



Serving Kittitas County since 1937

Broadband Survey

FAQs

[HTTP://NOANET.SERVICEZONES.NET/KITTITAS](http://noanet.servicezones.net/kittitas)

Q: WHY IS KITTITAS PUD EVALUATING BROADBAND AVAILABILITY?

A: Kittitas County community members have requested Kittitas PUD to evaluate broadband infrastructure and services to ensure adequate services are available. The PUD has partnered with Northwest Open Access Network (NoaNet) to identify and record the level of need for broadband access in our community. If the broadband survey finds that broadband access needs are not being met or are unreliable the leadership team will evaluate the feasibility of expanding infrastructure.

Q: WHY DO I HAVE TO PROVIDE MY ADDRESS?

A: Your address is needed so we can be sure that you live or work in an area where we are collecting survey information. Knowing your location also helps us identify areas of high need and make good cost estimates for building local network.

Q: IF I CAN'T FIND MY ADDRESS, WHAT SHOULD I DO?

A: If you can't find your address on the survey map, you can "drop a pin" on the map where your home or business is located. Our staff will review your survey and approve it if your pin is located within the survey area.

Q: CAN I USE A SMARTPHONE OR TABLET TO TAKE THE SURVEY?

A: Yes, of course! If you use your phone, please connect to your home Wi-Fi so the speed test will reflect your home Internet speeds.

Q: HOW LONG WILL THE SURVEY TAKE TO COMPLETE?

A: The survey takes about 5 minutes to complete and the information will help the PUD evaluate if the Internet needs of the community are being met.

Q: CAN I CHANGE THE ANSWERS TO MY SURVEY AFTER SUBMITTING?

A: Yes! If you need to resubmit your survey after having completed it, just go ahead and take the survey again from the beginning and submit it. The new submission will replace your previous submission in the data portal.

Q: IS THERE AN OBLIGATION TO PURCHASE SERVICE IF I EXPRESS INTEREST THROUGH THE SURVEY?

A: Absolutely not! The survey is for informational use only to identify areas that are unserved or underserved by current Internet services. There is absolutely no commitment or obligation attached.

COMMON BROADBAND TERMS

It's not just you. Talking about broadband feels like talking another language for many people. These terms are a good place to start.

INTERNET

The Internet is the largest computer network in the world, connecting millions of computers. A network is a group of two or more computer systems linked together. Access to this mega-network is what is sold as a Internet Service.

BROADBAND

Broadband is a fixed, ground-based telecommunication network that enables access to internet services at speeds greater than 25mbps download and 3mbps upload.

FIBER OPTICS

Optical fiber is a hair-thin strand of glass, specially designed to trap and transmit light pulses. The fiber uses light instead of electricity to carry a signal. It is unique because it can carry high bandwidth signals over long distances without signal degradation.

COPPER WIRE

Copper wire can also carry high bandwidth, but only for a few hundred yards – after which the signal begins to degrade and bandwidth narrows.

FIBER TO THE HOME (FTTH)

When fiber optic cable connects directly into a residence.

OPEN ACCESS

Open Access is the term used to describe a network where any Internet Service Provider (ISP) may provide service to the end-user (residence or business) over that network.



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Q: WHAT IS A BROADBAND CHAMPION?

A: Champions are local enthusiasts who are excited to spread the word about the community survey to their neighborhoods or community. Their role is to help encourage community members to take the survey, keep up to date on project progress and act as a liaison between community leadership and your friends and family.

Q: I CAN'T ACCESS THE SURVEY ONLINE BUT I WANT TO PARTICIPATE. HOW DO I TAKE IT?

A: Paper surveys are available at the PUD office. You can also call (360) 602-1522 during regular business hours and someone will take the survey over the phone with you. Due to a high volume of calls, you may need to leave a message. Your call will be returned as soon as possible.

DID YOU KNOW?

RESEARCH COMMISSIONED BY THE FIBER TO THE HOME COUNCIL SHOWS THAT HOMES INCREASED IN VALUE BY ABOUT 3% JUST BY HAVING A FIBER OPTIC CONNECTION AVAILABLE

Q: CAN I SUBMIT MULTIPLE SURVEYS FROM THE SAME ADDRESS?

A: Only one survey per household or business will be accepted. If you live in an apartment building, please make sure to include your unit number so we will know that your survey is from a separate residence at the same address. If you run a business out of your home, you can submit a survey as a resident of the address as well as an additional survey for the needs of your business.

Q: HOW WILL MY SURVEY INFORMATION BE USED?

A: Data collected will be used to understand the broadband needs and opinions of the community. Any information from this survey presented publicly will be aggregated data and **will not include** any personally identifying details.

Q: DOES THIS SURVEY MEAN KITTITAS PUD IS GOING TO BUILD A FIBER BROADBAND NETWORK?

A: This survey is only a data collection tool to understand your community's broadband needs and if they are being met as part of a larger assessment of network buildout feasibility. It does not mean that the PUD has any plans to build new infrastructure at this time.

HAVE A QUESTION WE DIDN'T ANSWER? GO TO THE SURVEY PAGE AND SEND US A MESSAGE THROUGH THE CONTACT FORM. WE'LL BE IN TOUCH ASAP!

