

# Cable & Internet Survey

November 2025

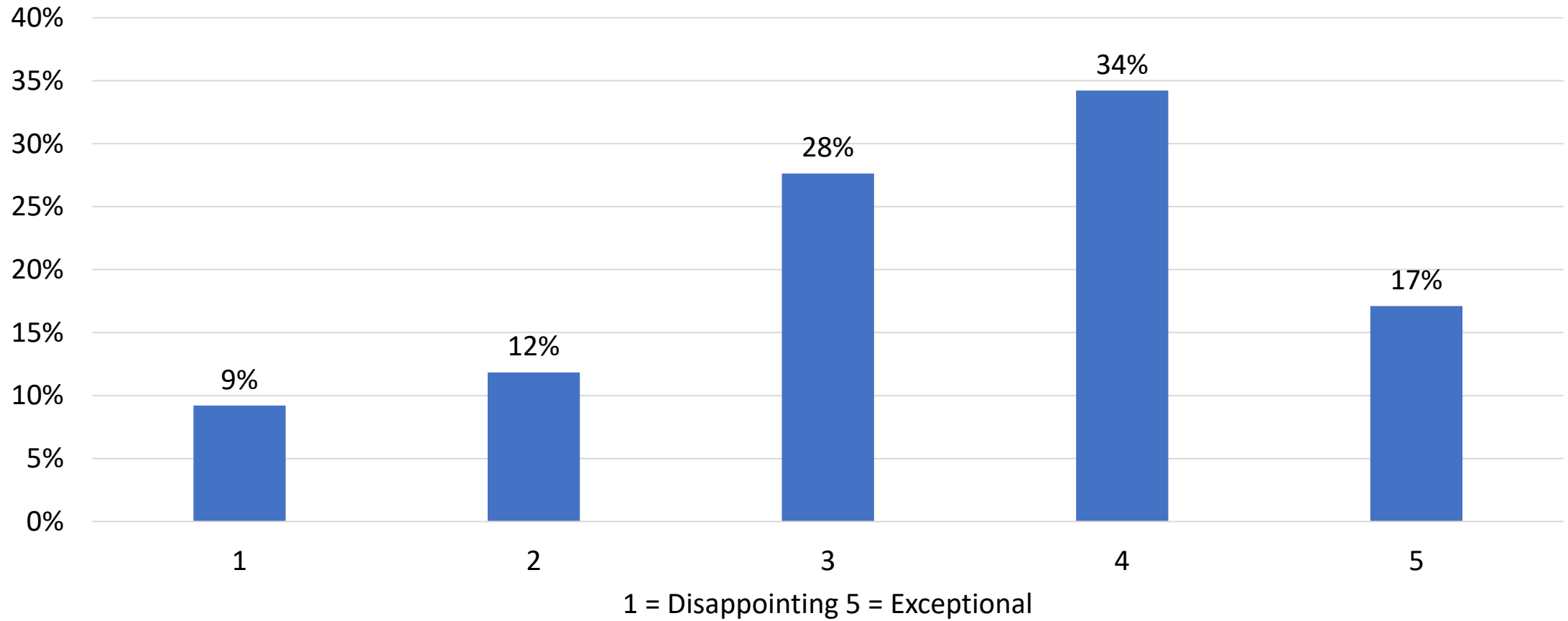
# Results

- 16 questions
- 78 of owners responded utilizing Survey Monkey (71) or email (7)
  - 48% of 164 owners
- 87% of the questions had some individual's skip the question.
- Every question had associated comments (in feedback section).

