

**Amelia County, Virginia
Telecommunications Planning Project
Preliminary Business Survey**

Amelia County needs your help! The County is in the initial stages of developing a telecommunications plan which will identify future needs for the County and how best to address them. As part of the process, the County is surveying local businesses to determine the current service environment and what their future needs might be. How the County proceeds depends on the interest and feedback from the business community. Therefore, please take a few moments to complete and return this survey.

Business Demographics

1. How many workers are employed by your business?

- | | | | |
|--------------------------------|--------------------------------|----------------------------------|--------------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 1-4 | <input type="checkbox"/> 5-9 | <input type="checkbox"/> 10-19 |
| <input type="checkbox"/> 20-49 | <input type="checkbox"/> 50-99 | <input type="checkbox"/> 100-249 | <input type="checkbox"/> 250 or more |

2. What is the annual sales/revenue for your business?

- | | |
|--|--|
| <input type="checkbox"/> Less than \$50,000 | <input type="checkbox"/> \$50,000-\$500,000 |
| <input type="checkbox"/> \$500,001-\$1 million | <input type="checkbox"/> More than \$1 million |

3. Which of the following best describes the type of business conducted at this location?

- | | |
|---|--|
| <input type="checkbox"/> Accounting/architectural/engineering | <input type="checkbox"/> Communications/technology |
| <input type="checkbox"/> Contractor or construction | <input type="checkbox"/> Health Care |
| <input type="checkbox"/> Hotel/Motel | <input type="checkbox"/> Education |
| <input type="checkbox"/> Retail trade | <input type="checkbox"/> Restaurant |
| <input type="checkbox"/> Business/personal services | <input type="checkbox"/> Finance/insurance |
| <input type="checkbox"/> Wholesale trade | <input type="checkbox"/> Real Estate |
| <input type="checkbox"/> Government | |
| <input type="checkbox"/> Other (please specify) _____ | |

Computer Use and Internet Access

4. Does your business/organization have an Internet connection?

- Yes No

If YES, continue with the next question. If NO, skip to Question #14.

5. How many computers share this connection?

- 1-5 6-10 11-20 21-50 More than 50

6. What type of Internet connection?

- | | | |
|---|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Satellite or microwave | <input type="checkbox"/> Dial-up | <input type="checkbox"/> Wireless |
| <input type="checkbox"/> DSL | <input type="checkbox"/> Fiber | <input type="checkbox"/> T1 Line |

Cable Modem T3/DS3 Line ISDN Line
 Don't know Other (please specify) _____

7. Who is your Internet service provider? _____

8. To the best of your knowledge, how much are you currently paying per month for Internet access?

Under \$30 \$30-\$50 \$51-\$100 \$101-\$300
 \$301-\$500 \$501-\$1000 \$1001-\$1500 More than \$1500

9. What is your current Internet bandwidth or connection speed?

56K-256K 256K-512K 512K-765K 765K-1Mb
 1Mb-1.5Mb 1.5Mb-3Mb 3Mb-5Mb 5Mb-10Mb
 10Mb-25Mb 25Mb-50Mb 50Mb-100Mb More than 100Mb
 Not sure

10. Check all uses of the Internet needed for you or your business now (check all that apply):

e-mail Browsing/research
 voice over IP Teleworking at home
 Banking Web site for marketing/advertising information
 Placing orders Making payments
 Receiving orders/payments Customer/employee services
 Education/training Audio streaming/audio on demand
 Video streaming/video on demand Videoconferencing
 Transfer large files Network storage/backup
 Communications between home office site and remote Monitor and control for security, alarms, health, processes, etc.
 Disaster/recovery avoidance Other (please specify) _____

11. Check all uses of the Internet needed for you or your business in the future (check all that apply):

e-mail Browsing/research
 voice over IP Teleworking at home
 Banking Web site for marketing/advertising information
 Placing orders Making payments

- | | |
|---|--|
| <input type="checkbox"/> Receiving orders/payments | <input type="checkbox"/> Customer/employee services |
| <input type="checkbox"/> Education/training | <input type="checkbox"/> Audio streaming/audio on demand |
| <input type="checkbox"/> Video streaming/video on demand | <input type="checkbox"/> Videoconferencing |
| <input type="checkbox"/> Transfer large files | <input type="checkbox"/> Network storage/backup |
| <input type="checkbox"/> Communications between home office site and remote | <input type="checkbox"/> Monitor and control for security, alarms, health, processes, etc. |
| <input type="checkbox"/> Disaster/recovery avoidance | <input type="checkbox"/> Other (please specify) _____ |

12. How satisfied are you with the speed and reliability of your current service?

- Very satisfied Somewhat satisfied Satisfied Not satisfied

13. Would you be willing to pay more for faster, higher quality Internet access?

- Not at all Somewhat willing Very Willing Not sure

14. If yes to Question 12, briefly state what is affordable and at what speed.

15. How important do you think Internet technology will be for the success of your company over the next five years?

- Not important Somewhat important Very important

16. If you need to add or improve service at your location, please indicate below.

- Telephone Internet/data TV Broadband*

*Broadband is NOT a system or technology, but rather refers to speed and capacity (bandwidth) of a network connection. Broadband in this context refers to high-speed Internet connections that are always connected (no dial-up) to high speed networks, enabling super-fast downloads and uploads. Broadband networks have the potential to dramatically change, enhance and transform the types of applications and services currently available through the current narrowband Internet. A broadband network can provide customers with a choice of service providers and services.

17. Given the definition above, do you believe your business/organization would benefit from an affordable broadband Internet connection?

- Yes No

18. Who is your local dial-tone telephone service provider? _____
(Please indicate if you use a cell phone only)

19. Who is your long-distance telephone service provider? _____
(Please indicate if you use a cell phone only)

20. Would you expand your business in the next five (5) years if high-speed Internet access were available? If so, how (check all that apply)?

- | | |
|---|---|
| <input type="checkbox"/> Increase advertising/marketing | <input type="checkbox"/> Expand and/or add additional location/facility |
| <input type="checkbox"/> Hire additional employees | <input type="checkbox"/> Offer additional services over the Internet |

21. If you plan to expand your business in the next five years (regardless of whether high-speed Internet is available) and those plans include hiring additional employees, what education and skill set would you require from new employees?

High School diploma, no special training

High School diploma, special training

Some college and special training

Do not plan to add workers

22. If your business/organization provides job training, or plans to, what types of telecommunications service do you need to effectively serve your constituents?

23. If you are an educational institution or health care provider, what types of service would you most benefit from?

Are you limited by the broadband service (or lack thereof) currently available? Yes No
If yes, how could improved service help (allow you to provide telemedicine, electronic records transfer, etc.)?

24. Do you work from home? (This question is to help us determine how many people in the community need broadband service for business as home.)

Have a full-time home-based business

Work part-time from home

Work full-time from home for another company

Never work from home

Need night and weekend access to place of work

25. Do you feel there is an adequate number of service providers in the County, or is competition too limited?

Please complete and return this survey by May 22th. It may be returned to the County Administrator's Office, located at 16360 Dunn Street Suite 101, mailed to the Commonwealth Regional Council, P.O. Box P, Farmville, VA 23901, or faxed to the Commonwealth Regional Council (434-392-5933). Thank you for your help!