

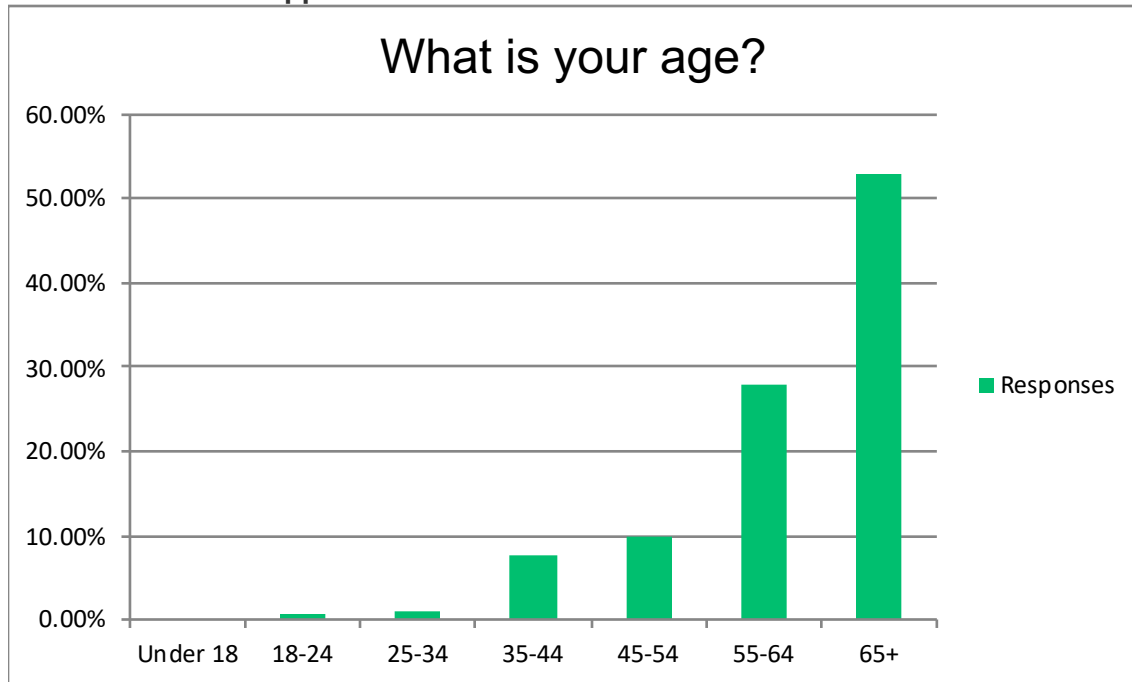
Town of Chatham | Cable Advisory Committee | 2019 Cable Access Survey

Survey Question 1

Chatham Cable Access Survey

What is your age?

Answer Choices	Responses	
Under 18	0.00%	0
18-24	0.55%	1
25-34	1.09%	2
35-44	7.65%	14
45-54	9.84%	18
55-64	27.87%	51
65+	53.01%	97
Answered		183
Skipped		1

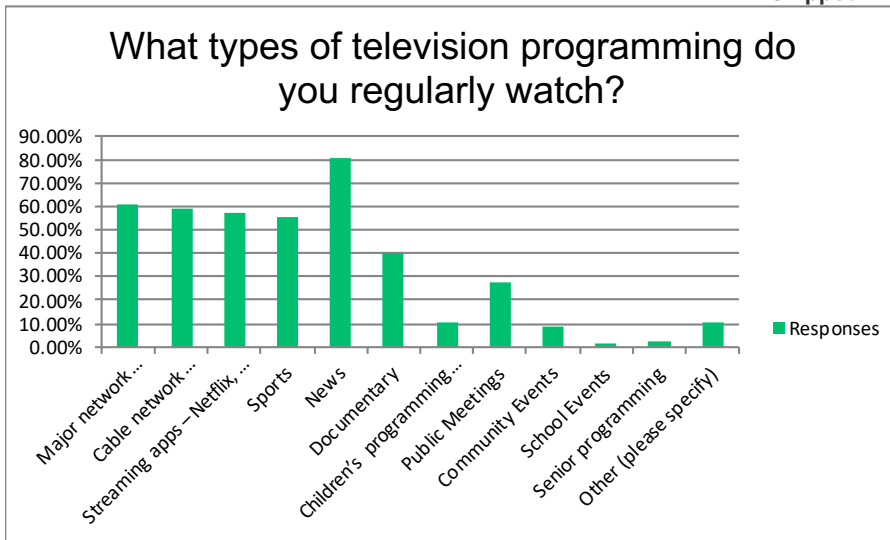


Survey Question 2

Chatham Cable Access Survey

What types of television programming do you regularly watch?

Answer Choices	Responses	
Major network programming – Drama series, sitcom series, other	60.66%	111
Cable network programming – Drama series, sitcom series, other	59.02%	108
Streaming apps – Netflix, Hulu, Amazon, etc.	56.83%	104
Sports	55.19%	101
News	80.87%	148
Documentary	40.44%	74
Children's programming and cartoons	10.38%	19
Public Meetings	27.32%	50
Community Events	8.74%	16
School Events	1.64%	3
Senior programming	2.19%	4
Other (please specify)	10.38%	19
Answered		183
Skipped		1



Response Date	Other (please specify)	Tags
1 Sep 07 2019 11	CNBC, PBS, Fox News-all HDTV. I stream Netflix outside of Comcast.	
2 Aug 26 2019 09	Besides streaming, literally only History, Discovery, and sometimes Animal Planet.	
3 Jul 31 2019 12	PBS, CNBC	
4 Jul 30 2019 10	cable CNBC, HGTV	
5 Jul 29 2019 01	Public Access	
6 Jul 29 2019 01	HGTV, Hallmark, PBS, FOX	