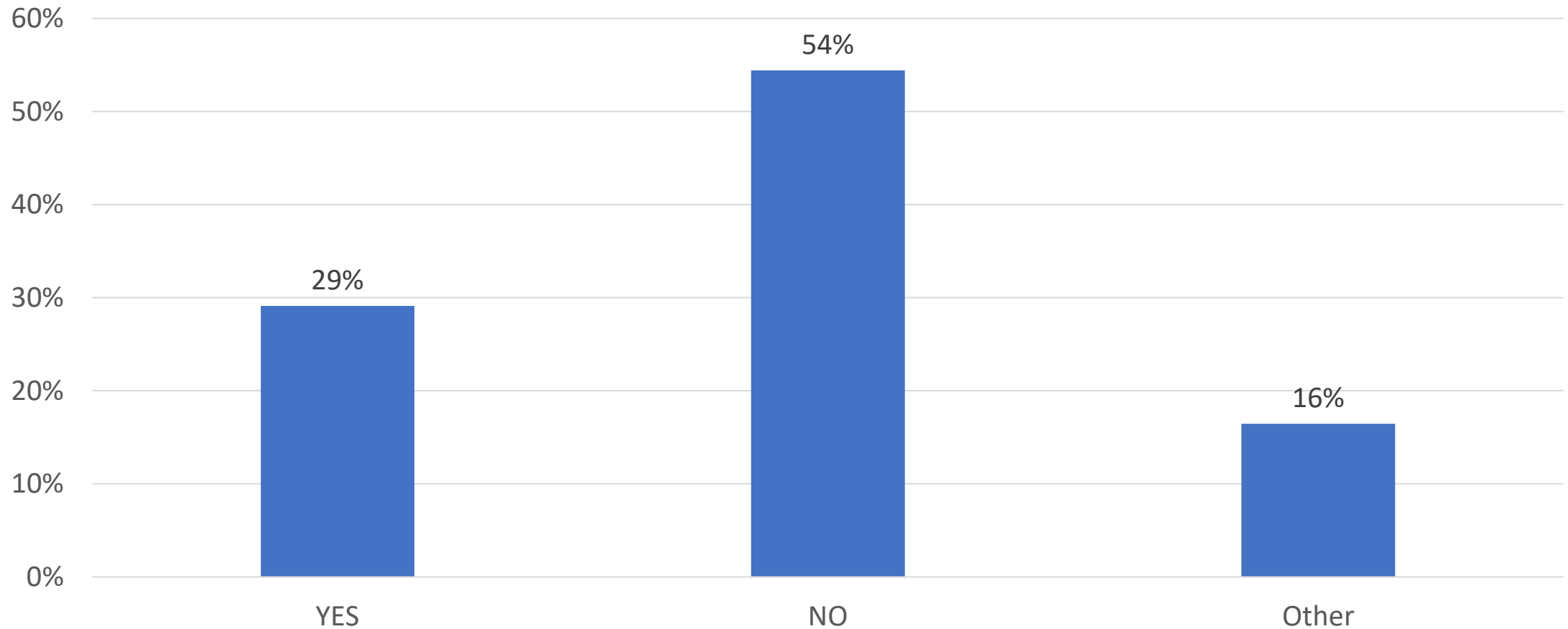
Results –

Rounded to nearest percentage

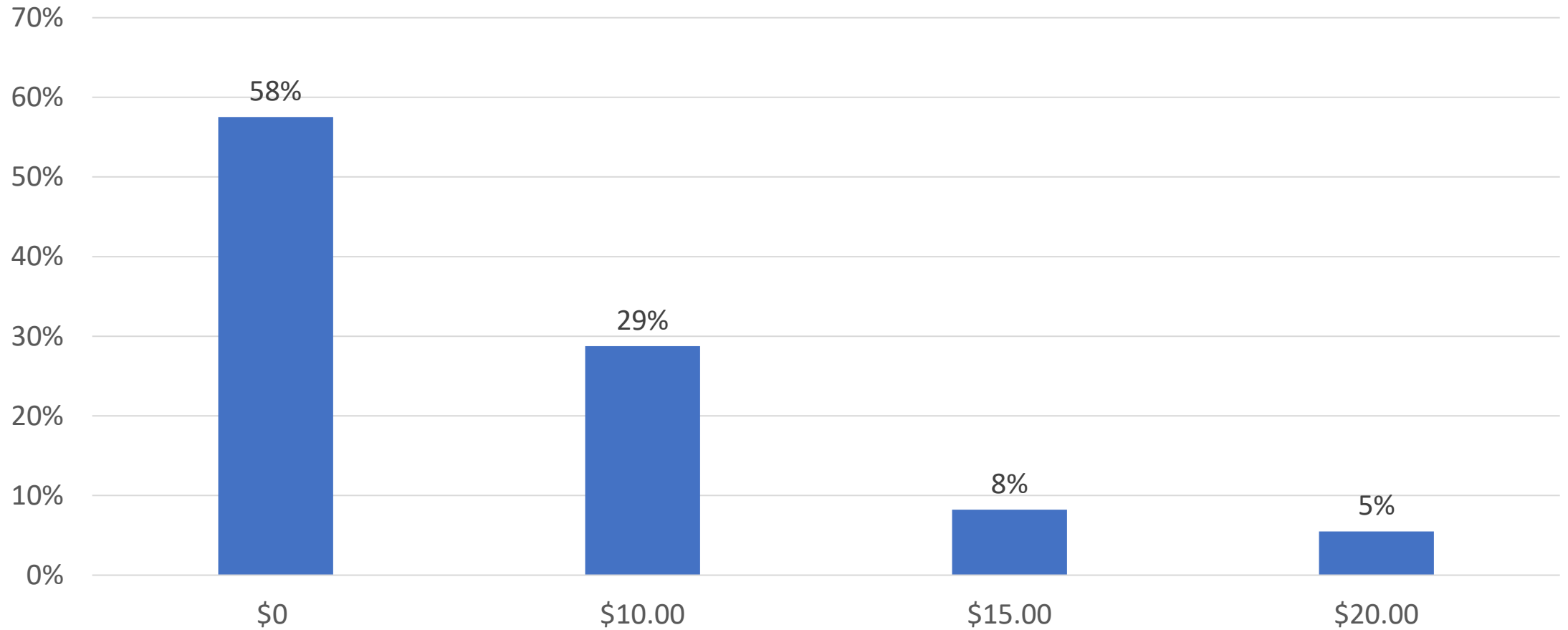
Q1 - Please rate your satisfaction with the WIFI Services you currently receive.



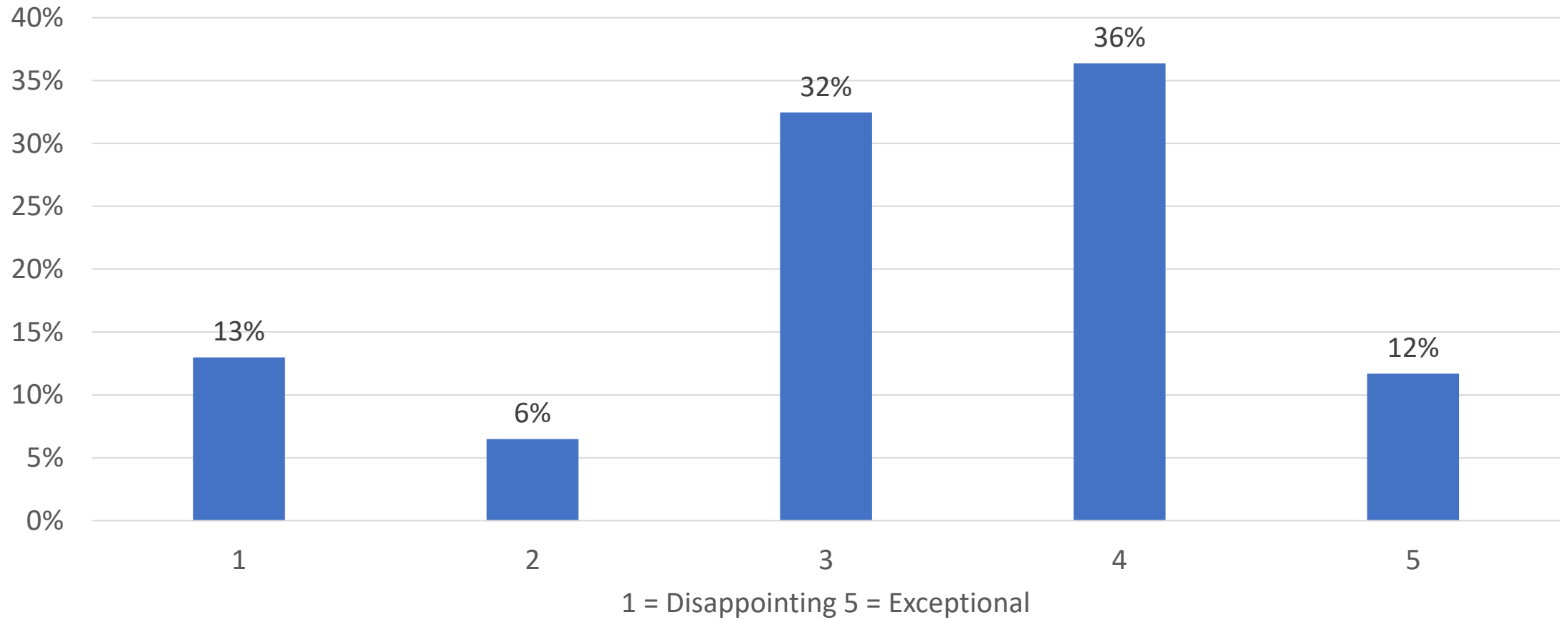
Q2 - Current WIFI utilizing access points in the hall costs each owner \$15.77 per month. Would you be willing to spend more for additional or enhanced services?



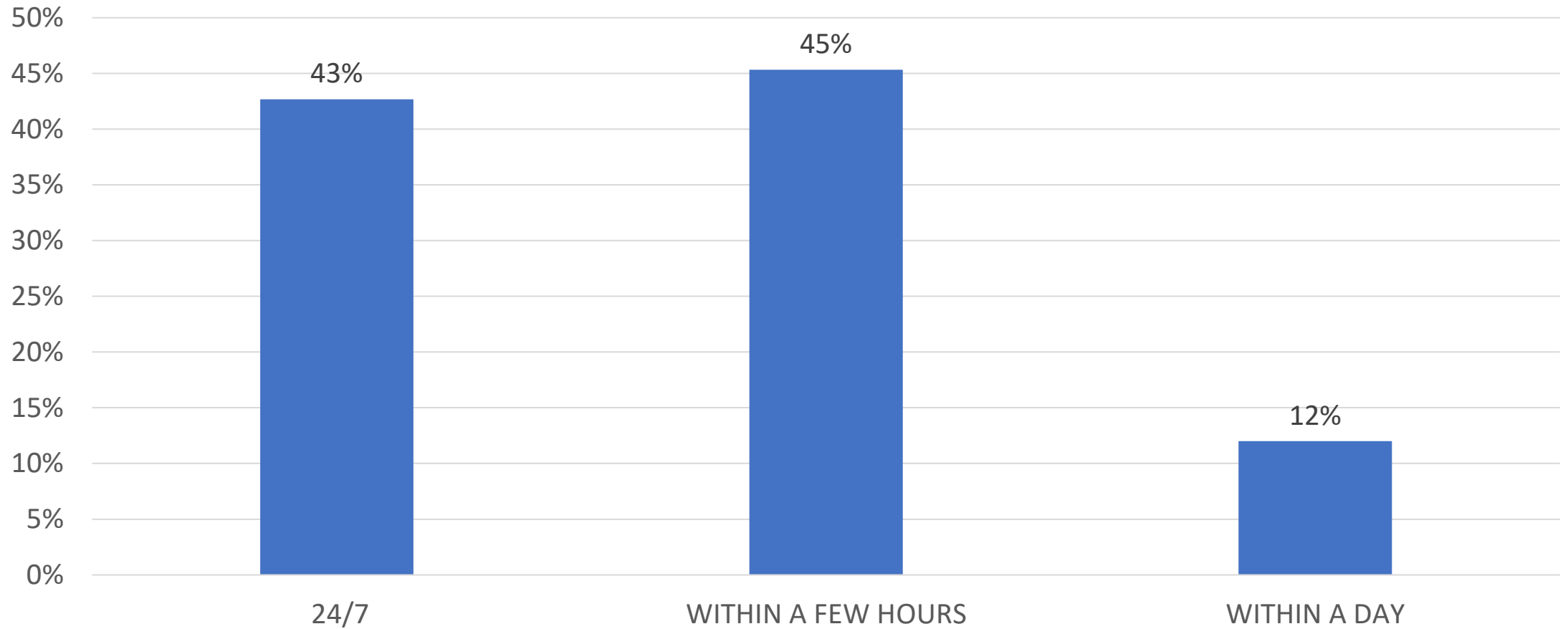
### Q3 - How much more per month would you be wiling to spend for additional or enhanced services?



