

# THE PACKET

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## Broadband Update

In November of 2006, the Minister responsible for FedNor, MP Tony Clement, announced that Muskoka Community Network (MCN) was successful in the application to extend broadband coverage in Muskoka.

As a result, MCN has been working with our chosen vendor, Core Broadband, on the network build plan. MCN is pleased to report that the people at Core Broadband have been busy and have been actively working on the expansion project.

Preparatory work in the Townships of Georgian Bay, and Lake of Bays, as well as the Towns of Hunstville, Bracebridge, and Gravenhurst is underway. As a result MCN has been getting many inquiries from the public regarding service *location and date* availability. Service Providers who participate on the network will know from Core Broadband where and when the services will be deployed approximately 4-6 weeks prior to the service becoming available. Therefore, people wishing to gain access or wanting to know more about specific locations and dates of service availability should contact their service provider.

For more information about Internet Service Providers who are participating on the Core Broadband Network visit <http://www.corebroadband.ca>

Currently, Muskoka.com is participating on this expanded network as an Internet Service Provider. Other service providers are welcome to participate on the network and should contact Core Broadband directly to arrange details regarding access.

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MCN is looking forward to the first clients gaining access through their Internet Service Providers in the very near future. For more information please contact:

**Your Service Provider**

or

**Muskoka.com**

(705) 645-6097

<http://www.muskoka.com>

or

**Core Broadband**

(705) 224 CORE (2673)

<http://www.corebroadband.ca>

or

**Muskoka Community Network**

(705) 646-9044

<http://www.mcnet.ca>

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It's important to ask customers for feedback from time to time to find out what they like about your services and products. Survey Monkey offers a free version online which is perfect for a small business. If you can manage with the free survey option which gives you up to 10 questions per survey and 100 responses, it is an excellent way to get customer feedback easily and quickly. You could include a coupon with the email as a thank you when asking your customers for their time to complete the survey. This hassle free way to survey customers seems to provide a higher ratio of responses than the traditional mail-out survey.

We used Survey Monkey to ask our Satellite Internet program participants what they found most beneficial with their new access to broadband. Survey monkey provided a great solution for us. It was easy to set up and view results of the survey. We sent the participants an email request to complete our short survey and included a link to the survey. Our responses started almost immediately. Once the email was sent out, people replied to the online survey and we could view their answers immediately.

For adding more customization to your survey like adding your logo or having the page appear as if it's part of your website you can pay a three month subscription at \$60.00 US or \$200.00/Year.

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Most of the features are provided free - with the option to pay for additional customization of other features. If needed you can integrate payment options and also secure SSL connection. The cost for the Premium version is \$9.00 for a monthly subscription.

## Give Us Your Feedback!

We'd like to hear your ideas! If you have suggestions for MCN regarding program delivery or tips that we can use to serve you better, please let us know! You can contact us by e-mail at [mcn.info@mcnet.ca](mailto:mcn.info@mcnet.ca) or by phone at (705) 646-9044.