

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

HDTV picture quality bad and number of available HD channels few. Sound quality poor and varies from analog to digital channels. Plenty of junk channels never watch. Need better selection of quality channels (that are not ppv).

because they change their channels without notice,we find out when we go to watch a channel and it's not there

I feel that they charge too much for cable services. If you want more than one cable hook-up in your home, they charge an additional \$40.00 dollars. The customer service is very poor when you visit their office in person to pay a bill, it very slow and long lines are always present. No privacy when you discuss your bill everyone waiting can hear your business. They charge a \$5.00 late fee that keeps accumulating if you do not pay your bill by the due date and I think this is unfair considering all the other charges cable subscribers have to pay. Cox uses alot of contract workers, and I would like to know if the cost of the contact workers are passed on to the subscribers. Cox and the other cable providers need other companies to come and give them competition, so they just cannot do whatever they want to the customers. When you have new cable connected the timeframe Cox customer service gives is way too broad, they keep you waiting sometime for up to six or eight hours. Tucson citizens are tired of the Cox monopoly and would like to see more competition and better cable subscription options in regards to cable television, high speed internet, etc.

#1 issue is the lack of local channels in HD #2 Issue is the difficulty in understanding the actual charges when trying to sign up with their service. Utilizing their web site, there is no way in determining what the total cost of a package with premium channels would be. #3 I had analog service and internet with Cox for three months. In order to have reliable internet service, the signal had to be split at the main TV and reduced the picture quality considerably.

**I think they are a little pricey as compared to either Qwest or the Dish Network. That would be my only negative. As far as the service and other considerations in the above question, they have been very good.

1. Excessive advertising (not specific to Cox but probably to all cable TV). 2. Mostly fair to poor channel content. 3. Effort to limit Access channels.

1. They moved the public access channels to a less than desirable place on the spectrum that seems to have signal quality problems the previous channels were not experiencing. 2. The channel quality is very bad on the local stations (KVOA) 3 .I am getting only 1/4 the advertised speed on my high speed internet and they are doing packet management that interferes with my online gaming experience.

A lot of channels, but, also, a lot of junk not worth watching.

able to connect for ~1 hour at most. most times, internet connection drops every 5-10 minutes and doesn't reconnect for 5-60+ minutes. poor customer customer support, hung up on when trying to suggest my bill be pro-rated for the internet i do not receive. told i needed to buy a new modem because mine had been "retired". purchased the new modem, the one they use and recommended the Surfboard SB5120 and still had the same connection issues, then they want to charge me \$49.99 to "fix" the situation after i spent the \$60 on the modem, which ends up doing the same thing as my previous Surfboard modem that was "retired". technician came out and the connectivity issue remains unfixed. on top of that, for hd cable service i lost the opportunity to get any and all the promotions (i.e. month of HBO, etc.) because they decided to install my cable at a different time and i was not available at that time.

After repeated service calls, they have never provided satisfactory reception for their analog cable signals. Their digital cable equipment is buggy and unreliable. They only provide a small fraction of the high definition channels available in the local area and charge significantly more than comcast or satellite providers do for better service.

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At times, the volume changes between a program and a commercial, becoming very irritating. Also, at times the signal gets interrupted, specifically when cox runs their own ads. There has also been a few times where my internet connection times out. Otherwise the service is good

Audio channel dominance problems that were never solved. Audio sync is off on some channels. For the number of channels they provide, the content is lacking. Too much fodder. Most of all, they don't support public access adequately.

Average does not necessarily mean dissatisfaction but the service is not superior in any way. Average is just that, average. I would like the science channel which is not offered with expanded service and have not been given any meaningful reason why I can't have it.

Basic package has virtually no major channels, and other channels keep getting cut from the package (i.e. Weather Channel). Price keeps going up and we get less and less for our money,

because Cox is pretty much the only local Cable TV provider I feel their service lacks good customer service because they have a virtual monopoly on the market.

Cable is too expensive. I prefer to eat.

cable is too long, causes bad picture and slow internet

Cable television has an overload of Paid Programming which means that we do not get the television channels that we are already paying too high of a price.

Channel line-up is limited

channel line-ups (no ESPN Classic), must order spanish channels extra, public access channels hidden in line-up

Channels (such as 107) works at times but stops working at other times. Cox billing is terrible. The bills are almost always incorrect and require a call to Cox to correct the problems.

Consistently bad reception on the ABC affiliate and occasionally on other local channels. Unreasonable fees for basic service.

content of programming is mostly unhealthy and I am a physician concerned with community mental health

Continued programming in German is important. DW tv is excellent.

Cost is out of control. Technically, audio varies from channel-to-channel.

Costs are too high for the number of channels. I have very little choice of the channels I'd like to subscribe to. I don't like the channels included in their basic package. for example I watch very little programming on the network channels and would like the option of not paying for them so I can get channels like the Discovery channel or Animal Planet. Or better yet I'd like an option to order ala cart. so I can keep my PBS station but not pay for FOX, ABC, CBS, or NBC. The \$6.00 per month digital cable box rental fee is highway robbery. I'd rather be able to purchase a box like this outright and avoid paying rental fees.

costs are too high; only their phone service is competitively priced. now that Cox is established it wants to take back community channels and/or reduce it's funding, and at a time that digital is expanding capacity and channels.

Cox appears to put all their resources in larger markets (such as Phoenix). As an example, digital programming in Phoenix is available from all the local network affiliates. In Tucson, on the other hand, Cox only provides its customers with half of the available digital programming (they are still missing FOX, NBC and ABC).

Cox cable does not provide enough movie selections on their movie channels as they did in the past and they also run too many reruns on channel 30. There's really nothing good or exciting to watch, just lots of news channels, etc. Although the discovery channel is ok.

Cox cable's channel service as well as their customer service is very poor due to the blatant fact that consumers are being gutted by Cox's high amount of additional fees for repairs, the poor amount of channels for a high price, and slow bureaucratic customer service workers.

Cox charges for network TV, which is supposed to be free. I strongly believe that there has been a government sell-out in the last 20 years or so to phase out airwaves TV, which causes people to sign up for cable. It's not a big surprise that cable channels are now teaming up with the government again to fuck over the people.

Cox commercials cut into other commercials; with the amount of commercials shown, cable tv should be free to the viewer; channels get changed randomly; we pay too much money for not enough service; cox is trying to eliminate public access tv

Cox does not offer many HD channels. They charge extra for an HD cable box yet it's not worth the money if they only offer a few HD channels. These channels are available on other systems, like satellite dish service.

Cox doesn't carry the HD feeds for all the major networks

Cox gives standard answer local HD channels are coming, advertised during olympics that HD would be available (these were Cox Phoenix ads). InterAct system does not work. Webmail upgrade in April 2006 cause massive email loss and delays. Programming errors with SA8000, 8300 and 8300HD are never fixed. Errors with onscreen guide are not fixed even given 5+ days notice - they blame it on the local stations however national listings such as TitanTV, MSN TV and others have correct info. HD PBS station descriptions have been incorrect since October 2005. Cox Channel 6 KUAT has sound hissing and interference and wavy lines both in central Tucson and as far east as Houghton and Prince area. Phone system for support defaults to using last 4 SSN for access, and online support portal also asks for this info UNENCRYPTED! Phone reps are very polite but are not trained to fix issues. It took 3-6 days for Cox to fix times on the DVR's - call center techs insisted that all 3 DVR's were broken or I didn't know what time it was. Problem in Jan 2005 with DVR shutting off and crashing EVERY NIGHT at 01:10 (04:10 & 05:10) wasn't fixed for over 2 months.

