

## Nunavut Residents 2011 Broadband Survey - Nunavut Trade Show

When Nunavut was created in 1999, dial-up Internet access was available to governments and a few organizations in a handful of communities. The Nunavut Broadband Development Corporation (NBDC) is a not-for-profit corporation set up in 2002 to ensure that Nunavut residents could obtain affordable broadband services delivered by the private sector, that meets the public's economic, educational, social and cultural objectives.

NBDC was responsible for running the RFP, putting the funds together, and contracting SSI Micro to build and operate the original QINIQ network, launched in 2005 and operating in all Nunavut communities. In 2009, NBDC signed a contribution agreement with Infrastructure Canada for Infrastructure Phase II, currently underway. This investment supports the development of satellite bandwidth management tools, the procurement of additional satellite capacity, and the upgrading of the terrestrial satellite networks for 25 communities in Nunavut. To learn more about NBDC's mandate and activities or to join NBDC, please see [www.nunavut-broadband.ca](http://www.nunavut-broadband.ca).

Please take the time to fill in this questionnaire to help guide the NBDC board and policy makers for future development of broadband services in Nunavut.

**1. Do you have access to the Internet and broadband now?**

*(Please select only one)*

- Yes
- No, but would like access
- I have internet access through dial-up, but not broadband
- Other (please specify) \_\_\_\_\_

**2. Approximately how long have you had access to the Internet and broadband?**

- Less than 6 months
- 6 months to a year
- 1-2 years
- 2-3 years
- 3-4 years
- More than 4 years

**3. Why do you use the Internet and broadband?**

*(Please check all that apply)*

- For individual or personal use
- To do my job as an employee or manager
- To run my own business
- To access educational material online
- Other (please specify) \_\_\_\_\_

**4. Where do you use broadband now (including your educational use)?**

*(Please check all that apply)*

	Often (most of the time)	Sometimes (once in a while)	Never
At home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CAP/library site (public access)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At friend's house/workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traveling within Nunavut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traveling outside Nunavut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On my Mobile Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____			

**5. Do you have a cellular/Mobile Phone?**

- Yes
- No
- Not available in my community

**6. Do you surf the Internet with your Cellular/Mobile Phone?**

- Yes
- No
- Not applicable

**7. Rate the Quality of the following tasks on a Broadband Connection in Nunavut:**

*Please rate all tasks that you have performed on a broadband connection in Nunavut*

	Poor	Average	Very Good	Excellent
Download/watch Video (Youtube, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Download/listen to Internet radio/Mp3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online webcam (Skype, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online 3D Gaming (Call of Duty, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-Learning/Online Courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Applications (Google Docs, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play Flash/Java Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. Language and Culture**

a. Do you think the Internet can help preserve and promote the Inuit language and culture?

- Yes  
Please tell us why: \_\_\_\_\_  
\_\_\_\_\_
- No  
Please tell us why: \_\_\_\_\_  
\_\_\_\_\_

b. There is not a great deal of information about Nunavut, the Inuit culture or community information and resources for visitors online. How important is this to you that more content about Inuit culture be collected and shared on the Internet?

- Very Important
- Somewhat Important
- Not Important
- Not Sure

c. What languages do you speak? (*Please select all that apply*)

- Inuktitut
- Inuinnaqtun
- English
- French

d. What languages do you write?

- Inuktitut
- Inuinnaqtun
- English
- French

e. Do you think it is easy to communicate in Inuktitut and/or Inuinnaqtun when using computers?

- Yes
- No

If no, why? \_\_\_\_\_

f. What language do you use when communicating online (email, Facebook, etc)?

- Inuktitut
- Inuinnaqtun
- English
- French

g. Do you look for Inuktitut and/or Inuinnaqtun language content on the Internet?

- Yes
- No

If yes, what are some of your favourite sites?  
 \_\_\_\_\_  
 \_\_\_\_\_

## 9. Your Priorities for the Future

What would you like to see done in Nunavut in the future? If you do not understand the question, please leave the answer BLANK or ask NBDC for more information.



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Nunavut Broadband  
Development Corporation

	Very Important	Somewhat Important	Not Important
<b>a. In 2012, federal bandwidth subsidies end. What is most important to you?</b>			
• Keep subsidized prices to consumers (do not increase cost)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Obtain further government investment (to cover true cost of satellite bandwidth)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b. Research and Development</b>			
• Study feasibility of fibre connectivity to communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Increase speeds through investing in technology research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c. Mobile Communications</b>			
• Improve/add basic cell phone services in all communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Add mobile voice and data services (ie. Blackberry, iPhone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Add wi-fi connectivity (hot spots) in Nunavut communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d. Language</b>			
• Develop Inuktitut/Inuinnaqtun terms to describe changing online environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Support development of Inuktitut content - including Inuktitut operating system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Development of Inuktitut tools for use online - transliteration, font development translation tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**e. Community Services**

- Webcasting services to webcast community events
- Archive community consultations online
- Community bulletin boards
- Community technology centres (such as CAP/library sites)
- Legislative Assembly live audio feed via broadband

**10. Internet Service Provider**

a. Who is your Internet service provider?

- Qiniq
- NorthwesTel DSL
- NorthwesTel Netkaster
- Other (please specify) \_\_\_\_\_

b. What factors were most important to you when choosing an Internet service provider?

- Only option in my community
- Recommendation from friend/family/coworker
- Price
- Connection speed
- Monthly usage included in plan
- Roaming (ability to connect in other communities)
- Easy to set-up and use
- Other (please specify) \_\_\_\_\_

**11. If you are a Qiniq customer:**

a. Have you used the roaming service around town or taken your modem when you travel?

- Yes
- No

b. Have you ever contacted your local Community Service provider for assistance?

- Yes
- No

c. Have you ever contacted SSI for assistance?

- Yes
- No

