

City of Alexandria, Virginia

MEMORANDUM

DATE: FEBRUARY 6, 2008
TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL
FROM: JAMES K. HARTMANN, CITY MANAGER 
SUBJECT: 2007 COMCAST CABLE COMMUNICATIONS, INC. ANNUAL SUBSCRIBER SURVEY REPORT

ISSUE: Receipt of the 2007 Comcast Cable Communications, Inc. (Comcast) Annual Subscriber Survey Report.

RECOMMENDATION: That City Council receive the 2007 Annual Subscriber Survey Report from Comcast. The Commission on Information Technology monitored the survey interviews during its July 9 meeting, reviewed the results of the Comcast 2007 Subscriber Survey report at its January 14 meeting and by a unanimous vote accepted the staff analysis.

DISCUSSION: Section 9-3-1532 (b) of the City Code requires the cable television franchisee to conduct an annual cable subscriber survey for the purpose of evaluating the degree of subscriber satisfaction with Comcast's cable television service and identifying whether the cable-related needs and interests of the community are being met. The 2007 cable subscriber survey was administered via telephone to 801 Alexandria City cable subscribers, compared to 807 in 2006. The survey was conducted by Q7 Broadband Market Research, a provider of marketing and teleservices based in Manassas, Virginia.

This year's survey showed that subscribers continue to have a high level of satisfaction with the quality of service offered by Comcast. Highlights of the 2007 survey findings follow.

Survey Sampling Procedure

Q7 Broadband Market Research's staff interviewed a sample of 801 active cable television subscribers from July 6 to August 3, 2007. The respondents were randomly selected by computer from the Comcast billing database of Alexandria cable subscribers. Calls were placed during the day and evening, as well as Saturday daytimes. All surveys were fully supervised and all surveyors were trained specifically on each survey question and response set. The report indicates that the margin of error in the survey is plus or minus 3.44 percent, which means that the survey instrument and the methodology used to conduct the survey can be relied on to produce responses based on answers that are accurate at least 95 percent of the time.

Cable Subscriber Survey Results

Overall subscriber awareness of the availability of the public access (PEG) channels which are Community Channel 69, Government Channel 70, and Educational Channels 71, 72 and 73 increased from 59% (474 of 807) in 2006 to 63% (507 of 801) in 2007. Thirty percent of the respondents (243 of 801) indicated they would be interested in specific programming that highlighted City services, programs or projects, down slightly from 31 percent over last year.

Respondents indicated that the biggest obstacles to watching more programs on the PEG channels were (a) lack of interest in topics – 47 percent, (b) lack of program listing info – 35 percent, (c) technical quality of programs – three percent, and (d) other reasons – 15 percent.

With respect to Channel 70 Government Access Programming, 46 percent (232 of the 507 respondents who indicated they were aware of the public access channels) said that they watched Channel 70 programming, up from 44 percent in 2006. Of those who watched government programming:

- 86 percent (199 of 232) had watched a City Council meeting, up significantly from 60 percent (126 of 210) in 2006;
- 43 percent (100 of 232) watched a Saturday City Council public hearing, up from 40 percent (83 of 210) in 2006;
- 58 percent (134 of 232) watched a Planning Commission meeting, up from 57 percent (120 of 210) in 2006;
- 42 percent (98 of 232) watched a Board of Zoning Appeals meeting, down from 51 percent (107 of 210) in 2006;
- 37 percent (85 of 232) watched a Board of Architectural Review - Old and Historic District meeting, down from 45 percent (95 of 210) in 2006;
- 18 percent (42 of 232) watched a Board of Architectural Review - Parker-Gray District meeting, down from 29 percent (60 of 210) in 2006;
- 58 percent (135 of 232) watched an Alexandria School Board meeting. Please note that 15 percent of the total survey respondents reported having children enrolled in the Alexandria public school system (120 of 801). Last year, 51 percent (108 of 210) had watched a School Board meeting with 26 percent of the total survey respondents having children enrolled in the Alexandria public school system.

21 percent (165 of 801) of the total respondents reported watching Channel 69/Comcast Cable TV (Alexandria Community Channel), a decrease from last year's 25 percent. Respondents who indicated that they watched Channel 69 programming expressed interest in the following:

- Local High School Sports – 56 percent (92 of 165); up from the 25 percent in 2006.
- Civic Informational Shows – 66 percent (109 of 165); up from 35 percent in 2006.
- Entertainment Shows - 60 percent (99 of 165); up from 49 percent in 2006.
- Local Current Events – 74 percent (122 of 165); up from 53 percent in 2006.

