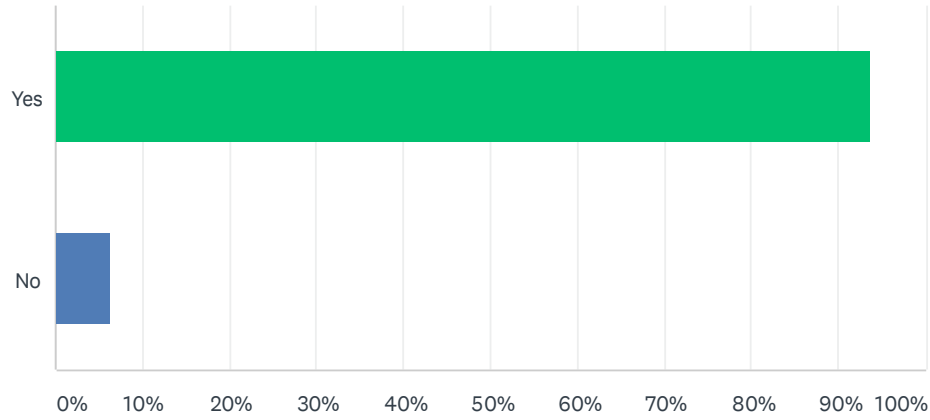


### Q3 Do you currently subscribe to Mediacom services?

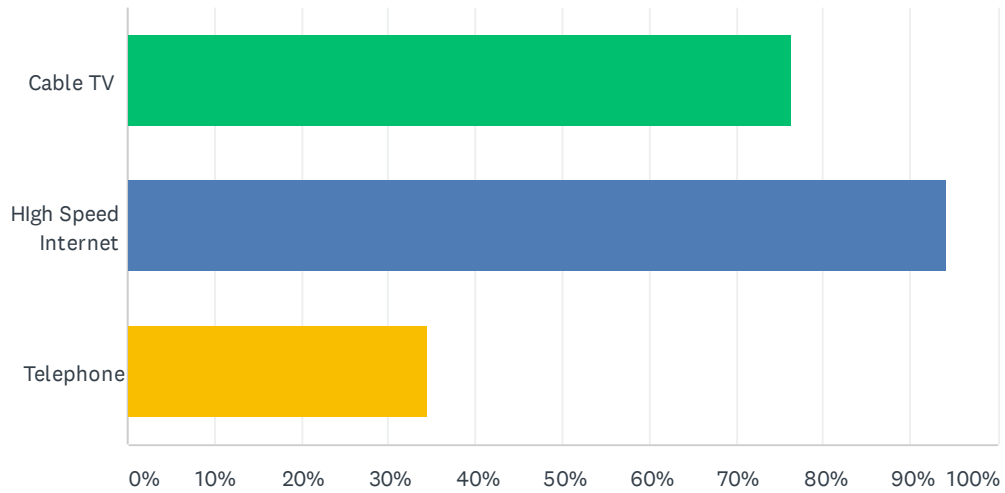
Answered: 409 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	93.64%	383
No	6.36%	26
TOTAL		409

### Q4 If YES, what services do you have? (Check all that apply)

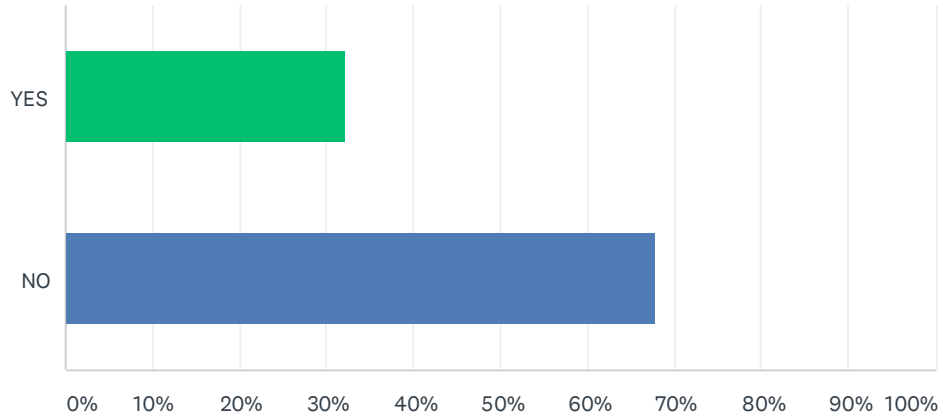
Answered: 382 Skipped: 28



ANSWER CHOICES	RESPONSES	
Cable TV	76.44%	292
High Speed Internet	94.24%	360
Telephone	34.55%	132
Total Respondents: 382		

Q5 If NO, do you use another TV provider? If YES, go to question #15.

