

Wareham Cable Television Survey

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This page shows analysis of submitted data, such as the number of submissions per component value, calculations, and averages. Additional components may be added under the "Add analysis components" fieldset.

To which Cable TV service do you subscribe?

Comcast/Xfinity	56
Verizon/Fios	65
Other	1
None	9

If none, why don't you subscribe to a cable TV provider?

Too expensive	10
Signal is poor or unreliable	1
Service is poor	3
I have other/better alternatives	5

Which service is not available at your Address?

Comcast/Xfinity	5
Verizon/Fios	8
Open Cape	52

Why do you subscribe to cable TV?

Local access programming	46
Variety of programs	76
Movies	38
Sports	33
News	56
Poor reception without it	52
To get the internet	85

How would you rate your service?

	Poor	Somewhat Poor	As Expected	Somewhat Satisfied	Satisfied
Customer Service	19	19	37	24	25
Onsite Technician	7	15	37	19	32
Billing	22	17	46	12	24

Was the problem resolved quickly?

Yes	4
No	33
N/A	67

How quickly was the problem resolved?

Same day	4
Next bill	5
By second bill	5
Still not resolved	17
N/A	70

How would you describe your current cable TV service?

Great value/inexpensive	4
Good value/fair price	18
Fair value/over-priced	41
Poor value/too expensive	62

If "over-priced" or "too expensive", would you consider subscribing or switching providers if other, less expensive providers/competition were available to you?

Yes	100
No	14

How satisfied are you with your Cable Television service?

Very satisfied	22
Somewhat satisfied	25
Getting what I expected	26
Slightly unsatisfied	24
Not at all satisfied	27

Are you happy with the Picture Quality

Yes	103
No	11

How often would you say outages occur?

Frequently	16
Occasionally	42
Only during bad weather	22
Hardly ever	41

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

Always	25
Sometimes	56
Never	30
Have never needed to call	12

Did the Technician show up...?

Early	3
On time	39
Late	11
Not at all	4
N/A	57

Was the Technician...?

Courteous	43
Knowledgeable	31
Able to solve your problem	38
Not able to solve your problem	12
N/A	48

Do you watch WCTV

Daily	2
Frequently [2-3 times per week]	7
Occasionally [1-2 times per week]	20
Rarely	57
Not at all	31
N/A	8

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

Picture quality poor on all stations	5
Picture quality poor on some stations	13
Picture quality poor on public access stations	4
Audio quality poor on some stations	7
Audio quality poor on public access stations	1
Converter not operating well	22
I have had no problems in the last six months	54

Are you happy with the Audio Quality

Yes	98
No	18

How long was your longest outage?

Less than 1 hour	25
1 -3 hours	18
3 - 6 hours	10
6 - 24 hours	15
1 - 3 days	33
longer than 3 days	14

Service call

Very satisfied	13
Somewhat satisfied	30
Somewhat dissatisfied	7
Not at all satisfied	11
N/A	54

Did the technician have to come back?

Yes	14
No	57

Wareham Community Television

Yes	117
No	9

How would you rate the quality of the WCTV signal/reception compared to other cable TV Channels

Better	7
About the same	49
Worse	27

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

Yes	40
No	48

What type of programming do you watch on WCTV?

Board/Committee meetings	57
Concerts	14
Talk shows	9
Bulletin board	24
School/education programming	13
Sports	13
Parades	12
Old, Odd or unique movies	18

What additional Local Access programming would you like to see?

More public programming	23
More Education programming	12
More Government programming	20
Other	9

If Wareham had a municipal fiber optic network that would give you cost-effective, reliable, high quality high-speed internet access and television streaming alternatives to Comcast cable TV and Verizon/Fios TV, would you consider switching to the municipal network?

Yes	63
No	7
Maybe, would need to know more	57

What issues are important to you?

- [Add analysis components](#)

Update analysis display