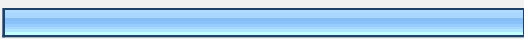


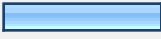


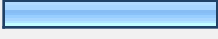

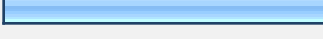


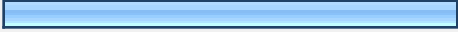
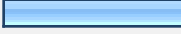
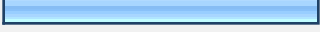


Franklin Township 2009 Cable Survey

1. Which company currently provides you with cable service? If more than one, select the service most used/watched.			
		Response Percent	Response Count
Comcast		80.0%	300
Verizon		6.9%	26
I dont have cable service		13.1%	49
I dont know		0.0%	0
		answered question	375
		skipped question	10

2. If you do not have cable service, what are your reasons for not subscribing?			
		Response Percent	Response Count
Cost		24.2%	29
Don't have television		0.0%	0
Don't watch cable television		0.8%	1
Service issues		9.2%	11
Satelite dish		32.5%	39
Not available		2.5%	3
Not applicable		49.2%	59
Other (please specify)		4.2%	5
		answered question	120
		skipped question	265

3. Select other subscriptions			
		Response Percent	Response Count
DVR		67.4%	159
HD		69.9%	165
Digital Music		27.1%	64
On Demand		48.3%	114
		<i>answered question</i>	236
		<i>skipped question</i>	149

4. Which Channels do you watch and how often?

	Daily	Weekly	Occasionally	Never	Rating Average	Response Count
WCBS	47.4% (143)	24.8% (75)	24.5% (74)	3.3% (10)	1.84	302
HSN	6.4% (15)	4.3% (10)	24.7% (58)	64.7% (152)	3.48	235
WNBC	54.5% (170)	22.8% (71)	19.6% (61)	3.2% (10)	1.71	312
WNYW	28.7% (70)	20.5% (50)	29.1% (71)	21.7% (53)	2.44	244
QVC	8.1% (19)	7.6% (18)	23.7% (56)	60.6% (143)	3.37	236
WABC	59.2% (180)	18.1% (55)	20.7% (63)	2.0% (6)	1.65	304
Local Access	11.9% (28)	15.3% (36)	47.0% (111)	25.8% (61)	2.87	236
WWOR	16.7% (41)	19.5% (48)	43.1% (106)	20.7% (51)	2.68	246
WXTV	4.7% (10)	7.5% (16)	30.2% (64)	57.5% (122)	3.41	212
WPIX	25.2% (63)	23.2% (58)	34.4% (86)	17.2% (43)	2.44	250
WHYY	19.9% (48)	20.3% (49)	33.6% (81)	26.1% (63)	2.66	241
WNET	18.6% (44)	24.1% (57)	31.2% (74)	26.2% (62)	2.65	237
ION	6.5% (14)	8.3% (18)	34.1% (74)	51.2% (111)	3.30	217
WTXF	4.0% (8)	4.5% (9)	23.1% (46)	68.3% (136)	3.56	199
WPSG	4.1% (8)	3.1% (6)	21.9% (43)	70.9% (139)	3.60	196
NYC TV	4.4% (9)	9.2% (19)	27.7% (57)	58.7% (121)	3.41	206
WMBC	3.0% (6)	4.5% (9)	18.1% (36)	74.4% (148)	3.64	199
WNJU	4.3% (9)	8.6% (18)	29.7% (62)	57.4% (120)	3.40	209
WFUT	2.1% (4)	1.0% (2)	16.8% (32)	80.1% (153)	3.75	191
WNJN	18.5% (42)	23.3% (53)	38.3% (87)	19.8% (45)	2.59	227
WGNNAMER	3.0% (6)	5.1% (10)	20.7% (41)	71.2% (141)	3.60	198
CSPAN	8.9% (20)	12.9% (29)	42.4% (95)	35.7% (80)	3.05	224
CSPAN2	5.9% (13)	12.8% (28)	35.6% (78)	45.7% (100)	3.21	219
ShpNBC	3.8% (8)	1.9% (4)	13.4% (28)	80.9% (169)	3.71	209

