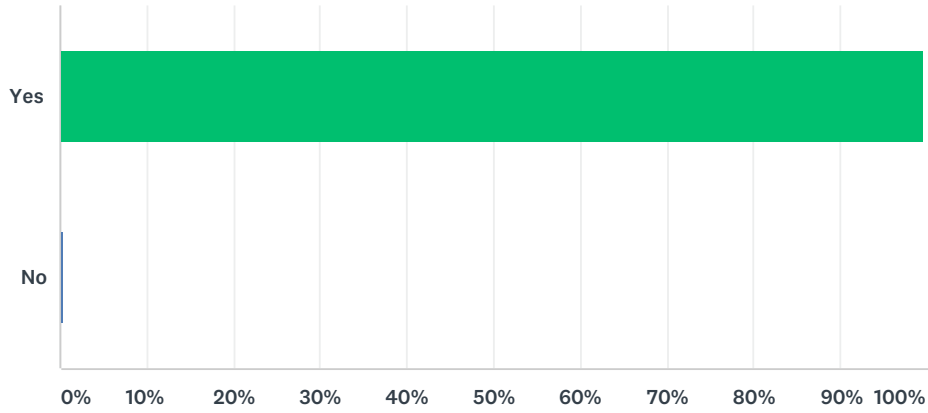


### Q1 Are you a Metuchen resident?

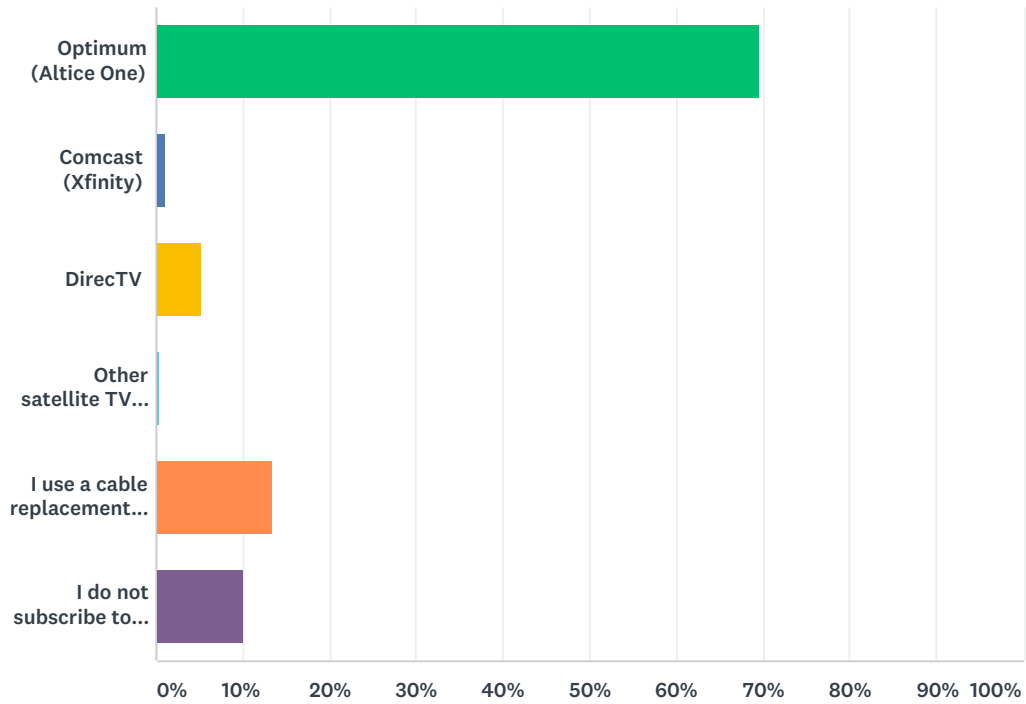
Answered: 210 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.52%	209
No	0.48%	1
TOTAL		210

