

CITY OF PIKEVILLE CABLE TELEVISION SURVEY

Dear City of Pikeville Cable Customer:

This short survey is designed to give cable TV subscribers an opportunity to assist the City of Pikeville in determining the needs and interests of current cable customers. In order to improve services we need your help. Please complete the survey and return it using the enclosed envelope as soon as possible to the following address or simply drop off at City Hall. Thank you.

Return address:
Pikeville City Hall
118 College Street
Pikeville, KY 41501

Your name & address: _____

1. Do you presently subscribe to cable television? Yes _____ No _____
2. Please circle your current cable television provider.
Sudden-link or Intermountain Cable
3. Are you satisfied with the local cable company's service? Yes _____ No _____
(If "No" please explain in the comment section on page 2)
4. Have you had any problems with your cable service in the past twelve months?
Yes _____ No _____
(If "Yes" please explain in the comment section on page 2)
5. Which if any of these problems have you experienced in the past twelve months?
 - a. Complete loss of cable for several hours (outage) _____
 - b. Picture quality poor on all stations _____
 - c. Picture quality poor on specific stations _____
 - d. Customer service _____
 - e. Other (list problem) _____
6. Would you say that outages occur...?
 - a. Frequently _____
 - b. Only during bad weather _____
 - c. Only on sunny days _____
 - d. Occasionally and sporadic _____
 - e. Hardly ever _____
7. Has the local cable company field technician, representative made a service call to your home in the past twelve months?
Yes _____ No _____ If yes, for what reason?
