

repair person

services

problem

time

issues

visit

technician

modem

multiple visit

internet speed

router

cable

equipment

house

internet

home

several visit

several time

new box

abb

cable box

pole

cable tv

weak signal

first visit

second visit

additional charge

telephone support

new cable

online effort

phone services

initial installation

highest wifi

good jobs

utilities pole

upload speed

different tech

new tivo box

dvd player

old equipment

internet problem

services provider

failed router

dvr box

needed new box

additional box

Have you ever required a repair person to visit your home? Please explain in a few words
Outside connections affected by weather..
Changed out splitter
Modem upgrades and service changes handled well. The only issue we have is that to return equipment to ABB requires a trip to Belmont.
upgraded to Atlantic equipment from Metrocast equipment
Just installs, shouldn't need to come back.
Please see above. Two modems (which we rent from them) were replaced. Also, some wiring issues were replaced (which they did upon install) - some repair persons were from contracted firms.
Constant problems with maintaining a stable internet connection. I have called the company several times and although they have fixed the problem temporarily, it continues to happen on a regular basis. I'm currently weighing other options for service providers.
The service to my work site, center street, was not suitable to run my business. I had internet based phone systems though metro cast and then atlantic broadband. IT echoed, cut out and failed frequently. I had to leave internet phone because of the service. At my house, the service is spotty, drops and the upload speed is too slow, so my kids are getting dropped off during school frequently and then my wife needs to work in the house, that skips and fails out frequently as well.
a problem with second phone line. It took several visits to get it resolved. Apparently, according to the person who resolved it, They have two levels of service people; basically those who are not as knowledgeable and those who are. I have had other problems, particularly with the phone service. Occasionally I will be talking with someone and suddenly I can hear them but they can not hear me. This has not happened recently but it is too soon to determine whether the issue is resolved. I also have my speaking voice echoes which sometimes can be quite loud. The orther person does not hear the echo.
We wanted to increase our wifi speed. It took multiple visits because every time the previous repair person "did not do it right". We also had to change out equipment, which I was not told when I made the first appointment. Now I am too afraid to play with it even though it still is not providing the speed that I am paying for. I pay \$150 a month for internet and phone (which by the way, they disconnected because a complete stranger - ie NOT ON MY ACCOUNT - asked them to).
but see above, I never want to call them ever again.
just repairing a bad cable box took multiple reps. The first rep messed up the connections They do not deliver the speed they charge for.
There was a problem with the electric line on one of the poles, plus there were trees that needed to be trimmed in that area so they were not leaning on the lines, something you may want to mention to your Utilities Dept.
When we moved to Sugar Hill, multiple visit were required in order to get our phone service to work properly

Cable is underground - can not get a good signal - ABB does not do underground cabling or repairs. The same condition exists with TELCO provided internet service.
Our initial installation took four visits from four different technicians, only one of which seemed to know what he was doing, and three different modems to get our system up and running.
Wire down and had to be reattached to house
see above.
Fix myself.
Cable/connector issue turned out to be causing my problem. Tech was able to diagnose and fix promptly with single visit.
Once again....I've experienced ALL 3 of those circumstances.
1. As stated above - in 3 years they have failed to fix the TV signal problem (audio drops out, pixelated picture on TV). When the tech was out this summer, he actually disabled 3 upstairs cable connections to improve the signal strength to the downstairs TVs. When I objected that I now no longer have cable TV upstairs, he said until they fix the node issue that was the only solution.
2. Broadband Service is not as advertised and not even close - 45MB vs 100MB we pay for.
They replaced outside lines leading to my home.
New modem and DVR
I do not use cable TV and we stream our TV via wifi. We had issues with a non ABB router that we had purchased. ABB wouldn't service it to assist with why we had some much interference. I had to purchase a second router.
ABB technicians have been awesome!
I pay for the very highest wifi there is because I work from home and I am self employed. My children are home doing school and there is tv streaming and gaming going on in the house. I have always had the highest wifi, each time ABB gets a faster service I upgrade. I was having a number of times the wifi was extremely slow and some outages. I had them out to the house. The tech that came out ended up telling us the problem is down the road at the pole, and all of the equipment out at the poles are out dated. He told us that since we are having the problem, hundreds of people are also having the same problem from the out dated equipment.
We had at least three service calls to address lower-than-paid-for service. There were issues on both ABB's part and our part, but it took three visits to resolve all issues.
See my notes above. Repeating them here in case that's not possible --> 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.
Internet speed problems
Fixed router in house but also had to replace line coming in. Then sent for another lineman who came in 3 days later. Fixed problem but still get too many no internet outages.
only 1 repair person in 4 years, service ok

