



INSTRUCTIONS
 on reverse side

Name _____ Address _____

INTERNET SERVICE SURVEY FORM Date Submitted _____

The information you provide on this form will help your Saddleback Directors to compile a summary of internet services and usage that will ultimately benefit every homeowner in our community. This survey will **primarily focus in INTERNET SERVICE** and minimally cover TV/phone bundle info.

When completed, fold this form in half, Scotch tape the open end and DEPOSIT it into the DROP BOX at our MAIL KIOSK. Please DO NOT MAIL THIS FORM, as it will take longer or may get lost.

Your Internet Service Company _____

- TYPE of SERVICE**
- Cable, either: Suddenlink -or- Wave Broadband
 - DSL Service from AT&T, via an existing phone line
 - Satellite, like HughesNet, ViaSAT or others
 - Cellular, via your **smart phone** on any major carrier (Verizon, AT&T, etc.)
 - Cellular, using a **dedicated cellular modem** on any major carrier per above
 - Long-range WI-FI, like SmarterBroadband or other
 - Other, if not one of the above _____
 - I DO NOT HAVE INTERNET SERVICE

Years with this service _____ Did you previously use another service? YES NO

My internet service is **STAND-ALONE (no TV, phone)** YES NO Monthly cost _____

My internet is **COMBINED in a packaged "BUNDLE"** YES NO with TV and/or PHONE

Monthly cost of **bundle** _____ Monthly cost of **internet portion** _____

STATED SPEED of internet Service ("MB" or "megabits/Second, i.e., "50MB") _____

NOTE: Verify their claim by visiting the **SPEEDTEST.NET** website to find the true speed to your location

SPEED of internet service, as *perceived* by you in everyday use

- Slow – searches take too long and videos always “stutter”
- Acceptable – adequate most of the time and videos only occasionally “stutter”
- Very Good – rarely any response and/or speed issues
- Excellent – never a problem, seems to be as fast as the provider claims it to be

RELIABILITY of Service -- Is the connection consistently stable or does it frequently stop working?

- Poor, with frequent outages
- Works most of the time
- Always works

Your **CUSTOMER SERVICE and SUPPORT EXPERIENCE** with this Vendor

- Non-existent
- Infuriating
- Barely Adequate
- Acceptable
- Good
- Excellent

ADDITIONAL HOMEOWNER COMMENTS

(Your overall experience with this vendor, customer service issues, problems, etc.)

INTERNET SURVEY INSTRUCTIONS

Please provide the information requested on this form to the best of your knowledge. The data will be compiled, summarized and anonymized (stripped of personal info), then distributed to all homeowners.

TYPE of SERVICE Description

CABLE Service – Hard-wired coaxial cable connection from the street pole to a home; generally fast and reliable, unlike wireless services. Not all Saddleback homes were initially wired for cable when constructed. Currently, there are currently only two providers of cable service to Saddleback as follows:

Suddenlink – The original cable service wired many years ago on the Moss Rock “loop” that is available to many, but not all homes. They were fairly reliable until purchased by Altice, a French company, in 2015. Afterwards, service and support deteriorated dramatically, which prompted the HOA Board to initiate a project and research alternative vendors for our community. This survey form is the first step in that direction and your input will help greatly.

Wave Broadband – The only other cable service in the entire Auburn area. It is considered reliable, but currently available to only a few Saddleback homeowners along Blue Grass Drive, where their physical cable leads on to Christian Valley. We contacted them in the past and requested they expand their service to encompass the Moss Rock “loop”, but they required a majority of HOA members to “sign up” under contract for financial viability. However, we recently heard rumors that Wave is negotiating with Suddenlink to acquire their entire “rural” cable network, but there is no specific time-frame in which this may occur.

DSL from AT&T – Ancient and not very fast technology (6mb/sec), but a viable minimum-speed alternative using existing telephone lines. We believe that several Saddleback homeowners are still be using this service. However, AT&T no longer offers DSL service to new customers, but will continue to support current clients only.

SATELLITE – Similar to television, HughesNet and ViaSAT offer internet access via a satellite dish. The service speed (25mb/sec typical) is costly but adequate for most situations; however, it may not provide stutter-free viewing of high-definition videos under all circumstances and is subject to weather-related outages.

CELLULAR via SmartPhone – All smartphones offer internet access as part of a package deal from every major carrier. The screen may not be large, but it’s adequate for email, searches and simple videos. Also, most smart phones can be configured as a “hotspot” to provide internet access for your home computer via WI-FI. The only issue is whether your cell carrier provides a strong-enough signal to your home.

CELLULAR via Dedicated Cellular Modem – Just like a WI-FI “hotspot”, most cell companies offer a device that becomes a dedicated WI-FI “router” for your home network. This approach offers slightly-faster speed and doesn’t require your smartphone to be present for your home internet connection.

LONG-RANGE WI-FI – SmarterBroadband.com is the only company to our knowledge so far that offers internet service via the same type of WI-FI signal used at home.. However, their signal emanates from high-power dedicated tower overlooking the specified service area and requires a dedicated, secure WI-FI receiver. At this time, we do not know if they can provide reliable service to all of our Saddleback community.