



TURKS AND CAICOS ISLANDS
TELECOMMUNICATIONS COMMISSION
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May 14, 2020

Request for Quotation - Broadband Internet Survey

The Internet has become so ingrained within our society that so many facets of our lives are dependent on it. This fact is even more apparent than ever before due to the COVID-19 pandemic, which has forced greater importance on the use of the Internet to facilitate our daily activities. Due to the ever-growing reliance on broadband Internet, which has spawned an increase in internet demand, a 'best internet' internet service has become no longer acceptable. Consumers now have come to expect a fast, reliable, and responsive network that delivers all the applications they require, whenever and wherever they want – and with high quality. To ensure that current broadband internet services are meeting the needs and quality expectations of the consumer, the Telecommunications Commission is undertaking a consumer survey to assess the quality and performance standards of broadband internet access in the TCI.

We are seeking the assistance of consultants to conduct this survey and therefore, invite interested persons or companies to submit their proposals to the Telecommunications Commission for consideration. Interested parties should submit their proposals to consultations@tcitelecommission.tc by May 29th, 2020.

Scope/Requirements:

The successful bidder is required to conduct the consumer broadband internet survey in accordance with the outlined survey criteria and attached questionnaire. They are required to develop a

strategic quantitative study using best practices in the field and provide an in-depth statistical analysis of the collected data and present it in a report.

The survey must meet the following criteria:

- The survey must run for a minimum of 4 weeks.
- The survey must target only residential internet users across the various settlements/islands within the TCI.
- The survey sample size must be large enough to represent the whole TCI broadband consumer market.
- The survey should be published in English, Spanish and Creole.
- The survey must include the questions listed in the attached document.

Key Deliverables:

The successful bidder will be responsible for delivering the following activities and deliverables in respect of the consumer broadband internet survey:

- Review, collate and distribute survey questions to public
- Collect survey data and conduct analysis of data
- Produce an in-depth statistical report.

Proposal Submission:

- The deadline for submission is **May 29th, 2020, at 4:00 P.M.**
- All prices must be submitted in United States Dollars (USD) including all discounts, applicable fees, and charges.
- All proposed prices must be valid for at least ninety (90) days from the proposal submission date.
- Tenderers are required to submit a copy of their current Business Licence Certificate in the appropriate class of business.
- The Commission reserves the right to accept or reject any tender/proposal received.
- All queries and clarifications regarding this tender shall be submitted via email and directed to:

Kenva Williams
Director General
Telecommunications Commission
Providenciales
Turks and Caicos Islands
Email: kenvawilliams@tcitelecommission.tc

Broad Band Survey Questions

1. Do you currently have Internet Access at Your Home?
 - a. Yes
 - b. No

2. Who is your Internet Service provider?
 - a. Flow
 - b. Digicel
 - c. Other

3. How many persons use the internet service in your household?
 - a. 1-2
 - b. 3-4
 - c. 5-6
 - d. >6

4. Which of the following internet connections do you have at home?
 - a. ADSL (High Speed Internet from your telephone service provider)
 - b. Cable Modem (Highspeed internet from your cable service provider)
 - c. Fiber-to-Home
 - d. Other (Mi-Fi - Mobile Internet device, Satellite Service etc.)

5. Select the area where your internet service is located?
 - a. Providenciales
 - i. Chalk Sound
 - ii. Five Cays
 - iii. Kew Town
 - iv. Blue Hills
 - v. Wheeland
 - vi. The bight
 - vii. Juba Sound

- viii. Cooper Jack
- ix. Venetian Road
- x. Glass Shack
- xi. Discovery Bay
- xii. Leeward
- xiii. Long Bay
- xiv. Turtle Cove
- xv. Downtown
- xvi. Grace bay
- xvii. Blue Mountain
- b. North Caicos
 - i. Kew
 - ii. Sandy Point
 - iii. Whitby
 - iv. Major Hill
 - v. Belmont
 - vi. High Rock
 - vii. Bottle Creek
- c. Middle Caicos
 - i. Conch Bar
 - ii. Lorimers
 - iii. Bambara
- d. Grand Turk
 - i. North Back Salina
 - ii. South Back Salina
 - iii. Palm grove
 - iv. Breezy Brae
 - v. Over Back the Damp
- e. South Caicos
- f. Salt Cay

6. How much do you spend on internet service each month? Select the closest answer.

- a. \$50 – \$75
- b. \$75 - \$100
- c. \$100 - \$150
- d. >\$150

7. What is the advertised speed of your internet service subscription?

- a. < 6 Mbps
- b. 6 - 12 Mbps
- c. 13 - 30 Mbps
- d. 31 – 60 Mbps

- e. >60 Mbps
8. What activities do you **primarily** use your internet services for?
- a. General Web browsing
 - b. Video Streaming Services (Netflix, YouTube, Online gaming etc.)
 - c. Voice Services (Skype, WhatsApp, Viber etc.)
 - d. Social Media (Facebook, Instagram, Snap Chat, TikTok, Twitter etc.)
 - e. All the above
9. How do you rate the quality of your Internet service overall?
- a. Excellent – everything just works, and I can do what I want, when I want
 - b. Good – things work well with occasional slowdowns/glitches
 - c. Frustrating – usable, frequent slowdowns, freezes or problems
 - d. Terrible - I can't rely on my service at all for the things I want to do
10. What time of day do you mostly use the internet?
- a. Early (6am – 9am)
 - b. Day (9am – 6pm)
 - c. Evening (6pm – 11 pm)
 - d. Night (11pm – 6am)
 - e. I use the internet at different times
11. Does the quality of your internet experience varies depending on the time of the day?
- a. Yes (Quality changes throughout the day)
 - b. No (Quality is the same at all times)
12. If yes, when is the internet better?
- a. Early (6am – 9am)
 - b. Day (9am – 6pm)
 - c. Evening (6pm – 11pm)
 - d. Night (11pm – 6am)
13. When is the internet worse?
- a. Early (6am – 9am)
 - b. Day (9am – 6pm)
 - c. Evening (6pm – 11pm)
 - d. Night (11pm – 6am)
14. What would you like to see most improved from your current internet services?
- a. Increased Internet Speeds
 - b. Lower Prices

- c. More reliable service
- d. Better customer service
- e. Nothing