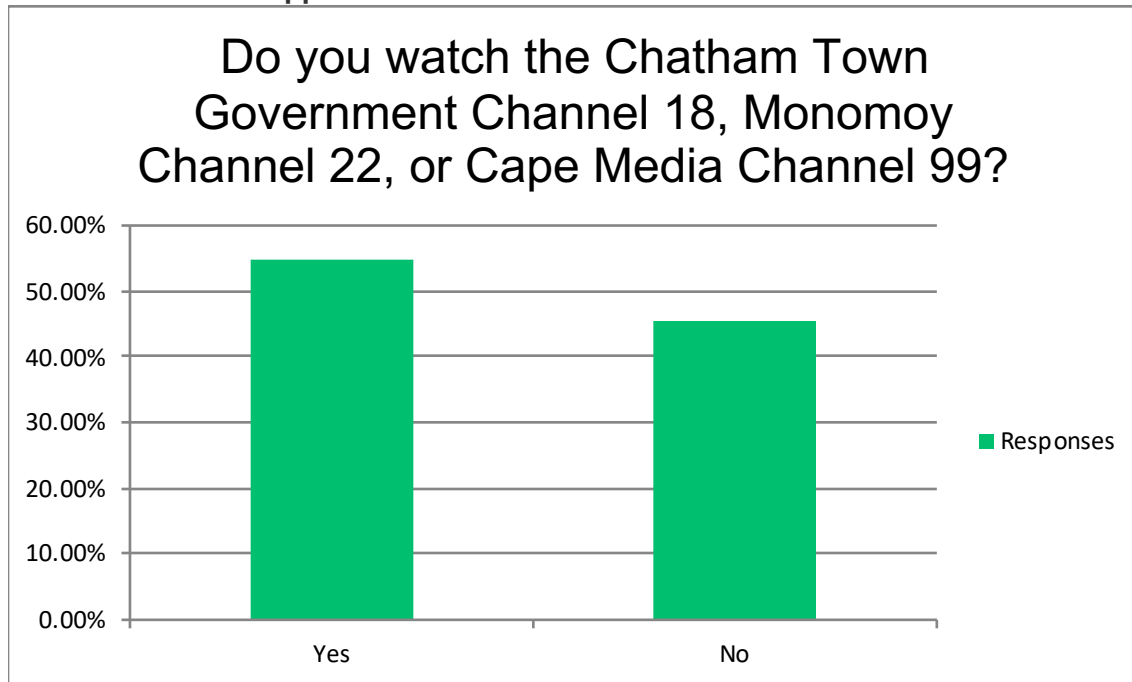
- 7 Jul 29 2019 08: PBS
- 8 Jul 28 2019 08: PBS channels
- 9 Jul 28 2019 12: Hallmark
- 10 Jul 28 2019 04: Older shows
- 11 Jul 27 2019 07: News/weather
- 12 Jul 27 2019 02: PBS
- 13 Jul 23 2019 08: PBS and all channel 2 programs
- 14 Jul 21 2019 05: Home & Garden Shows
- 15 Jul 19 2019 07: Hgtv
- 16 Jul 19 2019 04: CSPAN
- 17 Jul 19 2019 01: Hgtv, food network
- 18 Jul 19 2019 12: PBS shows
- 19 Jun 14 2019 09 Music stations

Survey Question 3

Chatham Cable Access Survey

Do you watch the Chatham Town Government Channel 18, Monomoy Channel 22, or Cape Media Channel 99?

Answer Choices	Responses	
Yes	54.64%	100
No	45.36%	83
Answered		183
Skipped		1

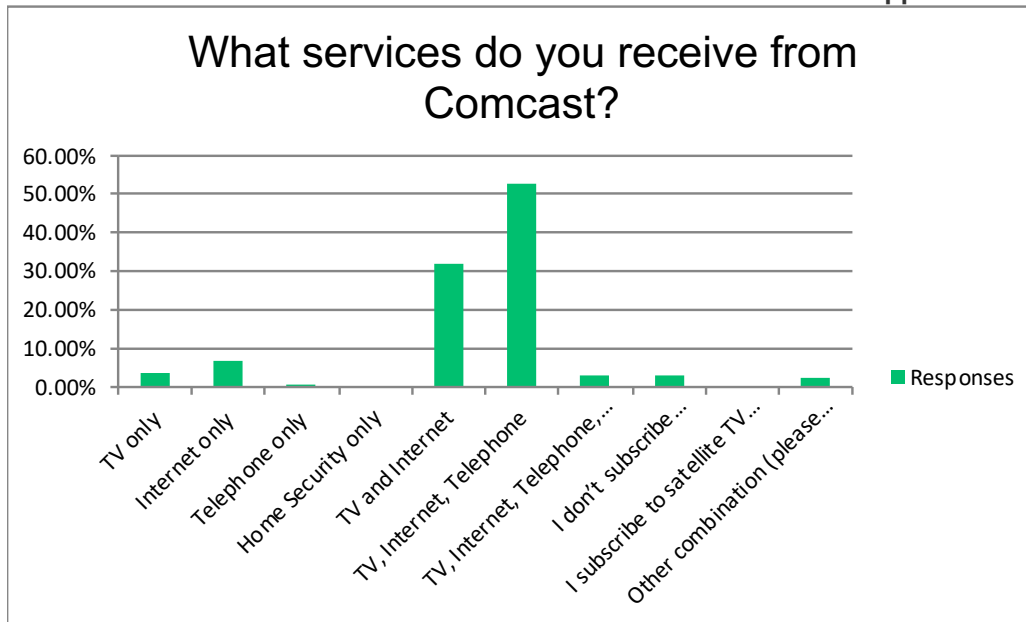


Survey Question 4

Chatham Cable Access Survey

What services do you receive from Comcast?

Answer Choices	Responses
TV only	3.83% 7
Internet only	7.10% 13
Telephone only	0.55% 1
Home Security only	0.00% 0
TV and Internet	31.69% 58
TV, Internet, Telephone	53.01% 97
TV, Internet, Telephone, Home Security	2.73% 5
I don't subscribe to Comcast TV – "I have cut the cable."	2.73% 5
I subscribe to satellite TV programming	0.00% 0
Other combination (please specify)	2.19% 4
Answered	183
Skipped	1



Response Date	Other combination (please specify)	Tags
1 Aug 09 2019 08:00	Internet and Phone	
2 Jul 28 2019 07:00	Tv,internet, security	

3 Jul 15 2019 07: Roku

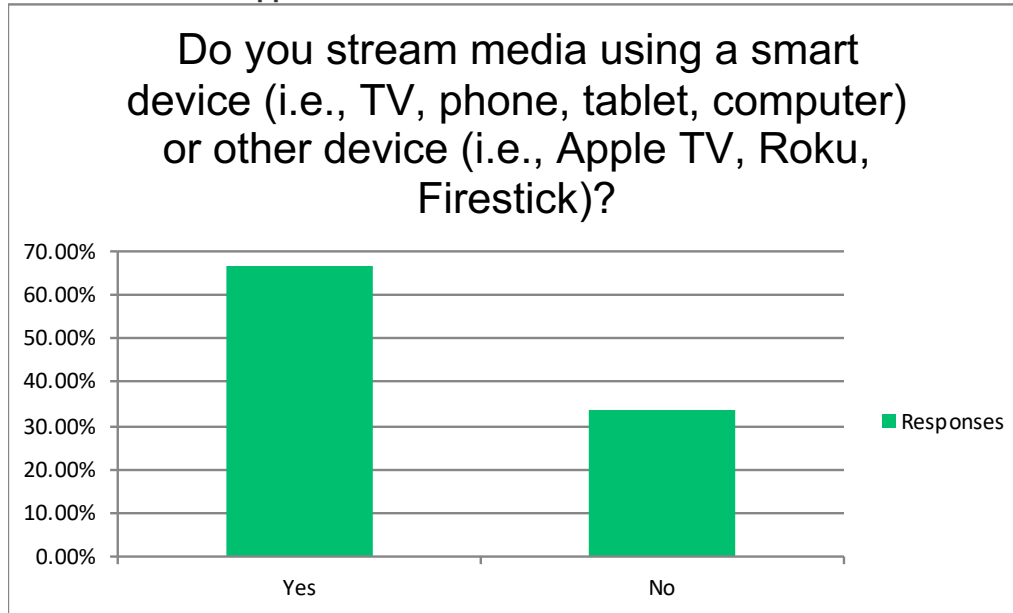
4 Jun 21 2019 06 TV, Internet, Telephone at home and office (both in Chatham)

