

Internet Speed Experience Survey Template

All questions are optional. Follow each question's directions.

Write your answers to the open questions in the space provided.

Think about your main home internet connection during the past seven days. Report your experience without running a test. All questions are optional. Do not include an address, account number, network name, IP address or private browsing details.

1. On how many days did you use or try to use this connection in the past seven days?

- ☐ 0 days
- ☐ 1–2 days
- ☐ 3–4 days
- ☐ 5–7 days
- ☐ Not sure

2. Which activity was most affected by slowdowns or interruptions?

- ☐ Web browsing
- ☐ Video or music streaming
- ☐ Voice or video calls
- ☐ Uploading or downloading files
- ☐ Online games
- ☐ Another activity
- ☐ No activity was affected
- ☐ I did not use the connection

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3. How often did the connection feel too slow for what you were trying to do?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Every time I tried
- ☐ I did not use the connection
- ☐ Not sure

4. How often did you lose the connection during an activity?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Every time I tried
- ☐ I did not use the connection
- ☐ Not sure

5. When were connection problems most noticeable?

- ☐ Morning
- ☐ Afternoon
- ☐ Evening
- ☐ Overnight
- ☐ No consistent time
- ☐ I noticed no problems
- ☐ Not sure

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6. What was the main effect of any connection problem on your activities?

- ☐ No meaningful effect
- ☐ I needed more time
- ☐ I changed how I completed the activity
- ☐ I postponed the activity
- ☐ I could not complete the activity
- ☐ Another effect
- ☐ I noticed no problems
- ☐ Not sure

7. What would you like a follow-up review to understand about your connection experience?
