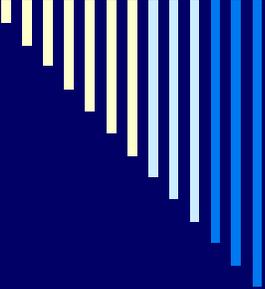


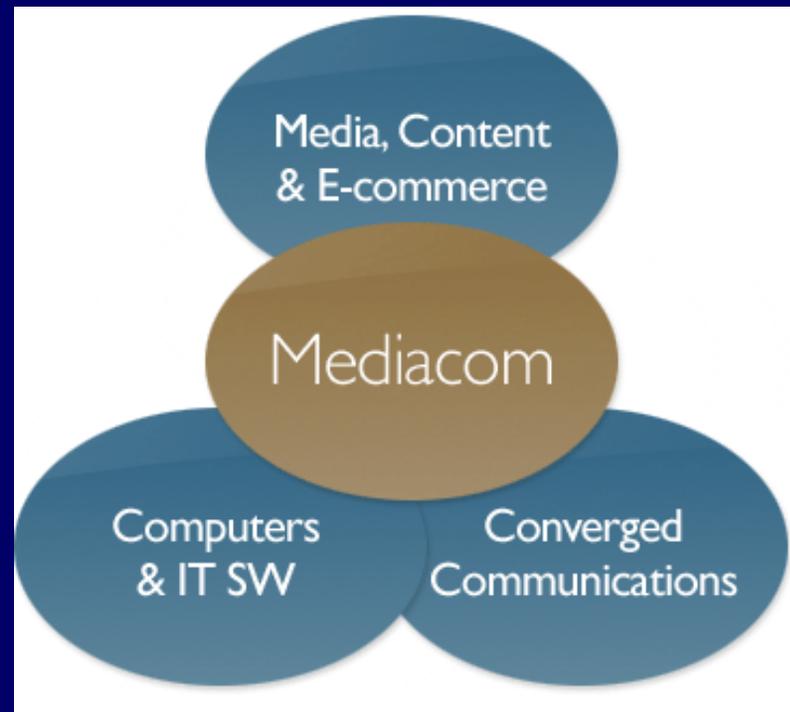
# **Mediacom Survey Results**

**Bethany Beach, DE  
2009**

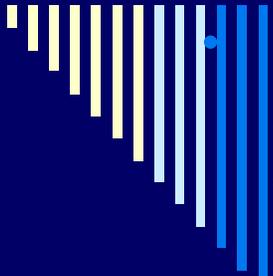
---



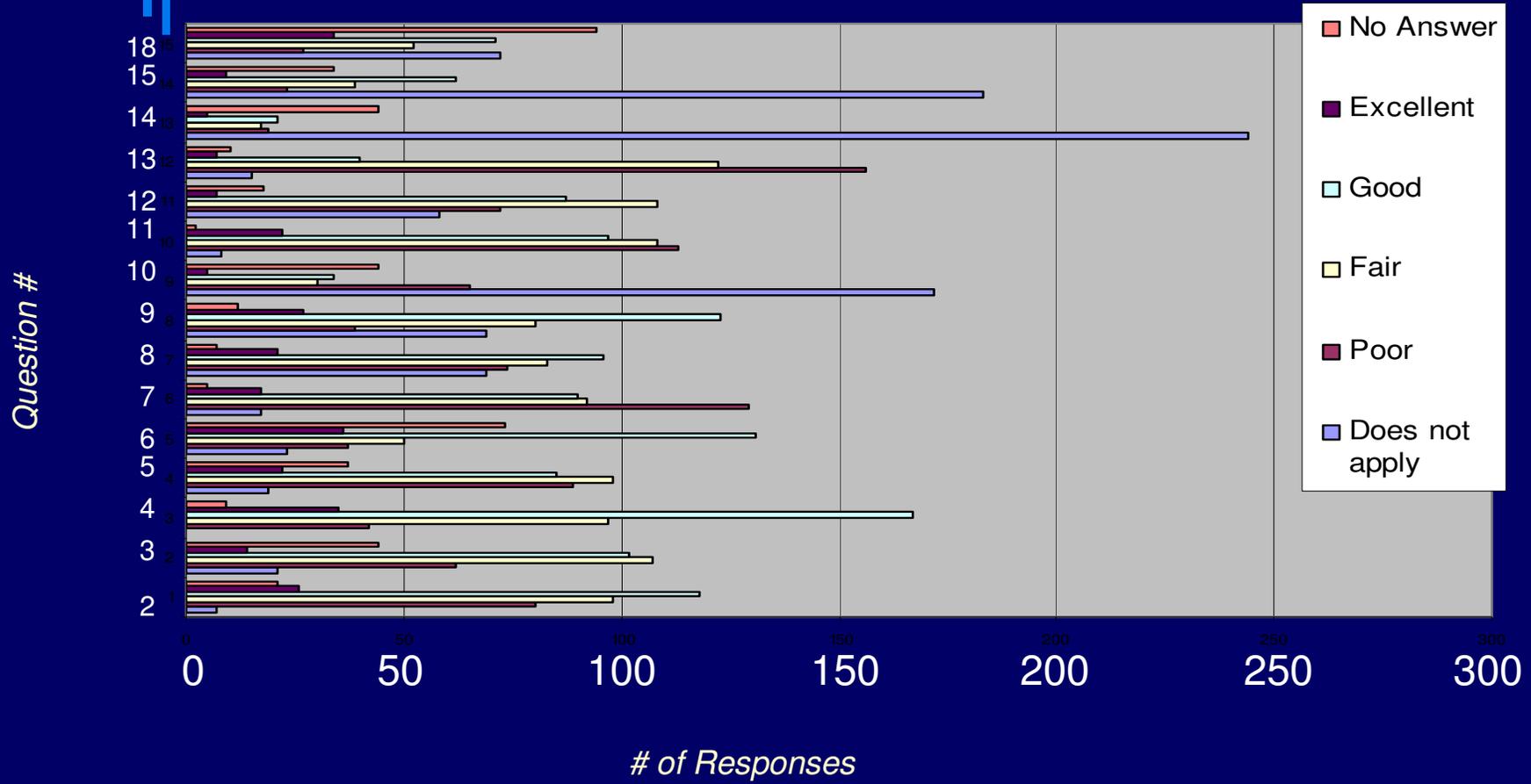
# Mediacom provides:

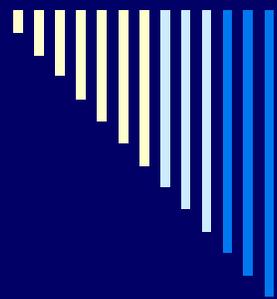


© 2008 Bearing Mediacom Services Ltd

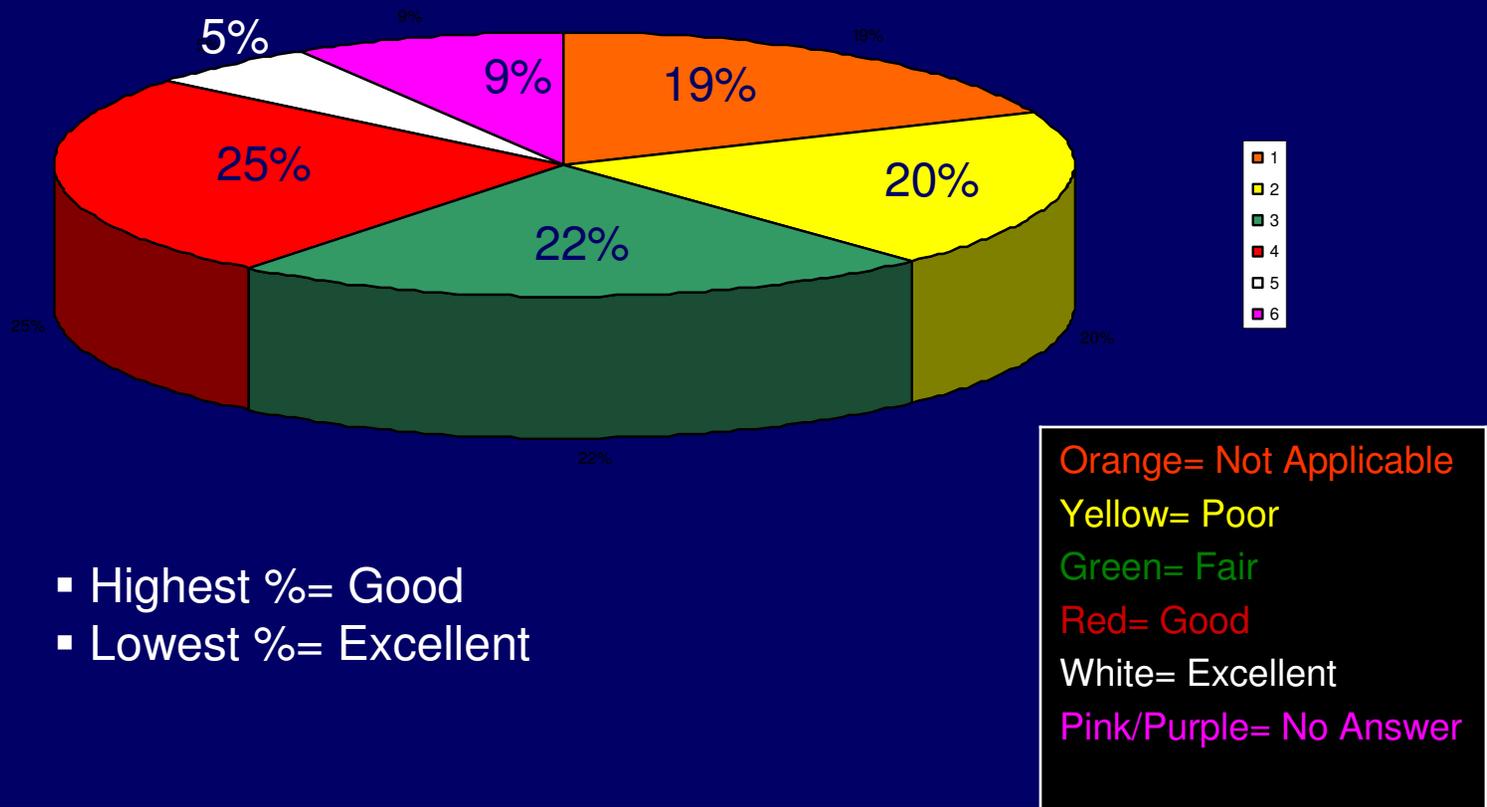


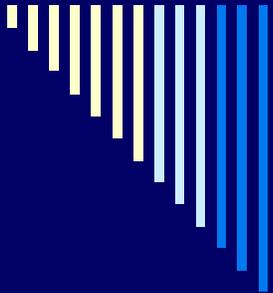
There were a total of approximately 350 surveys completed. The overall results were for each question were:



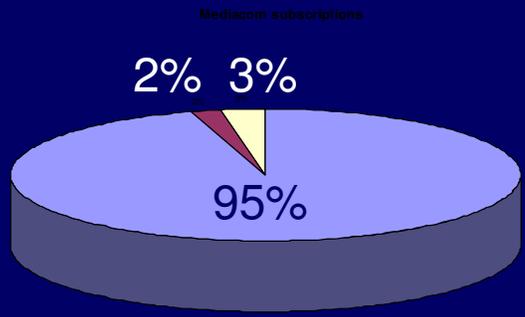


An overall combined percentile of the responses to all of the opinion-based questions: All Questions combined results

