



New North is conducting a broadband feasibility study to determine the best path to a faster and better broadband network in our region.

For more information or if you want to ask a question, send us an email:
barbara.koldos@thenewnorth.com



**Help Us Improve Internet
in the New North region!**

RETURN BY October 29th

The New North region, including Outagamie, Winnebago, Calumet, Waupaca, Brown, Shawano, Oconto, Marinette, Door, Kewaunee, Sheboygan, Manitowoc, Fond du Lac, Green Lake, Marquette, Florence, Menominee and Waushara counties 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, business, school, doctor's office, and government agency to a high-speed network for your county and the region.

The results will help New North 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.

We need your response!

Take the survey online in less than 5 minutes at

<https://projects.designnine.com/survey/newnorth-residential>

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

New North
2740 W. Mason St., Suite BT344
Green Bay, WI 54303

We need your response!

If you are a business - Please complete the business survey

at <https://projects.designnine.com/survey/newnorth-business>

Street Address: _____

Please supply full street address with street or road number.

City/State/Zip: _____

Please identify your county: _____

1. Check the items you agree with below:

- ☐ I need better landline telephone service
☐ I need better cellular telephone service
☐ I need better Internet/data service
☐ I need better Internet for Covid-19 work from home
☐ 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, what do you spend monthly for local and long distance telephone, TV, and/or 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 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?

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

7. 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

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

- ☐ 1-4 ☐ 5-8 ☐ 9-12 ☐ 13-15 ☐ 16+

9. What is the download speed of your Internet connection? You can use <https://expressoptimizer.net/test/> to test your speed.

- ☐ 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://expressoptimizer.net/test/> to test your speed.

- ☐ 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. 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

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

- ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral
☐ Satisfied ☐ Very Satisfied

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

- ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral
☐ Satisfied ☐ Very Satisfied

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

- ☐ Learn about Covid-19 pandemic issues and information
☐ Homework / Schoolwork / Distance learning
☐ Work from home during Covid-19 pandemic
☐ VoIP Internet phone (Vonage, Skype, FaceTime, etc.)
☐ Online Backup (files, photos, music)
☐ Telemedicine, telehealth
☐ Online gaming
☐ Streaming video services (e.g. Netflix, Hulu, Prime, etc.)
☐ Home security (e.g. video doorbells, security cameras, etc.)
☐ Smart speakers (e.g. Alexa, Echo Dot, Google Assistant, Homepod)
☐ Other _____

15. Does access to high speed, affordable Internet influences where you choose to live? ☐ Yes ☐ No

16. Has the Covid crisis had a negative economic impact on your household? ☐ Yes ☐ No

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. Who is your Internet service provider? (pick only one)

- ☐ AT&T ☐ Airstream ☐ Atl Metro ☐ Baldwin ☐ CenturyLink
☐ Astrea ☐ Bertram ☐ CellComm ☐ Cirrinity ☐ Comcast
☐ Digital Energy ☐ Frontier ☐ Door City Broadband ☐ Bug Tussel
☐ US Cellular ☐ TDS ☐ Northwest ☐ Nexeon ☐ NextGen
☐ Nsight ☐ Select Comm ☐ SonicNet ☐ Spectrum ☐ Star Comm
☐ Spring Valley Tel ☐ Sungard ☐ Verizon ☐ Waupaca Online
☐ Wireless Internet ☐ WiscNet ☐ Satellite Internet
☐ Cellphone hotspot ☐ Other _____

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

- ☐ Yes ☐ No ☐ I don't know

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

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

21. Do you 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 never work from home
☐ I would if I had better Internet at home
☐ I am retired and do not work from home

22. Are you interested in Gigabit fiber Internet service?

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

23. Should New North and/or your county government facilitate better broadband services and more affordable services?

- ☐ Yes ☐ No

24. Any other comments?
