

5. Please describe the frequency in which your firm uses the following Internet access or wide area communications services, and indicate whether you are satisfied with the current performance and availability of these services.

Of the services that your firm **does not use regularly**, which would you use more frequently if they were affordable and available “at a faster rate”?

Please note: The terms below are further defined on our project website:

<http://www.marylandtedco.org/EasternMD.htm>

	Frequency of Use					Satisfied?		Use More Frequently if Available at a Faster Rate		
	Not Applicable	Not At All	Seldom (Monthly)	Frequently (Weekly)	Often (Daily)	Yes	No	Yes	No	Not Applicable
Internal Company Email	?	?	?	?	?					
Internet Email (Corporate System)	?	?	?	?	?	?	?	?	?	?
Internet Email (Individual ISP Accounts)	?	?	?	?	?	?	?	?	?	?
Internet Audio Broadcasts	?	?	?	?	?	?	?	?	?	?
Internet-based Video Broadcasts	?	?	?	?	?	?	?	?	?	?
Non-Internet Video Conferencing	?	?	?	?	?	?	?			
Internet Video Conferencing	?	?	?	?	?	?	?	?	?	?
Telemedicine Applications	?	?	?	?	?	?	?	?	?	?
Distance Learning (Web-based classes)	?	?	?	?	?	?	?	?	?	?
eCommerce (transactions and payments)	?	?	?	?	?	?	?	?	?	?
Web Chat Customer Support	?	?	?	?	?	?	?	?	?	?
Transmit/Receive Large Files (>2MB)	?	?	?	?	?	?	?	?	?	?
Voice Calls Over the Internet (VOIP)	?	?	?	?	?	?	?	?	?	?
Internet-based Private Networking (VPN)	?	?	?	?	?	?	?	?	?	?
Telecommuting/Teleworking	?	?	?	?	?	?	?	?	?	?

6. If faster Internet services were available at rates comparable to the nearest urban area (e.g., for DSL, \$50/month residential, \$100+/-month business), would your organization pay for and use these services? ? Yes ? No

If yes, please identify the approximate rate (speed) you would purchase services at:

? 128K ? 384K ? 512K ? T1 (1.544 Mbps) ? Greater than T1 ? Don't Know/Not Sure

7. Based on your best estimate, and on the above-mentioned cost range and availability of services, how many of your employees would obtain high-speed Internet access in their homes? _____

Does your business reimburse employees who purchase Internet access in their homes? ? Yes ? No ? Case-by Case Basis

8. Do you believe that it is a wise use of state or local Government resources to fund a portion of the telecommunications infrastructure on the Eastern Shore to promote economic development, competitive offerings, and high-speed Internet access? ? Yes ? No
9. Do you believe that it would be possible for your business to increase profitability or productivity by purchasing and providing high-speed Internet access to a customer, supplier, vendor, partner, patient, employee, or student? ? Yes ? No ? N/A
10. If high-speed wireless Internet access solutions were available and cost-effective, would you use these solutions in your office? ? Yes ? No
- Would you use them at home or at client sites? ? Yes ? No ? N/A
- Would you use them at any other locations (e.g., waterfront, marina, agricultural location, etc.)? ? Yes ? No ? N/A

11. Please estimate how much your firm spends on communications on a monthly basis at this location:

Voice Calls and Lines (incl. mobile): _____ Data Services (incl. dial-up): _____

12. Is there a communications-related service that you have not implemented at your site that would make it possible to grow your operations? ? Yes ? No

If yes, please describe the service(s): _____

And why haven't you implemented this service?

? Not Available ? Too Expensive ? Other (please describe _____)

13. Please prioritize your three biggest challenges with regards to your organization's current communications services and information technology operations. Please mark the most important item as (1), and the second as (2) and the third as (3).

- | | |
|---|--|
| ___ Internet Access Speed | ___ Cost of Internet Access or Data Services |
| ___ Redundancy, Availability, Fault Tolerance | ___ Variety of Options, Carriers, Speeds |
| ___ Retention of Qualified Help | ___ Awareness of New Technologies |
| ___ Maintenance of Current Infrastructure | ___ Other _____ |
| ___ Security and Data Integrity | |

14. Please describe how you would like to see your service improved by the following providers:

Phone companies: _____

Cable company: _____

Internet provider: _____

THANK YOU FOR COMPLETING THIS SURVEY!