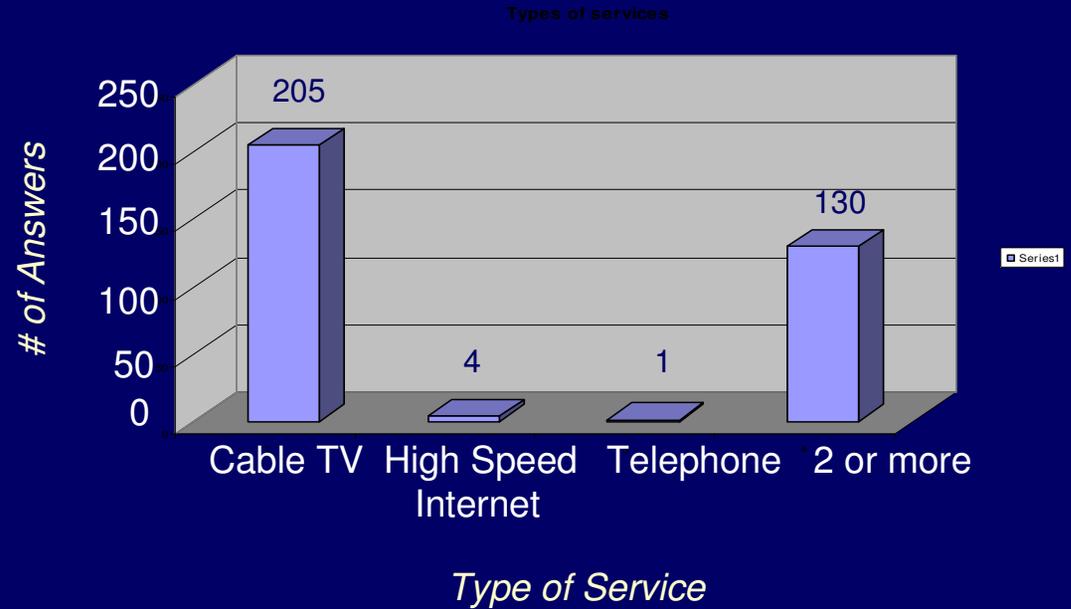




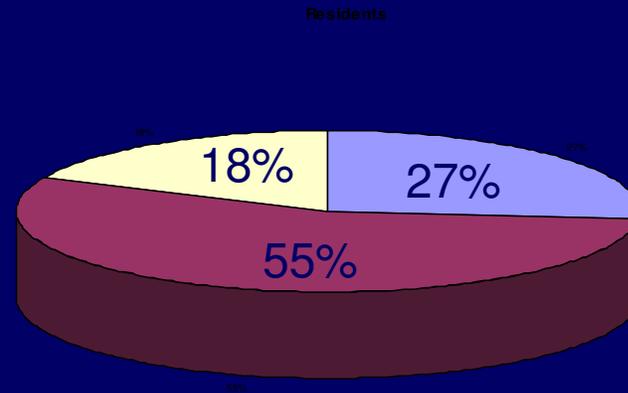
# Question: Do you currently subscribe to Mediacom cable services? If yes, what services do you have?



Red= No  
Purple= Yes  
Yellow= No answer



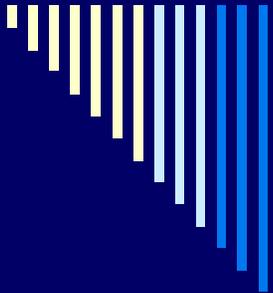
# Question: Are you a full time resident?



1  
2  
3

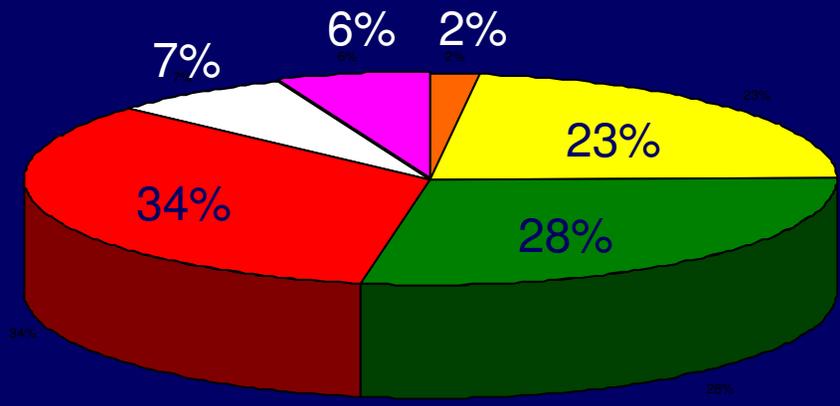
Red= No  
Purple= Yes  
Yellow= No answer

- Highest%= No



# Question: How would you rate Mediacom on its responsiveness to telephone calls to their customer service line?

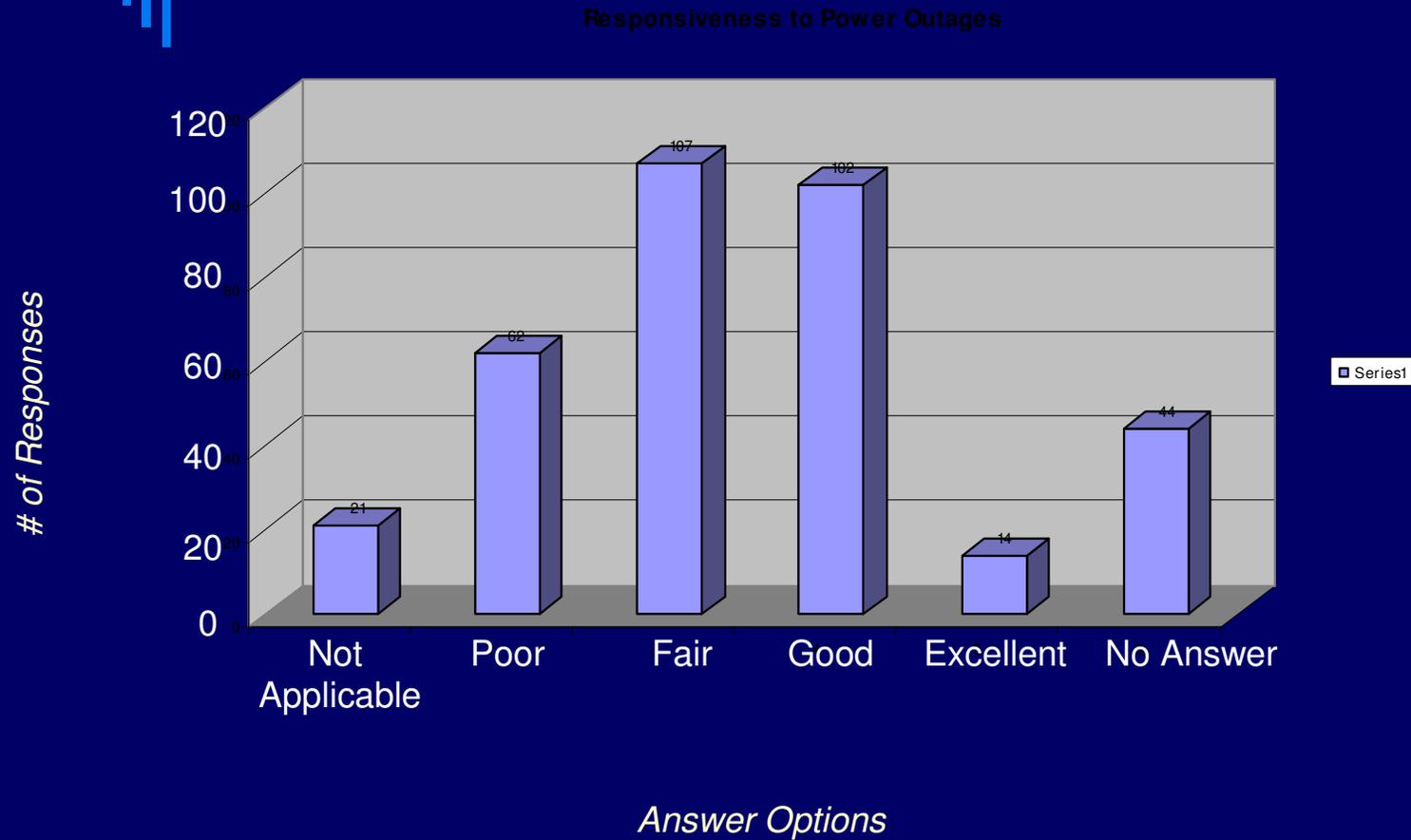
Mediacom responsiveness to customer calls



