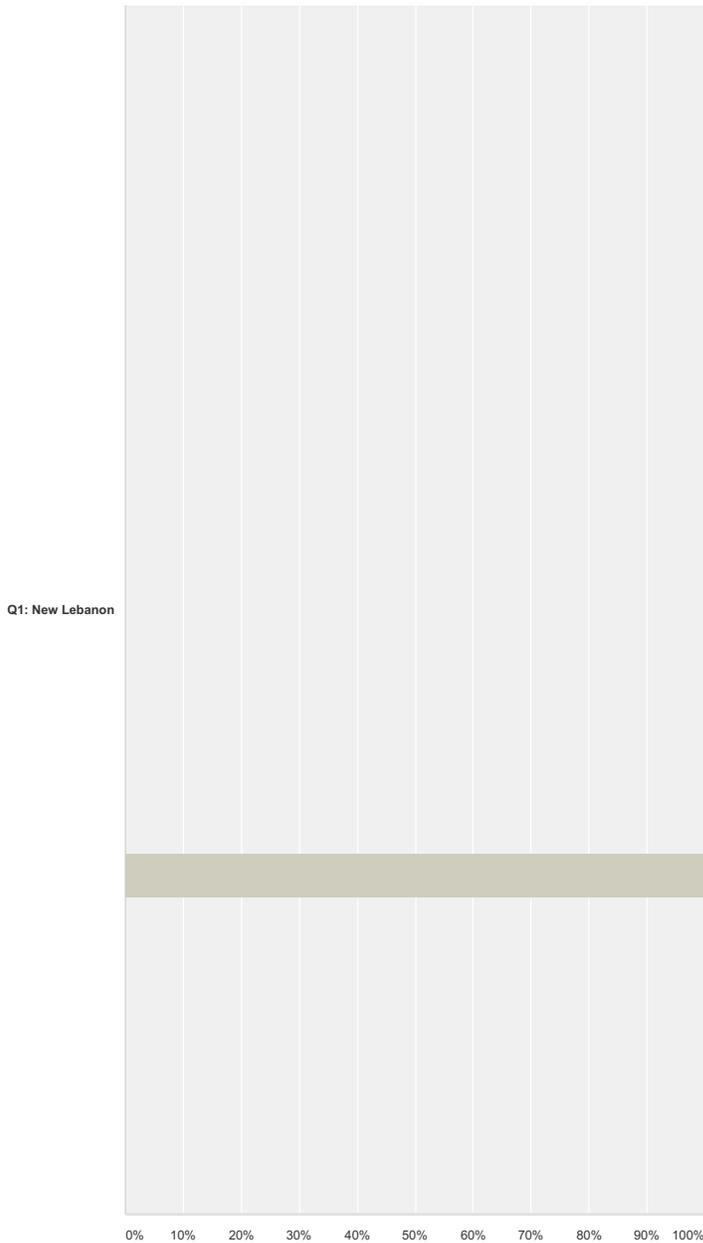


Q1 In which of these towns is your primary Columbia County residence? (select 1)

Answered: 103 Skipped: 0



- Ancram
- Austerlitz
- Canaan
- Chatham
- Claverack
- Clermont
- Copake
- Gallatin
- Germantown
- Ghent
- Greenport
- Hillsdale
- (City of) Hudson
- Kinderhook
- Livingston
- New Lebanon
- Stockport
- Stuyvesant
- Taghkanic
- Do not reside in any of the above

| | Ancram | Austerlitz | Canaan | Chatham | Claverack | Clermont | Copake | Gallatin | Germantown | Ghent | Greenport | Hillsdale | (City of) Hudson | Kinderhook | Livingston | New Lebanon | Stockport |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------|------------|------------|----------------|------------|
| Q1: New Lebanon | 0.00% 0 | 0.00% 0 | 0.00% 0 | 100.00% 103 | 0.00% 0 |
| Total Respondents | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 103 | 0 |

