

4. Please select the speed tier that best reflects the Internet service to which you subscribe. *If you do not know your speed, you can visit <http://www.speedtest.net/> and run a quick speed test. This speed can also often be found on your billing statement. Download speed is expressed as kilobytes (Kbps) or megabytes (Mbps) per second.*
- | | | |
|---|---|--|
| <input type="checkbox"/> Dial-up | <input type="checkbox"/> 11 Mbps to 25.99 Mbps | <input type="checkbox"/> 101 Mbps to 500.99 Mbps |
| <input type="checkbox"/> 3.99 Mbps or Less | <input type="checkbox"/> 26 Mbps to 50.99 Mbps | <input type="checkbox"/> 501 Mbps or Faster |
| <input type="checkbox"/> 4 Mbps or 10.99 Mbps | <input type="checkbox"/> 51 Mbps to 100.99 Mbps | <input type="checkbox"/> Unsure |

5. How much do you pay for Internet service monthly? *If you bundle your Internet service with other services, such as TV or phone, please indicate only the cost of your Internet service.*
- | | | |
|--|---|---|
| <input type="checkbox"/> \$14.99 or Less | <input type="checkbox"/> \$36 to \$50.99 | <input type="checkbox"/> \$101 to \$150.99 |
| <input type="checkbox"/> \$15 to \$25.99 | <input type="checkbox"/> \$51 to \$75.99 | <input type="checkbox"/> \$151 or per month |
| <input type="checkbox"/> \$26 to \$35.99 | <input type="checkbox"/> \$76 to \$100.99 | <input type="checkbox"/> Unsure |

6. Who is your current Internet service provider? _____

7. Does your current Internet service meet your needs?
 Yes (skip to question #9) No (continue to question #8)

8. Please describe why your current Internet service does not meet your needs.
- | | |
|---|---|
| <input type="checkbox"/> Speed is too slow | <input type="checkbox"/> Customer service is poor |
| <input type="checkbox"/> Price is too high | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Connection is unreliable | |

Please skip to question #11

9. What is the primary reason you do not have an Internet connection at home?
- | | |
|---|--|
| <input type="checkbox"/> I/we do not own a computer | <input type="checkbox"/> Internet service is too expensive |
| <input type="checkbox"/> I/we do not need the Internet | <input type="checkbox"/> I/we have access to the Internet elsewhere
(e.g., work, school, library, etc.) |
| <input type="checkbox"/> I/we do not know enough about the Internet to
feel comfortable using it | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Internet service is not available at my address | |

10. From which other location do you access the Internet? (select all that apply)
- | | |
|--|--|
| <input type="checkbox"/> Place of employment | <input type="checkbox"/> Religious facility |
| <input type="checkbox"/> Library | <input type="checkbox"/> I only access the Internet from a mobile device |
| <input type="checkbox"/> School | <input type="checkbox"/> I do not access the Internet |
| <input type="checkbox"/> Coffee shop or restaurant | <input type="checkbox"/> Other: _____ |

11. Are you interested in having improved or additional choices for Internet service at your home address?
 Yes No

12. Are there children in your household between the ages of 5 and 18?
 Yes No

13. How often do you access the Internet?
- | | | |
|--|---|--------------------------------|
| <input type="checkbox"/> Constantly during the day | <input type="checkbox"/> Several times weekly | <input type="checkbox"/> Never |
| <input type="checkbox"/> Several times daily | <input type="checkbox"/> Once monthly | |
| <input type="checkbox"/> Once daily | <input type="checkbox"/> Less than once monthly | |

18. In the table below, please place a check in the appropriate box rating your skill related to each software application on a scale of zero to three. 0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else."); and N/I = Not Interested ("I'm not interested in this technology.")

Skill Level	0	1	2	3	N/I
Operating system (e.g., Windows, Apple OS, etc.)					
Word processing (e.g., Microsoft Word)					
Spreadsheets (e.g., Microsoft Excel)					
Internet browser (e.g., Internet Explorer, Chrome, Firefox, etc.)					
Presentations (e.g., Microsoft PowerPoint, Prezi, etc.)					
Photo or image manipulation (e.g., Photoshop, Google Photos, etc.)					
3D modeling (e.g., Sketch-up, AutoDesk, etc.)					
Music listening applications (e.g., iTunes, Spotify, etc.)					
Video viewing applications (e.g., Windows Media Player, Quicktime, etc.)					
Audio recording, manipulation, and editing					
Video recording, manipulation, and editing					
Offline gaming					

19. In the table below, please place a check in the appropriate box rating your skill related to each communications/online activity item on a scale of zero to three. 0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else."); and N/I = Not Interested ("I'm not interested in this technology.")

Communication/Online Activity	0	1	2	3	N/I
Email					
Browsing the Internet					
Facebook					
Twitter					
Other social media (e.g., YouTube, Pinterest, Snapchat, etc.)					
Buying and selling (e.g., Craigslist, Etsy, etc.)					
VoIP applications (e.g., Skype, gChat, etc.)					
Online bill payment, e-banking, and similar activities					
Conducting an online job search					
Mobile applications					
Online research and similar activities					
Online gaming					
Cybersecurity					
Online educational classes					

20. Do you currently telework or telecommute in any capacity for your job? *Teleworking or telecommuting is defined as working outside the regular office environment and communicating with that office over a telecommunications network.*

Yes (continue to question #21)

I am not currently employed (skip to question #27)

No (skip to question #25)

21. How frequently do you telework or telecommute?

- Every day
 Several days per week
 Once per week
 Several days per month, but less than once per week
 Once per month
 Less than once per month

22. Would you telework more frequently if allowed by your employer?

- Yes No Unsure

23. What equipment are you provided by your employer to facilitate teleworking?

- Laptop computer
 Tablet computer
 Smart phone
 I provide my own equipment
 Other: _____

24. From where do you telework?

- Coffee shop
 Co-working or shared office space
 Home office
 Library
 Other: _____

Please skip to question #27

25. Would you telework or telecommute if allowed by your employer?

- Yes No

26. If you don't currently, would you consider using a shared office space or co-working office if it were available?

- Yes No Unsure

Demographic information will only be analyzed in aggregate in order to further broadband and technology research efforts locally and nationally. Your responses will not in any way be associated with your address or identity.

27. Please indicate your current employment status

- Full-time employed
 Part-time employed
 Self-employed
 Out of work and looking for work
 Out of work but not currently looking for work
 Homemaker
 Student
 Military
 Retired
 Unable to work
 Other: _____

28. Are there any US military veterans (active-duty or retired) living in your household?

- Yes No

29. What is your age?

- Under 18
 18 to 24
 25 to 29
 30 to 34
 35 to 39
 40 to 44
 45 to 49
 50 to 54
 55 to 59
 60 to 64
 65 to 69
 70 to 74
 75 to 79
 80 or older

30. What is your gross annual household income?

- Less than \$20,000
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999

- \$100,000 to \$149,999
- \$150,000 to \$250,000
- Greater than \$250,000

31. Please indicate your highest level of educational attainment.

- Some high school
- High school diploma or equivalent
- Some college (no degree)
- Associate's degree

- Bachelor's degree
- Some graduate study (no graduate degree)
- Master's degree or equivalent
- Ph.D. or equivalent

Additional Comments:

Thank you for participating in the survey!