## Q2 Who is your cable TV provider?

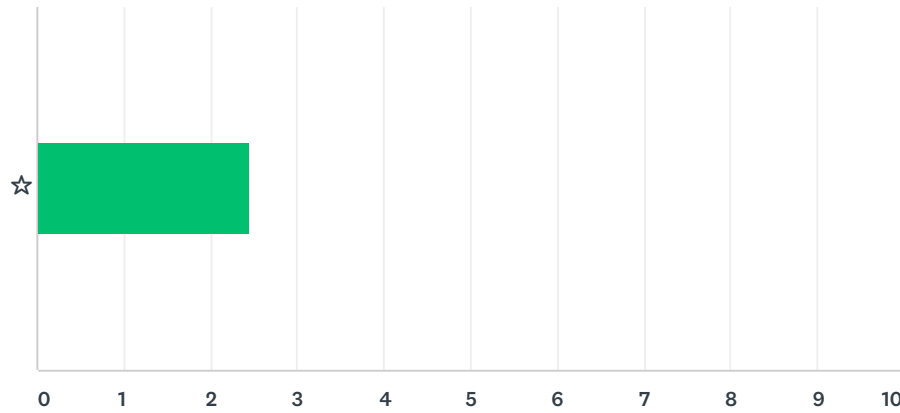
Answered: 208 Skipped: 2



ANSWER CHOICES	RESPONSES	
Optimum (Alice One)	69.71%	145
Comcast (Xfinity)	0.96%	2
DirecTV	5.29%	11
Other satellite TV service	0.48%	1
I use a cable replacement service (e.g. Sling TV, DirecTV Now, Hulu with Live TV, YouTube TV, PlayStation Vue)	13.46%	28
I do not subscribe to cable TV	10.10%	21
<b>TOTAL</b>		<b>208</b>

### Q3 On a scale of 1-5, how satisfied are you with Optimum as your cable TV provider?

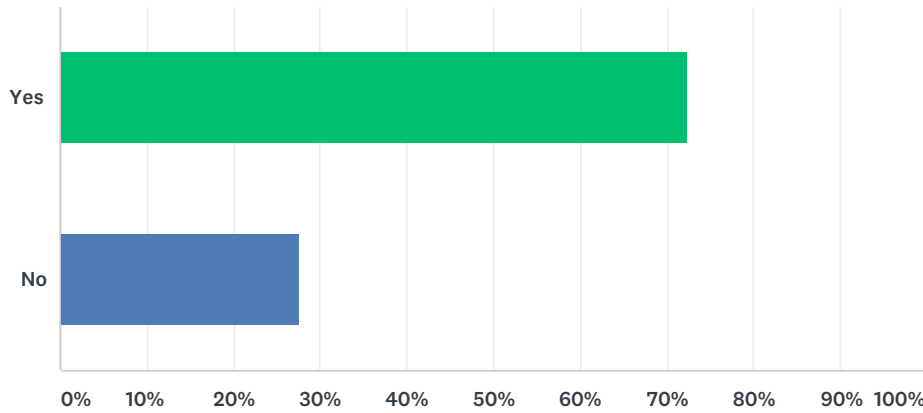
Answered: 145 Skipped: 65



	1 - VERY DISSATISFIED	2 - DISSATISFIED	3 - NEUTRAL	4 - SATISFIED	5 - VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	20.00% 29	33.79% 49	27.59% 40	18.62% 27	0.00% 0	145	2.45

