

City of Alexandria, Virginia

MEMORANDUM

19
12-10-02

DATE: DECEMBER 4, 2002

TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

FROM: PHILIP SUNDERLAND, CITY MANAGER *PS*

SUBJECT: 2002 COMCAST CABLE COMMUNICATIONS, INC. ANNUAL
SUBSCRIBER SURVEY REPORT

ISSUE: Receipt of the 2002 Comcast Cable Communications, Inc. (Comcast) Annual Subscriber Survey Report (Attachment 1).

RECOMMENDATION: That City Council receive the 2002 Annual Subscriber Survey Report from Comcast Cable Communications, Inc.

The Commission on Information Technology, at its November 11 meeting, reviewed the results of the Comcast 2002 Subscriber Survey report, accepted the staff analysis, and voted to approve the docket memorandum as drafted.

DISCUSSION: Section 9-3-153 (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 2002 cable subscriber survey was administered via telephone to 802 Alexandria cable subscribers, compared to 829 in 2001. The survey was conducted by Marketlink, Inc., a leading provider of outbound teleservices based in Des Moines, Iowa.

This year's survey showed subscribers continue to have a high level of satisfaction with the quality of service offered by Comcast in 2002. The number of cable subscribers who reported watching government programming on Channel 11 increased from 38 percent of those responding in 2001 to 49 percent of the respondents in 2002. Highlights of the 2002 survey findings follow.

- **Survey Sampling Procedure:**

Marketlink's staff interviewed cable television subscribers from July 8 through August 2. The respondents were randomly selected from the Comcast Cable billing database of approximately 49,321 Alexandria cable customers. Marie Schuler, Director of Government and Community Affairs for Comcast, indicated that the margin of error in the survey is plus or minus five percent, which means that the survey instrument and the methodology used to conduct the survey can be relied on to produce responses that are accurate 95 percent of the time.

● **Cable Subscriber Survey Results:**

- Overall subscriber awareness of the availability of community (Channel 10), educational (Channels 19, 79 and 80), and governmental (Channel 11) channels increased from 61 percent in 2001 to 81 percent in 2002.
- In 2002, 48 percent (373 of 802) of the respondents reported watching Channel 10/Comcast Cable TV (Alexandria Community Channel), an increase from last year's 37 percent (303 of 829). Respondents who indicated that they watched Channel 10 programming expressed general interest in the following:
 - ▶ Comcast's Community Bulletin Board - 48 percent (373 of 783), down from 52 percent (158 of 303) in 2001;
 - ▶ Local High School Sports - 21 percent (167 of 783) up from 20 percent (67 of 337) in 2001;
 - ▶ Civic/Informational Shows - 42 percent (332 of 783) down from 57 percent (172 of 303) in 2001;
 - ▶ Entertainment Shows - 52 percent (404 of 783) down from 81 percent (244 of 303) in 2001;
 - ▶ Local Current Events - 61 percent (480 of 783) down from 77 percent (233 of 303) in 2001.
- With respect to Channel 11/Government Access Programming, 69 percent (536 of the 783 total respondents in the survey) were previously aware of these channels. 49 percent (263 of 536) of respondents* indicated that they watched Channel 11 programming, up from 38 percent (309 of 805) in 2001, of those:

* According to Ms. Schuler, these questions were originally posed to the 802 survey respondents, of which 783 responses were received and 19 respondents had declined to answer. Due to a clerical error on the survey questionnaire, Comcast had to re-survey the 783 respondents who had provided answers to the questions on access channels. Of the 783 respondents, 633 had answered affirmatively as to whether they were aware of the access channels. They were able to reach a total of 536 people out of the 633, and the percentages reflect their responses.

- ▶ 37 percent (198 of 536) had watched a City Council meeting, up from 32 percent (257 of 805) in 2000;
 - ▶ 17 percent (90 of 536) watched a Saturday City Council public hearing, up from 16 percent (127 of 805) in 2001;
 - ▶ 13 percent (72 of 536) watched a Planning Commission meeting, down from 14 percent (113 of 805) in 2001;
 - ▶ 15 percent (82 of 536) watched a Board of Zoning Appeals meeting, up from 13 percent (101 of 805) in 2001;
 - ▶ 11 percent (61 of 536) watched a Board of Architectural Review - Old and Historic District meeting, the same as 11 percent (91 of 805) in 2001;
 - ▶ 11 percent (59 of 536) watched a Board of Architectural Review - Parker-Gray District meeting, up from 10 percent (79 of 805) in 2001;
 - ▶ 22 percent (115 of 536) watched an Alexandria School Board meeting with 13 percent (70 of 536) of these respondents having children enrolled in the Alexandria public school system compared to last year when 14 percent (130 of 805) had watched a School Board meeting with eight percent having children enrolled in the Alexandria public school system.
- When polled, subscriber interest in programming that highlights City services, programs and/or projects, increased to 31 percent (242 of 783) up from 27 percent (167 of 829) in 2001.
- Of the 410 subscribers who handled their cable tv problems via telephone, the majority reported that Comcast's customer service personnel response was timely (81 percent or 331 of 410, which is up from 66 percent in 2001) and courteous (91 percent or 372 of 410, which is up from 76 percent in 2001). Subscriber problems were resolved and/or questions answered by Comcast staff in 79 percent of the cases (324 of 410 respondents), which is up from 70 percent of the respondents in 2001.
- More respondents visited Comcast's Van Dorn Street office in 2002 , 47 percent (368 of 783) compared to 36 percent in 2001. According to Ms. Schuler, the primary reason for visiting the facility remains bill payment.
- Subscriber satisfaction levels with regard to the cable system remain high. Using a scale from 1 to 5, with 1 meaning "extremely dissatisfied" and 5 meaning "extremely satisfied," the majority of the respondents were generally satisfied with

all of the following:

- ▶ Installation of cable in their home - 4.1, up from 2001's result of 3.6;
- ▶ Picture quality - 4.2, up from 2001's result of 4.1;
- ▶ Sound quality - 4.1, same as 2001's result of 4.1;
- ▶ Response to inquiries - 3.7, up from 3.6 in 2001;
- ▶ Number of channels - 4.2, up from 2001's 4.1; and
- ▶ Overall customer satisfaction - 4.0, which is up from 2001's result of 3.8.

-- To assess the accessibility of Comcast and its equipment for subscribers with disabilities, three questions were posed to survey respondents, as opposed to the five that were asked in last year's survey. Six percent (44 of 783) reported a person in the household having a hearing or vision disability, which is up from four percent (36 of 812) over last year. Of those 44 respondents, 16 percent reported a mobile, manual or dexterity impairment. Of the 44 subscribers who reported a person in the household with a disability, four indicated problems in their ability to access and/or change channels and one noted problems in their ability to discuss bills with Comcast. Two respondents indicated that their ability to find a listing of cable programming was impaired. It should be noted that Comcast is equipped with a telecommunication device for the deaf (TTY) and has channel and program guides in braille and large-print for the visually impaired.

