

[Surveys](#) > Results

Options

### Wareham Cable Television

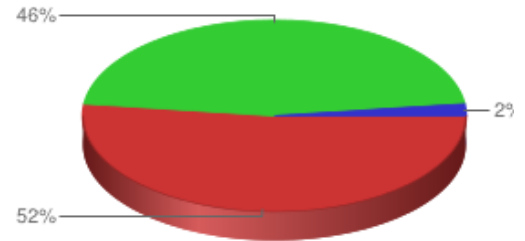
Show  Show

[Download Spreadsheet](#) | [Download PDF](#) | [CSV By Taker](#) | [Display by Taker](#) | [Manage Labels](#) | [Print](#)

#### 1. To which service do you subscribe?

Answered: 179 Skipped: 3

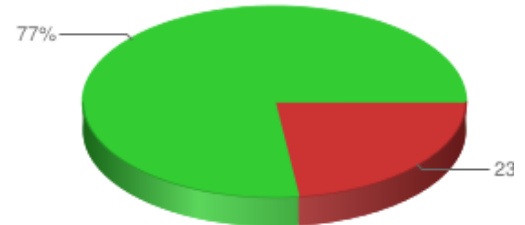
Comcast/Xfinity (93)  
Verizon/Fios (82)  
Satellite (4)



#### 2. Do you plan to switch to cable?

Answered: 70 Skipped: 112

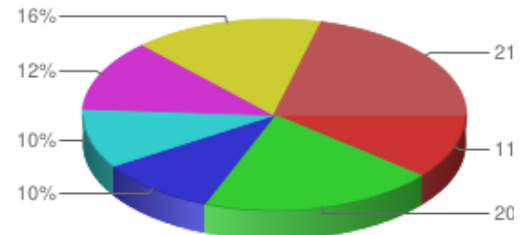
Yes (16)  
No (54)



#### 3. Why do you subscribe to cable TV?

Answered: 174 Skipped: 8

Local access programming (61)  
Variety of programs (108)  
Movies (52)  
Sports (56)  
News (64)  
Poor reception without it (88)  
To get the Internet (115)



#### 4. "Billing"

a. How would you rate the billing process?

poor 10% somewhat poor 10% as expected 48% somewhat satisfied 12% satisfi 20%

#### 5. Have you had any specific billing problems?

Answered: 178 Skipped: 4

Yes (43)  
No (135)



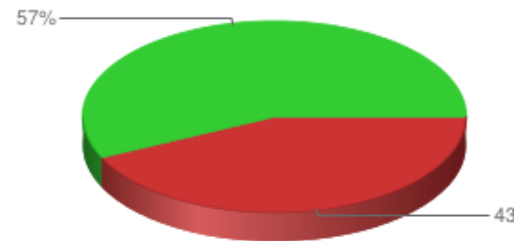
**6. If YES explain**

👍 Answered: 45 Skipped: 137

**7. Was the problem resolved quickly? (leave blank if you answered 'NO' for question 4)**

Answered: 49 Skipped: 133

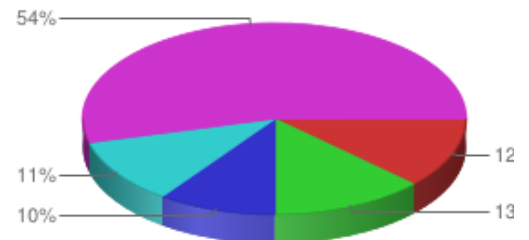
Yes (21)  
No (28)



**8. How quickly was the problem resolved?**

Answered: 83 Skipped: 99

Same day (10)  
Next bill (11)  
Within second bill (8)  
Still not resolved (9)  
N/A (45)



