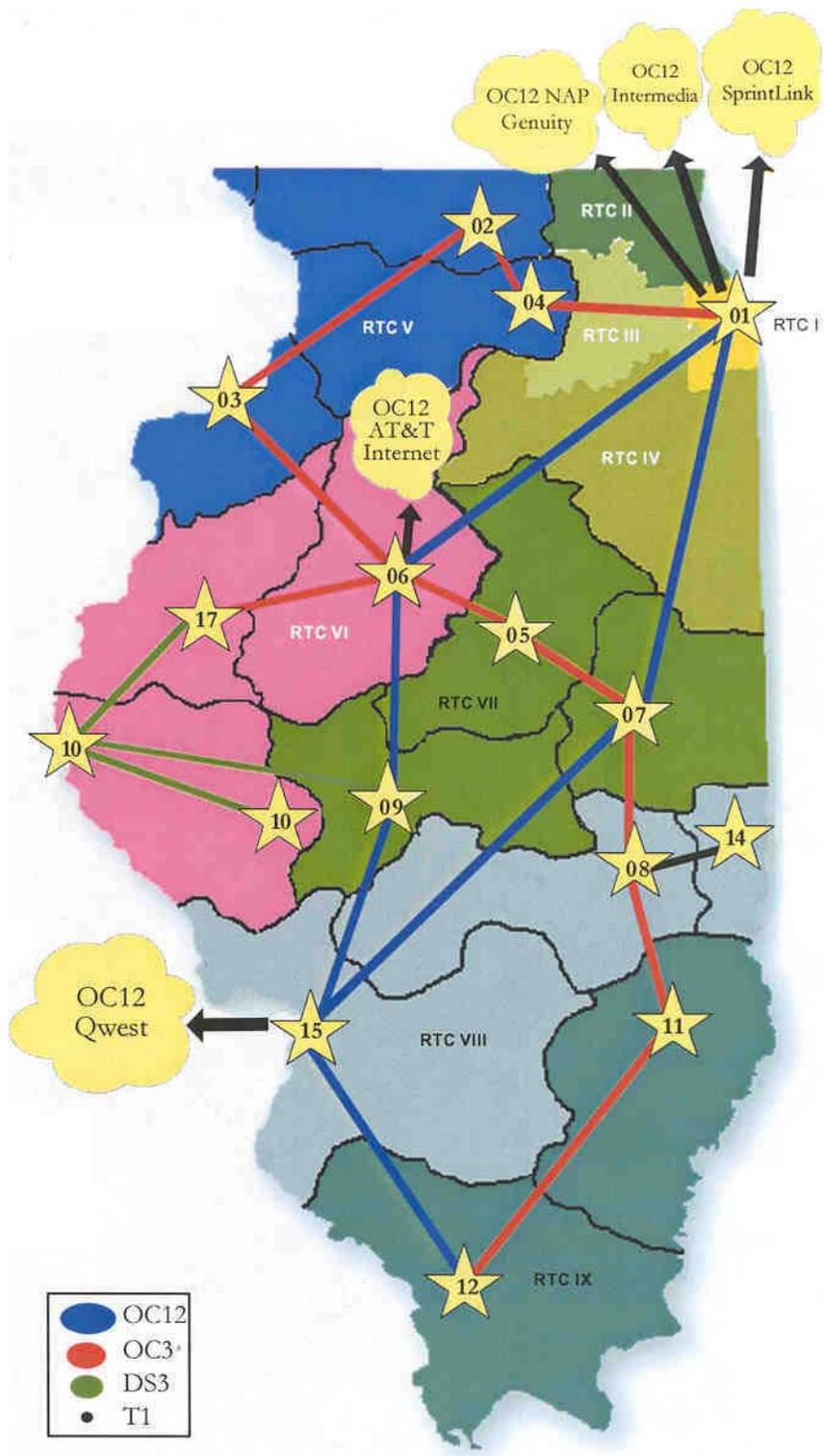


Appendix B

Illinois Century Network Backbone



Appendix C

Rural Illinois Household
Survey Results

Survey Samples

The 800 rural Illinois household interviews were obtained by random digit dialing of a sample of 16,000 households situated outside metropolitan statistical areas (MSA).

The 250 rural Illinois small business interviews were obtained by random digit dialing of a sample of 3,000 small businesses, with 20 or fewer employees, excluding standard industrial codes (SIC) 80 through 97 (non-profits), and situated outside MSAs.

Each sample was divided into multiple replicates (equally representative sampling sets). Before a new replicate was "opened," the preceding one was worked to multiple dialing attempts to ensure that, when the quota of interviews was complete, the sample did not come disproportionately from one segment of the list.

Callers made four dialing attempts per record to prevent an "at-home" bias (disproportionate number of respondents who happen to be home when called).

Precision

Household population size = 721,900

Sample size = 800

At a 95 percent confidence level, the confidence interval is +/- 3.5 percent.

