

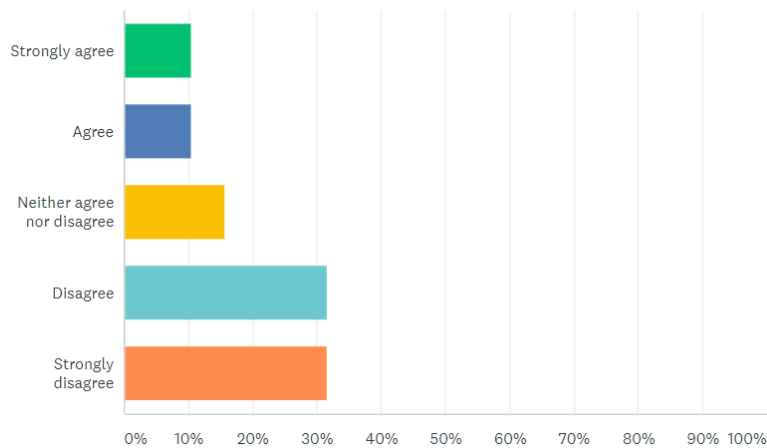
A Survey of Bear Flat Residents on their Satisfaction of the Fibre Network Installation Work Conducted by Virgin Media, 2018

Virgin Media has installed its fibre optic network around the streets of Bear Flat in the latter part of 2018. There has been discontent expressed by a number of residents at the standard of work conducted and the attitude of Virgin Media. The Bear Flat Association invited residents to complete a short survey via Survey Monkey over January / February 2019 to establish the extent of dissatisfaction. We had 19 responses to the survey. This note is a summary of these responses.

Question 1

Virgin Media has, as required under 'permitted development', undertaken its installation work with minimal impact to residents and the environment. How strongly do you agree with this statement?

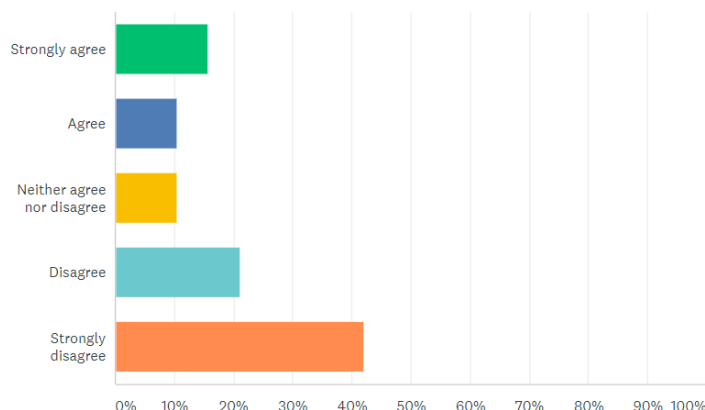
Answered: 19 Skipped: 0



Question 2

Virgin Media has made a good job of repairing the surfaces of the pavements where cabling has been installed. How strongly do you agree with this statement?

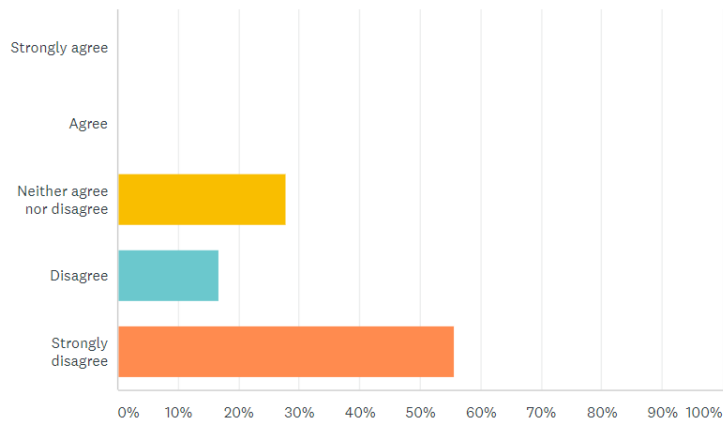
Answered: 19 Skipped: 0



Question 3

Virgin Media consulted with me on the positioning of the street furniture (the grey boxes) that it installed. How strongly do you agree with this statement?