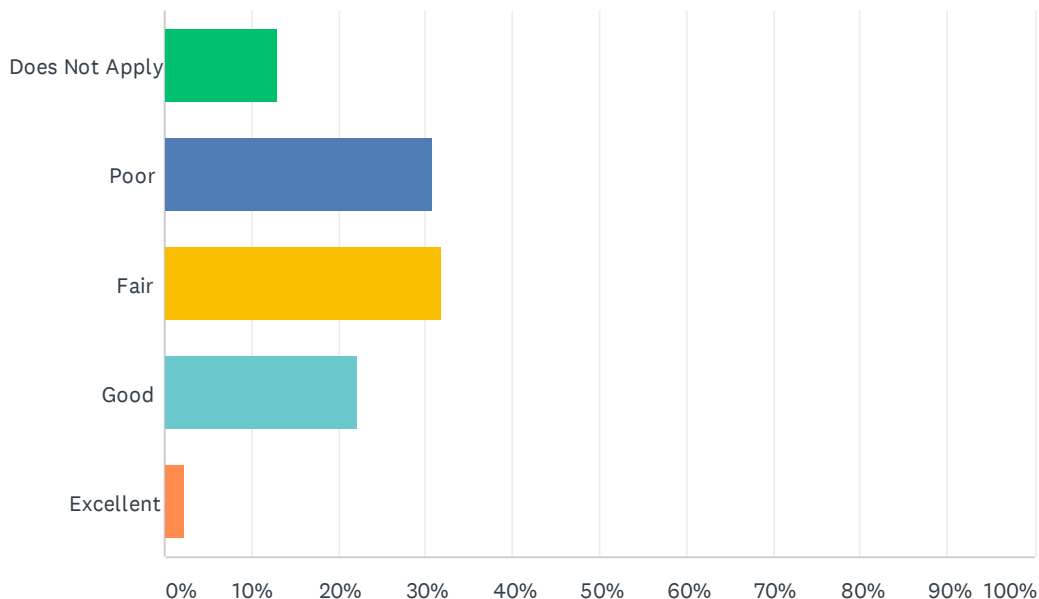
Answered: 149 Skipped: 261



ANSWER CHOICES	RESPONSES	
YES	32.21%	48
NO	67.79%	101
TOTAL		149

## Q6 How would you rate the quality of Mediacom’s current Cable TV services?

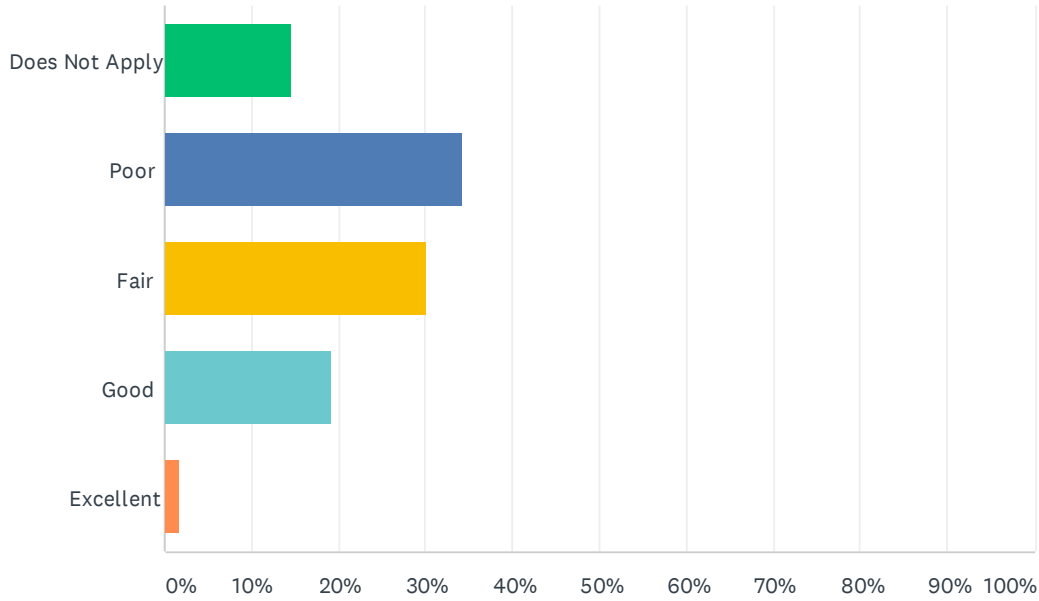
Answered: 364 Skipped: 46



ANSWER CHOICES	RESPONSES	
Does Not Apply	12.91%	47
Poor	30.77%	112
Fair	31.87%	116
Good	22.25%	81
Excellent	2.20%	8
<b>TOTAL</b>		<b>364</b>

## Q7 How would you rate Mediacom’s responsiveness to Cable TV outages and reception problems such as buffering?

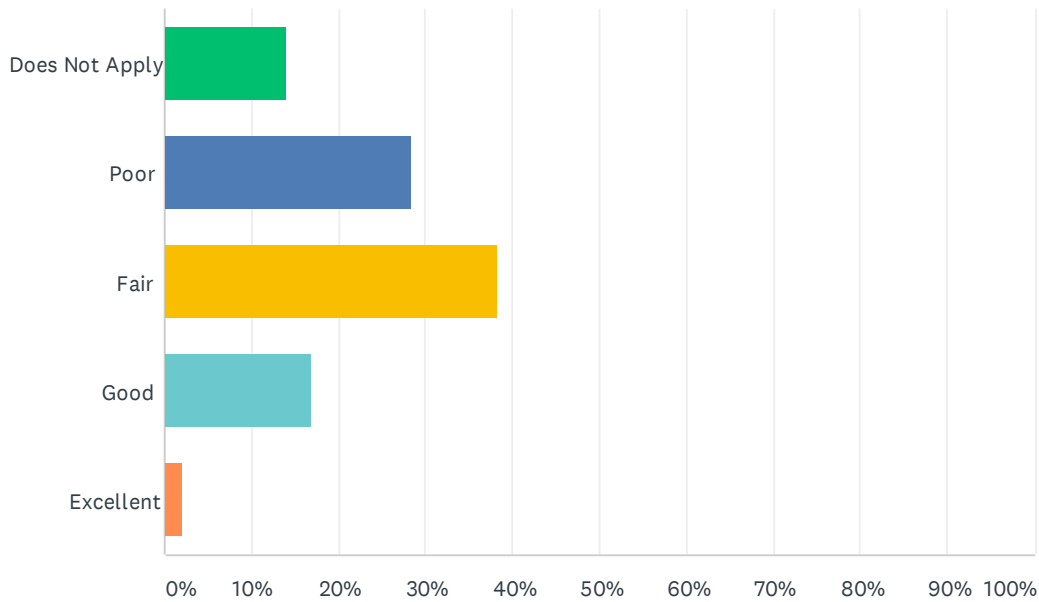
Answered: 364 Skipped: 46



ANSWER CHOICES	RESPONSES	
Does Not Apply	14.56%	53
Poor	34.34%	125
Fair	30.22%	110
Good	19.23%	70
Excellent	1.65%	6
TOTAL		364

## Q8 How do you rate Mediacom’s customer service response to your Cable TV inquiries?

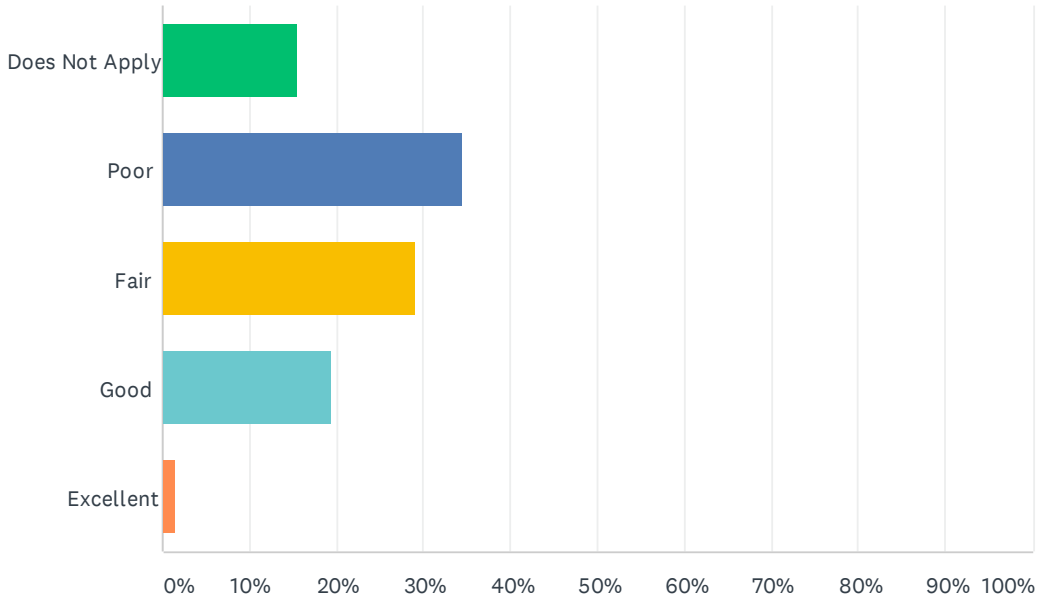
Answered: 365 Skipped: 45



ANSWER CHOICES	RESPONSES	
Does Not Apply	13.97%	51
Poor	28.49%	104
Fair	38.36%	140
Good	16.99%	62
Excellent	2.19%	8
<b>TOTAL</b>		<b>365</b>

### Q9 How would you rate Mediacom on their ability to inform you about changes in Cable TV services, channel line-ups, and rates?