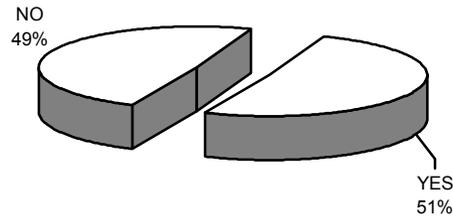
Business population size = 90,000.

Sample size = 250

At a 95 percent confidence level, the confidence interval is +/- 6.2 percent.

1. Do you have a working computer in your household?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 408 | 51% |
| No | 392 | 49% |
| TOTAL | 800 | 100% |



2. If not, what is the primary reason you do not own one?

| RESPONSE | FREQUENCY | PERCENT |
|-------------------|-----------|---------|
| Costs | 75 | 19% |
| Don't need one | 141 | 36% |
| Not interested | 133 | 34% |
| Don't know | 17 | 4% |
| Other (see below) | 26 | 7% |
| TOTAL | 392 | 100% |

Other. Please specify.

- MY AGE
- DON'T KNOW HOW TO USE ONE
- JUST MOVED
- TEMP SITUATION
- I'M THE OLD GENERATION.
- I USE ONE AT WORK.
- I'M TOO OLD.
- TOO OLD TO LEARN
- ELDERLY PERSON
- DON'T LIKE ONE
- TOO OLD
- I AM TOO OLD TO START.
- I'M TOO OLD TO PUT UP WITH IT. THEY MAKE ME NERVOUS.
- DON'T KNOW HOW TO RUN ONE
- DO NOT UNDERSTAND THEM
- MY HUSBAND WILL NOT HAVE ONE IN THE HOUSE.
- I WORK WITH ONE ALL DAY LONG.
- TOO OLD
- BECAUSE WE DON'T HAVE SERVICE
- BLIND
- SPACE
- TOO OLD
- HAVE NOT GOTTEN ONE YET
- SENIOR CITIZEN
- WE HAVEN'T HAD TIME TO GET ONE
- WILL GET ONE SOON

Of respondents who have a working computer

3. Do you have more than one computer in your home?

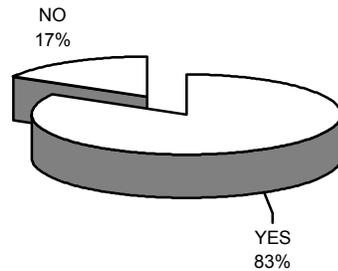
| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 104 | 25% |
| No | 304 | 75% |
| TOTAL | 408 | 100% |

4. If yes, how many?

| NUMBER OF COMPUTERS | FREQUENCY | PERCENT |
|---------------------|-----------|---------|
| 2 | 77 | 74% |
| 3 | 16 | 15% |
| 4 | 6 | 6% |
| 5 | 4 | 4% |
| 7 | 1 | 1% |
| TOTAL | 104 | 100% |

5. Is your computer at home connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 340 | 83% |
| No | 68 | 17% |
| TOTAL | 408 | 100% |



Of respondents who are connected to the Internet:

6. Do you have more than one computer connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 48 | 14% |
| No | 292 | 86% |
| TOTAL | 340 | 100% |

7. If yes, how many computers in your home are connected to the Internet?

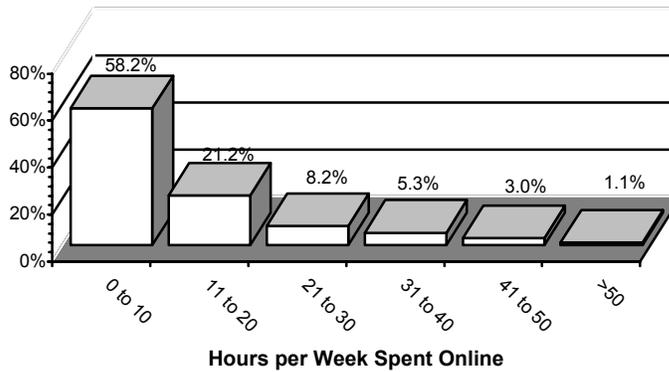
| NUMBER CONNECTED | FREQUENCY | PERCENT |
|------------------|-----------|---------|
| 1 | 4 | 8% |
| 2 | 34 | 71% |
| 3 | 6 | 13% |
| 4 | 2 | 4% |
| 5 | 1 | 2% |
| 7 | 1 | 2% |
| TOTAL | 48 | 100% |

8. How many members of your household use the computer while it is connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|---------------------|-----------|---------|
| 1 member | 88 | 26% |
| 2 members | 110 | 32% |
| 3 members | 69 | 20% |
| 4 members | 54 | 16% |
| 5 members | 19 | 6% |
| More than 5 members | 0 | 0% |
| TOTAL | 340 | 100% |

