

BETTER INTERNET SERVICE FOR FRYEBURG!

Who are we?

The Fryeburg Broadband Committee was formed by the Fryeburg Select Board, in conjunction with the Maine West Broadband Boot Camp, a community training and technical assistance program to expand access to and adoption of high-speed internet connectivity in Oxford County and adjacent communities. This Committee is working to gather information from Fryeburg residents and businesses through surveying, mapping and testing internet speeds to help us understand the service we have now and where and how it needs to be improved. We are advocates for fast, flexible, affordable and reliable internet service for all residents and businesses in our town.

Members of the Fryeburg Broadband Committee include: Town Manager Katie Haley; Library Director Jennifer Spofford; Business Owner Stephanie Davis; and Resident Kim Smith.

Why is broadband important?

We know there are Fryeburg residents who want better broadband service and some who don't have service at all. High speed internet access is critical to improving Fryeburg resident's quality of life and ability to remain competitive in a changing economy. It has been proven that high-speed internet access improves economic and business opportunities, educational outcomes, socioeconomic equality, telemedicine, public safety and more. Small towns like our town also experience increased community involvement, engagement and participation when internet connectivity is available.

How can you help?

We are interested in what you think and what you need. To that end we are circulating the attached survey about your broadband service or lack thereof, how you use it and how satisfied you are with it. We invite everyone in Fryeburg to complete the survey which will provide us with important information to improve internet service in Fryeburg.

This survey also includes a link to test your internet download and upload speeds. We need this information to help create a benchmark for the speeds Fryeburg residents and businesses have now.

And, if you share our passion for and commitment to improving broadband in our town, please join our committee and assist us with other activities and tasks as we move forward with improving broadband here. To join us in improving broadband in Fryeburg you can contact us at the Town Office: 207-935-2805 or email townmanager@fryeburgmaine.org.



Fryeburg Broadband Survey

Please consider taking this survey online at: <https://www.surveymonkey.com/r/N7HG2DM>

The purpose of this survey is to collect information about your perspective on the current and future needs of internet service in Fryeburg. Your response will provide the basis for next steps to meet the future needs for internet service in Fryeburg. Thank you for taking the time to complete this survey--it should take about 10 minutes!

1. Please indicate the town you live in or the town you are responding about.

FRYEBURG

2. Do you currently have internet service at your home or place of business?

_____ Yes

_____ No (*If No, please go to question 4*)

3. If you have internet service who is your internet provider?

_____ Consolidated Communications (FairPoint)

_____ Spectrum/Time Warner

_____ First Light/Oxford Networks

_____ GWI

_____ Hughes Net Satellite

_____ Cellular HotSpot

_____ I don't know

_____ Other _____

4. If you do NOT currently have internet service at home please indicate all the reasons.

_____ Internet service is not available.

_____ Internet service is too expensive or not worth the cost.

_____ I use the internet at school or the library

_____ I use cellular data to access the internet because it is less expensive.

_____ I use cellular data to access the internet because it is more convenient.

_____ I tried internet service where I live but it was too slow or unreliable.

_____ I like being "not connected."

_____ I do not need internet service.

_____ Other (please tell us why you do not have internet service): _____

(If you do NOT have internet service, please skip to Question 17)

5. Please indicate how satisfied you are with each of the following (scale of 1-5)

_____ The overall internet service at your home

_____ The reliability/consistency of the internet connection at home

_____ The internet speed of your current connection at home

_____ The customer service when you call your internet service provider

_____ The capacity of the internet service for business use or telecommuting

6. How many devices are accessing your home internet service? (Please include all computers, laptops, iPads, tablets, cell phones, TVs, Wi-Fi printers, gaming systems, etc., that may be connected to the internet.)

- 1-3
 3-5
 more than 5

7. How often do you experience reduced speed issues?

- Rarely
 Daily
 Occasionally
 All the time

8. Do you feel that the cost of your internet service reasonable?

- Yes
 No

9. How much are you currently paying each month for internet service?

- Under \$45
 \$45-60
 \$60-75
 \$75-90
 Over \$90
 Don't know

10. Do you or anyone in your household use the computer to work from home? (i.e. telecommute, run a business, or do work for your job)

- Yes
 No

11. If members of your household use the internet for schoolwork or education, please identify the age(s) of the member(s):

- Pre-K – 8th grade
 Grade 9-12
 Adult student
 none

12. How would you benefit from improved internet service? Please select all that would apply if you had improved internet service.

- General communication (email, social media, etc.)
 Access to information or services
 Video conferencing/chatting (Skype, Zoom, etc.)
 Telehealth
 Entertainment (download or stream movies, videos, music, etc.)
 Work from home
 Online shopping
 Gaming
 Uploading pictures
 Other _____

13. Would you like training on how to use the internet? If yes, check the topics that most interest you:

- Basic knowledge of computers and the internet (Setting up a device, protecting identity online, etc.)
- Connecting to family and friends (using programs like Skype, FaceTime, Wi-Fi, etc.)
- Using Social Media (Facebook, Twitter, Instagram, etc.),
- Using tools to make me more productive in my home or business (Word, Excel, PowerPoint, Photo management, QuickBooks, accounting, etc.)
- Streaming video content online in addition to or instead of watching through a cable television service (Like Netflix, Hulu, Sports channels, etc.)
- Other (please specify): _____

14. Please indicate your type of residency:

- Year-round
- Seasonal/Second home

15. For you personally, how important is having fast, reliable internet access at your home?
Reliable internet service means it doesn't cut out and you can rely on the connection being there for typical activities, e.g., you can complete transactions without interruption, update websites or upload files without failure, complete tasks without having to reload webpages or come back later, etc.

- Very Important
- Important
- Somewhat important
- Not important

16. Would you pay more for faster, more reliable internet service?

- Yes
- No
- Not sure

17. How important is it to you to have reliable internet service available within your community?

- Very Important
- Important
- Somewhat important
- Not important

18. To help us assess internet coverage areas, ensure that we are reaching a broad representation of the community, and to avoid duplicate responses, please provide the street or road name of your home and the name of the town.

Street or Road

Town

19. If you are interested in joining our working group for this internet project, please provide your contact information below or contact the (Broadband Committee at the Town Office).

Name	Email
------	-------

20. Finally, please follow this link to test your current internet service

www.mainebroadbandcoalition.org/speedtesting-link This will help us document current internet speeds status across our community, and contribute to statewide speed testing efforts.



Thank you for your time and input! To maintain confidentiality, you may drop off this survey at The Fryeburg Town Office