

[illegible]

<p><b>Have you ever had a billing dispute with ABB?</b>  <b>Please explain/ be as specific as possible</b></p>
<p>In reference to my explanation above, on the second visit out they tried to charge for a repair call. They did reverse the charges after spending considerable time on the phone with them.</p>
<p>Glad you are asking: I contacted Ms. [] via letters and message (head of customer service) in June, September and October to credit our account for service outages, but she has not responded to my last letter</p>
<p>Wanted voice remotes so I could add Netflix.....after having an installer come he told me I could only have (1) due to COVID. This is ridiculous. Comcast does not do this My daughter had this done in short length of time.</p>
<p>These questions are irrelevant. The problem is that the service in town is too slow and too spotty. I can't run a business using the service. I had to go to land lines because the many repairs I had done at my site never fixed the problems. We didn't dispute the cost of the service, we disputed that the service was capable of working</p>
<p>In order to open an account, one must sign up for paperless billing. They also have restrictive password length limits which actually makes it more difficult for me to use my more secure password methods.</p>
<p>ABB changed something in their service so that my service went down for 3 days. They told me it was due to a filter that Metrocast had installed on my line to keep me from getting TV, and said this was their issue on their line and they would take care of it, no charge to me. This was in the spring. In August they billed me for the service call, no notice on it, I looked at the invoice and saw that it was higher than usual. When I called to ask why the bill was high, they referred to service call. I related the history and reason for service call. They told me the tech who visited my home was the one who decides whether I get billed, and he had decided I should be billed. A few days later I saw the same tech and asked him about this. He laughed. "Do you think for a minute they ask *me* what anyone gets billed?" Long story short, ABB was full of BS about this. I did get them to remove the charge, which they said they would do as a "one time special favor." Right.</p>
<p>I call each year to put my service on hold during the winter months. EACH year I have to get a new and more expensive plan than I had the year before.  I pay 25% more for their service than I do in Mass.</p>
<p>Cost of their service is ridiculously too high!!!! I ask for 100MBPS AND GET ONLY 18 to 20. And, they can't fix the problems in the cable wires and poles.</p>
<p>We are a reasonable customer in Wolfeboro however we also have ABB where I live in Florida. When we are in Wolfeboro there is always an issue with the charges, they are extremely high and charge you for everything. Please note that all issues are not always the fault of the cable company but with the electric poles.</p>
<p>No, but then I never tried deducting for outages. They haven't been monthly but often enough that I would change providers in a heartbeat.</p>
<p>Perpetual, outlandish rate increases (in excess of 100%+ on certain line items, i.e., small cable boxes).  Went from "maintenance included" to service contract for service.</p>

They are courteous and helpful, including offering to send someone to the house for troubleshooting. However, download speed checking sometimes reveals significantly lower speeds than we're paying for (60's vs 90 mbps). So far, we just live with it.
Cost of cable.
Unexplained increases in the monthly bill.
Rates keep going up and the service quality, especially for internet service keeps declining. They often say I need to pay more to get faster/ better service but we already feel we are paying a lot.
Credit for a service interruption that lasted more than 24 hours. I've requested it when I know it has been more than 24 hours and usually get 'sand-bagged,Ä by the representative I'm talking to or told that I need to contact account billing. In early summer, our service was out for well over 24 hours with a hardware/line degradation issue...with multiple NO-SHOWS for repair. I pressed until I was escalated to an upper level tech/supervisor who not only made things happen with respect to getting a new cable modem and line check out to me. Much to her credit, she initiated discussion of applying a \$50 credit to my bill for the inconvenience. When I told her how I'd asked for on the last time my service was out and it was denied, she said that wasn't right and compensated me for that event as well. It all depends WHO you get to talk to.
I had to swap out my internet router/modem (I rent from them). They sent the new one in the mail due to COVID, which was fine. They told me they'd send instructions to return the old one including packing materials. But that's never showed up. Calls to them haven't helped.
Extra charges with ACH payment
ABB changed their billing on accounts that are suspended over the winter. I feel they should be more flexible in their policies. Eg - a customer can only place an account on suspension one time during the year. The previous supplier was much more flexible.
We complained when they changed their policy on turning on the holiday mode for a maximum of six months. I think a lot of people must have threatened to leave them because they changed it to nine months.
They have also incorrectly billed me for HD boxes.
Very, very expensive and I have basic cable. I bundled my phone with them to get a better rate but I pay \$198 a month for cable, internet and phone. I am retired, a widow and on a fixed income. I cannot understand why it is so costly. They have no competition and therefore they can charge exorbitant fees.
Billed for work that was not done properly. They remedied it quickly.
Difficulty of returning old or specifically malfunctioning equipment. It was my responsibility to drive excessive distance to exchange equipment that malfunctioned that I had for about 1 year
I just got ABB internet service this year. I previously had Fairpoint/Consolidated Communications for internet and Metrocast for cable. I'm much happier with ABB but they signed me up for this great bundle plan then the smart cable box failed. They quickly replaced it with a standard box and took me off of their special plan. I ending paying a bit less and dodged a bullet for a much higher bill once the special promotion ended. They seem a tad shady. I wish there was more competition to keep prices down.
They send us notice that our bill is due, but they do not tell us how much the bill is! This requires us to spend a lot of time waiting to "talk" to a robot to talk to a human being!