- Highest %= Good
- Lowest %= Not Applicable

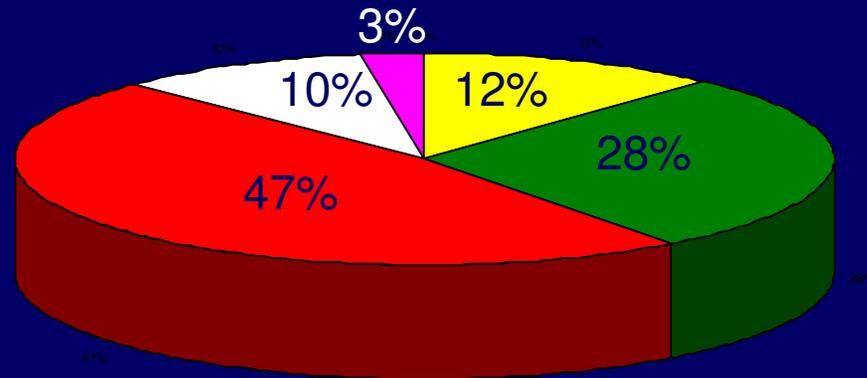
Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer

Question: How would you rate Mediacom on its responsiveness to cable outages?



# Question: How would you rate the signal quality of your cable picture?

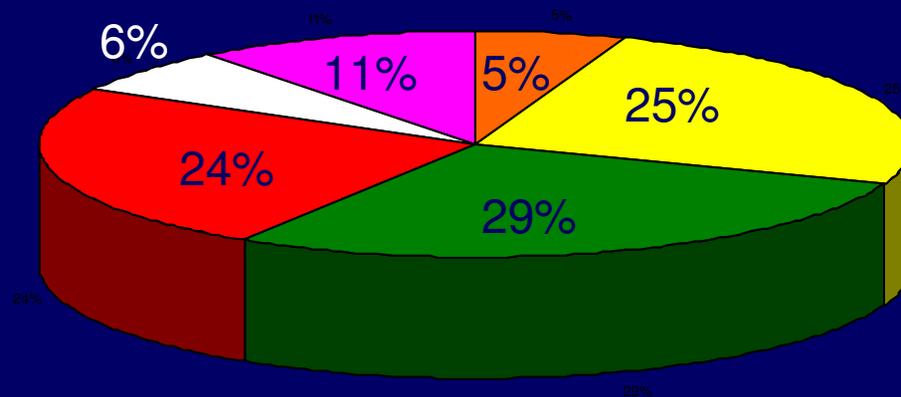
Quality of cable picture



- Highest %= Good
- Lowest %= No answer

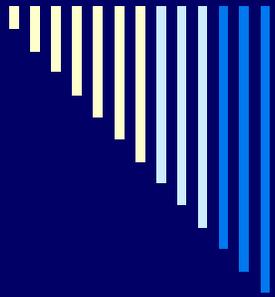
Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer

Question: How would you rate Mediacom on its responsiveness to cable reception problems and other complaints?

