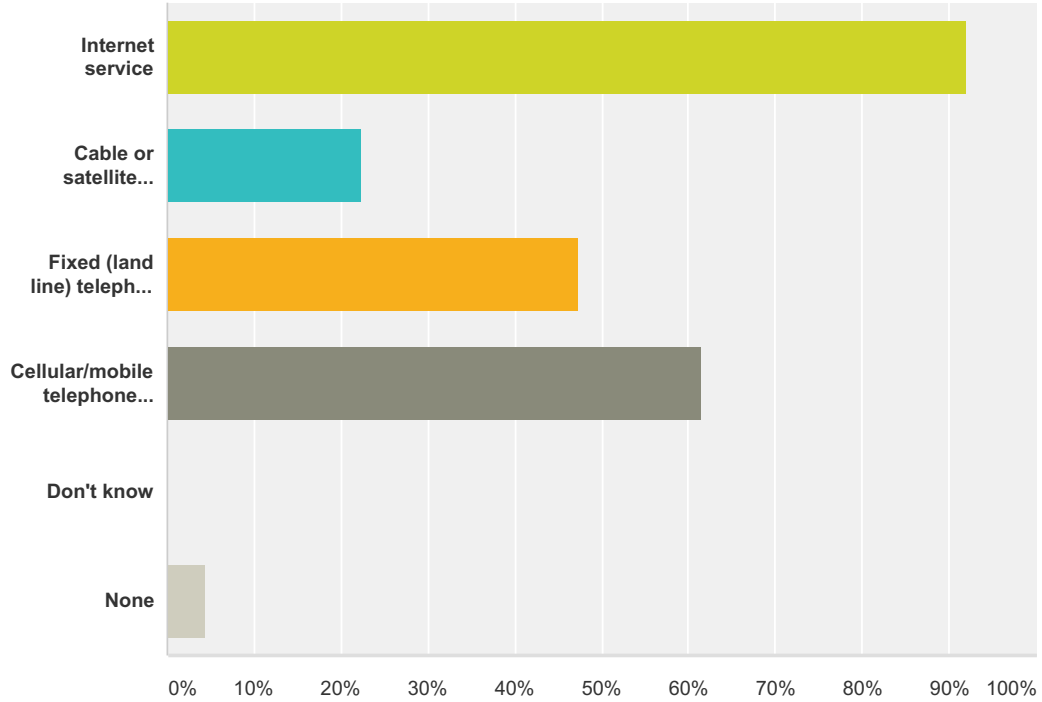


Q1 Which of the following services do you currently purchase for your business? (check all that apply)

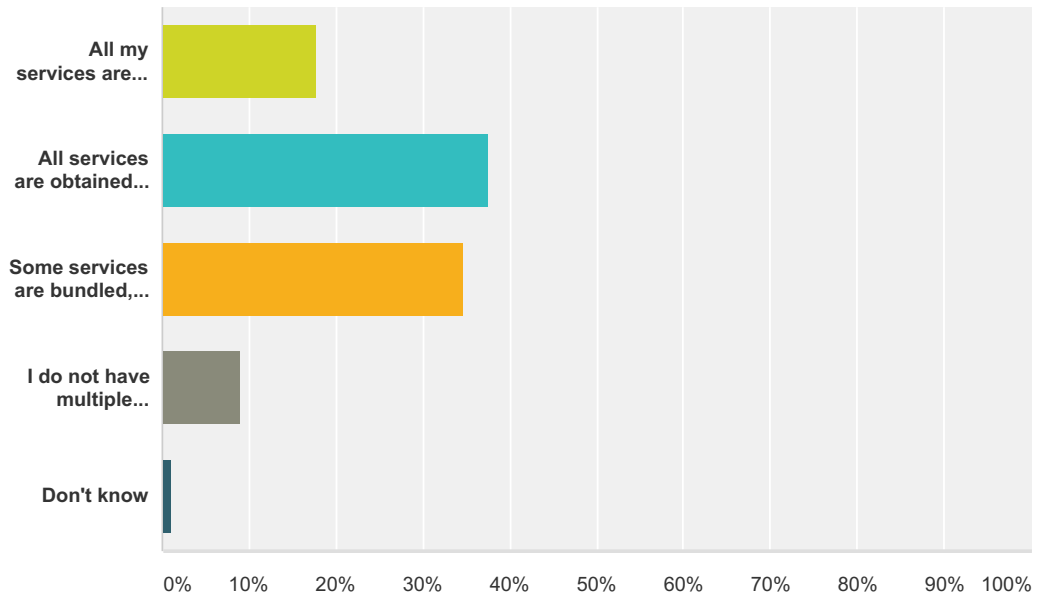
Answered: 112 Skipped: 0



Answer Choices	Responses
Internet service	91.96% 103
Cable or satellite television	22.32% 25
Fixed (land line) telephone service	47.32% 53
Cellular/mobile telephone service	61.61% 69
Don't know	0.00% 0
None	4.46% 5
Total Respondents: 112	

Q2 Are any of these services obtained through the same provider (bundled)?

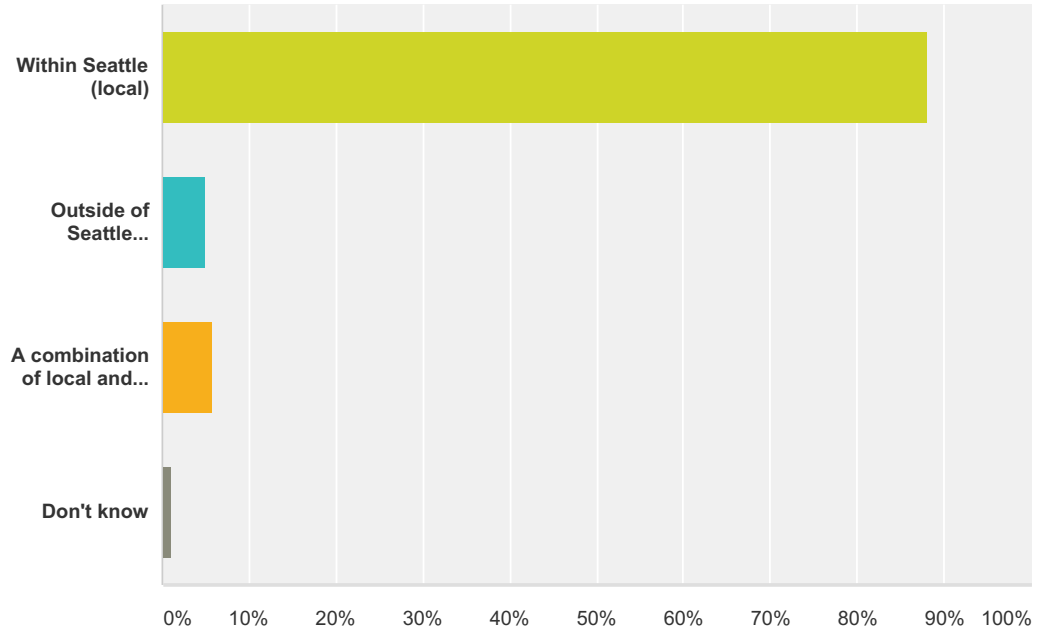
Answered: 101 Skipped: 11



Answer Choices	Responses
All my services are bundled	17.82% 18
All services are obtained through separate providers	37.62% 38
Some services are bundled, some are sold separately	34.65% 35
I do not have multiple services at my business	8.91% 9
Don't know	0.99% 1
Total	101

Q3 Where are decisions about Internet, phone, and cable made in your organization?

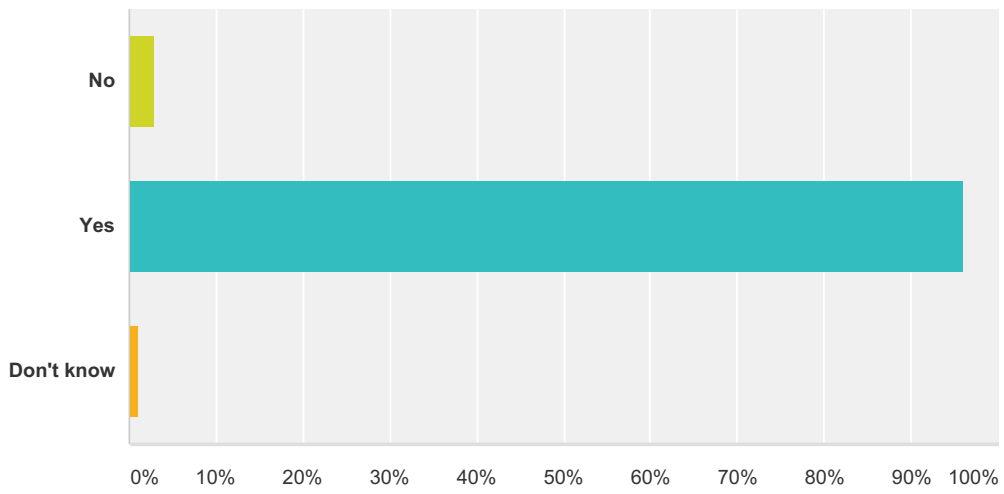
Answered: 101 Skipped: 11



Answer Choices	Responses
Within Seattle (local)	88.12% 89
Outside of Seattle (non-local)	4.95% 5
A combination of local and non-local	5.94% 6
Don't know	0.99% 1
Total	101

Q4 Do you have Internet access from this location?

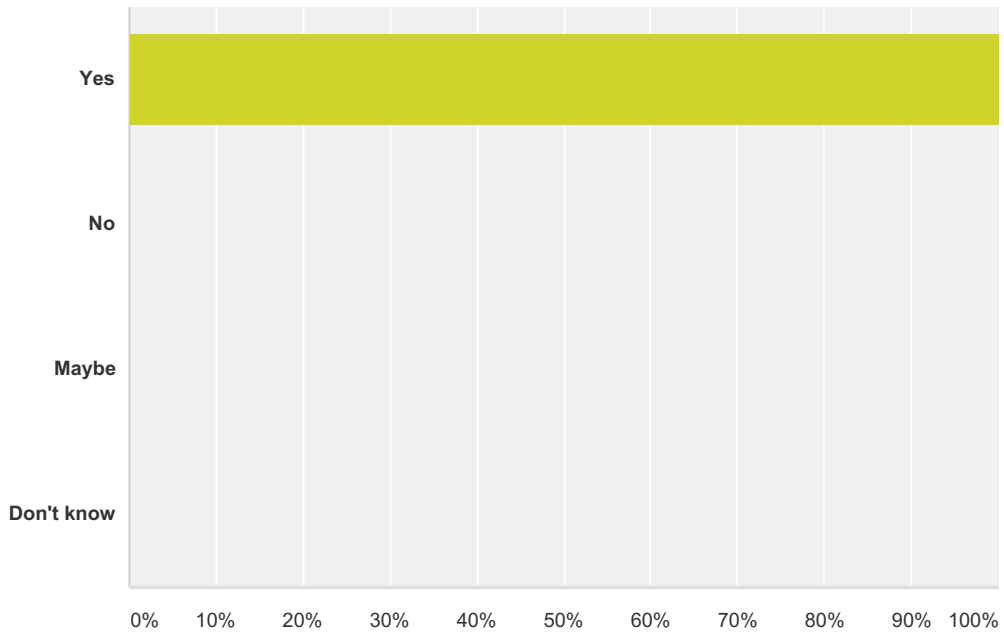
Answered: 102 Skipped: 10



Answer Choices	Responses
No	2.94% 3
Yes	96.08% 98
Don't know	0.98% 1
Total	102

Q5 Does your company plan to get Internet access in the next year?

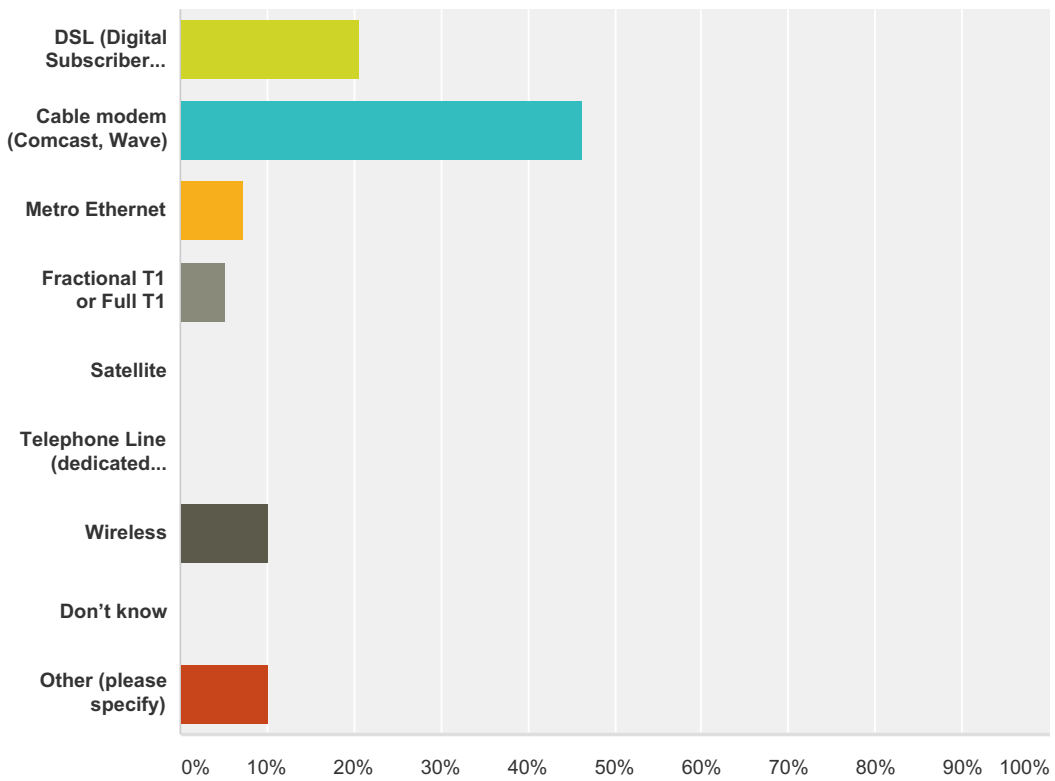
Answered: 2 Skipped: 110



Answer Choices	Responses	Count
Yes	100.00%	2
No	0.00%	0
Maybe	0.00%	0
Don't know	0.00%	0
Total		2

Q6 What do you use for your PRIMARY internet connection?

