






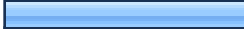





Fort Collins Residential Cable Television Questionnaire






1. Does your household currently subscribe to cable television services from Comcast?

		Response Percent	Response Count
Yes, from Comcast cable television.		68.9%	598
No		31.1%	270
		answered question	868
		skipped question	0

2. Why are you not currently subscribing to cable television service from Comcast? (check all that apply)

		Response Percent	Response Count
Cost		67.7%	176
Not available		6.5%	17
Don't want cable TV		23.1%	60
Had, but disconnected		35.8%	93
Object to programming		7.3%	19
Don't watch TV		10.4%	27
Never subscribed		5.4%	14
Service issues		19.2%	50
Have a satellite dish		20.8%	54
	Other (please specify)		50
answered question			260
skipped question			608

3. As a non-cable television subscriber, do you have any of Comcast's other services? (check all that apply)

		Response Percent	Response Count
Xfinity Internet service		47.3%	123
Xfinity Telephone service		5.0%	13
None		52.7%	137
answered question			260
skipped question			608

4. How long have you subscribed to cable television service in Fort Collins?

	Response Average	Response Total	Response Count
Years	50.25	24,470	487
	answered question		487
	skipped question		381



5. What services do you currently receive from the cable operator? (check all that apply)

	Response Percent	Response Count	
Limited Basic Service including broadcast stations (ABC, CBS, PBS, etc.)	40.3%	221	
Digital Cable Services, including several popular cable networks like ESPN and CNN	63.5%	348	
A service tier that includes HD (High Definition) channels	56.6%	310	
Premium channels (HBO, Showtime, etc.)	23.7%	130	
Xfinity Internet service	79.4%	435	
Xfinity Telephone service	34.5%	189	
	Other (please specify)	25	
	answered question		548
	skipped question		320






6. How much do you pay each month for the Comcast services indicated above?

	Response Average	Response Total	Response Count
Cost per month	231.06	123,617	535
	answered question		535
	skipped question		333

7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

		Response Percent	Response Count
Yes		35.2%	185
No		64.8%	340
	If Yes, please describe.		168
	answered question		525
	skipped question		343

8. Overall, how would you describe your level of satisfaction with your current cable video services?

		Response Percent	Response Count
Very Satisfied		4.4%	24
Satisfied		33.4%	182
Dissatisfied		34.1%	186
Very Dissatisfied		26.4%	144
Don't Know		1.7%	9
answered question			545
skipped question			323



9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	Response Count
	483
answered question	483
skipped question	385

10. How satisfied have you been with each of the following characteristics of your cable video service during the last year?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Rating Count
Cost of your cable service	1.5% (8)	16.0% (84)	32.7% (172)	49.0% (258)	0.8% (4)	526
Quality of the picture	24.5% (129)	59.5% (313)	9.9% (52)	4.6% (24)	1.5% (8)	526
Quality of the sound	23.0% (121)	61.2% (322)	10.5% (55)	3.4% (18)	1.9% (10)	526
Quality of cable programs	8.2% (43)	51.4% (270)	24.6% (129)	12.4% (65)	3.4% (18)	525
Variety of cable program packages offered	6.3% (33)	29.1% (153)	35.6% (187)	25.5% (134)	3.4% (18)	525
Location of the cable company office	10.5% (55)	57.0% (298)	9.4% (49)	5.5% (29)	17.6% (92)	523
Hours cable company office is open	7.1% (37)	54.5% (283)	10.0% (52)	5.6% (29)	22.7% (118)	519
				answered question		527
				skipped question		341




11. In the last year, have you had occasion to call the cable company?

		Response Percent	Response Count
Yes		87.7%	462
No		12.3%	65
		answered question	527
		skipped question	341




12. If Yes, why did you place the call?

	Response Count
	422
answered question	422
skipped question	446






13. When calling, did you receive a busy signal?

		Response Percent	Response Count
Yes		7.3%	33
No		86.3%	390
Don't Know		6.4%	29
	answered question		452
	skipped question		416



14. Was your call answered by a customer service representative within 60 seconds, including the time you were left on hold or worked with an automated response system?

		Response Percent	Response Count
Yes		18.3%	83
No		65.0%	295
Don't Know		16.7%	76
	answered question		454
	skipped question		414

15. Was the reason you called resolved in:

		Response Percent	Response Count
Less than 24 hours		37.9%	166
24-48 hours		16.4%	72
More than 48 hours		23.1%	101
The problem is still unresolved		18.3%	80
Don't Know		4.3%	19
Other (please specify)			52
answered question			438
skipped question			430




16. The next few questions are about cable signal outages. During the past year, have you ever lost your entire cable signal (all channels) for a period of fifteen minutes or more when you still had electricity?

		Response Percent	Response Count
Yes		53.2%	277
No		46.8%	244
answered question			521
skipped question			347





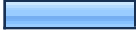
17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

	Response Average	Response Total	Response Count
# of Times	5.79	1,562	270
answered question			270
skipped question			598




18. Did you contact the cable operator's office to notify them of the outage(s)?

	Response Percent	Response Count
Yes 	68.8%	190
No 	26.8%	74
Don't Know 	4.3%	12
answered question		276
skipped question		592




19. Rate the cable operator's responsiveness to the outage.

	Response Percent	Response Count
Very Responsive 	4.1%	11
Responsive 	44.4%	118
Unresponsive 	24.4%	65
Very Unresponsive 	7.9%	21
Don't Know 	19.2%	51
answered question		266
skipped question		602

20. If your cable outage lasted for 2 or more hours, did you receive a refund or credit from the cable company for the period of time your cable service was out?

		Response Percent	Response Count
Yes		9.2%	23
No		60.6%	151
Don't Know		30.1%	75
answered question			249
skipped question			619

21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

		Response Percent	Response Count
Yes		49.1%	245
No		45.1%	225
Don't Know		5.8%	29
If yes, please describe and indicate specific channels.			230
answered question			499
skipped question			369

22. If you have had cable video service for less than 2 years, please indicate a rating of Very Satisfied, Satisfied, Dissatisfied or Very Dissatisfied for the following installation service issues. If you have had cable video service for more than two years, go to the next question.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Rating Count
The available times for installation or service	7.5% (11)	43.2% (63)	19.9% (29)	15.1% (22)	14.4% (21)	146
The arrival time of the service technician	11.7% (17)	48.3% (70)	10.3% (15)	12.4% (18)	17.2% (25)	145
The ability of the technician to explain your subscribing options	7.6% (11)	37.2% (54)	15.2% (22)	16.6% (24)	23.4% (34)	145
Respect for your property demonstrated by the service technician	20.7% (30)	45.5% (66)	5.5% (8)	9.0% (13)	19.3% (28)	145
answered question						146
skipped question						722

23. The next few questions are about your satisfaction level with how well the cable operator communicates with you. Overall, how would you rate the following aspects of communication provided by the cable operator? Please indicate a rating of Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Rating Count
The ability of the cable operator to explain and address billing questions	7.9% (40)	42.4% (214)	19.6% (99)	21.0% (106)	9.1% (46)	505
The cable operator's communication with YOU regarding programming changes	5.4% (27)	36.9% (186)	21.2% (107)	20.4% (103)	16.1% (81)	504
The cable operator's communication with YOU regarding rate changes	4.4% (22)	22.2% (111)	29.3% (147)	34.1% (171)	10.0% (50)	501
					answered question	505
					skipped question	363







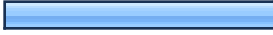






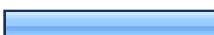
24. How often do you watch the programming that appears on Channels 10, 11, 14 and 97?

	More than 5 hours a week	Weekly, but less than 5 hours	Once or Twice a Month	Once or Twice a Year	Never	Don't Know	Rating Count
Channel 10, Poudre School District	2.4% (12)	4.0% (20)	11.1% (55)	22.1% (109)	56.5% (279)	3.8% (19)	494
Channel 11, CSU-TV, Colorado State University	0.6% (3)	4.7% (23)	11.2% (55)	26.6% (130)	53.4% (261)	3.5% (17)	489
Channel 14, City Cable, Fort Collins	2.6% (13)	7.1% (35)	22.2% (110)	29.3% (145)	36.4% (180)	2.4% (12)	495
Channel 97, Fort Collins Public Affairs Network (PAN)	0.8% (4)	4.1% (20)	9.2% (45)	15.8% (77)	65.2% (318)	4.9% (24)	488
					answered question		502
					skipped question		366






25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

	Response Average	Response Total	Response Count
Channel 10, Poudre School District	3.84	1,494	388
Channel 11, CSU-TV, Colorado State Univ.	3.86	1,457	376
Channel 14, City Cable, Fort Collins	3.35	1,365	406
Channel 97, Fort Collins Public Affairs Network	4.15	1,585	381
	answered question		410
	skipped question		458




26. What types of local programming would you like to see more of on Fort Collins' public, education and government channels? (Check all that apply)

		Response Percent	Response Count
Public Safety Information		34.9%	138
University Programs		29.1%	115
City News and Services Programs		55.2%	218
FC Public/Community Events & Activities		35.2%	139
K-12 School Events & Activities		24.1%	95
Local Arts		36.7%	145
Local Sports		40.5%	160
Community News		56.2%	222
Local Business Programs		17.0%	67
Government Meetings		24.8%	98
Local Senior Citizen Programs		15.2%	60
Local Historical Programs		40.0%	158
Health/Wellness Programs		34.9%	138
Sustainable Energy/Environment Programs		31.6%	125
	Other (please specify)		19
answered question			395
skipped question			473




27. How important is it to you that a portion of your future cable video bill continues to specifically support local community programming on Channels 10, 11, 14 and 97?

		Response Percent	Response Count
Very Important		18.1%	89
Important		15.4%	76
Somewhat Important		33.7%	166
Not at all Important		29.6%	146
Don't Know		3.2%	16
answered question			493
skipped question			375

28. Fort Collins Public Access Network (FC PAN) operates a local community access studio for television program production and provides media training for City residents at no charge. Are you aware of these opportunities?

		Response Percent	Response Count
Yes		12.9%	63
No		85.1%	417
Don't Know		2.0%	10
answered question			490
skipped question			378

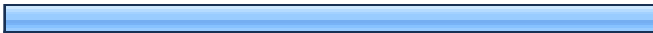

29. Have you ever used the FC PAN studio, portable equipment or taken part in access training or an access program?

		Response Percent	Response Count
Yes		2.0%	10
No		97.2%	478
Don't Know		0.8%	4

If yes, please describe how you have used FC PAN studio. 9

answered question	492
skipped question	376

30. Do you have Internet service at home?

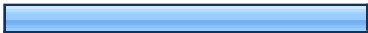

		Response Percent	Response Count
Yes		98.0%	737
No		2.0%	15
Don't Know		0.0%	0

answered question	752
skipped question	116



31. What is your zip code in Fort Collins?

	Response Average	Response Total	Response Count
Zip Code?	81,507.55	60,886,140	747
answered question			747
skipped question			121



32. Sex?

		Response Percent	Response Count
Male		54.5%	407
Female		45.5%	340
	Other (please specify)		6
		answered question	747
		skipped question	121

33. Rent or Own?

		Response Percent	Response Count
Rent		35.2%	263
Own		64.8%	484
		answered question	747
		skipped question	121

34. Children in the home?

		Response Percent	Response Count
Yes		33.3%	246
No		66.7%	493
		answered question	739
		skipped question	129

35. Highest grade level completed?

		Response Percent	Response Count
Less than High School		0.4%	3
High School		3.5%	26
Some College		16.0%	119
Associates Degree		7.7%	57
Four Year Degree		35.8%	266
Graduate Work		7.8%	58
Graduate Degree		28.9%	215
	Other (please specify)		8
answered question			744
skipped question			124

36. Race (optional)

	Response Count
	167
answered question	167
skipped question	701

37. Household Income (optional)

	Response Count
	152
answered question	152
skipped question	716

38. If you have any additional comments regarding Comcast and its services, please provide them below.

	Response Count
	422
answered question	422
skipped question	446

Page 2, Q2. Why are you not currently subscribing to cable television service from Comcast? (check all that apply)

1	I pay \$ and still get commercials. No thanks. I pay significantly less \$ for Netflix/Redbox, get what I want when I want, and don't get commercials.	Dec 26, 2013 1:30 PM
2	1) It isn't available at my address. 2) too expensive	Nov 27, 2013 9:00 AM
3	We do not have a TV in the house	Nov 21, 2013 8:19 AM
4	Little selection between packages..	Nov 18, 2013 9:05 AM
5	Don't watch enough TV to warrant paying.	Nov 17, 2013 2:57 PM
6	The packages offered don't work for me. I'd like to see a la carte offerings.	Nov 13, 2013 2:50 PM
7	Comcast had decent customer service, but we paid for business internet service and repeatedly suffered from extremely low internet connectivity (we paid for 30 gigs but most often we received closer to 2 gigs). They also cut a cable at some point and in fixing it they dug a trench across our backyard, against our wishes, and ruined our grass.	Nov 9, 2013 10:44 AM
8	Get good content from the internet and non-satellite TV	Nov 9, 2013 12:10 AM
9	Over the air is fine and cable isn't ala carte yet with reasonable fees.	Nov 7, 2013 2:13 PM
10	We live near Terry Lake and Comcast us not available, which is so weird given how close we are to the city. Why us Channel 10 not offered on Direct TV and Dish?	Nov 7, 2013 1:55 PM
11	No service to my area. Unfortunately I only have CenturyStink	Nov 5, 2013 8:10 PM
12	It is expensive, you have to buy a bundle of extra channels you don't want, commercials take up most of the time making it irrelevant without a dvr, and there's nothing on when you want to watch it because you need a dvr.	Nov 5, 2013 2:09 PM
13	Customer service, pricing per megabit, services avilable and their dominance over the market has caused me and my family many problems.	Nov 5, 2013 1:53 PM
14	Currently residing out of state and will return. I feel strongly enough about Comcast's terrible services to respond to this questionnaire.	Nov 5, 2013 1:23 PM
15	Comcast is a horrible company, Bill would dramatically change from month-to-month, was told the receipt given to me for returning my cable box (in-person, at comcast office) wasn't a valid receipt and was taken to collections for \$400	Nov 5, 2013 7:41 AM
16	Cannot customize channel selections	Nov 4, 2013 6:57 PM
17	Too expensive and bad customer service.	Nov 4, 2013 3:40 PM
18	too many issues with comcast	Nov 4, 2013 3:10 PM
19	Netflix, Hulu, Amazon, etc, all have a vastly superior on demand library for a vastly lower price point.	Nov 4, 2013 3:08 PM
20	I was with them 4 a year I stopped cause when I started it was 60.00 monthly 4	Nov 4, 2013 1:25 AM

Page 2, Q2. Why are you not currently subscribing to cable television service from Comcast? (check all that apply)

	tv & internet every month for a year bill was getting higher when it got to be 200.00 amonth w/ no addons, constant reruns they sent me bills and wanted me to pay them before the billing date for 2mos. bill is more than 600.00 not so worth it. They locked up my computer for ending the service.	
21	Comcast business practices	Nov 1, 2013 6:21 AM
22	Feel trapped by Comcasts monopoly & no legit cable competition	Oct 31, 2013 8:03 PM
23	Disliked change to Comcast's set top box.	Oct 31, 2013 6:06 PM
24	Over priced for less channels when compared to Dish Network. outdated equipment, poor service, inconsistent signal quality.	Oct 30, 2013 2:34 PM
25	Decrease in service quality (loss of HD signals) due to encryption of "limited basic" tier	Oct 30, 2013 12:10 PM
26	Lots of channels that I don't watch, and few good shows to watch. Not worth the cost.	Oct 30, 2013 9:11 AM
27	They couldn't fix a dead line from the D-Mark to the pole of my house even after 2 and a half months of trying. Still tried to charge me for those 2 and a half months without service.	Oct 30, 2013 7:35 AM
28	We don't watch reality shows and much of what they provide isn't something we like to watch.	Oct 30, 2013 6:15 AM
29	I live in Larimer county!	Oct 30, 2013 4:57 AM
30	Horrible customer service	Oct 30, 2013 4:20 AM
31	Prefer on-demand program services such as netflix: can't stand commercials!	Oct 29, 2013 8:37 PM
32	Extremely poor customer service	Oct 29, 2013 8:18 PM
33	Billing Issues, Quality Issues	Oct 29, 2013 7:54 PM
34	We did decide to get it at one point but the Comcast guy couldn't figure out how to hook it up to our Old Town house. But Netflix provides more anyway - except for real time stuff.	Oct 29, 2013 6:40 PM
35	Unbelievably bad customer service. I have been a customer service professional for years, and I can tell you that their employees need a refresher on their training.	Oct 29, 2013 6:35 PM
36	They charged us \$50 every time they sent someone to fix our service, & never fixed the issues.	Oct 29, 2013 5:20 PM
37	TERRIBLE customer service	Oct 29, 2013 5:17 PM
38	Comcast continues to provide the poorest 'customer service' in the industry. Think India + Phone Tree.	Oct 29, 2013 4:32 PM

Page 2, Q2. Why are you not currently subscribing to cable television service from Comcast? (check all that apply)

39	Had a really bad experience disconnecting. Will not use them when I reconnect in our new home.	Oct 29, 2013 4:17 PM
40	Ridiculous prices that kept going up, not willing to negotiate until I left, then called and were rude	Oct 29, 2013 3:40 PM
41	cheaper to use Amazon or Netflix	Oct 29, 2013 3:40 PM
42	Don't want to pay for a bunch of channels that I don't want	Oct 29, 2013 3:38 PM
43	They carry Al Jazeera Network instead of the American Network The Blaze	Oct 29, 2013 3:26 PM
44	I dropped comcast due to high costs	Oct 29, 2013 2:05 PM
45	Comcast has been incredibly difficult to deal with in the past. I avoid them however possible.	Oct 29, 2013 10:06 AM
46	Do not wish to do business with Comcast	Oct 29, 2013 9:56 AM
47	Horrible customer service	Oct 29, 2013 8:12 AM
48	Programming is not worth watching/Interesting channels have to be bundled with more high profile channels.	Oct 28, 2013 6:46 PM
49	Dislike company	Oct 28, 2013 3:27 PM
50	Don't Own a TV	Oct 28, 2013 2:14 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

1	2	Dec 31, 2013 3:00 PM
2	8	Dec 30, 2013 10:10 AM
3	13	Dec 29, 2013 2:13 PM
4	20	Dec 29, 2013 2:04 PM
5	15	Dec 28, 2013 3:41 PM
6	4	Dec 28, 2013 3:09 PM
7	6	Dec 28, 2013 1:18 PM
8	3	Dec 27, 2013 2:13 PM
9	6	Dec 26, 2013 6:25 PM
10	21	Dec 26, 2013 11:34 AM
11	5	Dec 26, 2013 11:34 AM
12	5	Dec 26, 2013 10:35 AM
13	20	Dec 26, 2013 9:53 AM
14	2	Dec 26, 2013 9:50 AM
15	1	Dec 26, 2013 9:50 AM
16	6	Dec 25, 2013 3:32 PM
17	15	Dec 23, 2013 5:57 PM
18	5	Dec 23, 2013 12:31 PM
19	7	Dec 21, 2013 6:07 AM
20	3	Dec 20, 2013 1:29 PM
21	13	Dec 20, 2013 12:49 PM
22	15	Dec 20, 2013 10:32 AM
23	5	Dec 19, 2013 1:50 PM
24	15	Dec 18, 2013 2:21 PM
25	0	Dec 18, 2013 11:30 AM
26	2	Dec 13, 2013 12:16 PM
27	1	Dec 12, 2013 12:21 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

28	0	Dec 12, 2013 12:10 PM
29	1	Dec 11, 2013 10:19 AM
30	7	Dec 9, 2013 3:10 PM
31	8	Dec 5, 2013 7:37 PM
32	1	Dec 5, 2013 9:47 AM
33	1	Dec 4, 2013 12:19 PM
34	20	Dec 3, 2013 10:32 PM
35	20	Dec 3, 2013 2:59 PM
36	6	Dec 3, 2013 6:33 AM
37	7	Nov 30, 2013 9:09 AM
38	1	Nov 29, 2013 5:17 PM
39	2006	Nov 29, 2013 3:07 PM
40	10	Nov 28, 2013 5:11 PM
41	10	Nov 28, 2013 2:39 AM
42	17	Nov 25, 2013 11:22 AM
43	2	Nov 23, 2013 8:24 AM
44	31	Nov 21, 2013 1:48 PM
45	15	Nov 20, 2013 11:16 AM
46	10	Nov 20, 2013 10:31 AM
47	25	Nov 20, 2013 7:52 AM
48	3	Nov 20, 2013 7:13 AM
49	30	Nov 19, 2013 3:27 PM
50	22	Nov 19, 2013 12:22 PM
51	7	Nov 19, 2013 12:07 PM
52	1	Nov 19, 2013 11:03 AM
53	15	Nov 19, 2013 10:26 AM
54	18	Nov 19, 2013 9:44 AM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

55	13	Nov 18, 2013 7:49 PM
56	15	Nov 18, 2013 2:49 PM
57	28	Nov 18, 2013 10:51 AM
58	7	Nov 16, 2013 3:58 PM
59	1	Nov 16, 2013 2:29 PM
60	1	Nov 14, 2013 2:12 PM
61	2	Nov 14, 2013 1:36 PM
62	0	Nov 14, 2013 9:43 AM
63	3	Nov 14, 2013 7:52 AM
64	9999	Nov 13, 2013 12:58 PM
65	30	Nov 13, 2013 8:10 AM
66	13	Nov 13, 2013 4:31 AM
67	1	Nov 12, 2013 1:08 PM
68	20	Nov 12, 2013 10:58 AM
69	18	Nov 12, 2013 10:36 AM
70	1	Nov 12, 2013 10:19 AM
71	3	Nov 12, 2013 9:51 AM
72	18	Nov 12, 2013 9:39 AM
73	15	Nov 12, 2013 8:43 AM
74	2	Nov 12, 2013 8:37 AM
75	7	Nov 12, 2013 8:14 AM
76	2	Nov 12, 2013 7:57 AM
77	12	Nov 12, 2013 7:47 AM
78	2	Nov 12, 2013 7:39 AM
79	25	Nov 12, 2013 7:37 AM
80	3	Nov 12, 2013 7:33 AM
81	9	Nov 12, 2013 7:32 AM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

82	3	Nov 12, 2013 7:31 AM
83	2	Nov 12, 2013 7:27 AM
84	14	Nov 12, 2013 7:26 AM
85	9	Nov 12, 2013 7:21 AM
86	5	Nov 12, 2013 7:21 AM
87	4	Nov 12, 2013 7:20 AM
88	25	Nov 12, 2013 7:19 AM
89	20	Nov 11, 2013 4:19 PM
90	3	Nov 11, 2013 2:42 PM
91	2	Nov 11, 2013 2:10 PM
92	1	Nov 11, 2013 9:40 AM
93	2	Nov 11, 2013 8:42 AM
94	4	Nov 11, 2013 7:56 AM
95	3	Nov 11, 2013 7:25 AM
96	10	Nov 10, 2013 3:29 PM
97	7	Nov 9, 2013 11:44 AM
98	5	Nov 9, 2013 11:11 AM
99	5	Nov 9, 2013 6:08 AM
100	20	Nov 8, 2013 1:57 PM
101	3	Nov 8, 2013 4:28 AM
102	2	Nov 7, 2013 7:34 PM
103	1	Nov 7, 2013 5:05 PM
104	10	Nov 7, 2013 1:31 PM
105	15	Nov 7, 2013 12:41 PM
106	11	Nov 6, 2013 4:02 PM
107	2	Nov 6, 2013 3:02 PM
108	10	Nov 6, 2013 1:01 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

109	17	Nov 6, 2013 11:11 AM
110	13	Nov 6, 2013 10:41 AM
111	7	Nov 6, 2013 10:08 AM
112	10	Nov 6, 2013 9:53 AM
113	5	Nov 6, 2013 9:33 AM
114	12	Nov 6, 2013 9:06 AM
115	9	Nov 5, 2013 9:13 PM
116	3	Nov 5, 2013 9:03 PM
117	2	Nov 5, 2013 7:17 PM
118	3	Nov 5, 2013 6:44 PM
119	4	Nov 5, 2013 5:57 PM
120	10	Nov 5, 2013 3:21 PM
121	7	Nov 5, 2013 2:22 PM
122	3	Nov 5, 2013 1:36 PM
123	8	Nov 5, 2013 1:18 PM
124	10	Nov 5, 2013 1:01 PM
125	4	Nov 5, 2013 12:07 PM
126	3	Nov 5, 2013 12:04 PM
127	1	Nov 5, 2013 10:45 AM
128	6	Nov 5, 2013 9:40 AM
129	4	Nov 5, 2013 9:13 AM
130	4	Nov 5, 2013 8:38 AM
131	1	Nov 5, 2013 8:25 AM
132	16	Nov 5, 2013 8:03 AM
133	1	Nov 5, 2013 7:42 AM
134	1	Nov 5, 2013 7:38 AM
135	3	Nov 5, 2013 7:33 AM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

136	10	Nov 5, 2013 7:14 AM
137	6	Nov 5, 2013 6:43 AM
138	11	Nov 5, 2013 4:36 AM
139	3	Nov 5, 2013 1:36 AM
140	4	Nov 4, 2013 11:43 PM
141	15	Nov 4, 2013 10:29 PM
142	4	Nov 4, 2013 10:07 PM
143	3	Nov 4, 2013 9:52 PM
144	8	Nov 4, 2013 9:00 PM
145	4	Nov 4, 2013 8:34 PM
146	1	Nov 4, 2013 7:23 PM
147	6	Nov 4, 2013 7:13 PM
148	3	Nov 4, 2013 7:12 PM
149	10	Nov 4, 2013 7:06 PM
150	12	Nov 4, 2013 6:57 PM
151	3	Nov 4, 2013 6:46 PM
152	1	Nov 4, 2013 6:40 PM
153	3	Nov 4, 2013 6:40 PM
154	16	Nov 4, 2013 6:27 PM
155	2	Nov 4, 2013 6:09 PM
156	1	Nov 4, 2013 5:33 PM
157	9	Nov 4, 2013 5:07 PM
158	2	Nov 4, 2013 4:56 PM
159	16	Nov 4, 2013 4:38 PM
160	7	Nov 4, 2013 3:59 PM
161	6	Nov 4, 2013 3:40 PM
162	2	Nov 4, 2013 3:23 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

163	14	Nov 4, 2013 3:19 PM
164	2	Nov 4, 2013 3:03 PM
165	1	Nov 4, 2013 2:55 PM
166	10	Nov 4, 2013 2:23 PM
167	2	Nov 4, 2013 8:57 AM
168	2	Nov 4, 2013 7:03 AM
169	7	Nov 3, 2013 11:42 PM
170	17	Nov 3, 2013 10:03 PM
171	7	Nov 3, 2013 7:37 PM
172	20	Nov 3, 2013 5:44 PM
173	10	Nov 3, 2013 5:30 PM
174	16	Nov 3, 2013 5:20 PM
175	13	Nov 3, 2013 3:59 PM
176	5	Nov 3, 2013 4:22 AM
177	12	Nov 2, 2013 6:49 PM
178	15	Nov 2, 2013 3:07 PM
179	1992	Nov 2, 2013 11:36 AM
180	20	Nov 2, 2013 6:57 AM
181	4	Nov 2, 2013 5:30 AM
182	5	Nov 1, 2013 5:55 PM
183	8	Nov 1, 2013 5:19 PM
184	5	Nov 1, 2013 5:01 PM
185	10	Nov 1, 2013 11:12 AM
186	4	Nov 1, 2013 11:08 AM
187	7	Nov 1, 2013 10:57 AM
188	10	Nov 1, 2013 10:42 AM
189	12	Nov 1, 2013 10:08 AM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

190	4	Nov 1, 2013 9:23 AM
191	10	Nov 1, 2013 8:25 AM
192	15	Nov 1, 2013 8:11 AM
193	20	Nov 1, 2013 7:40 AM
194	30	Oct 31, 2013 4:15 PM
195	25	Oct 31, 2013 3:22 PM
196	1	Oct 31, 2013 2:46 PM
197	25	Oct 31, 2013 2:17 PM
198	13	Oct 31, 2013 2:12 PM
199	23	Oct 31, 2013 1:58 PM
200	10	Oct 31, 2013 1:01 PM
201	12	Oct 31, 2013 12:13 PM
202	29	Oct 31, 2013 11:09 AM
203	11	Oct 31, 2013 10:37 AM
204	20	Oct 31, 2013 10:20 AM
205	2	Oct 31, 2013 8:21 AM
206	5	Oct 31, 2013 7:26 AM
207	4	Oct 31, 2013 7:13 AM
208	12	Oct 31, 2013 7:06 AM
209	1	Oct 31, 2013 6:55 AM
210	1	Oct 31, 2013 6:40 AM
211	10	Oct 31, 2013 6:09 AM
212	30	Oct 31, 2013 12:20 AM
213	3	Oct 30, 2013 10:12 PM
214	6	Oct 30, 2013 9:43 PM
215	3	Oct 30, 2013 8:24 PM
216	2	Oct 30, 2013 8:22 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

217	1	Oct 30, 2013 8:05 PM
218	1	Oct 30, 2013 7:52 PM
219	8	Oct 30, 2013 7:37 PM
220	2	Oct 30, 2013 6:17 PM
221	7	Oct 30, 2013 6:09 PM
222	14	Oct 30, 2013 5:55 PM
223	13	Oct 30, 2013 5:52 PM
224	25	Oct 30, 2013 5:49 PM
225	1	Oct 30, 2013 5:12 PM
226	30	Oct 30, 2013 4:41 PM
227	1	Oct 30, 2013 4:25 PM
228	20	Oct 30, 2013 4:09 PM
229	20	Oct 30, 2013 3:59 PM
230	7	Oct 30, 2013 3:41 PM
231	30	Oct 30, 2013 3:08 PM
232	5	Oct 30, 2013 2:55 PM
233	1	Oct 30, 2013 2:48 PM
234	2	Oct 30, 2013 2:15 PM
235	23	Oct 30, 2013 1:21 PM
236	27	Oct 30, 2013 1:15 PM
237	12	Oct 30, 2013 1:06 PM
238	24	Oct 30, 2013 1:05 PM
239	35	Oct 30, 2013 12:34 PM
240	25	Oct 30, 2013 11:43 AM
241	4	Oct 30, 2013 11:43 AM
242	1	Oct 30, 2013 11:38 AM
243	20	Oct 30, 2013 11:31 AM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

244	2	Oct 30, 2013 11:19 AM
245	12	Oct 30, 2013 11:19 AM
246	5	Oct 30, 2013 11:00 AM
247	25	Oct 30, 2013 10:35 AM
248	15	Oct 30, 2013 10:17 AM
249	18	Oct 30, 2013 10:09 AM
250	20	Oct 30, 2013 10:08 AM
251	3	Oct 30, 2013 10:00 AM
252	10	Oct 30, 2013 9:52 AM
253	7	Oct 30, 2013 9:24 AM
254	21	Oct 30, 2013 9:24 AM
255	7	Oct 30, 2013 9:05 AM
256	3	Oct 30, 2013 9:00 AM
257	15	Oct 30, 2013 8:57 AM
258	15	Oct 30, 2013 8:51 AM
259	8	Oct 30, 2013 8:49 AM
260	20	Oct 30, 2013 8:49 AM
261	7	Oct 30, 2013 8:47 AM
262	2	Oct 30, 2013 8:42 AM
263	9	Oct 30, 2013 8:34 AM
264	4	Oct 30, 2013 8:23 AM
265	15	Oct 30, 2013 8:22 AM
266	20	Oct 30, 2013 8:03 AM
267	10	Oct 30, 2013 7:49 AM
268	5	Oct 30, 2013 7:48 AM
269	27	Oct 30, 2013 7:46 AM
270	30	Oct 30, 2013 7:43 AM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

271	15	Oct 30, 2013 7:37 AM
272	15	Oct 30, 2013 7:24 AM
273	11	Oct 30, 2013 7:20 AM
274	10	Oct 30, 2013 7:17 AM
275	12	Oct 30, 2013 7:13 AM
276	1	Oct 30, 2013 7:13 AM
277	2	Oct 30, 2013 7:02 AM
278	4	Oct 30, 2013 6:56 AM
279	1	Oct 30, 2013 6:52 AM
280	12	Oct 30, 2013 6:47 AM
281	8	Oct 30, 2013 6:45 AM
282	6	Oct 30, 2013 6:43 AM
283	13	Oct 30, 2013 6:41 AM
284	1	Oct 30, 2013 6:35 AM
285	10	Oct 30, 2013 6:33 AM
286	5	Oct 30, 2013 6:28 AM
287	23	Oct 30, 2013 6:23 AM
288	30	Oct 30, 2013 6:12 AM
289	12	Oct 30, 2013 6:08 AM
290	30	Oct 30, 2013 6:07 AM
291	2	Oct 30, 2013 6:01 AM
292	0	Oct 30, 2013 5:54 AM
293	8	Oct 30, 2013 5:52 AM
294	14	Oct 30, 2013 5:38 AM
295	4	Oct 30, 2013 5:32 AM
296	1	Oct 30, 2013 5:32 AM
297	13	Oct 30, 2013 5:32 AM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

298	4	Oct 30, 2013 5:25 AM
299	11	Oct 30, 2013 5:19 AM
300	30	Oct 30, 2013 5:19 AM
301	1	Oct 30, 2013 5:03 AM
302	15	Oct 30, 2013 5:00 AM
303	6	Oct 30, 2013 4:57 AM
304	10	Oct 30, 2013 4:44 AM
305	15	Oct 30, 2013 4:29 AM
306	12	Oct 30, 2013 4:24 AM
307	6	Oct 30, 2013 4:22 AM
308	23	Oct 30, 2013 4:20 AM
309	4	Oct 30, 2013 4:07 AM
310	14	Oct 30, 2013 3:29 AM
311	9	Oct 30, 2013 2:28 AM
312	10	Oct 30, 2013 2:28 AM
313	5	Oct 29, 2013 10:24 PM
314	12	Oct 29, 2013 9:30 PM
315	10	Oct 29, 2013 9:19 PM
316	2	Oct 29, 2013 9:15 PM
317	5	Oct 29, 2013 9:00 PM
318	8	Oct 29, 2013 8:36 PM
319	5	Oct 29, 2013 8:35 PM
320	2002	Oct 29, 2013 8:31 PM
321	9	Oct 29, 2013 8:13 PM
322	5	Oct 29, 2013 7:54 PM
323	5	Oct 29, 2013 7:54 PM
324	2	Oct 29, 2013 7:35 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

325	10	Oct 29, 2013 7:31 PM
326	10	Oct 29, 2013 7:24 PM
327	7	Oct 29, 2013 7:16 PM
328	4	Oct 29, 2013 7:04 PM
329	1	Oct 29, 2013 7:04 PM
330	3	Oct 29, 2013 7:00 PM
331	1	Oct 29, 2013 6:59 PM
332	20	Oct 29, 2013 6:59 PM
333	12	Oct 29, 2013 6:51 PM
334	1	Oct 29, 2013 6:47 PM
335	2	Oct 29, 2013 6:38 PM
336	15	Oct 29, 2013 6:33 PM
337	16	Oct 29, 2013 6:31 PM
338	4	Oct 29, 2013 6:28 PM
339	15	Oct 29, 2013 6:25 PM
340	10	Oct 29, 2013 6:20 PM
341	8	Oct 29, 2013 6:14 PM
342	7	Oct 29, 2013 6:13 PM
343	12	Oct 29, 2013 6:06 PM
344	20	Oct 29, 2013 6:02 PM
345	15	Oct 29, 2013 6:00 PM
346	25	Oct 29, 2013 5:59 PM
347	2	Oct 29, 2013 5:56 PM
348	11	Oct 29, 2013 5:47 PM
349	2	Oct 29, 2013 5:44 PM
350	6	Oct 29, 2013 5:43 PM
351	2	Oct 29, 2013 5:38 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

352	20	Oct 29, 2013 5:38 PM
353	4	Oct 29, 2013 5:18 PM
354	6	Oct 29, 2013 5:15 PM
355	3	Oct 29, 2013 5:06 PM
356	7	Oct 29, 2013 5:05 PM
357	7	Oct 29, 2013 5:03 PM
358	2	Oct 29, 2013 4:57 PM
359	4	Oct 29, 2013 4:56 PM
360	5	Oct 29, 2013 4:55 PM
361	11	Oct 29, 2013 4:54 PM
362	17	Oct 29, 2013 4:52 PM
363	20	Oct 29, 2013 4:52 PM
364	3	Oct 29, 2013 4:51 PM
365	20	Oct 29, 2013 4:51 PM
366	6	Oct 29, 2013 4:50 PM
367	4	Oct 29, 2013 4:46 PM
368	5	Oct 29, 2013 4:45 PM
369	2	Oct 29, 2013 4:42 PM
370	5	Oct 29, 2013 4:41 PM
371	3	Oct 29, 2013 4:41 PM
372	6	Oct 29, 2013 4:38 PM
373	7	Oct 29, 2013 4:38 PM
374	23	Oct 29, 2013 4:38 PM
375	8	Oct 29, 2013 4:37 PM
376	10	Oct 29, 2013 4:30 PM
377	17	Oct 29, 2013 4:24 PM
378	3	Oct 29, 2013 4:22 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

379	6	Oct 29, 2013 4:21 PM
380	4	Oct 29, 2013 4:19 PM
381	10	Oct 29, 2013 4:15 PM
382	5	Oct 29, 2013 4:11 PM
383	8	Oct 29, 2013 4:08 PM
384	16	Oct 29, 2013 4:08 PM
385	4	Oct 29, 2013 4:08 PM
386	2	Oct 29, 2013 4:02 PM
387	2	Oct 29, 2013 4:01 PM
388	1	Oct 29, 2013 3:59 PM
389	10	Oct 29, 2013 3:58 PM
390	6	Oct 29, 2013 3:54 PM
391	5	Oct 29, 2013 3:53 PM
392	10	Oct 29, 2013 3:49 PM
393	10	Oct 29, 2013 3:48 PM
394	6	Oct 29, 2013 3:47 PM
395	10	Oct 29, 2013 3:43 PM
396	1	Oct 29, 2013 3:42 PM
397	17	Oct 29, 2013 3:41 PM
398	7	Oct 29, 2013 3:40 PM
399	5	Oct 29, 2013 3:40 PM
400	2	Oct 29, 2013 3:38 PM
401	14	Oct 29, 2013 3:37 PM
402	5	Oct 29, 2013 3:35 PM
403	4	Oct 29, 2013 3:35 PM
404	3	Oct 29, 2013 3:34 PM
405	27	Oct 29, 2013 3:34 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

406	3	Oct 29, 2013 3:31 PM
407	6	Oct 29, 2013 3:31 PM
408	15	Oct 29, 2013 3:30 PM
409	20	Oct 29, 2013 3:28 PM
410	23	Oct 29, 2013 3:27 PM
411	30	Oct 29, 2013 3:26 PM
412	1	Oct 29, 2013 3:23 PM
413	8	Oct 29, 2013 3:21 PM
414	12	Oct 29, 2013 3:19 PM
415	6	Oct 29, 2013 3:12 PM
416	4	Oct 29, 2013 3:10 PM
417	10	Oct 29, 2013 3:03 PM
418	7	Oct 29, 2013 2:52 PM
419	10	Oct 29, 2013 2:51 PM
420	12	Oct 29, 2013 2:45 PM
421	2	Oct 29, 2013 2:45 PM
422	1	Oct 29, 2013 2:42 PM
423	5	Oct 29, 2013 2:38 PM
424	5	Oct 29, 2013 2:33 PM
425	1	Oct 29, 2013 2:27 PM
426	30	Oct 29, 2013 2:26 PM
427	1	Oct 29, 2013 2:22 PM
428	20	Oct 29, 2013 2:20 PM
429	15	Oct 29, 2013 2:16 PM
430	21	Oct 29, 2013 2:10 PM
431	5	Oct 29, 2013 2:09 PM
432	6	Oct 29, 2013 2:08 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

433	13	Oct 29, 2013 2:05 PM
434	1	Oct 29, 2013 2:04 PM
435	26	Oct 29, 2013 2:02 PM
436	1999	Oct 29, 2013 1:52 PM
437	5	Oct 29, 2013 1:52 PM
438	1	Oct 29, 2013 1:41 PM
439	34	Oct 29, 2013 12:33 PM
440	15	Oct 29, 2013 12:26 PM
441	10	Oct 29, 2013 11:08 AM
442	20	Oct 29, 2013 10:39 AM
443	1	Oct 29, 2013 10:24 AM
444	3	Oct 29, 2013 10:14 AM
445	1996	Oct 29, 2013 9:41 AM
446	2	Oct 29, 2013 9:03 AM
447	2	Oct 29, 2013 8:03 AM
448	6	Oct 28, 2013 7:54 PM
449	8	Oct 28, 2013 7:14 PM
450	4	Oct 28, 2013 6:53 PM
451	1	Oct 28, 2013 6:45 PM
452	19	Oct 28, 2013 6:25 PM
453	14	Oct 28, 2013 6:08 PM
454	15	Oct 28, 2013 5:49 PM
455	20	Oct 28, 2013 5:22 PM
456	6	Oct 28, 2013 5:10 PM
457	3	Oct 28, 2013 4:46 PM
458	4	Oct 28, 2013 4:10 PM
459	25	Oct 28, 2013 4:02 PM

Page 3, Q4. How long have you subscribed to cable television service in Fort Collins?

460	1	Oct 28, 2013 3:41 PM
461	8	Oct 28, 2013 3:35 PM
462	10	Oct 28, 2013 3:33 PM
463	25	Oct 28, 2013 3:19 PM
464	6	Oct 28, 2013 3:10 PM
465	6	Oct 28, 2013 3:05 PM
466	4	Oct 28, 2013 3:02 PM
467	21	Oct 28, 2013 2:56 PM
468	4	Oct 28, 2013 2:51 PM
469	1	Oct 28, 2013 2:47 PM
470	1	Oct 28, 2013 2:43 PM
471	2	Oct 28, 2013 2:35 PM
472	1	Oct 28, 2013 2:35 PM
473	4	Oct 28, 2013 2:32 PM
474	5	Oct 28, 2013 2:32 PM
475	1	Oct 28, 2013 2:26 PM
476	30	Oct 28, 2013 2:23 PM
477	20	Oct 28, 2013 2:18 PM
478	20	Oct 28, 2013 2:13 PM
479	26	Oct 28, 2013 2:13 PM
480	1	Oct 28, 2013 2:13 PM
481	1	Oct 28, 2013 2:09 PM
482	3	Oct 28, 2013 2:08 PM
483	0	Oct 28, 2013 2:07 PM
484	1	Oct 28, 2013 2:06 PM
485	2	Oct 28, 2013 2:03 PM
486	1	Oct 28, 2013 2:01 PM

487 15

Oct 28, 2013 1:57 PM

Page 3, Q5. What services do you currently receive from the cable operator? (check all that apply)

1	NHL package	Dec 4, 2013 12:19 PM
2	If it's offered I have it	Nov 20, 2013 9:48 AM
3	+ Internet	Nov 12, 2013 7:21 AM
4	Not sure, just looked at my bill and TV service as well as equipment that I do not have is on there	Nov 5, 2013 7:14 AM
5	x finity	Nov 5, 2013 4:39 AM
6	Sports TV Package	Nov 4, 2013 7:06 PM
7	Basic and extended basic channels as part of my Internet package.	Nov 4, 2013 4:56 PM
8	I don't want or watch tv, but it's part if the cheap package.	Nov 4, 2013 2:55 PM
9	Home security.	Nov 3, 2013 7:37 PM
10	triple play	Nov 3, 2013 5:44 PM
11	We have the starter package.	Nov 1, 2013 3:13 PM
12	digital starter	Oct 31, 2013 2:17 PM
13	Monthly cost for HD/DVR receiver Sports package for few extra sports channels	Oct 31, 2013 12:20 AM
14	DVR	Oct 30, 2013 1:05 PM
15	DVR	Oct 30, 2013 11:57 AM
16	Landline phone	Oct 30, 2013 10:35 AM
17	Starter Bundle	Oct 30, 2013 7:43 AM
18	90	Oct 30, 2013 6:56 AM
19	security service	Oct 30, 2013 6:43 AM
20	Temp HBO/SHOWTIME subscriber	Oct 30, 2013 2:28 AM
21	sports tier that includes the NFL Network and the Big Ten Network	Oct 29, 2013 8:13 PM
22	Business internet	Oct 29, 2013 6:00 PM
23	I only want high speed internet service but comcast forced me to buy a package that includes basic cable along with my internet, this raises my bills, the customer service has been horrible and the rates are extremely expensive.	Oct 29, 2013 4:54 PM
24	DVR	Oct 29, 2013 3:08 PM
25	extended service tier that is not HD	Oct 29, 2013 2:16 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

1	184	Dec 31, 2013 3:00 PM
2	130	Dec 30, 2013 11:06 AM
3	175	Dec 30, 2013 10:10 AM
4	84	Dec 29, 2013 2:13 PM
5	112	Dec 29, 2013 2:04 PM
6	170	Dec 28, 2013 3:41 PM
7	130	Dec 28, 2013 3:09 PM
8	130	Dec 28, 2013 1:18 PM
9	60	Dec 27, 2013 2:13 PM
10	80	Dec 26, 2013 6:25 PM
11	80	Dec 26, 2013 11:34 AM
12	30	Dec 26, 2013 11:34 AM
13	140	Dec 26, 2013 10:35 AM
14	100	Dec 26, 2013 9:53 AM
15	200	Dec 26, 2013 9:50 AM
16	80	Dec 26, 2013 9:50 AM
17	180	Dec 26, 2013 9:45 AM
18	185	Dec 25, 2013 3:32 PM
19	150	Dec 23, 2013 5:57 PM
20	79	Dec 23, 2013 12:31 PM
21	179	Dec 21, 2013 6:07 AM
22	129	Dec 20, 2013 1:29 PM
23	120	Dec 20, 2013 12:49 PM
24	145	Dec 20, 2013 10:32 AM
25	160	Dec 19, 2013 1:50 PM
26	45	Dec 18, 2013 2:21 PM
27	16366	Dec 18, 2013 11:30 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

28	96	Dec 13, 2013 12:16 PM
29	149	Dec 12, 2013 12:21 PM
30	160	Dec 12, 2013 12:17 PM
31	130	Dec 12, 2013 12:10 PM
32	140	Dec 11, 2013 10:19 AM
33	200	Dec 9, 2013 3:10 PM
34	170	Dec 9, 2013 8:57 AM
35	158	Dec 5, 2013 7:37 PM
36	90	Dec 5, 2013 9:47 AM
37	128	Dec 5, 2013 7:59 AM
38	195	Dec 4, 2013 12:19 PM
39	187	Dec 4, 2013 11:55 AM
40	90	Dec 3, 2013 10:32 PM
41	70	Dec 3, 2013 2:59 PM
42	85	Dec 3, 2013 6:33 AM
43	130	Dec 3, 2013 6:03 AM
44	207	Nov 30, 2013 9:09 AM
45	110	Nov 29, 2013 5:17 PM
46	138	Nov 29, 2013 3:07 PM
47	30	Nov 28, 2013 5:11 PM
48	200	Nov 28, 2013 2:39 AM
49	125	Nov 25, 2013 11:22 AM
50	118	Nov 23, 2013 8:24 AM
51	220	Nov 21, 2013 2:13 PM
52	160	Nov 21, 2013 1:48 PM
53	128	Nov 20, 2013 11:16 AM
54	200	Nov 20, 2013 10:31 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

55	200	Nov 20, 2013 9:48 AM
56	119	Nov 20, 2013 7:52 AM
57	90	Nov 20, 2013 7:13 AM
58	202	Nov 19, 2013 3:27 PM
59	190	Nov 19, 2013 12:07 PM
60	120	Nov 19, 2013 11:03 AM
61	260	Nov 19, 2013 10:26 AM
62	129	Nov 19, 2013 9:44 AM
63	150	Nov 18, 2013 7:49 PM
64	45	Nov 18, 2013 2:49 PM
65	250	Nov 17, 2013 8:33 AM
66	118	Nov 16, 2013 3:58 PM
67	73	Nov 16, 2013 2:29 PM
68	120	Nov 14, 2013 2:12 PM
69	156	Nov 14, 2013 1:36 PM
70	60	Nov 14, 2013 9:43 AM
71	160	Nov 14, 2013 7:52 AM
72	9999	Nov 13, 2013 12:58 PM
73	190	Nov 13, 2013 8:10 AM
74	98	Nov 13, 2013 4:31 AM
75	280	Nov 12, 2013 6:20 PM
76	75	Nov 12, 2013 1:08 PM
77	165	Nov 12, 2013 10:58 AM
78	150	Nov 12, 2013 10:36 AM
79	130	Nov 12, 2013 10:19 AM
80	52	Nov 12, 2013 9:51 AM
81	100	Nov 12, 2013 9:39 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

82	150	Nov 12, 2013 8:43 AM
83	170	Nov 12, 2013 8:37 AM
84	150	Nov 12, 2013 8:14 AM
85	120	Nov 12, 2013 7:57 AM
86	133	Nov 12, 2013 7:47 AM
87	155	Nov 12, 2013 7:39 AM
88	130	Nov 12, 2013 7:37 AM
89	200	Nov 12, 2013 7:33 AM
90	190	Nov 12, 2013 7:32 AM
91	287	Nov 12, 2013 7:31 AM
92	170	Nov 12, 2013 7:27 AM
93	110	Nov 12, 2013 7:26 AM
94	165	Nov 12, 2013 7:21 AM
95	160	Nov 12, 2013 7:21 AM
96	150	Nov 12, 2013 7:20 AM
97	175	Nov 12, 2013 7:19 AM
98	180	Nov 12, 2013 5:21 AM
99	146	Nov 11, 2013 4:19 PM
100	60	Nov 11, 2013 2:42 PM
101	45	Nov 11, 2013 2:10 PM
102	90	Nov 11, 2013 9:40 AM
103	140	Nov 11, 2013 8:42 AM
104	90	Nov 11, 2013 7:56 AM
105	179	Nov 11, 2013 7:25 AM
106	28	Nov 10, 2013 3:29 PM
107	188	Nov 9, 2013 11:44 AM
108	90	Nov 9, 2013 11:11 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

109	75	Nov 9, 2013 6:08 AM
110	200	Nov 8, 2013 1:57 PM
111	180	Nov 8, 2013 4:28 AM
112	60	Nov 7, 2013 8:55 PM
113	125	Nov 7, 2013 7:34 PM
114	120	Nov 7, 2013 5:05 PM
115	44	Nov 7, 2013 1:31 PM
116	100	Nov 7, 2013 12:41 PM
117	67	Nov 6, 2013 4:02 PM
118	58	Nov 6, 2013 3:02 PM
119	168	Nov 6, 2013 1:01 PM
120	160	Nov 6, 2013 11:11 AM
121	35	Nov 6, 2013 10:41 AM
122	164	Nov 6, 2013 10:08 AM
123	100	Nov 6, 2013 9:53 AM
124	69	Nov 6, 2013 9:33 AM
125	95	Nov 5, 2013 9:03 PM
126	150	Nov 5, 2013 7:17 PM
127	140	Nov 5, 2013 6:44 PM
128	67	Nov 5, 2013 5:57 PM
129	140	Nov 5, 2013 3:21 PM
130	90	Nov 5, 2013 2:22 PM
131	100	Nov 5, 2013 1:36 PM
132	60	Nov 5, 2013 1:18 PM
133	65	Nov 5, 2013 1:01 PM
134	173	Nov 5, 2013 12:07 PM
135	115	Nov 5, 2013 10:45 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

136	178	Nov 5, 2013 9:40 AM
137	80	Nov 5, 2013 9:13 AM
138	124	Nov 5, 2013 8:59 AM
139	120	Nov 5, 2013 8:38 AM
140	59	Nov 5, 2013 8:25 AM
141	3999	Nov 5, 2013 8:10 AM
142	200	Nov 5, 2013 8:03 AM
143	30	Nov 5, 2013 7:55 AM
144	160	Nov 5, 2013 7:42 AM
145	138	Nov 5, 2013 7:38 AM
146	160	Nov 5, 2013 7:33 AM
147	80	Nov 5, 2013 7:14 AM
148	80	Nov 5, 2013 6:54 AM
149	165	Nov 5, 2013 6:43 AM
150	90	Nov 5, 2013 4:36 AM
151	99	Nov 5, 2013 1:36 AM
152	90	Nov 4, 2013 11:43 PM
153	55	Nov 4, 2013 10:07 PM
154	100	Nov 4, 2013 9:52 PM
155	145	Nov 4, 2013 9:00 PM
156	120	Nov 4, 2013 8:34 PM
157	175	Nov 4, 2013 7:23 PM
158	150	Nov 4, 2013 7:13 PM
159	150	Nov 4, 2013 7:12 PM
160	160	Nov 4, 2013 7:09 PM
161	32	Nov 4, 2013 7:06 PM
162	150	Nov 4, 2013 6:57 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

163	75	Nov 4, 2013 6:46 PM
164	0	Nov 4, 2013 6:40 PM
165	59	Nov 4, 2013 6:40 PM
166	54	Nov 4, 2013 6:27 PM
167	164	Nov 4, 2013 6:09 PM
168	60	Nov 4, 2013 5:33 PM
169	85	Nov 4, 2013 5:07 PM
170	80	Nov 4, 2013 4:56 PM
171	141	Nov 4, 2013 4:38 PM
172	95	Nov 4, 2013 3:59 PM
173	72	Nov 4, 2013 3:40 PM
174	85	Nov 4, 2013 3:36 PM
175	130	Nov 4, 2013 3:23 PM
176	120	Nov 4, 2013 3:19 PM
177	229	Nov 4, 2013 3:15 PM
178	35	Nov 4, 2013 3:03 PM
179	70	Nov 4, 2013 2:55 PM
180	240	Nov 4, 2013 2:23 PM
181	185	Nov 4, 2013 8:57 AM
182	150	Nov 4, 2013 7:03 AM
183	155	Nov 3, 2013 11:42 PM
184	35	Nov 3, 2013 11:04 PM
185	26	Nov 3, 2013 10:03 PM
186	227	Nov 3, 2013 7:37 PM
187	144	Nov 3, 2013 5:44 PM
188	86	Nov 3, 2013 5:30 PM
189	55	Nov 3, 2013 5:20 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

190	140	Nov 3, 2013 3:59 PM
191	203	Nov 3, 2013 4:22 AM
192	27	Nov 2, 2013 6:49 PM
193	77	Nov 2, 2013 3:07 PM
194	177	Nov 2, 2013 11:36 AM
195	170	Nov 2, 2013 6:57 AM
196	150	Nov 2, 2013 5:30 AM
197	85	Nov 1, 2013 5:55 PM
198	84	Nov 1, 2013 5:19 PM
199	240	Nov 1, 2013 5:01 PM
200	77	Nov 1, 2013 3:13 PM
201	183	Nov 1, 2013 11:12 AM
202	248	Nov 1, 2013 11:08 AM
203	113	Nov 1, 2013 10:59 AM
204	30	Nov 1, 2013 10:57 AM
205	170	Nov 1, 2013 10:42 AM
206	82	Nov 1, 2013 10:08 AM
207	89	Nov 1, 2013 9:23 AM
208	100	Nov 1, 2013 8:25 AM
209	81	Nov 1, 2013 8:11 AM
210	140	Nov 1, 2013 7:40 AM
211	225	Oct 31, 2013 4:15 PM
212	150	Oct 31, 2013 3:53 PM
213	122	Oct 31, 2013 3:22 PM
214	115	Oct 31, 2013 2:46 PM
215	81	Oct 31, 2013 2:17 PM
216	150	Oct 31, 2013 2:12 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

217	205	Oct 31, 2013 1:58 PM
218	115	Oct 31, 2013 1:01 PM
219	125	Oct 31, 2013 12:13 PM
220	224	Oct 31, 2013 11:09 AM
221	122	Oct 31, 2013 10:37 AM
222	180	Oct 31, 2013 10:08 AM
223	82	Oct 31, 2013 8:21 AM
224	100	Oct 31, 2013 7:26 AM
225	150	Oct 31, 2013 7:13 AM
226	275	Oct 31, 2013 7:06 AM
227	96	Oct 31, 2013 6:55 AM
228	154	Oct 31, 2013 6:40 AM
229	134	Oct 31, 2013 6:09 AM
230	195	Oct 31, 2013 12:20 AM
231	181	Oct 30, 2013 10:12 PM
232	265	Oct 30, 2013 9:43 PM
233	90	Oct 30, 2013 8:24 PM
234	53	Oct 30, 2013 8:22 PM
235	55	Oct 30, 2013 8:05 PM
236	80	Oct 30, 2013 7:52 PM
237	135	Oct 30, 2013 7:37 PM
238	155	Oct 30, 2013 6:17 PM
239	167	Oct 30, 2013 6:09 PM
240	101	Oct 30, 2013 6:02 PM
241	155	Oct 30, 2013 5:55 PM
242	121	Oct 30, 2013 5:52 PM
243	135	Oct 30, 2013 5:49 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

244	135	Oct 30, 2013 5:46 PM
245	108	Oct 30, 2013 5:12 PM
246	3785	Oct 30, 2013 4:41 PM
247	83	Oct 30, 2013 4:25 PM
248	120	Oct 30, 2013 4:09 PM
249	202	Oct 30, 2013 3:59 PM
250	126	Oct 30, 2013 3:41 PM
251	145	Oct 30, 2013 3:08 PM
252	80	Oct 30, 2013 2:55 PM
253	140	Oct 30, 2013 2:48 PM
254	180	Oct 30, 2013 2:15 PM
255	139	Oct 30, 2013 1:21 PM
256	160	Oct 30, 2013 1:15 PM
257	180	Oct 30, 2013 1:06 PM
258	143	Oct 30, 2013 1:05 PM
259	65	Oct 30, 2013 12:38 PM
260	220	Oct 30, 2013 12:34 PM
261	201	Oct 30, 2013 11:57 AM
262	200	Oct 30, 2013 11:43 AM
263	130	Oct 30, 2013 11:43 AM
264	110	Oct 30, 2013 11:38 AM
265	200	Oct 30, 2013 11:31 AM
266	40	Oct 30, 2013 11:19 AM
267	125	Oct 30, 2013 11:19 AM
268	176	Oct 30, 2013 11:18 AM
269	95	Oct 30, 2013 11:00 AM
270	150	Oct 30, 2013 10:50 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

271	135	Oct 30, 2013 10:35 AM
272	140	Oct 30, 2013 10:26 AM
273	140	Oct 30, 2013 10:24 AM
274	95	Oct 30, 2013 10:09 AM
275	150	Oct 30, 2013 10:08 AM
276	80	Oct 30, 2013 10:00 AM
277	180	Oct 30, 2013 9:52 AM
278	80	Oct 30, 2013 9:24 AM
279	100	Oct 30, 2013 9:24 AM
280	200	Oct 30, 2013 9:05 AM
281	150	Oct 30, 2013 9:00 AM
282	85	Oct 30, 2013 8:57 AM
283	175	Oct 30, 2013 8:51 AM
284	225	Oct 30, 2013 8:49 AM
285	150	Oct 30, 2013 8:49 AM
286	158	Oct 30, 2013 8:47 AM
287	80	Oct 30, 2013 8:46 AM
288	90	Oct 30, 2013 8:42 AM
289	120	Oct 30, 2013 8:34 AM
290	70	Oct 30, 2013 8:23 AM
291	159	Oct 30, 2013 8:22 AM
292	130	Oct 30, 2013 8:03 AM
293	97	Oct 30, 2013 7:49 AM
294	00	Oct 30, 2013 7:48 AM
295	171	Oct 30, 2013 7:46 AM
296	184	Oct 30, 2013 7:43 AM
297	150	Oct 30, 2013 7:37 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