We were charged for a visit to address slower-than-paid-for service. We were not advised ahead of time that there would be a charge. The billing department removed the charge, no questions asked.
I called to increase my speed to the 250MB option and we weren't getting the right speeds. So they sent out a repair person to fix it. The first guy was wearing sweatpants and a t-shirt and didn't fix it, so then a second had to come out (this guy was very professional). They ended up getting it fixed and getting my speed right, but then they charged me for the visit. It took 3 or 4 calls to get it reversed (the first time, instead of reversing the charge, they charged me again... and this went on for 2-3 months). If I hadn't stayed on top of it, they'd have billed me an extra \$100-\$200.
Billing charges going up without notice
why does it cost so much for BASIC cable and internet?! Just, why? As a new customer I can get in for \$59 as a long time customer I pay nearly \$200 per month. Why? Why isn't internet free to our citizens? Especially now with remote learning.
Didn't automatically transfer billing during our move even though everything else was transferred. Then sent us a delinquent bill, even though we were on automatic billing.
They take advantage of existing customers.
Have 3 HD boxes and 1 non HD, charging me the same for HD on the non HD box
They all of a sudden starting charging me an additional \$11+ per month for a modem rental. I've bought two other modems that do not work with ABB. I've tried to call them three times to see EXACTLY what I should buy and they never answer.
Offer a contract to benefit lower charges but still increase during contract!!
They sent a bill that was already paid to collections.
Just ridiculous bills. Over \$240 a month for phone, internet and cable. And not premium channels.
try getting credit for outages
Sent us boxes we had to use. Then they sent us upgraded boxes shortly thereafter and told us we had to use those. No word on what we had to do with the others. Hung on to them for a while and then tossed them, figuring they were old equipment. Come to find out, we were being charged for BOTH sets of boxes at once, and when I couldn't return the old boxes to take them off my bill (because I'd thrown them away), I had to "buy them out" to the tune of over \$100 or continue to have them charged monthly to my account forever.
Yes when they didn't send an invoice then wanted to charge extra the day after it was due.
As explained in my previous statement, I was charged for a misdiagnosis which on the next day was figured out
Billing increase after dropping ShowTime my bill increased by \$14.
Turning off service for the winter is an ordeal
Cost is too high. Tried several times to find lower cost options. Took several tries to get someone who could make decision on cost reduction package.
They renewed my contract saying it would be \$89/month, and I've had to call to dispute it several times when they have overcharged me. I'm on autopay, so my bills are paid automatically and then I have to call to ask about extra charges.

