




Trial Subscriber Feedback




Part 1:

FTTH and your household...





Which of these FTTH services are connected in your household? (CHECK ALL THAT APPLY) [Further Analysis](#)

Answer	Number of Responses		
Internet	52	61%	
Test Video	11	13%	
Phone	22	26%	






Do you own or rent your residence? [Further Analysis](#)

Answer	Number of Responses		
Own my residence	49	91%	
Rent or lease my residence	4	7%	
Other	1	2%	

In which age bracket are you? [Further Analysis](#)

Answer	Number of Responses		
Under 18	0	0%	
18 - 24	0	0%	
25 - 34	5	9%	
35 - 49	22	41%	
50 - 65	21	39%	
Over 65	6	11%	
I'm not telling!	0	0%	

How many adults (18+) in your household use the service? [Further Analysis](#)

Answer	Number of Responses		
None	1	2%	
One	5	9%	
Two	39	74%	
Three	4	8%	
Four	4	8%	
More than four	0	0%	

Do you have children in your household who use the service? [Further Analysis](#)

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Answer	Number of Responses		
None	31	60%	
One	7	13%	
Two	13	25%	
Three	1	2%	
Four	0	0%	
More than four	0	0%	

How many computers do you have connected to FTTH Internet?

[Further Analysis](#)

Answer	Number of Responses		
One	10	19%	
Two	14	27%	
Three	13	25%	
Four	8	15%	
Five	3	6%	
More than five	3	6%	
N/A	1	2%	

Do you have a home computer network?

[Further Analysis](#)

Answer	Number of Responses		
Yes	38	70%	
No	14	26%	
Not Sure	2	4%	

Do you use a Virtual Private Network (VPN) to access your office computer network?

[Further Analysis](#)

Answer	Number of Responses		
Yes	23	43%	
No	26	49%	
Not Sure	4	8%	

Your FTTH Internet service

Use the 1-5 scale to rate your level of satisfaction with each area below:

1 Not Very
 < Satisfied Satisfied >
 5

[Service Installation](#) refers to the knowledge and efficiency of the installers in establishing your service.

Satisfaction with your FTTH service installation:

[Further Analysis](#)

Answer	Number of Responses		
1	1	2%	
2	1	2%	
3	0	0%	
4	5	9%	
5	45	85%	
N/A	1	2%	

A [reliable connection](#) means that your Internet access operates without interruptions in service.

Satisfaction with your connection reliability:

[Further Analysis](#)

Answer	Number of Responses		
	Count	Percentage	
1	1	2%	
2	0	0%	
3	1	2%	
4	10	19%	
5	39	74%	
N/A	2	4%	

The [speed of your connection](#) means its responsiveness in up/downloading programs, files, and web pages.

Satisfaction with your connection speed:

[Further Analysis](#)

Answer	Number of Responses		
	Count	Percentage	
1	1	2%	
2	1	2%	
3	3	6%	
4	10	19%	
5	35	66%	
N/A	3	6%	

[Effective technical support](#) means knowledgeable and responsive assistance for technical service questions.

Satisfaction with your technical support:

[Further Analysis](#)


Answer	Number of Responses		
	Count	Percentage	
1	0	0%	
2	0	0%	
3	5	9%	
4	13	25%	
5	31	58%	
N/A	4	8%	

[Effective customer service](#) means knowledgeable and responsive assistance for general service issues.

Satisfaction with your customer service:

[Further Analysis](#)







Answer	Number of Responses		
	Count	Percentage	
1	1	2%	
2	0	0%	
3	2	4%	
4	13	25%	
5	33	62%	

N/A	4	8%	
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Pricing refers to your perception of the cost relative to value received for your Internet access.






Satisfaction with your Internet access pricing:

[Further Analysis](#)

Answer	Number of Responses		
1	3	6%	
2	3	6%	
3	8	15%	
4	13	25%	
5	23	43%	
N/A	3	6%	

To what degree has the FTTH trial service met your expectations overall?






[Further Analysis](#)

Answer	Number of Responses		
Greatly exceeded expectations	23	44%	
Somewhat exceeded expectations	13	25%	
Met my expectations	11	21%	
Somewhat disappointed	4	8%	
Extremely disappointed	1	2%	
No opinion	0	0%	

Your other Internet services





What was your **primary** home Internet service **prior to** the FTTH trial?

[Further Analysis](#)

Answer	Number of Responses		
No prior Internet service	0	0%	
Dial-up (56K modem)	16	30%	
DSL	21	40%	
Cable	13	25%	
Satellite	0	0%	
ISDN	1	2%	
Other	2	4%	





How satisfied were you with your **prior service**?

[Further Analysis](#)

Answer	Number of Responses		
I did not have prior Internet service	0	0%	
I couldn't take it any longer!	4	8%	
It worked but below my expectations	22	42%	
On the whole, it met my expectations	24	46%	
My Internet service was surprisingly good	2	4%	
I LOVED my prior Internet service!	0	0%	

Which of these **other Internet services** do you still have connected? (Check any that apply) [Further Analysis](#)





Answer	Number of Responses		
			

None	15	26%	
DSL	13	23%	
ISDN	0	0%	
Other	0	0%	
Dial Up	23	40%	
Cable	6	11%	
Satellite	0	0%	

About future FTTH trial services...

Would you be willing to continue the trial Internet service, at the current fee, independent of other services?




[Further Analysis](#)

Answer	Number of Responses		
Definitely YES	44	83%	
Probably YES	5	9%	
Probably NOT	2	4%	
Definitely NOT	2	4%	

Should the City consider offering...


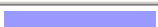



...FTTH television service?

[Further Analysis](#)

Answer	Number of Responses		
Definitely YES	34	64%	
Probably YES	13	25%	
Probably NOT	6	11%	
Definitely NOT	0	0%	
No Opinion	0	0%	

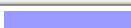


...FTTH home security service?

[Further Analysis](#)

Answer	Number of Responses		
Definitely YES	14	27%	
Probably YES	23	44%	
Probably NOT	6	12%	
Definitely NOT	1	2%	
No opinion	8	15%	

...FTTH phone service?

[Further Analysis](#)

Answer	Number of Responses		
Definitely YES	20	38%	
Probably YES	22	42%	
Probably NOT	7	13%	
Definitely NOT	0	0%	
No opinion	4	8%	