

## COMMUNITY SURVEY for High-Speed Internet

Many rural parts of Stevens County and the Spokane Indian Reservation do not have adequate internet service. Data about internet availability is not accurate. This survey does not guarantee new internet service. It is being used to gather internet access data. Results may assist in determining actual service availability. Results may also provide information to show potential future funders and internet service providers that there is a need for access to affordable internet.

We know that having access to the internet is important for education, health care, business, public safety and much more. We also know that there are limited internet access options in our region. The Stevens County/Spokane Tribe Broadband Action Team (BAT) wants to help! This survey is designed to determine what internet services are available in your community, whether you have internet in your home, how you use it and the barriers to obtaining adequate service.

Your participation in this survey is voluntary, and all responses will remain confidential. Your candid answers will provide valuable information to the BAT, led by Washington State University Extension. We hope to use the information to improve Internet access in the region. Be sure to do the speed test to help us accurately map our region's broadband.

This survey can be completed online at: <https://tinyurl.com/WSUBroadbandSurveyStevens>

**Or fill this out and mail it to:**

**WSU Extension – BAT Community Survey**  
**986 S. Main, Ste. D**  
**Colville, WA 99114.**

Do you have questions, comments or need technical assistance?  
Contact Bert Klimas --- (509) 738-6876 --- [bertinrice@hughes.net](mailto:bertinrice@hughes.net)

**The Stevens County /Spokane Tribe Broadband Action Team (BAT)** is a group of elected officials, schools, libraries, agencies, businesses and community members trying to discover ways to increase access and use of the internet. WSU Stevens County Extension serves as the facilitator for the group.

**Visit the website for more information about our BAT activities and local free WIFI spots:**

<http://extension.wsu.edu/stevens/broadband-action-team/>

**If you do have internet, could you please take a speed test at this site:**

<https://stevenscountybroadband.net> and record your results below.

Click on the speed test link to take the test. If the test fails or provides an error message please note that information in the comments section.

Download Mbps: \_\_\_\_\_ and Upload Mbps: \_\_\_\_\_

Comments: \_\_\_\_\_

**1. If you do **not** have internet access at your home, please skip to question 5.**

Approximately how much does your household currently pay each month for these services? (Select all that apply and **enter the dollar amount.**) If you don't know, write that in the "Other" space.

- \$ \_\_\_\_\_ Dial-up using a phone modem
- \$ \_\_\_\_\_ Satellite connection
- \$ \_\_\_\_\_ DSL-enabled phone line
- \$ \_\_\_\_\_ Cable modem
- \$ \_\_\_\_\_ Fiber to the home
- \$ \_\_\_\_\_ Wireless/microwave
- \$ \_\_\_\_\_ Wi-Fi hotspot(s)/wireless mobile card(s)
- \$ \_\_\_\_\_ Cell phone(s)
- \$ \_\_\_\_\_ Other \_\_\_\_\_
- \$ \_\_\_\_\_ It's bundled with phone and/or TV

**2. Who is your current Internet Service Provider (ISP)? (Please check all that apply.)**

- |   |   |
|---|---|
| <input type="checkbox"/> Adept LLP (Seymour Channels)       | <input type="checkbox"/> NCI Datacom                            |
| <input type="checkbox"/> Air-Pipe (Wired or Wireless – WOW) | <input type="checkbox"/> Odessa Office Equipment                |
| <input type="checkbox"/> AT&T                               | <input type="checkbox"/> Pend Oreille Valley Network (POVN)     |
| <input type="checkbox"/> CenturyLink                        | <input type="checkbox"/> Ptera                                  |
| <input type="checkbox"/> Comcast                            | <input type="checkbox"/> Spectrum (Charter)                     |
| <input type="checkbox"/> Dash Wireless                      | <input type="checkbox"/> Sprint                                 |
| <input type="checkbox"/> EcliptixNet                        | <input type="checkbox"/> StarTouch                              |
| <input type="checkbox"/> Eltopia                            | <input type="checkbox"/> STTX (Spokane Tribal Telecom Exchange) |
| <input type="checkbox"/> Fatbeam                            | <input type="checkbox"/> Verizon                                |
| <input type="checkbox"/> HughesNet                          | <input type="checkbox"/> Wild Blue                              |
| <input type="checkbox"/> Internet Xpress (Desert Winds)     | <input type="checkbox"/> Other _____                            |

3. How satisfied or dissatisfied are you with the following aspects of your internet service?

	Satisfied	Neutral	Dissatisfied	Not Applicable
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data caps/limits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service (i.e., billing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Please indicate which of the following internet connected devices are in use in your household. Indicate the number of each:

- # \_\_\_ Computers or laptops
- # \_\_\_ Tablets (i.e., iPads, Kindles)
- # \_\_\_ Smart phones
- # \_\_\_ Smart appliances (internet enabled)
- # \_\_\_ Game consoles
- # \_\_\_ Internet enabled TV
- # \_\_\_ Other: \_\_\_\_\_

5. How does (or how would) internet service benefit you at home? Select your top five.

**Use Now    Would Use**

- Email, instant messaging, other forms of communication
- Operation of a business
- Work at home for an employer
- Emergency notifications or disaster monitoring
- Video chat or video conference
- Stream movies or music
- Access health care information, internet banking, job applications, other essentials
- Distance learning (i.e., K-12, higher education)
- Homework
- Online gaming (i.e., Fortnite, Lego Creator Island, Wii)
- Blogs, online journals/essays, or personal web pages
- Social media (i.e., Facebook, Instagram, Snapchat, Twitter)
- "Passing time" or just "surfing the web"
- Download apps/update computers
- Other \_\_\_\_\_

6. If you **have** internet in your home, **please skip to question 7**.  
If you **do not have** internet service in your home please tell us why. (Check all that apply.)

- Too expensive
- Not available in my community/area
- I do not have a computer
- My computer is too old
- I do not know how to use a computer
- I do not know how to get internet service
- I do not need it/not interested in it
- Have physical limitations (i.e., eyesight/disability)
- Worried about others getting access to my personal information
- I do not need more than publicly available internet use (library, restaurants, etc.)
- Other \_\_\_\_\_

7. If a new or alternative high-speed Internet service was available to your home, would you be interested in acquiring it?

- Yes
- No (If no, please skip to question 9.)

8. What is the maximum you would be willing to pay per month for an internet service that meets your needs? (Please select only one.)

- Less than \$20
- \$20-29
- \$30-39
- \$40-49
- \$50-59
- \$60-69
- \$70-79
- If willing to pay more, please state the highest amount you would pay per month \_\_\_\_\_

9. What community do you live in?

- |  |  |
|--|--|
| <input type="checkbox"/> Addy/Arden                | <input type="checkbox"/> Marcus                      |
| <input type="checkbox"/> Barstow                   | <input type="checkbox"/> Northport                   |
| <input type="checkbox"/> Boyds                     | <input type="checkbox"/> Onion Creek                 |
| <input type="checkbox"/> Cedonia/Hunters           | <input type="checkbox"/> Orient                      |
| <input type="checkbox"/> Chewelah                  | <input type="checkbox"/> Park Rapids                 |
| <input type="checkbox"/> Colville                  | <input type="checkbox"/> Rice/Daisy/Gifford          |
| <input type="checkbox"/> Deep Lake                 | <input type="checkbox"/> Springdale                  |
| <input type="checkbox"/> Evans                     | <input type="checkbox"/> TumTum/Lake Spokane         |
| <input type="checkbox"/> Ford                      | <input type="checkbox"/> Valley/Waitts Lake          |
| <input type="checkbox"/> Kettle Falls              | <input type="checkbox"/> Wellpinit                   |
| <input type="checkbox"/> Little Pend Oreille Lakes | <input type="checkbox"/> Westend Spokane Reservation |
| <input type="checkbox"/> Loon Lake                 | <input type="checkbox"/> Other _____                 |

10. **OPTIONAL:** Would you (or your company) be interested in contributing to broadband expansion in our area through:

- Use of a high point or tall structure on your land for a tower
- "Boots on the ground" outreach help – doorbelling, etc.
- Technology services like mapping, social media promotion, internet testing, computer tune-ups and gadget configuration
- Free advertising like yard signs, radio spots, newspaper ads/articles, etc.
- Professional services like legal advice, engineering, etc.
- Other \_\_\_\_\_

If you would like to discuss any of these options, please provide your contact information:

Possibly (please provide name and preferred contact information – phone or email.)  
\_\_\_\_\_

No

The next few questions cover demographics. This information is requested in order to help make sure that all people in your community are represented in this survey. It may also assist us as we seek funding to expand broadband.

11. Which group do you most closely identify yourself with (Please check all that apply.)

- American Indian or Alaskan Native
- Asian
- Black of African American
- Hispanic/Latino
- Native Hawaiian or other Pacific Islander
- White
- Other \_\_\_\_\_

12. Please indicate how many of each (youth and adults) are living in your household:

\_\_\_\_ Youth  
\_\_\_\_ Adults

13. Are you a Veteran?

- Yes
- No

14. Any other comments or suggestions?

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**Thank you for taking the time to complete this survey!**

*Your input is sincerely appreciated!*