



Residential Customer Survey



Name _____ Date ____ / ____ / ____
 Address _____ Own Rent
 City _____ State _____ Zip Code _____
 Home # _____ Cell # _____

1 TV Service

Current Provider _____
 Number of TVs connected _____ Types of TVs (HD, Standard) _____
 Current features: HDTV: Yes No Interested
 DVR: Yes No Interested
 Premium (HBO, etc.): Yes No Interested
 Favorite Channels (sports, special interest) _____
 Approximate monthly bill \$ _____ Months left on contract _____

2 Home Phone Service (Local / Long Distance) *Strive for 5*

Current Provider _____
 Long Distance: Yes No Interested
 Unlimited Long Distance: Yes No Interested
 International Calls: Yes No Interested
 Approximate monthly bill \$ _____ Months left on contract _____

3 High Speed Internet Service *Strive for 5*

Current Provider _____
 I primarily use my internet for _____
 Approximate monthly bill \$ _____ Months left on contract _____

4 Bundled Services

Are any of your services bundled?
 TV Home Phone Internet Cell Phone

Comments:

Person Providing The Survey: _____ Total Monthly Bills: _____ Total Annual Bills: _____ Total Savings: _____

5 Wireless (Cellular) Service *Strive for 5*

Current Provider _____
 Minutes on plan _____ Number of phones on plan _____
 Type of phones (Droid, iPhone, Basic): _____
 How long have you had your phone(s): _____ Months _____ Years
 Texts No Interested Yes - monthly allowance _____
 Data (Internet) No Interested Yes - monthly allowance _____
 I'm interested in updating my phone
 service without a contract or credit check
 connecting my laptop to the internet when I travel
 saving money on my mobile phone bill

I make long distance or international call on my mobile phone Yes No Interested
 Approximate monthly bill \$ _____ Months left on contract _____

6 Energy

Electricity Company _____
 Average electricity bill \$ _____
 Natural Gas Company _____
 Average natural gas bill \$ _____
 Have you ever thought about using Solar? Yes No Interested

7 Home Security Service

Current Provider _____
 Approximate monthly bill \$ _____ Months left on contract _____
 I don't have home security but am interested in more information.