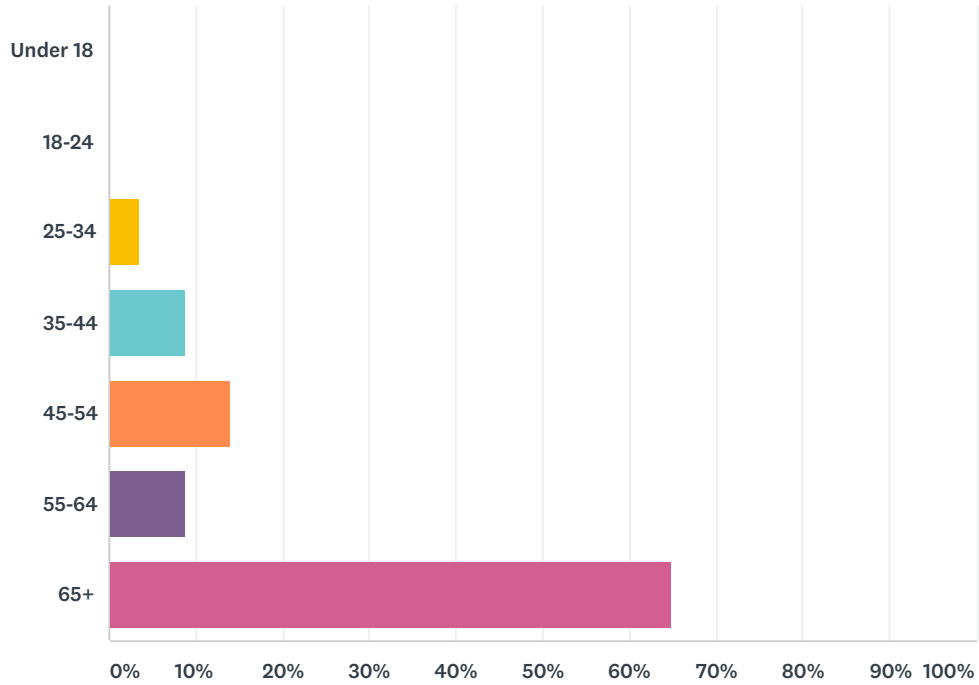


Q1 Please select your age range.

Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	3.51%	2
35-44	8.77%	5
45-54	14.04%	8
55-64	8.77%	5
65+	64.91%	37
TOTAL		57

Q2 How many members are in your immediate family, including you?

Answered: 57 Skipped: 0

1=4
2=33
3=9
4=7
5=1
6=2
10=1

Q3 Of these immediate family members, how many are children who use technology (e.g., tablets, smartphones, computers, etc.)

Answered: 57 Skipped: 0

0=42

1=4

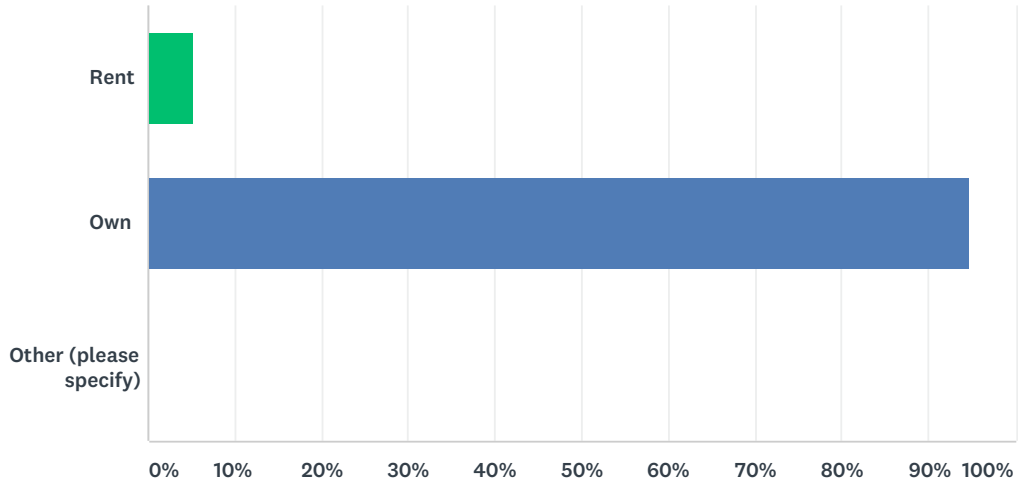
2=9

3=1

4=1

Q4 Do you rent or own your home?

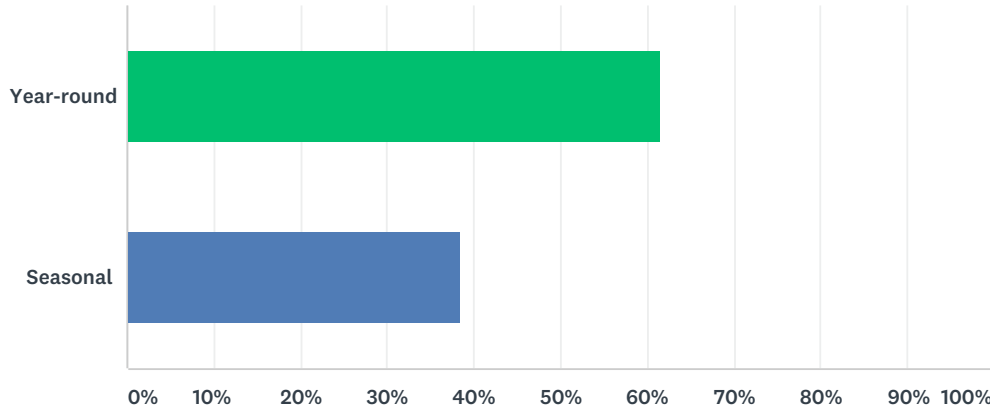
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Rent	5.26%	3
Own	94.74%	54
Other (please specify)	0.00%	0
TOTAL		57

Q5 Are you a year-round or seasonal resident?

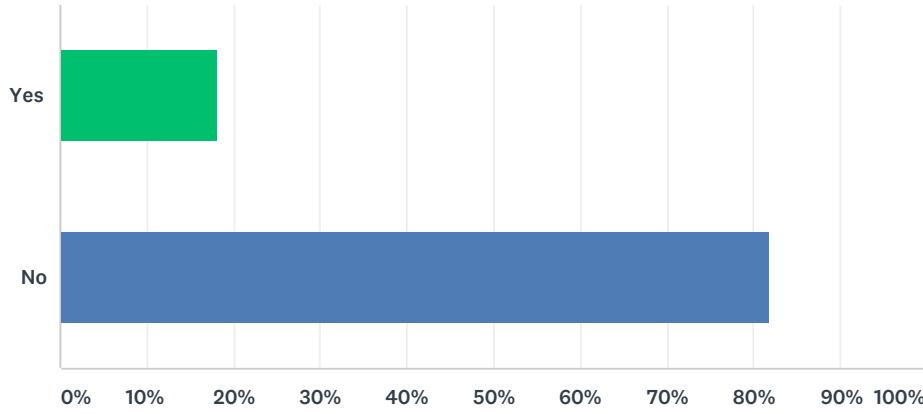
Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Year-round	61.40%	35
Seasonal	38.60%	22
TOTAL		57

Q6 As a seasonal resident, do you shut the power off to your home while you are away?

