

# Wareham Cable Television

Responses: 154

## 1. To which service do you subscribe?

Answered: 151 Skipped: 3

- Comcast/Xfinity (80)
- Verizon/Fios (69)
- Satellite (2)

## 2. Do you plan to switch to cable?

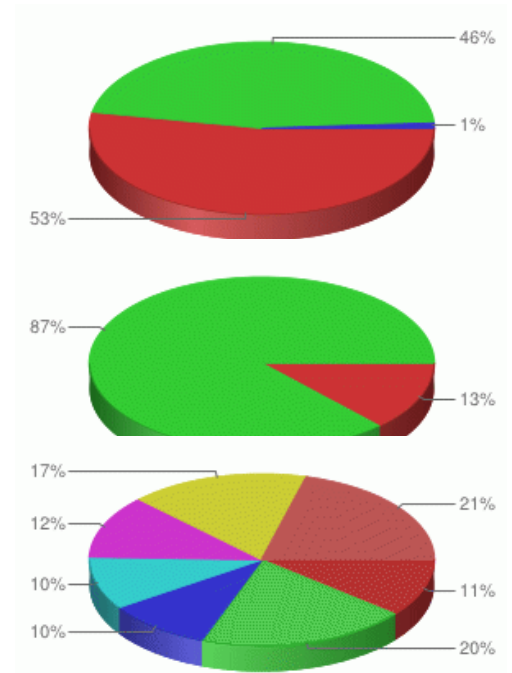
Answered: 52 Skipped: 102

- Yes (7)
- No (45)

## 3. Why do you subscribe to cable TV?

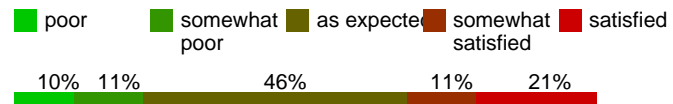
Answered: 147 Skipped: 7

- Local access programming (50)
- Variety of programs (95)
- Movies (46)
- Sports (47)
- News (57)
- Poor reception without it (78)
- To get the Internet (97)



## 4. "Billing"

a. How would you rate the billing process?



## 5. Have you had any specific billing problems?

Answered: 150 Skipped: 4

- Yes (38)
- No (112)

## 6. If YES explain

Answered: 41 Skipped: 113

They bill a month ahead it's awful and they add on all these extra unnecessary fees they tell you they are go an remove but dot

Charges for service not rendered. Was resolved.

trying to understand what i am being billed for.

They do not give a reasonable amount of time from receipt of bill to due date

confusion over billing/service period dates

just too high of a bill

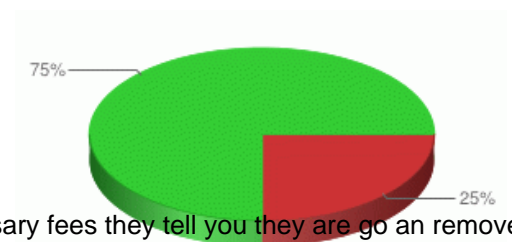
After 2-yaer contract expired, bill was increased without notification or option to opt out.

Much too expensive. No special pricing for long term customers.

Requested lower priced plan at end of last season (Oct.). This change was not implemented. Had to call 2x (got cut off 1st call!) to get lower rate into effect.

The bill not being mailed consistantly every month

The increase my TV service and internet speed without my permission and tripled my bill. I had no cable boxes to get



TV yet they charged me for blast plus and HBO. I had an older modem and could not get blast speed internet. I have contacted them by phone, chat and e-mail with limited success in resolving the problem.

Was not told have fios you need a down payment for the first few months  
expensive

I've been doubled charged for the same service.

We had issues after the blizzard of 2013.

They said that they had fixed the problems but made billing issues even worse. They said "we'll see you in the spring!" I was taking advantage of a free week with Showtime and inadvertently (I believe quite sneakily) signed up for the subscription.

They were sending the bill to the wrong person/address

Double billed for a movie.

