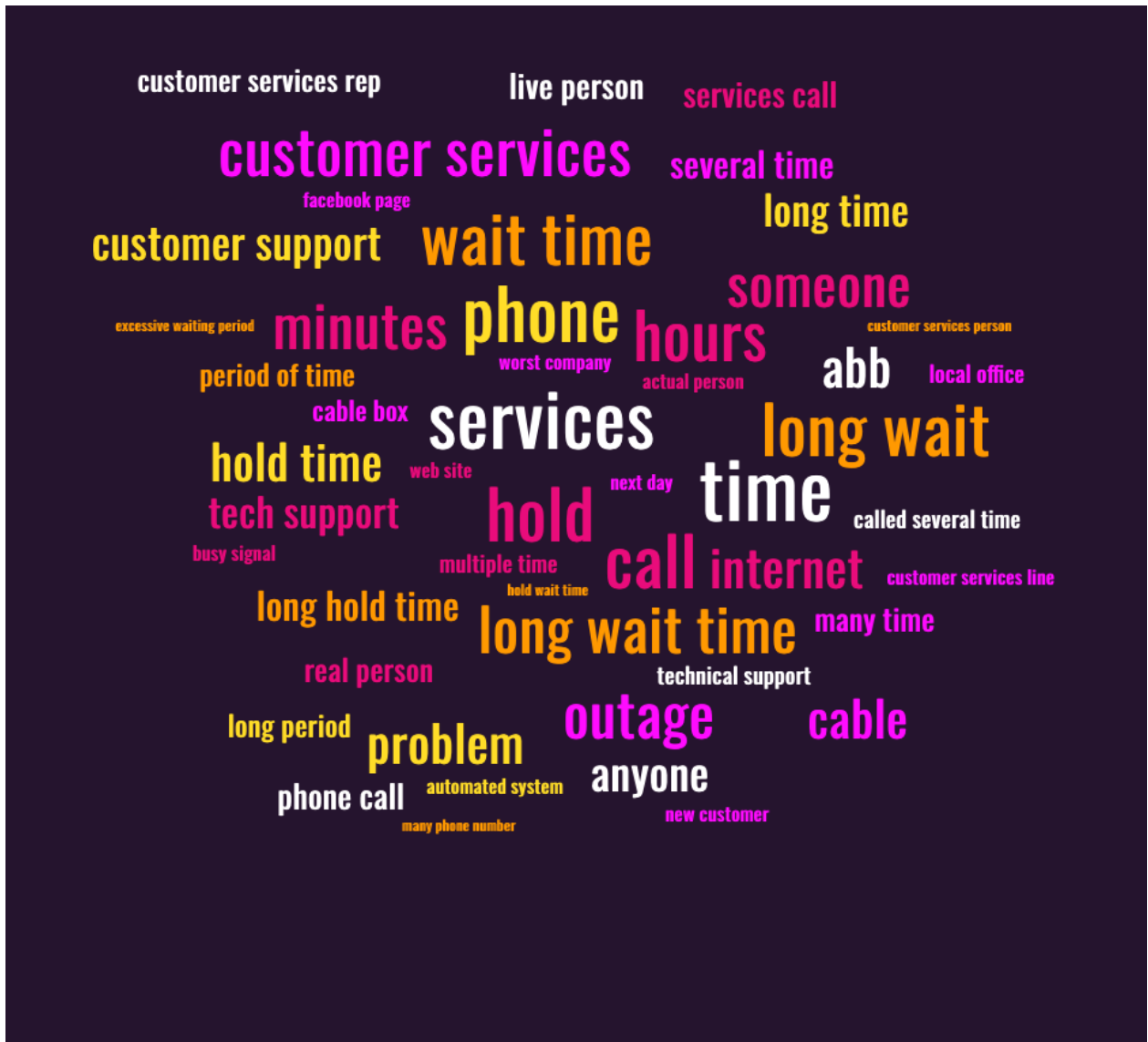


Question 1, verbatim responses:

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

If you answered No, please explain what you have experienced. Please be specific.



By far the most frequent issue was the long hold time to reach a customer service representative, with at least 434 mentions.

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excessive waiting period	2
references to long hold time	(at least) 434

Do you feel that ABB provides you with easy access to customer support?
If you answered No, please explain what you have experienced. Please be specific
Terrible wait times...average greater than 30 minutes
Unacceptably long wait times on hold. Technical people, when finally reached, have been helpful and professional.
Upgraded service last spring due to working from home. ABB installed a new modem that kept malfunctioning- three different techs could not get it working correctly. I finally bought my own equipment and installed it myself with the telephone guidance of one of their techs.
However, we still get intermittent outages, sometimes for a few minutes sometimes longer. Other neighbors have had similar issues.
Long waits on the phone
Extremely long wait times when calling customer service.
They closed offices because of Covid, takes forever to get through
Incredibly long wait times, no call back service and never respond to email inquiries. Customer Service is non-existent during COVID. That excuse is getting old and turning into just that, an excuse. Figure it out.
The time on hold always was extremely long (often 45+ minutes). We started having lengthy periods (days) without internet service starting in May, I spent hours waiting for responses. It wasn't a local issue as our neighbors didn't experience these outages. ABB reps replaced 2 modems, which turned out to be defective, and were unable to provide service until their only "senior technician" returned from vacation over the Memorial Day holiday. Despite a service call, we continued to have issues until October! Multiple service calls..I will comment below.
I have spent hours on the phone.....waiting for their customer service. Very frustrating. Several times!
Extremely long wait times to speak to a representative.
I wanted to reduce my cable bill and went to their web site looking for information about the cost of different tiers of service. There are none to be found. I called their customer service and had to wait for almost an hour just to be told that I had to speak with someone on their "loyalty desk". That was another wait for at least 20 mins.
We have not yet had to call so hard to say.
I want to say that the access to customer support is fine. However, I had to stop using internet based phone systems because the customer support and frequent site visits couldn't fix the problem. So, customer support, good enough. Service too slow and spotty to be reliable to run a business using their phone. As for the internet. IT goes out very frequently, it's easy to get customer support, but it's not easy to have the problem fixed.
Hold times are very long, often more than 45 minutes; a marked change from Metrocast which had great customer service. They also do not offer a call back service so that you can avoid waiting on the phone Metrocast had that service even when wait times were not that long. I had talked to ABB more than once about this to no avail.
nearly impossible to get thru on the phone to switch service from full time summer to seasonal. Again my bill is wrong.
Service was out in entire region on a Sunday this fall. No way to easily find out how long outage would last. No credit for 1 day outage. Nothing but high level response that they knew there was an outage. Compared to electric outages that are easy to report and get local status on Facebook page for wolfeboro electric.