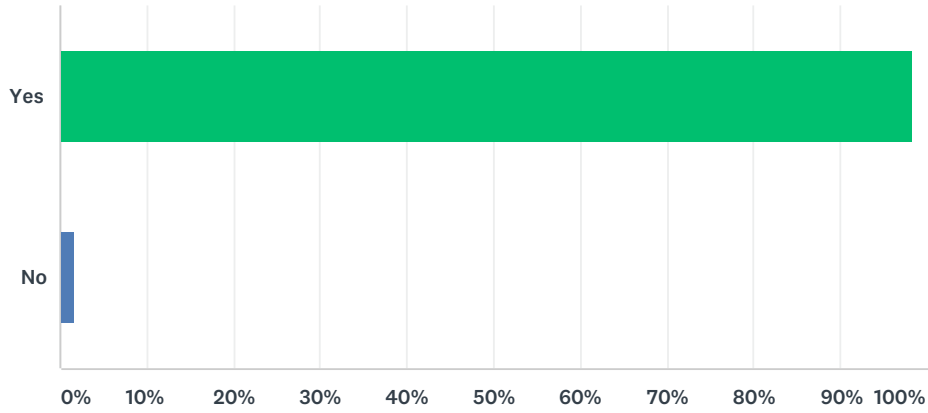
Answered: 22 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes	18.18%	4
No	81.82%	18
TOTAL		22

Q7 Are you a subscriber of the Islesboro Municipal Broadband service?

Answered: 57 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	98.25%	56
No	1.75%	1
TOTAL		57

Q8 Why have you decided not to subscribe to IMB internet services?

Answered: 0 Skipped: 57

No Responses

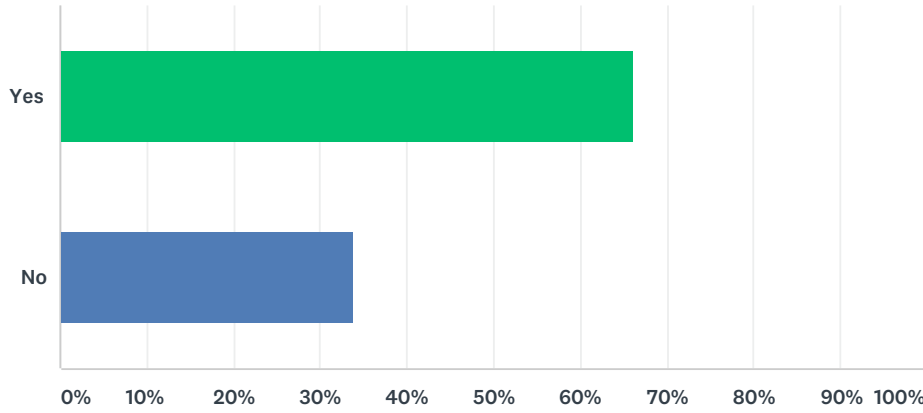
Q9 Any other comments or questions to share with us?

Answered: 0 Skipped: 57

No Responses

Q10 Do you rely on the internet for your day to day work?

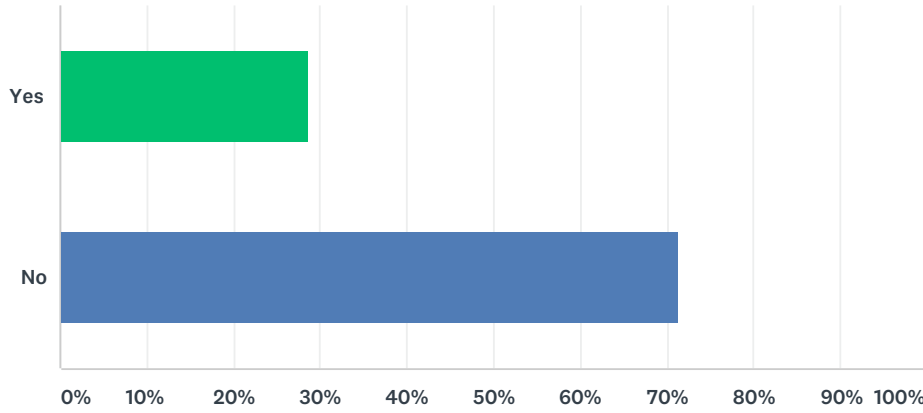
Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	66.07%	37
No	33.93%	19
TOTAL		56

Q11 Do you operate a business from Islesboro?

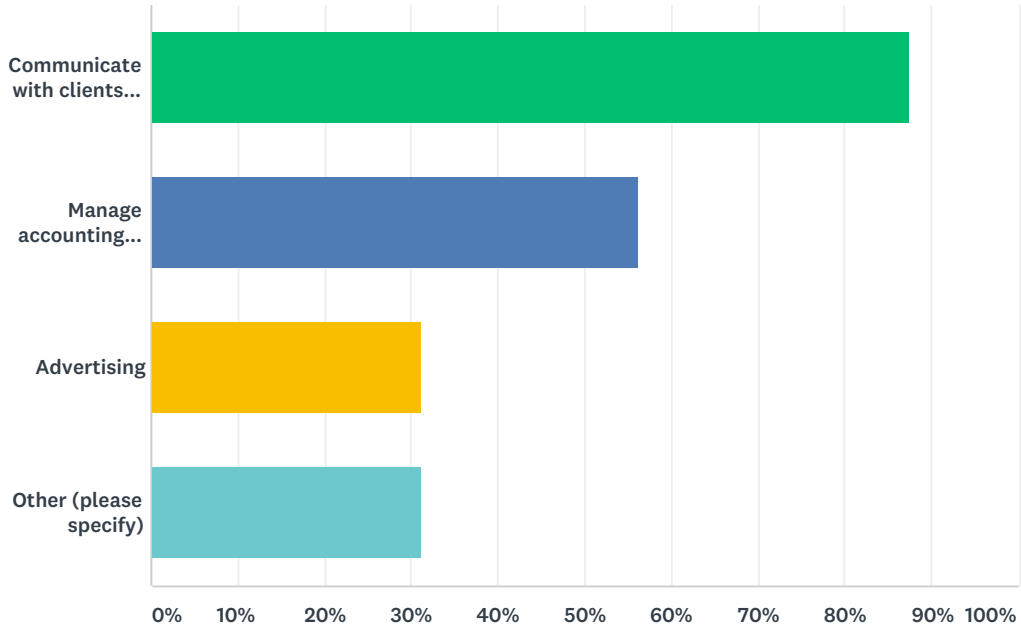
Answered: 56 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	28.57%	16
No	71.43%	40
TOTAL		56

Q12 Please select the ways in which your business relies on the internet.
Check all that apply.