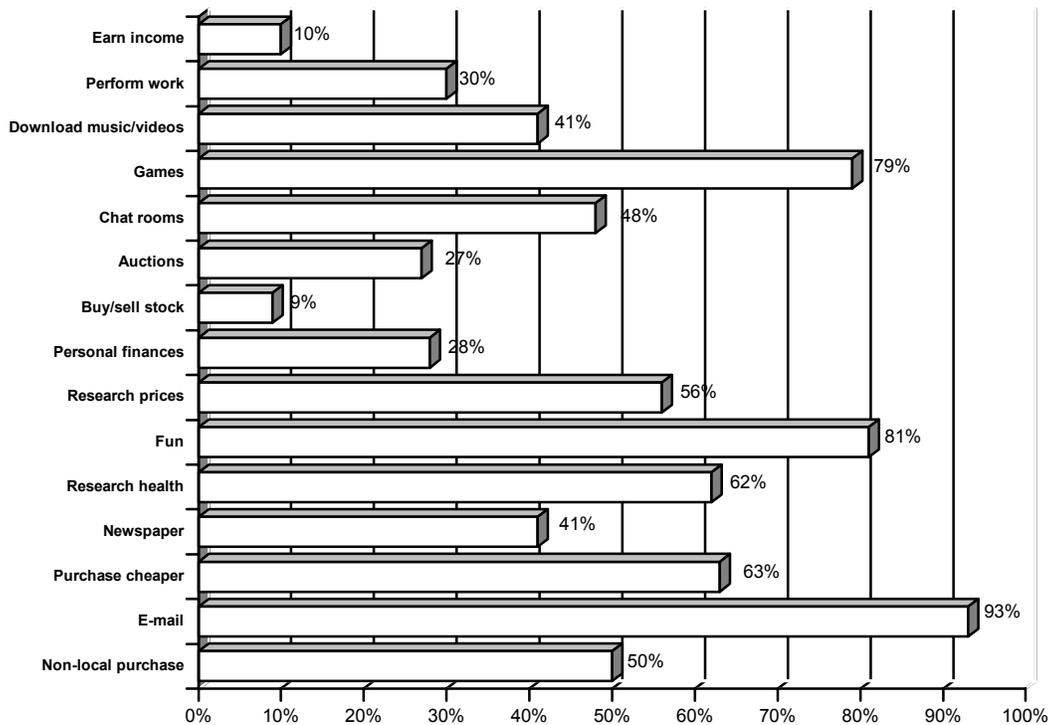
9. Approximately how many hours per week is someone in your household "online" or at the computer while it is connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|-------------------|-----------|---------|
| 0 to 10 hrs. | 198 | 58.2% |
| 11 to 20 hrs. | 72 | 21.2% |
| 21 to 30 hrs. | 28 | 8.2% |
| 31 to 40 hrs. | 18 | 5.3% |
| 41 to 50 hrs. | 10 | 3.0% |
| More than 50 hrs. | 4 | 1.1% |
| Don't know | 10 | 3.0% |
| TOTAL | 340 | 100.0% |



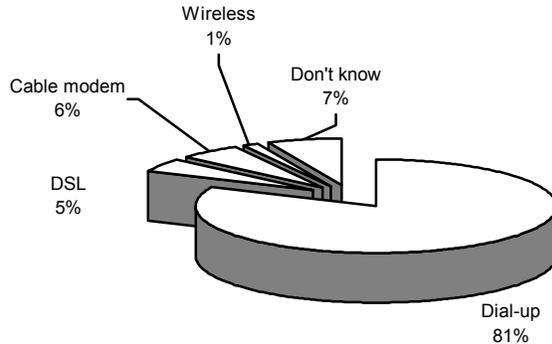
10. People spend their time connected to the Internet engaged in a variety of activities. I will list some of these activities and you tell me whether anyone in your household has engaged in any of these activities in the past 12 months (check all that apply):

| RESPONSE | FREQUENCY | PERCENT OF RESPONDENTS |
|---|-----------|------------------------|
| Go to an online travel site to plan a vacation or business trip. | 175 | 51% |
| Purchase something at an online store that you can't get locally. | 172 | 50% |
| Send and receive e-mail. | 317 | 93% |
| Purchase something at an online store because it is cheaper than at local stores. | 216 | 63% |
| Read an online newspaper from another community. | 141 | 41% |
| Research information about a health condition. | 211 | 62% |
| Search the Internet for fun. | 275 | 81% |
| Research the price of a major item that you are planning to purchase. | 191 | 56% |
| Research information about your personal finances. | 96 | 28% |
| Purchase or sell stock at an online brokerage site. | 31 | 9% |
| Place bids at an online auction site. | 93 | 27% |
| Converse with others online in a "chat room" or through "instant messaging." | 164 | 48% |
| Play computer games online. | 267 | 79% |
| Download music or video files for your enjoyment. | 140 | 41% |
| Perform some work for your employer at home. | 103 | 30% |
| Use your computer in some other way to earn income. | 33 | 10% |



