

Public Service Department Business Survey 2017

Intro 1. Hello, my name is _____. I am calling from ***** on behalf of the Vermont Public Service Department. May I please speak to the person with the most knowledge about your organization's telecommunication needs in Vermont?

- You are that person
- Being transferred to that person
- Callback
- Refused

Intro 1a. (When speaking to appropriate person)

Hello, my name is _____. I am calling from ***** on behalf of the Vermont Public Service Department. The Vermont Public Service Department needs your assistance in determining future needs for telecommunication services in Vermont. The survey will last about 10 minutes. Let's begin!!

- Begin Survey
- Callback
- Refused

1. How many telephone extensions does this location have for voice and fax communication?

- Enter #_____
- DK/Not Sure (vol.)
- Refused (vol.)

2. What company provides your location with the largest number of telephone lines for voice and fax communication? [Ask open-ended and choose correct response]

- FairPoint
- Level 3
- VTEL or Vermont Telephone
- Waitsfield and Champlain Valley Telecom
- TDS Telecom, also known as Northfield Telephone, Ludlow Telephone or Perkinsville Telephone
- OTT Communications (formally known as Shoreham Telephone)
- Franklin Telephone
- Topsham Telephone
- Sovernet
- Verizon
- AT&T
- Earthlink
- Other (please specify)_____
- DK/Not Sure (vol.)
- Refused (vol.)

3. Are you aware of any other landline companies that provide voice communication services in your area? [Ask open-ended and choose correct response]

- FairPoint
- Level 3

- VTEL or Vermont Telephone
 - Waitsfield and Champlain Valley Telecom
 - TDS Telecom, also known as Northfield Telephone, Ludlow Telephone or Perkinsville Telephone
 - OTT Communications (formally known as Shoreham Telephone)
 - Franklin Telephone
 - Topsham Telephone
 - Sovernet
 - AT&T
 - Earthlink
 - Verizon
 - Other (please specify)_____
 - DK/Not Sure (vol.)
 - Refused (vol.)
4. Do you have any contracts to purchase voice and fax telephone service for a certain period of time instead of just month to month?
- Yes
 - No
 - DK/Not Sure (vol.)
 - Refused (vol.)
5. Is your organization considering changing its primary telephone service to a cell phone service?
- Yes
 - No
 - DK/Not Sure (vol.)
 - Refused (vol.)
6. Please rank the following factors that may lead you to change your landline service to another provider.
- Service quality
 - Price
 - Customer service
 - Convenience of billing or account management (bundled services)
 - DK/Not Sure
 - Refused
7. Have you changed your primary telephone service provider in the last 3 years?
- Yes
 - No (skp to Q8)
 - DK/Not Sure (skp to Q8) (vol.)
 - Refused (skp to Q8) (vol.)

7A. Would you ever go back to that provider?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

8. Has your organization eliminated a dedicated fax line in the past year?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

9. In case of an outage, do you have a secondary provider for telephone service?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

9a. In case of an outage, do you have a secondary provider for internet service?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

10. (Ask only if Q9=Y) Is your secondary telephone service a cell phone service?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

11. Do you currently pay toll calls within the state or is the whole state considered within your local calling area?

- Yes (skp to Q14)
- No
- DK/Not Sure
- Refused

11a. Some organizations make a number of in state toll calls and might be interested in having a larger local calling area. How important is it to the business to have the whole state as your local calling area?

- Very Important
- Somewhat Important
- Not Very Important
- Not at all Important
- DK/Not Sure (vol.)
- Refused (vol.)

12. In order to have the whole state as your local calling area, would you be willing to pay more for local service?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

13. How much more per month per line would you be willing to pay to have the whole state as your local calling area? Would you say...[Pause after reading each response, when respondent says yes, code that response and discontinue reading responses]

- Over \$5
- \$5
- \$4
- \$3
- \$2
- \$1
- Nothing
- DK/Not Sure (vol.)
- Refused (vol.)

14. When you call a telephone company representative for a repair, installation, or other telecommunications issue, how long are you willing to wait on the telephone to speak to one before you think the delay is unacceptable?

- Enter amount of time _____
- DK/Not Sure (vol.)
- Refused (vol.)

15. If the company was going to take too long to install the new line, what other options would you consider? [Choose all that apply]

- Purchasing cellular service
- Purchasing a VoIP service
- Waiting for the landline
- Go to a competitive landline provider
- DK/Not Sure (vol.)
- Refused (vol.)

