

Future of Broadband in Portland

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If you are a business owner/manager (except home-based businesses), please answer separately for your business.

1. Do you use the Internet?

Mark only one oval.

- ☐ All day, every day
- ☐ In the last day
- ☐ In the last week
- ☐ In the last month
- ☐ In the last year
- ☐ Never

2. Do you have Internet in your home/business?

Mark only one oval.

- ☐ Yes
- ☐ No, because too expensive
- ☐ No, because not available
- ☐ No, because don't need it
- ☐ Other: _____

3. Who is your home/business Internet service provider?

Mark only one oval.

- ☐ Comcast
- ☐ CenturyLink (fiber)
- ☐ CenturyLink (DSL)
- ☐ Frontier (fiber)
- ☐ Frontier (DSL)
- ☐ A fixed wireless provider
- ☐ Another fiber provider
- ☐ Dial up
- ☐ Other: _____

4. About how much do you pay per month for Internet in your home/business (excluding cell plans)?

5. Do you have Internet access ONLY through your cell phone?

Mark only one oval.

- ☐ Yes
- ☐ No

6. About how much do you pay per month for your family's cell service?

7. Do you have Internet access only through the generosity of someone who is not in your household? (e.g. free wifi, a neighbor, at work, the library)

Mark only one oval.

- ☐ Yes
- ☐ No

8. Things about your home/business Internet service you dislike (check all that apply):

Check all that apply.

- ☐ Download speed
- ☐ Upload speed
- ☐ Price
- ☐ Bandwidth caps
- ☐ Lack of network neutrality guarantees
- ☐ Lack of privacy guarantees
- ☐ Your subscription fees funding ISPs lobbying to tilt regulation in their favor
- ☐ Reliability
- ☐ Customer service
- ☐ Billing adjustments when mistakes are discovered
- ☐ Other: _____

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9. When I have a dispute with my home/business Internet provider, I can get satisfaction by turning to which institutions (check any that apply)?
Check all that apply.

☐ US Congress

☐ Federal Communications Commission

☐ State legislature

☐ Oregon Public Utilities Commission

☐ Oregon Department of Justice

☐ Mount Hood Cable Regulatory Commission

☐ Office of Community Technology

☐ City Council

☐ None of these institutions can/will help

☐ Other: _____

10. In a perfect world, how would your home/business Internet service be better? (i.e. how might you want to use your home internet service that you can't now?)

11. How important is it for students to have Internet access?
Mark only one oval.

12345

Not important ☐ ☐ ☐ ☐ ☐ Very Important

12. How important is it for low-income families to have Internet access?
Mark only one oval.

12345

Not important ☐ ☐ ☐ ☐ ☐ Very Important

Let's imagine we want to solve some or all of these problems, and that the only practical way is to create a local, publicly-owned, at-cost telecommunications utility ...

13. How important is user input in governance of a public telecommunications utility?
Mark only one oval.

12345

Not important ☐ ☐ ☐ ☐ ☐ Very important

14. How important is it that rates pay only for utility costs?
Mark only one oval.

12345

Not important ☐ ☐ ☐ ☐ ☐ Very important

15. Subscribers should subsidize access for families who can't afford home Internet access.
Mark only one oval.

12345

Strongly disagree ☐ ☐ ☐ ☐ ☐ Strongly agree

16. Taxpayers should subsidize access for families who can't afford home Internet access.
Mark only one oval.

12345

Strongly disagree ☐ ☐ ☐ ☐ ☐ Strongly agree

17. I care enough about this issue that I would financially support a campaign to create a publicly-owned telecommunications utility.
Mark only one oval.

12345

Never ☐ ☐ ☐ ☐ ☐ With every ounce of my being