

CITY OF PIKEVILLE CABLE TELEVISION CUSTOMER SERVICE SURVEY

The City of Pikeville ("City") believes that one of the City's cable providers, **Suddenlink** has failed to comply with the customer service provisions of the City's cable franchise ordinance ("Franchise"). The City is seeking your help to collect information regarding **Suddenlink's** customer service. Thank you in advance for helping the City of Pikeville collect this information.

If **Suddenlink** is your cable provider, please fill out the survey below and return it to the City of Pikeville by February 26th, 2016, The survey can be mailed to: 243 Main Street, Pikeville KY 41501 e-mailed to: rebecca.hamilton@pikevilleky.gov or hand delivered at: 243 Main Street, Pikeville KY 41501.

Suddenlink Customer Information:

Name: _____

Address: _____

Phone Number: _____ Email Address: _____

Are you currently a Suddenlink customer? Yes No, if NO reason why you do not currently subscribe to Suddenlink? _____

Overall, are you satisfied with Suddenlink? Yes No, if you are dissatisfied, explain why: _____

Have you experienced an issue with Suddenlink for cable service interruptions and had a wait time of more than within twenty-four (24) hours after you contacted Suddenlink? Yes No

- a. If the work did not begin within twenty-four (24) hours of your call to Suddenlink, how long did it take Suddenlink to start the work? _____
- b. Please provide as much information as you can regarding Suddenlink's failure to begin working on cable service interruptions within twenty-four (24) hours after you contacted Suddenlink
 - a. Date & time of call _____
 - b. Type of Service Interruption _____
 - c. Any other information _____

Have you ever experienced a wait time of longer than 30 seconds for a Suddenlink customer service representative to answer the phone? Yes No: If yes, please provide the date and time of your call _____

When calling Suddenlink, have you have received a busy signal? Yes No

- a. If so, please provide the City with the date and time of your call _____

When you requested a cable service installation, how many days did Suddenlink take to perform the installation from the time of your call? _____

If you have requested a change in the type of cable service you were receiving, how long did it take Suddenlink to make the requested change?

- a. If so, please provide the date and time of your call _____

Has Suddenlink ever cancelled an appointment with you after the close of business on the business day prior to the scheduled appointment?

- a. If so, please provide the date and time of your call _____

May a member of the City staff contact you regarding your response to this survey? Yes No