

Northfield Residential Survey

Cable TV

1. Do you currently subscribe to cable TV service? Yes No
2. If yes, who is Cable TV Provider?
Charter
Satellite Dish
3. How many televisions are used in your home? 1 2 3 4 or more
4. How much do you pay for cable TV service each month?
\$15 - \$29
\$30 - \$49
\$50 - \$69
\$70 - \$89
\$90 or more
Don't Know
5. Please rate your cable TV provider regarding the following from 1 to 5, where one is 'extremely dissatisfied' and five is 'extremely satisfied'
- Amount of time it takes to get problems fixed 1 2 3 4 5
- The value I get compared to the price I pay 1 2 3 4 5
6. Is it important to you for the cable TV company to have a local business office in town?
Yes No
7. How important do you feel it is to have a cable TV channel with local programming about local schools, local sports events, community organizations, local government and community events?
Very Important Important Not Important No Opinion
8. Would you buy Cable TV from the City if you could save you around 15% from your current bill?
Yes No

High Speed Internet

9. If you have access to the Internet at home, what kind of service do you have?
Don't have Internet
Dial-up
Cable modem from Charter

High speed DSL from Qwest
Satellite
Other (*Please list*)

10. If you use dial-up Internet access today, have you considered changing to high-speed Internet access? Yes No

11. How much do you pay for Internet service each month?

- \$15 - \$25
- \$25 - \$35
- \$35 - \$50
- More than \$50
- Don't Know

12. Please rate your Internet service provider regarding the following from 1 to 5, where one is 'extremely dissatisfied' and five is 'extremely satisfied'

Amount of time it takes to get problems fixed	1	2	3	4	5
Download Speed	1	2	3	4	5
Upload Speed	1	2	3	4	5
The value I get compared to the price I pay	1	2	3	4	5

13. Would you buy high-speed Internet from the City if it could get much faster upload and download speeds in the range of \$30 to \$35 per month? Yes No

Telephone Service

14. Who provides your telephone service?

- Qwest
- Charter
- VoIP Provider like Vonage
- Other _____

15. How much do you pay for telephone service each month?

- \$15 - \$25
- \$25 - \$35
- \$35 - \$45
- More than \$45
- Don't Know

I would want the answer to the following questions before I make up my mind:

25. Please give your perception of the quality of service provided by the following today from 1 to 5, where one is 'extremely dissatisfied' and five is 'extremely satisfied'

Charter	1	2	3	4	5
Qwest	1	2	3	4	5
The City	1	2	3	4	5

26. If you could pay your utility bill online through the Internet, would you prefer this method for bill payment? Yes No Maybe