

The following survey is distributed to you to gather necessary information that will help us assess the lack of advanced telecommunication services in rural Rensselaer County, specifically the lack of Broadband availability. Please take a few minutes to complete this survey as it will provide us with vital information that we will use to apply for state and federal grant funding to expand Broadband in rural Rensselaer County. For questions or if further information is needed, please contact Linda von der Heide at 270-2921 or [Lvonderheide@rensco.com](mailto:Lvonderheide@rensco.com). Thank you for your time and assistance. **For answers, please check ALL that apply.**

**Definition of Broadband:** Advanced Telecommunications Services that permit users to send and receive data at volumes and speeds far greater than over traditional telephone lines. Only broadband provides users the reliable exchange of high-quality voice, data, graphics and video.

Street Address: \_\_\_\_\_

Municipality (Town/Village): \_\_\_\_\_

1. Location – What type of location is this?  
 Residential       Residential with a home-based business       Commercial
2. Does your household have a personal computer or internet ready device?  Yes     No
3. Do you currently have Internet service available at this address?  Yes     No
  - a) If yes, what type of service?  Cell Hot-spot     Dial-up     DSL     Cable Modem     Satellite
  - b) If yes, does your current Internet Service meet your needs?  Yes     No, too slow     No, unreliable
  - c) What is the monthly charge for this service? \$\_\_\_\_\_/month
  - d) What are the primary uses of your Internet connection?  
 E-commerce     E-mail     Web browsing     School work     Employment from home  
 Teleconferencing     Telemedicine     Off-site data storage     Corporate VPN
4. What quality of Cellular service do you currently have?  
 2G     3G     4G     Other     None     I don't know
5. Does the cellular service work at your home?  
 I don't have cell service  
 It doesn't work  
 It works sometimes  
 It works, but at degraded levels  
 It works fine
6. What would you consider to be an affordable price for Internet service? \$\_\_\_\_\_/month
7. Are there students in your household?  Yes     No
8. Do you run a business or a satellite office from this location?  Yes     No
  - a) If yes, does no Internet or inadequate bandwidth hinder your business?  Yes     No

b) How would you rank the importance of Broadband to your household, now and in the future?

Now:  Very important  Important, but not a necessity  Not important at all

Future:  Very important  Important, but not a necessity  Not important at all

9. Please check all that you fine to be true or false:

a) I need a better understanding of what Broadband can and cannot do?  True  False

b) Broadband/High Speed Internet would help improve our community's economy?  True  False

c) Broadband/High Speed Internet has helped or would help my household access information that otherwise would not be available?  True  False

d) A lack of quality broadband presents an existing disadvantage to the community?  True  False

10. I would be interested in using the Internet for:

Personal use  Starting a business  Access to quality healthcare

Additional education/training  Video-Conferencing (i.e. attend meetings, training w/o travel)

11. Would you be interested in a basic local educational program that would explain how the use of Broadband service could enhance our household?  Yes  No

12. Would your household benefit from computer training?  Yes  No

a) If Yes, what kind? (please check all that apply):

Basic computer use  Web/Internet  Social Media  Job/Industry specific  Not sure

Thank you for taking time to fill out this survey. **Please return this survey to: Rensselaer County Economic Development & Planning, 1600 Seventh Avenue, Troy, NY 12180 or fax to (518) 270-2981.**

Please provide any additional information or comments relating to your interest and/or requirements in Broadband and high speed Internet.

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