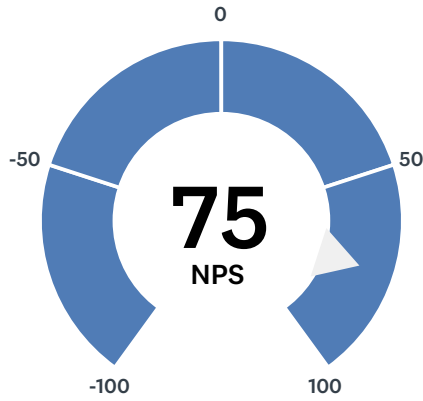
Answered: 16 Skipped: 41



ANSWER CHOICES	RESPONSES	
Communicate with clients or customers	87.50%	14
Manage accounting and/or billing	56.25%	9
Advertising	31.25%	5
Other (please specify)	31.25%	5
Total Respondents: 16		

Q13 How likely is it that you would recommend our internet service to a friend or colleague?

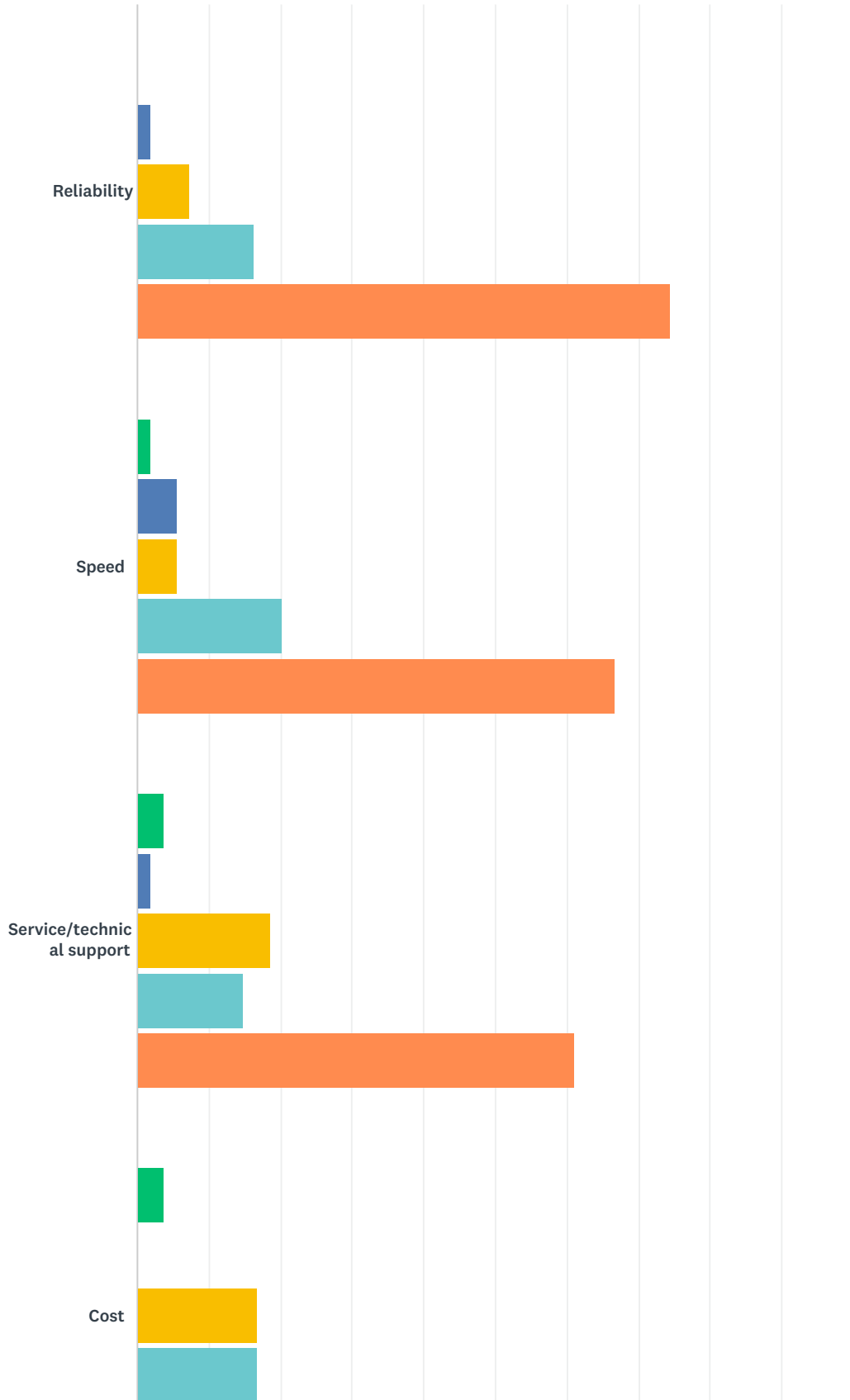
Answered: 55 Skipped: 2



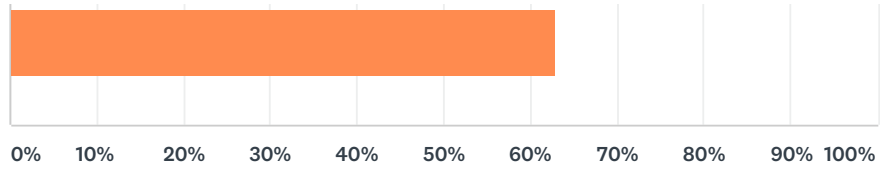
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
7% 4	11% 6	82% 45	75

Q14 How satisfied are you with the following elements of IMB?

Answered: 55 Skipped: 2



IMB Customer Satisfaction Survey



■ 1 - not at all satisfied
 ■ 2
 ■ 3 - neutral
 ■ 4
 ■ 5 - very satisfied

	1 - NOT AT ALL SATISFIED	2	3 - NEUTRAL	4	5 - VERY SATISFIED	TOTAL
Reliability	0.00% 0	1.82% 1	7.27% 4	16.36% 9	74.55% 41	55
Speed	1.85% 1	5.56% 3	5.56% 3	20.37% 11	66.67% 36	54
Service/technical support	3.70% 2	1.85% 1	18.52% 10	14.81% 8	61.11% 33	54
Cost	3.70% 2	0.00% 0	16.67% 9	16.67% 9	62.96% 34	54

IMB Customer Satisfaction Survey

Q15 Do you have any additional comments you'd like to share about your satisfaction ratings?

