

Welcome to the Empire State Broadband Assessment Survey

To return, please mail to the following address by March 18, 2022: ECC Technologies, NYS Broadband Project, 2136 Five Mile Line Road, Penfield, NY 14526

1) Please enter your address for your home, business, or other property in New York (This is important for us to identify where broadband services are needed in your County).

Street Address (or lot number): _____

City: _____ State: _____ Zip: _____

2) Please enter your county of residence in New York.

County: _____

3) Have you responded to a survey sponsored by our partner ECC Technologies in the past 24 months?

Even if you previously completed an ECC sponsored survey, please complete our current survey!

Yes No I don't know

4) How would you describe where you live or the area you are located in?

Metro / Urban Suburban Rural

5) Is this address for your home (permanent or seasonal) or is this address NON-residential (business, non-profit, government or other)?

If you operate a home-based business, or a residential farm, please select the "Business" or "Farm" option.

Home (Residential) (Go to Question 8) Government (Go to Question 10)
 Business (Go to Question 6) Nonprofit (Go to Question 10)
 Farm (Go to Question 7) Other (Go to Question 10)

6) Is this a home-based business?

Yes (Go to Question 8) No (Go to Question 10)

7) Is this farm located with your residence?

Yes (Go to Question 8) No (Go to Question 10)

A. Residential Classification

8) Do you own or rent / lease this property?

Own Rent / Lease

9) What type of residence is this?

Apartment Single Family Residence Other
 Condominium Townhouse

Go to Question 12

B. Non-Residential Classification

10) Do you own or rent / lease this space?

 Own

 Rent / Lease

11) Is this space a multi-tenant space or are you the only occupant?

 Multi-tenant Space

 Sole Occupant

Go to Question 13

C. Residential Internet Service Availability

12) Do you have active Internet access at this home or seasonal address?

 Yes (Go to Question 14)

 No (Go to Question 29)

 I don't know (Go to Question 29)

Go to Question 14 (Residential Active) or Question 29 (Residential No Service)

D. Non-Residential Internet Service Availability

13) Do you have active Internet access at this non-residential address?

 Yes (Go to Question 40)

 No (Go to Question 49)

 I don't know (Go to Question 49)

Go to Question 40 (Commercial Active) or Question 49 (Commercial No Service)

E. Active Residential Internet Service

14) Have you gained access to the Internet as a result of:

 Charter / Spectrum's statewide Network Expansion Program

 No to either the Charter or Governor's program

 The Governor's New NY statewide Network Expansion Program

 I don't know

15) Who is your current Internet service provider?

 Local phone company

 Satellite

 Other

 Local cable company

 Fixed Wireless (Not cellular)

 Cellular telephone company

 I don't know

16) If you selected local phone company what type of service do you have?

 Fiber

 Dial-up

 DSL

 I don't know

17) Did you have to pay "Contribution in Aid of Construction" to extend Internet access to your home?

These charges would be in addition to any standard installation charge.

 Yes

 No

 I don't know

18) Do you have *active* access to the Internet in your home from more than one provider, including cellular?

 Yes - More than 1 provider currently

 No - Only 1 provider currently

19) Who is the primary provider of Internet service in your home (service provider or cellular carrier)?

Company Name: _____

Please continue to Question 20 on the next page.

E. Active Residential Internet Service (cont.)

20) How much are you paying per month for Internet access only? If your service is bundled (cable TV, home phone, etc.) then please estimate the monthly cost for Internet.

If you have a bundled, or "all in one" plan, please estimate the charge for Internet service only.

- | | | |
|---|--|--|
| <input type="checkbox"/> Less than \$25/month | <input type="checkbox"/> \$51-\$75/month | <input type="checkbox"/> \$100/month or more |
| <input type="checkbox"/> \$25-\$50/month | <input type="checkbox"/> \$76-\$99/month | <input type="checkbox"/> I don't know |

21) What is the download speed that you currently subscribe to?

- | | | |
|--|---|---|
| <input type="checkbox"/> Less than 10 Mbps | <input type="checkbox"/> Less than 50 Mbps | <input type="checkbox"/> 100 or more Mbps |
| <input type="checkbox"/> Less than 25 Mbps | <input type="checkbox"/> Less than 100 Mbps | <input type="checkbox"/> Do not know |

22) Are you able to purchase the speed of broadband service that you need?

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes, I am able to purchase the broadband service I need, but: e.g., "It is too expensive," or "The service does not work well." Please use your own words below. |
| <input type="checkbox"/> No | |
| <input type="checkbox"/> I don't know | |

I can purchase the service I require but..._____

23) Has anyone in this household had a virtual doctor's visit using your broadband / Internet service during the past 24 months?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

24) Has anyone in your household participated in virtual school during the past 24 months?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

25) During the past 24 months has anyone in your household worked from home 20 or more hours per week.

