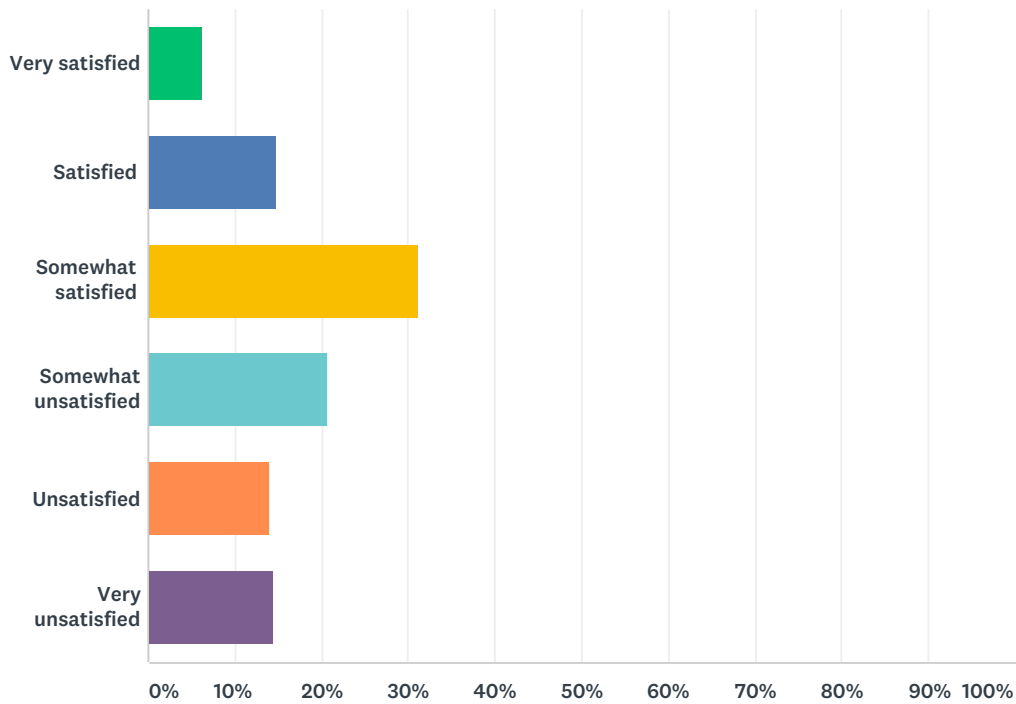
Answered: 211 Skipped: 13



ANSWER CHOICES	RESPONSES	
Consolidated Communications (formerly FairPoint)	90.52%	191
Argent Communications	5.69%	12
HughesNet	2.84%	6
Verizon	1.42%	3
AT&T (DirecTV)	0.00%	0
Total Respondents: 211		