Survey Question 5

Chatham Cable Access Survey

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

Answer Choices	Responses	
Yes	66.48%	121
No	33.52%	61
Answered	182	
Skipped	2	

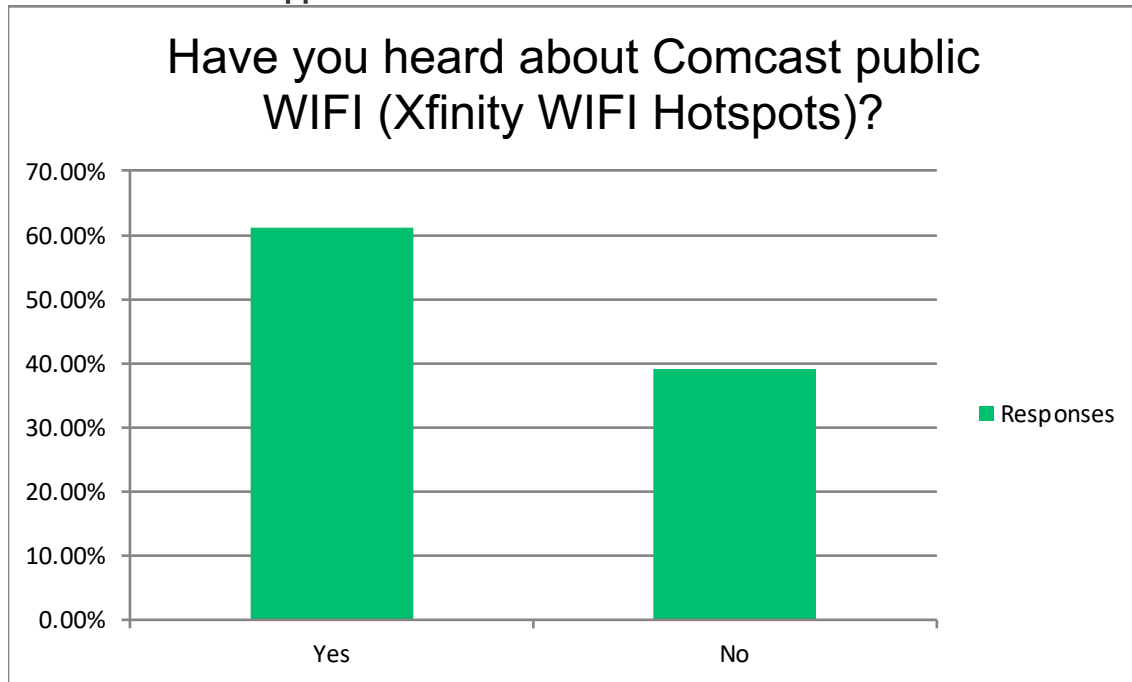


Survey Question 6

Chatham Cable Access Survey

Have you heard about Comcast public WIFI (Xfinity WIFI Hotspots)?

Answer Choices	Responses	
Yes	60.99%	111
No	39.01%	71
Answered	182	
Skipped	2	

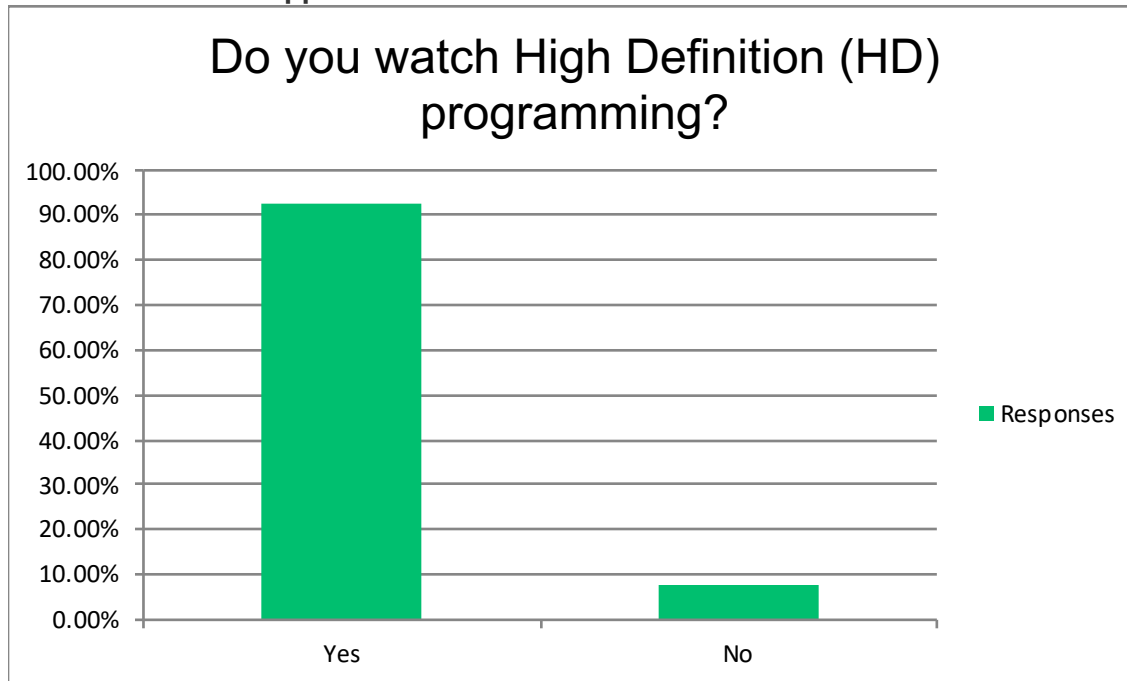


Survey Question 7

Chatham Cable Access Survey

Do you watch High Definition (HD) programming?

Answer Choices	Responses	
Yes	92.35%	169
No	7.65%	14
Answered	183	
Skipped	1	

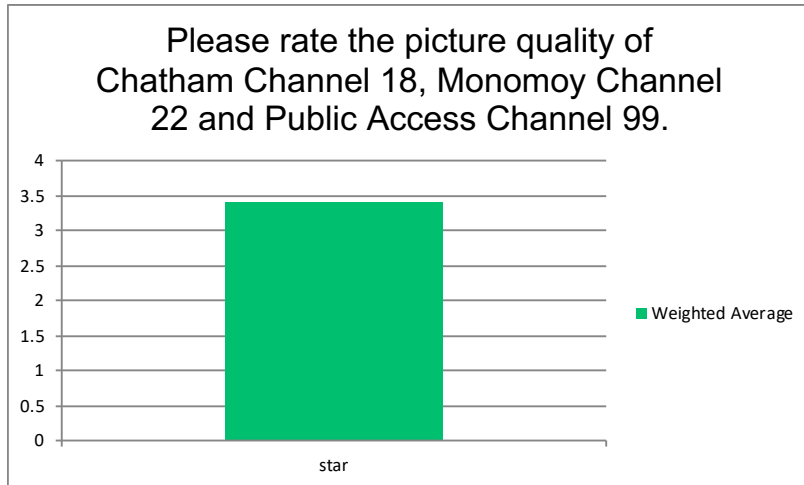


Survey Question 8

Chatham Cable Access Survey

Please rate the picture quality of Chatham Channel 18, Monomoy Channel 22 and Public Access Channel 99.