Cox has been unable or unwilling to resolve poor picture quality.

cox has paid very poor attention to the quality of the public access channels. i do NOT like that they changed the channels from 72-3-4 to 97-98-99. it takes them forever to come to your house for repairs, and in my neighborhood we have such terrible service that i dont even bother to call them anymore. as a matter of fact, due to the fact that the city is apparently waking up to the problem, i am cancelling my relationship with cox as of june 1, altho i will miss access tucson television and democracy now. i do not like or trust cox in general, regarding their business practices. they have eradicated access television in other communities in the name of making more profit. they are greedy and i

would prefer an incompetent yet public minded cable provider. they are both greedy and provide poor service. we do not need more shopping channels, pornography or their obvious lack of care for THIS community. they want to make a buck, and that is it. get rid of them! why doesnt the city considering providing the cable for US? i would get behind that. free wireless, affordable cable, let qwest do telephones, they at least showed some backbone with the nsa!

Cox has the worst customer service and follow through than any other company I have ever dealt with.

Cox is difficult to reach for a simple question or even a key repair. Their call center staff are flippant and condescending once one is able to reach them. The only thing they want to do is get you off the line. This is a dramatic change from a few years ago. AT THIS VERY MOMENT the U of A channel has been off the air for over three hours and I have attempted to call several times during this outage but I am always placed on hold for more than five minutes.

Cox offers very little in terms of HD programming. While they provide HD channels such as a music channel, they refuse to pick up local HD channels such as Fox, NBC, and ABC. Also, unlike Comcast, the SciFi channel is not on basic cable. We are forced to pay extra for a tier to get a channel that in many other areas is considered a basic channel. If Cox is the only cable company I can subscribe to in my area, they should be required to provide these services. If I could switch to Comcast, I would do so in a heartbeat.

Cox seems to have forgotten about Tucson when it comes to HD content. Comcast offers a much larger lineup than Cox, but Cox claims that deals can not be made with the local broadcasters. Comcast seems to be able to ink those deals, but Cox either can not, or will not.

Cox's policies and service for repair, installation, etc is unclear and confusing. I've had to wait longer than what seems reasonable and have had many questions and problems unanswered and unresolved.

Cox is awesome

Currently I am a Comcast customer but I am quite aware of how these are trying to decrease the availability of access channels. We NEED these channels!

Customer service is poor. "Same day" installation of internet service took 4 days. Poor selection of "basic" channels offered.

dfrg

does not carry all the local channels in HD

Does not carry major networks in High Definition. Expensive.

Don't show very much concern when there is a service problem such as an outage. Seem more concerned about the bottom line and revenue more than the customer.

Dragging their feet on getting HD up and running

Due to lack of variety in their programming.

Email server is very slow or down almost all the time. Cost/TV Channels is very high

ESPN costs me \$4.95 of my bill every month? Put IFC and Sundance on the same package! Digital picture stinks. Are they trying to get us to all fork out for HDTV or what?

everyday there is a problem with the computer, it slows down to almost a stop and is very frustrating as my business is run from my computer.

Everytime someone comes out to do a service call, it is a contractor that tells me the last contractor did it wrong and this time it will be fixed, but then a couple months later, I end up going through the same process with yet another contractor who tells me the last contractor didn't fix the problem correctly.

Expanded Basic is too expensive.

Expanded basic service has very poor tools for finding out about channel programming. There are too many channels devoted to shopping and leased programs instead of real programming. The monthly cost is too high considering the quality of programming. Digital TV programming, while being much better, is very expensive and requires a lot of extra charges such as equipment rental, extra receivers, etc. The high-speed internet service has terrible email tools (Webmail) and spam/virus programs that are difficult and incompatible with many browsers and email readers.

fair

FAIR I HAVE NO PROBLEM WITH MY SERVICE VERY SATISFIED.

First of all I am unhappy that I have to pay to get local channels when I live in central Tucson. The internet service is not the problem I am happy with that service. Due to the fact the owner of my apartment complex does not allow it, I cannot change to Dish network. Finally the cost of expanded digital service is extremely high. The breakdown of my monthly cable bill is this: High Speed Data 39.99 Total Cable Service (Local channels) 11.30 Tax 0.61 Total 51.86 Now for local channels there is no extra equipment needed. I would hope that being an internet customer the cost of local channels would be included in the service, but this is not the fact. To include the expanded service the cost skyrockets to well over \$100.00 per month.

First of all, I'm enraged that Cox was able to bully our state legislature into reducing PEG programming down to 4 channels. Not everybody wants to be entertained by worthless "reality" t.v. shows. Many people, myself included see public access and other educational channels as valuable resources. Why should I have to pay extra money to get the history channel? Perhaps you would also be interested in knowing how I feel about Cox as a "member of our community." As a corporation afforded the legal rights of a person, Cox can be characterized as a ruthless stalker who continues to pursue someone in spite of that someone's obvious disinterest. For example, Cox is forever bombarding me with mail solicitations- and not just the kind that comes with my monthly bill. In the past 8 weeks alone I have received three envelopes with a hand written message on a sticky note telling me how much I can save with Cox. The notes were even signed by a cox cable service representative, and accompanied by the rep.'s local phone number. After receiving the 1st of these personalized bulk-mail letters, I decided to call up my service representative (to Cox's credit, a real person answered) and tell him how deeply touched I was by his concern for my financial wellbeing. I told him that if he really wanted to help, he could just take me off the solicitation list, and send my nonprofit organization a check for an amount equivalent to what they would spend on sending me crap that goes right into the recycling bin. I guess Cox wasn't so concerned about me after because the service rep. hung up on me.

First to constantly threaten to remove the P.E.G. channels. Second to only offer 4 different packages of channels. Third having to pay for commercial TV. That is being charged twice for a worthless product. Fourth one has no alternative except to spend more money to get satellite TV service.

Frequent changing of channels, so I can't find my programs, especially Access Tucson. Also, I pay over \$80 per month, and get intermittent downtime on my internet access, plus limited channel selection on TV. ALSO, I am fed up with the MUCH TOO FREQUENT ads for Cox on Cox. This is a recipe for media monopoly. ALSO, I am REALLY upset with the way Cox and the City of Tucson are pulling back from support for community access to the "airwaves" (withdrawing support for Access Tucson's video training, etc) while giving more and more of the public's utility rights to Cox.

Have homes in multi locations with cable and Cox is nothing special.

HD service is very bad. No local channels at all.

High Price for a small number of channels.

High prices, terrible service, horrible executive management, terrible HD service and pathetic choice of HD channels.

high speed internet speed usenet newsgroups retention and completion cable content

I am an HDTV customer and am dissatisfied with the lack of local HD programming that is available from other service providers. I have had Comcast previously and if it was

available in my area, I would switch.

I am not necessarily dissatisfied. The service is what I expected. The internet is a fast connection, but I think they charge way too much for cable tv.

