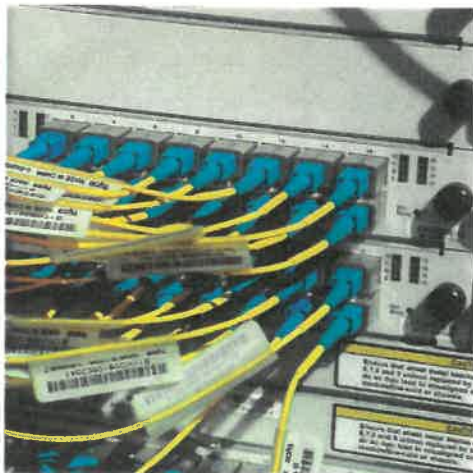


MORGAN COUNTY WEST VIRGINIA



Morgan County, WV is conducting a broadband feasibility study to determine the need for, and seek the best path to a comprehensive broadband network.

For more information, contact
the Morgan County Commission at
304-867-3131 or
sallemang@morgancountywv.gov



Broadband Needs Assessment Survey

RETURN BY October 15th

Morgan County is conducting a Broadband Survey to assess your broadband service and needs.

The results will help the County determine where the need is greatest and help guide us on how to ensure that all citizens and businesses have affordable and adequate access to broadband services.

We need your response!

Take the survey online in less than 5 minutes at

<http://projects.designnine.com/survey/morgan-broadband-survey>

Or, fill in the survey and return it to the following locations which also have hard copies available as well:

Morgan County Public Library
105 Congress Street
Berkeley Springs, WV 25411-1523

Paw Paw Public Library
250 Moser Avenue
Paw Paw, WV 25434

Or, You may return the survey by mail:

Morgan County Commission
77 Fairfax Street, Room 101
Berkeley Springs, WV 25411

We thank you for your participation!

Businesses: Please see the business version of this survey at <http://projects.designmine.com/survey/morgan-business-broadband-survey>

Street Address: _____
Please supply full street address with street or road number.

City/State/Zip: _____

1. Check the items you agree with below:

- I need better landline telephone service
- I need better cellular telephone service
- I need better Internet/data service
- I need better cable/satellite TV service
- I am satisfied with all of my services

2. Total number in household :

- a) Adults _____ b) Internet users _____
- c) K-12 students: _____ d) College Students _____

3. How important is Internet access to you or your household?

- Very important Somewhat important
- Not important No Opinion

4. For your household, how much do you spend each month for local and long distance telephone, TV, and/or Internet?

Do NOT include cellphones.

- \$50 or less \$50 to \$75
- \$75 to \$100 \$100 to \$150
- \$150 to \$200 More than \$200/month

5. How much do you pay now for at home Internet access each month?

- No Internet I only use free hotspots
- \$10 to \$20 \$21 to \$40 \$41 to \$60
- \$61 to \$80 More than \$80/month I don't know
- My Internet is part of a package.

6. What type of Internet do you have at home?

- Dial-up DSL line Fiber
- Cable modem T1 line Cellular wireless
- Satellite I don't know Broadband WISP
- No Internet Other _____

7. Based on the type of Internet connection you selected above, why do you still have it? (check all that apply)

- Too expensive to change Not interested in changing
- Best price available No other options
- Most reliable service available Limited Other Options

8. How many devices (for example computers, cellphones, smart TVs) connect to the Internet in your household?

- 1-2 2-4 5-6 7-8 9-10 10+

9. What is the speed of your Internet connection?

- Dial-up only
- Less than 10 Mbps download
- Between 10 Mbps and 25 Mbps download
- Greater than 25 Mbps download
- I don't know

10. Check the items you agree with below:

- I have trouble loading pictures to my social media account(s)
- I have trouble viewing online videos/lectures/movies/tv shows
- I have trouble using the Internet when other users are using it
- I have trouble using FaceTime, Skype, or other video chats
- I do not have trouble performing any of these activities

11. How satisfied are you with the speed and reliability of your Internet service?

- Not at all satisfied Somewhat satisfied
- Satisfied Very satisfied

13. Check all items you use the Internet for now:

- Email
- Access news and current events
- Homework / Schoolwork
- Use a VPN (Virtual Private Network) for work or school
- Download or listen to music or audio books online
- VoIP Internet phone (Vonage, Skype, FaceTime, etc.)
- Online Backup (files, photos, music)
- Telemedicine, telehealth
- Online gaming
- Maintaining a Web presence, blog, or social media
- Shopping
- Online banking
- Social Networking
- Smart TV
- Other _____

14. High speed, affordable Internet influences where I choose to live?

- Yes No

15. What would you be willing to pay for a faster, higher quality Internet connection?

- \$10 to \$20 \$21 to \$40
- \$41 to \$60 \$61 to \$80
- More than \$80/month I don't know

16. Does anyone in your household use / need the Internet to complete school assignments or job training course work?

- Yes, several times a week
- Yes, at least once a week
- Yes, at least once a month
- No

The following note is for Questions 17 and 18:

Respond "None" if you choose not to subscribe to one or more of these services. Respond " N/A" if one or more of these services are **not available** in your area.

17. Who is your Internet service provider?

18. Who is your cable/satellite TV provider?

19. Who is your cellular provider?

20. What kind of telephone service do you have?

- Landline only, no cellphone service Cellphone service only
- Landline and cellphone service

21. Do you work from home?

- I work part time at home for another company
- I work full time at home for another company
- I need nights and weekends access for my job
- I am self employed and work part time from home
- I am self employed and work full time from home
- I never work from home
- I would if I had better Internet at home
- I am retired

22. Any other comments?