FISCAL IMPACT: None.

STAFF: Rose Williams Boyd, Director of Citizen Assistance
Jacqueline Levy, Cable Television Administrator

ATTACHMENT: Comcast Cable Communications 2002 Annual Cable Television Subscriber Survey Report and Survey Form



2002 ANNUAL REPORT

CUSTOMER OPINION SURVEY

AUGUST 30, 2002

CABLE TELEVISION SUBSCRIBER SURVEY

Hello, my name is _____. May I please speak with (NAME ON LIST)? I am helping Comcast evaluate their cable television service to the community. Your name was randomly selected from a list of cable television subscribers. I would appreciate your assistance in answering a few questions which relate to the types of services the company offers. Do you have approximately 5 minutes for this interview?

IF YES: GO ON TO SECTION ONE

IF NO: ASK FOR A GOOD TIME TO CALL BACK

SECTION ONE – BACKGROUND INFORMATION

1. What is the major reason you subscribe to cable television at this time? Please choose one (1) or more of the following:
 - [1] More Channels
 - [2] Movies
 - [3] Better Reception
 - [4] Premium Services
 - [5] Sports
 - [6] Other What? _____

SECTION TWO – ACCESS CHANNELS

Comcast currently has five access channels: The City Government Access Channel on Channel 11, The Educational Access Channels on Channels 19, 79, 80/96, and The Community Channel on Channel 10.

1. Were you previously aware of these channels? (If no, go to question 2, If yes, go to question 3)
 - [1] Yes
 - [2] No
2. Channel 11 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 watch Channel 11 programming? (If yes, more to question 2a, if no go to question 3)
 - [1] Yes
 - [2] No
- 2a. Have you ever watched an Alexandria City Council meeting?
 - [1] Yes
 - [2] No

- 2b. Have you ever watched a Saturday public hearing?
[1] Yes
[2] No
- 2c. Have you ever watched a Planning Commission meeting?
[1] Yes
[2] No
- 2d. Have you ever watched a Board of Zoning Appeals meeting?
[1] Yes
[2] No
- 2e. Have you ever watched a Board of Architectural Review – Old and Historic District meeting?
[1] Yes
[2] No
- 2f. Have you ever watched a Board of Architectural Review – Parker-Gray District meeting?
[1] Yes
[2] No
- 2g. Have you ever watched a School Board meeting?
[1] Yes
[2] No
3. Would you be interested in specific programming which highlights City services, programs and/or projects?
[1] Yes
[2] No
4. Channels 19, 79, and 80/96 are the educational access channels. Channel 19 broadcasts telecourses from Northern Virginia Community College. Channel 79 broadcasts telecourses from George Mason University and Channel 80/96 for cable ready TVs is used by the Alexandria City Public School system.
- 4a. Have you ever watched the telecourses sponsored by Northern Virginia Community College?
[1] Yes
[2] No
- 4b. Have you ever watched the telecourses sponsored by George Mason University?
[1] Yes
[2] No

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

[1] Yes

[2] No

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

[1] Yes

[2] No

4e. Instructional programming can also be seen on WNVN-53/Channel 59. Have you ever watched instructional programming sponsored by WNVN-53/Channel 59?

[1] Yes

[2] No

SECTION THREE – COMCAST COMMUNITY TELEVISION CHANNEL 10

Comcast Produces Local Programming as a Public Service to Alexandrians. These Programs are Shown on Channel 10 in the Evenings During the Week and on the Weekends.

1. Have you ever watched the programming on Channel 10? (If no, go to question 3)

[1] Yes

[2] No

2. Have you ever watched the Community Bulletin Board on Channel 10 from 11:00 pm to 5:30 am daily?

[1] Yes

[2] No

3. Are you interested in any of the following categories of programming that are currently shown on Channel 10?

a. Local high school sports- **(DO NOT READ EXAMPLES, UNLESS ASKED FOR AN EXAMPLE)**- T.C. Williams, Bishop Ireton, St. Stephens/St. Agnes and Episcopal Football, Basketball, Baseball and Lacrosse.

[1] Yes

[2] No

b. Civic/Informational Shows- **(DO NOT READ EXAMPLES, UNLESS ASKED FOR AN EXAMPLE)**- Mayor Donley Today, Agenda: Alexandria, Fire Line by the Alexandria Fire Department, and Maturity Matters.

[1] Yes

[2] No

c. Entertainment Shows- **(DO NOT READ EXAMPLES, UNLESS ASKED FOR AN EXAMPLE)**- Masters In The Hall, which showcases local artists, musicians, and singing groups; and "Spotlight Specials" that include local musical

performances sponsored by the City of Alexandria Department of Recreation, Parks & Cultural Activities.

[1] Yes

[2] No

- d. Current Local Events- **(DO NOT READ EXAMPLES, UNLESS ASKED FOR AN EXAMPLES)**- Local Election Coverage, exclusive to the City of Alexandria; T.C. Williams, Bishop Ireton, Episcopal, and St. Stephens/St. Anges High School Graduation Ceremonies; and the George Washington Birthday and St. Patrick's Day Parades.

[1] Yes

[2] No

- 3a. What are the biggest obstacles to your watching more programs on the PEG channels? Please choose one (1) or more of the following?

[1] Technical quality of programs

[2] Lack of interest in topics

[3] Lack of information about when particular programs are on

[4] Other (please list) _____

- 3b. Have you ever considered producing a show on the Community Channel?

[1] Yes

[2] No

- 3c. Are you aware that Comcast conducts Community Programming Volunteer Operations classes in television production for a nominal fee? (Currently \$50.00)

[1] Yes

[2] No

- 3d. Would you be interested in taking such a class?

[1] Yes

[2] No

SECTION FOUR – SERVICE TO SUBSCRIBERS

1. Have you ever called the cable company for any reason other than initiating service?
(If no, please move to question 1d.)

[1] Yes

[2] No

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

[1] Yes

[2] No

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

[1] Yes

[2] No

1c. Was your question or problem resolved?

[1] Yes

[2] No

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

[1] Yes

Were you satisfied with the quality of service you received?

[1] Yes

[2] No

[2] No

2. 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.

- | | | | | | |
|--|---|---|---|---|---|
| a. Installation of cable in your home? | 1 | 2 | 3 | 4 | 5 |
| b. Picture Quality? | 1 | 2 | 3 | 4 | 5 |
| c. Sound Quality? | 1 | 2 | 3 | 4 | 5 |
| d. Response to Inquiries or problems? | 1 | 2 | 3 | 4 | 5 |
| e. Number of Channels Provided? | 1 | 2 | 3 | 4 | 5 |
| f. Overall Customer Service? | 1 | 2 | 3 | 4 | 5 |

SECTION FIVE - PROGRAMMING SURVEY

1a. Are there any channels that are not presently offered that you or others in your household would like to see added to our system? (If no, move to Section Six)

[1] Yes

[2] No

1b. If yes, which channel(s) would you like to see added to the system? (Respondent may give more than one answer)

Please list: _____

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

[1] Yes

[2] No

SECTION SIX - ACCESSIBILITY SURVEY

1. Are there any persons in your household with hearing or vision disabilities which interferes with their enjoyment of cable TV? (If no, move to the closing. If yes, go to question 2)

- [1] Yes
- [2] No

2. Are there any persons in your household with mobile, manual or dexterity impairments that would interfere with their ability to use cable TV controls? (If yes, go to question 3. If no, move to the closing)

- [1] Yes
- [2] No

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

a. Access/change channels on cable?

