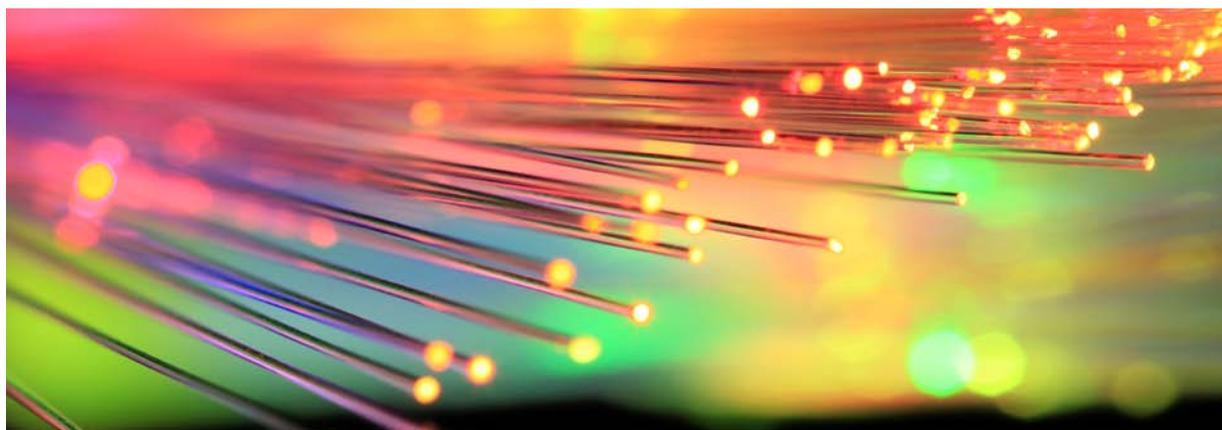


Developing Broadband in Maine: Baseline Update 2013

Volume II. Appendices

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Developing Broadband in Maine: Baseline Update 2013 Volume II: Appendices

The ConnectME Authority Broadband Planning Project

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Appendix A—Survey Questionnaires

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- Healthcare Organizations Survey Questionnaire
- Native Indian Tribes Residential Survey Questionnaire

Service Provider Survey Questionnaire--2013



Service Provider Company: _____

Contact Name: _____

Contact Phone Number: _____

1) Does your company have plans to expand its broadband service coverage into unserved areas in Maine over the next 12 months?

Yes

No

2) Does your company have plans to upgrade its current service offerings in Maine over the next 12 months?

Yes

No

3) What do you see as the main barriers for making broadband service available in more locations? Please list:

4) What factors do you see as main reasons why consumers do not subscribe to broadband internet service where it is currently available? Please list:

5) What actions would you propose be taken in order to help increase broadband subscribership? These actions are not necessarily those that your company would do and could belong to the state or municipalities as examples. Please list:

Thank you very much for participating in this survey.

Residential Consumer Survey Questionnaire--2013

In the following questions, the word **computer** includes all desktops, laptops, notebooks, netbooks, ultrabooks, and also tablets that can connect to the internet (iPads, TouchPads, Kindles, and others). **Mobile devices** include all mobile phones that can connect to the internet.

For each of the following questions, select one answer only unless otherwise instructed. Please answer all questions.

1) Is there a computer in your home? Check all that apply.

- Yes, there is a desktop computer
- Yes, there is a laptop or other portable computer
- Yes, there is a tablet (iPad, TouchPad, Kindle, or other)
- No

2) Is there a child in the household who brings a computer home from school? Check all that apply.

- Yes, a laptop or other portable computer
- Yes, a tablet (iPad, TouchPad, Kindle, or other)
- No

If you answered YES to 1 or 2 above, skip to question 6.

3) What is the main reason you (or others) do not have a computer in your home? Please check only one answer.

- I/ we are not interested in using or don't need a computer
- I/ we don't know how to use a computer that well
- It is too difficult or frustrating to use a computer

- Computers are too expensive
- I/ we can use the computer as much as needed somewhere else, like school, work, or the library
- I/ we can use a mobile device instead of a computer
- Other- Please write in:

4) Would you (or others in your household) like to have a computer in your home?

- Yes
- No- **Skip to question 10**

5) Do you (or others in your household) plan on getting a computer for use in your home in the next 12 months?

- Yes
- No

6) Does anyone in your household use a computer to connect to the internet from your home?

- Yes- **Skip to question 10**
- No

7) What is the main reason you (or others in your household) do not connect to the internet from a computer in your home? Please check only one answer.

- I/ we do not have a computer
- I/ we are not interested in using the internet or don't need the internet
- I/ we don't know how to connect to the internet or use the internet
- It is too difficult or frustrating to use the internet
- Internet service is too expensive
- Internet service is too slow
- Adequate internet service is not available where I live
- I/ we have concerns about privacy or personal information using the internet
- I/ we have concerns about viruses, spam, or spyware
- I/ we have concerns about my/ our child using the internet
- I/ we can use the internet as much as needed somewhere else, like school, work, or the library
- I/ we can use a mobile device instead of a computer to connect to the internet
- Other- Please write in:

8) Would you (or others in your household) like to connect to the internet from a computer in your home?

- Yes
- No

9) Do you (or others in your household) plan on setting up internet service for a computer in your home in the next 12 months?

Yes

No

10) Do you (or others in your household) have or plan to get a mobile device to connect to the internet from your home in the next 12 months?

I/ we already have a mobile device

I/ we plan to get a mobile device

I/ we do not plan to get a mobile device in the next 12 months

11) What types of internet connection(s) are *available* where you live? Please include all types that are available where you live even if you don't use it yourself. Please check all that apply.

Dial-up (examples: NetZero & Earthlink)

DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)

Cable (examples: Time Warner, Comcast, & BeeLine)

Satellite (examples: WildBlue & HughesNet)

Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)

Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)

Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))

T-1

Don't know

12) What type of internet connection(s) do you *currently have* in your home? Please check all that apply.

None – **Skip to question 18**

Dial-up (examples: NetZero & Earthlink)

DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)

Cable (examples: Time Warner, Comcast, & BeeLine)

Satellite (examples: WildBlue & HughesNet)

Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)

Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)

Fiber Optic (Fiber to the Home (FTTH) / fiber to the Premise (FTTP))

T-1

Don't know

13) Who is your current internet service provider? Please write the name of the company:

14) How much does your household *currently* pay for internet service each month? If you pay for internet as part of a package with TV and/or telephone, include only the part paid for *internet service*. If you are not sure, please give your best estimate.

- \$60 or more/ month
- \$50-\$59/ month
- \$40-\$49/ month
- \$30- \$39/ month
- \$20- \$29/ month
- Less than \$20/ month
- Nothing
- Don't know

15) How would you rate the speed of your internet connection?

- It's fast enough to do what I want
- I would like it to be faster, but I can still do what I want
- It's not fast enough to do what I want

16) Why don't you subscribe to a faster internet service?
Check all that apply.

- Faster internet service is not available
- I would have to purchase or lease equipment to get faster internet service
- The monthly bill for faster internet service would be too expensive

- I would be required to sign a contract to get faster internet service
- I have a contract with my current internet provider
- Other- Please write in:

17) If you could have a faster internet connection at home, what is the most you would be willing to pay for that faster internet service each month?

- \$60 or more/ month
- \$50-\$59/ month
- \$40-\$49/ month
- \$30- \$39/ month
- \$20- \$29/ month
- Less than \$20/ month
- I would not be willing to pay for faster internet service

18) Have you used any other internet service providers *at this address* in the past three years?

- Yes
- No
- Don't know

19) If yes, what other internet service providers have you used at this address in the past three years? Please write the name of the company or companies:

20) What have you and others used a computer or mobile device in your home for in the past month? Please check all that apply.

- Have not used a computer or mobile device from home in the past month
- Word processing/ typing
- E-mail, Facebook, Twitter, Skype, or other communications
- Checking the news, weather, or sports
- Making travel, hotel, or rental car reservations
- Looking for medical or health information or communicating with medical providers
- Looking up information or conducting business from town, state, or federal government websites
- Looking up information about businesses or organizations
- Looking up information about political candidates or election issues
- Online shopping, banking, or bill paying
- Accessing games, music, TV shows, or movies online

- Education/ school assignments for *children*
- Education/ school assignments for *adults*
- Online classes, trainings, or webinars
- Searching or applying for a job
- Working from home for an employer
- Working for a home-based business/ self-employment
- Other- Please write in:

21) If you had faster internet access at home, what do you think you and others in your home would *start doing* or *do more of* online? Please check all that apply.

- Would not do anything online
- Would do more e-mail, Facebook, Twitter, Skype, or other communications
- Would check the news, weather, or sports more often
- Would make more travel, hotel, or rental car reservations
- Would look for more medical or health information or communicate more with medical providers
- Would look up more information or conduct more business from town, state, or federal government websites

- Would look up more information about businesses or organizations
- Would look up more information about political candidates or election issues
- Would do more online shopping, banking, or bill paying
- Would access more games, music, TV shows, or movies online
- Would do more education/ school assignments for *children*
- Would do more education/ school assignments for *adults*
- Would take more online classes, trainings, or webinars
- Would search or apply for a job more
- Would work from home for an employer more
- Would work for a home-based business/ engage in self-employment more
- Internet service is fast enough/ would not do more online if internet was faster
- Other- Please write in:

22) About how many hours per week do *you* use a computer or mobile device at *your home* to access the internet?

- Not at all
- Less than 7 hours/ week
- 7-13 hours/ week
- 14-20 hours/ week
- 21-27 hours/ week
- 28-34 hours/ week
- 35 or more hours/ week

23) About how many hours per week total do *you and all other household members combined* use a computer or mobile device at your home to access the internet?

- Not at all
- Less than 7 hours/ week
- 7-13 hours/ week
- 14-20 hours/ week
- 21-27 hours/ week
- 28-34 hours/ week
- 35 or more hours/ week

24) Is there anything else you would like to share?

Demographic Information This information is confidential. It is used for comparison purposes only.

25) Please indicate the gender and age of **each person** in the household. Start with yourself, then list up to 7 additional people in your household, starting with the oldest. Circle Male or Female and write in the age of each person.

Yourself:	Male	Female	Age:
Person 2:	Male	Female	Age:
Person 3:	Male	Female	Age:
Person 4:	Male	Female	Age:
Person 5:	Male	Female	Age:
Person 6:	Male	Female	Age:
Person 7:	Male	Female	Age:
Person 8:	Male	Female	Age:

26) Thinking about the person with the highest level of education in your household, what is the highest degree in school that he/ she has completed?

- Some high school
- High school/ GED
- Some classes beyond high school
- Two-year, trade, certificate, or technical school
- Four-year college or university
- Advanced (graduate) degree

27) Does anyone in your household operate a home-based business or earn money from home?

- Yes, as a primary source of income
- Yes, on the side or for extra income
- No

28) What is your zip code?

29) Which of the following best describes where you live?

- Mobile home park
- Single-family home/ mobile home (not in a park)
- Condominium/ town home/ row home
- Multiple-family home/ apartment (2-4 residences)
- Apartment building (5 or more residences)
- Other- Please write in:

30) Which of the following does the head of household do for the place where you live?

- Pay a mortgage
- Pay rent
- Own the home outright (no mortgage)
- Other- Please write in:

31) What is your approximate total household income? If you are not sure, please provide your best guess.

- Less than \$15,000/ year
- \$15,000- \$24,999/ year
- \$25,000- \$34,999/ year
- \$35,000- \$49,999/ year
- \$50,000-\$64,999/ year
- \$65,000-\$79,999/ year
- \$80,000- \$99,999/ year
- \$100,000-\$149,999/ year
- \$150,000 or more/ year

32) How often is someone in your household unable to leave the home due to an ongoing physical, mental, or emotional condition?

- Always
- Very Frequently (at least once a week)
- Occasionally (a few times a month)
- Rarely (a few times a year)
- Very Rarely
- Never

Thank you very much for taking the time to complete this survey. We really appreciate it. Please return your completed survey in the provided stamped, self addressed envelope.



Business Consumer Survey Questionnaire--2013

In the following questions, the word **computer** includes all desktops, laptops, notebooks, netbooks, ultrabooks, and also tablets that can connect to the internet (iPads, TouchPads, Kindles, and others). **Mobile devices** include all mobile phones that can connect to the internet.

All of the questions refer to the *specific business location* where this survey was mailed. For each of the following questions, select one answer only unless otherwise instructed. Please answer all questions.

- 1) How often was a computer being used at your business *last week* (during the time that the business was open or operating)?
 - Almost all the time (nearly 100% of the time)
 - Most of the day, almost every day (about 75% of the time)
 - Part of the day, some days (about 50% of the time)
 - Occasionally (about 25% of the time)
 - Not at all (0% of the time)

- 2) Are *computers* available for use by non-employees, such as students, customers, patients, or the general public?
 - Yes
 - No

- 3) Is at least one computer at your business connected to the internet?
 - Yes- **Skip to question 7**
 - No

- 4) What is the main reason your business does not connect at least one computer to the internet? Please check only one answer.
 - The business does not need the internet
 - Internet service is too expensive for the business
 - Internet service is too slow for the business

- Adequate internet service is not available where the business is located
- The business has concerns about privacy using the internet
- The business has concerns about viruses, spam, or spyware
- The business can connect to the internet using a mobile device
- Other- Please write in

5) Would your business like to connect a computer to the internet?

- Yes
- No

6) Does your business plan on setting up internet service in the next 12 months?

- Yes
- No

7) Does your business have or plan to get a mobile device to connect to the internet in the next 12 months?

- The business already has a mobile device
- The business plans to get a mobile device in the next 12 months
- The business does not plan to get a mobile device in the next 12 months

8) What types of internet connection(s) are *available* where your business is located? Please include all types that are available at your location, even if your business does not use them. Please check all that apply.

- Dial-up (examples: NetZero & Earthlink)

- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))
- T-1
- Don't know

9) What types of internet connection(s) does your business *currently have*? Please check all that apply.

- None- **Skip to question 16**
- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))
- T-1
- Don't know

10) Is *internet access* available at your business for use by non-employees, such as students, customers, patients, or the general public?

- Yes
- No

11) Who is/ are your current internet service provider(s) at this location? Please write the name of the company/ companies.

12) How much does your business *currently* pay for internet service each month at this location? If you are not sure, please give your best estimate.

- \$ 1001 or more/ month
- \$501-\$1000/ month
- \$301-\$500/ month
- \$101-\$300/ month
- \$51-\$100/ month
- \$30-\$50/ month
- Less than \$30/ month
- Nothing
- Don't know

13) How would you rate the speed of your business' internet connection?

- It's fast enough to do what the business needs
- It would be better if it were faster, but the business can still do what it needs
- It's not fast enough to do what the business needs

14) What is the main reason your business doesn't subscribe to a faster internet service? Please check only one answer.

- No interest in having faster internet service
- Faster internet service is not available
- The business would have to purchase or lease equipment to get faster internet service
- The monthly bill for faster internet service would be too expensive

- The business would be required to sign a contract to get faster internet service
- The business currently has a contract with an internet provider
- The business is limited by purchasing rules
- Other- Please write in:

15) If the business could have a faster internet connection, what is the most the business would be willing to pay each month for internet service at this location?

- \$ 1001 or more/ month
- \$501-\$1000/ month
- \$301-\$500/ month
- \$101-\$300/ month
- \$51-\$100/ month
- \$30-\$50/ month
- Less than \$30/ month
- Would not be willing to pay for faster internet service

16) Has your business used any other internet service providers *at this address* in the past three years?

- Yes
- No
- Don't know

17) If yes, what other internet service providers has the business used at this address in the past three years?
Please write the name of the company or companies.

- 18) What has your business used the computer or mobile device for in the *past month*? Please check all that apply.
- Business has not used a computer or mobile device in the past month
 - Conducting business
 - Word processing/ presentations
 - Maintaining a database/ recordkeeping
 - Financial management/billing
 - E-mail or other communications
 - E-commerce
 - Travel/ event coordination
 - Developing/ maintaining a website
 - Connecting with your business' other locations
 - Connecting with similar businesses
 - Conducting research
 - Online training/ webinars
 - Telemedicine
 - Processing online job applications
 - Accessing government services (e.g., paying fees, acquiring licenses, etc.)
 - Other- Please write in.

- 19) If your business had faster internet access, what would your business *start doing* or *do more of* online? Please check all that apply.
- Internet service is fast enough/ would not do anything different online if internet was faster
 - Conducting more business
 - More with maintaining a database/ recordkeeping
 - More financial management/ billing
 - More e-mail or other communications

- More e-commerce
- More travel/event coordination
- More with developing/ maintaining a website
- Connecting with your business' other locations more
- Connecting with similar businesses more
- Conducting more research
- More online training/ webinars
- More telemedicine
- More processing online job applications
- More accessing government services (e.g., paying fees, acquiring licenses, etc.)
- Other- Please write in

20) Does your business have an employee with duties related to maintaining computer networks, hardware, or software?

- Yes
- No

21) Is there anything else you would like to share?

Demographic Information

22) What is the zip code of the physical address for your business *at this location*? Please write in.

23) What town, area, or region does your business primarily serve *at this location*? Please write in:

24) Which of the following options best describes the *ownership* structure of your business?

- Proprietorship or partnership (any form)
- Privately-owned corporation
- Publicly-owned corporation
- Non-profit organization
- Other- Please write in:

25) Which of the following options best describes the *organizational* structure of your business?

- Business with single location- **Skip to question 27**
- Business with multiple locations within Maine
- Business with multiple locations within the United States
- Business with multiple locations, including at least one outside the United States

26) Which of the following best describes this business location?

- Headquarters or primary location
- Branch or division

27) Please briefly describe the type of business:

28) Which of the following broad categories best describes your business?

- Agriculture, Forestry, Fishing and Hunting
- Mining, Quarrying, and Oil and Gas Extraction
- Utilities
- Construction
- Manufacturing
- Wholesale Trade
- Retail Trade
- Transportation and Warehousing
- Information
- Finance and Insurance
- Real Estate and Rental and Leasing
- Professional, Scientific, and Technical Services
- Management of Companies and Enterprises
- Administrative and Support and Waste Management and Remediation Services
- Educational Services
- Health Care and Social Assistance
- Arts, Entertainment, and Recreation
- Accommodation and Food Service
- Other Services (except Public Administration)
- Public Administration
- Other- Please write in:

For the following questions, if you are not sure, please give your best estimate.

29) How many workers (including yourself) did your business employ as of **October 1, 2012**?

_____ Full-time employees

_____ Part-time employees

30) How many workers (including yourself) did your business employ as of **October 1, 2007**?

_____ Full-time employees

_____ Part-time employees

31) How many years has your business been operating?

32) How many years has your business been operating *at this location*?

33) How many years old is this facility where your business is located?

34) What percentage of your business' purchases of goods and services at this location are from businesses and individuals *outside of Maine*?

80% or more

60-79%

40-59%

20-39%

Less than 20%

None

35) What was your business' total sales revenue for the previous year at this location?

- \$10,000,000 or more
- \$5,000,000 to \$9,999,999
- \$2,500,000 to \$4,999,999
- \$1,000,000 to \$2,499,999
- \$750,000 to \$999,999
- \$500,000 to \$749,999
- \$250,000 to \$499,000
- \$100,000 to \$249,000
- Under \$100,000
- None

36) What percentage of your business' revenue generated at this location comes from individuals or businesses located *outside of Maine*?

- 80% or more
- 60-79%
- 40-59%
- 20-39%
- Less than 20%
- None

Thank you very much for taking the time to complete this survey. We really appreciate it. Please return your completed survey in the provided stamped, self addressed envelope.

CONNECT ME



Community Anchor Institution Survey Questionnaire--2013

Internet Access Survey 2012-2013

In the following questions, the word computer includes all desktops, laptops, notebooks, netbooks, ultrabooks, and also tablets that can connect to the internet (iPads, TouchPads, Kindles, and others). Mobile devices include all mobile phones that can connect to the internet.

All of the questions refer to the specific organization location where this survey was mailed. For each of the following questions, select one answer only unless otherwise instructed. Please answer all questions.

1. How often was a computer being used at your organization last week (during the time that the organization was open or operating)?

- Almost all the time (nearly 100% of the time)
- Most of the day, almost every day (about 75% of the time)
- Part of the day, some days (about 50% of the time)
- Occasionally (about 25% of the time)
- Not at all (0% of the time)

2. Are computers available for use by non-employees or the general public?

- Yes
- No

3. Is at least one computer at your organization connected to the internet?

If YES, please SKIP to question 7:

- Yes
- No

4. What is the main reason your organization does not connect at least one computer to the internet? Please check only one answer.

- The organization does not need the internet
- Internet service is too expensive for the organization
- Internet service is too slow for the organization

- Adequate internet service is not available where the organization is located
- The organization has concerns about privacy using the internet
- The organization has concerns about viruses, spam, or spyware
- The organization can connect to the internet using a mobile device
- The organization's equipment is outdated
- The organization lacks access to technical support
- Other (please specify)

5. Would your organization like to connect a computer to the internet?

- Yes
- No

6. Does your organization plan on setting up internet service in the next 12 months?

- Yes
- No

7. Does your organization have or plan to get a mobile device to connect to the internet in the next 12 months?

- The organization already has a mobile device
- The organization plans to get a mobile device in the next 12 months
- The organization does not plan to get a mobile device in the next 12 months

8. What types of internet connection(s) are available where your organization is located? Please include all types that are available at your location, even if your organization does not use them.

Please check all that apply.

- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)

- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))
- T-1
- Don't know

9. What types of internet connection(s) does your organization currently have?

Please check all that apply

- None- Skip to question 16
- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))
- T-1
- Don't know

10. Is internet access available at your organization for use by non-employees or the general public?

- Yes
- No

11. Who is/are your current internet service provider(s) at this location?

Please write the name of the company/companies.

12. How much does your organization currently pay for internet service each month at this location?

If you are not sure, please give your best estimate.

- \$1001 or more/ month
- \$501-\$1000/ month

- \$301-\$500/ month
- \$101-\$300/ month
- \$51-\$100/ month
- \$30-\$50/ month
- Less than \$30/ month
- Nothing
- Don't know

13. How would you rate the speed of your organization's internet connection?

- It's fast enough to do what the organization needs
- It would be better if it were faster, but the organization can still do what it needs
- It's not fast enough to do what the organization needs

14. What is the main reason your organization doesn't subscribe to a faster internet service?

Please check only one answer.

- No interest in having faster internet service
- Faster internet service is not available
- The organization would have to purchase or lease equipment to get faster internet service
- The monthly bill for faster internet service would be too expensive
- The organization would be required to sign a contract to get faster internet service
- The organization currently has a contract with an internet provider
- The organization is limited by purchasing rules
- Other (please specify)

15. If the organization could have a faster internet connection, what is the most the organization would be willing to pay each month for internet service at this location?

- \$1001 or more/ month
- \$501-\$1000/ month
- \$301-\$500/ month
- \$101-\$300/ month

- \$51-\$100/ month
- \$30-\$50/ month
- Less than \$30/ month
- Would not be willing to pay for faster internet service

16. Has your organization used any other internet service providers at this address in the past three years?

- Yes
- No
- Don't know

17. If yes, what other internet service providers has the organization used at this address in the past three years?

Please write the name of the company/companies.

18. What has your organization used the computer or mobile device for in the past month?

Please check all that apply.

- Organization has not used a computer or mobile device in the past month
- Conducting business
- Word processing/ presentations
- Maintaining a database/recordkeeping
- Financial management/billing
- E-mail or other communications
- E-commerce
- Travel/event coordination
- Developing/maintaining a website
- Connecting with your organization's other locations
- Connecting with similar organizations
- Conducting research
- Online training/webinars

- Processing online job applications
- Accessing government services (e.g., paying fees, acquiring licenses, etc.)
- Other (please specify)

19. If your organization had faster internet access, what would your organization start doing or do more of online?

Please check all that apply.

- Internet service is fast enough/ would not do anything different online if internet was faster
- Conducting more business
- More with maintaining a database/recordkeeping
- More financial management/billing
- More e-mail or other communications
- More e-commerce
- More travel/event coordination
- More with developing/maintaining a website
- Connecting more with your organization's other locations
- Connecting more with similar organizations
- Conducting more research
- More online training/ webinars
- More processing online job applications
- More accessing government services (e.g., paying fees, acquiring licenses, etc.)
- Other (please specify)

20. Does your organization have an employee with duties related to maintaining computer networks, hardware, or software?

- Yes
- No

21. Is there anything else you would like to share?

22. Please enter your CAI ID# located on the back of the survey return envelope:

23. What is the zip code of the physical address for your organization at this location?

Please write in.

24. What town, area, or region does your organization primarily serve at this location?

Please write in.

25. Thank you very much for taking the time to complete this survey. We really appreciate it.

Please enter your Survey Code and click DONE to end this survey.

Done

Healthcare Organization Survey Questionnaire--2013

Medicaid Health Care Providers Survey Questionnaire

1. Please enter Survey ID#:

For each of the following questions, please select only one answer unless otherwise instructed.

2. How often was a computer used at this location of your practice last week (during the time that the practice was open or operating)?

- Almost all the time (nearly 100% of the time)
- Most of the day, almost every day (about 75% of the time)
- Part of the day, some days (about 50% of the time)
- Occasionally (about 25% of the time)
- Not at all (0% of the time)
- We do not have a computer at the practice (Skip to question 28).

3. Is at least one computer at your practice location connected to the internet?

- Yes (Skip to question 7)
- No
- Unsure (Skip to question 7)

4. What is the main reason your practice computer(s) is not connected to the internet?

- The practice does not need the internet
- Internet service is too expensive for the practice
- Internet service is too slow for the practice
- Adequate internet service is not available where the practice is located
- The practice has concerns about privacy using the internet
- The practice has concerns about viruses, spam, or spyware
- The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)

Other (please specify)

5. Would your practice like to connect a computer to the internet?

- Yes
- No

6. Does your practice plan on getting internet service in the next 12 months?

- Yes
- No

7. What types of internet connection(s) are AVAILABLE at this practice location? Please include all types that are available at your location, even if your practice does not use them.

Please check all that apply.

- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic (examples: Oxford Networks & Time Warner)
- T-1 (examples: FairPoint, TDS, & OTT)
- Don't know

8. What types of internet connection(s) does your practice CURRENTLY have?

Please check all that apply.

- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)

- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic (examples: Oxford Networks & Time Warner)
- T-1 (examples: FairPoint, TDS, & OTT)
- Don't know
- No Internet at practice location (Skip to question 28)

9. Who is (are) your current internet service provider(s) at this location?

Please write the name of the company/ companies.

1.
2.
3.

10. How much does your practice currently pay for internet service each month at this location? If you are not sure, please give your best estimate.

- \$ 1001 or more/ month
- \$501-\$1000/ month
- \$301-\$500/ month
- \$101-\$300/ month
- \$51-\$100/ month
- \$30-\$50/ month
- Less than \$30/ month
- Nothing
- Don't know

11. How would you rate the speed of your practice's internet connection?

- It's fast enough to do what the practice needs
- It would be better if it were faster, but the practice can still do what it needs
- It's not fast enough to do what the practice needs

12. How does your practice currently use internet?

Please check all that apply.

- Conduct health care practice
- Maintain a database/recordkeeping
- Manage finances/billing
- E-mail or other communications
- E-commerce
- Travel/event coordination
- Develop/maintain a website
- Connect with the practice's other locations
- Connect with other similar practices
- Conduct research
- Provide/access online training/webinars
- Provide telemedicine/telehealth services
- Participate in the Health Information Exchange
- Connect with mobile access from home
- Transmit medical imagery
- Use video applications

13. If your practice had faster internet access, what would your practice start doing or do more of online?

Please check all that apply.

- Internet service is fast enough/ would not do anything different online if internet was faster
- Conduct more health care practice
- More with maintaining a database/recordkeeping
- More financial management/billing
- More e-mail or other communications
- More e-commerce
- More travel/event coordination
- More with developing/maintaining a website
- Connecting with the practice's other locations more
- Connecting with other similar practices
- Conducting more research
- Provide/access more online training/ webinars

- Provide more telemedicine
- Participate more in the Health Information Exchange
- Connect with mobile access from home
- Transmit medical imagery
- Use video applications

Other (please specify)

14. Does your practice have an employee with duties related to maintaining computer networks, hardware, or software?

- Yes
- No

15. Does your practice utilize an e-prescription system?

- Yes
- No

16. Does your practice location currently have an electronic health record/system (EHR) installed and in use?

- Yes
- No (Skip to question 19)

17. How often do you use your EHR system?

- Almost all the time (nearly 100% of the time) (Skip to question 20)
- Most of the time (about 75%) (Skip to question 20)
- Part of the day (about 50%) (Skip to question 20)
- Occasionally (about 25%)
- Rarely (about 10%)
- Not at all (0% of the time)

18. If you use the EHR less than 50% of the time, please check all that apply.

- The EHR that we have requires too many “clicks” to get to the screens we need to use and enter data

The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)

N/A

Other (please specify)

19. If your practice doesn’t have an EHR system, why not? (You may select more than one answer.):

Funding/costs

EHR systems are too complicated

I plan to sell/close my practice in the next 3-5 years

I don’t think I need an EHR

The right internet speeds for EHRs are not available in my area

Other (please specify)

20. Have you heard about the Medicaid/Medicare EHR Incentive payment programs for Meaningful Use?

Yes

No

If Yes, how:

21. Have any of the professionals at your practice location participated in the EHR incentive payment program with Medicaid or Medicare?

Yes

No (Skip to question 23)

Don’t know (Skip to question 24)

22. Approximately how many professionals at this practice location have participated in the EHR payment program?

1-3

4-7

8-11

- 12-15
- 16-19
- 20 – 30
- 31 or more

23. If none of the professionals at this practice location participates in the Meaningful Use program, please explain why (you may select more than one answer).

- We are a long term care facility and our type of practice does not qualify for payments under the Medicare or Medicaid Meaningful Use program
- We are a behavioral health care facility and our type of practice does not qualify for payments under the Medicare or Medicaid Meaningful Use program
- Our practice does not serve enough Medicare or Medicaid patients to be eligible for the Medicare of Medicaid Meaningful Use Program
- Our practice does not employ the type of professionals who are eligible for the program payments
- We are unaware of the Meaningful Use Program

Other (please specify)

24. Does your practice provide telemedicine services?

- Yes (skip to question 26)
- No
- Not sure(skip to question 26)

25. Why doesn't your practice provide telemedicine services?

- Funding/costs
- Reimbursement issues
- Lack of staff to support
- Lack of staff expertise
- Hardware not available
- Insufficient bandwidth
- No specialists or practitioners available
- No identified need

Other (please specify)

26. Does your practice participate in the HealthInfoNet Health Information Exchange (HIN HIE)?

- Yes
- No (skip to question 28)

27. If yes, which describes your participation?

- We submit and access clinical data to the HIN HIE
- We have a “read only” access

28. The State of Maine, in partnership with several State and federal agencies, provides services and grant opportunities that can help fund the implementation of broadband for local communities and businesses. In addition to these services, grant and payment programs provide funding for electronic health care records and systems for health care providers.

Would you like to be contacted about these programs (at no cost or obligation to you)?

- Yes
- No

If Yes, Please confirm contact information below (name, phone, email):

29. What is the zip code of the physical address of this practice location? Please write in:

30. What town, area, or region does this practice location primarily serve?

31. Which of the following options best describes the ownership structure of this practice location?

- This practice location is affiliated with a hospital organization
- This practice location is part of an FQHC or RHC

- This practice location is not affiliated with a hospital, FQHC, or RHC

Other (please specify)

32. Which of the following options best describes the organizational structure of your practice?

- Practice with single location (Skip to question 35)
- Practice with multiple locations within Maine
- Practice with multiple locations within the United States

33. Which of the following best describes this practice location?

- Primary location for the entire practice
- Not the primary location for the entire practice

34. Which of the following broad categories best describes your practice?

- Ambulatory Health Care Facility (primary or general health)
- FQHC or RHC
- Behavioral Health Facility
- Hospital
- Long Term Care Facility
- Home health agency
- Dental Facility
- Pediatric Care Facility

Other (please specify)

For the following questions, if you are not sure, please give your best estimate.

35. How many years has the practice been providing health care services?

36. How many years has the practice been operating at this location?

37. Approximately, in years, how old is the facility at this practice location?

38. Roughly how many employees does your practice employ at this location?

- 1-5
- 5-10
- 10-20
- 20-50
- 50-100
- 100-200
- 200+

Thank you for taking the time to complete this survey.

Done

Native Indian Tribes Residential Consumer Survey Questionnaire--2013

Internet Access Survey

In the following questions, the word computer includes all desktops, laptops, notebooks, netbooks, ultrabooks, and also tablets that can connect to the internet (iPads, TouchPads, Kindles, and others). Mobile devices include all mobile phones that can connect to the internet.

For each of the following questions, select one answer only unless otherwise instructed. Please answer all questions.

1. Is there a computer in your home?

Check all that apply.

- Yes, there is a desktop computer
- Yes, there is a laptop or other portable computer
- Yes, there is a tablet (iPad, TouchPad, Kindle, or other)
- No

2. Is there a child in the household who brings a computer home from school?

Check all that apply.

- Yes, a laptop or other portable computer
- Yes, a tablet (iPad, TouchPad, Kindle, or other)
- No

If you answered YES to 1 or 2 above, skip to question 6.

3. What is the main reason you (or others) do not have a computer in your home?

Please check only one answer.

- I/ we are not interested in using or don't need a computer
- I/ we don't know how to use a computer that well
- It is too difficult or frustrating to use a computer
- Computers are too expensive
- I/ we can use the computer as much as needed somewhere else, like school, work, or the library
- I/ we can use a mobile device instead of a computer
- Other (please specify)

Internet Access Survey

4. Would you (or others in your household) like to have a computer in your home?

- Yes
- No- SKIP to question 10

5. Do you (or others in your household) plan on getting a computer for use in your home in the next 12 months?

- Yes
- No

6. Does anyone in your household use a computer to connect to the internet from your home?

- Yes- SKIP to question 10
- No

7. What is the main reason you (or others in your household) do not connect to the internet from a computer in your home?

Please check only one answer.

- I/ we do not have a computer
- I/ we are not interested in using the internet or don't need the internet
- I/ we don't know how to connect to the internet or use the internet
- It is too difficult or frustrating to use the internet
- Internet service is too expensive
- Internet service is too slow
- Adequate internet service is not available where I live
- I/ we have concerns about privacy or personal information using the internet
- I/ we have concerns about viruses, spam, or spyware
- I/ we have concerns about my/ our child using the internet
- I/ we can use the internet as much as needed somewhere else, like school, work, or the library
- I/ we can use a mobile device instead of a computer to connect to the internet
- Other (please specify)

Internet Access Survey

8. Would you (or others in your household) like to connect to the internet from a computer in your home?

- Yes
- No

9. Do you (or others in your household) plan on setting up internet service for a computer in your home in the next 12 months?

- Yes
- No

10. Do you (or others in your household) have or plan to get a mobile device to connect to the internet from your home in the next 12 months?

- I/ we already have a mobile device
- I/ we plan to get a mobile device
- I/ we do not plan to get a mobile device in the next 12 months

11. What types of internet connection(s) are available where you live?

Please include all types that are available where you live even if you don't use it yourself.

Please check all that apply.

- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic ((Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))
- T-1
- Don't know

Internet Access Survey

12. What type of internet connection(s) do you currently have in your home?

Please check all that apply.

- None – SKIP to question 18
- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic ((Fiber to the Home (FTTH) / fiber to the Premise (FTTP))
- T-1
- Don't know

13. Who is your current internet service provider?

Please write the name of the company:

14. How much does your household currently pay for internet service each month? If you pay for internet as part of a package with TV and/or telephone, include only the part paid for internet service.

If you are not sure, please give your best estimate.

- \$60 or more/ month
- \$50-\$59/ month
- \$40-\$49/ month
- \$30- \$39/ month
- \$20- \$29/ month
- Less than \$20/ month
- Nothing
- Don't know

Internet Access Survey

15. How would you rate the speed of your internet connection?

- It's fast enough to do what I want
- I would like it to be faster, but I can still do what I want
- It's not fast enough to do what I want

16. Why don't you subscribe to a faster internet service?

Check all that apply.

- Faster internet service is not available
- I would have to purchase or lease equipment to get faster internet service
- The monthly bill for faster internet service would be too expensive
- I would be required to sign a contract to get faster internet service
- I have a contract with my current internet provider
- Other (please specify)

17. If you could have a faster internet connection at home, what is the most you would be willing to pay for that faster internet service each month?

- \$60 or more/ month
- \$50-\$59/ month
- \$40-\$49/ month
- \$30- \$39/ month
- \$20- \$29/ month
- Less than \$20/ month
- I would not be willing to pay for faster internet service

18. Have you used any other internet service providers at this address in the past three years?

- Yes
- No
- Don't know

Internet Access Survey

19. If yes, what other internet service providers have you used at this address in the past three years?

Please write the name of the company or companies:

20. What have you and others used a computer or mobile device in your home for in the past month?

Please check all that apply.

- Have not used a computer or mobile device from home in the past month
- Word processing/ typing
- E-mail, Facebook, Twitter, Skype, or other communications
- Checking the news, weather, or sports
- Making travel, hotel, or rental car reservations
- Looking for medical or health information or communicating with medical providers
- Looking up information or conducting business from town, state, or federal government websites
- Looking up information about businesses or organizations
- Looking up information about political candidates or election issues
- Online shopping, banking, or bill paying
- Accessing games, music, TV shows, or movies online
- Education/ school assignments for children
- Education/ school assignments for adults
- Online classes, trainings, or webinars
- Searching or applying for a job
- Working from home for an employer
- Working for a home-based business/ self-employment
- Other (please specify)

Internet Access Survey

21. If you had faster internet access at home, what do you think you and others in your home would start doing or do more of online?

Please check all that apply.

- Would not do anything online
- Would do more e-mail, Facebook, Twitter, Skype, or other communications
- Would check the news, weather, or sports more often
- Would make more travel, hotel, or rental car reservations
- Would look for more medical or health information or communicate more with medical providers
- Would look up more information or conduct more business from town, state, or federal government websites
- Would look up more information about businesses or organizations
- Would look up more information about political candidates or election issues
- Would do more online shopping, banking, or bill paying
- Would access more games, music, TV shows, or movies online
- Would do more education/ school assignments for children
- Would do more education/ school assignments for adults
- Would take more online classes, trainings, or webinars
- Would search or apply for a job more
- Would work from home for an employer more
- Would work for a home-based business/ engage in self-employment more
- Internet service is fast enough/ would not do more online if internet was faster
- Other (please specify)

Internet Access Survey

22. About how many hours per week do you use a computer or mobile device at your home to access the internet?

- Not at all
- Less than 7 hours/ week
- 7-13 hours/ week
- 14-20 hours/ week
- 21-27 hours/ week
- 28-34 hours/ week
- 35 or more hours/ week

23. About how many hours per week total do you and all other household members combined use a computer or mobile device at your home to access the internet?

- Not at all
- Less than 7 hours/ week
- 7-13 hours/ week
- 14-20 hours/ week
- 21-27 hours/ week
- 28-34 hours/ week
- 35 or more hours/ week

24. Is there anything else you would like to share?

Demographic Information

This information is confidential. It is used for comparison purposes only.

Internet Access Survey

25. Please indicate the gender and age of EACH person in the household. Start with yourself, then list up to 7 additional people in your household, starting with the oldest.

	Male	Female
Yourself	<input type="radio"/>	<input type="radio"/>
Person 2	<input type="radio"/>	<input type="radio"/>
Person 3	<input type="radio"/>	<input type="radio"/>
Person 4	<input type="radio"/>	<input type="radio"/>
Person 5	<input type="radio"/>	<input type="radio"/>
Person 6	<input type="radio"/>	<input type="radio"/>
Person 7	<input type="radio"/>	<input type="radio"/>
Person 8	<input type="radio"/>	<input type="radio"/>

26. Please enter the current age of EACH corresponding person in your household

Yourself	<input type="text"/>
Person 2	<input type="text"/>
Person 3	<input type="text"/>
Person 4	<input type="text"/>
Person 5	<input type="text"/>
Person 6	<input type="text"/>
Person 7	<input type="text"/>
Person 8	<input type="text"/>

27. Thinking about the person with the highest level of education in your household, what is the highest degree in school that he/she has completed?

- Some High School
- High School / GED
- Some classes beyond high school
- Two year, trade, certificate or technical school degree
- Four-year college or University degree
- Advanced (graduate) degree

28. Does anyone in your household operate a home-based business or earn money from home?

- Yes, as a primary source of income
- Yes, on the side or for extra income
- No

Internet Access Survey

29. What is your zip code?

30. Which of the following best describes where you live?

- Single-family home/ mobile home (not in a park)
- Apartment building (5 or more residences)
- Mobile home park
- Condominium/ town home/ row home
- Multiple-family home/ apartment (2-4 residences)
- Other (please specify)

31. Which of the following does the head of household do for the place where you live?

- Pay a mortgage
- Pay rent
- Own the home outright (no mortgage)
- Other (please specify)

32. What is your approximate total household income?

If you are not sure, please provide your best guess.

- Less than \$15,000/ year
- \$15,000- \$24,999/ year
- \$25,000- \$34,999/ year
- \$35,000- \$49,999/ year
- \$50,000-\$64,999/ year
- \$65,000-\$79,999/ year
- \$80,000- \$99,999/ year
- \$100,000-\$149,999/ year
- \$150,000 or more/ year

Internet Access Survey

33. How often is someone in your household unable to leave the home due to an ongoing physical, mental, or emotional condition?

- Always
- Very Frequently (at least once a week)
- Occasionally (a few times a month)
- Rarely (a few times a year)
- Very Rarely
- Never

34. Thank you very much for taking the time to complete this survey. We really appreciate it.

Please enter your Survey Code below and click DONE to end this survey.

CONNECT  **ME**



Appendix B—Survey Results & Economic Analysis

This section provides the following survey results and analysis:

- Availability of Broadband Services in Maine—2013 Update
- Computer Use and Broadband Internet Subscribership by Maine Households and Small Businesses—2013 Update
- Residential Consumer Survey Results
- Business Consumer Survey Results
- Community Anchor Institution Survey Results
- Healthcare Organizations Survey Results
- Native Indian Tribes Residential Consumer Survey Results

AVAILABILITY OF BROADBAND SERVICES IN MAINE: 2013 UPDATE

Version 5.0; July 2013

Todd Gabe, Ph.D.*

Executive Summary:

The purpose of this study is to examine the availability of broadband services in Maine. Broadband is defined using the FCC Tier 1 designation as an Internet service that meets a minimum speed of 768 kbps in both the downstream and upstream directions. Using data compiled by the Sewall Company for the Maine Broadband Inventory and Mapping Project, we estimate that 93.1 percent of Maine locations have access to one or more broadband technologies—up from 91.1 percent in 2011. Broadband access varies widely across Maine, ranging from almost universal coverage in Androscoggin, Cumberland, Kennebec, Knox, Lincoln and York counties to a broadband availability rate of less than one-half of the street addresses in Piscataquis County. Somerset and Waldo counties have exhibited the most robust growth in broadband availability since 2011. Looking at individual technologies, we estimate that 85.3 percent, 37.0 percent and 19.8 percent of Maine locations have access to broadband via cable, DSL and fixed wireless services, respectively. Less than one percent of Maine addresses have access to broadband via fiber optics. Findings presented in the study generally show that the most important factors explaining differences in broadband availability across Maine municipalities are the percentage of the population in a municipality who reside outside of urbanized areas, the median age of local residents and median household income. In addition, the analysis indicates that aspects of a municipality's geographic situation—its county of location and proximity to other places where broadband is present—are key determinants of broadband availability. Finally, our results suggest that the presence of community anchor institutions, as well as the shares of local employment in Manufacturing, Information, Finance and Insurance, Healthcare and Social Assistance, and certain types of personal services have a positive effect on broadband availability. The analysis presented in this report is based on information that was submitted by the Sewall Company to the National Telecommunications and Information Administration on April 1, 2013. This study will be updated periodically to incorporate future versions of the broadband availability data set as they become available.

*Todd Gabe (todd.gabe@umit.maine.edu) is a Professor of Economics at the University of Maine. This study was completed under a private consulting contract with the Sewall Company.

AVAILABILITY OF BROADBAND SERVICES IN MAINE: 2013 UPDATE

1. INTRODUCTION

Broadband use (i.e., the number of subscribers) in a region depends on the investment decisions of telecommunications companies and the demand for services by local households, businesses and community organizations. When deciding on where to deploy broadband infrastructure, telecommunications companies consider the cost of reaching potential customers as well as the likelihood that they will subscribe to available services. This suggests that a municipality's geographic location and population settlement patterns—which affect the cost of delivery—and characteristics of local households, businesses and community organizations—which affect the need for (and interest in) services—are likely to influence broadband deployment decisions.

The purpose of this study is to examine the availability of broadband services in Maine. Broadband is defined using the FCC Tier 1 designation as an Internet service that meets a minimum speed of 768 kbps in both the downstream and upstream directions.¹ A wide range of technologies are considered, with an emphasis on broadband connections via cable, DSL and fixed wireless services. Using information on a sample of 494 Maine municipalities, we look at the percentage of locations (i.e., street addresses) in an area

¹ The percentages of Maine locations with access to Tier 3 and 5 broadband services are also presented in the report, but the factors affecting the availability of these higher speeds are not analyzed.

with access to any type of broadband, as well as access to cable, DSL and fixed wireless services separately.² The local characteristics that are used to examine differences in broadband availability across municipalities include population density, the percentage of local residents who reside outside of urbanized areas, median age and educational attainment of the population, median household income, and the average value of residential housing units. In addition, we consider the connection between the availability of broadband services and local business characteristics such as the number of “large” establishments (i.e., 100 or more employees) located in the municipality, the number of community anchor institutions, and the share of local employment by industrial category (e.g., Construction, Manufacturing, Finance and Insurance, and Educational Services).

It should be noted upfront that the types of technologies analyzed separately in the report—that is, cable, DSL and fixed wireless services—are often thought of as “residential class” broadband, which may not offer speeds that are fast enough for business applications. The reason for our emphasis on cable, DSL and fixed wireless is that a very small number of Maine municipalities have access to technologies that provide “business class” service. The analysis that examines the percentage of locations in an area with access to “any type” of broadband technology considers the three types of residential broadband as well as “business class” broadband, such as fiber optics.

Another thing to consider when reading the report is that the results should be interpreted as a “snapshot” of broadband availability at a single point in time. The analysis is based on information that was submitted by the Sewall Company, as part of

² Information on the percentage of addresses with access to broadband delivered through fiber optics is presented for the state and individual counties, but the factors affecting the deployment of this type of broadband technology are not analyzed in the report. This is because less than one percent of Maine addresses have access to broadband via fiber optics.

the Maine Broadband Inventory and Mapping Project, to the National Telecommunications and Information Administration on April 1, 2013. The Inventory and Mapping Project is ongoing and, as future versions of the data set on broadband availability are compiled, this report will be updated periodically.³

Findings presented in this report generally show that the most important factors explaining differences in broadband availability across Maine municipalities are the percentage of people in a municipality who reside outside of urbanized areas (places with higher shares of rural residents have less availability), the median age of the population (places with younger residents have greater availability) and median household income (places with higher incomes have greater availability). In addition, the analysis indicates that aspects of a municipality's geographic situation—its county of location and proximity to other places with access to broadband—are key determinants of broadband availability. Finally, our results suggest that the presence of community anchor institutions, as well as the shares of local employment in Manufacturing, Information, Finance and Insurance, Healthcare and Social Assistance, and certain types of personal services have a positive effect on broadband availability.

³ This report is an update of a study conducted in 2011, which examined broadband availability data as of April 1, 2011.

Table 1. Availability of Broadband Services in Maine

Region	% of addresses with access to broadband					Average Number of Suppliers
	Any Type	Cable	DSL	Fixed Wireless	Optical Carrier / Fiber	
Statewide (n=494)	93.1%	85.3%	37.0%	19.8%	0.4%	4.7
<u>County</u>						
Androscoggin (n=14)	99.6%	99.0%	50.3%	0.3%	0.0%	5.4
Aroostook (n=67)	87.2%	67.8%	27.4%	60.0%	0.0%	4.6
Cumberland (n=26)	97.8%	97.2%	35.8%	0.2%	0.2%	4.5
Franklin (n=23)	70.7%	36.8%	29.3%	28.3%	0.0%	3.9
Hancock (n=36)	80.7%	68.7%	20.3%	37.6%	3.2%	4.1
Kennebec (n=30)	99.1%	98.6%	34.0%	23.2%	0.2%	5.3
Knox (n=18)	98.0%	87.6%	47.1%	86.7%	0.0%	5.3
Lincoln (n=20)	99.4%	95.4%	46.6%	51.1%	0.5%	4.5
Oxford (n=37)	94.5%	89.1%	45.3%	0.2%	0.0%	3.8
Penobscot (n=61)	88.7%	75.8%	41.4%	26.1%	1.6%	4.9
Piscataquis (n=19)	46.1%	37.9%	18.2%	0.0%	0.0%	3.7
Sagadahoc (n=10)	91.9%	82.9%	36.6%	30.2%	0.0%	4.2
Somerset (n=33)	79.8%	55.2%	22.7%	38.6%	0.0%	4.0
Waldo (n=26)	86.7%	49.8%	45.7%	45.5%	0.0%	4.4
Washington (n=45)	88.5%	58.2%	19.7%	70.8%	0.3%	3.8
York (n=29)	98.8%	98.5%	39.3%	0.0%	0.0%	4.9

Notes: Information on the number of broadband suppliers and the percentage of street addresses with access to broadband is from the Maine Broadband Inventory and Mapping Project, conducted by the Sewall Company for the ConnectME Authority. These figures are weighted by municipality population size as of the 2010 U.S. Census.

These findings are based on information from four data sources. Information on broadband availability (i.e., the percentage of street addresses in a municipality with access to one or more technologies) is from the Maine Broadband Inventory and Mapping Project conducted by the Sewall Company for the ConnectME Authority. Socioeconomic data (e.g., median age and educational attainment of the population) for Maine municipalities are from the 2010 U.S. Census and the American Community Survey of the U.S. Census Bureau. *Zip Code Business Patterns* of the U.S. Census Bureau is the source of information on the number of local establishments that employ 100 or more workers.

Table 1 shows information on the percentage of locations in Maine with access to (Tier 1) broadband services. Using data from the Maine Broadband Inventory and Mapping Project, we estimate that 93.1 percent of Maine locations have access to one or more broadband technologies. Looking at individual technologies, we estimate that 85.3 percent, 37.0 percent, 19.8 percent, and 0.4 percent of Maine locations have access to broadband via cable, DSL, fixed wireless and fiber optic services, respectively.⁴ Municipalities in Maine are served by an average of 4.7 broadband providers. The overall availability of broadband grew from 91.1 percent to 93.1 percent of addresses with access to any type of technology between April 2011 and the current update. The broadband technology exhibiting the most robust expansion in deployment is fixed wireless, which grew from 15.7 percent to 19.8 percent of Maine addresses.

A multi-step process was used to arrive at the estimates presented in Table 1. We started with municipality-level information, from the Broadband Inventory and Mapping

⁴ These figures are based on broadband availability information, measured at the municipality level, for 494 Maine cities and towns. The average values are weighted by population size using data from the 2010 U.S. Census.

Project, on the percentage of street addresses with access to broadband. This information is available for 918 places (e.g., municipalities and unorganized territories) in Maine. For each of these places, the Sewall Company provided data on the percentage of street addresses with access to any type of broadband, as well as the percentages of locations with access to specific types of broadband services. The next step involved connecting the broadband availability information from the Maine Broadband Inventory and Mapping Project to municipality-level population data from the 2010 U.S. Census. We were able to identify “matches” for 494 municipalities. Although this means that we omitted from consideration 424 places from the Inventory and Mapping Project, the Maine municipalities included in the analysis account for 99.3 percent of the state’s overall population (from the 2010 Census). This suggests that the dataset used in our analysis provides virtually complete coverage of the places where people reside in Maine.

Table 1 reveals a wide variation in broadband availability across Maine counties. The highest shares of locations with access to any type of broadband are found in Androscoggin (99.6 percent), Lincoln (99.4 percent), Kennebec (99.1 percent), York (98.8 percent), Knox (98.0 percent) and Cumberland (97.8 percent) counties. These places have almost universal access to broadband in one form or another. Regions of the state with the lowest shares of locations with broadband availability include Piscataquis (46.1 percent), Franklin (70.7 percent), Somerset (79.8 percent) and Hancock (80.7 percent) counties. The counties exhibiting the most robust expansion in broadband availability between April 2011 and the current update are Somerset, which grew from 61.2 percent to 79.8 percent of addresses, and Waldo, which grew from 75.6 percent to 86.7 percent of addresses.

Table 2. Availability of Tier 3 Broadband Services in Maine

Region	% of addresses with access to Tier 3 broadband					Average Number of Suppliers
	Any Type	Cable	DSL	Fixed Wireless	Optical Carrier / Fiber	
Statewide (n=494)	84.9%	82.8%	16.9%	5.5%	0.3%	1.9
<u>County</u>						
Androscoggin (n=14)	99.2%	99.0%	27.5%	0.0%	0.0%	2.1
Aroostook (n=67)	68.0%	64.3%	13.3%	0.0%	0.0%	1.5
Cumberland (n=26)	97.4%	97.2%	24.0%	0.2%	0.2%	2.2
Franklin (n=23)	44.4%	36.8%	9.4%	0.0%	0.0%	1.2
Hancock (n=36)	68.8%	68.7%	3.2%	1.6%	0.1%	1.5
Kennebec (n=30)	98.6%	98.6%	17.5%	0.7%	0.2%	1.8
Knox (n=18)	96.5%	87.6%	19.1%	82.9%	0.0%	2.0
Lincoln (n=20)	97.5%	95.4%	0.0%	51.0%	0.5%	2.1
Oxford (n=37)	89.1%	89.1%	5.2%	0.0%	0.0%	1.4
Penobscot (n=61)	76.2%	74.6%	17.3%	0.0%	1.6%	1.8
Piscataquis (n=19)	38.1%	37.9%	5.1%	0.0%	0.0%	1.1
Sagadahoc (n=10)	83.5%	74.9%	22.6%	30.2%	0.0%	2.1
Somerset (n=33)	58.5%	55.2%	5.7%	0.0%	0.0%	1.4
Waldo (n=26)	62.8%	49.8%	6.0%	23.0%	0.0%	1.3
Washington (n=45)	58.5%	58.2%	4.7%	0.0%	0.0%	1.2
York (n=29)	87.8%	85.0%	18.9%	0.0%	0.0%	2.2

Notes: Information on the number suppliers providing Tier 3 broadband and the percentage of street addresses with access to Tier 3 broadband is from the Maine Broadband Inventory and Mapping Project, conducted by the Sewall Company for the ConnectME Authority. These figures are weighted by municipality population size as of the 2010 U.S. Census.

Table 3. Availability of Tier 5 Broadband Services in Maine

Region	% of addresses with access to Tier 5 broadband					Average Number of Suppliers
	Any Type	Cable	DSL	Fixed Wireless	Optical Carrier / Fiber	
Statewide (n=494)	20.8%	6.2%	11.5%	5.0%	0.2%	0.9
<u>County</u>						
Androscoggin (n=14)	19.5%	2.7%	17.0%	0.0%	0.0%	1.1
Aroostook (n=67)	10.2%	0.0%	10.2%	0.0%	0.0%	0.5
Cumberland (n=26)	25.6%	10.9%	15.9%	0.2%	0.2%	1.3
Franklin (n=23)	4.7%	0.0%	4.7%	0.0%	0.0%	0.4
Hancock (n=36)	3.7%	0.0%	2.2%	1.5%	0.1%	0.4
Kennebec (n=30)	13.0%	0.0%	12.2%	0.6%	0.2%	0.7
Knox (n=18)	78.9%	0.0%	14.5%	78.8%	0.0%	1.0
Lincoln (n=20)	43.5%	0.0%	0.0%	43.5%	0.0%	1.0
Oxford (n=37)	3.3%	0.0%	3.3%	0.0%	0.0%	0.4
Penobscot (n=61)	14.4%	0.0%	12.9%	0.0%	1.6%	0.9
Piscataquis (n=19)	3.8%	0.0%	3.8%	0.0%	0.0%	0.3
Sagadahoc (n=10)	68.1%	60.6%	16.0%	29.8%	0.0%	1.6
Somerset (n=33)	3.0%	0.0%	3.0%	0.0%	0.0%	0.3
Waldo (n=26)	19.9%	0.0%	4.1%	18.6%	0.0%	0.4
Washington (n=45)	3.9%	0.0%	3.9%	0.0%	0.0%	0.3
York (n=29)	25.2%	13.9%	13.1%	0.0%	0.0%	0.9

Notes: Information on the number suppliers providing Tier 5 broadband and the percentage of street addresses with access to Tier 5 broadband is from the Maine Broadband Inventory and Mapping Project, conducted by the Sewall Company for the ConnectME Authority. These figures are weighted by municipality population size as of the 2010 U.S. Census.

Although the analysis presented in this report focuses primarily on the availability of Tier 1 broadband services (as summarized in Table 1), it is informative to look at differences in the availability of “faster” broadband services. Tables 2 and 3 show information on the percentages of places in Maine with access to Tier 3 and 5 broadband services, respectively. The results show that broadband availability drops from 93.1 percent to 84.9 percent of the street addresses in Maine when Internet speeds increase from Tier 1 to Tier 3, and availability falls to just 20.8 percent of Maine addresses for Tier 5 Internet service.

Tables 2 and 3 show considerable variation across Maine counties in the availability of faster Internet speeds. For instance, the percentage of addresses with access to Tier 5 broadband ranges from over 65 percent in Knox and Sagadahoc Counties, to less than five percent in Somerset, Oxford, Hancock, Piscataquis, Washington and Franklin Counties. Less than one-half of the places in Piscataquis and Franklin Counties have access to Tier 3 broadband services.

2. FACTORS AFFECTING BROADBAND AVAILABILITY IN MAINE

Table 4 presents definitions and a summary of the local characteristics used in the study to examine differences in Tier 1 broadband availability across Maine municipalities. The first two variables—*Population Density* and *Rural Population*—are measures of population settlement patterns. It is expected that places with sparse populations (i.e., low numbers of people per square mile) and/or large shares of the population residing outside of urbanized areas will have higher costs of broadband deployment and, thus, lower shares of locations with access to broadband services.

The next two variables shown in Table 4—*Median Age* and *Educational Attainment*—are socioeconomic characteristics of the population. They are used in the analysis as proxies for a local population’s interest in broadband services, which might affect the investment decisions of telecommunications companies. The variables *Median Income* and *Housing Value* are measures of income and wealth, respectively, which might affect a household’s ability to pay for broadband services.

Table 5 shows regression results on the factors that affect the number of broadband suppliers in Maine municipalities. A Poisson regression model is used due to the nature of the dependent variable, which is a *count* of the number of broadband suppliers. The marginal effects reported in the table are interpreted as the change (i.e., positive values indicate an increase; negative values denote a decrease) in the number of suppliers that are associated with a one-unit increase in the magnitude of a given factor used in the analysis (e.g., median age, rural population). Along with the variables listed in

Table 4, the model shown in the right-hand column of results includes an additional explanatory variable, labeled as *Number of Suppliers, Elsewhere in County*. This variable is calculated as the county-wide average number of broadband suppliers, not including the municipality of interest. This variable is used in the regression analysis to account for geographical patterns in the deployment of broadband infrastructure. Given the nature of some broadband networks, it is likely to be more cost effective to expand services in areas located in proximity to existing infrastructure.

The regression results indicate that, other things being equal, the share of the population located outside of urbanized areas (i.e., *Rural Population*) has a negative effect on the number of broadband suppliers in Maine municipalities. More specifically, a 10-percentage point increase in the value of *Rural Population* (e.g., an increase from 25 percent to 35 percent) is associated with a decrease of about 0.125 broadband suppliers—that is, about one-eighth of a supplier. The Poisson regression results also reveal a negative relationship between the number of broadband suppliers and the median age of the population; e.g., an increase in the median age of five years is associated with about 0.30 fewer broadband suppliers.

Table 4. Factors Used to Examine Broadband Availability in Maine

Variable Name	Definition	Source	Mean	Standard Deviation
Population Density	Population per square mile, 2010	2010 U.S. Census.	99.8	224.9
Rural Population	Share of the population located outside of urbanized areas and urban clusters, 2010	2010 U.S. Census.	0.91	0.23
Median Age	Median age of the population, 2010	2010 U.S. Census	45.8	5.29
Educational Attainment	Average educational attainment (i.e., number of years completed) of the population aged 25 and older, 2010	2010 American Community Survey	13.1	0.71
Median Income	Median household income, 2009	2010 American Community Survey	\$43,436	\$12,086
Housing Value	Median value of owner-occupied housing units, 2010	2010 American Community Survey	\$154,510	\$74,596
Large Businesses	Count of establishments employing 100 or more workers	Zip Code Business Patterns, 2010	1.96	7.39
Community Anchor Institutions	Includes organizations such as local schools, universities, libraries, healthcare facilities and government offices	Maine Broadband Inventory and Mapping Project, 2012	8.72	17.2

Notes: For all of the variables except *Large Businesses*, mean values and standard deviations are based on about 494 municipality-level observations. For the variable *Large Businesses*, the summary statistics are based on 335 municipality-level observations.

Table 5. Poisson Marginal Effects: Factors Affecting the Number of Broadband Suppliers in Maine Municipalities

Variable	Poisson Marginal Effects	
Constant	5.578** (2.722)	3.410 (2.881)
Population Density	-0.00004 (0.0005)	-0.0002 (0.0005)
Rural Population	-1.278*** (0.485)	-1.230** (0.488)
Median Age	-0.063*** (0.019)	-0.059*** (0.019)
Educational Attainment	0.103 (0.212)	0.193 (0.216)
Median Income (\$1,000s)	0.039*** (0.010)	0.033*** (0.011)
Housing Value (\$1,000s)	-0.001 (0.002)	-0.002 (0.002)
Number of Suppliers, Elsewhere in County	NA	0.353** (0.169)
Chi-Squared Test Statistic	86.42	91.11
p-value	0.000	0.000

Notes: Standard errors are shown in parentheses. The superscripts ***, ** and * indicate statistical significance at the 1-percent, 5-percent, and 10-percent significance levels, respectively.

On the other hand, the results show a positive relationship, other things being equal, between the number of broadband suppliers and median household income. For example, a \$10,000 increase in median household income is associated with about one-third of an additional broadband supplier in a Maine municipality. Likewise, the average

number of suppliers elsewhere in the county has a positive effect on the number of broadband companies in a given municipality. The regression results do not reveal a statistically significant relationship between the number of broadband suppliers and the other variables used in the model: population density, the average educational attainment of residents (aged 25 and older) residing in a municipality, and the median value of owner-occupied housing units.

Table 6 shows ordinary least-squares (OLS) regression results on the factors that affect the availability of any type of broadband service in Maine municipalities. Here, the dependent variable measures the percentage of street addresses in a municipality with access to broadband. The second two sets of regression results in this table account for geographic patterns in the availability of broadband services. The center column of OLS results controls for county-level “fixed effects,” which are differences in broadband availability among counties that are not explained by the other variables used in the model. The regression model shown in the far right column includes an additional variable that measures the average percentage of street addresses elsewhere in the county with access to broadband.

Table 6. OLS Regression Results: Factors Affecting the Availability of Broadband Services in Maine Municipalities

Variable	OLS Regression Results		
Constant	131.1*** (37.84)	NA	41.27 (36.86)
Population Density	0.008 (0.008)	0.005 (0.008)	0.001 (0.008)
Rural Population	-9.568 (7.692)	-9.186 (7.179)	-7.496 (7.184)
Median Age	-1.737*** (0.261)	-1.668*** (0.253)	-1.471*** (0.246)
Educational Attainment	-0.249 (3.000)	1.433 (3.044)	3.292 (2.830)
Median Income (\$1,000s)	0.678*** (0.143)	0.516*** (0.147)	0.373*** (0.138)
Housing Value (\$1,000s)	0.043 (0.028)	0.011 (0.032)	-0.016 (0.027)
Availability of Broadband Services, Elsewhere in County	NA	NA	0.687*** (0.081)
County-level Fixed Effects	NO	YES	NO
Adjusted R-squared	0.247	0.376	0.344

Notes: Analysis focuses on the percentage of street addresses in a municipality with access to any type of broadband technology. Standard errors are shown in parentheses. The superscripts ***, ** and * indicate statistical significance at the 1-percent, 5-percent, and 10-percent significance levels, respectively.

The regression results indicate that the variable *Median Age* has a negative effect on broadband availability, and that *Median Income* has a positive effect on the percentage of street addresses with access to any type of broadband service. In addition, a positive

relationship exists, other things being equal, between broadband access in a given municipality and its availability elsewhere in the county. The finding of an insignificant relationship between the percent of street addresses with access to any type of broadband and both a municipality's population density and the share of its population residing in rural areas suggests that population settlement patterns do not impact broadband availability in Maine. Rather, it is the demographics of the population that seem to matter. The adjusted r-squared values—ranging from 0.247 to 0.376—indicate that the variables included in the regression models explain between one-quarter and one-third of the variation in broadband services across Maine municipalities.

In Table 7, we present OLS regression results on the factors affecting the availability of cable broadband services in Maine municipalities. The share of the municipality's population located outside of urbanized areas (negative effect), the median age of the population (negative effect) and median household income (positive effect) are the primary determinants of a location's access to cable broadband. In addition, we find that a municipality's educational attainment and the median value of its owner-occupied housing units (i.e., *Housing Value*) have a statistically significant effect on cable broadband availability in one of the three regression models. It is interesting to note that, whereas it does not have a significant effect on access to "any type" of broadband, the share of a municipality's population residing in rural areas influences the deployment of cable broadband—that is, availability is lower in places with higher percentages of households living in rural areas. The regression models explain between 30 percent and 41 percent of the variation in the availability of cable broadband across Maine municipalities.

Table 7. OLS Regression Results: Factors Affecting the Availability of Cable Broadband Services in Maine Municipalities

Variable	OLS Regression Results		
Constant	219.0*** (50.14)	NA	113.8** (49.12)
Population Density	0.017 (0.011)	0.010 (0.010)	0.005 (0.010)
Rural Population	-28.83*** (10.19)	-23.66** (9.598)	-22.84** (9.636)
Median Age	-1.738*** (0.346)	-1.822*** (0.338)	-1.509*** (0.328)
Educational Attainment	-9.948** (3.974)	-4.563 (4.070)	-2.878 (3.852)
Median Income (\$1,000s)	1.135*** (0.190)	0.806*** (0.196)	0.657*** (0.189)
Housing Value (\$1,000s)	0.137*** (0.037)	0.059 (0.042)	0.034 (0.037)
Availability of Cable Broadband, Elsewhere in County	NA	NA	0.627*** (0.080)
County-level Fixed Effects	NO	YES	NO
Adjusted R-squared	0.300	0.409	0.379

Notes: Analysis focuses on the percentage of street addresses in a municipality with access to cable broadband technology. Standard errors are shown in parentheses. The superscripts ***, ** and * indicate statistical significance at the 1-percent, 5-percent, and 10-percent significance levels, respectively.

Table 8. OLS Regression Results: Factors Affecting the Availability of DSL Broadband Services in Maine Municipalities

Variable	OLS Regression Results		
Constant	91.45*** (35.12)	NA	29.27 (33.25)
Population Density	0.010 (0.007)	0.011 (0.007)	0.009 (0.007)
Rural Population	2.754 (7.139)	2.969 (6.657)	4.135 (6.614)
Median Age	-1.125*** (0.243)	-0.747*** (0.235)	-0.728*** (0.229)
Educational Attainment	-2.180 (2.783)	-0.761 (2.823)	0.105 (2.590)
Median Income (\$1,000s)	0.275** (0.133)	0.229* (0.136)	0.148 (0.124)
Housing Value (\$1,000s)	0.020 (0.026)	-0.008 (0.029)	-0.014 (0.024)
Availability of DSL Broadband, Elsewhere in County	NA	NA	0.793*** (0.088)
County-level Fixed Effects	NO	YES	NO
Adjusted R-squared	0.075	0.234	0.207

Notes: Analysis focuses on the percentage of street addresses in a municipality with access to DSL broadband technology. Standard errors are shown in parentheses. The superscripts ***, ** and * indicate statistical significance at the 1-percent, 5-percent, and 10-percent significance levels, respectively.

Table 8 shows OLS regression results on the factors affecting the availability of DSL broadband services in Maine municipalities. Here, we find that the explanatory variables used in the analysis are—collectively as a group—very poor at explaining the variation in access to DSL broadband found across Maine. The r-squared value of 0.075

in the first column of regression results indicates that the model explains less than ten percent of the variation in DSL broadband availability across Maine. The final two columns of regression results, however, show that knowing where a place is located—either in terms of its county of location or the availability of DSL broadband in nearby areas—provides a much better idea about access to DSL broadband in a given municipality. In addition, *Median Age* has a negative effect on the availability of DSL, while *Median Income* (2 of 3 regressions) has a positive effect. The r-squared values shown in the final two columns of results indicate that accounting for the geographic situation of a place, along with the other explanatory variables, explains over 20 percent of the variation in access to DSL broadband services across Maine municipalities.

Table 9 shows OLS regression results on the factors that affect the availability of fixed wireless broadband services in Maine municipalities. As in our analysis of the deployment of DSL broadband technology, we find that knowing where a municipality is located is a key determinant of the availability of fixed wireless broadband. The center column of results in Table 9 shows that the regression model accounting for county-level fixed effects has an r-squared value of 0.397. This means that the variables included in the model, along with knowledge about the county in which a municipality is located, explain almost 40 percent of the variation in the availability of fixed wireless broadband services across Maine. In addition, the regression results show that educational attainment has a positive effect—and median age (2 of 3 regressions) a negative effect—on access to fixed wireless broadband services.

Table 9. OLS Regression Results: Factors Affecting the Availability of Fixed Wireless Broadband Services in Maine Municipalities

Variable	OLS Regression Results		
Constant	-155.1*** (46.42)	NA	-68.43* (38.10)
Population Density	-0.016 (0.010)	-0.005 (0.008)	-0.010 (0.008)
Rural Population	0.599 (9.437)	-9.635 (7.668)	-9.924 (7.692)
Median Age	-0.102 (0.321)	-0.741*** (0.270)	-0.565** (0.262)
Educational Attainment	16.96*** (3.679)	7.359** (3.252)	8.630*** (3.034)
Median Income (\$1,000s)	-0.472*** (0.176)	0.014 (0.157)	-0.116 (0.145)
Housing Value (\$1,000s)	-0.085** (0.034)	0.024 (0.034)	-0.018 (0.028)
Availability of Fixed Wireless Broadband, Elsewhere in County	NA	NA	0.975*** (0.062)
County-level Fixed Effects	NO	YES	NO
Adjusted R-squared	0.041	0.397	0.368

Notes: Analysis focuses on the percentage of street addresses in a municipality with access to fixed wireless broadband technology. Standard errors are shown in parentheses. The superscripts ***, ** and * indicate statistical significance at the 1-percent, 5-percent, and 10-percent significance levels, respectively.

Table 10. Summary of Regression Results: Factors Affecting Broadband Availability in Maine Municipalities

Factor	Providers	Any Type	Cable	DSL	Fixed Wireless
Population Density	No Effect				
Rural Population	Negative (2 of 2)	No Effect	Negative (3 of 3)	No Effect	No Effect
Median Age	Negative (2 of 2)	Negative (3 of 3)	Negative (3 of 3)	Negative (3 of 3)	Negative (2 of 3)
Educational Attainment	No Effect	No Effect	Negative (1 of 3)	No Effect	Positive (3 of 3)
Median Income (\$1,000s)	Positive (2 of 2)	Positive (3 of 3)	Positive (3 of 3)	Positive (2 of 3)	Negative (1 of 3)
Housing Value (\$1,000s)	No Effect	No Effect	Positive (1 of 3)	No Effect	Negative (1 of 3)

Notes: A **Positive** / **Negative** effect means that an increase in the magnitude of the factor is associated with an increase / decrease in the measure of availability. The information shown in parentheses is the number of regression models in which the factor has a statistically significant effect (at a 10-percent significance level). “No Effect” means that the factor does not have a statistically significant effect on the measure of availability.

Table 10 presents a summary of regression results on the factors affecting broadband availability in Maine municipalities. They generally suggest that the most important determinants of broadband access are the percentage of the population in a municipality who reside outside of urbanized areas, the median age of local residents, and median household income. The *Rural Population* variable and the median age of the population tend to reduce access to broadband services, while the median income of households in a municipality generally has a positive effect on the availability of

broadband. In addition to these explanatory variables, we also find that—especially in the cases of DSL and fixed wireless broadband services—the county in which a municipality is located plays an important role in determining broadband access. These findings are indicative of strong geographic patterns in the deployment of these types of broadband technologies.

3. LOCAL BUSINESS CHARACTERISTICS AND BROADBAND AVAILABILITY

In addition to the socioeconomic characteristics of Maine municipalities considered in the analysis presented above, it is likely that characteristics of the local business community might also influence the broadband investment decisions of telecommunications companies. This section of the report examines the effects of local industry specialization, and the presence of large businesses and community anchor institutions—e.g., schools, libraries, government agencies, etc.—on the availability of broadband services in Maine municipalities.

Table 11 presents a summary of OLS regression results on the relationship between broadband access and local industry specialization. Industry specialization is measured, using data from the 2010 U.S. Census, as the share of the employed civilian population aged 16 years and older working in a given industrial sector. Higher values of this variable indicate that a municipality has a greater local specialization in an industry.

Table 11. Summary of OLS Regression Results: Effects of Local Industry Specialization on the Availability of Broadband Services in Maine Municipalities

Industry Category	Any Type	Cable	DSL	Fixed Wireless
Agriculture, Forestry, Fishing and Hunting	Negative (2 of 2)	Negative (2 of 2)	Negative (2 of 2)	Mixed
Construction	Negative (2 of 2)	Negative (2 of 2)	No Effect	No Effect
Manufacturing	Positive (2 of 2)	Positive (2 of 2)	No Effect	Positive (1 of 2)
Wholesale Trade	No Effect	Positive (1 of 2)	No Effect	No Effect
Retail Trade	No Effect	No Effect	No Effect	No Effect
Transportation and Warehousing	No Effect	Negative (2 of 2)	No Effect	No Effect
Utilities	No Effect	No Effect	No Effect	No Effect
Information	Positive (2 of 2)	No Effect	Positive (1 of 2)	No Effect
Finance and Insurance	Positive (1 of 2)	Positive (1 of 2)	Positive (2 of 2)	Negative (1 of 2)
Real Estate	Negative (1 of 2)	No Effect	No Effect	No Effect
Professional, Scientific and Technical Services	No Effect	Positive (2 of 2)	No Effect	No Effect
Management of Companies and Enterprises	No Effect	No Effect	No Effect	No Effect

Table is continued on the following page.

Table 11. Summary of OLS Regression Results: Effects of Local Industry Specialization on the Availability of Broadband Services in Maine Municipalities, continued.

Industry Category	Any Type	Cable	DSL	Fixed Wireless
Administrative, Support and Waste Management Services	No Effect	No Effect	No Effect	No Effect
Educational Services	No Effect	No Effect	No Effect	No Effect
Healthcare and Social Assistance	Positive (2 of 2)	Positive (2 of 2)	Positive (2 of 2)	No Effect
Arts, Entertainment and Recreation	Negative (1 of 2)	No Effect	No Effect	Negative (2 of 2)
Accommodation and Food Service	No Effect	Positive (2 of 2)	No Effect	No Effect
Other Services	Positive (2 of 2)	No Effect	No Effect	Positive (2 of 2)
Public Administration	Negative (1 of 2)	No Effect	Negative (1 of 2)	Positive (1 of 2)

Notes: A **Positive** / **Negative** effect means that an increase in the percentage of industry employment is associated with an increase / decrease in the measure of availability. The information shown in parentheses is the number of regression models in which the percentage of industry employment has a statistically significant effect (at a 10-percent significance level). Cells in the table indicated as “mixed” have one regression in which an increase in the percentage of industry employment is associated with an increase in the measure of availability, and another regression in which an increase in the percentage of industry employment is associated with a decrease in the measure of availability. “No Effect” means that the percentage of industry employment does not have a statistically significant effect on the measure of broadband access.

In Table 11, we report the effects—either positive or negative—that the industry specialization variables have on the availability of broadband services. For each of the 19 major industrial categories, we estimated eight regression models: two focusing on access to any type of broadband, and two models examining the availability of cable, DSL and

fixed wireless broadband technologies. The first of the two regression models includes the industry specialization variable along with the local socioeconomic characteristics used in the previous analysis (see first column of results shown in Tables 5 to 9). The second regression model includes the industry specialization variable, the socioeconomic characteristics used in the previous analysis, and the county-level fixed effects (see center column of results shown in Tables 6 to 9). The information presented in Table 11 reports the number of regressions in which the industry specialization variable has a statistically significant effect (10 percent significance level) on the selected measure of access to broadband.

The OLS regression results suggest that, for some types of industries, the businesses located in a municipality appear to affect the availability of broadband services. More specifically, the shares of local employment in the Agriculture, Forestry, Fishing and Hunting; Construction; Arts, Entertainment and Recreation; and Public Administration sectors are negatively associated with access to broadband. On the other hand, we find a positive relationship—other things being equal—between access to broadband services and the shares of local employment in Manufacturing, Information, Finance and Insurance, Healthcare and Social Assistance, and certain types of personal services (i.e., Other Services).

As defined in Table 4, the variable *Large Businesses* is the count of establishments employing 100 or more workers. Since this information is measured at the zip code level, we needed to match Maine municipalities—the geographic unit of analysis for the other variables—to zip codes. We were able to identify “matches” for 335 municipalities of the 494 cities and towns considered in the previous analysis.

Although the sample size decreased by over 150 municipalities, the remaining areas still account for 88.8 percent of the Maine population as of the 2010 U.S. Census. Community anchor institutions, which were identified in each municipality as part of the Maine Broadband Inventory and Mapping Project, include organizations such as local schools, universities, libraries, healthcare facilities and government offices.

Regression results summarized in Table 12 indicate that the presence of large businesses, other things being equal, does not have a significant effect on the availability of broadband services in Maine municipalities. The number of community anchor institutions located in a municipality, on the other hand, has a positive effect on access to cable and fixed wireless broadband technologies.

Table 12. Summary of OLS Regression Results: Effects of the Presence of Large Businesses and Community Anchor Institutions on the Availability of Broadband Services in Maine Municipalities.

Variable	Any Type	Cable	DSL	Fixed Wireless
Large Businesses	No Effect	No Effect	No Effect	No Effect
Community Anchor Institutions	No Effect	Positive (2 of 2)	No Effect	Positive (1 of 2)

Notes: A **Positive** / **Negative** effect means that an increase in the percentage of industry employment is associated with an increase / decrease in the measure of availability. The information shown in parentheses is the number of regression models in which the percentage of industry employment has a statistically significant effect (at a 10-percent significance level). “No Effect” means that the percentage of industry employment does not have a statistically significant effect on the measure of availability.

4. SUMMARY

This study analyzes the availability of Tier 1 broadband services in Maine municipalities. Using information from the Maine Broadband Inventory and Mapping Project conducted by the Sewall Company for the ConnectME Authority, we find that 93.1 percent of Maine locations—up from 91.1 percent in 2011—have access to at least one form of broadband considered in the analysis. Broadband availability varies widely across Maine, from 46.1 percent of the locations in Piscataquis County to 99.6 percent in Androscoggin County. Access to the specific types of broadband (e.g., cable, DSL, fixed wireless) also varies by county. For example, almost all of the street addresses in Androscoggin, Cumberland, Kennebec and York counties have access to cable broadband, compared to less than 40 percent in Franklin and Piscataquis counties.

Regression analysis presented in the report identifies the factors associated with access to broadband services in Maine municipalities. Focusing on the socioeconomic characteristics of local residents, we find that the median age of the population has a negative effect on broadband availability and that median household income generally has a positive effect on access to broadband. This suggests that, other things being equal, telecommunications companies have made greater investments in Maine municipalities with younger residents—who might have a greater interest in broadband—and places with higher levels of household income—which is presumably an indication of greater ability to pay for it.

In addition, the results show that the percentage of the population residing outside of urbanized areas is negatively associated with the availability of broadband in Maine municipalities. This suggests that the settlement patterns of the population, which affects

the cost of infrastructure deployment, also affects broadband availability. Along the same lines, we also found that a municipality's geographic situation—the county of location and access to broadband in surrounding areas—are key determinants of the availability of DSL and fixed wireless broadband technologies.

Looking at the characteristics of local businesses, we find that the presence of community anchor institutions has a positive effect on the availability of cable and fixed wireless broadband technologies, while the number of businesses employing 100 or more workers does not have a significant effect on the percentage of street addresses in a municipality with access to broadband. The shares of local employment in Manufacturing, Information, Finance and Insurance, Healthcare and Social Assistance, and certain types of personal services (i.e., Other Services) tend to have a positive effect on broadband availability. These results suggest that, along with characteristics of the local population, the types of businesses present in a municipality may influence the investment decisions of telecommunications companies.

COMPUTER USE AND BROADBAND INTERNET SUBSCRIBERSHIP
BY MAINE HOUSEHOLDS AND SMALL BUSINESSES: 2013 UPDATE

Version 4.0; February 2013

Todd Gabe, Ph.D.*

Executive Summary:

The purpose of this study is to examine the determinants of computer use and broadband Internet subscribership by Maine households and small businesses (i.e., establishments with fewer than 100 employees). Results of the analysis show that 75.3 percent of Maine households currently subscribe to a broadband Internet service, up from 72.7 percent in 2011. This difference in broadband subscribership for Maine households between 2011 and the present is statistically significant. At the present time, 83.8 percent of Maine companies subscribe to a broadband Internet service, which is lower than the broadband subscriber rate of 85.7 percent in 2011. The difference in broadband subscribership for Maine businesses is not statistically significant. Economic modeling of the data on Maine households suggests that having more than three people in the household tends to increase Internet subscribership and computer use, while households without children and those that are made up of only senior citizens are associated with lower computer use. Household income and educational attainment are also key determinants of Internet adoption and computer use. Analysis of the data on Maine businesses indicates that establishments with fewer than five employees—a sizeable percentage of all operations in Maine—are less apt than larger companies to use computers and subscribe to broadband Internet services. Additionally, the results indicate that businesses in service sectors such as Finance and Insurance are more likely than companies in other industries to use computers and subscribe to broadband Internet services. As compared to other U.S. states, Maine appears to have unfavorable household and business demographics as they relate to computer use and the adoption of broadband Internet technologies.

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COMPUTER USE AND BROADBAND INTERNET SUBSCRIBERSHIP
BY MAINE HOUSEHOLDS AND SMALL BUSINESSES: 2013 UPDATE

1. INTRODUCTION

Broadband adoption (i.e., number of subscribers and types of services purchased) in a region depends on the demand for services by households, businesses and community organizations, as well as the technology deployment decisions of telecommunications providers. When deciding on the types of broadband services to purchase, if any, households and businesses consider their needs for high-speed Internet as well as their ability to pay the monthly subscription fees. This suggests that household characteristics such as income, educational attainment and the presence of children; and business attributes such as establishment size and industry are likely to influence broadband adoption decisions and, more generally, computer use in Maine.

The purpose of this study is to examine the determinants of computer use and broadband Internet subscribership by Maine households and small businesses (i.e., establishments with fewer than 100 employees).¹ Focusing on households, we look at whether or not a computer is available in the home, the type of Internet connection (e.g., “residential” broadband, or “business-class” services such as a fiber optic or T-1 line) purchased, the number of ways in which household members use the computer, and whether or not members of the household access the Internet for more than 20 hours per week. In our analysis of small businesses in Maine, we look at whether or not computers are used heavily in their day-to-day operations, broadband Internet adoption decisions,

¹ This report is an update of a similar study conducted in 2011. Gabe, Todd. “Computer and Broadband Internet Use by Maine Households and Businesses,” consulting report prepared for the Sewall Company, March 2011.

the number of ways in which computers are used, and whether or not companies have an employee with IT-related responsibilities.

Results from resident surveys conducted in 2012-13 show that 75.3 percent of Maine households subscribe to a broadband Internet service, up from 72.7 percent in 2011. This difference in broadband subscribership for Maine households between 2011 and the present is statistically significant. Information from the business surveys indicates that 83.8 percent of Maine companies (with fewer than 100 employees) currently subscribe to a broadband Internet service, which is lower than the broadband adoption rate of 85.7 percent in 2011. The difference over time in broadband subscribership for Maine businesses is not statistically significant.

Economic modeling of the household survey data, described later in the report, suggests that household characteristics such as the presence of senior citizens, number of people, and having one or more children in the household have a statistically significant impact on computer use and broadband adoption. Household income and educational attainment also influence the extent to which computers are used by Maine families and their broadband adoption decisions. Finally, we find that a household's county of residence has some impact on computer use and broadband Internet subscribership in Maine, even after accounting for differences in income, educational attainment, and household size and age characteristics.

Economic modeling of the small business survey data indicates that an establishment's size (i.e., number of employees) and industrial category are key drivers of computer use and broadband Internet subscribership. For instance, we find that businesses with fewer than five employees—a sizeable percentage of all Maine

businesses—are less likely than larger operations in our sample to subscribe to a broadband Internet service, and small companies use computers less extensively than their larger counterparts.² Focusing on industrial categories, our results show that businesses in service-related sectors such as Finance and Insurance, Information, and Professional Services use computers more extensively than companies in other industries. Similar to the results pertaining to households, we find in our analysis of Maine businesses that the county of location has some effect on computer use and broadband Internet subscribership, even after controlling for establishment size, years of operation, and industry.

This study, which is an update to a report completed in 2011, is part of a multi-year ConnectME Authority broadband planning project, funded by the U.S. National Telecommunications and Information Administration (NTIA). It provides an analysis of computer use and broadband Internet subscribership by Maine households and small businesses, as well as an assessment of the changes occurring over time. The NTIA-funded broadband planning project is ongoing and, as additional surveys are administered in the future, this report will be updated periodically.

² According to 2010 *County Business Patterns* data from the U.S. Census Bureau, establishments with fewer than five workers account for 57.9 percent of the employers in Maine.

2. COMPUTER USE AND BROADBAND INTERNET SUBSCRIBERSHIP BY MAINE HOUSEHOLDS

2.a Key Indicators

Our analysis of computer use and broadband Internet subscribership by Maine households is based on information collected from surveys conducted in early 2011 and 2012-13. Although the surveys included a wide range of questions on a variety of computer- and Internet-related topics, this report focuses primarily on five indicators of household computer use and broadband Internet subscribership.

The first indicator is simply whether or not there is a desktop or laptop computer in the home. For this indicator, labeled as “computer in home,” we find that—as of the survey conducted in 2012-13—85.3 percent of Maine households have at least one computer. The second indicator, labeled as “broadband Internet,” captures whether the household subscribes to a broadband Internet service.³ The next indicator, labeled as “fiber optic or T-1 Internet,” gets at whether the household subscribes to a “business-class” broadband service. As noted above, 75.3 percent of Maine households subscribe to a broadband Internet service, and less than one percent currently has a fiber optic / T-1 connection. The fourth indicator, labeled as “number of computer apps,” is a count of the number of ways in which members of the household use a computer (or smart phone). The household survey included 16 different options, not including an “other” category, such as “word processing / typing,” “checking the news, weather, or sports,” and “searching or applying for a job.” The average household survey respondent reported—in the 2012-13 survey—using a computer (or smart phone) for about 6.2 different

³ The specific broadband technologies included in the survey are DSL, cable, fixed wireless, fiber optic and T-1.

applications, out of a maximum of 16 options. The final indicator, labeled as “20 hours or more on-line,” is whether or not household members collectively accessed the Internet for more than 20 hours per week. Results from the 2012-13 survey show that 46.7 percent of Maine households are connected to the Internet for at least 20 hours per week.

2.b Analysis of Household Surveys

The economic modeling of household computer use and broadband Internet subscribership examines the effects of annual income, educational attainment, household size and age characteristics, and county of residence on the five indicators described above. Tables 1 to 4 show the distribution of survey respondents by these household characteristics. Results from the survey conducted in 2012-13 show that 19 percent of Maine households have annual incomes of \$100,000 or more, whereas about 21 percent make less than \$25,000 per year. The distributions of household income are reasonably similar between the current survey and the one conducted in 2011. Results summarized in Table 2 indicate that 52 percent of the sample from the 2012-13 survey have at least one member of the household with a four-year college degree, compared to only two percent of the survey respondents coming from households where the person with the highest level of formal education does not have a high school diploma or GED.

Table 1. Household Survey Respondents by Annual Income Category

Annual household income	2011 Survey % of respondents	2012-13 Survey % of respondents
Less than \$15,000	8.83%	8.48%
\$15,000 to \$24,999	10.55%	12.21%
\$25,000 to \$34,999	11.92%	11.58%
\$35,000 to \$49,999	14.81%	12.67%
\$50,000 to \$64,999	14.61%	14.60%
\$65,000 to \$79,999	11.60%	10.07%
\$80,000 to \$99,999	10.23%	9.95%
\$100,000 to \$149,999	11.24%	10.83%
\$150,000 or more	6.22%	8.48%
Total	100.00%	100.00%

Note: Percentages are based on 2,492 and 2,383 observations from the 2011 and 2012-13 surveys, respectively.

Table 2. Household Survey Respondents by Educational Attainment Category

Highest level of education in household	2011 Survey % of respondents	2012-13 Survey % of respondents
Some high school	1.91%	2.12%
High school / GED	13.79%	15.33%
Some classes beyond high school	14.45%	13.97%
Two-year, trade, certificate or technical school	19.04%	16.49%
Four-year college or university	29.20%	29.18%
Advanced (graduate) degree	21.61%	22.91%
Total	100.00%	100.00%

Note: Percentages are based on 2,726 and 2,505 observations from the 2011 and 2012-13 surveys, respectively.

The size and age characteristics shown in Table 3 indicate that 84 percent of the respondents of the 2012-13 survey have three or fewer people in the household, 19 percent have one or more children, and 30 percent of the households are made up entirely of people over the age of 64.

Table 3. Household Survey Respondents by Selected Size and Age Characteristics

Household size	2011 Survey % of respondents	2012-13 Survey % of respondents
3 or fewer people	82.03%	84.31%
More than 3 people	17.97%	15.69%
	100.00%	100.00%
Presence of children	% of respondents	% of respondents
No children under the age of 18	76.44%	81.24%
One or more children under 18	23.56%	18.76%
	100.00%	100.00%
Presence of senior citizens	% of respondents	% of respondents
Household contains only people over the age of 64	23.67%	30.40%

Note: Percentages are based on 2,674 and 2,441 observations from the 2011 and 2012-13 surveys, respectively.

Table 4 shows the percentage of survey respondents by county of residence. Some of the counties appear to be over- or under-represented in the sample; however, the overall geographic distribution of survey respondents is reasonably similar to the actual population of Maine.

Table 4. Household Survey Respondents by Maine County

County	2011 Survey % of respondents	2012-13 Survey % of respondents
Androscoggin	10.09%	8.18%
Aroostook	5.89%	5.91%
Cumberland	21.24%	19.96%
Franklin	2.43%	2.77%
Hancock	4.76%	4.07%
Kennebec	9.32%	8.18%
Knox	4.20%	2.56%
Lincoln	2.54%	3.48%
Oxford	2.93%	4.82%
Penobscot	11.12%	12.24%
Piscataquis	1.59%	1.34%
Sagadahoc	1.80%	3.27%
Somerset	3.88%	4.36%
Waldo	2.40%	2.85%
Washington	2.29%	2.64%
York	13.51%	13.38%
Total	100.00%	100.00%

Note: Percentages are based on 2,834 and 2,385 observations from the 2011 and 2012-13 surveys, respectively.

Tables 5 to 8 present summary statistics on the five indicators of computer use and broadband Internet subscribership for the selected household attributes. For the indicators “computer in home,” “broadband Internet,” “fiber optic or T-1 Internet,” and “20 hours or more on-line,” the figures represent the percentage of households that meet the criteria. For instance, the results shown in Table 5 indicate that 57 percent of the households in the \$15,000 to \$24,999 annual income category subscribe to a broadband Internet service, while Table 7 shows that 97 percent of households with at least one child under the age of 18 have a computer. For the “number of computer apps” indicator, the results shown in Tables 5 to 8 are the average number of ways (out of a list of 16 options included in the survey) that computers are used by household members. As an example,

the information shown in Table 6 suggests that households with at least one person having a four-year college degree use an average of 7.5 computer applications.

Tables 9 to 12 report a summary of results from regression models that examine the effects of the household characteristics on indicators of computer use and broadband Internet subscribership. The number of ways in which members of the household use computers is examined using a Poisson regression model—appropriate for count variables—and the other four indicators are analyzed using probit or logit regressions, which are appropriate for variables that have values limited to zeros and ones.

The regression models are designed to isolate the effect of the variable of interest (e.g., a particular income or educational attainment category, or presence of children), while controlling for the influences of the other household characteristics. As an example, the first column of results in Table 9 summarizes the effects of the nine household income categories on the presence of a computer in the home. Although not shown in the table, these regression models also control for the educational attainment categories, household size (i.e., whether or not it has more than three people), the presence of children, whether or not the household is made up of only senior citizens, and the county of residence. We estimated this model nine times in our analysis of the effects of income on the presence of a computer; each regression included only one of the household income categories. Thus, the first regression looked at whether households with annual incomes of less than \$15,000 were more or less likely to have a computer, the second regression examined whether households with annual incomes of between \$15,000 and \$24,999 were more or less likely to have a computer, and so on until the ninth household income category.

Table 5. Computer Use and Broadband Subscribership by Annual Household Income Category

Annual household income	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
Less than \$15,000	62.33%	47.33%	2.00%	3.13	24.33%
\$15,000 to \$24,999	75.33%	56.67%	3.56%	4.17	30.67%
\$25,000 to \$34,999	85.80%	69.94%	0.21%	5.33	35.28%
\$35,000 to \$49,999	91.76%	77.31%	1.34%	6.14	43.19%
\$50,000 to \$64,999	96.96%	83.41%	2.28%	7.00	47.03%
\$65,000 to \$79,999	98.78%	88.03%	1.42%	7.71	51.93%
\$80,000 to \$99,999	98.65%	91.03%	2.24%	8.15	49.55%
\$100,000 to \$149,999	99.20%	89.78%	2.20%	8.84	62.32%
\$150,000 or more	99.63%	91.82%	4.09%	9.52	64.68%
All households, 2011 Survey	86.45%	72.71%	3.03%	6.59	41.94%
All households, 2012-13 Survey	85.27%	75.27%	0.63%	6.18	46.68%

Note: Except where noted, percentages are based on data from the surveys conducted in 2011 and 2012-13.

Table 6. Computer Use and Broadband Subscribership by Educational Attainment of Maine Households

Highest level of education in household	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
Some high school	42.62%	26.23%	3.28%	1.21	4.92%
High school / GED	72.73%	58.80%	1.35%	3.62	25.73%
Some classes beyond high school	86.89%	71.95%	2.37%	5.36	41.71%
Two-year, trade, certificate or technical school	92.11%	76.97%	1.45%	6.10	43.03%
Four-year college or university	95.55%	83.74%	1.92%	7.50	49.39%
Advanced (graduate) degree	98.80%	88.68%	2.71%	8.76	57.52%
All households, 2011 Survey	86.45%	72.71%	3.03%	6.59	41.94%
All households, 2012-13 Survey	85.27%	75.27%	0.63%	6.18	46.68%

Note: Except where noted, percentages are based on data from the surveys conducted in 2011 and 2012-13.

Table 7. Computer Use and Broadband Subscribership by Selected Household Size and Age Characteristics

Household Characteristic	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
<i>Household size</i>					
3 or fewer people	89.48%	76.07%	2.13%	6.27	40.68%
More than 3 people	97.53%	87.66%	1.56%	8.58	67.40%
<i>Presence of children</i>					
No children under the age of 18	89.04%	76.06%	2.20%	6.19	40.59%
One or more children under 18	97.33%	85.29%	1.44%	8.37	62.14%
<i>Presence of senior citizens</i>					
Household contains people under the age of 65	94.25%	81.47%	2.17%	7.30	51.54%
Household contains only people over the age of 64	79.26%	66.56%	1.52%	4.53	24.43%
All households, 2011 Survey	86.45%	72.71%	3.03%	6.59	41.94%
All households, 2012-13 Survey	85.27%	75.27%	0.63%	6.18	46.68%

Note: Except where noted, percentages are based on data from the surveys conducted in 2011 and 2012-13.

Table 8. Computer Use and Broadband Subscribership of Maine Households by County of Location

County	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
Androscoggin	90.66%	81.02%	3.61%	6.47	41.57%
Aroostook	87.92%	71.67%	1.25%	5.95	40.00%
Cumberland	94.37%	89.67%	1.17%	7.64	51.29%
Franklin	87.72%	66.67%	3.51%	5.71	35.09%
Hancock	90.45%	65.73%	3.37%	6.62	40.45%
Kennebec	85.14%	75.71%	2.29%	6.26	44.29%
Knox	93.75%	79.69%	3.91%	7.20	50.00%
Lincoln	90.51%	73.72%	0.73%	7.12	41.61%
Oxford	85.41%	70.27%	4.32%	5.70	46.49%
Penobscot	91.62%	73.90%	1.33%	6.58	47.05%
Piscataquis	81.82%	52.73%	1.82%	5.36	34.55%
Sagadahoc	92.54%	87.31%	1.49%	7.35	41.04%
Somerset	89.33%	66.85%	3.37%	5.69	44.94%
Waldo	95.08%	72.13%	0.82%	6.24	41.80%
Washington	88.35%	57.28%	3.88%	5.87	41.75%
York	93.02%	86.23%	1.25%	6.97	48.48%
All households, 2011 Survey	86.45%	72.71%	3.03%	6.59	41.94%
All households, 2012-13 Survey	85.27%	75.27%	0.63%	6.18	46.68%

Note: Except where noted, percentages are based on data from the surveys conducted in 2011 and 2012-13.

The cells in Tables 9 to 12 are indicated as “positive” (or “negative”) in cases where the household characteristic has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of household computer use or broadband Internet subscribership. Cells are indicated as “no effect” in cases where the characteristic does not have a statistically significant effect. For example, looking at the far right column of Table 9, we can conclude that—controlling for educational attainment, family size, the presence of children, whether or not the household is made up of only senior citizens, and the county of residence—the household income categories of “\$100,000 to \$149,999” and “\$150,000 or more” have a positive effect on whether members of the household spend 20 or more hours per week on-line.

Results from the economic modeling analysis shown in Table 9 suggest that households with annual incomes of “Less than \$15,000,” “\$15,000 to \$24,999” and “\$25,000 to \$34,999” are generally less likely to use computers and/or have broadband Internet service. On the other hand, households in the categories of \$50,000 or more in annual income are more likely than the lower income households to have a computer or subscribe to broadband Internet. Likewise, the higher income Maine households tend to use a greater number of computer applications and are more apt to spend 20 hours or more on-line per week.

Table 9. Summary Regression Results: Effects of Household Income on Computer Use and Broadband Subscribership in Maine

Annual household income	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
Less than \$15,000	negative	negative	no effect	negative	negative
\$15,000 to \$24,999	negative	negative	positive	negative	negative
\$25,000 to \$34,999	no effect	no effect	negative	negative	negative
\$35,000 to \$49,999	no effect	no effect	no effect	negative	no effect
\$50,000 to \$64,999	positive	positive	no effect	positive	no effect
\$65,000 to \$79,999	positive	positive	no effect	positive	no effect
\$80,000 to \$99,999	positive	positive	no effect	positive	no effect
\$100,000 to \$149,999	positive	positive	no effect	positive	positive
\$150,000 or more	positive	positive	no effect	no effect	positive

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the income category has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of household computer use or broadband Internet subscribership. Cells are indicated as “no effect” in cases where the category does not have a statistically significant effect. Regression models are described in the text.

Table 10. Summary Regression Results: Effects of Educational Attainment on Computer Use and Broadband Subscribership of Maine Households

Highest level of education in household	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
Some high school	negative	negative	no effect	negative	negative
High school / GED	negative	negative	no effect	negative	negative
Some classes beyond high school	no effect	no effect	no effect	negative	no effect
Two-year, trade, certificate or technical school	positive	no effect	no effect	negative	no effect
Four-year college or university	positive	positive	no effect	positive	no effect
Advanced (graduate) degree	positive	positive	no effect	positive	positive

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the education category has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of household computer use or broadband Internet subscribership. Cells are indicated as “no effect” in cases where the category does not have a statistically significant effect. Regression models are described in the text.

Moving to Table 10, we see that households having at least one person with a four-year or graduate degree are more likely than the other households to have a computer in the home and subscribe to a broadband Internet service. These households also tend to use a greater number of computer applications. Furthermore, the results show that households in the two lowest educational attainment categories use computers less intensively (e.g., fewer applications and less time spent on-line) and they are less likely to have a computer in the home and subscribe to a broadband Internet service.

The results shown in Table 11 indicate that the presence of children in the household increases the likelihood of having a computer and spending 20 hours or more on-line per week; the presence of children also increases the number of computer applications used as compared to households without children under the age of 18. Households that are made up solely of senior citizens, on the other hand, are less likely to have a computer and to spend 20 hours or more on-line per week; they also use fewer applications on the computer than other households. Finally, the results presented in Table 11 suggest that larger households are more apt to have broadband Internet and spend 20 hours or more on-line per week; larger households also tend to use a wider variety of computer applications.

Table 11. Summary Regression Results: Effects of Household Size and Age Characteristics on Computer Use and Broadband Subscribership in Maine

Household Characteristic	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
<i>Household size</i>					
3 or fewer people	no effect	negative	no effect	negative	negative
More than 3 people	no effect	positive	no effect	positive	positive
<i>Presence of children</i>					
No children under the age of 18	negative	no effect	no effect	negative	negative
One or more children under 18	positive	no effect	no effect	positive	positive
<i>Presence of senior citizens</i>					
Household contains people under the age of 65	positive	no effect	no effect	positive	positive
Household contains only people over the age of 64	negative	no effect	no effect	negative	negative

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the household characteristic has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of household computer use or broadband Internet subscribership. Cells are indicated as “no effect” in cases where the characteristic does not have a statistically significant effect. Regression models are described in the text.

Table 12. Summary Regression Results: Effects of County of Location on Computer Use and Broadband Subscribership of Maine Households

County	Computer In home	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	20 hours or More on-line
Androscoggin	no effect	positive	positive	no effect	no effect
Aroostook	no effect	no effect	no effect	no effect	no effect
Cumberland	no effect	positive	negative	positive	no effect
Franklin	no effect	negative	no effect	no effect	no effect
Hancock	no effect	negative	no effect	no effect	no effect
Kennebec	negative	no effect	no effect	negative	no effect
Knox	no effect	no effect	no effect	positive	no effect
Lincoln	no effect	no effect	no effect	positive	no effect
Oxford	no effect	no effect	positive	no effect	positive
Penobscot	no effect	negative	no effect	no effect	no effect
Piscataquis	no effect	negative	no effect	negative	no effect
Sagadahoc	no effect	positive	no effect	no effect	negative
Somerset	no effect	negative	no effect	negative	no effect
Waldo	positive	no effect	no effect	no effect	no effect
Washington	no effect	negative	no effect	no effect	no effect
York	no effect	positive	no effect	negative	no effect

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the county of location has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of household computer use or broadband Internet subscribership. Cells are indicated as “no effect” in cases where the location does not have a statistically significant effect. Regression models are described in the text.

Looking at Table 12, we see that a household's county of residence has, in some cases, an impact on computer use and broadband Internet subscribership that is separate from the influences of income, educational attainment, and the household size and age characteristics. For example, compared to households located elsewhere in Maine, those in Androscoggin, Cumberland, Sagadahoc and York Counties are more likely to subscribe to a broadband Internet service; while households in Cumberland, Knox and Lincoln Counties tend to use a greater number of computer applications.

A final analysis of the household surveys looks at the changes in computer use and broadband subscribership between the surveys conducted in 2011 and 2012-13. The regression models control for the household characteristics examined above (e.g., income, household size, etc.) in order to determine the statistical significance of changes in computer use and Internet adoption over this relatively short time period. Regression results reveal a statistically significant increase in household broadband subscribership, and a decrease in the use of fiber optic or T-1 Internet connections. Results of the analysis also show that, other things being equal, households used fewer computer applications in 2012-13 than in 2011, while the percentage of households spending 20 or more hours on-line per week increased over this time. The percentages of households with a computer are not statistically different between 2011 and 2012-13.

3. COMPUTER USE AND BROADBAND INTERNET SUBSCRIBERSHIP BY SMALL BUSINESSES IN MAINE

3a Key Indicators

Our analysis of computer use and broadband Internet subscribership by Maine businesses is based on information collected from surveys conducted in early 2011 and 2012-13. Similar to our analysis of the household surveys, we focus our attention on five indicators of computer use and broadband Internet subscribership by Maine small businesses.

The first indicator, labeled as “heavy computer use,” indicates whether or not computers are used in the business “almost all of the time” or “most of the day, almost every day.” Results from the survey conducted in 2012-13 show that 63.1 percent of the small business respondents fit this description. The next two variables, labeled as “broadband Internet” (83.8 percent of Maine small businesses) and “fiber optic or T-1 Internet” (4.1 percent of Maine small businesses), are identical to those used in the household survey. The next indicator, labeled as “number of computer apps,” is similar to the one used in the previous analysis, although the maximum number of computer (or smart phone) applications is 13, not including an “other” category. Respondents to the business survey indicate using an average of 6.0 computer applications (e.g., “E-commerce,” “financial management / billing,” and “connecting with similar businesses”). The final indicator, labeled as “IT specialist,” is whether they have an employee with computer-related responsibilities. Survey results from 2012-13 show that 29.1 percent of Maine small businesses have such an employee.

3b. Analysis of Business Surveys

The economic modeling of computer use and broadband Internet subscribership by Maine small businesses examines the effects of establishment size (i.e., number of employees), years of operation, major industrial category and county of location on the five indicators described above. Tables 13 to 16 show the distribution of survey respondents by these attributes. Since we only collected information from businesses with fewer than 100 employees, it would be misleading to compare the survey respondents to the overall population of Maine businesses in terms of employment size, years of operation, or industry.

Table 13. Business Survey Respondents by Employment Size Category

Size category	2011 Survey % of respondents	2012-13 Survey % of respondents
Fewer than 5 employees	57.93%	62.40%
5 to 10 employees	20.50%	19.83%
11 to 25 employees	14.08%	11.16%
26 to 50 employees	5.17%	2.07%
More than 50 employees	2.32%	4.55%
Total	100.00%	100.00%

Note: Percentages are based on 561 and 242 observations from the 2011 and 2012-13 surveys, respectively.

Table 14. Business Survey Respondents by Years of Operation

Years of operation	2011 Survey % of respondents	2012-13 Survey % of respondents
Less than 5 years	5.96%	3.00%
5 to 10 years	16.67%	13.30%
11 to 25 years	34.91%	33.91%
More than 25 years	42.46%	49.79%
Total	100.00%	100.00%

Note: Percentages are based on 570 and 233 observations from the 2011 and 2012-13 surveys, respectively.

Table 15. Business Survey Respondents by Maine County

County	2011 Survey % of respondents	2012-13 Survey % of respondents
Androscoggin	8.92%	7.14%
Aroostook	7.41%	7.98%
Cumberland	24.41%	20.59%
Franklin	2.53%	2.10%
Hancock	5.72%	5.88%
Kennebec	8.08%	8.40%
Knox	3.20%	4.20%
Lincoln	2.53%	3.36%
Oxford	3.03%	2.52%
Penobscot	12.46%	10.50%
Piscataquis	0.51%	1.68%
Sagadahoc	2.02%	2.10%
Somerset	3.20%	4.62%
Waldo	2.53%	3.36%
Washington	2.86%	2.94%
York	10.61%	12.61%
Total	100.00%	100.00%

Note: Percentages are based on 594 and 238 observations from the 2011 and 2012-13 surveys, respectively.

Table 16. Business Survey Respondents by Major Industrial Category

Industrial category	2011 Survey % of respondents	2012-13 Survey % of respondents
Agriculture, Forestry, Fishing and Hunting	6.49%	7.59%
Mining and related	0.00%	0.42%
Utilities	1.23%	1.69%
Construction	12.46%	10.55%
Manufacturing	6.32%	6.33%
Wholesale Trade	2.98%	4.22%
Retail Trade	23.51%	20.68%
Transportation and Warehousing	1.58%	1.27%
Information	1.23%	2.53%
Finance and Insurance	3.33%	3.38%
Real Estate and related	3.16%	10.13%
Professional Services and related	10.18%	11.81%
Management of Companies and Enterprises	0.00%	0.42%
Administrative Services and related	0.00%	1.27%
Educational Services	1.40%	0.42%
Health Care and Social Assistance	1.05%	0.84%
Arts, Entertainment and Recreation	2.46%	8.44%
Accommodation and Food Service	7.72%	5.06%
Other Services	3.33%	3.80%
Public Administration	0.18%	0.42%
Unclassified establishments	11.40%	18.99%
Total	100.00%	

Note: Percentages are based on 570 and 237 observations from the 2011 and 2012-13 surveys, respectively. Values sum to more than 100 percent in the 2012-13 survey because some respondents selected more than one category.

Tables 17 to 20 present descriptive statistics on the five indicators of small business computer and broadband Internet use, and the regression results are shown in Tables 21 to 24. The cells in these tables are indicated with a “NA” in cases where there are fewer than 10 observations upon which to calculate a summary statistic (i.e., Tables 17 to 20) or a regression parameter (i.e., Tables 21 to 24). Otherwise, the interpretation of the information presented in these tables is similar to the results shown for the household survey.

Table 17. Computer Use and Broadband Subscribership of Maine Businesses by Employment Size Category

Size category	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Fewer than 5 employees	49.77%	81.02%	2.55%	5.13	21.99%
5 to 10 employees	79.58%	91.55%	8.45%	6.07	30.28%
11 to 25 employees	92.00%	99.00%	10.00%	7.00	44.00%
26 to 50 employees	87.10%	93.55%	9.68%	6.84	41.94%
More than 50 employees	94.44%	100.00%	44.44%	7.61	72.22%
All establishments, 2011 Survey	63.88%	85.74%	7.64%	5.53	29.69%
All establishments, 2012-13 Survey	63.05%	83.81%	4.05%	5.99	29.10%

Note: Except where noted, percentages are based on data from the surveys conducted in 2011 and 2012-13.

Table 18. Computer Use and Broadband Subscribership of Maine Businesses by Years of Operation

Years of operation	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Less than 5 years	68.57%	85.71%	2.86%	6.51	25.71%
5 to 10 years	56.14%	85.96%	4.39%	5.49	27.19%
11 to 25 years	62.17%	86.09%	6.52%	5.90	28.26%
More than 25 years	67.73%	87.21%	6.69%	5.57	29.94%
All establishments, 2011 Survey	63.88%	85.74%	7.64%	5.53	29.69%
All establishments, 2012-13 Survey	63.05%	83.81%	4.05%	5.99	29.10%

Note: Except where noted, percentages are based on data from the surveys conducted in 2011 and 2012-13.

Table 19. Computer Use and Broadband Subscribership of Maine Businesses by County

County	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Androscoggin	56.25%	93.75%	7.81%	5.34	32.81%
Aroostook	64.81%	81.48%	5.56%	5.24	27.78%
Cumberland	70.83%	91.67%	8.33%	5.95	30.95%
Franklin	80.00%	93.33%	0.00%	6.27	40.00%
Hancock	86.05%	95.35%	9.30%	7.30	48.84%
Kennebec	70.91%	85.45%	10.91%	6.22	27.27%
Knox	62.96%	88.89%	0.00%	6.00	14.81%
Lincoln	50.00%	85.00%	0.00%	4.45	25.00%
Oxford	31.82%	77.27%	4.55%	4.59	13.64%
Penobscot	66.67%	86.21%	2.30%	5.38	24.14%
Piscataquis	NA	NA	NA	NA	NA
Sagadahoc	54.55%	81.82%	9.09%	4.91	9.09%
Somerset	53.57%	71.43%	10.71%	5.07	32.14%
Waldo	59.09%	86.36%	0.00%	6.09	18.18%
Washington	59.09%	68.18%	0.00%	5.32	9.09%
York	54.43%	84.81%	6.33%	5.75	35.44%
All establishments, 2011 Survey	63.88%	85.74%	7.64%	5.53	29.69%
All establishments, 2012-13 Survey	63.05%	83.81%	4.05%	5.99	29.10%

Note: Except where noted, percentages are based on data from the surveys conducted in 2011 and 2012-13.

Table 20. Computer Use and Broadband Subscribership of Maine Businesses by Major Industrial Category

Industrial category	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Agriculture, Forestry, Fishing and Hunting	30.00%	60.00%	2.00%	4.46	10.00%
Mining and related	NA	NA	NA	NA	NA
Utilities	80.00%	100.00%	0.00%	6.80	10.00%
Construction	54.55%	90.91%	7.95%	5.34	26.14%
Manufacturing	72.34%	95.74%	0.00%	6.38	34.04%
Wholesale Trade	72.00%	92.00%	12.00%	6.80	32.00%
Retail Trade	59.51%	83.44%	4.29%	5.28	28.22%
Transportation and Warehousing	83.33%	91.67%	0.00%	6.58	25.00%
Information	91.67%	100.00%	8.33%	7.00	25.00%
Finance and Insurance	95.83%	100.00%	20.83%	7.88	58.33%
Real Estate and related	78.95%	92.11%	2.63%	6.58	28.95%
Professional Services and related	78.48%	87.34%	8.86%	6.76	34.18%
Management of Companies and Enterprises	NA	NA	NA	NA	NA
Administrative Services and related	NA	NA	NA	NA	NA
Educational Services	NA	NA	NA	NA	NA
Health Care and Social Assistance	NA	NA	NA	NA	NA
Arts, Entertainment and Recreation	62.07%	86.21%	10.34%	5.52	34.48%
Accommodation and Food Service	69.81%	90.57%	3.77%	5.66	30.19%
Other Services	45.45%	77.27%	9.09%	4.59	22.73%
Public Administration	NA	NA	NA	NA	NA
Unclassified establishments	59.34%	81.32%	3.30%	4.90	24.18%

Note: Percentages are based on data from the surveys conducted in 2011 and 2012-13.

The regression results displayed in Table 21 suggest that employment size is a determining factor of computer use and broadband Internet subscribership for Maine businesses. Focusing on businesses in the size category of fewer than five employees, which accounts for about 58 percent of all Maine businesses (see footnote 2), we see that these very small businesses are less likely than larger companies to exhibit heavy computer use, subscribe to a broadband or fiber optic / T-1 Internet service, or employ a worker with specific IT-related duties. Moreover, these very small establishments tend to use fewer computer applications, as well.

Moving to the analysis of the effects of establishment age on computer use and broadband Internet subscribership, we see that the number of years that a company has been in operation appears to have very little impact on whether it exhibits heavy computer use, the adoption of broadband Internet, or whether it has an employee with computer-related responsibilities. The regression results indicate, however, that businesses in the youngest and oldest age categories tend to use a wider range of computer applications than establishments that have been in operation for between 5 and 10 years.

Table 21. Summary Regression Results: Effects of Employment Size on Computer Use and Broadband Subscribership of Maine Businesses

Size category	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Fewer than 5 employees	negative	negative	negative	negative	negative
5 to 10 employees	positive	no effect	no effect	positive	no effect
11 to 25 employees	positive	positive	no effect	positive	positive
26 to 50 employees	positive	no effect	no effect	positive	no effect
More than 50 employees	positive	positive	positive	positive	positive

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the attribute has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of small business computer use or broadband Internet subscribership. Cells are indicated as “no effect” where the attribute does not have a statistically significant effect. Regression models are described in the text.

Table 22. Summary Regression Results: Effects of Years of Operation on Computer Use and Broadband Subscribership of Maine Businesses

Years of operation	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Less than 5 years	no effect	no effect	no effect	positive	no effect
5 to 10 years	no effect	no effect	no effect	no effect	no effect
11 to 25 years	no effect	no effect	no effect	positive	no effect
More than 25 years	no effect	no effect	no effect	positive	no effect

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the attribute has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of small business computer use or broadband Internet subscribership. Cells are indicated as “no effect” where the attribute does not have a statistically significant effect. Regression models are described in the text.

The results shown in Table 23 suggest that—after controlling for an establishment’s employment size, the number of years it has been in operation and its major industrial category—the county of location has some bearing on a company’s computer use and broadband Internet subscribership. For example, compared to establishments located in other Maine counties, businesses operating in Hancock County are more likely to exhibit heavy computer use and employ an IT specialist; Hancock County businesses also use a wider variety of computer applications. On the other hand, establishments located in Oxford, Penobscot and Washington Counties tend to lag behind other Maine companies based on 2 of the 5 indicators used in the analysis.

As shown in Table 24, computer use and broadband Internet subscribership of small Maine establishments differs systematically by major industrial category. For example, businesses in the Finance and Insurance industrial category are more likely than firms in other industries to exhibit heavy computer use, subscribe to a fiber optic or T-1 broadband Internet service, and have an IT specialist; they tend to use a greater number of computer applications, as well. On the other hand, Maine’s small retailers and businesses in Agriculture, Forestry, Fishing and Hunting lag behind companies in other industrial categories based on at least 2 of the 5 indicators of computer use and broadband Internet subscribership.

A final analysis of the business surveys examines the changes in computer use and broadband subscribership between the surveys conducted in 2011 and 2012-13. Regression results do not reveal significant differences for any of the five indicators.

Table 23. Summary Regression Results: Effects of County of Location on Computer Use and Broadband Subscribership of Maine Businesses

County	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Androscoggin	no effect	positive	no effect	no effect	no effect
Aroostook	no effect	no effect	no effect	no effect	no effect
Cumberland	no effect	positive	no effect	no effect	no effect
Franklin	no effect	no effect	no effect	no effect	no effect
Hancock	positive	no effect	no effect	positive	positive
Kennebec	positive	no effect	no effect	positive	no effect
Knox	no effect	no effect	no effect	no effect	no effect
Lincoln	no effect	no effect	no effect	negative	no effect
Oxford	negative	no effect	no effect	negative	no effect
Penobscot	no effect	no effect	negative	negative	no effect
Piscataquis	no effect	no effect	no effect	negative	no effect
Sagadahoc	no effect	no effect	no effect	no effect	no effect
Somerset	no effect	negative	no effect	no effect	no effect
Waldo	no effect	no effect	no effect	no effect	no effect
Washington	no effect	negative	no effect	no effect	negative
York	negative	no effect	no effect	no effect	no effect

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the attribute has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of small business computer use or broadband Internet subscribership. Cells are indicated as “no effect” where the attribute does not have a statistically significant effect. Regression models are described in the text.

Table 24. Summary Regression Results: Effects of Major Industrial Category on Computer Use and Broadband Subscribership of Maine Businesses

Industrial category	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Agriculture, Forestry, Fishing and Hunting	negative	negative	no effect	negative	negative
Mining and related	NA	NA	NA	NA	NA
Utilities	no effect	no effect	no effect	no effect	no effect
Construction	negative	no effect	no effect	no effect	no effect
Manufacturing	negative	no effect	no effect	positive	no effect
Wholesale Trade	negative	no effect	no effect	positive	no effect
Retail Trade	negative	no effect	no effect	negative	no effect
Transportation and Warehousing	no effect	no effect	no effect	no effect	no effect
Information	positive	no effect	no effect	positive	no effect
Finance and Insurance	positive	no effect	positive	positive	positive
Real Estate and related	positive	no effect	no effect	positive	no effect
Professional Services and related	positive	no effect	no effect	positive	no effect
Management of Companies and Enterprises	NA	NA	NA	NA	NA
Administrative Services and related	NA	NA	NA	NA	NA
Educational Services	NA	NA	NA	NA	NA
Health Care and Social Assistance	NA	NA	NA	NA	NA
Arts, Entertainment and Recreation	no effect	no effect	no effect	no effect	no effect
Accommodation and Food Service	no effect	no effect	no effect	no effect	no effect

Table is continued on the following page.

Table 24. Summary Regression Results: Effects of Major Industrial Category on Computer Use and Broadband Subscribership of Maine Businesses, continued

Industrial category	Heavy Computer use	Broadband Internet	Fiber optic or T-1 Internet	Number of Computer apps	IT specialist
Other Services	no effect	no effect	no effect	negative	no effect
Public Administration	NA	NA	NA	NA	NA
Unclassified establishments	no effect	no effect	no effect	negative	no effect

Notes: Cells in the table are indicated as “positive” (or “negative”) in cases where the attribute has a positive (or negative) and statistically significant effect (at a 10 percent significance level) on the selected indicator of small business computer use or broadband Internet subscribership. Cells are indicated as “no effect” where the attribute does not have a statistically significant effect. Regression models are described in the text.

4. SUMMARY AND CONCLUSIONS

The purpose of this study was to examine the determinants of computer use and broadband Internet subscribership by Maine households and businesses with fewer than 100 employees. Our analysis focuses on several key indicators of computer use and broadband Internet adoption—appropriate for each target population—such as the presence of a computer in the home (e.g., household analysis), heavy computer use in the operation’s day-to-day activities (e.g., business analysis), and the purchase of a broadband Internet subscription (e.g., household and business analysis).

Economic modeling of the household and business survey data reveals several key drivers of computer use and broadband Internet subscribership, listed in Table 25. For households, the factors that seem to increase computer use are the presence of children under the age of 18 and having more than three people in the household. Factors that tend to decrease computer use and broadband Internet subscribership by Maine households are low incomes and households that are made up of only senior citizens. Looking at how Maine compares to other U.S. states in terms of these household characteristics, it is apparent that Maine’s household demographics—especially its size and age characteristics—do not support high computer use and broadband Internet subscribership. Maine ranks 48th nationally both in terms of the percentage of households with children and the percentage of households with more than three people.⁴ This means that Maine has an under abundance of the types of households that are more likely to use computers and subscribe to broadband Internet services. It is also the case that Maine has one of the highest percentages of households that are made up of senior citizens (5th

⁴ Information used to compare Maine to other states in terms of household characteristics is from the U.S. Census 2005-2009 American Community Survey 5-Year Estimates.

nationally) and the state is almost in the top one-third (18th nationally) based on the percentage of households with annual incomes of less than \$15,000. This means that Maine has an over abundance, especially in the case of older households, of the types of households that are less likely to use computers and subscribe to broadband Internet services.

The information shown in Table 25 suggests that Maine's unfavorable demographics for household computer use and broadband Internet subscribership extend to its companies as well. Ranking 48th nationally as compared to other states, Maine has a relatively small percentage of its businesses with fewer than 100 employees in the Finance and Insurance industry.⁵ Across many sectors of high-end and professional service providers, Maine tends to lag behind the rest of the country. This means that Maine has an under abundance of small businesses in sectors that are more likely to use computers and subscribe to broadband Internet services. On the other hand, Maine ranks 9th nationally in terms of the percentage of establishments with between 1 and 4 employees. This means that Maine has an over abundance of establishments that are less likely to use computers and subscribe to broadband Internet services.

⁵ The information used to compare Maine to other states in terms of business characteristics is from the U.S. Census Bureau, County Business Patterns data

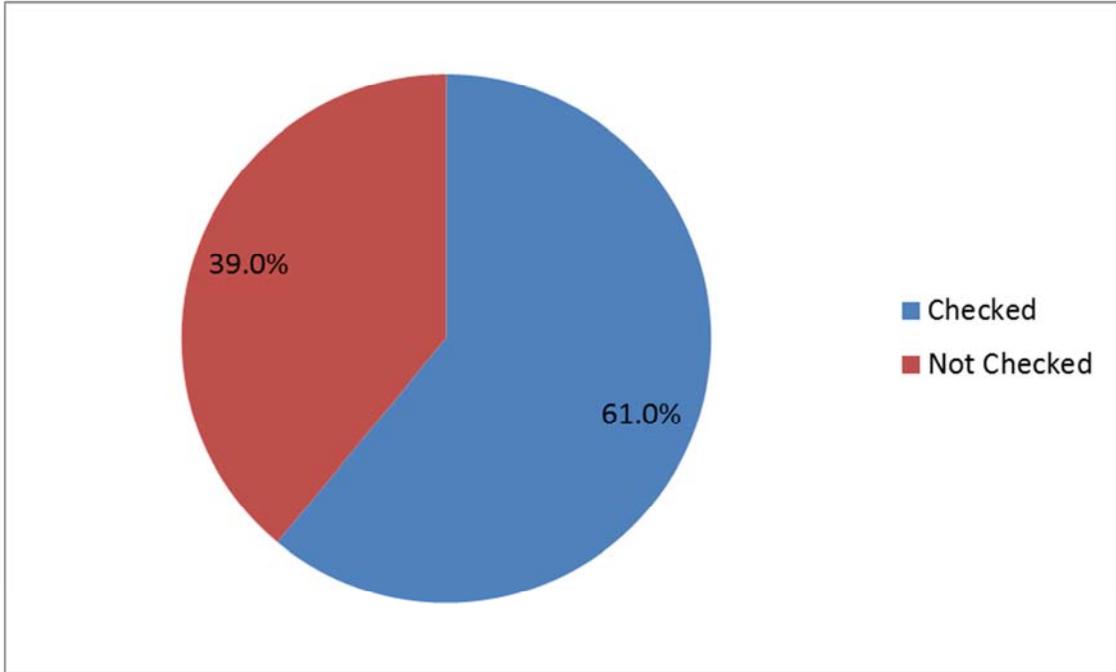
Table 25. Drivers of Computer Use and Broadband Internet Subscribership by Maine Households and Small Businesses

Factors that increase use/subscribership:	Maine's ranking relative to all U.S. states
Households with one or more children under the age of 18	48 th out of 50 in % of households with one of more children under 18
Households with more than 3 people	48 th out of 50 in % of households with more than 3 people
Small businesses in the finance and insurance industry	48 th out of 50 in % of small businesses in the finance and insurance sector
Factors that decrease use/subscribership:	Maine's ranking relative to all U.S. states
Households with annual incomes of less than \$15,000	18 th out of 50 in % of households with annual incomes of less than \$15,000
Households comprised of people over the age of 64	5 th out of 50 in % of households with one or more people over the age of 64
Small businesses with fewer than 5 workers	9 th out of 50 in terms of % of establishments with 1 to 4 employees

Residential Survey Output

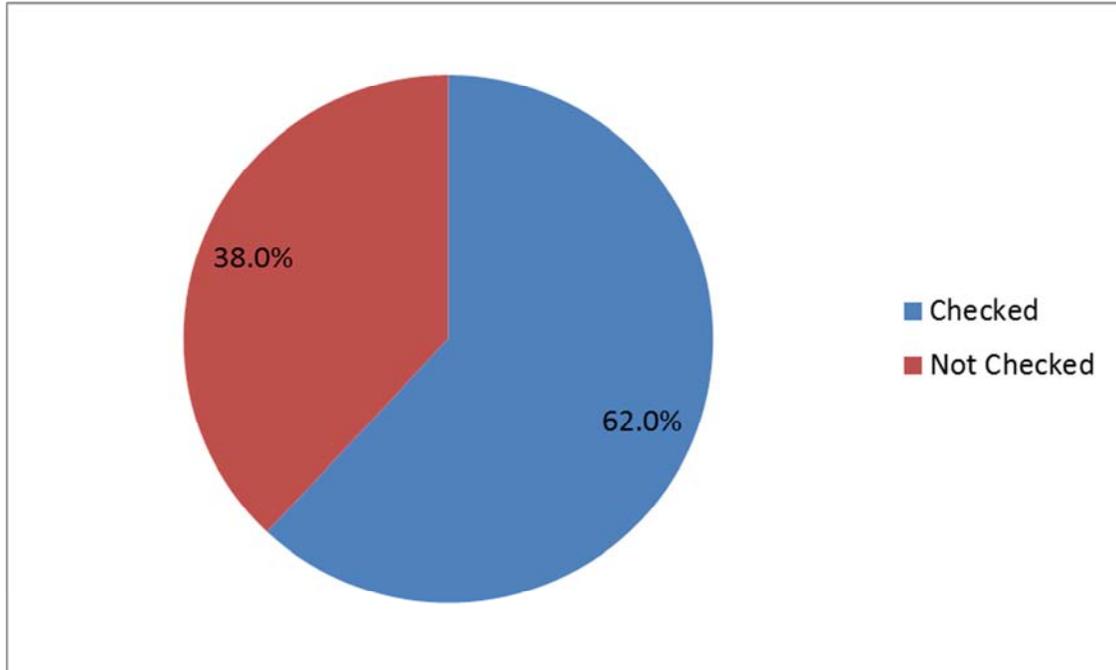
1) Is there a computer in your home? Check all that apply.

Yes, there is a desktop computer



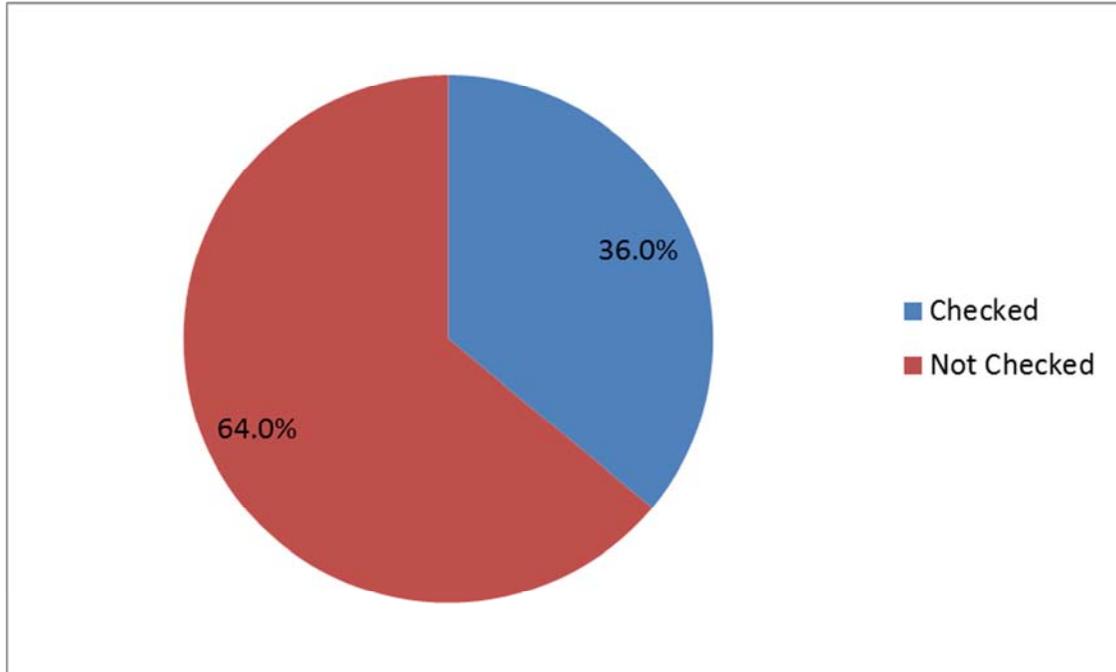
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Checked	1492	60.5	61.0	61.0
	Not checked	954	38.7	39.0	100.0
	Total	2446	99.2	100.0	
Missing	999	20	.8		
Total		2466	100.0		

Yes, there is a laptop or other portable computer



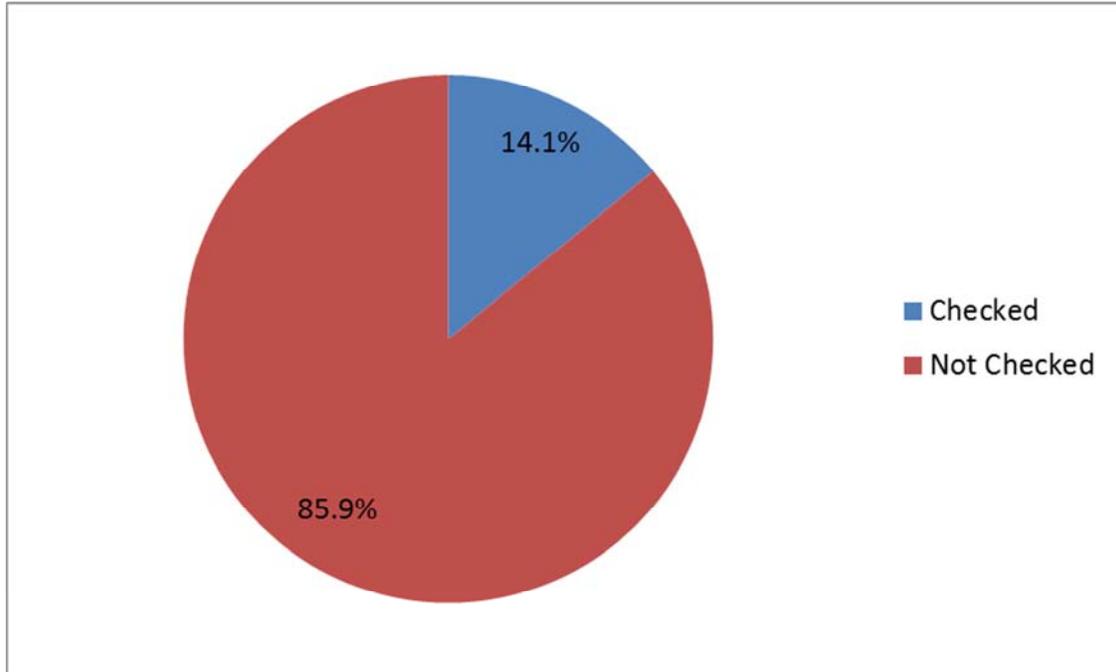
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Checked	1518	61.6	62.0	62.0
	Not checked	929	37.7	38.0	100.0
	Total	2447	99.2	100.0	
Missing	999	19	.8		
Total		2466	100.0		

Yes, there is a tablet (iPad, TouchPad, Kindle, or other)



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Checked	880	35.7	36.0	36.0
	Not checked	1567	63.5	64.0	100.0
	Total	2447	99.2	100.0	
Missing	999	19	.8		
Total		2466	100.0		

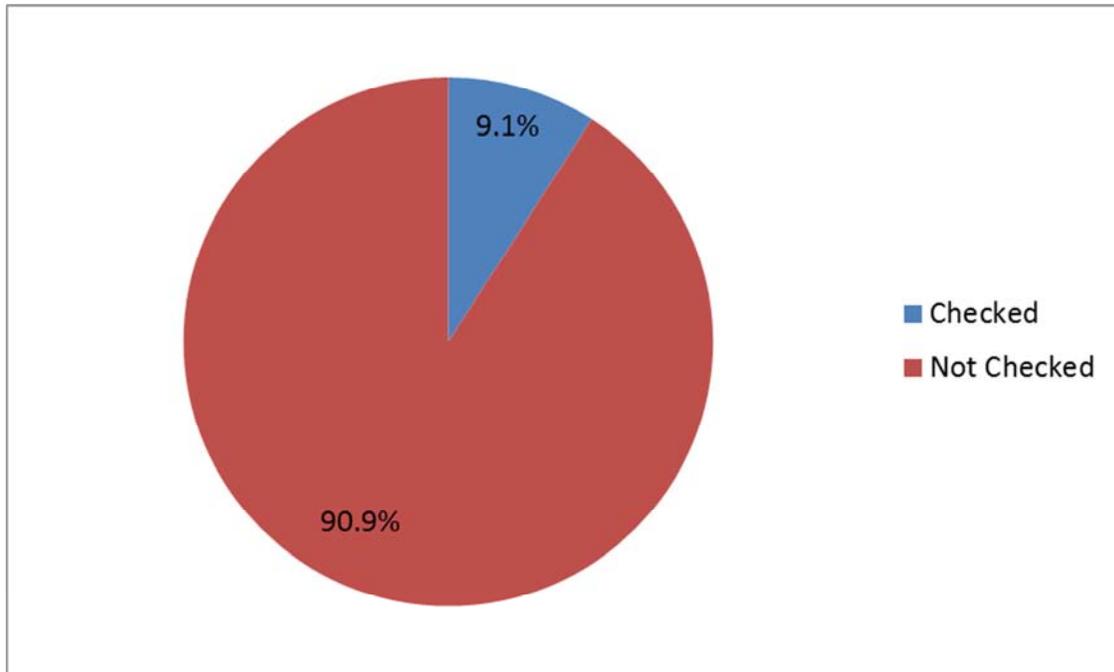
No



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Checked	344	13.9	14.1	14.1
	Not checked	2103	85.3	85.9	100.0
	Total	2447	99.2	100.0	
Missing	999	19	.8		
Total		2466	100.0		

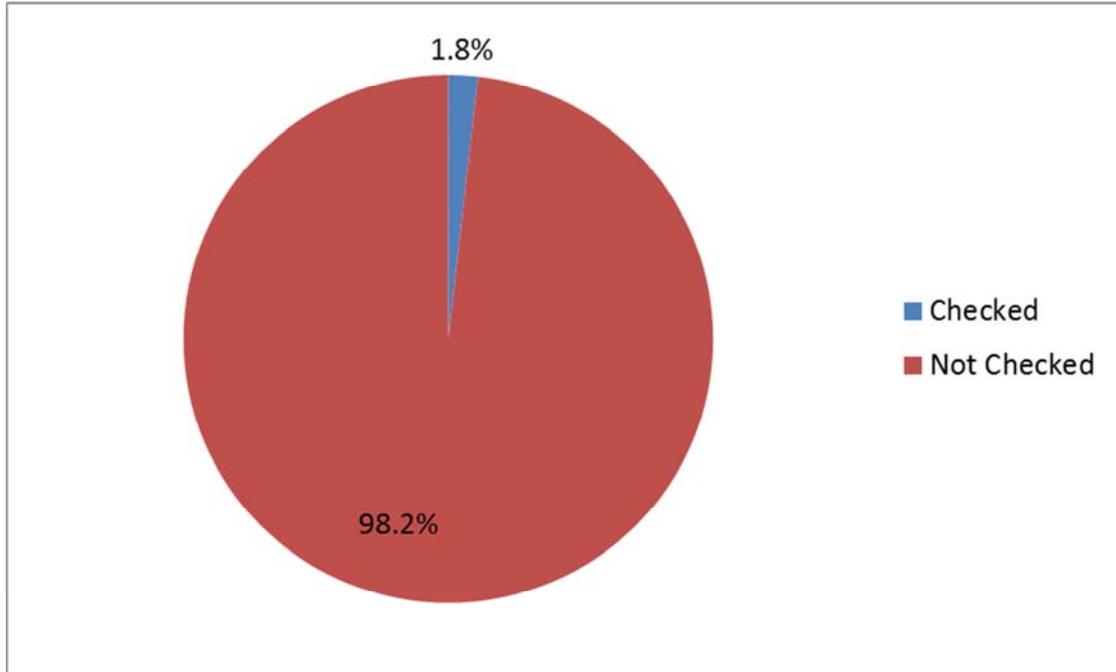
2) Is there a child in the household who brings a computer home from school? Check all that apply.

Yes, a laptop or other portable computer



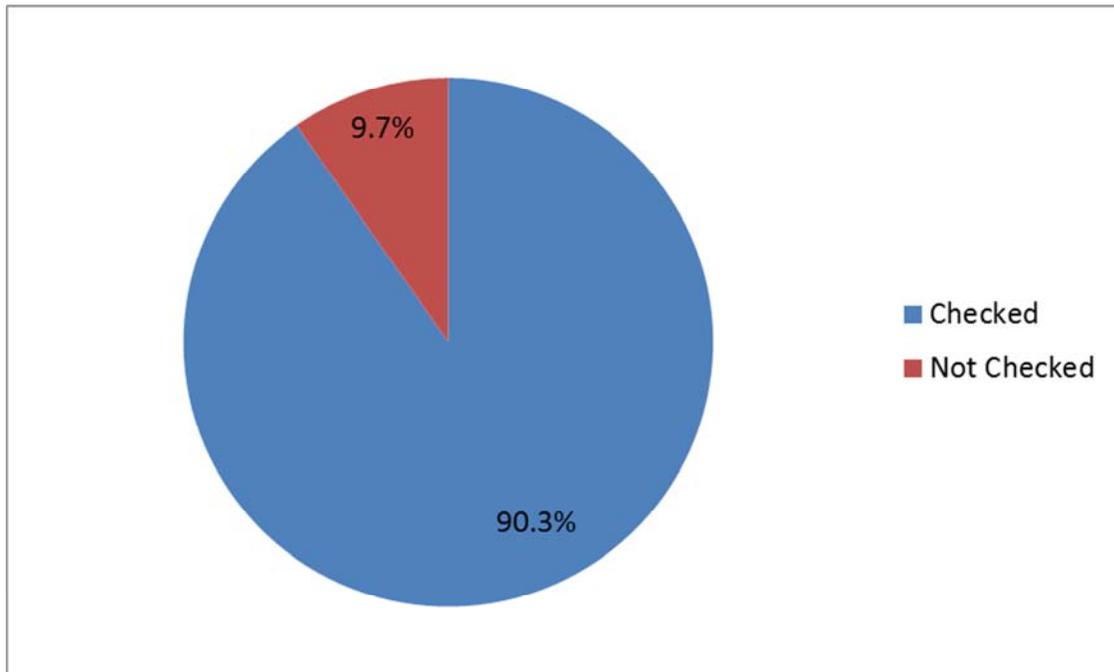
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Checked	220	8.9	9.1	9.1
	Not checked	2209	89.6	90.9	100.0
	Total	2429	98.5	100.0	
Missing	999	37	1.5		
Total		2466	100.0		

Yes, a tablet (iPad, TouchPad, Kindle, or other)



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Checked	43	1.7	1.8	1.8
	Not checked	2385	96.7	98.2	100.0
	Total	2428	98.5	100.0	
Missing	999	38	1.5		
Total		2466	100.0		

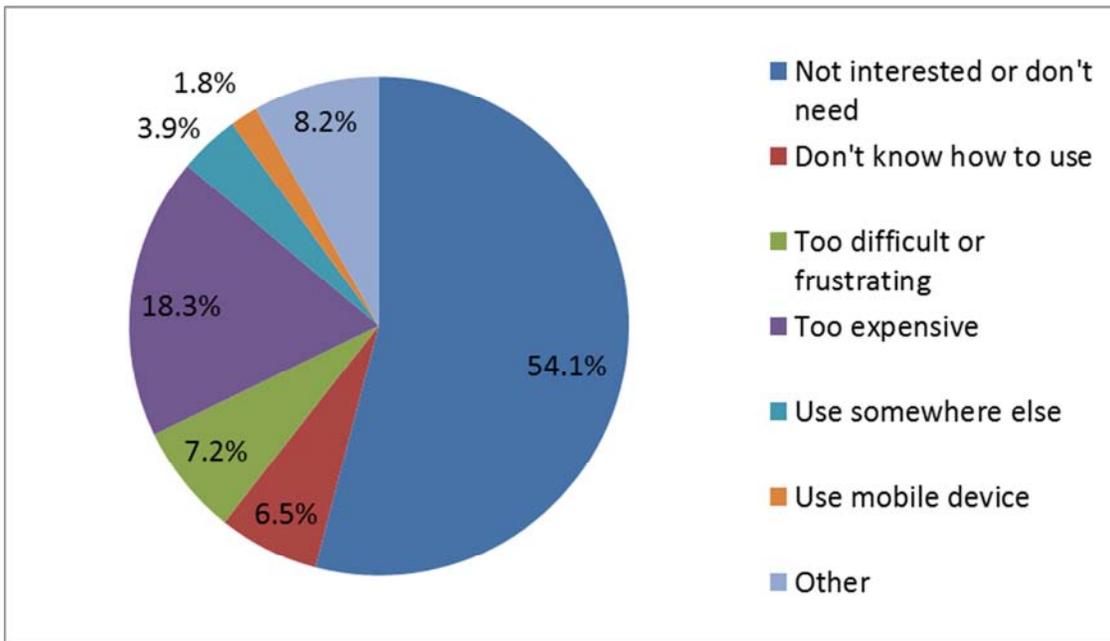
No



		Frequency	Percent	Valid Percent	Cumulative Percent
	Checked	2191	88.8	90.3	90.3
Valid	Not checked	235	9.5	9.7	100.0
	Total	2426	98.4	100.0	
Missing	999	40	1.6		
Total		2466	100.0		

3) What is the main reason you (or others) do not have a computer in your home?
Please check only one answer.

