

Introduction

Intro1. Is this phone number used primarily for personal or business use?

- Personal
- Business → Terminate interview
- DK/Not Sure (vol.) → Terminate interview
- Refused (vol.) → Terminate interview

Intro 2. What do you consider your primary phone service?

- Cell phone
- Landline
- VoIP – phone from a cable company
- Other (Please define):
- Not sure (vol.)
- Refused (vol.)

Intro 3. Is this number a cell-phone or landline number?

- Cell Phone
- Landline SKP to LL1
- DK/Not Sure (vol.) SKP to LL1
- Refused (vol.) SKP to LL1

Intro 4. Do you also have a landline or is this your only telephone number?

- Cell phone only (Cell Only)
- Landline in addition to cell phone
- DK/Not Sure (vol.)
- Refused (vol.)

Intro 5. Counting yourself, how many people live in your household?

Enter number: ____ → If Cell Only SKP to Cell 2

Landline Telephone (Including Fixed VoIP)

LL 1. How many landline phone numbers does your household have? Please do not include cell phones or numbers that are only used by a computer or fax machine.

- Enter # _____
- DK/Not Sure
- Refused

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LL 2. What company provides your local telephone service? [Ask open ended, code correct response]

- FairPoint, formerly known as Verizon or Northland
- Waitsfield and Champlain Valley Telecom
- Franklin Telephone Company
- TDS Telecom, also known as Northfield Telephone, Ludlow Telephone, or Perkinsville Telephone
- MCI
- Onestar
- OTT Communications, formerly Shoreham Telephone Company
- Sovernet
- Topsham Telephone Company
- VTel or Vermont Telephone
- A cellphone company
- Vonage
- Other (please specify)_____
- COMCAST
- AT&T
- DK/Not Sure
- Refused

Field Cod

Field Cod

Field Cod

Field Cod

Field Cod

LL 3. What other landline providers are available at your location? [Ask open ended, code correct response] [Select all that apply]

- FairPoint
- Waitsfield and Champlain Valley Telecom
- Franklin Telephone Company
- TDS Telecom, also known as Northfield Telephone, Ludlow Telephone, or Perkinsville Telephone
- MCI
- Onestar
- OTT Communications, formerly Shoreham Telephone Company
- Sovernet
- Topsham Telephone Company
- VTel or Vermont Telephone
- A cellphone company
- Vonage
- Other (please specify)_____
- COMCAST
- AT&T
- DK/Not Sure
- Refused (vol.)

Field Cod

Field Cod

Field Cod

Field Cod

Field Cod

LL 4. How satisfied are you with your local telephone provider's service?

- Very Satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied (vol.)
- Somewhat dissatisfied
- Very Dissatisfied
- DK/Not Sure (vol.)
- Refused (vol.)

LL 5. How satisfied are you with the selection of service offerings?

- Very Satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied (vol.)
- Somewhat dissatisfied
- Very Dissatisfied
- DK/Not Sure (vol.)
- Refused (vol.)

LL 6. Have you experienced service issues that have required a call to your service provider?

- Yes
- No
- DK/Not Sure
- Refused

LL 6a. If so, how many calls have you made to your service provider in the past year?

- None/Zero
- One to three
- Four to six
- Over six
- DK/Not sure
- Refused

LL 7. When calling a service provider with a service issue, how long of a wait time do you consider acceptable?

- Immediate answer
- Up to one minute
- One to two minutes
- Three to five minutes
- As long as it takes to get the issue addressed

LL 8. How satisfied are you with the time it takes your provider to resolve an issue?

- Very Satisfied

- Somewhat satisfied
- Neither satisfied nor dissatisfied (vol.)
- Somewhat dissatisfied
- Very Dissatisfied
- Haven't had any issues / Not applicable (vol.)
- DK/Not Sure (vol.)
- Refused (vol.)

LL 9. How easy is it to understand the bill you receive from your service provider?

- Very easy
- Somewhat easy
- Somewhat difficult
- Very difficult
- DK/Not Sure (vol.)
- Refused (vol.)