It did not result in a dispute, but a promised discount upon signing up for Atlantic Broadband service was not applied. When I called Atlantic Broadband and explained, the discount was applied without dispute. You need to review your bills, as is true, I suppose, of bills from all service providers.
We argued over paying when there was an outage for many days. They also said I couldn't replace my modem that was originally owned by Metrocast MANY phone calls and arguments we received the new modem/router. Just bad all around. Too bad it's the only 'game in town'
It was resolved. We discontinued TV service and returned the boxes. Billing "dispute" had more to do with the add-on charges that made the bill ultimately not worth watching TV anymore. Internet and land phone line are bad enough.
Bill related issues
Junk
No billing disputes. When I have called to complain about outages and such, they often nicely offer a minor credit for inconvenience. This is very generous of them but I would much prefer no random outages when Mother Nature isn't the cause. I feel as if one car accident many towns away should not take down internet service for multiple towns.
We were charged to fix equipment that was company owned !
As I mentioned above, the charge for giving up the phones was insane. Also, I don't want sports stations, but apparently, that's an issue as well. They also claim I have two boxes. I have one.
switching to seasonal billing is cumbersome and should be automated. Have been jerked around in the past by rules around when switching is or is not permitted
Have to travel over an hour to obtain a new modem.
See above comment regarding the credit card issue.
I've apparently been paying for equipment (second TV scrambler that they forced us all to use a few years ago). I have NEVER used the second TV scrambler and they knew it. Now I need to find the equipment and mail it back to them so they can start crediting my account going forward. I've clearly been overcharged and overpaying for 6+ years but I will never get that money returned to me!
I want to go to a cheaper program and have not been allowed.
They still think we have some equipment that we got with Fairview and say it is theirs. This equipment was turned in to Fairview.
The person in customer service was very helpful and knowledgeable. He corrected the problem and gave me a short term service discount and information to help me better use the services I had. When there is an outage for a day, or longer, customers should have a day's credit on the bill for time lost. This doesn't happen unless you call in and argue your point. It should be automatic.
1. Billing dispute- last year they sent their usual emails confirming that my monthly automatic payment had been made. I find later that I am 3 (?)months in arrears and have an interest charge. I would have thought email confirmation was sufficient for me to think they had received my \$\$\$. I even went as far as to visit their Belmont office to sort this out- where their front desk staff was rude and unhelpful- and more interested in the soap opera they were watching on the office TV.
2. We cut our cable subscription to reduce costs, so were asked to return 2 pieces of equipment- sorry, I don't remember what or any details but there was some kind of issue and inconsistent records.

Had to stop payment because I could. Not get to a service person and as above they did not put the equipment on vacation Hold.
Do not send bills if you pay in advance
It goes up just about every other month. When will it stop? Should have stable rates
We had a cable from a previous resident and they refused to use it and said they would have to put a hold new cable in.
They have over charged us
Signed up for seasonal but they continued to charge us
We cancelled service at an address in September 2019 and were told that the cable boxes were outdated and no longer needed to be returned. We kept internet and phone service at the address for over 14 months longer and when we went to cancel all service because the house was sold, we were told we had to return the original boxes from 2019 that had been cancelled! A manager was supposed to contact us, and it has been over two weeks and we have heard NOTHING. We cannot even reach a human manager at the Customer service number--each attempt has made us wait on hold for 1-2 hours. HATE THIS COMPANY..but have NO OTHER CHOICE!!
Just an increase in charges every six months!
I am a seasonal user. When I reconnect the rates seem to change and they provide very limited flexibility in changing plans to specials being offered due to being an existing customer.
Pay way too much for poor quality service and lack of concern by the company. All they want is your money and they don't care about your issues.
Complaints about the rising costs without increased services are addressed by temporary discounts on some services, which will return to the status quo, or by reduction in the channel availability. No explanation is given for increases.
Decryption boxes are required for all but the primary TV and are provided as a rental service, and the charge has had a number of increases since inception. Encryption helps ABB exclude pirating of the signal but does nothing for the customer, so, we pay for the TV service and then have to pay to use it.
I upgraded to a faster internet connection a number of years back that was not supported by the cable modem they were renting me. They charged me for the faster internet for over a year before I realized the problem, when I called they refused to refund me.
The rental of the little cable boxes is a total joke. The provider should give an option to allow customers to purchase the equipment so as not to be "nickel and dimed" over the course of years for equipment that is ridiculous. We finally jettisoned cable TV entirely as a result of this idiocy, and went to a streaming service - saving over \$100/month. The debacle that ensued when returning the equipment to the Belmont outlet is described above. It was also very disingenuous of ABB to suddenly offer up all types of discounts when we discontinued the cable service. That just served to show that they are overpriced and use their monopoly as a fiscal weapon against its captives.
I highly recommend that ALL people (regardless of internet provider) purchase their own modem/router. The cable companies charge an arm and a leg to rent their equipment when it can just be purchased on its own. Most customers don't even know that they are renting the equipment.