Of the 57 percent (453 of 801) of subscribers who handled their cable TV problems via telephone, 84 percent (380 of 453) reported that Comcast's customer service personnel response was timely, which is down slightly from 86 percent in 2006, and 92 percent (415 of 453) felt the service was courteous, down slightly from 94 percent as in 2006. Subscriber problems were resolved and/or questions answered by Comcast staff in 75 percent of the cases (338 of 453 respondents), which is down from 83 percent of the respondents in 2006.

More respondents visited Comcast's Van Dorn Street office in 2006, 78 percent (628 of 801) compared to 57 percent (456 of 807) in 2006. According to Comcast Director of Government and Community Affairs Marie Schuler the primary reason for visiting the facility remains bill payment. Of the 628 respondents who visited the local Comcast office, 88.9 percent (558 of 628) were satisfied with the quality of service they received.

Subscriber satisfaction with the cable system has decreased from 2006 levels. Using a scale from 1 to 5, with 1 meaning "extremely dissatisfied" and 5 meaning "extremely satisfied," the metrics indicate that the majority of the respondents were moderately satisfied with all of the following:

- Installation of cable in their home - 3.87, down from 4.02 in 2006.
- Picture quality - 3.86, down from 4.01 in 2006
- Sound quality - 3.76, down from 4.00 in 2006
- Response to inquiries - 3.62, down from 3.8 in 2006
- Number of channels - 3.88, up from 4.23 in 2006
- Overall customer satisfaction – 3.80, down from 3.97 in 2006

As noted in the other Comcast docket item, City and Comcast staff will attend the February 11 meeting of the North Ridge Citizens Association to address service concerns in the Beverley Hills neighborhood.

To determine the accessibility of Comcast and its equipment for subscribers with disabilities, eight questions were posed to survey respondents. Approximately five percent (39 of 801) reported a person in the household having a hearing or vision disability, which is down from 7 percent (54 of 807) over last year. Of those 39 respondents, 46.2 percent (18 of 39) reported a mobile, manual or dexterity impairment that would interfere with their ability to use cable TV

controls. Of the 18 respondents with mobile or manual dexterity impairments, 22.2 percent (4 of 18) indicated problems in their ability to access and/or change channels, four of the 18 indicated a problem in their ability to access a segment of cable TV, two of the four reported problems in their ability to discuss bills with Comcast, and one noted a problem changing channels. The other respondent indicated a problem in finding a listing of cable programming. None of the respondents in this group reported difficulty with understanding the dialog/audio or following the programs on cable television. It should be noted that Comcast is equipped with a telecommunications device for the deaf (TTY), and has channel and program guides in Braille and large print for the visually impaired. Staff continually works with Comcast to address other issues affecting the accessibility of Comcast and its equipment for disabled subscribers.

FISCAL IMPACT: None.

ATTACHMENT: Comcast Cable Communications 2007 Annual Cable Television Subscriber Survey Questionnaire, Report and Survey Results

STAFF: Rose Williams Boyd, Director of Citizen Assistance



2007 ANNUAL REPORT

CUSTOMER OPINION SURVEY

AUGUST 30, 2007



2007 Comcast ALEXANDRIA Customer Surveys

Trend Overview

- Comcast channel reception clarity and sports offerings are increasingly important components of customer perception of the value of their subscription.
- Several types of local Alexandria programming have become more appealing to area customers.
- Comcast customers not only remain very satisfied—they also are visiting the Comcast Local Office substantially more.
- Customers with issues feel Comcast is continuing to do a strong job resolving their problems.



2007 Comcast ALEXANDRIA Customer Surveys

The quality of Comcast channel reception and sports offerings drew a significantly higher score as relates to customer rationale for subscription.

2007	What is the major reason you subscribe to cable television at this time?		2006	CHANGE FROM 2006
45.7%	366	1 MORE CHANNELS	39.8%	5.9%
7.2%	58	2 MOVIES	6.6%	0.7%
46.6%	373	3 BETTER RECEPTION	31.8%	14.7%
12.9%	103	4 PREMIUM SERVICES	7.6%	5.3%
17.0%	136	5 SPORTS	7.8%	9.2%
11.4%	91	6 OTHER	10.5%	0.8%
	1127	Total Responses		

A significantly larger number of customers (+25.8%) reported using their Comcast service to view Alexandria City Council meetings (based on the segment of customers that view local access channels).