LL 10. Some people make a number of in-state toll calls and might be interested in having a larger local calling area. How important would it be for you to have the whole state as your local calling area?

- Very Important
- Somewhat Important
- Not very Important
- Not at all Important
- DK/Not Sure
- Refused

LL 11. 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
- Refused

LL 12. Do you plan to cancel your landline completely in the next year?

- Yes
- No → SKP to Cell 1
- DK/Not Sure (vol.) → SKP to Cell 1
- Refused (vol.) → SKP to Cell 1

LL 13. [If canceling landline] Will you be replacing your landline service with cell phone, VoIP, or some other service?

- Cell phone
- Other (please describe):
- Not replacing it with anything (vol.)
- DK/Not Sure (vol.)
- Refused (vol.)

LL 14. [If canceling landline] What factors did or would you consider in making a decision to disconnect your regular phone service? [Check all that apply] [Ask open-ended]

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

Cellular/Wireless/Mobile Telephone

Cell 1. [If Intro 2=1 (cell phone) → SKP to Cell 2] Do you personally use a cell phone?

- Yes → IF HHsize > 1, SKP to Cell 2
- No
- DK/Not Sure SKP to (Cell Tower section)
- Refused SKP to (Cell Tower section)

Cell 1a. [If R does not use a cell phone] What is the main reason you do not use a cell phone?

- Record Response _____ → SKP to Tower 1
- DK/Not Sure → SKP to Tower 1
- Refused → SKP to Tower 1

Cell 2. [Cell phone only] If you have dropped a landline in the past, would you ever go back to a landline service?

- Yes, would go back to landline
- No, would not go back to a landline
- Have never had a landline
- DK/Not Sure (vol.)
- Refused (vol.)

Cell 3: Please provide the reason(s) you would consider reconnecting your landline:

- Reliability
- Availability of cell signal
- Change in need for services
- Call quality

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- Health
- Other

Cell 4. [If HHsize > 1] How many total cell phone numbers are in use in your household premises?

- Record # _____ [If HHsize <= Cell #s → SKP Cell 4a]
- DK/Not Sure (vol.) → SKP Cell 4
- Refused (vol.) → SKP Cell 4

Cell 4a. [If # of cell < HHsize] Why don't some members of your household have a cell phone?

- Too young
- Not interested in one
- Don't need one
- Other: _____
- DK/Not Sure (vol.)
- Refused (vol.)

Cell 5. Who provides your household's cell phone service? [choose all that apply]

- Verizon
- AT&T
- Sprint
- TMobile
- US Cellular
- Other (Please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

Cell 6. Do you know of any other cell phone carriers that have cell signal in your home? [Ask open ended] [Choose all that apply]

- Verizon
- AT&T
- Sprint
- TMobile
- US Cellular
- Other (Please specify)
- None
- DK/Not Sure (vol.)
- Refused (vol.)

Cell 7. What services are included in your cell phone plan? [Choose all that apply]

- Voice (Y/N)
- Text messaging (Y/N)
- Data (Y/N)

Cell 8: Do you subscribe to a service package that includes a data cap?

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- Yes
- No
- DK/Not sure
- Refused

Cell 9: Do you meet or exceed the set data cap limit?

- Yes
- No
- DK/Not sure
- Refused

Cell 9a: Of so, how often do you meet or exceed your data cap limit?

- Never
- Occasionally
- Monthly
- DK/Not sure
- Refused

Cell 10: Please describe your current service data cap:

- 2G
- 4G
- 6G
- DK/Not sure
- Refused

Cell 11: Do you plan to increase your service plan due to data caps?

- Yes
- No
- DK/Not sure
- Refused

Cell 12. On average, what is the total amount your household pays per month for your cell phone service?

- Record \$_____
- DK/Not Sure

Cell 13. [Ask of (LL + Cell) users] Where do you receive the majority of your calls? [Ask open ended, code correct response]

- Cell phone
- Landline
- Other (Please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

Cell 14. [Ask of (LL + Cell) users] What phone do you use most often to make long distance calls from home? [Ask open ended, code correct response]

- Cell phone
- Landline
- Other (Please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

Cell 15. How would you rate the cell phone coverage across Vermont?