I am not pleased with the number of fox, religious and espn channels and the lack of alternative channels such as freespeech tv and link tv. The radical difference in volume between some channels.

I do feel the amount of entertainment channels merits what we pay. On weekends, if you are not into sports there is virtually nothing to watch unless you want to sit for hours watching news programs. It is frustrating as we are housebound for health reasons. I suspect the quality of tv we get is to entice us to upgrade to the next level, which we cannot afford.

I do not have an issue with Cox in terms of service for repair, installation, etc. My overall issue really is with the number and types of channels and programming available.

I don't agree with their bundling options and prices. I also experienced a fair number of session and MBPS drops while gaming. Network seems spotty when there's a storm.

I don't use Cox because I think they are a terrible company in regards to customer service, freedom of expression, etc.

I find Cox programming, aside from PEG channels, boring and lacking in diversity. The sound quality for the public access channels has gone down since they moved it to the higher numbers. I continue to be disappointed with Cox trying to cut PEG channels when that's the only thing worth watching on Cox, as far as I'm concerned. Their other channels are so bland and uncreative. I also have received inaccurate information from Cox customer service on a fairly regular basis. Their customer care staff needs better training.

I had the worst customer service experience in my life from Cox. I started with digital phone, cable and internet and had a dvr for cable. I had 5 different installers and this house had previously been wired for the same installations. I had extra charges on the bill for all of this at the same time that I did not have service. Finally, Danny their customer retention person became involved and I was finally given credits and offered 3 months of 25% off the bill. He credited me for the first month and forgot the next. I cancelled everything but kept the internet for now. I had upgraded to HD because the original sales person did not tell me that to receive this service I needed a special receiver and there was an extra charge. While I had this service the program guide was incorrect on several of the programs that were actually on, there was little choice of HD programs and just because they were shown on HD channels they were not necessarily any different than what was offered on the regular program. I think cable services in Tucson would benefit from competition throughout the city instead of having a monopoly depending upon where you live.

I have had numerous problems with the Internet service taking a long time to process during the times of 5:30 a.m. - 8:00a.m. I also wish that with the cable channels would offer more shows with subject matter in the arts, showing culture in other metropolitan cities (San Francisco, New York, ect.) enabling a "spark" of interest to Tucsonians to begin realizing or coming up with ideas to improve Tucson's lacking cultural development. I also have many gay friends who feel there are no shows displaying gay lifestyles, and I think that putting that specific subject matter on Tucson television would not only gain much more respect from that specific demographic, but would be beneficial for additional cultural education.

I have HD service. They have limited HD channels. No NBC or ABC. The programming guide is frequently inaccurate on several channels. As I write this the PBS HD listing is "SignOff", but I am watching a PBS program. The quality of signal is horrible on many channels, especially Fox Sports. (I do realize Cox is limited by the quality of the signal they receive, and the cable bandwidth, but I suspect most of the signal quality problems originate with Cox) The customer service people are totally useless. Cox never acknowledges they have a problem. One weekend (before I had my current digital service) one of their channels showed frequent digital breakup artifacts. They absolutely insisted I had a problem in my house! I had nothing digital in my house. They had problems and would not acknowledge they had problems. After a week the problem magically disappeared. Before I ordered digital & HD service I tried to get an exact listing of Tucson channels and what my exact cost would be. They kept telling me about Phoenix channel availability, not Tucson channel availability. After a couple of months I gave up. No one could tell me either exact cost or channels available. I decided to place my order and see what I got for channels and what the charge was on my bill. They do not understand the use of the cable card. These people are totally incompetent and uncaring in customer service - nor do some of them even seem to know Tucson even exists.

I have heard that Cox does a decent job as the service provider. However, I don't see any efforts for Cox to extend their cable installations to older subdivisions that do not have cable availability. This reflects poorly on their vision for a cable-ready metropolitan area that has access to Access Tucson channels, Pima Community College channels, and the Tucson City government channel (Channel 12).

I have no dissatisfaction! I love that Cox is a locally based company.

I have the phone service and find that it is below average. I receive unavailable calls, I receive numerous solicitor calls and the beginning of the calls I hear a continuous connection noise. I also found that it is not as cheap as they say it is, more expensive than such things as bundling discounts.

I live in Julian Ranch a new KB home community, in our community only Cox was put in. This has created an unfair market for us, where we have to deal with Cox's poor customer service and rising prices. Many of the residents in our community have been very unsatisfied with the service, so much that we have recently got flyers to get Direct TV at a cheaper price. The problem with Cox's being our only way other than cell phone to get

a phone and internet, is we are subject to there poor service and uncompetitive prices. Customer Service is really bad with the company

I quit cable a few years back because the selection wasn't worth the price. I had trouble with my bills, the cable went out always at an inopportune time, I didn't feel it was worth it. Why can't we order a more individualized selection of channels? I'd be thrilled to pay a reasonable fee for just two channels of my preference, but neither are available without a two separate packages combining dozens of stations I have no interest in.

I rate the service good, however, this is because of such channels as Access on which I count on watching Democracy Now, Free Speech TV, Independent News (where else could I get these alternative sources of information?). I watch C-Span religiously. I also watch the Pima College and U. of Arizona Channels and the City of Tucson Channel. If not for these channels there would be little reason to pay for Cable TV. I am puzzled that there should be a question about whether this programming is important.

I rated them as AVERAGE.

I recently had cox cable and internet service installed in my home i was told there would be a 49.95 fee for connection. I recieved a bill yesterday for 419.00!!!! when i called to question this bill i was told it was pre billing me and for previous service from June 12, when i didnt have any cable hooked up. I think cox is a deceptive scam of a company and i plan to switch back to qwest asap.

I think they are over-priced for the channels (basic cable) I get. I will probably leave them soon. I will not choose them for expanded basic because ther is too much I don't want such as sport channels. I don't even want MTV coming into the house. I do watch Channel 12 several times a week, but the rest of the public access channels are too weird.

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I used to have Cox at a different address. When I had Cox I was so tired of all the interference and non Public Access channels. I now have Dish Network

I would like more proگرامing like channel 16 classical music & less of the moronic MTV and sexually explicit material. I realize teen agers make a large proportion of your audience, but adults still pay the bills.

I would like to have an a'la carte menu. I don't want MTV, any of the spanish stations (I don't speak spanish), to mention a few. I get the Variety tier an still go long periods of time with nothing to watch!

I would prefer high speed internet to be an affordable public utility. The customer service

folks told me anything to get me to subscribe, including things that wouldn't be possible with my house configuration. The first installer who came was not able to do what the customer service people said was possible. He wanted to run a cable right through my living room floor. He said it was not possible to go over doorways. I sent him away. The second installer was better. He did a good job. However, he also offered to set up my modem for me even though I had a friend who was going to come and do it. It seemed like a nice offer, and it only took a few minutes, but I did not know that i would be charged extra for that service.

I would prefer to be able to choose which stations I want. I don't like their bundles.

I would rather not use digital, but need to because the channels I watch most are digital only. The picture is not good with digital, looking very blocky if the colors are similar. I think this is because Cox is cutting down on the video's digital information, sending much less, so they can make more profit - which makes me angry considering how much cable costs.

