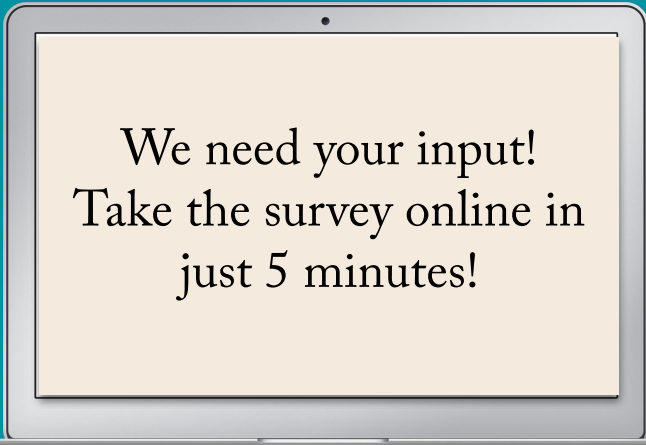


Help Us Improve Internet in Northampton County



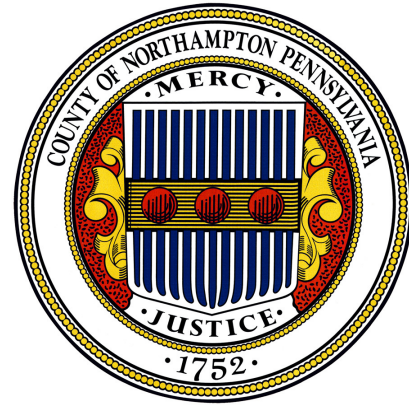
We need your input!
Take the survey online in
just 5 minutes!

Northampton county is conducting a broadband survey to assess your current broadband service and needs. The goal is to develop a comprehensive set of strategies to bring high performance broadband and Internet services to all residents and businesses.

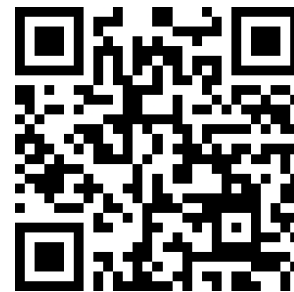
Your participation in this survey will help us understand how to connect every home, school, doctor's office, and government agency to a high-speed network for our community.

The results will help county leaders 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.

For more information or if you want to ask a question, send us an email to dtomaino@norcopa.gov and set the subject line to: **Broadband Study**



Take the survey online



<https://tinyurl.com/northampton-residential>

Or return the this survey by the U.S. Postal Service. Place the survey in a stamped envelope and use the address below:

Northampton County DCED
2801 Emrick Blvd.
Bethlehem, PA 18020

**Please complete the survey
by April 18th**

*We thank you in advance for your
participation!*

If you are a business - Please complete the business survey

here <https://tinyurl.com/NorthamptonBusiness>

Street Address: _____

Please supply full street address with street or road number. If you're not comfortable sharing your entire address, please street name and town name.

City/State/Zip: _____

1. Check all the items you agree with below:

- I need better VoIP (Voice over IP) telephone service
- I need better cellular telephone service
- I need better Internet/data service
- I am satisfied with all of my services

2. Total number in household (if none, write zero):

- a) Adults _____ b) K-12 Students _____
- c) College Students _____ d) Internet users _____

3. How important is Internet access to you or your household?

- Unimportant Neutral
- Somewhat Important Very Important

4. For your household, how much do you spend each month for telephone, TV, and Internet? Do NOT include cellphones.

- \$50 or less \$50 to \$75
- \$75 to \$100 \$100 to \$150
- \$150 to \$200 More than \$200/month

5. How much do you pay now for just your at home Internet access each month?

- No Internet I only use free hotspots
- \$10 to \$20 \$21 to \$40 \$41 to \$60
- \$61 to \$80 More than \$80/month I don't know

6. What type of Internet do you have at home?

- No Internet DSL line Dial-up
- Cable modem Satellite Cellular wireless
- Wireless ISP Fiber I don't know
- Other _____

7. Who is your Internet service provider?

- CenturyLink T-Mobile RCN/Astound
- Verizon Blue Ridge Communications Viasat
- MCI Crown Castle Eastern Time Inc.
- Service Electric PenTeleData Other _____

8. 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
- Still in contract

9. What is the download speed of your Internet connection? You can use <https://nperf.com/en/> or <https://www.speedtest.net> to test your speed if you do not know it.

- Less than 10 Mbps download
- Between 10 Mbps and 25 Mbps download
- Between 25 Mbps and 100 Mbps download
- Greater than 100 Mbps download
- I don't know

10. What is the upload speed of your Internet connection? You can use <https://nperf.com/en/> or <https://www.speedtest.net> to test your speed if you do not know it.

- Less than 1 Mbps upload
- Between 1 Mbps and 3 Mbps upload
- Between 3 Mbps and 20 Mbps upload
- Between 20 Mbps and 100 Mbps upload
- Greater than 100 Mbps upload
- I don't know

11. How satisfied are you with the speed of your Internet service?

- Very Dissatisfied Dissatisfied Neutral
- Satisfied Very Satisfied

12. How satisfied are you with the reliability of your Internet service?

- Very Dissatisfied Dissatisfied Neutral
- Satisfied Very Satisfied

13. Check the items you agree with below:

- I have trouble loading pictures to my social media account(s)
- I have trouble viewing online videos/lectures/movies/tv shows
- I have trouble using the Internet when other users are using it
- I have trouble using FaceTime, Skype, or other video chats
- I do not have trouble performing any of these activities

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

- Homework / Schoolwork / Distance learning
- Email
- Online shopping
- Work from home either full or part time
- VoIP Internet phone (Vonage, Skype, FaceTime, etc.)
- Online Backup (files, photos, music)
- Telemedicine, telehealth
- Online gaming
- Streaming video services (e.g. Netflix, Prime, Hulu, YouTube etc.)
- Smart home technology (e.g. video doorbells, security cameras, smart lighting, smart speakers, AI assistants like Alexa, Siri, Dot, etc.)
- Other _____

15. How many devices (for example computers, cellphones, smart speaker, smart TVs) connect to the Internet in your household?

- 1-3 4-6 7-9 10-12 13+

16. Does access to high speed, affordable Internet influences where you choose to live?

- No it is not an influence No but it could become an influence
- Yes it is a minor influence Yes it is a major influence

17. Does anyone in your household use / need the Internet to complete school assignments, distance learning, or job training course work?

- Yes, several times a week Yes, at least once a week
- Yes, at least once a month No

18. Do you have data limits (caps) on your current Internet service?

- Yes No I don't know

19. If you have data limits, have you exceeded those limits?

- Yes No I don't know I don't have data caps

20. Do you work from home? (check all that apply)

- I never work from home
- I am self-employed and work part time from home
- I am self-employed and work full time from home
- I work part time at home for my employer
- I work full time at home for my employer
- I need nights and weekends access for my job
- I would if I had better Internet at home
- I am retired and do not work from home

21. Are you interested in Gigabit (high speed) fiber Internet service?

- Yes No
- Maybe, but I need to know more about fiber Internet first

22. Should the county government have a role in facilitating better and more affordable broadband services?

- Yes No

23. I am completing this survey using:

- Wired Internet (e.g. DSL, cable) Cellular smartphone
- Wireless ISP Paper version I don't know

24. Any other comments?
