

Superfast broadband provides high speed access to online services such as the internet. It will at last provide you with a smooth and uninterrupted internet experience, enabling you to surf the internet, download music & video, stream on demand TV, and play online games, at higher speeds (up to 100 Mega bites per second Mb/s).

Without superfast broadband it will become increasingly difficult for Islanders to access the exciting range of advanced services and products being developed for the internet. This will include home entertainment as well as online education, health and council services.

Superfast broadband will also support businesses on the Island, as well as attracting new businesses, which would help to create

more job opportunities and improve the Island's economy. Working from home will also be vastly improved via superfast connections allowing you to connect to your office computers in real time without interruption.

The Isle of Wight Council has secured funding from Government to help pay for the installation of superfast broadband across the island. This will mean that the Island can have world class, leading edge communications and entertainment services. However, the funding can only be spent where there is real demand for superfast broadband and we want to spend the money wisely.

By completing the following short survey, you will help inform our plans for installing superfast broadband and bringing these advanced services to you.

Broadband at home – current

1 Do you currently use the internet at home?

Yes (please go to question 3)

No (please go to question 2)

2 Why don't you use the internet at home?

Poor connection (please go to question 6)

Lack of computer skills (please go to question 6)

Do not want to (please go to question 14)

Internet connection too expensive (please go to question 6)

Lack of computer equipment (please go to question 6)

Other (please specify, then go to question 6)

3 Do you know your current internet connection speed?

(If you are unsure you can run a speed test at www.broadbandspeedchecker.co.uk and enter the results below.)

Upload speed

Download speed

4 How satisfied are you with your current internet connection?

	Very satisfied	Satisfied	Undecided	Dissatisfied	Very dissatisfied
Speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to choose a supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 What do you use your broadband connection for?

(please tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Shopping Shopping | <input type="checkbox"/> Telephone calls via internet (VoIP) (eg, Skype) |
| <input type="checkbox"/> Downloading/streaming movies | <input type="checkbox"/> Browsing the web |
| <input type="checkbox"/> Downloading/streaming music/radio | <input type="checkbox"/> Social media (eg, Twitter, Facebook) |
| <input type="checkbox"/> Downloading books | <input type="checkbox"/> Working from home |
| <input type="checkbox"/> Gaming | <input type="checkbox"/> Internet banking |
| <input type="checkbox"/> News/current affairs | <input type="checkbox"/> Other <i>(please specify)</i> |

Broadband at home – future

Broadband speeds vary on the Island. The information in the table below gives some indication of how broadband speed affects the time it takes to download various types of files, eg, songs, photos and videos.

Connection	Download times		
	4 Mb (one song)	170 Mb (100 photos)	4.7 Gb (digital movie)
Dial up modem (56kb/s)	10 minutes	7 hours	8 days
Typical broadband speed on the Island (1.5Mb/s)	21 seconds	15 minutes	7 hours
Superfast broadband (100Mb/s)	Less than one second	19 seconds	8 minutes

Note: these calculations assume a 'perfect' connection at the stated speed. Actual performance will vary due to technical requirements and internet traffic.

6 How important would a faster broadband speed be to you?

- Very important Fairly important Important
 Not very important Not at all important Don't know

7 How soon would you like to upgrade to faster broadband?

- As soon as it is available I would wait to see what services are available
 I wouldn't – I am happy with my current connection

A range of public services are currently being delivered, in some areas of the UK, via the internet. For example it is possible for NHS patients to monitor their health conditions remotely without having to make frequent or difficult journeys to the nearest hospital or GP surgery. New devices (like tablets/ipads) can also enable health practitioners to operate locally and make more house visits. Similarly advances in elearning are enabling people of all ages to study remotely. Other services available online include: public archives, library services, benefits and housing advice.

8 How likely is it that you would use the internet to access a range of public services (eg, health, housing, benefits, education etc.)?

- Very likely Likely Undecided Unlikely Very unlikely

9 Would you be prepared to pay more than you currently do for faster broadband?

- Yes No Don't know

10 If you were likely to move in the near future how important would access to superfast broadband be in choosing where to live?

- Very important Fairly important Important
 Not very important Not at all important Don't know

11 Please tell us your home postcode. This will be used by the Isle of Wight Council to identify where levels of demand for broadband are highest across the Island. The results will be gathered together so individual households cannot be identified.

Postcode

Further comments

- 12 As part of our ambition to provide better broadband access across the Isle of Wight it is important to track whether the situation is improving over time.**

Are you happy to be contacted by the Isle of Wight Council in future regarding your broadband needs?

Yes (*please supply your email and or postal address below*) No

- 13 If you have any general comments about the internet connection you currently receive, please tell us below.**

About you

Isle of Wight Council is committed to being an equal opportunities provider of services and to making improvements in service delivery and service redesign. We want to make sure that the right services are reaching the right people at the right time. To help us achieve this it would

be helpful if you would please answer the following questions. You may feel some of the questions are a little personal and you are not obliged to answer them, however the information we collect will be confidential and any data published cannot be traced back to you.

14 Which of the following describes how you think of yourself?

- Male Female In another way (*please specify*) Prefer not to say

15 Are you pregnant or have recently given birth?

- Yes No Prefer not to say

16 Which age group do you belong to?

- Under 16 16 to 19 20 to 24 25 to 34 35 to 44
 45 to 54 55 to 64 65 and over Prefer not to say

17 What is your marital status?

- Single Married Civil partnership
 Co-habiting Divorced Widow/Widower
 Prefer not to say

18 Do you consider yourself to have a disability, or a long-term illness, physical or mental health conditions?

(The Disability Discrimination Act 1995 and the Equality Act 2010 define a person as disabled if they have a physical or mental impairment, which has a substantial and long term effect (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities).

- Yes No Prefer not to say

19 Do you consider yourself to be:

- Heterosexual Gay Bisexual Prefer not to say
 Other (*please specify*)

20 Have you undertaken, or are you undertaking, gender reassignment?

- Yes No Prefer not to say

21 To which of these groups do you consider you belong to?

- | | | |
|--|--|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Asian British | <input type="checkbox"/> Black Caribbean |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black African |
| <input type="checkbox"/> White – Black Caribbean | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> White – Black African | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> White and Asian | <input type="checkbox"/> Black British | <input type="checkbox"/> Other (<i>please specify</i>) |

22 How would you describe your religion/belief?

- | | | |
|--|--|--|
| <input type="checkbox"/> I have no religion/belief | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other (<i>please specify</i>) |
|--|--|--|

Thank you

Thank you for completing the survey.

The results from this survey will be published in the bidding document which will be sent to BIS to support the Island's bid for government funding.

Please post the survey back to the following address on completion:

**Superfast Broadband,
Economy and Skills
Room 304
County Hall
Newport
PO30 1UD**

Your personal information will be held and used in accordance with the Data Protection Act 1998. The council will not disclose such information to any unauthorised person or body and will only use your details in relation to this consultation exercise.