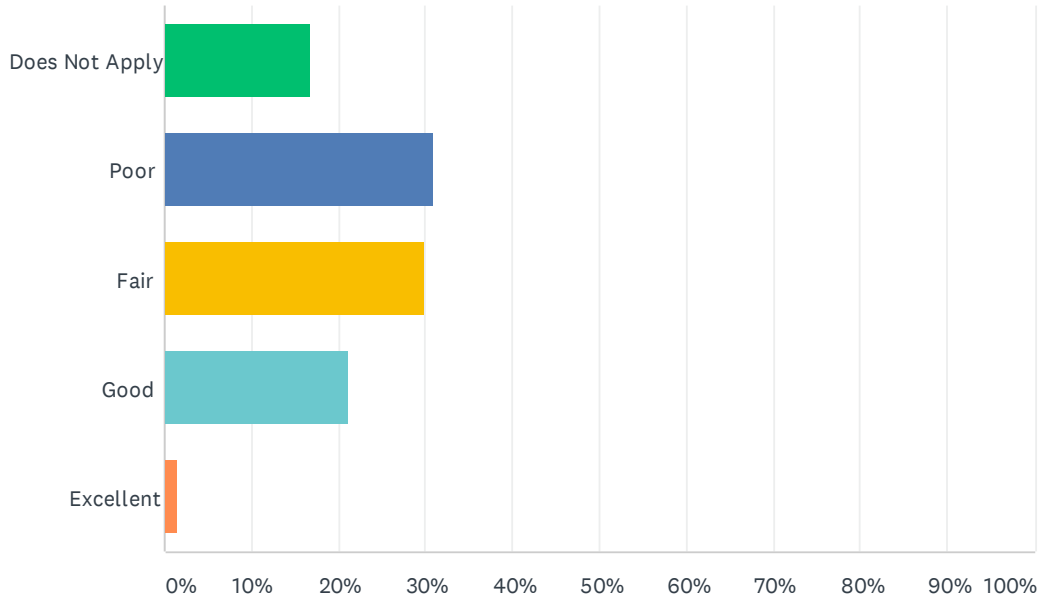
Answered: 360 Skipped: 50



ANSWER CHOICES	RESPONSES	
Does Not Apply	15.56%	56
Poor	34.44%	124
Fair	29.17%	105
Good	19.44%	70
Excellent	1.39%	5
TOTAL		360

## Q10 How would you rate Mediacom on the flexibility of scheduling an appointment for Cable TV service installation or repair?

Answered: 365 Skipped: 45

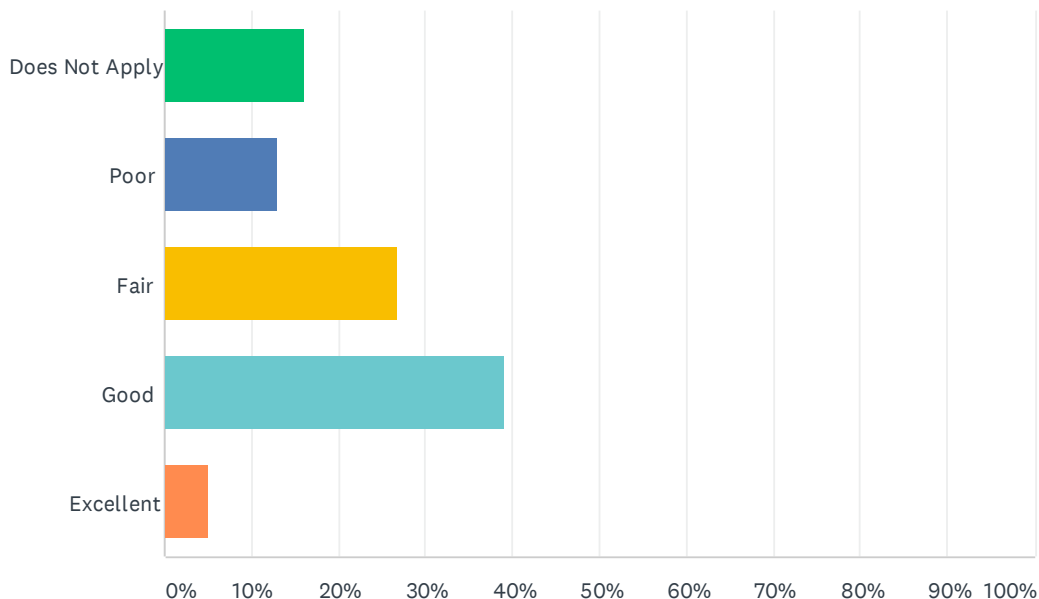


ANSWER CHOICES	RESPONSES	
Does Not Apply	16.71%	61
Poor	30.96%	113
Fair	29.86%	109
Good	21.10%	77
Excellent	1.37%	5
<b>TOTAL</b>		<b>365</b>



### Q11 How would you rate Mediacom on the arrival of service personnel or installers within the scheduled appointment time?

