

Franklin County Broadband Surveys Questions and Answers

Q: How should I complete the survey if no internet service is available in my area?

A: Please select the “None” response in the first question if you do not have service available at your location.

Q: If I do not have access to the internet, how can I complete the survey?

A: Paper copies of the Broadband Residential Survey have been distributed to schools in Franklin County so that students can take the surveys home for completion. Paper copies have also been included in municipal electric and water bills and in the Franklin County Public Utilities Water and Sewer bills for the month of April. Paper copies are available in County Libraries and Government Offices and responses can be mailed or delivered to: Franklin County, Attn: Broadband, 113 Market Street, Louisburg, NC 27549.

Q: Is there a different survey for Business customers?

A: Yes, the Broadband Business Survey has been emailed to existing businesses in the county through email distribution lists and the Franklin County Chamber of Commerce and other area organizations. The business survey is also available on the Franklin County website (franklincountync.us)

Q: Do I have to provide my address?

A: Providing your address is not required, however, address information will be used to map service availability throughout the county.

Q: How will the results of the survey be used?

A: The survey results will be used to determine areas where service needs to be made available and areas where existing service needs to be improved. Results will also be used to determine how Franklin County residents want to use their internet service and what level of service needs to be available to meet those needs.

Q: Will the survey results be published?

A: Individual service responses will not be published; however, summary information will be used to discuss needed improvements and offerings for internet and broadband services.

Q: How long will the survey be available?

A: The survey will be available online until April 30, 2018. Mailed copies should be postmarked by April 30 or returned to schools or organizations by April 30.

Q: If I want to learn more about the survey or have someone speak to a citizen group about internet access, who can I contact?

A: Please contact Assistant County Manager Kim Denton at 919-496-5994 for questions or information.