11. How is your computer connected to the Internet?

| RESPONSE | FREQUENCY | PERCENTAGE |
|--|-----------|------------|
| A dial-up connection | 278 | 81.7% |
| A high-speed DSL connection | 16 | 4.7% |
| A high-speed cable modem connection | 19 | 5.6% |
| A high-speed wireless connection | 4 | 1.2% |
| I do not know how my computer is connected to the Internet | 23 | 6.8% |
| TOTAL | 340 | 100.0% |



12. If the following services were available locally, would you consider regularly using them? [Check all that apply.]

| RESPONSE | FREQUENCY | PERCENTAGE |
|---|-----------|------------|
| Paying your local property taxes online | 75 | 22% |
| Purchasing groceries at the local market online | 46 | 14% |
| Purchasing city licenses, such as pet licenses or building permits online | 96 | 28% |
| None of the above | 210 | 62% |

Of respondent who have only a dial-up connection

13. Approximately, how much do you pay each month for your dial-up connection?

| RESPONSE | FREQUENCY | PERCENT |
|--------------|-----------|---------|
| \$0 to \$19 | 103 | 37.0% |
| \$20 to \$29 | 143 | 51.4% |
| \$30 to \$39 | 12 | 4.3% |
| \$40 to \$49 | 1 | .4% |
| \$50 to \$59 | 1 | .4% |
| \$1495 | 1 | .4% |
| \$1995 | 1 | .4% |
| \$2195 | 1 | .4% |
| Didn't know | 15 | 5.3% |
| TOTAL | 278 | 100.0% |

14. Do you have a separate phone line dedicated to your Internet connection?

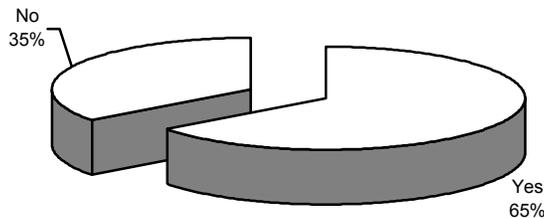
| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 36 | 13% |
| No | 91 | 33% |
| Don't know | 151 | 54% |
| TOTAL | 278 | 100% |

15. If yes, approximately how much is your monthly fee for the dedicated line?

| RESPONSE | FREQUENCY | PERCENT |
|--------------|-----------|---------|
| \$0 to \$19 | 7 | 19.4% |
| \$20 to \$29 | 8 | 22.2% |
| \$30 to \$39 | 9 | 25% |
| \$40 to \$49 | 1 | 2.8% |
| \$50 to \$59 | 4 | 11.1% |
| \$60 to \$69 | 1 | 2.8% |
| Don't know | 6 | 16.7% |
| TOTAL | 36 | 100.0% |

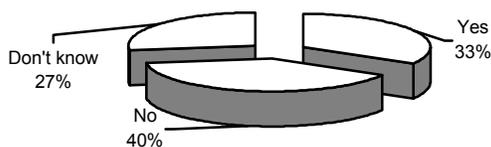
16. Are you satisfied with the speed of your Internet connection?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 179 | 65% |
| No | 98 | 35% |
| Don't know | 1 | 0% |
| TOTAL | 278 | 100% |



17. Broadband or high-speed Internet connections are becoming more common across Illinois through telephone, cable and wireless communications providers, but are not available in all areas. Do you have access to purchase these high-speed services for your home computer?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 93 | 33% |
| No | 109 | 40% |
| Don't know | 76 | 27% |
| TOTAL | 278 | 100% |



18. Have you ever experienced connecting to the Internet with a high-speed connection?

| RESPONSE | FREQUENCY | PERCENT |
|-------------------------------------|-----------|---------|
| Yes, at work | 37 | 13.3% |
| Yes, at a relative or friends house | 29 | 10.4% |
| Yes, elsewhere | 10 | 3.6% |
| No | 191 | 68.7% |
| Don't know | 11 | 4.0% |
| TOTAL | 278 | 100.0% |

19. If high-speed connections are available for purchase in your area, which statement best reflects the reason you haven't yet purchased the service:

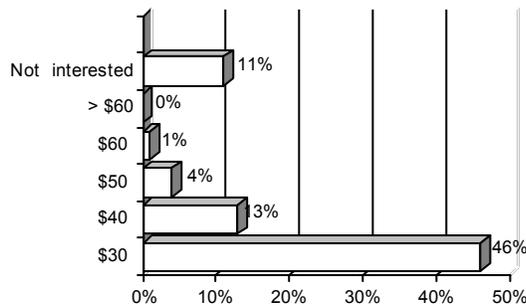
| RESPONSE | FREQUENCY | PERCENT |
|--|-----------|---------|
| I really haven't thought about it | 17 | 18.3% |
| I don't use the Internet enough for it to make sense to me | 9 | 9.7% |
| It's too expensive where I live | 28 | 30.1% |
| Installation costs are too high | 31 | 33.3% |
| Some other reason (See below.) | 5 | 5.4% |
| Don't know. | 3 | 3.2% |
| TOTAL | 93 | 100.0% |

Some other reason. Please specify.

