



# REPORT TO COUNCIL

## City of Sacramento

23

915 I Street, Sacramento, CA 95814-2604  
www.CityofSacramento.org

Staff Report  
March 23, 2010

Honorable Mayor and  
Members of the City Council

**Title:** Google Request for Information (RFI)

**Location/Council District:** Citywide

**Recommendation:** Receive and File

**Contact:** Melissa Anguiano, Sr. Project Manager, 808-5864; Jim Rinehart, Economic Development Director, 808-5054; and Karl Rosander, Information Technology Manager, 808-8262

**Presenters:** Melissa Anguiano and Karl Rosander

**Department:** Economic Development

**Division:** Citywide

**Organization No:** 18001021

### Description/Analysis

**Issue:** On February 10, 2010, Google issued a Request for Information (RFI) asking Local Governments to express their interest in participating in a fiber optic trial and to provide information about their respective communities. Google is planning to build and test ultra-speed broadband networks in a small number of trial locations across the country. Google claims it will deliver Internet speeds one-hundred (100) times faster than most service providers, with 1 gigabit per second fiber-to-home connections. This service will be offered at a competitive price to at least 50,000 and potentially up to 500,000 people.

The first step in Google's process is to identify interested communities. The RFI specifically asks municipalities to provide as much information as possible in the following categories: Community Background Information (demographics, terrain, climate, local government structure, utilities, and economic industry); Willingness to Collaborate; Community Support; Facilities and Resources (pole attachments, conduits, public rights-of-ways, and community policies and sensitivities); Construction Methods (studied, evaluated and/or approved); and Regulatory Issues.

A response to the Google RFI is due, via an on-line application, by March 26, 2010. Staff from various departments including Information Technology; Transportation; Neighborhood Services; General Services Real Estate Division; City Attorney's Office; and Economic Development are working together to gather the appropriate information needed to respond to the RFI.

**Policy Considerations:** Submitting a response to the Google RFI is consistent with City Council's goal to promote and support economic vitality. If selected as a trial community, the City will have a number of policy considerations. Staff will fully analyze all policy matters and return with recommendations for City Council consideration.

**Environmental Considerations:**

**California Environmental Quality Act (CEQA):** This report concerns administrative activities that do not constitute a "project" as defined by the CEQA [CEQA Guidelines Sections 15061(b)(3); 15378(b)(2)].

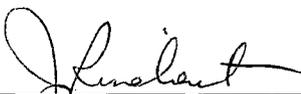
**Sustainability Considerations:** There are no sustainability considerations applicable to this report.

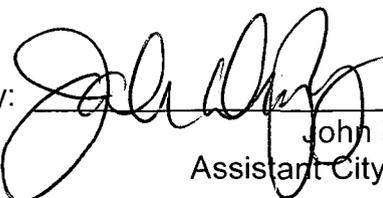
**Commission/Committee Action:** None

**Rationale for Recommendation:** Responding to the Google RFI reinforces the message that Sacramento is positioned to take advantage of technology that is essential to the economic growth and diversification of the City. The information requested in the RFI is non-proprietary. Further, responding to this RFI does not obligate the City to any trial, contract or terms.

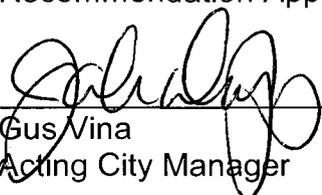
**Financial Considerations:** At this stage, the proposed action has no financial impacts.

**Emerging Small Business Development (ESBD):** Not applicable.

Respectfully Submitted by:   
James R. Rinehart  
Economic Development Director

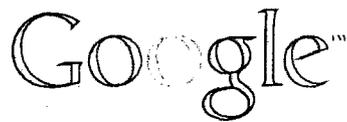
Approved by:   
John Dangberg  
Assistant City Manager

Recommendation Approved:

  
Gus Vina  
Acting City Manager

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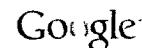
1600 Amphitheatre Parkway  
Mountain View, CA 94043

**Google Inc.**

**Request for Information**

**Google Fiber for Communities**

February 10th 2010



**Google Fiber for Communities**

Google is planning to launch an experiment that we hope will make Internet access better and faster for everyone. We plan to test ultra-high speed broadband networks in one or more trial locations across the country. Our networks will deliver Internet speeds more than 100 times faster than what most Americans have access to today over 1 gigabit per second, fiber-to-the-home connections. We'll offer service at a competitive price to at least 50,000 and potentially up to 500,000 people.