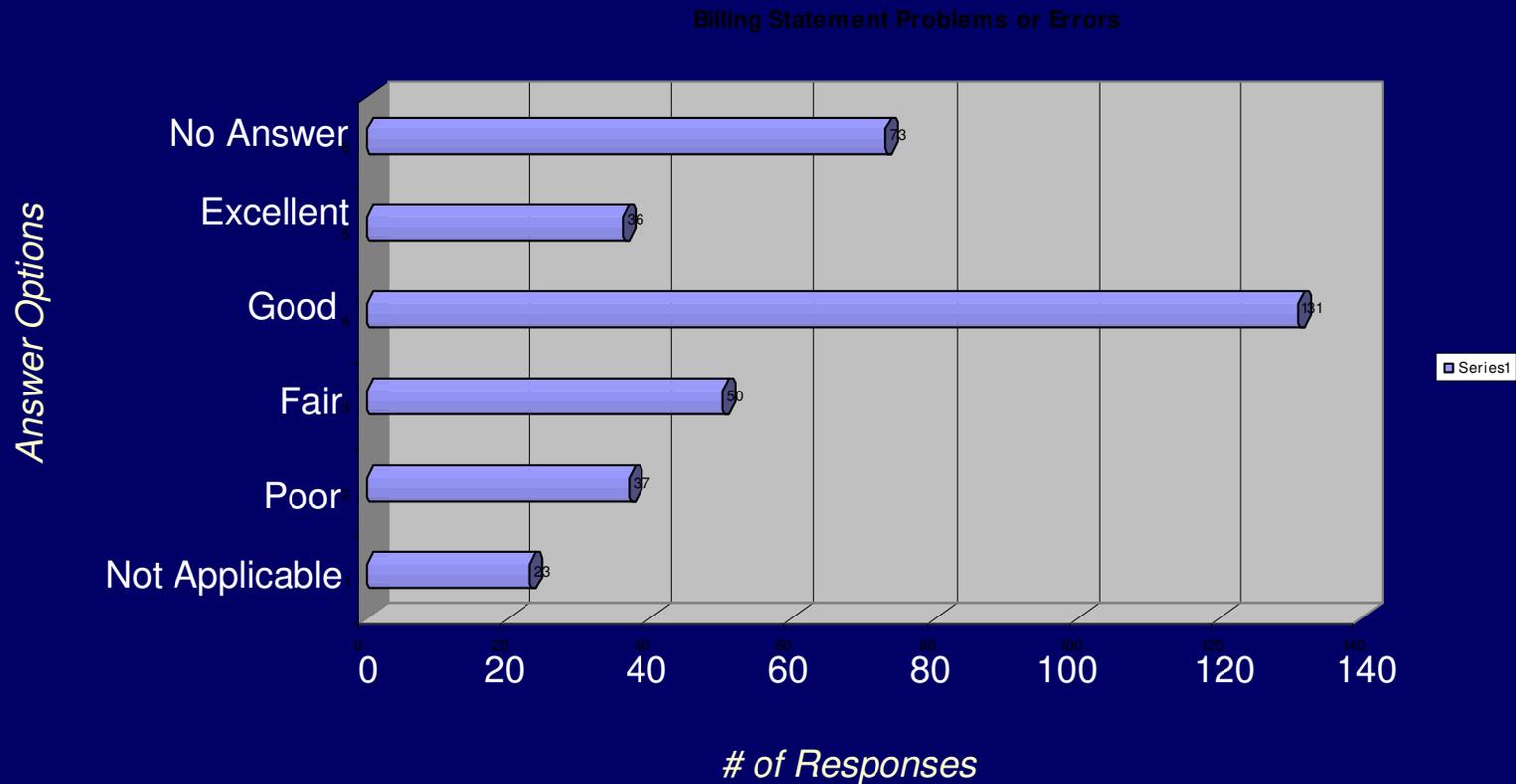


- Highest %= Fair
- Lowest %= Not Applicable

Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer

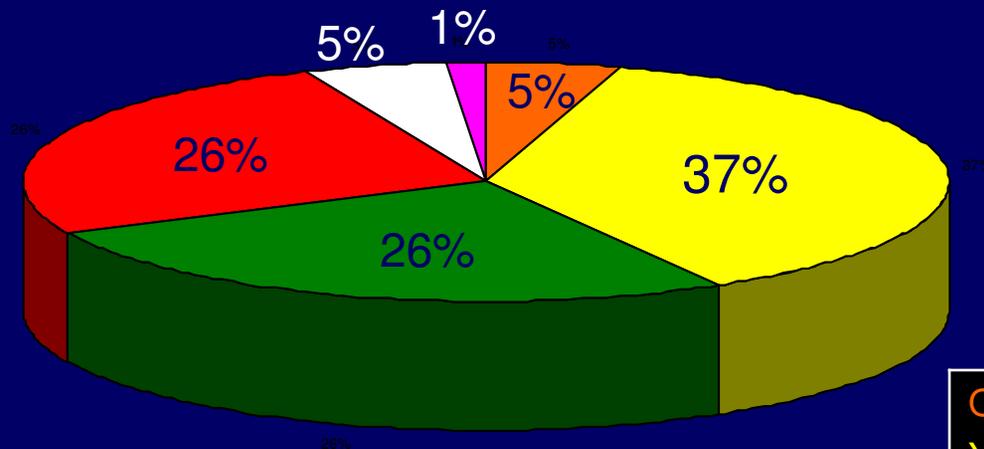


Question: How would you rate Mediacom on taking care of billing statement problems or errors?



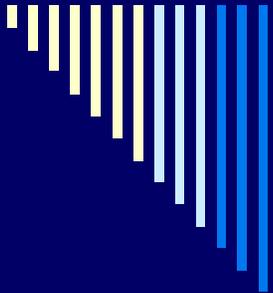
Question: How would you rate Mediacom on it's ability to inform you about changes in services, channel line ups, and rates?

Ability to inform customers about changes in services, ect.



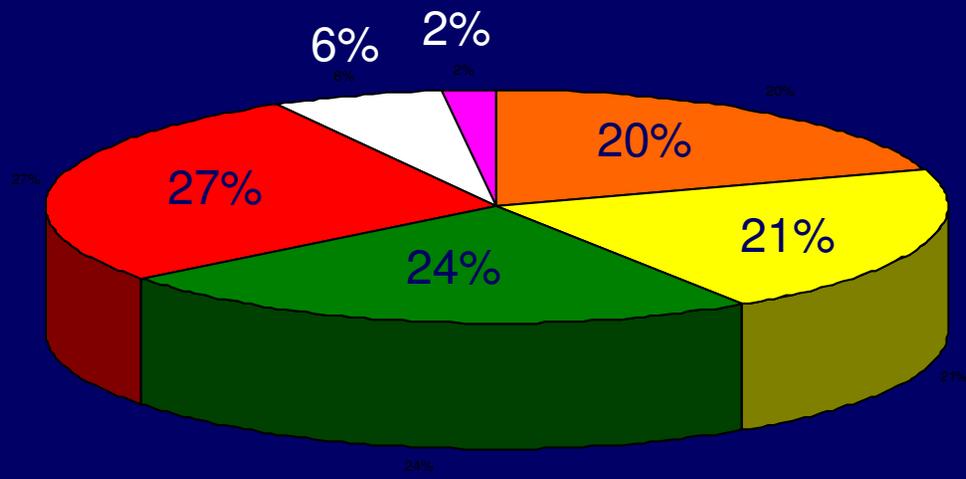
- Highest %= Poor
- Lowest %= No answer

Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer



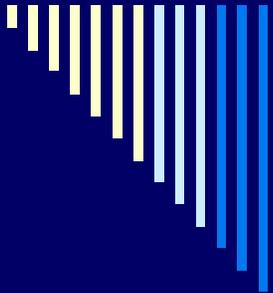
# Question: How would you rate Mediacom on the flexibility of scheduling an appointment for cable installation or repair?

Flexibility of scheduling an appointment for cable service installation or repair



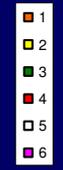
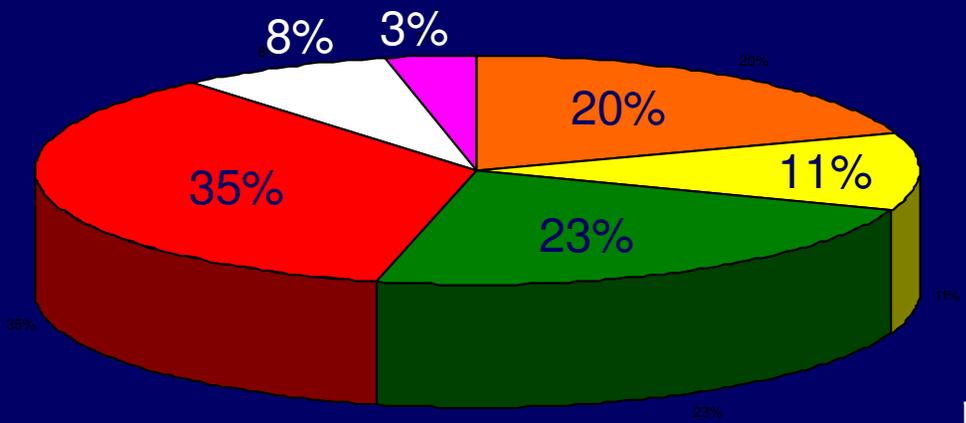
- Highest %= Good
- Lowest %= No answer

Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer



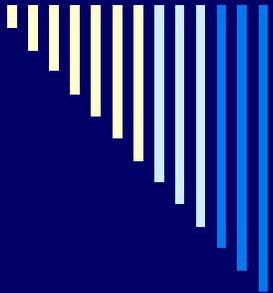
# Question: How would you rate Mediacom on the arrival of repairmen or installers within the scheduled appointment time?

