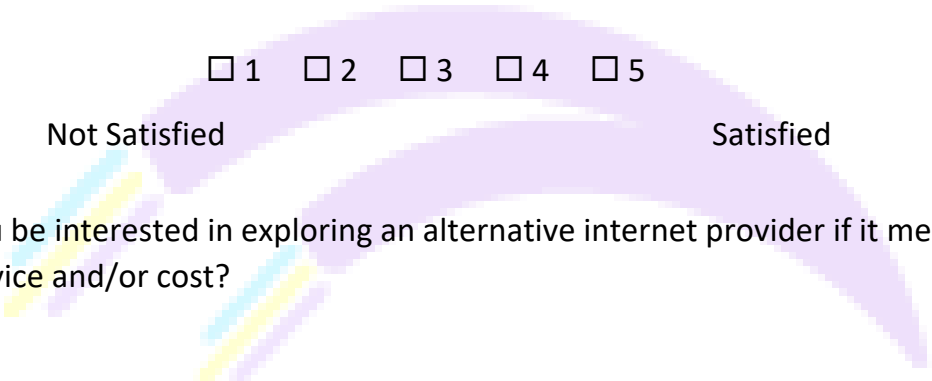# YFi Advisors: Community Technology 2023 Survey

1. How much do you pay for your monthly internet package (including modem)?

2. On a scale of 1 to 5, how satisfied are your current internet service provider?

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

Not Satisfied   Satisfied

3. Would you be interested in exploring an alternative internet provider if it meant better service and/or cost?
   ☐ Yes
   ☐ No

4. What factors would influence your decision to switch to a new internet service provider?

☐ Price

☐ Quality of Service

☐ Reliability

☐ Customer Service

☐ Equally all important

5. What kind of contractual protections should the Board focus on to ensure the community is not locked into outdated technology and services?

☐ Multiple Technology Review clauses

☐ Guaranteed internet speed upgrades

☐ Flexibility to drop video services

☐ Equally all important

6. Do you watch more content by watching cable television or using streaming services?

☐ Cable
☐ Streaming

7. How much do you spend on streaming subscriptions per month?

☐ Under $15

☐ Between $15 - $25

☐ Between $25 - $40

☐ More than $40

8. Do you have any issues with buffering or slow streaming while using streaming services?

☐ Yes
☐ No

9. How often have you had to contact customer service in the past year due to a technical issue?

☐ Never

☐ Just once time

☐ Occasionally

☐ Frequently

10. Was your issue resolved to your satisfaction on your first call to customer service?

☐ Yes
☐ No

11. On a scale of 1-5, how likely are you to recommend the customer service of your current to provider to others?

              ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

12. Have you heard of fiber optic internet and its benefits?
   ☐ Yes
   ☐ No

13. How important is having access to fiber optic internet to your home?
   ☐ Very important
   ☐ Important
   ☐ Not so important
   ☐ Need to learn more

14. Do you believe that fiber optic internet would enhance the overall quality of life in the community?
   ☐ Yes
   ☐ No

15. How often do you watch the community channel?
   ☐ Regularly
   ☐ Weekly
   ☐ Monthly
   ☐ Rarely
   ☐ Never

16. Would you like to see the community channel transitioned to an alternative communication method, such as a community app or website?
   ☐ Yes
   ☐ No

17. Would you be willing to pay a small fee to access an improved community channel or community app/website?
    ☐ Yes
    ☐ No
    ☐ Undecided

18. What kind of smart devices do you have connected to your home network?
    (Please check all that apply)
    ☐ Ring Doorbell
    ☐ Smart locks/Access control
    ☐ Smart thermostats
    ☐ Smart lights or speakers
    ☐ Smart appliances

19. What format of education would you prefer if a new cable/internet service provider is selected? (Please check all that apply)
    ☐ In-person town halls and meetings
    ☐ Online tools and resources
    ☐ Group webinars
    ☐ Email updates

20. How much time would you be willing to dedicate to learning about a new cable/internet service provider?
    ☐ Less than 1 hour
    ☐ 1 hour to 2 hours
    ☐ More than 2 hours

21. Do you have any additional comments or suggestions that you would like to share?