

Q1. Are you responding to this survey as:		(Please tick all that apply)
A resident		49
A local business		13
Student		1
Flying air museum		1
Work from home		3
Personal use of the Internet		
Q2. Which of these, if any, do you use?		(Please tick all that apply)
E-mail at home		48
E-mail at work, place of study or elsewhere		30
Internet at home		47
Internet at work, place of study or elsewhere		26
Internet on your mobile phone/tablet/android/iPad		38
We use Vodaphone sure signal to get mobile phone reception.		1
BT Vision - internet dependent		2
Q3. What do you/would you like to use the internet for?		(Please tick all that apply)
Social networking		35
Work		36
Shopping		45
Online banking		41
Browsing the Internet		49
Video/ TV/ radio (e.g. iPlayer /YouTube)		38
Weather report/CAA requirements		1
Lightwave - remote control of electrical appliances and lighting		1
Study/research		3
Cloud storage and sharing		1
Computer gaming		1
Business website		1
Q4. How often do you use the Internet?		(please tick one option)
Daily		49
Twice a week		1
Once a week		0
Less than once a week		0
Broadband Performance		
Q5. What is your upload speed (the speed at which information is transferred from your computer to the internet)		
Unable to connect Ethernet cable/too difficult to do a wired connection		3
Webpage would not load		1
0-1mb/ps		38
1-2mb/ps		3
2-3mb/ps		2
3-4mb/ps		2
4-5mb/ps		0
5-6mb/ps		0
6-7mb/ps		0
7-8mb/ps		1
Q6. What is your download speed (the speed at which information is transferred from the internet to your computer)		
Unable to connect Ethernet cable		2
Webpage would not load		1
0-1mb/ps		10
1-2mb/ps		15
2-3mb/ps		8
3-4mb/ps		6
4-5mb/ps		4
5-6mb/ps		1
6-7mb/ps		1
7-8mb/ps		1
Q7. How reliable is your Internet service?		(please tick one option)
Good		14
Average		17
Poor		17
Very poor		8
Q8. How satisfied are you with your current Broadband performance?		(please tick one option)
Satisfied		5
Average		12
dissatisfied		21
Very dissatisfied		12

Q9. Will the future location of your business be influenced by the provision of Broadband if it is not improved?	(please tick one option)
Very likely	11
Probably	5
Probably not	11
Not at all	11
Q10. Is the performance of your business/work restricted by existing Broadband provision?	(please tick one option)
Yes	27
No	10
Not sure	1
Q11. Please could you advise us of your Broadband provider?	
AOL	1
BT	30
John Lewis	1
Orange	1
Phone Coop	1
Plus net	5
Sky through BT	1
Talk Talk	3
Thinking Wisp	1
Utility Warehouse	1
Virgin Media	1
Q12. Would your Broadband performance affect your decision to remain a resident in Topcroft?	
No	22
No, lived in and around Topcroft all my life, so would not move.	
Yes, looking to mover nearer to work and because I cannot work from home with existing broadband.	
No, as intend to relocate elsewhere in Norfolk.	
Unlikely. Useless, far too slow/non existent in the future.	
As a long term resident used to no gas, no mains sewer and no services, the slow broadband speed has to be endured. However I am sure this would effect others.	
No, we farm and can't move. Forms for work now have to be completed on line.	
Yes as we become more and more dependent on broadband.	
Yes, if fibre cables are not available in Topcroft the value of properties could fall significantly.	
No, we knew the problems when we moved here, but hoped that it would improve soon.	
Yes, unless fibre optic becomes available then we will consider moving to an area that does have fibre optic access.	
No. Rural properties everywhere are a low priority but it's our wish to live in a rural community.	
If I was looking to move, it certainly would be a reason to move.	
No, no plans to move.	
We're afraid it already has. One of the reasons to move home and work is the difficulty of obtaining fast and reliable internet connection even Needs to be much faster and more reliable.	
If Broadband is not improves significantly we will relocate business, it is costing us huge amounts of wasted time and money.	
No, my work does not specifically require faster speed.	
No (yes if it was rubbish).	
In the long run yes, we need to move into the 20th Century!	
Slow and expensive.	
No, but the broadband speed is frustratingly slow.	
Not at this time.	
We can work in any area that is relevant to our work.	
If my business depended on its use. My work is made much more difficult because of poor broadband.	
I work from home as I have two small children and my husband also needs to work from home on occasions so good broadband performance is essential.	
No. I love living here. Just have to put up with it I guess.	
Q13. Do you have any other comments about the Broadband performance in Topcroft?	
No.	7
Does not work at all at least 40% of the time.	
Dependent on phone wires which are old and damaged.	
Frequently intermittent Broadband because of overhead cables for telephone lines which the strong winds/wet weather fail.	
It's very slow, intermittent 'not connected' or no connection. Hard for children to complete homework.	
There are days when the broadband simply doesn't work at all.	
It is generally very poor.	
It is very erratic.	
Broadband is as important as water and electric, especially as mobile phone reception is very poor. Even for 3G.	
When is 4G available in Topcroft? Open reach have apparently used all the spare phone lines in Topcroft when the new houses were connected. There will shortly be problems with standard phone/BB if faults appear on existing lines.	
The service we have is very, very slow indeed. Having moved here from a town, where we had speeds of 30-40mb, it is very restricting. Downloading, updating for computers or iphones takes up to 24hrs, which was minutes in town.	
Better mobile reception - it is non-existent until you leave home - about 3 miles away.	
The broadband speed often falls to unstable levels during peak hours. This can sometimes means not being able to even send an email.	
We need fibre to the cabinet urgently. Unfortunately the exchange has still not been updated for fibre. Priority in general, is still been given to suburban and towns in Norfolk.	

I appreciate we are about as far away from an exchange as you can get and this effects the speed, but during the evenings and schools holidays it is regularly slow. I cannot run my business.	
Combined with very poor mobile phone reception, we often feel we are not really living in 2015!	
It's been poor for far too long and too damaging to rural businesses - without which local communities will continue to decline.	
After 4pm most days we simply stop working because we cannot access sites or get cut off mid stream between transactions.	
Have talked many, many times to BT about upgrading. On their website fibre optic is coming soon has been up for over a year with nothing	
Slow downloads.	
Was on AOL for donkey years and in last 9 months it went to rubbish, so changed to BT and been great speed/service 24 hrs/day, but would want to subscribe to BT Infinity (Fibre optic speed).	
Would be good if mobile phone would work at home (Vodafone).	
Just changed provider. Previous AOL very poor and unreliable.	
It's the worst I have seen anywhere and when you talk to your provider they say there is nothing they can do. It's how far you are away from the exchange - rubbish!	
Speed severely hinders business use and as we increasingly use the internet for work we waste more time at cost to the business.	
Service is dependent on good weather. Rain/wet weather causes drop outs in service.	
Have had to change to Thinking Wisp via Anglia Farmers to get any worthwhile Broadband.	
It is getting worse and is consistently poor at peak times, evenings and weekends.	
I know my neighbours are really struggling with their broadband too, we definitely need fibre optic.	
If you go to Hempnall or Hempnall Green they have much better speeds. It just doesn't come out here.	
Broadband speeds have been very erratic over the last years but after several conversations/visits from BT engineers it now appears to be stable.	
Too slow and frustrating.	
Q14. In principle would you switch to fibre optic cable if it became available for Topcroft residents?	(please tick one option)
Yes	42
No	1