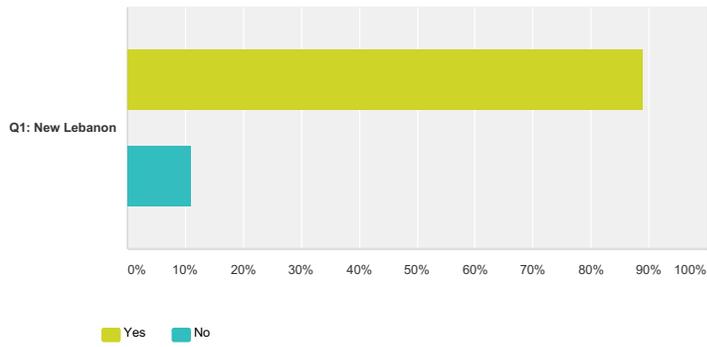
Q2 Optional: Please enter your street address (not PO Box), town and 5 digit zip code

Answered: 92 Skipped: 11

| | Street Address (not PO box) | Town | 5 Digit Zip Code | Total |
|--------------------------|-----------------------------|--------------|------------------|----------------|
| Q1: New Lebanon | 94.57% 87 | 95.65% 88 | 97.83% 90 | 288.04% 265 |
| Total Respondents | 87 | 88 | 90 | 92 |

Q3 Do you subscribe to an Internet service at your Columbia County residence?

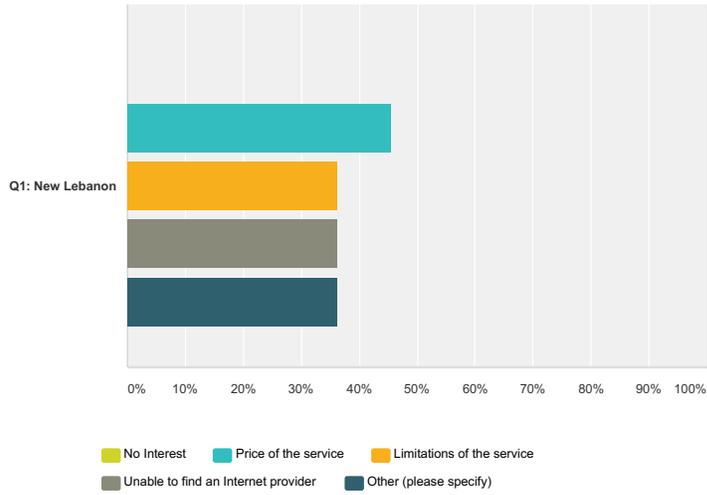
Answered: 100 Skipped: 3



| | Yes | No | Total |
|--------------------------|--------------|--------------|----------------|
| Q1: New Lebanon | 89.00% 89 | 11.00% 11 | 100.00% 100 |
| Total Respondents | 89 | 11 | 100 |

Q4 What are the reasons you do not subscribe to an Internet service? (select all that apply)

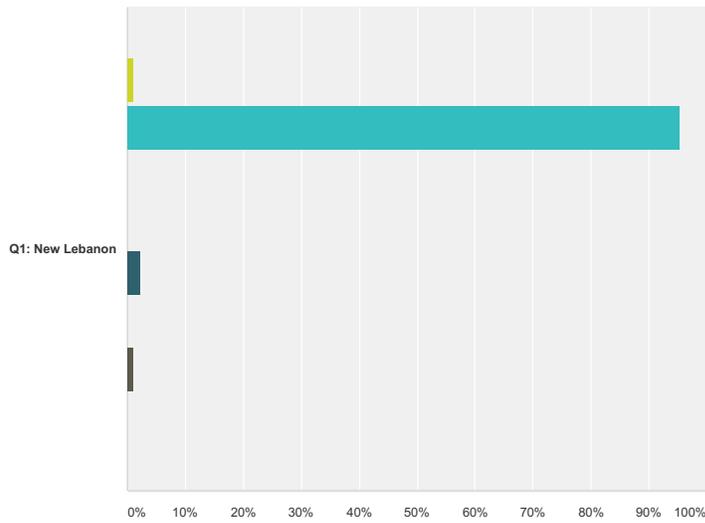
Answered: 11 Skipped: 92



| | No Interest | Price of the service | Limitations of the service | Unable to find an Internet provider | Other (please specify) | Total |
|--------------------------|-------------|----------------------|----------------------------|-------------------------------------|------------------------|---------------|
| Q1: New Lebanon | 0.00% 0 | 45.45% 5 | 36.36% 4 | 36.36% 4 | 36.36% 4 | 154.55% 17 |
| Total Respondents | 0 | 5 | 4 | 4 | 4 | 11 |

