

## **Survey on NBN & online connectivity within the NSW regional arts network**

### Page 1

Thank you for choosing to share your experience through this survey. This survey is anonymous, however as thanks for your contribution, you can choose to provide your contact details at the end of the survey to go into a draw to receive a bottle of wine from Regional Arts NSW.

*The estimated time required to conduct this survey is 10 minutes.*

### **INTRODUCTION**

The Covid-19 crisis continues to impact everyone, and the ability of the arts community to stay connected and engaged through online activity is paramount.

Although the current crisis has highlighted the importance of online connectivity, for regional communities this has always been important, although not always possible for a number of reasons. There is now an opportunity for you to provide information on the level and outreach of online connectivity in your regional area.

The federal government is conducting an Inquiry into the business case for the NBN and the experience of small businesses. Regional Arts NSW in conjunction with the Regional Arts Development Organisations is conducting a survey across the regional arts community in order to prepare a submission.

Effective data collected from the regional arts community was paramount in the recent federal government decision to support regional arts via the newly announced RAF grants, and we hope that your feedback about the level of internet connectivity in regional NSW will translate the same positive results.

Please contribute to this survey and help us to share your experience.

We encourage you to complete this survey at the main location of your arts activity, but before you start please conduct a speed test on your online connectivity and take notice of the results: <https://www.speedtest.net/>

Page 2 (From Page 1 / After Q5, move to Page 3)

### **LOCATION OF ARTS ACTIVITY**

Q1. What is the name of the city, town, suburb, village or rural location in which you conduct your arts activity?

Q2. What is the postcode?

Q3. How would you describe the location of your arts activity?

- City or Town (2000 or more people)
- Suburb
- Village (under 2000 people)
- Rural

Q4. Which Regional Arts Development Organisation serves your area?

- Arts Mid North Coast
- Arts North West
- Arts Northern Rivers
- Arts OutWest
- Arts Upper Hunter
- Eastern Riverina Arts
- Murray Arts
- Orana Arts
- Outback Arts
- South East Arts
- South West Arts
- Southern Tablelands Arts
- West Darling Arts
- Western Riverina Arts

Q5. What kind of environment do you conduct your arts activity?

- Home studio or office
- Commercial tenancy
- Community space
- Coworking space or shared office
- Other (please specify) \_\_\_\_\_

Page 3 (From Page 2 / After Q6, move to Page 4 or skip to Page 5)

### **NATURE OF ARTS ACTIVITY**

Q6. Do you conduct your arts activity as an individual OR part of a group (organisation or business)?

- Individual (If selected, will skip to Page 4)
- Group (If selected, will skip to Page 5)

Page 4 (If "Individual" selected on Q6. / (After Q7, skip to Page 6)

**NATURE OF ARTS ACTIVITY**

- Q7. How would you describe yourself as?
- Artist
  - Arts Worker (including administrator, manager, supplier, production worker, etc)
  - Other (please specify) \_\_\_\_\_

Page 5 (If "Group" selected on Q6. / After Q8, move to Page 6)

**NATURE OF ARTS ACTIVITY**

- Q8. What sort of group are you part of (or represent)?
- Community Arts Organisation
  - Professional Arts Organisation
  - Venue
  - Arts Related Business
  - Other (please specify) \_\_\_\_\_

Page 6 (From Page 4 or 5 / After Q10, move to Page 7)

**NATURE OF ARTS ACTIVITY**

- Q9. What percentage of your arts activity would you consider to be professional (ie. Toward an income)?
- (Select from sliding scale: Range:)
    - 0%
    - 100%
- Q10. Has your arts activity changed during the Covid crisis and if so what percentage?
- (Select from sliding scale: Range:)
    - -100% Completely ceased Arts Activity
    - 0% No Change to Arts Activity
    - 100+% Increased Arts Activity

Page 7 (From Page 6 / After Q13, move to Page 8)

**ONLINE CONNECTIVITY AND YOUR ARTS ACTIVITY (pre Covid crisis, currently & in the future)**

Online arts activity may include (but is not limited to) communications, administration, professional development, use of cloud storage, external servers, online software or apps, as well as audience engagement.

Q11. Pre Covid crisis, what percentage of your arts activity occurred online or required an internet connection?

- (Select from sliding scale: Range:)
  - 0% Occurred online
  - 100% Occurred online

Q12. Currently, what percentage of your arts activity occurs online or requires an internet connection?

- (Select from sliding scale: Range:)
  - 0% Online
  - 100% Online

Q13. In the future, what percentage of your arts activity do you plan to occur online or requiring an internet connection?