**9. If OTHER explain**

👍 Answered: 10 Skipped: 172

**10. How satisfied are you with your Cable service?**

Answered: 176 Skipped: 6

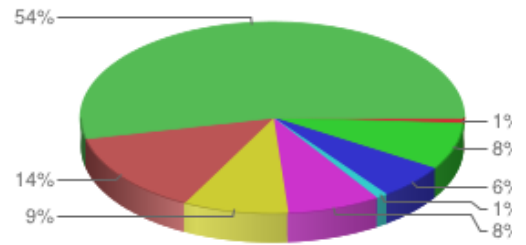
Very satisfied (41)  
Somewhat satisfied (31)  
Getting what I expected (59)  
Slightly unsatisfied (31)  
Not at all satisfied (14)



**11. What problem, if any have you had in the past six months?**

Answered: 155 Skipped: 27

Picture quality poor on all stations (1)  
 Picture quality poor on some stations (14)  
 Picture quality poor on public access stations (11)  
 Audio quality poor on all stations (2)  
 Audio quality poor on some stations (15)  
 Audio quality poor on public access stations (16)  
 Converter not operating well (26)  
 I have had no problems in the last six months (99)



## 12. "Quality"

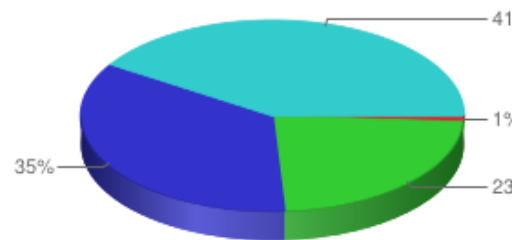
- Are you happy with the picture
- Are you happy with the audio

High Medium L  
 60%36%4%  
 51%43%6%

## 13. How often would you say outages occur?

Answered: 178 Skipped: 4

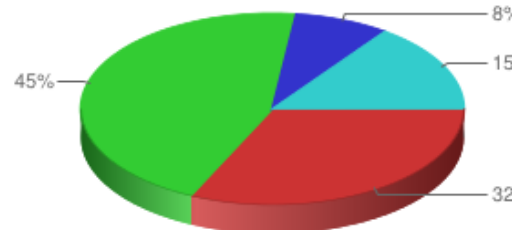
Frequently (1)  
 Occasionally (41)  
 Only during bad weather (63)  
 Hardly ever (73)



## 14. If you have had the need to call your cable provider did you find them easily accessible by telephone?

Answered: 177 Skipped: 5

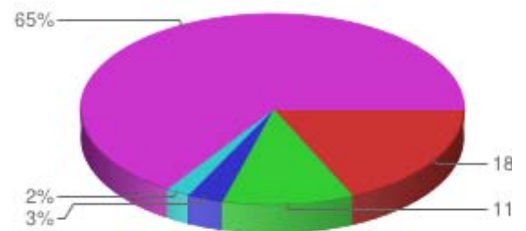
Always (56)  
 Sometimes (80)  
 Never (15)  
 Have never needed to call (26)



## 15. If a cable provider field representative or technician made a service call in the last six months, how satisfied were you with the service?

Answered: 166 Skipped: 16

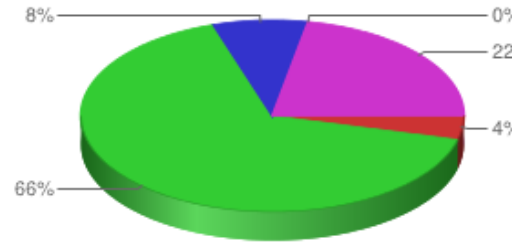
Very satisfied (30)  
 Somewhat satisfied (19)  
 Somewhat dissatisfied (5)  
 Not at all satisfied (4)  
 N/A - (skip to question 20) (108)



## 16. Did the Technician show up...?

Answered: 74 Skipped: 108

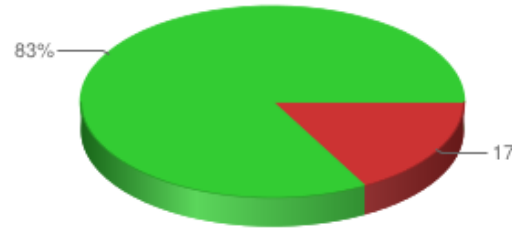
Early (3)  
On time (49)  
Late (6)  
Not at all (0)  
N/A (16)



