



## Broadband Service Verification Questionnaire

In 2007 the Maine State Legislature created the ConnectME Authority with the mission to promote the development of high speed internet communications systems in the un-served and underserved regions of the state. To fulfill this mission we are seeking your assistance in providing valuable information about the availability and use of high speed internet at this location, otherwise known as broadband.

The survey is 10 questions long and should take less than 10 minutes to complete. The information is confidential. This is not a marketing tool and the data will only be used for the purpose of verifying the locations where high speed internet is offered.

If you have access to the internet and wish to complete this survey electronically, you may do so at: <http://www.surveymonkey.com/s/JBLNRHX>

1. Please verify/enter your address.

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

2. Do you currently subscribe to internet service?      Yes      No

If your answer to question 2 is No, please proceed to question 7, otherwise continue to question 3.

3. What form of internet service do you purchase?
  - a. Dialup Service
  - b. DSL or Higher Wired Service
  - c. High Speed Cable
  - d. Satellite
  - e. Fixed Antennae Wireless
  - f. Mobile Wireless (Smartphone, Mobile Laptop Card, or similar device)

4. Who is your broadband internet service provider?  
\_\_\_\_\_

5. Does this provider meet the level of advertised internet speed for the plan you subscribe?

Yes                  No                  I Don't Know



The ConnectME authority has established a website where you can perform a test of internet speed for your location. If you are interested in running a test of your internet speed, please visit <http://connectmespeedtest.maine.gov> and follow the instructions provided. Access to this site does require a device capable of running flash applications such as a laptop or desktop computer. The test tool is not currently supported by smart phone devices.

6. Have you ever purchased internet service from another provider at this same address?      Yes    No

If yes, please list the name of the previous provider(s)?

---

7. Have you attempted to acquire high speed internet service at this location, but were unable to locate a provider who offered this service?

Yes    No    N/A

8. Has a high speed service provider tested access to the internet at this location in the past?

Yes    No    I Don't Know

If yes, please give the name of the service provider?

---

9. Was the internet connection test at this location successful?

Yes    No    I Don't Know      N/A

10. If high speed internet service is available, what is the reason you do not subscribe?

- a. No interest
- b. Price of service
- c. Limitations of the service
- d. Need a different option to fit my internet hardware needs
- e. Other \_\_\_\_\_
- f. N/A

Thank you for taking the time to help shape the future development of broadband service in Maine.