LTBS Internet Survey Form

March 2020

Little T Needs You

As many of you know, Little T Broadband Services is working with its partners to develop new internet service in the Otto and Scaly Mountain communities. Unfortunately this is a long and expensive process. To make this a reality, we need to compile some information about our area to better understand the present need, and to help qualify for grant funding.

One way to help understand the need for high-speed service in our area is to find out who is interested in receiving it. We need to hear from members of our communities to develop a more accurate picture of who wants service, and in what types of service residents are interested.

The other way to understand the need in our area is to learn what type and quality of existing service residents and businesses are receiving today. To qualify for many types of federal and state grant funding, our area must be under-served, receiving less than 25Mbps DS / 3 MBps US, and in other cases receiving less than 10Mbps DS / 1 MBps US. Though some existing service information is available from the FCC, this is often inaccurate and indicates much higher rates of service than residents are actually receiving.

To help Little T better assess the community need, we are conducting our own survey. Though there have been regional surveys conducted in the past, much of this information was incomplete and not sufficient for our work. We encourage you to help us gather this information by responding. If you live in the Otto or Scaly Mountain area, please take the survey here.

Many thanks to all of our supporters.

How To Take This Survey

- Complete the survey online. Go to: https://littletbroadband.org/survey
- Fill out this PDF form electronically, and email to: survey@littletbroadband.org
- Print this PDF form, fill out, and mail to:
  Little T Broadband Services
  PO Box 376
  Otto, NC 28763

Survey Information Privacy Policy (Please Read)

Little T Broadband Services (LTBS) is conducting the following survey to assess the need for high-speed internet in the Otto and Scaly Mountain communities. The information collected is vital to our efforts and is necessary to help us justify and qualify for grant funding to help build this new network.

The following questions are designed to help assess the current state of internet availability in our communities, where services are critically needed, and what type of service you may already have at your location. LTBS will only use the information collected from this survey to compile statistics about our communities, and to develop maps showing existing internet coverage and services needed. Any statistics or map information created from this survey may be shared with our partners (Balsam West Fibernet and Haywood EMC) to help provide service.

Some personal information is required for our survey. None of the personal information collected will be released to third parties. Types of personal information needed include:

- **Name** - Providing your name is optional. Please do not include it if you wish to remain anonymous.
- **Address, City, Zip** - This information is necessary for LTBS to plot existing internet services available on a map, and to show where new service is needed.
- **Email Address** - Providing an email address is optional. If you include it, we will add your email to a mailing list which will be used to update the community as progress is made. You will have the ability to Opt Out from this list at any time. LTBS will never give, rent, or sell your email address to third parties.
- **Tele-Work, Students, Tele-Medicine** - This information helps LTBS understand any critical needs for internet at your location.

I have read the Survey Information Privacy Policy and agree that all information supplied through this survey may be used by LTBS to help provide high-speed internet services to our communities.

☐ I Agree

Personal Information

Name (optional)

Street Address

City

Zip Code

Email (optional)

If you include your email address here, you acknowledge that we may use your email address on an LTBS mailing list. You will have the ability to Opt Out of that mailing list at any time.

What type of customer are you? ☐ Residential ☐ Business

Which of these companies provides your electricity? ☐ Haywood EMC ☐ Duke Energy

Internet Services Interest

In what type of internet service are you interested? (Check one)

☐ Basic high-speed internet (minimum of 25Mbps down / 3Mbps up)
☐ Extended high-speed internet (50Mbps down / 6Mbps up or higher)
☐ I am not interested in high-speed internet services

In what type of other services are you interested? (Check all that apply)

☐ Telephone Service (replaces land line phone service)
☐ TV Service (Live TV and On Demand, similar to cable or satellite TV)
☐ Security Service for home or business (Sensors, Cameras, Monitoring)
☐ I am not interested in other services

Do you tele-work from home? ☐ Yes ☐ No
Check yes if having internet service is critical to your work.

Are there students in the home? ☐ Yes ☐ No
Check yes if you have students in the home that need internet for schoolwork.

Do you have medical devices that use the internet? ☐ Yes ☐ No
Check yes if you have a medical need for internet access.

Existing Internet Service

Do you currently have internet service? If so, who is your existing Service Provider? (Check one)

☐ No Service
☐ Frontier Communications
☐ Morris Broadband
☐ Other (satellite, cellular, etc.)

If you currently have service, please select the level of satisfaction with your provider or service. (1=Very Dissatisfied, 5=Very Satisfied)

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

Please provide additional comments about the details or quality of your current internet service.

Frontier Speed Test

If you are currently receiving service from Frontier Communications (DSL) please help us by answering the additional questions below about the speed of your service. If you do not receive service from Frontier, please skip to the next page.

To conduct a standard speed test of your current service, please use to the Ookla speed test site, which is an industry recognized third party speed test. Using an internet browser, go to the site listed below. (LTBS and its partners have no affiliation with Ookla.) The test must be run from your home or business where you are receiving the Frontier internet service.

https://speedtest.net

In the speed test browser window, use the default server information provided, click the GO button, and wait for the test to complete. Once completed, the test will display three speed values as shown in the example below.

Ⓢ PING ms	ⓓ DOWNLOAD Mbps	ⓤ UPLOAD Mbps
49	1.44	0.38

Please enter the values from your test in the boxes below. Once you have copied your test results into the form, you may close the speed test browser window.

Please enter the PING result from speedtest.net.

Please enter the DOWNLOAD result from speedtest.net.

Please enter the UPLOAD result from speedtest.net.

Modem Connection Speed

Though a bit more difficult to find, this information is really helpful information as it indicates the maximum data rate you could possibly receive at your location. This can be found by logging in to your modem and locating the connection speed information typically shown on the home page. The following link provides instructions for logging in to various types of Frontier modems.

https://frontier.com/helpcenter/categories/internet/installation-setup/change-my-wi-fi-password

What is your modem connection speed (optional)?

Cellular Service

Are you able to receive cellular (cell phone) service at your location? If so, what type of cellular service can you receive?

- ☐ LTE/4G
- ☐ 3G
- ☐ 1X
- ☐ No Service

This information can be found in the status bar at the top of your cell phone screen. On some devices, it may be necessary to temporarily disable WiFi in settings, so that the phone will display the cell service type.

If you receive cellular service, how many bars of cellular signal do you receive?

- ☐ 4 bars
- ☐ 3 bars
- ☐ 2 bars
- ☐ 1 bar
- ☐ No Service

Additional Comments

Please provide any additional comments you may have about your internet service, your needs, or this survey.