### Q4 In the past 12 months, have you contacted Optimum regarding your cable TV service?

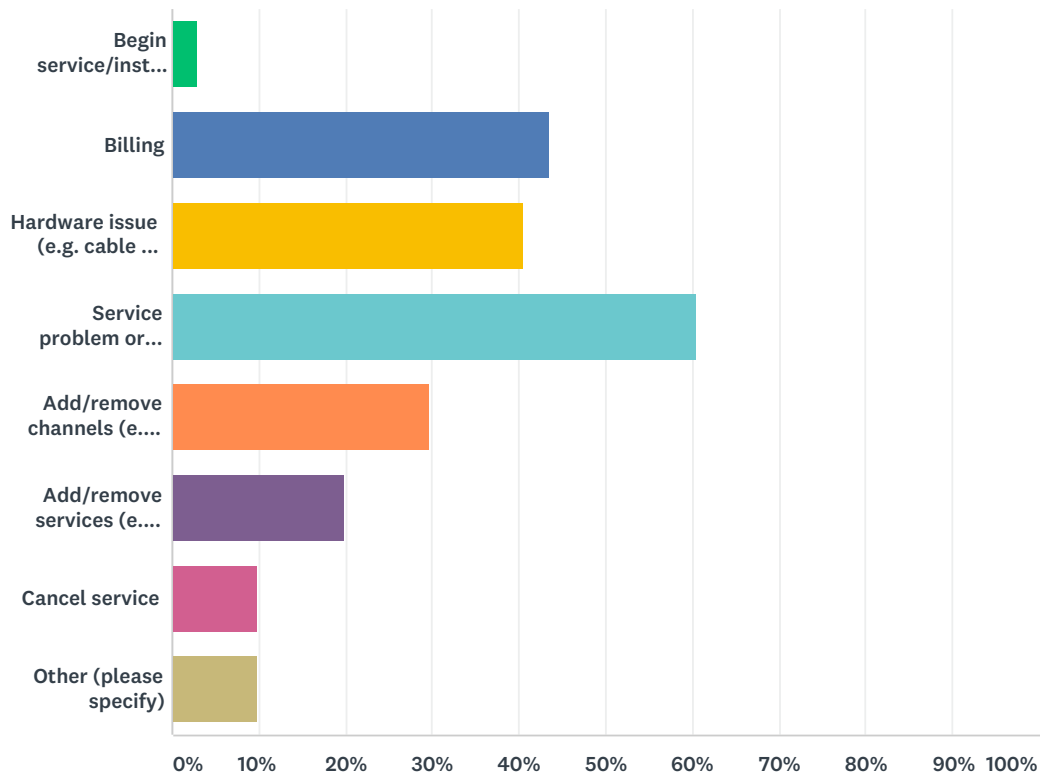
Answered: 145 Skipped: 65



ANSWER CHOICES	RESPONSES	
Yes	72.41%	105
No	27.59%	40
TOTAL		145

## Q5 What was your reason(s) for contacting Optimum in past 12 months? Select all that apply.

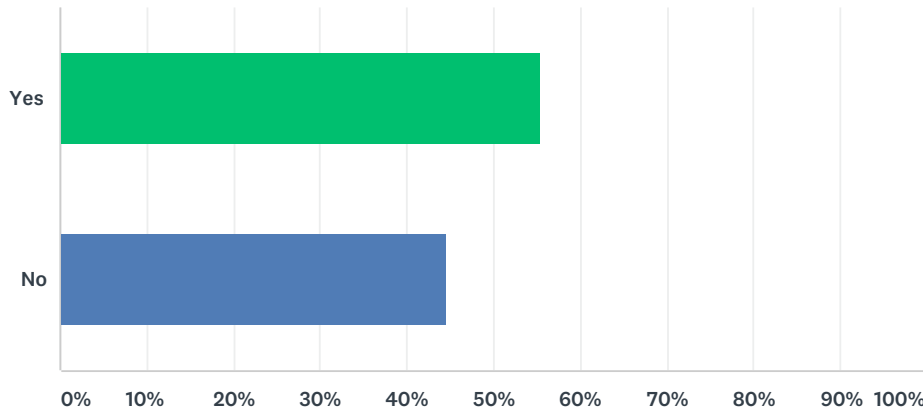
Answered: 101 Skipped: 109



ANSWER CHOICES	RESPONSES	
Begin service/installation	2.97%	3
Billing	43.56%	44
Hardware issue (e.g. cable box not working)	40.59%	41
Service problem or outage	60.40%	61
Add/remove channels (e.g. upgrade cable package)	29.70%	30
Add/remove services (e.g. add or remove phone or internet service)	19.80%	20
Cancel service	9.90%	10
Other (please specify)	9.90%	10
Total Respondents: 101		

