

The purpose of this instruction sheet is to help Albemarle County, VA collect basic internet user information and internet speed tests. This information will be used in application for grants through either the state or federal government. This information may also be used in a manner to help improve existing internet service. The information gathered will not be provided to any person or business without each responder's permission.

Internet User Information

Please answer the following. You can use the space on the back for additional comments:

1. Name and Address of Business or Home, and best phone number to reach you (not required)
2. Using the address entered, do you have internet service at your home or business?
3. If no internet service, why not?
4. If you have internet service, do you know the advertised upload/download speed and if achieved would it be sufficient for your needs?
5. Does your current provider limit the amount of data you can download each month without decreasing your connection speed?
6. If yes, does this cause problems for you? Please explain more in the space provided on the back of this form.
7. If you have internet service, which provider have you selected and are you happy with the service?
8. Have you attempted to use any other internet service, and if so, what were the results?
9. Who is your power company at this address?

Internet Speed Test Results (if you have internet service at your home or business)

Please run an internet speed test from a device connected directly to your router (if applicable).

MLAB

The NDT (Network Diagnostic Tool) is a bandwidth test that will test your upload and download connection speeds as well as provide additional diagnostics about your network.

You can use whatever internet speed test you prefer.

<https://www.measurementlab.net/p/ndt-ws.html> (MLAB) is a good suggestion because it runs without the need for Java or Flash. In this case, on the internet speed test web page a "button" with the words START TEST will display.

START TEST

On the MLAB web page, Click START TEST and the internet speed test will run. Don't worry, the internet speed test doesn't collect personal information. Please run the internet speed tests at multiple times during the day; showing variations.

Whichever internet speed test you use; when complete, save screenshots of the results with timestamps or print the results to PDF or some other electronic format. If possible, e-mail the Internet User Information and Internet Speed Test Results to mculp@albemarle.org; you may also print a paper copy of the Internet User Information and Internet Speed Test Results and FAX to (434) 972-4062.

Please let me know if you have any questions or need help running the internet speed test.

Thanks in advance for your assistance,

Mike

Mike Culp, e-mail mculp@albemarle.org phone 434-296-5891

Vice Chair, Albemarle Broadband Authority

Albemarle County, VA

Please use this space to answer the internet user information questions and for any additional comments: