

**EXHIBIT I.2.a**

**Business and Institutional Survey Summary**

**St. Joseph County**

**St. Joseph County**  
**Business Survey Summary**  
**Table of Contents**

---

Foreword

|                                      |        |
|--------------------------------------|--------|
| 1. Business Survey Results Summary   | 1 – 9  |
| 2. Business Survey Responses         | 1 – 48 |
| 3. Business Survey Cross Tabulations | 1 – 14 |

# **St. Joseph County**

## **Foreword**

### **Business Survey Summary Commercial, Institutional, Educational, and Medical Users**

This document contains the survey results of the use of and need for connectivity services in St. Joseph County.

The results of the surveys indicate a gap in connectivity services. The initial gap, however, is not just an availability issue, but a value proposition. In other words, the demand for connectivity services is price sensitive. The majority of businesses have a high-speed Internet option available; however, nearly 75% still choose a low-speed dial-up service. The survey results support the need to increase the awareness of the benefits of advanced connectivity services.

In addition to gaining better understanding of connectivity services, the survey asked a series of questions regarding the performance of electric, Internet, telephone, cable television, and cellular telephone providers. The survey results will allow St. Joseph County stakeholders to:

- Compare utility providers' performance on specific attributes (reliability, rates, customer service, and community service), to identify strategies to encourage improvements.
- Objectively define the strengths and weaknesses of service providers in St. Joseph County.
- Provide baseline information that can be used by the providers to improve performance.
- Understand the customers' perceived value of services received.

The key aspect of the above process is that it is driven from a representative sample of all customers, not just a select few.

# **St. Joseph County**

## **Business Survey Summary**

### **Section 1:**

## **Business Survey Results Summary**

# St. Joseph County

## Business Survey

### Survey Results Summary

#### Internet and Computer Use

The survey asked a series of questions regarding the use of Internet and computers. The surveys indicated that:

- 54% of St. Joseph County businesses indicate that there are other offices or locations within St. Joseph County with which they exchange data. Of these, 58% indicated they exchange data with three or more locations; 14% exchange data with one other location. The locations within St. Joseph County with which businesses most often exchange data follow:
  - 81% Three Rivers
  - 68% Sturgis
  - 58% Centerville
  - 42% Constantine
  - 37% Mendon
  - 32% White Pigeon
  - 26% Colon
  
- 72% of businesses frequently exchange data with offices or locations outside of St. Joseph County. Of these, 83% exchange data with three or more locations within Michigan; 9% exchange data with one other location in Michigan. The city or region of these locations follow:
  - 49% Area 1 (Berrien, Van Buren, Cass)
  - 73% Area 2 (Allegan, Kalamazoo, St. Joseph)
  - 53% Area 3 (Calhoun, Branch, Hillsdale, Jackson, Lenawee)
  - 42% Area 4 (Kent, Ottawa, Muskegon, Ionia, Barry)
  - 35% Area 5 (Genesee, Shiawassee, Macomb, Oakland, Livingston, Washtenaw, Wayne, Monroe)
  - 17% Area 6 (Huron, Tuscola, Lapeer, Sanilac, St. Clair)
  - 30% Area 7 (Clare, Osceola, Mecosta, Montcalm, Isabella, Gratiot, Clinton, Ingham, Eaton)
  - 18% Area 8 (Bay, Gladwin, Midland, Arenac, Saginaw)
  - 20% Area 9 (Grand Traverse, Leelanau, Manistee, Benzie, Mason, Oceana, Wexford, Lake, Newaygo)
  - 17% Area 10 (Charlevoix, Emmet, Cheboygan, Presque Isle, Montmorency, Otsego, Antrim, Kalkaska, Crawford, Oscoda, Alpena, Alcona, Ogemaw, Roscommon)
  - 15% Area 11 (Upper Peninsula of Michigan)
  - 29% Area 12 (Gary/Chicago Area)
  - 49% Area 13 (N. Indiana and N. Ohio Area)

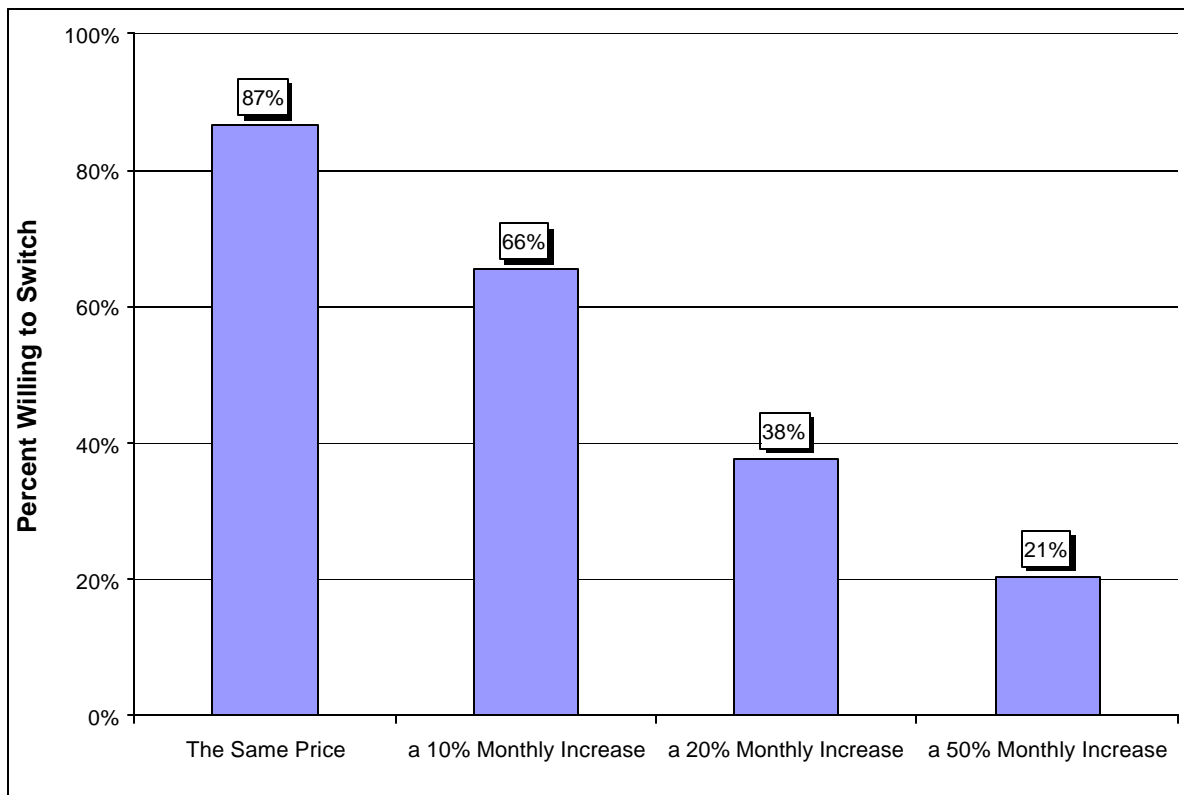
## **Internet and Computer Use (continued)**

- Of St. Joseph County businesses that exchange data with other regions within the U.S., the percentage of businesses that exchange data with the following regions follows:
  - 20% Central
  - 91% Midwest
  - 33% Northeast
  - 32% Northwest
  - 19% South
  - 35% Southeast
  - 45% Southwest
  
- Of St. Joseph County businesses that exchange data with international locations, the percentage of St. Joseph County businesses that exchange data with the following regions follows:
  - 6% Africa
  - 39% Asia
  - 22% Australia
  - 33% Canada
  - 11% Central America
  - 56% Europe
  - 39% Mexico
  - 6% Middle East
  - 39% South America
  
- 36% of businesses have five or more computers at the location. 64% have four or fewer computers.
  
- 60% of computers at St. Joseph County businesses are connected with a Local Area Network (LAN).
  
- 86% of respondents reported to have an active Internet connection at the place of business. Of the businesses with an Internet connection, 83% said that the majority of their computers had Internet access. Businesses reported the following connection types:
  - 46% use a dedicated telephone line
  - 28% share a telephone line
  - 11% use full T1
  - 5% use wireless
  - 4% use DSL
  - 2% use a cable modem
  - 1% use fractional T1
  - 1% use ISDN
  - 1% use frame relay
  - 1% use satellite
  
- 17% of those that do not have an Internet connection said they plan to obtain a connection in the next year. An additional 58% said they may get a connection in the next year.
  
- 73% of St. Joseph County business Internet subscribers pay less than \$50 per month for service, 14% pay \$100 or more per month.

## Internet and Computer Use (continued)

- 62% of St. Joseph County businesses have one Internet access line; 6% have five or more lines.
- St. Joseph County businesses recorded the following levels of satisfaction with various aspects of Internet access:
  - Speed of connection: 49% satisfied
  - Price of services: 78% satisfied
  - Reliability: 83% satisfied
  - Choice of providers: 46% satisfied
- 54% of businesses indicated they have a company web site. Of these, 44% are hosted in St. Joseph County.
- Of businesses without a web site, 35% indicate they plan to have a web site in the next two years. An additional 28% said they may have a web site in the next two years.
- 69% of businesses indicate they have an e-mail server. Of these, 45% of the e-mail servers are located in St. Joseph County.

St. Joseph County businesses were asked how willing they would be to switch Internet providers for an Internet service that offers increased connection speed and allows users to be online all the time. Figure 1 shows the results of this analysis.



**Figure 1: Propensity to Switch Internet Providers for Better Service**

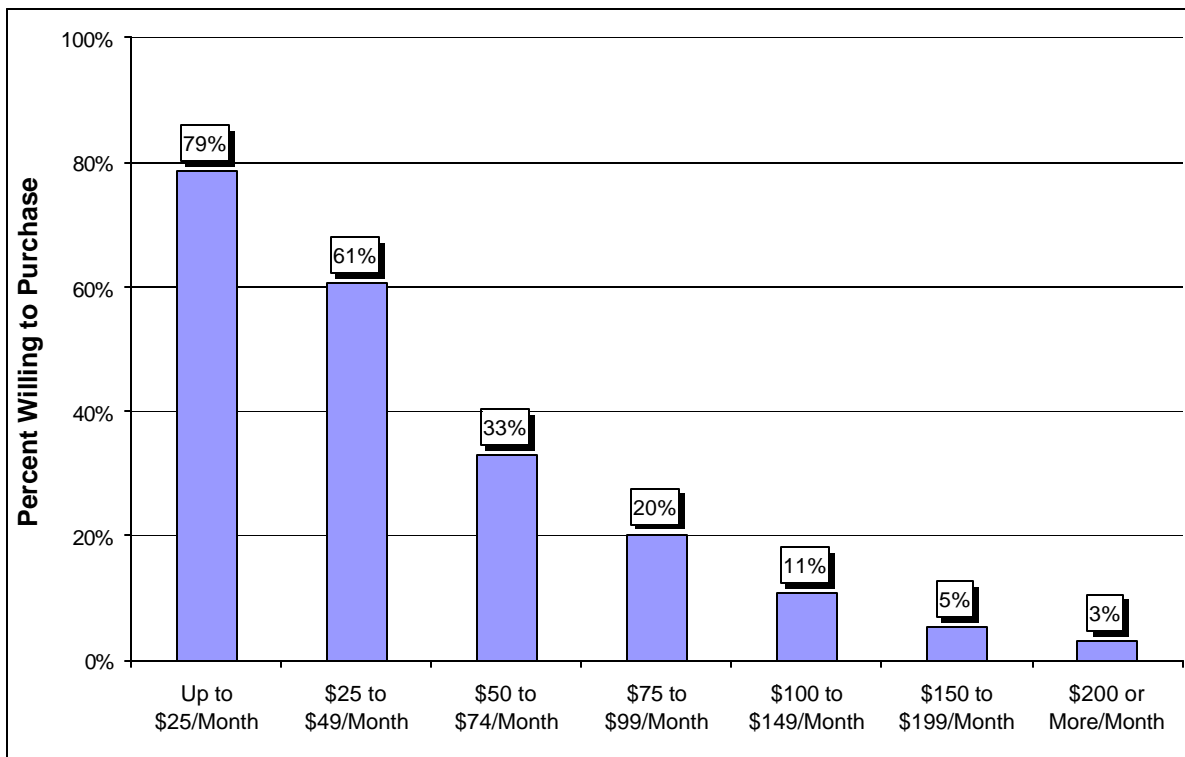
## Internet and Computer Use (continued)

Figure 1 shows there is a strong negative reaction to small price increases for St. Joseph County businesses. Strong marketing and awareness campaigns are often required in capturing customers for high-end products and services.

Similarly, Figures 2 and 3 show that business customers have a negative reaction to purchasing a faster internet connection at a significantly higher price than what they are paying currently.

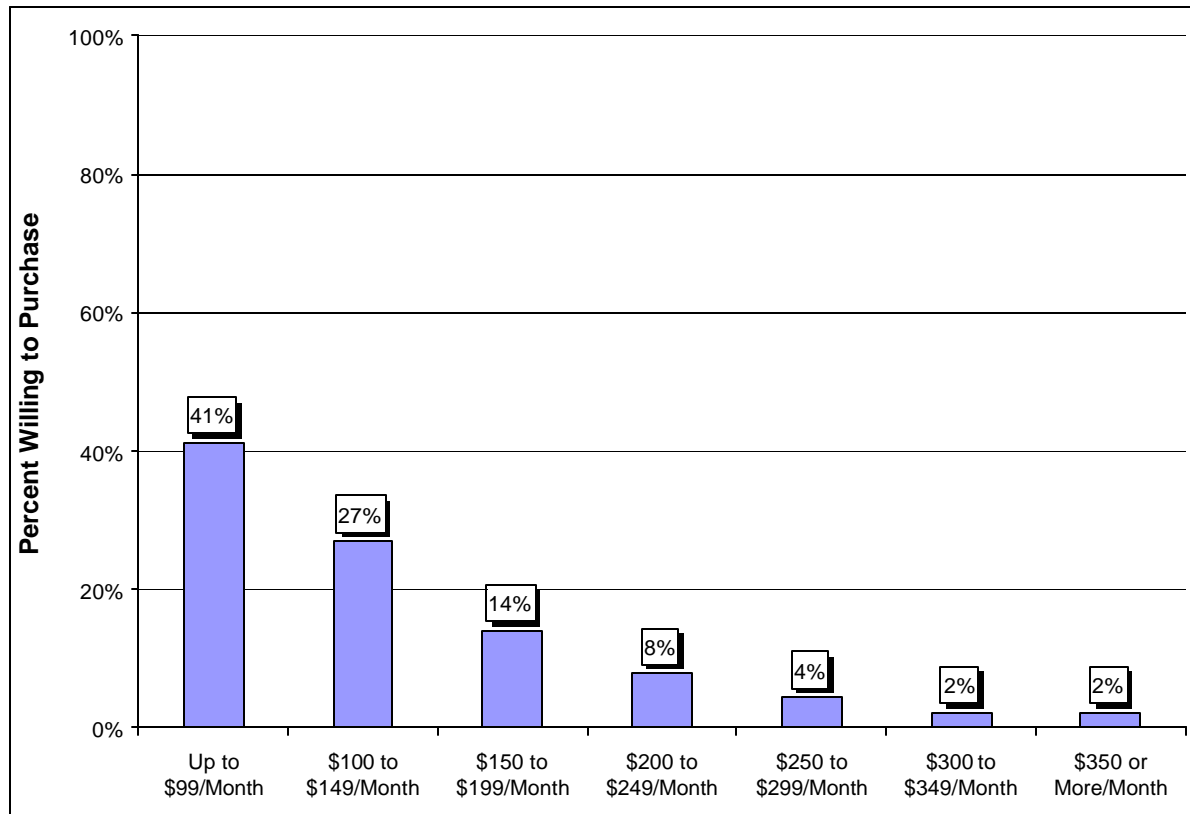
Figures 2 and 3 contain some terms used to describe Internet services. These terms are:

- **Upstream:** Data transfer from your location to the Internet.
- **Downstream:** Data transfer from the Internet to your location.
- **1,544 Kbps:** 1,544,000 bits per second (Example: would take approximately 1.5 minutes to transfer an average drawing (CAD) file of 15,000 K bytes)
- **256 Kbps:** 256,000 bits per second (Example: would take approximately 9.5 minutes to transfer an average drawing (CAD) file of 15,000 K bytes)



**Figure 2: Propensity to Switch Internet Providers at 1,544 Upstream/ 256 Downstream Data Rates**

## Internet and Computer Use (continued)



**Figure 3: Propensity to Switch Internet Providers at 1,544 Upstream/ 1,544 Downstream Data Rates**

- St. Joseph County businesses recorded the following levels of likelihood with various uses of Internet access in the next two years:
  - Access to information: 88% likely or already use
  - Create/maintain a website: 69% likely or already use
  - Develop new products exclusively on Internet: 18% likely or already use
  - Engage in business-to-business commerce: 80% likely or already use
  - Engage in e-commerce with customers: 50% likely or already use
  - Inventory management: 35% likely or already use
  - Market new products exclusively on Internet: 42% likely or already use
  - Provide technical support to customers: 44% likely or already use
  - Recruit employees: 29% likely or already use
  - Develop ability for employees to work at home: 31% likely or already use

## **Internet and Computer Use (continued)**

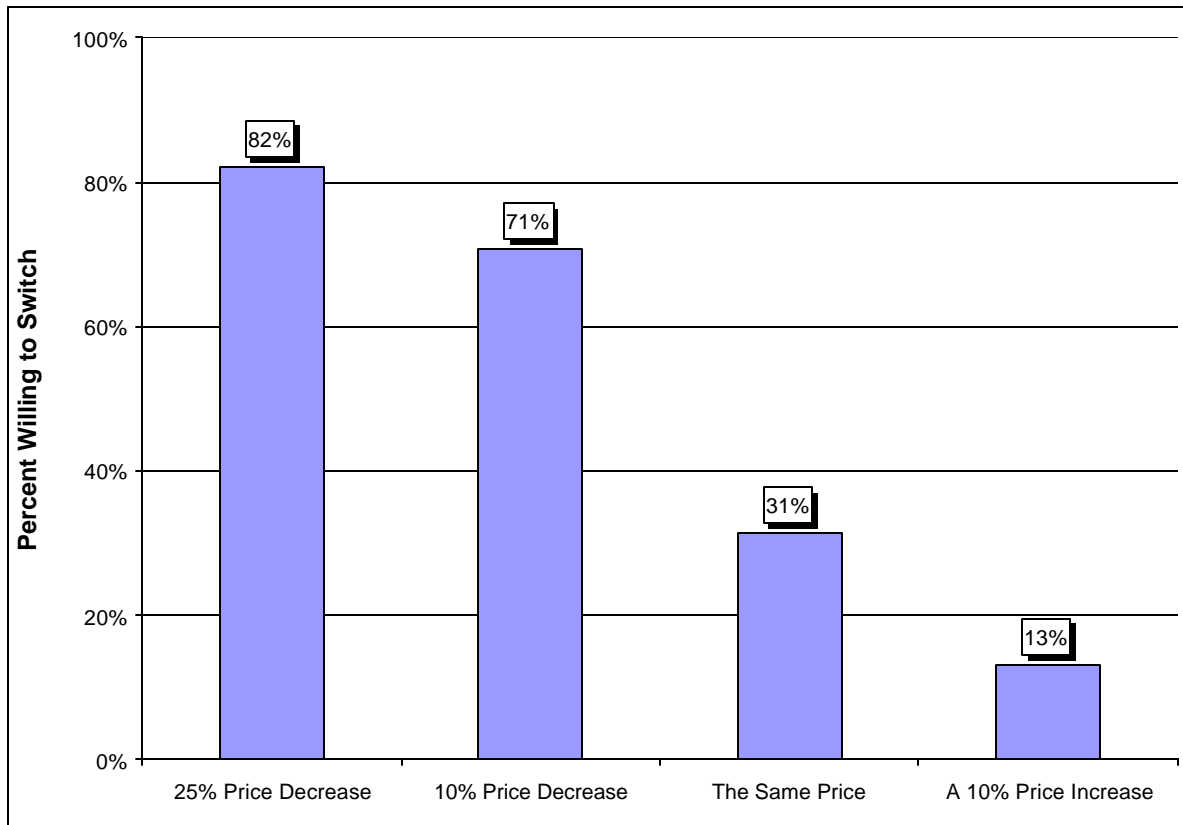
- St. Joseph County businesses were asked to estimate their future Internet access speed requirements. Their responses follow:
  - One year from now: 41% same as now; 34% five times or faster; 21% don't know
  - Two years from now: 24% same as now; 43% five times or faster; 29% don't know
  - Three years and beyond: 18% same as now; 41% five times or faster; 38% don't know
- 48% of St. Joseph County business said that they would not allow telecommuting even if high-speed connections were available to employees from home; 30% said they would allow or already allow telecommuting.
- St. Joseph County businesses also expressed interest in the following services:
  - Combined billing for Internet, telephone and utility services: 56% interested or somewhat interested; 2% already use
  - Distance learning: 26% interested or somewhat interested; 1% already use
  - Interactive education: 28% interested or somewhat interested; 3% already use
  - Premises Management/Security: 37% interested or somewhat interested; 2% already use
  - Video conferencing with other offices within company: 22% interested or somewhat interested; 3% already use
  - Video conferencing with customers/suppliers: 22% interested or somewhat interested; 3% already use

## **Telephone Service**

- 51% of St. Joseph County businesses reported having 2-4 separate telephone lines at their location. 20% reported one line; 30% have 5 or more lines.
- 76% of St. Joseph County businesses have not considered VoIP (Voice over Internet Protocol). 9% considered VoIP but are not using it.
- 60% of businesses use the DSO (standard business line) type of telephone line. 17% use T1/T3 lines. 23% don't know what type of telephone line they use.
- St. Joseph businesses reported the following monthly telephone bill amounts:
  - 34% pay \$99 or less
  - 43% pay more than \$200

St. Joseph County businesses were asked how willing they would be to switch local telephone providers for a provider with similar product offering at various price levels. Figure 4 shows the results of these questions.

## Telephone Service (continued)



**Figure 4: Propensity to Switch Telephone Providers**

## Fiber Optic Connection

The survey asked a series of questions regarding fiber optic connectivity. The survey results indicated that:

- 37% of respondents indicated they are interested in a fiber optic link within their community. An additional 41% may be interested.
- 29% of St. Joseph County businesses responded that they would be interested in a fiber optic connection with other communities within St. Joseph County. An additional 38% may be interested. Of those that responded that they would be interested in a fiber optic connections with other cities, the highest level of interest is in the following communities:
  - 91% Three Rivers
  - 72% Sturgis
  - 60% Centerville
  - 43% Constantine
  - 41% White Pigeon
  - 35% Mendon

## **Fiber Optic Connection (continued)**

- 32% of businesses responded that they would be interested in a fiber optic connection with offices or locations outside of St. Joseph County. An additional 35% indicated that they may be interested. The city or region of these locations follow:
  - 49% Area 1 (Berrien, Van Buren, Cass)
  - 72% Area 2 (Allegan, Kalamazoo, St. Joseph)
  - 42% Area 3 (Calhoun, Branch, Hillsdale, Jackson, Lenawee)
  - 25% Area 4 (Kent, Ottawa, Muskegon, Ionia, Barry)
  - 28% Area 5 (Genesee, Shiawassee, Macomb, Oakland, Livingston, Washtenaw, Wayne, Monroe)
  - 13% Area 6 (Huron, Tuscola, Lapeer, Sanilac, St. Clair)
  - 17% Area 7 (Clare, Osceola, Mecosta, Montcalm, Isabella, Gratiot, Clinton, Ingham, Eaton)
  - 13% Area 8 (Bay, Gladwin, Midland, Arenac, Saginaw)
  - 11% Area 9 (Grand Traverse, Leelanau, Manistee, Benzie, Mason, Oceana, Wexford, Lake, Newaygo)
  - 11% Area 10 (Charlevoix, Emmet, Cheboygan, Presque Isle, Montmorency, Otsego, Antrim, Kalkaska, Crawford, Oscoda, Alpena, Alcona, Ogemaw, Roscommon)
  - 9% Area 11 (Upper Peninsula of Michigan)
  - 32% Area 12 (Gary/Chicago Area)
  - 43% Area 13 (N. Indiana and N. Ohio Area)
  
- Of businesses that indicated interest in establishing a fiber optic connection with other regions within the U.S., the level of interest in each region follows:
  - 22% Central
  - 98% Midwest
  - 40% Northeast
  - 18% Northwest
  - 27% South
  - 31% Southeast
  - 36% Southwest
  
- Of businesses that indicated interest in establishing a fiber optic connection with international regions, the level of interest in each region follows:
  - 12% Africa
  - 29% Asia
  - 24% Australia
  - 53% Canada
  - 18% Central America
  - 53% Europe
  - 65% Mexico
  - 12% Middle East
  - 29% South America

## Customer Value Management (CVM)

A portion of the survey was dedicated to measuring how satisfied St. Joseph County businesses are with their electric, local telephone, cable/satellite, Internet and cellular telephone services.

The purpose of this is to understand how each business views the performance of one service provider relative to the others in shared service attributes such as base rates and billing accuracy. This data gives some idea of how vulnerable incumbent providers may be to increased competition, what niche (e.g., cut-rate service, premium service at premium prices) incumbent providers occupy, and how effectively St. Joseph County might translate its image to a broader scope. Exhibit 1c of this report summarizes this analysis.

In the analysis below, a variety of comparisons are made between the utilities. For example, Table 1 shows the average of the respondents' perception for overall performance and satisfaction for service providers.

**Table 1: Comparison of Utility Performance Measures**

| Utility            | SCORE SUMMARY<br>(7 highest, 1 lowest) |                             |                  |               |                              |                  |
|--------------------|--|-----------------------------|------------------|---------------|------------------------------|------------------|
|                    | % Less Than 3                          | Average Overall Performance | % Greater Than 5 | % Less Than 3 | Average Overall Satisfaction | % Greater Than 5 |
| Electric           | 4%                                     | 4.91                        | 38%              | 10%           | 4.78                         | 27%              |
| Local Telephone    | 5%                                     | 4.41                        | 20%              | 12%           | 4.20                         | 20%              |
| Cable Television   | 18%                                    | 3.82                        | 14%              | 19%           | 3.67                         | 12%              |
| Internet           | 3%                                     | 4.51                        | 22%              | 7%            | 4.35                         | 25%              |
| Cellular Telephone | 11%                                    | 4.11                        | 14%              | 14%           | 4.04                         | 16%              |

As seen, the electric provider scored relatively high compared to the other utilities and cable television scored relatively low compared to the other utilities.

## Survey Response Data

Surveys were sent to 1,647 businesses in St. Joseph County, of which 113 returned completed surveys. The tolerance interval for 113 responses at the 95% confidence level is  $\pm 8.9\%$ . That is, one can estimate that 19 times out of 20, the true characteristic of the entire population is within  $\pm 8.9\%$  of what the survey data indicate.

