

Telecommunications in Rural Nova Scotia

Inadequate rural infrastructure is often identified by farms and other rural businesses as a barrier to growth. Challenges around three phase power, high speed internet, cell service and roads aren't lessening by any means. NSFA has been working with stakeholders to address these various areas since before communications infrastructure became a part of NSFA Standing Policy in 2012.

A resolution for NSFA to lobby for better cell phone and high-speed internet service was passed at our 2018 AGM. The lack of quality (or in some cases no service) has been on NSFA's radar for quite some time, and we are encouraged to see \$5-6 billion in the federal budget to support for a high-speed internet throughout all of Canada.

NSFA is collecting information from our members to understand which regions have and the implications of limited telecommunications services (cellular service and high-speed internet) in rural Nova Scotia. We will convey the challenges and barriers to government decision makers.

By completing the following questionnaire, you understand that NSFA will report the survey results in aggregate - names and contact information will be omitted. Any contact information provided will only be used to followup on improvements and report back on lobby progress.



1. Before getting started, please indicate the community your farm is located.

2. In which county is your farm located?

High-speed internet

The questions and statements in this section focus on internet access on your farm?

3. Is your farm currently connected to the internet?

Mark only one oval.

- Yes *Skip to question 4.*
- No *Skip to question 13.*

High-speed internet

The questions and statements in this section focus on internet access on your farm.

4. Would you describe the internet service available at your farm as:

Mark only one oval.

- Intermittent (meets your needs sometimes, but not consistently)
- Consistently slow
- Meets the needs of my farm
- Other: _____

5. What is the quality of internet service available that you are able to access on on your farm?

Mark only one oval.

	1	2	3	4	5	
Completely inadequate for the needs of my farm operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Meets the needs of my farm operation

6. What is the name of your internet service provider?

Check all that apply.

- 3 Web
- AEI Internet
- Aliant (Bell Aliant)
- Bell (Sympatico)
- Cogeco
- Eastlink
- MTS (Allstream)
- North Nova
- Primus
- Rogers
- Seaside
- Shaw
- TekSavvy Solutions
- Telus
- Velcom
- Videotron
- Xplornet
- Other: _____

7. For which of the following activities does your farm currently use internet?

Check all that apply.

- Online sales
- Online purchasing
- Parcel tracking
- Security
- Biosecurity
- Automated systems (eg: refrigeration, robotics)
- Marketing (eg: social media, advertising, website)
- Communications (eg: email)
- GPS System
- Customer inquiries
- Electronic file storage (eg: Cloud)
- Communicating with employees at work
- CSA/Direct to Market Sales
- Other: _____

8. Which of the following activities would you like to be able to do on your farm but are unable to due to inadequate internet service available on your farm?

Check all that apply.

- Online sales
- Online purchasing
- Parcel tracking
- Security
- Biosecurity
- Automated systems (eg: refrigeration, robotics)
- Marketing (eg: social media, advertising, website)
- Communications (eg: email)
- GPS System
- Customer inquiries
- Electronic file storage (eg: Cloud)
- Communicating with employees at work
- CSA/Direct to Market Sales
- Other: _____

9. What is the estimated loss due to inadequate internet service? (Think of this in terms of loss dollars or time and indicate units in your answer)

10. We have heard of farms accessing public internet sites such as libraries as a work around to limited internet access on farm. If this statement applies to you, please tell us about your work-around and what adequate high-speed internet will mean to you?

11. Please indicate how improved internet service will benefit your farm. Examples include: estimated potential growth, efficiency, quality of life, etc.

12. Are you willing to pay more for internet service that will allow you to meet the needs of your farm?

Mark only one oval.

- Yes
 No

Cellular Service

The questions and statements in this section focus on cellular service - phone, text and data - available on your farm, farm properties and roadways you travel on normal farm business.

13. Does your farm currently access cellular service?

Mark only one oval.

- Yes *Skip to question 14.*
 No *Skip to question 22.*

Cellular service

The questions and statements in this section focus on cellular service - phone, text and data - available on your farm, farm properties and roadways you travel on normal farm business.

14. What is the quality of cellular service available on your farm, farm properties and roadways you travel on normal farm business?

Mark only one oval.

	1	2	3	4	5	
Completely inadequate for the needs of my farm operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Meets the needs of my farm operation

15. Mark only one oval.

- Option 1

16. For which of the following activities does your farm currently use cellular service?

Check all that apply.

- Online sales
- Online purchasing
- Parcel tracking
- Security
- Biosecurity
- Automated systems (eg: refrigeration, robotics)
- Marketing (eg: social media, advertising, website)
- Communications (eg: email)
- GPS System
- Customer inquiries
- Electronic file storage (eg: Cloud)
- Communicating with employees at work
- CSA/Direct to Market Sales
- Other: _____

17. Which of the following activities would you like to be able to do on your farm but are currently unable to due to inadequate cellular service available on your farm?

Check all that apply.

- Online sales
- Online purchasing
- Parcel tracking
- Security
- Biosecurity
- Automated systems (eg: refrigeration, robotics)
- Marketing (eg: social media, advertising, website)
- Communications (eg: email)
- GPS System
- Customer inquiries
- Electronic file storage (eg: Cloud)
- Communicating with employees at work
- CSA/Direct to Market Sales
- Other: _____

18. What is the estimated loss due to inadequate cellular service? (Think of this in terms of loss dollars or time and indicate units in your answer)

19. **We have heard of farms using old, nearly obsolete technologies as a work-around to limited cellular service. Please let us know what you do to address the challenges of limited cellular service.**

20. **Please indicate how improved cellular service will benefit your farm. Examples include: estimated potential growth, efficiency, quality of life, etc.**

21. **Are you willing to pay more for cellular service that will help you meet the needs of your farm?**

Mark only one oval.

Yes

No

Wrap up

Thank-you for taking the time to complete the questionnaire on this important topic. The next few questions will help NSFA identify which regions and farm types have barriers. NSFA will report the survey results in aggregate, - names and contact information will be omitted. Your contact information will also allow us to followup on improvements and report back on lobby progress.

22. **Contact Person**

23. **Contact Information (email preferred)**

24. **Commodity/Commodities produced on farm**

25. Farm Registration Category you register under

Mark only one oval.

- < \$29,999
- \$30,000 – \$99,999
- \$100,000 – \$499,999
- \$500,000 – \$999,999
- \$1,000,000 or more

26. Is there any other information on internet service or cellular service you would like to add that hasn't been captured in this questionnaire?

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