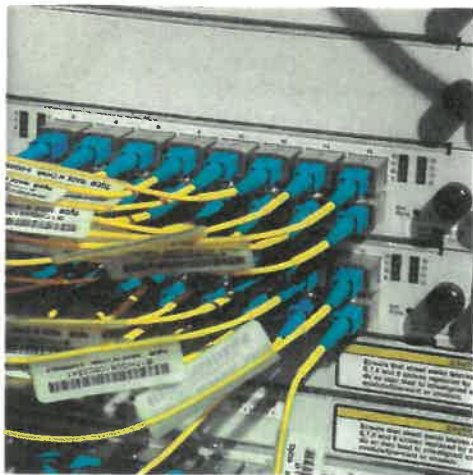


MORGAN COUNTY WEST VIRGINIA



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
sallemong@morgancountywv.gov



Business Internet Needs Assessment Survey

RETURN BY October 15th

Morgan County, WV is conducting a Broadband Survey to assess the broadband service and needs in the County.

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-business-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!

Business Name: _____

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

City/State/Zip: _____

1. Check the items you agree with below
 My business needs better landline telephone service
 My business needs better cellular telephone service
 My business needs better Internet/data service
 My business needs better cable/satellite TV service
 We are satisfied with all of our services
2. Is the Internet essential to your business? Yes No
3. How important do you think Internet technology will be for the success of your business over the next five years?
 Not important Somewhat important
 Very important
4. Total number of : a) employees _____ b) Internet users _____
5. If you are a business, what type? (check all that apply)
 Retail / Wholesale Professional/Office
 Government Educational Medical
 Non-Profit Restaurant / Food Services
 Communications / Technology Agriculture / Forestry
 Manufacturing Construction / Maintenance / Repair
 Other _____
6. Is this a home-based business? Yes No
7. How much do you pay now for Internet access each month?
 No Internet \$0 to \$50
 \$51 to \$100 \$101 to \$150
 \$151 to \$300 \$301 to \$500
 \$501 to \$1000 \$1001 to \$5000
 \$5000+ I don't know
8. What type of Internet access do you have?
 Dial-up DSL line Fiber
 Cable modem T1 line Cellular wireless
 Satellite I don't know Broadband WISP
 Other _____
9. 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
10. What is the speed of your Internet connection? (A Gigabit is 1000 Megabits (Mbps))
 Dial up only 56-512 k 512 k-1 Mbps
 1-5 Mbps 5-10 Mbps 10-50 Mbps
 50-100 Mbps 100+ Mbps Gigabit
 I don't know
11. How satisfied are you with the speed and reliability of your current Internet service?
 Not at all satisfied Somewhat satisfied
 Satisfied Very satisfied
12. How important is a redundant or second Internet connection to your business?
 Not important Somewhat important
 Very Important

13. Please select all that apply to your current Internet provider:

- Cannot rely on the service
- Slow or poor technical support
- Price is unreasonable for the service I receive
- Poor customer service
- The speed I want is not available at my business location
- I am satisfied with my current Internet provider

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

- Email
- Communication between headquarters and remote sites
- VoIP Internet phone (Vonage, Skype, etc.)
- Online Backup (files, company data)
- Transfer large files
- Monitor / control security, alarms, health, processes, etc.
- Processing credit card / debit card transactions
- Ordering / managing inventory
- Maintaining a Web presence or blog
- Social Media (Facebook, LinkedIn, Google+, Instagram)
- Receiving and processing online orders
- Cloud-based business, accounting or other services
- Smart TV Other _____

15. Briefly state what you think is a affordable monthly payment for 1 Gigabit Internet speed for a business? (A Gigabit is 1000 Megabits (Mbps))

The following note is for Questions 16 and 17:

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

16. Who is your Internet Service provider?

17. Who is your cable/satellite TV provider?

18. Who is your cellular provider?

19. What kind of telephone service do you have?

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

20. Do you or your employees use a VPN (Virtual Private Network) to obtain remote access for your work or to a company network? Yes No I don't know

21. Do you or your employees need or want to work from home?

- No It would be nice, but it's not important
- Occasionally Very important occasionally
- Very important on a consistent basis

22. Does limited Internet access at employees' residences impact your business? Yes No

23. Do the existing Internet service options impact your business's decision to relocate or stay in the County? Yes No

If yes, briefly state why:

23. Any other comments?