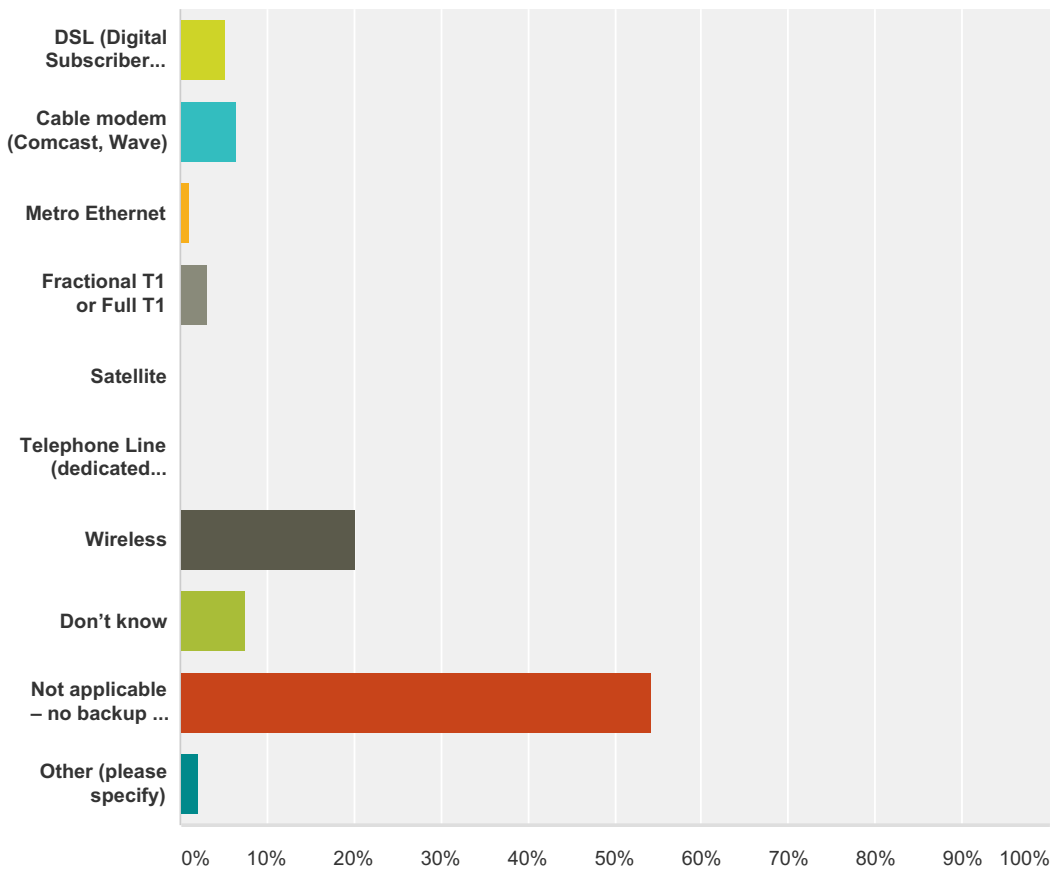
Answered: 97 Skipped: 15



Answer Choices	Responses
DSL (Digital Subscriber Line)	20.62% 20
Cable modem (Comcast, Wave)	46.39% 45
Metro Ethernet	7.22% 7
Fractional T1 or Full T1	5.15% 5
Satellite	0.00% 0
Telephone Line (dedicated Dial-Up or share with voice line)	0.00% 0
Wireless	10.31% 10
Don't know	0.00% 0
Other (please specify)	10.31% 10
Total	97

Q7 Do you use a backup or secondary connection? If so, what type?

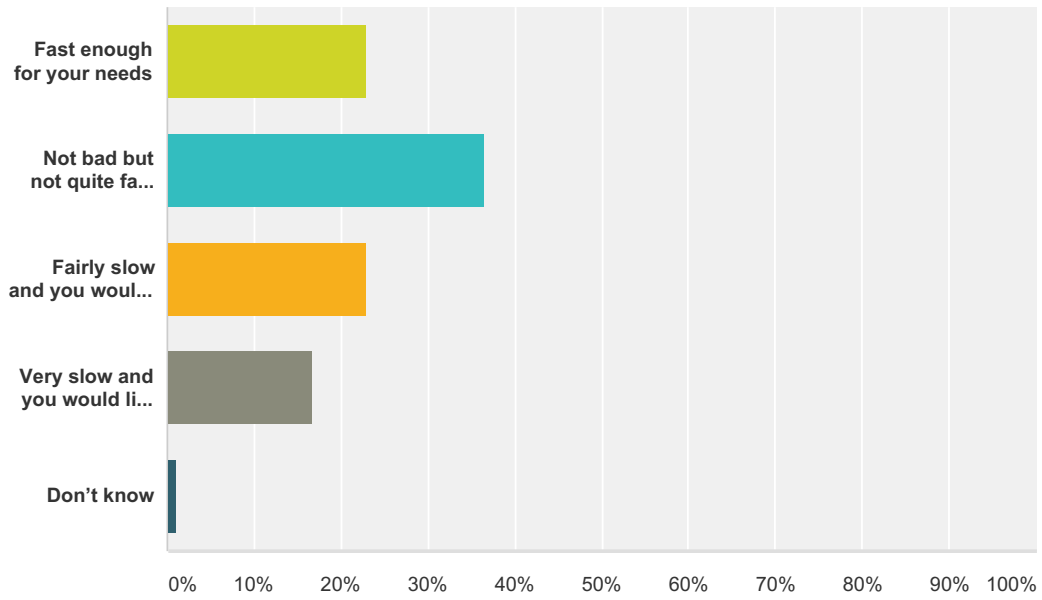
Answered: 94 Skipped: 18



Answer Choices	Responses
DSL (Digital Subscriber Line)	5.32% 5
Cable modem (Comcast, Wave)	6.38% 6
Metro Ethernet	1.06% 1
Fractional T1 or Full T1	3.19% 3
Satellite	0.00% 0
Telephone Line (dedicated Dial-Up or share with voice line)	0.00% 0
Wireless	20.21% 19
Don't know	7.45% 7
Not applicable – no backup or secondary connection	54.26% 51
Other (please specify)	2.13% 2
Total	94

Q8 Would you say your Internet connection speed is:

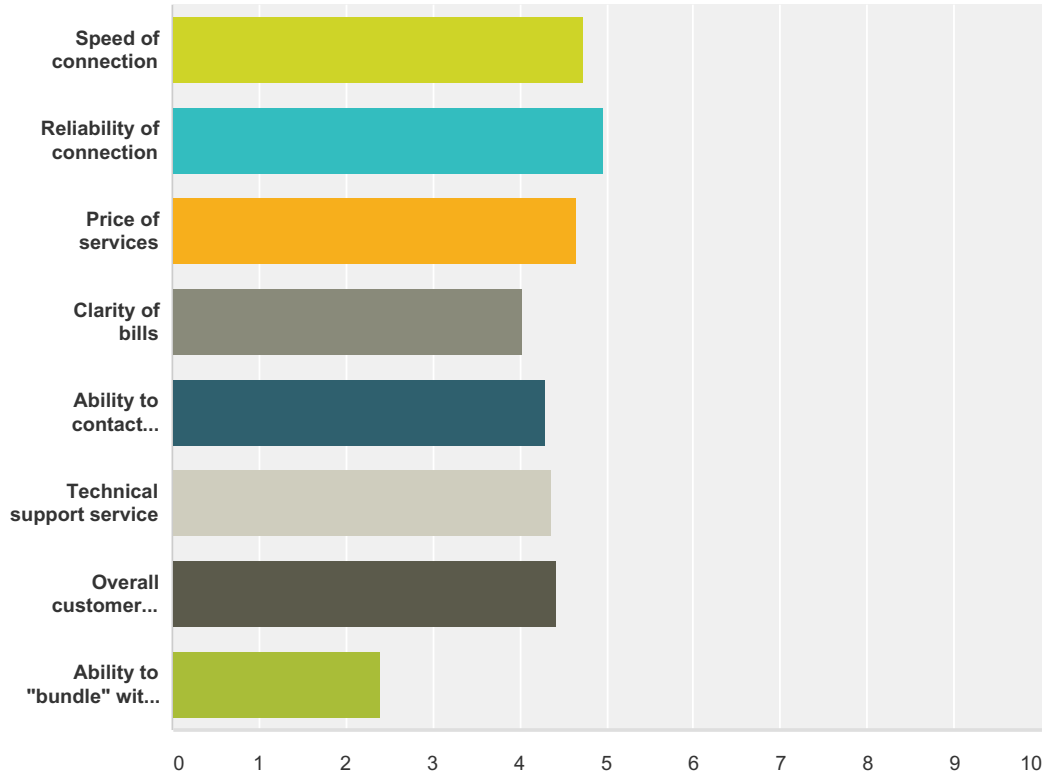
Answered: 96 Skipped: 16



Answer Choices	Responses
Fast enough for your needs	22.92% 22
Not bad but not quite fast enough for your needs	36.46% 35
Fairly slow and you would like to be connected at much higher speeds	22.92% 22
Very slow and you would like to be connected at much higher speed	16.67% 16
Don't know	1.04% 1
Total	96

Q9 How IMPORTANT or UNIMPORTANT are the following aspects of your business Internet service?

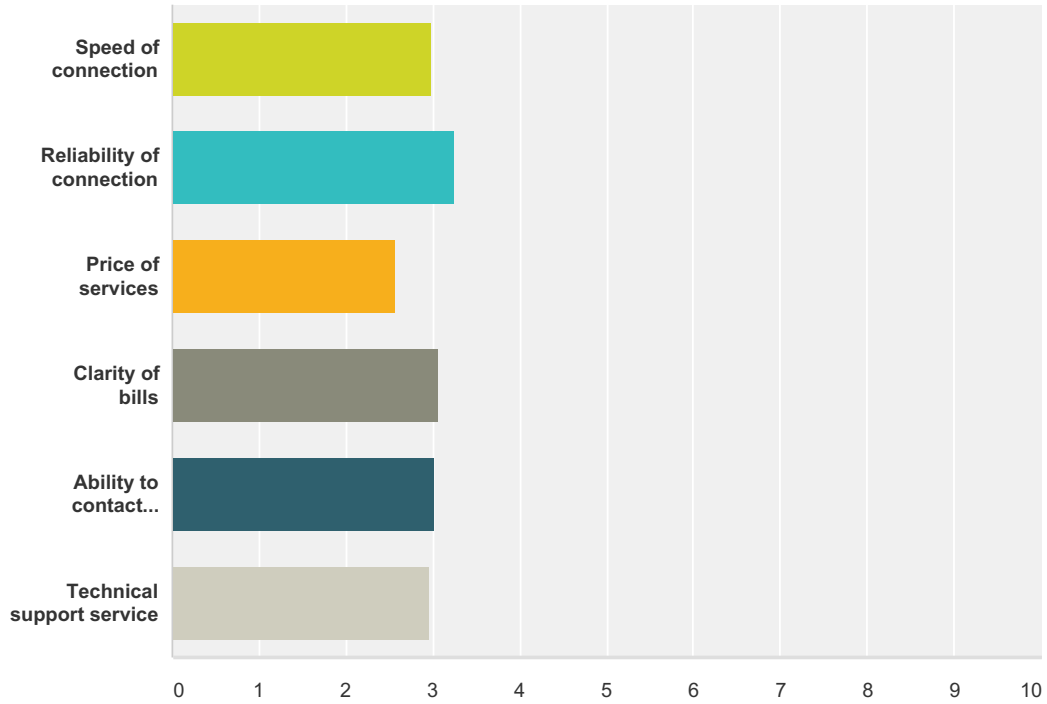
Answered: 96 Skipped: 16



	Not at all important	Somewhat unimportant	Neither important nor unimportant	Somewhat important	Very important	Total	Weighted Average
Speed of connection	0.00% 0	0.00% 0	1.05% 1	24.21% 23	74.74% 71	95	4.74
Reliability of connection	0.00% 0	0.00% 0	1.05% 1	1.05% 1	97.89% 93	95	4.97
Price of services	0.00% 0	0.00% 0	2.13% 2	30.85% 29	67.02% 63	94	4.65
Clarity of bills	2.13% 2	4.26% 4	20.21% 19	35.11% 33	38.30% 36	94	4.03
Ability to contact provider	0.00% 0	4.26% 4	10.64% 10	35.11% 33	50.00% 47	94	4.31
Technical support service	1.05% 1	3.16% 3	10.53% 10	28.42% 27	56.84% 54	95	4.37
Overall customer service	0.00% 0	2.11% 2	6.32% 6	38.95% 37	52.63% 50	95	4.42
Ability to "bundle" with other services	34.04% 32	20.21% 19	22.34% 21	17.02% 16	6.38% 6	94	2.41

Q10 How SATISFIED or DISSATISFIED are you with the following aspects of your current business Internet service?