- I/ we are not interested in using or don't need a computer
- I/ we don't know how to use a computer that well
- It is too difficult or frustrating to use a computer
- Computers are too expensive
- I/ we can use the computer as much as needed somewhere else, like school, work, or the library
- I/ we can use a mobile device instead of a computer
- Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not interested or don't need	151	6.1	54.1	54.1
	Don't know how to use	18	.7	6.5	60.6
	Too difficult or frustrating	20	.8	7.2	67.7
	Too expensive	51	2.1	18.3	86.0
	Use somewhere else	11	.4	3.9	90.0
	Use mobile device	5	.2	1.8	91.8
	Other	23	.9	8.2	100.0
	Total	279	11.3	100.0	
0	2148	87.1			
Missing	999	39	1.6		
	Total	2187	88.7		
Total	2466	100.0			

Other text:

Can't afford a computer or internet access

Can't afford telephone/computer hook up.

Have computers at my business offices French Income Tax Service sites in Damariscotta & Rumford

I am too old

We have no service so what's the point?

We see computers as a means of great harm to mankind, both to their emotional and spiritual well being. Therefore, we choose not to be involved with that technology.

Can't afford to connect one

Computers, their maintenance and internet service are a continuing expense.

Don't want to pay associated monthly fees

I don't want the monthly bill and I like paper.

I had a computer for 12 years and was hacked in July 2012 and it crashed four times so I said the hell with it

I'm 88 years old

My died and being retired and having a lot of medical expenses I haven't been able to replace it.

No Reception/ To Expensive

Not able to afford the extra monthly bill and home computer repairs

On a fixed income. Prices to keep one updated, virus scan and a new computer periodically is beyond my reach.

The child is only 5 yrs

The Maine Home is our weekend hours. The computer in this house was stolen and not replaced. there is no cable network by our residence we would have to have satellite like our tv we currently use the library computers

There would be a computer here used often if there was access to high speed internet too old

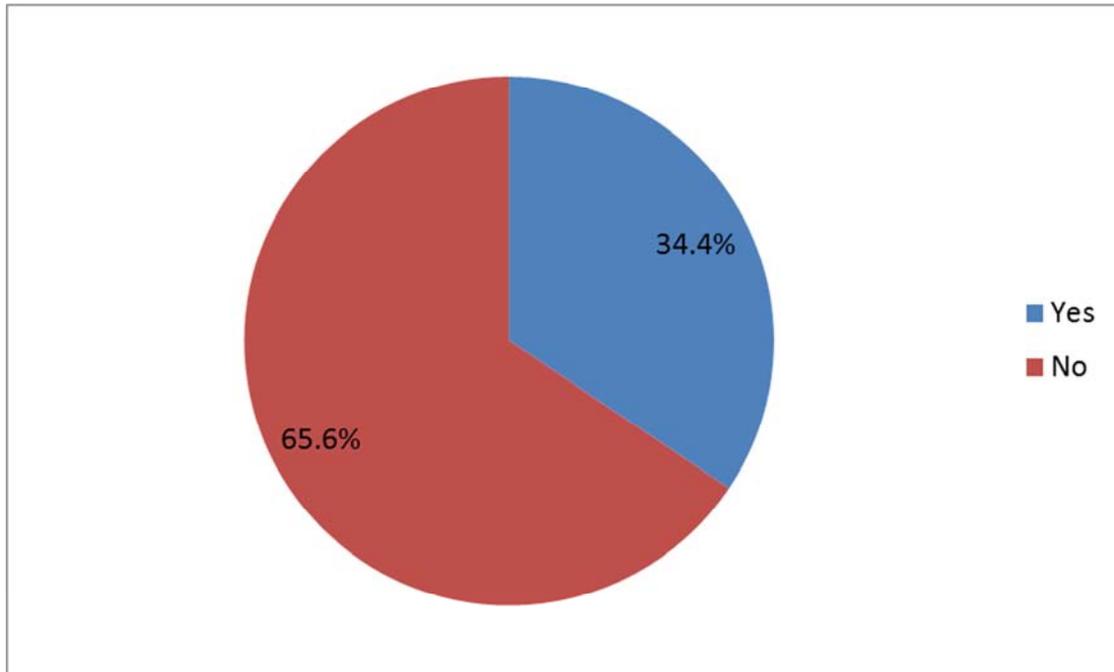
We are retired and the cost of internet is an expense we don't need as much as we would like to have it.

We have no use for one.

4) Would you (or others in your household) like to have a computer in your home?

Yes

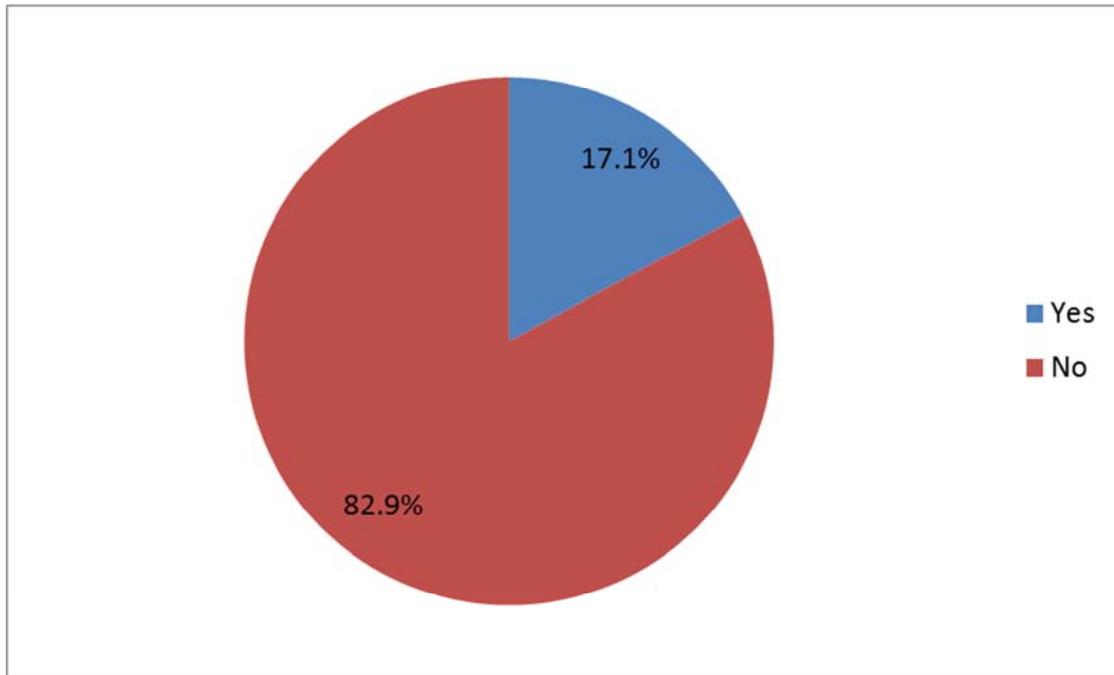
No



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	4.3	34.4	34.4
	No	204	8.3	65.6	100.0
	Total	311	12.6	100.0	
Missing	888	22	.9		
	999	2133	86.5		
	Total	2155	87.4		
Total		2466	100.0		

5) Do you (or others in your household) plan on getting a computer for use in your home in the next 12 months?

- Yes
- No

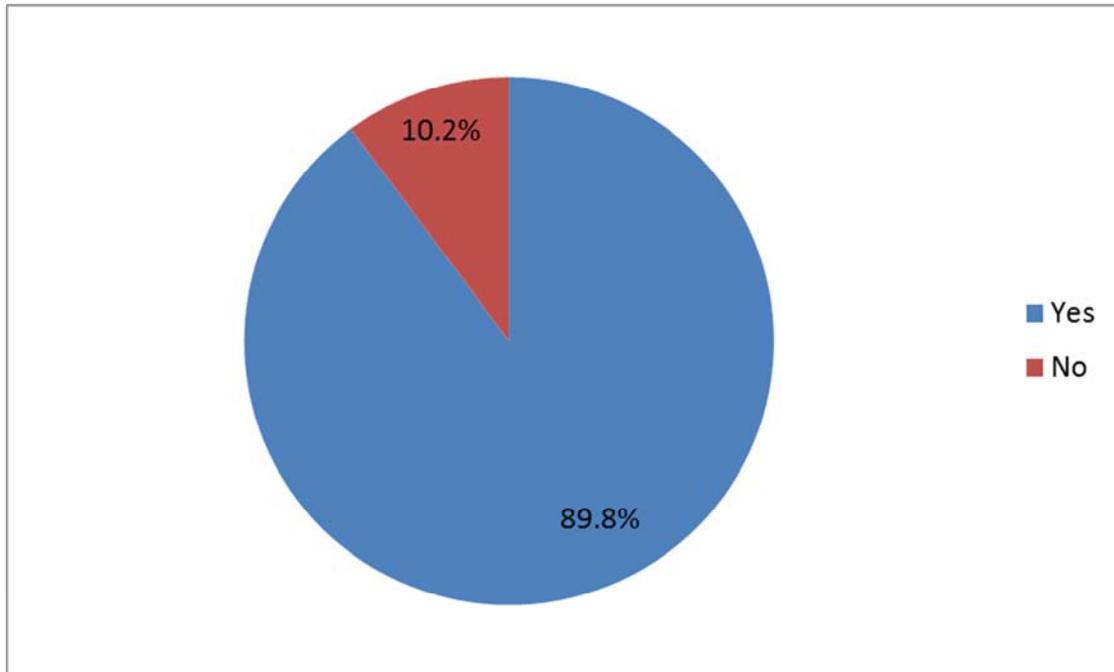


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	.7	17.1	17.1
	No	87	3.5	82.9	100.0
	Total	105	4.3	100.0	
Missing	888	25	1.0		
	999	2336	94.7		
	Total	2361	95.7		
Total		2466	100.0		

6) Does anyone in your household use a computer to connect to the internet from your home?

Yes

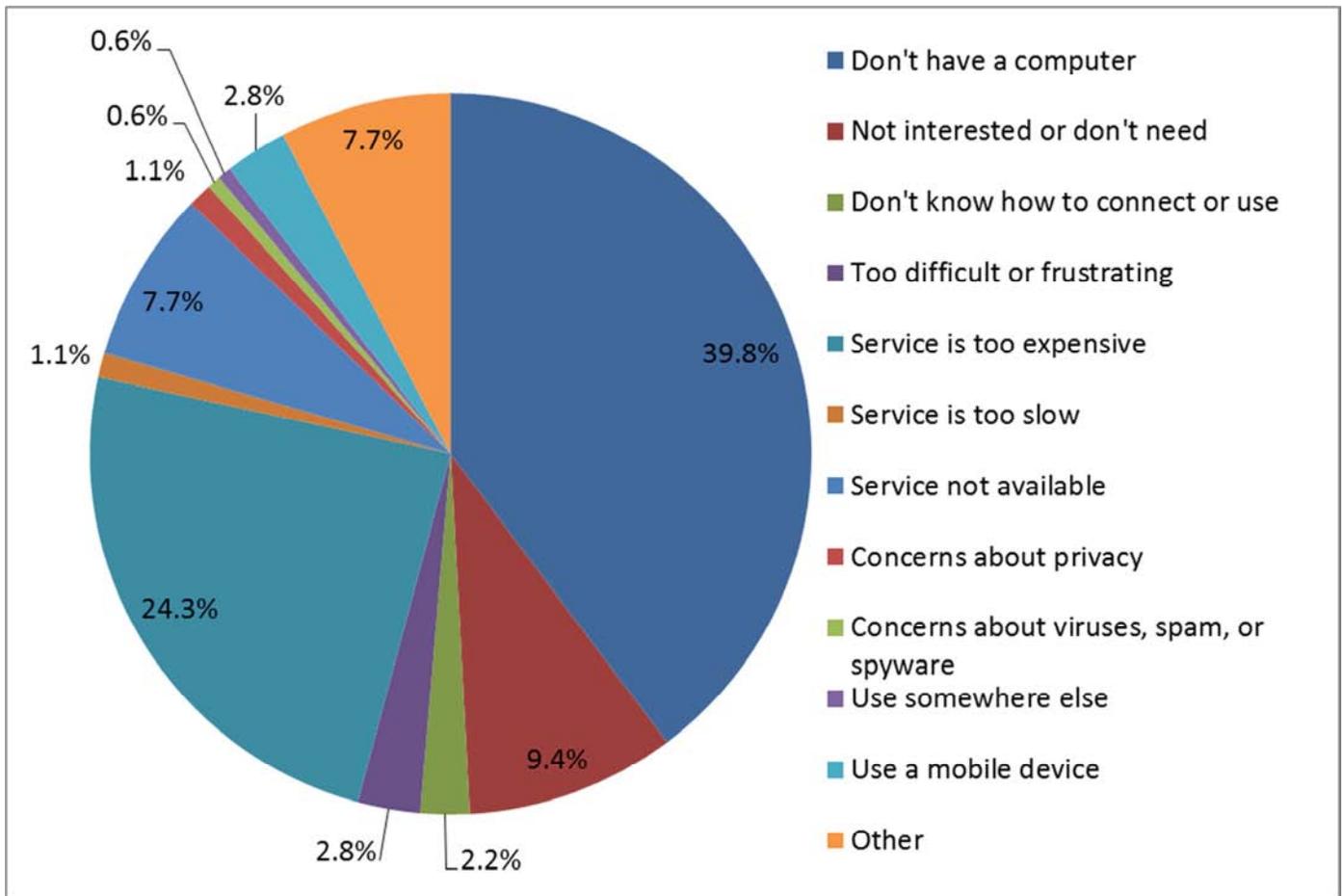
No



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1955	79.3	89.8	89.8
	No	222	9.0	10.2	100.0
	Total	2177	88.3	100.0	
Missing	888	24	1.0		
	999	265	10.7		
	Total	289	11.7		
Total		2466	100.0		

7) What is the main reason you (or others in your household) do not connect to the internet from a computer in your home? Please check only one answer.

- I/ we do not have a computer
- I/ we are not interested in using the internet or don't need the internet
- I/ we don't know how to connect to the internet or use the internet
- It is too difficult or frustrating to use the internet
- Internet service is too expensive
- Internet service is too slow
- Adequate internet service is not available where I live
- I/ we have concerns about privacy or personal information using the internet
- I/ we have concerns about viruses, spam, or spyware
- I/ we have concerns about my/ our child using the internet
- I/ we can use the internet as much as needed somewhere else, like school, work, or the library
- I/ we can use a mobile device instead of a computer to connect to the internet
- Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
	Don't have a computer	72	2.9	39.8	39.8
	Not interested or don't need	17	.7	9.4	49.2
	Don't know how to connect or use	4	.2	2.2	51.4
	Too difficult or frustrating	5	.2	2.8	54.1
	Service is too expensive	44	1.8	24.3	78.5
	Service is too slow	2	.1	1.1	79.6
Valid	Service not available	14	.6	7.7	87.3
	Concerns about privacy	2	.1	1.1	88.4
	Concerns about viruses, spam, or spyware	1	.0	.6	89.0
	Use somewhere else	1	.0	.6	89.5
	Use a mobile device	5	.2	2.8	92.3
	Other	14	.6	7.7	100.0
	Total	181	7.3	100.0	
	0	2244	91.0		
Missing	999	41	1.7		
	Total	2285	92.7		
Total		2466	100.0		

Other Text:

I've been connected to the internet from the first time I used my computer which is some time ago.

No service

We don't have internet service

After 50 years in computers I don't want to attach to the internet!

Can't afford internet

Currently I am not online and only use my computer for letter writing etc.

I am too ill.

I was given an iPad for xmas by my children. I could not manage the computer. I hope to do better with the iPad.

Must use satellite

My computer is too old to download the newest updates effectively

Second computer is not functional.

Still no service. Problem with Fairpoint they can't supply internet to my house and they are giving Pioneer Wireless trouble hooking up internet.

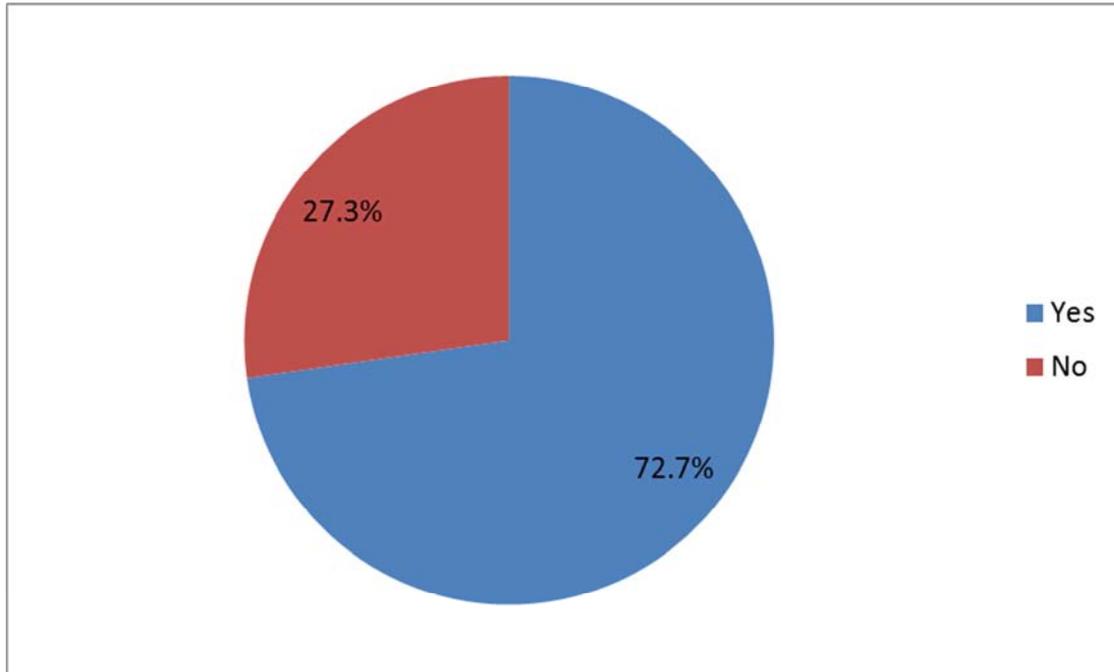
There to slow & expensive but to have my internet taking out I have to give them \$100. That's bull.

We use iphones, but would like to use a computer but internet options are too slow and too expensive.

8) Would you (or others in your household) like to connect to the internet from a computer in your home?

Yes

No

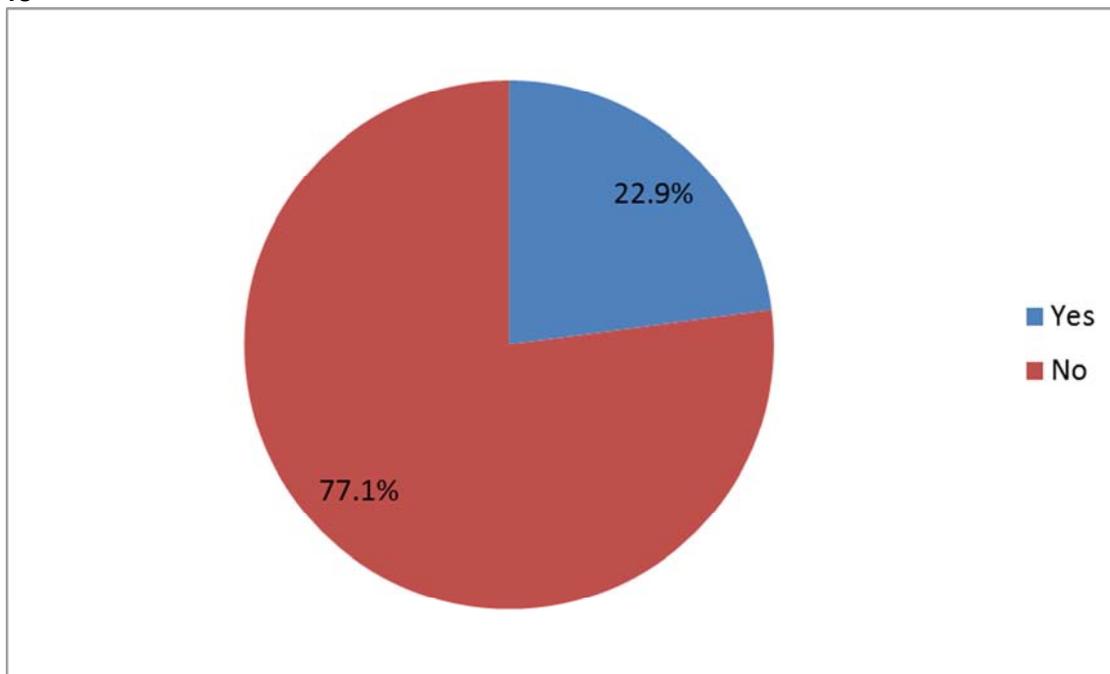


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	149	6.0	72.7	72.7
	No	56	2.3	27.3	100.0
	Total	205	8.3	100.0	
Missing	888	9	.4		
	999	2252	91.3		
	Total	2261	91.7		
Total		2466	100.0		

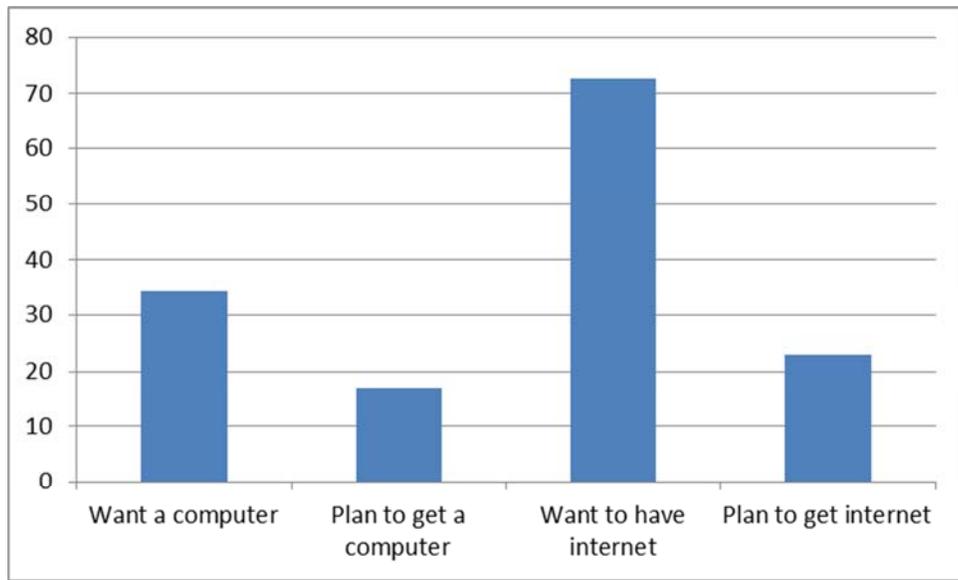
9) Do you (or others in your household) plan on setting up internet service for a computer in your home in the next 12 months?

Yes

No

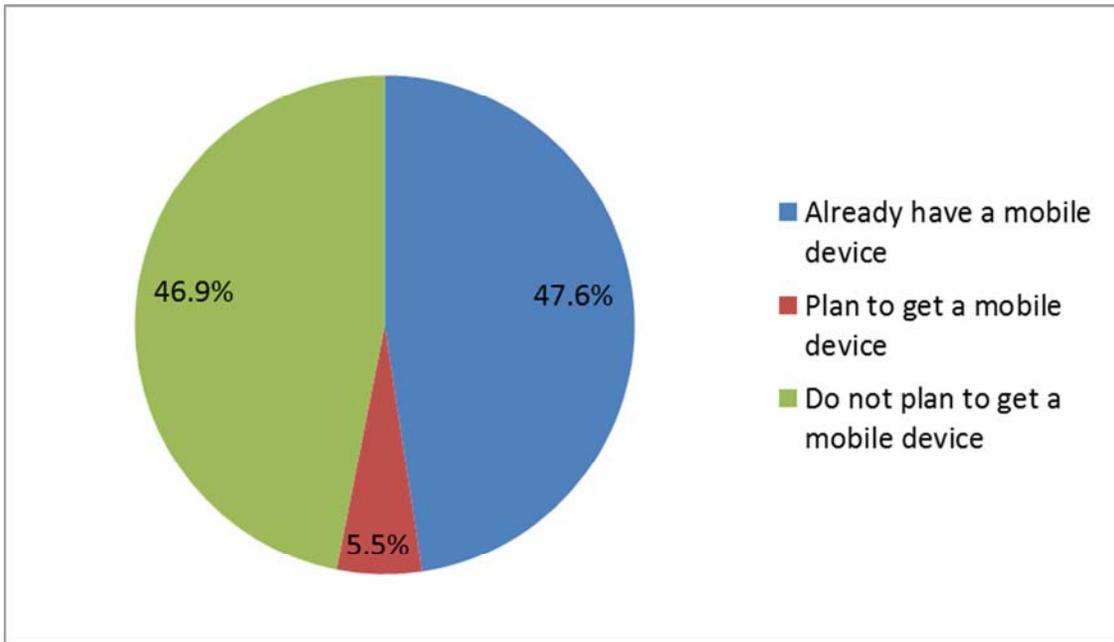


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	50	2.0	22.9	22.9
	No	168	6.8	77.1	100.0
	Total	218	8.8	100.0	
Missing	888	9	.4		
	999	2239	90.8		
	Total	2248	91.2		
Total		2466	100.0		



10) Do you (or others in your household) have or plan to get a mobile device to connect to the internet from your home in the next 12 months?

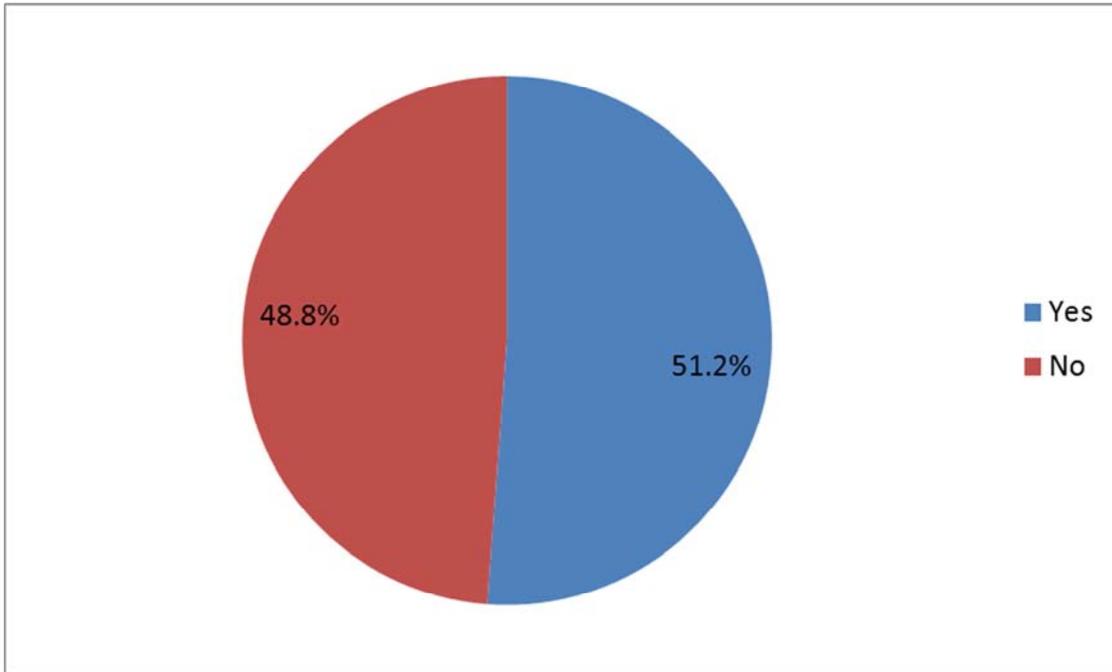
- I/ we already have a mobile device
- I/ we plan to get a mobile device
- I/ we do not plan to get a mobile device in the next 12 months



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Already have a mobile device	1117	45.3	47.6	47.6
	Plan to get a mobile device	129	5.2	5.5	53.1
	Do not plan to get a mobile device	1101	44.6	46.9	100.0
	Total	2347	95.2	100.0	
Missing	0	102	4.1		
	999	17	.7		
	Total	119	4.8		
Total		2466	100.0		

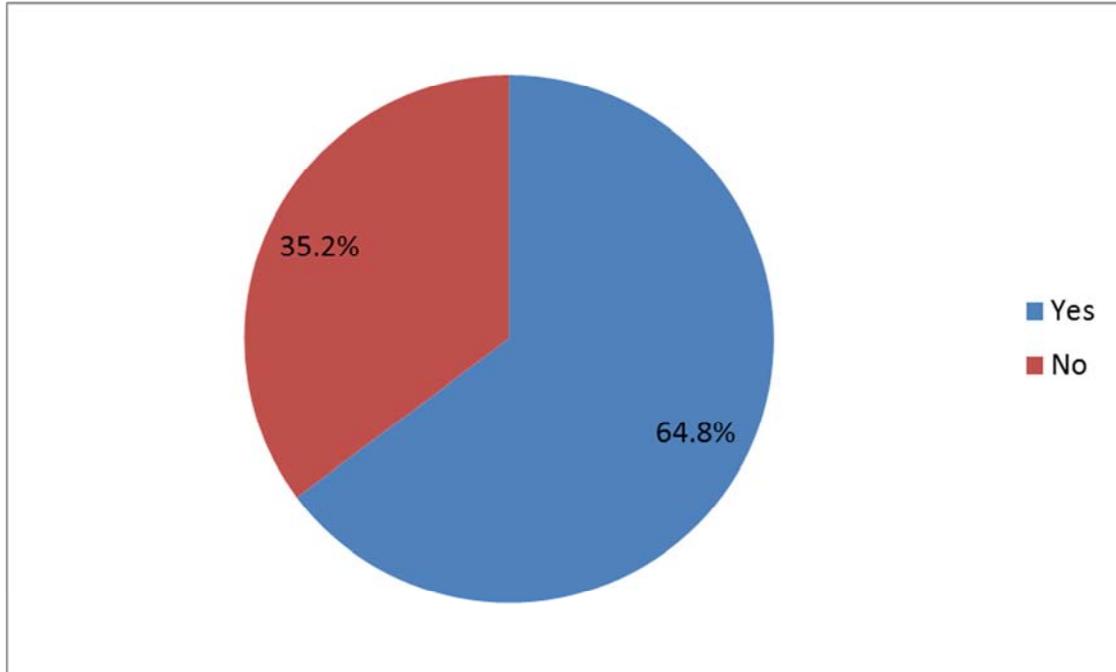
11) What types of internet connection(s) are *available* where you live? Please include all types that are available where you live even if you don't use it yourself. Please check all that apply.

Dial-up (examples: NetZero & Earthlink)



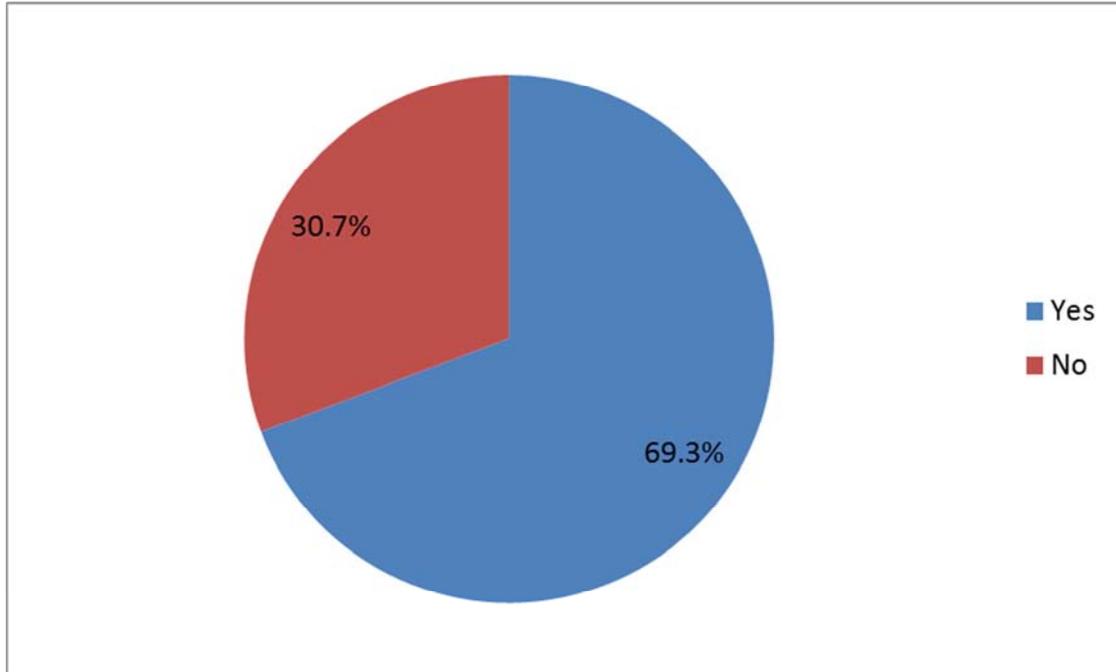
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1237	50.2	51.2	51.2
	No	1179	47.8	48.8	100.0
	Total	2416	98.0	100.0	
Missing	999	50	2.0		
Total		2466	100.0		

DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)



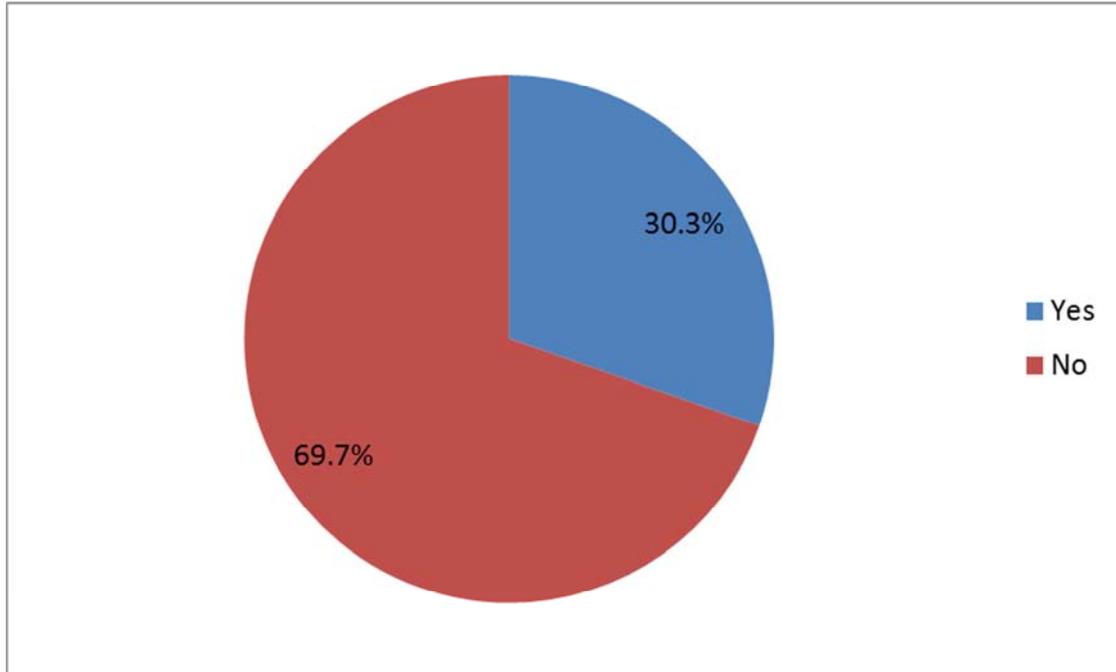
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1566	63.5	64.8	64.8
	No	851	34.5	35.2	100.0
	Total	2417	98.0	100.0	
Missing	999	49	2.0		
Total		2466	100.0		

Cable (examples: Time Warner, Comcast, & BeeLine)



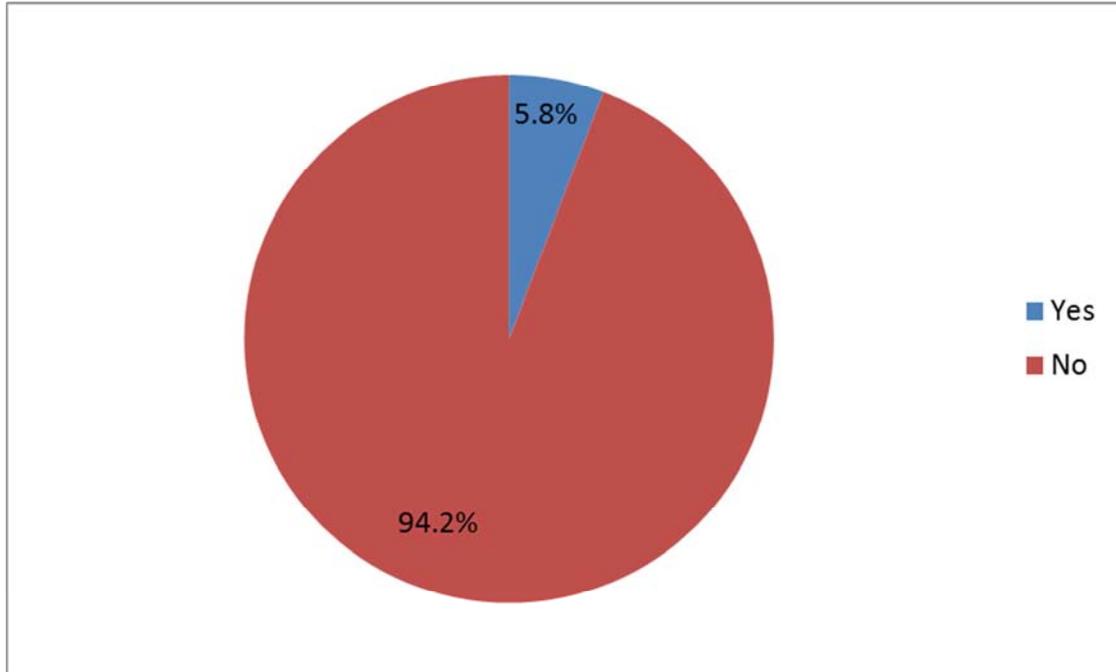
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1674	67.9	69.3	69.3
	No	743	30.1	30.7	100.0
	Total	2417	98.0	100.0	
Missing	999	49	2.0		
Total		2466	100.0		

Satellite (examples: WildBlue & HughesNet)



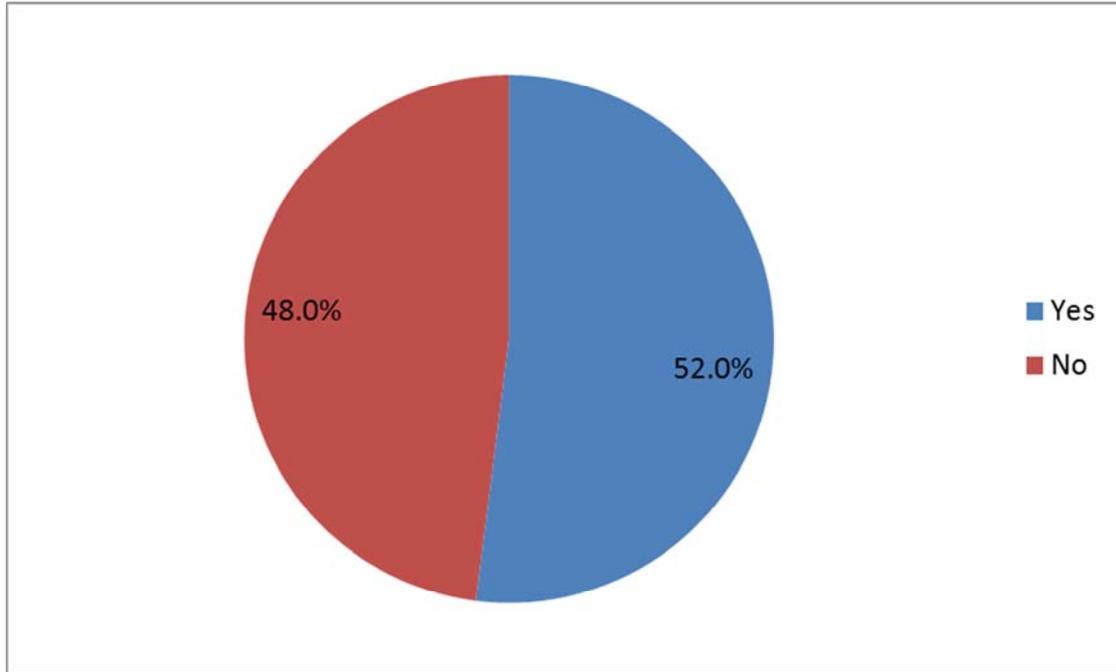
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	733	29.7	30.3	30.3
	No	1684	68.3	69.7	100.0
	Total	2417	98.0	100.0	
Missing	999	49	2.0		
Total		2466	100.0		

Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)



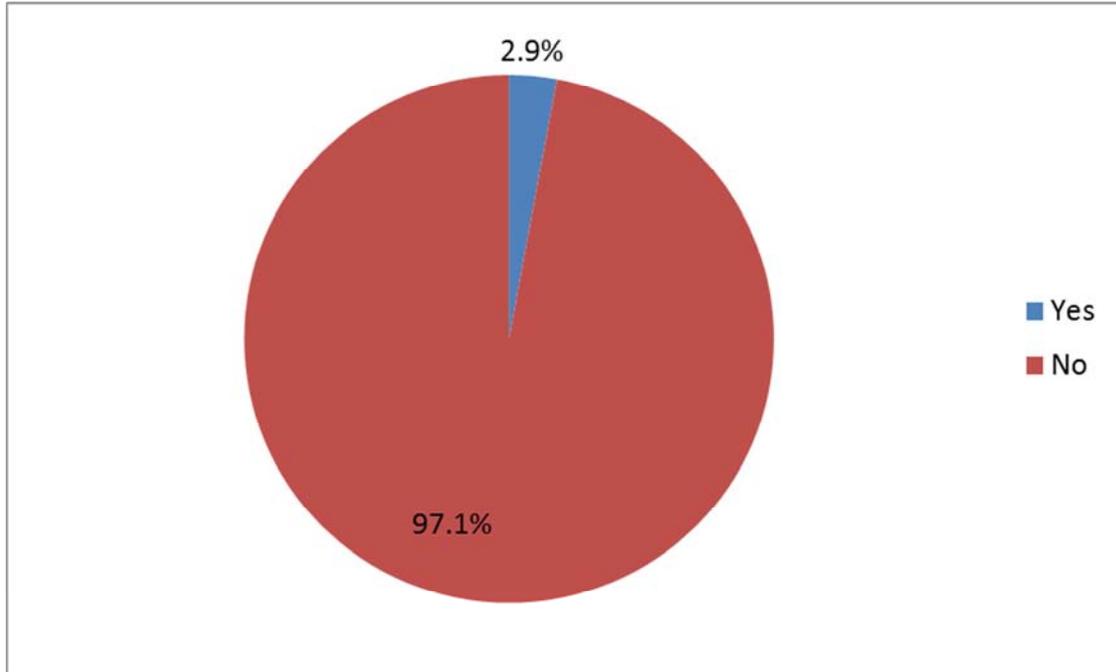
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	5.7	5.8	5.8
	No	2276	92.3	94.2	100.0
	Total	2417	98.0	100.0	
Missing	999	49	2.0		
Total		2466	100.0		

Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)



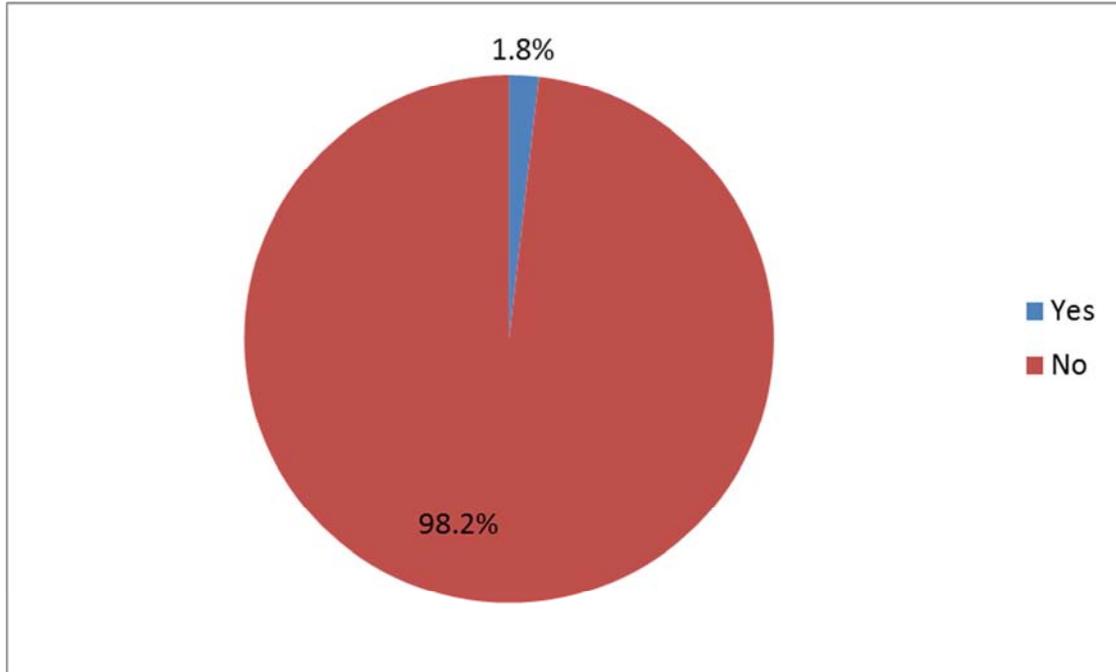
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1256	50.9	52.0	52.0
	No	1161	47.1	48.0	100.0
	Total	2417	98.0	100.0	
Missing	999	49	2.0		
Total		2466	100.0		

Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))



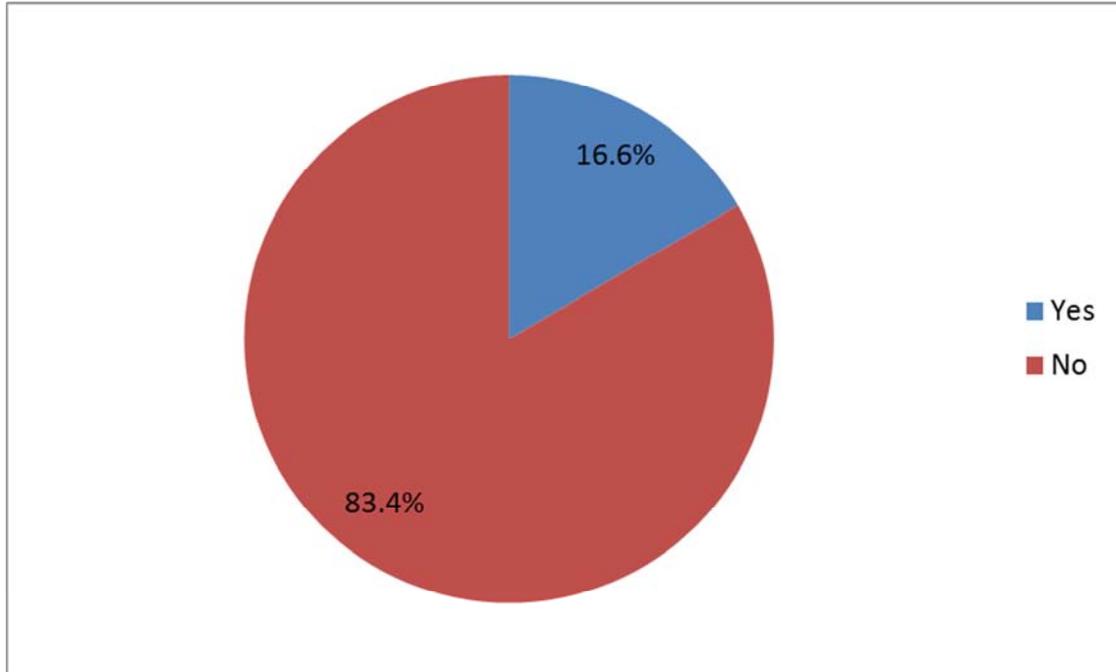
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	70	2.8	2.9	2.9
	No	2347	95.2	97.1	100.0
	Total	2417	98.0	100.0	
Missing	999	49	2.0		
Total		2466	100.0		

□ T-1

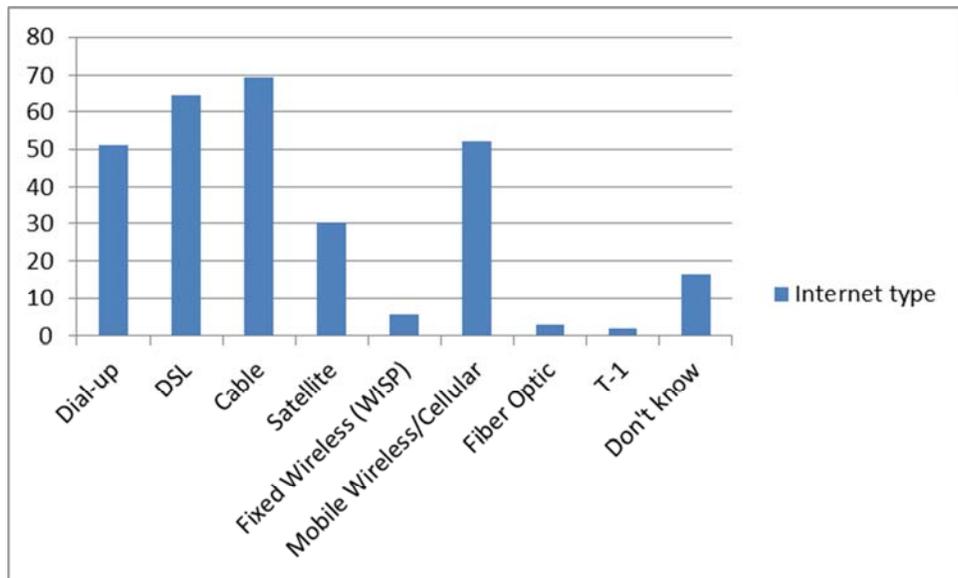


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	1.7	1.8	1.8
	No	2374	96.3	98.2	100.0
	Total	2417	98.0	100.0	
Missing	999	49	2.0		
Total		2466	100.0		

Don't know

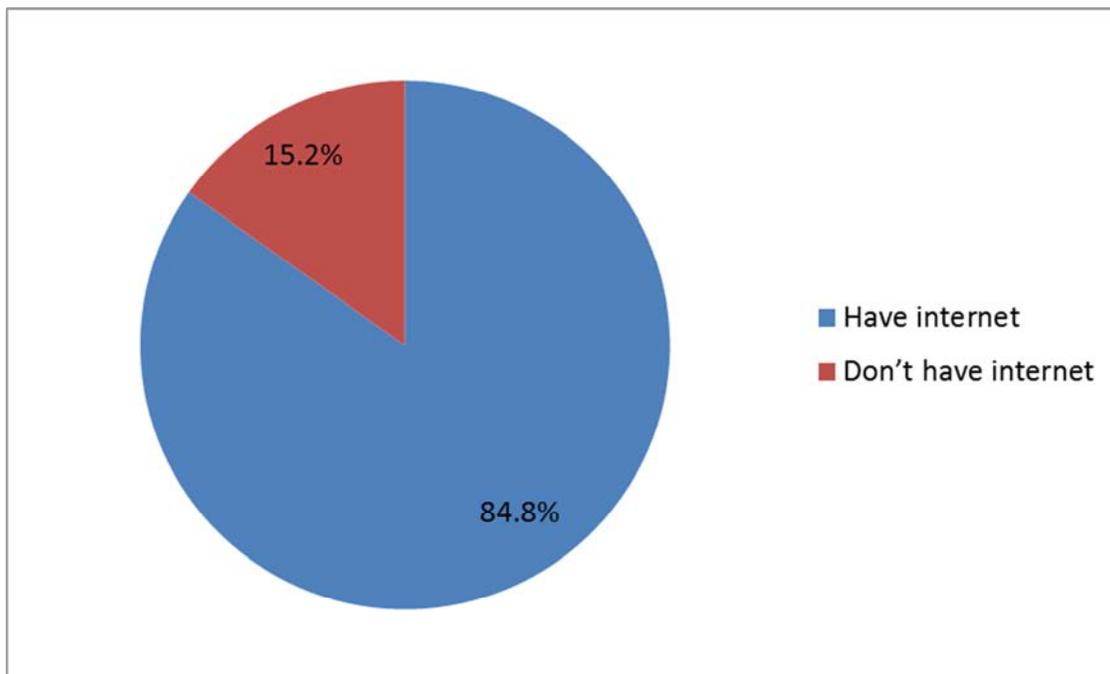


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	401	16.3	16.6	16.6
	No	2015	81.7	83.4	100.0
	Total	2416	98.0	100.0	
Missing	999	50	2.0		
Total		2466	100.0		



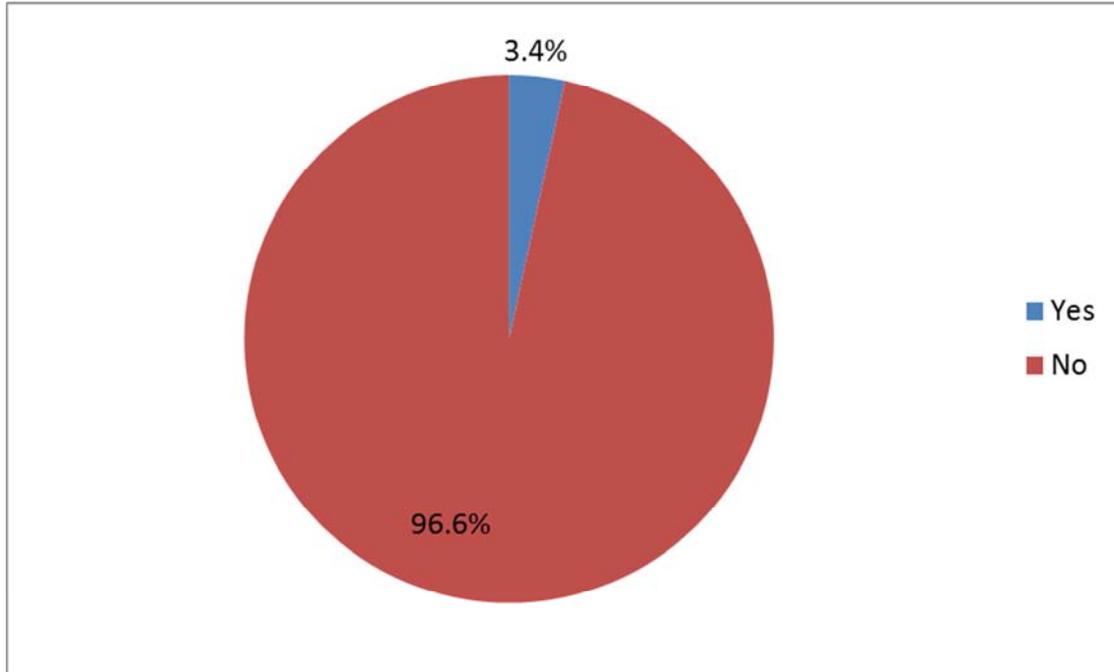
12) What type of internet connection(s) do you *currently have* in your home? Please check all that apply.

None



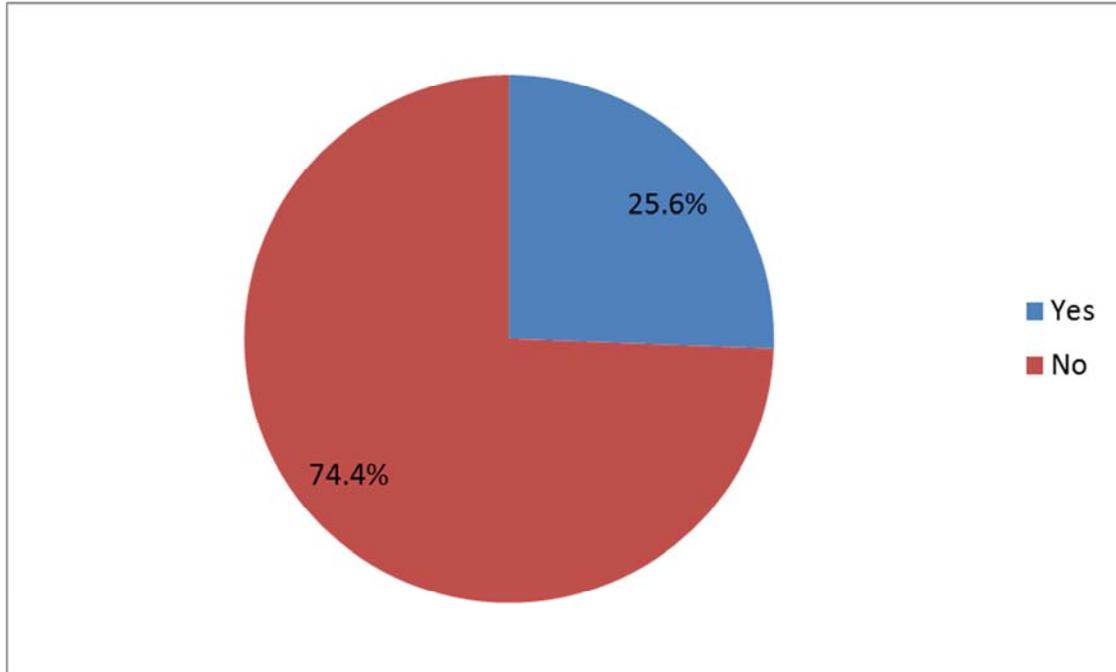
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't have	366	14.8	15.2	15.2
	Have internet	2045	82.9	84.8	100.0
	Total	2411	97.8	100.0	
Missing	999	55	2.2		
Total		2466	100.0		

Dial-up (examples: NetZero & Earthlink)



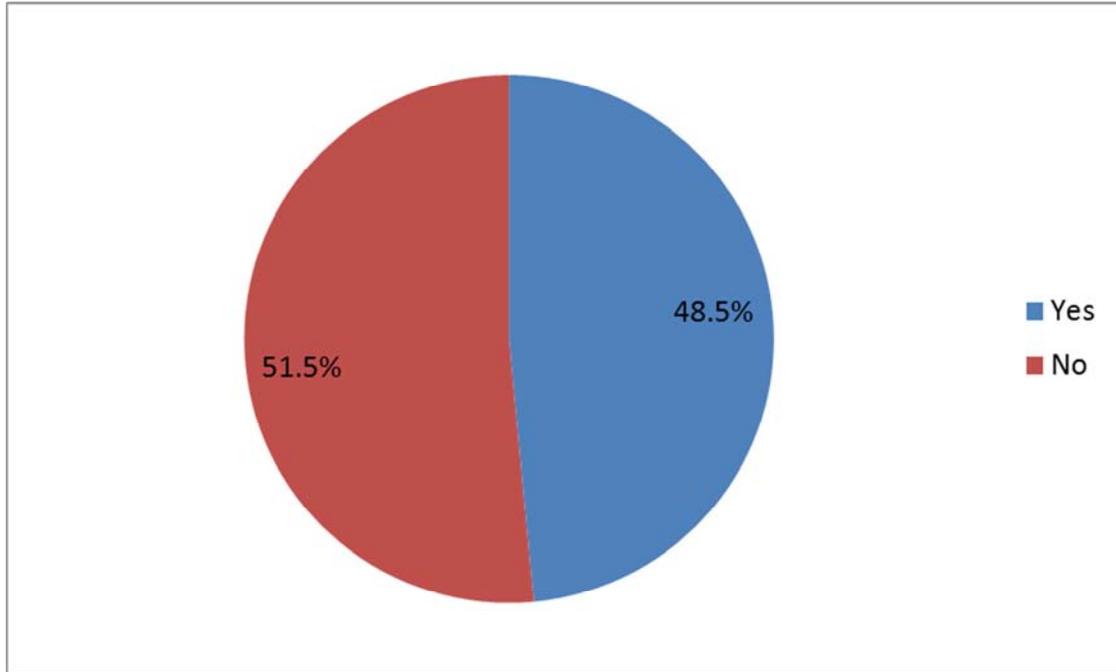
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	3.3	3.4	3.4
	No	2331	94.5	96.6	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)



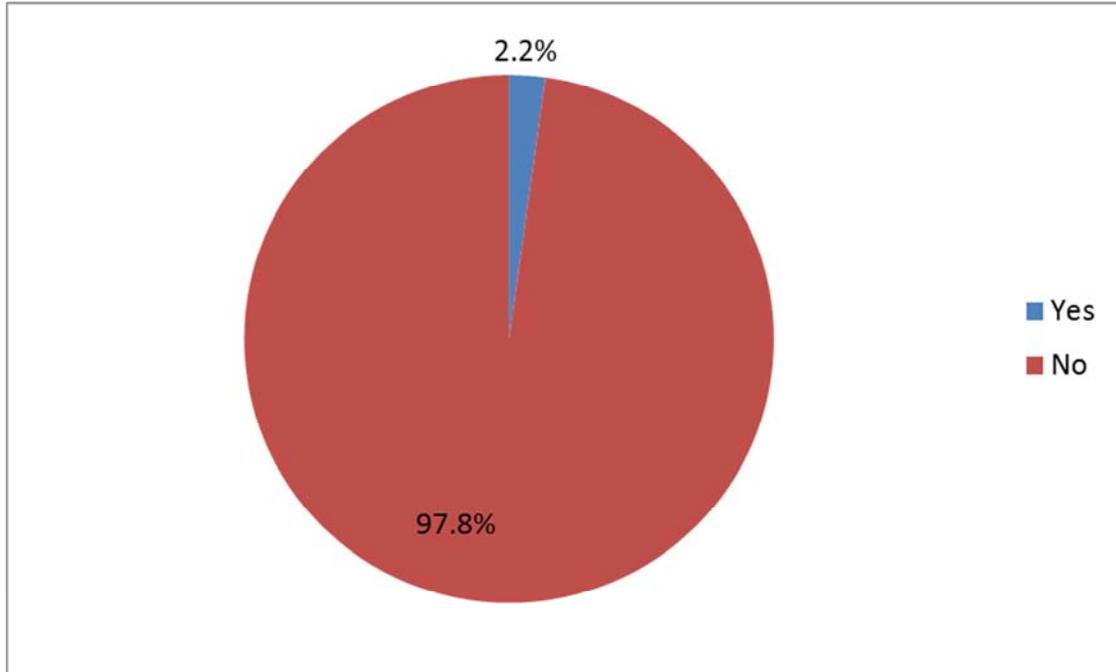
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	617	25.0	25.6	25.6
	No	1795	72.8	74.4	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

Cable (examples: Time Warner, Comcast, & BeeLine)



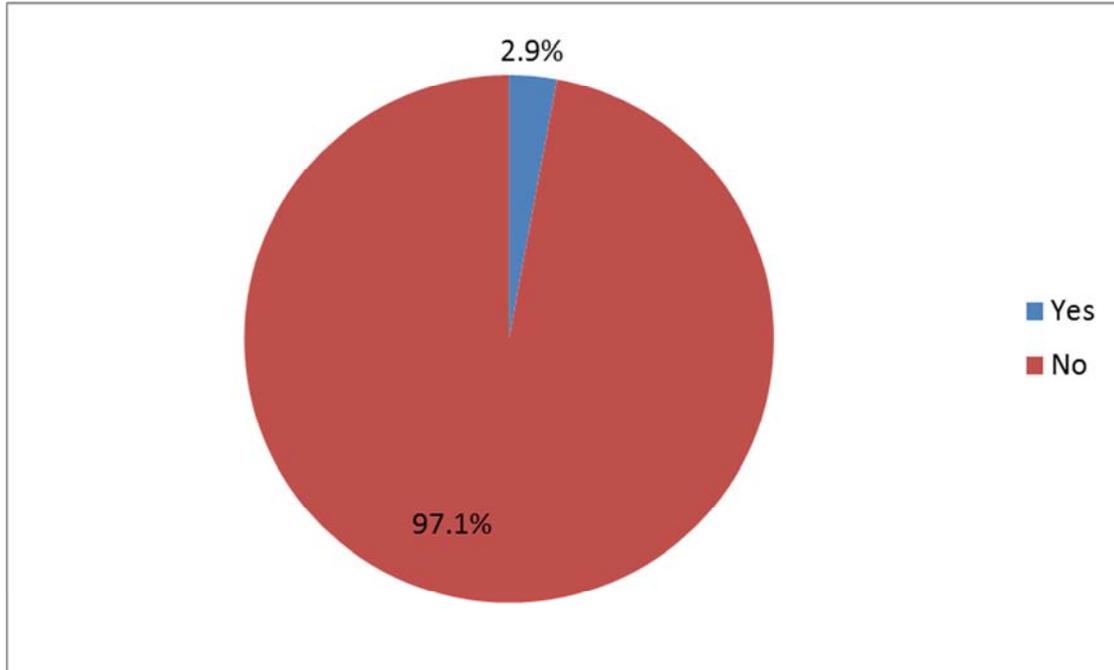
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1169	47.4	48.5	48.5
	No	1243	50.4	51.5	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

Satellite (examples: WildBlue & HughesNet)



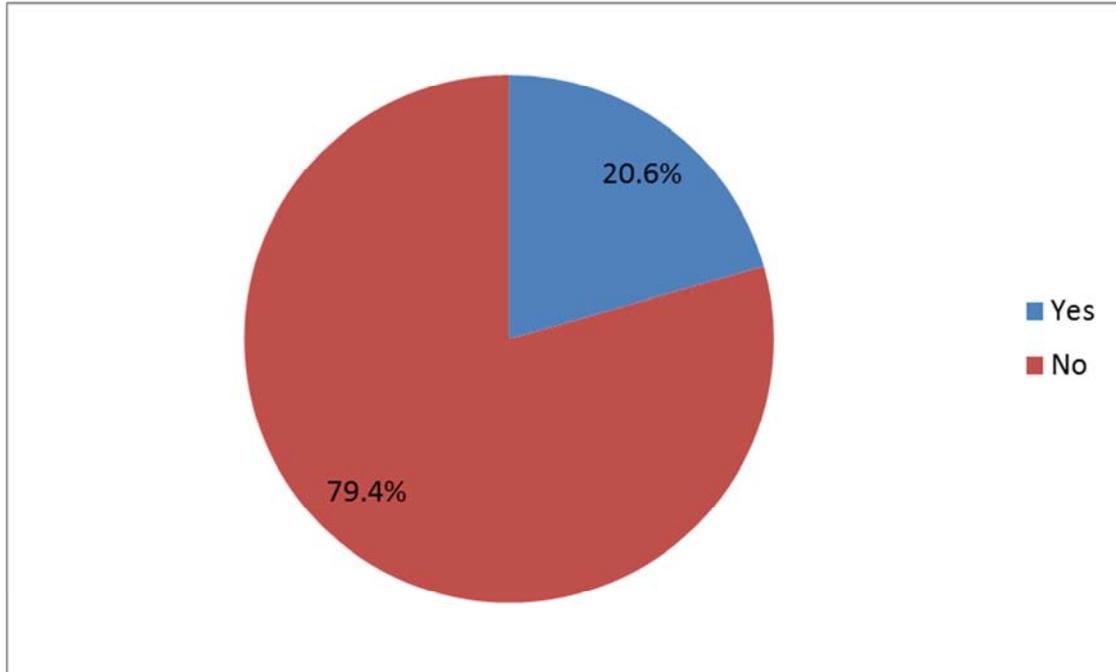
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	2.1	2.2	2.2
	No	2360	95.7	97.8	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)



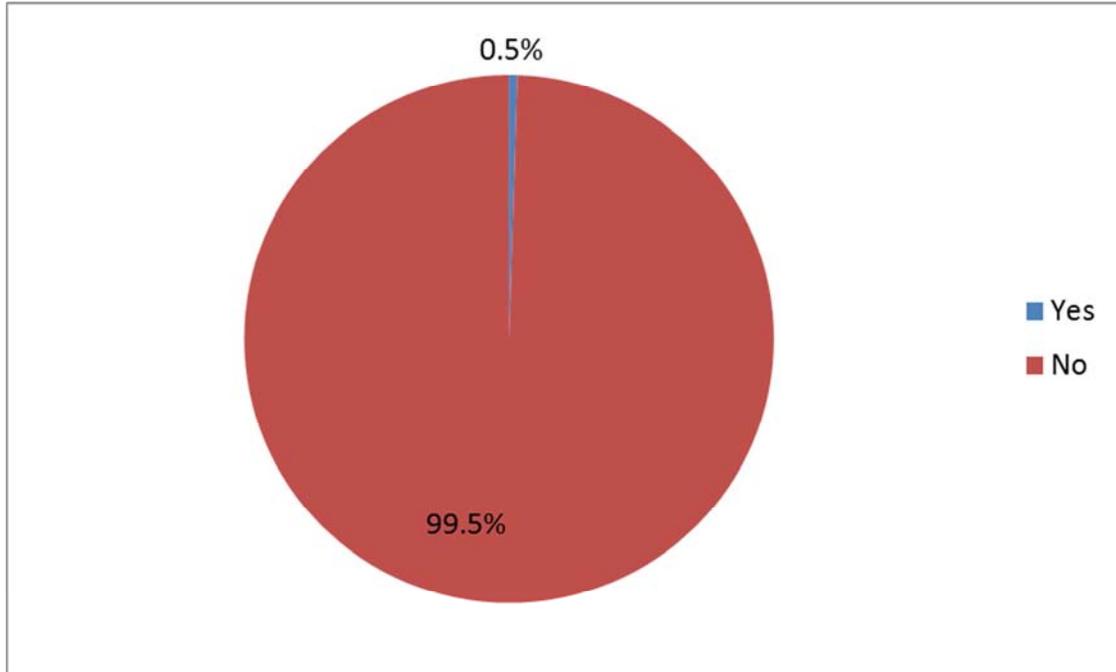
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	70	2.8	2.9	2.9
	No	2342	95.0	97.1	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)



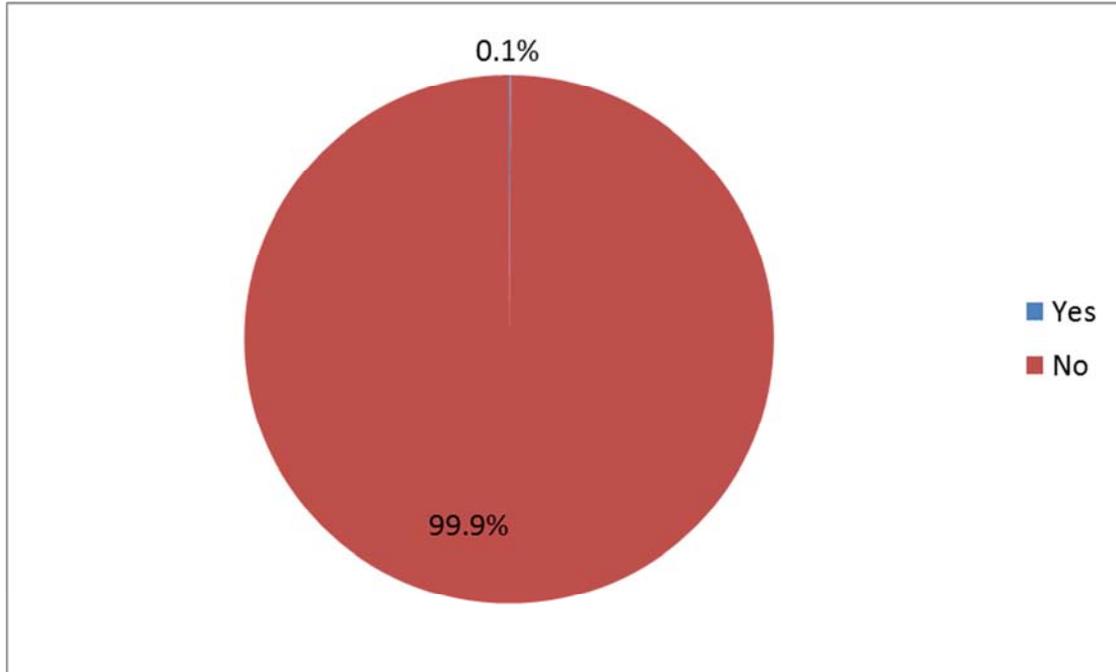
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	497	20.2	20.6	20.6
	No	1915	77.7	79.4	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

Fiber Optic (Fiber to the Home (FTTH) / fiber to the Premise (FTTP))



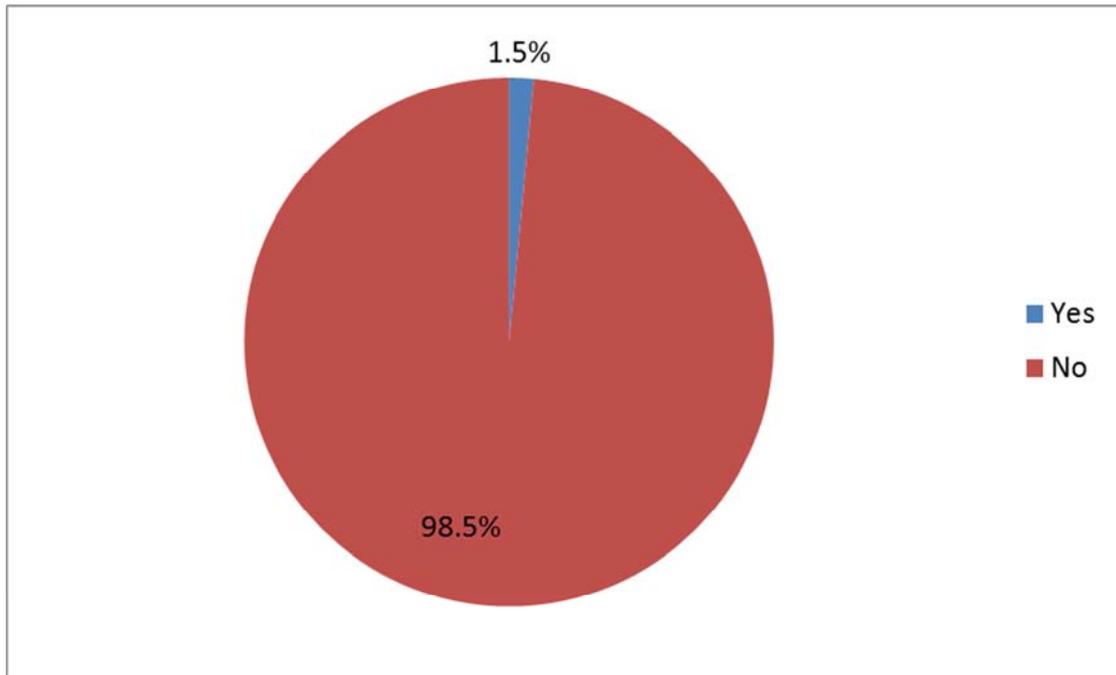
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	.4	.5	.5
	No	2401	97.4	99.5	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

□ T-1

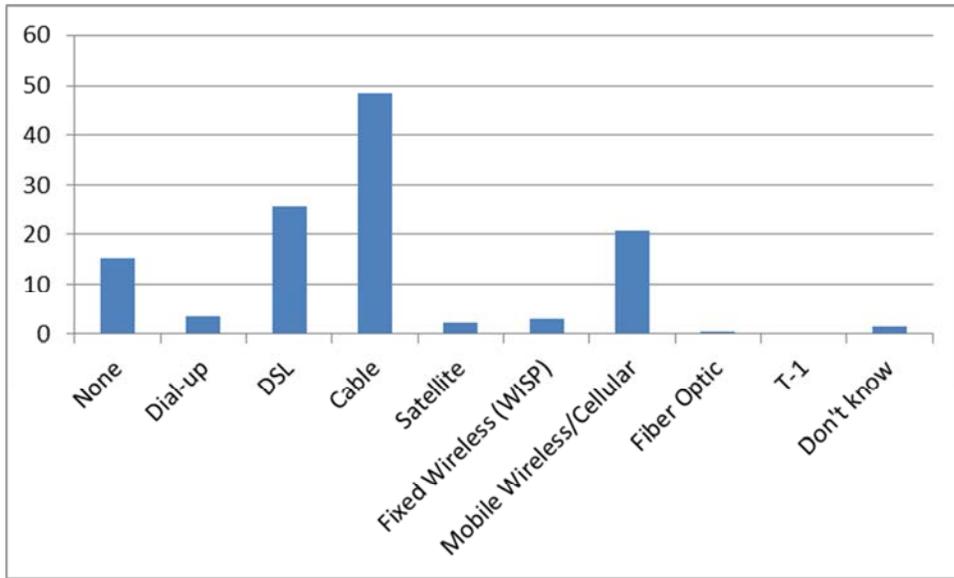


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.1	.1
	No	2409	97.7	99.9	100.0
	Total	2412	97.8	100.0	
Missing	999	54	2.2		
Total		2466	100.0		

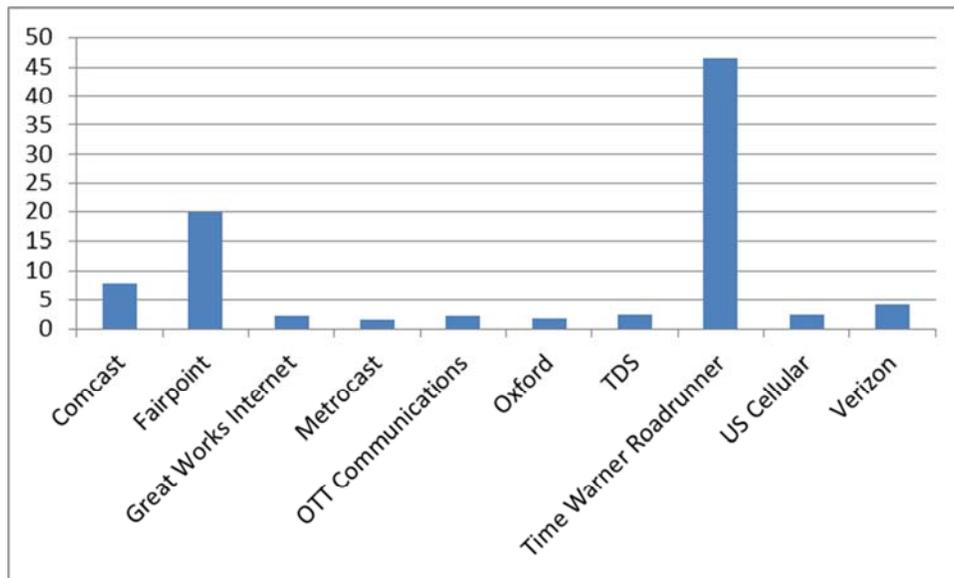
Don't know



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	1.4	1.5	1.5
	No	2376	96.4	98.5	100.0
	Total	2411	97.8	100.0	
Missing	999	54	2.2		
	System	1	.0		
	Total	55	2.2		
Total		2466	100.0		



13) Who is your current internet service provider? Please write the name of the company:



Provider	%
Comcast	7.9
Fairpoint	19.8
Great Works Internet	2.3
Metrocast	1.5
OTT Communications	2.2
Oxford	1.8
TDS	2.5
Time Warner Roadrunner	46.6
US Cellular	2.4
Verizon	4.2

The following companies had at least one response, but less than 1.5%:

- Beeline
- Bluestreak
- Chebeague Net
- Coastal Telco
- Colby College
- Compuserve
- Coppernet
- CoreComm Internet

Cornerstone
Dish Network
Earthlink DSL
Google
Hughsnet
Hussey Communications
Infinity
Juno
Lincolnville Networks
Localnet
MaineStream
Megalink
Midcoast Internet Solutions
MidMaine
MSN
NBTell
NetscapeCom
NetZero
Panax
Peoples PC
Pioneer Broadband
Polaris Cable
Premium Choice
Prexar
Red Zone Wireless
RivahNet
SecureSpeed
Sprint
Telecom
Tidewater Telecom
Uninets
Unitel

WildBlue
207ME

@13_AOL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	.5	.6	.6
	No	1906	77.3	99.4	100.0
	Total	1918	77.8	100.0	
Missing	999	548	22.2		
Total		2466	100.0		

@13_AroostookInternet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	.3	.4	.4
	No	1907	77.3	99.6	100.0
	Total	1915	77.7	100.0	
Missing	999.0	551	22.3		
Total		2466	100.0		

@13_ATT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	.8	1.0	1.0
	No	1895	76.8	99.0	100.0
	Total	1915	77.7	100.0	
Missing	999.0	551	22.3		
Total		2466	100.0		

@13_AxiomTechnologies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.2	.2	.2
	No	1911	77.5	99.8	100.0
	Total	1915	77.7	100.0	
Missing	999.0	551	22.3		
Total		2466	100.0		

@13_Beeline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	.9	1.1	1.1
	No	1892	76.7	98.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Bluestreak

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.1	.1
	No	1912	77.5	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_ChebeagueNet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.1	.1
	No	1911	77.5	99.9	100.0
	Total	1913	77.6	100.0	
Missing	999.0	553	22.4		
Total		2466	100.0		

@13_Choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1914	77.6	100.0	100.0
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_CoastalTeleco

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
Valid	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_ColbyCollege

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
Valid	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Comcast

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	151	6.1	7.9	7.9
Valid	No	1763	71.5	92.1	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Compuserve

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Coppernet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.1	.1
	No	1912	77.5	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_CoreCommInternet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Cornerstone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.2	.2
	No	1911	77.5	99.8	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_DishNetwork

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_DontKnow

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_EarthLinkDSL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.2	.2
	No	1911	77.5	99.8	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_FairPointCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	379	15.4	19.8	19.8
	No	1535	62.2	80.2	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Google

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_GreatWorksInternet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	1.8	2.3	2.3
	No	1870	75.8	97.7	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_HughesNet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	.9	1.1	1.1
	No	1892	76.7	98.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_HusseyCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.2	.3	.3
	No	1910	77.5	99.7	100.0
	Total	1915	77.7	100.0	
Missing	999.0	551	22.3		
Total		2466	100.0		

@13_Infinity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Juno

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.2	.2
	No	1911	77.5	99.8	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_LincolnvilleNetworks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.1	.1
	No	1912	77.5	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_LocalNet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	.3	.4	.4
	No	1906	77.3	99.6	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_MaineStream

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.0	.1	.1
Valid	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_MaineWireless

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1914	77.6	100.0	100.0
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Megalink

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.0	.1	.1
Valid	No	1914	77.6	99.9	100.0
	Total	1915	77.7	100.0	
Missing	999.0	551	22.3		
Total		2466	100.0		

@13_Metrocast

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	29	1.2	1.5	1.5
Valid	No	1885	76.4	98.5	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_MidcoastInternetSolutions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	.3	.4	.4
	No	1907	77.3	99.6	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_MidMaine

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.1	.1
	No	1912	77.5	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_MSN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_NBTell

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.1	.1
	No	1912	77.5	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Netscapecom

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.0	.1	.1
Valid	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_NetZero

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	7	.3	.4	.4
Valid	No	1907	77.3	99.6	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_OTTCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	42	1.7	2.2	2.2
Valid	No	1872	75.9	97.8	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Oxford

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	34	1.4	1.8	1.8
Valid	No	1880	76.2	98.2	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Panax

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.0	.1	.1
Valid	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_PeoplesPC

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	4	.2	.2	.2
Valid	No	1910	77.5	99.8	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_PioneerBroadband

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	14	.6	.7	.7
Valid	No	1900	77.0	99.3	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_PolarisCable

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	6	.2	.3	.3
Valid	No	1908	77.4	99.7	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_PremiumChoiceBroadband

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	.6	.7	.7
	No	1900	77.0	99.3	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Prexar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_RedZoneWireless

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.1	.1
	No	1912	77.5	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Rivahnet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.2	.3	.3
	No	1909	77.4	99.7	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_SecureSpeed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Sprint

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1913	77.6	99.9	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_TDS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	1.9	2.5	2.5
	No	1866	75.7	97.5	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Telecom

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.1	.1
	No	1912	77.5	99.9	100.0
	Total	1913	77.6	100.0	
Missing	999.0	553	22.4		
Total		2466	100.0		

@13_TidewaterTelecom

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	1.1	1.4	1.4
	No	1888	76.6	98.6	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_TimeWarnerRoadrunner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	893	36.2	46.6	46.6
	No	1022	41.4	53.4	100.0
	Total	1915	77.7	100.0	
Missing	999.0	551	22.3		
Total		2466	100.0		

@13_Uninets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.2	.3	.3
	No	1909	77.4	99.7	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Unitel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.2	.2
	No	1910	77.5	99.8	100.0
	Total	1913	77.6	100.0	
Missing	999.0	553	22.4		
Total		2466	100.0		

@13_USCellular

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	1.8	2.4	2.4
	No	1869	75.8	97.6	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_Verizon

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	3.3	4.2	4.2
	No	1833	74.3	95.8	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_WildBlue

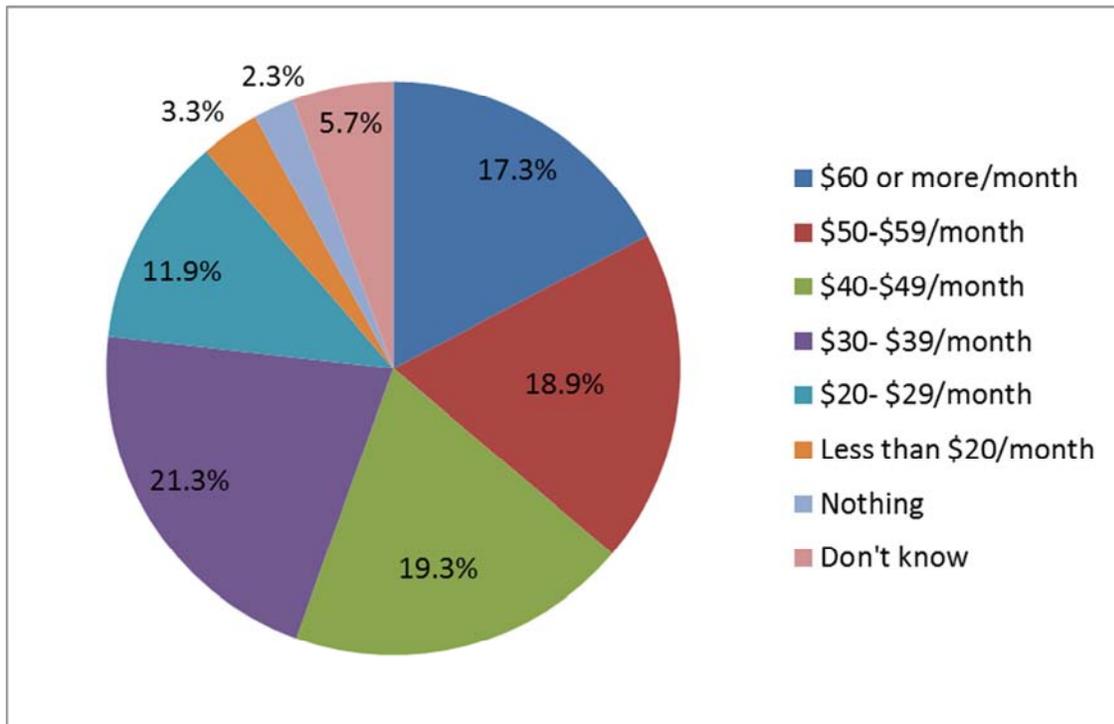
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	.6	.8	.8
	No	1899	77.0	99.2	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

@13_207ME

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.2	.2
	No	1911	77.5	99.8	100.0
	Total	1914	77.6	100.0	
Missing	999.0	552	22.4		
Total		2466	100.0		

14) How much does your household currently pay for internet service each month? If you pay for internet as part of a package with TV and/or telephone, include only the part paid for internet service. If you are not sure, please give your best estimate.

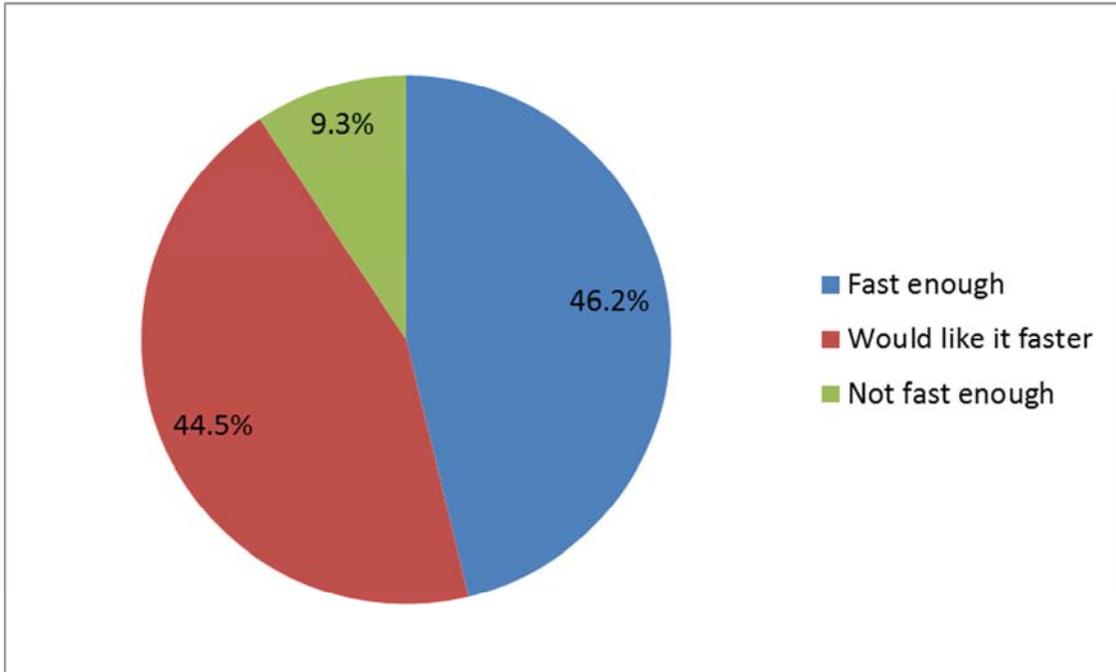
- \$60 or more/ month
- \$50-\$59/ month
- \$40-\$49/ month
- \$30- \$39/ month
- \$20- \$29/ month
- Less than \$20/ month
- Nothing
- Don't know



	Frequency	Percent	Valid Percent	Cumulative Percent
	\$60 or more/month	344	13.9	17.3
	\$50-\$59/month	376	15.2	36.2
	\$40-\$49/month	383	15.5	55.5
	\$30- \$39/month	423	17.2	76.8
Valid	\$20- \$29/month	236	9.6	88.7
	Less than \$20/month	66	2.7	92.0
	Nothing	45	1.8	94.3
	Don't know	114	4.6	100.0
	Total	1987	80.6	100.0
	0	465	18.9	
Missing	999	14	.6	
	Total	479	19.4	
Total		2466	100.0	

15) How would you rate the speed of your internet connection?

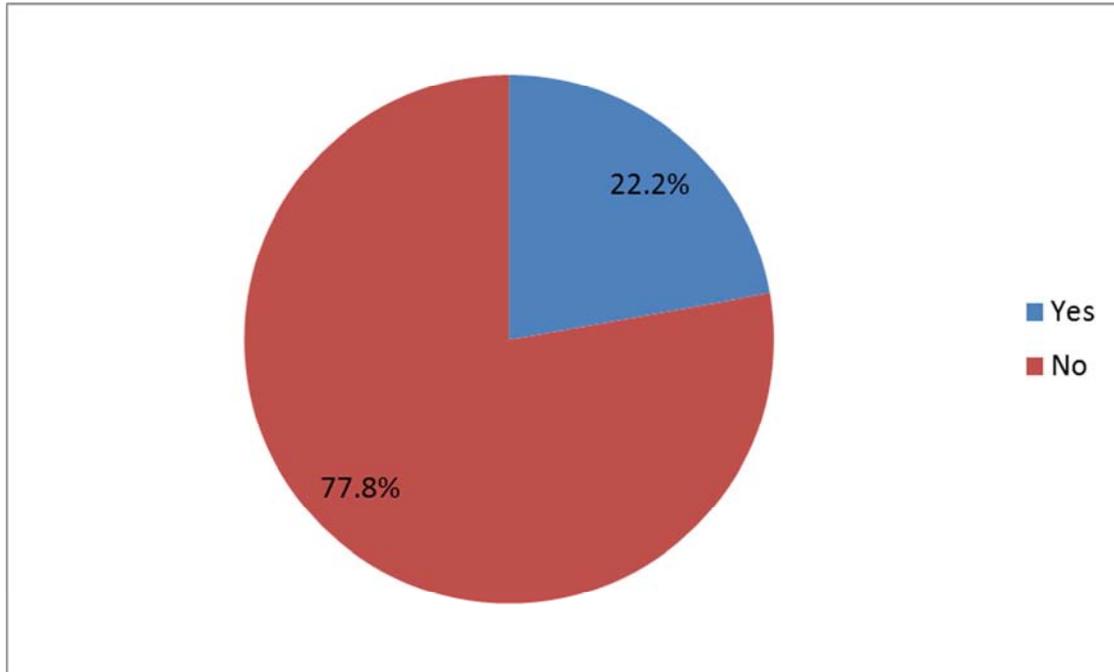
- It's fast enough to do what I want
- I would like it to be faster, but I can still do what I want
- It's not fast enough to do what I want



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fast enough	915	37.1	46.2	46.2
	Would like it faster	881	35.7	44.5	90.7
	Not fast enough	184	7.5	9.3	100.0
	Total	1980	80.3	100.0	
Missing	0	476	19.3		
	999	10	.4		
	Total	486	19.7		
Total		2466	100.0		

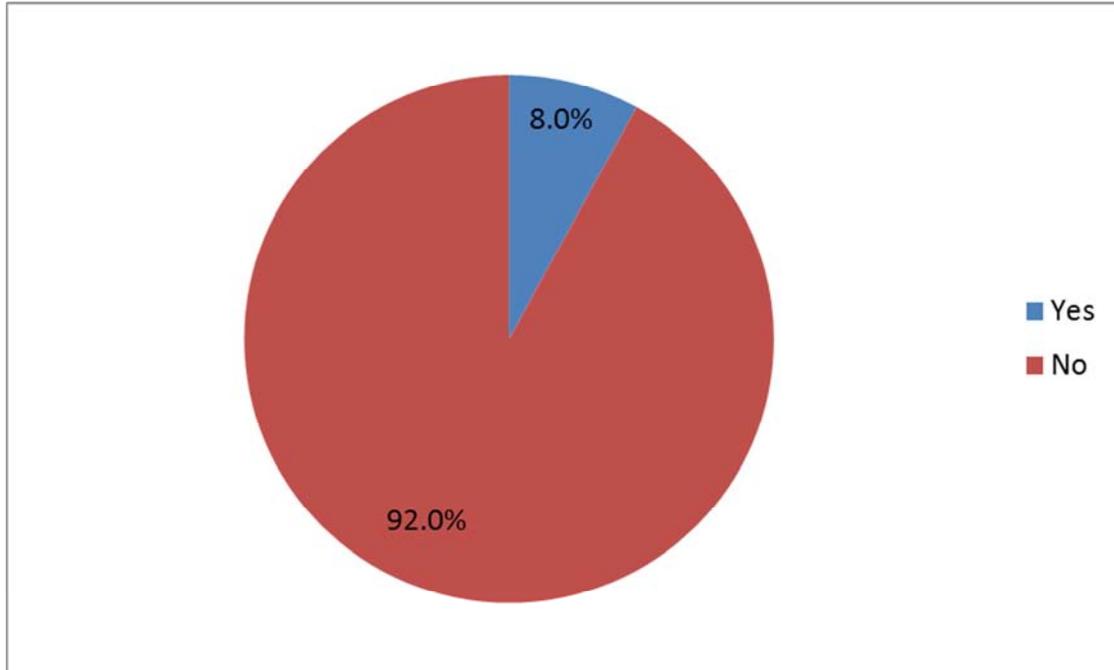
16) Why don't you subscribe to a faster internet service? Check all that apply.

Faster internet service is not available



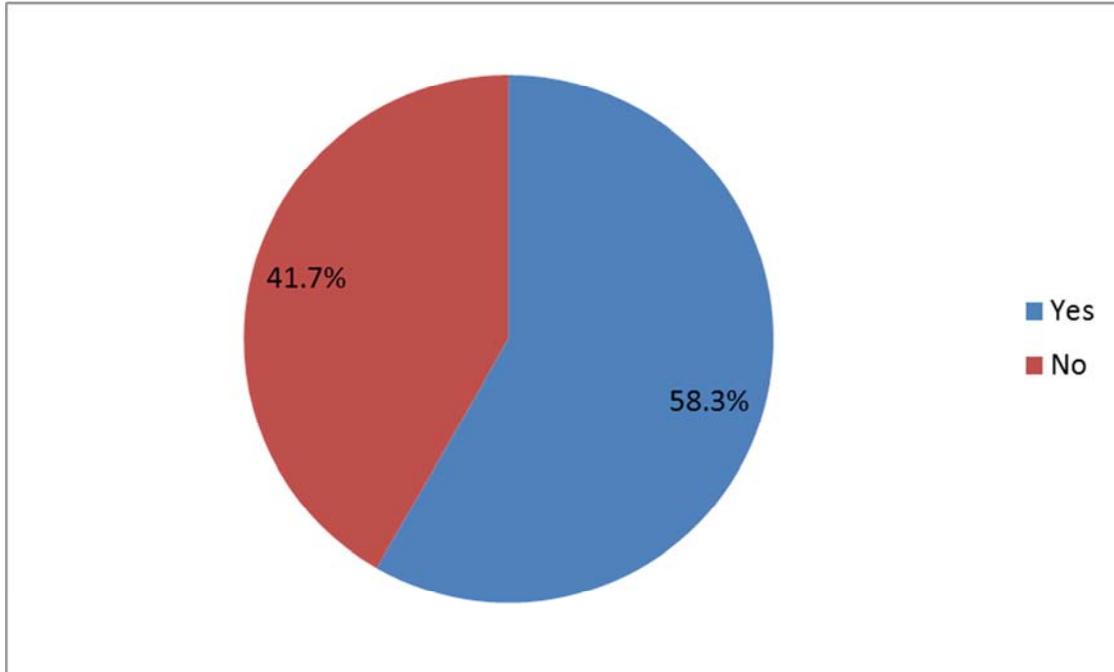
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Yes	420	17.0	22.2	22.2
No	1469	59.6	77.8	100.0
Total	1889	76.6	100.0	
Missing				
999	576	23.4		
System	1	.0		
Total	577	23.4		
Total	2466	100.0		

I would have to purchase or lease equipment to get faster internet service



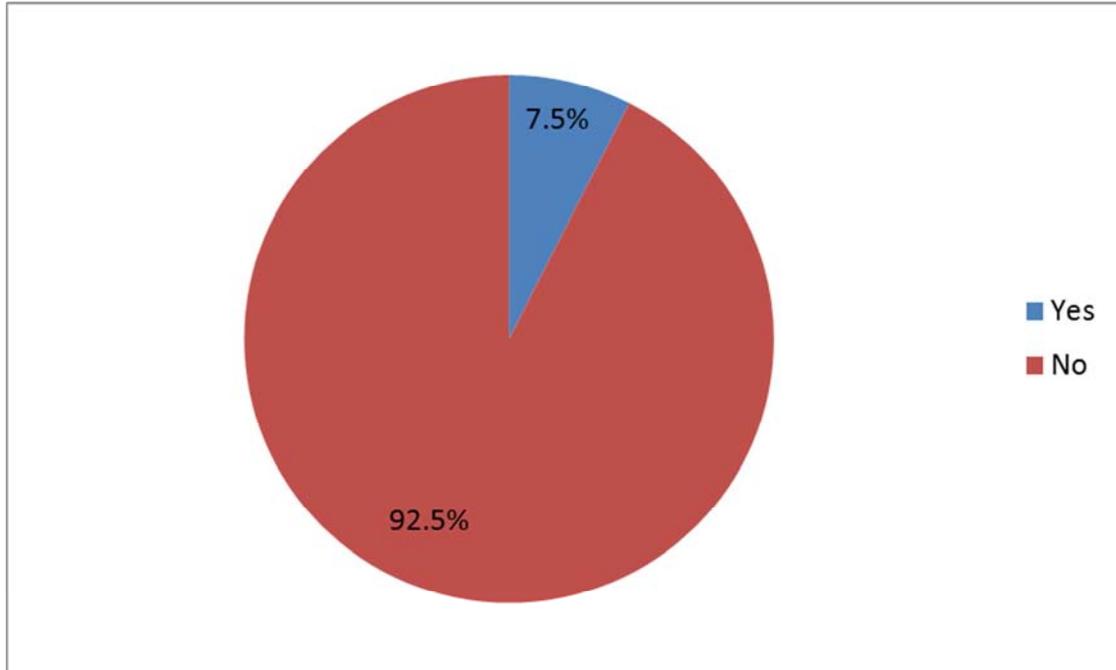
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	151	6.1	8.0	8.0
Valid	No	1736	70.4	92.0	100.0
	Total	1887	76.5	100.0	
Missing	999	579	23.5		
Total		2466	100.0		

The monthly bill for faster internet service would be too expensive



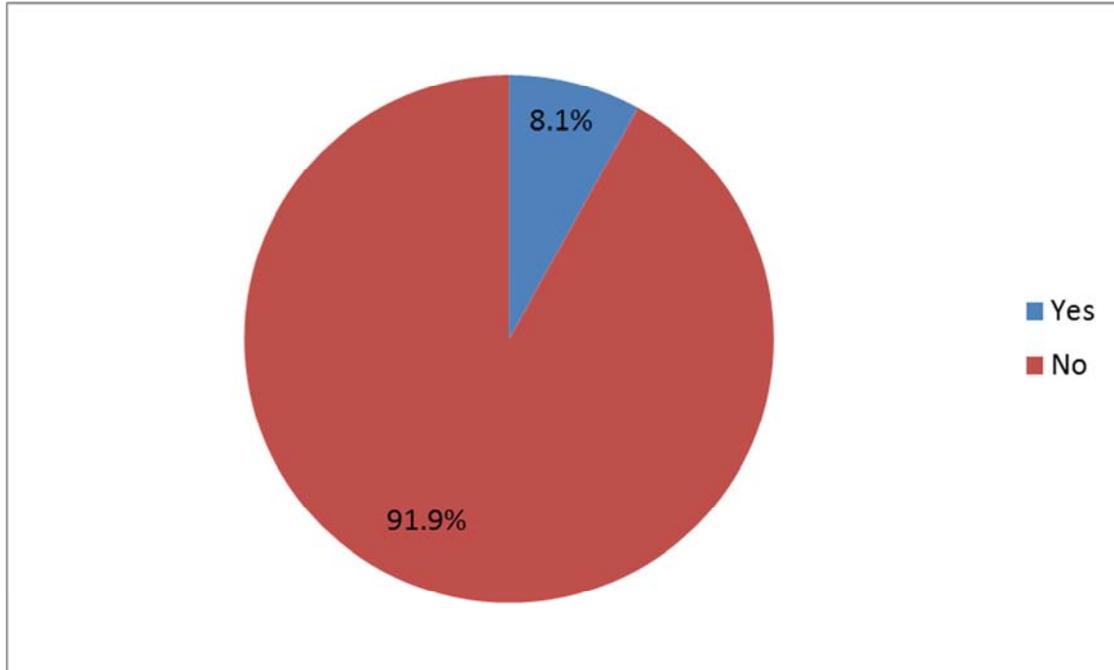
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1101	44.6	58.3	58.3
	No	786	31.9	41.7	100.0
	Total	1887	76.5	100.0	
Missing	999	579	23.5		
Total		2466	100.0		

I would be required to sign a contract to get faster internet service



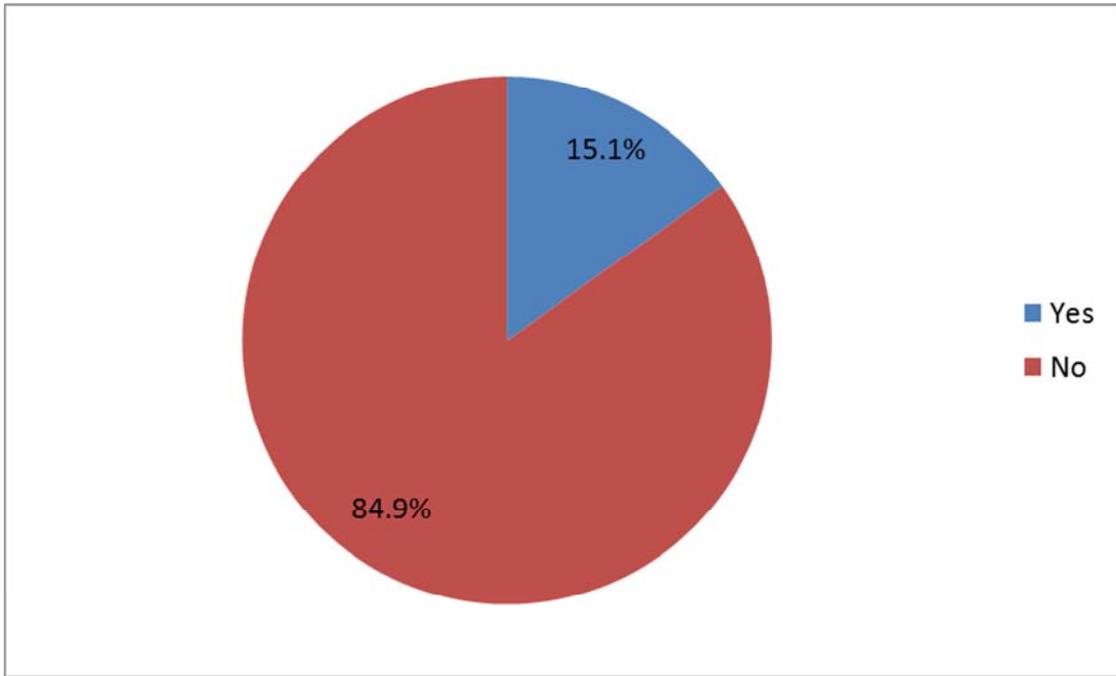
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	5.7	7.5	7.5
	No	1746	70.8	92.5	100.0
	Total	1887	76.5	100.0	
Missing	999	579	23.5		
Total		2466	100.0		

I have a contract with my current internet provider



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	153	6.2	8.1	8.1
	No	1734	70.3	91.9	100.0
	Total	1887	76.5	100.0	
Missing	999	579	23.5		
Total		2466	100.0		

Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	284	11.5	15.1	15.1
	No	1600	64.9	84.9	100.0
	Total	1884	76.4	100.0	
Missing	999.00	581	23.6		
	System	1	.0		
	Total	582	23.6		
Total		2466	100.0		

Other text:

Have speed internet "turbo"

\$3600 to get comcast installed. US cellular and other mobile options are slow and very expensive per month.

Additional expense would not provide any additional benefits to fit my needs.

Already have faster

Can not afford any extras for anything-retired.

Connection is fast enough to do what I want.

Construction costs too high-cable not available here
Current speed is fast enough to do what I want.
Current system is fast enough
Do not have internet
Do not know what is available for faster service
Do not need
Do not need faster i-net.
Don't feel like paying more
Don't know if available services are faster.
Don't need faster internet service
Don't need to-mine is very good
Don't know options
Expense
Faster I don't think is available in this area. If there is I'd like to know.
Faster is not needed.
Happy with 3m service
Happy with what I have
Have a room mate and they prefer Time Warner
Have the fastest they provide.
Haven't shopped around to see what's available
I believe I have the fastest available.
I don't care about speed.
I don't think faster options are available here.
I have the fastest provider
I have trouble with what I've got.
I have turbo with Time Warner
I haven't had time to think about it; suspect it might be too expensive.
I just don't need it.
I like that Bluestreak is a small, local company. Even when we paid, the price was
reasonable with no limits or hidden costs. The service is friendly and the support
is excellent.
I think the problem may be that I have an elderly laptop.
I would consider paying for a hookup to the fiber optic cable that goes by the house on
the electric/phone poles.
I would have to purchase newer equipment than what I have presently.
I'm at the fastest available.
I'm happy with the speed with which I have.
I'm only in Maine part of the year
I'm satisfied with the speed of my internet.

I'm satisfied with what I have. I can't imagine that the service could be much faster than what I have.

I'm very upset that in the U.S.A. we don't have fast reasonably priced internet service like Europe, etc.- I believe it's corporate greed!

Inconvenient at this time

Internet speed is currently rarely an issue so have not looked into other, faster options.

Isn't that important

It is fast enough

Lazy & cheap

Never checked into it.

No faster service is available. No cable, no dsl, etc.

no reason

Not available

Not really seen as needed

Not sure if anything is available in our rural area

Not sure if I have a contract

Not worth the time & effort to get it switched.

Only internet service available that is faster is Satellite internet, which has monthly data allowances that restrict the amount of internet that can be used.

Our speed is adequate

Satellite service is more likely to be interrupted in bad weather.

Satisfied

Satisfied with customer service

Satisfied with service.

The faster pug wasn't much improvement for the price!

The only faster connections available are satellite and cellular, which have data limits preventing effective use of the internet.

The only viable choices are DSL with Fairpoint, which has substandard customer service and offerings. The cable provided internet through Metrocast also has substandard customer service with spotty connectivity and an offer overloaded broadband pipe, dropping speed to a crawl.

The speed that I have is sufficient enough 35mb X 5mb

There seems to be price fixing. All charge the same for speed levels

This is fast enough

This one works for us, so why charge?

Time Warner Cable Employee=service free

To do cable we would have to run wire down our 1/2 mile rd. Too much \$. Satallite is to much.

We are already subscribed to the fastest service available. Sometimes it's slow. We check it is at these times coming from Boston.

We have it and pay for it and it still works the same as before. Slow! Turbo What? That is a laugh!

Would have to change providers

Actually we haven't looked for faster due to expected cost. Speed is not the issue, but reliability is.

After many challenges, it is now fast enough.

Andover Town contract... Needs change, but that is slow just like the DSL

believe it was for a year but oh no it \$00 to have them take it out.

Buy another dish that would be outdated in 2 yrs

cable phone internet package

Can't afford any internet service

Can't be bothered

Change email

Connection fee to start up

Content with our current provider

Current provider can't do it. Have started process to switch.

Current service is adequate

Current service is adequate for all needs

Currently signed up for faster service available @ Time Warner

Do not need faster

Do not need faster

Do not use computer

Do not want to take the time to mess with it and do not want to pay more.

Don't need faster

Don't need faster service

Don't see the need

don't care

Don't need it. Not willing to pay for it

Don't use it much

Don't want one

Existing service ok

Fairpoint Communications has promised to reach everybody in Maine in their advertisement when they bought out Verizon. See how that worked out Some areas have high speed on M.D.I. but our area is overlooked on purpose because not enough households I ask Fairpoint people and the answer I get is a shoulder shrug and "I don't know"

Fairpoint goes up RT, I'm on RT9, mile away and they won't service!

Fast Enough

Fast enough for my use.

Faster is always better but not necessary for what we do.

For what I use the computer for I do not need faster service.
Good
Good with what we have
Had TWC and the connection was poor, slow and expensive
Happy enough
Happy with current connection
Happy with what we have
Happy with what we have
Happy with what we have.
Have not looked into it yet!
Haven't looked into it. We can do what we want with what we've got.
Haven't really checked into it
I am already paying for a service that should be faster.
I am currently using my only choice available to me.
I am happy with what I have
I am looking into options
I am not sure as it has not bothered me that much.
I am patient!
I am satisfied with the current set-up
I am satisfied with what I have
I am satisfied with what I have currently.
I am the older adult in the household and do not use it.
I do have a faster one but my computer is bogged down right now. Need to take some
stuff off.
I do have faster, but it just isn't faster
I don't have extra money for it
I don't know
I don't know enough about it
I don't know if another service would be any faster
I don't know if there is a faster service available, but this one works fine for me.
I don't know if there is faster internet service
I don't know what is available in a price range I could afford. I would like wireless to
lessen all the cables
I don't need faster
I don't need faster service
I don't really need faster internet.
I don't require it.
I don't understand the options
I don't understand this question
I don't use internet services.

I don't use the internet service I have now.
I don't want to.
I don't want to do business with Time Warner
I have a wireless router
I have fast service with Metrocast
I have not checked into this
I have not looked into other services available.
I have speed dial
I have the fastest service available in my area. I have 50 mb download and 20 mb
upload through my cable company
I have turbo with Time Warner Cable.
I think I have the fastest residential cable
I use the mobile connection at home and at our business so I only have one bill for both
places
I would have to go with cable for faster service. I owe them money from last year, I'm
trying to pay off.
I would have to pay more
I would need to change provider and email address
I would need to move to a larger metro area (Boston) derp derp.
I wouldn't because faster internet connection shouldn't have to cost more.
I'm fine with what I have
I'm happy with what I have
I'm happy with what we have
I'm not convinced the wireless service is better
I'm satisfied with the status quo.
If I don't need it why would I subscribe
In Arundel no fiber optic lines only copper. Also Fairpoint is unfairly limiting access to
the substation that we use for phone.
Internet is included in Time Warner package
It is fast enough
It is not that adequate for VPN connection and streaming downloads, etc.
It is too expensive now for what I use it!
It probably would be more money & we don't need it.
It's easier to have it all in one bill
It's fast but we are between towers so signal is "iffy"
It's fast enough
It's fast enough for me.
It's fast enough, higher speed would be more money.
It's not a big deal if it's a little slow
It's already the fastest

It's fast enough
Its fast enough
Its fast enough for my needs
It's Not Available in my area
Just cancelled Time Warner Cable - too expensive for my needs.
Just cost more which adds up at end of years.
Just easy to stay with what I have
just have not changed
Laziness/trouble with set-up
Location of home- No cable- Tower access unable- No Land line
mine is adequate
My company pays for the service
My computer crashes w/ higher speed.
My computer does not support faster speeds.
need newer equipment
No current computer
No DSL available, cable and satellite are very pricey and the bill changes and makes no
sense. Time Warner sucks.
No other providers offer competition to TW for my house
No other service
None is available
Not sure about the contracts
Not sure faster is available
Not worth the effort.
Nothing really offered in area
Only two providers for internet
Our service is already fast enough
Our service is as fast as we need it.
Ours is fast enough
Part of the problem is that we need to replace our laptop with a new model. Reception
for internet, we live between 2 hills, and there isn't anything planned for
increased services anytime soon.
Pay enough as it is
Paying enough
Plan on getting DSL/WiFi within 2 weeks
Plan on getting faster internet service soon
Presume it is more expensive if available just not a priority
Refuse to deal with Time Warner Cable
Satisfied with what I have
Service is fast enough now

Service is very good

Slow old computer anyway

Speed not that important as long as it isn't at a snails pace.

The only thing we need faster service for is watching tv shows on the computer

The speed of the internet has nothing (or little) to do with "fast" your computer dictates that.

There is no other comparable service available that I know about here

They don't offer faster service in my area

This is all I need

Time Warner is the only other available option and they are difficult and unpleasant to deal with

Too expensive no competition. Would like to see more competitors and less monopoly

Too much hassle to find affordable/reliable service

Too much trouble to switch to cable

Tried faster during free introductory offer, but did not seem faster

Tried once. Didn't change the speed

TW is supposed to be the fastest

Used to what we have.

Very expensive and no bundles available. Not enough competition.

We do not have cable in our neighborhood

We do not know what we are doing or should ask for

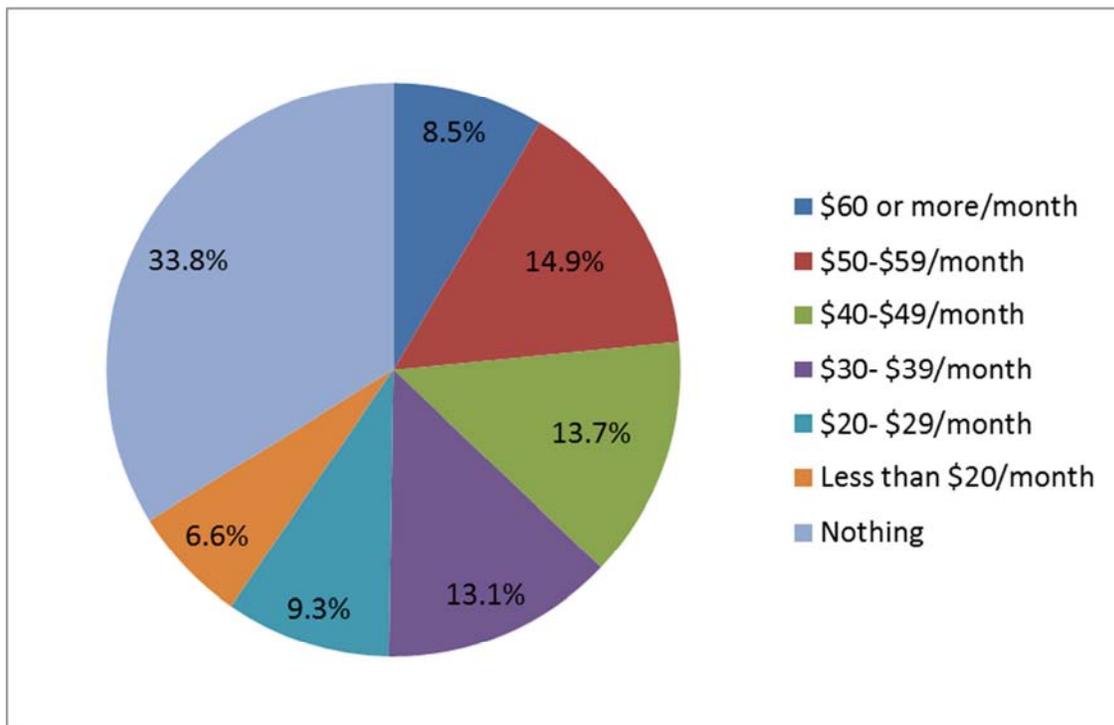
We haven't researched this possibility

Wireless not good for honey bees

with usCellular I can bring my laptop wherever I have cell service and use (at camp)

17) If you could have a faster internet connection at home, what is the most you would be willing to pay for that faster internet service each month?

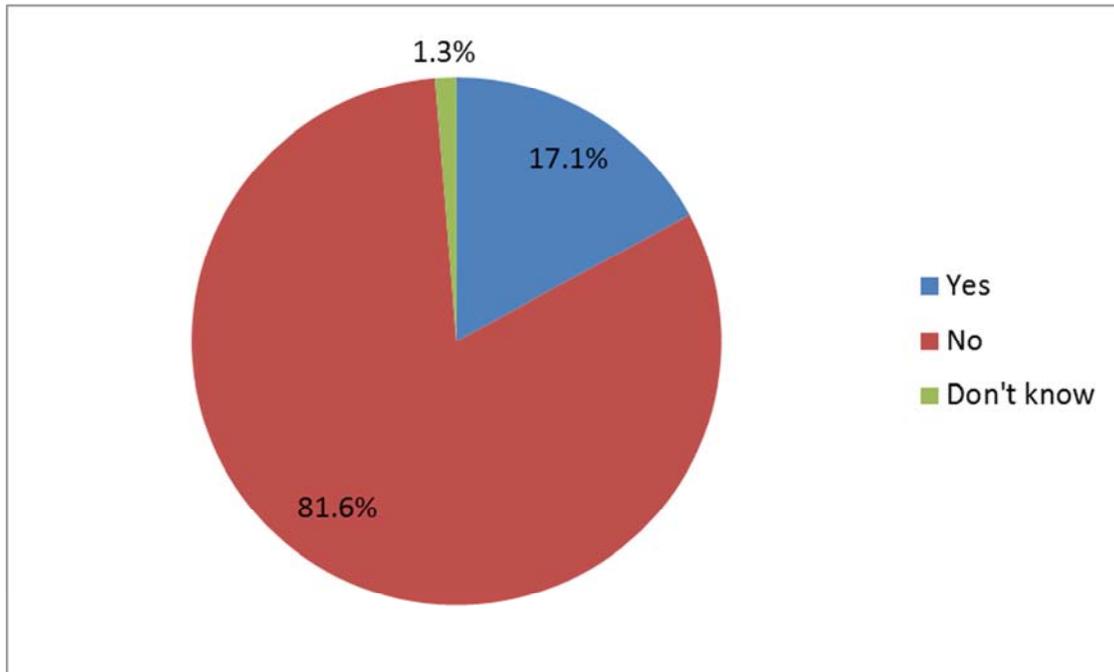
- \$60 or more/ month
- \$50-\$59/ month
- \$40-\$49/ month
- \$30- \$39/ month
- \$20- \$29/ month
- Less than \$20/ month
- I would not be willing to pay for faster internet service



		Frequency	Percent	Valid Percent	Cumulative Percent
	\$60 or more/month	166	6.7	8.5	8.5
	\$50-\$59/month	290	11.8	14.9	23.4
	\$40-\$49/month	267	10.8	13.7	37.1
Valid	\$30- \$39/month	256	10.4	13.1	50.3
	\$20- \$29/month	182	7.4	9.3	59.6
	Less than \$20/month	128	5.2	6.6	66.2
	Nothing	658	26.7	33.8	100.0
	Total	1947	79.0	100.0	
	0	507	20.6		
Missing	999	12	.5		
	Total	519	21.0		
Total		2466	100.0		

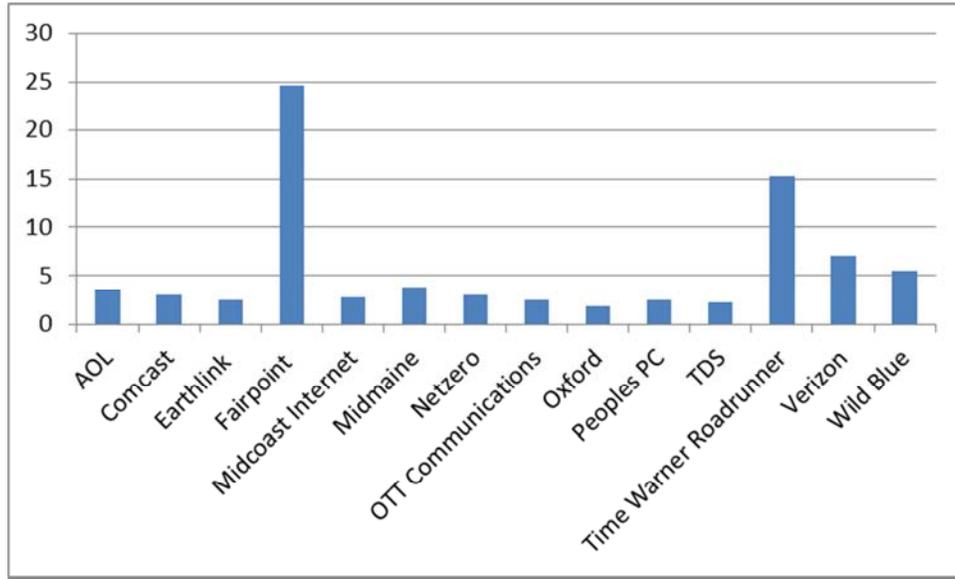
18) Have you used any other internet service providers *at this address* in the past three years?

- Yes
- No
- Don't know



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	408	16.5	17.1	17.1
	No	1951	79.1	81.6	98.7
	Don't know	32	1.3	1.3	100.0
	Total	2391	97.0	100.0	
Missing	0	71	2.9		
	999	4	.2		
	Total	75	3.0		
Total		2466	100.0		

19) If yes, what other internet service providers have you used at this address in the past three years? Please write the name of the company or companies:



Provider	%
AOL	3.6
Comcast	3
Earthlink	2.5
Fairpoint	24.6
Midcoast Internet	2.7
Midmaine	3.8
Netzero	3
OTT Communications	2.5
Oxford	1.9
Peoples PC	2.5
TDS	2.2
Time Warner Roadrunner	15.3
Verizon	7.1
Wild Blue	5.5

The following companies had at least one response, but less than 1.5%:

- Acceleration
- Airolink
- Aroostook Internet
- AT&T
- Axiom Technologies

Beeline
Bluestreak
Choice
Coppernet
Cornerstone
Cybertek
Dialup
Directv
Directv
Dish Network
GEIPC
Hussey Communications
Juno
Localnet
Mainsternet
Maine Wireless
Megalink
Metrocast
MGE Maine
MSN
Pioneer Broadband
Polaris Cable
Premium Choice Broadband
Prexar
PSouthnet
Red Zone Wireless
Saco River Dialup
Tidewater Telecom
TMX
Toastnet
U of Maine
Uninets
Unitel
US Cellular
Xion Wifi
Xpress America
207ME

@19_Acceleration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.3	.3
	No	365	14.8	99.7	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Airolink

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_AOL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	.5	3.6	3.6
	No	353	14.3	96.4	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_AroostookInternet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.2	1.1	1.1
	No	362	14.7	98.9	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_ATT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	363	14.7	99.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_AxiomTechnologies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Beeline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.2	1.4	1.4
	No	361	14.6	98.6	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_BlueStreak

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	363	14.7	99.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Choice

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.0	.3	.3
Valid	No	365	14.8	99.7	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Comcast

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	11	.4	3.0	3.0
Valid	No	355	14.4	97.0	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Coppernet

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	2	.1	.5	.5
Valid	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Cornerstone

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	2	.1	.5	.5
Valid	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Cybertek

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_DialUp

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_DirectTV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.2	1.1	1.1
	No	362	14.7	98.9	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Directway

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_DishNetwork

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.2	1.1	1.1
	No	362	14.7	98.9	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_EarthLinkDSL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	.4	2.5	2.5
	No	357	14.5	97.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_FairPointCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	90	3.6	24.6	24.6
	No	276	11.2	75.4	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_GEIPC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_GreatWorksInternet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	.8	5.2	5.2
	No	347	14.1	94.8	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_HughesNet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	.8	5.2	5.2
	No	347	14.1	94.8	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_HusseyCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Juno

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.2	1.1	1.1
	No	362	14.7	98.9	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_LocalNet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.2	1.4	1.4
	No	361	14.6	98.6	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Mainesternet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_MaineWireless

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.0	.3	.3
	No	365	14.8	99.7	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Megalink

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Metrocast

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	363	14.7	99.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_MGEMaine

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_MidcoastInternetSolutions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	.4	2.7	2.7
	No	356	14.4	97.3	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_MidMaine

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	.6	3.8	3.8
	No	352	14.3	96.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_MSN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.2	1.1	1.1
	No	362	14.7	98.9	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_NetZero

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	.4	3.0	3.0
	No	355	14.4	97.0	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_OTTCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	.4	2.5	2.5
	No	357	14.5	97.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Oxford

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	.3	1.9	1.9
	No	359	14.6	98.1	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_PeoplesPC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	.4	2.5	2.5
	No	357	14.5	97.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_PioneerBroadband

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.2	1.4	1.4
	No	361	14.6	98.6	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_PolarisCable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	364	14.8	99.5	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_PremiumChoiceBroadband

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	363	14.7	99.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Prexar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.2	1.4	1.4
	No	361	14.6	98.6	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_Psouthnet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.2	1.1	1.1
	No	362	14.7	98.9	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_RedZoneWireless

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	363	14.7	99.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_SacoRiverDialup

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	363	14.7	99.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_TDS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	.3	2.2	2.2
	No	358	14.5	97.8	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_TidewaterTelecom

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	363	14.7	99.2	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_TimeWarnerRoadrunner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	56	2.3	15.3	15.3
	No	310	12.6	84.7	100.0
	Total	366	14.8	100.0	
Missing	999	2100	85.2		
Total		2466	100.0		

@19_TMX

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	363	14.7	99.5	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_Toastnet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	363	14.7	99.5	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_UMofMaine

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.1	.8	.8
	No	362	14.7	99.2	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_Uninets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	363	14.7	99.5	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_Unitel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	363	14.7	99.5	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_USCellular

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.5	.5
	No	363	14.7	99.5	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_Verizon

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	1.1	7.1	7.1
	No	339	13.7	92.9	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_WildBlue

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	.8	5.5	5.5
	No	345	14.0	94.5	100.0
	Total	365	14.8	100.0	
Missing	999	2101	85.2		
Total		2466	100.0		

@19_XionWifi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.1	.6	.6
	No	360	14.6	99.4	100.0
	Total	362	14.7	100.0	
Missing	999	2104	85.3		
Total		2466	100.0		

@19_XpressAmerica

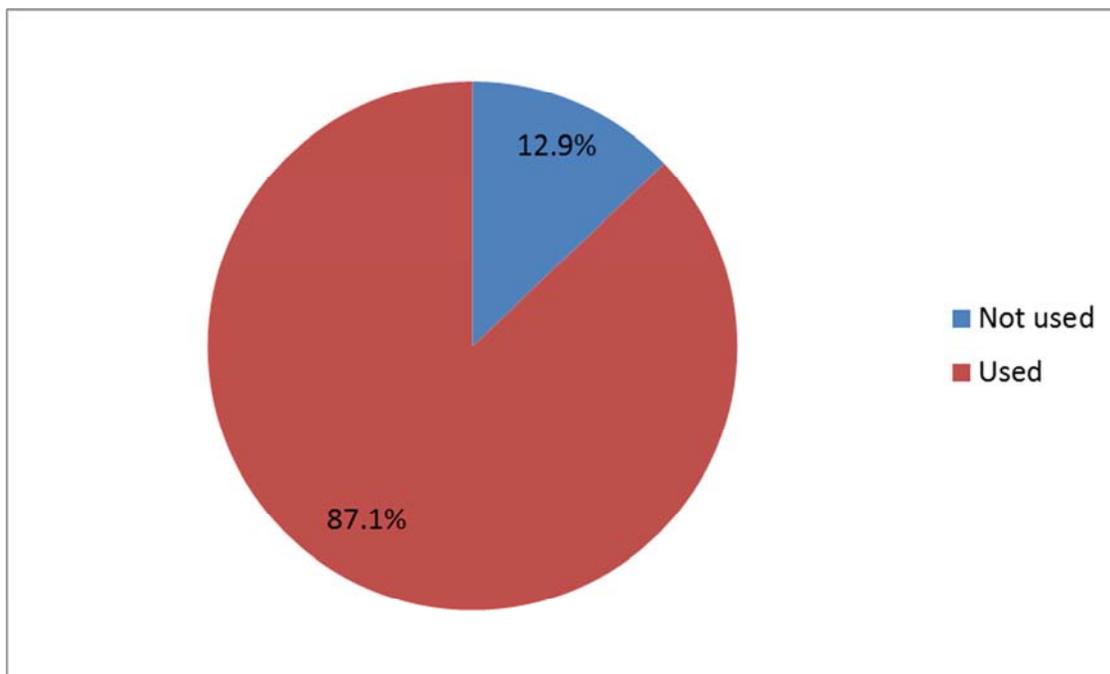
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	3	.1	.8	.8
Valid	No	359	14.6	99.2	100.0
	Total	362	14.7	100.0	
Missing	999	2104	85.3		
Total		2466	100.0		

@19_207ME

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	3	.1	.8	.8
Valid	No	358	14.5	99.2	100.0
	Total	361	14.6	100.0	
Missing	999	2105	85.4		
Total		2466	100.0		

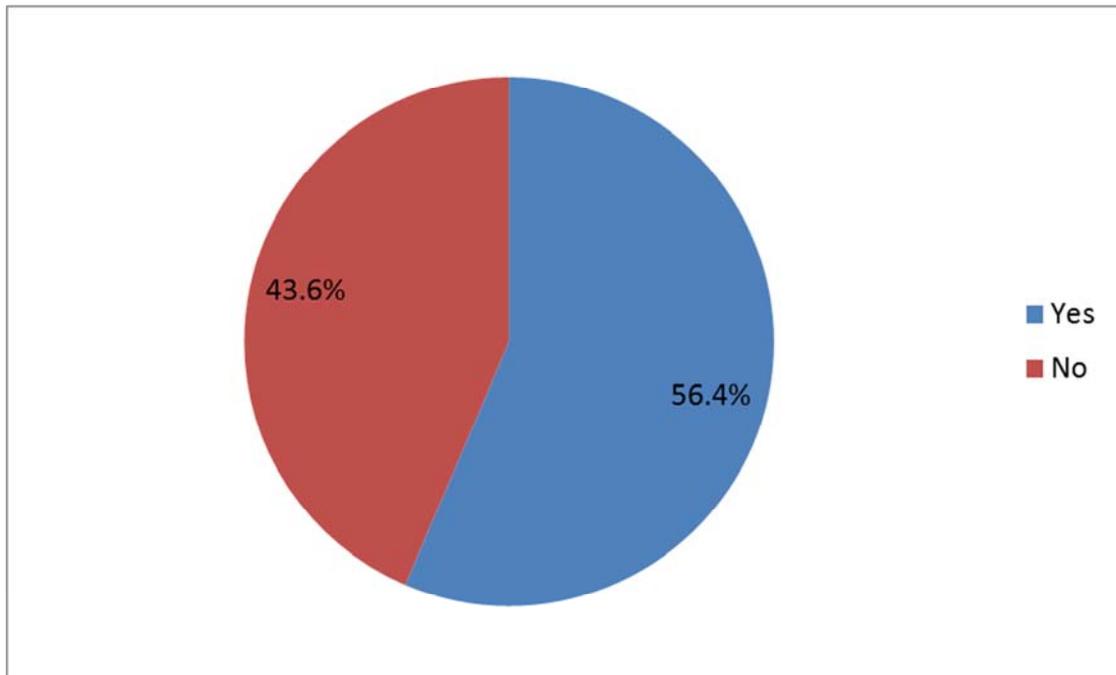
20) What have you and others used a computer or mobile device in your home for in the past month? Please check all that apply.

