



**Harnett**  
C O U N T Y  
PUBLIC LIBRARY

# Wait! Don't leave just yet! We have one more thing for you to read...

Harnett County is sponsoring an online survey to hear from residents about their current Internet needs and whether those needs are being met by providers. Maybe you've already seen a flyer or received a survey from school! For a limited time you can log onto our survey and answer questions about your Internet service (or lack thereof), usage, and overall broadband experience. The data gathered will help the County develop an action plan to improve Internet service for residents. As a reliable Internet connection becomes crucial to everyday life, it is vital we do all we can to make sure our constituents are connected. Please go to:

**[www.harnettbroadband.com](http://www.harnettbroadband.com)**

The survey should take less than five minutes of your time.

*No Internet connection? No problem!  
Take the survey from a library  
computer and skip the speed test,  
or fill out this flyer and leave it at the  
desk. If you don't have time right now,  
you can take the survey home and  
return it to your local library branch  
24 hours a day via outside drop box.  
The survey will be running for six  
months.*



## Harnett County Broadband Survey

Please provide your home address. We cannot enter your response without an address. This will be kept confidential and used solely for data comparison.

1. Street Address: \_\_\_\_\_ Apartment #: \_\_\_\_\_

Town/Village: \_\_\_\_\_ Zip Code: \_\_\_\_\_

2. Please tell us why you do not have Internet access.

- Not available     
  Too expensive     
  Not relevant or needed     
  Don't know how to use it  
 Don't have a computer or device     
  Don't know     
  None of the above

3. If a new Internet service provider were going to be made available, when would you sign up for service?

- Immediately     
  unsure of when I would sign up     
  I would not sign up for Internet service

*continued* →

4. Does anyone in your household have difficulty completing school work due to lack of Internet access (K-12 or higher education)?

Yes                       No                       No one in my household is in school

5. If additional services were available in your market area, to which service package would you be most likely to subscribe?

Internet only     Internet and TV     Internet and phone     Internet, TV and phone  
 TV and phone     TV only                       Phone only                       Do not know     None of the above

6. How important is Internet access...

	Not Important	Somewhat Important	Very Important	Not Applicable
To my quality of life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To my ability to learn?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To pursue education?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For my health care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How many people are in this household?

1     2     3     4     5 or more

8. Who are or would be the primary users of Internet at your address? (Please check all that apply.)

School child(ren) - K-12     Adult(s) - Ages 19-25     Adult(s) - Ages 26-45     Adult(s) - Ages 46-65  
 Adult(s) - Ages 66 and older     Unsure

9. What is the highest level of education obtained by any one person in this household

Middle school     High school     Technical or two year college     Four year college  
 Post graduate work                       Military service                       Don't know

Is there any other information you want us to know concerning broadband and Internet access in Harnett County?

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Would you be willing to be a champion for improved Internet access in Harnett County?

Yes                       No                       Tell me more (please leave contact information)

If you would like to be a champion for broadband and Internet services, please provide us with your name, contact number, and email. Your information is confidential and will not be distributed to a third party.

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_