star	Very Poor	Poor	Acceptable	Good	Very Good	Total	Weighted Average					
	2.42%	4	8.48%	14	46.67%	77	31.52%	52	10.91%	18	165	3.4
											Answered	165
											Skipped	19

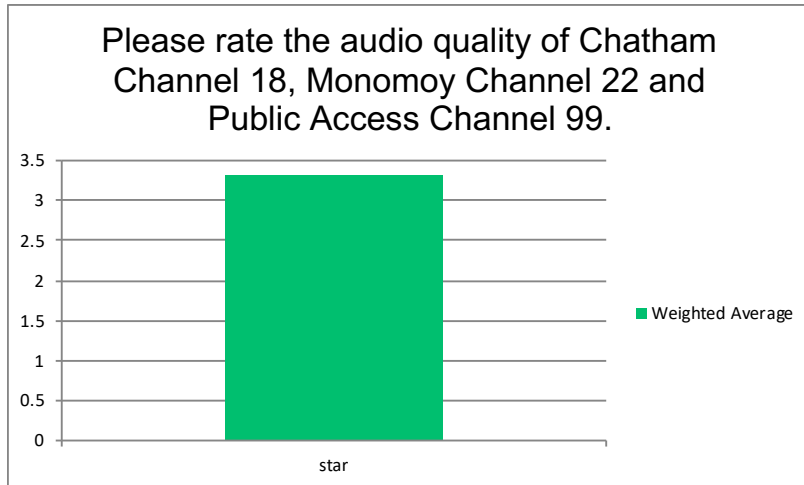


Survey Question 9

Chatham Cable Access Survey

Please rate the audio quality of Chatham Channel 18, Monomoy Channel 22 and Public Access Channel 99.

star	Very Poor	Poor	Acceptable	Good	Very Good	Total	Weighted Average					
	4.38%	7	6.88%	11	48.75%	78	32.50%	52	7.50%	12	160	3.32
											Answered	160
											Skipped	24

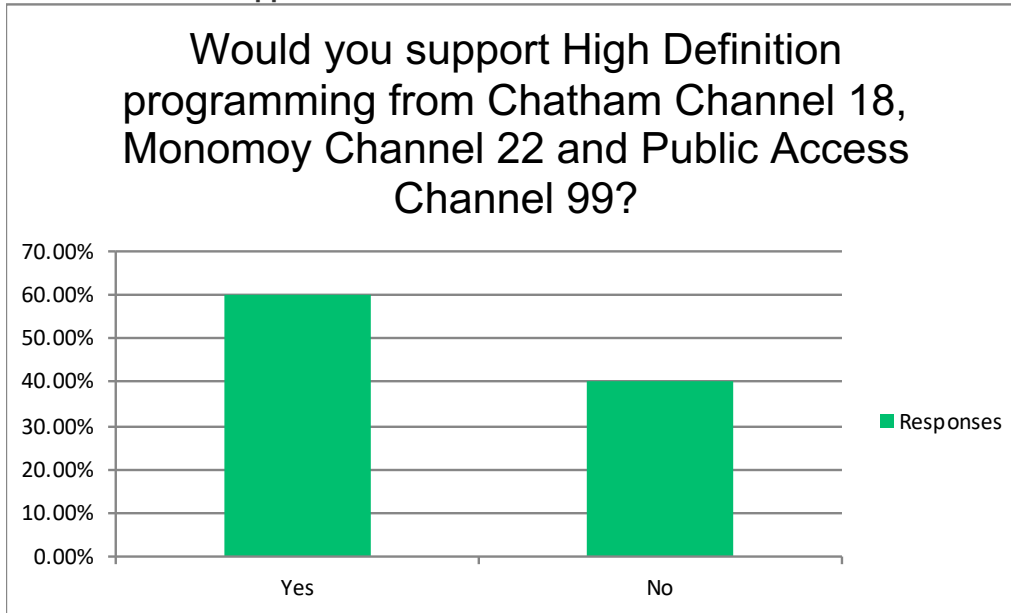


Survey Question 10

Chatham Cable Access Survey

Would you support High Definition programming from Chatham Channel 18, Monomoy Channel 22 and Public Access Channel 99?

Answer Choices	Responses	
Yes	60.00%	105
No	40.00%	70
Answered		175
Skipped		9

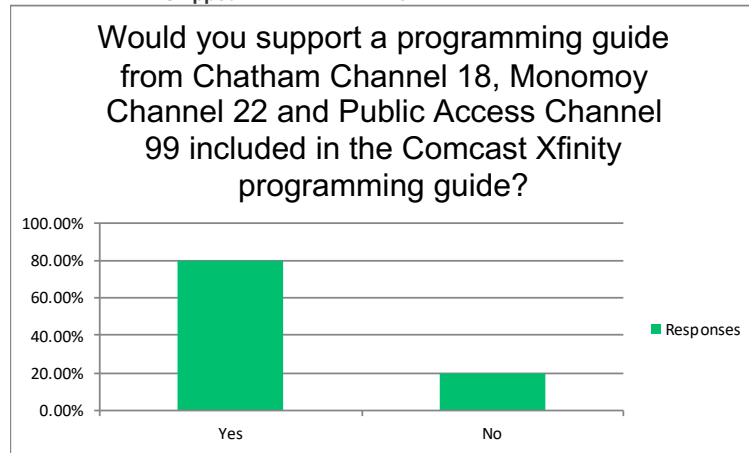


Survey Question 11

Chatham Cable Access Survey

Would you support a programming guide from Chatham Channel 18, Monomoy Channel 22 and Public Access Channel 99 included in the Comcast Xfinity programming guide?

