

## Broadband Internet Survey Introduction

Welcome! Thank you for taking the time to participate in this important survey. We are conducting a study to better understand broadband access in our community and identify ways to improve internet availability, affordability, and digital literacy.

### What is Broadband?

In this survey, "broadband" means high-speed internet with download speeds of at least **25 megabits per second (Mbps)** and upload speeds of at least **3 Mbps**, as defined by the Federal Communications Commission (FCC). This fast internet is essential for activities like working from home, online learning, and using healthcare services.

### Purpose of the Survey

The information gathered will help us identify the main challenges residents face in accessing reliable and affordable broadband. Your feedback will guide the development of initiatives to ensure everyone in our community can benefit from high-speed internet. We want to hear from you about what barriers exist, what improvements are needed, and how we can create solutions that work for everyone.

### Time to Complete

This survey will take approximately **10–15 minutes** to complete. Your responses are completely confidential, and your input is vital in shaping the future of internet access in the region.

Thank you for your participation! Your insights will directly contribute to making broadband access more fair and widespread.



1. **What type of internet access do you currently have at home?**  
(Select all that apply)

- Broadband (cable or fiber)
- DSL
- Satellite
- Cellular data plan
- Dial-up
- None
- I have Internet, but I do not know what kind.

2. **If you do not have broadband access, what is the primary reason?**

- (Select one)
- Cost is too high
  - Broadband is not available in my area
  - I do not need broadband
  - I use a cellular data plan instead
  - I am unsure how to get broadband
  - Technical difficulties setting it up
  - Other—please specify:  
\_\_\_\_\_

3. **How long have you had broadband internet access at home?**  
(Select one)

- Less than 6 months
- 6 months to 1 year
- 1 to 2 years
- More than 2 years
- I do not have broadband access.

4. **What factors influenced your choice of broadband or other internet service provider?**  
(Select all that apply)

- Cost
- Reliability
- Speed
- Customer service
- Availability in my area
- Recommendations from others
- Promotions/discounts
- Other—please specify:  
\_\_\_\_\_

5. **How often do you experience issues with your internet service (e.g., slow speeds, disconnections)?**

- Daily
- Weekly
- Monthly
- Rarely
- Never

6. **Are you open to exploring alternative broadband options if they were available and more affordable?**

- Yes
- No

7. **How important is it for you to have affordable broadband access?**

- (Select one)
- Not important at all
  - Slightly important
  - Somewhat important
  - Fairly important
  - Important
  - Very important

8. **How much do you pay each month for internet service (excluding cellular plans)?**

- Less than \$20
- \$20–\$39
- \$40–\$59
- \$60–\$79
- \$80–\$99
- \$100–\$119
- \$120 or more
- I do not pay for internet service

9. **How well does your current internet service meet your household's needs?**

(Select one)

- Does not meet my household's needs at all
- Barely meets my household's needs
- Partially meets my household's needs
- Mostly meets my household's needs
- Almost fully meets my household's needs
- Fully meets my household's needs

10. **Have you canceled or downgraded your internet service in the past 12 months due to cost?**

- Yes
- No

If yes, please explain:

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11. **Would you be willing to pay more for improved broadband internet service?**

- Yes, I would pay more
- No, I would not pay more
- It depends on how much more
- It depends on how much the service is improved

12. **How often do you use the internet?**  
(Select one)

- Daily
- Several times a week
- Weekly
- Monthly
- Rarely
- Never

13. **What activities do you primarily engage in online?**

(Select all that apply)

- Work
  - Education
  - Entertainment (e.g., streaming, gaming)
  - Social media
  - Online shopping
  - Healthcare (e.g., telemedicine, online health resources)
  - Paying bills or banking
  - Communicating with family/friends
  - Other—please specify:
-

14. **What devices do you primarily use to access the internet?**

(Select all that apply)

- Smartphone
- Tablet
- Laptop
- Desktop computer
- Smart TV
- Other—please specify:

\_\_\_\_\_

15. **Are there specific areas in your community where broadband access is limited or unavailable?**

- Yes
- No

If yes, please specify:

\_\_\_\_\_

16. **What is the primary barrier preventing you from obtaining broadband service or improving your current broadband service?**  
(Select one)

- Cost is too high
- Broadband is not available in my area
- Lack of information about options
- Technical difficulties with setup or connection
- I am satisfied with my current service
- I do not need broadband
- Other—please specify:

\_\_\_\_\_

17. **Has a lack of broadband access ever prevented you from accessing essential services such as healthcare?**

- Yes
- No

If yes, please specify the services:

\_\_\_\_\_

18. **Do you have difficulties using digital devices (like computers, smartphones, or tablets) that make it hard to use the internet?**

- Yes
- No

If yes, please specify the difficulties:

- Difficulty with setup
- Slow device
- Lack of skills
- Other—please specify:

\_\_\_\_\_

19. **What challenges do you or someone in your household face when using digital devices for essential services?**

(Select all that apply)

- Lack of skills
- Technical difficulties (e.g., device or software issues)
- Device is too old or slow
- Accessibility issues (e.g., vision or mobility problems)
- Other—please specify:

\_\_\_\_\_

20. **Have you ever applied for financial assistance or discount programs to help with broadband access?**