They have multiple customer service numbers and I never know which one to use. They also have multiple logins on their websites (again - multiple) which is very confusing because I can never find what I am looking for and I have to have different usernames, etc.
It is impossible to get any information from them when there is an outage
No customer service
It's 15 minutes on hold before you get offered the opportunity to leave your number for a callback. Then when they call you it's another 15 minutes on hold before they answer, on the call that they initiated.
I have had to wait for over an hour to talk to a customer service Rep.
EVERY time I call for technical assistance the wait is almost 1 hour. That is ridiculous.
Long delays in response to outages, poor web disclosure of outages and updates, internet services are often throttled down, cable signals frequent channel signal lost
Over the past few months have had to call about modem problems and internet into the house. On the phone each time over 1 hour before a representatives came on. Also a cable box went bad and it took 2 times and phone support to get the new box going. They charged me 2 visits and repairs even though it was their rep who messed it up. Not pleased
Very long customer service hold wait time.
Why not have more than one provider in town to have more competition, might make them strive more to provide better service.
For the last several months, it has taken on the average one and one half hours to get technical assistance by telephone for a problem. I have tried about four times in the last two months. Each time it is the same...long, long wait time. ABB SEEMS NOT TO BE INTERESTED IN RESOLVING THE PROBLEM. UNSATISFACTORY!!!!
Long waits on hold for customer service. When your able to get them, they are very willing and able to help, but long holds for service
Difficult to get appropriate representative who can help in our area. Often get out of state representative.
In the event of an outage there is no information except that they are down which of course we already knew
To talk to an ABB, a customer needs an hour of free time? Ridiculous waits for simple questions.
You can't reach a human being period. The phone service is automated and allows for no deviation. You can request a callback, but the system does not recognize the number you enter. I spent 4 hours trying to reach someone on 12/12. The only response I got was an automated request for a phone survey and I had to call them back.
Due to the pandemic, the Belmont office is closed and all service is conducted through the phone in Pennsylvania and service is almost nil with long waiting times on the phone. I have waited in excess of 30 minutes for a tech to answer the phone.
Evidently they have a new phone system horrible.
Difficult to get through to Customer Service and NEVER able to speak with local customer service any more (since switch from MetroCast).
Especially over the last year they just have not been answering their phone or responding to messages sent via their web site. It took 10 hours of waiting on hold several times this fall before I finally got someone on the phone to make a simple change to my account. The change that I needed to make used to be supported as an online change but ABB apparently broke this feature when they made an upgrade to their web site this year.

When calling, wait time is extremely long, and when finally connected we're talking to someone in a completely different region of the country. Our local Belmont office is closed.
I had told them I wanted to be able to work remotely but couldn't commit to the job due to the outages. several people were sent here I was given a "new modem". other modems were "reset" while on the phone. Both are bogus, they rebuild the modems and tell customers they are getting new ones. The reset is to appease the customer. Finally, after many failed attempts, I happened to get a subcontractor who was filling in. He told me the entire inside was fine, it was outside. He set up 2-week monitoring so the office could see when the connection dropped. They did not monitor and told me they would not send anyone to the house to check the outside set up. I pay \$74.15 a month for high-speed internet I can't depend on. I can not work remotely.
Not on the weekend if you have a problem you'll be waiting till workday for resolution, I usually fix it myself I feel the speed isn't that fast and when streaming video's it lags at (downloading) times.
Not on the weekend if you have a problem you'll be waiting till workday for resolution, I usually fix it myself I feel the speed isn't that fast and when streaming video's it lags at (downloading) times.
I answered no because it all depends on who you talk to.
While I understand that at times that customer service lines can get busy, when they are busy one must just wait, and listen to the most awful music in the world. There is no opportunity to leave a message concerning the problem, or for a call-back.
I have not had to reach out to ABB for customer support.
The only calls that consistently go through quickly are SALES/ADD SERVICE calls. On 12/9, I tried to contact ABB to set up an appointment to reattach the cable to my house. It had ripped off the house by the ice/snow event we had. In trying to get the rough their AUTOMATED RESPONSE system, I got hung up on by the system repeatedly but could NOT get the help I needed using the prompts being given me by the system. I finally had to say I was calling to add/change service and my call was put right through. I was promised an appointment on 12/10 and was told I had to be home between 8:30am and 6:00pm. They were a NO SHOW. On the evening of 12/10, I went through the whole system dodging routine to get to a live person again. I was told that they were very busy and that I'd certainly be at the head of the list in another day or 2. On 12/14, after being hung up by their automated system no less than 3 times because I wasn't selecting one of their options, I dodged the system again by asking to be put through to sales. I was told again, to expect a service visit within the next day or 2. Once again, NO SHOW with NO follow-up on their part. I've had to prop the cable line up on stakes in the snow so I wouldn't get buried in subsequent storms. This is just another example of the kind of service I've received on a regular basis when I've called for an appointment. NOT ACCEPTABLE.... but I've got no choice in the matter.
I really haven't tried to access support.
Very difficult to reach them. Long wait times if you call. The website offers very little self service options.
They have no dedicated customer service line. I call the one number provided and have been put on hold for upwards of two hours with no response. This is simply unacceptable. COMCAST deals with customer troubles in seconds.
Website is a bit difficult to navigate and get to the proper contact for assistance
I'll give them the benefit of the doubt here, but they've never addressed my issues about speed/latency of the internet connection nor my queries about how billing works.

1- the 800 line is fine for simple questions but tech support is non-existent. They cant seem to diagnose the signal problems conclusively.
2. Every year for the past 3 years I have to have AB out because of pixilated TV picture or slow Broadband. The technician on site says every year that the "node" needs to be replaced because it feeds 4 houses and the signal is too weak, but they tell me that the "supervisors" refuse to authorize to save money.
3. AB advertises and we pay for 100MB internet (we pay 94/mo). However in 3 years the most I have ever got was 45MB download speed. Most times its 25-35MB. Again the techs say it is node problem, the customer support people say they can see I have a very weak signal. Yet AB never fixes the supposed problem, and the whole cycle repeats year after year.
4. AB has terrible tech support in that for the last 2 years, when I have called them out, it has taken a week, and they have had to send techs from upstate NY or PA. The techs tell me they have no local field techs here in the NH area!
The wait time to speak with a representative is incredibly long. I've waited for over an hour. If you don't stay on the phone and wait, you do lose your place in line regardless of what they tell you (unless six or seven hours is reasonable).
Long wait times and CSR's who are very condescending and give you the impression they'd rather being doing ANYTHING else, instead of helping you.
never less than a 30 minute hold time for customer service.
Sometimes the wait is very long and I don't always seem to get the right office the first time.
They block certain senders from sending me emails from time to time. Making them find and fix the problem is between hard and impossible. They have so far blocked emails from my brother, my granddaughter, and a vendor. They are pretty good with easily fixed problems.
Poor communication and poor results
I am a seasonal customer and to call for connect/disconnect is a chore. You wait on hold for a long time. I recently called to disconnect for the winter and had to call at least 5 times before I was finally able to speak to someone.
Very long hold times especially during outages
I've experienced very long hold times when calling for support.
Robots do not provide adequate support. There are usually LONG wait times.
I often lose internet to the point I can not access the online features to message customer support. When I call, sometimes the calls go unanswered or they see no problems from their end.
VERY long wait times, as in 45 minutes are longer. For reference, our wait time is less than two minutes at our primary residence in NYS. The effort it takes to actually talk with someone is unacceptable. It is by far the worst customer service support we have ever experienced, and we have experience with Optimum, Time Warner and Spectrum.
It's "easy" to access in that I can call them, but there are ALWAYS long hold times. There is never a time that they don't have "higher than expected call volumes". Which means they're either lying, or that they should hire more customer service personnel.
time on phone to long to get live operator
Historically, there are very long waits and a bit of guidance to help do it yourself. I dread calling them because it's never easy.
Online reporting for outages is a hassle and contacting an actual human is near impossible The only way I've been able to get a response is via social media shaming.

