



Fairhaven Broadband Survey

Over the past 10 months, the Fairhaven Broadband Study Committee has worked with a consulting firm to evaluate the feasibility of establishing a locally controlled fiber-optic network. We are now at a point in the process where we need to know whether this is something the residents of Fairhaven desire and would support. If this initiative goes forward, the project would be developed on the following principles and objectives:

1. Nobody will be forced to participate. Subscription would be on a voluntary, opt-in basis.
2. Taxes would not be increased to fund the network.
3. The ongoing operation of the network would be self-sustaining and not dependent on any kind of subsidy from the Town.
4. The Town may contribute a nominal amount to get the network started – but only if the amount can be paid back to the Town over a short period of time.
5. Primary goals for this initiative include the following:
 - Lower the cost of internet access by 25% - 35% for residents and businesses.
 - Significantly increase the speed and reliability of internet access.
 - Increase competition giving residents and businesses multiple options for Internet Service Providers (4 – 5 new options).
 - Build a state-of-the-art network that will improve economic development and foster innovation.
 - Leverage the network to improve the services provided in the town including public safety, transportation, healthcare, education, emergency communications, and new services that will become possible with advanced network infrastructure.

The Broadband Study Committee and Board of Selectmen want your feedback. If you haven't already taken the Fairhaven Broadband Survey please fill out the attached survey form and mail it back to us (*return envelope included*), or access and complete the survey on-line at www.connectfairhaven.com.

*Fairhaven Broadband Survey
8 simple questions, takes less than 3 minutes*



Fairhaven Broadband Survey

1. Are you answering this survey as a residential property owner or a commercial property owner?

- Residential
- Commercial

2. On a scale of 1-5, how would you rate your current internet service provider for overall reliability, bandwidth speed, customer service, and cost.

- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Very Good
- 5 - Excellent

3. What is your average internet connection speed?

[I don't know. To test your speed: www.speedtest.net - Click on "GO"]

Download (Mbps)

Upload (Mbps)

4. How much do you pay monthly for your internet service? *(including modem rental, taxes, and fees)*

\$ - Dollars

5. At what monthly cost would you be motivated to switch to another internet service provider for a 1 Gig service? (1000/1000 Mbps)

\$50 - \$59

\$80 - \$89

\$60 - \$69

\$90 - \$99

\$70 - \$79

Not Sure

6. How important is Internet Speed and Bandwidth to you?

Not Important

Somewhat Important

Very Important

7. How important is choice in Internet Providers and Internet Plans?

Not Important

Somewhat Important

Very Important

8. The Town of Fairhaven is considering building a Fiber Optic broadband network throughout the town that would be open to private sector service providers for internet access, voice, television, smart home, and other services.

Would you support town or community owned Fiber Network Infrastructure if it facilitated more internet choice in a competitive environment, faster internet speeds, and lower prices?

No

Possibly (*I need more information*)

Yes

Please enter your physical street address in Fairhaven.

[The reason we are asking for your address is to make sure the results are not manipulated by outside parties.]

Please enter your email address.

[Will only be used to provide additional information about the network.]