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

Cell 16. In areas where cell phone service is available, is it as reliable as landline service?

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

Cell Towers

Tower 1. Cell towers are a necessary part of cell phone service and in order to have complete coverage across the state, we need to have either large towers or a greater number of short towers. Given this tradeoff, would you prefer building a smaller number of tall towers or a larger number of short towers?

- Larger number of short towers
- Smaller number of tall towers
- Neither (vol.)
- DK/Not Sure (vol.)
- Refused (vol.)

Tower 2. Would you support or oppose the placement of more towers in your community, if it were necessary to improve two-way mobile radio communications for police, ambulance, or fire services?

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

Fixed VoIP

Cable 1. [If R is not getting service from Cable company (See item LL 2)] Have you ever used a telephone service provided by a cable company?

- Yes, in the past
- Yes, now
- No SKP to VOiP 1
- DK/Not Sure (vol.) SKP to VoIP 1
- Refused (vol.) SKP to VoIP 1

Cable 2. [If R uses telephone by cable company (Yes to Cable 1)] Which cable company did you use for the service?

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

Nomadic VoIP

VoIP 1. Do you communicate over the internet using voice or video applications (nomadic VoIP)?

- Yes
- No
- DK/Not sure
- Refused

VoIP 2. [If R uses nomadic VoIP] Which of these nomadic VoIP services do you use?

- Vonage
- Skype
- Google Voice
- Apple Facetime

Universal Service

FCC 1. Due to recent FCC changes, the Federal government will reduce financial support for high cost phone service for many rural areas. 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
- Refused

FCC 2. Should telephone rates increase for all Vermonters to cover high cost, rural service?

- Yes
- No
- DK/Not Sure
- Refused

FCC 3. Conversely, should telephone rates for rural areas increase to offset the need to raise service charges on all Vermonters?

- Yes
- No
- DK/Not Sure
- Refused

Internet

Web 1. Whether or not you subscribe to an Internet service provider, is broadband Internet access available at your home?

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

Web 1a. Do you purchase broadband internet service at your home?

- Yes
- No
- DK/Not sure
- Refuse

Web 2. In the last 12 months, where have you used the internet ... [Check all that apply]

- At home (Y/N)
- At work (Y/N)
- At the library(Y/N)
- At VT highway rest areas (Y/N)
- At friend's house (Y/N)
- At a senior center (Y/N)
- At a place of worship (Y/N)
- At town hall (Y/N)
- At a college or university (Y/N)
- At a café/restaurant/tavern (Y/N)
- At a school (Y/N)

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- On mass transit (Y/N)
- At hospital (Y/N)

Web 3. [If HHsize > 1] How many members of your household, including yourself, use the internet?

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

Web 4. How often do you use the internet?

- Daily
- Weekly
- Monthly
- A few times a year
- Never
- DK/Not Sure (vol.)
- Refused (vol.)

Web 5. Why have you not used the internet more frequently? [Ask open ended]

- Internet not available
- Price too high
- Poor service quality
- Other _____
- DK/Not Sure (vol.)
- Refused (vol.)

Web 6. If you do not have current home Internet access, when do you plan to obtain Internet access service?

- In the next month --SKP to Community Access
- In the next year-- SKP to Community Access
- Beyond a year out-- SKP to Community Access
- Never--r SKP to Community Access
- DK/Not Sure (vol.) SKP to Community Access
- Refused (vol.) SKP to Community Access

Web 7. [If Web 3 > 1] Do multiple members of your household use the internet at the same time over different devices?

