

Cable Television Customer Satisfaction Survey and Community Needs Assessment for the City of Fremont

1. Does your household currently subscribe to cable TV?
 - Yes
 - No
2. How long have you subscribed to cable television?
 - Less than 6 months
 - More than 6 months, less than 1 year
 - 1 to 2 years
 - Longer than 2 years
3. What level of Cable TV service do you subscribe to?
 - Basic Channels (12 local channels)
 - Standard Channels (70+ channels)
 - Preferred Channels (200+ channels)
 - Premier Package (200+ channels + premium channels)
 - Don't know
4. What other Cable services do you have in addition to television?
 - Internet
 - Telephone
 - None... I only subscribe to cable tv
5. Which of the following statements best describe your assessment of the channel lineup?
 - They offer a great selection of my favorite programming.
 - It's pretty good... missing a few channels though.
 - It's missing a number of my favorite channels
 - I'm not satisfied with the programming offered by the cable provider.
6. On a scale of 1-5, how would you describe the reliability of the cable tv provider?

1 = Not very reliable... I've had many problems 5 = very Reliable. I've had no problems

 - 1 = very unreliable
 - 2
 - 3
 - 4
 - 5

7. How would you rate the quality of your television service? (signal, sound and picture quality)

- Very poor
- Poor
- Average
- Good
- Very Good

8. How would you rate the quality of your provider's customer service?

- Very poor
- Poor
- Average
- Good
- Very Good

9. During the past year, how many times have you lost your entire cable signal for a period of fifteen minutes or more? (please estimate)

- 1-2
- 3-5
- 6-10
- More than 10

10. On a scale of 1-5, how would you describe your provider's ability to resolve service issues?

1 = Not very good... They have been unable to solve my service issues

5 = Excellent... when I've had service issues they've resolved them

- 1 = Very poor
- 2
- 3
- 4
- 5 = Very good
- Fortunately, I've had no issues

Please tell us about your unresolved problems