Q5 What type of Internet service do you primarily subscribe to? (select 1)

Answered: 89 Skipped: 14

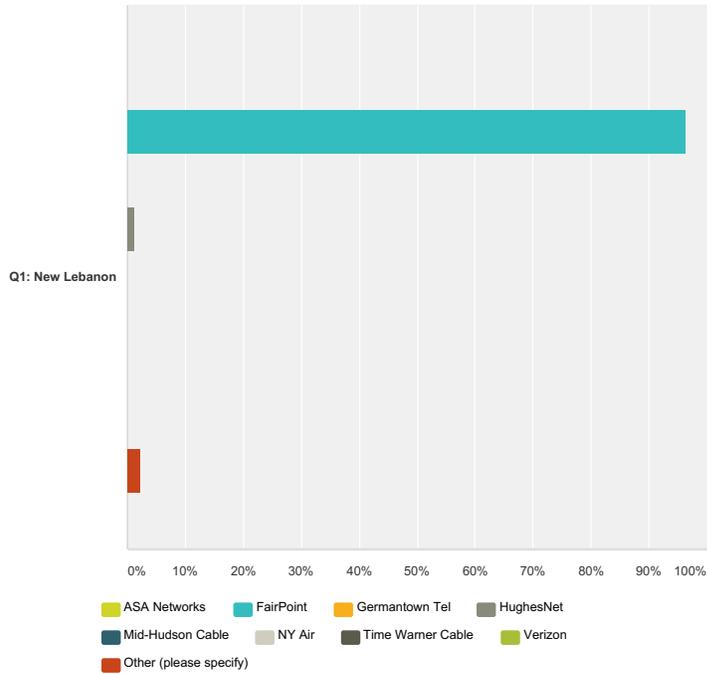


- Dial up
- DSL (Internet through phone lines but significantly faster than dial up)
- Fiber optic (such as Verizon FIOS)
- Cable (frequently bundled with TV)
- Satellite Internet service (such as HughesNet)
- Point to point or line of sight (such as ASA Networks for NY Air)
- Mobile wireless (such as smartphone or laptop wireless)
- Other (please specify)

| | Dial up | DSL (Internet through phone lines but significantly faster than dial up) | Fiber optic (such as Verizon FIOS) | Cable (frequently bundled with TV) | Satellite Internet service (such as HughesNet) | Point to point or line of sight (such as ASA Networks for NY Air) | Mobile wireless (such as smartphone or laptop wireless) | Other (please specify) | Total |
|--------------------------|------------|--|------------------------------------|------------------------------------|--|---|---|------------------------|---------------|
| Q1: New Lebanon | 1.12% 1 | 95.51% 85 | 0.00% 0 | 0.00% 0 | 2.25% 2 | 0.00% 0 | 1.12% 1 | 0.00% 0 | 100.00% 89 |
| Total Respondents | 1 | 85 | 0 | 0 | 2 | 0 | 1 | 0 | 89 |

Q6 Which is your primary Internet service provider? (select 1)

