

## Texas Digital Opportunity Plan: Public Survey

The State of Texas is designing solutions to ensure that all residents have access to high quality and affordable internet service, devices, skills training, and digital support. This Public Survey will gather information about your current experiences using the internet and should be completed by one individual per household. The survey is completely anonymous. Your feedback is vital to understanding barriers to internet access, affordability and adoption, to help close the digital divide. Thank you for your time and participation.

Do you reside in Texas and are you 18 or older?

☐ Yes ☐ No

What is your **zip code**: \_\_\_\_\_

Do you or anyone you reside with belong to any of the following groups? Please check all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> 60 years or older   | <input type="checkbox"/> Rural area resident                   |
| <input type="checkbox"/> U.S. Veteran  | <input type="checkbox"/> Member of a Tribe or Tribal community |
| <input type="checkbox"/> Living with a disability  | <input type="checkbox"/> U.S. immigrant                        |
| <input type="checkbox"/> English language learner and/or have difficulty understanding English | <input type="checkbox"/> Unhoused or experiencing homelessness |
|  | <input type="checkbox"/> None of the above                     |

### ***Can you connect to the internet from home?***

***This includes connecting from a desktop, laptop, tablet, or smartphone.***

- ☐ Yes – Please answer **questions 1-6**
- ☐ No – Please skip to **question 7** (On page 3)

***Please answer the following questions only if you CAN connect to the internet from home.***

I. Which of the following devices do you use to connect to the internet at home? Please check all that apply.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Desktop computer | <input type="checkbox"/> I don't have a device that can connect to the internet | <input type="checkbox"/> Other (please specify):<br>_____<br>_____<br>_____ |
| <input type="checkbox"/> Laptop computer  |   |   |
| <input type="checkbox"/> Tablet computer  | <input type="checkbox"/> I don't know   |   |
| <input type="checkbox"/> Smartphone       |   |   |

2. How do you connect to the internet at home? Please check all that apply.

- ☐ Subscribe to home internet service
- ☐ Community Wi-Fi (such as free Wi-Fi provided by a community organization)
- ☐ Mobile data plan (including mobile connected tablets, smartphones, hotspots and MiFis)
- ☐ I don't know
- ☐ Other (please specify): \_\_\_\_\_

3. Which of these options best describes your internet service at home in terms of speed and reliability?

- ☐ Adequate or good enough for my needs and/or my family's needs
- ☐ Not adequate or good enough for my needs and/or my family's needs
- ☐ I don't know

4. On a rating scale of 1 to 5, with 5 being the highest rating, how would you rate your Internet Service Provider in terms of reliability of the Internet service (for example, there are no service interruptions, and the service speed is consistent for the most part)

- ☐ 1 – not at all reliable      ☐ 3 – reliable      ☐ 5 – extremely reliable
- ☐ 2 – slightly reliable      ☐ 4 – very reliable

5. Approximately how much is your total monthly bill for home internet? \$ \_\_\_\_\_

6. Are you currently enrolled in any of these discounted internet service programs? Please check all that apply.

- ☐ Lifeline
- ☐ Affordable Connectivity Program (ACP). *(ACP is a federal program to help low-income households pay for internet service and connected devices. For more information, call 877-384-2575.)*
- ☐ Other affordable internet service: \_\_\_\_\_
- ☐ None of these
- ☐ I don't know

***Please answer the following questions only if you cannot connect to the internet at home.***

7. Do you connect to the internet in other places, for example a Wi-Fi network at a library or a café or while at work?

☐ Yes

☐ No

8. What Where else do you connect to the internet? Please check all that apply.

☐ At work

☐ At the home of relatives or friends

☐ At a retail store or restaurant (such as McDonalds, Taco Bell, Starbucks)

☐ At a school or library

☐ In a parking lot of a school or library

☐ At a public space (such as a park, government building)

☐ On public transit

☐ Using Community Wi-Fi (such as free Wi-Fi provided by a community organization)

☐ I don't know

☐ Other (please specify): \_\_\_\_\_

9. Which of the following explains why you do not currently subscribe to home internet service? Please check all that apply.

☐ Home internet service is too expensive

☐ Nobody in my household has a desktop, laptop, or tablet computer

☐ Home internet service is not available or adequate where I live

☐ Nobody in my household knows enough about using a computer/laptop

☐ I am concerned about privacy, identity theft, and other types of cybercrime

☐ I can do everything I need to using my smartphone

☐ Other (please specify): \_\_\_\_\_

***Thank you for taking the survey. Your response will help shape the State's policies and future funding allocations to close the digital divide for all Texans.***

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If you would like to learn more, please visit: **BroadbandForTexas.com**.  
If you have any questions, please email **[Plan4Broadband@cpa.texas.gov](mailto:Plan4Broadband@cpa.texas.gov)**.