



connections



Survey results are very positive

Customers like our cable TV and Internet services

Groton Utilities' Cable Division, Thames Valley Communications (TVC), is getting rave reviews from customers after just 15 months in business. That's the bottom line result from the Customer Satisfaction Survey completed this year for us by the Center for Research and Public Policy.

TVC has built a hybrid fiber-coaxial cable network throughout the City of Groton and parts of the Town of Groton, with work now continuing to reach the remaining areas of the Town. Here is what some 200 TVC customers told us about our service so far:

- The vast majority of those surveyed, 93.5%, provided a positive rating for the value of Thames Valley Communications cable services.
- When considering picture quality received from TVC, 98.5% said they are satisfied.
- TVC's office personnel got an average positive rating of 95% for eight different characteristics.

- Field personnel also earned high grades from both residential and business customers, with positive ratings of over 95% for qualities such as courtesy, helpfulness, neatness of work, and responsiveness.

- Some 96% of those surveyed agreed that TVC's bills are user-friendly.

- Among those TVC customers experiencing a non-power related service interruption lasting more than five minutes, 94.1% said service was restored promptly. These included just 8.5% of those surveyed, or 17 customers.

- When asked about future choices, customers told us they would be interested in additional programming in the areas of education, movies, and health, wellness and fitness.

Our sincere thanks to all who took the time to participate in this survey. For more information on TVC, call us at 446-4009 or stop by TVC's Customer Care Center in the Municipal Building at 295 Meridian St. in the City of Groton.

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