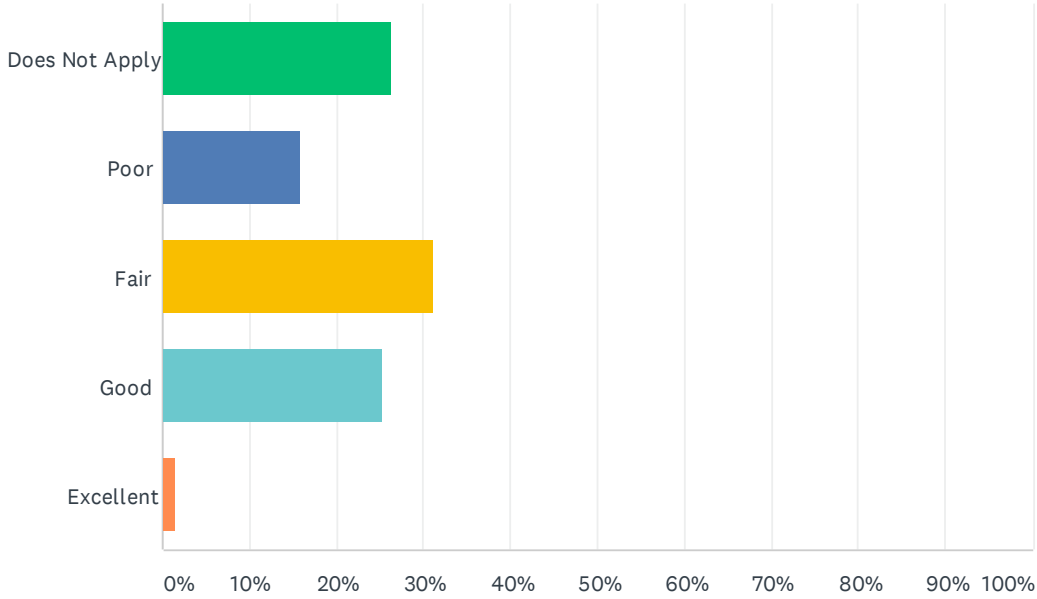
Answered: 365 Skipped: 45



ANSWER CHOICES	RESPONSES	
Does Not Apply	16.16%	59
Poor	12.88%	47
Fair	26.85%	98
Good	39.18%	143
Excellent	4.93%	18
<b>TOTAL</b>		<b>365</b>

### Q12 If you receive High Definition TV, how do you rate the number of HD channels available?

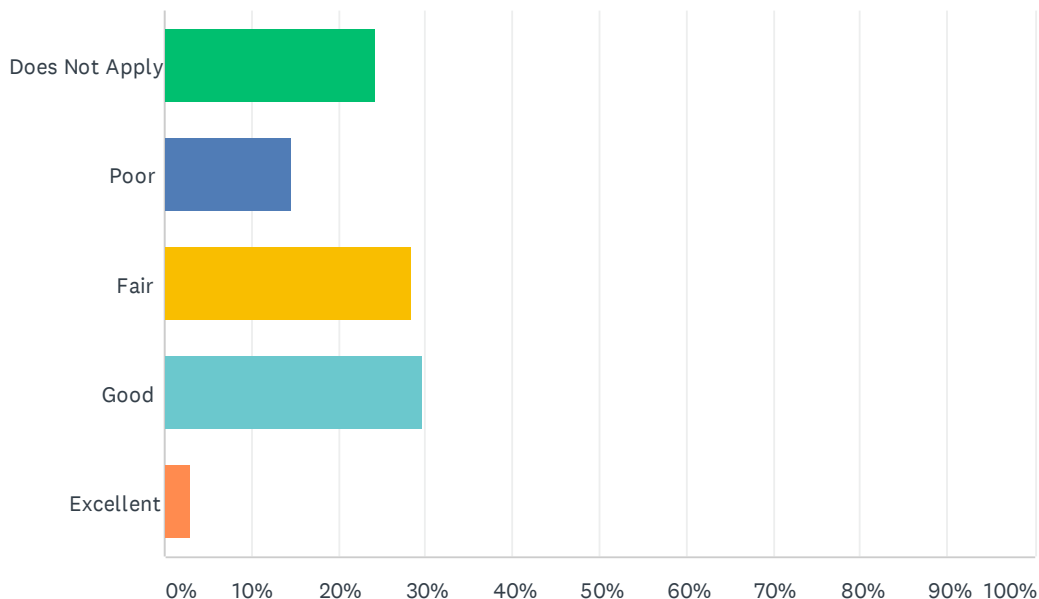
Answered: 360 Skipped: 50



ANSWER CHOICES	RESPONSES	
Does Not Apply	26.39%	95
Poor	15.83%	57
Fair	31.11%	112
Good	25.28%	91
Excellent	1.39%	5
<b>TOTAL</b>		<b>360</b>

### Q13 How would you rate Mediacom on taking care of billing statement problems or errors?

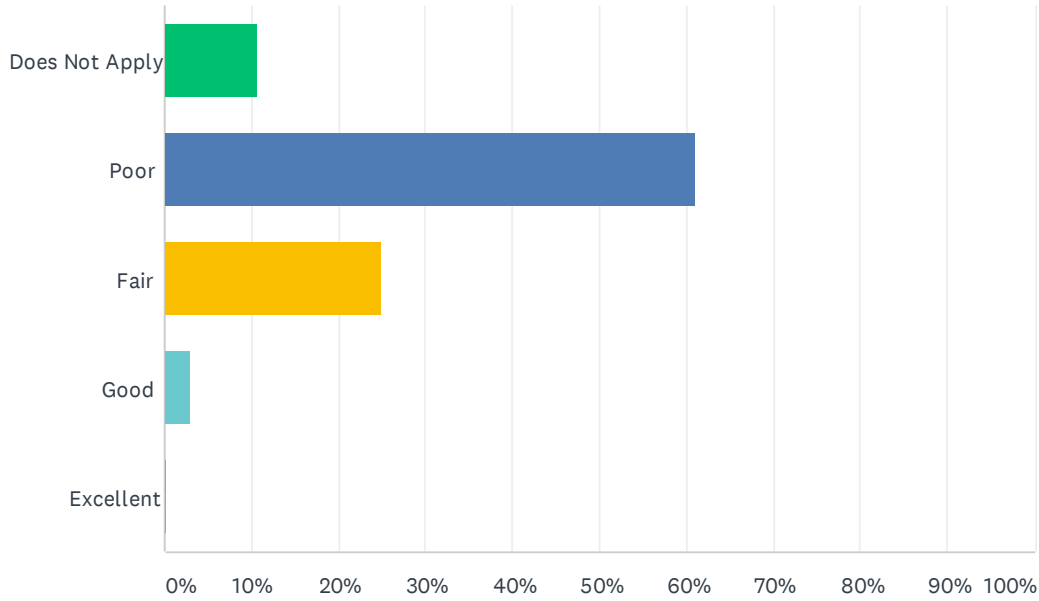
Answered: 363 Skipped: 47



ANSWER CHOICES	RESPONSES	
Does Not Apply	24.24%	88
Poor	14.60%	53
Fair	28.37%	103
Good	29.75%	108
Excellent	3.03%	11
<b>TOTAL</b>		<b>363</b>