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

Web 8. Who is your primary Internet service provider at home? [Ask open ended, code correct response]

- Comcast

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- FairPoint
- AT&T
- Charter
- Cloud Alliance
- EC Fiber
- Green Mountain Access or Waitsfield & Champlain Valley Telecom
- New England Wireless
- Kingdom Connection
- Power Shift Online
- OTT Communications, formerly Shoreham
- SoverNet
- Stowe Cable
- TDS Net
- Trans Video
- VT Link
- VTel Internet
- Verizon Wireless
- WILD BLUE
- HUGHES NET
- Other (please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

Web 9. Are you aware of other Internet service providers that are available to you at your home?
[Ask open ended, code correct responses] [Select all that apply]

- Comcast
- FairPoint
- AT&T
- Charter
- Cloud Alliance
- EC Fiber
- Green Mountain Access or Waitsfield & Champlain Valley Telecom
- New England Wireless
- Kingdom Connection
- Microsoft Network
- OTT Communications, formerly Shoreham
- Sover Net
- Sprint
- Stowe Cable
- TDS Net
- Trans Video
- Valley Net
- VT Link
- VTel Internet

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- Verizon Wireless
- WILD BLUE
- HUGHES NET
- Other (please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

Web 10. How much per month do you pay for your primary Internet connection at home? [Note: this does not include cell phone data plans]

- Record amount
- Part of bundled package
- DK/Not Sure (vol.)
- Refused (vol.)

Web 11. What is the primary way you connect to the internet at home?

- Cable
- DSL
- Fiber
- Fixed wireless
- Mobile wireless
- Satellite
- Other (Please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

Web 12. Do you have a secondary Internet service?

- Yes
- No → SKP to Web 16
- DK/Not Sure (vol.) → SKP to Web 16
- Refused (vol.) → SKP to Web 16

Web 13. What is the secondary way you connect to the internet at home? [check all that apply]

- Cable
- DSL
- Fiber
- Fixed wireless
- Mobile wireless (including Smart phone, hot spots, etc.)
- Satellite
- Dial-up
- Other (Please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

Web 14. If you do not already have fiber-to-the-home service, would you want to have a fiber connection to your home?

- Yes
- No → SKP to Web 15
- Not sure (vol.) → SKP to Web 15
- Refused (vol.) → SKP to Web 15

Web 14a. On top of what you currently pay for Internet service, how much additional would you pay for fiber connection ...

- \$40 per month
- \$30 per month
- \$20 per month
- \$10 per month
- \$5 per month
- Or nothing more
- Not sure (vol.)
- Refused (vol.)

Web 15. How much per month do you pay for that secondary connection?

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

Web 16. I am going to read you a list of ways you may have used the Internet at home, please let me know if you have used any in the last 4 weeks: [Select all that apply]

- Getting health or medical services, advice or information
- Paying bills or managing your money or finances
- Distance learning/online classes
- Downloading music or video files
- Voice or video communication
- Personal email or other written electronic communication
- Social networking sites (Facebook, Twitter, LinkedIn, etc.)
- Streaming media for entertainment
- Home business
- Telecommuting
- Work
- DK/Not Sure (vol.)
- Refused (vol.)

Web 17. In the next year, are you likely to upgrade your means of Internet access at home to a faster service?

- Yes
- No

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

Tele-Work

Work 1. Are you employed? (do you do any work for either pay or profit?)

- Yes
- No SKP to Work 6
- DK/Not Sure (vol.) SKP to Work 6
- Refused (vol.) SKP to Work 6

Work 2. [If R works] In the last week, in the course of business or employment, how many days did you work from a home office?

- Enter number of days
- DK/Not Sure (vol.)
- Refused (vol.)

Work 3. In the last week, in the course of your business or employment, how much time did you spend on the telephone or online?

- Most of the time
- About half of the time
- Less than half of the time
- None of the time
- DK/Not Sure (vol.)
- Refused (vol.)

Work 4. Telecommuting means working at home with the capability to connect to your office's computer network. How often do you telecommute?

- Everyday ---SKP to Community Access
- One or more days per week on a regular basis --SKP to Community Access
- Occasionally ---SKP to Community Access
- Never
- DK/Not Sure (vol.) ---SKP to Community Access
- Refused (vol.) ---SKP to Community Access

Work 5. Why don't you currently telecommute? [Ask open ended]

- No internet access
- Employer doesn't allow telecommuting
- Work conditions are not conducive to telecommuting
- Other
- DK/Not Sure (vol.)
- Refused (vol.)