Payment reminder sent when payment had already been rec'd.

any change to acct generates needing to pay a month ahead, ie moving, late payment

We moved & had installation issues with transferring our service

Extra charges or charges after equipment had been returned. Length of time it took to receive a refund etc.

Billing from Verizon is a nightmare. The bill is multiple pages long. There are charges, credits,

you have to be an accountant to figure it out. In Florida verizon sends a 1 page bill it is accurate, precise and simple.

Verizon in Ma needs to get their act together.

They periodically change the due date/automatic withdrawal date on my auto pay. Frustrating. It throws off my check register

Told me one price and I'm getting bill for another price which is higher

Comcast frequently changes the due date on my bills and even though it is just by a few days it makes a difference on my monthly budget!

**COST**

I have had problems with service but even with an extended problem, verizon did a great job fixing it.

Over billing. Have to call every month to correct

inaccuracy and excessive pricing

Over pricing, incorrect billing.

the costs are too high, and you have to buy either a basic or full package. There isn't much flexibility to choose just the channels you want

Went 5 days without phone service only to find out the problem was on Xfinity's end.

Supposed to have credit for service outage and didn't get it

Too expensive, "pre-pay" for services

after moving- issue was resolved

comcast had given its cust 2 free digital adapter boxes, now they are charging its cust 1.99 each. that not what was told to its cust

They have not sent me bills, sent them to the wrong address and sent them under different account numbers. They have shut off service unexpectedly and made it inconvenient to turn back on.

Customer charges continually go up but the range of services remain the same.

We are a seasonal customer and have had issues with turning on / off services.

Packages of svc very complicated & difficult to choose

Very expensive. the same service in boston is 1/3 the price as here.

## **7. Was the problem resolved quickly? (leave blank if you answered 'NO' for question 4)**

Answered: 43 Skipped: 111

- Yes (17)
- No (26)

### 8. How quickly was the problem resolved?

Answered: 69 Skipped: 85

- Same day (9)
- Next bill (9)
- Within second bill (7)
- Still not resolved (8)
- N/A (36)

### 9. If OTHER explain

Answered: 8 Skipped: 146

still cannot get a precise answer  
 Takes too long to get a customer service PERSON on the phone.  
 We solved it ourselves by going to online automatic billing  
 It took several months, and working with the person that they were sending my bill to, to resolve the issue.  
 MUST pay in full or shut-off  
 "Other" should have been a choice above but it took more than 2 bills/months to see the credits.  
 This has happened at least 3 times, maybe more. It has taken hours on the phone and generally at least a month to figure out.  
 Voice Mail &Call Waiting

STILL NOT RESOLVED

### 10. How satisfied are you with your Cable service?

Answered: 149 Skipped: 5

- Very satisfied (39)
- Somewhat satisfied (26)
- Getting what I expected (47)
- Slightly unsatisfied (25)
- Not at all satisfied (12)

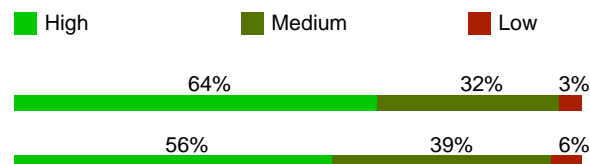
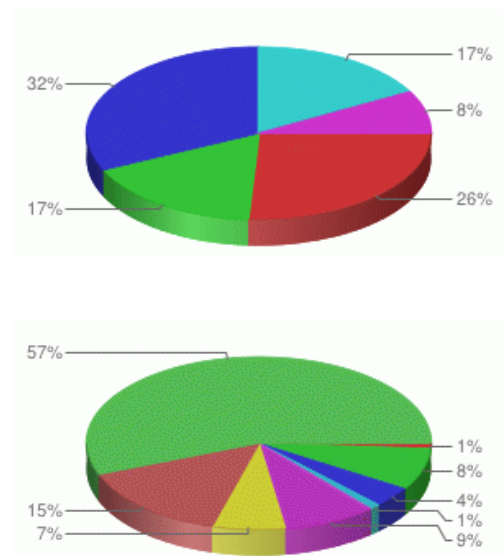
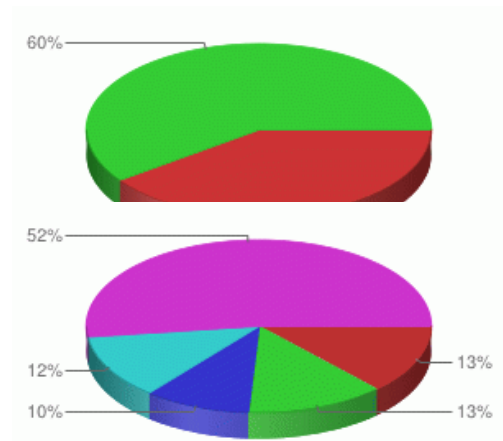
### 11. What problem, if any have you had in the past six months?