Answer Choices	Responses	
Yes	79.89%	143
No	20.11%	36
Answered		179
Skipped		5

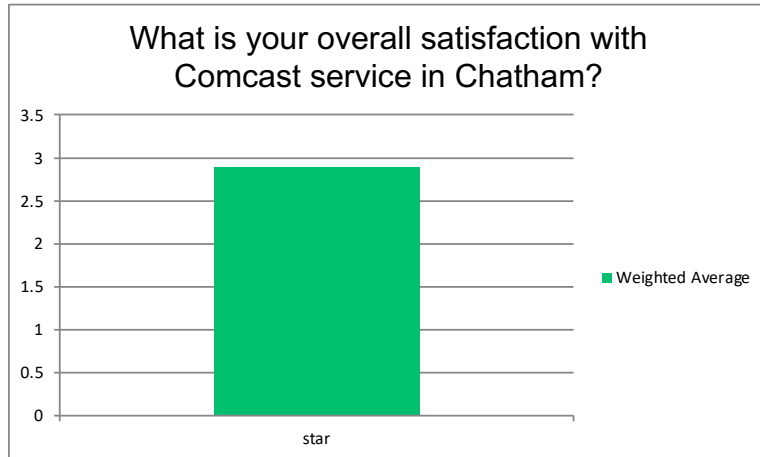


Survey Question 12

Chatham Cable Access Survey

What is your overall satisfaction with Comcast service in Chatham?

star	Highly Unsatisfied	Unsatisfied	Neither Satisfied or Unsatisfied	Satisfied	Highly Satisfied	Total	Weighted Average
	16.39%	25.14%	21.86%	27.32%	9.29%	183	2.88
	30	46	40	50	17		
						Answered	183
						Skipped	1

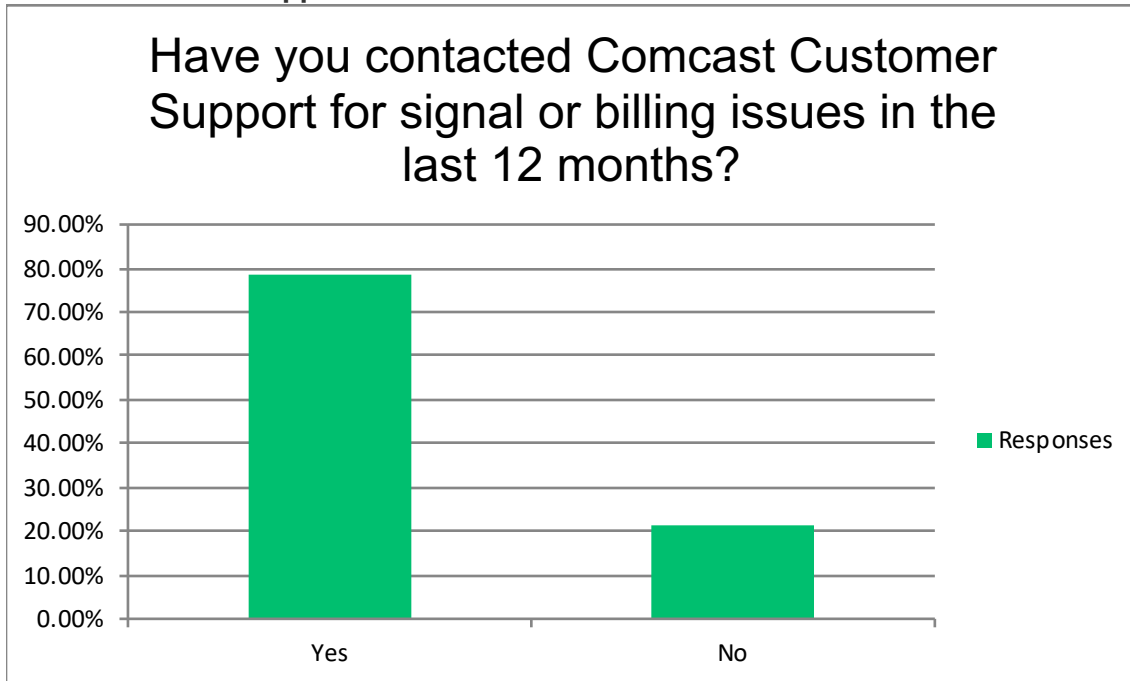


Survey Question 13

Chatham Cable Access Survey

Have you contacted Comcast Customer Support for signal or billing issues in the last 12 months?

Answer Choices	Responses	
Yes	78.69%	144
No	21.31%	39
Answered		183
Skipped		1

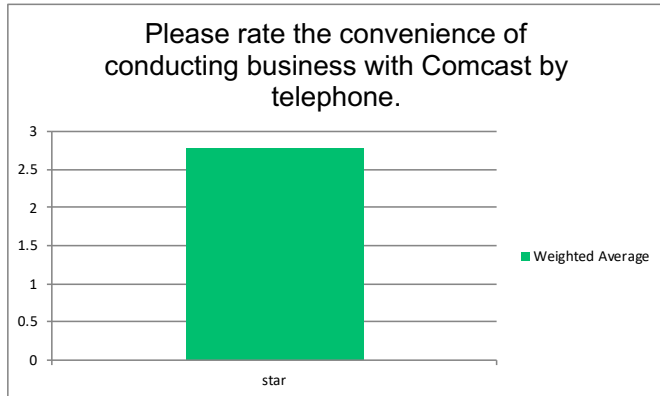


Survey Question 14

Chatham Cable Access Survey

Please rate the convenience of conducting business with Comcast by telephone.

star	Very Inconvenient	Inconvenient	Neither Convenient or Inconvenient	Convenient	Very Convenient	N/A	Total	Weighted Average						
	16.39%	30	24.59%	45	28.96%	53	13.66%	25	12.02%	22	4.37%	8	183	2.79
													Answered	183
													Skipped	1

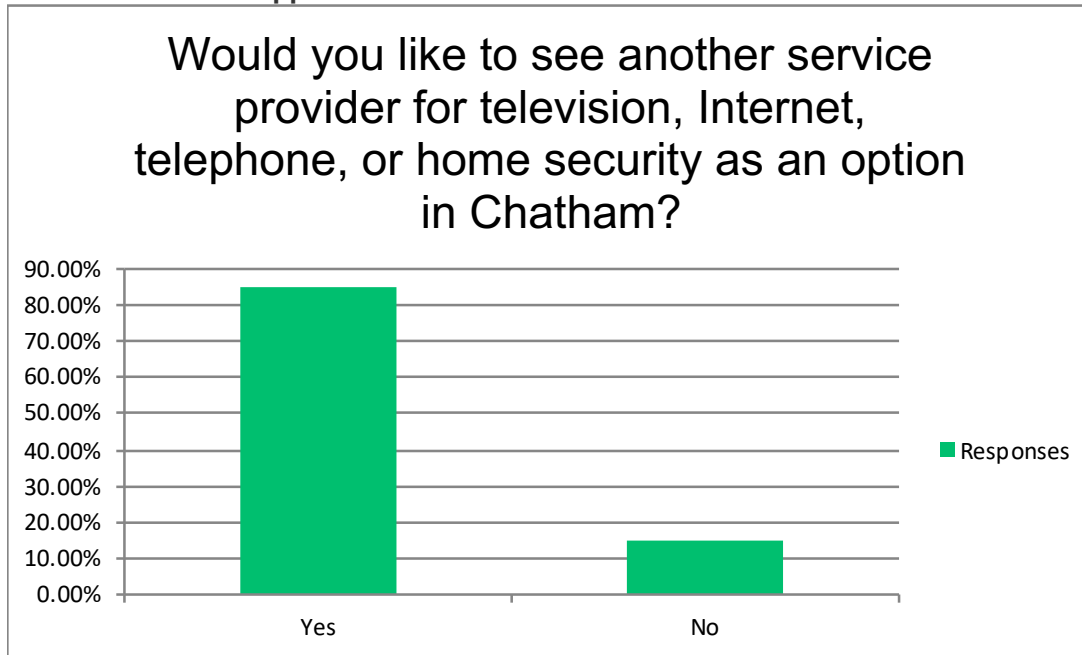


Survey Question 15

Chatham Cable Access Survey

Would you like to see another service provider for television, Internet, telephone, or home security as an option in Chatham

Answer Choices	Responses	
Yes	85.08%	154
No	14.92%	27
Answered		181
Skipped		3



Question 16: Do you have any other comments, questions, or concerns?