Have not used a computer or mobile device from home in the past month



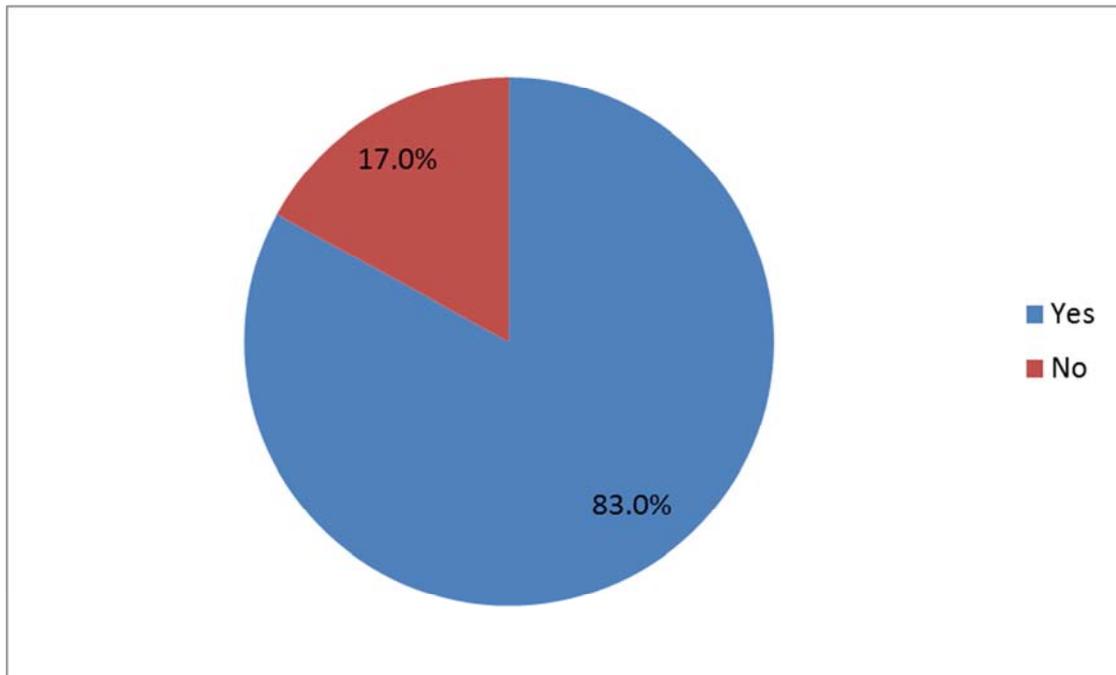
		Frequency	Percent	Valid Percent	Cumulative Percent
	Not used	305	12.4	12.9	12.9
Valid	Used	2053	83.3	87.1	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Word processing/ typing



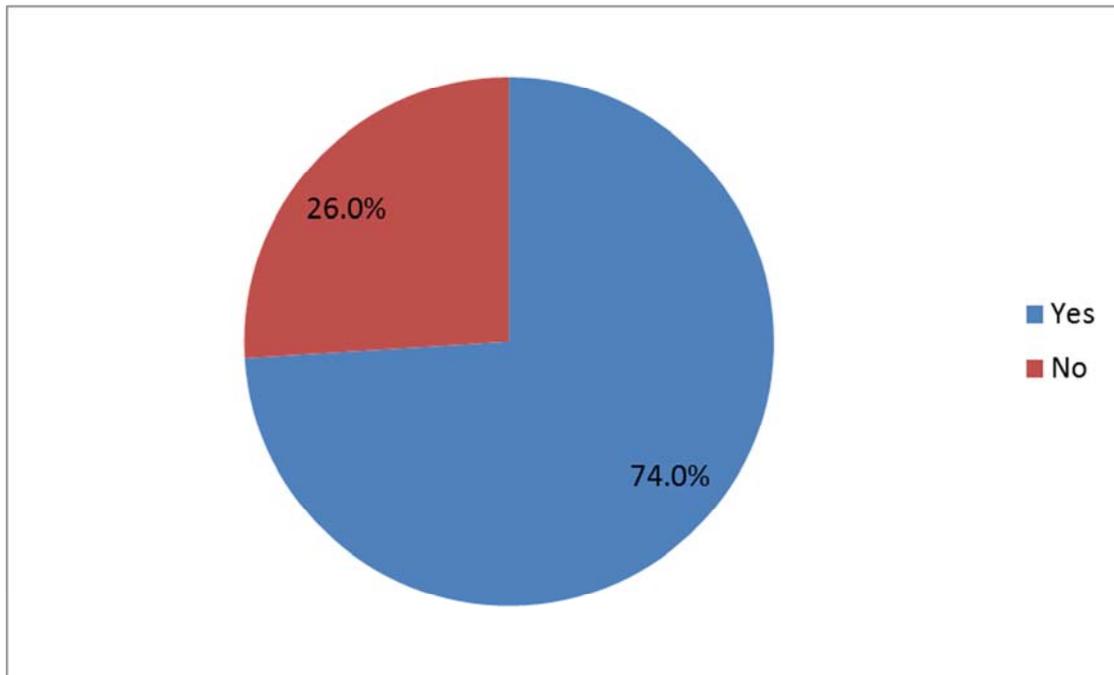
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1330	53.9	56.4	56.4
	No	1028	41.7	43.6	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

E-mail, Facebook, Twitter, Skype, or other communications



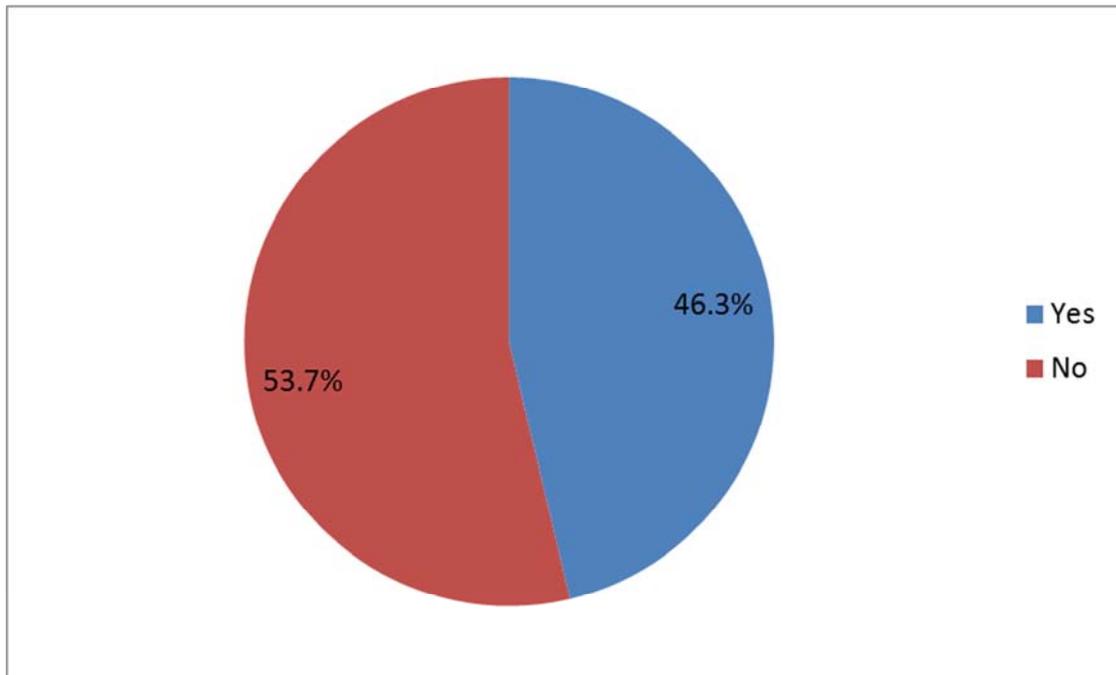
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1958	79.4	83.0	83.0
	No	400	16.2	17.0	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Checking the news, weather, or sports



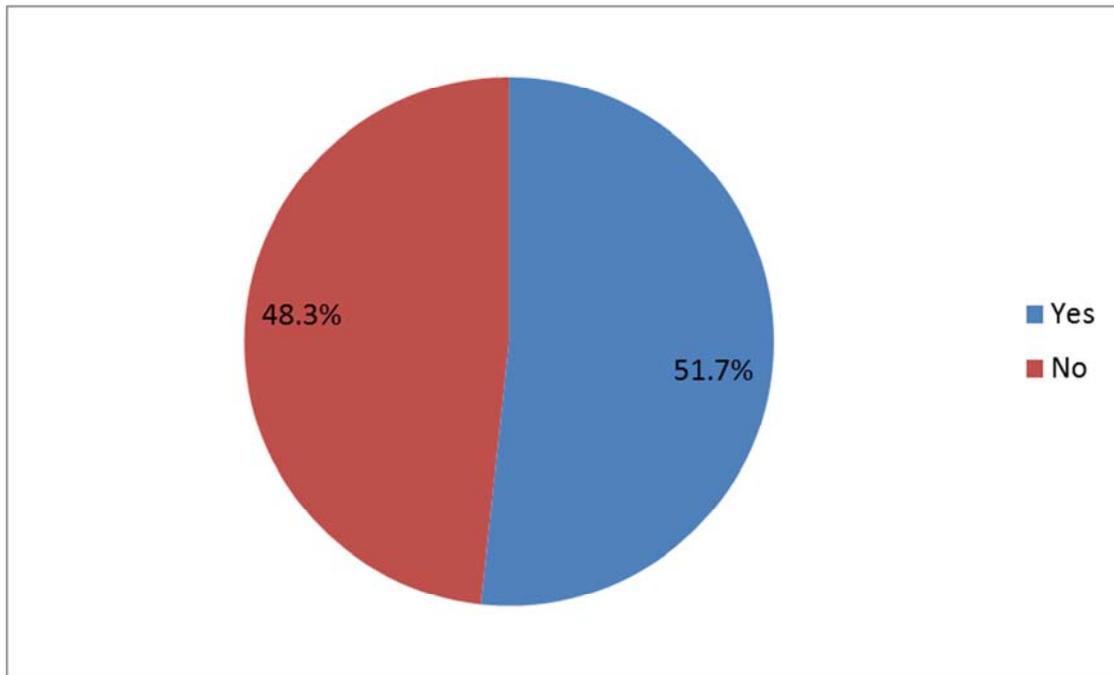
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1745	70.8	74.0	74.0
	No	613	24.9	26.0	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Making travel, hotel, or rental car reservations



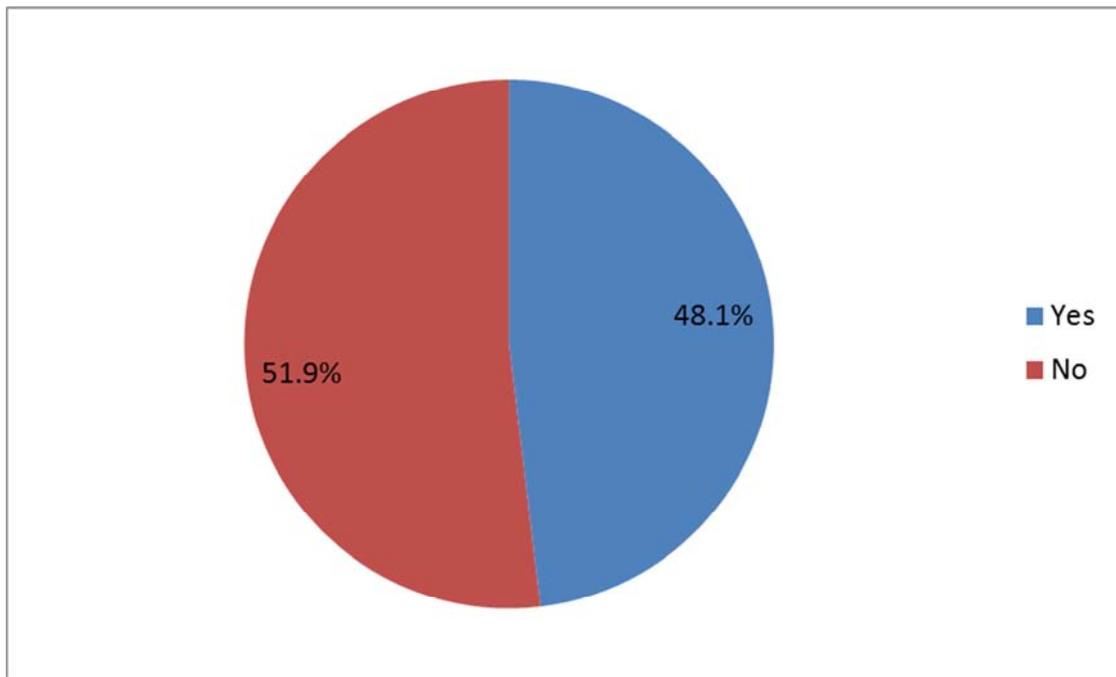
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1091	44.2	46.3	46.3
	No	1267	51.4	53.7	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Looking for medical or health information or communicating with medical providers



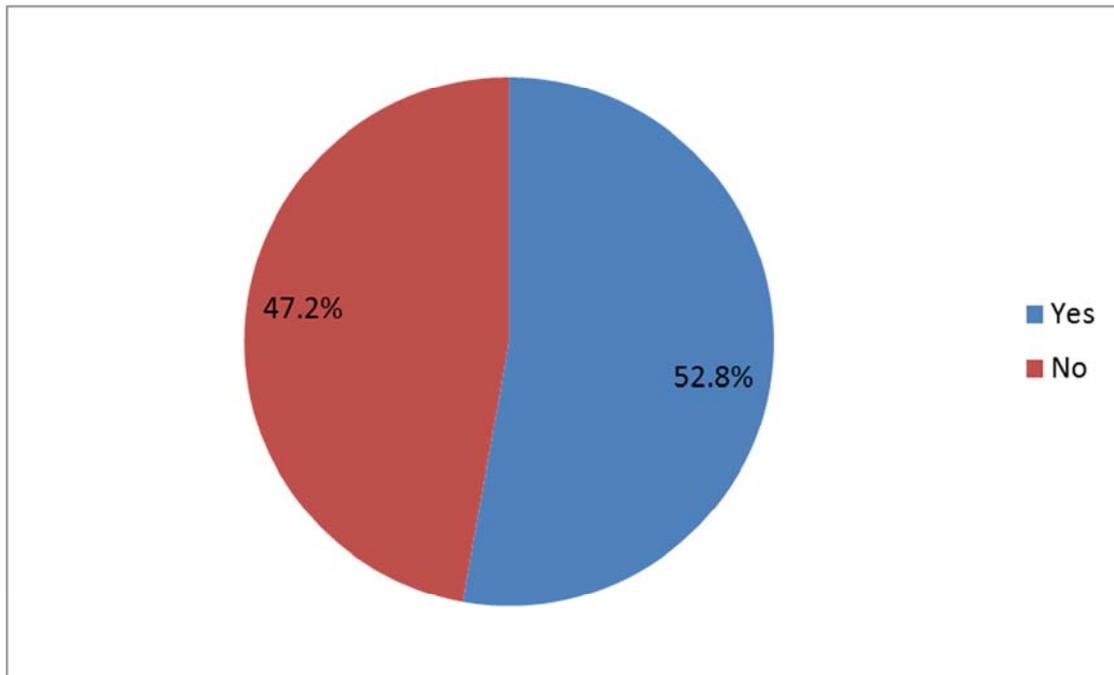
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1219	49.4	51.7	51.7
	No	1139	46.2	48.3	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Looking up information or conducting business from town, state, or federal government websites



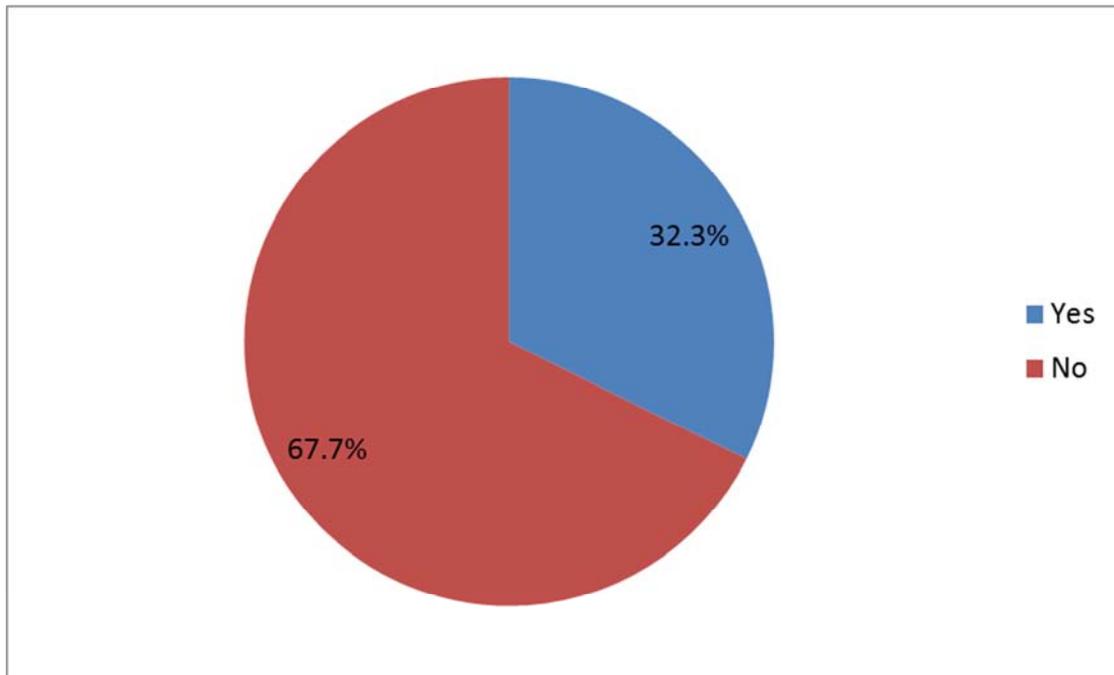
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1135	46.0	48.1	48.1
	No	1223	49.6	51.9	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Looking up information about businesses or organizations



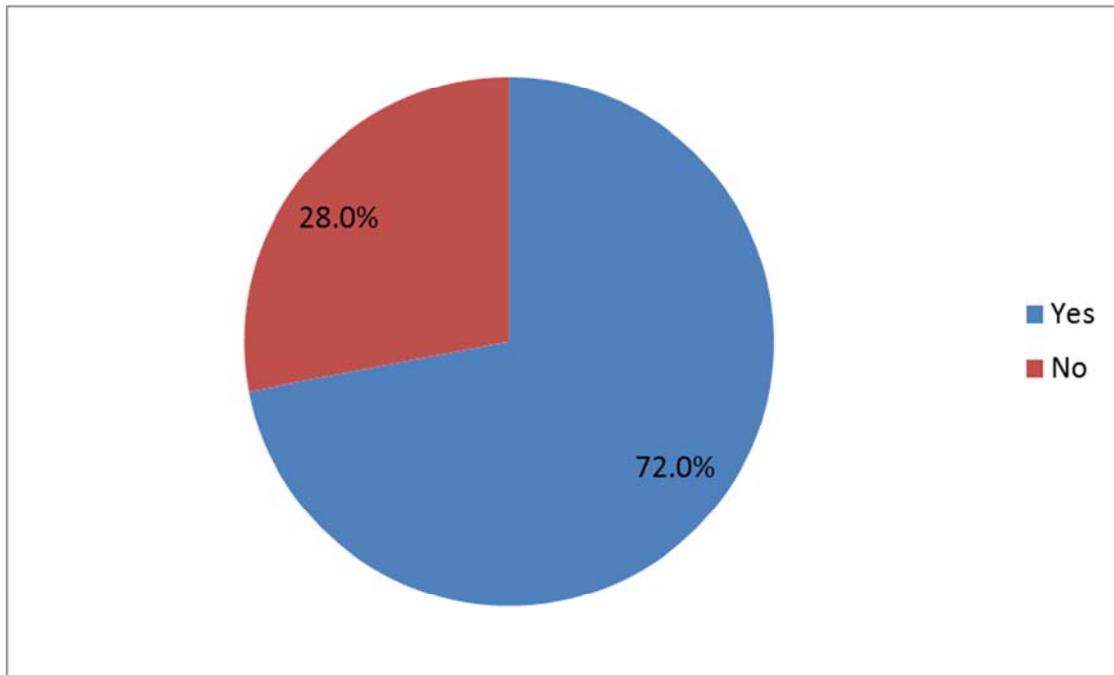
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1245	50.5	52.8	52.8
	No	1113	45.1	47.2	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Looking up information about political candidates or election issues



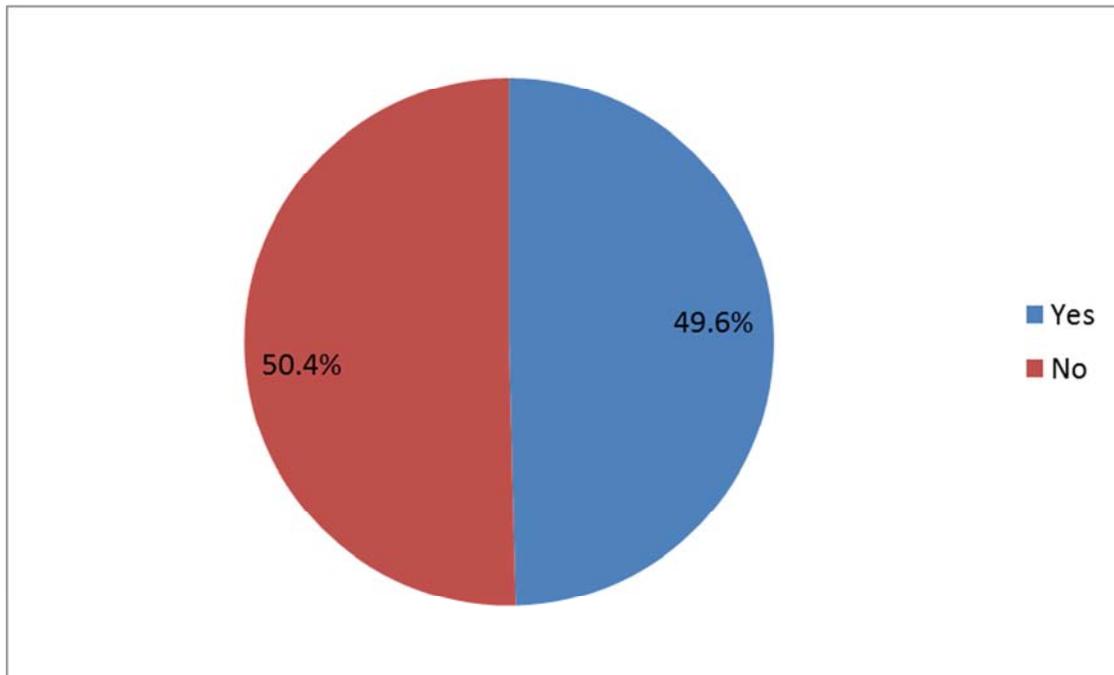
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	761	30.9	32.3	32.3
	No	1597	64.8	67.7	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Online shopping, banking, or bill paying



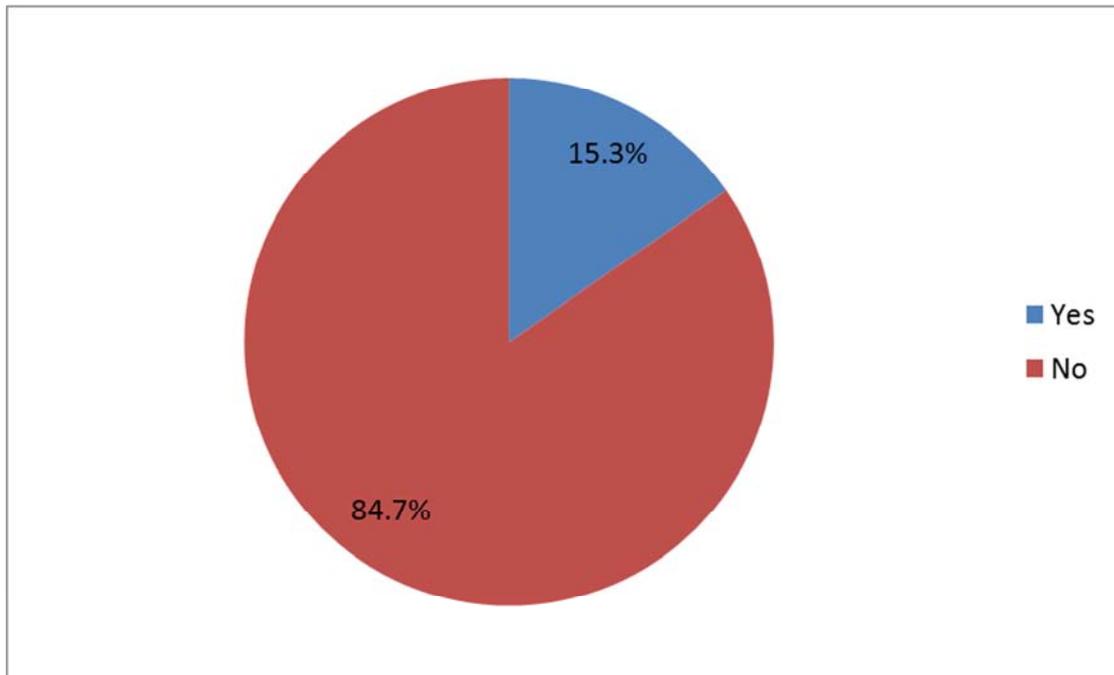
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1697	68.8	72.0	72.0
	No	661	26.8	28.0	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Accessing games, music, TV shows, or movies online



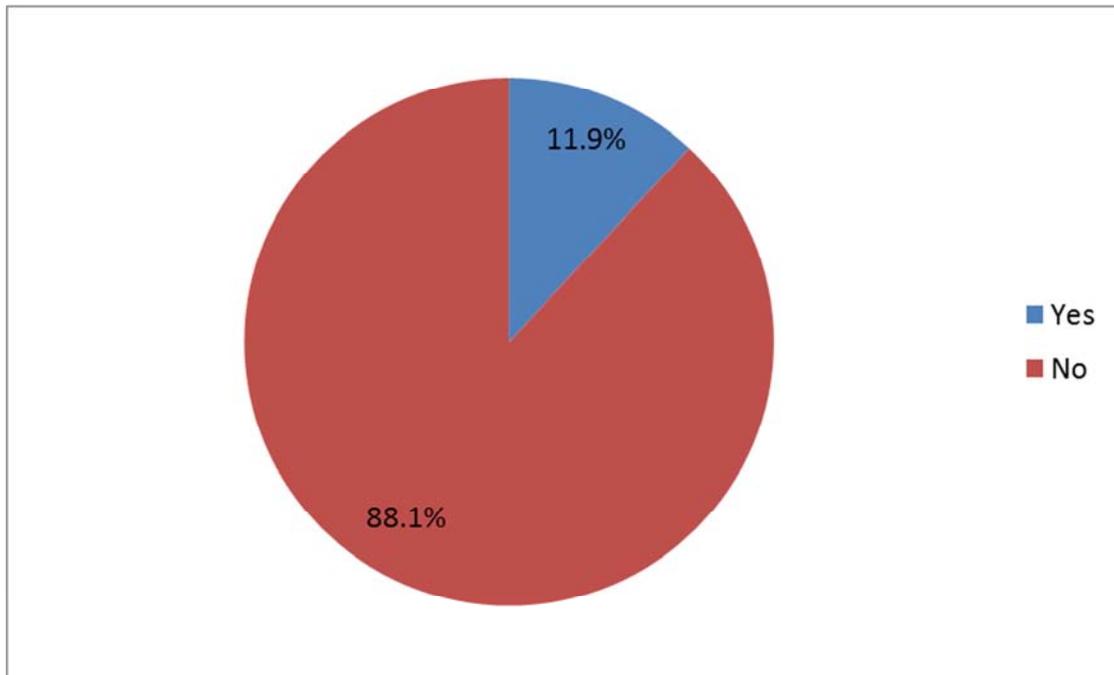
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1170	47.4	49.6	49.6
	No	1188	48.2	50.4	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Education/ school assignments for children



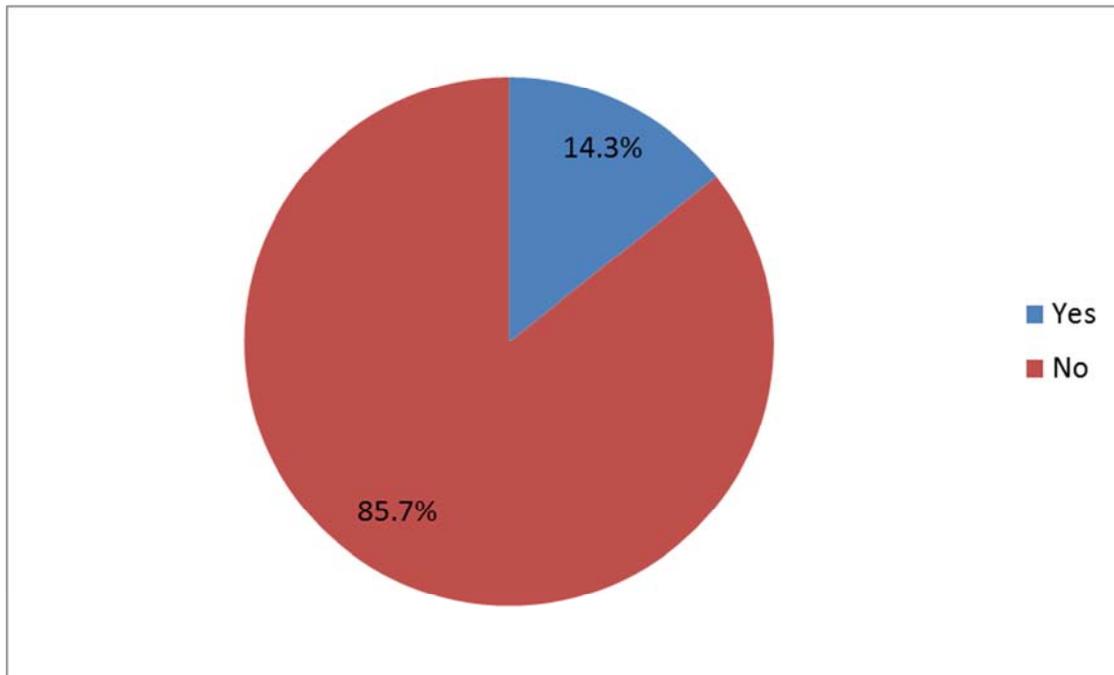
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	361	14.6	15.3	15.3
	No	1997	81.0	84.7	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Education/ school assignments for adults



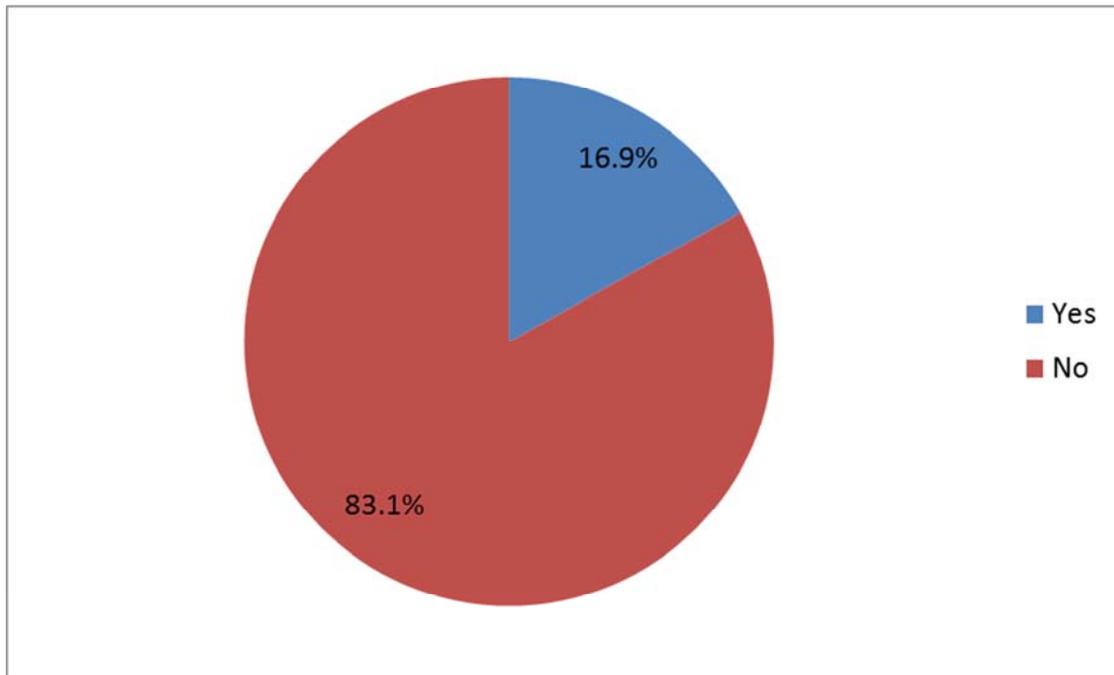
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	280	11.4	11.9	11.9
	No	2078	84.3	88.1	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Online classes, trainings, or webinars



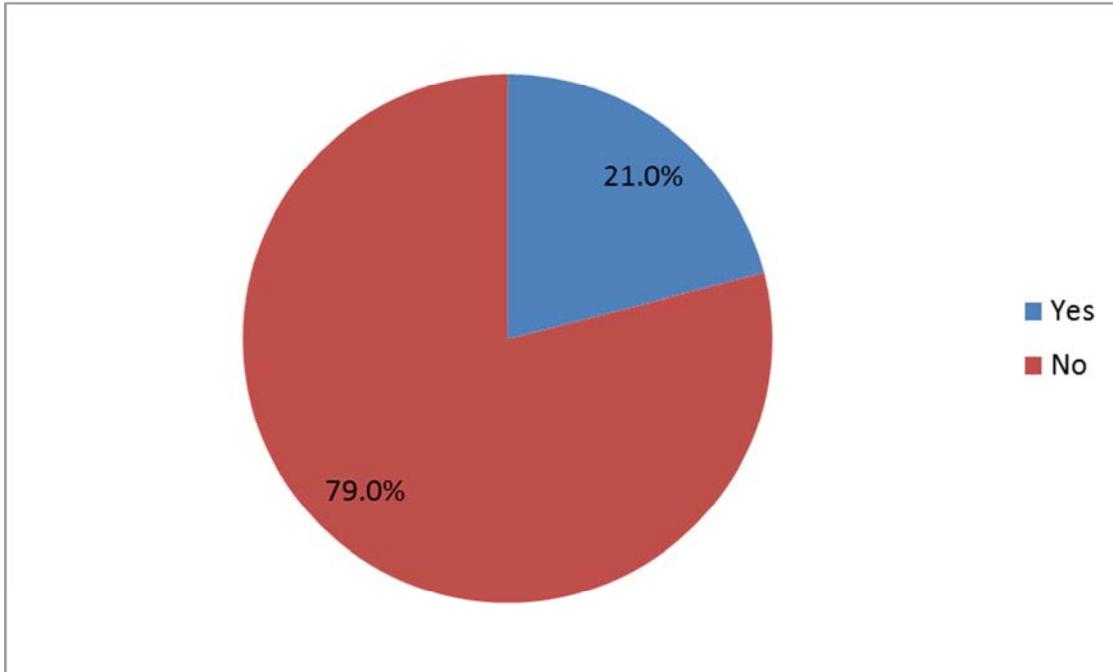
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	337	13.7	14.3	14.3
Valid	No	2021	82.0	85.7	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Searching or applying for a job



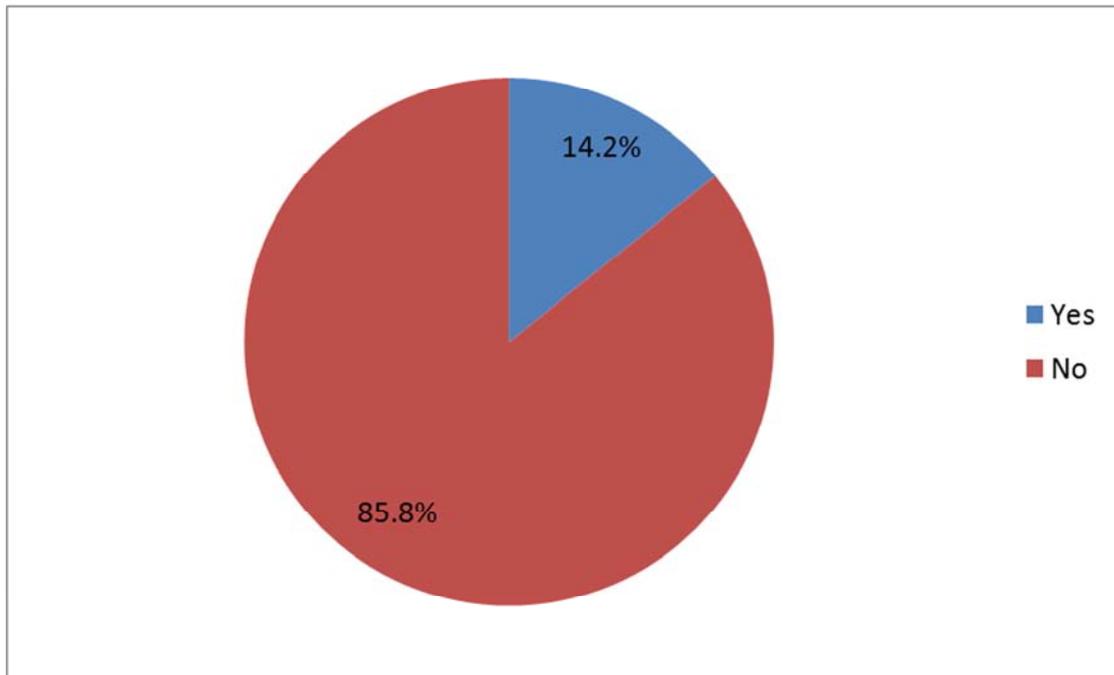
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	398	16.1	16.9	16.9
	No	1960	79.5	83.1	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Working from home for an employer



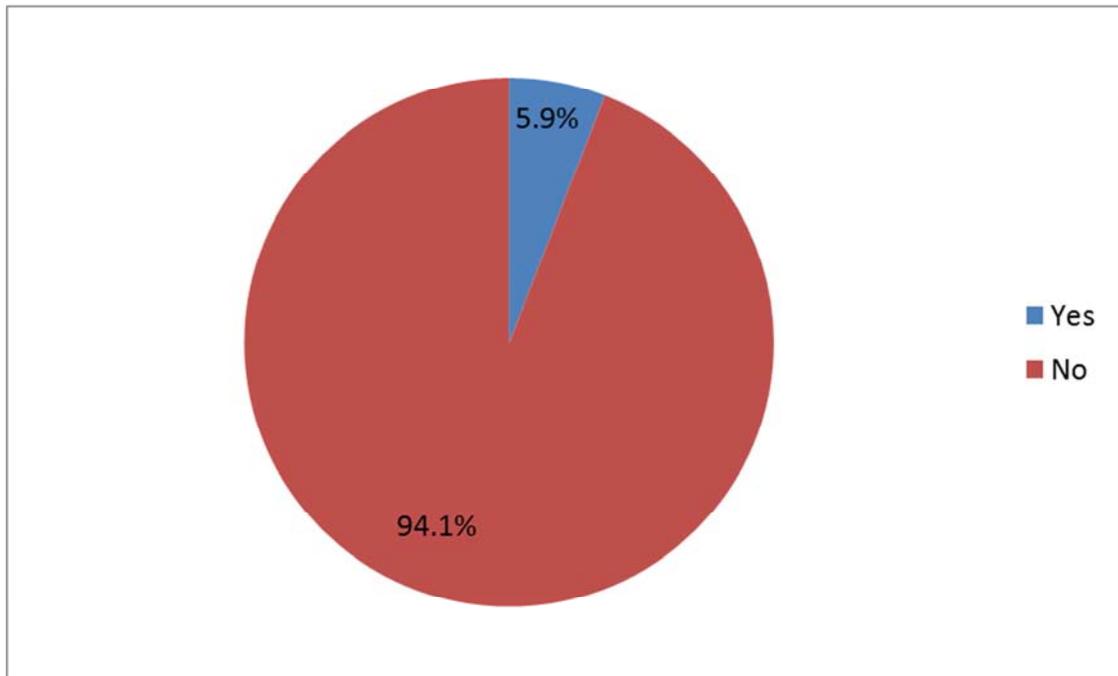
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	495	20.1	21.0	21.0
	No	1863	75.5	79.0	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Working for a home-based business/ self-employment



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	336	13.6	14.2	14.2
	No	2022	82.0	85.8	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	140	5.7	5.9	5.9
Valid	No	2218	89.9	94.1	100.0
	Total	2358	95.6	100.0	
Missing	999	108	4.4		
Total		2466	100.0		

Other Text:

Access to work schedule and communications from co-workers.

All things except internet

Avon representative

Buying a car, Craigslist

Can no longer afford since wife passed away on 9/30/12

Checking children's school grades

Email

Email I do not bank, shop or pay bills online. I do balance my checkbook on my computer.

Genealogy research

Geneology

General info

Have not used the computer at all.

I only play games on my computer now. Can't afford internet services.

Letters & cardgames-photos

Logging on to work computer

Looking for recipes, how to do something, looking for ancestry info

Looking up info

Looking up info on anything that I need to know

Looking up locations using google earth

Map directions

Nothing

Researching education options, researching ISPs to find a better service...the Maine State web site is out of date.

Skype

Streaming video Netflix instead of cable

To find certain psychological conferences worldwide

To receive emails

Verizon phone only no computer/internet service

Volunteer work for non-profit.

Volunteer work for nonprofit.

Writing a book

Writing letters & keeping records

You tube

Mapping

1) web and email hosting 2) crowd source translations

A-V editing

Accessing humorous websites

Blogs, news gathering from other cities, newspaper, radio, tv, websites, scientific research, geneology research

Charatable work from home

Checking facts. Utude videos. Personal research. Documentaries.

Checking out consumer reviews and info on items to purchase.

Common applications for colleges

Cooking info

Coupons

Daughter is homeschooled computer is needed to reply to school work.

Digital scrapbooking

Do it yourself home projects and repairs.

Do not have one and don't want one.

Doing surveys for very little money

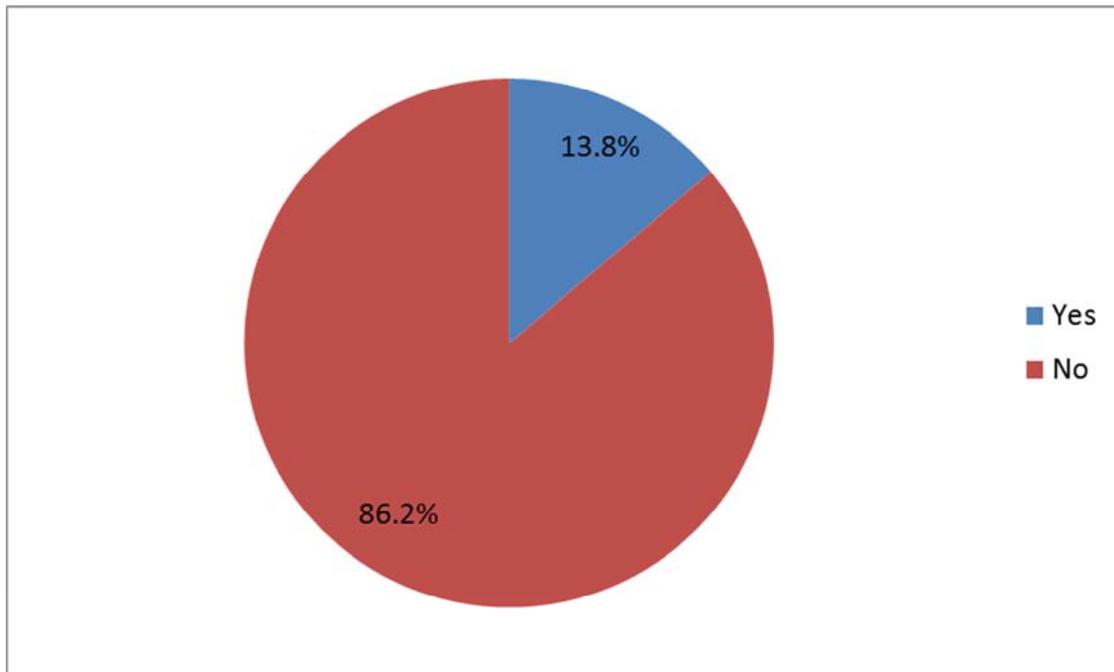
Don't have any
Don't have any of this
Don't know how to do anything but email and even that gives me trouble.
Don't use my laptop
Financial
Games
Genealogy Research
Geneology
Geneology research
General info on all subjects
General information
General Information
Google: To get answers to many things that we've wondered about.
googleing for information
how to repair things
I am a county commissioner and rely on email each day
I occasionally use Google to look up something eg. Tv schedule for the day, a play or movie schedule
I use the kindle on wifi. My computer is not on internet. Wast of my money, way too slo so I cancelled it.
I would look up the stuff I check
I would use it for more things if I had faster service
I'm a teacher
If I could get high speed for a reasonable amount, I would start a home business.
Information about various topics, cooking, reading, etc.
Interation with not for profits where we are trustees
It is a major communication source required in the modern era
It's so slow, I don't use it much but would like to sell stuff on E-Bay
iTunes music file source, photos-download and manage
Just looking up information
just surfing the internet
Kids use it some
Knights of Columbus work
Looking up things on uncle henry's and craigs lists.
Managing a website.
Managing my own website. Selling on Etsy.
Minimal amount of E-mail for business or personal use.
No
No computer as of 12-14-12
No computer!
No service still a year later
No to all
Non-profit website maintenance.

None we don't use it
NONE!
Online games
Online surveys
Photographs, financial sites (stockmarket) actions
Pictures
Playing game offline
Playing on-line radio
Playstations run on Internet use a lot of bandwidth
Pleasure
Pornography. "The internet is for porn." Avenue Q (a Bway musical)
Reading blogs, posting to blogs, updating websites
Reading books on Kindle
Real estate information
Research in business area
Research on various topics that interest me. Ex: Space, science, etc.
Researching anything that comes to mind.
Researching authors
Retired
Searching car values
Sell books
Shopping
Skyping
SpreadSheet
Stock trading
Streaming movies
Streaming movies and TV
Surveys
Teleconferencing Skype video comm
They have other computers at there work to use
This is a window in the world
To look up med.
To play games, don't have internet
To receive officiating assignments
Uncle Henry, Craigs list, 4-H website
Use spreadsheet.
Use to get information for classes I teach in Senior College
We do not have a computer. Only cell phones for land line. Do not have internet acces on cell phones.
Weather
Wife's daughter is living with us. She uses the internet at KVCC classes
Wirting a book, artwork storage photos, etc., newsreleases
Work related programs and health insurance
Working as a volunteer non-profit board member

Working for non-profit organizations
Write genealogy for Acadian families, write books

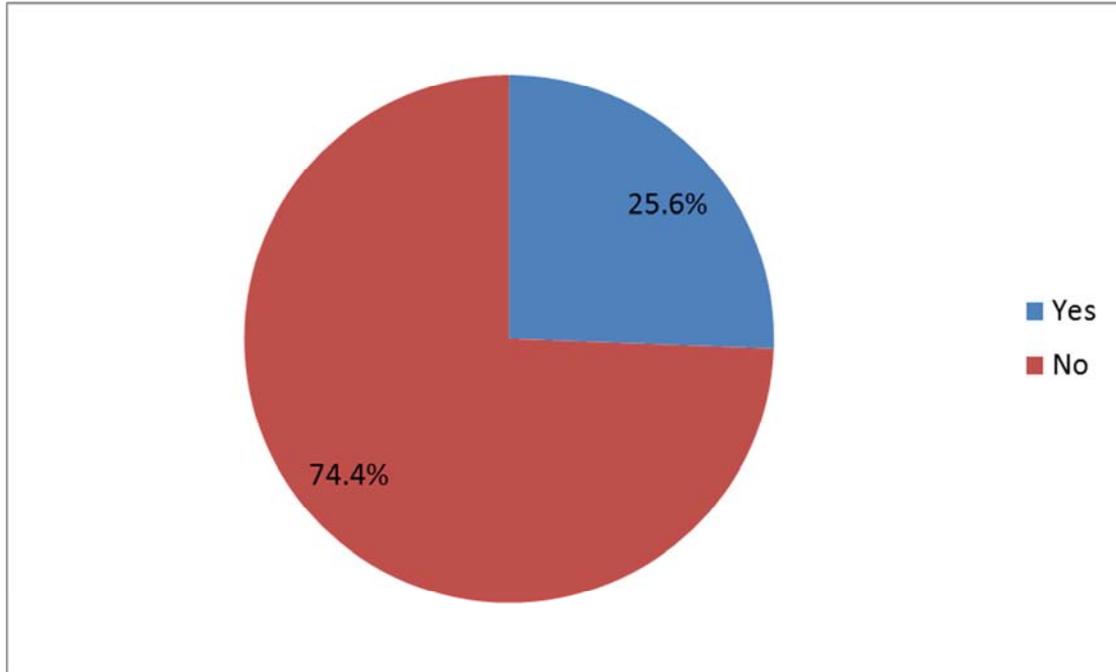
21) If you had faster internet access at home, what do you think you and others in your home would *start doing* or *do more of* online? Please check all that apply.

Would not do anything online



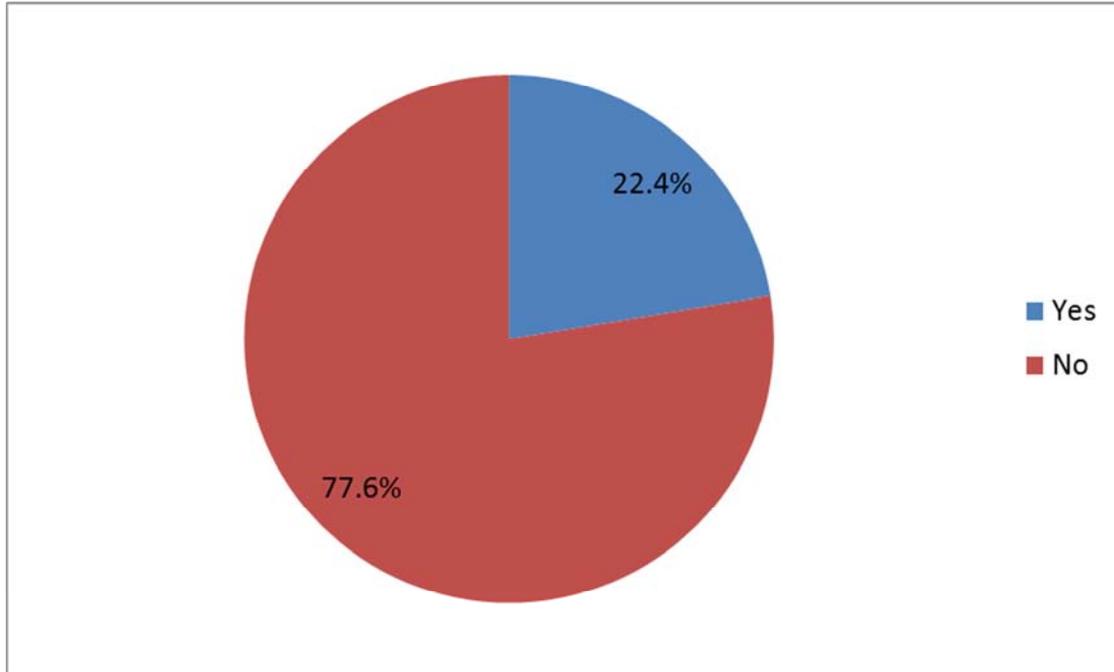
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	294	11.9	13.8	13.8
	No	1844	74.8	86.2	100.0
	Total	2138	86.7	100.0	
Missing	999	328	13.3		
Total		2466	100.0		

Would do more e-mail, Facebook, Twitter, Skype, or other communications



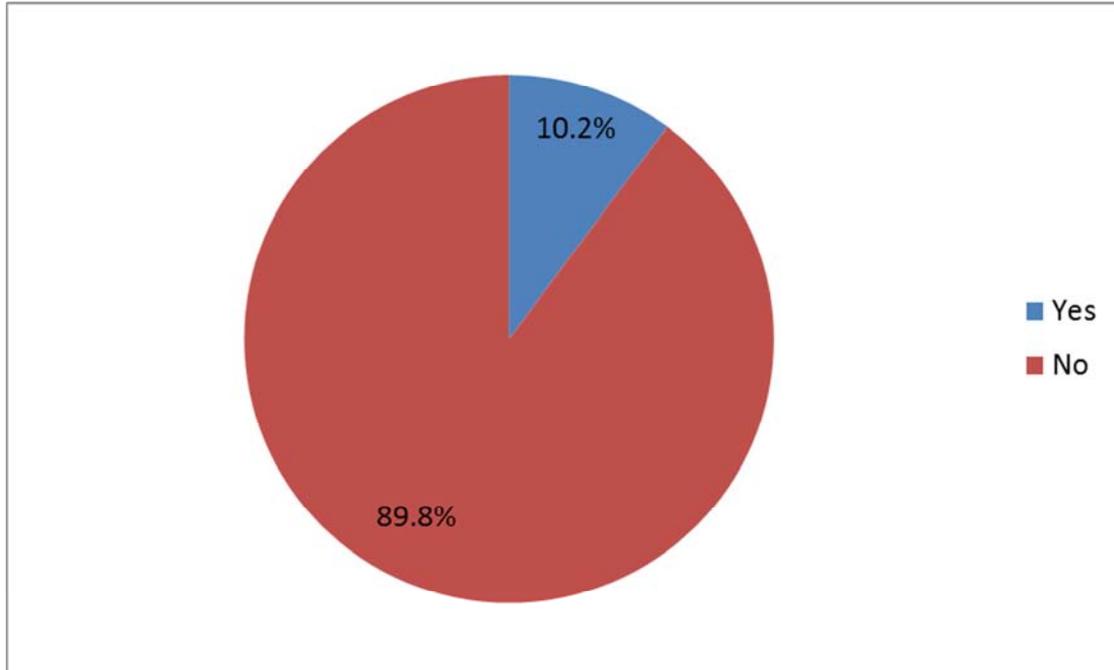
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	547	22.2	25.6	25.6
	No	1592	64.6	74.4	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would check the news, weather, or sports more often



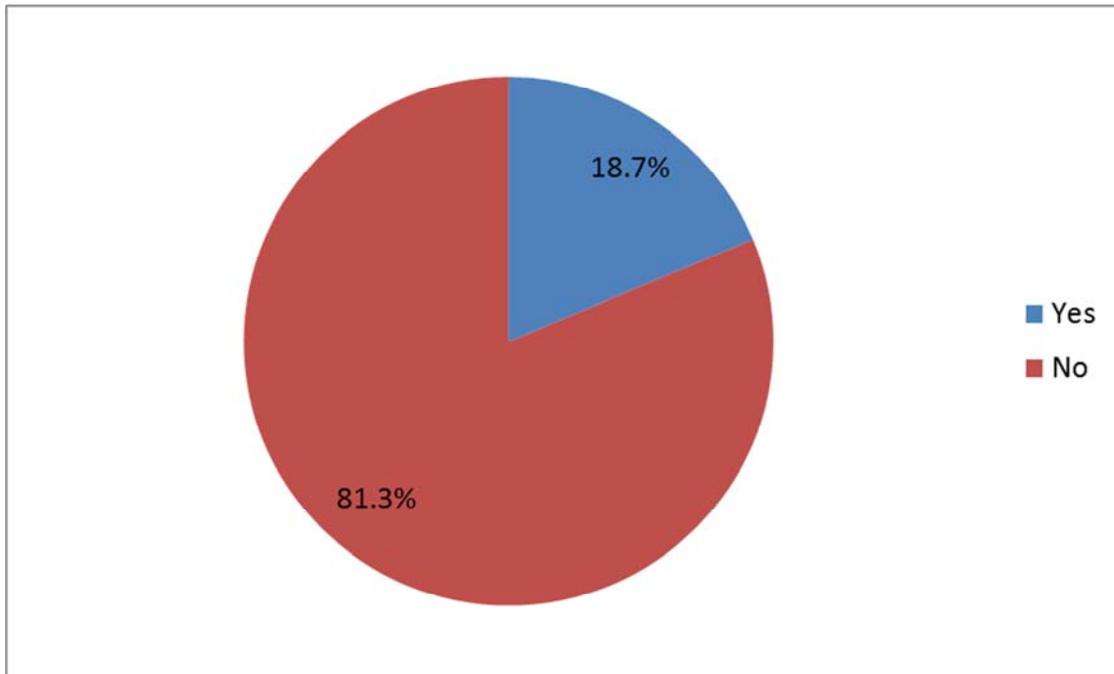
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	480	19.5	22.4	22.4
	No	1659	67.3	77.6	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would make more travel, hotel, or rental car reservations



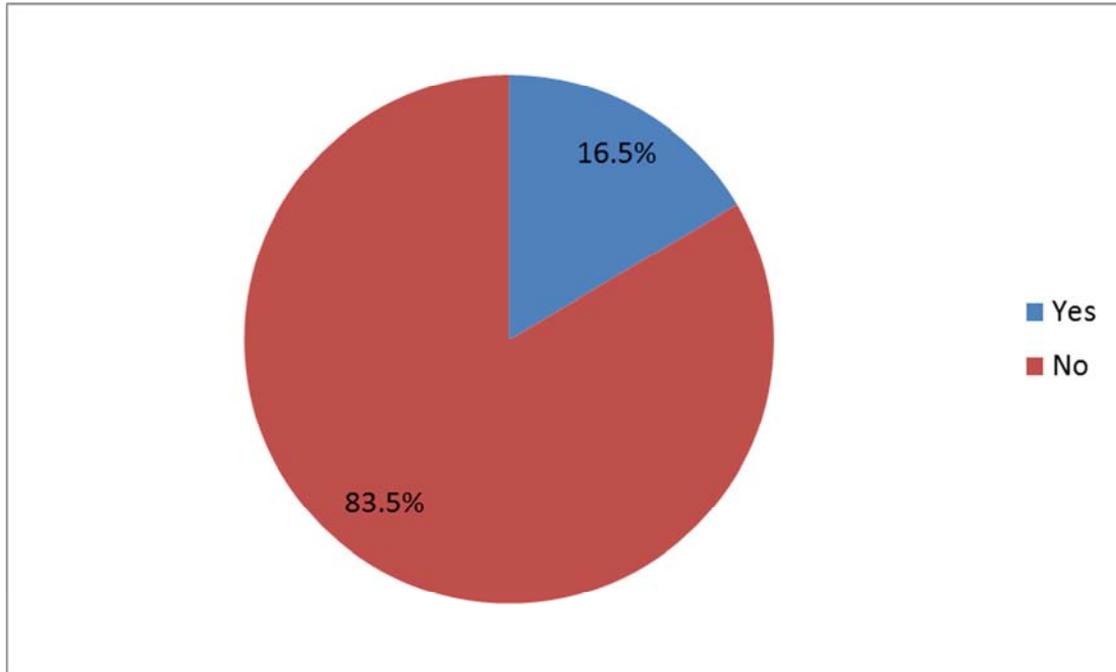
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	218	8.8	10.2	10.2
	No	1920	77.9	89.8	100.0
	Total	2138	86.7	100.0	
Missing	999	328	13.3		
Total		2466	100.0		

Would look for more medical or health information or communicate more with medical providers



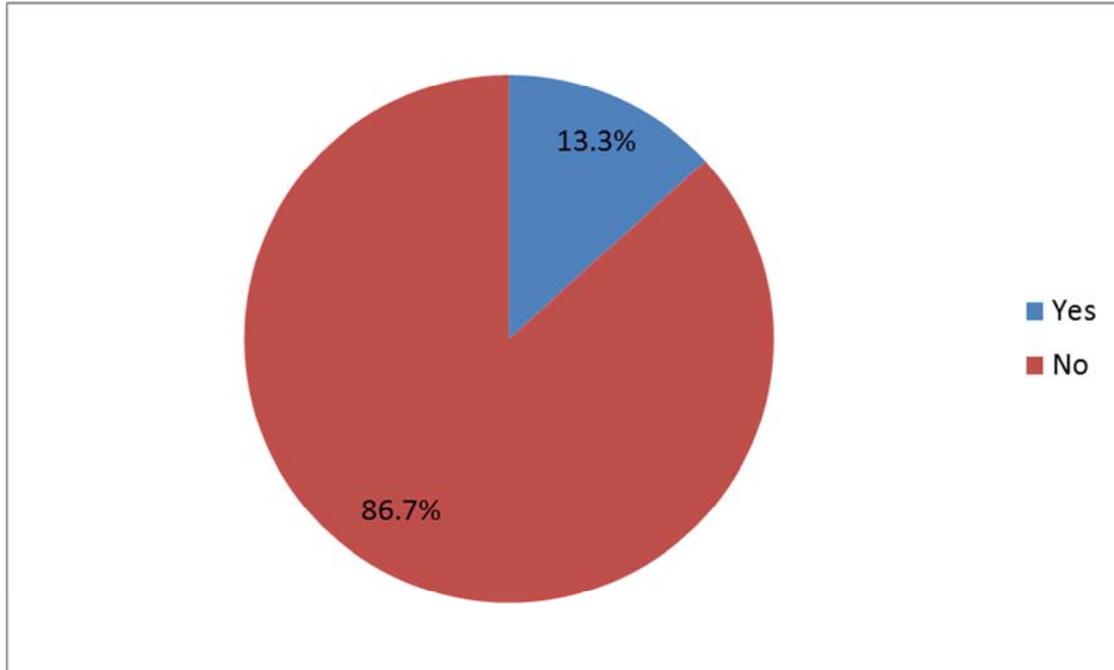
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	400	16.2	18.7	18.7
	No	1739	70.5	81.3	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would look up more information or conduct more business from town, state, or federal government websites



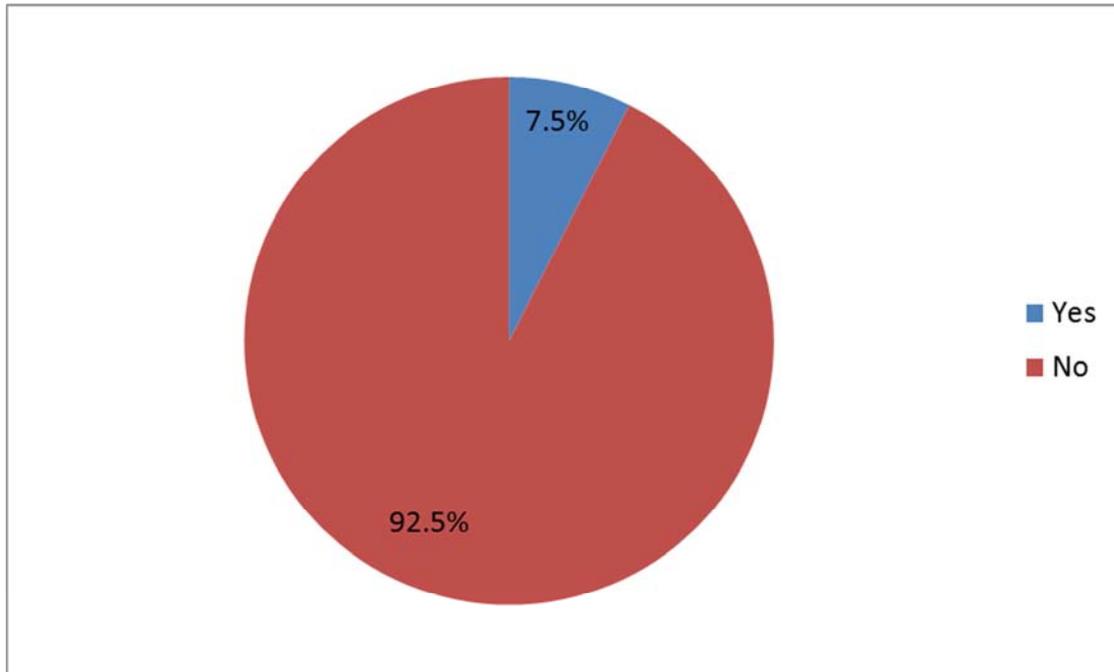
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	352	14.3	16.5	16.5
	No	1787	72.5	83.5	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would look up more information about businesses or organizations



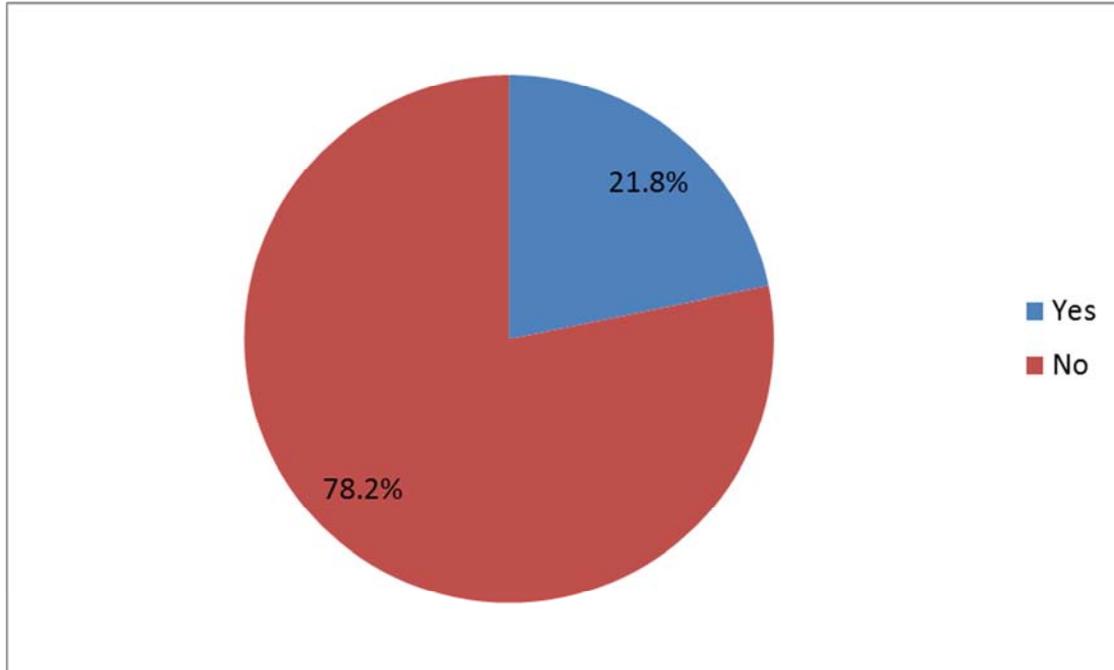
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	285	11.6	13.3	13.3
	No	1854	75.2	86.7	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would look up more information about political candidates or election issues



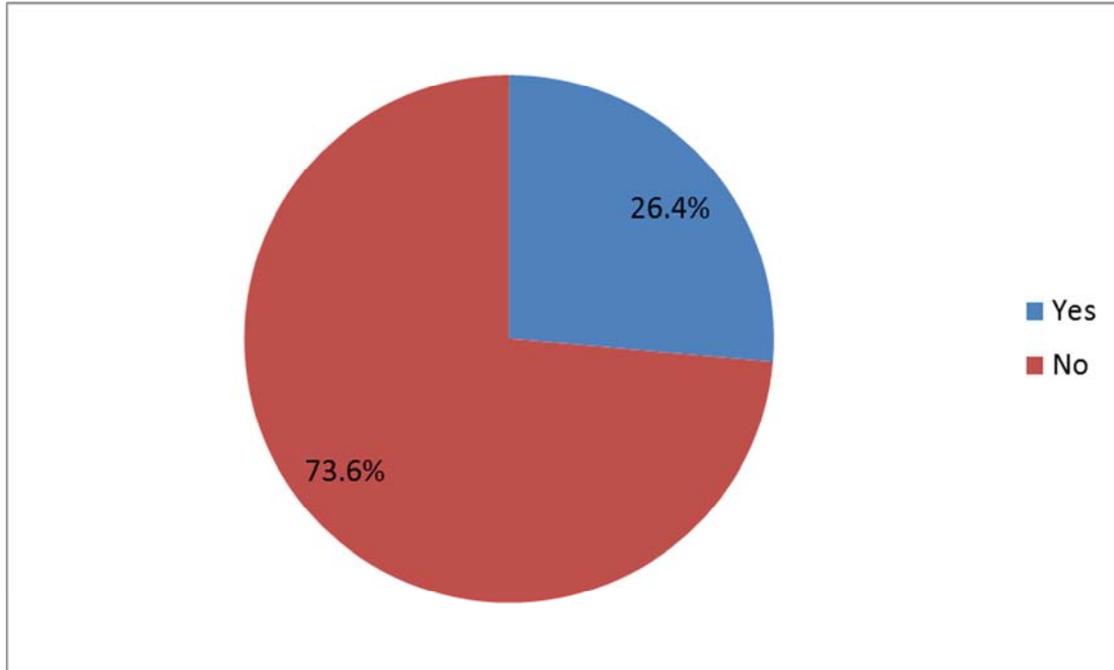
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	161	6.5	7.5	7.5
	No	1978	80.2	92.5	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would do more online shopping, banking, or bill paying



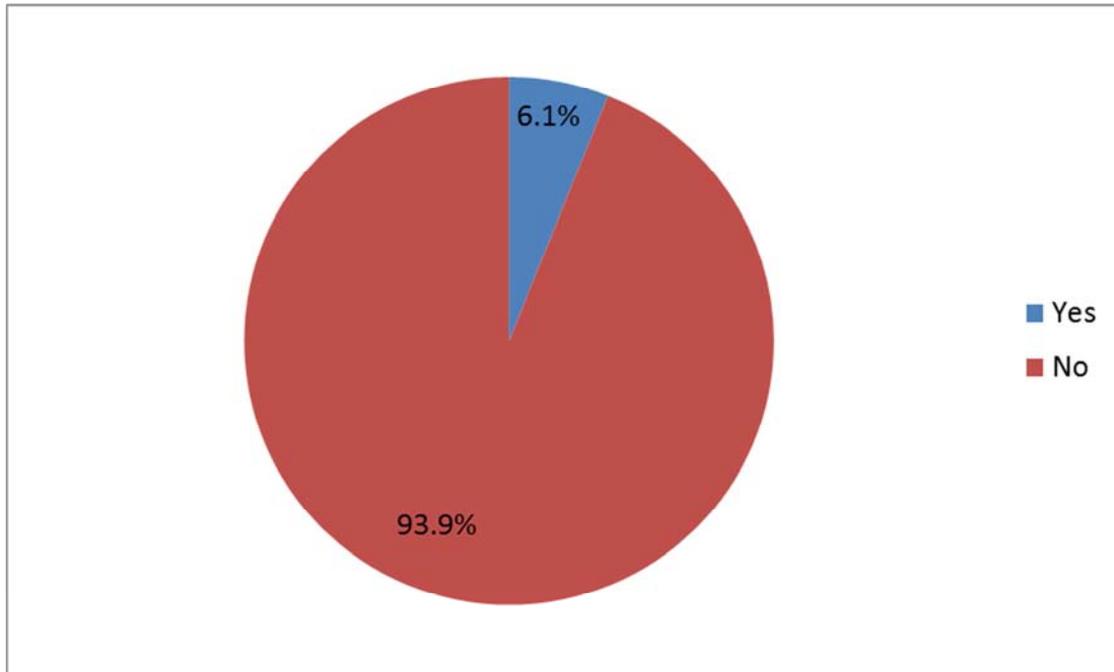
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	467	18.9	21.8	21.8
	No	1672	67.8	78.2	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would access more games, music, TV shows, or movies online



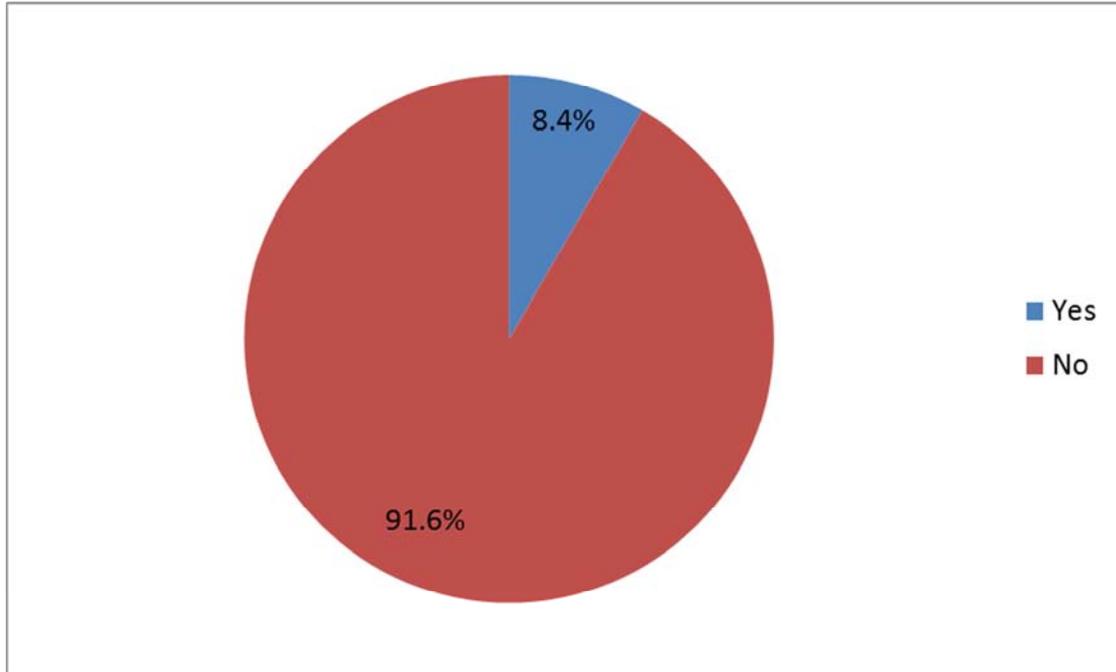
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	565	22.9	26.4	26.4
Valid	No	1574	63.8	73.6	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would do more education/ school assignments for *children*



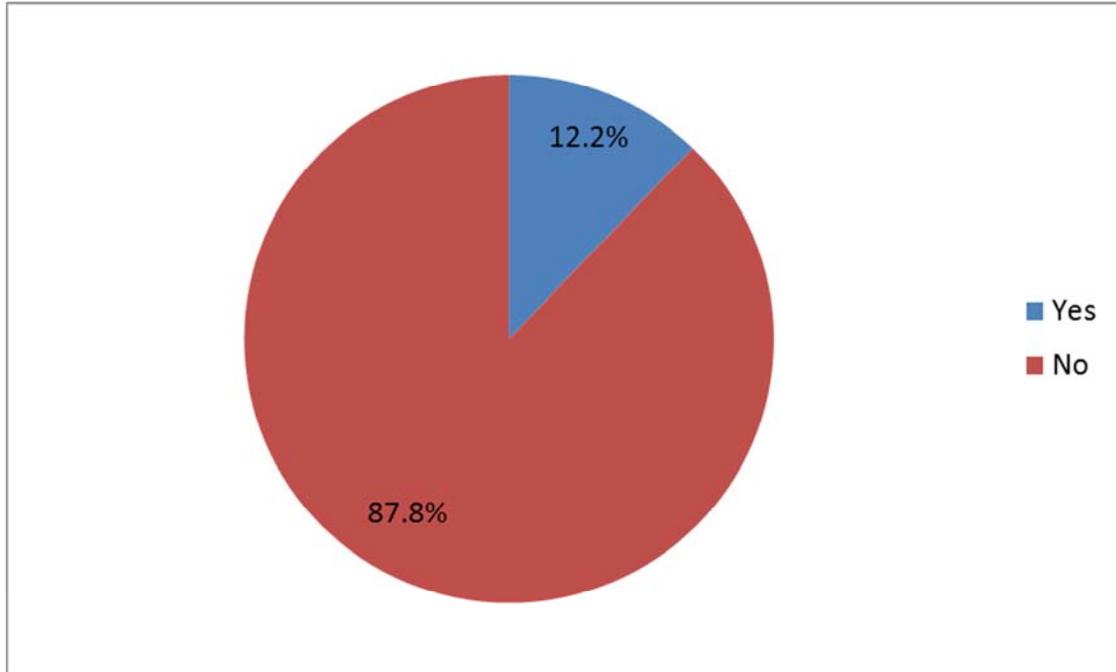
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	130	5.3	6.1	6.1
	No	2009	81.5	93.9	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would do more education/ school assignments for *adults*



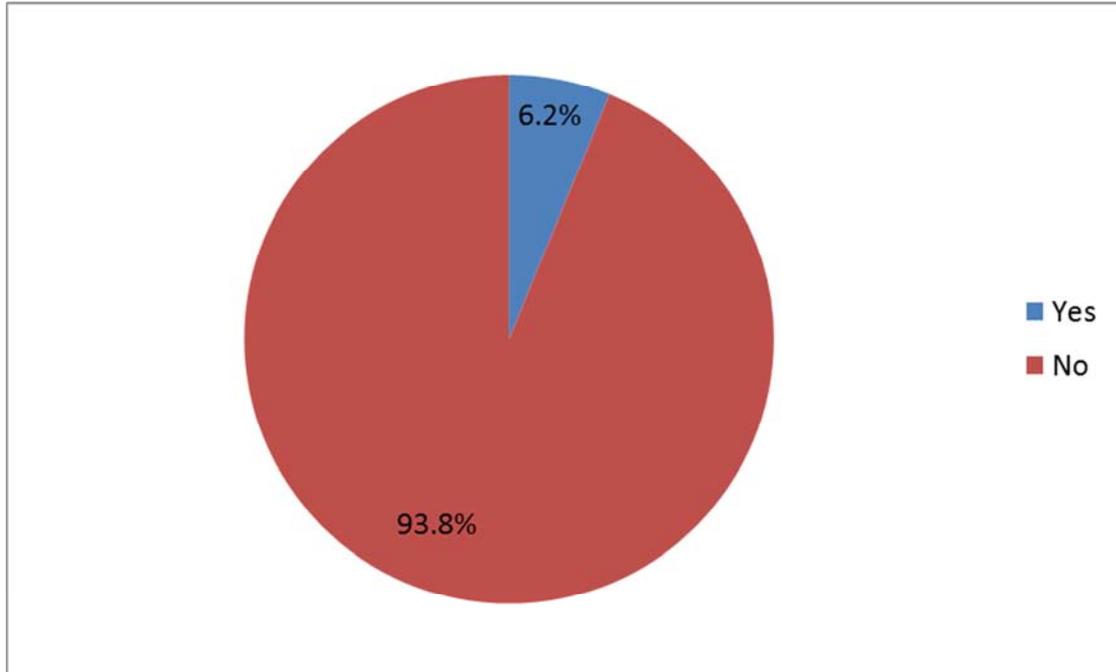
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	180	7.3	8.4	8.4
	No	1959	79.4	91.6	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would take more online classes, trainings, or webinars



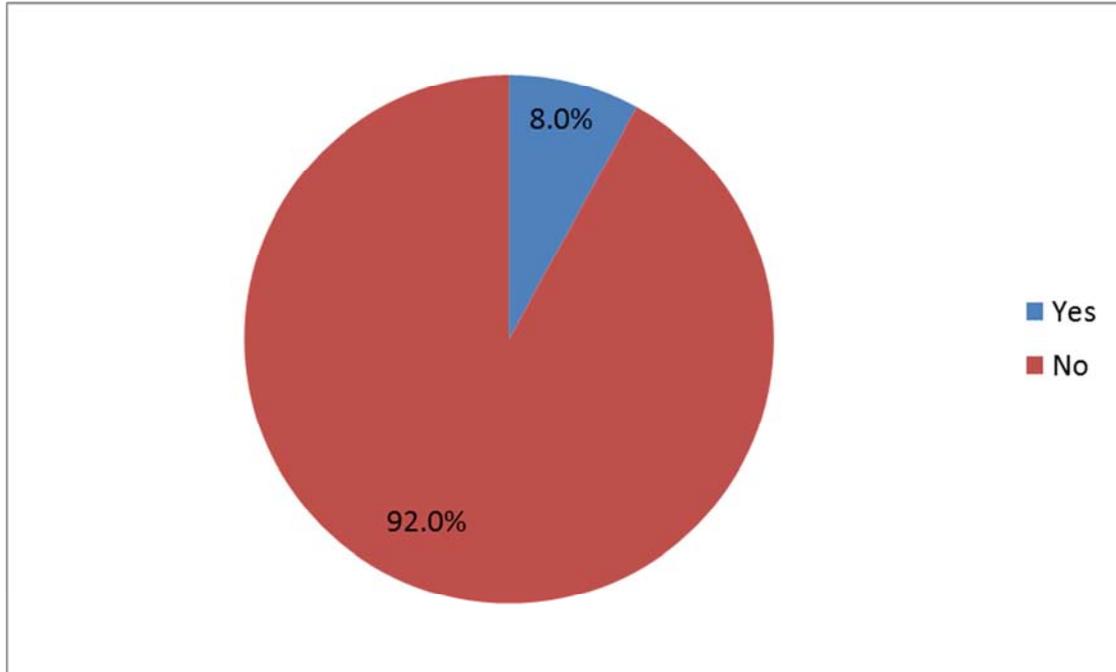
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	262	10.6	12.2	12.2
	No	1877	76.1	87.8	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would search or apply for a job more



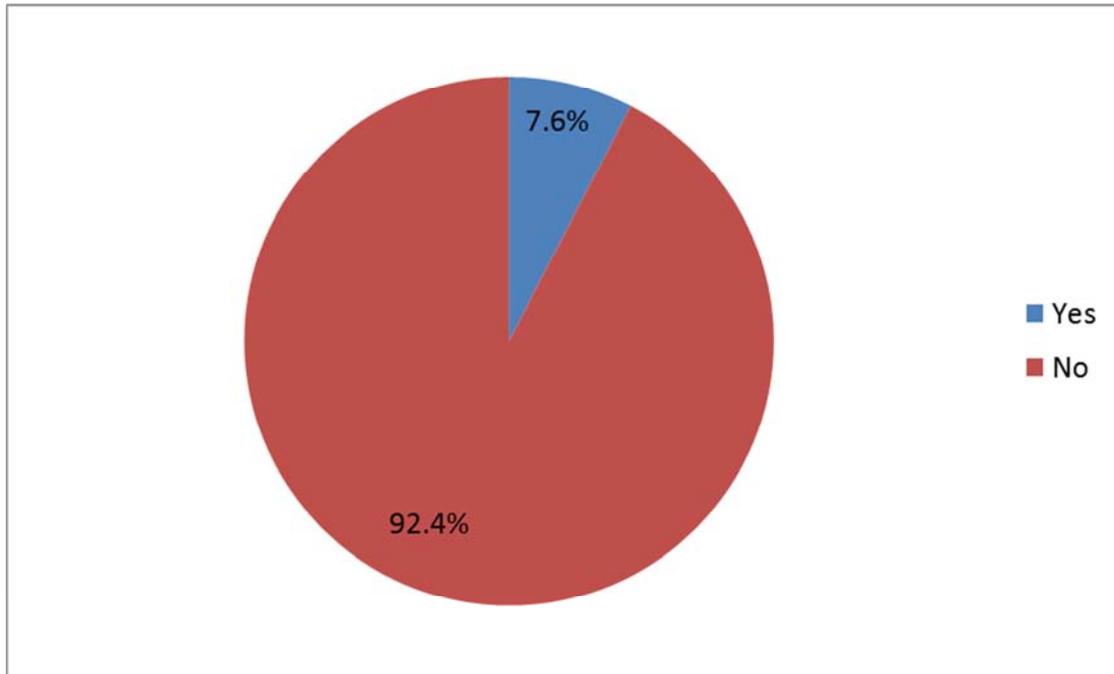
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	132	5.4	6.2	6.2
	No	2007	81.4	93.8	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would work from home for an employer more



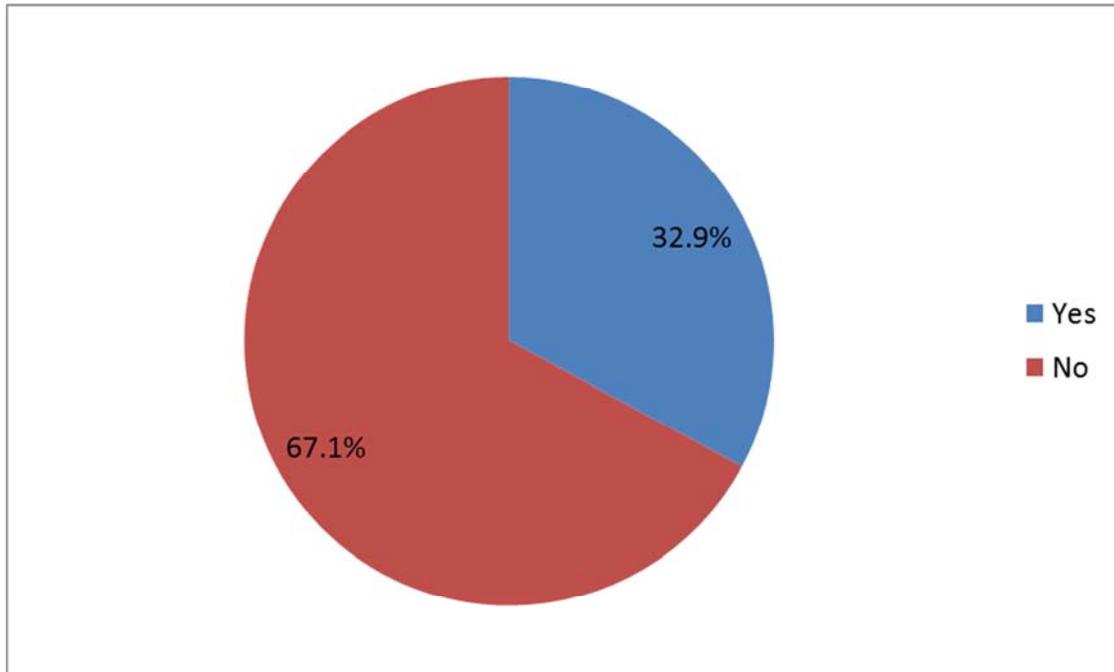
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	172	7.0	8.0	8.0
	No	1967	79.8	92.0	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Would work for a home-based business/ engage in self-employment more



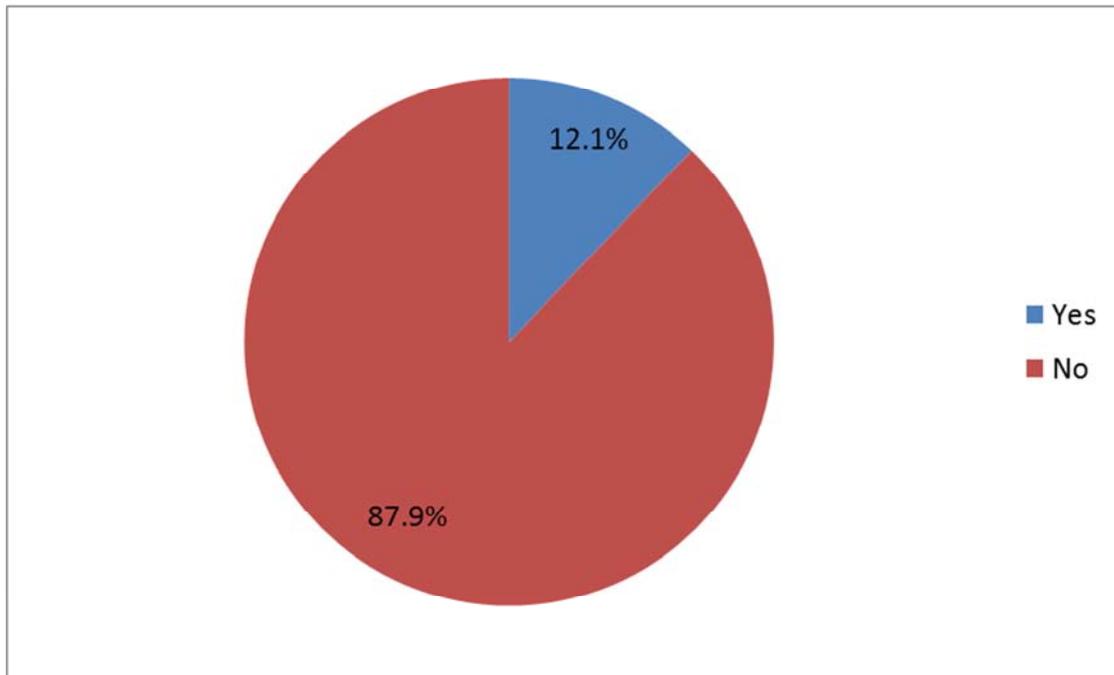
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	163	6.6	7.6	7.6
	No	1976	80.1	92.4	100.0
	Total	2139	86.7	100.0	
Missing	999	327	13.3		
Total		2466	100.0		

Internet service is fast enough/ would not do more online if internet was faster

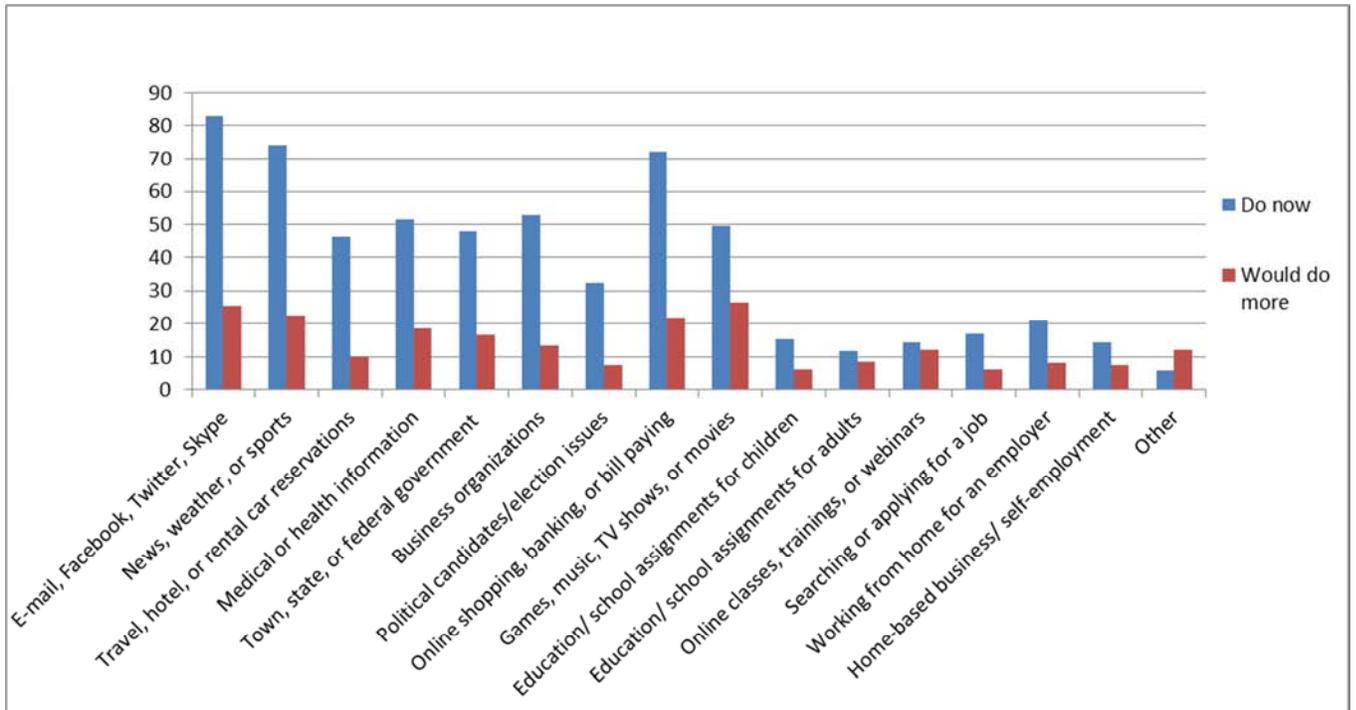


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	704	28.5	32.9	32.9
	No	1436	58.2	67.1	100.0
	Total	2140	86.8	100.0	
Missing	999	326	13.2		
Total		2466	100.0		

Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	258	10.5	12.1	12.1
	No	1882	76.3	87.9	100.0
	Total	2140	86.8	100.0	
Missing	999	326	13.2		
Total		2466	100.0		



Other text:

Been fairly pleased w/speed and performance to date, but w/additional users and content increasing wish to ensure no lack of future performance.

Do not have internet service

Doesn't apply

Don't have computer

Don't know

Don't want or need faster service.

Download more video type information.

General info

I can not afford internet at this time. I am on disability for cancer colon, liver. Starting 2 year of treatment.

I do get impatient

I would not do anything. I can't do now.

I would probably use the internet the same way & have more time outside or time to myself.

I would search for a new home & car.

I'm the only one using it

Internet & cell service here is so bad and so expensive it makes doing business difficult. I expect to relocate to S. Maine in part, for better service

Internet is fast enough to do what we want

It is frustrating because it can be slow at times & disconnects regularly. I wouldn't do anything differently.

It isn't so much that I'd do more of the above activities (which I probably would); it's that I'd do it w/less frustration and more satisfaction.

It would be the same

Just enjoy a faster speed

More websites have heavy graphics & video. It's very important for proper to have a fast connection so they are not disenfranchised.

Movies streaming

N applicable

N/A

No change

No longer have computer

None

Not sure

Nothing different

Nothing different from how we use it now

Nothing different than we do now

Nothing mine is fast enough

Nothing more

Nothing more than I can do now

Same amount of use but done in less time

Same as is presently being done

Service is fast enough as is.

Use it more often, tired of slow service

Watch more videos

Watching movies would be a more pleasurable experience-no more long pauses while buffering, etc.

We are not restricted with what we need to do with our current internet!

We use computers a lot. Faster would just be easier.

We would not do anything different (just faster)

We wouldn't do anything different, but it would just be faster.

We wouldn't use it more

Work load in-work load out would be more efficient

Would contact social security & VA programs.

Would do all of the same, just faster.

Would do more of the previously listed activities

Would do more than I do now

Would do nothing differently that I am aware of.

Would do same things, just faster.

Would do the same

Would do the same without the waiting and delay.

Would do what I already do, but more efficiently with less frequent interruption.

Would do what I do now

Would like faster internet to allow better performance when more than internet device is running
would not change

Would not change.
Would not do anything different
Would not do anything more online
Would not do more than what is already being done.
Would not use it any more if it were faster than I already have.
Would stay the same
Would view more video output such as what is on You Tube, etc.
Wouldn't do anything different
X-box live
You tube
About the same; would just like a little more speed.
All of this
Already do all I want to do
Already doing above
As a volunteer I upload Public TV shows and need faster upload speeds
As I learn more, I will do more regardless of speed.
Be able to download many items without waiting hours plus be able to watch active video educational/ informational material.
Be able to watch netflix and NBA Game Time without buffering all the time
Better gaming experience
Both adults work in IT, work at home and do just about everything on line
Could stop sending snail mail and e-mail reports. Service is to expensive for terrible service.
current service is adequate for all needs
decrease frustration
Do everything we do now faster
Do it all faster
Do the same things in less time
Do what I am doing now
Do what I do faster and more efficient.
Does not apply since we have no internet access in our home
Don't care
Don't have a computer
Don't have a computer
Don't know
Don't know not able to use internet yet
Don't need it
Don't need it.
Don't need to do more
Don't want!
Don't have one.
Don't need faster
Don't' have a computer
Download larger files, skype with others/family/kids in college
Download more photos

Download movies

Everything is fine as is.

Everything would be more pleasant to do... less frustrating

Everything!

Fast internet I put more book on and sell more

Faster internet services at home would not likely change my quantity of use, but it would change the quality and would increase my personal satisfaction with the experience.

Faster service would be a big convenience!

Genealogy

Get information faster and spend less time sitting

Get my work done sooner

Have it all with the current service

Have to get a computer first!

I am able to do what I need and want to do now. Except when I work in my 2nd home. Coverage for phone is bad and internet is painfully slow. I avoid it. This location is in Monmouth on the Litchfield townline. I can't work from that area and get dropped calls during my commute.

I am retired

I am too ill.

I believe online usage would remain the same.

I could expand my business a lot with "reliable" DSL! The "reliability" is even more important than more speed - but speed is also needed.

I do all I want now

I do all I want right now

I do not have a computer and don't plan to get one.

I don't know

I don't Know

I had an opportunity to work from home - but unable to due to dial-up only connection

I think we all use the internet more than enough

I would be more productive and possibly have more free time in my life

I would use less time on the computer

It would just be nice not to take so long to get to the site I want. Maybe I could upgrade my programs.

It wouldn't change current use

It's not so much that we would do different things with faster service, just that the things we do would be faster and work better.

Just want faster speed.

just wouldn't get frustrated or as impatient.

Look up music information such as artists and songs.

May not do more, but downloads, updates etc would go faster.

More full service web and email hosting/ host game server

More of the same

Movie

My current internet service provides all I need for all purposes

My fiance would be able to connect to the cooking shows she likes to get recipes from their daily shows for her to try to make for less.

N/A

N/A

No

No change

No change

No changes to usage regardless of speed

No difference.

No Interest

NONE!

Not applicable

Not different than now

Not more than we already do

Not sure

Not sure, really

Nothing

Nothing

Nothing additional, just do it faster.

nothing different

Nothing different

Nothing Different

Nothing more

Nothing More

Nothing New

Nothing. I can do all I want and need to .

Photos

Possibly look at news videos

Price

Prob nothing more

Probably not much more than we already use it for

probably nothing more

Probably wouldn't do any more than we already do.

Probably wouldn't do anything different

Really can't do several things when I cannot get a fast enough internet

Same activities but at faster speeds

Same as now

Same as now but faster

Same as question 20

Same as we do now.

Same things just faster

Skype calls wouldn't drop out, audio/video could stream @ peak hours without cutting out and off waiting for data to arrive.

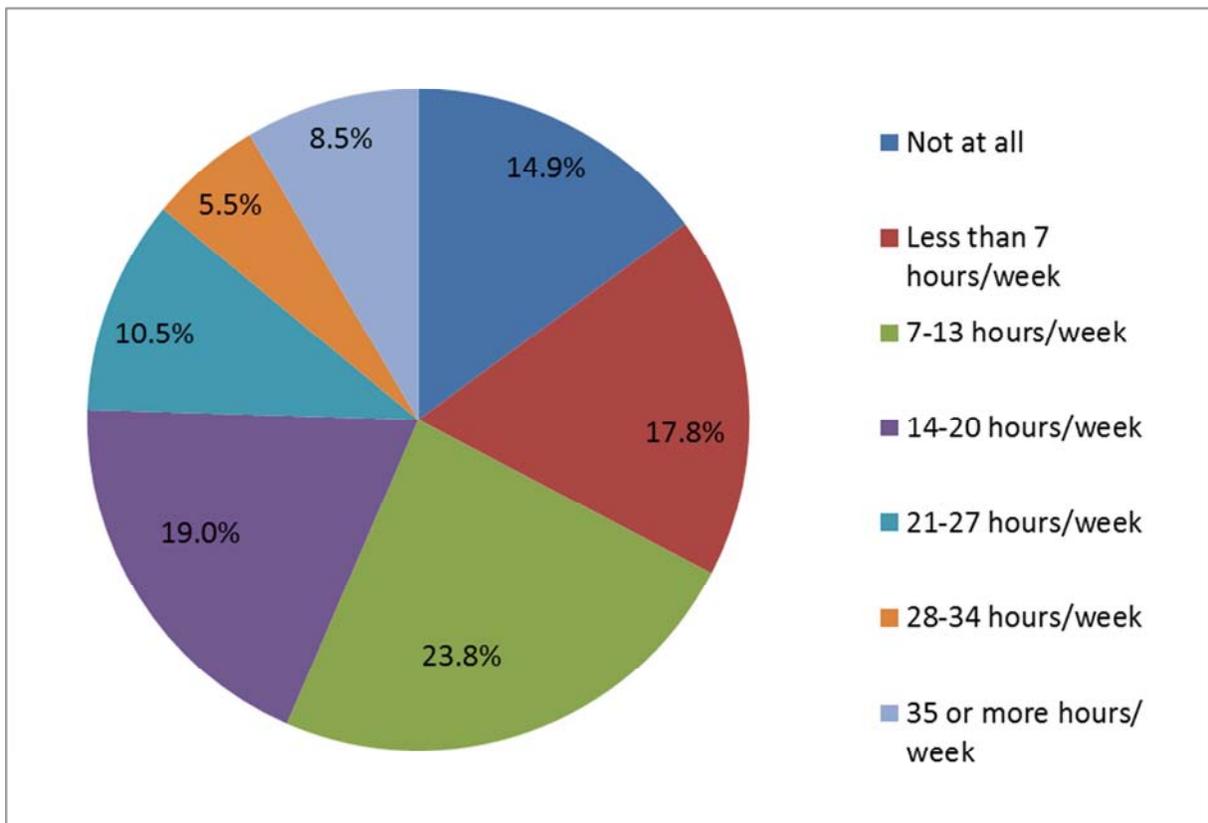
Stay about the same

Stock trading
Surprise us!
TV costs too much also
Unknown
Use as we do currently
Use to compute more overall
View/download maps for biking, hiking, skiing. Do more with our photos.
Watch movies and skype
Watch movies current service doesn't do this
Watch movies, shows, etc.
We are 91 and 87 yrs old.
We don't use it
We have great internet access
We have no use for a computer. We are ok!
What I have is fine (I am 91, don't need fast)
Who knows!
Will not change
Would be able to do what I do now faster as downloads would be faster
Would be able to get thing online done much faster!
Would be able to locate archived information without frequent freeze-ups.
Would be able to send large files. My reports are 25 MB and larger and I need to use a thumb drive and snail mail.
Would be less frustrated doing what we already do.
Would be more productive. Less time to complete all needs.
Would be the same as #20 only faster
Would change what presently doing
Would continue to do all things we are currently doing
Would continue using mobile device.
Would do about the same but be faster.
Would do just about the same as I do now but I would save time because it wouldn't take as long.
Would do no more - it would be quicker
Would do the same things as currently but would waste less time waiting!
Would do the same.
Would get same work done faster.
Would just like it to be faster
Would keep doing what we are doing now.
Would not change current usage patterns
Would not change what I do
Would not do any more or different, but would be more efficient about accessing all our sites.
Would not do any more, but would not need to take as long to do it.
Would not do anything different
Would not do anything different
Would not do anything more

Would not do more but wtil would like to do it faster
Would not do more online if internet was faster - would just like what I do online to happen faster
Would not do more than I do now
Would not lose it all the time. And would be able to always get on line.
Would pretty much do the same things I am doing now
Would stay as I am. Nothing more nothing less.
Would try to find something to do online for someone disable and hopefully get paid for it
Would use several if I had it and leared how to use computer.
Would view more video clips of news, etc. that currently lag
Would want more time online
Would watch more programs that involve moving pictures
Wouldn't do any more than I am doing now
Wouldn't do any more than we do now
Wouldn't do anything different
Wouldn't do anything more than we now do
You are overthinking this process
Youtube

22) About how many hours per week do you use a computer or mobile device at your home to access the internet?

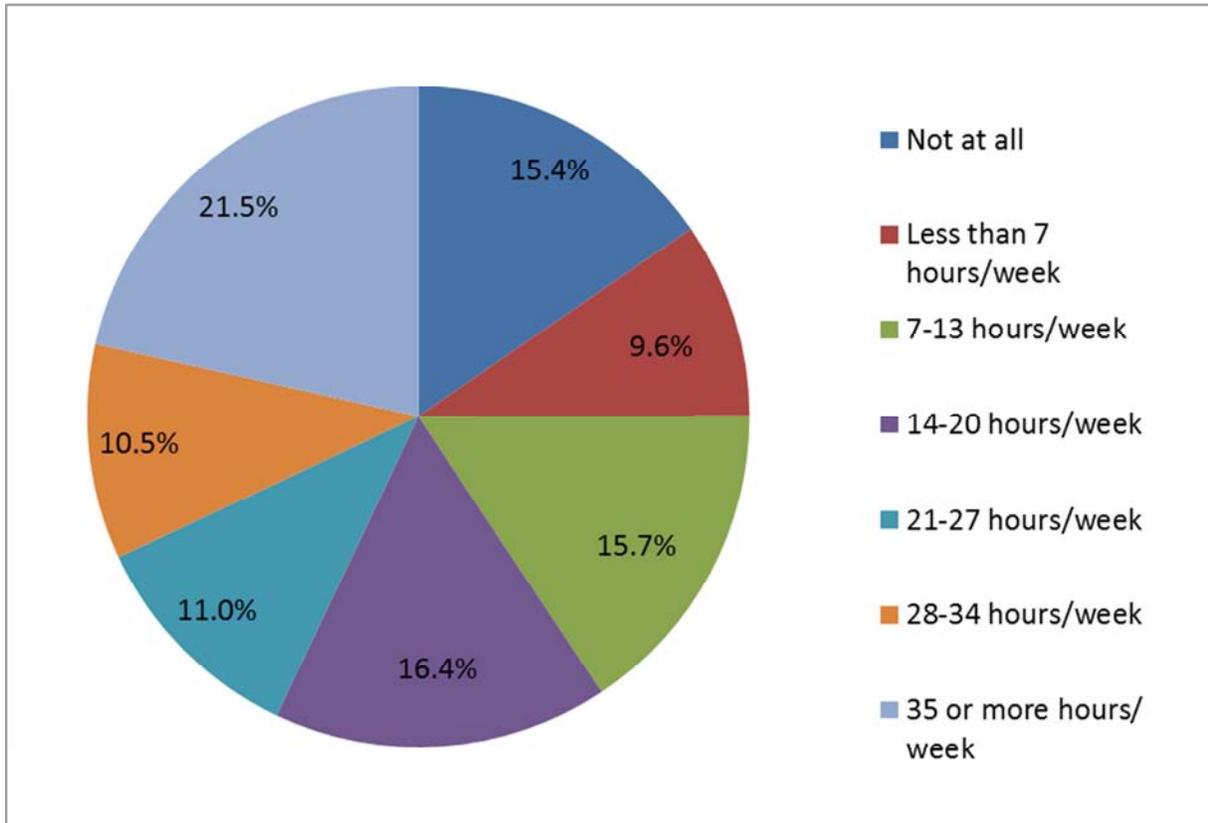
- Not at all
- Less than 7 hours/ week
- 7-13 hours/ week
- 14-20 hours/ week
- 21-27 hours/ week
- 28-34 hours/ week
- 35 or more hours/ week



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	349	14.2	14.9	14.9
	Less than 7 hours/week	418	17.0	17.8	32.7
	7-13 hours/week	558	22.6	23.8	56.6
	14-20 hours/week	444	18.0	19.0	75.5
	21-27 hours/week	246	10.0	10.5	86.0
	28-34 hours/week	129	5.2	5.5	91.5
	35 or more hours/ week	198	8.0	8.5	100.0
	Total	2342	95.0	100.0	
Missing	0	113	4.6		
	999	11	.4		
	Total	124	5.0		
Total		2466	100.0		

23) About how many hours per week total do *you and all other household members combined* use a computer or mobile device at your home to access the internet?

- Not at all
- Less than 7 hours/ week
- 7-13 hours/ week
- 14-20 hours/ week
- 21-27 hours/ week
- 28-34 hours/ week
- 35 or more hours/ week



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	360	14.6	15.4	15.4
	Less than 7 hours/week	226	9.2	9.6	25.0
	7-13 hours/week	367	14.9	15.7	40.6
	14-20 hours/week	384	15.6	16.4	57.0
	21-27 hours/week	258	10.5	11.0	68.0
	28-34 hours/week	246	10.0	10.5	78.5
	35 or more hours/ week	504	20.4	21.5	100.0
	Total	2345	95.1	100.0	
Missing	0	119	4.8		
	999	2	.1		
	Total	121	4.9		
Total		2466	100.0		

24) Is there anything else you would like to share?

I only use my mobile device- laptop and cell phone when I travel and when I stay 4 months in Florida because there is no Verizon coverage here.

\$49/mo for internet is too much!

5% speed of national average 3 miles from downtown Camden to the south and same for Lincolntonville to the north is ridiculous

Anti-virus n/a

Cable service is too expensive. Need some competition that is actually less money beyond the "introductory offer".

Cell phone service in this area is so bad that there is no reason to try and use it for the internet- it sometimes takes more than 24 hrs to get a voicemail

Comcast is expensive. I wish satellite TV offered an internet package too.

Company sometimes uses the computer to play games. Computer is real old.

Computers & internet access should be provided free (or extremely discounted) to any senior citizen that wants it.

Computers are starting to be a necessity. DHS needs to start counting money spent on internet. I was very upset when I asked my best friend how she affords the laptops for her kids. She has 4. She said it costs her \$5 for the 3 kids who get laptops.

Computers don't like me

Cost is a major prohibitive factor in 1) changing providers and 2) getting faster internet

Currently Time Warner Cable is a monopoly in the Portland area. I would like to have several options to choose from. "Competition is healthy" & ensures a better/less expensive product.

Don't have time to sit & play at work on the computer, too many other chores to do! If I have free time to myself I'd rather walk my dogs or read a book.

Don't send to me again. This is the 3rd one I have filled out.

Even though I don't have TWC, I think Time Warner Cable charging for the internet box is against the law! They have us over a barrel because this is a rural area with not a lot of choices.

Fairpoint DSL is 7 Mbps, that is what we pay for. Only in the morning until around 2:30-11:00 do we get about 6 Mbps, after 1:00 it drops down to -2 Mbps. I have tested this on many

occasions and it happens every time. We live 1/2 mile from the main exchange building on Highland Ave. in Gardner. Well within range for a good signal.

Fairpoint really sucked for the past few years, slow connection, dropped service. We had a technician come in and check our wiring, but he didn't find anything. He gave us a new modem, but it was the same thing. We were at the point of searching for new connection options, but recently the service has greatly improved. Don't know what Fairpoint did, but it worked. They have been working on the lines in the area constantly lately. They must have done some type of upgrade. It could still be faster, but at least we have a constant connection all the time now and I can get more done.

Glad to have the speed we have at this price

Grandchildren use the internet when visiting.

Having internet access is vital for our employment. We do a lot of work from home on the computer via the internet.

Hrs per week accessing VPN network of employer 6 hrs

I am 81-retired and a disabled veteran. Money is tight. Would like internet but have more important bills to come first. Maybe someday (I hope).

I am definitely frustrated with the annually rising rates and lowering of service of internet plans.

I am getting up in age and can no longer work as much therefore can't afford computer

I believe that the internet providers charge too much for internet use, we use Comcast right now but are looking to change to Fairport. For the same price it seems that we can get a faster internet speed. If there were more companies offering internet in our area, I do believe the prices would go down.

I can not download or view active video information on my DSL connection without spending a large amount of time and losing much of the intelligence due to interrupted motion and frequent updating. I believe that I can speak for a very large amount of senior citizens trying to live on Social Security, plus other low income residents: "We need a high speed internet service available to us at an affordable cost-\$20/month or less".

I don't know all my internet provider options or their cost.

I don't know anything about computers, I have used one. Would not even how to begin.

I have a higher speed internet available to me through TDS at no extra charge but I am happy with the speed I have.

I have a web design business, so I use the internet a lot.

I heard about communities where there is free local area WiFi negating the need for every household to have a connection. Its also a sham to not have more consumers involved in regulation of cable/telecommunication industry.

I really love gaming online and would like faster internet to keep the game from lagging, and if I'm gaming no one else in the house can use the internet because it slows down too much.

I think internet access is essential for today's world.

I think it is unfortunate that the internet is not available in all areas of our state nevermind our country. It is a shame that in developed countries of the world, the cost of the internet in the US is more expensive than half of the others and the speed is slower.

I think my service /access is pretty good.

I think there is a real need for faster capacity and higher performance. We don't have cable in our location and most of our TV watching is done on Roku (internet streaming). We also have 4 computers, 2 kindles, a Wii and a blackberry. When using the internet, we frequently have to check which devices are running to see if we'll have adequate performance. Streaming educational TV/webinars, etc especially slows down the service.

I understand that high speed connections are coming to our area. Am suppose to receive info regarding this before Christmas but haven't yet heard.

I wish Fairpoint would come to Trenton, as our only option is Time Warner, and they are so expensive.

I wish internet was more affordable so that my children and I had access to educational and informational content to better our lives.

I wish we had other options for internet out here.

I work at Earthlink business and sell internet and IT services, but there are no fast residential options that are competitive (GWI, Pioneer, Fairpoint) unless you subscribe to a landline too. We don't need a landline, just 20 + Mbps of straight internet for less than \$40 a month.

I would like a faster less expensive ISP

I would like to have at least one other service provider in my area so that I had some choice.

I would like to see faster internet in the area in which I live. At the moment, the current ISP has a contract for my town so no others can provide service here. So unless we want to go backwards to dial up or limit usage with satellite, we are stuck with the DSL that is available. Neighboring towns have other ISPs available and faster internet.

I would like to see more broadband options and that they were less expensive than our current choices.

I would prefer high speed internet from Fairpoint.

I would use my computer if I could afford internet.

I'd perhaps be more happy with "cable internet" just wished it were cheaper.

I'm a tech junkie

If I have to order things online I have to call a friend.

If you want a rural state like Maine to be high tech competitive and prosperous in the future; affordable, dependable high speed cover 5mbps-internet access is crucial. VPN connectivity is important.

Internet is too expensive in our area. I tried changing companies, but that was unsatisfactory. They charge too much for equipment and additional fees.

Internet is vital to my life. I could not make a living with out it. It should be a public utility and regulated as such by the federal government!!!

Internet service is not as reliable as I would like. We have months at a time when service gets very slow.

Is this survey financed by my tax dollars?

It is very slow the net and frustrating to get on the internet and look up anything on the net
VERY SLOW

It's not the cost of the internet service that is the problem. It is all the hidden costs, i.e. taxes, equipment rental, etc.

Maine needs better internet, glad you guys are doing this survey. Satellite is slowwwwww.

Metrocast customers deserve better for their money.

More options would be great. I would love to dump Time Warner.

My name and address Richard G Carruthers 20 Congress Street Apt 204 Rumford, Me 04276

Need better faster more reliable service. Wildblue is very irratic at its best!

Need to help ensure all Mainers have high speed internet, so poor families can keep pace and business will be able to locate across the state.

No

Party of one

Please allow cable companies to compete against each other for my business.

Prices need to come down. Service providers are multi-millionaires. No monopolies!

Public library offers free internet, but only in /2 hour segments, which is too little for in-depth searches for jobs or otherwise.

Recipes

Service is so bad here that I will be moving to S. Maine in spring. My business is internet & web dependent. There is no prospect of service improving here.

Since 200 I have become only a part time resident although I do work part time all year for a Maine employer. I answered this for the times I spent in Maine, but you may want to throw this one out if you think it will skew your results.

State or Federal Government should not pay for access to anyone unless payout was for everyone. This should not be an entitlement. Everyone, regardless of where they live, should receive a spiff, if this is the case.

Thanks for doing the survey. We have noted that when we travel in more remote regions of Maine, there is limited access to the internet. We have avoided making reservations at lodging with no high-speed internet connections. We assume others do the same, this is loss of tourist income. Similarly, and I know I'm talking to the choir, other areas are losing basic business opportunities because of lack of access to reasonably priced high-speed internet.

The overall poor availability of truly "high speed internet" choices is unacceptable. You've got to settle for the best and the best is not great!

The price for service is absurd

There should be competition for service provider and give the consumer a choice. At the present time, there is only one service provider (Time Warner) and the consumer is obliged to their terms.

Time Warner has a monopoly. Shame on the State of Maine.

Time Warner needs regulation and competition as it seems they are free to do as they please with rates, service, etc. Not a happy customer, but have no other choices.

TWC is too darn expensive. We would like to see more competitive prices with other svc providers.

We have plenty of good choices in our area.

We live in SW Harbor in the summer & in Stratton, ME in the winter.

We need more than one cable provider per town/city. No competition makes cable ridiculously expensive.

We pay way too much for combined computer & tv.

We would love to have high speed internet on our road!

We would use it much more with more speed. It's awful & keeps disconnecting.

We've learned about the 3-ring binder project but it has not impacted the area of the state in which we live (within 30 miles of Augusta). We are disappointed.

What happened to the bond that was approved to bring broadband and highspeed internet to rural Maine???

When will the 3 ring binder be available?

Why is it that Maine is the only state that you can draw welfare more than 5 years

Why so few options in our area for internet options? Why are we forced to pay more for faster service?

With Comcast, you can't divorce the amount paid for internet from cable service. You have to have basic cable to have internet. Therefore, it's \$65 total/month.

Would like to have more choices. Verizon not on my road. Only Metrocast or dialup. Not enough competition.

Would like to see more competition-more providers. No choices available.

Would one day love to get a computer

Would use internet if I could get service for free.

Would use it more if a faster, less frustrating and economical option were available at my home.

Yes, we need better cell phone service in our areas. Most of the time there is no service-not even for a GPS and wireless pc are only good in the home location, in this area.

A source of faster, more economical internet is much needed- especially for senior citizens. Something less than \$20/ month. I did this survey online but did not find a place to enter my code.

Ability to have a less congested access system. Christmas slowed down everything

Access should be at no cost everywhere

All ISP companies charge too much for this product. I find it hard to believe that increasing the speed of my service costs the provider more money and charging me more for better service is unjustified greed at its worst!

Allow more competition in rural phone companies for services like DSC.

Believe overall cost for internet, cable (in particular), expensive!

Both of us are near or over 90 yrs old with health and mental issues.

Cell phone access remains the biggest issue in our area. We maintain a land line because of this which means several phone bills.

Cell service

Computers and the internet are a serious threat to our society. It grieves us to see them spread. God help us to survive.

Computers are fine but unfortunately break down. Got a bill last week that I had paid. Said her computer was down and lost hard or soft drive. Fortunately my bank statement had check redirected.

Cost too much

Costs too much

Currently the only member, this use could go up after my wife is able to come here to live, and talks with her family in China. I'm angry about Time Warner's 10% rate hike in the guise of a "rental charge", I was forced to buy myself a modem to avoid this b.s. Their equipment has always inherently been part of their service, until now...I think the P.U.C. Should give TWC a swift kick in the pants.

Currently, internet providers offer low quality service/products to those of us who choose not to buy into their bundle programs and charge more for the unbundled service I support a change in this approach

Data will not change. Please discontinue sending surveys. Thank you.

Dial-up is very slow and frustrating, being disconnected by providers while trying to look-up info or communicate with a potential customer is really frustrating! We would like to take on-line classes but cannot with current internet connection!

Don't send any more junk to me

Don't like that we now have to pay a fee for our modem.

Don't send me another survey. Did not fill out the first one as I do not have a computer

Fairpoint is always going off, so I have no internet access at times. It's very frustrating, yet I pay the same every month regardless of how many time I lose connection.

Fairpoint is our only real option and they provide only "very substandard DSL" to our location - please pressure them to install a network extender on Rt.1 at the bottom of Hoppy

Corner Rd in Patten Me to improve DSL... everyone on the road would sign up or pay more... We will change to another provider in a minute if they had high speed DSL or better... but dial up on satellite or microwave is even slower so no good. we need real DSL or better.

Fairpoint phone is very poor here at my home

Faster internet lessens frustration by the user

Fiber optic lines/OSL lines run right by our home but the services are not available to us because we live in a rural area that the companys say are not "financially beneficial" for them.

For me it's about the cost

Free or discounted service should be available to any senior that wants it.

Get 4G

Get dial up free from work

Get the cable companies to lower their prices.

Glad to know you are trying to make it so all of Maine has coverage

Happy enough w/ speed we have to surf internet.

Have been checking for several years about cable or fiber optics to be extended to our premises which is about mile away from access. Several homes in area have to access or purchase expensive satellite

I already did this survey 2 months ago. See change of peron on letterhead.

I already mailed this in.

I also use internet on iPod, tablet Kindle, cell phones, smartphones

I am 63 yrs young. If internet or computers were around when I was in school I would not have spent most of my time playing cowboys & indians or cops & robbers.

I am an elder woman with 24-7 caretakers. I do not even know how to turn on the thing. It would be nice to talk with my son in England though.

I am deaf; wear hearing aids; us a special land phone.

I am deaf. I live pay-check to pay-check- Everything is way too expensive for "wants" I live on "needs" Internet is my main source of the real world.

I am not happy with the lack of choice in providers. TWC & OTT are pretty much all we have – except satellite (not an option in our book) OTT can't provide the speed & TWC is downright difficult to deal with.

I am not very computer oriented. Can manage email but often run into problems eg not understanding terminology or why something I do not understand pop ups and how to get back on track.

I believe that all electronic gadgets are good if used responsibly and what they were made for, but like anything else these days they are not. We have a much simpler life and seem to make out better than our friends and family without all this interruption from electronics maybe more people should try it.

I do not like computers and have no interest in one

I do not like the fact that Time Warner Cable has a monopoly on internet service for me and others like me- limited income. I could explore Fairpoint communications but have heard too many complaints about their reliability. Plus there is not a significant difference in cost. For a short time, I switched to DISH for TV to save \$ but TWC charged me \$57/month for my internet service only. When TWC offered a special deal for cable TV and internet for \$65/mo, I switched back to that plan but had to pay a \$250 fee to drop my DISH contract. As part of their new "deal," TWC is reimbursing me up to \$200 toward that fee by giving me a discount on my monthly payment for several months and I am tracking that discount to make sure the full \$200 is reimbursed. Keeping these services should not be this much work!!

I do not use my computer hardly at all and am not interested in any survey so remove name from file.

I do not wish to have my taxes used to provide free internet for everyone in Maine

I don't live that far from town. I think there should be more available internet options than Fairpoint. I would like to get Time Warner back so I can get my cable & internet in one.

I don't need or want faster. I do want what have to be cheaper.

I feel fortunate to be able to afford a computer and internet access. I think mainers would all appreciate affordable and reliable internet access.

I feel internet providers take advantage and charge too much for services.

I filled this out the last time and sent it in SO please do not send again

I hate time warner

I have done this twice. Don't ask again!

I have good neighbors who foot my wi-fi bill

I live alone

I live at a senior complex and use the computers in the community room occasionally and at the library when it happens to be available.

I love the internet. It is like a crystal ball

I maintain an office in home for my employer and do about 60% of my work from home.

I pay the same for land line internet service as other customers that have much more updated systems. This is not fair. The wires on my road should be updated. Boo to Fairpoint.

I see internet as a necessity & Time Warner has a monopoly as the only service provider. I feel that the prices are too expensive for the service.

I think the whole thing is too expensive! This survey took too long and I will never see any results.

I use a computer at work all day every day and need a way to keep non-work related computer work on a home computer. Better internet access is required - also if I'm ever to be able to sell my property

I use my us cell device to access the internet but it is usually slow. I don't get a very good signal up my way for internet but it does work. I would not get another provider for faster service one is enough and of course I need my phone.

I use the internet at the local library, families or friends houses

I want internet!

I will be purchased a 4g hot spot from US Cellular soon

I wish there were more companies for better price selection and service. Time Warner charging for the Router is so unfair!

I wish there were more options for my internet but I am stuck with what I have.

I wish we had cable internet. Time Warner were good when I lived in Damariscotta 5 yrs ago.

I wish we had more internet providers in the Ellsworth area to choose from – more competition may lower prices.

I would be happy just to have dsl.

I would be interested in learning about how to use a computer

I would have to have more internet providers such as cable so I could possibly pay a lower amount. Fairpoint is expensive, but my only option.

I would like to have DSL but I have another expense I would only for internet use.

I would like to purchase DSL from Fairpoint without being forced to have a landline.

I would like to share my surprise when I travelled from Aroostook, which I consider very rural, to Washington County and found there was rarely a wireless signal for my phone (GPS) or internet from Orient to Eastport to Lube. We cut our trip short to the area because of that.

I would like to use hotspots but it always goes to roaming on the road I live on.

I would love a fast internet connection at home that isn't too expensive or bundled with a cable tv package.

I would really like to have. the internet to go over medical and other stuff. Can you help me I'd really like a computer.

I wouldn't have to spend as much time on the computer if it was faster- could do twice as much in /2 the time.

I'd like a choice of companies and I'd like to get rid of my Landline and still get High Speed Internet Service.

I'm not currently working so I spend 84/wk online. I haven't had TV since 2-20-. I do most of my job search online.

I'm upset TWC is charging \$4/month extra for modem- mainly because we had no advance warning. No way could we but + set up another modem before increase kicked in. I got the postcard less than a week before my bill.

It's all about availability and price TWC is our local monopoly. Sure, there are other ways to connect, but not at a modern, net 2.0, speed.

If Facebook games and playstations are using internet it gets extremely slow. Can't run all devices at once.

If I had a faster internet I would try movies.

if it were faster we would use it more

Industry (cable) has terrible customer service, poorly trained workers, however, you pay for the best + end up with terrible service. Fairpoint is better but charges too much for slow. I cannot email Reports due to size limitation so have to rely on snail mail.

Interaction with others- see people on site. Thank God for the Internet gives us information, keep us up on family, news, politics, medical, new Technology. A way to share in the world.

Internet access and all other communications should be very cheap or free!

Internet access is not a major need in my household. If it becomes any more expensive I will have to get rid of it.

Internet access requires the use of a landline, another expense not needed.

Internet access would be used for more thing like shopping if this state would abide by federal law concerning such activity instead causing economic slump.

Internet difficult to access during peak hours 4p-8p daily

Internet service has become way too expensive, particularly since the cost of technology usually goes down over time. I would contemplate shutting off my access- it would save a significant amount of money.

Internet service is only as good as the service provider want to put in to in\$ That's my experience, my opinion

Internet service is too expensive for better than minimal access speeds. Society now expects/demands all to have fast internet service dial-up, low-speed is inadequate.

Internet services to go down on their prices

It is cold today

It is not like we live in the middle of no where, we live fairly close to both Corinna and Newport, ME. But DSL is not available. This should be available in our area.

It is too expensive with the telephone!

It is very frustrating not to have hi-speed on the (private) only road in the town where we live- Friendship- every other street/road was hi-speed!

it seems how you need a computer or laptop there should be a program to be able to afford one and training with it

It seems to be essential that all Mainers have access to high speed internet in todays society.

It was great that you placed all the high speed cables at remote areas where little business is being conducted!! Why not where business is actually being done?

It would b nice to have options for internet service providers. There are places with better (faster) service for less cost.

It would be nice if we had more options for cable and internet that compare to timewarner and comcast

It would be nice to have more choices in providers and the ability to be more selective about your plans. Way too expensive for what we actually use.

LePage is a douche. Hire more police. Thank you.

Limited service area for faster internet service.

Maine needs better internet coverage in sparsely covered areas.

Make it cheaper and compete with mobile devices.

Many people in our community cannot afford the access which I have.

Maybe completion would make source better and cost lower. We frequently lose service from our modem from TW.

more knowledge of free online services would get more people online. Feels like a person HAS TO HAVE internet while kids are in school- we are forced into it.

More service to choose from for price

My husband died 6/7/202. I answered the questions.

My life doesn't revolve around a computer. I get along just fine.

My local town has a contract with cable that only covers a portion of the town and excludes me and others. Why is this allowed? They should cover ALL or none!

My son has a chronic illness.his illness prevents him from attending high school. When he can go school work for high school, we absolutely need high speed internet which puts a strain on us financially.

Need more competition and provider choice

Need more competition. City areas get much better deal available to them

Need more reliable service, staying connected to the internet/server

Need reasonably priced service in rural areas

Net access is important for us as a family to stay in contact with one another

No competitive prices or Bundles available. Satellite very expensive. We are considered rural.

No computer or mobile device in home

No internet at home

No more surveys

No other household members

No thank you

Nope

Nope!

Not at this time

Not at this time

Not interested in offering further info.

Not now

Nothing at this time

Nothing beats having high speed data from my cable provider, nothing could beat the price. I pay nothing.

nothing offered yet

Of all companies I do business with for services provided to my home, Time Warner is the most expensive least customer service oriented. I wish there were more inexpensive alternatives.

Only very slow DSL is available so TWC cable is our only practical option. Fairpoint should be pushed to provide DSL service w/adequate speed, which eans installing more switches in rural areas. Even at our church, which is located across the street from the library, can only get slow DSL service, despite the fact that there is a substational phone/internet infrastructure to that area.

OTT is the only internet provider we can get in our area, Verizon sold the rights to Midmaine/OTT.

Our Fairpoint DSL service is erratic. At times the service is adequate, but more often than not, service is slow and sometimes inaccessible. Very poor service most of the time.

Our telephone poles are too short for cable. Fairpoint has not helped - it's not "cost effective" to connect us

Please make cable available to our area in South Jefferson

Please make internet more available and faster throughout Maine. We have a lake house and there is no internet service available.

Rates are too high for computer access

Robert passed away 3 years ago. I'm his wife that did this. Please stop sending them.

Saco needs a non-dial up competator to Time Warner. I can't shop around without other providers. They raised price on my internet service \$20 per month over the past 3 years. And I can't do anything about it.

Senior citizens are usually on a fixed income. It would be great if there were a discount especially because it is becoming an essential communication tool.

Service is too slow too expensive and I still can not send large files. I still rely on snail mail and send thumb drives.

Since this household does not have any of the devices and services mentioned in this questionnaire and do not intend to purchase any I see no need to complete the following questions

Slow and undependable internet access is extremely problematic due to all the governmental entities especially the state of maine who require the use of internet for transactions. We do not have any cell or mobile service here

Some of our older friends use no or very little computer time. They say computers are too expensive to buy & operate (fees) and too confusing & frustrating to use. We have met a few people in their 40s or 50s who say the same thing.

Stuff is just expensive taxes, workmen comp, welfare. We cannot keep going this way. Stop fighting and work together.

Sure would enjoy knowing how to use a computer

TDS said for yrs they'd get us faster service but haven't. It's the only phone company so have no choices.

The absence of dependable, high-speed internet access on Chebeague makes it unattractive for people to live and work year-round, especially for younger people.

The cost of the internet is not worth what you get. If I did not need it for work I would not have it.

The internet services cost too much

The only game in town is Comcast. Speed is terrible (.7 -3.0 kb/s) since suscom was bought out there is no customer service.

The prices are too high, and the Bundles and contracts work against the consumer- they prices should be even and contracts should be for short times -3 months.

there are 2 of us in this household

There are three desk computers in our home.

There is NO EXCUSE all Maine residents do not ALREADY have affordable internet service, we have been foreable been charge and "taxed" for 20 years in the promise of connecting the state.

There needs to be more competition in the internet arena.

There needs to be more options for people who live in the rural areas. It is not fair to only have one choice and be charged so much

There seems to be no visible competition with Time Warner- they are expensive, raise their rates regularly, and make it even more expensive to live in an expensive state like Maine.

There should be more options, Time Warner is a monopoly in Biddeford, Me

This is at least the second questionnaire I have received even after I mark that I don't have a computer and don't want one.

This is fraught with difficulty in filling it out. Our problem is that all of our utilities are underground and there is no space (tube) for a cable so we are stuck with either dial up or mobile wireless which are both slow.

This is the 2nd survey I've filled out.

This is the slowest internet we have ever had and we have lived in Beijing China Taichung Taiwan and Lapaz Bolivia.

This seems like information that was important 5-10 years ago when starting internet/computers. Just does it like utilities and do it right.

This slow internet has presented hardships with my work such as remote operations, etc.

This state is too far behind others w/ infrastructure and you must do something about Fairpoint

This survey does not accurately reflect how many options exist for those of us in the rural areas. My husband works from home and we fought for faster internet (and stable service, because wireless was intermittent, at best) for years. His current employer paid to have our road (over ½ mi) set up for TWC because we could not get anyone to offer service. Fairpoint would not even consider offering anything on a road with 8 houses in ½ mile; they would not even discuss options. Time Warner finally accepted for a very high price and 6 months of effort. Therefore, though this survey shows we have access to plenty, it is only thanks to a company based in Boston that made it possible. Unfortunately, the company paid for it to our house, so our neighbor, the 8th house, has no access because TWC would not run the final 200 ft. to their driveway. I think this is not uncommon. So thanks again to the Boston company. My disappointment in the actual companies here is great. Might I add that our location offers terrible service with mobile wireless as well.

Three ring binder project may bring other providers to town and increase options

Throw T Mobile out off Rural Maine. No service unless you stand outside!

Time Warner is expensive. However, their local competition, Fairpoint, hasn't built up their infrastructure enough to make a significant impact. It is very tempting to switch to Fairpoint to give them more money to knock Timewarner down a notch or two.

Time Warner is too expensive

Time Warner is too expensive - It would be great to have a community based access to the internet on a wifi basis and avoid the extra expense at the individual level - it would possibly be an overall cheaper solution.

Time warner is too expensive- they charge you for everything

To date I have inquired on only source of internet. It would be valuable as a shopping tool to know sources and those available in my case.

Too bad Fairpoint requires a home phone to access they net. The home phone rarely gets used we prefer cell phones now. Need to keep the cost of phones down.

Too much misinformation, spam, and other trash when I go to the library for internet.

Trial period cost of high speed should be normal cost. Not exactly sure but think cost more than doubled after trial period. My phone bill with internet is nearly \$00.00 dollars! We rarely make toll calls!

TWC is a bad option the speeds are not as advertised the costs are more than you expect when you sign up. Hughesnet sound fast, but the costs are exhorbinat. I also feel paying for faster speeds that require no equipment just a change at the office is wrong. \$30 for unlimited internet and one speed is fair.

Use a computer at work for 2 businesses. More access to same at home. Real Estate sales/Investments

Warner is accessable up to the end of our road-we would need them to finish their run through the end of the road. (3 miles) Then we could access and bundle.

We are considering paying an additional \$5 per mo for faster DSL

We are held hostage by time warner because no one else offers a comparable service. Dial up does not compare to the modem

We are very frustrated that we have no other provider option than Chebeague net and that it has such trouble improving service.

We DO NOT have cell phone service here and feel that would be more useful than faster internet service

We don't want internet. So do bug us about it.

We go outside of the home to use wireless services such as the library, friends, neighbors, businesses.

We have 2 Ps currently from our home averaging 50 Hrs. Each

We have a poor service that is "down" often. The wires are old and break. The company is in bankruptcy- so doesn't afford proper repairs. Speed is not the issue, but service is.

We have no cell service in this part of White Field- very inconvenient.

We hope to have a computer soon. I have been computer literate only a few years. We live in a relatively remote area, and anyway that you could improve service would be good.

We just started using online internet service about 6 months ago.

We just switched from Time Warner to Fairpoint because TW was raising its rates and charging an unconscionable amount. I would like to see more competition, more ISP providers and some state govt regulations on pricing.

We like fast internet. We like choices. We dislike having few choices in our internet provider. We have an addiction to technology.

We like supporting Cornerstone as it is an independent internet provider.

We live in an area in which we are unable to purchase a plan through Time Warner or Fairpoint/Verizon that would include cable, internet & phone at a discounted rate. We are required to purchase these items a-la-caret making it more expensive. We pay \$50/mo for cable (no extras channel) and internet

We need a better system/more reliable. During busy/heavy use hours it is not unusual to lose the signal or the TV picture breaks up into little squares

We need more competition/more internet service providers. We must essentially choose between Time Warner and Fairpoint and I don't think either one provides fast enough service at a reasonable price.

We need timed access. I do not enjoy subsidizing those who are on-line 40-50 hours a week!

We use the internet at our business.

We wish we had more options. We lose wireless 2/3 times a day and have to reboot.

We would greatly increase our internet use if we had a valid option (speak and not \$3600 installation) My husband could greatly increase his business if he had internet access.

Why does it have to cost so much.

Why is it still so costly with more subscribers. I should be cheeper. I can't afford more on a fixed income.

Wife works 5 - 10 hours day Sat and Sun- connected to hospital to do patient charting.

Wildblue service is not good

With the economy falling apart, cost of everything going up, I can't justify spending money on something I can do without.

Would like Fairpoint to offer DSL in my area. (Brunswick)

Would like parental controls to be more uniform across devices/sites/providers and easier to use/tailor to individual children accounts

Would like to have either DSL- Cable- or fiberoptics available. Our only viable option here is T- and it's much more expensive than any other choice.

Would like to pay less for cable/phone package

Would love DSL or High Speed Internet w/out being interrupted connection.

Would love fairpoint to update the server up here (east millinocket is where I live) maine

Would love to have internet

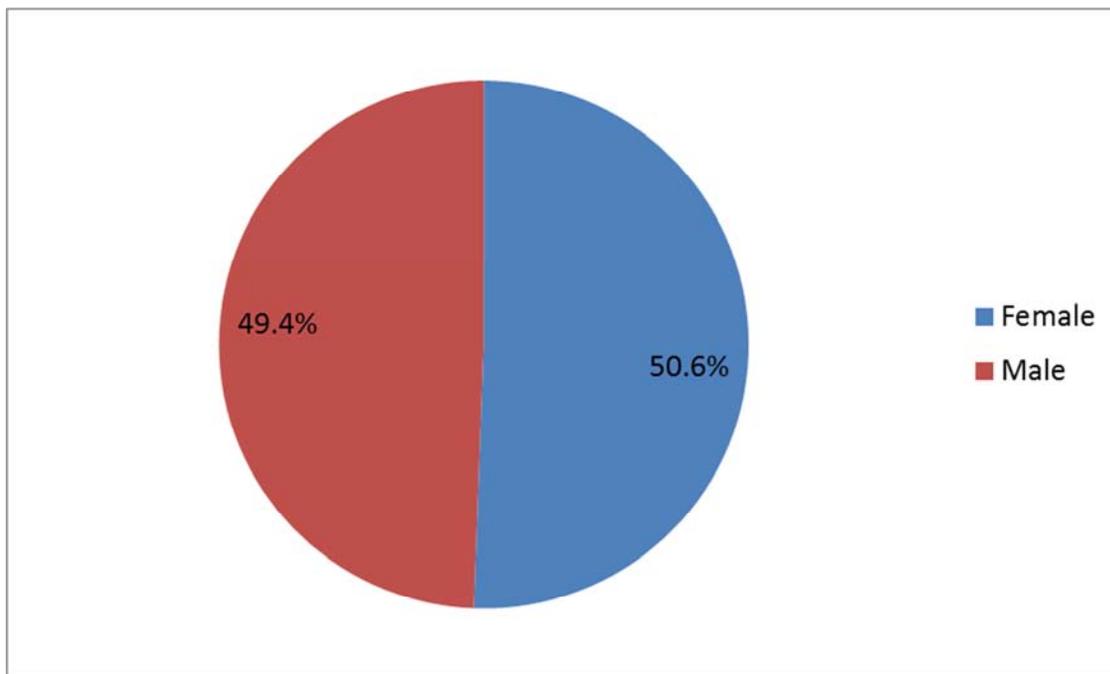
Yes thanks for asking! As a senior living on Soc. Sec. income (\$500.00) and whatever I can make as a self employed artist/writer/farmer- I would like to see a "life-line" service for DSL- I wish it was only \$0.00 or less not \$20.00- And threatening to rise. I pay (20.00 for my land-lines, 8.00 for my jitterbug, 20.00 for DSL and it's TOO MUCH out of a meager income.

Yes we should allow money to set up services in a town, and charge tourist high reate like at air ports and generate revinew!!! And give it free to families with school age children.

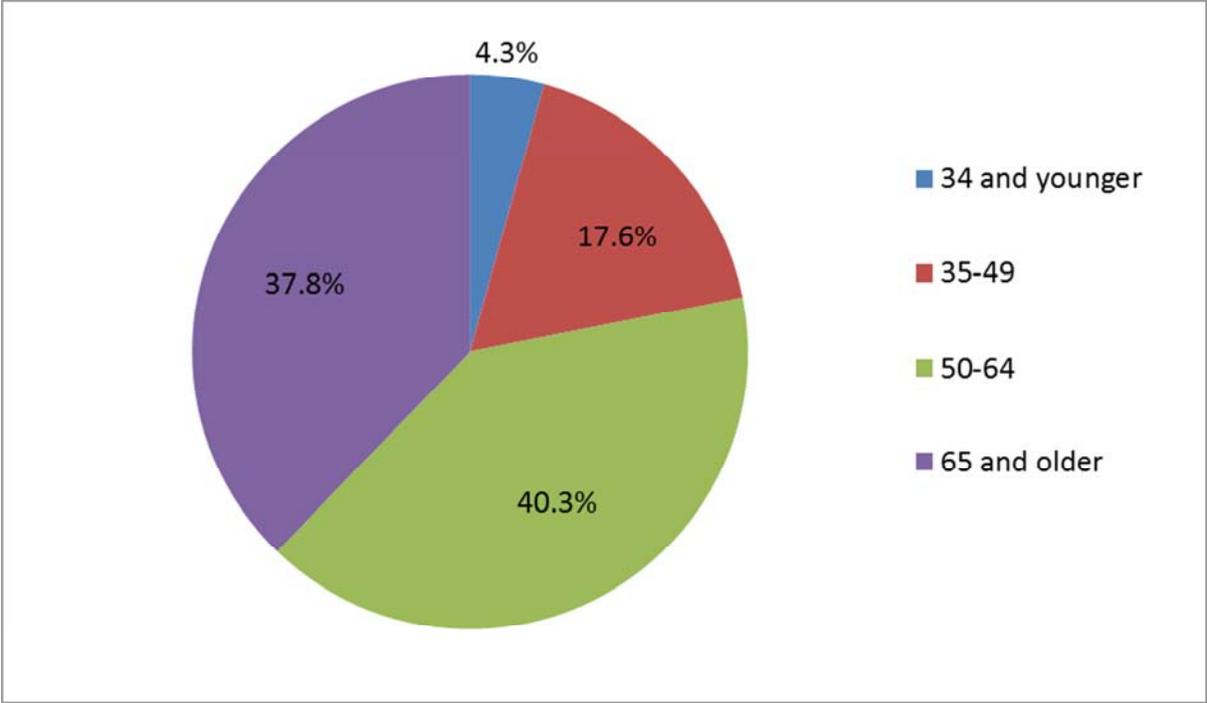
Yes, Fairpoint has charged me for using online services, but I was unable to get my computer. I should not have to pay for nothing.

Yes, the winning lottery ticket

25) Please indicate the gender and age of **each person** in the household. Start with yourself, then list up to 7 additional people in your household, starting with the oldest. Circle Male or Female and write in the age of each person.