This year has been brutal but it's always been bad. I tried to change my service this year and I was on hold for 10 hours. It's ridiculous.
I have not had good experiences with them when calling in
Extremely long wait times, sometimes as much as 20 minutes
very long wait times
Long wait time, service calls take all day
Mobile site isn't user friendly
Left on hold for an average of 45 minutes before a live person picks up. Issues not resolved after being passed off to other tech members.
Long wait times. Old equipment.
Easy to get through on phone unless there is an outage
Every time we call for assistance, not for outages, you are on hold forever, sometimes hours and then your call is dropped and you have to start over. No issue with bill paying.
You can literally be on hold for hours and still not get anyone.
Before covid it was easier to get through.
Although polite on the phone, they are hard to reach and we are given lip service. From last week's storm they have still not come to take care of our issue nor notified us on it. We still have a problem where around 11 pm every night it's hard to stream. Ongoing issue.
Long wait time for tech support to answer phone because all available operators are busy helping other customers,Äù.
Very difficult to talk to a real person. On hold for hours.
On hold for long periods of time
Wait times are very long. Too many loops to go around.
Very long lead times to get an advisor on the phone, and first time fix very rare.
Very long hold times
How's on hold with calls dropped. Uninformed customer service reps that are unhelpful. So frustrating.
Long wait times to speak to an actual person.
Usually get a customer support person from another state (Pennsylvania, maybe?), which is frustrating because they don't understand our weather, or our region; they don't even seem to know of Belmont or Rochester!
Very long wait times to speak with someone
They have been hard to contact and have not really attempted to fix my connection issues. Are not willing to give the current pricing that they offer to new customers to existing. Total rip off. Going to let the service drop.
Haven't called lately, but phone wait times were long
Extremely long wait times when calling
Main street and our business for 10 years on Bay street
They're awful

Very long wait times on hold and the hung up in multiple times
Takes for ever to get someone out
Wait times on hold are consistently 60 minutes or longer.
Wait times on hold much too long. Everybody uses Covid for an excuse. Was told by customer service manager the infrastructure is very old and damaged. Will all need to be replaced/repaired.
NEVER - I've called 3 times recently and stayed on hold 15 minutes each to finally hang-up in disgust.
Calling in you go on hold for long periods of time in most cases I hang up.
On several occasions I have waited more than an hr for contact. Did find a different # & that worked better last call.
I rarely get through waiting to speak to someone and when I do they have been known to hang up on me when they feel they are finished talking to me
It's always a wait to get service, your bill sorted out or a question answered. My bill is ridiculous. I called to change something and found out I'd been overpaying and they offered to lower the bill. But only because I called. Otherwise I was due for another increase. Their words.
Because they're so hard to reach, we're left for long periods of time unable to work in this work from home environment. It will be necessary for us to work from home from now on. We need access to customer service.
Have waited on hold for nearly an hour only to be put back in queue because we are in NH
Many outages, very slow internet and very unreliable
on hold for at least 45 minutes. the only way they are willing to credit you is ONLY IF YOU CALL IN AGAIN AFTER an incident. They do this because they know people are pissed off and not going to call back so credit is never given for outages! Every time there is wind the cable flickers. I have called them and wolfeboro power about branches on lines all along beach pond rd
On hold for a long time.
Putting blame on my personal equipment.
Very delayed response.
Too many digital menus before talking to a person.
Long waits to speak to someone when calling ABB
Service calls average wait around 30-45 minutes, took 24 days to get a tech out to fix problems
When you cal for anything besides to be a new customer,
no one ever answers.
Only way to get any response in a timely manner is to use the online chat, but when the internet is out, it's not very easy to do. Calling is a waste of time.
Very difficult to reach a real person. Hours on hold.
Wait times excessive because usually whole region goes down. More than once it's been attributed to a car crash in Belmont we should not be affected by something that happens that far away.
Never get a live person. Have to drive to Rochester when their equipment fails. Don't keep appt times.

On several occasions, the automated support never had a menu that included my reason for calling. I spent more than an hour attempting to have my issue resolved on more than one occasion. The previous owner left a cable box here. We did not order cable service and told the previous owner who lives out of state we would take care of returning the box. After spending half an hour on the phone, ABB told me they would send a box for us to send it back. I never received it. I called again, ABB representative told me she would get back to me with an answer as to whether or not they wanted the equipment back. She never called back. The box is still sitting in our closet!
Their telephone customer service is terrible
Hold times too long - not very kind customer service
Takes time to get through. Most of the time requires call back. Has taken until next day to get callback.
The calls are not answered in a quick fashion...hold times are forever.
Hard to get hold of
Long wait times and difficult time resolving problems.
We are never informed of an outage, even on ABB's own social media. I check the website "Down Detector" on my phone to find out if we have an outage when our internet goes out. It's difficult to get through via phone during an outage, and their Facebook team has been a bit snarky.
Wait times are unreasonably long.
Not answering inquiries.
You stay on hold for over an hour at times. When there is an outage over the weekend many times it doesn't go back on till Monday. People do work on the weekends. When you do get someone they are not very helpful
Impossible to reach a human voice. Frustrating.
On hold wait time is ridiculous .
Having to call an "800" number and not being able to speak with someone who is familiar with the area creates a problem. Also, the Customers Support line should be 24/7 link operation.
Variable. Choices on phone response tree are not appropriate to the services being provided.
No because our Internet is off more than it's in, it's not worth the phone call/message because they don't have a valid excuse or solution.
Hour long hold times
Horrible
Long wait times. Hire more people.
It takes hours and days sometimes to get through to anyone, especially for rate review and changes
wait times for customer service are ALWAYS an hour or longer

