

CABLE TELEVISION SURVEY FOR METHUEN RESIDENTS

Please **circle** your answers. Thank you!

1. Who is your current LIVE TV provider? Comcast Xfinity Verizon FIOS DirectTV
Other: (please name)

2. Methuen has three local channels: Government Access Comcast Channel 8
(Verizon 32), Educational Access Comcast Channel 6 (Verizon 31) and Methuen
Community TV Comcast Channel 22 (Verizon 33)

How do you watch these channels? Circle all that apply:

Live on Cable TV Live on the internet On Demand on the website
On Youtube.com Other: I never watch these channels.

3. If you watch Methuen's local channels listed on line, how do you watch them?

On a computer On a phone On a smart TV Other:

4. What local programming did you watch? (circle all) City Board Meetings

MHS Sports Methuen Now MCS Election Programming City Events
Cooking Shows Other:

5. In the last two years, IF you had a problem with your cable TV service, did the
company fix your problem within:

24 hours 48 hours 72 hours

The company did not fix the problem. I did not have a problem.

6. In the last two years, IF you had a problem with your cable TV billing, did the
company fix your problem within:

24 hours 48 hours 72 hours

The company did not fix the problem. I did not have a problem.

7. What is your biggest concern/complaint about cable television in Methuen?

Cost Lack of Channel Choices Signal or Cable Box issues Customer Service

Would you like to provide feedback about Methuen Community Studios, specifically the community and
government television channels? Anything you'd like to see offered that is not currently offered?

My age group: (circle) Under 25 25 to 34 35 to 44 45 to 74 Over 75