

[illegible]

word	count
services	410
price	244
customer	189
internet	163
outage	143
cost	142
time	124
phone	106
channel	99
customer services	96
pricing	79
cable	78
options	76
competition	47
wait time	43
provider	38
wolfeboro	38
internet speed	24
lower price	18
monopoly	17
better customer services	16
comcast	16
cost of services	13
lower cost	13
better pricing	13
internet services	11
phone call	10
response time	10
high price	9
customer support	8
faster internet	8
long wait time	8
better services	7
new customer	7
cable company	7
tv services	7
customer services representative	6
reliable services	6
monthly bill	5
basic package	5
better communications	5
basic services	5
level of services	4
interruption of services	3
high speed internet	3
cable & internet	3
customer services response	3
better internet speed	3

What three action items would you like ABB to address?
<p>Improve status reporting on outages</p> <p>Fix the call center</p> <p>Give me tools to self diagnose</p>
<p>I presently bundle phone, internet and tv, and pay an unreasonably high price. ABB needs to recognize the shift to relying on streaming services and offer high-speed internet at a bearable stand-alone price, and offer something closer to a la carte pricing rather than the present tiered approach.</p>
<p>It's all we have</p>
<p>More flexibility in product/pricing, pay for what you get, network redundancy</p>
<p>Keep the costs down.</p> <p>Better info on outages, cause and expected time of service restoration.</p> <p>Multiple feed paths to Wolfeboro. Two outages in the last year was due to car hitting a pole cutting off the feed to our town. Multiple fiber feeds using separate routes should be used to eliminate signal loss.</p>
<p>1) Advertisement of services provided/available for present/future customers.</p>
<p>1) Have a Veteran Discount 2) lower Internet pricing due to Covid 3) Give an option of A-la-Carte channel selection since many channels in my package I NEVER watch</p>
<p>Wireless connection to different TV's is an adventure getting the TV to load and a different prompt screen shows up every time you turn it on looking for connection. Hokey system all around seems antiquated compared to Comcast. Their remotes suck. Wireless speed is good.</p>
<p>1) Adhere to your "Best in Class" motto with a service guarantee</p> <p>2) Respond to letters and emails regarding service complaints</p> <p>3) Manage your customer service in-bound calls in a timely manner (increase staff) to reduce on hold times.</p> <p>4) Announce service outages via text messages - use current technology</p>
<p>Better offering of channels with better prices</p> <p>Remotes are not the best.</p> <p>Pricing</p>
<p>Internet connection stability and lower wait times to speak with a representative. Also I was never given a channel line up and I'm not even sure which channels I receive. I'm only able to know by searching the guide, selecting a program if it comes on I get that channel, otherwise I get a message stating my subscription doesn't include that channel. I think their service is way over priced for what I do receive.</p>
<p>More transparency in the pricing.</p> <p>Public access to tiers and associated costs on their web site.</p> <p>Not be the ONLY provider since competition would make them more customer friendly.</p>

They are SO MUCH BETTER than Consolidated/Fairpoint, we are just so happy.
We get faster bandwidth for about the same price that Consolidated was charging.
Consolidated was constantly going out and calling was always a trip to support hell.
1) Upgrade the machinery in town so that upload speed is MUCH higher. My average upload speed is 5mbps or less. This is not enough for live communication to be reliable. I had to go back to land lines because of this
2) As for download speed, it varies between 12 and 80. When the demand in town grows, that is not an excuse for service to drop. Get faster supply and return lines to be able to handle the demand. Now that school is remote, the entire system is bogged down and not able to handle the traffic. Upgrade the hardware to handle the flow.
3) Get redundancy in the system. We lose connection frequently.
Hire more people for tech support so wait times are reduced.
Offer a call back service which allows you not to have to wait on hold for a long time
Hire more (numbers) qualified tech people so that the home tech support is more reliable.
The price is too high for the only option in town. Their should be more choices from other carriers then their would not be such price gouging. My rate went up this summer and I was never notified. As a long time customer, I should also be allowed lower prices like new services.
1) network needs to have more redundancy to prevent 12 hour regional internet outages.
2) capacity should be sufficient to prevent over loaded network.
3) local outage graphs should be available to public to view so customers will be able to point the problem to Atlantic Broadband when they're the source of the internet access problems customers are experiencing. ( I don't want to need to call, I want to look on a website using my phone and see the service is down.)
I would like fiber optic options, like TDS or Spectrum.
Provide reliable service
Provide the speed I pay for
Make it easier to speak to customer service/access my account online.
customer service, communication, and costs
1) service uptime guarantee with automatic credit for outages
2) reasonable prices (the \$70 I am paying for just internet without equipment rental or line protection does not seem reasonable to me)
3) consistent connection speed - besides actual outages my speed sometimes drops down into the dialup zone

Lower the rates
Get better internet speed
Get better with there customer service. This is top of the list item.
decrease the frequency of small increases in their monthly fees.
allow other cable cos. in Wolfeboro
Pretty expensive, no competition.
1. Better equipment
2. Consistent speeds
3. Better outage communication
Pricing is outrageous. Each month different taxes and fees keep getting charged. In September 257 in November it was 267 then in December 269.50. Highway robbery and they are getting away with it with awful customer service. Need more competition than one provider
Promptly pick up phone, hour long hold times unacceptable.
Provide better communications of outages, like Eversource who pushes text messages of outage, estimated time to repair, and confirmation when restored.
Fix intermittent connection drop issue!
Affordable service, I have to pay high price for internet just so that my kids can do online learning. Plus they just went up on their costs.
I am on seasonal hold now. However, update on the poles and wires is necessary. One positive to share...the technicians working in the field are good and want to fix things. New good supervision!!!!
Programming and content is poor.
We need to recompense the contract. Open up to other companies. Get rid of price increases every three or so months!!!!!!
Committee members are free to contact me via mail.
Reduced pricing for seniors and veterans; option to buy equipment rather than rent it; options to pick and choose stations we want to watch since the fees are so high for what we get.
For \$84 per month for internet only they should provide their fastest service not their slowest. Maybe Wolfeboro can find another more reasonably priced cable provider.
1. multiple channels display the same shows.
2. I don't like or want tevo, yet I MUST have it or I can't have the package I like. I am paying for it, don't like it, don't want it. ??
3. Improve customer support

They should include more channels with the basic package and improve on other choices...they nickel and dime you but other than that I am OK with them.
There service is good, repair seems knowledgeable.
They should alert customers if there is a problem with any of the lines that may impact service.
lower prices
cell phone capabilities (like spectrum)
Answer the bloody phone with a human
Better response to customer concerns.
The cable, internet and telephone charges are too high and go up frequently
1. Bandwidth too low
2. Allow us to pay ONLY for channels we want (tv part of cable is too expensive).
3. Provide credit for outages that are more than a few hours ( currently they provide nothing).
Almost impossible to reach a human about cust service issues. Automated phone system is a mess. But once reach a human they are good to work with.
Pricing, sluggish internet connectivity, and sporadic / intermittent cable TV reception.
N.B. It was repeatedly represented when Metrocast was taken over that, because of the greater efficiencies and economies of scale with the larger organization, the high prices we had been paying previously would be "coming down." Fat Chance.....experience has proven the exact opposite to be the case.
P.S. Adding insult to injury, I count 11 separate line item "Fees, Taxes, and Surcharges" totaling \$40.67 on my monthly bill of OVER \$300!!!
Cost of service
Speed
Cost of service
Just one request...Provide a reliable way to contact to ABB to address issues with our service and then juts address the issue. Answer your phone, support call-back when you are busy, and respond to messages sent via you web site. Based on how bad ABB current is at customer support, I think the only way to make this happen in Wolfeboro is to force competition (unless you have real leverage with the cable service agreement). We were originally Metrocast customers and we never had issues contacting service.
1. Reopen an office to service this area. I reach Pennsylvania or Florida offices when I call.
2. Retrain their technicians to perform quality service for the premium service price we pay.
3. Update the technology of their equipment to the standard that neighboring states enjoy with Comcast.

I am paying for turbo HSD. Then, I should be getting it.
Lower the price or if there is an improvement, keep the price the same.
Each customer receives a survey after each encounter. Each survey is addressed.
get competition in Wolfeboro!
Maintain constant transmission speeds
Speed, cost, service.
Price
Price
Price
1. Access to customer service must be improved.
2. Offer a way for customers to access ABB customer service on the Internet (chat, message)
3. Enforce Covid-19 protocols with the repair/installation service people (masks, etc.)
Less outages
Better communication when there is an outage (i.e. direct to customers rather than trying to find out online)
!. Lower costs.
2. How they bundle TV services, would prefer ala carte for channels
I would love to have a fiber connection in which I could get higher internet speeds. I also would be interested in knowing the overall reliability. My significant other and I work from home and our internet seems to totally drop off at least once a day. Not mad at them, I recognize we are a rural community and we are heavy data users between the video calls, streaming video, etc.
Reliability
Cost
Infrastructure
No comment.
1) Problem with internet outages.
2) Speed of internet.
3) High cost for poor service.
1. Continuous sporadic service outages, very frustrating
Wi-Fi calling is weak, doesn't work reliably even when in sight of the modem/router. Their attempts to fix it haven't been successful long term.
Speed of internet. Everything else is fine, but the 100mbps is archaic!! Get us up to 1g at LEAST.
Price, price, price
May switch to streaming for tv unless they do better

