

Jonesport Internet Usage & Satisfaction Survey

High speed internet? Yes, please!! The Town of Jonesport wants to hear from you and how you utilize your broadband service. Please take this short survey. All answers are anonymous.

Paper surveys can be picked up at the Post Office, Town Office, Banks, and Stewart's. Paper surveys should be returned to the Town Office or Stewart's by Monday, May 29, 2023. Thank you for your participation!

1. I am a

- ☐ Year-round resident
- ☐ Seasonal resident
- ☐ Non-resident taxpayer

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2. Do you currently have internet service?

- ☐ Yes
- ☐ No
- ☐ I only use my cell phone to access the internet.

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3. Do you have internet service at home or at a business?

- ☐ At home
- ☐ At a business
- ☐ Both

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4. Do you own or manage a business in Jonesport or do you work remotely for another company? (This can be "brick-and-mortar" or online)

- ☐ I own/manage a business
- ☐ I work remotely
- ☐ None of the above

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5. How many devices are on your business/remote internet service? (please include computers, laptops, tablets, cellphones, card readers, security systems, etc.)

- ☐ 1-2
- ☐ 3-4
- ☐ 5 or more

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6. How many people does your business employ?

- ☐ 1-2
- ☐ 3-4
- ☐ 5 or more
- ☐ I work remotely

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7. What types of services does your business utilize?

- ☐ Video/meeting software (such as Zoom, Microsoft Teams, Webex, etc.)
- ☐ Security system and cameras
- ☐ Invoicing and/or receiving payments, credit card scanning
- ☐ Order processing online
- ☐ Marketing, promoting goods and services online
- ☐ Providing guest Wi-Fi to customers
- ☐ Off-site data backups
- ☐ Cloud storage (Dropbox, Microsoft OneDrive, Apple iCloud, etc.)
- ☐ Accounting software
- ☐ Other (please specify)

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8. How many devices are on your home internet service? (Please include computers, laptops, tablets, cellphones, TVs, gaming consoles, etc.)

- ☐ 1-2
- ☐ 3-5
- ☐ More than 5

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9. How do you or anyone else in your household use the internet? (select all that apply)

- ☐ Education, homework
- ☐ Telehealth
- ☐ Access to information or services
- ☐ Home security devices
- ☐ Entertainment (streaming movies, TV, music, etc.)
- ☐ Video conferencing (Zoom, Skype, etc.)
- ☐ General communication (email, social media, etc.)
- ☐ Communication with family and friends
- ☐ Online shopping
- ☐ Gaming
- ☐ Other (please specify)

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10. Do you experience speed issues?

- ☐ Yes
- ☐ No
- ☐ Occasionally

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11. What time of day do you experience speed issues?

- ☐ Morning
- ☐ Afternoon
- ☐ Evening
- ☐ Time of day does not make any difference

Comments? Please tell us!

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12. How satisfied are you with the following:

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
Overall internet service at your home or business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of your internet connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of your internet connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service when you call your internet service provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments? Please tell us!

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13. Do you feel that the cost of your internet is reasonable?

- ☐ Yes
- ☐ No

14. How much do you currently pay for internet service?

- ☐ Under \$45
- ☐ \$45-\$60
- ☐ \$61-\$75
- ☐ \$76-\$90
- ☐ Over \$90
- ☐ Not sure

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15. How much per month would you be willing to pay for fast, reliable internet service, e.g. symmetrical 100/100?

- ☐ \$60
- ☐ \$70
- ☐ \$80

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16. How many people live in your household?

- ☐ 1-2
- ☐ 3-5
- ☐ More than 5

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17. What is your age?

- ☐ Under 18
- ☐ 18-19
- ☐ 20-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60-69
- ☐ 70-79
- ☐ 80-89
- ☐ 90+

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18. Who is your internet service provider?

- ☐ Spectrum/Time Warner Cable
- ☐ Consolidated Communications/FairPoint
- ☐ Axiom
- ☐ Trailrunner
- ☐ US Cellular/Verizon or other cellular internet service
- ☐ Hughes Net, Direct TV or other satellite service
- ☐ Other (please specify)

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19. Please tell us why you don't have internet access at home (select all that apply).

- ☐ Not available where I live
- ☐ Too expensive
- ☐ Too slow or unreliable
- ☐ I like being "not connected"
- ☐ I don't need it
- ☐ I use it somewhere else (school, library, etc.)
- ☐ Other (please specify)

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20. How important is it to you personally to have reliable internet available at *your home or business*?

- ☐ Extremely important
- ☐ Very important
- ☐ Somewhat important
- ☐ Not so important
- ☐ Not at all important

Comments? Please let us know!

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21. How important is it to you to have reliable internet available *in Jonesport*?

- ☐ Extremely important
- ☐ Very important
- ☐ Somewhat important
- ☐ Not so important
- ☐ Not at all important

Comments? Please let us know!