### Q14 How would you rate Mediacom on the cost of the Cable TV service compared to the overall value of the service?

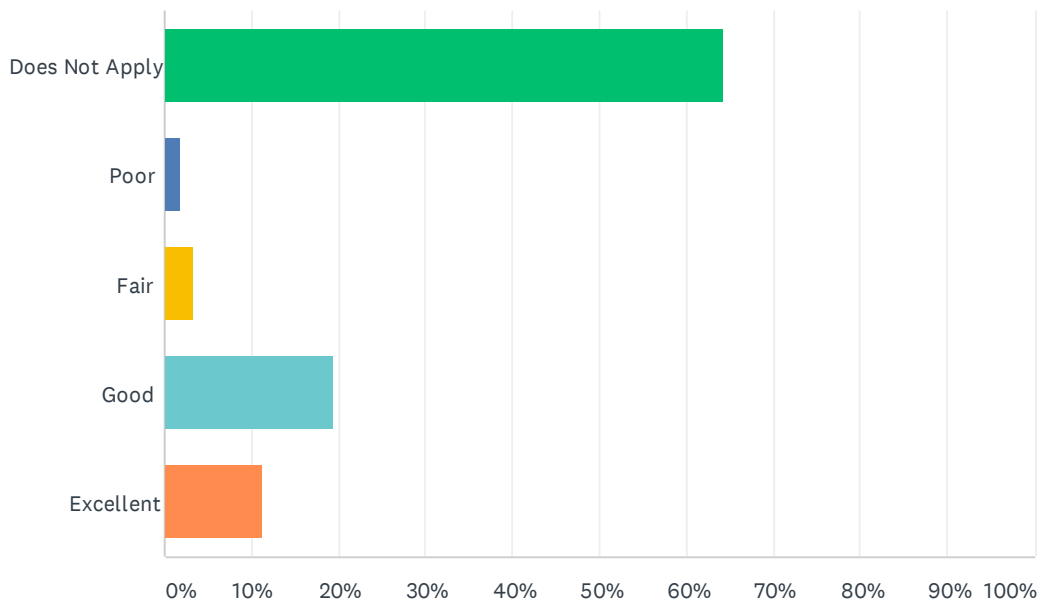
Answered: 365 Skipped: 45



ANSWER CHOICES	RESPONSES	
Does Not Apply	10.68%	39
Poor	61.10%	223
Fair	24.93%	91
Good	3.01%	11
Excellent	0.27%	1
TOTAL		365

### Q15 If you use another TV provider, how would you rate the service of the other provider?

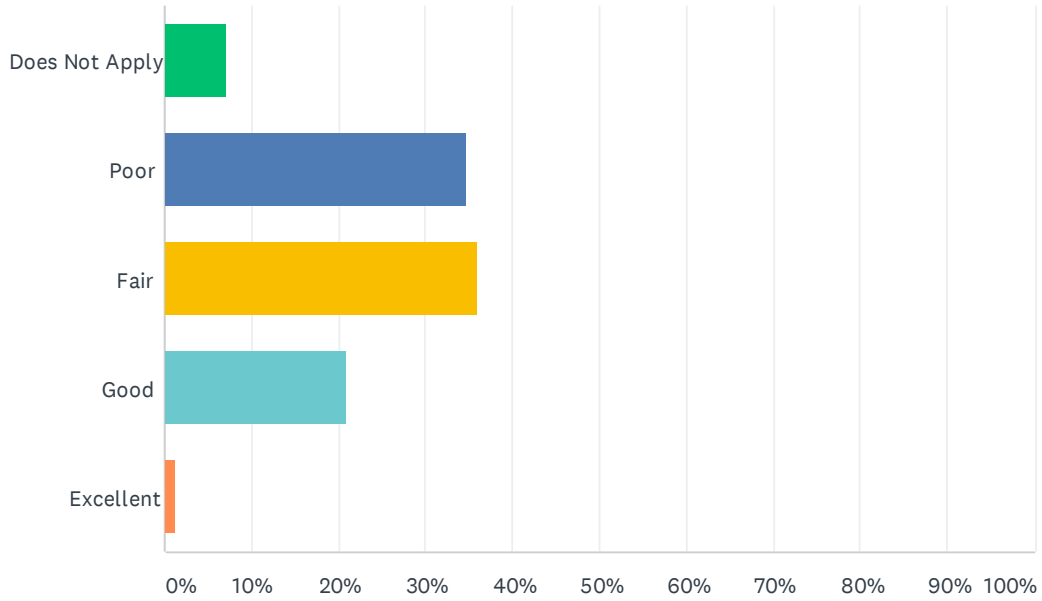
Answered: 329 Skipped: 81



ANSWER CHOICES	RESPONSES	
Does Not Apply	64.13%	211
Poor	1.82%	6
Fair	3.34%	11
Good	19.45%	64
Excellent	11.25%	37
<b>TOTAL</b>		<b>329</b>

## Q16 Overall, how would you rate Mediacom’s Internet service?

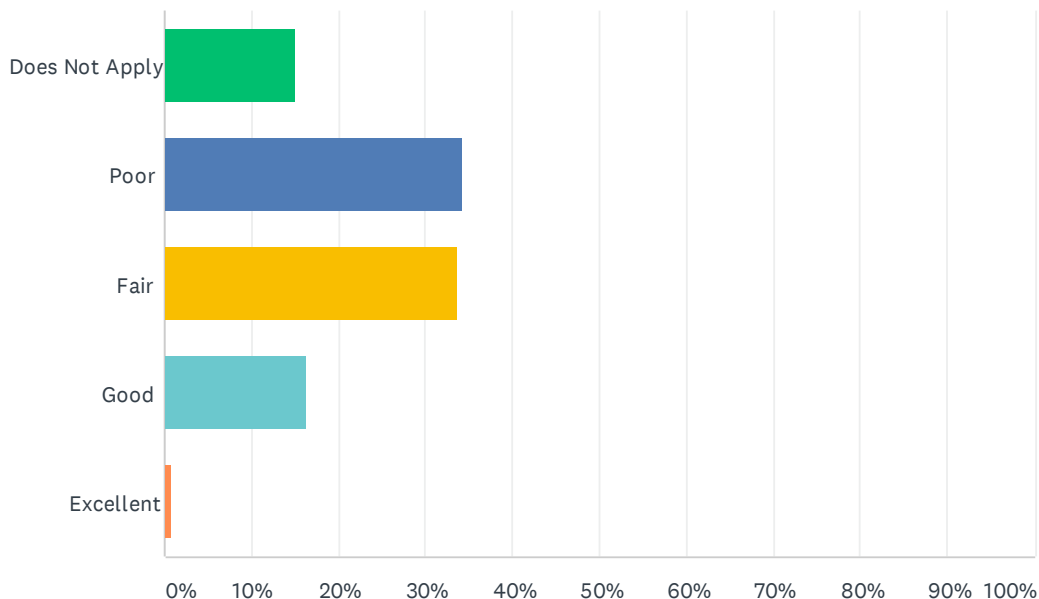
Answered: 408 Skipped: 2



ANSWER CHOICES	RESPONSES	
Does Not Apply	7.11%	29
Poor	34.80%	142
Fair	36.03%	147
Good	20.83%	85
Excellent	1.23%	5
<b>TOTAL</b>		<b>408</b>