I would subscribe to them if they carried Free Speech TV. I would watch Free Speech TV, Access Tucson, Pima and the City channels almost exclusively (along with HBO), if they carried FSTV. Instead, I watch at my neighbor's house, who comes over to my house to watch FSTV.

I'd like to see more educational, community and access programming

In comparison to another city I have lived in a couple years ago I must say that cox is very expensive and has a poor choice in channel selection. Shaw TV offers residents of the City of Vancouver, BC a great mix of cultural, educational and entertaining choice of channels at an affordable rate to most residents. Cox offers your boiler plate selection of channels that are available from every basic cable company..most of which are lame.

Initial installation had to be rescheduled due to their lack of information they could have easily gotten from me on the phone at time of initial scheduling. Their basic cable package offers surprisingly little beyond what's available on TV withOUT cable.

internet cable is slow, they have "two speeds" which was not clear when I signed up. They have just raised rates \$5.00 for internet, now I see they will raise another \$5.00 for tv. They are not that good.

Internet outages are frequent, especially in summer. The equipment can't keep up with growth...we need a cable signal booster? Shouldn't, never have before.

Internet service, specifically http requests, sometimes slows and even stalls. If it happens on the weekend it is not resolved until Monday, apparently when a tech guy reboots the server. We are unable to record a show while watching another since the digital cable box needs to lock onto the channel being recorded. My understanding is that the problem is resolved through the use of a dvr, I am not inclined to add another item to my already

obscenely high bill.

Lack of high definition channels, including several local channels such as FOXHD, ABCHD, and NBCHD.

Lack of local HD channels Quality of signal isn't always very good

Lack of local stations in digital format. Lying to customers who ask about it. Promising more HD content and failing to deliver. Repeated visits to my home to fix a weak signal, and still cant get it right. Customer service calls routed to Phoenix, and the reps dont even know Tucson is different than Phoenix. They tell me we have services available that we do not have. More often than not, I have to tell them what is going on.

Lack of variety of channels, need more educational channels from local schools and colleges.

local channels are great, i can even get them without cable, but since i have just the basic plan, more than have the channels cox provides are not of a good quality.

Local HD channel lineup. KVOA, KGUN, and KMSB are not available on Cox in HD but are available to Comcast customers.

More video content, more HD channels

MUCH better than comcast! Much cheaper than comcast!

My internet is intermittent, not always on, sometimes it just cuts off for no apparent reason. Cox has sent numerous people out to the residence and they haven't fixed the problem or even identified the cause of the problem, it's frustrating.

My mom's cox cable sucks.

My so called "High Speed" internet drops it's connection ALL the time and isn't very fast at all... (of course, I can pay even more than \$50/mo for a faster connection) Then there's TV... what a joke... I pay about \$60/mo for this crap. half of the time, all I receive is just white fuzz, and the other half of the time is commercials... Why am I paying to see commercials? I pay for Sattelite radio to avoid them, shouldn't I be paying for digital cable to avoid them as well? Added to that, why am I paying more per month on Cable service than I spend on my vehicle payment? I think the government needs to step in and put them in their place.

My TV service (Basic Cable) works fine, the problem lies with the internet service. While I pretty much always get the advertised speeds the service itself is far more unstable than it should be. Many times I experience frequent disconnects sometimes occuring every day for a few days at a time. Other times it works perfect, it's very erratic. Overall I'd say it should be more stable than it is.

Need more channels under basic service. And, most are repeats of same shows over and over etc

needs to add more HD channels (local) Comcast has all local channels in HD while cox has 3 picture quality on non digital channels is below average

No help on the phone Picture quality no good on many channels Poor kids channels

no notification of in coming e mail on home page ~ all news, sports and info are not updated as frequent as other internet providers. sometimes news is a day or two late!

No or poor customer support, HIGH internet access rates, does not supply the data rates advertised.

No real HD programming available. Local channels offer HD, but Cox wont carry them. They do in Phoenix, but Tucson is treated as "second class". Third repair visit required to fix signal strength issue, and still unknown if it is resolved. they "contract it out" rather than send qualified certified technicians. And their rates just go higher and higher! Its time Comcast had a shot at the city contract! They carry all the local channels, offer video on demand, and they respond when called! Anne Doris (Cox's local manager) couldn't care less.

Nobody is perfect

Not all High Defintion Local Channels are available on Cox Basic, non-digital, picture quality is very poor at times Difficult to reach customer support with complaints Billed fees and taxes are not explained

Not all of the channels come in good all the time or at all. The music channels don't come in smoothly (they're often not available or, if available, they rarely are normal...that is, they are jittery and the sound breaks up often).

Not enough channels on expanded basic service.

NOT ENOUGH HD LOCALS, COMCAST HAS THEM.

number and types of channels and programming available, quality of the sound and picture, and Cox's service for repair, installation, and price

Of the 69 or so channels we get for \$44 per month we only view 43. The remaining 26 aren't even programmed on our t.v.. Of this useless to me 26, are 5 sports channels, 4 Spanish language channels that do not carry english captions, and at least 3 24 hour/7 paid programming channels like QVC. Other channels which are are programmed on my tv. go to paid programming at certain hours. This is the burn to COX customers. Remember, all of these channels (save PBS) are commercial channels; the more viewers

the channel has the more it can charge it's advertisers. I doubt this fact is lost to COX. Yet we pay and pay. Why am I paying so much for these 43 channels when COX receives great pay-offs for carrying QVS, HSN, Jewerlytelevision, channel 22, etc? We have given them, and only them, access to our right of ways. Why aren't we able to have input into what they foist on us? Another insult to injury is channel 7, which depending on the day, carries up to 5 hours of local or preview programming. The rest of the time, yep 19 hours per day, 7 days per week, 364 days per year, it is paid programming foisting on us any sort of infomercial junk they are paid off for. At the moment it's Jewerlytelevision. Channel 11 flips to paid programming Shopathome after midnight. We have lost the Fox Family channel to make room for one of these channels. Why should Cox carry a channel that they might have to pay for when they can dump it and put up something they get paid for? Remember we are paying for this...and they get away with it. And you allow it. Now that COX carries other services, like phone and internet, why have we not seen a rebate on basic service? Is it possible we have been paying for the implementation of the new services and not getting anything in return except for higher prices and fewer channels? COX is using our land access to provide this additional revenue to their coffers. Is there no oversight? Remember they were granted exclusive contract. Do they no have some responsibility for better product and a fair price? I am disgusted. If I could have satellite, I would, but my location rules that out. Regarding their argument that they are at a disadvantage because customers can get their own satellite receivers, I say wrong. First they receive all the programming via satellite. Are they saying that only a corporation can pull signals from the air? Second, If I choose to use MY roof as a location for a satellite, why not, it's my property. The land they use to lay their cable is taxpayers land. not their own. They were granted this sole access under certain conditions I assume. Now that they reap huge profits on their non-T.V. related products, still using the same access, I think it time we changed the conditions. The changes I would impose are as follows: 1: Require ala carte programming , charge .25 cents per channel per month for normal cable channels, eg. AMC, TNT, COURT TV (which they don't offer! AT \$44 per MONTH!), CNN, MSNBC.etc. Require they offer other normal "extended basic tier" channels like Court TV, SIFI, BBC America etc at the .25 cent per month rate. \$1.00 per month for premium channels. eg HBO etc. No cost for local channels. This cost to be defrayed by profits from new telephone/Internet precedes for which they profit greatly. 2: If access to the above mentioned additional commercial cable channels would probably require a box, require two programmable boxes be provided for each account at no cost to consumers. Cost to COX be defrayed by requiring customers add QVC, HSN, etc.. Or perhaps a \$25 deposit per box, repaid with interest when the box is returned in good condition. 3. Require the carry CSPAN3, which they, excuse me; we, are paying for, but can't view.. They don't carry CSPAN3 because on the same bandwidth they can carry QVC, which makes money for them. If they are unwilling to provide this fair program to Tucsonans, kick their greedy @%%\$* out. Someone else will fill their void, and while we may have to erect antennas for a while, I'm sure most all Tusconans will applaud your stand on our behalf. As far as Access channels go, I could care less. Most of the programming is self-serving, seflindulgent, self-promoting junk. The few good shows are long gone, and frankly I don't miss them much. The current shows that have any redeeming value are hard to follow due to the 2x per month, revolving schedule. Throw COX a bone on this issue: Require one Access channel,