Respondents	Response Date	Comment
1	Sep 08 2019 06:38 PM	Cable needs competition so we have other price options. Try opening up to Verizon FIOS. As a permanent resident now, my previous town added Verizon FIOS to compete with Comcast. All of a sudden, quality went up, more options offered and price went down. We need more than one cable provider to achieve better pricing and options for the customers.
2	Sep 08 2019 12:13 PM	Allow us to pick and only pay for the TV channels we watch.
3	Sep 07 2019 11:57 AM	Comcast customer service is deplorable. Cost is out of control. Customer support is rarely handled in US so impossible to understand. Also, they seldom have answers only canned responses. Also, in my experiences, time on the phone is ALWAYS in excess of 40 minutes. In addition, Corporate Headquarters are well insulated & requires a serious protestor on an unsolved problem serious time to reach out to anyone that has clout to affect issues!
4	Sep 07 2019 07:37 AM	Internet service is inconsistent with frequent speed drops which makes working remotely from my home difficult. Bringing in a fiberoptic based service would be a huge improvement.
5	Sep 05 2019 03:36 PM	A little competition might improve Comcast's customer service.
6	Aug 21 2019 10:08 PM	Although Comcast has become more irritating since its inception of Xfinity, it is still a pretty good service. If their equipment were more reliable, and their "upgrades" less disruptive, we would be more satisfied.
7	Aug 16 2019 10:10 AM	Have not received the internet speed I'm paying for
8	Aug 15 2019 05:16 PM	internet speed changes too much as more viewers are on line.sometimes drops below 5 mps. Hard on streaming video.
9	Aug 15 2019 05:08 PM	internet speed changes too much as more viewers are on line.sometimes drops below 5 mps. Hard on streaming video.

Question 16: Do you have any other comments, questions, or concerns?

10	Aug 14 2019 04:54 PM	We need more than one provider option in this town. Comcast has the cabling locked up. We're on our way to streaming and getting rid of their high costs. They are nothing but a money grabbing utility.
11	Aug 10 2019 04:20 PM	I don't watch the govt channels because I don't know where to find them yet was asked in the survey to rate their quality. This seems to be a glitch in the survey. Also when you asked about having another option did that mean in addition to Comcast so that we would have a choice of providers or instead of Comcast?
12	Aug 09 2019 02:39 PM	a few of the comcast customer service people were helpful but the vast majority are incompetent and lied to me about how they would help with a cut cable on our street. It is extremely frustrating to deal with their customer service phone tree because you cannot speak to anyone higher up than the person who picked up the call at their service center somewhere in the South Pacific.
13	Aug 09 2019 12:05 PM	I would like to see greater availability of OpenCape at a more affordable price.
14	Aug 09 2019 08:34 AM	As a former Verizon Fios customer I can fairly judge Comcast service and support. It's terrible. The prices and hidden fees are outrageous. And Comcast made network changes that impaired by Tivo devices making them inoperable.
15	Aug 09 2019 08:30 AM	We need another provider for internet to break the monopoly. Comcast service on the cape in my opinion is sub par.
16	Aug 09 2019 12:19 AM	This is the 21st century. There is no need to grant a monopoly franchise to a single vendor. Comcast is way too expensive.
17	Aug 08 2019 03:51 PM	Having another service provider could lower the price of these services.
18	Aug 08 2019 02:28 PM	Cable service is to expensive!!!
19	Aug 07 2019 09:06 PM	Having a single choice is very limiting and the cost of this service is constantly escalating.
20	Aug 09 2019 12:05 PM	I would like to see greater availability of OpenCape at a more affordable price.

Question 16: Do you have any other comments, questions, or concerns?

21	Aug 05 2019 12:12 PM	Yes, I do. I have a home in CT which is serviced by Optimum/Alltice. My service in Chatham with Comcast is so far superior. Optimum is way behind in the sophistication of their equipment - they tried to roll out a "talk to the remote system called Alltice One and it had a lot of problems - may people went back to just their regular tape only two programs at a time on one box in one room system because the new one wasn't good. Also I have a friend who moved from Avon CT where she had Comcast to Newport and i think she has Cox there - whatever her system is, not as good as Comcast. The only area where Comcast could be better is customer service. When you get somebody in India on the phone, they just have no idea what it going on and sometimes the connection is bad and they are hard to understand. But otherwise, their service is superior to many other carriers. So i say, think long and hard before changing and make sure you read customer reviews of the different providers before changing. A lot of the carriers, Optimum is a prime example, are behind the times with equipment. Don't be hasty - Comcast is better than most. Now if they can just fix their customer service. Actually, the people in the office in Orleans are fabulous, so its not all bad.
22	Jul 31 2019 03:13 PM	tv costs too high packages bundled in a way that forces costly packages to get one or two channels
23	Jul 31 2019 12:28 AM	Comcast customer service is horrible! Due to their monopoly, seriously over rated, expensive & don't deliver on promises.
24	Jul 30 2019 10:05 AM	Obviously we consider Comcast very expensive for the relatively narrow set of shows we watch plus tele and internet. Real competition would be great.
25	Jul 30 2019 08:11 AM	Customers should have the ability to pay for only the channels they want rather than packages that lead you into higher costs to keep 1 or 2 channels!!!!!! Way too much stuff not wanted.
26	Jul 29 2019 08:58 PM	I have multiple Comcast visits each year because 1) broken/old modem or cable box; 2) poor signal. Having Comcast visit is a hassle. However, the last two people to visit (in the last 3 months) were actually very helpful and competent.
27	Jul 29 2019 03:19 PM	Service has limited options. I am seeking to cut the cord both with TV and internet by cable- too expensive and need advice.
28	Jul 29 2019 02:33 PM	I think the rates are outrageous and my cable is costly going in and out. It would be great to have another service provider so these guys are monopolizing the market.

Question 16: Do you have any other comments, questions, or concerns?

29	Jul 29 2019 01:40 PM	NO
30	Jul 29 2019 01:15 PM	Love public access, govt access, and educational access services but the other programming is redundant with the better streaming services such as Netflix. It's not ok that they bundle internet and cable with no real price benefit to one or the other.
31	Jul 29 2019 01:01 PM	There is a weak signal on Stage Harbor Rd. Although they have told us that, they never take it upon themselves to improve this situation.
32	Jul 29 2019 12:08 PM	The pixelating that our picture does on a regular basis is very disruptive. Call Comcast & they just send a signal which doesn't work. Even had the service man out and no change. Some days okay. Sports are usually bad pictures. Wish we had other choices.
33	Jul 29 2019 12:08 PM	Price is too high
34	Jul 29 2019 08:15 AM	Comcast agents & home tech supporters extremely professional !!
35	Jul 28 2019 08:07 PM	We need some other options beside. Comcast
36	Jul 28 2019 06:02 PM	Would love to have Smithonion Channel The seasonal program should be increased to at least 9 months. In Florida at Spectrum (a Comcast Company) will allow up to nine months. Xfinity also a Comcast Company is not being fare. A medical event occured causing a delay in our return resulting in a full extra month payment.o
37	Jul 28 2019 03:15 PM	THERE SHOULD BE ANOTHER CHOICE
38	Jul 28 2019 02:06 PM	Comcast is too expensive!
39	Jul 28 2019 01:19 PM	Comcast is an excellent service provider. Customer service is excellent and convenient. Repairs are fixed promptly. Renew its contract, please!

