

1. Do you have Internet access at home?

☐ Yes

☐ No

2. Which of the following services do you currently purchase for your household? (Check all that apply)

☐ Internet service in my home (not including cellular/mobile)

☐ Cellular/mobile telephone service with internet (smartphone)

☐ Cellular/mobile telephone without Internet (basic phone)

☐ Fixed (land line) telephone service

☐ Cable or satellite television

☐ Don't know

☐ None of the above

3. How IMPORTANT or UNIMPORTANT are the following services to your household?

|                                     | Not at all important  | Somewhat<br>Unimportant | Neutral               | Important             | Very Important        |
|-------------------------------------|-----------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| Internet connection (any speed)     | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| High-speed Internet connection      | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Basic cable television service      | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Premium cable television services   | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Fixed (land-line) telephone service | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cellular/mobile telephone service   | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. How many personal computing devices (desktop/laptop computers, tablets, Smart TVs, other Internet-enabled devices, including smart phones) do you have in your home?

- ☐ 1 or 2
- ☐ 3 or 4
- ☐ 5 or more
- ☐ I do not have any personal computing devices in my home

5. What is your primary home Internet service connection? (Check only one)

- ☐ No home Internet service
- ☐ Telephone line - dial-up
- ☐ Digital Subscriber Line
- ☐ Cable modem
- ☐ Satellite
- ☐ Cellular/Mobile Internet
- ☐ Fiber-optic
- ☐ Condo or apartment association Internet

6. If you do not have Internet service at your home, what is your main reason for not purchasing home Internet service?

- ☐ No Internet service is available at our location
- ☐ We have no Internet-enabled devices in our home
- ☐ We have no need for the Internet
- ☐ We can get Internet access at another location
- ☐ Costs are too expensive

7. If you buy Internet service, who do you purchase it from? (click one)

- ☐ AT&T
- ☐ Comcast
- ☐ Sonic.Net
- ☐ Astound
- ☐ Webpass
- ☐ MonkeyBrains
- ☐ Other

8. Are you currently enrolled in low-cost, or subsidized programs for Internet service from one of the companies listed in question 7? (Such as Comcast's Internet Essential program)

- ☐ Yes
- ☐ No

9. Approximately how much does your family pay PER MONTH for your home Internet service only (not including television or phone service if you bundle services)?

- ☐ Free
- ☐ \$1 to \$20
- ☐ \$21 to \$40
- ☐ \$41 to \$60
- ☐ \$61 to \$80
- ☐ \$81 to \$100
- ☐ \$101 to \$120
- ☐ More than \$120

10. How would you describe the speed of your home Internet connection?

- ☐ Very Slow
- ☐ Slow
- ☐ Medium
- ☐ Fast
- ☐ Very Fast
- ☐ Not Sure

11. Do you have Wi-Fi (wireless Internet) at home?

☐ Yes

☐ No

12. Do you currently use or access digital literacy services (attend computer classes or tutoring sessions)?

☐ Yes

☐ No

13. How IMPORTANT or UNIMPORTANT are the following aspects of home Internet service to you?

|                                        | Very Unimportant      | Unimportant           | Neutral               | Important             | Very Important        |
|----------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Speed of Connection                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Reliability of Connection              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Price of Services                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall Customer Service               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to "bundle" with TV service    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to "bundle" with phone service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. How SATISFIED or DISSATISFIED are you with the following aspects of current home Internet access?  
(please circle your response)

|                                        | Very Dissatisfied     | Dissatisfied          | Neutral               | Satisfied             | Very Satisfied        |
|----------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Speed of Connection                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Reliability of Connection              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Price of Service                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall Customer Service               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to "bundle" with TV service    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to "bundle" with phone service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

15. Consider what price level would make you interested in switching to another Internet service. How WILLING or UNWILLING would you be to switch to 1 Gbps service (10 to 20 times faster than a cable modem) for the following monthly price?

|                          | Very Unwilling        | Unwilling             | Neutral               | Willing               | Very Willing          |
|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Less than \$10 per Month | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| \$25 per month           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| \$40 per month           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| \$60 per month           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| \$80 per month           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| \$100 or more a month    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

