

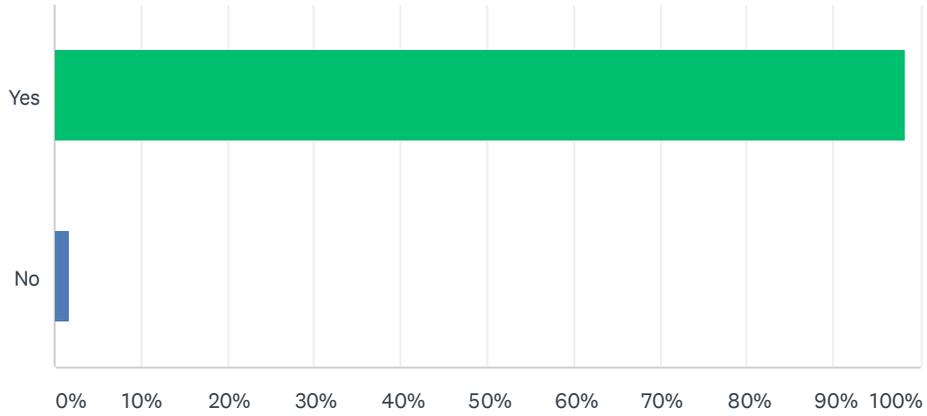
Town of Pepperell
Cable Television Advisory Committee

CABLE TELEVISION
SUBSCRIBER SURVEY RESPONSES

ATTACHMENT TO
CABLE TELEVISION
ASCERTAINMENT REPORT
22 OCTOBER 2020

Q1 Are you a Pepperell, MA resident?

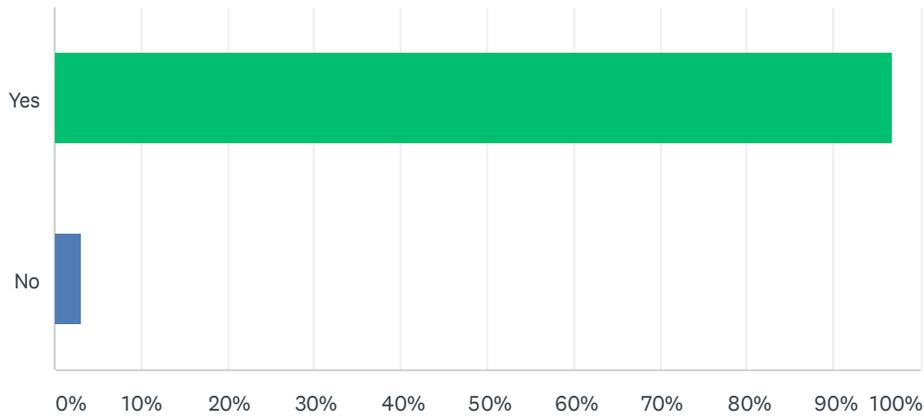
Answered: 569 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	98.42% 560
No	1.58% 9
TOTAL	569

Q2 Do you subscribe to Charter/Spectrum Cable TV, Phone, or Internet services?

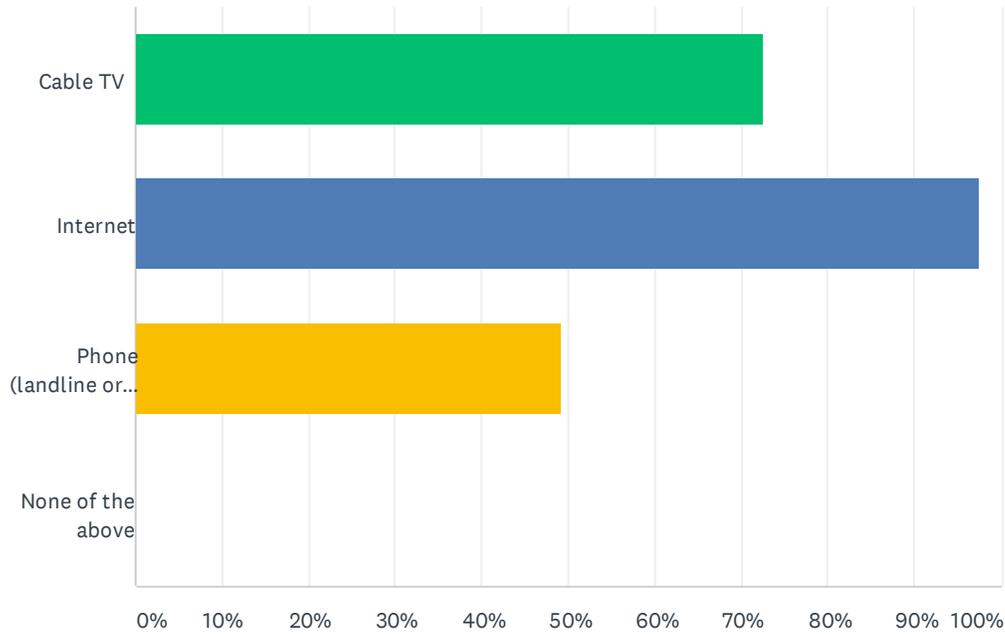
Answered: 561 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	96.79%	543
No	3.21%	18
TOTAL		561

Q3 What services do you receive from Charter/Spectrum?

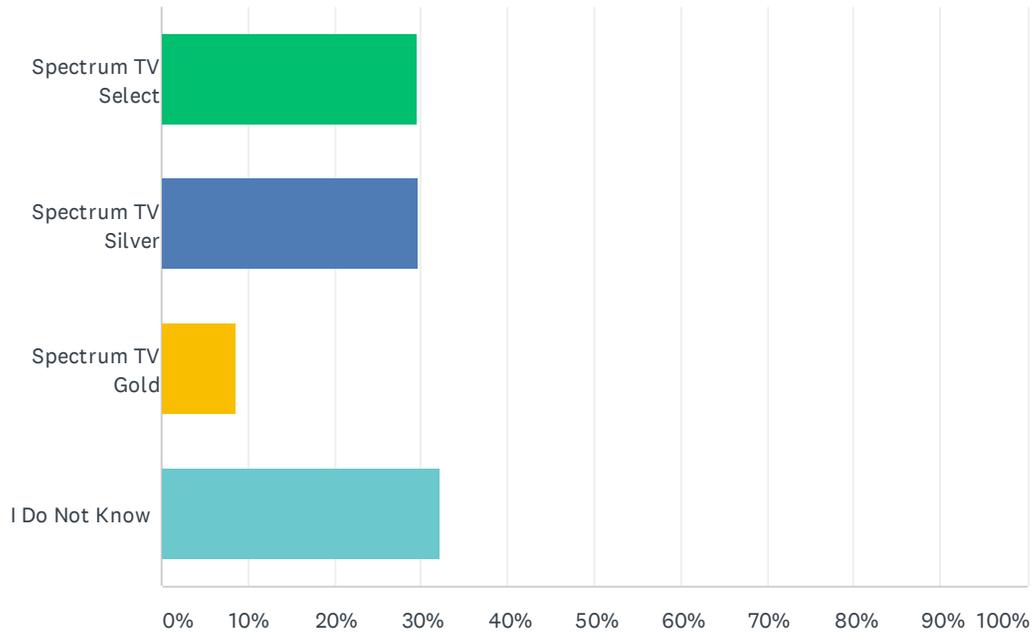
Answered: 530 Skipped: 39



ANSWER CHOICES	RESPONSES	
Cable TV	72.64%	385
Internet	97.55%	517
Phone (landline or cellular)	49.25%	261
None of the above	0.00%	0
Total Respondents: 530		

Q4 What level of cable television service do you subscribe to?