Answered: 135 Skipped: 19

- Picture quality poor on all stations (1)
- Picture quality poor on some stations (12)
- Picture quality poor on public access stations (6)
- Audio quality poor on all stations (1)
- Audio quality poor on some stations (14)
- Audio quality poor on public access stations (11)
- Converter not operating well (23)
- I have had no problems in the last six months (90)

### 12. "Quality"

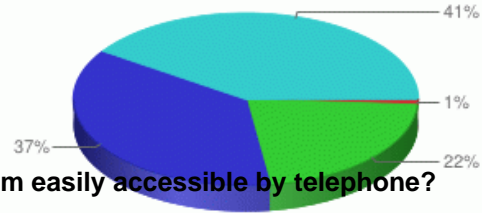
- a. Are you happy with the picture
- b. Are you happy with the audio



13. How often would you say outages occur?

Answered: 150 Skipped: 4

- Frequently (1)
- Occasionally (33)
- Only during bad weather (55)
- Hardly ever (61)



14. If you have had the need to call your cable provider did you find them easily accessible by telephone?

Answered: 149 Skipped: 5

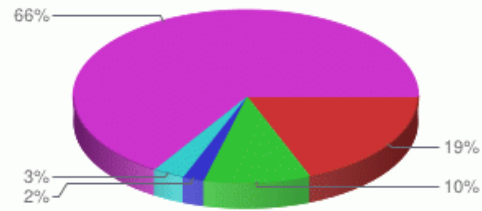
- Always (52)
- Sometimes (65)
- Never (10)
- Have never needed to call (22)



15. If a cable provider field representative or technician made a service call in the last six months, how satisfied were you with the service?

Answered: 140 Skipped: 14

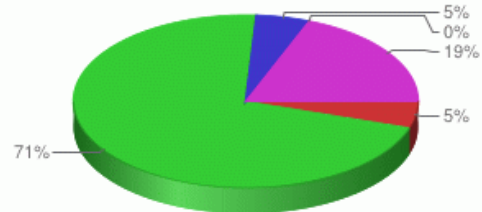
- Very satisfied (26)
- Somewhat satisfied (14)
- Somewhat dissatisfied (3)
- Not at all satisfied (4)
- N/A - (skip to question 20) (93)



16. Did the Technician show up...?

Answered: 59 Skipped: 95

- Early (3)
- On time (42)
- Late (3)
- Not at all (0)
- N/A (11)



17. Did the technician have to come back?

Answered: 52 Skipped: 102

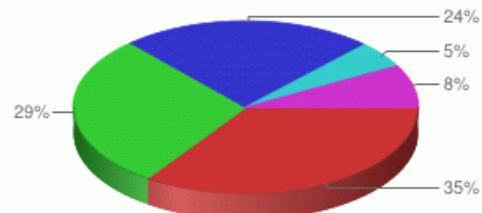
- Yes (8)
- No (44)



18. Was the Technician...?

Answered: 58 Skipped: 96

- Courteous (45)
- Knowledgeable (38)
- Able to solve your problem (31)
- Not able to solve your problem (6)
- N/A (10)