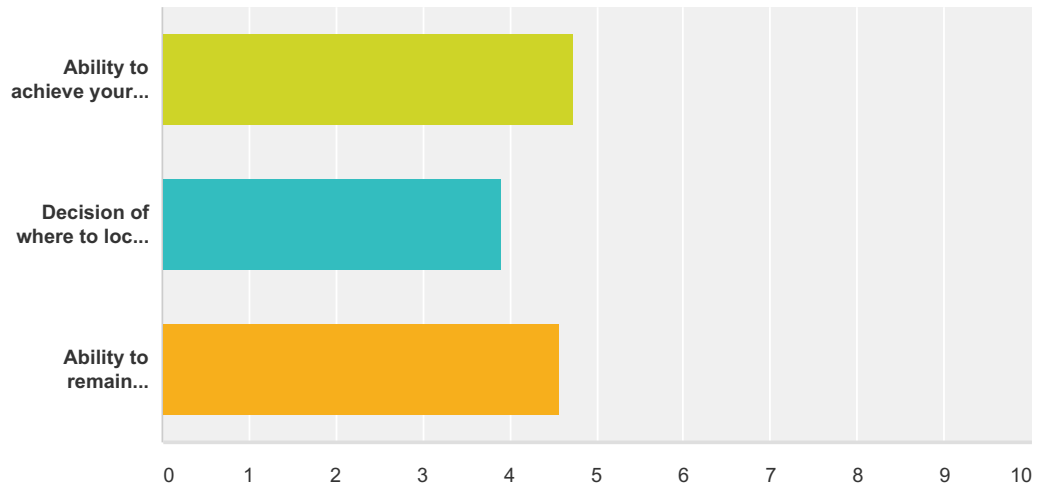
Answered: 95 Skipped: 17



	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Total	Weighted Average
Speed of connection	15.79% 15	26.32% 25	14.74% 14	29.47% 28	13.68% 13	95	2.99
Reliability of connection	11.58% 11	21.05% 20	17.89% 17	28.42% 27	21.05% 20	95	3.26
Price of services	27.96% 26	24.73% 23	19.35% 18	19.35% 18	8.60% 8	93	2.56
Clarity of bills	12.77% 12	11.70% 11	43.62% 41	19.15% 18	12.77% 12	94	3.07
Ability to contact provider	11.70% 11	20.21% 19	34.04% 32	22.34% 21	11.70% 11	94	3.02
Technical support service	16.13% 15	15.05% 14	37.63% 35	19.35% 18	11.83% 11	93	2.96

Q11 How important to your business is Internet access in regards to the following?

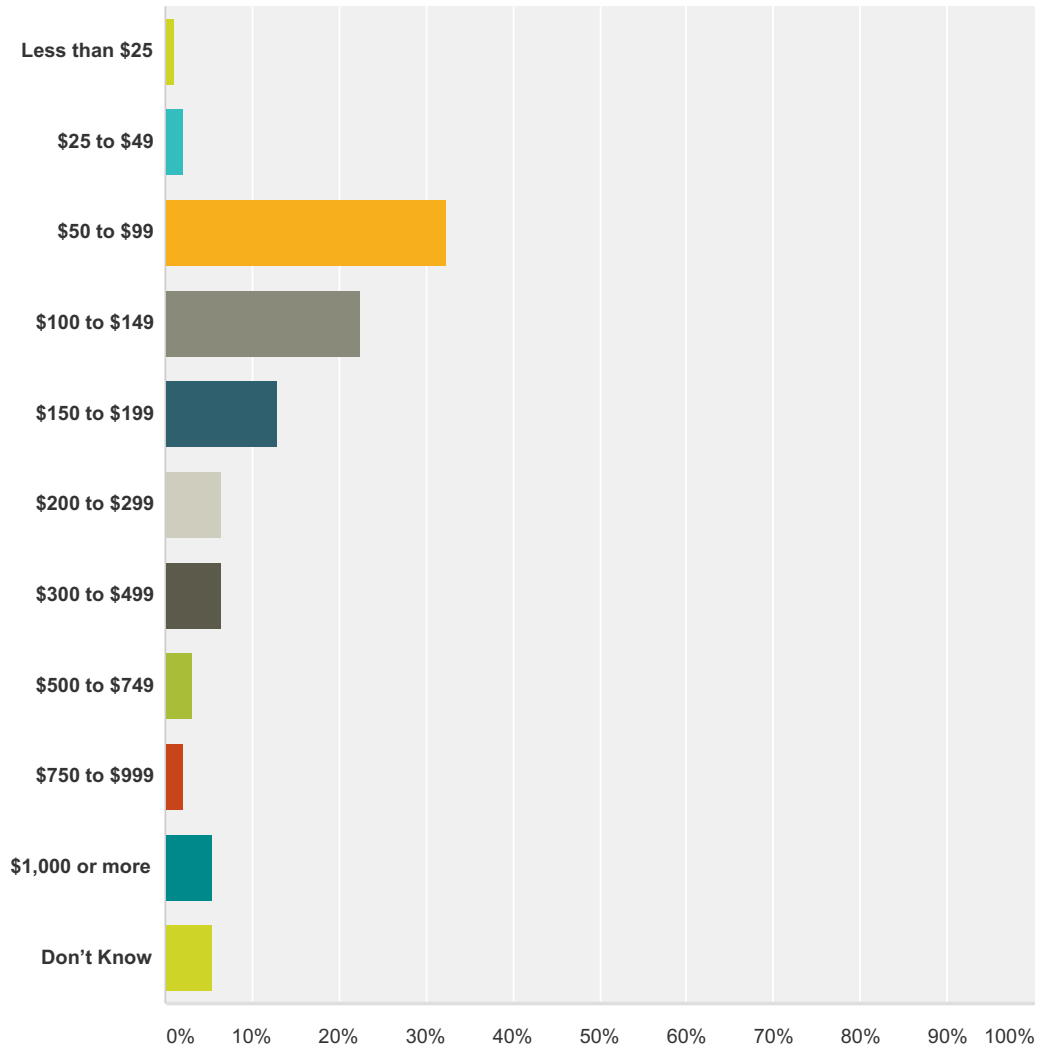
Answered: 92 Skipped: 20



	Not at all Important	Somewhat unimportant	Neither important nor unimportant	Somewhat important	Very important	Total	Weighted Average
Ability to achieve your strategic goals.	0.00% 0	0.00% 0	5.43% 5	15.22% 14	79.35% 73	92	4.74
Decision of where to locate facilities.	7.61% 7	3.26% 3	20.65% 19	27.17% 25	41.30% 38	92	3.91
Ability to remain competitive.	2.17% 2	0.00% 0	8.70% 8	17.39% 16	71.74% 66	92	4.57

Q12 Approximately how much do you pay PER MONTH for Internet service at this location? (Do not include charges for telephone lines, data circuit, etc.)

Answered: 93 Skipped: 19



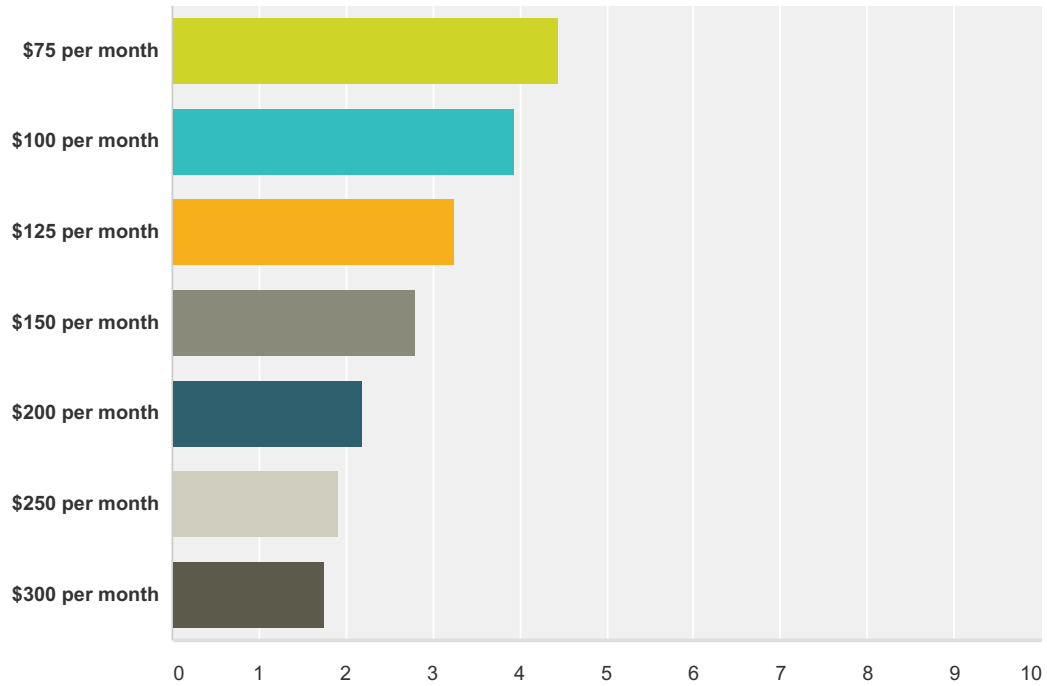
Answer Choices	Responses	
Less than \$25	1.08%	1
\$25 to \$49	2.15%	2
\$50 to \$99	32.26%	30
\$100 to \$149	22.58%	21
\$150 to \$199	12.90%	12
\$200 to \$299	6.45%	6

Appendix D – Business Survey Tables - June 2015

\$300 to \$499	6.45%	6
\$500 to \$749	3.23%	3
\$750 to \$999	2.15%	2
\$1,000 or more	5.38%	5
Don't Know	5.38%	5
Total		93

Q13 Consider what price level would make you interested in switching to another Internet service provider. How willing or unwilling would you be to switch to a service of 100 Mbps downstream and upstream (5 to 10 times faster than a cable modem) for the following monthly price?

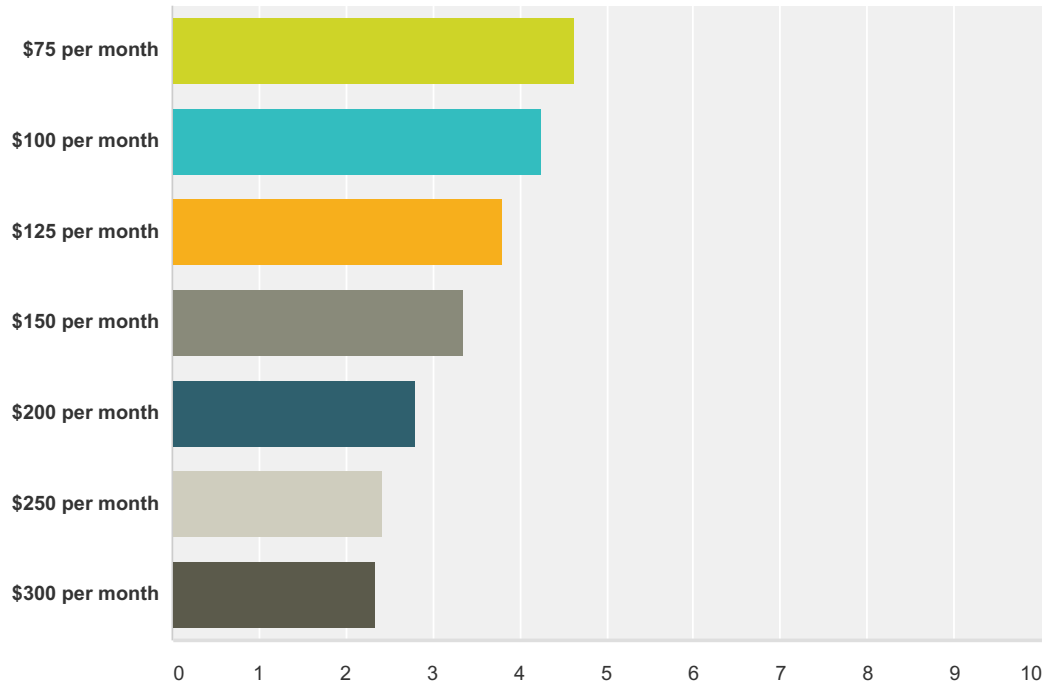
Answered: 87 Skipped: 25



	Very unwilling	Somewhat unwilling	Neither willing nor unwilling	Somewhat Willing	Very willing	Total	Weighted Average
\$75 per month	8.14% 7	2.33% 2	3.49% 3	9.30% 8	76.74% 66	86	4.44
\$100 per month	16.47% 14	3.53% 3	2.35% 2	24.71% 21	52.94% 45	85	3.94
\$125 per month	25.30% 21	10.84% 9	10.84% 9	19.28% 16	33.73% 28	83	3.25
\$150 per month	32.94% 28	17.65% 15	8.24% 7	18.82% 16	22.35% 19	85	2.80
\$200 per month	52.94% 45	14.12% 12	9.41% 8	8.24% 7	15.29% 13	85	2.19
\$250 per month	60.00% 51	14.12% 12	9.41% 8	5.88% 5	10.59% 9	85	1.93
\$300 per month	67.06% 57	12.94% 11	4.71% 4	7.06% 6	8.24% 7	85	1.76

Q14 How willing or unwilling would you be to switch to a service of 1 Gbps downstream and upstream (100 times faster than a cable modem) for the following monthly prices?

