

# Atlantic BroadBand Survey

# Wolfeboro Cable infrastructure Town Data

>170 Miles of Cable plant

>40 miles of Fiber

3656 Cable subscribers (Data from ABB)

3982 Homes in Town (Data from Tax Collector)

92% of Town has access up to gigabit speed.

Warren Sands Road (17) construction awaiting Consolidated Communications

Browns Ridge Road (23) construction awaiting Consolidated Communications

# Background

- ▶ ABB contract up for renewal in 2021
- ▶ Cable Franchise Team established in 1q 2020.... A Terrific Team!!!!
- ▶ CARES program activities preempted activities 2q/3q\*
- ▶ Sept 23, Data Request sent to ABB\*
- ▶ December 1, Customer Survey sent via Electric Bills and online\*
- ▶ Survey summary and verbatim results compiled by our IT Associate\*
- ▶ Survey summary reviewed with Cable Franchise Team and ABB\*
- ▶ Verbatim comments \*

\* documents available on Town Website

# Survey Results

- ▶ More than 1100 responses... ~30% of ABB installed base
- ▶ Approximately 100 pages of verbatims
- ▶ Key observations
  - Call Center Lead times (repair, general questions)
  - Outage status
  - Bill Accuracy
  - Repair services
  - Price and competitive alternatives

# Survey Results Snapshot

## Are you a current Atlantic Broadband Customer?

Yes	1072
No	24

## How long have you been an ABB customer?

less than 1 year	69
1-3 years	251
3+ years	747

## How reliable is the service you receive?

Very infrequent outages	612
1-5 outages per month	354
more than 5 outages per month	71

## Do you feel that ABB provides you with easy access to customer support?

Yes	492
No	538

## Do you find their support team to be knowledgeable and helpful?

Yes	725
No	239

## Do you feel that ABB is providing you timely information on outages and other relevant information concerning their services?

Yes	340
No	527

## Have you ever had a billing dispute with ABB? If so please check all that apply

Installation charges	23
repair service visit charges	39
equipment that you no longer have	46
other	173

## Have you ever required a repair person to visit your home? Would you rate the service call as:

fixed on the first visit	359
multiple visits required	161
problem still ongoing	53

## Aside from the price you pay, do you feel ABB is providing a quality product and service offering?

Yes	472
No	440

## Would you recommend ABB to a friend?

Yes	320
No	551

# Recommendations

- ▶ Assign a Selectman to the Cable Franchise Committee
- ▶ Town Counsel review of findings vs contract ... in process
- ▶ Schedule public input session with ABB ..... Be polite
- ▶ Begin contract discussions
- ▶ Consider issuance of an RFP for similar services (Video and Internet)
  - ▶ Spectrum
  - ▶ Comcast
  - ▶ CCI