



# **FAIRBANK FIBER TO THE HOME**

## **BUSINESS SURVEY**

**Please complete this survey by October 11<sup>th</sup>, 2019 to assist Oran Mutual Telephone Company and RTC Communications evaluation of demand for a fiber optic services launch in Fairbank, IA. Please return to Fairbank City Hall.**

**If you have any questions, please contact Dan Lundt at Oran by calling 319-638-6006 or emailing [manager@orantelco.com](mailto:manager@orantelco.com) or Sharon Huck at Readlyn by calling 319-279-3375 or emailing [readlyn@netins.net](mailto:readlyn@netins.net)**

**Thank you for your assistance !**

FAIRBANK BUSINESS TELECOMMUNICATIONS CUSTOMER SURVEY

1. Which best describes your business at this location?  
 It is the sole location  
 It is the primary location or headquarters w/at least one other facility elsewhere  
 It is a branch or affiliate of a parent company located elsewhere
  
2. Are telecommunications service purchasing decisions made at this location?  
 Yes                       No
  
3. How many telephone or data lines does your business have, not including cellular phones?  
 1-5                       6-10                       11-20                       21-50
  
4. How many computers does your business have connected to the Internet at this location?  
 1                       2-10                       11-20                       21-50
  
5. Which method of Internet connection does your business currently use?  
 High Speed DSL Connection  
 High Speed Cable Modem Connection  
 Wireless or Satellite Internet Connection  
 Separate High Speed Dedicated Line  
 Other, please specify \_\_\_\_\_  
 Don't use Internet for Business – (skip to #13)
  
6. Who is your current Internet provider?  
 Windstream                       Mediacom  
 Satellite                       Other, please specify \_\_\_\_\_
  
7. What Is your current Internet connection speed?  
 Download speed \_\_\_\_\_ Mbps or kbps or unknown (please circle)  
 Upload speed \_\_\_\_\_ Mbps or kbps or unknown (please circle)
  
8. Is your current Internet connection speed adequate for your business needs?  
 Yes                       No
  
9. Clarify #8, If No, why not?  
 too slow                       too unreliable                       variable speed connection



18. Are you currently locked into a contract for any of your current services?

\_\_\_ Yes                      \_\_\_ No

19. If YES to #18, which services and how long?

SERVICE	IN CONTRACT	2 YEARS	3 YEARS	4+ YEARS
Telephone				
High Speed Internet				
Television				

20. For the following additional services, please indicate use of the service?

SERVICE	USE NOW	PLAN TO USE WITHIN 2 YEARS	WON'T USE
Long Distance			
Mobile/wireless phone			
Wireless data			
Phone systems			
IT Services			
Security Services			
Ethernet Service			
T-1 Data line			
T-3 Data Line			
Voice Over Internet Protocol (VOIP)			

21. Would you like to be involved in further consultation with the company considering bringing fiber technology to your area?

\_\_\_ Yes                      \_\_\_ No

22. If YES, to #21, please provide the following information:

- a. Contact name: \_\_\_\_\_
- b. Business name: \_\_\_\_\_
- c. Phone number: \_\_\_\_\_
- d. Email address: \_\_\_\_\_
- e. Physical address: \_\_\_\_\_

PLEASE SHARE ANY ADDITIONAL COMMENTS THAT MAY AID OMTc AND RTC IN IT'S DECISION-MAKING PROCESS:

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**Thank you for your participation !**