- [1] Yes
- [2] No

b. Discuss a bill with Comcast?

- [1] Yes
- [2] No

c. Find out what programming is on cable?

- [1] Yes
- [2] No

d. Understand the dialog on programs?

- [1] Yes
- [2] No

e. Follow the program on cable?

- [1] Yes
- [2] No

Other please list: _____

CLOSING

Thank you for taking the time to assist Comcast with its annual subscriber survey. The results from this survey will be used to assess and improve Comcast's current service to the citizens of Alexandria. If you have any further questions or comments, please feel free to call or write the local office.

MARKETLINK - DAILY CALLING REPORT
COMBINED LISTS

Company: Comcast

Vendor: MARKETLINK, INC.

Kim Laning

Jodi Safris

617A S. Pickett Street

4305 Fleur Drive

Alexandria, VA 22304

Des Moines, Iowa 50321

703-567-4600

(515) 285-3420

703-567-4713 FAX

(515) 285-3450 FAX

Start Date: 07/08/02

Campaign #: 8-105-ALX

GOAL: Comcast Subscriber Survey

	Daily 07/18/02	Cumulative Campaign
	-----	-----
Completes	92	802
Total Units	92	802
COMPLETE Units	92	802
Not Complete	102	689
Complete Rate	47.4%	53.8%
Calling Hours	28.43	241.76
Verification Hours	0.00	0.00
Training Hours	0.00	0.00
Data Entry Hours	0.00	0.00
Total Calling Hours	28.43	241.76
Contacts/Hour	8.44	8.39
Completes/Hour	3.24	3.32

SECTION ONE - BACKGROUND INFORMATION**1). What is the major reason you subscribe to cable television at this time?**

MORE CHANNELS	431	29.10%
MOVIES	198	13.37%
BETTER RECEPTION	419	28.29%
PREMIUM SERVICES	110	7.43%
SPORTS	160	10.80%
OTHER WHAT? PLEASE SEE DATA SHEET	163	11.01%
NO RESPONSE	0	0.00%
	1481	

SECTION TWO - ACCESS CHANNELS

Comcast currently has five channels: The City Government Access Channel on Channel 11, The Educational Access Channels on Channels 19, 79, 80/96, and The Community Channel on Channel 10.

1). Were you previously aware of these channels?

YES	633	80.84%
NO	150	19.16%
NO RESPONSE	0	0.00%
	783	

Channel 11 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 11 programming?

YES	29	19.33%
NO	121	80.67%
NO RESPONSE	0	0.00%
	150	

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

YES	16	55.17%
NO	13	44.83%
NO RESPONSE	0	0.00%
	29	

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

YES	4	13.79%
NO	25	86.21%
NO RESPONSE	0	0.00%
	29	

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

YES	5	17.24%
NO	24	82.76%
NO RESPONSE	0	0.00%
	29	

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

YES	8	27.59%
NO	21	72.41%
NO RESPONSE	0	0.00%
	29	

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

YES	5	17.24%
NO	24	82.76%
NO RESPONSE	0	0.00%
	29	

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

YES	3	10.34%
NO	26	89.66%
NO RESPONSE	0	0.00%
	29	

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

YES	5	17.24%
NO	24	82.76%
NO RESPONSE	0	0.00%
	29	

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

YES	242	30.91%
NO	541	69.09%
NO RESPONSE	0	0.00%
	783	

Channels 19, 79, and 80/96 are the educational access channels. Channel 19 broadcasts telecourses from Northern Virginia Community College. Channel 79 broadcasts telecourses from George Mason University and Channel 80/96 for cable ready TVs is used by the Alexandria City Public School system.

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

YES	209	26.69%
NO	574	73.31%
NO RESPONSE	0	0.00%
	783	

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

YES	169	21.58%
NO	614	78.42%
NO RESPONSE	0	0.00%
	783	

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

YES	187	23.88%
NO	596	76.12%
NO RESPONSE	0	0.00%
	783	

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

YES	98	12.52%
NO	685	87.48%
NO RESPONSE	0	0.00%
	783	

4e). Instructional programming can also be seen on WNVN-53/Channel 59. Have you ever watched instructional programming sponsored by WNVN-53/Channel 59?

YES	160	20.43%
NO	623	79.57%
NO RESPONSE	0	0.00%
	783	

SECTION THREE - COMCAST COMMUNITY TELEVISION CHANNEL 10
Comcast Produces Local Programming as a Public Service to Alexandrians. These Programs are Shown on Channel 10 in the Evenings During the Week and on the Weekends.

1). **Have you ever watched the programming on Channel 10?**

YES	373	47.64%
NO	410	52.36%
NO RESPONSE	0	0.00%
	783	

2). **Have you ever watched the Community Bulletin Board on Channel 10 from 11:00 pm to 5:30 am daily?**

YES	176	47.18%
NO	197	52.82%
NO RESPONSE	0	0.00%
	373	

3). **Are you interested in any of the following categories of programming that are currently shown on Channel 10?**

a). **Local high school sports?**

YES	167	21.33%
NO	616	78.67%
NO RESPONSE	0	0.00%
	783	

b). **Civic/Informational Shows?**

YES	332	42.40%
NO	451	57.60%
NO RESPONSE	0	0.00%
	783	

c). Entertainment Shows?

YES	404	51.60%
NO	379	48.40%
NO RESPONSE	0	0.00%
	783	

d). Current Local Events?

YES	480	61.30%
NO	303	38.70%
NO RESPONSE	0	0.00%
	783	

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

TECHNICAL QUALITY OF PROGRAMS	83	8.53%
LACK OF INTEREST IN TOPICS	402	41.32%
LACK OF INFORMATION ABOUT WHEN PARTICULAR PROGRAMS ARE ON	284	29.19%
OTHER WHAT? PLEASE SEE DATA SHEET	204	20.97%
NO RESPONSE	0	0.00%
	973	

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

YES	53	6.77%
NO	730	93.23%
NO RESPONSE	0	0.00%
	783	

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

YES	120	15.33%
NO	663	84.67%
NO RESPONSE	0	0.00%

783

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

YES	131	16.73%
NO	652	83.27%
NO RESPONSE	0	0.00%
	783	

SECTION FOUR - SERVICE TO SUBSCRIBERS

Have you ever called the cable company for any reason other than initiating

1). service?

