



# Community Broadband Questionnaire

Access to good and reliable broadband service is becoming more important but it is not clear what support for fibre rollout will be available from the Government or Shetland Islands Council. This survey is designed to allow us to get a better understanding about the current broadband provision across Bressay. The results will better inform our conversations with SIC and allow us to investigate options for a community led response if necessary.

1. Please give your house name and postcode (fill in a separate form if you have a separate business premises with an internet connection).

2. Are you able to use the internet at this address?  Yes  No  Not Tried  
If unable to access broadband please proceed to question 8

3. How do you access your internet from this address is it using

- Landline connection (e.g. ADSL, cable or fibre)  Mobile Phone Network.  
 Both of the above  Other Please Specify

4. Use of internet from your broadband and percentage of use spent, (complete all as appropriate)

- Home use \_\_\_\_\_ % of time  Work/business use \_\_\_\_\_ % of time  
 Educational \_\_\_\_\_ % of time

5. How would you describe your broadband connection?

- Poor  Satisfactory  Excellent

6. Speed Test – please run the speed test at [www.speedtest.net](http://www.speedtest.net) three times at different times during the day to include the morning and evening; and enter the result:

*Suggestions is to run London server for results*

1. Time test performed \_\_\_\_\_ Download speed \_\_\_\_\_ Upload speed \_\_\_\_\_  
2. Time test performed \_\_\_\_\_ Download speed \_\_\_\_\_ Upload speed \_\_\_\_\_

3. Time test performed \_\_\_\_\_ Download speed \_\_\_\_\_ Upload speed \_\_\_\_\_

7. How reliable do you find your internet connection?

- Very, reliable the connection never drops
- The speed varies but the connection never drops
- The speed varies considerably and I regularly lose the connection
- Very poor connection, constantly loses connection

8. Would you be interested in accessing a faster broadband network?  Yes  No

a) If yes, how much would you pay per month for a fast (over 20Mbps) broadband connection?

- £10-£19
- £20-£29
- £30-39
- £40-49
- £50+

b) What use would a faster broadband connection enable to provide or improve:

- Business  Comment: \_\_\_\_\_
- Home /social  Comment: \_\_\_\_\_
- Education  Comment: \_\_\_\_\_

9. Please provide any further comments you may have about your internet connection

10. If you wish to be contacted about this survey or find out more about how broad provision is planned to be improved on Bressay, please provide your contact details.

*Note: This information will not be shared with any other organisation*

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

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

## Thank you for taking part in this survey

Please return completed questionnaires to: Bressay Development Ltd, Bressay School,  
Bressay, ZE2 9EL or email [info@bressay.org](mailto:info@bressay.org)