He arrived 2 hours late and with the wrong modem. I had to reschedule for the following Saturday.
Constant disconnection issues
Cable from utility pole to house was damaged by tall passing truck. First repair person replaced it too low and it was damaged again. Second repair person did a good job, hanging it higher. Problem I believe was with some part on the pole being old.
Didn't work the first time we moved in. It took 3 appointments to repair issue
Poor signal on wifi which could not be resolved even after multiple visits including a supervisor
The connection is never quality Promised as no charged then billed for service call
Truck was not equipped with basic parts. ie: modem. Even the technician of a lengthy employment was disheartened. Close to retirement so he wasn't making waves. Headquarters is located down south and corporate won't spend the money to put snow tires on vehicles up here! A few other inside stories.....
When I first moved to Christian Ridge I had more than 5 people come out to finally get my service going. Each time we had to go up the management list because the others just had no clue.
Worked for a short time but reoccurring
They kept knocking out service to the whole building installing service for a neighbor and then tried to blame it on us An ABB tech came out to our house to turn the the cable back on at the pole (original reason for needing to come out) ended up changing out our DVR box and taking hours, only to figure out he was at the wrong house and had to reinstall all of our old equipment. I explained when I made the appt that I needed boosters for my wifi and 2 basic cable boxes. They sent no equipment with the tech and it required a second appt
filter at pole needed to be changed and took 8 calls to finally get them out then they monitored my modem...poor service and expensive!!! for what you get...interruptions all the time! Problem took four visits to diagnose. Four different reasons for problem given.
Fortunately all problems were solved before they took over.
Cable signal was failing. Diagnosed as a problem with initial installation but fixed it quickly and I have not had an issue since. The TV channel i watch the most went out (all the others worked ok) it still goes out every few months.
Cable box died on a Friday PM. Fixed/replaced Tuesday AM
Still don't get the speeds promised slow connection and constant dropped service. Not reliable at all Nothing works

Very slow Internet speeds for my home office. Took three visits to get cleared up.
NO in-house service. Back when ABB was Metrocast, we considered having a tech person come out to troubleshoot while our regular cable television service kept cutting out. However, they said they would charge us if something was faulty in our home. Almost every time the cable tv would cut out, I would call and by the time Metrocast answered, our cable service was back on. For the cost back then [~4-5 years ago], we decided to just cut cable television and use streaming services for our television and movie viewing.
Several times the repairman has had to return.
My only experience was with the original installer who was great.
The work was VERY sloppy. The tech was rude. I am in the process of calling them back out.
SERVICE PEOPLE ARE VERY FRIENDLY, VERY PROFESSIONAL TECHNICALLY VERY COMPETENT, AND A PLEASURE TO WORK WITH!
Spotty service throughout the house. Very slow despite the fact that I pay for the highest speed. It was with MetroCast before ABB
We still have intermittent issues with tiling effect, internet speed is not consistent.
No one has visited my home except when Metrocast came to set up service. A repairman needed to come out and upgrade my system after their online efforts to refresh their system failed. But they couldn't send someone out for 30+ days!
On 3rd black box; it gets hot & tv stops working. Have learned to turn tv off, unplug everything and wait 15 minutes before hooking it up again. At least once a month. Last repairman said it was due to vcr/dvd player & it wasn't compatible to tv. Changed the remote so we can't re-hook it up. He was WRONG. Other people have same tv & can use their vcr/dvd player, and we STILL HAVE THE SAME PROBLEM! We are getting a power surge or something.
we have called and had repair person come to house. Internet continually goes in and out. twice the repair people have blamed my equipment and twice I have replace the router. After replacement with top of line router I still have intermittent internet.
We have given up and usually use our cell phone tethering. It is pathetic internet service. Have had several visits with them and they never can git it correct. The problem is they don't have enough band width at the end of some service lines,
Hooked up my internet but had disconnected my neighbors while doing do. Return needed to restore neighbors.
I have had 4 services calls at the 3 properties and all of the experiences were positive. At both houses cable needs repair or replacement.
Not infrequent dramatic slowing of internet speed. See the explanation above. The only time I had a service person they were pleasant and fixed the problem with no problem.
When it rains or wet snow service gets slow and glitchy then when I call they want to send a tech to look in side my house for the problem... it's not raining in my house!!