Answered: 37 Skipped: 20

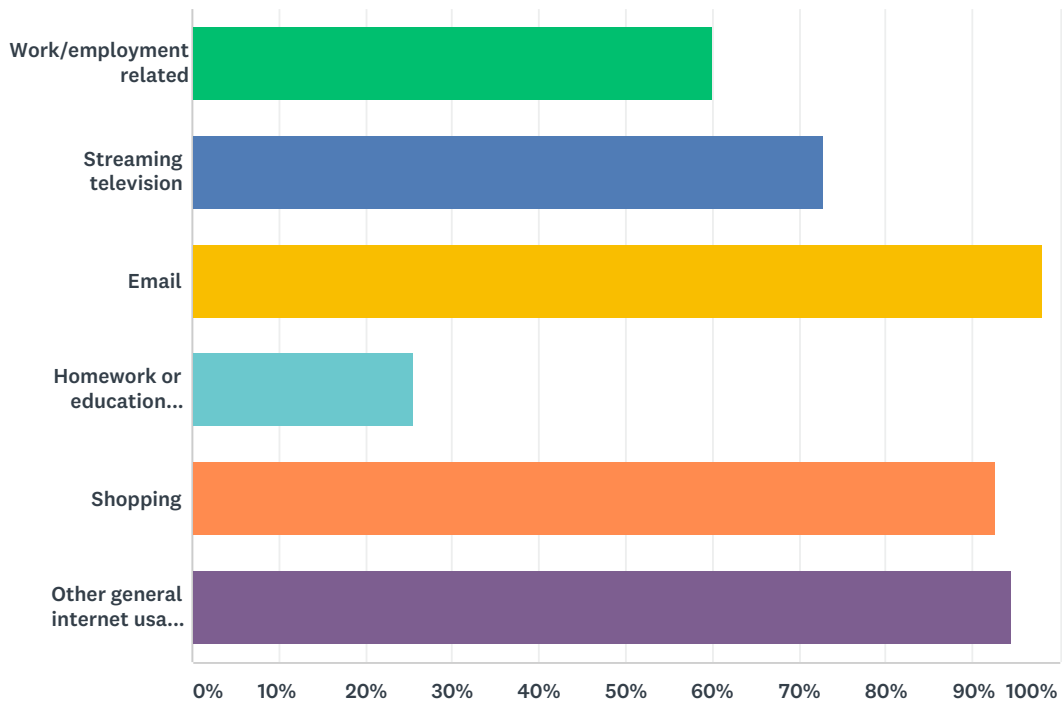
#	RESPONSES	DATE
1	The only issue we have is with Amazon Prime. It is the only service that has slow periods, which generally don't last but a few seconds when streaming.	7/19/2019 7:20 AM
2	Hesitates, reboots, mostly in the summer	7/17/2019 4:14 AM
3	I don't really know as I have only used the system a few days and haven't tried the TV option	7/17/2019 2:43 AM
4	no	7/16/2019 10:46 AM
5	no	7/16/2019 5:49 AM
6	As a seasonal user I would prefer to pay a "seasonal" rate; that is, to disconnect the service and not pay for it for eight months.	7/16/2019 3:25 AM
7	don't see much change from the old system	7/15/2019 8:55 PM
8	The Islesboro broadband is fabulous. Thank you to ALL of you who envisioned this possibility and made it come true. It's a wonderful asset for any small community and even more so for an island community. It's a very big deal. Thank you!!	7/15/2019 5:49 PM
9	I am in heaven whenever I stream a movie or watch PBS	7/15/2019 3:24 PM
10	It's great!	7/15/2019 3:15 PM
11	No	7/15/2019 2:21 PM
12	We are eternally grateful to have this broadband service available here on Islesboro. Wonderful addition to island life.	7/15/2019 2:05 PM
13	nope	7/15/2019 12:11 PM
14	No	7/15/2019 11:52 AM
15	no thank you	7/15/2019 11:19 AM
16	I don't need much help because I do most wiring, connecting and troubleshooting myself. To the extent that I have relied upon the technical support, it has been good. I do need to upgrade the WiFi throughout the house. Reception is variable throughout the house, so I will need remitters placed strategically. I might appreciate help optimizing the signal dispersion at the best price.	7/15/2019 10:03 AM
17	No	7/15/2019 9:14 AM
18	Our primary need for high speed Internet is to enable us to work more from Islesboro with the hopes of someday moving back permanently to run businesses from Islesboro. Currently, our New York City jobs require high speed connectivity at all times.	7/15/2019 9:13 AM
19	IMB has been a great addition to our island & it would be difficult to move to another location off the island to a lower quality internet service.	7/11/2019 2:46 PM
20	We have struggled with service since installation. Switched to the GWI phone service and have found issues with calling as well.	7/9/2019 6:26 PM
21	Grateful for the upgraded broadband	7/9/2019 5:09 PM
22	Very reliable so far	7/9/2019 2:55 PM
23	Coverage in house is sporadic even with two extenders	7/9/2019 12:55 PM
24	no	7/9/2019 12:40 PM
25	Have not required service or technical support	7/9/2019 12:26 PM

IMB Customer Satisfaction Survey

26	Did not increase my speed and yes i have called and talked to people. The argument that it will bring more people to the island is one i am tired of. You want to live here or not. The taxes are going to keep anyone from moving here and force people off	7/7/2019 10:50 AM
27	No	7/3/2019 12:28 PM
28	I've asked to be called back after they correct the speed so that I would know what they found and what to expect...no feed back at all! Not happy with the service. I would like to know if we should still be getting buffering.	7/3/2019 11:37 AM
29	no	7/3/2019 11:00 AM
30	The Islesboro team did great. The entire experience from beginning thru today has been a huge success for the island community. Job well done.	7/3/2019 10:40 AM
31	Internet is terrific. Cannot imagine how long we lived without it	7/3/2019 10:02 AM
32	Haven't yet figured out how to get live programs on the TV.	7/3/2019 9:43 AM
33	You should ask a more general question than just "Do you run a business.....". I am mostly retired but do some board work. Having amreliable p, high apeed xonnection is critical to supporting my occasional work.	7/3/2019 9:09 AM
34	no	7/3/2019 8:56 AM
35	n/a	7/3/2019 8:51 AM
36	no	7/3/2019 8:48 AM
37	No. It is excellent service	7/3/2019 8:39 AM

Q16 Please indicate for which purposes you use the IMB service. Check all that apply.

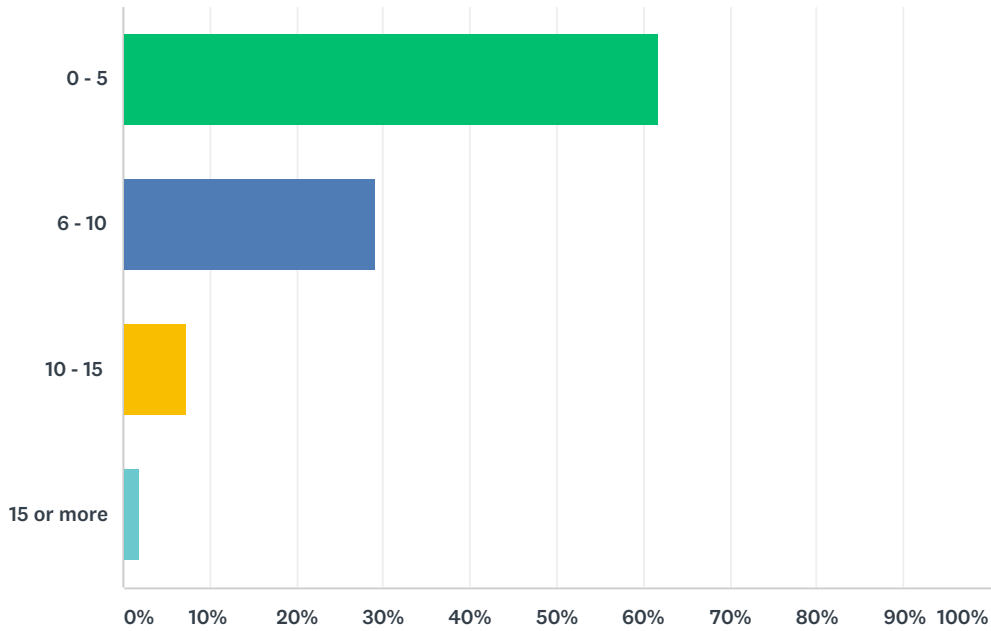
Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
Work/employment related	60.00%	33
Streaming television	72.73%	40
Email	98.18%	54
Homework or education related	25.45%	14
Shopping	92.73%	51
Other general internet usage for personal purposes (e.g., browsing internet, research, etc.)	94.55%	52
Total Respondents: 55		

Q17 On average, how many internet connected devices are you using in your household on a given day (e.g., computer, phones, tablets, tvs, etc.)