Work 6. Do you expect to begin telecommuting in the next year?

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

Community Access

Access 1. Are there computers with free internet access in your community?

- Yes
- No → SKP to TV 1
- DK/Not Sure (vol.) → SKP to TV 1
- Refused (vol.) → SKP to TV 1

Access 1a. Do you ever use the free internet terminals in your community?

- Yes
- No → SKP to TV 1
- DK/Not Sure (vol.) → SKP to TV 1
- Refused (vol.) → SKP to TV 1

Access 2. Do you ever have trouble getting access to the internet when you need it because of the hours of public computing centers in your community?

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

Access 3. Does your community need more internet terminals that are available for public use?

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

Television

TV 1. How many, if any, televisions do you have in your house?

- Enter number of TVs _____
- DK/Not Sure (vol.)
- Refused (vol.)

TV 2. How do you get television service [select all that apply]?

- Cable
- Satellite dish

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- Broadcast antenna
- Internet TV (Netflix/Hulu/iTunes over computer, Game console, or set top device such as Roku, AppleTV)
- Don't get TV reception
- Other (Please specify)
- DK/Not Sure (vol.)
- Refused (vol.)

TV 3. [If R has satellite and not cable] Did you ever have cable service?

- Yes
- No
- Never dropped
- DK/Not Sure (vol.)
- Refused (vol.)

TV 4. [If "yes" R had cable] Why did you leave cable?

- Price
- Service quality
- Customer service
- Other
- DK/Not sure
- Refused

TV 5. [If R has cable and not satellite] Did you ever have satellite service?

- Yes
- No
- Never dropped
- DK/Not Sure (vol.)
- Refused (vol.)

TV 6. [If "yes" R had satellite] Why did you leave satellite?

- Price
- Service quality
- Customer service
- Other
- DK/Not sure
- Refuse

TV 7. [If R has no subscription service] Would you consider taking up some subscription TV service?

- Yes

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

TV 8. Have you ever watched a public access channel? [If R asks for definition: Public Access TV is non-commercial local content, generally showing public, educational, and governmental programming, such as board meetings and high school sports.]

- Yes
- No → SKP to Demo 1
- DK/Not Sure (vol.) → SKP to Demo 1
- Refused (vol.) → SKP to Demo 1

TV 9: Are you aware of the difference between Vermont Public Broadcasting System (PBS) and Public, Educational, and Governmental Access Channels (PEG)?

- Yes
- No
- DK/Not sure
- Refuse

TV 10. In the last year, how many hours per week would you say you have watched public access channels? [Ask open ended, code correct response]

- 0 hours
- Less than 1 hour per week
- 1-2 hours per week
- 3-5 hours per week
- 5-10 hours per week
- More than 10 hours per week
- DK/Not Sure (vol.)
- Refused (vol.)

TV 11. Have you ever watched a town meeting on your public access channel?

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

TV 12: Have you ever created content material for airing on a Public Access Channel?

- Yes
- No
- DK/Not sure
- Refuse

TV 13. How important is it to have public access channels?

- Very important

- Moderately important
- Of little importance
- Unimportant
- DK/Not Sure (vol.)
- Refused (vol.)

General demographic questions about the interviewee

Demo 1. [RECORD Gender]

Demo 2. To which age group do you belong?

- 18–34 years
- 35-60 years
- 60+ years
- Refused (vol.)

Demo 3. What is the highest grade or year of school you completed?

- Less than HS
- HS diploma
- Some college
- College degree
- Some post-graduate work
- Post-graduate degree
- DK/Not Sure (vol.)
- Refused (vol.)

Demo 4. If you added together all the yearly income, before taxes, of all the members of your household for last year (2016), which group would best describe the household financial situation?

- Less than \$30k
- \$30-\$60K
- \$60k +
- DK/Not Sure (vol.)
- Refused (vol.)

Demo 5. For Broadband Mapping Initiative verification purposes, may we have your address?

Record street name and number

Record town

Record zip