

Falls Run Community Association 2010 Communication Usage Survey

1. TV SERVICES	Votes																			Total					
COX BASIC	49	44	56	27	52	10		24		23		12		17		17		15		20		15	7	21	409
COX EXPANDED	28	43	48	15	43	11		21		20		12		9		12		21		8		15	8	26	340
COX HD	20	26	15	17	23	8		14		10		7		5		10		13		12		12	2	11	205
SATELLITE	4	2	1		3			1		6								2				2			21
VERIZON FIOS LOCAL	2	2	3	4	3			1		1		1						1						2	20
VERIZON FIOS ESSE	5	2	3	3	5	2		2		1				2				3		1		1	3	5	38
VERIZON FIOS HD	8	6	4	4	2	3		2		7		1		1		1		2		3		2		4	50
1A. SAT - COX BASIC																									
YES	2	1	0		1					4															8
NO	2	1	1		2			1		2								2				2			13

2. INTERNET CONNECTION																									
COX ECONOMY	11	12	15	12	11	4		5		7		4		3		4		3		5		3	1	4	104
COX HIGHSPEED	22	43	38	13	38	12		19		23		13		11		11		25		14		30	7	22	341
VERIZON PREMIUM	13	10	8	8	8	6		7		10		1		3		1		5		4		3	3	5	95
DIAL - UP	2	3	3		4	1		4		1		2		1		2		1		1		2	2	1	30
NO INTERNET	7	10	9	2	6	1		4		5		1		1		7		1		1		1		4	60

3. LAND-LINE TELEPHONE																									
COX DIGITAL	17	32	28	18	28	10		16		14		10		10		12		16		14		13	5	25	268
VERIZON FIOS	10	7	6	6	4	3		5		7		3		3		1		4		1		3	2	4	69
VERIZON LAND-LINE	21	26	27	10	28	7		16		21		6		4		12		10		10		16	4	10	228
OTHER	1	4	4	3	3	1		1		3		2		2		2		3		1		2	1	3	36
NO LAND-LINE	4	4	8	2	7	1		3		2		2		2				2		1		1	1	2	42

4. CHANNEL 20																									
EVERY DAY	5	21	18	4	17	6		8		7		3		6		9		4		3		10	3	15	139
ONCE PER WEEK	24	24	20	7	18	7		13		10		5		5		10		12		9		9	3	14	190
SELDOM	13	17	23	18	20	2		14		10		8		5		4		10		5		10	4	9	172
NEVER	3	1	3	0	7	2		2		5		1				2		3		5		3	3	4	44
NOT AVAILABLE	8	10	5	8	5	4		4		7		1		3		1		5		2		2		2	67

5. NEWS SOURCES RATING (Write rating value in each box)

																					Total Rank	
GAZETTE	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
FR WEBSITE	3	3	3	3	2	4	3	3	3	3	3	3	2	4	4	2	2	2	2	2	2	3
CHANNEL 20	2	2	2	4	3	2	2	2	2	2	2	3	3	2	3	3	3	3	3	3	3	2
BULLETIN BOARD	4	5	5	5	4	5	4	5	5	4	4	4	5	5	5	5	5	5	5	5	5	5
YAHOO NETWORK	5	4	4	2	5	3	5	4	4	6	7	5	2	3	4	4	4	4	4	4	4	4
OTHER	0																					

6. HOW SATISFIED WITH SERVICE

TV PROVIDER																					
VERY SATISFIED	21	31	33	13	33	13	20	18	8	6	12	20	10	12	7	21	278				
SATISFIED	30	36	29	21	29	7	13	21	9	10	7	9	12	13	4	19	269				
NOT SATISFIED	1		6	1	2	1	5	3	2	1	1	3	2	1	2	1	32				
INTERNET PROVIDER																					
VERY SATISFIED	22	30	25	11	30	13	21	17	9	5	6	21	11	10	6	20	257				
SATISFIED	23	29	28	18	28	7	12	19	8	12	6	11	9	19	4	9	242				
NOT SATISFIED	1	0	4		4	1	1		2		1				2	1	17				

7. CONSIDERING CHANGING YOUR SERVICE PROVIDER

YES	4	10	9	6	2	2	5	3	2	1	1	4	5	1	2	3	60				
Changing from Cox																	58				
NO	46	56	55	29	56	20	28	38	20	16	20	29	17	24	9	32	495				