



## **qRD Broadband Internet Survey – We want your feedback!**

Driftwood Communication Ltd. is excited to be participating with the qathet Regional District's Connectivity project– The Last Mile.

As part of our mandate for this project, we are developing a connectivity plan that would bridge the connectivity gap and pave the last mile within the Regional District.

As you can imagine, participation in the digital world is critical for the viability and economic sustainability of all communities. This is especially true for residents in rural and remote locations where high-speed internet gives them the ability to connect to medical services, educational opportunities, employment, tourism, emergency preparedness and a plethora of other goods and services.

This connectivity will also provide access to urban amenities for those people seeking a more rural lifestyle within the qRD.

The Canadian government now considers high-speed internet to be a basic service and by improving connectivity in the qRD we will help support and promote a sustainable and more inclusive community. Through respectful cooperation, communication, collaboration and engagement, this improved connectivity will help the qRD grow to its fullest potential.

As part of the Regional District's continued focus to have quality internet service available to all communities, we are inviting residents to participate in an online survey (a hard-copy option is also available). This survey will help us identify the levels of service required throughout the region so that we can develop potential servicing options.

Driftwood Communications Ltd is conducting this survey on behalf of the qathet Regional District to support the “qRD Connectivity Last Mile Study”, currently in progress.

Please submit completed surveys to [qathetlastmile@driftwoodcom.com](mailto:qathetlastmile@driftwoodcom.com). You may also mail physical copies to Driftwood Communications Ltd. at 6800 Veyaness Rd, Saanichton, BC, V8M 2A8 or drop off completed surveys at your local collection locations in your neighbourhood.

Any personal information you provide is collected, used and disclosed in accordance with the Freedom of Information and Protection of Privacy Act. Your personal information is only obtained if you supply it voluntarily, and it will only be used for the purpose for which it was collected.

Legal Authority: qathet Regional District

Contact Name: Al Radke

Title: CAO

Address: #202 – 4675 Marine Avenue Powell River, BC V8A 2L2

Phone: (604) 485-2260

## SURVEY

### 1. Protection of Personal Privacy

By checking "I agree" below you are indicating you have read the above information and agree to the collection, use, and storage of any information you provide in the survey.

I Agree

### 2. What is your home or business address: \_\_\_\_\_

*If you are not comfortable with sharing your specific address, entering the block would help us greatly.  
For example: (If your address were 1234 Smith Street you could enter 1000 Block of smith Street)*

### 3. Do you currently have internet service available to you and your household/business?

Yes    No

### 4. If Yes, who is your current Internet Service Provider:

- Telus
- Rogers
- Shaw Cable
- Lasqueti Internet Access Society (LIAS)
- Gillies Bay Internet Society (GBIS)
- TwinComm
- RainCoast Networks
- Xplornet
- Other \_\_\_\_\_

### 5. What type of Internet service do you currently use? (Please check all that apply)

- WiFi
- Cellular
- DSL
- Dial-up
- Cable
- Fiber to the home
- Satellite
- I do not have internet service

### 6. What current upload speed do you have? \_\_\_\_\_Mbps upload / I do not know

### 7. What current download speed do you have? \_\_\_\_\_Mbps download / I do not know

## SURVEY

8. How satisfied are you with your current internet service level? (1 being very dissatisfied and 10 being very satisfied)

Do not have Internet     1     2     3     4     5     6     7     8     9     10

9. For what purpose do you use your Internet service? (Please check all that apply)

- Communications (email, chat, social media i.e. Facebook etc.)
- Streaming services (music/videos/gaming)
- Household management (Paying bills, booking travel, etc.)
- Sharing photos and videos
- Education (K-12, Post-Secondary)
- Remote worker
- Operating a Business
- Medical Services
- Other (please specify) \_\_\_\_\_

10. What devices do you or would you use for your Internet service?  
(Please check all that apply)

- Desktop computer
- Laptop computer
- Tablet/iPad
- Smart phone
- Other (please specify) \_\_\_\_\_

11. How many people in your household would use internet \_\_\_\_\_?

12. How interested are you in having high speed Internet service in your home?

- Very Interested
- Somewhat Interested
- Not Interested at all

13. What monthly fee would you be willing to pay for high-speed Internet service?

- \$25.00 to \$60.00
- \$60.00 to \$100.00
- \$100.00 to \$150.00
- > \$150.00

## SURVEY

14. Do you think rural residents should have access to the same quality of Internet as those in cities, towns and suburbs?

- Yes
- Maybe
- No

15. Do you think the government should play a role in helping to extend high-speed broadband Internet service to the rural areas of Canada?

- Yes
- Maybe
- No

If our Driftwood Team has further questions pertaining to your survey responses, may we contact you?

- Yes
- No

If Yes, please indicate your contact preferences below:

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Cell: \_\_\_\_\_

For more information or if you have questions not identified in this survey, please feel free to reach out to our team via email: [qathetlastmile@driftwoodcom.com](mailto:qathetlastmile@driftwoodcom.com)