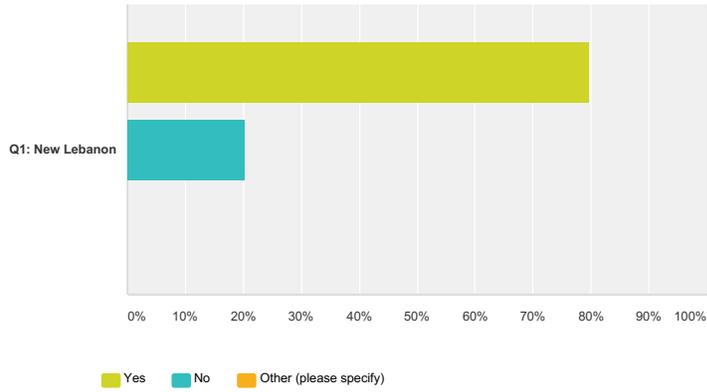
Answered: 84 Skipped: 19



| | ASA Networks | FairPoint | Germantown Tel | HughesNet | Mid-Hudson Cable | NY Air | Time Warner Cable | Verizon | Other (please specify) | Total |
|--------------------------|--------------|--------------|----------------|------------|------------------|------------|-------------------|------------|------------------------|---------------|
| Q1: New Lebanon | 0.00% 0 | 96.43% 81 | 0.00% 0 | 1.19% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 2.38% 2 | 100.00% 84 |
| Total Respondents | 0 | 81 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 84 |

Q7 Is your primary Internet service bundled with other services such as television or telephone?

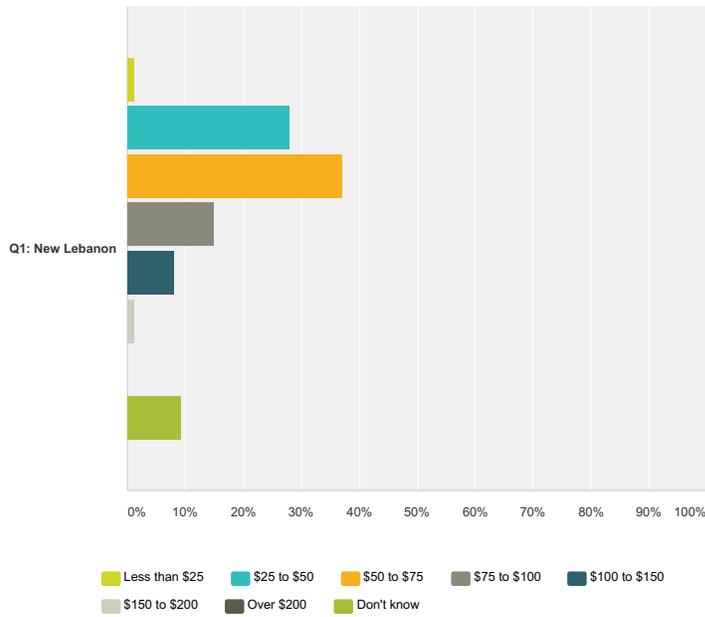
Answered: 84 Skipped: 19



| | Yes | No | Other (please specify) | Total |
|--------------------------|--------------|--------------|------------------------|---------------|
| Q1: New Lebanon | 79.76% 67 | 20.24% 17 | 0.00% 0 | 100.00% 84 |
| Total Respondents | 67 | 17 | 0 | 84 |

Q8 What is the approximate monthly price for your Internet service only, without additional costs for any bundled services such as TV and/or phone?

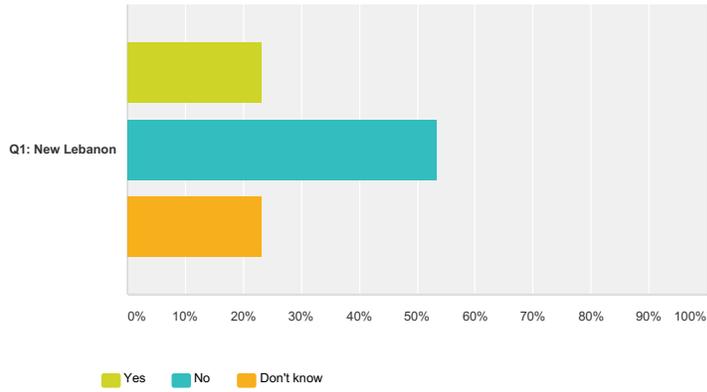
Answered: 86 Skipped: 17



| | Less than \$25 | \$25 to \$50 | \$50 to \$75 | \$75 to \$100 | \$100 to \$150 | \$150 to \$200 | Over \$200 | Don't know | Total |
|--------------------------|----------------|--------------|--------------|---------------|----------------|----------------|------------|------------|---------------|
| Q1: New Lebanon | 1.16% 1 | 27.91% 24 | 37.21% 32 | 15.12% 13 | 8.14% 7 | 1.16% 1 | 0.00% 0 | 9.30% 8 | 100.00% 86 |
| Total Respondents | 1 | 24 | 32 | 13 | 7 | 1 | 0 | 8 | 86 |

Q9 Does this provider generally meet the advertised Internet speed for the plan you purchase?