From now until March 26th, we're asking interested municipalities to provide us with information about their communities through a Request for Information (RFI), which we'll use to determine where to build our network.

**Request for information**

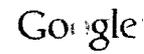
Google is asking local governments and residents to express their interest in our fiber optic trial and to provide information about their respective communities by *completing our request for information*.

**For local government (Exhibit A)**

Tell us how much your community would like to join the trial and about existing facilities and resources in the community.

**For residents and community groups (Exhibit B)**

If you'd like a Google fiber optic trial in your community, complete this section of the request for information.



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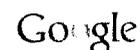
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## 1. Introduction

### What is Google doing, and what does it seek to achieve?

Imagine sitting in a rural health clinic, streaming three-dimensional medical imaging over the web and discussing a unique condition with a specialist in New York. Or downloading a high-definition, full-length feature film in less than five minutes. Or collaborating with classmates around the world while watching live 3-D video of a university lecture. Universal, ultra high-speed Internet access will make all this and more possible. We've urged the FCC to look at new and creative ways to get there in its National Broadband Plan – and now we're announcing an experiment of our own.

Google is planning to build and test ultra-high speed broadband networks in a small number of trial locations across the country. We'll deliver Internet speeds more than 100 times faster than what most Americans have access to today with 1 gigabit per second, fiber-to-the-home connections. We'll offer service at a competitive price to at least 50,000 and potentially up to 500,000 people.

As a first step, we're putting out a request for information (RFI) to help identify interested communities. We welcome responses from local government, as well as members of the public.

Our goal is to experiment with new ways to help make Internet access better and faster for everyone. Here are some specific things that we have in mind:

**Next generation apps:** We want to see what developers and users can do with ultra high-speeds, whether it's creating new bandwidth-intensive "killer apps" and services, or other uses we can't yet imagine.

**New deployment techniques:** We'll test new ways to build fiber networks, and to help inform and support deployments elsewhere, we'll share key lessons learned with the world.

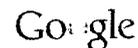
**Openness and choice:** We'll operate an "open access" network, giving users the choice of multiple service providers. And consistent with our past advocacy, we'll manage our network in an open, non-discriminatory, and transparent way.

Like our WiFi network in Mountain View, the purpose of this project is to experiment and learn. Network providers are making real progress to expand and improve high-speed Internet access, but there's still more to be done. We don't think we have all the answers – but through our trial, we hope to make a meaningful contribution to the shared goal of delivering faster and better Internet for everyone.

### Key Events & Projected Dates:

- Issuance of request for information: February 10, 2010
- Response Deadline: March 26, 2010

Google reserves the right to modify any of these dates. Any changes will be published on this website.



## 2. Legal Statements

### Confidential Information Notice

Google does not seek any proprietary or confidential information as part of your response. Accordingly, please do not submit any information that you do not want to become publicly available. Google will not be under any obligation to treat submissions as confidential and Google may disclose submissions to third parties as part of the evaluation process. All information and data contained in your response should be submitted on an unrestricted basis.

### Disclaimers

### Legal Status

This RFI does not constitute, and should not be interpreted as, a contract between Google and any entity or person for the performance of any obligation. Instead, the RFI seeks to identify required information from communities and to establish a common framework within which an agreement for a fiber trial may be reached.

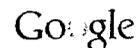
The submission of a response to the RFI, and subsequent evaluation of that response by Google, also does not constitute a contract or any type of agreement between Google and any respondent for the performance of any obligation. Only the execution by Google of a written contract will obligate Google in accordance with the terms and conditions contained in any such contract. All responses to this RFI become the property of Google.

Responses to this RFI may not be made by employees of, consultants to or other persons connected with Google. By submitting a response to either portion of this RFI, each respondent certifies that no employee of, consultant to, or other person connected to Google who has been or is associated with the respondent has participated in preparation of the response.

Any personal information Google receives as part of the RFI will be used by Google only for purposes of planning and running the services. Google will only share this information with third parties where necessary for planning and running the services.