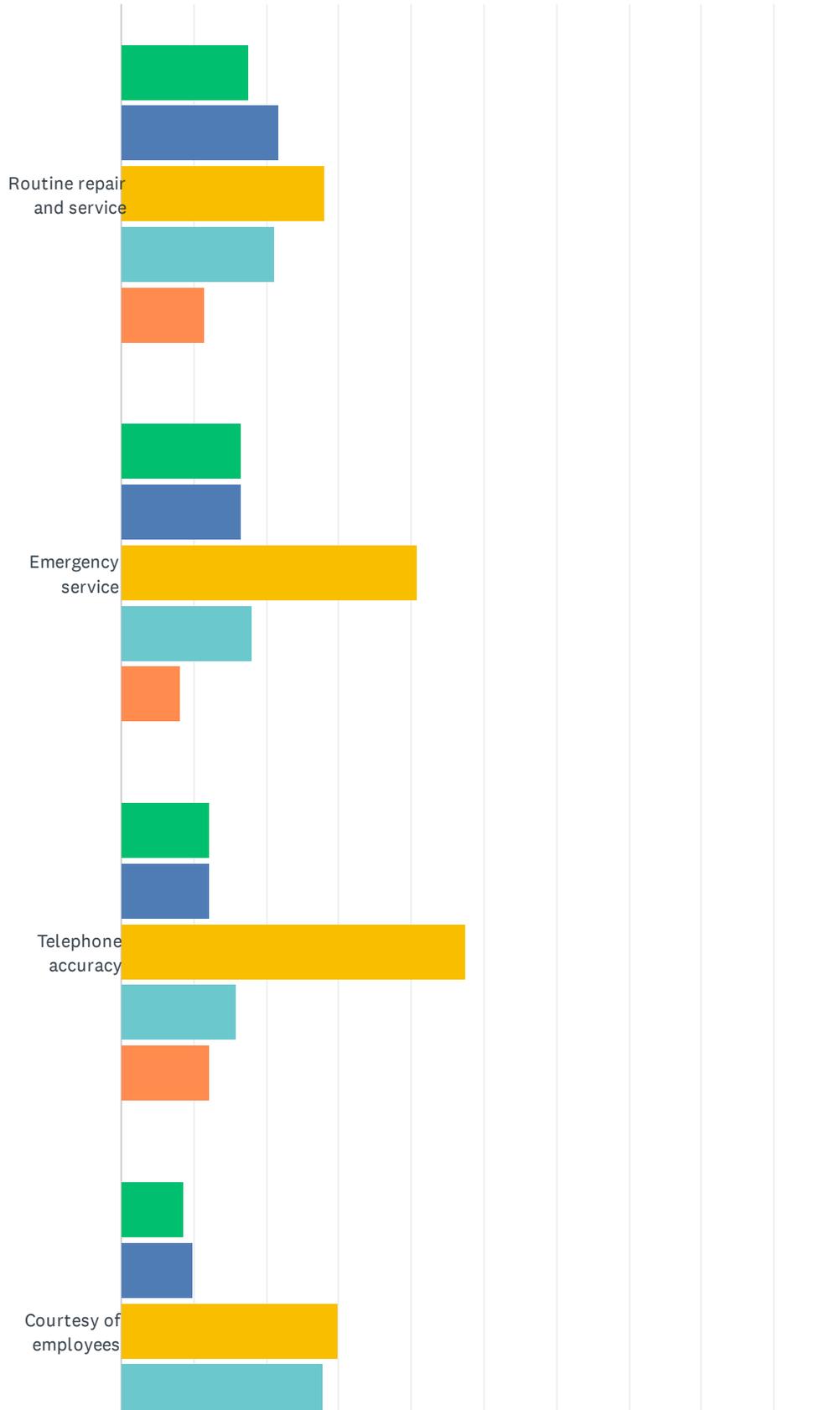
Answered: 415 Skipped: 154

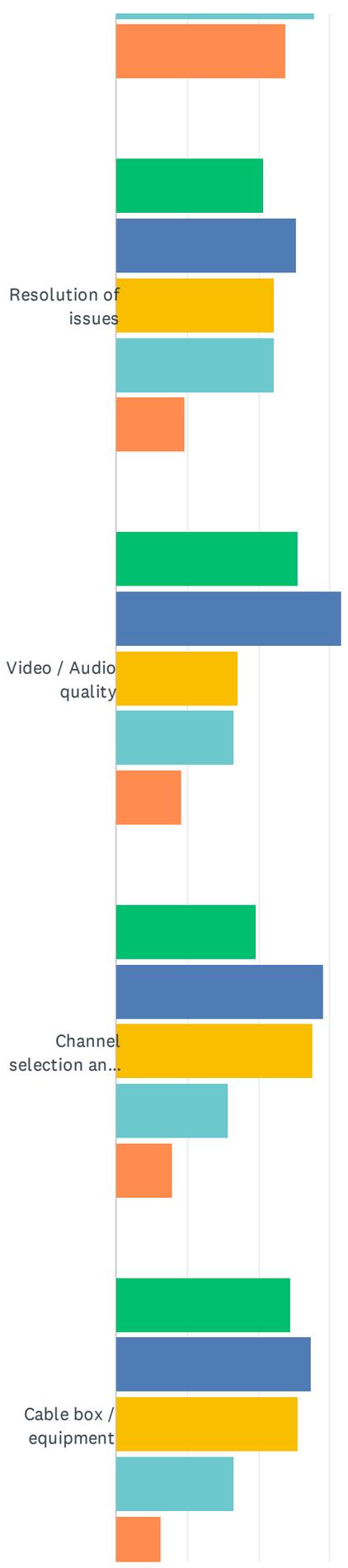


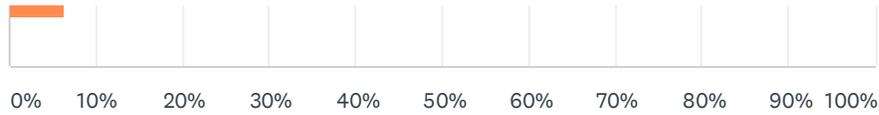
ANSWER CHOICES	RESPONSES	
Spectrum TV Select	29.40%	122
Spectrum TV Silver	29.64%	123
Spectrum TV Gold	8.67%	36
I Do Not Know	32.29%	134
TOTAL		415

Q5 Rank Spectrum's Service

Answered: 505 Skipped: 64





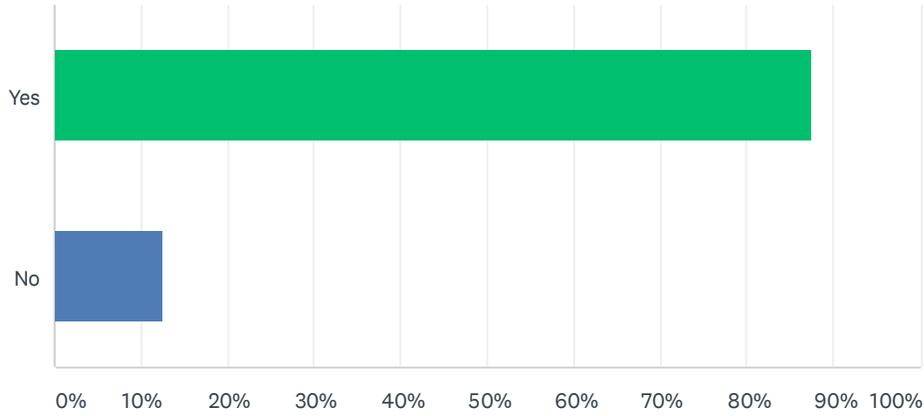


■ Very dissatisfied
 ■ Somewhat dissatisfied
 ■ Neither satisfied or dissatisfied
■ Somewhat satisfied
 ■ Very satisfied

	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Routine repair and service	17.54% 87	21.77% 108	28.02% 139	21.17% 105	11.49% 57	496	2.87
Emergency service	16.53% 79	16.53% 79	40.79% 195	17.99% 86	8.16% 39	478	2.85
Telephone accuracy	12.16% 54	12.16% 54	47.52% 211	15.99% 71	12.16% 54	444	3.04
Courtesy of employees	8.50% 42	9.92% 49	29.96% 148	27.73% 137	23.89% 118	494	3.49
Resolution of issues	20.61% 101	25.31% 124	22.24% 109	22.24% 109	9.59% 47	490	2.75
Video / Audio quality	25.51% 125	31.63% 155	17.14% 84	16.53% 81	9.18% 45	490	2.52
Channel selection and availability	19.63% 96	29.04% 142	27.61% 135	15.75% 77	7.98% 39	489	2.63
Cable box / equipment	24.44% 119	27.31% 133	25.46% 124	16.43% 80	6.37% 31	487	2.53

Q6 Have you contacted Spectrum to resolve an issue?

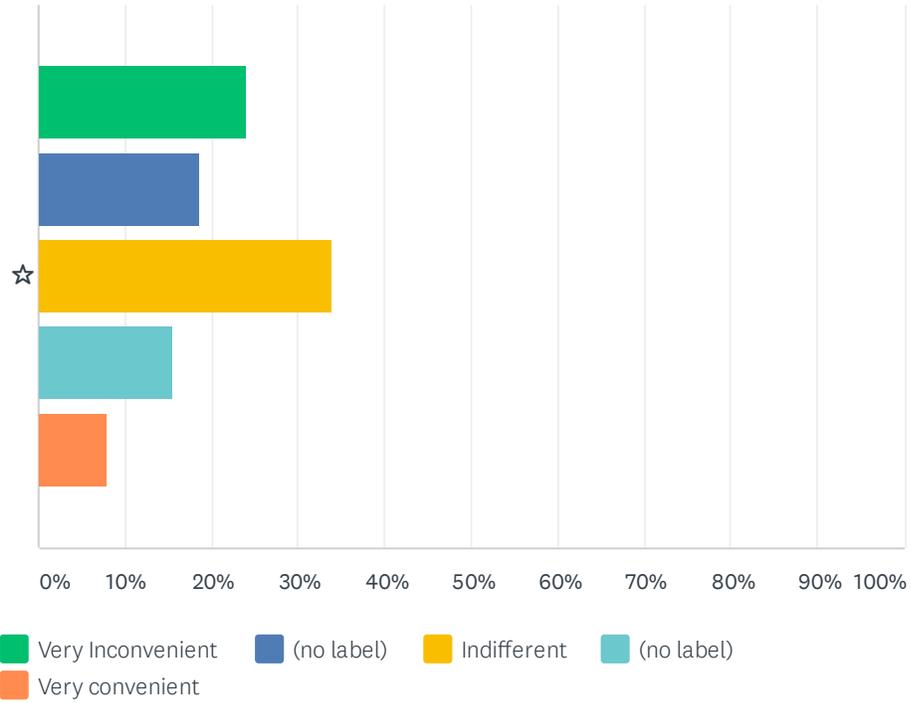
Answered: 504 Skipped: 65



ANSWER CHOICES		RESPONSES	
Yes		87.50%	441
No		12.50%	63
TOTAL			504

Q7 Rate the level of convenience in conducting business with Charter

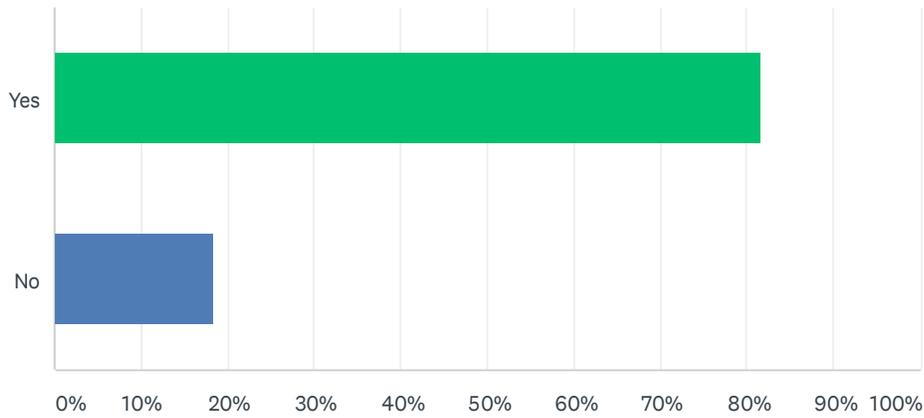
Answered: 502 Skipped: 67



	VERY INCONVENIENT	(NO LABEL)	INDIFFERENT	(NO LABEL)	VERY CONVENIENT	TOTAL	WEIGHTED AVERAGE
☆	24.10% 121	18.53% 93	33.86% 170	15.54% 78	7.97% 40	502	2.65

Q8 Do you stream media using a smart device (i.e. TV, phone, tablet, computer) or other devices (i.e. Apple TV, Roku, Firestick)?

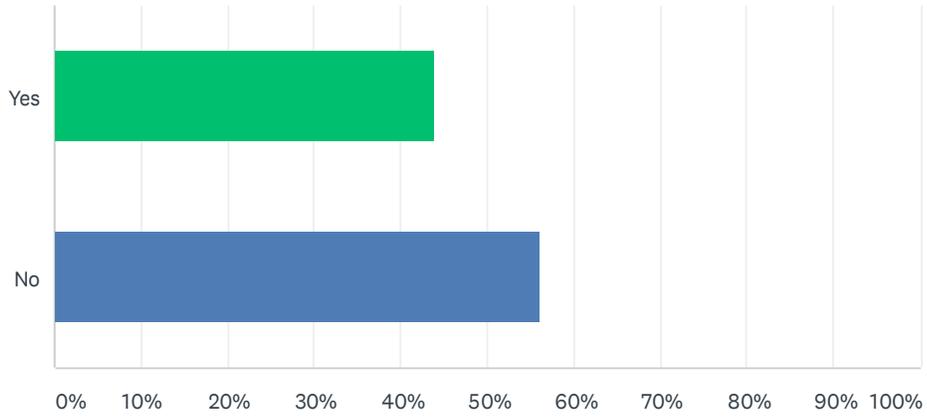
Answered: 508 Skipped: 61



ANSWER CHOICES	RESPONSES	
Yes	81.69%	415
No	18.31%	93
TOTAL		508

Q9 Have you ever watched local Pepperell Community Media (PCM) Channels 192 or 194 or visited the PCM website at pepperellchannel.org?