- (Select from sliding scale: Range:)
  - 0% Will occur online
  - 100% Will occur online

Page 8 (From Page 7 / After Q16, move to Page 9)

**ONLINE AUDIENCE (pre Covid crisis, currently & in the future)**

Audience can be potential or existing. It can refer to your clients, your membership base, an actual "audience" or whomever your arts activity is directed toward. Engagement or participation may be via (but is not limited to) website, EDM, online publishing, blog, webinar, teleconference, streaming and social media.

Q14. Pre Covid crisis, what percentage of your audience engaged with your arts activity online?

- (Select from sliding scale: Range:)
  - 0%
  - 100%

Q15. Currently, what percentage of your audience engages with your arts activity online?

- (Select from sliding scale: Range:)
  - 0%
  - 100%

Q16. In the future, what percentage of your audience do you plan will engage with your arts activity online?

- (Select from sliding scale: Range:)
  - 0%
  - 100%

Page 9 (After Q17, move to Page 10 or skip to Page 11 or 16)

### **ONLINE CONNECTION FOR YOUR ARTS ACTIVITY**

- Q17. Is there an internet connection at the primary location of your arts activity?
- Yes (If selected, will skip to Page 10)
  - No - but am considering applying OR have applied for the NBN (If selected, will skip to Page 11)
  - No - and have no plan to connect to the internet (If selected, will skip to Page 16)

Page 10 (If "Yes" selected on Q17. / After Q21, move to Page 11 or skip to Page 13)

### **INTERNET CONNECTION AT THE PRIMARY LOCATION OF YOUR ARTS ACTIVITY**

Please share the results of the speed test you conducted on your online connection (use: <https://www.speedtest.net/>)

- Q18. What is the download speed in Mbps (round up or down to nearest whole number)?
- Q19. What is the download speed in Mbps (round up or down to nearest whole number)?
- Q20. What time of day did you conduct the internet speed test?
- 9am-5pm (weekday)
  - 5pm-9pm (weekday)
  - 9pm-9am (weekday)
  - 9am-9pm (weekend)
  - 9pm-9am (weekend)
- Q21. What type of internet connection do you have at your primary arts activity location?:
- ADSL/ ADSL2 - Wired or Landline (If selected, will skip to Page 11)
  - ADSL / ADSL2 - Dish to satellite (If selected, will skip to Page 11)
  - ADSL / ADSL2 - Dish to radio tower (If selected, will skip to Page 11)
  - NBN (FTTP): Fibre to the Premises (If selected, will skip to Page 13)
  - NBN (FTTC): Fibre to the curb or driveway, then connects using existing copper wire (If selected, will skip to Page 13)
  - NBN (FTTN): Fibre to a central point in neighbourhood (node), then copper to each house (If selected, will skip to Page 13)
  - NBN (FTTB): in an apartment building, fibre optic cable to a central point, and then existing copper phone line for each apartment (If selected, will skip to Page 13)
  - NBN (HFC): Hybrid Fibre – Coaxial (combines fibre and coaxial cable) (If selected, will skip to Page 13)
  - NBN Fixed Wireless: Uses mobile phone technology (If selected, will skip to Page 13)
  - NBN satellite: Dish to satellite (If selected, will skip to Page 13)
  - Mobile Phone connection (3G/4G) (If selected, will skip to Page 11)
  - Mobile Phone connection (5G) (If selected, will skip to Page 11)
  - Other (please specify) \_\_\_\_\_ (If selected, will skip to Page 11)

Page 11 (Dependent on Q21. / (After Q22, move to Page 12 or skip to Page 14)

**Is NBN an option?**

Q22. Have you applied or intend to apply for the NBN network?

- Applied for NBN (If selected, will skip to Page 12)
- Will apply for NBN (If selected, will skip to Page 14)
- Do not plan to apply for NBN (If selected, will skip to Page 14)
- NBN not available (If selected, will skip to Page 14)

Page 12 (Dependent on Q22. / After Q24, move to Page 14)

**Your application for the NBN**

Q23. Since you applied for NBN, how would you rate the communication from the NBN network about the progress of your connection?

- (Select from sliding scale: Range:)
  - 0 No communication
  - 5 Reasonable communication
  - 10 Excellent communication

Q24. You indicated that you have applied for the NBN, how long ago did you apply?