### Cost of RFI

This RFI does not commit Google to pay any expense incurred by you in the preparation of your response.



### 3. Instructions to Respondents

All responses to this RFI should be submitted through the interactive response forms found on the website: <http://www.google.com/appserve/fiberrfi>. In order to respond to this RFI, you will have one of two options:

- Full community response by a local government interested in having its community serve as a trial location
- Other interested parties and non-governmental respondents, explaining why the trial should be held in the respondent's community.

If any item in the Local Government RFI is unclear, a written request for clarification may be sent to Google. Such requests must be sent only through the website by selecting the contact link in your response.

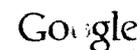
An FAQ can be found here: <http://www.google.com/appserve/fiberrfi/public/faq>

The completed response to the RFI (local government or by other interested parties) must be submitted through the website. The interactive response forms are designed to allow you to begin your response, and then save it and come back to it for further work. The response will only be finally complete when you have clicked the "Save and continue" button for the response. Once you have submitted your response, it can no longer be edited.

All responses must be submitted no later than 5:00 pm (PT) on the Response Deadline date. Any submission submitted after the deadline will not be accepted; however, Google may make exceptions at its sole discretion.

Responses will be evaluated and ranked by a selection team designated by Google for that purpose. Google may make a decision on how to proceed with respect to responses at any time without further notice. Upon completion of Google's evaluation, Google will provide information about the responses and next steps. As one possible outcome of the RFI, a short list of responding communities may be asked to provide further information, though this will only occur at Google's discretion.

All communications to Google regarding the Local Government RFI must be made solely through the website, please use the contact link in your response.



#### 4. FAQ

**What is Google planning to build?**

Google is planning to build and test ultra-high speed broadband networks in one or more trial locations across the country. We'll deliver Internet speeds more than 100 times faster than what most Americans have access to today over 1 gigabit per second, fiber-to-the-home connections. We'll offer service at a competitive price to at least 50,000 and potentially up to 500,000 people.

**Why is Google doing this?**

Our goal is to experiment with new ways to help make Internet access better and faster for everyone.

**What criteria will Google use to select the communities for this project?**

Above all, we're interested in deploying our network efficiently and quickly, and are hoping to identify interested communities that will work with us to achieve this goal. We also want to want to work with a community where we can bring significant benefits to residents and develop useful proofs-of-concept that can have a broader impact. For example, we're looking for opportunities to experiment with deployment techniques that can inform and accelerate broadband deployment elsewhere as well.

To that end, we'll use our RFI to identify interested communities and to assess local factors that will impact the efficiency and speed of our deployment, such as the level of community support, local resources, weather conditions, approved construction methods and local regulatory issues. We will also take into account broadband availability and speeds that are already offered to users within a community. The RFI is a first step – we plan to consult with local government organizations, as well as conduct site visits and meet with local officials, before announcing our final decisions.

**When does Google expect to announce a target community?**

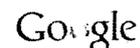
We plan to announce a target community or target communities this year.

**How much will the services cost?**

The final price has not yet been determined, but we intend to offer service at a competitive price.

**Why would consumers need 1 Gbps connections?**

In the same way that the transition from dial-up to broadband made possible the emergence of online video and countless other applications, ultra high-speed bandwidth will drive more innovation – in high-



definition video, remote data storage, real-time multimedia collaboration, and others that we cannot yet imagine. It will enable new consumer applications, as well as medical, educational, and other services that can benefit communities. If the Internet has taught us anything, it's that the most important innovations are often those we least expect.

**When does Google expect to have a 1 Gbps network up and running?**

Today's announcement is the first of many steps along the way. It's too early to announce a definite launch date, but our hope is to have a network up and running as soon as possible. Right now our focus is on finding the right communities for our trial.

**What do you mean by "at least 50,000 and potentially up to 500,000 people?"**

We have not yet determined the size of the trial, which will be based in large part on the availability of appropriate locations. We expect that we will provide this service to a minimum of 50,000 people and up to as many as 500,000 people, most likely in multiple communities.

**Can I submit on behalf of a non-city municipality?**

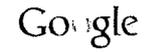
Yes, we will accept responses from any type of municipality including counties, military bases, reservations, etc. Please use the "local governments" link if you are a government or municipal official; otherwise please use the "residents and community groups" link.