programming from 9 to midnight Mon-Sat. The caveat being each "show" obtains sponsors to pay for the actual cost of it's broadcast. On Sunday show all the insipid religious shows, recorded at the shows cost.

Often, different channels have poor reception, sometimes for days. Getting through to customer service is a long and unsatisfactory ordeal.

Only one local channel in HD, and no VOD (Video On Demand)

Package choices for TV service do not really allow much selection and you often have to purchase an entire package for only one item you actually want. Internet page does not provide any way to contact Cox with concerns. There is no "contact" information for internet problems via the web page. Just a pre-programmed "Q&A" page, which has nothing to do with problem reporting. TV service seems to have taken a drop...the audio levels are so far out of wack its impossible to switch between stations have have the audio remain at a reasonable level. Even when just watching a station, the levels jump up and down when the service switches to "local" advertising, and then back to the network programing. Really irritating! Would like cox to provide contact information for the networks they carry, so I could address programming with the networks themselves.

PHONE HAS CROSS TALK HAVE HAD TC FOR IT BUT IT STILL HAS CROSS TALK ON LINE

Piss poor selection of high definition channels. The Digital Video Recorder offered by Cox is also sub-standard.

Poor channel selection. I must pay extra for the few channels I actually watch. I earn a very low income but must pay \$60 a month for many channels I do not want. I actually only watch about 15. How about a break for us low income people. And why do I have to pay extra for the box and remote? My experience with their service and repair is good.

Poor customer service, channel lineup subpar compaired to comcast, various outages, internet always drops never reaching the quoted 6 meg downloads

Poor customer service, very expensive service, and the basic cable has no 'cable' whatsoever, even though they used to.

Poor picture quality

Poor reception of some PEG channels. Not such interesting channel options on expanded basic package. Too much "junk culture", not enough thoughtful offerings.

Poor refers to the below only: Internet connection is often on and off during the weekends. Made several calls in the past three months to find out why my web site is not connecting always told they will call back when it's connected and yet to this day it has not been connected and I have not received a call as to what the problem is with my

website. When I added the security option they offered it turned my computer into a constant download of "unwanted" mostly porn pop ups. It was so bad I had to have the computer serviced.

Premium viewing package changed on several occasions; never for the better

Price too high. Too many local community programming like the Access Tucson channels, Pima Community College channels, or the Tucson City government channel (Channel 12), not enough good channels like court tv.

price too high insufficient channels

Pricing is the number one problem. That's why I only subscribe to the internet service (which is also overpriced). The cable TV prices are outrageously overpriced. The fact that there is little to no competition in this market keeps pricing at a criminal level. I recoup costs of broadband service by using a VOIP service which is priced competitively because of the open market.

Problems with local channel pictures and audio like 4 and sometimes 13 Its not a problem for tv with no cable hook-ups the guide is not always updated to channel changes

Quality of sound/picture/service/repair/installation excellent. The channel issue is why we will be cancelling soon...I'm tired of paying for channels I'll never watch. There should be a fee for each channel chosen instead of having to buy a tier of channels when all you want is one or two channels in the tier. Why can't there just be a fee for each channel and you have to stick with that for say a month or so? When I go to the grocery store to the soup aisle, I don't have to buy all the soups that have the Progresso label...I pay for the one I want. OK so I go to the auto shop and say I need my front brakes done..they don't tell me ,the only way we do your brakes is if you also buy the air freshner,the amour-all, the sun visors, and new liscence plate bracket. Cox or the whole cable industry needs to change in this respect,,,so many people are going to netflix etc. because you can watch what you want when you want. This could also be enabled to the remote so as to not bog down Cox with undue personnel costs,,,,do it from the TV set. As far as channels such as news etc., not all people like the same news channels,,,,,all programming should be custom on a fee per channel basis. Other than that, I don't think you can do better than Cox,,,I've never had a problem. **LET ME CHOOSE WHAT I WANT TO WATCH OR I WILL GO ELSEWHERE!**

Re: Field personnel - At 3 locations service has been unsatisfactory due to: technician's inability to follow directions on their log sheet/order sheet; tech's blaming dispatch for mistakes they made during service but clearly were marked by dispatch on the order form, and/or failure to read the order form at all. Re: availability of programming - I have something similar to their hugely advertised "3-pkg service." (I have "basic" cable-not digital, internet, and telephone service. However, because I elected premium phone service as a part of that package (\$46/mo nationwide unlimited), Cox says they need to charge me an extra \$55/mo *extra* beyond the \$112/mo I'm already paying in order to

get upgraded from basic to digital TV service, though I have the proper wiring for it. They want to charge me \$167/month for having a slightly different phone service than what they advertise as a \$99/mo package for all 3 services (slightly lower telephone service component). That's the worst excuse for ripping a loyal customer off that I've ever heard of! I'm already paying the \$12/mo *more* than the folks with a *better* service package simply because my relatives live in other states and I need the nationwide calling, and to get the cable service everyone else has for less than I pay now, I have to give them an extra \$55/mo!? I don't think so. Re: repair - Cox has refused to acknowledge service outage to my entire neighborhood area because of a fiber optic problem that affected digital tv and internet service. This outage occurred on consecutive Friday afternoons into the next day and evening three weeks in a row, during the same hours. Calling technical service, we were told to replace our modem (it was not broken), we were told we needed a service technician to come out (at \$60/visit) and repeatedly told that no one else was out in the area, and that it was not Cox's problem. We later found out from Rincon Village Homeowner's association that they were in the process of filing a complaint on behalf of residents for just these issues. Other area residents had been told similar stories, and also told that they had to pay for maintenance, replace modems, etc. We found out after 3 weeks of recurring outages that many people had been affected in the area and at the time of the outages, hundreds of homes on our block were affected. We never received an apology or a prostrate on our bill for these outages and as far as I know, the Rincon Village Homeowners assoc. has not heard anything from Cox about their valid complaints.

Re: the picture quality -- I subscribed to a satellite service before switching to Cox and the cable picture has much less definition. Repairs and customer service, on the other hand, have been fine.

reception is not clear, they run cables outside over roof and then I get lightning surges and have had 2 TV's blow in in Monsoons that were turned off.