# **St. Joseph County**

## **Business Survey Summary**

### **Section 2:**

## **Business Survey Responses**

# St. Joseph County

## Business Survey

### TABLE OF CONTENTS

---

#### Section 2: Business Survey Responses

|      |  |    |
|------|--|----|
| Q1   | Are there other locations within St. Joseph County with which you exchange data?   | 1  |
| Q2   | With how many locations within St. Joseph County do you exchange data?.....  | 2  |
| Q3   | Which communities in St. Joseph County do you exchange data with? .....  | 3  |
| Q4   | Are there locations (outside of St. Joseph County) with which you exchange data?   | 4  |
| Q5   | With how many locations (outside of St. Joseph County) do you exchange data?...  | 5  |
| Q6a  | Indicate the regions of Michigan with which you exchange data: .....   | 6  |
| Q6b  | Indicate the regions in the United States with which you exchange data: .....  | 7  |
| Q6c  | Indicate the international regions with which you exchange data: .....   | 8  |
| Q7   | How many personal computers/workstations do you have at this location?.....  | 9  |
| Q8   | Are your computers connected with a Local Area Network (LAN)?.....   | 10 |
| Q9a  | Do you have Internet access from this location? .....  | 11 |
| Q9b  | Do you plan to obtain Internet access in the next year? .....  | 12 |
| Q10  | Do the majority of computers have Internet access?.....  | 13 |
| Q11  | How do you connect to the Internet?.....   | 14 |
| Q12  | Approximately how much do you pay PER MONTH for Internet service at this location?.....  | 15 |
| Q13  | How many Internet access lines do you have? .....  | 16 |
| Q14  | How satisfied are you with the following characteristics of your current Internet service? .....   | 17 |
| Q14a | Speed of connection  |    |
| Q14b | Price of services  |    |
| Q14c | Reliability (system is "up")   |    |
| Q14d | Your choice of providers (competition)   |    |
| Q15  | Do you have a company Web site?.....   | 18 |
| Q16  | If you don't currently have a company Web site, do you plan to have a company Web site in the future? .....  | 19 |
| Q17  | Indicate where your Web site is currently or is planned to be hosted:.....   | 20 |
| Q18  | Do you have an e-mail server? .....  | 21 |
| Q19  | Indicate where your e-mail server is located. ....   | 22 |
| Q20  | How willing or unwilling would you be to switch to a service that offers an increased connection speed while being on-line all the time for: ..... | 23 |
| Q20a | The same price?  |    |
| Q20b | A 10% monthly price increase?  |    |
| Q20c | A 20% monthly price increase?  |    |
| Q20d | A 50% monthly price increase?  |    |

# St. Joseph County

## Business Survey

### TABLE OF CONTENTS (continued)

---

| <b>Section 2:<br/>Business Survey Responses</b> |   |    |
|---|---|----|
| Q21   | Likelihood that your business will use the Internet in the following ways in the next two years .....                       | 24 |
| Q21a  | Create/maintain a Web site to provide information about company products and services                                       |    |
| Q21b  | Access information (suppliers, competitors, other)  |    |
| Q21c  | Engage in business-to-business (order & supply) electronic commerce   |    |
| Q21d  | Engage in retail electronic commerce (to consumers)   |    |
| Q21e  | Develop new products via the Internet (i.e. CAD/CAM, E-engineering)   |    |
| Q21f  | Market new products via the Internet  |    |
| Q21g  | Inventory management  |    |
| Q21h  | Recruit employees   |    |
| Q21i  | Provide technical support and service to customers  |    |
|   | Q22-23 Definitions .....  | 25 |
| Q22   | Willingness to purchase Internet service that offers 1,544 Kpbs downstream and 256 Kpbs data upstream data rates for: ..... | 26 |
| Q22a  | Up to \$25 per month  |    |
| Q22b  | \$25 to \$49 per month  |    |
| Q22c  | \$50 to \$74 per month  |    |
| Q22d  | \$75 to \$99 per month  |    |
| Q22e  | \$100 to \$149 per month  |    |
| Q22f  | \$150 to \$199 per month  |    |
| Q22g  | \$200 or more per month   |    |
| Q23   | Willingness to purchase Internet service that offers AT LEAST 1,544 Kpbs downstream AND upstream data rates for: .....      | 27 |
| Q23a  | Up to \$99 per month  |    |
| Q23b  | \$100 to \$149 per month  |    |
| Q23c  | \$150 to \$199 per month  |    |
| Q23d  | \$200 to \$249 per month  |    |
| Q23e  | \$250 to \$299 per month  |    |
| Q23f  | \$300 to \$349 per month  |    |
| Q23g  | \$350 or more per month   |    |
| Q24   | What is your likely capacity (speed) need for Internet access in the future:  |    |
| Q24a  | One year from now.....  | 28 |
| Q24b  | Two years from now .....  | 29 |
| Q24c  | Three years from now and later.....   | 30 |
| Q25   | If high-speed connections were available to employees from home, would your organization allow telecommuting?.....          | 31 |
| Q26   | How many separate telephone lines (not extensions) do you have at this location?  | 32 |

# St. Joseph County

## Business Survey

### TABLE OF CONTENTS (continued)

---

| <b>Section 2:<br/>Business Survey Responses</b> |  |    |
|---|--|----|
| Q27   | Have you considered using a VoIP (Voice over Internet Protocol) telephone service?.....                            | 33 |
| Q28   | Indicate the main type of telephone line/trunk used at this location. ....   | 34 |
| Q29   | Approximately how much is your MONTHLY telephone bill?.....  | 35 |
| Q29a  | Less than \$50   |    |
| Q29b  | \$50 to \$99   |    |
| Q29c  | \$100 to \$199   |    |
| Q29d  | \$200 to \$299   |    |
| Q29e  | \$300 to \$499   |    |
| Q29f  | More than \$500  |    |
| Q30   | Willingness to switch local telephone providers with a similar product offering for a:                             | 36 |
| Q30a  | A 25% price decrease?  |    |
| Q30b  | A 10% price decrease?  |    |
| Q30c  | The same price?  |    |
| Q30d  | A 10% price increase?  |    |
| Q31   | Are you interested in a fiber interconnection within your community?.....  | 37 |
| Q32   | Are you interested in a fiber interconnection with other communities in St. Joseph County?.....                    | 38 |
| Q33   | With which communities in St. Joseph County are you interested or not interested in a fiber interconnection? ..... | 39 |
| Q34   | Are you interested in a fiber interconnection with other communities outside of St. Joseph County?.....            | 40 |
| Q35a  | Indicate the regions of Michigan with which you are interested in a fiber optic interconnection:.....              | 41 |
| Q35b  | Indicate the regions in the United States with which you are interested in a fiber optic interconnection:.....     | 42 |
| Q35c  | Indicate the international regions with which you are interested in a fiber optic interconnection: .....           | 43 |
| Q48   | Interest in purchasing/receiving the following services: .....   | 44 |
| Q48a  | Combined billing for Internet, telephone and utility services?   |    |
| Q48b  | Distance learning (non-interactive education)  |    |
| Q48c  | Interactive educational programming/training   |    |
| Q48d  | Premises management/security?  |    |
| Q48e  | Video Conferencing for meetings with other offices of your company?  |    |
| Q48f  | Video Conferencing for meetings with your customers and/or suppliers?  |    |
| Q49   | Business Type: (CHECK ONLY ONE) .....  | 45 |
|   | Business Type Breakdown .....  | 46 |
| Q50   | How long has your business been in the community?.....   | 47 |
| Q51   | How many employees work at this location? .....  | 48 |

# St. Joseph County

## Business Survey

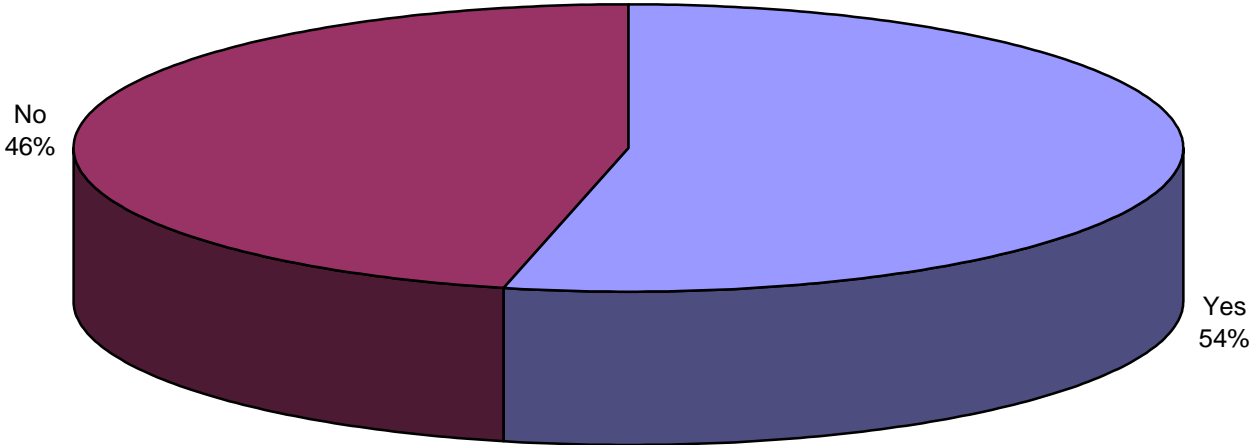
### TABLE OF CONTENTS (continued)

---

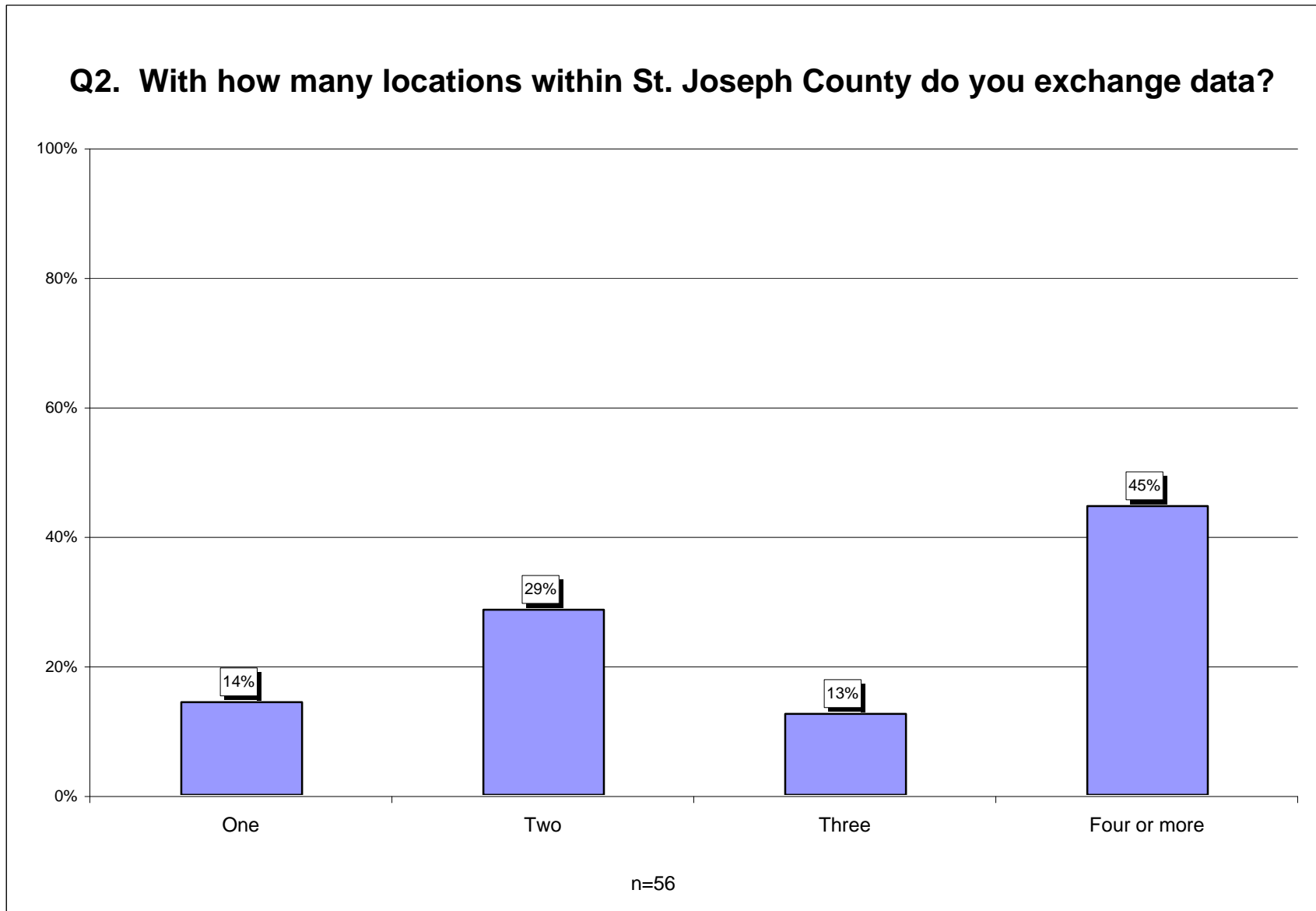
#### Section 2: Business Survey Responses

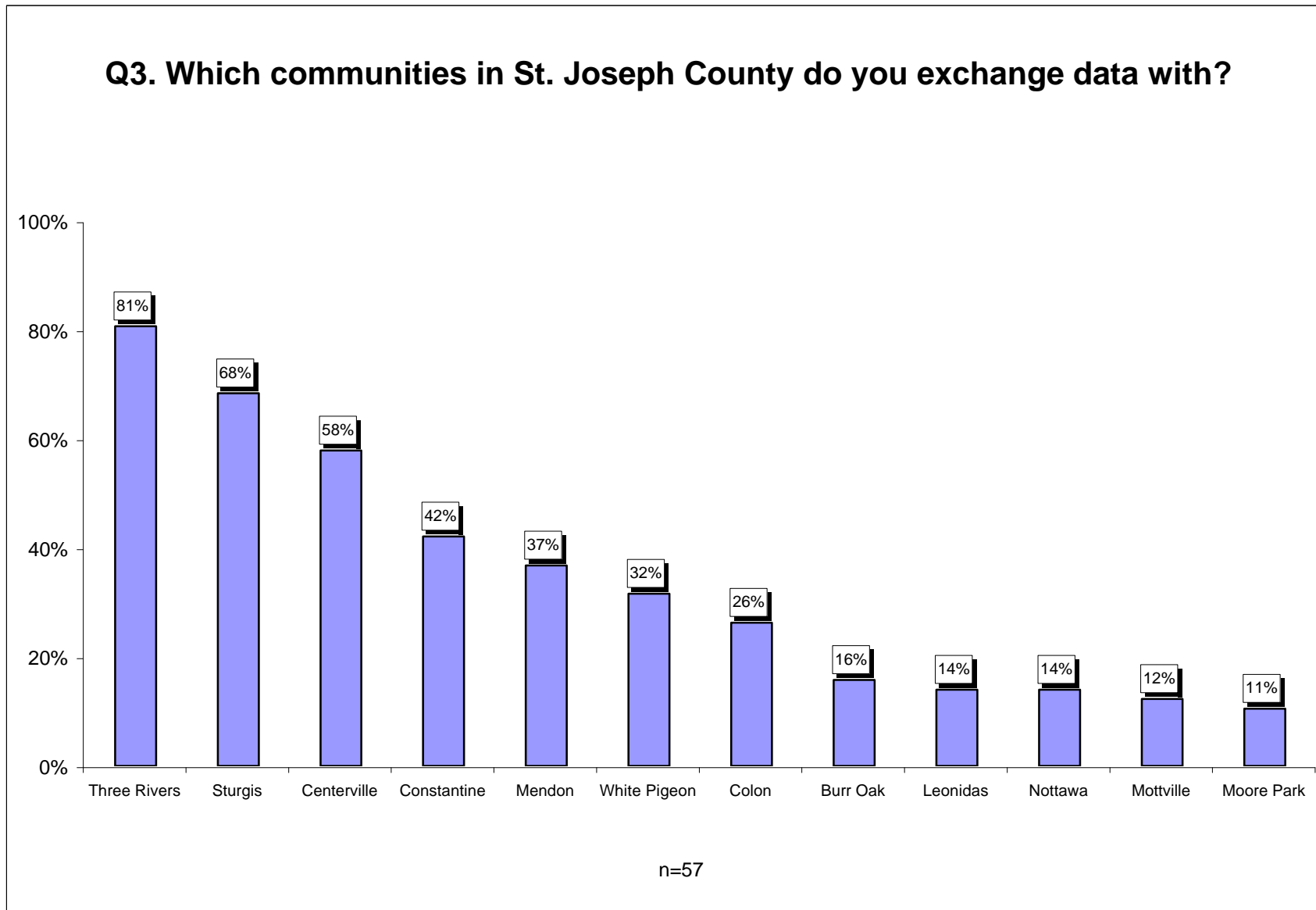
|     |   |    |
|-----|---|----|
| Q52 | Is this location the organization's headquarters or division headquarters?.....   | 49 |
| Q53 | Where are telecommunication decisions made in this organization? .....  | 50 |
| Q54 | Which market structure will best supply your Internet and other communication services? .....   | 51 |
| Q55 | What do you think the MAIN role of the government should be to help ensure broadband Internet access is available and affordable? ..... | 52 |