<p>1. Pricing policy and charging for channel access in which I have NO interest because it is part of a 'high value' bundle.</p> <p>2. Attending to service and repair issues more consistently and more commensurate with the \$\$\$ they're charging me.</p> <p>3. NOT being SO difficult to speak to a live person.</p>
<p>Better pricing options-not being locked in</p> <p>Actual rates shown on website, not forcing customers to call</p> <p>More reliable service, it drops out frequently and it hardly ever achieves the speed I'm paying for</p> <p>Internet: too many outages. Poor info on outages, resolution times.</p> <p>Cable: the cable service is atrocious. The UI they have on their equipment is from the 1990s. We have other services in other parts of the country and ABB is in the dark ages.</p> <p>Provide a direct contact with service</p>
<p>Prices seem a bit high</p> <p>Internet is not always a good connection</p> <p>Easier ability to contact via website</p> <p>We have never gotten the promised internet speed and the latency of the connection is ridiculously long. I pay \$150/month for less than half the services (and speed) I could get in Boston for half that price.</p> <p>I'm particularly upset at the fact they don't post their prices. They want to sell packages of services and one can't tell how individual services affect the overall package cost. Even in a voice-to-voice discussion with them, they want to talk about "the offers available in your area right now." Their pricing is clearly dynamic, which is ridiculous. Just give me a menu and I'll tell you what I want.</p> <p>I would switch to another service instantly if it were available.</p> <p>Cost is higher than competitive services.</p> <p>Note: We have been customers of ABB and its predecessors for as long as they have been around. We dropped their service recently because we will be away for an extended period.</p> <p>We have Xfinity with Comcast at our home in Colorado. It offers far more options, is much easier to use, and is cheaper. If the Town ever has an opportunity to consider Comcast (Xfinity) they should explore this service. It is superior.</p> <p>pricing</p>



<p>1. Fix infrastructure issues (Nodes that are old and cant provide required signal; connections that are newer and can handle the signals).</p> <p>2. Provide local techs rather than having to wait till someone form NY or PA get here.</p> <p>3. Pricing is ridiculous (I pay 225/mo for Cable TV and 100MB internet), yet they have disabled my upstairs cable connections and have never provided anywhere near the 100MB internet service I purchase. They are basically gouging our residents.</p>
<p>1. Customer service response times</p> <p>2. Cost of service</p> <p>Isn't it time to have some competition?</p> <p>Pricing for services delivered is usury. Need to add additional phone support to reduce call wait times. Train the CSR's in people skills. I realize that many people that call are nasty, but your CSR's should try to diffuse the situation, not make it worse. They end up treating all customers badly before they even know if the call is going to turn nasty.</p> <p>Cost Cost Cost</p>
<p>1 Better selection of channels</p> <p>2 Better price. I pay much less in my other home with many more channels.</p> <p>3. Competition in the area would result in fairer pricing!! No one likes to hear about price but companies wrongly take advantage of a monopoly when the can. Corporate pricing with a conscience</p>
<p>faster response time when calling customer service.</p> <p>Develop a usable phone app similar to Spectrum</p> <p>Not force clients to rent their own equipment and allow them to use third party gear and be able to service basic questions.</p> <p>1. Price seems very high for service I am getting.</p> <p>2. Would like more products in the basic cable service.</p> <p>3. Would like more choices in what products are available in bundles; it seems like I have to accept products I will never us in order to receive the products (TV channels) I would like.</p> <p>Who cares, they have a monopoly in Wolfeboro. There are no alternatives. I want to choose. That should be the town's priority. I want Comcast. You get it!?</p>
<p>High cost of service</p> <p>More knowledgable technicians</p> <p>More rapid service</p>

I've had Comcast service for years and their systems are far superior. Here's where ABB needs to improve:

1. Update the website so that we can get simple tasks done online. There is no need for me to sit on hold to do a simple connect/disconnect.
2. The guide to what's on TV is terrible. The remote is too.
3. Publish a clear policy for seasonal customers so we understand how it works. There is no info on the current website.

Can we please get Comcast???

Reliability

Speed

Answer your phone, lower your prices, don't push smart boxes.

1. Better price
2. More service "parking" options
3. Include the amount owed and due date when notifying customers that a bill is due. Their website is not user friendly!

Internet upload/download speeds (friends in Brookfield get much faster speeds STANDARD)

Frequent dropouts (usually short in duration, though sometimes hours)

Rates are high

Update the entire system at the poles so as to no longer have these ongoing problems the whole town experiences.

Upgrade its equipment to prevent outages and improve speeds, hire more customer service reps to reduce wait times, and offer notification options to advise us of service outages.

More rate transparency.

Introductory pricing all the time.

Communicate potential rate and pricing changes in advance of billing.

No charge for satellite boxes (those TV with a dvd or control main box. (what ever they're called

Give us local TV channels and sports channel packages. Now paying for channels never use.

Senior discounts (cost are out of control and no one cares.) Internet today is a need period.

-Cost. Escalates mysteriously. Too much money for average service.

- Long waits for help

- share service issues and be sure customer service people know what's going on.

1.) Improve speed/capacity (reduce throttling), 2.) Allow us to access Rochester service center and not just Belmont, and 3.) Reduce frequency of outages (maybe trim some damn trees)

Call center
Outages
Pricing
I feel we need to look at other cable options
Like Other companies like TDS like Alton has available we should have more than just one option
Cost (many increases in past 3 years totaling 20%).
Ability to find current packages online (we are current customer).
Reliability and consistency of service.
internet outages, quicker response when called
better service/coverage
shorter wait times when calling about outages
better pricing
Cost, customer service and reliability
Cost!
1.Very expensive
2. Since ABB took over much worse customer service. Can't reach a person.
3. Absurd that I have to pay \$5 PER month to get a printed bill.
Cost, consistency
On hold way too long.
Inadequate response to set up failure.
Not compensating/rebating for days without service .
An app to live stream - using their website is poor quality.
Reasonably prices bundles for existing customers.
Improve infrastructure and dated equipment.
I would like them to offer me the same price available to non-Wolfeboro customers.
Making sure we are receiving what we are paying for-internet speed. Check why there is poor phone service in our area for landlines. We are always 'breaking up' and have to stay in one spot while talking on the phone.

1. Reduce price for current customers. New customers get such all the deals. Appreciate the customers you have and keep costs low for them.
2. Reduce wait times for calling customer service.
3. It's important to have customer service representatives that can be understood. Often times I have called and gotten someone that does not speak English clearly. It can become. Frustrating situation when propel can't communicate to solve a problem.
PRICE, PRICE, constant internet service. Its slow at times
Constantly have to reset router. Frequent outages.
Customer service Outages Cost
Internet strength. Prices are too high. Too many hidden fees.
Technology glitches
Better customer support hotline
More internal hired techs vs outsourced. The internal tech fixed first time
Basic cable is worse than the TV selections we had in the 60's!
More timely response to phone calls
Text messaging or posting outage status on web so we aren't wondering when we will be back online
Better consistent service
Better pricing
Better customer service
1. Customer service in general (knowledge of equipment, attitude, friendliness, availability for timely answers).
2. We feel the price is high to start, but for it to keep going up is cause for attempts to look at other options!
3. Not sure if its tivo or ABB, but changing channels takes a long time to "load" each channel, sometimes more than a minute! Can't just "flip" through channels anymore, you need to look at the guide. oh...is there anyway the Wolfeboro channels could be included in the channel guide (at least channels 25 & 26)?
Improved performance, better communication when there is an outage including a outage map.
I'm a new customer. So far, service has been very satisfactory
BRING THE PRICE DOWN!!!
Get consistent service with reliable data speeds at a good price.
Log of money for monthly TV service, have internet with Consolidated
Cost cost and cost

I would like to have more reliable internet for the rates we pay. I would also prefer not to be on hold for over an hour for a representative. The tech guys that come out end up on the phone and in your home for far too long.
Make better speeds
Make their signals not disappear with bad weather
Literally any of them it's the worst internet I've ever had
Very poor internet
Reduction of the cost of their service
Wait times when calling for service; detailed billing for "fees and other charges", costs that are more in line with what other cable providers charge in other nearby communities.
Update infrastructure immediately.
Answer phones promptly
We should have a choice, even if it's just one other provider. Competition allows customers better service. Not with the high monthly charge for services received. New ways to circumvent cable companies are coming out all the time.
1. Cost is outrageous! All towns around us have competition and you can get basic internet for \$15.99+ tax. It is the same service ABB gives and Spectrum provides customer service.
2. Customer Service - It is terrible.
3. Monopoly with Wolfeboro - They provide so little services to the town while charging us extortionate amounts and locking us into a long-term contract with no choices.
To be able to reach a tech support when I need it.
To be told when there are outages .
Not have to buy program packages to get specific programs
Better service on & off when put on winter vacation
More package options
More competitive pricing for existing customers
Customer service/communications
The unbelievably high prices
More reliable internet
Not making their longstanding customers pay 3x what a new customer can pay for services.
Better wifi, less ridiculous outages with the excuse that their junction box or whatever caught on fire (that is their reason EVERY SINGLE TIME)
Move over, and let us have Comcast. It's time. So much tv content and high speed internet is available to everyone else, and we're kept from it because of an exclusive agreement with Atlantic broadband. Please let us have a choice.