Reception is not equally good on all channels. Too many "shopping" channels.

Relatively high prices, limited channel packages in moderate price range

same service and options as other carriers for internet and cable tv i have had here, in north carolina, and in pittsburgh, except for public access.

service doesn't get better. I had the Cox Cable service for years. They never changed and prices went up. Satellite is much better and provides better service.

Short term outages are more frequent than I would like. Customer service but phone is excellent, but repair service is slow to respond. Those who subscribe to Extended Basic cable television service are offered an extremely limited range of channel choices, that can only be expanded by paying for access to a special tier. If I wished to view my top four favorite channels, it would be cheaper for me to subscribe to the (rather expensive) Digital cable package than to try to get what I want from Extended Basic service.

should be able to choose what channels you want. the cost is way to high and they keep raising the prices

Since Cox moved the PEG channels, the reception is poor. Often it is very "fuzzy", poor quality and unacceptable. The rates increase yet the basic service remains the same. If one does not have a digital TV, the technology does not improve the service. I am sure that before long, Cox will be "renting" people without digital TV a piece of equipment to convert us. Thus increasing their revenue. WHERE IS QUESTION #8 ON THIS ON-LINE SURVEY???? 8. DO YOU FEEL THAT IT'S IMPORTANT FOR COX TO CONTINUE TO PROVIDE THESE CHANNELS TO THE COMMUNITY?

Absolutely!!! Tucson has one of the leading public access organizations in the entire country! Please do not allow them to take away from the citizens of this community the only free and uncensored media access which allows everyone the opportunity of expression and to be heard. Granted, not every program is suited to everyone's own taste however there is something for everyone. How many networks do better? Many youth in our community no matter of financial ability are trained to use the equipment and produce their own shows. What a TREMENDOUS value to our community to give everyone this access and the ability to express their views and / or artistic talents over the public access. This is empowering them not only to express their views but also to become involved citizens. Tucson is a fast growing community. Therefore, we need to maintain our public access channel for OUR future needs -as we grow, demand will increase. Why would we consider relinquishing ANY of our PEG channels? As we "lease" these rights of way to a private corporation who makes millions of dollars in the process, what huge benefit will they in turn give to the citizens of Tucson? Certainly not a lower cable bill or better yet fewer lobbyists constantly working to lower any and all benefits from the citizens YOU as the mayor and council represent. It is in the PUBLIC INTEREST to maintain our public access channels! It is only on Access Tucson that you see real, uncensored local programming. Please do not give in to corporate greed by sacrificing our PEG channels! Thank you!

some cable outages paying for to many Spanish speaking channels

Some of the access channels come in snowy. Otherwise, Cox has good , pleasant service people.

Some of the channels hardly ever come in at all, including half of my premium movie channels, while others have poor sound and/or picture quality. Even two local channels sometimes blink on and off like a strobe light. When I finally find a channel with a clear signal, the show will be interrupted by the EBS test not once, but several times over the next hour or so. At midnight, you can't go back to 11:30 in the program guide, and then from 3 to 5 a.m. there is NO program guide at all.

Sometime on the premium channels the pictures fade in and out, whereas the other cable channels are okay. This happens if you are viewing some of the HBO channels, this does not appear to be a malfunction of the convertor box, as I have called the local Cox cable

office to complain, and I was informed that the problem was from "Their cable feed"

sometimes internet can be slow, and for what we pay for it I find that unacceptable. Customer Service could be better when you call in with a question.

Sometimes the access channels come in fuzzy or distorted. This when other channels are clear, so I don't think it is my equipment doing it. Otherwise, the Cox employees are pleasant and effective & the service is good.

Sound quality varies from channel to channel; rates rise every year; would prefer a la carte channels - I pay for channels I never watch; if I'm paying for the service, why are there so many commercials?

sound varies in loudness from channel to channel

Sound volume changes from channel to channel and from program to commercial. I have complained about this and have been told they must pass along sound volume as they get it from the satellite, but I have noticed this on local channels also.

Sounds sometimes cuts out on the digital channels. Lack of HDTV channels is discouraging.

Terrible repair staff, on average it takes 4 or 5 calls to actually fix the technical problem.....Terrible local telephone service, after spending hours trying to get the service repaired, including talking to supervisors in Phoenix, I eventually gave up on the telephone service and switched back to Qwest. Only after contacting the better business bureau did I get the Cox people to acknowledge the problem. The lobbyist refused to refund my account for the two months that I didn't have local service. I contacted a state legislator and just this month was my bill credited. The staff at Cox could be more helpful and able to actually provide technical assistance, or the organization should not offer those services.

The amount of HD channels available thru Cox is embarrassing. No Fox. No ABC. No NBC. Comcast offers them yet Cox can't get them? Why not? Instead, they choose to supply HD channels such as an HD music channel. Ridiculous. If Cox is the only cable company I can subscribe to in my area, they should be forced to provide these services. If I could switch to Comcast, I would do so in a heartbeat.

The choice of channels available, not including premium movie channels, is skewed to the lowest common denominator of potential audience. Commercial pop culture entertainment values are pushed over information, public information, debate of ideas on national issues and values, a catholic breadth of cultural programming, and local generated programming giving voice to the broad spectrum of politics and social perspective. Cox Communications seems to think they have little obligation to serve the public good. Thanks to the National Association of Broadcasters, the FCC is the lap dog of industry rather than regulating the public's airwaves. We hope the City of Tucson has

the spine to standup to Cox. Expand commercial-free local channels and programming, expand Access Tucson, and let real democracy flourish in southern Arizona.

The cost for cable is outrageously high. There should be options to pay only for the channels one watches. A fee is charged for premium channels like HBO so I don't see why one has to pay for 40 channels when they only want to watch a specific 5. Group options should still be offered at perhaps a discounted rate, but all channels should be offered on an individual basis at a reasonable price.

The cost is outrageously expensive. I would like to see an option for high speed internet only at a reasonable price. Instead, Cox tries to sell the public on their bundled services so I will have to pay more for services I don't really need.

The cost of Cox's bundles are much more expensive than Qwest's offerings. I also have had numerous problems with my Internet service and Cox has taken weeks to respond, if they do at all.

The cost seems high for the selections provided.

the free installation is done by hacks and the wiring is sloppy and with no or little attention to aesthetics!!!!

The grouped services total up to a large amount of money per month. CSR are a little short once you become a subscriber.

The internet cuts out all the time, and they refuse to fix it, claiming it is the fault of the apartment complex. And their billing practices are way shady, you can never tell how much you owe, and for what period they are billing you.

The internet service is good, except for the web mail. Twice they have dropped my address book. The last time they were unable to recover it, so I must reenter. The cable TV is good, picture quality and sound, though the price seems higher than what my friends pay for Comcast. I signed up to add their phone service. The installation date came and went and I assumed the service was installed. When I couldn't get the Caller ID to work, I called technical support. They told me I did not have Cox telephone. The installation technician did not install the phone because he did not have a release to enter my property. He left no note. No one called. The sales rep who signed me up said no release was necessary, since they could handle it from the alley. The technical support person said the install tech should have left a note, and someone should have called about rescheduling the install. No one did. I would have to wait another week to reschedule, and they still thought the install could be handled in the alley. I cancelled the install, because I was leery of too many people dropping the ball. A week later my phone service with AT&T was disconnected as Cox let the service change go through. What a fiasco! Both firms pointed fingers at each other, bad mouthing the other's tactics and procedures. I vote for a change from Cox. I am currently looking at other internet providers, and I note that DirectTV is offered by other phone companies, Qwest and Verizon, for

example.