ESPNCLS	10.0% (21)	8.1% (17)	25.8% (54)	56.0% (117)	3.28	209
ESPN	33.8% (89)	22.8% (60)	22.4% (59)	20.9% (55)	2.30	263
ESPN2	27.9% (69)	24.3% (60)	21.5% (53)	26.3% (65)	2.46	247
MSG+	13.7% (30)	17.4% (38)	22.4% (49)	46.6% (102)	3.02	219
MSG	16.4% (37)	18.6% (42)	27.4% (62)	37.6% (85)	2.86	226
YES	24.7% (58)	17.9% (42)	20.0% (47)	37.4% (88)	2.70	235
SPEED	8.2% (18)	13.6% (30)	25.9% (57)	52.3% (115)	3.22	220
CNBC	28.6% (71)	19.8% (49)	33.9% (84)	17.7% (44)	2.41	248
Fox News	30.5% (78)	18.0% (46)	31.6% (81)	19.9% (51)	2.41	256
CNN	40.6% (115)	24.4% (69)	27.6% (78)	7.4% (21)	2.02	283
Headline News	30.5% (76)	25.3% (63)	28.9% (72)	15.3% (38)	2.29	249
MSNBC	35.2% (94)	22.8% (61)	28.5% (76)	13.5% (36)	2.20	267
Weather	48.8% (141)	26.6% (77)	20.8% (60)	3.8% (11)	1.80	289
Travel	25.0% (67)	26.9% (72)	36.2% (97)	11.9% (32)	2.35	268
History	33.3% (97)	34.7% (101)	27.8% (81)	4.1% (12)	2.03	291
Discovery	36.9% (107)	34.1% (99)	25.2% (73)	3.8% (11)	1.96	290
Animal	22.0% (54)	26.9% (66)	34.3% (84)	16.7% (41)	2.46	245
Nick	36.6% (97)	11.7% (31)	20.8% (55)	30.9% (82)	2.46	265
Cartoon	30.7% (79)	14.8% (38)	18.7% (48)	35.8% (92)	2.60	257
Disney	33.8% (89)	12.5% (33)	24.3% (64)	29.3% (77)	2.49	263
TV Land	20.9% (49)	19.6% (46)	34.0% (80)	25.5% (60)	2.64	235
ABC Family	21.1% (52)	27.2% (67)	29.3% (72)	22.4% (55)	2.53	246
EWTN	2.4% (5)	3.4% (7)	17.3% (36)	76.9% (160)	3.69	208
Game Show Network	7.6% (17)	17.9% (40)	29.1% (65)	45.3% (101)	3.12	223
Comedy	18.5% (45)	30.0% (73)	37.4% (91)	14.0% (34)	2.47	243
E!	13.6% (33)	33.3% (81)	33.3% (81)	19.8% (48)	2.59	243
USA	29.0% (79)	39.7% (108)	23.5% (64)	7.7% (21)	2.10	272