(Select one)

- Yes
- No, I am not aware of any programs
- No, I do not need financial assistance
- No, I don't know how to apply for such programs

21. **What options or resources would help you or others in your community gain better internet access?**

(Select all that apply)

- Subsidized or discounted broadband service plans
- More public Wi-Fi locations (e.g., in libraries, community centers)
- Digital literacy training programs (e.g., using email, navigating websites, online safety)
- Low-cost or free devices (e.g., laptops, tablets)
- Technical support services (e.g., for setting up devices or troubleshooting)
- Other—please specify:  
\_\_\_\_\_

22. **How would you rate your ability to navigate the internet and use digital devices for online tasks?**

(Select one)

- Very poor
- Poor
- Fair
- Good
- Very good
- Excellent

23. **What specific digital skills do you feel you need to improve?**

(Select all that apply)

- Basic computer skills (e.g., using mouse, keyboard)
- Using email
- Navigating websites
- Online safety and security (e.g., passwords, avoiding scams)
- Using video conferencing tools (e.g., Zoom, Skype)
- Accessing healthcare services online (e.g., telemedicine)
- Using online banking or paying bills
- Job searching or applying for jobs online
- Other—please specify:  
\_\_\_\_\_

24. **Would you be interested in digital skills training?**

(Select one)

- Yes
- No

If yes, please specify topics of interest:  
\_\_\_\_\_

25. **Would you or elderly individuals in your household benefit from digital literacy training specifically designed for older adults?**

(Select one)

- Yes, I would benefit
- Yes, an elderly individual in my household would benefit
- Yes, both myself and an elderly individual in my household would benefit
- No, we do not need this training
- No elderly individuals in my household

26. **In your opinion, elderly people in your community have adequate support to access and use the internet?**  
 (Select one)
- Yes, they have sufficient support and face no major barriers
  - They have some support, but face occasional difficulties (e.g., need more training, help with devices)
  - No, they need much more support to access and effectively use the internet
  - I don't know whether elderly people have support for internet use

27. **What is the biggest barrier to achieving broadband access in every household?** (*Examples: high cost, lack of infrastructure, limited digital skills, unawareness of available options, etc.*)
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

28. **What do you think is the best way to ensure everyone who wants to can access broadband at home?** (*Examples: providing digital skills training, offering affordable plans, building better infrastructure, or offering technical support.*)
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

29. **How do you think having better internet access would improve your household's quality of life?**  
 (Select all that apply)
- Easier access to work or remote employment
  - Better access to healthcare services
  - Improved educational opportunities
  - Enhanced ability to communicate with family and friends
  - Access to entertainment and leisure activities
  - Ability to access government and community services
  - Other—please specify:  
\_\_\_\_\_

30. **What is your zip code?**
- a. \_\_\_\_\_

31. **What is your age?**  
 (Select one)
- Under 18
  - 18–24
  - 25–34
  - 35–44
  - 45–54
  - 55–64
  - 65 or older
  - Prefer not to say

32. **What is your gender?**
- Male
  - Female
  - Prefer not to say

33. **Are you of Hispanic, Latino, or Spanish origin?**
- Yes
  - No
  - Prefer not to say

34. **In which town or county do you reside?**

(Select one)

- Amelia County
- Buckingham County
- Charlotte County
- Cumberland County
- Lunenburg County
- Nottoway County
- Prince Edward County
- Town of Charlotte Court House
- Town of Farmville
- Town of Blackstone
- Town of Crewe
- Town of Burkeville
- Town of Kenbridge
- Town of Victoria
- Town of Dillwyn
- Town of Drakes Branch
- Town of Phenix
- Town of Keysville
- Other—please specify:  
\_\_\_\_\_

35. **What is your race or races?**

(Select all that apply)

- White
- Black or African American
- Asian
- Native American or Alaska Native
- Native Hawaiian or Pacific Islander
- Other—please specify:  
\_\_\_\_\_

Prefer not to say

36. **What best describes your employment status?**

(Select one)

- Employed full-time
- Employed part-time
- Unemployed
- Student
- Retired
- Self-employed
- Prefer not to say
- Other—please specify:  
\_\_\_\_\_

37. **How many individuals live in your household, including yourself?**

(Select one)

- 1 (I live alone)
- 2
- 3
- 4
- 5
- 6 or more

38. **Which category best represents your total combined annual household income?**

(Select one)

- Less than \$25,000
- \$25,000–\$49,999
- \$50,000–\$74,999
- \$75,000–\$99,999
- \$100,000–\$124,999
- \$125,000–\$149,999
- \$150,000 or more
- Prefer not to say

39. **What is your highest level of education completed?**

(Select one)

- Some high school
- High school graduate or GED
- Some college
- Bachelor's degree
- Graduate or professional degree
- Prefer not to say

**40. Do you have any disabilities that affect your ability to use digital devices or the internet?**

(Select one)

Yes, I have a physical disability that affects my ability to use digital devices (e.g., limited mobility, vision impairment)

Yes, I have a cognitive or learning disability that affects my ability to use digital devices

Yes, I have another type of disability that affects my ability to use digital devices

No, I do not have a disability that affects my ability to use digital devices

Prefer not to say