

## Hadley Cable Advisory Committee

### Survey of Community Cable Telecommunications Needs (Ascertainment)

The Town of Hadley is in the process of renewing its cable telecommunications franchise license with Charter Communications. To help the Board of Selectmen negotiate a new license that best serves Hadley's future cable telecommunication needs, the Hadley Cable Advisory Committee has created this survey. Please take a few minutes and tell us about the quality of your cable service and what you would like to have in a new license. This survey is anonymous. All information will be treated confidentially. No personal information will be given to Charter Communications.

#### CABLE SERVICE

(please circle one)

1. Do you subscribe to Charter Communications' cable TV or Internet?	Yes	No*		
2. Do you have a problems with service outages?	Yes	No		
3. How often? (in a typical year)	1-5	5-10	10 or more	
4. Are you satisfied with the technical quality of Charter's cable signal?	Yes	No	N/A	
5. Are you satisfied with the technical quality of Charter Internet service?	Yes	No	N/A	
6. Are all the wires from the pole, converter boxe(s) and other hardware for your cable service correctly installed and operating safely?	Yes	No	N/A	
7. Have you ever complained to Charter or regulating agencies?	Yes	No		
8. What is the quality of Charter's customer service?	Good	Average	Poor	
9. Are your bills correct and do you understand what you are paying for?	Yes	No		
10. Are you satisfied with the response time of service technicians?	Yes	No		
11. Have you ever received or paid for programs you didn't want to see?	Yes	No		

\*If no, please use an additional sheet to explain why and return it to the address on the back of this survey.

#### CABLE PROGRAMMING

Does Charter provide Hadley with a good balance of programming in the following categories?  
Please circle a number, 1-5, that describes your feelings about each type of program:

Type of Program	too little		just right		too much
Government - town board meetings, community events	1	2	3	4	5
Educational – programs about, for and/or made by students	1	2	3	4	5
Public access – programs requested or made by residents	1	2	3	4	5
Community calendar – upcoming events and meetings	1	2	3	4	5
W. Mass/Connecticut/New York/Vermont TV stations	1	2	3	4	5
Boston TV network-affiliate stations (ABC, CBS, NBC)	1	2	3	4	5
National news – major broadcast and cable news networks	1	2	3	4	5
Massachusetts Legislature - "Gavel to Gavel"	1	2	3	4	5
Federal government - C-SPAN	1	2	3	4	5
Children's education - Sesame Street, etc.	1	2	3	4	5
Children's entertainment – cartoons	1	2	3	4	5
Public television - PBS and affiliates	1	2	3	4	5
Home shopping, "info-mercials," sponsor-paid programs	1	2	3	4	5
Religious	1	2	3	4	5
Movies and drama	1	2	3	4	5
Pay-per-view - sports, movies, concerts	1	2	3	4	5
Adult	1	2	3	4	5
Information about Charter's billing and rates	1	2	3	4	5

(more)

**HADLEY CABLE TELEVISION QUESTIONNAIRE****(please circle one)**

Do you think Charter's charge of \$10.87 per month for Basic Tier service is...	A good deal	Fairly priced	Too expensive	
In the current contract, Charter does not pay a percentage of its gross revenue to support government, educational and public access television, as it does in most other towns (typically 3-4% of cable TV revenues). Should the new license require such an annual contribution?	Yes	No		
Many other towns in Western Mass. receive capital payments from their cable companies to support local programming during the license term. Do you think the new licensee should make capital payments to support local government, educational and public access programs?	Yes	No		
Many cable companies give discounts on Basic Tier service to seniors and low-income families. Should the new license require this discount in Hadley? (none is currently offered)	Yes	No		
Some cable companies allow public safety officials to briefly interrupt programs with emergency news, such as snow emergencies. Should the new license require this feature?	Yes	No		
Charter is seeking a renewal of a license that ran for 8 years. Should the Board of Selectmen grant a new license that is longer or shorter than 8 years?	shorter than 8 years	longer than 8 years		
Some students want to produce programs about school events to be aired. Should the new licensee be required to provide support for student and educational programs?	Yes	No		
Hadley currently has the right to broadcast on four of the Basic Tier channels (TV-5, 62, 63, and 64) but only has enough equipment to broadcast on TV-5. Should the new licensee be required to provide equipment to activate and broadcast on these unused channels so that community announcements, government meetings, education/school programs and public access shows can be broadcast on independently?	Yes	No		
Should the new licensee provide every classroom with internet access?	Yes	No		
Should the new licensee be required to provide cable TV and internet service to all town offices?	Yes	No		
What is your general satisfaction level with Charter?	Poor	Average	Good	Excellent

Thank you! Please attach any additional comments and return this survey to:

**Mail: Hadley Cable Advisory Committee, Hadley Town Hall, Hadley, MA 01035**

**Fax: (240) 539-8755**

**Email: hadleycableadvisory@yahoo.com**

*Hadley Cable Advisory Committee: Paul Choiniore, Gerald Delisle, David Elvin, Greg Mish, David Moskin, Deborah Palmer, and Susan Woods*