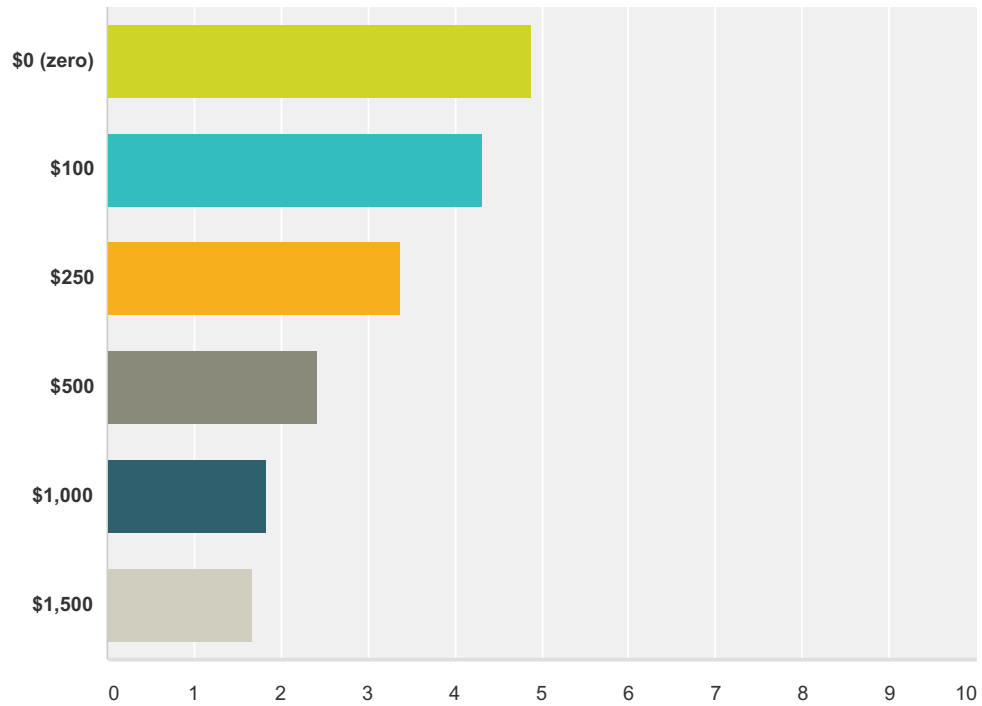
Answered: 80 Skipped: 32



	Very unwilling	Somewhat unwilling	Neither willing nor unwilling	Somewhat willing	Very willing	Total	Weighted Average
\$75 per month	3.75% 3	2.50% 2	1.25% 1	12.50% 10	80.00% 64	80	4.63
\$100 per month	11.39% 9	1.27% 1	3.80% 3	17.72% 14	65.82% 52	79	4.25
\$125 per month	15.00% 12	11.25% 9	8.75% 7	8.75% 7	56.25% 45	80	3.80
\$150 per month	23.75% 19	16.25% 13	3.75% 3	12.50% 10	43.75% 35	80	3.36
\$200 per month	38.75% 31	15.00% 12	3.75% 3	13.75% 11	28.75% 23	80	2.79
\$250 per month	46.25% 37	17.50% 14	6.25% 5	7.50% 6	22.50% 18	80	2.42
\$300 per month	50.00% 39	16.67% 13	5.13% 4	6.41% 5	21.79% 17	78	2.33

Q15 One proposed financing model for a world-class fiber optic network is to charge businesses an initial hook-up fee to connect to the network, which enables data rates 100 times faster than cable modem service (1 Gbps upload and download) and allows many competing Internet, phone, and cable television companies to offer services for a monthly price. How willing or unwilling would you be to pay an upfront hook-up fee for this service if the fee were...?:

Answered: 83 Skipped: 29



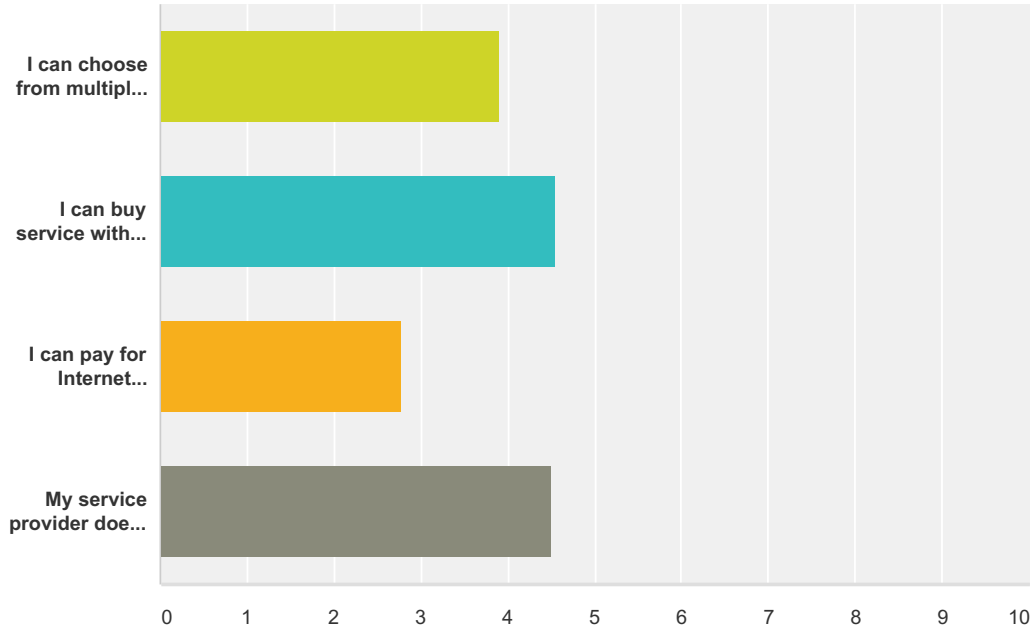
	Very unwilling	Somewhat unwilling	Neither willing nor unwilling	Somewhat willing	Very willing	Total	Weighted Average
\$0 (zero)	0.00% 0	0.00% 0	3.66% 3	3.66% 3	92.68% 76	82	4.89
\$100	6.10% 5	2.44% 2	6.10% 5	24.39% 20	60.98% 50	82	4.32
\$250	21.95% 18	9.76% 8	14.63% 12	15.85% 13	37.80% 31	82	3.38
\$500	48.15% 39	8.64% 7	8.64% 7	22.22% 18	12.35% 10	81	2.42
\$1,000	59.76% 49	17.07% 14	10.98% 9	3.66% 3	8.54% 7	82	1.84

Appendix D – Business Survey Tables - June 2015

\$1,500	69.51% 57	10.98% 9	9.76% 8	2.44% 2	7.32% 6	82	1.67
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Q16 How IMPORTANT or UNIMPORTANT are these features when selecting a business (not cellular/mobile) Internet service provider?

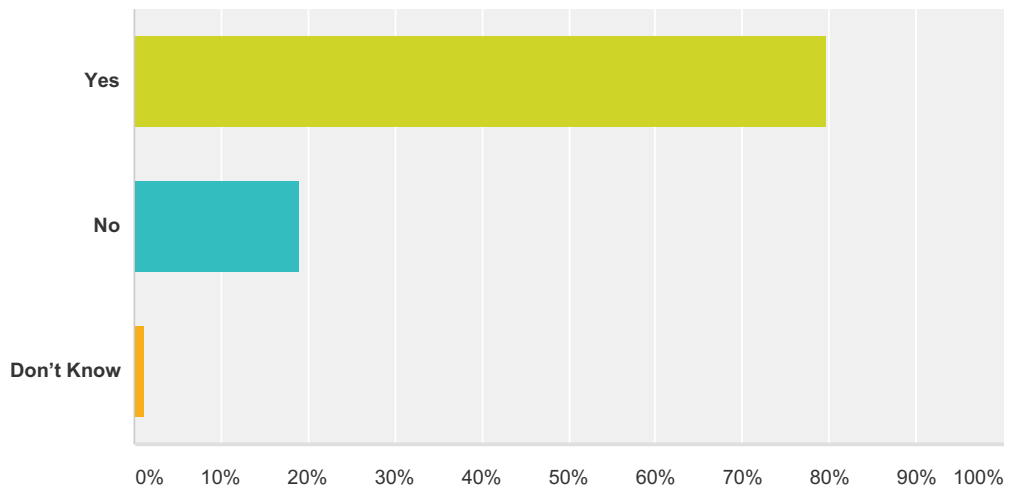
Answered: 83 Skipped: 29



	Not at all important	Somewhat unimportant	Neither important nor unimportant	Somewhat important	Very important	Total	Weighted Average
I can choose from multiple Internet providers	3.66% 3	7.32% 6	18.29% 15	35.37% 29	35.37% 29	82	3.91
I can buy service with very high speeds (10–100 times DSL or cable speeds)	0.00% 0	1.20% 1	7.23% 6	26.51% 22	65.06% 54	83	4.55
I can pay for Internet service based on usage (amount of data)	21.69% 18	18.07% 15	33.73% 28	14.46% 12	12.05% 10	83	2.77
My service provider does not place "caps" on my total data use	2.41% 2	0.00% 0	8.43% 7	22.89% 19	66.27% 55	83	4.51

Q17 Does your business currently allow telecommuting (working from home)?

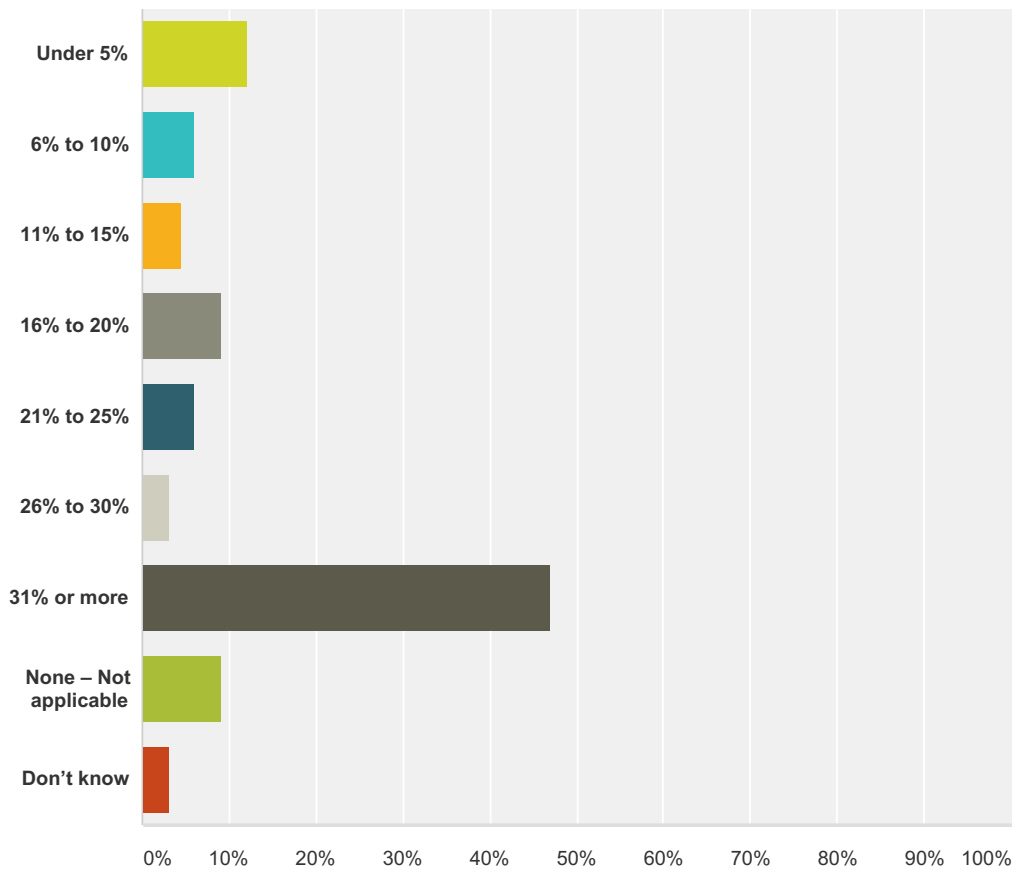
Answered: 84 Skipped: 28



Answer Choices	Responses	
Yes	79.76%	67
No	19.05%	16
Don't Know	1.19%	1
Total		84

Q18 What percentage of employees take advantage of telecommuting?