298	143	Oct 30, 2013 7:24 AM
299	195	Oct 30, 2013 7:24 AM
300	250	Oct 30, 2013 7:20 AM
301	46	Oct 30, 2013 7:17 AM
302	135	Oct 30, 2013 7:13 AM
303	75	Oct 30, 2013 7:13 AM
304	120	Oct 30, 2013 7:11 AM
305	108	Oct 30, 2013 7:02 AM
306	90	Oct 30, 2013 6:56 AM
307	100	Oct 30, 2013 6:52 AM
308	33	Oct 30, 2013 6:47 AM
309	75	Oct 30, 2013 6:45 AM
310	200	Oct 30, 2013 6:43 AM
311	187	Oct 30, 2013 6:41 AM
312	130	Oct 30, 2013 6:35 AM
313	120	Oct 30, 2013 6:33 AM
314	106	Oct 30, 2013 6:28 AM
315	230	Oct 30, 2013 6:23 AM
316	92	Oct 30, 2013 6:12 AM
317	149	Oct 30, 2013 6:08 AM
318	210	Oct 30, 2013 6:07 AM
319	282	Oct 30, 2013 6:01 AM
320	200	Oct 30, 2013 5:56 AM
321	150	Oct 30, 2013 5:54 AM
322	120	Oct 30, 2013 5:54 AM
323	150	Oct 30, 2013 5:52 AM
324	135	Oct 30, 2013 5:38 AM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

325	91	Oct 30, 2013 5:32 AM
326	150	Oct 30, 2013 5:32 AM
327	140	Oct 30, 2013 5:32 AM
328	160	Oct 30, 2013 5:25 AM
329	201	Oct 30, 2013 5:25 AM
330	60	Oct 30, 2013 5:21 AM
331	213	Oct 30, 2013 5:19 AM
332	130	Oct 30, 2013 5:19 AM
333	50	Oct 30, 2013 5:03 AM
334	142	Oct 30, 2013 5:00 AM
335	110	Oct 30, 2013 4:57 AM
336	130	Oct 30, 2013 4:44 AM
337	114	Oct 30, 2013 4:29 AM
338	250	Oct 30, 2013 4:24 AM
339	80	Oct 30, 2013 4:22 AM
340	77	Oct 30, 2013 4:20 AM
341	120	Oct 30, 2013 4:07 AM
342	133	Oct 30, 2013 3:29 AM
343	38	Oct 30, 2013 2:28 AM
344	60	Oct 30, 2013 2:28 AM
345	200	Oct 29, 2013 10:24 PM
346	150	Oct 29, 2013 9:30 PM
347	81	Oct 29, 2013 9:21 PM
348	200	Oct 29, 2013 9:19 PM
349	60	Oct 29, 2013 9:15 PM
350	96	Oct 29, 2013 9:00 PM
351	110	Oct 29, 2013 8:35 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

352	175	Oct 29, 2013 8:31 PM
353	200	Oct 29, 2013 8:13 PM
354	172	Oct 29, 2013 7:54 PM
355	+120	Oct 29, 2013 7:51 PM
356	150	Oct 29, 2013 7:35 PM
357	140	Oct 29, 2013 7:31 PM
358	85	Oct 29, 2013 7:24 PM
359	177	Oct 29, 2013 7:21 PM
360	180	Oct 29, 2013 7:16 PM
361	110	Oct 29, 2013 7:04 PM
362	250	Oct 29, 2013 7:04 PM
363	192	Oct 29, 2013 7:02 PM
364	114	Oct 29, 2013 7:00 PM
365	0	Oct 29, 2013 6:59 PM
366	153	Oct 29, 2013 6:59 PM
367	55	Oct 29, 2013 6:52 PM
368	119	Oct 29, 2013 6:51 PM
369	160	Oct 29, 2013 6:47 PM
370	150	Oct 29, 2013 6:42 PM
371	30	Oct 29, 2013 6:38 PM
372	180	Oct 29, 2013 6:33 PM
373	125	Oct 29, 2013 6:31 PM
374	157	Oct 29, 2013 6:28 PM
375	167	Oct 29, 2013 6:25 PM
376	140	Oct 29, 2013 6:20 PM
377	70	Oct 29, 2013 6:14 PM
378	150	Oct 29, 2013 6:13 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

379	150	Oct 29, 2013 6:06 PM
380	154	Oct 29, 2013 6:02 PM
381	140	Oct 29, 2013 6:00 PM
382	137	Oct 29, 2013 5:59 PM
383	160	Oct 29, 2013 5:56 PM
384	150	Oct 29, 2013 5:55 PM
385	130	Oct 29, 2013 5:49 PM
386	159	Oct 29, 2013 5:47 PM
387	160	Oct 29, 2013 5:44 PM
388	155	Oct 29, 2013 5:43 PM
389	90	Oct 29, 2013 5:38 PM
390	125	Oct 29, 2013 5:38 PM
391	120	Oct 29, 2013 5:18 PM
392	120	Oct 29, 2013 5:15 PM
393	175	Oct 29, 2013 5:06 PM
394	250	Oct 29, 2013 5:05 PM
395	50	Oct 29, 2013 5:03 PM
396	90	Oct 29, 2013 4:57 PM
397	30	Oct 29, 2013 4:56 PM
398	100	Oct 29, 2013 4:55 PM
399	65	Oct 29, 2013 4:54 PM
400	250	Oct 29, 2013 4:52 PM
401	159	Oct 29, 2013 4:52 PM
402	142	Oct 29, 2013 4:51 PM
403	100	Oct 29, 2013 4:51 PM
404	125	Oct 29, 2013 4:50 PM
405	90	Oct 29, 2013 4:46 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

406	138	Oct 29, 2013 4:45 PM
407	140	Oct 29, 2013 4:42 PM
408	120	Oct 29, 2013 4:41 PM
409	83	Oct 29, 2013 4:41 PM
410	150	Oct 29, 2013 4:40 PM
411	89	Oct 29, 2013 4:38 PM
412	200	Oct 29, 2013 4:38 PM
413	247	Oct 29, 2013 4:38 PM
414	200	Oct 29, 2013 4:37 PM
415	300	Oct 29, 2013 4:31 PM
416	210	Oct 29, 2013 4:30 PM
417	200	Oct 29, 2013 4:24 PM
418	90	Oct 29, 2013 4:22 PM
419	138	Oct 29, 2013 4:21 PM
420	14999	Oct 29, 2013 4:19 PM
421	185	Oct 29, 2013 4:18 PM
422	99	Oct 29, 2013 4:15 PM
423	168	Oct 29, 2013 4:11 PM
424	100	Oct 29, 2013 4:08 PM
425	55	Oct 29, 2013 4:08 PM
426	54	Oct 29, 2013 4:08 PM
427	185	Oct 29, 2013 4:02 PM
428	100	Oct 29, 2013 4:01 PM
429	235	Oct 29, 2013 3:59 PM
430	120	Oct 29, 2013 3:58 PM
431	150	Oct 29, 2013 3:54 PM
432	100	Oct 29, 2013 3:53 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

433	129	Oct 29, 2013 3:50 PM
434	125	Oct 29, 2013 3:49 PM
435	125	Oct 29, 2013 3:48 PM
436	147	Oct 29, 2013 3:47 PM
437	55	Oct 29, 2013 3:43 PM
438	110	Oct 29, 2013 3:42 PM
439	198	Oct 29, 2013 3:41 PM
440	129	Oct 29, 2013 3:40 PM
441	260	Oct 29, 2013 3:40 PM
442	70	Oct 29, 2013 3:38 PM
443	160	Oct 29, 2013 3:37 PM
444	65	Oct 29, 2013 3:35 PM
445	180	Oct 29, 2013 3:35 PM
446	50	Oct 29, 2013 3:34 PM
447	189	Oct 29, 2013 3:34 PM
448	175	Oct 29, 2013 3:31 PM
449	227	Oct 29, 2013 3:31 PM
450	150	Oct 29, 2013 3:30 PM
451	130	Oct 29, 2013 3:28 PM
452	220	Oct 29, 2013 3:27 PM
453	256	Oct 29, 2013 3:26 PM
454	130	Oct 29, 2013 3:25 PM
455	200	Oct 29, 2013 3:23 PM
456	80	Oct 29, 2013 3:21 PM
457	140	Oct 29, 2013 3:19 PM
458	60	Oct 29, 2013 3:12 PM
459	140	Oct 29, 2013 3:10 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

460	80	Oct 29, 2013 3:08 PM
461	180	Oct 29, 2013 3:03 PM
462	75	Oct 29, 2013 2:52 PM
463	85	Oct 29, 2013 2:51 PM
464	35	Oct 29, 2013 2:49 PM
465	120	Oct 29, 2013 2:45 PM
466	34	Oct 29, 2013 2:45 PM
467	186	Oct 29, 2013 2:42 PM
468	92	Oct 29, 2013 2:38 PM
469	116	Oct 29, 2013 2:33 PM
470	126	Oct 29, 2013 2:27 PM
471	89	Oct 29, 2013 2:26 PM
472	120	Oct 29, 2013 2:24 PM
473	135	Oct 29, 2013 2:22 PM
474	160	Oct 29, 2013 2:20 PM
475	120	Oct 29, 2013 2:16 PM
476	75	Oct 29, 2013 2:10 PM
477	92	Oct 29, 2013 2:09 PM
478	5595	Oct 29, 2013 2:08 PM
479	130	Oct 29, 2013 2:05 PM
480	200	Oct 29, 2013 2:04 PM
481	215	Oct 29, 2013 2:02 PM
482	100	Oct 29, 2013 1:52 PM
483	75	Oct 29, 2013 1:52 PM
484	120	Oct 29, 2013 1:41 PM
485	141	Oct 29, 2013 12:33 PM
486	127	Oct 29, 2013 12:26 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

487	60	Oct 29, 2013 11:08 AM
488	160	Oct 29, 2013 10:39 AM
489	120	Oct 29, 2013 10:24 AM
490	126	Oct 29, 2013 10:14 AM
491	161	Oct 29, 2013 9:41 AM
492	0	Oct 29, 2013 9:03 AM
493	103	Oct 29, 2013 8:58 AM
494	60	Oct 29, 2013 8:03 AM
495	85	Oct 28, 2013 7:54 PM
496	70	Oct 28, 2013 7:14 PM
497	179	Oct 28, 2013 6:53 PM
498	120	Oct 28, 2013 6:45 PM
499	200	Oct 28, 2013 6:25 PM
500	200	Oct 28, 2013 6:08 PM
501	112	Oct 28, 2013 5:49 PM
502	154	Oct 28, 2013 5:22 PM
503	100	Oct 28, 2013 5:10 PM
504	180	Oct 28, 2013 4:46 PM
505	85	Oct 28, 2013 4:10 PM
506	70	Oct 28, 2013 4:02 PM
507	125	Oct 28, 2013 3:41 PM
508	140	Oct 28, 2013 3:35 PM
509	56	Oct 28, 2013 3:33 PM
510	0	Oct 28, 2013 3:19 PM
511	60	Oct 28, 2013 3:10 PM
512	125	Oct 28, 2013 3:05 PM
513	50	Oct 28, 2013 3:02 PM

Page 3, Q6. How much do you pay each month for the Comcast services indicated above?

514	157	Oct 28, 2013 2:56 PM
515	186	Oct 28, 2013 2:51 PM
516	195	Oct 28, 2013 2:47 PM
517	90	Oct 28, 2013 2:43 PM
518	126	Oct 28, 2013 2:35 PM
519	175	Oct 28, 2013 2:35 PM
520	175	Oct 28, 2013 2:32 PM
521	55	Oct 28, 2013 2:32 PM
522	157	Oct 28, 2013 2:32 PM
523	115	Oct 28, 2013 2:29 PM
524	85	Oct 28, 2013 2:26 PM
525	155	Oct 28, 2013 2:23 PM
526	180	Oct 28, 2013 2:18 PM
527	40	Oct 28, 2013 2:13 PM
528	146	Oct 28, 2013 2:13 PM
529	85	Oct 28, 2013 2:09 PM
530	130	Oct 28, 2013 2:08 PM
531	86	Oct 28, 2013 2:07 PM
532	75	Oct 28, 2013 2:06 PM
533	100	Oct 28, 2013 2:03 PM
534	65	Oct 28, 2013 2:01 PM
535	160	Oct 28, 2013 1:57 PM

Page 3, Q7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

1	too many to list	Dec 30, 2013 11:06 AM
2	HD	Dec 29, 2013 2:13 PM
3	If I answer this honestly, Comcast will add them and then raise my rates by a ridiculous amount over the already insane amount.	Dec 28, 2013 3:41 PM
4	HD versions of standard channels, unscrambled	Dec 26, 2013 6:25 PM
5	ESPN, on-screen guide	Dec 26, 2013 11:34 AM
6	hbo go	Dec 25, 2013 3:32 PM
7	ESPN Family of stations.	Dec 23, 2013 12:31 PM
8	amc,espn,cnn	Dec 18, 2013 2:21 PM
9	RFD, Military History Channel included in current cost	Dec 18, 2013 11:30 AM
10	would like to see educational channels available on basic. Such as Nat'l Geographic, History	Nov 28, 2013 5:11 PM
11	CNBC World	Nov 20, 2013 11:16 AM
12	I do not want to have to pay for spanish ch that i do not watch	Nov 20, 2013 9:48 AM
13	Big Ten Network	Nov 20, 2013 7:52 AM
14	hd signal pass through for basic subscribers should be provided by Comcast, since HD signals are available for free through the Broadcasters	Nov 20, 2013 7:13 AM
15	RFDTV. This was removed recently and replaced with another Spanish channel!!!!!!!!!!!!!!!!!!!! I want it back!!!!	Nov 19, 2013 3:27 PM
16	More clarity between packages (i.e. Why I get Food Network but not HGTV, or why I get Disney but not Nickelodan).	Nov 14, 2013 9:43 AM
17	Italian language programming, RAI, Mediaset, etc	Nov 14, 2013 7:52 AM
18	Depends	Nov 13, 2013 12:58 PM
19	Fast, reliable and cheap internet access. We can do much better than comcast provides.	Nov 12, 2013 1:08 PM
20	More Christian and "family value" channels	Nov 12, 2013 10:36 AM
21	Dvr service to limited basic, more channels to limited basic	Nov 12, 2013 9:51 AM
22	Fox Soccer Plus	Nov 12, 2013 8:37 AM
23	SEC Network	Nov 12, 2013 7:57 AM
24	All CSU game broadcasts	Nov 12, 2013 7:37 AM

Page 3, Q7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

25	well, actually it's more of an expansion of the service area. In a few months, we will be moving to N. Taft Hill Rd (South of 287), and Comcast doesn't service that address.	Nov 12, 2013 7:31 AM
26	National Geographic	Nov 12, 2013 7:21 AM
27	RFD-TV	Nov 12, 2013 7:19 AM
28	a&e	Nov 10, 2013 3:29 PM
29	Fox Sports 1 and 2	Nov 9, 2013 11:44 AM
30	NFL network	Nov 8, 2013 4:28 AM
31	Discovery Health, History Channel	Nov 7, 2013 7:34 PM
32	movie channels	Nov 7, 2013 1:31 PM
33	Rural Tv network, Sky	Nov 6, 2013 1:01 PM
34	there are many, MANY quality networks/programs that Comcast chooses not to include e.g. National Geographic channel	Nov 6, 2013 9:53 AM
35	Google Fiber	Nov 5, 2013 3:21 PM
36	local sport channel 412; Turner Classic Movies	Nov 5, 2013 12:07 PM
37	Update seasons of TV shows	Nov 5, 2013 9:13 AM
38	HBO, Discovery Channel	Nov 5, 2013 8:38 AM
39	DIY, BBC, BBC America, HGTV	Nov 5, 2013 8:10 AM
40	Disney Jr, NFL network and MLB network	Nov 5, 2013 7:55 AM
41	more kids and sports	Nov 5, 2013 7:42 AM
42	More channels with the basic channel listing	Nov 5, 2013 4:36 AM
43	Unbundled tv stations	Nov 5, 2013 1:36 AM
44	SEC channel	Nov 4, 2013 9:00 PM
45	Fox Soccer	Nov 4, 2013 6:57 PM
46	I'm sure there is. just cannot think of it @ the moment.	Nov 4, 2013 6:46 PM
47	Odd channel lineup	Nov 4, 2013 3:59 PM
48	1080p	Nov 3, 2013 11:42 PM
49	Cooking channel	Nov 3, 2013 11:04 PM

Page 3, Q7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

50	Netflix	Nov 3, 2013 10:03 PM
51	NASA	Nov 3, 2013 7:37 PM
52	Would like the ability to get channels using QAM vs set top box to be restored	Nov 2, 2013 6:49 PM
53	Outdoor Channel	Nov 1, 2013 5:01 PM
54	children programming	Nov 1, 2013 10:57 AM
55	the blaze	Oct 31, 2013 3:22 PM
56	Tennis channel	Oct 31, 2013 1:01 PM
57	More Educational programing	Oct 31, 2013 6:09 AM
58	ESPN Classic	Oct 30, 2013 9:43 PM
59	Military Channel	Oct 30, 2013 8:22 PM
60	I would love for Comcast to offer true basic servic	Oct 30, 2013 8:05 PM
61	RFD-TV	Oct 30, 2013 7:52 PM
62	They removed RFD-TV for a cooking channel, only the cooking channel never appeared	Oct 30, 2013 7:37 PM
63	The Blaze TV AND Fox Business channel	Oct 30, 2013 5:52 PM
64	more movie channels that are NOT premium channels	Oct 30, 2013 5:12 PM
65	Ntl Geographic, Turner classic movies	Oct 30, 2013 4:41 PM
66	A-La-Carte channels instead of bundles	Oct 30, 2013 4:25 PM
67	yes, to have affordable wifi internet without having to pay for cable	Oct 30, 2013 2:55 PM
68	FitTV	Oct 30, 2013 2:15 PM
69	Disney XD	Oct 30, 2013 1:21 PM
70	more choices of programs vs just being told, here they are	Oct 30, 2013 1:15 PM
71	World Rally Championship racing series	Oct 30, 2013 11:38 AM
72	cnn espn	Oct 30, 2013 11:19 AM
73	Several channels like TCM that Comcast used to provide on their basic package but now charge extra for.	Oct 30, 2013 10:09 AM
74	educational and artistic	Oct 30, 2013 10:08 AM
75	CSU Football games on basic cable	Oct 30, 2013 10:00 AM

Page 3, Q7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

76	News	Oct 30, 2013 9:24 AM
77	nature, history, spiritual	Oct 30, 2013 8:34 AM
78	BBC World News	Oct 30, 2013 7:43 AM
79	SEC Channel in the fall of 2014	Oct 30, 2013 7:37 AM
80	add TCM to basic cable	Oct 30, 2013 7:24 AM
81	The Blaze	Oct 30, 2013 7:20 AM
82	more quality kids programming, more global stuff, like some international networks, more sports that are not US centric.	Oct 30, 2013 7:13 AM
83	more BTN then just the one channel.	Oct 30, 2013 7:13 AM
84	to be able to choose what i want!!!!	Oct 30, 2013 6:56 AM
85	sports packages like direct TV	Oct 30, 2013 6:52 AM
86	FX, Travel, Bravo, MTV	Oct 30, 2013 6:28 AM
87	TBS	Oct 30, 2013 6:12 AM
88	For \$200 I should have access to everything!	Oct 30, 2013 5:56 AM
89	National Geographic channel	Oct 30, 2013 5:54 AM
90	Need more diversity, international channels. Current line up seems all the same.	Oct 30, 2013 5:38 AM
91	EWTN, fusion	Oct 30, 2013 5:32 AM
92	other novelty channels, ghost story, national geo etc	Oct 30, 2013 5:32 AM
93	More ethnic channels	Oct 30, 2013 5:25 AM
94	National Geographic, DIY network. Al Jeezera (sp?)	Oct 30, 2013 5:21 AM
95	hgtv id tbs diy national geographic	Oct 30, 2013 5:03 AM
96	Military history; any channel with more educational content	Oct 30, 2013 5:00 AM
97	I can only afford basic service so my programs are pretty limited.	Oct 30, 2013 4:22 AM
98	speed	Oct 30, 2013 4:20 AM
99	Turner classic movies	Oct 30, 2013 2:28 AM
100	many premium channels	Oct 29, 2013 10:24 PM
101	Additional regional sports networks like Directv (CSN, MASN, Primeticket, etc.)	Oct 29, 2013 9:19 PM

Page 3, Q7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

102	HGTV, TLC, TRAVEL CHANNEL	Oct 29, 2013 9:00 PM
103	the above noted sports programming, without an additional charge	Oct 29, 2013 8:13 PM
104	International sports	Oct 29, 2013 7:54 PM
105	less Spanish channels, history channel, movie channels, lifetime, hallmark	Oct 29, 2013 7:24 PM
106	Wyoming channel from cheyenne	Oct 29, 2013 7:21 PM
107	hand pick channels not large packages	Oct 29, 2013 7:04 PM
108	Thursday night Football	Oct 29, 2013 7:00 PM
109	Fox Business	Oct 29, 2013 6:31 PM
110	HBO, AMC, CNN	Oct 29, 2013 6:14 PM
111	google fiber	Oct 29, 2013 6:13 PM
112	More premium for the price I pay	Oct 29, 2013 6:00 PM
113	More movie channels	Oct 29, 2013 5:49 PM
114	science, history	Oct 29, 2013 5:38 PM
115	Big 12,	Oct 29, 2013 5:15 PM
116	Universal Sports	Oct 29, 2013 4:56 PM
117	DFH Ch 222, NGC Ch 273	Oct 29, 2013 4:52 PM
118	Fox sports 2	Oct 29, 2013 4:51 PM
119	Soap channel	Oct 29, 2013 4:50 PM
120	CBS Sports Nation, NFL Network	Oct 29, 2013 4:46 PM
121	Nfl package	Oct 29, 2013 4:45 PM
122	Midwest and east coast	Oct 29, 2013 4:42 PM
123	CNN	Oct 29, 2013 4:41 PM
124	I want to pick what channels I want in my package; I'm tired of COMCAST allowing networks to be subsidized from my bill.	Oct 29, 2013 4:38 PM
125	nfl Sunday ticket	Oct 29, 2013 4:38 PM
126	RFDTV	Oct 29, 2013 4:30 PM
127	Fuel TV	Oct 29, 2013 4:19 PM

Page 3, Q7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

128	Hbo	Oct 29, 2013 4:11 PM
129	Globo	Oct 29, 2013 4:08 PM
130	cbssn	Oct 29, 2013 4:08 PM
131	Comcast offers them for expanded service costs that would bring our bill to over \$225/month	Oct 29, 2013 4:02 PM
132	National Geographic, Military Channel	Oct 29, 2013 3:58 PM
133	More sports, especially internation and soccer.	Oct 29, 2013 3:53 PM
134	MTV, travel channel, FX, FXX	Oct 29, 2013 3:43 PM
135	mtv2 and more espn	Oct 29, 2013 3:38 PM
136	would love to see more arts/crafts channels	Oct 29, 2013 3:35 PM
137	Speed channel	Oct 29, 2013 3:31 PM
138	Longhorn Network	Oct 29, 2013 3:31 PM
139	Cooking network	Oct 29, 2013 3:25 PM
140	dogTV, more on demand programs	Oct 29, 2013 3:23 PM
141	ALTITUDE	Oct 29, 2013 3:12 PM
142	speed channel	Oct 29, 2013 2:52 PM
143	NASA channel	Oct 29, 2013 2:38 PM
144	HBOGO access on any device	Oct 29, 2013 2:20 PM
145	National Geographics military channel	Oct 29, 2013 2:10 PM
146	NASA channel	Oct 29, 2013 2:09 PM
147	TCM, NFL, EWTN	Oct 29, 2013 10:39 AM
148	would like to watch the Chicago SOX,CUBS BEARS	Oct 29, 2013 8:58 AM
149	on demand	Oct 28, 2013 7:54 PM
150	I would have liked a button that said 'don't know' because I don't know what's available that I'm not getting.	Oct 28, 2013 5:49 PM
151	More access to more channels	Oct 28, 2013 5:10 PM
152	More truly educational channels. H2 and smithsonian. I don't want to pay more for more hannels with substance. It would be better for the kids to have more educational options.	Oct 28, 2013 4:46 PM

Page 3, Q7. Are there any cable programs or types of programs that are not available on the system that you would like the cable operator to add?

153	DIY channels and EWTN (Catholic channel)	Oct 28, 2013 3:33 PM
154	ME TV	Oct 28, 2013 3:19 PM
155	Either no cable service requirement or a basic service that includes HD versions of broadcast channels	Oct 28, 2013 3:10 PM
156	The Cooking Channel	Oct 28, 2013 3:05 PM
157	want a la carte. Don't want to spend a lot of money on all the channels when we only want 5-10 channels max	Oct 28, 2013 3:02 PM
158	Would like reasonable rates to subscribe for only what you want instead of everything bundled together	Oct 28, 2013 2:35 PM
159	Foreign sports channels	Oct 28, 2013 2:35 PM
160	TBS	Oct 28, 2013 2:32 PM
161	al jazeera america	Oct 28, 2013 2:32 PM
162	HRTV Horse racing tv	Oct 28, 2013 2:29 PM
163	MSNBC, The Hub	Oct 28, 2013 2:26 PM
164	RFD TV	Oct 28, 2013 2:23 PM
165	Very dissatisfied that ComCast Colorado cannot agree with Universal Sports, the network that televises Alpine Ski Racing. When I picked up ComCast three months ago, they said it was part of my package, but it is not.	Oct 28, 2013 2:13 PM
166	SCIHD	Oct 28, 2013 2:09 PM
167	book tv	Oct 28, 2013 2:08 PM
168	ESPN Classic, NFL Network, National Geographic	Oct 28, 2013 2:06 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

1	customer service is very bad, price is waqy too high	Dec 31, 2013 3:01 PM
2	No	Dec 30, 2013 11:07 AM
3	Customer service - Often trouble with billing issues and mistakes take long time to resolve	Dec 30, 2013 10:11 AM
4	Drop their prices and offer HD at the same rate as regular resolution.	Dec 29, 2013 2:13 PM
5	Yes. Their profit margin must be astronomical. Lower the prices by half while simultaneously providing better tv service AND better customer service.	Dec 29, 2013 2:07 PM
6	Lower the cost of services to that of an area in which there is competition. The cost of cable is so high and with internet streaming, it is an extremely attractive idea to drop cable all-together.	Dec 28, 2013 3:43 PM
7	Better Customer Service, Pricing is way too high for what we receive.	Dec 28, 2013 3:10 PM
8	Decrease price	Dec 28, 2013 1:18 PM
9	faster service	Dec 27, 2013 2:13 PM
10	Make their billing clear, quit renaming packages and not giving me a clear avenue to compare what I have with other packages	Dec 26, 2013 6:27 PM
11	They could have much better customer service. They should also offer a cheaper limited basic service for those of us that just want network stations. Also, they shouldn't lie to me about "having" to have cable service to receive network stations anymore.	Dec 26, 2013 11:38 AM
12	Much, much too expensive for the limited number of channels I actually watch.	Dec 26, 2013 11:35 AM
13	Cost	Dec 26, 2013 10:35 AM
14	We lose all of our services several times a month for a few hours at a time	Dec 26, 2013 9:51 AM
15	Lower cost and increase performance. We've had lots of problems.	Dec 26, 2013 9:51 AM
16	poor customer service.	Dec 25, 2013 3:33 PM
17	offer a "menu" service, improve their contractor relationships	Dec 23, 2013 5:58 PM
18	Provide HD channels to those who are subscribing to basic stations. HD is the standard these days.	Dec 23, 2013 12:32 PM
19	It would be great if the service could cost \$150 or less.	Dec 21, 2013 6:07 AM
20	Keep their prices from rising unnecessarily. They charge you to set you up, then they ramp up the cost for service after the first 6 months. After that it seems to just keep going up and up.	Dec 20, 2013 1:29 PM
21	the ability to select and deselct individual channels. I am paying money for channels that I do not want, but I do not have the ability to remove them from the	Dec 20, 2013 12:50 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	pricing package. Overall, the cost of the service is too high. Value for money is not there.	
22	lower prices	Dec 20, 2013 10:32 AM
23	I use the service for a home business and the FTP services break my internet connection. They can't fix it. Support is also a pain to work with.	Dec 19, 2013 1:51 PM
24	increase the basic package to include a few more basic channels and HD Service.	Dec 18, 2013 2:22 PM
25	It would take a book - 1) show a customer service number to call 2) stop with the blogs and advertisements 3) I want a "clean" email page- no ads - just clear access to my email 4) I don't want the nasty monthly online reminders that my bill is do, then another reminding me again. 5) I was promised a \$100 Visa gift card when I signed up and never received it and when I called the first time was told I had to wait three months, then called again and was given some other number to call. 6) If one has a complaint and writes to them after wading through ads, blogs etc. to find a way to email them - they don't respond. 7) I used to think Cox was bad when we had them in Nevada - but they were exceptional compared to the annoyance of dealing with Comcast.	Dec 18, 2013 11:35 AM
26	Lower prices for services, have better customer service, stop having so many charges for every little thing (ex. if you upgrade your service they charge \$15)	Dec 13, 2013 12:20 PM
27	Fix the cable signal in my neighborhood, Harmony Crossing. Install tech said whole neighborhood has bad signal.	Dec 12, 2013 12:22 PM
28	Cable cuts out often	Dec 12, 2013 12:10 PM
29	Improved Customer Service - We were sent the wrong equipment at first. Installer was not knowledgeable	Dec 11, 2013 10:19 AM
30	cost less	Dec 9, 2013 3:10 PM
31	Customer service sucks. Can't get anyone on the phone. Automated system keeps hanging up on calls.	Dec 9, 2013 8:59 AM
32	Calling for assistance is a waste of time and takes forever - hire americans not Indians you can't understand	Dec 5, 2013 7:39 PM
33	Not charge as much, as well as eliminate network error problems that seem to occur more often than not!	Dec 5, 2013 9:48 AM
34	Their service is terrible. When their service is working, I am satisfied. However, when service goes out, they are all talk and no action. On several occasions in the recent past my cable internet has gone out. I try to fix it before calling them. If that does not work, then I call and they did not fix it. I was told that I might incur a rather substantial fee if they come out (as part of their disclosure). I pay a fee each month to address this very issue. They informed me that the fee that I pay may not cover the potential costs and that I may still incur a substantial cost and did I want to proceed with the service call? Really?????	Dec 5, 2013 8:02 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

35	The service is getting much too expensive and rate increases are often.	Dec 4, 2013 11:56 AM
36	Cheaper rates and better Customer Service	Dec 3, 2013 10:33 PM
37	They charge too much for receiving programing - HD boxes, adapters etc. and give a decent rate then raise it every 6 months. The 800 number can't help at all and you can't call the local office, you have to drive over there.	Dec 3, 2013 3:02 PM
38	Lower the cost for basic cable and have more efficient customer service.	Dec 3, 2013 6:35 AM
39	Lower cost senior discount (students get one) get rid of ALL spanish (they offer a spanish package) get rid of ALL religious channels	Dec 3, 2013 6:07 AM
40	Reduce cost; Choice of individual channels	Nov 30, 2013 9:11 AM
41	Offer less expensive options. I am considering canceling my cable.	Nov 29, 2013 5:17 PM
42	Every month is fight with Comcast. I call it my monthly doing battle with Comcast. Each month my bill goes up and each month I fight to get the services that I have been promised. I will be told this price is yours for a year and the next month it goes up.	Nov 29, 2013 3:35 PM
43	I'd love to have more than limited basic, but can't afford it- why does it have to be so expensive? Oh Yeah, offering way more channels than anyone needs/wants	Nov 28, 2013 5:12 PM
44	they have a monopoly there customer service is shit because of that. there are far better services	Nov 28, 2013 2:40 AM
45	Too expensive	Nov 25, 2013 11:23 AM
46	They need to compete with direct tv and dish for service and price	Nov 24, 2013 2:44 PM
47	Provid only desired channels. All others are undesirable waste.	Nov 23, 2013 8:27 AM
48	lower, more flexible (less bundled) cost.	Nov 21, 2013 2:14 PM
49	Hardware is years behind directv and dish, with regards to DVr. Software/guide is also very poor	Nov 20, 2013 10:32 AM
50	Offer a plan that the end user could pick and choose the chan they wish to watch and pay for. Also its the only reliable option for high speed internet	Nov 20, 2013 9:51 AM
51	lower pricing - less game-playing on pricing specials	Nov 20, 2013 7:53 AM
52	Reduce the price, offer a la carte television channels, allow hd signal for basic cable without special equipment	Nov 20, 2013 7:14 AM
53	Return RFDTV and give us programs (variety) so we don't have to watch Raymond and Andy Griffith.	Nov 19, 2013 3:29 PM
54	It should be cheaper. \$120/month is A LOT to pay for internet and TV and basically the only option.	Nov 19, 2013 11:03 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

55	We have intermittent services issues that Comcast is very aware of	Nov 19, 2013 10:27 AM
56	We have multiple issues with our cable box and on demand not working all the time.	Nov 19, 2013 9:45 AM
57	Reduce cost	Nov 18, 2013 2:49 PM
58	Different product bundles. Communicate offers to existing customers.	Nov 17, 2013 8:34 AM
59	Yes, lower the price for the few channels we use. I think we are forced to take the digital package and have lots of channels we never watch. We essentially watch 6,12, 9,7,	Nov 16, 2013 4:00 PM
60	Too expensive, internet speeds too slow	Nov 14, 2013 2:12 PM
61	Better customer service, reasonable prices that don't increase constantly	Nov 14, 2013 1:36 PM
62	Cable packages that make more sense and are more affordable	Nov 14, 2013 9:44 AM
63	The cable operator needs some stiff competition. At our former residence, not Fort Collins, Verizon FiOS was allowed to compete head to head with Comcast. The result was a 30 percent drop in price, improved quality of service, vastly shorter response times on support calls, and more program options. The current FCC policy of allowing Verizon to rebrand Comcast services is a joke. There is noting Verizon about that service and it certainly does nothing to introduce competition into the marketplace	Nov 14, 2013 7:55 AM
64	Make it cheaper	Nov 13, 2013 12:59 PM
65	stop forcing me to pay for channels I don't watch! offer discounts to long term customers! stop repetition of same movie in a month	Nov 13, 2013 8:12 AM
66	Cost is prohibitive. And we had to raise our level of bandwidth once again for another 10 dollars a month	Nov 13, 2013 4:32 AM
67	Reasonable pricing. Non-bundled services so people could choose what they want. Honesty. Better customer service for people who want to downgrade. Roght now upgrading is easy. Downgrading is a minefield	Nov 12, 2013 6:21 PM
68	Display presidential speeches on every channel. Do more to inform voters and less to distract the same	Nov 12, 2013 1:09 PM
69	Improve customer service, reduce prices	Nov 12, 2013 10:59 AM
70	The cost is constantly changing and will soon reach a point where those of us on fixed income cannot subscribe.	Nov 12, 2013 10:38 AM
71	quit raising the rate for my cable/internet service without notifying me	Nov 12, 2013 10:20 AM
72	Provide a better plan. Rates rise after the 1st year (almost doubled to what I initially paid). Will be canceling by year end.	Nov 12, 2013 10:11 AM
73	Make HD channels equal price to SD, more channels to limited basic, consistent	Nov 12, 2013 9:53 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	service, open nfl and espn channels during broncos games	
74	more shows on demand	Nov 12, 2013 9:43 AM
75	A la carte selection of channels instead of bundling channels that I never watch	Nov 12, 2013 8:44 AM
76	far to expensive,,, freq loss of service... pixellating picture	Nov 12, 2013 7:48 AM
77	Competition to drive down prices and increase customer service quality	Nov 12, 2013 7:39 AM
78	better reception in my older home	Nov 12, 2013 7:37 AM
79	Lower prices	Nov 12, 2013 7:33 AM
80	Sound drop outs, pixelation, slow internet all annoying for the price we pay	Nov 12, 2013 7:32 AM
81	We experience random signal delays and brief interruptions in the signal.	Nov 12, 2013 7:31 AM
82	Al la cart programming. I only watch a couple of channels.	Nov 12, 2013 7:27 AM
83	Better customer service, less expensive service	Nov 12, 2013 7:27 AM
84	No, but the city could bring some other cable providers to have an option.	Nov 12, 2013 7:22 AM
85	Price points have become ridiculous. It's the fact that there is a city endorsed monopoly for comcast and they can charge whatever they want, which is ridiculous!	Nov 12, 2013 7:22 AM
86	High priced, our internet is interrupted regularly and when it is, our phone service is lost for days.	Nov 12, 2013 7:21 AM
87	More competition for comcast to drive the rates down	Nov 12, 2013 5:21 AM
88	make it less expensive	Nov 11, 2013 2:42 PM
89	Stop killing us with high price, low speed internet.	Nov 11, 2013 9:40 AM
90	Stop fluctuating prices every month. Comcast has a monopoly power in Fort Collins and charges far too much for crappy cable and Internet service	Nov 11, 2013 8:42 AM
91	Phone system for technical help is clunky.	Nov 11, 2013 7:57 AM
92	Comcast should provide information on its rate increases. The rates suddenly increased by \$30. from one month to the next without warning or explanation. The people in the office can't explain why. This has happened to us each of the past two years.	Nov 11, 2013 7:27 AM
93	I do not want any spanish language channels	Nov 10, 2013 3:30 PM
94	Add the Sports Channels I like AND offer a la carte options	Nov 9, 2013 11:45 AM
95	reduce cost of service. allow for ala carte channel selection	Nov 9, 2013 11:11 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

96	City of Fort Collins should dump Comcast and allow more cable TV competition	Nov 9, 2013 6:09 AM
97	Cost reduction	Nov 8, 2013 4:28 AM
98	Charge less, improve network speeds to levels competitive with the rest of the world.	Nov 7, 2013 8:56 PM
99	They have routinely offered me "specials" and upgrades, and then increased the price beyond what was agreed upon and/or not give the agreed upon upgrade. In my opinion Comcast has very dishonest and sneaky billing practices	Nov 7, 2013 7:36 PM
100	Lower the cost	Nov 7, 2013 5:05 PM
101	Cut out all the home shopping & Spanish channels & don't keep raising prices. My bill this month is \$44.21 & last month it was \$38.47!	Nov 7, 2013 1:33 PM
102	Allow subscribing of only certain channels.	Nov 6, 2013 4:02 PM
103	ala cart programming option	Nov 6, 2013 3:03 PM
104	Charge less	Nov 6, 2013 1:01 PM
105	Would like fewer channels at reduced price, but when bundled with internet, it is difficult to get cost savings. COST is the problem.	Nov 6, 2013 11:12 AM
106	There are many Spanish language channels in my package which I do not need. Give more option to pick channels in the package. Constraint the rate increase.	Nov 6, 2013 10:44 AM
107	yes	Nov 6, 2013 10:10 AM
108	absolutely:Decrease the number of Spanish language channels (now about 7 or so); Ditch the 24-hour-per-day 'educational' channel that runs only infomercials; Allow customers to select the channels they wish to include.Institute 'bundling' plans of the type that Congress is considering.	Nov 6, 2013 9:56 AM
109	The price for digital cable is exorbitant. I have an HDTV but cannot afford HD channels. I am relegated to watching TV with black bars on the side in standard definition. It is excruciating!!	Nov 6, 2013 9:34 AM
110	lower prices, linux streaming support, re-enable cable-ready tvs	Nov 6, 2013 9:08 AM
111	It's way too expensive, and the channel offerings are extremely limited	Nov 5, 2013 9:03 PM
112	slow internet during peak hours, poor customer service, high prices	Nov 5, 2013 7:17 PM
113	Prices are incredibly high for what you get; internet service is nearly unusable during peak hours; television service routinely goes in and out, Comcast has no solution	Nov 5, 2013 5:59 PM
114	Listen to your customers and stop charging an arm and a leg for a digital signal.	Nov 5, 2013 3:22 PM
115	A less expensive tier that represents my needs and does not include extra channels and crap that i will not use.	Nov 5, 2013 2:23 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

116	Lower its install fees, channel availability, better internet speed, not throttling internet, much more consistent speeds, better customer service	Nov 5, 2013 1:37 PM
117	Treat their customers better. Horrible customer service in store and through the phones.	Nov 5, 2013 1:19 PM
118	Provide better services at lower costs. They have a monopoly over services, especially internet.	Nov 5, 2013 1:02 PM
119	Price structure too high. Problem solving specific issues has been time consuming and difficult.	Nov 5, 2013 12:08 PM
120	Comcast offers terrible service and has greatly inconvenienced us.	Nov 5, 2013 10:46 AM
121	There are no alternatives so we are subjected to monopoly-like pricing and extremely poor customer service.	Nov 5, 2013 9:41 AM
122	Update TV series, On Demand is so broken as a system it's not even funny	Nov 5, 2013 9:15 AM
123	There is no competition in the city so they can charge whatever they want. EVERYONE realizes this, and NOBODY likes it. Monopoly = bad	Nov 5, 2013 9:00 AM
124	Maintain the pricing schedule and/or add more channels upon "promotional pricing" expiration to coincide with price increases	Nov 5, 2013 8:11 AM
125	the price is high, in order to get a better deal you have to call and threaten to leave.	Nov 5, 2013 8:04 AM
126	Make HD standard at 30 and have MLB network and NFL included in basic package. Also include CBS sports network for rams' games	Nov 5, 2013 7:56 AM
127	they are really expensive and the customer service is terrible	Nov 5, 2013 7:43 AM
128	more competition for internet/cable providers (currently comcast is the only option without switching to dish / direct TV etc)	Nov 5, 2013 7:40 AM
129	Not increase bills after a period of time with out notification	Nov 5, 2013 7:34 AM
130	Explain to me how I became part of a bundled tv plan and why it is they think I have one of there cable boxes and cable modem. I own my modem and do not have cable. Then tell me how long they have been charging me all this extra money and refund it to me, then give me free internet until they are kicked out of FC.	Nov 5, 2013 7:17 AM
131	reduce outrageous prices	Nov 5, 2013 7:13 AM
132	Let viewers choose their stations from a menu and charge accordingly	Nov 5, 2013 6:44 AM
133	Do not raise rates after 6 months, unless it is asked at the 6 month mark and extra service is given. Comcast is close to an oligopoly and could easily lower prices while still making profit.	Nov 4, 2013 11:46 PM
134	Internet randomly drops streaming videos, faster speed or more bandwidth	Nov 4, 2013 10:07 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	would be nice	
135	Let me pick and choose channels out of 200+ there are maybe 20 that are ever watched	Nov 4, 2013 9:01 PM
136	Cheaper, better customer service, More selective programming (Ideally I could choose the 30 or so channels I actually want)	Nov 4, 2013 8:36 PM
137	make it cheaper!	Nov 4, 2013 7:13 PM
138	Offer faster/more reliable internet, quit throwing money into getting rid of net neutrality,	Nov 4, 2013 7:08 PM
139	High cost compared to similar services from other vendors; HDMI cable boxes	Nov 4, 2013 6:59 PM
140	Have more affordable rates especially for low income citizens who would like CNN etc. Representatives from US who I can understand.	Nov 4, 2013 6:48 PM
141	increase quality of channels. broadcasting at 480P is just sad	Nov 4, 2013 6:41 PM
142	Drop the price!	Nov 4, 2013 6:40 PM
143	Unbundle channels, stop raising prices every six months	Nov 4, 2013 6:27 PM
144	lower the price	Nov 4, 2013 6:09 PM
145	Not cost so much for those who are in low income housing and going to school. I feel I should look elsewhere. And I have to reset my modem everyday to access the wifi. Yes, I know my password.	Nov 4, 2013 5:08 PM
146	A la carte channel selection so we're not wasting money on crappy stations we never watch.	Nov 4, 2013 4:56 PM
147	Lower prices for what we are getting, make Xfinity on Demand easier to use	Nov 4, 2013 4:40 PM
148	Bundle like channels together	Nov 4, 2013 4:00 PM
149	\$72 a month for internet is a little insane to me. It's not super high speed, I have to rent the router (!), and it crashes once a week. I'd switch but they are all gambits.	Nov 4, 2013 3:41 PM
150	I would like to have a choice in cable, its a monopoly if you want Cable not dsl	Nov 4, 2013 3:37 PM
151	lower price	Nov 4, 2013 3:20 PM
152	Improve price and improve signal quality on non-HD channels, they are worse than Satellite quality	Nov 4, 2013 3:16 PM
153	Cheaper Basic cable option for local channels only	Nov 4, 2013 3:03 PM
154	Give me a deal without tv. All I want is internet.	Nov 4, 2013 2:55 PM
155	Not require a cable box to receive basic HD signals. Provide more options for	Nov 4, 2013 2:25 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	selecting channels - pay for what you need	
156	al la carte channels would be better	Nov 4, 2013 7:04 AM
157	Lower the cost	Nov 3, 2013 11:42 PM
158	Ability to "pick" 10-15 stations for basic service and eliminate the rest.	Nov 3, 2013 10:04 PM
159	Yes, and I have training and experience in human factors and user interfaces, so could give a lot of specific feedback about disconnects in the services and support, but they don't care enough to want it, and at the moment since our service is DOWN and they can't seem to fix it, I'm using my CELLPHONE to take this survey, so it's painful typing. Email me at ajs@frii.com for details.	Nov 3, 2013 7:43 PM
160	customer service, programs I don't want, they don't tell you when they increase prices	Nov 3, 2013 5:47 PM
161	yes, have less foreign programs I only understand English and don't like paying for foreign programs	Nov 3, 2013 5:32 PM
162	I would like to see an option for picking the channels I want rather than a bundle w/ 90% of the channels we never watch & I'd like an option to cancel & not pay for spanish language channels	Nov 3, 2013 5:22 PM
163	Honor their commitment. Comcast has the worst customer service ever. This is at the corporate level as well as local. The flat out don't care and argue with me over issues that Comcast caused.	Nov 3, 2013 4:02 PM
164	fix occasional line noise problem. fix occasional lack of access to on demand problem.	Nov 3, 2013 4:24 AM
165	QAM mentioned earlier; a la carte channel choices would be great	Nov 2, 2013 6:49 PM
166	Cost too much, internet intermittent, more choices in cable companies	Nov 2, 2013 3:10 PM
167	Lower the price	Nov 2, 2013 11:36 AM
168	The billing information is always incorrect. There is not one month that I don't have to call and dispute my bill.	Nov 2, 2013 5:31 AM
169	I would like a la carte channel service. I resent subsidizing channels (Fixed News, ESPN) I never watch	Nov 1, 2013 5:57 PM
170	lower their prices and quit ripping us off!	Nov 1, 2013 5:20 PM
171	Unbundle so we can pick and choose what channels we really want	Nov 1, 2013 5:01 PM
172	I found it frustrating when the price keeps increasing with no explanation. I plan on it increasing yearly and plan accordingly. This year it increased in January and October. Each time by \$3. That doesn't seem like much to most people but it is to someone on a fixed income. When I called to see why it increased, there was no explanation other than it had increased. I couldn't get an answer if it would continue to increase.	Nov 1, 2013 3:17 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

173	I am unable to get described video service (for the blind, mandated by the FCC_ to work. Several service calls and a new cable box have not fixed this issue.	Nov 1, 2013 11:13 AM
174	The technician refused to hook up our VCR & DVD at installation. Comcast wanted additional pymt to come out again and connect.	Nov 1, 2013 11:11 AM
175	We have to fight to get our bill to a reasonable price and their customer service, at the manager level, is some of the worst I have ever encountered.	Nov 1, 2013 11:00 AM
176	stop raising fees without including service.	Nov 1, 2013 10:58 AM
177	too many unwanted channels and TOO EXPENSIVE	Nov 1, 2013 10:42 AM
178	Offer a cheap, internet only option. Don't force bundling.	Nov 1, 2013 10:08 AM
179	The pricing that of a pure monopoly.	Nov 1, 2013 9:24 AM
180	Customer service is horrible becasue they have a monopoly in this market!	Nov 1, 2013 8:25 AM
181	THERE ARE ABOUT SEVERAL CHANNELS I AM PAYING FOR BUT NOT GETTING, INCLUDING CHANNEL 14 THE CITY'S CHANNEL. EACE TIME THEY SAY IT IS CORRECTED BUT IT ONLY LASTS FOR A COUPLE DAYS AND THE PROBLEM RETURNS. I WOULD LIKE THEM TO CORRECT THE PROBLEM BUT ALL THEY WANT TO DO IS SELL ME A REPAIR SERVICE CONTRACT. I AM LOOKING AT DIRECT TV AND WILL PROBABLY GO WITH SOMEONE THEM OR OTHER SERVICE.	Nov 1, 2013 8:17 AM
182	more tiers or choices of channels for lower costs and actual quality customer support	Nov 1, 2013 7:43 AM
183	improve LOUSY customer service	Oct 31, 2013 4:15 PM
184	Be more willing to move modem to improve performance, have someone come out to install upgrade they say I can have	Oct 31, 2013 3:55 PM
185	Without monopolies, competition would reduce cost, and choice of chanles would help.	Oct 31, 2013 3:23 PM
186	Better customer service, less installation fees	Oct 31, 2013 2:46 PM
187	very costly. would like cheaper more basic but with better small selection, not spanish	Oct 31, 2013 2:18 PM
188	Follow through on financial promises without having to call them every couple of months	Oct 31, 2013 2:14 PM
189	let pick just the channels we want and not pay for the rest	Oct 31, 2013 1:03 PM
190	better equipment reliability and less internet down time	Oct 31, 2013 11:10 AM
191	They have installed an "amplifier" on my cable system; don't know if the neighbors have one, but it uses my electricity, just like all their boxes. It used to be you didn't need the boxes to watch. I have about five remotes that are now	Oct 31, 2013 10:42 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	fairly useless because their (smaller) boxes tend to work only with their remotes. I could get HD reception on local channels prior to going "all boxes". Adding another TV requires additional box, cost, and electricity use.	
192	Not charge extra for the channels we need to view local sports -- or for Encore	Oct 31, 2013 10:10 AM
193	Need to improve customer service, most of those people don't have a clue what they are talking about, just reading from a script. Just about everytime I talk to a Comcast employee they charge some kind of fee to my account and I have to battle to get it removed, sometimes even having to e-mail the CEO of Comcast to get problems fixed because nobody in customer service has a clue on what they are doing. Everytime I have a problem I always cringe because I don't want to have to deal with them. Comcast as a whole sucks.	Oct 31, 2013 8:27 AM
194	Price and customer support are both consistently terrible	Oct 31, 2013 7:27 AM
195	its expensive	Oct 31, 2013 7:13 AM
196	It's all price - the price is ridiculous. We keep it because we like the internet, but it just keeps going up & up. We'll call & they'll lower it for a bit, & we have business service with them.	Oct 31, 2013 7:08 AM
197	Lower the cost.	Oct 31, 2013 6:40 AM
198	Their Customer service is very bad ! I have had a hard time trying to resolve issues with my bill both at the local office and talking to their call center they like to point the finger at the customer and do not try and resolve the issue .	Oct 31, 2013 6:20 AM
199	Recently, the people who provide technical support are hard to understand and really don't have a solution to a problem because a lack of training or not knowing.	Oct 31, 2013 12:24 AM
200	Unbundle the cable channels. We watch only 21 of the 200+ channels we are forced to take	Oct 30, 2013 10:13 PM
201	they are the worst company I've ever dealt with and they are not capable of satisfying me	Oct 30, 2013 8:25 PM
202	Military Channel, IFC, and get rid of all the Spanish Channels	Oct 30, 2013 8:22 PM
203	Give me true basic service, 10\$ a month for the shot I can get for free from a powerful antenna (FOX, NBC, PBS, local football games).	Oct 30, 2013 8:07 PM
204	Better customer service and pit back RFD-TV	Oct 30, 2013 7:53 PM
205	Customer service SUCKS.....I almost cry every time I have to call and be placed on hold FOREVER and then you cant understand the person, and they dont fix your problem and most likely screw up something else!!!!!! The only option is to stand in line at the service center because the local rep at Best Buy no longer responds to email address she gave me, nor does she have access to billing info any longer . I cant express strongly enough how much I feel trapped.....DISH service is not an option for my condo, so I have to go with the people that continually change service tiers, remove channels etc. I dont	Oct 30, 2013 7:42 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	have the packages I contracted for and I have no options	
206	Our cable was cut, and it took from Friday afternoon until Sunday afternoon to send someone out to fix it - 9 families with no tv, internet or phone...	Oct 30, 2013 6:19 PM
207	stop raising rates after 3-6 months and improve the reliability	Oct 30, 2013 6:10 PM
208	our modem goes on and off. Got a new one and still does it. Comcast changes internet speed we have to pay for a new modem I have to pay for spanish speaking channels when we don't speak spanish. Now you have to pay for the box on 2nd and 3rd tv.	Oct 30, 2013 6:08 PM
209	lower the ever increasing price!	Oct 30, 2013 5:56 PM
210	Lower costs Every year the cost goes up	Oct 30, 2013 5:53 PM
211	Customer service is average at best	Oct 30, 2013 5:49 PM
212	A package that did not include sports channels, at a price reflecting their absense	Oct 30, 2013 5:47 PM
213	don't make me pay for 30 channels in spanish and at least 20 channels of sports	Oct 30, 2013 5:13 PM
214	let customers choose - we watch only 10 channels but pay for 150 this stinks	Oct 30, 2013 4:42 PM
215	The only way to get HD programming is with a very expensive package or bundle with other services.	Oct 30, 2013 4:26 PM
216	Lower prices, don't force channels in tiers that we don't want, offer ala cart channels	Oct 30, 2013 4:12 PM
217	Lower the cost; pay too much for television - don't watch all the channels on basic plan. There needs to be a better pricing structure for cable television.	Oct 30, 2013 4:10 PM
218	let us be able to pick what we want	Oct 30, 2013 3:43 PM
219	Lower cost. Don't watch most of the channels offered. They started charging for auxiliary boxes too.	Oct 30, 2013 3:09 PM
220	More consistent service - we seem to have several tv problems due to Comcast	Oct 30, 2013 3:05 PM
221	they could offer wifi without cable for a decent price, their customer service could be used without being charged to use it, their online would actually allow you to pay online, so you dont get charged.. they have hidden fees everywhere, my internet goes in and out and has to be rebooted multiple times a day and to fix it, they would charge me, i have to do a bundle with cable or just wifi costs more than the \$80 a month, i cant even change my password without a service fee for help, so i have their long code to eneter every time it goes out!!! and not having any other wifi options available is a monopoly.	Oct 30, 2013 2:58 PM
222	Pay-per-channel services. I don't want to pay for 299 channels I don't want just to get the 3 I do want.	Oct 30, 2013 2:49 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

223	More a la cart pricing, lots of channels I pay for & don't want. Forced to have a phone line with bundled package, don't even have a phone attached to it.	Oct 30, 2013 2:16 PM
224	stop raising the cost, especially without notice	Oct 30, 2013 1:23 PM
225	yes, better costs then just raising them, We need to have cable competition and choices .	Oct 30, 2013 1:16 PM
226	where to start?? DirecTV has a better operating system & customer service... only reason i have comcast is to save \$\$\$ on high speed internet	Oct 30, 2013 1:08 PM
227	I believe price is way too high for what we get. You have to pay for each connection in every room and it seems like the price just keeps going up. I had to threaten to discontinue service to get them to lower my monthly fee - it was almost \$190/month!!	Oct 30, 2013 1:07 PM
228	WAY TOO EXPENSIVE FOR THE LITTLE CHANNELS WE GET	Oct 30, 2013 12:38 PM
229	Decrease the annual rate increases that are much greater the other increases in the cost of living.	Oct 30, 2013 12:37 PM
230	They are too expensive. Go up every year on price. Get rid of some channels	Oct 30, 2013 11:58 AM
231	Don't bill me for a modem I bought. Stop removing channels that were part of my service and then raising your prices.	Oct 30, 2013 11:44 AM
232	Too expensive for cable TV, they just jack up the price every month. Also cant get HDMI to TV without DVR (which is extra fees)	Oct 30, 2013 11:44 AM
233	Lower pricing structure, paying over \$100/month for internet and basic HD channels is too much in my opinion	Oct 30, 2013 11:39 AM
234	Make it cheaper!!!	Oct 30, 2013 11:31 AM
235	lower the price	Oct 30, 2013 11:20 AM
236	Be less douchey	Oct 30, 2013 11:19 AM
237	I believe my bill is way too high and I would not like to have to go through all of the Spanish channels as no one in this household speaks Spanish	Oct 30, 2013 11:18 AM
238	thr prices are very high compared to any dish service	Oct 30, 2013 11:04 AM
239	Quit raising prices every month. Get rid of all the useless channels, or give us an ala carte menu to choose from	Oct 30, 2013 10:51 AM
240	I wish they could offer an ala carte package where you choose only the channels you want. There are SO many I don't watch (kids', Spanish-speaking, home shopping for example) and think it would be great if you could choose 20 channels for a set price.	Oct 30, 2013 10:39 AM
241	free on demand movie offerings are poor, other movies expensive	Oct 30, 2013 10:27 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

