Reviewer’s report

Title: Community Satisfaction with the Urban Health Extension Service in South Ethiopia and Associated Factors

Version: 3 Date: 18 December 2014

Reviewer: Ireen Namakhoma

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Major Compulsory revisions
1. Explain who is meant by model families in the paper to make it clearer for the reader.
2. The information about eligibility criteria should be included in the methods section as it is only highlighted in the author’s response but has not been included in the manuscript.
3. The limitations have not been included in the paper, they have only been highlighted in the author’s response.
4. While the qualitative was for triangulation, explain in the paper what the qualitative interviews aimed to do - for example: ‘qualitative interviews were used to have an in-depth understanding of community perceptions of the UHEP …’

Minor essential revisions
4. The first line in methods section should highlight that it is a cross sectional study based on quantitative and qualitative methods.
5. Check grammar and wording in first line on page 4.
6. Explain what is meant by a lottery method
7. I am not sure how sample size was distributed proportionate to all towns proportionate of household size (I assume the authors are referring to total number of households in each town)
8. First results section should specify 407 respondents were interviewed using the structured questionnaire - as there are also other respondents in the qualitative component.

Level of interest: An article of importance in its field

Quality of written English: Needs some language corrections before being published

Statistical review: No, the manuscript does not need to be seen by a statistician.

Declaration of competing interests:
I declare that I have no competing interests.