

# Community Connectivity Survey

How well is our community connected to the internet and the mobile networks?

In 2005 our community lobbied for Jetstream (ADSL) and in 2006 fibre was rolled out in our area. Our lobby may have prompted the roll-out, or may not; we don't know. A campaign to provide mobile coverage to Tapawera. Eventually a cell tower appeared. Again, this may have expedited the project. Keeping quiet does not generate results.

A strong response to this survey will provide valuable information to lobby for better connectivity.

**Please complete this survey by August 31, 2024**

[One survey form per household please]

**Return to box marked "Connectivity Survey"**



Four Square Supermarket  
Community Centre  
School Reception

Thank you,

Mike Drake

Supported by Community Led Development Programme (CLDP)



**Do it online**



[tinyurl.com/survey-connect](https://tinyurl.com/survey-connect)  
[One form per household]

**2. Where are you located? Atapo, Baton, Glen Rae, Golden Downs, Hinetai Road, Kaka, Kikiwa, Kiwi, Kohatu, Korere, Lower Wangapeka, Main Road Tapawera, Matariki, Motupiko, Rakau, Sherry River, Stanley Brook, Tadmor, Tapawera Village, Tui, Upper Wangapeka.**

Please select one of the locations listed above.

Your location: \_\_\_\_\_

**3. Are you connected to the internet?**

Please select ONE option.

- ☐ Yes  
☐ No

**4. If you are NOT connected to the internet, what is the reason?**

Please select ONE option.

- ☐ Do not need it  
☐ Too expensive  
☐ No device at home  
☐ More help or support needed  
☐ Have, or had difficulties  
☐ Use it elsewhere  
☐ Other: \_\_\_\_\_

**5. What is the main internet connection used at home?**

Please select ONE option.

- ☐ Copper, Dial-Up  
☐ Copper, ADSL / VDSL  
☐ Fixed Wireless  
☐ Satellite  
☐ Fibre  
☐ Fixed Cellular  
☐ Mobile Data (3G, 4G, 5G)  
☐ Don't know

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**6. What is your internet usage?**

Please select ONE option.

- ☐ Small, connect every couple of days
- ☐ Medium, connect once or twice a day
- ☐ Large, multiple times per day
- 

**7. Why is connectivity important for your household?**

Please select EACH option that applies.

- ☐ Daily; banking, IRD, online shopping, research, news
- ☐ Business
- ☐ Study
- ☐ Connect with family / friends
- ☐ Contact people in an emergency
- ☐ Streaming TV / Radio / Movies, downloading eBooks, eMagazines
- ☐ Add value to my property or business for future sale
- ☐ VoIP phone
- ☐ Automated processes; sensors, GPS tracking, asset or animal management, monitoring tools
- ☐ Other: \_\_\_\_\_
- 

**8. What is your download speed?**

Please select ONE option.

- ☐ Less than 5 Mbps (Megabits per second)
- ☐ Between 5 - 10 Mbps
- ☐ Between 10 - 20 Mbps
- ☐ Greater than 20 Mbps
- ☐ Don't know
- 

**9. Does your internet access meet the needs of your household?**

Please select ONE option.

- ☐ Yes
- ☐ No
- 

**10. If you answered 'No' above. What is the reason?**

Please select EACH option that applies.

- ☐ Speed
- ☐ Reliability
- ☐ Data limits
- ☐ Other: \_\_\_\_\_
- 

**11. How many internet outages do you experience, on average per year?**

Please select ONE option.

- ☐ None
- ☐ Between 1 to 5 outages
- ☐ Greater than 5 outages

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**12. How long on average do outages last?**

Please select ONE option.

- ☐ Less than an hour
- ☐ More than 4 hours
- ☐ More than one day
- 

**13. In the last 12 months your internet connectivity has:**

Please select ONE option.

- ☐ Declined
- ☐ Not changed
- ☐ Improved
- 

**14. Overall how happy are you with your internet connection?**

Please select ONE option.

- |              |                       |                       |                       |                       |                       |            |
|--------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------|
|              | 1                     | 2                     | 3                     | 4                     | 5                     |            |
| Very unhappy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Very happy |
- 

**15. Do you have mobile coverage?**

Please select ONE option.

- ☐ Yes
- ☐ No
- 

**16. What is the connection type?**

Please select ONE option.

- ☐ 2G
- ☐ 3G
- ☐ 4G
- ☐ 5G
- ☐ Don't know
- 

**17. What is the strongest signal you can receive at your house?**

Please select ONE option.

- |         |                       |                       |                       |                       |                       |           |
|---------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------|
|         | 1                     | 2                     | 3                     | 4                     | 5                     |           |
| One Bar | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Five Bars |
- 

**18. Do you ever get dropped calls or texts even if you have 2 bars showing?**

Please select ONE option.

- ☐ No
- ☐ Yes
- ☐ Don't know
- 

**19. How often do dropped calls and texts occur?**

Please select ONE option.

- |       |                       |                       |                       |                       |                       |       |
|-------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------|
|       | 1                     | 2                     | 3                     | 4                     | 5                     |       |
| Often | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Never |
-

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**20. In the last 12 months your mobile coverage has:**

Please select ONE option.

- ☐ Declined
- ☐ Not changed
- ☐ Improved
- 

**21. Overall are you happy with the level of mobile coverage at your house?**

Please select ONE option.

- |              |                       |                       |                       |                       |                       |            |
|--------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------|
|              | 1                     | 2                     | 3                     | 4                     | 5                     |            |
| Very unhappy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Very happy |
- 

**22. Does your home have a local telephone number?**

Please select ONE option.

- ☐ Yes
- ☐ No
- 

**23. How do you connect to the telephone network?**

Please select ONE option.

- ☐ Normal phone
- ☐ Voice over IP (VoIP)
- 

**24. How would you rate your connection?**

Please select ONE option.

- |      |                       |                       |                       |                       |                       |           |
|------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------|
|      | 1                     | 2                     | 3                     | 4                     | 5                     |           |
| Poor | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Excellent |
- 

**25. In the last 12 months your connection has:**

Please select ONE option.

- ☐ Declined
- ☐ Not changed
- ☐ Improved
- 

**26. Has anyone in your household, or on your farm, had an event or incident that was made more stressful/traumatic or negatively impacted by a lack of connectivity?**

Please select ONE option.

- ☐ Yes
- ☐ No