



**South Central Ozark Council of
Governments Regional Business
Broadband Survey**



The South Central Ozark Council of Governments (SCOCOG) and the State of Missouri's Office of Administration are conducting this survey to determine the broadband usage, needs and interests of local businesses. Broadband is typically defined as a service that enables high-speed Internet access and high-capacity data communications as opposed to low speed services such as dial-up connections. The results of the survey will be used to help the South Central Ozark region gain a better understanding of broadband availability and adoption and how these lend themselves to economic opportunity.

Please take a few minutes to let us know if and how you currently utilize broadband services and what impact broadband has on your business. The survey should be completed by April 30, 2011 to be included in the strategic planning process for the region. If you have any questions, contact SCOCOG, via phone at (417) 256-4226 or by email, rpruett@scocog.org. Please send your completed survey response to the address or fax number listed at the end of the survey. Thank you for your assistance!

1. Name of your business: _____

2. Which department do you work in? _____

3. Number of employees at your location:

- 1 to 4
- 5 to 25
- 26 to 100
- 101 to 500
- 501 to 750
- 751 or more

4. Please tell us where your business is located.

Address: _____

City, State, Zip: _____

5. What Missouri county is your business located in? _____
6. E-mail address: _____
7. Name of person responding to this survey: _____
8. Title of person responding to survey: _____
9. Your business website address: _____
10. Briefly describe what your business does: _____
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11. Indicate what national business classification best describes your business:

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

Other (please specify): _____

12. Is your business a satellite office?

- YES
- NO

If YES, where is your central office? _____

13. Does your business have satellite offices?

- YES
- NO

If YES, what are the locations of your satellite offices? _____

14. Do you have Internet service at your business?

- YES **(go to question 17)**
- NO

15. Please check all the reasons for not having Internet service at your business:

- Internet service isn't available
- I'm not comfortable using the Internet.
- My business doesn't need Internet service.
- I don't know how to use the Internet.
- Another company supports my Internet service needs.
- Internet service is too expensive.
- I don't have a computer at my business.

Other (please specify): _____

16. Do you plan to establish Internet service?

- YES
- NO

If YES, when? _____

Businesses without Internet service go to question 32.

17. Who currently provides your business's local data communications, Internet service and connections? _____

18. What type(s) of Internet connection do you have?

- Dial-up Line - 56 Kbps or Less (**go to question 21**)
- Satellite Broadband
- Fiber to the Premises
- DSL
- Fixed Wireless
- Cable Modem
- Mobile Wireless (Cellular Aircard)
- Frame Relay/Fractional T-1 (i.e., CIR)
- T-1

Other (please specify): _____

19. For all the types of connections you have, indicate the speed of your connection(s). If you know you have the connection, but aren't sure of the speed, just indicate "don't know speed."

Type of Connection	Speed
Satellite Broadband	
DSL	
Cable Modem	
Frame Relay/Fractional T-1 (i.e., CIR)	
Other (Indicate type and speed)	
Satellite Broadband	
DSL	
Cable Modem	
Frame Relay/Fractional T-1 (i.e., CIR)	
Other (Indicate type and speed)	

20. What year did you first establish broadband, or high-speed Internet service, at your business? _____

Businesses with broadband skip to question 23.

21. Why haven't you adopted broadband, or high-speed Internet service? (check all that apply).

- Not available.
- Don't need high-speed Internet
- Too expensive.
- Don't know why we haven't adopted broadband.

22. Do you plan to adopt broadband (high-speed Internet) service?

- YES
- NO

If YES, when? _____

23. Please rate the following aspects of your services by checking the appropriate column.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/Not Applicable
Cost of Internet/network service					
Speed of the on-line connection					
Billing practices of your provider					
Training and technical support					
Customer Service Representative's knowledge when you call for help					
Installation technician's ability and courteousness					

24. In the last 30 days, indicate which applications your data communications/Internet Access connection has supported (check all that apply):

- E-mail
- Videoconferencing
- File Sharing
- E-business
- Website applications
- Business to business functions
- On-line education
- Banking
- Monitoring functions
- Research
- On-line appointments
- On-line customer support

Other: _____

25. How important is a robust broadband (high-speed Internet access) connection to the day to day operations of your business (check one)?

- Very Important
- Important
- Somewhat Important
- Not at All Important

26. Why is a broadband connection important to you at your location?

27. Would it be beneficial to you if the broadband environment in your area was enhanced?

- YES
- NO

If YES, when? _____

28. Do you have any thoughts about how to go about enhancing broadband availability in your region? _____

29. When you sought broadband services for your business at your location, how would you describe the availability of multiple, competing broadband options:

- Competitive, several options
- Somewhat Competitive, two providers
- Not Competitive at All, only one provider option
- There is not a broadband option available that is suitable for my business.

30. What do you currently pay each month for this service? (If you have indicated several services above, indicate your total expense for these services.)

- Less than \$50
- More than \$50 and less than \$100
- Between \$100 and \$200
- Between \$200 and \$300
- More than \$300 per month
- Don't know how much we pay.

Other (please specify): _____

31. What is the term of your service contract(s)? _____

32. Do you have any other comments about broadband service availability in your region?

The South Central Ozark Council of Governments and the State of Missouri appreciate your cooperation in completing this survey. Please send completed surveys to the SCOCOG office via fax, (417) 256-6188 or by mail to: South Central Ozark Council of Governments, PO Box 100, Pomona, MO 65789. Thank you again for your assistance!