### Q6 After contacting Optimum, was your issue(s) resolved?

Answered: 101 Skipped: 109



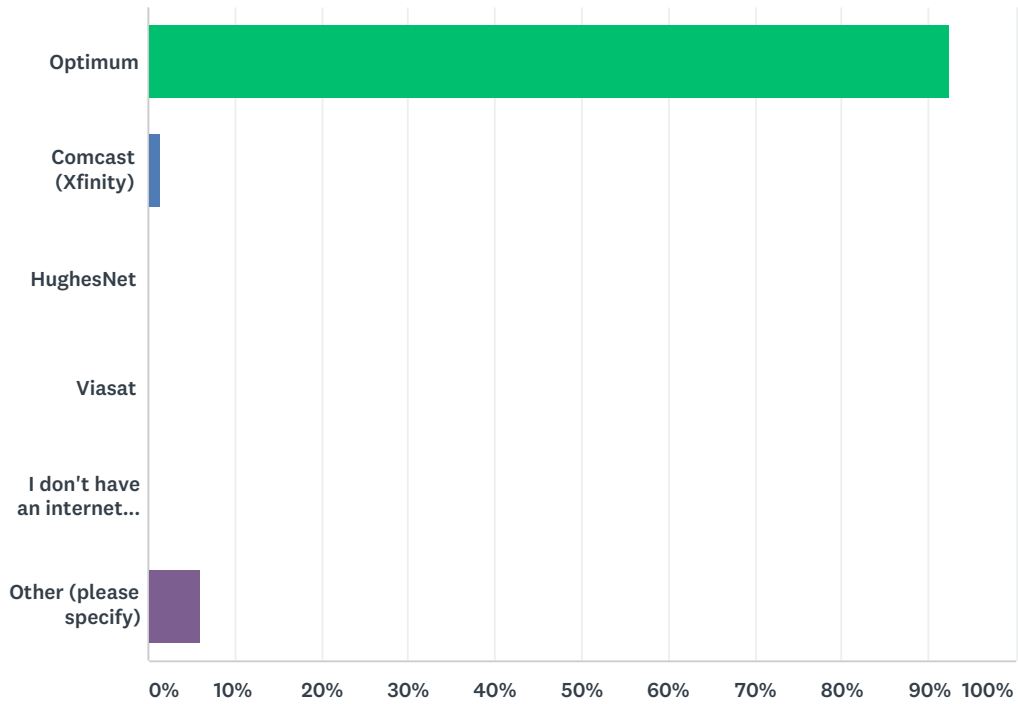
ANSWER CHOICES	RESPONSES	
Yes	55.45%	56
No	44.55%	45
TOTAL		101

**Q7 Is there anything you would like to tell us about your experience with Optimum as your cable TV provider?**

Answered: 76 Skipped: 134

### Q8 Who is your internet provider?

Answered: 201 Skipped: 9

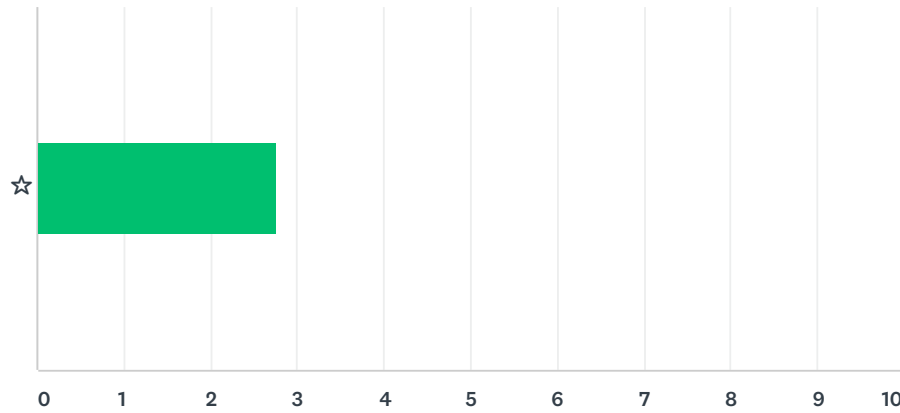


ANSWER CHOICES	RESPONSES	
Optimum	92.54%	186
Comcast (Xfinity)	1.49%	3
HughesNet	0.00%	0
Viasat	0.00%	0
I don't have an internet provider	0.00%	0
Other (please specify)	5.97%	12
<b>TOTAL</b>		<b>201</b>