**Who is allowed to submit a response on behalf of a municipality?**

Respondents should clearly state the position in which they represent their city. We encourage responses from city managers, elected officials, and mayors. If you do not represent your city, please submit a statement of interest for residents and community groups.

**What if I don't have all the information needed to complete the RFI?**

We are asking municipalities to provide as much information as possible about their location, but all submissions are welcome. Please fill in as many of the fields as you can and let us know of any special circumstances that might be affecting your submission.



## For local government (Exhibit A)

### 1. General information

\* Required fields

Name of governing body: \* \_\_\_\_\_

You can create a name for each response. Name of this response:

\_\_\_\_\_

List communities included in your response:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

These may be autonomous units of government contained within the boundaries of the responding entity (such as towns within a county), districts or neighborhoods within a town, or adjacent units of government responding together (such as a joint response of multiple counties or towns).

#### *Contact person:*

Name: \* \_\_\_\_\_

Title: \_\_\_\_\_

Address: \* \_\_\_\_\_

State: \* \_\_\_\_\_

ZIP (5 Digit): \* \_\_\_\_\_

Phone number: \_\_\_\_\_

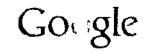
Email: \* \_\_\_\_\_

Contact person has authority to provide these answers as the official position of the responding local government?

\_\_\_\_\_

If not, please provide contact information for the local government official who does have such authority:

\_\_\_\_\_



**2. Background information about your community**

Population (2008): \* \_\_\_\_\_

Populated area in square miles: \* \_\_\_\_\_

Please describe how the population is distributed

\_\_\_\_\_  
\_\_\_\_\_

Median household income (\$ per annum)" \* \_\_\_\_\_

Number of housing units: \* \_\_\_\_\_

Number of single family homes: \_\_\_\_\_

Number of multi-family homes: \_\_\_\_\_

Number of apartment complexes: \_\_\_\_\_

Average number of units per apartment complex: \_\_\_\_\_

Number of gated communities: \_\_\_\_\_

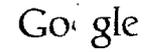
Average number of housing units per gated community: \_\_\_\_\_

Approximate percentage of households in entire community with access to broadband Internet service (%):

\_\_\_\_\_

Approximate percentage of the households in entire community that are currently subscribing to broadband Internet service (%):

\_\_\_\_\_



***Terrain:***

Overall description of terrain:

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Percentage of plains (%): \_\_\_\_\_

Percentage of rolling hills (%): \_\_\_\_\_

Percentage of mountains (%): \_\_\_\_\_

Percentage other terrain (%): \_\_\_\_\_

***Climate:***

Average annual highest temperature (°F): \_\_\_\_\_

Average annual temperature (°F): \_\_\_\_\_

Average annual lowest temperature (°F): \_\_\_\_\_

Average amount of snowfall per year (inches): \_\_\_\_\_

Average amount of rainfall per year (inches): \_\_\_\_\_

Average amount of hurricane or tornado activity in a year (days):

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***Local government:***

Form of local government (city, town, county, etc.): \*

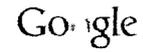
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Local government rule: Home Rule - Limited Rule - Other

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Source of government decision making (city manager, city council, mayor, etc.):

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**Utilities:**

Please list largest utilities and the approximate percentage of the community covered by each provider:

Provider Name	Coverage (%)
Electric _____	_____
Gas _____	_____
Water _____	_____
Sewer _____	_____
Cable _____	_____
Phone _____	_____

**Local economy mix (if available):**

Number of high tech jobs: \_\_\_\_\_

Number of manufacturing jobs: \_\_\_\_\_

Number of education services jobs: \_\_\_\_\_

Number of other service sector jobs: \_\_\_\_\_

Colleges and universities (List names and average number of students enrolled at each, if available):

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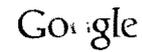
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Major hospitals/health care facilities (List names):

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Current providers of high speed Internet service (Company; DSL, Cable modem, wireless, fiber, etc.):

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Other significant features of your community that could be relevant for this project:

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### 3. Collaborating on a Google fiber trial

In this section, we ask you to share how your community would work with Google to enable us to proceed quickly and effectively.

Are you, the local government, willing to appoint an individual to serve as a single point of contact (1)? \*  
Yes/No \_\_\_\_\_

(1) A single point of contact to coordinate the local government and community's interactions with Google, to obtain as promptly as possible whatever information Google may require, and to resolve any problems that may arise as quickly and effectively as possible.

