



This is an alternate format for the **SWIFT Residential/Farmer User Survey**. If you cannot complete the survey online at www.swiftnetwork.ca this format is an option available to you.

You may complete this alternate format of the survey because:

- 1) You have no Internet access or very low download speeds at your dwelling/residential premise.
- 2) You have adequate Internet access but you prefer to complete the survey in the alternate format and email it to swiftsurveys@swiftnetwork.ca

If you are not a regular Internet user, some questions in this survey may not be applicable. We have included a brief message to alert you to questions that are intended for regular Internet users.

At the end of this survey you may add any relevant information or comments. Your views on the topic of "Broadband for All" are important so we invite you to participate in this voluntary survey. At the end of the survey is the contact information for returning the survey to us.

Q1 Please confirm the following:

- I reside in Southwestern Ontario, Caledon or Niagara Region
- I have read the attached [User Guidelines and FAQs](#)

Q2 Please indicate your consent to participate voluntarily in this survey.

- I agree to continue with this survey.
- I do NOT agree to continue with this survey.

Q3 What is the address of this dwelling or residential premise?

Street number/Fire number (e.g. 595 / 123456)	
Street/Road name (e.g. 9th Avenue East / Concession 10)	
Mailing City/Village (e.g. Fergus)	
Local Municipality (e.g. Centre Wellington)	
Postal code	

Q4 Are you an Indigenous Person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)?

- No, not an Indigenous Person
- Yes, an Indigenous Person

Q5 Number of individuals currently living at this dwelling or residential premise.

Q6 Number of individuals currently attending primary, secondary or post-secondary school at this dwelling or residential premise.

Q7 Number of individuals currently over 65 years of age at this dwelling or residential premise.

Q8 Is this premise your ... (check all that apply)

- Home or primary residence
- Farm and residence
- Business and residence
- Secondary or seasonal residence/cottage
- Farm only - there is no one residing at this premise
- Other _____

Q9 Do you have Internet service at this premise?

- Yes (move to Question 10)
- No (answer Question 9a and then move to Question 49)
- Don't Know (move to Question 49)

Q9a If no, why do you not have Internet service at this dwelling or residential premise?

Q10 What type of connection is your Internet service at this dwelling or residential premise?

- Telephone line - Dial-up Connection
- Telephone line - DSL (Digital Subscriber Line)
- Cable Modem
- Fixed Wireless (WiFi / WiMax)
- Mobile Wireless - uses the mobile data network and has an adapter such as a turbo stick
- Satellite Service
- Fibre Optic
- I don't know
- Other (please specify) _____

Q11 What is your current monthly charge for the Internet service at this premise?

Q12 Do you own/operate a business from this dwelling or residential premise (including farm or agricultural operation)?

- Yes (we will ask further questions about your home/farm business below)
- No

Q13 For personal (non-business) use only, do you have an additional company providing Internet services to this dwelling or residential premise?

- No (move to Question 18)
- Yes (move to Questions 14 to 17 in the following table)

You indicated that you have additional Internet service for your residence / premise.

<p>Q14 How many additional Telecom Service Providers (TSPs) supply you with Internet services for your residence? <i>Please enter the additional number.</i></p>	
<p>Q15 Which additional companies currently provide Internet service at this dwelling or residential premise?</p>	
<p>Q16 For the additional Internet services, what type of connection is your Internet service at this dwelling or residential premise? <i>Next to your answer indicate the companies providing the type of Internet service.</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Telephone line - Dial-up Connection <input type="checkbox"/> Telephone line - DSL (Digital Subscriber Line) <input type="checkbox"/> Cable Modem <input type="checkbox"/> Fixed Wireless (WiFi / WiMax) <input type="checkbox"/> Mobile Wireless - uses the mobile data network and has an adapter such as a turbo stick <input type="checkbox"/> Satellite Service <input type="checkbox"/> Fibre Optic <input type="checkbox"/> I don't know <input type="checkbox"/> Other (please specify) _____
<p>Q17 For each additional Internet service, what is your current monthly charge for the Internet service at this premise? <i>Next to your answer indicate the companies providing Internet service next to the monthly charge for Internet service.</i></p>	

Q18 At this premise, what do you currently use the Internet for? Please check all that apply:

- Email/Webmail
- Social Media
- Information gathering / Internet searches
- Streaming content - voice over Internet / TV/ entertainment
- Cloud-based applications - Personal Use
- Cloud-based applications business use - e.g. connecting to my company's network to access work files
- E-commerce: Online purchasing of products and/or services
- E-business - Customer and/or Supply Chain communication and service provision
- Precision agriculture technologies - data collection/storage/analytics
- Adult (not children/teens) E-Learning and E-training (e.g. Continuing Education, On-line Courses, Webinars)
- Online education / homework by school-age children/teens
- Access government / public services
- Other (please specify) _____

Q19 Below are a list of you may currently use the Internet for. Using a scale of 0 - 100, please indicate the level of importance for each function or purpose at your premise. (e.g. 0 is not at all important and 100 is extremely important)

- _____ Email/Webmail
- _____ Social Media
- _____ Information gathering / Internet searches
- _____ Streaming content - voice over Internet / TV/ entertainment
- _____ Cloud-based applications - Personal Use
- _____ Cloud-based applications business use - e.g. connecting to my company's network to access work files
- _____ E-commerce: Online purchasing of products and/or services
- _____ E-business - Customer and/or Supply Chain communication and service provision
- _____ Precision agriculture technologies - data collection/storage/analytics
- _____ Adult (not children/teens) E-Learning and E-training (e.g. Continuing Education, On-line Courses, Webinars)
- _____ Online education / homework by school-age children/teens
- _____ Access government / public services
- _____ Other (please specify _____)

Q20 How would you rate your frequency of personal (non-business) Internet use or use of web-based applications at this premise?

- Multiple times during all hours of the day and all days of the week
- Multiple times but mostly during non-working hours of the week and weekends
- Occasional use of Internet on weekly basis
- Infrequent use of Internet on weekly basis
- Rarely or never

Q21 On an average day of the week, Monday through Friday, how many hours is the internet used at this residential premise?

Q22 On an average day of the weekend, Saturday or Sunday, how many hours is the internet used at this residential premise?

[This next part of the survey is relevant if you answered “yes” to Question 12 that a business is owned/operated from this premise. If you answered “no” to Question 12 please move to Question 32]

Q23 If you answered “yes” to Question 12 that a business is owned/operated from this premise. What type of business/organization do you own/operate at this premise? Please select as many types as appropriate.

- Administrative Support Services
- Agriculture, Forestry, Fishing and Hunting
- Arts, Entertainment and Recreation
- Construction
- Educational Services
- Finance and Insurance
- Food Service and Accommodation
- Health Care and Social Assistance
- Information and Communication Technology
- Manufacturing
- Mining, Quarrying, and Oil and Gas Extraction
- Non-profit Organization
- Professional, Scientific and Technical Services
- Real Estate, Rental and Leasing
- Retail
- Tourism and Recreation
- Transportation and Warehousing
- Utilities
- Wholesale
- Other (please specify) _____

Q24 To support the business owned/operated at this premise, do you subscribe to an additional Internet service?

- Yes
- No

Q25 The main reason that I have an additional company providing Internet at this premise for business purposes is...Please check all that apply:

- At this premise I cannot currently get all Internet services I require from one provider
- I require 24/7 reliable Internet service
- Other - please explain _____

Q26 You indicated that you have additional Internet service for your business. How many Telecom Service Providers (TSPs) supply you with Internet services for your business? Please enter a number.

Q27 Which company currently provides the Internet service for the business owned/operated at this dwelling or residential premise?

Q28 What type of connection do you use for the additional Internet service for the business that operates at this dwelling or residential premise?

- Telephone line - Dial-up Connection
- Telephone line - DSL (Digital Subscriber Line)
- Cable Modem
- Fixed Wireless (WiFi / WiMax)
- Mobile Wireless - uses the mobile data network and has an adapter such as a turbo stick
- Satellite Service
- Fibre Optic
- I don't know
- Other (please specify) _____

Q29 How much is the additional current monthly charge for the additional Internet service used by the business owned/operated at this dwelling or residential premise?

Q30 For the business owned or operated at this dwelling or residential premise, do you use computerized business operating systems that require an Internet connection to transmit data - for example, cloud-based applications.