#### 17. Did the technician have to come back?

Answered: 65 Skipped: 117

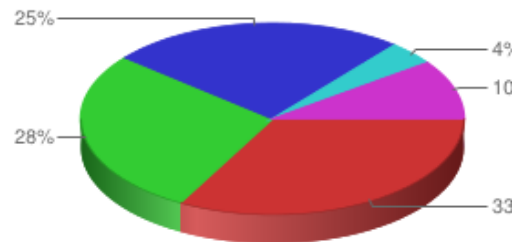
Yes (11)  
No (54)



#### 18. Was the Technician...?

Answered: 71 Skipped: 111

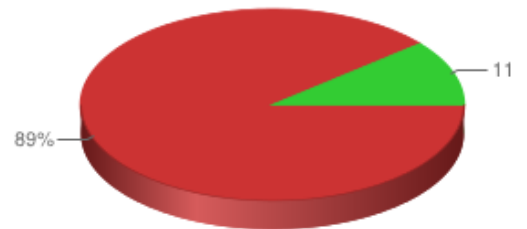
Courteous (51)  
Knowledgeable (43)  
Able to solve your problem (38)  
Not able to solve your problem (6)  
N/A (15)



#### 19. Do you know that the Town of Wareham operates its own cable channels called WCTV?

Answered: 105 Skipped: 77

Yes (93)  
No (12)



#### 20. Do you watch WCTV

Answered: 176 Skipped: 6

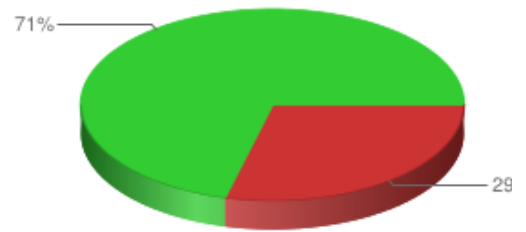
Daily (15)  
Frequently [2-3 times per week] (19)  
Occasionally [1-2 times per week] (41)  
Rarely (63)  
Not at all (32)  
N/A (6)



#### 21. Would you watch WCTV more if it were available in high definition?

Answered: 170 Skipped: 12

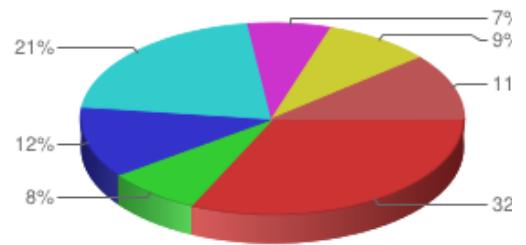
Yes (49)  
No (121)



**22. What type of programming do you watch on WCTV?**

Answered: 122 Skipped: 60

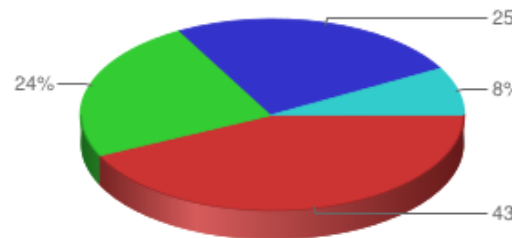
Board/Committee meetings (88)  
Concerts (21)  
Talk shows (34)  
Bulletin board (57)  
Sports (19)  
Parades (26)  
Old, Odd or unique movies (30)



**23. What additional Local Access programming would you like to see?**

Answered: 112 Skipped: 70

More public programming (72)  
More Education programming (40)  
More Government programming (41)  
Other (13)



**24. As we negotiate a re-franchising agreement with Comcast/Verizon Cable, what issues are important to you? (leave blank if none)**

Answered: 98 Skipped: 84

**25. If you have had issues with your cable provider, will you give us permission to investigate? No information will be made public. Only statistics will be generated from the investigation.**

Answered: 18 Skipped: 164

**26. If you would like more input, please attend one of the Cable Advisory Committee meetings or leave your Email address**

Answered: 23 Skipped: 159

SurveyMagik 5.0

Town of Wareham