If so, please describe the responsibilities and authority that this individual will have:

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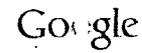
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Describe any current or planned programs in your community to accelerate and expand adoption and use of broadband Internet access:

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Additional reasons you believe that Google should select your community for this project:

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Please provide a web link to any additional information you wish us to consider. Submissions using Google Maps or YouTube are encouraged:

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Google is interested in working with communities in which it can rapidly install fiber-optic facilities and offer ultra-high speed Internet access services. Google respects the legitimate responsibility of local governments to preserve and protect community assets, minimize disruption, ensure the safety of the public, address aesthetic concerns and property values, and obtain reasonable compensation for the use of public assets.

**4. Your community's support**

Have you performed any outreach, study or analysis regarding support in your community for this type of trial? \*  
Yes/No \_\_\_\_\_

Describe how you ascertained or plan to ascertain the level of community support for this project (e.g., surveys, public hearings, meetings with community groups, etc.):

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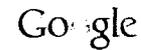
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If possible, describe your community's level of support for this project:

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Please briefly summarize any additional comments or suggestions you would like to make to Google on behalf of your community:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. Facilities and resources**

Deployment of a community-wide fiber network will require Google to work closely with local government entities and other organizations. Google seeks to identify resources owned by the community that may assist in the rapid, smooth deployment of a residential fiber optic network. In this section, we ask you to share information about particular facilities and assets within the community that may be used or affected as part of such a facilities deployment, particularly those owned by the local government.

Please respond as completely and accurately as possible.

***Pole Attachments:***

*Please identify the entities, including units of the local government, that own or control utility poles in your community:*

Entity Name: \_\_\_\_\_

Number of poles owned or controlled: \_\_\_\_\_

Annual rate per pole for pole attachment:

- by telecommunications carriers (\$): \_\_\_\_\_

- by cable system operators (\$) \_\_\_\_\_

- Internet access providers (\$): \_\_\_\_\_

Entity Name: \_\_\_\_\_

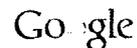
Number of poles owned or controlled: \_\_\_\_\_

Annual rate per pole for pole attachment:

- by telecommunications carriers (\$): \_\_\_\_\_

- by cable system operators (\$) \_\_\_\_\_

- Internet access providers (\$): \_\_\_\_\_



Entity Name: \_\_\_\_\_

Number of poles owned or controlled: \_\_\_\_\_

Annual rate per pole for pole attachment:

- by telecommunications carriers (\$): \_\_\_\_\_

- by cable system operators (\$) \_\_\_\_\_

- Internet access providers (\$) \_\_\_\_\_

*If the local government will make its own poles available for attachments by Google, please estimate the number of days to complete the following steps, assuming full cooperation from Google:*

Negotiation of a master pole attachment agreement: \_\_\_\_\_

Issuance of permits for individual attachments: \_\_\_\_\_

Developing specifications for make-ready work: \_\_\_\_\_

Completing make ready work: \_\_\_\_\_

*If a unit of your local government has access to poles owned or controlled by third parties that it could make available to Google, please provide the following information:*

Number of poles: \_\_\_\_\_

Entity or entities that own or control the poles: \_\_\_\_\_

Rate that you would charge Google (\$) per pole per year: \_\_\_\_\_

Describe any restrictions on your right to make such poles available to Google:

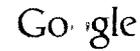
\_\_\_\_\_

\_\_\_\_\_

Please identify any state or local laws, ordinances, rules or other legal measures that govern access and rates for attachment:

\_\_\_\_\_

\_\_\_\_\_



Please provide contact information for any entities named above:

\_\_\_\_\_  
\_\_\_\_\_

**Conduits:**

*Please identify the entities, including units of local government, that own or control utility conduits in your community:*

Entity Name: \_\_\_\_\_

Linear feet of conduit owned or controlled: \_\_\_\_\_

Annual rate per foot for conduit use (\$):

- by telecommunications carriers (\$): \_\_\_\_\_

- by cable system operators (\$) \_\_\_\_\_

- Internet access providers (\$): \_\_\_\_\_

Entity Name: \_\_\_\_\_

Linear feet of conduit owned or controlled: \_\_\_\_\_

Annual rate per foot for conduit use (\$):