Arrival of repairmen or installers within scheduled appointment time



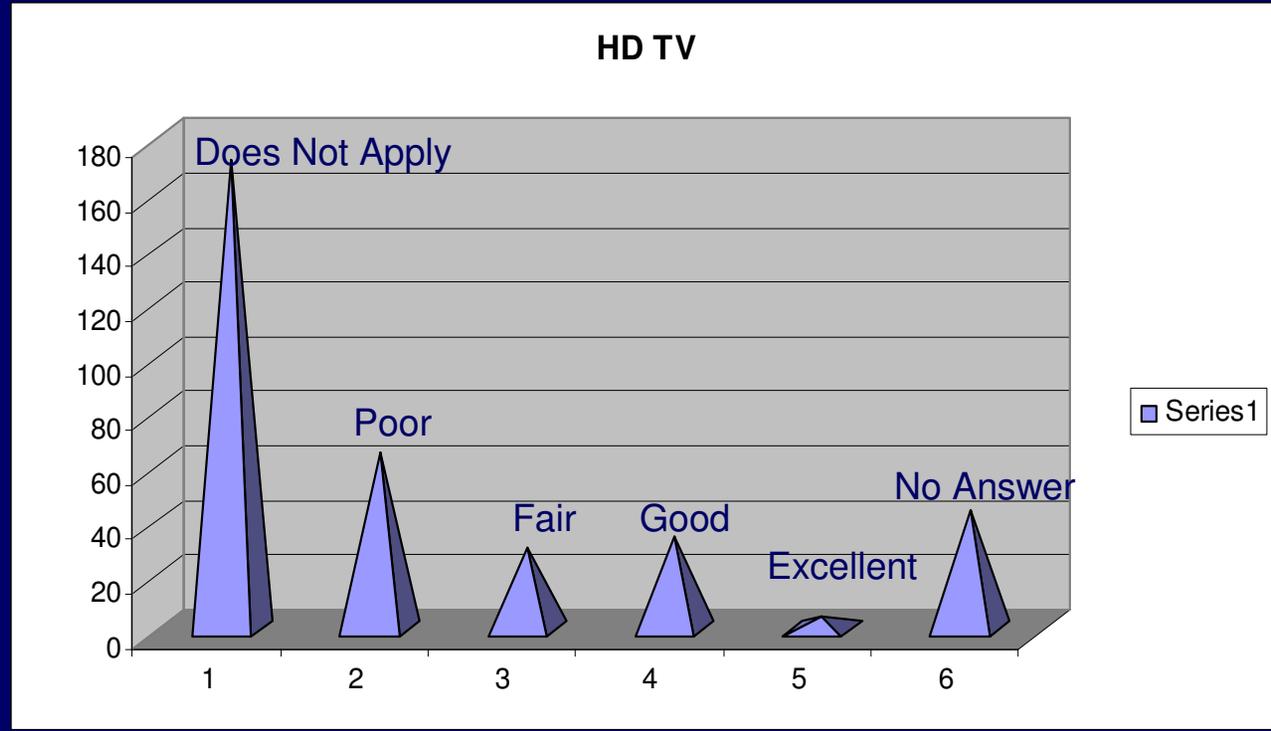
Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer

- Highest %= Good
- Lowest %= No answer



Question: If you receive High Definition TV, how do you rate the number of HD channels available?

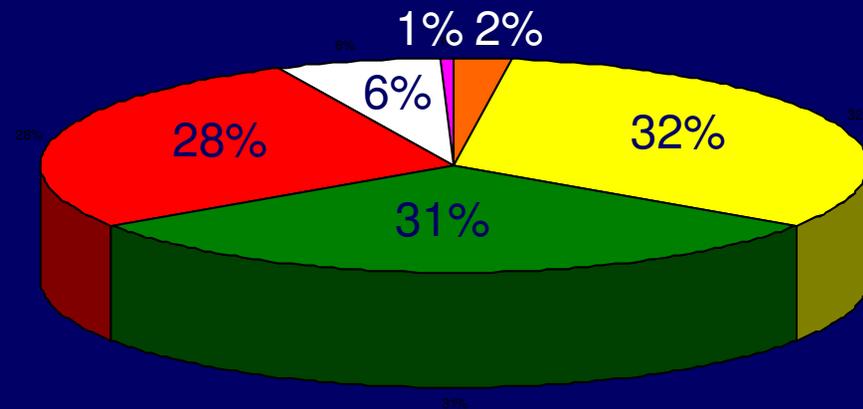
# of Responses



Answer Options

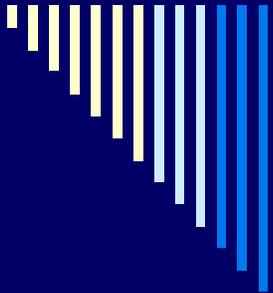
# Question: How would you rate your cable television service in terms of “basic” channels offered?