Question 16: Do you have any other comments, questions, or concerns?

40	Jul 28 2019 12:34 PM	The "star" feature on this questionnaire is not working properly. I wanted to choose the next to the worse star, and it shows both of the bottom two. I would want to know who the other service provider would be before voting to toss Comcast.
41	Jul 28 2019 12:33 PM	We pay \$214 per month. Need coemption.
42	Jul 28 2019 11:39 AM	I think the internet speed is far below advertised despite the cost.
43	Jul 28 2019 11:32 AM	We pay extra for the higher speed internet service. It is unreliable and slow. We would choose an alternative if available.
44	Jul 28 2019 10:56 AM	Cable services have become very expensive
45	Jul 28 2019 10:31 AM	No a-la-carte choices of programming.
46	Jul 28 2019 10:25 AM	Must have more competition for internet services - Comcast gets complacent and isn't motivated to provide highest quality service
47	Jul 28 2019 10:22 AM	Rates are much too high
48	Jul 28 2019 09:56 AM	Dealing with them by phone is rough. In the past, I have been bounced to Bangladesh, the Philippines, Colorado to solve an issue. Not good.
49	Jul 28 2019 09:44 AM	Comcast's service is horrible, and way, way over-priced. If there were an alternative I almost certainly would switch, at least give it very serious consideration.
50	Jul 28 2019 09:24 AM	I'm most interested in alternate gigabit speed internet service as we prepare to cut the cord. The town should also explore municipal fiber service.
51	Jul 28 2019 09:07 AM	Need competitive bids.

Question 16: Do you have any other comments, questions, or concerns?

		And, while you are at it, get Verizon to build a cell tower so we have dependable service!
52	Jul 28 2019 08:55 AM	Need competition for pricing
53	Jul 28 2019 08:05 AM	End Comcast's monopoly now! Their rates are too high due to lack of competition. Also, the Town of Chatham should have higher priorities than enhancing the video or audio qualities of Channel 18. Too much bureaucracy!
54	Jul 28 2019 07:47 AM	I would be interested in another competing internet provider
55	Jul 28 2019 07:42 AM	For seasonal residents, Comcast is way too expensive.
56	Jul 28 2019 07:32 AM	Cost of service with no alternative
57	Jul 28 2019 06:04 AM	Cost of services is far too high Internet service sometimes quite slow.
58	Jul 28 2019 05:43 AM	I would like to have the option of choosing the programs I like, rather than having to buy a bundle.
59	Jul 27 2019 07:54 PM	I have basic service- I pay too much for getting the network adds, and the wasteland of their packages. I'd be happy if they simply streamed a radar loop of the weather for what I used to pay.
60	Jul 27 2019 02:03 PM	Their internet service is undependable, slow and sporadic. Their TV ads touting their reliability are false.
61	Jul 27 2019 09:21 AM	I would be very interested in a cable package that includes the extended channels but excludes sports. I don't want to subsidize the exorbitant costs of sports since I don't watch it at all.

Question 16: Do you have any other comments, questions, or concerns?

62	Jul 27 2019 09:16 AM	Would like to know options with lower rates
63	Jul 27 2019 06:54 AM	Comcast pricing goes up every few months, and not by a small amount. You sign a contract for a set price and yet is still goes up. This seems dishonest and the result of a lack of competition.
64	Jul 26 2019 08:41 PM	Please, please find a viable alternative to Comcast. I have been told we will never get FIOS. Good luck....
65	Jul 26 2019 06:52 PM	I do not use comcast for regular programming sue to poor quality of the picture. I wouldn't have it if it weren't internet and channel 18 We have directv.
66	Jul 26 2019 06:45 PM	I do not use comcast for regular programming sue to poor quality of the picture. I wouldn't have it if it weren't internet and channel 18 We have directv.
67	Jul 26 2019 04:47 PM	I like Comcast very much - I've had Dish in the past and it was a negative experience.
68	Jul 26 2019 04:17 PM	Comcast is horrible - monopoly - prices keep going up - forced into packages we dont want as a bundle.
69	Jul 26 2019 03:48 PM	no
70	Jul 26 2019 02:50 PM	We use Roku and stream YouTube TV
71	Jul 26 2019 01:46 PM	OpenCape is a fiber optic option that should be explored.

Question 16: Do you have any other comments, questions, or concerns?

72	Jul 26 2019 12:39 PM	Comcast is a monopoly here on the Cape. Give the people more options!!
73	Jul 26 2019 12:31 PM	my biggest complaint is that we HAVE to have the bundle ("cheaper") and cannot chose just a few channels need to have 800 which we never, ever watch or want
74	Jul 26 2019 12:05 PM	Comcast is expensive no other real option
75	Jul 26 2019 11:46 AM	Competition is always good.
76	Jul 26 2019 05:22 AM	Cost of service!
77	Jul 23 2019 10:15 AM	Comcast is a monopoly and they know it. It would be nice to put them in a competitive position. It would also be nice to have a fiber optic solution.
78	Jul 23 2019 09:59 AM	Add the Xfinity channel numbers to the TV guide if they are the same in all the covered towns
79	Jul 23 2019 08:34 AM	The packages do not offer a choice (a la carte). We really only want a few options, but have to take the entire packages to get the one or two channels that we watch. We tried dish access, but the reception was terrible. Verizon is not bringing fiber optic connections anytime soon. No choice leaves us stuck with what Comcast has. Either that or nothing.
80	Jul 22 2019 03:41 PM	In New Jersey, I had Verison Fios. I've found Comcast internet service more reliable. I'm very satisfied with it.
81	Jul 22 2019 09:06 AM	Re: question #15, I would like to see service providers with competitive / lower rates.
82	Jul 21 2019 05:08 PM	Cost of service way too high. started at 125.00, now at 225.00. Was very disappointed they dropped MGM, which had a lot of good movies.

Question 16: Do you have any other comments, questions, or concerns?

