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 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
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)
    ____________________________________________________________________
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) _______________________________________________________________________

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

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”:

__________________________________________________________________________