

BROADBAND NRV

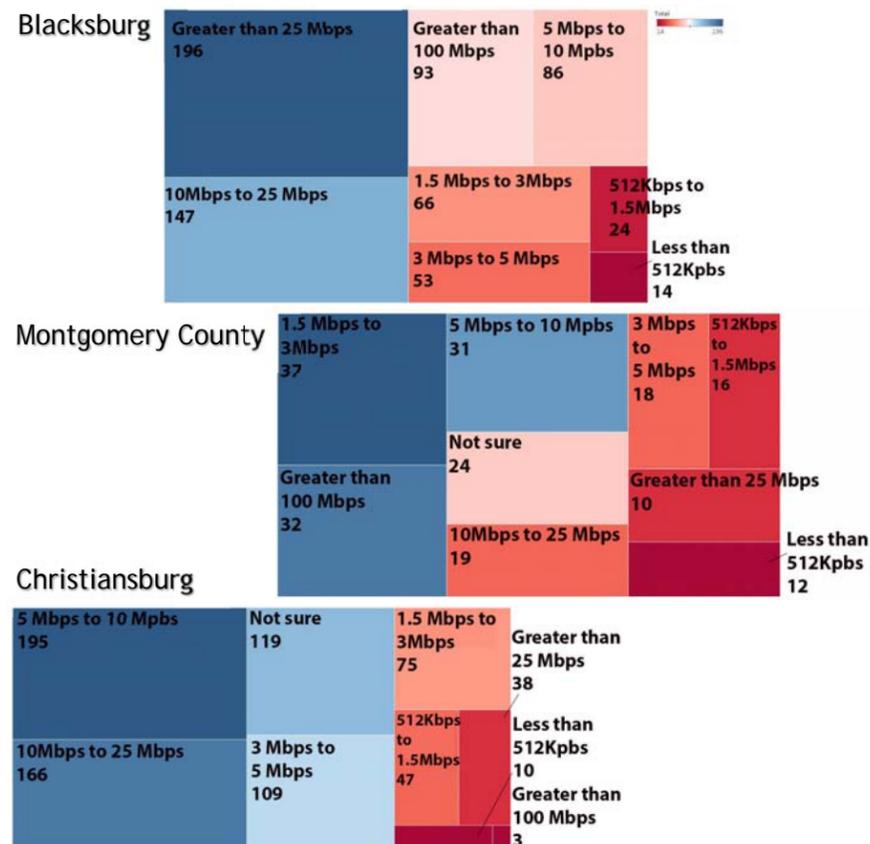
COMMUNITY RESPONDS ON BROADBAND SERVICE, NEEDS

Results are in on what residents and businesses in Blacksburg, Christiansburg and Montgomery County think of their current internet service and what improvements would benefit the community. Local businesses and residents have been seeking access to high-speed broadband in the area with mixed success.

The data from this survey will inform the ways the towns and county may proceed to encourage internet service providers to offer services residents and businesses need.

Thank you for your participation! Over 1800 surveys were completed.

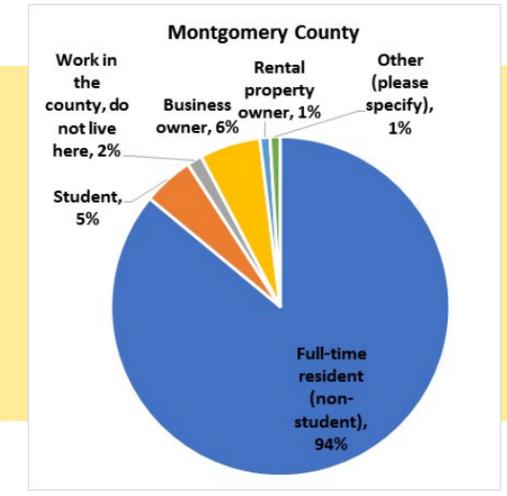
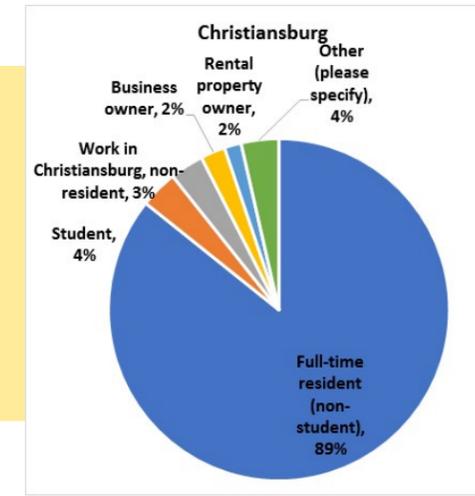
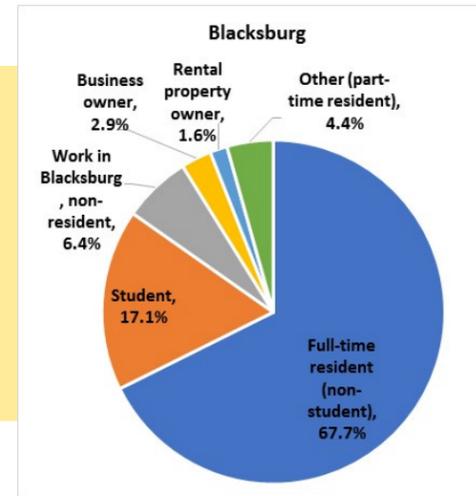
Current Speeds



Respondents

Survey respondents overwhelming find internet access important—over 95% in every locality.

65% use the internet for school and job training



Connecting to the Internet

Popular Connection Types and Providers

Blacksburg	Cable Modem 63%	DSL 16%	Wireless 12%
Christiansburg	Cable Modem 50%	Wireless 20%	DSL 18%
Montgomery County	DSL 27%	Wireless 26%	Cable Modem 22%

Top provider in...

- Blacksburg: Comcast - 68%
- Christiansburg: Shentel - 59%
- Montgomery County: Verizon - 41%

PROVIDER SATISFACTION/DISSATISFACTION

Customer satisfaction varies on speed, reliability, and service and support. When given a chance to identify specific reasons for overall dissatisfaction...

	Montgomery County	Blacksburg	Christiansburg
Connection too slow/not enough bandwidth	47.7%	29.7%	36.1%
Price too high	20.1%	21.8%	30.1%
Service is unreliable	16.7%	20.8%	22.2%
Poor customer service	7.5%	15.8%	6.7%
Lack of technical support	5.2%	6.6%	2.1%
Problems with Email	2.9%	3.7%	1.9%
Not dissatisfied	0.0%	1.5%	1.0%

Current and Emerging Uses of Internet Connectivity

Current	Blacksburg	Christiansburg	Montgomery County
E-mail	427	402	96
Shopping	409	393	94
News	409	388	92
Accounting/Banking	394	379	84
Video/music streaming	372	363	74
Social media	367	374	79
Education	358	310	76
Transferring data files	338	297	65
Research	319	295	57
Work at home	317	272	64

Emerging	Blacksburg	Christiansburg	Montgomery County
Hosting your web site	78	82	
Video-conferencing		89	21
Voice over Internet (VOIP)	78		28
VPN connections		67	
Telemedicine	66		
Training			18

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Survey data current as of December 2016