

Lincoln County Community Internet Survey

COMMUNITY SURVEY

**Axiom is working with Lincoln County Regional Planning Commission to understand, plan and implement solutions to improve internet connectivity in seven communities in Lincoln County. This survey will help the region understand what each community's challenges and opportunities are for better internet connections. Thank you for taking a few minutes to help the region make smart broadband decisions.**

1. What town are you from?

- Somerville
- Wiscasset
- Dresden
- Whitefield
- Westport Island
- Jefferson
- Edgecomb
- Other (please specify)

2. Do you currently have internet at your home or place of business?

- Yes
- No

3. Is this location your home, business, or both?

- Business
- Home
- Both

4. What is the monthly cost of your current internet service?

- \$9.99- \$19.99
- \$19.99- \$29.99
- \$29.99- \$39.99
- \$39.99- \$49.99
- \$49.99- \$59.99
- More than \$59.99
- Do you have Bundled Service (TV, phone, internet) and if so, what is the cost per month?

5. Which of the following Internet Service Providers do you use in your home? If you have more than one Internet Service Provider or more than one home, please select your primary provider at your primary residence.

- Consolidated Communications (FairPoint Communications)
- Spectrum (Time Warner Cable)
- GWI
- Otelco (OT&T)
- TDS
- UniTel
- LCI
- Premium Choice
- Red Zone
- HughesNet (Satellite)
- Wi-Fi HotSpot (using your cellular phone)
- Other (please specify)

6. Are you happy with your current internet service?

- Yes
- No

7. Can you please tell us why you are satisfied or why you are not satisfied with your internet service?

8. Would you be interested in paying more for one of the following?

- Faster speeds
- Better reliability
- A different Internet Service Provider
- Not interested in paying more

9. Would you be interested in any of the following add-on services from your Internet Service Provider?  
(Check all that apply)

- Television
- Voice (Phone)
- Home Security
- Home Automation
- Other (please specify)

10. Do you or anyone in your household work from home?

- Yes
- No
- Other (please specify) Both?

11. If applicable, are the people who work from home frustrated with their internet connection?

No, they are pleased with their internet connection

Yes (Please Specify)

12. Do you telecommute? (work from home or another location for an employer)

Yes

No

13. Do you have children or adults in your household who use the internet for homework or education?

Yes

No

14. If yes, are the users school-age children or adults? (check all that apply)

School-age children

Adult

Other (please specify)

15. Would you be interested in training on how to use the internet? Choose the class(es) you would be interested in taking.

How to connect to family and friends (Skype, FaceTime)

How to use the internet to promote my business (Website creation, FaceBook, etc.)

How to properly use Social Media (FaceBook, Twitter, LinkedIn, Instagram, etc.)

How to use tools to make me more productive in my home or business (Word, Excel, PowerPoint, QuickBooks)

Not interested

Other (please specify)

16. Please rate the importance of the internet to your business:

- Really important
- Kind of important
- Not really important
- Not important
- I don't own a business

17. Do you think more people would live in your town if there was better internet service available to them?

- Yes
- No
- Not sure

18. Do you think visitors would stay longer if good internet connections were available where they were staying?

- Yes
- No
- Maybe

19. If you have any comments about internet resources in your town, please feel free to tell us!

20. On a scale of 1 to 100, with one being the least support and 100 being the most support, do you support Lincoln County's and your town's planning efforts to assist with internet improvements?

0 100

21. Please leave us your contact information (OPTIONAL):

Name

Business Name (if applicable)

Address

City/Town

State/Province

ZIP/Postal Code

Email Address

Phone Number

**Thank you!**