- by telecommunications carriers (\$): \_\_\_\_\_

- by cable system operators (\$) \_\_\_\_\_

- Internet access providers (\$): \_\_\_\_\_

Entity Name: \_\_\_\_\_

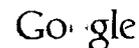
Linear feet of conduit owned or controlled: \_\_\_\_\_

Annual rate per foot for conduit use (\$):

- by telecommunications carriers (\$): \_\_\_\_\_

- by cable system operators (\$) \_\_\_\_\_

- Internet access providers (\$): \_\_\_\_\_



*If the local government will make its own conduits available for use by Google, please estimate the number of days to complete the following steps, assuming full cooperation from Google:*

Negotiation of a master conduit agreement: \_\_\_\_\_

Issuance of permits: \_\_\_\_\_

*If a unit of your local government has access to conduit owned or controlled by third parties that it could make available to Google, please provide the following information:*

Linear feet: \_\_\_\_\_

Entity or entities that own or control the conduit:

\_\_\_\_\_  
\_\_\_\_\_

Rate that you would charge Google (\$) per linear foot per year: \_\_\_\_\_

Describe any restrictions on your right to make such conduit available to Google:

\_\_\_\_\_  
\_\_\_\_\_

Please identify local laws, ordinances, rules or other legal measures that govern access rights and rates for conduit use:

\_\_\_\_\_  
\_\_\_\_\_

Please provide contact information for any entity named above:

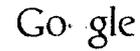
\_\_\_\_\_  
\_\_\_\_\_

**Public Rights of Way:**

Does your local government directly control and administer the use of all public rights of way within its jurisdiction? \_\_\_\_\_

Describe any other entities that control and administer the use of the public rights of way in your community:

\_\_\_\_\_  
\_\_\_\_\_



*With respect to your process for managing access to public rights-of-way, please estimate the number of days to complete the following steps, assuming full cooperation from Google:*

Negotiation, approval, and issuance of a master right-of-way agreement: \_\_\_\_\_

Issuance of construction permits: \_\_\_\_\_

Post-construction inspections and approvals: \_\_\_\_\_

*Please indicate the amount or method of calculating all fees and charges for use of the public rights-of-way, including the following (if applicable):*

Application fees: \_\_\_\_\_

Linear foot (or other) usage fees: \_\_\_\_\_

Inspection fees: \_\_\_\_\_

Other fees or charges: \_\_\_\_\_

***Community sensitivities and policies:***

Please describe any historical districts or other culturally or environmentally sensitive areas: \*

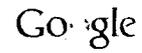
\_\_\_\_\_  
\_\_\_\_\_

Please describe your under-grounding plans and policies, if any: \*

\_\_\_\_\_  
\_\_\_\_\_

Please identify unique ordinances, rules, policy statements, and other legal measures specific to your community that Google would have to comply in developing a fiber project:

\_\_\_\_\_  
\_\_\_\_\_



**6. Construction methods**

*Has your community worked with, studied or evaluated the following types of construction methods for fiber to the home networks:*

Aerial \_\_\_\_\_

Trenching \_\_\_\_\_

Boring \_\_\_\_\_

Micro-trenching \_\_\_\_\_

Plow \_\_\_\_\_

Rock Saw \_\_\_\_\_

*Check approved methods of construction for your community: \**

Aerial \_\_\_\_\_

Trenching \_\_\_\_\_

Boring \_\_\_\_\_

Micro-trenching \_\_\_\_\_

Plow \_\_\_\_\_

Rock Saw \_\_\_\_\_

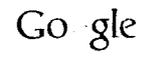
None/Other \_\_\_\_\_

Are there other construction methods that are approved for use in construction of fiber to the home or other telecommunications networks in your community? If so, please list them below:

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**7. Regulatory issues**

Please describe the local regulatory obligations, if any, that would apply to Google if this project went forward in your community:\*

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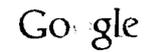
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Please describe local business obligations and taxes/fees, if any, that would apply to Google if this project went forward in your community:

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**For residents and community groups (Exhibit B)**

\* Required fields

Your name: \* \_\_\_\_\_

Your organization or community group: \_\_\_\_\_

If you are responding on behalf of an organization or community group, please describe it:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City: \* \_\_\_\_\_

State: \* \_\_\_\_\_

Why should Google build a fiber to the home network where you live? \*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Web link to supporting material (YouTube videos and other creative submissions are encouraged!):

\_\_\_\_\_

**Additional Information**

Check any/all that apply.

