

Connecting Springwater - Community Broadband Survey

In an effort to collect valuable information and data regarding internet service and connectivity, the Township of Springwater has developed a survey for residents and business owners to share their experiences. This survey will be used to determine service levels and areas for potential improvement, however tax dollars will not be used for service improvements.

An Internet Performance Test is required to complete the survey.

This survey should take less than 10 minutes to complete. Please note that all answers are optional. Thank you for taking the time to share your thoughts and experience with broadband internet in Springwater.

1. Address

Street Number

Street Name

City/Town

2. Do you consider your property to be urban or rural?

Urban

Rural

3. What is the most appropriate description of your property?

Home or primary residence only

Agricultural operation only (no one resides at the premises)

Home and business (i.e.: home-operated business. If you work remotely, this option will be included later in the survey)

Business only (no one resides at the premises)

Agricultural operation and residence

Secondary or seasonal residence (i.e.: cottage, vacation home)

Other (please specify)

4. Total number of individuals residing at the premises?

5. Based on all internet users in the household, please specify the types of internet activities taking place at this premises.

	Do not use / not interested	Do not use, internet connection won't allow	Currently use with some issues	Would like to use, if internet service was better	Sometimes use, no issues	Use all the time, no issues
Social networking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Streaming / downloading video content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business / agriculture applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult e-learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote learning (school aged children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working remotely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General browsing and online services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smart home features (i.e. thermostat, Alexa, Google Home etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

6. On an average day, how many hours is the internet actively being used at this premises?

- 0-3
 3-6
 6-9
 9-12
 12+

Please complete an Internet Performance Test. To get started, click on the blue location pin next to the 'My Postal Code' field and manually select the closest address. Click 'ok'. Start the test by selecting the orange 'Start' button on the top right corner of the screen. This test collects data including postal codes, IP addresses, upload/download speeds. This data is being collected for research purposes only. **Please make note of your upload speed, latency and download speed.** Complete your [Internet Performance Test](#).

7. Please enter the information from your speed test:

Upload speed

Latency (ms)

Download speed

8. Are you getting the advertised upload/download speeds from your Internet Service Provider?

	Never	Sometimes	Frequently	All the time	Better than advertised	Don't know
Upload	<input type="radio"/>	<input type="radio"/>				
Download	<input type="radio"/>	<input type="radio"/>				

9. Who is your internet service provider currently?

- | | |
|--------------------------------------|-------------------------------------|
| <input type="radio"/> Bell | <input type="radio"/> StarLink |
| <input type="radio"/> Point to Point | <input type="radio"/> Fido |
| <input type="radio"/> Rogers | <input type="radio"/> Virgin Mobile |
| <input type="radio"/> Vianet | <input type="radio"/> Dr. Logick |
| <input type="radio"/> Xplornet | <input type="radio"/> Max ISP |
| <input type="radio"/> Tek Savvy | |

Other (please specify):

10. What type of internet service is provided?

- | | |
|--|---|
| <input type="radio"/> Telephone line - dial up connection | <input type="radio"/> Mobile wireless - uses mobile data network and has an adaptor (i.e.: turbo stick) |
| <input type="radio"/> Telephone line - DSL (digital subscription line) | <input type="radio"/> Satellite |
| <input type="radio"/> Cable modem | <input type="radio"/> Fibre optic |
| <input type="radio"/> Fixed wireless (wifi) | <input type="radio"/> I don't know |

Other (please specify)

11. Are you satisfied with your internet service provider at this premises?

	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Affordability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

12. What is your current total monthly cost for internet service at the premises? (If your internet service is bundled with other services such as TV or phone, please provide internet cost only)

- \$0-49
- \$50-74
- \$75-100
- \$101-149
- \$150+
- Don't know

Comments:

13. What is your monthly data limit?

- 0-10 GB
- 11-50 GB
- 51-100 GB
- 101-250 GB
- 251-500 GB
- 501-750 GB
- Unlimited
- Don't know

14. Are you aware of another Internet Service Provider available at this premises?

- Yes
- No

If yes, which other providers are available? Why did you select your current provider over other options?

15. What is the most important criteria for your internet connection?

	Not important	Somewhat important	Important	Very important	Extremely important
Speed (upload / download)	<input type="radio"/>				
Cost / affordability	<input type="radio"/>				
Data usage amounts	<input type="radio"/>				
Reliability	<input type="radio"/>				

Other (please specify)

16. Based on your property location, are there any topographical or site issues?

- Trees
- Located in a valley
- Very remote
- Other (please specify)

17. Please provide any additional comments on your internet service.

18. If you would like to receive future communications regarding broadband internet in Springwater, please provide your contact information below.

Name

Company

Email Address

Phone Number