

## **ATTACHMENT B**

The Internet Service Provider Survey was designed to support the City of Oakland's 'Broadband Last-Mile Connectivity Planning and Design Project', which ultimately became the 2025 Broadband Master Plan. It outlined the City's broadband vision to "develop a thriving community in Oakland by establishing fast, reliable, and affordable internet access to residents and businesses; achieve digital equity by bridging the digital divide; and enable economic development through partnerships".

The survey questions (below) were structured to gather information from ISPs regarding their existing municipal partnerships, deployed broadband technologies, level of current or potential service in Oakland, and any barriers or incentives related to deployment. The survey also asked about programs targeted toward unserved or underserved users, as well as service cost details and low-income eligible pricing plans.

The survey correspondence was sent via email embedded with a SurveyMonkey link to local, regional and national Internet Service Providers claiming service within Oakland. The survey was sent in May 2024 and gave respondents three weeks to respond.

### Survey Questions:

1. Name
2. Company
3. Email
4. Phone number
5. Does your company have any partnerships with municipalities concerning broadband?
  - a. Yes
  - b. No
- 5a. If yes, please describe of the partnership (length of service, type of service)?
6. What does your company primarily use for a broadband network medium?
  - a. Wired (coaxial, fiber-to-the-home, copper)
  - b. Fixed Wireless
  - c. Other
- 6a. If other, please describe the broadband type deployed.
7. Does your company have any broadband deployed in the City of Oakland?
  - a. Yes
  - b. No
  - c. If No, would you be interested in deploying broadband in Oakland?
    - Yes
    - No
- 7a. If yes, has anything deterred you from deploying technology in the City of Oakland (e.g., infrastructure, policy, funding)?
- 7b. If no, what changes would make the City of Oakland a more attractive place to deploy technology for your company?
8. Does your company have any programs specifically targeting unserved/underserved users?
  - a. Yes

b. No

8a. If Yes, please provide the following:

- What qualifies a household to receive this assistance?
- What bandwidth is offered with this assistance?
- Are you a registered Eligible Telecommunications Carrier with the CPUC?
  - Yes
  - No
- Does your company participate in federal subsidies assisting households with Internet service bills (e.g., Lifeline, ACP)?
- Upload any supplemental information you would like to share [file upload]