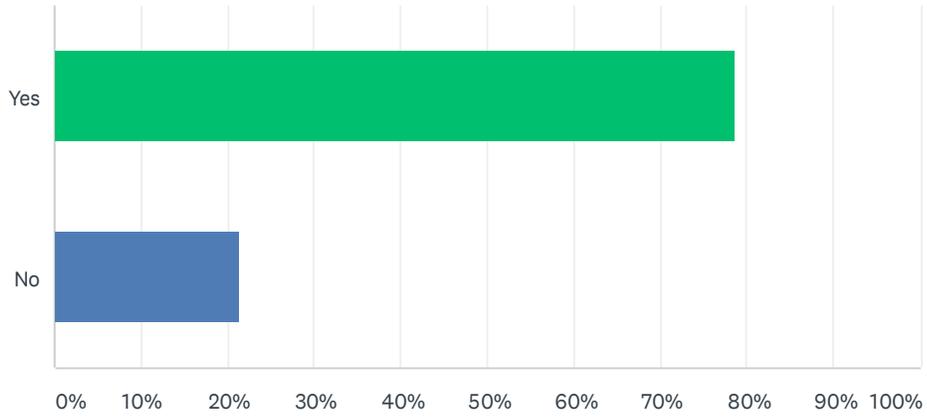
Answered: 510 Skipped: 59



ANSWER CHOICES	RESPONSES	
Yes	43.92%	224
No	56.08%	286
TOTAL		510

Q10 Would you be able to take another two minutes to answer a few more questions about your experience with Pepperell Community Media (PCM)?

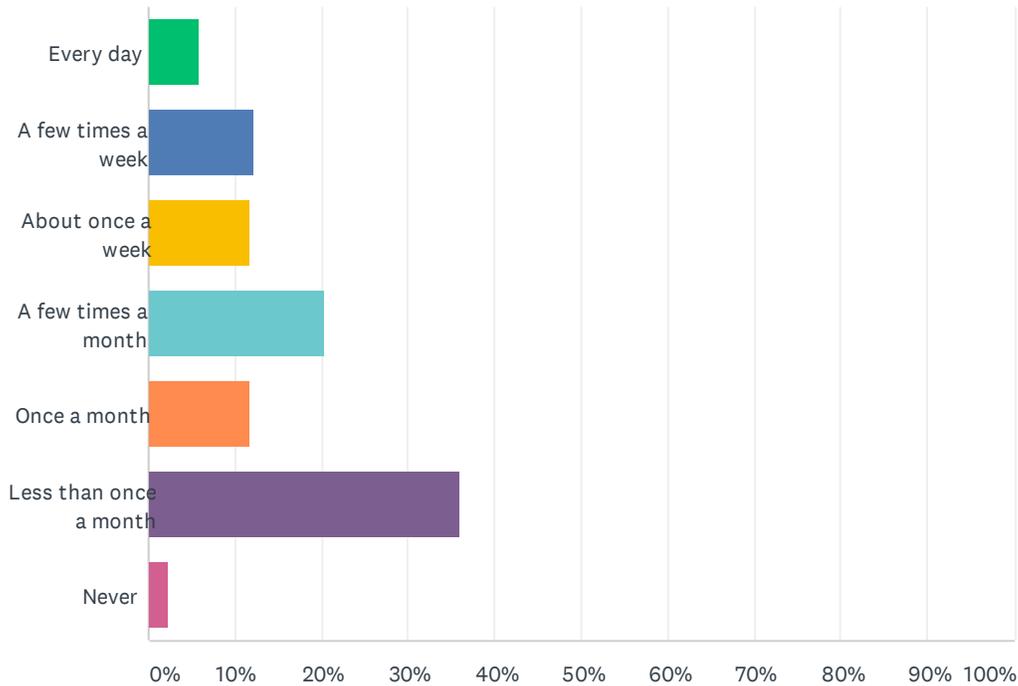
Answered: 220 Skipped: 349



ANSWER CHOICES	RESPONSES	
Yes	78.64%	173
No	21.36%	47
TOTAL		220

Q11 How often do you watch local PCM channels 192 or 194?

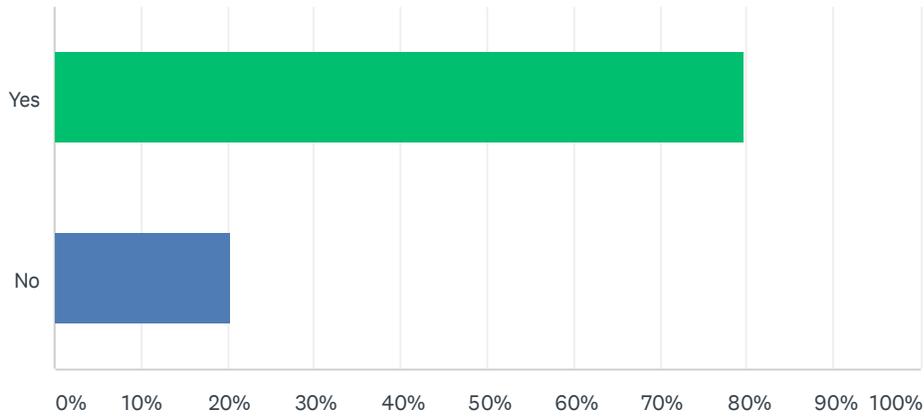
Answered: 172 Skipped: 397



ANSWER CHOICES	RESPONSES	
Every day	5.81%	10
A few times a week	12.21%	21
About once a week	11.63%	20
A few times a month	20.35%	35
Once a month	11.63%	20
Less than once a month	36.05%	62
Never	2.33%	4
TOTAL		172

Q12 Would you like to see PCM videos shown in High Definition (HD)?

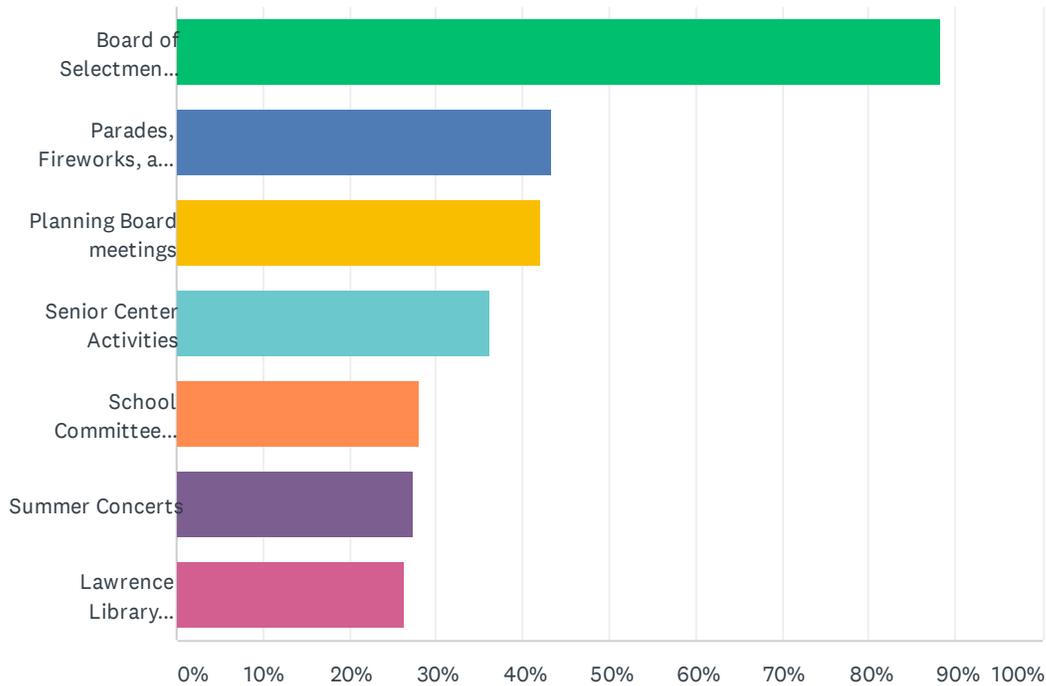
Answered: 167 Skipped: 402



ANSWER CHOICES	RESPONSES	
Yes	79.64%	133
No	20.36%	34
TOTAL		167

Q13 What, if any local PCM programs have you seen?

Answered: 171 Skipped: 398



ANSWER CHOICES	RESPONSES	
Board of Selectmen meetings	88.30%	151
Parades, Fireworks, and Local Events	43.27%	74
Planning Board meetings	42.11%	72
Senior Center Activities	36.26%	62
School Committee meetings	28.07%	48
Summer Concerts	27.49%	47
Lawrence Library presentations or activities	26.32%	45
Total Respondents: 171		

Q14 Is there any additional information about your overall experience with Charter/Spectrum Cable TV services that you would like to share?

