

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
- ☐ Within the last day
- ☐ Within the last week
- ☐ Within the last month
- ☐ Within 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 provides your home/business Internet service?

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 is your monthly Internet service in your home/business (excluding cell plans)?

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

Mark only one oval.

- ☐ Yes
- ☐ No

6. About how much is the price per month for your family's cell service?

7. Do you ONLY have Internet access 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. What do you dislike about your home/business Internet service? (check all that apply)

Check all that apply.

- ☐ Download speed
- ☐ Upload speed
- ☐ Price
- ☐ Bandwidth caps
- ☐ Lack of choices in providers
- ☐ 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 there is a dispute with your home/business Internet provider, you 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 could your home/business Internet service be better (i.e. things you can't do 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 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