Create network redundancy
Minimize service interruptions
Increase speeds
cost, customer service
Better programs and stop price hikes
update the lines so we get reception, equipment at poles is in poor to unusable shape...look at service boots, trim the branches and trees away from lines and they will have less fire interruptions, automatically issue credit, they know when we loose service and when we get it back-we should not have to chase them!
Internet speed.
Internet speed.
Internet speed.
The price you pay for what you get is disgustingly high. And we don't even have them for internet - just cable - because those rates are even worse. With the exclusivity contract with the town, they can charge us whatever they want and keep raising the price. My bill went up \$15 for no reason last month. I'm now paying nearly \$150/month for expanded basic (yes, you read that right - we don't even have a DVR) for 3 tvs in my home. Only cable; no internet in that price. And I've been a customer for 15 years. So ready to cut the cord and never look back.
Signal to trigger alert light when there is a message or messages on our phone!
Better pricing, reliable signal, reliable signal
Actually answer the phone.
Stop slowly raising the prices.
Follow up on their internet contacts.
Price, reliable
Price is too high, they are the only option and they know it so they price gouge
Service is lost a lot
Train the service people better, it's hard to charge the prices when they can't service the customers
Price
Customer service
Price is ridiculous
I would like to be able to purchase services a la cartel
Faster response to service issues
None currently.
Customer service and overpriced service in comparison to other cable companies in the area.
Their internet is faster than Brookline NH!!
Bring in competition so maybe you'll provide real service

Please increase the band width of the internet service.
Pricing
Quality
Customer service
a la carte offerings. There are too many channels that I have no interest in and that I do not want to pay for. I only watch 5% of channels provided in my package and to get the channels I want I need to get a larger package.
Need better coverage in my house
Excessive cost of internet service.
Timely notice of outages
Helpful and easy to contact customer service
Notice of extra billing charges prior to bill in order to confirm extra charges
1. Wait times on Atlantic Broadband's phone help line; 2. See #1; and 3. See #1.
Otherwise, service is very good.
More choices for such high priced service!
Revamp customer service. Reduce cost to be competitive with Comcast and Verizon. Have a recording if there is a widespread outage with regular updates so consumer doesn't wait for hours on hold to learn there is a widespread outage
1. Stronger and faster internet signal.  2. Make telephone inquiries easier and faster by reducing the amount of time waiting for a customer service rep.  3. Make access to customer service representative easier by reducing the number of menu options before being allowed to select "talk to a human."
Service drops out regularly during rainstorms
Previous modems not reliable, dropped service daily after 6+ months of service (only had recent modem a short time, still working fine)
Occasional waiting for data buffering while streaming video
Speed
Customer wait time
Price

24/7 Customer Service line.
Customer Service clerks who are knowledgeable about the area.
Some of their hardware is not the best.
Stop charging extra for every conceivable thing.
Ramp up the wire to the neighborhood to support the increased number of users. It is slow.
Stop assuming that the problem is in the house every time we call, as it has always proven to be outside somewhere and you eventually find it and fix it.
Provide the service that I agreed to pay for and ABB agreed to deliver.
Shorter wait times, Internet speed and cost effectiveness
PRICE. No competition in our area. Monopoly. Unfair.
Possibly but don't try to reach them in a hurry!!
LOWER PRICES - better service all around - actual service and customer service - we pay for channels that we don't even watch - maybe an ala carte menu -
1) Strengthen infrastructure: No one event (ie, car accident) many towns away should cause outages [sometimes for days] for multiple towns/an entire geographic region, especially when no natural disaster or weather event caused outage.
2) Allow customers to change service plans via their account login as opposed to making customers wait on hold on the phone to inquire about pricing/changing of plans.
3) Send customers text message updates about local outages since not all of us have strong enough cell service at home to be able to access cell data to inquire about the status of an outage. And the cell messages should be determined by the service address, not by one's cell phone number [I happen to have an out of state number but have lived in NH for almost 20 years and in Wolfeboro for ~13 years].
Better and faster response time , better choice of programming and lower cost !!
Price, price, and price. Also, there should be options for us to choose which channels we want, and not pay for what we don't want.
more variance in the charges available; lower cost on channels not used; not competitive with other carriers
1. A less expensive competitor 2. Consistency with reception on Internet, phone and TV
We don't have outages in that the whole system is down for hours/days(fairly rare) but we do often have our internet kick out and we have to reboot the system. I think this year with the pandemic and more people using their Wolfeboro homes more often or just in their homes more, the service has been slow and more erratic. Like to see that addressed, but more than likely it won't be.
Price...call center wait times. Also I don't have internet just TV and phone and it's \$250 a month. Don't even have high definition stuff or recorder.
Managing to connect with a human on the phone was frustrating and time consuming, though the people were pleasant and helpful once I finally did.



<p>1) They seem to have large outages when a distant power line is damaged in an accident or storm; perhaps there should be more redundancy so signals can be routed in other ways when a line is damaged?</p> <p>2) We upgraded to Verizon Fios in Boston this summer -- the speed and strength of the signal is amazing. An upgrade to fiber would be a big step forward for Wolfeboro.</p>
<p>None. What I would like is to have other cable options up on Beach Pond Road and in Wolfeboro in general. The service has taken a steep dive since ABB took over Metrocast. And I do not appreciate speaking to someone in Pennsylvania about my service problems here in New Hampshire. We need a more local option.</p>
<p>I pay \$180.00 per month and I only have access to 22 channels with is ridiculous.</p>
<p>Also I don't have access to HD signals.</p>
<p>1. Frequent interruptions and short term internet outages (especially Sunday mornings)</p>
<p>2. Often very slow internet</p>
<p>I live pretty far from the road and the signal strength slows down by the time it gets to my house. I would like them to install a signal booster to keep the signal strong.</p>
<p>1. FIND A WAY TO UNBUNDLE CHANNELS IN ORDER TO NOT HAVE TO PAY FOR CHANNELS NOT WANTED.</p>
<p>2. MAKE IT POSSIBLE TO BUY, RATHER THAN PAY MONTHLY RENT FOR DTA'S, BOOSTERS, AND MODEMS.</p>
<p>3. BRING FIBER OPTIC LINES ALL THE WAY INTO THE HOUSE TO INCREASE INTERNET SPEEDS.</p>
<p>The speed and coverage issues I have with internet. Half the time the devices cut out and things load very slowly.</p>
<p>The biggest issue I have is cost. Internet is very expensive and what you get for basis is too expensive also. There is only a very limited number of worthwhile channels to watch, the others are junk. I discontinued my TV instead of putting it on vacation because of the time issues from last year. When I return in the spring I will probably not reinstall it and just watch Netflix &amp; Amazon. No complaint about there service.</p>
<p>An online outage map or better updates on Facebook when there are issues; otherwise, given that they are the only option (excluding satellite service) in Wolfeboro, I'm satisfied with their service.</p>
<p>Justify your value of services and the level of quality of the service for what you charge.</p>
<p>Provide SLA guarantees for both cable and internet, and credits if you don't provide the level of service that the customer is paying for.</p>
<p>Your price is high compared to the value and the quality that is offered.</p>

Cost for the basic service (20Mbps) is ridiculous - and it typically doesn't even get to 20Mbps! My son in NJ pays \$33.49 for 100Mbps in a rural setting similar to Wolfeboro.

Make the web site user friendly. It is essentially impossible to see what service one is signed up for. Of course, in fairness to them, every ISP is the same in this respect.

The one thing that they do do right is the cost for off-season minimal service is exceptional! Please don't change that!

1.) Improve their account online self-servicing functionality.

2.) Continuously advise existing/longterm customers of better deals/packages (not just up-selling, but an improved package of better, faster and broader services).

3.) Improve their telephone support function ... the wait times they force upon their customers is inexcusable!

4.) Pare down the number of Infomercial channels on their TV package.

Cost

Internet speed

product

More affordable packages for seasonal customers

Policy on changing names on accounts

Shorter wait times on phone with customer support

LISTEN to your customers

Prices, outages, and customer services need MAJOR improvements. I'd rather break the contract completely and get a new provider.

Better Customer Service, Better choices of stations

Price

1. Being able to change your program when you want to.

2. Better customer service.

3. Faster internet.

I would like Wolfeboro to address this by getting a different supplier. At this point any service other than ABB please.

1 Band width at end or near end of service lines.
2 Do something about the horrible service and lack of being able to get an answer instead of an auto voice refer to a no answering person. They need to get sufficient people to handle their business.
3. based on my experience I don't think they are a business that is ready to do the things needed to be successful until they show their potential clients that they can be competitive in the markets they cover. I think the problem is they tied to expand too fast and have proven they are not ready to be highly desired business in the competitive market yet.
How about an internet and phone package? You are forced to subscribe to packages to get the handful of channels you actually watch. With out just an internet and phone package streaming alternatives to cable not cost effective.
Way too expensive
Their rates!!!!
Reduce the long wait and hold times to get to a customer service rep.
Improve the reliability of the network to reduce outages related to weather in the winter and also storms year round.
Offer existing customers better deals and be proactive with existing customers to match the best service deals with their usage.
Upgrade equipment
More phone employees
Faster repair visits
For the price, Basic offerings are absolutely terrible (No competition!!!)... content is duplicate and poor.
Optional packages are far to expensive for what is offered
If we MUST have this provider... let the consumer have the ability to build their own packages.
No competition is not good for consumers...Why can we not get competitive offerings? ...Long term commitment to one provider/supplier is a terrible business decision and ONLY the provider (ABB) benefits!
Consistent speed. Repair the connection from street to our house.
Get enough people to be able to give a service level other than an automated phone answering.
They have repeatedly said they were having problems because eve thing is handled by automated answering,
Get the service problems resolved. As I have said this is the worst company for the type of service I have ever had,
We experience frequent daily internet outages during peak internet use hours.

Upgrade the lines in my area because the weather effects my service.
Considering what we are charged per month for 'up to' certain speeds that we aren't guaranteed you could at least provide a consistent product
I would like to be able to choose who I want. More competition better for the costumer.
Price
Consistent service
Faster Internet
Options to get more bandwidth at a higher price -- clearly explained.
Better information regarding outages
#1 PRICE
#2 Answering calls
They should allow other cable providers to cover Wolfeboro someone like spectrum maybe then they will get their act together.
Pricing. There are savings for new customers but there are no benefits for long term customers.
Competition. I'm sure this isn't something you want to hear but it would benefit us.
Customer service. Try to work on wait times for calls.
Quicker customer service
Fewer outages
Customer service
More reliable service/fewer outages
Better followup on calls to support
Better onsite technician communication
Decreased charges
Billing
Internet
Outages
Less outages and more channels available for there basic package
Pricing is outrageous. Almost \$100 for internet only.
Price, better value for the package price
Spotty internet. Most of us are working from home and can't afford outages 4-6 times a week
_ Better notification and status coordination with support personnel during outages
_ Provide mechanism for customer to access details regarding outage status rather than viewing standard messages and testing by rebooting modem, etc.
Better customer service.

