



## **Cable TV Subscriber Survey (Now - January 31)**

December 12, 2018

The County is gathering information from cable TV subscribers related to the quality of service received from their cable TV provider pertaining to outages, response times, value and service calls. Comcast and Verizon each hold non-exclusive cable TV franchise agreements with Loudoun County, which grant them the right to use public right of ways to install their cables and operate their TV systems.

The survey results will be shared with Loudoun's Communications Commission which will help form recommendations to the Board of Supervisors for franchise renewal negotiations expected to occur within the next several years, as the Verizon franchise agreement expires in June of 2021 and the Comcast franchise agreement expires in February of 2022.

The cable TV survey can be completed [here](#). The survey will remain open through January 31, 2019.

In addition to this and previous surveys, Loudoun's Communications Commission will hold a public input meeting to further solicit feedback ***regarding cable TV & broadband*** on Wednesday, December 19, 2018, at 7:00 p.m. in the Dulles Room of the Loudoun County Government Center, at 1 Harrison Street SE in Leesburg.

Anyone with questions about the survey may contact Loudoun's Administrator of Broadband & Cable TV Services, Mr. Zenon Dragosz, at 703-771-5966 or by email at [Zenon.Dragosz@loudoun.gov](mailto:Zenon.Dragosz@loudoun.gov)

As Verizon and Comcast's non-exclusive franchise agreements also include broadband services,

this cable TV survey is being conducted in addition to two previous broadband surveys meant to identify broadband service (or non-service) areas, and how residents receive broadband service at their location.

The previous broadband surveys were:

- The crowdsource/GEOHub survey released in May of 2018, which closed in July of 2018.
- The CTC Technology & Energy survey released in June of 2018, which closed in August of 2018.

All my best,

A handwritten signature in black ink, appearing to read 'Tony Buffington'.

Tony Buffington  
Blue Ridge District Supervisor  
[tony.buffington@loudoun.gov](mailto:tony.buffington@loudoun.gov)

Shevaun Hochstetler  
Chief of Staff  
[shevaun.hochstetler@loudoun.gov](mailto:shevaun.hochstetler@loudoun.gov)

Rachael Holmes

Legislative Aide

[rachael.e.holmes@loudoun.gov](mailto:rachael.e.holmes@loudoun.gov)

Robin Bartok

Legislative Aide

[robin.w.bartok@loudoun.gov](mailto:robin.w.bartok@loudoun.gov)

Click [here](#) to Like us on Facebook!

Supervisor Tony Buffington | Loudoun County Board of Supervisors | 703-777-0210 |  
[tony.buffington@loudoun.gov](mailto:tony.buffington@loudoun.gov) | [www.loudoun.gov/blueridge](http://www.loudoun.gov/blueridge)

Blue Ridge District, 1 Harrison Street, S.E. 5th Floor,  
PO Box 70000, Leesburg, VA 20177-7000

[About our service provider](#)

Sent by [tony.buffington@loudoun.gov](mailto:tony.buffington@loudoun.gov) in collaboration with

**Constant Contact** 

Try it free today