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	1176	47.7	50.6	50.6
	Male	1147	46.5	49.4	100.0
	Total	2323	94.2	100.0	
Missing	888	33	1.3		
	999	110	4.5		
	Total	143	5.8		
Total		2466	100.0		



@25_YouAge

	Frequency	Percent	Valid Percent	Cumulative Percent
14	2	.1	.1	.1
18	2	.1	.1	.2
19	1	.0	.0	.2
20	1	.0	.0	.3
23	4	.2	.2	.4
24	2	.1	.1	.5
25	5	.2	.2	.7
26	2	.1	.1	.8
Valid 27	3	.1	.1	1.0
28	13	.5	.6	1.5
29	9	.4	.4	1.9
30	11	.4	.5	2.4
31	6	.2	.3	2.6
32	14	.6	.6	3.3
33	12	.5	.5	3.8
34	12	.5	.5	4.3
35	17	.7	.7	5.0

36	28	1.1	1.2	6.3
37	23	.9	1.0	7.2
38	20	.8	.9	8.1
39	16	.6	.7	8.8
40	21	.9	.9	9.7
41	24	1.0	1.0	10.8
42	27	1.1	1.2	11.9
43	22	.9	1.0	12.9
44	27	1.1	1.2	14.1
45	38	1.5	1.6	15.7
46	36	1.5	1.6	17.3
47	35	1.4	1.5	18.8
48	30	1.2	1.3	20.1
49	41	1.7	1.8	21.9
50	63	2.6	2.7	24.6
51	41	1.7	1.8	26.4
52	50	2.0	2.2	28.6
53	51	2.1	2.2	30.8
54	62	2.5	2.7	33.5
55	78	3.2	3.4	36.8
56	80	3.2	3.5	40.3
57	53	2.1	2.3	42.6
58	53	2.1	2.3	44.9
59	69	2.8	3.0	47.9
60	60	2.4	2.6	50.5
61	61	2.5	2.6	53.2
62	79	3.2	3.4	56.6
63	50	2.0	2.2	58.8
64	79	3.2	3.4	62.2
65	93	3.8	4.0	66.2
66	49	2.0	2.1	68.4
67	34	1.4	1.5	69.8
68	63	2.6	2.7	72.6
69	60	2.4	2.6	75.2
70	80	3.2	3.5	78.6
71	45	1.8	2.0	80.6

	72	37	1.5	1.6	82.2
	73	30	1.2	1.3	83.5
	74	40	1.6	1.7	85.2
	75	43	1.7	1.9	87.1
	76	26	1.1	1.1	88.2
	77	25	1.0	1.1	89.3
	78	19	.8	.8	90.1
	79	19	.8	.8	91.0
	80	29	1.2	1.3	92.2
	81	26	1.1	1.1	93.4
	82	27	1.1	1.2	94.5
	83	12	.5	.5	95.1
	84	11	.4	.5	95.5
	85	24	1.0	1.0	96.6
	86	12	.5	.5	97.1
	87	13	.5	.6	97.7
	88	15	.6	.7	98.3
	89	3	.1	.1	98.4
	90	6	.2	.3	98.7
	91	15	.6	.7	99.3
	92	5	.2	.2	99.6
	93	6	.2	.3	99.8
	95	1	.0	.0	99.9
	96	1	.0	.0	99.9
	98	1	.0	.0	100.0
	99	1	.0	.0	100.0
	Total	2304	93.4	100.0	
	888	34	1.4		
Missing	999	128	5.2		
	Total	162	6.6		
Total		2466	100.0		

@25_Person2Age

	Frequency	Percent	Valid Percent	Cumulative Percent
100	1	.0	.1	.1
11	4	.2	.2	.3
12	3	.1	.2	.5
13	6	.2	.3	.8
14	5	.2	.3	1.1
15	8	.3	.5	1.5
16	4	.2	.2	1.7
17	5	.2	.3	2.0
18	7	.3	.4	2.4
19	5	.2	.3	2.7
2	1	.0	.1	2.8
20	6	.2	.3	3.1
21	5	.2	.3	3.4
22	9	.4	.5	3.9
24	3	.1	.2	4.1
25	2	.1	.1	4.2
Valid 26	10	.4	.6	4.7
27	10	.4	.6	5.3
28	8	.3	.5	5.8
29	6	.2	.3	6.1
3	1	.0	.1	6.1
30	15	.6	.8	7.0
31	17	.7	1.0	8.0
32	11	.4	.6	8.6
33	13	.5	.7	9.3
34	14	.6	.8	10.1
35	15	.6	.8	10.9
36	17	.7	1.0	11.9
37	19	.8	1.1	13.0
38	16	.6	.9	13.9
39	20	.8	1.1	15.0
40	18	.7	1.0	16.0
41	23	.9	1.3	17.3

42	22	.9	1.2	18.6
43	26	1.1	1.5	20.0
44	25	1.0	1.4	21.4
45	36	1.5	2.0	23.5
46	35	1.4	2.0	25.4
47	20	.8	1.1	26.6
48	24	1.0	1.4	27.9
49	29	1.2	1.6	29.6
5	1	.0	.1	29.6
50	52	2.1	2.9	32.5
50's	1	.0	.1	32.6
51	35	1.4	2.0	34.6
52	50	2.0	2.8	37.4
53	41	1.7	2.3	39.7
54	42	1.7	2.4	42.1
55	53	2.1	3.0	45.1
56	57	2.3	3.2	48.3
57	68	2.8	3.8	52.1
58	50	2.0	2.8	54.9
59	56	2.3	3.2	58.1
59+	1	.0	.1	58.2
6	1	.0	.1	58.2
60	54	2.2	3.0	61.3
61	38	1.5	2.1	63.4
62	49	2.0	2.8	66.2
63	42	1.7	2.4	68.5
64	41	1.7	2.3	70.8
65	55	2.2	3.1	73.9
66	42	1.7	2.4	76.3
67	27	1.1	1.5	77.8
68	37	1.5	2.1	79.9
69	46	1.9	2.6	82.5
70	42	1.7	2.4	84.9
70+	1	.0	.1	84.9
71	30	1.2	1.7	86.6
72	26	1.1	1.5	88.1

73	22	.9	1.2	89.3
74	34	1.4	1.9	91.3
75	15	.6	.8	92.1
76	11	.4	.6	92.7
77	16	.6	.9	93.6
78	17	.7	1.0	94.6
79	14	.6	.8	95.4
80	8	.3	.5	95.8
81	14	.6	.8	96.6
82	12	.5	.7	97.3
83	7	.3	.4	97.7
84	8	.3	.5	98.1
85	5	.2	.3	98.4
86	6	.2	.3	98.8
87	4	.2	.2	99.0
88	4	.2	.2	99.2
89	4	.2	.2	99.4
9	1	.0	.1	99.5
90	4	.2	.2	99.7
93	1	.0	.1	99.8
94	2	.1	.1	99.9
96	1	.0	.1	99.9
99	1	.0	.1	100.0
Total	1773	71.9	100.0	
888	558	22.6		
Missing	999	135	5.5	
Total	693	28.1		
Total	2466	100.0		

@25_Person3Gender

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Female	340	13.8	51.1	51.1
	Male	326	13.2	48.9	100.0
	Total	666	27.0	100.0	
Missing	888	1630	66.1		
	999	170	6.9		
	Total	1800	73.0		
Total	2466	100.0			

@25_Person3Age

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1	6	.2	.9	.9
	10	26	1.1	3.9	4.8
	11	20	.8	3.0	7.9
	11 mos	1	.0	.2	8.0
	116	1	.0	.2	8.2
	12	22	.9	3.3	11.5
	13	19	.8	2.9	14.4
	14	24	1.0	3.6	18.0
	14 mos	1	.0	.2	18.1
	15	25	1.0	3.8	21.9
	15-14	1	.0	.2	22.1
	16	30	1.2	4.5	26.6
	17	30	1.2	4.5	31.1
	18	28	1.1	4.2	35.3
	19	36	1.5	5.4	40.8
	2	11	.4	1.7	42.4
	20	21	.9	3.2	45.6
	21	31	1.3	4.7	50.3
	22	22	.9	3.3	53.6
	23	25	1.0	3.8	57.4
	24	15	.6	2.3	59.7
	25	10	.4	1.5	61.2

26	9	.4	1.4	62.5
27	12	.5	1.8	64.4
28	10	.4	1.5	65.9
29	4	.2	.6	66.5
3	9	.4	1.4	67.8
30	6	.2	.9	68.7
31	4	.2	.6	69.3
32	7	.3	1.1	70.4
33	8	.3	1.2	71.6
34	5	.2	.8	72.4
35	3	.1	.5	72.8
36	4	.2	.6	73.4
37	2	.1	.3	73.7
38	3	.1	.5	74.2
39	1	.0	.2	74.3
4	10	.4	1.5	75.8
4 months	1	.0	.2	76.0
40	8	.3	1.2	77.2
41	3	.1	.5	77.6
42	3	.1	.5	78.1
43	1	.0	.2	78.2
44	7	.3	1.1	79.3
45	5	.2	.8	80.1
47	1	.0	.2	80.2
48	3	.1	.5	80.7
49	2	.1	.3	81.0
5	15	.6	2.3	83.2
50	6	.2	.9	84.1
52	3	.1	.5	84.6
53	2	.1	.3	84.9
54	3	.1	.5	85.3
55	2	.1	.3	85.6
56	3	.1	.5	86.1
57	3	.1	.5	86.6
58	1	.0	.2	86.7
59	2	.1	.3	87.0

	6	14	.6	2.1	89.1
	6 Months	1	.0	.2	89.3
	60	1	.0	.2	89.4
	61	2	.1	.3	89.7
	62	1	.0	.2	89.9
	64	2	.1	.3	90.2
	67	1	.0	.2	90.3
	68	2	.1	.3	90.6
	7	13	.5	2.0	92.6
	7 mos	1	.0	.2	92.7
	70	1	.0	.2	92.9
	71	2	.1	.3	93.2
	72	1	.0	.2	93.4
	74	1	.0	.2	93.5
	75	1	.0	.2	93.7
	79	1	.0	.2	93.8
	8	14	.6	2.1	95.9
	8 months	1	.0	.2	96.1
	82	3	.1	.5	96.5
	86	1	.0	.2	96.7
	87	3	.1	.5	97.1
	88	1	.0	.2	97.3
	9	15	.6	2.3	99.5
	90	1	.0	.2	99.7
	96	2	.1	.3	100.0
	Total	662	26.8	100.0	
	888	1635	66.3		
Missing	999	169	6.9		
	Total	1804	73.2		
Total		2466	100.0		

@25_Person4Gender

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Female	186	7.5	50.7	50.7
	Male	181	7.3	49.3	100.0
	Total	367	14.9	100.0	
Missing	888	1920	77.9		
	999	179	7.3		
	Total	2099	85.1		
Total	2466	100.0			

@25_Person4Age

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	0	1	.0	.3	.3
	1	7	.3	1.9	2.2
	10	23	.9	6.3	8.5
	11	12	.5	3.3	11.8
	12	13	.5	3.6	15.4
	13	12	.5	3.3	18.7
	14	22	.9	6.1	24.8
	15	16	.6	4.4	29.2
	16	24	1.0	6.6	35.8
	17	11	.4	3.0	38.8
	18	14	.6	3.9	42.7
	19	12	.5	3.3	46.0
	2	12	.5	3.3	49.3
	2.5	1	.0	.3	49.6
	20	11	.4	3.0	52.6
	21	17	.7	4.7	57.3
	22	11	.4	3.0	60.3
	23	3	.1	.8	61.2
	24	3	.1	.8	62.0
	25	4	.2	1.1	63.1
26	3	.1	.8	63.9	
27	4	.2	1.1	65.0	

28	2	.1	.6	65.6
3	6	.2	1.7	67.2
3 months	1	.0	.3	67.5
30	4	.2	1.1	68.6
31	2	.1	.6	69.1
32	3	.1	.8	70.0
33	1	.0	.3	70.2
35	2	.1	.6	70.8
36	1	.0	.3	71.1
37	1	.0	.3	71.3
39	1	.0	.3	71.6
4	16	.6	4.4	76.0
40	2	.1	.6	76.6
42	1	.0	.3	76.9
43	1	.0	.3	77.1
44	1	.0	.3	77.4
48	1	.0	.3	77.7
5	11	.4	3.0	80.7
51	1	.0	.3	81.0
55	1	.0	.3	81.3
59	1	.0	.3	81.5
6	12	.5	3.3	84.8
6 months	1	.0	.3	85.1
62	1	.0	.3	85.4
63	1	.0	.3	85.7
65	1	.0	.3	86.0
7	14	.6	3.9	89.8
7 months	1	.0	.3	90.1
75	1	.0	.3	90.4
78	1	.0	.3	90.6
8	16	.6	4.4	95.0
8 months	1	.0	.3	95.3
80	1	.0	.3	95.6
86	1	.0	.3	95.9
87	2	.1	.6	96.4
9	13	.5	3.6	100.0

	Total	363	14.7	100.0
	888	1924	78.0	
Missing	999	179	7.3	
	Total	2103	85.3	
Total		2466	100.0	

@25_Person5Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	65	2.6	53.7	53.7
	Male	56	2.3	46.3	100.0
	Total	121	4.9	100.0	
Missing	888	2160	87.6		
	999	185	7.5		
	Total	2345	95.1		
Total		2466	100.0		

@25_Person5Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	.2	4.3	4.3
	10	8	.3	6.8	11.1
	11	4	.2	3.4	14.5
	12	4	.2	3.4	17.9
	13	5	.2	4.3	22.2
	14	6	.2	5.1	27.4
	15	2	.1	1.7	29.1
	16	3	.1	2.6	31.6
	17	5	.2	4.3	35.9
	18	5	.2	4.3	40.2
	19	4	.2	3.4	43.6
	2	2	.1	1.7	45.3
	20	4	.2	3.4	48.7
	21	5	.2	4.3	53.0
	24	2	.1	1.7	54.7
	25	1	.0	.9	55.6

29	1	.0	.9	56.4
3	4	.2	3.4	59.8
3 months	1	.0	.9	60.7
30	1	.0	.9	61.5
36	1	.0	.9	62.4
4	7	.3	6.0	68.4
40	1	.0	.9	69.2
5	9	.4	7.7	76.9
6	4	.2	3.4	80.3
6 months	1	.0	.9	81.2
66	1	.0	.9	82.1
7	5	.2	4.3	86.3
72	1	.0	.9	87.2
74	1	.0	.9	88.0
75	1	.0	.9	88.9
8	5	.2	4.3	93.2
84	1	.0	.9	94.0
9	5	.2	4.3	98.3
newborn	1	.0	.9	99.1
under 1	1	.0	.9	100.0
Total	117	4.7	100.0	
888	2164	87.8		
Missing	999	185	7.5	
Total	2349	95.3		
Total	2466	100.0		

@25_Person6Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	20	.8	54.1
	Male	17	.7	45.9
	Total	37	1.5	100.0
Missing	888	2242	90.9	
	999	187	7.6	
	Total	2429	98.5	
Total	2466	100.0		

@25_Person6Age

	Frequency	Percent	Valid Percent	Cumulative Percent
0	1	.0	2.9	2.9
2	1	.0	2.9	5.7
3	2	.1	5.7	11.4
5	3	.1	8.6	20.0
6	1	.0	2.9	22.9
7	3	.1	8.6	31.4
9	4	.2	11.4	42.9
10	2	.1	5.7	48.6
11	1	.0	2.9	51.4
12	3	.1	8.6	60.0
13	1	.0	2.9	62.9
15	1	.0	2.9	65.7
16	2	.1	5.7	71.4
18	1	.0	2.9	74.3
21	1	.0	2.9	77.1
23	3	.1	8.6	85.7
25	1	.0	2.9	88.6
26	1	.0	2.9	91.4
27	1	.0	2.9	94.3
28	1	.0	2.9	97.1
73	1	.0	2.9	100.0
Total	35	1.4	100.0	
888	2245	91.0		
Missing	999	186	7.5	
Total	2431	98.6		
Total	2466	100.0		

@25_Person7Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Female	5	.2	45.5	45.5
Valid Male	6	.2	54.5	100.0
Total	11	.4	100.0	

	888	2268	92.0		
Missing	999	187	7.6		
	Total	2455	99.6		
Total		2466	100.0		

@25_Person7Age

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	1	.0	9.1	9.1
	2	1	.0	9.1	18.2
	2	1	.0	9.1	27.3
	4	1	.0	9.1	36.4
Valid	5	2	.1	18.2	54.5
	8	1	.0	9.1	63.6
	9	1	.0	9.1	72.7
	16	2	.1	18.2	90.9
	17	1	.0	9.1	100.0
	Total	11	.4	100.0	
	888	2268	92.0		
Missing	999	187	7.6		
	Total	2455	99.6		
Total		2466	100.0		

@25_Person8Gender

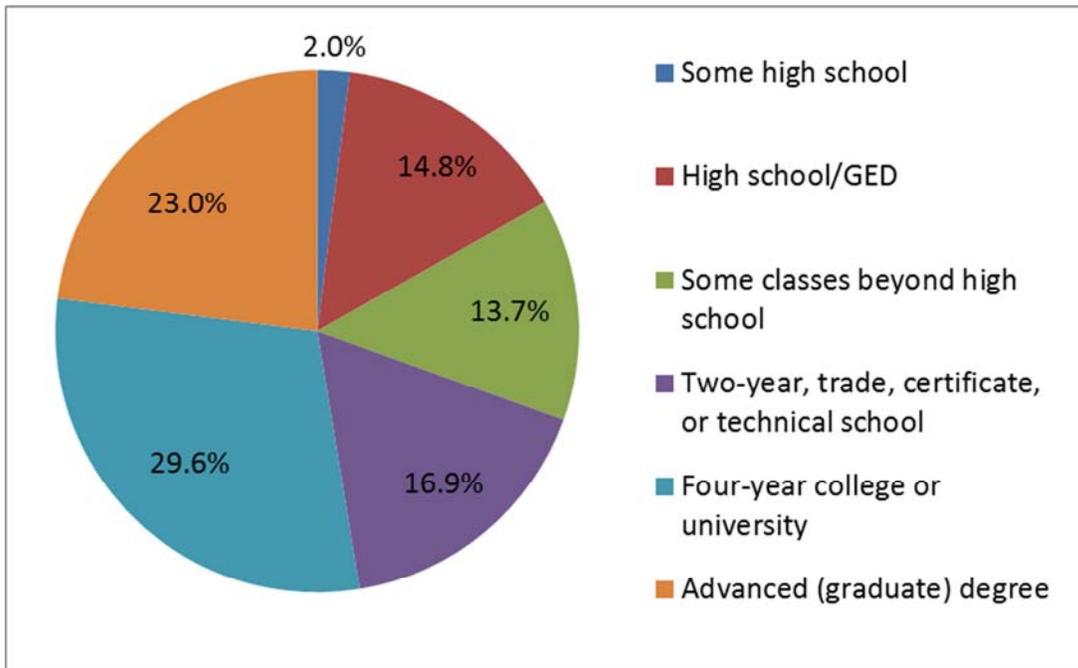
		Frequency	Percent	Valid Percent	Cumulative Percent
	Female	4	.2	66.7	66.7
Valid	Male	2	.1	33.3	100.0
	Total	6	.2	100.0	
	888	2273	92.2		
Missing	999	187	7.6		
	Total	2460	99.8		
Total		2466	100.0		

@25_Person8Age

	Frequency	Percent	Valid Percent	Cumulative Percent
	1	.0	16.7	16.7
	5	.1	33.3	50.0
Valid	13	.1	33.3	83.3
	17	.0	16.7	100.0
Total	6	.2	100.0	
	888	92.2		
Missing	999	7.6		
Total	2460	99.8		
Total	2466	100.0		

26) Thinking about the person with the highest level of education in your household, what is the highest degree in school that he/ she has completed?

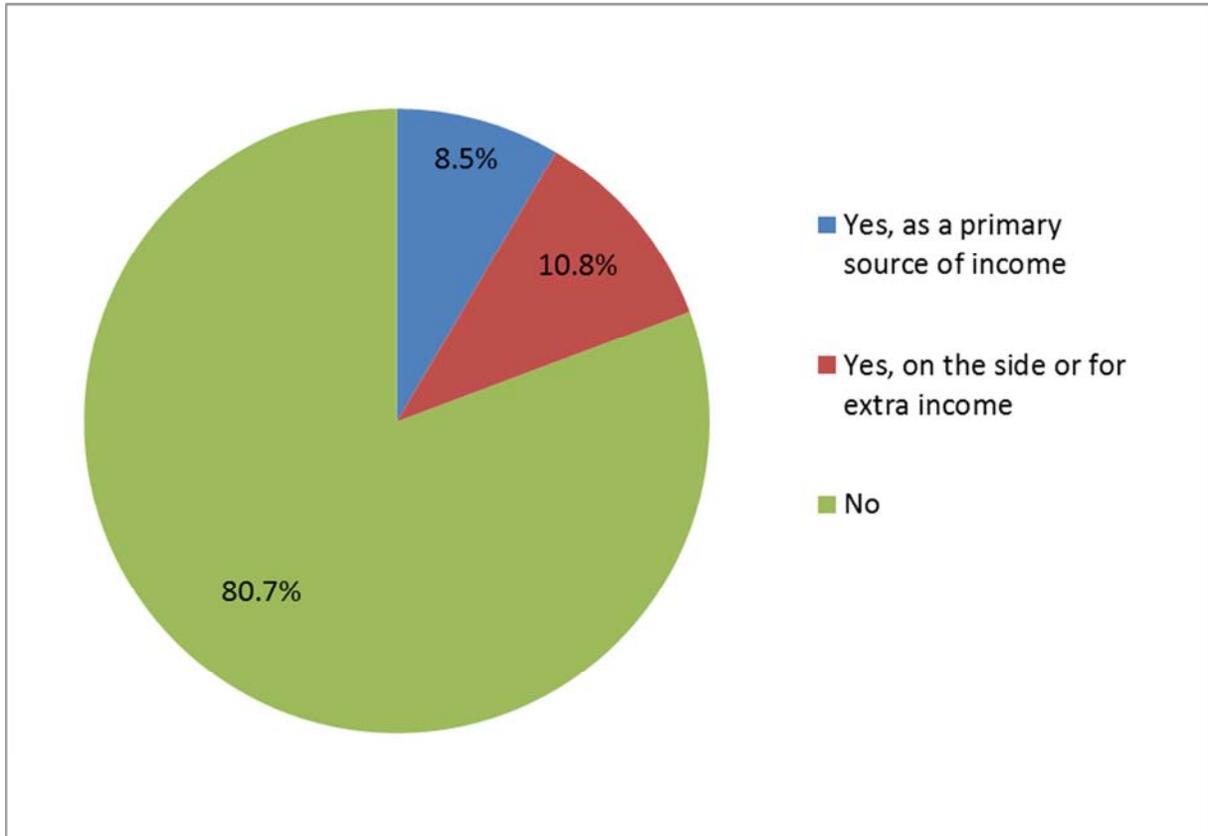
- Some high school
- High school/ GED
- Some classes beyond high school
- Two-year, trade, certificate, or technical school
- Four-year college or university
- Advanced (graduate) degree



	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school	47	1.9	2.0
	High school/GED	345	14.0	14.8
	Some classes beyond high school	320	13.0	13.7
	Two-year, trade, certificate, or technical school	393	15.9	16.9
	Four-year college or university	689	27.9	29.6
	Advanced (graduate) degree	537	21.8	23.0
	Total	2331	94.5	100.0
Missing	0	134	5.4	
	999	1	.0	
	Total	135	5.5	
Total	2466	100.0		

27) Does anyone in your household operate a home-based business or earn money from home?

- Yes, as a primary source of income
- Yes, on the side or for extra income
- No



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, as a primary source of income	198	8.0	8.5	8.5
	Yes, on the side or for extra income	250	10.1	10.8	19.3
	No	1876	76.1	80.7	100.0
	Total	2324	94.2	100.0	
Missing	0	130	5.3		
	999	12	.5		
	Total	142	5.8		
Total		2466	100.0		

28) What is your zip code?

@28_ZipCode

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	2266	91.9	100.0	
04011	58	2.4	2.6	9.2
04074	58	2.4	2.6	25.8
04901	42	1.7	1.9	88.4
04072	39	1.6	1.7	22.3
04062	35	1.4	1.5	19.2
04038	33	1.3	1.5	13.5
04092	33	1.3	1.5	31.0
04096	33	1.3	1.5	32.7
04444	29	1.2	1.3	60.8
04005	28	1.1	1.2	5.6
04468	27	1.1	1.2	65.0
04086	25	1.0	1.1	28.8
04282	24	1.0	1.1	48.0
04345	23	.9	1.0	51.2
04938	23	.9	1.0	93.1
04043	21	.9	.9	15.9
04073	21	.9	.9	23.3
04530	21	.9	.9	68.8
04605	21	.9	.9	73.1
03904	20	.8	.9	2.0
04401	20	.8	.9	55.2
04280	19	.8	.8	46.5
04330	19	.8	.8	49.7
04021	18	.7	.8	10.5
04039	18	.7	.8	14.3
04064	18	.7	.8	19.9
04736	18	.7	.8	79.6
04769	18	.7	.8	82.9
04032	17	.7	.8	12.0
04915	17	.7	.8	89.5
03909	16	.6	.7	3.6

04090	16	.6	.7	29.5
04976	16	.6	.7	98.7
04046	15	.6	.7	16.5
04274	15	.6	.7	45.1
04429	15	.6	.7	58.5
04730	15	.6	.7	78.6
04950	15	.6	.7	94.6
04002	14	.6	.6	4.4
04079	14	.6	.6	26.8
04222	14	.6	.6	36.8
04240	14	.6	.6	39.1
04252	14	.6	.6	40.1
04263	14	.6	.6	43.5
03901	13	.5	.6	.7
04239	13	.5	.6	38.4
04254	13	.5	.6	41.0
04463	13	.5	.6	63.7
04473	13	.5	.6	65.8
04963	13	.5	.6	96.8
04106	12	.5	.5	35.0
04457	12	.5	.5	62.3
04841	12	.5	.5	84.4
04009	11	.4	.5	6.4
04103	11	.4	.5	34.1
04270	11	.4	.5	44.4
04276	11	.4	.5	45.7
04419	11	.4	.5	56.7
04430	11	.4	.5	59.0
04474	11	.4	.5	66.3
04084	10	.4	.4	27.6
04097	10	.4	.4	33.2
04250	10	.4	.4	39.5
04258	10	.4	.4	42.2
04260	10	.4	.4	42.9
04348	10	.4	.4	52.1
04462	10	.4	.4	63.1

04572	10	.4	.4	71.3
04609	10	.4	.4	73.6
04750	10	.4	.4	80.8
04756	10	.4	.4	81.3
04930	10	.4	.4	91.6
04953	10	.4	.4	95.4
03906	9	.4	.4	2.6
04055	9	.4	.4	17.6
04083	9	.4	.4	27.2
04102	9	.4	.4	33.6
04105	9	.4	.4	34.5
04236	9	.4	.4	37.7
04268	9	.4	.4	44.0
04281	9	.4	.4	46.9
04364	9	.4	.4	54.2
04416	9	.4	.4	56.0
04428	9	.4	.4	57.8
04849	9	.4	.4	85.2
04937	9	.4	.4	92.1
03908	8	.3	.4	2.9
04071	8	.3	.4	20.6
04220	8	.3	.4	36.1
04224	8	.3	.4	37.2
04253	8	.3	.4	40.5
04256	8	.3	.4	41.6
04355	8	.3	.4	53.2
04456	8	.3	.4	61.7
04476	8	.3	.4	66.6
04619	8	.3	.4	74.1
04757	8	.3	.4	81.6
03903	7	.3	.3	1.1
04010	7	.3	.3	6.7
04027	7	.3	.3	10.9
04042	7	.3	.3	15.0
04076	7	.3	.3	26.1
04344	7	.3	.3	50.2

04562	7	.3	.3	70.8
04578	7	.3	.3	72.0
04864	7	.3	.3	86.5
04945	7	.3	.3	93.9
04957	7	.3	.3	95.9
04967	7	.3	.3	97.4
04008	6	.2	.3	5.9
04015	6	.2	.3	9.5
04040	6	.2	.3	14.6
04217	6	.2	.3	35.7
04353	6	.2	.3	52.8
04418	6	.2	.3	56.2
04426	6	.2	.3	57.2
04487	6	.2	.3	67.1
04537	6	.2	.3	69.2
04630	6	.2	.3	74.7
04684	6	.2	.3	77.6
04843	6	.2	.3	84.6
04862	6	.2	.3	86.1
04921	6	.2	.3	90.2
04928	6	.2	.3	91.1
04989	6	.2	.3	99.9
04093	5	.2	.2	31.2
04210	5	.2	.2	35.4
04259	5	.2	.2	42.4
04294	5	.2	.2	48.9
04346	5	.2	.2	51.5
04347	5	.2	.2	51.7
04358	5	.2	.2	53.5
04363	5	.2	.2	53.8
04427	5	.2	.2	57.4
04449	5	.2	.2	61.1
04459	5	.2	.2	62.5
04472	5	.2	.2	65.2
04488	5	.2	.2	67.3
04573	5	.2	.2	71.5

04579	5	.2	.2	72.2
04634	5	.2	.2	75.1
04640	5	.2	.2	75.3
04654	5	.2	.2	75.9
04660	5	.2	.2	76.4
04786	5	.2	.2	83.8
04861	5	.2	.2	85.9
04917	5	.2	.2	89.8
04943	5	.2	.2	93.6
04952	5	.2	.2	94.9
04955	5	.2	.2	95.6
04966	5	.2	.2	97.0
03905	4	.2	.2	2.2
04029	4	.2	.2	11.2
04048	4	.2	.2	16.9
04255	4	.2	.2	41.2
04257	4	.2	.2	41.7
04284	4	.2	.2	48.2
04289	4	.2	.2	48.5
04351	4	.2	.2	52.4
04434	4	.2	.2	59.1
04443	4	.2	.2	59.5
04479	4	.2	.2	66.8
04493	4	.2	.2	67.5
04535	4	.2	.2	68.9
04538	4	.2	.2	69.4
04548	4	.2	.2	69.9
04553	4	.2	.2	70.2
04556	4	.2	.2	70.5
04658	4	.2	.2	76.2
04666	4	.2	.2	76.7
04732	4	.2	.2	78.7
04740	4	.2	.2	79.8
04742	4	.2	.2	80.0
04743	4	.2	.2	80.1
04773	4	.2	.2	83.1

04847	4	.2	.2	84.8
04860	4	.2	.2	85.7
04910	4	.2	.2	88.6
04911	4	.2	.2	88.7
04922	4	.2	.2	90.3
04923	4	.2	.2	90.5
04924	4	.2	.2	90.7
04961	4	.2	.2	96.2
04969	4	.2	.2	97.5
04971	4	.2	.2	97.7
04974	4	.2	.2	98.0
04988	4	.2	.2	99.6
04001	3	.1	.1	3.8
04017	3	.1	.1	9.6
04037	3	.1	.1	12.1
04047	3	.1	.1	16.7
04051	3	.1	.1	17.2
04066	3	.1	.1	20.1
04219	3	.1	.1	35.8
04238	3	.1	.1	37.9
04342	3	.1	.1	49.9
04350	3	.1	.1	52.3
04352	3	.1	.1	52.6
04357	3	.1	.1	53.3
04410	3	.1	.1	55.3
04412	3	.1	.1	55.5
04424	3	.1	.1	56.9
04496	3	.1	.1	67.7
04539	3	.1	.1	69.5
04543	3	.1	.1	69.6
04547	3	.1	.1	69.8
04574	3	.1	.1	71.7
04627	3	.1	.1	74.4
04631	3	.1	.1	74.8
04652	3	.1	.1	75.7
04694	3	.1	.1	77.8

04765	3	.1	.1	82.0
04785	3	.1	.1	83.6
04920	3	.1	.1	89.9
04927	3	.1	.1	90.8
04942	3	.1	.1	93.3
04951	3	.1	.1	94.7
04973	3	.1	.1	97.8
04978	3	.1	.1	98.9
04981	3	.1	.1	99.0
04983	3	.1	.1	99.2
03902	2	.1	.1	.8
04020	2	.1	.1	9.7
04024	2	.1	.1	10.6
04049	2	.1	.1	16.9
04050	2	.1	.1	17.0
04068	2	.1	.1	20.2
04085	2	.1	.1	27.7
04221	2	.1	.1	36.2
04265	2	.1	.1	43.6
04285	2	.1	.1	48.3
04287	2	.1	.1	48.4
04292	2	.1	.1	48.7
04360	2	.1	.1	53.6
04435	2	.1	.1	59.2
04448	2	.1	.1	60.9
04453	2	.1	.1	61.3
04455	2	.1	.1	61.4
04460	2	.1	.1	62.6
04461	2	.1	.1	62.7
04495	2	.1	.1	67.6
04497	2	.1	.1	67.8
04551	2	.1	.1	70.0
04564	2	.1	.1	70.9
04616	2	.1	.1	73.7
04617	2	.1	.1	73.7
04622	2	.1	.1	74.2

04628	2	.1	.1	74.4
04648	2	.1	.1	75.5
04650	2	.1	.1	75.6
04657	2	.1	.1	76.0
04667	2	.1	.1	76.7
04671	2	.1	.1	76.9
04676	2	.1	.1	77.0
04679	2	.1	.1	77.1
04680	2	.1	.1	77.2
04681	2	.1	.1	77.3
04686	2	.1	.1	77.7
04745	2	.1	.1	80.2
04746	2	.1	.1	80.3
04747	2	.1	.1	80.4
04758	2	.1	.1	81.7
04760	2	.1	.1	81.8
04772	2	.1	.1	83.0
04774	2	.1	.1	83.2
04780	2	.1	.1	83.4
04856	2	.1	.1	85.3
04858	2	.1	.1	85.4
04932	2	.1	.1	91.7
04958	2	.1	.1	96.0
04986	2	.1	.1	99.4
02364	1	.0	.0	.0
02476	1	.0	.0	.1
03401	1	.0	.0	.1
04022	1	.0	.0	10.5
04028	1	.0	.0	11.0
04030	1	.0	.0	11.2
04041	1	.0	.0	14.7
04061	1	.0	.0	17.6
04069	1	.0	.0	20.2
04070	1	.0	.0	20.3
04078	1	.0	.0	26.2
04091	1	.0	.0	29.6

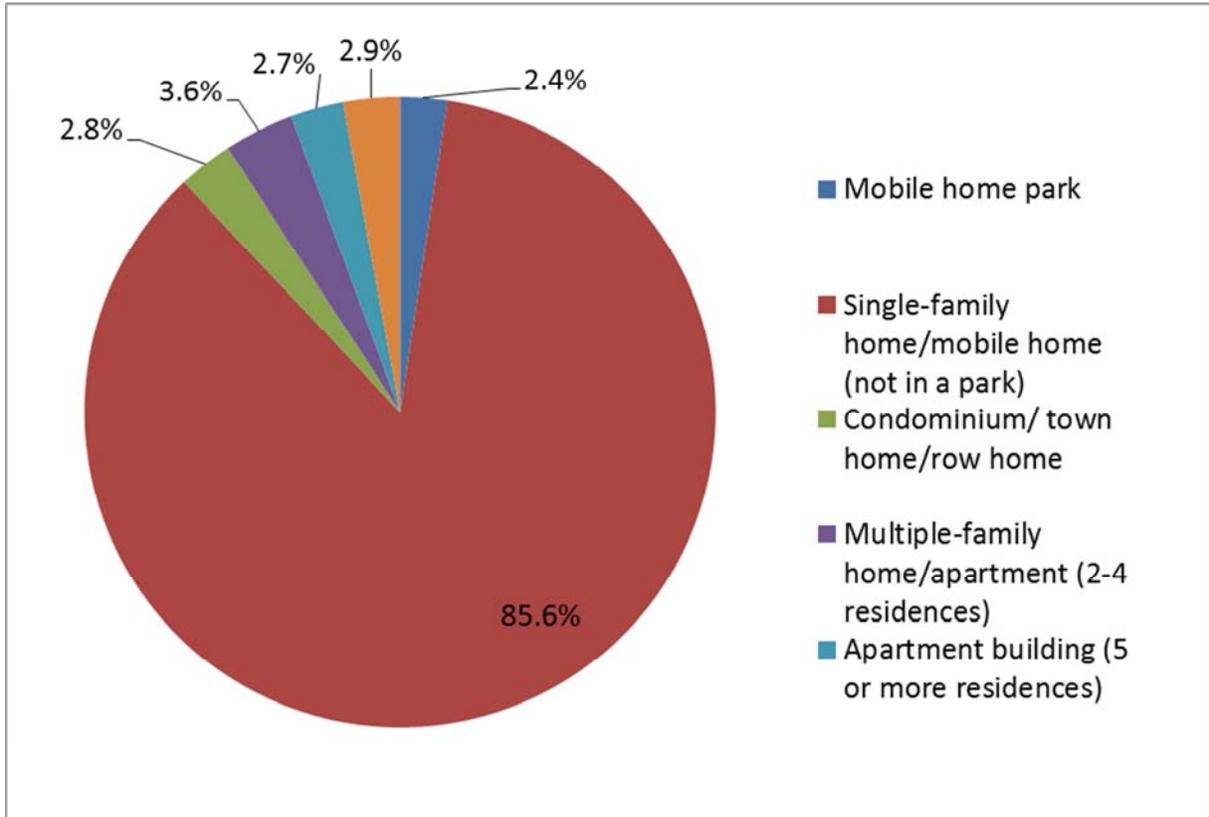
04095	1	.0	.0	31.3
04101	1	.0	.0	33.2
04107	1	.0	.0	35.1
04108	1	.0	.0	35.1
04110	1	.0	.0	35.2
04226	1	.0	.0	37.2
04228	1	.0	.0	37.3
04231	1	.0	.0	37.3
04272	1	.0	.0	44.5
04275	1	.0	.0	45.2
04283	1	.0	.0	48.0
04290	1	.0	.0	48.6
04340	1	.0	.0	49.8
04395	1	.0	.0	54.3
04411	1	.0	.0	55.3
04413	1	.0	.0	55.5
04414	1	.0	.0	55.6
04421	1	.0	.0	56.8
04422	1	.0	.0	56.8
04438	1	.0	.0	59.3
04441	1	.0	.0	59.3
04447	1	.0	.0	60.8
04450	1	.0	.0	61.2
04451	1	.0	.0	61.2
04464	1	.0	.0	63.7
04465	1	.0	.0	63.8
04469	1	.0	.0	65.0
04490	1	.0	.0	67.3
04554	1	.0	.0	70.3
04555	1	.0	.0	70.3
04623	1	.0	.0	74.2
04643	1	.0	.0	75.3
04646	1	.0	.0	75.4
04655	1	.0	.0	75.9
04664	1	.0	.0	76.5
04668	1	.0	.0	76.8

	04677	1	.0	.0	77.0
	04682	1	.0	.0	77.3
	04704	1	.0	.0	77.8
	04726	1	.0	.0	77.9
	04733	1	.0	.0	78.8
	04738	1	.0	.0	79.6
	04761	1	.0	.0	81.9
	04762	1	.0	.0	81.9
	04766	1	.0	.0	82.1
	04776	1	.0	.0	83.3
	04777	1	.0	.0	83.3
	04781	1	.0	.0	83.5
	04783	1	.0	.0	83.5
	04853	1	.0	.0	85.3
	04859	1	.0	.0	85.5
	04863	1	.0	.0	86.2
	04898	1	.0	.0	86.5
	04912	1	.0	.0	88.8
	04929	1	.0	.0	91.1
	04936	1	.0	.0	91.7
	04939	1	.0	.0	93.2
	04941	1	.0	.0	93.2
	04947	1	.0	.0	93.9
	04956	1	.0	.0	95.6
	04965	1	.0	.0	96.8
	04979	1	.0	.0	98.9
	04982	1	.0	.0	99.1
	04984	1	.0	.0	99.2
	04985	1	.0	.0	99.3
	04987	1	.0	.0	99.4
	32168	1	.0	.0	99.9
	44468	1	.0	.0	100.0
	89706	1	.0	.0	100.0
	00888	4	.2		
Missing	00999	196	7.9		
	Total	200	8.1		

Total	2466	100.0	
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29) Which of the following best describes where you live?

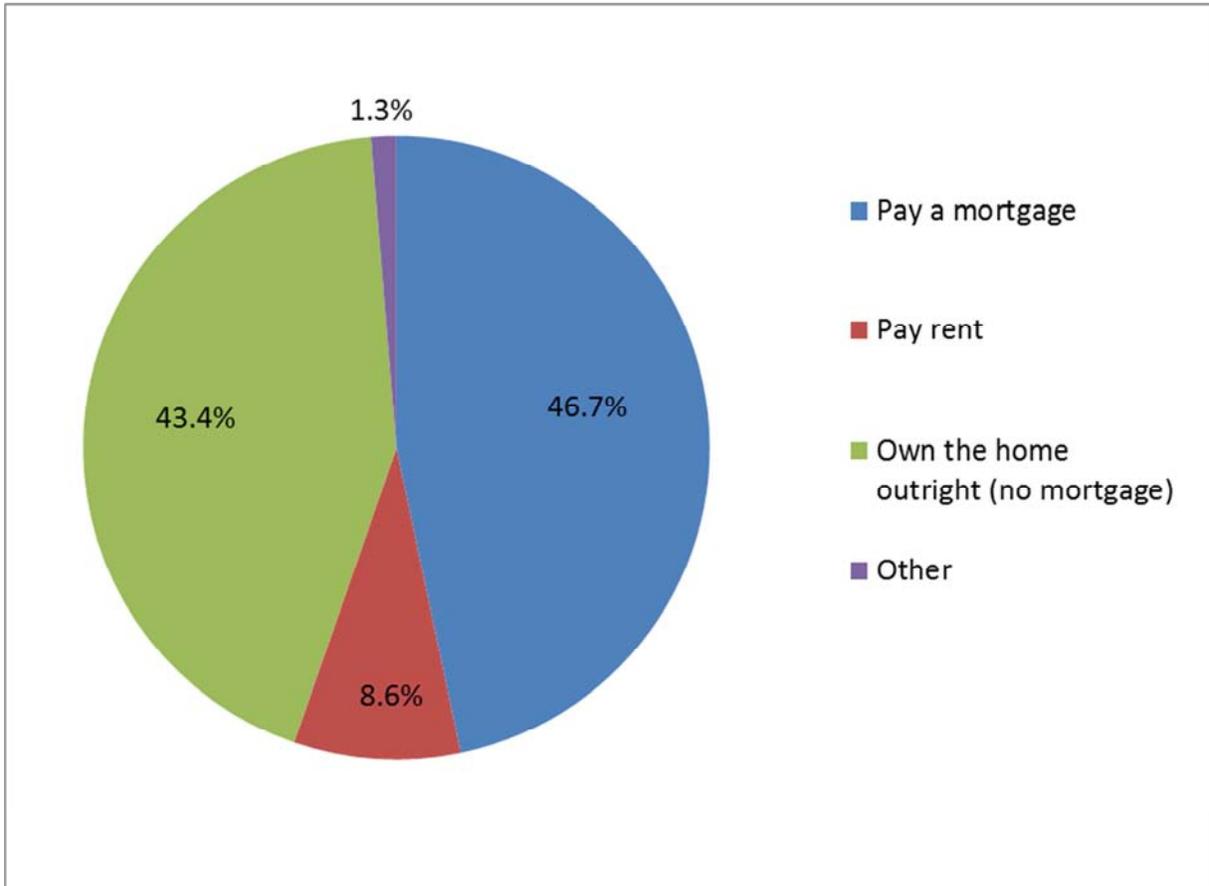
- Mobile home park
- Single-family home/ mobile home (not in a park)
- Condominium/ town home/ row home
- Multiple-family home/ apartment (2-4 residences)
- Apartment building (5 or more residences)
- Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mobile home park	57	2.3	2.4	2.4
	Single-family home/mobile home (not in a park)	2012	81.6	85.6	88.0
	Condominium/ town home/row home	66	2.7	2.8	90.8
	Multiple-family home/apartment (2-4 residences)	84	3.4	3.6	94.4
	Apartment building (5 or more residences)	64	2.6	2.7	97.1
	Other	68	2.8	2.9	100.0
	Total	2351	95.3	100.0	
	0	102	4.1		
Missing	999	13	.5		
	Total	115	4.7		
Total		2466	100.0		

30) Which of the following does the head of household do for the place where you live?

- Pay a mortgage
- Pay rent
- Own the home outright (no mortgage)
- Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
	Pay a mortgage	1068	43.3	46.7	46.7
	Pay rent	197	8.0	8.6	55.3
Valid	Own the home outright (no mortgage)	994	40.3	43.4	98.7
	Other	29	1.2	1.3	100.0
	Total	2288	92.8	100.0	
	0	155	6.3		
Missing	999	23	.9		
	Total	178	7.2		
Total		2466	100.0		

Other text:

Condo fee

All bills

Covers taxes, utilities, etc

Home equity loan

House insurance

I'm a disabled vet-single. Pay lot rent only & lights & food

Mother holds our mortgage

Pay land rent. Own mobile home.

Pay lot rent & water & sewer

Pay town taxes

Resident trustee for the family property which is owned by the family trust (no mortgage).

Taking care of elderly parent. Duplex

Taxes, water fee 200.00 quarterly 560.00 year road maintenance

Barter for rent

Belongs to the church we pastor

Church owned

Contractor

Covers basic expenses – utilities, taxes, etc.

Have another mortgage on a rental home

Home equity

Home is being foreclosed on. Don't have a date we will have to leave.

Land Rent

Live in home that belongs to my daughter and son in law. We pay the util bills.

Lot rent

Lot rent

Maintenance

No utility fee

Own our own home but have a reverse mortgage

Own the home but rent the lot

Own the home rent the land

Parents own home

Rent land – own home

Retired

We are care takers

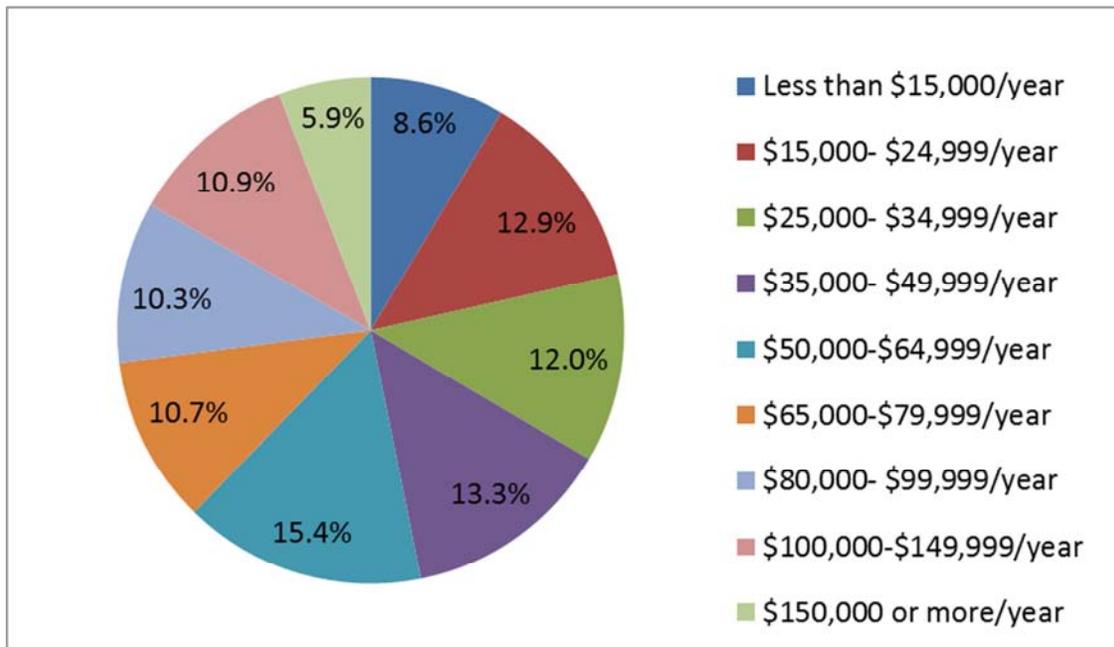
We live in the family homestead owned by a family trust.

We share the house chores, laundry, dishes sweep floors

Winter rental, Sept – June

31) What is your approximate total household income? If you are not sure, please provide your best guess.

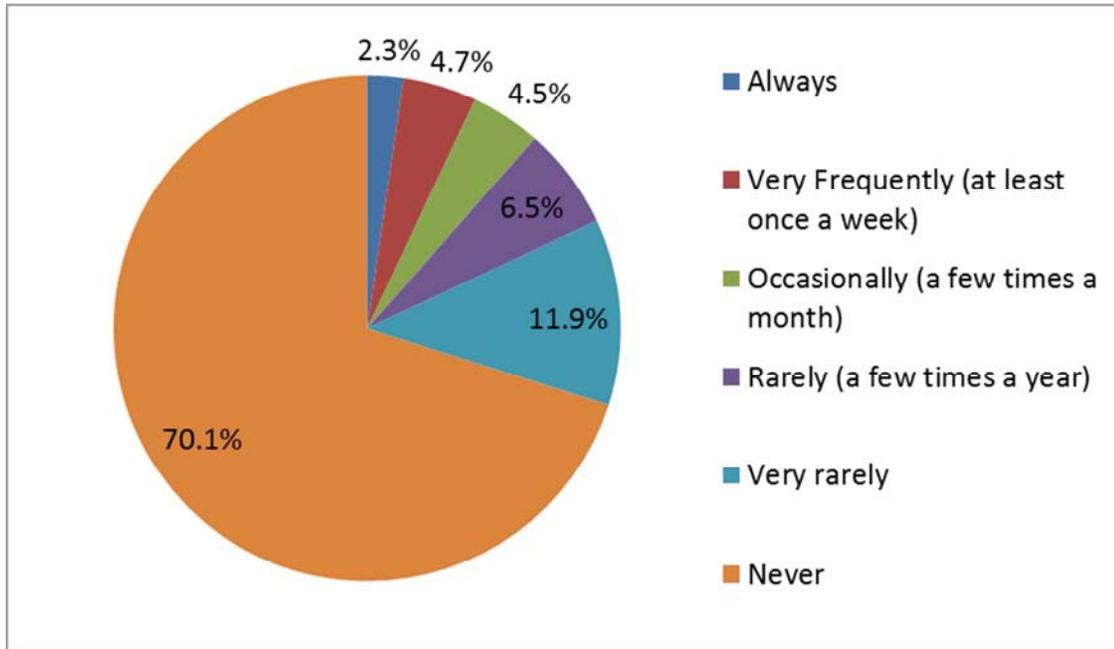
- Less than \$15,000/ year
- \$15,000- \$24,999/ year
- \$25,000- \$34,999/ year
- \$35,000- \$49,999/ year
- \$50,000-\$64,999/ year
- \$65,000-\$79,999/ year
- \$80,000- \$99,999/ year
- \$100,000-\$149,999/ year
- \$150,000 or more/ year



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$15,000/year	184	7.5	8.6	8.6
	\$15,000- \$24,999/year	275	11.2	12.9	21.5
	\$25,000- \$34,999/year	257	10.4	12.0	33.5
	\$35,000- \$49,999/year	285	11.6	13.3	46.8
	\$50,000-\$64,999/year	330	13.4	15.4	62.3
	\$65,000-\$79,999/year	229	9.3	10.7	73.0
	\$80,000- \$99,999/year	220	8.9	10.3	83.3
	\$100,000-\$149,999/year	232	9.4	10.9	94.1
	\$150,000 or more/year	126	5.1	5.9	100.0
	Total	2138	86.7	100.0	
Missing	0	325	13.2		
	999	3	.1		
	Total	328	13.3		
Total		2466	100.0		

32) How often is someone in your household unable to leave the home due to an ongoing physical, mental, or emotional condition?

- Always
- Very Frequently (at least once a week)
- Occasionally (a few times a month)
- Rarely (a few times a year)
- Very Rarely
- Never

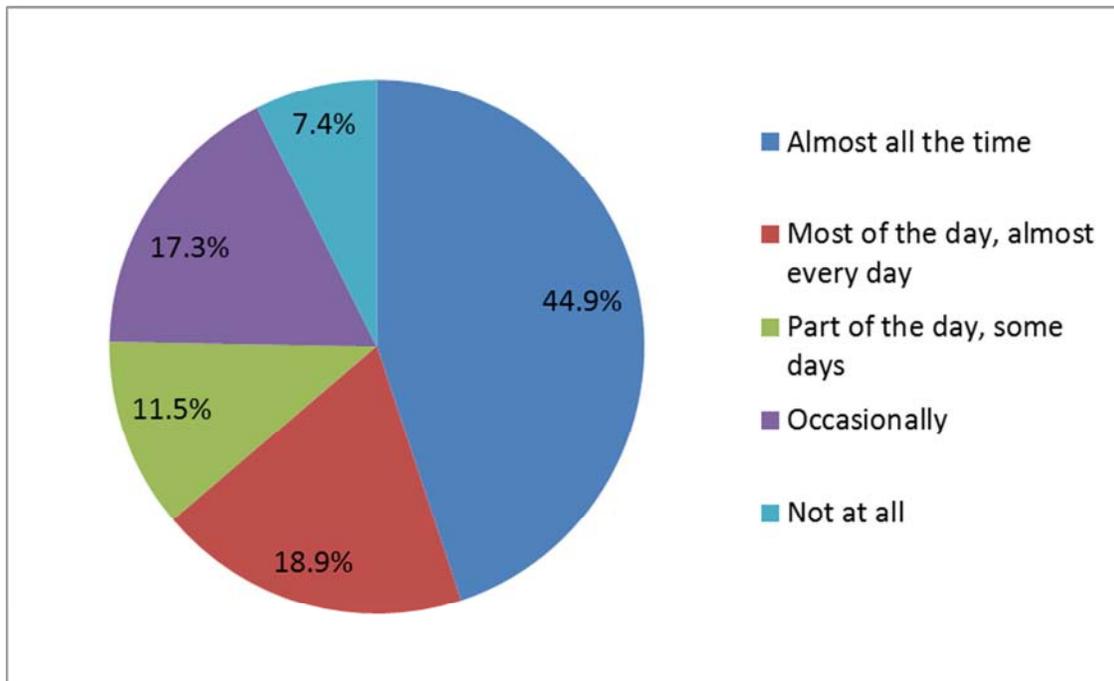


	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Always	53	2.1	2.3	2.3
Very Frequently (at least once a week)	108	4.4	4.7	7.1
Occasionally (a few times a month)	102	4.1	4.5	11.6
Rarely (a few times a year)	149	6.0	6.5	18.1
Very rarely	270	10.9	11.9	30.0
Never	1593	64.6	70.0	100.0
Total	2275	92.3	100.0	
Missing	0	191	7.7	
Total	2466	100.0		

Business Survey Output

1) How often was a computer being used at your business *last week* (during the time that the business was open or operating)?

- Almost all the time (nearly 100% of the time)
- Most of the day, almost every day (about 75% of the time)
- Part of the day, some days (about 50% of the time)
- Occasionally (about 25% of the time)
- Not at all (0% of the time)

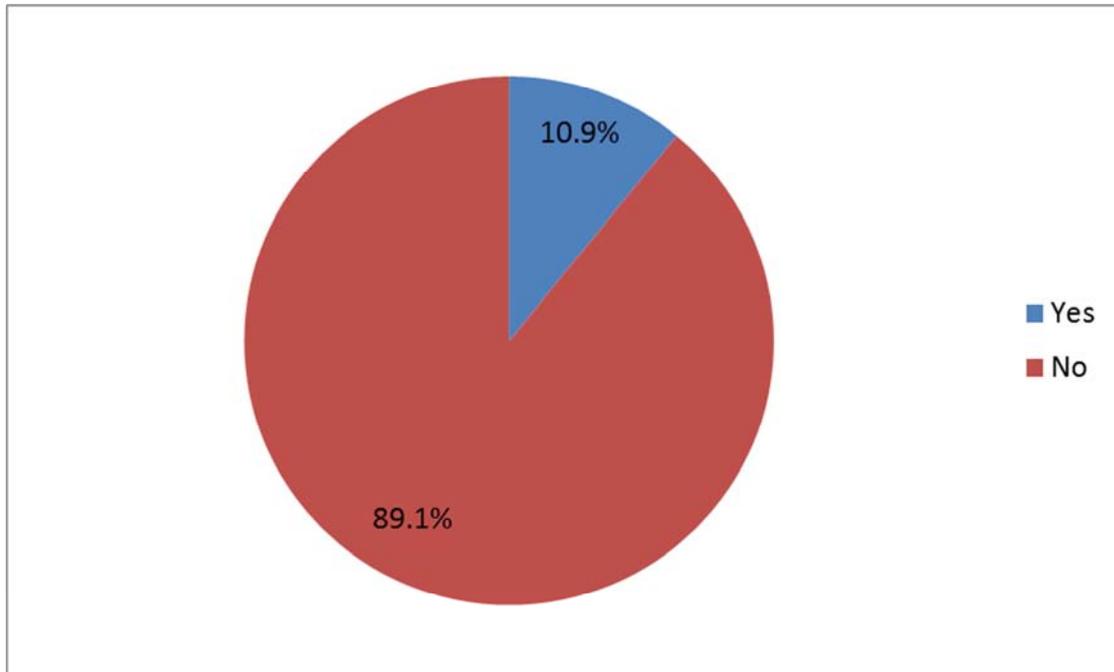


	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nearly 100%	164	44.6	44.9
	75% of the time	69	18.8	63.8
	50% of the time	42	11.4	75.3
	25% of the time	63	17.1	92.6
	None of the time	27	7.3	100.0
	Total	365	99.2	100.0
Missing	0	3	.8	
	Total	368	100.0	

2) Are *computers* available for use by non-employees, such as students, customers, patients, or the general public?

Yes

No

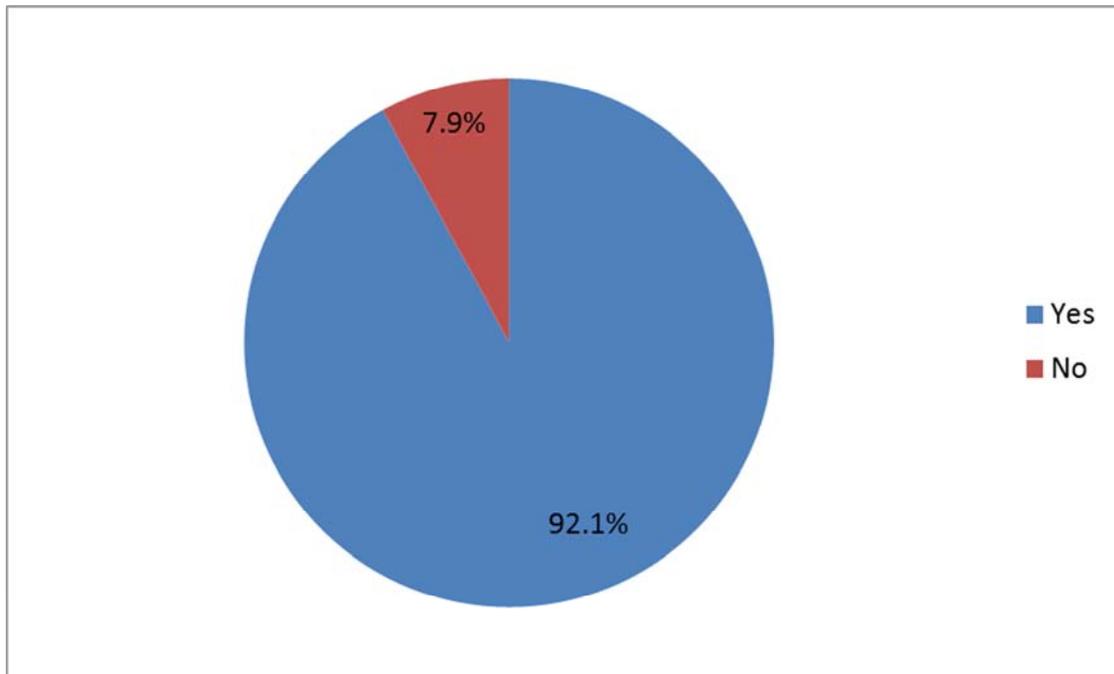


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	40	10.9	10.9	10.9
	No	327	88.9	89.1	100.0
	Total	367	99.7	100.0	
Missing	999	1	.3		
Total		368	100.0		

3) Is at least one computer at your business connected to the internet?

Yes- **Skip to question 7**

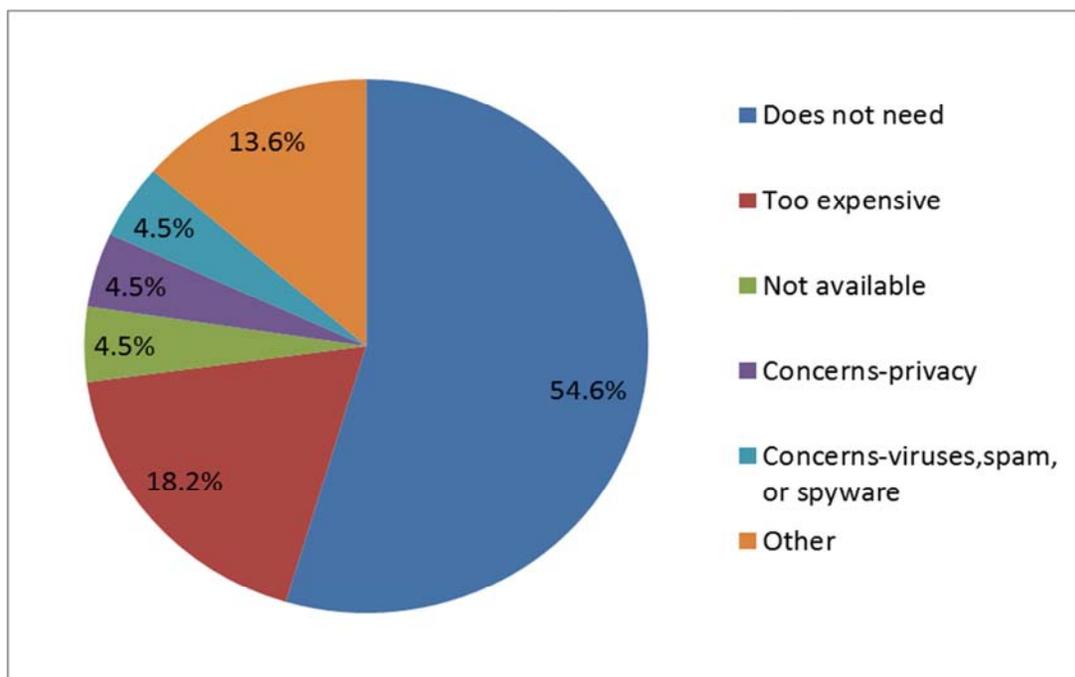
No



		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	338	91.8	92.1	92.1
Valid	No	29	7.9	7.9	100.0
	Total	367	99.7	100.0	
Missing	999	1	.3		
Total		368	100.0		

4) What is the main reason your business does not connect at least one computer to the internet? Please check only one answer.

- The business does not need the internet
- Internet service is too expensive for the business
- Internet service is too slow for the business*
- Adequate internet service is not available where the business is located
- The business has concerns about privacy using the internet
- The business has concerns about viruses, spam, or spyware
- The business can connect to the internet using a mobile device*
- Other- Please write in



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not need	12	3.3	54.5	54.5
	Too expensive	4	1.1	18.2	72.7
	Not available	1	.3	4.5	77.3
	Concerns-privacy	1	.3	4.5	81.8
	Concerns-viruses,spam, or spyware	1	.3	4.5	86.4
	Other	3	.8	13.6	100.0
	Total	22	6.0	100.0	
Missing	0	345	93.8		
	999	1	.3		
	Total	346	94.0		
Total		368	100.0		

*Note: There were no respondents who selected the too slow or connecting via mobile device responses.

Text for other responses:

Business is closed due to the owner being deceased

Don't want one

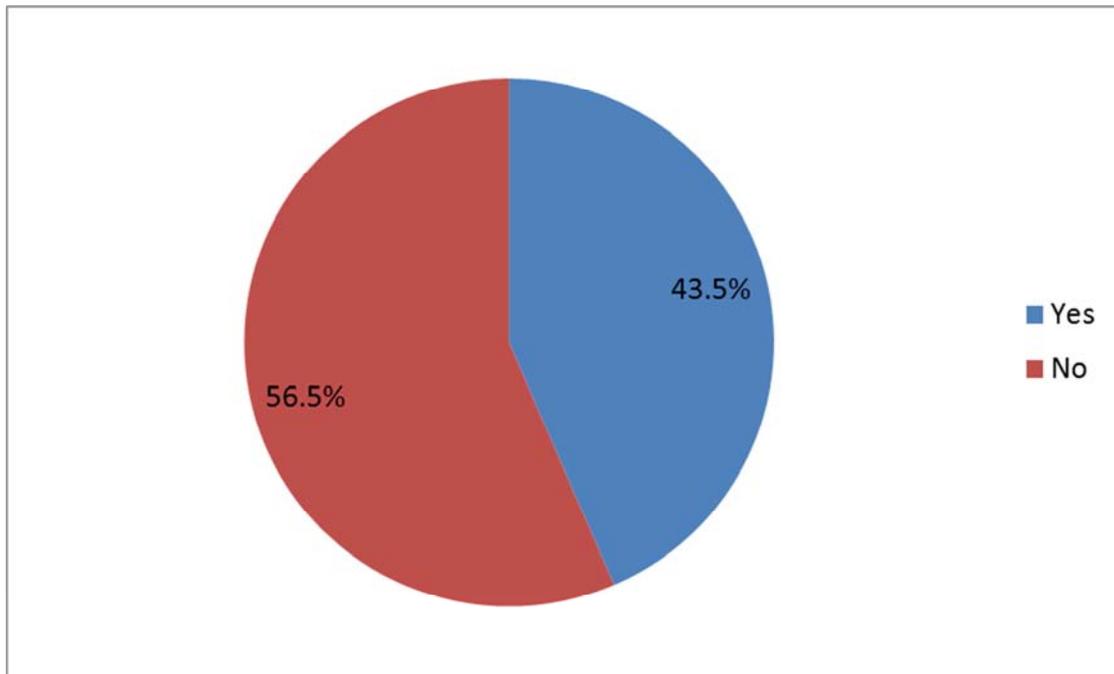
No computer at our business

We have internet-just not much business so we do

5) Would your business like to connect a computer to the internet?

Yes

No

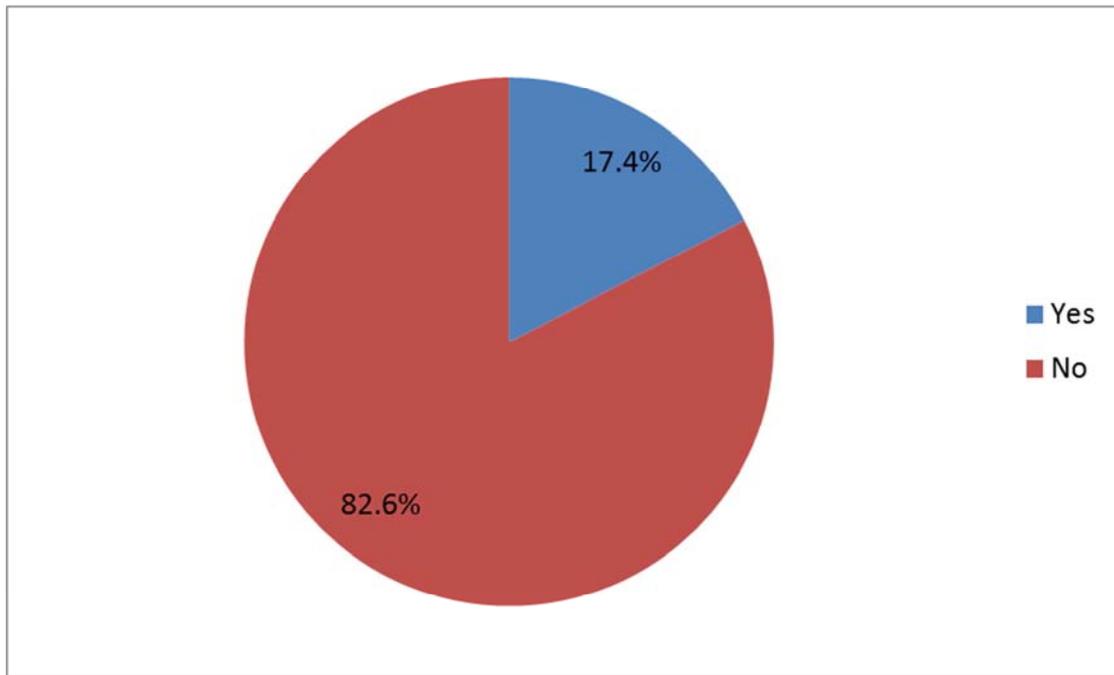


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	2.7	43.5	43.5
	No	13	3.5	56.5	100.0
	Total	23	6.3	100.0	
Missing	999	345	93.8		
Total		368	100.0		

6) Does your business plan on setting up internet service in the next 12 months?

Yes

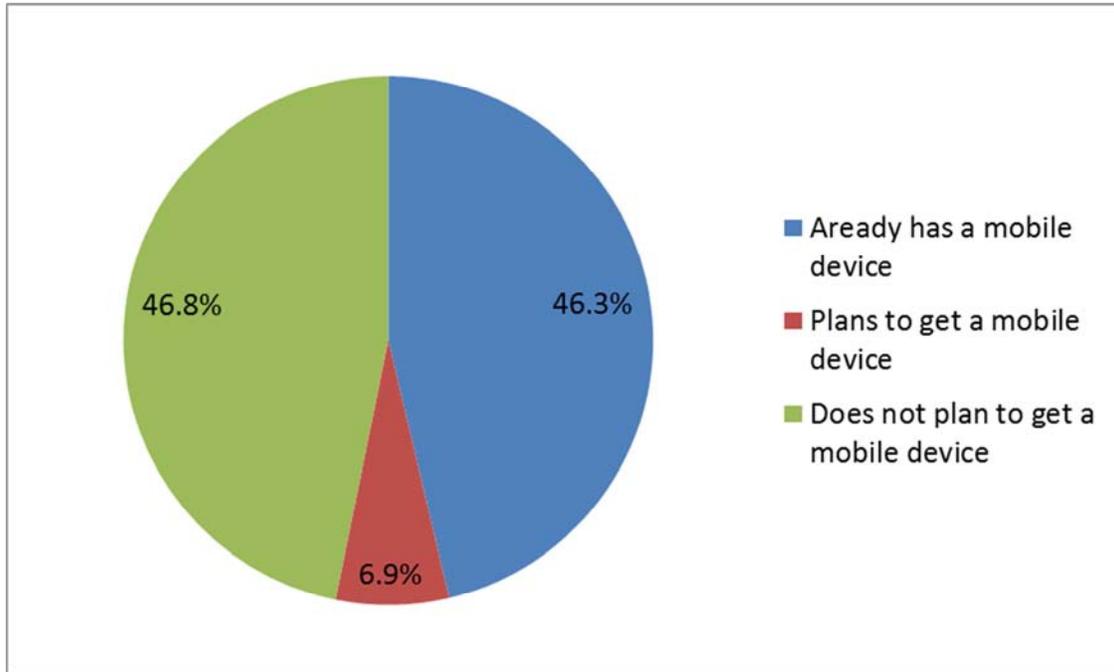
No



		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	4	1.1	17.4	17.4
Valid	No	19	5.2	82.6	100.0
	Total	23	6.3	100.0	
Missing	999	345	93.8		
Total		368	100.0		

7) Does your business have or plan to get a mobile device to connect to the internet in the next 12 months?

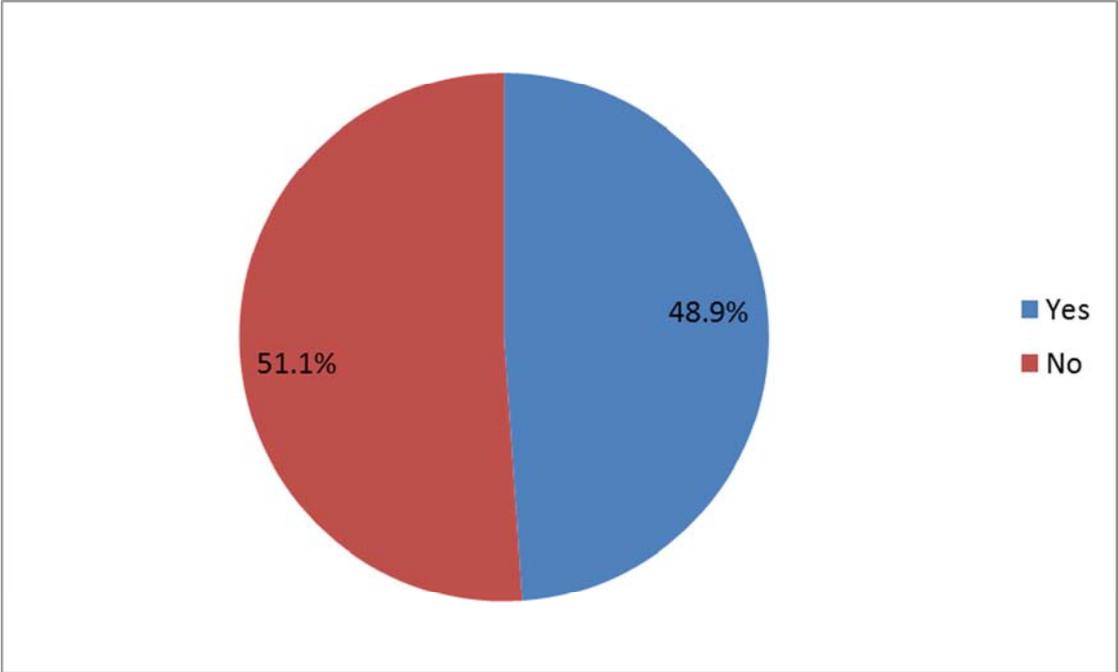
- The business already has a mobile device
- The business plans to get a mobile device in the next 12 months
- The business does not plan to get a mobile device in the next 12 month



	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Already has a mobile device	168	45.7	46.3	46.3
Plans to get a mobile device	25	6.8	6.9	53.2
Does not plan to get a mobile device	170	46.2	46.8	100.0
Total	363	98.6	100.0	
Missing	0	5	1.4	
Total	368	100.0		

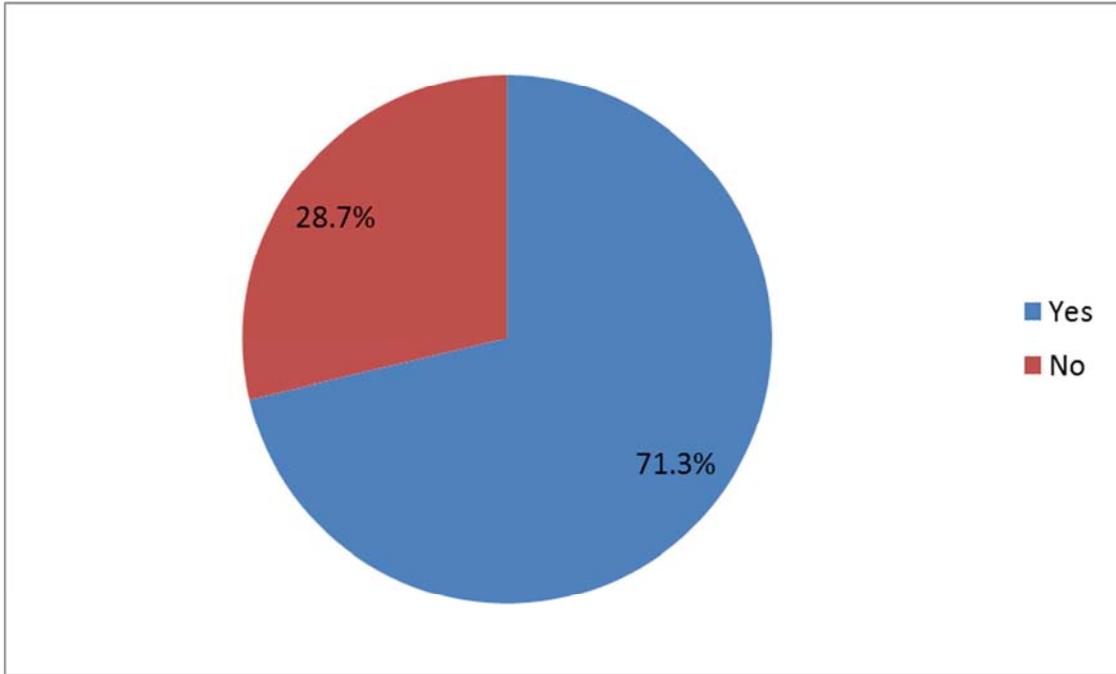
8) What types of internet connection(s) are available where your business is located?
 Please include all types that are available at your location, even if your business does not use them. Please check all that apply.

Dial-up (examples: NetZero & Earthlink)



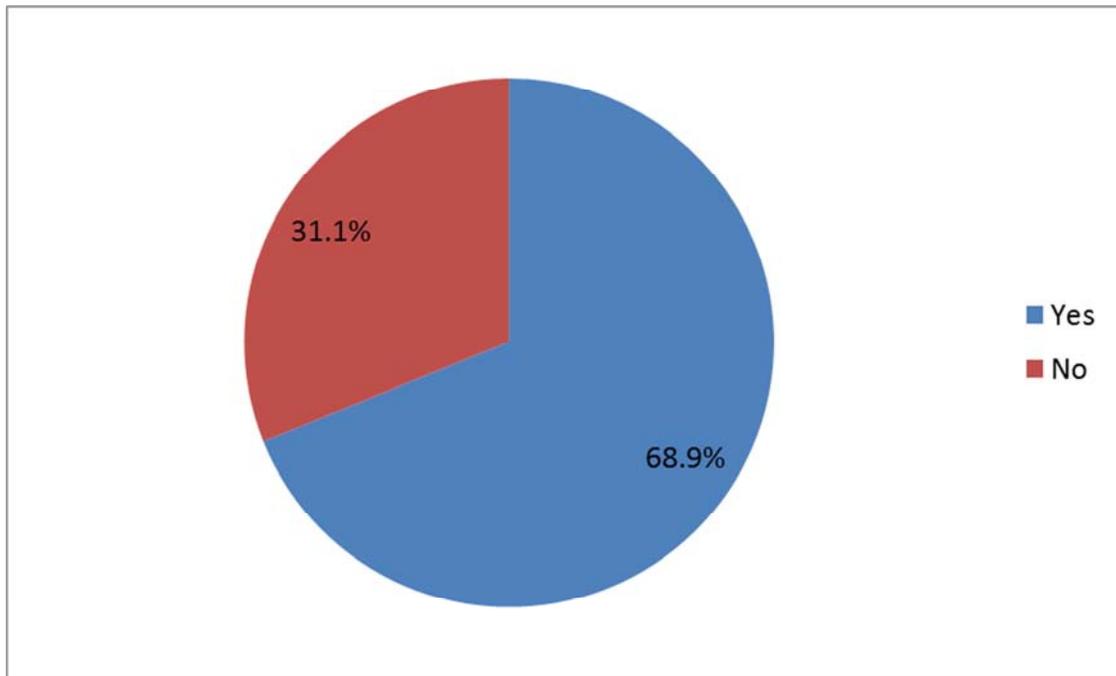
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	179	48.6	48.9	48.9
Valid	No	187	50.8	51.1	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		

DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)



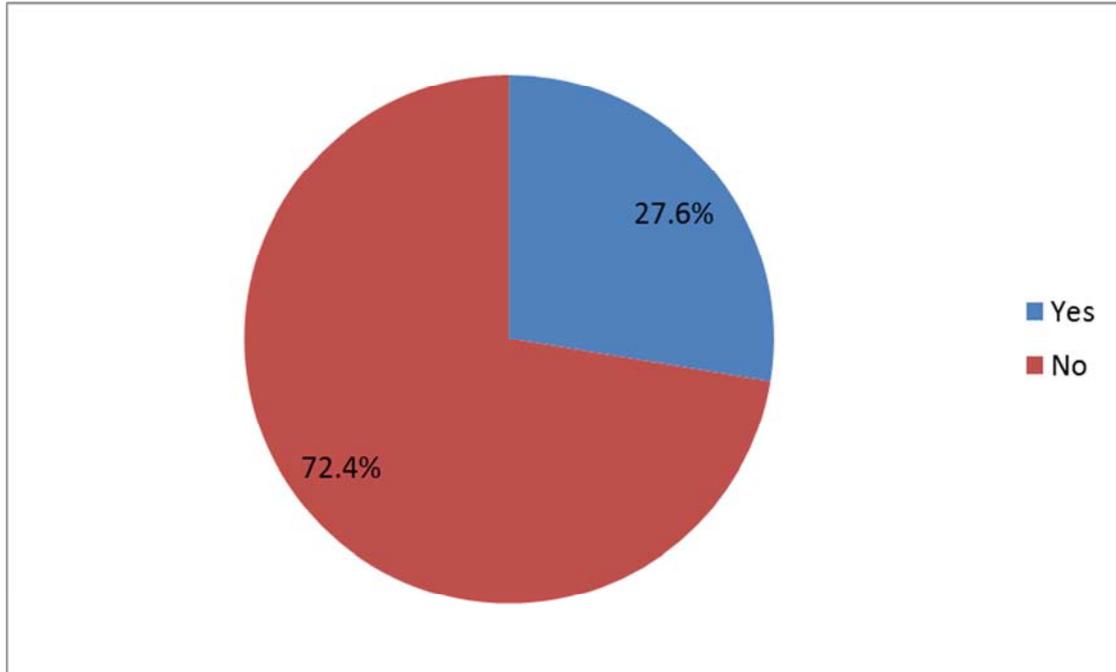
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	261	70.9	71.3	71.3
	No	105	28.5	28.7	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		

Cable (examples: Time Warner, Comcast, & BeeLine)



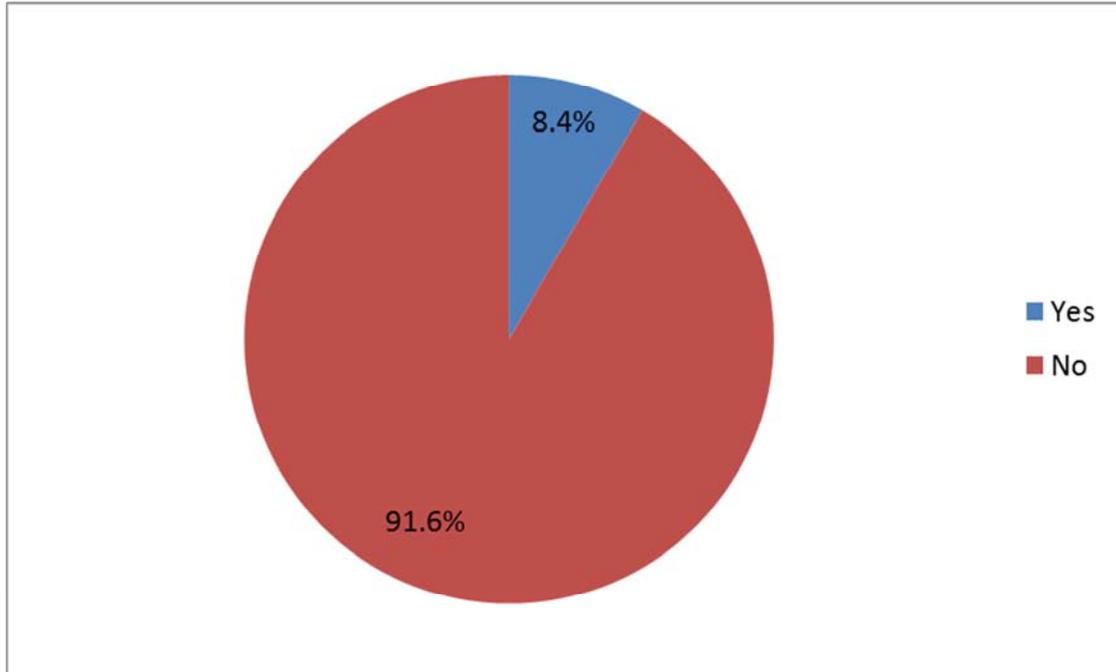
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	252	68.5	68.9	68.9
	No	114	31.0	31.1	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		

Satellite (examples: WildBlue & HughesNet)



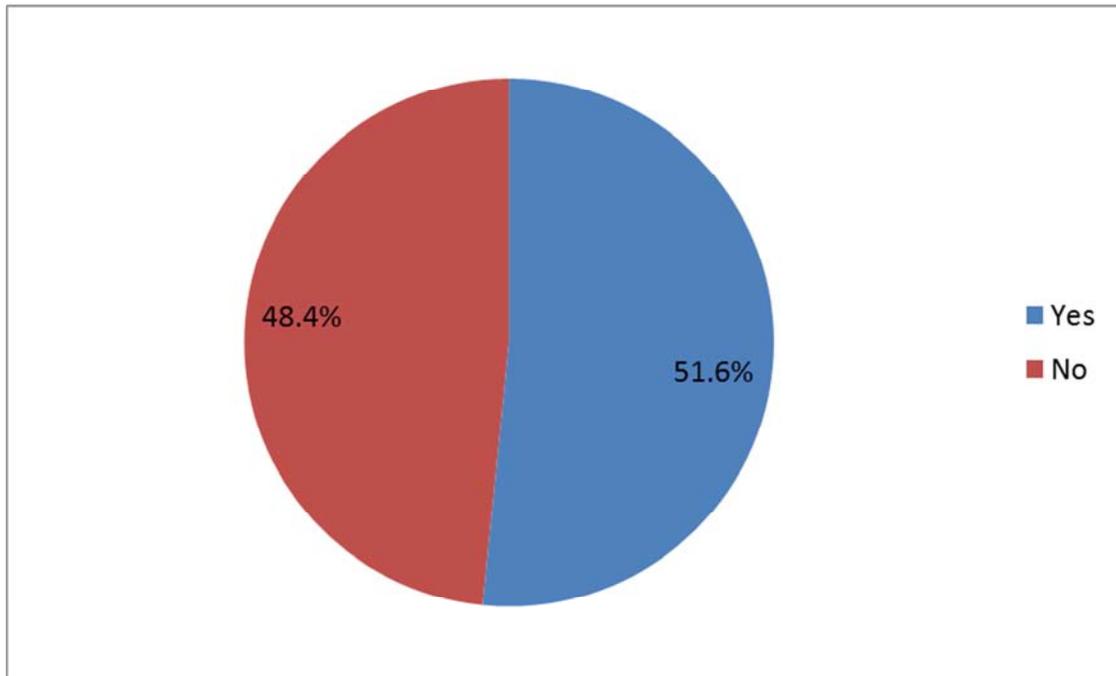
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	101	27.4	27.6	27.6
	No	265	72.0	72.4	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		

Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)



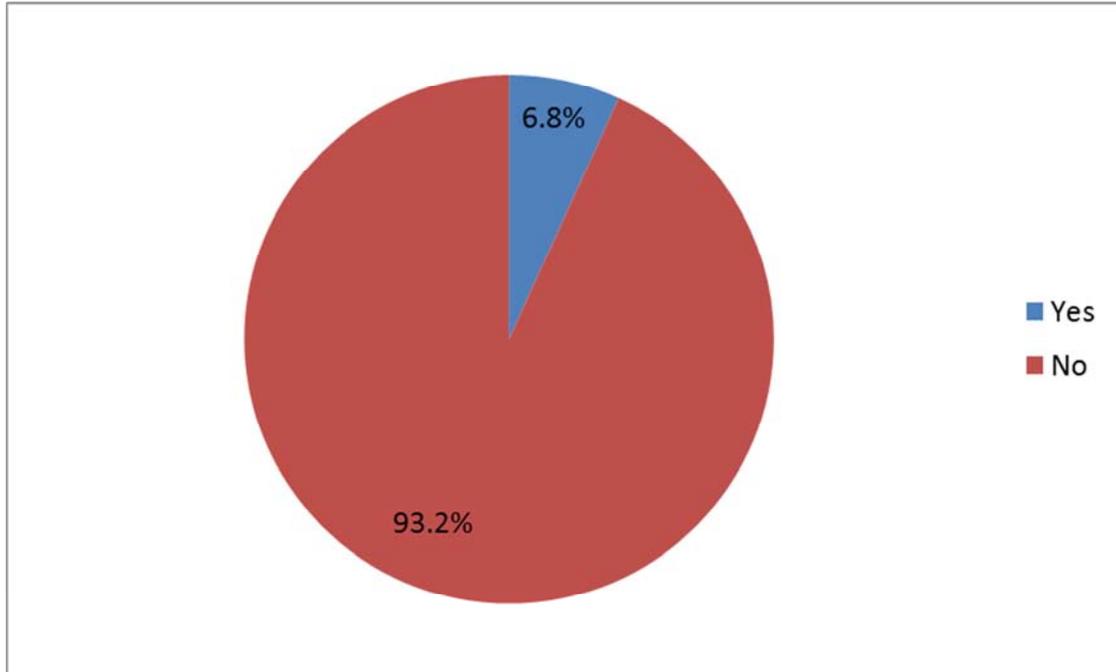
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	31	8.4	8.4	8.4
	No	336	91.3	91.6	100.0
	Total	367	99.7	100.0	
Missing	999	1	.3		
Total		368	100.0		

Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)



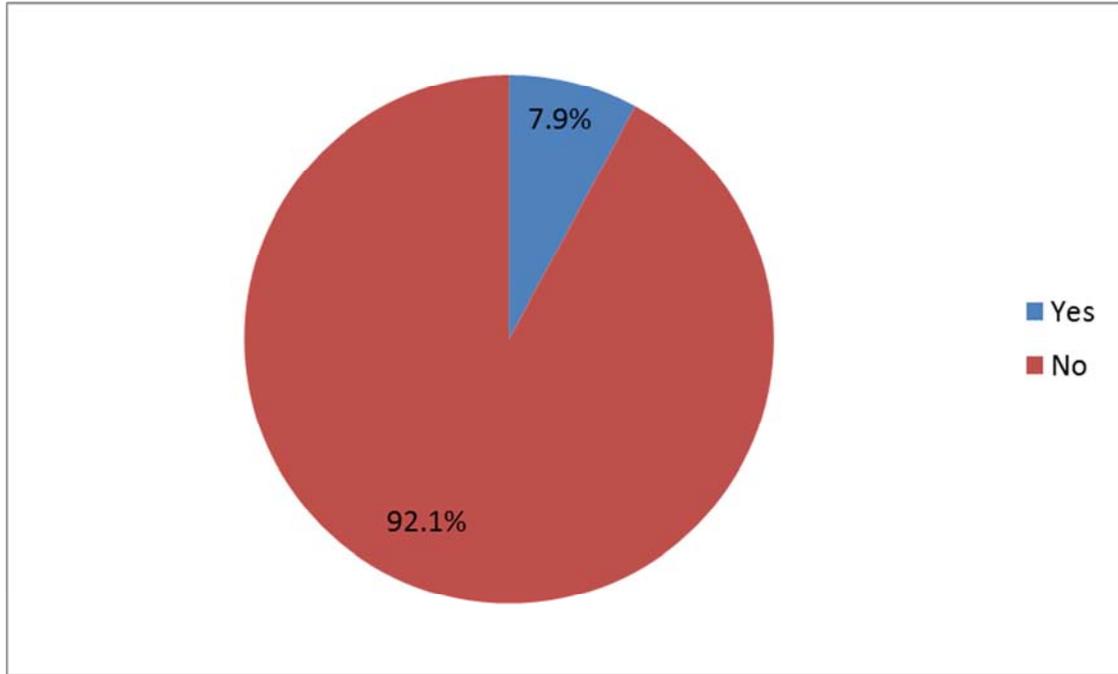
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	189	51.4	51.6	51.6
	No	177	48.1	48.4	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		

Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))



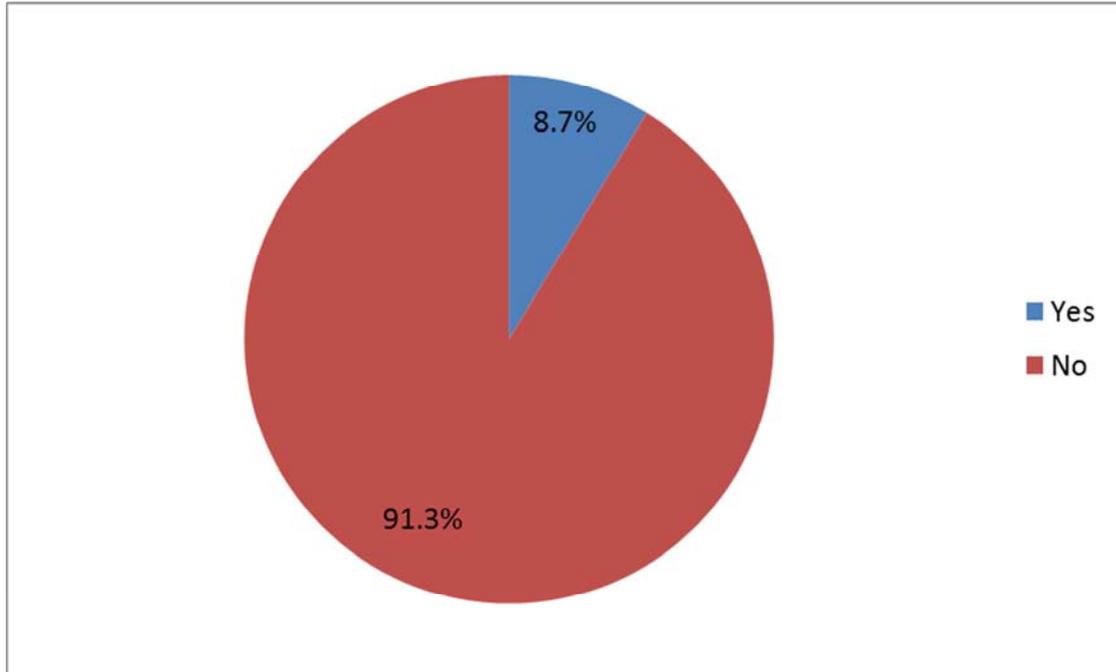
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	6.8	6.8	6.8
	No	341	92.7	93.2	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		

□ T-1

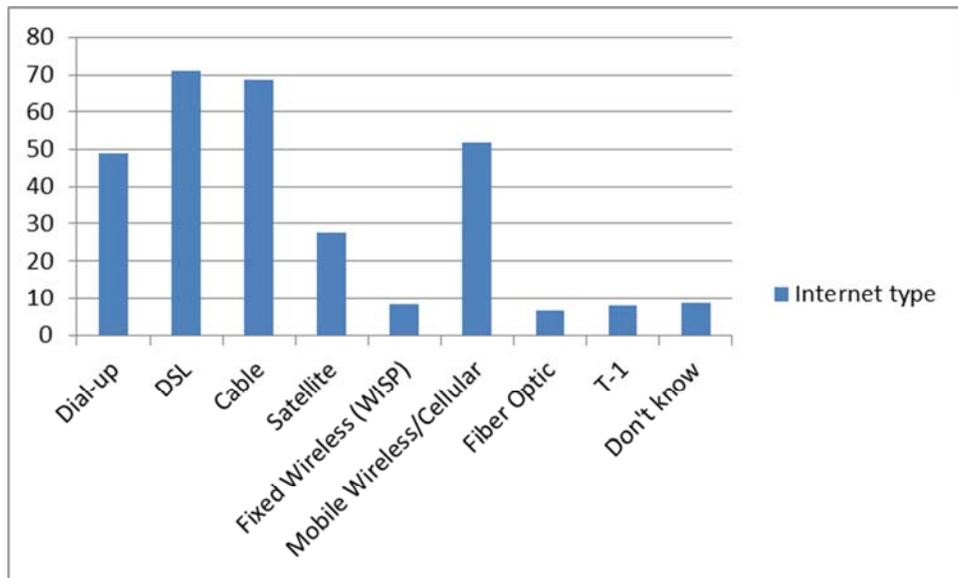


		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	29	7.9	7.9	7.9
Valid	No	337	91.6	92.1	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		

Don't know

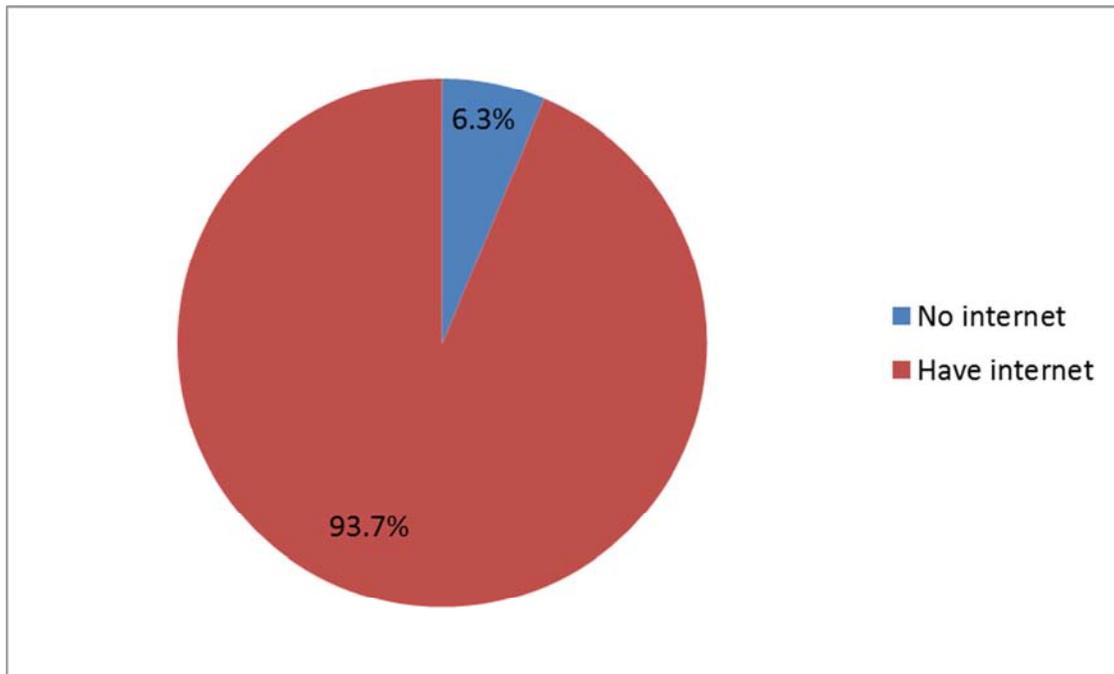


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	8.7	8.7	8.7
	No	334	90.8	91.3	100.0
	Total	366	99.5	100.0	
Missing	999	2	.5		
Total		368	100.0		



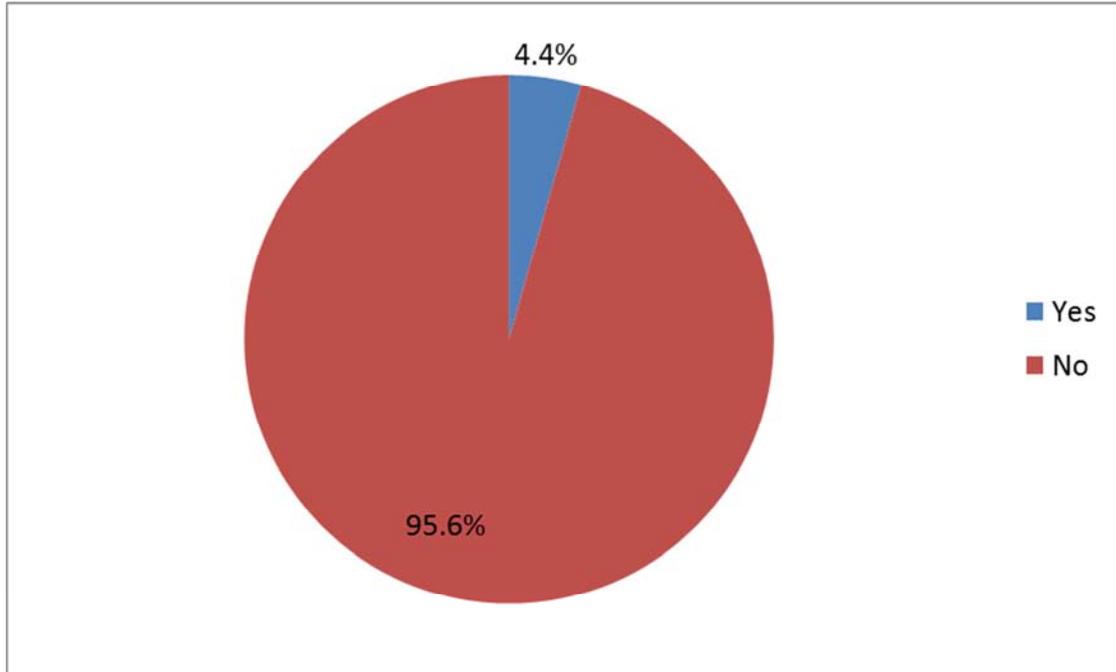
9) What types of internet connection(s) does your business *currently have*? Please check all that apply.

None- **Skip to question 16**



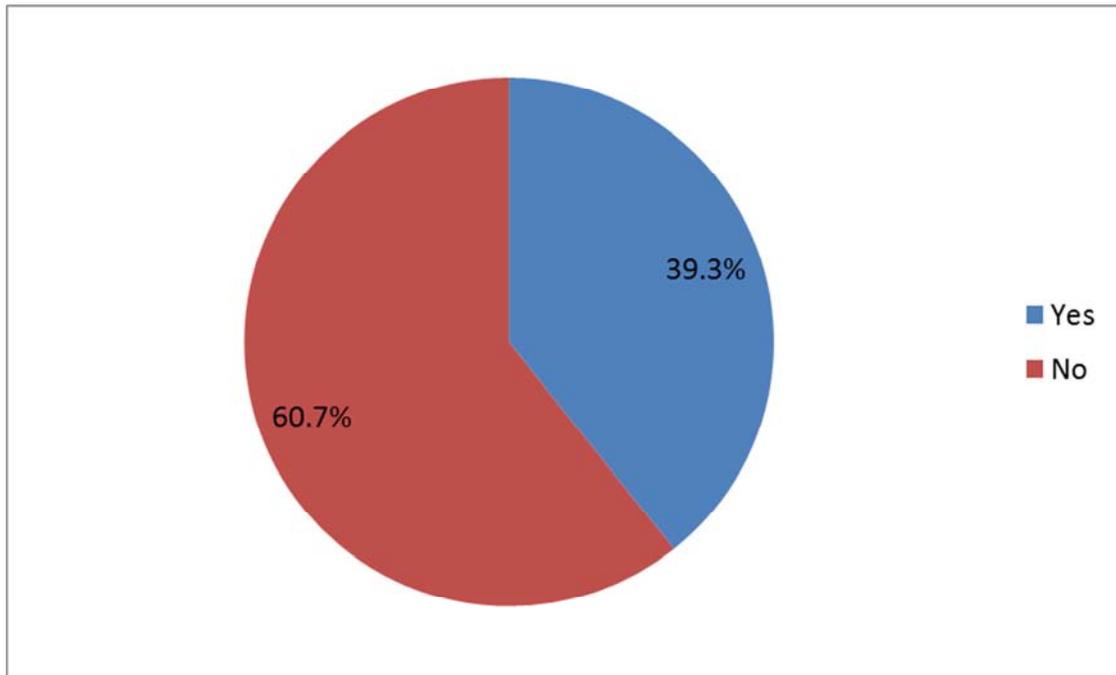
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No internet	23	6.3	6.3	6.3
Valid Have internet	341	92.7	93.7	100.0
Total	364	98.9	100.0	
Missing 999	4	1.1		
Total	368	100.0		

Dial-up (examples: NetZero & Earthlink)



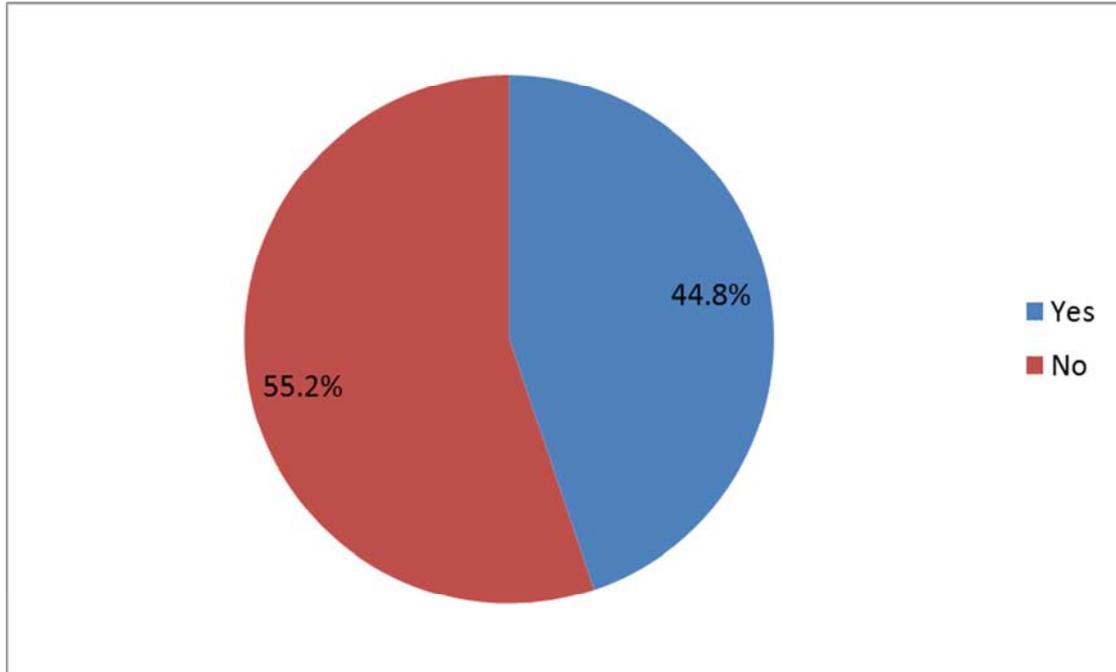
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	4.3	4.4	4.4
	No	348	94.6	95.6	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)



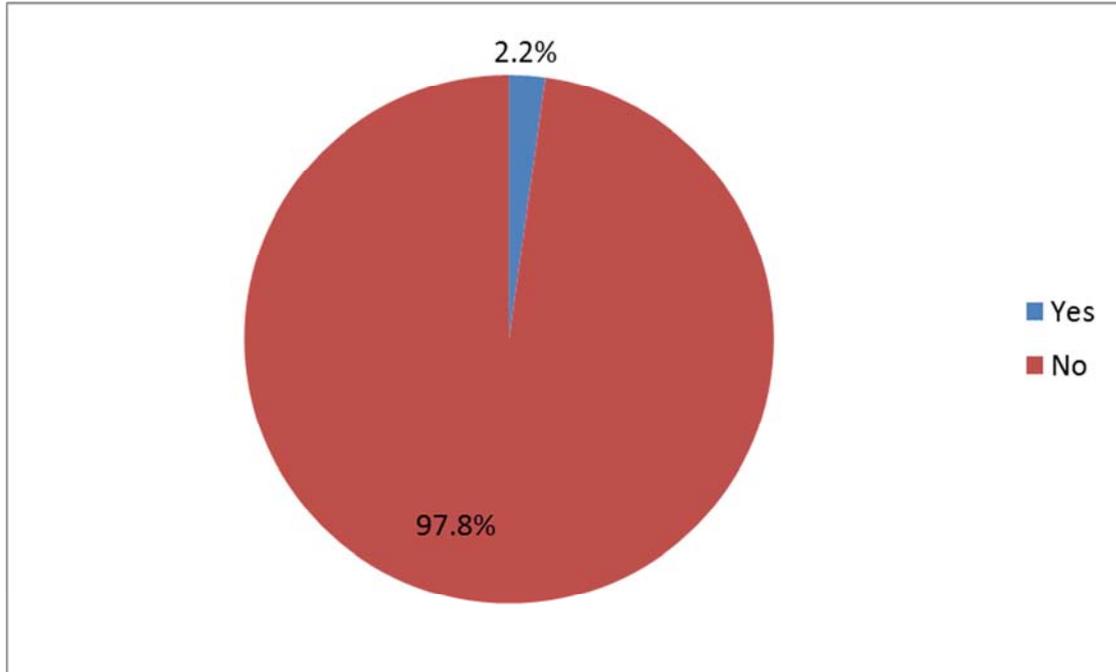
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	143	38.9	39.3	39.3
	No	221	60.1	60.7	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

Cable (examples: Time Warner, Comcast, & BeeLine)



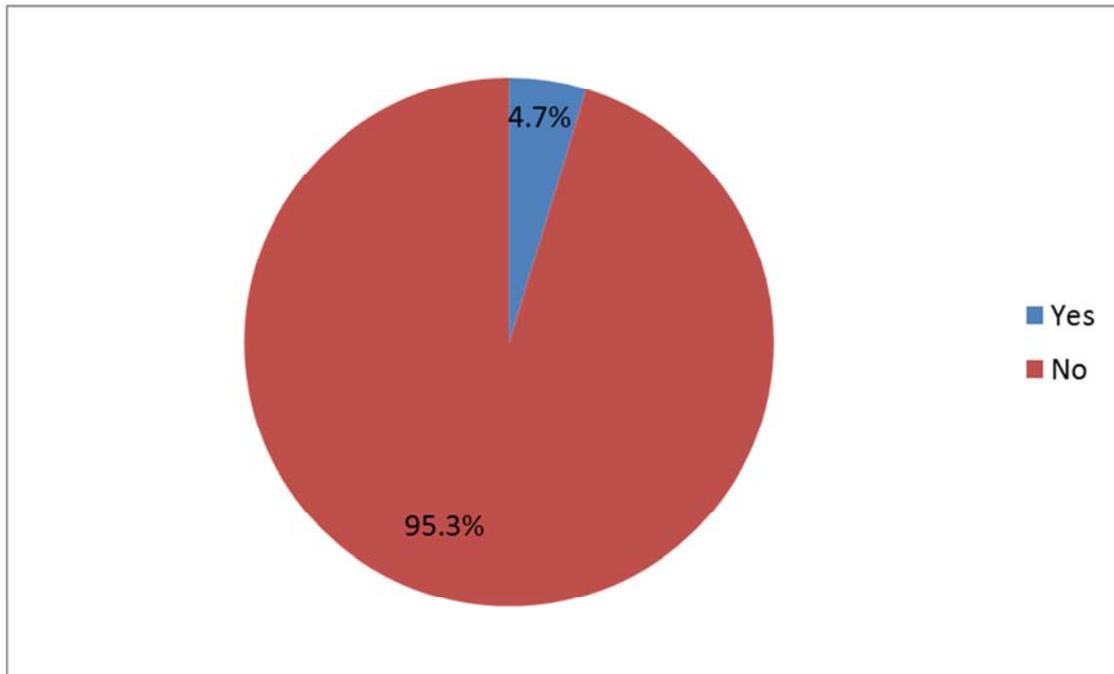
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	163	44.3	44.8	44.8
	No	201	54.6	55.2	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

Satellite (examples: WildBlue & HughesNet)



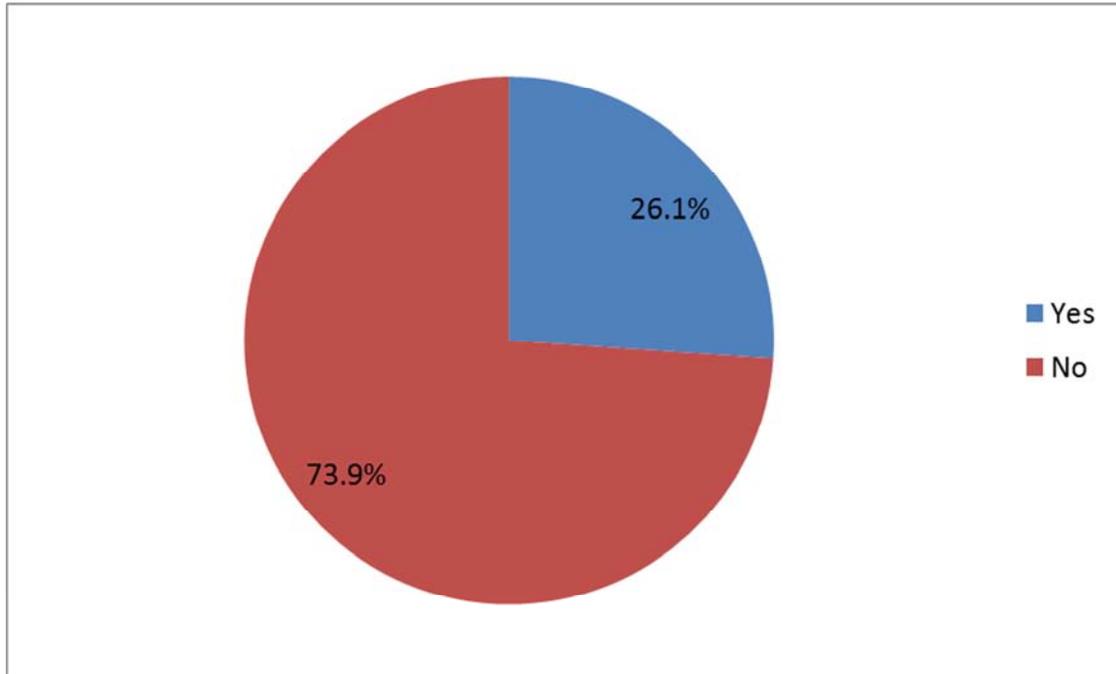
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	2.2	2.2	2.2
	No	356	96.7	97.8	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)



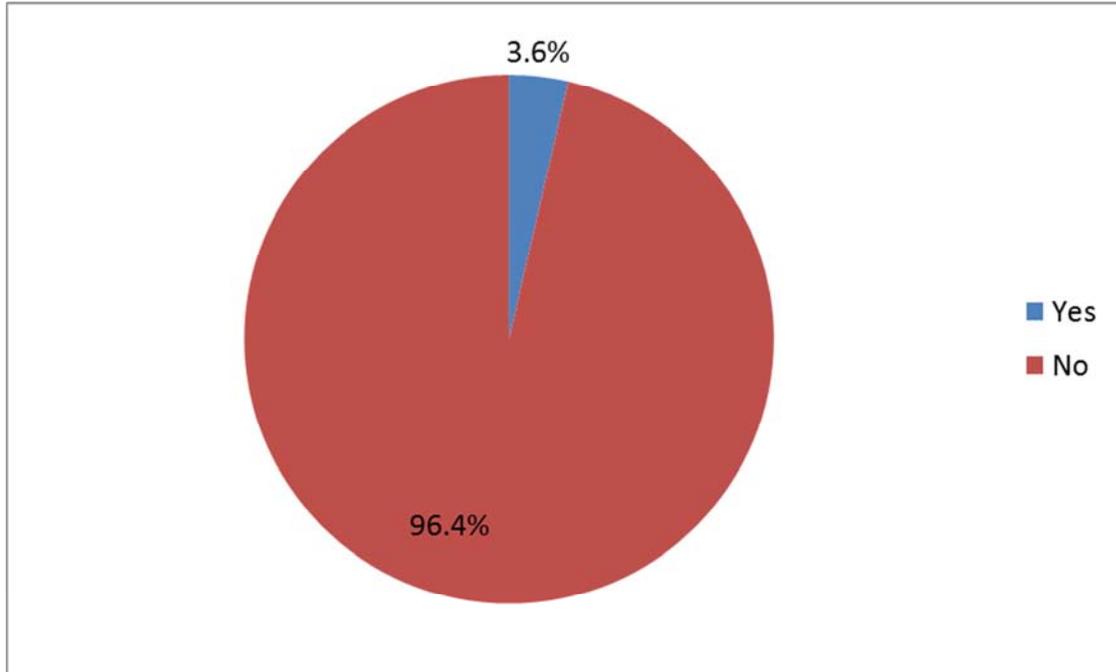
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	4.6	4.7	4.7
	No	347	94.3	95.3	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)



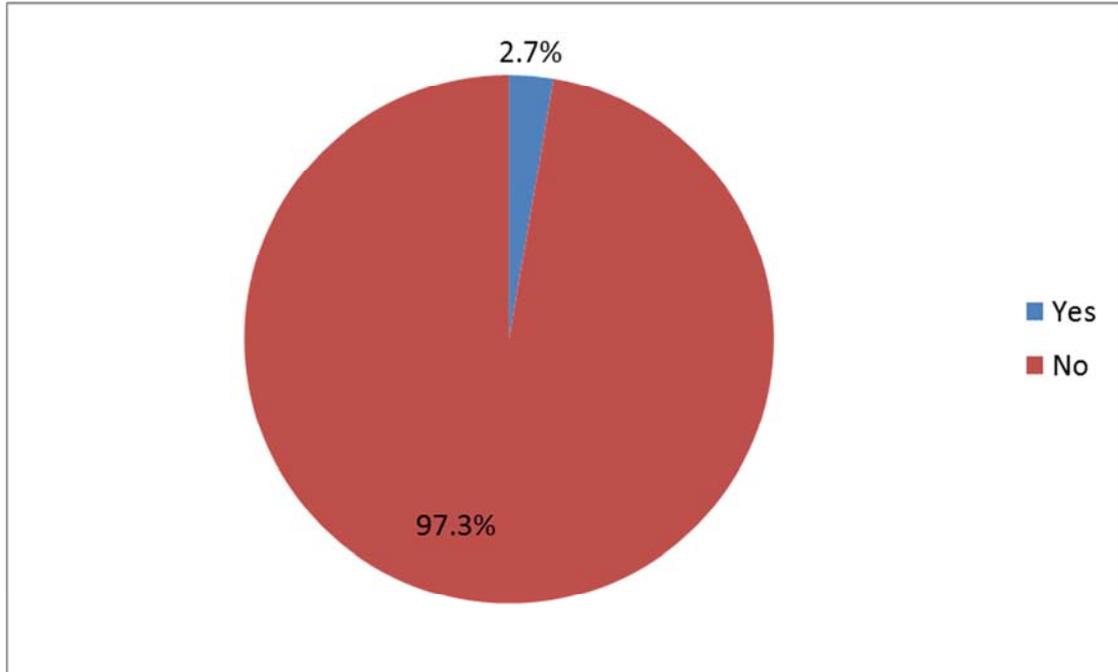
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	95	25.8	26.1	26.1
	No	269	73.1	73.9	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

Fiber Optic (Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))



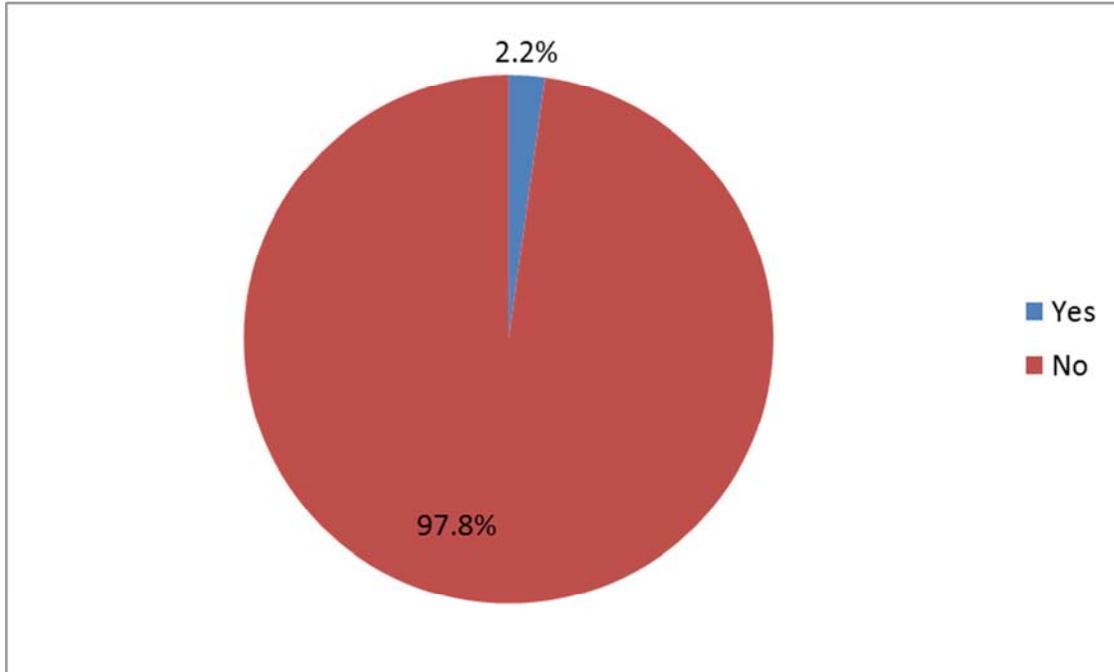
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	3.5	3.6	3.6
	No	351	95.4	96.4	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

□ T-1

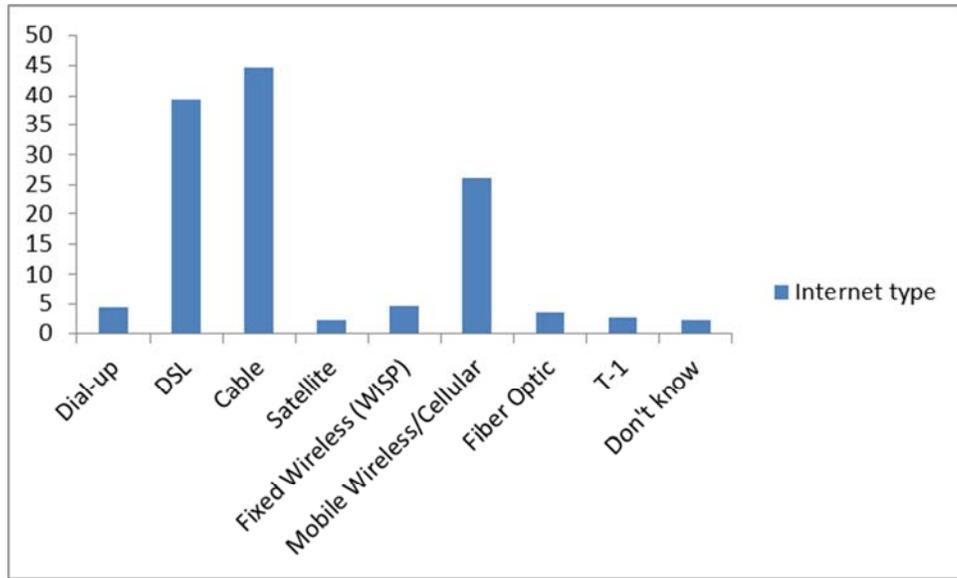


		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	2.7	2.7	2.7
	No	354	96.2	97.3	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		

Don't know



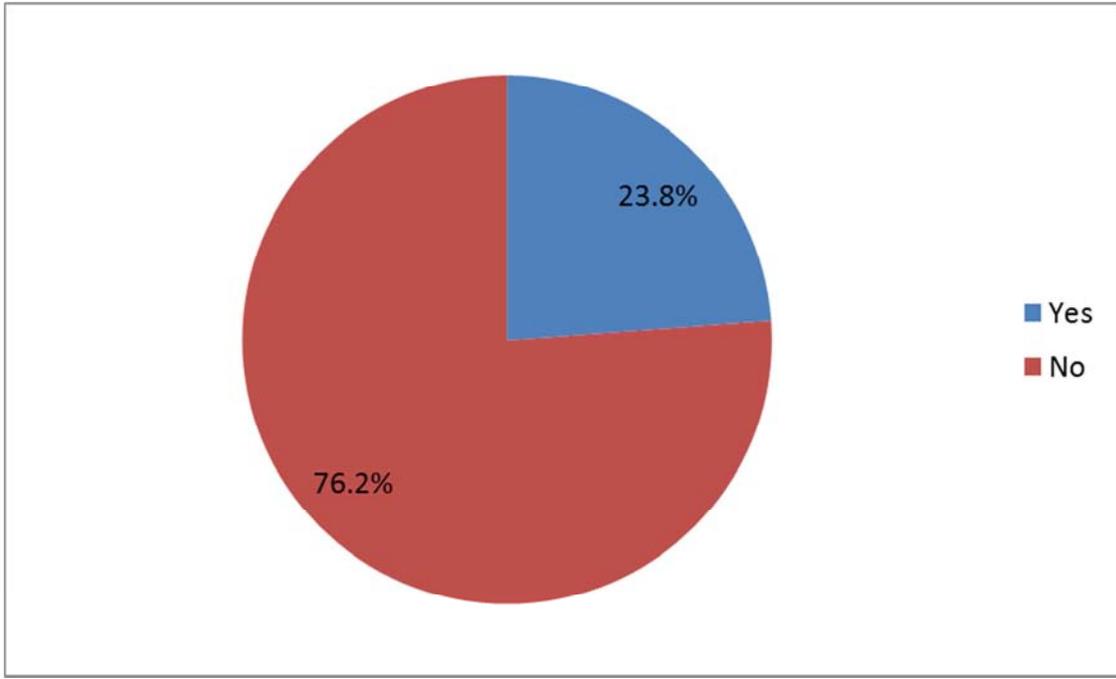
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	8	2.2	2.2	2.2
Valid	N/A	356	96.7	97.8	100.0
	Total	364	98.9	100.0	
Missing	999	4	1.1		
Total		368	100.0		



10) Is internet access available at your business for use by non-employees, such as students, customers, patients, or the general public?

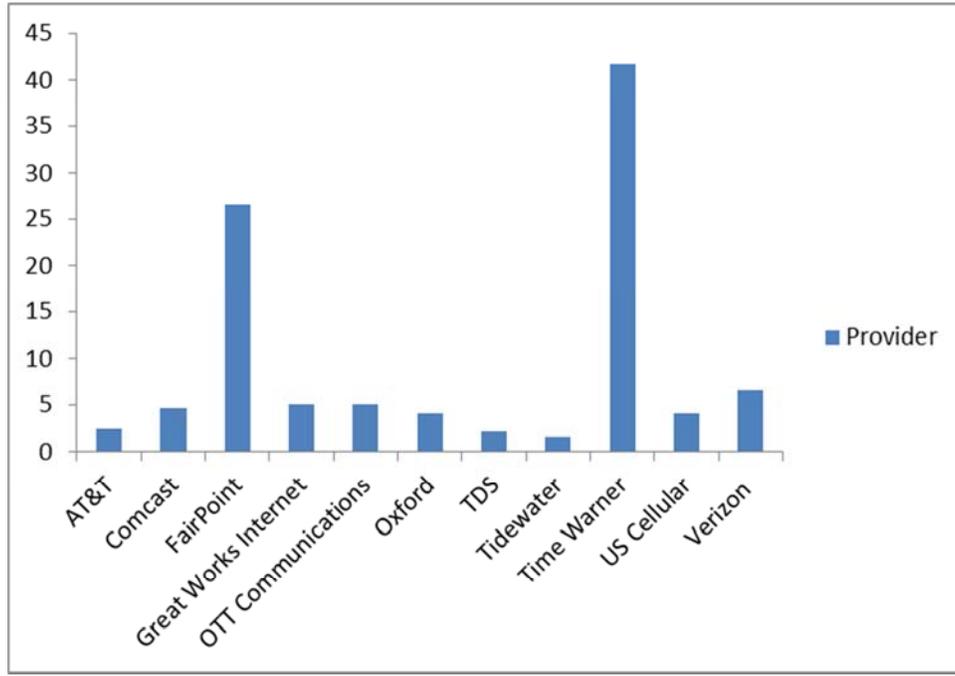
Yes

No



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	22.0	23.8	23.8
	No	260	70.7	76.2	100.0
	Total	341	92.7	100.0	
Missing	999	27	7.3		
Total		368	100.0		

11) Who is/ are your current internet service provider(s) at this location? Please write the name of the company/companies.



<u>Provider</u>	<u>Percentage (%)</u>
AT&T	2.5
Comcast	4.7
FairPoint	26.6
Great Works Internet	5.1
OTT Communications	4.4
Oxford	4.1
TDS	2.2
Tidewater	1.6
Time Warner	41.8
US Cellular	4.1
Verizon	6.6

The following companies had at least one response, but less than 2%:

- | | | |
|----------------|-----------------------------|----------------------------|
| Beeline | Metrocast | Prexar |
| Coastal Telco | Midcoast Internet Solutions | Redzone |
| Cornerstone | MSLN | Rivah Net |
| Earthlink | New Horizons | Straight talk wireless |
| GlobalNet | Pioneer Broadband | T-Mobile |
| HughesNet | Polaris Cable | Uninets |
| Maine Wireless | Premium Choice | York Street Baptist Church |
| Megalink | Broadband | |

@11_Acceleration

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	316	85.9	100.0	100.0
Missing 999	52	14.1		
Total	368	100.0		

@11_AroostookInternet

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	316	85.9	100.0	100.0
Missing 999	52	14.1		
Total	368	100.0		

@11_ATT

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	8	2.2	2.5	2.5
Valid No	308	83.7	97.5	100.0
Valid Total	316	85.9	100.0	
Missing 999	52	14.1		
Total	368	100.0		

@11_AxiomTechnologies

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	316	85.9	100.0	100.0
Missing 999	52	14.1		
Total	368	100.0		

@11_Beeline

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	3	.8	.9	.9
Valid No	313	85.1	99.1	100.0
Valid Total	316	85.9	100.0	
Missing 999	52	14.1		
Total	368	100.0		

@11_Choice

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	316	85.9	100.0	100.0
Missing 999	52	14.1		
Total	368	100.0		

@11_CoastalTelcoServices

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	1	.3	.3	.3
Valid No	315	85.6	99.7	100.0
Valid Total	316	85.9	100.0	
Missing 999	52	14.1		
Total	368	100.0		

@11_Comcast

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	15	4.1	4.7	4.7
Valid No	301	81.8	95.3	100.0
Valid Total	316	85.9	100.0	
Missing 999	52	14.1		
Total	368	100.0		

@11_Cornerstone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.5	.6	.6
	No	314	85.3	99.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_EarthLinkDSL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.5	.6	.6
	No	314	85.3	99.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_FairPointCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	22.8	26.6	26.6
	No	232	63.0	73.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_GlobalNet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.3	.3	.3
	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_GreatWorksInternet

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	16	4.3	5.1	5.1
Valid	No	300	81.5	94.9	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_HughesNet

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	4	1.1	1.3	1.3
Valid	No	312	84.8	98.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_MaineWireless

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Megalink

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Metrocast

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.5	.6	.6
	No	314	85.3	99.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_MidcoastInternetSolutions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	1.4	1.6	1.6
	No	311	84.5	98.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_MidMaine

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	316	85.9	100.0	100.0
Missing	999	52	14.1		
Total		368	100.0		

@11_MSLN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.3	.3	.3
	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_NetZero

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	316	85.9	100.0	100.0
Missing	999	52	14.1		
Total		368	100.0		

@11_NewHorizons

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_OTTCommunications

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	14	3.8	4.4	4.4
Valid	No	302	82.1	95.6	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Oxford

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	13	3.5	4.1	4.1
Valid	No	303	82.3	95.9	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_PioneerBroadband

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	3	.8	.9	.9
Valid	No	313	85.1	99.1	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_PolarisCable

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_PremiumChoiceBroadband

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	3	.8	.9	.9
Valid	No	313	85.1	99.1	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Prexar

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_RedZone

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Rivahnet

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	2	.5	.6	.6
Valid	No	314	85.3	99.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_StraightTalkWireless

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_TDS

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	7	1.9	2.2	2.2
Valid	No	309	84.0	97.8	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_TidewaterTelecom

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	5	1.4	1.6	1.6
Valid	No	311	84.5	98.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_TimeWarnerRoadrunner

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	132	35.9	41.8	41.8
Valid	No	184	50.0	58.2	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Tmobile

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Uninets

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	1	.3	.3	.3
Valid	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_USCellular

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	3.5	4.1	4.1
	No	303	82.3	95.9	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_Verizon

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	5.7	6.6	6.6
	No	295	80.2	93.4	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

@11_WildBlue

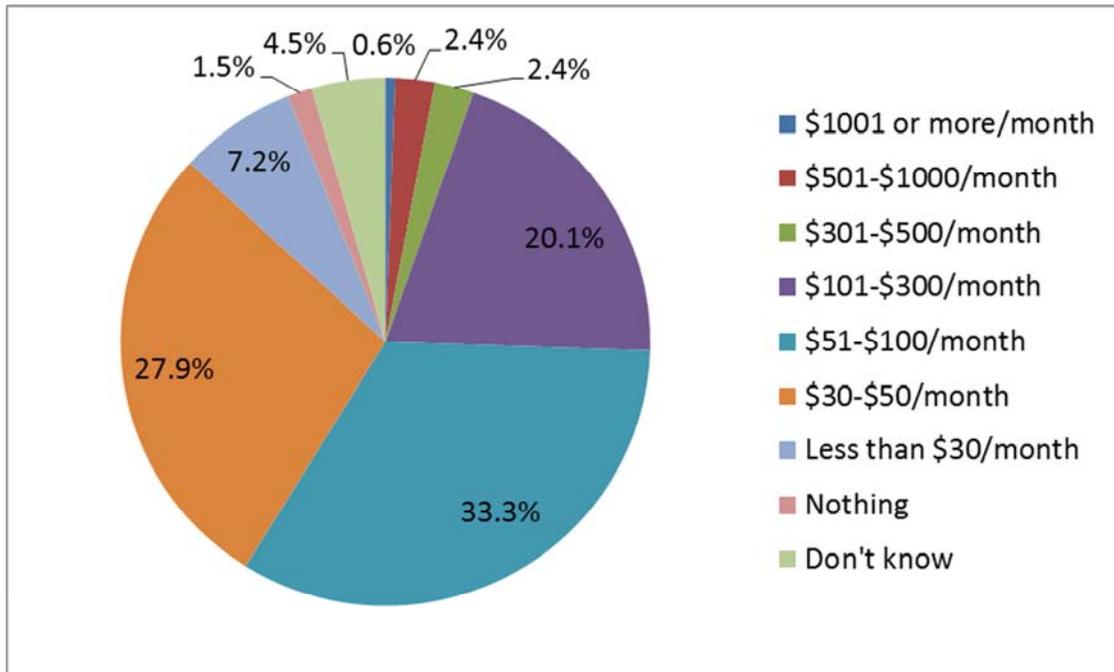
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	316	85.9	100.0	100.0
Missing	999	52	14.1		
Total		368	100.0		

@11_YorkStreetBaptistChurch

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.3	.3	.3
	No	315	85.6	99.7	100.0
	Total	316	85.9	100.0	
Missing	999	52	14.1		
Total		368	100.0		

12) How much does your business currently pay for internet service each month at this location? If you are not sure, please give your best estimate.

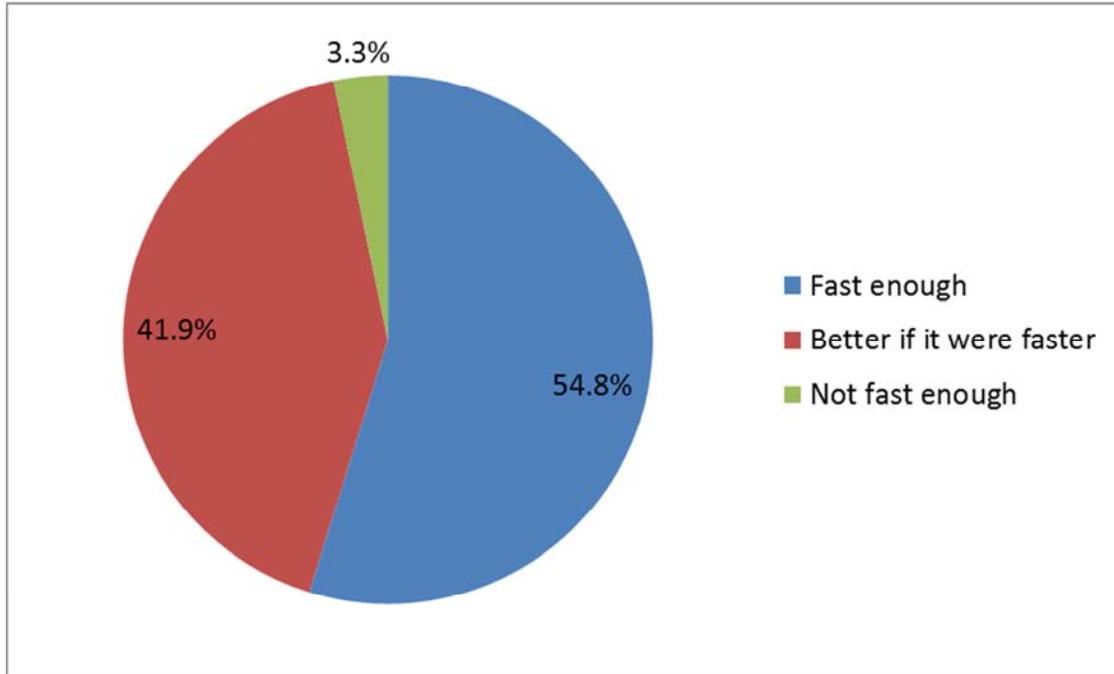
- \$1001 or more/ month
- \$501-\$1000/ month
- \$301-\$500/ month
- \$101-\$300/ month
- \$51-\$100/ month
- \$30-\$50/ month
- Less than \$30/ month
- Nothing
- Don't know



		Frequency	Percent	Valid Percent	Cumulative Percent
	\$1001 or more/month	2	.5	.6	.6
	\$501-\$1000/month	8	2.2	2.4	3.0
	\$301-\$500/month	8	2.2	2.4	5.4
	\$101-\$300/month	67	18.2	20.1	25.5
Valid	\$51-\$100/month	111	30.2	33.3	58.9
	\$30-\$50/month	93	25.3	27.9	86.8
	Less than \$30/month	24	6.5	7.2	94.0
	Nothing	5	1.4	1.5	95.5
	Don't know	15	4.1	4.5	100.0
	Total	333	90.5	100.0	
Missing	0	35	9.5		
Total		368	100.0		

13) How would you rate the speed of your business' internet connection?

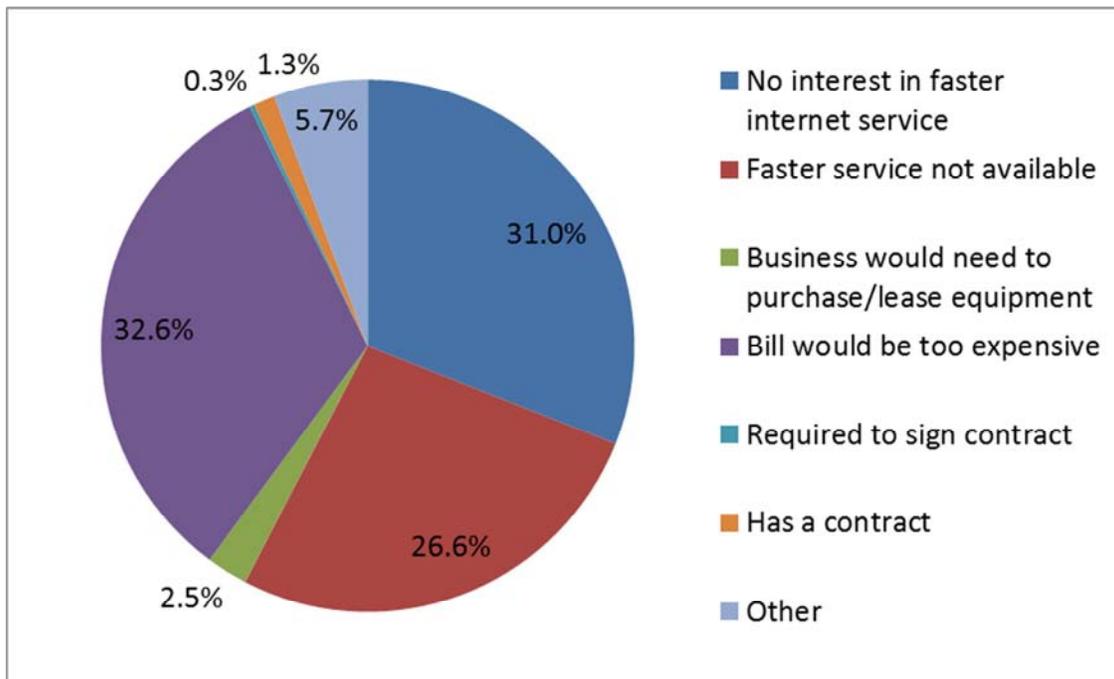
- It's fast enough to do what the business needs
- It would be better if it were faster, but the business can still do what it needs
- It's not fast enough to do what the business needs



	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Fast enough	182	49.5	54.8	54.8
Better if it were faster	139	37.8	41.9	96.7
Not fast enough	11	3.0	3.3	100.0
Total	332	90.2	100.0	
Missing				
0	36	9.8		
Total	368	100.0		

14) What is the main reason your business doesn't subscribe to a faster internet service? Please check only one answer.

- No interest in having faster internet service
- Faster internet service is not available
- The business would have to purchase or lease equipment to get faster internet service
- The monthly bill for faster internet service would be too expensive
- The business would be required to sign a contract to get faster internet service*
- The business currently has a contract with an internet provider
- The business is limited by purchasing rules*
- Other- Please write in:



*Note: There were no respondents who selected "limited by purchasing rules" response option.

		Frequency	Percent	Valid Percent	Cumulative Percent
	No interest in faster internet service	98	26.6	31.0	31.0
	Faster service not available	84	22.8	26.6	57.6
	Business would need to purchase/lease equipment	8	2.2	2.5	60.1
Valid	Bill would be too expensive	103	28.0	32.6	92.7
	Required to sign contract	1	.3	.3	93.0
	Has a contract	4	1.1	1.3	94.3
	Other	18	4.9	5.7	100.0
	Total	316	85.9	100.0	
	0	41	11.1		
Missing	999	11	3.0		
	Total	52	14.1		
Total		368	100.0		

Text for other responses:

Business has internet turbo HS

Business is closed due to the owner being deceased

Currently have fastest service available.

Don't know what else is available

Don't know what's available

Fairpoint has not provided it

Faster not available except a T1 line which we may be able to get.

Have bumped up speed

Haven't looked to see what is available

Is there a faster service?

It's my personal computer we just use it a little for business

Never have looked into it.

No need, Fast enough

Not applicable

Not sure

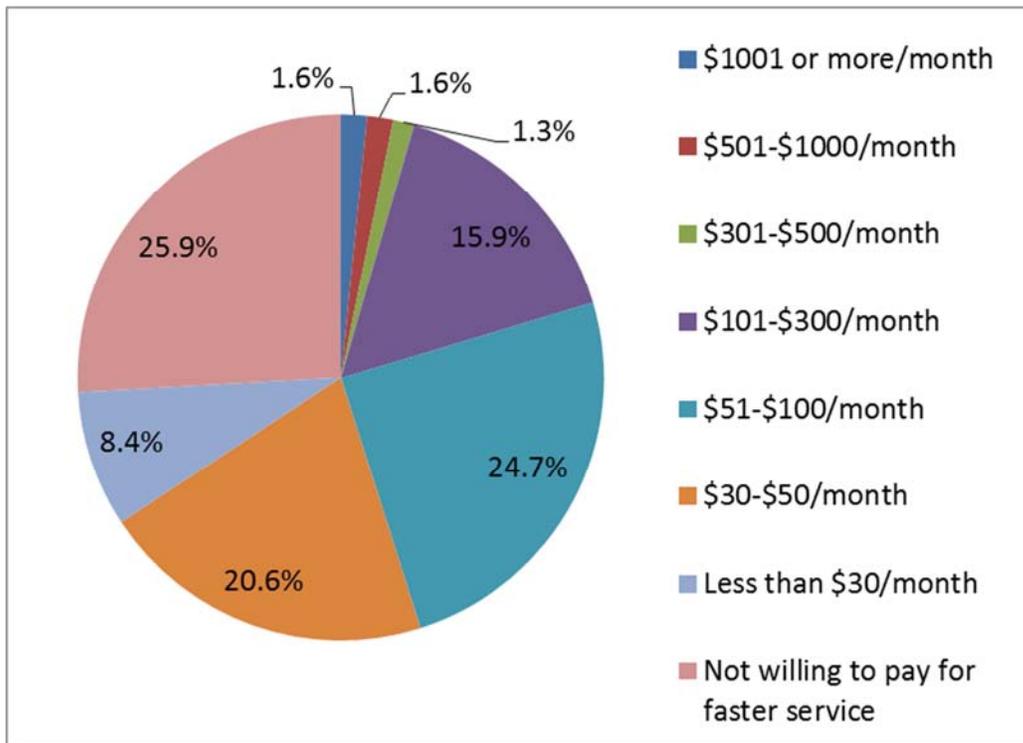
Not sure I could get it. Plus the cost is too high and I will not sign a contract.

Our area really doesn't have a lot of choices.

The bundle available with Fairpoint DSL has other non-internet advantages.

15) If the business could have a faster internet connection, what is the most the business would be willing to pay each month for internet service at this location?

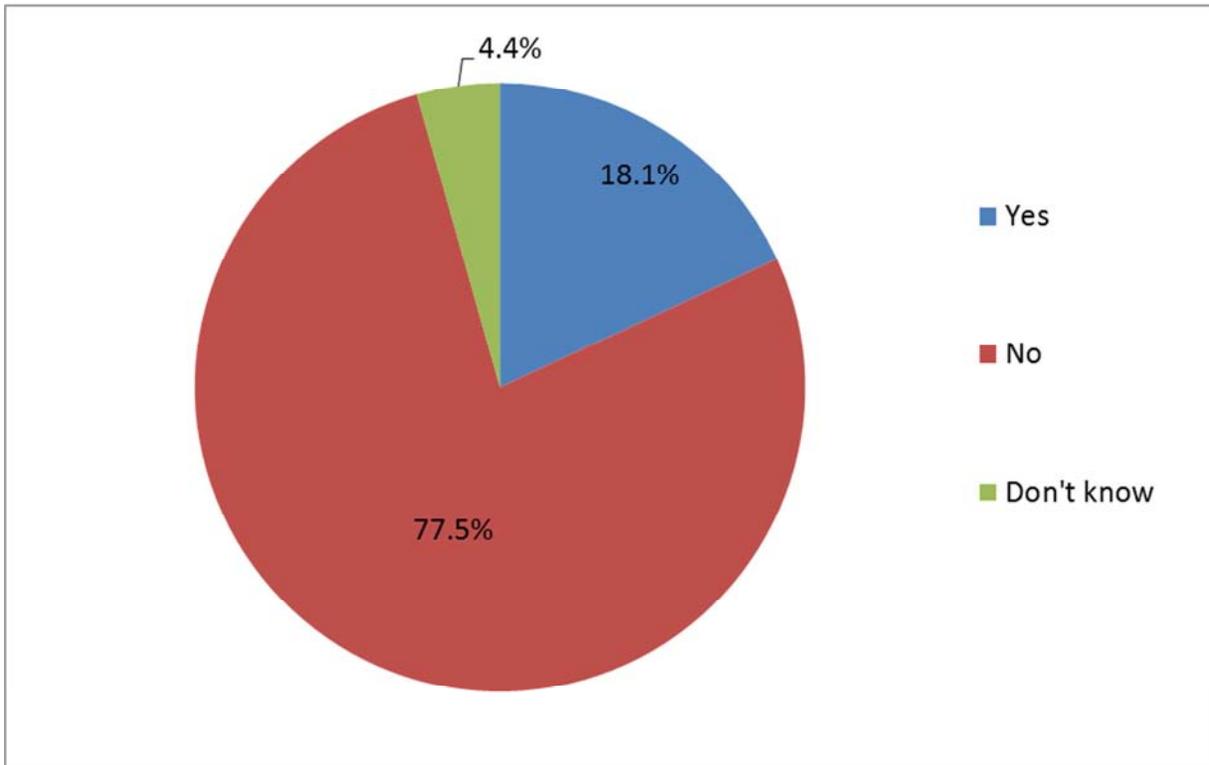
- \$1001 or more/ month
- \$501-\$1000/ month
- \$301-\$500/ month
- \$101-\$300/ month
- \$51-\$100/ month
- \$30-\$50/ month
- Less than \$30/ month
- Would not be willing to pay for faster internet service



		Frequency	Percent	Valid Percent	Cumulative Percent
	\$1001 or more/month	5	1.4	1.6	1.6
	\$501-\$1000/month	5	1.4	1.6	3.1
	\$301-\$500/month	4	1.1	1.3	4.4
	\$101-\$300/month	51	13.9	15.9	20.3
Valid	\$51-\$100/month	79	21.5	24.7	45.0
	\$30-\$50/month	66	17.9	20.6	65.6
	Less than \$30/month	27	7.3	8.4	74.1
	Not willing to pay for faster service	83	22.6	25.9	100.0
	Total	320	87.0	100.0	
	0	46	12.5		
Missing	999	2	.5		
	Total	48	13.0		
Total		368	100.0		

16) Has your business used any other internet service providers *at this address* in the past three years?

- Yes
- No
- Don't know



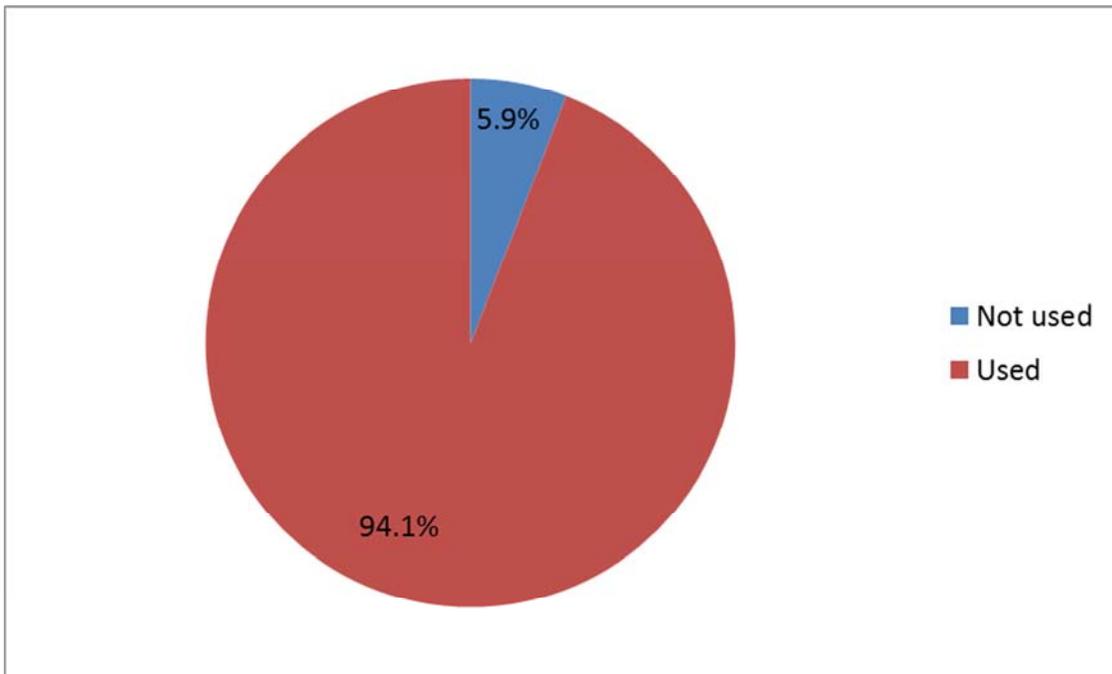
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	65	17.7	18.1	18.1
Valid No	279	75.8	77.5	95.6
Valid Don't know	16	4.3	4.4	100.0
Valid Total	360	97.8	100.0	
Missing 0	8	2.2		
Total	368	100.0		

17) If yes, what other internet service providers has the business used at this address in the past three years? Please write the name of the company or companies.