## Q17 How would you rate Mediacom’s responsiveness to Internet outages and disrupted connections?

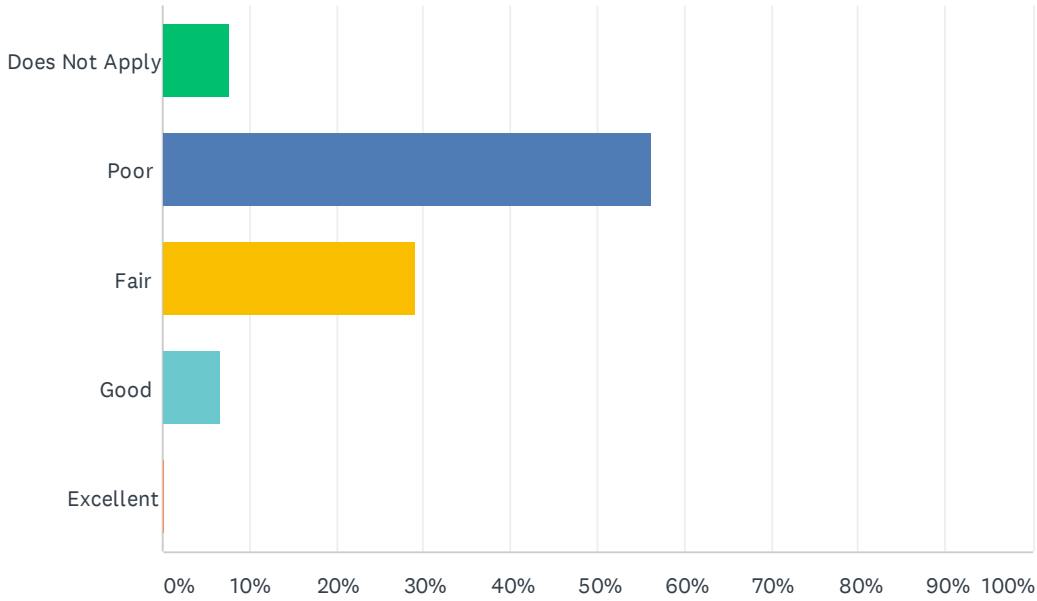
Answered: 406 Skipped: 4



ANSWER CHOICES	RESPONSES	
Does Not Apply	15.02%	61
Poor	34.24%	139
Fair	33.74%	137
Good	16.26%	66
Excellent	0.74%	3
TOTAL		406

### Q18 How would you rate Mediacom on the cost of the Internet service compared to the overall value of the service?

Answered: 403 Skipped: 7

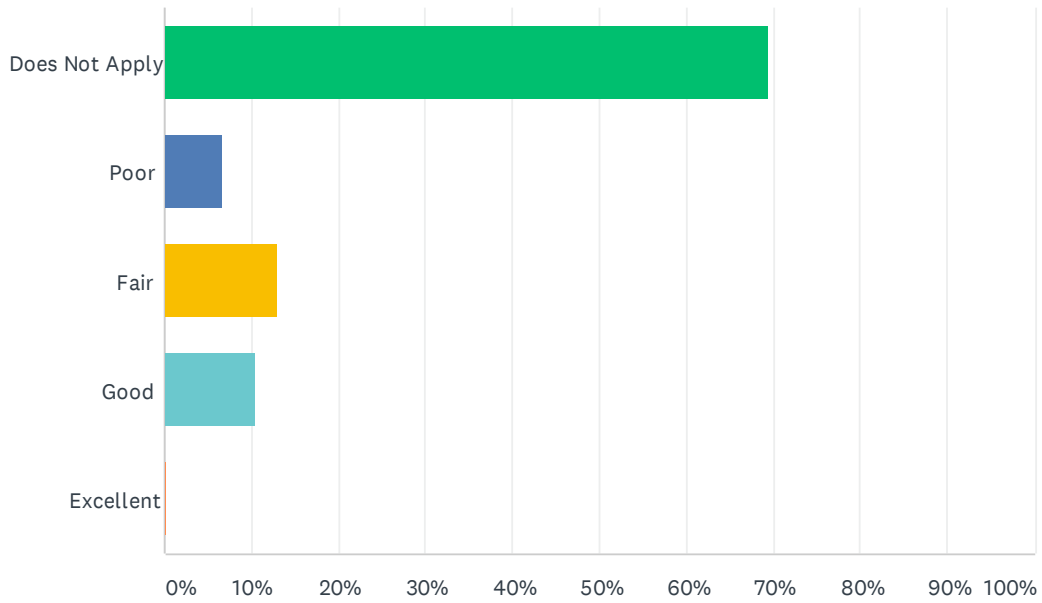


ANSWER CHOICES	RESPONSES	
Does Not Apply	7.69%	31
Poor	56.33%	227
Fair	29.03%	117
Good	6.70%	27
Excellent	0.25%	1
<b>TOTAL</b>		<b>403</b>



## Q19 Overall how would you rate your Mediacom phone service?

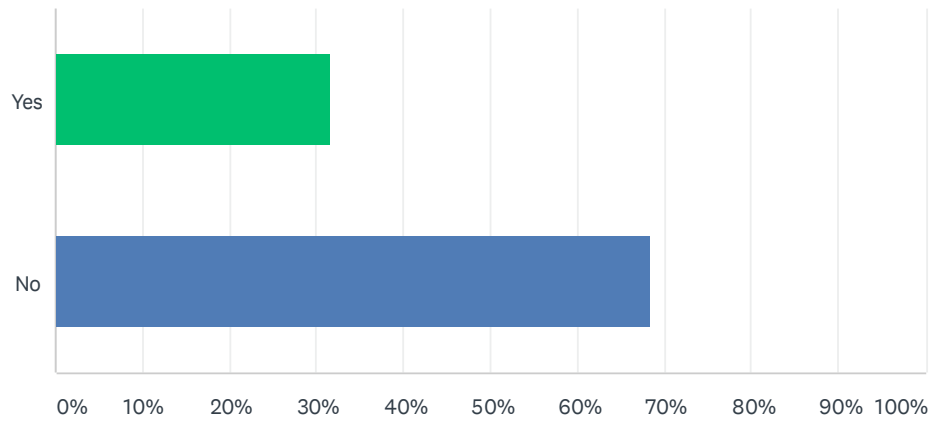
Answered: 399 Skipped: 11



ANSWER CHOICES	RESPONSES	
Does Not Apply	69.42%	277
Poor	6.77%	27
Fair	13.03%	52
Good	10.53%	42
Excellent	0.25%	1
<b>TOTAL</b>		<b>399</b>