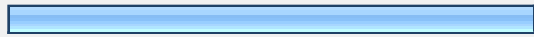

Spike	14.4% (34)	30.9% (73)	34.3% (81)	20.3% (48)	2.61	236
FX	16.3% (39)	34.7% (83)	37.2% (89)	11.7% (28)	2.44	239
Sci Fi	17.5% (43)	23.6% (58)	36.6% (90)	22.4% (55)	2.64	246
Tru TV	11.1% (24)	18.0% (39)	30.0% (65)	41.0% (89)	3.01	217
TLC	27.3% (68)	36.5% (91)	25.3% (63)	10.8% (27)	2.20	249
Home & Garden	30.7% (77)	28.3% (71)	25.1% (63)	15.9% (40)	2.26	251
Food	36.3% (95)	27.1% (71)	23.7% (62)	13.0% (34)	2.13	262
G4	10.6% (23)	14.7% (32)	33.5% (73)	41.3% (90)	3.06	218
TBS	29.5% (78)	37.5% (99)	26.1% (69)	6.8% (18)	2.10	264
TNT	29.9% (79)	36.0% (95)	28.4% (75)	5.7% (15)	2.10	264
AMC	18.1% (44)	32.1% (78)	37.9% (92)	11.9% (29)	2.44	243
TCM	19.1% (45)	28.1% (66)	34.0% (80)	18.7% (44)	2.52	235
Oxygen	16.5% (38)	25.2% (58)	35.2% (81)	23.0% (53)	2.65	230
A&E	23.3% (58)	33.3% (83)	34.1% (85)	9.2% (23)	2.29	249
Bravo	19.8% (49)	29.8% (74)	30.6% (76)	19.8% (49)	2.50	248
BET	13.5% (32)	9.3% (22)	21.1% (50)	56.1% (133)	3.20	237
MTV	11.4% (27)	16.1% (38)	34.7% (82)	37.7% (89)	2.99	236
VH1	11.4% (26)	17.5% (40)	35.1% (80)	36.0% (82)	2.96	228
CMT	4.6% (10)	12.0% (26)	28.7% (62)	54.6% (118)	3.33	216
Sports NY	11.6% (26)	14.3% (32)	24.1% (54)	50.0% (112)	3.13	224
MTV2	6.1% (13)	11.3% (24)	30.0% (64)	52.6% (112)	3.29	213
Hallmark	13.7% (32)	21.4% (50)	40.6% (95)	24.4% (57)	2.76	234
Nat Geo	18.1% (43)	29.0% (69)	34.0% (81)	18.9% (45)	2.54	238
News 12	17.4% (38)	19.6% (43)	26.0% (57)	37.0% (81)	2.83	219
Jewelry	0.5% (1)	1.9% (4)	9.6% (20)	88.0% (183)	3.85	208
NOG	16.3% (35)	8.4% (18)	12.1% (26)	63.3% (136)	3.22	215

The N	6.0% (12)	10.0% (20)	12.5% (25)	71.5% (143)	3.50	200
Nick2	17.0% (36)	9.4% (20)	13.2% (28)	60.4% (128)	3.17	212
DISXD	10.6% (22)	10.1% (21)	12.6% (26)	66.7% (138)	3.35	207
NTOON	13.9% (29)	10.5% (22)	12.0% (25)	63.6% (133)	3.25	209
BOOM	9.4% (19)	10.8% (22)	11.3% (23)	68.5% (139)	3.39	203
Discovery Kids	12.6% (27)	9.3% (20)	18.6% (40)	59.5% (128)	3.25	215
Current	1.1% (2)	3.7% (7)	11.6% (22)	83.7% (159)	3.78	190
Sprout	10.0% (20)	3.5% (7)	7.0% (14)	79.5% (159)	3.56	200
MILI	4.2% (8)	5.7% (11)	15.1% (29)	75.0% (144)	3.61	192
HIS-I	6.0% (12)	13.5% (27)	17.5% (35)	63.0% (126)	3.38	200
BIO	5.4% (11)	14.8% (30)	27.6% (56)	52.2% (106)	3.27	203
SCI	9.9% (20)	14.4% (29)	24.8% (50)	51.0% (103)	3.17	202
Style	3.1% (6)	11.2% (22)	20.4% (40)	65.3% (128)	3.48	196
DIY	10.6% (22)	17.8% (37)	22.1% (46)	49.5% (103)	3.11	208
FLN	3.6% (7)	8.3% (16)	15.5% (30)	72.5% (140)	3.57	193
GREEN	3.1% (6)	8.7% (17)	12.2% (24)	76.0% (149)	3.61	196
VH1SO	2.6% (5)	6.3% (12)	13.0% (25)	78.1% (150)	3.67	192
MTV3	1.6% (3)	6.3% (12)	12.1% (23)	80.0% (152)	3.71	190
CMP	1.1% (2)	5.9% (11)	5.3% (10)	87.7% (164)	3.80	187
VH1CL	1.0% (2)	8.4% (16)	12.0% (23)	78.5% (150)	3.68	191
MTVHIT	2.1% (4)	5.8% (11)	12.2% (23)	79.9% (151)	3.70	189
ID	4.8% (9)	4.8% (9)	8.0% (15)	82.4% (154)	3.68	187
NFL	9.0% (18)	14.0% (28)	16.0% (32)	61.0% (122)	3.29	200
ESPNN	8.3% (16)	10.4% (20)	14.0% (27)	67.4% (130)	3.40	193
GOLF	5.4% (11)	5.4% (11)	13.9% (28)	75.2% (152)	3.59	202
OUTD	2.1% (4)	4.3% (8)	11.2% (21)	82.4% (154)	3.74	187
FCSA	1.1% (2)	4.3% (8)	5.9% (11)	88.7% (165)	3.82	186