19. Do you know that the Town of Wareham operates its own cable channels called WCTV?

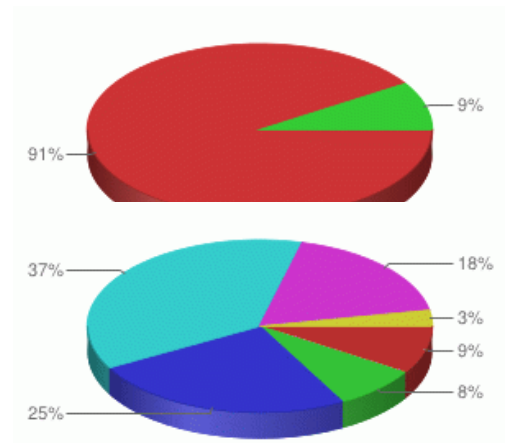
Answered: 87 Skipped: 67

- Yes (79)
- No (8)

## 20. Do you watch WCTV

Answered: 148 Skipped: 6

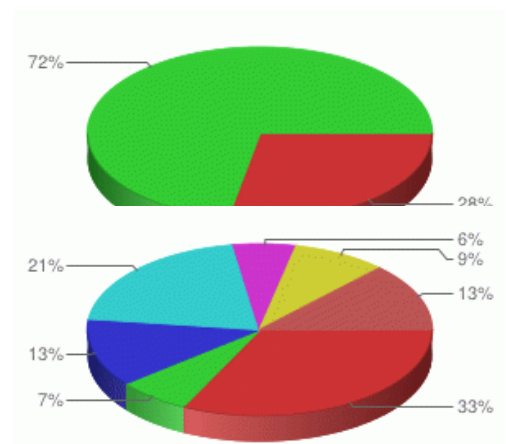
- Daily (13)
- Frequently [2-3 times per week] (12)
- Occasionally [1-2 times per week] (37)
- Rarely (55)
- Not at all (27)
- N/A (4)



## 21. Would you watch WCTV more if it were available in high definition?

Answered: 143 Skipped: 11

- Yes (40)
- No (103)



## 22. What type of programming do you watch on WCTV?

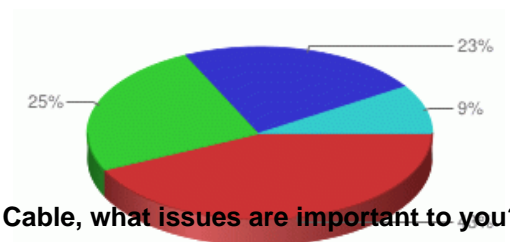
Answered: 104 Skipped: 50

- Board/Committee meetings (73)
- Concerts (16)
- Talk shows (28)
- Bulletin board (46)
- Sports (13)
- Parades (20)
- Old, Odd or unique movies (28)

## 23. What additional Local Access programming would you like to see?

Answered: 91 Skipped: 63

- More public programming (59)
- More Education programming (34)
- More Government programming (31)
- Other (12)



## 24. As we negotiate a re-franchising agreement with Comcast/Verizon Cable, what issues are important to you? (leave blank if none)

Answered: 81 Skipped: 73

On the spot tv of finCom and other important committees  
 service & Cost  
 Price they are robbing us blind  
 Price and availability  
 PLEASE STAY WITH COMCAST!!!  
 Ã´Ã´Ã´  
 historical anecdotes  
 A la carte pricing! Ya I know it is a pipe dream.  
 More area channels, not Tewksbury! Fewer  
 foreign language channels; more movie channels  
 price needs to stop increasing as frequently as it does  
 cost

too high of a bill

keep consumer costs down

Continual cost increases after contract expiration - requires jumping between providers to get best offers and is somewhat cumbersome

Better sound and picture. The BO'S and other boards are averse to using microphones.

Pricing!!! Better packages for long term customers.

A discount service for the Senior Citizens in Town. The service they each provide is exceptional but the fees charged are hard for those on a fixed budget like the seniors.

