

Have your say on Sampford Courtenay's Internet and Telephone Services

We want everyone one in the parish to have a good internet and phone service. We are aware that certain areas of the parish have very poor service levels and have made it one of the Parish Priorities.

This questionnaire is designed to highlight those areas so that representations can be made to both government and local authorities as well as Internet and phone providers to improve our service to at least the national minimum standards.



About your property

Is your Property

□ Residential Only

- Residential and Business
- □ Business Only

Your Landline telephone

Do you have a landline?											
□ Yes □ No											
If Yes who is your provider?											
How satis	fied ar	e you	with th	e servi	ce you	receiv	e?				
Not very	1	2	3	4	5	6	7	8	9	10	Very much
Your Mo											
Do you ha	ive a n	nobile	phone	?							
□ Yes □ No											
If Yes who	o is yo	ur prov	/ider?								
How satis	fied ar	e you	with th	e servi	ce you	receiv	e?				
Not very	1	2	3	4	5	6	7	8	9	10	Very much

Internet services at your property?

Do you have any internet service to your property?												
	□ Yes □ No											
If Yes who is your provider?												
Is your service		vice	Broadband		I			3G/4G				
How satisfied are you with the service you receive?												
Not v	ery	1	2	3	4	5	6	7	8	9	10	Very much
Do yo	Do you know your internet speed? If so please state											
Does the speed of the internet limit what you can do i.e. Watch a film, attend virtual meetings,												
Work from home?												
—												
If yes please state what?												
Does the poor internet service affect your life style?												
If yes please state what?												
Use of your Landline?												
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What do you use your Land line connection for apart from calls? For example does it connect a building or medical alarm?

Is the	Land line essential?
	Yes No
If yes	please state what?

Working from home?

Do you work from home?

- □ Yes
- □ No

Does the level of internet service limit your work from home?

- □ Yes
- □ No

If yes please state how?

Would an improved internet service enable you to work from home more?

	Yes
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□ No

If yes please state why?

Running a business?

Do you run a business from home?

- □ Yes
- □ No

If Yes - does the current level of internet service affect your business?

- □ Yes
- □ No

lf	yes	please	state	how?
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Rural businesses in the Parish?

Do you own or occupy business premises in the Parish?

- □ Yes
- □ No

If Yes - does the current level of internet service affect your business?

- □ Yes
- □ No

If yes please state how?

Any Other comments?

Thank you so much for taking the time to tell us of the issues regarding the internet and telephone services that you use. To assist in compiling a report from the analysis of this questionnaire it may be useful to speak to you again to find out more details regarding specific issues that you encounter.

We would ask if you are willing to provide contact details. However if you do not feel that you wish to do that then please just provide your postcode to assist in the research and recommendations for potential solutions in your area.

Name (optional) -

Telephone number (optional) -

Email (optional) -

Postcode (required if possible) -

If you would like to speak to the Parish Council lead for the Improved Internet and Telephone Services in Sampford Courtenay please contact Cllr Mike Carpenter on <u>mikehcs@hotmail.com</u> or on 07973271923