

**DRAFT QUESTIONS FOR TOWNWIDE SURVEY ON INTERNET/CELL PHONE SATISFACTION**

1. Do you currently live in Wilton, own property, or help lead a business/nonprofit in Town? Yes/No

2. Who is your current RESIDENTIAL internet service provider? \*

Optimum by Altice

Comcast / Xfinity

Frontier

ViaSat

Hughes Network

I do not subscribe to residential internet service in Wilton/ Internet service is not offered at my home address / I use a wireless hot spot

Other:

3. Was Internet coverage a factor in your decision to live at your current address?

Yes/No/Explain

4. Who is your current BUSINESS internet service provider? \*

I do not subscribe to business internet service in Wilton

Optimum by Altice

Comcast / Xfinity

Frontier

ViaSat

Hughes Network

Internet service is not offered at my business' address / I use a wireless hot spot

Other:

5. Was Internet coverage a factor in your decision to locate your business in Wilton?

Yes/No/Explain

6. How do you use the internet at your Wilton-based residence OR business?  
(Select as many as you like) \*

Typical office work (e-mail, downloads, video conferences, etc...)

Typical retail work (e-mail, credit card processing, downloads, etc...)

Remote learning

Remote working

Streaming video

Video conferencing (e.g. Zoom, FaceTime, Microsoft Teams, Google Meet)

Connected home (connected devices, appliances, consoles, e.g. Ring Doorbell, etc...)

Gaming

Downloading large files

Other: [Please specify]

7. In thinking about your RESIDENTIAL internet service, do you regularly experience any of the following: \*

Slowdowns when multiple people are using the internet

Buffering or lag while streaming video (e.g. Netflix, YouTube, Hulu) or gaming

Slowdowns or interruptions during remote school

Slowdowns when one or more people are using a video chat service (e.g. Zoom, Teams, Meet)

Brief service interruptions (not due to extreme weather)

No, my service works quite well!

I don't have residential internet service in Wilton

Other:

8. Did these issues get markedly better/worse during the pandemic?

Yes/No/Explain

9. Did you switch Internet or cellular service providers during the pandemic?

Yes/No/Explain

10. Is Internet service quality a factor in your ability or desire to work-from-home?

Yes/No/Explain

11. Have you invested independently in off-the-shelf hardware (i.e. mesh router, range extender) to improve the quality of your Internet service at home?

Yes/No/Explain

12. If so, did the off-the-shelf hardware solution solve your Internet issues?

Yes/No Explain

13. How much have you spent on hardware solutions for your Internet issues?

Less than \$100

Between \$101-500

More than \$500

14. In thinking about your BUSINESS internet service, do you regularly experience any of the following:

I don't have BUSINESS internet service in Wilton

Slowdowns when multiple people are using the internet

Buffering or lag while streaming video (i.e. Netflix, YouTube, Hulu) or gaming

Slowdowns when one or more people are using a video chat service (i.e. Zoom, Teams, Meet)

Brief service interruptions (not due to extreme weather)

No, my service works quite well!

Other [Please specify]

15. When performing an internet speed test: [Choose one]

Speeds typically meet or exceed what I've purchased

Speeds typically do not meet what I've purchased

I've never run an internet speed test

N/A

16. What's most important to you in terms of Internet service?

Fast speeds

Large capacity / no buffering

Reliability

Affordability

All of the above

Other:

17. If you subscribe to RESIDENTIAL internet service, overall, how satisfied are you with the service? (Skip if you don't subscribe.)

1→5 (1=Extremely Unsatisfied, 5=Extremely satisfied)

18. If you subscribe to BUSINESS internet service, overall, how satisfied are you with the service? (Skip if you don't subscribe.)

1→5 (1=Extremely Unsatisfied; 5=Extremely Satisfied)

19. Please enter your street address. (This is asked so that Wilton town leaders may have a general sense of where digital infrastructure service is considered most/least satisfactory)

Your answer

## **Cell Phone Services**

20. Who is your current cellular service provider?

**Verizon**

**T-Mobile**

**AT&T**

Other [please specify]

21. How happy are you with your cellular/mobile connections in Wilton?

1---→5, 1=Unhappy (many dropped calls, etc), 5=Very Happy (Few Dropped Calls)

Unhappy (many dropped calls, etc...)

22. If you often experience dropped calls, can you please share the location(s) or an address where this tends to happen. Please enter as many as you'd like.

Your answer

23. What are your thoughts on the emerging 5G network rollout?

I'd like to learn more

I have concerns

I don't care either way

Other:

What else would you like us to know?

24: Please share anything else that you'd like Town leaders to know about internet or wireless service in Wilton:

Your answer

<end>