

**DEMAND BETTER BROADBAND IN YOUR AREA!**

Please enter your details below **about the location** where you have poor/limited or no broadband access.

1. The postcode of the location you wish to register for better broadband? \*
2. Your name
3. Your contact address
4. Your email address\*
5. Do you currently have broadband at this location?\* Yes ☐ No ☐ (Go to Question 6)

Yes ☐  
No ☐  
↓

- If you have no broadband at this location, is it because of;

No broadband available in this area ☐ (please tick as appropriate)

There is broadband but I haven't signed up ☐

Other reason

6. Do you know what the maximum speed of your internet connection is?\*  (mbit/s)

7. Can you indicate your level of satisfaction with your internet connection;

Very Satisfied ☐ Satisfied ☐ Neither satisfied or dissatisfied ☐

Dissatisfied ☐ Very Dissatisfied ☐ (please tick one)

8. If you are either **dissatisfied** or **very dissatisfied** with your internet, is it because of;

Speed (too slow) ☐ Reliability (intermittent) ☐ Price (too expensive) ☐

Other Reasons (please specify)

9. Can you let us know who your internet service provider is?

10. How much do you pay for your internet connection per month (approximately)?

£10 or under ☐ £11-15 ☐ £16-20 ☐ £20-25 ☐ £26-£30 ☐ £30-£40 ☐ £40-£50 ☐

11. Which of these applications/functions do you use the internet for at this location;

Browsing Internet ☐ Email ☐ Making Phone/Video calls ☐ Social Media ☐

Watching TV (iPlayer etc) ☐ Uploading material to a website ☐

Accessing on-line storage (e.g. Drop Box) ☐ Online banking ☐ Shopping online ☐

Paying Bills ☐ Playing online games ☐ Virtual Learning or studying ☐

Working from home ☐ Running an online business ☐

Other Uses? (Please provide brief details)

12. Would you be prepared to pay more for an improved (higher speed) broadband connection? Yes ☐ No ☐

13. If Yes to the above, how much more extra would you be prepared to pay (per month)?

£5 ☐ £5-£10 ☐ £11- £15 ☐ £16-£20 ☐ £21-£25 ☐

£26-£30 ☐ £30-£40 ☐ More than £40 ☐

**Thank you very much for completing this survey. Your details will be used to encourage telecommunications companies to upgrade digital infrastructure across West Yorkshire so that everyone in the sub-region can benefit from better quality broadband.**

### Data protection

Leeds City Region will hold your information on behalf of the West Yorkshire Authorities, in accordance with the terms of the Data Protection Act 1998. We will use the information to map demand for better broadband services and will only share anonymised analysis of the responses with partners (West Yorkshire local authorities) and broadband providers. No personal information or contact details will be shared with any 3rd parties. All information supplied by you will not be used for any other purpose, nor shared with any 3rd parties without seeking consent from you first, other than what is stated above. All information supplied by you will be securely destroyed at the end of the project.

*Superfast West Yorkshire is part of the West Yorkshire Local Broadband Project (WYLBP). The WYLBP aims to improve both access and take-up of broadband and superfast broadband in the area. The project is supported and funded by all 5 West Yorkshire local authorities (Bradford, Calderdale, Kirklees, Leeds and Wakefield), BDUK (Broadband UK) which is part of the Department for Communities and Local Government and also the European Union (ERDF funding).*

Visit our website at [www.superfastwestyorkshire.co.uk](http://www.superfastwestyorkshire.co.uk) to complete this form electronically or to get more information about Superfast West Yorkshire.