



Broadband Access and Teleworking Survey

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Webtorials.Com
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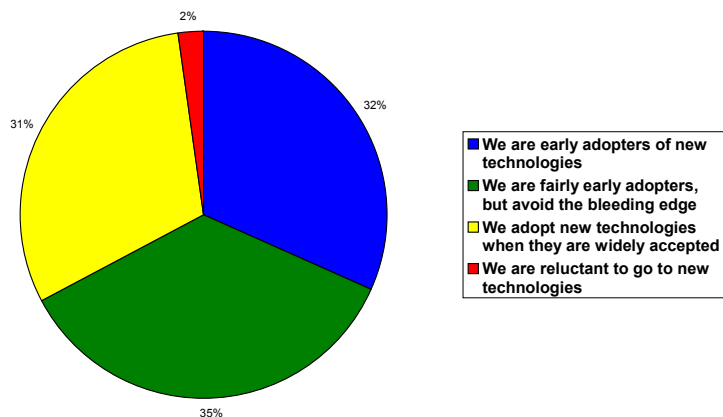
Broadband Access and Teleworking Survey

- Data collected in July 2002
- Web-based survey at Webtorials.Com
- Almost 400 responses



Respondent Demographics

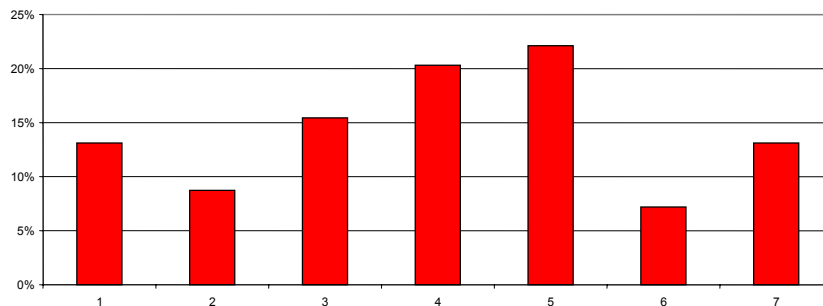
- How would you rate your company relative to how rapidly it adopts new technology?





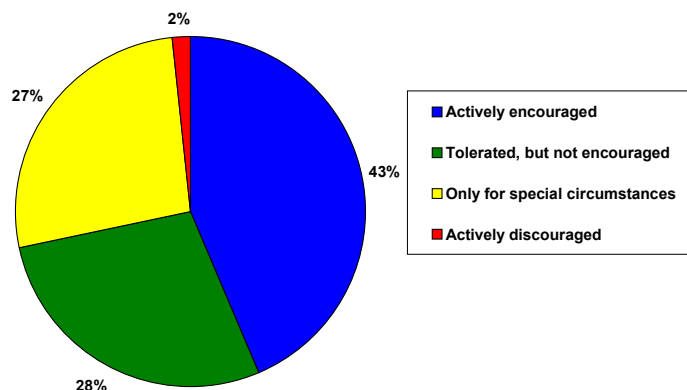
Respondent Demographics

- Using a scale from 1 to 7, where 1 means "purely tactical" and 7 means "purely strategic", how does your organization view the use of broadband access to support teleworkers?



Respondent Demographics

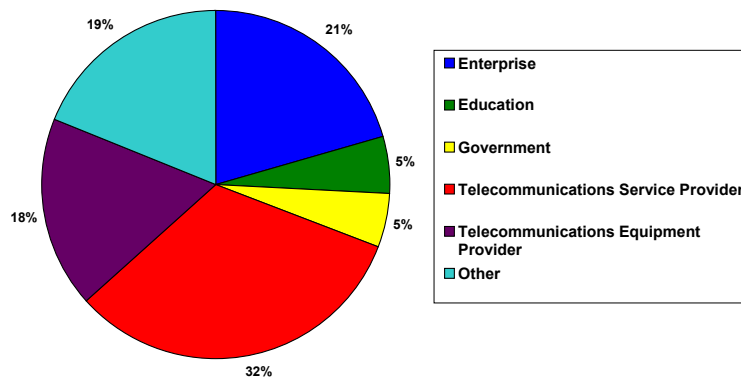
- How would you describe your company's attitude toward teleworking?