	Always	Most of the time	About half the time	Sometimes	Never	Thinking about it for the future
distance learning						
barn monitoring system						
machine management (e.g. drones, autonomous vehicles, robotics, etc.)						
telehealth services						
Other						

Q31 For the business owned/operated at this premise, do you see better or more business opportunities if you had increased Internet capacity?

- Yes - Definitely
- Yes - I think there might be some more opportunities
- I don't know
- No - I don't think it would help my farm / business
- Other (please specify) _____

[This next part of the survey is relevant if any adult at this premise telecommutes or works from home by Internet. If this is not relevant to this dwelling or residential premise please move to Question 41]

Q32 Do you or any adult at this premise have a job that requires telecommuting or working by Internet?

Yes

No

Q33 How many adults at this premise telecommute or work by Internet?

Q34 On average, how many total hours per week does the telecommuter work? Please enter the number (e.g. thirty-eight hours and a half would be entered as 38.5).

Q35 For the telecommuter, how many hours per week do they work from home on the internet? Please enter the number.

Q36 How many days per week does the telecommuter at this premise spend telecommuting or working from home on the Internet? Please enter the number.

Q37 For the telecommuter, how many kilometers are saved per day by NOT commuting? Please enter the number.

Q38 On average, for the telecommuter, how many are saved by NOT commuting? Please enter the number only.

Q39 For the telecommuter, what is the primary work location to which they are NOT driving to (city or town)? Please enter the name of the city or town.

Q40 Does the telecommuter(s) require a secure connection (e.g. Virtual Private Network or VPN) to get access to their company's computing network?

- Yes
- No
- I don't know

[This next part of the survey is relevant if you have access to the Internet or a cell phone application that can do an Internet speed test. If you cannot perform this test please move to Question 49]

IMPORTANT INFORMATION FOR THE NEXT TWO QUESTIONS

For the next two questions we need you to perform an Internet speed test from a device/computer at this dwelling or residential premise. The test can be generated by following instructions on the following website: <http://performance.cira.ca/>

Q41 Can you perform a speed test for your internet service?

- Yes
- No

Q42 Internet Speed Test - indicate the download and upload speed categories that are closest to your reading.

	Less than 1 Mbps	1-2 Mbps	3-5 Mbps	6-10 Mbps	11-19 Mbps	20-49 Mbps	50-100 Mbps	Greater than 100 Mbps	Other
DOWNLOAD Speed									
UPLOAD Speed									

Q43 At your premise, we would like you to also determine your Internet ping or latency speed (in milisecond or "ms") and record it in this question. Please indicate the PING speed category that is closest to your reading.

	Less than 1 ms	1-2 ms	3-5 ms	6-10 ms	11-19 ms	20-49 ms	50-100 ms	Greater than 100 ms	Other
PING Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q44 When did you perform this test?

- on a Weekday (Monday through Friday)
- on a Weekend day (Saturday or Sunday)

Q45 Please tell us the approximate time of day you performed the speed test.

- Morning (between 6- 9am)
- Mid-Morning (9-11am)
- Mid-Day (11am - 1pm)
- Afternoon (1 - 5pm)
- Evening (5-9 pm)
- Night (after 9pm)

Q46 At this premise, is your download speed within the range guaranteed by your Internet Service Provider in your contract?

- Yes
- No
- I don't know

Q47 At this premise, is your upload speed within the range guaranteed by your Internet Service Provider in your contract?

- Yes
- No
- I don't know

Q48 At this premise, do you have equal upload and download speeds (symmetrical service)?

- Yes
- No

Q49 If you have any additional comments or questions, please let us know.

Q50 If you would like to contact someone from SWIFT regarding this survey or your views on current and future internet service, please provide a telephone number for follow-up. You may also contact us at 855.561.4479 or at the email: swiftsurveys@swiftnetwork.ca - please allow 3-5 working days for follow-up.

Phone Number _____

Email Address _____

THANK YOU FOR COMPLETING THIS SURVEY.

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Attention: SWIFT User Surveys
SouthWestern Integrated Fibre Technology Inc. (SWIFT)
789 Broadway Street
Wyoming, ON
N0N 1T0