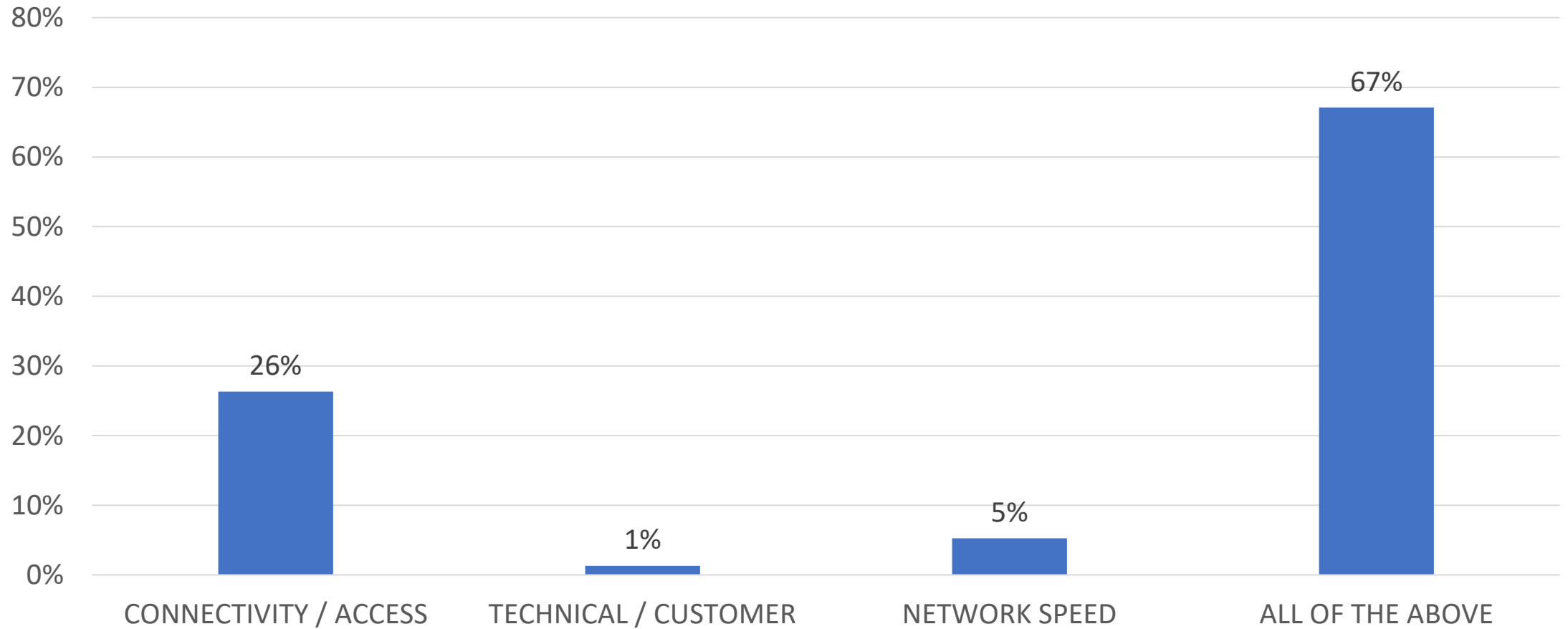
## Q4 - How would you rate WIFI services for the value for money?



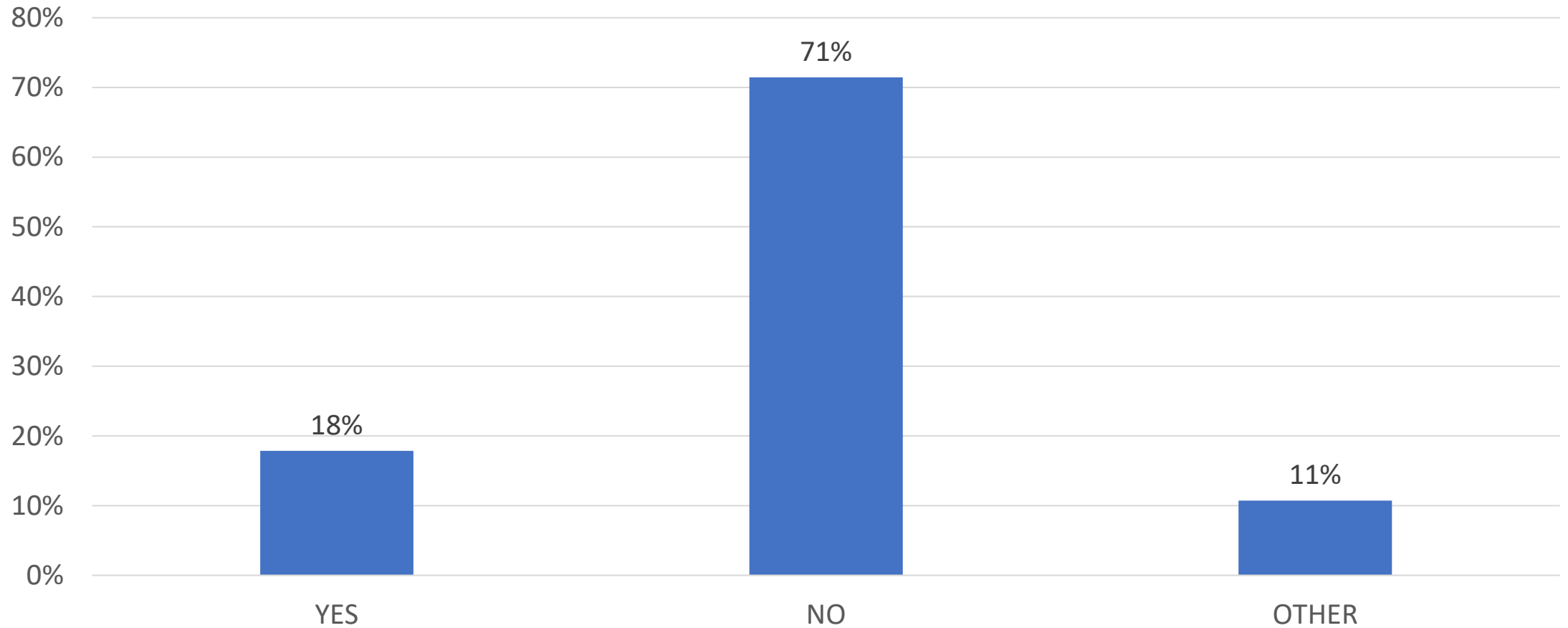
## Q5 - What level of service do you expect from the WIFI service provider?