16. How often does your family use your home Internet connection (excluding cellular/mobile) for: (please circle your response)

|                                              | Never                 | Occasionally          | Frequently            |
|----------------------------------------------|-----------------------|-----------------------|-----------------------|
| Listening to music (streaming)               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Watching movies, videos, or TV               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Playing online games                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Connecting to a work computer                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Making video calls (Skype, etc.)             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Shopping online                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Running a home business                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accessing educational resources              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accessing government information or services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

17. How IMPORTANT or UNIMPORTANT are these features when selecting a home Internet service?

|                                                                | Very Unimportant      | Unimportant           | Neutral               | Important             | Very Important        |
|----------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I can choose from multiple Internet providers                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I can buy Internet service with very high connection speeds    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I can pay for Internet service based on usage (amount of data) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My service provider does not place "caps" on my total data use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I can use my home Internet connection to telework for my job   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

18. Is any member of your household allowed by his/her employer to telework from home?

- ☐ Yes, and our home Internet connection enables telework
- ☐ Yes, but our home Internet connection is too slow to telework
- ☐ No
- ☐ Not Sure

19. Are you or is any member of your household currently teleworking, or interested in telework opportunities?

- ☐ Someone in my household currently does telework from home
- ☐ Someone in my household would like to telework
- ☐ No

20. Using a scale of 1 to 5, where 1 is Strongly Disagree and 5 is Strongly Agree, please indicate to what degree you believe that the City should do the following:

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

Help ensure that all residents have access to competitively-priced broadband Internet services

☐☐☐☐☐

Help ensure that all students and teachers have access to competitively-priced broadband Internet in their homes

☐☐☐☐☐

Provide options for subsidized broadband Internet access for low-income residents

☐☐☐☐☐



21. Please indicate to what degree you agree with the following statements:

|                                                                                                                       | Strongly Disagree     | Disagree              | Neutral               | Agree                 | Strongly Agree        |
|-----------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The market currently offers high-speed Internet at prices that my family can afford                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The availability of competitively-priced high-speed Internet is a factor I would consider when choosing where to live | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| High-speed Internet access is as essential a service as water and electricity                                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

22. What do you think the MAIN role for the City should be with respect to broadband access?

- ☐ Install state-of-the-art network and offer services to the public
- ☐ Install state-of-the-art network and lease it to competing private companies to offer services to the public
- ☐ Encourage a private firm to build a high-speed network
- ☐ No Role
- ☐ Don't know

23. The person completing this questionnaire is:

- ☐ Female
- ☐ Male
- ☐ Non-binary/ third gender
- ☐ Prefer not to say
- ☐ Prefer to self describe

24. Which of the following best describes your age?

- ☐ Under 18 years
- ☐ 18 to 34 years
- ☐ 35 to 44 years
- ☐ 45 to 54 years
- ☐ 55 to 64 years
- ☐ 65 to 74 years
- ☐ 75 to 84 years
- ☐ 85 years and older

25. What is your race? (select all that apply)

- ☐ White
- ☐ Black or African American
- ☐ Latina/o, or Spanish origin
- ☐ Asian or Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other (please specify)

26. What is the highest level of education you have completed?

- ☐ Some high school
- ☐ Completed high school
- ☐ Two-year college or technical degree
- ☐ Four-year college degree
- ☐ Graduate degree

27. What was your approximate 2016 household income?

- ☐ Less than \$1,000
- ☐ \$1,001 to \$5,000
- ☐ \$5,001 to \$10,000
- ☐ \$10,001 to \$15,000
- ☐ \$15,001 to \$25,000
- ☐ \$25,001 to \$50,000
- ☐ \$50,001 to \$75,000
- ☐ \$75,001 to \$100,000
- ☐ \$100,001 to \$150,000
- ☐ \$150,001 to \$200,000
- ☐ \$200,001 or more

28. How many adults reside in your home?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4 or more

29. How many of the people who reside in your home are children?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4 or more

30. Do you own or rent your residence?

- ☐ Own
- ☐ Rent

31. How long have you lived at your current address?

- ☐ Less than 1 year
- ☐ 1 to 5 years
- ☐ 5 to 10 years
- ☐ 10 to 20 years
- ☐ 20 to 30 years
- ☐ 30 or more years

32. What else would you like us to know? (Please write as much or as little as you would like)

For more information please visit our official project website at [www.sfmunifiber.com](http://www.sfmunifiber.com).