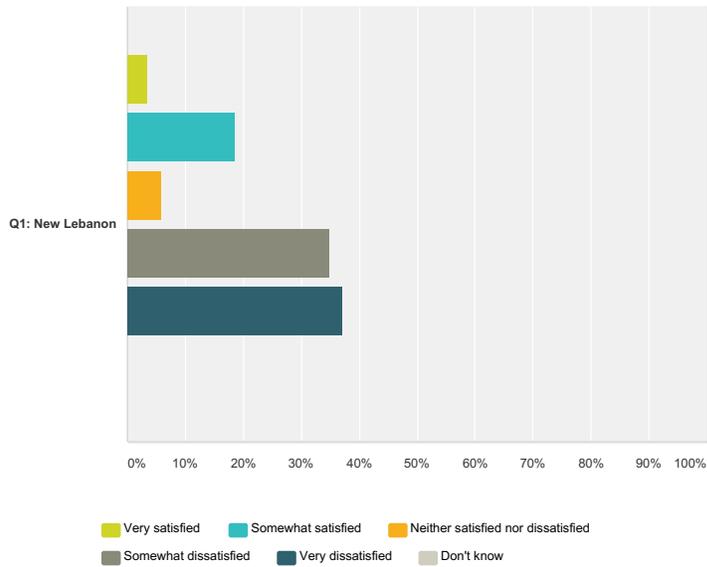
Answered: 86 Skipped: 17



| | Yes | No | Don't know | Total |
|--------------------------|--------------|--------------|--------------|---------------|
| Q1: New Lebanon | 23.26% 20 | 53.49% 46 | 23.26% 20 | 100.00% 86 |
| Total Respondents | 20 | 46 | 20 | 86 |

Q10 How do you rate your Internet service?
For instance, connection does not drop during use, connection speed reasonably consistent, reliability, etc.