16. Your local phone service carrier is the company you use for your local calls. What could your local phone service carrier offer that would make it more relevant or useful to you? [Choose all that apply]

- Video conferencing
- Free long distance calling
- Bundled service
- Price discounts
- Additional telecom features (i.e. voicemail, caller ID, etc.)

- DK/Not Sure (vol.)
- Refused (vol.)

17. Due to recent FCC changes, the Federal government will no longer fund high cost phone service for rural consumers. How important is it for the state to fund such high cost, rural service?

- Very Important
- Somewhat Important
- Not Very Important
- Not at all Important
- DK/Not Sure (vol.)
- Refused (vol.)

18. Is it reasonable for the service charge to increase for all Vermonters to cover high cost, rural service?

- Yes
- No
- DK/Refused (vol.)
- Refused (vol.)

19. Should base rates for rural areas increase to offset the need to raise service charges on all Vermonters?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

Cellular/Wireless/Mobile Telephone

20. Does your organization subscribe to a cell phone service?

- Yes
- No (skp to question Q32)
- DK/Not Sure (skp to question Q32) (vol.)
- Refused (skp to question Q32) (vol.)

20a. How many cell phones does your organization have?

- Enter # of phones _____
- DK/Not Sure
- Refused

20b. Approximately, what percent of your calls are made from cell phones rather than from land lines?

- Enter % of calls made by cell _____
- DK/Not Sure

- Refused

21. Is your cell phone contract a prepaid contract or a post-paid contract?

- Yes
- No DK/Not Sure (vol.)
- Refused (vol.)

22. What companies currently provide your cell phone service? [Ask open-ended a choose correct answer][choose all that apply]

- AT&T
- Verizon Wireless
- Sprint PCS
- U.S. Cellular or 21st Century Cellular
- Virgin Mobile
- T Mobile
- Tracphone
- Vermont Telephone (VTel)
- Other (please specify)_____
- DK/Not Sure (vol.)
- Refused (vol.)

23. Do you get a signal on cell phones with your provider at your business?

- Yes
- Yes, but only outside
- No
- DK/Not Sure (vol.)
- Refused (vol.)

24. What services are included in your organization's cell phone plan? [Choose all that apply]

- Voice
- Text messaging
- Data
- DK/Not Sure (vol.)
- Refused (vol.)

25. How would you rate your cell phone coverage at you place of business?

- Excellent
- Good
- Fair
- Poor
- DK/Not Sure (vol.)
- Refused (vol.)

25a. How would you rate your cell phone coverage at you home?

- Excellent
- Good
- Fair
- Poor
- DK/Not Sure (vol.)
- Refused (vol.)

25b. How would you rate your cell phone coverage around the state?

- Excellent
- Good
- Fair
- Poor
- DK/Not Sure (vol.)
- Refused (vol.)

26. Please rank the following factors that may lead you to change service to another cell phone provider?

- Service quality (dropped calls, voice clarity, latency, etc.)
- Price
- Customer service
- Convenience of billing or account management
- DK/Not sure (vol.)
- Refused (vol.)

27. In areas where cell phone service is available, is it as reliable as landline service?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

28. Do you subscribe to a service package that includes a data cap?

- Yes
- No
- DK/Not sure
- Refused

29. Do you meet or exceed the set data cap limit?

- Yes
- No
- DK/Not sure
- Refused

29a: Of so, how often do you meet or exceed your data cap limit?

- Never

- Occasionally
- Monthly
- DK/Not sure
- Refused

30: Please describe your current service data cap:

- 2G
- 10G
- Unlimited
- DK/Not sure
- Refused

31: Do you plan to increase your service plan due to data caps?

- Yes
- No
- DK/Not sure
- Refused

Nomadic VoIP

32. Have you ever used a VoIP (Voice over IP) service?

- Yes
- No
- DK/Not Sure
- Refused

33. Have you ever used a consumer grade nomadic VoIP service to make calls (i.e., Vonage, Skype, Google Voice, Apple FaceTime)?

- Yes
- No (skp to Q37)
- DK/Not Sure (skp to Q37) (vol.)
- Refused (skp to Q37) (vol.)

33a. Have you ever used a commercial grade nomadic VoIP service to make calls (i.e., FairPoint hosted PBX or Comcast Business)?