I tried to cancel the account. We do not want to pay for service all winter when we don't use the service. To date, nothing has been done, despite my sending a letter. I tried calling, but was on hold for an hour.

I tried to drop cable and just keep phone and internet and they would not let me since I was locked into a 2 year contract. Things change in a year - especially a covid year. Cable was not needed as streaming became the norm. Needed to get costs down and the cost of dropping cable was higher than keeping it when they hit me with a contract- breaking fee each month. Horrible company!

It was a long time ago. Not recently

I can't remember but probably, they constantly create issues.

We had to set up automatic payments online 3 times to get it to stick. I showed up to work one day and had to call them from my cell phone to find out why the phones/cable/internet didn't work. There is no communication if they don't receive a payment, other than an interruption of service. We believe we now have the automatic payment issue resolved.

We've had issues with the bill suddenly increasing \$40 or more as the result of a promotion ending. When we called to discuss it we were encouraged to lock into a contract as the easiest way to reduce the monthly expense. This is for basic cable and high speed internet. Since we locked in the monthly "fees" have increased so much that we are at the same high monthly rate we were at before we locked in. No one can really explain the fees and why they keep increasing. Often the government is the scape goat.

Bill

I have been billed several times despite being an autopay customer. When I have called I have been told to ignore the bill yet I receive the same thing the next month.

monthly

Equipment not working properly, but due to COVID, they did not come in to repair, just credited me for the period of time

Frustrated with the constant price increases.

I think the bill is too high.

When we signed up with Metrocass originally we were told, before we moved in the the 20+ year old wiring was bad, both inside and outside the house. We bought the insurance package and assume that it transferred on the billing when ABB took over and we have been paying for this since Day One. At least all of the considerable repair costs have been covered.

Yes. Once when I turned off service at the end of the season representative said I could turn it completely off (not use seasonal park) since I owned my own equipment and turning it on in the spring would be at no charge. When turn-on time came they tried to charge me \$49.99. I told rep what I had been told. After several minutes of discussion, being put on hold, she finally said she could do it this one time ONLY. But it was an exception to their policy.

I find that their pricing is too high and there is no competition to keep prices low. My monthly fee went up twice in 2020 and I was never notified.
I tried to switch my service back to seasonal using the online service and it was deplorable. Apparently whatever online system they have didn't send my request to billing because my fee was never reduced. I had to call and be told by the phone person their was nothing they could do to back date my service. Then I asked for the manager and after being put on hold, it was fixed.
Their pricing is too high and I will continue to say this.
As a previous Metrocast customer I was not able to obtain the same service packages that other customers could. I found this out when trying to upgrade my service package from basic, which provided minimal selection compared to other cable companies.
Replacing modem took 3 visits
There seems to be always new charges on the bill, difficult to read. Phone calls to customer service take forever to talk to someone & then get a clear concise explanation.
Too expensive they keep advertising specials but those are for new customers. In defense of ABB, when I ask for credit for missing day, they credit me.
After getting a new modem which they needed to recognize in their system, they continued to charge us the rental fees for their device Their subcontractors went to my mother's house 6 times before installing service correctly
We just locked into a 2-year contract and then they just jacked up the prices, blaming Covid way too expensive for what you get
I disputed a charge simply to get them to answer the phone price gouging trying to return some equipment but they won't answer the phone
Perpetual, outlandish rate increases (in excess of 100% on certain line items, i.e. small cable boxes)
billing issues Pricing crazy
Digital adapter box which was free is now a charge and price continues to go up & up! A bill of almost \$200 a month is outrageous for only cable & phone We considered getting it again as we are only here in summer but they required a 2 year contract and don't let you shut down in winter - so we have no TV! Watch videos from the library
We have to pay \$1.00 extra per month because we don't want to go paperless. They want you to pay online. We don't feel this is secure.
raise bill every month, no explanation Generally ok, but poor estimates on fix times
Need to be quicker in notifying and explaining the outages, which isn't being currently done.