### Q3 How satisfied are you with this provider in terms of cost, performance, and reliability of service?

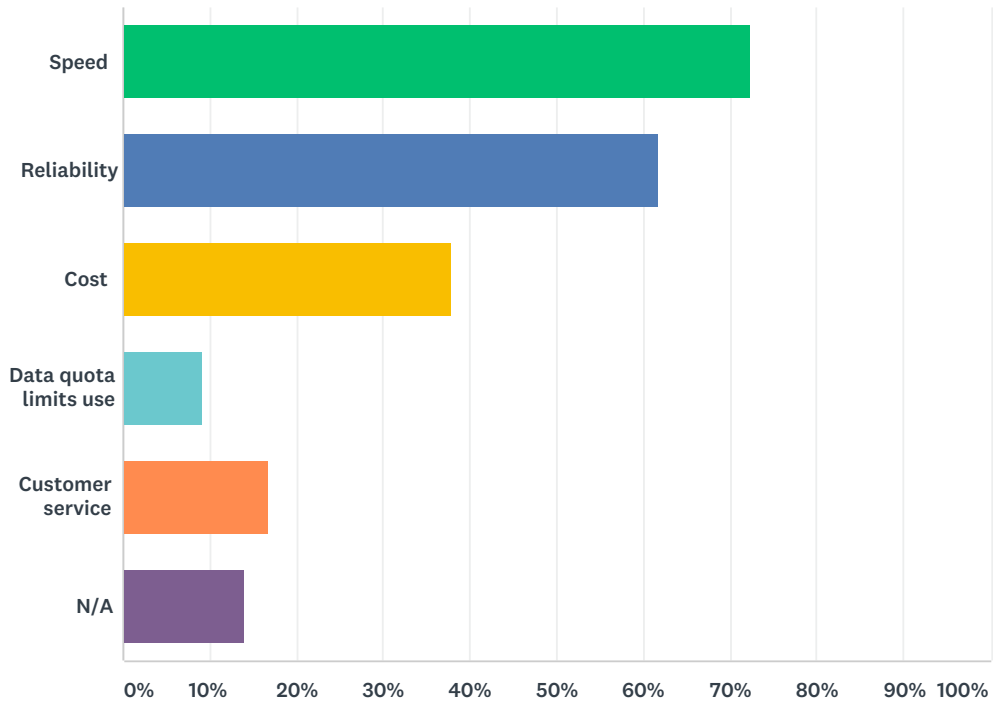
Answered: 222 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	6.31%	14
Satisfied	14.86%	33
Somewhat satisfied	31.08%	69
Somewhat unsatisfied	20.72%	46
Unsatisfied	13.96%	31
Very unsatisfied	14.41%	32
Total Respondents: 222		

### Q4 If unsatisfied, why? Check all that apply.

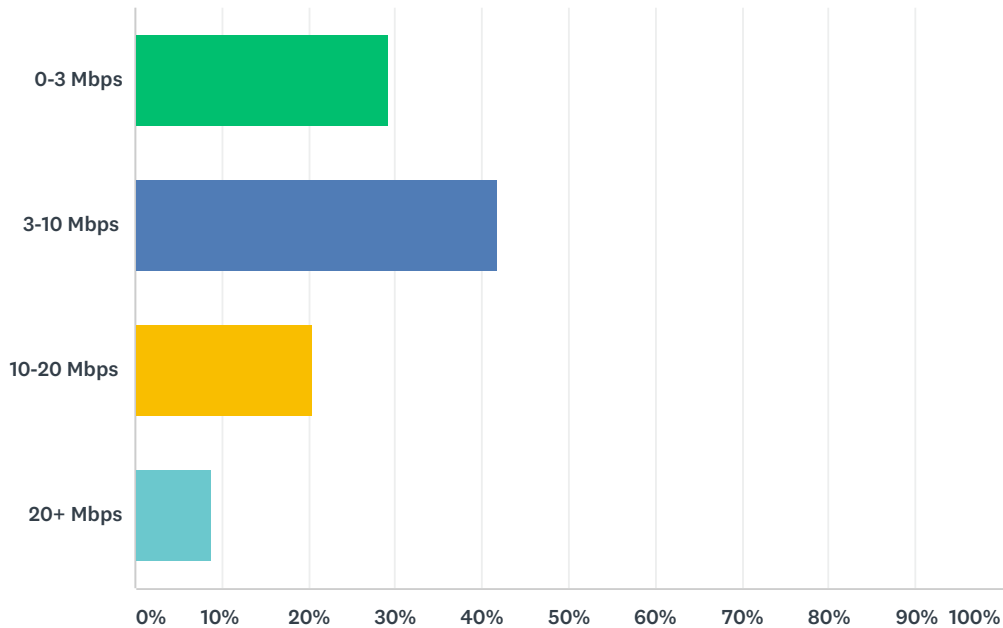
Answered: 185 Skipped: 39



ANSWER CHOICES	RESPONSES	
Speed	72.43%	134
Reliability	61.62%	114
Cost	37.84%	70
Data quota limits use	9.19%	17
Customer service	16.76%	31
N/A	14.05%	26
Total Respondents: 185		

