



Installation Survey Feedback

Were you satisfied with the installation technician's professionalism and knowledge?	
Yes	106
No	2
Please rate the overall installation experience (0-10):	
Ratings: 1	2
7	3
8	3
9	7
10	93
Did the installation technician arrive within the scheduled time frame?	
Yes	98
No	10
How would you rate the clarity of communication during the installation process? (0-10)	
Ratings: 0	2
2	1
5	1
8	5
9	11
10	88
Did the technician explain the installation process and answer any questions or concerns you had?	
Yes	106
No	2
How satisfied are you with the speed and reliability of your internet connection?	
Ratings: 0	3
3	1
5	3
6	1
7	6

	8	6
	9	16
	10	72
Did you experience any issues or problems with your internet connection after the installation?		
Yes		19
No		89
If you answered "Yes" to the previous question, please briefly describe the issue you experienced.		
It keeps blinking out		
I did it myself no problem doing it (MDU activation)		
My security system was difficult to connect		
The internet went out after weather changing but we were able to get it going again		
The streaming for games is glitching		
n/a		
The next day after install, lost internet connection. Tech came back and found outside equipment faulty. Fixed and have had no issues since.		
Once in the late afternoon I lost my signal during a Zoom call. It was restored within minutes. I did not need to call customer support.		
I think it's me, I couldn't get the printer to connect. My daughter will come over to see if she can do it today. I think it's because I still have Spectrum until the 26th also.		
Just a little scratchy		
Stopping, and running slow		
My television buffers a lot		
It's going slow		
How to use the streaming process/no internet		
Switching my wireless HP printer to the new network.		
I re-read the HP instructions and changed the network settings.		
All is well.		
I didnt get aby correspondence about the installation. When ai got a bill that was due for.two months when a bill new was sent to me. I asked.for a paper bill hope I get one.		
Yes but they did they thing a fixed it with no problem and I will recommend anyone 🙌🙌		



I presumed that I would be able to connect to the router for administration, but discovered that the login credentials printed on the side didn't work.	
I ended up running an ethernet cable to my old router and am using it for WiFi	
How promptly were the issues resolved by our customer support team?	
Very Promptly	36
Promptly	12
Not Promptly	1
Still Not Resolved	9
Overall, how satisfied are you with our internet installation service? (0-10)	
Ratings: 0	2
2	1
4	1
5	1
7	2
8	4
9	18
10	79
Please provide any additional comments or suggestions to help us improve our service:	
Continue to have your employees your technicians as professional and polite as the one that was sent to me.	
Before I knew of Canopy Digital I was just about to disconnect my current internet provider because I just couldn't afford it anymore. Then I received by mail information on Canopy which I thought this is a gimmick. To my surprise it's real. I really hope the best for Canopy in the city of Cleveland. Thanks for giving me affordable internet services. my current worries about internet service is over for now.	
Thank you	
Hire me..my customer service skills are impeccable!	
The technicians were friendly very kind in explaining	
They were very nice and they were very good	
They did a great job . The service has been great.	
The techs did a great job - friendly service thanks	



Tharon was great and super friendly and professional!!!	
The installers were friendly and did a good job. I was surprised that they didn't ask permission before posting the Canopy sign in my yard. I'm happy to have it and would have said that, but still would prefer to be asked first.	
User guide would be helpful and the ability to change user name and password	
tech was quite competent, answered questions. I think it might be helpful is prospective customers could SEE the size of the ANTENNA and the size of the CONNECTION BOX inside before ordering.	
Tharon explained the entire installation process in detail and connecting all of my equipment in a matter of seconds. Bring an older person not having all the technical knowledge of how things work I asked a lot of questions and he answered them all, he made me feel like a valued customer and I would recommend him to train and manage others . This by far was the best decision and experience I've had in a long time.	
I marked no on if the technician came when scheduled because he came ahead of schedule	
It's okay	
The technician was very helpful and informative.	
I'm glad we switched	
The men were very respectful and polite they kept me informed of everything that they were doing I really appreciate the service	
Nicholas is a highly skilled craftsman, he's also courteous, efficient, and professional. Tharon shares the same attributes with Nicholas.	
Good service	
Make sure speeds are high for streaming	
The guys were great. Knowledgeable, courteous, and careful. They're conscientiousness is very much appreciated.	
As a Google Tour Guide, with 100s of thousands of reviews, I have already provided a review of my experience. The one area that may become an issue if not addressed upfront is the antenna installed. People who need internet will tell you to place the antenna anywhere. Landlord will say "take that down. I didn't authorize that." There goes a customer, and install and any compensation warranted. I know;I installed satellites for Dish and Directv.	



Installation was great, however the time slot was inaccurate, I was sent an email stating 9-12 noon, Installation did not take place until after 12:30. Prior to that time I contacted customer service and was told there was nothing they could do but put in a ticket , the person was not helpful at all, considering this is a new install. I was about to cancel completely until the installers explained they did not have me down for the timeframe I received an e-mail on. Your customer service people needs some training in how to talk to customers	
It would be helpful if an install tech will not be able to arrive during scheduled 4-hr window to communicate that to the customer.	
Good service	
Matt was phenomenal. Pleasant, respectful, knowledgeable. A pleasure!!	
Technician name Steven was very, very professional, knowledgeable and kind. I am completely satisfied with my internet at this time. Thank you!	
Love the customer service! Very kind and trustworthy guys that helped me out! Give them a raise!!!!	
Easy installation. Great speed and best price.	
The young man was extremely helpful and pleasant. I just need to schedule some classes and get an updated computer.	
I believe it would be useful if you could leave a simple guide for the router identifying controls and the supplemental ports.	
Ask where we want the router and modem setup. Was set up well but was not set up in the corner of the room I would have suggested.	
I'm very happy with the service and planning on staying with your company	
No comment	
Seemed to be a bit of a miscommunication between the office and field staff, but overall superior service. Received a call to bump the install up and the installer wasn't aware of the particulars. Happy with installation.	
Great customer service keep up the good job	
The service technician was outstanding very helpful	



Great	
Great install they made it work.	
<p>During the consultation, the tech was supposed to insert his cable into the existing hole in the exterior wall. When I returned to the area, a new hole had been drilled into a different place of the exterior wall. I am disappointed that he did that. I'm really upset too because he assured me that he would not drill another hole in the exterior wall, when I specifically asked him not to do that.</p> <p>Additionally, he asked that I use his tablet to complete a digital form. The @ email key did not work, however the form was submitted even though I did not receive an agreement. He reassured me that he would deliver a copy of the agreement to my mailbox later that day, which he did not.</p>	
<p>Other than it taking 3 tries to get an appt that stuck, and 1 tech claiming a tower was down so we couldn't get connected for another month (he was wrong), it was ok</p>	
Need better people who like to work and not lie . I think it's cause I'm black	
Keep up the good work	
At the present I am totally satisfied with the service, all of my devices are working well.	
Low price	
<p>The guys was very professional and neat and clean, kudos to the dynamic duo team, that came to my house that day, please give them a bonus check \$ around Christmas time.</p> <p>E. Malone</p>	
<p>Very nice gentleman, ans professional</p>	