1) Their website does not allow customers to make changes to service. One has to call and wait on hold even just to inquire about upgrading or downgrading service and/or to report or inquire about an outage.
2) When outages happen, we have to leave our neighborhood to get a cell signal strong enough to report an outage or to get updates on an outage.
3) Outages almost always seems to be due to a downed pole...and for some reason, I have heard on two separate occasions that a car accident in Belmont [yes, twice they said the same town] caused outages in multiple towns...and at times, for several days.
Had to wait over two hours just to talk to a Rep.
It totaled FOREVER TO REACH SOMEONE when you call. Last time, I waited 45 minutes to speak to someone who then transferred me to the tech department where I waited 45 more minutes and then they went away without even answering!!!
hold time to get a customer service rep is to long many times over 10 minutes
When calling ABB , you are on hold for an exceedingly long time.
Extremely long wait times when calling.
I've experienced some difficulties getting access to person on the phone.
Insanely long waits to speak to anyone. No options to lower costs of service. Just tried to chat online with them to schedule service, and they never answered me after 30 minutes. Then session timed out.
Not easy to get someone on the line to speak with. Our last attempt after waiting for 10 minutes we hung up. I pay way too much money to not be able to have access to speak to someone.
Very long wait times on the phone.
My credit card was replaced after it was compromised and it was very difficult to get it changed in their system. Calling is a joke. Finally got it fixed via their chat.
On the rare occasions that my cable/internet has gone out or when I needed to make changes to my service just a few months ago, I found it incredibly time consuming (with an excessive waiting period on the phone), and terribly frustrating to get my issue resolved via the phone. I also had previously tried to resolve my own issue online, but it is near impossible to get anything done on a self-service basis on their client website.
I answered no due to this policy: they will not allow me to change the name of the account on the bill due to a divorce in my family because they need a letter from the person who left the house stating they have left the house and yes we are divorced. This is not normal practice, other companies all you have to do is say you are changing the name due to separation or divorce. It is dangerous because of several hypotheticals which may put an individual in physical proximity to someone who wants to harm them.
VERY long waits on phone with customer service. Doesn't help I am hearing impaired. Have e-mailed & get a reply I have to call. :(
It takes forever for them to answer, if they answer at all. And there are never solutions. Power outages constantly. Impossible to run my business online. Had to go fully cellular. That's not ok. Also, it's WAY (!!!) too expensive.
Long Waits on the phone

Not very customer friendly. I pay \$240.00 a month for phone, internet and cable which does not include the premium stations. Metrocast would let you change your program. I feel this company is just very unfair in that I should be able to go to a cheaper program. Please make them change their policies.
When you call service it is always hold on for a service representative. I have held for as long a 3 hours to see if I get an answer. I have called there headquarters in Johnstown PA and get the same results. I have had service with multiply companies and would say They are the absolute worst whether in California o pro Colorado. I would love to see XFINITY move into Wolfeboro.
long wait times to get assistance on the phone. Difficult to no help on line.
I call Xfinity Comcast.
The wait time can be hours, and then the connection is dropped/lost. Or you need a transfer to another department and the holding period goes back to a new start. Although I don't remember dates this has occurred 4x at my previous address and once at Baas Dr..
Depends- sometimes a long long wait, other times - not.
You can never get a customer service person. YOu call the listed phone and it is a recording that asks for you location. After giving it to the automated answering they say I will transfer. You to a service person. I have been on hold at this point for as much as 3 hours and hang up in desperation. This is the norm. I have called the home office in Johnstown PA and get the same results. It is probably the worst company that should offer service I have ever had the no pleasure of dealing with.
Can't call long wait times.
They rarely answer the phone. I typically get a prerecorded message.
Any time we've called about outages, there has either been no response or an unsatisfactory one. Satisfactory would have to include a brief description of the cause of the outage and an estimate of when our service will be restored. ("As soon as possible" is not helpful)
Have been placed on hold many times for over1/2 hour and then sometimes disconnected before anyone answers
Long wait times.
I was on hold for 30 minutes trying to resolve my inaccurate bill
Have cable at utility pole, have available empty buried conduit to house, have tried 8 times in the past 3yr to get conduit wired and service connected. Long wait to talk with rep, explain situation, they say they'll call back. Either they never call back, or they clearly have done nothing to figure out what needs to happen. Last rep said they'd string the cable from the pole above ground to the house, which I've explained repeatedly is impossible given the layout.
Long wait times on the phone though.
Long wait times
Very long wait times
Very difficult to get ahold of on phone.
Long wait times on phone, auto response when contacting on line but no follow up
Never actually helpful, just 'aware' of outages. We need reliable internet!
I've sat on hold for me get an hour multiple times. Has to eventually fb them and domain
Interminable waits to report outages. No informational updates given when customer service is finally reached.

Long hold times... Can't access when internet is down because my phone is also down when internet is down
IMPOSSIBLE to get human customer service on the phone in a timely manner--difficulties speaking to CSR in billing as well as CSR in technical support. Hold times over an hour!
Very difficult to get service on the telephone. Have to wait a long time on the phone.
Waiting period when calling has exceeded 1 hour.
Waiting hours and then get hung up on. Terrible customer service.
Have not needed or requested any support.
Email problems are shunned off as APPLE problems yet Metrocast was always able to fix. Remotes which fail are replaced only by returning them to Regional Office in Gilford, vice allowing an exchange techs in the area to do so.
Repeatedly extensive delays waiting for a representative on the telephone.
Long phone wait times and then when you get through they hang up
Long waits to speak with customer support.
Customer support rep not very helpful.
it has been difficult to get a person on the phone during outages
Atlantic Broadband has a monopoly and it uses it to the full extent possible to leverage its captive customers. The live customer service at the various outlets is terrible and unprofessional. I have been to the Belmont outlet twice and the service was so bad it was like being in a "Saturday Night Live" skit, except the joke was on me!
No one answers the phone. automated call system fails to transfer call to a person. excessive hold times of over an hour or more. Prices constantly rising and service goes down. Other towns have choices for customers. Why is wolfeboro not opened up to multiple vendors ??
WE NEED ANOTHER CABLE PROVIDER. OPEN WOLFEBORO To OTHER PROVIDERS. COMPETITION IS NEEDED !!
long wait times
With outages, they are not forthcoming with information. Long wait times. Frequent wifi outages
Very long wait times when calling, up to 1 hour
You can't get a whole of them at all.
There is NO WAY to get someone on the phone without an hour plus wait! Horrible customer service! Only way to get someone is complain on social media. Atlantic Broadband is one of the worst companies I have ever dealt with!
They make it very difficult to log in to ones account. Multiple passwords and account numbers, not at all user friendly. Impossible to talk to someone.
I waited for an hour to talk to someone. I hung up and called the next day and it offered for me to get a call back which I did. That took another 3 hours.
It went out yesterday 12/29/2020 and I called the number listed on the screen. Was on hold for 20 minutes and hung up. I don't think there is an easy way to contact them. If there is an outage, it should be the first thing you hear.
Long wait times, belittling suggestions.
Extremely long hold times when calling for service. I've had scheduled appointments get canceled and took the day off of work for nothing, I'm not getting the internet speed I'm paying for