**Q1. Are there locations within St. Joseph County with which you exchange data?**

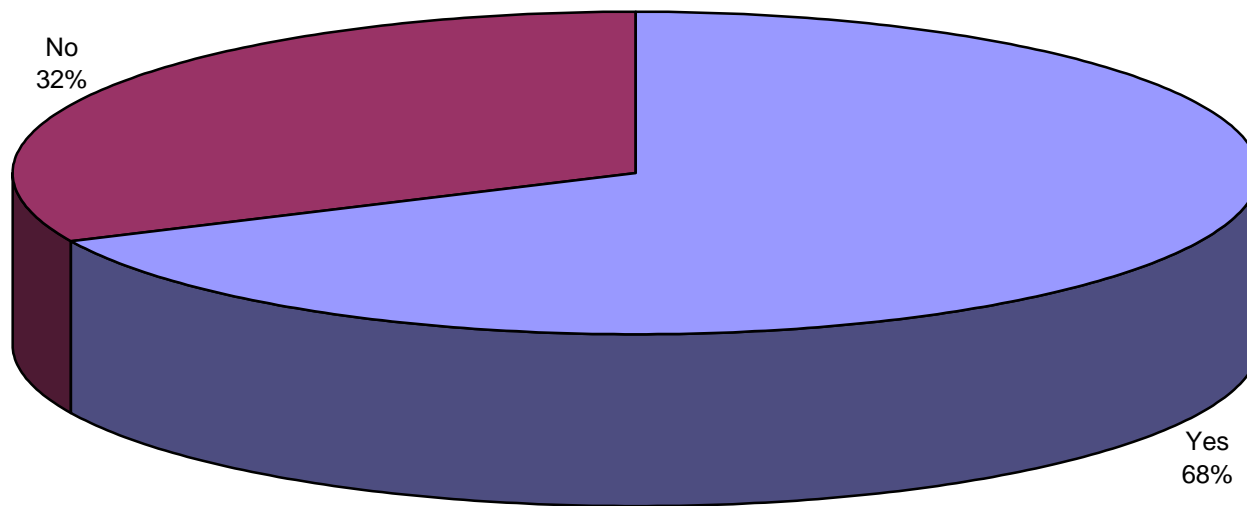


n=108



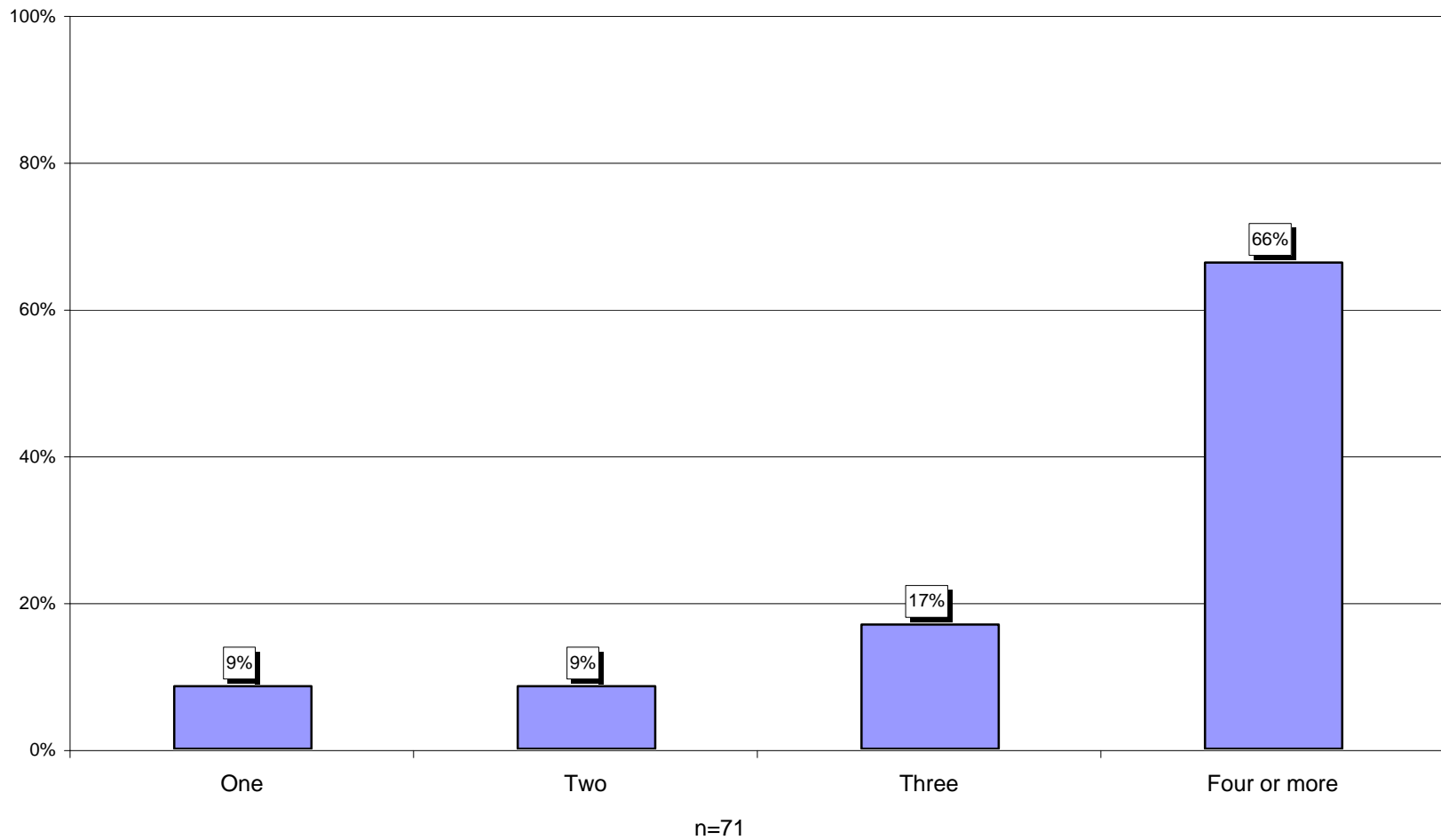


**Q4. Are there locations (outside of St. Joseph County) with which you exchange data?**

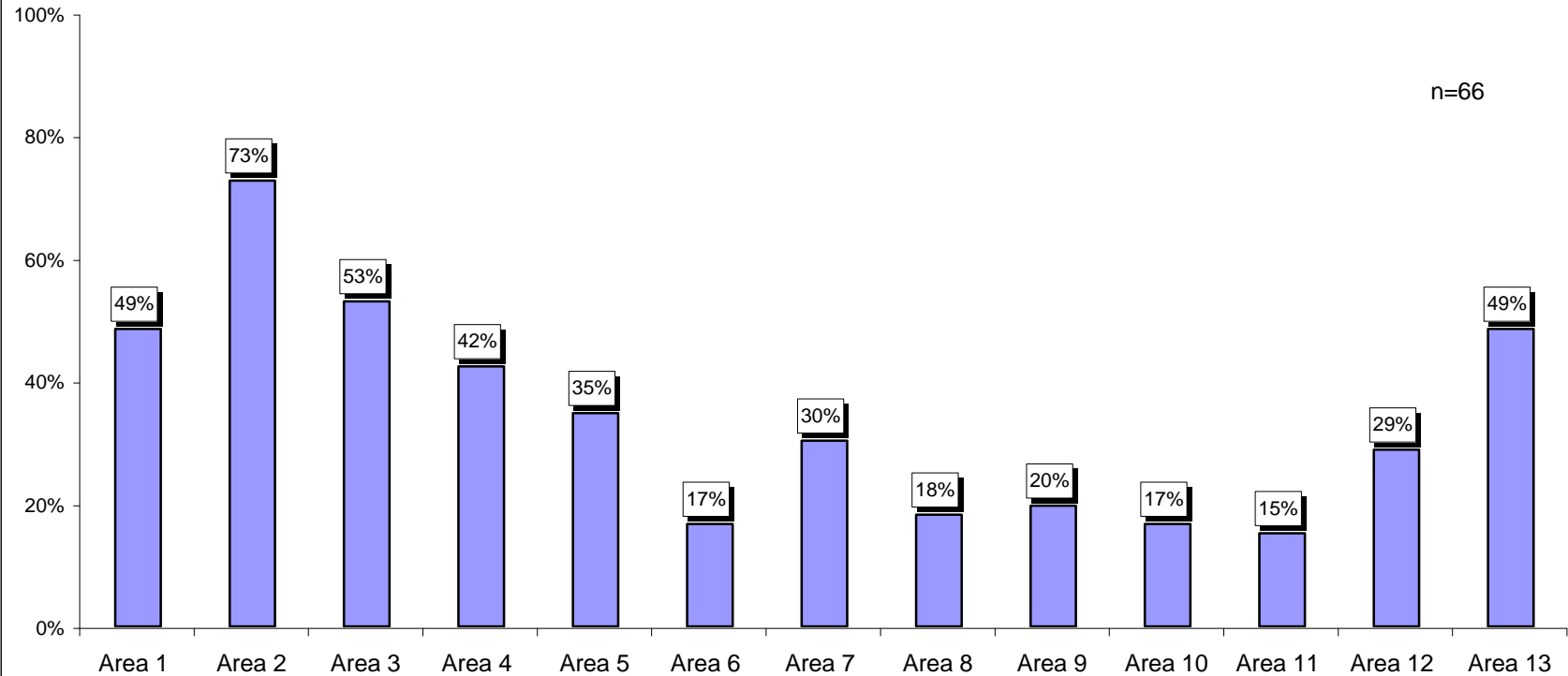


n=218

### Q5. With how many locations (outside of St. Joseph County) do you exchange data?

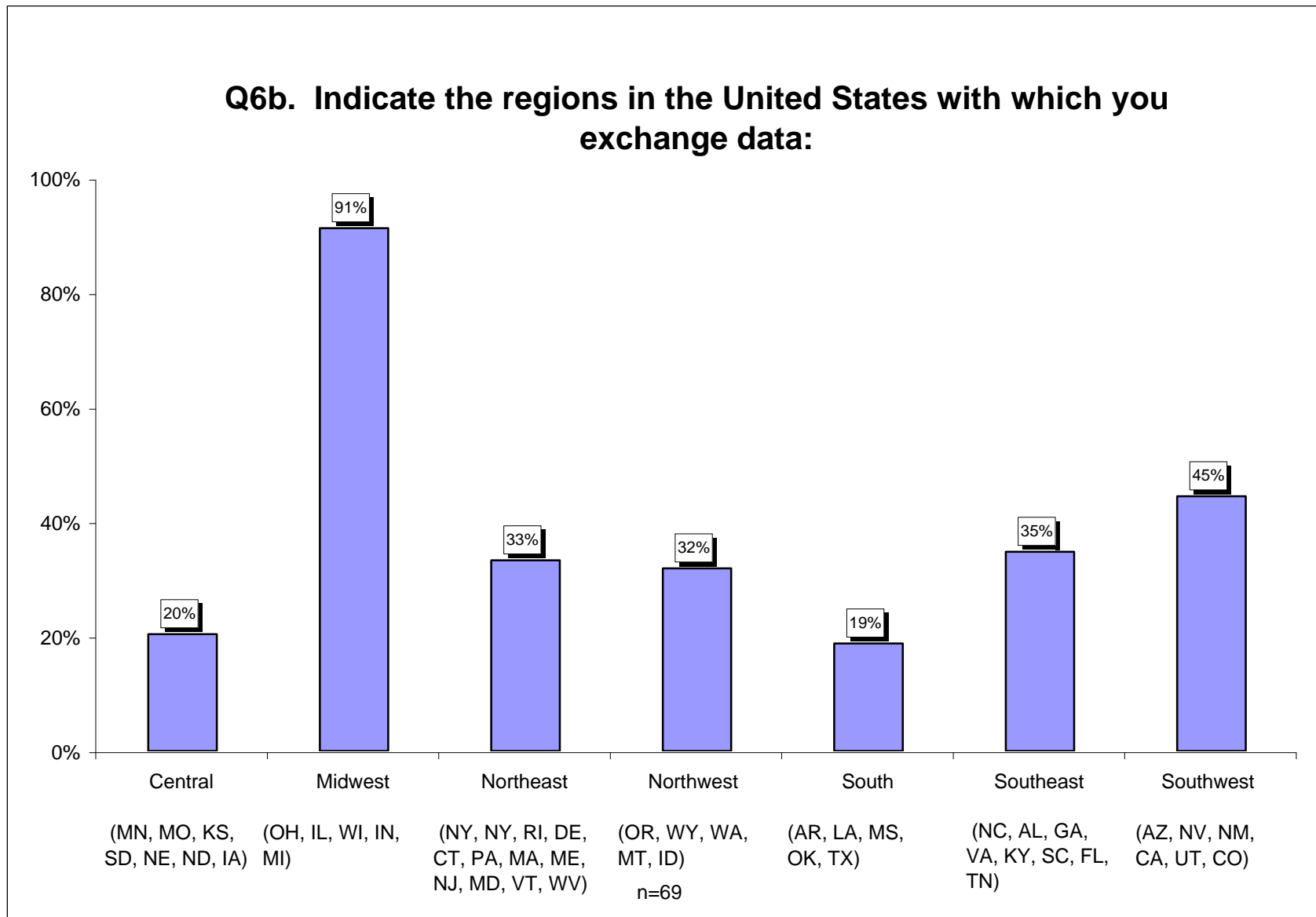


**Q6a. Indicate the regions of Michigan with which you exchange data:**

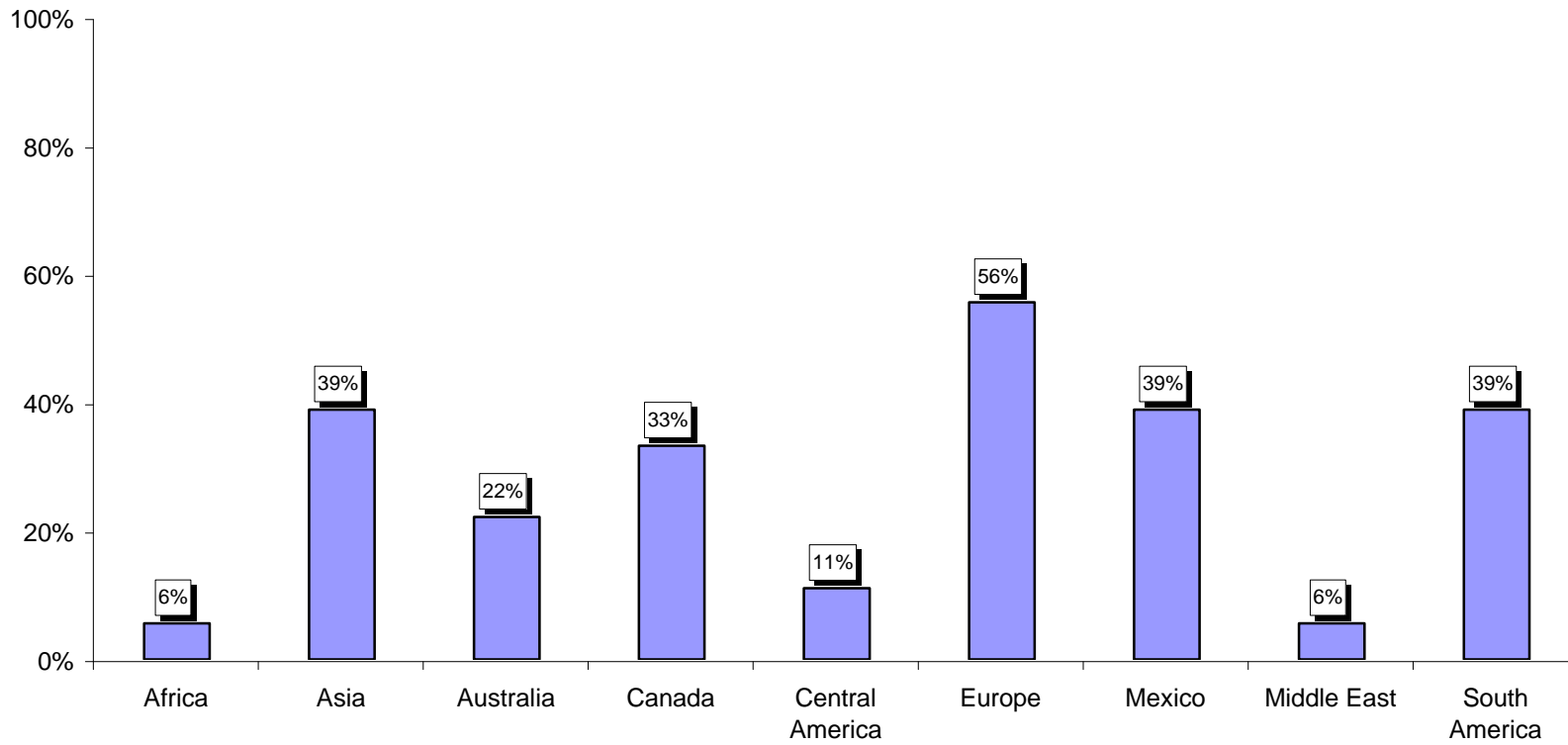


**Area 1** (Berrien, Van Buren, Cass)  
**Area 2** (Allegan, Kalamazoo, St. Joseph)  
**Area 3** (Calhoun, Branch, Hillsdale, Jackson, Lenawee)  
**Area 4** (Kent, Ottawa, Muskegon, Ionia, Barry)  
**Area 5** (Genesee, Shiawassee, Macomb, Oakland, Livingston, Washtenaw, Wayne, Monroe)  
**Area 6** (Huron, Tuscola, Lapeer, Sanilac, St. Clair)  
**Area 7** (Clare, Osceola, Mecosta, Montcalm, Isabella, Gratiot, Clinton, Ingham, Eaton)

**Area 8** (Bay, Gladwin, Midland, Arenac, Saginaw)  
**Area 9** (Grand Traverse, Leelanau, Manistee, Benzie, Mason, Oceana, Wexford, Lake, Newaygo)  
**Area 10** (Char., Emm., Cheb., Prs. Is., Mont., Ots., Ant., Kalk., Craw., Osc., Alp., Alc., Oge., Ros.)  
**Area 11** (Upper Peninsula of Michigan)  
**Area 12** (Gary/Chicago Area)  
**Area 13** (N. Indiana and N. Ohio Area)

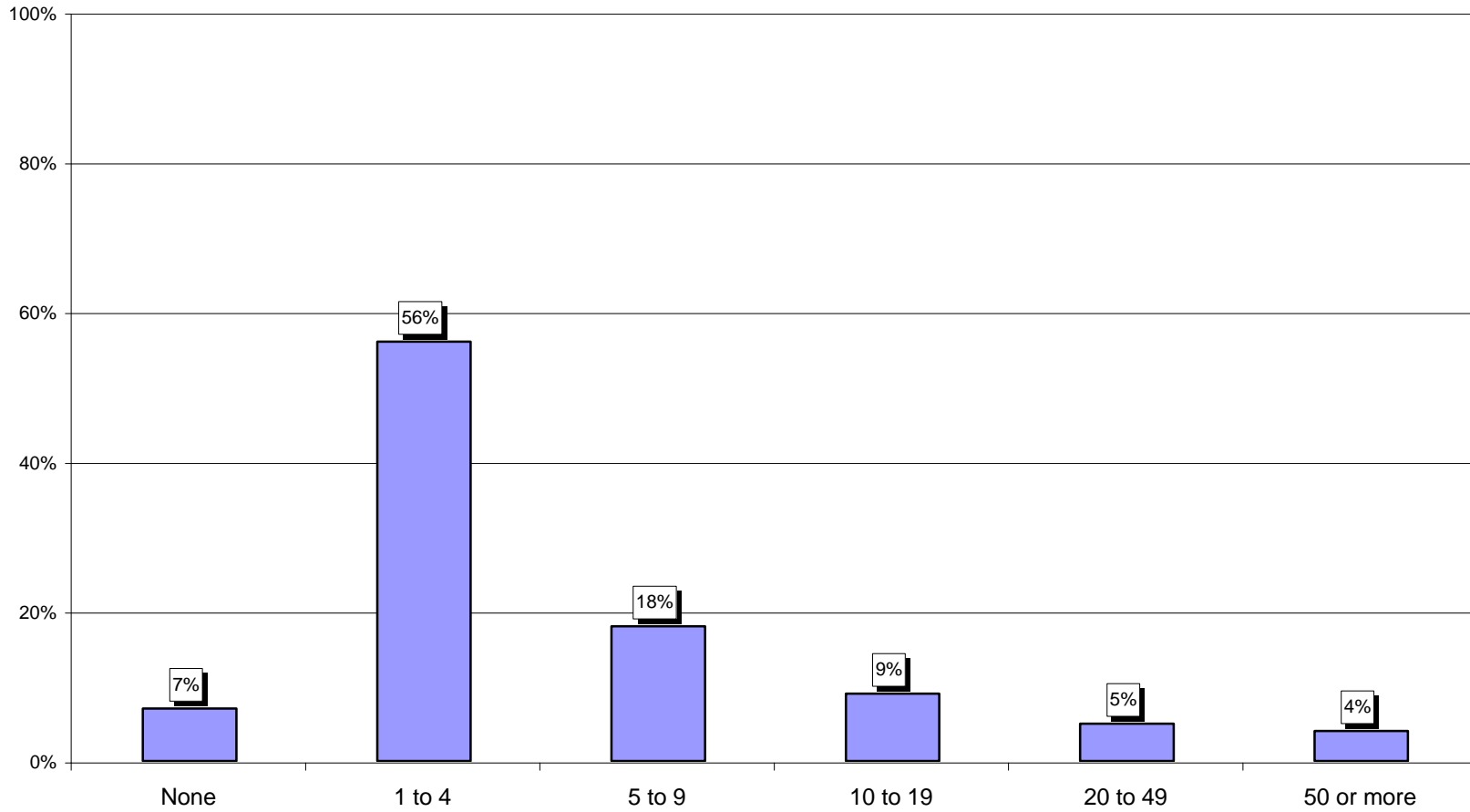


### Q6c. Indicate the international regions with which you exchange data:



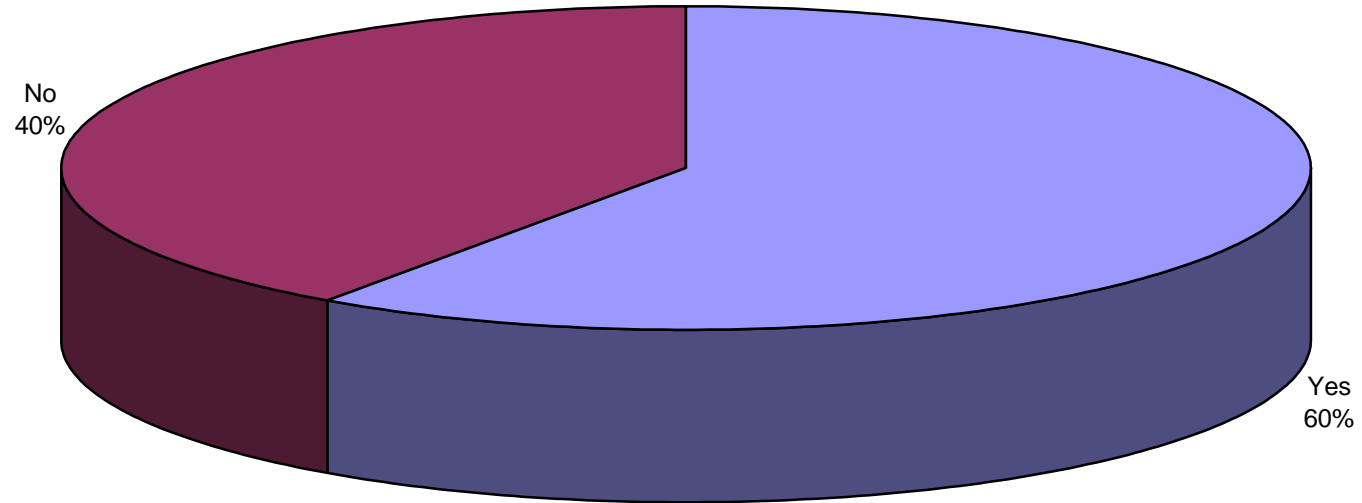
n=59

### Q7. How many PC's/workstations do you have at this location?



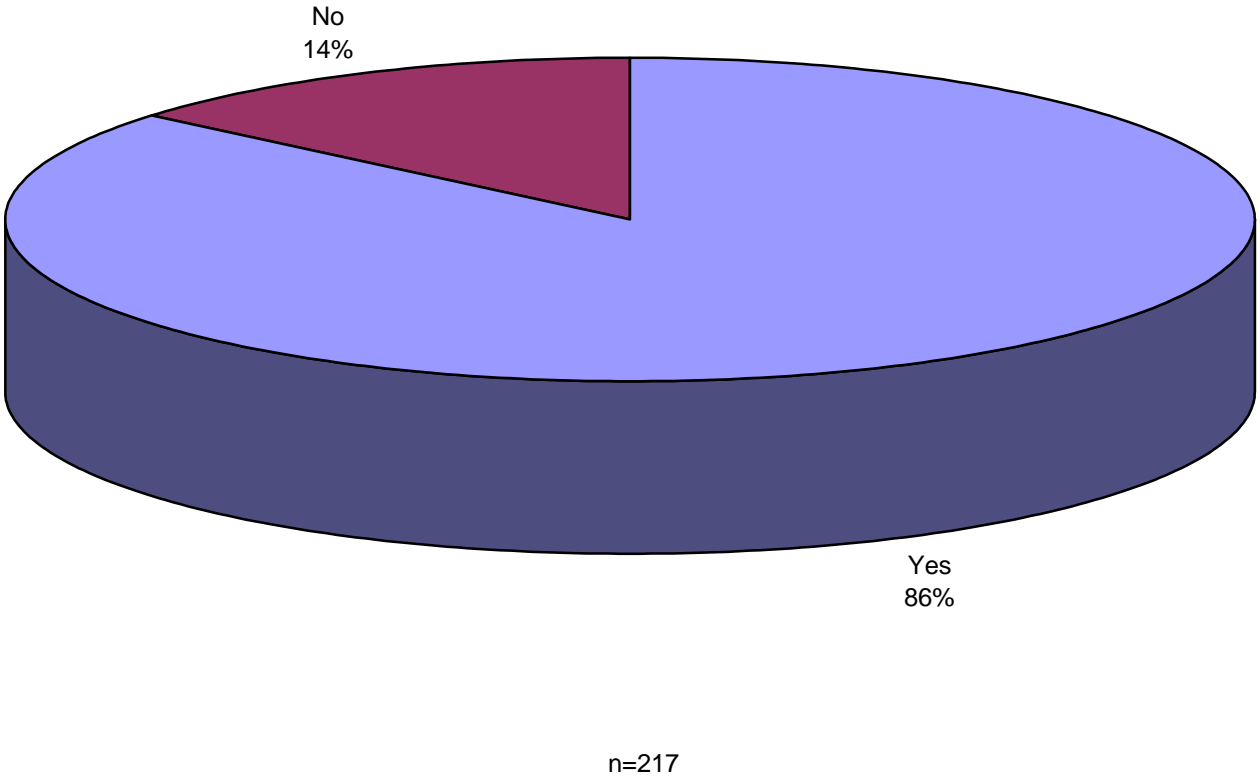
n=222

**Q8. Are your computers connected with a Local Area Network (LAN)?**

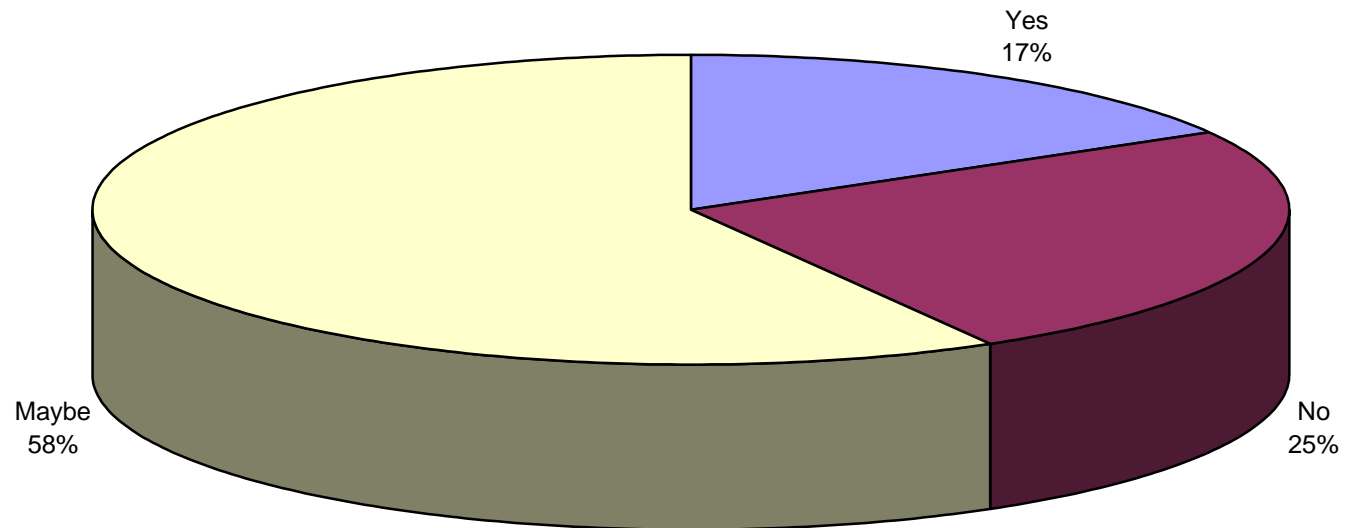


n=102

**Q9a. Do you have Internet access from this location?**

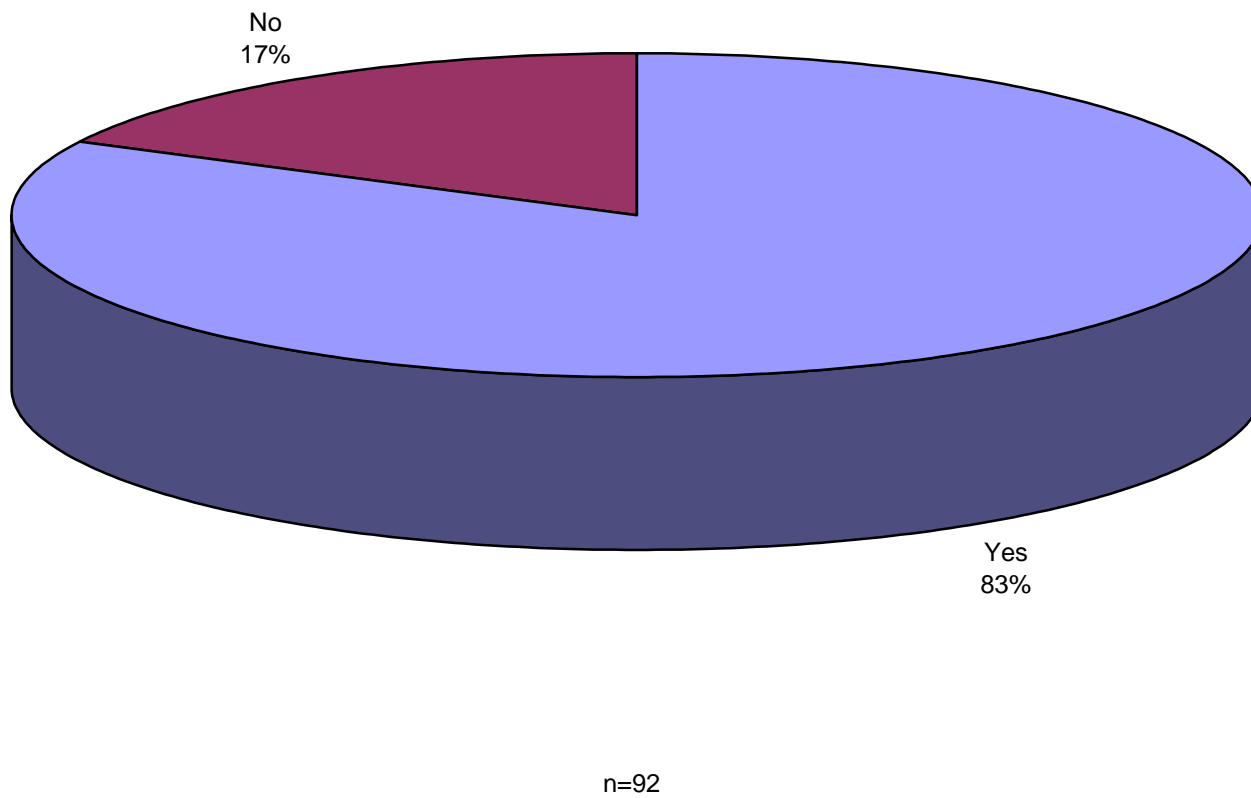


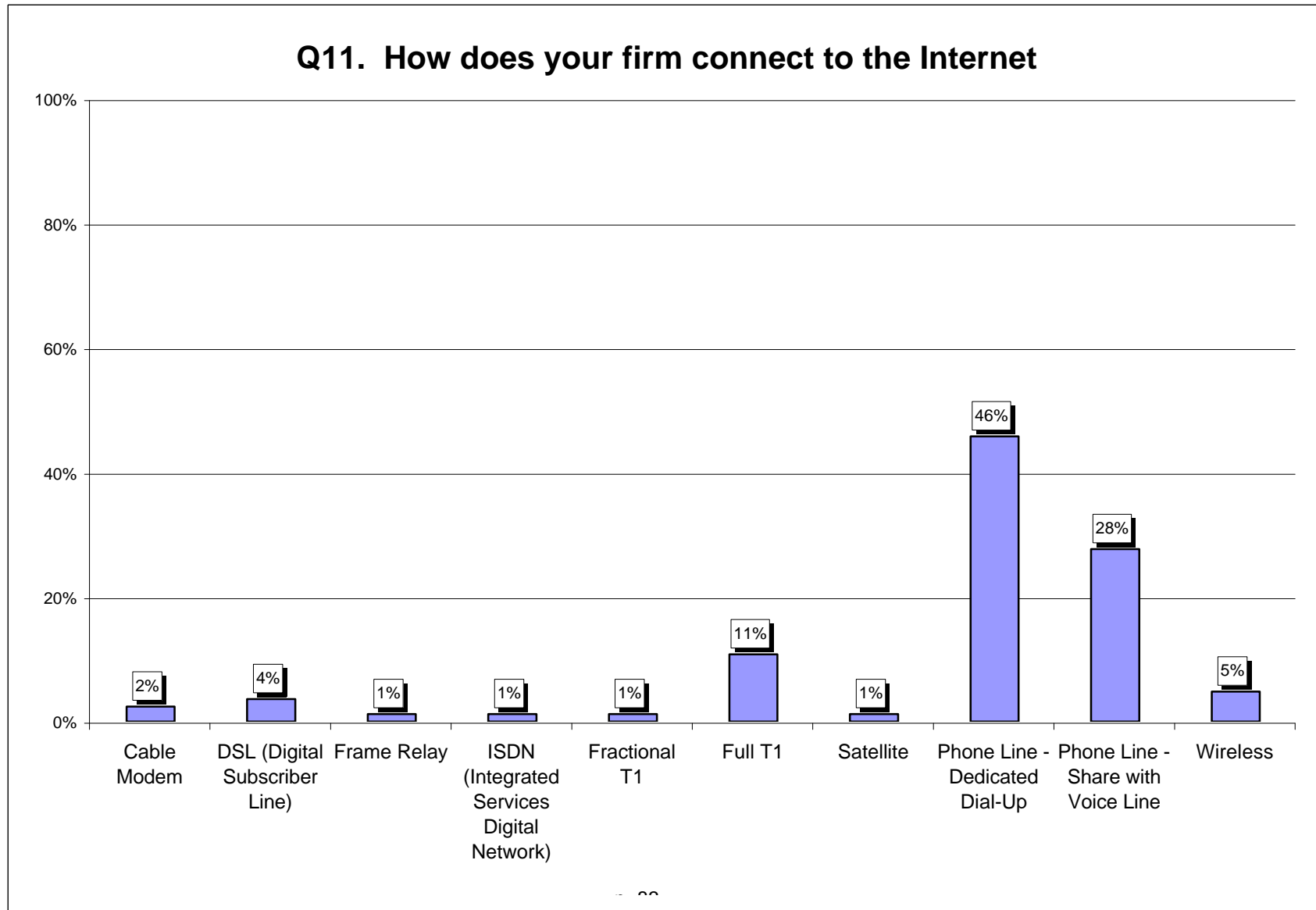
**Q9b. Do you plan to obtain Internet access in the next year?**