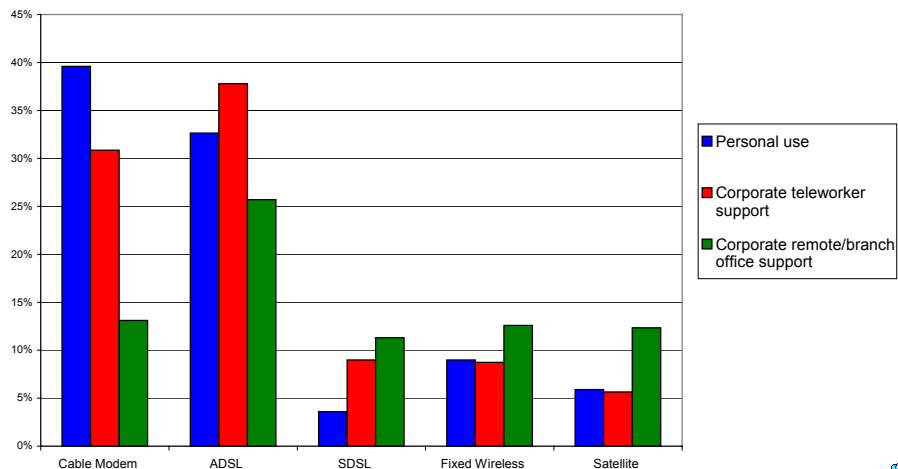


Respondent Demographics

- Average of about 1000 sites per network; Median of 25 sites per network
- Industry segments as indicated:



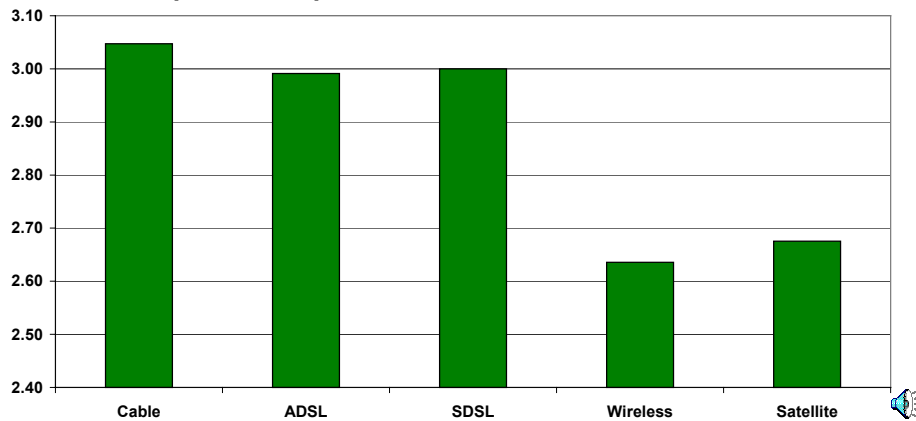
Currently Used Broadband Access Technologies



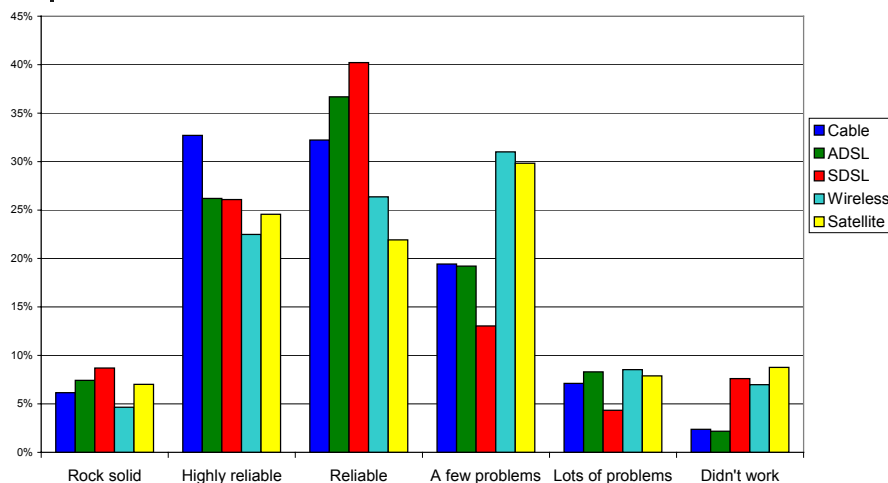


Weighted Satisfaction

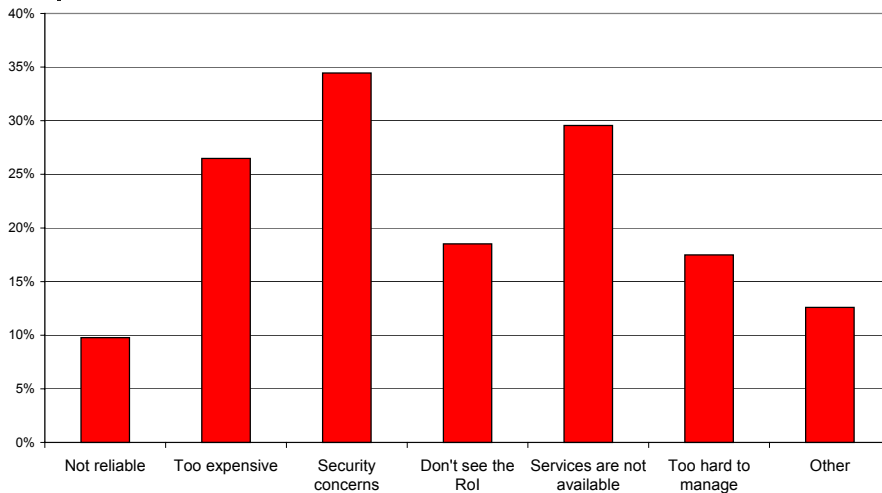
- Responses converted to a scale of 0 (didn't work) to 5 (rock solid)