**Q5 To determine the answers to the next 3 questions, please go to [www.speedtest.net](http://www.speedtest.net) and select "GO". The test will show the quality of your Internet connection. What is your download speed?**

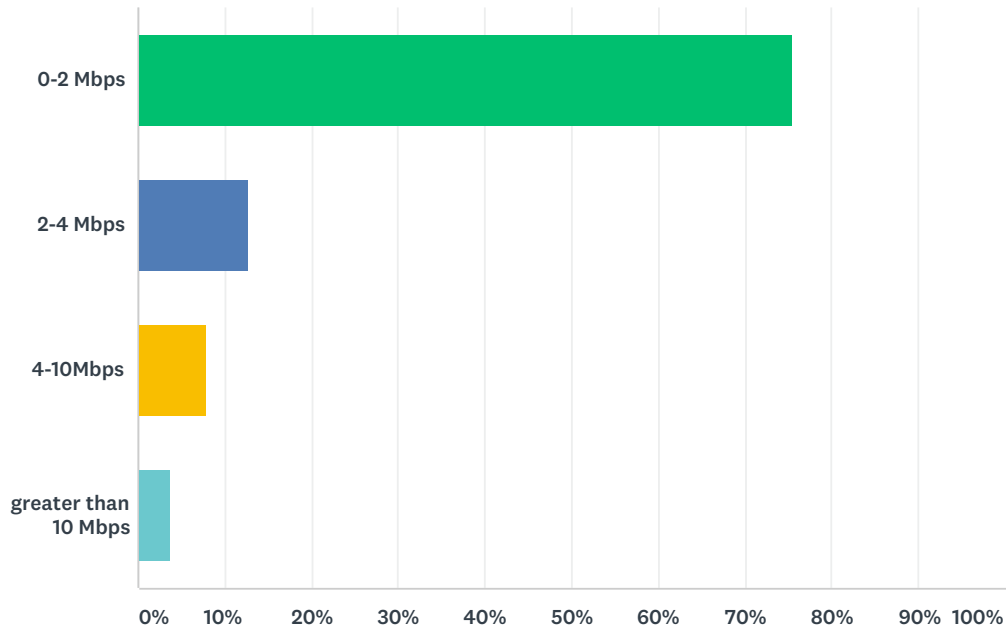
Answered: 215 Skipped: 9



ANSWER CHOICES	RESPONSES	
0-3 Mbps	29.30%	63
3-10 Mbps	41.86%	90
10-20 Mbps	20.47%	44
20+ Mbps	8.84%	19
Total Respondents: 215		