What kind of Internet services are available where you live?

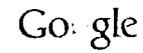
Dial-up \_\_\_\_\_

DSL \_\_\_\_\_

Cable modem \_\_\_\_\_

Fiber to the home \_\_\_\_\_

Wireless \_\_\_\_\_



Other \_\_\_\_\_

None \_\_\_\_\_

Don't know \_\_\_\_\_

What kind of Internet service do you primarily use at home?

None \_\_\_\_\_

Dial-up \_\_\_\_\_

DSL \_\_\_\_\_

Cable modem \_\_\_\_\_

Fiber to the home \_\_\_\_\_

Wireless \_\_\_\_\_

Other \_\_\_\_\_

Don't know \_\_\_\_\_

What company provides your home Internet service?

- AT&T, SBC \_\_\_\_\_

- Verizon \_\_\_\_\_

- Qwest \_\_\_\_\_

- Comcast \_\_\_\_\_

- Road Runner, Time Warner \_\_\_\_\_

- Charter \_\_\_\_\_

- Cox \_\_\_\_\_

- Cablevision \_\_\_\_\_

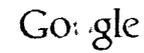
- AOL \_\_\_\_\_

- EarthLink \_\_\_\_\_

- NetZero, Juno, BlueLight \_\_\_\_\_

- CenturyLink, CenturyTel, Embarq \_\_\_\_\_

- Other \_\_\_\_\_



What is the advertised speed of your home Internet service? Please round to the nearest megabit per second (Mbps).

"Less than 1 Mbps" \_\_\_\_\_

"1-5 Mbps" \_\_\_\_\_

"5-10 Mbps" \_\_\_\_\_

"10 Mbps or faster" \_\_\_\_\_

"Don't know" \_\_\_\_\_

What is your actual download speed during the evening?

You can use a third-party website like [Speedtest.net](http://Speedtest.net) or [Bandwidthplace.com](http://Bandwidthplace.com), or other tools at [Measurement Lab](#), to measure your actual download and upload speeds.

"Less than 1 Mbps" \_\_\_\_\_

"1-5 Mbps" \_\_\_\_\_

"5-10 Mbps" \_\_\_\_\_

"10 Mbps or faster" \_\_\_\_\_

"Don't know" \_\_\_\_\_

What is your actual upload speed during the evening?

You can use a third-party website like [Speedtest.net](http://Speedtest.net) or [Bandwidthplace.com](http://Bandwidthplace.com), or other tools at [Measurement Lab](#), to measure your actual download and upload speeds."

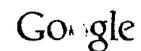
"Less than 1 Mbps" \_\_\_\_\_

"1-5 Mbps" \_\_\_\_\_

"5-10 Mbps" \_\_\_\_\_

"10 Mbps or faster" \_\_\_\_\_

"Don't know" \_\_\_\_\_



How much does your Internet service cost per month?

- "Free" \_\_\_\_\_
- "Less than \$10" \_\_\_\_\_
- "\$10-20" \_\_\_\_\_
- "\$20-40" \_\_\_\_\_
- "\$40-60" \_\_\_\_\_
- "\$60-\$80" \_\_\_\_\_
- "\$80-\$100" \_\_\_\_\_
- "\$100 or more" \_\_\_\_\_

Is your Internet service "bundled" with other services like TV and phone?

- Yes \_\_\_\_\_
- No \_\_\_\_\_

How many times in the last month did your high-speed Internet service not work correctly, slow down or frustrate you?

- "Never it's great!" \_\_\_\_\_
- "1 to 5 times" \_\_\_\_\_
- "6 to 10 times" \_\_\_\_\_
- "More than 10. Boo!" \_\_\_\_\_

Describe the quality of your home Internet service customer support:

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What would you like to see improved about your current service? Check all that apply.

Lower price \_\_\_\_\_

Faster speed \_\_\_\_\_

Higher reliability \_\_\_\_\_

Better customer support \_\_\_\_\_