2007	2a). Have you ever watched an Alexandria City Council meeting?		2006	CHANGE FROM 2006
85.8%	199	1 YES	60.0%	25.8%
14.2%	33	2 NO	40.0%	-25.8%
0.0%	0	0 DK/NA/OA	0.0%	
	232	Total Responses		

Alexandria Public School programs are increasingly important to Comcast viewers, with an increase of 11.4% in 2007 compared to 2006.

2007	Have you ever watched any of the programming sponsored by the Alexandria City Public Schools?		2006	CHANGE FROM 2006
32.2%	258	1 YES	20.8%	11.4%
67.8%	543	2 NO	79.2%	-11.4%
0.0%	0	0 DK/NA/OA	0.0%	
	801	Total Responses		



2007 Comcast ALEXANDRIA Customer Surveys

Of the segment of customers that view channel 69... 20 to 30% *more* viewers showed strong interest in local school sports, Civic/Informational programs, and current local events versus 2006.

3). Are you interested in any of the following categories of programming that are currently shown on Channel 69?

2007	3a). Local high school sports?		2006	CHANGE FROM 2006
55.8%	92	1 YES	25.5%	30.2%
44.2%	73	2 NO	74.5%	-30.2%
0.0%	0	0 DK/NA/OA	0.0%	0.0%
165	Total Responses			

2007	3b). Civic/Informational Shows?		2006	CHANGE FROM 2006
66.1%	109	1 YES	35.1%	31.0%
33.9%	56	2 NO	64.9%	-31.0%
0.0%	0	0 DK/NA/OA	0.0%	0.0%
165	Total Responses			

2007	3d). Current Local Events?		2006	CHANGE FROM 2006
73.9%	122	1 YES	53.0%	20.9%
26.1%	43	2 NO	47.0%	-20.9%
0.0%	0	0 DK/NA/OA	0.0%	0.0%
165	Total Responses			



2007 Comcast ALEXANDRIA Customer Surveys

Customers reported their visits to the local Comcast Office went up over 20% since 2006. Even with the increased in-office activity, Comcast customer satisfaction remained as strong as 2006.

2007	1d). Have you ever visited the local Comcast Office?		2006	CHANGE FROM 2006
78.4%	628	1 YES	56.5%	21.9%
21.6%	173	2 NO	43.5%	-21.9%
0.0%	0	0 DK/NA/OA	0.0%	0.0%
	801	Total Responses		

2007	1e). Were you satisfied with the quality of service you received?		2006	CHANGE FROM 2006
		****PARSED TO THE 628 ACTUAL VISITORS IN Sec 4 1D.		
88.9%	558	1 YES	89.5%	-0.6%
11.1%	70	2 NO	10.5%	0.6%
0.0%	0	0 DK/NA/OA	0.0%	0.0%
	628	Total Responses		

Of the customer segment that is interested in additional channels being added to their Comcast service, 12% less of this subset is not willing to pay more for the new service as compared to the 2006 response.

2007	If Comcast added the new channels that you would like to see, 1c). would you be willing to pay more for the service?		2006	CHANGE FROM 2006
34.0%	81	1 YES	46.1%	-12.1%
66.0%	157	2 NO	53.9%	12.1%
0.0%	0	0 DK/NA/OA	0.0%	0.0%
	238	Total Responses		



2007 Comcast Alexandria Survey

801 Total Surveys

SECTION ONE - BACKGROUND INFORMATION

1). What is the major reason you subscribe to cable television at this time?

45.7%	366	1 MORE CHANNELS
7.2%	58	2 MOVIES
46.6%	373	3 BETTER RECEPTION
12.9%	103	4 PREMIUM SERVICES
17.0%	136	5 SPORTS
11.4%	91	6 OTHER
	1127	Total Responses

SECTION TWO - ACCESS CHANNELS

SECTION TWO - ACCESS CHANNELS

1). Were you previously aware of these channels?