Rate your Cable TV service in forms of "basic" channels offered



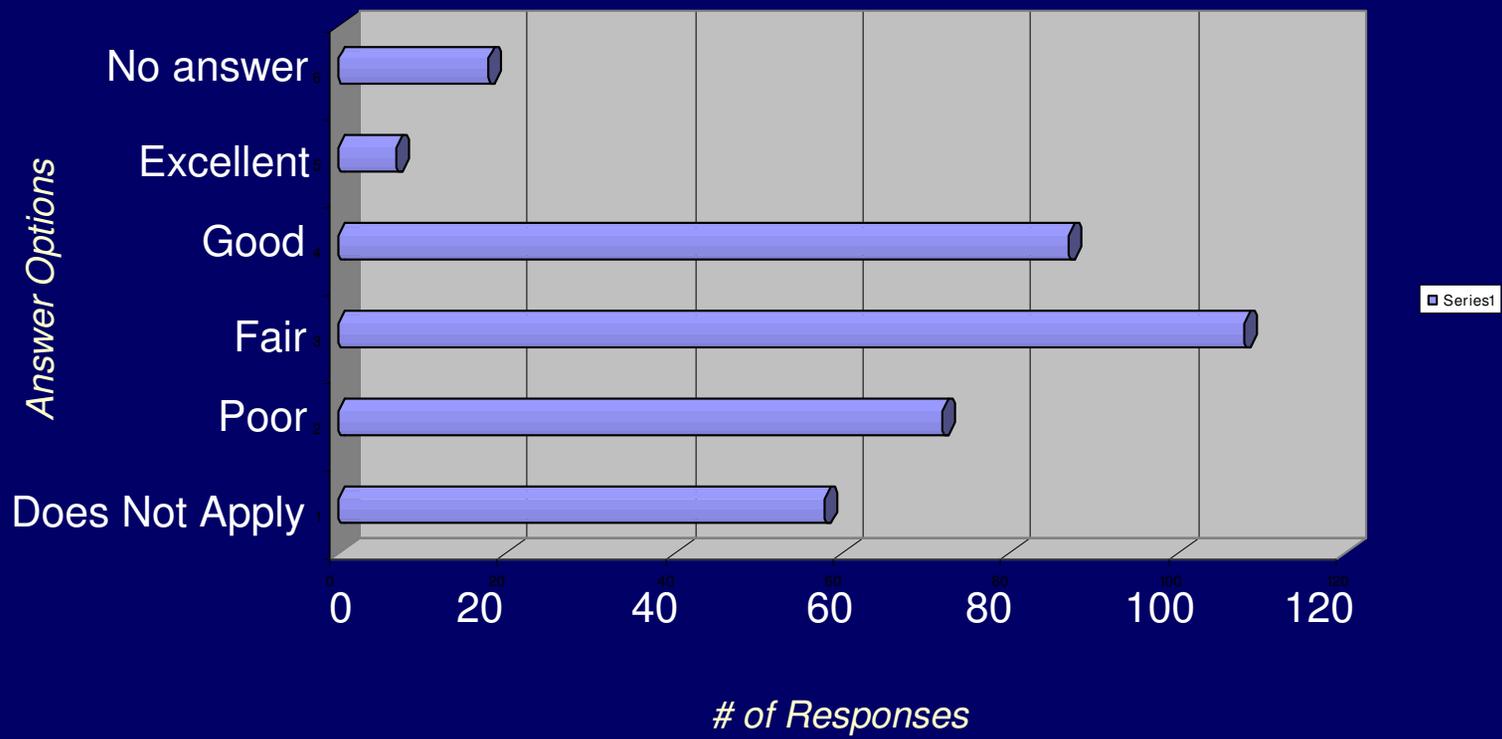
- Highest %= Poor
- Lowest %= No answer

Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer



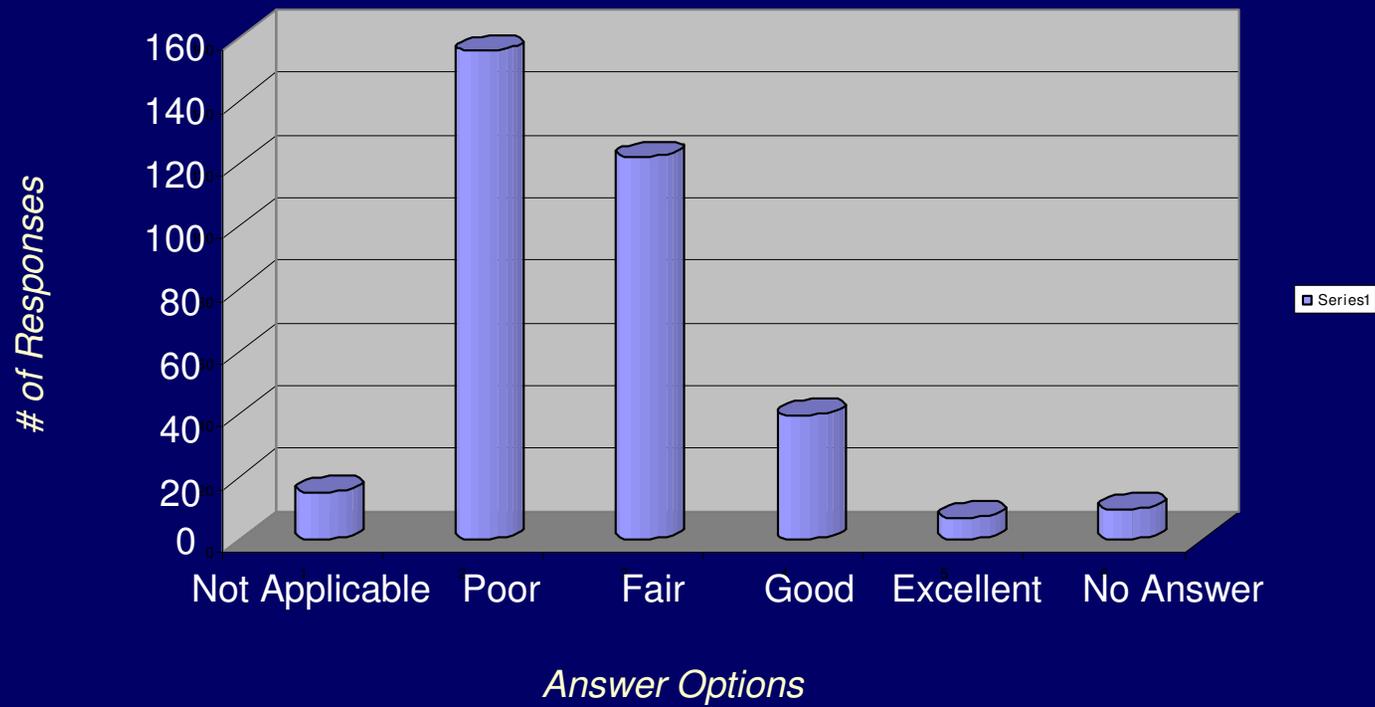
Question: How would you rate your cable television service in terms of optional channels/packages offered?

12

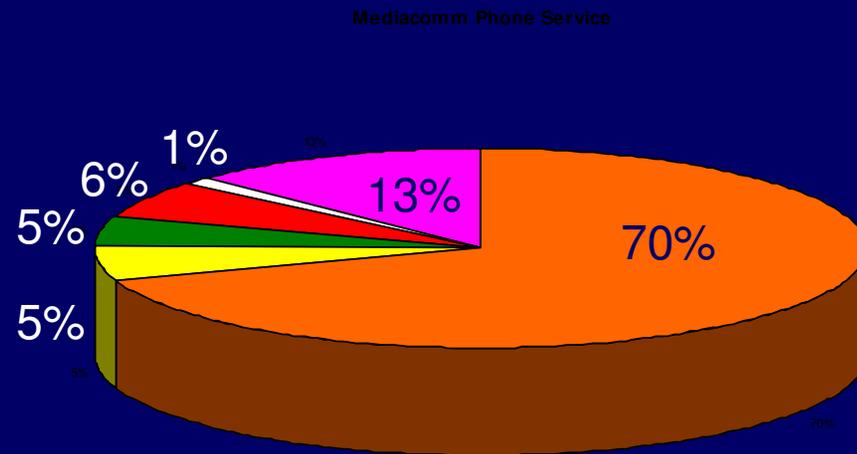


Question: How would you rate Mediacom on the cost of the Cable TV service compared to the overall value of the service?

