

To: Residents of the City of Elk City
From: Lee Litterell, City Manager
Re: Cable One Satisfaction Survey

On August 2, 1999, the City Council approved an ordinance granting Cable One, Inc. a ten year permit to operate its system in the City. That Permit has long expired. Recently, Cable One informed the City that it seeks renewal of that permit for a fifteen (15) year term. The City plans to hold a public hearing regarding Cable One's renewal request. At the public hearing, residents will be encouraged to discuss their future cable television-related needs and interests. A review of their performance under the expired permit, and from the time of the expired permit to the present, will also be reviewed.

The Cable Act requires that the public be given both notice of the proposed license renewal and an opportunity to participate. I hope that this process will elicit comments from the public, including subscribers and non-subscribers, along with an open exchange of ideas with City officials. This input from the residents will be taken into account in preparing a draft of a new permitting agreement that may govern Cable One for the next permitting term.

In order to provide you greater participation in this input process, the City has prepared a Cable One Survey Form. In order to achieve the greatest sampling of public input on this issue, I am asking each of you to take a few moments and fill out this survey. Mail, deliver or e-mail the results to us at City Hall. You can find the survey at www.elkcity.com or on our facebook page www.facebook.com/cityofelkcity. Our address is P. O. Box 1100, Elk City, Oklahoma 73648. Mark the front of the envelope Cable Survey. Copies of the survey will also be available at the Library, Police and Fire Stations and at City Hall. The results of the survey will be presented at the public hearing.

The Cable Communications Policy Act of 1984 and the Cable Television Consumer Protection and Competition Act of 1992 place some limitations on the City's ability to control rates and programming through the licensing renewal process. The City is also limited in its ability to regulate some matters which may be of interest to the residents, including rates, Internet and telephone services and requiring specific channels. Nevertheless, the purpose of the survey, public hearing(s) and renegotiation procedure is to address issues regarding the public's satisfaction with its cable television service, to ensure that the new license addresses the future cable television-related needs and interests of the Elk City Community, and to make Cable One aware of your opinions, needs and desires.

Thank you for your participation.

Cable One Survey Form

(Note: Check all boxes which apply and provide written comments in the space provided)

1. How do you presently receive your television signal?
 Don't Antenna Direct TV/DISH/Satellite Cable Service
2. If you ever had Cable Service in the past and changed providers, why did you change?
 Price Program Choices Quality of Signal Availability
 Other: _____
3. If you ever had Cable Service in the past and changed providers, when did you change?
 Less than 1 year Less than 2 years More than 2 years
4. If you currently have Cable Service, check all the specific services that you currently receive.
 Basic (channels 2-22) Expanded Basic (23-73) Digital Variety (107-134)
 Digital Premium (212-365) High Definition (705-790) Cable Internet Telephone Service
5. If you have ever had a Cable One service, how do you rate their overall service?
 Poor Below Expectation Average Good Excellent

Rate each component of their service:

a. Price for programming offered

- | | | | | |
|-----|---|--|-------------------------------|--------------------------------------|
| (1) | Basic or expanded basic service | <input type="checkbox"/> Too expensive | <input type="checkbox"/> Fair | <input type="checkbox"/> Inexpensive |
| (2) | Premium Channels | <input type="checkbox"/> Too expensive | <input type="checkbox"/> Fair | <input type="checkbox"/> Inexpensive |
| (3) | Digital Variety/Premium/High Definition | <input type="checkbox"/> Too expensive | <input type="checkbox"/> Fair | <input type="checkbox"/> Inexpensive |
| (4) | INTERNET | <input type="checkbox"/> Too expensive | <input type="checkbox"/> Fair | <input type="checkbox"/> Inexpensive |
| (5) | Telephone Service | <input type="checkbox"/> Too expensive | <input type="checkbox"/> Fair | <input type="checkbox"/> Inexpensive |

b. Overall Picture Quality
 Poor Below Expectation Average Good Excellent

c. Customer Service Issues such as response time for inquires, billing questions, etc.
 Poor Below Expectation Average Good Excellent

d. Service Outage Problems (off air)
 Frequently Sometimes Rarely
Number of times per month your Cable service is interrupted: _____

e. Number of channels:
 Way too few Not enough Just right Way too many

f. What additional channels or type of programming desired? (Category or specific program)

6. Please list additional comments in the remaining space. _____