63.3%	507	1 YES
36.7%	294	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION TWO - ACCESS CHANNELS

Channel 70 is the local government access channel which provides brief announcements about upcoming government meetings and events, and broadcasts live City Council meetings, Planning Commission meetings, Board of Zoning Appeals meetings, and Board of Architectural Review meetings. Do you

2). watch Channel 70 programming?

45.8%	232	1 YES
54.2%	275	2 NO
0.0%	0	0 DK/NA/OA
	507	Total Responses



2007 Comcast Alexandria Survey

SECTION TWO - ACCESS CHANNELS

2a). Have you ever watched an Alexandria City Council meeting?

85.8%	199	1 YES
14.2%	33	2 NO
0.0%	0	0 DK/NA/OA
	232	Total Responses

SECTION TWO - ACCESS CHANNELS

2b). Have you ever watched a Saturday public hearing?

43.1%	100	1 YES
56.9%	132	2 NO
0.0%	0	0 DK/NA/OA
	232	Total Responses

SECTION TWO - ACCESS CHANNELS

2c). Have you ever watched a Planning Commission meeting?

57.8%	134	1 YES
42.2%	98	2 NO
0.0%	0	0 DK/NA/OA
	232	Total Responses

SECTION TWO - ACCESS CHANNELS

2d). Have you ever watched a Board of Zoning Appeals meeting?

42.2%	98	1 YES
57.8%	134	2 NO
0.0%	0	0 DK/NA/OA
	232	Total Responses

SECTION TWO - ACCESS CHANNELS

2e). Have you ever watched a Board of Architectural Review - Old and Historic District meeting?

36.6%	85	1 YES
63.4%	147	2 NO
0.0%	0	0 DK/NA/OA
	232	Total Responses



2007 Comcast Alexandria Survey

SECTION TWO - ACCESS CHANNELS

Have you ever watched a Board of Architectural Review - Parker-Gray District meeting?
2f).

18.1%	42	1 YES
81.9%	190	2 NO
0.0%	0	0 DK/NA/OA
	232	Total Responses

SECTION TWO - ACCESS CHANNELS

2g). Have you ever watched a School Board meeting?

58.2%	135	1 YES
41.8%	97	2 NO
0.0%	0	0 DK/NA/OA
	232	Total Responses

SECTION TWO - ACCESS CHANNELS

Would you be interested in specific programming which highlights City services, programs and/or projects?
3).

30.3%	243	1 YES
69.7%	558	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION TWO - ACCESS CHANNELS

Channels 71, 72, and 73 are the educational access channels. Channel 72 broadcasts telecourses from Northern Virginia Community College. Channel 73 broadcasts telecourses from George Mason University and Channel 71 for cable ready TVs is used by the Alexandria City Public School system.
4).

Have you ever watched the telecourses sponsored by Northern Virginia Community College?
4a).

28.8%	231	1 YES
71.2%	570	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses



2007 Comcast Alexandria Survey

SECTION TWO - ACCESS CHANNELS

4b). Have you ever watched the telecourses sponsored by George Mason University?

29.7%	238	1 YES
70.3%	563	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION TWO - ACCESS CHANNELS

Have you ever watched any of the programming sponsored by the Alexandria City
4c). Public Schools?

32.2%	258	1 YES
67.8%	543	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION TWO - ACCESS CHANNELS

4d). Do you presently have children enrolled in the Alexandria Public School System?

15.0%	120	1 YES
85.0%	681	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION TWO - ACCESS CHANNELS

Instructional programming can also be seen on MHZ2/Channel 205. Have you ever
4e). watched instructional programming sponsored by MHZ2/Channel 205?

19.7%	158	1 YES
80.3%	643	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses



2007 Comcast Alexandria Survey

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

Comcast produces local programming as a public service to Alexandrians. These programs are shown on Channel 69 in the evenings during the week and on the weekends.

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

1). Have you ever watched the programming on Channel 69?

20.6%	165	1 YES
79.4%	636	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

2). Have you ever watched the Community Bulletin Board on Channel 69 from 10:00 am to 5:30 am daily?

63.0%	104	1 YES
37.0%	61	2 NO
0.0%	0	0 DK/NA/OA
	165	Total Responses

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

3). Are you interested in any of the following categories of programming that are currently shown on Channel 69?

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69 - INTEREST

3a). Local high school sports?