Provider	# of responses
FairPoint Communications	15
Time Warner Roadrunner	11
Midcoast Internet Solutions	6
HughsNet	4
Beeline	3
Great Works Internet	2
Pioneer Broadband	2
AOL	2
Verizon	2
Acceleration	1
Aroostook Internet	1
Axiom Technologies	1
Bluestreak	1
Comcast	1
Earthlink	1
GEIPC	1
Juno	1
Localnet	1
Midmaine	1
One Communications	1
Premium Choice	1
Prexar	1
TDS	1
XpressAmerica	1
Suscom	1
Wildblue	1

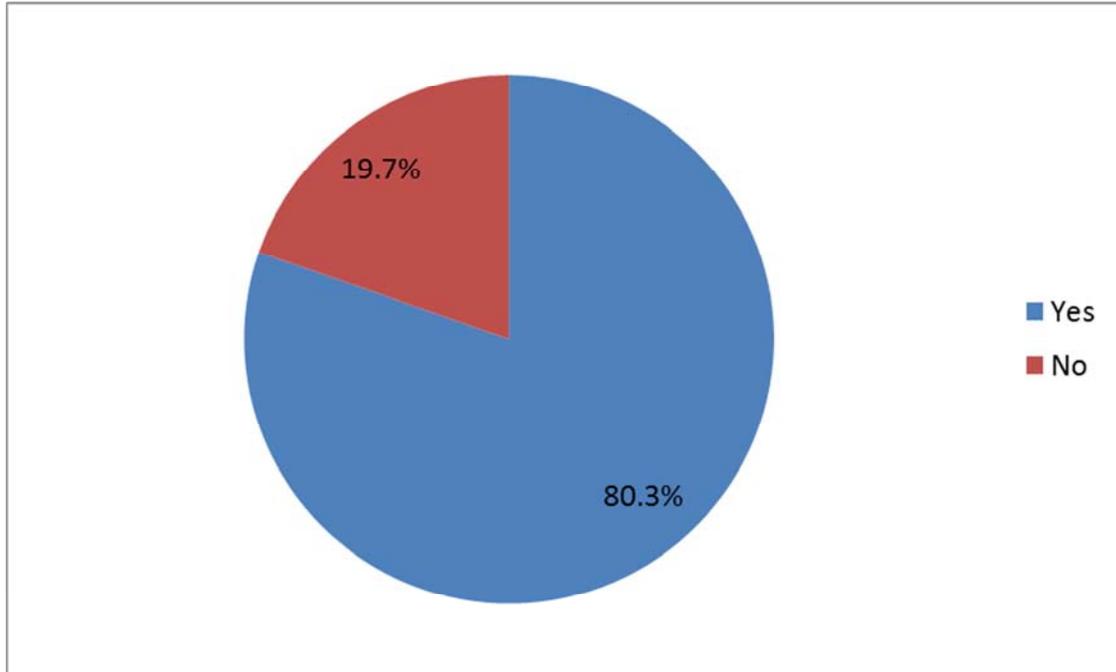
18) What has your business used the computer or mobile device for in the *past month*?
 Please check all that apply.

Business has not used a computer or mobile device in the past month



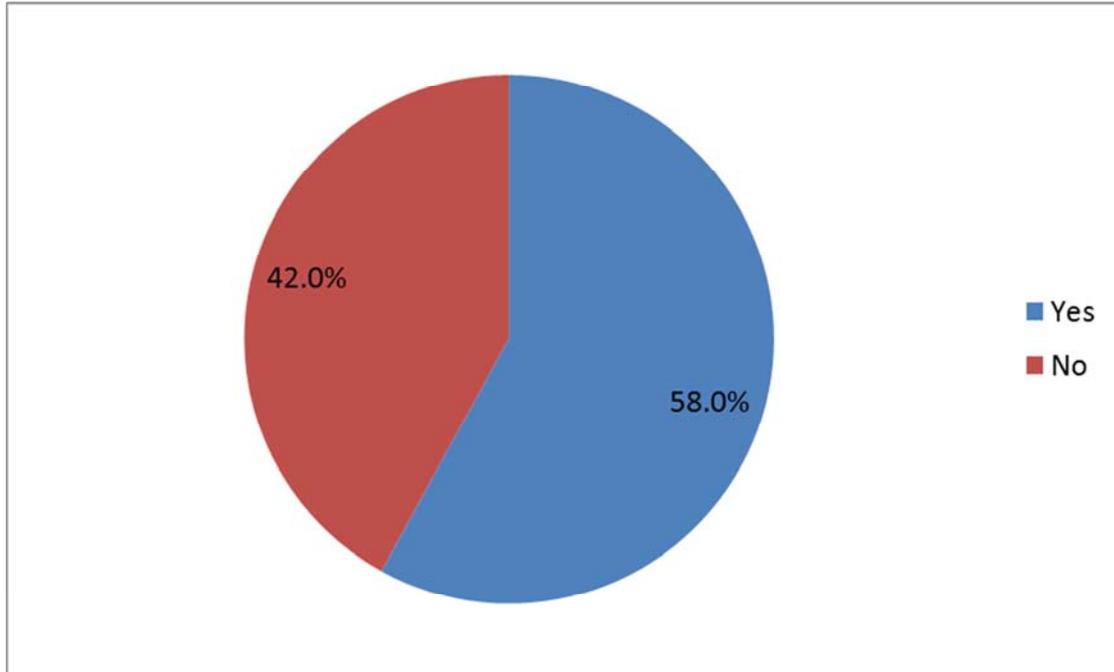
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	21	5.7	5.9	5.9
	Used	334	90.8	94.1	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Conducting business



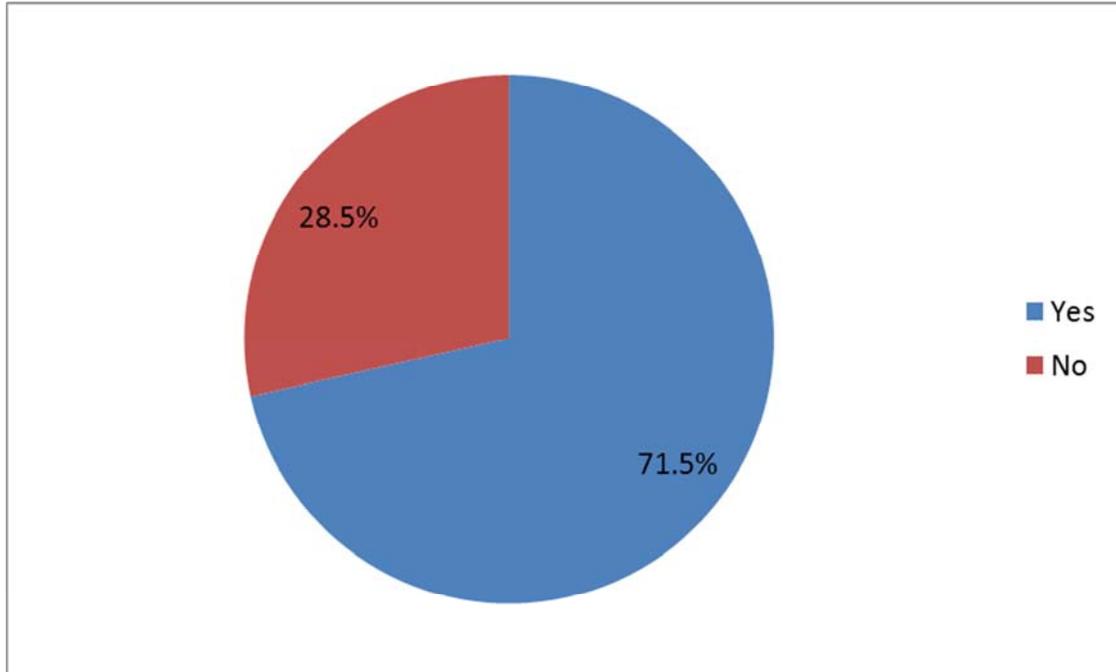
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	285	77.4	80.3	80.3
	No	70	19.0	19.7	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Word processing/ presentations



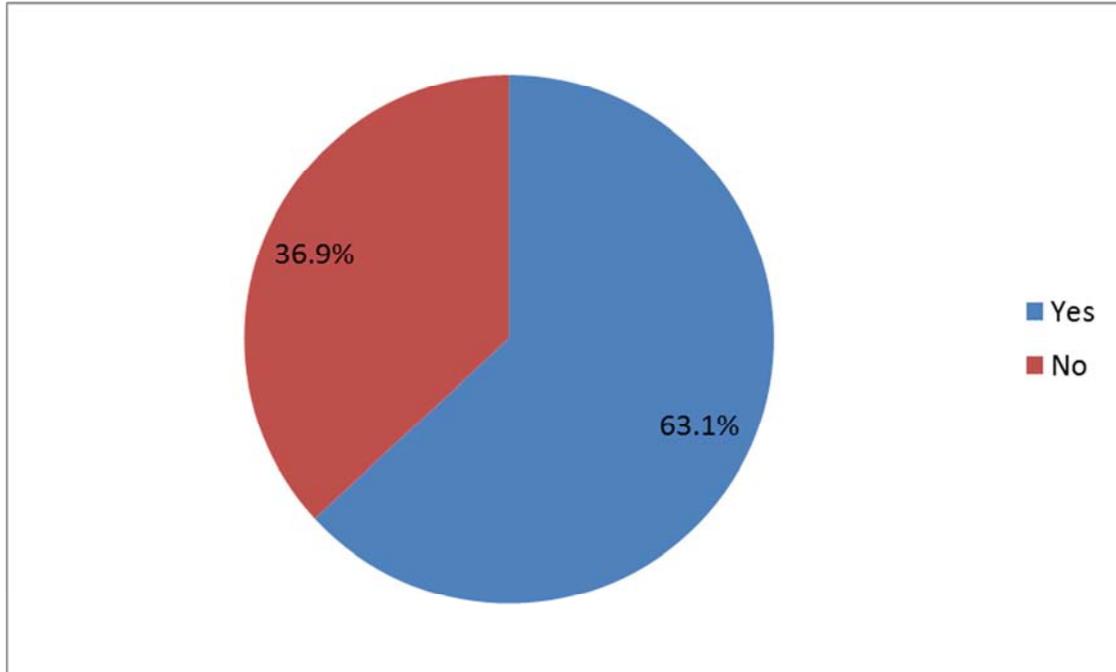
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	206	56.0	58.0	58.0
	No	149	40.5	42.0	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Maintaining a database/ recordkeeping



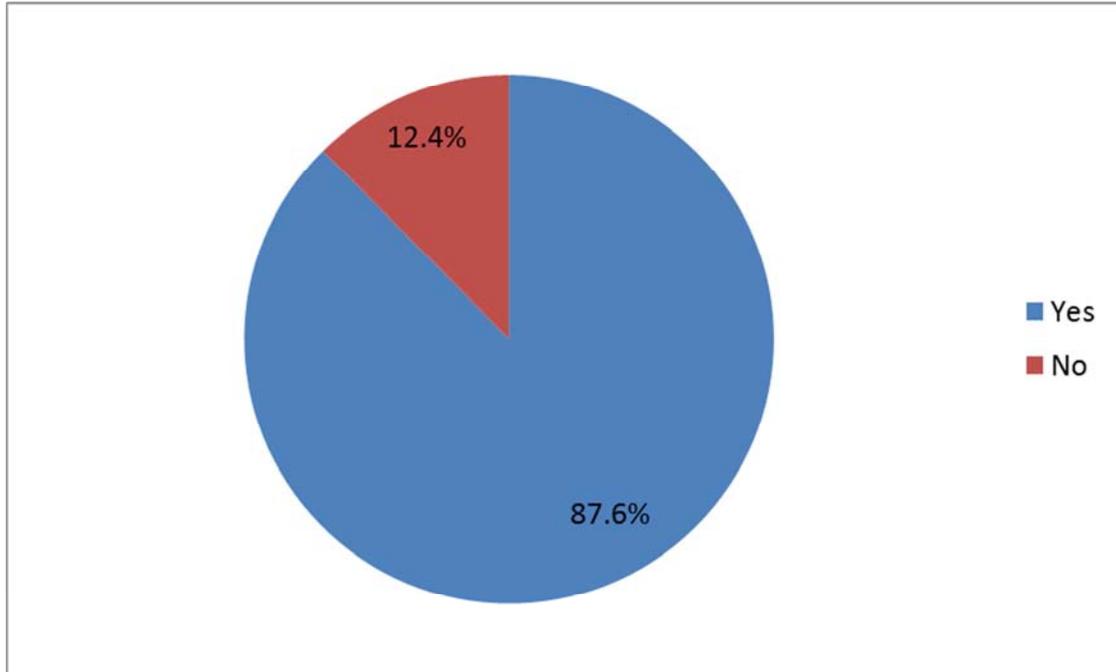
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	254	69.0	71.5	71.5
	No	101	27.4	28.5	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Financial management/billing



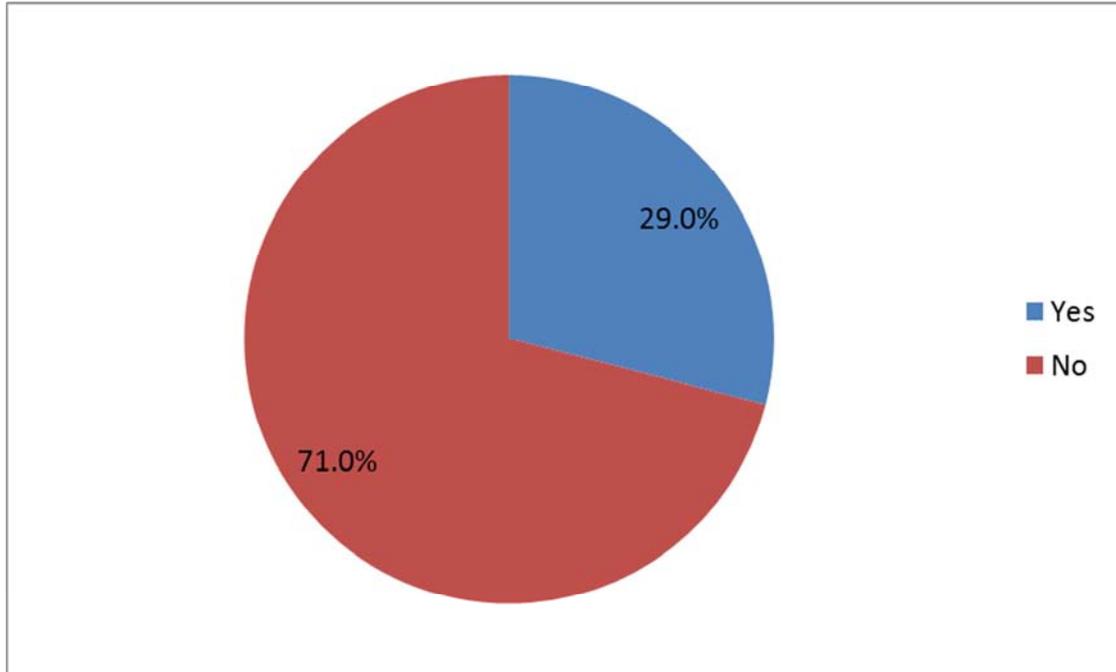
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	224	60.9	63.1	63.1
	No	131	35.6	36.9	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

E-mail or other communications



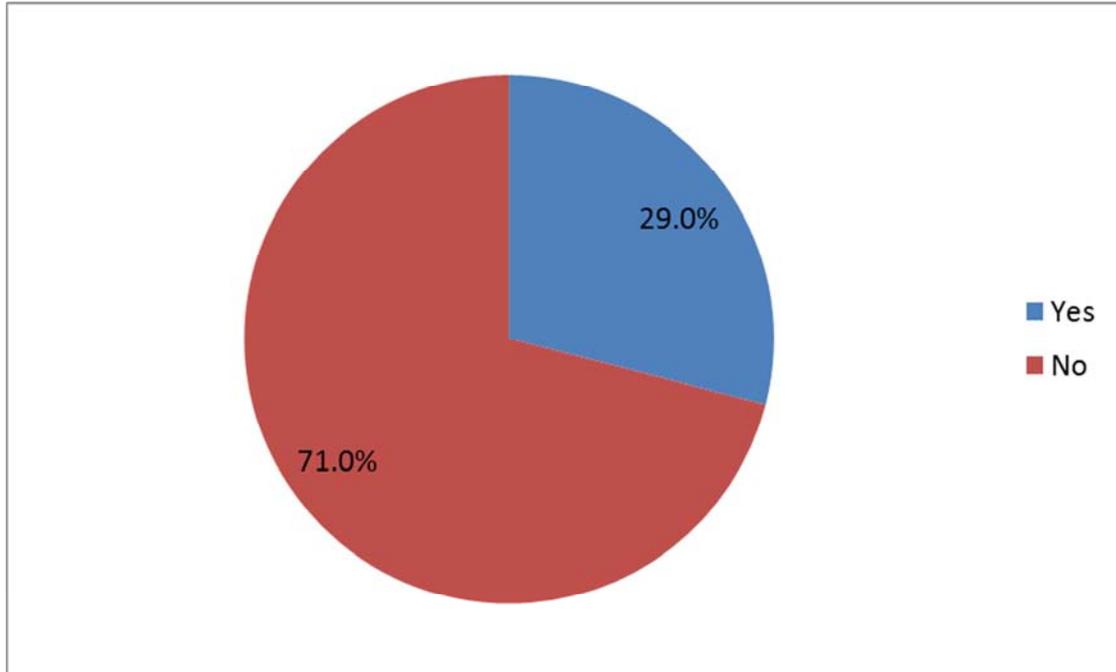
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	311	84.5	87.6	87.6
	No	44	12.0	12.4	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

E-commerce



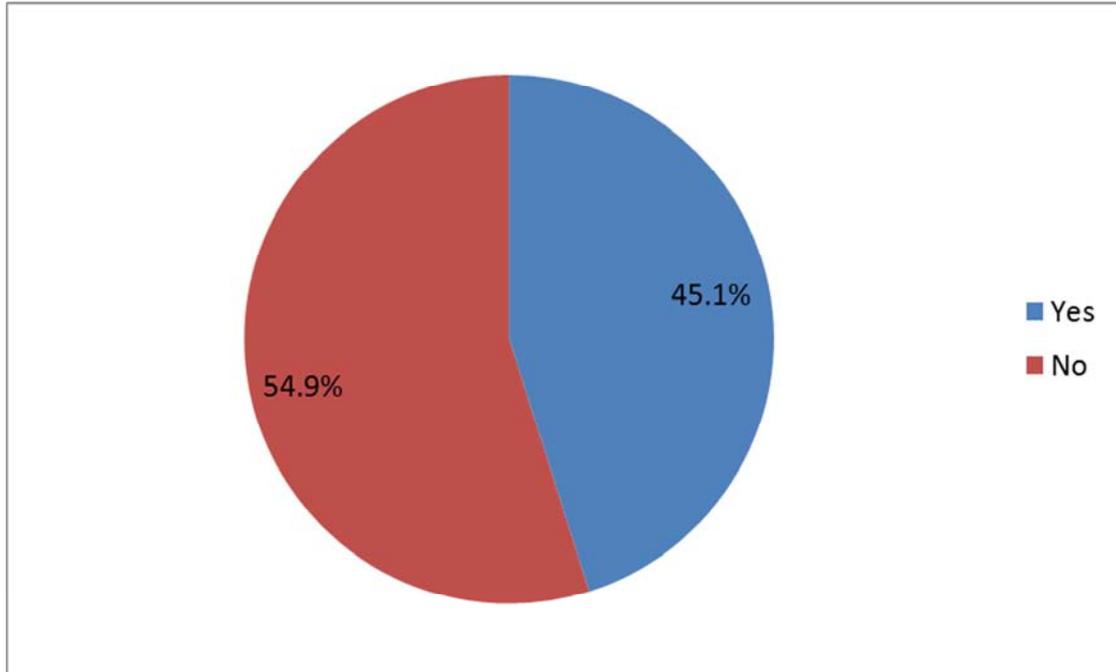
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	103	28.0	29.0	29.0
	No	252	68.5	71.0	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Travel/ event coordination



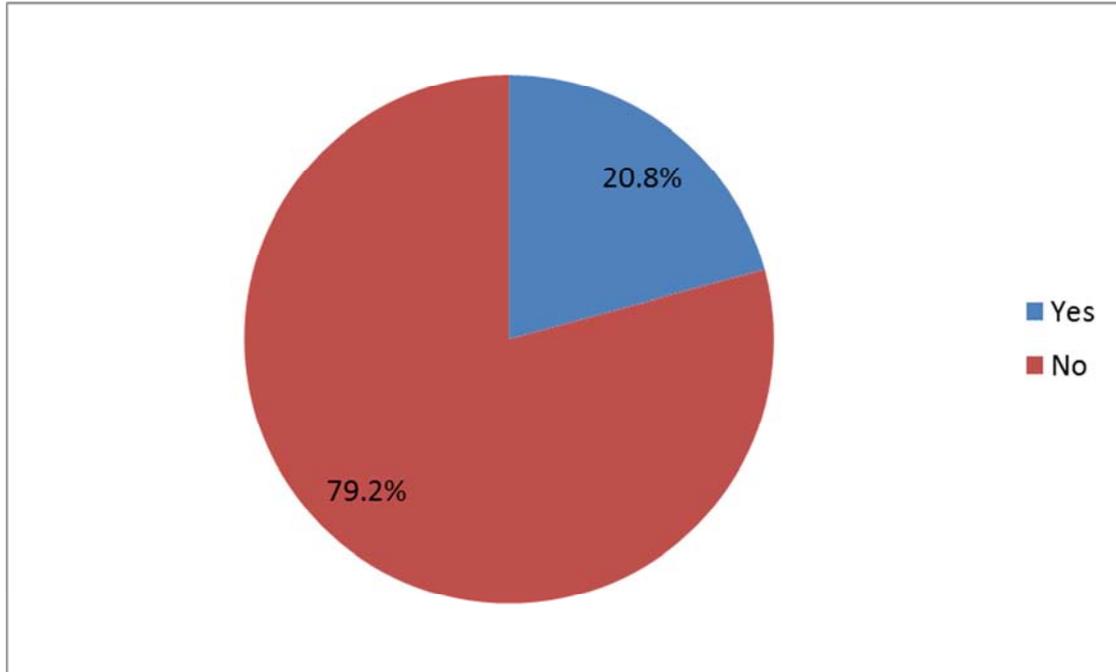
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	103	28.0	29.0	29.0
	No	252	68.5	71.0	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Developing/ maintaining a website



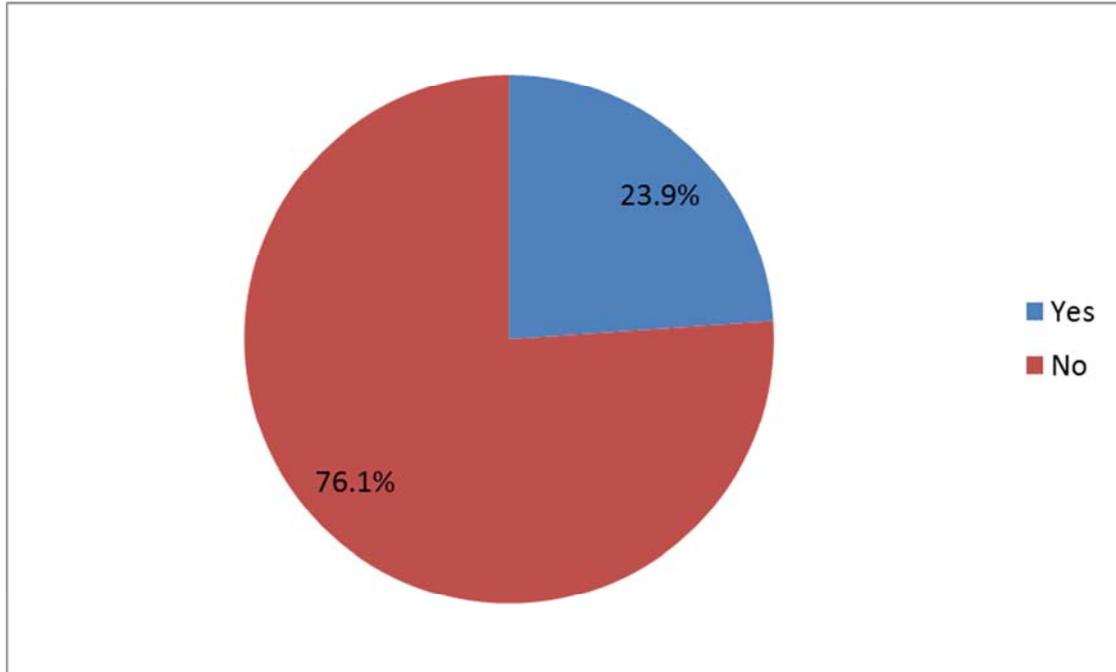
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	160	43.5	45.1	45.1
	No	195	53.0	54.9	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Connecting with your business' other locations



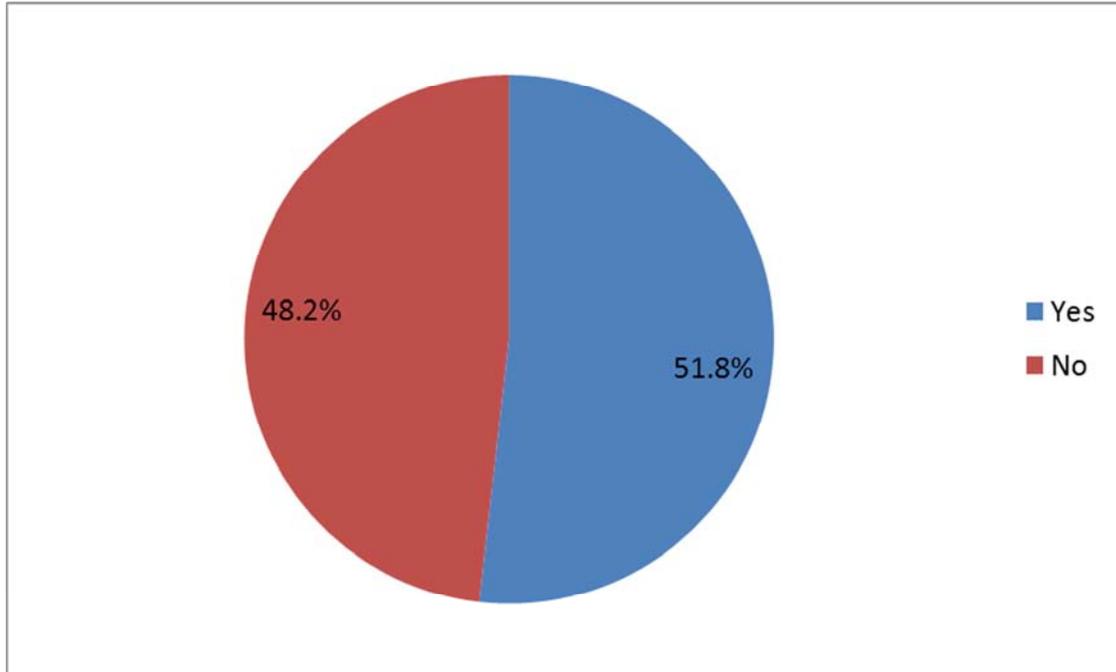
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	74	20.1	20.8	20.8
	No	281	76.4	79.2	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Connecting with similar businesses



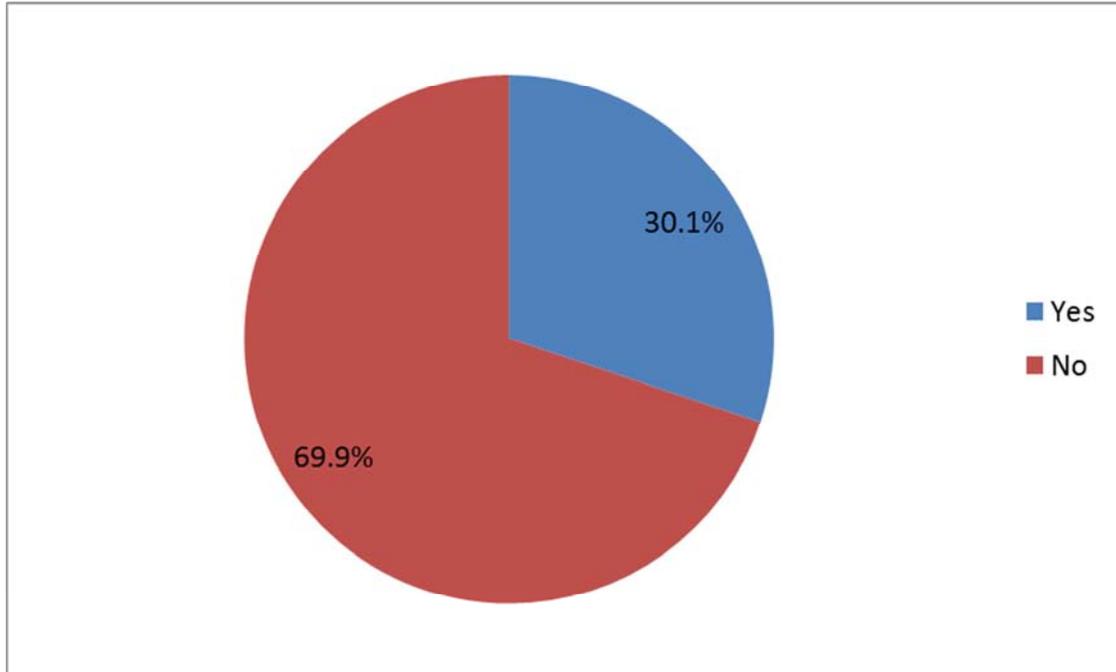
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	23.1	23.9	23.9
	No	270	73.4	76.1	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Conducting research



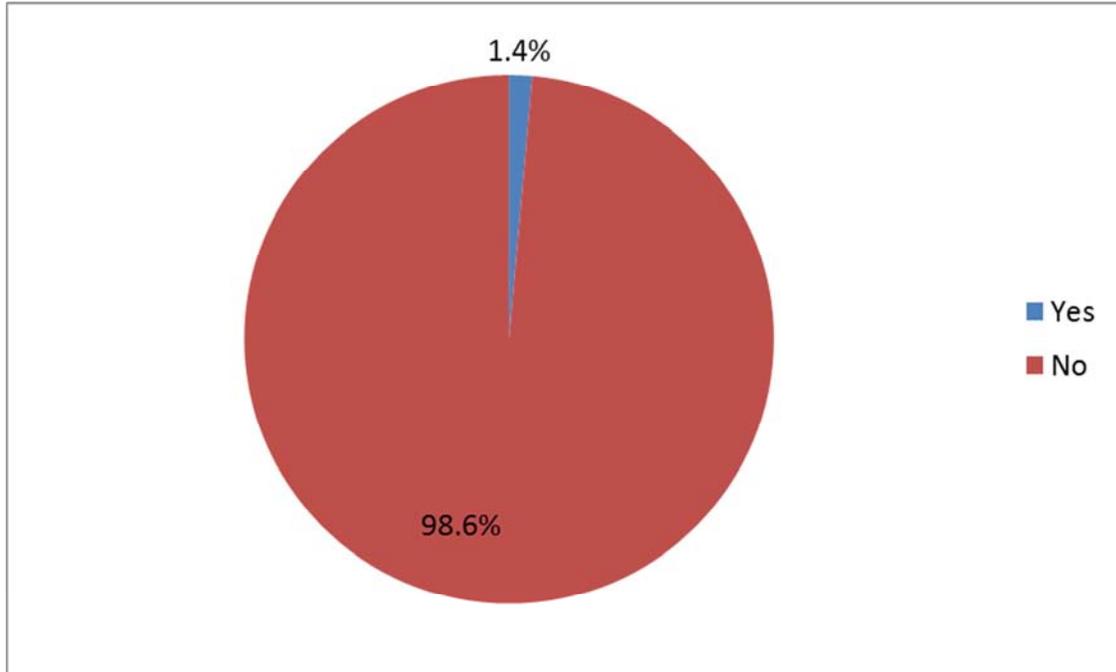
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	184	50.0	51.8	51.8
	No	171	46.5	48.2	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Online training/ webinars



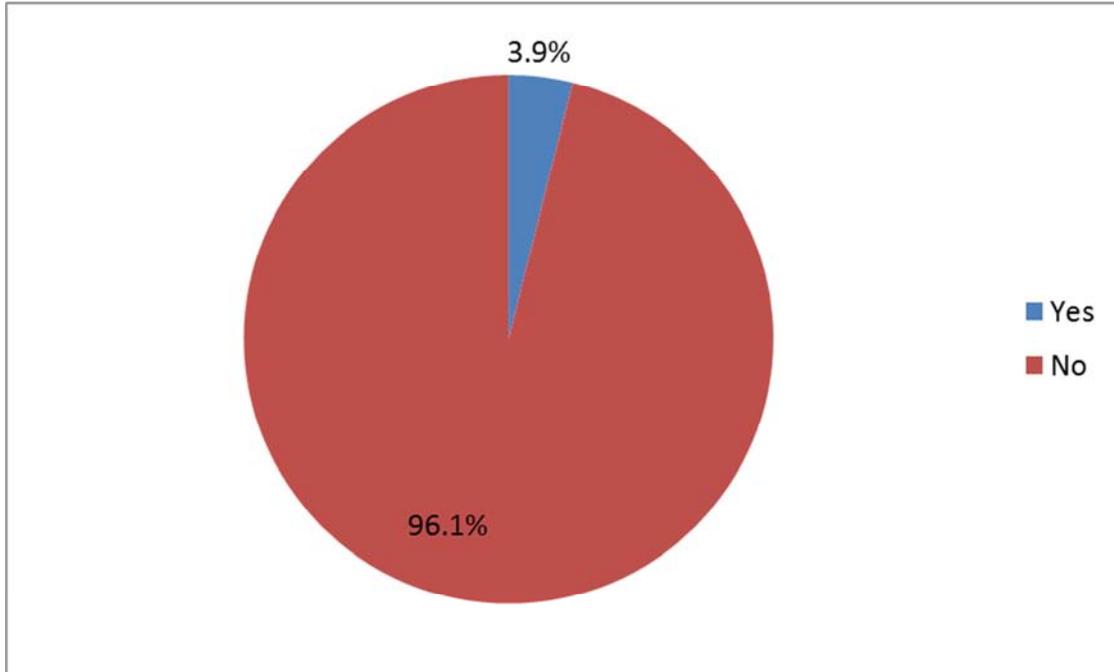
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	29.1	30.1	30.1
	No	248	67.4	69.9	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Telemedicine



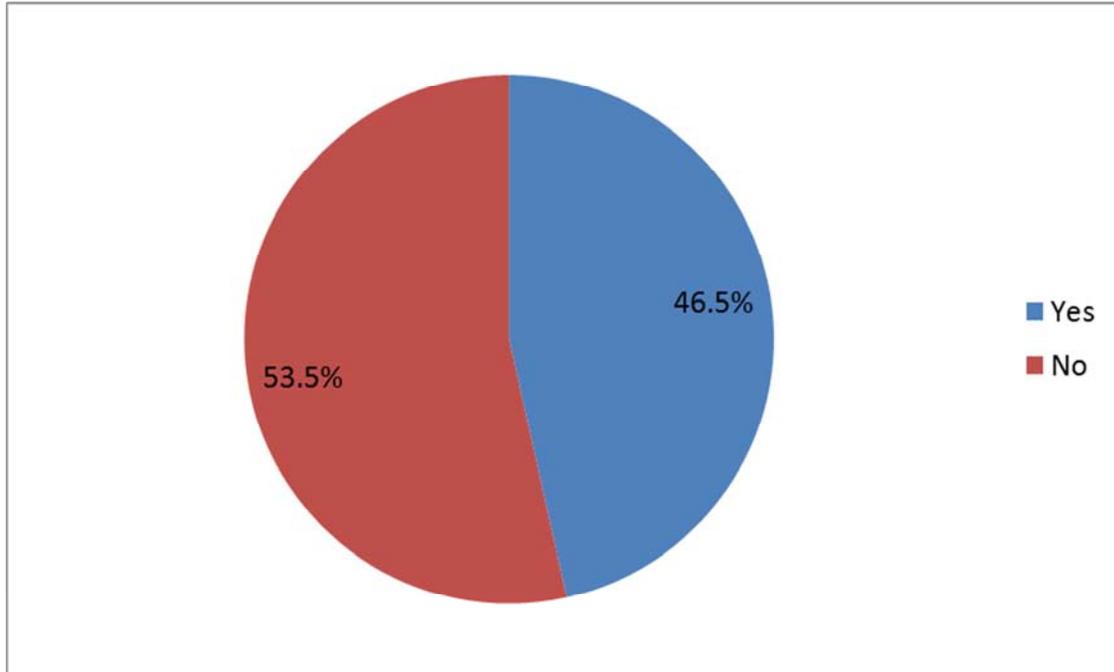
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	1.4	1.4	1.4
	No	350	95.1	98.6	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Processing online job applications



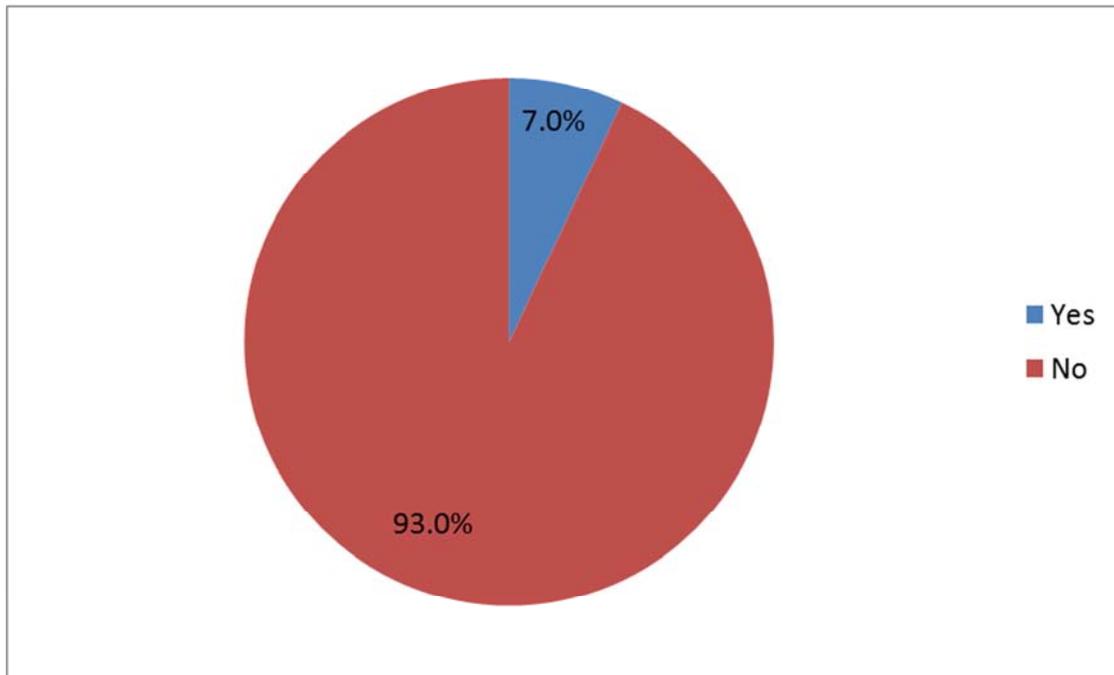
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	3.8	3.9	3.9
	No	341	92.7	96.1	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Accessing government services (e.g., paying fees, acquiring licenses, etc.)



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	165	44.8	46.5	46.5
	No	190	51.6	53.5	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Other- Please write in.



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	6.8	7.0	7.0
	No	330	89.7	93.0	100.0
	Total	355	96.5	100.0	
Missing	999	13	3.5		
Total		368	100.0		

Text for other responses:

Acquiring designs for the business "tattooing"

Banking

Bill paying

CIS Mapping

Connecting with home computers through Go To My PC.

Credit card processing

Credit cards

Dairy One Cow Program

Downloading plans and specs to bid on projects, sending quotes and me

None of the above

Nothing

Ordering products, paying sales tax, paying credit card bills

Ordering supplies

Police, fire, emergency services

Printing applications for licenses, do taxes, etc.

Purchasing

Research

Social media

Tax payments

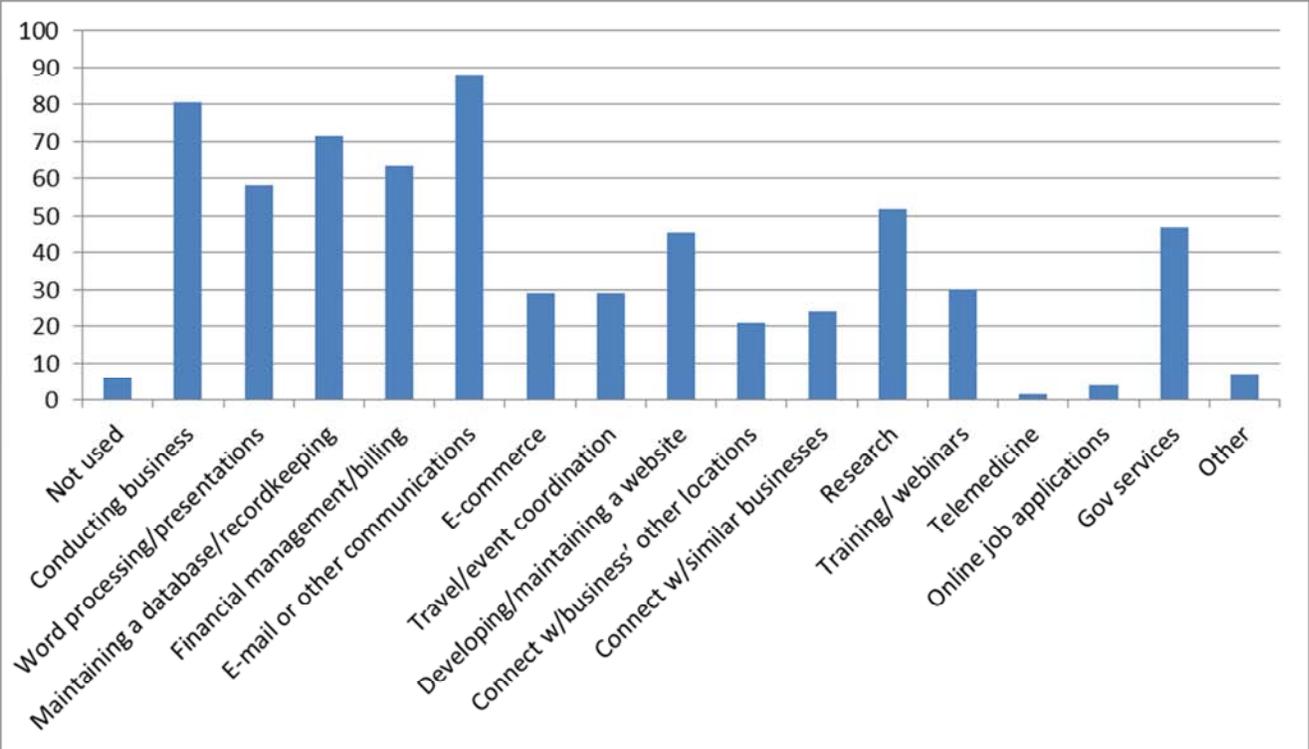
This year am hopeful to have quickbooks so I can keep better records.

Transfer video files

Updating software

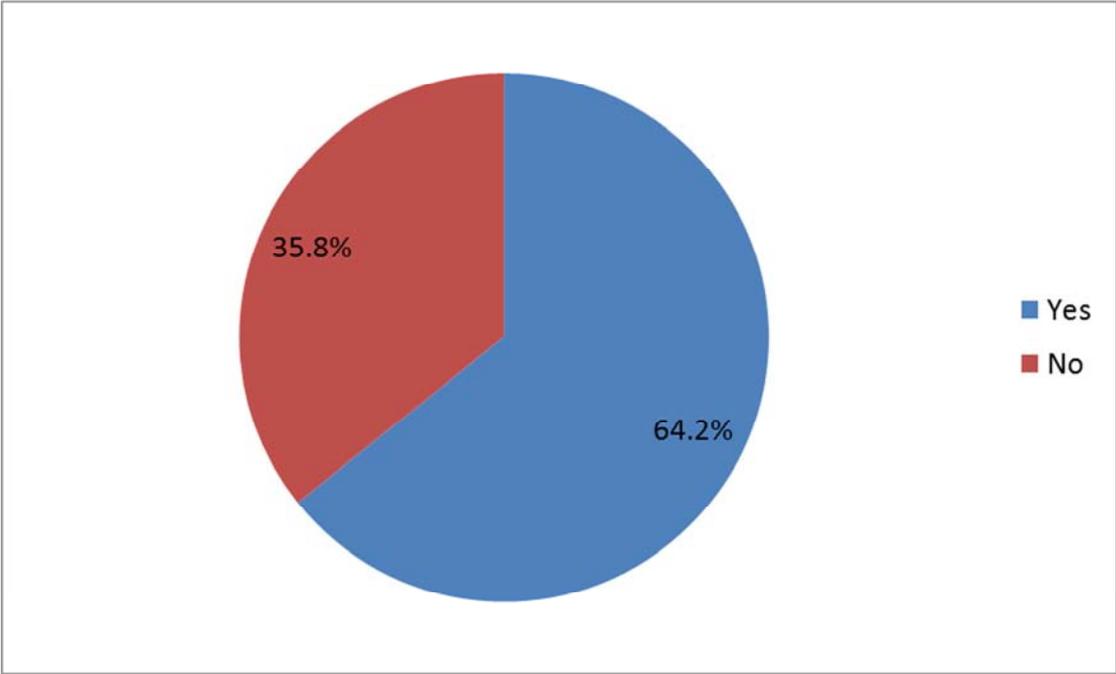
Vehicle diagnostics

Video Production



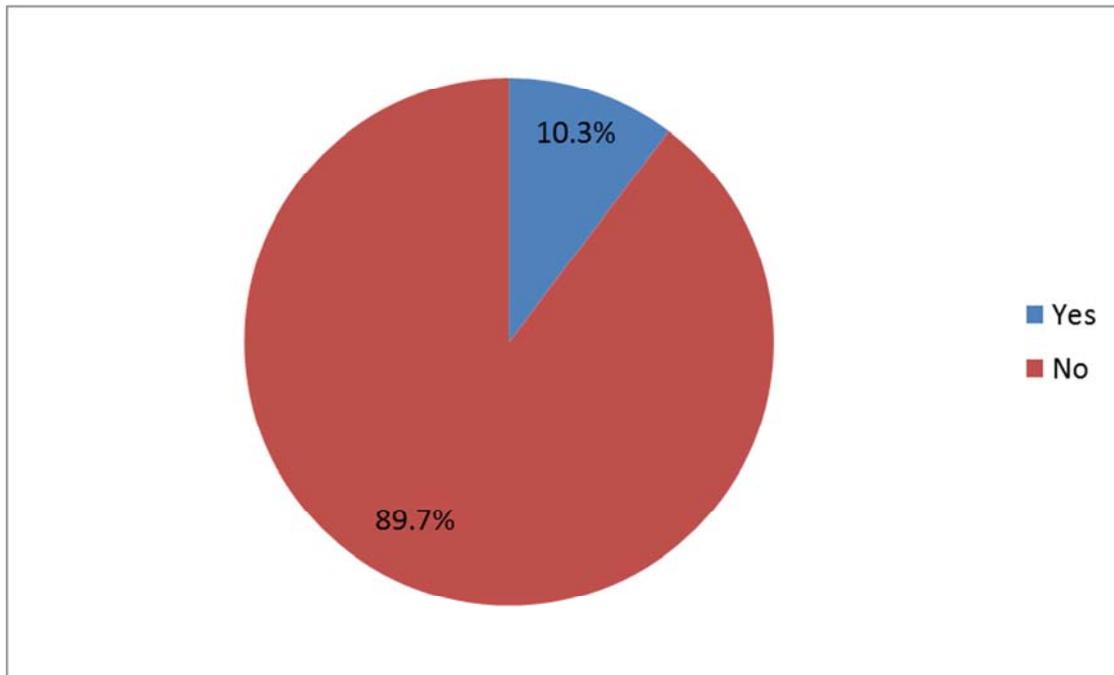
19) If your business had faster internet access, what would your business start doing or do more of online? Please check all that apply.

Internet service is fast enough/ would not do anything different online if internet was faster



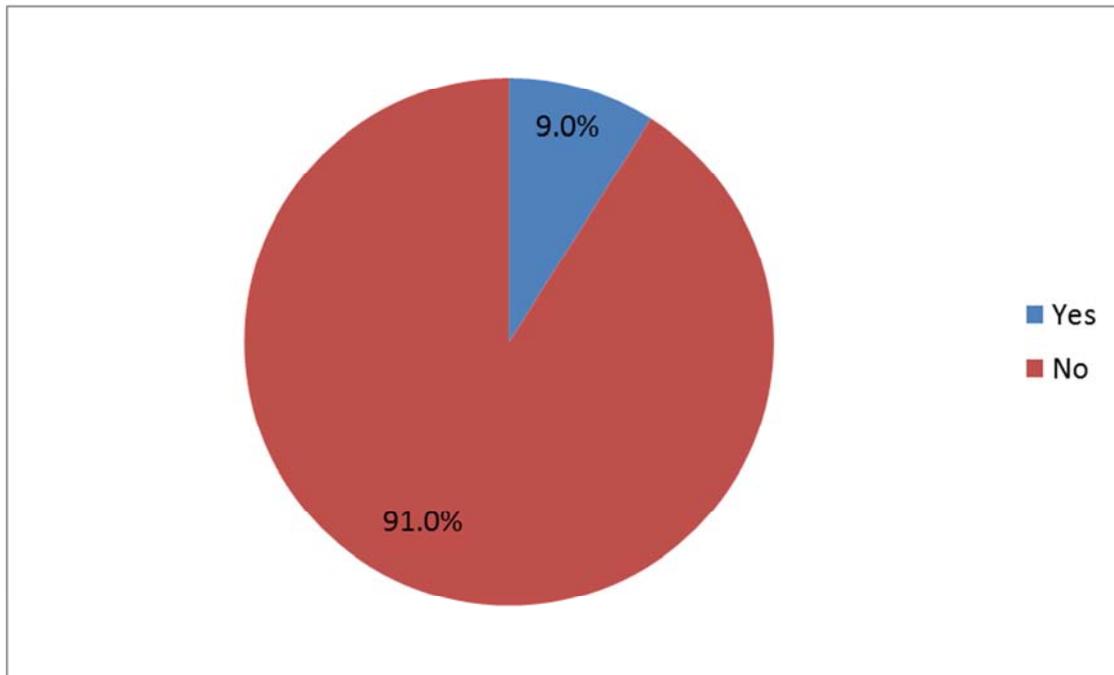
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	206	56.0	64.2	64.2
	No	115	31.3	35.8	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

Conducting more business



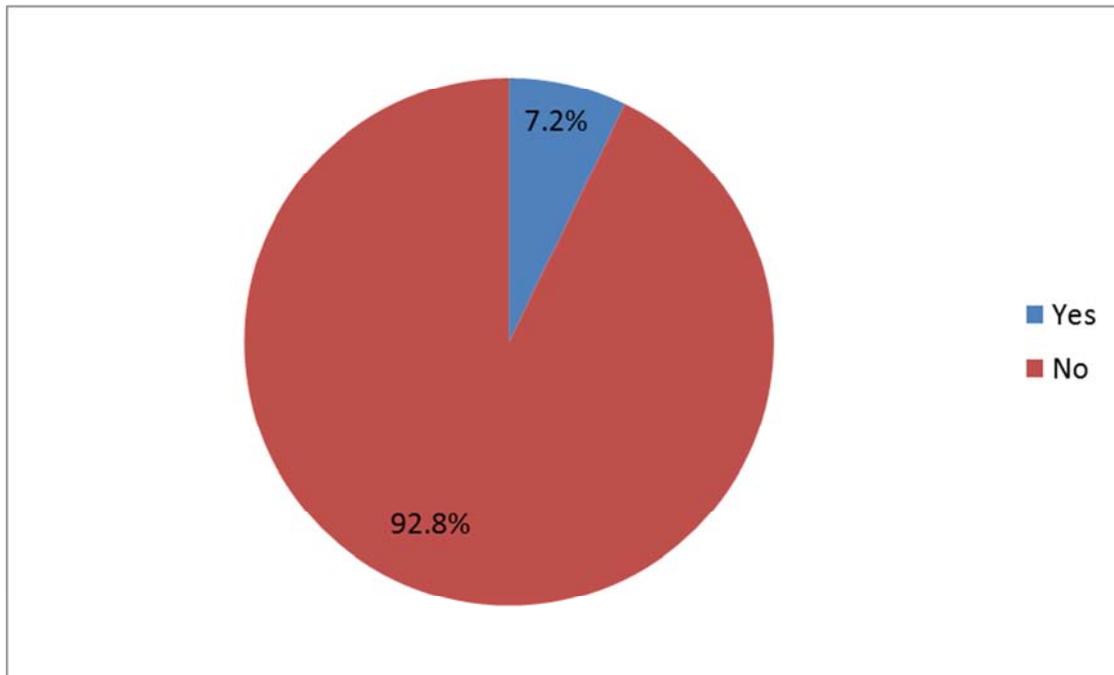
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	33	9.0	10.3	10.3
Valid	No	288	78.3	89.7	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More with maintaining a database/recordkeeping



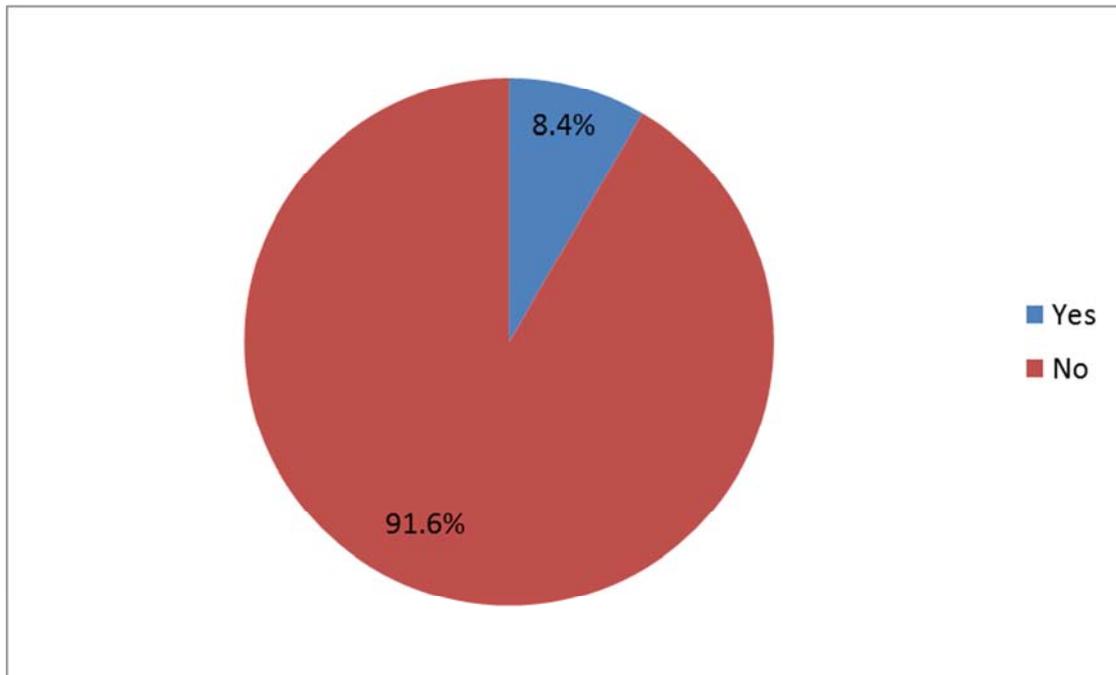
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	7.9	9.0	9.0
	No	292	79.3	91.0	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More financial management/billing



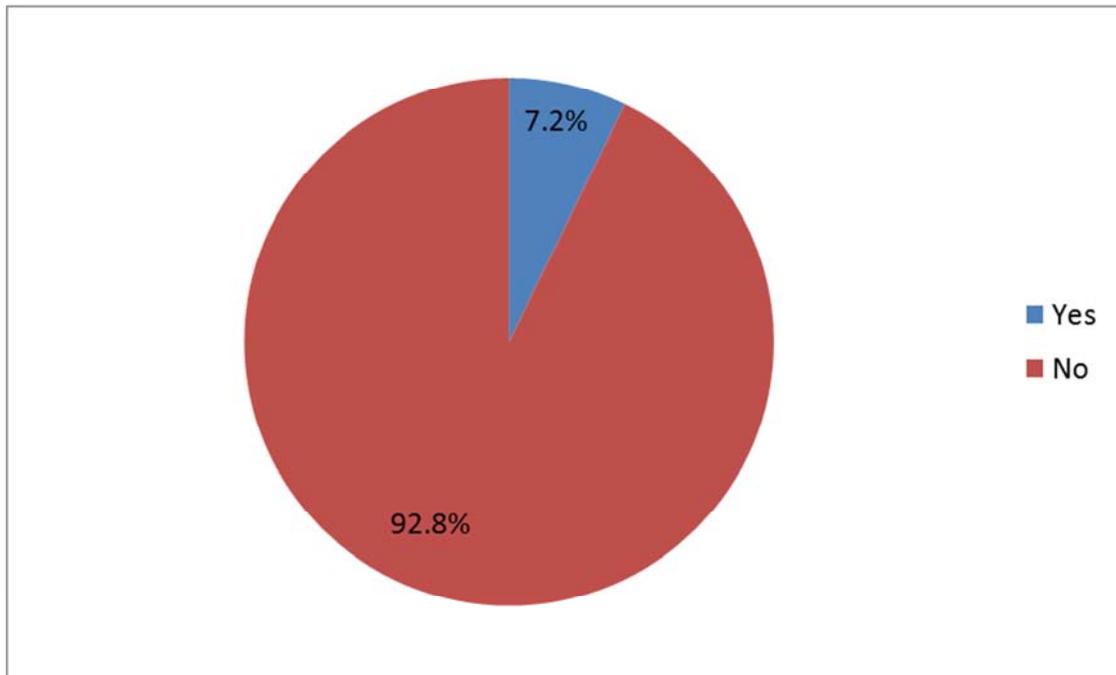
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	6.3	7.2	7.2
	No	298	81.0	92.8	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More e-mail or other communications



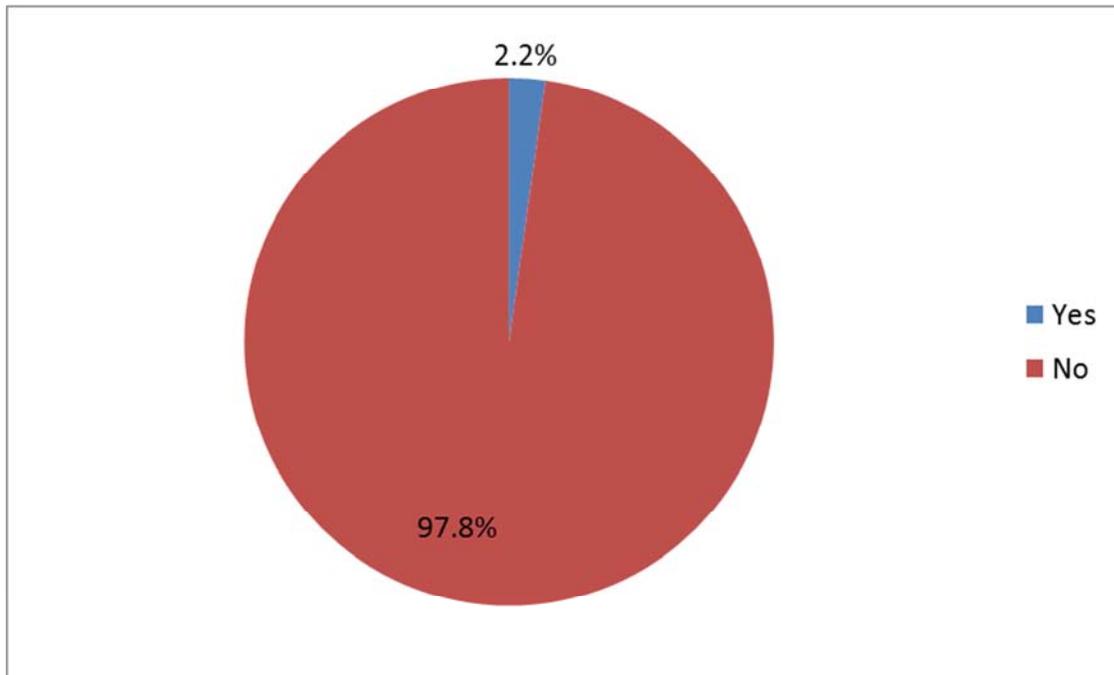
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	27	7.3	8.4	8.4
	No	294	79.9	91.6	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More e-commerce



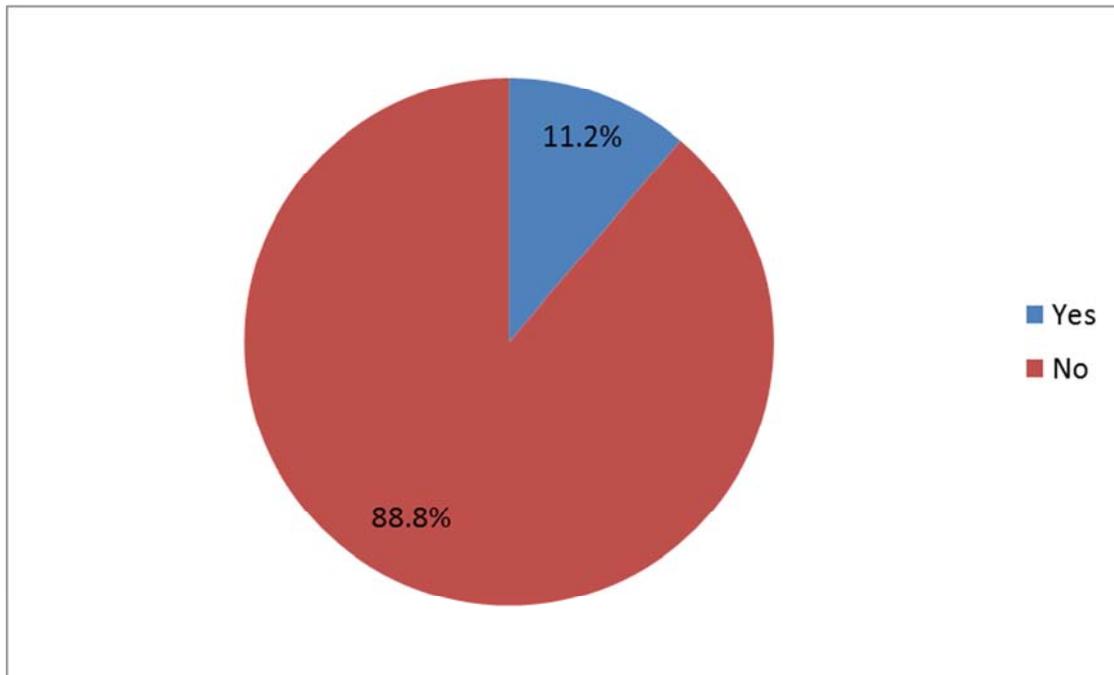
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	6.3	7.2	7.2
	No	298	81.0	92.8	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More travel/event coordination



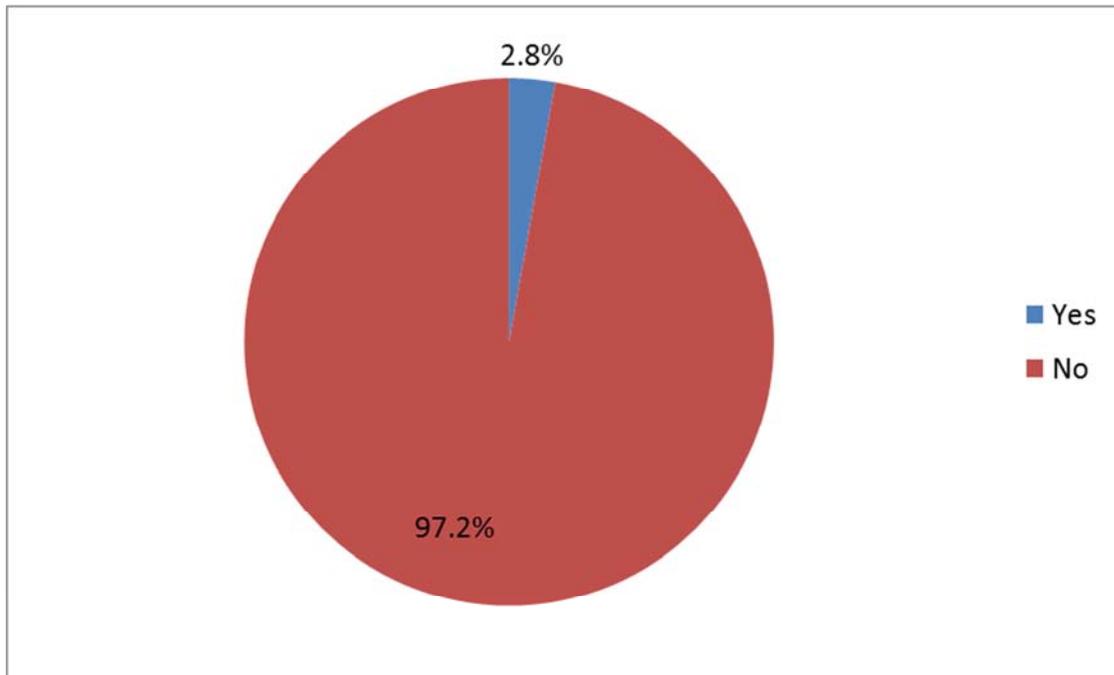
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	1.9	2.2	2.2
	No	314	85.3	97.8	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More with developing/maintaining a website



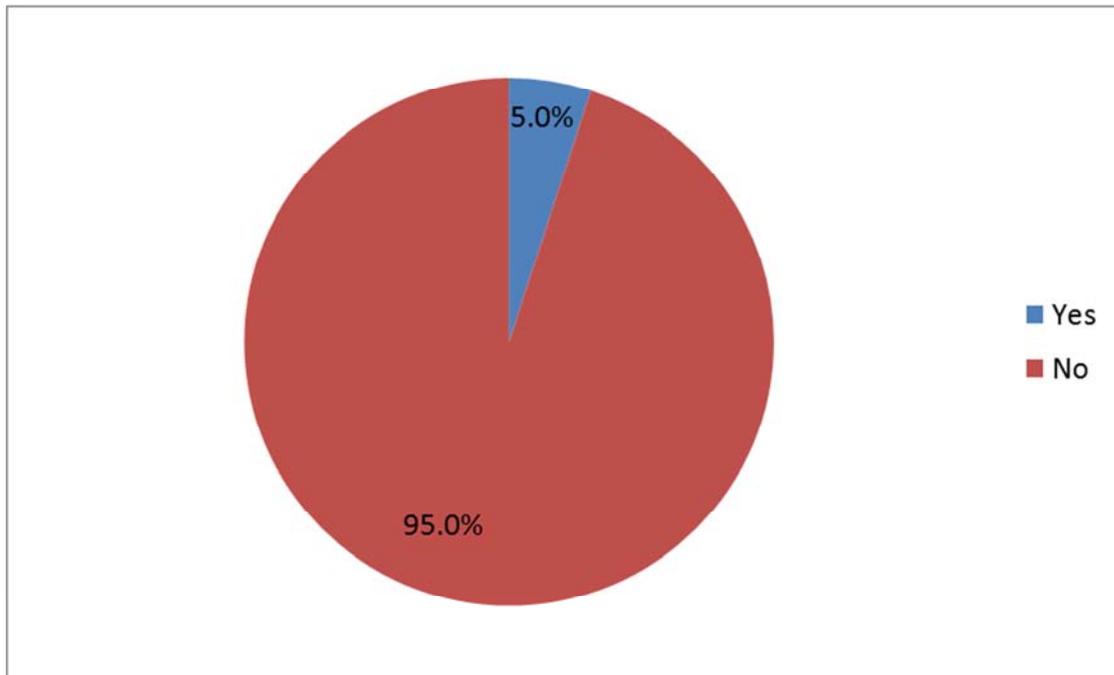
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	9.8	11.2	11.2
	No	285	77.4	88.8	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

Connecting with your business' other locations more



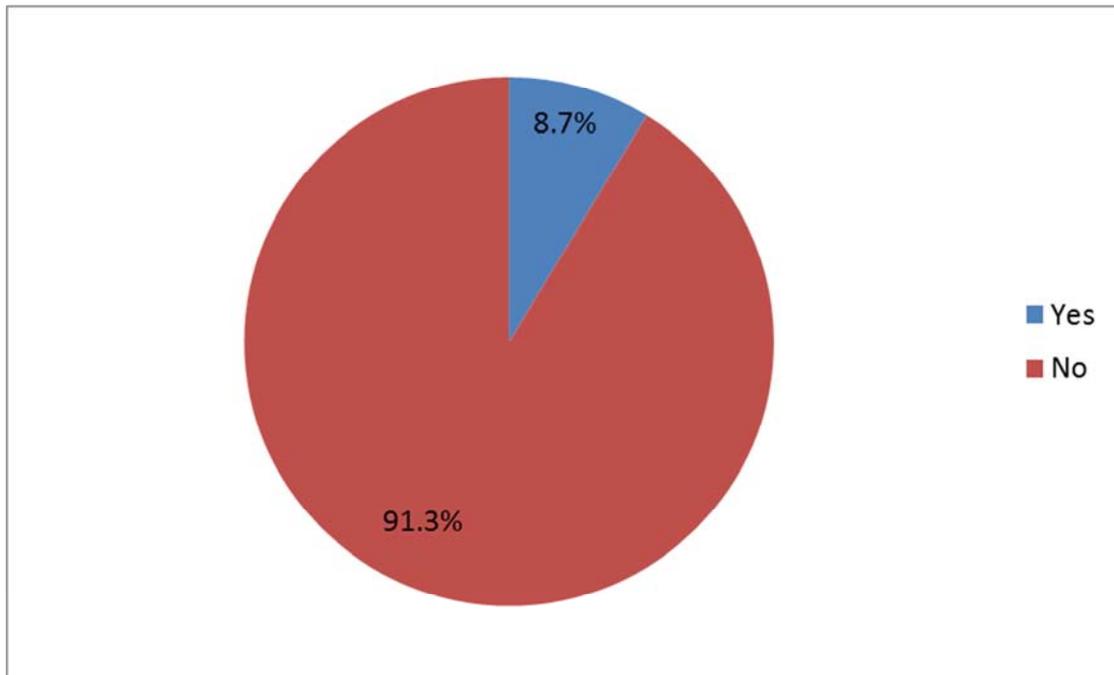
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	2.4	2.8	2.8
	No	312	84.8	97.2	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

Connecting with similar businesses more



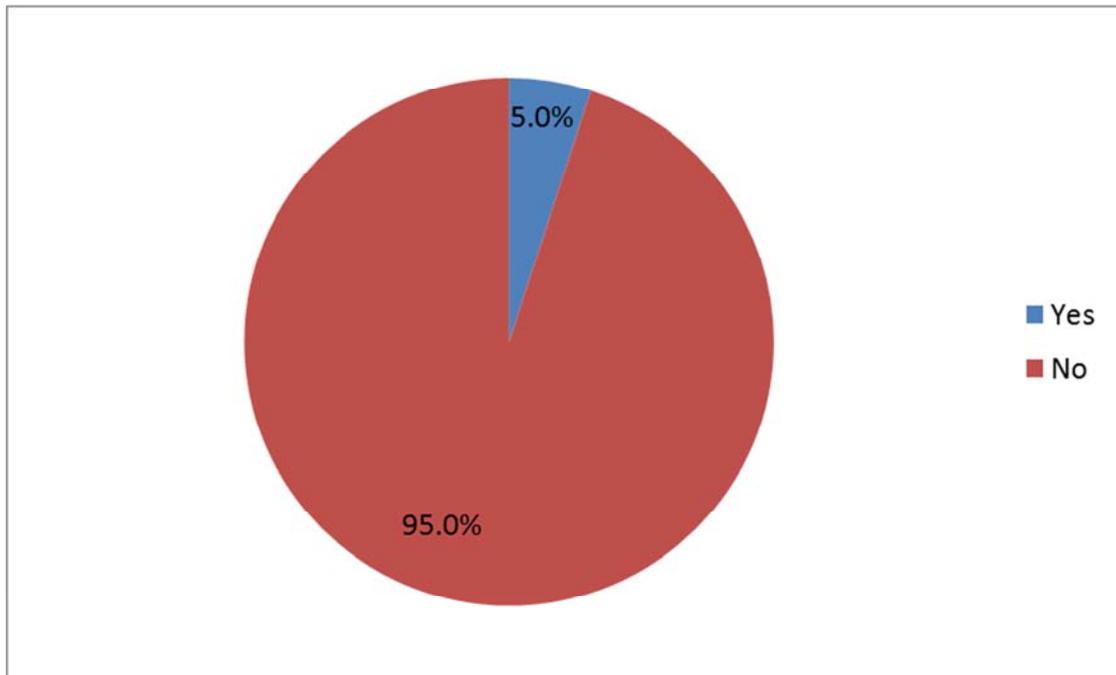
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	4.3	5.0	5.0
	No	305	82.9	95.0	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

Conducting more research



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	7.6	8.7	8.7
	No	293	79.6	91.3	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More online training/ webinars



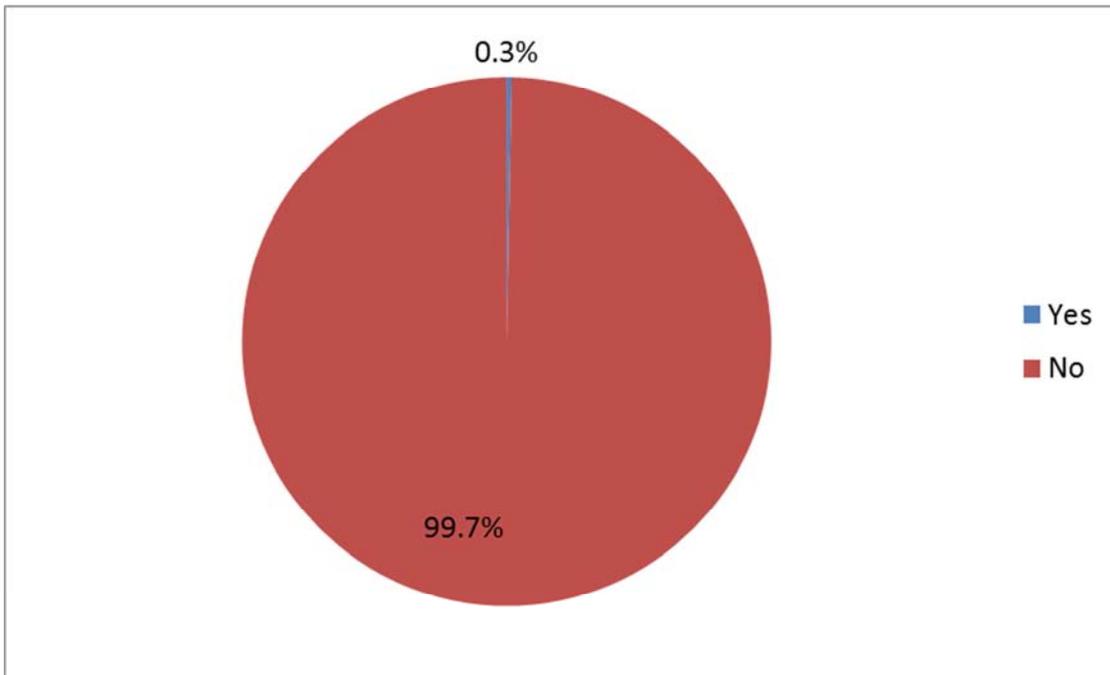
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	4.3	5.0	5.0
	No	305	82.9	95.0	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More telemedicine

*No responses under this category

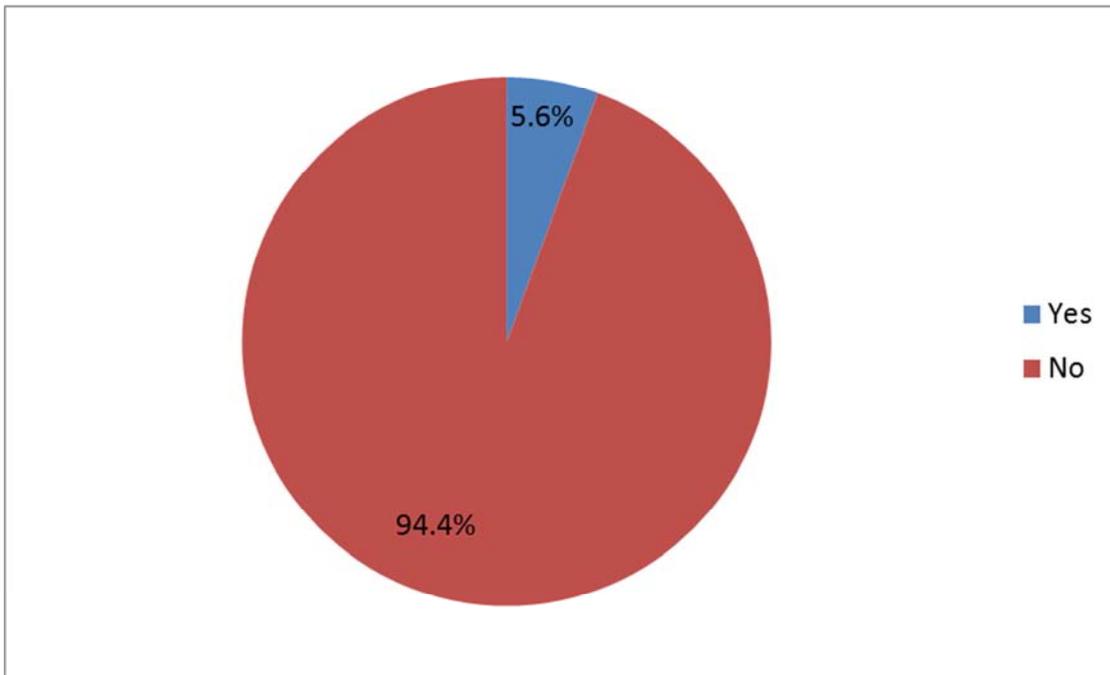
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	321	87.2	100.0	100.0
Missing	999	47	12.8		
Total		368	100.0		

More processing online job applications



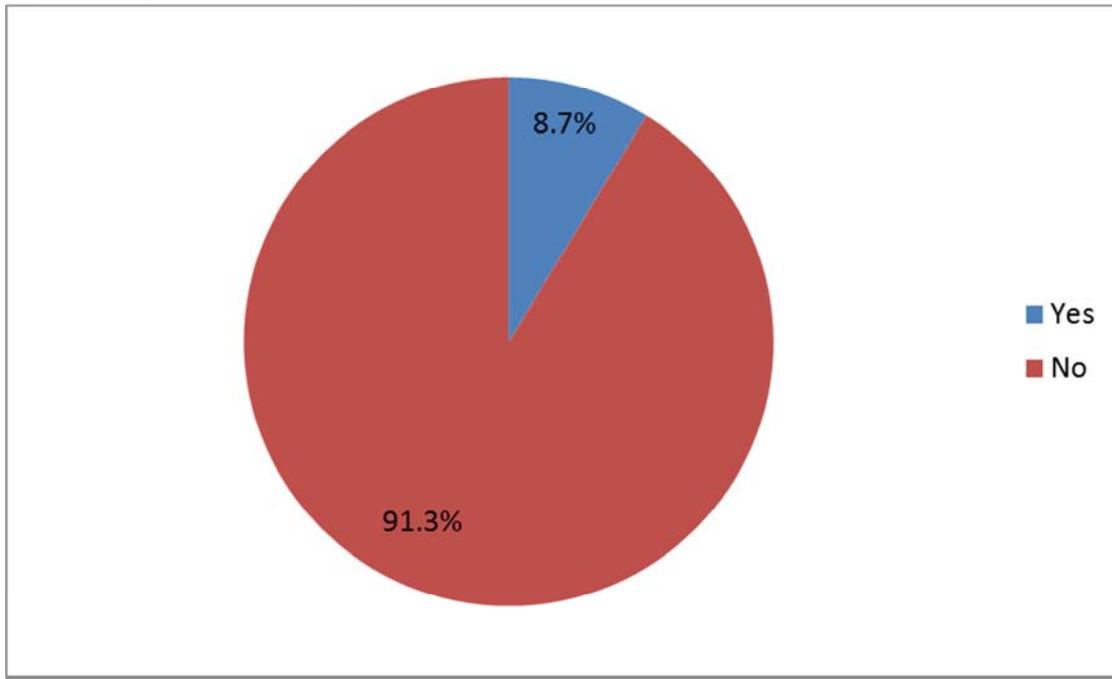
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.3	.3	.3
	No	320	87.0	99.7	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

More accessing government services (e.g., paying fees, acquiring licenses, etc.)



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	4.9	5.6	5.6
	No	303	82.3	94.4	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

Other- Please write in



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	7.6	8.7	8.7
	No	293	79.6	91.3	100.0
	Total	321	87.2	100.0	
Missing	999	47	12.8		
Total		368	100.0		

Text for other responses:

All the same, just will be less frustrated person

Better service to our customers

Cornerstone is a fast internet. But when your business goes from supporting your family to nothing then who cares what the internet could/couldn't do.

Data back up to cloud

Dial up just too slow to upload pictures, have to share the phone line with other apps (credit card machine & etc.)

Don't know

Don't use

Downloading program content for internet radio station

Faster would be more efficient. We waste a lot of time waiting for the internet to work.

Find designs faster/save time

Have enough

It would just take way less time to do the tasks we need to accomplish online. That would free us up more to actually be on the floor with customers & employees.

It would not change how we do business

Just make gneting more efficient

More efficiency

No

Probably more of most everything

Same work, only faster

See question 18 no difference

Spend less time in front of our computers.

Spend more time out of the office, doing services that bring in revenue

Uploading huge files

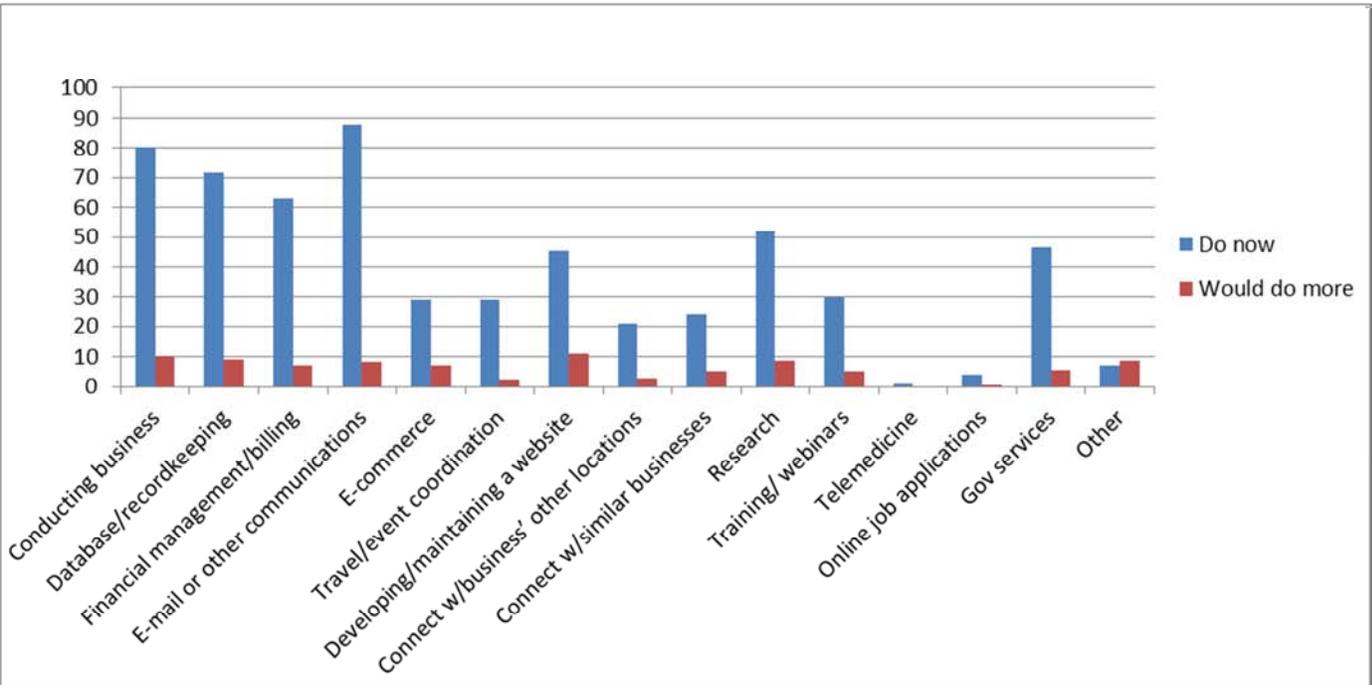
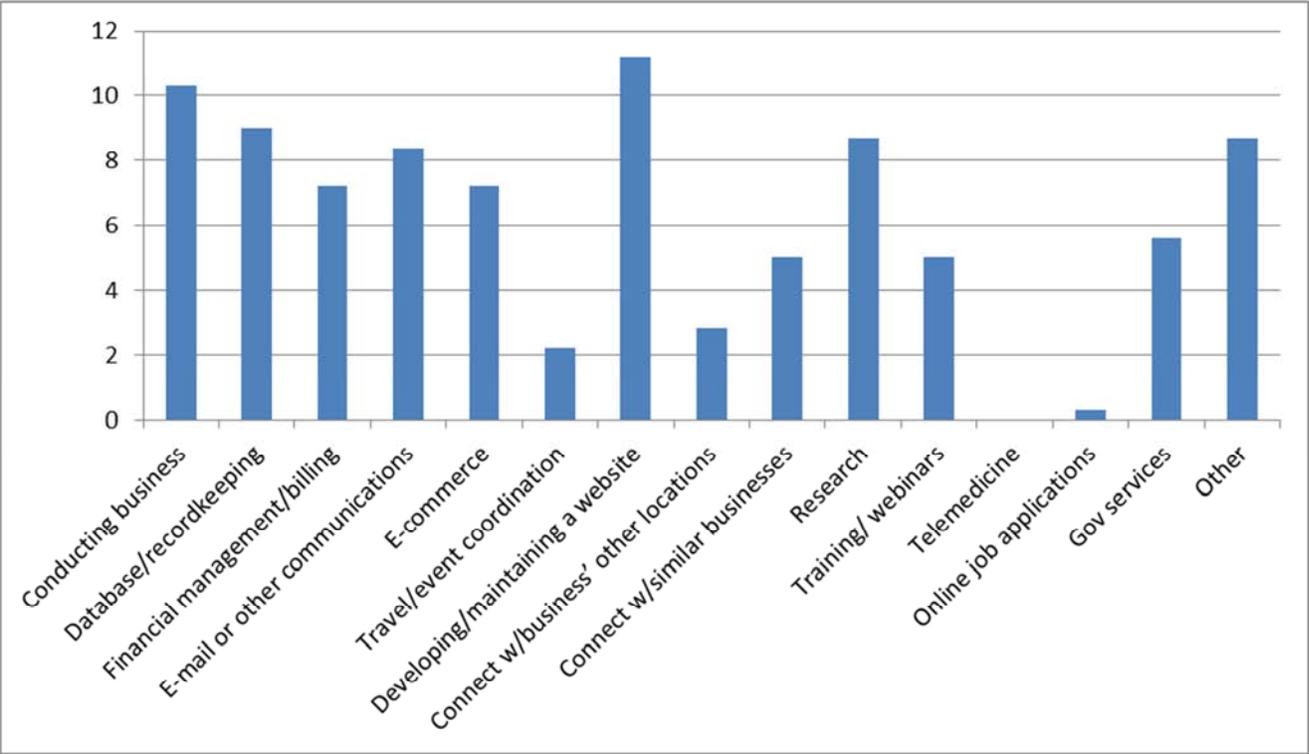
Wasted time on games, facebook, etc

We do not need a computer

Work from home possibilities

Would just enable us to work more efficiently

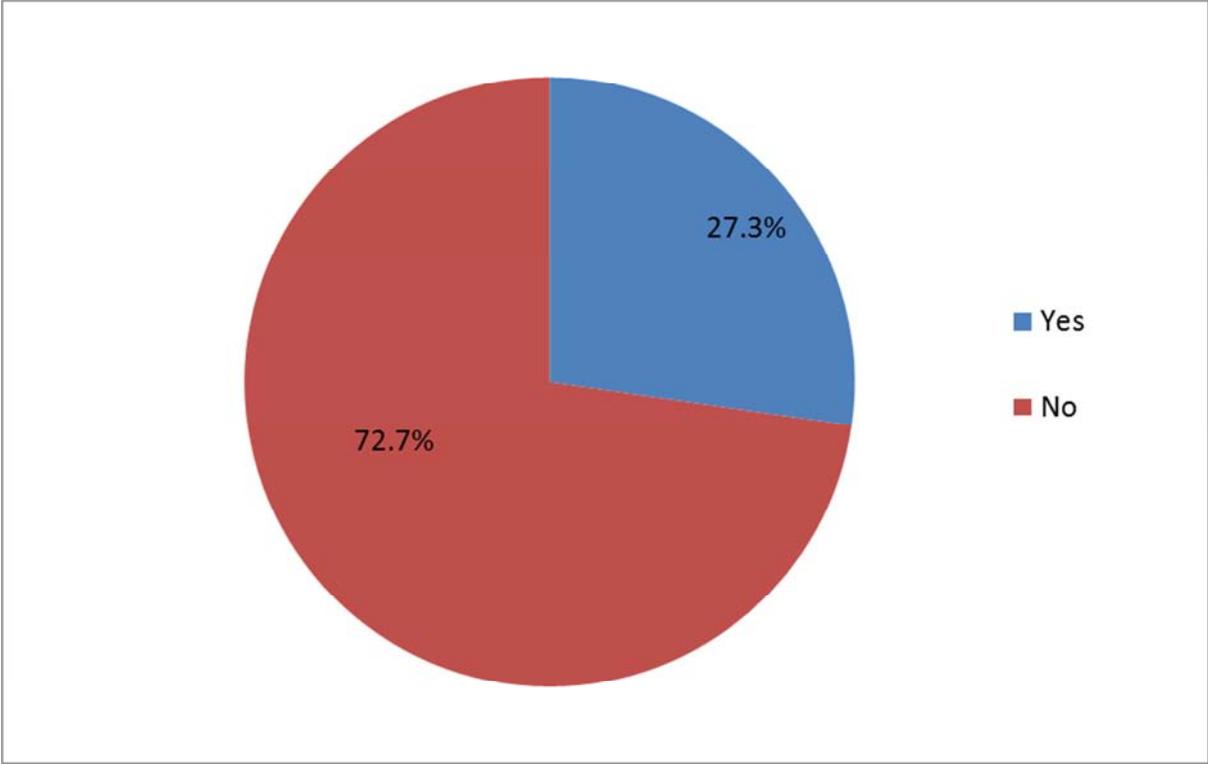
Would not use



20) Does your business have an employee with duties related to maintaining computer networks, hardware, or software?

Yes

No



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	98	26.6	27.3	27.3
	No	261	70.9	72.7	100.0
	Total	359	97.6	100.0	
Missing	999	9	2.4		
Total		368	100.0		

21) Is there anything else you would like to share?

All internet, email, web site maintenance is performed at employees home site-reducing expenses at museum location. Employee is not re-imbursed for internet service.

Business in Maine. Can't afford more taxes.

Can live with dial-up, but would like speed

Cheaper rates

Have a northern Maine office that I had hoped the 3 ring binder project would bring high speed to but all they did was run the new wires under the old. I'm 1/4 of mile off main line and not enough homes on the road. What a waste of money. Zip Code 04776

Higher prices translates into purchasing the minimum needed to operate the business

I think Time Warner is too expensive. It should be free for all.

I wish there was more competition for our high speed internet business to bring down prices. We need more competition! Fiber, satellite, ect.

If you also want to get high speed internet to rural areas then you will have to get Fairpoint in these areas where they owned before buying Verizon to allow other companies to come into their areas. Example: Waldo, Maine

Internet goes out a lot. Phone service not good with several providers. Hard for people from out of Maine Sprint, T Mobile, AT&T

It is rather sad that a T-trunk line is within 1/4 mile of the local phone "junction box" (has been since 2003) and neither Verizon or Fairpoint deemed it feasible to hook into that for their customers. Now the state's "3 ring binder F-O line share the same poles. Still no high speed in this area.

It sucks that the only choice I have is satellite or Hughes Net.

Keep costs low for small business. Around \$30 a mo.

More software & storage is going to "the cloud". We will need faster & more reliable internet! It should be less expensive not more.

My business is a "home office" in my residence. No employees.

No except high cable cost

None at this time

Not everyone wants to use a computer

Our record keeping, payroll, accounting, etc. is done off sight by an individual who does use a computer.

re #20: I am responsible for all but the most technical maintenance. Re #21: While TWC is fairly reliable, and relatively speedy at 10-15 Mbps, current (even new & top of the line) hardware is too temperamental. This modern-router-wifi-computer system is anything but "fit it & forget it". We feel as if our connection to the world is fragile & tenacious, able easily to fail at any time somewhere on route from here to there.

See above. Yes-maybe there should be a survey to ask businesses if they like all the taxes, permits, licenses, etc. they pay each year. Maine makes it so hard to survive as a small business. If I could sell-I would move!

Services and reception very limited in this area especially cell phone service

Speed reduced (by provider) to reduce dropped signal. Signal at end of line from service provider's repeater (booster).

There are mucho folks like me who don't afford internet (or tv!) Many folks don't lock their wireless (thankfully!) but we are a whole other segment not represented here! Also-I could afford dial up-had to upgrade computer-no more dial up connectivity! So no internet service for a yr plus!

We are retiring from the business-reaching our 70s. Operated this business for many many years without internet & don't need it at this point. We don't even use a computer privately or on our phone. Have no plans to in the foreseeable future. Thank you for including us in your survey.

We have aTz line thanks to the ME State Library network and as a non-profit library/museum/historical society are most grateful!

We need to have something cheaper. Everything now requires the internet. How can people afford this when they retire.

Winter residence has high speed-just so easy & quick-can do web site adjustments so much quicker-hours quicker. Keep dial up because they maintain my business email and identity. My web site is maintained with them. Can't download pictures (on up load) takes way too long. Dial up is dependable. Satellite is available for wi fi-not dependable.

Business connection was slower than individual

Bvery happy with Comcast business cable service they are very responsive to outages.

Don't need Faster internet, we need clean connections and more reliability

Internet access is HORRIBLE for my location. Time Warner is under contract with the city of Old Town to provide Internet access to everyone. I am in the city limits, but they refuse to provide service. FairPoint will not provide DSL because they claim there are not enough

people in the area. Last count was 32 households per square mile in my area. I am beyond frustrated with these companies.

Need greater ability to send larger files

The Town of Fort Fairfield would very much like to be part of the three wring binder

There need to be more choices for internet providers not be limited to just one provider in an area

We also do a lot of business related online work from our home which is in Washington, ME.

Washington falls under a PUC ruling which allows "rural" phone companies to NOT have to compete with other similar companies. Fairpoint has held the phone/internet service in our area for many years. Even though Fairpoint is a MAJOR provider in Maine, our area is called "Fairpoint Classic" which allows Fairpoint to NOT provide the same services & fees as "regular" Fairpoint. It also prevents any other provider from offering services in our area. So we are stuck with whatever Fairpoint Classic sees fit to put in our area.... for whatever price. I think this is MEGA unfair & prevents us from making "free market choices". Several other companies have expressed interest in serving our area and are prevented from doing so. Any serious study of improving rural Internet services should include a HARD look at the PUC ruling blocking competition! Competition breeds better services & better pricing. Thanks for listening.

We are a summer seasonal business

We have 6 locations in Maine. 4 of the 6 have Oxford Networks. The other 2 have Comcast. We would like to have the option to keep all stores under one provider. Not sure if or when they will be in the Woolwich or Kittery area.

We really need better mobile phone and internet service in some rural coastal areas. I.E. Phippsburg, Small Point, Harpswell, South Freeport

22) What is the zip code of the physical address for your business *at this location*?
Please write in.

	Frequency	Percent	Valid Percent	Cumulative Percent
Total	353	95.9	100.0	
04062	10	2.7	2.8	19.5
03909	8	2.2	2.3	3.7
04457	8	2.2	2.3	58.1
04901	8	2.2	2.3	88.7
04074	7	1.9	2.0	24.6
04730	7	1.9	2.0	76.2
04038	6	1.6	1.7	11.9
04009	5	1.4	1.4	6.5
04032	5	1.4	1.4	9.9
04064	5	1.4	1.4	21.0
04240	5	1.4	1.4	37.4
04769	5	1.4	1.4	82.4
04963	5	1.4	1.4	95.8
04039	4	1.1	1.1	13.0
Valid 04042	4	1.1	1.1	14.4
04043	4	1.1	1.1	15.6
04079	4	1.1	1.1	26.1
04103	4	1.1	1.1	32.9
04530	4	1.1	1.1	63.5
04605	4	1.1	1.1	68.8
04743	4	1.1	1.1	78.5
04976	4	1.1	1.1	98.6
04011	3	.8	.8	7.4
04046	3	.8	.8	16.4
04086	3	.8	.8	27.5
04092	3	.8	.8	28.9
04096	3	.8	.8	30.3
04256	3	.8	.8	38.8
04270	3	.8	.8	42.5
04274	3	.8	.8	43.3

04280	3	.8	.8	44.2
04345	3	.8	.8	47.0
04401	3	.8	.8	50.7
04462	3	.8	.8	59.5
04474	3	.8	.8	61.2
04543	3	.8	.8	64.3
04609	3	.8	.8	69.7
04614	3	.8	.8	70.8
04742	3	.8	.8	77.3
04756	3	.8	.8	80.7
04849	3	.8	.8	83.9
04864	3	.8	.8	86.4
04915	3	.8	.8	89.8
03904	2	.5	.6	.6
03907	2	.5	.6	1.4
04005	2	.5	.6	4.8
04072	2	.5	.6	22.4
04090	2	.5	.6	28.0
04101	2	.5	.6	31.2
04102	2	.5	.6	31.7
04105	2	.5	.6	33.4
04106	2	.5	.6	34.0
04236	2	.5	.6	36.0
04258	2	.5	.6	39.7
04259	2	.5	.6	40.2
04263	2	.5	.6	41.1
04282	2	.5	.6	44.8
04330	2	.5	.6	45.9
04348	2	.5	.6	47.9
04358	2	.5	.6	49.0
04364	2	.5	.6	49.6
04426	2	.5	.6	52.4
04429	2	.5	.6	53.5
04444	2	.5	.6	55.0
04473	2	.5	.6	60.3
04496	2	.5	.6	62.3

04579	2	.5	.6	67.7
04745	2	.5	.6	79.0
04750	2	.5	.6	79.9
04856	2	.5	.6	84.7
04938	2	.5	.6	92.1
04945	2	.5	.6	92.9
04974	2	.5	.6	97.5
03906	1	.3	.3	.8
04002	1	.3	.3	4.0
04003	1	.3	.3	4.2
04008	1	.3	.3	5.1
04020	1	.3	.3	7.6
04021	1	.3	.3	7.9
04022	1	.3	.3	8.2
04027	1	.3	.3	8.5
04037	1	.3	.3	10.2
04041	1	.3	.3	13.3
04056	1	.3	.3	16.7
04066	1	.3	.3	21.2
04068	1	.3	.3	21.5
04071	1	.3	.3	21.8
04073	1	.3	.3	22.7
04078	1	.3	.3	24.9
04083	1	.3	.3	26.3
04085	1	.3	.3	26.6
04093	1	.3	.3	29.2
04095	1	.3	.3	29.5
04097	1	.3	.3	30.6
04210	1	.3	.3	34.3
04217	1	.3	.3	34.6
04219	1	.3	.3	34.8
04220	1	.3	.3	35.1
04224	1	.3	.3	35.4
04250	1	.3	.3	37.7
04252	1	.3	.3	38.0
04257	1	.3	.3	39.1

04260	1	.3	.3	40.5
04266	1	.3	.3	41.4
04268 & 04970	1	.3	.3	41.6
04285	1	.3	.3	45.0
04288	1	.3	.3	45.3
04342	1	.3	.3	46.2
04347	1	.3	.3	47.3
04350	1	.3	.3	48.2
04351	1	.3	.3	48.4
04365	1	.3	.3	49.9
04408	1	.3	.3	51.0
04413	1	.3	.3	51.3
04414	1	.3	.3	51.6
04418	1	.3	.3	51.8
04427	1	.3	.3	52.7
04428	1	.3	.3	53.0
04430	1	.3	.3	53.8
04441	1	.3	.3	54.1
04443	1	.3	.3	54.4
04448	1	.3	.3	55.2
04449	1	.3	.3	55.5
04450	1	.3	.3	55.8
04460	1	.3	.3	58.4
04461	1	.3	.3	58.6
04468	1	.3	.3	59.8
04487	1	.3	.3	61.5
04493	1	.3	.3	61.8
04544	1	.3	.3	64.6
04548	1	.3	.3	64.9
04555	1	.3	.3	65.2
04556	1	.3	.3	65.4
04564	1	.3	.3	65.7
04565	1	.3	.3	66.0
04571	1	.3	.3	66.3
04572	1	.3	.3	66.6
04574	1	.3	.3	66.9

04578	1	.3	.3	67.1
04612	1	.3	.3	70.0
04619	1	.3	.3	71.1
04622	1	.3	.3	71.4
04630	1	.3	.3	71.7
04631	1	.3	.3	72.0
04642	1	.3	.3	72.2
04643	1	.3	.3	72.5
04644	1	.3	.3	72.8
04660	1	.3	.3	73.1
04664	1	.3	.3	73.4
04679	1	.3	.3	73.7
04681	1	.3	.3	73.9
04694	1	.3	.3	74.2
04736	1	.3	.3	76.5
04747	1	.3	.3	79.3
04765	1	.3	.3	81.0
04841	1	.3	.3	82.7
04848	1	.3	.3	83.0
04852	1	.3	.3	84.1
04860	1	.3	.3	85.0
04861	1	.3	.3	85.3
04862	1	.3	.3	85.6
04910	1	.3	.3	89.0
04917	1	.3	.3	90.1
04920	1	.3	.3	90.4
04924	1	.3	.3	90.7
04928	1	.3	.3	90.9
04930	1	.3	.3	91.2
04937	1	.3	.3	91.5
04944	1	.3	.3	92.4
04947	1	.3	.3	93.2
04950	1	.3	.3	93.5
04953	1	.3	.3	93.8
04955	1	.3	.3	94.1
04957	1	.3	.3	94.3

	04966	1	.3	.3	96.0
	04967	1	.3	.3	96.3
	04971	1	.3	.3	96.6
	04973	1	.3	.3	96.9
	04979	1	.3	.3	98.9
	04981	1	.3	.3	99.2
	04985	1	.3	.3	99.4
	04988	1	.3	.3	99.7
	04989	1	.3	.3	100.0
	00999	1	.3		
Missing	999	14	3.8		
	Total	15	4.1		
Total		368	100.0		

23) What town, area, or region does your business primarily serve *at this location*?
Please write in:

	Frequency	Percent	Valid Percent	Cumulative Percent
04562	1	.3	.3	.3
18 Towns	1	.3	.3	.6
50 mile radius or more	1	.3	.3	.9
Albion, ME	1	.3	.3	1.2
Alfred, ME	1	.3	.3	1.4
All	1	.3	.3	1.7
All of Maine	1	.3	.3	2.0
All of Maine/NH	1	.3	.3	2.3
All of US and Canada	1	.3	.3	2.6
All over the world	1	.3	.3	2.9
ANDROSCOGGIN AND KENNEBEC COUNTY	1	.3	.3	3.2
Androscoggin County	2	.5	.6	3.8
Aroostook Co.	1	.3	.3	4.1
Aroostook County Houlton	1	.3	.3	4.3
Valid North to Fort Kent				
Aroostook County, ME	1	.3	.3	4.6
Aroostook, Penobscot Regions	1	.3	.3	4.9
Arundel	1	.3	.3	5.2
Augusta North	1	.3	.3	5.5
Bangor	2	.5	.6	6.1
Bangor area	1	.3	.3	6.4
Bangor/Brewer/Dedham/Ells worth areas	1	.3	.3	6.7
Bangor/Penobscot County	1	.3	.3	7.0
Bar Harbor	2	.5	.6	7.5
Bath	1	.3	.3	7.8
Bath Region	1	.3	.3	8.1
Belfast	3	.8	.9	9.0
Belgrade Lakes	1	.3	.3	9.3

Biddeford, ME	1	.3	.3	9.6
Blue Hill & surrounding towns	1	.3	.3	9.9
Bridgeton to Portland	1	.3	.3	10.1
Bridgton	1	.3	.3	10.4
Brooksville and Blue Hill Peninsula	1	.3	.3	10.7
Brunswick	2	.5	.6	11.3
Bucksport	1	.3	.3	11.6
Calais & surrounding	1	.3	.3	11.9
Camden 04843	1	.3	.3	12.2
Canaan	1	.3	.3	12.5
Central & Southern Maine	1	.3	.3	12.8
Central Maine	10	2.7	2.9	15.7
Central Maine, Oakland, Skowhegan, Wtvl, Augusta, etc	1	.3	.3	15.9
Central ME	1	.3	.3	16.2
Central/Southern ME	1	.3	.3	16.5
Coastal Maine	1	.3	.3	16.8
Continental US	1	.3	.3	17.1
Crawford	1	.3	.3	17.4
Cumberland County	3	.8	.9	18.3
Cumberland County, Gray, New Gloucester, Freeport, Auburn	1	.3	.3	18.6
Cumberland, York, Oxford Counties	1	.3	.3	18.8
Damariscotta & Midcoast area	1	.3	.3	19.1
Damariscotta, Lincoln County	1	.3	.3	19.4
Dexter	1	.3	.3	19.7
Dixfield & River Valley	1	.3	.3	20.0
Dover Foxcroft	1	.3	.3	20.3
East Boothbay	1	.3	.3	20.6
East coast	1	.3	.3	20.9

East Coast	1	.3	.3	21.2
East Millinocket	1	.3	.3	21.4
East of I-95 all of Maine	1	.3	.3	21.7
Eastport	1	.3	.3	22.0
Ebay	1	.3	.3	22.3
English speaking world- state, national, international	1	.3	.3	22.6
Entire state	1	.3	.3	22.9
Entire USA	1	.3	.3	23.2
Falmouth and Greater Portland in general	1	.3	.3	23.5
Farmington/Wilton	1	.3	.3	23.8
Fort Fairfield	2	.5	.6	24.3
Fort Kent	1	.3	.3	24.6
Fort Kent, St. John Valley	1	.3	.3	24.9
Franklin County	1	.3	.3	25.2
Franklin County, Farmington, Sugarloaf, Rangeley Lakes, Kingfield, Carrabassett Valley	1	.3	.3	25.5
Franklin, Somerset, Piscataquis, Penobscot Counties	1	.3	.3	25.8
Freeport	2	.5	.6	26.4
Freeport, ME	1	.3	.3	26.7
Freeport, Pownal, Durham, Yarmouth	1	.3	.3	27.0
Frenchville	1	.3	.3	27.2
Frenchville, NY, FL, Boston	1	.3	.3	27.5
Gardiner, ME	1	.3	.3	27.8
Gorham	3	.8	.9	28.7
Gray	1	.3	.3	29.0
Greater Bangor area	1	.3	.3	29.3
Greater Bangor Region/Ellsworth	1	.3	.3	29.6
Greater Kennebec County & beyond	1	.3	.3	29.9

Greater Portland	2	.5	.6	30.4
Greater Sebego Lakes Region	1	.3	.3	30.7
Greater Portland	1	.3	.3	31.0
Greenville	1	.3	.3	31.3
Hampden, Bangor	1	.3	.3	31.6
Hancock County	1	.3	.3	31.9
Hancock County & beyond	1	.3	.3	32.2
Harpswell	1	.3	.3	32.5
Harrington	1	.3	.3	32.8
Hinckley	1	.3	.3	33.0
Hodgdon Me.	1	.3	.3	33.3
Hollis	2	.5	.6	33.9
Houlton	3	.8	.9	34.8
I serve the immediate area as well as all over the US and internationally.	1	.3	.3	35.1
International	2	.5	.6	35.7
Jackman	2	.5	.6	36.2
Jefferson	1	.3	.3	36.5
Katahdin Region	1	.3	.3	36.8
Katahdin Region-Millinocket East, Millinocket, Medway, Sherman, Patten, Unorganized Territories	1	.3	.3	37.1
Kennebec	1	.3	.3	37.4
Kennebec County	2	.5	.6	38.0
Kennebec River Corridor	1	.3	.3	38.3
Kennebec Valley	1	.3	.3	38.6
Kittery	1	.3	.3	38.8
Knox County Maine	1	.3	.3	39.1
Lakes Region	1	.3	.3	39.4
Lamoine	1	.3	.3	39.7
Leeds	1	.3	.3	40.0
Lewiston	3	.8	.9	40.9
Lewiston/Auburn	1	.3	.3	41.2

Limestone Maine	1	.3	.3	41.4
Limestone, ME	1	.3	.3	41.7
Lincoln	3	.8	.9	42.6
Lincoln Cnty	1	.3	.3	42.9
Lincolnville	1	.3	.3	43.2
Local (in store) Worldwide (e-commerce)	1	.3	.3	43.5
Lower 48 states	1	.3	.3	43.8
Machias area	1	.3	.3	44.1
Madawaska	1	.3	.3	44.3
maine	1	.3	.3	44.6
Maine	8	2.2	2.3	47.0
Maine-Southern N.H.	1	.3	.3	47.2
Maine, at large, NE e-commerce	1	.3	.3	47.5
Maine, New Hampshire	2	.5	.6	48.1
Maine, New Hampshire, Vermont	1	.3	.3	48.4
Maine/New Hampshire	1	.3	.3	48.7
Manchester	1	.3	.3	49.0
ME, VT, NH	1	.3	.3	49.3
Mechanic Falls	1	.3	.3	49.6
Mechanic Falls, Auburn	1	.3	.3	49.9
Mechanic Falls, Maine	1	.3	.3	50.1
Medway	1	.3	.3	50.4
Mexico	1	.3	.3	50.7
Mid Coast Maine Region	1	.3	.3	51.0
Midcoast	2	.5	.6	51.6
Midcoast Maine	3	.8	.9	52.5
Midcoast Maine (Rkld. To Portland)	1	.3	.3	52.8
Midcoast Region from Freeport to Rockland and inland to Lisbon and Augusta areas	1	.3	.3	53.0
Midcoast, Maine, National	1	.3	.3	53.3

Milford	1	.3	.3	53.6
Millinocket	1	.3	.3	53.9
Minot	1	.3	.3	54.2
Monhegan, ME	1	.3	.3	54.5
Mount Desert Island	3	.8	.9	55.4
msad6 district also Portland, Gorham Bridgton	1	.3	.3	55.7
Nation wide	1	.3	.3	55.9
National	1	.3	.3	56.2
National & International	1	.3	.3	56.5
Nationally	1	.3	.3	56.8
Nationally-Mostly New England, Mid West & South	1	.3	.3	57.1
Nationwide	3	.8	.9	58.0
Nationwide via the internet	1	.3	.3	58.3
Nationwide via web	1	.3	.3	58.6
New Canada	1	.3	.3	58.8
New England	3	.8	.9	59.7
New England, New York & Quebec	1	.3	.3	60.0
New England, New York, New Jersey, Pennsylvania	1	.3	.3	60.3
Newfield	1	.3	.3	60.6
Norridgewock	1	.3	.3	60.9
North America	1	.3	.3	61.2
North Berwick	1	.3	.3	61.4
Northeast	2	.5	.6	62.0
Northeast states	1	.3	.3	62.3
Northeast, USA	1	.3	.3	62.6
Northern Aroostook County	1	.3	.3	62.9
Northern Hancock County	1	.3	.3	63.2
Northern Maine	1	.3	.3	63.5
Northern Maine Houlton, Aroostook County	1	.3	.3	63.8
Northern Penobscot County	2	.5	.6	64.3

Northern Penobscot, Southern Aroostook and Western Washington Counties	1	.3	.3	64.6
Not specifically locally based	1	.3	.3	64.9
Oakland	1	.3	.3	65.2
Oakland, State of Maine	1	.3	.3	65.5
Oakland/Kennebec	1	.3	.3	65.8
Ogunquit ME	1	.3	.3	66.1
Old Orchard Beach	2	.5	.6	66.7
Old Town, Penobscot Valley	1	.3	.3	67.0
Orono	1	.3	.3	67.2
Orrington	2	.5	.6	67.8
Oxford & Franklin Counties	1	.3	.3	68.1
Oxford County, Lewiston, Auburn & Gray area	1	.3	.3	68.4
Oxford, Androscoggin Co	1	.3	.3	68.7
Oxford, Cumberland, Androscoggin Counties	1	.3	.3	69.0
Part of Penobscot County and Part of Piscataquis County	1	.3	.3	69.3
Penobscot & Aroostook Counties & Lincoln, ME	1	.3	.3	69.6
Piscataquis County	2	.5	.6	70.1
Poland	2	.5	.6	70.7
Portland	1	.3	.3	71.0
Portland area	1	.3	.3	71.3
Portland, ME	1	.3	.3	71.6
Portland/So. Maine	1	.3	.3	71.9
Presque Isle	1	.3	.3	72.2
Presque Isle (Aroostook County)	1	.3	.3	72.5
Presque Isle & surrounding towns	1	.3	.3	72.8
Rockland-Knox Co.	1	.3	.3	73.0

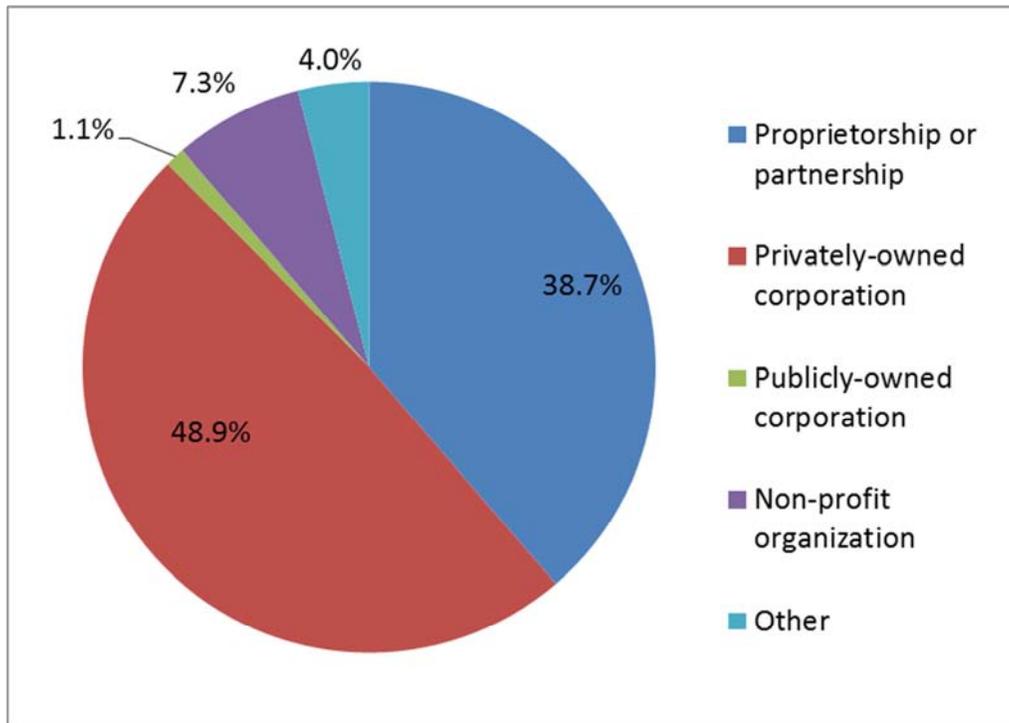
Rockland, Thomaston, Midcoast	1	.3	.3	73.3
Rockport	1	.3	.3	73.6
Rockport, Me & most of Knox County [& beyond]	1	.3	.3	73.9
Sabattus	2	.5	.6	74.5
Saco	1	.3	.3	74.8
Sagadahoc County, Lincoln County, Eastern Cumberland County, Androscoggin and Kennebec	1	.3	.3	75.1
Scarborough	1	.3	.3	75.4
Scarborough & Greater Portland	1	.3	.3	75.7
Searsport	2	.5	.6	76.2
Several-Midcoast area	1	.3	.3	76.5
Skowhegan	1	.3	.3	76.8
Skowhegan, Somerset County	1	.3	.3	77.1
Skowhegan, Somerset County & surrounding areas	1	.3	.3	77.4
So. Maine	1	.3	.3	77.7
South China	1	.3	.3	78.0
South China, Palermo, Windsor, Weeksmills, China	1	.3	.3	78.3
Souther Maine	2	.5	.6	78.8
Southern & Central Maine	1	.3	.3	79.1
Southern Aroostook County – Houlton	1	.3	.3	79.4
Southern Maine	6	1.6	1.7	81.2
Southern Maine, NH	1	.3	.3	81.4
Southern ME	1	.3	.3	81.7
Southern Seacoast Maine & New Hampshire	1	.3	.3	82.0
Southwest Harbor, ME	1	.3	.3	82.3
Springfield	1	.3	.3	82.6

Springvale, ME	1	.3	.3	82.9
St. Albans & Hartland area	1	.3	.3	83.2
St. John Valley	2	.5	.6	83.8
State	1	.3	.3	84.1
State of Maine	4	1.1	1.2	85.2
State of Maine mostly	1	.3	.3	85.5
State wide clients	1	.3	.3	85.8
Stonington, Deer Isle	1	.3	.3	86.1
The world	2	.5	.6	86.7
Topsham	1	.3	.3	87.0
Tourists from all over	1	.3	.3	87.2
Turner, ME	1	.3	.3	87.5
Unity	1	.3	.3	87.8
USA	3	.8	.9	88.7
W/in 90 miles of Portland	1	.3	.3	89.0
Waldo County, Penobscot, Hancock	1	.3	.3	89.3
Wales	1	.3	.3	89.6
Warren	1	.3	.3	89.9
Waterville	4	1.1	1.2	91.0
Weld, Maine and surrounding area.	1	.3	.3	91.3
Wells, Maine	1	.3	.3	91.6
West Forks	1	.3	.3	91.9
West Gardiner	1	.3	.3	92.2
West Newfield	1	.3	.3	92.5
Westbrook and Portland Maine	1	.3	.3	92.8
Westbrook, Cumberland County	1	.3	.3	93.0
Western Maine & Oxford, ME	1	.3	.3	93.3
Western/Central Maine	1	.3	.3	93.6
Whoever needs to rent a cabin	1	.3	.3	93.9
Windham	5	1.4	1.4	95.4

Windham greater area	1	.3	.3	95.7
Windham, ME	1	.3	.3	95.9
Winslow	1	.3	.3	96.2
Winthrop/Kennebec County	1	.3	.3	96.5
Wiscasset	1	.3	.3	96.8
Woodstock	1	.3	.3	97.1
Woolwich	1	.3	.3	97.4
Worldwide	1	.3	.3	97.7
Yarmouth, Maine	1	.3	.3	98.0
York	2	.5	.6	98.6
York & Cumberland Counties	1	.3	.3	98.8
York and surrounding towns	1	.3	.3	99.1
York Co ME, Strafford & carrol Co N.H.	1	.3	.3	99.4
York County	1	.3	.3	99.7
York County, Maine	1	.3	.3	100.0
Total	345	93.8	100.0	
Missing	999	23	6.3	
Total	368	100.0		

24) Which of the following options best describes the *ownership* structure of your business?

- Proprietorship or partnership (any form)
- Privately-owned corporation
- Publicly-owned corporation
- Non-profit organization
- Other- Please write in:



	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Proprietorship or partnership	137	37.2	38.7	38.7
	Privately-owned corporation	173	47.0	48.9	87.6
	Publicly-owned corporation	4	1.1	1.1	88.7
	Non-profit organization	26	7.1	7.3	96.0
	Other	14	3.8	4.0	100.0
	Total	354	96.2	100.0	
Missing	0	13	3.5		
	999	1	.3		
Total	14	3.8			
Total	368	100.0			

Text for other responses:

Bank

Chamber of Commerce

Corporation

Limited Liability owner operator

LLC

Not-for-profit housing for seniors

Privately owned

Privately-owned LLC

Quasi-municipal

Rent

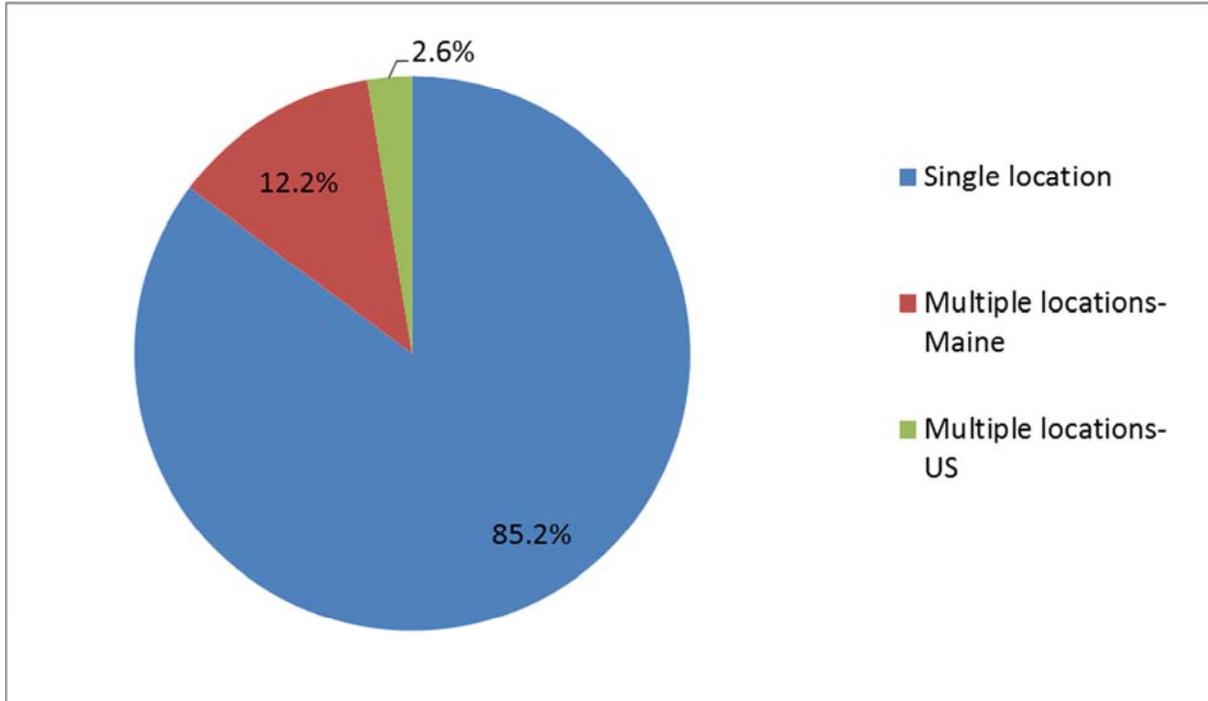
Retired farmer

Self employed

Single owner

25) Which of the following options best describes the *organizational* structure of your business?

- Business with single location- **Skip to question 27**
- Business with multiple locations within Maine
- Business with multiple locations within the United States
- Business with multiple locations, including at least one outside the United States*

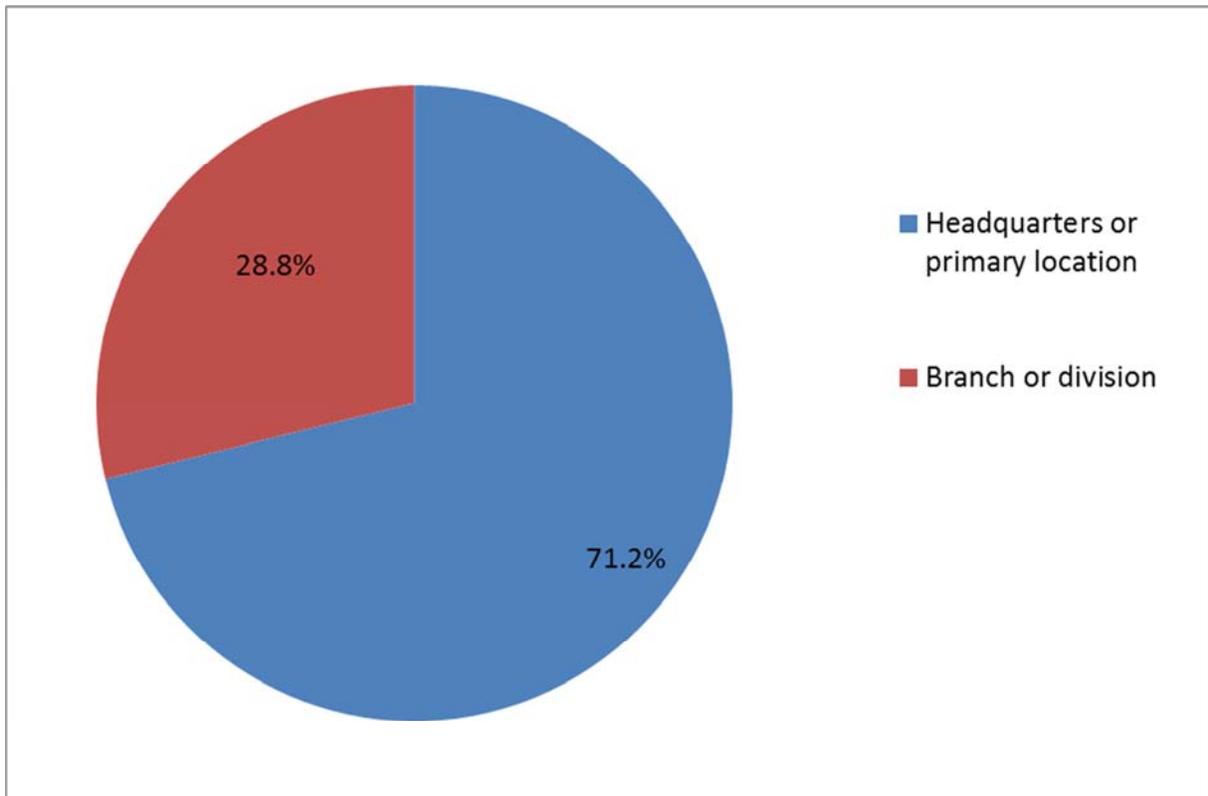


	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Single location	300	81.5	85.2	85.2
Multiple locations-Maine	43	11.7	12.2	97.4
Multiple locations-US	9	2.4	2.6	100.0
Total	352	95.7	100.0	
Missing	0	4.3		
Total	368	100.0		

*Note: There were not respondents who chose the “multiple locations, including at least one outside of the US” response.

26) Which of the following best describes this business location?

- Headquarters or primary location
- Branch or division



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Headquarters	42	11.4	71.2	71.2
	Branch or division	17	4.6	28.8	100.0
	Total	59	16.0	100.0	
Missing	0	309	84.0		
Total		368	100.0		

27) Please briefly describe the type of business:

	Frequency	Percent	Valid Percent	Cumulative Percent
65 seat restaurant, sit-down w/service at table, beer/wine	1	.3	.3	.3
A private, member owned Country Club	1	.3	.3	.6
Accounting	1	.3	.3	.9
Accounting and tax preparation	1	.3	.3	1.2
Ad specialties	1	.3	.3	1.5
Agriculture & recycling	1	.3	.3	1.8
Animal & garden supply	1	.3	.3	2.1
Architecture and design by a licensed Maine architect	1	.3	.3	2.4
Art sales	1	.3	.3	2.7
Artist/craftsperson	1	.3	.3	3.0
Asphalt maintenance & repair, paving	1	.3	.3	3.4
Auction House	1	.3	.3	3.7
Auto dealership	1	.3	.3	4.0
Auto garage	1	.3	.3	4.3
Auto repair	2	.5	.6	4.9
Auto sales & service	1	.3	.3	5.2
Automotive repair	2	.5	.6	5.8
B&B-open in summer, Custom furniture & upholstery	1	.3	.3	6.1
Bagel shop	1	.3	.3	6.4
Bait, tackle outdoor sporting goods shop	1	.3	.3	6.7
Banking	2	.5	.6	7.3
Barber/Beauty Salon	1	.3	.3	7.6
Barbershop	1	.3	.3	7.9
Beauty Salon	1	.3	.3	8.2
Beauty services	1	.3	.3	8.5
Bed & Breakfast	1	.3	.3	8.8
Bed and Breakfast and Marina	1	.3	.3	9.1
Boat, outboard motor, and trailer sales/service	1	.3	.3	9.5
Boatyard	1	.3	.3	9.8
Boatyard-boat maintenance & repairs, Marina	1	.3	.3	10.1
Boiler assembly and distribution	1	.3	.3	10.4

Valid

Book seller/Book shop	1	.3	.3	10.7
Broadcast television	1	.3	.3	11.0
Building fiberglass lobster boats	1	.3	.3	11.3
Business, Estate, Elder Law and Charitable Planning Law Office	1	.3	.3	11.6
Cafe	1	.3	.3	11.9
Campground	1	.3	.3	12.2
Campground w/retail store, lunch counter, reservation desk, equipment rentals, state fishing licenses	1	.3	.3	12.5
Car Dealer	1	.3	.3	12.8
Catholic Church	1	.3	.3	13.1
Chamber of Commerce	1	.3	.3	13.4
Church	6	1.6	1.8	15.2
Coffee distribution	1	.3	.3	15.5
Coffee roasting/coffee bar	1	.3	.3	15.9
Commercial general contractor	1	.3	.3	16.2
Commercial printer, graphic design, copies, fax, laminating, bindery	1	.3	.3	16.5
Commercial Real Estate Appraiser	1	.3	.3	16.8
Commercial and residential construction and general contracting	1	.3	.3	17.1
Community of Fort Fairfield	1	.3	.3	17.4
Computer and network company	1	.3	.3	17.7
Computer Services	1	.3	.3	18.0
Concrete flat work	1	.3	.3	18.3
Construction	1	.3	.3	18.6
Construction company	1	.3	.3	18.9
Construction Earthwork	1	.3	.3	19.2
Construction equipment rental is the main focus, with sales and service as well	1	.3	.3	19.5
Construction-fences, highway guardrail, commercial/industrial security	1	.3	.3	19.8
Consultant/programmer	1	.3	.3	20.1
Consulting	1	.3	.3	20.4
Consulting & commercial brokerage	1	.3	.3	20.7
Consulting forester	1	.3	.3	21.0

Consulting, engineer	1	.3	.3	21.3
Contracting/Construction	1	.3	.3	21.6
Convenience store w/gas	1	.3	.3	22.0
Convenience store with deli	1	.3	.3	22.3
Convenience Store/Eatery	1	.3	.3	22.6
Convenience store/gas/deli	1	.3	.3	22.9
Convenience Store/Kitchen	1	.3	.3	23.2
CPA firm	1	.3	.3	23.5
Credit Union	1	.3	.3	23.8
Cross country specialty ski shop and skiing center	1	.3	.3	24.1
Custom architectural stair building	1	.3	.3	24.4
Custom furniture, cabinet maker	1	.3	.3	24.7
Custom Residential Construction	1	.3	.3	25.0
Custom woodwork	1	.3	.3	25.3
Dairy farming, milk production	1	.3	.3	25.6
Dialysis supplies/medical supplies	1	.3	.3	25.9
Diner/Pub-rest.	1	.3	.3	26.2
Distributor/wholesale	1	.3	.3	26.5
Domestic & corporate carpet & upholstery cleaning and water damage restoration.	1	.3	.3	26.8
Earthwork contractor, sitework, excavation, septic system installs, installing new drive ways, resurfacing existing driveways, hauling gravel & stone products, etc.	1	.3	.3	27.1
Elec Contractor	1	.3	.3	27.4
Electrical contracting	1	.3	.3	27.7
Electrical contractor	4	1.1	1.2	29.0
Electronic engineering design & consulting & small product manufacturing with direct to consumer sale (e commerce)	1	.3	.3	29.3
Embroidery	1	.3	.3	29.6
EMS billing primarily. Some income tax preparation.	1	.3	.3	29.9
Engineering	1	.3	.3	30.2
Engrave laminated plaster	1	.3	.3	30.5
Env consulting	1	.3	.3	30.8
Environmental consulting	1	.3	.3	31.1

Excavation & logging	1	.3	.3	31.4
Excavation, demolition, gravel	1	.3	.3	31.7
Farm Store	1	.3	.3	32.0
Farm-direct sales	1	.3	.3	32.3
Farming	1	.3	.3	32.6
Financial Institution	1	.3	.3	32.9
Financial planning	1	.3	.3	33.2
Financial Services	1	.3	.3	33.5
Financial/Investment Services	1	.3	.3	33.8
Fire Sprinkler Contractor	1	.3	.3	34.1
Food restaurant	1	.3	.3	34.5
Forest Management	1	.3	.3	34.8
Forestry machinery sales and service	1	.3	.3	35.1
Full service Natural Food & Local Produce & Products	1	.3	.3	35.4
Funeral Home	1	.3	.3	35.7
Furniture Retail	1	.3	.3	36.0
Garden Center	1	.3	.3	36.3
Garden center/landscape design & installation	1	.3	.3	36.6
General contractor, gravel, logging	1	.3	.3	36.9
General Practice Law Office	1	.3	.3	37.2
Golf Course	1	.3	.3	37.5
Greenhouse plant sales & gardening products	1	.3	.3	37.8
Grocery store	1	.3	.3	38.1
Grocery store, pharmacy store, ACE Hardware	1	.3	.3	38.4
Grow, produce, harvest, process & market organic wild blueberries	1	.3	.3	38.7
Hair Salon	3	.8	.9	39.6
Hand-crafted superb weaving & other mediums of Maine artist/craftsperson	1	.3	.3	39.9
Hardware store	1	.3	.3	40.2
Hardware store retail	1	.3	.3	40.5
High School & college guidance support	1	.3	.3	40.9
Home business	1	.3	.3	41.2
Home Improvement, Sharpening Service	1	.3	.3	41.5
Horse & Tack	1	.3	.3	41.8
Hospitality Motel	1	.3	.3	42.1

Hospitality	1	.3	.3	42.4
Hospitality, Hotel/Motel, Lodging	1	.3	.3	42.7
Hotel/Motel	1	.3	.3	43.0
Human Resource Consulting	1	.3	.3	43.3
Hydraulic sales & repair	1	.3	.3	43.6
I have a small retreat center that I make also available for overnight guests when needed. Bake pies to help sustain the business.	1	.3	.3	43.9
I make men's neckwear & sell directly to wearers.	1	.3	.3	44.2
In home	1	.3	.3	44.5
Industrial supplies, safety equipment, abrasives, welding consumables	1	.3	.3	44.8
Install fire sprinkler systems and maintenance for commercial and residential	1	.3	.3	45.1
Installation and service for oil burners	1	.3	.3	45.4
Insurance	2	.5	.6	46.0
Insurance agency	1	.3	.3	46.3
Insurance Agency	3	.8	.9	47.3
Interfaith school	1	.3	.3	47.6
Internet and retail sales	1	.3	.3	47.9
Internet radio & consulting	1	.3	.3	48.2
Internet Service Provider	1	.3	.3	48.5
It's not really a business, just a home	1	.3	.3	48.8
Janitorial Cleaning	1	.3	.3	49.1
Land sales	1	.3	.3	49.4
Land surveying	1	.3	.3	49.7
Landscape architects	1	.3	.3	50.0
Landscape contractor	1	.3	.3	50.3
Landscape contractor providing design build services serving private, commercial and state sectors	1	.3	.3	50.6
Landscape design-construction-maintenance	1	.3	.3	50.9
Landscaping and Snow removal	1	.3	.3	51.2
Law	2	.5	.6	51.8
Law firm	1	.3	.3	52.1
Lawyer	1	.3	.3	52.4
Leathergoods & comfort footwear	1	.3	.3	52.7

Legal Firm	1	.3	.3	53.0
Live event production/entertainment	1	.3	.3	53.4
Lodging	1	.3	.3	53.7
Lodging, restaurant	1	.3	.3	54.0
Log home sales/general contracting	1	.3	.3	54.3
Logging and trucking wood products	1	.3	.3	54.6
Logging operations & purchasing and selling	1	.3	.3	54.9
Logging, chipping, trucking	1	.3	.3	55.2
Maine Sporting Camp (Lodging & recreation)	1	.3	.3	55.5
Maintenance & property management. Real estate owner.	1	.3	.3	55.8
Manufacture & design weather monitoring equipment	1	.3	.3	56.1
Manufacture sailboat rigging and repair sailboat rigging	1	.3	.3	56.4
Manufacturer of recognition products & cremation urns	1	.3	.3	56.7
Manufacturing	1	.3	.3	57.0
Manufacturing wiring harnesses for antique vehicles	1	.3	.3	57.3
Masonry Contractor-Commercial Construction	1	.3	.3	57.6
Mass Transit Museum	1	.3	.3	57.9
Massage therapy	2	.5	.6	58.5
Metal working business	1	.3	.3	58.8
MFG; wholesaler, retailer (mobile merchant)	1	.3	.3	59.1
Motel	1	.3	.3	59.5
Motor Vehicle Repair	1	.3	.3	59.8
Municipality	1	.3	.3	60.1
Museum	1	.3	.3	60.4
Museum, educational, informational	1	.3	.3	60.7
New and Used Automobile Dealership	1	.3	.3	61.0
Nonprofit youth center	1	.3	.3	61.3
Non-profit Community Center	1	.3	.3	61.6
Non-Profit providing education for tourism	1	.3	.3	61.9
Not-for-profit housing for seniors	1	.3	.3	62.2
Old Fashion General Store	1	.3	.3	62.5
Outdoor power equip	1	.3	.3	62.8
Outdoor recreation and logging	1	.3	.3	63.1

P.E.G. TV	1	.3	.3	63.4
Performing Arts	1	.3	.3	63.7
Pet grooming	1	.3	.3	64.0
Plastic Fabrication	1	.3	.3	64.3
Plumbing contractor	1	.3	.3	64.6
Portable toilets & septic	1	.3	.3	64.9
PR & Marketing	1	.3	.3	65.2
Precast Concrete Products Manufacturer	1	.3	.3	65.5
Professional Land Surveyor	1	.3	.3	65.9
Property management	1	.3	.3	66.2
Property Management	1	.3	.3	66.5
Property Management & rental properties	1	.3	.3	66.8
Property Management Apartment Buildings	1	.3	.3	67.1
Property Owner	1	.3	.3	67.4
Provide consulting engineering for telecom companies	1	.3	.3	67.7
Public Utility	1	.3	.3	68.0
Retail Sales	1	.3	.3	68.3
Real estate & camp ground	1	.3	.3	68.6
Real estate & leasing	1	.3	.3	68.9
Real Estate and Timber	1	.3	.3	69.2
Real Estate Brokerage	1	.3	.3	69.5
Real estate development and management of a single sight	1	.3	.3	69.8
Real estate office now out of business because of health	1	.3	.3	70.1
Real estate sales and management	1	.3	.3	70.4
Real Estate sales, rentals & management	1	.3	.3	70.7
Real estate, property management, vacation rentals	1	.3	.3	71.0
Recreational Guide Services throughout Maine. Primarily multi-day canoe trips and winter camping excursions.	1	.3	.3	71.3
Recycling	1	.3	.3	71.6
Replace old snowshoes-Recane/reweave chairs	1	.3	.3	72.0
Rent to own home furnishings	1	.3	.3	72.3
Rental Housing Management	1	.3	.3	72.6

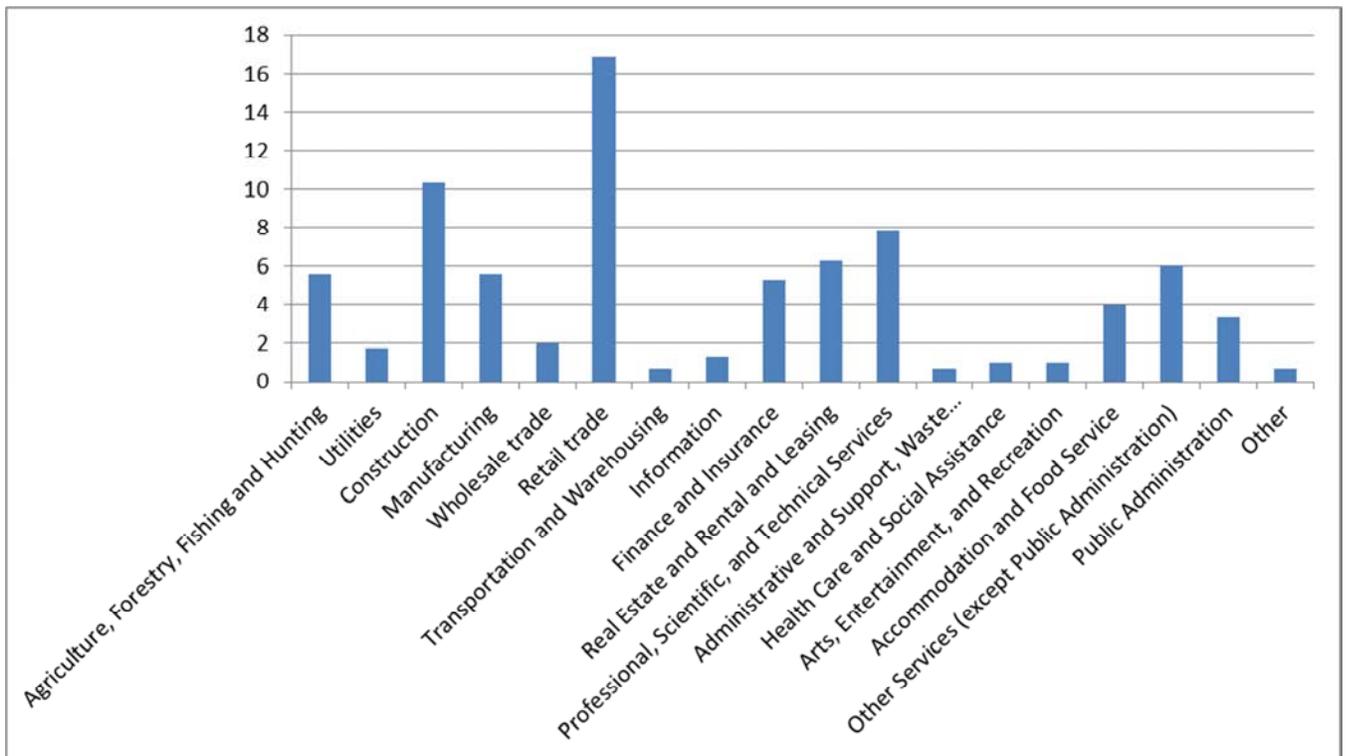
Reseller of financial institution equipment	1	.3	.3	72.9
Restaurant	5	1.4	1.5	74.4
Retail	3	.8	.9	75.3
Retail candy store	1	.3	.3	75.6
Retail fabrics & yarns	1	.3	.3	75.9
Retail hardware	1	.3	.3	76.2
Retail hardware and home improvement	1	.3	.3	76.5
Retail hardware store	1	.3	.3	76.8
Retail lumber, building supplies, home center, etc.	1	.3	.3	77.1
Retail sales	1	.3	.3	77.4
Retail store	1	.3	.3	77.7
Retail- Home Accessories	1	.3	.3	78.0
Retail-convenience & deli	1	.3	.3	78.4
Retail-jewelry, watches, gifts, etc.	1	.3	.3	78.7
Retail/Service	1	.3	.3	79.0
Retire farmer no in business anymore	1	.3	.3	79.3
Rubbish removal & trucking	1	.3	.3	79.6
Sale of Biotoner	1	.3	.3	79.9
Sales, service & installation, intrusion, fire, low temp., co, CCTV & access control alarm systems	1	.3	.3	80.2
Sanitation removal	1	.3	.3	80.5
Sawmill	1	.3	.3	80.8
Seasonal scenic boat trips	1	.3	.3	81.1
Secondary wood products manufacturing	1	.3	.3	81.4
Sell antiques & collectables on Ebay	1	.3	.3	81.7
Sell rocks	1	.3	.3	82.0
Septic design	1	.3	.3	82.3
Septic system installation & repair	1	.3	.3	82.6
Service	1	.3	.3	82.9
Service/Construction	1	.3	.3	83.2
Shaldee products distributor	1	.3	.3	83.5
Small church-nonprofit	1	.3	.3	83.8
Small engine repair	1	.3	.3	84.1
Small manufacturer of garden planters, urns, fountains	1	.3	.3	84.5
Solar electricity generation, manufacture solar farms	1	.3	.3	84.8

Sole proprietor of Massage Therapy Wellness Center	1	.3	.3	85.1
Specialty retail bookstore	1	.3	.3	85.4
Sporting camp-open may-oct. Catering to sporting people from all over. Also catering to family vacations since 1969-same ownership.	1	.3	.3	85.7
Student loan administration	1	.3	.3	86.0
Summer camp	1	.3	.3	86.3
Summer Camp	1	.3	.3	86.6
Summer cottage rental	1	.3	.3	86.9
Summer residential camp for girls	1	.3	.3	87.2
Surveying & Forestry	1	.3	.3	87.5
Swimming pool retail store	1	.3	.3	87.8
Tattooing	1	.3	.3	88.1
Tax and Accounting Services	1	.3	.3	88.4
Textile manufacturing	1	.3	.3	88.7
The company represents a full line of tractors, lawn and garden equipment, backhoes, skid steers, and mini-excavators for the home owner and construction industry.	1	.3	.3	89.0
Tourism	1	.3	.3	89.3
Toy store	1	.3	.3	89.6
TPA for medical claims	1	.3	.3	89.9
Trailer hitch sales & service, auto repair & accs.	1	.3	.3	90.2
Training and Consulting	1	.3	.3	90.5
Transport company & auto repair	1	.3	.3	90.9
Transportation	1	.3	.3	91.2
Truck garage	1	.3	.3	91.5
Trucking	2	.5	.6	92.1
Turf maintenance	1	.3	.3	92.4
Used auto parts	1	.3	.3	92.7
Used car dealer	1	.3	.3	93.0
Used car sales & garage work service & repairs	1	.3	.3	93.3
Utility	1	.3	.3	93.6
Vacation rentals	1	.3	.3	93.9
Vet hosp.	1	.3	.3	94.2
Veterinary Hospital	1	.3	.3	94.5

	Video production	2	.5	.6	95.1
	Video/A/V Production Services	1	.3	.3	95.4
	Walls & ceilings contractor-plaster, drywall, stucco, moldings	1	.3	.3	95.7
	Wastewater treatment	1	.3	.3	96.0
	Water well contractor	1	.3	.3	96.3
	Waterproofing of new homes. Concrete crack repair	1	.3	.3	96.6
	Waterworks Industry Supplier	1	.3	.3	97.0
	We are blueberry farmers. We do you the internet for research, ordering, communication	1	.3	.3	97.3
	We provide engineering, regulatory and environmental consulting services to the hydroelectric industry.	1	.3	.3	97.6
	We were a sporting camp-big game hunts with meals. Then about 4 years ago when OBAMA came into office & business/jobs etc. went to hell in a hen basket so did our b	1	.3	.3	97.9
	Wholesale & retail of seafood	1	.3	.3	98.2
	Wholesale Industrial Supplies	1	.3	.3	98.5
	Wholesale retail seafood	1	.3	.3	98.8
	Wholesale seafood	1	.3	.3	99.1
	Wood products manufacturing	1	.3	.3	99.4
	Woodworking/cabinet & fine furniture, boat repair & real estate	1	.3	.3	99.7
	You pick blueberries and apples. We also service 40 local grocery stores.	1	.3	.3	100.0
	Total	328	89.1	100.0	
Missing	999	40	10.9		
Total		368	100.0		

28) Which of the following broad categories best describes your business?