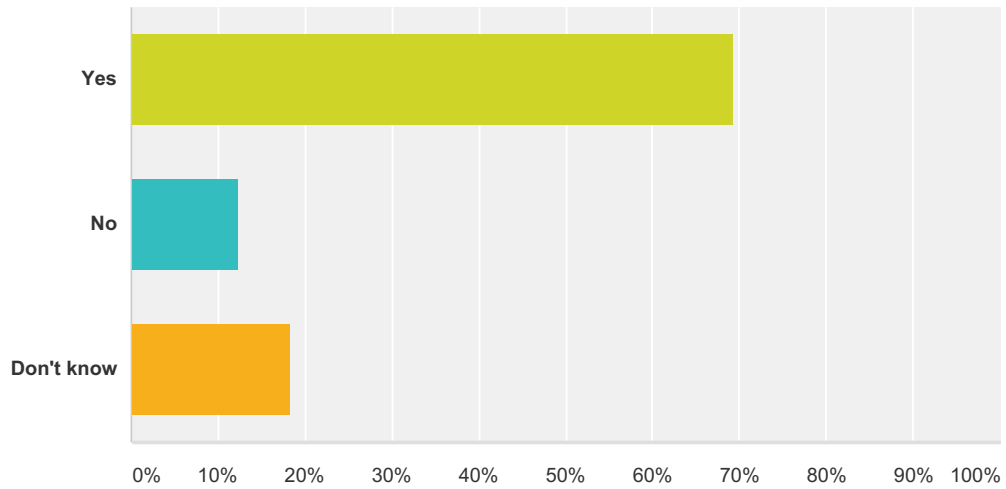
Answered: 66 Skipped: 46



Answer Choices	Responses
Under 5%	12.12% 8
6% to 10%	6.06% 4
11% to 15%	4.55% 3
16% to 20%	9.09% 6
21% to 25%	6.06% 4
26% to 30%	3.03% 2
31% or more	46.97% 31
None – Not applicable	9.09% 6
Don't know	3.03% 2
Total	66

Q19 Would your business allow or encourage more telecommuting if employees had home Internet connections that supported very high-speed data transfers and high-quality video-conferencing?

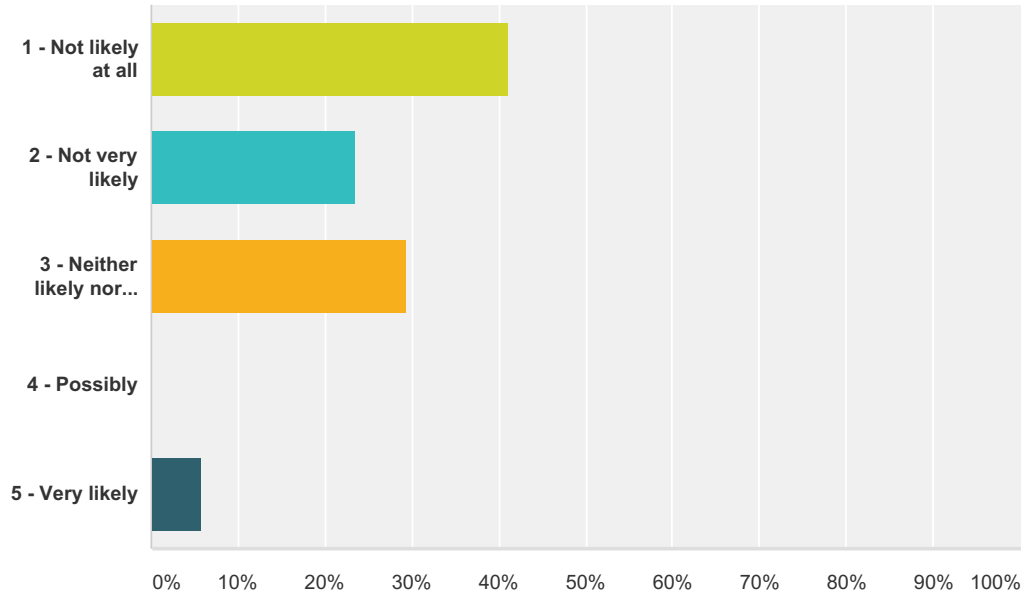
Answered: 65 Skipped: 47



Answer Choices	Responses	
Yes	69.23%	45
No	12.31%	8
Don't know	18.46%	12
Total		65

Q20 How likely is your business to allow employees to telecommute in the next year?

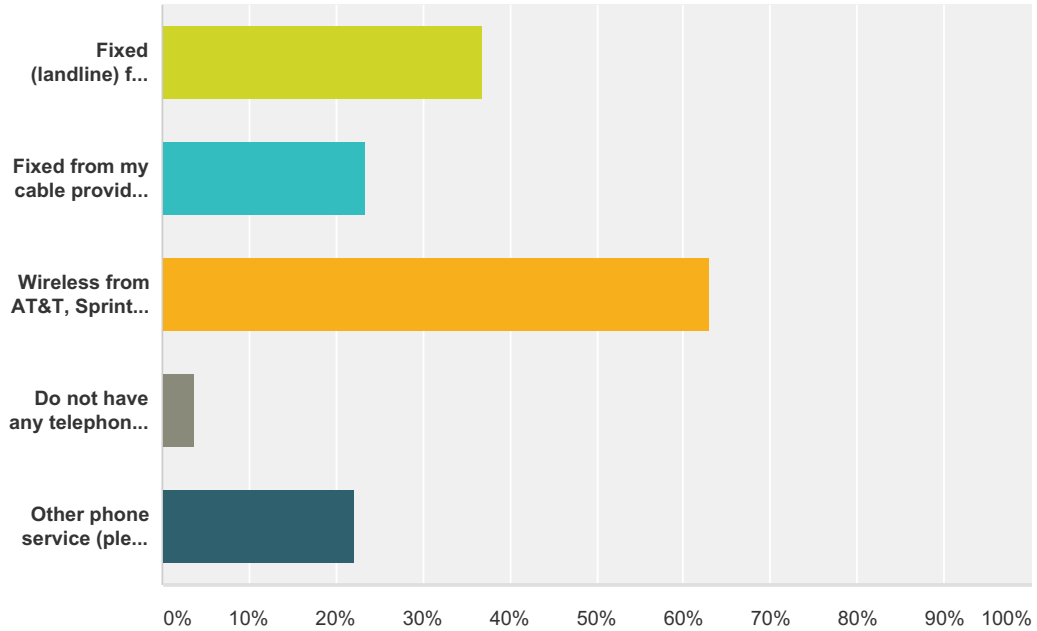
Answered: 17 Skipped: 95



Answer Choices	Responses	
1 - Not likely at all	41.18%	7
2 - Not very likely	23.53%	4
3 - Neither likely nor unlikely	29.41%	5
4 - Possibly	0.00%	0
5 - Very likely	5.88%	1
Total		17

Q21 Please indicate which type(s) of telephone service you have: (check all that apply)

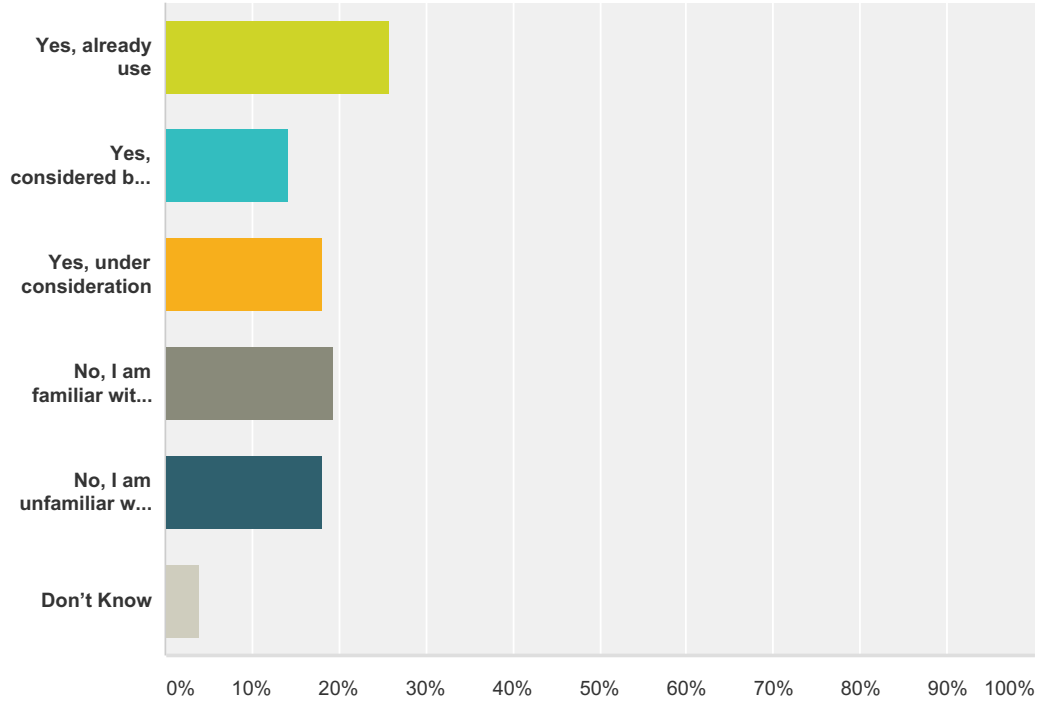
Answered: 81 Skipped: 31



Answer Choices	Responses
Fixed (landline) from Century Link	37.04% 30
Fixed from my cable provider (Comcast, Wave)	23.46% 19
Wireless from AT&T, Sprint, T-Mobile, Verizon, or other	62.96% 51
Do not have any telephone service	3.70% 3
Other phone service (please specify)	22.22% 18
Total Respondents: 81	

Q22 Have you considered using a VoIP (Voice Over Internet Protocol) telephone service?

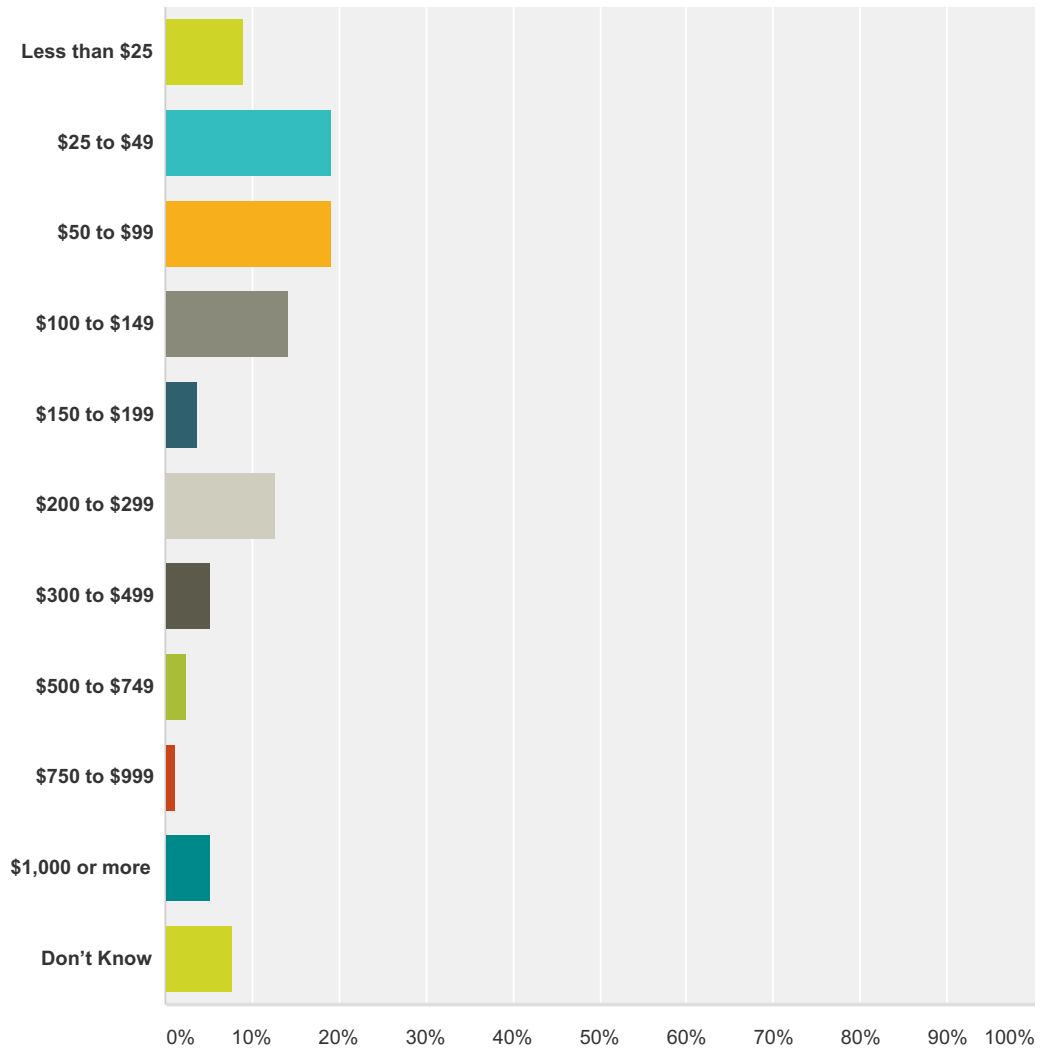
Answered: 77 Skipped: 35



Answer Choices	Responses	
Yes, already use	25.97%	20
Yes, considered but did not use	14.29%	11
Yes, under consideration	18.18%	14
No, I am familiar with it but am not considering	19.48%	15
No, I am unfamiliar with the technology	18.18%	14
Don't Know	3.90%	3
Total		77

Q23 Approximately how much do you pay PER MONTH for TELEPHONE service?