Customer service. Would also like the town to consider other providers that offer lower prices.
More reliable service and equipment
Programming.. You have to have showtime package (which I don't even watch) in order to get certain channels such as Investigate ID.. Why are they packaged together?
1.POOR Customer Service--Error on their part that now is requiring the return of equipment that we were told was obsolete and not to return--we now will face fees and charges for non-equipment return.
2.Expensive service on internet that is unreliable and took other equipment that we had to purchase to make it work correctly.
3.POOR Customer Service--wait times on telephone to reach a representative in excess of 1-2 hours.
Ours is very slow and because our television is dependent on the internet we often have slow or interrupted service
Bring cable service down Warren Sands Rd
Facilitate moving existing telephone poles on Warren Sands Rd lakeshore residents' properties to the far side of Warren Sands Rd (away from Lake Wentworth)
Just keep the service on.
1. Provide better seasonal service rates.
Improve telephone response time.
Reduce the frequency and length of time for wide area outages.
Have a disaster recovery plan (back-up lines) in place to reduce the length of wide area outages.
Do your job, care about your customers and give reliable service. And, reduce your price for the poor service you give. Verizon and ComCast are a lot less money.
Cables along the road need repair, Hanging down off carrier wire
Training on remote options during install was inadequate (rushed)
Lower cost tv package for those that only like news stations.
better internet speed consistency
senior discounts
Service costs relative to other providers for equivalent services.
Encryption rentals.
Replacement of rental equipment.

Much like other cable service companies, ABB is terribly overpriced and not a good value. But, the only game in town. In light of the pricing level, the company should be able to offer far better responsiveness to its customer base. (It was the same situation pre COVID-19.) Need more employees to respond to the predicted demand.

The second suggestion appeals to the cable regulatory system. Wherever and whenever there is a complete monopoly, with any type of business, the customer takes it in the shorts and is forced to pay too much for too little of value. Cable companies will only ever provide a reasonable value at a reasonable price once there is a direct competitor within the same community. How do we go about fixing that?

Limited upload speed. I'm paying for 1Gb download and 50Mb upload. 50Mb upload is pretty slow. I have another home in PA and I have a synchronous 1Gb down / 1Gb up connection for less money per month than I pay ABB.

There doesn't appear to be any progress on fiber installation in the area.

Completely cover the ENTIRE AREA reliably with high speed internet access.

Customer cost - Ala cart options vs present offerings - cost.

Cost is extraordinarily high. We are looking into alternatives.

more customer service representatives and it would be nice if the cost was less

While monopolies may "work" in communist countries, competition at the core of capitalism will solve many problems. The Town needs to open up the marketplace to give citizens a choice of providers. In that way, perhaps ABB will be more willing to improve its product and provide a better customer service experience. If not, then its business will suffer. It is time for Wolfeboro to end the internet service provider monopoly that has been granted to ABB!

1) service

2) pricing

3) need for competition. Multiple vendors give customers the best choices !!!

\$306 monthly for TV and internet is crazy! We need options. Pricing would come down, and service would improve with competition.

When you record a program, when playing it after recording, it freezes often.

The prices charged are outrageous

Seasonal service

1. frequent wifi droppings

2 really expensive

3. timely facebook updates with outages

aybe a more timely resolution to service interruptions? And there are times when my highspped internet connection seems to be anything but. I also only subscribe to their "Limited" programming package because it's (barely) affordable at best and, even then, the available channel line-up leaves a lot to be desired. Many more channels/networks/programs that I would watch on their "Value" programming package, however I feel this option is WAY too costly for this newly retired viewer.

The price, strong signal, loose it often,

1. Cost - package options without long term contracts

2. Reliability - internet goes down too often

3. Customer service (really number one) - someone local to answer phone!!!!

Account accessibility, exorbitant cost of service.

Website: as a customer I should be able to do more to my account on the website if they don't have the staff to answer the phone.

Stable and Faster internet. (Don't use them for phone)

Pricing. They have no competition in Wolfeboro so they an charge what they want.

For an experienced tech like I am, I would like better access to 2nd level support.

Pricing, pricing, pricing

Better customer service when outages occur. They seem to post about them on Facebook but if I don't have internet, I can't get to Facebook to see what they are saying. My WiFi goes out at the same time

I should not have to wait 20+ minutes to talk to some someone if their is an outage. When you call and there is an outage, it should be the first thing you hear. It should be constantly updated.

Everything.

Lower monthly Price

Their longer outages (days)in the past seem to indicate single point of failure. TCP is a routable protocol and there is no technological reason why the network couldn't be made more robust and able to survive single or even multiple disruptions. ABB doesn't reimburse for lost service. If it cost them 1/30 of a month's revenue for a lost day, they would have incentive to invest in making their network more robust.

Video and phone are end-game business for them, which is why Metrocast sold out, much as Verizon dumped the phone business. We should not expect ABB to do anything more than milk those customers and try to increase the price while lowering their cost of internet. Internet is the whole ball-game. The town should consider renaming this committee to something like the "communications infrastructure" committee, and look into the potential to build a fiber network in town, after all, we own the poles and can do anything we want with them. With ABB, the situation will only get worse and we will have no control over our destiny if it doesn't align with their profitability.

The strength of signal varies as the day goes on.... it needs to be consistent

When a line goes down in Belmont....we loose service

The price is aggressive.

Internet speed and connection issues
Better access to requesting service
<p>- HONESTY FROM SALESPERSONS regarding what system capabilities are. The product is not perfect for every company and should not be forced into an environment where it will not work successfully, regardless of whether the sales person needs to reach their sales goal for the month. Properly set expectations go a long way towards good customer satisfaction.</p> <p>- BETTER ATTITUDE FROM SERVICE TECHNICIANS (If everything worked like it should, you wouldn't have a job. Don't bitch about it when you get here and don't act condescending.)</p> <p>- COST:VALUE. Paying 'less' isn't helpful if you lose time and money trying to work with a flawed system. The loss of business and customer satisfaction due to problematic phone connectivity has cost us much more than any savings we potentially could have over the span of the contract.</p>
They should implement chat over their website
Call back capability when there are long wait times in their call centers
Something seems to be going on on Forest Road that causes problems. Their truck is very often across the street from me.
Pricing is high for programming received. We would prefer not to pay for channels we never watch. Everything is a bundle.
Not so many outages but it seems like service speed fluctuates occasionally. I have no data or way to measure however.
-Better pricing
-More channel availability for basic cable subscribers
-Providing the same promotions to existing customers that they will extend to new customers
Lower price. Allow for self-service installations. Provide better channel packages (more PBS stations).
1. Pricing; 2. Outage status notifications during entire period of outage.
Reliability, customer service and fees
Quality, consistency of wifi and equipment.
I would like to be able to get wifi in my garage and around my house
the Price is too much, there should be a discount for the disable and those over 65, especially if we are year round residents.
Try to keep the price as low as possible.
Keep up with the good service you provide
Add more programing choices.
continual outages, lag for internet schooling. price
Wish the price for the service was less



Staffing issues (to reduce long hold times) Proactively notify customers when an outage occurs (if they already do this, I don't know about it)
At this point, and for our service, which is limited to high-speed internet for work-from-home, there is nothing that ABB would need to address. We are very satisfied with their service, and find the cost to be within reason.
1. Keep prices under control. In our particular case we should get a credit for part of the expense it cost us to extend the cable to our house.
2. Integrate on-demand movies into a TIVO DVR that is owned by the customer (purchased from TIVO). We have been told the only way to get on-demand movies is to rent a TIVO DVR from them. This doesn't seem fair.
3. Stop raising prices--sometimes twice per year.
4. Its not like there is another choice for high speed internet.
price/service/updated equipment
Cost, cost & cost.
Less frequent outages. Better audio quality on the landline telephone. Better internet speed.
1. Faster WiFi
2. Better pricing
3. \$20 shutoff rule
Lower the price
Lower the price please.
Lower pricing for higher speed service.
Competent service techs
Shorter wait time on phone for connection to representatives on phone calls.
Lower pricing and keep it low. New customers get preferred lower pricing and regular customers get screwed with increase pricing.
Better connection to local issues so the customer isn't kept hanging
when their is an outage, at least an email to notify people would be helpful
Internet speed
Outages (which last very briefly, but occur sporadically
Price
Stop having outages ALL the time especially since my wife has to work from home and the internet always goes out.
The price is ridiculous for mediocre service at best.
Fix their "fiber" lines. They always use accidents as an excuse or a random fire destroying their lines.

On par service packages for previous Metrocast customers.
Improved access to live support.
Lower fees for service provided.
<p>You asked me if I'd recommend ABB to a friend, and I answered 'no', because honestly, they're our only option... so if a friend asked, I'd have to recommend them, but if we had an option, my hunch is that they'd either improve their services or I'd recommend the other option. This is what they should fix:</p> <p>1) they shouldn't "force" people to use their modems. In our case, it's cheaper for us to have Phone + Internet service, even though we don't want phone service. So that then requires that we use their modem. If they priced logically, then we should be able to have Internet-only for less, and we could then use our own modem</p> <p>2) their actual speeds should equal their advertised speeds. We pay increased \$ for the 250MB download speed, but we almost never get that speed. We DO get much faster speed than what were previously paying... but if they say 250MB then they should be within 90+% of that!</p> <p>3) Quicker response time on customer service calls. Honestly, the people I speak with are knowledgeable and helpful... but I always have to wait on hold for a long time, and that leads people to just put up with the problems rather than getting them fixed.</p>
Price - more affordable
More Reliable
Higher speed
Improve capacity for Internet
Service slows down in the summer when the population increases.
Customer service response - the hold time is unacceptable
Better reliability - service shouldn't be interrupted unless there is a storm/big issue
Not impressed. We have TDS Telecom in southern nh in the winter months and the service is extremely reliable and I might wait (at the most) 5 minutes to speak to a service person.
Timely customer service support-meaning no one should be put on hold for hours.
Outages-many people work from home and the regular outages is a huge issue but particularly those that work from home. Plus with kids working remotely that's an issue. They have to figure out why they have them regularly and fix this. I lived in Sanbornton prior to moving here and had ABB there. I never had an issue with outages.
The aforementioned traffic issues that appear intermittently a few times a month.
Unsure of state of other services, but comparison to competing services appreciated.
Reliability and cost. There seem to be several times a month with short term outages. I also feel that the system slows down at times. No specific time of day.