- Agriculture, Forestry, Fishing and Hunting
- Mining, Quarrying, and Oil and Gas Extraction
- Utilities
- Construction
- Manufacturing
- Wholesale Trade
- Retail Trade
- Transportation and Warehousing
- Information
- Finance and Insurance
- Real Estate and Rental and Leasing
- Professional, Scientific, and Technical Services
- Management of Companies and Enterprises
- Administrative and Support and Waste Management and Remediation Services
- Educational Services
- Health Care and Social Assistance
- Arts, Entertainment, and Recreation
- Accommodation and Food Service
- Other Services (except Public Administration)
- Public Administration
- Other- Please write in:



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agriculture, Forestry, Fishing and Hunting	17	4.6	5.6	5.6
	Utilities	5	1.4	1.7	7.3
	Construction	31	8.4	10.3	17.5
	Manufacturing	17	4.6	5.6	23.2
	Wholesale trade	6	1.6	2.0	25.2
	Retail trade	51	13.9	16.9	42.1
	Transportation and Warehousing	2	.5	.7	42.7
	Information	4	1.1	1.3	44.0
	Finance and Insurance	16	4.3	5.3	49.3
	Real Estate and Rental and Leasing	19	5.2	6.3	55.6
	Professional, Scientific, and Technical Services	24	6.5	7.9	63.6
	Administrative and Support, Waste Management, Remediation Services	2	.5	.7	64.2
	Educational Services	3	.8	1.0	65.2
	Health Care and Social Assistance	3	.8	1.0	66.2
	Arts, Entertainment, and Recreation	12	3.3	4.0	70.2
	Accommodation and Food Service	18	4.9	6.0	76.2
	Other Services (except Public Administration)	10	2.7	3.3	79.5
	Public Administration	2	.5	.7	80.1
	Other	60	16.3	19.9	100.0
	Total	302	82.1	100.0	
Missing	0	16	4.3		
	999	50	13.6		
	Total	66	17.9		
Total		368	100.0		

Text for other responses:

Professional service certified public account

A/V Production, Communication Services

Ad specialties, promotion items

Area promotion

Auto repair

Auto service

Automobile Sales

Automobile/Transportation

Automotive sales & service

Banking

Broadcast television & news

Church

Convenience store

Convenience Store/Take Out Food

Design landscape architecture

Engraving on plaster

Field maintenance and sales of athletic supplies

Food

Food supplements distributor

Funeral directing/embalming

Hair Salon

Hairdresser

Historic Transportation Museum

Install fire sprinkler systems

Interior Design

Janitorial Cleaning

Landscape/Hardscape construction & maintenance services.

Landscaping

Legal Counsel and Court representation

Mechanical contractors, paper mills, various small businesses

Media Production

N/A

Oil burner installation & repair. Also air duct cleaning.

Plumbing and septic

Private consulting

Public, Education, Government Access TV

Recycling

Religious

Religious Organization

Rental & cosmetologist

Repair work

Residential/commercial security systems

Sales/Marketing

Semi private country club

Service

Service Industry

Service provider to lake front homes

Services

Sharpening Service, Vinyl Siding, Seamless Gutters, Replacement Windows

Spiritual Nuture which may include food

Sports, Recreation, Retail

Summer youth camp

Travel

Truck service

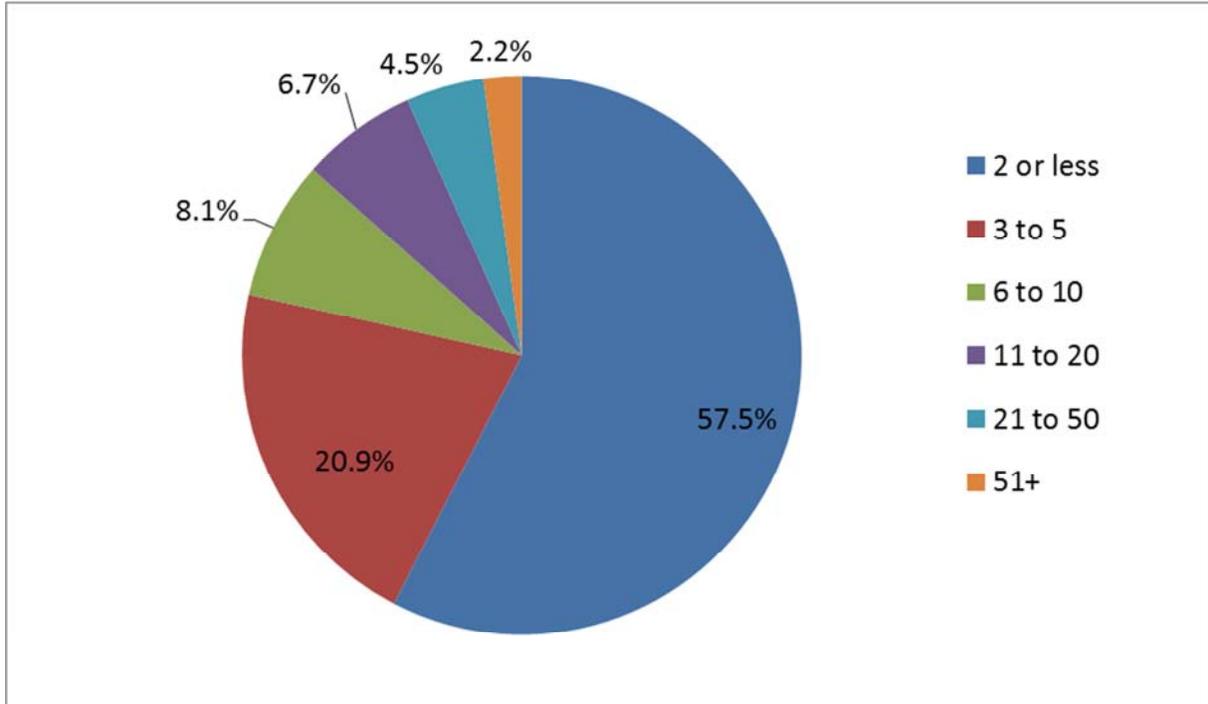
Trucking

Veterinary

Yacht and waterfront services

29) How many workers (including yourself) did your business employ as of **October 1, 2012?**

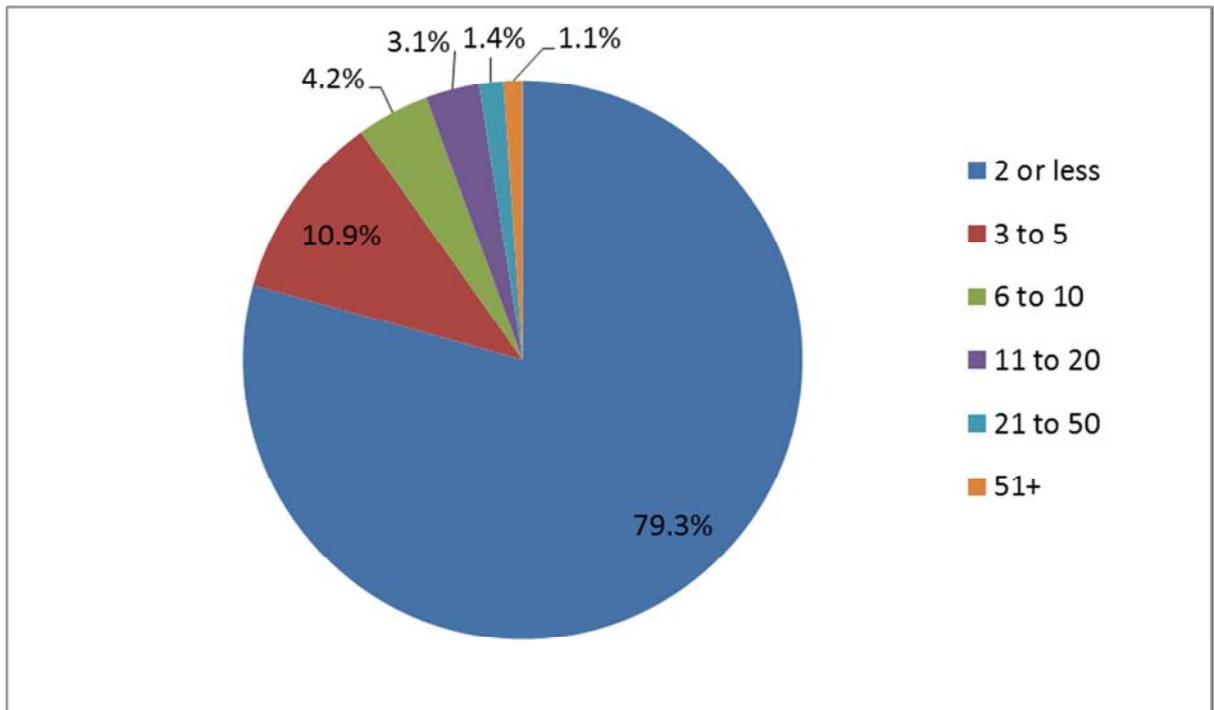
Full-time employees



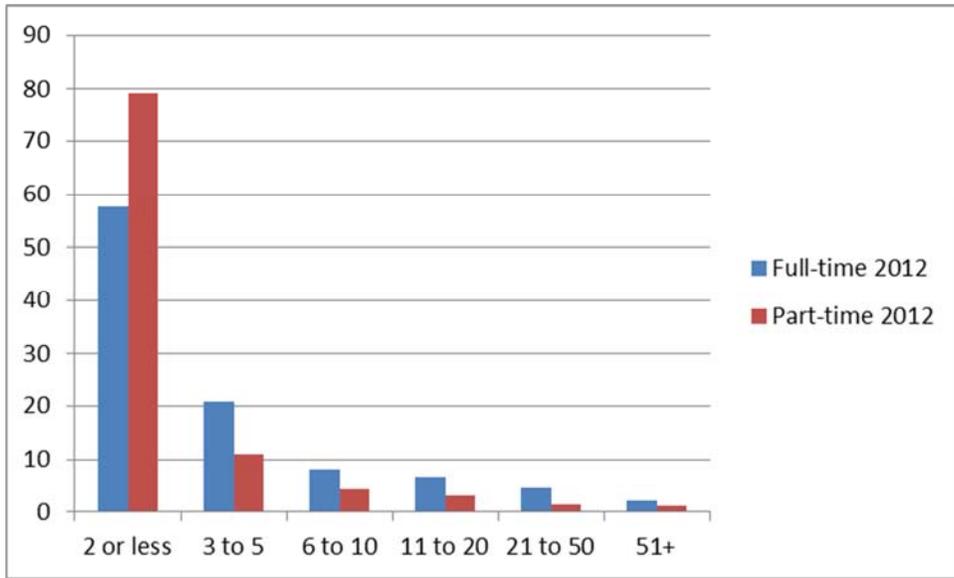
*Values do not add up to 100% due to rounding

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2 or less	206	56.0	57.5	57.5
Valid 3 to 5	75	20.4	20.9	78.5
Valid 6 to 10	29	7.9	8.1	86.6
Valid 11 to 20	24	6.5	6.7	93.3
Valid 21 to 50	16	4.3	4.5	97.8
Valid 51+	8	2.2	2.2	100.0
Total	358	97.3	100.0	
Missing 999	10	2.7		
Total	368	100.0		

Part-time employees

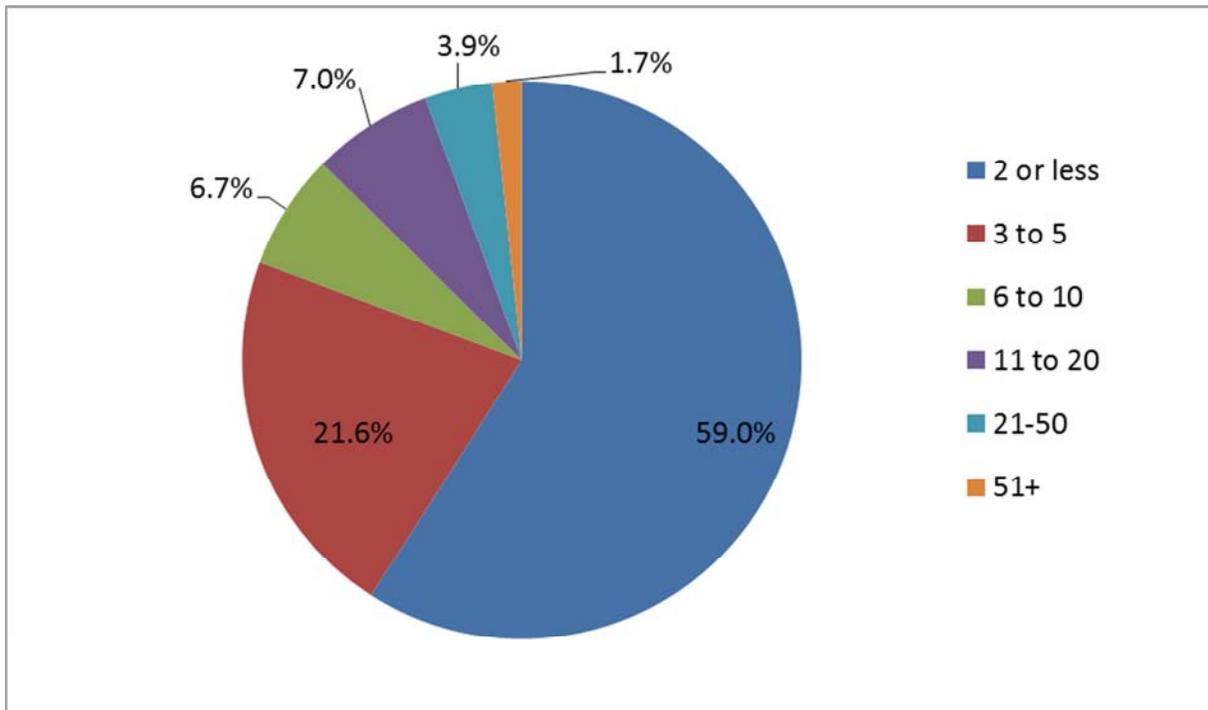


	Frequency	Percent	Valid Percent	Cumulative Percent
2 or less	283	76.9	79.3	79.3
3 to 5	39	10.6	10.9	90.2
6 to 10	15	4.1	4.2	94.4
Valid 11 to 20	11	3.0	3.1	97.5
21 to 50	5	1.4	1.4	98.9
51+	4	1.1	1.1	100.0
Total	357	97.0	100.0	
Missing 999	11	3.0		
Total	368	100.0		



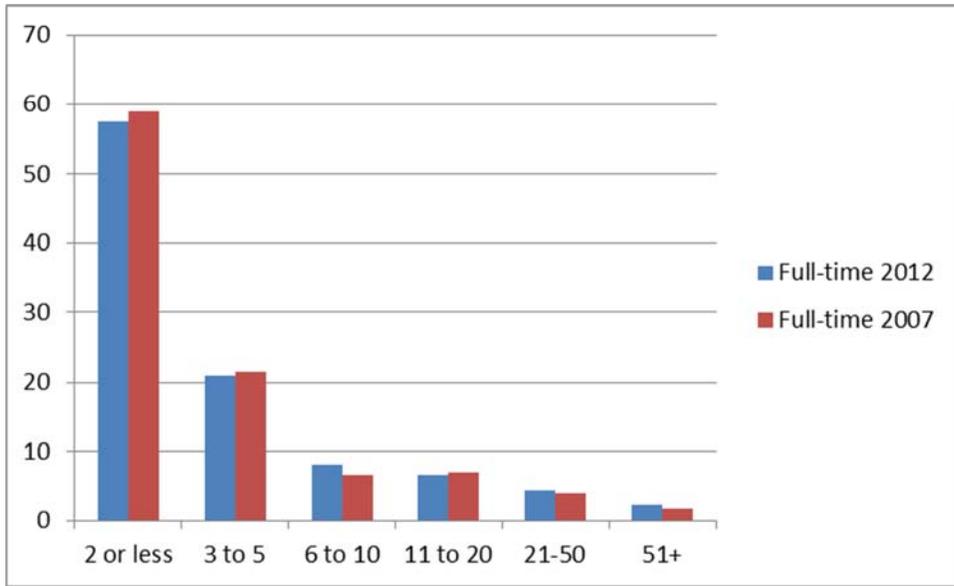
30) How many workers (including yourself) did your business employ as of **October 1, 2007**?

Full-time employees*

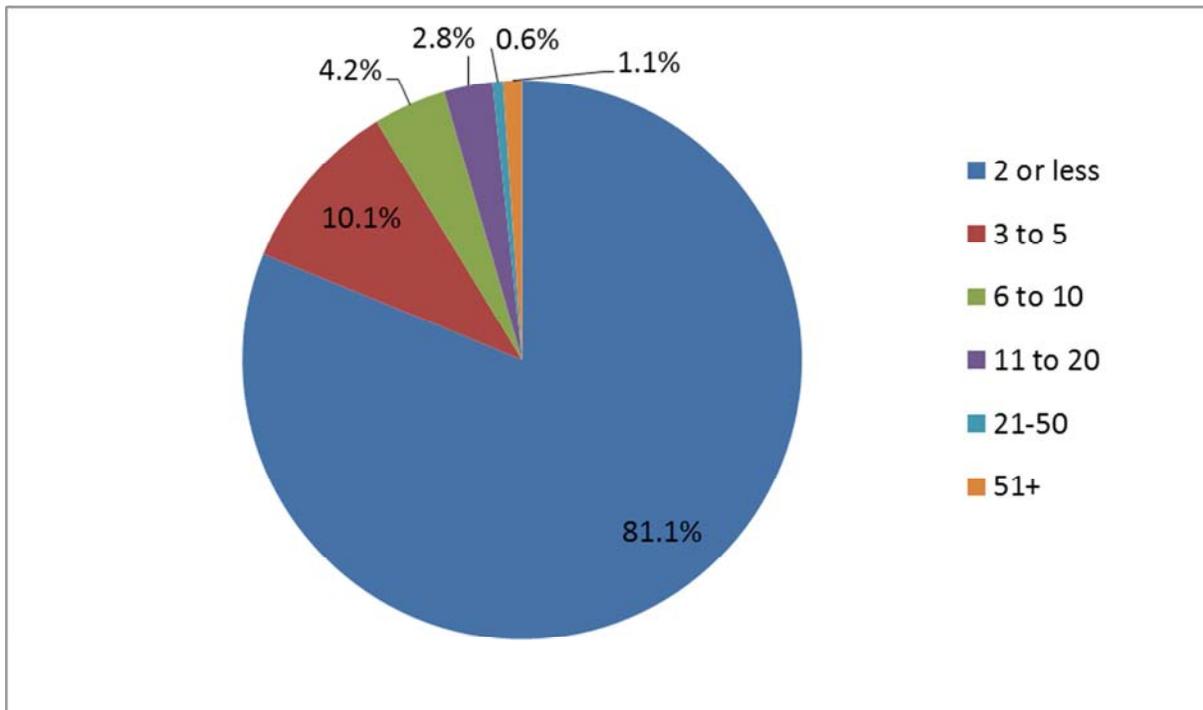


*Values do not add up to 100% due to rounding.

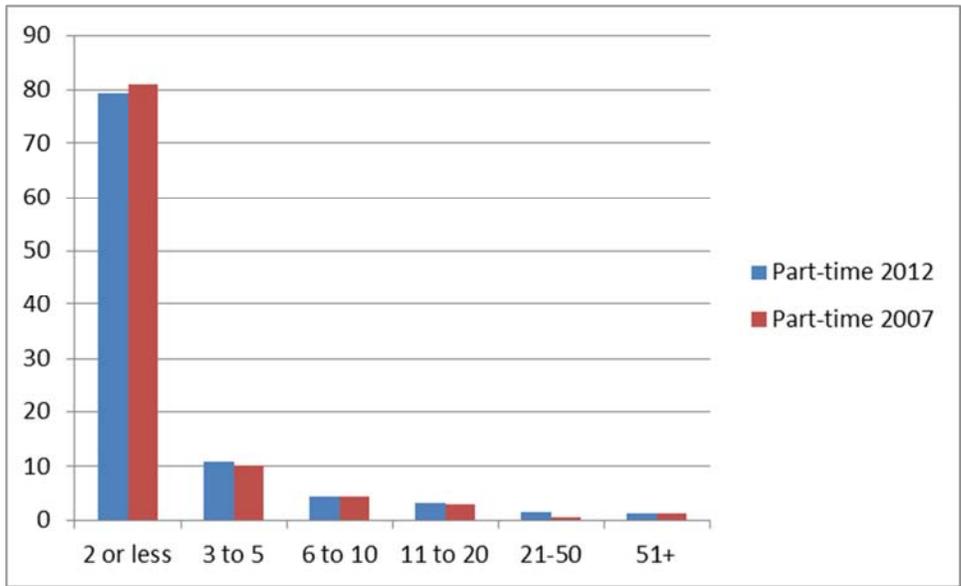
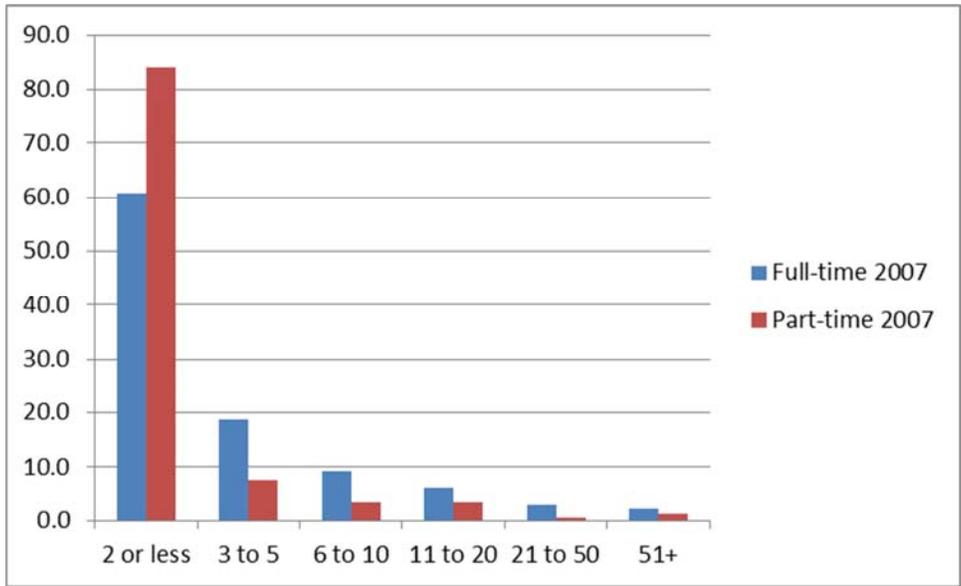
	Frequency	Percent	Valid Percent	Cumulative Percent
2 or less	210	57.1	59.0	59.0
3 to 5	77	20.9	21.6	80.6
6 to 10	24	6.5	6.7	87.4
Valid 11 to 20	25	6.8	7.0	94.4
21 to 50	14	3.8	3.9	98.3
51+	6	1.6	1.7	100.0
Total	356	96.7	100.0	
Missing 999	12	3.3		
Total	368	100.0		



Part-time employees



	Frequency	Percent	Valid Percent	Cumulative Percent
2 or less	288	78.3	81.1	81.1
3 to 5	36	9.8	10.1	91.3
6 to 10	15	4.1	4.2	95.5
Valid 11 to 20	10	2.7	2.8	98.3
21 to 50	2	.5	.6	98.9
51+	4	1.1	1.1	100.0
Total	355	96.5	100.0	
Missing 999	13	3.5		
Total	368	100.0		



31) How many years has your business been operating?

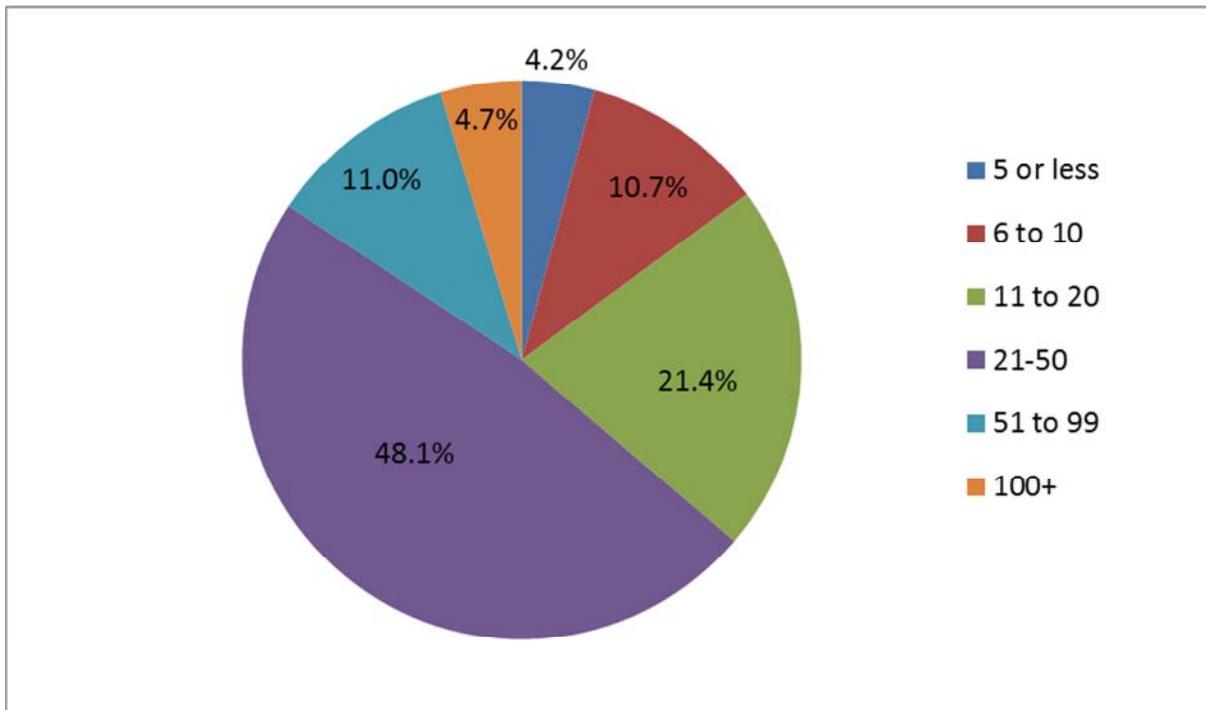
	Frequency	Percent	Valid Percent	Cumulative Percent
0	1	.3	.3	.3
2	2	.5	.6	.9
3	1	.3	.3	1.2
3	4	1.1	1.2	2.4
4	1	.3	.3	2.7
5	5	1.4	1.5	4.1
6	1	.3	.3	4.4
6	3	.8	.9	5.3
7	1	.3	.3	5.6
7	9	2.4	2.7	8.3
8	4	1.1	1.2	9.5
9	7	1.9	2.1	11.5
10	12	3.3	3.6	15.1
11	3	.8	.9	16.0
12	8	2.2	2.4	18.3
13	7	1.9	2.1	20.4
14	8	2.2	2.4	22.8
15	9	2.4	2.7	25.4
16	4	1.1	1.2	26.6
17	1	.3	.3	26.9
17	5	1.4	1.5	28.4
18	8	2.2	2.4	30.8
19	3	.8	.9	31.7
20	16	4.3	4.7	36.4
21	4	1.1	1.2	37.6
22	1	.3	.3	37.9
23	9	2.4	2.7	40.5
24	10	2.7	3.0	43.5
25	16	4.3	4.7	48.2
26	4	1.1	1.2	49.4
27	3	.8	.9	50.3
28	10	2.7	3.0	53.3

Valid

29	4	1.1	1.2	54.4
30	27	7.3	8.0	62.4
31	3	.8	.9	63.3
32	5	1.4	1.5	64.8
33	2	.5	.6	65.4
34	2	.5	.6	66.0
35	8	2.2	2.4	68.3
36	1	.3	.3	68.6
37	5	1.4	1.5	70.1
38	4	1.1	1.2	71.3
39	3	.8	.9	72.2
40	11	3.0	3.3	75.4
41	3	.8	.9	76.3
42	2	.5	.6	76.9
43	4	1.1	1.2	78.1
44	1	.3	.3	78.4
45	4	1.1	1.2	79.6
46	2	.5	.6	80.2
48	1	.3	.3	80.5
50	13	3.5	3.8	84.3
53	2	.5	.6	84.9
54	5	1.4	1.5	86.4
55	2	.5	.6	87.0
57	1	.3	.3	87.3
58	1	.3	.3	87.6
60	3	.8	.9	88.5
62	3	.8	.9	89.3
63	2	.5	.6	89.9
64	2	.5	.6	90.5
65	1	.3	.3	90.8
66	1	.3	.3	91.1
67	2	.5	.6	91.7
70	2	.5	.6	92.3
72	1	.3	.3	92.6
73	1	.3	.3	92.9
77	1	.3	.3	93.2

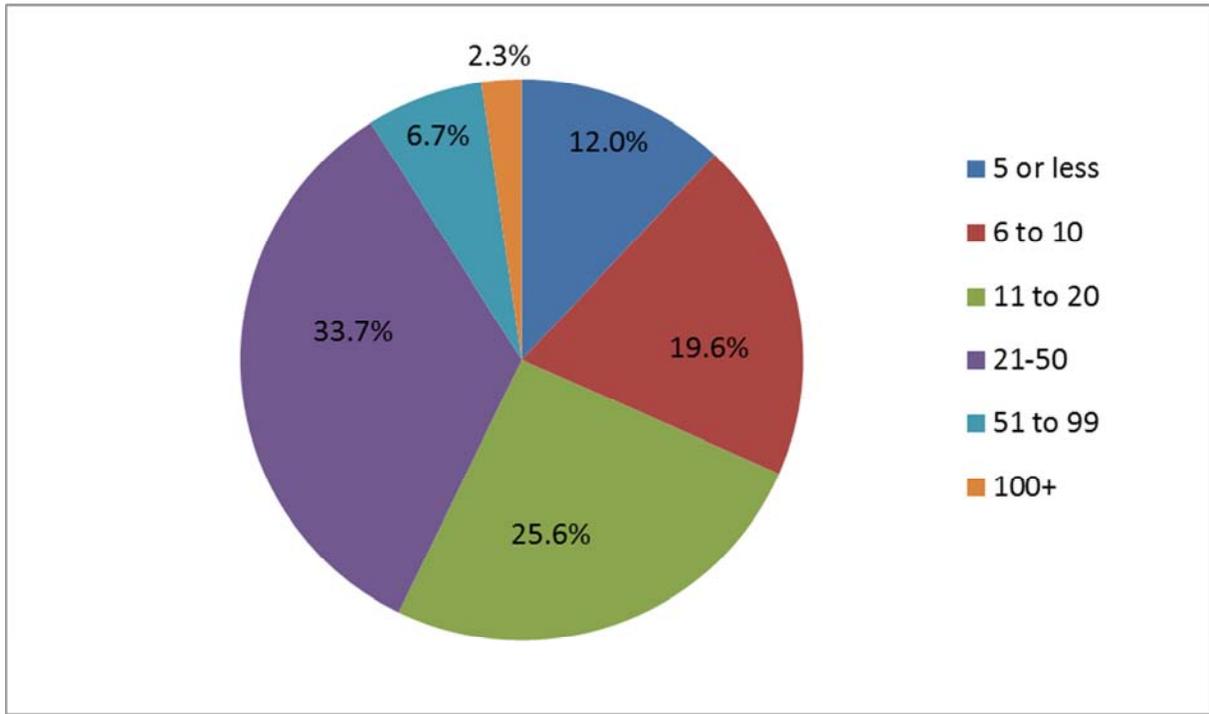
	78	1	.3	.3	93.5
	80	1	.3	.3	93.8
	86	2	.5	.6	94.4
	92	2	.5	.6	95.0
	93	1	.3	.3	95.3
	100	6	1.6	1.8	97.0
	101	1	.3	.3	97.3
	102	1	.3	.3	97.6
	107	1	.3	.3	97.9
	108	1	.3	.3	98.2
	125	1	.3	.3	98.5
	147	1	.3	.3	98.8
	150	1	.3	.3	99.1
	152	1	.3	.3	99.4
	153	1	.3	.3	99.7
	204	1	.3	.3	100.0
	Total	338	91.8	100.0	
Missing	999	30	8.2		
Total		368	100.0		

31) How many years has your business been operating?

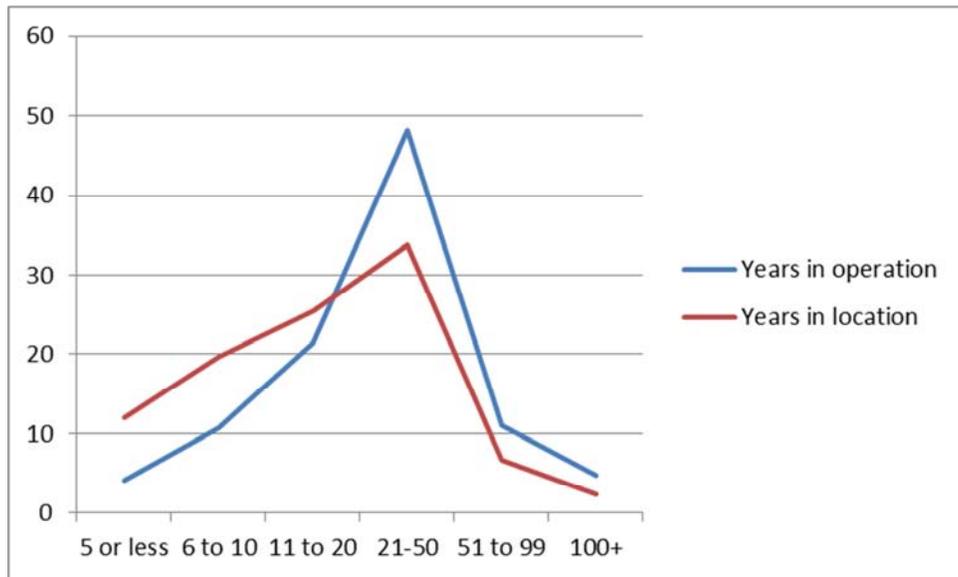


	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
5 or less	14	3.8	4.2	4.2
6 to 10	36	9.8	10.7	14.8
11 to 20	72	19.6	21.4	36.2
21-50	162	44.0	48.1	84.3
51 to 99	37	10.1	11.0	95.3
100+	16	4.3	4.7	100.0
Total	337	91.6	100.0	
Missing				
999	30	8.2		
System	1	.3		
Total	31	8.4		
Total	368	100.0		

32) How many years has your business been operating at this location?

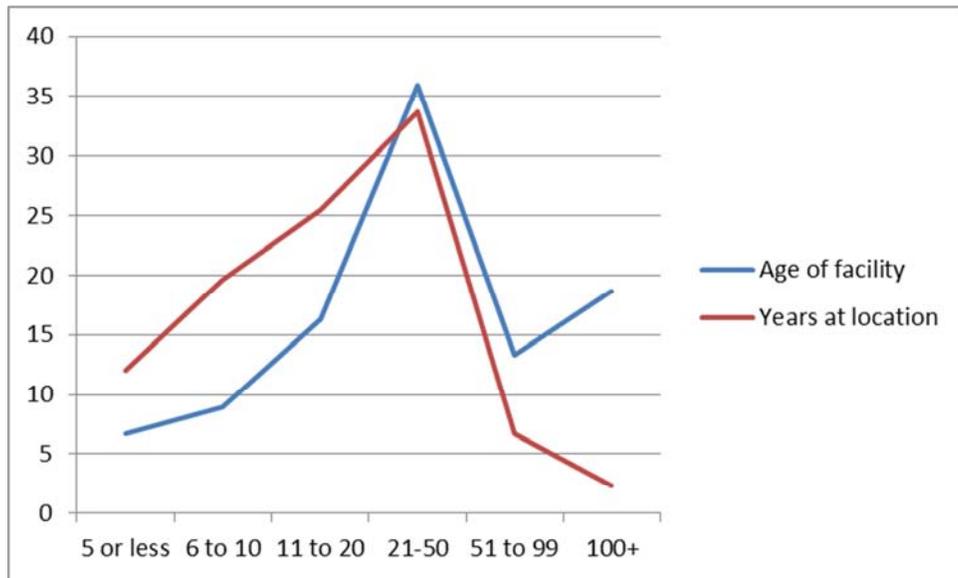
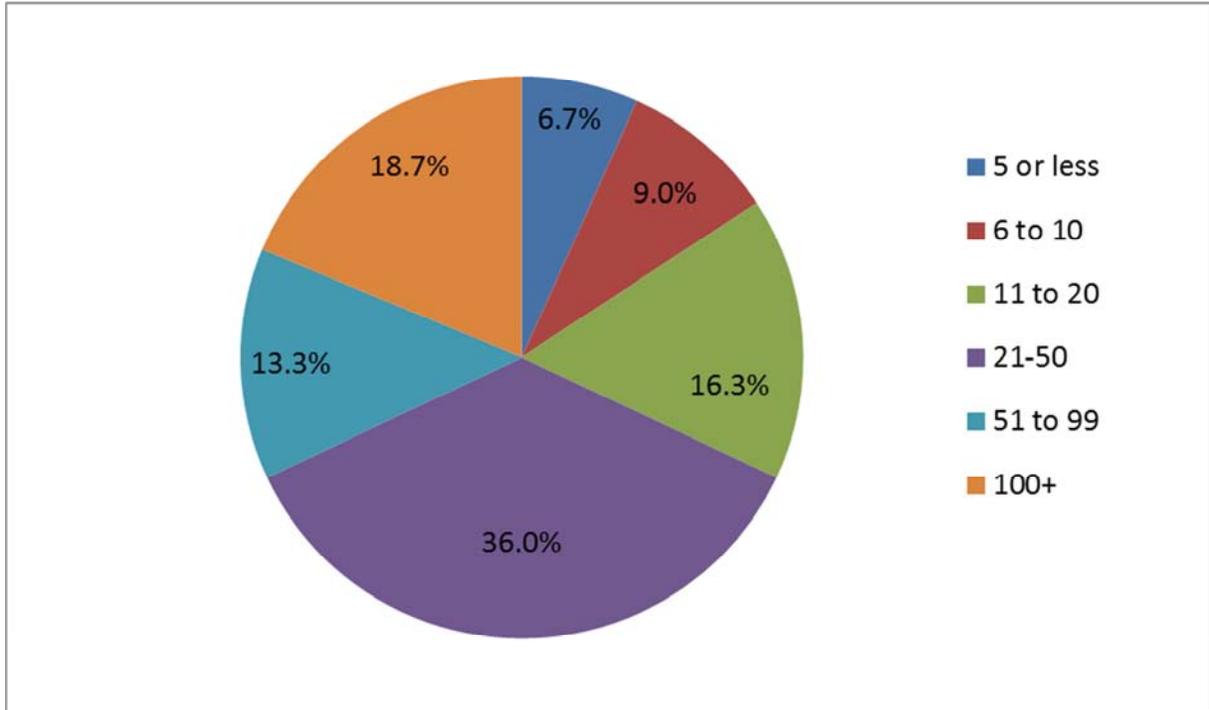


*Graph and table does not add up to 100 due to rounding



		Frequency	Percent	Valid Percent	Cumulative Percent
	5 or less	41	11.1	12.0	12.0
	6 to 10	67	18.2	19.6	31.7
	11 to 20	87	23.6	25.5	57.2
Valid	21-50	115	31.3	33.7	90.9
	51 to 99	23	6.3	6.7	97.7
	100+	8	2.2	2.3	100.0
	Total	341	92.7	100.0	
	999	25	6.8		
Missing	System	2	.5		
	Total	27	7.3		
Total		368	100.0		

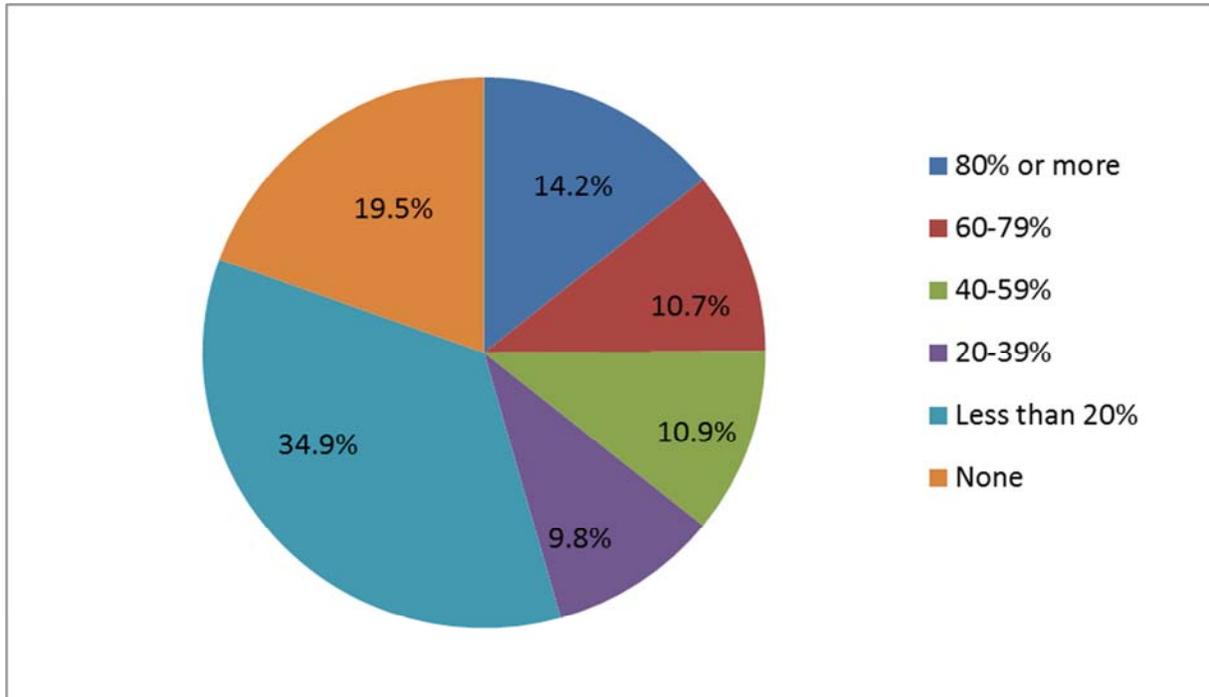
33) How many years old is this facility where your business is located?



		Frequency	Percent	Valid Percent	Cumulative Percent
	5 or less	20	5.4	6.7	6.7
	6 to 10	27	7.3	9.0	15.7
	11 to 20	49	13.3	16.3	32.0
Valid	21-50	108	29.3	36.0	68.0
	51 to 99	40	10.9	13.3	81.3
	100+	56	15.2	18.7	100.0
	Total	300	81.5	100.0	
Missing	999	68	18.5		
Total		368	100.0		

34) What percentage of your business' purchases of goods and services at this location are from businesses and individuals *outside of Maine*?

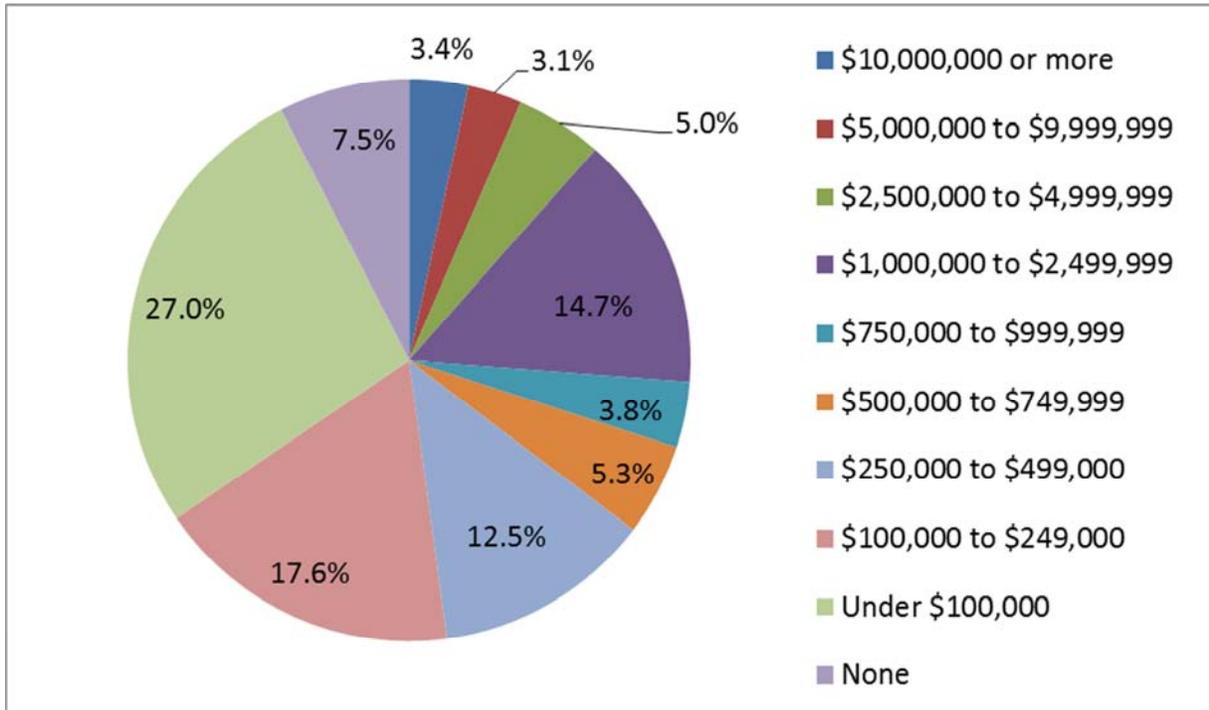
- 80% or more
- 60-79%
- 40-59%
- 20-39%
- Less than 20%
- None



	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 80% or more	48	13.0	14.2	14.2
Valid 60-79%	36	9.8	10.7	24.9
Valid 40-59%	37	10.1	10.9	35.8
Valid 20-39%	33	9.0	9.8	45.6
Valid Less than 20%	118	32.1	34.9	80.5
Valid None	66	17.9	19.5	100.0
Total	338	91.8	100.0	
Missing 0	28	7.6		
Missing 999	2	.5		
Missing Total	30	8.2		
Total	368	100.0		

35) What was your business' total sales revenue for the previous year at this location?

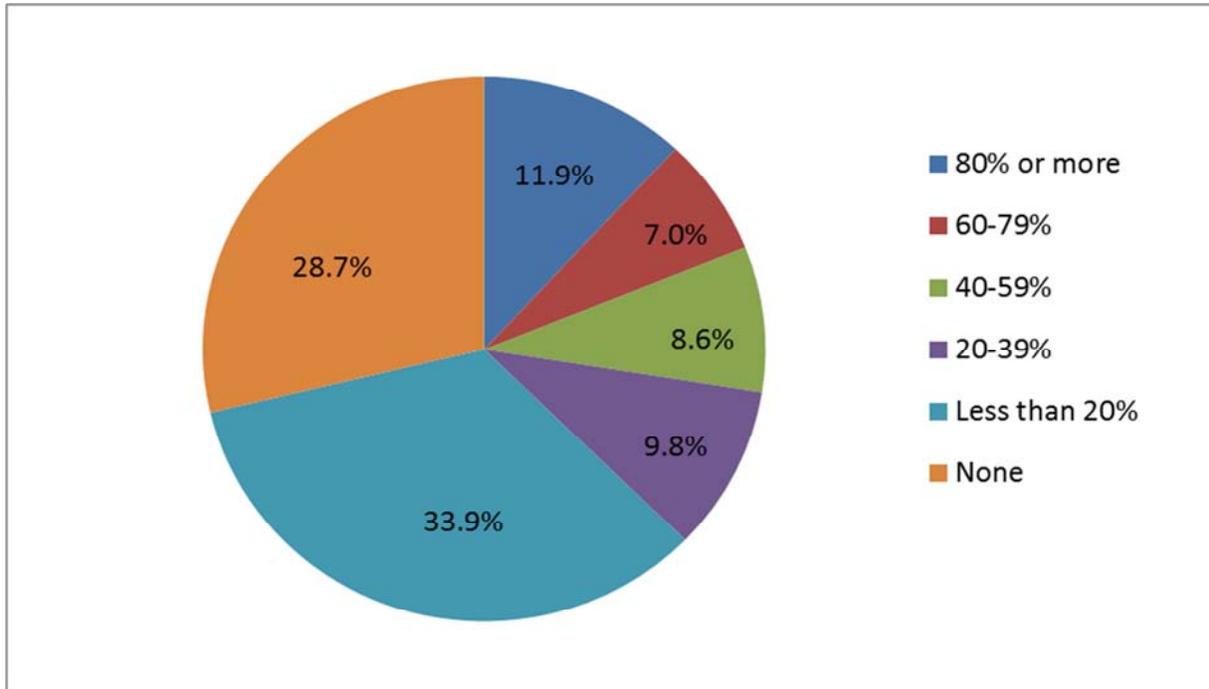
- \$10,000,000 or more
- \$5,000,000 to \$9,999,999
- \$2,500,000 to \$4,999,999
- \$1,000,000 to \$2,499,999
- \$750,000 to \$999,999
- \$500,000 to \$749,999
- \$250,000 to \$499,000
- \$100,000 to \$249,000
- Under \$100,000
- None



	Frequency	Percent	Valid Percent	Cumulative Percent
\$10,000,000 or more	11	3.0	3.4	3.4
\$5,000,000 to \$9,999,999	10	2.7	3.1	6.6
\$2,500,000 to \$4,999,999	16	4.3	5.0	11.6
\$1,000,000 to \$2,499,999	47	12.8	14.7	26.3
\$750,000 to \$999,999	12	3.3	3.8	30.1
Valid \$500,000 to \$749,999	17	4.6	5.3	35.4
\$250,000 to \$499,000	40	10.9	12.5	48.0
\$100,000 to \$249,000	56	15.2	17.6	65.5
Under \$100,000	86	23.4	27.0	92.5
None	24	6.5	7.5	100.0
Total	319	86.7	100.0	
Missing 0	49	13.3		
Total	368	100.0		

36) What percentage of your business' revenue generated at this location comes from individuals or businesses located *outside of Maine*?

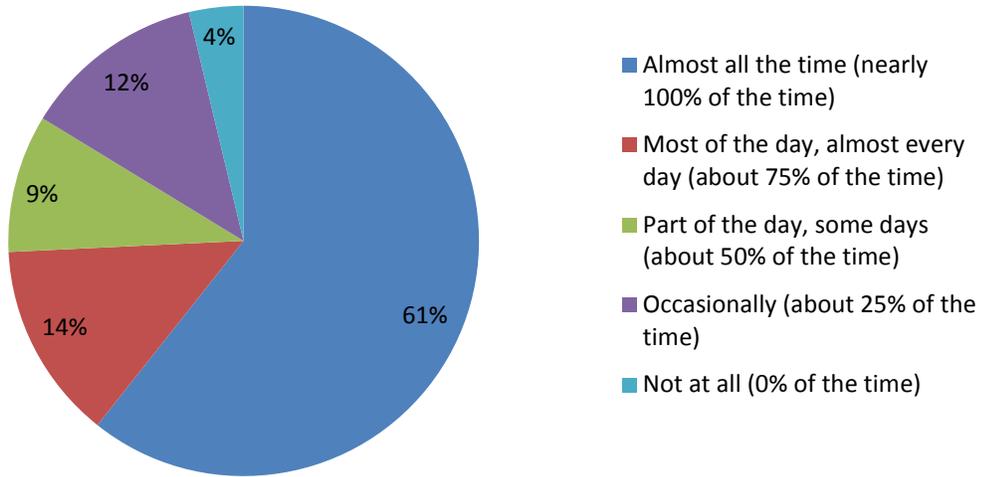
- 80% or more
- 60-79%
- 40-59%
- 20-39%
- Less than 20%
- None



	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 80% or more	39	10.6	11.9	11.9
Valid 60-79%	23	6.3	7.0	19.0
Valid 40-59%	28	7.6	8.6	27.5
Valid 20-39%	32	8.7	9.8	37.3
Valid Less than 20%	111	30.2	33.9	71.3
Valid None	94	25.5	28.7	100.0
Total	327	88.9	100.0	
Missing 0	40	10.9		
Missing 999	1	.3		
Missing Total	41	11.1		
Total	368	100.0		

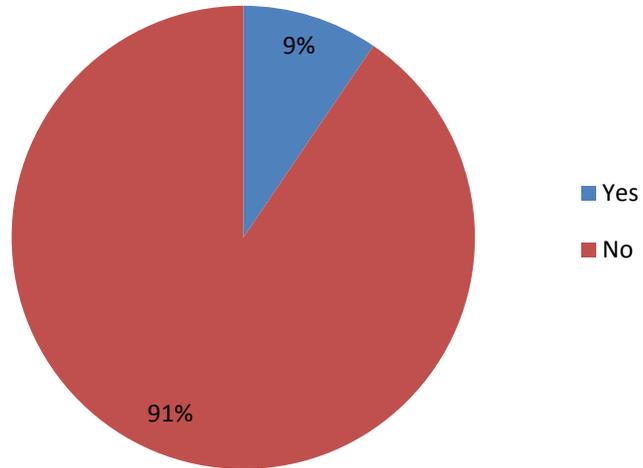
Community Anchor Institutions Survey Output

1. How often was a computer being used at your organization last week (during the time that the organization was open or operating)?



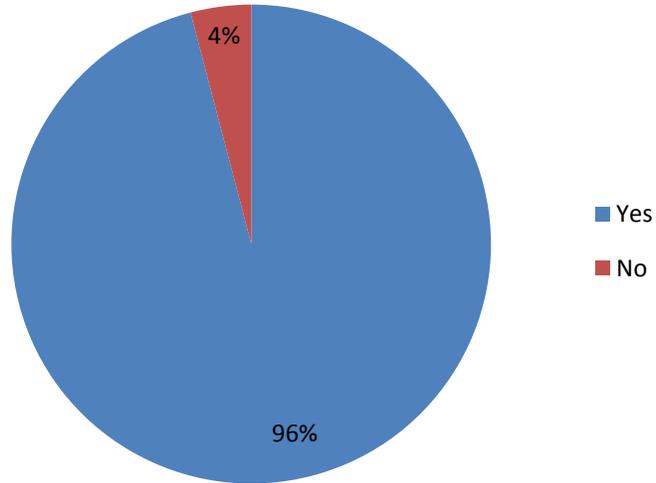
1. How often was a computer being used at your organization last week (during the time that the organization was open or operating)?	Respondents
Almost all the time (nearly 100% of the time)	179
Most of the day, almost every day (about 75% of the time)	40
Part of the day, some days (about 50% of the time)	28
Occasionally (about 25% of the time)	37
Not at all (0% of the time)	11

2. Are computers available for use by non-employees or the general public?



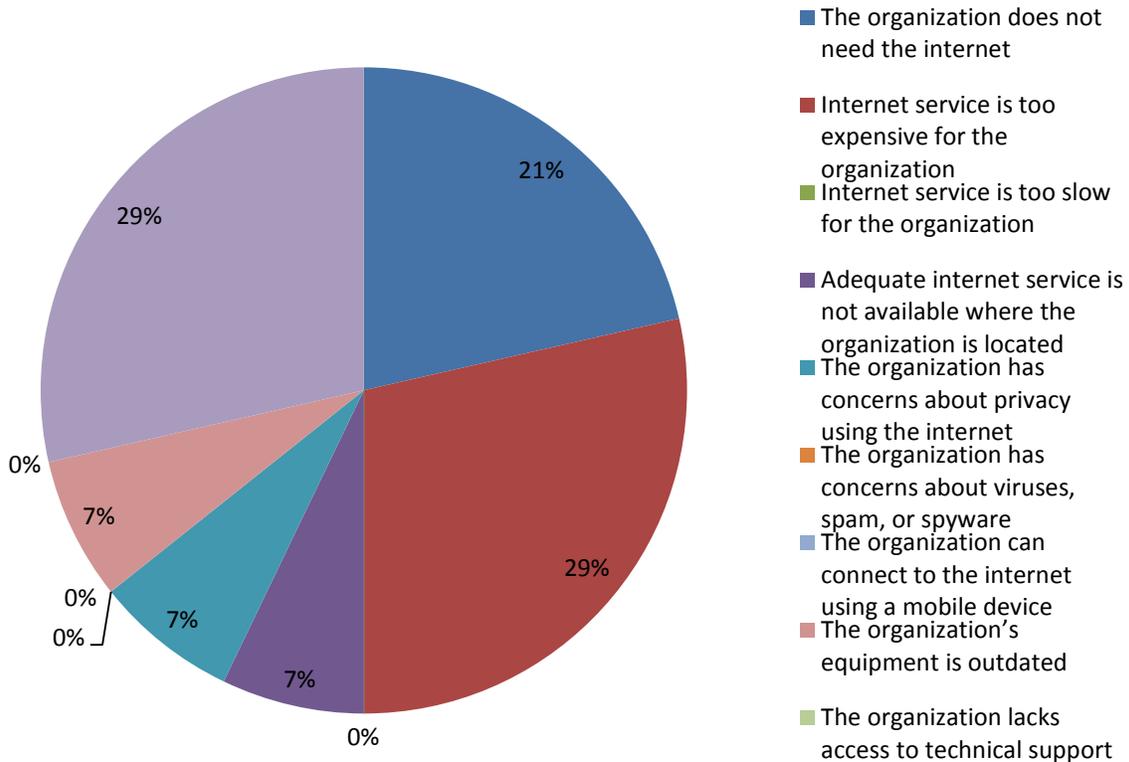
2. Are computers available for use by non-employees or the general public?	Respondents
Yes	28
No	267

3. Is at least one computer at your organization connected to the internet?



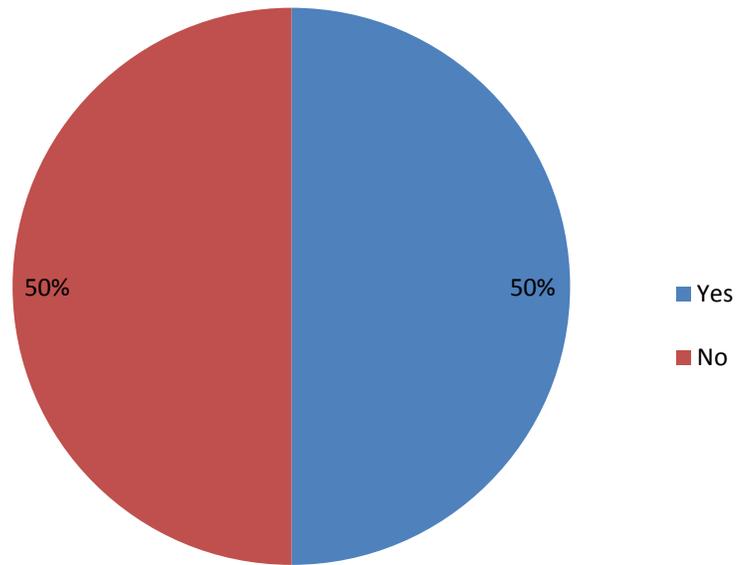
3. Is at least one computer at your organization connected to the internet?	Respondents
Yes	283
No	12

4. What is the main reason your organization does not connect at least one computer to the internet?



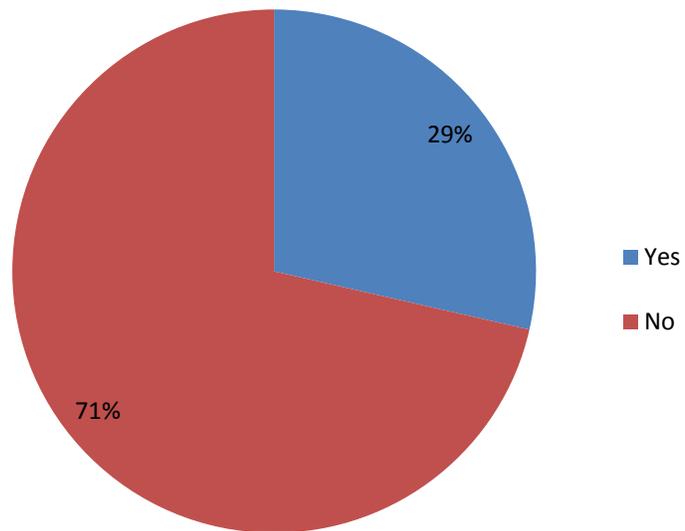
4. What is the main reason your organization does not connect at least one computer to the internet? Please check only one answer.	Respondents
The organization does not need the internet	3
Internet service is too expensive for the organization	4
Internet service is too slow for the organization	0
Adequate internet service is not available where the organization is located	1
The organization has concerns about privacy using the internet	1
The organization has concerns about viruses, spam, or spyware	0
The organization can connect to the internet using a mobile device	0
The organization's equipment is outdated	1
The organization lacks access to technical support	0
Other	4

5. Would your organization like to connect a computer to the internet?



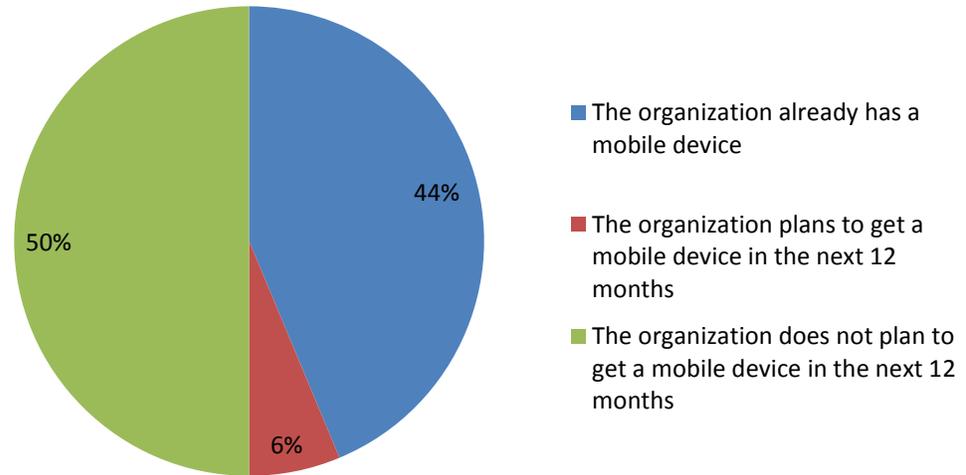
5. Would your organization like to connect a computer to the internet?	Respondents
Yes	7
No	7

6. Does your organization plan on setting up internet service in the next 12 months?

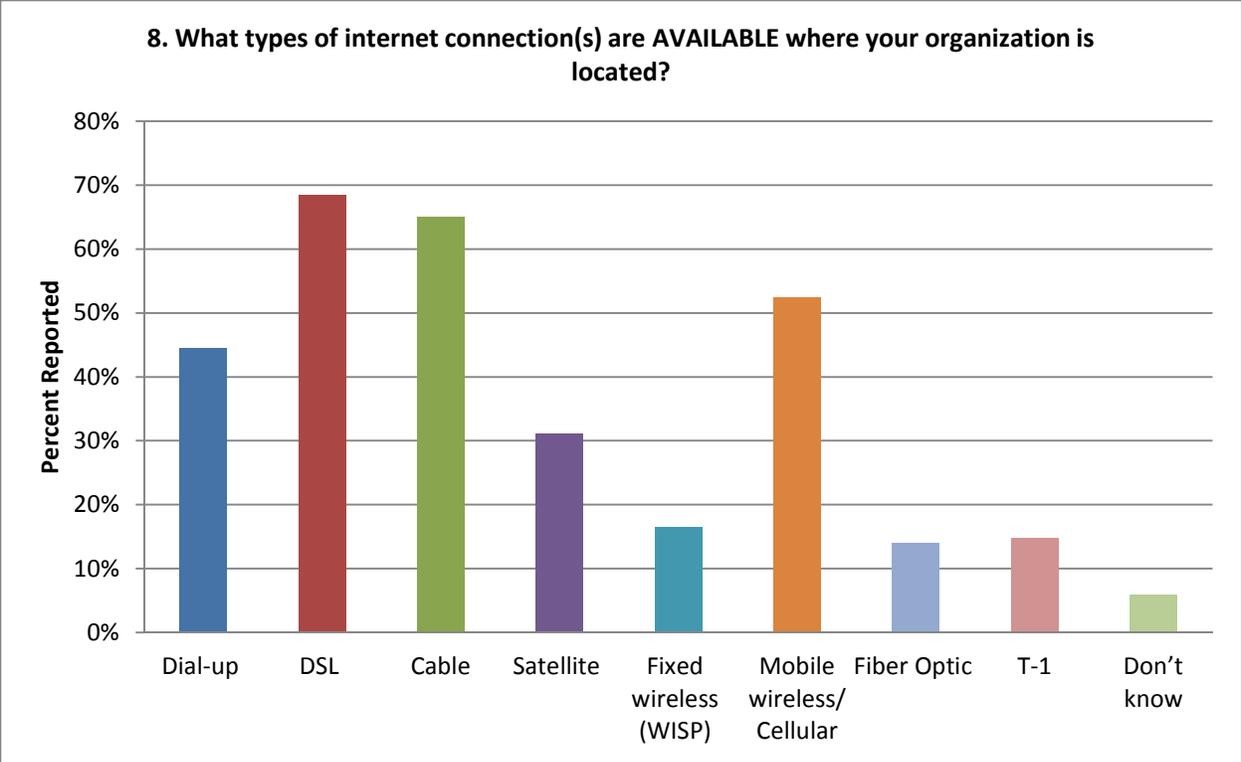


6. Does your organization plan on setting up internet service in the next 12 months?	Respondents
Yes	4
No	10

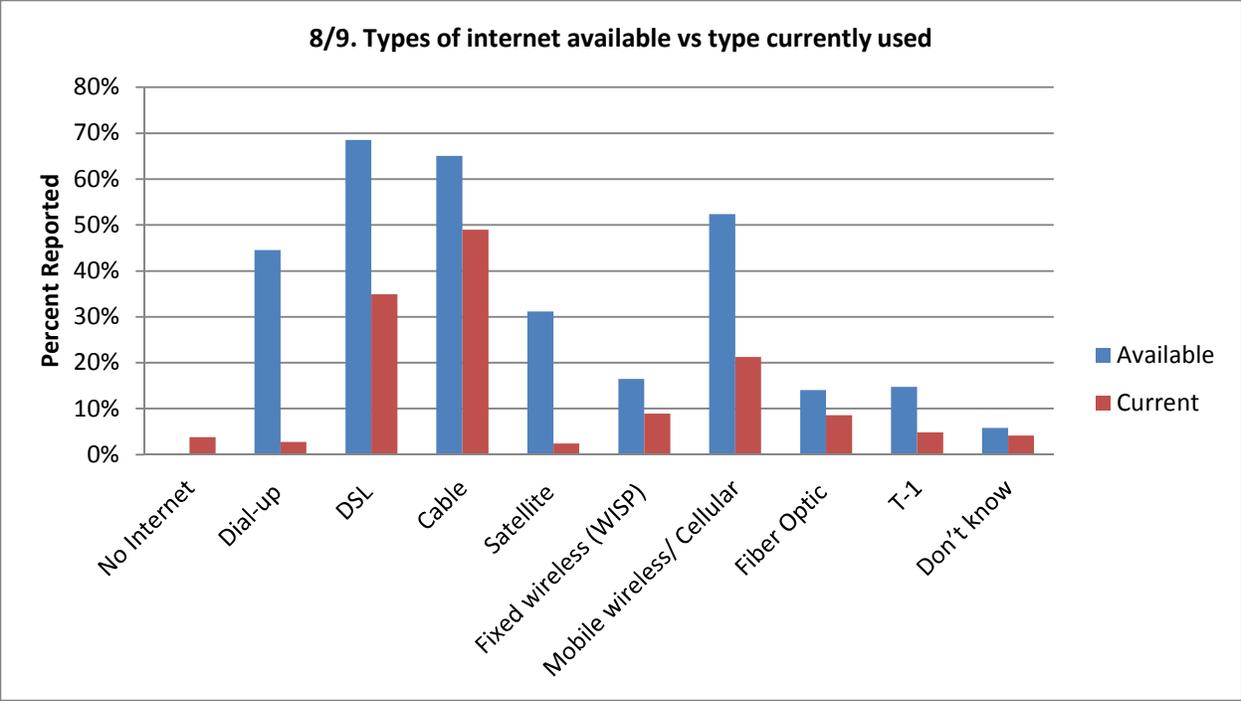
7. Does your organization have or plan to get a mobile device to connect to the internet in the next 12 months?



7. Does your organization have or plan to get a mobile device to connect to the internet in the next 12 months?	Respondents
The organization already has a mobile device	125
The organization plans to get a mobile device in the next 12 months	18
The organization does not plan to get a mobile device in the next 12 months	143

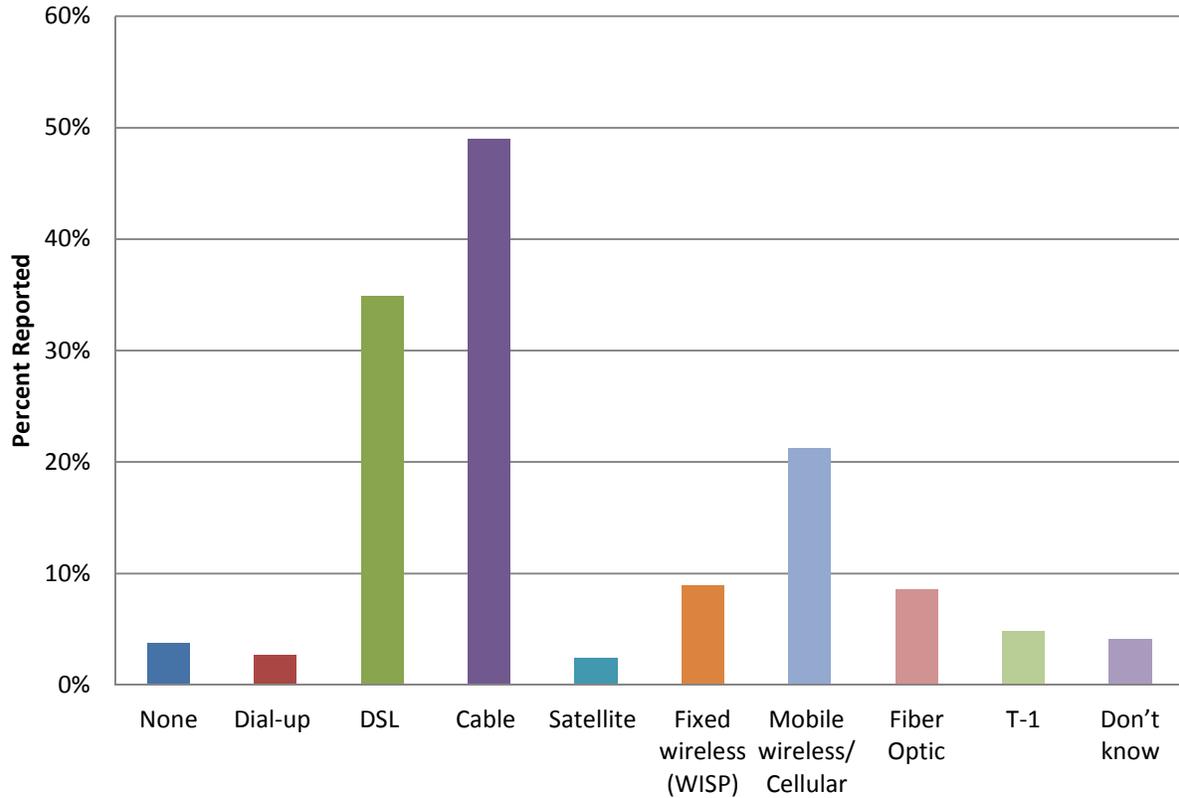


8. What types of internet connection(s) are AVAILABLE where your organization is located? Please include all types that are available at your location, even if your organization does not use them. Please check all that apply.	Respondents
No Internet	0
Dial-up	130
DSL	200
Cable	190
Satellite	91
Fixed wireless (WISP)	48
Mobile wireless/ Cellular	153
Fiber Optic	41
T-1	43
Don't know	17



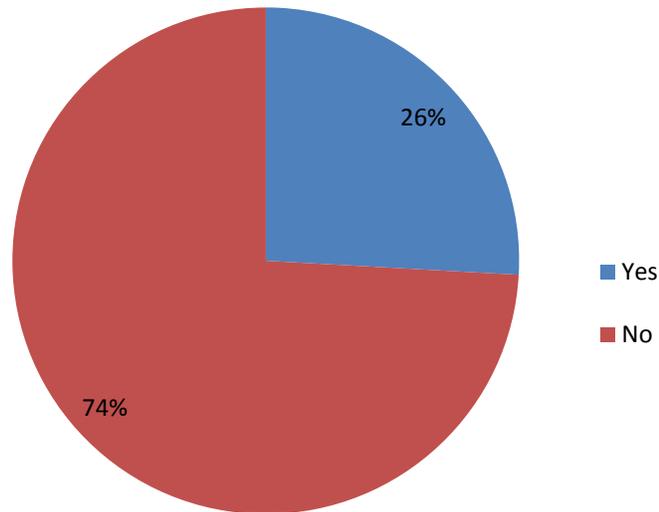
8/9. What types of internet connection(s) does your organization currently have? Please check all that apply	8. Respondents	9. Respondents
None	0	11
Dial-up	130	8
DSL	200	102
Cable	190	143
Satellite	91	7
Fixed wireless (WISP)	48	26
Mobile wireless/ Cellular	153	62
Fiber Optic	41	25
T-1	43	14
Don't know	17	12

9. What types of internet connection(s) does your organization currently have?



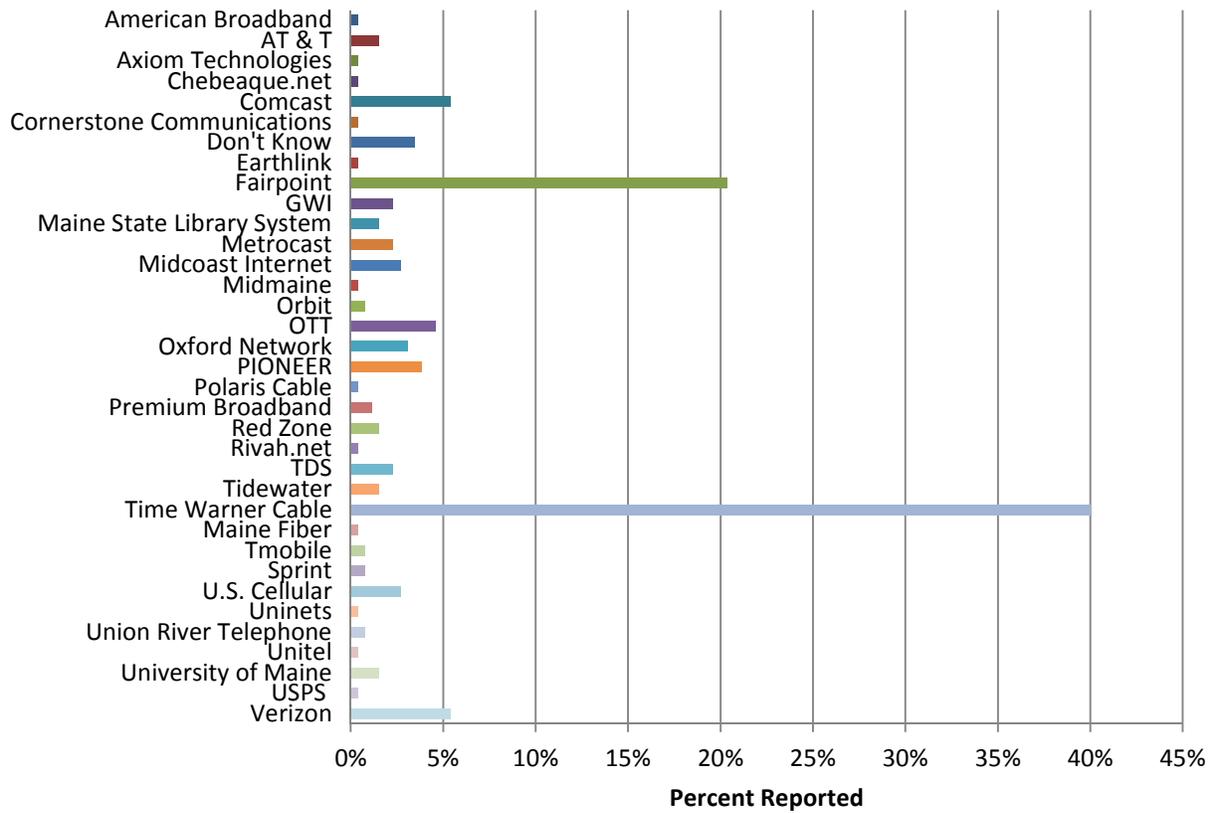
9. What types of internet connection(s) does your organization currently have? Please check all that apply	Respondents
None	11
Dial-up	8
DSL	102
Cable	143
Satellite	7
Fixed wireless (WISP)	26
Mobile wireless/ Cellular	62
Fiber Optic	25
T-1	14
Don't know	12

10. Is internet access available at your organization for use by non-employees or the general public?



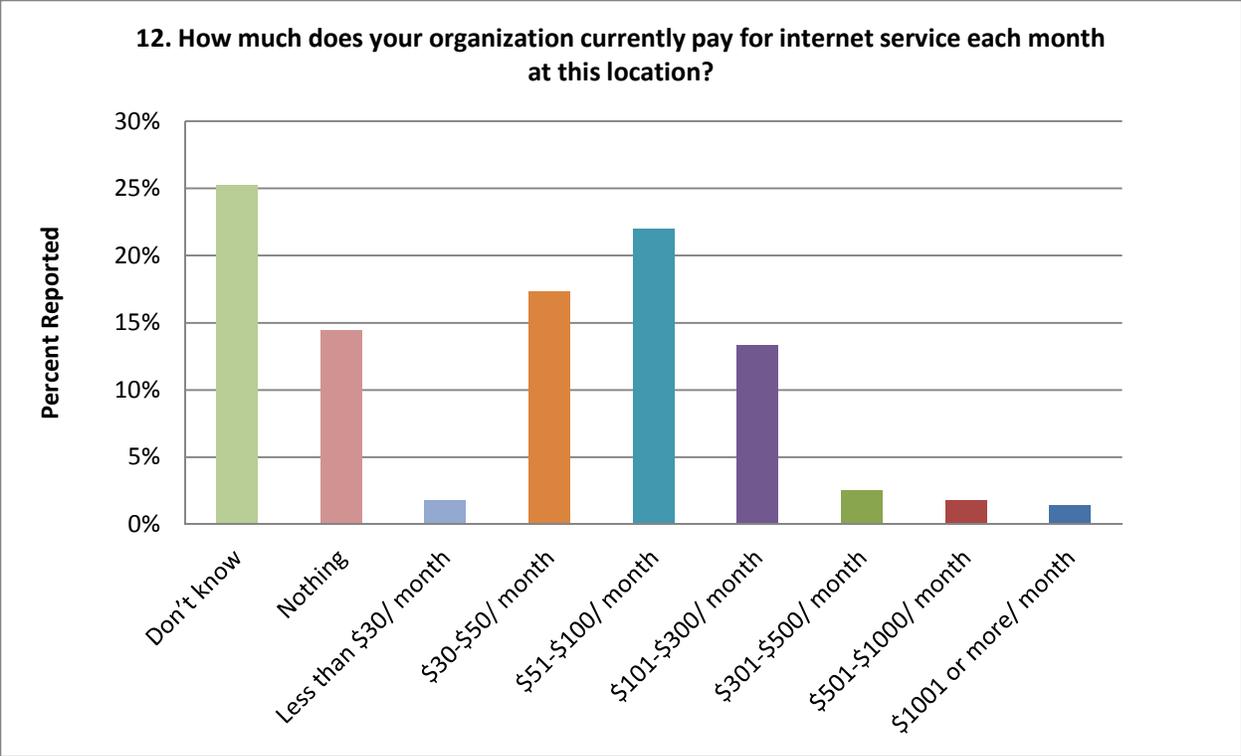
10. Is internet access available at your organization for use by non-employees or the general public?	Respondents
Yes	73
No	209

11. Who is/are your current internet service provider(s) at this location?



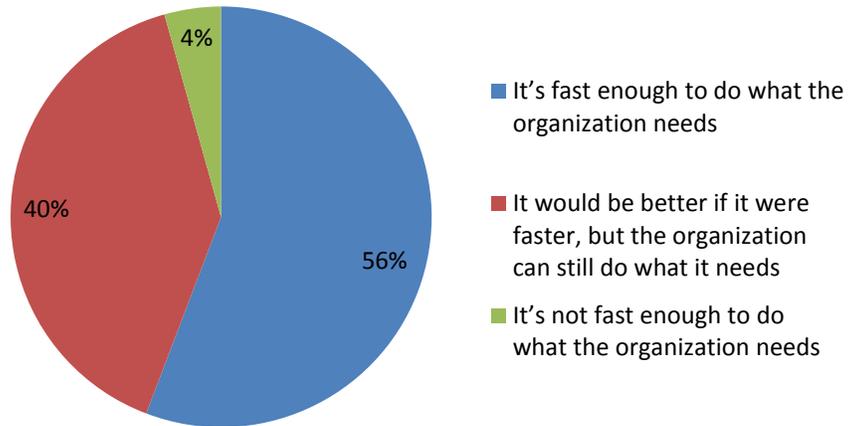
Internet Provider	Responses
American Broadband	1
AT & T	4
Axiom Technologies	1
Chebeaque.net	1
Comcast	14
Cornerstone Communications	1
Don't Know	9
Earthlink	1
Fairpoint	53
GWI	6
Maine State Library System	4
Metrocast	6
Midcoast Internet	7
Midmaine	1
Orbit	2
OTT	12
Oxford Network	8

PIONEER	10
Polaris Cable	1
Premium Broadband	3
Red Zone	4
Rivah.net	1
TDS	6
Tidewater	4
Time Warner Cable	104
Maine Fiber	1
Tmobile	2
Sprint	2
U.S. Cellular	7
Uninets	1
Union River Telephone	2
Unitel	1
University of Maine	4
USPS	1
Verizon	14



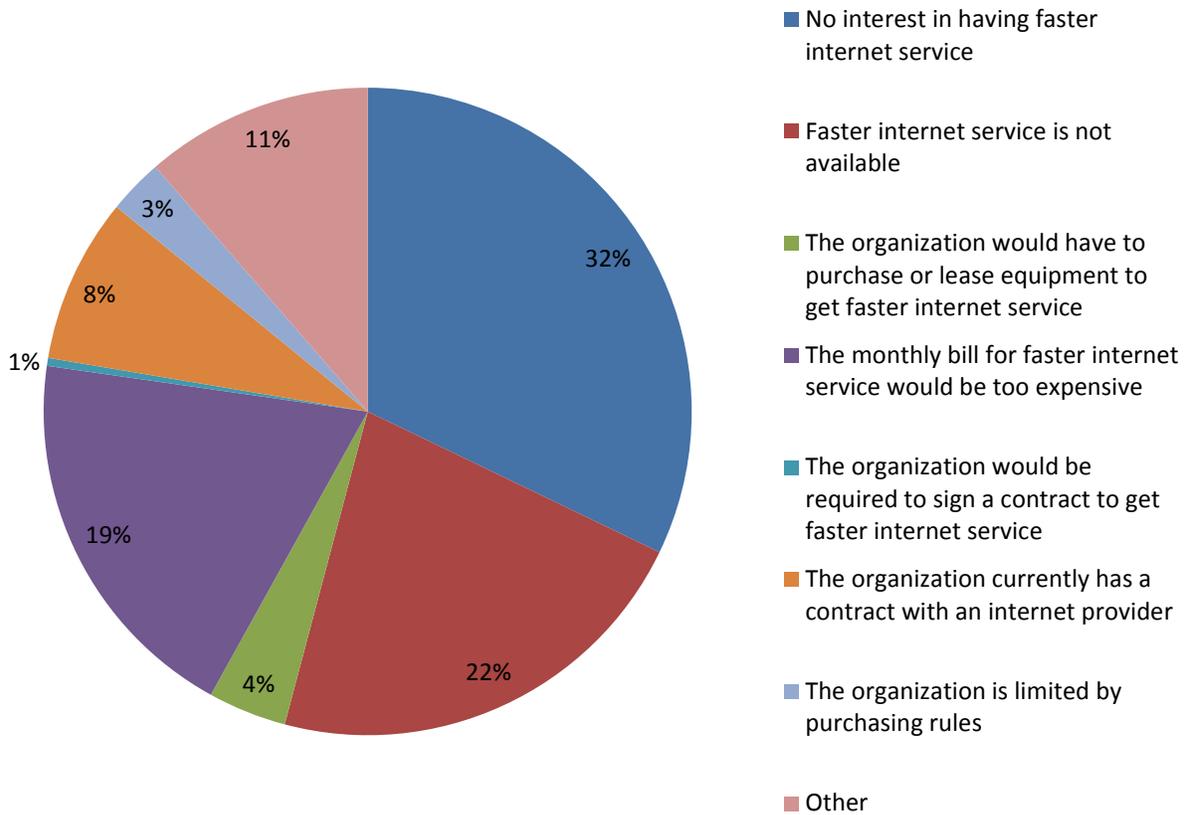
12. How much does your organization currently pay for internet service each month at this location? If you are not sure, please give your best estimate.	Respondents
\$1001 or more/ month	4
\$501-\$1000/ month	5
\$301-\$500/ month	7
\$101-\$300/ month	37
\$51-\$100/ month	61
\$30-\$50/ month	48
Less than \$30/ month	5
Nothing	40
Don't know	70

13. How would you rate the speed of your organization's internet connection?



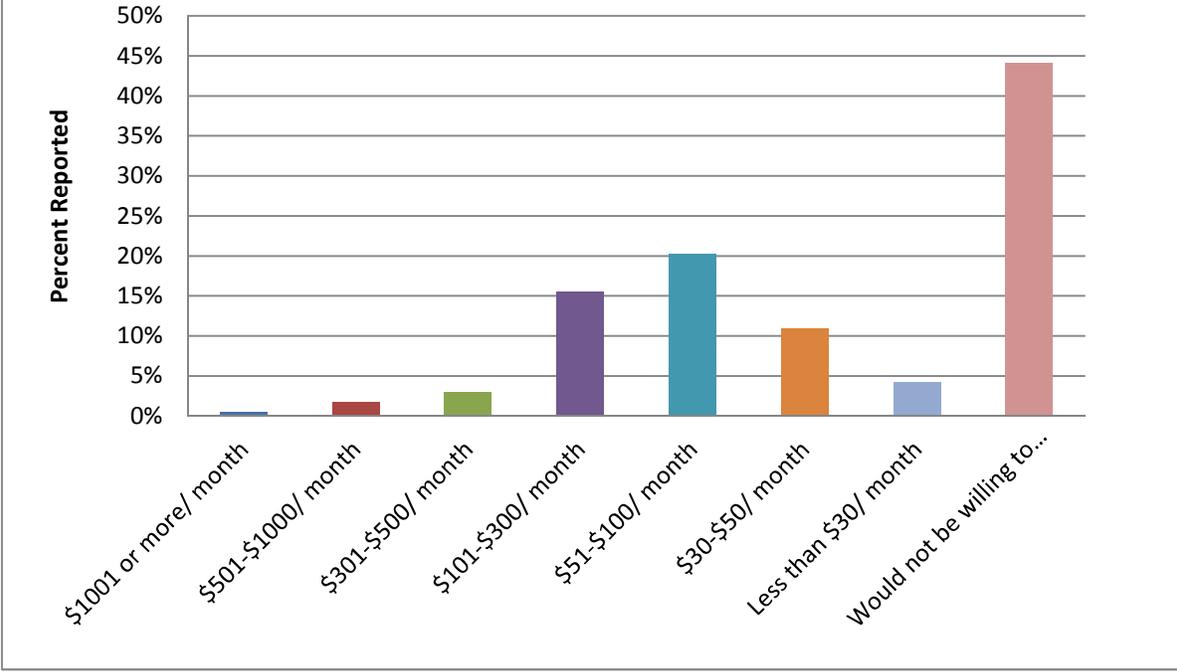
13. How would you rate the speed of your organization's internet connection?	Respondents
It's fast enough to do what the organization needs	154
It would be better if it were faster, but the organization can still do what it needs	110
It's not fast enough to do what the organization needs	12

14. What is the main reason your organization doesn't subscribe to a faster internet service?



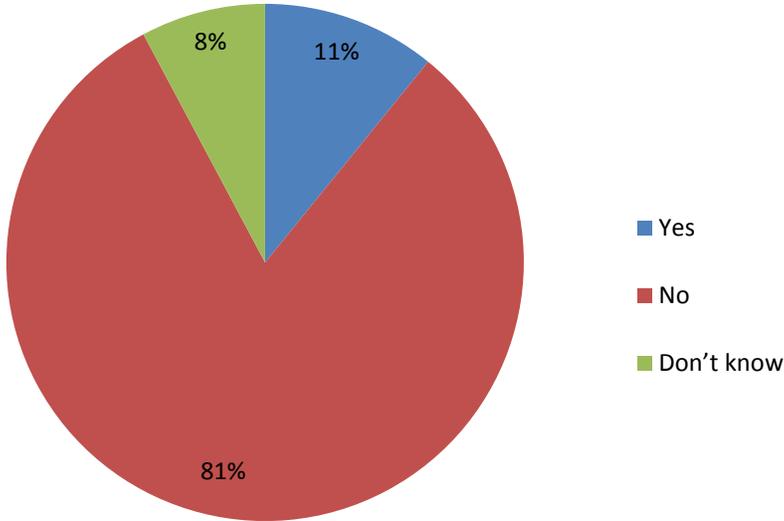
14. What is the main reason your organization doesn't subscribe to a faster internet service? Please check only one answer.	Respondents
No interest in having faster internet service	82
Faster internet service is not available	56
The organization would have to purchase or lease equipment to get faster internet service	10
The monthly bill for faster internet service would be too expensive	49
The organization would be required to sign a contract to get faster internet service	1
The organization currently has a contract with an internet provider	21
The organization is limited by purchasing rules	7
Other	29

15. If the organization could have a faster internet connection, what is the most the organization would be willing to pay each month for internet service at this location?

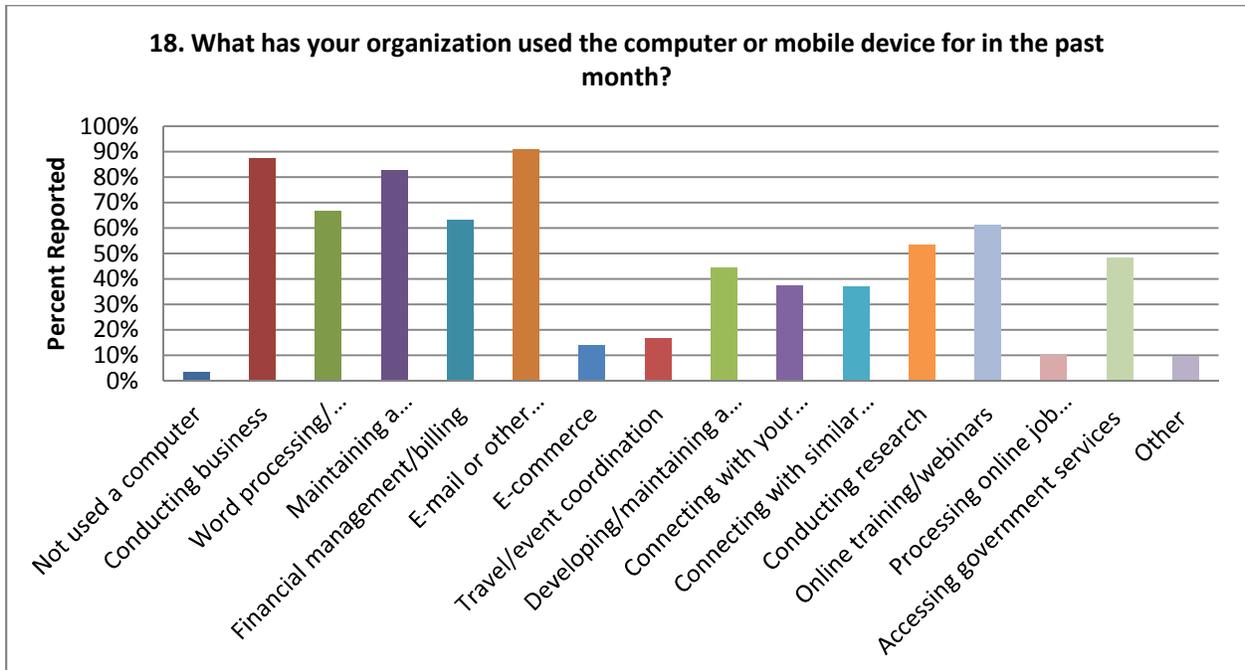


15. If the organization could have a faster internet connection, what is the most the organization would be willing to pay each month for internet service at this location?	Respondents
\$1001 or more/ month	1
\$501-\$1000/ month	4
\$301-\$500/ month	7
\$101-\$300/ month	37
\$51-\$100/ month	48
\$30-\$50/ month	26
Less than \$30/ month	10
Would not be willing to pay for faster internet service	105

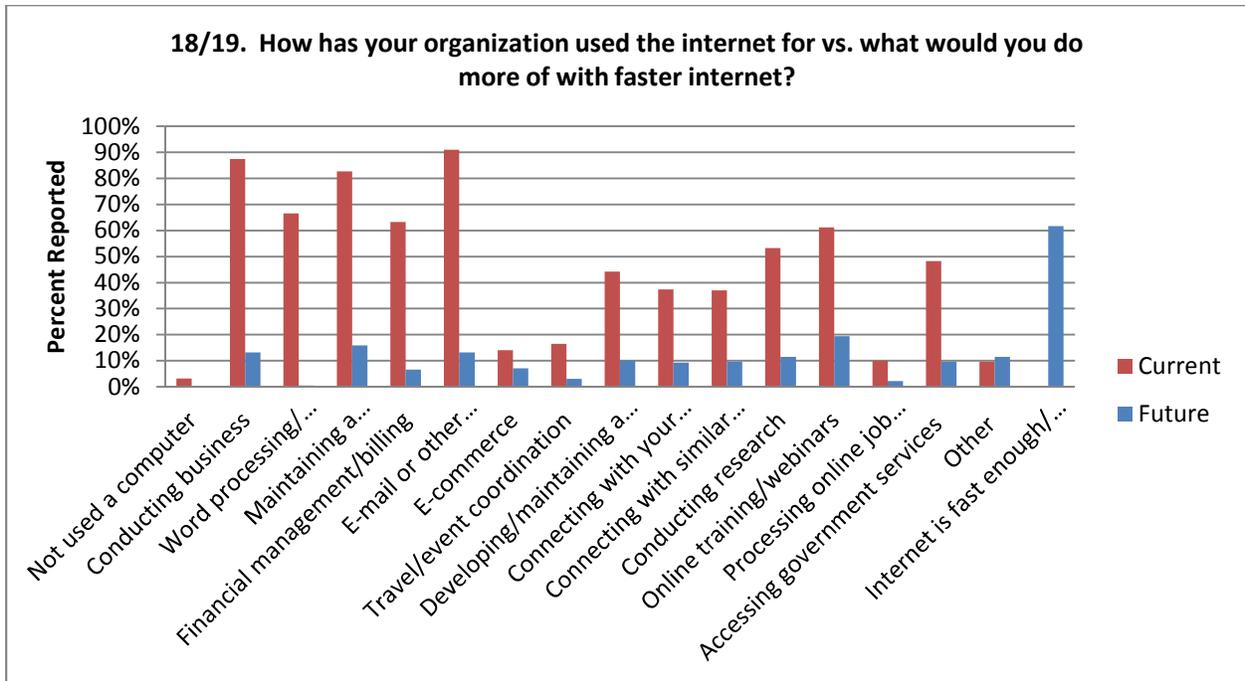
16. Has your organization used any other internet service providers at this address in the past three years?



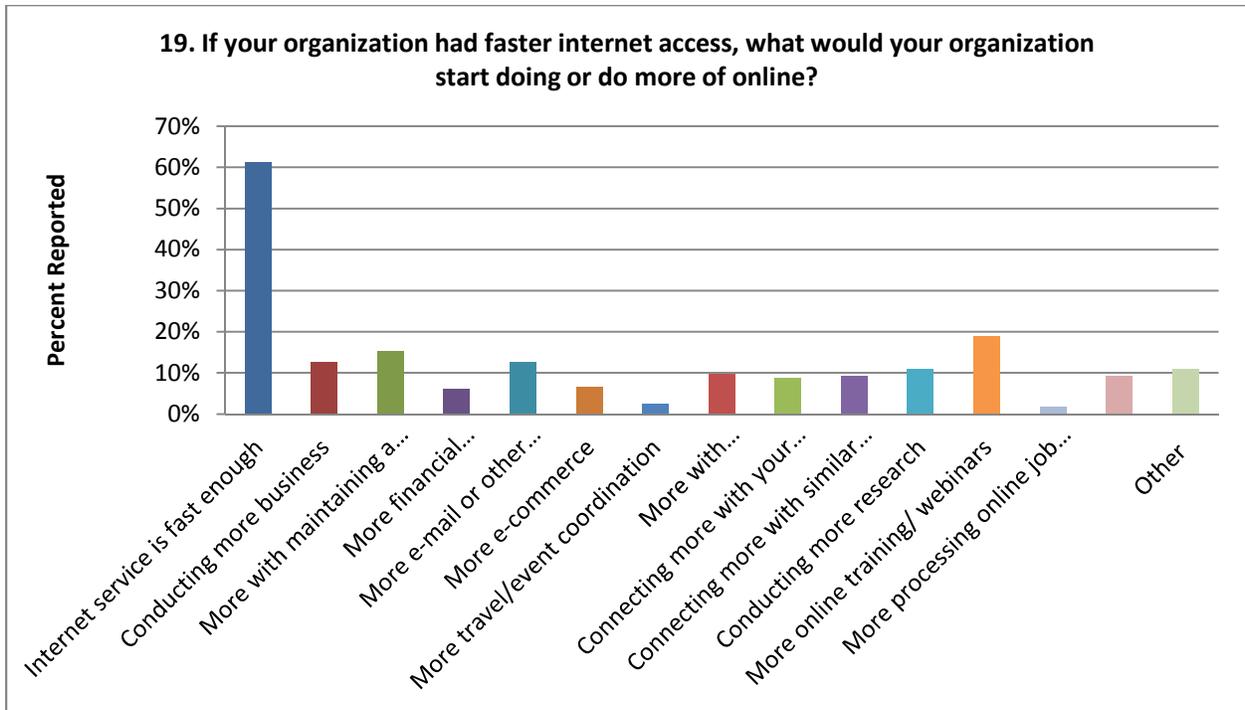
16. Has your organization used any other internet service providers at this address in the past three years?	Respondents
Yes	32
No	240
Don't know	23



18. If your organization had faster internet access, what would your organization start doing or do more of online? Please check all that apply.	Respondents
Internet service is fast enough	0
Conducting more business	243
More with maintaining a database/recordkeeping	230
More financial management/billing	176
More e-mail or other communications	253
More e-commerce	39
More travel/event coordination	46
More with developing/maintaining a website	123
Connecting more with your organization's other locations	104
Connecting more with similar organizations	103
Conducting more research	148
More online training/ webinars	170
More processing online job applications	28
More accessing government services	134
Other	27

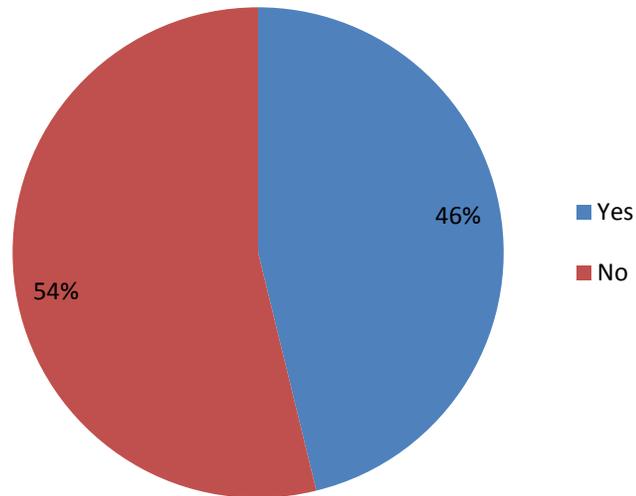


18/19. If your organization had faster internet access, what would your organization start doing or do more of online? Please check all that apply.	18. Respondents	19. Respondents
Internet service is fast enough	0	139
Conducting more business	243	29
More with maintaining a database/recordkeeping	230	35
More financial management/billing	176	14
More e-mail or other communications	253	29
More e-commerce	39	15
More travel/event coordination	46	6
More with developing/maintaining a website	123	22
Connecting more with your organization's other locations	104	20
Connecting more with similar organizations	103	21
Conducting more research	148	25
More online training/ webinars	170	43
More processing online job applications	28	4
More accessing government services	134	21
Other	27	25



19. If your organization had faster internet access, what would your organization start doing or do more of online? Please check all that apply.	Respondents
Internet service is fast enough	139
Conducting more business	29
More with maintaining a database/recordkeeping	35
More financial management/billing	14
More e-mail or other communications	29
More e-commerce	15
More travel/event coordination	6
More with developing/maintaining a website	22
Connecting more with your organization's other locations	20
Connecting more with similar organizations	21
Conducting more research	25
More online training/ webinars	43
More processing online job applications	4
More accessing government services	21
Other	25

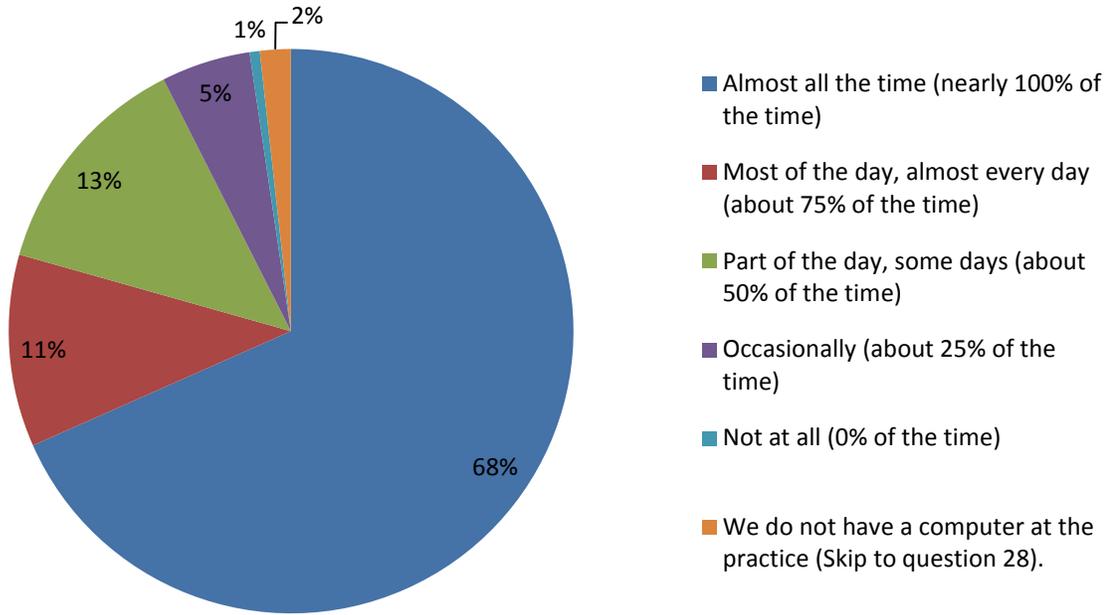
20. Does your organization have an employee with duties related to maintaining computer networks, hardware, or software?



20. Does your organization have an employee with duties related to maintaining computer networks, hardware, or software?	Respondents
Yes	133
No	155

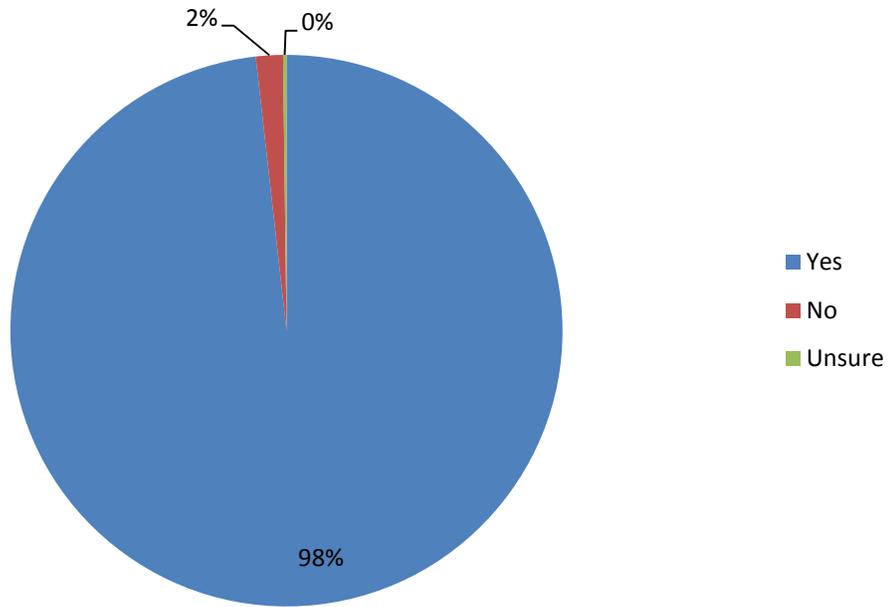
Healthcare Organizations Survey Output

2. How often was a computer used at this location of your practice last week (during the time that the practice was open or operating)?



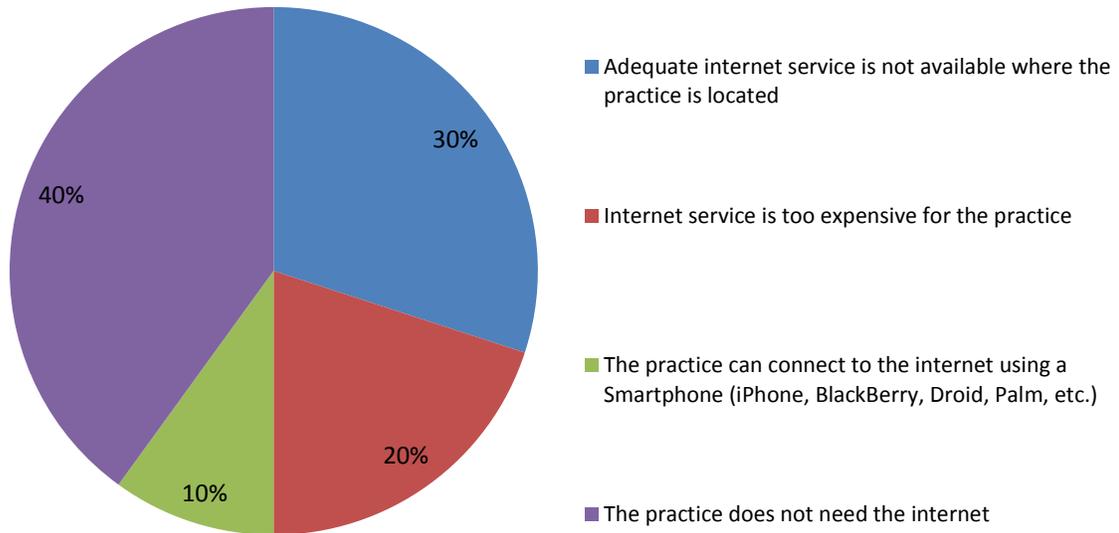
2. How often was a computer used at this location of your practice last week (during the time that the practice was open or operating)?	Responses
Almost all the time (nearly 100% of the time)	348
Most of the day, almost every day (about 75% of the time)	56
Part of the day, some days (about 50% of the time)	67
Occasionally (about 25% of the time)	26
Not at all (0% of the time)	3
We do not have a computer at the practice (Skip to question 28).	9
No answer	4

3. Is at least one computer at your practice location connected to the internet?



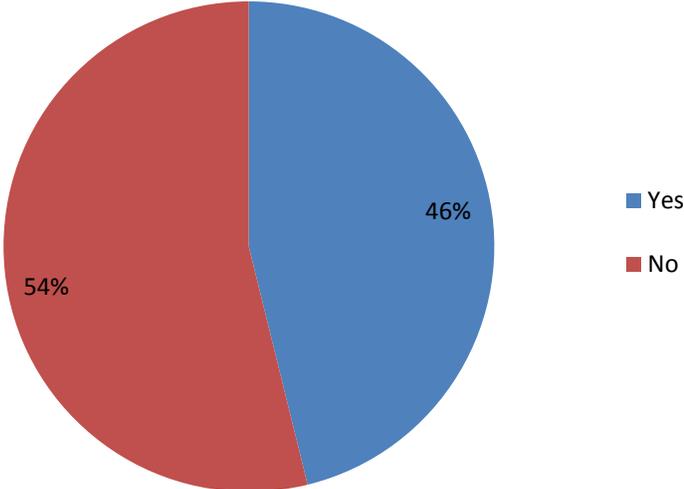
3. Is at least one computer at your practice location connected to the internet?	Responses
Yes	496
No	8
Unsure	1

4. What is the main reason your practice computer(s) is not connected to the internet?



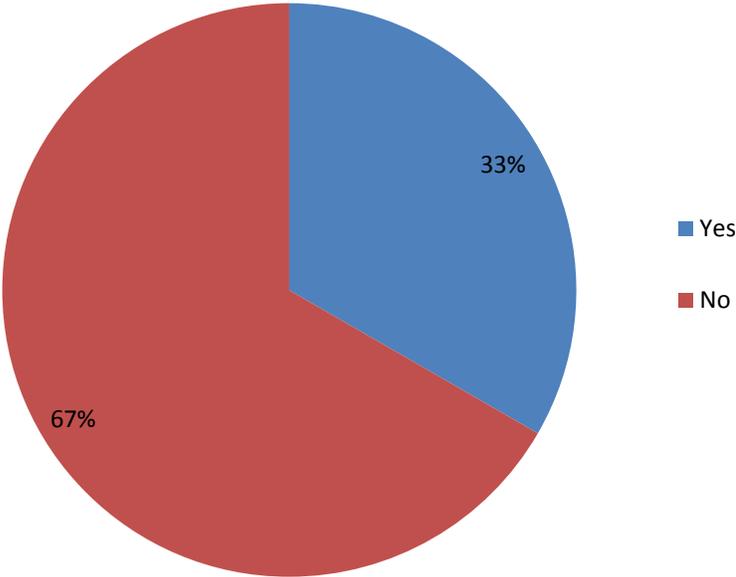
4. What is the main reason your practice computer(s) is not connected to the internet?	Responses
Adequate internet service is not available where the practice is located	3
Internet service is too expensive for the practice	2
The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	1
The practice does not need the internet	4

5. Would your practice like to connect a computer to the internet?



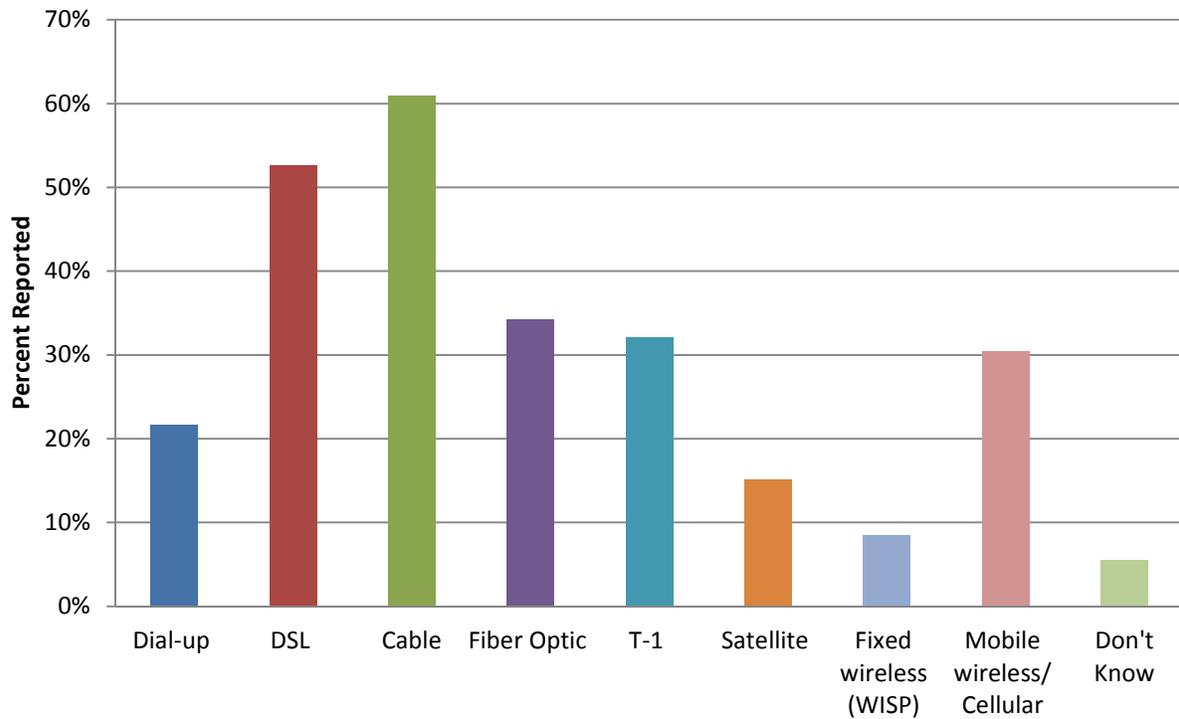
5. Would your practice like to connect a computer to the internet?	Responses
Yes	6
No	7

6. Does your practice plan on getting internet service in the next 12 months?

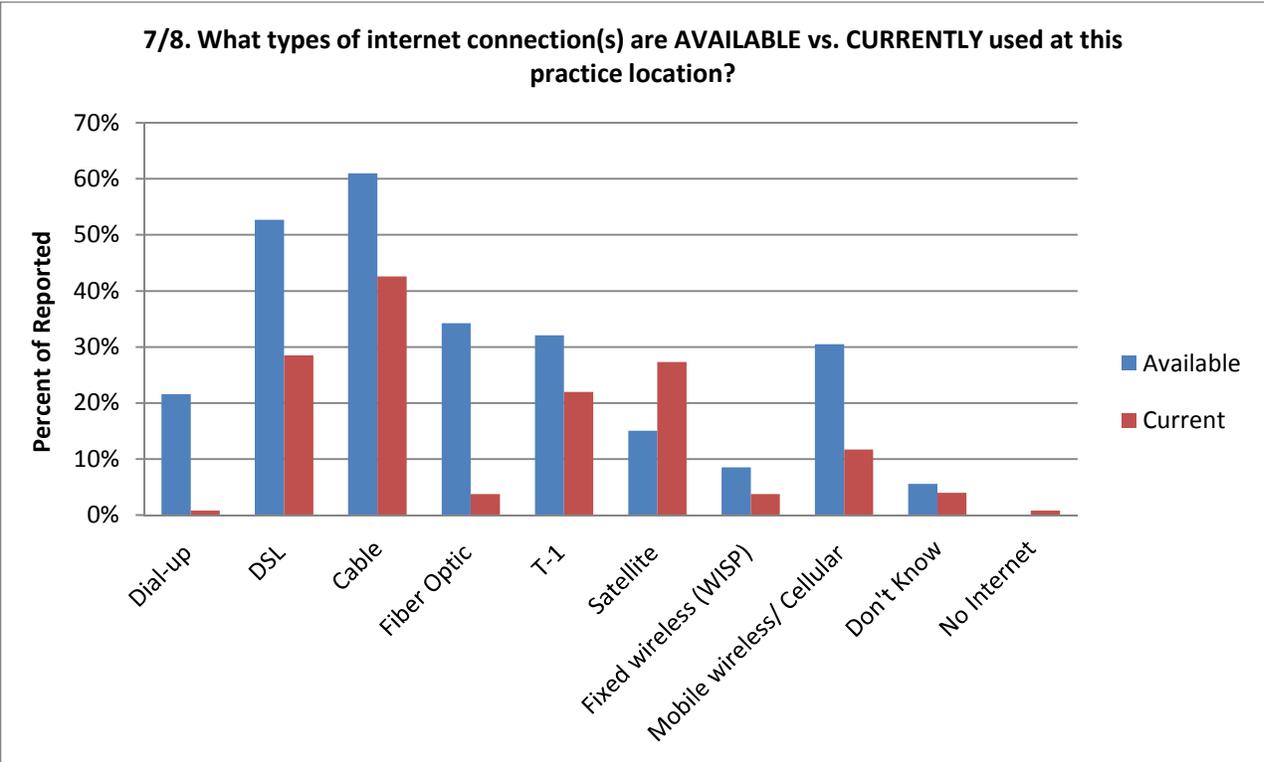


6. Does your practice plan on getting internet service in the next 12 months?	Responses
Yes	3
No	6

7. What types of internet connection(s) are AVAILABLE at this practice location?

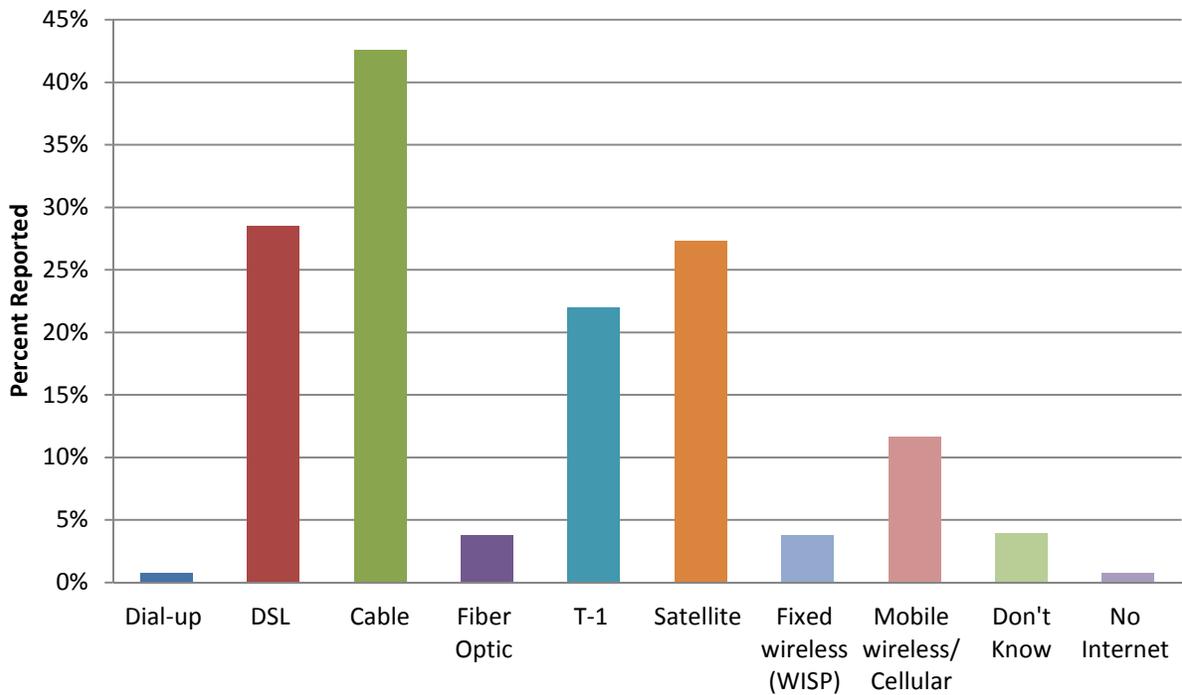


7. What types of internet connection(s) are AVAILABLE at this practice location?	Responses
Dial-up	109
DSL	266
Cable	308
Fiber Optic	173
T-1	162
Satellite	76
Fixed wireless (WISP)	43
Mobile wireless/ Cellular	154
Don't Know	28



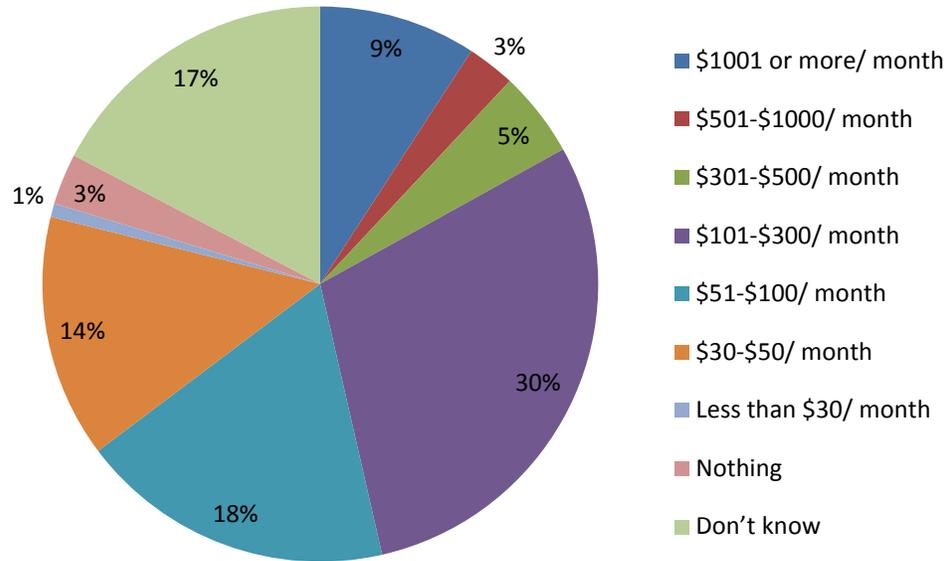
7/8. What types of internet connection(s) are AVAILABLE vs. CURRENTLY used at this practice location?	Available	Currently
Dial-up	109	4
DSL	266	144
Cable	308	215
Fiber Optic	173	19
T-1	162	111
Satellite	76	138
Fixed wireless (WISP)	43	19
Mobile wireless/ Cellular	154	59
Don't Know	28	20
No Internet	0	4

8. What types of internet connection(s) does your practice CURRENTLY have?



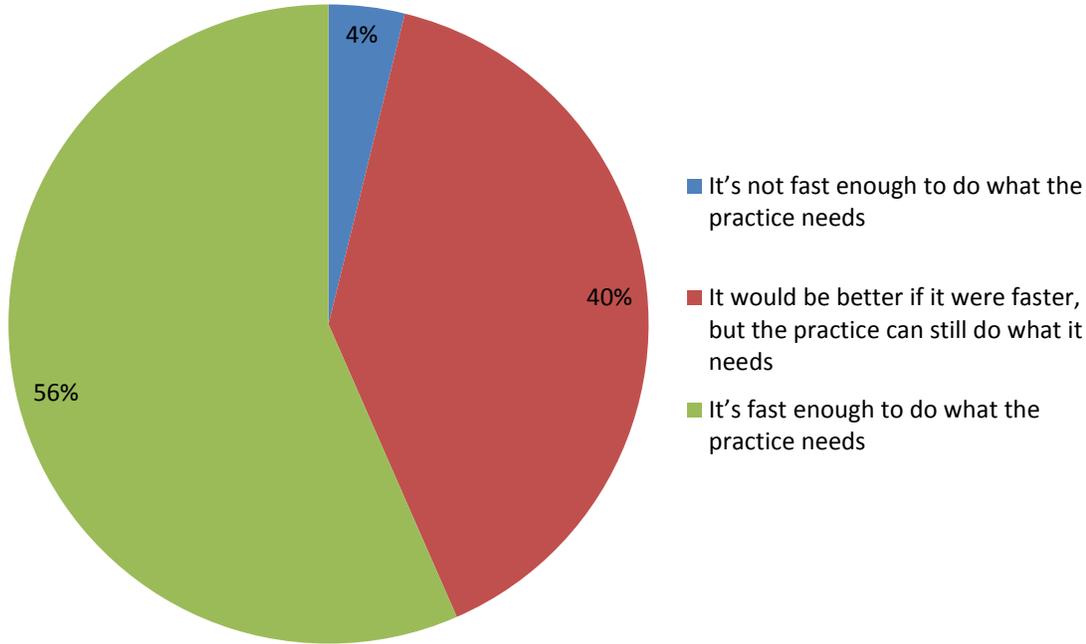
8. What types of internet connection(s) does your practice CURRENTLY have?	Responses
Dial-up	4
DSL	144
Cable	215
Fiber Optic	19
T-1	111
Satellite	138
Fixed wireless (WISP)	19
Mobile wireless/ Cellular	59
Don't Know	20
No Internet	4

10. How much does your practice currently pay for internet service each month at this location?

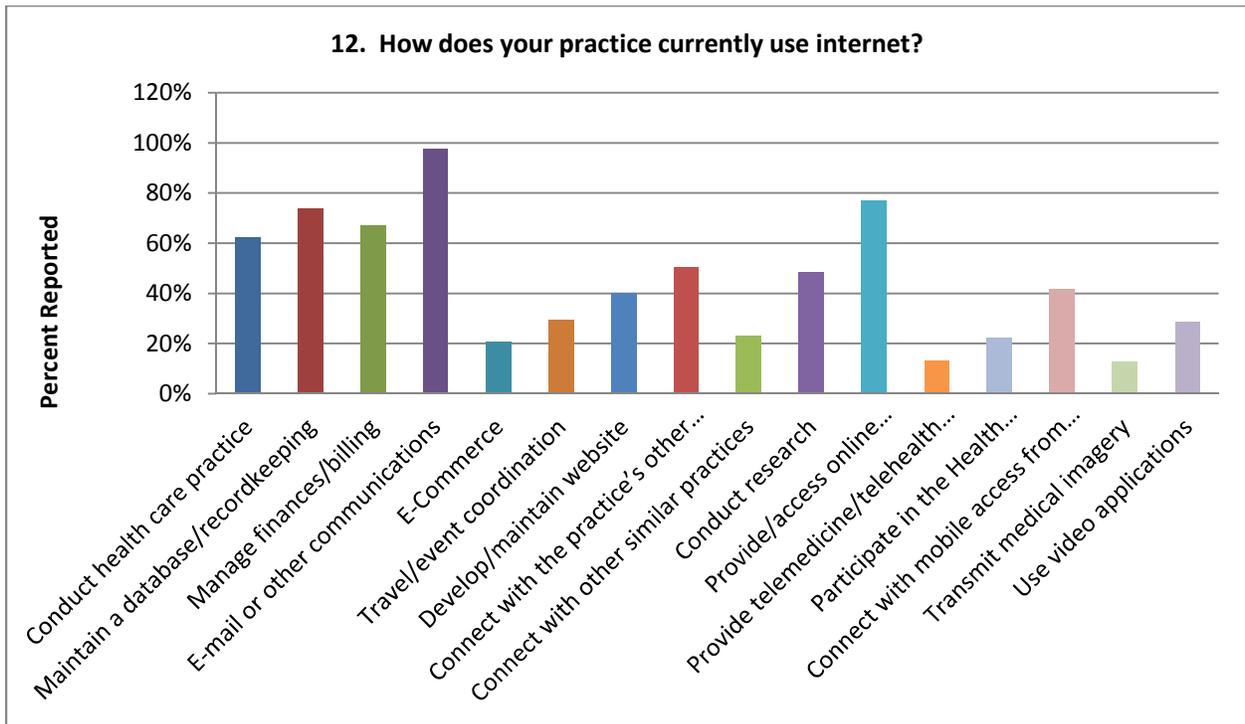


10. How much does your practice currently pay for internet service each month at this location?	Responses
\$1001 or more/ month	46
\$501-\$1000/ month	14
\$301-\$500/ month	25
\$101-\$300/ month	148
\$51-\$100/ month	92
\$30-\$50/ month	71
Less than \$30/ month	4
Nothing	15
Don't know	87

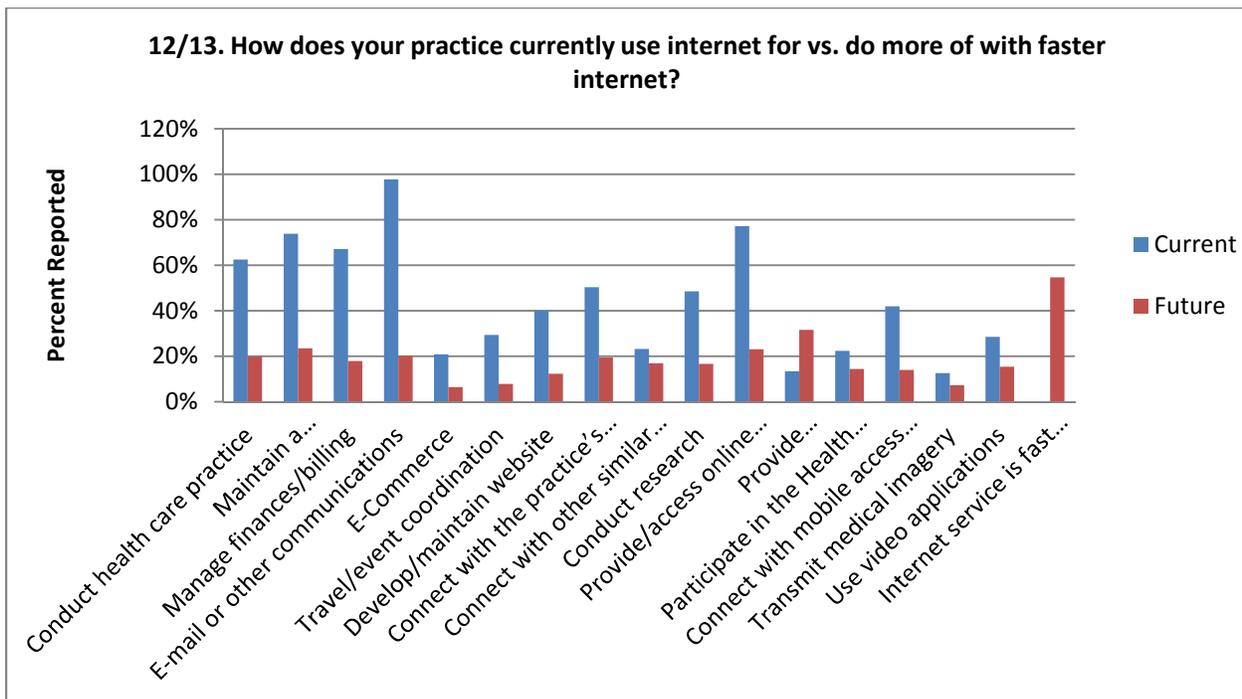
11. How would you rate the speed of your practice's internet connection?



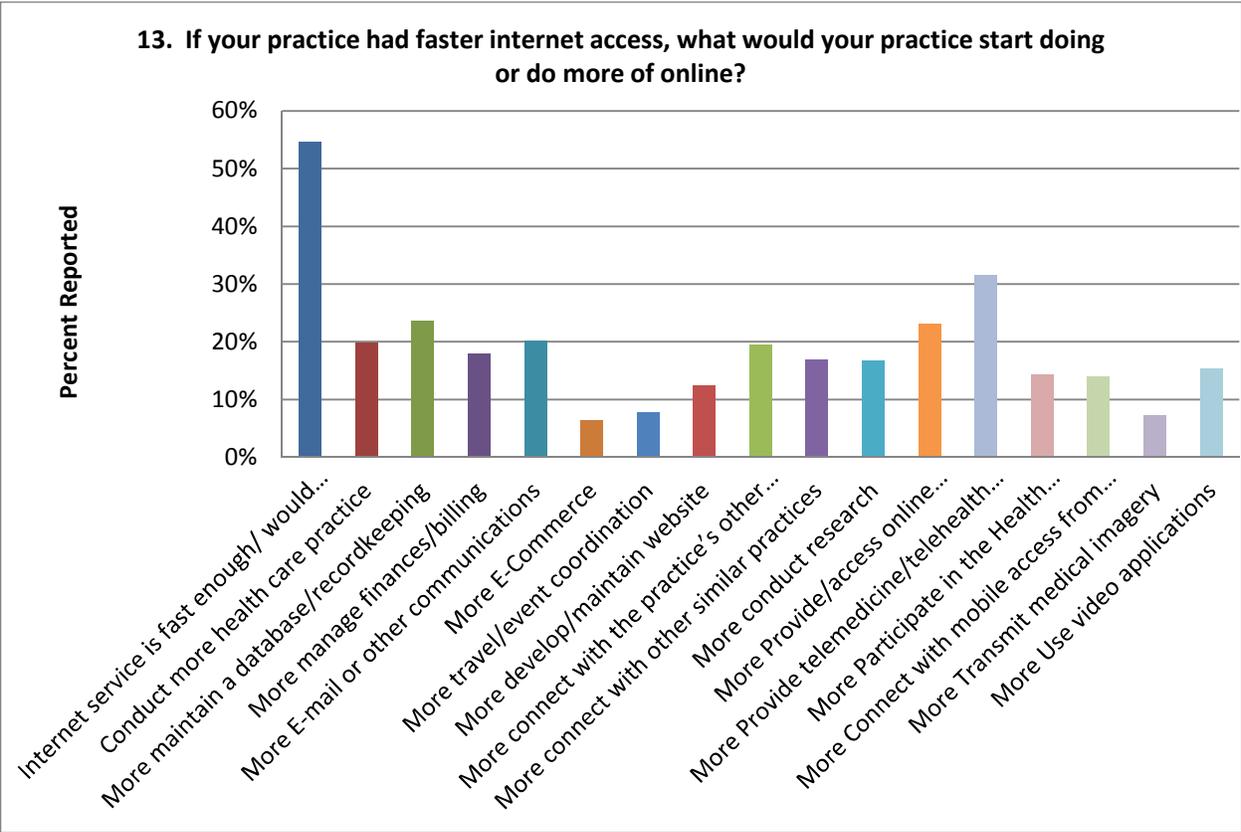
11. How would you rate the speed of your practice's internet connection?	Responses
It's not fast enough to do what the practice needs	19
It would be better if it were faster, but the practice can still do what it needs	196
It's fast enough to do what the practice needs	280



12. How does your practice currently use internet? Please check all that apply.	Responses
Conduct health care practice	313
Maintain a database/recordkeeping	369
Manage finances/billing	336
E-mail or other communications	489
E-Commerce	104
Travel/event coordination	147
Develop/maintain website	201
Connect with the practice's other locations	252
Connect with other similar practices	116
Conduct research	243
Provide/access online training/webinars	386
Provide telemedicine/telehealth services	67
Participate in the Health Information Exchange	112
Connect with mobile access from home	210
Transmit medical imagery	63
Use video applications	143
Internet service is fast enough/ would not do anything different online if internet was faster	0

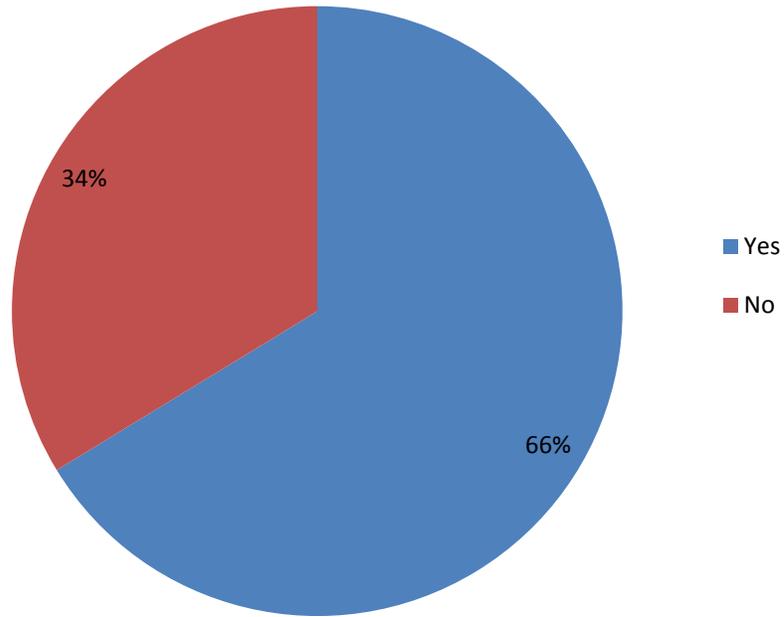


12/13. How does your practice currently use internet for vs. do more of with faster internet? Please check all that apply	Current	Future
Conduct health care practice	313	87
Maintain a database/recordkeeping	369	103
Manage finances/billing	336	78
E-mail or other communications	489	88
E-Commerce	104	28
Travel/event coordination	147	34
Develop/maintain website	201	54
Connect with the practice's other locations	252	85
Connect with other similar practices	116	74
Conduct research	243	73
Provide/access online training/webinars	386	101
Provide telemedicine/telehealth services	67	138
Participate in the Health Information Exchange	112	63
Connect with mobile access from home	210	61
Transmit medical imagery	63	32
Use video applications	143	67
Internet service is fast enough/ would not do anything different online if internet was faster	0	239



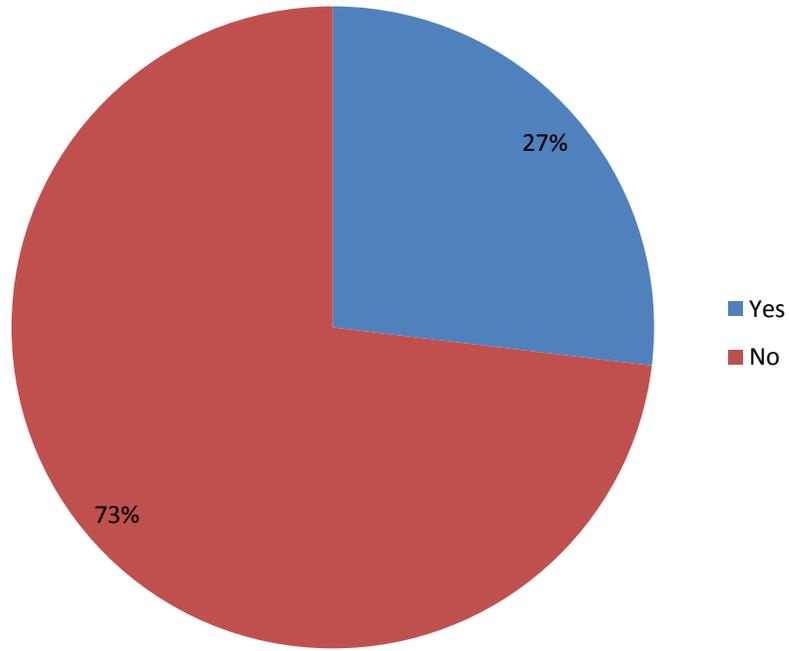
13. If your practice had faster internet access, what would your practice start doing or do more of online? Please check all that apply.	Responses
Internet service is fast enough/ would not do anything different online if internet was faster	239
Conduct more health care practice	87
More maintain a database/recordkeeping	103
More manage finances/billing	78
More E-mail or other communications	88
More E-Commerce	28
More travel/event coordination	34
More develop/maintain website	54
More connect with the practice's other locations	85
More connect with other similar practices	74
More conduct research	73
More Provide/access online training/webinars	101
More Provide telemedicine/telehealth services	138
More Participate in the Health Information Exchange	63
More Connect with mobile access from home	61
More Transmit medical imagery	32
More Use video applications	67

14. Does your practice have an employee with duties related to maintaining computer networks, hardware, or software?



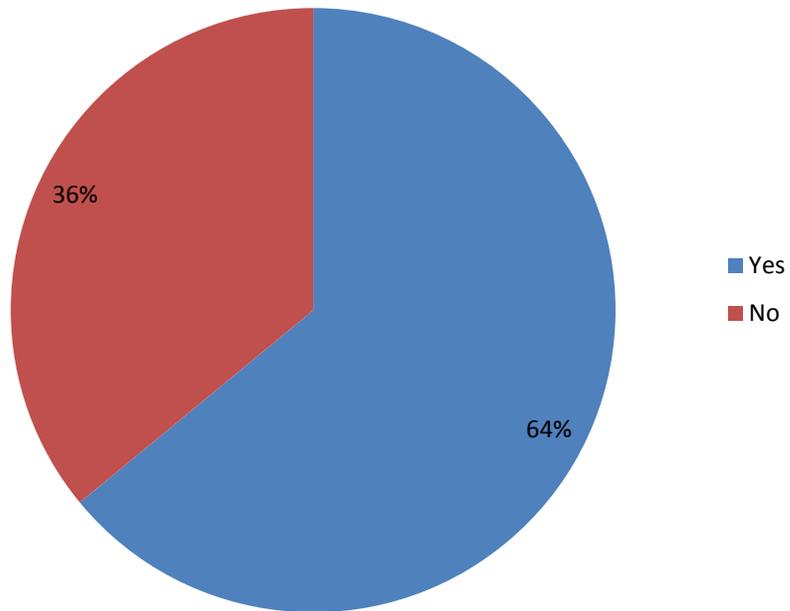
14. Does your practice have an employee with duties related to maintaining computer networks, hardware, or software?	Responses
Yes	334
No	170

15. Does your practice utilize an e-prescription system?



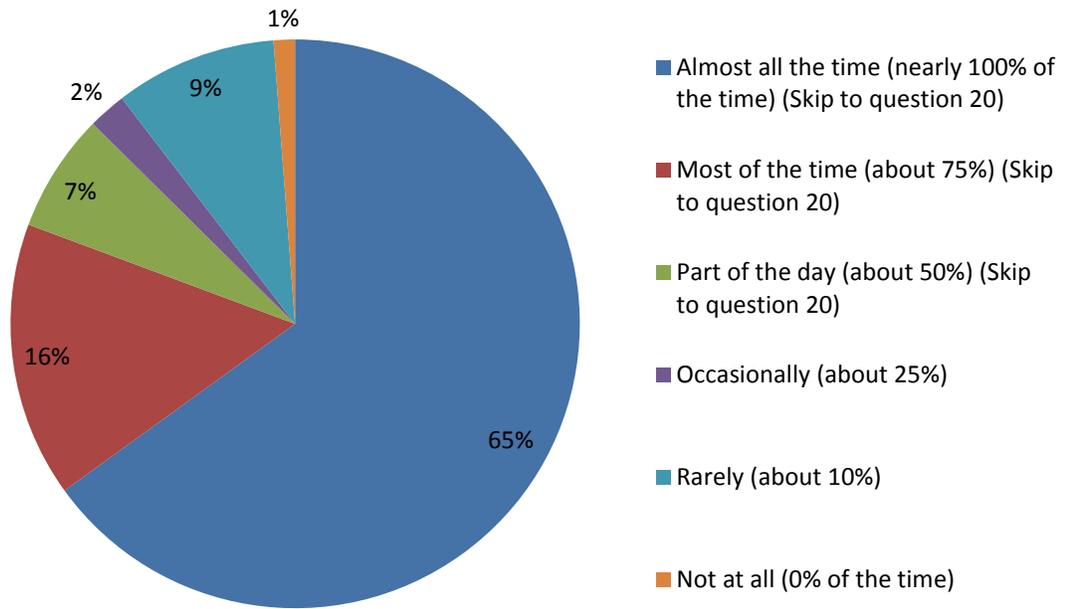
15. Does your practice utilize an e-prescription system?	Responses
Yes	135
No	367

16. Does your practice location currently have an electronic health record/system (EHR) installed and in use?



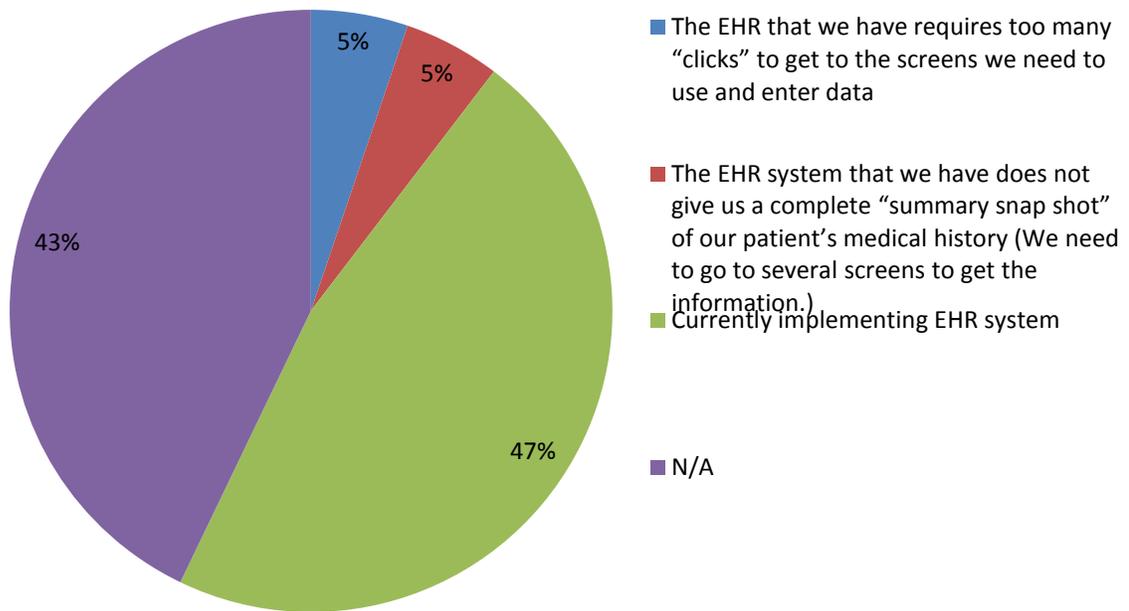
16. Does your practice location currently have an electronic health record/system (EHR) installed and in use?	Responses
Yes	322
No	181

17. How often do you use your EHR system?



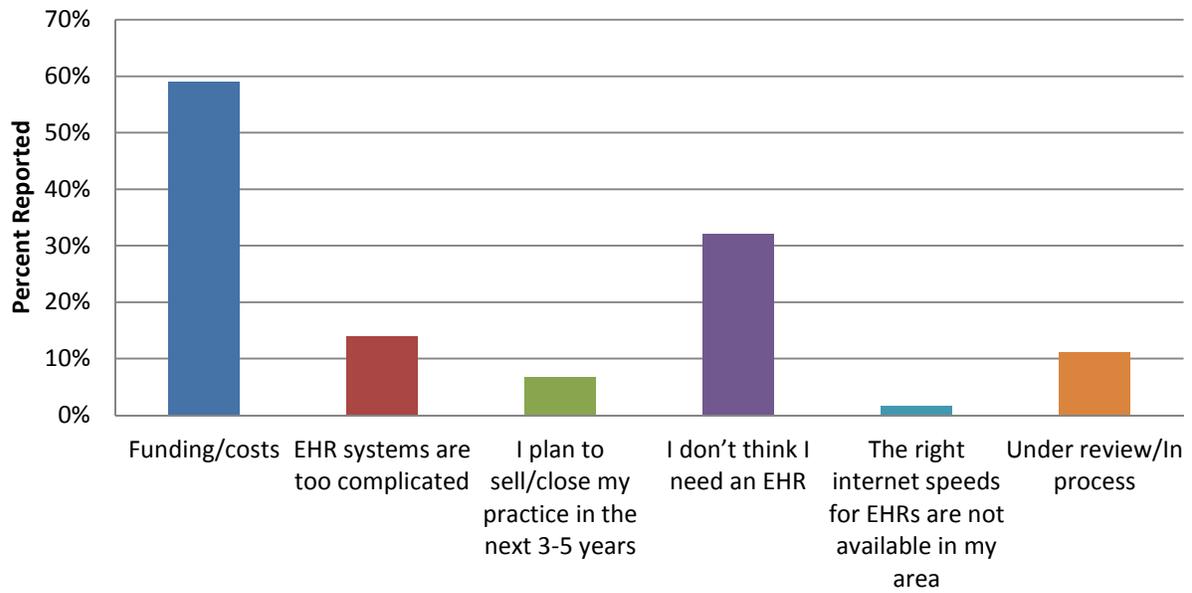
17. How often do you use your EHR system?	Responses
Almost all the time (nearly 100% of the time)	212
Most of the time (about 75%)	51
Part of the day (about 50%)	22
Occasionally (about 25%)	7
Rarely (about 10%)	30
Not at all (0% of the time)	4

18. If you use the EHR less than 50% of the time, please check all that apply.



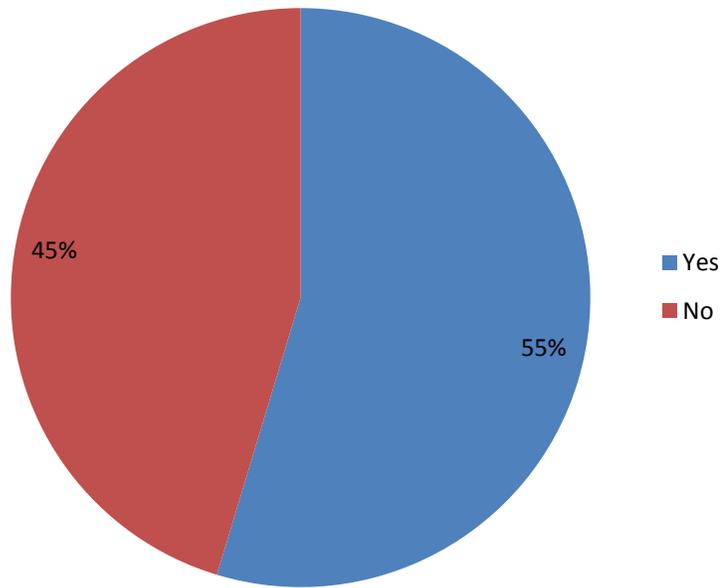
18. If you use the EHR less than 50% of the time, please check all that apply. - The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	Responses
The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	4
The EHR system that we have does not give us a complete "summary snap shot" of our patient's medical history (We need to go to several screens to get the information.)	4
Currently implementing EHR system	36
N/A	33

19. If your practice doesn't have an EHR system, why not?



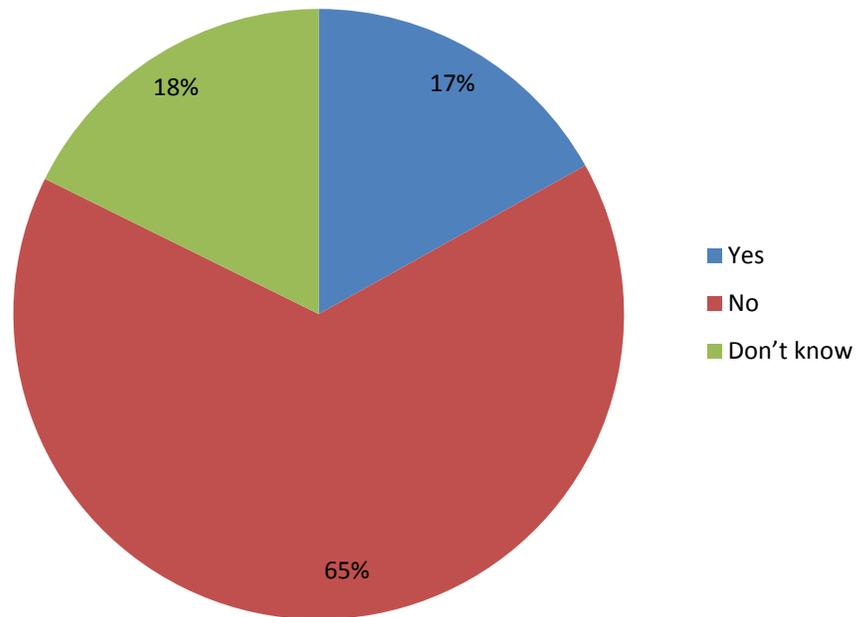
19. If your practice doesn't have an EHR system, why not? (You may select more than one answer.)	Responses
Funding/costs	105
EHR systems are too complicated	25
I plan to sell/close my practice in the next 3-5 years	12
I don't think I need an EHR	57
The right internet speeds for EHRs are not available in my area	3
Under review/In process	20

20. Have you heard about the Medicaid/Medicare EHR Incentive payment programs for Meaningful Use?



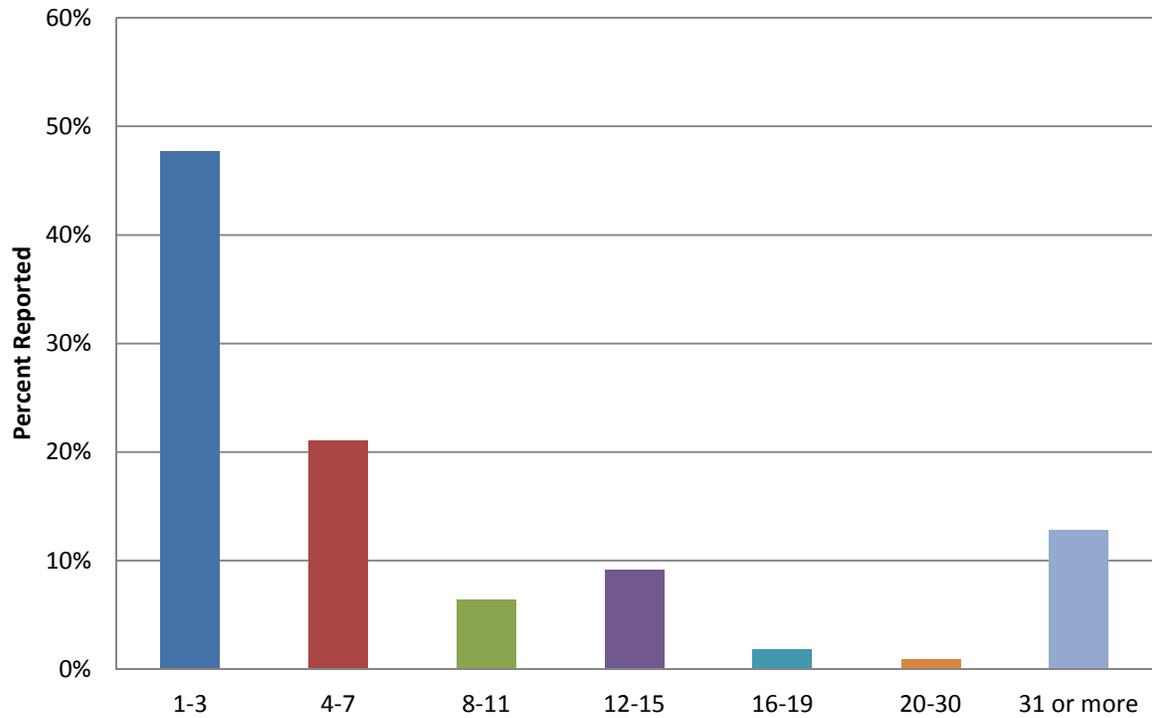
20. Have you heard about the Medicaid/Medicare EHR Incentive payment programs for Meaningful Use?	Responses
Yes	275
No	228

21. Have any of the professionals at your practice location participated in the EHR incentive payment program with Medicaid or Medicare?



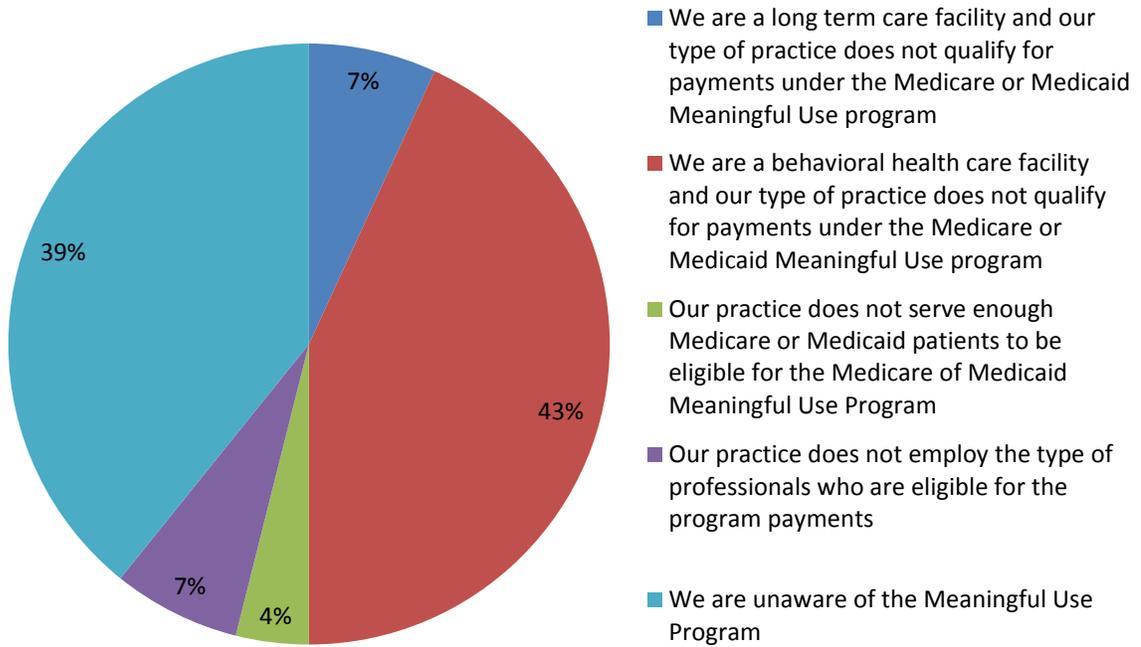
21. Have any of the professionals at your practice location participated in the EHR incentive payment program with Medicaid or Medicare?	Responses
Yes	85
No	329
Don't know	89

22. Approximately how many professionals at this practice location have participated in the EHR payment program?



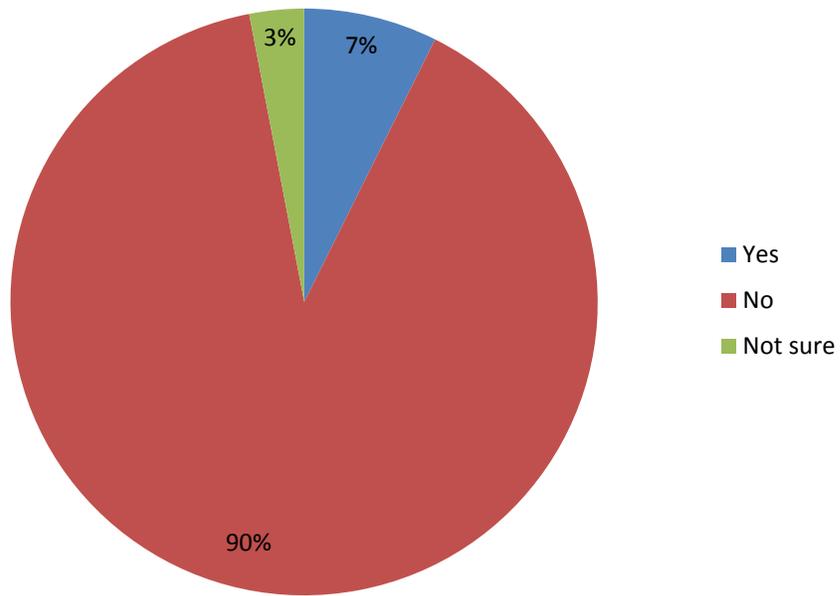
22. Approximately how many professionals at this practice location have participated in the EHR payment program?	Responses
1-3	52
4-7	23
8-11	7
12-15	10
16-19	2
20-30	1
31 or more	14

23. If none of the professionals at this practice location participates in the Meaningful Use program, please explain why.



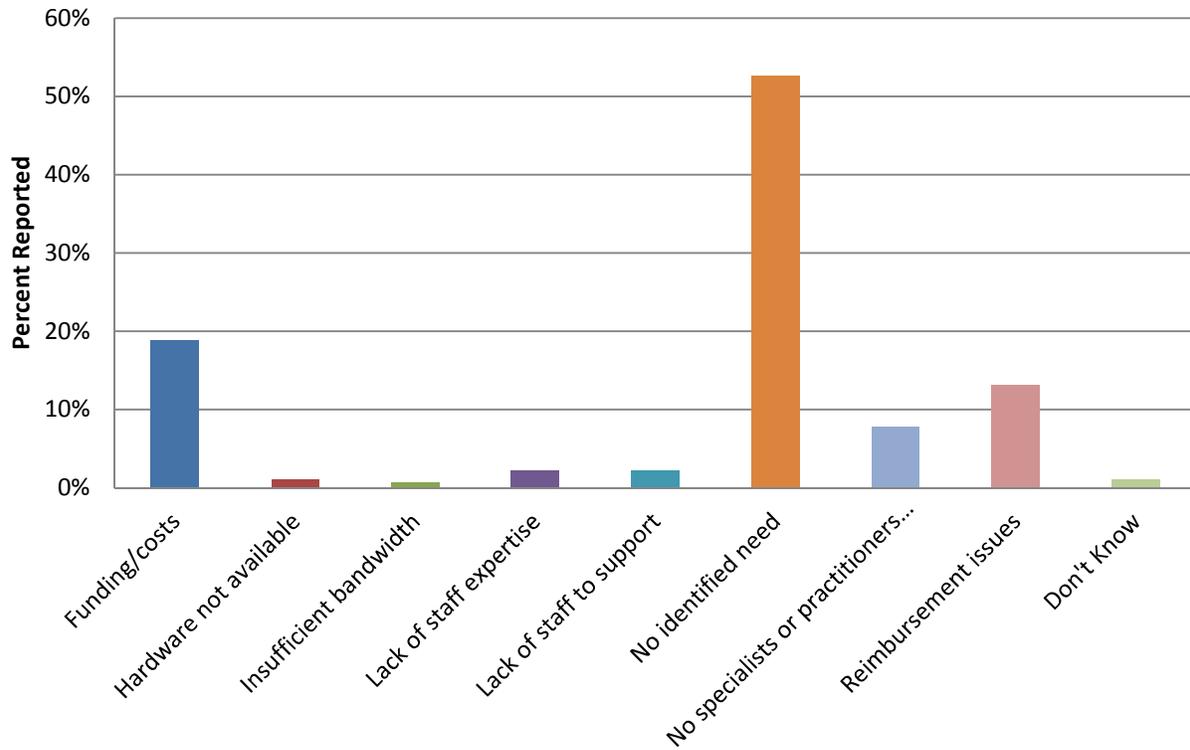
23. If none of the professionals at this practice location participates in the Meaningful Use program, please explain why (you may select more than one answer).	Responses
We are a long term care facility and our type of practice does not qualify for payments under the Medicare or Medicaid Meaningful Use program	21
We are a behavioral health care facility and our type of practice does not qualify for payments under the Medicare or Medicaid Meaningful Use program	132
Our practice does not serve enough Medicare or Medicaid patients to be eligible for the Medicare of Medicaid Meaningful Use Program	12
Our practice does not employ the type of professionals who are eligible for the program payments	21
We are unaware of the Meaningful Use Program	120

24. Does your practice provide telemedicine services?



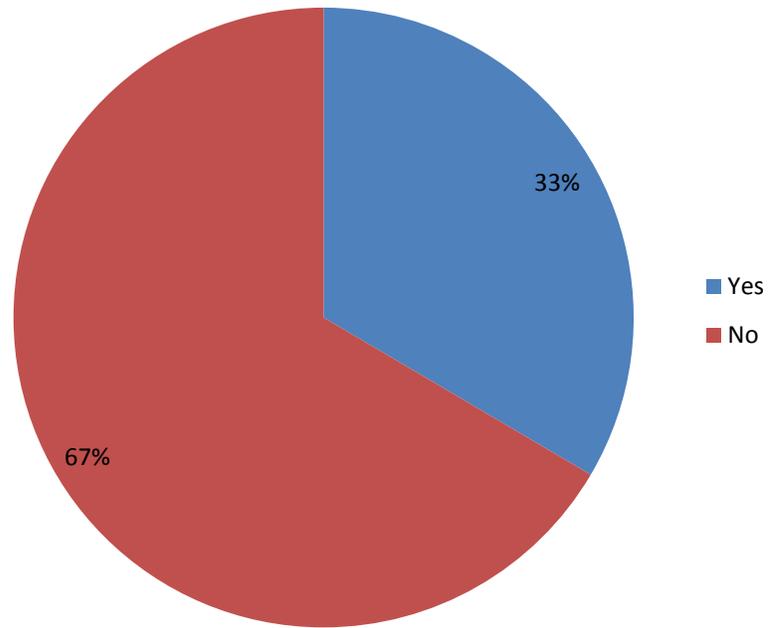
24. Does your practice provide telemedicine services?	Responses
Yes	37
No	450
Not sure	15

25. Why doesn't your practice provide telemedicine services?



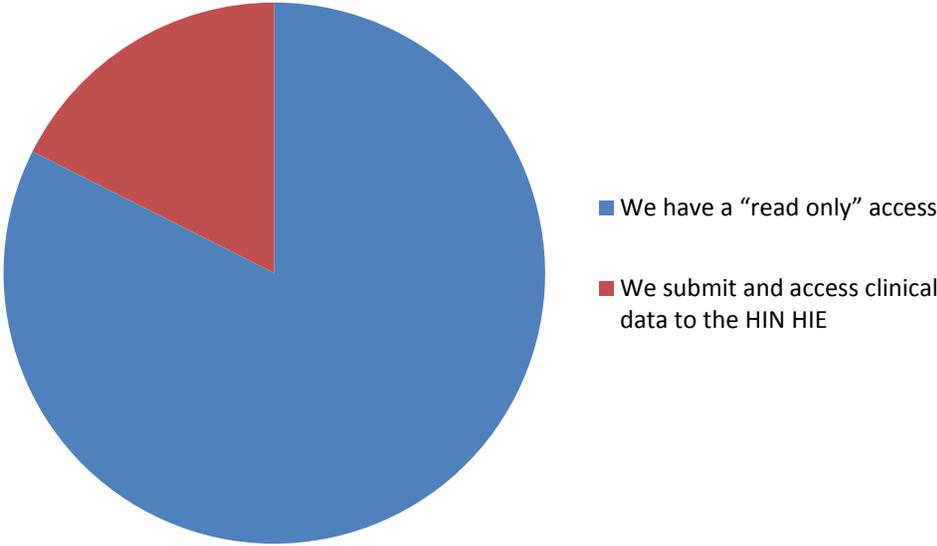
25. Why doesn't your practice provide telemedicine services?	Responses
Funding/costs	82
Hardware not available	5
Insufficient bandwidth	3
Lack of staff expertise	10
Lack of staff to support	10
No identified need	229
No specialists or practitioners available	34
Reimbursement issues	57
Don't Know	5

26. Does your practice participate in the HealthInfoNet Health Information Exchange (HIN HIE)?



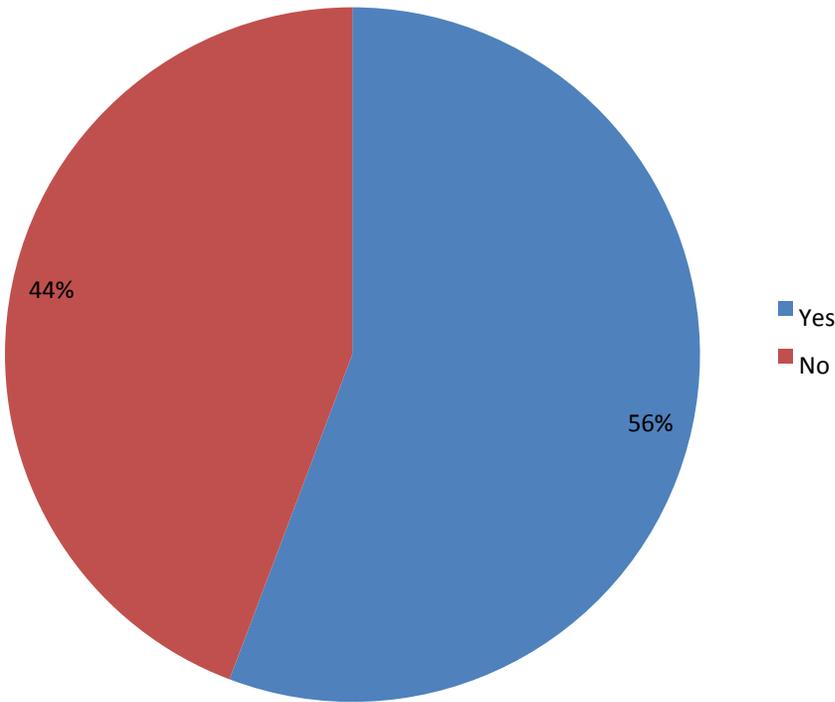
26. Does your practice participate in the HealthInfoNet Health Information Exchange (HIN HIE)?	Responses
Yes	167
No	332

27. If yes, which describes your participation?



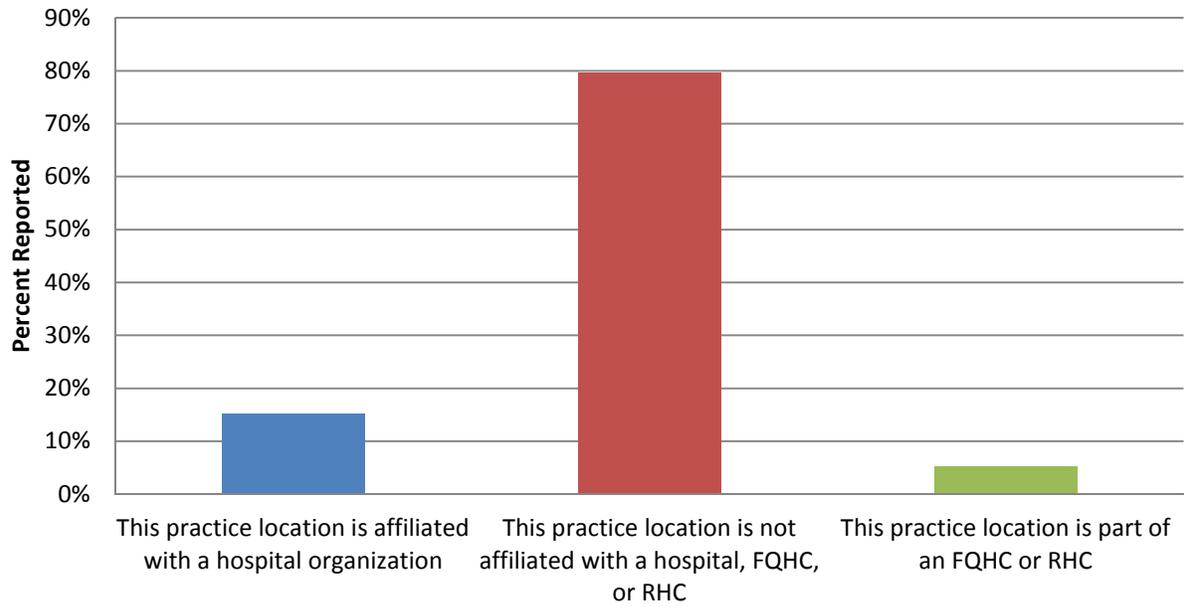
27. If yes, which describes your participation?	Responses
We have a "read only" access	136
We submit and access clinical data to the HIN HIE	29

28. Would you like to be contacted about grant opportunities and programs (at no cost or obligation to you)?



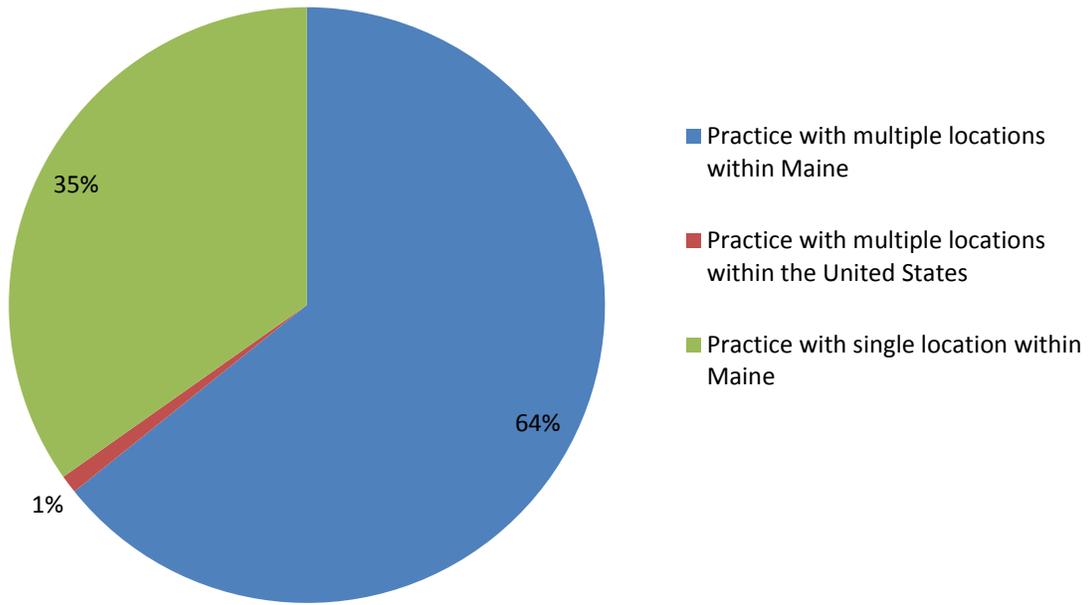
28. Would you like to be contacted about grant opportunities and programs (at no cost or obligation to you)?	Responses
Yes	281
No	223

31. Which of the following options best describes the ownership structure of this practice location?



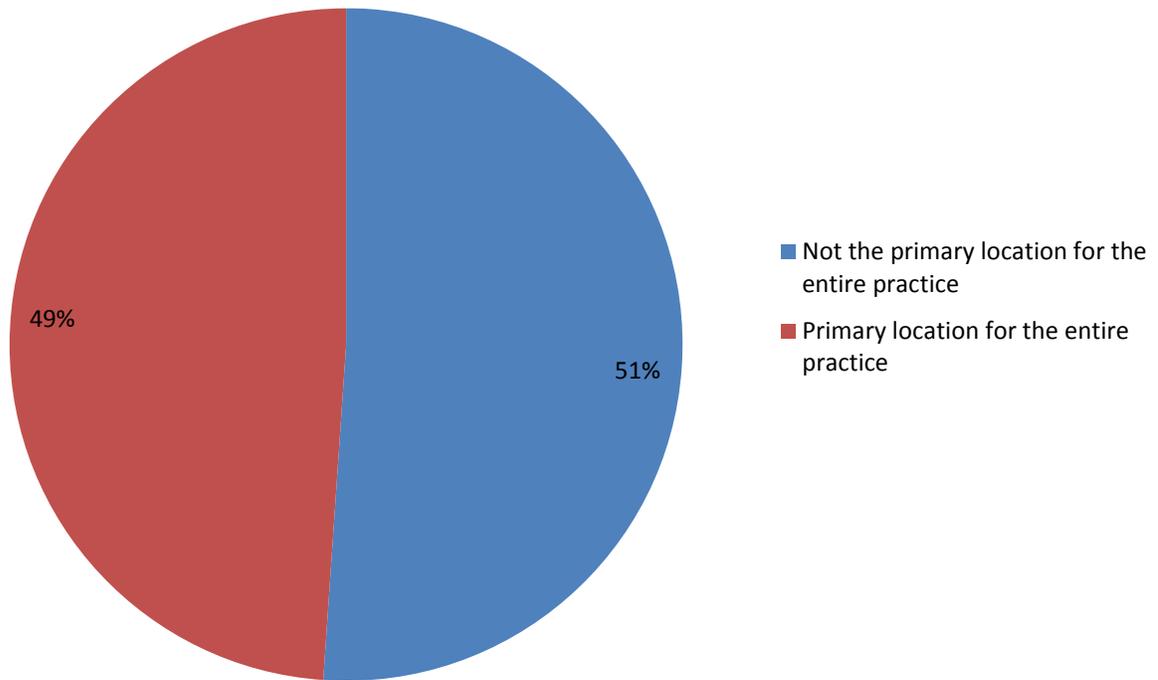
31. Which of the following options best describes the ownership structure of this practice location?	Responses
This practice location is affiliated with a hospital organization	76
This practice location is not affiliated with a hospital, FQHC, or RHC	399
This practice location is part of an FQHC or RHC	26

32. Which of the following options best describes the organizational structure of your practice?



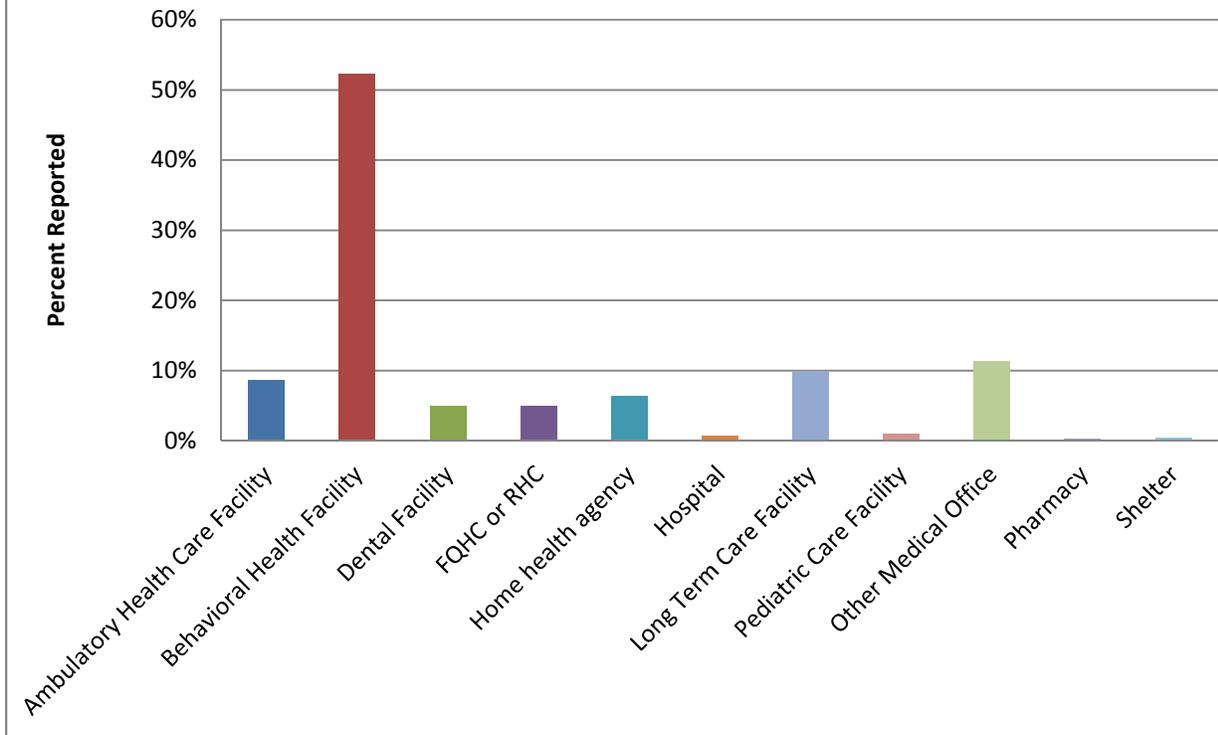
32. Which of the following options best describes the organizational structure of your practice?	Responses
Practice with multiple locations within Maine	327
Practice with multiple locations within the United States	5
Practice with single location within Maine	177

33. Which of the following best describes this practice location?



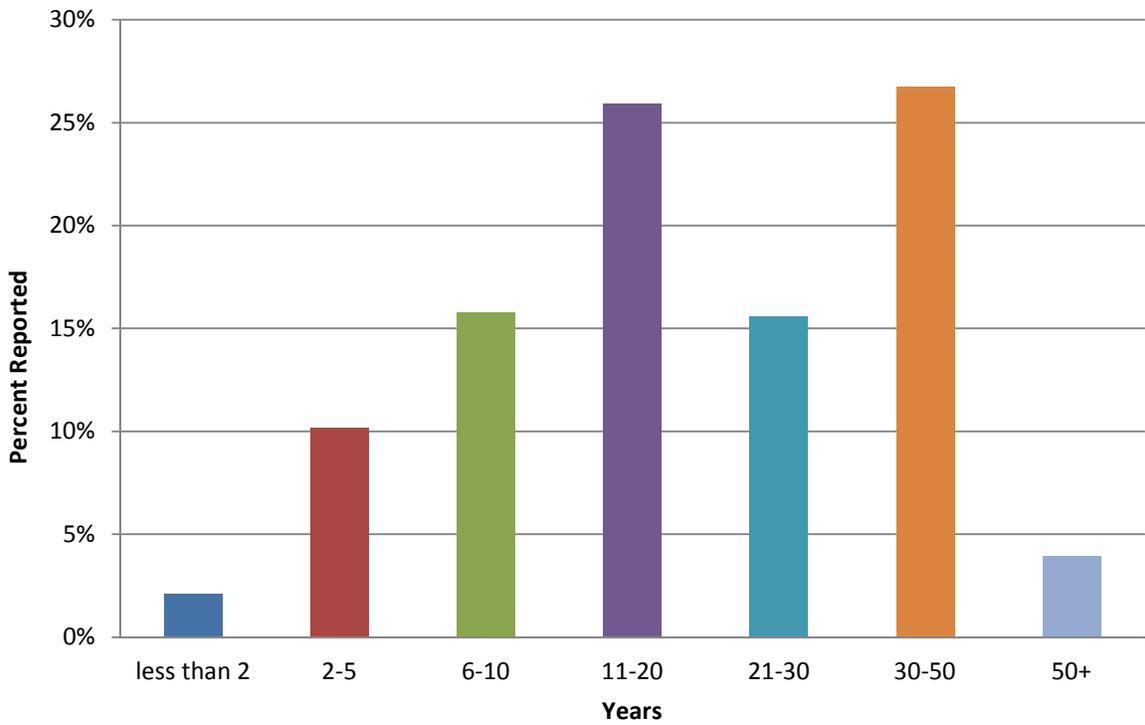
33. Which of the following best describes this practice location?	Responses
Not the primary location for the entire practice	212
Primary location for the entire practice	203

34. Which of the following broad categories best describes your practice?



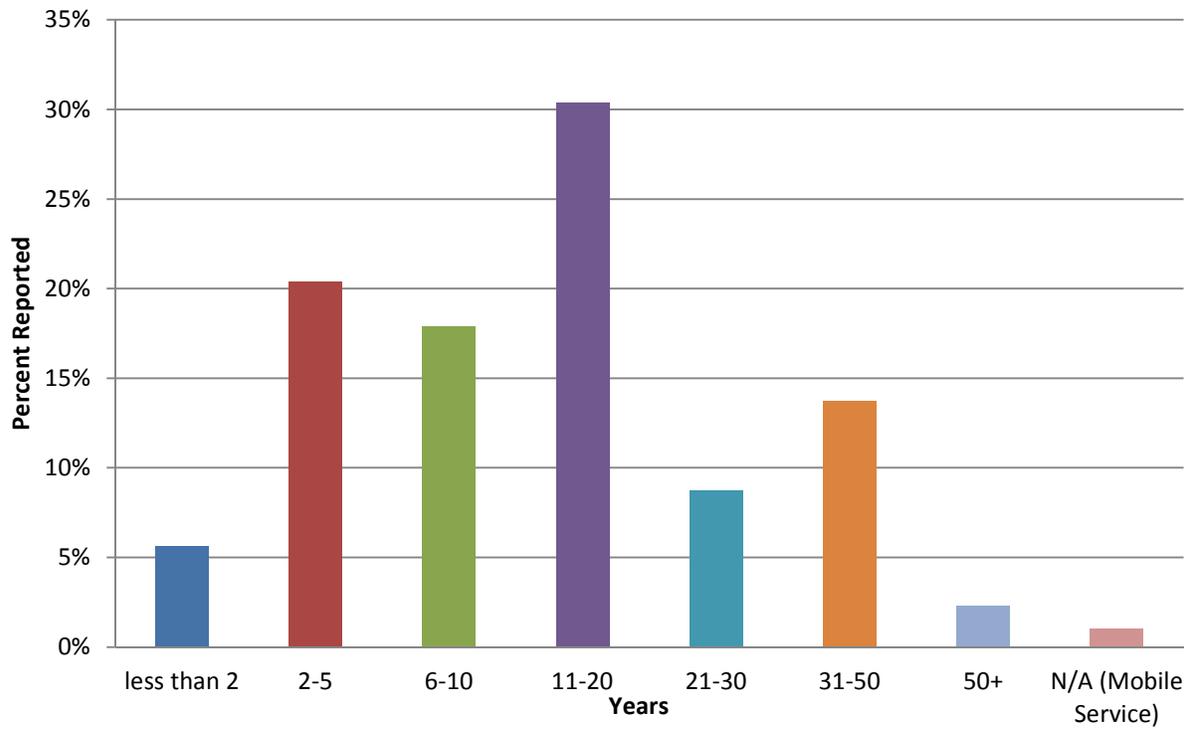
34. Which of the following broad categories best describes your practice?	Responses
Ambulatory Health Care Facility	37
Behavioral Health Facility	223
Dental Facility	21
FQHC or RHC	21
Home health agency	17
Hospital	3
Long Term Care Facility	52
Pediatric Care Facility	1
Other Medical Office	49
Pharmacy	1
Shelter	2

35. How many years has the practice been providing health care services?



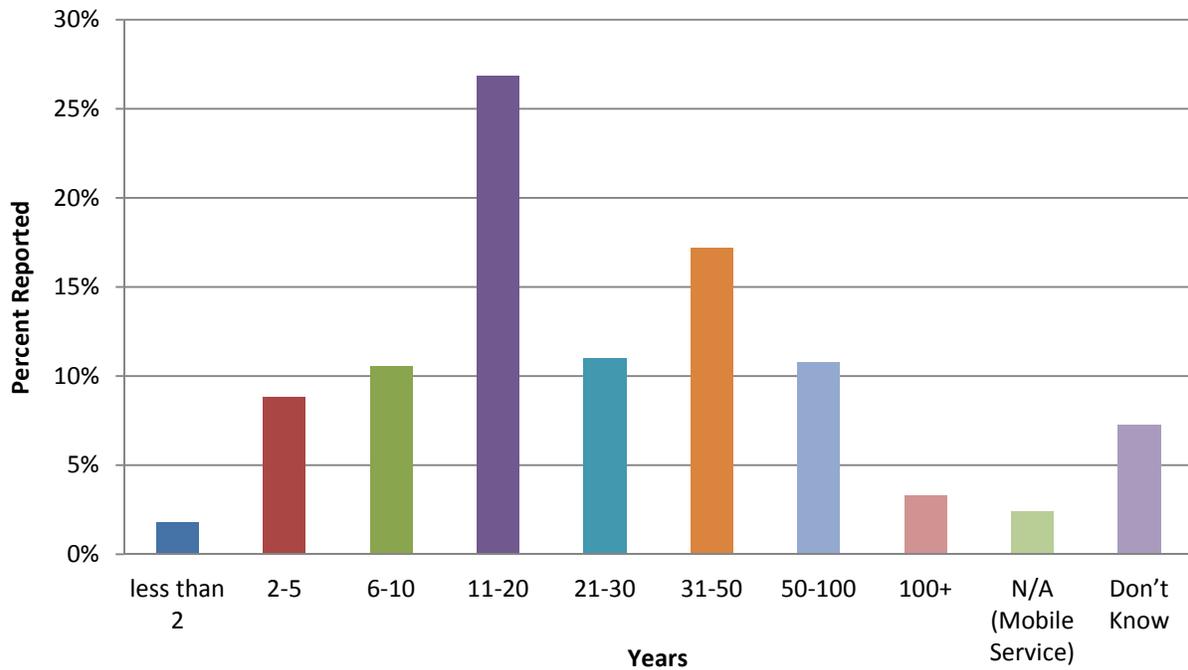
35. How many years has the practice been providing health care services?	Responses
Less than 2	10
2-5	49
6-10	76
11-20	125
21-30	75
30-50	129
50+	19

36. How many years has the practice been operating at this location?



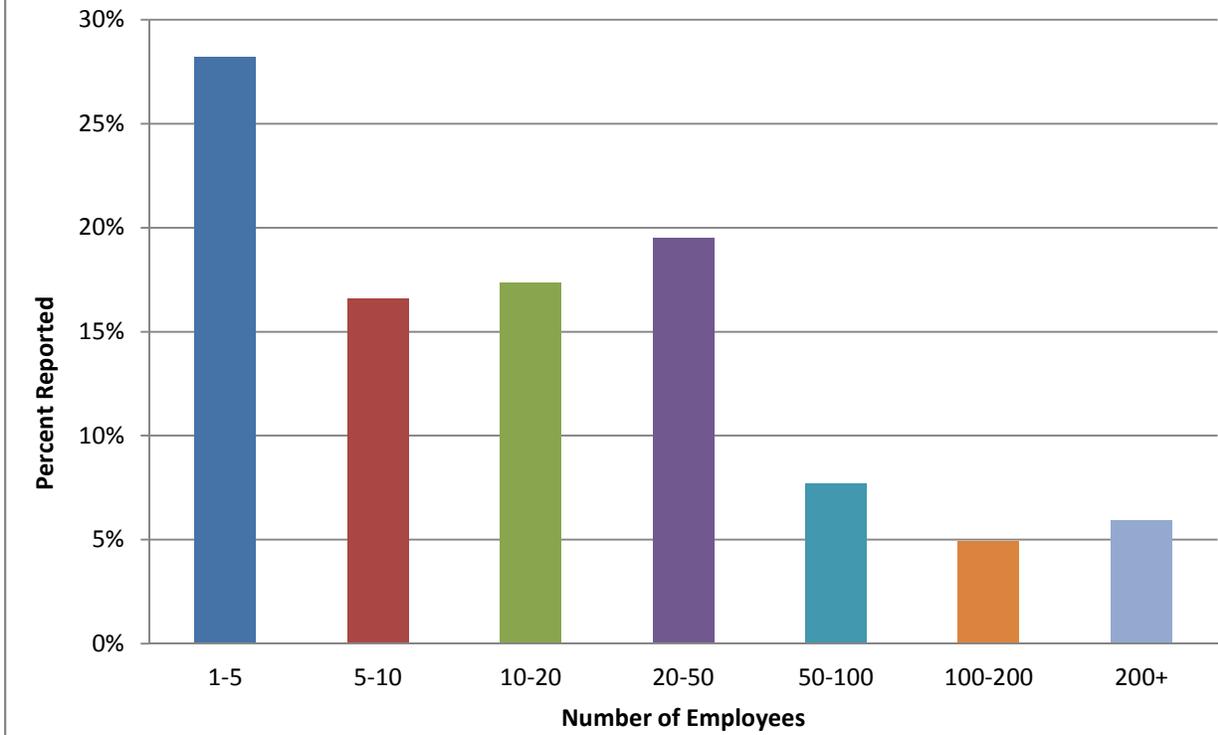
36. How many years has the practice been operating at this location?	Responses
Less than 2	27
2-5	98
6-10	86
11-20	146
21-30	42
31-50	66
50+	11
N/A (Mobile Service)	5

37. Approximately, in years, how old is the facility at this practice location?



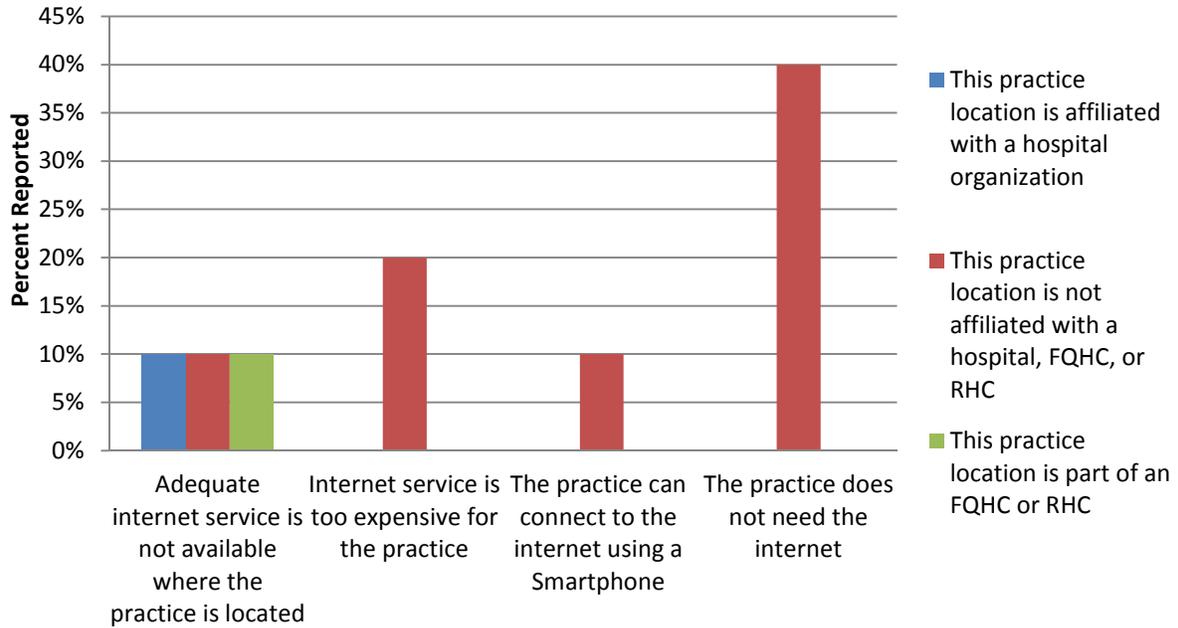
37. Approximately, in years, how old is the facility at this practice location?	Responses
less than 2	8
2-5	40
6-10	48
11-20	122
21-30	50
31-50	78
50-100	49
100+	15
N/A (Mobile Service)	11
Don't Know	33

38. Roughly how many employees does your practice employ at this location?

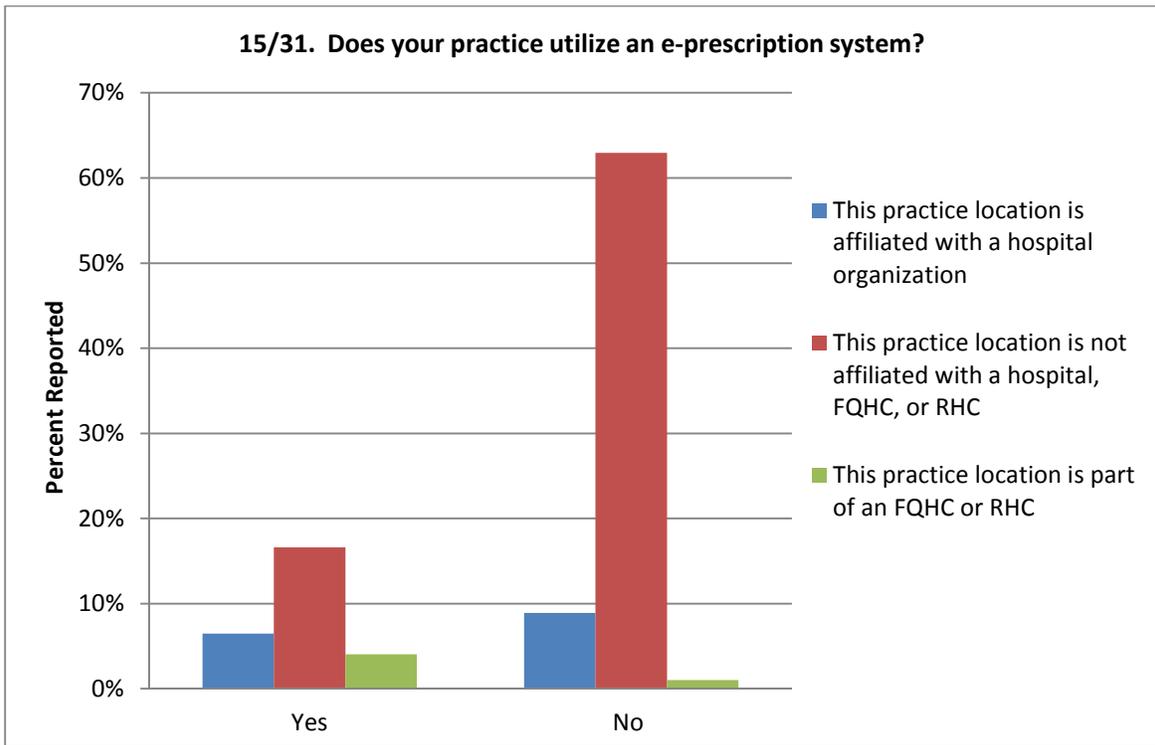


38. Roughly how many employees does your practice employ at this location?	Responses
1-5	143
5-10	84
10-20	88
20-50	99
50-100	39
100-200	25
200+	30

4/31. What is the main reason your practice computer(s) is not connected to the internet?

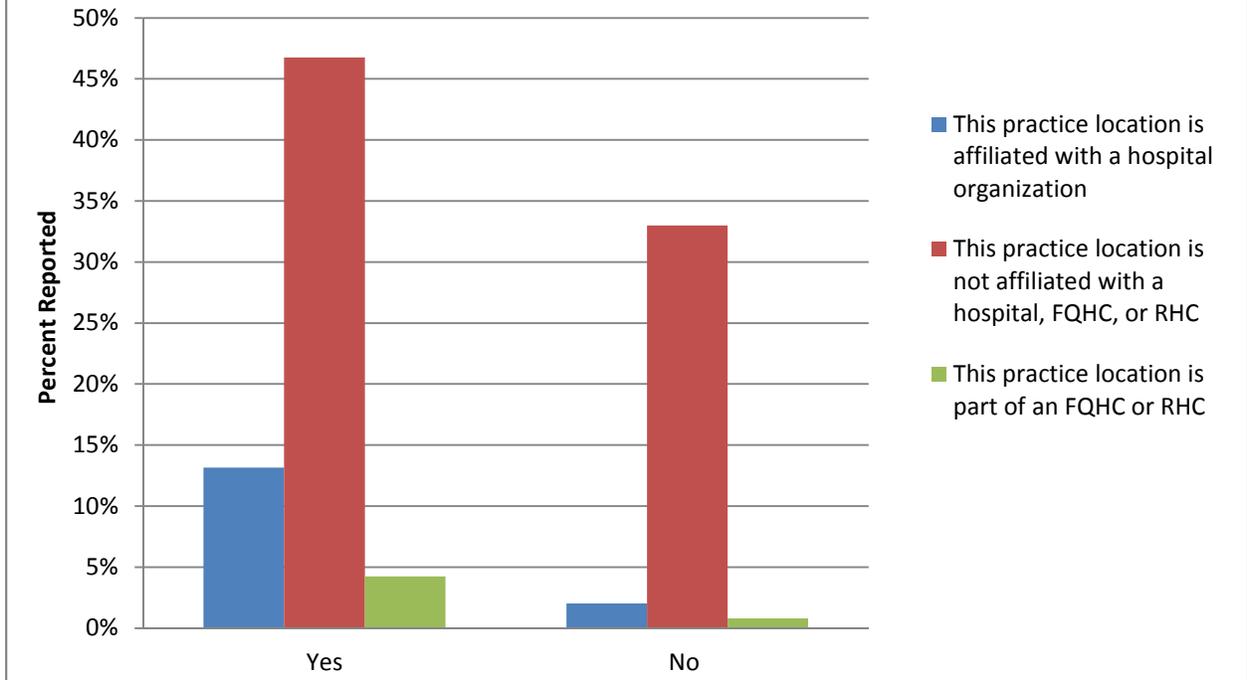


31. Which of the following options best describes the ownership structure of this practice location?	4. What is the main reason your practice computer(s) is not connected to the internet?	Responses
This practice location is affiliated with a hospital organization	Adequate internet service is not available where the practice is located	1
This practice location is not affiliated with a hospital, FQHC, or RHC	Adequate internet service is not available where the practice is located	1
This practice location is part of an FQHC or RHC	Adequate internet service is not available where the practice is located	1
This practice location is affiliated with a hospital organization	Internet service is too expensive for the practice	0
This practice location is not affiliated with a hospital, FQHC, or RHC	Internet service is too expensive for the practice	2
This practice location is part of an FQHC or RHC	Internet service is too expensive for the practice	0
This practice location is affiliated with a hospital organization	The practice can connect to the internet using a Smartphone	0
This practice location is not affiliated with a hospital, FQHC, or RHC	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	1
This practice location is part of an FQHC or RHC	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
This practice location is affiliated with a hospital organization	The practice does not need the internet	0
This practice location is not affiliated with a hospital, FQHC, or RHC	The practice does not need the internet	4
This practice location is part of an FQHC or RHC	The practice does not need the internet	0



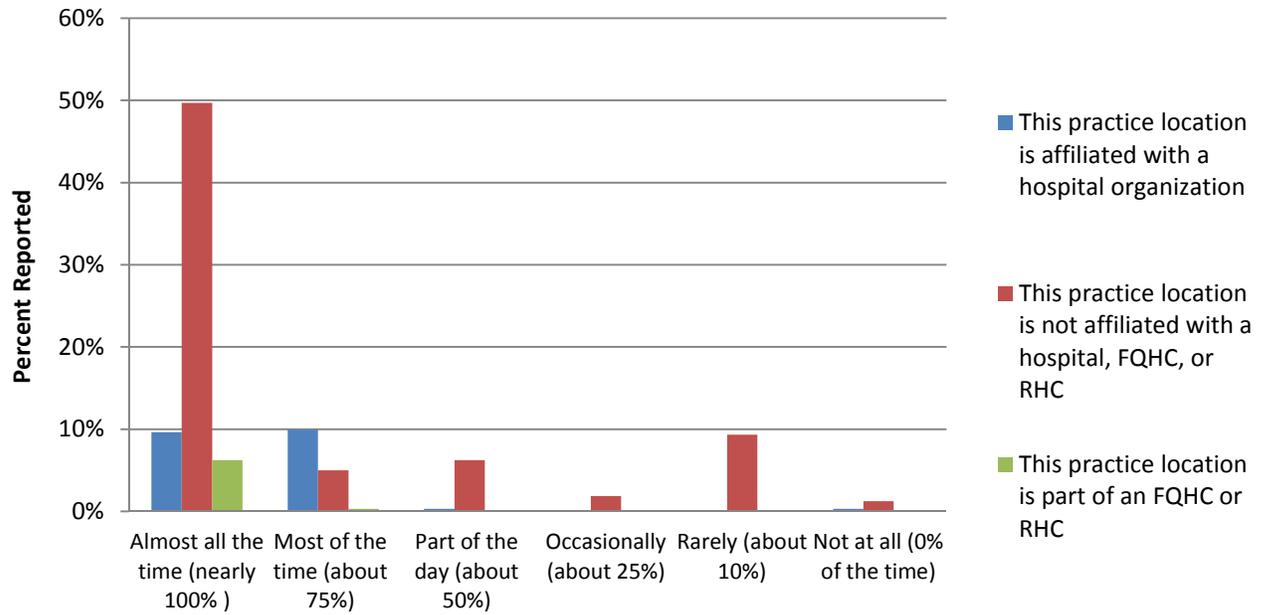
31. Which of the following options best describes the ownership structure of this practice location?	15. Does your practice utilize an e-prescription system?	Responses
This practice location is affiliated with a hospital organization	Yes	32
This practice location is not affiliated with a hospital, FQHC, or RHC	Yes	82
This practice location is part of an FQHC or RHC	Yes	20
This practice location is affiliated with a hospital organization	No	44
This practice location is not affiliated with a hospital, FQHC, or RHC	No	311
This practice location is part of an FQHC or RHC	No	5

16/31. Does your practice location currently have an electronic health record/system (EHR) installed and in use?



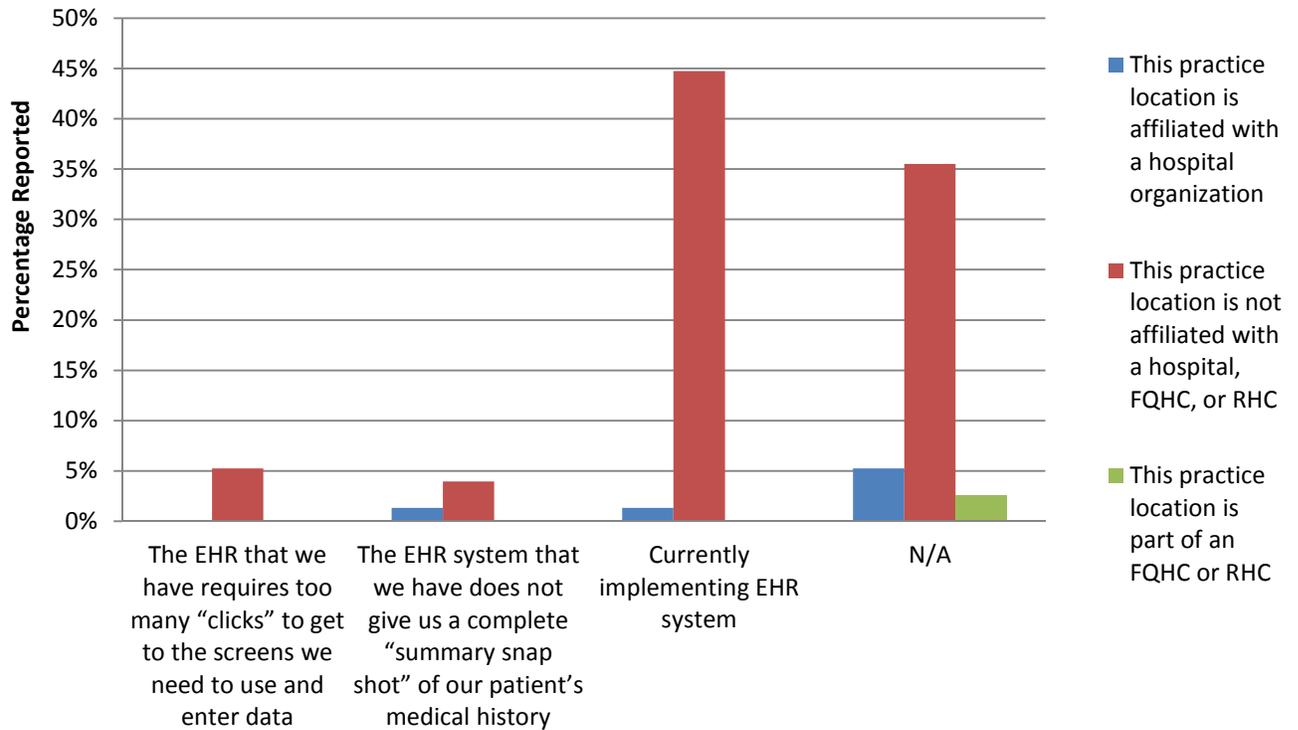
31. Which of the following options best describes the ownership structure of this practice location?	Does your practice location currently have an electronic health record/system (EHR) installed and in use?	Responses
This practice location is affiliated with a hospital organization	Yes	65
This practice location is not affiliated with a hospital, FQHC, or RHC	Yes	231
This practice location is part of an FQHC or RHC	Yes	21
This practice location is affiliated with a hospital organization	No	10
This practice location is not affiliated with a hospital, FQHC, or RHC	No	163
This practice location is part of an FQHC or RHC	No	4

17/31. How often do you use your EHR system?



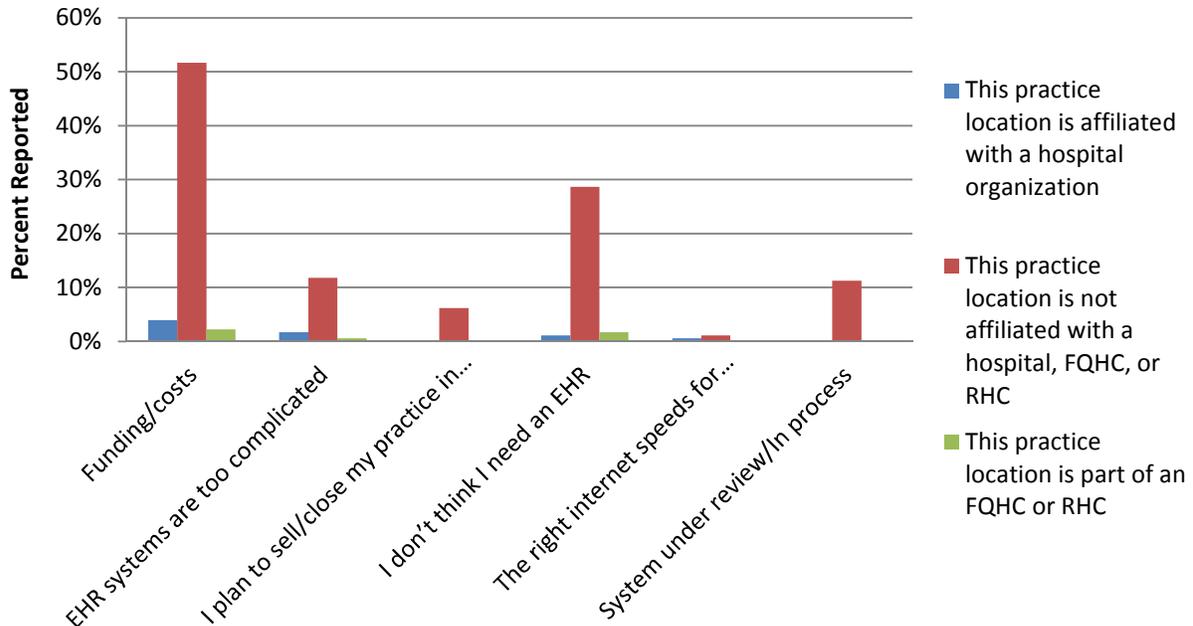
31. Which of the following options best describes the ownership structure of this practice location?	17. How often do you use your EHR system?	Responses
This practice location is affiliated with a hospital organization	Almost all the time (nearly 100%)	31
This practice location is not affiliated with a hospital, FQHC, or RHC	Almost all the time (nearly 100% of the time)	160
This practice location is part of an FQHC or RHC	Almost all the time (nearly 100% of the time)	20
This practice location is affiliated with a hospital organization	Most of the time (about 75%)	32
This practice location is not affiliated with a hospital, FQHC, or RHC	Most of the time (about 75%)	16
This practice location is part of an FQHC or RHC	Most of the time (about 75%)	1
This practice location is affiliated with a hospital organization	Part of the day (about 50%)	1
This practice location is not affiliated with a hospital, FQHC, or RHC	Part of the day (about 50%)	20
This practice location is part of an FQHC or RHC	Part of the day (about 50%)	0
This practice location is affiliated with a hospital organization	Occasionally (about 25%)	0
This practice location is not affiliated with a hospital, FQHC, or RHC	Occasionally (about 25%)	6
This practice location is part of an FQHC or RHC	Occasionally (about 25%)	0
This practice location is affiliated with a hospital organization	Rarely (about 10%)	0
This practice location is not affiliated with a hospital, FQHC, or RHC	Rarely (about 10%)	30
This practice location is part of an FQHC or RHC	Rarely (about 10%)	0
This practice location is affiliated with a hospital organization	Not at all (0% of the time)	1
This practice location is not affiliated with a hospital, FQHC, or RHC	Not at all (0% of the time)	4
This practice location is part of an FQHC or RHC	Not at all (0% of the time)	0

18/31. Why do you use the EHR less than 50% of the time?

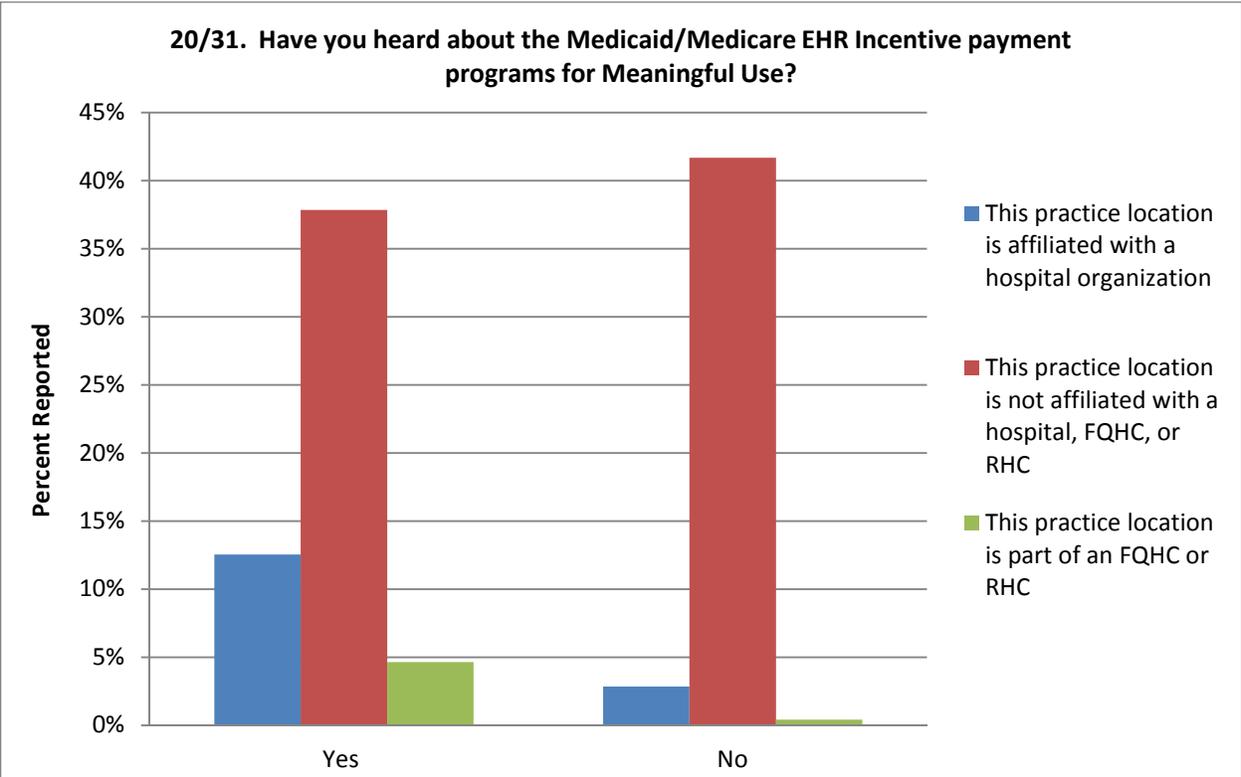


31. Which of the following options best describes the ownership structure of this practice location?	18. Why do you use the EHR less than 50% of the time?	Responses
This practice location is affiliated with a hospital organization	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
This practice location is not affiliated with a hospital, FQHC, or RHC	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	4
This practice location is part of an FQHC or RHC	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
This practice location is affiliated with a hospital organization	The EHR system that we have does not give us a complete "summary snap shot" of our patient's medical history	1
This practice location is not affiliated with a hospital, FQHC, or RHC	The EHR system that we have does not give us a complete "summary snap shot" of our patient's medical history (We need to go to several screens to get the information.)	3
This practice location is part of an FQHC or RHC	The EHR system that we have does not give us a complete "summary snap shot" of our patient's medical history (We need to go to several screens to get the information.)	0
This practice location is affiliated with a hospital organization	Currently implementing EHR system	1
This practice location is not affiliated with a hospital, FQHC, or RHC	Currently implementing EHR system	34
This practice location is part of an FQHC or RHC	Currently implementing EHR system	0
This practice location is affiliated with a hospital organization	N/A	4
This practice location is not affiliated with a hospital, FQHC, or RHC	N/A	27
This practice location is part of an FQHC or RHC	N/A	2

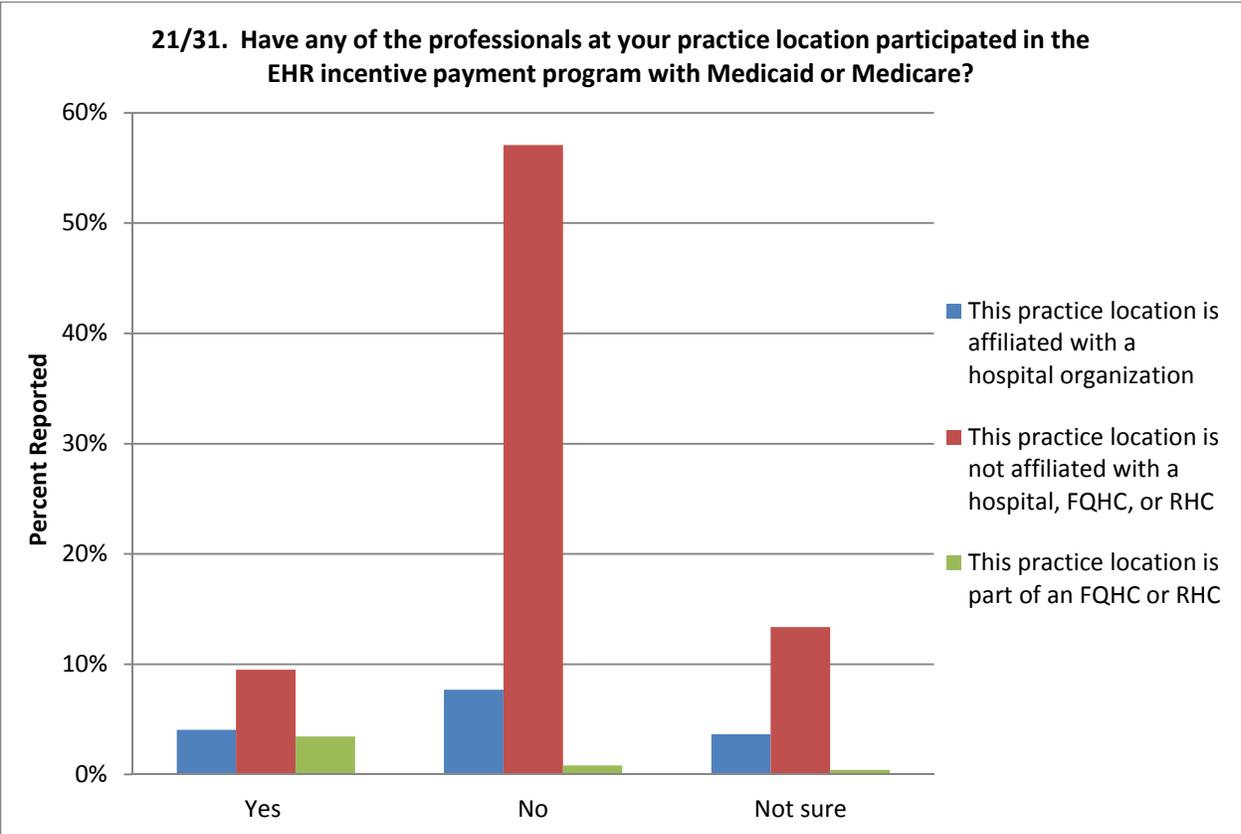
19/31. If your practice doesn't have an EHR system, why not?



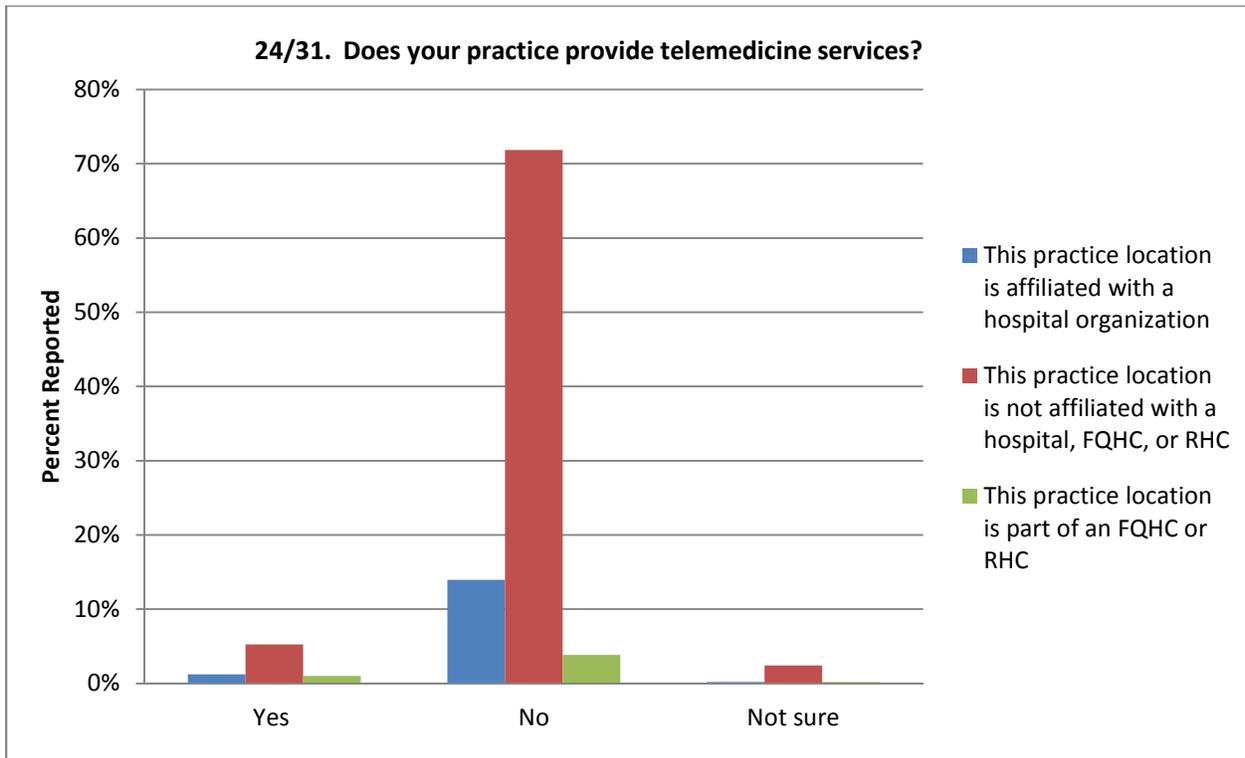
31. Which of the following options best describes the ownership structure of this practice location?	19. If your practice doesn't have an EHR system, why not?	Responses
This practice location is affiliated with a hospital organization	Funding/costs	7
This practice location is not affiliated with a hospital, FQHC, or RHC	Funding/costs	92
This practice location is part of an FQHC or RHC	Funding/costs	4
This practice location is affiliated with a hospital organization	EHR systems are too complicated	3
This practice location is not affiliated with a hospital, FQHC, or RHC	EHR systems are too complicated	21
This practice location is part of an FQHC or RHC	EHR systems are too complicated	1
This practice location is affiliated with a hospital organization	I plan to sell/close my practice in the next 3-5 years	0
This practice location is not affiliated with a hospital, FQHC, or RHC	I plan to sell/close my practice in the next 3-5 years	11
This practice location is part of an FQHC or RHC	I plan to sell/close my practice in the next 3-5 years	0
This practice location is affiliated with a hospital organization	I don't think I need an EHR	2
This practice location is not affiliated with a hospital, FQHC, or RHC	I don't think I need an EHR	51
This practice location is part of an FQHC or RHC	I don't think I need an EHR	3
This practice location is affiliated with a hospital organization	The right internet speeds for EHRs are not available in my area	1
This practice location is not affiliated with a hospital, FQHC, or RHC	The right internet speeds for EHRs are not available in my area	2
This practice location is part of an FQHC or RHC	The right internet speeds for EHRs are not available in my area	0
This practice location is affiliated with a hospital organization	System under review/In process	0
This practice location is not affiliated with a hospital, FQHC, or RHC	System under review/In process	20
This practice location is part of an FQHC or RHC	System under review/In process	0



31. Which of the following options best describes the ownership structure of this practice location?	Have you heard about the Medicaid/Medicare EHR Incentive payment programs for Meaningful Use?	Responses
This practice location is affiliated with a hospital organization	Yes	62
This practice location is not affiliated with a hospital, FQHC, or RHC	Yes	187
This practice location is part of an FQHC or RHC	Yes	23
This practice location is affiliated with a hospital organization	No	14
This practice location is not affiliated with a hospital, FQHC, or RHC	No	206
This practice location is part of an FQHC or RHC	No	2

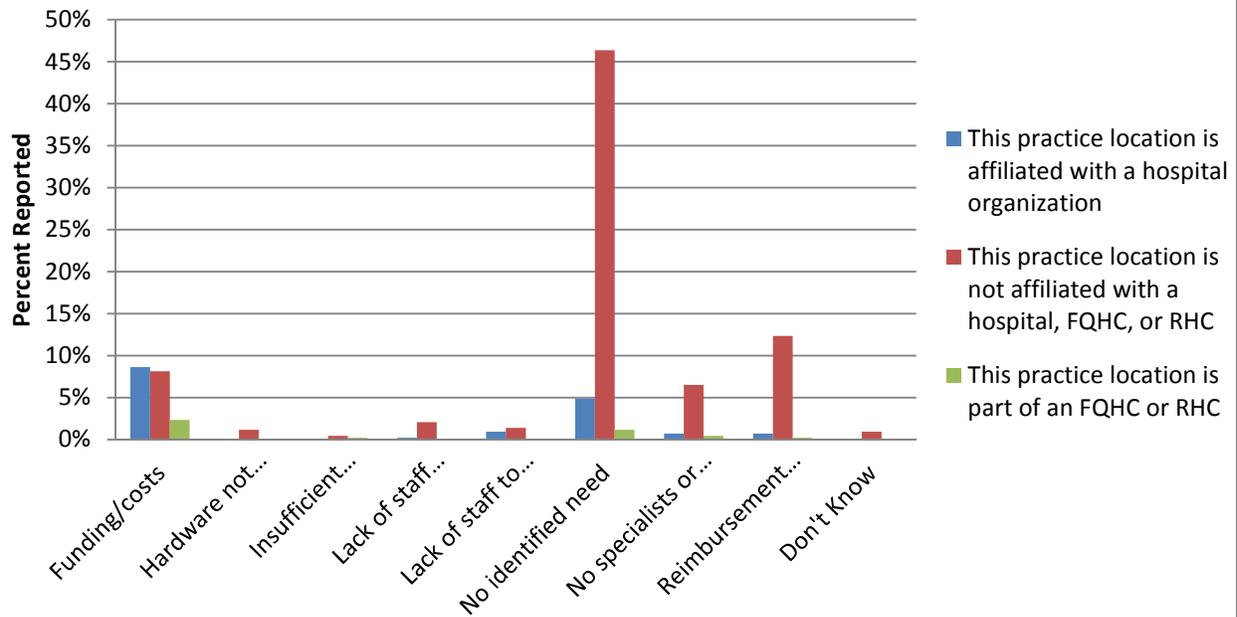


31. Which of the following options best describes the ownership structure of this practice location?	21. Have any of the professionals at your practice location participated in the EHR incentive payment program with Medicaid or Medicare?	Responses
This practice location is affiliated with a hospital organization	Yes	20
This practice location is not affiliated with a hospital, FQHC, or RHC	Yes	47
This practice location is part of an FQHC or RHC	Yes	17
This practice location is affiliated with a hospital organization	No	38
This practice location is not affiliated with a hospital, FQHC, or RHC	No	282
This practice location is part of an FQHC or RHC	No	4
This practice location is affiliated with a hospital organization	Not sure	18
This practice location is not affiliated with a hospital, FQHC, or RHC	Not sure	66
This practice location is part of an FQHC or RHC	Not sure	2



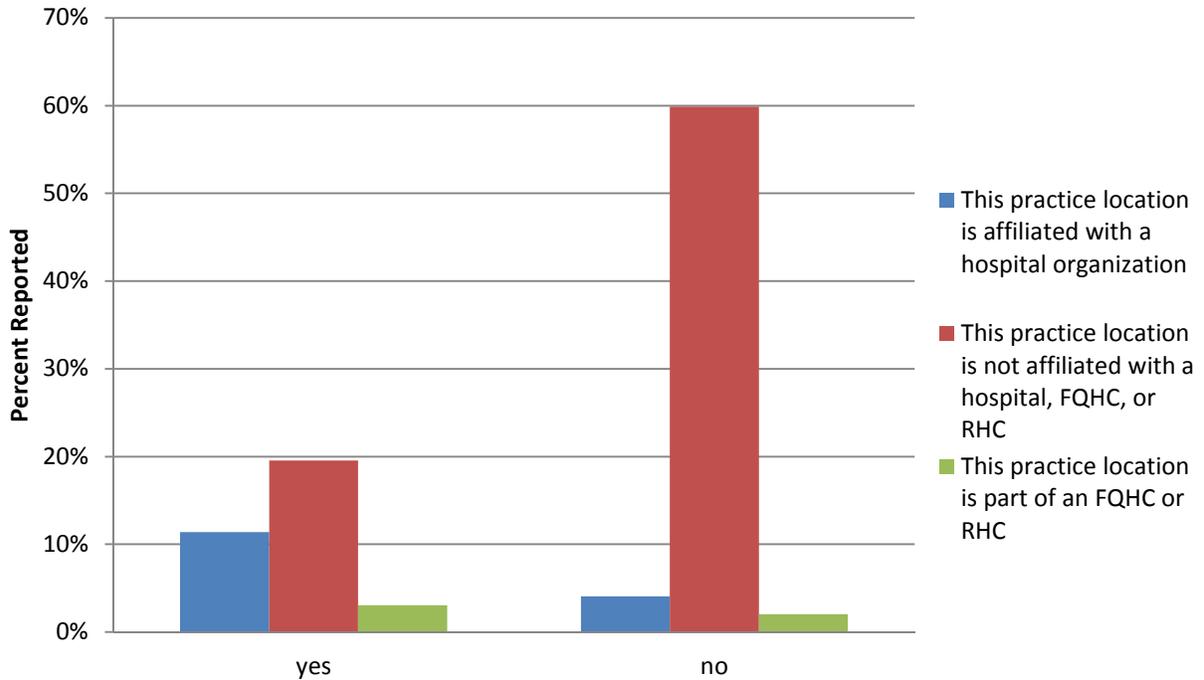
31. Which of the following options best describes the ownership structure of this practice location?	24. Does your practice provide telemedicine services?	Responses
This practice location is affiliated with a hospital organization	Yes	6
This practice location is not affiliated with a hospital, FQHC, or RHC	Yes	26
This practice location is part of an FQHC or RHC	Yes	5
This practice location is affiliated with a hospital organization	No	69
This practice location is not affiliated with a hospital, FQHC, or RHC	No	355
This practice location is part of an FQHC or RHC	No	19
This practice location is affiliated with a hospital organization	Not sure	1
This practice location is not affiliated with a hospital, FQHC, or RHC	Not sure	12
This practice location is part of an FQHC or RHC	Not sure	1

25/31. Why doesn't your practice provide telemedicine services?

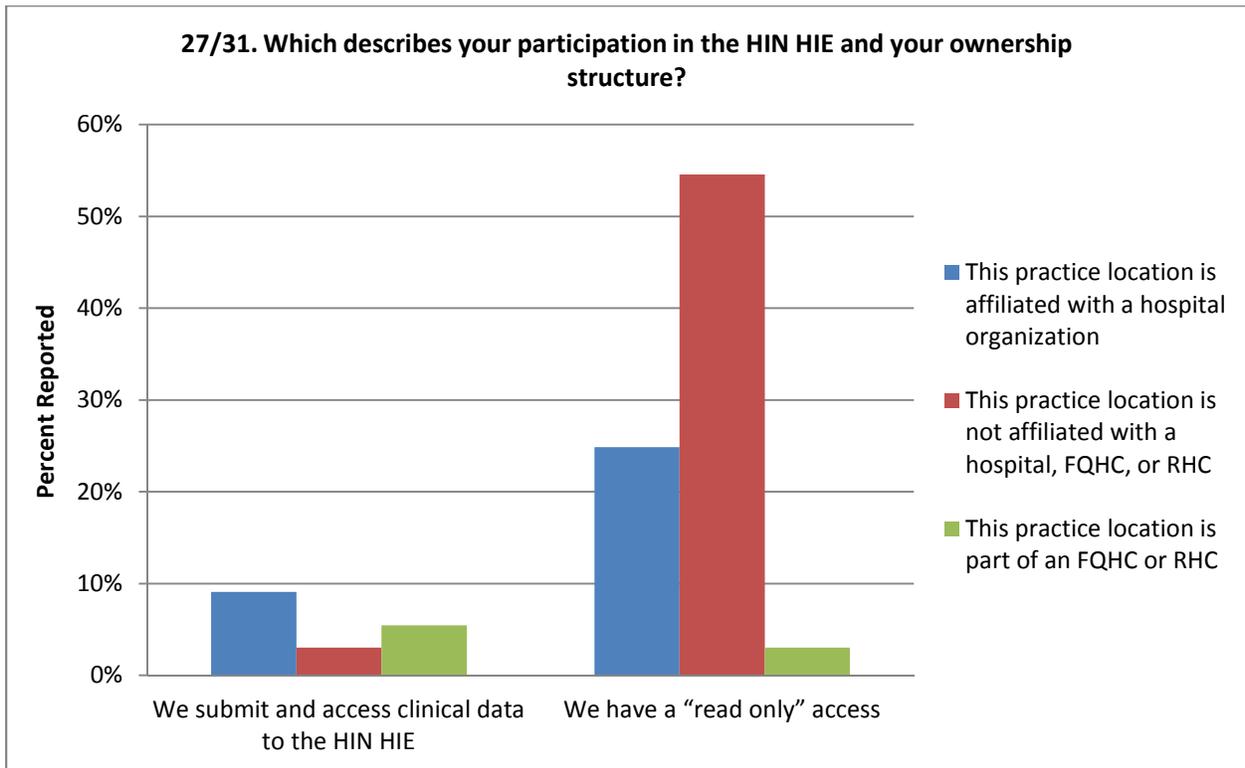


31. Which of the following options best describes the ownership structure of this practice location?	25. Why doesn't your practice provide telemedicine services?	Responses
This practice location is affiliated with a hospital organization	Funding/costs	37
This practice location is not affiliated with a hospital, FQHC, or RHC	Funding/costs	35
This practice location is part of an FQHC or RHC	Funding/costs	10
This practice location is affiliated with a hospital organization	Hardware not available	0
This practice location is not affiliated with a hospital, FQHC, or RHC	Hardware not available	5
This practice location is part of an FQHC or RHC	Hardware not available	0
This practice location is affiliated with a hospital organization	Insufficient bandwidth	0
This practice location is not affiliated with a hospital, FQHC, or RHC	Insufficient bandwidth	2
This practice location is part of an FQHC or RHC	Insufficient bandwidth	1
This practice location is affiliated with a hospital organization	Lack of staff expertise	1
This practice location is not affiliated with a hospital, FQHC, or RHC	Lack of staff expertise	9
This practice location is part of an FQHC or RHC	Lack of staff expertise	0
This practice location is affiliated with a hospital organization	Lack of staff to support	4
This practice location is not affiliated with a hospital, FQHC, or RHC	Lack of staff to support	6
This practice location is part of an FQHC or RHC	Lack of staff to support	0
This practice location is affiliated with a hospital organization	No identified need	21
This practice location is not affiliated with a hospital, FQHC, or RHC	No identified need	199
This practice location is part of an FQHC or RHC	No identified need	5
This practice location is affiliated with a hospital organization	No specialists or practitioners available	3
This practice location is not affiliated with a hospital, FQHC, or RHC	No specialists or practitioners available	28
This practice location is part of an FQHC or RHC	No specialists or practitioners available	2
This practice location is affiliated with a hospital organization	Reimbursement issues	3
This practice location is not affiliated with a hospital, FQHC, or RHC	Reimbursement issues	53
This practice location is part of an FQHC or RHC	Reimbursement issues	1
This practice location is affiliated with a hospital organization	Don't Know	0
This practice location is not affiliated with a hospital, FQHC, or RHC	Don't Know	4
This practice location is part of an FQHC or RHC	Don't Know	0

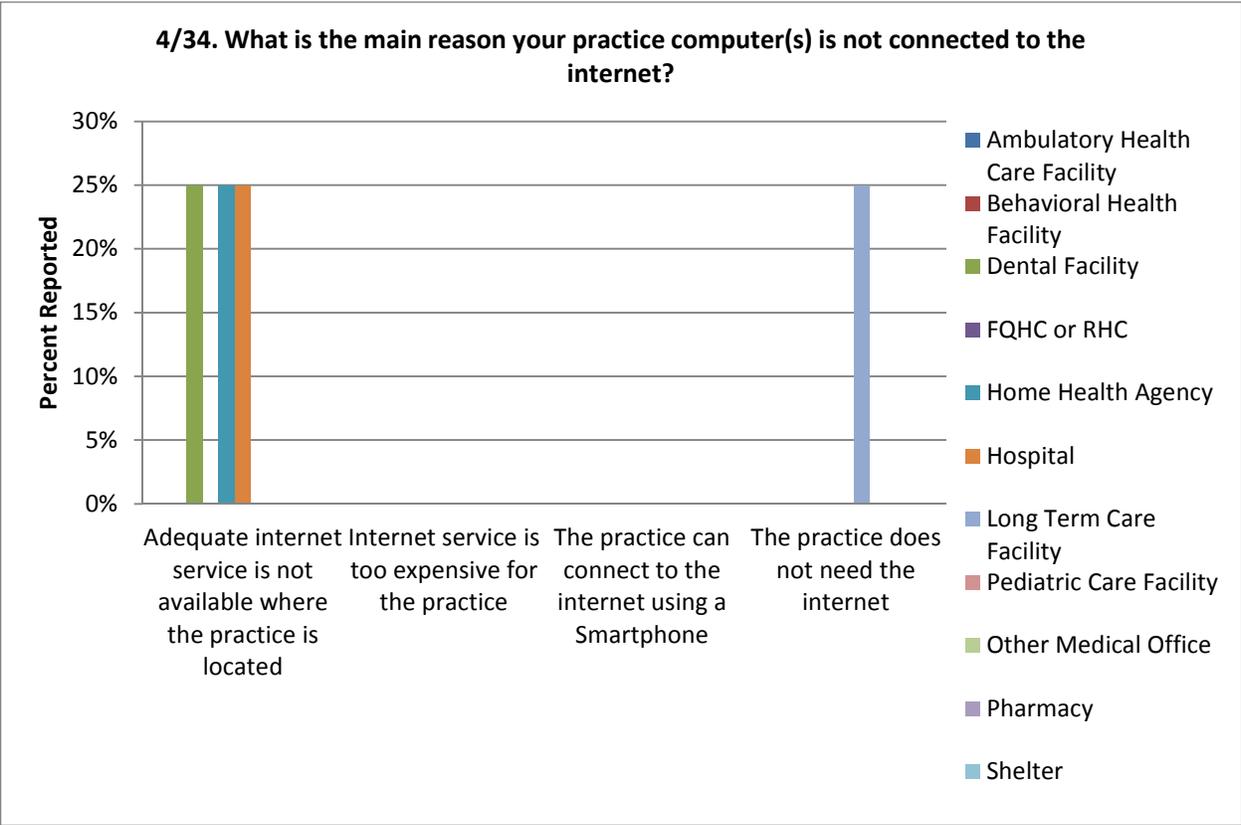
26/31. Does your practice participate in the HealthInfoNet Health Information Exchange (HIN HIE)?



31. Which of the following options best describes the ownership structure of this practice location?	26. Does your practice participate in the HealthInfoNet Health Information Exchange (HIN HIE)?	Responses
This practice location is affiliated with a hospital organization	yes	56
This practice location is affiliated with a hospital organization	no	20
This practice location is not affiliated with a hospital, FQHC, or RHC	yes	96
This practice location is not affiliated with a hospital, FQHC, or RHC	no	294
This practice location is part of an FQHC or RHC	yes	15
This practice location is part of an FQHC or RHC	no	10



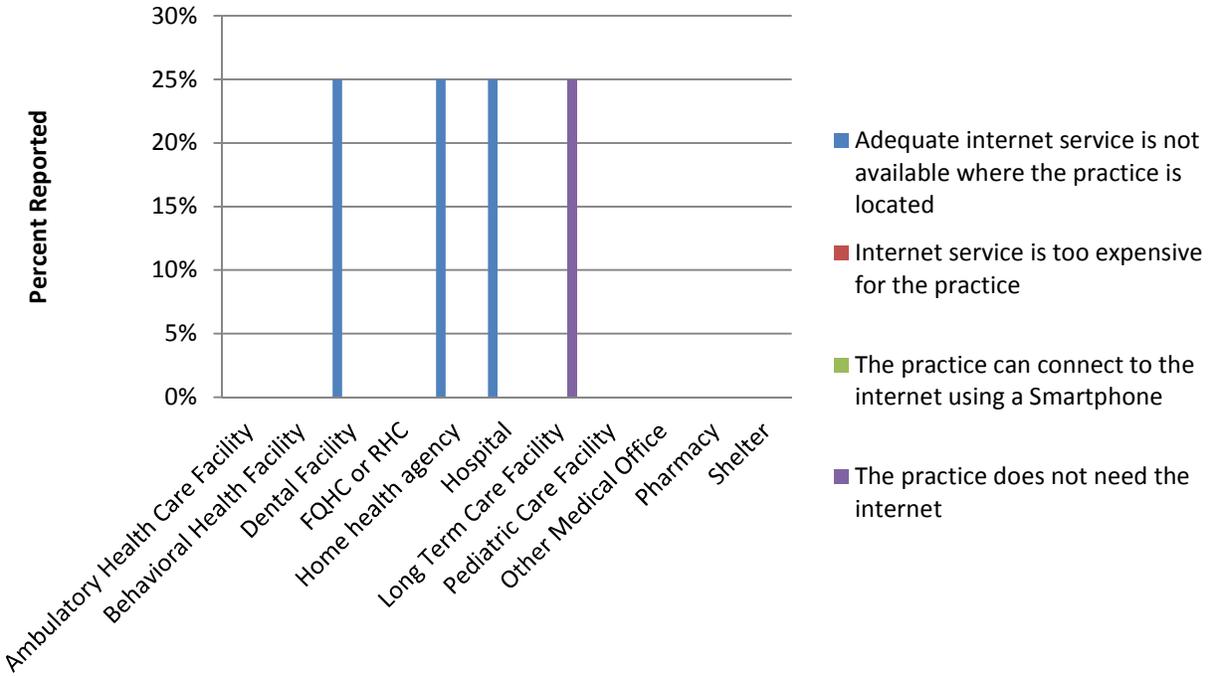
27. Which describes your participation in the HIN HIE?	31. Which of the following options best describes the ownership structure of this practice location?	Responses
We submit and access clinical data to the HIN HIE	This practice location is affiliated with a hospital organization	15
We submit and access clinical data to the HIN HIE	This practice location is not affiliated with a hospital, FQHC, or RHC	5
We submit and access clinical data to the HIN HIE	This practice location is part of an FQHC or RHC	9
We have a "read only" access	This practice location is affiliated with a hospital organization	41
We have a "read only" access	This practice location is not affiliated with a hospital, FQHC, or RHC	90
We have a "read only" access	This practice location is part of an FQHC or RHC	5



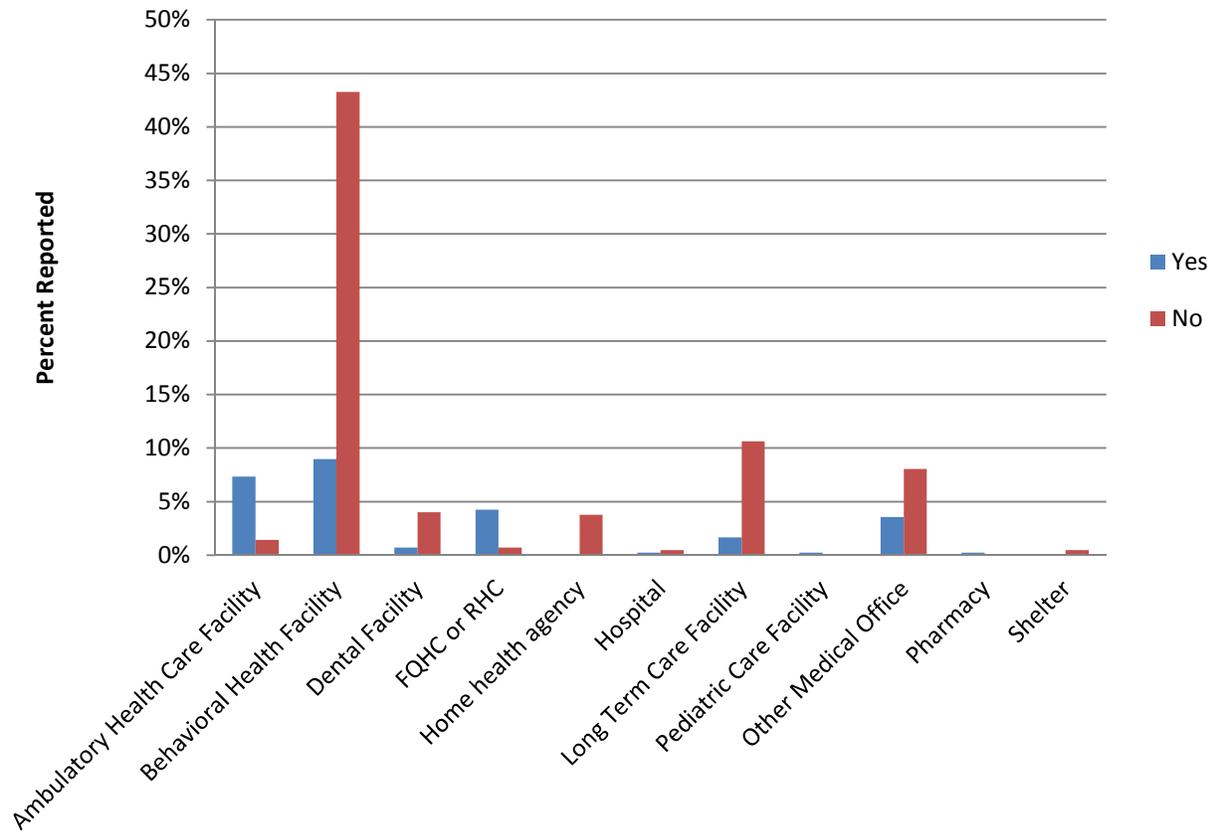
34. Which of the following broad categories best describes your practice?	4. What is the main reason your practice computer(s) is not connected to the internet?	Responses
Ambulatory Health Care Facility	Adequate internet service is not available where the practice is located	0
Behavioral Health Facility	Adequate internet service is not available where the practice is located	0
Dental Facility	Adequate internet service is not available where the practice is located	1
FQHC or RHC	Adequate internet service is not available where the practice is located	0
Home health agency	Adequate internet service is not available where the practice is located	1
Hospital	Adequate internet service is not available where the practice is located	1
Long Term Care Facility	Adequate internet service is not available where the practice is located	0
Pediatric Care Facility	Adequate internet service is not available where the practice is located	0
Other Medical Office	Adequate internet service is not available where the practice is located	0
Pharmacy	Adequate internet service is not available where the practice is located	0
Shelter	Adequate internet service is not available where the practice is located	0
Ambulatory Health Care Facility	Internet service is too expensive for the practice	0
Behavioral Health Facility	Internet service is too expensive for the practice	0
Dental Facility	Internet service is too expensive for the practice	0
FQHC or RHC	Internet service is too expensive for the practice	0
Home health agency	Internet service is too expensive for the practice	0
Hospital	Internet service is too expensive for the practice	0
Long Term Care Facility	Internet service is too expensive for the practice	0
Pediatric Care Facility	Internet service is too expensive for the practice	0
Other Medical Office	Internet service is too expensive for the practice	0
Pharmacy	Internet service is too expensive for the practice	0
Shelter	Internet service is too expensive for the practice	0
Ambulatory Health Care Facility	The practice can connect to the internet using a Smartphone	0
Behavioral Health Facility	The practice can connect to the internet using a Smartphone (iPhone,	0

	BlackBerry, Droid, Palm, etc.)	
Dental Facility	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
FQHC or RHC	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Home health agency	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Hospital	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Long Term Care Facility	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Pediatric Care Facility	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Other Medical Office	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Pharmacy	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Shelter	The practice can connect to the internet using a Smartphone (iPhone, BlackBerry, Droid, Palm, etc.)	0
Ambulatory Health Care Facility	The practice does not need the internet	0
Behavioral Health Facility	The practice does not need the internet	0
Dental Facility	The practice does not need the internet	0
FQHC or RHC	The practice does not need the internet	0
Home health agency	The practice does not need the internet	0
Hospital	The practice does not need the internet	0
Long Term Care Facility	The practice does not need the internet	1
Pediatric Care Facility	The practice does not need the internet	0
Other Medical Office	The practice does not need the internet	0
Pharmacy	The practice does not need the internet	0
Shelter	The practice does not need the internet	0

4/34. What is the main reason your practice computer(s) is not connected to the internet?

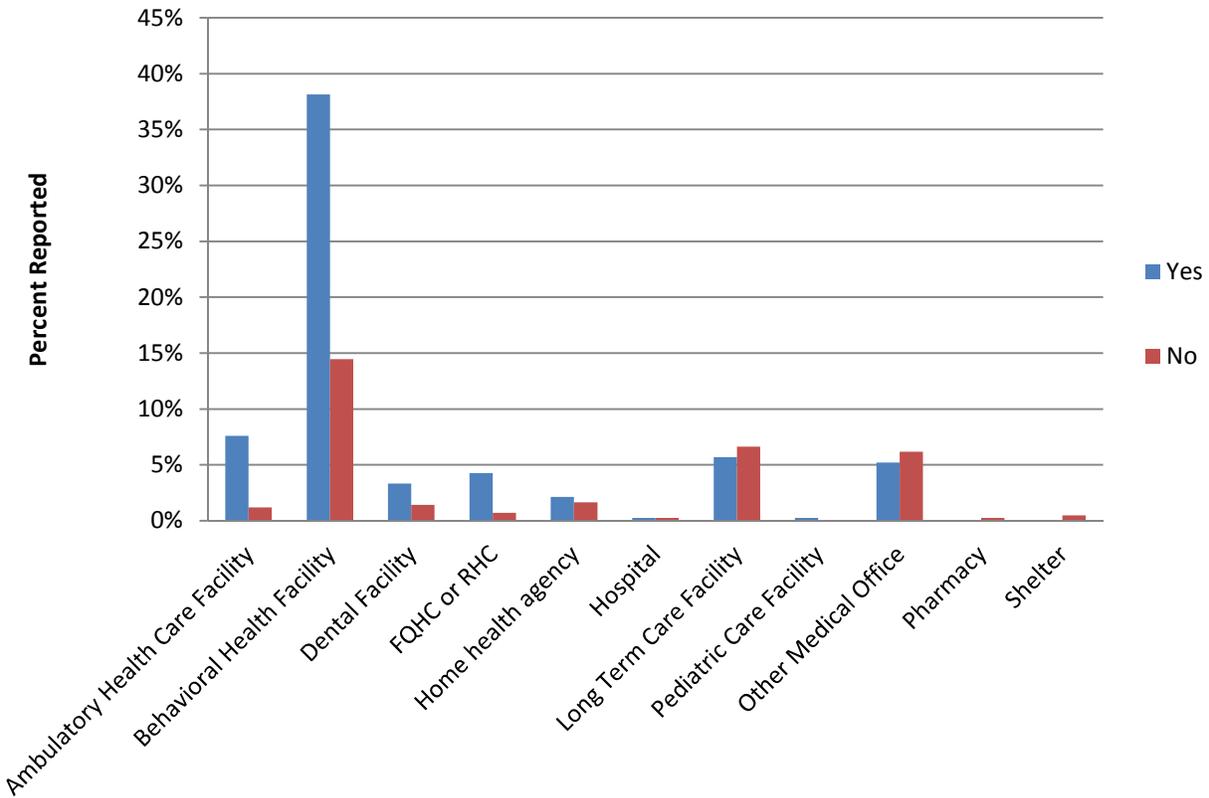


15/34. Does your practice utilize an e-prescription system?

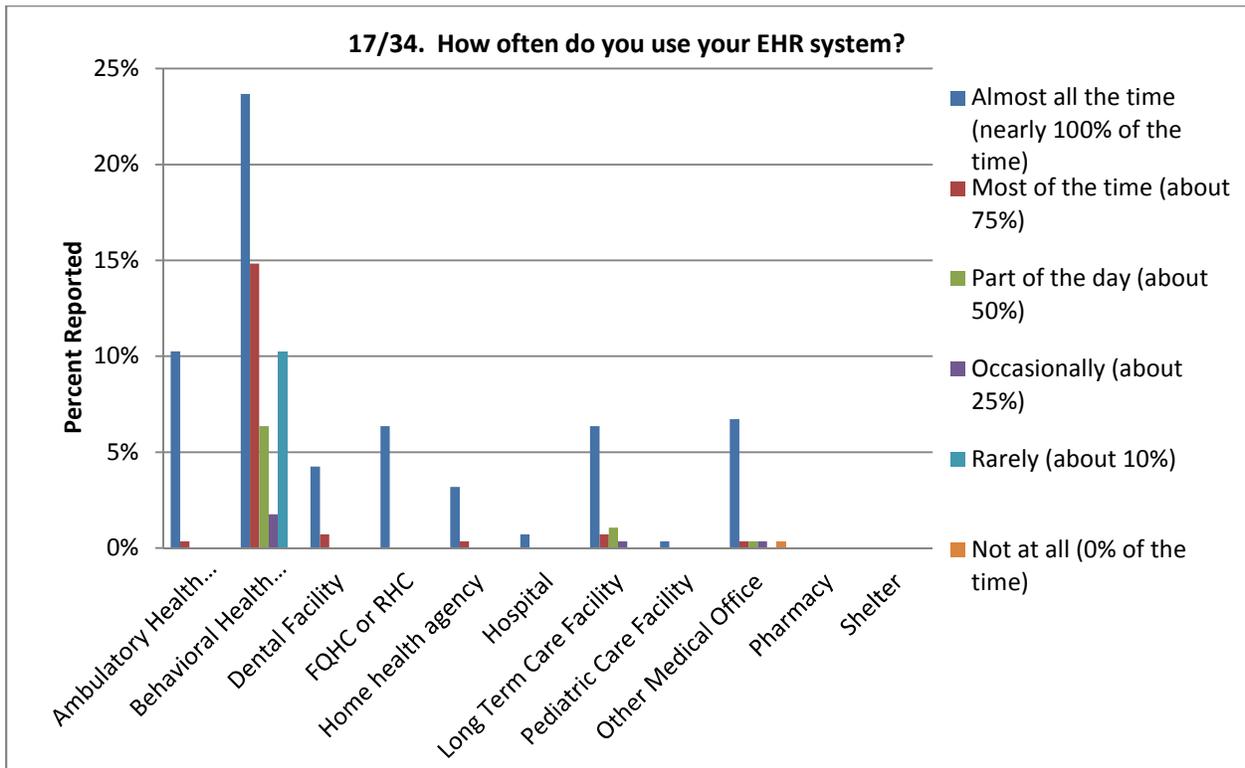


34. Which of the following broad categories best describes your practice?	15. Does your practice utilize an e-prescription system?	Responses
Ambulatory Health Care Facility	Yes	31
Behavioral Health Facility	Yes	38
Dental Facility	Yes	3
FQHC or RHC	Yes	18
Home health agency	Yes	0
Hospital	Yes	1
Long Term Care Facility	Yes	7
Pediatric Care Facility	Yes	1
Other Medical Office	Yes	15
Pharmacy	Yes	1
Shelter	Yes	0
Ambulatory Health Care Facility	No	6
Behavioral Health Facility	No	183
Dental Facility	No	17
FQHC or RHC	No	3
Home health agency	No	16
Hospital	No	2
Long Term Care Facility	No	45
Pediatric Care Facility	No	0
Other Medical Office	No	34
Pharmacy	No	0
Shelter	No	2

16/34. Does your practice location currently have an electronic health record/system (EHR) installed and in use?

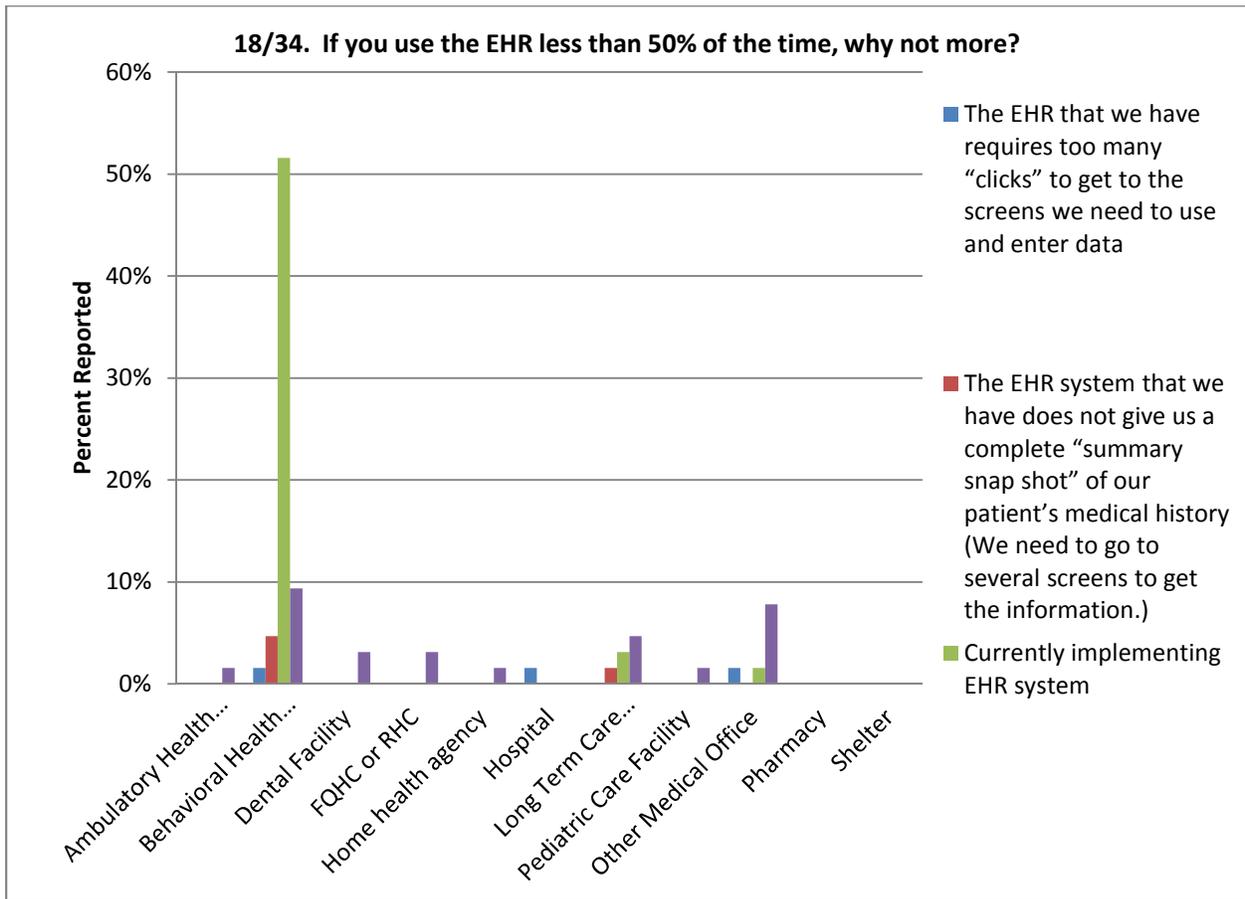


34. Which of the following broad categories best describes your practice?	16. Does your practice location currently have an electronic health record/system (EHR) installed and in use?	Responses
Ambulatory Health Care Facility	Yes	32
Behavioral Health Facility	Yes	161
Dental Facility	Yes	14
FQHC or RHC	Yes	18
Home health agency	Yes	9
Hospital	Yes	1
Long Term Care Facility	Yes	24
Pediatric Care Facility	Yes	1
Other Medical Office	Yes	22
Pharmacy	Yes	0
Shelter	Yes	0
Ambulatory Health Care Facility	No	5
Behavioral Health Facility	No	61
Dental Facility	No	6
FQHC or RHC	No	3
Home health agency	No	7
Hospital	No	1
Long Term Care Facility	No	28
Pediatric Care Facility	No	0
Other Medical Office	No	26
Pharmacy	No	1
Shelter	No	2



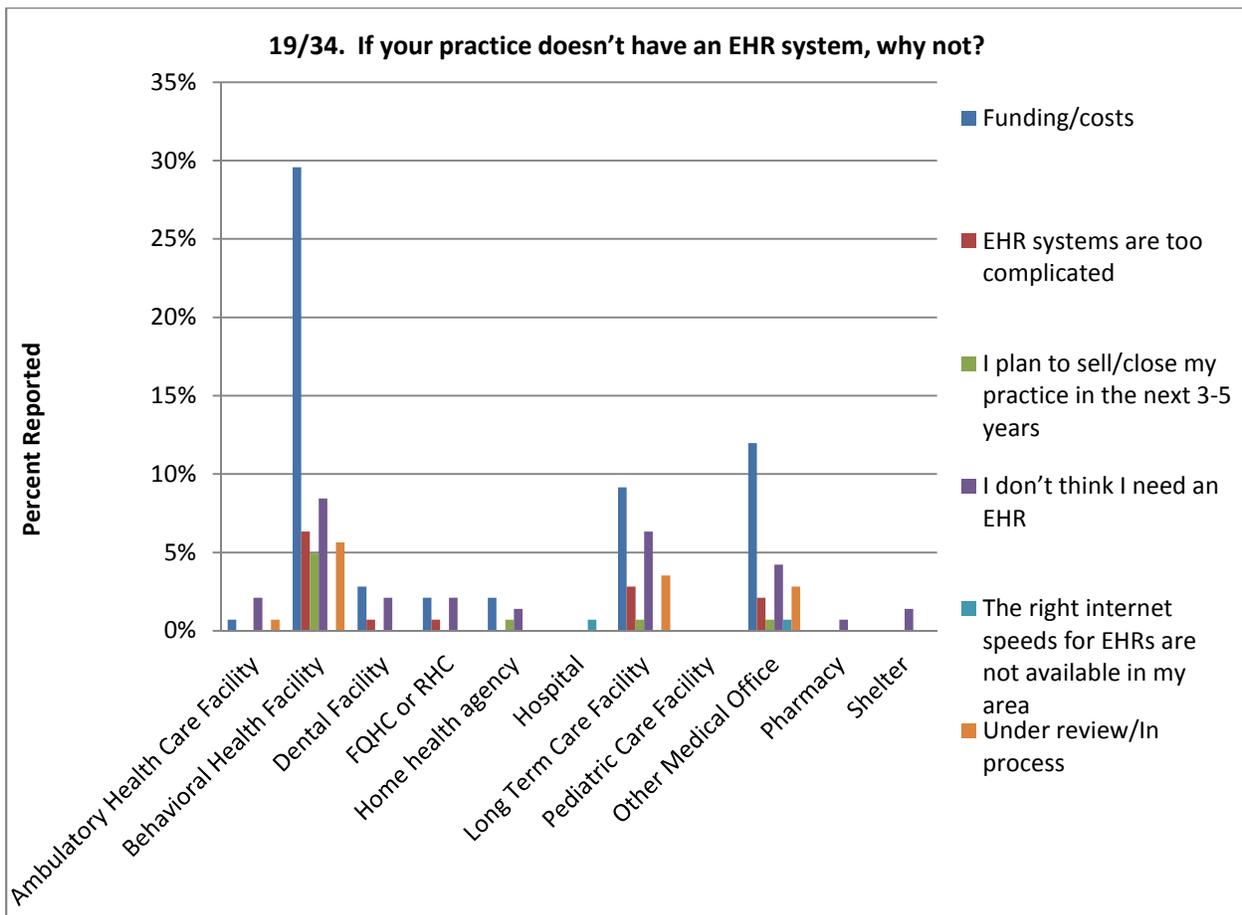
34. Which of the following broad categories best describes your practice?	17. How often do you use your EHR system?	Responses
Ambulatory Health Care Facility	Almost all the time (nearly 100% of the time)	29
Behavioral Health Facility	Almost all the time (nearly 100% of the time)	67
Dental Facility	Almost all the time (nearly 100% of the time)	12
FQHC or RHC	Almost all the time (nearly 100% of the time)	18
Home health agency	Almost all the time (nearly 100% of the time)	9
Hospital	Almost all the time (nearly 100% of the time)	2
Long Term Care Facility	Almost all the time (nearly 100% of the time)	18
Pediatric Care Facility	Almost all the time (nearly 100% of the time)	1
Other Medical Office	Almost all the time (nearly 100% of the time)	19
Pharmacy	Almost all the time (nearly 100% of the time)	0
Shelter	Almost all the time (nearly 100% of the time)	0
Ambulatory Health Care Facility	Most of the time (about 75%)	1
Behavioral Health Facility	Most of the time (about 75%)	42
Dental Facility	Most of the time (about 75%)	2
FQHC or RHC	Most of the time (about 75%)	0
Home health agency	Most of the time (about 75%)	1
Hospital	Most of the time (about 75%)	0
Long Term Care Facility	Most of the time (about 75%)	2
Pediatric Care Facility	Most of the time (about 75%)	0
Other Medical Office	Most of the time (about 75%)	1
Pharmacy	Most of the time (about 75%)	0
Shelter	Most of the time (about 75%)	0
Ambulatory Health Care Facility	Part of the day (about 50%)	0
Behavioral Health Facility	Part of the day (about 50%)	18
Dental Facility	Part of the day (about 50%)	0
FQHC or RHC	Part of the day (about 50%)	0
Home health agency	Part of the day (about 50%)	0
Hospital	Part of the day (about 50%)	0
Long Term Care Facility	Part of the day (about 50%)	3

Pediatric Care Facility	Part of the day (about 50%)	0
Other Medical Office	Part of the day (about 50%)	1
Pharmacy	Part of the day (about 50%)	0
Shelter	Part of the day (about 50%)	0
Ambulatory Health Care Facility	Occasionally (about 25%)	0
Behavioral Health Facility	Occasionally (about 25%)	5
Dental Facility	Occasionally (about 25%)	0
FQHC or RHC	Occasionally (about 25%)	0
Home health agency	Occasionally (about 25%)	0
Hospital	Occasionally (about 25%)	0
Long Term Care Facility	Occasionally (about 25%)	1
Pediatric Care Facility	Occasionally (about 25%)	0
Other Medical Office	Occasionally (about 25%)	1
Pharmacy	Occasionally (about 25%)	0
Shelter	Occasionally (about 25%)	0
Ambulatory Health Care Facility	Rarely (about 10%)	0
Behavioral Health Facility	Rarely (about 10%)	29
Dental Facility	Rarely (about 10%)	0
FQHC or RHC	Rarely (about 10%)	0
Home health agency	Rarely (about 10%)	0
Hospital	Rarely (about 10%)	0
Long Term Care Facility	Rarely (about 10%)	0
Pediatric Care Facility	Rarely (about 10%)	0
Other Medical Office	Rarely (about 10%)	0
Pharmacy	Rarely (about 10%)	0
Shelter	Rarely (about 10%)	0
Ambulatory Health Care Facility	Not at all (0% of the time)	0
Behavioral Health Facility	Not at all (0% of the time)	0
Dental Facility	Not at all (0% of the time)	0
FQHC or RHC	Not at all (0% of the time)	0
Home health agency	Not at all (0% of the time)	0
Hospital	Not at all (0% of the time)	0
Long Term Care Facility	Not at all (0% of the time)	0
Pediatric Care Facility	Not at all (0% of the time)	0
Other Medical Office	Not at all (0% of the time)	1
Pharmacy	Not at all (0% of the time)	0
Shelter	Not at all (0% of the time)	0



34. Which of the following broad categories best describes your practice?	18. If you use the EHR less than 50% of the time, why not more?	Responses
Ambulatory Health Care Facility	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
Behavioral Health Facility	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	1
Dental Facility	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
FQHC or RHC	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
Home health agency	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
Hospital	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	1
Long Term Care Facility	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
Pediatric Care Facility	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
Other Medical Office	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	1
Pharmacy	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
Shelter	The EHR that we have requires too many "clicks" to get to the screens we need to use and enter data	0
Ambulatory Health Care Facility	The EHR system that we have does not give us a complete "summary snap shot" of our patient's medical history (We need to go to several screens to get the information.)	0
Behavioral Health Facility	The EHR system that we have does not give us a complete "summary	3

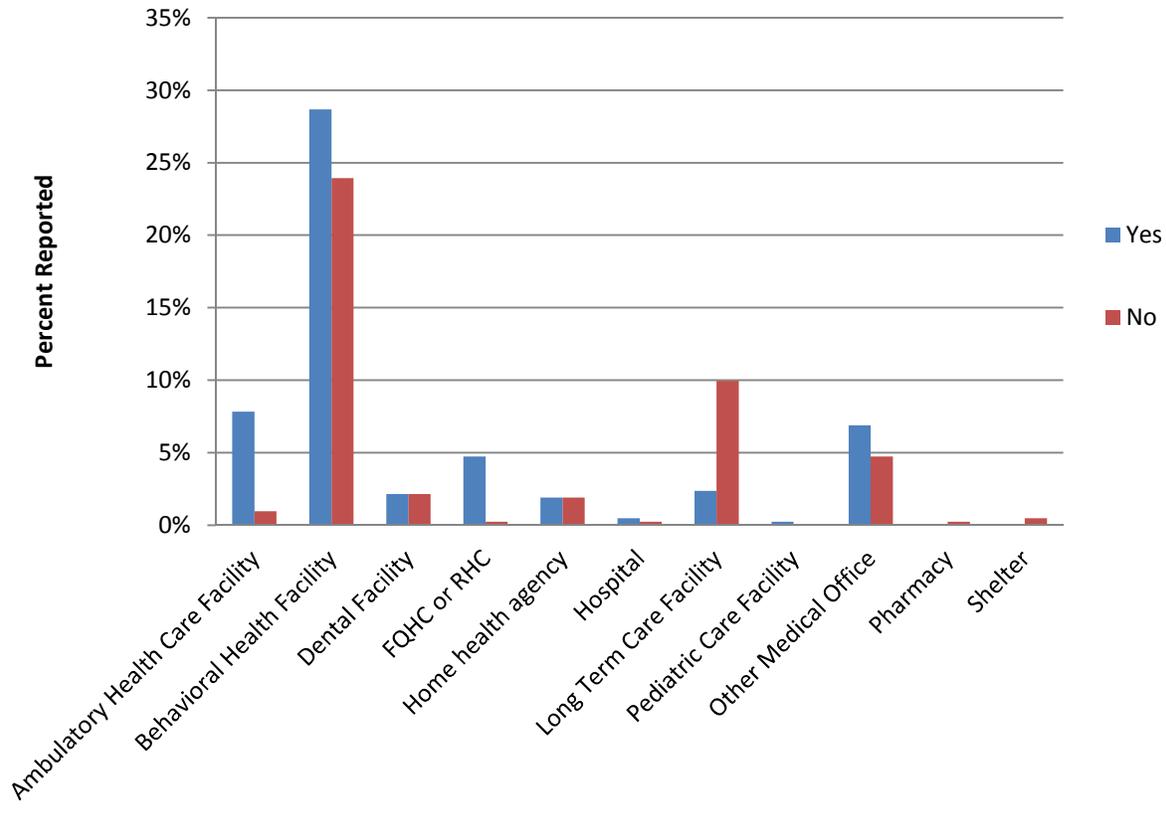
	snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	
Dental Facility	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
FQHC or RHC	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
Home health agency	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
Hospital	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
Long Term Care Facility	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	1
Pediatric Care Facility	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
Other Medical Office	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
Pharmacy	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
Shelter	The EHR system that we have does not give us a complete “summary snap shot” of our patient’s medical history (We need to go to several screens to get the information.)	0
Ambulatory Health Care Facility	Currently implementing EHR system	0
Behavioral Health Facility	Currently implementing EHR system	33
Dental Facility	Currently implementing EHR system	0
FQHC or RHC	Currently implementing EHR system	0
Home health agency	Currently implementing EHR system	0
Hospital	Currently implementing EHR system	0
Long Term Care Facility	Currently implementing EHR system	2
Pediatric Care Facility	Currently implementing EHR system	0
Other Medical Office	Currently implementing EHR system	1
Pharmacy	Currently implementing EHR system	0
Shelter	Currently implementing EHR system	0
Ambulatory Health Care Facility	N/A	1
Behavioral Health Facility	N/A	6
Dental Facility	N/A	2
FQHC or RHC	N/A	2
Home health agency	N/A	1
Hospital	N/A	0
Long Term Care Facility	N/A	3
Pediatric Care Facility	N/A	1
Other Medical Office	N/A	5
Pharmacy	N/A	0
Shelter	N/A	0



34. Which of the following broad categories best describes your practice?	19. If your practice doesn't have an EHR system, why not?	Responses
Ambulatory Health Care Facility	Funding/costs	1
Behavioral Health Facility	Funding/costs	42
Dental Facility	Funding/costs	4
FQHC or RHC	Funding/costs	3
Home health agency	Funding/costs	3
Hospital	Funding/costs	0
Long Term Care Facility	Funding/costs	13
Pediatric Care Facility	Funding/costs	0
Other Medical Office	Funding/costs	17
Pharmacy	Funding/costs	0
Shelter	Funding/costs	0
Ambulatory Health Care Facility	EHR systems are too complicated	0
Behavioral Health Facility	EHR systems are too complicated	9
Dental Facility	EHR systems are too complicated	1
FQHC or RHC	EHR systems are too complicated	1
Home health agency	EHR systems are too complicated	0
Hospital	EHR systems are too complicated	0
Long Term Care Facility	EHR systems are too complicated	4
Pediatric Care Facility	EHR systems are too complicated	0
Other Medical Office	EHR systems are too complicated	3
Pharmacy	EHR systems are too complicated	0
Shelter	EHR systems are too complicated	0
Ambulatory Health Care Facility	I plan to sell/close my practice in the next 3-5 years	0
Behavioral Health Facility	I plan to sell/close my practice in the next 3-5 years	7
Dental Facility	I plan to sell/close my practice in the next 3-5 years	0

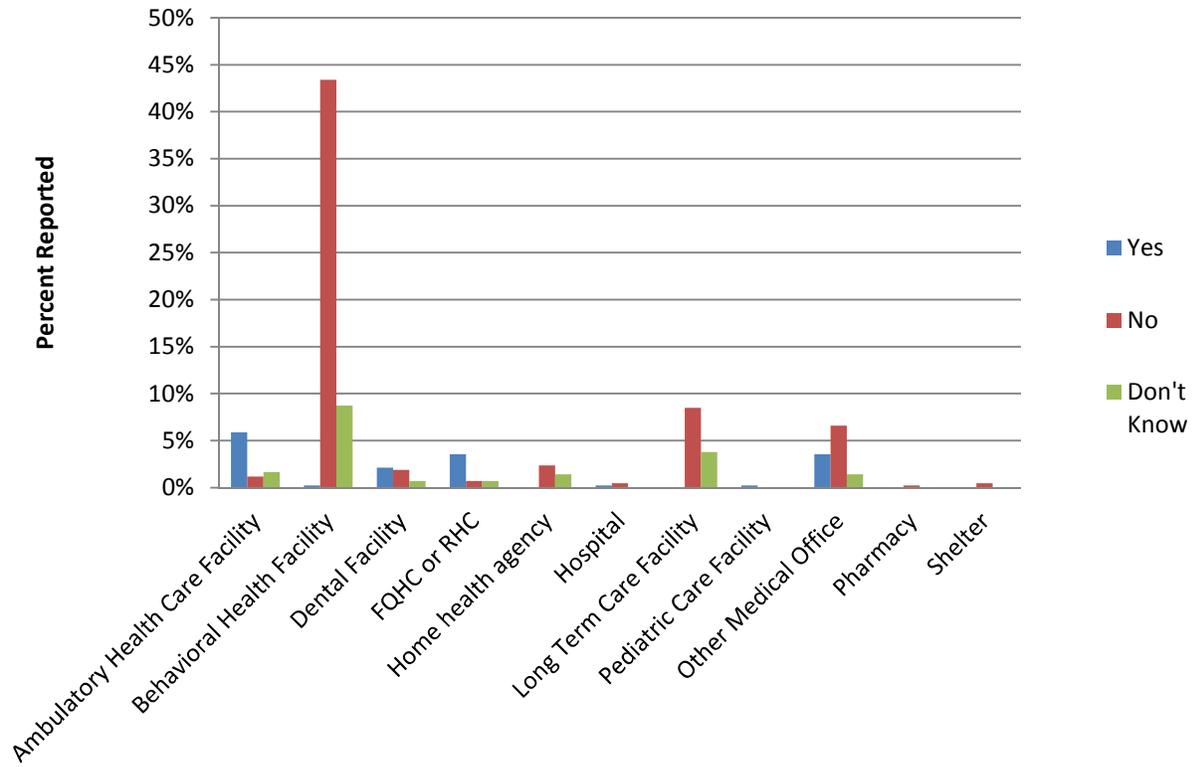
FQHC or RHC	I plan to sell/close my practice in the next 3-5 years	0
Home health agency	I plan to sell/close my practice in the next 3-5 years	1
Hospital	I plan to sell/close my practice in the next 3-5 years	0
Long Term Care Facility	I plan to sell/close my practice in the next 3-5 years	1
Pediatric Care Facility	I plan to sell/close my practice in the next 3-5 years	0
Other Medical Office	I plan to sell/close my practice in the next 3-5 years	1
Pharmacy	I plan to sell/close my practice in the next 3-5 years	0
Shelter	I plan to sell/close my practice in the next 3-5 years	0
Ambulatory Health Care Facility	I don't think I need an EHR	3
Behavioral Health Facility	I don't think I need an EHR	12
Dental Facility	I don't think I need an EHR	3
FQHC or RHC	I don't think I need an EHR	3
Home health agency	I don't think I need an EHR	2
Hospital	I don't think I need an EHR	0
Long Term Care Facility	I don't think I need an EHR	9
Pediatric Care Facility	I don't think I need an EHR	0
Other Medical Office	I don't think I need an EHR	6
Pharmacy	I don't think I need an EHR	1
Shelter	I don't think I need an EHR	2
Ambulatory Health Care Facility	The right internet speeds for EHRs are not available in my area	0
Behavioral Health Facility	The right internet speeds for EHRs are not available in my area	0
Dental Facility	The right internet speeds for EHRs are not available in my area	0
FQHC or RHC	The right internet speeds for EHRs are not available in my area	0
Home health agency	The right internet speeds for EHRs are not available in my area	0
Hospital	The right internet speeds for EHRs are not available in my area	1
Long Term Care Facility	The right internet speeds for EHRs are not available in my area	0
Pediatric Care Facility	The right internet speeds for EHRs are not available in my area	0
Other Medical Office	The right internet speeds for EHRs are not available in my area	1
Pharmacy	The right internet speeds for EHRs are not available in my area	0
Shelter	The right internet speeds for EHRs are not available in my area	0
Ambulatory Health Care Facility	Under review/In process	1
Behavioral Health Facility	Under review/In process	8
Dental Facility	Under review/In process	0
FQHC or RHC	Under review/In process	0
Home health agency	Under review/In process	0
Hospital	Under review/In process	0
Long Term Care Facility	Under review/In process	5
Pediatric Care Facility	Under review/In process	0
Other Medical Office	Under review/In process	4
Pharmacy	Under review/In process	0
Shelter	Under review/In process	0

20/34. Have you heard about the Medicaid/Medicare EHR Incentive payment programs for Meaningful Use?



