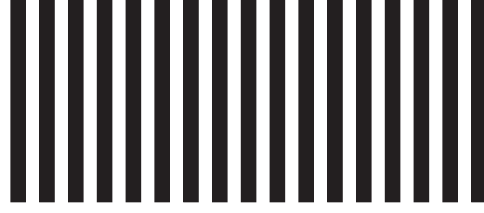


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HARBOR INC
PO BOX 112
HARBOR SPRINGS MI 49740-9901



PLEASE HELP US
PROVIDE THIS
IMPORTANT PUBLIC
SERVICE TO THE HARBOR
SPRINGS AREA COMMUNITY.
COMPLETE YOUR SURVEY
TODAY FOR A CHANCE
TO WIN ONE OF THREE
\$25 GAS CARDS!

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Harbor Springs, MI
Permit #800



HARBOR, INC.
P.O. BOX 112
HARBOR SPRINGS, MI 49740

THIS SURVEY OF HARBOR SPRINGS AREA RESIDENTS IS BEING CONDUCTED BY HARBOR, INC.

1 Was this mailing sent to your year-round place of residence?

- Yes, I am a full time resident/owner
- Yes, I am a full time resident but not owner
- No, I am a part-time resident/owner
- No, I am a part-time resident, but not owner
- No, this is a business address

2 Do you currently have Internet access at your Harbor Springs Area residence?

- Yes
- No (if no, skip questions 3-5)

3 What type of internet access do you have at your Harbor Springs Area residence?

- Cable modem/DSL
- Satellite
- Cell phone network (mobile phone or wireless air card)
- Dial-up (via phone line)
- Other (specify) _____

4 Does your current Internet service meet your needs?

- Yes
- No

5 Do you use the Internet at this residence for business or professional purposes?

- Yes, adequate for my needs
- Yes, but my current service prevents optimum productivity
- No, I don't need the internet for these purposes
- No, I am unable to use the internet for these purposes

6 Would you be willing to pay extra for a higher-speed connection?

- Yes
- No (if no, skip questions 7 and 8)

7 How much per month would you be willing to pay for a higher-speed Internet connection? (Choose one option)

- \$20-40
- \$40-60
- \$60-80
- \$80-100
- More than \$100

8 If installation of high-speed Internet service requires an initial (one time) equipment / installation charge, how much would you be willing to pay? (Choose one option)

- Less than \$100
- \$100-250
- \$250-500
- \$500-1,000
- \$1,000 or more

Comments: _____

Dear Harbor Springs Area Resident,

We are conducting a survey to gather data relating to possible, future Internet service(s) in the greater Harbor Springs area. **Your response to this survey is critical in providing this important public service.**

HARBOR Inc. is a citizen based, non-profit, Michigan Corporation founded in 2001. We are located in Harbor Springs and our mission statement is as follows:

To bring together the Greater Harbor Springs Community by providing a platform for cooperation and communication; by encouraging participation through education and discussion; by facilitating the understanding and implementation of multiple plans and proposals; and by promoting, protecting, and maintaining the common vision for the Greater Harbor Springs Community.

Our service area includes the City of Harbor Springs and the Townships of West Traverse, Little Traverse, Readmond, Friendship, Pleasantview, and Cross Village. Our Board of Directors consists of forty-seven (47) members and the Executive Committee consists of seven (7) members of the Board of Directors.

A sub-committee of our organization is the HARBOR, Inc. Broadband Team, which has been meeting for six years, working to increase broadband service throughout the areas noted above.

The attached survey is critical as we move forward and we greatly appreciate your time in completing it. Data will help us best analyze the current need for service throughout the area.

Your survey results will be compiled with others and may be distributed to prospective service providers.

All completed surveys will be entered into a drawing for a chance to win one of **three-\$25 gas cards**. To be eligible for the drawing, you must return the completed survey via mail by **August 15th, 2012**.

Thank you for assisting us with this important survey.

Yours Sincerely,



Rachel R. Smolinski
Executive Director
HARBOR, Inc.