

## **Business Broadband/Internet Survey**

Sussex County is conducting a Broadband/Internet Study to assess the current level of broadband Internet service and demand in the area. Your responses are important--we need your input to help us identify current areas of need.

### **Instructions**

Please fill-out one survey for each business even if there is more than one business at a single address. The business survey is for *businesses whether they are home-based or not*. We are also interested in your personal use of the Internet; please consider filling out the separate Residential Broadband/Internet Survey. Instructions to complete both surveys are found below.

- Fill out this sheet, fold and tape it, then mail to the address below

### **Two ways to complete a survey:**

- Fill out this sheet and drop off at Sussex County Community Development Office, Attn Lorenzo Turner, P.O. Box 1397, Sussex, VA 23884
- Please complete the survey and return by 12/10/2017

We thank you for your participation!

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Attention: Lorenzo Turner  
Sussex County Administration Office  
P.O. Box 1397  
Sussex, Virginia, 23884

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Tape Here

## Business Broadband/Internet Survey

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? If you select 'No Internet', please skip to question 15.

- 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

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 an 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. What kind of telephone service do you have?

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

19. 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

20. 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

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

22. 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?