they increase my bill by \$20 per yr & give me nothing extra
Check sent way ahead of due date. Never credited until after I paid bill online so I would not get a late charge. Miraculously after paying online - check was posted.
Had to make repeated calls to stop receiving a d paying for paper statements
Billing was a problem when my credit card was usurped - took 5+ months to get it settled
I've apparently been paying for equipment (second TV scrambler that they forced us all to use a few years ago). I have NEVER used a second TV scrambler and they knew it. Now I need to find the equipment and mail it back to them so they can start crediting my account going forward. I've clearly been overcharged and overpaying for 6+ years but I will never get that money returned to me!
ABB provides substandard equipment that can only be addressed by updating and paying more for their mediocre services.
still waiting ABB to pick up equipment
Returned modem but continued to charge.
They do not seem to keep good tracking info
We were supposed to get a free cable remote to be exchanged for our faulty one and we got charged for it.
I've paid for a router/modem that I returned. I still don't get the broadband speed I pay for.
Rates are higher than in an area with competition for very unreliable service
I know I should cut back on charges
No, however, were promised credit for outages and never received - did not pursue as don't have time to wait on hold
Too many extra fees and surcharges \$32 worth
If there is a problem, I call and work it out with them. They are usually cooperative, after some discussion..but they don't make it easy.
they took a day to get out there, after a tree had fallen. but i understand. they had hired people from other countries and i tried to have a conversation but was ignored, and then when they were done they hinted at wanting a tip???
Less channels at high cost
None - except we want to review our plan and can't reach anyone.
Compared to Verizon & Comcast they are much more expensive
No disputes, but we'll know better if bill for recent repair is good value. repair work better quality than original installation.
Getting billing credit for service outages
Suddenly started being charged for services we didn't have. We didn't notice for while b/c their prices keep increasing, but once we called, they resolved the problem & credited us.

We suddenly started being charged for services we didn't have. Took us a while to notice since the price is forever increasing, but once we did notice and called, they resolved the issue & credited us.
box was returned, they said no
it was ultimately resolved
I do not get the speed I am paying for
contract & price increases. 1) When we moved in e were told a 2 year contract @ \$132/month, Second month it went up \$10. Told us prices went up, no recourse. 2) price increases without notifications. 3) same service we are now paying \$180/month with many outages. 4) phantom billing charges twice that were "a glitch in the system." Yeah, right!
Forced to pay for channel I don't watch. Argued about one price increase after another. No matter how long service is out we still have to pay for service.
Did not receive a bill one month & they threaten to discontinue service - maybe postal problem
Sold a property and wanted to return digital conversion boxes. Was told local reps would contact me w/instructions to drop off place/time. Haven't heard from ABB for 4+ months.
service shut off with no warning 11/17/20
many times!!!
I find them quite expensive and the connection that disconnects at times.
We needed a broken standard cable box replaced. ABB came with a replacement but it was a DVR cable box which we did not ask for. ABB then began charging us monthly for the DVR service without us even knowing we had it. After several months, a credit was issued to us.
We called to have our bill adjusted because we didn't have cable service for many days and they did credit our account
rates are too high for the product they are providing
I deducted 1 day charge for service interruption in September. They continue to bill for service that was not available during their outage.
I wanted to cancel landline & sports channels. They told me it would save me \$6 out of the @230 I pay.
always an added charge
No billing disputes. I appreciate as a summer seasonal resident that they allow for a low cost off season internet connection, and allow me to ramp up to full service for the summer months....if you change providers, please make sure any new one allows for a seasonal stop and restart (with internet data connection in the off months to allow security cameras to run, they charge only \$15 or so per month which is great (vs having to turn it all off completely)
adjusting downgrades in service in a timely way
\$1 per month w/o notice for paper bills despite us getting only emailed bills.
Just too expensive
Had to change to seasonal service which I was overcharged

