

Northern Neck and Middle Peninsula Regions of Virginia

1. In what zip code do you reside?

2. What is your age?

- Under 20 45-54
 20-24 55-59
 25-34 60-64
 35-44 65 or older

3. Do you have children living at home?

- Yes No

3a. Please indicate the age groups of children living at home:

- No children at home 5-17
 Under 5 18 or older

4. Does your household have a personal computer?

- Yes No

5. Which of the following best describes the type of Internet connection you have at home?

- No Internet at home ISDN
 Dial-up on telephone line Satellite
 Digital Subscriber Line (DSL) Wireless (from service provider, not home network)
 Cable Modem Broadband over Powerline (BPL)
 Cellular

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

- No Internet access Not Sure

Provider
Name:

7. Please rate your current Internet service on the following two items:

7a. Speed of Connection (bandwidth)?

Adequate - meets all my needs

Inadequate - does not meet my needs

7b. Customer Service and Support?

Adequate - meets all my needs

Inadequate - does not meet my needs

8. To the best of your knowledge, how much are you currently paying per month just for Internet access?

No Internet Access

\$20-\$40

\$61-\$80

Under \$20

\$41-\$60

More than \$80

9. How important is Internet access to you or your household?

Very Important

Somewhat Important

Not Important

No Opinion

10. If you do not subscribe to a high-speed (faster than dial-up) service or any Internet service at home, why not?

Not available in my area

Using high-speed elsewhere

Too expensive

Lack of Internet service set-up support

Not interested in this service

Lack of computer set-up and use support

11. Does anyone in your household use the Internet to work from home?

Yes No

11a. Does your employer utilize a virtual private network (VPN) for connecting from home?

Yes No Don't Know

12. Does anyone in your household use the Internet to complete school assignments or job training course work?

Yes, at least once per week

Yes, at least once or twice per month

No

13. In the past 6 months, which of the following activities have you performed online? Check all that apply.

Searched for travel related information

Searched for health or medical information

Purchased products or services

Sold products or services

Visited a news website

- Visted a state or local government website
- Searched for information related to school work
- Researched a major purchase
- Performed a financial transaction with a financial institution
- Communicated with a teacher
- Searched for a job
- Took an online course
- Downloaded or watched video online

14. If affordable *wireless* high-speed Internet access was available in your community, how likely would you be to subscribe to this method of Internet access?

- Very likely Somewhat likely Not likely

15. Do you subscribe to a pay TV service?

- Yes, cable Yes, satellite No

16. To the best of your knowledge, how much are you currently paying for cable or satellite TV each month? *Do not include Internet access fees.*

- No pay TV service \$20-\$40 \$51-\$75
 Under \$20 \$41-\$50 More than \$75

17. Please indicate the phone service(s) you subscribe to and your typical monthly expense for each:

17a. Regular (wired) telephone service:

- No Service Under \$35 \$35-\$75 More than \$75

17b. Cell phone service:

- No Service Under \$35 \$35-\$75 More than \$75

17c. Voice service over the Internet (VoIP):

- No Service No Charge Under \$35 \$35 or more

18. Thinking about your current communication expenses, how much would you be willing to pay monthly for a combination package of high-speed Internet, telephone and pay TV services?

- \$85-\$100 \$151-\$175
 \$101-\$125 More than \$175
 \$126-\$150 Not Interested

19. Are you satisfied with the current voice, video and Internet services available to you?

| | Satisfied | Not Satisfied |
|-----------|-----------------------|-----------------------|
| Internet | <input type="radio"/> | <input type="radio"/> |
| Video | <input type="radio"/> | <input type="radio"/> |
| Telephone | <input type="radio"/> | <input type="radio"/> |

20. What changes or improvements to communication technology in your community would best meet your needs?

Please provide your physical address (no PO Box or RR) for geographical planning purposes only:

| | |
|--------------------------|----------------------|
| House Number and Street: | <input type="text"/> |
| City: | <input type="text"/> |
| Zip Code: | <input type="text"/> |

- Individual responses are confidential -

Thank you for your support! Click "NEXT" to submit finished survey.
Please call the Northern Neck Planning District Commission office at (804) 333-1900 with any questions about the Community Broadband Planning project.

[Online Survey Software powered by Vovici.](#)