- 0 - 2 months
- 3 - 6 months
- 6 - 12 months
- more than 12 months ago

Page 13 (Dependent on Q21. / After Q27, move to Page 14)

**Your NBN connection**

Q25. How would you rate the improvement of the NBN over your previous internet service?

- (Select from sliding scale: Range:)
  - 0 Far worse
  - 5 No difference
  - 10 Far better

Q26. How long have you been connected to the NBN network?

- 0 - 6 months
- 6 - 12 months
- 1 - 2 years
- more than 2 years

Q27. How would you rate your satisfaction with the NBN network?

- (Select from sliding scale: Range:)
  - 0 Not at all satisfied
  - 5 Satisfied
  - 10 Extremely satisfied

**ISSUES WITH YOUR CURRENT INTERNET CONNECTION (NBN or other type of connection)**

Q28. Does your internet connection ever go down (cease working) and if so, how often?

- Never gone down
- More than once a week
- About once a week
- Around once a month
- Approximately once a quarter (1-3 months)
- Every 6 - 12 months
- Once a year
- Only once in the last two years

Q29. If you have experienced problems with supply (network going down or technical issues), indicate the cause? (*Select all that apply*)

- No problems at all
- Bush fire
- Flood
- Storm
- Network error - supplier or technical issue - outside of your premise
- Personal equipment error or technical issue - within your premise
- Unknown cause
- Other \_\_\_\_\_

Q30. Do you experience variations in the speed or capacity of your connection (download or upload) and if so, how often?

- Never varies
- Daily variations
- Weekly variations
- Monthly variations
- Occasionally varies
- Rarely varies

Q31. During the Covid crisis, have you experienced further issues with speed, capacity, or supply? (*Select all that apply*)

- No issues
- Issues with speed
- Capacity issues
- Supply issues

Q32. During the Covid crisis - What type of additional support has your internet provider offered? (*Select all that apply*)

- None
- Offered reduced cost
- Offered deferred payment
- Increased capacity (at no additional cost)
- Provided additional technical support if required
- Other \_\_\_\_\_

Q33. Has your area been affected by fires and if so, did this impact your internet connection?

- Not affected by fires
- Yes, affected by fires & no impact
- Yes, affected by fires & poor or no connection for a period
- Yes, affected by fires & still impacted (poor or no connection)

Q34. Has your area been affected by flood and if so, did this impact your internet connection?

- Not affected by floods
- Yes, affected by floods & no impact
- Yes, affected by floods & poor or no connection for a period
- Yes, affected by floods & still impacted (poor or no connection)

Q35. Has your area been affected by storms and if so, did this impact your internet connection?

- Not affected by storms
- Yes, affected by storms & no impact
- Yes, affected by storms & poor or no connection for a period
- Yes, affected by storms & still impacted (poor or no connection)

Page 15. (From Page 14 / After Q39, move to Page 16)

### **BILLING, AFFORDABILITY & VALUE OF YOUR INTERNET SERVICE**

Q36. How do you currently pay for your internet service?

- Prepaid internet
- Post paid internet plan
- Prepaid mobile phone
- Post paid mobile phone plan
- Post paid bundle (could include any of: landline, mobile and internet service)

Q37. Do you experience issues with billing and if so what kind of issues?

- No issues with billing or charges
- Over charging
- Late charging
- Charges for services not provided
- Other\_\_\_\_\_

Q38. How would you rate the affordability of your internet service?

- (Select from sliding scale: Range:)
  - 0 Highly unaffordable
  - 5 Appropriate for service
  - 10 Very affordable

Q39. How would you rate the value of your internet service?

- (Select from sliding scale: Range:)
  - 0 Very bad value
  - 5 Neither good nor bad value
  - 10 Extremely good value



Page 16 (From Page 9 or 15 / After Q41, move to Page 17 or END survey)

**SURVEY COMPLETE - THANK YOU**

Your contribution to this survey is highly valued. Thank you for taking the time to share your experience.

Q40. Before you go, are there any additional insights or comments you would like to share? *(limited to 250 characters)*

- No
- Yes \_\_\_\_\_ *(250 character limit)*

Q41. Would you like to go into the draw to receive a bottle of wine as further thanks for your contribution.

- Yes please *(If selected, will skip to Page 17)*
- No thank you *(If selected, END Survey)*

Page 17 (From Page 16 / After Q44, move to END survey)

**WINE BOTTLE - RANDOM DRAW**

Q42. Please provide your name?

Q43. Please provide your email address?

Q44. If required, are you able to present evidence that you are over 18 years of age?

- Yes
- No

**END SURVEY**