Answered: 344 Skipped: 225

#	RESPONSES	DATE
1	Cable quality is poor yet we have no other options other than satellite	5/28/2020 3:29 PM
2	Price is getting too expensive.	5/21/2020 9:09 PM
3	Cost very high. Would like choices of channels. Most are boring.	5/20/2020 5:47 AM
4	Does not have Closed captioning for hearing impaired	5/19/2020 10:00 AM
5	Internet quality and pricing are both terrible. Charter constantly raises their rates and with no notification and you have to threaten to disconnect service for them to adjust pricing at all.	5/18/2020 4:45 PM
6	I personally think the cable option is pricey in terms of channels you're able to get.	5/17/2020 6:05 PM
7	Please bring in multiple cable/internet providers to add choices and help drive the cost down.	5/16/2020 3:03 AM
8	We have connection issues all the time, almost everyday. The issues include slow throughput and loss of connection. The slowness and connection issues don't last for long periods of time, but just enough to be annoying. I believe we should contract with another company for a shorter period of time, instead of ten years.	5/14/2020 3:22 PM
9	I would appreciate more choice in cable providers so I can be certain I'm getting the best price, quality and service	5/14/2020 10:51 AM
10	They do not fix the picture issue and do not have great wifi, always offering better if you want to pay more. Very expensive already	5/14/2020 6:42 AM
11	Internet and cable service cut out often Cable service/style is very out of date and not comparable to new and improved features available from other providers	5/13/2020 12:20 PM
12	Overall we are very satisfied with our Charter/ Spectrum cable tv and internet service! There sometimes incidents of brief glitchiness (a little pixelizing or the sound dipping out for a moment) but they are few and far between. Please stick with Spectrum.	5/12/2020 8:34 PM
13	Cable tv always freezes or volume goes off	5/11/2020 7:45 PM
14	constant digital freezepoor poor service	5/11/2020 5:40 PM
15	Audio dropping out should be addressed.	5/10/2020 9:38 PM
16	Let's get some competition in town between suppliers.	5/10/2020 5:18 PM
17	They dropped channels from the gold package but still charged full price, my cable has been unreliable since 2008 and still is after numerous calls to the support line, and they changed my home phone number without notifying me and when I called to report it, I waited on hold nearly two hours before they answered. They were supposed to call me back with an answer and never did. Then they have the audacity to ask if I would be interested in their new cellular service.	5/10/2020 4:39 PM
18	I wish there was a senior discount !!!	5/10/2020 12:48 PM
19	we need to be able to choose from a different cable company also	5/10/2020 4:41 AM
20	Shorter wait time for customer service Better selection to customize channel selection Most importantly reductions inn pricing Cable is to expensive	5/9/2020 7:59 AM
21	Internet isn't fast enough or strong enough	5/8/2020 5:32 PM
22	I would like to see a faster, more reliable internet service. There are times, especially during the lockdown, where the internet lags because of everyone wanting to be on it.	5/8/2020 4:01 PM
23	The cost of the Select cable tv service (\$100.48 per month) is way too high for non premium services. It's time for some competition instead of a government sponsored monopoly.	5/8/2020 12:35 PM
24	no	5/8/2020 12:31 PM
25	Do not like the fact that Charter has moved from Pepperell to the Worcester area. It was so convenient to go into the office and pay the bill or talk to someone for repairs. It's now very impersonal.	5/8/2020 11:49 AM
26	Internet can be slow and have difficulty with two users. I am not savvy enough to know if this	5/8/2020 10:57 AM

	is my equipment or r/t the internet service. Works well with my firestick.	
27	They offer a tier system,so you cant pick and choose your favorite channels	5/8/2020 9:53 AM
28	way too expensive for seniors !	5/8/2020 9:43 AM
29	- Charter remote will not interface with my TV volume function. - Recorded DVR programs will pixel or freeze up at times. - Recorded programs, ALL end one to two minutes early. - Using the Program Guide function, some programs display limited or no information.	5/8/2020 8:44 AM
30	The resolution of the pixels get scrambled quite a bit,even after the issue has been resolved. The issue continues. Their rates continue to climb.	5/8/2020 8:16 AM
31	Too much interruption-picture often pixelated or freezes. Pay per view movies too expensive. Prefer Netflix	5/8/2020 7:34 AM
32	The office is far. We drove to Keene and could not get what we needed then had to drive to Athol to get it. We could have had a rep come to our house but choose not to.	5/8/2020 5:04 AM
33	I have a very basic service. In fact, I think mine no longer exists but I'm grandfathered in with it. I wish I had one basic good movie channel and I wish the whole cable choices were less expensive. There is so much more I would like to watch but I just can't afford more.	5/8/2020 2:25 AM
34	For the most part pretty good Pixelates often on NBCBoston or lose picture and sound completely	5/7/2020 11:37 PM
35	I became dissatisfied with Charter's limited options and costs that kept increasing. Now I use an antenna which allows me to access the stations I prefer without the cost. It would be great if Charter allowed their customers to select and pay for only the stations they want.	5/7/2020 9:50 PM
36	Using their website is difficult & not user friendly. Sometimes cannot access email. Price of services is outrageously expensive.	5/7/2020 8:11 PM
37	Due to the high demand, buffering during downloads is becoming intolerable. More bandwidth needs to be provided.	5/7/2020 7:08 PM
38	Chatter has the worst customer service. They have no motivation to be better for Pepperell since they realize Pepperell has no other options.	5/7/2020 6:58 PM
39	Have Basic cable, pictures break up & at times freeze so that you cannot continue to watch that channel. The sound on any station goes off and there is silence. These are continual situations	5/7/2020 6:26 PM
40	Sound quality on Town Hall Meetings very poor. Do not know if it is a Charter problem or a Town problem.	5/7/2020 6:24 PM
41	TV service has been particularly mediocre in the last few months, Internet and telephone have been fine. Still, I think I'd prefer Spectrum over Comcast. Comcast has a much worse reputation.	5/7/2020 6:22 PM
42	Overall I'm satisfied with the cable, phone and internet service.	5/7/2020 4:55 PM
43	It's a bit pricey once the term of your "deal" is over. I feel like having a competitor in the market would help with pricing.	5/7/2020 4:54 PM
44	High price quality of picture inconsistent. Internet drops regularly	5/7/2020 4:43 PM
45	the cost is too high for the service. I would like to pay for view. I do not watch foreign language shows nor music channels, I probably watch 25 at the most. new customers get what I get for about a hundred dollars a month less. not fair.	5/7/2020 4:42 PM
46	No	5/7/2020 3:58 PM
47	VERY POOR signal quality and consistently. Overpriced; no competition so no incentive at all to do better. I am ABSOLUTELY disgusted with this company	5/7/2020 3:57 PM
48	incredibly expensive for what is offered	5/7/2020 3:43 PM
49	Tv services are very expensive and most of the channels are junk but I want the Red Sox channel so I have to pay a lot more for expanded service most of which is trash. I have contacted Charter numerous times to negotiate a better price but they are unwilling to negotiate. They do not offer a senior or military discount. It seems like the charges increase a	5/7/2020 3:18 PM

	little every month at the same time they take away channels. I recommend the Town get rid of Charter and hire another provider.	
50	I have, what they told me, are the newest boxes. They still are of poor quality. I have lived in a town with all the other cable companies. I feel Charter/Spectrum has the poorest quality and offerings. Too bad we do not have any choices of cable companies.	5/7/2020 2:42 PM
51	The services are too expensive. We need to open up to multiple vendors to encourage competitive pricing.	5/7/2020 2:03 PM
52	The service reached a price that was unaffordable. Have been very satisfied dropping Charter TV and using Roku	5/7/2020 1:56 PM
53	Cancelled because the cost was not worth the time we used it. Acquired an antenna instead. Also use streamed info	5/7/2020 1:44 PM
54	I gave up on having the repair crew come out to my house. They all were great and tried hard to fix the problem. But I constantly have frozen streaming and dropped movies and internet freezing. Interrupts my work everything. And during this pandemic it has been fill in the blanks. No thank you I hope the town votes you out.	5/7/2020 1:40 PM
55	Local service center.	5/7/2020 1:23 PM
56	I would like more options other than Charter. I get basic TV only	5/7/2020 1:23 PM
57	wish they could solve the tiling issue on various channels but specifically WE TV.	5/7/2020 1:19 PM
58	They don't answer phone until after to many questions	5/7/2020 12:58 PM
59	bring in other provider options including those with FIOS	5/7/2020 12:57 PM
60	no	5/7/2020 12:53 PM
61	No	5/7/2020 12:17 PM
62	I have trouble watching shows via online account.	4/21/2020 6:04 PM
63	They are way too expensive for what I get. I'm told one thing by one customer representative only to be told the exact opposite by another rep. Very inconsistent. My service is all over the place. Some times it drops out completely. Then I'm paying for no internet service. I also don't like the fact that they'll preform scheduled maintenance and not inform their subscribers. Over all we've been disappointed with Charter.	4/19/2020 8:03 AM
64	Service is not consistently reliable.	4/19/2020 7:52 AM
65	Pixilation has increased on all channels, sound was intermittent, internet slow and unreliable	4/18/2020 12:26 PM
66	We cancelled the cable tv service and went to Direct tv , lost service randomly hours at a time.	4/17/2020 9:07 PM
67	I'm told that I'm on a "charter legacy plan" with 100Mbps internet; when trying to switch to a "current spectrum plan" with a base speed of 200Mbps, I'm told "that speed is not offered in your area, but you can upgrade to 350Mbps for an extra \$25 per month." That's just outrageous; clearly it's not an infrastructure issue, it's a contracting/services issue. Please allow local residents to upgrade to 200Mbps (the absolute lowest rate that spectrum offers to new customers). Also, multi-room DVR was slated for availability with Charter before the Spectrum buy-out. Are we able to get that service as well? And, though not a day-to-day issue, driving to Worcester for service is not ideal, is there really no alternative for replacing defective equipment? Thank you for your consideration!	4/17/2020 5:37 PM
68	Please make every effort to bring Verizon FIOS to our town. Fiber optic has been available for a LONG time and we are over due for this infrastructure.	4/17/2020 10:37 AM
69	Internet service is absolutely horrible. Cable continuously drops several times a day. Every day. Both spouse and I work full time in Boston and are unable to get to Worcester to drop off outdated boxes. I am paying way to much for horrible service.	4/17/2020 7:00 AM
70	Very expensive and I had to cut cable and only have internet. And still way expensive.	4/17/2020 12:02 AM
71	Charter is terrible	4/16/2020 9:57 PM
72	When contacting them for help, they were usually okay, but there were times that their attitude	4/16/2020 9:48 PM