The lack of available high-def channels. They charge for the high def box / DVR combo, yet I believe they are only offering 8 high-def channels, even though many others are available through other providers.

The most interesting programming ends up being on access television, through Pima, the UofA, channel 12 which is the local channel and the wonderful KUAT. Without this, we would not bother subscribing to cable. We love to watch the Wildcats and some of the sports, but the amount of advertising is annoying. We appreciate Turner network for putting a hold on commercials. we notice however, when a company funds good programming and are more inclined to find out about it. We don't want to watch a commercial about a company. The credits are enough. We really like to know what is going on locally. The news stations are not accurate, they are filled with sensationalism and illusion about the world. Too much fear mongering that prevents community. Cox could be a community builder by giving us access to public television and the City of Tucson should not accept a big box deal from them, but should make them bend to making substantial contributions to our community by considering public access a TOP priority. We like to hear all sides of issues, all perspectives, and we believe that public access does this well.

The number of channels for the price is not worth it for me and that is why I no longer subscribe to cox for cable tv. The programming on the premium channels is really bad....I now subscribe to Netflix and dont carry any cable tv service at all so all I now do is watch dvds at my leisure and dont miss cable at all. I now see how overrated having to have cable tv is in our society. Its just not for me anymore with the cost factor and how much I actually watched tv.

The picture is great. The quality of service I've received is great. The programming stinks like all other television providers. I've explained why in the next question.

The quality of the media that Cox provides is terrible. Their right to use the public airways, in my opinion, is being abused. I do not subscribe to their service as I am appalled at the mediocre choices and the lack of good programming. The amount of local and regional television is minimal.

The reason I picked Very poor is due to the many times (i'd say between 10 to 20 times) through out the day my internet goes down. I have to reboot the cable modem just to use the internet. On top of just the internet going down I have Vonage internet Phone or VoIP, so when the internet goes down, so does my phone service which is extremely annoying and dangerous (in case of 911, I can't call).

The service is comparable to Qwest for high-speed internet, and DirecTV for programming.

the sound/volume on digital cable is awful, especially on my HBO channels

The window of time for service calls is too broad. To take time off from work can potentially be all day.

Their rates are too high. We are forced into packages that provide more channels than we want at a high cost. I am never satisfied when I call about my service. I wonder why they have a monopoly when other areas have cable competition.

Their service for repair, installation is satisfactory. But the quality in the channels included in the basic cable is where it is lacking. I pay for the service, yet I sometimes find myself not watching it because there is nothing of interest. At times I have home shopping for 4 of the 20 channels available? Not what I want to pay for.

There are too many channels that offer similar programming that is of little interest to me, such as shopping channels. I believe there are more cable news channels than are really needed by the public--my opinion is that the main reason there are so many of them is for the advertising revenues. Also, many specialty channels that would potentially have a wide audience, such as SciFi, are only available in the digital range. As far as service issues go, I have not had many experiences beyond simple installation. However, there is one very negative experience that stands out. I was living in one of several duplexes surrounding a small courtyard. One day, my cable service simply disappeared. I went outside to investigate and found that the cable "technician" who installed my neighbor's system had done so simply by disconnecting my service and hooking it to my neighbor's input jack. This was not a case of service piracy--this was supposed to be a legitimate installation, and the so-called technician was a subcontractor for Cox.

There aren't very many channels and choices.

There is a lot of junk for the number of channels.

There seems to be an ever increasing number of "Paid Program" infomercials taking up the morning hours where there used to be regular television shows. Time slots for some channels shows have changed pushing some shows to inconvenient times slots which would appear to be a push to make one buy the Digital Video Recorder option in order to be able to view the shows. An example of this is on the soap channel 146 General Hospital was pushed into a 10 p.m. time slot (used to be 8/9 p.m.) that is very inconvenient for my wife who commutes to Sierra Vista daily. If there is a problem at times I have to use my cell phone to call in as all three services go out and at other times I can't tell if there is a problem as I cannot get through on the telephone to Cox at all. Would be nice to be able to purchase individual channels rather than packages containing a number of useless channels. I realize some of the programming issues lie with the channel providers, but the programming has been getting worse and worse and prices keep slowly increasing. The service keeps resetting my personal preferences on my digital boxes from last channel used to channel 2 on start up and have not found a way to make the setting stick. I do not have a lot of major issues, just a lot of little problems that seem to be increasing over the last 3-4 years.

They are not bringing all the local HD channels that are offered via an antenna, but I cannot receive them. They constantly have interruptions, or difficulties with their reception of cable TV. Their CSR's are totally inept, and incompetent. I can call about a problem, and one CSR will tell me one story (that I know is not true), and then I will call back about the same problem, and talk to another CSR, and they will tell me another lie. Very frustrating.

They are not keeping up with their competitors. Even Cox Communications in California offer a better service. They have taken many of the pay per view choices away so the selection stinks. If there was any way I could switch to Comcast I would.

they are really the only option right now. costs are too high.

They cut my service by about 40% and raised my rate, effectively raising my rate 65% in 2005

They do not offer ABC, NBC or Fox in high definition!

They had a lot of trouble getting me connected because they did not seem to know what they were doing. Then it was another trial to get my internet to work. I still have not figured out how to use my cox isp address. It would seem that they would want to make that more understandable and easy to use.

They have consistently replaced better quality programming with shopping and for-fee programming, placing non-commercial programs on channels that are NOT included in basic service- so now we pay for commercials more often than in the past. Placed all the shopping channels at the low end, moved anything with actual content, that was once free, at the higher end or on a higher tier of for-fee services. Less content more cost to consumer.

they lie cheat and steal- and not even very well

they provide very little movies or true entertainment for each show of any worth it cost you extra also need more programs that allow the the public to use for art, expression and viewpoints

This company is not doing out of the ordinary to suite my viewing pleasure.

Though now, due to zoning a comcast customer, when I had Cox (3 months ago) I found them much better than comcast. Their programming was good, customer service in repairs excellent, and we found overall, we liked everything about them re: cable. Our only concern was with our DSL which kept having problems with it. Hence, if we could have gone with another internet provider we would have.

to much trash and bad programing. Less than half the selections are of any interest to

me. Get rid of the religious programming. I'll get my religion by myself

Too expensive

Too expensive. Limited channels for what you pay. The cable they installed on the side of my house looks shoddy and could have been installed with finesse.

Too expensive...otherwise more easily access to Access Tucson channels.

Too many channels of little or no interest to anyone! You should prepare a pole of channels and viewer usage. Why should they charge for hundreds of channels no one uses? Cox uses false advertising to sell their telephone service!

Too many commercials. Cox Cable needs to keep Free Speech T.V. programming and Democracy Now!

Too many Community Access channels with poor programming.