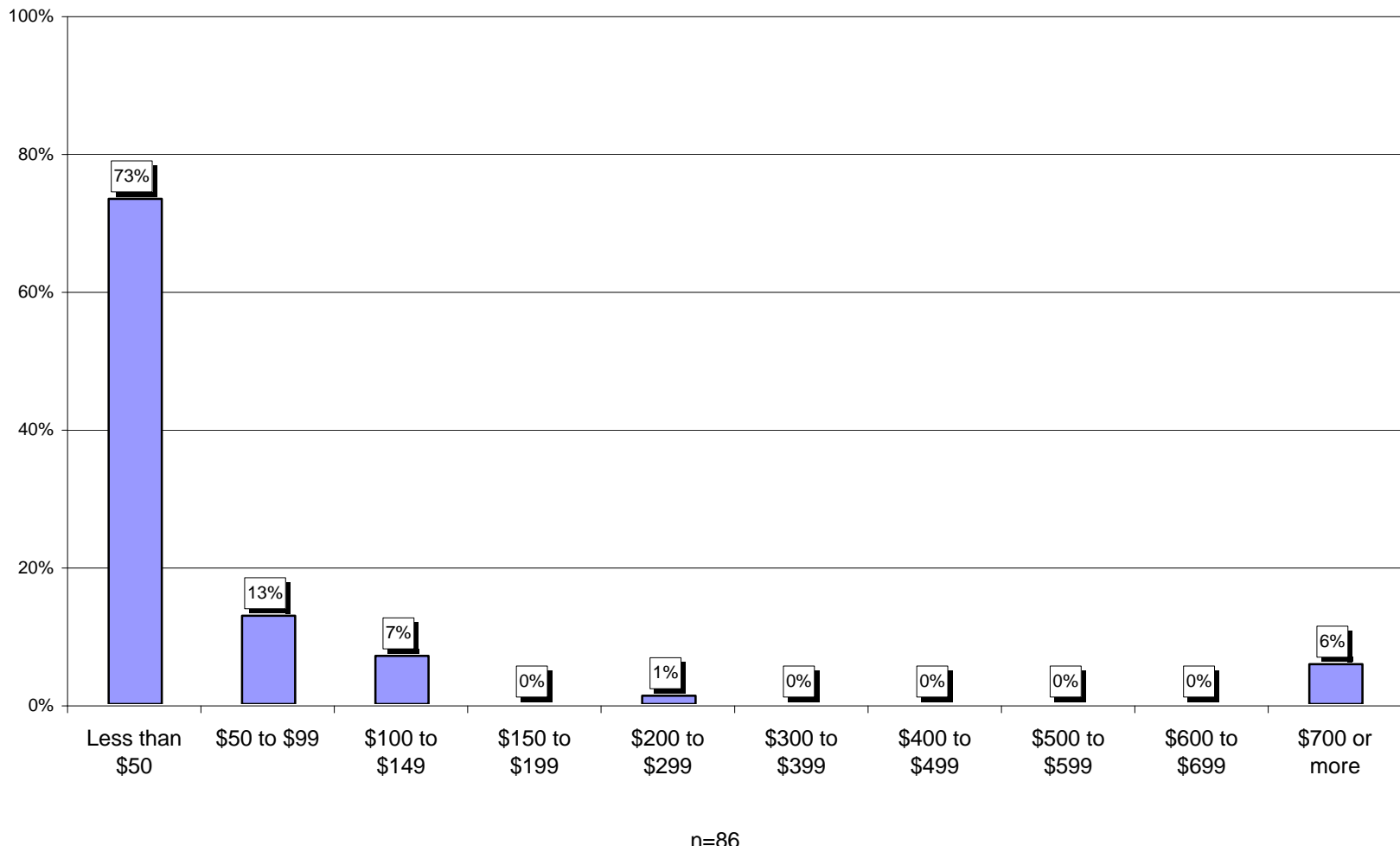
n=101

**Q10. Do the majority of your computers have Internet access?**

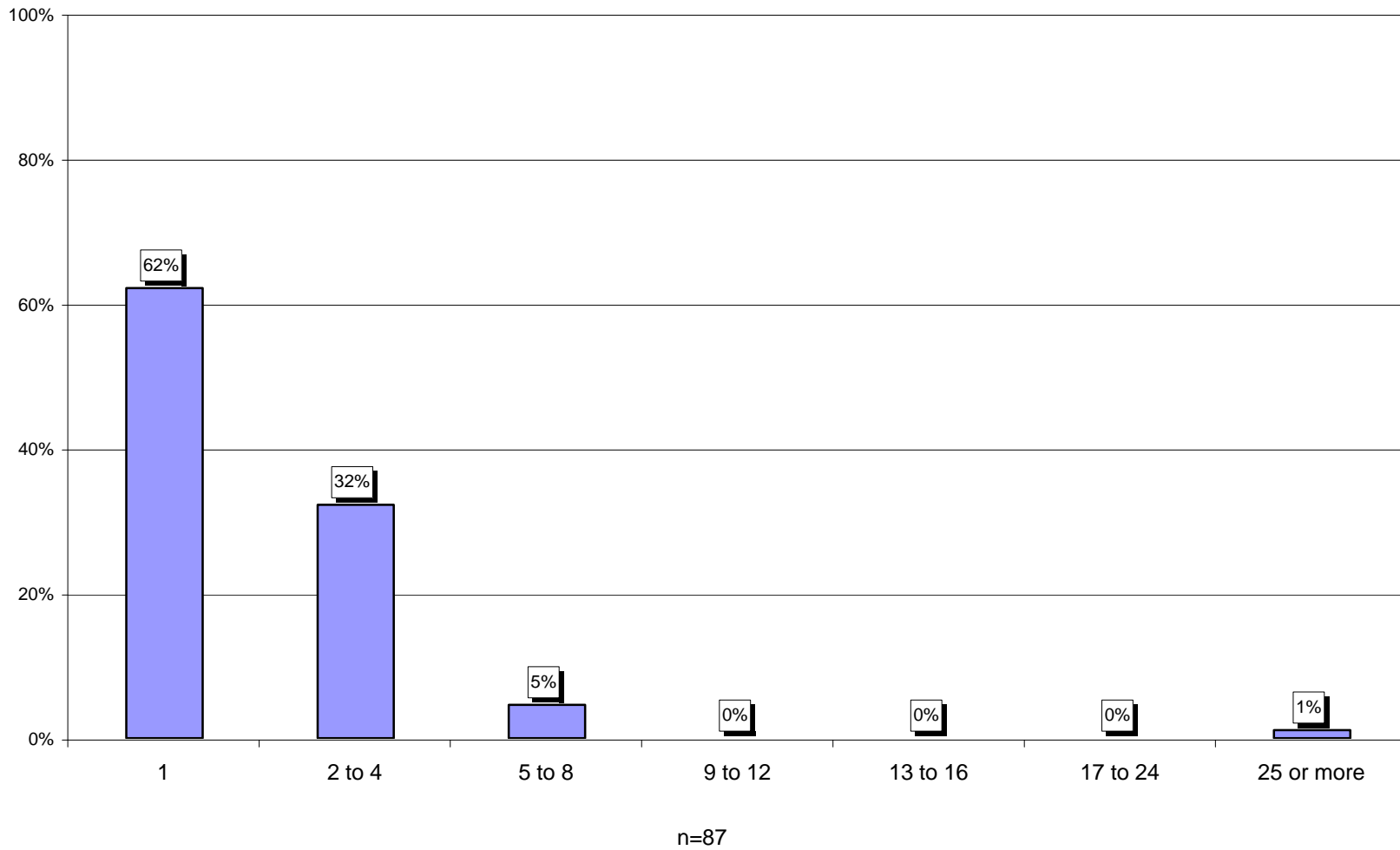




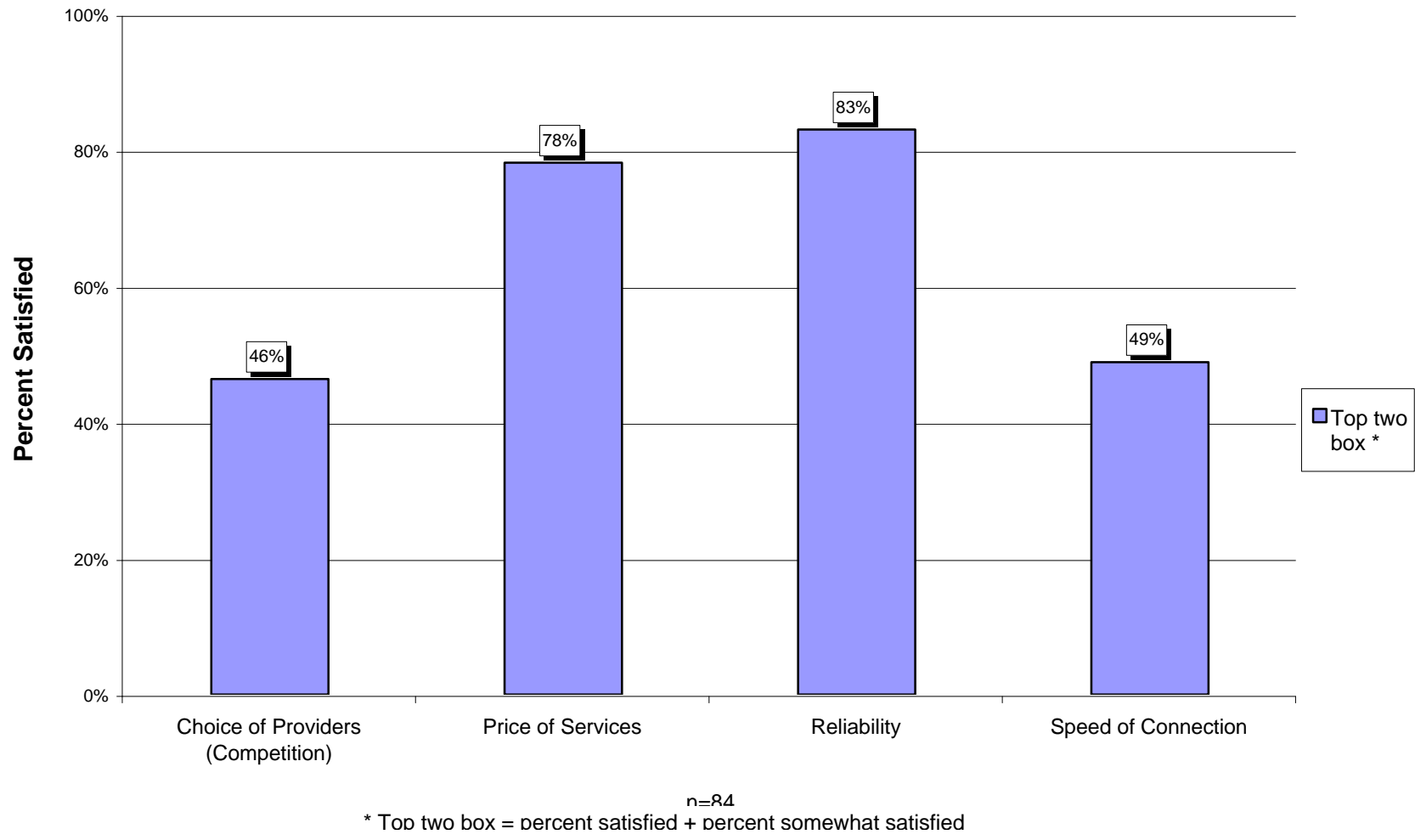
### Q12. How much do you pay PER MONTH for Internet service at this location?



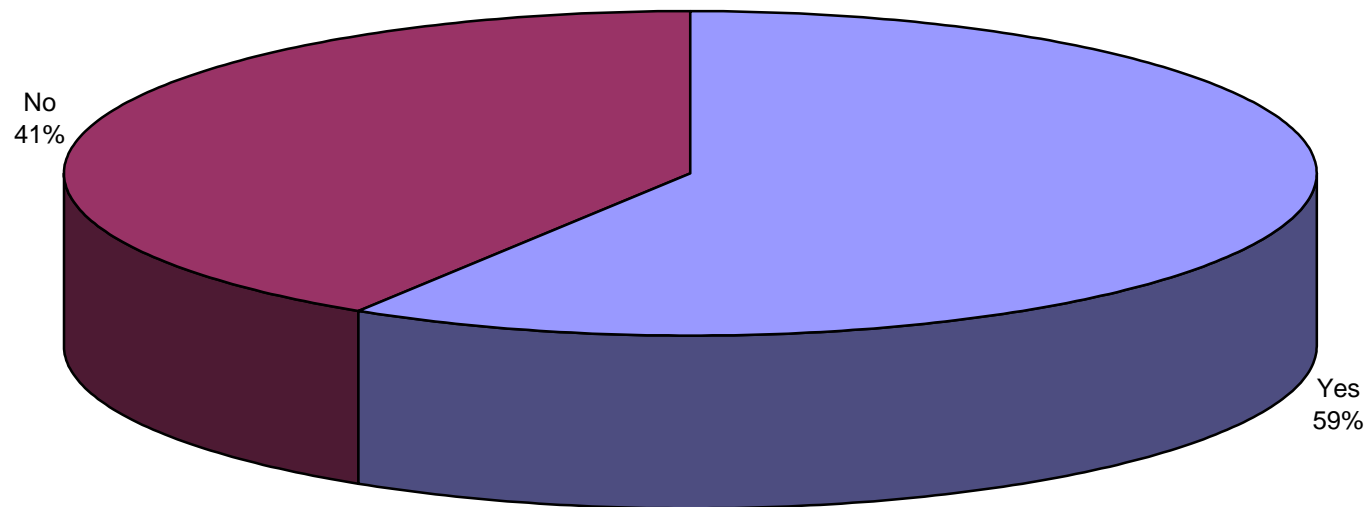
### Q13. How many Internet access lines do you have?