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

26) How much more would you be willing to pay, per month, for significantly improved service?

"Significantly improved" could include higher reliability, faster speed, or both.

- | | | |
|---|--|--|
| <input type="checkbox"/> No more per month | <input type="checkbox"/> \$10 more per month | <input type="checkbox"/> More than \$30 more per month |
| <input type="checkbox"/> \$5 more per month | <input type="checkbox"/> \$20 more per month | <input type="checkbox"/> I don't know |

Please Continue to Question 27 on the next page.

(The remainder of this page intentionally blank.)

E. Active Residential Internet Service (cont.)

27) How do you use your broadband / Internet service today? (Please check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Checking on accounts or benefits | <input type="checkbox"/> Online gaming |
| <input type="checkbox"/> Checking on transportation | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Homework / Education | <input type="checkbox"/> Staying in touch with family / friends |
| <input type="checkbox"/> Home-based business | <input type="checkbox"/> Streaming TV / movies / music |
| <input type="checkbox"/> Looking for work | <input type="checkbox"/> Working from home |
| <input type="checkbox"/> News & current events | <input type="checkbox"/> I don't want / need service |
| <input type="checkbox"/> Online classes | |

28) How many devices do you normally have connected to the Internet at any one time?

Consider devices such as personal computers, laptops, tablets, gaming consoles, DVR's, Roku and streaming video devices, Smart televisions, personal assistants such as Alexa, smart thermostats, and even phone service and cellular connections (in home if you select the option to use your wi-fi in your cellular phone settings)

- | | | |
|-------------------------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> 1-5 | <input type="checkbox"/> 11-15 | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> 6-10 | <input type="checkbox"/> 16 or more | |

Please go to Question 56

F. Residential No Internet Service

29) Please tell us the main reason you do not have Internet access at your address.

- | | |
|---|--|
| <input type="checkbox"/> Internet not available | <input type="checkbox"/> Too expensive |
| <input type="checkbox"/> Lack of skills / knowledge to use it | <input type="checkbox"/> I use my cellular phone for Internet access |
| <input type="checkbox"/> Lack of a computer or device | <input type="checkbox"/> Other reason not listed |
| <input type="checkbox"/> Not relevant or needed | |

30) Please use this section, if needed, to further describe why you do not have Internet at this address.

31) Does anyone in your household have trouble completing work associated with their job (working from home) due to a lack of Internet access or poor Internet service?

- | | |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No one in my household works from home |
| <input type="checkbox"/> No | |

32) Does anyone in your household have trouble completing schoolwork (either homework or attending virtual school) due to a lack of Internet access or poor Internet service?

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No one in my household is in school |
| <input type="checkbox"/> No | |

33) Does anyone in your household have problems seeing a doctor or other health professional because of your home or work location?

- | | |
|------------------------------|---------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> No | |

Please continue to Question 34 on the next page.

F. Residential No Internet Service (Cont.)

34) Has your healthcare provider ever asked you about participating in a virtual office visit?

- Yes No

35) For what uses would you subscribe to an Internet service? (Please check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Agriculture / Farm | <input type="checkbox"/> Online classes |
| <input type="checkbox"/> Checking on accounts / benefits | <input type="checkbox"/> Online gaming |
| <input type="checkbox"/> Checking on transportation / availability | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Home-based business | <input type="checkbox"/> Staying in touch with family / friends |
| <input type="checkbox"/> Homework / Education | <input type="checkbox"/> Streaming TV / movies / music |
| <input type="checkbox"/> Looking for Work | <input type="checkbox"/> Working from home |
| <input type="checkbox"/> News and current events | <input type="checkbox"/> I don't want / need service |

36) How much would you be willing to pay for new Internet service?

- | | |
|--|--|
| <input type="checkbox"/> \$25-\$50/month | <input type="checkbox"/> \$100/month or more |
| <input type="checkbox"/> \$51-\$75/month | <input type="checkbox"/> I don't want / need service |
| <input type="checkbox"/> \$76-\$99/month | |

37) How do you currently receive content for TV?

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Cable | <input type="checkbox"/> Satellite |
| <input type="checkbox"/> Over the air (antenna) | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Phone company (fiber) | |

38) Have you requested Internet service from a provider but been told you cannot get it?

- Yes I don't know
- No

Please go to Question 56

G. Non-Residential Active Internet Service

39) Who is your current Internet service provider?

