

Oceanic Cable Television Maui County & Lahaina/West Maui Franchises 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, Time Warner Entertainment Company, L.P. dba Oceanic Time Warner Cable ("Oceanic") for Maui County and Lahaina/West Maui. 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 Maui?

☐ 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 Maui, 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 television 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

- e.) How many visits to your home did it take for the service technician to make the repair or correct the problem? (Please check only one.)

☐ One ☐ Two ☐ Three ☐ More than three ☐ Problem was never corrected

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

(If you have been a subscriber in the past, please complete question #9 above)

a.) Why don't you subscribe to cable TV?

- ☐ Don't watch much TV
☐ Watch video content on the internet instead
☐ 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)
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11. FRANCHISE CONSOLIDATION FOR THE ISLAND OF MAUI

Oceanic has requested that the Department consolidate the Maui County and Lahaina/West Maui franchises into a single cable television franchise for the entire County of Maui. Oceanic contends this change would bring increased operational and administrative efficiencies for all stakeholders. If adequate steps are taken to ensure that the specific needs and interests of all areas of the County are considered in developing a consolidated cable television franchise, would you be in favor of the Department issuing a single franchise renewal for the County of Maui?

☐ Yes ☐ No

12. FINAL COMMENT

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

Please complete this questionnaire and **return it during this community forum.** If you did not personally participate in the forum, but have seen it on a cable access channel or are completing the questionnaire with an explanation from a forum participant, please fill it out and return it no later than **September 14, 2012** via mail, fax or scanned e-mail attachment to:

DCCA-CATV, P.O. Box 541, Honolulu, HI 96809.

Phone (808) 586-2620, Fax (808) 586-2625.

E-mail: Cabletv@dcca.hawaii.gov

Thank you very much for your participation in the cable franchise renewal process.

Please indicate your name, address and phone # 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"):