### Q14. How satisfied are you with the following characteristics of your current Internet service?

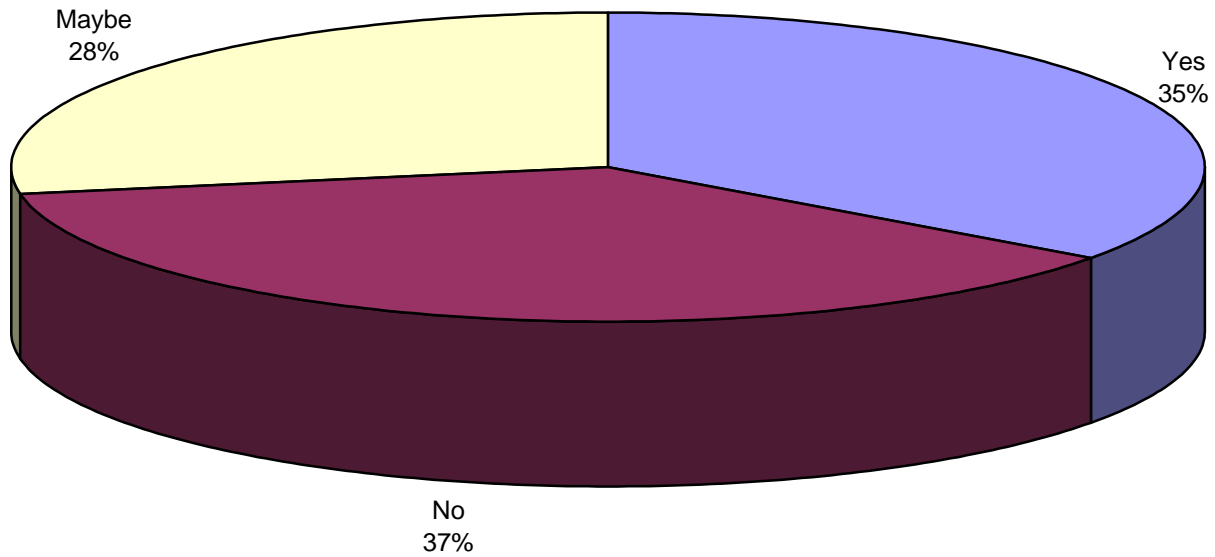


**Q15. Do you have a company Web site?**



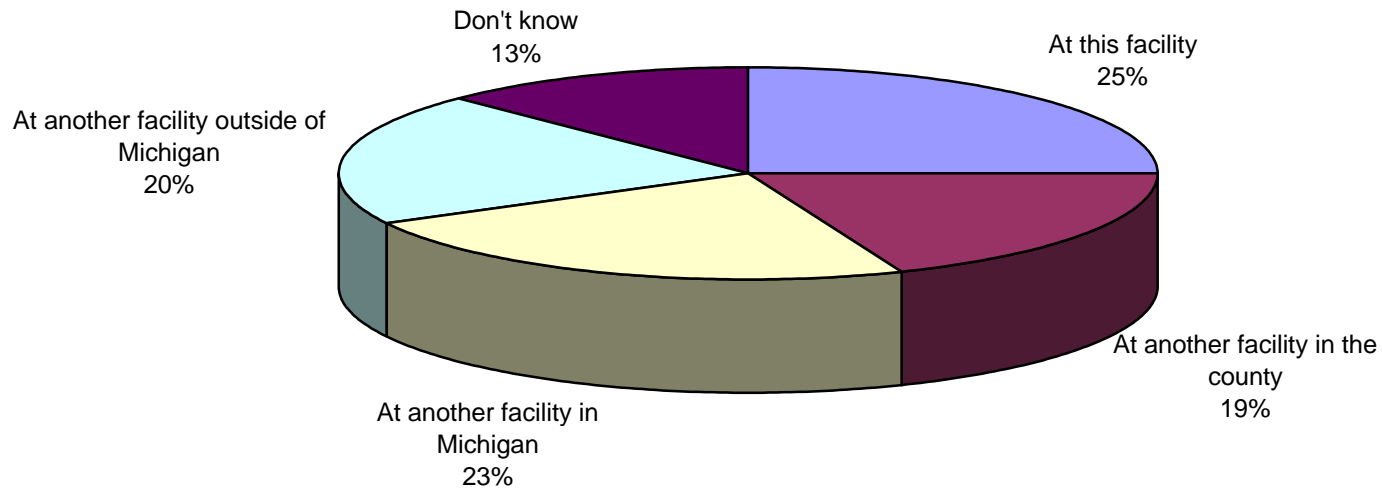
n=184

**Q16. If you don't currently have a company Web site, do you plan to have a company Web site in the future?**



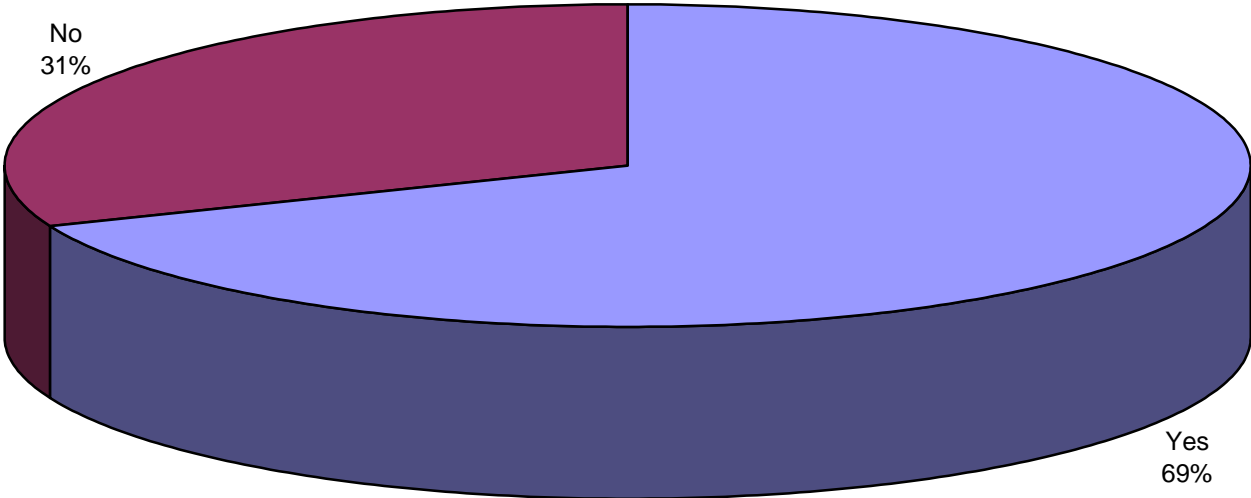
n=43

**Q17. Indicate where your Web site is hosted or is planned to be hosted:**



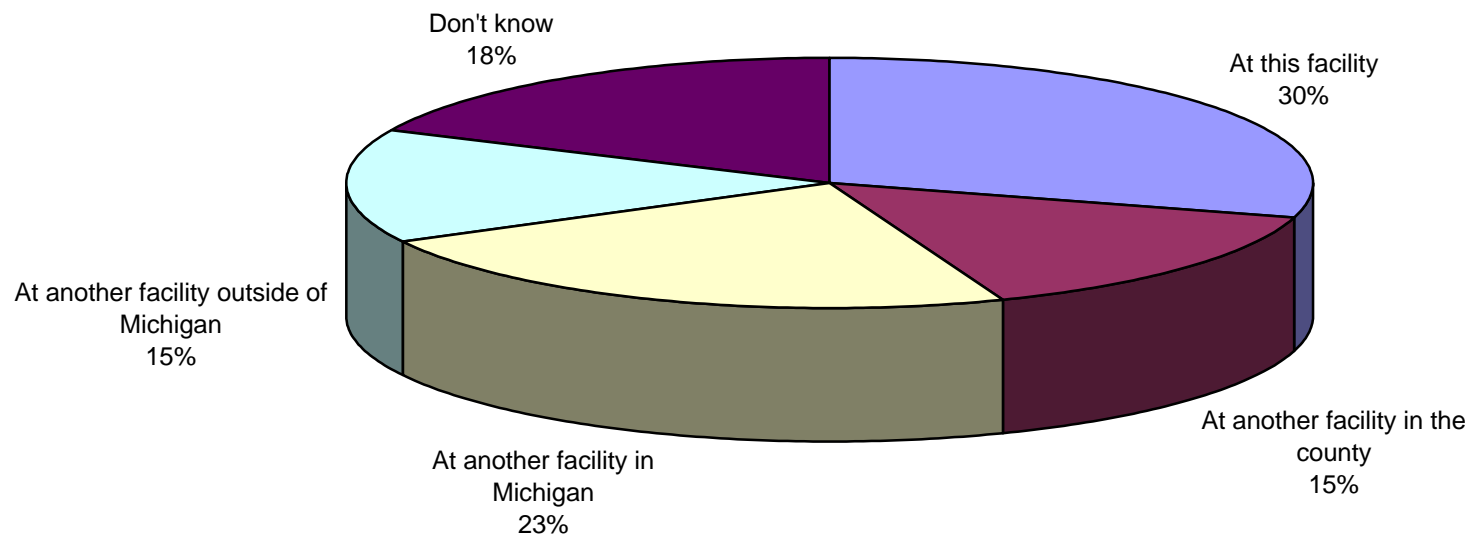
n=64

**Q18. Do you have an e-mail server?**



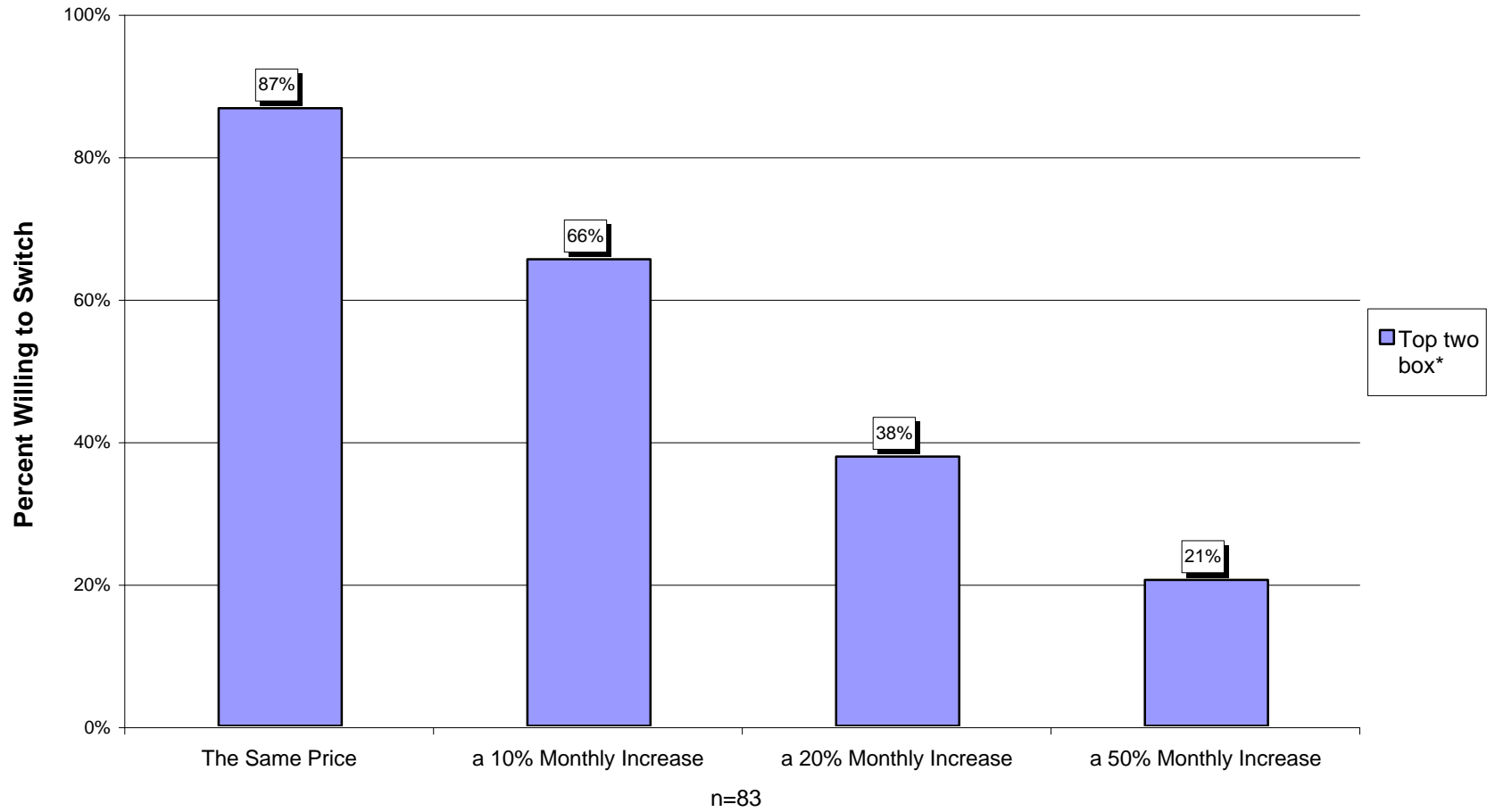
n=93

**Q19. Indicate where your e-mail server is located:**

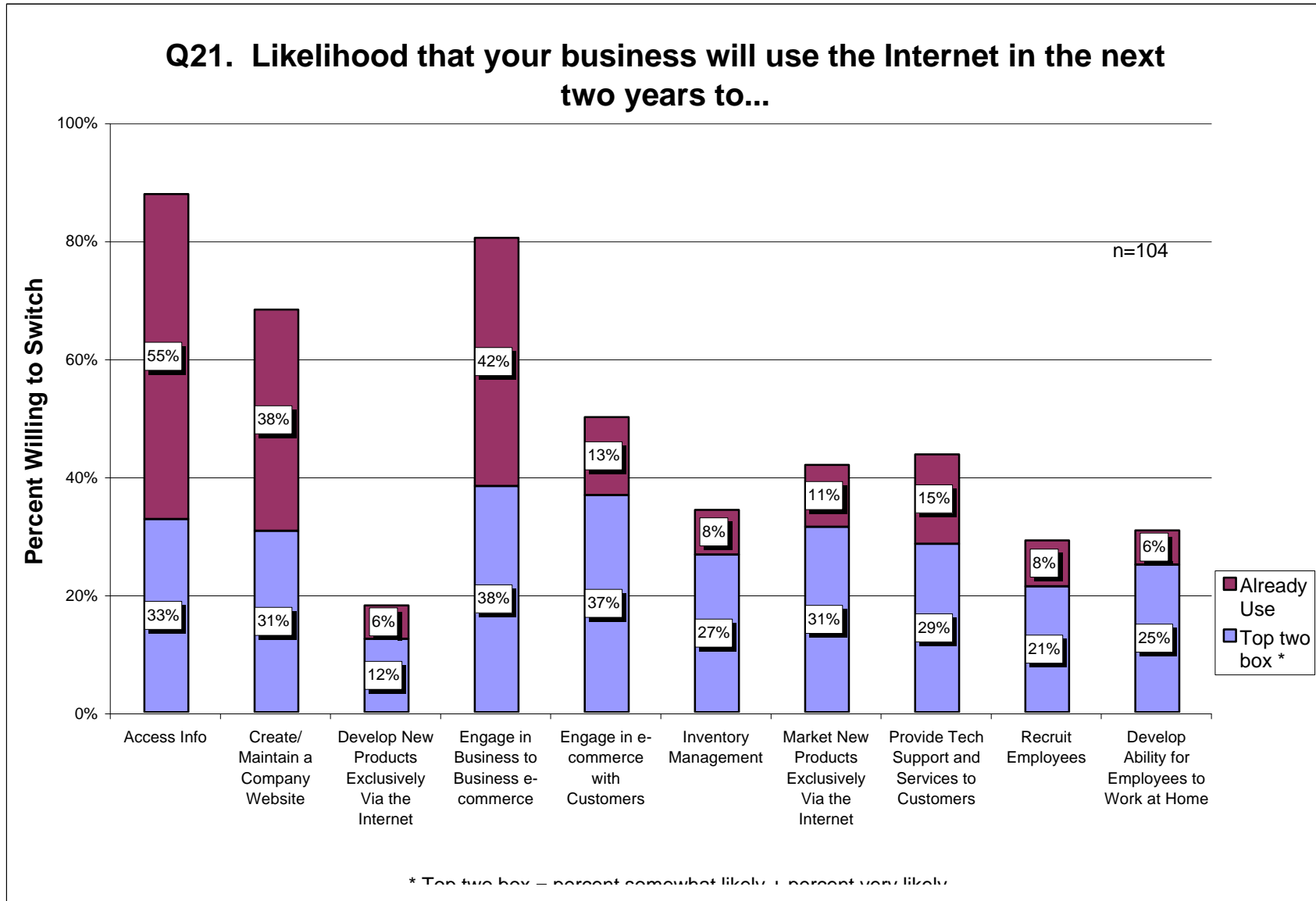


n=61

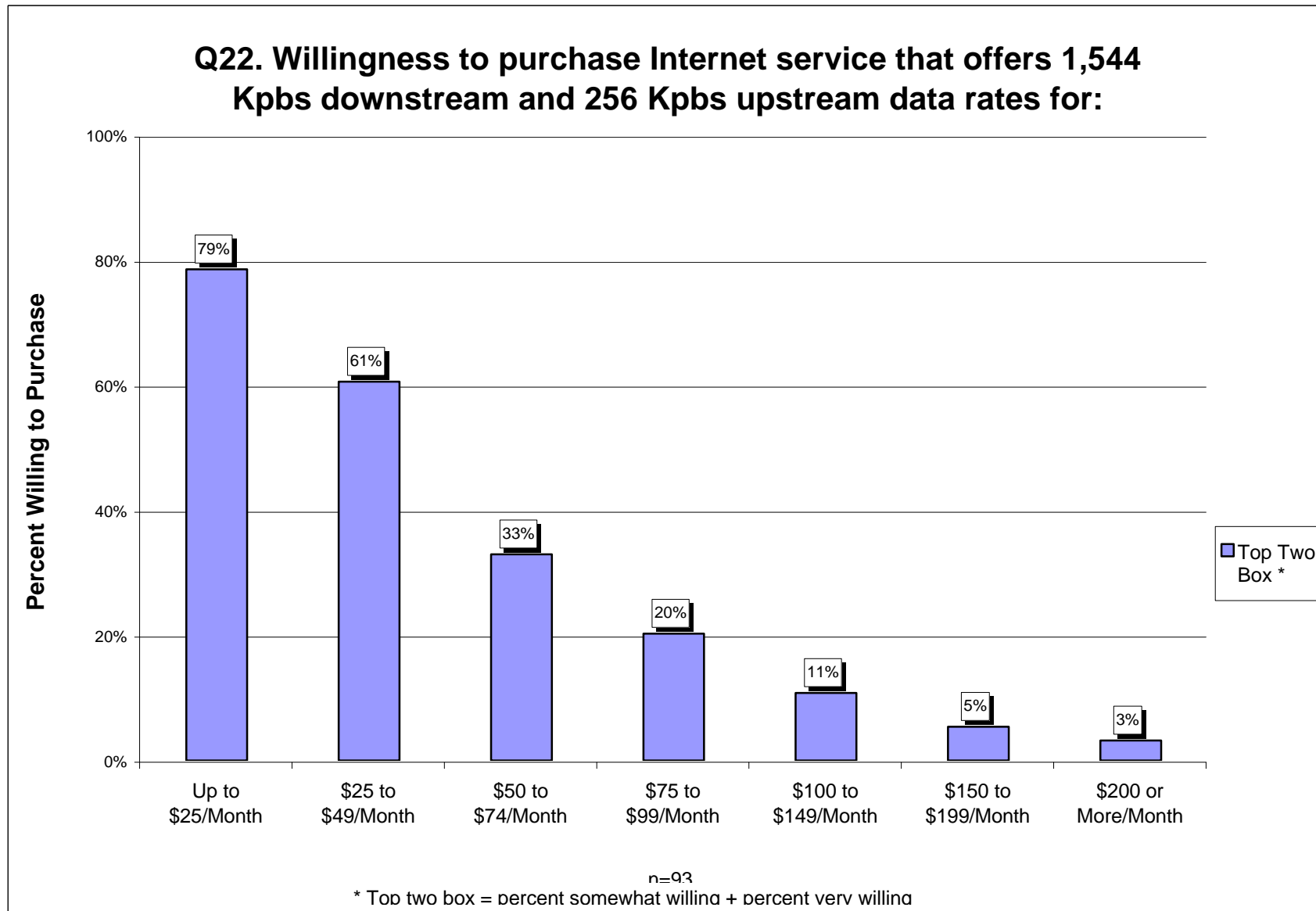
### Q20. How willing would you be to switch to a service that offers an increased connection speed while being on-line all of the time for:



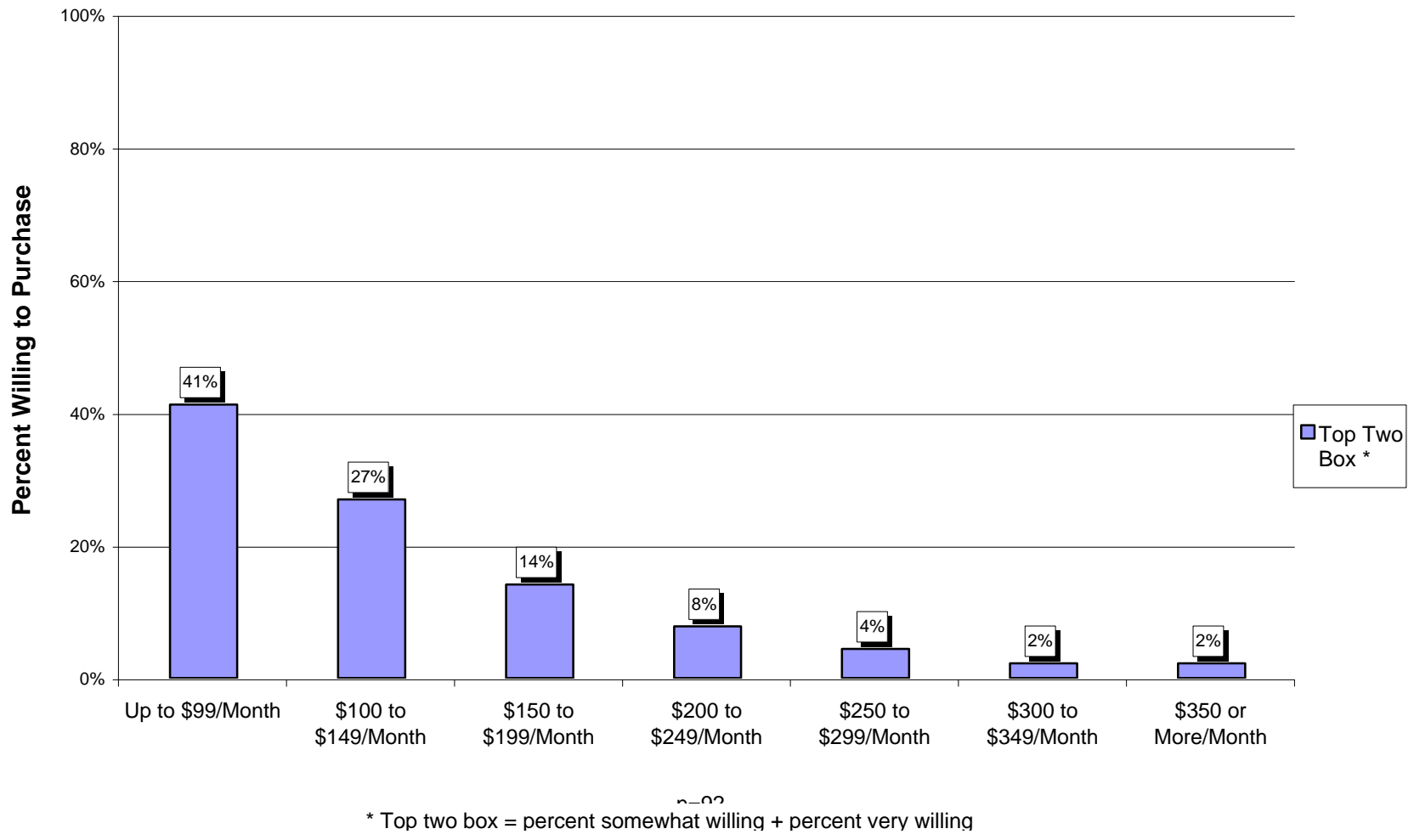
\* Top two box = percent somewhat willing + percent very willing

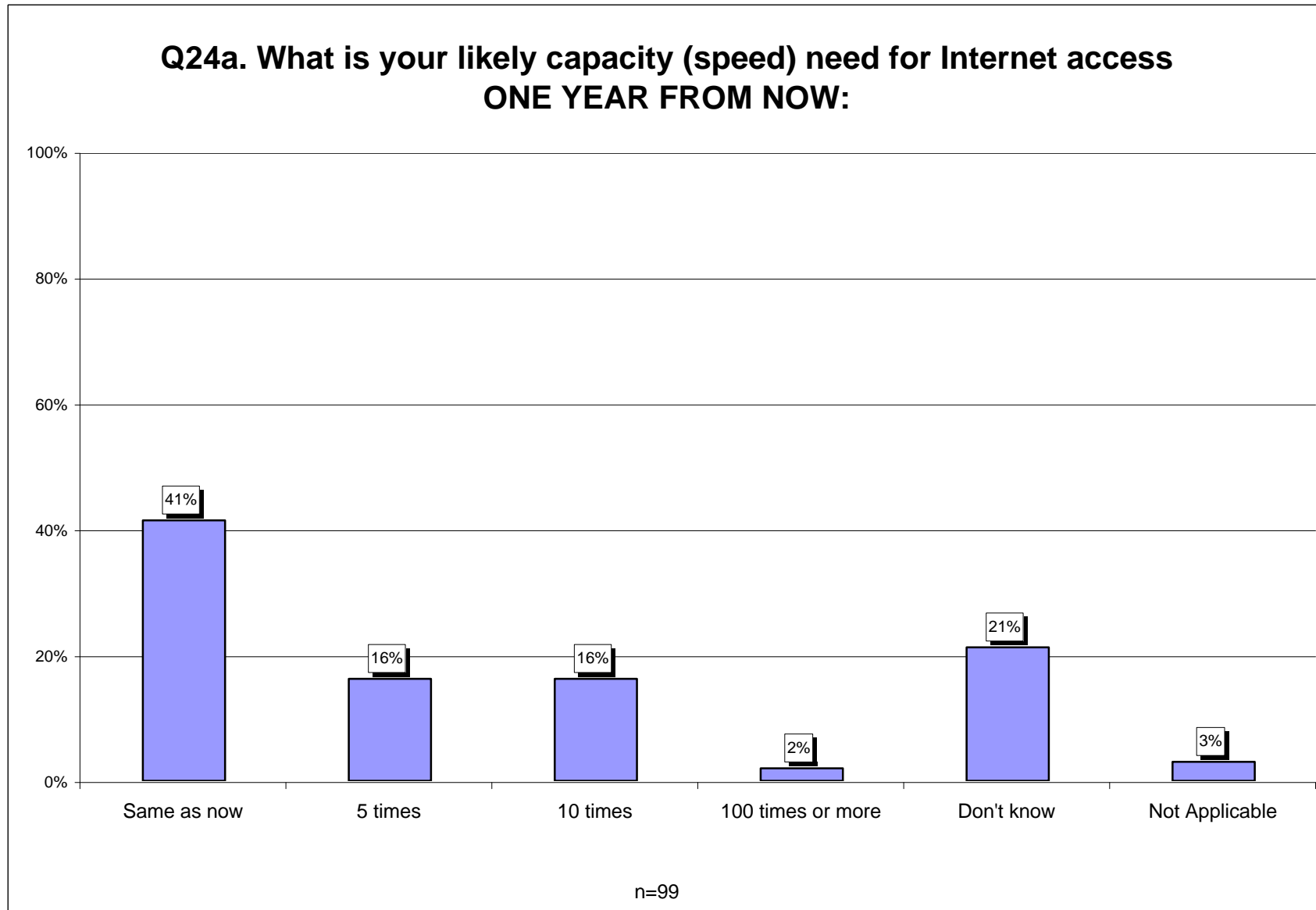


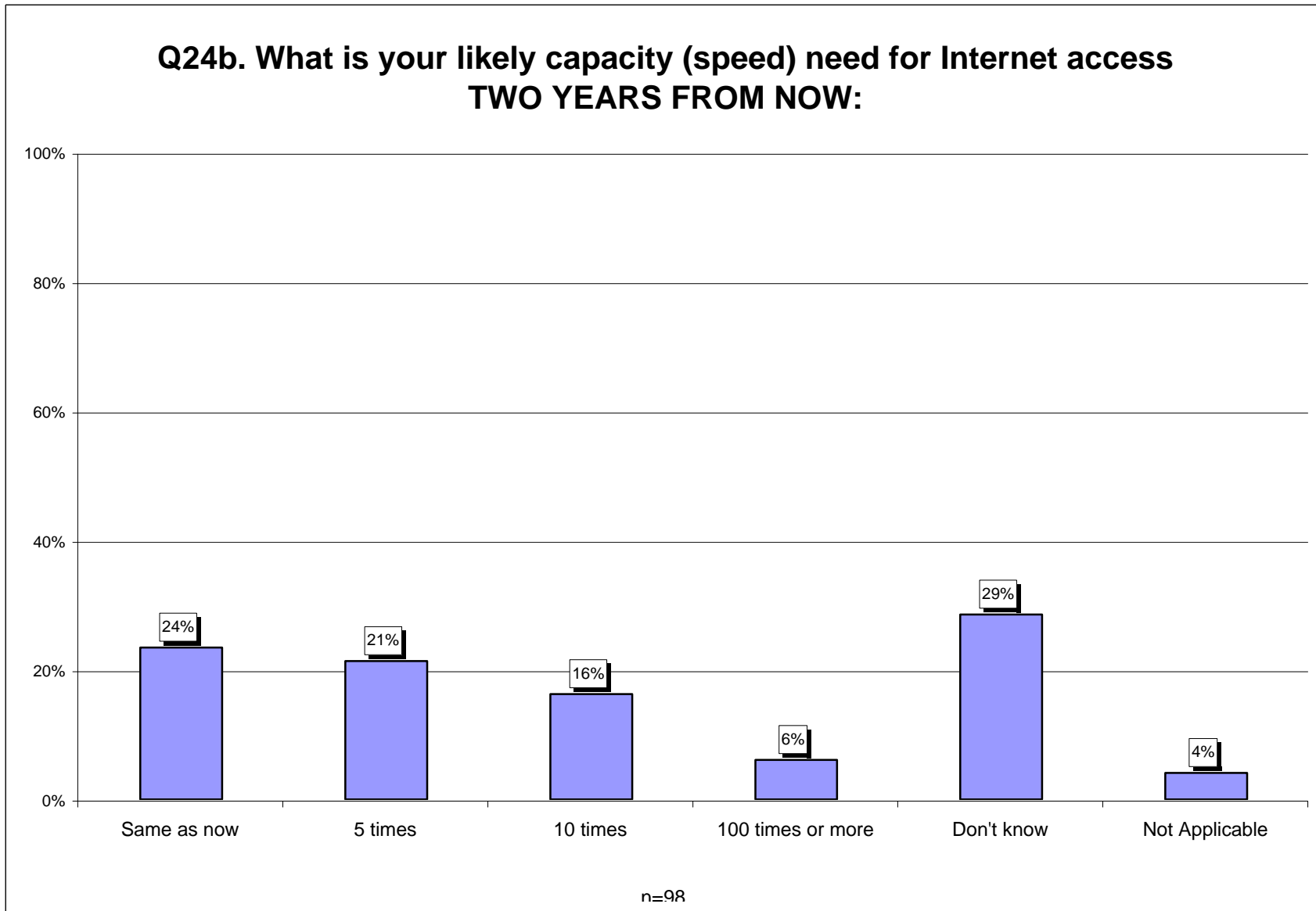
| <b>Q22-23 Definitions</b> |  |
|---------------------------|--|
| <b>Upstream</b>           | Data transfer from your location to the Internet   |
| <b>Downstream</b>         | Data transfer from the Internet to your location   |
| <b>1,544 Kpbs</b>         | 1,544,000 bits per second (Example: would take approximately 1.5 minutes to transfer an average drawing (CAD) file of 15,000 Kbytes) |
| <b>256 Kpbs</b>           | 256,000 bits per second (Example: would take approximately 9.5 minutes to transfer an average (CAD) file of 15,000 Kbytes)           |

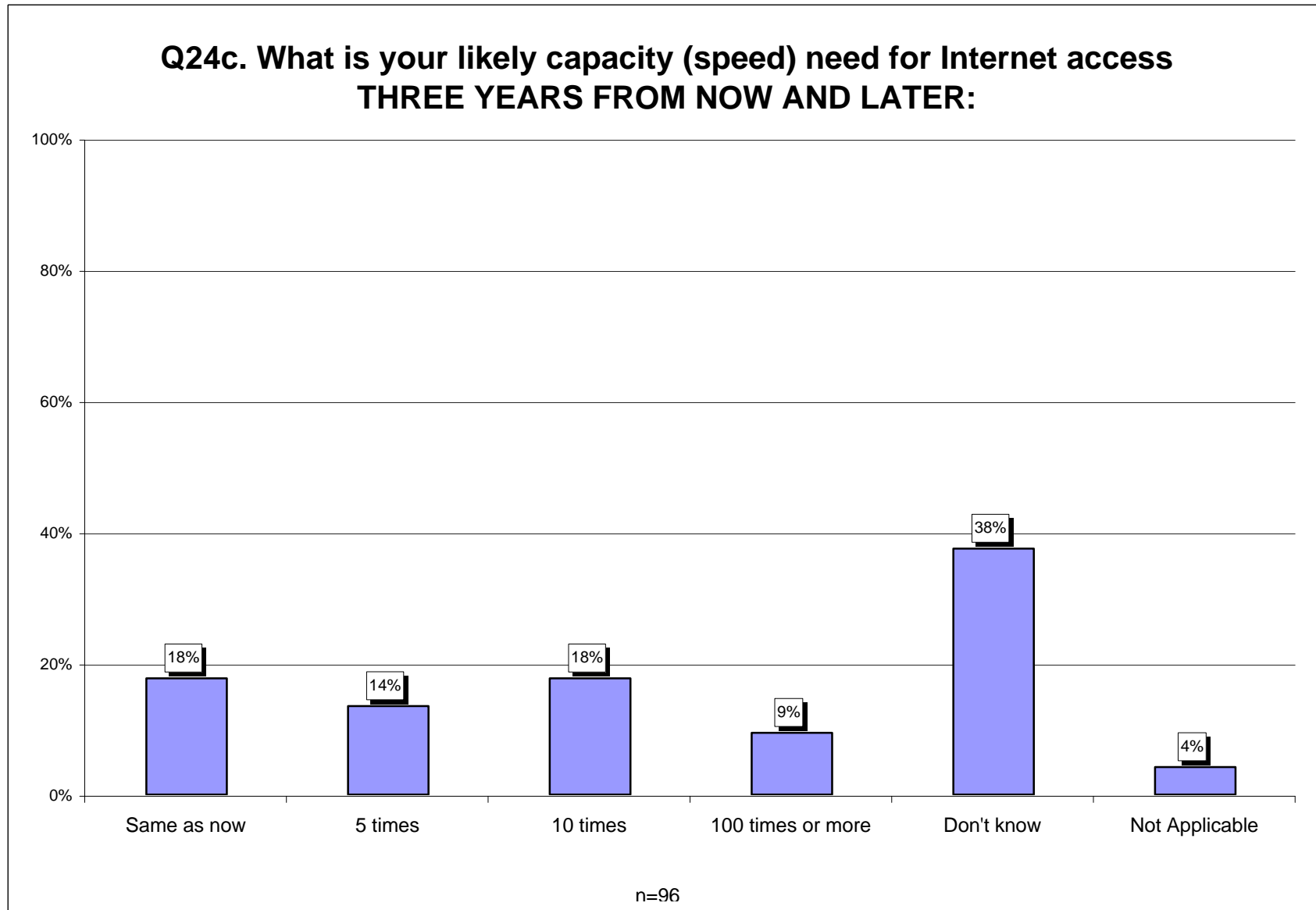


### Q23. Willingness to purchase Internet service that offers AT LEAST 1,544 Kpbs downstream AND upstream data rates for:

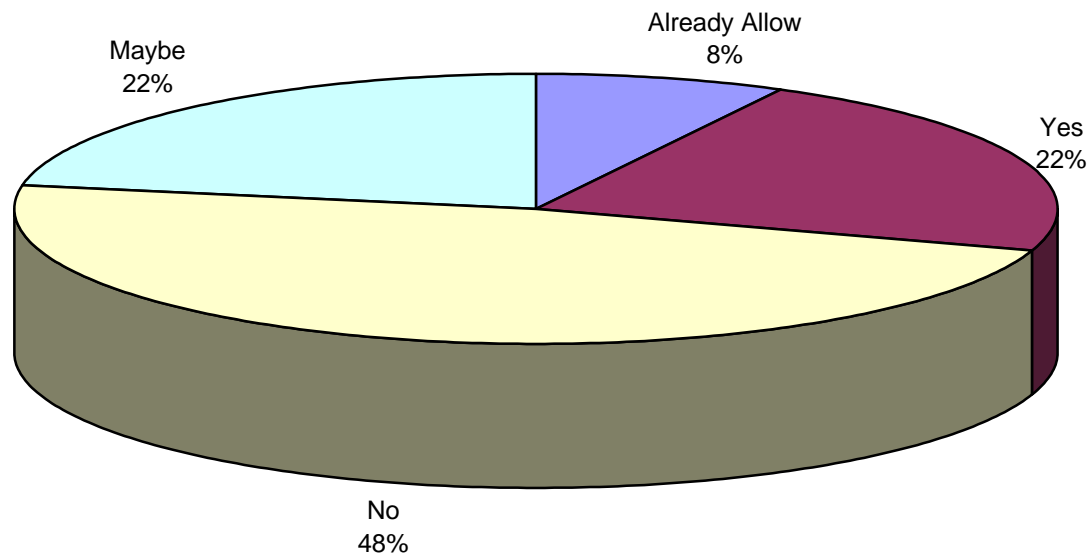






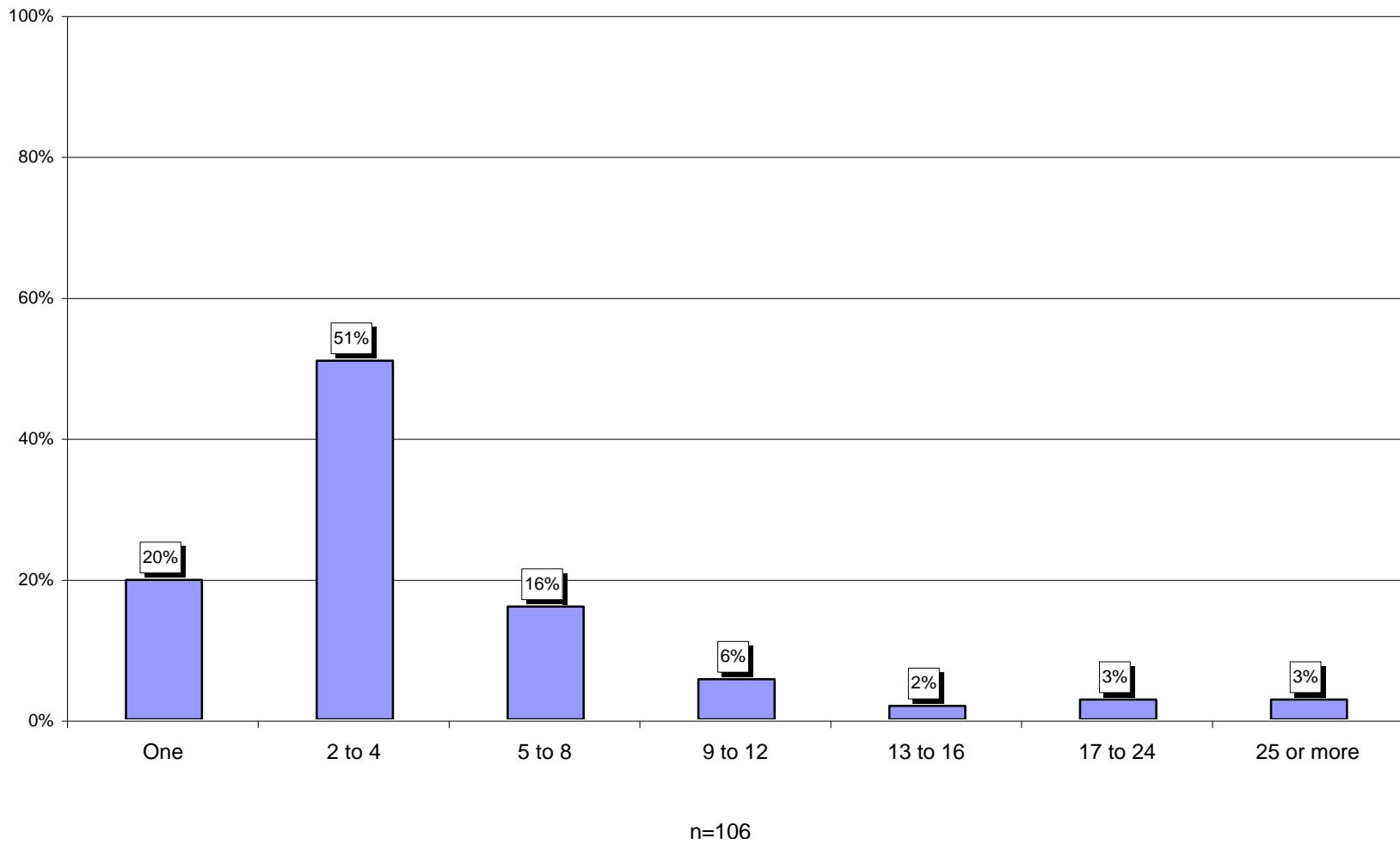


**Q25. If high-speed connections were available to employees from home, would your organization allow telecommuting?**

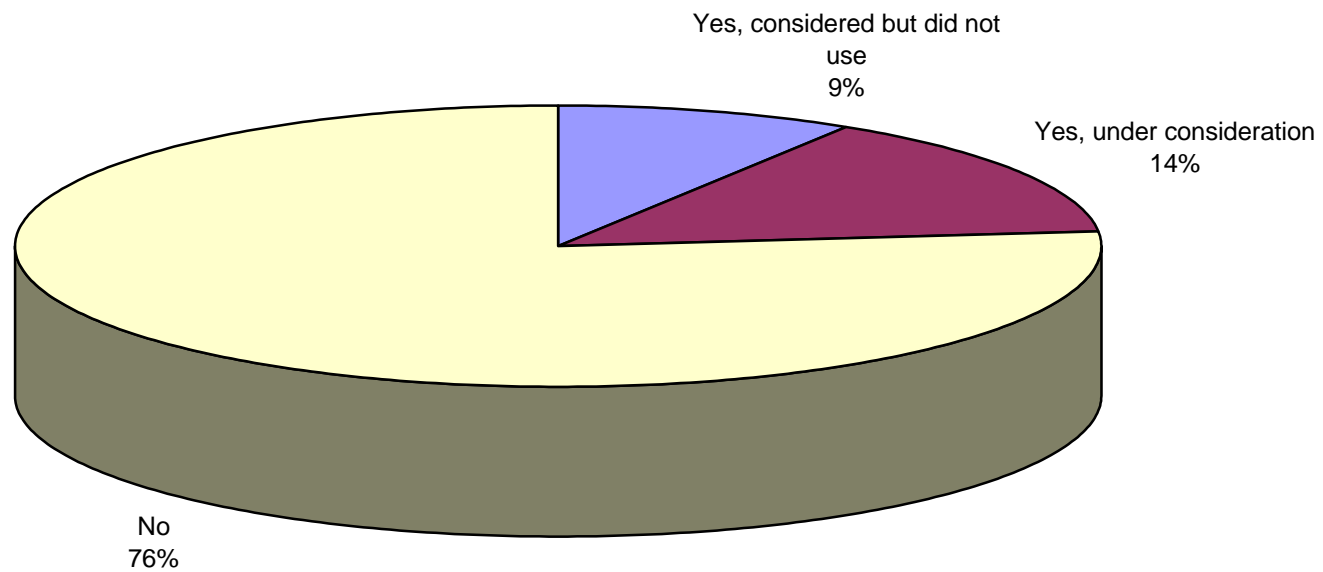


n=103

### Q26. How many separate telephone lines (not extensions) do you have at this location?

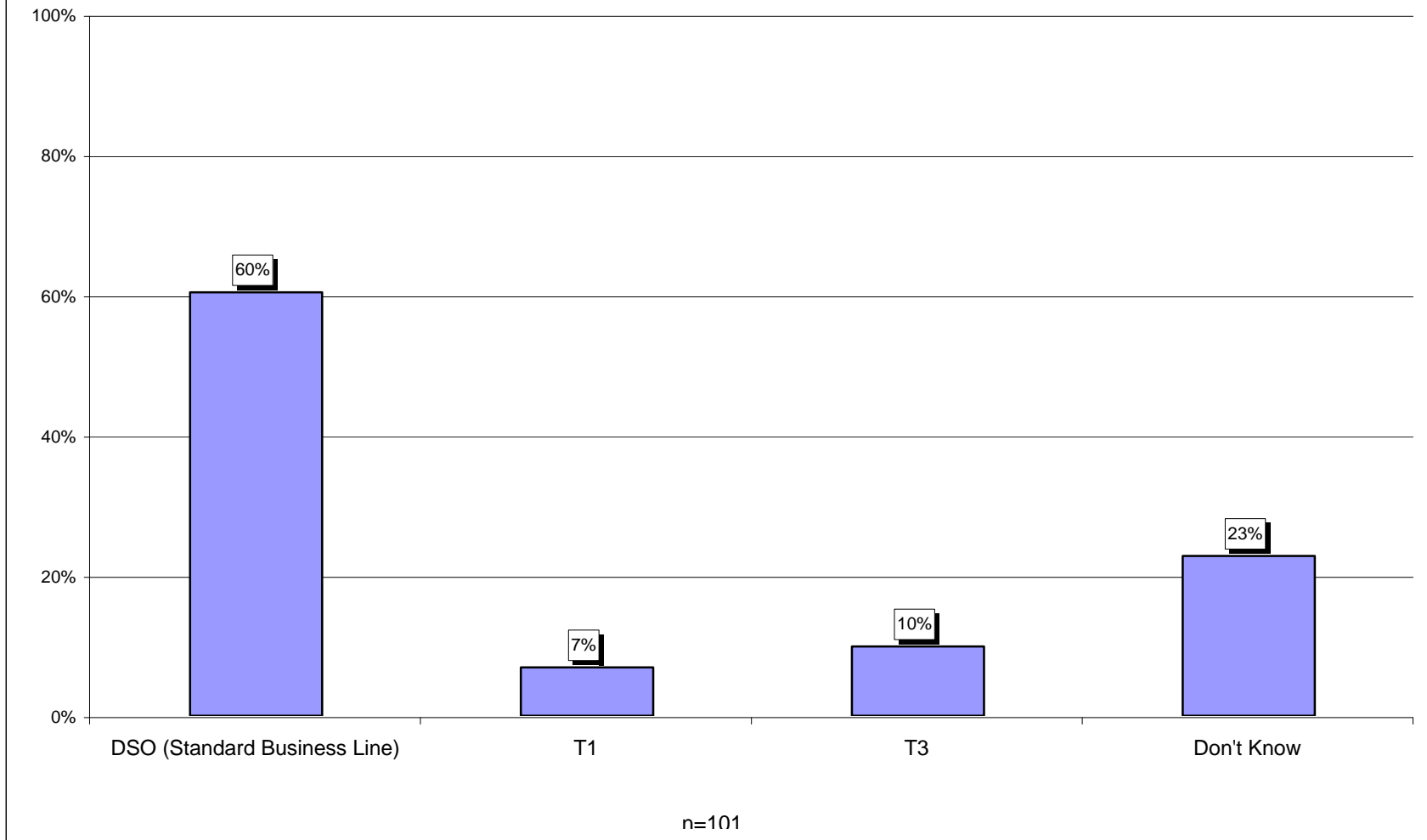


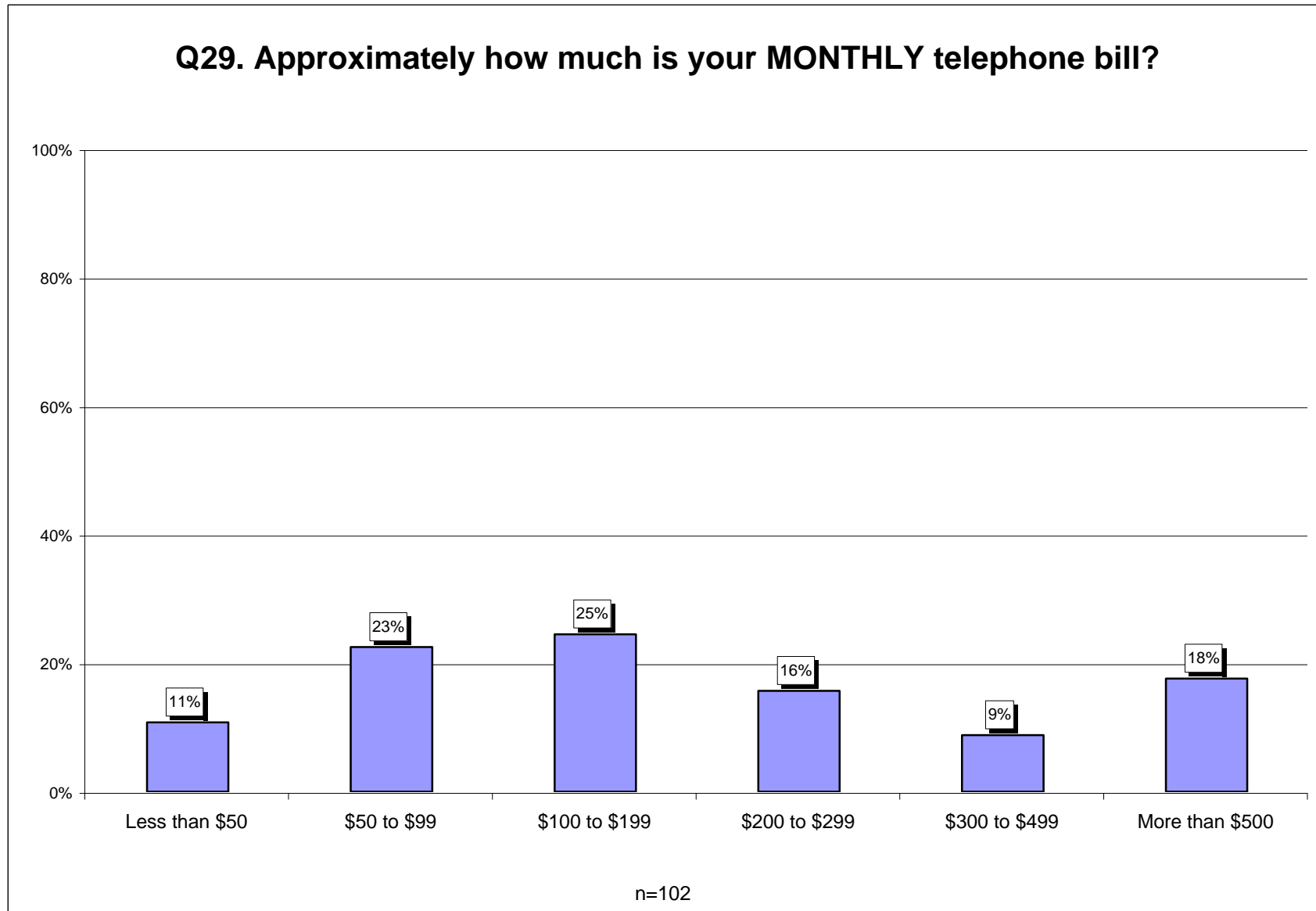
**Q27. Have you considered using a VoIP (Voice over Internet Protocol) telephone service?**

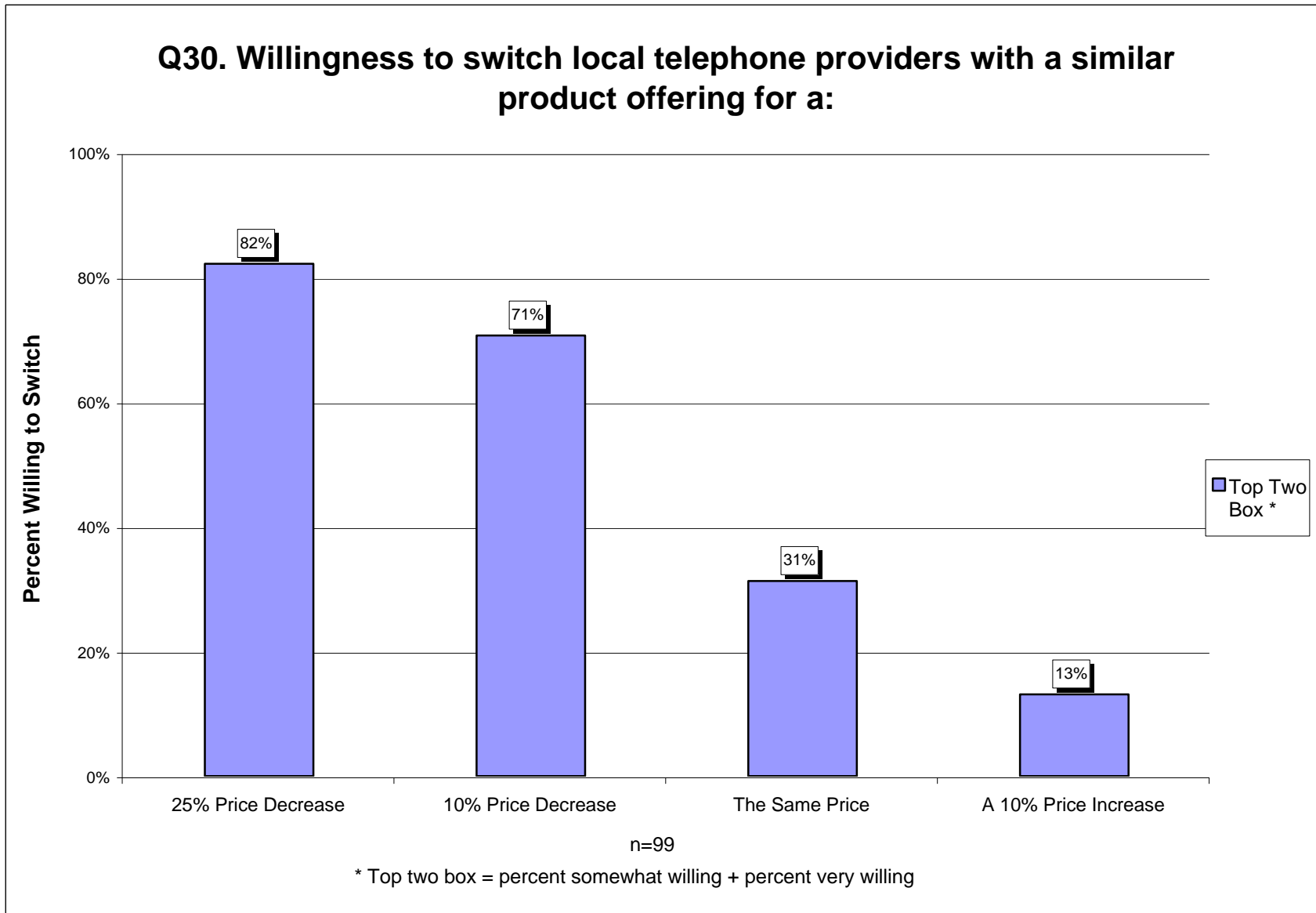


n=104

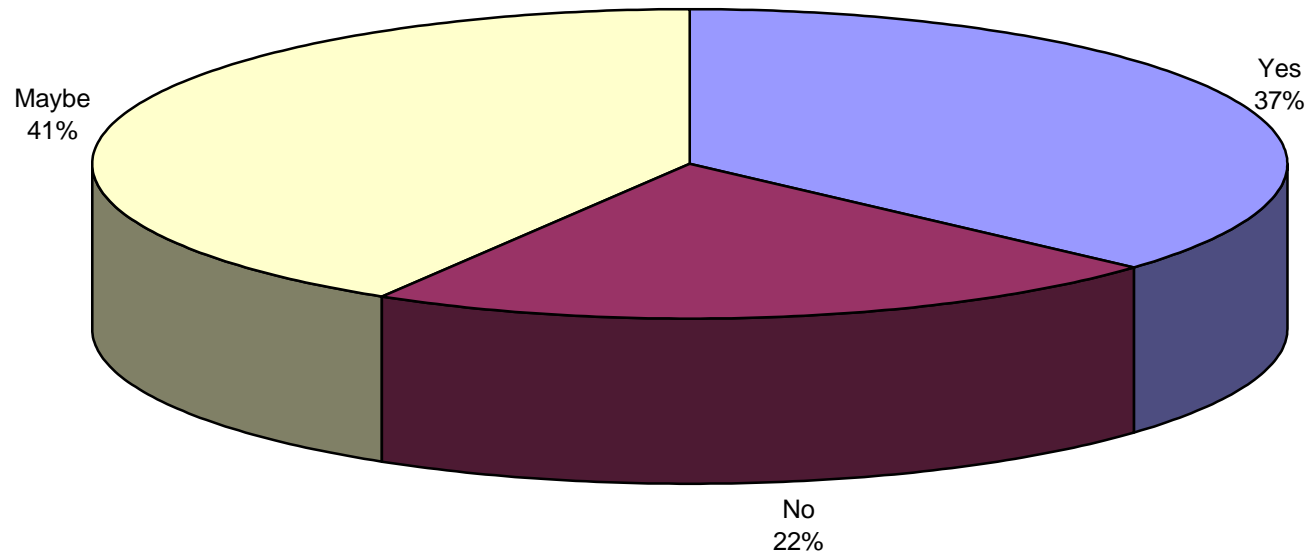
**Q28. Indicate the main type of telephone line/trunk used at this location:**





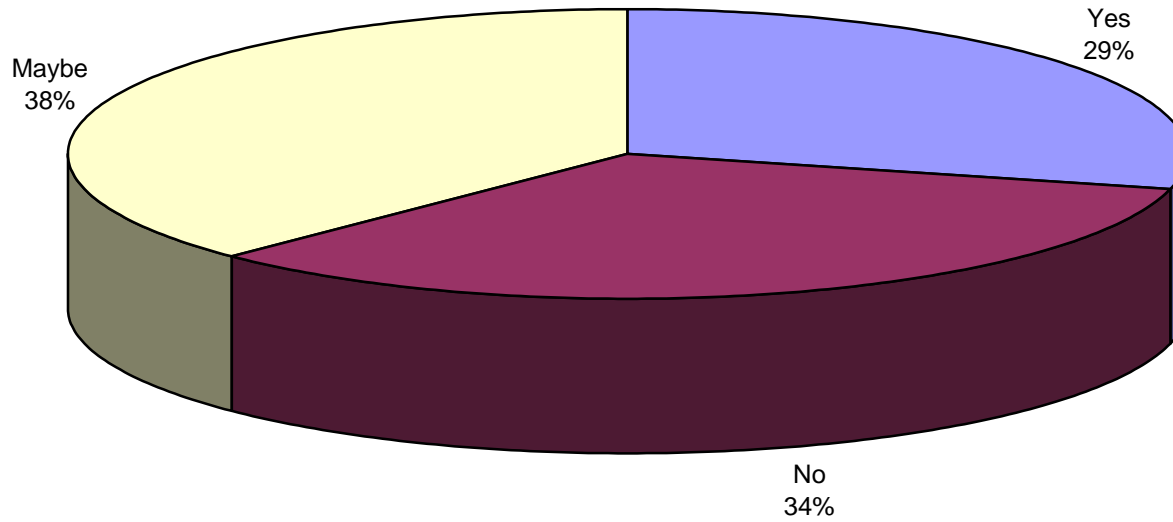


**Q31. Are you interested in a fiber optic interconnection within your community?**

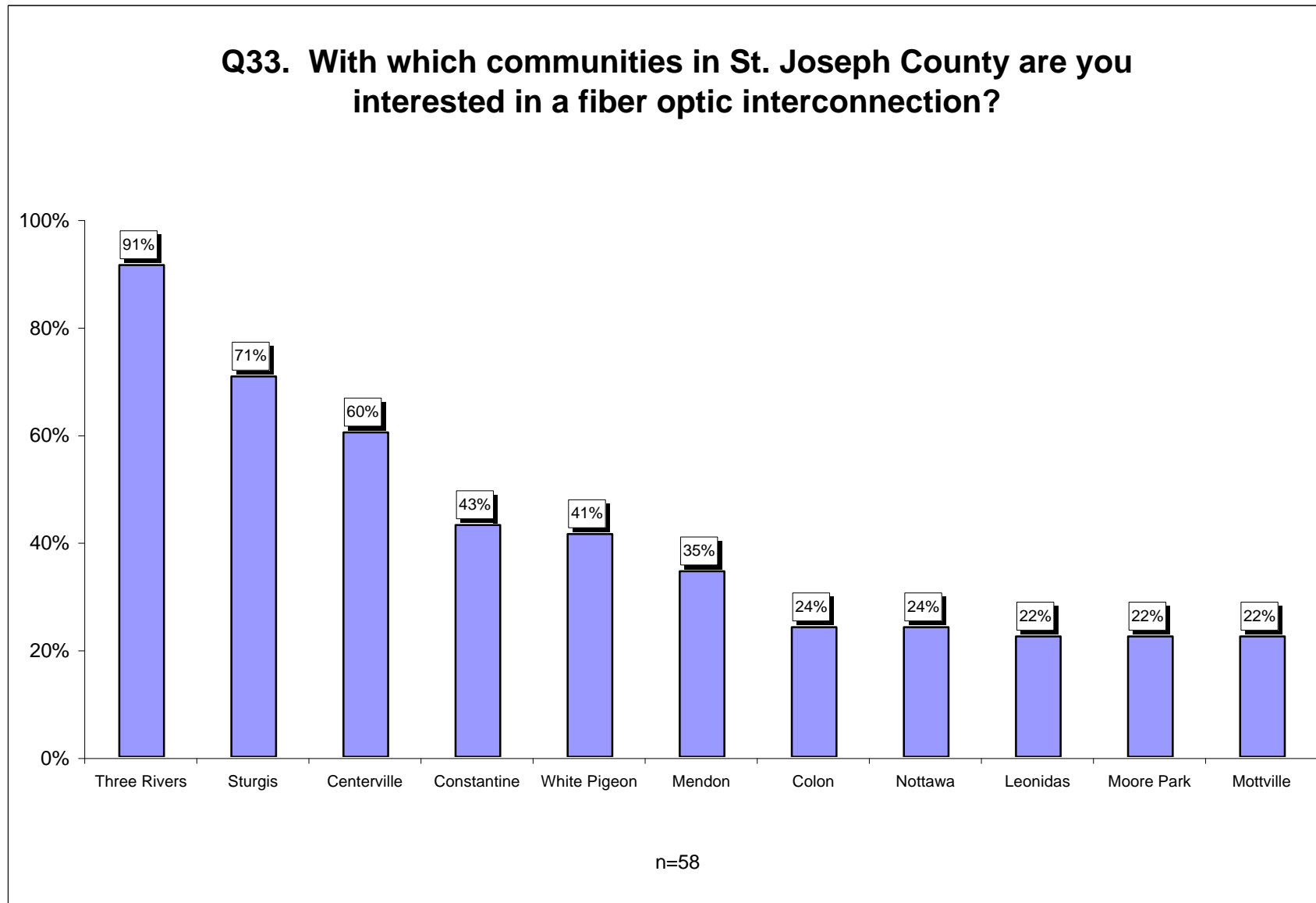


n=104

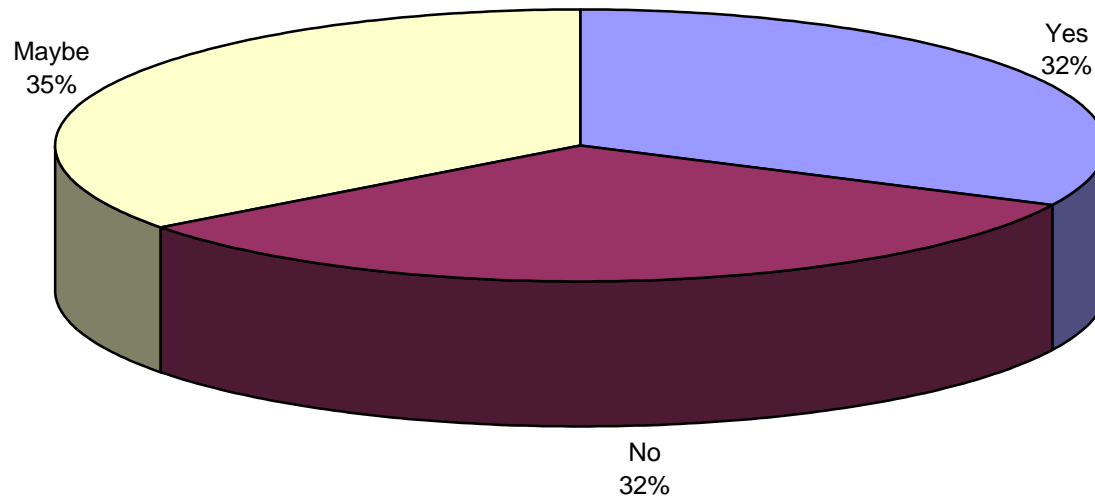
**Q32. Are you interested in a fiber optic interconnection with other communities in St. Joseph County?**