- | | |
|--|--|
| <input type="checkbox"/> Local phone company (e.g., Verizon) | <input type="checkbox"/> Satellite provider |
| <input type="checkbox"/> Local cable company | <input type="checkbox"/> Fixed Wireless (Not cellular) |
| <input type="checkbox"/> Cellular phone carrier | <input type="checkbox"/> Another local provider |
| <input type="checkbox"/> Dialup | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Fiber provider | |

Please Continue to Question 40 on the next page.

G. Non-Residential Active Internet Service (cont.)

40) What is the name of your Internet service provider?

- | | | |
|---------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Altice | <input type="checkbox"/> Mid-Hudson | <input type="checkbox"/> Windstream |
| <input type="checkbox"/> Comcast | <input type="checkbox"/> SLIC | <input type="checkbox"/> Other |
| <input type="checkbox"/> Consolidated | <input type="checkbox"/> Charter / Spectrum | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Frontier | <input type="checkbox"/> Verizon | |

41) Please provide the name of your Internet service provider if not listed above.

42) If you selected local phone company, what type of service do you have?

- | | | |
|----------------------------------|---|---------------------------------------|
| <input type="checkbox"/> DSL | <input type="checkbox"/> Fiber | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Dial-up | <input type="checkbox"/> Legacy Circuit (e.g. T1, DS3, PRI) | |

43) What is the current download speed you subscribe to at your location?

- | | | |
|--|---------------------------------------|--|
| <input type="checkbox"/> 10 Mbps or less | <input type="checkbox"/> 50-99 Mbps | <input type="checkbox"/> 1 Gigabit or more |
| <input type="checkbox"/> 10-49 Mbps | <input type="checkbox"/> 100-999 Mbps | <input type="checkbox"/> I don't know |

44) What is your current upload speed that you subscribe to at this location?

- | | |
|---|--|
| <input type="checkbox"/> 1 Mbps or less | <input type="checkbox"/> More than 10 Mbps |
| <input type="checkbox"/> 2-10 Mbps | <input type="checkbox"/> I don't know |

45) What commercial services do you receive from your Internet provider? (Please click all that apply.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Backup | <input type="checkbox"/> Internet | <input type="checkbox"/> Network Security |
| <input type="checkbox"/> Domain Management | <input type="checkbox"/> Managed backup | <input type="checkbox"/> Phone |
| <input type="checkbox"/> Email | <input type="checkbox"/> Managed services | <input type="checkbox"/> TV |
| <input type="checkbox"/> Hosting | <input type="checkbox"/> Mobile phone service | <input type="checkbox"/> Other |

46) Please rate the quality of support you receive from your primary provider.

- | | | |
|------------------------------------|-------------------------------|--------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Fair | <input type="checkbox"/> No response |
| <input type="checkbox"/> Good | <input type="checkbox"/> Poor | |

47) Do you provide services to your customers / clients / patients via the Internet?

This question highlights the importance of having good broadband connections which allow you to upload and download information relating to orders, status reports and even updates to web pages and social media sites to promote your business. (Question pertains to both Facilities & Residential based businesses.)

- | | | |
|------------------------------|-----------------------------|---------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> I don't know |
|------------------------------|-----------------------------|---------------------------------------|

48) How much more per month would you be willing to pay for significantly improved broadband service compared to your current bill?

- | | | |
|---|---|--|
| <input type="checkbox"/> No more per month | <input type="checkbox"/> 20% more per month | <input type="checkbox"/> I am satisfied with my current service levels |
| <input type="checkbox"/> 5% more per month | <input type="checkbox"/> 30% more per month | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> 10% more per month | | |

Please go to Question 65

H. Non-Residential No Internet Service

49) Why do you not have Internet access at this specific business location today?

- Not available
 Poor service quality
 Other
 No need for Internet access
 Too expensive

50) Since you do not have Internet service at this location, do you physically access the Internet for business use at another location?

In other words, if you access the Internet for email, online services, etc., and since you do not have Internet at this location, do you go online somewhere else – for example, another business location or at home?

- Yes
 No

51) If yes, please specify that location.

- Home
 Another location of my business
 Mobile phone
 Public wi-fi (coffee shop, library etc.)

52) What would be the primary uses of broadband in your business? (Please check all that apply.)

- Agricultural processes
 Place or receive orders
 Control equipment
 Security/video
 Credit card and payment processing
 Send and receive large files
 Email services
 Use remote applications (Google Docs, Office Online, Adobe applications, Quickbooks Online etc.)
 Manage online presence
 Other
 Marketing & promotion
 Online Retail

53) What would be another primary use of broadband in your business?

Other Primary Use: _____

54) Would broadband access enable you to be more competitive in your business?

(Question pertains to both Facilities & Residential based businesses.)