1) Better pricing
2) Local communication(I do not want to speak to someone on the other side of the country)
3) Better communication during outages(update every hour)
Quality of programing versus the price. I am paying for a lot of programing I never use. EX: sports channel
senior discounts would be a nice incentive
-Online bill payment process could be simplified.
-Ability to confirm installation appointments, online / via email.
Dedicated customer service line
When the contract is renewed which gives them a monopoly in the town mandate that they run a cable to each house with no cost.
If this is the case I would cancel Hughesnet and direct TV and go with Atlantic
Ability to actually reach customer service
Less WiFi speed fluctuation
I have no difficulty with ABB; however, based on friends' comments - I think quicker contact with ABB when needed and better notice when outages occur!
I have cable connection in three different locations. ABB is way overpriced compared to the other two.
Lower costs.
I'm not sure how to access timely information about outages, beyond calling customer service.
improved service response time
improve service reliability
stronger internet signal
Pricing, improve customer support and pricing
Reduce prices
More discount options - especially seniors
Explain levels of service and allow a la carte substitutions
changes
1) expensive
2) appreciate all the 'local' TV stations in NH, ME, MA

lower cost
wait time for customer service
option to pay for what you use
(Thanks!)
Access to customer service
Discount for Veterans
would like better cell reception
Cost, service and call back. And when you set a payment up they still shut service off because they said the 2 systems don't communicate
Consistency, phone availability + price.
(If I had another option, I would change cable companies!)
Overall, I AM FED UP!
Are there really options??
1) option to be called back, instead of holding on line
(I only have internet. Dropped phone & cable as it was too expensive.)
lower the cost
This company is horrible
lower prices/better quality service
wider dependable broadband service for wifi when zooming
1) Price!
2) option packaging!
3) Price!
Lower pricing! Replace cable box in a timely basis - I have to continue turn off by removal cable connection - wait 1-2 minutes & then reinstall to get connection
1. Price
2. Price
3. Price
Currently there is no other competition. I'd like to see more competition from other providers to hopefully reduce the fees.
ability to deselect channels we do not use
Lower bills!!
Cost of cable TV too high
If you wish to pay online they make you stop receiving paper statements. This is wrong. Email bills get lost in a swamp of junk. Paper statements always arrive.

Price as though they have competition!
Easier way to find out if they are "down"
Quality of internet service - always in & out. They are our only choice out here. They were very prompt when our line went down in a storm.
Stop raising prices on fix rates, better hold time when calling, stop giving us hand-me-down boxes, Send a proper signal to our boxes so it doesn't short out at least once a month.
too expensive - equipment in the house - price goes up
monopoly -
town franchise fee-
They are raping the public!
Disconnect devices from internet
Long phone wait times
channel outages
improved internet
rental charge for old equipment
Let us pay for channels we use not all channels, a choice of more than one provider,
lower the prices
# of outages
stations that never come on -
I would like to be able to purchase the box they charge me for
1) Either hire phone operators or do call-backs
2) Disconnect basic TV (lousy array of channels) from Internet
3) If 2 not done, let customer know what channels he/she receive
1) why are we charged for 911?
2) your rates and price increases make it difficult for seniors on a fixed income
yes because we are on a promotional plan
1) a breakdown of their cost
2) what are the different packages offered?
3) how much to buy their equipment rather than rent?
Outrageous price increases!! Should be market competition introduced.
They are too expensive!

1) Simply answer the phone
2) make sure the customer has the latest equipment
3) don't raise the bill \$40 with no improvement in services
1. video on demand crashes about 50% of the time - need to start at beginning of program upon reboot
2. greater channel selection (even if there is a charge for these - e.g. sports channel)
Pricing, & sluggish internet connectivity, and sporadic, intermittent cable TV reception.
N.B. It was repeatedly referenced when Metrocast was taken over that, because of the greater efficiencies and economies of scale, the high prices we had been paying with Metrocast would be "coming down." Fat chance...experience has proven the exact opposite to be the case. PS. adding insult to injury, I count 11 separate line item "Fees, Taxes and Surcharges" totaling \$40.61 on my monthly bill of over \$300!!! We're [illegible] with this provider - our town desperately needs a viable alternative to ABB in order to provide market competition.
Less sports on regular channels 4-9 etc sports on sport channels only
Better broadband - no matter what you pay you will not get reliable hispeed broadband
Sorry the issue I have is the price is absurd, way too pricey. Increases frequently! way overpriced. As a senior citizen I feel they take advantage of their customers
very unhappy with service - frequent downs, poor channel selection packages
intermittent signal strength & speeds. consistent speeds - callback option to long hold times
I pay 134.31 for Spectrum in FL
I pay 234.14 for Atlantic in NH - ?for the same service
Easy access to customer service
This isn't the way to do a survey. Atlantic service stinks, on phone and email.
1) Prices go up almost every month!
2) Took off channels liked/less sports PLEASE
3) Need to add more channels and not pay extra for it
Price
Price, price, price -
It is much too high and higher than other plans (although we have only one choice)
ABB knows when there is a long outage. Why don't you automatically take the hours off our bill?
1) reaching customer service by phone is difficult and time consuming. They need more people answering the phone.
2) Billing system - only send late notices unless you request a monthly statement - if you go online to your account they stop statements by mail Frustrating!

We have had issues with outages in the past with ABB, not regularly though.
none
1) Better outage notification
2) Better outage statuses
3) Get rid of Court TV & bring back the station that had the old TV shows such as "Hazel." Was on #286
Eliminate channels "not auth" that actually tell us "This ch is interrupted..."
decrease cost
increase in selection
updating equipment
1. Price
2. Price
3. Price
too expensive
cut costs
Greater speed!
Cost!
Long wait time when calling
all programs are repeats over repeats - same stories - same movies - etc
call interruptions from incoming calls when you are already on the phone
On-demand content is substandard. Price is exorbitant compared to what other areas are paying. Options limited. They have never fully integrated metrocast into their systems. I still needed a metrocast email to access HBO MAX through ABB. My box is ancient.
It's the only choice we have - I'd like another option.
1. More consistent bandwidth. Over time they need to come and change capacity available on our street.
2. Better On Demand options.
3. Better TV Guide system.
1. seasonal service
2. security cameras
expense
customer service
better equipment

Price is important!!! Why are you avoiding it!! way too high!!!
-reduce costs
-price for value provided is upside down
-reduce executive pay structure - way too high
-invest in better customer service technology
Cost is way too high
no longer local access
When calling wait time is always too long.
We feel there should be competition instead of just one provider. That should lower price & give better service.
it is expensive.
-lower prices, more expensive than CT
price
clarity re bills, service
First the bogus High-speed Network Recovery Fee, which keeps increasing every year. Some states have sue or made it illegal to charge customers this fee. Wolfeboro or NH should look into this and stop the fee.
When there is a long outage, ABB should automatically adjust the bill to reflect this, with out customers having to call in for compensation.
Internet pricing should be affordable, increase costs each year with out much in the way of benefit is wrong, need bring in competition to Wolfeboro.
expense - in a condo, we are not allowed a dish, so have no options. ABB is much too expensive. Our daughter, son-on-law & 3 kids live in Franklin MA. They have a huge package & pay approx \$180/month. Our son-in-law says we are getting robbed!
Have better customer service availability.
Offer and explain packages - give more options (channels) with better pricing.
Be informed of outages and maybe give an extra day of programs free when there are long outages.
provide service to Keewaydin customers on the water! Now we have to rely on satellite!
Cable TV is a wasteland & is overpriced. Unfortunately there is no alternative here in the sticks. I would use an antenna if it worked!
Price, service



Better internet wireless connections
Discounts on bills when outages last more than one day
Internet speed options for customers
price
clear contact information
quick response
Is 5G available anywhere in Wolfeboro? Will 5G require new equipment?
-Terrible voice mail answering systems
-often small outages or dips in signal
-text notices to significant outages - usually have to go online to see issue
Price. Monthly fees keep escalating for same level of service.
pricing overall
Better choice if channels
Pricing
Price too high!
A la carte TV
Less expensive net access
We have only had the service for a few weeks
1) Improve their account online self-service functionality.
2) Continuously advise existing/long-term customers of better deals/packages (not just upselling, but an improved package of better, faster, broader services.)
3) Improve their telephone support function - the wait times they force upon their customers is inexcusable!
Would not recommend, too expensive
Better pricing for seniors
Improvement in equipment performance
Direct access to customer service representatives
If I had option for another provider I would take it.
Pricing is outrageous.
price, channels, the paper bill I get lump stuff together so it's hard to tell what the price are for internet phone cable

higher speed
more reliable
very slow streaming movies - could be improved
Their rates are way too high.
Cost
outages
shorter waits or callback for customer support
when other towns go out why does Wolfeboro? I think each town should have power sources themselves!!!
1) increase wifi performance
2) provide TV option that provided major networks and ESPN.
3) provide option that includes internet, phone and TV option deccribed above
they seem like an improvement over Metrocast
Internet speed. Get speed we pay for.
-Less support wait time. I've waited as long as 45 minutes and then I hung up.
-Pricing is high.
It is expensive. It has gone from 102+ a month to 226 for the same service.
The price! The price! The price!
price price price
Nothing! I want Wolfeboro selectmen to give me the ratepayer choice of cable & internet service. This can be done. Throw ABB overboard.
Reduce cost
Wish new provider.
Gilford has options.
Thanks for considering!
service reliability for phone and internet
Ability to select channels.
Fix the problem of not being able to contact customer service.
Provide more qualified technicians.

