

East Tamar Community Internet Survey:

A community initiative seeking to reflect your views and needs. Please complete by April 20.

1. What kind of internet connection do you have now?

- | | | | |
|----------------------------------|--------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Dial-up | <input type="checkbox"/> ADSL | <input type="checkbox"/> Satellite | <input type="checkbox"/> Other |
| <input type="checkbox"/> ISDN | <input type="checkbox"/> ASDL2 | <input type="checkbox"/> Fixed Wireless | <input type="checkbox"/> I don't know |

2. What devices in your house are connected to the Internet?

- | | | |
|--|---|--------------------------------------|
| <input type="checkbox"/> 1 computer | <input type="checkbox"/> Your television(s) | <input type="checkbox"/> Smart phone |
| <input type="checkbox"/> 2 or more computers | <input type="checkbox"/> Game console/s | <input type="checkbox"/> Other |

3. What do you use the internet for? (tick all that apply)

- | | | | |
|---|-------------------------------------|--|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Selling | <input type="checkbox"/> News & sports | <input type="checkbox"/> Social media
(Facebook,
Twitter, etc) |
| <input type="checkbox"/> Browsing | <input type="checkbox"/> Banking | <input type="checkbox"/> Skype | |
| <input type="checkbox"/> Research/study | <input type="checkbox"/> Education | <input type="checkbox"/> Watch videos | |
| <input type="checkbox"/> Buying | <input type="checkbox"/> Play games | | <input type="checkbox"/> Other _____ |

4. How many hours per day do **you** use the internet? _____

5. What is the total number of hours (approximately) **all members** in your household use the Internet (are online) per day? _____

6. How important is your home Internet connection to you for your personal life?

- | | |
|---|---|
| <input type="checkbox"/> Indispensible | <input type="checkbox"/> Important |
| <input type="checkbox"/> Very important | <input type="checkbox"/> Not important at all |

7. How essential is your home Internet connection to you for your business?

- | | |
|--|---|
| <input type="checkbox"/> Indispensible | <input type="checkbox"/> Very important |
| <input type="checkbox"/> Important | <input type="checkbox"/> Not important at all |

8. How satisfied are you with your current Internet speed?

- | | |
|---|---|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Totally dissatisfied |

9. How satisfied are you with your current Internet reliability?

- | | |
|---|---|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Totally dissatisfied |

10. What would you like to improve about your Internet connection, if you could?

- | | | |
|--------------------------------------|-------------------------------|--|
| <input type="checkbox"/> Speed | <input type="checkbox"/> Cost | <input type="checkbox"/> Reliability |
| <input type="checkbox"/> Other _____ | | <input type="checkbox"/> Upload/download quota |

11. If your Internet connection were improved (faster or more reliable or had a larger download), what would you do that you cannot do now?

- | | | |
|---------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Watch movies | <input type="checkbox"/> Banking | <input type="checkbox"/> Watch TV |
| <input type="checkbox"/> E-health | <input type="checkbox"/> Play games | <input type="checkbox"/> Other |
| <input type="checkbox"/> Nothing | | |

Business use:

12. What do you use your home internet for (for business)?

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Sales | <input type="checkbox"/> Communicate with suppliers/distributors? |
| <input type="checkbox"/> Research | <input type="checkbox"/> Other _____ |

13. What kind of home business do you operate? (tick all that apply)

- | | | |
|---|---|--------------------------------|
| <input type="checkbox"/> Agriculture
(orchards, vineyards etc) | <input type="checkbox"/> Tourism | <input type="checkbox"/> Other |
| <input type="checkbox"/> Design | <input type="checkbox"/> Writing | |
| <input type="checkbox"/> Telework | <input type="checkbox"/> Technical
(IT, engineering, drafting) | |

14. Do you have any plans for new business propositions or expansion that might involve high-speed broadband? (tick all that apply)

- | | |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Waiting to see what happens with NBN |
| <input type="checkbox"/> No | <input type="checkbox"/> Won't invest without fibre-optic |

The NBN:

15. For the upcoming NBN roll-out for your area, what have you heard you will be getting? (please tick one answer only)

- | | | |
|---|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Fibre optic | <input type="checkbox"/> Satellite | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Fixed wireless | <input type="checkbox"/> No change | <input type="checkbox"/> I don't care |

16. What would your preference be of the above? (please tick one answer only)

- | | | |
|--|---|------------------------------------|
| <input type="checkbox"/> Fibre optic | <input type="checkbox"/> Fixed wireless | <input type="checkbox"/> Satellite |
| <input type="checkbox"/> My current system | <input type="checkbox"/> I don't know | |

17. How would you rate the NBN Co's communication of information to you about the rollout?

- | | | |
|------------------------------------|-------------------------------|--|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> What's the NBN? |
| <input type="checkbox"/> Very good | <input type="checkbox"/> Poor | |

18. When, as proposed, the current copper landlines are decommissioned, that will mean you will lose your ADSL and current phone line. What do you feel about this?

- | | |
|--|--|
| <input type="checkbox"/> It will have no effect whatsoever | <input type="checkbox"/> I'd like to know more |
| <input type="checkbox"/> Don't understand the implications | <input type="checkbox"/> I think it will mean loss of service |
| <input type="checkbox"/> I feel vulnerable | <input type="checkbox"/> I'm concerned about loss of quality
(dropouts) |
| <input type="checkbox"/> I think it will be better | |

Other

Demographics (about you):

19a. How many people are there in your household? _____

19b. How many of those use the Internet at home? _____

19c. What age groups are the users? (please tick all that apply)

8-15

25-35

51-65

16-24

36-50

66-

19d. What area do you live in?

Dilston

Hillwood

Mount Direction

Windermere

Swan Bay

Other _____

20. Do you have any other comments?

PLEASE PLACE YOUR COMPLETED SURVEY FORM IN THE BOX MARKED: EAST TAMAR COMMUNITY INTERNET SURVEY AT WINDERMERE CORNER STORE NO LATER THAN APRIL 20.

This survey is a community initiative. Its purpose is to reflect your views and needs. It's important that you participate.

The results of this survey will be compiled and the information distributed to NBN Co, and the Standing Committee for Infrastructure and Communication Inquiry, as well as the media and local politicians. It will also be published in *Smoke Signals*. And it will be viewable on the Get Connected website <http://tvnbnc.wetpaint.com/>

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