- Yes
- No (skp to Q37)
- DK/Not Sure (skp to Q37) (vol.)
- Refused (skp to Q37) (vol.)

34. How would you rate the following aspects of nomadic VoIP service?

- Service quality (dropped calls, voice clarity, latency, etc.)
 - Excellent
 - Good
 - Okay

- Poor
- DK/Not Sure (vol.)
- Refused (vol.)
- Excellent
- Good
- Okay
- Poor
- DK/Not Sure (vol.)
- Refused (vol.)
- Customer service
- Excellent
- Good
- Okay
- Poor
- DK/Not Sure (vol.)
- Refused (vol.)

35. Do you use video chat through the nomadic VoIP service?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

36. How often do you use Nomadic VoIP?

- Never
- Daily
- Weekly
- Monthly
- DK/Not sure (vol.)
- Refused (vol.)

Internet

37. Is Internet access available at your location?

- Yes
- No (skp to 53)
- DK/Not Sure (Skip to 53)
- Refused (Skip to 53)

37a. Do you purchase Internet access at your location?

- Yes (skp to Q39)
- No
- DK/Not Sure
- Refused

38. If not, when do you plan to obtain an Internet access service?

- In the next month (skp to Q45)
- In the next year (skp to Q45)
- Beyond a year out (skp to Q45)
- Never (skp to Q45)
- DK/Not Sure (skp to Q45) (vol.)
- Refused (skp to Q45) (vol.)

39. Who is your primary Internet service provider?

- Comcast
- Fairpoint Communications
- Fairpoint New England
- Level 3
- TDS Telecommunications Corp. (Northfield, Ludlow, or Perkinsville)
- Verizon Business
- AT&T
- AT&T Enterprise Service, Inc.
- Burlington Telecom
- Charter
- Cloud Alliance
- Duncan Cable
- EC Fiber
- Franklin Telephone Co., Inc.
- New England Wireless (Great Auk Wireless)
- Hughes Network Systems LLC
- Kingdom Connection
- NCIC
- North Branch Networks
- Waitsfield & Champlain valley Telecom or Green Mountain Access
- Earthlink
- OTT Communications(Shoreham Telephone Company)
- Southern Vermont Cable Company
- Sovernet
- Sprint Spectrum LP
- Southern VT Broadband Coop
- Starband
- Stowe Cablevision
- T-Mobile
- Topsham Telephone Company
- Trans-Video Cable
- US Cellular
- Verizon Wireless
- Vermont Telephone Company
- Wavecomm
- WildBlue Communications, Inc.--Exceed

- Other (please specify)_____
- DK/Not Sure (vol.)
- Refused (vol.)

40. What is the primary way that your organization connects to the Internet?

- Fiber
- Broadband
- Satellite
- Cellular service
- Other fixed wireless communication
- DK/Not Sure (vol.)
- Refused (vol.)

41. If you have a high speed connection, what kind of high speed connection is that?

- DSL
- Cable modem
- T1 or DS1
- T3 or DS3
- Primary Rate ISDN
- Direct fiber optic connection
- DK/Not Sure (vol.)
- Refused (vol.)

42. How much per month do you pay for your primary Internet connection at your location?

- Enter Monthly Response_____ (skp to Q44)
- Do Not Pay Monthly
- DK/Not Sure (skp to Q44) (vol.)
- Refused (skp to Q44) (vol.)

43 If you do not pay monthly, how much do you pay and how often?

- Enter amount paid_____
- Enter How often_____
- DK/Not Sure
- Refused

44. Do you have alternative or backup internet connections at this location other than the primary one you've described to me? [if so, repeat questions 36-40 for that provider]

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

45. Are you aware of any of the following methods of connecting to the Internet that are available in the area where you are located? [Choose all that apply]

- DSL

- Cable modem service
- Satellite
- Cellular wireless
- Fiber optic
- Fixed wireless
- T1 or DS1
- DK/Not Sure (vol.)
- Refused (vol.)

