Whether it’s your mobile phone reception or your range of choice in internet service providers, we want to hear your views on and experiences with telecommunications and connectivity across the Pyrenees Shire.

We will use the information you provide to continue to advocate for improved service in the Pyrenees Shire.

The survey should take between 5 and 10 minutes to complete depending on the length of your answers.

If you have any questions about this survey, please phone Pyrenees Shire Council’s Economic Development Team – phone 1300797 363 or email pyrenees@pyrenees.vic.gov.au

1. **What is your locality?**

*For example: Avoca, Beaufort, Lexton, Amphitheatre.*

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Since the 3G Shutdown please rate your experience**

[ ]  No Change

[ ]  Service decline

[ ]  Improved

If your service has declined, please provide the location of the service issue

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **How do you currently connect to the internet?**

*Please select all that apply.*

[ ]  Via data on your Mobile phone plan

[ ]  NBN fixed wireless

[ ]  NBN satellite

[ ]  NBN Fibre to the node

[ ]  Starlink satellite

[ ]  ADSL

[ ]  Other – please specify:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What is your current experience with internet connectivity?**

[ ]  No Connectivity

[ ]  Constant dropouts

[ ]  OK

[ ]  Good

[ ]  Excellent

 Please explain further (optional).

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What is the primary reason you use the internet?**

*Please select all that apply.*

[ ]  Business

[ ]  Personal

[ ]  Study

[ ]  Entertainment

[ ]  Streaming TV

[ ]  Smart home (apps, smart devices etc.)

[ ]  Security cameras

[ ]  Emergency alert devices

[ ]  loT9 (on-farm monitoring)

[ ]  Other – please specify:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What needs are you likely to use the internet for in future?**

*Please select all that apply.*

[ ]  Business

[ ]  Personal

[ ]  Study

[ ]  Entertainment

[ ]  Streaming TV

[ ]  Smart home (apps, smart devices etc.)

[ ]  Security cameras

[ ]  Emergency alert devices

[ ]  loT9 (on-farm monitoring)

[ ]  Other – please specify:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What is your current experience with mobile phone connectivity?**

[ ]  No Connectivity

[ ]  Constant dropouts

[ ]  OK

[ ]  Good

[ ]  Excellent

 Please explain further (optional).

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Who is your mobile phone provider?**

[ ]  Telstra

[ ]  Optus

[ ]  TPG

[ ]  Vodafone

[ ]  ALDI mobile

[ ]  Other – please specify:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Who is your internet service provider?**

[ ]  Telstra

[ ]  Optus

[ ]  Aussie Broadband

[ ]  iiNet

[ ]  Activ8 Me

[ ]  Tangerine

[ ]  TPG

[ ]  iPrimus

[ ]  Dodo

[ ]  Aussie Broadband

[ ]  Buddy

[ ]  Starlink

[ ]  Other – please specify:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What would you like to see improved for your future telecommunications use?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Do you have any other comments you’d like to add?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **If you would like us to follow up with you, please provide your full name, email address or mobile phone number, and the name of your current provider/s. We will seek your permission separately if you would like us to forward your answers to the relevant provider/s.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you for taking the time to complete this survey – the information you provide will be used to help us continue to advocate for improved digital connectivity.

Please return your completed survey to any Council office, library or information centre in Avoca or Beaufort, or use the reply paid envelope supplied to post it back.