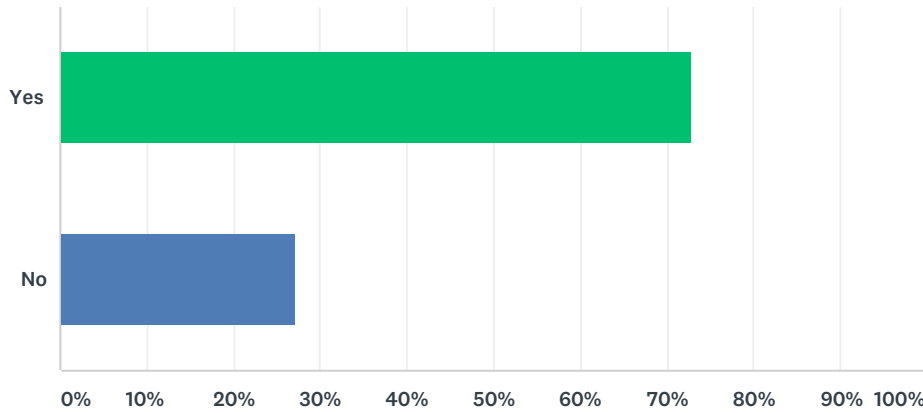
Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
0 - 5	61.82%	34
6 - 10	29.09%	16
10 - 15	7.27%	4
15 or more	1.82%	1
TOTAL		55

Q18 Do you feel like you are getting the most you can out of the IMB services?

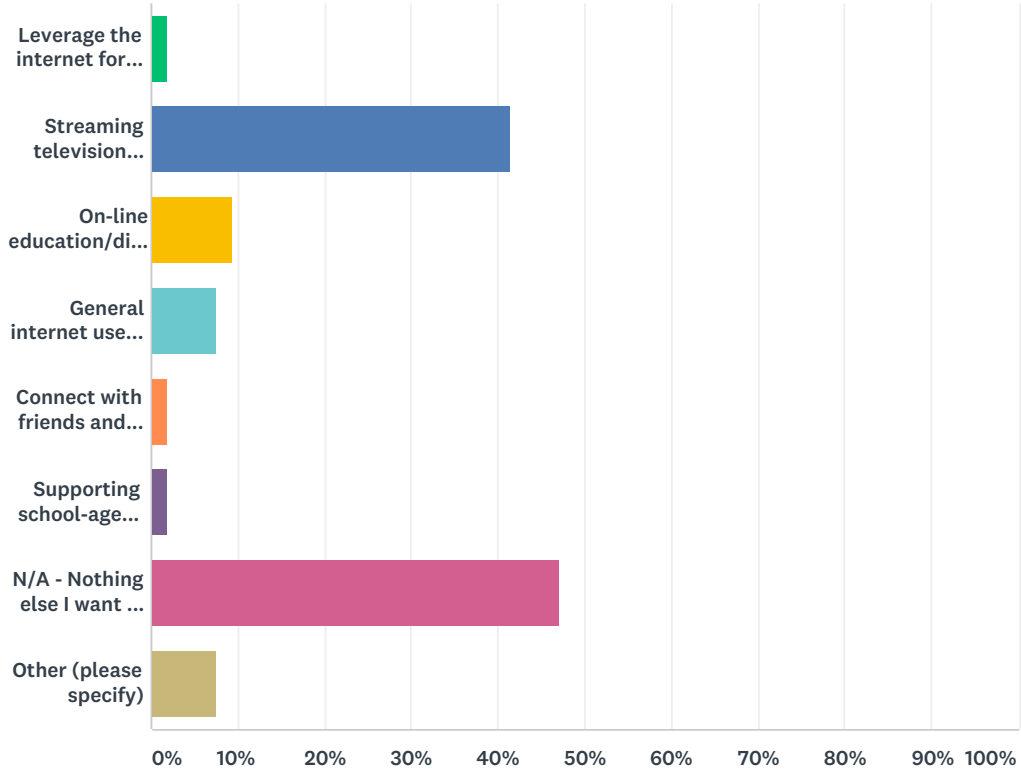
Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	72.73%	40
No	27.27%	15
TOTAL		55

Q19 What would you like to do more of and/or learn more about?

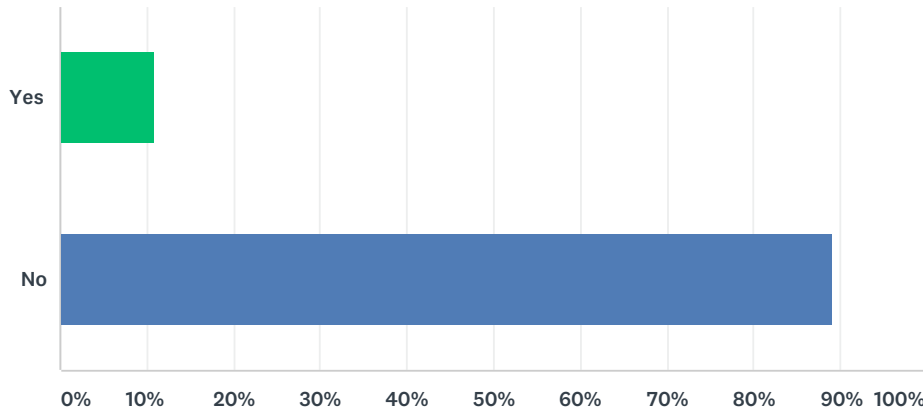
Answered: 53 Skipped: 4



ANSWER CHOICES	RESPONSES	
Leverage the internet for my business	1.89%	1
Streaming television service options	41.51%	22
On-line education/distance learning	9.43%	5
General internet use (e.g., email, internet browsing, etc.)	7.55%	4
Connect with friends and family who don't live here	1.89%	1
Supporting school-age children (e.g., homework, resources, research, etc.)	1.89%	1
N/A - Nothing else I want to do more of/learn more about right now	47.17%	25
Other (please specify)	7.55%	4
Total Respondents: 53		

Q20 Do you have any children in your household below high school age that use the internet via IMB?

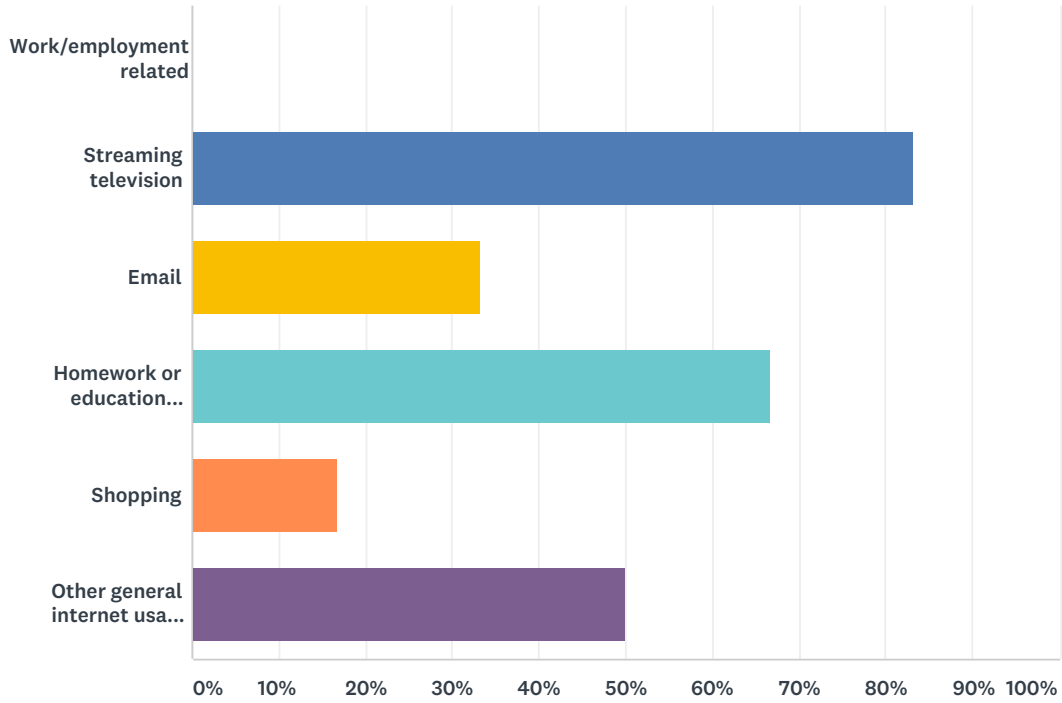
Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	10.91%	6
No	89.09%	49
Total Respondents: 55		

Q21 For those children, please answer on their behalf (or ask them to provide an answer). For which purposes do you use the IMB service? Check all that apply.

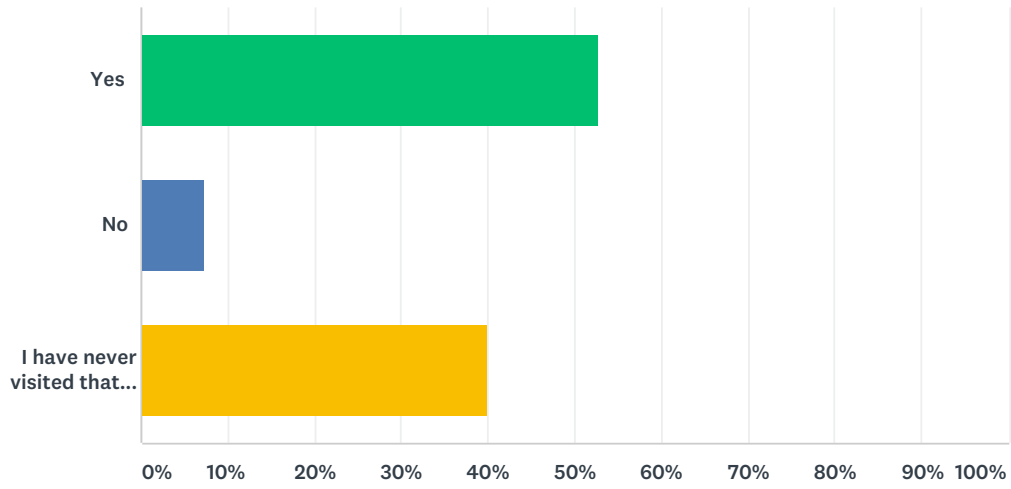
Answered: 6 Skipped: 51



ANSWER CHOICES	RESPONSES	
Work/employment related	0.00%	0
Streaming television	83.33%	5
Email	33.33%	2
Homework or education related	66.67%	4
Shopping	16.67%	1
Other general internet usage for personal purposes (e.g., browsing internet, research, etc.)	50.00%	3
Total Respondents: 6		

Q22 Do you find the town website for IMB helpful?

Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	52.73%	29
No	7.27%	4
I have never visited that site	40.00%	22
TOTAL		55

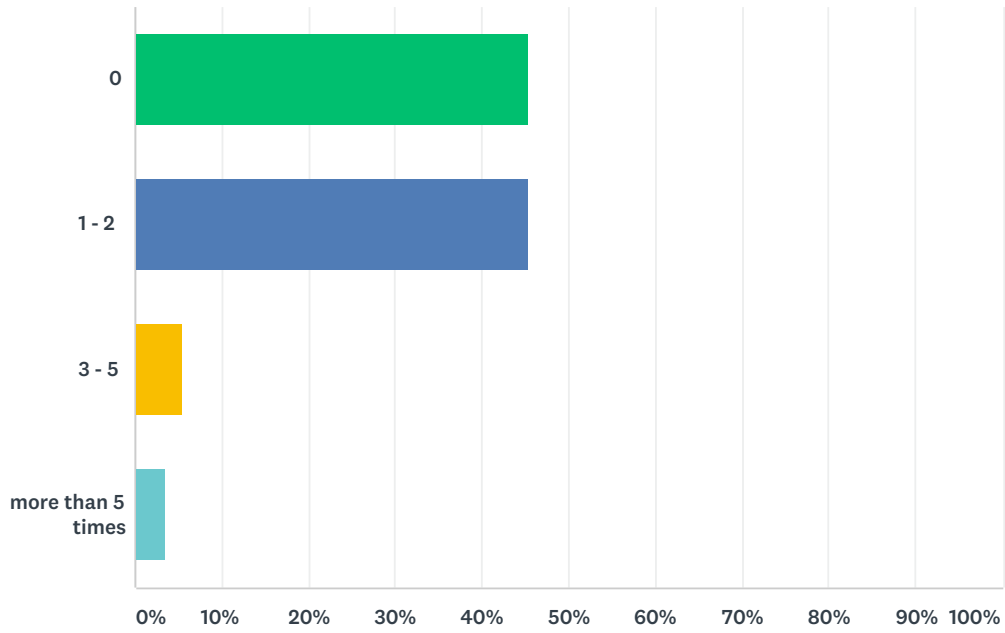
Q23 What additional information would make the town's IMB website more helpful for you?

Answered: 9 Skipped: 48

#	RESPONSES	DATE
1	-	7/17/2019 4:15 AM
2	no suggestions at this time	7/16/2019 10:47 AM
3	nothing that I can think of at the moment- all has gone swimmingly so far	7/15/2019 3:25 PM
4	none	7/9/2019 5:10 PM
5	Ensure it is updated regularly; perhaps send the link in any updates to remind people it's there.	7/9/2019 12:27 PM
6	It is quite complete.	7/3/2019 9:50 AM
7	Online payment?	7/3/2019 8:52 AM
8	copy of monthly calendar	7/3/2019 8:49 AM
9	None	7/3/2019 8:39 AM

Q24 How many times have you called the GWI tele-service center for support?