	seemed less than helpful. There were too many times that service was spotty. The channels that were forced on us as part of packages were annoying to have to pay for.	
73	The reception is spotty at best. Picture pixelates and sometimes freezes, sound sometimes stops. Not impressed at all with quality.	4/16/2020 9:27 PM
74	We have had no problems with Charter, and I have found their service people very helpful when I phone them.	4/16/2020 7:12 PM
75	I'm moving I had to sit on the phone for hours to schedule my disconnect I scheduled an appointment to connect in my new state and they sent out the equipment when I had requested a connection in a date in the future the office locally here is closed spectrum isn't going out to do installations just not happy with the company	4/16/2020 6:45 PM
76	They use old 1080i technology. Equipment is old and worn out. I have had them for 5 years and still have the original equipment because they closed the local office. They don't have any office close by. They know they are the only service in town so they don't have to be good. They raise prices and take away channels. Why don't you let other services in so we can get competitive prices and better service	4/16/2020 5:54 PM
77	They raised their prices with no warning. Also, since closing the office in Pepperell the closest to replace equipment is an hour away. But the tech said they still own the space, and they could just pay one person to be there even part time. Ridiculous. But - we have no other choices here in town. No competition.	4/16/2020 4:21 PM
78	Charter failed 10 years ago to honor their contract. I would suspect this most recent period reflects similar performance. TINA, there is no alternative. I doubt if their cable bandwidth will adequately support future increasing service demands. Thus resulting in more streaming, less TV packages, resulting in continuing higher prices. Thanks	4/16/2020 3:18 PM
79	We keep dropping the internet and have to reboot our system. It seam a little slow too	4/16/2020 2:50 PM
80	I want a more basic channel package. Better yet, a la carte tv options. Costs are too high. I am most likely going to try OTA and get rid of TV if OTA reception is satisfactory. Renting the equipment is too high. I have to pay for both the cable box and the DVR all for one cable box. I would like to see more options in Pepperell. Xfinity, Verizon and spectrum. I consider this a monopoly where we have no choices. Only when there is competition there will be better pricing and options.	4/16/2020 2:21 PM
81	Yes .1. Their prices have gotten out of hand. 2. Their internet performance (100MB) is way too los for the money. Xfinity give you 250MB/sec.	4/16/2020 2:02 PM
82	Don't appreciate that they have a monopoly in town. The distance to the nearest office is almost an hour away. It would be nice to have choices	4/16/2020 2:00 PM
83	Charter/Spectrum needs to replace their office back in Pepperell, MA. Worcester is an unfair distance for residents of Pepperell.	4/16/2020 10:36 AM
84	Please get rid of them! Aweful service!!!! Give us Verizon fios!	4/16/2020 10:19 AM
85	Their customer service representatives are nice and able to help with some issues. But their policies are awful and are not customer friendly what so ever. Other companies offer much better deals for better prices. The on demand system is terrible compared to others. Often times my cable has reoccurring interruption for days on end every 15 minutes or so apart. I would like to see ya get a different provider or have this company offer better deals.	4/16/2020 10:09 AM
86	There is nothing wrong with Spectrum's service provide they give the customer updated equipment. I've never had a problem with internet service because we purchased our high router that could handle the internet service provided. However, we had a major problem with the cable boxes provide. We moved to Pepperell in 2017, and were given cable boxes manufactured in 2003. These were extremely out of date and couldn't handle the cable service features we were paying for. We ended up figuring out we watched more Netflix and Hulu than cable, so we got rid of the cable portion of spectrum.	4/16/2020 9:41 AM
87	I've had a broken remote for over 2 years. I'm not driving to Worcester to exchange it.	4/16/2020 9:30 AM
88	We dropped cable due to ridiculous prices and poor quality. We have had an inconsistent phone issue that they have never been able to fix for YEARS, and internet is not reliable at all.	4/16/2020 9:25 AM
89	Charters service in town is unreliable at best. Their products are very overpriced and they do	4/16/2020 8:55 AM

not offer enough. My whole house was wired w coax to hang TVs on walls. When they switched to digital, nothing worked unless you have individual boxes for each TV. I asked if they had the small boxes like Verizon/Comcast has and they didnt, only the big reg size boxes. Just another inconvenience. Their customer service is rude and not helpful. Their Charter trucks are all over town taking up a whole lane on busy roads w a cone here or there. So dangerous. The last time was on Tarbell by the senior condos. The worker just laughed. Before that it was Canal St on a corner.

90	I am generally very dissatisfied with their internet and cable TV service. Very slow internet when you need to work from home.	4/16/2020 8:40 AM
91	My internet speeds is supposed to be 300megabyte dL really only gives 15. I can't watch tv and use WiFi on phone. I stream tv.	4/16/2020 8:34 AM
92	The equipment is outdated, often replacements are refurbished. The bill arrives every month 4 days before it is due.	4/16/2020 8:01 AM
93	Would like to see the spectrum office in Pepperell reopened. We really need it here. No way can many of our citizens get to Worcester	4/16/2020 7:59 AM
94	Spectrum office needs to be reopened in pepperell and kept open as long as they provide services to the town. There is no reason we should have to drive to Worcester to return equipment.	4/16/2020 7:44 AM
95	Charter is a well below average national provider with inferior service and product. Fios and or xfinity are better choices although not perfect either.	4/16/2020 7:42 AM
96	Difficulty getting high speed cable to be consistent. Poor installation issues that I had to repair myself. After phone installation, the hole in the wall was so big that I could see outside and they drilled in the wrong spot. Another tech had to come out but I still had to repair it. Both techs said that there was a problem with internet speed but no one ever resolved it to my knowledge.	4/16/2020 7:38 AM
97	Prices keep climbing as there is no competition	4/16/2020 7:37 AM
98	The closing of the walk-in office in LoMar Park in Pepperell means that when my cable boxes go bad -- as they inevitably do after a few months of use -- I have to drive to a location in the south side of Worcester to swap it out -- about an hour's drive each way! This is a major inconvenience and decrease in level of service for Pepperell-area residents, for which I've seen no recompense in terms of lower rates or improvement in other services. They should be required to reopen the Pepperell walk-in office and keep it open until the next license renewal, and that requirement should always carry forward onto the next license renewal, ad infinitum.	4/16/2020 7:17 AM
99	Internet is unreliable and we have to re set our modem multiple times a week. Has always been like that	4/16/2020 7:09 AM
100	Sometimes internet is spotty, down, or really slow.	4/16/2020 7:09 AM
101	Daily interruption of cable tv service. Overall cost for what is supplied does not meet expectations.	4/16/2020 6:54 AM
102	I Try to be reasonable in my expectations and I haven't been disappointed	4/16/2020 6:14 AM
103	Prices high, we dropped the cable to save money. Internet used to cut out frequently, we had to have charter install signal booster.	4/16/2020 6:12 AM
104	Get rid if non-applicable channels. Ie I do not need 50 or so religious or foreign channels. Make those an option for people. More clarity would be nice ...sometimes the tv gets all pixelly on us. An office in town as well as one open until 8 one night would be nice, along with a weekend day for those of us working	4/16/2020 6:06 AM
105	Inconsistent internet service	4/16/2020 5:50 AM
106	Get rid of charter and GET Rid of their Monopoly here in Pepperell	4/16/2020 5:25 AM
107	like to have office back in town that way we could talk to someone about problems	4/16/2020 5:19 AM
108	Signal could be better, some channels pixel ate	4/16/2020 4:48 AM
109	Dislike the constant cable outages and continuous price increases. Dislike that there is no other option in town. Have switched to a satellite tv with much better picture and much better	4/16/2020 1:45 AM

	options for viewing multiple programs.	
110	Had a problem, waited over an hour on the phone. Made us call the router people. Then we had to call charter back...1.5 hours! No resolution! Bought new router rather than call again! Installed myself in 15 minutes!	4/15/2020 11:34 PM
111	I think our town needs more than one choice for these services, charter is subpar, off more than on and the internet is very slow and constantly disrupted.	4/15/2020 11:19 PM
112	Very disappointed with rates increasing every 6 months and I would like to see a senior discount put into action as they use less high tech than most others. The rates have gotten absurd. Would the committee entertain looking into another option for the Town?	4/15/2020 11:14 PM
113	I feel as there should be more than one option to receive internet or cable not just one provider who meets a very mediocre standard.	4/15/2020 10:39 PM
114	The worst cable company I have ever had.	4/15/2020 10:15 PM
115	Internet and cable service can be unpredictable.	4/15/2020 10:13 PM
116	Internet only is more expensive than TV, Phone and Internet combined ☹️	4/15/2020 10:00 PM
117	It would be more convenient if there was an office closer than Worcester especially if faulty equipment needs to be exchanged.	4/15/2020 9:56 PM
118	Even though I show a strong signal and download speeds are as advertised, my devices spend way too much time buffering.	4/15/2020 9:54 PM
119	We cancelled charter cable 6 yrs ago because of too many issues with the service. Kept internet only because that was the only choice.	4/15/2020 9:52 PM
120	Worst cable service EVER. Allowing one choice is absurd!!! How is there no other provider? Cable is constantly out, internet is HORRIBLE GET WITH THE TIMES PEPPERELL, Allow a choice and get into this century's internet capabilities!!!!	4/15/2020 9:51 PM
121	They Suck ...Billing By Weekly Is Bs And Picture Freezing ,Unable To Watch Tv Without Interruption ...Still Getting Billefd For Non Use☹️	4/15/2020 9:51 PM
122	The service is horrible.	4/15/2020 9:45 PM
123	Slow internet	4/15/2020 9:44 PM
124	Always spotty internet service, channels constantly break up and tv is paused or unable to be viewed	4/15/2020 9:42 PM
125	I have zero complaints. Most internet issues can be traced to the router or modem.	4/15/2020 9:42 PM
126	Charter services are expensive and not the best. The closest office is in Worcester and very inconvenient	4/15/2020 9:42 PM
127	Landline cuts in and out all the time! Had to downgrade my package because Disney jr and nick jr NEVER came in clear (picture and sound) worst company to talk to and deal with. They said they will send someone out at X day and time you get the call confirming they don't show then you call again and say it was a contractor that didn't show and they bad mouth said contractor VERY unprofessional	4/15/2020 9:41 PM
128	I have been generally happy with the service but would encourage the town to allow at least one other provider. Competition is good for both price and service.	4/15/2020 9:39 PM
129	Too many intermittent problems. Picture freezing, sound fading and channels not available at times.	4/15/2020 9:38 PM
130	We have spectrum TV stream app with Charter. We do not pay for cable but use that. It's great and affordable but i do not think we have the pepperell local channels with this app. I see channel 192 and it's just labeled educational access and we do not have the other channel.	4/15/2020 9:34 PM
131	Very dissatisfied with the channels I have..most of them I don't even watch and yet I have to pay for them	4/15/2020 9:34 PM
132	No	4/15/2020 9:33 PM
133	Not happy with the service and would like other options Spectrum is horrible	4/15/2020 9:33 PM