Lower fee for those of us who are seasonal residents. We pay all year to keep service available for the summer.

Overall, fees should be lower with other choices like Roku available.

lowering the price

price

Internet is always an important topic. I'd like to see additional a la carte options for television programming selections.

Having the lowest level of choice being 250 plus stations seems far more than most people need for my demographic group of 60 plus years of age.

need ala cart choice, to many programs that have no interest to family

On demand outages.

better customer service

Cost

Faster Internet services, ability to own my own cable modem

price

Price and more choices. Very limited plan choices. Stuck paying for channels I never watch

Quality of Service and Customer Service

Price, customer service

price channels available

Bad Picture Quality On Channel 28, 29 & 30

price

The fact that they charge you just to receive local channels. I feel that should be free like it used to be before we were forced to switch to digital.

Charges for packages. I would prefer to pick and choose what I pay for.

local weather for our area.

they report on Plymouth to Beverly as

the closest weather patterns

Excessive price increases. My minimum basic cable payment has almost doubled during the past couple years or so.

The bill keeps going up and the channels I receive are getting fewer or they change the channels to ones that I have no interest in, but must be cheaper for them or makes them more revenue, like home shopping networks or foreign

language channels and religious channels.

Cost

Pricing is too high. Feels like you have to have the internet to live now....

Reliability. For unknown reasons, with increasing frequency, Verizon channel 507 has been broadcasting some other channel. A couple of times, it has been channel 28 programming that is being broadcast over channel 507 which should be NBC HD. On 2 occasions, I tried to resolve the matter by phoning Verizon. One rep told me it was not Verizon's responsibility what was being broadcast, the other was flat out rude and refused to address the matter.

COST, both companies are way overpriced

I would change providers for lower prices

COST!!

Obviously pricing is key as cable bills are ridiculously high considering the amount of advertising on each channel. And now that we know cable providers are forced to carry all of a network's channels, we are paying for many no one wants to have.

connect to other outlets. more varied programming



Cable / Verizon service is very expensive here. I had the same service for 1/3 the price when i lived in boston.  
Paint your building.

**25. If you have had issues with your cable provider, will you give us permission to investigate? No information will be made public. Only statistics will be generated from the investigation.**

Answered: 14 Skipped: 140

long delays between the time a button is pressed on the remote and the change is activated.

No issues.

Verizon now offers an upgrade in service for the cost of \$10/mo that pops up when the TV is turned on and requires only the touch of a button to change bill/service (easy to do accidentally)

As described above, one of their sales reps added services to my account without my permission. To make it worse I did not even have the equipment to get these services. 41 West Central ave, Onset, MA

n/a

The price is ridiculous. It's outrageous. If I didn't need the news and local channels I'd do away with my cable all together. Such a waste of money!

Please see above field. Location of occurrence is 17 Agawam Lake Shore Dr.

shutting off at old address before moving to new address, no recourse, no credit

There really wasn't another place to put this but next time the Committee may want to see out a professional researcher or statistician to help with the survey questions and possible answers. The survey needs MAJOR work!

Not with Verizon

In my case better resolution and higher credit being given when there is a problem. To go 5 days without phone service only to find out it was a problem on their end is ridiculous. And only be given a \$20.00 credit for it is just as bad.

6 Nanumett St, Onset/Buzzards Bay (they also don't think this address exists - so that has caused them major confusion!)

In 2012 I tried to switch my home telephone service and telephone number from Comcast to Verizon. After weeks of botched orders and service interruptions and never ending excuses from both companies, I ended up removing my landline entirely and replacing it with mobile service under my old landline number in desperation. The finger pointing between these two companies was horrendous! I switched my TV service to Direct TV to get away from Verizon and Comcast price gouging and have been happy with Direct TV. I use Comcast for internet only, which I feel is superior to FIOS, which I tried and removed.

occasional problems accessing internet-"Comcast not responding several times a day".

**26. If you would like more input, please attend one of the Cable Advisory Committee meetings or leave your Email address**

Answered: 18 Skipped: 136

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