Cost of Cable TV Services compared to the overall value



## Question: Overall how would you rate your Mediacom phone service?

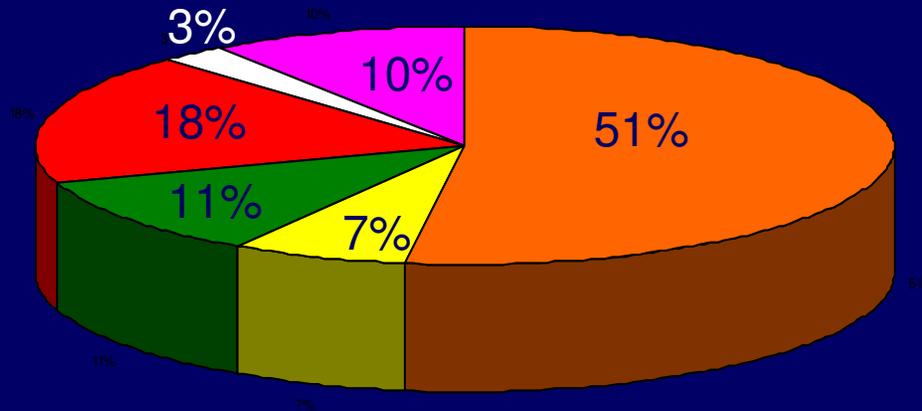


- Highest %= Not applicable
- Lowest %= Excellent

Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer

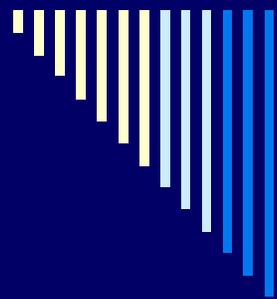
# Question: Overall how would you rate Mediacom Internet service?

Overall Rate of MediaComm Internet Service



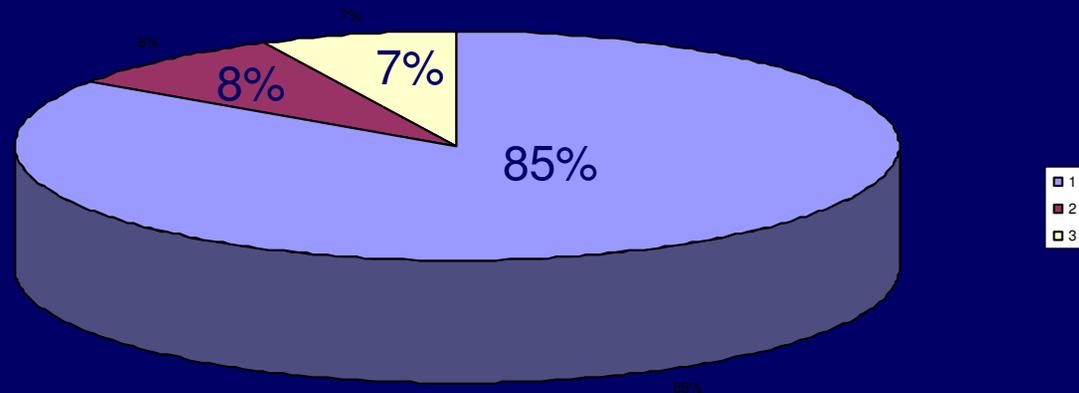
- Highest %= Not applicable
- Lowest %= Excellent

Orange= Not Applicable  
Yellow= Poor  
Green= Fair  
Red= Good  
White= Excellent  
Pink/Purple= No Answer



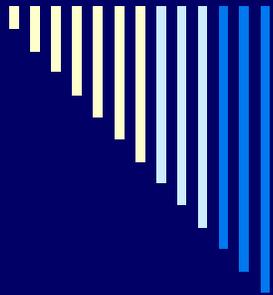
Question: If another cable provider is interested and available, should the community consider changing?

Should community consider changing



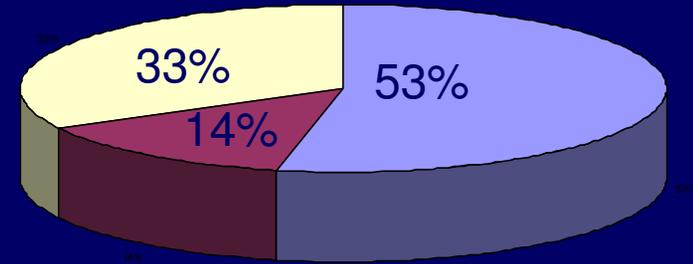
■ Highest %= Yes

Red= No  
Purple= Yes  
Yellow= No answer

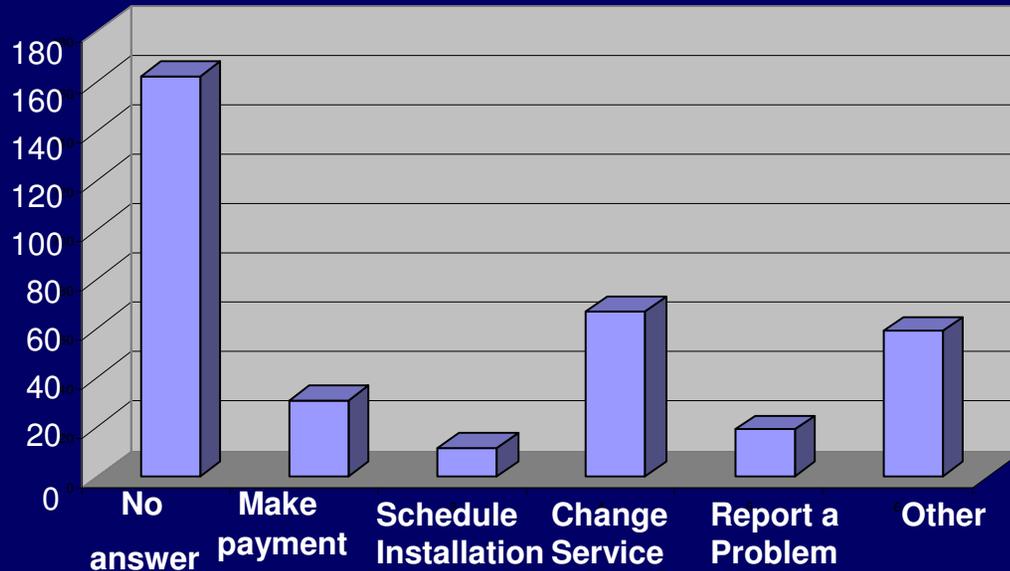


# Question: Have you ever visited the Mediacom office in Dagsboro? If so, why?

Red= No  
Purple= Yes  
Yellow= No answer

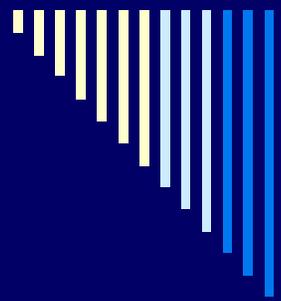


Reason for office visit



■ Highest %= Yes

Series1



Question: If you answered yes to the prior question, how would you rate Mediacom on their responsiveness to your visit?