134	The cable is out of date. It's about 10 years behind xfinity and Verizon.	4/15/2020 9:32 PM
135	Why can't we have the option of Vios? There are people in the community who would really like to have the service since they work remotely	4/15/2020 9:32 PM
136	none	4/15/2020 9:30 PM
137	Since we dropped tv and landline phone we have had no problems with Charter's internet. Would be nice if they still had a local office and not just the one in Worcester.	4/15/2020 9:30 PM
138	Constant problems with Charter and their outdated infrastructure	4/15/2020 9:28 PM
139	Once they started charging for network stations, thereby doubling my monthly charge, I had no use for them as the service in and of itself wasn't great.	4/15/2020 9:28 PM
140	They are way too expensive.	4/15/2020 9:27 PM
141	Always goes out, slow internet frequently and prices rise every year. Dissatisfied as a whole with charter	4/15/2020 9:26 PM
142	We need to have a local office in Pepperell, with hours for working people. At least one night open until 8 p.m. and a weekend day.	4/13/2020 6:19 PM
143	When calling with a problem, I am on hold for 20 minutes before I get to an actual person. The Cable TV service is spotty at best. The TV picture freezes due to Charter service. I had to open a gmail account because the charter mail was not completely compatible with my apple computer. Now they are saying as of May 1st all my gmail memos will be deleted! I am very dissatisfied with Charter and wish we had another choice. They are expensive and of poor quality. Pepperell should hold them accountable for poor service. If there were another option, I would suggest the town cancel Charter's contract.	4/9/2020 12:51 AM
144	Service is crazy expensive and we've lost channels.	4/5/2020 6:19 PM
145	I do not care for charter. Always have connection issues. For instance, right now I have work I need to do online, but I have no internet connection!	4/3/2020 11:59 AM
146	Irritated by customer support recommending going to a Spectrum store, the nearest being in Worcester, for equipment repairs. You want our money? Reopen an office in the area!	3/31/2020 1:23 AM
147	Price I have basic was \$13 now \$26 way to hi for nothing like to drop it hopefully I'll find a new device and replace it	3/30/2020 5:14 PM
148	Having to go all the way to Worcester to trade-out hardware is a real pain.	3/30/2020 1:14 PM
149	Cable service is terrible. Issues are the same over and over no matter how many times one calls for service	3/30/2020 8:06 AM
150	Very expensive and there is always some sort of issue	3/29/2020 11:10 PM
151	They have consistently raised their prices and cut channels.	3/29/2020 6:45 PM
152	Change to Xfinity it is much better. Had it when I lived in Illinois, very disappointed when I found out I could not get it in Pepperell.	3/29/2020 2:35 PM
153	Please consider another choice. Our service is spotty and unreliable. Can Comcast be an option? Spectrum needs some competition here. They have a monopoly now and it's lousy reliability.	3/28/2020 10:33 PM
154	We need to have options - the cost of internet goes up every year because there are no other options	3/28/2020 10:06 PM
155	Internet WiFi is terrible	3/28/2020 7:43 PM
156	Internet service lousy. Expensive service for what you get.	3/28/2020 4:38 PM
157	Need more choices	3/28/2020 10:50 AM
158	I only use the internet and coming from Comcast I am very unhappy with my service and level of options	3/28/2020 9:02 AM
159	Service and internet is horrible across the board from television, video streaming, internet servicing.	3/28/2020 8:15 AM

160	Internet services slow and expensive. I would prefer to have fios which is a faster service and comparable in Costa.	3/28/2020 8:00 AM
161	We don't use the phone at all. I would like them to offer a cable/internet package offer without the additional phone cost!	3/28/2020 7:32 AM
162	I don't think it's right that we have no other options in regards to internet in town. Up until recently Charter and Dish were the only cable options. I think this is portrayed in the service they give when you call as well. There is no need for them to negotiate with you do to the fact we have no other real choices. We need to have other services in town that we can go to for internet and other cable tv/phone services.	3/28/2020 7:22 AM
163	The rates are high due to contracting with the town, no competition creates higher cost for residents and their service is not even comparable to Comcast Xfinity or Fios, those companies are leaps and bounds beyond Charter. Wish we could have gotten rid of them years ago!	3/27/2020 10:22 PM
164	We have had lots of trouble streaming shows. Often says low bandwidth. Internet is often slow/interrupted. Cable service is also intermittent. Charter is also expensive! Since they have a monopoly on the market, there is no room for negotiation and also no healthy competition to encourage deals and sales.	3/27/2020 9:37 PM
165	Very unhappy would like other options	3/27/2020 7:21 PM
166	had cable with DVR. service was so horrible had to drop it. 3/4th of the channels i watched would either be too pixel to watch,freeze, or tell me it is currently unavalible. shows that were an hour long i would record would be about 23-45 minutes of watchable program. when i did call the 5-6 times to complain their answer was just unplug and re-plug. my internet kept loosing signal for hours a day.	3/27/2020 6:52 PM
167	Charter/Spectrum has been the ONLY choice we have had in Pepperell since we moved here in 1999. In our opinion having multiple choices for cable/internet in Town would be a better option that just having the ability to lock-in with a single provider. Why can we not have a choice to choose Charter vs. Verizon for instance? The Charter equipment is old and dated (I had a technician here to replace a cable box 6 months ago. The box that died had a manufacture date of 2009: the box that was the replacement had the same date. The tech said "that's what they give us, that's what we hand out"). The TV program guide is archaic and difficult to navigate and has not changed or been upgraded for a decade. The customer service is a joke. Worcester is the closest service office? Any equipment issues cause at least a 1 hour drive each way-plus the wait at the office. OR you can schedule for a tech to make a house call. Which is at least a 3-5 day wait. If your cable box or internet router dies, you call, they say "go to Worcester and replace it". Day off from work, wasted time, OR go without both cable and internet for 3-5 days waiting for a tech to come to you. I could go on and on.The answer is not just dumping Charter. Some people might be totally satisfied with the company. The answer is having a choice. DO NOT lock in a 10 year unilateral provider contract for Pepperell. Investigate options and make sure our town has choices like the rest of our neighboring communities. Thank you.	3/27/2020 4:21 PM
168	they have been reliable	3/27/2020 3:21 PM
169	I can not stand charter. We cancelled our cable with them and they kept charging us for cable. When we ask for our money back we got the run around. It's sad we are restricted to charter and still have to pay them for WiFi. I would love other options.	3/27/2020 1:34 PM
170	Increasing monthly cost is everyone's concern.	3/27/2020 1:25 PM
171	Would love to have a FIOS option. And a choice of cable providers.	3/27/2020 1:18 PM
172	I want the option to have ONLY internet (not Cable TV and not phone). The cost of internet is way too expensive. Many people do not have enough income to afford this. As a senior, I may not be able to keep paying this excessive monthly fee.	3/27/2020 1:13 PM
173	Quality of Spectrum reception is terrible. Have been calling to attempt some improvement, have yet to speak to a human	3/27/2020 12:13 PM
174	Internet is spotty. Sometimes good sometimes bad. Inconsistent. We dropped their cable service due to the bricking of the picture and their inability to fix it after multiple attempts.	3/27/2020 10:55 AM
175	There should NEVER be only one choice. No company should have a monopoly. We need	3/27/2020 10:55 AM

	competition and choice. Add another company.	
176	Without competition they don't have to do anything to keep you. If you could switch between 2 vendors and get a good deal, they would be more willing to give a better price to keep you.	3/27/2020 9:24 AM
177	no	3/27/2020 8:19 AM
178	Internet is awful, charge way too much for crappy service.	3/27/2020 8:17 AM
179	The quality of reception is terrible for the TV and the internet is constantly slow and often disconnects. It's time to switch to Xfinity!	3/27/2020 7:34 AM
180	Screen tiles. Poor selection. Cable connect inconsistent.	3/27/2020 7:27 AM
181	The internet is mostly fine but cannot handle the increasing demand of people going to streaming. It drops from 100mbs to 20 frequently. The cost of service is high compared to what you get. Fwiw, I've had Comcast and they are worse in service and quality.	3/27/2020 7:24 AM
182	Internet is unpredictable and I lose it very often late night into the morning	3/27/2020 7:16 AM
183	The customer service folks are beyond rude	3/27/2020 7:09 AM
184	I paid \$1400.00 to get a cable run so we could try Spectrum. Cancelled my package less than a year later. Now paying \$69.99 just for internet for internet which is horrible. Am a senior on a fixed income. Any other options?	3/27/2020 6:59 AM
185	The cost to value is terrible, the network in town can't handle basic streaming let alone pandemic streaming. They need to up their game. 65\$ a mo for a few hours a day it's garbage. I just eat data on my phone instead.	3/27/2020 6:32 AM
186	Charter is the absolute worst. Internet constantly goes out. I got rid of cable a few years ago because it was too expensive but also the picture would always be problematic	3/27/2020 6:28 AM
187	Terrible. Please do not extend. Find someone or anyone else	3/27/2020 6:15 AM
188	Service is awful and also so expensive	3/27/2020 6:08 AM
189	We have had a lot of problems with charter, they always try to solve the problem, but it would be good to have a choice of companies.	3/27/2020 5:47 AM
190	Constantly having to reboot our modem and server since upgrading our speed. It freezes and buffers daily. The quality is not as clear on local channels and some streaming services.	3/27/2020 5:42 AM
191	The internet is always lagging...	3/27/2020 1:45 AM
192	It's very expensive for the level of service provided. Thankfully for us it doesn't seem to be as flakey for us as others seem to see but the lack of any local offices as well as poor internet speeds does leave much to be desired, the only other issue is that I cannot see other vendors being all that much different either	3/27/2020 1:19 AM
193	Horrible customer service	3/26/2020 10:15 PM
194	Having to travel to Oxford to swap equipment is extremely burdensome.	3/26/2020 10:14 PM
195	Lots of power interruption with cable and internet. Signal is bad, picture tends to be a second faster than voices, constantly getting "no signal" or "please wait, updating" messages. Comcast is much better.	3/26/2020 10:13 PM
196	WiFi is constantly cutting out... Also at times TV channels come up unavailable and have to reboot cable box several times	3/26/2020 9:57 PM
197	Charter/Spectrum is awful, it is so outdated compared to other carriers. We continue to discuss cutting the board because of their horrific service. If we had Comcast or Verizon we wouldn't even be considering this. The fact that you have to drive to Worcester to return a box is ridiculous. Get Charter out of Pepperell now!	3/26/2020 9:44 PM
198	Too expensive. Need competition.	3/26/2020 9:37 PM
199	Their prices are too high. Their call center/customer service representatives give inconsistent information. The repair technicians are awesome.	3/26/2020 9:35 PM
200	Lots of pixeling and blackouts	3/26/2020 9:29 PM

