

## Customer Satisfaction Survey

How likely would you be to recommend Company to a friend or business associate?

	Total	Quarter			Length of Time w/Company in Years				Overall Service Usage			Region		
		1st A	2nd B	3rd C	1 A	2 B	3 C	4+ D	Cable A	Internet B	Phone C	Central A	South B	North C
Total	1022 100.0%	368 36.0%	349 34.1%	305 29.8%	283 27.7%	179 17.5%	211 20.6%	349 34.1%	1007 98.5%	107 10.5%	164 16.0%	521 51.0%	367 35.9%	134 13.1%
Very likely	427 41.8%	160 43.5%	143 41.0%	124 40.7%	106 37.5% d	80 44.7%	80 37.9%	161 46.1% a	424 42.1%	37 34.6%	64 39.0%	225 43.2%	152 41.4%	50 37.3%
Somewhat likely	271 26.5%	91 24.7%	100 28.7%	80 26.2%	68 24.0%	44 24.6%	58 27.5%	101 28.9%	266 26.4%	32 29.9%	46 28.0%	143 27.4%	83 22.6% c	45 33.6% b
Neither likely nor unlikely	142 13.9%	54 14.7%	44 12.6%	44 14.4%	50 17.7% d	21 11.7%	33 15.6%	38 10.9% a	140 13.9%	16 15.0%	15 9.1%	69 13.2%	55 15.0%	18 13.4%
Somewhat unlikely	71 6.9%	26 7.1%	23 6.6%	22 7.2%	22 7.8%	10 5.6%	19 9.0%	20 5.7%	70 7.0%	7 6.5%	16 9.8%	32 6.1%	34 9.3% c	5 3.7% b
Very unlikely	111 10.9%	37 10.1%	39 11.2%	35 11.5%	37 13.1%	24 13.4%	21 10.0%	29 8.3%	107 10.6%	15 14.0%	23 14.0%	52 10.0%	43 11.7%	16 11.9%
Mean	3.8	3.8	3.8	3.8	3.7	3.8	3.7	4.0	3.8	3.6	3.7	3.9	3.7	3.8
SD	1.3	1.3	1.3	1.4	1.4 D	1.4	1.3	1.2 d	1.3	1.4	1.4	1.3	1.4	1.3 Ac

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01

## Customer Satisfaction Survey

\*Mean Summary Table - Sorted by Mean Score\*

	Total	Quarter			Length of Time w/Company in Years				Overall Service Usage			Region		
		1st A	2nd B	3rd C	1 A	2 B	3 C	4+ D	Cable A	Internet B	Phone C	Central A	South B	North C
Number	1022	368	349	305	283	179	211	349	1007	107	164	521	367	134
Percent	100.0%	36.0%	34.1%	29.8%	27.7%	17.5%	20.6%	34.1%	78.8%	8.4%	12.8%	51.0%	35.9%	13.1%

How satisfied would you say you are with Company's performance on each of these attributes? GOOD LISTENER

N	996	362	337	297	275	174	205	342	982	106	163	511	356	129
Mean	4.3	4.3	4.2	4.3	4.1	4.2	4.4	4.3	4.3	4.2	4.2	4.3	4.2	4.4
SD	1.1	1.2	1.2	1.1	1.3	1.1	1.1	1.1	1.1	1.2	1.2	1.1	1.2	1.0
					cd		a	a						

How satisfied would you say you are with Company's performance on each of these attributes? SUGGESTS THE RIGHT SERVICES TO MEET MY BUSINESS NEEDS

N	893	322	306	265	254	158	187	294	880	102	158	459	316	118
Mean	4.1	4.1	4.0	4.2	4.1	4.1	4.1	4.1	4.1	4.0	4.0	4.1	4.1	4.1
SD	1.1	1.1	1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.2	1.1	1.1	1.1	1.0

How satisfied would you say you are with Company's performance on each of these attributes? EASY TO REACH A LIVE PERSON ON THE PHONE

N	1001	360	344	297	278	173	207	343	987	107	163	514	359	128
Mean	3.9	3.9	3.9	3.8	3.7	3.9	4.0	4.0	3.9	3.9	3.8	3.8	3.9	4.2
SD	1.4	1.4	1.4	1.5	1.5	1.4	1.3	1.4	1.4	1.3	1.5	1.4	1.5	1.3
					cd		a	a				C	c	Ab

How satisfied would you say you are with Company's performance on each of these attributes? RESOLVES PROBLEMS IN A TIMELY MANNER

N	973	350	332	291	262	172	201	338	959	105	159	492	351	130
Mean	3.7	3.8	3.7	3.8	3.5	3.7	3.8	3.9	3.7	3.7	3.6	3.8	3.6	3.8
SD	1.5	1.5	1.5	1.5	1.6	1.6	1.4	1.4	1.5	1.6	1.6	1.5	1.6	1.5
					cd		a	A				b	a	

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.01