- IT JUST BECAME AVAILABLE FOR HOME.
- WE GO WITH THE PROVIDER THAT IS CLOSEST TO US.
- NOT BEEN IMPRESSED
- I AM REALLY UNSURE OF HOW TO TRANSFER TO HI SPEED
- HAVE [NOT] GOT AROUND TO IT

20. If a high-speed connection were available in your area for your home computer, how much would you be willing to pay for the service?

| RESPONSE | FREQUENCY | | PERCENT | |
|--|-----------|-----|---------|------|
| | Yes | No | Yes | No |
| \$30 | 128 | 150 | 46% | 54% |
| \$40 | 37 | 241 | 13% | 87% |
| \$50 | 10 | 268 | 4% | 96% |
| \$60 | 3 | 275 | 1% | 99% |
| More than \$60 | 0 | 278 | 0% | 100% |
| I am not interested in a high-speed connection | | 30 | | 11% |



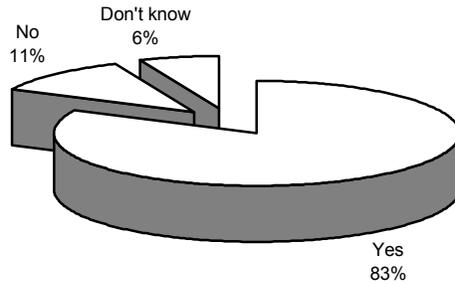
Of respondents who have a high-speed connection

21. Approximately, how much do you pay for your high speed or broadband connection?

| RESPONSE | FREQUENCY | PERCENT |
|--------------|-----------|---------|
| \$0 to \$19 | 13 | 21% |
| \$20 to \$29 | 14 | 22% |
| \$30 to \$39 | 13 | 21% |
| \$40 to \$49 | 4 | 6% |
| \$50 to \$59 | 3 | 5% |
| \$60 to \$69 | 2 | 3% |
| \$70 to \$79 | 1 | 2% |
| \$1495 | 1 | 2% |
| Don't know | 11 | 18% |
| TOTAL | 62 | 100% |

22. Are you satisfied with the speed of your Internet connection?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 51 | 83% |
| No | 7 | 11% |
| Don't know | 4 | 6% |
| TOTAL | 62 | 100% |



23. Are you satisfied with the price you pay for your high-speed connection?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 46 | 74% |
| No | 9 | 15% |
| Don't know | 7 | 11% |
| TOTAL | 62 | 100% |

24. Are you satisfied with the technical support that your Internet provider gives you?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 51 | 82.25% |
| No | 4 | 6.45% |
| Don't know | 7 | 11.30% |
| TOTAL | 62 | 100.00% |

25. Is there more than one provider for high-speed services for you to choose from in your area?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 18 | 29.0% |
| No | 24 | 38.7% |
| Don't know | 20 | 32.3% |
| TOTAL | 62 | 100.0% |

26. Are you considering giving up your broadband service and returning to a dial-up connection?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 3 | 5% |
| No | 44 | 71% |
| Don't know | 15 | 24% |
| TOTAL | 62 | 100% |

27. If yes, ... why?

- The price and I'm mad at the provider.
- I've been having problems with this. It won't send it through. It's worthless to have to e-mail if it won't dial through. Everything is just like it should be and she told me how to go through and do it. It won't send it through. I can receive e-mail, but not send it.
- It's because of the server and the company that provides the service.

Of all Respondents

28. Do you own a cell phone?

| RESPONSE | FREQUENCY | PERCENT |
|-------------|-----------|----------|
| Yes | 419 | 52.375% |
| No | 379 | 47.375% |
| Don't know. | 2 | .250% |
| TOTAL | 800 | 100.000% |

29. If yes, approximately how many minutes of "air time" do you use per month?

| RESPONSE | FREQUENCY | PERCENT |
|-----------------|-----------|---------|
| 0 to 30 min. | 114 | 27.2% |
| 30 min to 1 hr. | 39 | 9.3% |
| 1 to 2 hrs. | 50 | 11.9% |
| 2 to 3 hrs. | 13 | 3.1% |
| 3 to 4 hrs. | 27 | 6.4% |
| 4 to 6 hrs. | 37 | 9.0% |
| 6 to 10 hrs. | 30 | 7.2% |
| 10 to 20 hrs. | 21 | 5.0% |
| 20 to 40 hrs. | 12 | 2.8% |
| Don't know | 76 | 18.1% |
| TOTAL | 419 | 100.0% |