They refused to use a cable because someone else installed it and they refused to use it even if it was to replace it with their own cable.
The repair person was very knowledgeable and fixed everything the same day.
Had tech visit house to evaluate situation, left with no answer. I called a week later and the rep said the tech's answer was 'no' with no other explanation as to why
Brought wrong equipment
Service people have always fixed any issues
Generally, on-site visits are much more productive than telephone support. I sometimes give up on telephone support.
Home is very large and we pay extra money for extenders--it took over six months and multiple visits for technician to explain that despite all the extenders we pay for from the company, none will every fix the problem because of the construction of the home. Technician told us to purchase a separate router from Best Buy, and he showed us the location within the home that would fix our problem if we added this NON-ABB piece of equipment.
Modem went out and was replaced.
Replace improper splitter size.
Shorted/Failed Router exchanged
#1 wire, from pole, coming unattached. #2 shorted/failed Router replaced.
See above.
This is a Y or N question and NO is not a choice
No repair person has come to my house.
Several issues with a new service and defective equipment installed the first time.
Internet going in and out they come out change some things around and it will work fine for a few days they it goes back to the same problem
We're a business but, yes, after multiple visits part of the problem has been solved. We had to change our incoming call structure to bypass part of the phone system so all calls would, at least, make it to the office. We anticipate having to get a tech back out here this spring when we have to redirect calls back to the Pro Shop.
I did have a service tech come after we moved here to correct what the ABB installation tech did wrong.
replaced some fittings that had been installed incorrectly by previous installer.
We had a couple of additional cable boxes added. The job was done quickly and efficiently.
Polite , professional, and was knowledgeable in fixing problem.
Cable from the road to the house had failed. ABB had to replace the line. It took two different service calls to fix the problem and since then the next cameras (which were working beforehand) do not work.
I do not get the power I pay for and I have been told by numerous techs that the problem is related to multiple users draining the system, beyond the street. I have given up
Prompt service, very efficient and fast.
had old outdated equipment dealing with WiFi
Internet was not working.

