

Dear Shelby County Resident,

Shelby County residents understand the growing need for reliable internet access. Whether remote learning, virtual doctor visits, or work-from-home opportunities, every home should have reliable internet accessibility that can handle the demands of multiple devices. Due to previous surveys and resident input, it is evident that not every Shelby County resident has reliable broadband internet accessibility. Local broadband internet expansion efforts are underway, funded through the Shelby County American Rescue Plan Act (ARPA). However, additional funding opportunities are becoming available for broadband infrastructure. To be eligible for these grants, and to stretch ARPA funding even further, a broadband strategy must be developed.

As the start with any strategy, we must understand where the deficiencies and gaps of service occur. To identify the deficiencies and gaps, we are asking Shelby County residents to participate in a survey of their broadband internet experience. Input from our neighbors will guide our decision-making for the overall strategy. While we have access to government compiled data and other resources, there is nothing more influential than hearing from residents themselves. Your input will confirm where quality coverage already exists, where the coverage drops off, and identify other obstacles we face.

Compiled data of our broadband internet speeds indicates our villages and the City of Sidney are well-served, but like many Ohio counties, outlying rural areas are unserved/under-served with broadband internet speeds. 37% of Shelby County households don't meet the standards set by the FCC for minimum access broadband internet speeds. We want to understand why. Is it because service is not available in that area, or is it because the service is unaffordable for residents? You are the "boots on the ground", your input will provide us the true picture of internet accessibility in our county.

This survey will take 5-10 minutes to complete. As encouragement for your help, survey participants will be entered into a drawing for a \$100 Sidney/Shelby Chamber of Commerce gift certificate. Eight winners will be drawn, one from each Shelby County zip code. Each address is limited to one entry into the drawing.

If you have questions, please contact Angela Hamberg, Shelby County Regional Planning Commission at 937-498-7273.

Thank you for your help in making our county even better today and for tomorrow,

~The **CONNECT Shelby County** Team

The CONNECT Shelby County team is comprised of 15 entities (non-profit organizations, local government offices, healthcare, library, technology entities and community organizations).

Type of property (check all that apply to your address):

- Home
- Business
- Farm / Ag Business *circle one:* Landlord Operator Other: _____
Total acreage: _____
- Community / Public Building Description of facility (i.e. hospital): _____
- Other _____

Please describe your existing internet access:

- I have internet service at home/business/facility, excluding cellular phone or hotspot
- I have only cellular internet or hotspot at home/business/facility
- I do not have any internet service at home/business/facility

If you do not have internet services at home/business/facility, please tell us why you do not have fixed internet access at your home:

- Do not need or want
- No services are offered at my location
- Price is too high
- Provider internet speeds are too low
- Service reliability
- Other _____

If you have internet service, how many working devices (computers, smart phones, tablets and/or Ipads, smart TVs, gaming consoles) do you have at this location?

- 1-2 devices 3-5 devices More than 5 devices

Who is your primary Internet provider? (select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Spectrum/Charter Communications | <input type="checkbox"/> Viasat |
| <input type="checkbox"/> NKTelco | <input type="checkbox"/> Watch Communications |
| <input type="checkbox"/> CenturyLink | <input type="checkbox"/> Imagine Networks |
| <input type="checkbox"/> Frontier | <input type="checkbox"/> Other |
| <input type="checkbox"/> Wabash Communications | <hr/> |
| <input type="checkbox"/> HughesNet | <input type="checkbox"/> I don't know |
| | <input type="checkbox"/> I do not have a primary provider |

Do you sometimes have to use your cellular data plan or another provider when your primary internet connection is not working? If so, what is the name of that provider? (example: Verizon Cellular)

- No, I don't have to use my cell phone's data plan or an alternate provider when my primary internet connection is not working.
- Yes. Name of Provider: _____

Please describe your level of satisfaction for the following internet service criteria:

| | 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"/> |
| Speed | <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"/> |

To the best of your knowledge, what download speed does your Internet service provider promise you?

- Less than 10 Mbps
- Between 10 and 25 Mbps
- Between 26 and 50 Mbps
- Between 51 and 100 Mbps
- Between 101 Mbps and 1 Gbps
- I don't know

Before proceeding, please confirm that you have access to your home wi-fi connection. If using a smartphone, please turn off your mobile data to conduct a speed test.

Please take a speedtest at <https://www.speedtest.net/>, please report the following results:

Download Speed - mbps (megabits per second) _____

Upload Speed - mbps (megabits per second) _____

Does at least one member of the household (select all that apply):

- Operate a home business
- Work at home, full or part time
- Attend school online, full or part time

What is the maximum monthly price you would be willing to pay for 100 Mbps (high speed upload and download) service?

- Less than \$25
- \$26-\$50
- \$51-\$75
- \$76-100
- \$101+
- I don't know
- I would not subscribe

If you had Internet access at this location, would you use it for ... (please select all that apply)

- Access government information
- Cloud-based services (Dropbox, iCloud, etc.)
- Communication (emails, video calls, social media)
- Education (K-12, higher education)
- Entertainment (video/music streaming; gaming)
- Healthcare information and services
- Operate a home-based business
- Smart devices / surveillance / security
- Telecommute / Remote work
- Online banking and financial management
- Other _____

In your opinion, are there sufficient internet service provider choices at your location? (choose one)

- Yes No I don't know

Tell us about your broadband experiences, both positive and negative, in your community.

Please provide your complete property address

Address 1 _____

City _____, OH

Zip _____

Please provide your email address, so that we may follow up with additional information or questions if needed. Your email address will not be shared with providers or other groups.

Can we share your property address with broadband providers? This will help build a stronger case for broadband in our community and attract Internet Service Providers.

- Yes. Share my address information to help build a strong case for broadband in the community
- No. Do not share my address information.

Thank you for taking the time to complete this survey. Your input will be beneficial.