YES	410	52.36%
NO	373	47.64%
NO RESPONSE	0	0.00%
	783	

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

YES	331	80.73%
NO	79	19.27%
NO RESPONSE	0	0.00%
	410	

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

YES	372	90.73%
NO	38	9.27%
NO RESPONSE	0	0.00%
	410	

1c). Was your question or problem resolved?

YES	324	79.02%
NO	86	20.98%

NO RESPONSE	0	0.00%
	410	

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

YES	368	47.00%
NO	415	53.00%
NO RESPONSE	0	0.00%
	783	

Were you satisfied with the quality of service you received?

YES	326	88.59%
NO	42	11.41%
NO RESPONSE	0	0.00%
	368	

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

2). satisfaction with the following customer service aspects of the system.

a). INSTALLATION OF CABLE IN YOUR HOME AVERAGE	4.06
b). PICTURE QUALITY AVERAGE	4.17
c). SOUND QUALITY AVERAGE	4.14
d). RESPONSE TO INQUIRIES OR PROBLEMS AVERAGE	3.73
e). NUMBER OF CHANNELS PROVIDED AVERAGE	4.16
f). OVERALL CUSTOMER SERVICE AVERAGE	4.02

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).

YES	258	32.95%
NO	525	67.05%
NO RESPONSE	0	0.00%
	783	

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

PLEASE SEE DATA SHEET

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

1c).

YES	113	43.80%
NO	140	54.26%
NO RESPONSE	5	1.94%
	258	

SECTION SIX - ACCESSIBILITY SURVEY

Are there any persons in your household with hearing or vision disabilities which interferes with their enjoyment of cable TV?

1).

YES	44	5.62%
NO	738	94.25%
NO RESPONSE	1	0.13%
	783	

Are there any persons in your household with mobile, manual or dexterity impairments that would interfere with their ability to use cable TV controls?

2).

YES	7	15.91%
NO	37	84.09%
NO RESPONSE	0	0.00%
	44	

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

a). Access/change channels on cable?

YES	4	57.14%
NO	3	42.86%
NO RESPONSE	0	0.00%
	7	

b). Discuss a bill with Comcast?

YES	1	14.29%
NO	6	85.71%
NO RESPONSE	0	0.00%
	7	

c). Find out what programming is on cable?

YES	2	28.57%
NO	5	71.43%
NO RESPONSE	0	0.00%
	7	

d). Understand the dialog on programs?

YES	3	42.86%
NO	4	57.14%
NO RESPONSE	0	0.00%
	7	

e). Follow the program on cable?

YES	4	57.14%
NO	3	42.86%
NO RESPONSE	0	0.00%
	7	

OTHER? PLEASE SEE DATA SHEET

28

TSRCODE	COMMENTS_2	REMARKS_1					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	WIFE						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		MIGHT PAY EXTRA					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	WIFE	DID SURVEY NOW WANTS TAKEN OFF CALLING LIST					
COMPLETED CALL							
COMPLETED CALL	WILLIAM	CNN HEADLINES-LAST HALF HR IS LOCAL INFO PREFERS NOT HAVING IT ON					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	CAROLE						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		WOULD BE WILLING TO PAY MORE FOR SOAP OPERA CHANNEL DEPENDING ON HOW MUCH					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							

19

20

COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		WOULD LIKE DIGITAL BUT THE CABLE GUY HAS ON ACCESS TO CABLES IN APARTMENT					
COMPLETED CALL							
COMPLETED CALL		ALSO WANTS TO ADD ON PICTURE QUALITY,ON CHANNELS 150-170 PICTURE QUALITY IS					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		SPOKE TO ANNE (SPOUSE)					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	JOE						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	PHILIP						
COMPLETED CALL	SUE						
COMPLETED CALL							
COMPLETED CALL	WIFE						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		MOVING BACK TO USA FROM OVERSEAS/CUSTOMER SERVICE LADY DID NOT OFFER ANY					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		SOME ARE CURTIOUS SOME ARE NOT					
COMPLETED CALL							

COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL		SECTION 5 QUESTION 1B: WOULD BE WILLING TO PAY A LITTLE MORE, NOT A LOT.						
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL		TALKED WITH MRS. GLASS						
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL		FELT HAVE BEEN TREATED POORLY BY CT SV QUESTIONS NOT ANSWERED EVEN SPOKE TO						
COMPLETED CALL		SPOKE WITH DAUGHTER, FADUMO DOESN'T SPEAK GOOD ENGLISH						
COMPLETED CALL								
COMPLETED CALL		PLEASE TAKE HER OFF THE CALLING LIST. SHE HAS AN UNLISTED #						
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL	REQUESTS REMOVE	AWARE OF SOME BUT NOT ALL OF ADDITIONAL CHANNELS. MAY CANCEL DUE TO PRICE						
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL		"LOWER THE PRICE"						
COMPLETED CALL								
COMPLETED CALL								
COMPLETED CALL								

23

COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMMENTS; PRICING IS GOING UP FOR THE COUPLE OF HOURS THAT WE WATCH/NOT					
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL		THERE WAS A PROBLEM WITH THE WIRING AND HE CALLED CUSTOMER SERVICE SIX					
COMPLETED CALL							
COMPLETED CALL		ORDERED IN RESPONSE TO MAILINGS/OFFERS. 90 YEAR OLD FATHER					
COMPLETED CALL		DOESN'T LIKE THAT AT THE LAST FIVE MINUTES OF BOARDCAST NEWS THAT LOCAL					
COMPLETED CALL	MARILYN						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	SUE						
COMPLETED CALL							
COMPLETED CALL	ELLA						
COMPLETED CALL		DAUGHTER ANSWERED QUESTIONS SHE IS OVER 18 AND HER PARENTS DO NOT SPEAK					
COMPLETED CALL		WAS NOT SATISFIED WITH THE INSTALLATION AND HE DID NOT CONNECT SERVICE AND					
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL	RANDY	CONCERNED W/TAKING 3 DIFF TECHS TO FIX A PROB ON DIGITAL					

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COMPLETED CALL		COMPLETED					
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL		SPOKE TO MRS.AMBARKA					
COMPLETED CALL							
COMPLETED CALL	ROXANNE						
COMPLETED CALL		UNHAPPY THAT ENCORE WAS MOVED SOLELY TO DIGITAL PROGRAMMING. WOULD LIKE TO					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	SHEILA	TOOK GOING THRU ALL RANGE OF COMMANDS TO GET INITIAL CABLE INSTALLED TOOK					
COMPLETED CALL							
COMPLETED CALL		WISHES SHE COULD HAVE MORE CHANNELS OF THE MOVIE CHANNELS SUCH AS HBO, MAX,					
COMPLETED CALL							
COMPLETED CALL		IS DISSAFISFIED WITH THE PRICE AND HOW IT GOES UP. IF THERE WAS ANOTHER SER					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	THELMA						
COMPLETED CALL	CREDIT CARD	COMPLETED/IRRITATED HE CAN'T PAY BY CRDIT CARD					
COMPLETED CALL							
COMPLETED CALL							