46. Please list the names of the companies that provide those other methods. [Select all that apply]

- Comcast
- FairPoint Communications
- FairPoint New England
- Level 3
- TDS Telecommunications Corp. (Northfield, Ludlow, or Perkinsville)
- Verizon Business
- AT&T
- AT&T Enterprise Service, Inc.
- Burlington Telecom
- Charter
- Cloud Alliance
- Duncan Cable
- EC Fiber
- Franklin Telephone Co., Inc.
- New England Wireless (Great Auk Wireless)
- Hughes Network Systems LLC
- Kingdom Connection
- NCIC
- Waitsfield & Champlain Valley Telecom or Green Mountain Access
- EarthlinkOTT Communications(Shorham Telephone Company)
- Southern Vermont Cable Company
- Sovernet
- Sprint Spectrum LP
- Southern VT Broadband Coop
- Starband
- Stowe Cablevision
- T-Mobile
- Topsham Telephone Company
- Trans-Video Cable
- US Cellular
- Verizon Wireless
- Vermont Telephone Company
- Wavecomm

- WildBlue Communications, Inc.- Exceed
- Other (please specify)_____
- DK/Not Sure (vol.)
- Refused (vol.)

47. Internet services may provide different speeds for uploading information to the Internet and downloading information from the Internet. For your organization, is upload or download speed more important?

- Upload speed is more important
- Upload and download speeds are equally important
- Download speed is more important
- DK/Not Sure (vol.)
- Refused (vol.)

48. Do you plan to upgrade your Internet access service to a faster service in the next 2 years?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

49. What is the most important reason that your organization does not subscribe to a faster Internet access service than it does now?

- Organization is too small to need it
- Not available
- Too expensive
- We lack knowledge/expertise/familiarity
- Not enough time to investigate
- Telecommunication provider hard to deal with
- Not needed for other reasons
- Satisfied with current service
- Have fastest service available in my area
- Other (please specify) _____
- DK/Not Sure (vol.)
- Refused (vol.)

50. Please rank the importance of the following aspects of your internet services for the following?

- Reliability
- Price
- Speed
- DK/Not Sure (vol.)
- Refused (vol.)

51. How often do you experience an interruption in your primary Internet access service?

- Weekly
- Monthly
- Quarterly
- Yearly
- Less than once a year
- Never
- DK/Not Sure (vol.)
- Refused (vol.)

52. How would you rate the reliability of your Internet access service?

- Very reliable
- Somewhat reliable
- Somewhat unreliable
- Very unreliable
- DK/Not Sure (vol.)
- Refused (vol.)

53. Which of the following is most important for the future of your business: (response options will be randomized to eliminate people choosing first response only)

- Access to expandable internet service
- More choices for high speed internet service
- Keeping internet service prices low
- DK/Not Sure (vol.)
- Refused (vol.)

54. About what percent of employees at your location use e-mail at work?

- Record % _____
- DK/Not Sure (vol.)
- Refused (vol.)

55. Do you as a business, purchase materials and services online?

- Yes
- No (skp to Q63)
- DK/Not Sure (vol.) (skp to Q56)
- Refused (vol.) (skp to Q56)

55a. What percent of materials and services does your company purchase online?

- Enter percent
- DK/Not Sure
- Refused

56. Does your organization have a website?

- Yes
- No (skp to Q58a)

- DK/Not Sure (vol.) (skp to Q58a)
- Refused (vol.) (skp to Q58a)

57. Is that website used by the public, internally by your organization staff, or both?

- Public
- Internally
- Both
- DK/Not Sure (vol.)
- Refused (vol.)

58. Can customers make purchases using your site?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

58a. Do you think it would be reasonable to pay a universal service fee to support expansion of broadband service in rural areas?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)
-

General questions about the company

59. Approximately how many dollars per month does your organization spend on all of its telecommunication services for your location?

- Record \$ _____
- DK/Not Sure (vol.)
- Refused (vol.)

60. Is your organization's primary location in Vermont?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

61. Is your organization a home based business?

- Yes
- No
- DK/Not Sure (vol.)
- Refused (vol.)

62. How many locations do you have in Vermont?

- Record # of locations _____
- DK/Not Sure (vol.)
- Refused (vol.)

63. Are the people your organization serves mostly inside or outside Vermont?

- Mostly in Vermont
- Mostly outside of Vermont
- Both in and outside of Vermont
- DK/Not Sure (vol.)
- Refused (vol.)

64. How many employees work for your business?

Record # _____

65. What is your general annual revenue?

Record Amount: _____

66. Please confirm your address for Broadband Mapping Institute purposes.

- Street Address _____
- City _____
- Town _____
- State _____
- Zip _____