Due to covid and more people being home, speed is slower and latency seems to be very high.
Available speed (i.e. fiber)
Price
I need to take the time to reduce my services - but I have not.
outages
competition
competition
competition
competition
competition
competition is good
try to keep prices lower
not have to have a sports channel
provide Free Speech channel and Democracy Now
reduction in price
reduction of time on phone when requiring technical support
If no reduction in price, include more premium channels in basic package
Better customer service
Cheaper rate
1) Internet speed
2) Greater channel selection - especially given the price paid
3) Cost of services
Better phone contact
Be able to pick stations I want, not packaged stations I do not need
Service on phone as good as repair person
Paying too much for a lot of trash and ads. Cost, advertising, trash
The only decent shows are on PBS
We wish there were other cable companies to choose from in town.
most channels received are duplicate (2/3/4 of same programming) and when adding Newsmax very surprised at increased cost. 95% of programming not worth watching

1) To be able to choose only what you want to watch
2) Taxes & surcharges
3) Be able to drop channels we don't use
Cable pricing is definitely #1!
It would be nice to have a choice of providers of cable & internet. Even if there are only 2 choices it's better than feeling like fees climb out of control because the provider knows you can't shop for a better deal
It is a monopoly! There is no choice!
1) FIOS - without it we are in the previous century!
2) FIOS!!
3) FIOS - we need to be using 21st century technology!
Hold time when calling in for questions or service
full internet at all times
prompt service
less added on fees
seasonal plans
cost of service
service levels & equipment problems
rate
explain why we lose TV - we never know what happened
Do away with the little boxes needed for each TV (very expensive)
bandwidth, almost everyone was upgraded to 100mb when they took over but several people had to call to have this done.
reliability, there tends to be slowness in the evening hours
not abb, but power they need to perform their vegetation management and cut back the trees, according to NERC. <a href="https://www.nerc.com/pa/Stand/Project%20200707%20Transmission%20Vegetation%20Management/FAC-003-2_TR_December_17_2010.pdf">https://www.nerc.com/pa/Stand/Project%20200707%20Transmission%20Vegetation%20Management/FAC-003-2_TR_December_17_2010.pdf</a>
Price is way too high for level of service. Internet, TV & phone are out of service too often. I am strongly considering switching to satellite for internet/TV and dropping phone service entirely, use cell only.
You are asking the wrong questions. We need choice of ISP providers in Wolfeboro. It is not right that we have only one choice of ABB or nothing. We need competition. At present we are stuck with a monopoly.

-we should have a choice, competition is not existing
-a repair person for routine service was from another state (not storm related) had his own truck w/o proper supplies
ABB is expensive service, I would change service if an alternate was available.
-Bring cost down
-update their phone system on service calls to an auto callback
-email status of outages
1) Efficient customer support. Check outages and perform basic maintenance functions online. Register for callbacks without having to wait on hold for long periods.
2) Quality technical support provided consistently.
3) Better value for money
answer my calls
give senior rates
let us pick channels
1) improve service, especially for those who pay the most. Connectivity is AWFUL.
2) Improve customer service
3)Stop acting like the MONOPOLY you are.
A real human to talk to at customer service
Way too expensive for product provided
Have gone way downhill since took over from Metrocast
Fully intend to drop their service as soon as possible
My bill is higher than my mortgage was! With no movie channels! Please have 2 other cable co's come to town so there's a price war to get the cost down. It's ridiculous.
To the town: let's make them lower the price or tell them to go, someone else would gladly replace them. Laconia, Rochester have competing companies now!
high price ever-increasing
very frequent signal failures/outages
Rising costs for less services. Paying more for slower internet than other locations in NH. We cancelled cable and went with streaming services because the cost/services/offered channels continues to get worse.
When service is out for a day would like to have a reduction in the bill.
Faster speeds!

Better outage notifications
Pricing Pricing Pricing
-lower cost
-increase internet speed
-FIOS!!!
Too expensive.  1) offer a la carte pkgs for TV service  2) offer senior package - reduced cost on VIP  3) offer news station pkg on cable
Provide better customer service  Lower their price because of poor quality  Reduce the wait time
get NFL network - not just red zone -
Internet connection is too slow
Price Price Price
too new to say.  Wish channel offerings were better for price paid.
Having to wait so long on the phone to be able to talk with someone, sometimes an hour to wait.  Charges are way too expensive, makes it so that you cannot add additional channels that you would like to watch.  I always find them helpful when I do get someone on the phone and will continue to use them just wish it was not so expensive to be able to use them.
Less repeats of programming
Response time for outages  upgrade equipment  communication about anticipated length of time to fix outages

1) Pricing
2) Pricing
3) Pricing
The cost is too high!
Prices are high for the channels we get
- let us choose the channels we want w/o bundling
- better streaming support
- more customized service
- Pricing is high compared to Xfinity/Comcast in southern ME (2nd house)
- Bandwidth seems to be a problem during peak usage times
- Should allow purchase of modem - rental is excessive
Note their service is 50% more than Comcast and why do they charge for a cable box to unscramble their own signal they scramble - it is like charging twice
Fix their automated service - so you can talk to a real person right away, and lower their prices. I am on SSI and already had to cut down to basic cable because of their extremely high prices.
- customer service availability
- price
More expensive programming
less bundling of unrelated topics
cost of basic service
Pricing: We pay much more here than we do at another location. Why?
Outages: Most of our outages are just momentary, there are days where I lose connection dozens of times.
1. Price: Why is the cost here so much more than we pay at another location?
2. Why are there days where we lose connection dozens of times over the course of a few hours? (This is the 3rd time I've completed this form b/c I keep losing connection.)
Price too high. I pay \$50/month for same service from Spectrum in Florida through our association of 3500 individual homes.
Outages and prices. The fees for my business are outrageous, approaching \$400/month for internet & a fax line & basic cable.
Can't stand all the taxes added to billing. Vacation mode - pkg not good.
Increases are killing us & ready to find an alternative!
The price. No competition.
Stop the outages

-price too high -stink
-outages all the time ---stank
-equipment upgrades -stunk
we need options! ABB :-(
Better quality & consistent viewing opportunities
Please consider changing cable/internet providers; one more technically advanced!
monthly rate is overpriced
much needed competition should be an option
rate should go down, internet speed should go up
deliver the speed we are paying for
Service, channel lineup and cost is far superior by Spectrum at our camp in the woods of Maine than here in Wolfeboro.
I've told all my friends: NEVER have your town take ABB!
1) live by their contract!
2) prices - lower them
3) Tell them they are out & get a new provider, they are the worst ever!!!
1. Don't charge too much esp this time of pandemic.
2. Let people know if something goes wrong
3. Keep up the good work!
Too expensive.
Intermittent dropping of signal of late.
Allow customers to use their own modem for cable telephone.
Reduce cost - tell us how - even downgrading some features of internet
Price is outrageous! 1) Lower price
2) fewer outages
3) no extra charges for boxes, etc.
1. Price
2. Price
3. Price
lower the price
The cost is outlandish. Could we have more choice.
price too high.
more tiered pricing



If you have a problem, you can't reach them - phones busy for hours.
stop raising their prices for less service.
Price - way too high! Increased over 50% since we moved in with no added services!
Service - call time - on hold!
Performance - works when it wants to!
*This is the only company that is available in our area and "they act that way"!
1. Pricing (way too much)!!!!
2. Update equipment (cable & internet boxes)
3. Pricing (way too much)!!!!
-unreliable service for outrageous cost
-prompt call center response
-less service interruptions
Broadband speed during times of heavy neighborhood usage
Notifications of outages more promptly
Annual cost increases are becoming tiresome.
Competition from another cable co.
programming cost too high
Get rid of ABB!
Faster internet speed
reduce cost
Don't like that there isn't another cable choice
increasing internet speed
5G
Price, price and service
Cost of cable!!!
price is too much!
Quality - too many repeat shows
Interruptions - way too often
More channel choices for TV/internet package
Less wait time when calling customer support, other than that I am happy with ABB!

They are quite expensive, and in the past my connection was mediocre at best.
1. Consistency of speed - still glitchy on our road
2. Outages and reporting around outages - would appreciate text when outage happens & estimated restoration time
3, full wireless like comcast does for devices would be fantastic
Pricing is very high considering the many internet based services available now for TV.
Tech support availability.
Infrastructure: have had several multi-day outages and many more shorter term outages because main fiber optic lines which are not even near Wolfeboro seem to be susceptible to damage/failure.
My bill in Aug.2020 was \$229.33. That is an increase between August & November of \$34.71. This is outrageous!
Everyone hates their cable company! Monopolies are abhorrent!
Better pricing.
Less time to talk to a representative.
More for your money.
this is a monopoly - without the threat of competition they are better than expected
Email when there is a cable or wifi outage explaining why don't make me do a web search to find out why
more package options
Would like a call back to work out a plan for getting service
lower monthly costs
several times a day the cable goes out for 1 second, usually on the hour and half hour
slow service, frequent disruptions in connectivity, better pricing structure
We have another home in Bow, NH with Comcast - more stations, faster internet, lower cost. Towns themselves are comparable.
1. Stop trying to nickel and dime us to death. Many of the fees they are charging are not set by regulators, just ABB's ability to do so.
2. The fees you - the Town of Wolfeboro - charge ABB are just passed on, with accounting fees added, to us the customers and your residents - it's you who have given them the franchise and the monopoly
Their increase of charges do not equal quality of service. Speed seems to vary a great deal no matter what you pay for. The value has decreased, despite continued increased bills. I also dislike how they advertise that they are "giving" you improved services, only to increase bills shortly down the line.
Having another service provider to choose from would be great!