25

COMPLETED CALL		VIRGINIA RANDOLPH - LIVES IN HOME NO RELATION					
COMPLETED CALL		INTERNATIONAL REQUEST					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		DEPENDS ON PRICE					
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL		WOULD LIKE TO HAVE ACCESS TO PAST PROGRAMMING.					
COMPLETED CALL	AHMED						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
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COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	CAROLYN	HAS HAD PROBS GETTING THRU ON PHN ALSO GETTING PROBS SOLVED					
COMPLETED CALL		MAY HAVE TO REDUCE PROGRAMMING-COSTS					
COMPLETED CALL	NAUREEN						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					

COMPLETED CALL							
COMPLETED CALL		AWARE OF SOME BUT NOT ALL OF THE PUBLIC ACCESS CHANNELS					
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		RONALD'S WIFE, YVONNE LEIFERT ANSWERED THE SURVERY					
COMPLETED CALL							
COMPLETED CALL							
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COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		SPOKE TO SPOUSE					
COMPLETED CALL							
COMPLETED CALL		WANTS WORLD MUSIC & JAZZ, ETC. SOMETHING OTHER THAN MTV					
COMPLETED CALL		COMPLETED					
COMPLETED CALL		PHONE CALL RESPONSE TIME SOMETIMES GOOD AND SOMETIMES NOT					
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							

26

27

COMPLETED CALL							
COMPLETED CALL							
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COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
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COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL		#3A-PROGRAMMING OUTDATED #2A-ANOTHER COMPANY DID THE INITIAL INSTALLATION					
COMPLETED CALL							
COMPLETED CALL		IS HAVING PROBLEMS WITH HIS CHANNEL 4 (NBC)					
COMPLETED CALL		COMPLETED/PROBLEM WITH THE SOUND BETWEEN THE SOUND OF REGULAR PROGRAMING &					
COMPLETED CALL	KATHLEEN						
COMPLETED CALL		THE HIGH INCREASES IN THE PRICE OF SERVICE.					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		FOR WHAT'S PAID WANTS MORE OF A SELECTION ON CHANNELS					
COMPLETED CALL							
COMPLETED CALL		HAD QUESTION WITH AUTO BILLING, CUSTOMER SERVICE HAD NO INFORMATION.					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		WANTS COMCAST TO QUIT PUSHING DIGITAL TV, IT IS TOO EXPENSIVE					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							

COMPLETED CALL		UPSET WHEN SOME CHANNELS WERE REMOVED, HAS HAS PROBLEMS IN PAST WITH CABLE					
COMPLETED CALL							
COMPLETED CALL		COMPLETED/WANTS INF ON TELEVISION PRODUCTION CLASSES					
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL		SPOKE TO SPOUSE					
COMPLETED CALL							
COMPLETED CALL	HEMLATAB						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		DON'T WANT TO BE CALLED AGAIN					
COMPLETED CALL							
COMPLETED CALL		COMPLETED/SAID SOUND CHANGES A LOT BETWEEN REGULAR PROGRAMING AND COMMERCIA					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		SHE IS HAVING A PROBLEM WITH THE SOUND QUALITY OF HER PREMIUM MOVIE					
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL		COMPLETED					
COMPLETED CALL		SPOKE WITH MRS MOUNTAIN					
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	WIFE						
COMPLETED CALL		WISHES TO HAVE CHANNELS REMOVED, 3 SPANISH CHANNELS, COOKING NETWORK, HM&G					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							

28

COMPLETED CALL									
COMPLETED CALL		WANTS TO ADD THAT THERE ARE PROBLEMS WITH THE INTERNET & TELEPHONE							
COMPLETED CALL	ANTHONY								
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL		#2F-IS VERY DISSATISFIED WITH HAVING ENCORE & INDEPENDENT MOVIE CHANNELS							
COMPLETED CALL									
COMPLETED CALL	MARIAN								
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL		Lifetime movie channel and gameshow on all day. Would like CMT.							
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL		PREFERS COMCAST OVER COX.							
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL		COMPLETED							
COMPLETED CALL									
COMPLETED CALL		WANTS TO KNOW WHY YOU KEEP REARRANGING THE CHANNELS							
COMPLETED CALL									
COMPLETED CALL		COMMENTS: THERE WAS A VERY RACIST SHOW ON LOCAL CHNL/MR MOHAMAD KAZIRE							
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL		COMPLETED/NO RESPONSE FROM THEM							
COMPLETED CALL									
COMPLETED CALL									
COMPLETED CALL		#2D-IT HAS BEEN TOO LONG FOR HIM TO REMEMBER HOW THEY RESPONDED. NO							
COMPLETED CALL									
COMPLETED CALL									

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COMPLETED CALL							
COMPLETED CALL		PAST YEAR OUTAGES HAVE BEEN PRACTICALLY NIL					
COMPLETED CALL		WAS NOT ADDRESSED: BILLING IS A PROBLEM					
COMPLETED CALL		WILL PAY MORE FOR THOSE CHANNELS IF THEY ARE FAIR PRICES					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL	WIFE						
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL		COMPLETED					
COMPLETED CALL		CALLED ABOUT OUTAGE AND REPAIR MAN NEVER GOT THE MESSAGE.					
COMPLETED CALL							
COMPLETED CALL		WOULD LIKE TO RECIEVE A PAPER DIRECTORY... HAS CALLED AND REQUESTED MANY					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	WIFE	C/S WEAK AREA CANN/T GET PAST PROMPTING PHONE MACHINE					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		#2A-DOESN'T REMEMBER					

30

COMPLETED CALL	WOULDNT PAY MUCH	WANTS MORE CHILDRENS PROGRAMMING I.E. MAGIC SCHOOL BUS IS ON AT A TIME HIS				
COMPLETED CALL						
COMPLETED CALL		TALKED TO MR. BURNS				
COMPLETED CALL		SPOKE WITH MRS. MULLINS				
COMPLETED CALL						
COMPLETED CALL		MIGHT BE GOOD PROGRAMMING THAT HE/FAMILY WOULD WATCH, DOESNT KNOW WHEN THEY				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
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COMPLETED CALL		COMPLETED				
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COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL		AWARE OF SOME OF THE CHANNELS BUT NOT THE EDUCATIONAL ONES				
COMPLETED CALL						
COMPLETED CALL		COMPLETED				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL		WOULD LIKE # TO BE REMOVED FROM CALLING LIST				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						