Summer house/ you can't just change service when you are there - you need to pay to have installed again and disconnected/ gets pricy. So I had to change service to just internet and get rid of cable
charged for replacing a cable that should have been done on day one.
Their DVR failed - was replaced. Then they wanted to charge me for the new unit, and charge me for the install.
Requests (and long wait times to make those requests) must be made for service credits when outages extend for the majority of the "awake" hours of one or more days. This is an extreme inconvenience due to the phone wait times and such credits for significant service outages should be automatic, whenever the issue is not highly localized.
They constantly higher the bill with no info or warning. We have no other options so it's like they know they can do it. I've never paid the amount I was initially quoted...maybe the first month, that's it. I've told them this and nothing happens.
service interruption credits
New account & I wanted it set up in my name, not my husband's & autopay on my credit card..after 3 physical visits to their office in Laconia & 1 call to corporate office they finally did as I asked & put account in my name/cc & off my husband's cc.
They attempted to charge us for the initial service call...I had to dispute the charge since it was related to the line from the pole.
they do not credit you when service goes down
Their cable modem was not working. It took me 10 calls plus to get them to give me a new box prices go up often, new customers are offered low price to sign up.
I tried to talk to them about plan options - and again got stonewalled by being pushed to other departments.
Turned in modems have receipt still being billed for modem. Have asked to go back to paper bill because they cannot show our 3 accounts online only 2 and we need the hard copy for tax support. But despite saying they will fix they have not.
Their prices are insane. We need more providers to make it a broader market. Not enough choices.
In order to replace their equipment the office is a good rider for us at least 40-45 minutes. There would be a charge if they came here.
a price was quoted, and it was higher by large
The service techs are hired outside area - very very sloppy work
Overcharges on services previously agreed to
They try to bill you for service on their equipment
They have been robbing us for years as they have no competition
too expensive
only as far as their rates, considering the poor programming provided

cannot get through - their automated system could not answer my questions. Tried for 4 days before i finally got a person.
sends me bills via email although we request paper bills. I sent emails regarding late payments, even after checks have cleared the bank
call needed to be made regarding credit for outage and adjustment for equipment fee. One hour wait to be connected with a service representative.
Every month, added charges, received payments late showing up, on next month billing - always disputing payments
installed wrong equipment then tried to charge us for it
Poor service but no fee reduction or adjustment
"training" charge I called - they removed it
For a while I was getting a bill every other month - the I got late charges - could not reach by phone
Why do you have to have box for every TV you have in house they bill you for TV whether you use them or not
Abb claimed unpaid invoice when invoice was never sent. 1 bill turned over to collection agency for bill that wasn't due for 2 weeks.
turned in modem but kept being charged
Asked for winter termination and I could not until a specific date - never told i was liable for a length of time
Rate increase on 2nd month of service. Five minute phone call and was corrected.
seasonal and they like to tack on more months very expensive
24 + hr outage, independent of utilities which had no electrical outage -we deducted \$5 from \$150 bill for loss of service
Had to bring back to Belmont. Would not listen and gave no option.
We've asked for billing to arrive (or to be paid) the first of the month..not the middle of the month upon receipt. Outages: dates, hours lost, but no adjustment on bill.
I object to the monthly sports surcharges especially when there are frequent interruptions while watching sports on ch#6 (Fox) & #4 (CBS Sports)
No credit for outages until 24 hours have gone by, RIDICULOUS Their rates went up over \$21.00 in one month. Their fees are way too high! We need more competition to bring pricing lower.

Bills keep going up with no explanations and less service
Always raising the prices thru phoney taxes & fees
They wanted to charge me for their problem with their router that they replaced.
They ended up removing those charges after several contacts with them.
Inadequate explanation of various increased fees
no control over arbitrary cost increases. Unreasonably high expense with no end in sight. AND unable to get Newsmax or other conservative channels
they just keep going up. They charge for a paper bill - should not have to pay for a bill.
They charged my credit card but applied it to someone else and were going to shut off my service for lack of payment.
The bill keeps going up - currently shopping alternatives
without notice our service went up a lot. Living on a low fixed income, the extra money was hard to come by. They did negotiate with us a 2 year more affordable bill, but with limited service, which expires soon
their problem tried to charge us
refund for outages
We went away for 2 months. They told us we could put service on "Vacation mode." BUT they failed to tell us that we could not restart at the preferred customer rate that we had.
Even while receiving notices about summer service (vacation) plans, when I returned & turned on the service (phone/internet/TV) they unilaterally and without informing us turned on every expensive service they offered; I didn't realize it until after receiving bills - I thought it was a mistake but they refused to acknowledge and adjust the bill.
When a service goes on "vacation" mode, every other company I work with restores it at the same level. Not these guys.
When I have been out for more than a day, feel like I should get credit.
Paying for a service I did not get all the time, see below.
very long story but finally ABB fixed issue
They continually increase the charges.
Response almost always is that problem in lines within your residence - never found to be the case
increasing rate after a temporary plan upgrade, though being assured I could return to original lowspeed rate after summer visitors left