## Q20 If you have Mediacom phone service, did you choose to order the phone for daily usage?

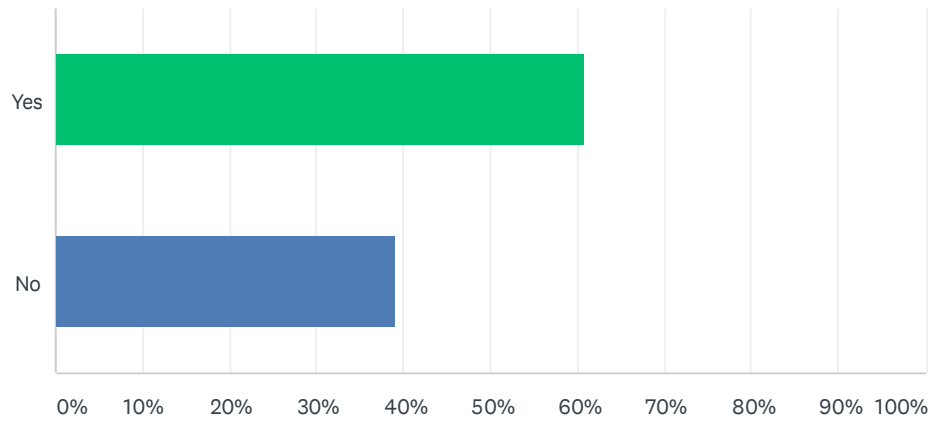
Answered: 171 Skipped: 239



ANSWER CHOICES	RESPONSES	
Yes	31.58%	54
No	68.42%	117
TOTAL		171

## Q21 Do you only have the phone to acquire the discounted package rates?

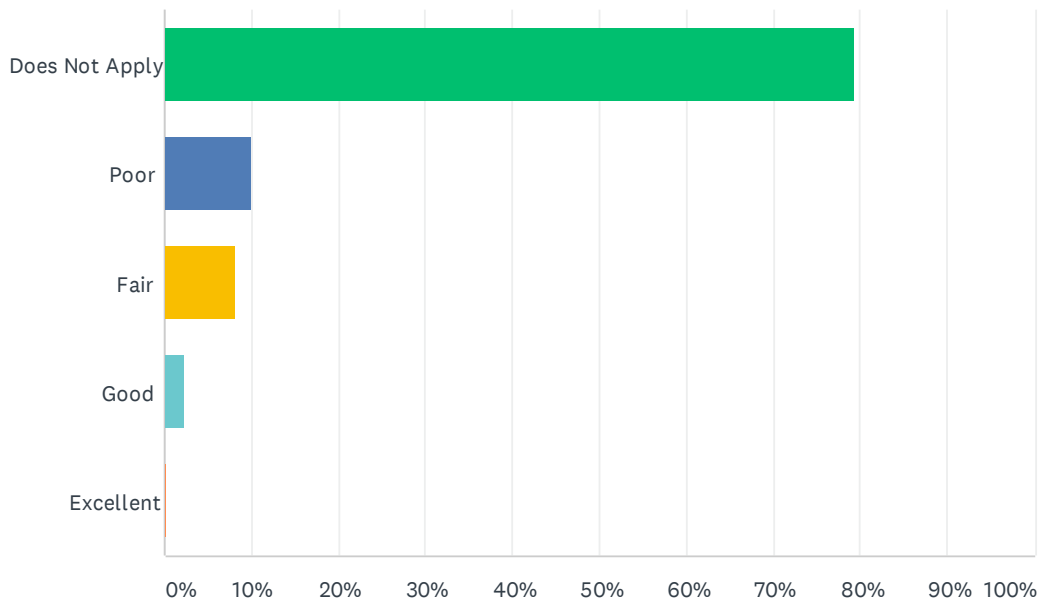
Answered: 176 Skipped: 234



ANSWER CHOICES	RESPONSES	
Yes	60.80%	107
No	39.20%	69
TOTAL		176

## Q22 How would you rate the Mediacom Connect MobileCARE app?

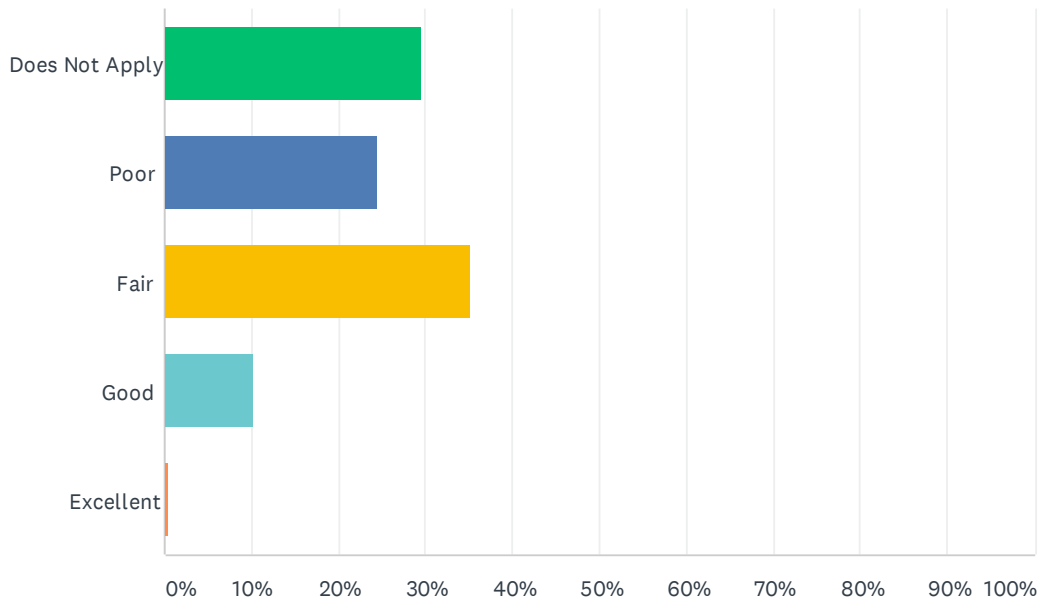
Answered: 358 Skipped: 52



ANSWER CHOICES	RESPONSES	
Does Not Apply	79.33%	284
Poor	10.06%	36
Fair	8.10%	29
Good	2.23%	8
Excellent	0.28%	1
<b>TOTAL</b>		<b>358</b>

