

James/Kilmer
Condominium Association

JK CABLE TV SURVEY REPORT

**PRESENTED TO JK BOARD OF DIRECTORS
DECEMBER 6, 2011**

PRESENTATION AGENDA

- Methodology and Respondent Overview
- Cable TV
- Internet
- Phone
- Comments
- Summary

BACKGROUND & METHODOLOGY

- October 25 board meeting -- the board tabled the vote wanting to obtain more input from the residents through a survey process.
- November 18 -- a packet was prepared which included an overview, costs and channel line-ups for each provider along with survey.
- November 19 and 22 -- Provider's Open Houses to answer owners questions directly and to show equipment and programming.
- November 29 -- Surveys were returned, tabulated and cross checked.
- December 1 -- Preliminary results were provided to the Cable Task Force. The final numbers were sent to the task force and board prior to this presentation tonight.
- December 6 -- This presentation provides the board and owners with the survey results and interpretation of those results.

RESPONDENT OVERVIEW

The James & Kilmer Houses are made up of the following unit configurations*

Unit Configuration	Percent of Total Homes	Percent of each unit size responding to survey
Studio -- 120 units	19%	31%
1 Bedroom -- 288 unit	47%	31%
2 Bedroom -- 196 units	32%	46%
3 Bedroom -- 12 units	2%	17%
TOTAL -- 616 homes	100%	36% responded

** This is based on the original configuration of units – we realize there are combined units, but they are not reflected in our database. They would skew higher unit sizes.*

CABLE TELEVISION

- Television is one of the three services that will be provided by the Association Bulk Contract. With input from the owners, the Board of Directors of the association will make the decision of which TV provider will service all 616 homes.
- 100% of the homes have basic RCN TV service provided through assessments

CABLE TELEVISION

- **Results of Survey: 223 respondents (36% of building)**
- 64% of all respondents chose to stay with RCN TV service

CABLE TELEVISION

- **Those who chose to stay with RCN are shown broken down by unit size:**
 - 51% of Studio units chose to stay with RCN
 - 67% of 1 Bedroom units chose to stay with RCN
 - 64% of 2 Bedroom units chose to stay with RCN
 - 100% of 3 Bedroom units chose to stay with RCN

INTERNET

- **92%** of respondents have Internet service in their home.
- **62%** of those with Internet service currently have RCN as their Internet provider.

INTERNET

Of RCN Internet users:

- **71%** chose to stay with RCN Internet
- **29%** would switch to AM3

INTERNET

Of homes with **OTHER** (than RCN) Internet providers:

- **73%** chose to stay with their current Internet provider
- **20%** would switch to AM3
- **7%** would switch to RCN

INTERNET

Of the 8% of homes currently with no Internet service:

- 87% will remain without Internet service from any provider
- 7% would chose to purchase Internet service from RCN
- 7% would chose to purchase Internet service from AM3

There are no meaningful differences by unit size for the Internet responses.

PHONE SERVICE

- Phone service provided by RCN has the lowest penetration among the services RCN provides to the residents.
- **24% of respondents have phone service through RCN**

PHONE SERVICE

Of the 24% RCN Phone subscribers:

- 61% chose to stay with RCN
- 25% would switch to AM3
- 14% would switch to a provider other than RCN or AM3

PHONE SERVICE

Of the 76% of respondents who have phone service through another provider:

- 83% chose to stay with their current provider
- 9% would switch to AM3
- 8% would switch to RCN

There are no meaningful differences by unit size for the phone responses

COMMENTS

- Comments were provided by 101 respondents. Many of the comments included multiple topics.