FCSC	1.1% (2)	4.4% (8)	6.0% (11)	88.5% (162)	3.82	183
FCSP	1.6% (3)	3.2% (6)	5.9% (11)	89.2% (165)	3.83	185
FSC	2.1% (4)	4.3% (8)	7.0% (13)	86.6% (162)	3.78	187
FOXESP	2.1% (4)	4.2% (8)	11.1% (21)	82.5% (156)	3.74	189
CBS C	1.6% (3)	5.3% (10)	10.1% (19)	83.1% (157)	3.75	189
TENNIS	1.0% (2)	3.6% (7)	12.0% (23)	83.3% (160)	3.78	192
FUEL TV	0.0% (0)	2.7% (5)	8.6% (16)	88.8% (166)	3.86	187
Sundance	5.5% (11)	8.0% (16)	20.4% (41)	66.2% (133)	3.47	201
IFC	5.0% (10)	7.0% (14)	20.1% (40)	67.8% (135)	3.51	199
FMC	3.2% (6)	3.7% (7)	13.8% (26)	79.4% (150)	3.69	189
WE	7.7% (15)	9.7% (19)	17.9% (35)	64.8% (127)	3.40	196
HALLMV	5.0% (10)	6.5% (13)	20.5% (41)	68.0% (136)	3.52	200
BTV	0.5% (1)	2.1% (4)	6.4% (12)	90.9% (170)	3.88	187
VS	2.1% (4)	6.4% (12)	11.2% (21)	80.2% (150)	3.70	187
RETRO	1.1% (2)	6.9% (13)	11.1% (21)	81.0% (153)	3.72	189
DHC	2.7% (5)	4.3% (8)	11.8% (22)	81.3% (152)	3.72	187
INDIE	2.7% (5)	4.8% (9)	12.9% (24)	79.6% (148)	3.69	186
BBC	8.5% (17)	13.4% (27)	15.4% (31)	62.7% (126)	3.32	201
CNBCWO	1.1% (2)	1.6% (3)	7.0% (13)	90.4% (169)	3.87	187
NHLTV	2.2% (4)	2.2% (4)	9.1% (17)	86.6% (161)	3.80	186
NBATV	2.7% (5)	2.1% (4)	11.8% (22)	83.4% (156)	3.76	187
Fox Business News	3.1% (6)	8.9% (17)	18.8% (36)	69.1% (132)	3.54	191
PayPerView/OnDemand	4.5% (9)	11.9% (24)	26.9% (54)	56.7% (114)	3.36	201
Playboy	1.0% (2)	0.5% (1)	2.1% (4)	96.4% (185)	3.94	192
XCESS	0.5% (1)	0.0% (0)	1.6% (3)	97.9% (184)	3.97	188
Penthouse	0.5% (1)	0.5% (1)	1.6% (3)	97.4% (184)	3.96	189