## Q23 How would you rate the information offered and the ease of navigating the Mediacom website?

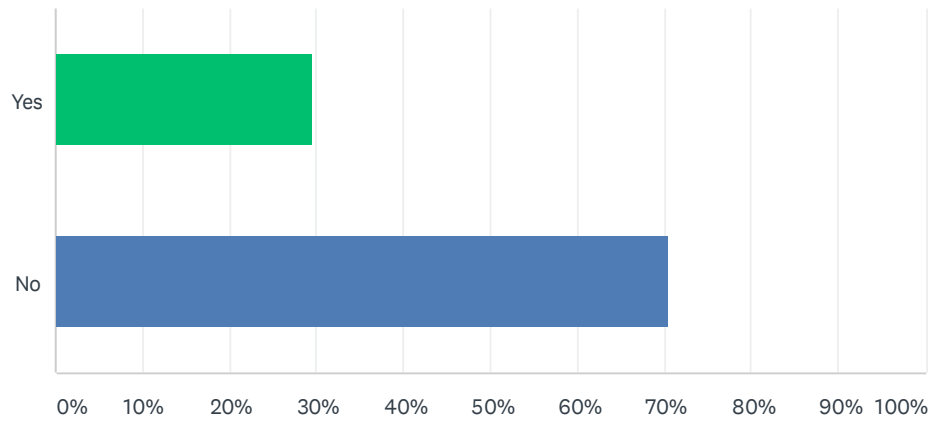
Answered: 392 Skipped: 18



ANSWER CHOICES	RESPONSES	
Does Not Apply	29.59%	116
Poor	24.49%	96
Fair	35.20%	138
Good	10.20%	40
Excellent	0.51%	2
<b>TOTAL</b>		<b>392</b>

## Q24 In the past year, have you visited your local Mediacom office in Dagsboro?

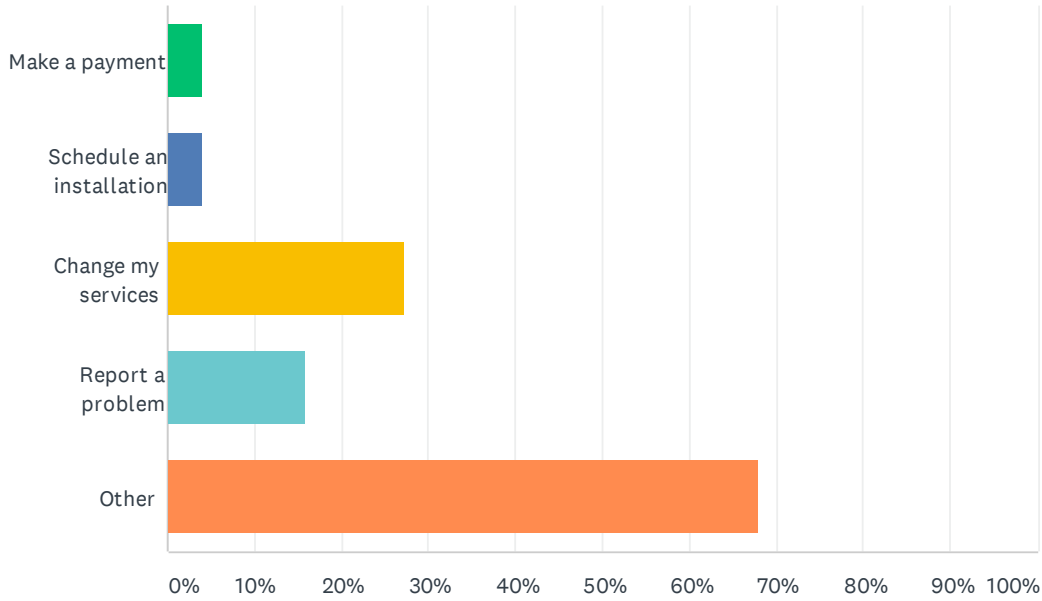
Answered: 402 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	29.60%	119
No	70.40%	283
TOTAL		402

### Q25 If you answered yes to 24, why did you visit the office? (Check all that apply)

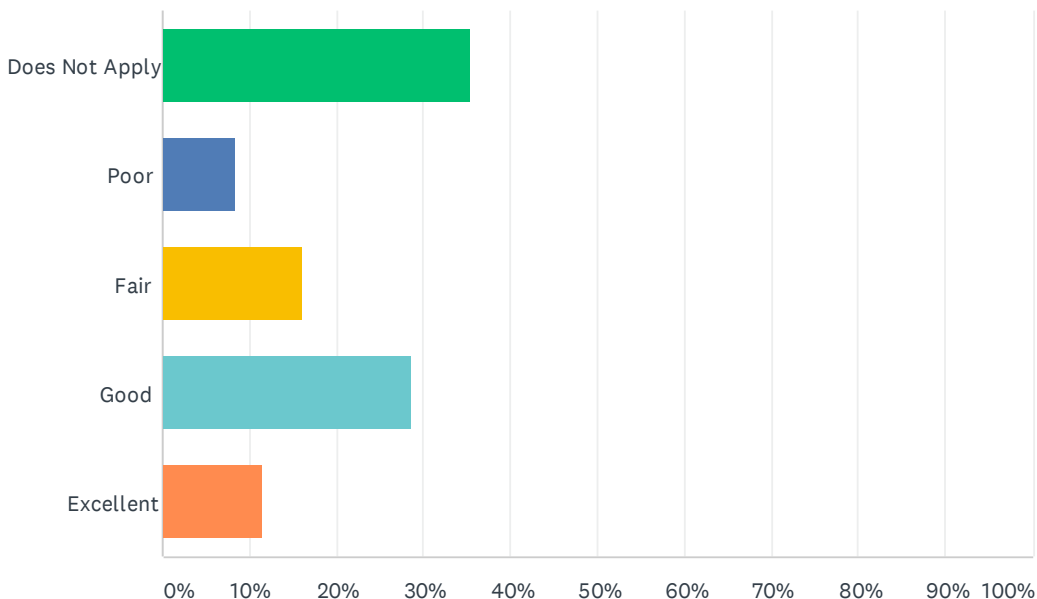
Answered: 125 Skipped: 285



ANSWER CHOICES	RESPONSES
Make a payment	4.00% 5
Schedule an installation	4.00% 5
Change my services	27.20% 34
Report a problem	16.00% 20
Other	68.00% 85
Total Respondents: 125	

### Q27 If you answered yes to 24, how would you rate Mediacom on their responsiveness to your visit?

Answered: 192 Skipped: 218



ANSWER CHOICES	RESPONSES	
Does Not Apply	35.42%	68
Poor	8.33%	16
Fair	16.15%	31
Good	28.65%	55
Excellent	11.46%	22
<b>TOTAL</b>		<b>192</b>