

**Oceanic Cable Television East & West Hawaii Franchise Renewal**  
**Customer Satisfaction Survey On Oceanic Time Warner Cable**

The Department of Commerce and Consumer Affairs, 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 the island of Hawaii. 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 Hawaii?

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 Hawaii, 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 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> for overall service and performance (with 1<sup>st</sup> 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

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

- Don't watch much TV
  - 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)
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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 HAWAII

Oceanic has requested that the Department consolidate the East and West Hawaii franchises and grant one franchise renewal for the entire island of Hawaii. Oceanic contends this change would bring increased operational and administrative efficiencies for all stakeholders. If adequate steps are taken to ensure specific needs and interests of all areas of the island are ascertained and considered in developing a consolidated franchise, would you be in favor of the Department issuing one franchise renewal for the island of Hawaii?

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 **August 31, 2010** 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](mailto: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"):

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