55.8%	92	1 YES
44.2%	73	2 NO
0.0%	0	0 DK/NA/OA
	165	Total Responses

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69 - INTEREST

3b). Civic/Informational Shows?

66.1%	109	1 YES
33.9%	56	2 NO
0.0%	0	0 DK/NA/OA
	165	Total Responses



2007 Comcast Alexandria Survey

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69 - INTEREST

3c). Entertainment Shows?

60.0%	99	1 YES
40.0%	66	2 NO
0.0%	0	0 DK/NA/OA
	165	Total Responses

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69 - INTEREST

3d). Current Local Events?

73.9%	122	1 YES
26.1%	43	2 NO
0.0%	0	0 DK/NA/OA
	165	Total Responses

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

What are the biggest obstacles to your watching more programs on the PEG 3aa). channels?

2.55%	17	1 TECHNICAL QUALITY OF PROGRAMS
47.08%	314	2 LACK OF INTEREST IN TOPICS
35.23%	235	3 LACK OF PROGRAM LISTING INFO
15.14%	101	4 OTHER
	667	Total Responses

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

3bb). Have you ever considered producing a show on the Community Channel?

12.4%	99	1 YES
87.6%	702	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses



2007 Comcast Alexandria Survey

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

Are you aware that Comcast conducts Community Programming Volunteer
3cc). Operations classes in television production for a nominal fee?

23.1%	185	1 YES
76.9%	616	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 69

3dd). Would you be interested in taking such a class?

18.6%	149	1 YES
81.4%	652	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION FOUR - SERVICE TO SUBSCRIBERS

SECTION FOUR - SERVICE TO SUBSCRIBERS

Have you ever called the cable company for any reason other than initiating
1). service?

56.6%	453	1 YES
43.4%	348	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION FOUR - SERVICE TO SUBSCRIBERS

1a). Was your call answered within a reasonable period of time?

83.9%	380	1 YES
16.1%	73	2 NO
0.0%	0	0 DK/NA/OA
	453	Total Responses



2007 Comcast Alexandria Survey

SECTION FOUR - SERVICE TO SUBSCRIBERS

1b). Was the person with whom you spoke courteous?

91.6%	415	1 YES
8.4%	38	2 NO
0.0%	0	0 DK/NA/OA
	453	Total Responses

SECTION FOUR - SERVICE TO SUBSCRIBERS

1c). Was your question or problem resolved?

74.6%	338	1 YES
25.4%	115	2 NO
0.0%	0	0 DK/NA/OA
	453	Total Responses

SECTION FOUR - SERVICE TO SUBSCRIBERS

1d). Have you ever visited the local Comcast Office?

78.4%	628	1 YES
21.6%	173	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION FOUR - SERVICE TO SUBSCRIBERS

1e). Were you satisfied with the quality of service you received?

86.6%	694	1 YES
13.4%	107	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses



2007 Comcast Alexandria Survey

SECTION FOUR - SERVICE TO SUBSCRIBERS

- Using a scale from 1 to 5, with 1 meaning "extremely dissatisfied" and 5 meaning "extremely satisfied," please select the number that best represents your satisfaction with the following customer service aspects of the system.
- 2).

- 3.870 3173 a). INSTALLATION OF CABLE IN YOUR HOME
 3.863 3168 b). PICTURE QUALITY
 3.757 3081 c). SOUND QUALITY
 3.623 2971 d). RESPONSE TO INQUIRIES OR PROBLEMS
 3.882 3183 e). NUMBER OF CHANNELS PROVIDED
 3.796 3113 f). OVERALL CUSTOMER SERVICE
 3.799

SECTION FIVE - PROGRAMMING SURVEY

SECTION FIVE - PROGRAMMING SURVEY

- Are there any channels that are not presently offered that you or others in your household would like to see added to our system?
- 1a).

29.7%	238	1 YES
70.3%	563	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION FIVE - PROGRAMMING SURVEY

- 1b). If yes, which channel(s) would you like to see added to the system?
 PLEASE SEE DATA SHEET

SECTION FIVE - PROGRAMMING SURVEY

- If Comcast added the new channels that you would like to see, would you be willing to pay more for the service?
- 1c).

34.0%	81	1 YES
66.0%	157	2 NO
0.0%	0	0 DK/NA/OA
	238	Total Responses



2007 Comcast Alexandria Survey

SECTION SIX - ACCESSIBILITY SURVEY

SECTION SIX - ACCESSIBILITY SURVEY

Are there any persons in your household with hearing or vision disabilities which

1). interferes with their enjoyment of cable TV?