As a business customer we get someone from tech support relatively quickly; that being said, it's taken nearly a year to hammer out some phone issues and we know that there will be more this spring. A 3-year contract basically holds us hostage when we could get better service.
Call center always has very long wait times - an hour or more. They do use their facebook page to post updates about service interruptions which is helpful.
Access yes. However, I've never really been satisfied with the results.
Extremely long wait times on customer service calls
I ask for assistance and am only offered to have a technician sent out.
very long waits and the nearest customer service is Rochester
Long hold times due to the virus and staffing issues.
Continuous price increases, even though we had to pay them quite a lot of money to extend high speed internet to our residence. We were on hold for over an hour to speak to someone about lowering our monthly payment, and actually gave up.
Many times difficult to get through.
Wait times for phone calls to be answered can be many minutes.
Easy to get through but on one call, we were told it was on a problem on their end and left hanging.
Majority of help is do it yourself online. I waited on the phone for over 20 minutes to actually speak to someone from tech support.
But only if you have the number previously written down. The number is not on the equipment for easy access
Long wait times for calls.
I'm not exaggerating when I say that every time you call support, you are on hold for at least 20 minutes before you get a real human.
I've lived in Wolfeboro 3 months and had to call ABB 4 times. Once for billing and 3 times for outages. 3 of the 4 times I was on hold close to 2 hours and that's no exaggeration. One time was about 20 minutes.
After technical review in person, attribution to summer resident e equipment not available for fixing, suggesting service to us is not sentient parallel engage independence of other residences.
I prefer to communicate by email and that does not seem to be their preferred communication. I set a paperless statement on 1 of my accounts and decided I would rather receive a paper statement. I have called 2 times to try to get a paper statement with no success.
May take a while to actually speak to a customer service rep based on the number of different phone numbers available.
We have called several times and have not been able to reach anyone and did not get return calls that were requested. We ended up responding as new customers and spoke with agents in other states who were able to get us assistance.
I will say that you have to pick your time to contact them i.e. early am or later in evening. Sometimes depends on which dept you wish to contact - Cannot expect to get through to them immediately if bad weather etc. I have never had any trouble!
run around and different explanations with recent prolonged outage

<p>Their caller screening process seems extensive (need a secret PIN#)- particularly when we're calling to troubleshoot equipment issues.</p>
<p>I waited over 2 hours on the phone the first evening without service just to report it my outage. The following morning I called back and waited another 2 plus hours before hanging up. In total frustration I call back (now for a third time) and went through the prompts as if I was a new commercial customer calling in as a new potential subscriber and received a live person within 60 seconds. What does that tell you about ABB??</p>
<p>wifi goes out at the office at least 3-5 times per month wait time is 60+ minutes, why? TV can be out, but phone & wifi still works? no storm issues but will lose ABB when power is on when calling long hold times</p>
<p>When it was Metrocast they always gave the option of getting a call back as opposed to ABB having you wait. They are too big and don't care. I have called several times to reduce bill. \$294 mo is too much Always 1 hour +- on hold unless you call after 10pm or before 6am</p>
<p>mine is finally dependable - took replacing parts at the box. I have held for 45 minutes and 1 hour to speak with someone. When I call, they have a message saying my area is out</p>
<p>Hard to talk to an actual person. Put on hold, no response Always long wait times They say there is nothing wrong and they keep increasing their price busy signals</p>
<p>Facebook has ads from ABB advertising much reduced prices & we responded & told them to call - never had a response from our call</p>
<p>(We switched to DISH 3 months ago.) (Re ABB:) Their website is useless and calls are met with excessive delays.</p>
<p>Very difficult to get anyone to answer at times</p>
<p>I've never been on hold for less than 15 minutes very long wait times - sometimes no answer to your question sometimes. Wifi goes out if the power blinks even for a second. Also it is very expensive!</p>
<p>You can't talk to anyone without a long wait! long wait for representative frequent channel outages just told to turn on turn off wait also internet service very slow needs update</p>
<p>It took a month to get through to ABB to move to a seasonal rate. I disputed a monthly charge and they finally answered the phone. A Covid-problem? - Yes, but this was in Oct/Nov 2020, 7-8 months into Covid</p>
<p>Used 3-4x. Lots of trouble with router. Eventually they needed to be replaced bc they were using inferior product. I have been unable to speak to an individual</p>

less responsive, less tolerant of customer situation. I think they are motivated by PROFIT at the expense of customer satisfaction.
They simply don't answer the phone, you can be on hold forever and they leave no call back option
Last experience: It took 3 telephone calls, an email and a failed chat (over 4 months)to get a broken remote replaced.
Takes too long to answer your call
Difficult to get through to customer service, and never able to talk with local customer service, especially since switch from Metrocast
all automation I prefer to talk to a live person
impossible to get a real person on the phone
All automated, on hold for at least 1/2 hour or more
on hold for over an hour
what's up with that?
Terribly long wait times
We were customers for several years. They changed policy & wanted us to pay all winter while house is closed so we turned in cable box over a year ago
We are disgusted with this service! The cost keeps going up! We plan to end this service soon
Wait time on hold is very long - over 1/2 hour many times.Once you get someone they are very good about dealing with the issue. They need more people answering the phone. Online is difficult, billing system is poor
long waits on landline to talk = problem
Long wait times. Always confused whether to use local vs. national support. (Local is better but # is not easily accessed.)
I cannot believe they are still in business/awful
sometimes not the best, but not the worst either. Better than Comcast.
Each time I call there is a long wait time. There is no longer a local office to call.
you cannot get hold of them on the phone
the programs are always repeats
the customer service is the worst I've ever had
but you need to stay on phone hours to get a customer service rep
When the company was Metrocast, it was always quick to get customer support help. Now it there a long waits to get help.
Honestly I'm neutral on this. They're okay. Not the best, not the worst.
I have called and ended up just hanging up because they kept me on hold forever...
couple of hoops to get to a live person with longer than ideal wait times
usually