242	cost is outrageous, service is spotty, when the internet goes down they act like they have no clue why or what to do or when it can be fixed, even if it is a planned outage.	Oct 30, 2013 10:25 AM
243	Restore some channels like TCM formerly available on the basic package but were dropped and now require extra payment for an additional package.	Oct 30, 2013 10:11 AM
244	Improve selection of channels and lower prices	Oct 30, 2013 10:09 AM
245	Just have more DVR recording capability with HD boxes. Be able to record two shows and watch another.	Oct 30, 2013 10:01 AM
246	Reasonable rates, better customer service, stop playing games with services & billing, stop giving customers defective receivers (other customer defective returns)	Oct 30, 2013 9:53 AM
247	divest from NBC Universal, provide credible News content, provided nature and science content - not reality TV	Oct 30, 2013 9:25 AM
248	less sports, more Nat Geo, Science, educational	Oct 30, 2013 9:25 AM
249	lower the price. every year they up the cost. cable internet is slower then advertised. customer service is horrendous.	Oct 30, 2013 9:06 AM
250	Make cable television more affordable, without having a package that requires a home phone that I don't use.	Oct 30, 2013 9:01 AM
251	Remove programs we never watch, especially spanish speaking programs.	Oct 30, 2013 8:58 AM
252	We are satisfied with cable service, but extremely dissatisfied with billing services - our bill is never the same and we always have to call to see if there is a promotion going on, etc. They should have senior discounts available. Also should have a choice in what you want to watch instead of having 100 stations listed that you don't even care about.	Oct 30, 2013 8:54 AM
253	Let me pay my bill when I get my check instead of when they want it and end up paying a late charge	Oct 30, 2013 8:51 AM
254	I would like to pick only those channels I regularly watch and remove the rest for a lower monthly bill. Also, Comcast continues to offer promotions for new subscribers but these same promotions are not offered to continuing customers the consequence is an ever increasing bill.	Oct 30, 2013 8:51 AM
255	take accountability for what they sell..stop sending door to door sales people to my house	Oct 30, 2013 8:50 AM
256	lower cost	Oct 30, 2013 8:49 AM
257	Better Prices, More reliable internet speed	Oct 30, 2013 8:46 AM
258	Fee too high for quantity of family friendly viewing	Oct 30, 2013 8:43 AM
259	better quality music service in afternoons, less commercial time "on demand TV	Oct 30, 2013 8:36 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	shows"	
260	We need more competition than just one cable company in town. This will help bring down costs.	Oct 30, 2013 8:24 AM
261	Stop giving me garbage channels as a reason to raise rates, stop misleading me on *special* packages and to make an effort to credit me for outages without me calling to harass to get a credit.	Oct 30, 2013 8:07 AM
262	TOO MANY CHANNELS NO GUIDE TO SHOW FEATURES OR CHANNEL NUMBERS	Oct 30, 2013 7:50 AM
263	The value of the content in the package I get is low for what I pay	Oct 30, 2013 7:49 AM
264	Price is way to high, went up \$35.00 this year for nothing added. Price goes up every year and service is worse.	Oct 30, 2013 7:48 AM
265	Allow me to select the channels I want to have, and discard the rubbish	Oct 30, 2013 7:43 AM
266	I have multiple problems getting a DVR that works reliably. Most equipment is old and out dated	Oct 30, 2013 7:38 AM
267	Be able to pick channels wanted and pay accordingly, deleting the ones I don't want.	Oct 30, 2013 7:26 AM
268	Not satisfied with channel bundling, too many channel that are never viewed. Very unhappy with the addition of the al jereez channel.	Oct 30, 2013 7:25 AM
269	Do not hike up prices when a deal expires - notify the user a month or so in advance. Have better DVRs that allow data transfer when replacing the device.	Oct 30, 2013 7:25 AM
270	Fix it when it's broken. My remote has been broken for months and I can only watch about half of the on demand things, I get an error on the screen to 'tighten my cables'. Seriously?	Oct 30, 2013 7:24 AM
271	remove junk stations	Oct 30, 2013 7:18 AM
272	did not get the service I was told that I would get,had to go to Comcast now three times to straighten out my bill.	Oct 30, 2013 7:18 AM
273	The price is extremely high for a very basic level of service. I would like to see them add a High Speed Internet only subscription - that way you do not have to have television also, which is an added cost.	Oct 30, 2013 7:12 AM
274	ridiculous cost for the limited services I have.	Oct 30, 2013 7:02 AM
275	pay for what i want only!!!	Oct 30, 2013 6:56 AM
276	better customer service, better quality of product. Many times the images are fuzzy and frozen. issue not with tv.	Oct 30, 2013 6:52 AM
277	Not charge as much. We pay for service into the house and now service from the house into the TV.	Oct 30, 2013 6:50 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

278	lower prices for basic, cut out channels i dont want, pay per channel	Oct 30, 2013 6:45 AM
279	Improve Internet reliability and speed	Oct 30, 2013 6:45 AM
280	Make it less expensive	Oct 30, 2013 6:41 AM
281	allow for a more cafeteria-style option. I don't watch most of the channels, yet there are others I really want that aren't in our package but I'm not spending any more money.	Oct 30, 2013 6:37 AM
282	Yes. Not charge so much for cable and premium channels	Oct 30, 2013 6:34 AM
283	We constantly have problems with out internet. They need to improve their internet service.	Oct 30, 2013 6:28 AM
284	My digital cable is often pixelated to the point where I can't watch recorded shows. Our bill goes up every month even though we keep the same services - they just keep tacking additional charges on, hoping we won't notice.	Oct 30, 2013 6:26 AM
285	not jacking up the price every other month and making the secondary boxes skip the many channels we don't get	Oct 30, 2013 6:16 AM
286	Cut the cost, give me the choice to not pay for Spanish speaking channels	Oct 30, 2013 6:09 AM
287	A little too expensive.	Oct 30, 2013 6:08 AM
288	We were customers from 2008 to 2010 and cancelled because of the poor programming On Demand	Oct 30, 2013 6:01 AM
289	Lower the price - it is outrageous!!! But comcast is the only choice in my apartment complex.	Oct 30, 2013 5:57 AM
290	Unbundle their TV services. Make individual channels available, e.g. I want TCM but never watch sports and don't want to pay for it.	Oct 30, 2013 5:56 AM
291	It costs so much for internet its unreal. Cable is expensive too but I moved from Iowa and cable rates are similar but internet here is almost \$20 more a month.	Oct 30, 2013 5:54 AM
292	lower prices	Oct 30, 2013 5:52 AM
293	More diverse selection of channels. More intelligent programming, international programming.	Oct 30, 2013 5:39 AM
294	The picture is fuzzy particularly with movement, like a football game, even after complaining. We were told we would have to pay to have a service person come out and fix the problem. Also we would like to be able to pick at least 10 stations rather than being forced to buy a package.	Oct 30, 2013 5:34 AM
295	do what they say they are going to do, drastically improve customer service	Oct 30, 2013 5:34 AM
296	The rates continually go up. Channels come and go and it's not easy to find out what our actual channel lineup is. Way too expensive.	Oct 30, 2013 5:34 AM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

297	The bundled service is far too expensive.	Oct 30, 2013 5:26 AM
298	Price is too high for the services and not enough worth watching.	Oct 30, 2013 5:25 AM
299	Nearly all of what's on TV is absolute trash (reality shows, etc). I want Nat Geo, DIY network, Al Jezerra (sp?)	Oct 30, 2013 5:22 AM
300	Too pricey!	Oct 30, 2013 5:20 AM
301	Yes it could stop charging me for service that I don't have	Oct 30, 2013 5:04 AM
302	Establish SPECIFIC rates and keep them, like my cell phone bill. I can rarely predict the monthly amount. It has jumped to over \$200/months at time (when friends have identical services for \$99/month because of some "newbie special"). I have to repeatedly call and beg to find out "specials" that last for 3-6 months. Every time there is a change, they "accidentally" eliminate some service, like the DVR, and I have to call again to straighten things out. Set a rate (would appreciate "senior rate" for those of us who don't use much internet) and leave it there.	Oct 30, 2013 5:04 AM
303	Lower prices	Oct 30, 2013 4:57 AM
304	prices are way too high, goes up every month, up four dollars this month	Oct 30, 2013 4:29 AM
305	Way too expensive	Oct 30, 2013 4:25 AM
306	Quit increasing my bill every couple months. Customer service constantly lies to me.	Oct 30, 2013 4:25 AM
307	give you more for what you pay for. comcast is horrible	Oct 30, 2013 4:21 AM
308	The cost for service is high, would like other companies to choose from.	Oct 30, 2013 4:08 AM
309	Stop raising the cost every month	Oct 30, 2013 3:30 AM
310	Less black and Hispanic channels, sporadic service interruptions	Oct 30, 2013 2:29 AM
311	Don't respond quickly when repairs are needed. Billing has been wrong several times- hard to get it corrected. Rude customer service. Quality doesn't match the high price paid for service.	Oct 29, 2013 10:25 PM
312	It would be nice to pick the channels I want. I don't need 22 Spanish channels	Oct 29, 2013 9:36 PM
313	Keep the pricing competitive. Do not add services just to keep raising the rates. I am watching TV and do not want to have my rate increased just so I can watch online. That is what my TV is used for now.	Oct 29, 2013 9:21 PM
314	Cheaper, different assortment in plan	Oct 29, 2013 9:15 PM
315	The only reason we have Comcast is because they kept increasing my internet service. Without 'bundling' my internet bill was increased to \$65/mo!	Oct 29, 2013 9:02 PM
316	They need to provide a choice of stations rather than one package fits all	Oct 29, 2013 8:37 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	service.	
317	stop having so many interruptions of service! I work from home, so my telephone & internet are extremely important & wish that their "business" class wasn't so expensive	Oct 29, 2013 8:32 PM
318	NFL Network and Big Ten Network without an additional charge	Oct 29, 2013 8:14 PM
319	Decrease prices, don't increase prices after 6 months, make the installation easier or have a technician install, no hidden fees, make it easier to contact somebody with an issue	Oct 29, 2013 7:56 PM
320	More high def channels	Oct 29, 2013 7:54 PM
321	It would be much better to only pay for channels we actually use and also at a reduced fee.	Oct 29, 2013 7:52 PM
322	Stop outsourcing to The Philipines, stop monopolizing and generally stop being an uncaring faceless entity	Oct 29, 2013 7:36 PM
323	better internet connectivity, better customer service, lower prices, better channels	Oct 29, 2013 7:25 PM
324	better services	Oct 29, 2013 7:22 PM
325	Lower the cost!	Oct 29, 2013 7:17 PM
326	Large packages increase prices by including many channels that we don't want. Allow more selectivity with channels and pacackages	Oct 29, 2013 7:06 PM
327	DVR breaks and I can't have the new equipment because I don't have a phone. I don't want another telimarketer phone numer	Oct 29, 2013 7:05 PM
328	Yes. Charge a more reasonable monthly rate.	Oct 29, 2013 7:04 PM
329	We have to pay for many channels we never watch just to watch NHL games. Would be nice to pay just a little extra for a sports channel instead of a lot extra	Oct 29, 2013 7:01 PM
330	Lower prices, specific selections of channels	Oct 29, 2013 7:01 PM
331	cable video services are fine, customer service is a bit of a headache though	Oct 29, 2013 7:00 PM
332	They could simply give me a good price for my service instead of making me call in every 6 months to get a new "special".	Oct 29, 2013 6:53 PM
333	There are only a 3-6 channels that I regularly watch but those push me into a higher priced package. I would like to not pay for channels that I don't watch.	Oct 29, 2013 6:52 PM
334	lower cost	Oct 29, 2013 6:48 PM
335	The price continues to rise. I don't like the short and pathetic discounts to temporally please the customer, just to stick them in the end.	Oct 29, 2013 6:44 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

336	Customer service is really truly horrible	Oct 29, 2013 6:38 PM
337	lower prices! let us pick the channels we want...a la carte	Oct 29, 2013 6:34 PM
338	Less Infomercials/Commercials. A lot of what we pay for commercial time. The original goal of cable was no commercials, that is why you had to pay for cable.	Oct 29, 2013 6:32 PM
339	Services and equipment is just too expensive	Oct 29, 2013 6:26 PM
340	Customer service is terrible and Comcast price gouges. They randomly increase fees.	Oct 29, 2013 6:22 PM
341	I watch maybe 20 channels yet pay for hundreds (would like to unbundle, i only have Comcast because their internet is the best offering, otherwise i would do direct tv. they broadcast in 1080p instead of comcast's 1080i, i pay good money for nice equipment, but get comcast's 2003 video quality), i travel to many states, many offer substantially faster internet (~50Mbps Upload and download vs Comcast's 30 down and 6 up), for typically half the price (and i don't mean on a promotional deal). They are the only game in town for quality internet (century link has never really competed in this area). I can send data faster through my Verizon LTE data plan on my cell phone which is pathetic. I'm grand fathered into an unlimited LTE plan through verizon... when i need to transfer large files to CSU (i do supercomputing) i use my cell phone because its quicker. Tell comcast to increase (substancially) their upload bandwith... this is a research community, let me do my job effectively	Oct 29, 2013 6:20 PM
342	Not increase rates without adding any additional services, not charge for everythign including the box if you switched to a HDTV, allow us to choose the channels we want to watch. Instead of a package - they can let us choose a set number of channels for each level of pricing	Oct 29, 2013 6:16 PM
343	tell comcast to go fuck themselves	Oct 29, 2013 6:13 PM
344	Lower prices. It is far too expensive. Don't want a land line but it costs more to get rid of it	Oct 29, 2013 6:02 PM
345	A la carte programming or dramatically lower prices	Oct 29, 2013 6:01 PM
346	reduce cost - a lot!	Oct 29, 2013 6:00 PM
347	The customer service is terrible. The price is constantly increasing. When you call to report a problem, they always say it must be your house without checking to see if there is a regional issue (which has been the case almost every time). They promised us a \$250 gift card for signing up as long as we kept them for 3 months. We had this in writing, but when we tried to get the gift card, we got told we were wrong even when we sent them the paperwork. It took us nearly 6 months & they eventually gave us a \$200 gift card & acted like they were doing us a big favor. It is very frustrating to deal with their customer service. I would rate it right at the top of the list of worst customer service ever.	Oct 29, 2013 5:59 PM
348	Lower the price	Oct 29, 2013 5:49 PM
349	It could reduce fees, be more transparent about fees and taxes, improve quality	Oct 29, 2013 5:48 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	of service, make customer service phone line better	
350	The customer service is terrible. The bills constantly go up & getting them to adjust a bill is terribly frustrating when they make a mistake. They also promised us (in writing) that we would get a \$250 gift card after being a customer for 3 months. It took nearly 6 months & we finally got them to give us \$200 in gift cards. They basically called us a liar when we e-mailed them the copy of what they wrote us.	Oct 29, 2013 5:46 PM
351	Lower cost for services too expensive for what if offered	Oct 29, 2013 5:44 PM
352	The prices are to high. AND EVERY thing is an additional add on price increase.	Oct 29, 2013 5:38 PM
353	Let customers pick channels	Oct 29, 2013 5:19 PM
354	Too expensive, Prices keep on increasing every year, Internet can be really slow during the weekend, very poor service, long wait on the phone to be served	Oct 29, 2013 5:07 PM
355	The problem is the price of the services as well as the customer service.	Oct 29, 2013 5:05 PM
356	I am miffed that Comcast recently reclassified their service levels and took channels away from me. I now get less content for the same price.	Oct 29, 2013 4:58 PM
357	Better customer service	Oct 29, 2013 4:56 PM
358	Yes, put HD local TV back on the limited package, and get rid of the new little box, what a bunch of crap.	Oct 29, 2013 4:56 PM
359	The rates are extremely expensive. The customer service is abysmal. The service is spotty and there are frequent outages.	Oct 29, 2013 4:55 PM
360	add nfl network, cbs sports network and big ten network to standard cable. lower prices	Oct 29, 2013 4:54 PM
361	stop over charging, really, with what I pay you I could be making a payment on a new honda accord!!!	Oct 29, 2013 4:53 PM
362	Field tech's that really want to solve your problem, it took 5 service calls to fix my issue instead of one.	Oct 29, 2013 4:53 PM
363	Lower price, more than 1 on demand box for free	Oct 29, 2013 4:52 PM
364	Lower priced	Oct 29, 2013 4:50 PM
365	Lower the cost! We pay for services that rarely work (ie OnDemand) and when we switched the account from her name to mine we lost the NFL Network and CBS Sports Network (which shows all of the CSU sports)	Oct 29, 2013 4:48 PM
366	Stop price gauging and constantly raising prices	Oct 29, 2013 4:46 PM
367	Better customer service	Oct 29, 2013 4:42 PM
368	'Reduce costs. > \$100/month for a minimal HD package is too much. ALL TV's	Oct 29, 2013 4:42 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

	sold today are HD!!	
369	Stop raising prices every few months. Provide internet and tv service that doesn't lag and cut out numerous times every day.	Oct 29, 2013 4:41 PM
370	the company charges too much for service	Oct 29, 2013 4:40 PM
371	Lower the bill. \$89 a month for internet and local channels is out of control. COMCAST needs competition, honestly. Being the only game in town has turned them in thugs.	Oct 29, 2013 4:40 PM
372	Lower the cost.	Oct 29, 2013 4:39 PM
373	reduce cost	Oct 29, 2013 4:38 PM
374	As they are really the only choice, they are so expensive!!	Oct 29, 2013 4:31 PM
375	better customer service over the phone. wait time is always 15 mins or more	Oct 29, 2013 4:23 PM
376	better customer service, better quality equipment, cheaper	Oct 29, 2013 4:22 PM
377	quit changing the price upwards continuously, quit offering services for a price and then charging more than was quoted,	Oct 29, 2013 4:20 PM
378	No, They are outdated and haven't kept up with the changing market. Yet, they continue to raise prices.	Oct 29, 2013 4:19 PM
379	Provide access to LOCAL HUMAN BEINGS TO SERVICE the product lines. It is EXCEPTIONALLY AGGRAVATING to get patched through to a call center to God knows where in an attempt to get local service questions answered.	Oct 29, 2013 4:16 PM
380	Lower prices	Oct 29, 2013 4:11 PM
381	Offer consistent fair easy pricing and better customer service	Oct 29, 2013 4:09 PM
382	lower cost	Oct 29, 2013 4:09 PM
383	more reasonable rates, modify channel line up for mid tier subscription to more popular channels, outdoor network, etc.	Oct 29, 2013 4:03 PM
384	Charge less and add more channels	Oct 29, 2013 4:01 PM
385	They could be more fair priced. And they could train and hire better qualified reps and technicians.	Oct 29, 2013 4:01 PM
386	The cost is crazy high, I would like to have an ala carte offering.	Oct 29, 2013 3:59 PM
387	lower prices, offer an a la carte choice of channels, provide updated larger capacity DVRs to everyone, not disable functions on 'on demand'	Oct 29, 2013 3:55 PM
388	Not charge as much.	Oct 29, 2013 3:53 PM
389	have some customer service, better pricing, less interruption in service	Oct 29, 2013 3:51 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

390	no	Oct 29, 2013 3:50 PM
391	lower prices and be nicer on the phone.	Oct 29, 2013 3:48 PM
392	They bill us for services we dont have, or equipment we dont have, and the rates keep going up.	Oct 29, 2013 3:48 PM
393	Improve customer service, with english speaking representatives. Offer quick solutions to their errors, not week out appts.	Oct 29, 2013 3:44 PM
394	I don't like the fact we don't have much of a choice and it causes them to not be competitive and inovate.	Oct 29, 2013 3:43 PM
395	Very expensive and I don't even get all the channels! If I went to dish I would pay half of what I pay now	Oct 29, 2013 3:42 PM
396	less expensive	Oct 29, 2013 3:41 PM
397	Improve customer service	Oct 29, 2013 3:41 PM
398	better equiptment and being consistant with bills	Oct 29, 2013 3:39 PM
399	Comcast's new wireless router is so weak that it couldn't span the floors in my house. I had to go buy my own router in order to get wireless on all floors. I also believe that their service has gone down. In my last call, they couldn't figure out what my problem was with the lack of signal strength. They need more training in wireless. I also think they are very expensive.	Oct 29, 2013 3:37 PM
400	less outages	Oct 29, 2013 3:36 PM
401	Lower the cost and get rid of the gliches	Oct 29, 2013 3:35 PM
402	no I call all the time asking for help	Oct 29, 2013 3:34 PM
403	Customer Service	Oct 29, 2013 3:31 PM
404	Well, the internet works very we'll and that's important. However it does seem like there are a lot of crap channels on there. The average household watches 5-8 channels is all.	Oct 29, 2013 3:29 PM
405	With cable-ready TV you shouldn't have to have a small, ugly box to get your service (basic cable). It defeats the purpose of having a good TV.	Oct 29, 2013 3:27 PM
406	Better 800 phone number service	Oct 29, 2013 3:26 PM
407	Not charge so much or provide more for the price that I do pay.	Oct 29, 2013 3:24 PM
408	pricing	Oct 29, 2013 3:21 PM
409	On demand could have fast forward for networks	Oct 29, 2013 3:20 PM
410	THERE IS NOT A PLAN IN BETWEEN BASIC AND THE NEXT ONE, BUT HE PRICE DIFFERENCE IS HIGH	Oct 29, 2013 3:14 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

411	cheaper services	Oct 29, 2013 3:11 PM
412	Ala carte channel selection. Also, overall way too expensive	Oct 29, 2013 3:08 PM
413	Stop carrying ESPN and other dedicated sports channels	Oct 29, 2013 3:04 PM
414	Better content. Charge less for "basic" services	Oct 29, 2013 2:53 PM
415	Their costs can really fluctuate after promo pricing ends. I usually end up canceling tv service for a while until another promotion comes out when the college kids return.	Oct 29, 2013 2:53 PM
416	issues with billing, have to buy big packages of service to get the few channels I want to watch.	Oct 29, 2013 2:50 PM
417	access to local sports w/ a lower tier package - \$120/mo, i should be able to watch a csu football game	Oct 29, 2013 2:46 PM
418	offer more affordable basic service and the ability to pick and choose programming	Oct 29, 2013 2:46 PM
419	Reduce the cost of their service, it is incredibly overpriced	Oct 29, 2013 2:42 PM
420	Much lower cost, get rid of most of the sports channels (ESPN, NFL, etc.)	Oct 29, 2013 2:39 PM
421	I think the amount of money charged for cable tv alone is absurd. Once our year contract is over, we plan to cancel services.	Oct 29, 2013 2:27 PM
422	Decrease cost	Oct 29, 2013 2:26 PM
423	Poor customer service, rate hikes without warning, charge high amounts to fix outages	Oct 29, 2013 2:25 PM
424	Pricing	Oct 29, 2013 2:22 PM
425	Cost is just silly. I have to call and cancel every year to pay what I pay.	Oct 29, 2013 2:20 PM
426	would prefer basic local channel package in HD with ala carte for remaining channels	Oct 29, 2013 2:17 PM
427	content is not worth the money and the Xfinity box loses programing	Oct 29, 2013 2:11 PM
428	Much lower cost, get rid of most of the sports channels (ESPN, NFL, etc.)	Oct 29, 2013 2:09 PM
429	Better pricing	Oct 29, 2013 2:08 PM
430	include local sports on lower priced packages. i pay 130/mo and can't watch a csu game	Oct 29, 2013 2:06 PM
431	We have always had DirectV which is great compared to Comcast. There are too many trees where we moved therefor had to do Comcast.	Oct 29, 2013 2:05 PM
432	GET RID OF THE SPANISH STATIONS - DO NOT WANT TO PAY FOR THEM.	Oct 29, 2013 2:03 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

GIVE US A CHOICE.

433	Reduce cost	Oct 29, 2013 1:52 PM
434	Comcast products are pushed out extremely bugged and bugs are not fixed just new also buggy features are psuhed out	Oct 29, 2013 1:52 PM
435	Ability to choose channels ala carte, outside of a tiered package system.	Oct 29, 2013 1:42 PM
436	Stop raising my rates every few months! and stop harassing phone calls trying to get me to upgrade my service.	Oct 29, 2013 12:33 PM
437	Stop adding channels I don't want or use and stop raising rates yearly	Oct 29, 2013 12:29 PM
438	Service - its terrible to interact with their phone and chat support. I recently got hung up on multiple times by them, and it took three days and over six hours on the phone to correct a minor issue during our move from one home to another here in Fort Collins. They failed to transfer all of our services, cutting off our email with no notice.	Oct 29, 2013 11:09 AM
439	Stop overcharging for television reseption. Cost continues to rise and quality of programs/channels deteriorate.	Oct 29, 2013 10:40 AM
440	the words and picture are often off	Oct 29, 2013 10:24 AM
441	Reduce the price.	Oct 29, 2013 10:14 AM
442	I would like to receive fewer channels for less money. I have to bundle a larger package to watch the Rockies or Dr. Who.	Oct 29, 2013 9:41 AM
443	Include a channel guide menu to more easily view upcoming shows	Oct 29, 2013 9:04 AM
444	customer service needs to be improved	Oct 29, 2013 8:03 AM
445	add on demand to the package, more channels, IMPROVE CUSTOMER SERVICE, reduce internet outages	Oct 28, 2013 7:55 PM
446	Reduce interruptions to internet service	Oct 28, 2013 7:15 PM
447	Change less	Oct 28, 2013 6:53 PM
448	Yes, the cost is high and their customer service employees are very rude.	Oct 28, 2013 6:47 PM
449	Lower their prices as if they had competition.	Oct 28, 2013 6:26 PM
450	A lower cost would be nice	Oct 28, 2013 6:09 PM
451	better customer service. Took 10 phone calls and 2 months to straighten out my cable after I moved. Promised 25mbps download speed. Never achieved that either until I asked to speak to technical support. They finally fixed the problem. I don't like having to pay for a box for all other TV's that aren't hooked up to the main digital box. Their free movie selection is awful. They charge way too much money for what you end up with.	Oct 28, 2013 5:53 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

452	Lower their ridiculous pricing!	Oct 28, 2013 5:22 PM
453	Too expensive! US cable rates are too high and need competition	Oct 28, 2013 5:12 PM
454	Keeping the price down without signing a contract. Every month the bill goes up. Nothing about our service changes bit the price. Also more educational channels without have to give them my entire paycheck. Now we have to go online to watch anything with educational substance.	Oct 28, 2013 4:48 PM
455	Customer service is HORRIBLE, they are over priced, they have been dishonest.	Oct 28, 2013 4:11 PM
456	Fewer ads. Improve appalling cable box UI	Oct 28, 2013 4:02 PM
457	Lower prices. Stop raising prices after 6 month promotions.	Oct 28, 2013 3:42 PM
458	Customer service is terrible. It is very difficult to find a competent person to help you on the phone.	Oct 28, 2013 3:36 PM
459	not require individual boxes for each TV which do not have HD. We are well beyond HD being standard.	Oct 28, 2013 3:34 PM
460	Add channels	Oct 28, 2013 3:19 PM
461	Either let me remove all tv services so I can just have internet or give me a basic service with HD versions of broadcast channels.	Oct 28, 2013 3:11 PM
462	offer a la carte where you get to pick your own channels and get billed per channel	Oct 28, 2013 3:02 PM
463	improve service. add more channels and boxes without extra fees. Charge less all the time, not just when there are specials	Oct 28, 2013 2:58 PM
464	Ala-Carte pricing	Oct 28, 2013 2:53 PM
465	Give me what they promise. I'll call..they'll promise..and poof a couple months later promises broken	Oct 28, 2013 2:52 PM
466	Better options for customizing the channels we receive (rather than having to pay for a whole package just to get one or two channels we want).	Oct 28, 2013 2:43 PM
467	Allow subscriptions to channels you use and want	Oct 28, 2013 2:36 PM
468	lower cost, more reliable internet	Oct 28, 2013 2:35 PM
469	The cost is pretty high. Although I'm willing to pay it, I don't like like paying as much as I do.	Oct 28, 2013 2:33 PM
470	Set a price and stick to it, I shouldn't have to call every 6 months to negotiate a new "deal" that depends on who I get on the other end of the line.	Oct 28, 2013 2:33 PM
471	cost is extremely high and customer service isn't great.	Oct 28, 2013 2:33 PM
472	Allow a la carte channels	Oct 28, 2013 2:26 PM

Page 4, Q9. You indicated a response less than Very Satisfied. Is there anything the cable operator could do to improve your level of satisfaction with its cable video services?

473	Difference in service from local & 800#	Oct 28, 2013 2:24 PM
474	lower costs	Oct 28, 2013 2:19 PM
475	billing that doesn't change month to month, easy to figure out billing, no hidden fee's that very month to month and not to charge more than a dollar a day for service per month	Oct 28, 2013 2:15 PM
476	I would like to get more channels, but the cost seems very high. I have had to decrease my service to afford it.	Oct 28, 2013 2:14 PM
477	Persons selling products need to be more educated.	Oct 28, 2013 2:13 PM
478	No competition, so prices are ridiculous. Prices are automatically raised after 6 months. Provider gave us several channels when we first signed up, then took a bunch of them after a while saying they "accidentally" gave us too many, then asked if we'd like to pay a premium to keep our channels we had. Too many unethical factors with Comcast.	Oct 28, 2013 2:12 PM
479	Yes, reduce the costs. It's outrageous to be paying that much for what's being offered. The city needs a real broadband internet coverage, something like what google is doing. And this would allow some real competition in the city.	Oct 28, 2013 2:09 PM
480	more helpful customer service when calling with a question or problem	Oct 28, 2013 2:08 PM
481	not charge so much and improve customer service	Oct 28, 2013 2:07 PM
482	Bring Fiber to the home!	Oct 28, 2013 2:03 PM
483	Mostly equipment issues... modem outages, etc.	Oct 28, 2013 1:57 PM

Page 6, Q12. If Yes, why did you place the call?

1	service outage	Dec 31, 2013 3:03 PM
2	service	Dec 30, 2013 11:08 AM
3	Equipment problems and billing errors	Dec 30, 2013 10:12 AM
4	cable outage	Dec 29, 2013 2:15 PM
5	Couldn't get tv service that we were already paying for on the "auto pay" system.	Dec 29, 2013 2:11 PM
6	Service was down	Dec 28, 2013 3:11 PM
7	To get price decrease	Dec 28, 2013 1:20 PM
8	technical issues	Dec 27, 2013 2:14 PM
9	To clarify the additional fees and that there was no option to pick up a new cable box locally	Dec 26, 2013 6:30 PM
10	Problems with new service	Dec 26, 2013 11:35 AM
11	Internet issues	Dec 26, 2013 10:36 AM
12	Problems with my cable box, my bill and my internet	Dec 26, 2013 9:53 AM
13	Outages	Dec 26, 2013 9:52 AM
14	loss of service	Dec 23, 2013 6:00 PM
15	Service was lost.	Dec 23, 2013 12:34 PM
16	Needed assistance setting up HD service	Dec 21, 2013 6:08 AM
17	Service was down in the area	Dec 20, 2013 1:31 PM
18	outages	Dec 20, 2013 10:33 AM
19	FTP with my website broke my internet connection. Comcast Blocked my Router.	Dec 19, 2013 1:52 PM
20	As mentioned before - didn't receive Visa card promised and also very difficult to obtain technical support - they want you to do it all yourself with annoying online tutorials.	Dec 18, 2013 11:38 AM
21	because my bill showed charges that I didn't believe should be there. because they didn't bury my cable in my back yard for over 2 months and I have small children at my house. because my internet continues to go out.	Dec 13, 2013 12:22 PM
22	DVR was not working	Dec 12, 2013 12:23 PM
23	Adding service	Dec 12, 2013 12:18 PM
24	Due to the cable cutting out	Dec 12, 2013 12:11 PM

Page 6, Q12. If Yes, why did you place the call?

25	Service interruptions	Dec 11, 2013 10:20 AM
26	numerous	Dec 9, 2013 3:11 PM
27	change cable package to lower cost. Billing different than other months. Not getting channels I'm supposed to.	Dec 9, 2013 9:02 AM
28	internet service	Dec 5, 2013 7:42 PM
29	One month ago	Dec 5, 2013 8:03 AM
30	Internet problem	Dec 4, 2013 12:21 PM
31	Technical problems	Dec 4, 2013 11:57 AM
32	Service and rates	Dec 3, 2013 10:36 PM
33	Rate of internet jumped almost double.	Dec 3, 2013 3:03 PM
34	Problems with internet connectivity on multiple occasions.	Dec 3, 2013 6:39 AM
35	No services and price increase AGAIN for same bad choices.	Dec 3, 2013 6:08 AM
36	Cable box not working properly.	Nov 30, 2013 9:13 AM
37	I cut my cable outside. It was only 1" deep.	Nov 29, 2013 5:21 PM
38	Displeased with price and service.	Nov 29, 2013 5:09 PM
39	Billing	Nov 28, 2013 2:42 AM
40	Price increase	Nov 25, 2013 11:25 AM
41	Went to their office. Nearly every month they attempt to increase my payment. My full payment begins in Feb., 2014	Nov 23, 2013 8:33 AM
42	service	Nov 21, 2013 1:49 PM
43	Billing questions and outages	Nov 20, 2013 11:26 AM
44	Bad internet speed	Nov 20, 2013 10:33 AM
45	service issues	Nov 20, 2013 9:54 AM
46	Cable and internet are now bundled and cannot realistically be separated. I've had issues with my connection for both cable, and internet and they keep jacking up the price without notice.	Nov 20, 2013 7:16 AM
47	Needed to change plan.	Nov 19, 2013 11:31 AM
48	Service problems	Nov 19, 2013 10:27 AM
49	late at night	Nov 19, 2013 9:45 AM

Page 6, Q12. If Yes, why did you place the call?

50	internet not working. incorrect billing.	Nov 18, 2013 7:50 PM
51	increased charges	Nov 18, 2013 10:52 AM
52	Our tv was not working properly.	Nov 16, 2013 4:03 PM
53	Setup and questions about bill	Nov 16, 2013 2:31 PM
54	Issues with moving to a new address and transferring service	Nov 14, 2013 1:37 PM
55	Billing issues	Nov 14, 2013 9:44 AM
56	Over 2 dozen support calls, many requiring on site technician. Poor equipment, poorly maintained cabling from DMarc to the house, a litany of problems	Nov 14, 2013 7:57 AM
57	reception problems	Nov 13, 2013 8:14 AM
58	We have had to call probably 20 or 30 times	Nov 13, 2013 4:33 AM
59	To complain about "free" services becoming charged. To downgrade service.	Nov 12, 2013 6:23 PM
60	to cancel service and to start service	Nov 12, 2013 1:10 PM
61	For transfer of service to new address and for issues with equipment related to the transfer	Nov 12, 2013 11:00 AM
62	To get a "free" modem replacement, which actually cost \$15 shipping or \$33 for a technician to install.	Nov 12, 2013 10:40 AM
63	Cable/Internet lines to low in our neighborhood. Delivery trucks knocked them down because the cables were not 14 feet or more above ground	Nov 12, 2013 10:22 AM
64	March	Nov 12, 2013 10:12 AM
65	equipment repair	Nov 12, 2013 8:48 AM
66	Technical Support	Nov 12, 2013 8:16 AM
67	failure of service, inline & cable box replacement due to failure	Nov 12, 2013 7:49 AM
68	Billing	Nov 12, 2013 7:41 AM
69	today	Nov 12, 2013 7:38 AM
70	slow internet, pixelation, sound drop puts	Nov 12, 2013 7:34 AM
71	Moving	Nov 12, 2013 7:33 AM
72	Internet stopped working	Nov 12, 2013 7:32 AM
73	Box upgrade and services not working.	Nov 12, 2013 7:24 AM
74	Internet services were dropping repeatedly throughout the day.	Nov 12, 2013 7:23 AM

Page 6, Q12. If Yes, why did you place the call?

75	Mess up with out bill and Internet down	Nov 12, 2013 7:22 AM
76	Cable had been cut by neighbor removing a tree. Also upgraded to Xfinity phone service.	Nov 12, 2013 7:21 AM
77	Did not work	Nov 11, 2013 2:11 PM
78	Activate Cablecard	Nov 11, 2013 8:43 AM
79	Internet wasn't working	Nov 11, 2013 7:58 AM
80	interupted signal	Nov 10, 2013 3:32 PM
81	Internet outage	Nov 9, 2013 11:46 AM
82	to ask about promotional packages available so that I could reduce the cost of my service	Nov 9, 2013 11:13 AM
83	new equipment	Nov 8, 2013 1:58 PM
84	Outage	Nov 8, 2013 4:30 AM
85	Internet service not working	Nov 7, 2013 8:57 PM
86	7pm	Nov 7, 2013 7:38 PM
87	Cable not buried, lack of service	Nov 7, 2013 5:07 PM
88	To ask about a previous price jump.	Nov 7, 2013 1:36 PM
89	Change of services	Nov 6, 2013 4:03 PM
90	internet keeps going off and on	Nov 6, 2013 1:03 PM
91	Service issues, typically with internet	Nov 6, 2013 11:13 AM
92	Rate increase. Inconsistent signals among 3 cable boxes in my house.	Nov 6, 2013 10:47 AM
93	No internet or phone service	Nov 6, 2013 10:12 AM
94	interuption in service; malfunction of rental equipment	Nov 6, 2013 9:58 AM
95	Issue with a bill.	Nov 6, 2013 9:35 AM
96	cable outage	Nov 6, 2013 9:11 AM
97	Signal was out.	Nov 5, 2013 9:03 PM
98	price of service increased	Nov 5, 2013 7:19 PM
99	Downgrade or upgrade service; report outages, request fix to various problems	Nov 5, 2013 6:03 PM
100	Slow or non functioning internet.	Nov 5, 2013 2:24 PM

Page 6, Q12. If Yes, why did you place the call?

101	Charges on my account and disconnect of service	Nov 5, 2013 1:52 PM
102	Internet speed issues, package upgrade installation	Nov 5, 2013 1:38 PM
103	Stop calls from advertising to upgrade services.	Nov 5, 2013 1:03 PM
104	Caller ID issue & cable box	Nov 5, 2013 12:10 PM
105	Initial setup of cable lines	Nov 5, 2013 9:16 AM
106	Cable/internet was incorrectly installed. Caused internet signal to drop during consistent usage.	Nov 5, 2013 9:01 AM
107	Loss of signal, poor quality	Nov 5, 2013 8:12 AM
108	television picture pixilating	Nov 5, 2013 8:06 AM
109	Issues with price and false advertisement	Nov 5, 2013 7:57 AM
110	when they didnt show up to install it like they said and because of how many times the cable and internet goes out	Nov 5, 2013 7:45 AM
111	service	Nov 5, 2013 7:42 AM
112	Internet lost connection	Nov 5, 2013 7:35 AM
113	To ask why my rates went up further than I was told they would. It turns out they changed my package without my permission.	Nov 4, 2013 11:48 PM
114	I wanted to cancel my television	Nov 4, 2013 10:08 PM
115	billing	Nov 4, 2013 9:53 PM
116	Technical Support and billing issue	Nov 4, 2013 8:37 PM
117	Billing, service & channel avail question	Nov 4, 2013 7:25 PM
118	change of service	Nov 4, 2013 7:14 PM
119	To add the the Sports package so could watch CSU games	Nov 4, 2013 7:10 PM
120	tech support	Nov 4, 2013 7:00 PM
121	For Billing questions	Nov 4, 2013 6:50 PM
122	set up account	Nov 4, 2013 6:41 PM
123	Cost of service	Nov 4, 2013 6:41 PM
124	Change service package	Nov 4, 2013 6:29 PM
125	Service outage	Nov 4, 2013 5:34 PM
126	When my internet and home phone did not work. I have to call to find out why	Nov 4, 2013 5:10 PM

Page 6, Q12. If Yes, why did you place the call?

	and if there is a disruption.	
127	Order a cable box due to encrypted channels.	Nov 4, 2013 4:57 PM
128	Service fee increased	Nov 4, 2013 4:01 PM
129	Bad router, bad lines in house	Nov 4, 2013 3:41 PM
130	may	Nov 4, 2013 3:38 PM
131	Service problems	Nov 4, 2013 3:24 PM
132	change service	Nov 4, 2013 3:21 PM
133	Outage and defective cable box	Nov 4, 2013 3:17 PM
134	Increase internet speed	Nov 4, 2013 2:26 PM
135	service	Nov 4, 2013 8:58 AM
136	several times	Nov 4, 2013 7:05 AM
137	Activate new internet modem	Nov 3, 2013 11:45 PM
138	Numerous outages and misconfigurations.	Nov 3, 2013 7:45 PM
139	my one year was up	Nov 3, 2013 5:50 PM
140	Because I got no picture. oOn the scream it said "no sign"	Nov 3, 2013 5:37 PM
141	Trouble w/ digital boxes	Nov 3, 2013 5:23 PM
142	October	Nov 3, 2013 4:04 PM
143	equipment issue.	Nov 3, 2013 4:26 AM
144	To negotiate the rate at the termination of raate discount.	Nov 1, 2013 5:59 PM
145	internet outage	Nov 1, 2013 5:22 PM
146	Cost increases and change of package	Nov 1, 2013 3:18 PM
147	Picture fading in and out periodically on some channels for days. Loss of signal.	Nov 1, 2013 11:23 AM
148	I am unable to get the FCC mandated described video service to work	Nov 1, 2013 11:16 AM
149	My bill did not match what I was told it would be and I had to argue over it. The next time I called was to downgrade my service because I could no longer afford their extremely high prices and they told me that if I dropped services I would have to pay significantly more for the one service I needed. I thought that sounded downright ridiculous!	Nov 1, 2013 11:02 AM
150	interupted service	Nov 1, 2013 10:59 AM

Page 6, Q12. If Yes, why did you place the call?

151	Multiple times: Billing errors, broken cable modem, interrupted service	Nov 1, 2013 10:10 AM
152	Moved and needed to transfer services	Nov 1, 2013 9:24 AM
153	Billing	Nov 1, 2013 8:26 AM
154	NOT GETTING CERTAIN CHANNELS	Nov 1, 2013 8:18 AM
155	no reception	Nov 1, 2013 7:45 AM
156	outage caused by their service tech	Oct 31, 2013 4:17 PM
157	Poor Internet performance	Oct 31, 2013 3:56 PM
158	Services not working, over billed	Oct 31, 2013 2:48 PM
159	look for a more basic cheaper package	Oct 31, 2013 2:20 PM
160	Billing problems	Oct 31, 2013 2:15 PM
161	Activation of new equipment	Oct 31, 2013 1:58 PM
162	no internet	Oct 31, 2013 12:14 PM
163	poor internet connectivity	Oct 31, 2013 11:11 AM
164	Outages	Oct 31, 2013 10:43 AM
165	Crappy service, remove charges on bill that they like to add just to milk money out of us. I think they automaticly add charges just to see if people will not notice them so they will get more money.	Oct 31, 2013 8:30 AM
166	Purchased my own cable modem to avoid rental fees	Oct 31, 2013 7:27 AM
167	I work from home and the internet went out for an extended time	Oct 31, 2013 7:14 AM
168	our DVR box doesn't work	Oct 31, 2013 7:09 AM
169	tech issue when setting up cable boxes	Oct 31, 2013 6:57 AM
170	Needed new cable box.	Oct 31, 2013 6:41 AM
171	We had issues with are bill or service . They have over charged us or are cable equiptment has stoped working and had to be replaced	Oct 31, 2013 6:31 AM
172	In the past three months, the DVR used for recording is having issues recording programs on one channel while watching another channel. The problem seems to be getting worse on HD channels. I can't record a HD channel and switch to another HD channel without getting message " Service will be available shortly" with a dark screen. When contacting Comcast, they have you unplug and power back on and send a signal to your receiver which does nothing. they usually go thru this procedure if they don't know or have no solution for the problem. A year ago I didn't have this problem. Also, the phone and service is excellent with no problems. Quality of calls is excellent and there is never an issue with internet	Oct 31, 2013 12:36 AM

Page 6, Q12. If Yes, why did you place the call?

	service.	
173	Cable service was disrupted by faulty cable line outside my home	Oct 30, 2013 10:15 PM
174	Technical issue related to an upgrade to the X1 cable box.	Oct 30, 2013 9:45 PM
175	bill changes every month; service is unreliable	Oct 30, 2013 8:28 PM
176	no internet	Oct 30, 2013 8:23 PM
177	Reception, pkg issues, billing, billing, mistakes on account repeatedly.	Oct 30, 2013 7:54 PM
178	Usually evenings or weekends because I cant take 2 hours away from work to wait to talk to Comcast.	Oct 30, 2013 7:44 PM
179	No service - phone, internet, tv	Oct 30, 2013 6:20 PM
180	when having a problem called set up appt. comcast kept changing it and 15 minutes after bring so called fix it didn't work. Same problem put on hold was got back to m. called from on other phone got right to a party.	Oct 30, 2013 6:12 PM
181	to try and negotiate a lower price	Oct 30, 2013 5:57 PM
182	Bad picture quality	Oct 30, 2013 5:54 PM
183	we were supposed to receive several months of free HBO, and we didn't get it until we called	Oct 30, 2013 5:15 PM
184	damage to property on service call, over pricing, being charged for replacement equipment	Oct 30, 2013 4:44 PM
185	I called to cancel TV service and keep internet. I found out that I had been placed under a 2-year contract without my permission or consent.	Oct 30, 2013 4:28 PM
186	cable quit working	Oct 30, 2013 4:13 PM
187	Did not call - went to local office instead. Fantastic service at local office -	Oct 30, 2013 4:12 PM
188	ask about a bill	Oct 30, 2013 3:44 PM
189	Bedroom box quit working.	Oct 30, 2013 3:11 PM
190	No tv/cable service	Oct 30, 2013 3:06 PM
191	many times	Oct 30, 2013 2:59 PM
192	Installation	Oct 30, 2013 2:50 PM
193	Move in, set up issues	Oct 30, 2013 2:17 PM
194	lost computer service	Oct 30, 2013 1:26 PM
195	Connections issues and poor cable service	Oct 30, 2013 1:17 PM

Page 6, Q12. If Yes, why did you place the call?

196	service outage	Oct 30, 2013 1:09 PM
197	cost of service too much - picture very pixelated and sound cut out	Oct 30, 2013 1:09 PM
198	DONT REMEMBER	Oct 30, 2013 12:39 PM
199	I had a problem receiving all of the channels that I subscribed to.	Oct 30, 2013 12:39 PM
200	set up service at new address	Oct 30, 2013 11:48 AM
201	Comcast starting charging me rent for a modem that I owned.	Oct 30, 2013 11:46 AM
202	Service outage	Oct 30, 2013 11:45 AM
203	PPV	Oct 30, 2013 11:32 AM
204	various reasons, one being sound would not come on until you changed the stations, when watching a recording the picture pixulates,	Oct 30, 2013 11:22 AM
205	10am	Oct 30, 2013 11:20 AM
206	Interruption in internet service	Oct 30, 2013 11:20 AM
207	To reduce services due to cost	Oct 30, 2013 10:52 AM
208	Internet outage	Oct 30, 2013 10:26 AM
209	Digital cable box was defective.	Oct 30, 2013 10:13 AM
210	Loss of service	Oct 30, 2013 10:10 AM
211	Ordered on demand movie by mistake	Oct 30, 2013 10:03 AM
212	DVR stopped working, monthly cost escalated to ridiculous levels, defective replacement equipment	Oct 30, 2013 9:55 AM
213	Cable service outage	Oct 30, 2013 9:27 AM
214	service interruption	Oct 30, 2013 9:27 AM
215	to cancel, to downgrade. several issues.	Oct 30, 2013 9:08 AM
216	Our bill continues to raise each month - always have to call to see why	Oct 30, 2013 8:57 AM
217	erroneous billings had to retain an attorney	Oct 30, 2013 8:52 AM
218	reinstall new cable line, cut irrigation. All handled well	Oct 30, 2013 8:50 AM
219	Receiving basic service rather than upgrade	Oct 30, 2013 8:48 AM
220	to activate a device	Oct 30, 2013 8:23 AM
221	There was a problem with the reception	Oct 30, 2013 7:50 AM

Page 6, Q12. If Yes, why did you place the call?

222	service problems.	Oct 30, 2013 7:50 AM
223	Cost went up from promotion with no written notice	Oct 30, 2013 7:46 AM
224	Cable network down, technical questions on how to operate remote, etc.	Oct 30, 2013 7:28 AM
225	Disruption of service or equipment failure.	Oct 30, 2013 7:27 AM
226	outage	Oct 30, 2013 7:26 AM
227	I call once a month because there is ALWAYS a problem.	Oct 30, 2013 7:25 AM
228	My sports package was removed,after the local office said I would get it for free for six months for all the problems I've had.	Oct 30, 2013 7:24 AM
229	To change service	Oct 30, 2013 7:13 AM
230	ti decrease service	Oct 30, 2013 7:03 AM
231	help with internet	Oct 30, 2013 6:59 AM
232	to fix an error in their billing	Oct 30, 2013 6:55 AM
233	Problems with my cable	Oct 30, 2013 6:52 AM
234	To try to get the cost of the service reduced.	Oct 30, 2013 6:43 AM
235	internet/cable were down	Oct 30, 2013 6:40 AM
236	Problems with the digital cable boxes	Oct 30, 2013 6:35 AM
237	Internet not working	Oct 30, 2013 6:29 AM
238	Because my digital cable was constantly pixelated.	Oct 30, 2013 6:27 AM
239	service interrupted - box(es) needed to be reset and sound has been out of sync	Oct 30, 2013 6:26 AM
240	Afternoon	Oct 30, 2013 6:11 AM
241	Setup a receiver	Oct 30, 2013 6:10 AM
242	We had service from 2008 to 2010 - cancelled and went to Direct TV -re-subscribed 10/29/13 - already had to call 5 times.	Oct 30, 2013 6:02 AM
243	Service was out.	Oct 30, 2013 5:58 AM
244	Problems with Internet service.	Oct 30, 2013 5:58 AM
245	Internet quit working	Oct 30, 2013 5:55 AM
246	Summer	Oct 30, 2013 5:54 AM
247	service problems	Oct 30, 2013 5:40 AM

Page 6, Q12. If Yes, why did you place the call?

248	installation problems to equipment problems to service issues to billing, you name, I've called for it	Oct 30, 2013 5:38 AM
249	To see why the rates were so high and why I was paying for things I didn't recognize on the bill.	Oct 30, 2013 5:36 AM
250	The picture was fuzzy.	Oct 30, 2013 5:35 AM
251	inadequate internet service	Oct 30, 2013 5:28 AM
252	Internet service was intermittent	Oct 30, 2013 5:26 AM
253	Cable wasn't working properly and we were being charged. This went on for over 6 mo! Ridiculous! Almost impossible not to have to spend 30-60 min on the phone when calling and then even then the issues weren't fixed for months. Customer service is atrocious!	Oct 30, 2013 5:23 AM
254	Billing	Oct 30, 2013 5:19 AM
255	Monthly charges keep changing, going up to as much as \$200.	Oct 30, 2013 5:06 AM
256	internet service	Oct 30, 2013 5:05 AM
257	To lower package price	Oct 30, 2013 4:58 AM
258	Internet	Oct 30, 2013 4:45 AM
259	tv not working	Oct 30, 2013 4:30 AM
260	Service problems	Oct 30, 2013 4:26 AM
261	Couple of months ago	Oct 30, 2013 4:26 AM
262	Our service was terminated due to a bad cord "leaking" too high of a frequency.	Oct 30, 2013 4:09 AM
263	Service interruptions	Oct 30, 2013 3:32 AM
264	Cable not working	Oct 30, 2013 2:30 AM
265	Equipment issue	Oct 30, 2013 2:29 AM
266	Broken Box	Oct 29, 2013 10:26 PM
267	Internet service and cable TV service	Oct 29, 2013 9:38 PM
268	My DVR would not play and it needed reset.	Oct 29, 2013 9:24 PM
269	Change in bill (lost 'deal')	Oct 29, 2013 9:17 PM
270	My rate increase with no notice!	Oct 29, 2013 9:04 PM
271	To set up service	Oct 29, 2013 8:38 PM
272	service interruptions and looking into business services	Oct 29, 2013 8:34 PM

Page 6, Q12. If Yes, why did you place the call?

273	We were charged for a service call that we were told would be free	Oct 29, 2013 8:00 PM
274	Issues with programs and cable boxes	Oct 29, 2013 7:56 PM
275	internet service, keeps shutting off	Oct 29, 2013 7:32 PM
276	internet connection inconsistent and slow	Oct 29, 2013 7:26 PM
277	for service and phone service	Oct 29, 2013 7:25 PM
278	To negotiate the price	Oct 29, 2013 7:18 PM
279	incorrect bills	Oct 29, 2013 7:08 PM
280	DVR stopped working	Oct 29, 2013 7:07 PM
281	There have been a lot of disruptions in internet service lately.	Oct 29, 2013 7:05 PM
282	Issues with pixelation issues, speed of internet while down loading you tube etc on TV	Oct 29, 2013 7:05 PM
283	Phone service has not been working since hooked up	Oct 29, 2013 7:03 PM
284	Problems with start up of service	Oct 29, 2013 7:01 PM
285	To get a new "special"	Oct 29, 2013 6:55 PM
286	service issues	Oct 29, 2013 6:48 PM
287	Cable box had to be reset	Oct 29, 2013 6:46 PM
288	Concerns about not receiving some channels and cost.	Oct 29, 2013 6:40 PM
289	cable box was frozen	Oct 29, 2013 6:35 PM
290	summer	Oct 29, 2013 6:33 PM
291	Trying to reduce costs	Oct 29, 2013 6:29 PM
292	Internet service not working	Oct 29, 2013 6:27 PM
293	Movie I paid for stop working and equipment failures.	Oct 29, 2013 6:24 PM
294	Transferred service to new address, once actually at new address, comcast told me they couldn't transfer my account or honor the agreement which i already had with them (moved literally 1000ft in fort collins)	Oct 29, 2013 6:22 PM
295	to ask why they had raised our rates yet again and to ask why we were not receiving HD even though we had just bought a HDTV	Oct 29, 2013 6:17 PM
296	poor service	Oct 29, 2013 6:14 PM
297	Over charges on bill. Decrease programming services to save money.	Oct 29, 2013 6:04 PM

Page 6, Q12. If Yes, why did you place the call?

298	Service outage	Oct 29, 2013 6:02 PM
299	defective service	Oct 29, 2013 6:01 PM
300	DVR did not work. They had to replace it. Their DVR setup is much worse than what we had when we had Cablevision.	Oct 29, 2013 6:00 PM
301	my cable has gone off several times, the picture was staticy for awhile	Oct 29, 2013 5:55 PM
302	multiple service calls	Oct 29, 2013 5:49 PM
303	No internet service, no phone service, billed wrong amount	Oct 29, 2013 5:47 PM
304	After moving over a year ago they cannot figure out how to make my phone service show on comcast.com	Oct 29, 2013 5:45 PM
305	Internet was lagging, sound is poor	Oct 29, 2013 5:41 PM
306	per their request	Oct 29, 2013 5:20 PM
307	add services	Oct 29, 2013 5:16 PM
308	To cancel certain services. I was on hold forever, especially after indicating that we wanted to cancel some services. Other times due to interruption in internet service.	Oct 29, 2013 5:08 PM
309	to check on pricing for dvr service	Oct 29, 2013 5:04 PM
310	To ask why my channels were gone.	Oct 29, 2013 4:59 PM
311	couple of monts ago	Oct 29, 2013 4:58 PM
312	Service changes	Oct 29, 2013 4:57 PM
313	Service issues	Oct 29, 2013 4:56 PM
314	All cable services were going off and on for months.	Oct 29, 2013 4:56 PM
315	interruption	Oct 29, 2013 4:54 PM
316	Services not working	Oct 29, 2013 4:54 PM
317	Our box lost its signal. Then it's replacement box lost its signal. Then when we started the service again, the new box lost its signal! Quit using refurbished boxes	Oct 29, 2013 4:50 PM
318	Internet cutting our every so often, they raise rates and don't even tell you	Oct 29, 2013 4:48 PM
319	To cancel and/or complain about price raising	Oct 29, 2013 4:44 PM
320	To get correct modem	Oct 29, 2013 4:43 PM
321	Last week	Oct 29, 2013 4:43 PM

Page 6, Q12. If Yes, why did you place the call?

322	Reduce my services because the bill was far too high.	Oct 29, 2013 4:41 PM
323	Check on computer bill request.	Oct 29, 2013 4:41 PM
324	problem on my bill	Oct 29, 2013 4:39 PM
325	reset cable box	Oct 29, 2013 4:39 PM
326	Cable not working, internet not working, internet slow, he upgrade not working	Oct 29, 2013 4:33 PM
327	internet service	Oct 29, 2013 4:26 PM
328	internet issues, cable box issues	Oct 29, 2013 4:23 PM
329	billing and pricing problems	Oct 29, 2013 4:21 PM
330	Service and billing concerns	Oct 29, 2013 4:20 PM
331	service questions and billing	Oct 29, 2013 4:17 PM
332	internet issues	Oct 29, 2013 4:17 PM
333	Billing issues	Oct 29, 2013 4:10 PM
334	about once a month for various issues	Oct 29, 2013 4:04 PM
335	To fix a box	Oct 29, 2013 4:03 PM
336	HBO on demand unavailable even with subscription	Oct 29, 2013 4:03 PM
337	Technical support	Oct 29, 2013 4:02 PM
338	price jumped by 35%	Oct 29, 2013 3:56 PM
339	Constant Xfinity internet disconnections, poor speed.	Oct 29, 2013 3:54 PM
340	problems with billins, service	Oct 29, 2013 3:53 PM
341	bill	Oct 29, 2013 3:50 PM
342	issues with the bill and pricing	Oct 29, 2013 3:50 PM
343	They billed us the wrong amount, and said we had equipment that we didnt have.	Oct 29, 2013 3:50 PM
344	Internet stopped working	Oct 29, 2013 3:45 PM
345	Box issues and billing issues	Oct 29, 2013 3:44 PM
346	Cable service not working properly	Oct 29, 2013 3:43 PM
347	equitment failed	Oct 29, 2013 3:40 PM
348	had problems with new Xfinity modem/router.	Oct 29, 2013 3:39 PM

Page 6, Q12. If Yes, why did you place the call?

349	question internet speed	Oct 29, 2013 3:38 PM
350	internet intermittent issues	Oct 29, 2013 3:37 PM
351	service and billing	Oct 29, 2013 3:36 PM
352	they charge me for items I don't have. raise my bill	Oct 29, 2013 3:35 PM
353	to cancel due to increase in rates	Oct 29, 2013 3:33 PM
354	Video quality	Oct 29, 2013 3:32 PM
355	needed a new modem	Oct 29, 2013 3:29 PM
356	Service had gone out.	Oct 29, 2013 3:28 PM
357	Service outage	Oct 29, 2013 3:26 PM
358	Services not working properly	Oct 29, 2013 3:25 PM
359	internet issues	Oct 29, 2013 3:22 PM
360	Digital box needed reset	Oct 29, 2013 3:21 PM
361	service issues	Oct 29, 2013 3:11 PM
362	service quality and interruptions	Oct 29, 2013 3:06 PM
363	Order new services, get new cable card	Oct 29, 2013 2:54 PM
364	June or July	Oct 29, 2013 2:53 PM
365	billing issues	Oct 29, 2013 2:51 PM
366	Frequent Internet outages	Oct 29, 2013 2:47 PM
367	service interruption, cable box issues	Oct 29, 2013 2:47 PM
368	Service issues	Oct 29, 2013 2:44 PM
369	To replace a broken DVR	Oct 29, 2013 2:34 PM
370	Issues with cable tv service - On Demand would not work	Oct 29, 2013 2:28 PM
371	Needed equipment, extra box	Oct 29, 2013 2:28 PM
372	Cable wasn't coming through	Oct 29, 2013 2:25 PM
373	Mid Day	Oct 29, 2013 2:23 PM
374	DVR was dying, but they wouldn't bring another one, I had to .	Oct 29, 2013 2:22 PM
375	reboot the Xfinity box again	Oct 29, 2013 2:13 PM

Page 6, Q12. If Yes, why did you place the call?

376	After 5 PM	Oct 29, 2013 2:09 PM
377	trouble with saving programs	Oct 29, 2013 2:07 PM
378	VARIOUS REASONS	Oct 29, 2013 2:03 PM
379	new equipment problems	Oct 29, 2013 1:53 PM
380	New set-top box didn't operate correctly.	Oct 29, 2013 1:43 PM
381	continuing problem with reception	Oct 29, 2013 12:35 PM
382	The cable was not working	Oct 29, 2013 12:31 PM
383	Transfer of service, problems with setting up service at new house, loss of email due to Comcast error	Oct 29, 2013 11:10 AM
384	Poor TV reception and internet service.	Oct 29, 2013 10:42 AM
385	start up costs	Oct 29, 2013 10:25 AM
386	Cable was going in and out.	Oct 29, 2013 10:16 AM
387	caeck on a cable box for xtra TV	Oct 29, 2013 8:59 AM
388	bill questions and service problems	Oct 29, 2013 8:20 AM
389	bad service (internet)	Oct 28, 2013 7:57 PM
390	Loss of internet service	Oct 28, 2013 7:16 PM
391	Service	Oct 28, 2013 6:54 PM
392	service and cost	Oct 28, 2013 6:47 PM
393	Service Issues	Oct 28, 2013 6:27 PM
394	Last month	Oct 28, 2013 6:10 PM
395	poor service, email not working after I moved.	Oct 28, 2013 5:55 PM
396	Try to save some money	Oct 28, 2013 5:23 PM
397	Glitches in service/ picture/ cable randomly shutting off	Oct 28, 2013 5:14 PM
398	We had to switch modems out due to poor connectivity and extremely slow speed. Got the new two in one modem router combo. Could not connect game console. Was forced to subscribe to extra customer care(6.99 a month) still cannot connect game console. Was told it a known problem with combo modem router. I'm paying for high speed internet I cannot fully use.	Oct 28, 2013 4:54 PM
399	7:00 PM	Oct 28, 2013 4:12 PM
400	Lower cost of service	Oct 28, 2013 3:42 PM

Page 6, Q12. If Yes, why did you place the call?

