



FAIRBANK FIBER TO THE HOME

RESIDENTIAL SURVEY

Please complete this survey by October 11th, 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 or Sharon Huck at Readlyn by calling 319-279-3375 or emailing readlyn@netins.net

Thank you for your assistance !

FAIRBANK RESIDENTIAL TELECOMMUNICATIONS CUSTOMER SURVEY

1. How many people live in your household? _____
 Rent Own

2. How long have you lived at the current address? _____ Years or Months

3. Are you? Male Female Age below:
 Under 21 21-30 31-40 41-50
 51-60 60+

4. Do you have any children under 18 years of age living in your household?
 Yes No

5. Do you have a telephone (landline) in your household?
 Yes No More than 1 line, how many? _____

6. Are you considering adding or dropping your household telephone line and if so, why:
 Yes No Why? _____

7. Who is your current Internet provider?
 Windstream Mediacom
 Satellite Other, please specify _____

8. 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)
 Unsure

9. Is your current Internet connection speed adequate for your needs?
 Yes No

10. Clarify #9, If No, why not?
 too slow too unreliable variable speed connection

11. Do you believe that your current Internet connection speed is sufficient to meet your personal needs 2 years from now?
 Yes No Unsure

12. What amount are you currently paying per month for Internet services, excluding taxes and miscellaneous fees?

- Under \$49 \$50-\$99 \$100-\$149
 \$150-\$199 \$200-\$299 \$300-\$499
 \$500-\$999 Over \$1,000

13. Do you believe that the price you currently pay for Internet service is?

- Very affordable About right
 Too high Outrageous

14. If a provider offered a high speed broadband (capable of 50 Mbps or more) via fiber technology to your residence at competitive rates, how likely would you be to sign up for this service?

- Extremely likely Very likely Somewhat likely
 Not likely Unsure

15. For the following services, please indicate use of the service(s):

SERVICE	USE NOW	PLAN TO USE WITHIN 2 YEARS	WON'T USE
Telephone			
High Speed Internet			
Television			

16. If one company could provide all of the services for telephone, Internet, and TV, how likely would you be to order the services from a single provider?

- Extremely likely Very Likely Not likely

17. What amount are you currently paying per month for all services that you receive?

- Under \$49 \$50-\$99 \$100-\$149
 \$150-\$299 \$300-\$499 \$500-\$1,000
 Over \$1,000

18. Do you believe that the price you are currently paying for those services is:

- Very affordable About right Too high Outrageous

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

- Yes No If so, who? _____

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

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

21. 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			
IT Services			
Security Services			
Voice Over Internet Protocol (VOIP)			
Other?			

22. For your local phone, Internet and TV services how important are each one of the following to you from 1-4, 1 being totally unimportant, 2 unimportant, 3 important, 4 very important? Please rate from 1-4.

- a. Having the lowest price _____
- b. Great customer service _____
- c. Up to date technology _____
- d. Quality of service/reliability _____

23. How likely would you be to switch your Internet, phone, and/or cable service(s) to a new provider if it offered these services at competitive rates with better quality/reliability?

- Extremely likely
 Likely
 Somewhat likely
 Definitely Unlikely

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

Thank you for your participation !

Name: _____ Physical Address: _____

Contact Phone #: _____ email address: _____