I have tried numerous times to get through to a live person to talk to about billing issues - tried more than one of their 800 numbers. Could not get anyone even when holding on the line for more than 20 minutes.
If you have a problem I don't like talking to a machine.
I never got the bill one month. They threatened to shut it down. I called several times before i got it ironed out. Once I got a person on the line, I got it squared away in 2 minutes.
Mostly. During power outages - customer service hard to reach
There is a lot of confusion between the "old" Metrocast customer contacts and the "new" ABB contacts. Things were much smoother with Metrocast before they became part of ABB.
Voice mail answering service takes you around in circles. Getting someone in billing is painful!
Long waits on phone
Long wait times to reach customer service. I have a Tivo and it often does not update properly. Often lose channel 9. No local office if you need a new handheld. In general poor provider. Need competition which you know.
Convolutd phone tree.
great response & quick when we made an upgrade last weekend
On the rare occasions that my cable/internet has gone out or when I needed to make changes to my service just a few months ago, I found it incredibly time consuming (with an excessive waiting period on the phone), and terribly frustrating to get my issue resolved via the phone. I also had previously tried to resolve my own issue online, but it is near impossible to get anything done on a self-service basis on their client website.
In order to speak to a customer service representative the first step requires one to navigate a series of questions. Next, you listen to dreadful music. Finally after 30 minutes if you are lucky a customer representative will talk to you.
long wait times when you called
connected to support staff outside our area with incomplete local information
haven't had much access
Difficult to get service dept.
long phone waits
Depends on when you try to reach them
I have experienced long waits on phone line when reporting problems
Nasty.
A bit of circles and redirecting
you have to wait on the phone for almost an hour for support. Doesn't matter what time you call.
They try not to talk to you - you input your phone number & get computer runaround until you get frustrated enough to give up.
Wait over 1/2 hour to get person to talk to (using telephone)
Terrible! Always long wait.
Multiple "options, which have recently changed" adds to the wait. Too many clicks?
unhappy with this cable provider

Busy signal or recorded message, never any indication as to when service would be restored
Normally put on hold for an excessive amount of time (45-60 minutes) when trying to reach customer support
should not have to call support if system runs correctly
Have had outages and found support helpful rebooting
website is hard to use and hold times are crazy long. Also, expensive
long wait to talk to someone
over 1 hour waiting
I have experienced long wait times whenever I contact customer service
Too long on hold with no option to leave a call back number
I have had only 1 outage. A repair person came on the second and fixed it. He was friendly and persisted in finding the problem
Terrible phone contact
went to Rochester to find it shut.
After three days finally got someone to answer phone
Left holding on line for more than 20 min
Spend way too much time on hold any time we call, and they offer a callback but never call back - average wait time is 40-50 minutes!
Long waits on telephone calls
Whenever I seek help I wait an average of 40 minutes. Then I'm sent to someone else, sometimes waiting an additional half hour.
but not always easy. On hold for long periods of time.
wait time on phone
slow repairing
Worst company I have ever dealt with. Service was terrible. Plan for seasonal users was outrageously unfair and unrealistic! So I cancelled!
i also work for the hospital and support the network infrastructure. at the 4 houses we have, we have had several issues with speed and connectivity. some of this on us and some on them.
Customer support is fine but the outages shouldn't occur in the first place. This directly impacts my work.
Waiting is a long time.Decaying in responses to residence - down wire & box etc.
Phone wait times tend to be long, especially during outages. Some of this could be avoided by having an outgoing message describing the outages and when they expect it to end.
When calling for support ABB puts you on hold for long periods of time
Once you get a tech support person they are excellent
The wait times for customer support are typically 45 minutes, with no easy callback option. For basic questions like "is the service out in my area," there are web resources but they're never updated.
Prerecorded messages that don't get answered

They used to be the best. It's not the people who answer but last fall they stopped taking calls. You'd wait and wait - no answer. What if I need help?When you are older and with Covid sometimes TV is all you've got and they won't answer.
Even calling tech support is impossible: on the phone 1+ hour to no avail. More than outages, our connection is weak and breaks up. We pay the most (\$99) for terrible, terrible service. Can't reach a soul. Also called in to see why we pay so much - no one would help
Poor service and terrible customer service all automated
Expensive with constant increases
Very unhappy with them and would change to another if available
Been a customer for 20+ years
They are not open on weekends any more
Online merge with Metrocast was horrible. Can get into my account one way, but not another due to incompatibility of the 2 systems.
Wait times are very long. Their only actions is to offer to charge you to have someone come out. Only to find that it's on their equipment. Very expensive for quality of service.
Too long wait for customer service and not all office fixes corrected the problem
I've waited more than an hour on many occasions only to get hung up on
could be because of virus but they always seem to have a reason they can't help
Long holds while trying to speak to someone. Like hours long
on phone too long
Have to wait for hours to get on the phone
we are charged \$1 every month to get a paper bill
Have to pay for channels we do not need or want
Long hold times when assistance is needed
often a long wait to speak to support team
Difficult getting in touch w/appropriate personnel, and then the response is not always helpful
Long waiting time
a voicemail system that forces you to go through all the prompts before opting out to a person when a specific need arises
Hell no. I've called several times - had to go through their automated system and ended up waiting over an hour
Poor phone or no phone response. No one at Belmont building - closed
Extremely long wait for customer service, 25 minutes +
spend hours on phone with service personnel
Have waited on line forever - had to hang up!
Sometimes - frequently difficult to get hold of a person on the phone to help.
somewhat
Hard to reach a real person instead of a machine

very long waits, getting cut off while waiting
They always say they are working on outage
any equipment needing replacement you must go to Belmont
their service is inconsistent - sometimes prompt; sometimes not so much
Difficulty in getting to the correct dept, service, tech, billing by phone
fair
Horrible service - 40 minutes wait times on the phone the last 2 out of 3 calls. Inexcusable, unacceptable.
wait times too much
If cable goes out so does my phone and internet (+TV). If I use cell - they return answer via internet.
interrupted service on video
yes - call the 800 number
no - the wait is too long
call for help - ask for technical help - or phone help. Hold line forever listening to terrible music. No one ever answers
The service is awful! You are on hold forever! The fees are outrageous and it works intermittently! Sometimes when you call, it asks if you want a callback and it took almost 1 1/2 hours to call back, only to hang up on me!
Extremely hard to get someone to speak to when calling customer service
-long wait time to reach customer service
- don't respond to email
45+ minutes hold time to speak w/customer service reps in PA (by phone). Reps refer to local offices, but they cannot give a contact # for speaking with a local rep.
Answering machine only. Sucks!
long wait on hold for help
Hard to get answer
After an outage a couple of years ago nobody answered the customer service line, it just rang and rang. Service was out for over a day and we had no way of knowing when it would be fixed. The outage was caused by an accident and resulting fire that burned the cable lines. That was reported on WMUR after the cable was restored. Couldn't talk to anyone at customer service.
Phone calls - wait time in excess - no discounts for times shows go off air - intermittent way too often.
Very long wait time when calling for any support.
In the one instance when I needed help, I never received a response from their office - see attached copy of the letter I sent.
Also the recent price increases for my cable service I find to be outrageous.
They are hard to get in touch with, frequent long wait time on the phone. And expensive! my bill for just internet connection only is over \$85/month. Mom is paying \$130 month just for TV service!

