

## City of Framingham

# 2018 Cable TV Survey

*(Please complete response by March 15, 2018)*

Under franchise agreements with the City of Framingham, three cable operators, Comcast, RCN, and Verizon, provide cable TV services to residences and business in our city. Framingham's Cable Advisory Committee is seeking your opinion about cable TV services as part of the process of renewing the cable operators' licenses as each comes up for renewal.

The vision for future cable TV service includes such services as HD (High Definition) picture quality for all the local access channels (just as is available for the major channels), as well as extending the EPG (Electronic Program Guide) to display the program schedule for the local channels.

Please take a few minutes to share your thoughts with us.

1. Which cable TV service do you have?

Comcast    RCN    Verizon    I do not have cable TV service

2. What do you like about your current cable TV service?

3. What do you want changed about, or added to, your cable TV service?

4. Have you had any complaints or compliments about customer service, the local customer service center, picture quality, or other issues? Please elaborate.

Questions 5 through 8 refer to the 3 local cable TV channels:

5. Framingham has 3 organizations that provide locally produced programming. Which of these channels do you watch?
- AFTV -- Access Framingham (Comcast channel 9, RCN 3, Verizon 43)  
Programs of local interest created by and for Framingham
  - FEC-TV – Framingham Education Channel (Comcast 8, RCN 15, Verizon 41)  
School Committee and School Department news and information
  - The Government Channel (Comcast 99, RCN 13/HD 613, Verizon 42)  
Live and recorded gavel-to-gavel coverage of governmental bodies; recorded public affairs events
6. Would you like to see HD picture quality and an on-screen program guide (EPG) for local channels?
- Yes    No    Maybe
7. To improve and expand coverage of local public, education, and government events, how much would you be willing to see your monthly cable bill increase?
- 50¢    \$1.00    \$1.50    \$2.00    Other: \_\_\_\_\_
8. What improvements in local programming would you like to see?

9. Would you attend a public hearing in April 2018 about cable TV service in Framingham, an important step in the contract renewal process?
- Yes    No    Maybe

10. Additional comments:

Please complete this survey on online at [framinghamma.gov](http://framinghamma.gov) by March 15, 2018.

OR, print and mail your completed survey to:

Framingham Cable Advisory Committee Survey  
c/o City Council Office, 150 Concord Street, Framingham, MA 01702-8306

OR, return your completed printed survey to any of these locations by March 15:

- Framingham City Council Office, Memorial Building, 150 Concord Street
- Framingham Public Library, 49 Lexington Street or 746 Water Street
- Or to any other location where you picked up the form.

(Optional) Name \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_

**THANK YOU FOR PARTICIPATING IN THIS SURVEY!**