



**AT&T U-Verse & The Channel 99 PEG System Survey**  
 Conducted by IL NATOA – October 2012

**1. Is your municipality being served by AT&T U-Verse?**

	Response Percent		Response Count
<b>Yes</b>	<b>94.9%</b>	<b>Answered Question</b>	<b>39</b>
<b>No</b>	<b>5.1%</b>	<b>Skipped Question</b>	<b>0</b>

**2. Do you have a PEG Channel(s)**

	Response Percent		Response Count
<b>Yes</b>	<b>97.4%</b>	<b>Answered Question</b>	<b>39</b>
<b>No</b>	<b>2.6%</b>	<b>Skipped Question</b>	<b>0</b>

**3. What type of channel(s) do you have? Check all that apply.**

	Response Percent		Response Count
		<b>Answered Question</b>	<b>39</b>
		<b>Skipped Question</b>	<b>0</b>
<b>Public Access</b>	28.2%	Response Percent	Response Count
<b>Educational Access</b>	25.6%		11
<b>Government Access</b>	<b>71.8%</b>		10
<b>Combo</b>	17.9%		<b>28</b>
			7

**4. Do you have your Channel(s) hooked up to the U-Verse Channel 99 System? If yes go to Question #6.**

	Response Percent		Response Count
		<b>Answered Question</b>	<b>39</b>
		<b>Skipped Question</b>	<b>0</b>
<b>Yes</b>	<b>76.9%</b>	Response Percent	Response Count
<b>No</b>	<b>23.1%</b>		<b>30</b>
			<b>9</b>

5. If the Answer is NO, why? Choose all that apply.

	Response Percent	Response Count
<b>AT&amp;T did not Offer to hook You up.</b>	50%	4
<b>It was too Expensive to Hook up.</b>	25%	2
<b>Didn't hook up Because AT&amp;T's PEG system Violates IL law.</b>	75%	6
<b>Didn't get around To it.</b>	0%	0
<b>Didn't think it Was Important.</b>	0%	0

6. Do you have a U-Verse receiver at your facility and are you able to view your channel after it goes to AT&T? If the answer is NO please choose an answer below.

	Response Percent	Response Count
<b>Yes</b>	20.5%	8
<b>No</b>	74.4%	29
<b>U-Verse is not Available in our Area.</b>	23.1%	9
<b>U-Verse is available, But AT&amp;T wouldn't give us a free receiver.</b>	20.5%	8

**7. Have there been complaints about difficulty locating PEG channels? Give examples.**

**Answered Question 27**  
**Skipped Question 12**

No

12/13/2012 10:21 AM

YES, It's not advertised very well by AT&T. I think most subs don't know it is an option unless they read it in the Village newsletter. I've had to explain how to find it to residents when they call.

12/13/2012 9:24 AM

Yes

12/13/2012 9:19 AM

Yes

11/29/2012 12:02 AM

Only that very few people watch the channel on ATT because it's harder to find

11/28/2012 9:26 AM

Yes, residents did not know 99 contains all the PEG Channels.

11/28/2012 8:31 AM

No

11/27/2012 9:09 AM

None that I am aware of.

11/26/2012 2:41 PM

yes, there have been complaints

11/26/2012 2:18 PM

No

11/26/2012 2:18 PM

No.

11/26/2012 1:07 PM

Yes. General inquiries about where to find the PEG channel.

11/26/2012 11:56 AM

no

11/26/2012 11:55 AM

No

11/26/2012 11:54 AM

No - but only a small handful of residents are able to have U-Verse in their homes. It is not available for 99% of the municipality.

11/26/2012 11:53 AM

No

11/20/2012 6:47 PM

None from customers, but we make a point of explaining the process throughout all of our marketing materials.

11/20/2012 11:58 AM

No

11/19/2012 3:25 PM

UVerse penetration is very low in our city. A few UVerse subscribers have complained about the lack of availability of Govt access. We have received many more complaints from satellite subscribers about the same issue.

11/19/2012 2:55 PM

None

11/19/2012 12:57 AM

Received one direct complaint from a viewer unable to locate the city's PEG channels on the system once she switched to U-Verse. Most complaints go to the city.

11/19/2012 12:49 AM

no

11/19/2012 10:27 AM

no

11/19/2012 8:50 AM

No

11/16/2012 11:56 AM

Yes. Our channel isn't properly labeled on the system, making it difficult for views to find our channel.

11/16/2012 11:27 AM

No. Coverage in the community has been slow to evolve. We have shifted much of our programming to the web.

11/16/2012 11:23 AM

Yes

11/16/2012 11:11 AM

**8. Have there been complaints about difficulty accessing or surfing PEG channels? Give examples.**

**Answered Question**

**26**

**Skipped Question**

**13**

No

12/13/2012 10:21 AM

General complaints about the inconvenience of not being able to "surf" between channels.