customer support is available but tech support has limited hours. Often when we need tech support no one is available. Also, have had to drive to Rochester to replace a remote that stopped working.
My bill for Oct 21,2020 was \$248.31. The bill for November was \$264.04. I called to ask why such an increase. All I heard were automated recordings, there was no opportunity to talk to an actual person for an explanation!
Long waits to get a real person!
long wait times 20-30 minutes in October
Have had to wait as long as 2 hours! Not enough people answering phones.
it is merely adequate
Long waits to talk to customer support reps
long wait time when calling with a service or billing question
Access is easy - just dial the number. Connecting with someone after that is not so easy - long waits, too many automatic/computerized cut-outs before you can talk to someone who can help
long delays waiting for customer service
Long waiting time, up to 1 hr to talk to anybody!
It is impossible to contact them, Email, phone - all you get is nothing.
When you do talk to them they are helpful.
Terrible Service
This company needs to be replaced. Customer service - non-existence
Takes a long time to reach support
The wait times when i call for service or other matters are very long. Not uncommon to be on hold 30-45 minutes. Have begun using the call back service, but still frustrating that one can't call in with a 5-10 minute wait. Seems they are not staffing their call (customer support) center to meet demand.
Do not follow through on customer service - long delays for customer service
Pandemic makes it hard to reach someone as they are working from home. No one in office.
ABB supplied remote stopped working.Called. They offered to mail new box for me to install (I'm 92 and don't see well) or new remote. Chose latter. Waited over a week for it to arrive by mail. Would not have been able too use it if a visiting relative had not set it up for me.
Every time you call ABB there are *very* long waits to get hold of anyone!
We pay a *lot* of money for cable, phone and internet. our internet is very slow. The cable goes out a few times a month. The Epic channels hardly ever come in, if they do they are scrambled. Very unsatisfied with their product and their cost. An alternative cable company would be welcome. Thank you.
long waits if calling
Just the wait time to speak with someone is not always easy.
Every month bill goes up by \$1 with no explanation - cannot reach by phone - on hold FOREVER
long waits
They required that we replace our router but they required that we had to bring it in. They told us we couldn't go to Rochester..
long hold times

waiting - sometimes hours
Am hearing impaired - recently had to have a cousin in NH call ABB for me. She was put on hold for quite a while I believe. But the girl in PA who helped her was very good. Technician was here on Christmas Eve day! He was very nice & patient!
Do not like that we have to travel to office in Belmont when they have an office in Rochester. Very long wait times on calls to ABB for billing & service issues.
wait time on phone way, way too long. Un-educated response team, and not able to understand times I needed support difficult to reach a customer service representative
No access to large control for vision impaired! If device falls to floor - scrambled channels. Waited 4+ hours on hold for tech/tv support - hate it!
They are understaffed. Hours long wait on phone to get help. Very expensive. Have to drive way out of way to return equipment. Website is useless. Too many phone numbers!
long phone wait at times
Hard to reach on phone. Answering automated service take a long time until a person answers. Tried to inquire about changes in service and never was able to talk to anyone.
when my cable snapped underground they kept sending out workers but subcontractors didn't have the right equipment. Took about 2 weeks
long waits for tech support
Have called 3 times to change service and inquire about billing. Had to wait 45-50 minutes each time before speaking to someone.
machine response, most of the time
Takes a long time to reach a person on the phone
Always on hold for 3/4+ hours!
Although outages are infrequent - it is impossible to speak with a human if issues do arise
long wait time - on hold for quite a while
often requires a long time on the telephone
have been told our security system was not working properly as cable was installed improperly
long wait times when we call
It takes forever to get anyone to answer the phone. We were on the phone 1 hr & 15 min the other night waiting for someone to answer.
When a tree had the line down on the road there was no way to tell them on the phone - had to call the town
when outage occurs there has *never* been any approximate time given for length of repair
Generally long waiting time on phone
I have an issue every month. Horrible company.
Every time I have called, I have been on hold for over an hour before being able to talk to anyone. Often, when I do get a live person, they transfer me to someone else, which means another long wait on hold.
Business customer, horrible service, rates are ridiculous. Town of Wolfeboro should have multiple providers to allow for more competitive rates.

Difficult process to get the service brought into our neighborhood, not to mention expensive, unprofessional & kept us jumping through hoops til finally one nice (though frustrated) employee gave us his personal cell # & we were able to get the service brought in to then pay expensive monthly charge for the service. Why do we have to pay them to provide service & then pay monthly fee??
Too long wait times. Poor response to problems.
Long wait times on phone
Extremely long hold times, no follow through.
sometimes takes a very long time to answer when you need technical support
it takes at least an hour or more to get them
too long on hold!
It takes ten different calls to get anything corrected!
Hard to get help on phone & usually not very good. In home service is hit or miss to get knowledgeable work done.
I have spent hoists on the phone trying to get technical support for ongoing service interruptions (multiple times a day). Can't get a human being. One time I did and they said they were the wrong department, even though I had only selected options related to tech support. They gave me a number to call - and it was the number I had dialed. It was very circular - and we still have crummy service/connection.
Don't answer phone waited more than once over an hour and they cut us off
They can never get to my house when there is a problem within a few hours. The waiting for what they charge is outrageous!
Last call put into ABB to lower the cost of my monthly bill had me on hold for 45 minutes. The woman who finally helped us was very good at her job. My bill has crept to lots month after months!!
No customer should wait to try and speak with a customer service person. Waiting for over 1 1/2 hours.
Difficult to deal with. Many errors in processing. Significant overcharges to be fixed.
Long waiting times on telephone for support.
Service is good when a rep is contacted but wait times are excessive
Long time for customer service on phone
Impossible, nearly, to get them on the phone on online
Called them so many times I memorized the phone #. The menu does not give you any options.
One can be on hold for a very long time - 45 minutes or more!
Call them - see how long you have to wait
Long waits on phone
Although we have received onsite support our cable signal is erratic and fluctuates regularly. We are often resetting our internet connection and all devices, requiring a disconnection to operate.
Difficult to get thru on phone
Extreme waiting on the phone while prompted to go online which isn't working
Contacting customer service is tedious at best. More often than not a customer is likely to get a busy signal.

wait time is very long
Technical support is good, but it can take them hours to answer the phone. Need to have callback service.
"access" meaning an 800# and phone call are reasonably easy - it's follow up action regarding pretty much any call that is not "easy" or seamless
It's often hard to actually get a real person, and wait times are very long.
Could not get through to report a line down across our driveway and the entire front yard from one pole to the next - we had to drive over it for 5 days. Their menu choices are limited and wait time is very long. I've waited almost an hour and gave up.
not very helpful and ignores requests
very long wait on phone
Call & wait 25-50 minutes
not full outages but constant issues w/the cable. Constant issues and no compensation for the problems. Lots of pixelated images.
call support #, on hold for over 1/2 hour, for days!
variable quality of customer service
Hard to reach. On hold frequently. Works for a few days and then back to frequent signal breaks
Passed from customer service to tech support with no resolution of lost service on outages. Would switch to another provider if there was a good alternative.
In July 2020 we switched to a new company
1) long, long waits for customer service
2) changed the oct date for "vacation (no service)" to a different day from the year before. Can't do that so had to pay for all of that month
long wait times & hard to schedule service
Dislike phone comm. Hard to talk to rep. I was late in payment (unusual for me) ABB seemed aggressive according to my standards.
Hard to talk to a person for a simple question - i.e. programming - how to add or subtract. Need a better menu of choices. Frustrated with automated system. Being put on hold for too long.
Have waited on phone for up to an hour, waiting for help
Never - ever does anyone answer. I have to go online to see if Facebook or others have reported an outage
Long wait times over 45 mins
Hours wasted for tech help
long waits & no connection with issues
very difficult to contact - very long waiting time, sometimes over an hour waiting on speaker phone
You have to wait a long time on the phone till someone is free to take your call
Online chat never works. After a few minutes, you get disconnected.
Phone calls - you're on hold for very long periods of time.