30. Which category best reflects your age?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|----------|
| Under 21 | 18 | 2.250% |
| 22-35 | 135 | 16.875% |
| 36-55 | 279 | 34.875% |
| Over 55 | 344 | 43.000% |
| Refusal | 24 | 3.000% |
| TOTAL | 800 | 100.000% |

31. Which statement best reflects your employment status?

| RESPONSE | FREQUENCY | PERCENT |
|---|-----------|---------|
| I work full-time | 351 | 44.0% |
| I work part-time by choice | 72 | 9.0% |
| I work part-time, but would prefer full-time work | 1 | .0% |
| I am unemployed by choice | 60 | 7.5% |
| I am unemployed, but would like to work | 22 | 3.0% |
| I am retired. | 265 | 33.0% |
| Refusal | 29 | 3.5% |
| TOTAL | 800 | 100.0% |

32. Which category best reflects your household income?

| RESPONSE | FREQUENCY | PERCENT |
|--|-----------|----------|
| Less than \$25,000 annually | 147 | 18.375% |
| Between 25,000 and \$39,999 annually | 175 | 21.875% |
| Between \$40,000 and \$49,999 annually | 102 | 12.750% |
| Between \$50,000 and \$74,999 annually | 104 | 13.000% |
| More than 75,000 annually | 69 | 8.625% |
| Refusal | 203 | 25.375% |
| TOTAL | 800 | 100.000% |

Gender

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|----------|
| Female | 323 | 40.375% |
| Male | 477 | 59.625% |
| TOTAL | 800 | 100.000% |

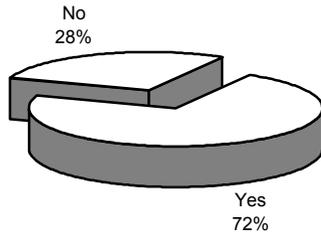
Would you like information about how you can find out more about this study?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|----------|
| Yes | 125 | 15.625% |
| No | 675 | 84.375% |
| TOTAL | 800 | 100.000% |

Appendix D

Rural Illinois Small Business
Survey Results

1. Do you have a working computer at your business?



| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 180 | 72% |
| No | 70 | 28% |
| TOTAL | 250 | 100% |

2. If not, what is the primary reason?

| RESPONSE | FREQUENCY | PERCENT |
|-------------------|-----------|---------|
| Costs | 12 | 17% |
| Don't need one | 37 | 53% |
| Not interested | 10 | 14% |
| Other (See below) | 7 | 10% |
| Don't know | 4 | 6% |
| TOTAL | 70 | 100% |

Other

- WE HAVE TOO MUCH TROUBLE WITH THE PHONE LINES OUT HERE.
- NOT ENOUGH EMPLOYEES
- IT'S TOO BIG; I CAN'T TAKE IT WITH ME.
- IT GETS TOO WARM IN HERE FOR A COMPUTER TO OPERATE.
- I CAN'T EVEN TYPE.
- HAVE NOT GOTTEN TO IT YET
- DON'T KNOW ANYTHING ABOUT THEM

Of respondents who have a working computer

3. Do you have more than one computer at your business?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 94 | 52% |
| No | 86 | 48% |
| TOTAL | 180 | 100% |

4. If yes, how many?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| 2 | 37 | 39% |
| 3 | 17 | 18% |
| 4 | 12 | 13% |
| 5 | 7 | 8% |
| 6 | 6 | 7% |
| 7 | 2 | 2% |
| 8 | 3 | 3% |
| 9 | 1 | 1% |
| 10 | 3 | 3% |
| 12 | 2 | 2% |
| 14 | 1 | 1% |
| 15 | 1 | 1% |
| Don't know | 2 | 2% |
| TOTAL | 94 | 100% |

5. Are there any computers at your business location that are connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 132 | 73% |
| No | 47 | 26% |
| Don't know | 1 | 1% |
| TOTAL | 180 | 100% |

Of respondents who are connected to the Internet

6. Does your business have more than one computer connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 53 | 40% |
| No | 79 | 60% |
| TOTAL | 132 | 100% |

7. If yes, how many computers at your business are connected to the Internet?

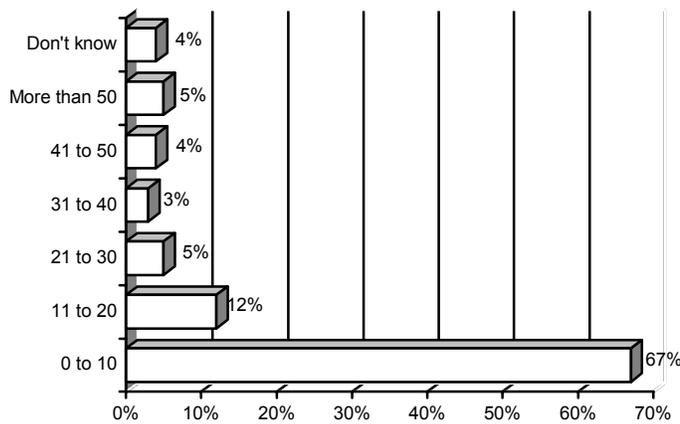
| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| 1 | 1 | 2% |
| 2 | 18 | 34% |
| 3 | 14 | 26% |
| 4 | 8 | 15% |
| 5 | 7 | 13% |
| 8 | 2 | 4% |
| 10 | 2 | 4% |
| Don't know | 1 | 2% |
| TOTAL | 53 | 100% |

