

Cariboo Regional District

Business/Organization/Institution

Connectivity Survey



This survey can be completed online at:

<https://www.cariboord.ca/en/business-and-development/broadband-connectivity-survey.aspx>

Purpose: The Cariboo Regional District (CRD) together with TANEx Engineering Corporation (www.tanexengineering.com), is conducting a survey of residents, businesses, organizations and institutions to obtain information and feedback about existing internet and cellular services in the CRD to assist with future planning and strategy development intended to improve service in rural areas.

Please complete this survey if you are a Business, Organization or Institution located in the CRD. If you are also a resident of the CRD, **please also complete** the Residential Connectivity Survey at www.cariboord.ca.

This survey is very valuable and will be used to document the existing state of connectivity within the regional district, and to identify gaps between existing service and where services are needed.

Wide participation in this survey is a critical piece to improving the state of connectivity in the CRD.

Please answer as many questions as you can. The entire survey should take no more than 5 or 10 minutes to complete. To make it easier, we recommend that you have your internet service bill in front of you before you begin.

You may pickup and return this survey at the local library or Cariboo Regional District office.

We greatly appreciate your time and input.

All information collected is kept confidential. Thank you for your time.

---- Questions About Your Business/Organization/Institution ----

1. Is your business located within a municipality in the CRD?

☐ Yes

☐ No

2. If yes, where is your business/organization/institution (for simplicity "business") physically located within CRD?

☐ 100 Mile House

☐ Quesnel

☐ Wells

☐ Williams Lake

3. If your business is not within a municipality, what community is it located in?

Community _____

4. Do you operate your business:

☐ Full Time

☐ Part-Time/Seasonal

5. How many people do you employ, including yourself?

☐ 1

☐ 2 - 5

☐ 6 - 20

☐ 20 - 50

☐ 50+

6. What type of business?

☐ Industrial/Commercial

☐ Retail

☐ Tourism

☐ High tech/ IT

☐ Professional Service

☐ Real Estate

☐ Science

☐ Health Care

☐ Arts

☐ Hospitality

☐ Not for Profit Group

☐ Institution/Government Agency

☐ Agriculture

☐ Other _____

---- Questions About Your Business Internet ----

7. Do you have internet access at your business?

☐ Yes

☐ No

8. If you do not have internet at your business, why not? (please check any that apply).

☐ Cost

☐ Don't want it

☐ Poor Quality

☐ Not available

☐ Other _____

9. If you do not have internet at your business, please skip to question 30, otherwise, who is your current internet service provider (ISP)?

☐ ABC

☐ CP Electronics

☐ Shaw

☐ Tatlayoko
Think Tank

☐ Telus

☐ Galaxy

☐ Xplornet

☐ Other _____

10. What type of business internet service do you have?

☐ Optical Fibre ☐ Cable/CATV ☐ Wireless ☐ DSL ☐ Cellular ☐ Satellite ☐ Dial-up
☐ Don't Know Other (Please specify) _____

11. How many users would be on the internet in your business at once?

☐ 1 ☐ 2 - 5 ☐ 6 - 20 ☐ 20 - 50 ☐ 50+

12. How does your business use internet (check all that apply)?

☐ General Communication (e.g. Email) ☐ Cloud Services (e.g. Office 365) ☐ High Tech / IT ☐ Point of Sale/Financial Transactions
☐ Outside Resources (Research) ☐ Guest Services ☐ Advertising ☐ Connecting Location (VPN)
☐ Remote Access ☐ Accessing Large Files ☐ Phone Service ☐ Human Resources & Admin
☐ Guest Wi-fi ☐ Other _____

13. What is the average cost of your internet per month over the last 6 months?

☐ Under \$100 ☐ \$101 - \$200 ☐ \$201 - \$299 ☐ \$300+ ☐ Don't know

14. Is your internet service bundled with other services?

☐ Yes ☐ No

15. If you answered Yes to the previous question, which services are bundled?

☐ Cable TV ☐ Phone Other (Please specify): _____

16. Does your internet plan have a usage limit after which you pay additional charges?

☐ Yes ☐ No ☐ Don't Know Specify Limit (if known) _____

17. During the past year, how many months have you had to pay overage charges?

☐ 0 ☐ 1 - 3 ☐ 4 - 6 ☐ 7 - 9 ☐ 10 - 12

18. What are your average overage charges per month in the last year?

☐ \$0 - \$49 ☐ \$50 - \$99 ☐ \$100 - \$149 ☐ \$150+ ☐ Don't know

19. What is your internet service speed? To test your internet speed, you can go to <https://performance.cira.ca/cariboord>. Please run a test and provide the results below.

	Don't Know	Less than 1Mbps	1–5Mbps	5-20Mbps	20-50Mbps	50+Mbps
Download	☐	☐	☐	☐	☐	☐
Upload	☐	☐	☐	☐	☐	☐

20. If your speed is less than you require, why?

- ☐ Higher Speeds Not Available
 ☐ Too Expensive
 ☐ Poor Quality
 ☐ Other _____

---- Opinions About Your Business Internet ----

21. How would you rate the overall quality of your internet service?

- Poor ☐
 Fair ☐
 Good ☐
 Very Good ☐
 Excellent ☐

22. How important is internet service to your business?

- Not Important ☐
 Somewhat Unimportant ☐
 Somewhat Important ☐
 Very Important ☐
 Critical ☐

For the next 5 questions, we would like to determine your level of satisfaction with your business internet service.