Answered: 78 Skipped: 34



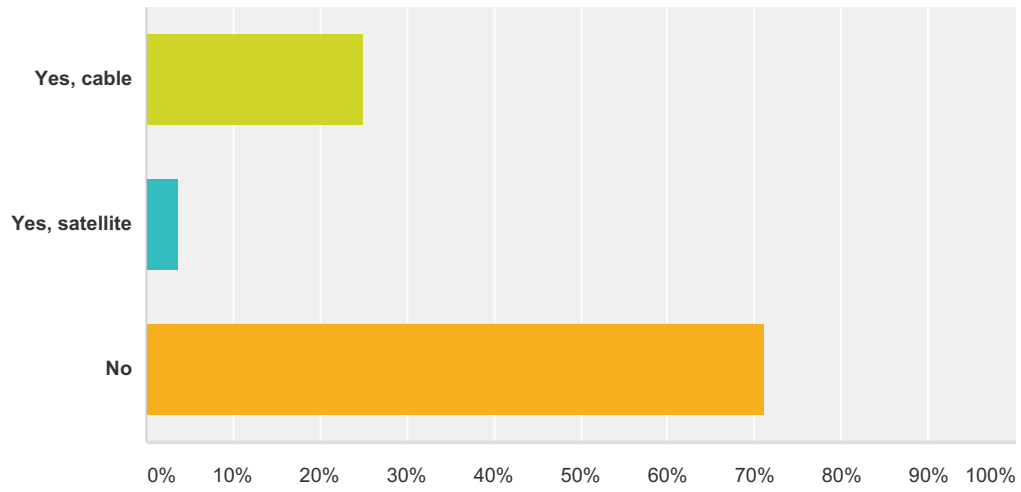
Answer Choices	Responses
Less than \$25	8.97% 7
\$25 to \$49	19.23% 15
\$50 to \$99	19.23% 15
\$100 to \$149	14.10% 11
\$150 to \$199	3.85% 3
\$200 to \$299	12.82% 10
\$300 to \$499	5.13% 4
\$500 to \$749	2.56% 2

Appendix D – Business Survey Tables - June 2015

\$750 to \$999	1.28%	1
\$1,000 or more	5.13%	4
Don't Know	7.69%	6
Total		78

Q24 Do you purchase cable or satellite television service for your business?

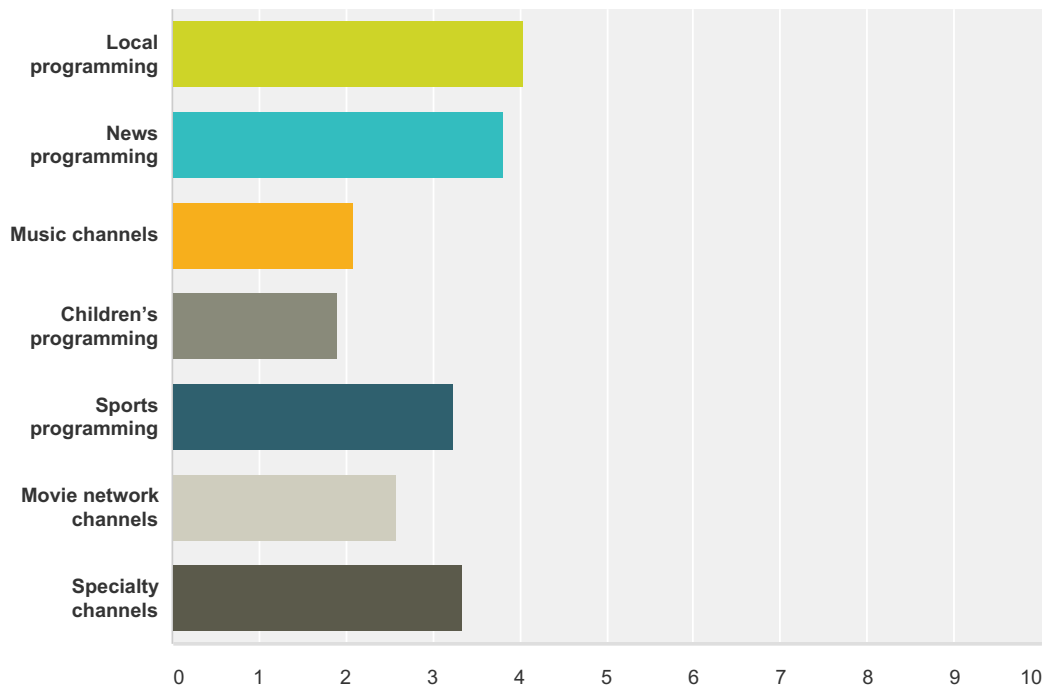
Answered: 80 Skipped: 32



Answer Choices	Responses
Yes, cable	25.00% 20
Yes, satellite	3.75% 3
No	71.25% 57
Total	80

Q25 How IMPORTANT or UNIMPORTANT are the following programming features?

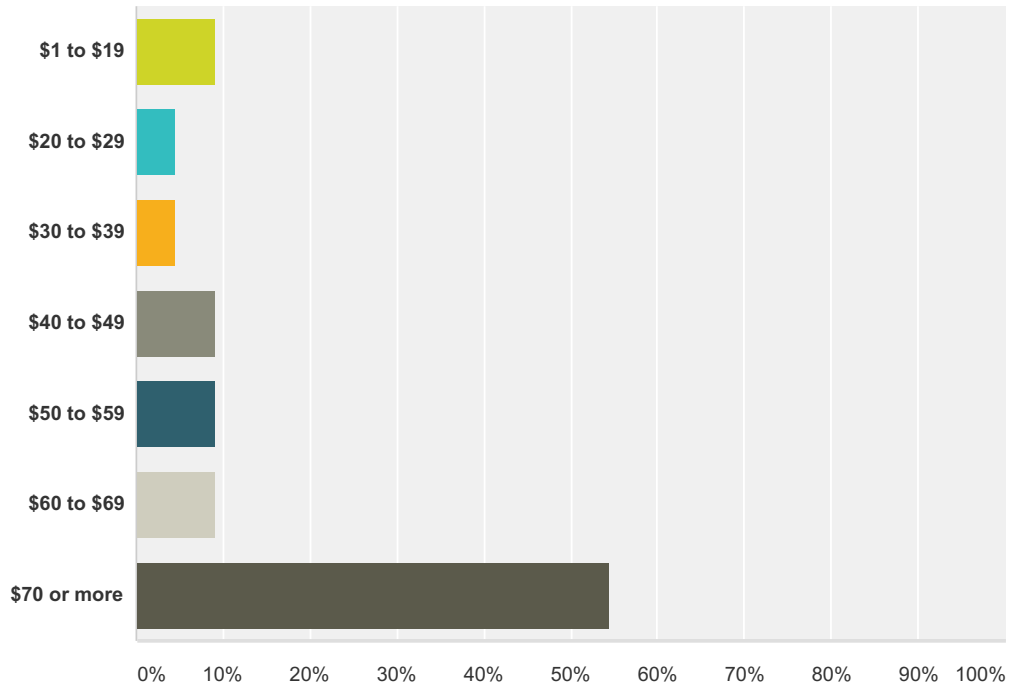
Answered: 23 Skipped: 89



	Not at all important	Somewhat unimportant	Neither important nor unimportant	Somewhat important	Very important	Total	Weighted Average
Local programming	13.04% 3	0.00% 0	8.70% 2	26.09% 6	52.17% 12	23	4.04
News programming	13.04% 3	4.35% 1	13.04% 3	26.09% 6	43.48% 10	23	3.83
Music channels	50.00% 11	13.64% 3	22.73% 5	4.55% 1	9.09% 2	22	2.09
Children's programming	59.09% 13	9.09% 2	18.18% 4	9.09% 2	4.55% 1	22	1.91
Sports programming	31.82% 7	0.00% 0	18.18% 4	13.64% 3	36.36% 8	22	3.23
Movie network channels	31.82% 7	13.64% 3	31.82% 7	9.09% 2	13.64% 3	22	2.59
Specialty channels	17.39% 4	8.70% 2	17.39% 4	34.78% 8	21.74% 5	23	3.35

Q26 Approximately how much does your business pay PER MONTH for cable or satellite television service (not including Internet or phone)?

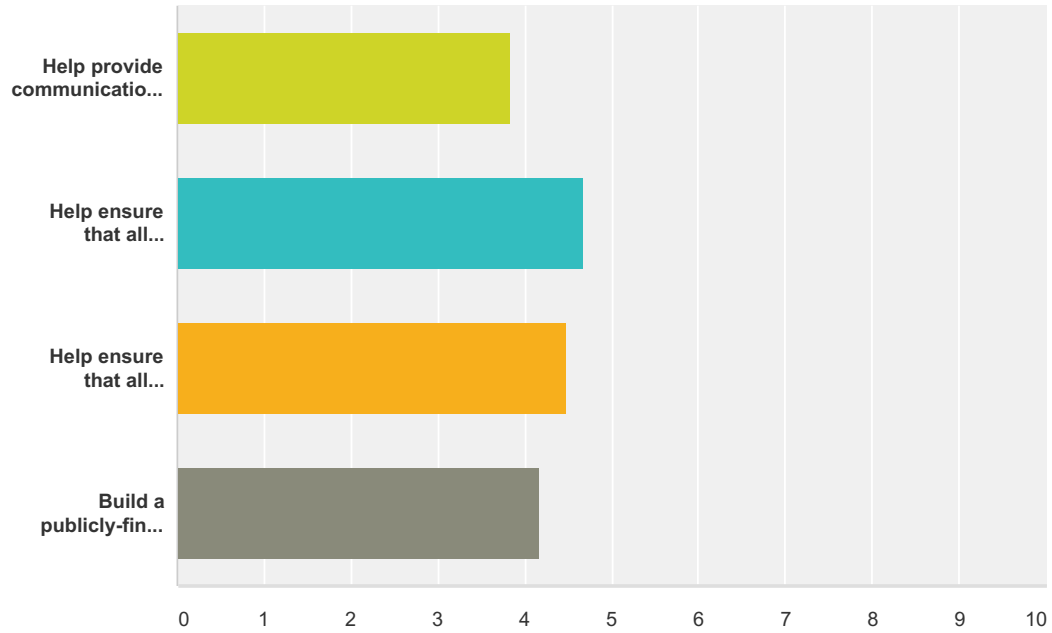
Answered: 22 Skipped: 90



Answer Choices	Responses
\$1 to \$19	9.09% 2
\$20 to \$29	4.55% 1
\$30 to \$39	4.55% 1
\$40 to \$49	9.09% 2
\$50 to \$59	9.09% 2
\$60 to \$69	9.09% 2
\$70 or more	54.55% 12
Total	22

Q27 Using a scale of 1 to 5, where 1 is Strongly Disagree and 5 is Strongly Agree, please indicate to what degree you believe that the City of Seattle should do the following:

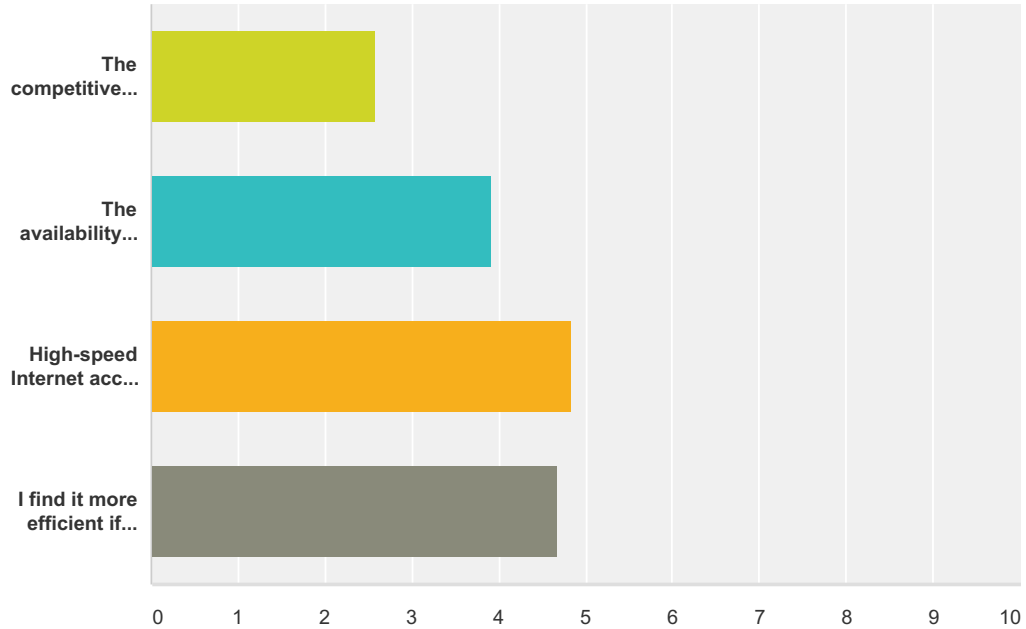
Answered: 76 Skipped: 36



	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total	Weighted Average
Help provide communications for local nonprofit organizations	9.46% 7	5.41% 4	20.27% 15	20.27% 15	44.59% 33	74	3.85
Help ensure that all residents have access to competitively priced broadband Internet services	2.63% 2	1.32% 1	5.26% 4	7.89% 6	82.89% 63	76	4.67
Help ensure that all school-aged students, parents, and teachers have access to competitively-priced broadband Internet services	1.32% 1	1.32% 1	13.16% 10	15.79% 12	68.42% 52	76	4.49
Build a publicly-financed network on which competing private sector companies can offer competitive Internet, phone, and cable television services	5.26% 4	0.00% 0	18.42% 14	25.00% 19	51.32% 39	76	4.17