32

COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
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COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		WILL PAY MORE IF IT IS A REASONABLE PRICE					
COMPLETED CALL		SPOKE WITH MRS. PHU					
COMPLETED CALL		SPOKE TO SPOUSE					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL		ON 2A, INSTALLATION OF CABLE: SHE SAID IT TAKES THEM FOREVER TO GET IT DONE					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		HAS WATCHED CHANNEL 53, BUT NOT THE INSTRUCTIONAL SHOWS, DOES NOT WATCH INST					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		WOULD LIKE TO SEE PROGRAMMING ON COMPUTER/TECHNICAL ISSUES AND/OR A					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		TALKED TO MR. DALVIN.					
COMPLETED CALL							

36

COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		#2E-MR GESTONE HAD NO OPINION ON THIS QUESTION					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		TALKED TO WIFE.					
COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL	JOSE						
COMPLETED CALL							
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COMPLETED CALL		COMPLETED					
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COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL		WHEN CALLING COMCAST SHE IS ON HOLD FOR AN EXTREME AMOUNT OF TIME.				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL		TAKE DOWN PRICE ON THE CABLE INTERNET AND SHE WOULD SIGN UP				
COMPLETED CALL		NOT INTERESTED IN TV PORDUCTION COURSES AT THIS TIME				
COMPLETED CALL		CALLED TO COMPLAIN. TOOK 6 CALLS TO INSTALL/CORRECT CABLE INSTALLATION				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL		SAID RECEPTION IS BAD, HAS CALLED AND HAD PEOPLE COME TO FIX IT BUT IT IS				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL		THE "3'S" ON THE SCALE ARE BECAUSE HE'S NEVER HAD TO DEAL WITH THEM ABOUT				
COMPLETED CALL		HE DOESN'T LIKE IT WHEN THE COMMERCIALS COME ON & THEY ARE EXTREMELY LOUD				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL		OUT OF SEVERAL PH CALLS HAD TO HANG ON ONCE FOR A LONG TIME				
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						
COMPLETED CALL						



COMPLETED CALL							
COMPLETED CALL							
COMPLETED CALL		COMPLETED					
COMPLETED CALL							
COMPLETED CALL		SPOKE TO FIANCE'					
COMPLETED CALL							
COMPLETED CALL							

Q11G	Q33A4OTHER	Q51B
		PREMIUM CHANNELS MOVED TO DIGITAL BACK
ARTOON CHANNEL, INTERNER		FOX
	LACK OF AWARENESS	WNUV 54
		CMT WANTS GRAND OLD OPREY
	JUST NOT HOME	
		FOX SPORT SPORTS CHANNEL
INTERNET H.S.		
BACK-UP FOR SATELLITE		
CNN	TIME	
ONLY AVAILABLE	DON'T KNOW	
BBC AMERICA		FX SPORTS
WEB ACCESS/CHILDREN'S USE		INTERNATIONAL PROGRAMS/RUSSIAN NEWS
DOESN'T KNOW		
NEWS		ENCORE CHAN WAS #67/ON DIGITAL ONLY NOW
		BT MOVIE CHANNEL
		ENCORE
CNN		
	LACK OF TIME TO WATCH	
		SEPARATE CABLE NETWORK W/ SOAP OPERAS
LEISURE		LIFETIME

14

		MUN2, BARACOL, SPANISH NEWS
	LACK OF TIME TO WATCH	THE HALLMARK CHANNEL
		TRAVEL--HOME IMPROVEMENT--GARDENING
ONLY WAY TV WOULD WORK		TBN
		WGN
	LACK OF TIME. NEW TO COMM	
	TIMING	
VARIETY OF CHAN		
CHILDRENS PROGRAMMING	CHILDREN WATCH MORE TV	
		TBN TURNER BOARDCASTING NETWORK
	NO TIME	HBO COX HAS KOREAN CHANNEL
		GOLF CHANNEL, ANY OTHER FOOD OR COOKING
		WGN CHICAGO SPORTS CHAN
		GALAVISION
		BBC AMERICA
	NO TELECOURSES DON'T USE	FOX REGION SPTS NO MAD SQUARE GARDEN SPT
	LACK OF TIME	EUROPEAN CHANNELS
ALL OF THE ABOVE	LACK OF TIME	BBC ON REGULAR CABLE
PAY PER VIEW		FX IN EVENINGS ALSO
		Starz
		OXYGEN
CAME WITH PHONE PKG.		HBO
BETTER SELECTION		
	JUST DO NOT LIKE THOSE CH	
		CBC
		HOLY MASS ON SUNDAYS

22

43

	SOMETHING ELSE IS ON	
		CAN'T REMEMBER
		CMT,
		MORE BALTIMORE CHANNELS
		TRAVEL CHANNEL/LMN
	EVERYTHING IS FINE	
HISTORY AND AMC CHANNEL		
PROCESS IF ILLIMINATION		MORE CONCERTS
MORE CHOICES	LACK OF TIME	
	NO TIME IN SUMMER	LIFE TIME EXTRA ESPN
	NOTHING	MORE KID SHOWS
MORE VARIETY	TIME	
SELECTIONS SHE WANTS		
ONLY SERVICE AVAILABLE		
	DOESN'T HAVE CHILDREN	TURNER MOVIE CLASSICS
	DOESNT WATCH MUCH TV	
AVAILABLE		
	NO TIME NOR INTEREST	
		WOULD LIKE CMT CHANNEL TO BE ADDED
	DON'T WATCH TV VERY MUCH	TBN CHRISTIAN CHANNELS
		FOXSPPORTS WORLD
		MORE MOVES
MORE SELECTION		
HBO		
	TIME	INDEPENDENT FILM CHANNEL
ALL OF THE ABOVE	DON'T WATCH MUCH TV	
	NOT FROM HERE	

	TIME TO WATCH	WE
	TOO BUSY	
NEWS		MORE MTV, MUSIC CHANNELS
		FOOTBALL ON PAY PER VIEW
MORE GOSPEL STATION		A RELIGIOUS CHANNEL
ENTERTAINMENT VALUE		BBC AMERICA
NO OTHER CHOICE		
CANNOT GET SATELLITE		MORE TYPES OF NON PAY MOVIES
		HBO, MTV, CINEMAX
	PRESENTATION UNINTERESTIN	
	NOT MUCH TIME TO WATCH	SKY/OTHER EUROPEAN CHANNELS
	LACK OF TIME	
		MTV 1
CARTOON NETWORK		
MONOPOLY ON CABLE SERVICE		
	DON'T WATCH THEM	
	LACK OF TIME	WOULD LIKE HBO TO BE NON PREMIUM CHANNEL
	not home enough	
		CHANNEL 56/INTERNATIONAL CHANNEL
		ENCORE
	DID NOT HAVE AN ANSWER	
		COMPUTER TV SHOW--MD COMCAST HAS IT