Very expensive internet-only prices. Especially when phone and cable services are increasingly unnecessary and irrelevant.
1. More price options for service
2. More personnel to handle phone calls
Price!
Price!
Price!
Stronger, faster signal w/ internet. Consistency.
It would be nice to receive a discounted bill when we do have outages.
Cheaper price for cable.
should never need to call about TV service or internet in this day & age. Almost have to call monthly.
-pricing and available channel selection
-different packages
Stop increasing costs for services we don't use
stop frequent interruption of service
cost of control boxes (\$7.99 each)
Local TV surcharge is too high
Internet goes in & out sometimes in good weather
timely info on outages
Rental equipment updates without prompting.
Their equipment is aging.
Shorten call center wait times for inbound phone support
Better access to customer service
Price
Price
Price
If I had another choice I would investigate it, but they are our only option at our house. Internet is reliable and strong, but costly.
Their fees.
Way too many service charges
If there was another option I would change
so damn expensive. Difficulty sending emails still occurring. Price. Customer service. lines w/ issues
Find new provider for town

Answer phones
Stop the slowing down of internet service
Why does my bill go up \$1 every month without explanation? If they do that to a million customers they make \$1 million every month.
Their charges keep increasing and they charge an extra \$1.00 if you pay by check - a little infuriating.
I have internet, phone & TV in a bundle. The outages are weekly. Phone is a big issue for emergency issues. Worse than Metrocast. Lots of modem resets.
Need more reliability.
We just wish the basic wasn't so expensive for seniors.
I would just like to know if I ever had to go to their office, could I go to Rochester office? I am sr. citizen widow and would never go to Belmont alone...
Long wait times on the phone to service & billing
respond to subscribers when a problem exists
create a product competitive to others
expand to bring better service to customers
refund interrupted time lost to ABB inadequate service
I could go on forever and would change service if it was available
what other options?
Increase staffing so the call wait is minimal. No one should have to wait an hour on the phone. Also the website freezes so you cannot complete a request. Website will not allow to put in a mailing address from Massachusetts. No one returns an online request through the chat box.
line that keeps catching fire in Alton has caused 2 long outages lasting multiple days
Bills are too high!
No alternative service
I feel like the rate for TV/phone/internet is too high
switch to comcast or Verizon. ABB - Awful!
Lower prices
Give more options for fewer channels
improve wait time for phone calls
Provide better and more timely service.
1) Price - cost
2) Price - cost
3) Price - cost

I lose internet connection a lot
Give summer residents more choices in terms of adding -cable- channels -faster internet, with no fees or service calls that you have to be present for
1) Cost of services 2) Cost of services 3) Cost of services
1) PRICE!!!
costs!!!
Quality!
1) cost
2) reliability
3) internet speed
lower cost - price creep up every year
You can tell by the above answers that I don't think much of ABB.
Very expensive!! \$206/mo for internet & basic cable only
No move channel. No phone.
cost, speeds on internet, not be a monopoly in cable.
Wish I had choices in Wolfeboro.
price
contact
response time
How can you separate price from quality, they go hand in hand..or at least they should. Price keeps going up with no apparent change in quality. Also with no competition why should ABB worry about price increase
Service call wait times.
Automated credits for outages of substantially a full "awake" day or longer.
Service cost too high, esp for TV and VOIP phone service. As a result I will not use their VOIP phone service and w/o a la carte TV pricing I will be disconnecting the TV service within the next 90 days.
PRICE PRICE PRICE

Make sure that customers actually get all of the channels they were promised. Too many channels deny access that I was told I would get.
Make sure to deliver what is promised. I was told that with my service, I would have DVR (Tivo) on al my tv's, but when the person came to install, he said they aren't doing that now becuse of COVID. The person that promised me that should have been able to tell me about the COVID policy.
Make sure everyone is delivering the same message.
I have Direct TV service. ABB is too expensive for my senior budget.
Atlantic Broadband should be removed from Wolfeboro. Town of Wolfeboro is not taking care of its residents, allowing this provider to operate as a monopoly.
1) Improve internet
2) Improve local customer service
3) TV controller is complicated & recording features are unnecessarily complicated, not operator friendly
4) Pretty expensive for even the basic package
Prices are rising and quality of entertainment choices is not.
Repetitive choices every week. This company is getting too expensive for my basic service,while not updating choices. Need competition.
Lower price and better directions on tivo
Better program choices,
better receivers,
connecting different TVs to the same options
Faster and consistent WiFi service
Follow through with what they say they are going to do.
Increase service reps so the average wait time is less than 2 hours.
Make sure they call before they show up.
monthly bill charges way too much
the time you have to wait to talk to someone
very poor internet
pricing out of control
able to go to any location, not travel over to Belmont
contract a new company at a lower rate

improve training and response time of phone answering
improve training of in home help
better pricing for long term customers with internet, phone, and TV service
would rather recommend spectrum - will Wolfeboro have alternatives?
Fix your phone lines and services
Be responsive to customer needs
Improve/increase your technical capacity
Better customer service and response, better billing system and give existing customers the same deals as new customers
Lower their prices.
Have more people in the field to get out to customers quickly.
Better customer service.
1) Charge for paper billing! I have had this for over 30 years. I do not pay my bills online. I pay for the check and the stamp. What's up with this! What nerve!
2) Better info on my options
3) Too long for help calling office!
4) How about a choice of cable providers!!!
ABB is our only option for cable.
More options for packages of stations available. It is either basic & low cost or many stations with high cost.
We do wish the cost would go down -
Cost
Cancel with town
have techs that live in the area
you figure out the last one
More granular and reasonably priced service
Planning to cancel everything except wifi when I return in the Spring
customer service response
- Improve customer service, availability of receptionists
- Improve connectivity
- Expand TV options
with no extra services than Metrocast, my bill has gone up over \$50 per month.

seasonal use - all year pay
year long charge for equipment rental
warning about outages
Improve the wait time when calling
offer more decent programs for price; it's very limited!
We likely will move to streamng due to cost and limited channels @\$235/month
price is too high
1) Better phone answering, less wait time 2) see #1 3) see #1
Better notification of service interruption.
More dependable consistent service
Customer service phone agents more localized
Numerous brief disruptions lasting seconds to minutes
I think pricing is outrageous
cost cost cost
Until I had my grandson get me streaming service they charged large cable fees. When I called and told them what I was doing they offered me a better price. But not before.
cost
Television outages
no real help on the phone
The price is quite high. We went from extended basic to plain basic because of the price. The only reason we keep cable is because we get PBS & the Explore & MeTV channels.
Poor, inadequate programming, obviously designed to get the consumer to purchase a more expensive programming package. The only thing keeping me with ABB is PBS.
Price after contract ends is excessive
Way too expensive
need to have callback service for tech support
to increase quality channels to basic service
TOO EXPENSIVE!
Will probably dump cable in the near future.



<p>They offer bundling of services to save money, but if you bundle your phone along with internet and cable you will end up with non-working landline phone often. If your business has opted for this contract, your business can be disrupted by continual phone outages.</p> <p>The internet is often quite slow.</p> <p>Customer service.</p>
<p>My only complaint is they are extremely expensive.</p> <p>1) a phone number or easier access to report down lines</p> <p>2) shorter wait times to talk with a person</p> <p>3) ABB's phone system is very inadequate - would like to see it improved and updated.</p> <p>PS - we are presently looking for another carrier!</p>
<p>Pricing and ABB seems not to be providing the latest technology that other providers are.</p> <p>the price is outrageous</p> <p>they have to reboot the system way too often</p>
<p>As a summer resident, I have to pay extra every month for the 3 boxes. If I could just have the cable discontinued when I am not there, that would be fine. However, I would have to take the boxes back to them and then pick them up and install them every time I visit. Anything to help would certainly be appreciated!</p>
<p>plan to switch in the Spring</p> <p>Price is too high &amp; is increased yearly.</p> <p>Long wait on phone to speak with representative</p> <p>Occasional outages or fractured reception</p> <p>lower cost</p> <p>lower rate charges</p> <p>more choice in their selection of service</p> <p>they charge too much when all I have is internet and the most basic TV channels.</p> <p>lower fee for not having extra channels</p> <p>less cost per month</p> <p>stop interruptions of service w/no compensation for days missed</p> <p>1) Friends w/their phone bundles are always having outages</p> <p>2) get adequate staff to answer phones</p> <p>3) resent constant diminution of channels, tv guide channel as prices become higher</p>

Reduce the price. Too expensive!!
Increase competitive options.
Unbundle products & services
consistency of signal and strength of signal
Better menu - A live person available when question not on menu choices 1-4
Much quieter 'on hold' music/noise
Is there an alternative?
1. Reliable connections
2. Stronger connection
3. Reliable connections
poor reception frequently
price not competitive with other services
For the price - (which is more than twice what I pay elsewhere) the service needs too be better.
Weekend availability of representatives
All time availability of representatives
more offices to exchange equipment for new or replacement
LOWER COST
Price -
More options / lower rates.
Better customer service - accessible without long waits.
Wait times on phone
Cost of services
very poor selection of programs to view
repeat old movies each month
Cost too much I am thinking of change to Dish
Price for internet speed
Length of outages
Prorate bills for prolonged outages
Overprice for service used.
Poor customer service