201	Pepperell needs more options	3/26/2020 9:21 PM
202	Our internet connection was always going down. We bought a new router and google Wifi for our home because the equipment from Charter was lousy.	3/26/2020 9:21 PM
203	Price of services rise each year and there's no competition. In 7 years my price for internet has doubled! And the service is the same.	3/26/2020 9:12 PM
204	I would like a choice. Charter is not customer friendly	3/26/2020 9:11 PM
205	More often than not the quality and speed of their service ... SUCKS !	3/26/2020 9:06 PM
206	Overpriced for the speed of internet. We need selection! For us it usually works but slows way down a lot.	3/26/2020 9:01 PM
207	Charter is horrible there service is constantly out certain channels not working daily when you call they say there's a known issue in the area and never offer any solutions internet cuts out often and daily on the town Facebook pages people are complaining there a horrible company to have to work with and not have any other choice I have nothing good to say about them	3/26/2020 8:41 PM
208	Charter/Spectrum sucks for selection, costs too much, and wants to distribute bandaids instead of fixing problems	3/26/2020 8:35 PM
209	Charter sucks.	3/26/2020 8:34 PM
210	Quality of service poor. Internet down randomly. Removed major movie channels from package. No discount or legit replacement. Max	3/26/2020 8:15 PM
211	Reduce fees. Internet drops frequently	3/26/2020 8:10 PM
212	Getting house service fix is good but getting a pole line problem fix can be very frustrating	3/26/2020 7:59 PM
213	It's horrible the worst customer service we need to demand more or get another company in town Groton has 3 year deals because competition we only get 1 year It's time the committee demanded more for us	3/26/2020 7:58 PM
214	I recently dropped TV service, now use Amazon Fire sticks, should have done it a long time ago. Internet service would also be dumped (due to cost \$70 per month) if there was another option.	3/26/2020 7:44 PM
215	I have never had an issue with our internet. I love it and rely on it as I live in a poor cellular area. It's unfortunate they get a bad reputation because of other things.	3/26/2020 7:44 PM
216	We have connection issues with our hard lined ps4s, cable box can be glitchy.	3/26/2020 7:43 PM
217	It's not bad. It has days, sometimes consecutive days, where a few or a handful of channels aren't watchable.	3/26/2020 7:39 PM
218	Extremely POOR internet service. Telephone line occasionally goes out.	3/26/2020 7:37 PM
219	The cost is absurd for the services compared to Xfinity	3/26/2020 7:36 PM
220	Prices are high, can't afford premium channels, don't like the fact that we don't have options for different companies.	3/26/2020 7:36 PM
221	I constantly have to reset my password when browsing to one of my email accounts.. and hit errors everytime when doing it. it's maddening. The technology used is full of holes and not user friendly. Fail	3/26/2020 3:28 PM
222	tv stations go blank, sound is there one minute and not the next, you can't record more than one show at a time like you can with verizon	3/25/2020 5:35 PM
223	Have constant issues with the wireless going down. I have to restart the modem and router at least 3 times a week.	3/24/2020 12:04 PM
224	Cost is way too high in with no other competition they know they've got you by the shorthairs if you know what I mean. Plus I've had trouble since almost day one with different things and seemingly never gets resolved. Technicians I've had out to the house have been very friendly and have even changed/updated certain things that they saw a wrong that were initially installed. But even those changes don't seem to resolve all the issues	3/24/2020 9:47 AM
225	verizon fios	3/24/2020 7:08 AM

226	The Charter technology (e.g. the user interface of their equipment, remote voice command, apps on mobile devices, etc...) that we've been given is light years behind that of local Comcast customers. When we visit friends and family in Comcast areas, compared with Charter, it feels like we're decades behind. It's really kind of pathetic... I'd like to start a movement to reconsider Comcast over Charter.	3/24/2020 1:26 AM
227	Cost is so expensive	3/23/2020 9:18 PM
228	I cannot believe they are still in business. They are so bad we cut cable all together. We have internet and phone in case of emergency. The phone works intermittently	3/23/2020 8:29 PM
229	When my contract was up I tried to get a lower rate as I had been a customer for many years. They would not offer any deals so I cancelled cable service. Now I receive cable offers by mail at least twice a month. I get better service from You Tube.	3/23/2020 8:17 PM
230	Regular service problems and data throttling. False results on speed tests. Pixelation of TV. Contacted charter multiple times with no resolve.	3/23/2020 6:30 AM
231	to expensive	3/23/2020 12:47 AM
232	service is frequently down	3/22/2020 6:50 PM
233	the pricing is awful. Price went up \$30 for just internet.	3/22/2020 6:49 PM
234	had problem resolving billing error	3/22/2020 4:11 PM
235	Service is terrible you are not up with the times with equipment and half of my stations I pay for don't come in	3/22/2020 1:51 PM
236	We have had off and on issues with our cable for as many years as I can remember. Recently I was watching a show and the next week I went to watch it, we no longer had access to that channel. Crazy. We have had issue with the cable outside. They asked us if we had hit the box with our car. We told them that where it is placed often gets the brunt of the town snowplows pushing the snow into it. We've had to have them out twice to fix it. It now works.	3/22/2020 1:14 PM
237	Charter/spectrum is horrible!!!! They are rude and not helpful at all. It's like they're just reading prompts off a screen and don't care what you're actually calling about. It's been this way for years and needs to change. They know their the only option for residents and take advantage of people. In this world that's going to shit! Let's make Pepperell better and make a change!!	3/22/2020 10:24 AM
238	I pay 135.00 a month the cable goes out at least twice a week and the channel selection is poor . and they call the house at least 4 times a day looking for next month's payment .	3/22/2020 10:08 AM
239	The prices just keep going up and the service seems to be getting worse. The people are friendly and helpful when you can finally reach a person. Our boxes are very old and I wonder if that is part of the reason the quality could be better.	3/22/2020 8:55 AM
240	Repeatedly rebooting cable boxes. My understanding from one of their repairmen is Charter has new style boxes but are only given to new customers. Equipment is extremely old, slow, and unreliable.	3/22/2020 8:27 AM
241	Please choose another company. Spectrum's products are limited and expensive for what you get. Fiber optic internet should be an option. We had Verizon FIOS in our previous town and preferred it by far- way more bandwidth for \$15 less than what we pay now and considerably better service. Also do we need an exclusive contract?	3/22/2020 2:27 AM
242	Spectrum cable has a tendency to glitch. WiFi is often intermittent.	3/21/2020 11:00 PM
243	I wish we had other options to pick from,Cable is so expensive	3/21/2020 10:27 PM
244	I was told that I had to have basic cable tv in order to have the internet. I have Direct TV for my TV not Spectrum. It appears that I am being charged for TV access as well as the internet. Would like another provider bring some kind of competition for services in Pepperell.	3/21/2020 7:04 PM
245	its only been a few months for me but as of now I have no issues with them	3/21/2020 6:27 PM
246	Inconsistent approach with getting new boxes. Often have speed problems with internet. Tech said it's "something" down the line but it's never been fixed. Sometimes it's fine. Today, my upload speeds were faster than my download speeds.	3/21/2020 2:33 PM

247	My experience with Charter/Spectrum Cable TV services was awful and it is why i wont ever use Charter/Spectrum Cable TV services again!	3/21/2020 2:23 PM
248	Our local cable guys are fantastic! They do a great job	3/21/2020 2:02 PM
249	Would like more than one option for a cable provider. I had Verizon Fios when I lived in Dunstable and it was much better.	3/21/2020 12:58 PM
250	The internet is awful. Charter in general is AWFUL	3/21/2020 12:53 PM
251	It stalls constantly, goes out frequently, my internet is so slow at almost all times. We have upgraded our boxes and modems etc. supposedly going to be so fast it will be unbelievable and still so slow internet times out before thing load, tv channels still don't work because it times out, tv pixalizes often.. nothing works well if at all!! ☹️	3/21/2020 12:26 PM
252	We moved to pepperell 6 years ago. We had Verizon our entire lives before that. Level of service doesn't even compare. Charter is horrible. The internet works when it wants to. Cable boxes (and dvr service are so laggy always have been. Even when we recently switched to new boxes. We are always put on hold for minimal a half hour at a time. Inconvenient with only having the nearest charter location in Worcester. Also just noticed I'm getting charged for a "Latino tier" for an extra 20\$. Never ordered this and no one in my house speaks Spanish. Total rip off for a company that has never delivered. We have been using our Apple TV's because the cable is so bad. Been waiting for other companies to come to pepperell for quite some time!	3/21/2020 11:46 AM
253	I'd like to see lower rates. I had to drop cable because it was too expensive and I'm still paying over \$90 per month just for internet a phone service. Rates are outrageous in my opinion.	3/21/2020 10:47 AM
254	I didn't do Charter and do glad I didn't, always hearing someone complaining about the service.	3/21/2020 10:45 AM
255	Charter is just plain awful. Not Enough room here to describe	3/21/2020 10:42 AM
256	I have reached out to charter on several occasions due to poor internet access, erratic tv reception. Each time, I have had to have a technician come out twice to 'fix' the issues. I have lost work hours because of their service. Before we finally decided to cut the cable and go to just the internet access, we looked around to see what other options we had, and there are none. We should have more than one internet/cable option for the amount of money we pay for these services. I found out we do not even have the option of fios as it is not in our part of town, leaving us 'stuck' with charter	3/21/2020 10:37 AM
257	We're stuck with a take it it leave it attitude since they're the only service in town. I'm lucky to live closer to downtown so my connection is stronger than many other town residents who have continuous problems. It'd be nice to have other options for cable and internet like most towns have. Thank you!	3/21/2020 10:36 AM
258	Quality of signal is often poor resulting in interrupted programming, pixelated images, distorted sound.	3/21/2020 9:58 AM
259	getting to expensive should try to give seniors a discount because, they go up but are ss does not go up that much if any.	3/21/2020 9:52 AM
260	Very slow internet we pay for high speed and it's not. The prices are outrageous that we went through the fire stick and didn't go through charter. Their costumer service sucks they don't help u and if they do they charge to send someone out when it's on their end. Just awful.	3/21/2020 9:35 AM
261	Have not been able to get them to fix my internet connection issues from day one call ever other week and they refuse to send out a tech to just look at instead they have me trouble shoot and say they don't know why I can't stream	3/21/2020 9:33 AM
262	Bad WiFi, disturbed tv service and long waits on the phone	3/21/2020 9:14 AM
263	To expensive	3/21/2020 9:12 AM
264	Please have other choices like Verizon Fios, XFINITY Comcast. Please, just have other choices.	3/21/2020 9:08 AM
265	I am very dissatisfied with the quality of service I receive for paying over \$200 per month	3/21/2020 9:08 AM
266	Internet is off and on speed wise. Some days it's great. Others times I have to unplug the modem several times during the day to get the speed back up.	3/21/2020 8:58 AM