8. How many employees at your business use the computer while it is connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|-------------|-----------|---------|
| 1 | 45 | 34% |
| 2 | 39 | 30% |
| 3 | 20 | 15% |
| 4 | 6 | 4% |
| 5 | 18 | 14% |
| More than 5 | 4 | 3% |
| TOTAL | 132 | 100% |

9. Approximately how many hours per week is someone at your business "online" or at the computer while it is connected to the Internet?

| RESPONSE | FREQUENCY | PERCENT |
|--------------|-----------|---------|
| 0 to 10 | 89 | 67% |
| 11 to 20 | 16 | 12% |
| 21 to 30 | 6 | 5% |
| 31 to 40 | 4 | 3% |
| 41 to 50 | 5 | 4% |
| More than 50 | 7 | 5% |
| Don't know | 5 | 4% |
| TOTAL | 132 | 100% |



10. Businesses spend their time connected to the Internet engaged in a variety of activities. I will list some of these activities and you tell me whether your business has engaged in any of these activities in the past 12 months (check all that apply):

| RESPONSE | FREQUENCY | PERCENT |
|--|-----------|---------|
| Sell your products and/or services through a web site. | 37 | 28% |
| E-mail customers and suppliers. | 85 | 64% |
| Purchase supplies or equipment. | 72 | 55% |
| Use your computer in some other way. | 116 | 88% |

11. How are you connected to the Internet at your place of business? [Check all that apply.]

| RESPONSE | FREQUENCY | PERCENT |
|--|-----------|---------|
| A dial-up connection | 98 | 74.2% |
| A high-speed DSL connection | 19 | 14.4% |
| A high-speed cable modem connection | 6 | 4.5% |
| A high-speed wireless connection | 11 | 8.3% |
| I do not know how my business is connected to the Internet | 11 | 8.3% |

Of respondents who have only a dial-up connection

12. Approximately, how much do you pay each month for your dial-up connection?

| RESPONSE | FREQUENCY | PERCENT |
|--------------|-----------|---------|
| \$0 to \$10 | 7 | 8.0% |
| \$11 to \$20 | 51 | 58.0% |
| \$21 to \$30 | 9 | 10.2% |
| \$31 to \$40 | 3 | 3.4% |
| \$50 or more | 3 | 3.4% |
| Don't know | 15 | 17.0% |
| TOTAL | 88 | 100.0% |

13. Do you have a separate or dedicated phone line for your Internet connection?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 50 | 57% |
| No | 38 | 43% |
| TOTAL | 88 | 100% |

14. If yes, approximately how much is your monthly fee for the dedicated line?

| RESPONSE | FREQUENCY | PERCENT |
|--------------|-----------|---------|
| \$0 to \$10 | 2 | 4% |
| \$11 to \$20 | 5 | 10% |
| \$21 to \$30 | 9 | 18% |
| \$31 to \$40 | 8 | 16% |
| \$41 to \$50 | 1 | 2% |
| Don't know | 25 | 50% |
| TOTAL | 50 | 100% |

15. Are you satisfied with the speed of your Internet connection?

| RESPONSES | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 49 | 56% |
| No | 37 | 42% |
| Don't know | 2 | 2% |
| TOTAL | 88 | 100% |

16. Broadband or high-speed Internet connections are becoming more common across Illinois through telephone, cable and wireless communications providers, but are not available in all areas. Do you have access to purchase these high-speed services for your business computer?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 37 | 42% |
| No | 32 | 36% |
| Don't know | 19 | 22% |
| TOTAL | 88 | 100% |

17. Have you ever experienced connecting to the Internet with a high-speed connection?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 25 | 28% |
| No | 58 | 66% |
| Don't know | 5 | 6% |
| TOTAL | 88 | 100% |

18. If high-speed connections are available for purchase in your area, which statement best reflects the reason you haven't yet purchased the service:

| RESPONSE | FREQUENCY | PERCENT |
|---|-----------|---------|
| I really haven't thought about it. | 19 | 22% |
| My business doesn't use the Internet enough for it to make sense to me. | 25 | 28% |
| It's too expensive for my business where I live. | 15 | 17% |
| Installation costs are too high. | 6 | 7% |
| Some other reason. | 21 | 24% |
| Don't know | 2 | 2% |
| TOTAL | 88 | 100% |