Customer service access I cannot reach anyone.
I had been paying \$260 a month. My daughter called last month and now I am paying \$95 less.
Highway ROBBERY - \$260 monthly - RIDICULOUS
not as good as others I have had in other places I lived.
Rates are too high
High price cost (compared to my other service)  outages (lengthy)  problem asking to terminate winter service  Metrocast was much more responsive!
Keep cost down Lower cost Price now is outrageously high (\$193/mo)! I am waiting to see what happens when they don't give me a the credit of \$90.89. DISH IS LOOKING A LOT BETTER -poor infrastructure causing common area-wide outages  -very high price internet that has never met their advertised speed (download or upload)  -more service techs to fix "non-emergency" situations, as stated above.  PLEASE consider creating a municipal fiber internet service throughout town. Atlantic Broadband is slow, unreliable, and expensive. See towns of Chattanooga TN, Longmont CO, and the smaller town of Sandy OR. This is the best option! Wolfeboro Municipal Fiber Internet! We can do it!!
Price could be lower We only use 4-6 stations on TV. Would like better options for lower price when we pay for PBS - Hulu etc. 1) Lower prices - way too high  2) Add Y.E.S network for NY Yankee games  3) Add M.L.B network for all baseball games  it's our only option

Price is a huge issue. I canceled my TV and now only have internet & phone due to price.
Improve signal strength - even my phone calls drop
offer internet only - they only bundle it with phone or phone & TV (I think)
Make it affordable.
Both my internet & phone service have more slowness & dropping of phone calls. I just put up with it because there is no other option than DirectTV.
This questionnaire doesn't allow for a real rating which should be done on a different scale, not just yes or no.
Explain why my bill would automatically go up EVERY year.
Explain when you sign up for their services that the price will go up after the 1st year.
Offer more "packages" to fit the needs of their customers or lower their prices. I pay \$85 JUST for internet alone.
only issue I have is that I pay extra for Turbo internet and it's still slow. TV shows will stop & circle until the connection gets better.
outages often for 24 hours with no recompense
What choice do we have?
Wait 10 minutes for it to come on after you turn on
Cost of service
Fewer short disruptions
Better connections
less ads
could receive a cell phone call to inform if problem in area
cost is outrageous
fewer monthly outages
continue good job holding prices
Very expensive service
other providers are less expensive
Xfinity provides more service and options at a lower price
We have frequent small outages that require re-boots for our internet system.
Are there other companies that service Wolfeboro?
Bring the price of internet down
Prices too high - need competition like Comcast
Need more service reps to answer phone calls

1) Have personnel to respond to phone calls in a quick timeline.
2) I have a service contract with them to provide assistance in the home. They try to make you do all the work instead - remotely.
1) include WGBH-44 along with already included WGBH-2 (same entity)
2) Provide a la carte options, we use about 6 stations
3) provide opportunity to purchase modem, other equipment they charge rent on every month
1.) Customer service is terrible after the 1 1/2-2 hour wait to speak wth someone.
2) outages
3) Wait times for repair and not calling customers to advise they will not be there at the block of time. Never a call to let the customer know. 8pm at night is awful and the techs don't like it also. Sloppy work.
I am concerned about trees on the wires and possible outages. Please check.
I think another cable company option, other than satellite, would improve service and a competitive rate.
Program selection by customer
outages happen, adjust bills
Bills sent to customers first of the month with a due date
Cut all the unnecessary changes: Bill is way too high.
1) Price
2) customer service
3) employee knowledge
Faster Cheaper
There needs to be competition in the area to force the price to come down. We have tried to cut some services, but they have it bundled so we cannot accomplish this.
Most of our friends have gone to other sources.
Improved customer service.
I believe there are more efficient services.

Lower pricing. They are pricier than other companies.
Very long wait times when calling customer service.
Tech support can be marginal.
1) better customer service to include easily accessible live agents
2) More flexible channel lineups (aka greater choices)
As a senior person, I am finding the cost keeps increasing, recently franchise fee - but am locked in to only this service.
1) I would like ABB to include Turner Classic Movies to Expanded Basic Program
2) Have a senior discount
internet speed
cost of equipment
better package deals
in & out constantly!
cost
I like Spectrum much better
cost of service
1) monthly rate is becoming too expensive
2) outages of any kind should be refunded or credited
3) on screen TV guide - sucks (not accurate) A LOT
- Lower price or i would consider other options
- Allow people to get through to a representative in a timely fashion...the wait time is ridiculous.
Better programming without having to pay extra
Always losing service.
What I pay
Be better prepared for storms
Price, they need another company here in Wolfeboro to compete with them on service and price.
DIYNetwork shouldn't be only in the TOP plan but in the same plan as rest of sister networks, ie HGTV, DISC, Nat GEO
1) Communication during outages: cause, expected length of outage
2) Cost: for basic plus there is a lot of duplication & blocked out channels.
3) Don't allow you to customize plans

1 - stop raising monthly bill!
2- Better customer service, or at least *some* customer service!
3 - Stop acting like they are doing you a favor providing service.
Would strongly recommend a new cable provider in the area to provide competition -
Replacing equipment that has shown faulty on more than one occasion.
Better customer solutions re packages
Better communication during outages
Update infrastructure
Overpriced service and rental of their equipment
price
connectivity
speed
being reachable
Get their website working to pay online (I hear the internet is catching on...)
Cost - easier access to service
less outages!!
more customer service reps
frequent outages
price inflation
Improve their lines so there are fewer slow downs in service!
I think what you should be asking is, are you happy w/ABB raising prices and continually experiencing your internet to slow down for no apparent reason when you are working from home.
Find out why service does go down for hours...there is no refund on the cable bill when that happens!
I'd like the town to contract with Xfinity
Data speed consistency
overall reliability
Stop questioning my equipment (all new & reliable) and fix their equipment
I JUST WANT WHAT I AM PAYING FOR!

Where is the competition?
Competition - lower prices (over \$200/mo)
options
1) transmission reliability/signal 2) stream capability 3) follow thru
Note: have Xfinity in south - works great. \$40/month! good streaming, good incentives to join
-more options for less extensive - really basic service
-ability to add or subtract services - without need for bundles
-shorter response times on phone with customer service
-less wait time
-better pricing
-more prompt onsite service
cost
-lower cost
-access to conservative channels
-more balanced choice of accessible channels - too much 'trash' TV
fewer outages
better service - ease of reporting
speed & effectiveness of fixes/visits
Their service starts out fast & then slows down.
Better customer service.
Faster streaming
More people available with customer service.
Long wait times on the phone when there is an issue.
FYI: if the town chooses a different carrier I think the email address we've had for 21 years would change.
I am considering going back to Consolidated because I had less problems with them. The price keeps going up.



1) Actually provide the speed that you are paying for.
2) Give approximate wait times when you call their long wait time - on hold for quite a while number.
ABB would benefit by increased competition by other providers. I am unclear why they are given the power to reign as the sole internet provider for Wolfeboro.
1) customer service - no long waiting time just to speak to someone that passes you to another dept. only to wait again
2) competitive pricing
3) stronger internet
it would be nice to have more options
Price & more services like on demand
higher wifi so 2 can be on it at a time
Pricing is very expensive for TV & internet.
a la carte channel selection
fix our problem
Internet service is very poor.
service accessibility
and reliable service response
outage information on their website or phone recording
cost - way too expensive
Get rid of ABB!
-service
-package options
-power strength to "the end of the lines."
cable is slow
Re outages: How are they/we supposed to communicate if I get phone & email & TV! And you must call THEM to get reimbursed. You should get prorated outage money for over 4 hrs.
Price, price & PRICE
This company does not deserve to have a contract with Wolfeboro.
expensive coverage
Price, price and price!

For longer than 6 months - I pay extra to have 3 Hallmark channels. I had a problem at different times to get them. They would go out. I would lose some other channels but these 3 I pay extra for. It has gotten better since the 1st of December & now only happens once in a while. No one would answer the phone, did get someone by Facebook.
1) VERY long WAIT times to contact service
Better explanation: each of the multitude of listed charges!
We would like to have cable but it is prohibitively expensive to replace cable originally put in in 1988!
we only use them for a secondary address, deal with them very little
1) significantly less features than Xfinity (my provider in MA)
2) significantly higher price
3) frequent small outages. Equipment resets regularly.
4) no granularity on outage reporting - hard to tell if it's the boxes in house or network not working
I can only assess ABB's capabilities to adequately provide service in this region based on the constant and consistent interruptions of service reported by community members, and my son's experiences at his home in New Hampton. Both the failures to provide reliable and uninterrupted service, and the horrendously long wait times for reaching a customer service representative by phone are unacceptable and a frustration to both productivity and academic needs. Time to pursue another cable provider IMHO.
Reimbursement of services when BB's system goes down.
Lowering CATV costs with a la carte system, not paying for 50 channels that are unwatchable.
1. Get their customer service to talk slowly and clearly.
2. Reply to email requests quickly & answer questions
3. Stabilize the \$.
1) Too expensive, need to lower prices, especially for seniors
2) Need more customer service representatives
3) stop metering speed
Price, too expensive.
I have only internet. Outrageous price.
better online service and fewer down periods
Faster internet, less outages, lower price
What other option is there? It's the only game in town. Glad we don't have phone or TV with them.
Better quality overall (and package options)
Their internet prices (for business as well) seem high compared to other providers

They need to have a Basic package. Less than \$50, or just wifi.
I do find their services fairly expensive.
Fees
Like summer shutoff option for partial residents
1. Automatically prorate monthly bill to account for outages.
2. Provide a support team/feedback email address.
connectivity
1) Be able to get in touch with someone when call no one should wait 2 hr!
2) No improved service/programming with continued jump in cost
1. Price
2. Simplify separation of 3 services (internet, TV, phone)
3. Allow consumer selection of channel groups
Losing internet a lot
Bandwidth/upgrades cost
Need competition in Wolfeboro!
Fix the cable TV picture issues & quicker & greater availability with personal contact with technicians & less phone automation!
time delay in 1. answering phone call
2. sending service
3. returning calls
4. etiquette for service men
5. lack of record /receipt of service calls & problems
6. Extended time delays in responding to unresolved & repeat problems
7. lack of followup with customer service complaints
Please arrange for another provider ASAP!!