### Q6 What is your upload speed?

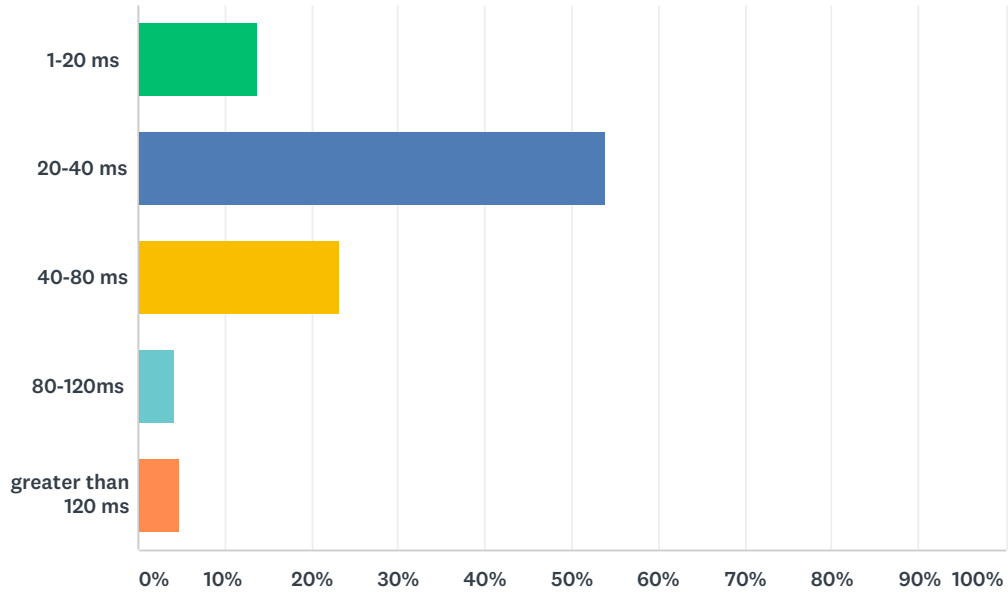
Answered: 213 Skipped: 11



ANSWER CHOICES	RESPONSES	
0-2 Mbps	75.59%	161
2-4 Mbps	12.68%	27
4-10Mbps	7.98%	17
greater than 10 Mbps	3.76%	8
TOTAL		213

### Q7 What is your Ping?

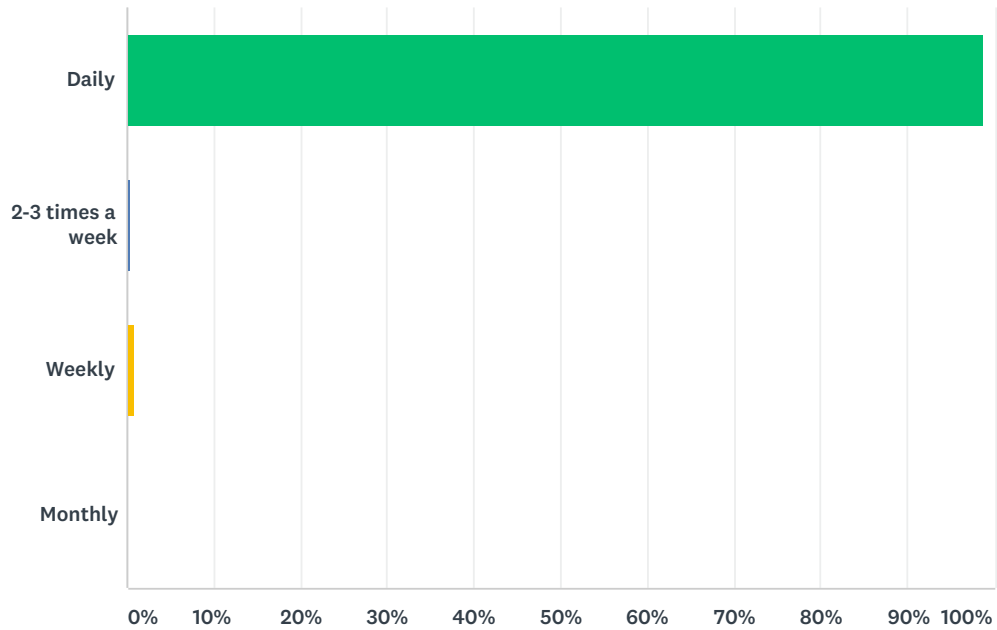
Answered: 211 Skipped: 13



ANSWER CHOICES	RESPONSES	
1-20 ms	13.74%	29
20-40 ms	54.03%	114
40-80 ms	23.22%	49
80-120ms	4.27%	9
greater than 120 ms	4.74%	10
<b>TOTAL</b>		<b>211</b>