19. If a high-speed connection were available in your area for your business computer, how much would you be willing to pay for the service?

| RESPONSE | FREQUENCY | PERCENT |
|--|-----------|---------|
| \$30 | 41 | 47% |
| \$40 | 15 | 17% |
| \$50 | 7 | 8% |
| \$60 | 3 | 3% |
| More than \$60 | 0 | 0% |
| I am not interested in a high-speed connection | 18 | 20% |
| No response | 4 | 5% |
| TOTAL | 88 | 100% |

Of respondents who have a high-speed connection

20. Approximately, how much do you pay for your high speed or broadband connection at your business?

| RESPONSE | FREQUENCY | PERCENT |
|----------------|-----------|---------|
| \$0 to \$10 | 3 | 7% |
| \$11 to \$20 | 4 | 9% |
| \$21 to \$30 | 4 | 9% |
| \$31 to \$40 | 3 | 7% |
| \$41 to \$50 | 3 | 7% |
| \$51 to \$60 | 2 | 5% |
| More than \$60 | 5 | 11% |
| Don't know | 20 | 45% |
| TOTAL | 44 | 100% |

21. Are you satisfied with the speed of your Internet connection?

| RESPONSES | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 39 | 89% |
| No | 3 | 7% |
| Don't know | 2 | 4% |
| TOTAL | 44 | 100% |

22. Are you satisfied with the price you pay for your high-speed connection?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 31 | 70% |
| No | 2 | 5% |
| Don't know | 11 | 25% |
| TOTAL | 44 | 100% |

23. Are you satisfied with the technical support that your Internet provider gives you?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 35 | 80% |
| No | 1 | 2% |
| Don't know | 8 | 18% |
| TOTAL | 44 | 100% |

24. Is there more than one provider for high-speed services for you to choose from in your area?

| RESPONSE | FREQUENCY | PERCENT |
|------------|-----------|---------|
| Yes | 19 | 43% |
| No | 15 | 34% |
| Don't know | 10 | 23% |
| TOTAL | 44 | 100% |

25. Are you considering giving up your broadband service and returning to a dial-up connection?

| RESPONSE | FREQUENCY | PERCENT |
|-------------|-----------|---------|
| Yes | 1 | 2% |
| No | 36 | 82% |
| Don't know. | 7 | 16% |
| TOTAL | 44 | 100% |

26. If yes, why?

- They are having trouble with the service connection.

Of all Respondents

27. Do you have a cell phone for your business?

| RESPONSE | FREQUENCY | PERCENT |
|----------|-----------|---------|
| Yes | 126 | 50% |
| No | 124 | 50% |
| TOTAL | 250 | 100% |

28. If yes, approximately how many minutes of "air time" do you use per month?

| RESPONSE | FREQUENCY | PERCENT |
|------------------|-----------|---------|
| 0 to 30 min. | 22 | 17% |
| 30 min. to 1 hr. | 3 | 2% |
| 1 to 2 hr. | 16 | 13% |
| 2 to 3 hr. | 6 | 5% |
| 3 to 4 hr. | 12 | 10% |
| 4 to 6 hr. | 11 | 9% |
| 6 to 10 hr. | 17 | 13% |
| 10 to 20 hr. | 4 | 3% |
| 20 to 40 hr. | 9 | 7% |
| More than 40 | 2 | 2% |
| Don't know | 24 | 19% |
| TOTAL | 126 | 100% |

29. Where is your business headquartered?

| RESPONSE | FREQUENCY | PERCENT |
|--------------------|-----------|---------|
| Locally or on-site | 141 | 56% |
| Within your county | 46 | 18% |
| Within Illinois | 32 | 13% |
| Inside the U.S. | 29 | 12% |
| Outside the U.S. | 2 | 1% |
| TOTAL | 250 | 100% |

30. Which category best reflects your position with your company?

| RESPONSE | FREQUENCY | PERCENT |
|--------------|-----------|---------|
| Owner | 106 | 43% |
| Manager | 66 | 26% |
| Sales person | 14 | 6% |
| Other | 63 | 25% |
| Don't know | 1 | 0% |
| TOTAL | 250 | 100% |

31. Which category best reflects your business's annual gross sales volume?

| RESPONSE | FREQUENCY | PERCENT |
|------------------------------|-----------|---------|
| Under \$1 Million | 166 | 66% |
| Between \$1 and \$5 Million | 24 | 10% |
| Between \$5 and \$10 Million | 2 | 1% |
| More than \$10 million | 11 | 4% |
| Don't know | 47 | 19% |
| TOTAL | 250 | 100% |

Gender

| | | |
|--------|-----|------|
| Female | 115 | 46% |
| Male | 135 | 54% |
| TOTAL | 250 | 100% |