

Voice Report

The Leading Independent Source of News and Best Practices for Communications Technology Professionals

Enterprise Broadband Availability Survey Special Report

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Question or comment?

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Enterprise Broadband Availability Survey Results Survey Sez: Broadband Competition Healthy

You feel you have a sufficient number of options for buying broadband service at your business location, if you're like 72% of your peers who sounded off in *Voice Report's* latest survey.

In total, 106 communications technology professionals completed our recent *Enterprise Broadband Availability Survey*, weighing in on competition in the broadband market and more. More than half (56%) reported they have at least two other broadband providers to choose from, in addition to their primary broadband supplier.

While enterprise communications technology pros report that competition is healthy in the broadband market, you might need to employ diverse technologies to enjoy it.

When asked to list all the broadband services they use, 54% of respondents say they use DSL, making it the most popular broadband option. Cable (45%), fiber (43%) and dedicated leased lines (40%) are among the leading alternatives. Wireless broadband is less widely utilized. A quarter of respondents report using mobile wireless broadband, while 16% use fixed wireless and 12% use WiFi.

Only 7% of enterprises represented in our survey use satellites for broadband connectivity, and broadband over power lines (BPL) is even less popular (2%). Among the other key findings:

- Your peers seem to be on the fence about the "net neutrality" debate. Half of the respondents to our survey would be willing to pay more to get preferential treatment or better performance levels for their enterprises' broadband traffic.
- Cable operators are starting to make real inroads into the enterprise broadband market: Comcast, which provides broadband to 16% of the enterprises represented in our survey, joined telcos on the top-five broadband providers list. AT&T (36%), Verizon (31%), Sprint (17%) and Qwest (15%) make up the rest of the most-frequently named suppliers.
- A majority of respondents (72%) rate the availability and performance of their broadband networks as "good" or "excellent." Only 6% graded their service "poor" or "fair." ☎

Other Broadband Providers Listed

More than half of respondents report they have at least two other broadband providers to choose from, besides their primary provider. Many respondents named alternative providers, including:

- Allied Telecom
- Alphaus
- AT&T
- Brighthouse
- Broadview
- Business Only Broadband
- Cable and Wireless
- Cablevision Lightpath
- CATV
- Cavalier
- ClearWire
- Comcast
- Covad
- Cox
- Digicel
- Digital Path
- Dish Networks
- Earthlink
- Embarq
- FairPoint
- Fibertech
- Hawaiian Telecom
- HughesNet
- Iowa Telecom
- Level 3
- MediaCom
- Megapath
- Midcontinent Communications
- New Edge
- Norlight
- One Communications
- Pacific LightNet
- PAETEC
- Qwest
- RCN
- Redwood Wireless
- Sprint
- Starband
- Surewest
- Telecayman
- Telstra
- Time Warner
- T-Mobile
- Towerstream
- US Cellular
- Vailnet
- Verizon
- Verizon Wireless
- ViaWest
- West Alabama TV Cable
- Windstream
- XO ☎

How Do Your Answers Compare?

Broadband Survey Results Breakdown

Here are the vital data points that came out of *Voice Report's* recent *Enterprise Broadband Availability Survey*. How do your answers compare to your peers'?

1. Do you feel you have sufficient number of options for broadband service at your business location?

Yes – 72%
No – 27%

2. Are you prepared to pay more to get preferential treatment or better performance levels for your broadband traffic?

Yes – 50%
No – 49%

3. What is the zip code of your business/organization?

Participants are based in the following ILEC territories:
AT&T – 42%
Qwest – 29%
Verizon – 24%
Outside United States – 5%

4. Which broadband service providers do you use? (List all that apply)

AT&T – 36%	Level 3 – 5%
Verizon – 31%	Charter – 3%
Sprint – 17%	XO – 3%
Comcast – 16%	Cablevision – 2%
Qwest – 15%	AboveNet – 2%
Time Warner – 14%	BT – 2%
Covad – 7%	Integra – 2%
Verizon Wireless – 7%	New Edge – 2%
Cox – 6%	AT&T Wireless – 2%
PAETEC – 5%	

The following providers are used by 1% of respondents: AARNET, Baying Communications, Brighthouse Networks, Broadview Networks, CableOne, CENIC, ChesireNet, DirectTV, DLS Internet Services, Earthlink, enDuro, FiberNet, Globalcomm, Global Crossing, Hawaiian Telecom, Hughes, IdeaOne, IPC, LCI, Litecast, Megapath, MTS, Neopolitan, One Communications, Optimum Lightpath, PNWGP, Radianz, Rapid Link, Reliance Global Services, Socket, TNS, Viasat, Windstream.

5. Which other broadband service providers are available at your location that you're not using?

- One other provider – 32%
- Two other providers – 23%
- Three other providers – 15%
- Four other providers – 13%
- Five or more providers – 5%
- Don't know – 7%
- None or N/A – 5%

6. Which of the following do you use for your broadband services? (Check all that apply)

- Cable – 45%
- DSL – 54%
- Fiber – 43%
- Fixed wireless – 16%
- Leased line – 40%
- Mobile wireless – 25%
- Broadband over Power Line – 2%
- Satellite – 7%
- WiFi (802.11) – 12%
- Dialup – 6%
- Others – 5%

7. What is your bandwidth connectivity?

- DSL – 43%
 - T-1 – 49%
 - T-3 – 34%
 - OCS-1 – 8%
 - OCS-3 – 13%
 - OCS-12 – 6%
 - OCS-48 – 3%
 - Other – 27%
- (Among those who responded "Other," 39% use some kind of Ethernet)

8. How do you rate the broadband service provided by your primary provider (in terms of availability and performance of the network)?

- Excellent – 27%
- Good – 45%
- Average – 23%
- Fair – 5%
- Poor – 1% 📞

Inside Sprint's PTT Strategy

Listen in as **Chris Hackett**, Sprint's VP of business and government solutions, gives a glimpse into Sprint Nextel's plans for its iDen and EV-DO push-to-talk networks. *Voice Report* Editor **Jessica Gdowski** hosts this episode. Listen now at www.telecomjunkies.com.



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