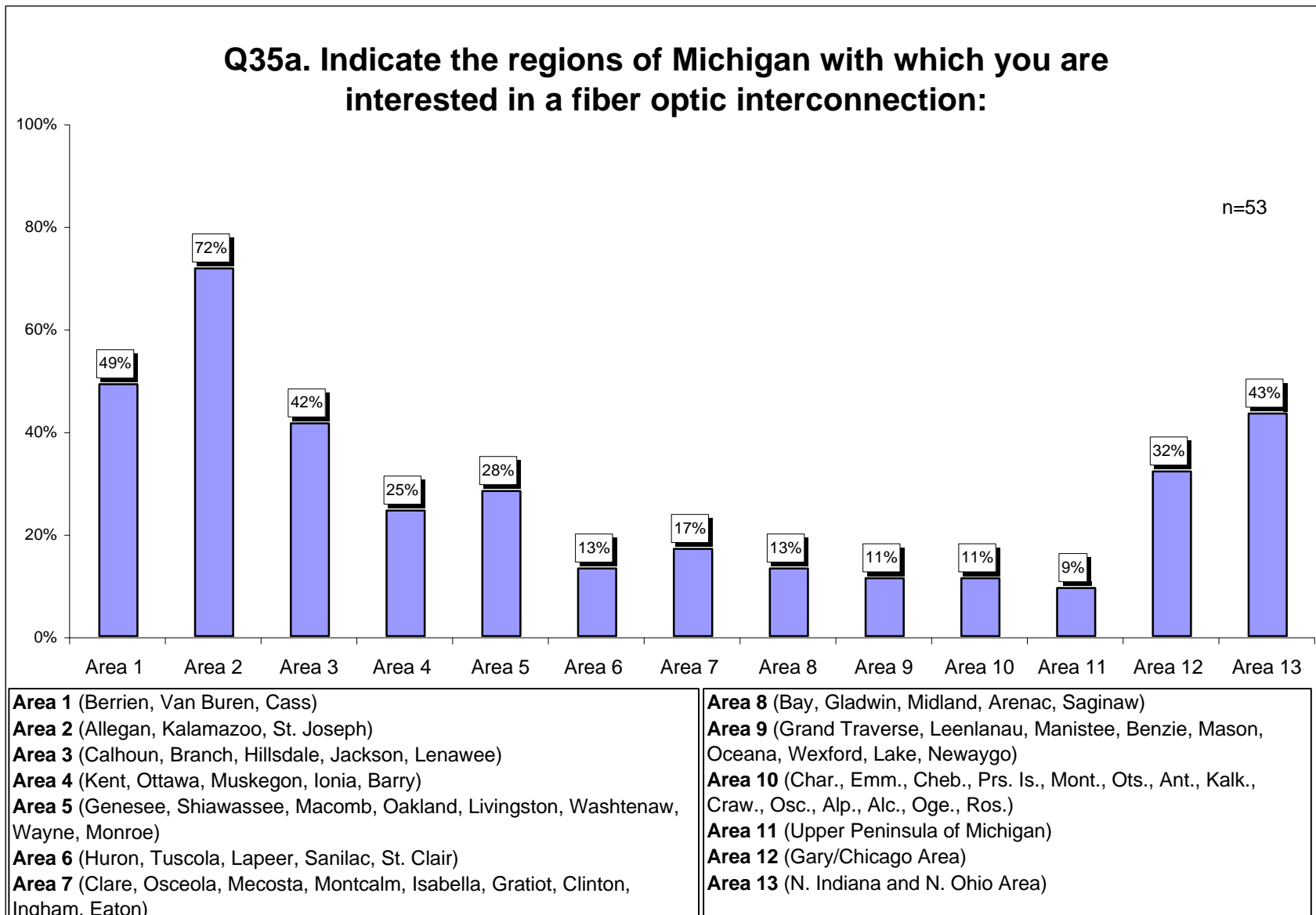
n=104

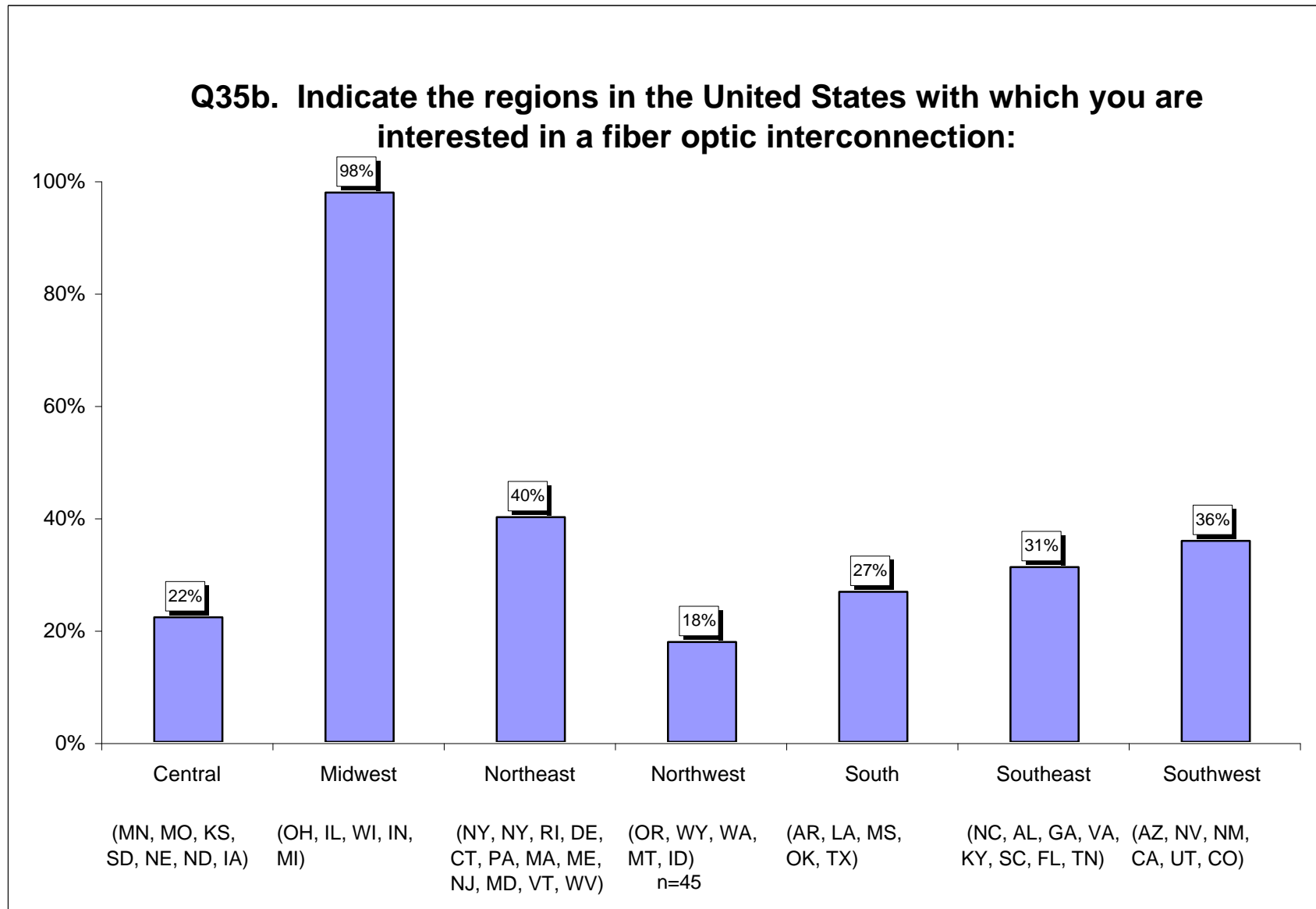


**Q34. Are you interested in a fiber optic interconnection with other communities outside of St. Joseph County?**

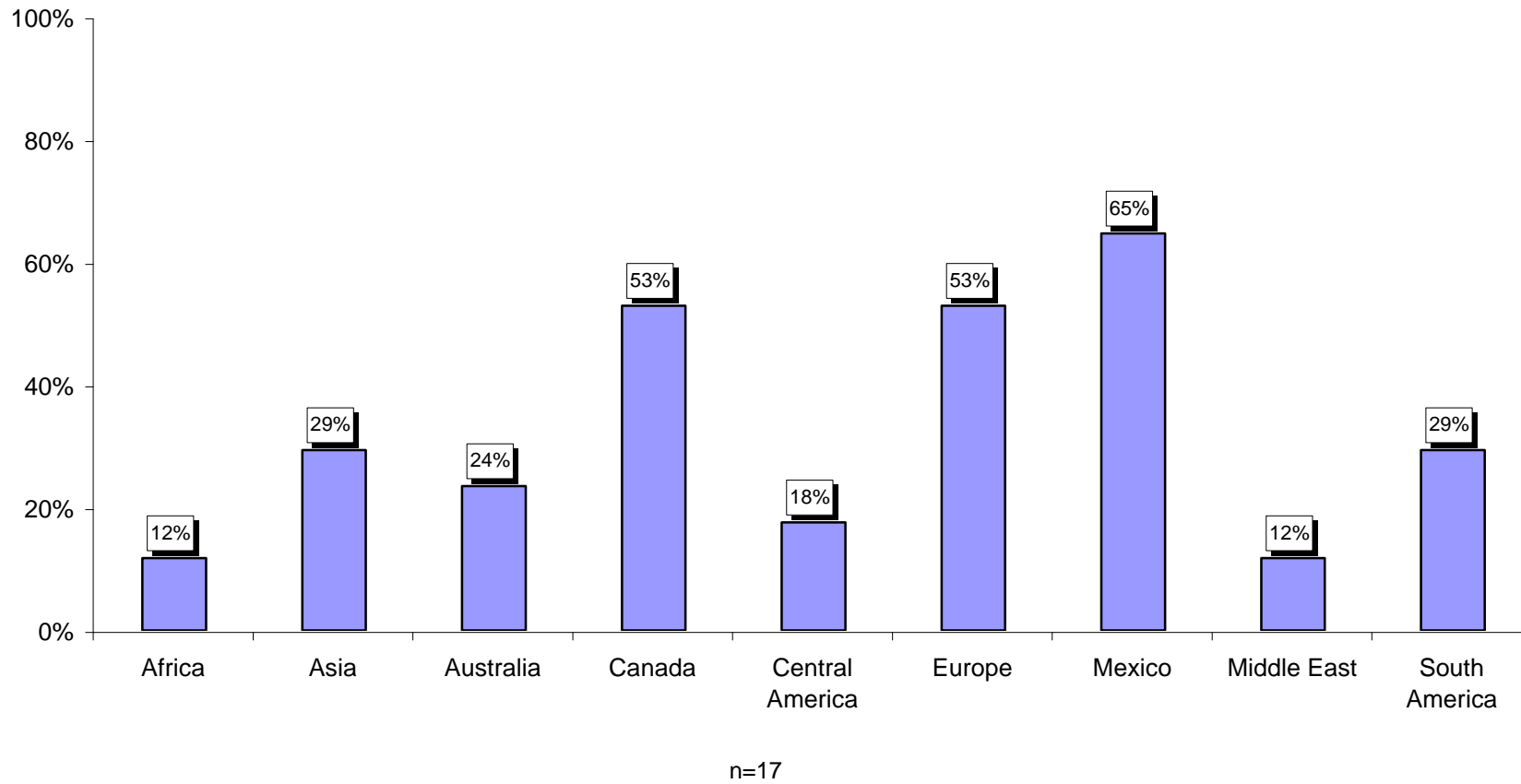


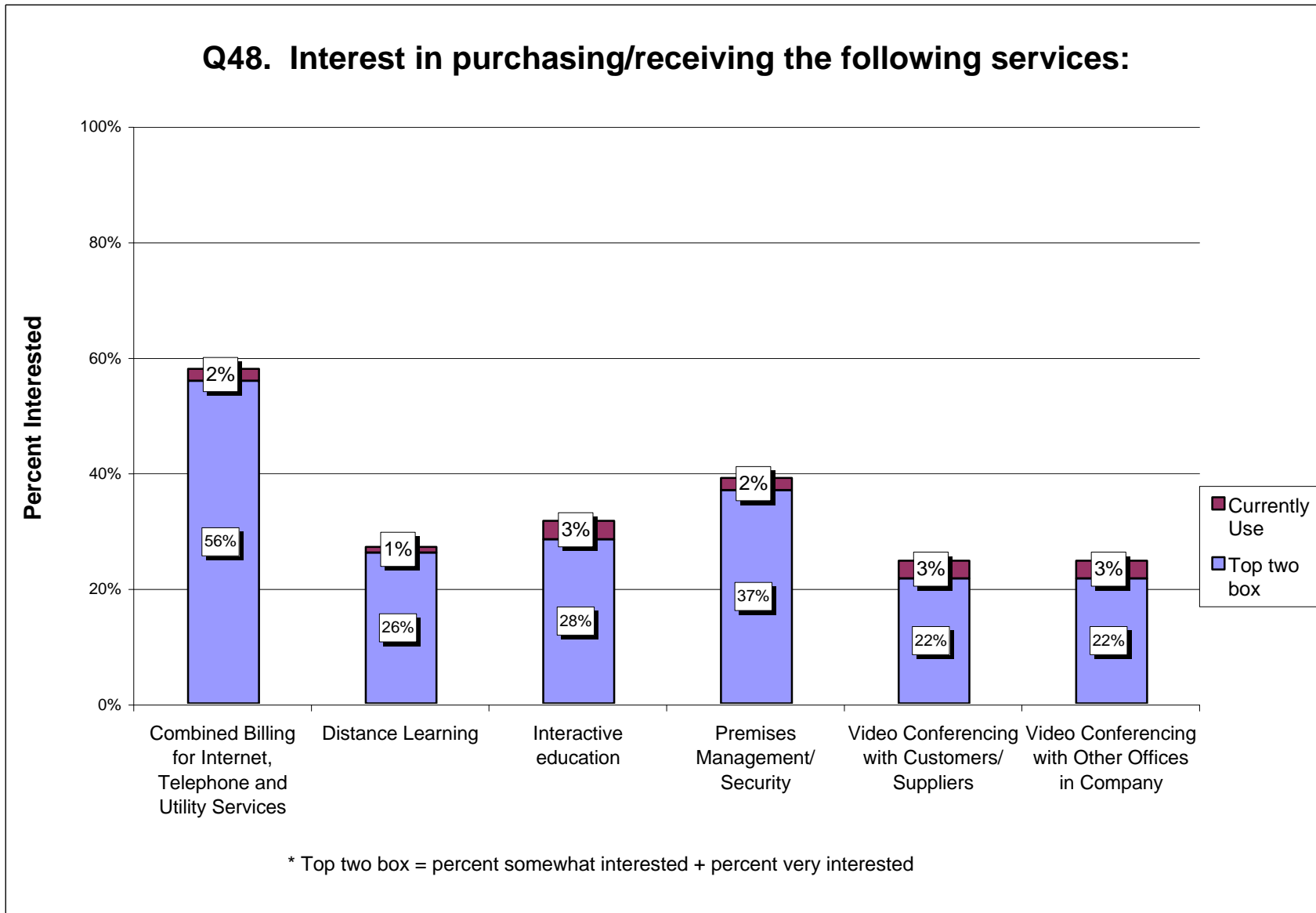
n=99

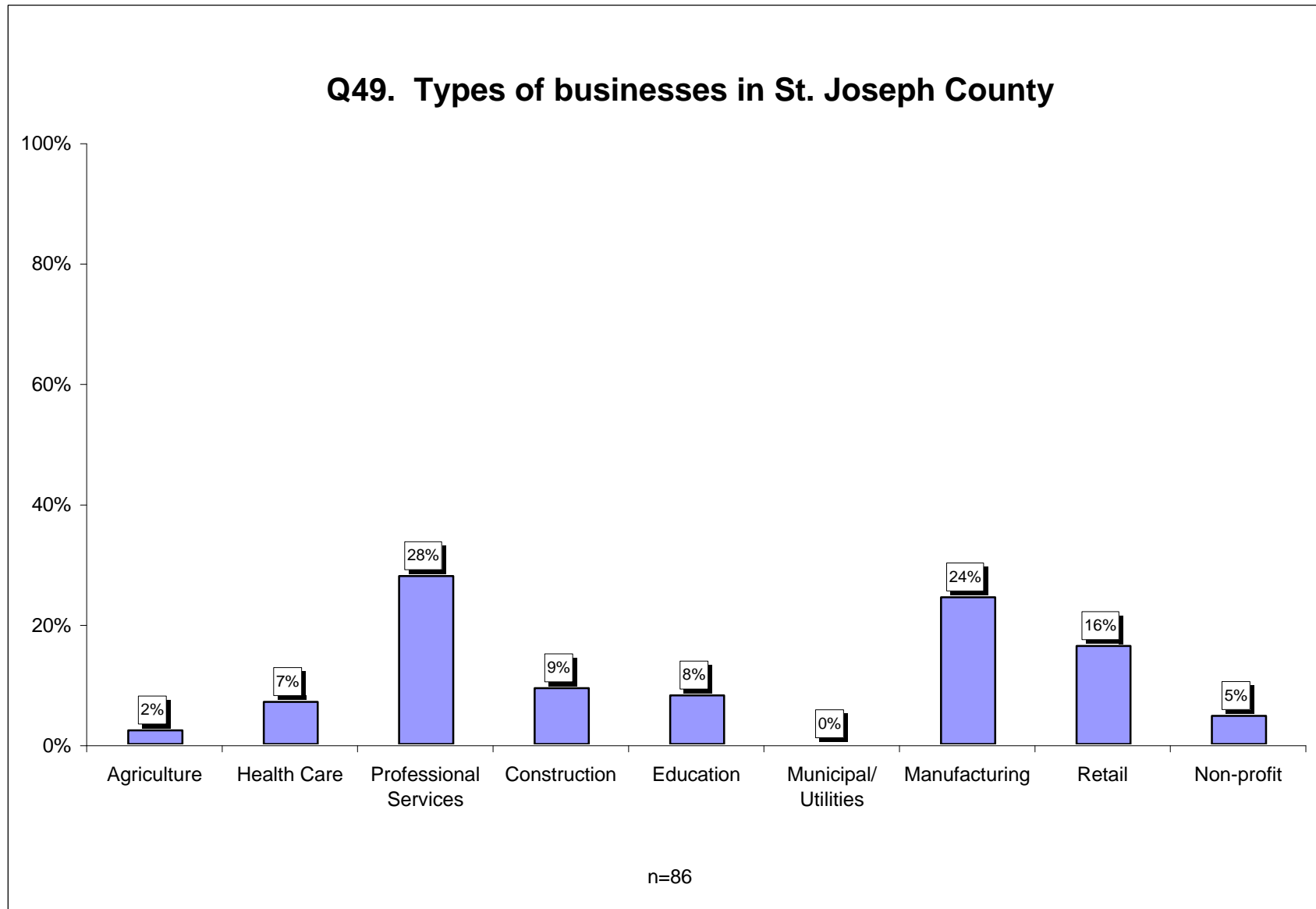




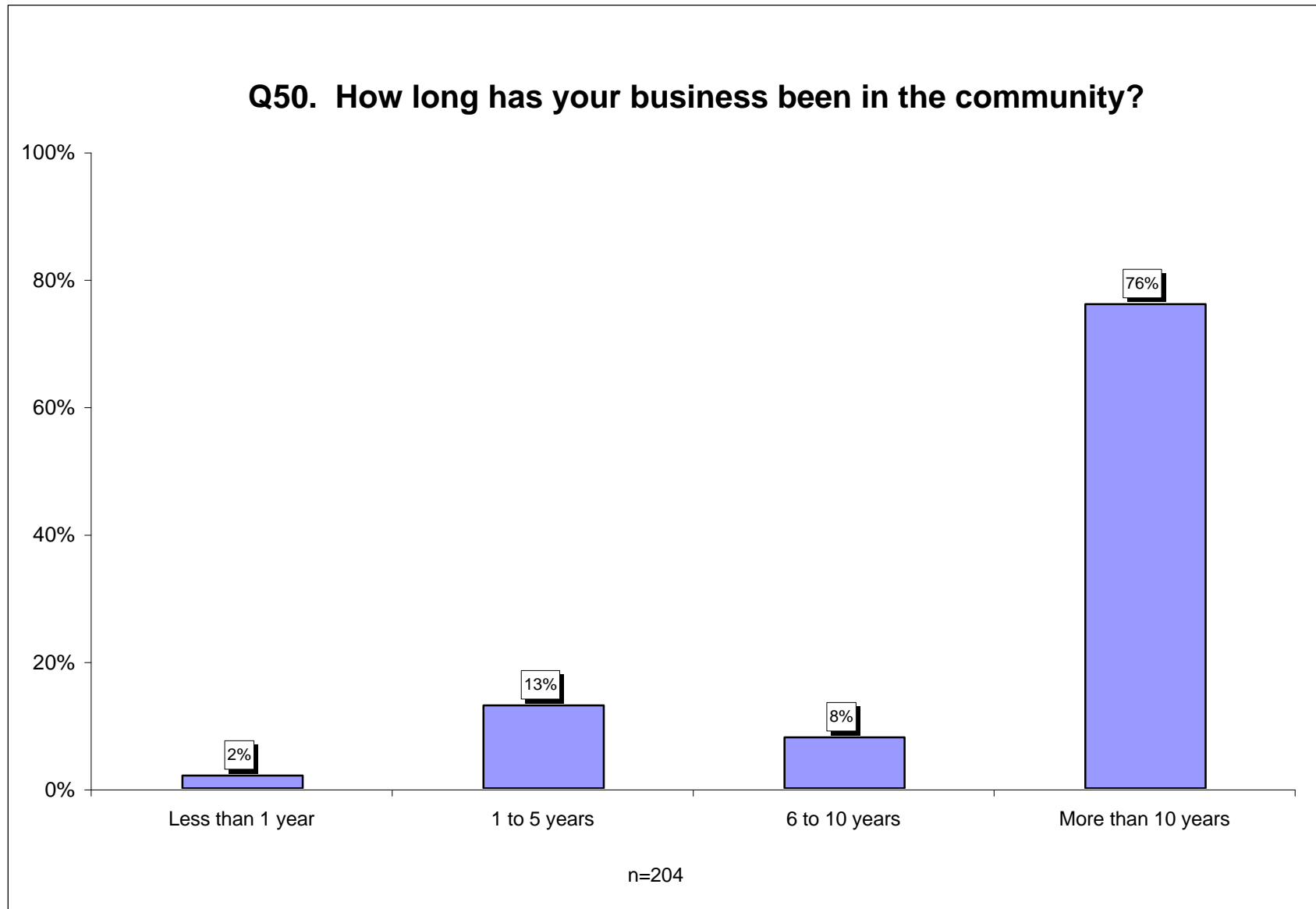
**Q35c. Indicate the International Regions with which you are interested in a fiber optic interconnection:**

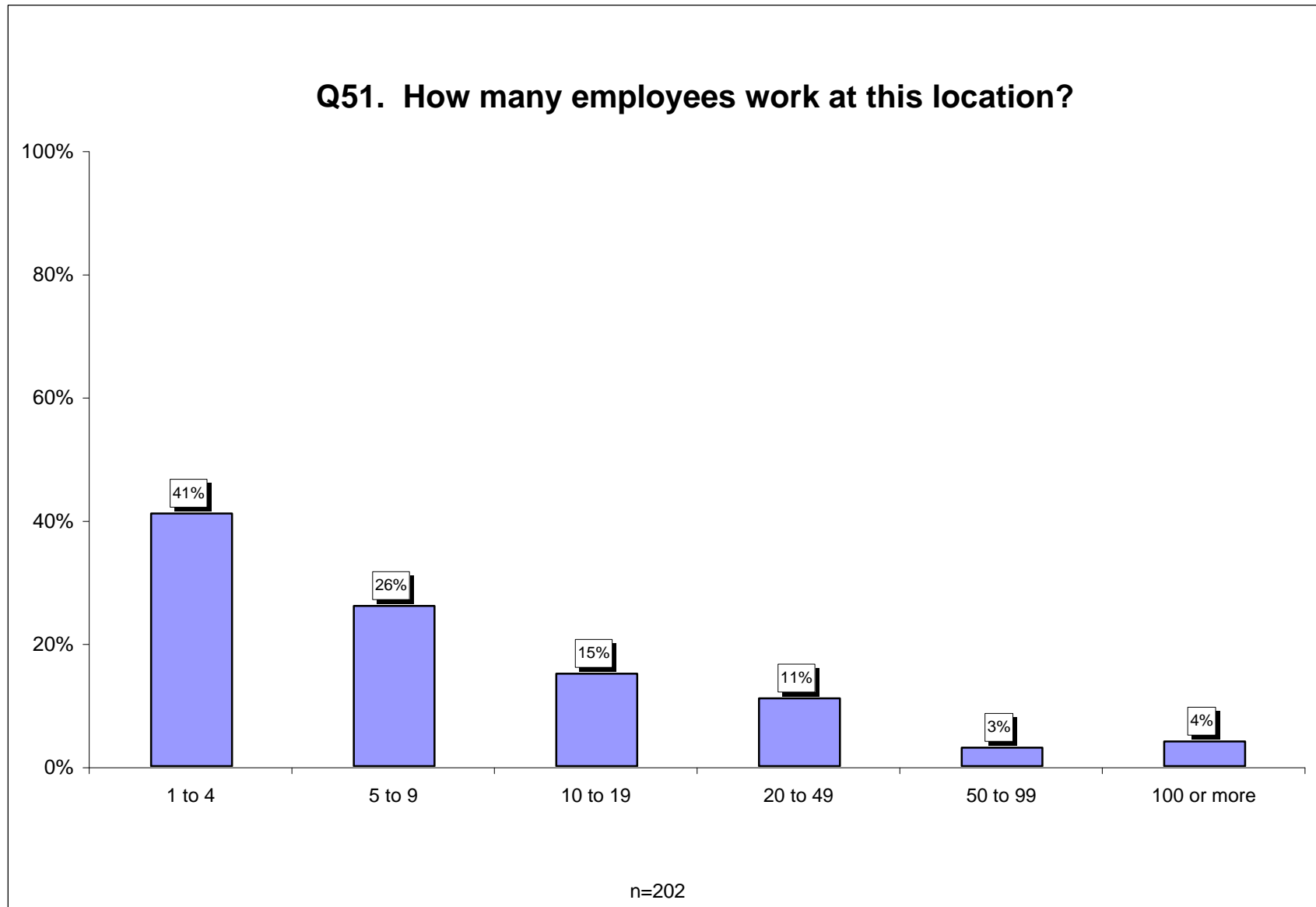




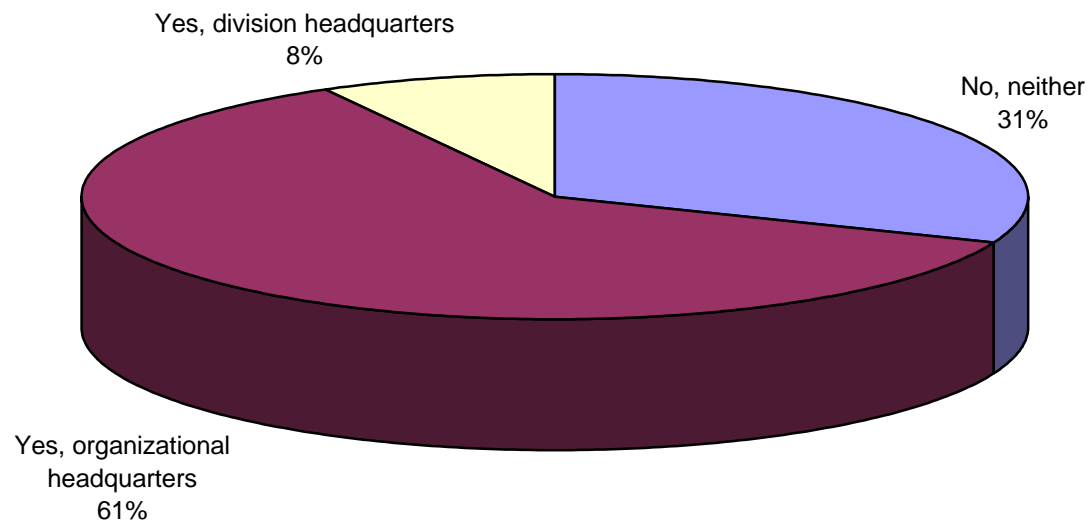


| <b>Business Type Breakdown</b> |   |
|--------------------------------|---|
| Agriculture                    | Agriculture, forestry, fishing, hunting or mining   |
| Health Care                    | Health care and social services   |
| Professional Services          | Arts, entertainment, recreation, accommodations and food service<br>Finance, insurance, real estate, rental or leasing<br>Information<br>Professional, scientific, management, administrative and waste management<br>Telemarketing<br>Tourism<br>Transportation and warehousing<br>Wholesale trade |
| Construction                   | Construction  |
| Education                      | Education   |
| Municipal/Utilities            | Public administration<br>Utilities  |
| Manufacturing                  | Manufacturing   |
| Retail                         | Retail trade  |
| Non-profit                     | Religious institution   |



