Oceanic Time Warner Cable Television Kauai Franchise Renewal Customer Satisfaction Survey On Oceanic Time Warner Cable

The Department of Commerce and Consumer Affairs (DCCA), State of Hawaii, is currently in a renewal process for a possible new franchise agreement with the cable TV provider, Oceanic Time Warner Cable, LLC (Oceanic) for the island of Kauai. Your comments and input are important to us in this process. We ask your help in completing this survey and sending it to the address below. Thank you very much for your time and effort.

1. RESPONDENT STATUS

   Are you a current cable TV subscriber on Kauai?

   __ Yes  __ No

   If yes, how long have you subscribed to cable TV?

   __ 2 years or less  __ More than 2 years

   (If you are not a current cable TV subscriber on Kauai, go directly to question 10, Questions for Non-Subscribers)

2. RECEPTION

   a) Have you experienced repeated or prolonged problems with your cable TV picture or sound (such as shadows, waves, graininess, picture breaking up, outages, etc.) any time during the past 2 years?

      __ Yes  __ No

   b) If yes, did Oceanic resolve your problem to your satisfaction?

      __ Yes  __ No

   c) How would you rate overall, everyday quality of your cable TV reception?

      (Please check only one.)

      __ Very Good  __ Good  __ Fair  __ Poor  __ Very Poor

3. TELEPHONE

   a) Have you attempted to call Oceanic in the last two years?

      __ Yes  __ No

      (If no, go directly to question 4, Web & E-mail Contact)

   b) When you last tried to call Oceanic, did you get a busy signal?

      __ Yes  __ No
c) Once connected, how long did you have to wait before you actually spoke with a live customer service representative?

__ No wait at all
__ Less than 30 seconds
__ 30-60 seconds
__ More than a minute
__ I was never connected

4. WEB AND E-MAIL CONTACT

a) In the past two years, have you used the “Help Desk” feature on Oceanic’s website to contact the company for cable TV customer service issues?

__ Yes  __ No
If no, go directly to question 5, Service)

b) On average, how many business days was it before you received an e-mail response from Oceanic?

__ One  __ Two  __ Three  __ More than three  __ Never heard back

c) How would you rate the overall effectiveness of Oceanic’s response to your issue(s) via the web/email Help Desk service?

__ Very Good  __ Good  __ Fair  __ Poor  __ Very Poor

5. SERVICE

a) In the past two years, has a service technician visited your home to make a repair or to correct a problem?

__ Yes  __ No
(If no, go directly to question 6, Billing)

b) What was the problem?

__ No picture (or no sound) at all
__ Poor quality reception
__ Other (please specify): __________________________

c) Were you offered an appointment at a specific time or at least within a 4-hour period of the business day?

__ Yes  __ No

d) Did Oceanic keep the scheduled appointment?

__ Yes  __ No
6. BILLING

a) Do you find your bills from Oceanic to be clear, concise, and understandable?
   __ Yes  __ No

b) Do you find your bills from Oceanic to contain all information reasonably necessary to indicate what you are being charged for?
   __ Yes  __ No

c) Have you had a billing problem in the past two years?
   __ Yes  __ No
   (If no, go directly to Question 7, Courtesy)
   If yes, how would you rate Oceanic’s handling of your billing problem?
   __ Very Good  __ Good  __ Fair  __ Poor  __ Very Poor
   __ Complaint never resolved

7. COURTESY

   In your telephone and in-person contacts with Oceanic, how would you describe the courtesy with which you were treated?
   __ Very Good  __ Good  __ Fair  __ Poor  __ Very Poor

8. OVERALL RATING

   How would you rate the performance of Oceanic overall?
   __ Very Good  __ Good  __ Fair  __ Poor  __ Very Poor
9. COMPARISON WITH OTHER SERVICES

Of the following service providers, which would you rank 1st, 2nd, and 3rd for overall service and performance (with 1st being the best)? (Answer if you are a cable TV subscriber or have been one previously.)

Cable TV Co. _____ Telephone Co. _____ Electric Co. _____

10. QUESTIONS FOR NON-SUBSCRIBERS

a) Why don't you subscribe to cable TV (check all that applies)?

___ Don't watch much TV
___ Cable TV is too expensive
___ Cable TV programs not interesting to me
___ Used to subscribe, but unhappy with the service
___ Subscribe to DBS service (Dish Network or Directv) instead
___ Other (Please specify)
____________________________________________________________

b) What would motivate you to subscribe to cable TV in the future (check all that applies)?

___ Lower rates
___ More variety of service packages
___ Better company customer service policies
___ Ability to get line extended to residence
___ Other (Please specify)
___________________________________________________________
11. FINAL COMMENT

Do you have any final comments to make? (Summarize comments, use an extra sheet if necessary.)

Please complete this customer satisfaction survey now and return it during this community forum.

In addition to being available at the forum, this survey may be accessed online at: http://cca.hawaii.gov/catv/cable_operators/oceanic_cable/oceanic-time-warner-cable-kauai-franchise-renewal/. There it may be printed out for completion and sent to DCCA.

In either case, please fill out the survey and return it to us no later than September 11, 2015 via U.S. mail, scanned as an e-mail attachment, or fax to:

DCCA-CATV, P.O. Box 541, Honolulu, HI 96809
E-mail: Cabletv@dcca.hawaii.gov
Fax (808) 586-2625

Thank you very much for your participation in the cable franchise renewal process. Please indicate your name, address and phone number below for possible follow-up purposes:

Name: _________________________________________ Phone: ___________________

Address: _____________________________________________________________

If you represent an organization, an institution, or a division of government please indicate its name below; otherwise write “individual”:

____________________________________________________________________