- Yes
 No
 I don't know

55) How much would you be willing to pay for Internet service at this location in your community?

- \$25-\$50 per month
 \$76-\$100 per month
 I don't want / need Internet access at this location
 \$51-\$75 per month
 More than \$100 per month

Please go to Question 65

[The remainder of this page intentionally blank.]

I. Residential Internet Service Needs

56) How important is it to you to have a choice in providers?

- Very important Neutral I do not want / need service
 Important Not important

57) Please check the services you would be interested in purchasing from a new service provider.

- Internet Mobile phone
 Home phone TV

J. About Our Household

58) How important is Internet access... (please check all that apply)

	Very important	Somewhat important	Neutral	Not important	Not applicable
to stay in touch?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to stay informed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
for your healthcare?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to your quality of life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to your ability to earn a living?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to your ability to pursue an education?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

59) How many people are in this household?

- One Three Five or more
 Two Four

60) Who are, or would be, the primary users of Internet at your address?

- School age child(ren) - K-12 Adult(s) - Ages 66 and older
 Adult(s) - Ages 19-25 No one would use this service
 Adult(s) - Ages 26-65

61) What is the highest level of education obtained by any one person in this household?

- High school Post graduate education
 Technical or two-year college Military service
 Four-year college I don't know

Please continue to Question 62 on the next page.

J. About Our Household (cont.)

62) Is your gender:

- Male
 Non-Binary
 Female
 Prefer not to answer

63) What is your approximate household income?

- Less than \$32,000 per year
 More than \$65,000 per year
 Less than \$65,000 per year
 Prefer not to answer

64) If you had the opportunity to subscribe to Internet service at a reduced speed or at a subsidized or reduced cost of \$15/month, would you subscribe to the service?

- Yes
 No
 I don't know

If you indicated you manage a farm or business from your home, please Go to Question 65

Otherwise please go to Question 72

K. Business Profile

65) What is your position with the company?

- Employee
 Officer (President, CEO, etc.)
 Other
 Manager
 Owner

66) If you are an owner or an officer of a business, please provide the name of your business.

This information is voluntary and optional for a business owner or officer. As with all data in this assessment, the answer to this question will not be disclosed to any individual or organization not associated with your community.

Name of your business: _____

67) How many people does your company employ?

- Myself only
 5-9
 20-49
 2-4
 10-19
 50 or more

68) What is the primary line of business at your location in your community?

- | | |
|---|--|
| <input type="checkbox"/> Agriculture | <input type="checkbox"/> Non-profit or religious |
| <input type="checkbox"/> Automobiles (Sales or Repairs) | <input type="checkbox"/> Professional (Law, Accounting, etc.) |
| <input type="checkbox"/> Business Services | <input type="checkbox"/> Real Estate |
| <input type="checkbox"/> Commercial Construction | <input type="checkbox"/> Residential Construction |
| <input type="checkbox"/> Education | <input type="checkbox"/> Retail - Online |
| <input type="checkbox"/> Local Government | <input type="checkbox"/> Retail - Storefront |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Trades (Electrician, Plumbing, other) |
| <input type="checkbox"/> Medical | <input type="checkbox"/> Other |

69) Since you selected "Other," please indicate your primary line of business.

Primary Line of business: _____

Please continue to Question 70 on the next page.

Business Profile (cont.)

70) Is your company:

- | | |
|--|--|
| <input type="checkbox"/> Locally owned single location | <input type="checkbox"/> Nationally owned multiple locations |
| <input type="checkbox"/> Locally owned multiple locations | <input type="checkbox"/> Headquarters for multiple locations |
| <input type="checkbox"/> Regionally owned multiple locations | <input type="checkbox"/> Other |

71) How important is broadband access to...

Please check all that apply.

	Critical	Very important	Somewhat important	Neutral	Not important
your vendor satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
your business profitability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
efficiency in your operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
billing and collection activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
your customer / client satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue to Question 72 below.

L. Comments

72) Do you consider access to broadband essential?

- Yes
 No
 No opinion

73) Are there any other comments you wish to share regarding broadband service or Internet access in your community?

Please feel free to share your thoughts on the value and importance of broadband, and what you believe the role of your community should be in improving broadband access.

74) How did you hear about this survey?

- | | |
|---|---|
| <input type="checkbox"/> Facebook/Other social media | <input type="checkbox"/> Religious organization |
| <input type="checkbox"/> Flyer posted in public location | <input type="checkbox"/> Television |
| <input type="checkbox"/> Through a non-profit organization | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Newspaper article | <input type="checkbox"/> Other |
| <input type="checkbox"/> Notification from the City or your community | |