Satisfaction with Services



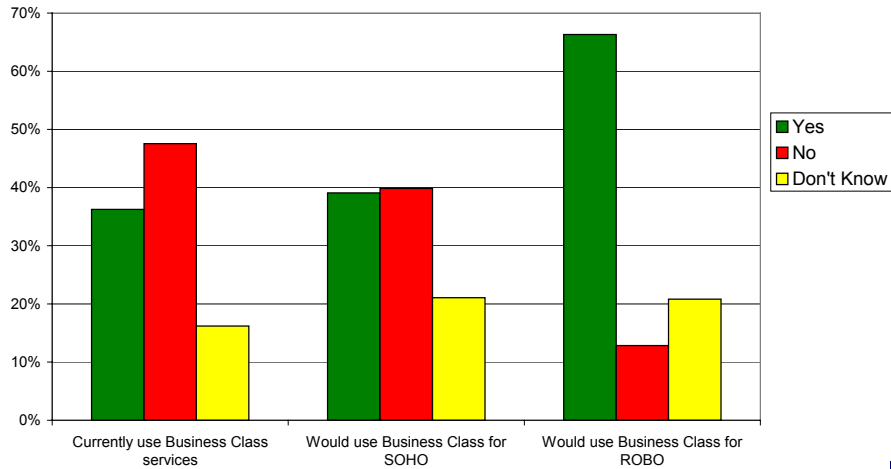
Impediments for Teleworkers and Remote Offices



Business Class Services - Definitions

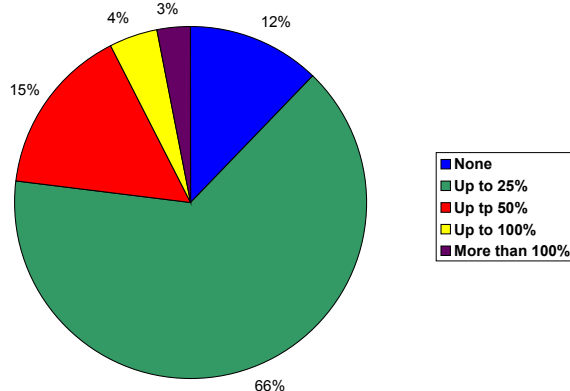
- A "Business Class" service is a service that offers an enhanced service level agreement with guaranteed availability and service response time.
 - Business class services usually include a static IP address as well.
- SOHO: small office/home office environment supporting one worker
- ROBO: remote office/branch office environment supporting a small workgroup

Do/Would you use Business Class services?



Premium for Business Class Services

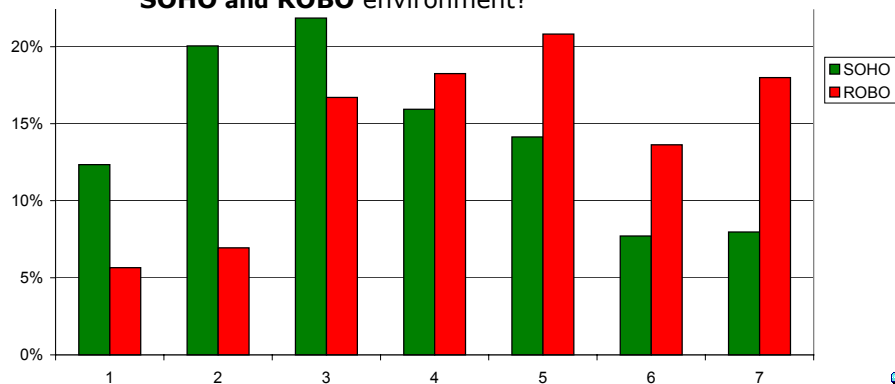
- How much would you pay as a premium for a business class service?





Need for Symmetrical Services

- Using a scale from 1 to 7, (1 = "unimportant"; 7 = "critical", how important is symmetrical bandwidth (same speed for transmitting and receiving) for supporting teleworkers in a **SOHO** and **ROBO** environment?



Thank you...

... for accessing the presentation

... for your responses to the questionnaire