267	Internet speeds are inconsistent. They often drop mid day while working from home, or between 6 and 8 pm during heavy use locally. I'd prefer if charter were able to provide the bandwidth I pay for all the time, not just some of the time.	3/21/2020 8:52 AM
268	Dropped cable because it became too expensive	3/21/2020 8:28 AM
269	Work on customer service and upgrade equipment, still waiting in the new remotes I have requested twice	3/21/2020 8:22 AM
270	Constant issues with WiFi and cable picture. Channels disappear without explanation. No representation in town for service or questions.	3/21/2020 8:16 AM
271	Pricing is too high. Quality is poor. Equipment is outdated. Other parts of the country had better quality and equipment with spectrum.	3/21/2020 7:45 AM
272	Unwilling to help those struggling financially- just not cost efficient.	3/21/2020 7:44 AM
273	Constantly losing connection. Amenities are very very outdated. Xfinity and fios blow it out of the water.	3/21/2020 7:44 AM
274	I have to have charter come out every couple of months for issues with cable boxes. I also have a lot what I believe you call tilting on the screen .	3/21/2020 7:38 AM
275	We should be able have options of which cable company we want for our service. There prices are outrageous and not fair , we have no choice but to pay what ever they want to charge	3/21/2020 7:34 AM
276	Charter is too expensive for internet and it goes out around 9 pm most nights. I need to reboot my routers. Please bring in competition.	3/21/2020 7:30 AM
277	You need to include a local office(Charter Store) in this contract or no deal.	3/21/2020 7:24 AM
278	Too expensive	3/21/2020 7:13 AM
279	You really have no choice in town so you're stuck and they know it. Daughter lives in Lunenburg. Both of us purchased the same Sony OLED TV last fall. Her picture is so much more definitive than mine. My equipment is 10 years old and it shows. Not counting the prehistoric remote and guide. I'd try anyone else if I had a choice.	3/21/2020 6:46 AM
280	Quality is terrible. Dithering, freezing. The cable boxes constantly needing a reboot. Ive had service out a thousand times over the past years trying to fix. I gave up. I have lots of videos of the actual pixelating and dithering issues etc. sound issues etc. service techs are nice but I think the issue is beyond them.	3/21/2020 3:26 AM
281	On any given day there is always issues with the cable...sound or scrambling or both	3/21/2020 3:09 AM
282	Terrible service. They shut off our service because they detected 'signal leak' 'somewhere' on our street. Turned out to be a neighbors house but they left us without service for 2 days. Internet goes out constantly.	3/21/2020 12:05 AM
283	Lived at my house 8 years. Never have had solid service. Every time someone comes out they sell me on the equiptmet is old or bad or it's the line in your house after 10 people coming in finally someone with knowledge came in and looked in our basement and said "this peice of equipment should have been removed YEARS AGO..."	3/20/2020 11:56 PM
284	Carter/Spectrum is not consistent in terms of video quality or internet speed. The response times for service is terrible.	3/20/2020 11:52 PM
285	Constantly have to reboot to resolve tv issues. At 76 years old it isn't easy to crawl behind a tv to do this monthly. All of a sudden the screen will tile, have no sound or turn off and on by itself. Frustrating service	3/20/2020 11:33 PM
286	I have internet only. All the questions were about TV service. Charter is a monopoly in town for internet high speed. Even Verizon DSL is not an option because of speed. We need a competitor and choice for high speed internet to keep prices down and service up.	3/20/2020 11:33 PM
287	I have never had a good experience with Charter/Spectrum. They don't know anything about TiVo, which I have. I'm continually told they are not trained. When I moved to my current location, 5 techs, including their supervisor spent over 10 hours over 2 days trying to install my cable with TiVo. I am constantly losing channels for no reason. At one point I was on the phone with customer service because the tech told me I had to make the call. On that call I found out that my cable was Charter but that some people who moved into Pepperell after	3/20/2020 11:15 PM

Spectrum purchased Charter were under Spectrum cable. Those of us with Charter paid more for their cable than those with Spectrum. I asked the Rep why that was. She said she had no idea. I insisted that I get the lower price, which she did. I have had a tech leave my home with an unresolved issue that they caused with my TiVo that was not a problem when they got here. It is still unresolved 2 years later. He said I don't know how to fix it. To say I am not happy with this cable company is an understatement.

288	Equipment is sketchy, signals lost often for cable and internet	3/20/2020 10:21 PM
289	No	3/20/2020 10:17 PM
290	Internet quality terrible	3/20/2020 10:03 PM
291	Extremely expensive for internet and cable, even for basic service. Whenever a problem they claim their stuff is working properly when it is not. Remove channels from your programming frequently without advising of this. Horrible. I cancelled cable last week, bought a Roku and pay for Hulu with live tv and save \$100/month.	3/20/2020 9:55 PM
292	Service for TV is VERY outdated! Internet is good	3/20/2020 9:41 PM
293	Response to outages or issues to get someone out to your residence is days. I work from home and there is never a sense of urgency with them. I've had several techs out to resolve an issue only to have them leave and have it still be broken. Cut cable because it's outrageously priced and only have internet now. Cable is too expensive. With what we pay them response times should be quicker!	3/20/2020 9:36 PM
294	The cable service is terrible, always cutting out. Wifi is weak. Too expensive Get rid of charter!!	3/20/2020 9:32 PM
295	Need a new provider	3/20/2020 9:21 PM
296	Frequent interruptions of television and cable service. Way to expensive for the lack of quality in both services.	3/20/2020 9:12 PM
297	The amount of time the spectrum app cancel out or pixelated is unacceptable.	3/20/2020 8:59 PM
298	After having charter for 2 yrs we dropped the package and kept internet. Charter increased our prices quickly over a short time and we decided to switch to streaming services ove cable tv.	3/20/2020 8:48 PM
299	Often times speeds are slow, channels go down and it's frustrating they can't keep up with demand considering what we pay for the services they provide.	3/20/2020 8:44 PM
300	Wish we had Verizon fios	3/20/2020 8:35 PM
301	TV service is very spotty. The video often glitches. I would be a happier resident if we had another provider to choose from in town.	3/20/2020 8:29 PM
302	Service sucks!	3/20/2020 8:13 PM
303	I liked comcast better	3/20/2020 8:09 PM
304	Bring Comcast to pepperell	3/20/2020 8:05 PM
305	Yes it's very expensive the Channels change all the time you take away channels and add channels then charge us more money ☹️ vet all very unhappy	3/20/2020 8:04 PM
306	We want Verizon Fios or Comcast.	3/20/2020 7:59 PM
307	Very poor cable TV service. Service technicians are not helpful. Have to go all the way to Worcester to make a change to equipment. Really unfortunate there is no choice of provider.	3/20/2020 7:59 PM
308	Horrible service overall slow internet channels go out a lot	3/20/2020 7:52 PM
309	There should be another option and don't lock us into a 10 year contract. We shouldn't have to wait if the service is horrible.	3/20/2020 7:51 PM
310	Way overpriced for the amount.of time services are down.	3/20/2020 7:50 PM
311	My internet goes out more times than it stays on. The price is insane for JUST internet let alone internet that is intermittent.	3/20/2020 7:47 PM
312	Charter is AWFUL. They are slow, their prices go up every single year, their customer service is extremely rude, and they have a complete monopoly on our town which is UNACCEPTABLE	3/20/2020 7:42 PM

	because it gives them no incentive to change.	
313	WAY TOO MUCH MONEY!!! Why must I have a land line to get a cheaper cable/internet package?	3/20/2020 6:54 PM
314	There is occasional flickering and tiling of the channels. ION is unwatchable. I would like to see them have cable competition. They just raised my Internet rate \$15/month.	3/20/2020 10:06 AM
315	I wish we could pick the channels we want instead of them offering packages of channels that often times are filled with things I never watch. I don't need sports channels or spinach speaking channels; yet I pay for them with whatever packages I have.	3/20/2020 10:00 AM
316	Channel that we're available with my level have had many listed as upgrade now and living on limited income cannot afford this change also Many shows are repeats So ,any shows are repeats	3/20/2020 9:54 AM
317	too expensive and really miss having a charter office in Pepperell	3/20/2020 9:26 AM
318	Very good coverage of town government. Would love to see this and especially town events such as parades and summer concerts on town field in HD. Why the holdup?	3/20/2020 5:47 AM
319	I am not happy with the quality or number of advertisements interspersed in programming.	3/20/2020 12:04 AM
320	Annoying mail solicitations constantly. When I did subscribe, they often failed. Too, the amount of money they charge monthly is ridiculous! Why not have several companies offer service and compete.	3/19/2020 9:02 PM
321	Less reruns better filming of meetings faster internet	3/19/2020 6:40 PM
322	Spectrum is too expensive. They need better option packages.	3/19/2020 6:36 PM
323	Energy efficient cable boxes MUST be a priority (one of the most expensive monthly electricity costs). Their prices have gotten too high. Need an la carte option (we have to pay for silver to get the maybe 10 channels we watch).	3/19/2020 6:32 PM
324	If you have a problem with equipment the only way to deal is by mail. Unless you want to drive 100 miles. They need to have an office closer.	3/19/2020 6:17 PM
325	It is expensive for what you get! And I'd like to see the PCM cover a lot more of Pepperell events, etc.	3/19/2020 6:07 PM
326	Traveling to o Worcester office for equipment is extremely inconvenient. Tired of the frequent "freezing "and pixelation of video.	3/19/2020 5:52 PM
327	My service is on and off a lot Channels have been taken away and replaced with channels I do not watch	3/19/2020 5:18 PM
328	reduce prices for cable and landlines, also do somethin g about the robo calls.	3/19/2020 4:58 PM
329	Very expensive as they're the only choice we have. Lost connections, lousy customer service, billing. I would select another provider if available VERIZON!	3/19/2020 4:48 PM
330	Charter prices are unrealistic and overpriced due to the monopoly that they have in town. I only have them for internet because there is no other option otherwise would never do business with them again!	3/19/2020 4:15 PM
331	Several times while using video on demand, the picture would pixelate. I would call in to support, and never get back to watching the movie that night.	3/19/2020 4:06 PM
332	It is very good, but the price keeps going up.	3/19/2020 4:02 PM
333	Keep up the great work!	3/19/2020 3:51 PM
334	I do not like having to pay for hundreds of channels when all I watch is a handful. We also get very erratic reception of PBS	3/19/2020 3:50 PM
335	The internet sometimes has problems but, I think they are addressing time. New cable lines, etc.	3/19/2020 3:47 PM
336	internet slows wi-fi goes in and out cost is too high	3/19/2020 3:34 PM
337	- The TV "Guide" feature shows limited or no info on some shows within the upcoming week. -	3/19/2020 3:29 PM

When using the DVR, all recorded programs will start and end a minute or two early, so the end of a recorded program may be missed. - Cable Company remote does NOT enable all TVs to function with just the one Cable Company remote. The power for the TV and volume must utilize a second remote, the remote supplied with the TV.

338	No.	3/19/2020 3:22 PM
339	DO not like making equipment changes in Worcester. Bring back Pepperell office. Too much hassle to call Charter....have a real person answer the phone.	3/19/2020 3:14 PM
340	Internet always gets slow or stops working and rv channels freeze. Cost is getting very expensive as well. Wish they had more reliable service.	3/19/2020 3:08 PM
341	no	3/19/2020 3:05 PM
342	What is received on TV has less quality than in the past. Sound can be intermittent on some channels and the guide no longer lines up with the show being watched.	3/19/2020 3:00 PM
343	It's unfortunate that it is the only cable choice in town.	3/19/2020 2:58 PM
344	They are too expensive. I dropped TV because their app was unreliable. And I should have to rent any equipment from them for TV be it cable box or card if I'm streaming their app and paying for the TV service but they make you do it. Found a much cheaper streaming service that meets my needs exactly. Would love to get rid of the phone too but it would cost me MORE for just internet service.	3/19/2020 2:56 PM