### Q9 On a scale of 1-5, how satisfied are you with Optimum as your internet provider?

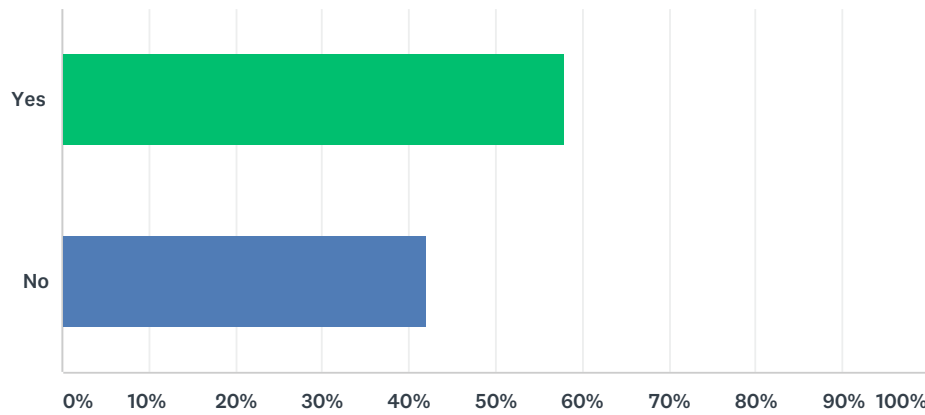
Answered: 182 Skipped: 28



	1 - VERY DISSATISFIED	2 - DISSATISFIED	3 - NEUTRAL	4 - SATISFIED	5 - VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	13.19% 24	26.37% 48	34.07% 62	24.18% 44	2.20% 4	182	2.76

### Q10 In the past 12 months, have you contacted Optimum regarding your internet service?

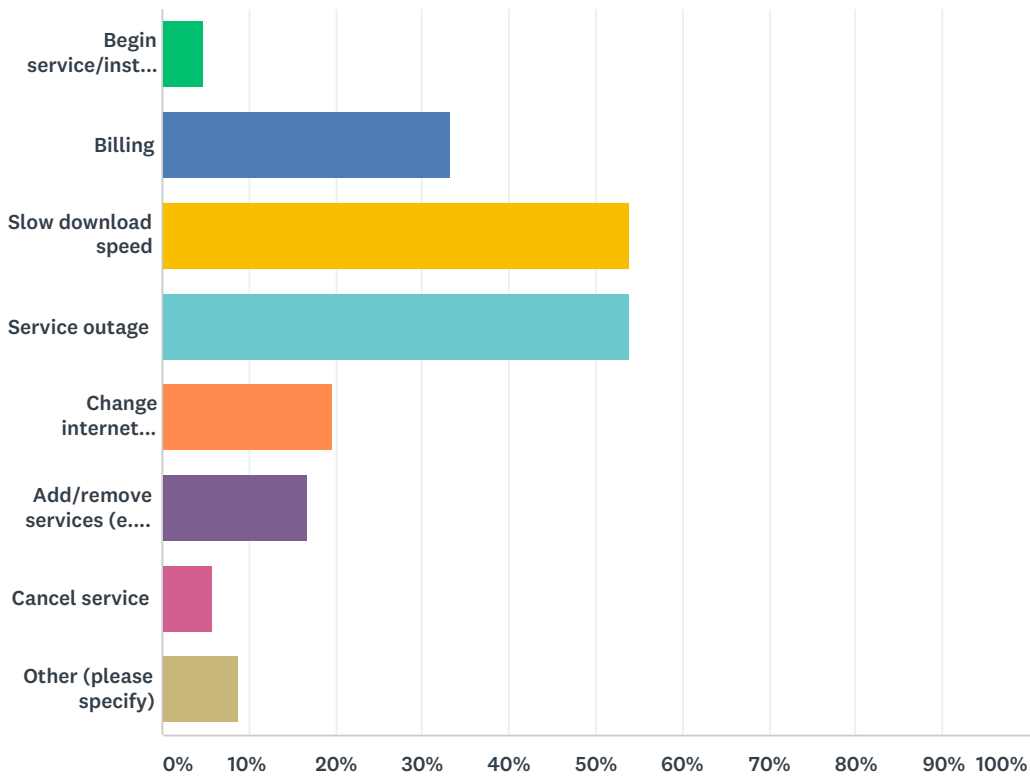
Answered: 181 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes	58.01%	105
No	41.99%	76
TOTAL		181