HBO	16.0% (36)	19.1% (43)	11.6% (26)	53.3% (120)	3.02	225
Cinemax	6.5% (13)	8.0% (16)	8.0% (16)	77.6% (156)	3.57	201
Showtime	10.1% (21)	11.1% (23)	8.7% (18)	70.0% (145)	3.39	207
STARZ	9.7% (20)	13.1% (27)	8.7% (18)	68.4% (141)	3.36	206
FILIPPI	1.0% (2)	1.6% (3)	1.6% (3)	95.8% (183)	3.92	191
RAIUS	0.5% (1)	0.0% (0)	2.6% (5)	96.8% (183)	3.96	189
TVASIA	1.6% (3)	0.5% (1)	2.6% (5)	95.3% (184)	3.92	193
ZEETV	2.1% (4)	0.5% (1)	2.1% (4)	95.3% (184)	3.91	193
answered question						357
skipped question						28




5. What Channels would you like to watch that are currently not available to you?		Response Count
		151
answered question		151
skipped question		234

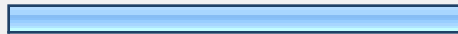

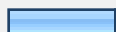
6. Is Adult Programming important to you?			Response Percent	Response Count
Yes			10.1%	37
No			81.1%	297
Unsure			8.7%	32
answered question				366
skipped question				19


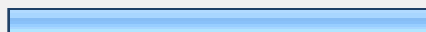
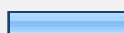

7. Any other concerns or comments about Programming?		Response Count
		127
	<i>answered question</i>	127
	<i>skipped question</i>	258

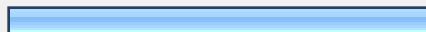
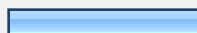


8. Which Service Offerings are important to you?					
	Very Important	Somewhat Important	Not important	Rating Average	Response Count
Basic Cable	86.1% (266)	11.7% (36)	2.3% (7)	1.16	309
Digital Cable	70.2% (221)	21.3% (67)	8.6% (27)	1.38	315
Premium Channels	35.3% (100)	35.3% (100)	29.3% (83)	1.94	283
Digital Music	11.7% (30)	27.2% (70)	61.1% (157)	2.49	257
Pay Per View	9.9% (25)	30.6% (77)	59.5% (150)	2.50	252
Internet Access	83.9% (266)	7.3% (23)	8.8% (28)	1.25	317
Telephone Service (VOIP, phone service through cable)	37.3% (103)	20.3% (56)	42.4% (117)	2.05	276
			Other (please specify)		25
			<i>answered question</i>		343
			<i>skipped question</i>		42

9. How much do you spend per month on:								
	Less than \$50	Between \$51-\$75	Between \$76-\$100	Between \$101-\$150	Between \$151-\$175	Between \$176-\$200	Greater than \$201	Response Count
Basic Cable	48.4% (107)	33.5% (74)	6.8% (15)	6.3% (14)	3.2% (7)	1.8% (4)	0.0% (0)	
Digital Cable	35.1% (80)	28.5% (65)	17.5% (40)	13.2% (30)	3.1% (7)	1.8% (4)	0.9% (2)	
Premium Channels	55.2% (80)	22.1% (32)	8.3% (12)	6.9% (10)	4.8% (7)	2.8% (4)	0.0% (0)	
Digital Music	83.5% (81)	2.1% (2)	2.1% (2)	5.2% (5)	4.1% (4)	2.1% (2)	1.0% (1)	
Pay Per View	94.0% (94)	0.0% (0)	1.0% (1)	0.0% (0)	3.0% (3)	1.0% (1)	1.0% (1)	
Internet Access	56.2% (141)	33.1% (83)	3.6% (9)	4.0% (10)	2.0% (5)	1.2% (3)	0.0% (0)	
Telephone Service (VOIP, phone service through cable)	69.6% (110)	15.8% (25)	3.8% (6)	5.7% (9)	3.2% (5)	1.9% (3)	0.0% (0)	
	<i>answered question</i>							
	<i>skipped question</i>							