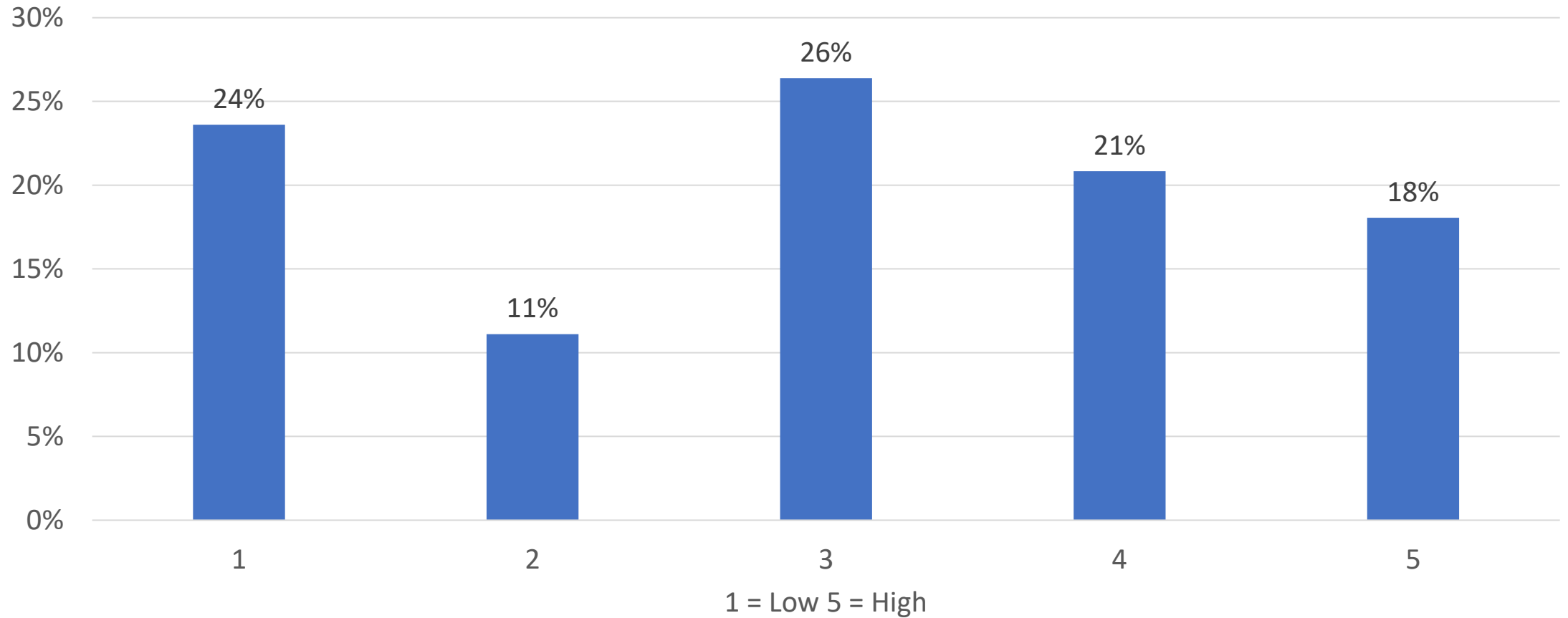
## Q6 - What WIFI features or service are most important to you?



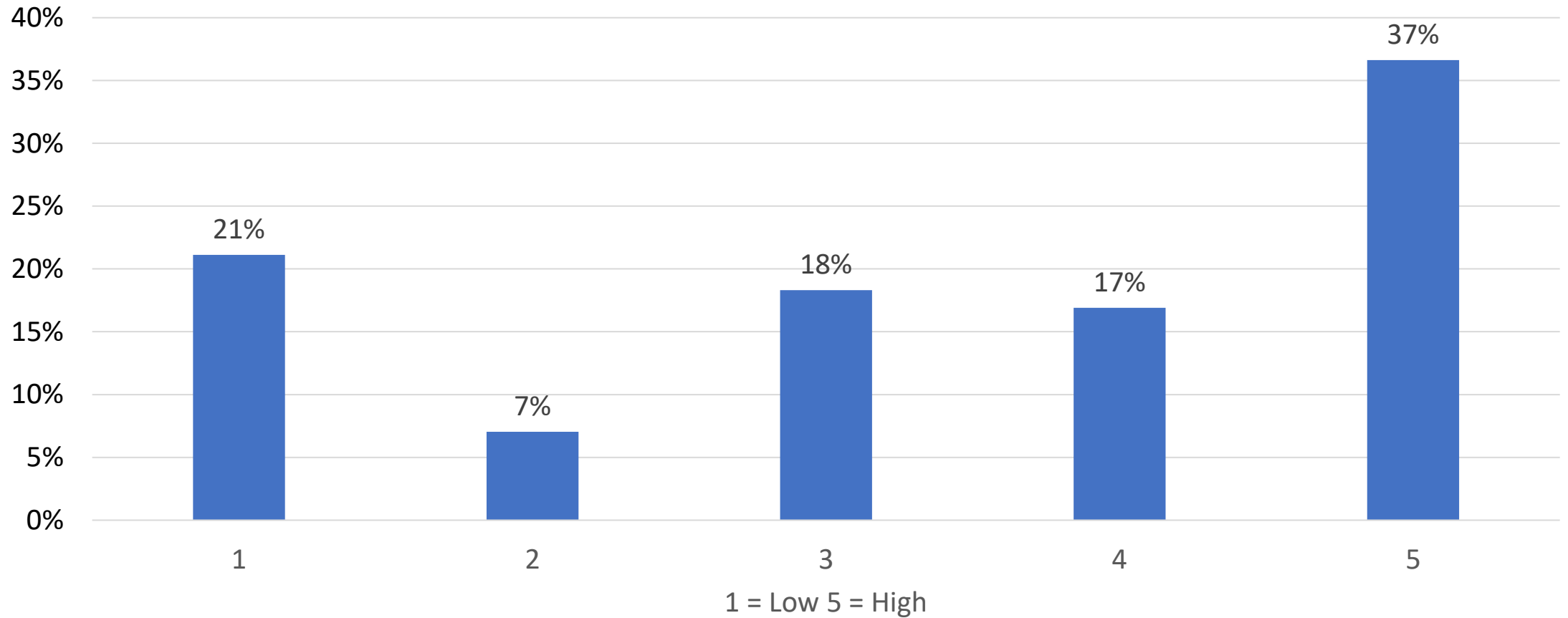
## Q7 - Have you considered or do you currently use your own WIFI Service Provider?