401	Billing question	Oct 28, 2013 3:37 PM
402	downgrade package	Oct 28, 2013 3:04 PM
403	july 2013	Oct 28, 2013 3:00 PM
404	Installation and service	Oct 28, 2013 2:54 PM
405	reception problems, programming	Oct 28, 2013 2:53 PM
406	Increased our rates when we were under contract for another year at the lower rate	Oct 28, 2013 2:37 PM
407	internet was down	Oct 28, 2013 2:35 PM
408	To discuss the price and get a new "deal"	Oct 28, 2013 2:34 PM
409	internet was out	Oct 28, 2013 2:34 PM
410	Billing issue	Oct 28, 2013 2:30 PM
411	Pricing & support	Oct 28, 2013 2:25 PM
412	to negotiate lower price	Oct 28, 2013 2:20 PM
413	problems	Oct 28, 2013 2:16 PM
414	cable out	Oct 28, 2013 2:15 PM
415	Incorrect packages -- required several phone calls to get it corrected.	Oct 28, 2013 2:14 PM
416	To try and negotiate a better price after the 6 month price hike.	Oct 28, 2013 2:13 PM
417	Internet Service was down ONCE in a year	Oct 28, 2013 2:10 PM
418	To sign up.	Oct 28, 2013 2:10 PM
419	explanation of service	Oct 28, 2013 2:09 PM
420	make a payment	Oct 28, 2013 2:08 PM
421	start service	Oct 28, 2013 2:04 PM
422	Modem issues	Oct 28, 2013 1:58 PM

Page 6, Q15. Was the reason you called resolved in:

1	Took two bloody months for Comcast to come out, dig up our backyard, put a cable diagonally across the widest part of the yard, then only bury it three inches deep.	Dec 29, 2013 2:11 PM
2	The connection was terrible and the rep said that there were no cable boxes in my vicinity so I would have to pay for one to be shipped to me	Dec 26, 2013 6:30 PM
3	Their customer service is horrible, period. Again, they want the customer to do it all themselves and most of us are not cable/internet technicians. Their service, as with other cable companies is expensive - so they should not expect the customer to do the work.	Dec 18, 2013 11:38 AM
4	See previous response on dissatisfaction	Dec 5, 2013 8:03 AM
5	Not resolved by telephone	Dec 3, 2013 3:03 PM
6	I would be told one thing and then it would not happen.	Nov 29, 2013 5:09 PM
7	I could answer yes for all above options ex (don't know)	Nov 20, 2013 9:54 AM
8	it took 6 weeks to resolve the internet problem, then I moved	Nov 18, 2013 7:50 PM
9	Just by chance, a community representative was in the neighborhood and he came in and resolved the problem. Amazing coincidence.	Nov 16, 2013 4:03 PM
10	We think the latest problem may have been resolved last week, after 18 months of issues	Nov 14, 2013 7:57 AM
11	sometimes 24-48 sometimes over 48	Nov 12, 2013 7:34 AM
12	They just tried to justify the price hike.	Nov 7, 2013 1:36 PM
13	multiple calls for multiple issues, some out fixed in a few hours, other days, differnt answer each time i call	Nov 6, 2013 9:11 AM
14	Certain issues (e.g, upgrading service) were resolved immediately, other issues (such as intermittent TV service) will remain unresolved	Nov 5, 2013 6:03 PM
15	it took 2-3 months!!	Nov 5, 2013 12:10 PM
16	It depends on what the issue is.	Nov 4, 2013 6:50 PM
17	took them 2 weeks to move my information from one address to another.	Nov 4, 2013 3:38 PM
18	General sense of helpful and friendly incompetence.	Nov 3, 2013 7:45 PM
19	Stated that it was probably a loose connection inside our residence and if so, it would result in additional pmt. It was a problem with the outside cable box.	Nov 1, 2013 11:23 AM
20	no satisfactory offers	Oct 31, 2013 2:20 PM
21	issues with our service have taken several months to resolve the callcenter tells you one thing and dose something else or nothing at all and says the issue is resolved only to find out the next billing cycle that it has not been resolved and	Oct 31, 2013 6:31 AM

Page 6, Q15. Was the reason you called resolved in:

	you have to call agin and hop the next guy will fix it.	
22	one part still being resolved	Oct 30, 2013 4:44 PM
23	Had to take box in to exchange. Twice!!!	Oct 30, 2013 3:11 PM
24	depends some have been answered	Oct 30, 2013 2:59 PM
25	I took over a month to resolve my problem.	Oct 30, 2013 11:46 AM
26	line had to be reburied, unresponsive service	Oct 30, 2013 10:28 AM
27	I had to drive to their office for resolution - TWICE!	Oct 30, 2013 9:55 AM
28	Billing Problems - Is never resolved	Oct 30, 2013 8:57 AM
29	6 months	Oct 30, 2013 8:52 AM
30	payment date of my bill	Oct 30, 2013 8:52 AM
31	CSR not helpful. Took several calls to resolve.	Oct 30, 2013 8:48 AM
32	need to go to the office because when the sports package was added back on I'm being charged again .	Oct 30, 2013 7:24 AM
33	service was restored while I waited for a call back, and when I received a call back they had no clue how to diagnose the issue so I'm still not sure if it was our gear or Comcast's service. I gave up trying to work with the representative.	Oct 30, 2013 6:40 AM
34	6mo	Oct 30, 2013 5:23 AM
35	Have not called about intermittent signal interruptions on tv affecting picture and sound	Oct 30, 2013 5:06 AM
36	The only resolution was either canceling service or 'upgrade' to a bundled package. So now I have services I don't really even want.	Oct 29, 2013 9:04 PM
37	depended on this issue	Oct 29, 2013 8:34 PM
38	I have had to call 3 times with the same issue	Oct 29, 2013 7:07 PM
39	Some were resolved, others were not	Oct 29, 2013 7:05 PM
40	We must go to Comcast office to exchange equipment to prevent from being charged for service call	Oct 29, 2013 7:03 PM
41	it took several weeks, was fixed, happened again. My cable goes off several times a year	Oct 29, 2013 5:55 PM
42	and the problem persists from time to time	Oct 29, 2013 4:50 PM
43	I called corporate 5 days ago and am still waiting for a reply	Oct 29, 2013 4:17 PM
44	Same problem for years....when one problem gets fixed, then there is anpther. It	Oct 29, 2013 3:50 PM

Page 6, Q15. Was the reason you called resolved in:

takes at least 5-7 attempts before anything gets done.

45	I had to fix it myself. Comcast was incapable.	Oct 29, 2013 3:39 PM
46	Called on a couple of issues. They finally fixed one, but the other remains unresolved for over 120 days	Oct 29, 2013 3:10 PM
47	Can't say - issue becomes bad every couple of months, then goes away. Never sure if its fixed	Oct 29, 2013 2:47 PM
48	I had to go on my time to fix their equipment.	Oct 29, 2013 2:22 PM
49	two calls, three service techs, 10 days	Oct 28, 2013 7:57 PM
50	Took 10 phone calls and 2 months to get the problems fixed.	Oct 28, 2013 5:55 PM
51	I had to go in and get a new box	Oct 28, 2013 5:14 PM
52	they did not understand what we needed to find out- where cables were located before a building project. They sent out workers who could not help us. Language barrier was an issue as calls go to philippines or somewhere where they could not understand the issue	Oct 28, 2013 3:00 PM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

1	2	Dec 31, 2013 3:04 PM
2	2	Dec 29, 2013 2:15 PM
3	10	Dec 29, 2013 2:12 PM
4	2	Dec 28, 2013 3:44 PM
5	3	Dec 28, 2013 3:12 PM
6	2	Dec 26, 2013 11:36 AM
7	3	Dec 26, 2013 10:37 AM
8	15	Dec 26, 2013 9:52 AM
9	20	Dec 23, 2013 6:00 PM
10	5	Dec 23, 2013 12:35 PM
11	10	Dec 21, 2013 6:09 AM
12	3	Dec 20, 2013 1:31 PM
13	5	Dec 19, 2013 1:53 PM
14	3	Dec 18, 2013 2:23 PM
15	1	Dec 18, 2013 11:39 AM
16	4	Dec 12, 2013 12:23 PM
17	5	Dec 12, 2013 12:12 PM
18	2	Dec 11, 2013 10:21 AM
19	5	Dec 9, 2013 3:11 PM
20	2	Dec 5, 2013 7:44 PM
21	1	Dec 5, 2013 9:49 AM
22	10	Dec 3, 2013 10:37 PM
23	4	Dec 3, 2013 6:10 AM
24	1	Nov 28, 2013 5:13 PM
25	5	Nov 28, 2013 2:43 AM
26	3	Nov 25, 2013 11:26 AM
27	3	Nov 20, 2013 11:26 AM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

28	4	Nov 20, 2013 10:34 AM
29	10	Nov 20, 2013 9:55 AM
30	1	Nov 20, 2013 7:54 AM
31	2	Nov 19, 2013 12:08 PM
32	20	Nov 19, 2013 10:28 AM
33	2	Nov 19, 2013 9:46 AM
34	6	Nov 16, 2013 2:32 PM
35	5	Nov 14, 2013 2:13 PM
36	2	Nov 14, 2013 1:38 PM
37	5	Nov 14, 2013 7:58 AM
38	2	Nov 13, 2013 1:07 PM
39	2	Nov 13, 2013 8:15 AM
40	2	Nov 13, 2013 4:34 AM
41	50	Nov 12, 2013 1:11 PM
42	2	Nov 12, 2013 10:22 AM
43	2	Nov 12, 2013 10:12 AM
44	2	Nov 12, 2013 7:50 AM
45	2	Nov 12, 2013 7:38 AM
46	2	Nov 12, 2013 7:34 AM
47	2	Nov 12, 2013 7:33 AM
48	1	Nov 12, 2013 7:29 AM
49	20	Nov 12, 2013 7:24 AM
50	2	Nov 12, 2013 7:23 AM
51	10	Nov 12, 2013 5:23 AM
52	3	Nov 11, 2013 2:43 PM
53	2	Nov 11, 2013 8:43 AM
54	2	Nov 10, 2013 3:32 PM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

55	6	Nov 9, 2013 11:14 AM
56	6	Nov 9, 2013 6:09 AM
57	1	Nov 8, 2013 4:30 AM
58	4	Nov 7, 2013 8:58 PM
59	1	Nov 7, 2013 7:38 PM
60	1	Nov 7, 2013 5:07 PM
61	2	Nov 7, 2013 1:37 PM
62	2	Nov 6, 2013 4:04 PM
63	4	Nov 6, 2013 9:59 AM
64	4	Nov 6, 2013 9:11 AM
65	4	Nov 5, 2013 9:04 PM
66	3	Nov 5, 2013 6:04 PM
67	2	Nov 5, 2013 1:52 PM
68	2	Nov 5, 2013 1:04 PM
69	1	Nov 5, 2013 9:17 AM
70	2	Nov 5, 2013 9:01 AM
71	7	Nov 5, 2013 7:46 AM
72	2	Nov 5, 2013 7:43 AM
73	1	Nov 5, 2013 7:37 AM
74	4	Nov 5, 2013 7:18 AM
75	3	Nov 4, 2013 11:49 PM
76	4	Nov 4, 2013 10:08 PM
77	2	Nov 4, 2013 9:54 PM
78	1	Nov 4, 2013 5:34 PM
79	1	Nov 4, 2013 4:58 PM
80	2	Nov 4, 2013 4:02 PM
81	6	Nov 4, 2013 3:42 PM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

82	3	Nov 4, 2013 3:38 PM
83	3	Nov 4, 2013 3:18 PM
84	2	Nov 4, 2013 2:27 PM
85	1	Nov 3, 2013 10:06 PM
86	10	Nov 3, 2013 7:45 PM
87	8	Nov 3, 2013 5:41 PM
88	4	Nov 3, 2013 5:24 PM
89	5	Nov 3, 2013 4:05 PM
90	3	Nov 3, 2013 4:27 AM
91	5	Nov 2, 2013 3:11 PM
92	1	Nov 2, 2013 6:59 AM
93	3	Nov 2, 2013 5:33 AM
94	1	Nov 1, 2013 3:18 PM
95	5	Nov 1, 2013 11:03 AM
96	6	Nov 1, 2013 10:10 AM
97	5	Nov 1, 2013 8:27 AM
98	3	Nov 1, 2013 8:19 AM
99	2	Nov 1, 2013 7:46 AM
100	4	Oct 31, 2013 4:18 PM
101	3	Oct 31, 2013 3:57 PM
102	3	Oct 31, 2013 3:26 PM
103	3	Oct 31, 2013 12:15 PM
104	3	Oct 31, 2013 10:43 AM
105	12	Oct 31, 2013 8:31 AM
106	4	Oct 31, 2013 7:15 AM
107	1	Oct 31, 2013 7:09 AM
108	2	Oct 31, 2013 6:42 AM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

109	4	Oct 31, 2013 6:33 AM
110	2	Oct 30, 2013 10:15 PM
111	6	Oct 30, 2013 8:30 PM
112	3	Oct 30, 2013 7:45 PM
113	1	Oct 30, 2013 6:20 PM
114	1	Oct 30, 2013 6:13 PM
115	1	Oct 30, 2013 6:12 PM
116	2	Oct 30, 2013 5:16 PM
117	12	Oct 30, 2013 4:46 PM
118	6	Oct 30, 2013 4:29 PM
119	2	Oct 30, 2013 4:14 PM
120	1	Oct 30, 2013 3:12 PM
121	4	Oct 30, 2013 3:01 PM
122	2	Oct 30, 2013 1:27 PM
123	10	Oct 30, 2013 1:17 PM
124	1	Oct 30, 2013 1:10 PM
125	2	Oct 30, 2013 1:10 PM
126	2	Oct 30, 2013 12:41 PM
127	2	Oct 30, 2013 12:00 PM
128	2	Oct 30, 2013 11:49 AM
129	3	Oct 30, 2013 11:47 AM
130	4	Oct 30, 2013 11:46 AM
131	2	Oct 30, 2013 11:33 AM
132	8	Oct 30, 2013 11:24 AM
133	3	Oct 30, 2013 11:21 AM
134	3	Oct 30, 2013 11:06 AM
135	5	Oct 30, 2013 10:52 AM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

136	2	Oct 30, 2013 10:29 AM
137	2	Oct 30, 2013 10:14 AM
138	5	Oct 30, 2013 10:11 AM
139	4	Oct 30, 2013 9:28 AM
140	1	Oct 30, 2013 9:28 AM
141	5	Oct 30, 2013 9:08 AM
142	1	Oct 30, 2013 9:00 AM
143	3	Oct 30, 2013 8:57 AM
144	7	Oct 30, 2013 8:53 AM
145	3	Oct 30, 2013 8:48 AM
146	1	Oct 30, 2013 8:38 AM
147	2	Oct 30, 2013 8:25 AM
148	1	Oct 30, 2013 8:23 AM
149	3	Oct 30, 2013 8:09 AM
150	2	Oct 30, 2013 7:53 AM
151	3	Oct 30, 2013 7:51 AM
152	1	Oct 30, 2013 7:51 AM
153	1	Oct 30, 2013 7:46 AM
154	1	Oct 30, 2013 7:40 AM
155	2	Oct 30, 2013 7:29 AM
156	1	Oct 30, 2013 7:28 AM
157	3	Oct 30, 2013 7:26 AM
158	30	Oct 30, 2013 7:13 AM
159	2	Oct 30, 2013 7:00 AM
160	5	Oct 30, 2013 6:55 AM
161	2	Oct 30, 2013 6:53 AM
162	1	Oct 30, 2013 6:43 AM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

163	3	Oct 30, 2013 6:40 AM
164	1	Oct 30, 2013 6:35 AM
165	6	Oct 30, 2013 6:29 AM
166	3	Oct 30, 2013 6:03 AM
167	3	Oct 30, 2013 5:59 AM
168	2	Oct 30, 2013 5:40 AM
169	1	Oct 30, 2013 5:37 AM
170	2	Oct 30, 2013 5:29 AM
171	10	Oct 30, 2013 5:24 AM
172	2	Oct 30, 2013 4:31 AM
173	5	Oct 30, 2013 4:23 AM
174	1	Oct 30, 2013 4:10 AM
175	2	Oct 30, 2013 2:31 AM
176	3	Oct 29, 2013 10:26 PM
177	2	Oct 29, 2013 9:39 PM
178	4	Oct 29, 2013 9:24 PM
179	6	Oct 29, 2013 9:22 PM
180	4	Oct 29, 2013 8:34 PM
181	1	Oct 29, 2013 8:17 PM
182	1	Oct 29, 2013 7:32 PM
183	1	Oct 29, 2013 7:26 PM
184	1	Oct 29, 2013 7:07 PM
185	1	Oct 29, 2013 7:04 PM
186	4	Oct 29, 2013 6:40 PM
187	1	Oct 29, 2013 6:36 PM
188	1	Oct 29, 2013 6:34 PM
189	4	Oct 29, 2013 6:25 PM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

190	3	Oct 29, 2013 6:14 PM
191	3	Oct 29, 2013 6:03 PM
192	3	Oct 29, 2013 6:02 PM
193	2	Oct 29, 2013 6:00 PM
194	8	Oct 29, 2013 5:55 PM
195	2	Oct 29, 2013 5:50 PM
196	2	Oct 29, 2013 5:48 PM
197	2	Oct 29, 2013 5:43 PM
198	2	Oct 29, 2013 5:10 PM
199	3	Oct 29, 2013 5:09 PM
200	3	Oct 29, 2013 5:00 PM
201	5	Oct 29, 2013 4:57 PM
202	300	Oct 29, 2013 4:56 PM
203	1	Oct 29, 2013 4:54 PM
204	3	Oct 29, 2013 4:50 PM
205	2	Oct 29, 2013 4:45 PM
206	4	Oct 29, 2013 4:44 PM
207	2	Oct 29, 2013 4:39 PM
208	3	Oct 29, 2013 4:33 PM
209	2	Oct 29, 2013 4:23 PM
210	18	Oct 29, 2013 4:21 PM
211	3	Oct 29, 2013 4:18 PM
212	2	Oct 29, 2013 4:12 PM
213	4	Oct 29, 2013 4:05 PM
214	2	Oct 29, 2013 4:04 PM
215	1	Oct 29, 2013 4:04 PM
216	100	Oct 29, 2013 3:55 PM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

217	5	Oct 29, 2013 3:54 PM
218	2	Oct 29, 2013 3:51 PM
219	4	Oct 29, 2013 3:51 PM
220	2	Oct 29, 2013 3:50 PM
221	2	Oct 29, 2013 3:45 PM
222	2	Oct 29, 2013 3:43 PM
223	3	Oct 29, 2013 3:42 PM
224	2	Oct 29, 2013 3:40 PM
225	1	Oct 29, 2013 3:40 PM
226	2	Oct 29, 2013 3:39 PM
227	3	Oct 29, 2013 3:38 PM
228	2	Oct 29, 2013 3:37 PM
229	8	Oct 29, 2013 3:29 PM
230	6	Oct 29, 2013 3:27 PM
231	100	Oct 29, 2013 3:26 PM
232	3	Oct 29, 2013 3:22 PM
233	5	Oct 29, 2013 3:16 PM
234	4	Oct 29, 2013 3:12 PM
235	1	Oct 29, 2013 2:54 PM
236	3	Oct 29, 2013 2:51 PM
237	2	Oct 29, 2013 2:47 PM
238	3	Oct 29, 2013 2:30 PM
239	50	Oct 29, 2013 2:26 PM
240	2	Oct 29, 2013 2:14 PM
241	3	Oct 29, 2013 2:09 PM
242	5	Oct 29, 2013 2:08 PM
243	5	Oct 29, 2013 1:53 PM

Page 8, Q17. If Yes, can you estimate how many times you've lost your entire cable signal for a period of fifteen minutes or more?

244	6	Oct 29, 2013 1:53 PM
245	12	Oct 29, 2013 12:35 PM
246	4	Oct 29, 2013 12:31 PM
247	2	Oct 29, 2013 11:11 AM
248	1	Oct 29, 2013 9:00 AM
249	4	Oct 28, 2013 7:58 PM
250	3	Oct 28, 2013 6:55 PM
251	2	Oct 28, 2013 6:48 PM
252	3	Oct 28, 2013 6:28 PM
253	3	Oct 28, 2013 5:56 PM
254	1	Oct 28, 2013 5:24 PM
255	2	Oct 28, 2013 5:15 PM
256	1	Oct 28, 2013 3:35 PM
257	3	Oct 28, 2013 3:21 PM
258	1	Oct 28, 2013 3:05 PM
259	2	Oct 28, 2013 3:04 PM
260	1	Oct 28, 2013 3:00 PM
261	3	Oct 28, 2013 2:55 PM
262	2	Oct 28, 2013 2:45 PM
263	5	Oct 28, 2013 2:36 PM
264	2	Oct 28, 2013 2:30 PM
265	3	Oct 28, 2013 2:17 PM
266	6	Oct 28, 2013 2:15 PM
267	1	Oct 28, 2013 2:14 PM
268	1	Oct 28, 2013 2:11 PM
269	30	Oct 28, 2013 2:10 PM
270	1	Oct 28, 2013 1:58 PM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

1	every channel	Dec 29, 2013 2:14 PM
2	dropped signals.	Dec 23, 2013 6:01 PM
3	Occasional outages for no apparent reason	Dec 21, 2013 6:11 AM
4	DVR services break up and picture quality is pixelated.	Dec 19, 2013 1:54 PM
5	the local channel five program when the paid commercials for local business come on the picture either does not fit the screen or the audio is garbled.	Dec 18, 2013 2:24 PM
6	When installing a new tv several months after initial cable set up - we called and one of their people I believe started doing something remotely and after that my internet was never the same. Had to call back to get another technician to help with the TV but never did get the internet to stop it's constant "internet disconnected, internet connected" message I get constantly - thought the internet does work fine.	Dec 18, 2013 11:42 AM
7	internet goes out at least twice a week	Dec 13, 2013 12:23 PM
8	Picture and sound constantly goes out for seconds at a time.	Dec 12, 2013 12:24 PM
9	Getting cable into certain rooms	Dec 12, 2013 12:21 PM
10	It continues to cut out	Dec 12, 2013 12:12 PM
11	It occurs on any channel and the tv will just go black and you have to go up and/or down and channel to get it to reset. Or you have to restart the cable box. It also occurs when watching a recorded show on the DVR and it will stop and switch back to normal cable.	Dec 5, 2013 9:52 AM
12	sometimes the on demand feature freezes	Dec 4, 2013 12:22 PM
13	DVR not working	Dec 4, 2013 11:57 AM
14	On Demand	Dec 3, 2013 10:39 PM
15	pixelation on adapter box	Dec 3, 2013 3:06 PM
16	local	Nov 28, 2013 2:45 AM
17	all	Nov 20, 2013 9:57 AM
18	All channels are SD and subpar	Nov 20, 2013 7:18 AM
19	We sometimes have cloudy service. Our main problem is with the internet	Nov 19, 2013 10:29 AM
20	technical difficulty with the picture freezing	Nov 19, 2013 9:47 AM
21	HD movies often scramble and freeze. This is frustrating when you pay for the movie.	Nov 17, 2013 8:37 AM
22	We have had problems with Channel 6 at times but not recently. We don't watch	Nov 16, 2013 4:07 PM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

	many other channels.	
23	Audio will randomly cut out, once you change channels it will come back	Nov 14, 2013 1:44 PM
24	Multiple. Dropped signal, inference from private networks, unsuccessful product upgrades	Nov 14, 2013 7:59 AM
25	Like I take notes????? I have no idea.	Nov 13, 2013 1:10 PM
26	picture and audio issues on all channels	Nov 13, 2013 8:16 AM
27	when we stream, we often get a screen that is loaded with parallel bars and colors, or slow upload	Nov 13, 2013 4:35 AM
28	Minor problems quickly resolved.	Nov 12, 2013 6:24 PM
29	Internet Streaming service is unreliable even with 25 Mbps download	Nov 12, 2013 1:12 PM
30	Picture distortion, drop outs	Nov 12, 2013 11:02 AM
31	cable switches off for unknown reasons, within 1 yr cord was damaged	Nov 12, 2013 10:47 AM
32	Some channels were unavailable for several days: NFL channels, Create,	Nov 12, 2013 10:45 AM
33	signal strength at the local modem	Nov 12, 2013 8:49 AM
34	cable channels and on demand do not load in the digital box for up to 20 minutes after turned on so you have to go only to channels you know of	Nov 12, 2013 7:40 AM
35	sound drop outs, pixelation	Nov 12, 2013 7:35 AM
36	overall reception, sometimes audio (the audio will be missing from a recording in the DVR or a show On Demand)	Nov 12, 2013 7:34 AM
37	6,12,35,4 choppy pixelated picture at times	Nov 12, 2013 7:32 AM
38	Blocks of channels loose signal for a period of time on occasion.	Nov 12, 2013 7:27 AM
39	Nat Geo didn't come in, among others.	Nov 12, 2013 7:25 AM
40	A few channels are fuzzy and don't come in all the time. Disney Channel is one of them.	Nov 12, 2013 7:24 AM
41	when recording programs it fades out.	Nov 12, 2013 5:24 AM
42	my cable service includes internet access, so yes, I've had internet access go down.	Nov 11, 2013 9:41 AM
43	cable box didn't work after change in service levels	Nov 9, 2013 11:15 AM
44	Problems with remote control activation, black bars on sides of tv, not getting channels that I paid for	Nov 7, 2013 7:40 PM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

45	Box blocked all channels due to some code mix up.	Nov 7, 2013 5:09 PM
46	Occasionally they have to reset our cable box when it isn't working right.	Nov 6, 2013 11:14 AM
47	ABC, CBS, NBC	Nov 6, 2013 10:48 AM
48	Signal has been a bit spotty on occasion.	Nov 6, 2013 9:36 AM
49	a few time fuzzy picture type issues	Nov 6, 2013 9:13 AM
50	All at different times	Nov 5, 2013 9:05 PM
51	All channels (particularly those above the local networks) will black out for a few seconds throughout the day; all channels have gone out and it took a tech several days to come out	Nov 5, 2013 6:07 PM
52	Signal from the main line was not strong enough to allow for internet and cable usage at the same time. I have to have Comcast come out and fix this problem.	Nov 5, 2013 2:26 PM
53	Some channels had noise. No channel numbers in specific.	Nov 5, 2013 1:53 PM
54	Mid range numbered channels over 13	Nov 5, 2013 8:13 AM
55	disney channel (35) comes in and out, the quality of the picture on one box is horrible.	Nov 5, 2013 8:07 AM
56	Channels cutting in an out as if I was receiving a signal from an antenna	Nov 5, 2013 7:59 AM
57	No	Nov 5, 2013 7:38 AM
58	No audio part way through programs On Demand	Nov 5, 2013 6:46 AM
59	Timing of DVR is usually off from the actual show	Nov 4, 2013 9:02 PM
60	Overall reception is about 90% reliable, although that may be the houses wiring	Nov 4, 2013 8:38 PM
61	on-demand services	Nov 4, 2013 7:02 PM
62	Not receiving channels that are part of our package. They can't figure it out.	Nov 4, 2013 6:30 PM
63	Unaware of the change to encrypted signal. Lost cable for three months.	Nov 4, 2013 4:59 PM
64	cables installed in house for some reason didnt work, had before. only have internet	Nov 4, 2013 3:43 PM
65	My internet was turned off completely due to a loose wire in my house. (needed to be hand tightened, but calling was an inconvenience apparently.)	Nov 4, 2013 3:39 PM
66	Quality of many non-HD channels is very poor	Nov 4, 2013 3:20 PM
67	cable box was not picking up signal	Nov 4, 2013 3:05 PM
68	CBS, ESPN, FOX, Altitude	Nov 3, 2013 11:48 PM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

69	Bad survey - had data and phone many years but just moved back to Comcast from DirecTV.	Nov 3, 2013 7:47 PM
70	no picture for 8 days	Nov 3, 2013 5:42 PM
71	The cable seems to go out after heavy rains in the area	Nov 3, 2013 5:25 PM
72	No service, called got royal run around semantic to corporate got more run around corporate decided to split the difference when it was there fault, should ave been handled much better.	Nov 3, 2013 4:08 PM
73	not channel specific. occasional line noise	Nov 3, 2013 4:29 AM
74	Reception cuts out very briefly	Nov 2, 2013 11:38 AM
75	don't remember the channels.	Nov 2, 2013 7:00 AM
76	All channels	Nov 2, 2013 5:34 AM
77	Had to reset when power went out.	Nov 1, 2013 5:03 PM
78	Not sure of the channel numbers or programs.	Nov 1, 2013 11:25 AM
79	Unable to get described video service for the blind on any program that is supposed to have it	Nov 1, 2013 11:19 AM
80	Frozen screens, no sound on random channels, none specific	Nov 1, 2013 11:05 AM
81	blank screens	Nov 1, 2013 11:00 AM
82	HD channels pixilated, all of them	Nov 1, 2013 9:26 AM
83	Picture was bad	Nov 1, 2013 8:28 AM
84	CHANNEL 14, DISNEY, 35 AND OTHERS	Nov 1, 2013 8:20 AM
85	problems with cable boxs and power supplys	Nov 1, 2013 7:48 AM
86	outages	Oct 31, 2013 4:20 PM
87	General pixelation, which they resolved by adding an amplifier in my home, using my electricity. Plus they have encrypted all channels, such that a box is now required for all televisions, giving them another revenue stream and adding overhead costs (ie: tax).	Oct 31, 2013 10:45 AM
88	The channels sometimes freeze or disapear altogether.	Oct 31, 2013 8:32 AM
89	channels other then the primary ones (4, 9, 13 etc) have sound problems in which the sound will randomly be lost and you have to change the channel to get it back.	Oct 31, 2013 7:17 AM
90	the sound cuts on and off with all channels and we have had to change out cable equipment 5 times in the last year because of it.	Oct 31, 2013 6:37 AM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

91	Video display issues related to the X1 cable box.	Oct 30, 2013 9:47 PM
92	all channels; picture quality; poor internet quality; terrible service	Oct 30, 2013 8:32 PM
93	Pixilated reception	Oct 30, 2013 7:55 PM
94	Blips of pixilated images. All channels, but mostly ABC, CBS, NBC and PBS	Oct 30, 2013 7:47 PM
95	on demand quit wiring for several months	Oct 30, 2013 6:13 PM
96	all of them	Oct 30, 2013 5:56 PM
97	quality, interruption, intermittant snow overlay - all channels	Oct 30, 2013 4:47 PM
98	Many channels are not formatted properly for HDTV's. With a basic HDTV which does not have zoom or advanced picture options, the picture is distorted, cut off, or black boxed on 4 sides.	Oct 30, 2013 4:31 PM
99	Some channels has louder volume than others even though that's not supposed to happen.	Oct 30, 2013 3:15 PM
100	No tv/cable service so there were no channels to watch	Oct 30, 2013 3:08 PM
101	Periodic drops in the signal that cause the channel to not be tunable.	Oct 30, 2013 2:51 PM
102	The Disney Channel regular & HD & Disney Junior HD (735) always seem to be freezing up. Regular Disney Junior (123) is fine.	Oct 30, 2013 2:18 PM
103	sometimes a channel just goes out	Oct 30, 2013 1:31 PM
104	Overheating cable boxes, lost service, had to replace 3 boxes.	Oct 30, 2013 1:19 PM
105	picture is very pixelated and the sound cuts in and out	Oct 30, 2013 1:12 PM
106	At times many channels have been pixelated (many small blocks all over the picture).	Oct 30, 2013 11:52 AM
107	service was not working until reset power on cable box	Oct 30, 2013 11:49 AM
108	problems with audio and picture quality with brief blacking out of picture when watching a recorded show	Oct 30, 2013 11:26 AM
109	picture quality	Oct 30, 2013 11:22 AM
110	Get pixelated screen frequently on many channels	Oct 30, 2013 10:53 AM
111	audio at times, don'r remember what channels	Oct 30, 2013 10:30 AM
112	Breaks into pixels A LOT/frequently. Sometimes video/audio don't match up.	Oct 30, 2013 10:28 AM
113	sound volume varies considerably	Oct 30, 2013 10:15 AM
114	All channels	Oct 30, 2013 10:12 AM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

115	Cable channels drop out regularly due to excessive signal compression by Comcast. This is horrible!	Oct 30, 2013 9:31 AM
116	too many to list	Oct 30, 2013 9:09 AM
117	fuzzy picture	Oct 30, 2013 8:52 AM
118	incomplete picture. 233,252,107	Oct 30, 2013 8:50 AM
119	Picture Quality can vary, internet speeds can be unreliable	Oct 30, 2013 8:48 AM
120	music channels, Soundscapes, Jazz	Oct 30, 2013 8:39 AM
121	cable box problems	Oct 30, 2013 7:53 AM
122	Sometimes a message will say a channel is not available	Oct 30, 2013 7:52 AM
123	low signal, eventually found to be caused by comcast inserting a choker in the cable, and not notifying us	Oct 30, 2013 7:41 AM
124	Pixels	Oct 30, 2013 7:31 AM
125	use of the remote	Oct 30, 2013 7:29 AM
126	Some channels that I pay for I don't actually get. Also, some of the on demand things don't always work. Something I could watch last week won't load this week.	Oct 30, 2013 7:27 AM
127	fuzzy picture, frozen picture, no picture	Oct 30, 2013 6:56 AM
128	local channels	Oct 30, 2013 6:54 AM
129	only comcast difficulty was outages	Oct 30, 2013 6:42 AM
130	HBO and encore	Oct 30, 2013 6:36 AM
131	audio out of sync with picture	Oct 30, 2013 6:32 AM
132	The downstairs DVR (mine) often experiences pixelation to the extent picture and sound drop out. The upstairs DVR does not seem to experience this. It happens on all channels and usually when I am trying to record a program. When I go back to watch, the program is often unwatchable.	Oct 30, 2013 6:30 AM
133	Sound on all	Oct 30, 2013 6:12 AM
134	Right after installation - we lost the picture 3 times	Oct 30, 2013 6:05 AM
135	some channels will just go to spanish, not all, just some ...	Oct 30, 2013 6:00 AM
136	internet	Oct 30, 2013 5:42 AM
137	The picture quality has been unsatisfactory for months.	Oct 30, 2013 5:36 AM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

138	Machines not talking to each other	Oct 30, 2013 5:25 AM
139	All channels: picture and sound "burp" intermittently but all the time, about every couple of minutes. Annoying.	Oct 30, 2013 5:08 AM
140	HD channels don't always come in, picture breaks up	Oct 30, 2013 4:32 AM
141	Movie channels	Oct 30, 2013 4:28 AM
142	all channels, picture goes gray and has colored lines running through it. happens all the time	Oct 30, 2013 4:24 AM
143	Audio problems consistently	Oct 30, 2013 4:11 AM
144	we have had two boxes that have stopped working	Oct 29, 2013 10:27 PM
145	Pixelated channes at times.	Oct 29, 2013 9:26 PM
146	PBS	Oct 29, 2013 9:18 PM
147	some of the channels other than the regular local ones	Oct 29, 2013 8:36 PM
148	many problems and outages with internet service	Oct 29, 2013 8:19 PM
149	Sometimes we have issues with audio	Oct 29, 2013 7:58 PM
150	Cable box freezes	Oct 29, 2013 7:20 PM
151	DVR stopped working	Oct 29, 2013 7:10 PM
152	Numerous channels have gone out. Spike and Altitude Channels both went to other, non scheduled proگرامing in the middle of a show	Oct 29, 2013 7:07 PM
153	DVR Service froze up, I had to call and reset the box. Then wait 15 minutes to get HD and DVR service back.	Oct 29, 2013 6:50 PM
154	all channels	Oct 29, 2013 6:37 PM
155	Movie and cbssn	Oct 29, 2013 6:26 PM
156	picture goes away	Oct 29, 2013 6:18 PM
157	its comcast..... they are the bowels of hell	Oct 29, 2013 6:15 PM
158	altitude has lost signal during hockey games	Oct 29, 2013 6:03 PM
159	DVR does not work consistantly. We often have to unplug it & reboot it.	Oct 29, 2013 6:01 PM
160	pictures were not clear, staticy	Oct 29, 2013 5:59 PM
161	on demand frequently does not work, show will load, not play properly, have no sound	Oct 29, 2013 5:52 PM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

162	Trouble with the cable box. Their DVR is terrible - much worse than Cablevision (or previous provider). Comcast has replaced it at least once now.	Oct 29, 2013 5:50 PM
163	Since move a year ago we have had nothing but problems with the account, was told we could pay to have someone come out at look at our connections.	Oct 29, 2013 5:47 PM
164	picture quality - HD was not HD because the technician forgot to put it on but we did not get a refund. We paid HD for 1 year before we realized that we were not given HD but no refund.	Oct 29, 2013 5:12 PM
165	we have frequent outages (almost daily) that affect all services and all channels	Oct 29, 2013 4:57 PM
166	phone stopped working, I had to get new piece of equipment	Oct 29, 2013 4:55 PM
167	Cable Box loses signal, and OnDemand never seems to work	Oct 29, 2013 4:51 PM
168	Pixeling	Oct 29, 2013 4:49 PM
169	Multiple times a day (not every day, but frequently), on multiple channels (abc, nbc, cbs, etc) cable service will be interrupted with a black box stating that service has been interrupted. This usually doesn't last for long (1-2 mins), but it annoying when trying to watch a program.	Oct 29, 2013 4:48 PM
170	Insufficient signal to enable HD and music channels	Oct 29, 2013 4:45 PM
171	Pixelation	Oct 29, 2013 4:44 PM
172	certain channels appear pixelated	Oct 29, 2013 4:24 PM
173	picture quality, audio quality	Oct 29, 2013 4:24 PM
174	Signal drops or is choppy	Oct 29, 2013 4:21 PM
175	Entire box signal	Oct 29, 2013 4:06 PM
176	all channels and internet	Oct 29, 2013 4:05 PM
177	a couple times the channels did not come in clear	Oct 29, 2013 3:55 PM
178	Lost internet connect all the time.	Oct 29, 2013 3:52 PM
179	Had problems with our box and channels freezing like premium channels	Oct 29, 2013 3:47 PM
180	Several channels work on one tv and not on another	Oct 29, 2013 3:44 PM
181	crappy everything	Oct 29, 2013 3:42 PM
182	slow speeds occasionally	Oct 29, 2013 3:40 PM
183	all channels sound goes out multiple times a day requiring us to change channels and return to channel to get sound back	Oct 29, 2013 3:39 PM
184	gliching, DIsney Channels	Oct 29, 2013 3:38 PM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

185	Pixelation	Oct 29, 2013 3:33 PM
186	We occassionally get a broken signal on one channel...root sports	Oct 29, 2013 3:30 PM
187	All	Oct 29, 2013 3:28 PM
188	Digital box needed reseting in a bedroom	Oct 29, 2013 3:24 PM
189	ALL CHANNELS SPOTTY RECEPTION AT TIMES	Oct 29, 2013 3:17 PM
190	too varied to isolate	Oct 29, 2013 3:13 PM
191	Cable was on again - off again when the service was first turned on earlier this year. It took about 3 hours on the phone to get the problems resolved	Oct 29, 2013 3:11 PM
192	interruptions and breaking up of video and sound	Oct 29, 2013 3:08 PM
193	I can no longer record multiple channels w/ my non-Comcast DVR since they moved to requiring a decoder box	Oct 29, 2013 2:49 PM
194	music channels not immediately available and cuts in and out -	Oct 29, 2013 2:48 PM
195	Reception issues	Oct 29, 2013 2:45 PM
196	Picture breaks up for several seconds at a time, most channels. Audio on PBS (658) very bad, don't watch anymore.	Oct 29, 2013 2:40 PM
197	Basic and others	Oct 29, 2013 2:32 PM
198	All channels	Oct 29, 2013 2:27 PM
199	RedZone	Oct 29, 2013 2:24 PM
200	mostly issues with DVR recording.	Oct 29, 2013 2:23 PM
201	Infrequently will have "bad reception".	Oct 29, 2013 2:19 PM
202	Picture breaks up for several seconds at a time, most channels. Audio on PBS (658) very bad, don't watch anymore.	Oct 29, 2013 2:12 PM
203	SOME CHANNELS WOULD NOT SHOW, INFORMATION WOULD NOT WORK- ISSUES RESOLVED	Oct 29, 2013 2:06 PM
204	picture quality overall from time to time	Oct 29, 2013 1:54 PM
205	poor reception on upper numbered channels	Oct 29, 2013 12:37 PM
206	The music channels come in sporadically or not at all	Oct 29, 2013 12:32 PM
207	Failure of Comcast to set up service at new home properly	Oct 29, 2013 11:12 AM
208	Intermitent reception.	Oct 29, 2013 10:44 AM

Page 9, Q21. Has your household had any technical difficulty with your cable service (i.e., picture quality, audio problems or overall reception)?

209	Continuous brief "blackouts" of video picture and sound for a few seconds. Changed the box, but it continues.	Oct 29, 2013 9:43 AM
210	Channel 11 tends to be much quieter than all other channels and has a poorer picture quality	Oct 29, 2013 9:06 AM
211	picture quality, all channels	Oct 29, 2013 8:21 AM
212	We lose sound and have to power the cable box off/on to get sound back	Oct 28, 2013 7:17 PM
213	Lost all of the upper channels on and off over a period of several days. (everything over channel 9)	Oct 28, 2013 6:29 PM
214	Weird pixels on screen periodically. I also occasionally lose audio when using the menu or changing channels. I don't think it is channel-specific.	Oct 28, 2013 5:28 PM
215	Turns off on its own periodically	Oct 28, 2013 5:16 PM
216	Specific channels unknown but there are times when the sound compete goes out and then there are times when the program audio is fine but then the commercial audio is unbearably loud.	Oct 28, 2013 4:57 PM
217	Audio problems with the music channels	Oct 28, 2013 3:39 PM
218	Low signal strength that required multiple visits by a rep and finally added a booster	Oct 28, 2013 3:36 PM
219	Constant problems with on demand	Oct 28, 2013 3:06 PM
220	not specific channels	Oct 28, 2013 3:05 PM
221	very few channels work on the second box	Oct 28, 2013 3:02 PM
222	Disney Junior, nick, CNN, on demand	Oct 28, 2013 2:56 PM
223	generally lower number channels	Oct 28, 2013 2:35 PM
224	The box stopped outputting through HDMI.	Oct 28, 2013 2:34 PM
225	Local channels	Oct 28, 2013 2:31 PM
226	cable goes out, closed captioning problems	Oct 28, 2013 2:18 PM
227	Picture temporarily locking up	Oct 28, 2013 2:15 PM
228	Disney Channel consistently has poor picture/sound	Oct 28, 2013 2:14 PM
229	The previous question I also rated their internet because I'm losing service at least once a day, which I'm paying for through them.	Oct 28, 2013 2:11 PM
230	All HD channels... pauses, stops and starts with picture.	Oct 28, 2013 1:59 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

Channel 10, Poudre School District		
1	3	Dec 31, 2013 3:09 PM
2	5	Dec 30, 2013 10:15 AM
3	2	Dec 29, 2013 2:17 PM
4	5	Dec 29, 2013 2:16 PM
5	2	Dec 28, 2013 3:15 PM
6	1	Dec 27, 2013 2:18 PM
7	2	Dec 26, 2013 6:33 PM
8	5	Dec 26, 2013 9:56 AM
9	2	Dec 26, 2013 9:55 AM
10	3	Dec 23, 2013 6:09 PM
11	3	Dec 23, 2013 12:38 PM
12	5	Dec 21, 2013 6:13 AM
14	2	Dec 20, 2013 10:34 AM
15	3	Dec 19, 2013 1:56 PM
16	2	Dec 18, 2013 2:26 PM
17	5	Dec 18, 2013 11:44 AM
18	1	Dec 13, 2013 12:25 PM
19	5	Dec 12, 2013 12:25 PM
20	5	Dec 12, 2013 12:22 PM
21	5	Dec 12, 2013 12:14 PM
22	5	Dec 11, 2013 10:23 AM
23	1	Dec 9, 2013 3:43 PM
24	2	Dec 5, 2013 7:48 PM
25	5	Dec 5, 2013 10:00 AM
26	2	Dec 5, 2013 8:06 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

27	5	Dec 4, 2013 12:23 PM
28	3	Dec 4, 2013 11:59 AM
30	5	Dec 3, 2013 3:08 PM
31	1	Dec 3, 2013 6:48 AM
32	5	Nov 30, 2013 9:17 AM
33	2	Nov 29, 2013 5:26 PM
34	2	Nov 28, 2013 5:15 PM
35	5	Nov 23, 2013 8:46 AM
36	1	Nov 21, 2013 1:51 PM
37	2	Nov 20, 2013 11:29 AM
39	2	Nov 20, 2013 7:57 AM
40	2	Nov 19, 2013 12:10 PM
41	5	Nov 19, 2013 11:34 AM
42	1	Nov 19, 2013 10:31 AM
44	2	Nov 18, 2013 10:55 AM
45	1	Nov 17, 2013 8:39 AM
47	5	Nov 14, 2013 9:46 AM
48	5	Nov 13, 2013 1:13 PM
49	2	Nov 13, 2013 4:37 AM
50	5	Nov 12, 2013 6:25 PM
51	5	Nov 12, 2013 1:14 PM
52	5	Nov 12, 2013 11:03 AM
53	5	Nov 12, 2013 10:49 AM
54	5	Nov 12, 2013 10:32 AM
55	2	Nov 12, 2013 9:46 AM
56	5	Nov 12, 2013 8:51 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

57	3	Nov 12, 2013 8:22 AM
58	3	Nov 12, 2013 7:53 AM
59	5	Nov 12, 2013 7:43 AM
60	3	Nov 12, 2013 7:36 AM
61	5	Nov 12, 2013 7:35 AM
62	3	Nov 12, 2013 7:35 AM
63	5	Nov 12, 2013 7:29 AM
65	5	Nov 12, 2013 7:26 AM
66	4	Nov 12, 2013 5:25 AM
67	1	Nov 11, 2013 4:22 PM
68	1	Nov 11, 2013 2:44 PM
69	1	Nov 11, 2013 2:15 PM
70	1	Nov 11, 2013 8:00 AM
71	2	Nov 11, 2013 7:31 AM
72	5	Nov 9, 2013 11:50 AM
73	2	Nov 9, 2013 11:17 AM
74	2	Nov 8, 2013 4:34 AM
75	5	Nov 7, 2013 8:59 PM
77	3	Nov 7, 2013 5:11 PM
78	2	Nov 7, 2013 1:41 PM
79	5	Nov 6, 2013 4:06 PM
80	5	Nov 6, 2013 1:05 PM
81	5	Nov 6, 2013 11:16 AM
82	5	Nov 6, 2013 10:51 AM
83	3	Nov 6, 2013 10:05 AM
84	5	Nov 6, 2013 9:37 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

85	2	Nov 6, 2013 9:15 AM
86	3	Nov 5, 2013 9:05 PM
87	5	Nov 5, 2013 7:21 PM
88	5	Nov 5, 2013 6:09 PM
89	2	Nov 5, 2013 2:28 PM
90	5	Nov 5, 2013 1:54 PM
91	5	Nov 5, 2013 1:40 PM
92	5	Nov 5, 2013 1:05 PM
93	5	Nov 5, 2013 12:14 PM
94	5	Nov 5, 2013 10:50 AM
95	3	Nov 5, 2013 9:43 AM
96	5	Nov 5, 2013 8:15 AM
97	2	Nov 5, 2013 8:09 AM
98	2	Nov 5, 2013 7:49 AM
99	2	Nov 5, 2013 7:46 AM
100	5	Nov 5, 2013 7:42 AM
101	5	Nov 5, 2013 7:21 AM
102	5	Nov 5, 2013 7:16 AM
103	2	Nov 4, 2013 11:53 PM
104	5	Nov 4, 2013 10:10 PM
105	5	Nov 4, 2013 9:56 PM
106	5	Nov 4, 2013 9:04 PM
107	5	Nov 4, 2013 8:40 PM
108	3	Nov 4, 2013 7:28 PM
109	3	Nov 4, 2013 7:14 PM
110	5	Nov 4, 2013 7:04 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

111	3	Nov 4, 2013 6:54 PM
112	5	Nov 4, 2013 6:45 PM
113	5	Nov 4, 2013 6:43 PM
114	5	Nov 4, 2013 6:32 PM
115	5	Nov 4, 2013 6:13 PM
116	5	Nov 4, 2013 5:13 PM
117	3	Nov 4, 2013 5:00 PM
118	5	Nov 4, 2013 4:46 PM
119	2	Nov 4, 2013 3:24 PM
120	2	Nov 4, 2013 3:22 PM
121	5	Nov 4, 2013 9:00 AM
122	5	Nov 3, 2013 11:50 PM
123	5	Nov 3, 2013 11:08 PM
124	5	Nov 3, 2013 7:48 PM
126	5	Nov 3, 2013 5:28 PM
127	5	Nov 3, 2013 4:10 PM
128	2	Nov 2, 2013 6:53 PM
129	3	Nov 2, 2013 3:14 PM
130	2	Nov 2, 2013 11:39 AM
131	3	Nov 2, 2013 7:02 AM
133	5	Nov 1, 2013 6:01 PM
134	5	Nov 1, 2013 5:05 PM
135	2	Nov 1, 2013 3:20 PM
136	5	Nov 1, 2013 11:28 AM
137	5	Nov 1, 2013 11:23 AM
138	2	Nov 1, 2013 11:07 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

139	4	Nov 1, 2013 11:02 AM
140	5	Nov 1, 2013 10:46 AM
141	5	Nov 1, 2013 10:13 AM
142	5	Nov 1, 2013 9:27 AM
143	5	Nov 1, 2013 8:29 AM
144	5	Nov 1, 2013 8:24 AM
145	5	Nov 1, 2013 7:50 AM
146	5	Oct 31, 2013 4:24 PM
149	5	Oct 31, 2013 2:51 PM
150	5	Oct 31, 2013 2:36 PM
151	5	Oct 31, 2013 2:20 PM
152	2	Oct 31, 2013 2:02 PM
153	5	Oct 31, 2013 1:07 PM
154	5	Oct 31, 2013 12:16 PM
155	5	Oct 31, 2013 11:13 AM
156	3	Oct 31, 2013 10:47 AM
157	5	Oct 31, 2013 10:13 AM
158	2	Oct 31, 2013 8:35 AM
159	5	Oct 31, 2013 7:29 AM
160	5	Oct 31, 2013 7:18 AM
161	5	Oct 31, 2013 7:00 AM
163	3	Oct 31, 2013 6:42 AM
164	2	Oct 31, 2013 12:40 AM
165	2	Oct 30, 2013 10:19 PM
166	1	Oct 30, 2013 9:49 PM
167	5	Oct 30, 2013 8:35 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

168	5	Oct 30, 2013 8:27 PM
169	1	Oct 30, 2013 8:10 PM
170	5	Oct 30, 2013 7:56 PM
171	5	Oct 30, 2013 7:48 PM
172	1	Oct 30, 2013 6:23 PM
173	2	Oct 30, 2013 6:21 PM
174	5	Oct 30, 2013 6:15 PM
175	4	Oct 30, 2013 6:01 PM
176	5	Oct 30, 2013 5:59 PM
177	5	Oct 30, 2013 5:54 PM
178	5	Oct 30, 2013 5:51 PM
179	5	Oct 30, 2013 5:19 PM
180	5	Oct 30, 2013 4:49 PM
181	5	Oct 30, 2013 4:32 PM
182	5	Oct 30, 2013 4:18 PM
183	2	Oct 30, 2013 3:48 PM
184	5	Oct 30, 2013 3:16 PM
185	5	Oct 30, 2013 3:09 PM
186	5	Oct 30, 2013 2:52 PM
187	2	Oct 30, 2013 2:20 PM
188	2	Oct 30, 2013 1:35 PM
189	4	Oct 30, 2013 1:20 PM
190	5	Oct 30, 2013 1:13 PM
191	5	Oct 30, 2013 1:13 PM
192	2	Oct 30, 2013 12:45 PM
193	5	Oct 30, 2013 12:41 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

195	3	Oct 30, 2013 11:50 AM
196	5	Oct 30, 2013 11:50 AM
197	1	Oct 30, 2013 11:35 AM
198	5	Oct 30, 2013 11:28 AM
199	5	Oct 30, 2013 11:23 AM
200	4	Oct 30, 2013 11:10 AM
201	4	Oct 30, 2013 10:54 AM
202	5	Oct 30, 2013 10:42 AM
203	5	Oct 30, 2013 10:32 AM
204	5	Oct 30, 2013 10:18 AM
205	2	Oct 30, 2013 10:13 AM
206	3	Oct 30, 2013 10:07 AM
207	5	Oct 30, 2013 9:57 AM
208	3	Oct 30, 2013 9:37 AM
209	2	Oct 30, 2013 9:33 AM
210	5	Oct 30, 2013 9:10 AM
211	5	Oct 30, 2013 9:04 AM
212	5	Oct 30, 2013 9:04 AM
213	5	Oct 30, 2013 9:02 AM
214	4	Oct 30, 2013 8:56 AM
215	3	Oct 30, 2013 8:55 AM
216	4	Oct 30, 2013 8:54 AM
217	5	Oct 30, 2013 8:49 AM
218	4	Oct 30, 2013 8:48 AM
219	5	Oct 30, 2013 8:26 AM
220	5	Oct 30, 2013 7:58 AM

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221	5	Oct 30, 2013 7:53 AM
222	5	Oct 30, 2013 7:49 AM
223	1	Oct 30, 2013 7:41 AM
224	5	Oct 30, 2013 7:33 AM
225	5	Oct 30, 2013 7:31 AM
226	5	Oct 30, 2013 7:28 AM
227	2	Oct 30, 2013 7:17 AM
228	5	Oct 30, 2013 7:10 AM
229	2	Oct 30, 2013 7:04 AM
230	5	Oct 30, 2013 6:56 AM
231	5	Oct 30, 2013 6:56 AM
232	5	Oct 30, 2013 6:48 AM
233	5	Oct 30, 2013 6:47 AM
234	5	Oct 30, 2013 6:46 AM
235	2	Oct 30, 2013 6:44 AM
236	5	Oct 30, 2013 6:32 AM
237	5	Oct 30, 2013 6:32 AM
238	5	Oct 30, 2013 6:16 AM
240	5	Oct 30, 2013 6:06 AM
241	5	Oct 30, 2013 6:02 AM
242	5	Oct 30, 2013 6:01 AM
243	2	Oct 30, 2013 5:58 AM
244	2	Oct 30, 2013 5:46 AM
245	5	Oct 30, 2013 5:43 AM
246	5	Oct 30, 2013 5:39 AM
247	5	Oct 30, 2013 5:38 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

248	3	Oct 30, 2013 5:29 AM
249	5	Oct 30, 2013 5:25 AM
250	1	Oct 30, 2013 5:23 AM
251	5	Oct 30, 2013 5:10 AM
252	3	Oct 30, 2013 5:08 AM
254	5	Oct 30, 2013 4:49 AM
255	5	Oct 30, 2013 4:33 AM
256	5	Oct 30, 2013 4:30 AM
257	5	Oct 30, 2013 4:29 AM
258	2	Oct 30, 2013 4:25 AM
259	5	Oct 30, 2013 4:13 AM
260	2	Oct 30, 2013 3:38 AM
261	1	Oct 30, 2013 2:34 AM
262	5	Oct 30, 2013 2:34 AM
263	5	Oct 29, 2013 10:28 PM
264	2	Oct 29, 2013 9:42 PM
265	2	Oct 29, 2013 9:28 PM
266	2	Oct 29, 2013 9:25 PM
267	5	Oct 29, 2013 9:20 PM
268	5	Oct 29, 2013 9:07 PM
269	3	Oct 29, 2013 8:40 PM
270	5	Oct 29, 2013 8:38 PM
271	5	Oct 29, 2013 8:37 PM
272	3	Oct 29, 2013 8:00 PM
273	5	Oct 29, 2013 7:22 PM
275	3	Oct 29, 2013 7:12 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

276	5	Oct 29, 2013 7:11 PM
277	1	Oct 29, 2013 7:09 PM
278	5	Oct 29, 2013 7:08 PM
279	5	Oct 29, 2013 7:04 PM
280	5	Oct 29, 2013 6:57 PM
281	5	Oct 29, 2013 6:55 PM
282	5	Oct 29, 2013 6:54 PM
283	5	Oct 29, 2013 6:51 PM
284	2	Oct 29, 2013 6:43 PM
285	4	Oct 29, 2013 6:37 PM
286	5	Oct 29, 2013 6:33 PM
287	3	Oct 29, 2013 6:30 PM
288	3	Oct 29, 2013 6:29 PM
289	4	Oct 29, 2013 6:25 PM
290	4	Oct 29, 2013 6:21 PM
291	5	Oct 29, 2013 6:16 PM
292	3	Oct 29, 2013 6:06 PM
293	5	Oct 29, 2013 6:05 PM
294	3	Oct 29, 2013 6:05 PM
295	2	Oct 29, 2013 6:03 PM
296	5	Oct 29, 2013 6:02 PM
297	5	Oct 29, 2013 5:58 PM
298	5	Oct 29, 2013 5:53 PM
299	5	Oct 29, 2013 5:51 PM
300	4	Oct 29, 2013 5:48 PM
301	5	Oct 29, 2013 5:15 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

302	5	Oct 29, 2013 5:14 PM
303	3	Oct 29, 2013 5:06 PM
304	5	Oct 29, 2013 5:04 PM
306	3	Oct 29, 2013 5:00 PM
307	3	Oct 29, 2013 5:00 PM
308	5	Oct 29, 2013 4:59 PM
309	5	Oct 29, 2013 4:58 PM
310	3	Oct 29, 2013 4:56 PM
311	5	Oct 29, 2013 4:53 PM
312	4	Oct 29, 2013 4:51 PM
313	5	Oct 29, 2013 4:50 PM
314	2	Oct 29, 2013 4:46 PM
315	3	Oct 29, 2013 4:46 PM
316	5	Oct 29, 2013 4:45 PM
317	5	Oct 29, 2013 4:45 PM
318	5	Oct 29, 2013 4:43 PM
319	5	Oct 29, 2013 4:41 PM
320	2	Oct 29, 2013 4:36 PM
321	2	Oct 29, 2013 4:32 PM
322	5	Oct 29, 2013 4:28 PM
323	3	Oct 29, 2013 4:26 PM
324	5	Oct 29, 2013 4:25 PM
325	3	Oct 29, 2013 4:23 PM
327	2	Oct 29, 2013 4:20 PM
328	3	Oct 29, 2013 4:19 PM
329	1	Oct 29, 2013 4:12 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

330	3	Oct 29, 2013 4:07 PM
331	5	Oct 29, 2013 3:59 PM
332	5	Oct 29, 2013 3:57 PM
333	5	Oct 29, 2013 3:56 PM
334	3	Oct 29, 2013 3:54 PM
335	1	Oct 29, 2013 3:53 PM
336	1	Oct 29, 2013 3:48 PM
337	5	Oct 29, 2013 3:46 PM
338	5	Oct 29, 2013 3:43 PM
339	5	Oct 29, 2013 3:42 PM
340	5	Oct 29, 2013 3:42 PM
341	5	Oct 29, 2013 3:42 PM
342	1	Oct 29, 2013 3:41 PM
343	2	Oct 29, 2013 3:41 PM
344	3	Oct 29, 2013 3:36 PM
345	2	Oct 29, 2013 3:34 PM
346	5	Oct 29, 2013 3:32 PM
347	2	Oct 29, 2013 3:31 PM
348	2	Oct 29, 2013 3:31 PM
349	3	Oct 29, 2013 3:30 PM
350	5	Oct 29, 2013 3:29 PM
351	5	Oct 29, 2013 3:19 PM
352	3	Oct 29, 2013 3:14 PM
353	2	Oct 29, 2013 3:10 PM
354	5	Oct 29, 2013 2:56 PM
355	5	Oct 29, 2013 2:56 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

356	5	Oct 29, 2013 2:50 PM
357	2	Oct 29, 2013 2:50 PM
358	3	Oct 29, 2013 2:41 PM
359	5	Oct 29, 2013 2:37 PM
360	2	Oct 29, 2013 2:35 PM
361	5	Oct 29, 2013 2:32 PM
362	5	Oct 29, 2013 2:27 PM
363	5	Oct 29, 2013 2:25 PM
364	5	Oct 29, 2013 2:24 PM
365	2	Oct 29, 2013 2:22 PM
366	4	Oct 29, 2013 2:16 PM
367	3	Oct 29, 2013 2:13 PM
369	1	Oct 29, 2013 2:07 PM
370	5	Oct 29, 2013 1:56 PM
371	5	Oct 29, 2013 1:55 PM
372	3	Oct 29, 2013 1:45 PM
373	3	Oct 29, 2013 12:34 PM
374	5	Oct 29, 2013 11:13 AM
375	3	Oct 29, 2013 10:46 AM
376	2	Oct 29, 2013 10:43 AM
377	5	Oct 29, 2013 9:45 AM
378	3	Oct 29, 2013 9:07 AM
379	5	Oct 29, 2013 8:24 AM
380	5	Oct 28, 2013 8:00 PM
381	5	Oct 28, 2013 7:19 PM
382	3	Oct 28, 2013 6:56 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

383	5	Oct 28, 2013 6:49 PM
384	3	Oct 28, 2013 6:31 PM
385	1	Oct 28, 2013 6:30 PM
387	5	Oct 28, 2013 5:31 PM
388	3	Oct 28, 2013 5:26 PM
389	5	Oct 28, 2013 3:44 PM
390	5	Oct 28, 2013 3:41 PM
391	2	Oct 28, 2013 3:38 PM
392	1	Oct 28, 2013 3:15 PM
394	2	Oct 28, 2013 3:06 PM
395	5	Oct 28, 2013 3:01 PM
396	5	Oct 28, 2013 2:49 PM
398	2	Oct 28, 2013 2:36 PM
399	4	Oct 28, 2013 2:35 PM
400	5	Oct 28, 2013 2:34 PM
401	5	Oct 28, 2013 2:24 PM
402	5	Oct 28, 2013 2:20 PM
403	2	Oct 28, 2013 2:18 PM
404	5	Oct 28, 2013 2:15 PM
405	5	Oct 28, 2013 2:15 PM
406	5	Oct 28, 2013 2:13 PM
407	5	Oct 28, 2013 2:12 PM
408	5	Oct 28, 2013 2:11 PM
409	5	Oct 28, 2013 2:06 PM
410	2	Oct 28, 2013 2:00 PM

Channel 11, CSU-TV, Colorado State Univ.