Service provided wrong email address Sat on hold multiple times with no one answering after 20 minutes Cannot ever reach ABB customer service
sometimes when you can reach them HOURS waiting on phone! Long wait to talk to someone. They told us several times that they were sending info we needed but did not.
but the wait time is sometimes lengthy most of the time they are great helping with issues sometimes it takes 15 min to get to talk to someone
We almost never have the internet speed we pay for. We have had at least 3 service calls. One person actually blamed us for the slow speeds. Two others boosted our speed but it only lasted a day. you wait forever on the phone to talk with someone & then they aren't very helpful when seeking different options for types of services.
never get them on phone - call & call - busy or recording I have no internet!
if your provided remote fails, a replacement is provided at an additional cost. when there is an outage the service bill is not adjusted unless you call and complain. Costs are outrageous!
You must drive to Gilford to return equipment or pay a delivery charge Hold times are extremely long - 1 hour + many times.
I have waited this past week - for 45 minutes on hold 3 times - this week to have someone talk to me about my problem - it has still not been resolved. long waiting times Vague answers re: outages If you push for service or change of service. I have done this a few times and waited for 1 1/2 hours each time. No customer service. Will not support ABB.
once you get someone on the line, extremely helpful & courteous Trying to get a new remote, waited 20 minutes then disconnected!! Difficulty getting to appropriate personnel. We have asked for a cable guide in order to select programs of interest to us. Never received one! We pay for about 20 sports programs we don't watch. We pay for kids' programs and sitcoms we don't watch - about 20 of them. Monthly bill is quite high. never get thru You are on hold at least an hour when you call in a problem & wait longer for service call than with Metrocass.
I have only experienced smartphone communication via the website during outages. It seems straightforward, but takes a while to hear back.
Several phone calls with long waits - 15-20 min -and no answer. This has occurred several times. Most questions need to be answered by tech support

I have called and stayed on the line for 12-15 minutes w/no response, so I hung up.
I have called for a billing question; never (?) the category, asked agent, agent, put on hold for next agent, music & no one comes after 5 min!
I have been on hold for 30 or more minutes. When you get a person they're nice and helpful, but it's hard to get through.
Have been put on hold several times, wait is too long
It is very difficult to speak with a representative. I have been waiting on the phone for 20 min., 30 min.,...often when there is an issue or question. Finally, on a Saturday or Sunday evening, when there are fewer calls...Very frustrating!!!
They don't answer the phone, expect everyone to do things online. Don't have that.
Leave you on hold forever
Long wait times on customer service during outages. Never can talk to anyone & any recorded messages are not helpful as far as time expected till outage is over.
Spent most of a day trying to find out why my bill went up. Never spoke to anyone. Left email messages with my concern and contact info. Never got a return call!
Hold times too long. Need to update Facebook page faster & more often when areas are out of service - easy way to keep customers informed. And be specific about what's happening.
recordings, long wait times
someone answers the phone in another state and hasn't a clue what is going on in NH
Needed to put account on seasonal hold. Tried to reach them for a month! and sat on hold. Could not do this online either.
They seem to have many phone numbers, websites, etc. and it is difficult to find the correct one to call. Hold times are long at certain times as well.
Poor telephone access and equally poor response to other media inquiries. Lack of willingness to accept fault for shortcomings of their systems
Hold times are long when you try to reach them. If internet goes off we need to drive to an area that we can get cell service and then wait on hold for response.
have to wait a long time to get through
3 individual visits needed to confirm need to replace outside feed to house
Long waits on phone for customer service (sometimes more than an hour, often cut off)
Long wait time when contacting them by phone
Extremely long waits on phone, requiring 2 or more attempts to reach service
spotty response
I get put on hold for hours, never call me back
Sometimes! I've had good experiences and bad.
I waited 43 minutes for a tech until I was disconnected
Long, long wait times on the phone.
I waited on hold over 30 minutes on 2 separate occasions
When I call for support, most of the time I wait so long that I end up hanging up. They can be unfriendly and I never feel they really want to help or care about issues.
We have to go through an Artificial Intelligence answering system and it is very difficult and can take over 50 mins to speak to a real person

always increase in premium without additional service. Would love to see another option.
Cumbersome to wade through the automated phone tree responses and lengthy wait times when one gets to the "hold for a human" point
on hold
waiting time is long
We had major issues getting our TVs and internet hooked up in 2018. Took around 6 visits from them to fix it, multiple phone calls where we were told "someone" will get back to you & then no response. Constant issues still with internet. Very unhappy with their service & customer support. Would love to be able to switch to a different company.
Very hard to get through. Long waits. When I do get through I often need to get transferred & wait again.
You are on hold forever on the phone. They now have a call back service, which helps. Once you get someone to talk to, they are good
Dropped them after a nightmare billing/service issue.
very long wait times
sometimes - wait period excessive
can never get them to see what's wrong
Better than it was but not up to industry standards. I have used other providers who were better. Not enough detail via an automated report.
In the one instance when I needed help, I never received a response from their office - see attached copy of the letter I sent.
I am 93, don't hear well. ABB message is very quick, and to me very garbled. Long, long wait to get a person to try to talk with. Website is no better.
The wait time is often very excessive - 45 mins or more.
long wait times on hold for service
Hold times are long!
Long waits
No one ever answers phone.
Hard to get through to a person
Wait times are way too long to reach a rep. 1 hour last time when cable box failed. 2nd time in 2 years cable box needed replacement.
Always able to get customer service on the line when you call..minimal wait time!
I feel that my bill should be pro-rated to account for time when internet is down. I could find no way to contact ABB online.
I have been on hold several times >1 hr and still cannot get anyone on the line to get a new service.
Long time on hold. No local office
customer service response is *very* slow when you call in

Because every time I called, a recording suggested a reboot (I have more than 1 box) which does not work for anyone who has several boxes. When I selected tech support, I was put on hold & after 20 min. or more & not speaking to anyone, I hung up totally disgusted & extremely angry. This has happened on numerous occasions. My time is important also!

For all the times I've called for the past 2 months, I'm not able to connect to a person for at least 30 mins, sometimes I've waited over 1 hour.