10. Should Cable Customers subsidize special pricing for low income residents? e.g. Would you be willing to pay more for your cable service so that low income residents could receive a discount?			
		Response Percent	Response Count
Yes		6.1%	21
No		81.3%	279
Not sure		12.5%	43
	<i>answered question</i>		343
	<i>skipped question</i>		42

11. Would you be interested in A La Carte Pricing? e.g. select and pay for only the channels you want to watch?			
		Response Percent	Response Count
Yes		70.0%	240
No		14.0%	48
Not sure		16.0%	55
		answered question	343
		skipped question	42

12. If you answered YES to A La Carte Pricing, would you be willing to pay for A La Carte even if it meant higher monthly costs to you?			
		Response Percent	Response Count
Yes		7.8%	23
No		64.9%	192
Not sure		18.2%	54
Not interested in A La Carte pricing		9.1%	27
		answered question	296
		skipped question	89

13. Do you subscribe to Internet Access? If so, which provider?			
		Response Percent	Response Count
Comcast		64.6%	224
Verizon		29.4%	102
Other		2.6%	9
I dont subscribe to Internet Access		3.5%	12
		answered question	347
		skipped question	38

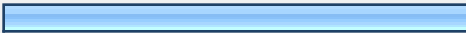

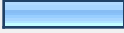
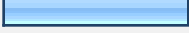

14. Do you subscribe to phone service from your cable provider or other VOIP provider				
			Response Percent	Response Count
Comcast			20.7%	72
Verizon			29.4%	102
Vonage			6.1%	21
Other			4.9%	17
No			38.9%	135
<i>answered question</i>				347
<i>skipped question</i>				38


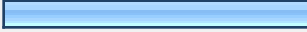
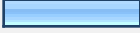
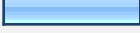
15. How often do you watch					
	Often	Sometimes	Rarely	Never	Response Count
Local Government Programming	13.3% (45)	30.4% (103)	32.4% (110)	24.8% (84)	339
Local Board of Education Programming	9.0% (30)	27.0% (90)	31.8% (106)	32.4% (108)	333
Local Access Programming	8.7% (29)	32.4% (108)	31.2% (104)	28.5% (95)	333
<i>answered question</i>					342
<i>skipped question</i>					43

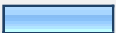
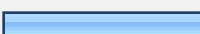
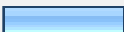

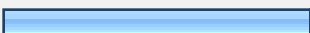
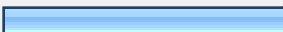

16. Do you use any Parental Control features?				
			Response Percent	Response Count
Yes			16.5%	57
No			83.5%	289
<i>answered question</i>				346
<i>skipped question</i>				39

17. Any other comments about Service Offerings?		Response Count
		99
	<i>answered question</i>	99
	<i>skipped question</i>	286

18. Over the past year, have you had any interactions with the Customer Service Department of your cable provider? If so, how many problem or issues have you had?							
	1	2	3	4	5+	No	Response Count
Comcast	11.7% (34)	21.4% (62)	17.6% (51)	12.4% (36)	24.5% (71)	12.4% (36)	290
Verizon	15.9% (22)	13.8% (19)	6.5% (9)	1.4% (2)	5.1% (7)	57.2% (79)	138
Other	3.8% (3)	3.8% (3)	1.3% (1)	0.0% (0)	0.0% (0)	91.3% (73)	80
	<i>answered question</i>						323
	<i>skipped question</i>						62