44

94

		NONE I GUESS
	LACK OF TIME	
		HBO--CNN
		WGN
CONVENIENCE		
	NO ONE HERE TO WATCH WITH	HISTORY 2 BIOGRAPHY ENCORE MUSIC CHAN
	DO NOT WATCH MUCH TV	
MORE VARIETY FOR FATHER	LACK OF TIME	
		SPAN CLASSIC
		PREM CHAN AT LOWER PRICE
		the baltimore channels, 2,11,13.
PROMO WAS GOOD		
	TIME/NO TIME TO WATCH	CNNFN,FOXSPORTS,ZEETV
CARTOON CHANNEL		
NO OTHER OPTION ONLY ONE IN AREA		WANTS ESPN 3 ADDED IF BECOMES AVAILABLE
	TOO MANY OTHER CHANNELS	PAX & NASA CHANNEL MORE VIDEO ON DEMAND



26

HAVE NO CHOICE		
RELIABILITY		ANC CHANNEL
		Trinity Broadcasting Network
		INTERNATIONAL-ESPN CLASSIC-
		CAN'T REMEMBER
FOR CHILDREN	LACK OF TIME	69--
CNN LIFETIME	TIME SPAN TO WATCH	SCI FI
		PREMS FOR OCCASIONAL USE
		CAN'T THINK OF THEM
		HBO'S, MOVIES CHANNELS, BALTIMORE STNS
	TOO MANY COMMERCIALS	
	NO TIME TO WATCH	
		ARBIC CHANNEL
		BIOGRAPHY ODYSSEE TRAVEL

NEWS		BET
	DULL	
	TIME	
		DISCOVERY CHANNELLS,AS MANY AS POSSIBLE WGN,CHICAGO
		1 FREE MOVIE CHANNEL
NEWS	TIME LIMITS	AFRAID ARABIC CHAN GOING OFF
		ADD HBO TO EXTENDED CABLE
		TECH TV
ONLY CABLE CO IN AREA	LACK OF TIME	
FOR INTERNET		
	LIKES CERTAIN CHANNELS	
		DO IT YOUR SELF CHANNEL
		ONKNOWN AT PRESENT TIME
HIST BIOG ETC		
CNN WEATHER CHANNEL	LACK OF TIME	
ENTERTAINMENT		HIGH DEFINITION PROGRAMING ALL THE WRESTLING PAY PER VIEWS

7

48

	TIME	
	MORE INTEREST IN COMPETIO	ENCORE CHANNEL
LIKE CHANNELS	LACK OF TIME	BBC
	DOESN'T HAVE THAT	OXYGEN, YOGA PROGRAM ETWN
		EDUCATIONAL, SCIENCE, HISTORY
ONLY ONE AVAILABLE		TRAVEL CHAN
NO OTHER COMPANY		ESPN CLASSICS
COLUMBIAN NEWS	NO REASON GIVEN	
		GALVASTION SPANISH
FOX NEWS AND WEATHER HBO	FASTER ON INTERNET	
	DON'T WATCH MUCH TV TIME	ESPN NEWS AS BASIC TRAVEL CHANNEL
	WATCH THEM ALL	JOB HOTLINE, COMUNITY ANIMAL SHOWS
		ESPN NEWS, WGN
FOX NEWS, NEWS		ALL EXTRA CHANNELS
		PBS CHANNELS, JAZZ PERFORMANCES, WORLD M ESPN CLASSICS
	DONT WATCH ALOT OF TV	Encore
NEWS PROGRAMS		
	DON'T KNOW	WGN, SUPERSTATIONS

		RELIGIOUS PROGRAMMING
	DOESN'T WATCH A LOT OF TV	
		BBC AMERICA
		ADDITIONAL MOVIE CHANNEL
DSL LINE		
	NONE, WATCHES WHAT HE WANT	
CABLE MODEM		
		MTV2
H&G CHAN	LACK OF TIME	DIY CHAN
	NO TIME.	
	LACK OF TIME	OXYGEN CH
	USED TO OTHER PROGRAMS	
	NO TIME	
		HISTORY INTERNATIONAL, BIOGRAPHY
	NO TIME TO WATCH	
SCI-FI CHANNEL	TIME LACK OF INTEREST	
	NO TIME	
BECAUSE IT WAS OFFERED	LACK OF TIME	
		MORE BASIC CHANNELS
		ESPN CLASSIC, SOAP NET, SPORTS, INTL NEW
		MOVIE CHANNELS
	LACK OF INTEREST IN TV	ESPN NEWS, LIFETIME MOVIE CHANNEL
	NO TIME	TRAVEL CHANNEL
INTERNET CONN		
	OTHER THINGS TO WATCH	NFL PACKET
	TIME AVAILABLE TO WATCH	

44

50

MORE CONVENIENT THAN DISH		MORE EDUCATIONAL OR MOVIE CHANNELS
		CLASSIC ESPN
		HISTORY/CIVILIZATION/WORLD HISTORY
CLOSE		
	DOES WATCH THEM	MORE MOVIE CHANNELS FOR BASIC SERVICE INTERNATIONAL PROGRAM
INFRMTN CHANS DISC ETC		
ONLY CABLE IN AREA	TIME AND LACK OF INTEREST	FOX SPORTS WORLD
MONTOM		DO IT YOURSELF CHANNEL
CHILDREN'S PROGRAM	TIME, NOT ENOUGH OF IT LACK OF TIME	FOXSPORTS,(SOCCER)/MORE ON ANIMALS
	JUST NOT HOME	
CABLE MODEM	LACK OF TIME	ESPN NEWS CMT
		INDEPENDENT FILM CHANNEL ROMANCE CLASSIC INTERNATIONAL CHANNELS,CCTV49ASIAN CHANL
ON DEMAND VIDEO		
NO REASON		
		NFL NETWORK
	LACK OF TIME	
JUST TO WATCH		
HOUSE WIRED CABLE NO ANT	ON DURING DAY NOT HOME	
		BBC AMERICA

51

		ASIAN CHANNELS
		CAN'T REMEMBER
DISC TLC HIST ETC		
	GONE TOO MUCH	
	WATCH NEWS PROGRAMS	
	TIME	
		Lifetime movies and CMT.
		OXYGEN
	TIME	
	TOO TIRED	
for a great company	DEPENDS ON MOOD.	
ONLY CABLE CO AVAILABLE	NO TIME NOR INTEREST	
		NFL CHANNEL
CUZ IT'S THERE		
	NO TIME.	WGN, TNN
	LACK OF TIME	
SHOWS (6FT UNDER)	ALL SO BORING	ISLAMIC PROGRAMMING, CHANNEL 69
	LACK OF TIME.	
	DON'T RECEIVE	MORE CHANNELS ADDED TO BASIC SEVICE
LOCAL		HDTV
CABLE MODEM&LOCAL CHANNEL		
	WATCHING SOMETHING ELSE	

52

HAS CNN	NO TIME	SWEDISH AND GREEK
		NAASA SELECT
	LACK OF TIME	DIY
		WOULD LIKE THE BBC NETWORK WOMENS NETWORK
	LACK OF TIME	
	TIME	WANT TO SEE ENCORE OUTDR LIFE NTL GEO
	LACK OF TIME	
HAD THEM BEFORE	LACK OF TIME	
ONLY CABLE CO HERE		CHRISTIAN STATION CAN NOT REMEMBER NAME
		Oxygen
		ARTS, ENCORE, THE GOODLIFE,
	GETTING IT ELSEWHERE	

