

# PACT Broadband Survey

For help with this form please email [hello@pactrust.org.uk](mailto:hello@pactrust.org.uk)

## Section 1 – Details of property and whether it has internet (& if not, reasons)

### 1. Details of your property

This is required to help PACT plan for how best to direct our funding to help people who are unable to access adequate broadband at the moment.

**Address:**      **Line 1** \_\_\_\_\_  
                         **Line 2** \_\_\_\_\_  
                         **Town** \_\_\_\_\_  
                         **Postcode:** \_\_\_\_\_

### 2. Your contact details (optional)

**Telephone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

I agree to PACT storing my contact details for the purpose of improving broadband

I agree to PACT storing my contact details for general communication about PACT matters

### 3. Are you currently a PACT member? (optional question, and not a requirement for participation in the scheme)

Yes

No (if you want to sign up for our newsletter or become a member, please see [www.pactrust.org.uk/join-us/](http://www.pactrust.org.uk/join-us/))

### 4. Do you have an internet connection at your property?

Yes (if yes, please continue to question 5)

No (if no, please tell us the main reason/s below, then skip to question 9)

No internet connections are available for my property.

Connections are available for my property, but they seem too expensive.

Connections are available, but they are too slow to be of any use.

I do not know if internet connections are available to my property.

I don't need / want internet access

## Section 2 – Current internet connection type/provider/cost/speed

### 5. What type is your current internet connection? (please tick)?

- ADSL (internet through regular phone line)
- FTTC (Fibre to the Cabinet, then copper wire to property)
- FTTP (Fibre to the Premises ... lucky you!)
- Mobile data network
- Satellite internet
- Fixed Wireless (radio-based)
- Other (please specify) \_\_\_\_\_
- I don't know (please get in touch with PACT on [hello@pactrust.org.uk](mailto:hello@pactrust.org.uk) if you want help to figure out what type of connection you have).

### 6. Who is your current internet provider? (please specify) : \_\_\_\_\_

### 7. What is your current internet cost per month (optional): \_\_\_\_\_

### 8. What is your internet speed? Please check your speed on [www.speedtest.net](http://www.speedtest.net) and enter the result here:

Download (Mbps) \_\_\_\_\_ Upload (Mbps) \_\_\_\_\_

### 9. Do you know of any options available to you other than fibre, e.g. 4G or satellite? (please specify)

\_\_\_\_\_

### Section 3 – Willingness to upgrade (using supplier speed/cost as example)

#### 10. Would you like faster speed broadband?

Yes - I would definitely sign up for a system providing 30Mbps at a monthly cost of £40-45 (including VAT)<sup>3</sup>

Maybe – Interested, but not sure (provide reason if you wish): \_\_\_\_\_

\_\_\_\_\_

No – please tick your reason:

I will wait for R100 rollout (estimated in 2024)

I don't want to spend this much on internet

I have fast enough internet for my needs

Other (add any info you feel is relevant, e.g. you are a tenant and your landlord might be interested) \_\_\_\_\_

\_\_\_\_\_

#### 11. Any other comments

\_\_\_\_\_

<sup>3</sup> Our potential supplier, Borderlink (a radio-mast based system), quotes a 30 Mbps speed connection for £42 per month inc VAT (as of May 2021). PACT is considering funding the installation of one or more masts as part of this network to reach areas of our community that are currently poorly served by any existing network internet providers. Before we fund the installation of a mast, we need a good indication of likelihood that at least 10 properties will sign up. Any less than this, and the mast will not be financially viable and it is unlikely that we will convince the supplier to accept our funding to do this.