# Q11 What was your reason(s) for contacting Optimum in past 12 months? Select all that apply.

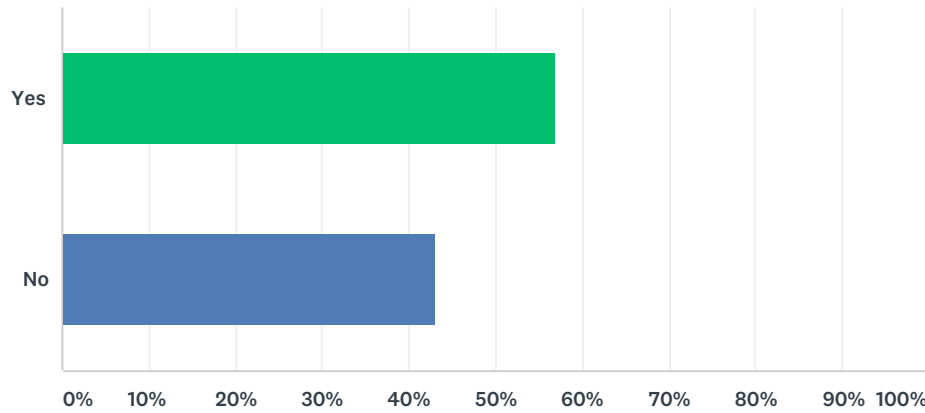
Answered: 102 Skipped: 108



ANSWER CHOICES	RESPONSES	
Begin service/installation	4.90%	5
Billing	33.33%	34
Slow download speed	53.92%	55
Service outage	53.92%	55
Change internet package (e.g. increase speed)	19.61%	20
Add/remove services (e.g. add or remove phone or TV service)	16.67%	17
Cancel service	5.88%	6
Other (please specify)	8.82%	9
Total Respondents: 102		

### Q12 After contacting Optimum, was your issue(s) resolved?

Answered: 102 Skipped: 108



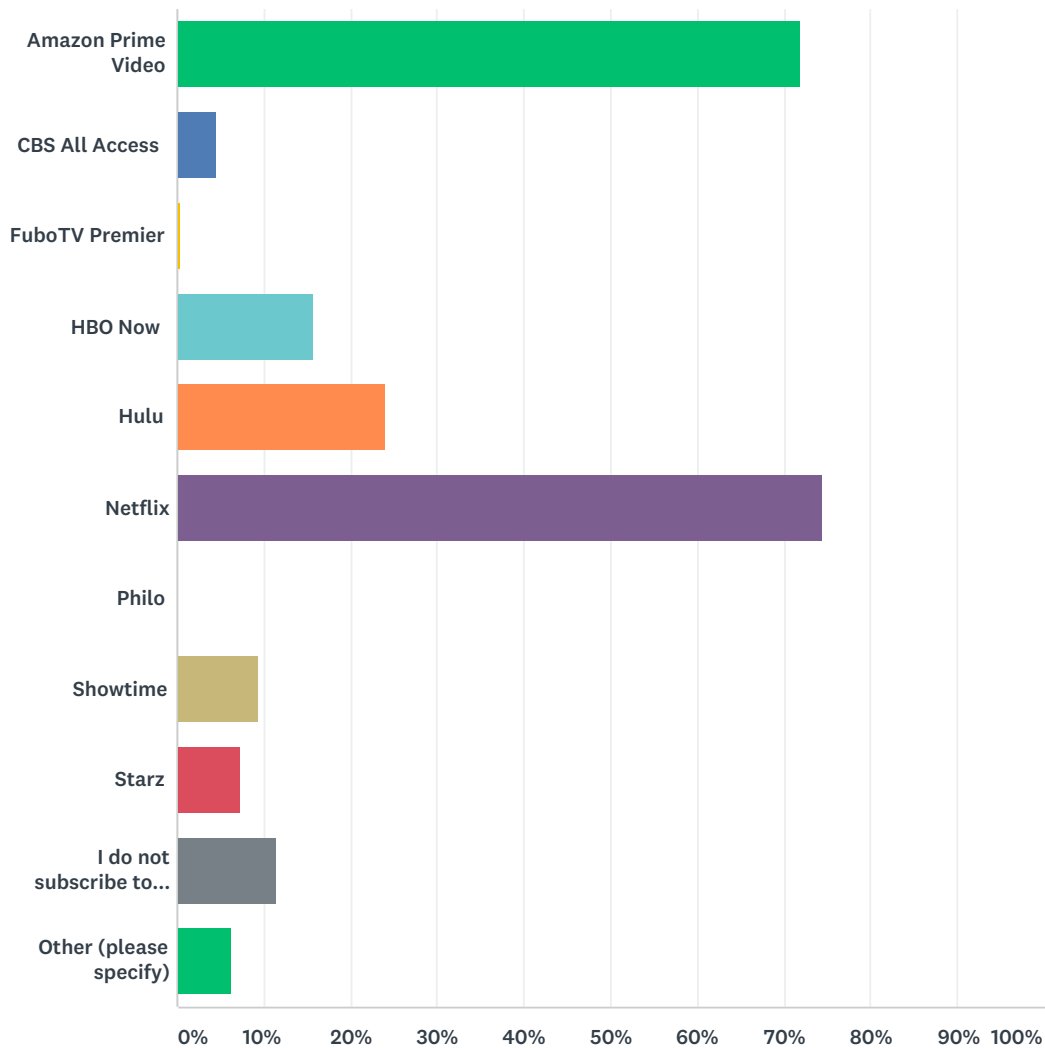
ANSWER CHOICES	RESPONSES	
Yes	56.86%	58
No	43.14%	44
TOTAL		102