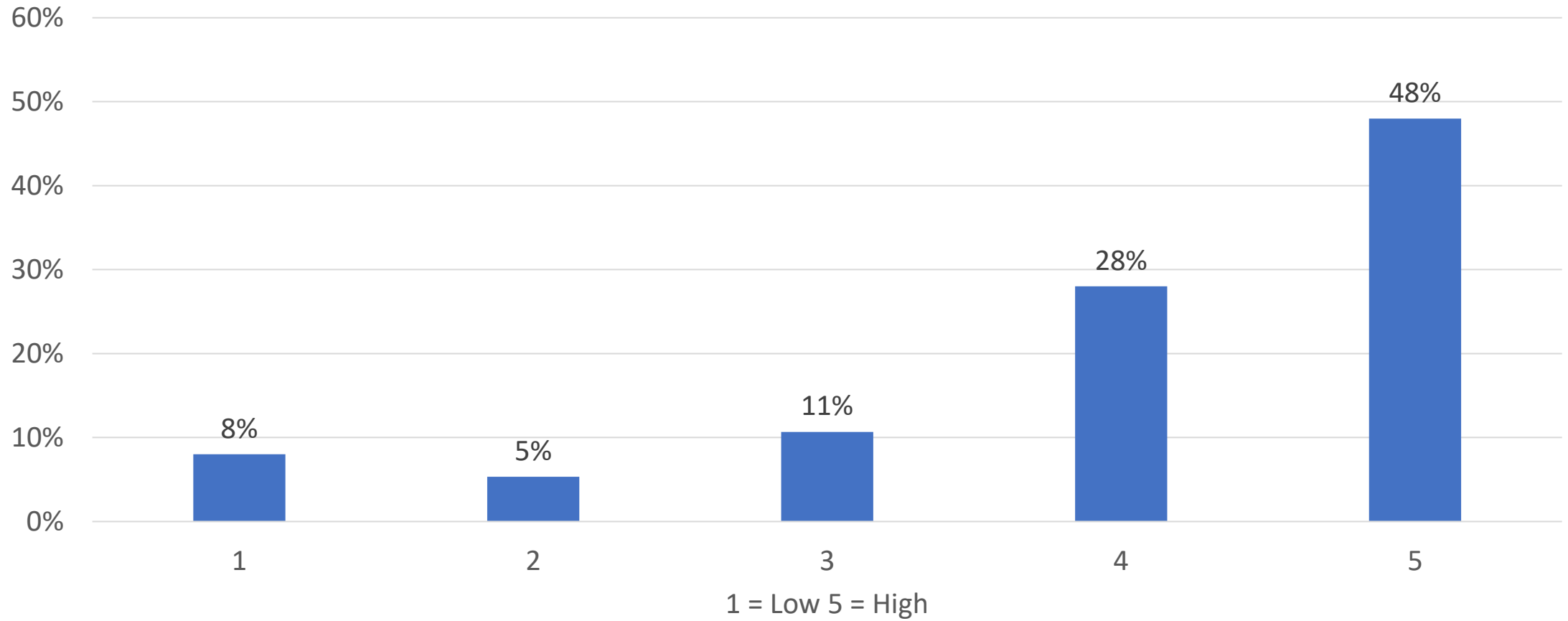
## Q8 - How important is it to you to have a large number of TV channels to choose from on a preset menu?



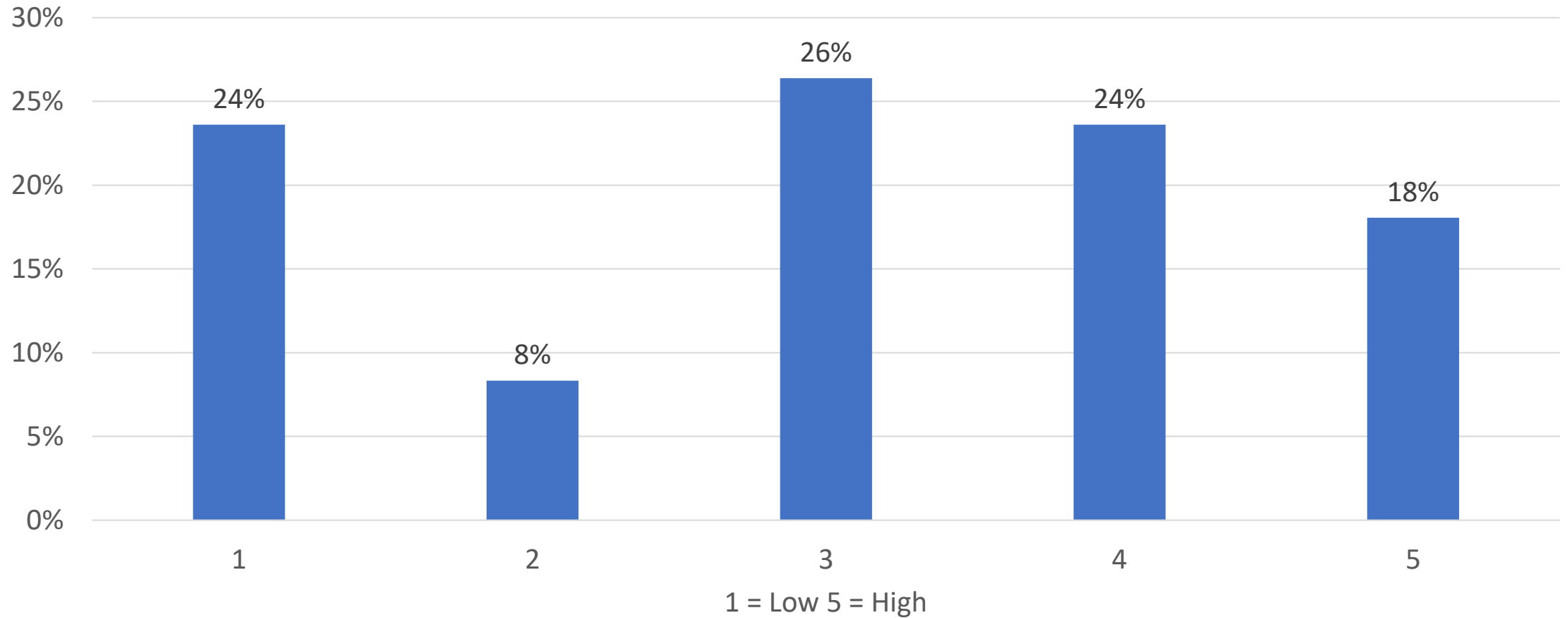
## Q9 - How important is it to have the TV provider include local channels?



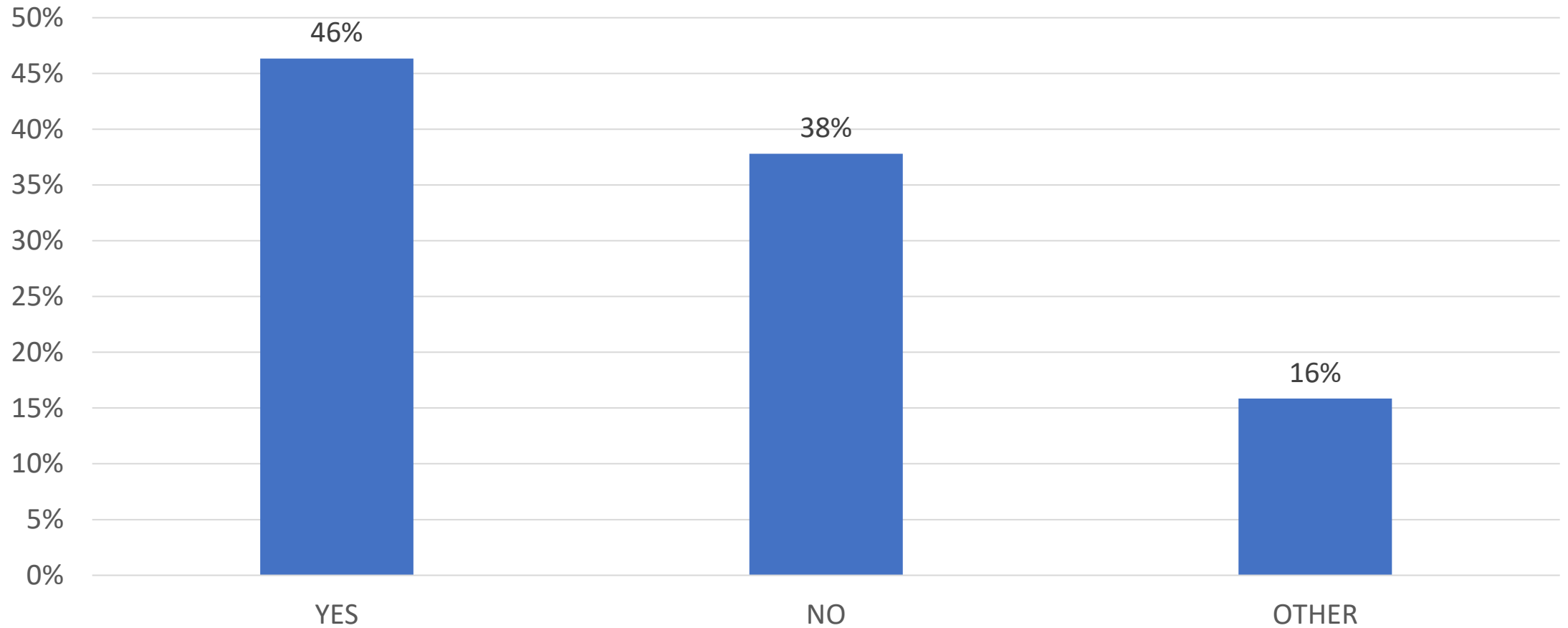
# Q10 - How important is it to you to have high quality Video consistently?



