

## **Better** Internet and Cellphone Service for Hancock

Do you have the quality Internet and Cellphone service that you need? Would you like faster broadband and better cellphone service at your residence and/or other locations in Hancock?

The recently established Hancock Telecommunications Committee has been charged by the Select Board to research and report on technologies and infrastructure improvements that would bring a high standard of broadband and cell service throughout the community at competitive costs. More information on the committee and its work is on the Town website.

To help us with this assignment and indicate your needs, if any, please complete this survey and **place it in the survey box at the Post Office, Library, or Hancock Market, or mail it to: Telecommunications Committee, Town Office, 50 Main Street, Hancock, NH 03449**. Submission **deadline is November 29, 2018**.

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“Broadband”, also called “high-speed internet”, is the umbrella term referring to internet access that is always on and is faster than dial-up internet access. Broadband is typically measured by how fast a user’s computer can download and upload information from the internet. Download speed is the rate at which a computer receives data from the internet, while upload speed is the rate at which a computer sends data. Broadband is defined as a minimum of 25mbps (megabits per second) for downloading and 3mbps for uploading. It can be delivered wirelessly via towers, by cable, or by satellite. In addition to using computers, people increasingly use cellphones to access data on the internet. Availability of broadband can affect everything from public health and safety, to delivery of education, community vitality, government operations, where you work, worker productivity, and overall quality of life.

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1. Which devices do you use at home:                      cellphone                      computer

2. Are you satisfied with:

a) the quality of your cellphone service?      Yes                      No

If “No” why? -

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b) the speed of your internet service?              Yes                      No

If “No” why?

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3. Do you stream movies etc. on your TV?              Yes                      No

If “No”, is it because of slow service?              Yes                      No

If “Yes”, would you stream more if you had faster service?              Yes                      No

4. If you have internet service at home, via cellphone and/or computer, what is the download speed?

\_\_\_\_\_ mbps (You can check this by going to a test site like this one: <http://www.speedtest.net>)

If you are unable to conduct the speed test due to being on dial-up or satellite, please indicate this here:

\_\_\_\_\_

5. Which company provides your cellphone service? \_\_\_\_\_

Are you satisfied with your service?    Yes        No

What's the most you would pay per month for better cellphone service? \_\_\_\_\_

6. Which company provides your internet service? \_\_\_\_\_

Are you satisfied with your service?    Yes        No

What's the most you would pay per month for better internet service? \_\_\_\_\_

7. Which company provides your TV service? \_\_\_\_\_

8. Do you use your cellphone with WiFi at home for phone calls or for the internet?

Yes                      No

If "Yes", would you use public WiFi in the downtown or other in-town 'hotspots' if available?

Yes                      No

9. Do you have a home-based business in Hancock or telecommute from home?                      Yes        No

If "Yes", please provide any comments you wish regarding the above services and how they affect your business. \_\_\_\_\_

\_\_\_\_\_

10. If you were to buy, sell, or rent a home, would good internet access be a factor in your decision making?

Yes                      No

11. What is your street address? *(This information will be used confidentially with aggregated information to help the Committee map broadband coverage in Hancock.)*

\_\_\_\_\_ (street address)

12. Additional comments:

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13. Name, email and/or phone number: *(Optional)*

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Thank you for participating in this survey.

*Hancock Telecommunications Committee*