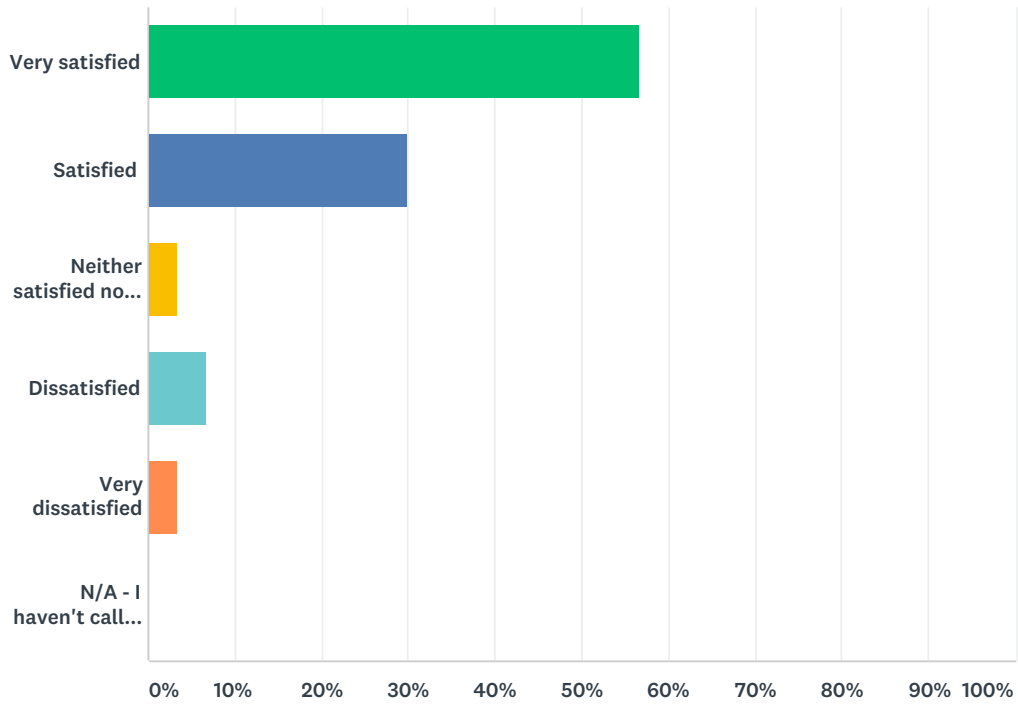
Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
0	45.45%	25
1 - 2	45.45%	25
3 - 5	5.45%	3
more than 5 times	3.64%	2
TOTAL		55

Q25 Were you satisfied with the level of service you received?

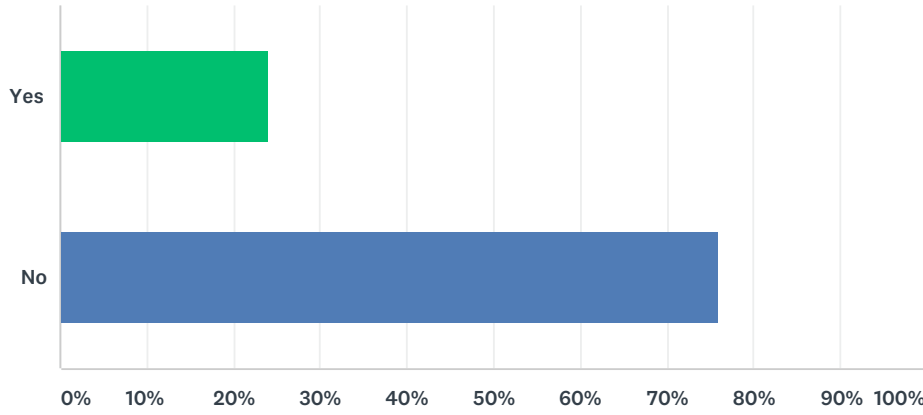
Answered: 30 Skipped: 27



ANSWER CHOICES	RESPONSES	
Very satisfied	56.67%	17
Satisfied	30.00%	9
Neither satisfied nor dissatisfied	3.33%	1
Dissatisfied	6.67%	2
Very dissatisfied	3.33%	1
N/A - I haven't called for service or support	0.00%	0
TOTAL		30

Q26 Have you required any on-site support at your home/business?

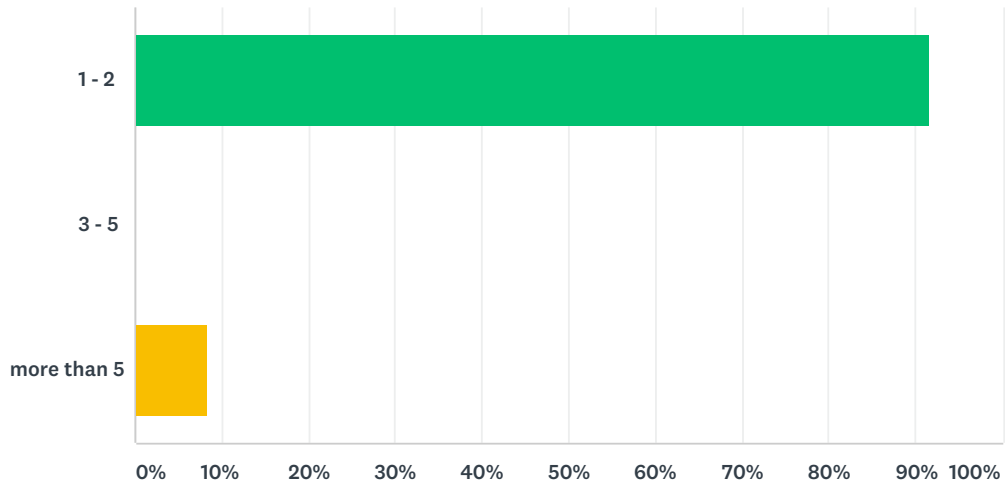
Answered: 54 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	24.07%	13
No	75.93%	41
TOTAL		54

Q27 How many visits did you require to resolve the issue?