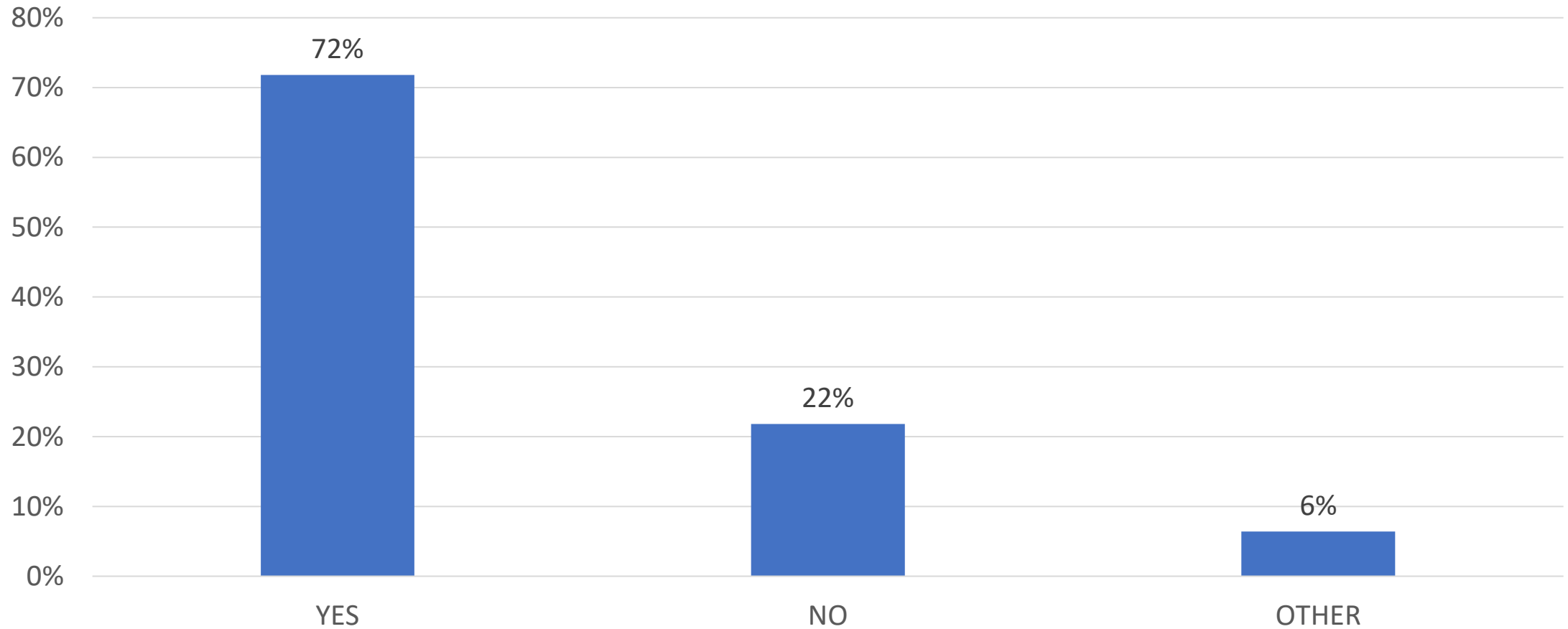
Q11 - How important is it to you to have a highly customizable experience (various providers like HBO, Netflix, HULU, etc.)?



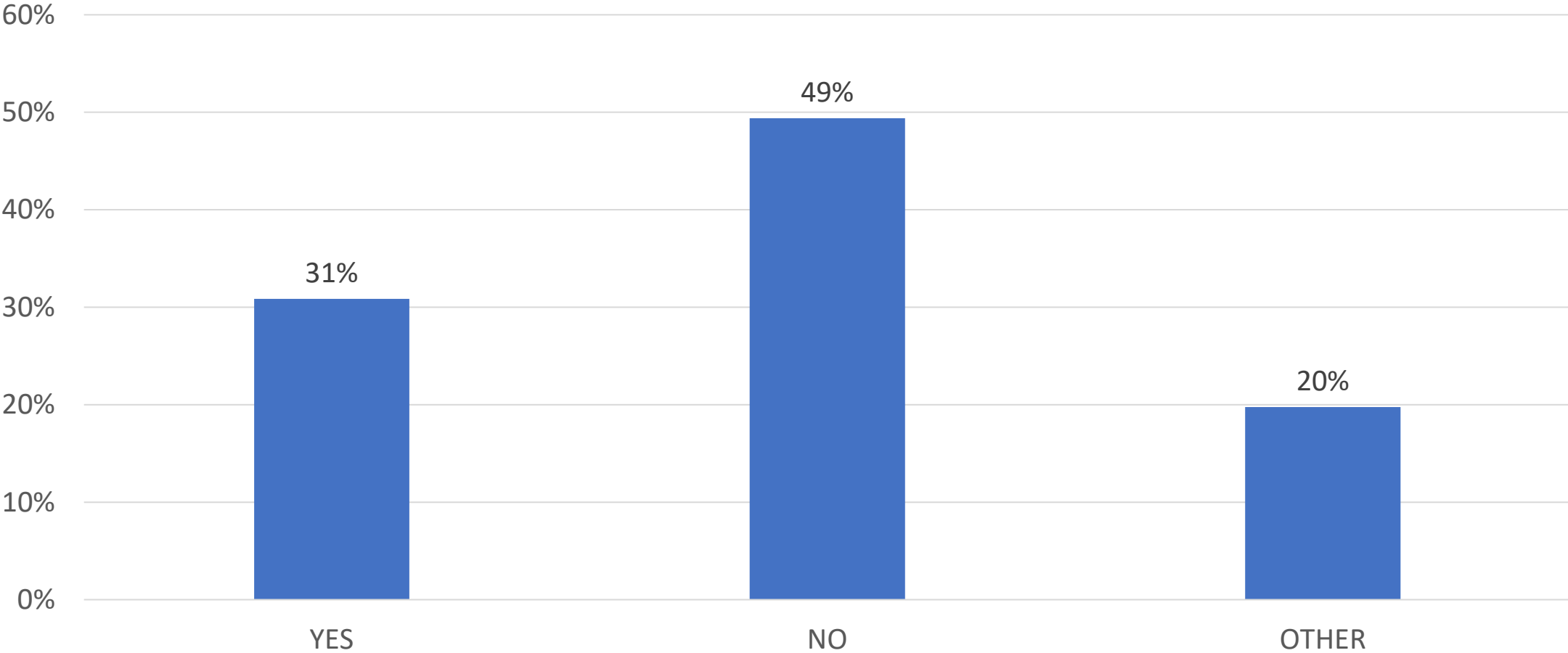
## Q12 - Would you consider options like DirecTV with more streaming capabilities over the Xfinity cable solution?