Service rep said the problem was my old equipment (which I own). When I insist it is not and insist they check their wiring it has ALWAYS, WITHOUT EXCEPTION BEEN THE CASE that is WAS their wiring or connections!
in my package I have been paying for internet speed up to 100 Mbps. (I recently received an email from ABB that they are increasing my internet speed to 250 Mbps). However, my download speed is always between 35 and 50 and my upload speed is always around 21. I called about this a few years ago and a guy came and spend a lot of time, rewiring things, changing out my router and modem (which then cost me more each month) but the speed never improved. I think I was told at one point it was because I was "at the end of the line". Often I will lose the connection for a few minutes.
No. I had my electrician wire my box into the appropriate location in my home as the Atlantic Broadband installer insisted it could not be done.
When originally connected it was hooked into "Dish" wiring which caused surging issues. Required service to be changed to underground as part of a construction project.
Dropped off new box, left the old box on the lawn outside.
Line came down. Took 3 days to come to my home to fix.
See above
Most visits are repaired on first visit. However, there were a few times it took more than one visit.
Correction of internet speed
Excellent! I do have the additional charge (not expensive) on my bill monthly which covers service calls to my residence.
Well worth the cost!
We've had several broken DVR's. Once a technician tried to give us a broken (very LOUD) unit; we refused to accept it. Another time we had to travel to Laconia to pick up a new DVR. After other involvements with ABB I know that they do not carry enough inventory in there trucks. My phone technician diagnosed the problem and felt a new TiVo box would be needed. I insisted that they come with one so that if it was in fact a new replacement required I would not need a call back. Well they came (four days later) with the new box but it wasn't loaded with the latest software. That required two additional boxes to be tried before the third one would take the download through my TV. Completely unacceptable that they would not arrive with a new TiVo box that was "up to date with software". What in the world am I paying for???
see above. Below questions: Average product; Not much choice because trees block satellite access.
Could not figure out problem was on pole
one service call earlier in year; 3 visits, then maintenance call. As I said above, because cord goes from laptop to new modem, it is technically not portable - fact that laptop does not hold a charge is not ABB problem
All of the independent contractors are very pleasant. It took several appts to fix the slow speed & weak signal. They told me it was my router, but new router didn't fix.
Finally changed outside cable from road. It was never a problem in our house yet we bought a new modem.
service is very spotty & lines to house are old

faulty equipment - no new box with them
Internet problems - Drop outs!!
3 different techs were needed
2 different repair men told 2 completely different repairs
1st time, outside pole wire issues, left, didn't fix.
2nd time came back with 2 employees to fix same repair
cable box was no good, had to replace with a new one
We have asked that someone visit us to diagnose our issue but were denied.
wires to house disconnected after wind storms (2)
repair person couldn't fix - had to upgrade but that wasn't the problem
mostly 1st visit
several times 2 visits required
they generally take at least 2 visits
Yes, ok, could be exact w/appointment times
replaced phone line - great job
updated our service - went out of his way to check our wiring
Not applicable
service to dvr box stopped. Had to replace with Tivo
A repairman needed to come out and upgrade my system after their online efforts to refresh their system failed. But they couldn't send someone out for 30+ days!
Due to the slowness of the internet a repair person was requested to review the problem. The solution was an increase in the speed of the internet at additional cost with the problem unchanged.
I like contractor who came
x3
Internet speed very slow. Took very long visit to remedy.
sometimes you get the A-team, sometimes you get the B team. After staying home all day, of course!
very helpful
It took 3 visits from repair technicians to finally resolve a problem with our telephone service. Problem was exacerbated by extreme difficulty reaching customer service.
repair person was very good
in fairness they never sent the same person and it turned out to be a very abnormal problem
all have known what they were doing
The tech visit didn't help. It was finally repaired remotely.

Hard to have someone respond
I was having problems with internet reliability when I initiated service. This required multiple visits until technicians fixed the problem.
Internet would drop every few weeks for a couple of days: this went on for months, required several visits.
Phone keeps going dead while talking have to reset module all the time
Recently this is better. But many times techs show up unprepared and lack needed info/equipment.
the modem turned out to be junk some workers very helpful but not all!
Truck tore through wire to house. Crew arrived on time, strung new wire. Well done. Oddly, crew said town had no clearance requirement when wire crosses street.
unnecessary visit, could have been dealt with at service center, spent 2 hours arguing in vain with phone service
some repair persons are unable to pinpoint the problem
Initial installation left an internet problem. Resolved by 2nd service call. 2nd repair person more knowledgeable.
after I had him double check and had to do more work
Needed new box- other 30 yrs old, promised new TV central. Repair man said he gave me one but it looked like my old one - it was as it was dirty. Finally received new one.
Wifi still gives us problems! works intermittently! Changed out equipment and still is not good!
Did not resolve issue first visit. Second visit tech very knowledgeable
installation - drilled directly into floor board Modem issue- replaced
We pay for higher speed but weren't receiving it - tech spent hours here to fix a problem, no additional charge to us
Ongoing signal problems with cable - very pixelated and distorted at times on certain TVs. Several visits did not resolve. I ended up installing signal boosters myself to fix the problem.
after several visits they finally replaced the modem, they tried fixing everything - not very willing to replace modem
Main box TV continues to go offline - cannot use TIVO or guide wire replacement
Technician broke my TV and bought me a new one 2 visits - upgraded modem & router - which needed it

