

EASTGATE REGIONAL BROADBAND STUDY: BUSINESS SURVEY

The Eastgate Regional Council of Governments is conducting a Regional Broadband Feasibility Study to evaluate Broadband Internet Service throughout Ashtabula, Trumbull, and Mahoning Counties.

Your feedback will help the project team better understand the specific broadband needs in your community.

1. To better evaluate broadband service in your area, please provide your business address.*



2. Which of the following categories best describes your type of business?

- | | |
|--------------------------|-------------------|
| a. Agriculture | g. Retail |
| b. Construction | h. Technology |
| c. Health Care | i. Transportation |
| d. Manufacturing | j. Utilities |
| e. Professional Services | k. Other _____ |
| f. Real Estate | |

3. How true or false is the following statement: The current state of broadband internet in my area negatively impacts my business.

- a. Very false
- b. False
- c. Neutral
- d. True
- e. Very true

4. How would you describe the broadband internet service at your business?

- a. My business pays for broadband internet service
- b. Coverage is available at my business location, but we do not subscribe  *you can skip to #12*
- c. Broadband internet is not available at my business location  *you can skip to #14*
- d. Other _____

5. How satisfied are you with the quality of service?

- a. Very dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Very satisfied

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6. How do you access internet at your business? (circle all that apply)
- a. Wired (DSL)
 - b. Wired (cable)
 - c. Wired (fiber)
 - d. Mobile Wireless (i.e. cellular data plan)
 - e. Fixed Wireless
 - f. Satellite
 - g. I don't know
 - h. Other _____
7. What is the **primary** method in which you access internet at your business?
- a. Wired (DSL)
 - b. Wired (cable)
 - c. Wired (fiber)
 - d. Mobile Wireless (i.e. cellular data plan)
 - e. Fixed Wireless
 - f. Satellite
 - g. I don't know
 - h. Other _____
8. Who is your internet service provider? (circle all that apply)
- a. Armstrong Utilities
 - b. CenturyLink
 - c. Spectrum
 - d. Greatwave Communications
 - e. CableSuite 541
 - f. Consolidated Communications
 - g. Windstream
 - h. Zito Media
 - i. Xfinity
 - j. Delta Telecom
 - k. RAA Services
 - l. Suddenlink Communications
 - m. AT&T
 - n. I don't know
 - o. Other _____
9. How satisfied are you with your broadband provider options?
- a. Very dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Very satisfied
10. What are your subscription speeds? (what do you currently pay for in megabits per second (Mbps) or gigabits per second (Gbps)?)
- _____
11. What is your approximate monthly subscription cost?
- _____

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12. If you answered “b” for Question 4, which of the following best describes why your business does not subscribe to available broadband internet service?

- a. We do not need internet at our business location
- b. We access internet for our business at another location.
Where do you access internet?

- c. The connection is unreliable (I am not always able to access internet services)
- d. The connection is too slow for my business needs
- e. The service is too expensive
- f. My business does not own a device which connects to the internet
- g. The device I own is unable to connect to the internet
- h. I do not know how to use the internet
- i. Other _____

13. Are there any improvements that would encourage your business to subscribe to internet service? (circle all that apply)

- a. Lower monthly fees
- b. Better quality service
- c. Access to a compatible device/equipment
- d. Lower cost of a compatible device/equipment
- e. Training/computer literacy
- f. Other _____

14. Are there any general comments you’d like to provide about broadband connection in your area?

15. Optional - Are you willing to provide a copy of your monthly bill to further the study of broadband access in your area? If so, please email a copy to mragoza@eastgatecog.org. Your information will be used solely for analytical purposes.

THANK YOU FOR PROVIDING YOUR FEEDBACK!