**Q13 Is there anything you would like to tell us about your experience with Optimum as your internet provider?**

Answered: 62 Skipped: 148

### Q14 Do you subscribe to any of the following streaming services? Select all that apply.

Answered: 192 Skipped: 18

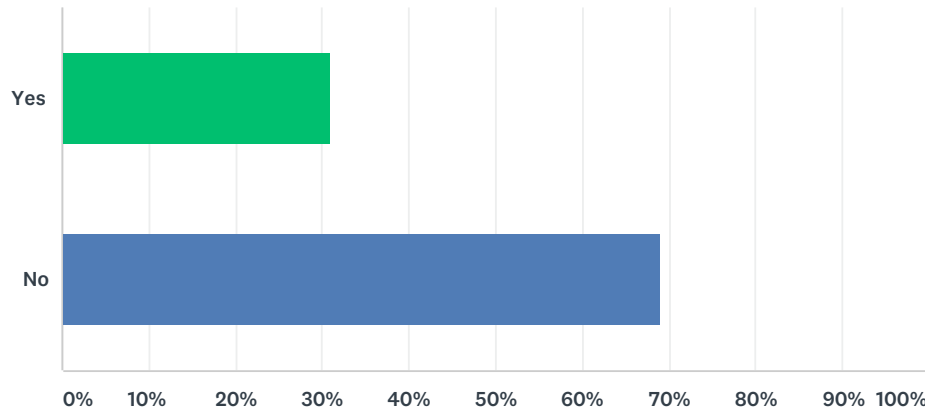


ANSWER CHOICES	RESPONSES	
Amazon Prime Video	71.88%	138
CBS All Access	4.69%	9
FuboTV Premier	0.52%	1
HBO Now	15.63%	30
Hulu	23.96%	46
Netflix	74.48%	143
Philo	0.00%	0
Showtime	9.38%	18
Starz	7.29%	14

I do not subscribe to a streaming service	11.46%	22
Other (please specify)	6.25%	12
Total Respondents: 192		

### Q15 Have you heard of the Metuchen TV + Technology Committee?

Answered: 191 Skipped: 19

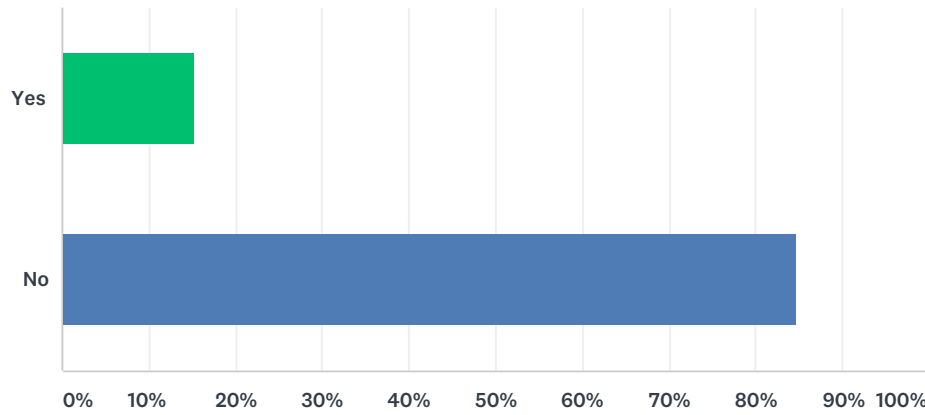


ANSWER CHOICES	RESPONSES	
Yes	30.89%	59
No	69.11%	132
TOTAL		191



### Q16 Are you aware that residents can send feedback and complaints regarding their cable TV and/or internet provider to the Metuchen TV + Technology Committee?