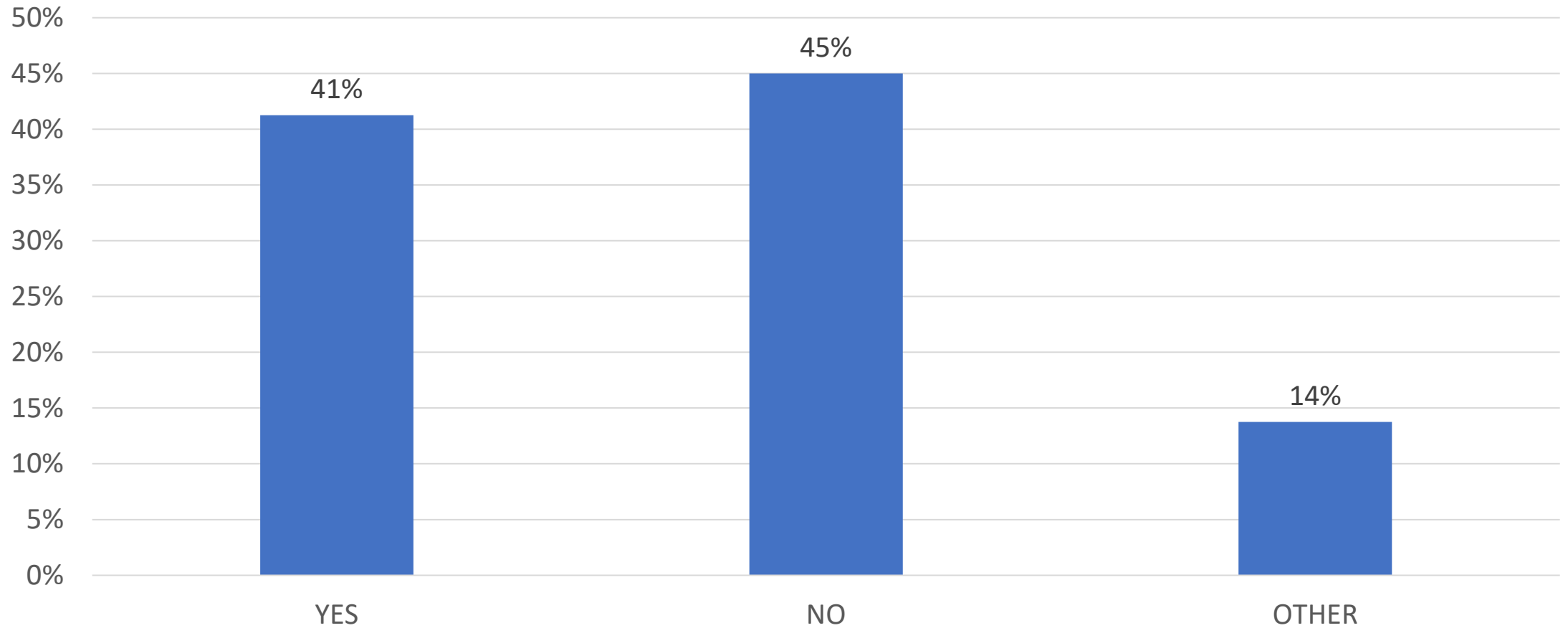
Q13 - Would you consider dropping MAX/HBO to save \$6.41/month/unit – a total of \$1,051 per month on condo fees?



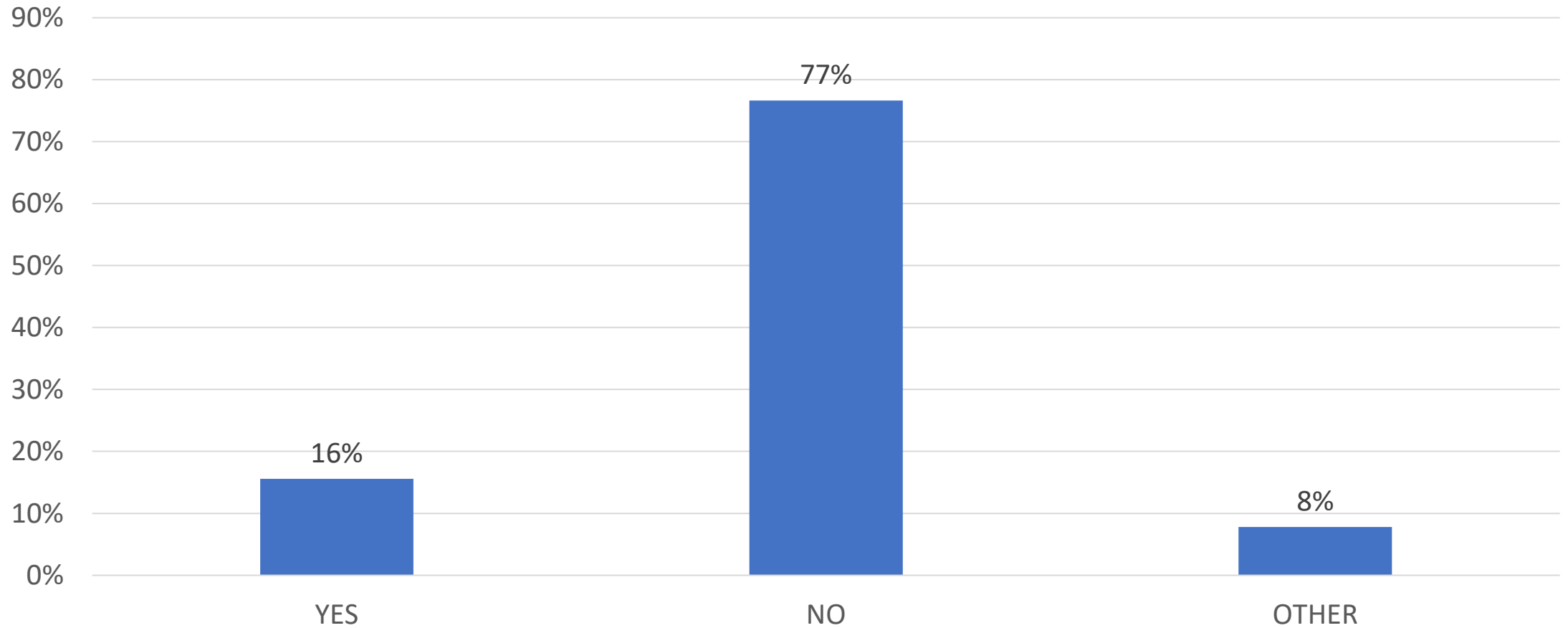
Q14 - Would you consider dropping 2 boxes to save \$7.14/month/unit – a total of \$1,171 per month on condo fees?



Q15 - Would you be in favor of a streaming or cable service that would allow you to use it at your home or other locations and eliminate the need for buying TV service at those other locations?