- Very Dissatisfied
 Somewhat Dissatisfied
 Neutral
 Somewhat Satisfied
 Very Satisfied

23. Choice of internet service providers.

- ☐
☐
☐
☐
☐

24. Internet service speed.

- ☐
☐
☐
☐
☐

25. Overall cost / value.

- ☐
☐
☐
☐
☐

26. Reliability of service.

- ☐
☐
☐
☐
☐

27. Customer service.

☐ ☐ ☐ ☐ ☐

28. How likely are you to switch to an internet service with higher SPEEDS for an extra cost of:

	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely
\$50 / month	☐	☐	☐	☐	☐
\$100 / month	☐	☐	☐	☐	☐
\$100+ / month	☐	☐	☐	☐	☐

29. How likely are you to switch to an internet service with higher LIMITS for an extra cost of:

	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely
\$50 / month	☐	☐	☐	☐	☐
\$100 / month	☐	☐	☐	☐	☐
\$100+ / month	☐	☐	☐	☐	☐

30. Do you have a choice of internet service providers in your area?

☐ Yes ☐ No ☐ Don't Know

31. I would use the internet in my business, or I would use it more in my business, if it (please check all that apply)

☐ Was more Reliable ☐ Was faster ☐ Was Less Expensive ☐ Nothing would change my usage

Other (Please specify) _____

For the next 5 questions, we would like your views on internet.

Strongly
Disagree

Somewhat
Disagree

Neutral

Somewhat
Agree

Strongly
Agree

32. Internet service is an essential service.

☐☐☐☐☐

33. There is a need to improve internet service in the CRD.

☐☐☐☐☐

34. Improved internet will make CRD more attractive to potential residents and businesses.

☐☐☐☐☐

35. Improved internet will result in greater economic activity in the region.

☐☐☐☐☐

36. There will be significant benefits to improved connectivity in the region.

☐☐☐☐☐

37. Would your business benefit from faster internet speeds, higher data limits or more reliable internet? (check all that apply)

☐ Faster speeds ☐ Higher limits ☐ More reliable service ☐ None

38. Does your current internet service or lack thereof negatively impact or restrict your business?

☐ Yes ☐ No

Please describe: _____

39. Would you be more likely to expand if you had better, more affordable internet service?

☐ Yes ☐ No ☐ Maybe

Comment _____

40. Would you be likely to employ more people if you had better internet service?

☐ Yes ☐ No ☐ Maybe

Comment _____

41. Do you believe you lose business to competitors who have faster or more reliable internet?

☐ Yes ☐ No ☐ Do not know

---- Cellular Service ----

In this next series of questions, we would like more information about cellular services to help us understand where cellular services need improvement.

42. How concerned are you about safety due to lack or quality of service?

Very Concerned	Somewhat Concerned	Neutral	Somewhat Unconcerned	Not Concerned
☐	☐	☐	☐	☐

43. Do you currently have cellular/mobile service for your business?

☐ Yes ☐ No

44. If you do not currently have cellular/mobile service, why not? (select one) and after answering this question, please go to question 51.

☐ Unavailable ☐ Cost ☐ Not desired ☐ Poor Quality ☐ N/A

Other (Please Specify) _____

45. If you do have cellular/mobile service, which cellular service(s) do you use (check all that apply)?

☐ Cellphone ☐ USB Laptop Device (eg. Rocketstick) ☐ Internet Hub (eg. Smarthub)

Other (Please Specify) _____

46. If you do have cellular/mobile service, what is your data allocation (GB per month)?

☐ Up to 10GB ☐ 10 – 20GB ☐ 20 – 50GB ☐ 50 – 100GB ☐ 100GB+

For the next 4 questions, we would like to determine your level of satisfaction with cellular internet service in the region.

Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
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47. Cellular Coverage.

☐ ☐ ☐ ☐ ☐

48. Reliability of cellular service?

☐ ☐ ☐ ☐ ☐

49. Cost of cellular service?

☐ ☐ ☐ ☐ ☐

50. Level of customer service.

☐ ☐ ☐ ☐ ☐

51. What do you generally use cell service for? (please check all that apply)

☐ Phone calls ☐ Employment ☐ Safety ☐ Mobile internet ☐ Messaging

Other (Please Specify) _____

52. Would you support additional cellular sites or towers in your community?

☐ Yes ☐ No

53. If you do not support additional cellular towers, why not (check all that apply)?

☐ Too many already ☐ RF Safety Concerns ☐ Visual Appearance

Other (Please Specify) _____

54. Have you ever found yourself in an emergency situation without the ability to call for help due to a lack of cell phone coverage?

☐ Yes ☐ No

---- Final Questions ----

55. Providing internet service in remote and rural areas can be costly and does not generally make business sense for an ISP and often requires government funding. This question seeks your input on how internet service to these areas should be paid for and what sources of funding are appropriate.

I support CRD pursuing improved internet service through: (check all that apply):

☐ Internet service provider (like Telus) builds the infrastructure to provide service and owns it. CRD provides non-monetary support only. All control and future responsibilities are the responsibility of the provider. (Keep in mind that this may mean some areas don't get service.)

☐ CRD provides support to the service provider and subsidizes the cost (through federal grants, ie. gas tax or other). The service provider still owns the infrastructure, and all control and future responsibilities are the responsibility of the provider.

☐ CRD provides service by building, owning and maintaining an internet utility. Costs would be covered through a combination of sources like federal and provincial grants, CRD contributions, ie. gas tax or other). A new ongoing taxpayer funded CRD service would be established and control and future responsibilities are the responsibility of CRD.

☐ CRD partners with private industry partners to get service provided and shares costs, control and responsibility.

☐ Other _____

56. OPTIONAL

If you would like to discuss this initiative further, please send an email to kthomas@tanexengineering.com

COMMENTS:

Please feel free to include any additional comments:

You have now completed the survey. Thank you for taking the time.