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

1	3	Dec 31, 2013 3:09 PM
2	2	Dec 30, 2013 10:15 AM
3	5	Dec 29, 2013 2:17 PM
4	5	Dec 29, 2013 2:16 PM
5	2	Dec 28, 2013 3:15 PM
6	5	Dec 27, 2013 2:18 PM
7	1	Dec 26, 2013 6:33 PM
8	3	Dec 26, 2013 9:56 AM
9	3	Dec 26, 2013 9:55 AM
10	2	Dec 23, 2013 6:09 PM
11	3	Dec 23, 2013 12:38 PM
12	5	Dec 21, 2013 6:13 AM
14	2	Dec 20, 2013 10:34 AM
15	3	Dec 19, 2013 1:56 PM
16	2	Dec 18, 2013 2:26 PM
17	5	Dec 18, 2013 11:44 AM
18	1	Dec 13, 2013 12:25 PM
19	5	Dec 12, 2013 12:25 PM
20	5	Dec 12, 2013 12:22 PM
21	5	Dec 12, 2013 12:14 PM
22	3	Dec 11, 2013 10:23 AM
23	1	Dec 9, 2013 3:43 PM
24	2	Dec 5, 2013 7:48 PM
25	2	Dec 5, 2013 10:00 AM
27	5	Dec 4, 2013 12:23 PM
28	3	Dec 4, 2013 11:59 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

30	5	Dec 3, 2013 3:08 PM
31	1	Dec 3, 2013 6:48 AM
32	5	Nov 30, 2013 9:17 AM
33	2	Nov 29, 2013 5:26 PM
34	2	Nov 28, 2013 5:15 PM
35	5	Nov 23, 2013 8:46 AM
37	2	Nov 20, 2013 11:29 AM
39	3	Nov 20, 2013 7:57 AM
40	2	Nov 19, 2013 12:10 PM
41	5	Nov 19, 2013 11:34 AM
42	5	Nov 19, 2013 10:31 AM
43	1	Nov 19, 2013 9:48 AM
45	5	Nov 17, 2013 8:39 AM
47	5	Nov 14, 2013 9:46 AM
48	5	Nov 13, 2013 1:13 PM
49	2	Nov 13, 2013 4:37 AM
50	5	Nov 12, 2013 6:25 PM
51	5	Nov 12, 2013 1:14 PM
52	5	Nov 12, 2013 11:03 AM
53	5	Nov 12, 2013 10:49 AM
54	5	Nov 12, 2013 10:32 AM
56	5	Nov 12, 2013 8:51 AM
57	3	Nov 12, 2013 8:22 AM
58	2	Nov 12, 2013 7:53 AM
59	3	Nov 12, 2013 7:43 AM
60	3	Nov 12, 2013 7:36 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

61	5	Nov 12, 2013 7:35 AM
62	3	Nov 12, 2013 7:35 AM
63	5	Nov 12, 2013 7:29 AM
65	5	Nov 12, 2013 7:26 AM
66	4	Nov 12, 2013 5:25 AM
67	3	Nov 11, 2013 4:22 PM
68	5	Nov 11, 2013 2:44 PM
70	3	Nov 11, 2013 8:00 AM
71	5	Nov 11, 2013 7:31 AM
72	5	Nov 9, 2013 11:50 AM
73	5	Nov 9, 2013 11:17 AM
74	2	Nov 8, 2013 4:34 AM
75	5	Nov 7, 2013 8:59 PM
77	3	Nov 7, 2013 5:11 PM
78	2	Nov 7, 2013 1:41 PM
79	5	Nov 6, 2013 4:06 PM
80	5	Nov 6, 2013 1:05 PM
81	5	Nov 6, 2013 11:16 AM
82	5	Nov 6, 2013 10:51 AM
84	5	Nov 6, 2013 9:37 AM
85	3	Nov 6, 2013 9:15 AM
86	5	Nov 5, 2013 9:05 PM
87	2	Nov 5, 2013 7:21 PM
88	5	Nov 5, 2013 6:09 PM
89	2	Nov 5, 2013 2:28 PM
90	5	Nov 5, 2013 1:54 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

91	5	Nov 5, 2013 1:40 PM
92	5	Nov 5, 2013 1:05 PM
93	5	Nov 5, 2013 12:14 PM
94	5	Nov 5, 2013 10:50 AM
95	3	Nov 5, 2013 9:43 AM
96	5	Nov 5, 2013 8:15 AM
97	2	Nov 5, 2013 8:09 AM
98	2	Nov 5, 2013 7:49 AM
99	5	Nov 5, 2013 7:46 AM
100	5	Nov 5, 2013 7:42 AM
101	5	Nov 5, 2013 7:21 AM
102	5	Nov 5, 2013 7:16 AM
103	1	Nov 4, 2013 11:53 PM
104	5	Nov 4, 2013 10:10 PM
105	5	Nov 4, 2013 9:56 PM
106	5	Nov 4, 2013 9:04 PM
107	5	Nov 4, 2013 8:40 PM
108	3	Nov 4, 2013 7:28 PM
109	3	Nov 4, 2013 7:14 PM
110	5	Nov 4, 2013 7:04 PM
111	5	Nov 4, 2013 6:54 PM
112	5	Nov 4, 2013 6:45 PM
113	5	Nov 4, 2013 6:43 PM
114	5	Nov 4, 2013 6:32 PM
115	5	Nov 4, 2013 6:13 PM
116	5	Nov 4, 2013 5:13 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

117	3	Nov 4, 2013 5:00 PM
118	2	Nov 4, 2013 4:46 PM
119	2	Nov 4, 2013 3:24 PM
120	2	Nov 4, 2013 3:22 PM
121	2	Nov 4, 2013 9:00 AM
122	5	Nov 3, 2013 11:50 PM
123	5	Nov 3, 2013 11:08 PM
124	5	Nov 3, 2013 7:48 PM
126	5	Nov 3, 2013 5:28 PM
127	5	Nov 3, 2013 4:10 PM
128	2	Nov 2, 2013 6:53 PM
129	3	Nov 2, 2013 3:14 PM
130	5	Nov 2, 2013 11:39 AM
131	5	Nov 2, 2013 7:02 AM
133	5	Nov 1, 2013 6:01 PM
134	5	Nov 1, 2013 5:05 PM
136	3	Nov 1, 2013 11:28 AM
137	5	Nov 1, 2013 11:23 AM
138	2	Nov 1, 2013 11:07 AM
139	3	Nov 1, 2013 11:02 AM
140	3	Nov 1, 2013 10:46 AM
141	5	Nov 1, 2013 10:13 AM
142	5	Nov 1, 2013 9:27 AM
143	2	Nov 1, 2013 8:29 AM
144	4	Nov 1, 2013 8:24 AM
145	5	Nov 1, 2013 7:50 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

146	5	Oct 31, 2013 4:24 PM
149	5	Oct 31, 2013 2:51 PM
150	5	Oct 31, 2013 2:36 PM
151	5	Oct 31, 2013 2:20 PM
152	2	Oct 31, 2013 2:02 PM
153	5	Oct 31, 2013 1:07 PM
154	5	Oct 31, 2013 12:16 PM
155	5	Oct 31, 2013 11:13 AM
156	3	Oct 31, 2013 10:47 AM
157	5	Oct 31, 2013 10:13 AM
158	2	Oct 31, 2013 8:35 AM
159	5	Oct 31, 2013 7:29 AM
160	5	Oct 31, 2013 7:18 AM
161	5	Oct 31, 2013 7:00 AM
163	2	Oct 31, 2013 6:42 AM
164	2	Oct 31, 2013 12:40 AM
165	5	Oct 30, 2013 10:19 PM
166	5	Oct 30, 2013 9:49 PM
167	5	Oct 30, 2013 8:35 PM
168	2	Oct 30, 2013 8:27 PM
169	2	Oct 30, 2013 8:10 PM
170	5	Oct 30, 2013 7:56 PM
171	5	Oct 30, 2013 7:48 PM
172	2	Oct 30, 2013 6:23 PM
173	2	Oct 30, 2013 6:21 PM
174	3	Oct 30, 2013 6:15 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

175	3	Oct 30, 2013 6:01 PM
176	5	Oct 30, 2013 5:59 PM
177	5	Oct 30, 2013 5:54 PM
178	5	Oct 30, 2013 5:51 PM
179	5	Oct 30, 2013 5:19 PM
180	5	Oct 30, 2013 4:49 PM
181	5	Oct 30, 2013 4:32 PM
182	5	Oct 30, 2013 4:18 PM
184	5	Oct 30, 2013 3:16 PM
185	5	Oct 30, 2013 3:09 PM
186	5	Oct 30, 2013 2:52 PM
187	2	Oct 30, 2013 2:20 PM
188	2	Oct 30, 2013 1:35 PM
189	2	Oct 30, 2013 1:20 PM
190	4	Oct 30, 2013 1:13 PM
191	5	Oct 30, 2013 1:13 PM
192	2	Oct 30, 2013 12:45 PM
193	5	Oct 30, 2013 12:41 PM
195	3	Oct 30, 2013 11:50 AM
196	2	Oct 30, 2013 11:50 AM
197	1	Oct 30, 2013 11:35 AM
198	5	Oct 30, 2013 11:28 AM
199	5	Oct 30, 2013 11:23 AM
200	4	Oct 30, 2013 11:10 AM
201	4	Oct 30, 2013 10:54 AM
202	2	Oct 30, 2013 10:42 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

203	5	Oct 30, 2013 10:32 AM
204	5	Oct 30, 2013 10:18 AM
205	2	Oct 30, 2013 10:13 AM
206	3	Oct 30, 2013 10:07 AM
207	5	Oct 30, 2013 9:57 AM
208	3	Oct 30, 2013 9:37 AM
209	2	Oct 30, 2013 9:33 AM
210	5	Oct 30, 2013 9:10 AM
211	5	Oct 30, 2013 9:04 AM
212	5	Oct 30, 2013 9:04 AM
213	5	Oct 30, 2013 9:02 AM
214	4	Oct 30, 2013 8:56 AM
215	4	Oct 30, 2013 8:55 AM
216	3	Oct 30, 2013 8:54 AM
217	5	Oct 30, 2013 8:49 AM
218	4	Oct 30, 2013 8:48 AM
219	5	Oct 30, 2013 8:26 AM
220	5	Oct 30, 2013 7:58 AM
221	5	Oct 30, 2013 7:53 AM
222	5	Oct 30, 2013 7:49 AM
223	2	Oct 30, 2013 7:41 AM
224	5	Oct 30, 2013 7:33 AM
225	5	Oct 30, 2013 7:31 AM
226	5	Oct 30, 2013 7:28 AM
227	2	Oct 30, 2013 7:17 AM
228	5	Oct 30, 2013 7:10 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

229	2	Oct 30, 2013 7:04 AM
230	5	Oct 30, 2013 6:56 AM
231	5	Oct 30, 2013 6:56 AM
232	5	Oct 30, 2013 6:48 AM
233	5	Oct 30, 2013 6:47 AM
234	5	Oct 30, 2013 6:46 AM
236	5	Oct 30, 2013 6:32 AM
237	5	Oct 30, 2013 6:32 AM
238	5	Oct 30, 2013 6:16 AM
240	5	Oct 30, 2013 6:06 AM
241	5	Oct 30, 2013 6:02 AM
242	5	Oct 30, 2013 6:01 AM
243	1	Oct 30, 2013 5:58 AM
244	2	Oct 30, 2013 5:46 AM
245	5	Oct 30, 2013 5:43 AM
246	5	Oct 30, 2013 5:39 AM
247	5	Oct 30, 2013 5:38 AM
249	5	Oct 30, 2013 5:25 AM
250	4	Oct 30, 2013 5:23 AM
251	3	Oct 30, 2013 5:10 AM
252	3	Oct 30, 2013 5:08 AM
254	5	Oct 30, 2013 4:49 AM
256	5	Oct 30, 2013 4:30 AM
257	5	Oct 30, 2013 4:29 AM
258	5	Oct 30, 2013 4:25 AM
259	5	Oct 30, 2013 4:13 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

261	1	Oct 30, 2013 2:34 AM
262	5	Oct 30, 2013 2:34 AM
263	5	Oct 29, 2013 10:28 PM
264	2	Oct 29, 2013 9:42 PM
265	2	Oct 29, 2013 9:28 PM
266	2	Oct 29, 2013 9:25 PM
267	5	Oct 29, 2013 9:20 PM
268	5	Oct 29, 2013 9:07 PM
269	3	Oct 29, 2013 8:40 PM
270	5	Oct 29, 2013 8:38 PM
271	5	Oct 29, 2013 8:37 PM
272	3	Oct 29, 2013 8:00 PM
273	5	Oct 29, 2013 7:22 PM
274	2	Oct 29, 2013 7:15 PM
275	3	Oct 29, 2013 7:12 PM
276	5	Oct 29, 2013 7:11 PM
277	2	Oct 29, 2013 7:09 PM
278	5	Oct 29, 2013 7:08 PM
279	2	Oct 29, 2013 7:04 PM
280	5	Oct 29, 2013 6:57 PM
281	5	Oct 29, 2013 6:55 PM
282	5	Oct 29, 2013 6:54 PM
283	5	Oct 29, 2013 6:51 PM
284	2	Oct 29, 2013 6:43 PM
285	3	Oct 29, 2013 6:37 PM
286	5	Oct 29, 2013 6:33 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

287	5	Oct 29, 2013 6:30 PM
288	3	Oct 29, 2013 6:29 PM
289	4	Oct 29, 2013 6:25 PM
290	4	Oct 29, 2013 6:21 PM
291	5	Oct 29, 2013 6:16 PM
292	3	Oct 29, 2013 6:06 PM
293	5	Oct 29, 2013 6:05 PM
294	4	Oct 29, 2013 6:05 PM
295	1	Oct 29, 2013 6:03 PM
296	5	Oct 29, 2013 6:02 PM
297	5	Oct 29, 2013 5:58 PM
298	3	Oct 29, 2013 5:53 PM
299	5	Oct 29, 2013 5:51 PM
300	4	Oct 29, 2013 5:48 PM
301	5	Oct 29, 2013 5:15 PM
302	2	Oct 29, 2013 5:14 PM
303	3	Oct 29, 2013 5:06 PM
304	5	Oct 29, 2013 5:04 PM
305	2	Oct 29, 2013 5:02 PM
306	3	Oct 29, 2013 5:00 PM
307	3	Oct 29, 2013 5:00 PM
308	5	Oct 29, 2013 4:59 PM
309	5	Oct 29, 2013 4:58 PM
310	3	Oct 29, 2013 4:56 PM
311	5	Oct 29, 2013 4:53 PM
312	4	Oct 29, 2013 4:51 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

313	5	Oct 29, 2013 4:50 PM
314	2	Oct 29, 2013 4:46 PM
315	2	Oct 29, 2013 4:46 PM
316	5	Oct 29, 2013 4:45 PM
317	5	Oct 29, 2013 4:45 PM
318	5	Oct 29, 2013 4:43 PM
319	3	Oct 29, 2013 4:41 PM
321	2	Oct 29, 2013 4:32 PM
322	2	Oct 29, 2013 4:28 PM
323	3	Oct 29, 2013 4:26 PM
324	5	Oct 29, 2013 4:25 PM
325	5	Oct 29, 2013 4:23 PM
327	2	Oct 29, 2013 4:20 PM
328	2	Oct 29, 2013 4:19 PM
329	3	Oct 29, 2013 4:12 PM
330	2	Oct 29, 2013 4:07 PM
331	3	Oct 29, 2013 3:59 PM
332	5	Oct 29, 2013 3:57 PM
333	5	Oct 29, 2013 3:56 PM
334	3	Oct 29, 2013 3:54 PM
335	5	Oct 29, 2013 3:53 PM
336	1	Oct 29, 2013 3:48 PM
337	5	Oct 29, 2013 3:46 PM
338	5	Oct 29, 2013 3:43 PM
339	5	Oct 29, 2013 3:42 PM
340	5	Oct 29, 2013 3:42 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

341	2	Oct 29, 2013 3:42 PM
342	2	Oct 29, 2013 3:41 PM
343	2	Oct 29, 2013 3:41 PM
344	5	Oct 29, 2013 3:36 PM
345	2	Oct 29, 2013 3:34 PM
346	5	Oct 29, 2013 3:32 PM
347	5	Oct 29, 2013 3:31 PM
348	3	Oct 29, 2013 3:31 PM
349	3	Oct 29, 2013 3:30 PM
350	5	Oct 29, 2013 3:29 PM
351	3	Oct 29, 2013 3:19 PM
352	3	Oct 29, 2013 3:14 PM
353	3	Oct 29, 2013 3:10 PM
354	5	Oct 29, 2013 2:56 PM
355	5	Oct 29, 2013 2:56 PM
356	5	Oct 29, 2013 2:50 PM
357	2	Oct 29, 2013 2:50 PM
358	5	Oct 29, 2013 2:41 PM
359	5	Oct 29, 2013 2:37 PM
361	5	Oct 29, 2013 2:32 PM
362	5	Oct 29, 2013 2:27 PM
363	5	Oct 29, 2013 2:25 PM
364	5	Oct 29, 2013 2:24 PM
365	5	Oct 29, 2013 2:22 PM
366	4	Oct 29, 2013 2:16 PM
367	5	Oct 29, 2013 2:13 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

369	1	Oct 29, 2013 2:07 PM
370	5	Oct 29, 2013 1:56 PM
371	5	Oct 29, 2013 1:55 PM
372	3	Oct 29, 2013 1:45 PM
373	2	Oct 29, 2013 12:34 PM
374	5	Oct 29, 2013 11:13 AM
375	3	Oct 29, 2013 10:46 AM
376	1	Oct 29, 2013 10:43 AM
377	5	Oct 29, 2013 9:45 AM
378	1	Oct 29, 2013 9:07 AM
379	2	Oct 29, 2013 8:24 AM
380	5	Oct 28, 2013 8:00 PM
381	2	Oct 28, 2013 7:19 PM
382	3	Oct 28, 2013 6:56 PM
383	5	Oct 28, 2013 6:49 PM
384	3	Oct 28, 2013 6:31 PM
385	1	Oct 28, 2013 6:30 PM
387	5	Oct 28, 2013 5:31 PM
388	4	Oct 28, 2013 5:26 PM
389	5	Oct 28, 2013 3:44 PM
390	2	Oct 28, 2013 3:41 PM
391	2	Oct 28, 2013 3:38 PM
392	1	Oct 28, 2013 3:15 PM
394	2	Oct 28, 2013 3:06 PM
395	5	Oct 28, 2013 3:01 PM
396	5	Oct 28, 2013 2:49 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

398	2	Oct 28, 2013 2:36 PM
400	2	Oct 28, 2013 2:34 PM
401	5	Oct 28, 2013 2:24 PM
402	4	Oct 28, 2013 2:20 PM
403	5	Oct 28, 2013 2:18 PM
404	5	Oct 28, 2013 2:15 PM
405	5	Oct 28, 2013 2:15 PM
406	5	Oct 28, 2013 2:13 PM
407	5	Oct 28, 2013 2:12 PM
408	5	Oct 28, 2013 2:11 PM
409	3	Oct 28, 2013 2:06 PM
410	1	Oct 28, 2013 2:00 PM
Channel 14, City Cable, Fort Collins		
1	3	Dec 31, 2013 3:09 PM
2	2	Dec 30, 2013 10:15 AM
3	2	Dec 29, 2013 2:17 PM
4	5	Dec 29, 2013 2:16 PM
5	2	Dec 28, 2013 3:15 PM
6	1	Dec 27, 2013 2:18 PM
7	1	Dec 26, 2013 6:33 PM
8	3	Dec 26, 2013 9:56 AM
9	3	Dec 26, 2013 9:55 AM
10	2	Dec 23, 2013 6:09 PM
11	1	Dec 23, 2013 12:38 PM
12	5	Dec 21, 2013 6:13 AM
13	1	Dec 20, 2013 12:52 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

14	2	Dec 20, 2013 10:34 AM
15	3	Dec 19, 2013 1:56 PM
16	2	Dec 18, 2013 2:26 PM
17	5	Dec 18, 2013 11:44 AM
18	1	Dec 13, 2013 12:25 PM
19	5	Dec 12, 2013 12:25 PM
20	3	Dec 12, 2013 12:22 PM
21	5	Dec 12, 2013 12:14 PM
22	3	Dec 11, 2013 10:23 AM
23	1	Dec 9, 2013 3:43 PM
24	2	Dec 5, 2013 7:48 PM
25	2	Dec 5, 2013 10:00 AM
26	2	Dec 5, 2013 8:06 AM
27	5	Dec 4, 2013 12:23 PM
28	3	Dec 4, 2013 11:59 AM
29	2	Dec 3, 2013 10:43 PM
30	2	Dec 3, 2013 3:08 PM
31	1	Dec 3, 2013 6:48 AM
32	2	Nov 30, 2013 9:17 AM
33	2	Nov 29, 2013 5:26 PM
34	2	Nov 28, 2013 5:15 PM
35	1	Nov 23, 2013 8:46 AM
36	1	Nov 21, 2013 1:51 PM
37	1	Nov 20, 2013 11:29 AM
38	3	Nov 20, 2013 10:00 AM
39	2	Nov 20, 2013 7:57 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

40	2	Nov 19, 2013 12:10 PM
41	2	Nov 19, 2013 11:34 AM
42	5	Nov 19, 2013 10:31 AM
43	1	Nov 19, 2013 9:48 AM
44	2	Nov 18, 2013 10:55 AM
45	1	Nov 17, 2013 8:39 AM
46	2	Nov 16, 2013 4:09 PM
47	5	Nov 14, 2013 9:46 AM
48	5	Nov 13, 2013 1:13 PM
49	2	Nov 13, 2013 4:37 AM
50	5	Nov 12, 2013 6:25 PM
51	5	Nov 12, 2013 1:14 PM
52	5	Nov 12, 2013 11:03 AM
53	3	Nov 12, 2013 10:49 AM
54	5	Nov 12, 2013 10:32 AM
55	2	Nov 12, 2013 9:46 AM
56	5	Nov 12, 2013 8:51 AM
57	3	Nov 12, 2013 8:22 AM
58	2	Nov 12, 2013 7:53 AM
59	5	Nov 12, 2013 7:43 AM
60	3	Nov 12, 2013 7:36 AM
61	5	Nov 12, 2013 7:35 AM
62	3	Nov 12, 2013 7:35 AM
63	5	Nov 12, 2013 7:29 AM
64	3	Nov 12, 2013 7:29 AM
65	5	Nov 12, 2013 7:26 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

66	4	Nov 12, 2013 5:25 AM
67	2	Nov 11, 2013 4:22 PM
68	5	Nov 11, 2013 2:44 PM
70	3	Nov 11, 2013 8:00 AM
71	2	Nov 11, 2013 7:31 AM
72	5	Nov 9, 2013 11:50 AM
73	2	Nov 9, 2013 11:17 AM
74	3	Nov 8, 2013 4:34 AM
75	5	Nov 7, 2013 8:59 PM
77	3	Nov 7, 2013 5:11 PM
78	2	Nov 7, 2013 1:41 PM
79	5	Nov 6, 2013 4:06 PM
80	2	Nov 6, 2013 1:05 PM
81	2	Nov 6, 2013 11:16 AM
82	5	Nov 6, 2013 10:51 AM
83	1	Nov 6, 2013 10:05 AM
84	5	Nov 6, 2013 9:37 AM
85	2	Nov 6, 2013 9:15 AM
86	4	Nov 5, 2013 9:05 PM
87	5	Nov 5, 2013 7:21 PM
88	5	Nov 5, 2013 6:09 PM
89	1	Nov 5, 2013 2:28 PM
90	5	Nov 5, 2013 1:54 PM
91	5	Nov 5, 2013 1:40 PM
92	5	Nov 5, 2013 1:05 PM
93	5	Nov 5, 2013 12:14 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

94	5	Nov 5, 2013 10:50 AM
95	3	Nov 5, 2013 9:43 AM
96	5	Nov 5, 2013 8:15 AM
97	3	Nov 5, 2013 8:09 AM
98	2	Nov 5, 2013 7:49 AM
99	2	Nov 5, 2013 7:46 AM
100	2	Nov 5, 2013 7:42 AM
101	5	Nov 5, 2013 7:21 AM
102	5	Nov 5, 2013 7:16 AM
103	1	Nov 4, 2013 11:53 PM
104	5	Nov 4, 2013 10:10 PM
105	5	Nov 4, 2013 9:56 PM
106	3	Nov 4, 2013 9:04 PM
107	5	Nov 4, 2013 8:40 PM
108	3	Nov 4, 2013 7:28 PM
109	3	Nov 4, 2013 7:14 PM
110	5	Nov 4, 2013 7:04 PM
111	1	Nov 4, 2013 6:54 PM
112	5	Nov 4, 2013 6:45 PM
113	5	Nov 4, 2013 6:43 PM
114	2	Nov 4, 2013 6:32 PM
115	5	Nov 4, 2013 6:13 PM
116	5	Nov 4, 2013 5:13 PM
117	3	Nov 4, 2013 5:00 PM
118	1	Nov 4, 2013 4:46 PM
119	2	Nov 4, 2013 3:24 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

120	2	Nov 4, 2013 3:22 PM
121	1	Nov 4, 2013 9:00 AM
122	5	Nov 3, 2013 11:50 PM
123	4	Nov 3, 2013 11:08 PM
124	5	Nov 3, 2013 7:48 PM
125	4	Nov 3, 2013 5:45 PM
126	1	Nov 3, 2013 5:28 PM
127	5	Nov 3, 2013 4:10 PM
128	2	Nov 2, 2013 6:53 PM
129	4	Nov 2, 2013 3:14 PM
130	3	Nov 2, 2013 11:39 AM
131	3	Nov 2, 2013 7:02 AM
132	3	Nov 2, 2013 5:36 AM
133	2	Nov 1, 2013 6:01 PM
134	3	Nov 1, 2013 5:05 PM
135	2	Nov 1, 2013 3:20 PM
136	3	Nov 1, 2013 11:28 AM
137	5	Nov 1, 2013 11:23 AM
138	1	Nov 1, 2013 11:07 AM
139	5	Nov 1, 2013 11:02 AM
140	3	Nov 1, 2013 10:46 AM
141	5	Nov 1, 2013 10:13 AM
142	2	Nov 1, 2013 9:27 AM
143	5	Nov 1, 2013 8:29 AM
144	4	Nov 1, 2013 8:24 AM
145	5	Nov 1, 2013 7:50 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

146	5	Oct 31, 2013 4:24 PM
147	3	Oct 31, 2013 4:00 PM
148	3	Oct 31, 2013 3:30 PM
149	2	Oct 31, 2013 2:51 PM
150	5	Oct 31, 2013 2:36 PM
151	5	Oct 31, 2013 2:20 PM
152	2	Oct 31, 2013 2:02 PM
153	5	Oct 31, 2013 1:07 PM
154	5	Oct 31, 2013 12:16 PM
155	5	Oct 31, 2013 11:13 AM
156	3	Oct 31, 2013 10:47 AM
157	5	Oct 31, 2013 10:13 AM
158	2	Oct 31, 2013 8:35 AM
159	5	Oct 31, 2013 7:29 AM
160	2	Oct 31, 2013 7:18 AM
161	4	Oct 31, 2013 7:00 AM
163	2	Oct 31, 2013 6:42 AM
164	2	Oct 31, 2013 12:40 AM
165	2	Oct 30, 2013 10:19 PM
166	1	Oct 30, 2013 9:49 PM
167	5	Oct 30, 2013 8:35 PM
168	2	Oct 30, 2013 8:27 PM
169	2	Oct 30, 2013 8:10 PM
170	5	Oct 30, 2013 7:56 PM
171	5	Oct 30, 2013 7:48 PM
172	1	Oct 30, 2013 6:23 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

173	2	Oct 30, 2013 6:21 PM
174	2	Oct 30, 2013 6:15 PM
175	3	Oct 30, 2013 6:01 PM
176	2	Oct 30, 2013 5:59 PM
177	2	Oct 30, 2013 5:54 PM
178	5	Oct 30, 2013 5:51 PM
179	5	Oct 30, 2013 5:19 PM
180	5	Oct 30, 2013 4:49 PM
181	5	Oct 30, 2013 4:32 PM
182	2	Oct 30, 2013 4:18 PM
184	5	Oct 30, 2013 3:16 PM
185	2	Oct 30, 2013 3:09 PM
186	5	Oct 30, 2013 2:52 PM
187	2	Oct 30, 2013 2:20 PM
188	2	Oct 30, 2013 1:35 PM
189	4	Oct 30, 2013 1:20 PM
190	4	Oct 30, 2013 1:13 PM
191	5	Oct 30, 2013 1:13 PM
192	2	Oct 30, 2013 12:45 PM
193	5	Oct 30, 2013 12:41 PM
194	2	Oct 30, 2013 12:05 PM
195	3	Oct 30, 2013 11:50 AM
196	2	Oct 30, 2013 11:50 AM
197	1	Oct 30, 2013 11:35 AM
198	5	Oct 30, 2013 11:28 AM
199	5	Oct 30, 2013 11:23 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

200	4	Oct 30, 2013 11:10 AM
201	4	Oct 30, 2013 10:54 AM
202	2	Oct 30, 2013 10:42 AM
203	5	Oct 30, 2013 10:32 AM
204	5	Oct 30, 2013 10:18 AM
205	2	Oct 30, 2013 10:13 AM
206	2	Oct 30, 2013 10:07 AM
207	5	Oct 30, 2013 9:57 AM
208	4	Oct 30, 2013 9:37 AM
209	1	Oct 30, 2013 9:33 AM
210	5	Oct 30, 2013 9:10 AM
211	5	Oct 30, 2013 9:04 AM
212	5	Oct 30, 2013 9:04 AM
213	5	Oct 30, 2013 9:02 AM
214	4	Oct 30, 2013 8:56 AM
215	3	Oct 30, 2013 8:55 AM
216	4	Oct 30, 2013 8:54 AM
217	5	Oct 30, 2013 8:49 AM
218	4	Oct 30, 2013 8:48 AM
219	2	Oct 30, 2013 8:26 AM
220	5	Oct 30, 2013 7:58 AM
221	1	Oct 30, 2013 7:53 AM
222	5	Oct 30, 2013 7:49 AM
223	1	Oct 30, 2013 7:41 AM
224	5	Oct 30, 2013 7:33 AM
225	2	Oct 30, 2013 7:31 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

226	5	Oct 30, 2013 7:28 AM
227	2	Oct 30, 2013 7:17 AM
228	5	Oct 30, 2013 7:10 AM
229	2	Oct 30, 2013 7:04 AM
230	5	Oct 30, 2013 6:56 AM
231	5	Oct 30, 2013 6:56 AM
232	5	Oct 30, 2013 6:48 AM
233	5	Oct 30, 2013 6:47 AM
234	5	Oct 30, 2013 6:46 AM
235	2	Oct 30, 2013 6:44 AM
236	5	Oct 30, 2013 6:32 AM
237	2	Oct 30, 2013 6:32 AM
238	2	Oct 30, 2013 6:16 AM
239	2	Oct 30, 2013 6:14 AM
240	5	Oct 30, 2013 6:06 AM
241	5	Oct 30, 2013 6:02 AM
242	3	Oct 30, 2013 6:01 AM
243	1	Oct 30, 2013 5:58 AM
244	2	Oct 30, 2013 5:46 AM
245	2	Oct 30, 2013 5:43 AM
246	5	Oct 30, 2013 5:39 AM
247	5	Oct 30, 2013 5:38 AM
248	3	Oct 30, 2013 5:29 AM
249	3	Oct 30, 2013 5:25 AM
250	1	Oct 30, 2013 5:23 AM
251	3	Oct 30, 2013 5:10 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

252	3	Oct 30, 2013 5:08 AM
253	2	Oct 30, 2013 4:59 AM
254	5	Oct 30, 2013 4:49 AM
255	3	Oct 30, 2013 4:33 AM
256	5	Oct 30, 2013 4:30 AM
257	5	Oct 30, 2013 4:29 AM
258	2	Oct 30, 2013 4:25 AM
259	2	Oct 30, 2013 4:13 AM
260	2	Oct 30, 2013 3:38 AM
261	1	Oct 30, 2013 2:34 AM
262	5	Oct 30, 2013 2:34 AM
263	5	Oct 29, 2013 10:28 PM
264	3	Oct 29, 2013 9:42 PM
265	3	Oct 29, 2013 9:28 PM
266	2	Oct 29, 2013 9:25 PM
267	5	Oct 29, 2013 9:20 PM
268	5	Oct 29, 2013 9:07 PM
269	3	Oct 29, 2013 8:40 PM
270	2	Oct 29, 2013 8:38 PM
271	5	Oct 29, 2013 8:37 PM
272	4	Oct 29, 2013 8:00 PM
273	5	Oct 29, 2013 7:22 PM
274	2	Oct 29, 2013 7:15 PM
275	3	Oct 29, 2013 7:12 PM
276	5	Oct 29, 2013 7:11 PM
277	2	Oct 29, 2013 7:09 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

278	5	Oct 29, 2013 7:08 PM
279	1	Oct 29, 2013 7:04 PM
280	5	Oct 29, 2013 6:57 PM
281	5	Oct 29, 2013 6:55 PM
282	5	Oct 29, 2013 6:54 PM
283	5	Oct 29, 2013 6:51 PM
284	3	Oct 29, 2013 6:43 PM
285	3	Oct 29, 2013 6:37 PM
286	3	Oct 29, 2013 6:33 PM
287	3	Oct 29, 2013 6:30 PM
288	3	Oct 29, 2013 6:29 PM
289	4	Oct 29, 2013 6:25 PM
290	4	Oct 29, 2013 6:21 PM
291	5	Oct 29, 2013 6:16 PM
292	3	Oct 29, 2013 6:06 PM
293	2	Oct 29, 2013 6:05 PM
294	3	Oct 29, 2013 6:05 PM
295	2	Oct 29, 2013 6:03 PM
296	3	Oct 29, 2013 6:02 PM
297	5	Oct 29, 2013 5:58 PM
298	3	Oct 29, 2013 5:53 PM
299	5	Oct 29, 2013 5:51 PM
300	4	Oct 29, 2013 5:48 PM
301	2	Oct 29, 2013 5:15 PM
302	3	Oct 29, 2013 5:14 PM
303	3	Oct 29, 2013 5:06 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

304	5	Oct 29, 2013 5:04 PM
305	3	Oct 29, 2013 5:02 PM
306	3	Oct 29, 2013 5:00 PM
307	3	Oct 29, 2013 5:00 PM
308	5	Oct 29, 2013 4:59 PM
309	5	Oct 29, 2013 4:58 PM
310	3	Oct 29, 2013 4:56 PM
311	5	Oct 29, 2013 4:53 PM
312	4	Oct 29, 2013 4:51 PM
313	5	Oct 29, 2013 4:50 PM
314	2	Oct 29, 2013 4:46 PM
315	4	Oct 29, 2013 4:46 PM
316	5	Oct 29, 2013 4:45 PM
317	5	Oct 29, 2013 4:45 PM
318	5	Oct 29, 2013 4:43 PM
319	5	Oct 29, 2013 4:41 PM
320	2	Oct 29, 2013 4:36 PM
321	2	Oct 29, 2013 4:32 PM
322	2	Oct 29, 2013 4:28 PM
323	5	Oct 29, 2013 4:26 PM
324	5	Oct 29, 2013 4:25 PM
325	3	Oct 29, 2013 4:23 PM
326	2	Oct 29, 2013 4:22 PM
327	2	Oct 29, 2013 4:20 PM
328	4	Oct 29, 2013 4:19 PM
329	3	Oct 29, 2013 4:12 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

330	3	Oct 29, 2013 4:07 PM
331	5	Oct 29, 2013 3:59 PM
332	5	Oct 29, 2013 3:57 PM
333	5	Oct 29, 2013 3:56 PM
334	3	Oct 29, 2013 3:54 PM
335	5	Oct 29, 2013 3:53 PM
336	1	Oct 29, 2013 3:48 PM
337	5	Oct 29, 2013 3:46 PM
338	5	Oct 29, 2013 3:43 PM
339	5	Oct 29, 2013 3:42 PM
340	5	Oct 29, 2013 3:42 PM
341	2	Oct 29, 2013 3:42 PM
342	2	Oct 29, 2013 3:41 PM
343	2	Oct 29, 2013 3:41 PM
344	3	Oct 29, 2013 3:36 PM
345	2	Oct 29, 2013 3:34 PM
346	3	Oct 29, 2013 3:32 PM
347	5	Oct 29, 2013 3:31 PM
348	2	Oct 29, 2013 3:31 PM
349	5	Oct 29, 2013 3:30 PM
350	5	Oct 29, 2013 3:29 PM
351	5	Oct 29, 2013 3:19 PM
352	3	Oct 29, 2013 3:14 PM
353	2	Oct 29, 2013 3:10 PM
354	5	Oct 29, 2013 2:56 PM
355	2	Oct 29, 2013 2:56 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

356	4	Oct 29, 2013 2:50 PM
357	1	Oct 29, 2013 2:50 PM
358	5	Oct 29, 2013 2:41 PM
359	2	Oct 29, 2013 2:37 PM
360	2	Oct 29, 2013 2:35 PM
361	2	Oct 29, 2013 2:32 PM
362	5	Oct 29, 2013 2:27 PM
363	1	Oct 29, 2013 2:25 PM
364	5	Oct 29, 2013 2:24 PM
365	2	Oct 29, 2013 2:22 PM
366	4	Oct 29, 2013 2:16 PM
367	5	Oct 29, 2013 2:13 PM
368	3	Oct 29, 2013 2:10 PM
369	1	Oct 29, 2013 2:07 PM
370	5	Oct 29, 2013 1:56 PM
371	5	Oct 29, 2013 1:55 PM
372	3	Oct 29, 2013 1:45 PM
373	2	Oct 29, 2013 12:34 PM
374	5	Oct 29, 2013 11:13 AM
375	4	Oct 29, 2013 10:46 AM
376	2	Oct 29, 2013 10:43 AM
377	1	Oct 29, 2013 9:45 AM
378	5	Oct 29, 2013 9:07 AM
379	2	Oct 29, 2013 8:24 AM
380	2	Oct 28, 2013 8:00 PM
381	3	Oct 28, 2013 7:19 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

382	3	Oct 28, 2013 6:56 PM
383	5	Oct 28, 2013 6:49 PM
384	3	Oct 28, 2013 6:31 PM
385	1	Oct 28, 2013 6:30 PM
386	2	Oct 28, 2013 5:58 PM
387	3	Oct 28, 2013 5:31 PM
388	2	Oct 28, 2013 5:26 PM
389	5	Oct 28, 2013 3:44 PM
390	2	Oct 28, 2013 3:41 PM
391	2	Oct 28, 2013 3:38 PM
392	1	Oct 28, 2013 3:15 PM
393	1	Oct 28, 2013 3:07 PM
394	2	Oct 28, 2013 3:06 PM
395	5	Oct 28, 2013 3:01 PM
396	5	Oct 28, 2013 2:49 PM
397	3	Oct 28, 2013 2:40 PM
398	2	Oct 28, 2013 2:36 PM
399	4	Oct 28, 2013 2:35 PM
400	2	Oct 28, 2013 2:34 PM
401	2	Oct 28, 2013 2:24 PM
402	3	Oct 28, 2013 2:20 PM
403	5	Oct 28, 2013 2:18 PM
404	5	Oct 28, 2013 2:15 PM
405	5	Oct 28, 2013 2:15 PM
406	5	Oct 28, 2013 2:13 PM
407	5	Oct 28, 2013 2:12 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

408	2	Oct 28, 2013 2:11 PM
409	3	Oct 28, 2013 2:06 PM
410	2	Oct 28, 2013 2:00 PM
Channel 97, Fort Collins Public Affairs Network		
1	3	Dec 31, 2013 3:09 PM
2	5	Dec 30, 2013 10:15 AM
3	5	Dec 29, 2013 2:17 PM
4	5	Dec 29, 2013 2:16 PM
5	2	Dec 28, 2013 3:15 PM
6	5	Dec 27, 2013 2:18 PM
7	5	Dec 26, 2013 6:33 PM
8	5	Dec 26, 2013 9:56 AM
9	3	Dec 26, 2013 9:55 AM
10	3	Dec 23, 2013 6:09 PM
11	2	Dec 23, 2013 12:38 PM
12	5	Dec 21, 2013 6:13 AM
14	2	Dec 20, 2013 10:34 AM
15	3	Dec 19, 2013 1:56 PM
16	2	Dec 18, 2013 2:26 PM
17	5	Dec 18, 2013 11:44 AM
18	1	Dec 13, 2013 12:25 PM
19	5	Dec 12, 2013 12:25 PM
20	5	Dec 12, 2013 12:22 PM
21	5	Dec 12, 2013 12:14 PM
22	3	Dec 11, 2013 10:23 AM
23	1	Dec 9, 2013 3:43 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

24	2	Dec 5, 2013 7:48 PM
25	2	Dec 5, 2013 10:00 AM
26	2	Dec 5, 2013 8:06 AM
27	5	Dec 4, 2013 12:23 PM
28	5	Dec 4, 2013 11:59 AM
30	5	Dec 3, 2013 3:08 PM
31	1	Dec 3, 2013 6:48 AM
32	5	Nov 30, 2013 9:17 AM
33	1	Nov 29, 2013 5:26 PM
34	2	Nov 28, 2013 5:15 PM
35	5	Nov 23, 2013 8:46 AM
37	4	Nov 20, 2013 11:29 AM
39	2	Nov 20, 2013 7:57 AM
40	2	Nov 19, 2013 12:10 PM
41	5	Nov 19, 2013 11:34 AM
42	5	Nov 19, 2013 10:31 AM
45	5	Nov 17, 2013 8:39 AM
47	5	Nov 14, 2013 9:46 AM
48	5	Nov 13, 2013 1:13 PM
49	2	Nov 13, 2013 4:37 AM
50	5	Nov 12, 2013 6:25 PM
51	5	Nov 12, 2013 1:14 PM
52	5	Nov 12, 2013 11:03 AM
53	5	Nov 12, 2013 10:49 AM
54	5	Nov 12, 2013 10:32 AM
56	5	Nov 12, 2013 8:51 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

57	3	Nov 12, 2013 8:22 AM
58	2	Nov 12, 2013 7:53 AM
59	5	Nov 12, 2013 7:43 AM
60	3	Nov 12, 2013 7:36 AM
61	5	Nov 12, 2013 7:35 AM
63	5	Nov 12, 2013 7:29 AM
65	5	Nov 12, 2013 7:26 AM
66	4	Nov 12, 2013 5:25 AM
67	5	Nov 11, 2013 4:22 PM
68	5	Nov 11, 2013 2:44 PM
70	5	Nov 11, 2013 8:00 AM
71	5	Nov 11, 2013 7:31 AM
72	5	Nov 9, 2013 11:50 AM
73	2	Nov 9, 2013 11:17 AM
74	5	Nov 8, 2013 4:34 AM
75	5	Nov 7, 2013 8:59 PM
76	1	Nov 7, 2013 7:42 PM
77	5	Nov 7, 2013 5:11 PM
78	2	Nov 7, 2013 1:41 PM
79	5	Nov 6, 2013 4:06 PM
80	4	Nov 6, 2013 1:05 PM
81	5	Nov 6, 2013 11:16 AM
82	5	Nov 6, 2013 10:51 AM
83	3	Nov 6, 2013 10:05 AM
84	5	Nov 6, 2013 9:37 AM
85	2	Nov 6, 2013 9:15 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

86	5	Nov 5, 2013 9:05 PM
87	5	Nov 5, 2013 7:21 PM
88	5	Nov 5, 2013 6:09 PM
89	5	Nov 5, 2013 2:28 PM
90	5	Nov 5, 2013 1:54 PM
91	5	Nov 5, 2013 1:40 PM
92	5	Nov 5, 2013 1:05 PM
93	5	Nov 5, 2013 12:14 PM
94	5	Nov 5, 2013 10:50 AM
95	3	Nov 5, 2013 9:43 AM
96	5	Nov 5, 2013 8:15 AM
97	5	Nov 5, 2013 8:09 AM
98	5	Nov 5, 2013 7:49 AM
99	5	Nov 5, 2013 7:46 AM
100	5	Nov 5, 2013 7:42 AM
101	5	Nov 5, 2013 7:21 AM
102	5	Nov 5, 2013 7:16 AM
103	1	Nov 4, 2013 11:53 PM
104	5	Nov 4, 2013 10:10 PM
105	5	Nov 4, 2013 9:56 PM
106	5	Nov 4, 2013 9:04 PM
107	5	Nov 4, 2013 8:40 PM
108	3	Nov 4, 2013 7:28 PM
109	3	Nov 4, 2013 7:14 PM
110	5	Nov 4, 2013 7:04 PM
111	5	Nov 4, 2013 6:54 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

112	5	Nov 4, 2013 6:45 PM
113	5	Nov 4, 2013 6:43 PM
114	5	Nov 4, 2013 6:32 PM
115	5	Nov 4, 2013 6:13 PM
116	5	Nov 4, 2013 5:13 PM
117	3	Nov 4, 2013 5:00 PM
118	5	Nov 4, 2013 4:46 PM
119	2	Nov 4, 2013 3:24 PM
120	2	Nov 4, 2013 3:22 PM
121	2	Nov 4, 2013 9:00 AM
122	5	Nov 3, 2013 11:50 PM
123	5	Nov 3, 2013 11:08 PM
124	5	Nov 3, 2013 7:48 PM
125	4	Nov 3, 2013 5:45 PM
126	1	Nov 3, 2013 5:28 PM
127	5	Nov 3, 2013 4:10 PM
128	2	Nov 2, 2013 6:53 PM
129	3	Nov 2, 2013 3:14 PM
130	4	Nov 2, 2013 11:39 AM
131	5	Nov 2, 2013 7:02 AM
133	5	Nov 1, 2013 6:01 PM
134	4	Nov 1, 2013 5:05 PM
136	5	Nov 1, 2013 11:28 AM
137	5	Nov 1, 2013 11:23 AM
138	5	Nov 1, 2013 11:07 AM
139	5	Nov 1, 2013 11:02 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

140	5	Nov 1, 2013 10:46 AM
141	5	Nov 1, 2013 10:13 AM
142	2	Nov 1, 2013 9:27 AM
143	5	Nov 1, 2013 8:29 AM
144	5	Nov 1, 2013 8:24 AM
145	5	Nov 1, 2013 7:50 AM
146	5	Oct 31, 2013 4:24 PM
149	5	Oct 31, 2013 2:51 PM
150	5	Oct 31, 2013 2:36 PM
151	5	Oct 31, 2013 2:20 PM
152	2	Oct 31, 2013 2:02 PM
153	5	Oct 31, 2013 1:07 PM
154	5	Oct 31, 2013 12:16 PM
155	5	Oct 31, 2013 11:13 AM
156	4	Oct 31, 2013 10:47 AM
157	5	Oct 31, 2013 10:13 AM
158	4	Oct 31, 2013 8:35 AM
159	5	Oct 31, 2013 7:29 AM
160	5	Oct 31, 2013 7:18 AM
161	5	Oct 31, 2013 7:00 AM
162	1	Oct 31, 2013 6:45 AM
163	5	Oct 31, 2013 6:42 AM
164	2	Oct 31, 2013 12:40 AM
165	5	Oct 30, 2013 10:19 PM
166	5	Oct 30, 2013 9:49 PM
167	5	Oct 30, 2013 8:35 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

168	5	Oct 30, 2013 8:27 PM
169	2	Oct 30, 2013 8:10 PM
170	5	Oct 30, 2013 7:56 PM
171	5	Oct 30, 2013 7:48 PM
172	2	Oct 30, 2013 6:23 PM
173	2	Oct 30, 2013 6:21 PM
174	5	Oct 30, 2013 6:15 PM
175	5	Oct 30, 2013 6:01 PM
176	5	Oct 30, 2013 5:59 PM
177	5	Oct 30, 2013 5:54 PM
178	5	Oct 30, 2013 5:51 PM
179	5	Oct 30, 2013 5:19 PM
180	5	Oct 30, 2013 4:49 PM
181	5	Oct 30, 2013 4:32 PM
182	5	Oct 30, 2013 4:18 PM
184	5	Oct 30, 2013 3:16 PM
185	5	Oct 30, 2013 3:09 PM
186	5	Oct 30, 2013 2:52 PM
187	5	Oct 30, 2013 2:20 PM
188	2	Oct 30, 2013 1:35 PM
189	4	Oct 30, 2013 1:20 PM
190	5	Oct 30, 2013 1:13 PM
191	5	Oct 30, 2013 1:13 PM
192	5	Oct 30, 2013 12:45 PM
193	5	Oct 30, 2013 12:41 PM
195	3	Oct 30, 2013 11:50 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

196	5	Oct 30, 2013 11:50 AM
197	5	Oct 30, 2013 11:35 AM
198	5	Oct 30, 2013 11:28 AM
199	5	Oct 30, 2013 11:23 AM
200	4	Oct 30, 2013 11:10 AM
201	4	Oct 30, 2013 10:54 AM
202	5	Oct 30, 2013 10:42 AM
203	5	Oct 30, 2013 10:32 AM
204	5	Oct 30, 2013 10:18 AM
205	5	Oct 30, 2013 10:13 AM
206	5	Oct 30, 2013 10:07 AM
207	5	Oct 30, 2013 9:57 AM
208	3	Oct 30, 2013 9:37 AM
209	2	Oct 30, 2013 9:33 AM
210	5	Oct 30, 2013 9:10 AM
211	5	Oct 30, 2013 9:04 AM
212	5	Oct 30, 2013 9:04 AM
213	5	Oct 30, 2013 9:02 AM
214	4	Oct 30, 2013 8:56 AM
215	5	Oct 30, 2013 8:55 AM
216	4	Oct 30, 2013 8:54 AM
217	5	Oct 30, 2013 8:49 AM
218	4	Oct 30, 2013 8:48 AM
219	5	Oct 30, 2013 8:26 AM
220	5	Oct 30, 2013 7:58 AM
221	5	Oct 30, 2013 7:53 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

222	5	Oct 30, 2013 7:49 AM
223	2	Oct 30, 2013 7:41 AM
224	5	Oct 30, 2013 7:33 AM
225	5	Oct 30, 2013 7:31 AM
226	5	Oct 30, 2013 7:28 AM
227	2	Oct 30, 2013 7:17 AM
228	5	Oct 30, 2013 7:10 AM
229	2	Oct 30, 2013 7:04 AM
230	5	Oct 30, 2013 6:56 AM
231	5	Oct 30, 2013 6:56 AM
232	5	Oct 30, 2013 6:48 AM
233	5	Oct 30, 2013 6:47 AM
234	5	Oct 30, 2013 6:46 AM
235	2	Oct 30, 2013 6:44 AM
236	5	Oct 30, 2013 6:32 AM
237	5	Oct 30, 2013 6:32 AM
238	5	Oct 30, 2013 6:16 AM
240	5	Oct 30, 2013 6:06 AM
241	5	Oct 30, 2013 6:02 AM
242	4	Oct 30, 2013 6:01 AM
243	5	Oct 30, 2013 5:58 AM
244	2	Oct 30, 2013 5:46 AM
245	2	Oct 30, 2013 5:43 AM
246	5	Oct 30, 2013 5:39 AM
247	5	Oct 30, 2013 5:38 AM
249	4	Oct 30, 2013 5:25 AM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

250	3	Oct 30, 2013 5:23 AM
251	3	Oct 30, 2013 5:10 AM
252	3	Oct 30, 2013 5:08 AM
254	5	Oct 30, 2013 4:49 AM
255	5	Oct 30, 2013 4:33 AM
256	5	Oct 30, 2013 4:30 AM
257	5	Oct 30, 2013 4:29 AM
258	5	Oct 30, 2013 4:25 AM
259	2	Oct 30, 2013 4:13 AM
260	2	Oct 30, 2013 3:38 AM
262	5	Oct 30, 2013 2:34 AM
263	2	Oct 29, 2013 10:28 PM
264	3	Oct 29, 2013 9:42 PM
265	2	Oct 29, 2013 9:28 PM
266	2	Oct 29, 2013 9:25 PM
267	5	Oct 29, 2013 9:20 PM
268	5	Oct 29, 2013 9:07 PM
270	5	Oct 29, 2013 8:38 PM
271	5	Oct 29, 2013 8:37 PM
272	3	Oct 29, 2013 8:00 PM
273	6	Oct 29, 2013 7:22 PM
274	2	Oct 29, 2013 7:15 PM
275	3	Oct 29, 2013 7:12 PM
276	5	Oct 29, 2013 7:11 PM
277	5	Oct 29, 2013 7:09 PM
278	5	Oct 29, 2013 7:08 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

279	5	Oct 29, 2013 7:04 PM
280	5	Oct 29, 2013 6:57 PM
281	5	Oct 29, 2013 6:55 PM
282	5	Oct 29, 2013 6:54 PM
283	5	Oct 29, 2013 6:51 PM
284	2	Oct 29, 2013 6:43 PM
285	3	Oct 29, 2013 6:37 PM
286	5	Oct 29, 2013 6:33 PM
287	5	Oct 29, 2013 6:30 PM
288	3	Oct 29, 2013 6:29 PM
289	4	Oct 29, 2013 6:25 PM
290	4	Oct 29, 2013 6:21 PM
291	5	Oct 29, 2013 6:16 PM
293	5	Oct 29, 2013 6:05 PM
294	5	Oct 29, 2013 6:05 PM
295	2	Oct 29, 2013 6:03 PM
296	3	Oct 29, 2013 6:02 PM
297	5	Oct 29, 2013 5:58 PM
298	3	Oct 29, 2013 5:53 PM
299	5	Oct 29, 2013 5:51 PM
300	4	Oct 29, 2013 5:48 PM
301	5	Oct 29, 2013 5:15 PM
302	5	Oct 29, 2013 5:14 PM
303	3	Oct 29, 2013 5:06 PM
304	5	Oct 29, 2013 5:04 PM
306	3	Oct 29, 2013 5:00 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

307	3	Oct 29, 2013 5:00 PM
308	5	Oct 29, 2013 4:59 PM
309	5	Oct 29, 2013 4:58 PM
310	5	Oct 29, 2013 4:56 PM
311	5	Oct 29, 2013 4:53 PM
312	4	Oct 29, 2013 4:51 PM
313	5	Oct 29, 2013 4:50 PM
314	2	Oct 29, 2013 4:46 PM
315	3	Oct 29, 2013 4:46 PM
316	5	Oct 29, 2013 4:45 PM
317	5	Oct 29, 2013 4:45 PM
318	5	Oct 29, 2013 4:43 PM
319	5	Oct 29, 2013 4:41 PM
320	2	Oct 29, 2013 4:36 PM
321	5	Oct 29, 2013 4:32 PM
322	5	Oct 29, 2013 4:28 PM
323	5	Oct 29, 2013 4:26 PM
324	5	Oct 29, 2013 4:25 PM
325	3	Oct 29, 2013 4:23 PM
326	2	Oct 29, 2013 4:22 PM
327	2	Oct 29, 2013 4:20 PM
328	4	Oct 29, 2013 4:19 PM
329	4	Oct 29, 2013 4:12 PM
330	3	Oct 29, 2013 4:07 PM
331	5	Oct 29, 2013 3:59 PM
332	5	Oct 29, 2013 3:57 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

333	5	Oct 29, 2013 3:56 PM
334	3	Oct 29, 2013 3:54 PM
335	5	Oct 29, 2013 3:53 PM
336	1	Oct 29, 2013 3:48 PM
337	5	Oct 29, 2013 3:46 PM
338	5	Oct 29, 2013 3:43 PM
339	5	Oct 29, 2013 3:42 PM
340	5	Oct 29, 2013 3:42 PM
341	2	Oct 29, 2013 3:42 PM
342	2	Oct 29, 2013 3:41 PM
343	2	Oct 29, 2013 3:41 PM
344	3	Oct 29, 2013 3:36 PM
345	5	Oct 29, 2013 3:34 PM
346	5	Oct 29, 2013 3:32 PM
347	5	Oct 29, 2013 3:31 PM
348	3	Oct 29, 2013 3:31 PM
349	4	Oct 29, 2013 3:30 PM
350	5	Oct 29, 2013 3:29 PM
351	5	Oct 29, 2013 3:19 PM
352	3	Oct 29, 2013 3:14 PM
353	3	Oct 29, 2013 3:10 PM
354	5	Oct 29, 2013 2:56 PM
355	2	Oct 29, 2013 2:56 PM
356	5	Oct 29, 2013 2:50 PM
357	1	Oct 29, 2013 2:50 PM
358	5	Oct 29, 2013 2:41 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

359	5	Oct 29, 2013 2:37 PM
360	2	Oct 29, 2013 2:35 PM
361	5	Oct 29, 2013 2:32 PM
362	5	Oct 29, 2013 2:27 PM
363	3	Oct 29, 2013 2:25 PM
364	5	Oct 29, 2013 2:24 PM
365	5	Oct 29, 2013 2:22 PM
366	4	Oct 29, 2013 2:16 PM
367	5	Oct 29, 2013 2:13 PM
369	1	Oct 29, 2013 2:07 PM
370	5	Oct 29, 2013 1:56 PM
371	5	Oct 29, 2013 1:55 PM
372	3	Oct 29, 2013 1:45 PM
373	5	Oct 29, 2013 12:34 PM
374	5	Oct 29, 2013 11:13 AM
375	4	Oct 29, 2013 10:46 AM
376	2	Oct 29, 2013 10:43 AM
377	5	Oct 29, 2013 9:45 AM
378	5	Oct 29, 2013 9:07 AM
379	5	Oct 29, 2013 8:24 AM
380	5	Oct 28, 2013 8:00 PM
381	5	Oct 28, 2013 7:19 PM
382	4	Oct 28, 2013 6:56 PM
383	5	Oct 28, 2013 6:49 PM
384	3	Oct 28, 2013 6:31 PM
385	1	Oct 28, 2013 6:30 PM

Page 10, Q25. Please consider the programming you've seen on Fort Collins' public, education and government access channels and rate the quality of the video/audio and the content programmed on these channels. Use the following scale: 1=Excellent, 2=Good, 3=Fair, 4=Poor or 5=Don't Know.

387	5	Oct 28, 2013 5:31 PM
388	2	Oct 28, 2013 5:26 PM
389	5	Oct 28, 2013 3:44 PM
390	2	Oct 28, 2013 3:41 PM
391	2	Oct 28, 2013 3:38 PM
392	1	Oct 28, 2013 3:15 PM
394	2	Oct 28, 2013 3:06 PM
395	5	Oct 28, 2013 3:01 PM
396	5	Oct 28, 2013 2:49 PM
398	2	Oct 28, 2013 2:36 PM
400	3	Oct 28, 2013 2:34 PM
401	5	Oct 28, 2013 2:24 PM
402	4	Oct 28, 2013 2:20 PM
403	5	Oct 28, 2013 2:18 PM
404	5	Oct 28, 2013 2:15 PM
405	5	Oct 28, 2013 2:15 PM
406	5	Oct 28, 2013 2:13 PM
407	5	Oct 28, 2013 2:12 PM
408	5	Oct 28, 2013 2:11 PM
409	5	Oct 28, 2013 2:06 PM
410	5	Oct 28, 2013 2:00 PM

Page 10, Q26. What types of local programming would you like to see more of on Fort Collins' public, education and government channels? (Check all that apply)

1	Safety child,pet and outdoor	Dec 18, 2013 2:26 PM
2	Want to see costs first	Nov 13, 2013 1:13 PM
3	smart meters - more rate changes despite promise of lower rates = why?	Nov 12, 2013 10:49 AM
4	I would like to see/hear from our public/political officials, with opportunity for citizens to DIRECTLY address/question these people.	Nov 6, 2013 10:05 AM
5	CSU Womens vollyball	Nov 3, 2013 5:57 PM
6	veterans events	Oct 31, 2013 3:30 PM
7	Beer Channel~ and events such from the Downtown Business Assoc and Museum of Discovery.	Oct 30, 2013 8:27 PM
8	Fort Collins needs a Community Access TV news channel with a "Live Studio" broadcasting center.	Oct 30, 2013 9:37 AM
9	all	Oct 30, 2013 8:56 AM
10	Current up-to-date information regarding weather, fire, safety	Oct 30, 2013 8:54 AM
11	None	Oct 30, 2013 7:49 AM
12	No opinion	Oct 30, 2013 7:28 AM
13	science	Oct 29, 2013 5:51 PM
14	I prefer to watch all of this local programming on the internet.	Oct 29, 2013 4:58 PM
15	Current events and things to do!	Oct 29, 2013 4:46 PM
16	I can't really think of anything that TV format would serve better than the city web page	Oct 29, 2013 3:13 PM
17	Most of these are a waste of money would rather they didn't offer them and lower the bill	Oct 29, 2013 2:54 PM
18	Traffic cams?	Oct 28, 2013 5:26 PM
19	Local Public Access Shows	Oct 28, 2013 2:20 PM

Page 10, Q29. Have you ever used the FC PAN studio, portable equipment or taken part in access training or an access program?

1	Editing of video that was filmed using FC PAN equipment.	Dec 23, 2013 12:38 PM
2	I received training to use equipment, checked out equipment on two occasions	Nov 9, 2013 11:17 AM
3	I have produced a couple of local shows	Nov 6, 2013 1:05 PM
4	attended some of their quarterly education sessions	Nov 6, 2013 9:15 AM
5	Borrowed cameras, discuss editing	Nov 1, 2013 10:13 AM
6	In a Debate over Ranked Choice Voting	Oct 30, 2013 5:59 PM
7	FC PAN is pathetic. This is a hobby channel. We need a "real" Community Access TV news channel with a "Live Studio" broadcasting center.	Oct 30, 2013 9:37 AM
8	made local show	Oct 29, 2013 2:50 PM
9	I would like to learn more about it.	Oct 28, 2013 2:13 PM

Page 11, Q31. What is your zip code in Fort Collins?

1	80521	Dec 31, 2013 3:09 PM
2	80525	Dec 30, 2013 8:32 PM
3	80525	Dec 30, 2013 10:15 AM
4	80521	Dec 29, 2013 9:29 PM
5	80525	Dec 29, 2013 2:19 PM
6	80526	Dec 29, 2013 2:17 PM
7	80521	Dec 28, 2013 8:01 PM
8	80525	Dec 28, 2013 3:46 PM
9	80526	Dec 28, 2013 3:15 PM
10	80524	Dec 28, 2013 1:24 PM
11	80521	Dec 27, 2013 2:18 PM
12	80524	Dec 27, 2013 8:21 AM
13	80525	Dec 26, 2013 6:33 PM
14	80524	Dec 26, 2013 1:31 PM
15	80525	Dec 26, 2013 11:38 AM
16	80528	Dec 26, 2013 10:58 AM
17	80524	Dec 26, 2013 10:39 AM
18	80525	Dec 26, 2013 9:58 AM
19	80525	Dec 26, 2013 9:57 AM
20	80521	Dec 26, 2013 9:55 AM
21	80526	Dec 26, 2013 9:47 AM
22	80521	Dec 24, 2013 12:40 PM
23	80524	Dec 23, 2013 6:10 PM
24	80524	Dec 23, 2013 2:48 PM
25	80521	Dec 23, 2013 12:38 PM
26	80526	Dec 21, 2013 6:13 AM
27	80525	Dec 20, 2013 2:42 PM

Page 11, Q31. What is your zip code in Fort Collins?

28	80521	Dec 20, 2013 1:35 PM
29	80525	Dec 20, 2013 12:52 PM
30	80525	Dec 20, 2013 10:34 AM
31	80525	Dec 19, 2013 1:56 PM
32	80522	Dec 19, 2013 9:40 AM
33	94549	Dec 19, 2013 7:12 AM
34	80526	Dec 18, 2013 2:27 PM
35	80526	Dec 18, 2013 11:45 AM
36	80525	Dec 13, 2013 12:25 PM
37	80528	Dec 12, 2013 12:26 PM
38	80521	Dec 12, 2013 12:23 PM
39	80528	Dec 12, 2013 12:14 PM
40	80524	Dec 11, 2013 10:24 AM
41	80526	Dec 9, 2013 3:43 PM
42	80521	Dec 9, 2013 10:23 AM
43	80521	Dec 9, 2013 9:05 AM
44	80525	Dec 7, 2013 3:19 PM
45	80524	Dec 6, 2013 8:55 AM
46	80528	Dec 5, 2013 7:50 PM
47	80526	Dec 5, 2013 10:00 AM
48	80525	Dec 5, 2013 9:59 AM
49	80525	Dec 5, 2013 8:07 AM
50	80525	Dec 4, 2013 3:04 PM
51	80634	Dec 4, 2013 1:47 PM
52	80528	Dec 4, 2013 12:24 PM
53	80526	Dec 4, 2013 11:59 AM
54	80521	Dec 3, 2013 10:44 PM

Page 11, Q31. What is your zip code in Fort Collins?

55	80525	Dec 3, 2013 3:08 PM
56	80526	Dec 3, 2013 6:49 AM
57	80526	Dec 3, 2013 6:12 AM
58	80534	Dec 2, 2013 7:41 AM
59	80528	Nov 30, 2013 9:19 AM
60	80521	Nov 29, 2013 5:27 PM
61	80524	Nov 29, 2013 5:16 PM
62	80525	Nov 28, 2013 5:16 PM
63	80525	Nov 28, 2013 2:48 AM
64	80521	Nov 27, 2013 9:01 AM
65	80525	Nov 23, 2013 8:47 AM
66	80526	Nov 21, 2013 2:17 PM
67	80526	Nov 21, 2013 1:51 PM
68	80521	Nov 21, 2013 8:19 AM
69	80526	Nov 20, 2013 11:29 AM
70	80525	Nov 20, 2013 10:53 AM
71	80525	Nov 20, 2013 10:36 AM
72	80525	Nov 20, 2013 10:33 AM
73	80525	Nov 20, 2013 7:58 AM
74	80521	Nov 20, 2013 7:20 AM
75	80526	Nov 19, 2013 3:33 PM
76	80526	Nov 19, 2013 12:11 PM
77	80528	Nov 19, 2013 11:49 AM
78	80524	Nov 19, 2013 11:35 AM
79	80525	Nov 19, 2013 10:35 AM
80	80525	Nov 19, 2013 10:31 AM
81	80528	Nov 19, 2013 9:48 AM

Page 11, Q31. What is your zip code in Fort Collins?

82	80521	Nov 19, 2013 8:56 AM
83	80521	Nov 18, 2013 12:53 PM
84	80525	Nov 18, 2013 10:56 AM
85	80526	Nov 18, 2013 10:45 AM
86	80524	Nov 18, 2013 10:25 AM
87	80525	Nov 18, 2013 9:05 AM
88	80526	Nov 17, 2013 8:39 AM
89	80525	Nov 16, 2013 4:10 PM
90	80524	Nov 16, 2013 2:33 PM
91	80521	Nov 15, 2013 7:59 PM
92	80526	Nov 15, 2013 2:18 PM
93	80521	Nov 14, 2013 11:54 PM
94	80525	Nov 14, 2013 3:37 PM
95	80525	Nov 14, 2013 1:46 PM
96	80528	Nov 14, 2013 9:50 AM
97	80521	Nov 14, 2013 9:46 AM
98	80521	Nov 14, 2013 9:23 AM
99	80525	Nov 14, 2013 8:00 AM
100	80525	Nov 13, 2013 2:51 PM
101	80521	Nov 13, 2013 1:16 PM
102	80525	Nov 13, 2013 8:18 AM
103	80525	Nov 13, 2013 6:44 AM
104	80525	Nov 13, 2013 5:16 AM
105	80524	Nov 13, 2013 4:47 AM
106	80521	Nov 13, 2013 4:38 AM
107	80526	Nov 12, 2013 6:25 PM
108	80526	Nov 12, 2013 1:14 PM

Page 11, Q31. What is your zip code in Fort Collins?

109	80525	Nov 12, 2013 11:04 AM
110	80525	Nov 12, 2013 10:49 AM
111	80524	Nov 12, 2013 10:48 AM
112	80524	Nov 12, 2013 10:32 AM
113	80524	Nov 12, 2013 9:47 AM
114	80525	Nov 12, 2013 9:07 AM
115	80528	Nov 12, 2013 8:51 AM
116	80526	Nov 12, 2013 8:29 AM
117	80521	Nov 12, 2013 8:24 AM
118	80521	Nov 12, 2013 8:17 AM
119	80521	Nov 12, 2013 8:16 AM
120	80526	Nov 12, 2013 8:12 AM
121	80528	Nov 12, 2013 7:53 AM
122	80521	Nov 12, 2013 7:52 AM
123	80525	Nov 12, 2013 7:49 AM
124	80526	Nov 12, 2013 7:43 AM
125	80521	Nov 12, 2013 7:42 AM
126	80525	Nov 12, 2013 7:38 AM
127	80525	Nov 12, 2013 7:37 AM
128	80521	Nov 12, 2013 7:37 AM
129	80524	Nov 12, 2013 7:36 AM
130	80528	Nov 12, 2013 7:35 AM
131	80524	Nov 12, 2013 7:35 AM
132	80521	Nov 12, 2013 7:32 AM
133	80525	Nov 12, 2013 7:30 AM
134	80525	Nov 12, 2013 7:30 AM
135	80521	Nov 12, 2013 7:29 AM

Page 11, Q31. What is your zip code in Fort Collins?

136	80528	Nov 12, 2013 7:26 AM
137	80526	Nov 12, 2013 7:26 AM
138	80526	Nov 12, 2013 7:25 AM
139	80524	Nov 12, 2013 7:21 AM
140	80524	Nov 12, 2013 7:21 AM
141	80525	Nov 12, 2013 7:19 AM
142	80521	Nov 12, 2013 7:19 AM
143	80525	Nov 12, 2013 5:26 AM
144	80526	Nov 11, 2013 4:23 PM
145	80526	Nov 11, 2013 2:45 PM
146	80526	Nov 11, 2013 2:40 PM
147	80526	Nov 11, 2013 2:16 PM
148	80526	Nov 11, 2013 9:42 AM
149	80526	Nov 11, 2013 8:45 AM
150	80526	Nov 11, 2013 8:00 AM
151	80525	Nov 11, 2013 7:32 AM
152	80525	Nov 9, 2013 1:04 PM
153	80525	Nov 9, 2013 11:51 AM
154	80521	Nov 9, 2013 11:17 AM
155	80525	Nov 9, 2013 10:44 AM
156	80524	Nov 9, 2013 6:11 AM
157	80525	Nov 9, 2013 12:11 AM
158	80528	Nov 8, 2013 2:34 PM
159	80526	Nov 8, 2013 2:18 PM
160	80525	Nov 8, 2013 4:35 AM
161	80524	Nov 7, 2013 9:51 PM
162	80525	Nov 7, 2013 8:59 PM

Page 11, Q31. What is your zip code in Fort Collins?

163	80526	Nov 7, 2013 7:44 PM
164	80521	Nov 7, 2013 7:42 PM
165	800526	Nov 7, 2013 5:45 PM
166	80526	Nov 7, 2013 5:12 PM
167	80521	Nov 7, 2013 2:14 PM
168	80524	Nov 7, 2013 1:56 PM
169	80526	Nov 7, 2013 1:42 PM
170	80525	Nov 7, 2013 11:01 AM
171	80521	Nov 7, 2013 10:13 AM
172	80523	Nov 6, 2013 11:14 PM
173	80525	Nov 6, 2013 4:06 PM
174	80524	Nov 6, 2013 3:32 PM
175	80521	Nov 6, 2013 1:16 PM
176	80525	Nov 6, 2013 1:06 PM
177	80526	Nov 6, 2013 11:16 AM
178	80526	Nov 6, 2013 10:51 AM
179	80525	Nov 6, 2013 10:18 AM
180	80525	Nov 6, 2013 10:06 AM
181	80525	Nov 6, 2013 9:37 AM
182	80525	Nov 6, 2013 9:31 AM
183	80525	Nov 6, 2013 9:26 AM
184	80526	Nov 6, 2013 9:24 AM
185	80525	Nov 6, 2013 8:27 AM
186	80524	Nov 6, 2013 7:59 AM
187	80526	Nov 6, 2013 4:46 AM
188	80525	Nov 5, 2013 9:51 PM
189	80524	Nov 5, 2013 9:06 PM

Page 11, Q31. What is your zip code in Fort Collins?

190	80525	Nov 5, 2013 8:10 PM
191	80525	Nov 5, 2013 7:26 PM
192	80521	Nov 5, 2013 6:21 PM
193	80524	Nov 5, 2013 6:10 PM
194	80526	Nov 5, 2013 5:32 PM
195	80521	Nov 5, 2013 2:49 PM
196	80526	Nov 5, 2013 2:45 PM
197	80525	Nov 5, 2013 2:28 PM
198	80524	Nov 5, 2013 2:09 PM
199	80525	Nov 5, 2013 1:54 PM
200	80526	Nov 5, 2013 1:53 PM
201	80521	Nov 5, 2013 1:40 PM
202	80526	Nov 5, 2013 1:23 PM
203	80525	Nov 5, 2013 1:06 PM
204	80526	Nov 5, 2013 12:15 PM
205	80521	Nov 5, 2013 11:20 AM
206	80528	Nov 5, 2013 11:18 AM
207	80528	Nov 5, 2013 10:51 AM
208	80524	Nov 5, 2013 10:04 AM
209	80521	Nov 5, 2013 9:43 AM
210	80526	Nov 5, 2013 9:19 AM
211	80526	Nov 5, 2013 9:04 AM
212	80526	Nov 5, 2013 8:23 AM
213	80526	Nov 5, 2013 8:16 AM
214	80526	Nov 5, 2013 8:10 AM
215	80526	Nov 5, 2013 8:04 AM
216	80525	Nov 5, 2013 8:01 AM

Page 11, Q31. What is your zip code in Fort Collins?

217	80525	Nov 5, 2013 7:49 AM
218	80524	Nov 5, 2013 7:47 AM
219	80524	Nov 5, 2013 7:43 AM
220	80526	Nov 5, 2013 7:41 AM
221	80528	Nov 5, 2013 7:34 AM
222	80521	Nov 5, 2013 7:21 AM
223	80524	Nov 5, 2013 7:20 AM
224	80525	Nov 5, 2013 7:17 AM
225	80528	Nov 5, 2013 6:48 AM
226	80525	Nov 5, 2013 6:33 AM
227	80526	Nov 5, 2013 5:05 AM
228	80526	Nov 4, 2013 11:53 PM
229	80526	Nov 4, 2013 11:15 PM
230	80525	Nov 4, 2013 11:00 PM
231	80521	Nov 4, 2013 10:53 PM
232	80525	Nov 4, 2013 10:10 PM
233	80526	Nov 4, 2013 9:56 PM
234	80524	Nov 4, 2013 9:29 PM
235	80526	Nov 4, 2013 9:04 PM
236	80521	Nov 4, 2013 8:40 PM
237	80521	Nov 4, 2013 8:30 PM
238	80525	Nov 4, 2013 7:29 PM
239	80525	Nov 4, 2013 7:29 PM
240	80538	Nov 4, 2013 7:18 PM
241	80524	Nov 4, 2013 7:15 PM
242	80521	Nov 4, 2013 7:15 PM
243	80525	Nov 4, 2013 7:11 PM

Page 11, Q31. What is your zip code in Fort Collins?

244	80525	Nov 4, 2013 7:05 PM
245	80525	Nov 4, 2013 6:58 PM
246	80524	Nov 4, 2013 6:56 PM
247	80526	Nov 4, 2013 6:45 PM
248	80521	Nov 4, 2013 6:43 PM
249	80526	Nov 4, 2013 6:33 PM
250	80521	Nov 4, 2013 6:32 PM
251	80526	Nov 4, 2013 6:14 PM
252	80525	Nov 4, 2013 6:08 PM
253	80526	Nov 4, 2013 5:48 PM
254	80526	Nov 4, 2013 5:41 PM
255	80525	Nov 4, 2013 5:34 PM
256	80524	Nov 4, 2013 5:14 PM
257	80524	Nov 4, 2013 5:01 PM
258	80526	Nov 4, 2013 4:46 PM
259	80524	Nov 4, 2013 4:40 PM
260	80526	Nov 4, 2013 4:17 PM
261	80524	Nov 4, 2013 4:04 PM
262	80524	Nov 4, 2013 4:00 PM
263	80526	Nov 4, 2013 3:54 PM
264	80524	Nov 4, 2013 3:52 PM
265	80521	Nov 4, 2013 3:51 PM
266	80521	Nov 4, 2013 3:44 PM
267	80521	Nov 4, 2013 3:41 PM
268	80524	Nov 4, 2013 3:40 PM
269	80528	Nov 4, 2013 3:27 PM
270	80525	Nov 4, 2013 3:24 PM

Page 11, Q31. What is your zip code in Fort Collins?

271	80525	Nov 4, 2013 3:23 PM
272	80525	Nov 4, 2013 3:22 PM
273	80526	Nov 4, 2013 3:21 PM
274	80524	Nov 4, 2013 3:20 PM
275	80525	Nov 4, 2013 3:15 PM
276	80526	Nov 4, 2013 3:12 PM
277	80525	Nov 4, 2013 3:10 PM
278	80525	Nov 4, 2013 3:09 PM
279	80521	Nov 4, 2013 3:07 PM
280	80525	Nov 4, 2013 3:06 PM
281	80525	Nov 4, 2013 3:05 PM
282	80526	Nov 4, 2013 3:03 PM
283	80525	Nov 4, 2013 3:03 PM
284	80524	Nov 4, 2013 3:03 PM
285	80525	Nov 4, 2013 2:29 PM
286	80526	Nov 4, 2013 9:01 AM
287	80521	Nov 4, 2013 7:07 AM
288	80525	Nov 4, 2013 1:28 AM
289	80526	Nov 3, 2013 11:50 PM
290	80525	Nov 3, 2013 11:08 PM
291	80525	Nov 3, 2013 7:49 PM
292	80521	Nov 3, 2013 5:58 PM
293	80525	Nov 3, 2013 5:47 PM
294	80528	Nov 3, 2013 5:29 PM
295	80525	Nov 3, 2013 4:11 PM
296	80526	Nov 3, 2013 4:32 AM
297	80525	Nov 2, 2013 6:53 PM

Page 11, Q31. What is your zip code in Fort Collins?

298	80526	Nov 2, 2013 3:15 PM
299	80524	Nov 2, 2013 11:40 AM
300	80526	Nov 2, 2013 7:02 AM
301	80526	Nov 2, 2013 5:36 AM
302	80528	Nov 1, 2013 6:02 PM
303	80526	Nov 1, 2013 5:24 PM
304	80526	Nov 1, 2013 5:23 PM
305	80526	Nov 1, 2013 5:05 PM
306	80526	Nov 1, 2013 3:20 PM
307	80525	Nov 1, 2013 11:30 AM
308	80528	Nov 1, 2013 11:25 AM
309	80526	Nov 1, 2013 11:09 AM
310	80526	Nov 1, 2013 11:03 AM
311	80526	Nov 1, 2013 10:46 AM
312	80525	Nov 1, 2013 10:14 AM
313	80525	Nov 1, 2013 9:28 AM
314	80525	Nov 1, 2013 8:30 AM
315	80526	Nov 1, 2013 8:24 AM
316	80525	Nov 1, 2013 7:55 AM
317	80526	Nov 1, 2013 7:54 AM
318	80525	Nov 1, 2013 6:21 AM
319	80525	Oct 31, 2013 8:04 PM
320	80526	Oct 31, 2013 6:07 PM
321	80525	Oct 31, 2013 4:25 PM
322	80525	Oct 31, 2013 4:01 PM
323	80521	Oct 31, 2013 3:30 PM
324	80528	Oct 31, 2013 2:51 PM

Page 11, Q31. What is your zip code in Fort Collins?

325	80526	Oct 31, 2013 2:37 PM
326	80525	Oct 31, 2013 2:21 PM
327	80526	Oct 31, 2013 2:02 PM
328	80524	Oct 31, 2013 1:08 PM
329	80525	Oct 31, 2013 12:39 PM
330	80521	Oct 31, 2013 12:16 PM
331	80524	Oct 31, 2013 11:52 AM
332	80526	Oct 31, 2013 11:14 AM
333	80521	Oct 31, 2013 10:48 AM
334	80525	Oct 31, 2013 10:13 AM
335	80524	Oct 31, 2013 8:35 AM
336	80526	Oct 31, 2013 7:50 AM
337	80525	Oct 31, 2013 7:30 AM
338	80526	Oct 31, 2013 7:19 AM
339	80528	Oct 31, 2013 7:11 AM
340	80525	Oct 31, 2013 7:00 AM
341	80525	Oct 31, 2013 6:56 AM
342	80526	Oct 31, 2013 6:46 AM
343	80525	Oct 31, 2013 6:44 AM
344	80525	Oct 31, 2013 12:41 AM
345	80521	Oct 30, 2013 10:21 PM
346	80524	Oct 30, 2013 9:51 PM
347	80524	Oct 30, 2013 8:35 PM
348	80524	Oct 30, 2013 8:27 PM
349	80525	Oct 30, 2013 8:11 PM
350	80525	Oct 30, 2013 7:56 PM
351	80528	Oct 30, 2013 7:49 PM

Page 11, Q31. What is your zip code in Fort Collins?

352	80526	Oct 30, 2013 6:23 PM
353	80525	Oct 30, 2013 6:22 PM
354	80525	Oct 30, 2013 6:16 PM
355	80525	Oct 30, 2013 6:02 PM
356	80528	Oct 30, 2013 6:00 PM
357	80525	Oct 30, 2013 5:55 PM
358	80525	Oct 30, 2013 5:51 PM
359	80526	Oct 30, 2013 5:20 PM
360	80525	Oct 30, 2013 4:50 PM
361	80525	Oct 30, 2013 4:33 PM
362	80526	Oct 30, 2013 4:19 PM
363	80525	Oct 30, 2013 4:18 PM
364	80524	Oct 30, 2013 3:49 PM
365	80525	Oct 30, 2013 3:17 PM
366	80525	Oct 30, 2013 3:10 PM
367	80524	Oct 30, 2013 2:53 PM
368	80521	Oct 30, 2013 2:36 PM
369	80526	Oct 30, 2013 2:35 PM
370	80526	Oct 30, 2013 2:20 PM
371	80521	Oct 30, 2013 1:37 PM
372	80525	Oct 30, 2013 1:36 PM
373	80525	Oct 30, 2013 1:21 PM
374	80525	Oct 30, 2013 1:14 PM
375	80526	Oct 30, 2013 1:13 PM
376	80525	Oct 30, 2013 12:46 PM
377	80525	Oct 30, 2013 12:41 PM
378	80525	Oct 30, 2013 12:15 PM

Page 11, Q31. What is your zip code in Fort Collins?

379	80526	Oct 30, 2013 12:11 PM
380	80526	Oct 30, 2013 12:06 PM
381	80525	Oct 30, 2013 11:53 AM
382	80521	Oct 30, 2013 11:50 AM
383	80524	Oct 30, 2013 11:50 AM
384	80525	Oct 30, 2013 11:36 AM
385	80528	Oct 30, 2013 11:29 AM
386	80521	Oct 30, 2013 11:24 AM
387	80528	Oct 30, 2013 11:11 AM
388	80525	Oct 30, 2013 10:54 AM
389	80525	Oct 30, 2013 10:45 AM
390	80525	Oct 30, 2013 10:43 AM
391	80526	Oct 30, 2013 10:36 AM
392	80525	Oct 30, 2013 10:32 AM
393	80521	Oct 30, 2013 10:29 AM
394	80525	Oct 30, 2013 10:18 AM
395	80524	Oct 30, 2013 10:14 AM
396	80525	Oct 30, 2013 10:08 AM
397	80526	Oct 30, 2013 10:07 AM
398	80525	Oct 30, 2013 9:58 AM
399	80526	Oct 30, 2013 9:46 AM
400	80521	Oct 30, 2013 9:38 AM
401	80521	Oct 30, 2013 9:33 AM
402	80526	Oct 30, 2013 9:11 AM
403	80525	Oct 30, 2013 9:11 AM
404	80526	Oct 30, 2013 9:05 AM
405	80525	Oct 30, 2013 9:05 AM

Page 11, Q31. What is your zip code in Fort Collins?

406	80528	Oct 30, 2013 9:03 AM
407	80521	Oct 30, 2013 8:57 AM
408	80521	Oct 30, 2013 8:57 AM
409	80525	Oct 30, 2013 8:56 AM
410	80524	Oct 30, 2013 8:56 AM
411	80525	Oct 30, 2013 8:54 AM
412	80525	Oct 30, 2013 8:53 AM
413	80525	Oct 30, 2013 8:50 AM
414	80526	Oct 30, 2013 8:49 AM
415	80526	Oct 30, 2013 8:42 AM
416	80521	Oct 30, 2013 8:41 AM
417	80526	Oct 30, 2013 8:13 AM
418	80525	Oct 30, 2013 7:59 AM
419	80521	Oct 30, 2013 7:54 AM
420	80526	Oct 30, 2013 7:54 AM
421	80526	Oct 30, 2013 7:50 AM
422	80528	Oct 30, 2013 7:50 AM
423	80525	Oct 30, 2013 7:41 AM
424	80521	Oct 30, 2013 7:36 AM
425	80524	Oct 30, 2013 7:34 AM
426	80526	Oct 30, 2013 7:34 AM
427	80525	Oct 30, 2013 7:32 AM
428	80526	Oct 30, 2013 7:28 AM
429	80526	Oct 30, 2013 7:21 AM
430	80525	Oct 30, 2013 7:18 AM
431	80524	Oct 30, 2013 7:10 AM
432	80521	Oct 30, 2013 7:05 AM

Page 11, Q31. What is your zip code in Fort Collins?

433	80521	Oct 30, 2013 6:57 AM
434	80525	Oct 30, 2013 6:57 AM
435	80524	Oct 30, 2013 6:49 AM
436	80521	Oct 30, 2013 6:48 AM
437	80521	Oct 30, 2013 6:48 AM
438	80526	Oct 30, 2013 6:46 AM
439	80526	Oct 30, 2013 6:44 AM
440	80526	Oct 30, 2013 6:38 AM
441	80524	Oct 30, 2013 6:32 AM
442	80525	Oct 30, 2013 6:32 AM
443	80525	Oct 30, 2013 6:32 AM
444	80525	Oct 30, 2013 6:17 AM
445	80528	Oct 30, 2013 6:16 AM
446	80526	Oct 30, 2013 6:15 AM
447	80528	Oct 30, 2013 6:06 AM
448	80521	Oct 30, 2013 6:03 AM
449	80525	Oct 30, 2013 6:03 AM
450	80525	Oct 30, 2013 6:03 AM
451	80526	Oct 30, 2013 5:59 AM
452	80528	Oct 30, 2013 5:57 AM
453	80528	Oct 30, 2013 5:46 AM
454	80525	Oct 30, 2013 5:44 AM
455	80528	Oct 30, 2013 5:40 AM
456	80525	Oct 30, 2013 5:38 AM
457	80526	Oct 30, 2013 5:33 AM
458	80525	Oct 30, 2013 5:30 AM
459	80525	Oct 30, 2013 5:27 AM

Page 11, Q31. What is your zip code in Fort Collins?

460	80526	Oct 30, 2013 5:26 AM
461	80526	Oct 30, 2013 5:24 AM
462	80550	Oct 30, 2013 5:23 AM
463	80524	Oct 30, 2013 5:11 AM
464	80521	Oct 30, 2013 5:09 AM
465	80526	Oct 30, 2013 5:01 AM
466	80525	Oct 30, 2013 5:00 AM
467	80537	Oct 30, 2013 4:50 AM
468	80526	Oct 30, 2013 4:41 AM
469	80526	Oct 30, 2013 4:36 AM
470	80521	Oct 30, 2013 4:30 AM
471	80526	Oct 30, 2013 4:26 AM
472	80521	Oct 30, 2013 4:21 AM
473	80525	Oct 30, 2013 4:13 AM
474	80526	Oct 30, 2013 3:40 AM
475	80525	Oct 30, 2013 2:35 AM
476	80525	Oct 30, 2013 2:34 AM
477	80525	Oct 29, 2013 10:29 PM
478	80525	Oct 29, 2013 10:18 PM
479	80526	Oct 29, 2013 9:43 PM
480	80521	Oct 29, 2013 9:29 PM
481	80524	Oct 29, 2013 9:26 PM
482	80525	Oct 29, 2013 9:20 PM
483	80526	Oct 29, 2013 9:08 PM
484	80525	Oct 29, 2013 8:41 PM
485	80521	Oct 29, 2013 8:40 PM
486	80524	Oct 29, 2013 8:39 PM

Page 11, Q31. What is your zip code in Fort Collins?

487	80525	Oct 29, 2013 8:39 PM
488	80525	Oct 29, 2013 8:37 PM
489	80524	Oct 29, 2013 8:19 PM
490	80525	Oct 29, 2013 8:06 PM
491	80524	Oct 29, 2013 8:01 PM
492	80521	Oct 29, 2013 7:57 PM
493	80526	Oct 29, 2013 7:55 PM
494	80526	Oct 29, 2013 7:54 PM
495	80525	Oct 29, 2013 7:36 PM
496	80525	Oct 29, 2013 7:34 PM
497	80526	Oct 29, 2013 7:30 PM
498	80525	Oct 29, 2013 7:30 PM
499	80525	Oct 29, 2013 7:22 PM
500	80525	Oct 29, 2013 7:18 PM
501	80526	Oct 29, 2013 7:15 PM
502	80525	Oct 29, 2013 7:13 PM
503	80524	Oct 29, 2013 7:12 PM
504	80526	Oct 29, 2013 7:10 PM
505	80528	Oct 29, 2013 7:09 PM
506	80525	Oct 29, 2013 7:04 PM
507	80525	Oct 29, 2013 6:59 PM
508	80524	Oct 29, 2013 6:57 PM
509	80525	Oct 29, 2013 6:55 PM
510	80525	Oct 29, 2013 6:51 PM
511	80525	Oct 29, 2013 6:43 PM
512	80521	Oct 29, 2013 6:41 PM
513	80525	Oct 29, 2013 6:39 PM

Page 11, Q31. What is your zip code in Fort Collins?

514	80526	Oct 29, 2013 6:39 PM
515	80521	Oct 29, 2013 6:38 PM
516	80526	Oct 29, 2013 6:36 PM
517	80524	Oct 29, 2013 6:34 PM
518	80525	Oct 29, 2013 6:31 PM
519	80525	Oct 29, 2013 6:30 PM
520	80525	Oct 29, 2013 6:30 PM
521	80528	Oct 29, 2013 6:26 PM
522	80525	Oct 29, 2013 6:26 PM
523	80525	Oct 29, 2013 6:16 PM
524	80521	Oct 29, 2013 6:06 PM
525	80525	Oct 29, 2013 6:06 PM
526	80525	Oct 29, 2013 6:06 PM
527	80525	Oct 29, 2013 6:05 PM
528	80521	Oct 29, 2013 6:03 PM
529	80525	Oct 29, 2013 6:02 PM
530	80525	Oct 29, 2013 5:54 PM
531	80525	Oct 29, 2013 5:52 PM
532	80528	Oct 29, 2013 5:48 PM
533	80524	Oct 29, 2013 5:41 PM
534	80526	Oct 29, 2013 5:37 PM
535	80524	Oct 29, 2013 5:37 PM
536	80525	Oct 29, 2013 5:29 PM
537	80521	Oct 29, 2013 5:22 PM
538	80521	Oct 29, 2013 5:21 PM
539	80528	Oct 29, 2013 5:19 PM
540	80526	Oct 29, 2013 5:17 PM

Page 11, Q31. What is your zip code in Fort Collins?

541	80525	Oct 29, 2013 5:15 PM
542	80524	Oct 29, 2013 5:14 PM
543	80525	Oct 29, 2013 5:07 PM
544	80525	Oct 29, 2013 5:04 PM
545	80526	Oct 29, 2013 5:03 PM
546	80526	Oct 29, 2013 5:02 PM
547	80524	Oct 29, 2013 5:01 PM
548	80528	Oct 29, 2013 5:01 PM
549	80525	Oct 29, 2013 5:01 PM
550	80525	Oct 29, 2013 5:01 PM
551	80521	Oct 29, 2013 4:59 PM
552	80525	Oct 29, 2013 4:58 PM
553	80525	Oct 29, 2013 4:57 PM
554	80528	Oct 29, 2013 4:57 PM
555	80525	Oct 29, 2013 4:53 PM
556	80521	Oct 29, 2013 4:52 PM
557	80525	Oct 29, 2013 4:51 PM
558	80528	Oct 29, 2013 4:47 PM
559	80528	Oct 29, 2013 4:47 PM
560	80524	Oct 29, 2013 4:46 PM
561	80524	Oct 29, 2013 4:46 PM
562	80525	Oct 29, 2013 4:44 PM
563	80525	Oct 29, 2013 4:42 PM
564	80525	Oct 29, 2013 4:42 PM
565	80526	Oct 29, 2013 4:36 PM
566	80526	Oct 29, 2013 4:33 PM
567	80526	Oct 29, 2013 4:32 PM

Page 11, Q31. What is your zip code in Fort Collins?

568	80526	Oct 29, 2013 4:29 PM
569	80528	Oct 29, 2013 4:26 PM
570	80525	Oct 29, 2013 4:26 PM
571	80525	Oct 29, 2013 4:26 PM
572	80521	Oct 29, 2013 4:23 PM
573	80521	Oct 29, 2013 4:23 PM
574	80528	Oct 29, 2013 4:21 PM
575	80526	Oct 29, 2013 4:20 PM
576	80525	Oct 29, 2013 4:18 PM
577	80521	Oct 29, 2013 4:17 PM
578	80526	Oct 29, 2013 4:15 PM
579	80526	Oct 29, 2013 4:13 PM
580	80528	Oct 29, 2013 4:12 PM
581	80525	Oct 29, 2013 4:09 PM
582	80524	Oct 29, 2013 4:07 PM
583	80525	Oct 29, 2013 4:06 PM
584	80525	Oct 29, 2013 3:59 PM
585	80526	Oct 29, 2013 3:58 PM
586	80525	Oct 29, 2013 3:58 PM
587	80524	Oct 29, 2013 3:57 PM
588	80526	Oct 29, 2013 3:56 PM
589	80526	Oct 29, 2013 3:54 PM
590	80524	Oct 29, 2013 3:54 PM
591	80526	Oct 29, 2013 3:53 PM
592	80521	Oct 29, 2013 3:49 PM
593	80528	Oct 29, 2013 3:49 PM
594	80524	Oct 29, 2013 3:47 PM

Page 11, Q31. What is your zip code in Fort Collins?

595	80521	Oct 29, 2013 3:47 PM
596	80525	Oct 29, 2013 3:46 PM
597	80524	Oct 29, 2013 3:46 PM
598	80525	Oct 29, 2013 3:44 PM
599	80525	Oct 29, 2013 3:43 PM
600	80526	Oct 29, 2013 3:43 PM
601	80526	Oct 29, 2013 3:42 PM
602	80526	Oct 29, 2013 3:41 PM
603	80521	Oct 29, 2013 3:41 PM
604	80525	Oct 29, 2013 3:41 PM
605	80525	Oct 29, 2013 3:40 PM
606	80525	Oct 29, 2013 3:39 PM
607	80525	Oct 29, 2013 3:36 PM
608	80525	Oct 29, 2013 3:36 PM
609	80526	Oct 29, 2013 3:34 PM
610	80528	Oct 29, 2013 3:34 PM
611	80525	Oct 29, 2013 3:33 PM
612	80525	Oct 29, 2013 3:32 PM
613	80525	Oct 29, 2013 3:32 PM
614	80524	Oct 29, 2013 3:31 PM
615	80521	Oct 29, 2013 3:31 PM
616	80526	Oct 29, 2013 3:30 PM
617	80526	Oct 29, 2013 3:27 PM
618	80526	Oct 29, 2013 3:24 PM
619	80521	Oct 29, 2013 3:19 PM
620	80526	Oct 29, 2013 3:15 PM
621	80525	Oct 29, 2013 3:13 PM

Page 11, Q31. What is your zip code in Fort Collins?

622	80526	Oct 29, 2013 3:11 PM
623	80526	Oct 29, 2013 2:57 PM
624	80550	Oct 29, 2013 2:56 PM
625	80525	Oct 29, 2013 2:54 PM
626	80521	Oct 29, 2013 2:50 PM
627	80525	Oct 29, 2013 2:50 PM
628	80526	Oct 29, 2013 2:47 PM
629	80526	Oct 29, 2013 2:41 PM
630	80525	Oct 29, 2013 2:39 PM
631	80521	Oct 29, 2013 2:37 PM
632	80526	Oct 29, 2013 2:36 PM
633	80526	Oct 29, 2013 2:32 PM
634	80526	Oct 29, 2013 2:28 PM
635	80524	Oct 29, 2013 2:26 PM
636	80526	Oct 29, 2013 2:25 PM
637	80525	Oct 29, 2013 2:25 PM
638	80521	Oct 29, 2013 2:22 PM
639	80525	Oct 29, 2013 2:16 PM
640	80526	Oct 29, 2013 2:14 PM
641	80525	Oct 29, 2013 2:13 PM
642	80521	Oct 29, 2013 2:12 PM
643	80525	Oct 29, 2013 2:11 PM
644	80526	Oct 29, 2013 2:08 PM
645	80521	Oct 29, 2013 2:06 PM
646	80526	Oct 29, 2013 1:57 PM
647	80521	Oct 29, 2013 1:55 PM
648	80528	Oct 29, 2013 1:46 PM

Page 11, Q31. What is your zip code in Fort Collins?

649	80521	Oct 29, 2013 12:55 PM
650	80526	Oct 29, 2013 12:39 PM
651	80521	Oct 29, 2013 12:35 PM
652	80528	Oct 29, 2013 11:13 AM
653	80525	Oct 29, 2013 10:46 AM
654	80521	Oct 29, 2013 10:43 AM
655	80521	Oct 29, 2013 10:06 AM
656	80524	Oct 29, 2013 9:56 AM
657	80526	Oct 29, 2013 9:47 AM
658	80526	Oct 29, 2013 9:45 AM
659	80526	Oct 29, 2013 9:21 AM
660	80521	Oct 29, 2013 9:07 AM
661	80528	Oct 29, 2013 9:05 AM
662	80521	Oct 29, 2013 8:24 AM
663	80526	Oct 29, 2013 8:17 AM
664	80521	Oct 29, 2013 8:12 AM
665	80521	Oct 29, 2013 6:31 AM
666	80528	Oct 29, 2013 4:04 AM
667	80525	Oct 28, 2013 8:53 PM
668	80521	Oct 28, 2013 8:22 PM
669	80526	Oct 28, 2013 8:01 PM
670	80521	Oct 28, 2013 7:20 PM
671	80524	Oct 28, 2013 6:59 PM
672	80521	Oct 28, 2013 6:57 PM
673	80526	Oct 28, 2013 6:49 PM
674	80526	Oct 28, 2013 6:48 PM
675	80525	Oct 28, 2013 6:47 PM

Page 11, Q31. What is your zip code in Fort Collins?

676	80524	Oct 28, 2013 6:32 PM
677	80528	Oct 28, 2013 6:31 PM
678	80521	Oct 28, 2013 6:24 PM
679	80526	Oct 28, 2013 6:12 PM
680	80525	Oct 28, 2013 5:59 PM
681	80526	Oct 28, 2013 5:56 PM
682	80521	Oct 28, 2013 5:32 PM
683	80526	Oct 28, 2013 5:26 PM
684	80525	Oct 28, 2013 5:19 PM
685	80528	Oct 28, 2013 5:00 PM
686	80525	Oct 28, 2013 4:47 PM
687	80526	Oct 28, 2013 4:15 PM
688	80525	Oct 28, 2013 4:13 PM
689	80521	Oct 28, 2013 4:00 PM
690	80528	Oct 28, 2013 3:57 PM
691	80524	Oct 28, 2013 3:55 PM
692	80521	Oct 28, 2013 3:51 PM
693	80525	Oct 28, 2013 3:45 PM
694	80524	Oct 28, 2013 3:41 PM
695	80524	Oct 28, 2013 3:38 PM
696	80524	Oct 28, 2013 3:33 PM
697	80526	Oct 28, 2013 3:28 PM
698	80521	Oct 28, 2013 3:26 PM
699	80524	Oct 28, 2013 3:23 PM
700	80525	Oct 28, 2013 3:21 PM
701	80525	Oct 28, 2013 3:16 PM
702	80526	Oct 28, 2013 3:08 PM

Page 11, Q31. What is your zip code in Fort Collins?

703	80526	Oct 28, 2013 3:07 PM
704	80521	Oct 28, 2013 3:06 PM
705	80524	Oct 28, 2013 3:03 PM
706	80526	Oct 28, 2013 3:03 PM
707	80526	Oct 28, 2013 3:02 PM
708	80524	Oct 28, 2013 2:50 PM
709	80526	Oct 28, 2013 2:50 PM
710	80526	Oct 28, 2013 2:44 PM
711	80526	Oct 28, 2013 2:40 PM
712	80525	Oct 28, 2013 2:37 PM
713	80525	Oct 28, 2013 2:37 PM
714	80521	Oct 28, 2013 2:36 PM
715	80524	Oct 28, 2013 2:35 PM
716	80521	Oct 28, 2013 2:35 PM
717	80526	Oct 28, 2013 2:32 PM
718	80526	Oct 28, 2013 2:30 PM
719	80526	Oct 28, 2013 2:25 PM
720	80521	Oct 28, 2013 2:24 PM
721	80521	Oct 28, 2013 2:21 PM
722	80525	Oct 28, 2013 2:21 PM
723	80526	Oct 28, 2013 2:18 PM
724	80524	Oct 28, 2013 2:17 PM
725	80526	Oct 28, 2013 2:17 PM
726	80525	Oct 28, 2013 2:17 PM
727	80526	Oct 28, 2013 2:16 PM
728	80521	Oct 28, 2013 2:15 PM
729	80525	Oct 28, 2013 2:15 PM

Page 11, Q31. What is your zip code in Fort Collins?

730	80525	Oct 28, 2013 2:14 PM
731	80534	Oct 28, 2013 2:14 PM
732	80525	Oct 28, 2013 2:13 PM
733	80525	Oct 28, 2013 2:13 PM
734	80521	Oct 28, 2013 2:12 PM
735	80525	Oct 28, 2013 2:12 PM
736	80526	Oct 28, 2013 2:11 PM
737	80525	Oct 28, 2013 2:06 PM
738	80525	Oct 28, 2013 2:06 PM
739	80521	Oct 28, 2013 2:06 PM
740	80526	Oct 28, 2013 2:05 PM
741	80521	Oct 28, 2013 2:04 PM
742	80524	Oct 28, 2013 2:01 PM
743	80524	Oct 28, 2013 2:01 PM
744	80521	Oct 28, 2013 2:00 PM
745	80526	Oct 28, 2013 2:00 PM
746	80524	Oct 28, 2013 1:58 PM
747	80526	Oct 28, 2013 1:14 PM

Page 11, Q32. Sex?

1	spayed LOL!	Nov 27, 2013 9:01 AM
2	yes	Nov 20, 2013 10:33 AM
3	The question should be "Gender?"	Oct 31, 2013 7:19 AM
4	why	Oct 30, 2013 6:00 PM
5	should not be asked	Oct 29, 2013 6:38 PM
6	WHAT?? IS THERE ANOTHER SEX?	Oct 29, 2013 2:08 PM

Page 11, Q35. Highest grade level completed?

1	PhD	Dec 5, 2013 7:50 PM
2	Masters	Nov 20, 2013 10:53 AM
3	MD	Nov 4, 2013 7:29 PM
4	why	Oct 30, 2013 6:00 PM
5	and post in math, physics, actuarial	Oct 30, 2013 4:50 PM
6	UK Technical College	Oct 30, 2013 7:50 AM
7	in college currently	Oct 29, 2013 10:29 PM
8	Plus trade school	Oct 29, 2013 7:09 PM

Page 11, Q36. Race (optional)

1	White	Dec 28, 2013 1:24 PM
2	Ca	Dec 23, 2013 2:48 PM
3	white	Dec 20, 2013 2:42 PM
4	White	Dec 19, 2013 1:56 PM
5	White	Dec 12, 2013 12:26 PM
6	White	Dec 12, 2013 12:14 PM
7	White	Dec 5, 2013 7:50 PM
8	Caucasian	Dec 5, 2013 8:07 AM
9	white	Dec 4, 2013 3:04 PM
10	white	Nov 30, 2013 9:19 AM
11	Honky	Nov 27, 2013 9:01 AM
12	white caucasian	Nov 23, 2013 8:47 AM
13	White	Nov 20, 2013 10:36 AM
14	Western European/Caucasian	Nov 20, 2013 7:20 AM
15	white	Nov 19, 2013 11:49 AM
16	Caucasian	Nov 19, 2013 10:35 AM
17	White	Nov 18, 2013 12:53 PM
18	caucasian	Nov 18, 2013 10:56 AM
19	caucasian	Nov 18, 2013 10:25 AM
20	Two or more races	Nov 15, 2013 2:18 PM
21	white	Nov 13, 2013 2:51 PM
22	white	Nov 13, 2013 8:18 AM
23	Caucasian	Nov 13, 2013 4:38 AM
24	white	Nov 12, 2013 1:14 PM
25	Caucasian/Hispanic/African-American	Nov 12, 2013 8:24 AM
26	White	Nov 12, 2013 8:17 AM
27	Caucasian	Nov 12, 2013 7:52 AM

Page 11, Q36. Race (optional)

28	White	Nov 12, 2013 7:49 AM
29	white	Nov 12, 2013 7:42 AM
30	caucasian	Nov 12, 2013 7:37 AM
31	White	Nov 12, 2013 7:32 AM
32	White	Nov 12, 2013 7:30 AM
33	W	Nov 12, 2013 7:25 AM
34	hispanic	Nov 12, 2013 5:26 AM
35	White	Nov 11, 2013 4:23 PM
36	White	Nov 9, 2013 10:44 AM
37	White	Nov 9, 2013 12:11 AM
38	white, latino	Nov 7, 2013 7:44 PM
39	White	Nov 7, 2013 1:56 PM
40	white	Nov 7, 2013 1:42 PM
41	white	Nov 7, 2013 10:13 AM
42	White	Nov 6, 2013 4:06 PM
43	Caucasian	Nov 6, 2013 9:37 AM
44	white	Nov 5, 2013 7:26 PM
45	White	Nov 5, 2013 2:09 PM
46	White	Nov 5, 2013 1:53 PM
47	Caucasian	Nov 5, 2013 1:06 PM
48	Caucasian	Nov 5, 2013 7:43 AM
49	White	Nov 4, 2013 11:53 PM
50	Korean	Nov 4, 2013 7:29 PM
51	Caucasian	Nov 4, 2013 7:15 PM
52	Hispanic	Nov 4, 2013 6:56 PM
53	white	Nov 4, 2013 5:48 PM
54	Anglo/Polynesian	Nov 4, 2013 5:01 PM

Page 11, Q36. Race (optional)

55	White	Nov 4, 2013 3:20 PM
56	White	Nov 4, 2013 3:03 PM
57	White	Nov 4, 2013 3:03 PM
58	white	Nov 4, 2013 1:28 AM
59	white	Nov 3, 2013 7:49 PM
60	caucasian	Nov 3, 2013 5:47 PM
61	white	Nov 3, 2013 5:29 PM
62	White	Nov 3, 2013 4:11 PM
63	Caucasian	Nov 2, 2013 11:40 AM
64	cauc	Nov 1, 2013 11:30 AM
65	white	Nov 1, 2013 11:25 AM
66	African American/Caucasian	Nov 1, 2013 11:09 AM
67	white	Nov 1, 2013 11:03 AM
68	White	Oct 31, 2013 6:07 PM
69	Caucasian	Oct 31, 2013 4:25 PM
70	White	Oct 31, 2013 2:51 PM
71	cauc	Oct 31, 2013 1:08 PM
72	American	Oct 31, 2013 8:35 AM
73	White	Oct 31, 2013 7:19 AM
74	White	Oct 31, 2013 7:00 AM
75	white	Oct 31, 2013 6:46 AM
76	white	Oct 31, 2013 6:44 AM
77	White	Oct 31, 2013 12:41 AM
78	caucasian	Oct 30, 2013 10:21 PM
79	White	Oct 30, 2013 9:51 PM
80	White	Oct 30, 2013 8:11 PM
81	White	Oct 30, 2013 6:16 PM

Page 11, Q36. Race (optional)

82	White	Oct 30, 2013 3:17 PM
83	Hispanic	Oct 30, 2013 1:21 PM
84	white	Oct 30, 2013 1:14 PM
85	White	Oct 30, 2013 12:46 PM
86	White	Oct 30, 2013 12:06 PM
87	white	Oct 30, 2013 11:24 AM
88	White	Oct 30, 2013 10:18 AM
89	caucasian	Oct 30, 2013 9:11 AM
90	white	Oct 30, 2013 9:05 AM
91	White	Oct 30, 2013 9:03 AM
92	white	Oct 30, 2013 8:56 AM
93	caucasian	Oct 30, 2013 8:56 AM
94	White	Oct 30, 2013 8:50 AM
95	yes	Oct 30, 2013 8:41 AM
96	NATIVE AMERICAN INDIAN	Oct 30, 2013 7:59 AM
97	White	Oct 30, 2013 7:36 AM
98	White	Oct 30, 2013 7:34 AM
99	white	Oct 30, 2013 6:44 AM
100	White	Oct 30, 2013 6:32 AM
101	Caucasian	Oct 30, 2013 6:17 AM
102	white	Oct 30, 2013 6:03 AM
103	White	Oct 30, 2013 6:03 AM
104	White	Oct 30, 2013 5:57 AM
105	white	Oct 30, 2013 5:23 AM
106	Caucasian	Oct 30, 2013 5:11 AM
107	White	Oct 30, 2013 5:00 AM
108	Caucasian	Oct 30, 2013 4:21 AM

Page 11, Q36. Race (optional)

109	White	Oct 30, 2013 3:40 AM
110	white	Oct 29, 2013 9:29 PM
111	White	Oct 29, 2013 9:08 PM
112	white & Native American	Oct 29, 2013 8:39 PM
113	Chinese	Oct 29, 2013 8:37 PM
114	black	Oct 29, 2013 7:18 PM
115	white	Oct 29, 2013 7:12 PM
116	Native American / White	Oct 29, 2013 6:43 PM
117	Whitey	Oct 29, 2013 6:41 PM
118	Should not be asked	Oct 29, 2013 6:38 PM
119	White	Oct 29, 2013 6:30 PM
120	Black	Oct 29, 2013 6:26 PM
121	White	Oct 29, 2013 5:21 PM
122	Caucasian	Oct 29, 2013 5:03 PM
123	White	Oct 29, 2013 5:02 PM
124	white	Oct 29, 2013 5:01 PM
125	woman white, man black	Oct 29, 2013 4:57 PM
126	White	Oct 29, 2013 4:52 PM
127	White	Oct 29, 2013 4:47 PM
128	Caucasian	Oct 29, 2013 4:44 PM
129	White	Oct 29, 2013 4:42 PM
130	Hispanic	Oct 29, 2013 4:32 PM
131	White	Oct 29, 2013 4:26 PM
132	w	Oct 29, 2013 4:23 PM
133	White	Oct 29, 2013 4:15 PM
134	White	Oct 29, 2013 4:12 PM
135	white	Oct 29, 2013 4:07 PM

Page 11, Q36. Race (optional)

136	White	Oct 29, 2013 3:53 PM
137	white	Oct 29, 2013 3:47 PM
138	Hispanic	Oct 29, 2013 3:43 PM
139	Hispanic	Oct 29, 2013 3:41 PM
140	white	Oct 29, 2013 3:41 PM
141	White	Oct 29, 2013 3:33 PM
142	caucasian	Oct 29, 2013 3:32 PM
143	White	Oct 29, 2013 3:32 PM
144	5k	Oct 29, 2013 3:31 PM
145	White	Oct 29, 2013 2:57 PM
146	White	Oct 29, 2013 2:32 PM
147	White	Oct 29, 2013 2:28 PM
148	white	Oct 29, 2013 2:25 PM
149	AMERICAN, WHITE	Oct 29, 2013 2:08 PM
150	White	Oct 29, 2013 1:46 PM
151	white	Oct 29, 2013 12:39 PM
152	Mexican American	Oct 29, 2013 12:35 PM
153	Chicana	Oct 29, 2013 9:56 AM
154	white	Oct 29, 2013 9:47 AM
155	White	Oct 29, 2013 9:21 AM
156	white	Oct 29, 2013 9:05 AM
157	Caucasian	Oct 28, 2013 8:53 PM
158	White/Caucasian	Oct 28, 2013 7:20 PM
159	Caucasian	Oct 28, 2013 5:32 PM
160	Caucasian	Oct 28, 2013 4:15 PM
161	Caucasian	Oct 28, 2013 3:26 PM
162	caucasian	Oct 28, 2013 2:50 PM

Page 11, Q36. Race (optional)

163	caucasian	Oct 28, 2013 2:06 PM
164	white	Oct 28, 2013 2:04 PM
165	WHITE	Oct 28, 2013 2:01 PM
166	Native American, White	Oct 28, 2013 2:00 PM
167	wasp	Oct 28, 2013 1:58 PM

Page 11, Q37. Household Income (optional)

1	65,000	Dec 24, 2013 12:40 PM
2	\$90,000 year	Dec 23, 2013 2:48 PM
3	100,000	Dec 20, 2013 2:42 PM
4	40000	Dec 19, 2013 1:56 PM
5	75,000.00	Dec 12, 2013 12:26 PM
6	100,000	Dec 12, 2013 12:14 PM
7	100,000	Dec 5, 2013 7:50 PM
8	\$75-80k	Dec 5, 2013 9:59 AM
9	100,000	Dec 4, 2013 3:04 PM
10	210,000	Dec 4, 2013 1:47 PM
11	100000	Nov 30, 2013 9:19 AM
12	26000	Nov 23, 2013 8:47 AM
13	200000	Nov 20, 2013 10:36 AM
14	85000	Nov 20, 2013 7:20 AM
15	\$130,000	Nov 19, 2013 11:49 AM
16	over 400,000	Nov 19, 2013 9:48 AM
17	20,000	Nov 18, 2013 12:53 PM
18	50,000	Nov 18, 2013 10:56 AM
19	40,000	Nov 15, 2013 2:18 PM
20	\$40,000	Nov 13, 2013 2:51 PM
21	38500	Nov 12, 2013 1:14 PM
22	50,000	Nov 12, 2013 8:29 AM
23	40,000.00	Nov 12, 2013 8:24 AM
24	90000	Nov 12, 2013 8:17 AM
25	135,000.00	Nov 12, 2013 7:52 AM
26	145000	Nov 12, 2013 7:49 AM
27	70,000	Nov 12, 2013 7:37 AM

Page 11, Q37. Household Income (optional)

28	100,000K	Nov 12, 2013 7:37 AM
29	300,000	Nov 12, 2013 7:35 AM
30	~90K/year	Nov 12, 2013 7:32 AM
31	90,000	Nov 12, 2013 7:30 AM
32	\$120,000	Nov 12, 2013 7:25 AM
33	\$75000	Nov 12, 2013 7:19 AM
34	35,000	Nov 12, 2013 5:26 AM
35	\$130,000	Nov 9, 2013 10:44 AM
36	\$30,000	Nov 7, 2013 7:44 PM
37	\$30,000	Nov 7, 2013 7:42 PM
38	85000	Nov 7, 2013 11:01 AM
39	25,000	Nov 7, 2013 10:13 AM
40	45000	Nov 6, 2013 4:06 PM
41	65,000	Nov 6, 2013 9:37 AM
42	65000	Nov 6, 2013 9:24 AM
43	15,000	Nov 5, 2013 7:26 PM
44	60k annually	Nov 5, 2013 2:09 PM
45	75000	Nov 5, 2013 1:53 PM
46	50000	Nov 5, 2013 1:06 PM
47	200k	Nov 5, 2013 7:21 AM
48	30,000	Nov 4, 2013 11:53 PM
49	\$824 a month	Nov 4, 2013 6:56 PM
50	<25,000	Nov 4, 2013 5:14 PM
51	90,000	Nov 4, 2013 5:01 PM
52	25000.00	Nov 4, 2013 4:00 PM
53	80K	Nov 4, 2013 3:03 PM
54	\$125,000	Nov 4, 2013 3:03 PM

Page 11, Q37. Household Income (optional)

55	709.00 monthly	Nov 4, 2013 1:28 AM
56	15000	Nov 3, 2013 5:47 PM
57	retired +/- \$50,000	Nov 3, 2013 5:29 PM
58	165,000	Nov 1, 2013 11:30 AM
59	75K	Nov 1, 2013 11:09 AM
60	50000	Nov 1, 2013 11:03 AM
61	100k +	Oct 31, 2013 8:04 PM
62	\$55,000/year	Oct 31, 2013 6:07 PM
63	70k/yr	Oct 31, 2013 2:51 PM
64	\$150,000	Oct 31, 2013 12:39 PM
65	\$95,000	Oct 31, 2013 7:19 AM
66	26000	Oct 31, 2013 6:44 AM
67	0-20,000	Oct 31, 2013 12:41 AM
68	120,000	Oct 30, 2013 10:21 PM
69	\$100,000 annually	Oct 30, 2013 9:51 PM
70	50,000	Oct 30, 2013 8:11 PM
71	75k+	Oct 30, 2013 6:16 PM
72	55,000	Oct 30, 2013 3:17 PM
73	60,000	Oct 30, 2013 1:21 PM
74	60000	Oct 30, 2013 12:46 PM
75	250000	Oct 30, 2013 11:24 AM
76	120k	Oct 30, 2013 9:11 AM
77	1300.00 a month	Oct 30, 2013 8:56 AM
78	\$150000	Oct 30, 2013 8:56 AM
79	70K	Oct 30, 2013 8:50 AM
80	200,000	Oct 30, 2013 8:41 AM
81	18,000	Oct 30, 2013 7:59 AM

Page 11, Q37. Household Income (optional)

82	65000	Oct 30, 2013 7:36 AM
83	85,000.00 per year	Oct 30, 2013 7:34 AM
84	250k+	Oct 30, 2013 7:28 AM
85	\$110,000	Oct 30, 2013 6:44 AM
86	\$40,000	Oct 30, 2013 6:32 AM
87	135000	Oct 30, 2013 6:17 AM
88	\$30,000	Oct 30, 2013 6:03 AM
89	100,000	Oct 30, 2013 6:03 AM
90	\$80,000	Oct 30, 2013 5:57 AM
91	300K	Oct 30, 2013 5:23 AM
92	60000	Oct 30, 2013 5:11 AM
93	102000	Oct 30, 2013 5:00 AM
94	200k	Oct 30, 2013 4:30 AM
95	Retired	Oct 30, 2013 3:40 AM
96	60K	Oct 29, 2013 9:29 PM
97	50,000	Oct 29, 2013 9:08 PM
98	60000	Oct 29, 2013 8:40 PM
99	79,000	Oct 29, 2013 8:39 PM
100	140000	Oct 29, 2013 8:37 PM
101	\$130000	Oct 29, 2013 8:06 PM
102	70000	Oct 29, 2013 7:12 PM
103	> \$100,000	Oct 29, 2013 6:59 PM
104	\$65,000	Oct 29, 2013 6:43 PM
105	higher than the city average	Oct 29, 2013 6:41 PM
106	130000	Oct 29, 2013 6:30 PM
107	140,000	Oct 29, 2013 6:26 PM
108	250000	Oct 29, 2013 6:06 PM

Page 11, Q37. Household Income (optional)

109	\$55000	Oct 29, 2013 5:03 PM
110	\$60K	Oct 29, 2013 5:02 PM
111	40,000	Oct 29, 2013 5:01 PM
112	120000	Oct 29, 2013 4:59 PM
113	110K	Oct 29, 2013 4:57 PM
114	85000	Oct 29, 2013 4:52 PM
115	100K/yr	Oct 29, 2013 4:47 PM
116	\$16000	Oct 29, 2013 4:44 PM
117	100, 000	Oct 29, 2013 4:42 PM
118	35k	Oct 29, 2013 4:26 PM
119	35000	Oct 29, 2013 4:26 PM
120	198K	Oct 29, 2013 4:23 PM
121	100,000	Oct 29, 2013 4:18 PM
122	\$110,000	Oct 29, 2013 4:15 PM
123	300,000	Oct 29, 2013 4:12 PM
124	140k	Oct 29, 2013 3:47 PM
125	88000	Oct 29, 2013 3:46 PM
126	32000	Oct 29, 2013 3:41 PM
127	65000	Oct 29, 2013 3:33 PM
128	<75,000	Oct 29, 2013 3:32 PM
129	Lots	Oct 29, 2013 3:32 PM
130	Donut	Oct 29, 2013 3:31 PM
131	35K annually	Oct 29, 2013 2:57 PM
132	130,000	Oct 29, 2013 2:28 PM
133	100000	Oct 29, 2013 2:25 PM
134	\$130,000	Oct 29, 2013 2:08 PM
135	\$63,000	Oct 29, 2013 1:46 PM

Page 11, Q37. Household Income (optional)

136	45,000	Oct 29, 2013 12:39 PM
137	50,000	Oct 29, 2013 12:35 PM
138	3000.00/mo	Oct 29, 2013 9:56 AM
139	\$42,000	Oct 29, 2013 9:21 AM
140	150k	Oct 29, 2013 9:05 AM
141	120,000	Oct 29, 2013 8:17 AM
142	Don't Know	Oct 28, 2013 7:20 PM
143	\$60000	Oct 28, 2013 4:00 PM
144	70K	Oct 28, 2013 3:26 PM
145	\$50,000 annually	Oct 28, 2013 2:50 PM
146	60000	Oct 28, 2013 2:35 PM
147	150000	Oct 28, 2013 2:17 PM
148	Over 60K/year	Oct 28, 2013 2:12 PM
149	\$90,000/year	Oct 28, 2013 2:06 PM
150	100k +/-	Oct 28, 2013 2:04 PM
151	\$100,000	Oct 28, 2013 2:00 PM
152	0	Oct 28, 2013 1:58 PM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

1	price way too high...they raised my bill without notice.	Dec 31, 2013 3:11 PM
2	Comcast is too expensive and offers poor customer service. Television channels should be offered a la carte. The city should provide high speed internet as a municipally owned utility.	Dec 30, 2013 8:33 PM
3	Comcast could, if it wanted to, allow customers to buy just as many channels as are contained in the "packages", except let the customers choose which channels the customers want to pay for and watch, instead of having to choose a package full of channels they don't watch just so that they can get the two or three channels they do want to watch. It's not due to limits on what Comcast is able to purchase from television station & program providers; it's about what Comcast is willing to buy from them for the least amount of expense on Comcast's part. \$112.00 a month is outrageous for basic digital tv service (no premium channels), basic landline (no long distance) service and basic internet (3 Mb/s) service.	Dec 29, 2013 2:42 PM
4	Give us more choices in cable companies - a monopoly like comcast makes it hard to shop around, unless you want to go with satellite.	Dec 29, 2013 2:17 PM
5	Ever year in the fall we have consistent problems with reliability of cable and internet. We have lived in other areas of the country and from personal experience, and current conversations with friends, the amount that we pay each month is extremely high. The city allows for competition in it's trash services - why not cable. We have grown weary of the continual rise in rates, and yet not a comparable rise in service. It is extremely frustrating that as a customer, my opinions do not matter because there is no one else to take my business to. South Park even made an episode on this. Perhaps it should be viewed before granting this application.	Dec 28, 2013 3:51 PM
6	It would be nice to have some competition in town to keep Comcast honest. They know that they have us over a barrel and can charge whatever they want and change things whenever they want. I have a friend that is a Comcast employee in Denver and I had to get in touch with him to get our problems resolved. It is bad when every time you call, you are dealing with being outsourced to another country. They do not always understand how things work and often give you incorrect information. If they cannot fix the problem, you get told that you will be contacted back the next day. That did not happen 3 times with one problem we were having this year alone.	Dec 28, 2013 3:19 PM
7	i refuse to give money to a monopoly.	Dec 27, 2013 8:22 AM
8	Clarity on their package options, HD channels a part of basic service. Much more transparency on all the extra rental fees that are required to receive service (rental costs, delivery costs, etc)	Dec 26, 2013 6:36 PM
9	I used to go with Comcast for internet but when they started encrypting their local channels (as they're allowed to by the FCC now) I put up an antenna for local channels and switched to Century Link for my internet. I'm surprised how much clearer the local channels come in via antenna and wish I would have switched sooner.	Dec 26, 2013 1:33 PM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

10	Unbundle cable channels. Please.	Dec 26, 2013 11:39 AM
11	I do like to watch public television and documentaries, such as Nova, Discovery, National Geographic, etc...	Dec 23, 2013 2:50 PM
12	For the most part, we have been very pleased with our Comcast services. We especially appreciate the wide selection of OnDemand programming that comes with our subscription service. The access to free OnDemand tv shows that we enjoy watching, as well as access to live football games from our favorite teams (Packers and Broncos) are the primary reason we have maintained our subscription.	Dec 21, 2013 6:16 AM
13	for what you get, cable is WAY too expensive.	Dec 20, 2013 2:42 PM
14	Support for issues related to internet outages are still not working. They need local support and help in America. They over seas reps have no clue what I'm talking about.	Dec 19, 2013 1:57 PM
15	There appears to be little respect for long term clients.	Dec 18, 2013 2:27 PM
16	I find dealing with Comcast over the nearly six months we have had their service - to be extremely frustrating and difficult. I feel the quality of their service, overall, is quite good. However, the customer service leaves so much to be desired I wish you would go to Cox. I really didn't like Cox all the years we had them in Nevada - however dealing with them was a piece of cake compared to Comcast. Comcast also bombards it's customers with mindless advertising on the email page and the page to get to the email. I don't see the point. I wish they would provide an obvious phone number to contact them with issues and do away with those ridiculous blogs consisting of people out there somewhere making their own complaints. I realize Comcast is owned by NBC - so they are probably completely out of touch with their everyday customers because they are just too big and when corporations get too big - they forget the everyday people who helped them get that big to begin with. I also dislike the implication in the monthly email bill that the customer is somehow not going to pay. First the bill comes, then a while later a "reminder" comes. I always wait to pay them until the very last day before the due date because the wording of their bills annoy me so much. All in all, Comcast does provide excellent quality with cable and internet - but the problem is the extreme difficulty in even finding a phone number to call them if there is a question. Comcast service is not cheap so I expect more. We are seriously considering switching to satellite at some point in the future if their customer service access doesn't improve substantially. Thank you.	Dec 18, 2013 11:56 AM
17	Internet speeds are constantly below what was advertised for my current package. Possibly due to the poor signal in my neighborhood.	Dec 12, 2013 12:28 PM
18	If there were any competition for Cable servies in Fort Collins, I would subscribe to the competition. This is mainly because of Comcast's extrememly poor customer service. i woudl also like to see Cable 14 broadcast in HD. Their signal quality looks and sounds like the are broadcasting back in the 1980s. Time for a much needed equipment upgrade!	Dec 11, 2013 10:26 AM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

19	An awful company. Their service is overpriced, and the quality was poor. The internet dropped for hours daily, and their technicians were rude and either unwilling or unable to help. After a full year of wrangling without getting the internet fixed, I dropped their service.	Dec 9, 2013 10:28 AM
20	Biggest issue is getting in touch with a rep to correct problems.	Dec 9, 2013 9:06 AM
21	We had Comcast for a number of years but were not satisfied with their customer service, price changes, etc. We do NOT believe they should have the franchise in Fort Collins without a serious overhaul of how they treat customers in an area in which they have a monopoly. As much as we hate having a physical dish on our house, we have moved to DirecTV - the prices have been better, the customer service is GREAT!! and they don't have a monopoly, so they appear to value their customers more than Comcast. We would go back to cable if we could get similar pricing and service. We're not sure what the alternative company would be, but we don't feel that Comcast is a good partner or representation of vendors for Fort Collins.	Dec 5, 2013 10:02 AM
22	Too pricey and annoying they have a monopoly here in Fort Collins!	Dec 5, 2013 10:01 AM
23	If there were another viable option, I would switch in a minute!	Dec 5, 2013 8:08 AM
24	Service is lousy. Was on the phone with them for 1 1/2 hours activating system - on hold periodically for at least an hour of that time. Talked to 4 different people - being transferred around - and two of them had such a heavy accent that I could not understand what they were saying. Finally had someone on the line that helped me to activate, but then the next day it was down again. Another hour on the phone, and again with someone I could not understand. They did not want to send someone out, as they said they could get it up and going without that. Hate to be rude to people that can't speak good english, but these people shouldn't have phone jobs, along with not knowing what they were doing.	Dec 4, 2013 3:09 PM
25	I wish we could have more than one choice for cable television. I also would like cable to cost less.	Dec 4, 2013 12:26 PM
26	I would like to see the cost of cable be more reasonable with fewer rate increases. Customer service could be improved -- telephone wait times are substantial and the customer service representatives are hard to understand.	Dec 4, 2013 12:00 PM
27	They also provide terrible cable repair/installation (destroy personal property, etc.)	Dec 3, 2013 10:45 PM
28	I live in a planned community that gets a bulk rate on cable tv. If not for that I would not take cable. Comcast demands a 5 year contract and would not allow our association a 3 yr. contract even though our declarations specifically limit contracts to 3 years. They continually increase their prices even when there is growing competition through the internet to receive programming. Of course on only player in town with speedy internet is, you guessed it, Comcast. Read the book "Captive Audience" before you grant another exclusive contract to Comcast.	Dec 3, 2013 3:12 PM
29	Comcast does not offer good service at all. When I talk to them they go on and	Dec 3, 2013 6:17 AM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

on how the City is happy with them and that I do have other choices(wrong). Also the rate increases are just out of line . I know college students pay a lot less then the public. Think about how Seniors are barely making ends meet and the basic cable is just out of line when you are paying for drugs, health care, housing etc. I have for the last 10 years told Comcast that I think it is unfair for seniors not to have a fair price for cable after all in a lot of cases TV is their window to the outside world.

30	Please provide service to our area.	Dec 2, 2013 7:41 AM
31	I wish there was some competition for Comcast. I've heard people say that recently they have had the best service from Comcast now that their franchise is up for renewal.	Nov 29, 2013 5:30 PM
32	The technicians are always polite and very helpful. Right on time. Just great. The reps on the phone helpful and kind. However, they tell me one thing and then it does not happen. I call and then something else happen. The price leaps around, another sum every month. I am so dissatisfied with Comcast. Please get another company. Or get two companies so that there is some competition so that we have a choice. Comcast is bad business.	Nov 29, 2013 5:24 PM
33	Get rid of the monopoly we deserve better	Nov 28, 2013 2:48 AM
34	We must provide less expensive options for all reception & find service that does not continue to increase monthly rates without authority. Do not approve of Comcast.	Nov 23, 2013 8:51 AM
35	Channel 10 broadcasts really important programs for the Community. I have worked directly with the Director and staff at Channel 10 to create a program on weather and water working with students from grade school to high school. I also know of other science programs broadcast through Channel 10 which deserve continued support.	Nov 21, 2013 8:24 AM
36	Overall good service but would be nice to pick and choose channels that I watch or don't watch to reduce the cost. I feel like I pay for a lot of channels I never watch in order to get a few that I watch all the time. I would never pay to subscribe to the Spanish channels, BET, or most of the religious channels. Let me drop those with corresponding reduction in cost	Nov 20, 2013 11:32 AM
37	We found value in the previously unencrypted Comcast Cable service - we were able to receive emergency alerts, city news, etc - but once they encrypted those channels, we no longer could view the free channels, RMPBS, City of Fort Collins, etc. It was then we decided to ignore their service all together, we stick with the Internet for our programming when needed. The negative with regards to their Internet service is that our business in the city is restricted to really them being the only player.	Nov 20, 2013 10:38 AM
38	Had bad experience with service. Returned cable modem because it was slow speeds. They never noticed even though I'm sure they can monitor it. After return I bought my own but found out later I was still being charged 7\$ a month and they would not refund because I didn't have a return modem receipt. Even though they knew I no longer had it.	Nov 20, 2013 10:38 AM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

39	Fort Collins need a city-wide fiber optic internet connection option. Comcast is basically a monopoly, and offers extremely poor products are exorbitant prices. We can do better.	Nov 20, 2013 7:22 AM
40	It is very frustrating that we pay for 999 channels and we can't find anything to watch. We almost never watch programs on ABC, NBC and CBS. We resort to very old reruns because they are still better than the new programs that are produced for television. It is very SAD.	Nov 19, 2013 3:36 PM
41	I think it might be better if we could choose the channels or programs we want to watch. We watch so little tv yet we pay for maybe 100's of channels. However, we can't watch HBO or Showtime if they have something good. We might watch some British tv if we could get that but can't. We watch about 10% of the channels they provide and can't watch the few we might want to see occasionally.	Nov 16, 2013 4:17 PM
42	What is the point of asking us if we have comments? If Comcast made Railroads they would have been broken into parts a decade ago. They own the only pipe that goes from my house to the internet without attaching a dish to my roof. Why is that? Shouldn't speeds increase each year? Reliability should improve? Billing should improve. None of these things happen with Comcast. The speeds do increase, not as a product of competition, but as a byproduct of improving the overall national backbone. Reliability? What aspect is improved? As more and more people have used their service they have responded by adding data limits. Are we really to believe that the rates they charge have not outpaced usage? Despite a price increase every few months are we to believe that our average usage has increased? I can't speak to how Comcast creates my bill. I can't even get my bill. They tell me I have wireless payments, so they don't send a paper statement and then every time I request a change to my account they create a new account. It takes four months to get my statement again. I guess the issue is that Comcast is a utility that isn't treated like one. They don't have competition, and yet they remain unregulated. Why don't they have competition? Why isn't FIOS in Fort Collins? Where is Time Warner? It's important in this conversation that we don't confuse Century Link and Comcast. They provide similar service the way Comcast and AOL provide internet access. It isn't the same tier. Comcast should never have been allowed to buy NBC. They shouldn't be allowed to set their own rates. They shouldn't be allowed to bundle stations. They didn't become a monopoly because they have the best product, they became one by convincing people that choice is the same as competition.	Nov 15, 2013 8:20 PM
43	I was very unsatisfied with Comcast for the entire 5 years I had them in my home. The cable service was inconsistent, the customer service was difficult to access and unresponsive and the cost continued to increase. Overall, I would never recommend Comcast for any reason to anyone I know. They are, by far, the worst company I have ever dealt with! On a scale of 1-100, I would give them a 2.	Nov 14, 2013 3:42 PM
44	I don't care for Comcast/Xfinity because of their poor customer service. Why do we only have one choice for cable TV providers? If there was competition in the market it would force them to provide better services and better customer service.	Nov 14, 2013 9:25 AM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

45	Again, Comcast needs some stiff competition. At a former residence, not Fort Collins, Verizon Fios was allowed into the market, competing head to head with comcast. The results included a 30 percent drop in price for a nearly identical channel lineup, more reliable signal and service, prompt customer service when needed, improved picture quality including a more robust lineup of HD channels, faster internet speeds. The current FCC policy of allowing Verizon to sell and rebrand what under the covers is Comcast is a joke, not competition. Please bring a real competitor into this market. Also, consider expanding the downtown wireless mesh network to the entire City. Current limits on Internet choice are anti competitive	Nov 14, 2013 8:06 AM
46	Comcast is a monopoly in Fort Collins, as I don't have any options for another carrier. Their overall TV offerings are sparse for the programming tiered fees they charge. Why can't we have another Cable TV carrier?	Nov 13, 2013 8:22 AM
47	Comcast needs competition in our town. The rates continue to escalate, and there is no viable option that provides the services from one company that Comcast does. If competition existed, it might help bring our rates down.	Nov 13, 2013 4:40 AM
48	Comcast is a near monopoly which bundles services so that it is impossible to get and pay for only what you want. For example, they recently started charging for digital cable boxes, offered for "free", and now users are charged. The box, provided for and solicited as free, is now the responsibility of customers to return. Hooked, charged, and now we have to work to get out. Comcast makes it easy for customers to add products and services and very difficult for customers to get rid of unused and/or unwanted services. I believe the City of Fort Collins should negotiate to help residents or go in a different direction.	Nov 12, 2013 6:32 PM
49	Television is dead and will be replaced by the internet in a few years. IMHO The internet quality and speed is what the city should focus on. The comcast internet package is artificially inflated in price and deflated in speed due to their franchise ship of the city. Currently I pay \$75 for 25MBPS down and 2MBPS up. Google Fiber offers 1000 MBPS down and up for the same cost!!!!, forcing folks like comcast to become cost competitive in areas that have google fiber in place. Please make effort to bring google fiber into the city to provide faster internet service at a more reasonable cost.	Nov 12, 2013 1:21 PM
50	We need more options for this type of service. When a company has a monopoly on a service, it leads to higher pricing, poor customer service and a bad overall experience for the consumer. I realize this would be a difficult thing to make competitive since there are only one set of cable lines in most developments.	Nov 12, 2013 9:09 AM
51	Comcast has always offered us excellent cable, high speed internet and phone service along with great customer service. Whenever we have an issue (which is rare), they get it taken care of within 1 day of calling. They get a solid "A+" in our grade book!	Nov 12, 2013 8:31 AM
52	Comcast has some of the worst customer experience I have ever received in any field. My service over the last 8 years is intermittent at best, and many of Comcasts odd business practices have cost me a lot of time, productivity, and money. I would not recommend signing an exclusive contract - lets get some other companies out here to speed up our services!	Nov 12, 2013 8:14 AM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

53	The video and audio quality are far inferior to DirecTV satellite reception. We will never subscribe to Comcast.	Nov 12, 2013 7:53 AM
54	We use dish due to Comcast's poor service. Please allow Uverse, google, or other high end providers into our community	Nov 12, 2013 7:50 AM
55	Comcast is only required to provide the minimum possible level of service and can charge whatever they desire when competition is no longer present. The city of Fort Collins should take a look at municipal fiber optic broadband Internet. Most residents would be happy to pay for it and it would provide faster speeds at a lower cost.	Nov 12, 2013 7:46 AM
56	I dislike the temporary lower price/switch to high price approach. I think some people get tricked into not being able to live within their budget because of this. Every time I had to talk with someone at Comcast they tried to pressure me into some deal which would expire. I finally told them that I would only talk with them if they were going to give me a deal with a permanent lower price, and that my alternative to not getting that would be to stay in the plan I had (lowest available) or disconnect services. I eventually felt like it wasn't worth the hassle.	Nov 12, 2013 7:41 AM
57	Reduce the price. \$190 for cable and internet is ridiculous. So very close to canceling completely.	Nov 12, 2013 7:38 AM
58	Expand your service area to include N Taft Hill Rd still in the 80524 zip code, only a few blocks from where you currently service: 2200 N Taft Hill Rd.	Nov 12, 2013 7:36 AM
59	When calling for service help, it would be nice to talk to someone that is actually listening and not just reading off a instruction card. For instance; When I say "I have unplugged and completely rebooted the modem." having the customer rep then say "Have you tried rebooting the modem, that may solve the issue." only serves to frustrate the customer to no end! It is obvious that they are NOT listening and just rambling through a checklist.	Nov 12, 2013 7:34 AM
60	Crap service with crap prices - typical comcast crap. If I had *any* other option that wasn't ridiculously slow I would switch to an EVEN HIGHER cost item just to get away from them. Please install a city fiber network. It is holding back Fort Collins in the high technology sector and would be a large economic booster.	Nov 12, 2013 7:32 AM
61	Steaming video on-line would be more efficient and make programming available to more residents of Fort Collins. I'm planning on dropping cable in the next 6 months, so I would not have access to any of these channels.	Nov 12, 2013 7:32 AM
62	They have, by far, the WORST customer experience possible, and are extremely overpriced. With options like Netflix and great antenna reception in Fort Collins, Comcast's relevance for TV services just isn't there anymore. Why spend \$80/month for Comcast TV when you can get 40 live channels via antenna for free?	Nov 12, 2013 7:28 AM
63	Stop forcing people to pay for channels they don't want. It's 2013 and we still can't just order the channels we want to watch. Also, stop charging for devices to watch your services. Prices are already too expensive, and then you require a device to watch the content you pay for. Give the ability to buy.	Nov 12, 2013 7:28 AM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

64	Not a fan of comcast.	Nov 12, 2013 7:25 AM
65	I only have Comcast as my internet provider because there were no other options in my neighborhood. Due to a previous bad experience with them, I would welcome a different option for my internet provider.	Nov 12, 2013 7:22 AM
66	Comcast does no offer good customer service and will not assist in helping modify your service to be affordable.	Nov 12, 2013 5:27 AM
67	Please continue to support community programming. It is crucial that the Fort Collins community is connected to Poudre School District and Colorado State University. Together we are better and we need the City of Fort Collins to lead the way!	Nov 11, 2013 4:24 PM
68	Channel 10 is great!	Nov 11, 2013 2:45 PM
69	We're a university town. We need high speed internet alternatives...more than comcast and centurylink. I don't care about cable TV...I subscribe to get a higher speed internet package, which in and of itself is ridiculous. I haven't taken the cable box out of it's packing materials. The fact that people in neighboring states are getting 1GBps (up/down) internet access for \$70/month while I'm paying \$90/month for .23 GBps down and .0008 Gbps up is ludicrous for a university town.	Nov 11, 2013 9:45 AM
70	I love having local programming from the Poudre School District, CSU and the City of Fort Collins.	Nov 11, 2013 8:01 AM
71	Cancelled because internet was slow, phone service always cut out, and customer service was awful.	Nov 9, 2013 1:05 PM
72	I NEED internet service and Comcast seems to be the only real affordable option. I've been comfortable paying \$55/month for a package with internet and very basic cable channels. I wish they offered more cable service tiers at lower prices. I also wish they would allow me to lock in rates for terms longer than 6 months (which appears to be the maximum term for their best promotional pricing options).	Nov 9, 2013 11:22 AM
73	Comcast had decent customer service, but we paid for business internet service and repeatedly suffered from extremely low internet connectivity (we paid for 30 gigs but most often we received closer to 2 gigs). They also cut a cable at some point and in fixing it they dug a trench across our backyard, against our wishes, and ruined our grass.	Nov 9, 2013 10:45 AM
74	City of Fort Collins should dump the exclusive contract with Comcast and allow greater competition from cable providers. Comcast consistently rates among the corporations with the worst customer service, and my experience has been consistent with this reputation. Alternatives include time warner, Verizon, and baja....	Nov 9, 2013 6:13 AM
75	They provide too many extra services that we don't need, want, or will never use & in order to get German TV programs you usually have to get the top-priced service which usually includes what we don't want as stated in the 1st part of	Nov 9, 2013 12:18 AM

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why we don't have Comcast or any other cable or satellite TV service.

76	Sell faster, more reliable internet service at a reasonable price. Stop being allowed to advertise a price that's "only good for 6 months" only to double or triple the price later. My friends and I in Fort Collins are just completely fed up with dealing with Comcast for internet service and would like to see some decent competitors come to town. Cable service is less-relevant at this point, as most of us use the internet exclusively for video streaming and communications -- but this doesn't help when Comcast is still the company pulling the strings.	Nov 7, 2013 9:02 PM
77	Comcast has terrible customer service, dishonest billing, used and in bad repair equipment, too many fees and additional charges, badly trained staff in overseas call centers, and is overall a crooked company. I wish there was another option!!!!	Nov 7, 2013 7:45 PM
78	I have had Comcast in the past and found them to be deceitful in their billing and contract practice. Prices go up significantly without notice. Really their pricing is outrageous.	Nov 7, 2013 5:48 PM
79	I appreciate that I can get PSD channel 10 over the internet.	Nov 7, 2013 2:14 PM
80	Comcast is ridiculously expensive	Nov 7, 2013 1:57 PM
81	The internet is awful and slow, and they seem to do nothing when you call asking why.	Nov 7, 2013 10:13 AM
82	Comcast provides slow and unreliable internet services. Outages occur at least weekly, and customer service is less than helpful. I am not pleased with the job that Comcast is doing.	Nov 6, 2013 11:16 PM
83	Comcast has slowly removed more and more features from its services in order to increase prices by A LOT in order to watch the same shows. They've also added more and more service charges. 20 years ago, there were no commercials. 10 years ago you didn't pay to get services started when you moved. 3 years ago I wasn't charged to use my own "starter package" and it included all the cables you needed (including ethernet for internet). Now, they FORCE you to pay \$10 for the starter package, and it doesn't include anything I need. I even called Comcast to try and opt out of it and was told I couldn't. Everything they sent me ended up straight in the garbage. They offer terrible service and terrible feature and fee creep. I've had experience with Time Warner, Charter and Comcast. I'd rate both Comcast and Time Warner as "Completely unacceptable/abusive of their exclusive cable rights" while Charter actually provides the services they claim without a ton of hidden fees and poor service.	Nov 6, 2013 4:11 PM
84	Comcast appears to throttle my internet at times while I am gaming on the internet.	Nov 6, 2013 3:32 PM
85	The service is spotty and not nearly fast enough. as we move into the 21st century, fort collins needs faster internet with less restrictions than comcast. Its too expensive.	Nov 6, 2013 1:17 PM

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86	<p>1. The price for the cable package is way too high. 2. Up to Sept. 2013, the local broadcast networks- (ABC, CBS, NBC, Fox, etc,) could be viewed without having an active cable service, because they are not owned or provided by Comcast. This has changed- the local networks are no longer visible for people with a "dead" cable. This affects a lot of seniors, many of whom do not have the skills or money to set up a digital over the air antenna. 3. We have cut the cable- now using roku, internet and a digital over the air antenna for local networks 4. RE FCPAN- They have had almost zero involvement from new local programming. They have no studio, making it very hard for citizens to produce a show. I'm also sorry to say their tech staff had not been welcoming to the general public. PAN is important, but this station needs a major housecleaning and a bigger space.</p>	Nov 6, 2013 1:15 PM
87	<p>I wish there could be a package with just the broadcast channels, in HD, at a reasonable cost.</p>	Nov 6, 2013 11:17 AM
88	<p>Comcast need to provide the same numbers of TV proگرامing packages in Ft. Collins as it does in Denver area.</p>	Nov 6, 2013 10:54 AM
89	<p>I am apalled at the overall quality of the offerings on Comcast. We are this far from discontinuing the service. I would estimate that 10 channels constitute 95% of our viewing time. It is a crime that Comcast charges its customers for infomercials while at the same time pulling in profits from what they charge those channels to broadcast. I have had it with programs about TowTrucks; alligator hunts; Storage "Wars"; 1970s sitcom reruns; Jewelry sellers; I could go on and on enumerating such drivel. While I am sensitive to the issue, does Ft Collins really need 7 Spanish-language channels? (There are fewer such channels in Phoenix, and in South Florida where the percentage of Latino populations are 5 or 10 times larger than in FTC). Wake up city officials!! We have a highly educated population in this town craving programming that is stimulating and provocative. Comcast is getting away with murder in its strategy of including cheap (to them) programs and then charging customers top dollar. Is anyone at the city council level willing to hold Comcast accountable?</p>	Nov 6, 2013 10:22 AM
90	<p>They keep raising the cost for existing customers while continuing to offer deals to new customers only.</p>	Nov 6, 2013 10:20 AM
91	<p>Comcast has a stranglehold on the cable and internet game in Fort Collins. Please reconsider Google Fiber or some other fiber-based alternative to drive prices down and bandwidth up. The only reason I pay for TV at all is because it is cheaper to bundle it with internet than not. Given a reasonable alternative to Xfinity internet, I would gladly choose it. It was made known to me that Fort Collins turned down an offer from Google to become a Google Fiber city. I cannot tell you how displeased I am to know that the city turned down the offer. I am confident that given a public vote, Google Fiber would be strongly desired by nearly all citizens. Please break up the monopoly!!!</p>	Nov 6, 2013 9:41 AM
92	<p>Every month my bill went up, there was always extra charges. They automatically put on many extras i.e., Showtime, STARZ, etc. which I never authorized and charged me for same. What started out to be a \$130/monthly bill ended up being \$190 monthly bill. I have talked with many people who have had the same type of problem with Comcast.</p>	Nov 6, 2013 9:33 AM

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93	Phone support is horrible. Call 3 times, get 4 different answers. I tell them I'm IT professional and why its at their end, they say its not and want to charge me for a fix (always ends up being their problem). Ask a sales person for the latest package deal, sign up for, then get billed for something different. Problem with staff at office is they have no power to fix problem, just say "this is what the computer says". They do a good job putting rate change notices in the bill, but then I find out modem rental wasn't part of contract price so that went up, also the names of services on bill never align with names or rate sheet, never know what applies to me. Rates way to high for amount of commercials. Channels need to be bundled better, there is 1 or 2 channels in every bundle I want, but I'm not to buy 3 or 4 bundles. I know the city doesn't have much power here, but you are our only collective bargaining tool. Please consider not renewing their contract, or allowing multiple providers. They are a monopoly and they know it and they take advantage of it. Give us choices or send them away, and give access to the company who comes to you with the most citizen friendly operator or good neighbor agreement. NOTE: The tech guys that show up at the house are always knowledgeable, friendly, and professional. I want to get them to my house, within minutes they confirm "yep this is a comcast problem", and get it taken care of at no cost to me.	Nov 6, 2013 9:29 AM
94	The fact that free broadcast TV is in HD and basic cable service provides a lesser quality picture.	Nov 6, 2013 9:26 AM
95	I'd love to see some competition to keep rates more affordable.	Nov 6, 2013 8:28 AM
96	Previously had Comcast while living at a different location... cost was high, service poor, customer service was horrible.	Nov 6, 2013 8:00 AM
97	Comcast is over priced there should be an affordable option for cable	Nov 5, 2013 9:52 PM
98	We need more competition in the market to correct its failures. Comcast serves are way too expensive and of low quality.	Nov 5, 2013 9:06 PM
99	wish there was fiber optic internet. internet sucks in foco	Nov 5, 2013 7:29 PM
100	I do not want to subscribe to any Comcast services but because of the lack of other ISPs that provide the services I want and can afford, I am forced to stay with Comcast.	Nov 5, 2013 6:23 PM
101	I strongly encourage the City to research alternative cable/internet providers. It is far too easy for cable companies to create an effective monopoly in a given area, preventing the threat of any competition. This has caused cable and internet services across America to be consistently more expensive and less satisfactory than other parts of the world, which truly hinders business expansion and innovation.	Nov 5, 2013 6:15 PM
102	Internet is nice, but the TV is way too expensive. I would love to watch sports on TV, but to get it would be over \$80 per month which is crazy	Nov 5, 2013 2:50 PM
103	The biggest issue with cable in Fort Collins and Comcast in general is price, changes in pricing (promotional changes, etc.) and lack of variety for tiers of cable and internet programming.	Nov 5, 2013 2:29 PM

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104	The service is horrible and techs generally don't know what they're doing. They charge you to install your own cable, they charge you to install the cable for you, and they hike up your price by like 10-15% every 6 months. The services offered for the pricing given are outrageous and terrible. Outages are frequent, resolve and disputes are never fully met, and the people working there only do so because it will pay the bills. The company is evil and monopolizing the country.	Nov 5, 2013 2:10 PM
105	They are the worst. It is horrible to only have one choice for cable service in the area. They are a bad monopoly.	Nov 5, 2013 1:55 PM
106	I urge you to reconsider renewing the contract with this organization. They prevent local businesses such as FRII from progressing their models all while providing a horrible customer experience.	Nov 5, 2013 1:54 PM
107	Comcast is a company consistently rated as one of the worst for customer service. They're able to ignore this because they have no real competitor for internet service and only DirecTV/Dish for TV, but it is cheaper to bundle services. A company offering faster, cheaper fiber internet access would force them into competition and be beneficial to the people of Fort Collins.	Nov 5, 2013 1:13 PM
108	Comcast is not available in my area. I called before purchasing my home and was told it was available at my new address. When I look up availability on my address, I am shown there is service, but the address changes.	Nov 5, 2013 11:20 AM
109	Few companies have caused us the stress that Comcast has. After finally getting cable installed, one week late although they knew we were dependent on having internet in our new house, they first cancelled the installation without letting us know for not having paid a \$100 fee which no one told us about. Then a few weeks later we were mechanically disconnected from the Comcast hub. We have spent hours and hours on the phone with Comcast service people who are limited in what they can do to help. Complaints to company leadership was never answered, although their automated email says you will hear from them within 3 days. We have never seen a company make so many mistakes. Fort Collins needs alternatives.	Nov 5, 2013 10:58 AM
110	The cost is way too high for the crappy service they provide, which they can do because of the monopoly they have in place in the city.	Nov 5, 2013 10:06 AM
111	Comcast is known to provide terrible customer service and high prices across the country. The only option is to allow for alternative choices and create competition to inspire better service and services. Paying what we do for forced bundles of unwanted TV content and slow (20-50mbps) internet speeds is getting old.	Nov 5, 2013 9:45 AM
112	PLEASE allow for competition in the city and PLEASE do not allow Comcast to keep their stranglehold on services that are available. Also Centurylink and Comcast together doesn't really constitute "competition" since they offer nearly the same thing (internet wise) for nearly the same price. I'm not talking "technically" they have a monopoly, but realistically, practically, as a consumer, there is very little in the way of competition to drive down prices for data services in this city. Also, GOOGLE FIBER, look it up and petition for it.	Nov 5, 2013 9:07 AM

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113	Service is way out of line with price. Century link is not a viable competitor. Poor Internet service and speed is holding back tech business in town.	Nov 5, 2013 8:25 AM
114	When will we get Gigabit speeds?	Nov 5, 2013 8:05 AM
115	Comcast has continued to hike up our bill for the same services provided. We were never made aware of any increases until they were incurred and whenever we called for an explanation or to see if there will be any additional increases in the future, customer service never seemed to have answers. Incredibly dissatisfied that there isn't an alternative, if not for both cable and internet, at least for internet. Currently, it seems Comcast is the only provider of reliable, decent internet connection in the area but even if we just opted for internet that would still run about \$40 a month. If Fort Collins opts to renew with Comcast, we will definitely opt out and be forced to explore Dish, Direct TV, internet streaming, etc. Best of luck.	Nov 5, 2013 7:55 AM
116	Comcast is a terrible company to deal with. I wish we had more options, espec for those of use who cant get satellite.	Nov 5, 2013 7:50 AM
117	Google fiber cannot get here fast enough. Comcast is in business here because we don't have another cable choice.	Nov 5, 2013 7:42 AM
118	I have been a Comcast customer on and off for the 8 years I've lived in Fort Collins and it has always been an awful experience. I discontinued subscribing to their TV service and changed to satellite years ago due to poor service, high cost and horrific customer service. I currently subscribe to their internet service, which took them over 6 months of constant headaches to install, because it is the only service fast enough for what I require in my area.	Nov 5, 2013 7:36 AM
119	The fact that at some point Comcast just bundled my package, put down that I am using their equipment and started billing me for equipment that I do not have is inexcusable. The city should do nothing to protect Comcast's monopoly and do anything and everything to encourage other providers, especially Google to come to town.	Nov 5, 2013 7:26 AM
120	Too expensive. I was originally paying \$45, and I now pay \$80. Ridiculous.	Nov 5, 2013 7:17 AM
121	I'd rather not have Comcast as my internet provider, as I have read plenty of articles regarding how slow and costly broadband service is here in the United States. Comcast (along with Time Warner and Cox) seem hell-bent on keeping our country in the past while other nations have non-monopolized access with REAL choices. I saw we take back the infrastructure and begin a municipal broadband/cable company with competitive pricing and improved connection speeds.	Nov 5, 2013 6:36 AM
122	Incredibly overpriced and service is not that great. Enjoy having cable but dissatisfied with comcast to the point we cancelled.	Nov 5, 2013 5:06 AM
123	Please somehow find more affordable choices than Comcast. Century Link pretty much does just what Comcast does. Comcast does not need to charge what they do and does not listen to customers.	Nov 4, 2013 11:55 PM

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124	I found Comcast's cable service to be almost unusable. Every time we recorded a show, portions of it would record without sound, and almost every recording somehow missed the first two minutes of pretty much every show.	Nov 4, 2013 11:03 PM
125	I would like to see fiber optic service offered	Nov 4, 2013 10:54 PM
126	Hire people in America. Stop outsourcing. Your American customers will be much happier and problems will be less frequent because of the language barrier. Also, I feel 1000% better about comcast if I called customer service and knew that ya'll were supporting the american economy	Nov 4, 2013 9:35 PM
127	Please do whatever you can to get Google Fiber internet in Fort Collins. We are the perfect town for it and the added competition would make Comcast make some drastic changes, which would benefit the consumers.	Nov 4, 2013 8:42 PM
128	I'd hate to see comcast go.	Nov 4, 2013 7:30 PM
129	You need more question about their internet. Bottom line without competition Comcast has no reason to improve. Google Fiber PLEASE!	Nov 4, 2013 7:18 PM
130	Service is good, but it's way too expensive. Choice would be much appreciated!	Nov 4, 2013 7:16 PM
131	Comcast simply does not provide the channel package I want. I reject having to pay for their most expensive package in order to get what I would watch.	Nov 4, 2013 7:00 PM
132	severely dislike rates increasing after 6 months my service did not double, why did my price?	Nov 4, 2013 6:44 PM
133	I would like to see local providers spring up and/or have comcast be mandated to update the existing infrastructure.	Nov 4, 2013 6:35 PM
134	Comcast telephone operators rarely are trained well enough to answer my questions or resolve my problems. Sometimes, they say things that turn out to be false. I don't think they're lying, I think they don't know but they make up stuff. For as much as we pay for Comcast service, I expect better results when there's a problem.	Nov 4, 2013 6:34 PM
135	They should provide the basic service of broadcast digital basic channels for a lower cost. My antenna only brings in Fox and PBS. I would like to have the other basic channels like ABC, NBC, CBS.	Nov 4, 2013 5:49 PM
136	Please get rid of Comcast.	Nov 4, 2013 5:42 PM
137	Costs too much, have to pay for content I don't want. A plan where you could just pay for what you wanted would be great.	Nov 4, 2013 5:36 PM
138	For being a long time customer, I felt that asking questions as to my what options are would turn into a hard push for sale. If I say "what are my options", or "looking to find out", would turn into lets lock you in today or we can start this service soon. When turning off a service for not being able to continue to afford the raising cost, I did not get any information as to when I would see the deposit return to the bill for cancelling the service. Been over a year and still no credit has been made. I see offers for "new" customers, where all services are well	Nov 4, 2013 5:24 PM

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under what someone paying full price for years is, and never get a break. I hate sports and all packages come with sports channels I do not want, nor wish to pay for. If asked to trade Starz for HBO, it is not available but you can add HBO for extra every month. Why can we not build our cable like take out chinese? (Pick X channels and 1-2 special channels for \$\$) Please, let me have the option as to what I want, not what you think I want. Also, can I have Comcast TV online without having to buy the cable package. I do not need to "rent" your equipment or pay extra to use my own.

139	Comcast service is extremely inconsistent. Internet service cuts out 3-5 times between 9AM and 5PM. After 5PM service cuts out on average twice an hour. Please consider finding another option other than Comcast.	Nov 4, 2013 4:19 PM
140	way too expensive and I hate it when they say this rate for the first year then double it after that. Just tell me a price period.	Nov 4, 2013 4:01 PM
141	While I have no comments for it's cable TV service, the price of Comcast internet access relative to the speed and reliability is far too high. It seems slightly embarassing that a community which justifiably touts its IT sector should be subjected to a singular internet service provider with a paltry offering of tiers, yet a staggering offering of high costs. Additionally, applying 'service' as a descriptor for their customer relations is a frightful use of the word.	Nov 4, 2013 3:59 PM
142	I'd get rid of Comcast's internet service as well due to service issues if they didn't have such a monopoly on everything.	Nov 4, 2013 3:55 PM
143	I am not impressed with Comcast, as they raise the cost constantly and the service is mediocre (at best). I would like to see more options for phone, internet and television services. Thank you!	Nov 4, 2013 3:54 PM
144	No competition breeds poor service, and that is what we get in Fort Collins.	Nov 4, 2013 3:41 PM
145	My household "tried out" Cable TV for the first time in more than a decade, from Sept '12 to Sept '13. With the 'economy' package (or whatever was the lowest of the low), we watched 3 or 4 on demand movies but the TV was mostly used for children's educational programming on PBS for an hour or so every day. Everything else we would have watched was on the high tier packages or premium channels. We felt we were not getting our money's worth as it was with the most basic package, thus we were wholly unwilling to spend more money on higher tiers for all the garbage channels we would never watch , just to get a half dozen channels that we would.	Nov 4, 2013 3:18 PM
146	Comcast continually gets in the news for being shady in their business dealings and for blocking new technologies. I dislike the entire company from the bad customer support, to the extremely high prices, to the corporate methods of holding a virtual monopoly in areas they service. I would highly recommend not renewing the contract with them and looking for another cable provider to come into the area instead.	Nov 4, 2013 3:14 PM
147	after spending 40 hours with their customer support line over the course of 10 days and not having them resolve ANYTHING, we dropped them for another service. Worst customer service i've ever had to deal with, along with choppy	Nov 4, 2013 3:12 PM

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cable/internet connection.

148	The price keeps going up and up low income people can't get internet for a reasonable cost. They always want to 'bundle' you with other services that you don't want. then they jack up the rate for only one thing. Internet is quickly becoming important can we please have a low cost option??	Nov 4, 2013 3:09 PM
149	Allow more than one cable company to provide service in town, competition never hurts!	Nov 4, 2013 3:07 PM
150	I believe Comcast customer service is poor and it's nearly impossible to register a complaint and to talk to someone who can actually help you with the problems you are experiencing. This company also does not provide local support...all phone numbers direct to a national call center. Although basic rates sound reasonable at first, Comcast charges a substantial fee for installation which requires little to no action on their part, they send service techs out even when not required to do the work just to charge you more, and they raise rates over time. The cost of basic internet service is too high so that adding on services like cable TV is cost prohibitive.	Nov 4, 2013 3:07 PM
151	We have all we need with Netflix, Amazon Prime and Hulu Plus. No need for expensive cable.	Nov 4, 2013 3:03 PM
152	they suck u in like a vacuum, and they try to get as much from you as they can,things they tellu is a lie. I wish we could get other cable where I liuve, no contract, triple bundle only 90.00 a mo. I can go on & on, oh!, they even charged me 7.00 a mo. for a cheap modem. I hope and pray they wont be allowed to renew. thank u!!!	Nov 4, 2013 1:42 AM
153	Offer a pick and choose tv channel option. I watch less than 10 channels but pay for hundreds. The cost of Comcast services are excessive and I plan to switch soon.	Nov 3, 2013 11:53 PM
154	I'd love to offer many specific gripes and suggestions, but does anyone care? If so email me at ajs@frii.com. Overall Comcast mostly works Ok, but various problems and "disconnects" are annoying, and the company, while respectful, is infuriating to try to reach or work with.	Nov 3, 2013 7:54 PM
155	WE have triple play and their are so many channels we don't need or want but are playing for them.	Nov 3, 2013 6:02 PM
156	I would like to see the option to chose only the channels we want to watch. I am tired of paying for bundles of channels I never use and am not the least interested in, especially Spanish language channels. As soon as an option comes along to receive local channels plus some cable news and sports channels or options to choose what we want to watch, I will leave Comcast in an instant.	Nov 3, 2013 5:34 PM
157	Wish there were other choices for service, I feel that the customer service would be so much better if there were some choices. The way it is now comcast does not care if they loose a customer.	Nov 3, 2013 4:14 PM

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158	would like to be able to purchase only those channels that I watch regularly. don't need many , many, many channels that I never watch. I know this is a big issue with cable providers but I still wish they could figure out a way to do this that saves customers money and doesn't hurt their profits.	Nov 3, 2013 4:36 AM
159	The website is geared more toward selling new products to new/existing customers than servicing existing customers. We receive too many mailings regarding upgrading and buying additional services from Comcast/Xfinity.	Nov 2, 2013 6:56 PM
160	It is too expensive for us seniors and people on a limited income. Only 1 cable company in town. My internet comes and goes.It is sporatic.Not worth the expense but the only way to get T V ,besides satellite.Wish we had more choices.	Nov 2, 2013 3:20 PM
161	I would love to see other options in Fort Collins for cable service. I live in a Condo Complex where we don't have a choice of who our tv internet provider is. If I had a choice it certainly would not be Comcast. The billing is consistently incorrect. When I contact Customer Service they are unable to provide answers which makes the situation unresolved for several days. I feel that cable should be affordable, with comcast everything is charged individually, not very many bundle options. Please bring another option to Fort Collins.	Nov 2, 2013 5:39 AM
162	Get rid of them! Get someone who can provide affordable services.	Nov 1, 2013 5:26 PM
163	Just to repeat. Would like Comcast to unbundle so we can pick and choose what channels we want. Hopefully that would reduce our cost, monthly bill is too high and there are channels, many in fact, that we never watch.	Nov 1, 2013 5:07 PM
164	I believe the cost of the packages are unreasonable. My son moved east for a year. He was able to get a full digital package with all premium channels for about \$10 more than I am paying for the basic package. I would like more flexibility in the channels offered so that I can pick which channels I would like to watch and pay accordingly.	Nov 1, 2013 3:23 PM
165	It appears that they have a lousy "take it or leave it" attitude towards their customers since they are a sole source provider in Fort Collins.	Nov 1, 2013 11:33 AM
166	I would like to be able to get basic network and major second tier (USA, TBS, AMC) and HBO in HD without the 100s of channels that I never watch. ala carte selection!	Nov 1, 2013 11:26 AM
167	Comcast remains one of my least favorite companies to work with and I wish I had other options besides satellite television.	Nov 1, 2013 11:10 AM
168	I would like to see cafeteria channel selection and pricing. The adding of obscure and unwanted channels and the resulting price increases has a negative effect.	Nov 1, 2013 10:56 AM
169	I don't want all the junk commerical TV shows. I use internet to watch the video I want, when I want. I like community programming, local news, environmental news. I want low cost, fast internet only. for \$10-25/mo, at least 5-10Mbps. I want it unbundled. I don't want my rates raised every year or two.We pay more for less compared to other developed countries around the world. The future is	Nov 1, 2013 10:19 AM

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internet delivery, not passive reception of broadcast show. Negotiate fast internet at low cost, unbundled. Please!!

170	If I purchase the most basic antenna to receive over the air broadcasts of the big stations in Denver (CBS, PBS, NBC, ABC, FOX, etc.) I can, at my residence, occasionally tune into 2-3 of these options at any given time, but it requires constant adjusting of the antenna to tweak the reception. These channels over the air are received in pure High Definition, both 1080p and 720p resolution. They are received free of any charges, save those associated with purchasing the antenna. I purchased the most basic Comcast cable package to receive these 'local' channels and to avoid the headache of constantly messing with the antenna. Normally I could use my television set as a receiver as I own a high end HDTV. Comcast however, scrambles all their channels, requiring even the most basic package to use one of their converter boxes. The issue is this box does not output in any form of HD signal, even on the channels you can receive free over the air in HD. If you want to view these channels in their native HD broadcast, Comcast forces you to 1) upgrade to a new HD receiver for an additional monthly fee, and 2) upgrade your cable tier package to one that accesses all HD channels. Their defense is that they are providing a service allowing you to view HD cable channels. But these are public assess channels, broadcasted in HD free of charge, I feel if I pay for the service of having cable, then I should receive the channels in the way they are broadcasted. It's not my problem Comcast scrambles their channels and then can't convert them into a HD signal without the use of a specific HD receiver from them.	Nov 1, 2013 9:42 AM
171	Get someone else in here so that they do not have such a monopoly. Their customer service is horrible and the pricing is way to high!	Nov 1, 2013 8:30 AM
172	I AM VERY DISSATISFIED WITH COMCAST. AS I HAVE INDICATED I AM PAYING FOR STATIONS I DO NOT RECEIVE. I HAVE TALKED TO THEM ABOUT THE PROBLEM BUT EACH TIME IT IS CORRECTED ONLY FOR A SHORT PERIOD OF TIME. I AM GOING TO TAKE A LOOK AT DISH AND DIRECT TV AND WILL GO WITH ONE OF THEM. ALL COMCAST WANTS TO DO IS SELL ME A SERVICE CONTRACT.	Nov 1, 2013 8:30 AM
173	Bring in legit competition. AT&T will give residents a fair alternative and provide fair competition for pricing & service	Oct 31, 2013 8:07 PM
174	Comcast service is far too expensive. It would be beneficial to have competition that is able to keep up; especially with the speeds of cable internet.	Oct 31, 2013 7:50 PM
175	An indifferent, arrogant, and overpriced unregulated monopoly. Darlings of Wall Street, their executives are paid a lot of money, yet their monthly bills more than doubled for basic cable in the few years before I dumped them. Most of the commercials I saw on Comcast were for them and their Xfinity brand. Good grief, is that how they used my money? Their performance is consistently poor in Consumer Reports surveys. I'm convinced they'll get a contract renewal -- their current behavior seems to be the result of a sweetheart deal with the City. Heaven help my fellow citizens from this scourge.	Oct 31, 2013 6:20 PM
176	Comcast customer service response is unacceptable. They unhooked my cable off by mistake while working on my neighbors cable and wouldn't come back for	Oct 31, 2013 4:35 PM

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24 hours to hook it back up. Everybody in their customer service department apologized several times but they still wouldn't come back until the next day to reconnect it. I was unable to follow through with business commitments due to their refusal to come back.

177	I sincerely wish there were more options in Fort Collins for cable/phone/internet that isn't dish related, as I would most likely switch if their internet speeds were comparable.	Oct 31, 2013 2:52 PM
178	I do not watch much tv at all, most shows being violent/bad language/no morals. I do watch some news, esp. Fox and sometimes ch. 9. Like HGTV, and channel 6 for grandkids. There seems to be no cheaper basic that includes that, and I find Comcast prices very high...with many added fees (over \$10. of them). My bills last winter were higher each successive month, they continually raise prices. I am currently looking into another tv option that better suits my needs.	Oct 31, 2013 2:41 PM
179	1. Some of the home technicians are inconsistent in their ability to diagnose & correct problems. 2. Get a price guarantee for a certain length of time and the billing does not reflect the amount of time promised without having to call multiple times to resolve the issue.	Oct 31, 2013 2:25 PM
180	I am very pleased with the services provided by Comcast. I have invested heavily in additional equipment that works extremely well with Comcast and Xfinity Services include TiVo DVR, other TiVo Hardware, iPhones, iPads, etc. It would be a great financial impact and convenience impact on me to no longer have access to the Comcast/Xfinity services	Oct 31, 2013 2:04 PM
181	I saw this notice in the Coloradoan and wanted to share my thoughts with you. I was a Comcast customer for over 20 years. My husband and I recently moved 3.5 miles to a different home this summer - where we do not have Comcast. I can tell you that I felt lucky to have Comcast as my service. Even though I feel as if I live in the City of Fort Collins, I'm not the county and we hate the service. We have a satellite internet service and Direct TV. Comcast was easy to work with, never misrepresented their products to us and were always nice when we called about issues. I can't wait for the day when Comcast considers service in 80525 near Cty Rd 30.	Oct 31, 2013 12:42 PM
182	Just got their bill, which increased a couple of dollars. They indicated on the bill that "This statement reflects a change made to the Franchise Fee in your area due to an annual review." The bill shows that my digital package increased by \$3.00. Yet I have an itemized "Franchise Fee" on my bill that increase by \$0.08...probably due to the Comcast fee increase. So...is the "Franchise Fee" a fee that Comast pays...such as there are Franchise fees on the provider as well as the consumer?? This is extremely unclear.	Oct 31, 2013 12:19 PM
183	any promotions are being taken away the rates continue to rise with nothing added. Soon most people will only be able to afford basic services	Oct 31, 2013 11:14 AM
184	Comcast advertises great prices for new customers, but keeps hiking up the charges for us long-timers. I find it very difficult to understand their tier pricing and just what is available. So much of the time there is nothing on worth watching anymore. I feel they have a monopoly and for those of us that have to	Oct 31, 2013 10:16 AM

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	have cable for good reception are fodder for their rising prices! We have no other choice.	
185	I thought monopoly's were illegal. How come I don't have a choice in the cable company I want. Since Comcast has a monopoly they don't give a crap about there customers, only about making a boat load of money for the big wigs.	Oct 31, 2013 8:39 AM
186	They had the worst service and am happier with my current services. They provide every service at the price they guarantee.	Oct 31, 2013 7:51 AM
187	It would be great to have more competition in the cable TV and internet spaces. Their effective monopoly leads to consistently terrible customer service and prices.	Oct 31, 2013 7:31 AM
188	Comcast has been a sub-par company to have in town. They have destroyed my property all in the name of using (abusing) easements and not restoring the damage.	Oct 31, 2013 6:57 AM
189	I think competition would be good for Comcast and give the consumer a choice in who they can subscribe to for cable.	Oct 31, 2013 6:49 AM
190	My bill varies from one month to the next from \$151.37 to \$180.59, with no explanation. When I call to question I get technical jargon, but not a reason. They do not MAIL a bill each month, but infrequently send one via e-mail. I only know how much they charge when my bank statement arrives. We would like to educe the amount of channels we do not watch, but they force us to take packages that include one or two channels we like with 25 we will never watch. They do that so they can charge us more and deceive networks by claiming higher viewers. If we can't have ala carte pricing we should be able to choose which 10 channels we want in a bundle instead of cluttering our TV with so much junk.	Oct 30, 2013 10:28 PM
191	I feel that Comcast has really upgraded their services within the last 2 years. They are more stable, have more functionality, and are very beneficial. The only issue I have is that the cost has increased. While I still feel that it is in an acceptable range with regards to cost for the services provided, I know that not everyone shares that opinion.	Oct 30, 2013 9:54 PM
192	Please get rid Comcast. It is a terribly run company. My bill is different every month & I have to go into their office every month. Quality of service is awful. Please do the citizens of FC a favor and get rid of this terrible company.	Oct 30, 2013 8:40 PM
193	our internet stopped and Comcast said it was our modem. they changed signals and our modem didn't pick it up, forcing us to buy a \$150 modem to get the internet we were already paying for to work. NOT happy about that. the modem we had was one year old, bought FROM comcast.	Oct 30, 2013 8:29 PM
194	Comcast is a horrible company, along with century link. If I could get all of the local stations with an indoor antenna (like in Denver), then I would ditch this leech of a company in an instant. Their tiered bullshit payment plan is crap, it gets people to sign up for entertainment they don't need. I spent two hours waiting in line at their office to get a cable box. Options need to be available to	Oct 30, 2013 8:16 PM

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	costumers to keep companies like Comcast in check.	
195	Rigden Farm does not allow dishes so we are Captive to Comcast and they are terrible.	Oct 30, 2013 7:57 PM
196	They should not be able to renew their franchise.	Oct 30, 2013 7:50 PM
197	I think they used to be more local. Now when you call about an outage, you are talking about a neighborhood outage to someone in the state of Washington, etc. they kept telling us totally different stories.	Oct 30, 2013 6:25 PM
198	Like to be able to pick my channels, especially to be no say no to the channel we don't use because we don't speak spanish.	Oct 30, 2013 6:23 PM
199	I sod not have to pay for hundreds of channels just to watch the few I want. Seems every channel I want is on a different package. I have to spend almost \$200 a month to have the few channels I want.	Oct 30, 2013 6:20 PM
200	We need lower prices. It has become unaffordable. I will have to drop my service if prices don't improve.	Oct 30, 2013 6:04 PM
201	The variety of "packages" that are available is completely inadequate. With no children in the house, no one that needs a Spanish channel, and no one interested in sports, we are wasting approximately 65% of our cable dollars. It would be nice if they offered the ability to pick and choose the channels we want.	Oct 30, 2013 5:23 PM
202	Overall we are satisfied but improvement in progframming, pricing, and picking channels would help.	Oct 30, 2013 4:51 PM
203	Comcast provides terrible options for TV and Internet consumers, and the service reps routinely lie to customers about contracts and pricing. At a minimum, Comcast needs to be forced to disclose the price of all available packages online or in writing so a consumer can make a proper decision on what services to buy. Currently, the only option is to call and speak with a service rep who will lie to you about prices, fees, contracts, and available programming. Fort collins says that comcast has a non-exclusive contract, but what is their competition? In other towns/states where they have a competitor, the prices are nearly half of what they are in Fort Collins. Please seek out a fair competitor to give residents more options.	Oct 30, 2013 4:37 PM
204	Please lower the monthly cost of cable! I'm fine w/internet price - I use internet every day. But there are many days I don't watch television. Reduce number of channels or let us pay for just Comcast on demand channel 1 to watch re-runs. I don't need to see programs on night they air, I'm happy with catching up with Channel 1.	Oct 30, 2013 4:19 PM
205	I think we should be able to pick what we want and not have to take a package as there are so many channels I never watch. Years ago we could do it this way	Oct 30, 2013 3:50 PM
206	They need to offer packages at a reduced price for less services that eliminate the junk stations no one ever watches. I'd rather pay for each station that interest me instead of having to buy a service in order to receive a certain program	Oct 30, 2013 3:19 PM

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access.

207	Bring us CHOICE Comcast monopoly has to stop. (Baja and whatever name Qwest has chose this week to fool people back in arent real competition.) There is large belief we werent selected for GOOGLE fiber because Comcast has Fort Collins in their pocket. Bring us Google fiber. Comcast "who cares" attitude towards its customers is obvious, they know they are the only real game in town and they treat us as such. Their customer service is terrible and their prices are too high.	Oct 30, 2013 2:38 PM
208	would be good to attract some competition in this market. Comcast customer service is generally terrible and it's really expensive. Unfortunately, we can't get reception to mainstream stations here without cable or a large antennae... we use Hulu and Amazon Prime now.	Oct 30, 2013 2:37 PM
209	Comcast has failed in every way to give us reliable service, we started with the top tier of the triple play, the phone number they gave us from day one started getting collection calls for the previous owners of the number including Comcast itself. the prices continually kept going up and up on the TV service, and we finally removed the phone and TV service. Soon after the internet became almost useless after a year of complaining and their franchise coming up for renewal the came and fixed it somewhat today one of their contractors showed to bury a new cable and just started making a mess in our yard they did not even know what they were supposed to be doing as the first tried to bury a temporary spliced cable when they were scheduled to replace the entire thing. Theses were obviously untrained unskilled and most likely underpaid workers. WE NEED COMPETITION HERE! the city should take over and install new state of the art infrastructure as a utility and then allow providers to compete for our business instead of the current overpriced monopoly.	Oct 30, 2013 1:53 PM
210	We need to have more than comcast to provide service and keep pricing low. Comcast is the only one, they don't care for the customer. We need to have competition so we can keep pricing more affordable for all here. I would not renew Comcast Cable and open to more then one company.	Oct 30, 2013 1:22 PM
211	As technology becomes more effieient, why is it our bill keeps going up and up and up... More free movies - ridiculous to charge extra for movies that over 5 years old!!	Oct 30, 2013 1:16 PM
212	Service, reliability and programming selection is excellent. Comcast raises their rates annually (after 10 months this year) at a rate that is much higher that inflation. I would like to see more competition in the local market to help keep costs down.	Oct 30, 2013 12:54 PM
213	COMCAST IS A JOKE WAY TO EXPENSIVE FOR CABLE AND INTERNET	Oct 30, 2013 12:42 PM
214	I would subscribe to Comcast TV service if they provided HD channels on a channel by channel basis. Because of the current structure of packages and the nature of programming/advertisement for both content providers and cable/satellite end-user providers, the likelihood of 'channel by channel' subscriptions becoming a real life possibility is so close to zero, that I do not expect that any other company providing cable tv service in the Fort Collins area	Oct 30, 2013 12:29 PM

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to be a benefit over keeping Comcast in the area. I use Comcast Internet to connect to content from three different streaming services to get "on demand" content in HD for less than the most basic plan Comcast offers. Many sports enthusiasts find that in order to get the sports programming they want, they have to pay for a bunch of channels they do not even watch. If Time Warner, Baja, US Cable, etc. cable services had a different structure, that could make a case for change. Unfortunately they don't. Thanks for reading,

215	For many in Fort Collins, Comcast is the only way to get local broadcast networks for our region. Comcast /used/ to provide the Denver broadcasts unencrypted (ClearQAM) on the Limited Basic tier. This was inexpensive enough and the signals provided were the broadcaster's HD signals - importantly, a Limited Basic subscriber could receive these with no additional equipment necessary (all recent digital-capable TVs required no "box" from Comcast for these signals). Comcast recently began encrypting this signal, which has the effect of both requiring customers to obtain additional equipment from Comcast and also reducing the signal quality to a very inferior "standard definition" level. This is clearly not in the public interest - reducing service and increasing cost. I would be interested in seeing Fort Collins contract with a company that has a better track record of providing value for the customer.	Oct 30, 2013 12:19 PM
216	We think they should offer some kind of senior discount. They won't come down on price.	Oct 30, 2013 12:08 PM
217	I'm so fed up with Comcast I'm seriously considering switching to a satellite service.	Oct 30, 2013 11:53 AM
218	More competition	Oct 30, 2013 11:24 AM
219	I think cable service in general is way too expensive. They pay their technicians way too much and probably have too many employees. Like most businesses they have to have a person for each position. What happened to people multi-tasking? Those extra employees pay rolls over to the customers(subscriber	Oct 30, 2013 11:23 AM
220	Worst. Company. Ever.	Oct 30, 2013 10:55 AM
221	When I last looked at Comcast they did not have enough options that fit my personal TV watching.	Oct 30, 2013 10:47 AM
222	quality of movies needs to be upgraded, watch TV infrequently, would like to seem more quality offerings when do watch	Oct 30, 2013 10:33 AM
223	Lower the rates, provide better service and communicate planned outages to internet (when roadwork is being done, etc. Happens yearly when work is done on Overland, yet no one ever says anything until after you call, go through hoops and THEN they figure out they have an outage). Better planning/communication between city road works and cable/internet provider to have on hand in case of issues, etc. STOP GAUGING THE CONSUMER!	Oct 30, 2013 10:31 AM
224	Comcast has dropped some channels that were on the basic package and now charges more for them on separate packages. The variation in sound volume is especially irritating and requires constant use of the TV remote to control sound.	Oct 30, 2013 10:21 AM

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225	We have had problems with the sub-contractors hired by Comcast who came into our yard to connect other users to the box on our property. When we had cable replaced because it was damaged they caused damage to our landscaping and did not contact us as previously agreed.	Oct 30, 2013 10:17 AM
226	Their internet service is very \$\$\$\$\$\$. They have an attitude of take it or leave it. The city should bring in competition, I.e. Verizon.	Oct 30, 2013 10:11 AM
227	Overall very good service and a professional company. I wish CSU could continue to work to get football games on better channels. You need a upgrade on comcast to get CBS Sports channel that had some games. Otherwise, good reliable service.	Oct 30, 2013 10:10 AM
228	I recently purchased and installed a large HDTV antenna in my attic so that I can receive local channels for free. I *hate* doing business with Comcast and as soon as I can find an alternate source for HS internet service and an option for receiving NFL football games (ESPN), I will dump Comcast. Their advertising places all kinds of emphasis on customer service, but that's a total ruse! They deliberately seek to obfuscate service offerings and to take as much money from their customers as possible. I just want simple, basic HDTV programming, HS internet, at a reasonable price for which I don't have to renegotiate or threaten to leave every 6 months. I don't know if FC has better options than Comcast, but if we do, CHANGE!	Oct 30, 2013 10:03 AM
229	The City agreement can't regulate internet, but since broadband using cable is tied to television, Comcast gets it by default and we get no other choices. I also find their rates (for everything, tv and internet included) ridiculous. Why is it \$20 a month more here, on the relatively densely populated front range, for the same plan available to my relatives in very rural Indiana? Part of it they claim is the franchise fee the city charges them which they then pass directly on to us.	Oct 30, 2013 9:53 AM
230	First: Cost increases overwhelm our income increases. Second: How about a no sports package for less money? Why do those who are not sports enthusiasts have to pay for that? Third: When I called about the outage, they couldn't or wouldn't tell me the area affected.	Oct 30, 2013 9:41 AM
231	Comcast is horrible.	Oct 30, 2013 9:38 AM
232	Comcast ignores service outage requests. For three months I had a lineman out to check my connection, he would say that the problem was not in the house, and pass it to the trunk line people who would close it out without checking it. The issue was escalated to their VP of customer service (KMM18418543V50805L0KM). They sent up a guy from Denver who found the problem (it was affecting my entire area, but I was the only person complaining). They refunded me 3 months of service. My current service issue concerns their old "Price For Life" guarantee. I should be on that plan, but Xfinity knocked me off of it for no reason. (I never changed my service.) My open issue regarding this (KMM22192951V19819L0KM) has gone unanswered for 1.5 months. If I had another option for high-speed Internet cable or fiber, I would change providers immediately.	Oct 30, 2013 9:16 AM
233	lower the rate, offer packages where we can choose channels instead of	Oct 30, 2013 9:13 AM

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	gigantic packages. better internet speed. real people on the other line for customer service and some followup on issues,	
234	I would like to choose which programs I want to watch.	Oct 30, 2013 9:06 AM
235	Too expensive!	Oct 30, 2013 9:05 AM
236	As stated above, our overall service with Comcast is adequate - only real complaint is how they handle their billing - we never receive the same bill twice even when we have changed anything. It is always up to the customer to contact Comcast to see if any promotions are offered or why the bill is never the same.	Oct 30, 2013 9:05 AM
237	They are arrogant in thier assertion they are the only provider...they fail to bury lines and use (independent contractors) temporary people to solicit neighborhoods and do installs minimizing their accountability of what is sold or installed. I have dealt with them for years with my renters and they are a horrible representation on how people should treat consumers.	Oct 30, 2013 9:03 AM
238	Low quality proگرامing for high prices. Considering that basic cable is \$30/mo and their digital economy package is \$37/mo it seems that the basic cable subscriber is subsidizing the price of more premium cable packages.	Oct 30, 2013 9:01 AM
239	90% of the programs and commercials are CRAP	Oct 30, 2013 8:55 AM
240	Internet speeds can come out fine on speedtest but ping responses and using web services such as Hulu, Netflix, etc can lag.	Oct 30, 2013 8:50 AM
241	They like to drill holes in the walls and staple wires all over the exterior of the house when they install. Not very considerate of the historic homes. They should have to get a permit from the building dept. to install.	Oct 30, 2013 8:46 AM
242	I don't need 150 channels of garbage programming when I only watch a half dozen channels. I don't think I should be locked into a higher cost programming tier just so that I can have HD content which I have to pay extra for anyway.	Oct 30, 2013 8:18 AM
243	I am paying for a great many channels that I have no interest in whatsoever, but not getting a few that I would like to have unless I am willing to pay over \$200 for a higher level package - which would also give me even more rubbish. I am considering going back to Quest for internet and telephone service. If Comcast breaks down, I have no telephone! (I have not got a mobile 'phone.) To be fair, Comcast replaced my existing modem with one that has a battery back-up, but I cannot connect it since I am required to activate it by 'phone or on-line; once I disconnect the present modem I will not have these services. I have not yet acquired telepathic powers!!!	Oct 30, 2013 7:57 AM
244	Comcast needs to offer a basic hd package with internet service not just for new costumers.	Oct 30, 2013 7:56 AM
245	As mentioned as to why I don't have Comcast, when I moved from my apartment to my new home, I tried to transfer the service. I was expecting to just plug in, but the line from the D-Mark to the pole where it connects to my house was	Oct 30, 2013 7:40 AM

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dead. For two and a half months they would send someone out, confirm the problem, promise to send someone else out later in the week to fix it, only to have the next person do the same. They continued to pass the buck for those 2 and a half months where I could no longer be without internet. I went to return my modem and ensure I wasn't going to get charged for those 2 and a half month of non-service, but was informed by the people working there I would have to sit on a phone tree for a couple hours to get it resolved. I don't know for sure if they ever got that billing dispute resolved on their end, but the customer service was atrocious. Please keep that in mind when renewing their contract. I'm currently using CenturyLink and it provides good service for a fraction of the price.

246	A cable company should not participate in politics in any way.	Oct 30, 2013 7:36 AM
247	Lower prices so they can compete with the satalite companies.	Oct 30, 2013 7:36 AM
248	In the bundled cable/internet/phone rate, itemize how much one is paying for each of these.	Oct 30, 2013 7:32 AM
249	The service is terrible. Would much rather see US Cable at least be a choice in Fort Collins. I lived just outside city limits once and had US Cable for 3 years and not ONCE had a problem with them. At the moment I have to call Comcast about something every month. Not exaggerating, it's once a month, for the last 3 years. It is terrible that they basically have a monopoly in the city.	Oct 30, 2013 7:29 AM
250	Please have an internet only service - I really don't like paying more for television which I rarely watch.	Oct 30, 2013 7:18 AM
251	Really like the online chat for customer service. Wish I got more channels or paid less for my tv service.	Oct 30, 2013 7:10 AM
252	If they were not the only option in town, I would not use them. I may stop using comcast and start subscribing to streaming products such as Netflix, Hulu and Aereo. Their quality is better and customer service is incredible.	Oct 30, 2013 6:58 AM
253	Why must I pay for numerous Hispanic channels when I don't speak or understand Spanish???????????	Oct 30, 2013 6:58 AM
254	We did not like their service at all and have switched to Direct TV for cable and Century Link for internet. It was a constant hassle to deal with them about pricing. They would quote us one price (after an hour of talking on the phone with them) and when we called back to question a bill they would not honor the original price and act helpless. We switched because we do not mind potentially paying more to have Direct TV if it means never having to deal with Comcast again.	Oct 30, 2013 6:56 AM
255	We are considering cancelling our cable since there are channels we don't receive in our package and don't want to substantially increase our bill. The shows we do watch can be purchased from iTunes for a lot less than our cable bill. We have an antenna and will probably just use that. If there was a more cafeteria-style plan we'd happily pay for the channels we want. But it's just not worth it to pay for so many channels we will never watch. I wish cable and	Oct 30, 2013 6:49 AM

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satellite channels would offer this. Instead they will lose more business (and have to raise their rates for remaining customers, losing more customers, etc.)

256	Comcast is ok, I do feel that you should get more for what you pay. Our rates have increased substantially over the last few years and we have had to choose to receive less service (in the way of fewer channels or not having cable throughout our home), in order to continue to pay what is affordable for us.	Oct 30, 2013 6:34 AM
257	I detest the standard operating practice of cable companies to increase fees without notice so that you have to call them every few months and renegotiate your subscription. It is a ridiculous and infuriating process that cable providers wouldn't get away with in another industry.	Oct 30, 2013 6:34 AM
258	They throttle the internet ALL THE TIME. We are paying for 50mpbs and have seen it get up to maybe 25mbps, and during peak hours in the morning and evening it frequently drops far below that. Bring us google fiber!!	Oct 30, 2013 6:33 AM
259	Seems like we subsidize very small and elite groups by paying for programs we, or our friends, will never watch. Let me select the programs we want and charge me accordingly. We only watch about 5% of the programs we are paying for!	Oct 30, 2013 6:21 AM
260	We were happy with Comcast's customer service, but for what we watch the cost was too high. We use an antenna now.	Oct 30, 2013 6:18 AM
261	They need to offer more flexibility of choice in program packages. Pricing needs to be reviewed.	Oct 30, 2013 6:17 AM
262	We just had Comcast installed on 10/29/13 and we are VERY DISATISFIED in reviewing the On Demand programming to see such a large selection of horror and R rated movies. We are not happy about this and hope this will be changed!	Oct 30, 2013 6:11 AM
263	Basically Comcast Television cable services are outrageously overpriced. Having to pay a tremendously high premium for the tier of channels that include Sports in order to get the one channel I really watch, TCM, frequently makes me consider canceling cable service altogether. At the very least we should have the standard market competition that exists for most other consumer goods. Cable service does not qualify as a "natural monopoly".	Oct 30, 2013 6:11 AM
264	It just feels like a rip off - \$200 a month! And the fact that I don't get a choice is wrong. Maybe some good competition would force them to be more reasonable with their cost. I wish I could just go without, but I can't. I am a single income home so \$200 a month is a lot!	Oct 30, 2013 6:05 AM
265	I have been completely dissatisfied with Comcast services and especially the customer service. I was treated very rudely by a MANAGER and talked to like I was a five year old. I can say nothing good about Comcast and everyone I talk to says the same thing. I am currently looking for another provider.	Oct 30, 2013 5:50 AM
266	I wouldn't mind watching some of the local access channels. But how do you find out what is on them? I've gone to the comcast/xfinity web site to try and find a channel guide and it doesn't exist. There are so many channels (mostly junk I would never watch) and it's difficult to separate the wheat from the chaff.	Oct 30, 2013 5:43 AM

Page 12, Q38. If you have any additional comments regarding Comcast and its services, please provide them below.

267	I am unhappy with the tv service and am contemplating going to satellite service because of the poor picture quality and selection of channels.	Oct 30, 2013 5:39 AM
268	My strong feeling is that the monthly cost for the service I receive is much too high. Just one month ago, my monthly cost has risen by 17 per cent. There is no excuse for this degree of increase, particularly since the COMCAST equipment in my apartment is old and the internet reception slow.	Oct 30, 2013 5:35 AM
269	For the most part, what's available on Comcast is just garbage. I've started getting videos from the library to watch, since there is nothing of any value on Comcast. I only watch public TV (6 and 12) and BBC America (162). Even the History channel is now just garbage.	Oct 30, 2013 5:27 AM
270	Please support our local PEG channels. there is nothing else like it in our community	Oct 30, 2013 5:25 AM
271	Service is so bad, if I could find an Internet provider I would switch that also.	Oct 30, 2013 5:24 AM
272	1) My chief complaint has to do with their billing practices. When I contract with a cell phone company, as long as I remain within the volume of use I've contracted for, the bill stays constant. But not with Comcast. About every 3 months they increase it, sometimes by \$60-\$80/month. When I call, I have to beg about whether there is yet another special that might apply. And if it does, it is only for a short period of time, after which again my bill increases. Really hard to budget for on fixed incomes, AND unfair when friends with different "specials" are getting identical services for only \$100/month. Set rates and stay with them; allow annual increases of some reasonable percentage, but be consistent about the basic rate. Taxes and fees add \$32/month to the basic rate I currently have. I think a reasonable charge (rate + tax) for what I use would be in the \$130-\$150 area. 2) Channels: There are so many Spanish channels that don't interest me at all. Would be good to be able to "hide" those from my listings. 3) The local office seems to provide good service, and Comcast's "Rose" at Best Buy also seems to know what she is talking about.	Oct 30, 2013 5:19 AM
273	Everytime Ive called costumer service they have been very polite. However it took about seven calls to get someone who knew my problem and explain it to me and why it was happening. And on that note I have cancelled my cable.	Oct 30, 2013 5:12 AM
274	Comcast has lousy customer service. Outages are common. I'm much happier with Dish, but I wish you would include your programming on satellite providers, I get all the Denver stations, what is your excuse?	Oct 30, 2013 5:02 AM
275	Comcast customer service is horrible.	Oct 30, 2013 4:42 AM
276	I absolutely hate having to deal with Comcast. I am content with the cable/internet service but dealing with their billing and customer service is just awful.	Oct 30, 2013 4:40 AM
277	Horribly expensive, not worth the value	Oct 30, 2013 4:31 AM
278	We switched to Directv because of the horrible customer service and technician service we received from Comcast. They are consistently rated as one of the	Oct 30, 2013 4:23 AM

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	most hated companies in the country because of their horrid customer service.	
279	Comcast does pretty good except for the price of their service. Last month our bill was \$99.00 and this month it is \$133.00	Oct 30, 2013 3:42 AM
280	Renew the contract!	Oct 30, 2013 2:37 AM
281	Terrible service...left years ago after being taken for endless amounts of cash and then charged for thousands of dollars of equipment I returned per the agreement termination! Awful employees who don't care anything about their customers or there satisfaction! Have migrated many friends and family away from Comcast due to their own problems! The city should be ashamed to associate its cable channel with such a ruthlessly profit motivated corporation that could care less about customer service.	Oct 29, 2013 10:21 PM
282	Let's have some vendor competition in this city. Comcast will only improve their services if there are other viable cable options.	Oct 29, 2013 9:45 PM
283	I must say they have improved a lot over the years...especially in the customer service area. I like having several services offered by one company so I can pay 1 bill for all. I would like to have credits on my bill for "all" outages automatic instead of me having to call into their office to fight over it. I don't like that when the cable goes out, the phones don't work....and then customer service message telling me to use my cell phone or tablet to check out any problems, especially since my cell service is horrible where I live. It would also be nice to be able to "suspend" service if I take extended business trips (keep my phone # though)..and wouldn't mind paying a small fee for that suspension status.The local office needs to be open on Sundays (I had a modem break on Saturday evening & I work every weekend) and/or have extended hours on Saturday as it would've been nice to get a new modem so I could keep working & not be forced to take vacation time for that. They need to have a "tiered" payment system for business services based on number of employees or number of phones/computers etc. Also, since I do not watch "any" sports, give us a choice to "not" have any sports channels. I've been a Comcast customer since they were AT&T back in the 90's, so what about long-term customer appreciation services, points...some kind of reward for that?! They seem to be continuously improving and offering more services to keep up with technology which is great.....	Oct 29, 2013 8:56 PM
284	My husband & I dislike the way they conduct business. They called my husband one day saying that they noticed we don't have cable, but it is included in the package we already pay for. The comcast representative tells him that he will receive a cable box -free of charge- to obtain basic cable service that we are already paying for. What happens when the box arrives? We see a charge on our bill for the box. We immediately called them and had it returned to them so that we could get our money back. Either they have representatives that do not know what they are saying or they conduct bait & switch type business practices, neither of which I agree with. PLEASE bring in more honest companies!	Oct 29, 2013 8:41 PM
285	We have had a terrible time with their internet service. And their need to charge for everything.	Oct 29, 2013 8:41 PM

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286	Complete run around when dealing with customer service issues. Spent +5 hours to figure out why digital service was dropped this past summer(2013) before figuring out on my own that multi-jurisdictional negotiation was underway in Denver metro area. Please drop them as service provider for fort collins and invest in alternate communication technology. The Comcast model is defunct, and so is any organization still dependent upon 25 year old technology to deliver information to the community. I don't want to give Comcast a dime to watch the soap opera that comprises the bi-weekly city council meetings.	Oct 29, 2013 8:26 PM
287	I would prefer that Comcast not be renewed exclusive cable service due to their poor customer service and quality of cable Internet. They overcharge and bandwidth for businesses is shared with residential clients so effectively the Xbox next door slows down companies doing business. I would welcome an alternative option to Comcast.	Oct 29, 2013 7:58 PM
288	comcast corp conducts regular switch and bait practices, for the city to renew this contract is condoning this practice. when comcast is confronted about this they try to make customers go away by giving free services, thus admitting to the illegal practice.	Oct 29, 2013 7:56 PM
289	They need to stop changes the cost on your bill. They agree to a price, and then two months they raised it again. Internet shuts off on you all the time. Call them and they don't help.	Oct 29, 2013 7:37 PM
290	I only have internet service and am paying \$84/month. The bundling of services is a rip-off and you pay a premium for "getting less"	Oct 29, 2013 7:35 PM
291	I think their rates are quite high and they just keep creeping up	Oct 29, 2013 7:33 PM
292	Why does one company get a franchise in fort Collins? Competition is healthy in business. It promotes customer care.	Oct 29, 2013 7:31 PM
293	comcast doesn't offer a low-cost package for fewer channels. i want only the basic channels (fox, nbc, abc, cbs, pbs, etc) and nothing else.	Oct 29, 2013 7:19 PM
294	Too expensive. I want to upgrade to X1 but I can't due to the lack of my comcast landline. I don't want a new landline.	Oct 29, 2013 7:15 PM
295	Long story short, they charge too much and do not provide reasonable intermediate level services. Comcast's service, including their customer service, is very good and I have no problems with it. I do have a problem with the cost of packages. For example, in order to save money, I tried to drop our phone service with them (we had phone, internet, and cable). The monthly cost they quoted was higher(?!?). They also charge more per month for our internet modem and dvr now (including consideration for introductory rates) than when we started, despite the fact that it's the same equipment we got from them four years ago (equipment costs like this should absolutely not rise, it's equipment, the cost should go down over time). Total equipment rental costs are outrageously high (\$24/month - \$480/yr). They also told me at the outset that I could not buy a modem telling me it was proprietary and had to be rented - this turned out to be false and I've now shelled out almost four hundred dollars to them for a modem that costs about \$100. I asked them 3 times to reduce my	Oct 29, 2013 7:06 PM

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costs and the best they could do was drop the price by \$10 - \$20/month, even if I dropped significant service (1/10 the internet speed, no dvr). To be blunt, that's insane. They have a right to their pricing schemes, but I'm not going to pay \$140/month for slow internet, a phone I don't use, and TV that includes 100s of channels that we don't watch and literally 4 that we do watch. As I write this, I have canceled my service with Comcast cable just two weeks ago. We were paying \$157/month for cable, internet, and tv. We don't need the phone (but couldn't get rid of it because it would cost more) and we don't watch enough tv to justify anywhere near what they're charging. We now have internet with a competitor and our bill is now less than \$40/month (including all taxes, fees, etc.) and will ultimately be less than \$60/month (after the introductory rate) for internet that's nearly twice as fast. Comcast wanted nearly \$80/month to provide an inferior service. Compared to our \$157/month bill, we're saving \$1200 per year, part of which will be pumped into the Fort Collins and Colorado economies. You want to raise more revenue for the city and boost the economy? Put some more money in people's pockets to spend. Getting them to provide a mid-level service that includes some of the more desirable channels (locals plus ESPN, FX, TBS as a package for example) at a reasonable price would be a good way to do it. I realize Fort Collins can't do that on its own, but in coordination with other cities on the front range it could force the issue (play the cable companies off one another. It's supposed to be a competitive market, make them compete to land the contract). Thanks for the opportunity to provide input.

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| 296 | They are horrible to deal with in that you are forced to get new specials every 6 months. Their channel packages are also stacked with hundreds of useless channels in the basic package with the channels that people want to watch in the more expensive packages. Their equipment is also quite outdated and their guide is, well...I think the new health care web site works better. The only reason I have cable through them is that because of their specials it is cheaper to get internet if it is bundled with cable. | Oct 29, 2013 7:04 PM |
| 297 | I would highly recommend reviewing the offerings from other small cities. Internet in Fort Collins is falling behind. For example, Cedar Falls, IA has their own municipal utility. They offer very fast internet at reasonable prices - much better than Comcast. In fact, they now offer fiber directly to homes. www.cfu.net/cybernet/default.aspx | Oct 29, 2013 7:02 PM |
| 298 | I don't like the billing practices and the price. I wish I could get better pricing for the 5-10 channels I watch on a weekly basis. I also want the ability to get new technology without spending hundreds more. I had service for 6 years and Comcast stated they had no discounts or offers to save me money. The only thing I could do was cancel my service and start a new account with my roommate. I wish they had better support who understood english and how to work with the customer and the equipment. | Oct 29, 2013 7:02 PM |
| 299 | We have had ongoing problems with internet connectivity. Because of that issue and high cost of Comcast internet/phone/cable, we are currently looking at other options. | Oct 29, 2013 6:55 PM |
| 300 | 1. Please find a way to unbundle cable tv, i watch maybe 20 channels but have to pay for hundreds to get the channels i want (maybe 25 to 30 in all). 2. Not a deal breaker, but get them to broadcast in 1080p, pretty much everyone who has | Oct 29, 2013 6:47 PM |

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a LCD, LED, or plasma tv's native format is 1080p, comcast broadcast's in 1080i (ancient by video standards), they try to upsacle 1080p in some of the newer cable box's... but thats what our TV's already do. 3. This is the most important to me, and i'll be a little long winded on this one. Internet service in Fort Collins is PATHETIC. When cable internet first came to colorado in the 90's it was from TCI (Tele-Communications International), their initial offering was 12mbps download 4mbps upload for \$42 per month (no promotional discounts). They were bought a few times and eventually ended up being comcast. So almost 20 years later comcast now offers 30mbps download (which isn't to bad, my cell phone can beat this, but still not bad), but they have only upped their upload bandwidh to 6mpbs (the part that makes me furious) while charging me roughly \$52 per month (no promotional discounts). I work for CSU, i manage their super computer along with a whole host of other services, from home its faster for me to use my cell phone (Verizon LTE) to transfer files to and from campus than my hard wired Comcast account. I have family in Kansas, California (san francisco), Virginia, Georgia, new york, DC and some friends in Pennsylvania. Everyone of them gets SUBSTANTIALLY faster internet (usually around ~40 to 50 upload and download bandwidth), for a little more than half the price we currently pay here in Fort Collins. I guess my point on this is... if my cell phone can beat my hard wired internet connection for speeds then i know the company (Comcast) is being disingenuous with their service offerings

301	My biggest complaint with Comcast is their horrible customer service.	Oct 29, 2013 6:44 PM
302	The only thing I really miss is broadcast television stations like PBS. Ever since the switch to digital, we haven't been able to pick up any broadcast channels. Other than that, Netflix has served us very well. We love that it's commercial free.	Oct 29, 2013 6:42 PM
303	We removed cable programming several years ago. I have no patience for tv ads, so used a dvr with all cable services prior to the disconnect. The only programming that was watched 'live' during this time was sporting events. Sporting events are the only programming that is actually missed after the disconnect. I would like to see a custom channel package available--where I could line up a set number of channels (say 50) *of my choosing* for a set price. Then add premium channels onto that for the standard upcharge. Paging through hundreds of channels for the 12 that I commonly watched was a real pain! I might even come back to cable tv for such custom convenience.	Oct 29, 2013 6:41 PM
304	I was forced into getting Comcast when I moved to Fort Collins because nobody else offered service there. Because of that, they were basically able to charge whatever they wanted, and they did. I had an intro package that was \$75 for 6 months, and then it jumped to \$98 (per month). That was two levels down from the top package, and no other services, like phone. I eventually got a tv for my bedroom, but only wanted very basic channels. I was told that I couldn't get the cheaper package for one room, and the better package for the other room. They ended up charging me \$130/mo with the 2nd tv. I was furious, so I cancelled, but they kept charging me, and even sent me to collections despite proof of payment. They are a wretched company. To protect Fort Collins residents, please go with another company if possible. Otherwise, more people might take the route I did: I use chromecast for everything now.	Oct 29, 2013 6:41 PM

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305	Need to open the cable services to more than one cable operator. Service and costs would improve overnight with competition. The city should not support monopolies. Satellite is not a competitor as even Comcast commercials make clear.	Oct 29, 2013 6:41 PM
306	My biggest dissatisfaction with Comcast is the reliability of Internet service. I typically have to call 4-6 times per year when service is interrupted (and the interruption usually occurs when there is a significant change in the weather). We have had the line from the pedestal to our house replaced 4 times in the past 15 years because of signal quality issues. When there is an outage, I usually wait a few hours before calling (sometimes it resolves itself, or perhaps someone else called in), and every time the regional outage seems to be a complete surprise to the representative. I suspect that nothing is being done to monitor the network. Download speeds are inconsistent from day to day, and the upload caps are too restrictive. Comcast needs to be MUCH more proactive about monitoring and resolving Internet service outages.	Oct 29, 2013 6:41 PM
307	Let us have other cable choices. They shouldn't have a monopoly.	Oct 29, 2013 6:40 PM
308	If Comcast would lower their rates we would consider using them again. However after years of continually increasing their rates (our channel package never changed), we decided to switch to DirecTV because they offered more affordable packages with 3 times the amount of channels.	Oct 29, 2013 6:38 PM
309	We need competition	Oct 29, 2013 6:32 PM
310	fuck comcast	Oct 29, 2013 6:17 PM
311	The service is fine. I absolutely hated direct tv when I had it. I like on demand. I am rarely home when shows are on so I really like the on demand feature. I wish we could do more a la carte at lower cost.	Oct 29, 2013 6:07 PM
312	I am looking for ways to drop Comcast because of the high prices	Oct 29, 2013 6:07 PM
313	I would welcome a different cable company. Comcast treats its customers terribly & constantly raises the rates without improving service. Our internet service goes out at least once a week, but we are never compensated for this inconvenience. The cable service is one of the things I warn people about whenever they mention possibly moving here. I tell them they should avoid Comcast if possible.	Oct 29, 2013 6:04 PM
314	Comcast has terrible customer service, consistently, whenever there is a problem. There are more problems than there should be and then to have to deal with being on hold for hours, being passed around from dept to dept. All while being charged too much! The people who work at the walk in center are nice, and as helpful as they can be- the only positive!	Oct 29, 2013 5:56 PM
315	Comcast has charged to much through all their changes in quality and channels.	Oct 29, 2013 5:53 PM
316	PLEASE bring FIOS to Fort Collins!	Oct 29, 2013 5:49 PM
317	I can't speak to the cable television side of things but I have Comcast high-speed	Oct 29, 2013 5:45 PM

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Internet and I pray I never need them for tech-support because it's horrible. I run a local computer IT company in Fort Collins so I deal with Comcast far more frequently than your typical Comcast customer. The reliability of the Internet service itself is excellent but when setting up new service or when the existing service has issues, I dread calling Comcast. I've been disconnected from their tech-support multiple times and even though I've entered my phone number and verbally given it to a representative, I've never been called back. In addition, getting a hold of someone at Comcast to has a clue as a minor miracle.

318	We had Comcast for Internet and telephone service. Their prices were higher than their competitors and they were not willing to match a competitive offer. I would also note that 12 Mbs service from Centurylink is effectively faster than 20 Mbs service form Comcast. I suspect that, like many cable ISP's , Comcast employs QOS enabled routers that prioritize some flavors of packets over others effectively throttling bandwidth to competitors.	Oct 29, 2013 5:44 PM
319	I believe the pricing is outrageous.	Oct 29, 2013 5:30 PM
320	Horrible service/policies.	Oct 29, 2013 5:22 PM
321	Good internet service, but their customer service is so awful, I won't pay them. I am now a Centurylink customer despite slow internet because their customer service is respectful and responsive.	Oct 29, 2013 5:20 PM
322	Not enough choice in channels you do not want to pay for.	Oct 29, 2013 5:19 PM
323	When calling about problems with the service, things typically get solved within a good time frame. As soon as we call to make any changes as in down grades to our services, such as reducing the number of channels, we are placed on hold forever and then get offered a promotional channel package and we end up keeping the channels. We are finally fed up with the overall bill and we will switch over to a device called Roku 3 and we are currently looking for an alternative phone service as well.	Oct 29, 2013 5:19 PM
324	Service is bad. Charges are too high and increases each year. Internet service can be very poor (slow) at times - weekends.	Oct 29, 2013 5:16 PM
325	How come you can't have the basic package w/o some type of box? With all the digital TV's out there this seems really stupid. Also, on the basic package I no longer get HD. You can get it thru the air, but antenna's in an apartment complex in Fort Collins don't have the strength to pick up signal from Denver. Need a house with a roof antenna. I just want local TV in HD for a decent price. They use to offer this, but changed it up a few months ago, now a crappy little box you have to use with another remote and only half the picture.	Oct 29, 2013 5:06 PM
326	Comcast is the worst company I have ever had to deal with. It is obvious from my interactions with comcast that they rely on their exclusive contract in fort collins to charge fort collins residents high prices and give us poor customer service. I urge the city to offer this contract to a different company. If the contract is not offered to a different company I expect to see the results of this survey and the contract renewal process made publicly available. Also, all of the public programming should be made available via the internet. It is more	Oct 29, 2013 5:05 PM

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convenient for the audience to access the programming via the internet. Maintaining cable broadcast of this programming is not necessary with today's technology.

327	I have felt ripped off ever since they reduced my channel lineup. I would pick a different cable provider if one was available to me.	Oct 29, 2013 5:04 PM
328	There needs to be other providers around here. Comcast is so expensive and they charge you for every little thing. What about having multiple providers (I don't count satellite, since I don't want one on my house and for other reasons) like Time Warner (they have much more reasonable prices). I'd love more options for cable internet as well, right now Comcast is the only one who has cable internet and I need it for work, so I'm stuck with Comcast. Monopoly over the market is never good.	Oct 29, 2013 5:02 PM
329	One of the most aggravating issues is that I don't have any other choices regarding high speed cable and internet providers.	Oct 29, 2013 5:02 PM
330	the cost is far too much, especially when new customers get specials but old ones can't. I could buy a Honda Accord for the monthly cost of my cable bill.	Oct 29, 2013 4:58 PM
331	Worst customer service of any company, in any industry, I've ever dealt with. Near impossible to read bill. They charge you a higher rate, then add all kinds of discounts. Then one day your bill comes, and it has gone up by 50%, with no explanation why. Then you call and they start to change the price. How about just a flat rate for each package that is the same for everyone and stays consistent. I know multiple people with same services and they all pay a different amount. Makes no sense!	Oct 29, 2013 4:56 PM
332	The rate is too high for HD. All TV sets sold are HD. HD should have the same rate as regular non-digital TV. Rent on cable boxes should be charged for the price of sale only. For example: One the monthly charges equal the price of the box, the customer should then OWN the box and there should be no more monthly charges.	Oct 29, 2013 4:49 PM
333	Ft. Collins should offer an incentive to multiple other cable/internet providers to get some competition in town. With COMCAST as the only provider the rates just go up and there are no viable alternatives, especially for high-speed, reliable internet service (Century Link DSL is a sad joke).	Oct 29, 2013 4:48 PM
334	Put the local stations on HD	Oct 29, 2013 4:48 PM
335	I dislike their constant rate hike.	Oct 29, 2013 4:43 PM
336	I hate that Comcast is basically the only choice. They have a monopoly of services so can basically charge whatever they want.	Oct 29, 2013 4:38 PM
337	Comcast provides the lowest value for the dollar when competitive services across the country are compared. Their STB (set top box) technology is a few years behind DirecTV alone and the OTT (Over The Top Internet-based) services are still buggy and immature. Go with the other guys. They try harder.	Oct 29, 2013 4:36 PM

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338	I have had wonderful service with Comcast. Any issues have been resolved quickly.	Oct 29, 2013 4:33 PM
339	I had comcast for many years and was happy with the service unless there was an issue and I had to call in which would take 20min. to talk to a technician. I disconnected service when our house sold and wanted to transfer only the internet to our rental until our new house was finished and had full intension of connecting Comcast when we moved. Direct TV is free at our rental for the record. When I submitted my transfer of internet they shut off all service a week before I asked them to so no TV, phone or internet for a week before our move. 7 phone calls to Comcast (45 min. each) to try to get it figured out and nothing. No credit for the service we didn't have either. Then it took 3 days to get service at our rental because they kept trying to tell me it should work when the modem was plugged in. After they sent the tech out on the 3rd day he realized there was no Comcast service connected to the house after all. I had told them repeatedly that Comcast had never been hooked up here but they wouldnt listen. I run our office for our business from our home and its catastrophic when there is no internet. So after all of that I will not be using Comcast from here on out. I am in the process of changing our email accounts from Comcast.net accounts to another service.	Oct 29, 2013 4:33 PM
340	Great, courteous customer service. Very prompt in resolving issues. I feel like they really care about my relationship with their company and services.	Oct 29, 2013 4:30 PM
341	Too many adverts make most shows unwatchable. Prefer to watch DVDs.	Oct 29, 2013 4:27 PM
342	I wanted to change but there weren't any good alternatives in the area. Too expensive, not a fan!	Oct 29, 2013 4:27 PM
343	I do not recommend Comcast as a company overall because they use dishonest tactics to get more money. They sell services for one price, then charge another and deny the original quote was ever given. They are just plain dishonest.	Oct 29, 2013 4:24 PM
344	DO NOT RENEW COMCAST!!!	Oct 29, 2013 4:23 PM
345	Competition is a beautiful thing...	Oct 29, 2013 4:21 PM
346	We subscribed to Comcast Cable for 12 years. Their prices kept going up while the number of channels kept going down. They constantly offer deals to new subscribers, while long time subscribers like us were paying \$70 per month for basic cable. We finally had enough and canceled a year ago. We now have Roku, a \$7.00 per month Netflix subscription, and have never looked back. Comcast has a monopoly in Fort Collins, and they are charging WAY too much.	Oct 29, 2013 4:18 PM
347	Customer service is so poor! I think having another cable provider would be beneficial because right now they don't care because they are the only cable option. Billing is awful. Never get the same bill twice even with a contract	Oct 29, 2013 4:13 PM
348	There are too many channels of junk TV and way too many Spanish language channels. These should be offered free if asked for. A basic cable listing including local TV, and the usual stations, without all the crap. An a la carte menu for stations at a reasonable cost per month. \$1 or less per channel, so we	Oct 29, 2013 4:12 PM

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	can choose what is there and loose the stations we never watch. This would also make the programming have to get better. The packages offered are too expensive for what we get.	
349	I'd cancel if satellite service were any better. The only worthwhile service that I really need is the high speed internet as I run an online business from my home office.	Oct 29, 2013 4:08 PM
350	I have been with comcast for over 10 years and have had a horrible experience with them. We NEED more choices in fort collins for cable/internet!!! They don't have a concept of customer service because they have a monopoly here and a little competition would be helpful.	Oct 29, 2013 4:01 PM
351	Cost vs content. Comcast just doesn't make sense for us. For the price of one month of comcast I purchased an antenna. We are able to receive all the local stations. We use Century Link for DSL at half the cost of comcast internet as well.	Oct 29, 2013 4:00 PM
352	Cable should be more competitive. Satellite and Cable are different but appear to collude on prices, and continually bait & switch the pricing for new versus existing customers.	Oct 29, 2013 3:59 PM
353	Prices just kept going up and customer service wouldn't budge on working with us. Never again...	Oct 29, 2013 3:58 PM
354	I wish we had other choices. I dont like them, they lie, and the rates are to high. Every month we have to contact them with a problem. We have one now..and after talking with 7 people...we still have the problem. They cant get the bill right, the equipment right. The consumer service is the worst. It never ends with them.	Oct 29, 2013 3:56 PM
355	Comcast's service is ridiculously overpriced. Although I have not had any service issues in the last few months, I have had them in the past. I pretty much had to upgrade and pay more to resolve some of those problems. The city should investigate a city-owned interest provider that would be more affordable. Internet access is required to fully function these days. It should be available from a government or non-profit source. I'm tired of being gouged by Comcast for mediocre products and service.	Oct 29, 2013 3:51 PM
356	Lousy telephone customer service, their one location in town is difficult to access and has long lines	Oct 29, 2013 3:47 PM
357	Their customer service is atrocious. They will not upgrade their local internet capacity and allow overuse to occur regularly slowing internet connections below advertised speeds. They also throttle the internet during higher use times and specific companies, like Netflix. I have no problem using Amazon, yet Netflix has to buffer countless times. They ignore complaints, probably why they are still losing customers. Fort Collins should look for others to come in for service.	Oct 29, 2013 3:45 PM
358	More competition and choice is needed. Comcast's service model is outdated and does not serve the best interests of Fort Collins.	Oct 29, 2013 3:43 PM
359	Happy with comcast, have tried both direct tv and dish network. Not satisfied	Oct 29, 2013 3:43 PM

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with either of those

360	It would be nice if there was another cable company to add some variety and competition to Comcast. As it is, other than a dish, they're the only game in town and they know it. We don't get the latest equipment as soon as other cities, and they can charge whatever they want for their service. They should also offer HD programming without getting an additional box. TV's are capable of receiving HD signals and are "cable ready", so why should we have to get a box if we have TV's in rooms that are only used infrequently (guest room, etc.)? If a DVR isn't important in those rooms, why not make it so we can still get HD?	Oct 29, 2013 3:37 PM
361	They charge exorbitant fees (\$15 for self-installation???), and the cost goes up every year with no discernible change in quality of service, channel selection, or customer service as a result. I have in no way regretted opting not to continue my relationship with Comcast Cable when I moved into my current residence 9 months ago, and if there were another option that provided broadband internet service, I would probably switch to it.	Oct 29, 2013 3:34 PM
362	Taco	Oct 29, 2013 3:31 PM
363	They get a monopoly on CATV Service and the rate increases are ridiculous.... They should be able to offer 70 channels for \$10.00 a month. They have unnecessary and useless programming	Oct 29, 2013 3:29 PM
364	Comcast offers a huge number of channels that I never watch. It irks me that I have to pay for "packages" when 95% of their offerings are of no interest to me.	Oct 29, 2013 3:14 PM
365	I resent paying the high cost of Comcast services and believe I am subsidizing many channels and services not wanted	Oct 29, 2013 3:12 PM
366	The internet service is actually worse than the cable TV service. We routinely have to restart our router due to signal outages from Comcast. Additionally, our bandwidth is also routinely low enough that streaming video fails to work. It is unfortunate that the "bundle" of cable and internet is one of the only options in town yet costs what seems to be a very large amount of money. We have had increases in our cable bill in the past couple of years, but we have had NO increase in services or benefits.	Oct 29, 2013 2:58 PM
367	Monopoly is never good.	Oct 29, 2013 2:55 PM
368	No (only because this is television-focused)	Oct 29, 2013 2:51 PM
369	Comcast offers sub-standard service and sub-standard equipment, with outrageous prices. DirecTV and Dish Network offer the same programming with much lower prices, better service, and better equipment.	Oct 29, 2013 2:41 PM
370	I think the quality of cable and selection of On Demand shows Comcast provides is great, but I have had issues w/their customer service in the past, particularly with switching packages and the baseline package prices. I also feel their set packages really pidgeon-hole you into having to go with a larger package in which you don't really watch many of the channels. I think that there should be more tiers, or the popular channels (ie. Bravo) should be offered in a more	Oct 29, 2013 2:41 PM

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moderate price range. Additionally, prices really tend to skyrocket after the initial 6 month period and it's a non-stop battle to reduce the prices by changing packages through new promotions, especially when we have been loyal Comcast customers for many years (had Comcast when living in a different state). I would like more options in regards to Cable Television providers, as I think this would allow more options when deciding what package best suits us. \$126/mo is far too expensive which is the primary reason we will be canceling cable. If more package options were available and/or other companies were available to choose from, I'd quickly reconsider this decision, as I enjoy having access to cable TV channels. On a separate note: I've been told all cable lines should be buried in Fort Collins, but the lines at our house are draped over trees, etc. which has caused some connectivity issues in the winter when the winds pick up. We have yet to schedule anything w/Comcast simply due to the inconvenience of having to be at home for a 4 hour block of time to meet with the technician. It is not conducive to my work schedule and not worth taking time off of work to fix something that should be done on behalf of the company.

371	The cost for basic service is too much.	Oct 29, 2013 2:37 PM
372	Wish we had other cable options. Terrible experiences.	Oct 29, 2013 2:28 PM
373	frustrating. But usable.	Oct 29, 2013 2:25 PM
374	If our house could have fiber connection at a reasonable price, we would consider dropping cable video service.	Oct 29, 2013 2:24 PM
375	Our costs kept increasing to the point it was absurd. Even without cable, our phone and Internet costs slowly rise. Additionally, there is definately a level of slowing when we watch TV show online, through Hulu and Netflix. We would do anything to have an honest company be our carrier, but it doesn't seem possible.	Oct 29, 2013 2:16 PM
376	PLEASE DO NOT PROVIDE THE SPANISH STATIONS WITH THE SERVICE. THOSE SHOULD BE PAID FOR STATIONS, OR LET US SELECT OTHER STATIONS IN STEAD OF THE SPANISH STATIONS. WE SPEAK ENGLISH AND DO NOT CARE TO BE PAYING FOR THE SPANISH STATIONS. LET US CHOOSE WHICH STATIONS WE WANT TO HAVE IN OUR PACKAGE.	Oct 29, 2013 2:09 PM
377	Comcast is a ripoff. I would use them if the prices were better.	Oct 29, 2013 2:07 PM
378	They have great customer service and are very responsive and helpful when there is a problem or question. It just seems that the rates keep going up continually with no new added benefits.	Oct 29, 2013 1:57 PM
379	How about a cable / internet package for seniors over 60 years old?	Oct 29, 2013 12:41 PM
380	We need to find a service provider committed to bringing truly high speed internet to our community if we hope to maintain and improve our position in the technology sector. It is disappointing that small businesses and residences are constrained to Comcast as the best option for ISPs. This will become more important than what channels are carried via cable as more content becomes available in this format.	Oct 29, 2013 11:15 AM

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381	CTV Channel 11 is the greatest addition to the University news service. It's vital it continues. Would be great if it had higher funding.	Oct 29, 2013 10:44 AM
382	Comcast is one of the worst companies I've ever had to interact with. I've had many negative experiences with Comcast including deceptive billing practices, poor customer service, poor internet service, bad response time to complaints, missed appointments, and inadequate support staff. Their near monopoly on internet service is the only reason I do business with them.	Oct 29, 2013 10:08 AM
383	Comcast has the worst customer service I have ever encountered. This includes the field technicians as well as their corporate to their account representatives. They are rude, unprofessional and the work is sloppy. I refuse to carry cable or internet service if Comcast is the only provider.	Oct 29, 2013 9:58 AM
384	The man from the energy board made an excellent point about equipment energy expenditures. Would love to see that addressed.	Oct 29, 2013 9:06 AM
385	I love the CTV program on channel 11	Oct 29, 2013 8:24 AM
386	From my experience, Comcast's internet service is not reliable, cable is overpriced, and their customer service is appalling.	Oct 29, 2013 8:15 AM
387	Internet streaming content is how we watch tv. We are getting only the programs we watch, and the major networks over the air. This is where content will be coming from in the future. Cable TV needs to start to play along with this and let go of contracts that limit streaming content, i.e. streaming sports blackouts by region.	Oct 29, 2013 4:08 AM
388	Had basic cable when it cost \$16/month. It went up to over \$50 for the same package, and there was no local (Fort Collins) news. Comcast kept putting their prices up, and we just got fed up having to negotiate every six months while new customers got the deals.	Oct 28, 2013 8:54 PM
389	it would be nice if there were more options.	Oct 28, 2013 8:01 PM
390	I find comcast difficult and overly complicated to deal with both here and in my mountain property.	Oct 28, 2013 6:59 PM
391	Spotty internet service lately has caused intermittent loss of phone service that Comcast is unwilling to diagnose without a service call and charge.	Oct 28, 2013 6:32 PM
392	With regards to the TV portion of Comcast, I don't believe you get a good value. The internet, seems to be working now for me but at times it slows way down and I just give up. I live in a newer neighborhood, have the latest cable modem box from them, wiring is good, service is not consistent.	Oct 28, 2013 6:01 PM
393	Comcast has such a monopoly all over the country and they charge whatever they want. Plus their customer service phone operators are pretty horrible in my experience. That being said, who is better? Wish TV didn't cost so much these days or I would buy it.	Oct 28, 2013 5:57 PM
394	I only chose comcast because it's the most convenient. The service is okay. The price is what kills me. I don't like that I have to pay more for anything remotely	Oct 28, 2013 5:34 PM

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	educational and pay less for brain cell numbing reality tv. I didn't not know about the free video editing tutorial things. I feel like I'm paying for the top shelf internet speeds and only getting bottom of the barrel results. On my iPad and mobile phone the wifi comes and goes. If I had to describe my feeling towards the comcast service... "meh." Would be it.	
395	More options btw providers would be nice	Oct 28, 2013 5:20 PM
396	Too expensive - much cheaper in other areas. Between equipment rentals (quoted at one price but more on the bill; also, charged for HD adapters sent last year but never activated. They did not tell me there was a monthly charge for these adapters) and the monthly fees it is way to expensive monthly. With so many other alternatives out there, Comcast should get their pricing in line and be more competitive.	Oct 28, 2013 4:50 PM
397	The cost of Comcast services are ridiculous.	Oct 28, 2013 4:30 PM
398	Comcast is probably the worst company I have ever dealt with. We tried Century Link, but they could not offer the speeds we needed. I would gladly welcome and eagerly switch to a comparable service.	Oct 28, 2013 4:17 PM
399	Ridiculously expensive. More so than other areas I have lived.	Oct 28, 2013 4:14 PM
400	Internet only service seems way over-priced. Could be cheaper if I bundled with a bunch of other services I don't want, and that seems unfair.	Oct 28, 2013 4:00 PM
401	Comcast is an unreliable service with terrible customer service and FTC should encourage competition to move to the area.	Oct 28, 2013 3:51 PM
402	I believe many issues with Comcast could be resolved through better communication. If an offer is expiring, send an email to the customer & notify them. If you have someone working the customer service phone lines they should be sure they give out correct information or refer you to someone that can.	Oct 28, 2013 3:44 PM
403	They are extremely over priced, and throttled my services. Hardly "unlimited high speed". There is no reason to have them cap the speeds to begin with since it doesn't cost anything to tech. up the bandwidth. The customer services is also horrible. Rude and unhelpful.	Oct 28, 2013 3:35 PM
404	I would prefer the option to buy only the channels that I want.	Oct 28, 2013 3:28 PM
405	I do not have comcast.	Oct 28, 2013 3:23 PM
406	Although I understand the communications law loophole that allows them to do it, I found their scrambling of over-the-air cable channels to be sleazy.	Oct 28, 2013 3:17 PM
407	We need more options than just Comcast!	Oct 28, 2013 3:07 PM
408	Dislike trying to call in due and get very little help going into the office. Not enough ways to communicate with them or get help	Oct 28, 2013 3:04 PM
409	Even basic cable for only a few stations is incredibly expensive.	Oct 28, 2013 2:52 PM

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410	Comcast TV and internet are fine. The internet service is very fast, which we like. However, Comcast customer service is notoriously terrible. Getting anything taken care of in a timely manner or getting any information other than a rote explanation is high impossible from them. Very frustrating.	Oct 28, 2013 2:52 PM
411	My biggest complaints with Comcast is it's rate changes for promotional packages and overall rate increases over time as well as inconsistency with price quotes. Cable/internet is quite expensive to begin with. Whenever I move, I'm able to get a promotional rate on certain premium cable packages by first canceling my service and then restarting it when I'm in my new place. However, the promotional package prices only last for a certain time period and then the prices go up, without a reminder from Comcast. I understand why they do this (they get more money) but a heads-up would be very courteous. Also, often before adding a service or package, I call to see how much it would cost me. Often, I'll receive one price quote from person A on the first phone call, and then when I call back to actually get the service, the price quote is different again. It's very confusing where they get the information for price quotes, I don't think even the customer service reps know how the numbers are calculated. I've even had an experience where I added a service for a quoted price and then was charged a higher price. When I called to get my bill fixed, they customer service rep was at a loss because they didn't have any records from my previous phone calls regarding quoted prices (either what I was quoted or what I was charged). Very frustrating, very unorganized, and takes advantage of the customer a bit too much.	Oct 28, 2013 2:43 PM
412	Comcast's options for cable and internet are limited and expensive. In addition their customer service is atrocious. I would HIGHLY enjoy having an alternative available with internet speeds that compete with Comcast's.	Oct 28, 2013 2:25 PM
413	When we lived within the city limits of Fort Collins, we subscribed to Comcast for cable and internet. Now that we live just past Vine off of Overland, Comcast is not available so we use Baja for both services. We are SIGNIFICANTLY happier with the service and the cost of Baja compared to Comcast. It would be nice if Comcast were an option for us as a means of competition for Baja but I don't think we'd be willing to switch back to Comcast. I vote you get rid of Comcast and switch to Baja.	Oct 28, 2013 2:25 PM
414	confusing billing that is never the same month to month even though our services never change. horrible customer service phone support, 1 office located in a horrible location and there is always a huge line of upset people.	Oct 28, 2013 2:22 PM
415	Remote usually does not synch with TV. Channels not available that sales person said would be. Unknowledgeable customer service staff when I called regarding sports packages.	Oct 28, 2013 2:18 PM
416	Just tired of having to haggle with Comcast. Tired of the lack of options. Seems like you have to choose between 2 poor options. Know you guys have no control over it, but would love to see another bid to Google Fiber, or Verizon Fios.	Oct 28, 2013 2:18 PM
417	I would like to see options for cable service from other companies. I would like to see the City negotiate a deal with Google Fiber for Internet service.	Oct 28, 2013 2:17 PM

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418	Comcast is A #1. I do however have and pay for business class service.	Oct 28, 2013 2:14 PM
419	Having the ability to use these services through the web, or an app on iOS or Google Play would be great. And it would be a great way to get those who don't pay for cable tv to still have a way to access your content.	Oct 28, 2013 2:14 PM
420	It is really hard to get a free TV signal in Fort Collins. I was limited to just two stations (PBS and CBS) over the air until I bought an expensive antenna to put in the attic. I looked into Comcast several times but could not easily find a reasonably affordable option. I'm also discouraged by the high speed Internet options in Fort Collins. Comcast has especially discouraging options when it comes to buying Internet without cable TV.	Oct 28, 2013 2:12 PM
421	Take the City and Utility's existing fiber optic network and add an FTTH option. I would rather pay my local utility and/or city to provide services before a national company that doesn't care about individual subscribers. If nothing else, remove the cable company's monopoly on service.	Oct 28, 2013 2:08 PM
422	I think I would be more likely to have cable if selections could be a la carte. Maybe not 100%. A basic LOW cost for the service and a local pkg then others individually. There have been times when all I wanted was the History channel but it only came with a super premium pkg. Of course, that was when the History channel was worth watching. I don't know now.	Oct 28, 2013 2:02 PM