when changed to just internet then the modem needed to be changed
service issue was determined to be at the telephone pole connection and had to wait an extra day for a different service tech as the initial one was not equipped or qualified for that item.
I required a person to install my equipment since they didn't send everything I needed. He installed it on the first visit, although it wasn't everything I was told I would receive.
One tech came out. But they needed a different tech because it was a line issue.
Needed new box
Poor initial installation. I am in a wheelchair and the installer asked me to do some of the work. Needed a second visit to repair and complete the install. I was livid !!!
They told me it was my router causing the problem, not so, it was their equipment
outages by no signal to home are frequent.
outages of TV only are more frequent
outages to VOIP & distribution in home through ABB devices is most frequent
Never got one to our home.
I have had a service provider make multiple trips for what should of been an easy fix. Example: replacing a cable now!
Lucky my husband is knowledgeable so he can fix most issues.
Never keep within time block assigned. Running late said quick fix, let next tech fix it. Awful.
service people are very good on site
first tech did not install correctly
Technicians are good & fix problems well
erratic service
The tech was knowledgeable & helpful
multiple visits due to technician skills/understanding - first visit he tried but his jury-rig solution was inadequate. Second technician did complete and accurate diagnosis for complete fix.
the phone part of the equation is still ongoing
the repair crew once notified came. They did a good job.
Always had prompt, professional repair when needed
old equipment, wanted to charge for equipment which is under rental agreement
equipment not on hand
Intermittent signal strength
at one time we had them quite a few times and finally everything was ok - (after a Manager came)
all 3 on different occasions
Tree damaged line feeding house, line is hanging low now, internet still works, and they put me on a waiting list for repair, four months ago.

We had problems with our landline. Calls dropped or no dial tone. This went on for about 6 weeks. It was eventually fixed but we still had to pay despite no service.
During 1st snow storm my cable came down. They had cable replaced and service restored in 2 days. our devices need to be reset or relogged in and I have to go online to log in to regular channels
Scheduled for afternoon block and I had to call at 6pm as no one came or showed up. Had them come at 8pm. Made a mess of repair and left it to someone else to fix.
young man came - very knowledgeable - found black box error and fixed it. Very weak signal that needed 2 visits and 3 phone calls
Hell no, I ask my son very nice repairman. Still spotty internet service at times.
The modem goes out and the battery has to be removed each time in order to successfully reset it. It is very inconvenient and annoying.
Repair person replaced router and removed a filter on line at the utility pole.
Wifi very slow. New modem needed and then new cables hung. This took 3 visits. Shortly after moving here, I had issues w/high speed internet. Repair done - no problems since
Tech claimed that nothing was wrong but changed connectors just to be sure. Suddenly all was well for a couple of weeks then back to the same problems
Wooden TV unit was damaged when technician removed TV for repairs in Mar 2020
When my phone rings for some reason the internet kicks out, & the internet is very slow. still dropping internet signal after several visits
recent appt made - confirmed by ABB- repair person did not appear - no communication as to appt status - subsequently found that they just went home
after multiple visit, internet is spotty, issues with TV reception & on demand movies Had issues with wireless - not fully fixed. Had to buy additional box.
Landline problems from time to time. The person who installed the system originally was in a hurry and did not explain the systems or how to use them well enough.
Had issues w/our modem - then that didn't fix the issue. Came back & replaced wire to the house and it is still sitting on top of my lawn.
service people need to have ID as vehicle is normally not registered in NH!
they laid a new cable & left several feet of cable exposed & it took some months before the problem was finally fixed. didn't arrive for an appointment scheduled more than 1 week ahead called prior to appt but didn't leave ID or message, then he didn't come