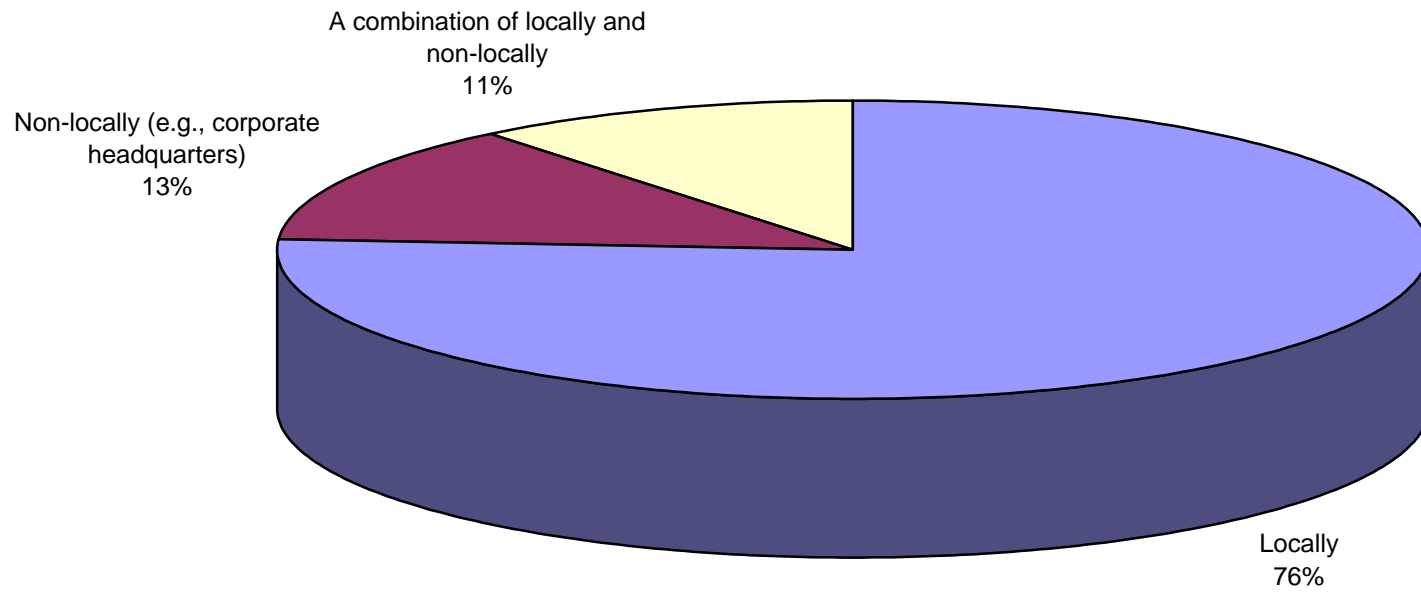


### Q52. Is this the organization's headquarters or division headquarters?



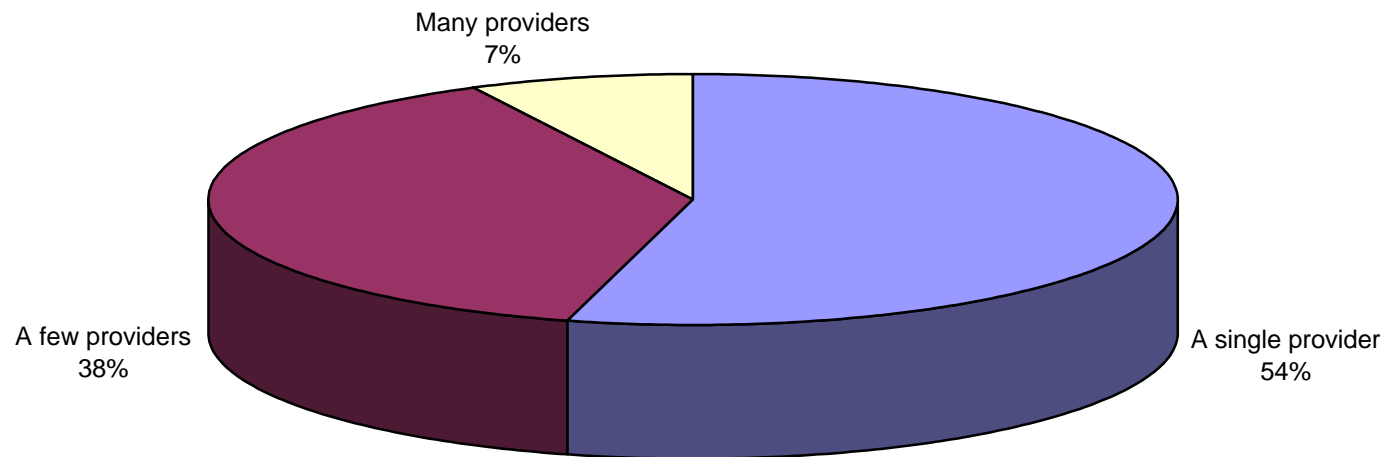
n=202

**Q53. Where are telecommunication decisions made in this organization?**

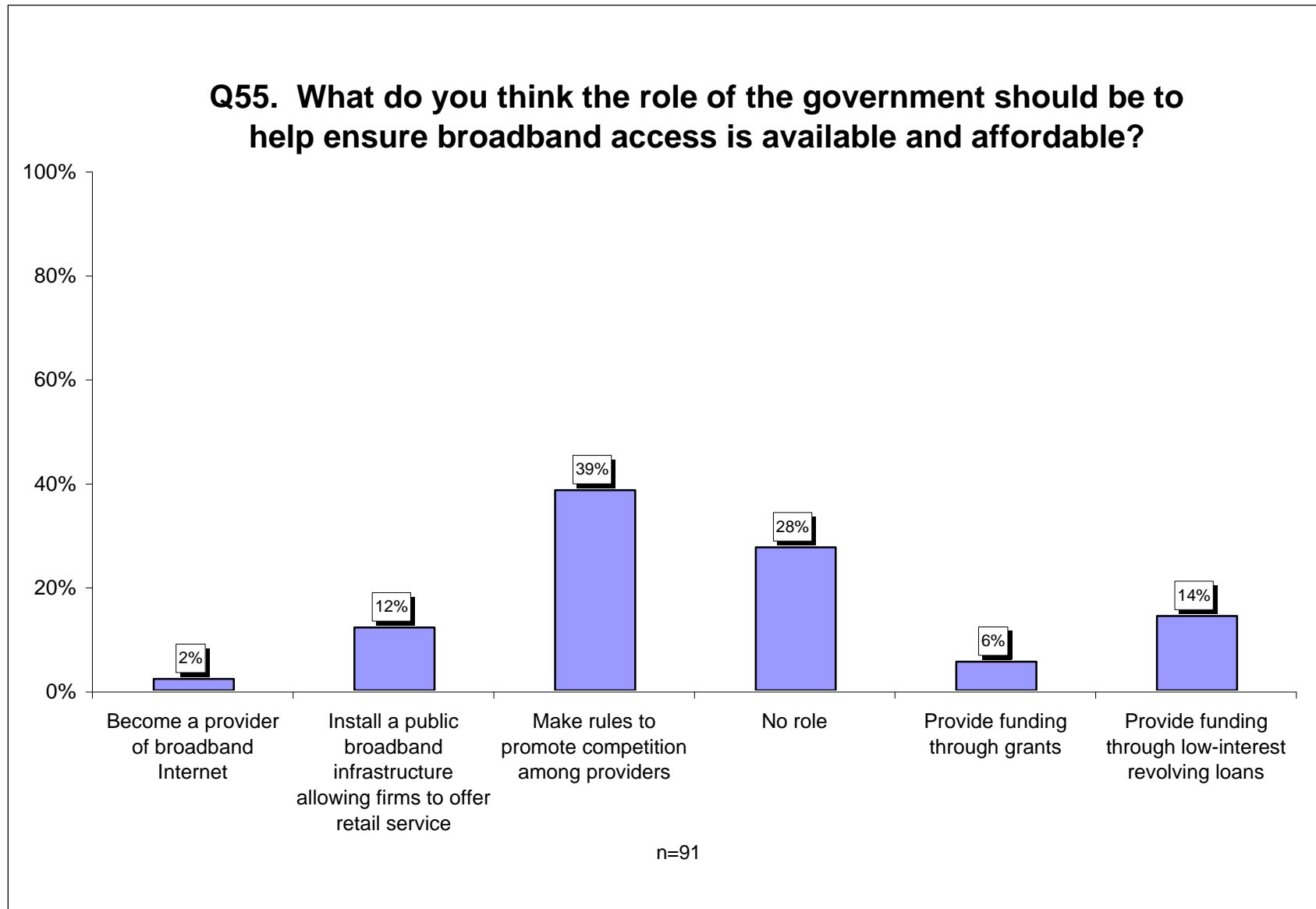


n=101

**Q54. Which market structure will best supply your Internet and other communication services?**



n=94



# **St. Joseph County**

## **Business Survey Summary**

### **Section 3:**

## **Business Survey Cross Tabulations**

# St. Joseph County

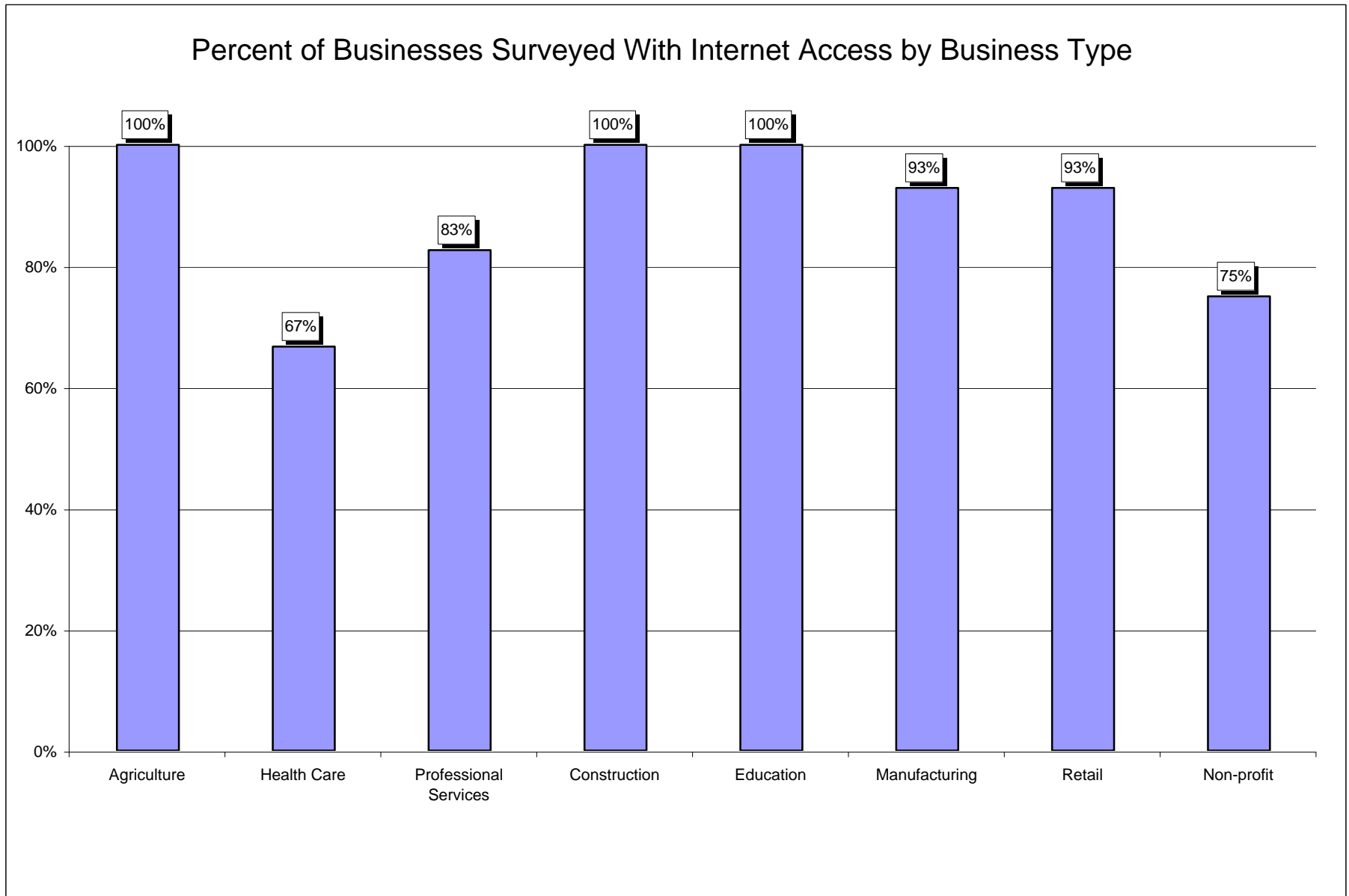
## Business Survey

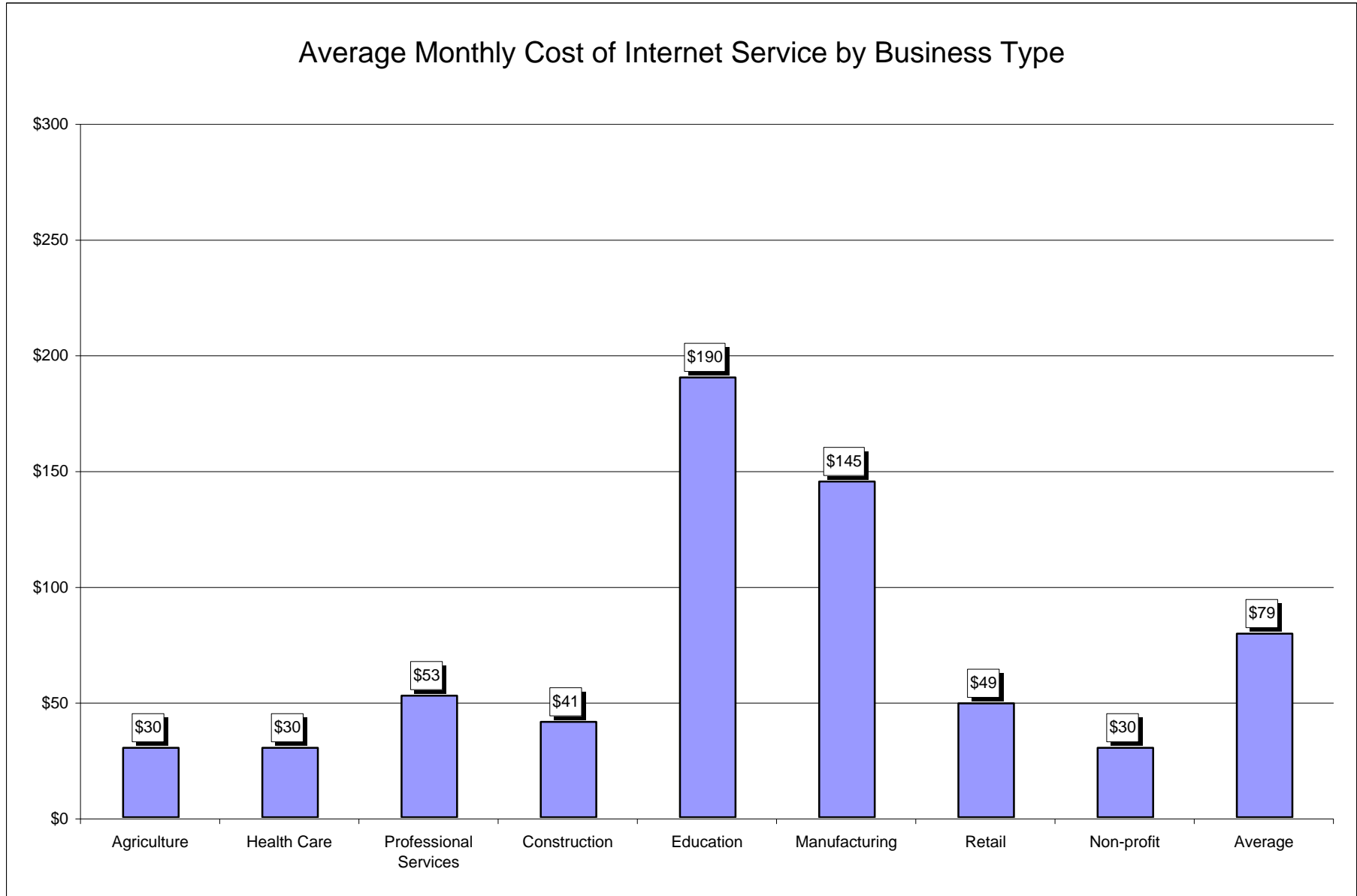
### TABLE OF CONTENTS

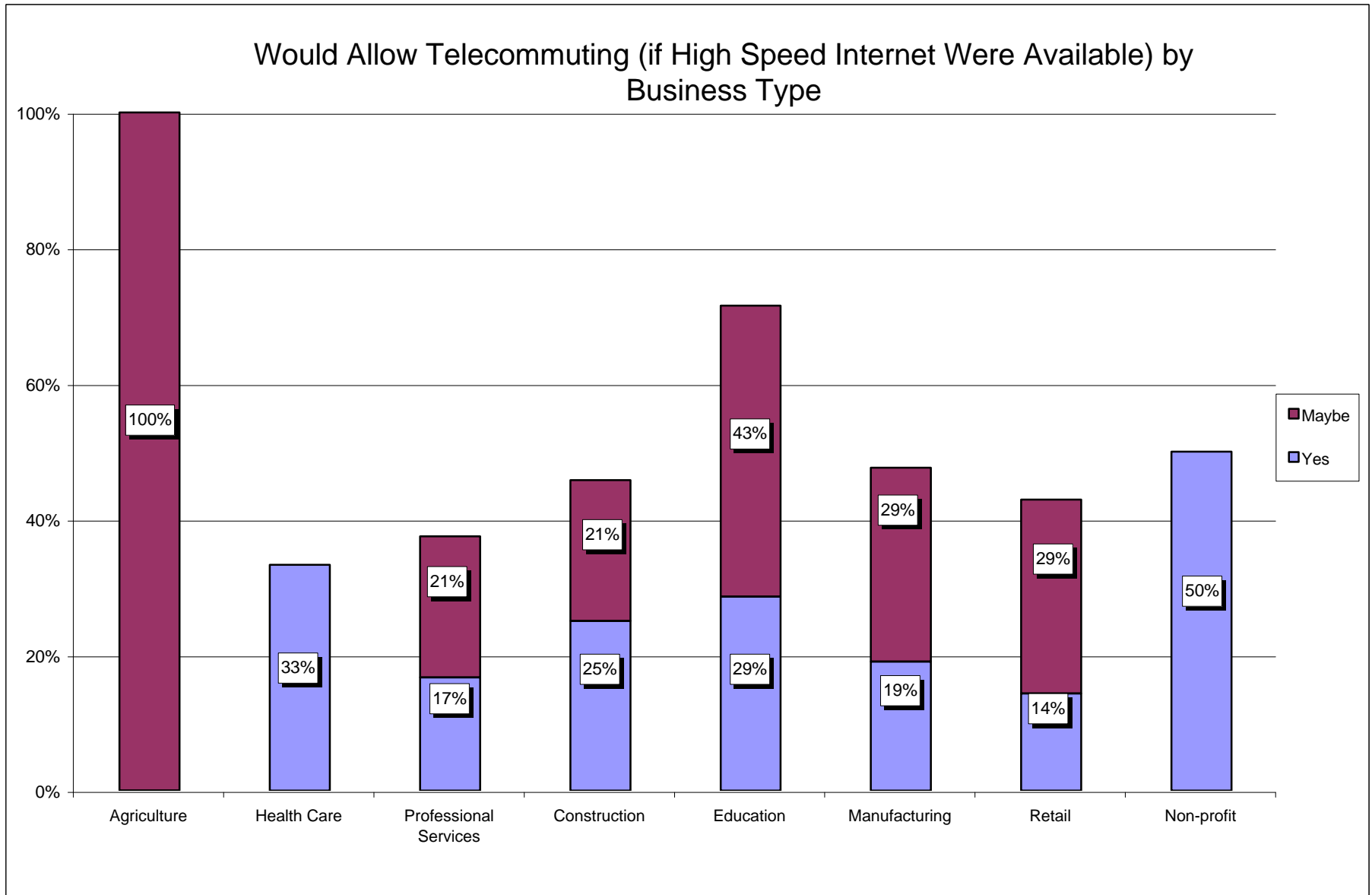
---

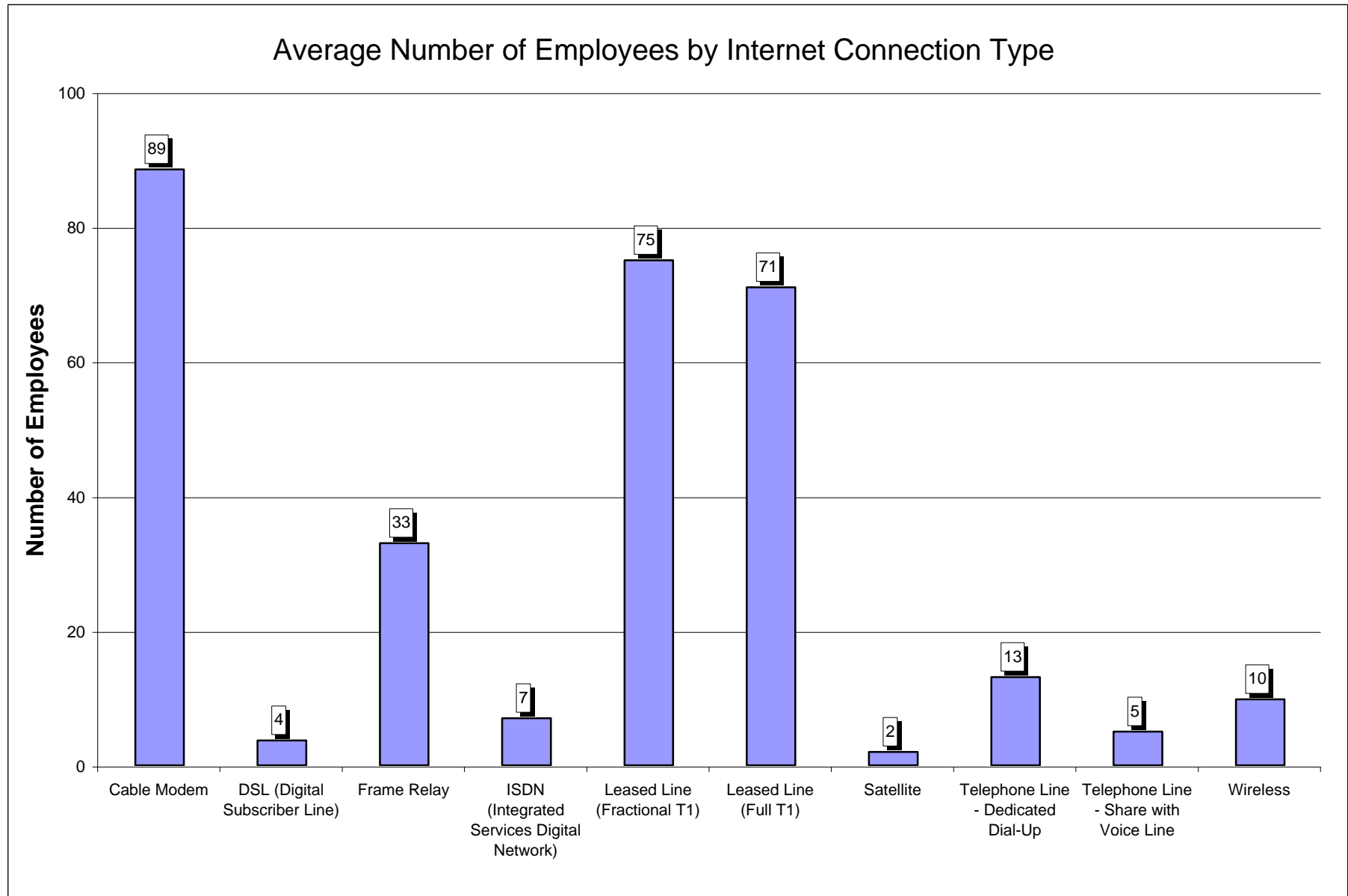
#### **Section 3: Business Survey Cross Tabulations**

|   |    |
|---|----|
| Internet Access by Business Type.....   | 1  |
| Internet Cost by Business Type .....  | 2  |
| Would Allow Telecommuting by Business Type .....                                | 3  |
| Number of Employees by Internet Connection Type.....                            | 4  |
| Website Host Location by Business Type.....                                     | 5  |
| Have a Company Website by Business Type .....                                   | 6  |
| Interest in Combined Billing by Business Type .....                             | 7  |
| Interest in Distance Learning by Business Type.....                             | 8  |
| Interest in Interactive Educational Programming/Training by Business Type ..... | 9  |
| Interest in Premises Management by Business Type.....                           | 10 |
| Interest in Video Conferencing with Other Offices by Business Type.....         | 11 |
| Interest in Video Conferencing with Customers by Business Type.....             | 12 |
| Internet Connection Type by Business Type .....                                 | 13 |









| <b>Website Host Location By Business Type</b> |                    |                    |                              |                     |                  |                      |               |                   |                |
|---|--------------------|--------------------|------------------------------|---------------------|------------------|----------------------|---------------|-------------------|----------------|
|   | <b>Agriculture</b> | <b>Health Care</b> | <b>Professional Services</b> | <b>Construction</b> | <b>Education</b> | <b>Manufacturing</b> | <b>Retail</b> | <b>Non-profit</b> | <b>Average</b> |
| <b>At this facility</b>                       | 0%                 | 25%                | 8%                           | 0%                  | 40%              | 23%                  | 20%           | 0%                | 19%            |
| <b>At another facility in the county</b>      | 100%               | 0%                 | 25%                          | 100%                | 40%              | 15%                  | 0%            | 0%                | 21%            |
| <b>At another facility in Michigan</b>        | 0%                 | 50%                | 25%                          | 0%                  | 0%               | 46%                  | 0%            | 0%                | 23%            |
| <b>At another facility outside of</b>         | 0%                 | 25%                | 17%                          | 0%                  | 0%               | 8%                   | 50%           | 100%              | 21%            |
| <b>Don't know</b>                             | 0%                 | 0%                 | 25%                          | 0%                  | 20%              | 8%                   | 30%           | 0%                | 17%            |
| <b>Total</b>                                  | 100%               | 100%               | 100%                         | 100%                | 100%             | 100%                 | 100%          | 100%              | 100%           |

