

SUMMARY OF TECHNOLOGY SURVEY RESULTS

December 2023

(210 RESPONDENTS)

Response Choices: “Exceeds Expectations” “Meets Expectations” “Does Not Meet”

#1 How satisfied are you with our current provider.....Comcast?

Cable TV Quality 96%

Channel selection 90%

#4 How satisfied are you with the Internet services provided by Comcast?

Internet Reliability 97%

Internet Speed 95%

#7 Are you able to resolve issues with Comcast over the phone?

Yes - 90%

#9 If you need in-home service from Comcast, do they respond promptly?

Yes - 92%

#11 How satisfied are you with the equipment provided by Comcast (set top boxes, router coverage, remotes)?

96.4 % (Met or Exceeded) Note: of the 96.4 % ----- 30% said it exceeded)

#12 Question about services you would like to see provided in a new bulk contract.

92% - TV

23% - Landline Telephone

97% - Internet

24% - Home Security System