

CONNECTING AND SUSTAINING MONHEGAN: A NEEDS MAPPING SURVEY

Survey Purpose: This survey is intended to generate the information needed to map out each property on the island with that property's interest in, and need for, high-speed Internet connection(s). The map will allow interested Broadband Providers to generate and submit a design for a new Broadband Network Infrastructure on Monhegan. Unlike most surveys, it is very specific and not anonymous as we need to generate a map. However, your expression of interest/lack of interest is NOT binding – you are NOT contracting for service by completing the survey.

Directions for completing the survey:

- ✓ One survey per property only. If multiple families share the property, one person should be designated to represent everyone and reach a consensus for that property.
- ✓ Please submit your survey by US mail only to: Monhegan Plantation PO Box 322, Monhegan, ME 04952
- ✓ The survey is due back by April 30th, 2018.

The Survey

- 1) Who is your current Internet service provider?
 - Consolidated Communications (formerly Fairpoint and Verizon)
 - Redzone (formerly GWI and MidCoast)
 - I don't have internet
 - I have internet, but I don't know my provider
 - Other _____

- 2) If you do *not* have Internet service, please indicate all the reasons.
 - I simply don't want/need it
 - I have access elsewhere, so I don't need it at this location
 - I have access to data on my cell phone
 - It is too expensive
 - The current service is not good enough to pay for it
 - Other _____

- 3) If you *do* have internet service on the island, please indicate your current usage areas. Check all that apply.
 - General communications (e.g. email, Facebook, Snapchat etc)
 - Access to information or services (e.g. weather/radar info, boat schedule, plantation info, hours of operation)
 - Listening to or downloading music (e.g. Google Play, Amazon Music, Pandora)
 - Access to and reading the news
 - Making reservations/booking travel plans
 - Making doctor's appointments
 - Shopping on-line
 - Watching videos (e.g. HowTo.Com, YouTube)
 - Updating videos
 - Streaming entertainment (e.g. Movies, Sports, online TV, Videos)
 - Playing games
 - Online Education/courses
 - Financial Services (e.g. Paying bills, access bank account & credit cards, Quickbooks)
 - Video Calls (e.g. Skype, FaceTime, Zoom)
 - Uploading pictures
 - Using Cloud-based storage/sharing (e.g. Dropbox, iCloud, OneDrive)
 - Using internet-based applications (e.g. Microsoft 360, Adobe Cloud)
 - Internet-based Point of Sale systems (e.g. NCR, Square, Shopify)
 - E-Commerce (Do you sell products made on the island on-line?)

- Manage a personal/business webpage
- Home-based work/business
- Working remotely for a job off island
- Monitor home systems (e.g. smoke, fire, burglar alarms)
- Using telehealth services
- Other _____ please specify

4) *Non-business properties* (business properties will be dealt with individually) – How many people *on average* are on the property?

Off Season - November – April _____

In Season - May – October _____

5) Please indicate your level of interest in Internet service that would attain the current average speed that is considered true “Broadband” (10 Megabits Per Second – MPBS – to download/10 MBPS to upload) noting that your current speed is *well below* 3 MPBS when downloading and 1 MPBS when uploading. Note the national *average* is currently approaching 100 download/100 upload! Select one.

- I am not interested in internet access
- I am happy with my current service and realize it will get slower and slower as content expands.
- I would be interested in the new Broadband service, but would *not* pay more than I am paying now. Note fact sheet – no seasonal service will be offered.
- I would be interested in the Broadband service and would pay more for the added speed and reliability. Note fact sheet – no seasonal service will be offered.
- I am a heavy user or business and would be interested in talking about additional capacity and pricing. (We will contact you for follow-up).

6) There would likely be a one-time per-household connection fee to the new service. (Businesses will be dealt with individually). Please respond to this likely fee.

- An initial fee of any amount would stop me from taking the new service.
- An initial fee of up to \$200 would be acceptable.

7) How much are you currently paying per month for internet access? _____ (This should be for Internet only (not your phone line). The pricing appears as a separate line item on your monthly bill.

8) I have further questions and would like someone to contact me at _____

9) Please provide your contact information – required to build accurate map:

- o Name _____
- o Email _____
- o Property Location and or Cottage Name _____

Please return your completed survey via U.S. mail to : Monhegan Plantation
PO Box 322, Monhegan, ME 04852