






1. Are you a Cox Cable subscriber?

Yes		84.2%	(501)
No	15.0%		(89)
TOTAL	99.2%		595

2. What services do you receive from Cox?

Cable TV		81.8%	(487)
Internet Service		70.3%	(418)
Phone		39.7%	(236)

3. How would you rate your general satisfaction with the Cable TV service provided by Cox, considering the number and types of channels and programming available, quality of the sound and picture, and Cox's service for repair, installation, etc.?

Excellent	18.0%	(107)
Very Good	30.9%	(184)
Fair or Average	25.5%	(152)
Poor	8.9%	(53)
Very Poor	6.4%	(38)
TOTAL	89.7%	595

4. If you rated Cox as Fair, Poor, or Very Poor, please explain below the reasons for your dissatisfaction.

[View Responses](#)

5. Are there products or services that Cox does not currently provide that you would like to see them offer, and if so, what are those services?

[View Responses](#)

6. Have you ever watched local community programming like the Access Tucson channels, Pima Community College channels, or the Tucson City government channel (Channel 12)?

Yes		81.3%	(484)
No	18.2%		(108)
TOTAL	99.5%		595

7. How frequently do you watch these community channels?

Daily	23.2%	(138)
1-6 times per week	25.9%	(154)
1-3 times per month	18.8%	(112)

Less than monthly	18.5%		(110)
TOTAL		86.4%	595

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