Q28 Using a scale of 1 to 5, where 1 is Strongly Disagree and 5 is Strongly Agree, please indicate to what degree you agree with the following statements:

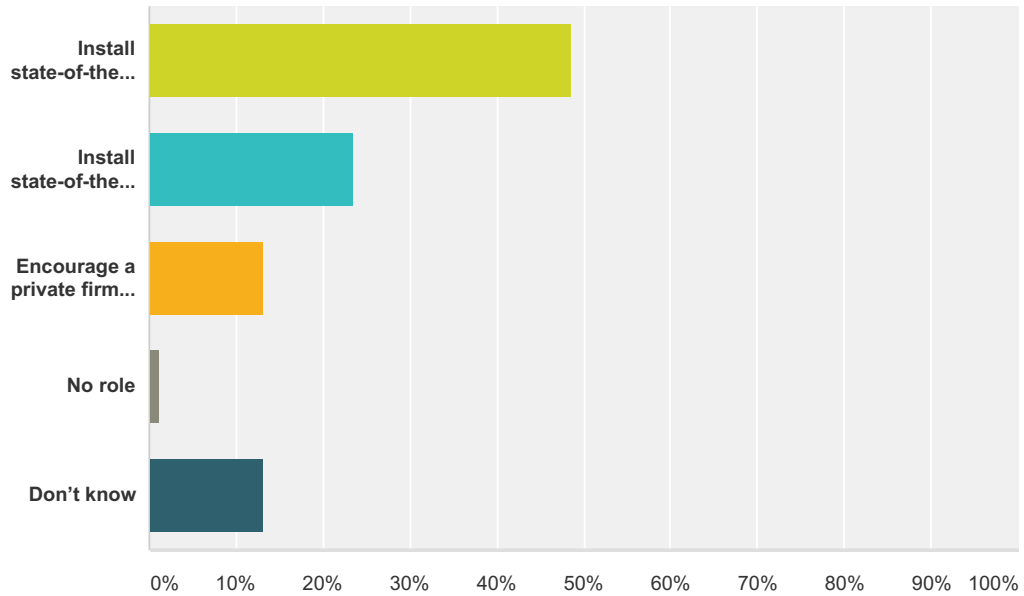
Answered: 76 Skipped: 36



	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total	Weighted Average
The competitive market currently offers high-speed Internet access at prices that my business can afford	28.95% 22	21.05% 16	19.74% 15	23.68% 18	6.58% 5	76	2.58
The availability of competitively priced high-speed and/or wireless Internet access is now a factor I would consider when choosing where to locate this business	6.58% 5	2.63% 2	22.37% 17	28.95% 22	39.47% 30	76	3.92
High-speed Internet access is (or is quickly becoming) as essential a service as water and electricity	0.00% 0	1.32% 1	3.95% 3	3.95% 3	90.79% 69	76	4.84
I find it more efficient if businesses and households have high-speed Internet access to purchase products and conduct other transactions	0.00% 0	0.00% 0	8.00% 6	16.00% 12	76.00% 57	75	4.68

Q29 What do you think the MAIN role for the Seattle City government should be with respect to broadband access? (Check MAIN role)

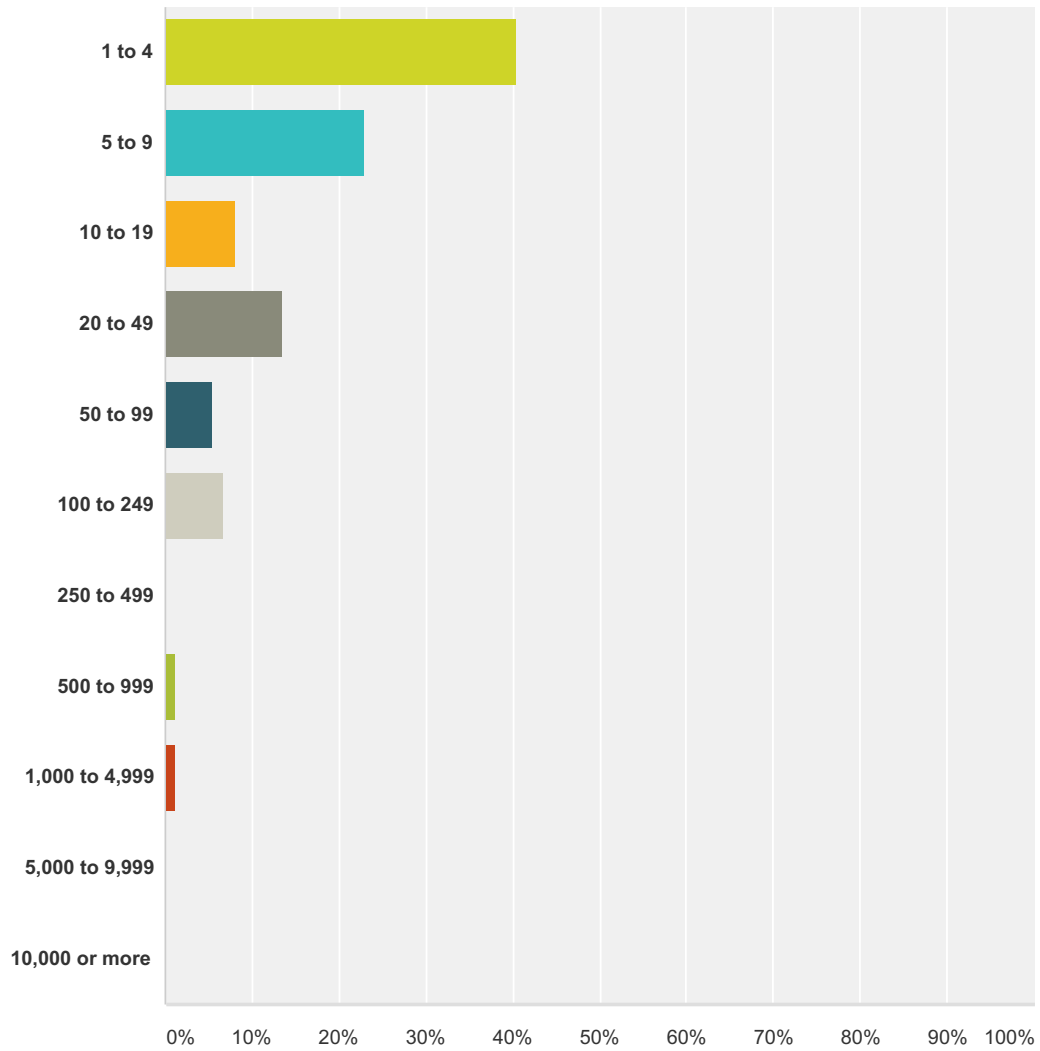
Answered: 76 Skipped: 36



Answer Choices	Responses
Install state-of-the-art network and offer services to the public	48.68% 37
Install state-of-the-art network and lease it to competing private companies to offer services to the public	23.68% 18
Encourage a private firm to build a fiber network	13.16% 10
No role	1.32% 1
Don't know	13.16% 10
Total	76

Q30 How many employees does your business employ at this location in Seattle?

Answered: 74 Skipped: 38



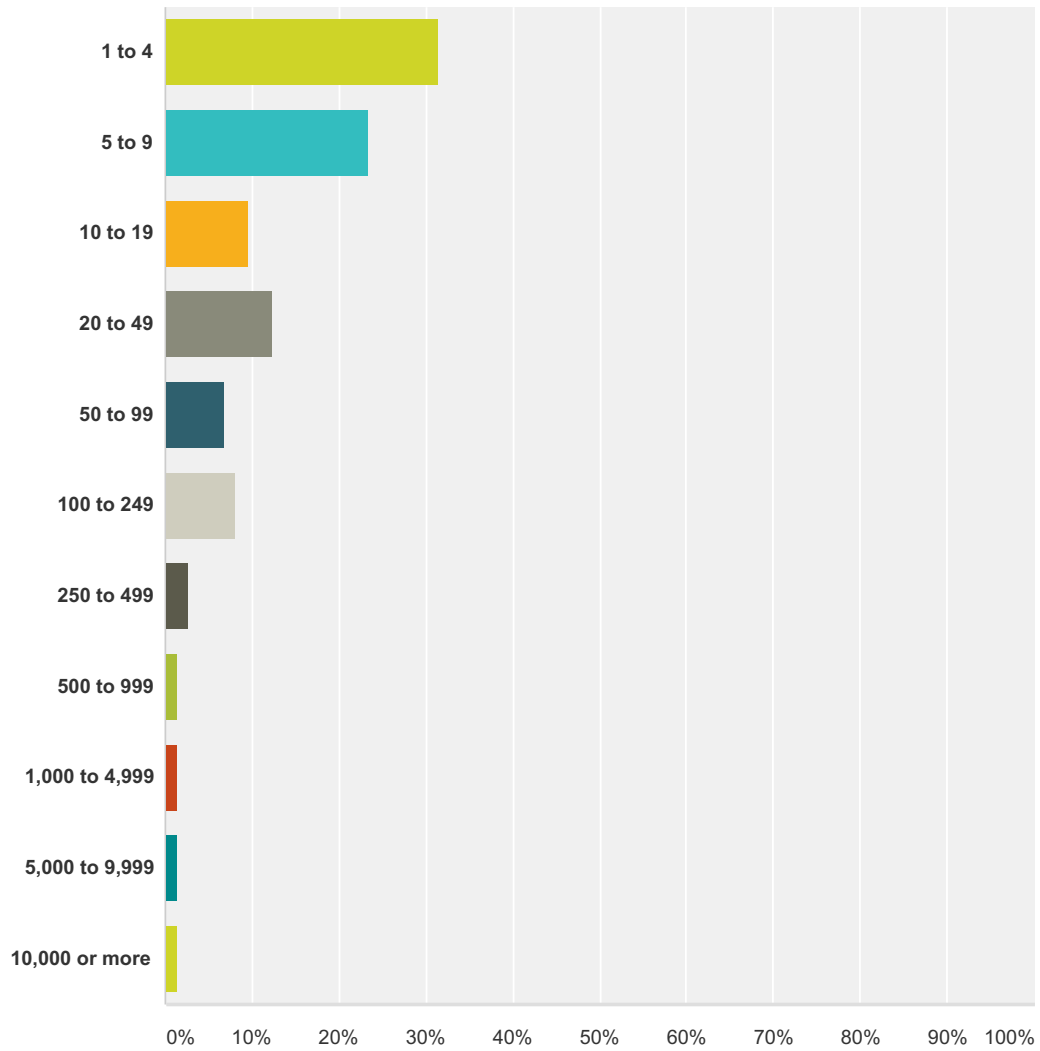
Answer Choices	Responses	Count
1 to 4	40.54%	30
5 to 9	22.97%	17
10 to 19	8.11%	6
20 to 49	13.51%	10
50 to 99	5.41%	4
100 to 249	6.76%	5
250 to 499	0.00%	0
500 to 999	1.35%	1

Appendix D – Business Survey Tables - June 2015

1,000 to 4,999	1.35%	1
5,000 to 9,999	0.00%	0
10,000 or more	0.00%	0
Total		74

Q31 How many employees does your business employ in total?