### Q8 How often do you use the Internet?

Answered: 222 Skipped: 2

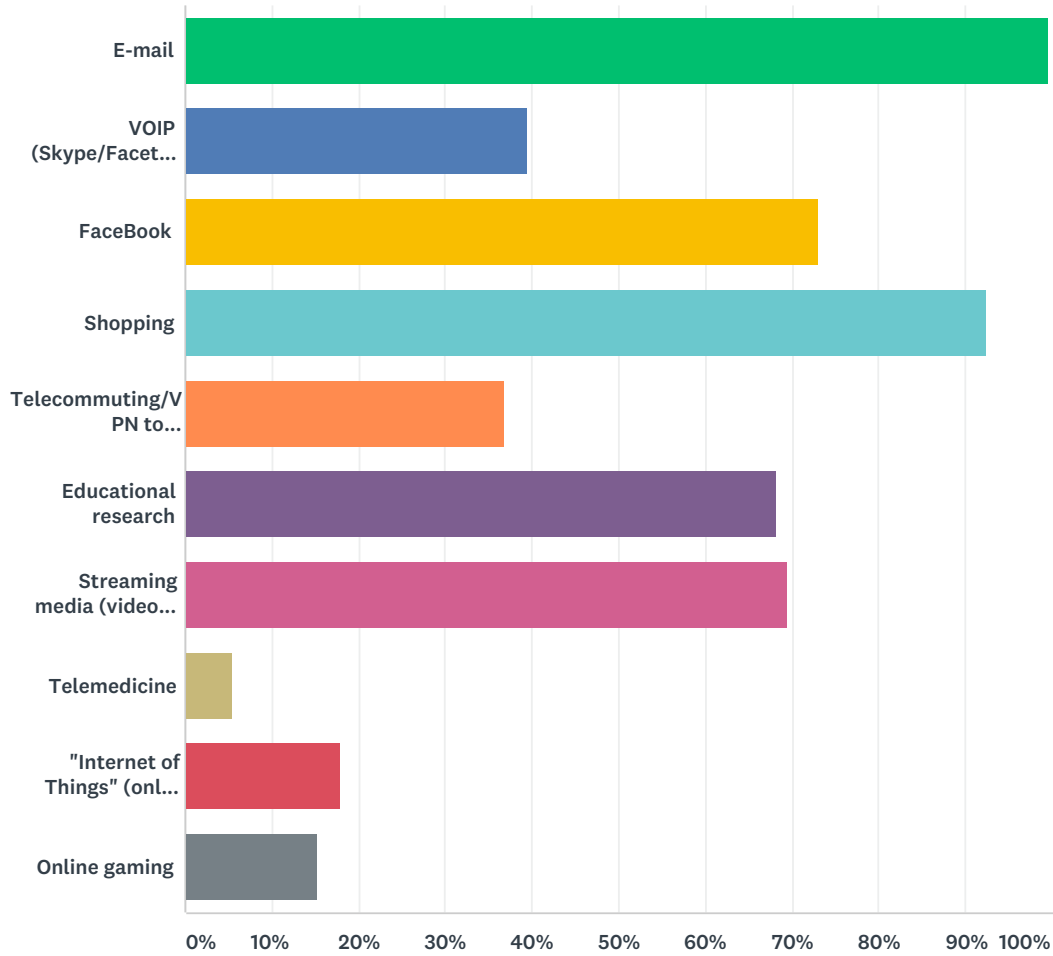


ANSWER CHOICES	RESPONSES	
Daily	98.65%	219
2-3 times a week	0.45%	1
Weekly	0.90%	2
Monthly	0.00%	0
Total Respondents: 222		



