

601 S Grand Ave
Houston, MO 65483



Return the survey in person
to city hall or mail to:

Houston City Hall
601 S. Grand Ave.
Houston, Mo. 65483

G21-09-80-01 928764 15 1

Return the survey today to be included in a prize drawing for a **\$100.00 gift card** or **\$100 electric bill credits** to be applied to the winning accounts by **APRIL 1**. This information will only be used to help the City of Houston provide better service to you, and we will not sell or share your information. *Please use blue or black ink to fill in each answer.* Thank you for helping support your City!

City of Houston Missouri wants to know your opinions about new high-tech services. Using newer and more reliable fiber optic technologies that are capable of transmitting today's rigorous internet services through one fiber optic line, we're evaluating offering a new high-speed internet service connection to your home. This new service would be a solution for consumers who currently have limited, unreliable, or no access to extremely high-speed internet or who are looking for an alternative to their existing high-speed service. The service will offer an affordable monthly fee for basic to unlimited high-speed fiber optic broadband internet service. If there is enough interest – and if the city of Houston council of trustees should decide to proceed – the new internet service could be available in the near future.

TELEVISION

- How many TVs do you have in your home? Are any of your TVs Smart? (Have Wi-Fi in your TV for streaming)
 1 2 3 4 5 or more none (skip to #6) Yes No
- At your home, do you use cable TV, satellite TV, Stream or neither?
 Cable TV Satellite TV Stream Neither cable TV nor satellite TV (skip to #5)
- If you *do have* cable TV or satellite TV, who is your service provider? _____
 (write name here)
- About how much do you currently pay each month for cable or satellite TV?
 Less than \$25/month \$25 to \$50 per month \$51 to \$70 per month
 \$71 to \$90 per month More than \$90 per month

INTERNET

- Do you have internet service at your home? Yes No (skip to #14)
- What type of internet connection do you use at your home?
 Dial-up Telephone DSL Cable modem
 Satellite broadband Land-based wireless broadband Cell phone
- If you *do have* internet service, who is your internet service provider? _____
 (write name here)
- About how much do you pay each month for home internet service?
 Less than \$15/month \$15 to \$25 per month \$26 to \$50 per month
 \$51 to \$70 per month More than \$70 per month

9. If available, would you switch from your current internet service provider (or if you do not have it, subscribe) to a City fiber optic internet service for:

- Basic (10 Mbps up and download) \$29 per month
- Premium Plus (50 Mbps up and download) \$49 per month
- Premium Plus+ (100 Mbps up and download) \$89.99 per month

10. If a premium fiber optic high-speed internet service is offered with speeds up to 100 Mbps, or 1000 Mbps would you be

- Very Interested Interested Somewhat interested Not interested at all

11. How satisfied are you with your current service provider on each of the following?

1 Not Satisfied | 2 Somewhat Non-satisfied | 3 Somewhat Satisfied | 4 Very Satisfied

Cable TV/Satellite TV Service

Connection and quality of picture	1	2	3	4
Reasonable monthly cost	1	2	3	4
Responsive customer service and tech support	1	2	3	4

Telephone Service

Availability of enhanced calling features	1	2	3	4
Reasonable monthly cost	1	2	3	4
Responsive customer service and tech support	1	2	3	4

Internet Service

Reliable online access & Wireless	1	2	3	4
Connection down /upload speed	1	2	3	4
Availability of enhanced features (e.g., higher speed internet, video-on-demand)	1	2	3	4
Reasonable monthly cost	1	2	3	4
Responsive customer and tech support	1	2	3	4

DEMOGRAPHICS - These final questions are for classification purposes only and are completely confidential.

12. What is your ethnic origin? White Native American Hispanic African American Other

13. About what is the total annual income range of your household?

UNDER \$15,000 _____ \$15,001-25,000 _____ \$25,001-35,000 _____ \$35,001-50,000 _____
\$50,001-75,000 _____ Over \$75,000 _____

14. Could you work from home if you had reliable fiber optic high-speed broadband internet? Yes No

15. Into which category does your age fall? > 25 25-34 35-44 45-54 55-64 65-74 75+

CONTACT INFORMATION (All contact information is confidential and will not be sold for marketing purposes.)

If you wish to be entered in the drawing, please fill out (print) the following contact information:

Name _____
Street Address _____ City _____ Zip _____
Phone _____ Email _____

That's the END of our survey! * Thank you for your assistance!