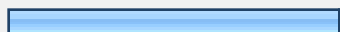


19. What services did you have problems with?			Response Percent	Response Count
Cable TV			71.6%	224
Internet			45.7%	143
Telephone			18.2%	57
Billing Issue			28.1%	88
Not Application (No problems)			10.2%	32
	<i>answered question</i>			313
	<i>skipped question</i>			72

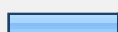

20. If you called your service provider in the past six months, how long were you on hold?			
		Response Percent	Response Count
0 to 1 minute		12.2%	35
2 to 5 minutes		46.7%	134
6 to 10 minutes		20.6%	59
11 or more minutes		20.6%	59
		<i>answered question</i>	287
		<i>skipped question</i>	98

21. Which, if any, of these problems have you had in the past six months? Check all that apply.			
		Response Percent	Response Count
No problems		16.6%	52
Complete loss of cable service for several hours (outage)		30.0%	94
Poor picture quality (all stations)		18.2%	57
Poor picture quality (specific stations)		26.5%	83
Equipment problems		47.3%	148
Internet access problems		42.8%	134
Internet (e.g. VOIP) Phone problems		11.8%	37
		<i>answered question</i>	313
		<i>skipped question</i>	72

22. How long on average did it take to resolve?			
		Response Percent	Response Count
Immediately or less than 1 day		32.7%	99
2-5 days		35.0%	106
More than 5 days		12.9%	39
Issue was not resolved		9.6%	29
Not Application (No problems)		9.9%	30
<i>answered question</i>			303
<i>skipped question</i>			82

23. Has a field technician or company representative made a service call to your home in the past six months? Reason?			
		Response Percent	Response Count
Yes		43.3%	140
No		56.7%	183
Reason			125
<i>answered question</i>			323
<i>skipped question</i>			62

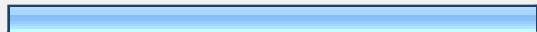




24. If a service visit to your home was required, how many days did you wait for an appointment?			
		Response Percent	Response Count
Less than 1 day		4.7%	8
1 to 2 days		30.4%	52
3 to 5 days		50.9%	87
6 to 10 days		11.1%	19
Over 10 days		2.9%	5
		<i>answered question</i>	171
		<i>skipped question</i>	214

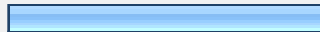

25. How satisfied were you with the resolution to your issue?			
		Response Percent	Response Count
Completely		25.9%	64
Somewhat Satisfied		38.9%	96
Somewhat Unsatisfied		11.7%	29
Unsatisfied		16.6%	41
Issue Was Not Resolved		6.9%	17
		<i>answered question</i>	247
		<i>skipped question</i>	138

26. Please rate the following:						
	Outstanding	Average	Below Average	Poor	Not Applicable	Response Count
Signal Quality/Reception	20.0% (63)	65.7% (207)	7.9% (25)	4.8% (15)	1.6% (5)	315
Routine Service response(including install)	9.0% (27)	52.3% (157)	13.7% (41)	8.7% (26)	16.3% (49)	300
Emergency service response	3.8% (11)	30.5% (89)	11.0% (32)	11.0% (32)	43.8% (128)	292
Customer service availability via phone	11.3% (34)	51.3% (155)	17.9% (54)	12.6% (38)	7.0% (21)	302
Billing adjustments	7.7% (23)	38.4% (114)	11.4% (34)	13.8% (41)	28.6% (85)	297
Courtesy of employees	24.5% (74)	52.0% (157)	9.9% (30)	7.9% (24)	5.6% (17)	302
	answered question					319
	skipped question					66

27. Overall, how do you rate the quality of service provided?						
	Outstanding	Average	Below Average	Poor	Response Count	
TV	15.9% (50)	60.6% (191)	16.8% (53)	6.7% (21)	315	
Internet	15.1% (43)	67.6% (192)	13.0% (37)	4.2% (12)	284	
Phone (VOIP)	21.6% (33)	60.8% (93)	11.8% (18)	5.9% (9)	153	
	answered question					321
	skipped question					64