### Q9 How do you use the Internet? Check all that apply.

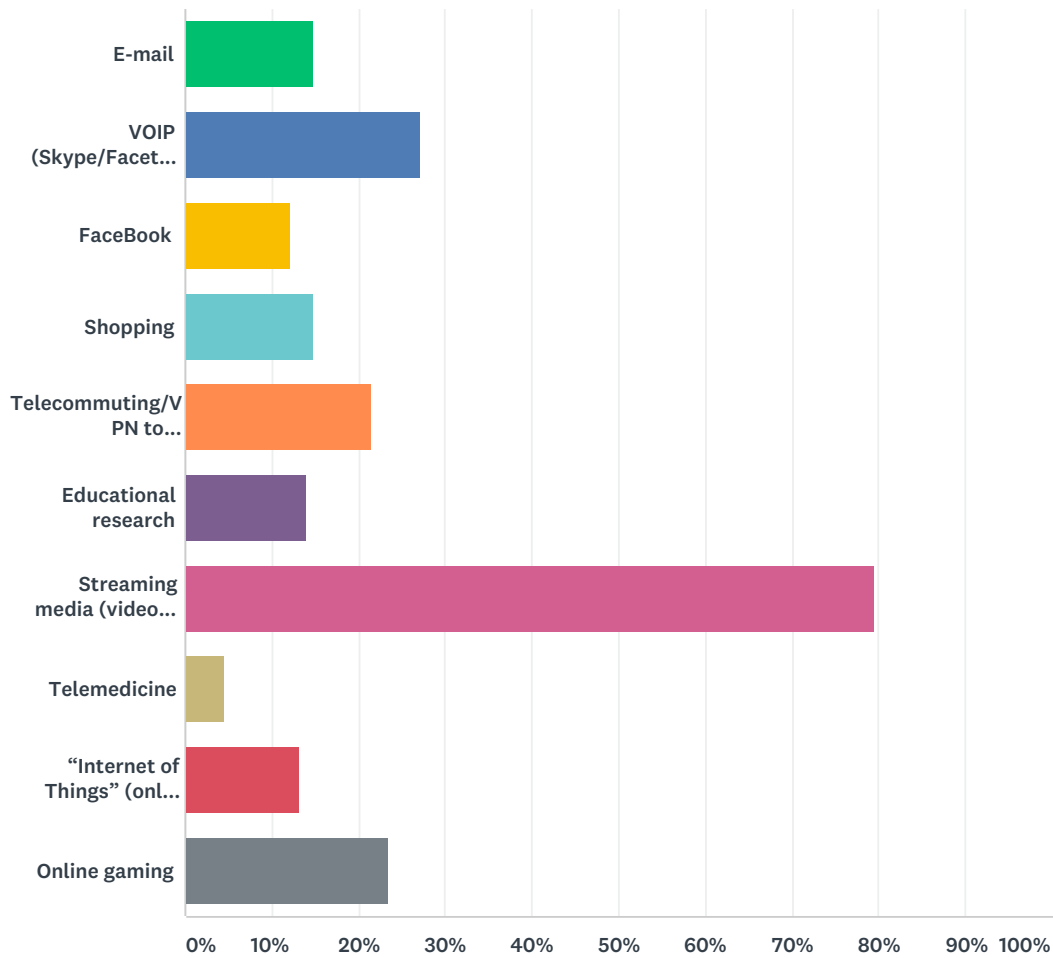
Answered: 223 Skipped: 1



ANSWER CHOICES	RESPONSES	
E-mail	99.55%	222
VOIP (Skype/Facettime, primary phone)	39.46%	88
FaceBook	73.09%	163
Shopping	92.38%	206
Telecommuting/VPN to work/office	36.77%	82
Educational research	68.16%	152
Streaming media (videos, movies, TV programs)	69.51%	155
Telemedicine	5.38%	12
"Internet of Things" (online access to thermostats, lights, locks, etc)	17.94%	40
Online gaming	15.25%	34
Total Respondents: 223		