## Q16 - Do you prefer to have music channels.



FEEDBACK

## Q1 - Please rate your satisfaction with the WIFI Services you currently receive.

- Sometimes hard to be online for work.
- We changed the WIFI to Landmark hardwire and put in separate router. The building WIFI was terrible = 1.
- We have a hardwired modem.
- But I have internal unit router.
- I have my own WIFI via comcast.
- Hard wired in my unit.
- Often can't do anything online with the WIFI turned on.
- I don't use it. I have my personal WIFI.
- Back room weak signal.
- I pay for my own WIFI.
- WIFI isn't strong and doesn't work at all outside of the living room.
- I had to install a router to make it a 5.

Q2 - Current WIFI utilizing access points in the hall costs each owner \$15.77 per month. Would you be willing to spend more for additional or enhanced services?

- it's an investment to Xfinity the return will be there.
- Question makes no sense, what additional services are needed & no context- what are enhanced services ?
- I already have my own router from Landmark.
- Depends on price and how much better it would work. Depends on how much.
- Depends on what the enhanced services are.
- It should not be necessary to spend more based on MDU proposal.
- If it's part of the package, and I have to do it, then yes.
- We don't have WIFI issues so not sure of the benefit to us.
- RELIABLE WIFI. How can I request additional or enhanced services when the existing system is UNRELIABLE??? I cannot support additional costs for our existing WIFI system.
- I would prefer WIRED signal, WIFI is convenient but down the road I am interested in installing a hard wire to plug in a laptop or a computer, even a TV.
- Maybe depending on the cost and the service we would receive.
- I pay for my own due to the current WIFI not being reliable.
- Yes if full coverage is guaranteed, yes if includes better coverage in bedrooms and bathrooms.

## Q3 - How much more per month would you be willing to spend for additional or enhanced services?

- What would these services be?
- I only need WIFI service, I'm good , speed is adequate.
- Not sure of enhanced services.
- depends on what the enhanced services are.
- The current services provided suit my personal needs.
- Actually, we should not be spending less based on the MDU proposal.
- This didn't allow multiple selections, but 10-15...
- I have my own via comcast.
- No context- what are enhanced services ?

Q4 - How would you rate WIFI services for the value for money? Please click on one selection.

- Today's world....cable is dying, people are cutting out cable.
- The performance is not that good even if there aren't that many people at the condo.
- The building WIFI is awful.
- UNRELIABLE, so there is no dollar value that is acceptable.
- I have my own so I don't use the building WIFI.
- Not sure exactly what my charges are.

## Q5 - What level of service do you expect from the WIFI service provider?

- I don't care about WIFI and don't use it.
- Actually, human answer the phone to tech support.
- Depends on what the issue is.
- Today's world requires a reliable system with service to keep it reliable.
- Again, I have my own service.

## Q6 - What WIFI features or service are most important to you?

- None.
- Multiple selection not allowed btw in survey form.
- Secure private network to connect devices for work related use.
- Multiple selections were not allowed as mentioned above.
- Connectivity + Speed.
- None of the above.
- Tech support is not important to me.

## Q7 - Have you considered or do you currently use your own WIFI Service Provider?

- Landmark does a great job since day 1.
- Our unit is hardwired via Landmark.
- I have my own via comcast.
- Sometimes when 9400 WIFI is bad.
- We still need to cover public areas around the building.
- Xfinity.
- I did upgrade to my own router with landmark.
- I pay for my own WIFI.
- I pay for upgraded service.

Q8 - How important is it to you to have a large number of TV channels to choose from on a preset menu?

- If zero importance was a choice, I would have checked it.
- Streaming is the only way to customize each owner's needs, such as ROKU, which requires a reliable WIFI system.
- Most people use streaming now.
- I do not watch much tv.
- Use streaming.

## Q9 - How important is it to have the TV provider include local channels?

- MASN.
- Again...don't need cable, don't watch TV, I now get local news online.
- Streaming is the only way to customize each owner's needs, such as ROKU which requires a reliable WIFI system.
- Watch local news from time to time.
- Considered.
- TV provider? Shouldn't it be internet provider

## Q10 - How important is it to you to have high quality Video consistently?

- Zero again.....how many times do i need to answer... lol.
- Very low if it comes at a cost.
- High quality video? Don't you mean high quality bandwidth? Yes high quality bandwidth is important

Q11 - How important is it to you to have a highly customizable experience (various providers like HBO, Netflix, HULU, etc.)?

- Cable era is gone, it's like watching paint dry....don't waste my time.
- I have my own streaming services.
- These customization experiences can be the owner's personal choice using their own streaming service on a RELIABLE WIFI NETWORK.
- Can get on own with smart tv.
- Already have our own streaming services.
- Please keep HBO.

## Q12 - Would you consider options like DirecTV with more streaming capabilities over the Xfinity cable solution?

- No opinion
- Neither, not needed, waste of money.
- I believe that any bulk streaming will provide a better more functionality at lower cost.
- My friends have Direct TV, and it has been unreliable.
- When it rains and when snow piles on the satellite dish, you lose the signal.
- If it is cost less.
- I had DirectTV before and not interested in satellite, they are from California and choice of channels is not that great.
- I can steam myself with smarty. I don't need tv provider for streaming.
- Undecided. Depends on level of service and availability.
- Don't want to answer because I don't know anything about other option.
- I would consider the service with lowest possible cost per unit.
- Honestly I just want my TVs to work.
- Cost dependent, though.

Q13 - Would you consider dropping MAX/HBO to save \$6.41/month/unit – a total of \$1,051 per month on condo fees?

- Not sure. I'd say no if it's 6.41 a month. That doesn't add up to \$1,051 unless I'm confused.
- Drop all cable service, people live on their phones and stream its 2025!.
- I thought this question was already discussed and the vote from the owners was NO.
- Don't need and shouldn't be a consideration for renters.
- 6.41 per month is very reasonable.
- We never use this, please drop it.

Q14 - Would you consider dropping 2 boxes to save \$7.14/month/unit – a total of \$1,171 per month on condo fees?

- I need to be able to watch TV in 3 rooms.
- Drop all cable ! 9400 money is being wasted on cable.
- One per room (3) is necessary.
- Not sure by doing that how it would impact those tv's , only streaming capable ?
- I would be willing to not have a box at all and just use the direct tv app..
- Unsure of question here. They gave me 3 boxes, I only need 1.
- We only have 2 boxes.
- 08 units would have only one extra box, not two.
- NO BOXES!!! Each owner buys their own streaming device, plugged into or integrated as part access of their TV.
- We need to have a box for each TV and I like having option for all 3 TVs to have cable of their TV.
- Undecided.
- Depends.
- I don't use boxes with Xfinity. You can stream Xfinity when you have Xfinity service.
- I do not understand 2 boxes, 2 boxes per building yes, per unit no.
- Not sure I understand the question.
- Would depend on delivery model expect easy to use tv service dependent on upgraded WIFI strength.

Q15 - Would you be in favor of a streaming or cable service that would allow you to use it at your home or other locations and eliminate the need for buying TV service at those other locations?

- Verizon does that now I believe is my understanding but I don't need it.
- We'd like to hear about that option.
- Not sure how that works.
- Maybe. More information please.
- I just need INTERNET access as I have ROKU attached and ROKU gives a lot of free channels to stream or watch LIVE TV
- Would consider it if provider covered our home area.
- I think most people already have at their home that they can use at 9400, not the other way around.
- Maybe.
- Yes If the cost to the building is lowest possible.
- Yes. As long as we could use it at both locations concurrently.
- Already have
- No already have streaming at home

## Q16 - Do you prefer to have music channels.

- I prefer online source for music.
- Does not matter.
- My Alexa provides music.
- No preference.
- I would assume very seldom used, if ever.

Questions?