53

		MORE CHILDRENS PROGRAMMING
SPEED		
	LIMITED TIME	HITORY & TRAVAL
	NONE	
NEWS	DOESN'T WATCH MUCH TV	TOON DISNEY/DISCOVERY CHANNELS
	NOT FOR AREA HE LIVES IN	TRAVEL CHANNEL
CNN		
		WGN-
		ANA CHANNEL
	LACK OF TIME	
	NO TIME	
	LIMITED TIME	
		WE, DIY CHANNEL, HALLMARK
	COMPETITION	
		THE E CHANNEL AND FX
	FORMAT	
ONLY ONE OFFERED	DON'T WATCH A LOT OF TV	
	LACK OF TIME	
CONVENIENCE		

JUST WANTS LAW & ORDER		
	NOT HOME	
	NOT WATCHING .	
		CHILDREN CHANNEL
	NO TIME	
MUSIC CHANNELS		
	OTHER SOURCES FOR INFO	
ONLY SOUSE		
	DON'T WATCH MUCH TV	GOSPEL
	DOESN'T WATCH MUCH TV	
	WATCHES OTHER SHOWS	
	DOESNT WATCH ALOT OF TV	
	TIME FACTOR	
	TIME	
		HISTORY INTERNATIONAL BBC AMERICA
DS ONLINE	HAS TOO MUCH DURING DAY	
GAME SHOWS	LACK OF TIME	
BOREDOM		
SPECIAL PROMO TV&PHONE	DOESN'T WATCH A LOT OF TV	
	TIME TO WATCH	THE YES NETWORK
REQUIRED,ON MILITARY BASE	SCHEDULING CONFLICTS	

54

55

		HGTV HOUSE AND GARDEN
	WATCHES DIRECT TV	
	TIME	
	LACK OF TIME	
	LACK OF TIME	
CAN'T PUT DISH OUT TO ACCESS CABLE MODEM		
		LOCAL KOREAN CHANNEL
	VERY BUSY LACK OF TIME	SPORTS CHANNELS INTERNATIONAL
	TIME (LACK OF)	
PACKAGE WITH CABLE MODEM	LACK OF TIME	HBO AT THE BASIC LEVEL
		SPANISH
	NA	
		WGN
ONLY OPTION	DON'T GET THE CHANNELS	MORE PBS PROGRAMS, CHRISTIAN CHN.
	NO TIME	
		CMT
NO OTHER CHOICE SATELLITE DOWN		
NO OTHER CHOICE	WATCH THEM	INTERNATIONAL CHANNEL
		OXYGEN NETWORK, WE WOMEN
	DONT WATCH TV	ESPN CLASSIC
		NEVERMIND
	LIMITED TIME TO WATCH TV	Foreign lang. channels other thn spanish
		SPANISH CHANNEL
FOR DAUGHTER	TIME	THE MOVIE CHANNELS

15

PROMOTION		
	MORE ENTERTAINMENT	
		CSPAN3
		LIFETIME HOME GARDENNG
		TENNIS SOAP OPERA SHOW
WATCH TV		
DAUGHTER CHOSE IT		
ONLY CABLE COMPANY		SOME CHANNEL OFFERED ON DIGITAL
		BET JAZZ
		HBO
		TRAVEL CHANNEL, DISCOVERY CHANNEL
	LACK OF TIME	TRAVEL CHANNEL
CNN		OXYGEN
		BLOOMBERG MARKET
		THE STAR CHANNELS
		HBO SHO OR ANOTHER MOVIE CHAN
	NO TIME	
		BBC AMERICA

		FOOTBALL CHANNEL
		TMC, HGTV, TURNER CLASSIC MOVIES
		WGN, ESPN CLASSIC
	LACK OF TIME	
WORK		
HISTORY & DISCOVERY		MORE OLD MOVIES
		TBN INSP
NEWS	NEW TO THE AREA	
EAUSE I CAN'T GET SATALIT		
		WORLD HISTORY, SCIENCE, DIGITAL MUSIC
ONLY WAY FOR RECEPTION		MORE PBS CHANS
	NO TIME	ESPN 2
		NFL TICKET
ONLY OPTION]	MORE GOOD STUFF]	
		MTV 2
CHILDREN NETWORKS		NOGGIN,
HIGH SPEED INTERNET	LACK OF TIME	MORE SOCCER NOT PPV
	ONE SIDED	MUSIC-JAZZ
ONLY CABLE SERVICE AVAIL.		
		TARZAN MOVIES (OLD MOVIES)
INTERNET SERVICE		NATIONAL GEOGRAPHIC EXPLORER CHANNEL
HABIT	LACK OF TIME	
	TIME	
		WOULD SPORTS GAMES ACROSS BOARD
	TIME	

T

REQUIRED IN HER APT		RELIGIOUS CHANNEL
	TIME	
RELIGIOUS	V	KOWLEDGE CHANNEL-ODESSEY CHANNEL(RELIGO
COMINATION OF ALL	PROGRAMS ARE BIASED	
		TRAVEL CHANNEL
	LACK OF TIME	
	LACK OF TIME	ESPN CLASSIC
		SOME PREMIUM CHANNELS NOT PREMIUM
PBS		GOSPOL OR RELIGOUS
	LACK OF TIME FOR TV	
NO CHOICE		
ENTERTAINMENT	TIME TO WATCH	ARTS CHAN
		MORE HBO
	TIME	
WAS SWITCHED WITH OUT ME		
	TIME	
FOOD NETWORK	ON AT ODD HOURS	BBC AMERICA
		ARA
		SOCCER CHANNEL ESPN INTERNATIONAL
MORE VARIETY		
		SPORTS
HIGH SPEED INTERNET	LACK OF TV TIME	
		G TV--TVASIA
	TIME	

58

59

ONLY CABLE AVAILABLE		HBO
		HBO
		HBO
	NO LOCAL INFO TIME	
RECEPTION PERIOD BETTER THAN 2 CHANNELS		CMT, TRAVEL OXYGEN CHANNEL INTERNATIONAL CHANNELS
PREWIRED		CNN IN SPANISH ESPN NEWS/TRAVEL CHANNEL/WWOR/WGN
IF SOMETHING GOOD IS ON		D/K
NEWS		
		ESPN CLASIC IALS FREE MOVIE CHANNELS WITH NO COMMERC
		OVATION SUNDANCE
		PAPERVIEW MOVIES, GAY CHANNEL FOX SPORTS WORLD
CONVENIENCE		



NO REASON		
CLEAR RECEPTION		
	NO TIME	
	NO REASON	
		NATIONAL GEOGRAPHIC
MTV		MTV2
		HALLMARK CHN, TRAVEL CHN

60