### Q10 What Internet services would you LIKE to use but cannot due to current access speed? Check all that apply.

Answered: 107 Skipped: 117

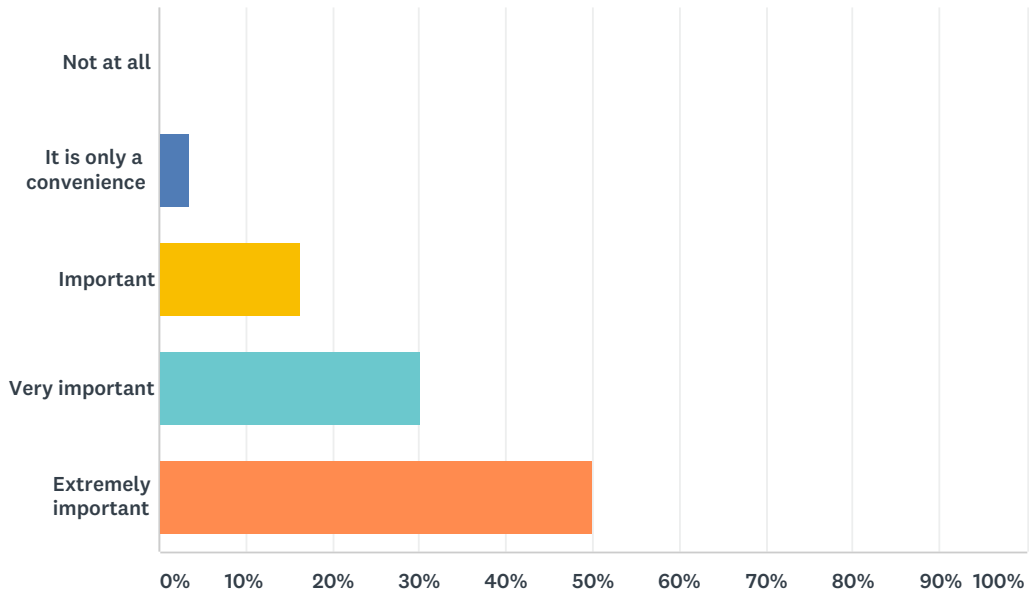


ANSWER CHOICES	RESPONSES	
E-mail	14.95%	16
VOIP (Skype/Facettime, primary phone)	27.10%	29
FaceBook	12.15%	13
Shopping	14.95%	16
Telecommuting/VPN to work/office	21.50%	23
Educational research	14.02%	15
Streaming media (videos, movies, TV programs)	79.44%	85
Telemedicine	4.67%	5
"Internet of Things" (online access to thermostats, lights, locks, etc)	13.08%	14
Online gaming	23.36%	25

Total Respondents: 107

## Q11 How important is Internet access to your daily life?

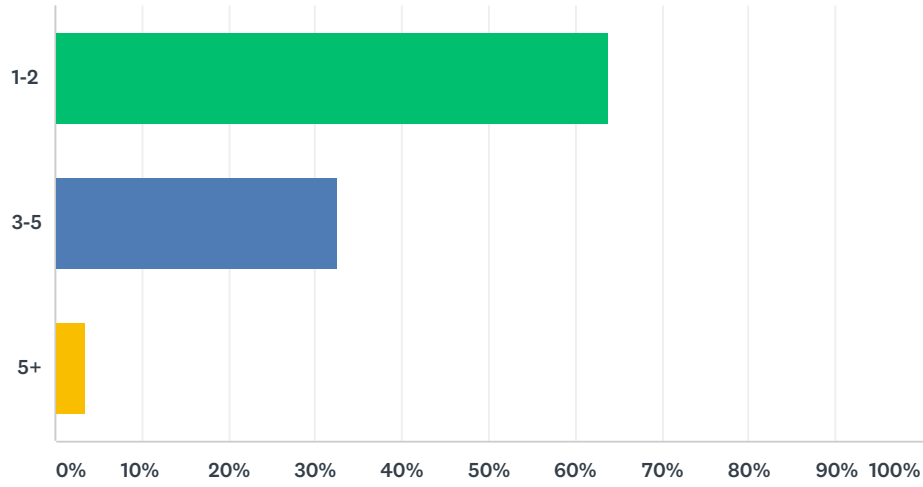
Answered: 222 Skipped: 2



ANSWER CHOICES	RESPONSES	
Not at all	0.00%	0
It is only a convenience	3.60%	8
Important	16.22%	36
Very important	30.18%	67
Extremely important	50.00%	111
<b>TOTAL</b>		<b>222</b>

### Q12 How many in your household use the Internet?

Answered: 224 Skipped: 0



ANSWER CHOICES	RESPONSES	
1-2	63.84%	143
3-5	32.59%	73
5+	3.57%	8
Total Respondents: 224		

## Q13 On which street in Westmoreland is your residence or business located?

Answered: 223 Skipped: 1

**Q14 Do you know an area of town where Internet service is NOT available? If so, where?**

Answered: 102 Skipped: 122

**Q15 Thank you for your help! Please enter any additional comments you wish in the box below.**

Answered: 80 Skipped: 144