

# Assemblywoman Aileen M. Gunther's Constituent Survey on Internet Adequacy

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

1. Your current Internet Service Provider (ISP):

\_\_\_\_\_

2. Is high-speed internet available at your location  
(New York State defines high-speed internet as  
25 Mbps in rural areas)?

YES  NO

If not, would you use such a service at your location  
if it were available?

YES  NO  N/A

3. What are the total download and upload speeds you  
are paying for?

Download: \_\_\_\_\_ Mbps

Upload: \_\_\_\_\_ Mbps

4. If you ran an Internet speed test within the last 24  
hours, what download and upload speeds did you  
actually receive?

Download: \_\_\_\_\_ Mbps

Upload: \_\_\_\_\_ Mbps

5. Do you use the Internet for business purposes?

YES  NO

6. Do you bundle your Internet with other services  
such as television and telephone?

YES  NO

7. Within the last year, have you experienced an  
increase in the amount you pay for Internet service?

YES  NO

If YES, were you notified there would be an increase  
in your bill?

YES  NO  N/A

**For the following questions,  
1= Not Satisfied 5= Very Satisfied**

Overall satisfaction with your Internet service?

1  2  3  4  5

Satisfaction with your ISP's customer service?

1  2  3  4  5

Satisfaction with the value of your Internet service?

1  2  3  4  5

In the last year, how many times have you experienced  
an outage?

0  1  2  3  4  5+

Any additional comments?

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

**Go to: <http://nyassembly.gov/mem/Aileen-M-Gunther>  
to complete this survey online**

## Contact Assemblywoman Gunther with Questions or Concerns:

### DISTRICT OFFICE:

18 Anawana Lake Road  
Monticello, NY 12701  
TEL: 845-794-5807  
FAX: 845-794-5910

16 James Street, 3rd Floor  
Middletown, NY 10940  
TEL: 845-342-9304  
FAX: 845-343-9847

### ALBANY OFFICE:

Legislative Office Building, Room 826  
Albany, NY 12248  
TEL: 518-455-5355  
FAX: 518-455-5239

### EMAIL:

[gunthera@nyassembly.gov](mailto:gunthera@nyassembly.gov)

**Assemblywoman  
Aileen M. Gunther**



Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Place  
First-Class  
Stamp  
Here

**Assemblywoman Aileen M. Gunther**  
Legislative Office Building, Room 826  
Albany, NY 12248

**This security panel is here to protect your name and information.**

**To reply, fold this panel out, add postage and secure with tape or use an envelope.**

**Alternatively, you may take the survey online at  
[nyassembly.gov/mem/Aileen-M-Gunther](http://nyassembly.gov/mem/Aileen-M-Gunther).**

## 2018 Broadband Survey



**Assemblywoman  
Aileen M.  
Gunther**

New York State Assembly  
Albany, NY 12248

**PRSRT STD.**  
U.S. POSTAGE  
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Albany, New York  
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**Dear friend:**

Internet access is a critical tool for navigating the world we live in today. Whether you're searching for a job, growing your small business, or reaching out to friends and loved ones, you're probably going to use the internet. That's why I'm pressuring our area's internet providers to bring high-quality broadband access to our area.

In order to continue this fight, I need your help. I have attached a brief survey to learn more about broadband availability where you live. I encourage you to complete and return it to my office no later than **February 28, 2018**. You can also fill out this survey on my Assembly website at <http://nyassembly.gov/mem/Aileen-M-Gunther>. The return address for the paper survey is: [Assemblywoman Aileen Gunther, Room 826 LOB, Albany, NY 12248](mailto:Assemblywoman Aileen Gunther, Room 826 LOB, Albany, NY 12248)

Finally, please remember that my office is always available to help if you are ever in need of any assistance. My door is always open.



Sincerely,  
*Aileen Gunther*  
Aileen Gunther  
Member of Assembly