

Sample Resident Survey

Sending a survey is a great way to gather resident feedback to understand their needs. Below is a list of questions to include. Use this as a guide to build your own survey or Blue Stream Fiber can build one for you.

Name: _____

1. Who is your current internet provider?

2. What speed is your internet connection?
 - Under 200 Mbps
 - Between 201 Mbps and 1 Gig
 - 1 Gig or higher
 - Unsure
3. How often do you experience slow or lost internet connections?
 - Daily
 - Weekly
 - Monthly
 - Rarely
4. What is the longest period of time that your internet services have been out?

5. Are there areas of your home with poor WiFi/ internet services?
 - Yes
 - No
6. What do you pay per month for internet services?

7. How reliable would you say your internet services are?
1 - Not Reliable; 5 - Very Reliable
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8. Are you interested in your community upgrading to fiber-optic internet services?
 - Yes
 - No
9. Do you ever work from home using your internet connection?
 - Yes
 - No
10. Do you have connected devices in your home like a video doorbell (e.g. Ring), a WiFi thermostat (e.g. Nest), or a smart speaker (e.g. Alexa)?
 - Yes
 - No
 - a. How many connected devices do you have in your home?

11. Do you notice slower speeds or buffering in peak hours of the evening (6pm-9pm)?
 - Yes
 - No
12. Are you concerned about cyber-security when browsing the internet in your home?
 - Yes
 - No
13. Who is your current TV provider?

Sample Resident Survey (continued)

14. How much do you pay per month for your TV services?

15. How many total TVs do you have in your home?

16. How many set-top boxes do you have connected to TVs in your home?

17. What streaming services do you use? (e.g. Netflix, Hulu, etc.)

18. Do you use DVR functions like record, play back, pause, fast forward or rewind?

- Yes
- No

19. How reliable are your TV services?

1 - Not Reliable; 5 - Very Reliable



20. How often do you get pixels on your TV set?

- Daily
- Weekly
- Monthly
- Rarely

21. Do you have a home phone line?

- Yes
- No

22. Do you have mobile phone service?

- Yes
- No

b. If so, how many lines?

23. How satisfied are you with the customer support from your TV / Internet provider?

1 - Not Satisfied; 5 - Very Satisfied



24. Are you a seasonal customer that would benefit from taking your TV services to your secondary home?

- Yes
- No

25. Below, can you please rate the importance of the following factors in choosing a Cable and Internet Service Provider? Rate 1-5, with 1 being the most important factor.

- a. 24 hr tech support _____
- b. Customer education/training _____
- c. Dedicated account manager
for your community _____
- d. Same day/next day service calls _____
- e. Local call center _____