Answered: 73 Skipped: 39



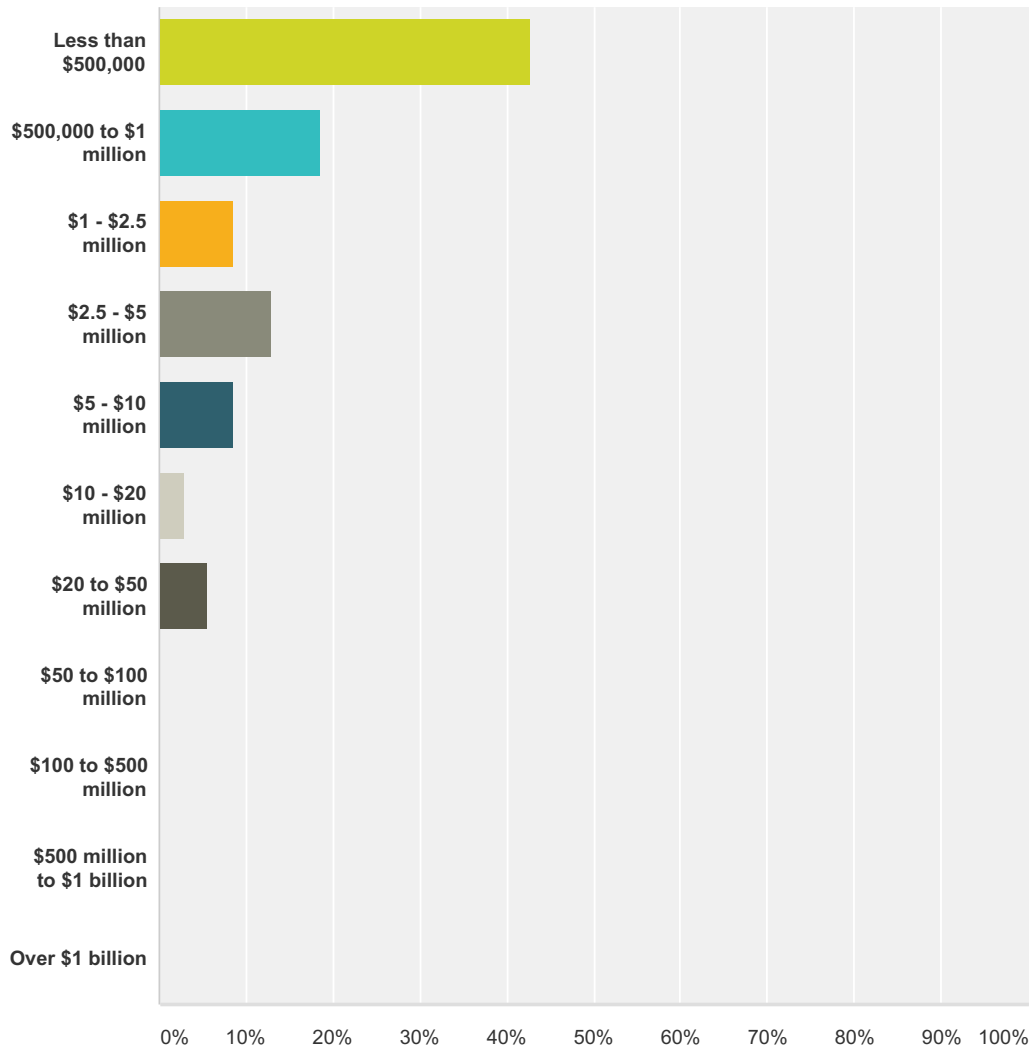
Answer Choices	Responses	Count
1 to 4	31.51%	23
5 to 9	23.29%	17
10 to 19	9.59%	7
20 to 49	12.33%	9
50 to 99	6.85%	5
100 to 249	8.22%	6
250 to 499	2.74%	2
500 to 999	1.37%	1

Appendix D – Business Survey Tables - June 2015

1,000 to 4,999	1.37%	1
5,000 to 9,999	1.37%	1
10,000 or more	1.37%	1
Total		73

Q32 What is your businesses' annual sales volume?

Answered: 70 Skipped: 42



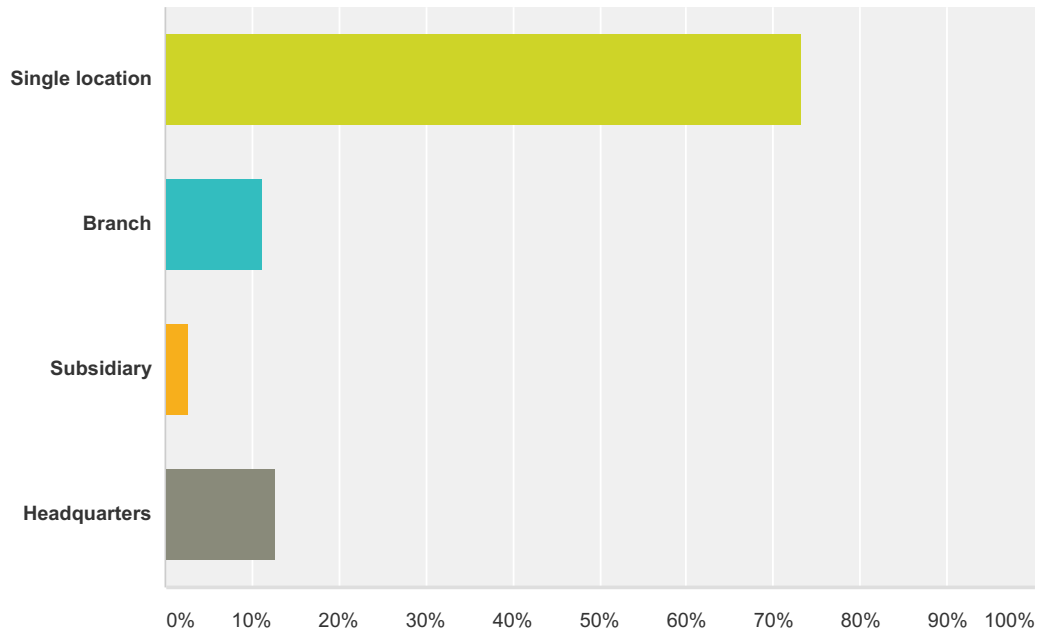
Answer Choices	Responses	Count
Less than \$500,000	42.86%	30
\$500,000 to \$1 million	18.57%	13
\$1 - \$2.5 million	8.57%	6
\$2.5 - \$5 million	12.86%	9
\$5 - \$10 million	8.57%	6
\$10 - \$20 million	2.86%	2
\$20 to \$50 million	5.71%	4
\$50 to \$100 million	0.00%	0

Appendix D – Business Survey Tables - June 2015

\$100 to \$500 million	0.00%	0
\$500 million to \$1 billion	0.00%	0
Over \$1 billion	0.00%	0
Total		70

Q33 What is the type of location of your business?

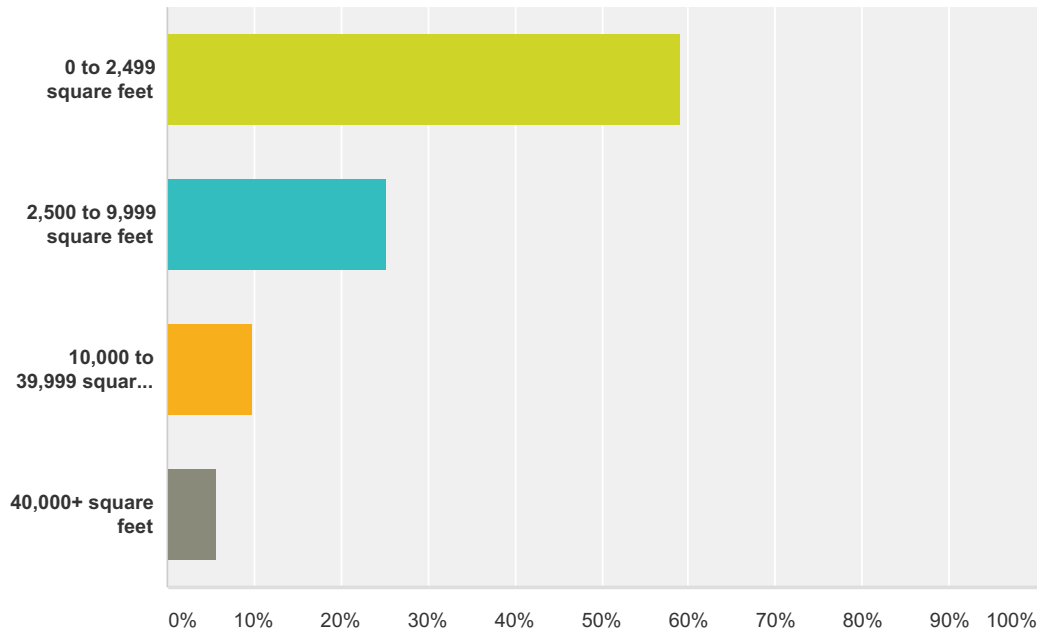
Answered: 71 Skipped: 41



Answer Choices	Responses	
Single location	73.24%	52
Branch	11.27%	8
Subsidiary	2.82%	2
Headquarters	12.68%	9
Total		71

Q34 What is the facility size of your business at this location in Seattle?

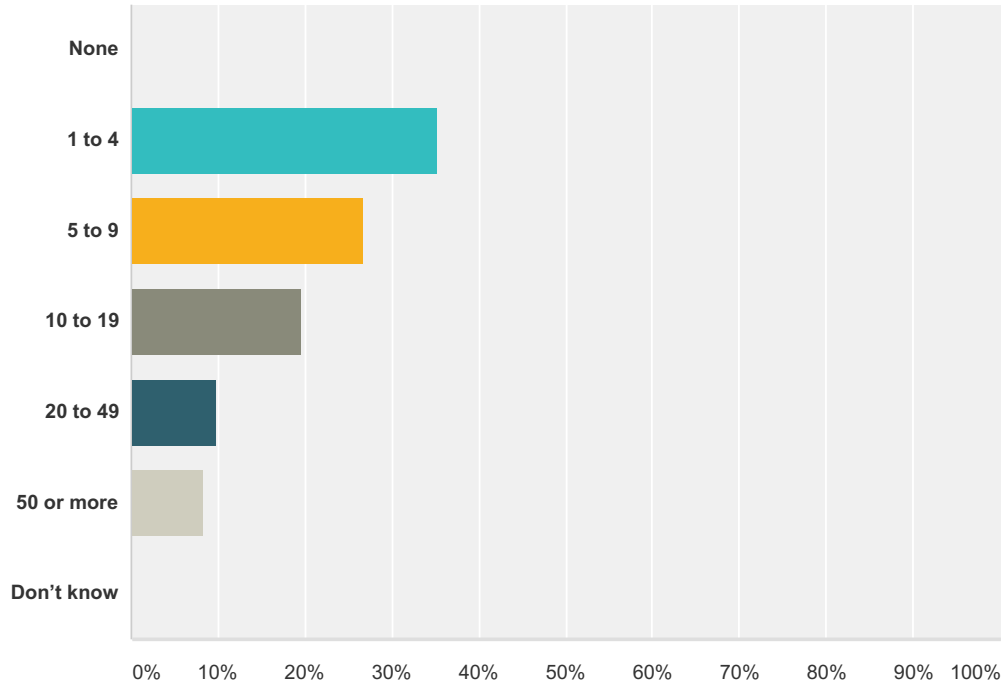
Answered: 71 Skipped: 41



Answer Choices	Responses	
0 to 2,499 square feet	59.15%	42
2,500 to 9,999 square feet	25.35%	18
10,000 to 39,999 square feet	9.86%	7
40,000+ square feet	5.63%	4
Total		71

Q35 How many personal computers or terminals do you have at this location in Seattle?

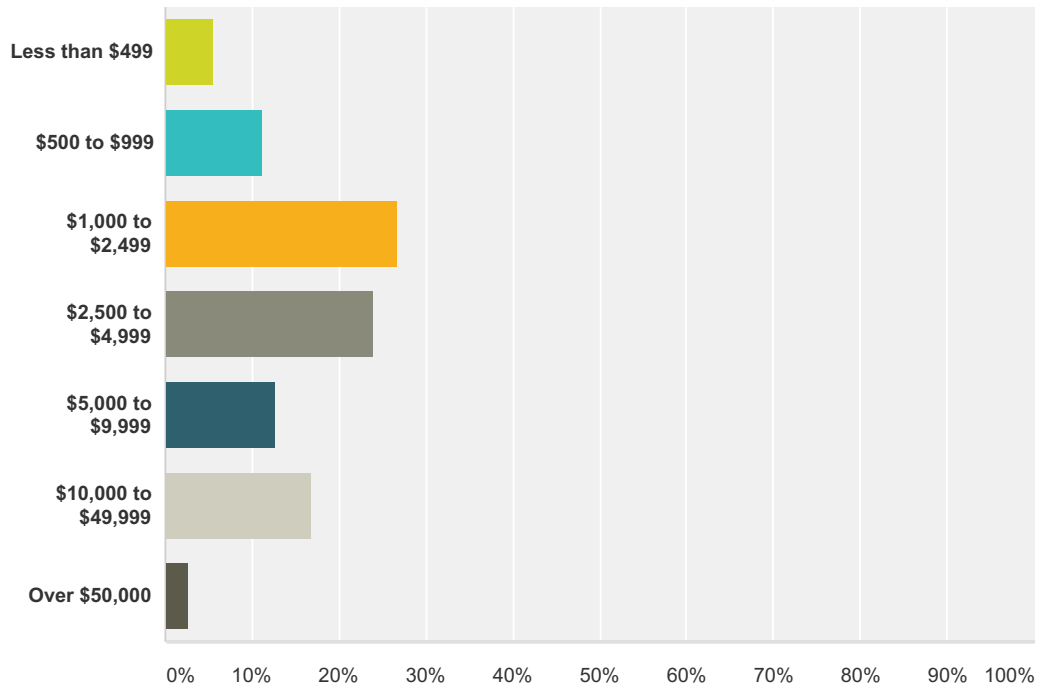
Answered: 71 Skipped: 41



Answer Choices	Responses	
None	0.00%	0
1 to 4	35.21%	25
5 to 9	26.76%	19
10 to 19	19.72%	14
20 to 49	9.86%	7
50 or more	8.45%	6
Don't know	0.00%	0
Total		71

Q36 What is the annual telecommunications expense for your business?

Answered: 71 Skipped: 41



Answer Choices	Responses	
Less than \$499	5.63%	4
\$500 to \$999	11.27%	8
\$1,000 to \$2,499	26.76%	19
\$2,500 to \$4,999	23.94%	17
\$5,000 to \$9,999	12.68%	9
\$10,000 to \$49,999	16.90%	12
Over \$50,000	2.82%	2
Total		71