

# Orford Broadband (Internet) Committee Survey

The Orford Broadband Committee is seeking input from every Orford household and business to understand the current state of broadband service and whether affordable and/or improved access is needed or desired. This survey is a critical step in the Committee's work to facilitate broadband access that better serves Orford's needs, and it is part of the broader regional effort. Survey responses will only be used for this project. No reported analysis of this survey will include identifiable information about individuals or their responses.

YOUR RESPONSE IS NEEDED...if you are satisfied with your internet access, if you hope for improvement, or if you feel no need for internet access.

If possible, please complete this survey online. Go to: <http://orfordnh.us> and click on the BROADBAND SURVEY link under Notices and Upcoming Events. Completed paper surveys may be placed in the drop box or mailed to Orford Town Hall. If you need an additional copy of the survey, contact the town office or they will be available at the libraries. **Please complete online or submit surveys by July 31, 2021.**

If you have any questions about this survey or the project as a whole, or you could use assistance completing or submitting the survey, please contact John Adams, Orford Broadband Committee Chair and Orford Select Board Chair, at [jqadams@orfordnh.us](mailto:jquadams@orfordnh.us) or call 603-353-9201. Updated information about this project will be shared on the Town of Orford website on the Broadband Committee page. Go to <http://orfordnh.us> and click on the ORFORD BROADBAND COMMITTEE link under Notices and Upcoming Events.

*This survey was designed and is administered by the Grafton County Broadband Committee (GCBC), whose scope of work includes Orford. Individual communities' research and planning contribute to the county- and state-wide efforts. The Orford Broadband Committee will be analyzing the Orford responses for the town's work.*

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**1. Email address**

\_\_\_\_\_

**2. Street Address**

Address \_\_\_\_\_

Address 2 \_\_\_\_\_

**3. Do you currently have internet access?**

Yes     No

**4. If yes, what type of internet service do you use? Check all that apply.**

Fiber – Topsham Communications

DSL – Consolidated

Satellite – Dish, Direct

Other \_\_\_\_\_

**5. Do you know the current speed of your internet?**

\_\_\_\_\_

**6. On a scale from 1 (not satisfied at all) to 5 (extremely satisfied), how satisfied are you with your current internet service?**

1     2     3     4     5

**7. How do you use your internet? Check all that apply.**

- |  |  |
|--|--|
| <input type="checkbox"/> Email                             | <input type="checkbox"/> Accessing healthcare        |
| <input type="checkbox"/> Playing games                     | <input type="checkbox"/> Primary income              |
| <input type="checkbox"/> Streaming videos                  | <input type="checkbox"/> Secondary income            |
| <input type="checkbox"/> Remote learning                   | <input type="checkbox"/> Reaching emergency services |
| <input type="checkbox"/> Telecommuting (Working from home) | <input type="checkbox"/> Using government services   |
| <input type="checkbox"/> Social networking                 | <input type="checkbox"/> Other _____                 |

**8. With your current service, do you have difficulty doing any of the following activities? The difficulty could involve slow loading times or inability to load content, low quality or low resolution of content, or frequent “buffering”. Check all that apply.**

- Receiving emails with attachments
- Loading pages from the internet promptly
- Playing audio (music, podcasts, etc.)
- Streaming videos or television (Netflix, YouTube, etc.)
- Streaming multiple videos at one time from different devices
- Video calling or video conferencing (Skype, FaceTime, Zoom, etc.)
- Playing games/Gaming
- Using smart speaker (Apple, Google, etc.)
- Sustaining enough devices
- I don't have problems

**9. What qualities are most important to you from your internet provider? Please rank 1–5 where 1 equals most important.**

	1	2	3	4	5
Speed					
Reliability					
Consistency					
Unlimited Data					
Price					

**10. What would you like to see improved with your current service? Check all that apply.**

- |  |   |
|--|---|
| <input type="checkbox"/> Lower Prices  | <input type="checkbox"/> Customer service |
| <input type="checkbox"/> Higher Speeds | <input type="checkbox"/> Local ownership  |
| <input type="checkbox"/> Reliability   | <input type="checkbox"/> Nothing          |

**11. If fiber internet, that was competitively priced to your current service, came to your community, would you subscribe?**

- Yes     No

**12. Which of the following amounts do you think would be fair to pay for high-speed, extremely reliable fiber internet, at a speed of 100Mbps upload and download? Please select the upper limit you think would be fair to pay.**

- \$40 – \$50/month       \$60 – \$70/month       \$80 – \$90/month       Over \$100/month  
 \$50 – \$60/month       \$70 – \$80/month       \$90 – \$100/month

**13. What is the primary reason you would consider switching your service?**

- Better quality of internet service       Prefer locally owned  
 Better customer service       Prefer a lower price  
 Improved reliability       Prefer higher speeds  
 Other \_\_\_\_\_

**14. Is your internet service bundled with other services?**

- TV       Telephone       Both       No

**15. How much do you spend per month, including bundled services if applicable?**

- \$25 – \$50       \$76 – \$100       Over \$150  
 \$51 – \$75       \$101 – \$150

**16. Would you support a town and/or county initiative to raise taxes for improved internet service?**

- Yes       No       Maybe

**17. How many people in your house use the internet currently, or would if you had service?**

- 1       2       3       4       5       More than 5

**18. How many devices in your home use the internet?**

- 1       2 – 5       6 – 10       11+

**19. Who is your electricity provider?**

\_\_\_\_\_

**20. Are you a year-round resident?**

- Yes       No

**21. Do you own or rent?**

- Own       Rent

**22. Are you a business or resident?**

- Business       Resident

**Additional comments:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_