12/13/2012 9:24 AM

Yes

12/13/2012 9:19 AM

Yes

11/29/2012 12:02 AM

Yes, complaints that it requires too much to get to

No

11/28/2012 9:26 AM

Yes, residents did not know 99 contained the Channels, and did not know how to search for our municipality.

11/28/2012 8:31 AM

No

11/27/2012 9:09 AM

None that I am aware of.

11/26/2012 2:41 PM

difficulty finding our channels

11/26/2012 2:18 PM

No

11/26/2012 2:18 PM

No.

11/26/2012 1:07 PM

Yes. General complaints about the number of steps to view the channel

11/26/2012 11:56 AM

no

11/26/2012 11:55 AM

No

11/26/2012 11:54 AM

No - but only a small handful of residents are able to have U-Verse in their homes. It is not available for 99% of the municipality.

11/26/2012 11:53 AM

No

11/20/2012 6:47 PM

None

11/20/2012 11:58 AM

No

11/19/2012 3:25 PM

n/a

11/19/2012 2:55 PM

None

11/19/2012 12:57 AM

no

11/19/2012 10:27 AM

no

11/19/2012 8:50 AM

No

11/16/2012 11:56 AM

Yes. It seems many towns are mislabeled or linked to the wrong town.

11/16/2012 11:27 AM

No.

11/16/2012 11:23 AM

No

11/16/2012 11:11 AM

**9. Have there been complaints about the inability to record PEG channels?  
Give examples.**

**Answered Question**

**26**

**Skipped Question**

**13**

No

12/13/2012 10:21 AM

I ususally have to make DVD's of meets for those that have AT&T and don't access Internet to see it streamed.

12/13/2012 9:24 AM

No

12/13/2012 9:19 AM

Yes

11/29/2012 12:02 AM

No

11/28/2012 9:26 AM

No

11/28/2012 8:31 AM

No

11/27/2012 9:09 AM

None that I am aware of.

11/26/2012 2:41 PM

Yes, people who have AT&T would like to record their show that they produce and can't

11/26/2012 2:18 PM

No

11/26/2012 2:18 PM

No.

11/26/2012 1:07 PM

No

11/26/2012 11:56 AM

no

11/26/2012 11:55 AM

No

11/26/2012 11:54 AM

No - but only a small handful of residents are able to have U-Verse in their homes. It is not available for 99% of the municipality.

11/26/2012 11:53 AM

No

11/20/2012 6:47 PM

Yes, I have received 3 calls about wanting to record our channels on AT&T U-verse.

11/20/2012 11:58 AM

No

11/19/2012 3:25 PM

n/a

11/19/2012 2:55 PM

None

11/19/2012 12:57 AM

no

11/19/2012 10:27 AM

no

11/19/2012 8:50 AM

Yes. When a local sports group appears at a council meeting to receive a trophy or award, the parents would like to record from their homes. It places a burden on us because they then ask us to make DVD copies for them.

11/16/2012 11:56 AM

No

11/16/2012 11:27 AM

No.

11/16/2012 11:23 AM

No

11/16/2012 11:11 AM

**10. Have there been complaints about PEG channels being excluded from the program guide? Give examples.**

**Answered Question**

**26**

**Skipped Question**

**13**

No

12/13/2012 10:21 AM

If it's not there, they don't know it is missing.

12/13/2012 9:24 AM

No

12/13/2012 9:19 AM

Yes

11/29/2012 12:02 AM

Yes, this is the same on Comcast as well. Our station does provide a program guide between programs however.

11/28/2012 9:26 AM

No

11/28/2012 8:31 AM

No

11/27/2012 9:09 AM

None that I am aware of.

11/26/2012 2:41 PM

yes, people would like to know what time a show airs

11/26/2012 2:18 PM

No

11/26/2012 2:18 PM

No.

11/26/2012 1:07 PM

Yes. General inquiries about where to find the PEG channel.

11/26/2012 11:56 AM

no

11/26/2012 11:55 AM

No

11/26/2012 11:54 AM

No - but only a small handful of residents are able to have U-Verse in their homes. It is not available for 99% of the municipality.

11/26/2012 11:53 AM

No

11/20/2012 6:47 PM

No

11/20/2012 11:58 AM

No

11/19/2012 3:25 PM

n/a

11/19/2012 2:55 PM

None

11/19/2012 12:57 AM

no

11/19/2012 10:27 AM

no

11/19/2012 8:50 AM

No

11/16/2012 11:56 AM

No.

11/16/2012 11:27 AM

No.

11/16/2012 11:23 AM

No

11/16/2012 11:11 AM