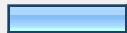



28. Considering Price and Value, how do you rate your service provider?					
	Outstanding	Average	Below Average	Poor	Response Count
TV	8.8% (28)	43.7% (139)	31.4% (100)	16.0% (51)	318
Internet	8.1% (23)	58.9% (168)	21.4% (61)	11.6% (33)	285
Telephone (VOIP)	15.8% (24)	56.6% (86)	15.1% (23)	12.5% (19)	152
	<i>answered question</i>				324
	<i>skipped question</i>				61

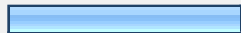
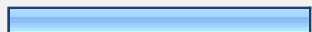
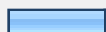

29. Your Zipcode			
		Response Percent	Response Count
08873		81.5%	269
08875		0.6%	2
08823		11.8%	39
08540		5.2%	17
Other		0.9%	3
	<i>answered question</i>		330
	<i>skipped question</i>		55

30. Gender			
		Response Percent	Response Count
Male		47.8%	155
Female		52.2%	169
	<i>answered question</i>		324
	<i>skipped question</i>		61

31. Age				
			Response Percent	Response Count
Under 18			0.6%	2
18-25			0.3%	1
26-30			6.1%	20
31-35			12.6%	41
36-40			15.0%	49
41-50			27.6%	90
51-70			33.4%	109
70+			4.3%	14
			<i>answered question</i>	326
			<i>skipped question</i>	59



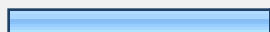
32. Marital Status				
			Response Percent	Response Count
Never Married			20.1%	63
Married			71.6%	224
Divorced			7.0%	22
Widowed			1.3%	4
			<i>answered question</i>	313
			<i>skipped question</i>	72

33. Adults in Household			Response Percent	Response Count
1			17.7%	56
2			66.1%	209
3			10.8%	34
4+			5.4%	17
			<i>answered question</i>	316
			<i>skipped question</i>	69

34. Children in Household			Response Percent	Response Count
1			35.4%	58
2			46.3%	76
3			14.6%	24
4+			3.7%	6
			<i>answered question</i>	164
			<i>skipped question</i>	221

35. Years you have lived in Franklin Twp			
		Response Percent	Response Count
Less than 1		0.9%	3
1-5		22.1%	73
6-10		17.0%	56
11-20		26.7%	88
20+		33.3%	110
<i>answered question</i>			330
<i>skipped question</i>			55

36. How many of the following do you own? (Specify all that apply)						
	0	1	2	3	4+	Response Count
Cell Phone	4.5% (14)	35.1% (110)	35.1% (110)	12.5% (39)	12.8% (40)	313
iPhone/Blackberry	58.8% (144)	30.6% (75)	9.8% (24)	0.8% (2)	0.0% (0)	245
Fax Machine at Home	40.6% (110)	57.9% (157)	1.5% (4)	0.0% (0)	0.0% (0)	271
DVR	32.5% (87)	48.5% (130)	14.9% (40)	3.0% (8)	1.1% (3)	268
VCR	13.8% (41)	52.2% (155)	22.9% (68)	8.8% (26)	2.4% (7)	297
Mac	73.4% (152)	17.9% (37)	5.3% (11)	2.9% (6)	0.5% (1)	207
PC	5.9% (18)	39.0% (119)	26.9% (82)	15.7% (48)	12.5% (38)	305
<i>answered question</i>						321
<i>skipped question</i>						64

37. Do you telecommute from home?			Response Percent	Response Count
Yes, daily			9.6%	31
Yes, occassionally			50.5%	163
No			39.9%	129
		<i>answered question</i>		323
		<i>skipped question</i>		62

38. Is there anything else that you would like to tell us about Cable Services?			Response Count
			178
		<i>answered question</i>	178
		<i>skipped question</i>	207

