

## LinkWISCONSIN – Residential Demand Survey (Full)

*This is a survey to determine the broadband needs for Wisconsin's residents. Results will be used in two ways: 1) locations will be mapped to show unmet needs or demand for high speed internet, 2) submissions will be used to communicate need to potential providers. Users submitting data on this survey can choose to NOT allow their location to be mapped. If your location can be mapped, your actual address information will NOT appear on the map, just a general location marker showing need.*

*If you have Internet access, please complete the survey online (should take about 10 minutes) at <http://www.wisconsindashboard.org/residence-survey>. If you do not have Internet access, please fill out the attached shorter (about 5 minutes) paper survey, and mail in the envelope provided. Data from this survey may be available to others per open record requirements.*

### 1. Street address–Please do not use PO Box.

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ County: \_\_\_\_\_ Zip: \_\_\_\_\_

### 2. Can your residence location appear on the LinkWISCONSIN Demand Map?

*One of the purposes of this survey is to collect and map locations where there is need for additional high-speed Internet options. To map a location, the street address of the location is geocoded (a longitude/latitude identifier) and used to position markers on a publicly viewable map.*

Yes  No

*If the location can be mapped, the address WILL NOT appear on the map.*

*It is not required that this location be mapped to complete and submit this survey. If you indicate no, no information will appear on the map.*

### 3. Do you have access to an Internet connection?

Yes  No

*If Yes, please complete the survey online at*

*<http://www.wisconsindashboard.org/residence-survey>.*

IF YOU DO NOT HAVE AN INTERNET CONNECTION PLEASE SKIP TO QUESTION 14 ON PAGE 5

### 4. If you have an Internet connection, is it adequate?

Yes  No

### 5. If NOT adequate, describe why: (select all that apply)

- Browsing on the Internet is too slow (going page to page)
- File downloads/uploads take too long
- Photo downloads/uploads take too long
- Video downloads/uploads take too long
- Streaming video quality is jerky/not good

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- Cannot access certain services online
- Cannot play online games
- Cannot have multiple Internet devices online at the same time
- Cannot take full advantage of my corporate network when working from home
- Quality of service varies based on the weather
- Other \_\_\_\_\_

**6. If your Internet connection IS adequate, which of the following reflect your experience with your current Internet service: (select all that apply)**

- Adequate speed for my needs
- Responsive customer service
- Reliable connection
- Affordable price
- Other \_\_\_\_\_

**7. Current type of Internet connection (if applicable)**

- Dial-up
- DSL
- Cable Modem
- Fixed Wireless (to your home)
- Mobile Wireless (smart phone)
- Satellite
- Do Not Know
- Other \_\_\_\_\_

**8. What types of devices are connected to the Internet at your residence? (select all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> Computer                          | <input type="checkbox"/> Audio System    |
| <input type="checkbox"/> Smart Phone                       | <input type="checkbox"/> Security System |
| <input type="checkbox"/> Tablet Computer (such as an iPad) | <input type="checkbox"/> Other           |
| <input type="checkbox"/> Wireless Router                   | Please describe:                         |
| <input type="checkbox"/> TV                                | _____                                    |
| <input type="checkbox"/> Blu-Ray/DVR/DVD                   | _____                                    |
| <input type="checkbox"/> Gaming Systems                    |  |
| <input type="checkbox"/> Appliances                        |  |

**9. Current Internet connection speed:**

Dial-up - <768kbps download	not considered broadband
Basic Internet - 768kbps to <1.5mpbs download speed	staying connected, basic email, simple web browsing, downloading video, etc.
<input type="checkbox"/> Typical Internet - 1.5 Mbps to 4	remote monitoring (e.g., measuring vital

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Mbps download speed	signs), basic telecommuting (work at home), streaming video or music (YouTube, Netflix, Spotify, etc), complex web browsing, online education/classes, medium-size file/image sharing, etc.
Enhanced Internet - 4 Mbps to 10 Mbps download speed	online gaming, large-size file/image sharing, remote medical diagnosis, basic medical record sharing, remote education (between two or more educational sites), etc.
<input type="checkbox"/> Premium Internet - 10 Mbps to 100 Mbps download speed	complex telemedicine (e.g. sharing/downloading medical images), complex education services, complex gaming, complex telecommuting, high quality telepresence/video conferencing
<input type="checkbox"/> Advanced Internet - 100 Mbps – 1 Gbps download speed	high definition telemedicine, multiple interactive education service, etc.
<input type="checkbox"/> Do not know	

**10. Cost per month for current Internet:**

- Less than \$40 per month
- Between \$40 and \$49.99 per month
- Between \$50 and \$59.99 per month
- Between \$60 and \$69.99 per month
- Between \$70 and \$79.99 per month
- \$80 or more per month
- Do Not Know

**11. Who are the primary users of the Internet at your residence? (check all that apply)**

- Adult (s)- Ages 19 -25
- Adult (s)- Ages 26 -45
- Adult (s)- Ages 46 -65
- Adult (s)- Ages 66 and older
- School Age Child (Children) - K-8<sup>th</sup> grade
- High School Age Child (Children) - 9<sup>th</sup>-12<sup>th</sup> grade
- Other \_\_\_\_\_

**12. Does a member of this residence telecommute or work from home?**

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- Yes
- No
- Not applicable

### 13. Does a member of this residence take online classes?

- Yes
- No
- Not applicable

### 14. Why do you currently not have an Internet connection? (if applicable, check all that apply)

- Not available
- Too expensive
- No need for Internet connection
- Lack skills/knowledge to use
- Lack of computer
- Other \_\_\_\_\_

### 15. Which of the following devices would you use at your residence if sufficient affordable high speed Internet were available:

- Computer
- Smart Phone
- Tablet Computer (such as an iPad)
- Wireless Router
- TV
- Blu-Ray/DVR/DVD
- Gaming Systems
- Appliances
- Audio System
- Security System
- Other \_\_\_\_\_

### 16. Internet connection speed desired?

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<input type="checkbox"/> Basic Internet...staying connected, basic email, simple web browsing, downloading video, etc.	768 Kbps to 1.5 Mbps download speed
<input type="checkbox"/> Typical Internet...remote monitoring (e.g., measuring vital signs), basic telecommuting (work at home), streaming video or music (YouTube, Netflix, Spotify, etc), complex web browsing, online education/classes, medium-size file/image sharing, etc.	1.5 Mbps to 4 Mbps download speed
<input type="checkbox"/> Enhanced Internet...online gaming, large-size file/image sharing, remote medical diagnosis, basic medical record sharing, remote education (between two or more educational sites), etc.	4 Mbps to 10 Mbps download speed
<input type="checkbox"/> Premium Internet...complex telemedicine (e.g. sharing/downloading medical images), complex education services, complex gaming, complex telecommuting, high quality telepresence/video conferencing	10 Mbps to 100 Mbps download speed
<input type="checkbox"/> Advanced Internet...high definition telemedicine, multiple interactive education service, etc.	100 Mbps – 1 Gbps download speed
<input type="checkbox"/> Do not know	

**17. What is the maximum you are willing to pay for an Internet connection?**

- Less than \$40 per month
- Between \$40 and \$49.99 per month
- Between \$50 and \$59.99 per month
- Between \$60 and \$69.99 per month
- Between \$70 and \$79.99 per month
- \$80 or more per month
- Do Not Know

**18. Would a member or members of this residence take online classes if sufficient high speed internet service were available and affordable?**

- Yes

## LinkWISCONSIN - Residential Demand Survey

No

**(Optional) Please provide the following information so that we may contact you if there are any questions.**

**Your Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_