4.9%	39	1 YES
95.1%	762	2 NO
0.0%	0	0 DK/NA/OA
	801	Total Responses

SECTION SIX - ACCESSIBILITY SURVEY

Are there any persons in your household with mobile, manual or dexterity

2). impairments that would interfere with their ability to use cable TV controls?

46.2%	18	1 YES
53.8%	21	2 NO
0.0%	0	0 DK/NA/OA
	39	Total Responses

SECTION SIX - ACCESSIBILITY SURVEY

3). Have any of these disabilities or impairments affected this person's ability to:

SECTION SIX - ACCESSIBILITY SURVEY

3a). Access/change channels on cable?

22.2%	4	1 YES
77.8%	14	2 NO
0.0%	0	0 DK/NA/OA
	18	Total Responses

SECTION SIX - ACCESSIBILITY SURVEY

3b). Discuss a bill with Comcast?

50.0%	2	1 YES
50.0%	2	2 NO
0.0%	0	0 DK/NA/OA
	4	Total Responses



2007 Comcast Alexandria Survey

SECTION SIX - ACCESSIBILITY SURVEY

3c). Find out what programming is on cable?

25.0%	1	1 YES
75.0%	3	2 NO
0.0%	0	0 DK/NA/OA
	4	Total Responses

SECTION SIX - ACCESSIBILITY SURVEY

3d). Understand the dialog on programs?

0.0%	0	1 YES
100.0%	4	2 NO
0.0%	0	0 DK/NA/OA
	4	Total Responses

SECTION SIX - ACCESSIBILITY SURVEY

3e). Follow the program on cable?

0.0%	0	1 YES
100.0%	4	2 NO
0.0%	0	0 DK/NA/OA
	4	Total Responses

SECTION FOUR - SERVICE TO SUBSCRIBERS

1e). Were you satisfied with the quality of service you received?

****PARSED TO THE 628 ACTUAL VISITORS IN Sec 4 1D.

88.9%	558	1 YES
11.1%	70	2 NO
0.0%	0	0 DK/NA/OA
	628	Total Responses

26:27
2-12-08



Alice Cave
<acave9@comcast.net>

02/08/2008 08:59 PM

Please respond to
Alice Cave
<acave9@comcast.net>

To <alexvamayor@aol.com>, <timothylovain@aol.com>,
<councilmangaines@aol.com>, <council@krupicka.com>,
<delpepper@aol.com>, <paulcsmedberg@aol.com>,

cc

bcc

Subject COA Contact Us: Comcast

Time: [Fri Feb 08, 2008 20:59:21] IP Address: [68.55.108.196]

Issue Type: Mayor, Vice-Mayor and Council Members
First Name: Alice
Last Name: Cave
Street Address: 3736 Gunston Road
City: Alexandria
State: VA
Zip: 22302
Phone: 7033791521
Email Address: acave9@comcast.net
Subject: Comcast

Mr. Mayor and Members of the Council,
It is my understanding that the

City's contract with Comcast is on Tuesday's Council agenda. Unfortunately, my husband and I are unable to be there, but we wanted to express our concerns to you about Comcast service. The service we are concerned with is "high-speed" internet service. I use quotations around high-speed because our service has been lousy for a long time. We have called and written them. They sent technicians to the house who replaced some of the cable, but the problem was not solved. We are unable to use VOIP phone service because the connection is too unreliable. More often than not, service is so slow it is torture to try and watch any video over the web.

We are paying a lot for service we are not getting. I have gotten ads from them talking about having television shows over the web. There is no way

Comments: our level of service would support that! Our feeling is that they are not investing enough in network infrastructure, and that they are over-subscribed in our area. Because Comcast is essentially a monopoly

given the City's sole-source contract with them, we have no recourse but to go to DSL (which does not have the potential to be as fast as cable internet service). We live in Parkfairfax, and many of our neighbors suffer these problems as well (no doubt you have heard from some of them). We hope that you can voice these concerns to Comcast directly, and reconsider the practice of sole-sourcing this contract. As it is, Comcast now has no incentive to invest in infrastructure to improve service. Maybe they need a little competition.

Thank you for your consideration,
Alice

Cave