

Natick Cable Ascertainment 2009

1. Cable TV Contract Renewal Survey

As part of the Cable Franchise Renewal process for the Town of Natick, the Natick Cable Advisory Board, on behalf of the Board of Selectmen, is conducting this survey. It is one of the mechanisms we have to gather data regarding:

- 1 - needs of the cable TV subscribers, such as Public, Education, and Government Access
- 2 - performance of the current franchisees that are up for renewal (RCN and Comcast)

This survey should only take a few moments to complete, and is very important. We thank you in advance for your efforts to assist us in this important task.

Paper copies are also available at the Natick Town Hall and Natick Public Library.

There will be two public hearings scheduled for the near future.

* 1. Who is your current Cable TV service provider?
(select multiple if applicable)

Comcast RCN Verizon Satellite Other None

* 2. Are you satisfied with your cable provider?

Very Dissatisfied Dissatisfied Satisfied Very Satisfied Wish I had a Choice N/A

Comment (optional)

2. Cable Survey (continued)

Regarding your Cable TV providers Performance.

* 3. Have you called you cable providers customer support or technical support?

Yes No N/A

* 4. Were you satisfied with the results?

Very Dissatisfied Dissatisfied Satisfied Very Satisfied Wish I had a Choice N/A

Other (please specify)

3. Cable Survey (continued)

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* 5. Do you have any other concerns about cable service in Natick?
(Reminder: the Town has no control over rates and programming)

Yes

No

N/A

Comment (optional)

* 6. Have you changed cable providers?

Yes

No

Wish I could

N/A

Comment (optional)

4. Cable Survey (continued)

* 7. Rate the importance of these PEG Access services to you:

** PEG is an abbreviation for the three designations of Cable TV related services.
P- for 'Public Access' - this is the general service that can be used by Natick residents and members of Natick Pegasus to create and edit shows for local TV broadcast.
E - for 'Educational Access' which includes various school events, School Committee meetings, content produced by Natick students, and much more.
G - represents 'Government Access' for content related primarily to local, state, and federal government. It also includes such coverage as Live broadcast of Selectmen meetings, Town Meeting, Police Memorial, Veterans Day, Iwo Jima Day, Pearl Harbor Day, Memorial Day, LWV Candidates Election Forums, Live Election Night Coverage, and much more.

** for further information on PEG Access visit www.natickpegasus.org.

** Please note that primary funding for PEG Access in Natick is provided by the cable subscribers and equipment grants from the Cable franchisees.

	Not Important	Somewhat Important	Important	Very Important	N/A
Public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment (optional)

5. Cable TV Contract Renewal Survey (optional)

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8. Would like to have a member of the Natick Cable Advisory Board contact you?

Yes

No

9. If so, please include contact information such as your Name, phone and/or email address, and a time of day that is most convenient to reach you.

We again thank you very much for your time.

Natick Cable Advisory Board
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