Too many empty channels (example, channel 21). Channels 7 and 22 seem to mostly be infomercials or "shopping." SciFi channel was available (VERY briefly) with expanded basic service then was moved to digital to make room for, among other channels, the Golf Channel. Picture quality on upper channels (example 70) is poor. Too many channels showing too many idiotic "reality" shows.

Too many Spanish, religious, access and repeated programs. Quality of sound, picture and service is very good. Rates outrageous.

Too much bland, mind-numbing programming with too many commercials. When paying for television via cable commercials should be fewer. Overpriced service for television content & quality Telephone and high-speed internet service is overpriced

Too much garbage TV. Too many infomercials. Some of the reality TV is incredibly insulting. Do I want to watch bounty hunters arresting people? No. I'd rather pick the channels I was subscribing to and get a better price. TV is way too expensive for the quality of the product (shows).

too much law and order - not enough art

Too much money for cable TV.

Total lack of HD locals in Tucson where Phoenix has agreements with all four major networks. COX has lied about their HD service when asked over the phone.

Until a year ago, our school has been receiving cable service (free) to all of our buildings. Service has been interrupted for over a year now in two of our buildings. Last summer we paid money for them to repair some wiring in these two buildings. The cable still doesn't

work and we can find no one who will solve our problems.

Very displeased with decision to reduce number of public access channels.

Very, very poor programming quality; too much paid programming; too many repeats, movies, etc. Billing keeps going up for no apparent reason. Where is the oversight? Poor customer service. Continuous sales solicitation calls even after representatives have been told not to call. Cox reps call and do NOT identify themselves. If the city is paying for the public access channels, they are being ripped off. Access Tucson is a disgrace to the city. Have any of the "city leaders" actually watched these access programs at various time? You don't need all those access channels. One would be plenty given the repeats, pornography, out dated programs, etc. If you think that you're teaching individuals about the use of t.v. facilities, you're sadly mistaken. Furthermore, why is the city pouring good money after bad to be in the t.v. business? No more money should be allocated to Access Tucson. Have the city ever taken into account the money per person it costs to provide these Access facilities. Again no more money for Access Tucson channels. Has anyone ever accounted for the money that was allegedly "embezzled" from Access Tucson coffers. Accountability should be principle when designating tax payer money. No more . What is the use of channel 12? Plus I've contacted Cox Communications about a tree limb that is resting on the cable lines. I was told by a representative that Cox was not responsible for this. Also contacted the electrical company and they "passed the buck to Cox. Meanwhile tree limb is lying against the wiring

Way too expensive for what is covered. Cannot contact easily when problems occur. Worst of all, Cox is trying to restrict public access TV

We are upset with the number of commercial programs and commercials on the non extra paid movie channels (HBO, Showtime, etc). The cost of cable has gone higher and the paid commercials have tripled. If you watch cable late at night or very early morning that is almost the only thing you can watch. I don't pay for cable to have nothing but paid commercials which I know that you get a great deal of money to air on the TV. You are getting money from me and from them. Saturday and Sunday late mornings are the worst time for this. We have considered dropping cable because of the paid commercials and the pay increases. I do not feel that we need to pay a higher rate because you want us on internet and phone service not on just straight cable. We have been with you since you first came to Tucson and have seen the rates continue to go higher and the number of usable channels (non sport, commercial, movie, etc.) diminision.

we get a lot of channels, but very few are worth watching. we can't afford to buy the full package, price is too high. i'm on hold a long time when needing to communicate with customer service.

WE HAD TROUBLE GETTING SERVICE ESTABLISHED. SERVICE TECHS HAD TO COME OUT FOUR TIMES, AS WE KEPT LOSING PHONE SERVICE. OUR TAKE IS THAT SEVERAL OF THE SERVICE CALLS WERE UNPRODUCTIVE BECAUSE OF THE JOB PERFORMANCE OF THE SERVICE TECHS (FAILURE TO

MAKE REPAIRS PROPERLY).

We have been quoted lower prices, but are then told that in our area of town only COX is allowed to service us. We feel that we should be able to choose our provider and promote healthy competition between providers.

We have chosen not to use Cox Cable TV because it is expensive and the customer service is poor. We use the Internet Service because it was set up for us and paid for by my husband's employer initially and it is less complicated to keep it, but it too is expensive and the customer service is poor.

We need more public access channels and less shopping channels. We need more public generated news, more independent news, and more broadcasting concerning peace and justice and the environment.

We only have basic cable and internet access and our bill is \$50 a month. To add any other services, like other channels, we'd have to pay an additional \$50 a month plus a set up fee. The few channels I do have go out all the time and there's never any way to get information.

What's up with the re-runs? Waaaay too many commercials and the cost is expensive for basic cable.

When I had Cox cable, service was intermittent and after 4 months of trying they couldn't get it fixed. Now, as an HD TV owner, I am disappointed Cox does not carry the local channels in HD. My son who is serviced by Comcast gets them all. Can't we have Comcast too?

when I had it i thought it needed more channels

When the technician came to fix my pixelating picture he simply handed me a splitter and left; he really didn't feel like doing any actual work to remedy the situation so he didn't. If I did that where I work I would be fired on the spot and physically walked out the door in disgrace!! If that does not qualify as POOR service I do not know what poor service is. (Your Technicians who answer the phones are very knowledgeable and personable, however)

when we lost electrical power, last time,we did not have use of cable,internet,and to top it all,we could not use the telephone.

While I pleased with the responsiveness on those infrequent occasions of outage or even seldom requests for repair, I often wonder why Cox does not offer a fully range of channels (especially Sprout PBS and other children friendly all day channels); they also do not offer their subscribers a free weekend of premium channel viewing

Why do you not ask for the reasons behind an excellent rating? Are you only interested in

poor ratings? That doesn't seem balanced....thus my rating reason follows. All reps I have dealt with have been extremely courteous, knowledgeable, and service-oriented. They demonstrate a true dedication to excellence in service, which is rare these days.

With the push to sell HD TV's in high gear, Cox is way behind in offering HD programming - even compared to Comcast. Local channels 4, 9 and 11 are not even offered on Cox. As a requirement for renewal, all local HD stations must be available before Sept. My biggest gripe is that the on-screen program guide for KUAT's HD channel 706 does not display the programs that are playing on that channel. I have complained many times to both Cox and KUAT and it has not been resolved. Both blame the other. Make them sit down and resolve this issue together. Also, many other cable stations have HD channels that are not available on Cox. (ESPN2 and National Geographic for example). Require Cox to offer all HD channels from its list of content suppliers prior to renewing the contract. HD was touted as being a free service but Cox adds various fees that make it quite costly. Cox must eliminate any fees associated with their HD service prior to renewal of their contract.

Without having to option up to digital, expanded basic should include at least one inspirational/religious channel, the sci-fi channel, and Court TV. COMCAST, as well as DIRECT TV, the satellite provider, includes these channels at no extra cost. I am not asking for something for nothing, just that COX should at least be competitive with other local providers. Especially since they enjoy a monopoly.

you cannot get the discount on the phone service unless you sign up for their long distance service. Which I already have with someone else. I had a tech come out to hook up the internet, he could do what need to be done & had to reschedule, the next guys comes out & drill holes into the drywall, and runs the cable up over the roof to the cable box.