34. Which of the following broad categories best describes your practice?	20. Have you heard about the Medicaid/Medicare EHR Incentive payment programs for Meaningful Use?	Responses
Ambulatory Health Care Facility	Yes	33
Behavioral Health Facility	Yes	121
Dental Facility	Yes	9
FQHC or RHC	Yes	20
Home health agency	Yes	8
Hospital	Yes	2
Long Term Care Facility	Yes	10
Pediatric Care Facility	Yes	1
Other Medical Office	Yes	29
Pharmacy	Yes	0
Shelter	Yes	0
Ambulatory Health Care Facility	No	4
Behavioral Health Facility	No	101
Dental Facility	No	9
FQHC or RHC	No	1
Home health agency	No	8
Hospital	No	1
Long Term Care Facility	No	42
Pediatric Care Facility	No	0
Other Medical Office	No	20
Pharmacy	No	1
Shelter	No	2

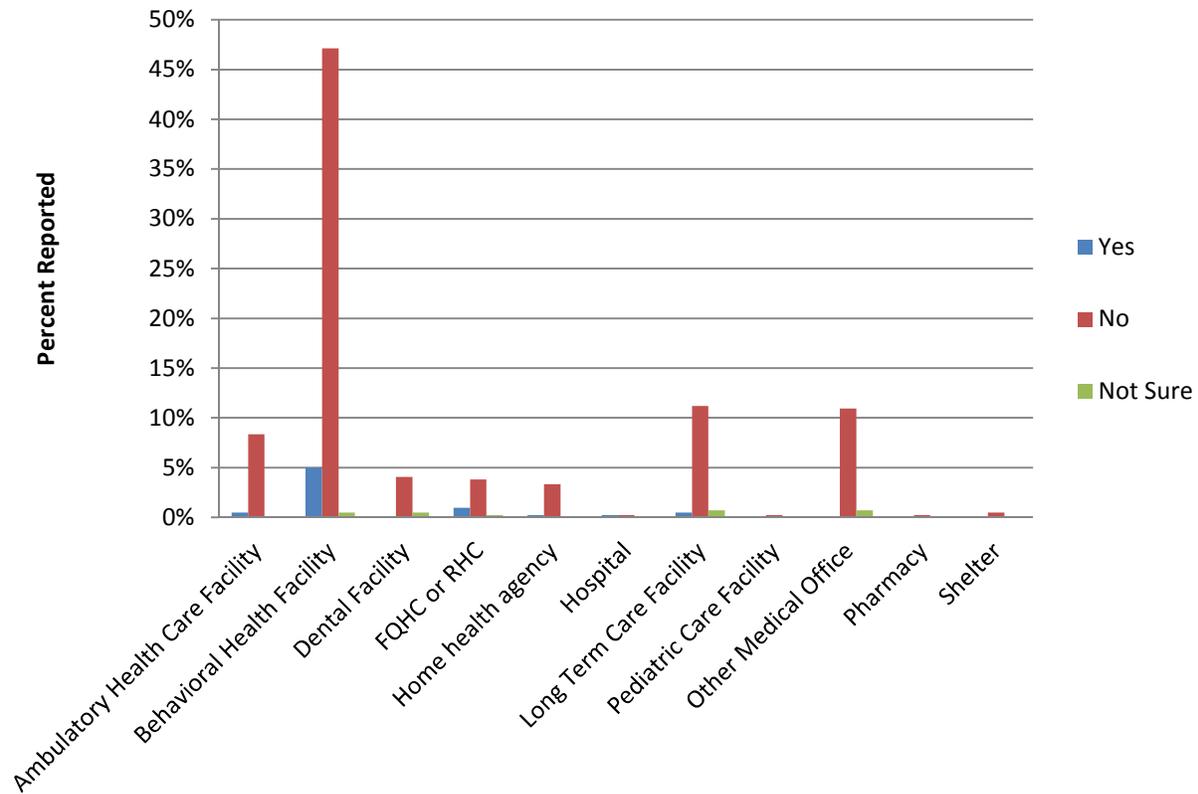
21/34. Have any of the professionals at your practice location participated in the EHR incentive payment program with Medicaid or Medicare?



34. Which of the following broad categories best describes your practice?	21. Have any of the professionals at your practice location participated in the EHR incentive payment program with Medicaid or Medicare?	Responses
Ambulatory Health Care Facility	Yes	25
Behavioral Health Facility	Yes	1
Dental Facility	Yes	9
FQHC or RHC	Yes	15
Home health agency	Yes	0
Hospital	Yes	1
Long Term Care Facility	Yes	0
Pediatric Care Facility	Yes	1
Other Medical Office	Yes	15
Pharmacy	Yes	0
Shelter	Yes	0
Ambulatory Health Care Facility	No	5
Behavioral Health Facility	No	184
Dental Facility	No	8
FQHC or RHC	No	3
Home health agency	No	10
Hospital	No	2
Long Term Care Facility	No	36
Pediatric Care Facility	No	0
Other Medical Office	No	28
Pharmacy	No	1
Shelter	No	2
Ambulatory Health Care Facility	Don't Know	7
Behavioral Health Facility	Don't Know	37
Dental Facility	Don't Know	3

FQHC or RHC	Don't Know	3
Home health agency	Don't Know	6
Hospital	Don't Know	0
Long Term Care Facility	Don't Know	16
Pediatric Care Facility	Don't Know	0
Other Medical Office	Don't Know	6
Pharmacy	Don't Know	0
Shelter	Don't Know	0

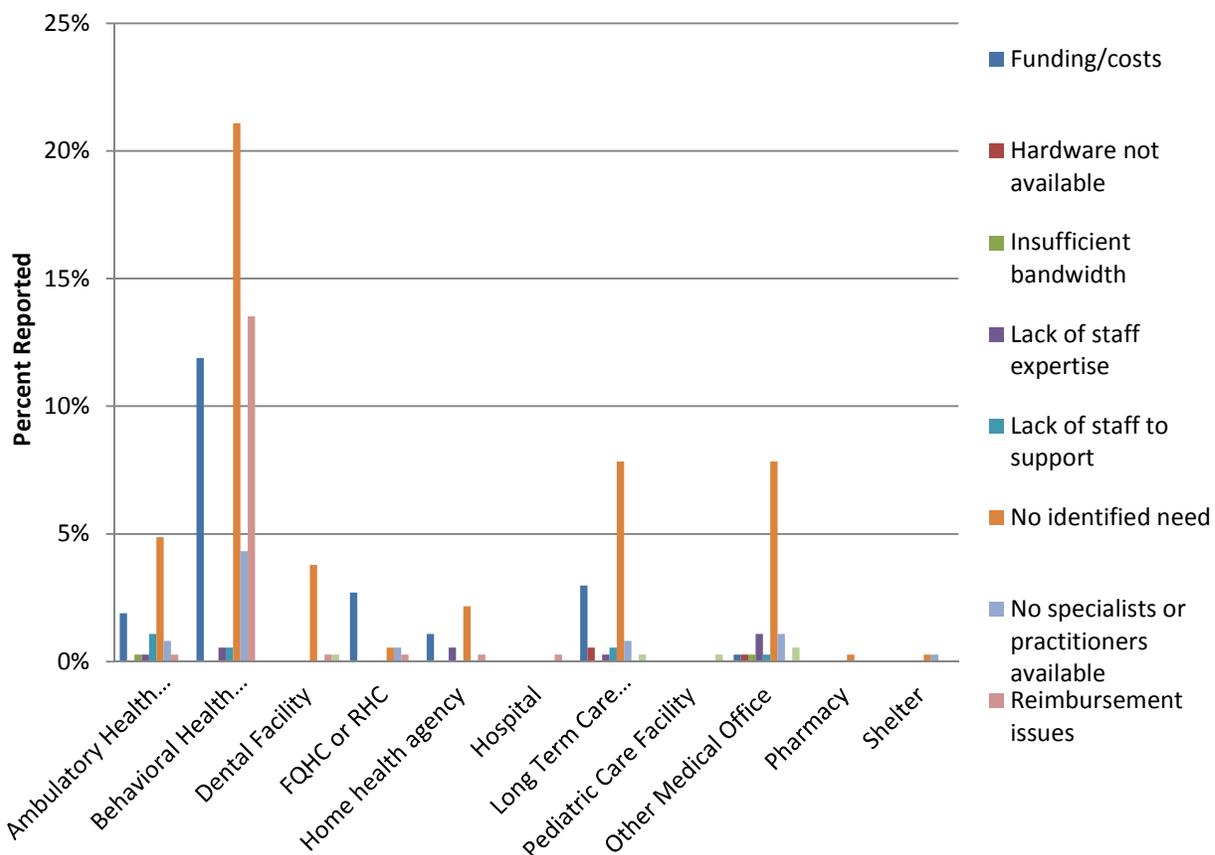
24/34. Does your practice provide telemedicine services?



34. Which of the following broad categories best describes your practice?	Does your practice provide telemedicine services?	Responses
Ambulatory Health Care Facility	Yes	2
Behavioral Health Facility	Yes	21
Dental Facility	Yes	0
FQHC or RHC	Yes	4
Home health agency	Yes	1
Hospital	Yes	1
Long Term Care Facility	Yes	2
Pediatric Care Facility	Yes	0
Other Medical Office	Yes	0
Pharmacy	Yes	0
Shelter	Yes	0
Ambulatory Health Care Facility	No	35
Behavioral Health Facility	No	198
Dental Facility	No	17
FQHC or RHC	No	16
Home health agency	No	14
Hospital	No	1
Long Term Care Facility	No	47
Pediatric Care Facility	No	1
Other Medical Office	No	46
Pharmacy	No	1
Shelter	No	2
Ambulatory Health Care Facility	Not Sure	0
Behavioral Health Facility	Not Sure	2
Dental Facility	Not Sure	2
FQHC or RHC	Not Sure	1

Home health agency	Not Sure	0
Hospital	Not Sure	0
Long Term Care Facility	Not Sure	3
Pediatric Care Facility	Not Sure	0
Other Medical Office	Not Sure	3
Pharmacy	Not Sure	0
Shelter	Not Sure	0

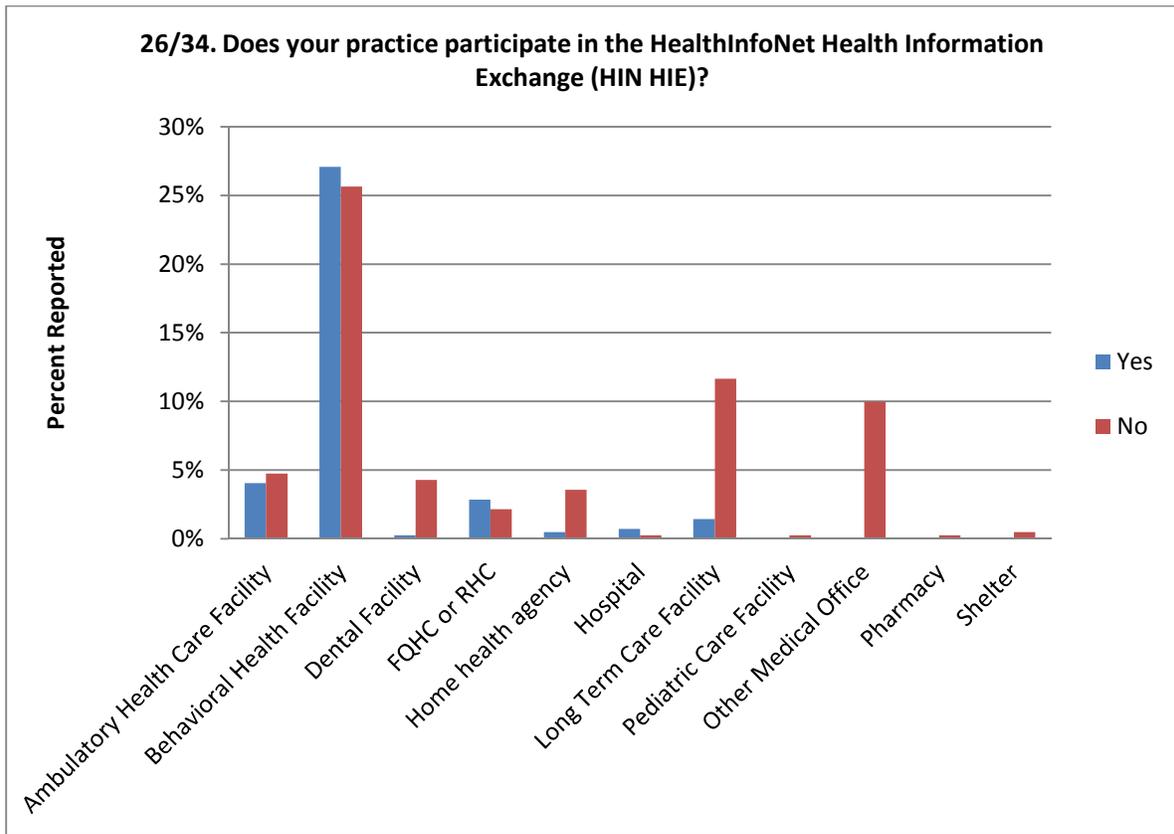
25/34. Why doesn't your practice provide telemedicine services?



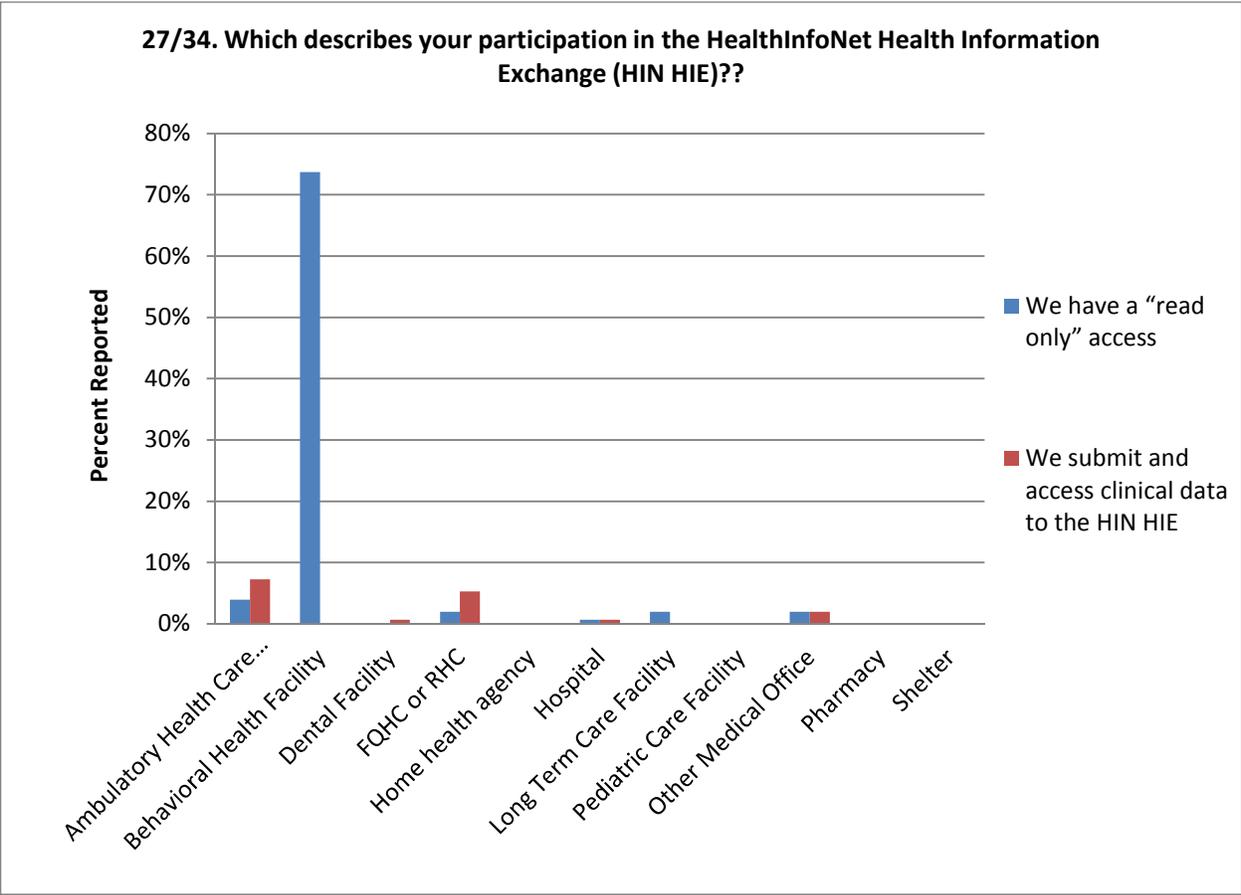
34. Which of the following broad categories best describes your practice?	25. Why doesn't your practice provide telemedicine services?	Responses
Ambulatory Health Care Facility	Funding/costs	7
Behavioral Health Facility	Funding/costs	44
Dental Facility	Funding/costs	0
FQHC or RHC	Funding/costs	10
Home health agency	Funding/costs	4
Hospital	Funding/costs	0
Long Term Care Facility	Funding/costs	11
Pediatric Care Facility	Funding/costs	0
Other Medical Office	Funding/costs	1
Pharmacy	Funding/costs	0
Shelter	Funding/costs	0
Ambulatory Health Care Facility	Hardware not available	0
Behavioral Health Facility	Hardware not available	0
Dental Facility	Hardware not available	0
FQHC or RHC	Hardware not available	0
Home health agency	Hardware not available	0
Hospital	Hardware not available	0
Long Term Care Facility	Hardware not available	2
Pediatric Care Facility	Hardware not available	0
Other Medical Office	Hardware not available	1
Pharmacy	Hardware not available	0
Shelter	Hardware not available	0
Ambulatory Health Care Facility	Insufficient bandwidth	1
Behavioral Health Facility	Insufficient bandwidth	0

Dental Facility	Insufficient bandwidth	0
FQHC or RHC	Insufficient bandwidth	0
Home health agency	Insufficient bandwidth	0
Hospital	Insufficient bandwidth	0
Long Term Care Facility	Insufficient bandwidth	0
Pediatric Care Facility	Insufficient bandwidth	0
Other Medical Office	Insufficient bandwidth	1
Pharmacy	Insufficient bandwidth	0
Shelter	Insufficient bandwidth	0
Ambulatory Health Care Facility	Lack of staff expertise	1
Behavioral Health Facility	Lack of staff expertise	2
Dental Facility	Lack of staff expertise	0
FQHC or RHC	Lack of staff expertise	0
Home health agency	Lack of staff expertise	2
Hospital	Lack of staff expertise	0
Long Term Care Facility	Lack of staff expertise	1
Pediatric Care Facility	Lack of staff expertise	0
Other Medical Office	Lack of staff expertise	4
Pharmacy	Lack of staff expertise	0
Shelter	Lack of staff expertise	0
Ambulatory Health Care Facility	Lack of staff to support	4
Behavioral Health Facility	Lack of staff to support	2
Dental Facility	Lack of staff to support	0
FQHC or RHC	Lack of staff to support	0
Home health agency	Lack of staff to support	0
Hospital	Lack of staff to support	0
Long Term Care Facility	Lack of staff to support	2
Pediatric Care Facility	Lack of staff to support	0
Other Medical Office	Lack of staff to support	1
Pharmacy	Lack of staff to support	0
Shelter	Lack of staff to support	0
Ambulatory Health Care Facility	No identified need	18
Behavioral Health Facility	No identified need	78
Dental Facility	No identified need	14
FQHC or RHC	No identified need	2
Home health agency	No identified need	8
Hospital	No identified need	0
Long Term Care Facility	No identified need	29
Pediatric Care Facility	No identified need	0
Other Medical Office	No identified need	29
Pharmacy	No identified need	1
Shelter	No identified need	1
Ambulatory Health Care Facility	No specialists or practitioners available	3
Behavioral Health Facility	No specialists or practitioners available	16
Dental Facility	No specialists or practitioners available	0
FQHC or RHC	No specialists or practitioners available	2
Home health agency	No specialists or practitioners available	0
Hospital	No specialists or practitioners available	0
Long Term Care Facility	No specialists or practitioners available	3
Pediatric Care Facility	No specialists or practitioners available	0
Other Medical Office	No specialists or practitioners available	4
Pharmacy	No specialists or practitioners available	0
Shelter	No specialists or practitioners available	1
Ambulatory Health Care Facility	Reimbursement issues	1

Behavioral Health Facility	Reimbursement issues	50
Dental Facility	Reimbursement issues	1
FQHC or RHC	Reimbursement issues	1
Home health agency	Reimbursement issues	1
Hospital	Reimbursement issues	1
Long Term Care Facility	Reimbursement issues	0
Pediatric Care Facility	Reimbursement issues	0
Other Medical Office	Reimbursement issues	0
Pharmacy	Reimbursement issues	0
Shelter	Reimbursement issues	0
Ambulatory Health Care Facility	Don't Know	0
Behavioral Health Facility	Don't Know	0
Dental Facility	Don't Know	1
FQHC or RHC	Don't Know	0
Home health agency	Don't Know	0
Hospital	Don't Know	0
Long Term Care Facility	Don't Know	1
Pediatric Care Facility	Don't Know	1
Other Medical Office	Don't Know	2
Pharmacy	Don't Know	0
Shelter	Don't Know	0



34. Which of the following broad categories best describes your practice?	26. Does your practice participate in the HealthInfoNet Health Information Exchange (HIN HIE)?	Responses
Ambulatory Health Care Facility	Yes	17
Behavioral Health Facility	Yes	114
Dental Facility	Yes	1
FQHC or RHC	Yes	12
Home health agency	Yes	2
Hospital	Yes	3
Long Term Care Facility	Yes	6
Pediatric Care Facility	Yes	0
Other Medical Office	Yes	0
Pharmacy	Yes	0
Shelter	Yes	0
Ambulatory Health Care Facility	No	20
Behavioral Health Facility	No	108
Dental Facility	No	18
FQHC or RHC	No	9
Home health agency	No	15
Hospital	No	1
Long Term Care Facility	No	49
Pediatric Care Facility	No	1
Other Medical Office	No	42
Pharmacy	No	1
Shelter	No	2

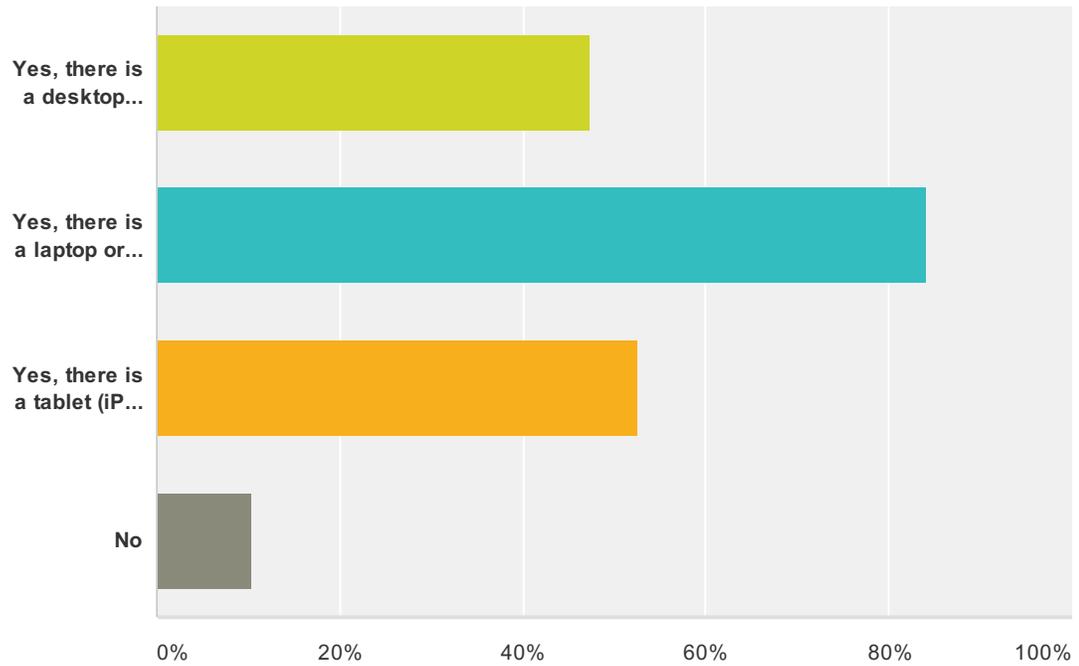


34. Which of the following broad categories best describes your practice?	27. Which describes your participation in the HealthInfoNet Health Information Exchange (HIN HIE)??	Responses
Ambulatory Health Care Facility	We have a "read only" access	6
Behavioral Health Facility	We have a "read only" access	112
Dental Facility	We have a "read only" access	0
FQHC or RHC	We have a "read only" access	3
Home health agency	We have a "read only" access	0
Hospital	We have a "read only" access	1
Long Term Care Facility	We have a "read only" access	3
Pediatric Care Facility	We have a "read only" access	0
Other Medical Office	We have a "read only" access	3
Pharmacy	We have a "read only" access	0
Shelter	We have a "read only" access	0
Ambulatory Health Care Facility	We submit and access clinical data to the HIN HIE	11
Behavioral Health Facility	We submit and access clinical data to the HIN HIE	0
Dental Facility	We submit and access clinical data to the HIN HIE	1
FQHC or RHC	We submit and access clinical data to the HIN HIE	8
Home health agency	We submit and access clinical data to the HIN HIE	0
Hospital	We submit and access clinical data to the HIN HIE	1
Long Term Care Facility	We submit and access clinical data to the HIN HIE	0
Pediatric Care Facility	We submit and access clinical data to the HIN HIE	0
Other Medical Office	We submit and access clinical data to the HIN HIE	3
Pharmacy	We submit and access clinical data to the HIN HIE	0
Shelter	We submit and access clinical data to the HIN HIE	0

Native Indian Tribes Residential Consumer Survey Results--2013

Q1 Is there a computer in your home? Check all that apply.

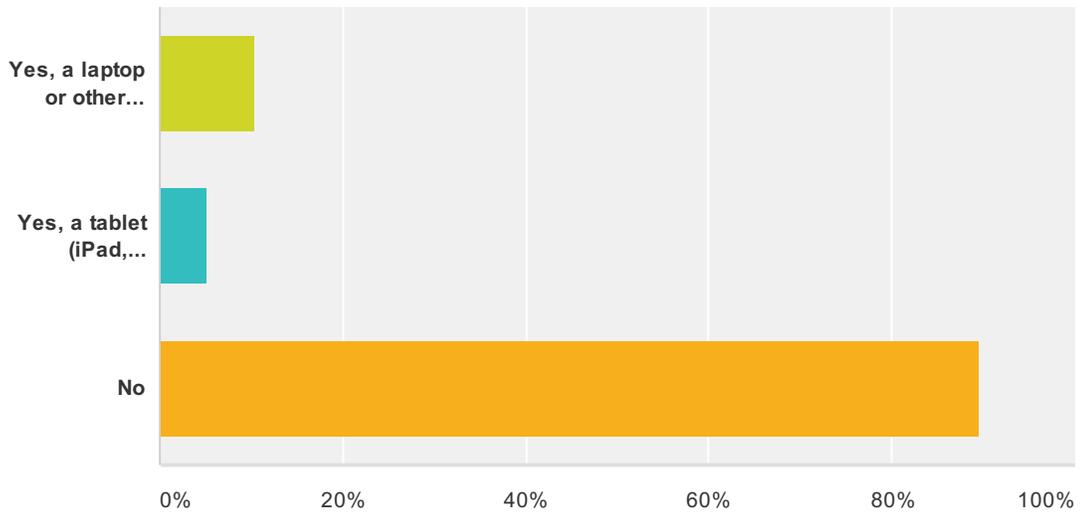
Answered: 19 Skipped: 0



Answer Choices	Responses
Yes, there is a desktop computer	47.37% 9
Yes, there is a laptop or other portable computer	84.21% 16
Yes, there is a tablet (iPad, TouchPad, Kindle, or other)	52.63% 10
No	10.53% 2
Total Respondents: 19	

**Q2 Is there a child in the household who brings a computer home from school?
Check all that apply.**

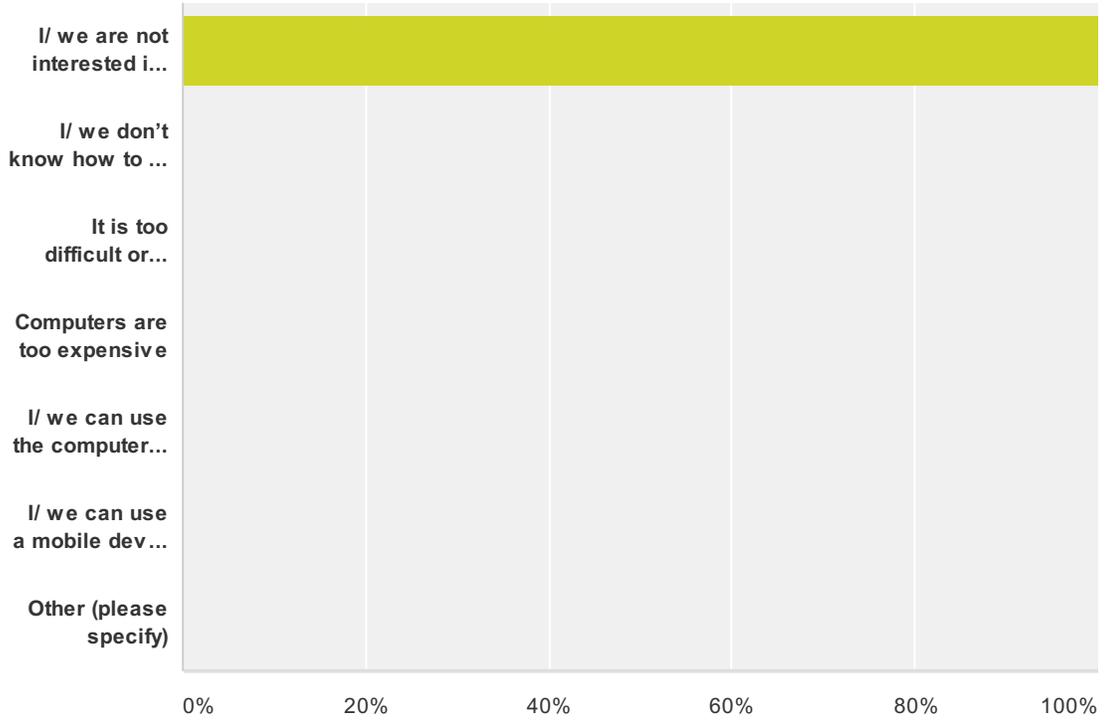
Answered: 19 Skipped: 0



Answer Choices	Responses
Yes, a laptop or other portable computer	10.53% 2
Yes, a tablet (iPad, TouchPad, Kindle, or other)	5.26% 1
No	89.47% 17
Total Respondents: 19	

**Q3 What is the main reason you (or others) do not have a computer in your home?
Please check only one answer.**

Answered: 2 Skipped: 17

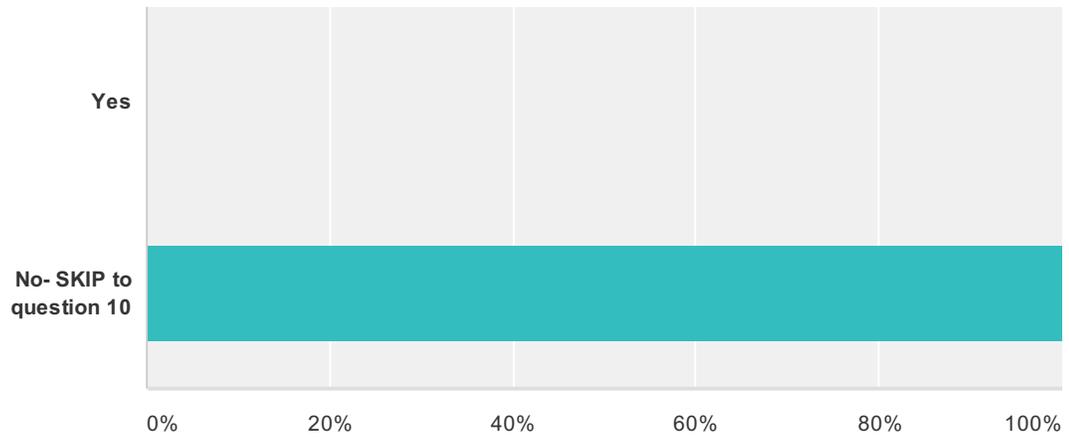


Answer Choices	Responses
I/ we are not interested in using or don't need a computer	100% 2
I/ we don't know how to use a computer that well	0% 0
It is too difficult or frustrating to use a computer	0% 0
Computers are too expensive	0% 0
I/ we can use the computer as much as needed somewhere else, like school, work, or the library	0% 0
I/ we can use a mobile device instead of a computer	0% 0
Other (please specify)	0% 0
Total	2

#	Other (please specify)	Date
	There are no responses.	

Q4 Would you (or others in your household) like to have a computer in your home?

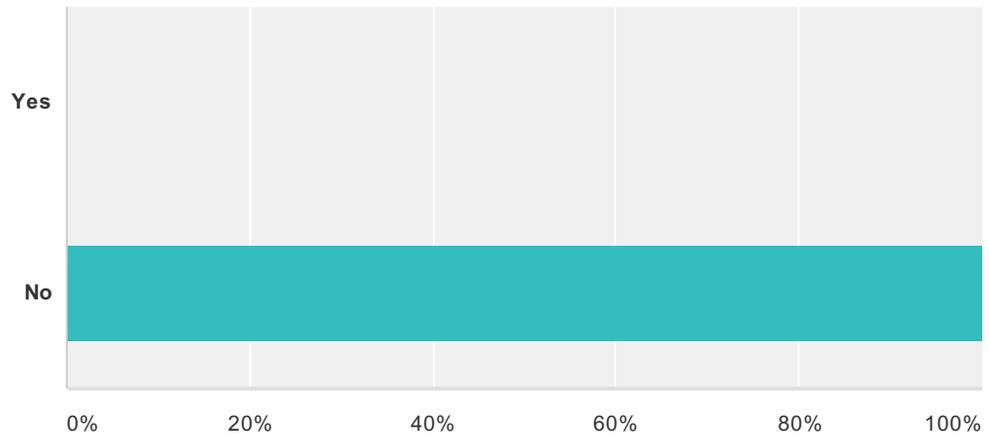
Answered: 2 Skipped: 17



Answer Choices	Responses
Yes	0%
No- SKIP to question 10	100%
Total	2

Q5 Do you (or others in your household) plan on getting a computer for use in your home in the next 12 months?

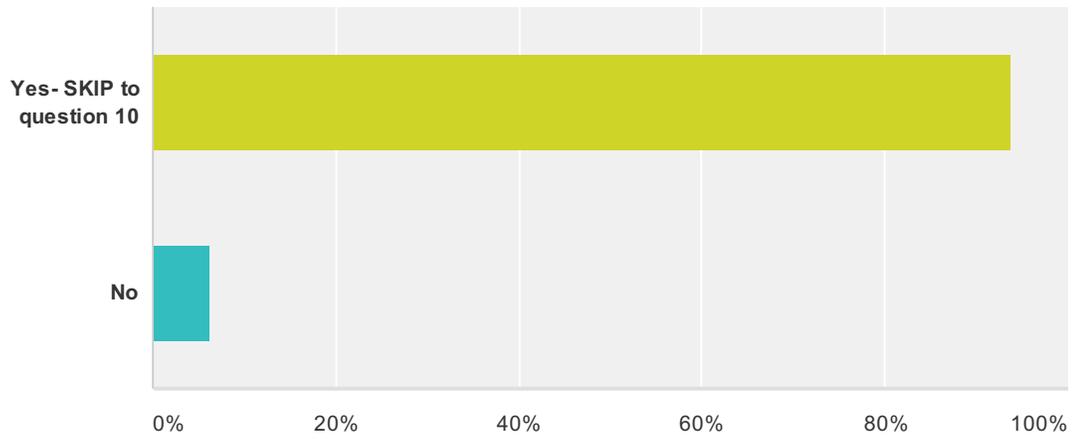
Answered: 1 Skipped: 18



Answer Choices	Responses
Yes	0% 0
No	100% 1
Total	1

Q6 Does anyone in your household use a computer to connect to the internet from your home?

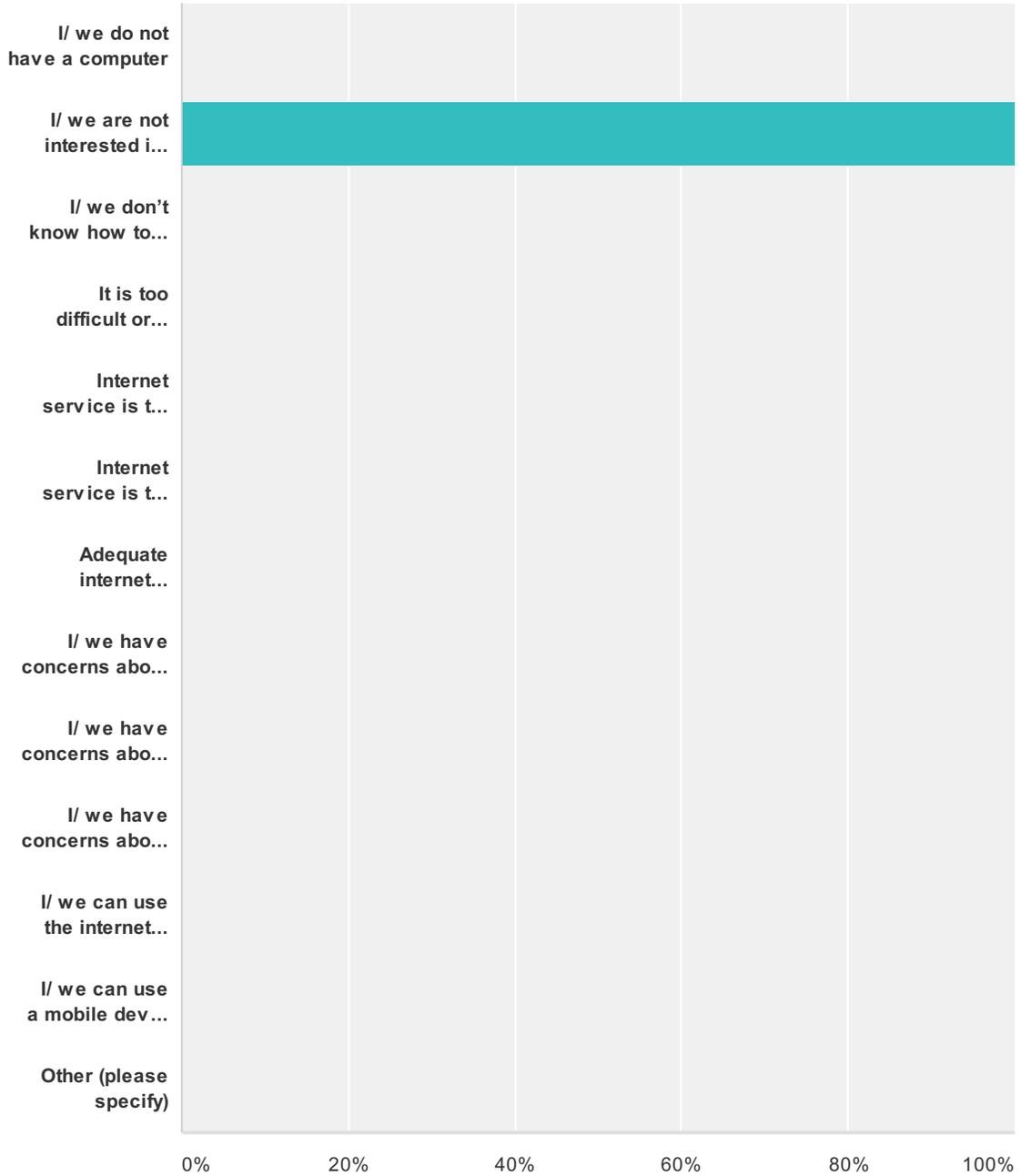
Answered: 16 Skipped: 3



Answer Choices	Responses	
Yes- SKIP to question 10	93.75%	15
No	6.25%	1
Total		16

**Q7 What is the main reason you (or others in your household) do not connect to the internet from a computer in your home?
Please check only one answer.**

Answered: 1 Skipped: 18



Answer Choices	Responses
I/ we do not have a computer	0% 0
I/ we are not interested in using the internet or don't need the internet	100% 1
I/ we don't know how to connect to the internet or use the internet	0% 0

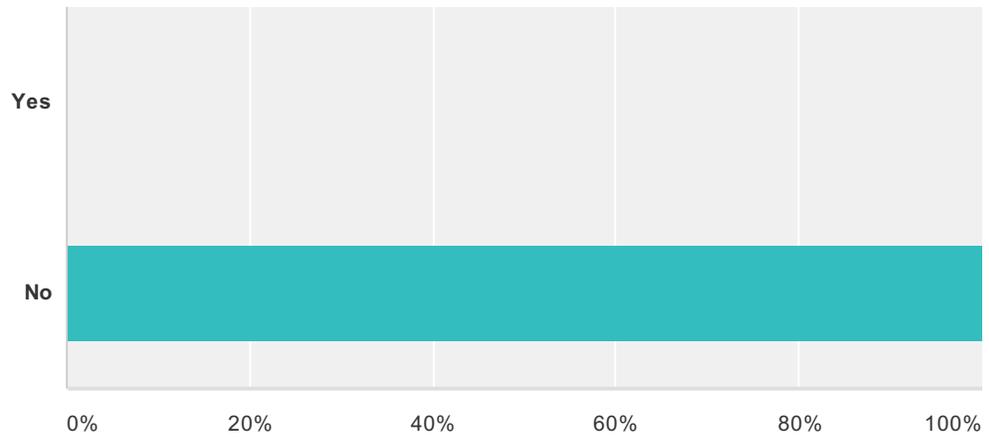
Internet Access Survey

It is too difficult or frustrating to use the internet	0%	0
Internet service is too expensive	0%	0
Internet service is too slow	0%	0
Adequate internet service is not available where I live	0%	0
I/ we have concerns about privacy or personal information using the internet	0%	0
I/ we have concerns about viruses, spam, or spyware	0%	0
I/ we have concerns about my/ our child using the internet	0%	0
I/ we can use the internet as much as needed somewhere else, like school, work, or the library	0%	0
I/ we can use a mobile device instead of a computer to connect to the internet	0%	0
Other (please specify)	0%	0
Total		1

#	Other (please specify)	Date
	There are no responses.	

Q8 Would you (or others in your household) like to connect to the internet from a computer in your home?

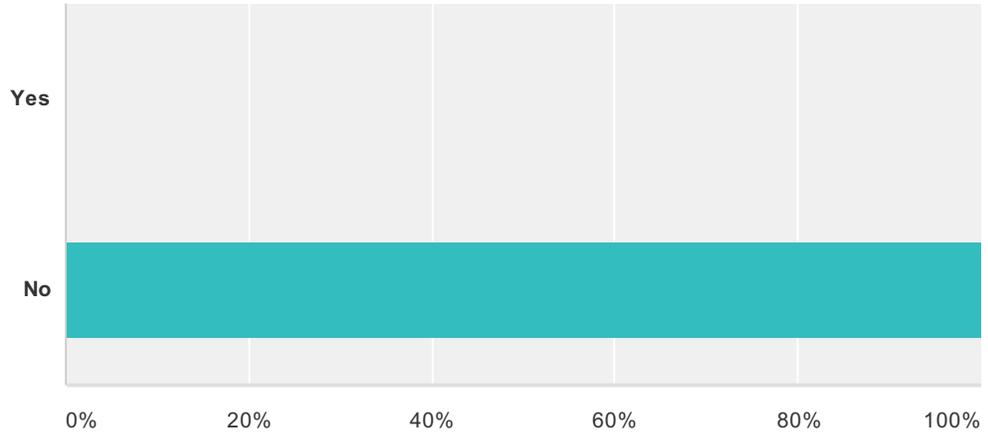
Answered: 1 Skipped: 18



Answer Choices	Responses
Yes	0% 0
No	100% 1
Total	1

Q9 Do you (or others in your household) plan on setting up internet service for a computer in your home in the next 12 months?

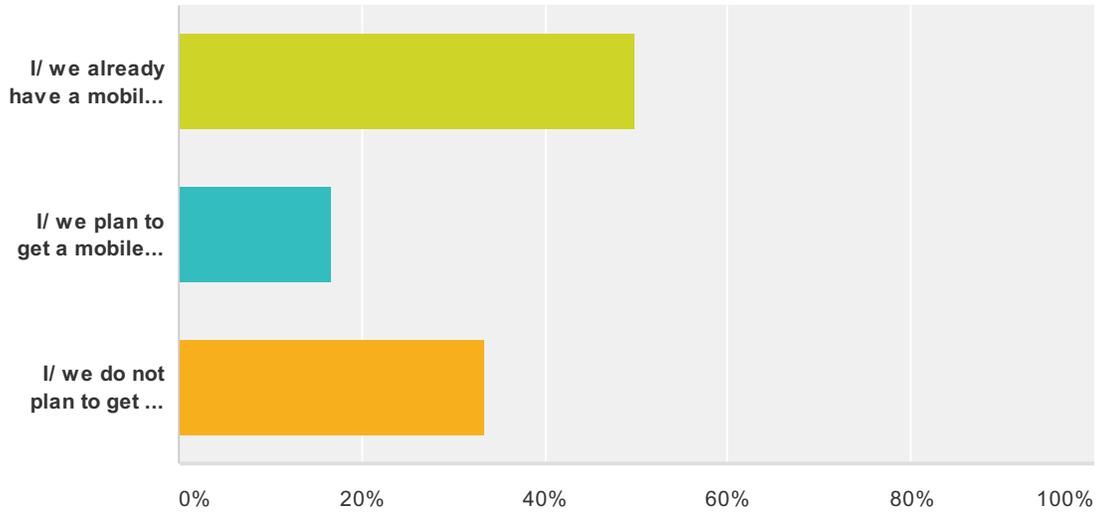
Answered: 1 Skipped: 18



Answer Choices	Responses
Yes	0% 0
No	100% 1
Total	1

Q10 Do you (or others in your household) have or plan to get a mobile device to connect to the internet from your home in the next 12 months?

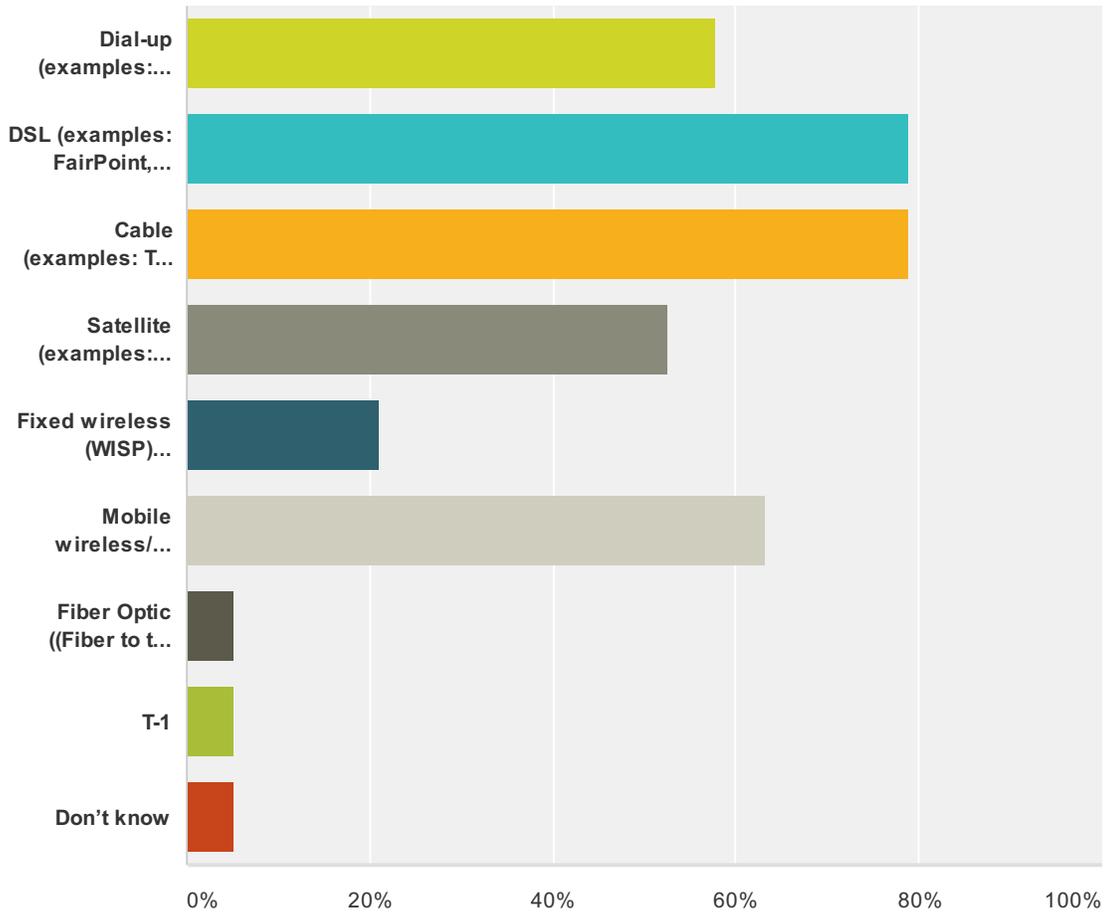
Answered: 18 Skipped: 1



Answer Choices	Responses	
I/ we already have a mobile device	50%	9
I/ we plan to get a mobile device	16.67%	3
I/ we do not plan to get a mobile device in the next 12 months	33.33%	6
Total		18

Q11 What types of internet connection(s) are available where you live? Please include all types that are available where you live even if you don't use it yourself. Please check all that apply.

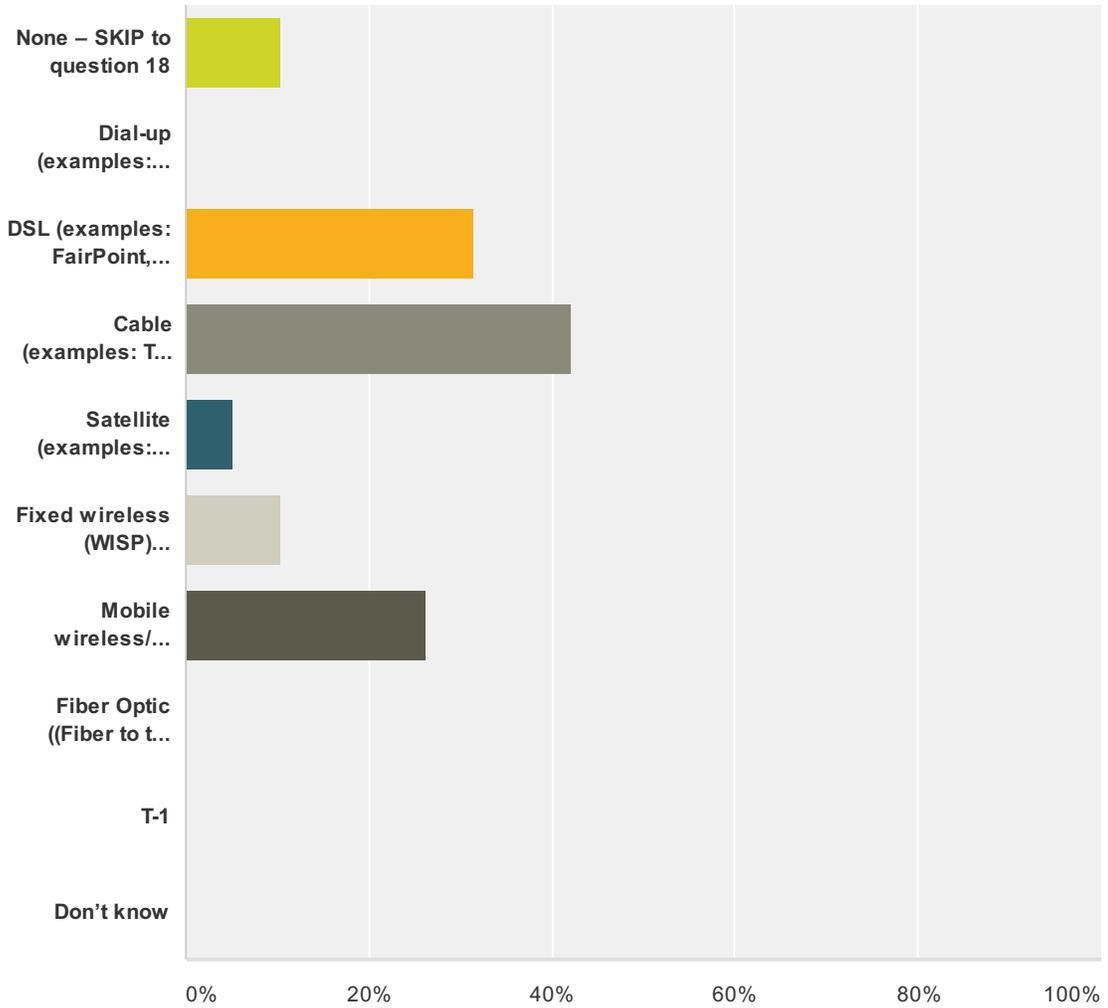
Answered: 19 Skipped: 0



Answer Choices	Responses
Dial-up (examples: NetZero & Earthlink)	57.89% 11
DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)	78.95% 15
Cable (examples: Time Warner, Comcast, & BeeLine)	78.95% 15
Satellite (examples: WildBlue & HughesNet)	52.63% 10
Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)	21.05% 4
Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)	63.16% 12
Fiber Optic ((Fiber to the Home (FTTH) / Fiber to the Premise (FTTP))	5.26% 1
T-1	5.26% 1
Don't know	5.26% 1
Total Respondents: 19	

Q12 What type of internet connection(s) do you currently have in your home? Please check all that apply.

Answered: 19 Skipped: 0



Answer Choices	Responses
None – SKIP to question 18	10.53% 2
Dial-up (examples: NetZero & Earthlink)	0% 0
DSL (examples: FairPoint, Tidewater Telecom, & OTT Communications)	31.58% 6
Cable (examples: Time Warner, Comcast, & BeeLine)	42.11% 8
Satellite (examples: WildBlue & HughesNet)	5.26% 1
Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)	10.53% 2
Mobile wireless/ Cellular (examples: US Cellular & Verizon Wireless)	26.32% 5
Fiber Optic ((Fiber to the Home (FTTH) / fiber to the Premise (FTTP))	0% 0
T-1	0% 0

Internet Access Survey

Don't know	0%	0
Total Respondents: 19		

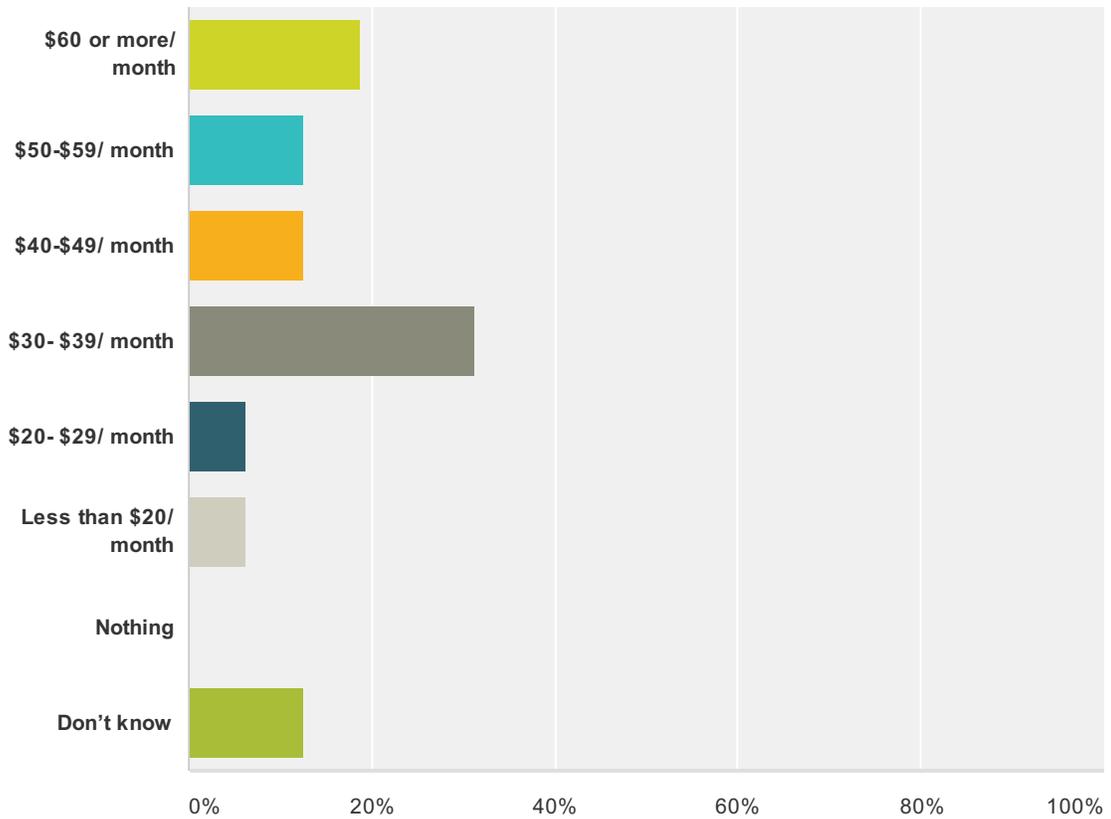
Q13 Who is your current internet service provider? Please write the name of the company:

Answered: 16 Skipped: 3

#	Responses	Date
1	Time Warner Cable	3/6/2013 2:57 PM
2	Fairpoint	3/6/2013 2:52 PM
3	Time Warner	3/6/2013 2:37 PM
4	Straight Talk Dish Network	3/6/2013 2:22 PM
5	Time Warner	3/6/2013 2:01 PM
6	GWI	3/6/2013 1:55 PM
7	Time Warner	3/6/2013 11:52 AM
8	Fairpoint/Verizon	3/6/2013 11:49 AM
9	Time Warner	3/6/2013 11:45 AM
10	Time Warner	3/6/2013 11:42 AM
11	Fairpoint	3/6/2013 11:14 AM
12	Axiom	3/6/2013 11:09 AM
13	Fairpoint	3/6/2013 11:00 AM
14	Time Warner	3/6/2013 10:44 AM
15	Fairpoint	3/6/2013 9:38 AM
16	Time Warner	3/5/2013 2:49 PM

Q14 How much does your household currently pay for internet service each month? If you pay for internet as part of a package with TV and/or telephone, include only the part paid for internet service. If you are not sure, please give your best estimate.

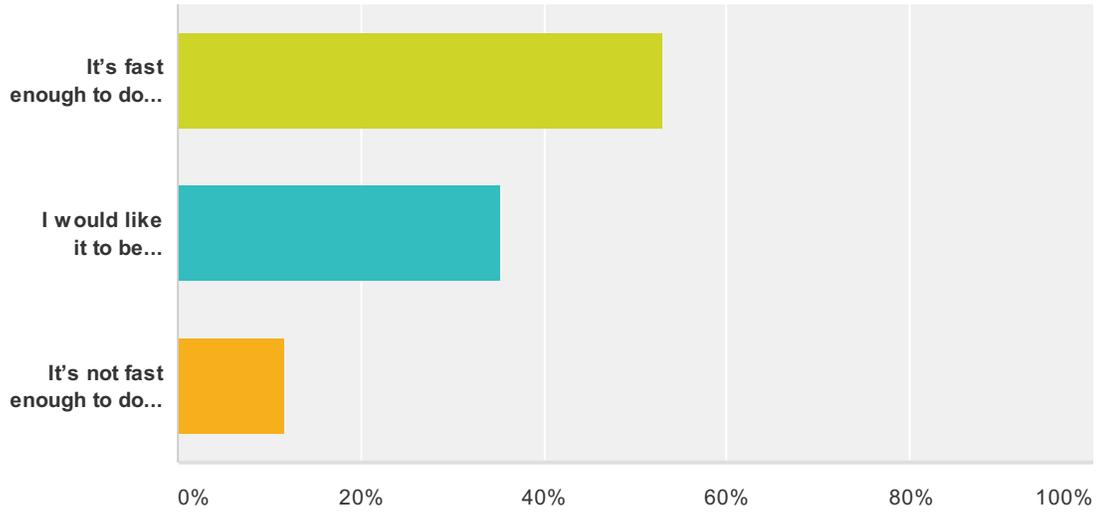
Answered: 16 Skipped: 3



Answer Choices	Responses
\$60 or more/ month	18.75% 3
\$50-\$59/ month	12.50% 2
\$40-\$49/ month	12.50% 2
\$30-\$39/ month	31.25% 5
\$20-\$29/ month	6.25% 1
Less than \$20/ month	6.25% 1
Nothing	0% 0
Don't know	12.50% 2
Total	16

Q15 How would you rate the speed of your internet connection?

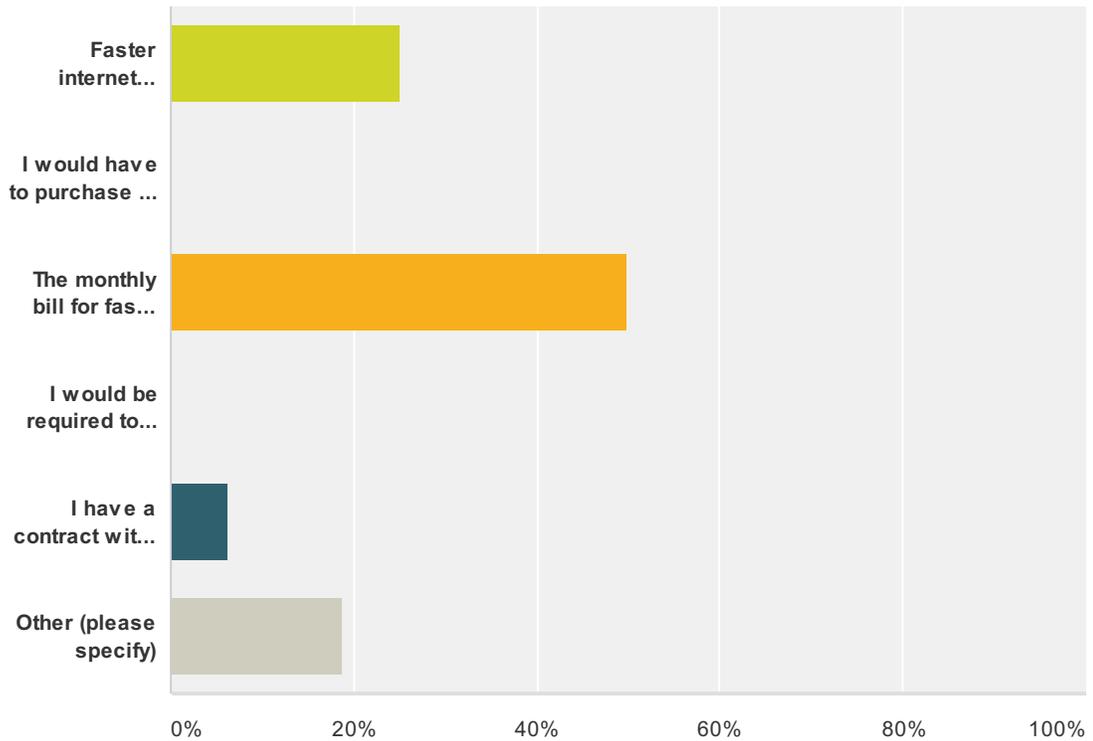
Answered: 17 Skipped: 2



Answer Choices	Responses
It's fast enough to do what I want	52.94% 9
I would like it to be faster, but I can still do what I want	35.29% 6
It's not fast enough to do what I want	11.76% 2
Total	17

Q16 Why don't you subscribe to a faster internet service? Check all that apply.

Answered: 16 Skipped: 3

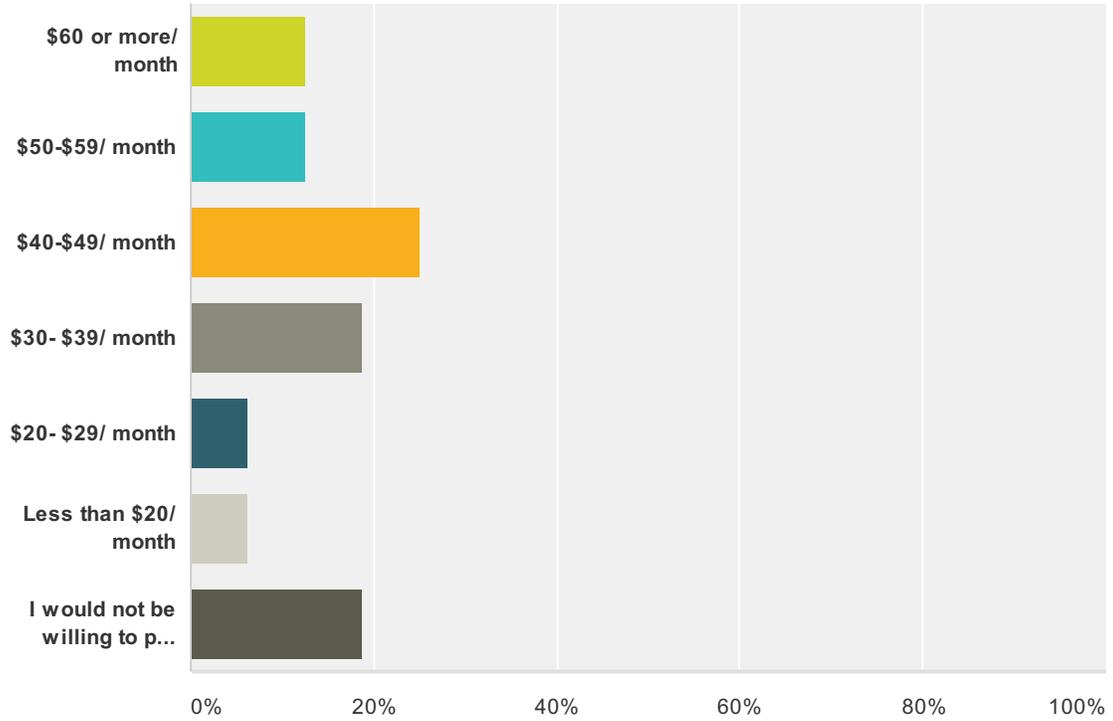


Answer Choices	Responses
Faster internet service is not available	25% 4
I would have to purchase or lease equipment to get faster internet service	0% 0
The monthly bill for faster internet service would be too expensive	50% 8
I would be required to sign a contract to get faster internet service	0% 0
I have a contract with my current internet provider	6.25% 1
Other (please specify)	18.75% 3
Total Respondents: 16	

#	Other (please specify)	Date
1	Its pretty fast already	3/6/2013 2:52 PM
2	Don't know who would provide.	3/6/2013 11:52 AM
3	Satisfied with what I have.	3/6/2013 11:00 AM

Q17 If you could have a faster internet connection at home, what is the most you would be willing to pay for that faster internet service each month?

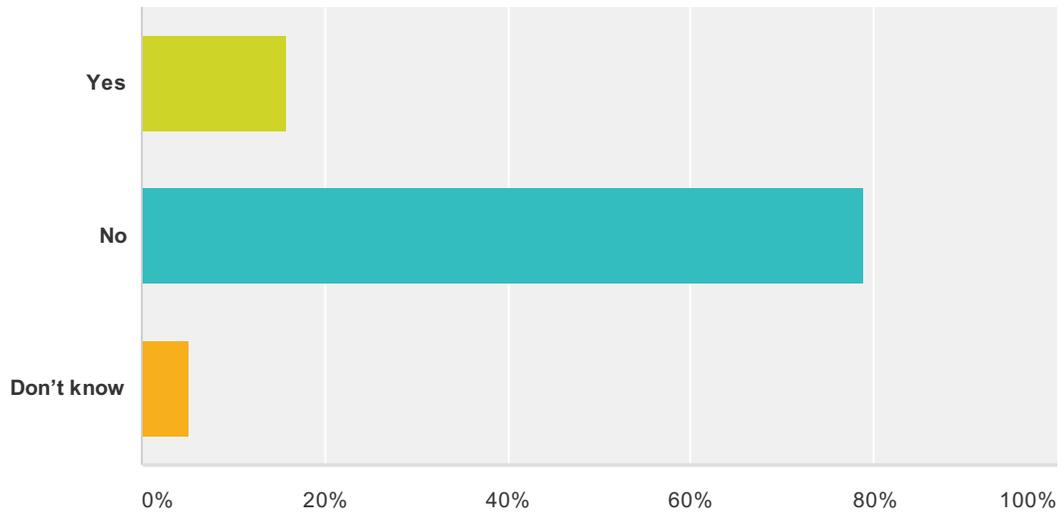
Answered: 16 Skipped: 3



Answer Choices	Responses
\$60 or more/ month	12.50% 2
\$50-\$59/ month	12.50% 2
\$40-\$49/ month	25% 4
\$30-\$39/ month	18.75% 3
\$20-\$29/ month	6.25% 1
Less than \$20/ month	6.25% 1
I would not be willing to pay for faster internet service	18.75% 3
Total	16

Q18 Have you used any other internet service providers at this address in the past three years?

Answered: 19 Skipped: 0



Answer Choices	Responses
Yes	15.79% 3
No	78.95% 15
Don't know	5.26% 1
Total	19

Q19 If yes, what other internet service providers have you used at this address in the past three years? Please write the name of the company or companies:

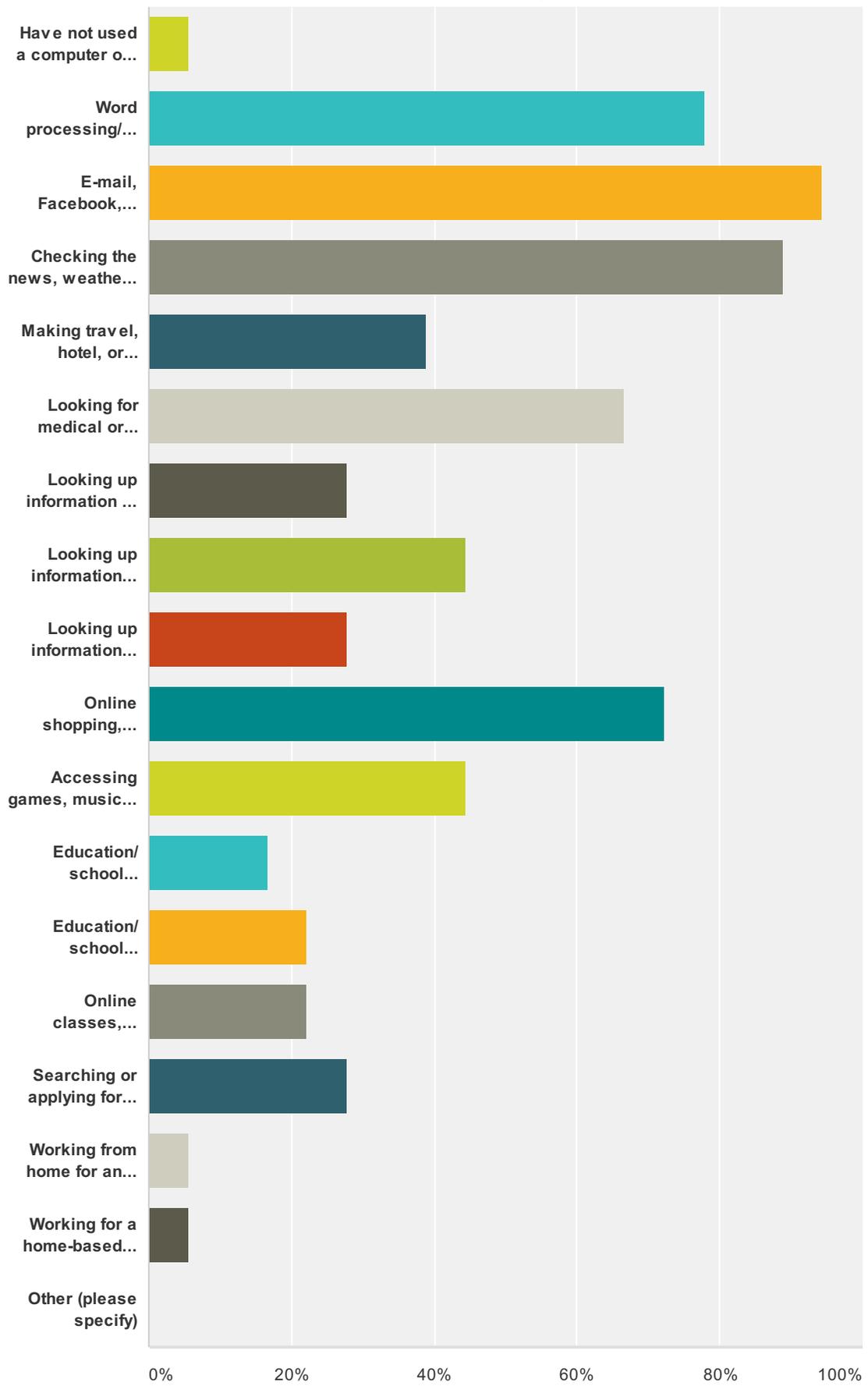
Answered: 3 Skipped: 16

#	Responses	Date
1	Fairpoint	3/6/2013 2:57 PM
2	Time Warner Cable	3/6/2013 2:42 PM
3	Time Warner	3/6/2013 9:38 AM

Q20 What have you and others used a computer or mobile device in your home for in the past month? Please check all that apply.

Answered: 18 Skipped: 1

Internet Access Survey



Answer Choices	Responses
Have not used a computer or mobile device from home in the past month	5.56% 1

Internet Access Survey

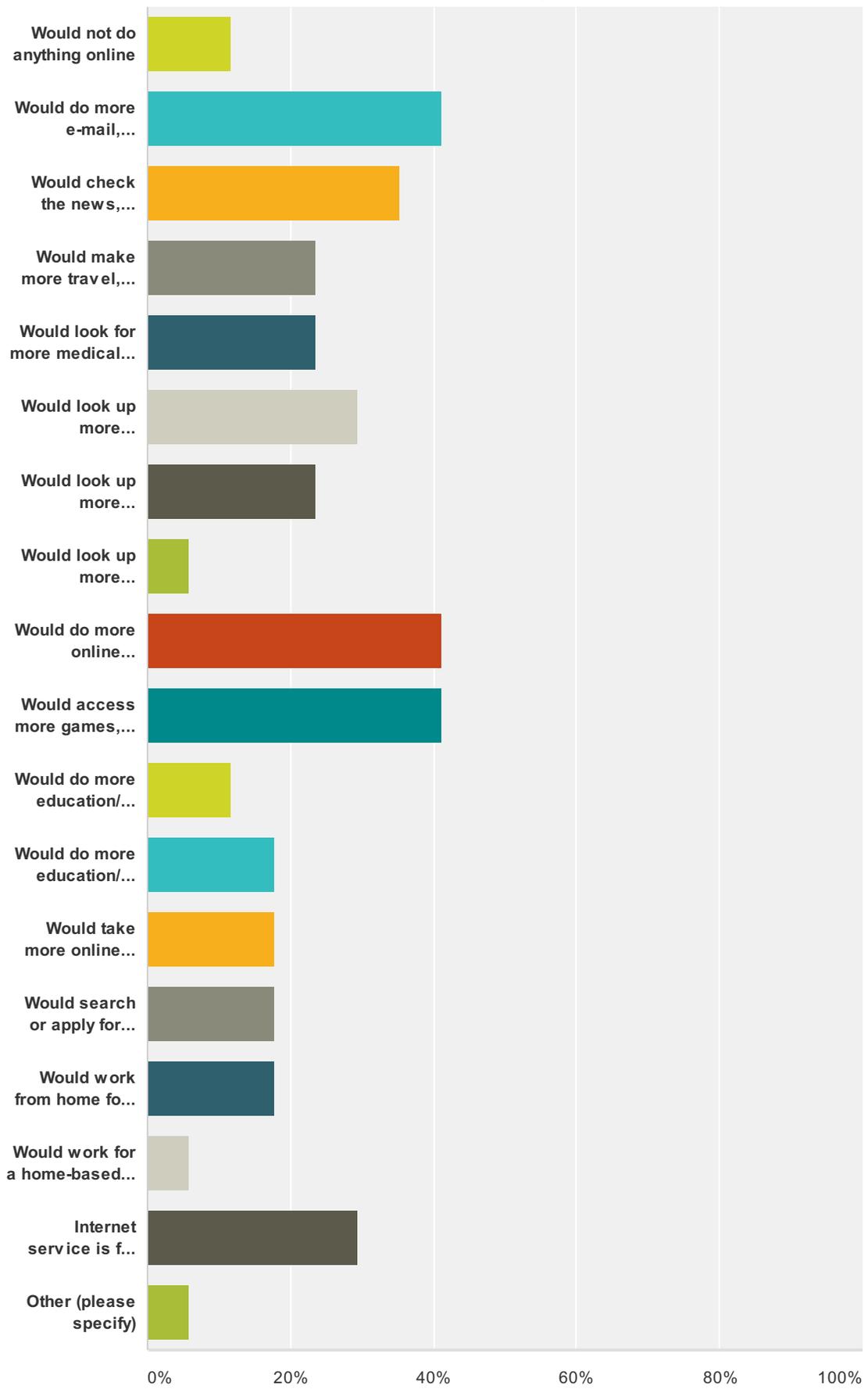
Word processing/ typing	77.78%	14
E-mail, Facebook, Twitter, Skype, or other communications	94.44%	17
Checking the news, weather, or sports	88.89%	16
Making travel, hotel, or rental car reservations	38.89%	7
Looking for medical or health information or communicating with medical providers	66.67%	12
Looking up information or conducting business from town, state, or federal government websites	27.78%	5
Looking up information about businesses or organizations	44.44%	8
Looking up information about political candidates or election issues	27.78%	5
Online shopping, banking, or bill paying	72.22%	13
Accessing games, music, TV shows, or movies online	44.44%	8
Education/ school assignments for children	16.67%	3
Education/ school assignments for adults	22.22%	4
Online classes, trainings, or webinars	22.22%	4
Searching or applying for a job	27.78%	5
Working from home for an employer	5.56%	1
Working for a home-based business/ self-employment	5.56%	1
Other (please specify)	0%	0
Total Respondents: 18		

#	Other (please specify)	Date
	There are no responses.	

Q21 If you had faster internet access at home, what do you think you and others in your home would start doing or do more of online? Please check all that apply.

Answered: 17 Skipped: 2

Internet Access Survey



Answer Choices	Responses
Would not do anything online	11.76% 2

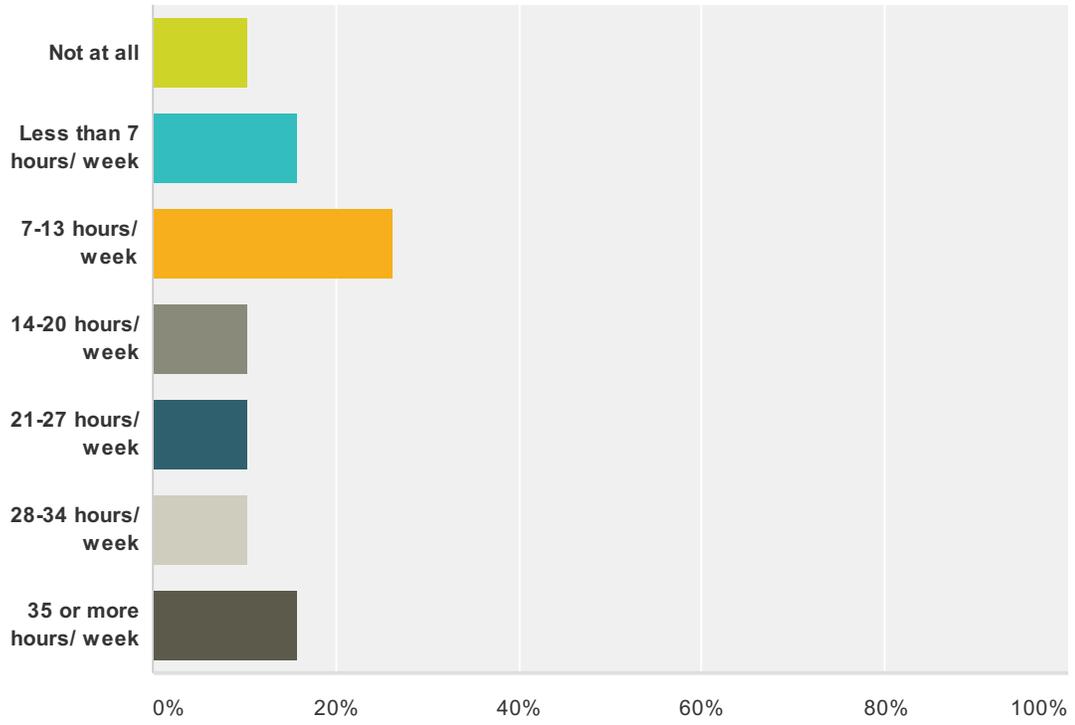
Internet Access Survey

Would do more e-mail, Facebook, Twitter, Skype, or other communications	41.18%	7
Would check the news, weather, or sports more often	35.29%	6
Would make more travel, hotel, or rental car reservations	23.53%	4
Would look for more medical or health information or communicate more with medical providers	23.53%	4
Would look up more information or conduct more business from town, state, or federal government websites	29.41%	5
Would look up more information about businesses or organizations	23.53%	4
Would look up more information about political candidates or election issues	5.88%	1
Would do more online shopping, banking, or bill paying	41.18%	7
Would access more games, music, TV shows, or movies online	41.18%	7
Would do more education/ school assignments for children	11.76%	2
Would do more education/ school assignments for adults	17.65%	3
Would take more online classes, trainings, or webinars	17.65%	3
Would search or apply for a job more	17.65%	3
Would work from home for an employer more	17.65%	3
Would work for a home-based business/ engage in self-employment more	5.88%	1
Internet service is fast enough/ would not do more online if internet was faster	29.41%	5
Other (please specify)	5.88%	1
Total Respondents: 17		

#	Other (please specify)	Date
1	Would not do anything different than what I have been doing.	3/6/2013 2:57 PM

Q22 About how many hours per week do you use a computer or mobile device at your home to access the internet?

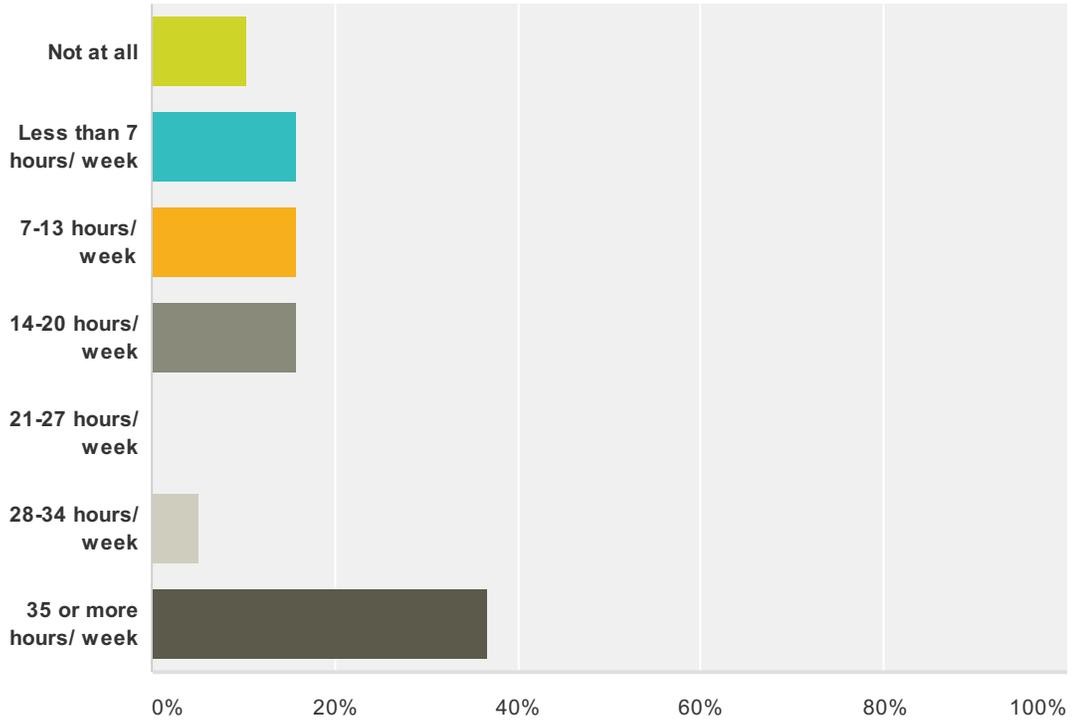
Answered: 19 Skipped: 0



Answer Choices	Responses
Not at all	10.53% 2
Less than 7 hours/ week	15.79% 3
7-13 hours/ week	26.32% 5
14-20 hours/ week	10.53% 2
21-27 hours/ week	10.53% 2
28-34 hours/ week	10.53% 2
35 or more hours/ week	15.79% 3
Total	19

Q23 About how many hours per week total do you and all other household members combined use a computer or mobile device at your home to access the internet?

Answered: 19 Skipped: 0



Answer Choices	Responses	
Not at all	10.53%	2
Less than 7 hours/ week	15.79%	3
7-13 hours/ week	15.79%	3
14-20 hours/ week	15.79%	3
21-27 hours/ week	0%	0
28-34 hours/ week	5.26%	1
35 or more hours/ week	36.84%	7
Total		19

Q24 Is there anything else you would like to share?

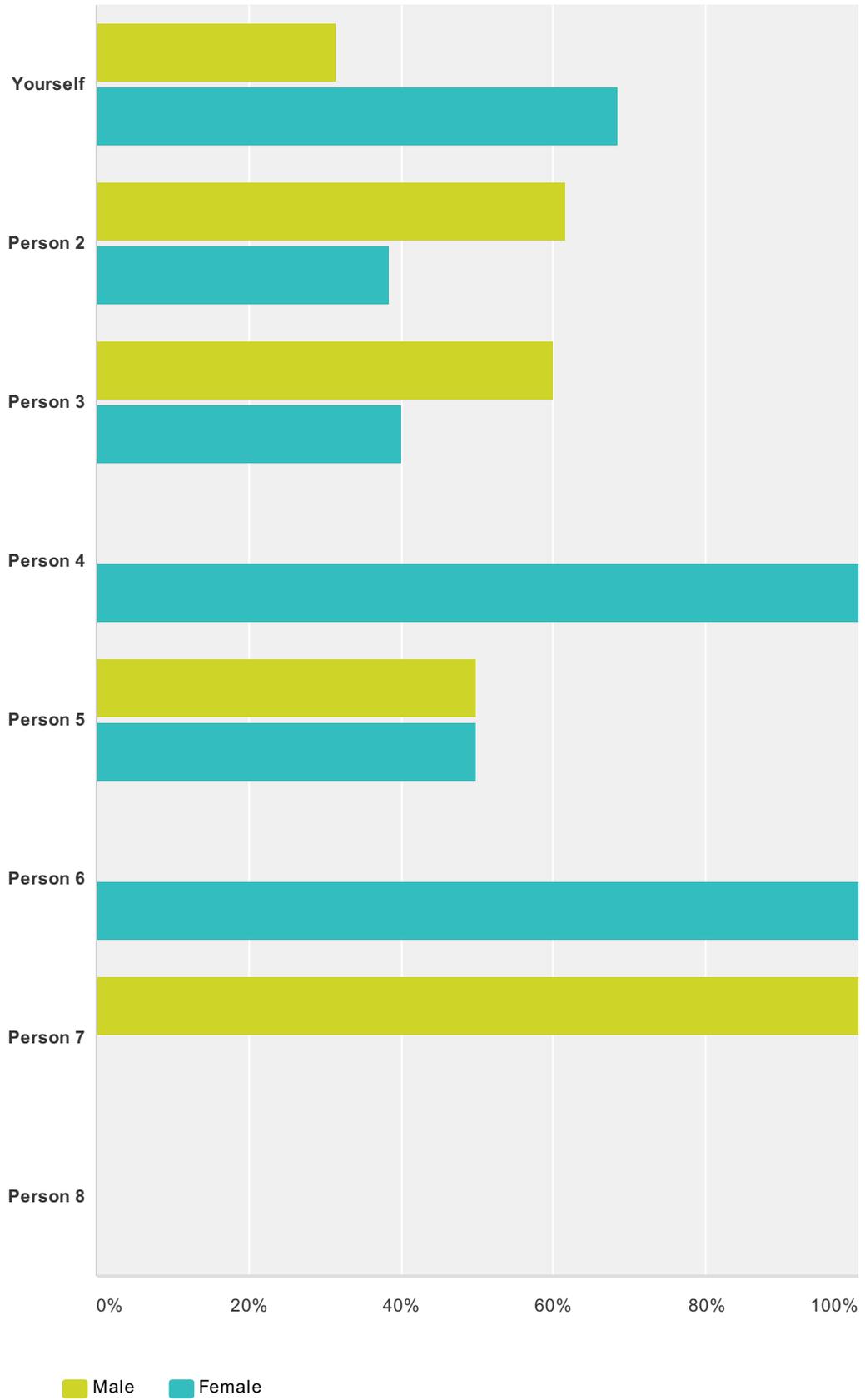
Answered: 2 Skipped: 17

#	Responses	Date
1	Our family is Zip code 04413. Have virtually no internet access. None affordable.	3/6/2013 2:52 PM
2	Wireless connectins are not alays reliable. Bandwidth is very much affected during peak hours. This area continues to use analog phone lines for te. communications - shame shame.	3/6/2013 11:09 AM

Q25 Please indicate the gender and age of EACH person in the household. Start with yourself, then list up to 7 additional people in your household, starting with the oldest.

Answered: 19 Skipped: 0

Internet Access Survey



	Male	Female	Total
Yourself	31.58% 6	68.42% 13	19
Person 2	61.54% 8	38.46% 5	13

Internet Access Survey

Person 3	60% 3	40% 2	5
Person 4	0% 0	100% 2	2
Person 5	50% 1	50% 1	2
Person 6	0% 0	100% 1	1
Person 7	100% 1	0% 0	1
Person 8	0% 0	0% 0	0

Q26 Please enter the current age of EACH corresponding person in your household

Answered: 19 Skipped: 0

Answer Choices	Responses
Yourself	100% 19
Person 2	68.42% 13
Person 3	26.32% 5
Person 4	10.53% 2
Person 5	10.53% 2
Person 6	5.26% 1
Person 7	5.26% 1
Person 8	0% 0

#	Yourself	Date
1	75	3/6/2013 2:57 PM
2	53	3/6/2013 2:52 PM
3	83	3/6/2013 2:42 PM
4	64	3/6/2013 2:37 PM
5	34	3/6/2013 2:22 PM
6	54	3/6/2013 2:01 PM
7	53	3/6/2013 1:55 PM
8	56	3/6/2013 11:52 AM
9	57	3/6/2013 11:49 AM
10	50	3/6/2013 11:45 AM
11	44	3/6/2013 11:42 AM
12	71	3/6/2013 11:14 AM
13	65	3/6/2013 11:09 AM
14	77	3/6/2013 11:03 AM
15	59	3/6/2013 11:00 AM
16	68	3/6/2013 10:47 AM
17	43	3/6/2013 10:44 AM
18	51	3/6/2013 9:38 AM
19	68	3/5/2013 2:49 PM

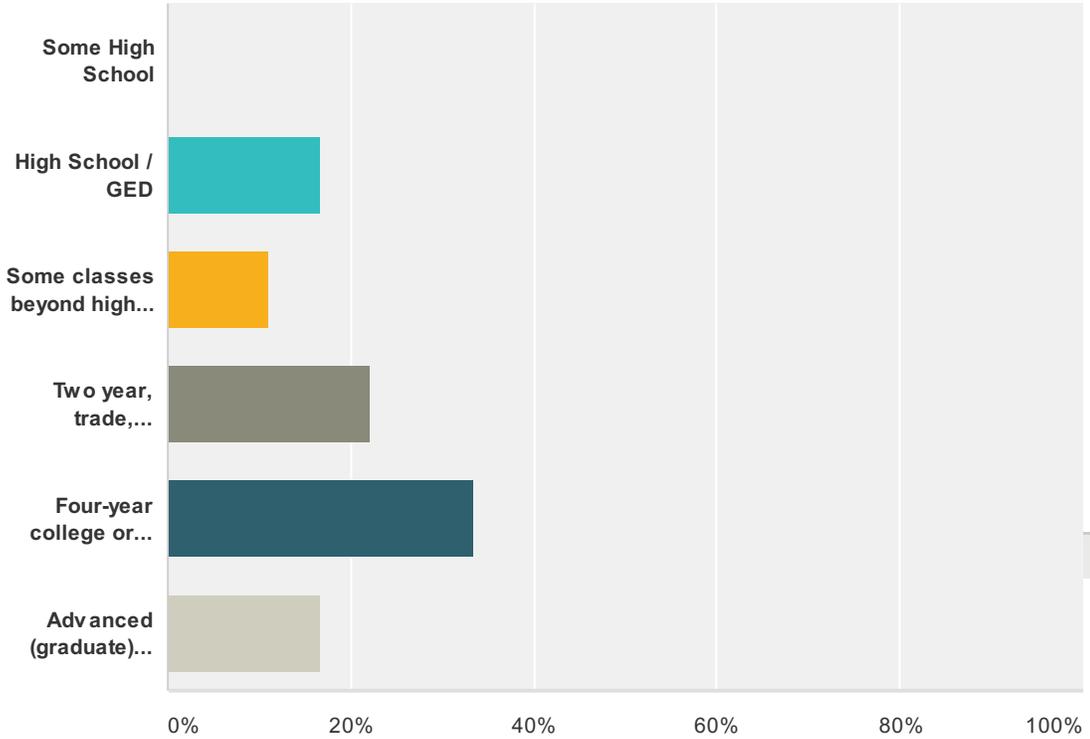
#	Person 2	Date
1	13	3/6/2013 2:57 PM
2	28	3/6/2013 2:52 PM
3	60	3/6/2013 2:37 PM

Internet Access Survey

4	10	3/6/2013 2:22 PM
5	51	3/6/2013 2:01 PM
6	15	3/6/2013 1:55 PM
7	79	3/6/2013 11:52 AM
8	54	3/6/2013 11:45 AM
9	49	3/6/2013 11:42 AM
10	21	3/6/2013 10:47 AM
11	51	3/6/2013 10:44 AM
12	53	3/6/2013 9:38 AM
13	69	3/5/2013 2:49 PM
#	Person 3	Date
1	8	3/6/2013 2:22 PM
2	12	3/6/2013 1:55 PM
3	20	3/6/2013 11:52 AM
4	11	3/6/2013 11:42 AM
5	20	3/6/2013 10:44 AM
#	Person 4	Date
1	8	3/6/2013 11:42 AM
2	18	3/6/2013 10:44 AM
#	Person 5	Date
1	5	3/6/2013 11:42 AM
2	6	3/6/2013 10:44 AM
#	Person 6	Date
1	18	3/6/2013 11:42 AM
#	Person 7	Date
1	20	3/6/2013 11:42 AM
#	Person 8	Date
	There are no responses.	

Q27 Thinking about the person with the highest level of education in your household, what is the highest degree in school that he/she has completed?

Answered: 18 Skipped: 1



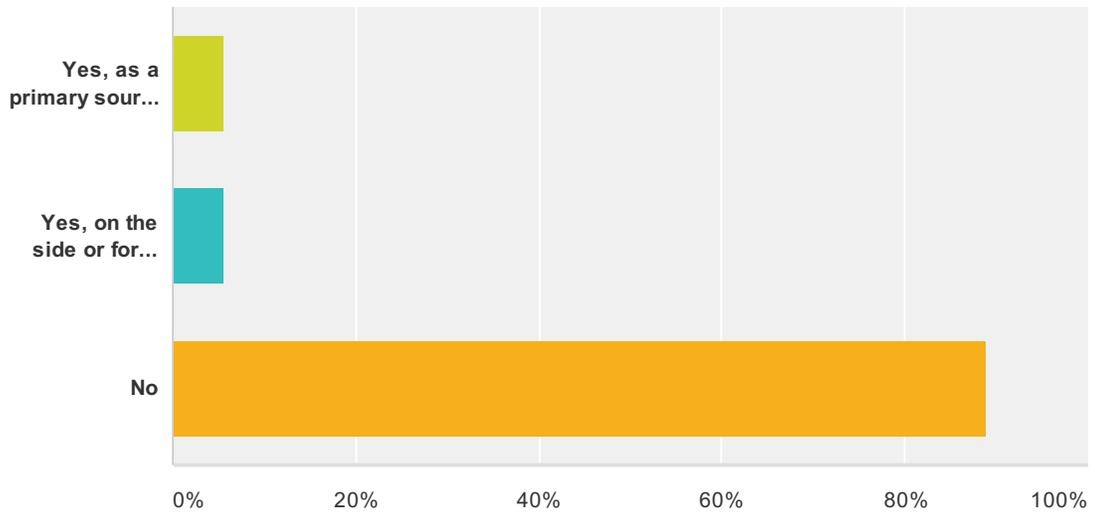
Answer Choices

Responses

Some High School	0%	0
High School / GED	16.67%	3
Some classes beyond high school	11.11%	2
Two year, trade, certificate or technical school degree	22.22%	4
Four-year college or University degree	33.33%	6
Advanced (graduate) degree	16.67%	3
Total		18

Q28 Does anyone in your household operate a home-based business or earn money from home?

Answered: 18 Skipped: 1



Answer Choices

Yes, as a primary source of income
Yes, on the side or for extra income

No

Total

Responses

5.56%

5.56%

88.89%

1

1

16

18

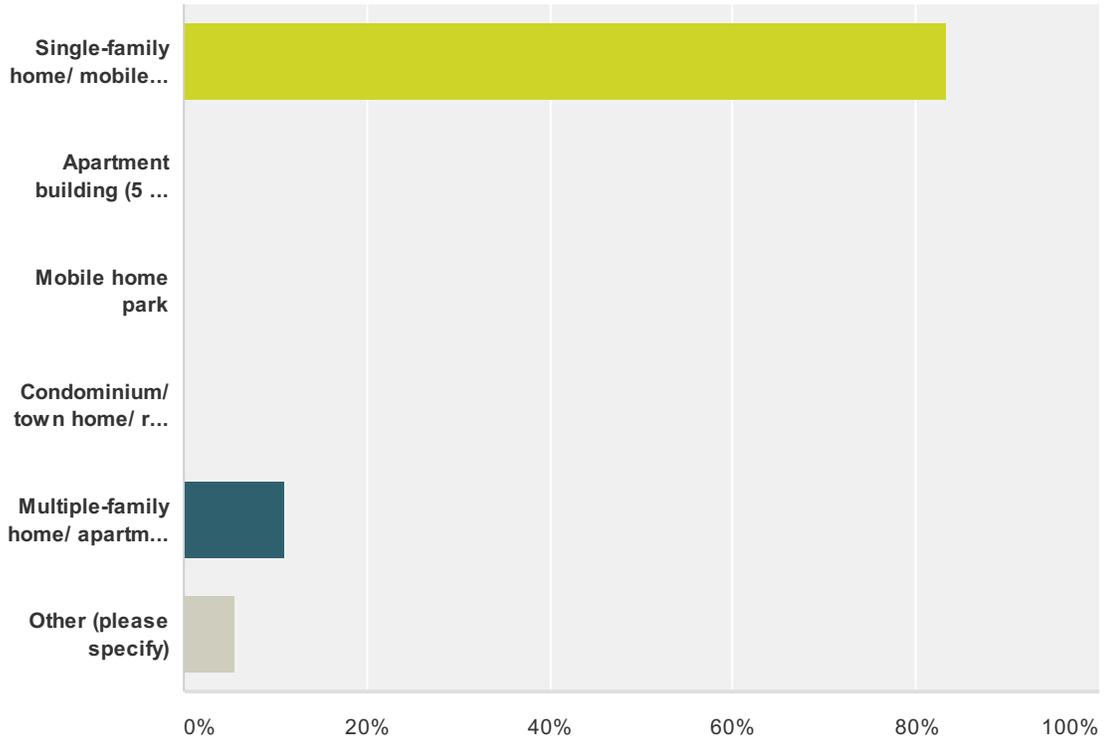
Q29 What is your zip code?

Answered: 16 Skipped: 3

#	Responses	Date
1	04468	3/6/2013 2:57 PM
2	04667	3/6/2013 2:52 PM
3	04468	3/6/2013 2:42 PM
4	04468	3/6/2013 2:37 PM
5	04468	3/6/2013 2:22 PM
6	04667	3/6/2013 2:01 PM
7	04468	3/6/2013 1:55 PM
8	04468	3/6/2013 11:52 AM
9	04468	3/6/2013 11:49 AM
10	04467	3/6/2013 11:45 AM
11	04667	3/6/2013 11:42 AM
12	04468	3/6/2013 11:14 AM
13	04668-5008	3/6/2013 11:09 AM
14	04468	3/6/2013 10:44 AM
15	04667	3/6/2013 9:38 AM
16	04468	3/5/2013 2:49 PM

Q30 Which of the following best describes where you live?

Answered: 18 Skipped: 1



Answer Choices

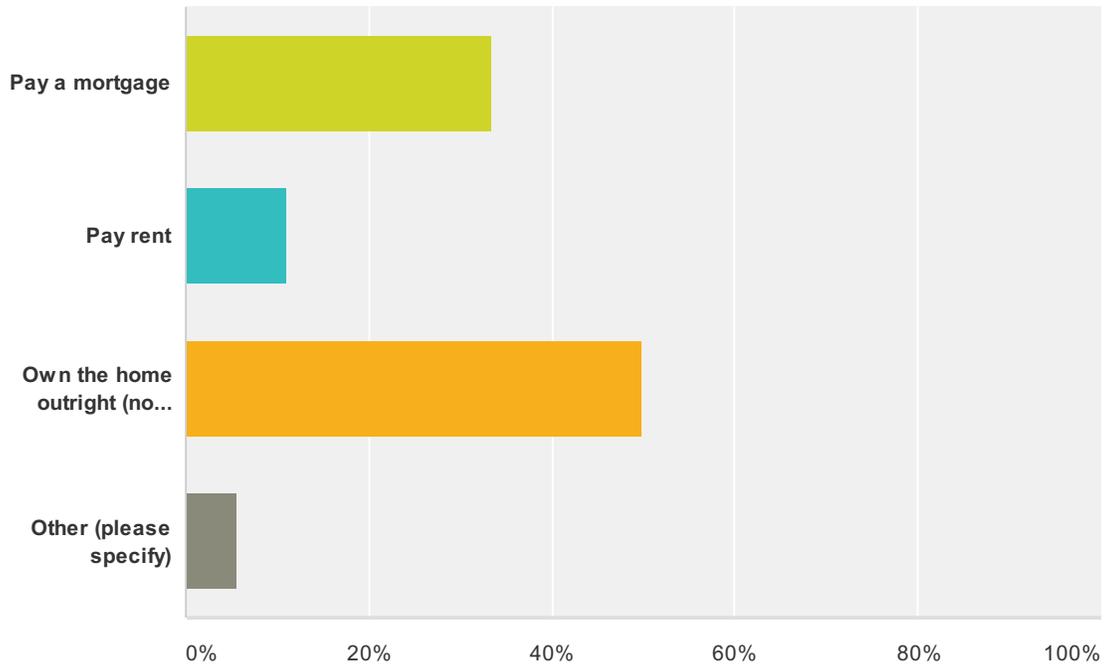
Responses

Single-family home/ mobile home (not in a park)	83.33%	15
Apartment building (5 or more residences)	0%	0
Mobile home park	0%	0
Condominium/ town home/ row home	0%	0
Multiple-family home/ apartment (2-4 residences)	11.11%	2
Other (please specify)	5.56%	1
Total		18

#	Other (please specify)	Date
1	Have life tenancy	3/6/2013 2:42 PM

Q31 Which of the following does the head of household do for the place where you live?

Answered: 18 Skipped: 1



Answer Choices

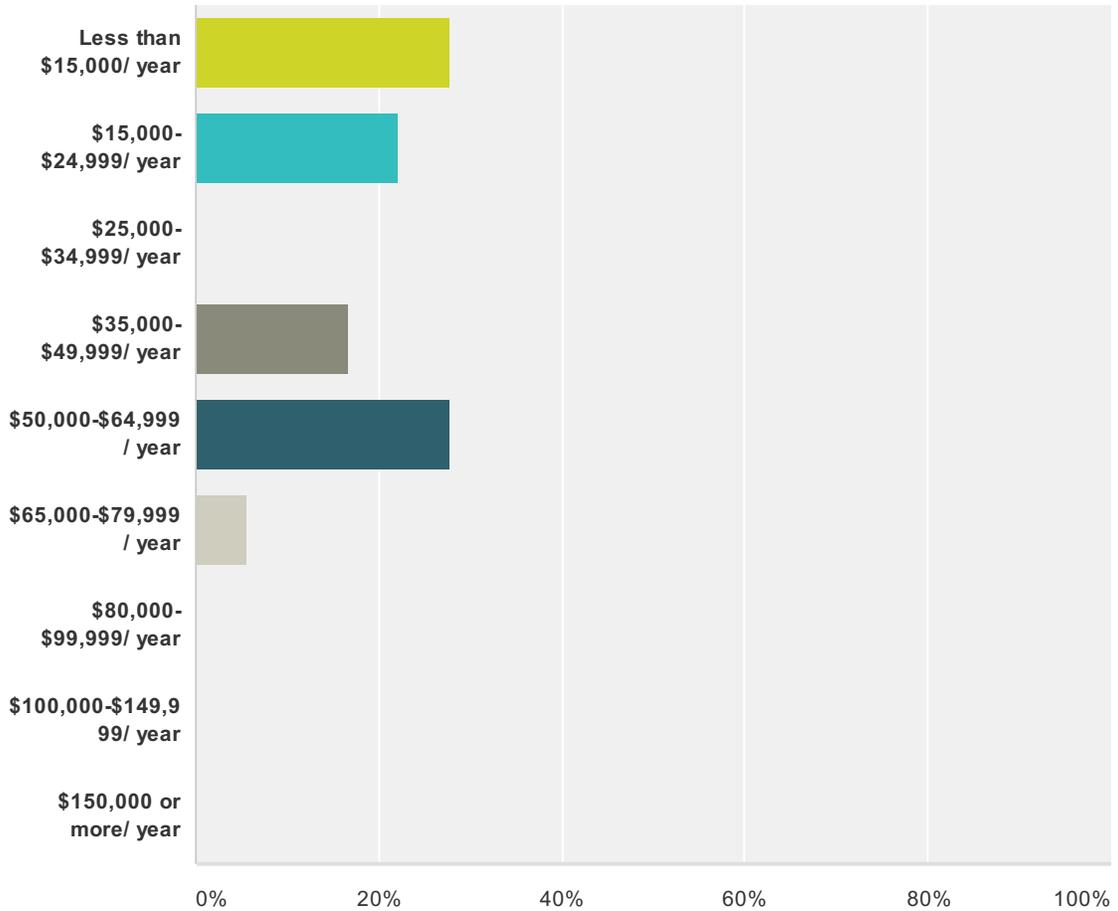
Responses

Pay a mortgage	33.33%	6
Pay rent	11.11%	2
Own the home outright (no mortgage)	50%	9
Other (please specify)	5.56%	1
Total		18

#	Other (please specify)	Date
1	A house owned by a rel. organization.	3/6/2013 11:09 AM

Q32 What is your approximate total household income? If you are not sure, please provide your best guess.

Answered: 18 Skipped: 1



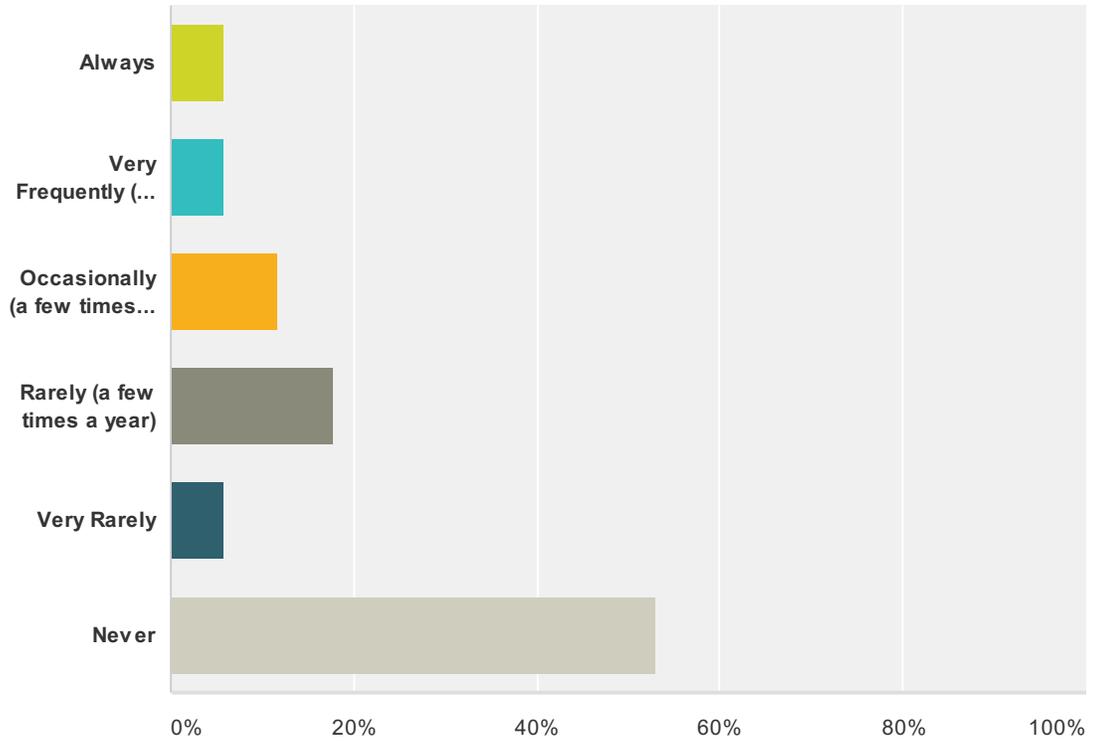
Answer Choices

Responses

Less than \$15,000/ year	27.78%	5
\$15,000- \$24,999/ year	22.22%	4
\$25,000- \$34,999/ year	0%	0
\$35,000- \$49,999/ year	16.67%	3
\$50,000-\$64,999/ year	27.78%	5
\$65,000-\$79,999/ year	5.56%	1
\$80,000- \$99,999/ year	0%	0
\$100,000-\$149,999/ year	0%	0
\$150,000 or more/ year	0%	0
Total		18

Q33 How often is someone in your household unable to leave the home due to an ongoing physical, mental, or emotional condition?

Answered: 17 Skipped: 2



Answer Choices

Responses

Always	5.88%	1
Very Frequently (at least once a week)	5.88%	1
Occasionally (a few times a month)	11.76%	2
Rarely (a few times a year)	17.65%	3
Very Rarely	5.88%	1
Never	52.94%	9
Total		17

Internet Access Survey

Q34 Thank you very much for taking the time to complete this survey. We really appreciate it. Please enter your Survey Code below and click DONE to end this survey.

Answered: 19 Skipped: 0

#	Responses	Date
1	*NRB 054	3/6/2013 2:57 PM
2	*NRB 104	3/6/2013 2:52 PM
3	*NRB 119	3/6/2013 2:42 PM
4	*NRB 230	3/6/2013 2:37 PM
5	*NRB 276	3/6/2013 2:22 PM
6	*NRB 124	3/6/2013 2:01 PM
7	*NRB 153	3/6/2013 1:55 PM
8	*NRB 268	3/6/2013 11:52 AM
9	*NRB 063	3/6/2013 11:49 AM
10	*NRB 195	3/6/2013 11:45 AM
11	*NRB 190	3/6/2013 11:42 AM
12	*NRB 079	3/6/2013 11:14 AM
13	*NRB 040	3/6/2013 11:09 AM
14	*NRB 212	3/6/2013 11:03 AM
15	*NRB 101	3/6/2013 11:00 AM
16	*NRB 085	3/6/2013 10:47 AM
17	*NRB 078	3/6/2013 10:44 AM
18	*NRB 254	3/6/2013 9:38 AM
19	*NRB 290	3/5/2013 2:49 PM

Appendix C—Other Resources

This section provides the following:

- Maine Schools & Libraries Survey Results—2013
- 2013 Internet Access Services Report, Table 20 (2010), Table 18 (2012)

MSLN 2013

School and Library Survey Results

Prepared for the James S. Sewall Company on behalf of the Connect ME authority by
Networkmaine

Understanding this Survey

The following survey was presented to Maine School and Library Network (MSLN) participants as part of Networkmaine's yearly online enrollment for the funding of network services through the MSLN project (a combination of Federal E-rate and MTEAF funds).

Responses to the questions shown were provided by the applicant. Additional information, such as address, and current connection rate, are provided by Networkmaine.

Networkmaine is a Unit of the University of Maine System

5752 Neville Hall
Computing Center
Orono, ME 04469-5752

Voice: +1 (207) 561-3587
Fax: 561-3531

Online: <http://www.networkmaine.net/>



Your Download is Ready

But before you continue, Networkmaine would like you to fill out a survey. This survey is required by Networkmaine for each School or Library as part of our yearly enrollment process. **Once completed you will be able to download and print required forms.**

This survey is estimated to take about 5-10 minutes of your time to complete.

About This Survey

These survey questions are part of a research project being conducted by the [James W. Sewall Company](#) on behalf of the state's [ConnectME Authority](#).

The goal of the Authority is to expand broadband (high speed) Internet access throughout the state so that all businesses and organizations can have access to high speed Internet, including those in the most rural areas of Maine.

Networkmaine has agreed to assist the Authority by including a few survey questions as part of our yearly MSLN enrollment process.

By answering these questions, you will help the state bring high speed Internet to businesses and organizations throughout the whole state and help Maine catch up to many other states in quality of Internet access.

You will be asked to answer these questions now, and again each year for the next three years.

Information collected is for research purposes only.

Community Anchor Survey

1. Approximately how many employees (full and part-time) work for your organization at this location?

- Less than 5
- 6-24
- 25-49
- 50-99
- 100-199
- 200 or more

2. How often was at least one computer being used at your organization last week (during the time that the business was open or operating)?

- Almost all the time (nearly 100% of the time)
- Most of the day, almost every day (about 75% of the time)
- Part of the day, some days (about 50% of the time)
- Occasionally (about 25% of the time)
- Not at all

3. Are computers available for use by non-employees, such as students, customers, patients, or the general public?

- Yes No

4. Is internet access available for use by non-employees, such as students, customers, patients, or the general public?

- Yes No

5. What types of internet connections are available where your organization is located?

Please check all that apply.

- Dial-up (examples: NetZero & Earthlink)
- DSL (examples: FairPoint, TDS, & OTT Communications)
- Cable (examples: Time Warner, Comcast, & BeeLine)
- Satellite (examples: WildBlue & HughesNet)
- Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- Mobile wireless/Cellular (examples: US Cellular & Verizon Wireless)
- Fiber Optic (examples: Oxford Networks & Time Warner)
- T-1 (examples: FairPoint, TDS, & OTT Communications)
- Don't know

6. How would you rate the speed of your organization's Internet connection?

- It's fast enough to do what the organization needs
- It would be better if it were faster, but the organization can still do what it needs
- It's not fast enough to do what the organization needs

6a. What is the main reason your organization doesn't subscribe to a faster Internet service?

- Faster Internet service is not available
- The organization would have to purchase or lease equipment to get faster Internet service
- The monthly bill for faster Internet service is too expensive
- The organization would be required to sign a contract to get faster Internet service
- The organization currently has a contract with an Internet service provider
- The organization is limited by purchasing rules

Other (please write in)

7. If the organization could have a faster Internet connection, what is the most the business or organization would be willing to pay for Internet service?

- \$1,001 or more a month
- \$501-1,000 a month
- \$301-500 a month
- \$101-300 a month
- \$51-100 a month
- \$30-50 a month
- Less than \$30 a month
- Nothing
- Don't know

8. What has your organization used the computer for in the past month?

A large, empty rectangular text input field with a light gray border. It includes standard scrollbars on the right and bottom edges.

9. If your organization had faster Internet access, what would your organization start doing or do more of online?

A large, empty rectangular text input field with a light gray border. It includes standard scrollbars on the right and bottom edges.

10. Is there anything else you would like to share about Internet access from your organization?

A large, empty rectangular text input field with a light gray border. It includes standard scrollbars on the right and bottom edges.

Click below to submit your responses when finished. **All questions are required.**

Complete

Note that Question 6a was only asked if the participant selected a non-A response for question 6.

In addition to responses from the questions listed above, the following information for each participant is provided by Networkmaine from its operational database:

- Name of Entity
- Physical Address
- Transport Provider
- Transport Type
- Transport Capacity

Result Format

Raw result data for this survey is provided in the accompanying Microsoft Excel workbook.

The sheet labeled "Survey_Result" contains the responses for questions 1-10.

The values of the question fields correspond to the response option as presented in the survey listed previously.

Responses for Yes or No questions are indicated as "Y" or "N".

Multiple-Choice questions are shown as the corresponding letter for each option presented to the participant. For example, the first option for question 1 is represented as "A".

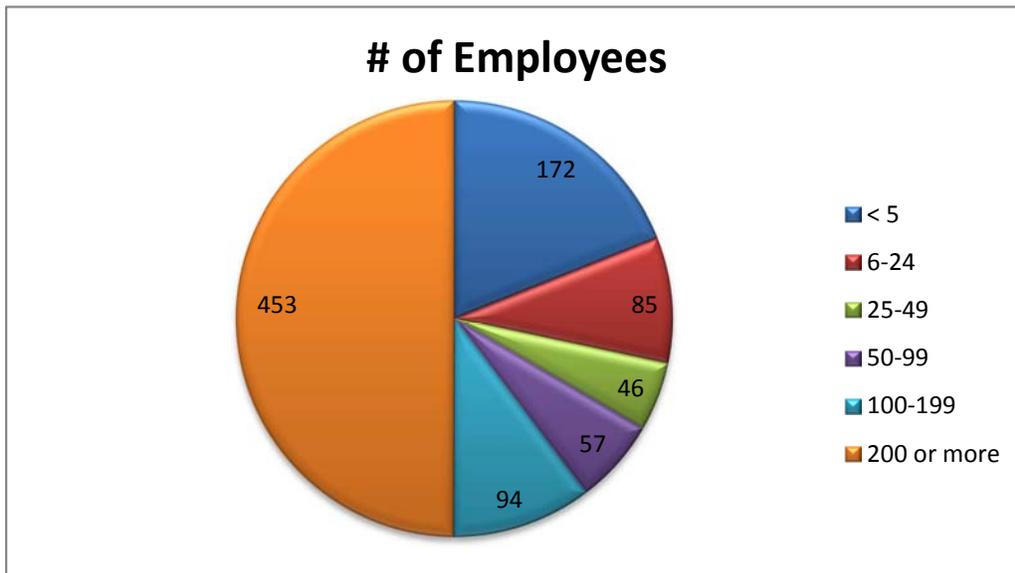
Result Summary

The information that follows is a visual summary of collected survey data for questions 1-7.

Question 1:

Approximately how many employees (full and part-time) work for your organization at this location?

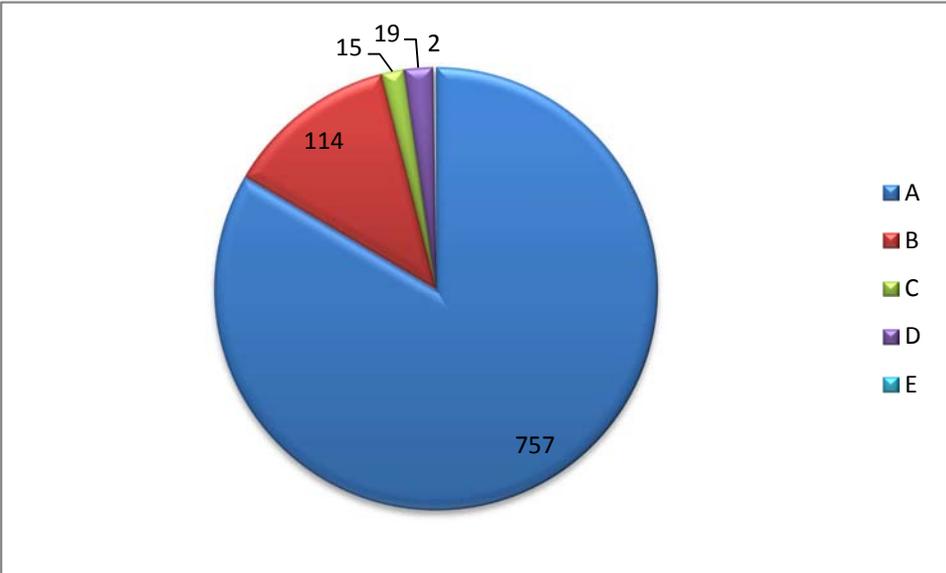
- A. Less than 5
- B. 6-24
- C. 25-49
- D. 50-99
- E. 100-199
- F. 200 or more



Question 2:

How often was at least one computer being used at your organization last week (during the time that the business was open or operating)?

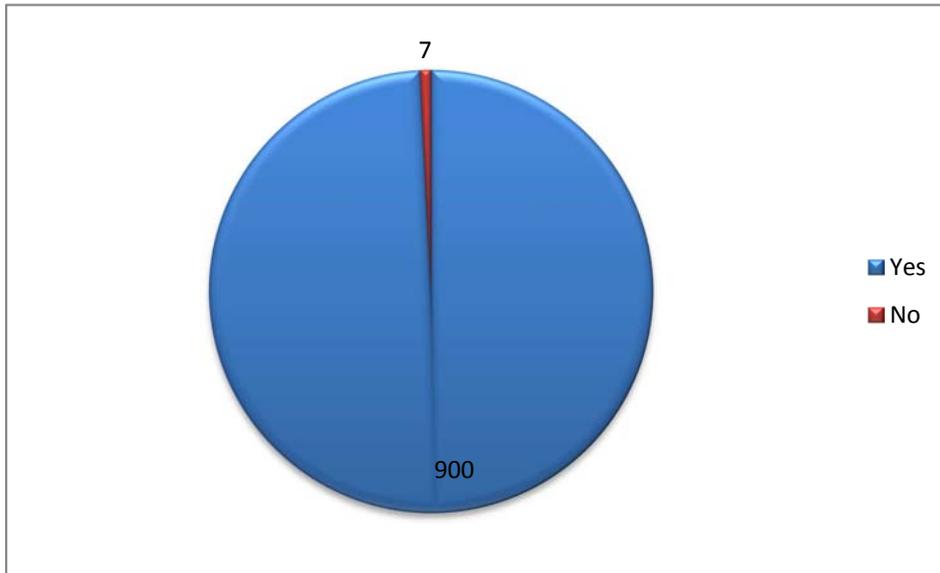
- A. Almost all the time (nearly 100% of the time)
- B. Most of the day, almost every day (about 75% of the time)
- C. Part of the day, some days (about 50% of the time)
- D. Occasionally (about 25% of the time)
- E. Not at all



Question 3:

Are computers available for use by non-employees, such as students, customers, patients, or the general public?

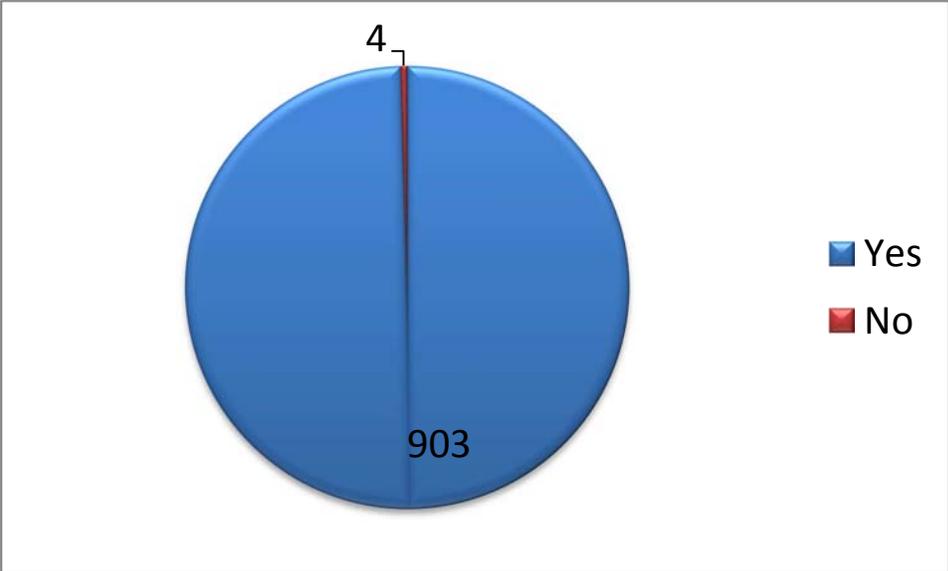
Yes or No



Question 4:

Is internet access available for use by non-employees, such as students, customers, patients, or the general public?

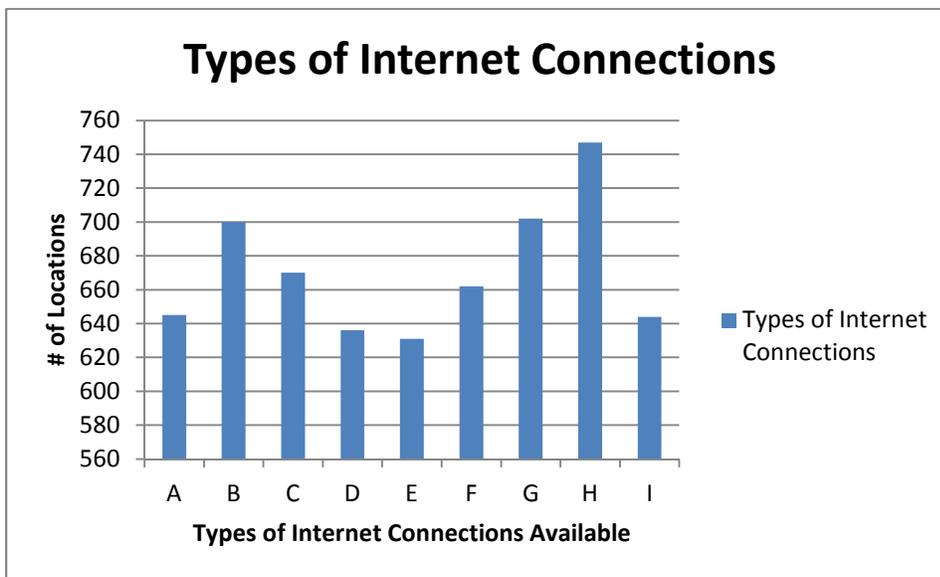
Yes or No



Question 5:

What types of internet connections are available where your organization is located?

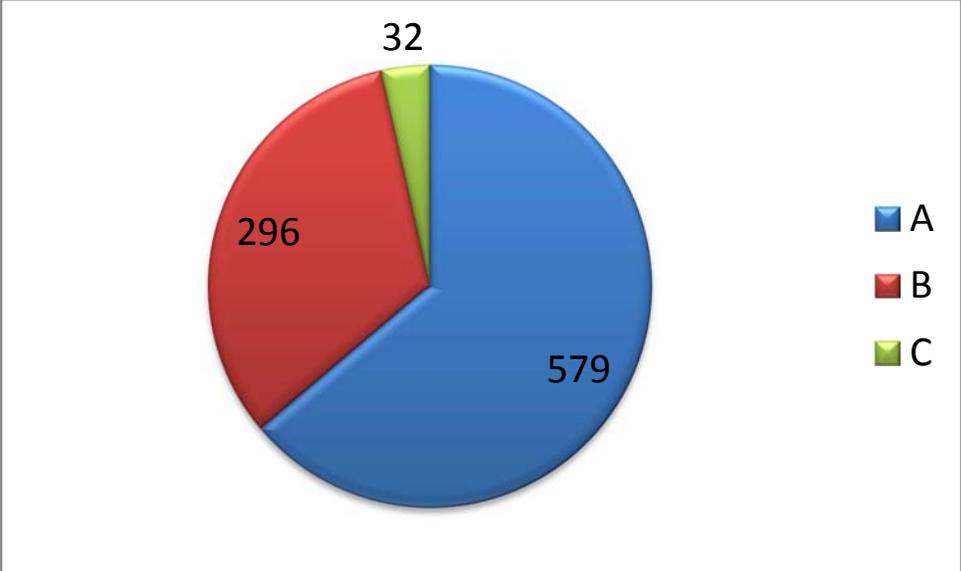
- A. Dial-up (examples: NetZero & Earthlink)
- B. DSL (examples: FairPoint, TDS, & OTT Communications)
- C. Cable (examples: Time Warner, Comcast, & BeeLine)
- D. Satellite (examples: WildBlue & HughesNet)
- E. Fixed wireless (WISP) (examples: Axiom Technologies & Pioneer Broadband)
- F. Mobile wireless/Cellular (examples: US Cellular & Verizon Wireless)
- G. Fiber Optic (examples: Oxford Networks & Time Warner)
- H. T-1 (examples: FairPoint, TDS, & OTT Communications)
- I. Don't know



Question 6:

How would you rate the speed of your organization's Internet connection?

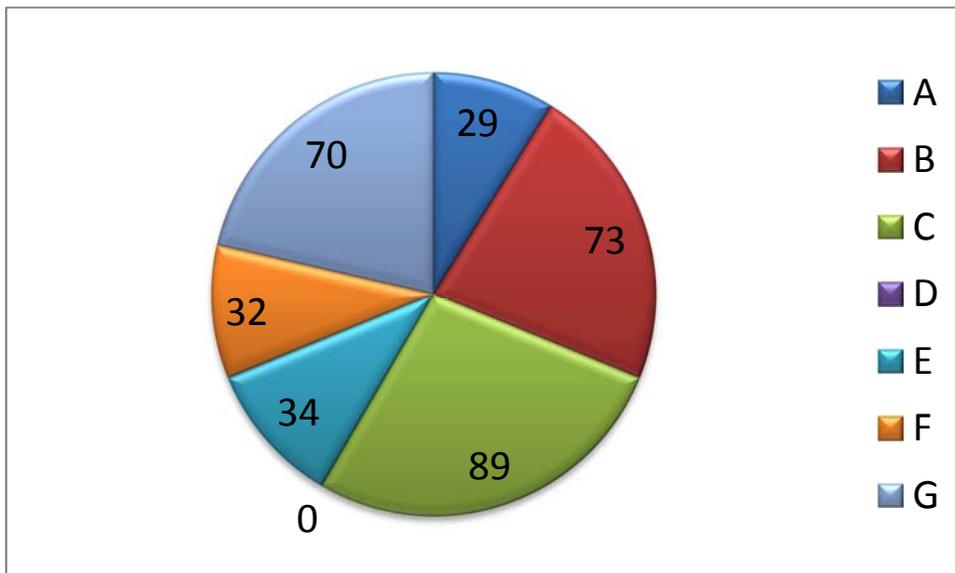
- A. It's fast enough to do what the organization needs
- B. It would be better if it were faster, but the organization can still do what it needs
- C. It's not fast enough to do what the organization needs



Question 6a (of those who didn't respond A for question 6):

What is the main reason your organization doesn't subscribe to a faster Internet service?

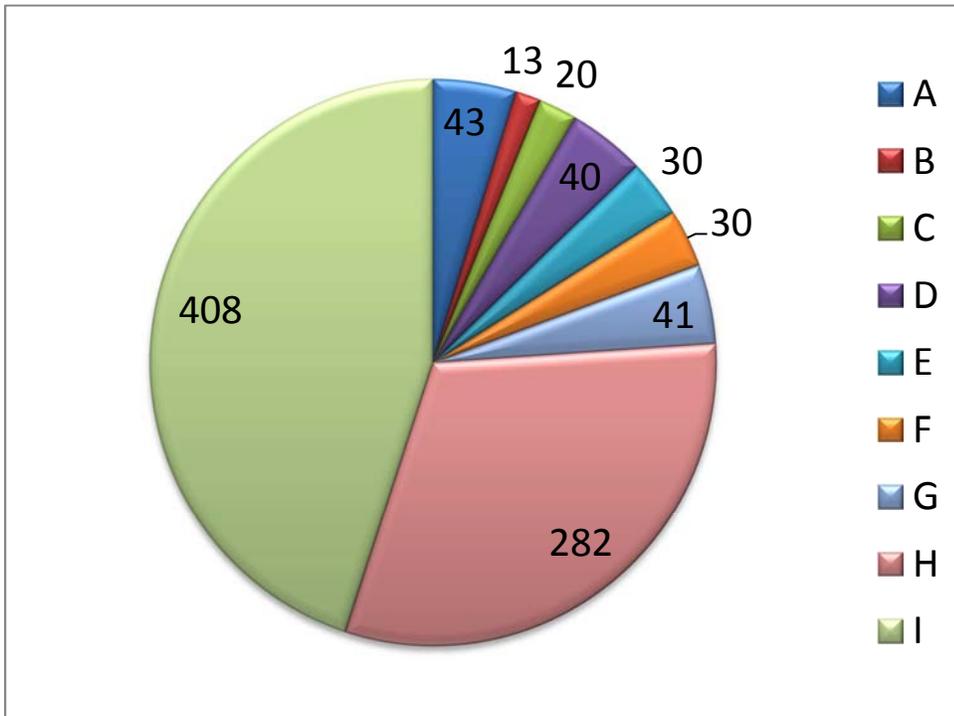
- A. Faster Internet service is not available
- B. The organization would have to purchase or lease equipment to get faster Internet service
- C. The monthly bill for faster Internet service is too expensive
- D. The organization would be required to sign a contract to get faster Internet service
- E. The organization currently has a contract with an Internet service provider
- F. The organization is limited by purchasing rules
- G. Other



Question 7:

If the organization could have a faster Internet connection, what is the most the business or organization would be willing to pay for Internet service?

- A. \$1,001 or more a month
- B. \$501-1,000 a month
- C. \$301-500 a month
- D. \$101-300 a month
- E. \$51-100 a month
- F. \$30-50 a month
- G. Less than \$30 a month
- H. Nothing
- I. Don't know



Usage Guidelines

This survey was completed by 907 K-12 schools and public libraries in Maine that participate in the Maine School and Library Network.

The information provided here may be published and distributed freely.

Raw survey data will not be published but may be provided upon request at the discretion of Networkmaine in either full or anonymized form provided a use justification is submitted and approved.

Table 20
Percentage of Connections by Downstream Speed by State as of June 30, 2010
(Connections over 200 kbps in at least one direction)

State	Over 200 kbps Upstream and				
	% over 200 kbps Downstream	% at least 768 kbps Downstream	% at least 3 mbps Downstream	% at least 6 mbps Downstream	% at least 10 mbps Downstream
Alabama	86.0	72.2	33.8	22.5	5.1
Alaska	87.2	77.9	28.9	12.7	6.5
American Samoa	*	*	*	*	*
Arizona	89.1	72.9	34.7	31.5	22.5
Arkansas	89.8	76.2	26.5	17.0	14.7
California	88.2	75.7	32.7	25.8	16.6
Colorado	90.0	76.8	36.8	34.1	25.0
Connecticut	89.6	76.6	39.0	33.7	24.1
Delaware	87.4	73.7	50.9	46.0	41.8
District of Columbia	78.7	61.7	32.2	25.1	16.1
Florida	88.6	81.1	43.3	34.9	20.5
Georgia	86.4	75.1	37.4	25.8	16.0
Guam	*	*	*	*	*
Hawaii	94.2	85.4	51.4	8.4	1.0
Idaho	86.3	70.2	33.9	11.3	3.2
Illinois	90.1	78.7	36.6	26.4	17.9
Indiana	87.1	73.9	35.6	25.9	20.0
Iowa	89.5	75.4	49.9	27.8	7.0
Kansas	86.7	75.1	37.1	26.3	15.9
Kentucky	88.6	80.1	42.2	26.3	20.7
Louisiana	88.1	80.4	30.5	21.0	14.3
Maine	84.6	77.2	55.0	36.5	6.3
Maryland	85.1	72.3	46.0	39.6	34.9
Massachusetts	87.8	77.0	49.2	43.6	38.4
Michigan	84.9	71.9	37.4	31.8	11.2
Minnesota	88.5	75.6	38.5	33.3	20.2
Mississippi	90.2	63.2	23.7	12.0	2.9
Missouri	87.6	77.7	31.9	21.8	6.8
Montana	75.4	51.7	29.0	24.0	1.9
Nebraska	83.0	65.8	41.5	28.8	4.0

Table 20 - Continued
Percentage of Connections by Downstream Speed by State as of June 30, 2010
 (Connections over 200 kbps in at least one direction)

State	Over 200 kbps Upstream and				
	% over 200 kbps Downstream	% at least 768 kbps Downstream	% at least 3 mbps Downstream	% at least 6 mbps Downstream	% at least 10 mbps Downstream
Nevada	90.3	80.4	37.3	30.0	20.0
New Hampshire	85.8	73.1	54.8	45.1	34.9
New Jersey	86.3	73.6	50.0	45.2	41.9
New Mexico	84.0	64.6	29.7	23.5	3.2
New York	86.8	76.2	50.7	42.6	37.6
North Carolina	83.5	71.0	44.6	32.2	5.7
North Dakota	80.0	56.9	42.3	26.5	22.1
Northern Mariana Isl	*	*	*	*	*
Ohio	83.2	68.2	38.4	28.3	5.8
Oklahoma	91.5	85.3	34.8	20.4	16.0
Oregon	91.0	80.2	44.6	38.5	26.2
Pennsylvania	86.9	75.1	45.7	35.0	29.3
Puerto Rico	88.2	74.6	21.4	1.4	0.1
Rhode Island	89.0	79.6	53.8	49.3	43.8
South Carolina	81.7	67.3	39.0	29.3	8.0
South Dakota	76.9	55.2	43.1	26.8	24.4
Tennessee	84.7	69.5	35.9	28.3	17.5
Texas	89.0	79.3	34.0	24.2	8.2
Utah	91.0	78.3	33.7	28.2	20.9
Vermont	84.6	74.7	48.5	35.0	13.7
Virgin Islands	85.7	57.7	*	*	*
Virginia	84.3	70.3	42.5	34.9	28.9
Washington	90.4	79.3	43.2	38.1	30.3
West Virginia	88.0	81.1	42.1	27.2	19.0
Wisconsin	89.2	78.5	44.9	30.9	6.5
Wyoming	81.4	54.2	36.1	28.8	1.6
Total	87.4	75.5	39.5	30.6	19.4

* = Data withheld to maintain firm confidentiality.
 Source: FCC Form 477, Part I.

Table 18
Percentage of Connections by Downstream Speed by State as of June 30, 2012
 (Connections over 200 kbps in at least one direction)

State	Over 200 kbps Upstream and				
	% over 200 kbps Downstream	% at least 768 kbps Downstream	% at least 3 Mbps Downstream	% at least 6 Mbps Downstream	% at least 10 Mbps Downstream
Alabama	94.3	77.2	38.2	30.8	18.1
Alaska	94.4	90.6	26.2	20.6	12.7
American Samoa	*	*	*	*	*
Arizona	95.2	75.8	43.2	36.4	23.4
Arkansas	95.7	82.6	27.0	18.8	11.7
California	95.1	77.9	36.5	27.2	14.6
Colorado	95.6	79.4	46.8	40.2	24.9
Connecticut	95.9	77.8	42.8	35.3	23.9
Delaware	95.0	76.2	51.9	45.3	33.1
District of Columbia	93.7	75.7	52.5	47.1	14.0
Florida	96.1	80.8	48.2	38.2	23.0
Georgia	94.7	76.2	62.7	31.5	17.3
Guam	*	*	*	*	*
Hawaii	97.4	85.8	52.0	41.4	19.5
Idaho	92.9	71.4	43.2	28.6	11.6
Illinois	96.2	83.5	63.4	34.1	19.7
Indiana	95.0	78.5	42.2	32.2	18.4
Iowa	95.0	76.0	41.4	30.9	19.3
Kansas	93.8	80.8	48.9	36.5	13.6
Kentucky	94.4	85.2	43.6	28.7	15.8
Louisiana	94.0	84.2	29.3	20.4	14.2
Maine	93.2	80.4	46.7	37.8	11.5
Maryland	94.6	77.5	49.0	40.7	29.5
Massachusetts	95.5	76.8	50.7	43.7	33.8
Michigan	94.6	75.2	47.3	35.6	19.7
Minnesota	95.2	79.1	50.7	41.7	24.1
Mississippi	95.0	65.3	25.5	16.0	11.6
Missouri	95.2	86.6	66.1	28.9	12.8
Montana	88.5	52.3	27.7	22.6	15.5
Nebraska	91.9	66.4	38.4	27.7	16.1

Table 18 - Continued
Percentage of Connections by Downstream Speed by State as of June 30, 2012
 (Connections over 200 kbps in at least one direction)

State	Over 200 kbps Upstream and				
	% over 200 kbps Downstream	% at least 768 kbps Downstream	% at least 3 Mbps Downstream	% at least 6 Mbps Downstream	% at least 10 Mbps Downstream
Nevada	96.6	84.8	66.4	33.6	20.6
New Hampshire	93.3	69.9	51.2	42.8	31.9
New Jersey	94.9	73.6	47.6	42.1	33.3
New Mexico	93.9	74.2	38.0	32.5	12.1
New York	95.0	76.0	45.3	37.1	25.7
North Carolina	93.9	76.3	50.0	39.0	10.1
North Dakota	93.6	69.1	41.8	32.7	20.7
Northern Mariana Isl	*	*	*	*	*
Ohio	92.4	72.3	46.6	34.8	8.3
Oklahoma	95.9	91.2	32.3	20.1	14.0
Oregon	96.3	82.0	48.0	39.5	25.8
Pennsylvania	95.0	78.2	48.8	38.5	26.3
Puerto Rico	94.5	87.4	20.8	12.2	8.3
Rhode Island	95.7	79.9	55.2	46.2	35.1
South Carolina	93.2	72.2	47.4	35.7	16.7
South Dakota	93.2	71.2	41.1	38.6	26.0
Tennessee	94.0	74.5	43.6	34.6	20.0
Texas	96.3	85.4	63.3	26.7	11.7
Utah	96.5	81.7	48.8	40.1	22.5
Vermont	93.1	76.7	44.6	33.4	18.7
Virgin Islands	96.2	81.6	*	*	*
Virginia	94.2	75.6	47.5	37.6	25.0
Washington	96.1	82.0	49.0	40.9	26.6
West Virginia	96.3	90.0	39.9	37.3	19.1
Wisconsin	96.0	83.7	45.1	34.3	15.0
Wyoming	93.4	65.3	39.5	34.2	16.0
Total	95.1	78.8	47.6	33.7	19.3

* = Data withheld to maintain firm confidentiality.
 Source: FCC Form 477, Part I.