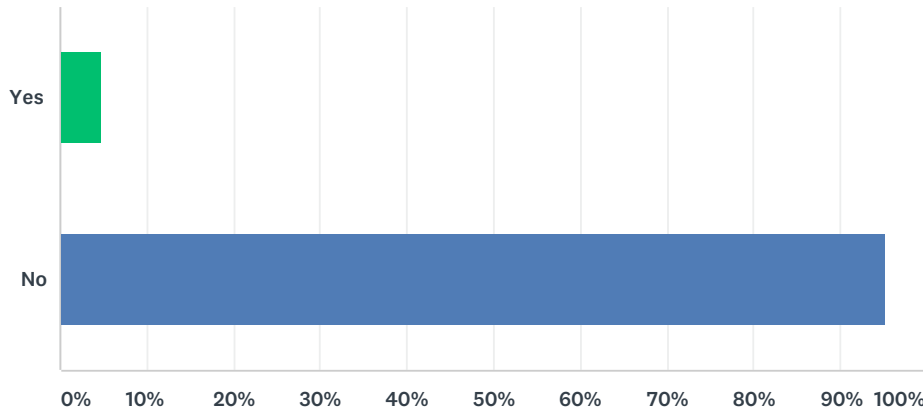
Answered: 190 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	15.26%	29
No	84.74%	161
TOTAL		190

# Q17 Do you know how to contact the Metuchen TV + Technology Committee?

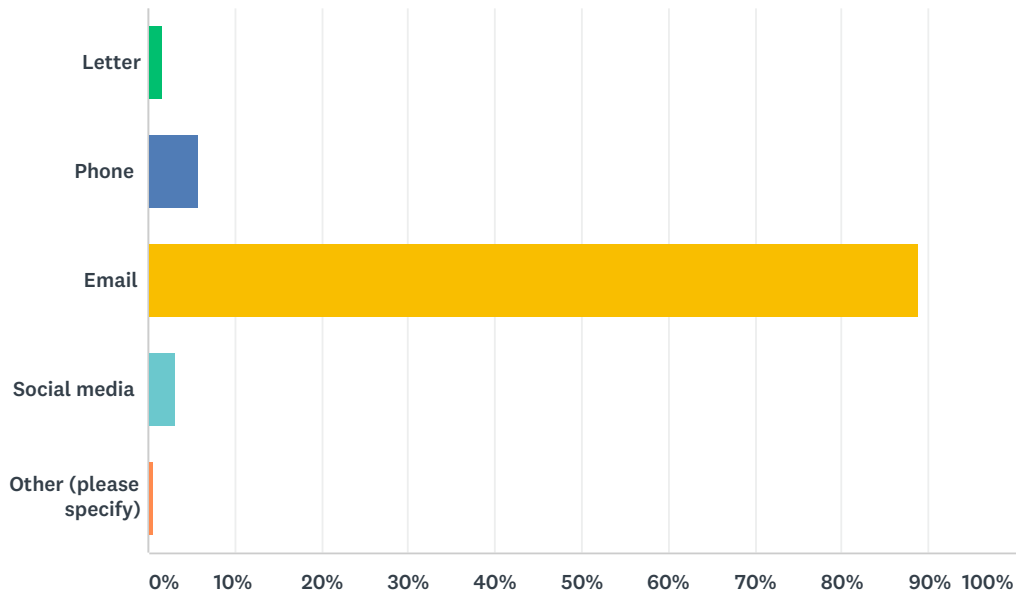
Answered: 190 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	4.74%	9
No	95.26%	181
TOTAL		190

### Q18 The Metuchen TV + Technology Committee accepts correspondence from residents about unresolved issues with cable TV and/or internet providers. If you needed to contact the committee, what would be your preferred method of communication?

Answered: 190 Skipped: 20



ANSWER CHOICES	RESPONSES
Letter	1.58% 3
Phone	5.79% 11
Email	88.95% 169
Social media	3.16% 6
Other (please specify)	0.53% 1
<b>TOTAL</b>	<b>190</b>