

Constant Contact Survey Results

Survey Name: Broad Band Survey

Response Status: Partial & Completed







Filter: None

10/1/2013 9:09 AM EDT

The property for which I am answering this survey is located at (list street or nearest cross streets):

1443 Response(s)

What is your zip code?

Answer	0%	100%	Number of Response(s)	Response Ratio
48661			441	28.4 %
48654			97	6.2 %
48761			9	<1 %
48739			98	6.3 %
48756			108	6.9 %
48770			0	0.0 %
Other			172	11.1 %
No Response(s)			624	40.2 %
Totals			1549	100%

Which municipality is your Ogemaw County property located?

Answer	0%	100%	Number of Response(s)	Response Ratio
Churchill Township			108	6.9 %
Cumming Township			43	2.7 %
Edwards Township			102	6.5 %
Foster Township			145	9.3 %
Goodar Township			47	3.0 %
Hill Township			216	13.9 %
Horton Township			57	3.6 %
Klacking Township			74	4.7 %
Logan Township			5	<1 %
Mills Township			178	11.4 %
Ogemaw Township			96	6.1 %
Richland Township			52	3.3 %
Rose Township			104	6.7 %
West Branch Township			129	8.3 %
Village of Prescott			2	<1 %
City of Rose City			7	<1 %
City of West Branch			31	2.0 %
No Response(s)			153	9.8 %
Totals			1549	100%

Was this survey sent to your year-around residence?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes, I am a full-time year around resident and property owner.			919	59.3 %
Yes, I am a full-time year around resident, but not a property owner.			15	<1 %
No, I am a part-time resident and property owner.			499	32.2 %
No, I am a part-time resident, but not a property owner.			4	<1 %
No, this is a business address.			36	2.3 %
No Response(s)			76	4.9 %
Totals			1549	100%

If you DO subscribe to an internet service for this address, what type of service is it? Check all that apply.

Answer	0%	100%	Number of Response(s)	Response Ratio
Dial-up internet			109	12.3 %
Wireless internet - not cell phone based			188	21.2 %
DSL internet			97	10.9 %
Cable internet			210	23.7 %
Dedicated T-1 Line			10	1.1 %
Satellite based internet			266	30.0 %
Other			26	2.9 %
Totals			886	100%

If you DO subscribe to an internet service at THIS ADDRESS, does the service meet your needs?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			337	21.7 %
No			608	39.2 %
No Response(s)			604	38.9 %
Totals			1549	100%

If you answered "no" to question #4, please describe why your current service is not meeting your needs. Check all that apply.

Answer	0%	100%	Number of Response(s)	Response Ratio
Speed is too slow			358	57.9 %
Connection is unreliable			231	37.3 %
Price is too high			318	51.4 %
Customer Service is poor			54	8.7 %
Other			13	2.1 %
Totals			618	100%

If
you do NOT currently subscribe to an internet service at THIS ADDRESS, why not?

Answer	0%	100%	Number of Response(s)	Response Ratio
I/we have adequate access to internet somewhere else (such as work, school, at another residence, etc.).			93	6.0 %
I/we do not use or desire to use the internet here or anywhere else.			108	6.9 %
I/we cannot get adequate access to the internet at this address (the only internet services available here are too slow or expensive).			381	24.5 %
Other			87	5.6 %
No Response(s)			880	56.8 %
Totals			1549	100%


Are
you interested in having alternative choices for internet service for this address?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			1190	76.8 %
No			263	16.9 %
No Response(s)			96	6.1 %
Totals			1549	100%







How
much are you willing to pay for high speed internet service at this address?

Answer	0%	100%	Number of Response(s)	Response Ratio
\$20-30			561	36.2 %
\$31-40			303	19.5 %
\$41-50			209	13.4 %
\$51-60			99	6.3 %
\$61-80			40	2.5 %
\$81-100			16	1.0 %
More than \$100			8	<1 %
No Response(s)			313	20.2 %
Totals			1549	100%

If
 an alternative internet service included a one-time equipment installation fee,
 how much would you be willing to pay?

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than \$100			941	60.7 %
\$100-200			229	14.7 %
\$201-300			32	2.0 %
\$301-400			5	<1 %
\$401-500			6	<1 %
More than \$500			2	<1 %
No Response(s)			334	21.5 %
Totals			1549	100%

Some
 providers offer a "bundled" group of services, such as TV, internet, and
 landline telephone as a package, usually at a reduced rate. Would you be
 interested in this kind of service?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes, interested in TV, internet, and telephone bundle			675	43.5 %
Yes, interested in TV and internet only			262	16.9 %
Yes, interested in internet and telephone only			70	4.5 %
Yes, interested in TV and telephone only			19	1.2 %
Not interested in bundled services			375	24.2 %
No Response(s)			148	9.5 %
Totals			1549	100%

Additional Comments:

378 Response(s)