83	Jul 20 2019 07:34 PM	we need another vendor to compete with comcast. Better tech support at the first call ,not a foreign country with no tech solving problem skills and poor understanding of the English language.We need comcast to advise us of service level packages that offer cost savings.
84	Jul 20 2019 02:40 PM	We would really like FIOS to be available both because of better quality and to give Comcast some much needed competition.
85	Jul 20 2019 11:41 AM	We enjoy seeing the town meetings and videos post on the town's channel
86	Jul 20 2019 10:40 AM	Jul 20 2019 10:40 AM
87	Jul 19 2019 11:40 PM	Comcast Seems to work fine. Competition could help lower prices... not sure why comcast is only option for high speed internet. We had directv and it worked great but came back to comcast cause had to have internet and to was expensive having to buy solo internet and directv. Might as well bundle comcast. Verizon dsl is not a real option for internet. Thanks.
88	Jul 19 2019 07:58 PM	Jul 19 2019 07:58 PM
89	Jul 19 2019 05:32 PM	Comcast is over-priced and performs poorly. The towns/region should consider a public option as in Western Massachusetts communities.
90	Jul 19 2019 04:30 PM	I almost didn't move here because the internet reliability is so terrible. My family goes over our cell data every month because our internet stops working so often. I lived in rural VA next to a sheep farm in a town with a wireless ISP as the only option and there service was on par with what I get here.
91	Jul 19 2019 04:04 PM	Can you lower rates? Comcast is a monopoly. The prices for it services are too high for senior citizens on a fixed income.

Question 16: Do you have any other comments, questions, or concerns?

		There should be a lower rate with reduced level of services or even better competition from another provider. Keep up the good work!
92	Jul 19 2019 03:52 PM	With no competition, Comcast is expensive and getting more so.
93	Jul 19 2019 01:12 PM	Can't Fios come to Chatham?
94	Jul 19 2019 12:54 PM	My sole concern with Comcast that is they don't offer a reasonably priced "Internet-only" option. I want to pay considerably less and drop basic cable. If there was competition on the Cape for affordable internet, then I am sure that Comcast would offer such an option. Until then, they virtually force me with their pricing structure to pay for cable TV that I don't want. I would gladly cut the TV cord if there were a less expensive alternative for reliable and reasonably fast Internet. As it is, I feel outrage, and I mean that literally, each month paying my eye-popping Comcast bill. Why is Comcast a virtual monopoly on the Cape?
95	Jul 19 2019 11:27 AM	no
96	Jul 19 2019 10:27 AM	The cost is to high ((ROBBERY}} should have a deal for seniors
97	Jul 18 2019 05:03 PM	highly overpriced because of lack of competition. We need Verizon.
98	Jul 18 2019 10:08 AM	Comcast needs competition to lower the rates.
99	Jul 17 2019 12:51 PM	I called to get my bill reduced. I said I don't watch sports or listen to their music, or speak Spanish, why do I pay for that? I was told that if I picked and chose what I like, the bill would be the same. There is no "package" under \$248.00 a month.

Question 16: Do you have any other comments, questions, or concerns?

100	Jul 15 2019 07:15 PM	Why can we only have one provider? Competition drives down prices.
101	Jul 15 2019 07:13 PM	Bring in Verizon Fios! It's a monopoly that exists without.
102	Jul 15 2019 07:11 PM	Need competition in town badly
103	Jul 15 2019 07:04 PM	Let's look at alternative providers, namely for broadband access and offer Chatham residents a choice. It is now a monopoly, so cost and service levels aren't their concern. Having more broadband options will encourage better customer service and more competitive cost. Also, with the proliferation of streaming apps (we use Netflix, amazon prime and are likely adding hulu), we may only need a broadband connection. I don't want a cable bundle - would rather pay for exactly what I want (is no more 6\$+ monthly for espn). I think you will find that many more folks are leaning in this direction. Thanks.
104	Jul 14 2019 06:00 PM	Comcast is a rip off
105	Jul 12 2019 08:55 AM	1. Too expensive. 2. do not like many channel choices which are part of mandatory package. 3. Town needs competition to reduce prices and channel choices. 4. Did I mention Comcast is too expensive?
106	Jul 11 2019 09:14 PM	The fact that in today's connected and high speed internet world that the town of Chatham has only one service option is quite concerning. Comcast has no incentive to provide quality service at a competitive price. Their cables and wiring are outdated, and the service is inconsistent. How can you expect improvement without competition. Prices keep rising without an upgrade of options and service. While Open Cape is not currently able to provide fiber to all the homes, they are growing and expanding. There are projects that will run high speed fiber and wireless to downtown Hyannis, Falmouth and Provincetown. Yarmouth is looking at similar projects. In the coming months, there will also be small tests of fiber to the home. This is a local company which might provide some options. In my opinion, there needs to be a conversation with Steve Johnson from Open Cape about wiring Chatham for the future. Waiting will only add costs and signing a long term contract with a monopoly, Comcast, reduced the options for Chatham now and most certainly in the future.

Question 16: Do you have any other comments, questions, or concerns?

107	Jul 11 2019 07:49 AM	Without competition, Comcast will continue to overcharge for their services. First, Bring Open Cape internet to Chatham homes and businesses. Then negotiate a new contract with Comcast. Negotiate from a position of strength. Cancel Comcast's monopoly as a service provider here.
108	Jun 30 2019 06:53 AM	I live in the Old Village. Only Comcast is available. We need competition (FIOS?). I reduced Comcast to internet only because they kept raising my bill year after year after year.
109	Jun 26 2019 11:28 PM	Cox Cable!!!
110	Jun 26 2019 09:37 AM	Over the last couple of years the Comcast signal has frequently been disrupted requiring repeated repairs outside of the house to the distribution lines and equipment.
111	Jun 21 2019 06:00 AM	sound quality on channel 22 - school - is not good, but that might be the studio rather than comcast; i don't understand question 11; thanks for your work!
112	Jun 20 2019 12:38 PM	Ideally I would like to see Verizon Fios offered down the cape. However, I realized that the entire cape is wired for RCN tv service. Since the whole cape is wired for RCN, there is no reason RCN is not allowed to compete in Chatham. Off cape, I have the ability to choose Comcast or Fios, I highly believe in competition and I cannot understand how the town is allowing Comcast to hold Chatham residents and homeowners hostage. Especially over Ch18 funding. I would freely allow Ch 18 and Monomoy Ch22 to become Internet only channels in order for there to be Cable company competition in Chatham and the surrounding towns. I currently watch all of Ch 18 on demand, via the town website.

Question 16: Do you have any other comments, questions, or concerns?

		<p>I also strongly urge against 10 year contracts. The cable licensing contract should not be any longer then 5 years maximum.</p> <p>Is the Board aware that Comcast offers a Senior discount to their customers? This senior discount, which would strongly benefit a majority of the towns aging population is only offered in towns where Comcast has a competitor. With that level of unfairness by taking advantage of one of the most vulnerable populations, I do not understand why we would focus on renewing with Comcast.</p>
113	Jun 20 2019 12:32 PM	Please break the Comcast monopoly. They have a stranglehold over the town. They don't even offer senior discounts in Chatham or cape cod, yet they offer them all the town's that have cable company competition. It is time to rid the town of the terrible service provided by comcast.
114	Jun 18 2019 02:34 PM	Very expensive-\$269 per month!
115	Jun 18 2019 09:18 AM	I favor public investment in OpenCape, bringing the prices down for residential and business subscribers. