Future of Broadband in Portland

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 a mobile data plan?**
   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.

   ☐ Price

   ☐ Reliability

   ☐ Customer service

   ☐ Billing adjustments when mistakes are discovered

   ☐ Lack of choices in providers

   ☐ Download speed

   ☐ Upload speed

   ☐ Bandwidth caps

   ☐ Lack of network neutrality guarantees

   ☐ Lack of privacy guarantees

   ☐ Your subscription fees funding ISPs lobbying to tilt regulation in their favor

   ☐ Other: _____

9. **When there is a dispute with your home/business Internet provider, from which institutions can you get satisfaction? (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.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very Important

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

	1	2	3	4	5	
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. **Do you support a publicly-owned telecommunications utility?**
    Mark only one oval.

    - ◯ Yes
    - ◯ No

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

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

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

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

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

	1	2	3	4	5	
Strongly disagree	◯	◯	◯	◯	◯	Strongly agree

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

	1	2	3	4	5	
Strongly disagree	◯	◯	◯	◯	◯	Strongly agree

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

	1	2	3	4	5	
Never	◯	◯	◯	◯	◯	With every ounce of my being