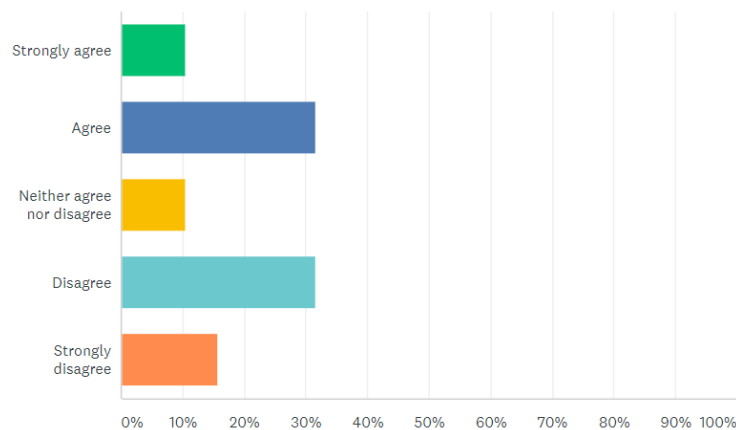
Answered: 18 Skipped: 1



Question 4

The level of disruption caused by Virgin Media installing the fibre optic cable was acceptable and understandable, given the scope of the task. How strongly do you agree with this statement?

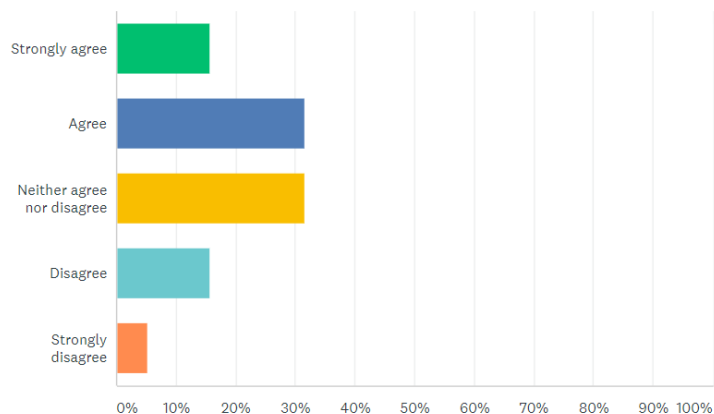
Answered: 19 Skipped: 0



Question 5

The teams of workers installing the fibre optic cables and street furniture were professional and courteous. How strongly do you agree with this statement?

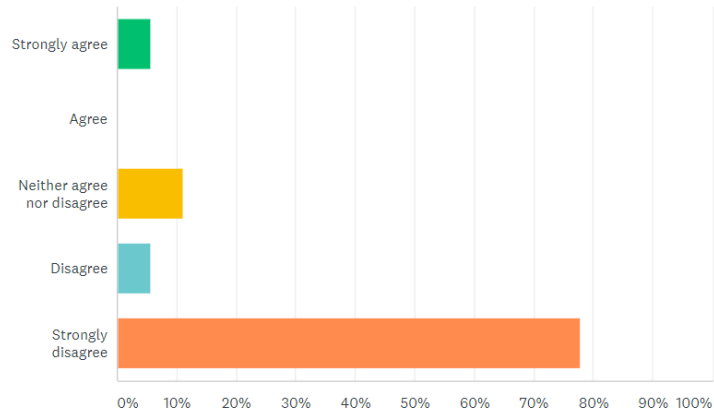
Answered: 19 Skipped: 0



Question 6

I have not yet taken up the fibre optic broadband offering from VM, but intend to do so. How strongly do you agree with this statement? (Please do not answer if you have already signed up to VM broadband, but move to the next question).

Answered: 18 Skipped: 1



Question 7

I have taken up VM fibre optic broadband and am very happy with the product. How strongly do you agree with this statement?

Answered: 15 Skipped: 4