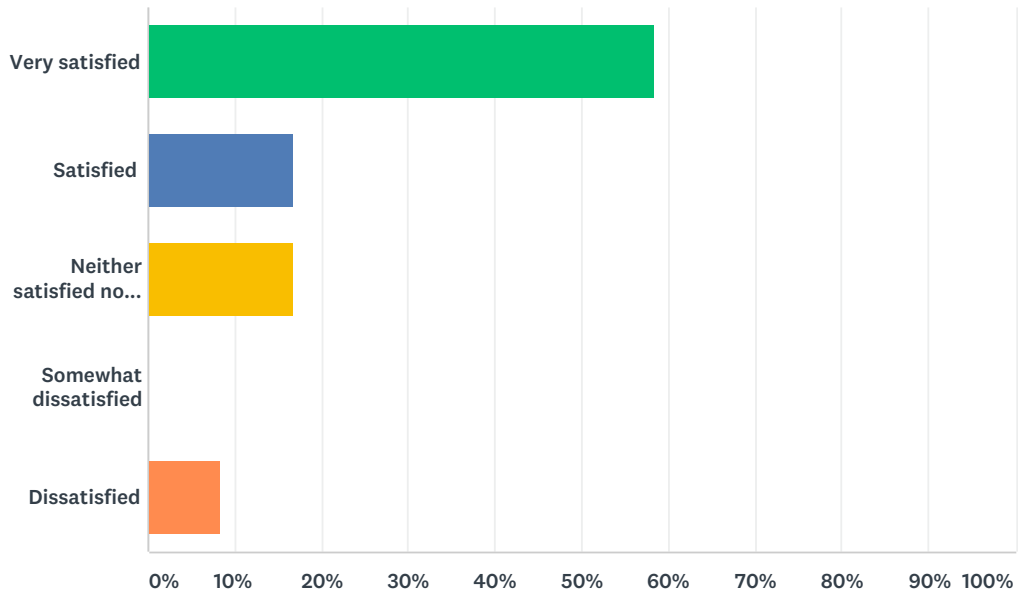
Answered: 12 Skipped: 45



ANSWER CHOICES	RESPONSES	
1 - 2	91.67%	11
3 - 5	0.00%	0
more than 5	8.33%	1
TOTAL		12

Q28 What was your level of satisfaction with those interactions?

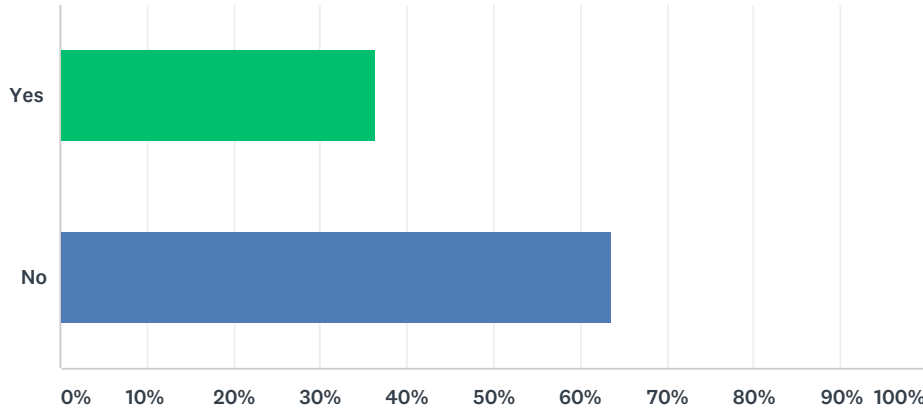
Answered: 12 Skipped: 45



ANSWER CHOICES	RESPONSES	
Very satisfied	58.33%	7
Satisfied	16.67%	2
Neither satisfied nor dissatisfied	16.67%	2
Somewhat dissatisfied	0.00%	0
Dissatisfied	8.33%	1
TOTAL		12

Q29 Have you interacted with the staff at our Town Office for any IMB related questions or support?

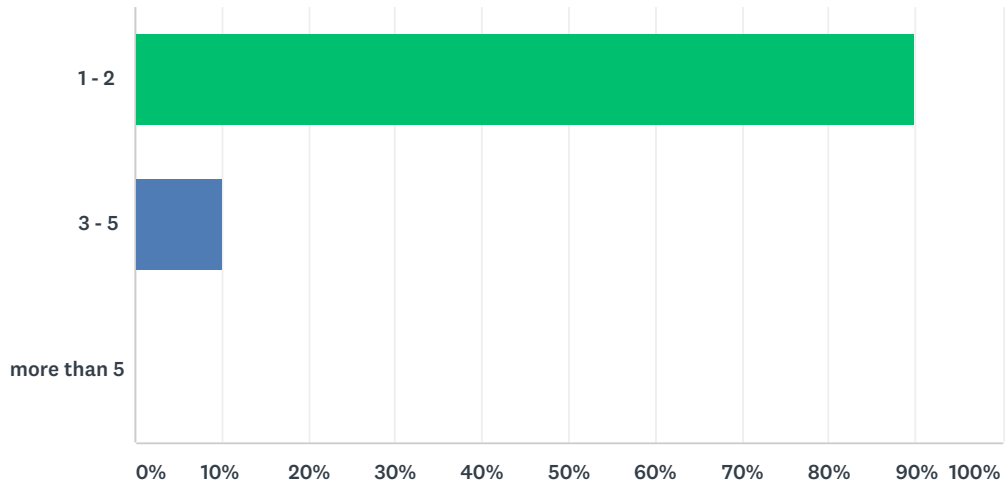
Answered: 55 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	36.36%	20
No	63.64%	35
TOTAL		55

Q30 How many times have you interacted with the town office staff on IMB related topics?

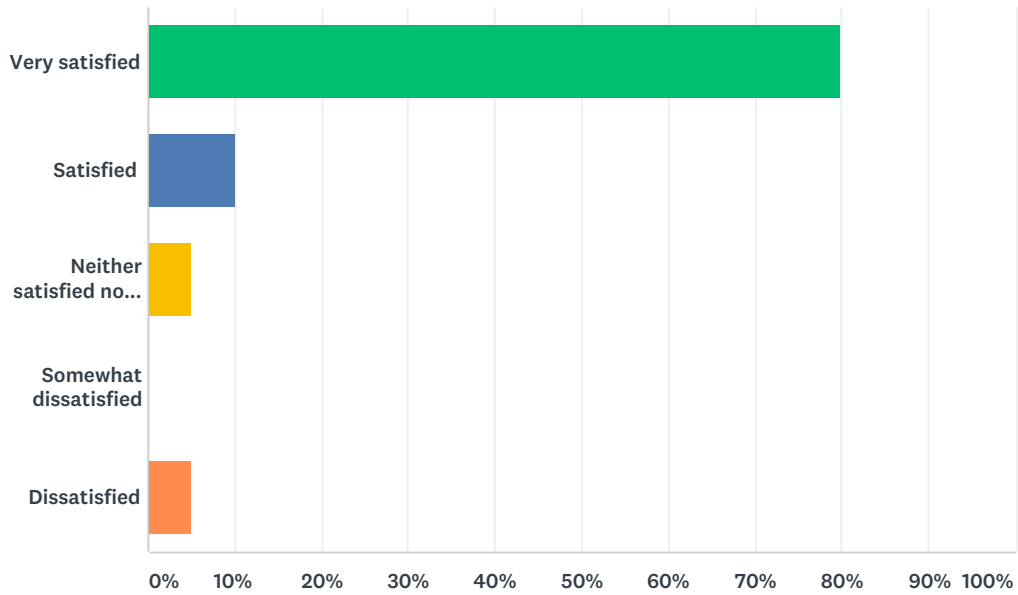
Answered: 20 Skipped: 37



ANSWER CHOICES	RESPONSES	
1 - 2	90.00%	18
3 - 5	10.00%	2
more than 5	0.00%	0
TOTAL		20

Q31 What was your level of satisfaction with those interactions?

Answered: 20 Skipped: 37



ANSWER CHOICES	RESPONSES	
Very satisfied	80.00%	16
Satisfied	10.00%	2
Neither satisfied nor dissatisfied	5.00%	1
Somewhat dissatisfied	0.00%	0
Dissatisfied	5.00%	1
TOTAL		20