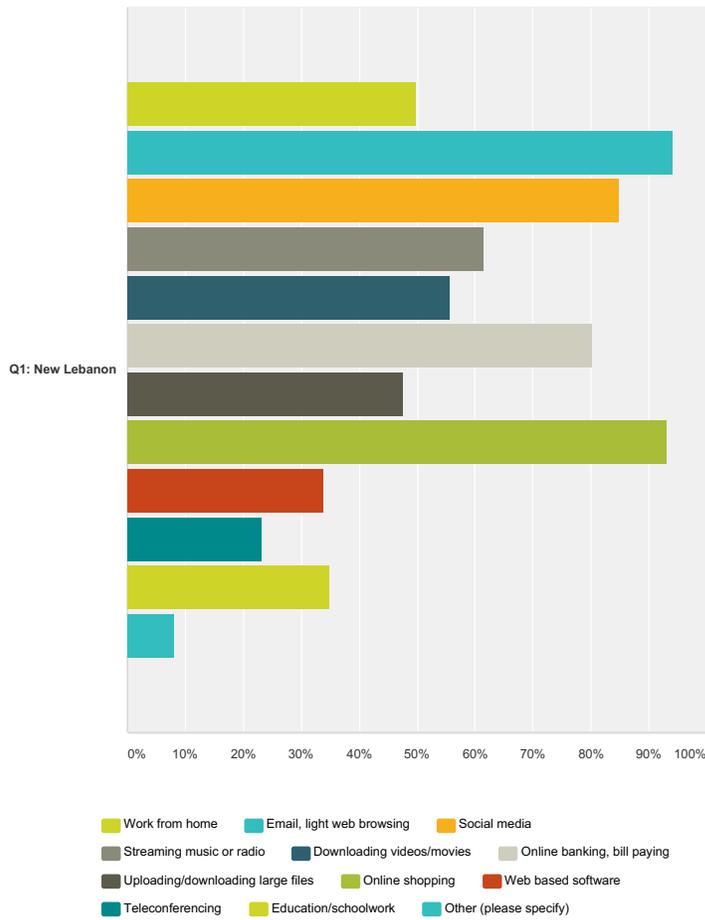
Answered: 86 Skipped: 17



| | Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied | Don't know | Total |
|--------------------------|----------------|--------------------|------------------------------------|-----------------------|-------------------|------------|---------------|
| Q1: New Lebanon | 3.49% 3 | 18.60% 16 | 5.81% 5 | 34.88% 30 | 37.21% 32 | 0.00% 0 | 100.00% 86 |
| Total Respondents | 3 | 16 | 5 | 30 | 32 | 0 | 86 |

Q11 How do you use your Internet connection? (select all that apply)

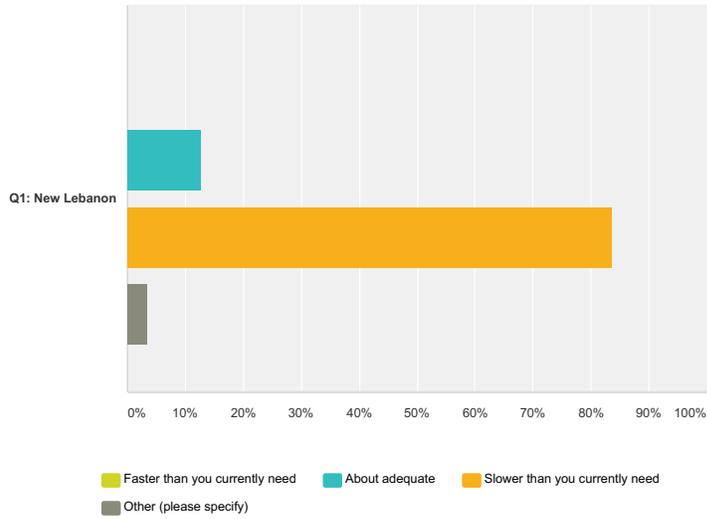
Answered: 86 Skipped: 17



| | Work from home | Email, light web browsing | Social media | Streaming music or radio | Downloading videos/movies | Online banking, bill paying | Uploading/downloading large files | Online shopping | Web based software | Teleconferencing | Education/schoolwork | Other (please specify) | Total |
|--------------------------|----------------|---------------------------|--------------|--------------------------|---------------------------|-----------------------------|-----------------------------------|-----------------|--------------------|------------------|----------------------|------------------------|----------------|
| Q1: New Lebanon | 50.00% 43 | 94.19% 81 | 84.88% 73 | 61.63% 53 | 55.81% 48 | 80.23% 69 | 47.67% 41 | 93.02% 80 | 33.72% 29 | 23.26% 20 | 34.88% 30 | 8.14% 7 | 667.44% 574 |
| Total Respondents | 43 | 81 | 73 | 53 | 48 | 69 | 41 | 80 | 29 | 20 | 30 | 7 | 86 |

Q12 Is your current Internet download/upload speed generally?

Answered: 86 Skipped: 17



| | Faster than you currently need | About adequate | Slower than you currently need | Other (please specify) | Total |
|--------------------------|--------------------------------|----------------|--------------------------------|------------------------|---------|
| Q1: New Lebanon | 0.00% | 12.79% | 83.72% | 3.49% | 100.00% |
| | 0 | 11 | 72 | 3 | 86 |
| Total Respondents | 0 | 11 | 72 | 3 | 86 |

**Q13 Please provide any other information
you feel is important regarding your
Internet service.**

Answered: 44 Skipped: 59

| | Please provide any other information you feel is important regarding your Internet service. | Total |
|--------------------------|---|---------------|
| Q1: New Lebanon | 100.00% 44 | 100.00% 44 |
| Total Respondents | 44 | 44 |