The percent of comments by topic are:

30%	Cost
20%	Service/Support
9%	Programs/Channel Line-up
11%	Technology
4%	Building Stress
36%	Miscellaneous

COMMENTS

The percent of comments by providers are:

29% RCN Positive comments

7% AM3 Positive comments

14% RCN Negative comment

16% AM3 Negative comments

33% Miscellaneous

AM3 + RCN -

COST AND SERVICE:

- *6 mbps speed is cheaper with AM3. Overall, we'd save more money monthly on phone and internet services with AM3 rather than RCN. Years ago we had RCN phone service. At that time I concluded that RCN had the very worst customer service quality of any company I had ever dealt with.*

SERVICE:

- *Internet consistency important and phone service. AM3 wins on both. RCN schedules service appointments without notifying customers!! (1 week after outage.)*

COST AND TECHNOLOGY:

- *AM3 is state of the art – need change. RCN did a good sales job but I don't trust them. Also, I liked the idea that there was no tax on AM3.*

TECHNOLOGY:

- *Wiring for RCN very faulty – I think AM3 has something with the Industrial dish.*

RCN+ AM3-

COST AND TECHNOLOGY:

- *There is no viable reason to change to a smaller unknown company when RCN is fine. I don't want to rewire my apartment. I don't want to lose my TiVo. And there's more...They are responsive and price competitive. RCN shows that they are developing or rolling out new technologies. AM3 doesn't respond to that. I don't want to spend \$199.00 for an additional HD/DVR box.*

BUILDING STRESS AND TECHNOLOGY:

- *With construction and windows projects we've endured a lot of upset – pipes are next. Keep RCN so we won't also have to endure major technical upsets in our lives. Also, I don't like the fact that AM3 would be depending on 40 yr old AT&T wiring. That was a major cause of C/D's problems.*

CHANNELS AND SERVICE:

- *RCN has more premium channels. AM3 does not have CLTV – Chicago local news. Also, the AM3 engineer did admit that the signal does go out when heavy, wet snow hits the dish.*

SERVICE AND TECHNOLOGY:

- *Reliability and quality of internet connection is very important. We work from home and have children who go to school. Without a reliable internet, we cannot service our clients properly and our children would not be able to get their homework assignments and complete them on a timely basis. And so much more. We have found RCN to be very reliable and with good quality and speed. The cable TV has also been very reliable with a wide choice of channels. We should not switch at all. But if we consider it, we must be convinced it will be better than RCN. A small dollar savings should not be the driver. Internet is too important. Please, do no harm. We understand that RCN has superior speed and capacity because it runs its data through broader cables rather than much smaller capacity phone lines used by AM3.*

AM3 & RCN +

AM3 POSITIVE REGARDING COST:

- *AM3 will forward no taxes to subscribers bill*

RCN POSITIVE REGARDING COST AND SERVICE:

- *Please choose RCN as our service has been good and it is cheaper!*

AM3 & RCN -

AM3 NEGATIVE REGARDING TECHNOLOGY AND SERVICE:

- *Cable or fiber is far better Internet than copper (telephone lines.) Internet stability is critical for us. Friends in the area with AM3 do not enjoy internet stability. AM3 is terrible re: Internet performance.*

RCN NEGATIVES REGARDING COST AND SERVICE:

- *I currently over pay by \$30.00/month. I'm told by RCN tonight!! Unacceptable! Unless you call and channels going "off"; not getting Hi Def reception; ongoing interruption of channels w/VOD commercials for RCN. We need to move to "next generation"!!! Expensive and "underwhelming."*

Vendor Neutral

BUILDING STRESS:

- *Building already stressed w/new window, pipes, etc...let the building take a breather & not risk more torture. Windows not even finished yet. Jeezzz. Perhaps we're doing too much to soon?*

SUMMARY

CABLE TELEVISION

- More than 6 in 10, of those who responded to the survey chose to stay with RCN for TV service.

INTERNET

- Among those who have Internet, 7 in 10 chose to stay with their current provider – either RCN or some other provider.
- Almost 9 in 10 of those without Internet, will remain without Internet service.

PHONE SERVICE

- Among those who currently have RCN phone service, 6 in 10 chose to stay with RCN.
- Among those who do not have RCN phone service, 8 in 10 chose to stay with their current provider.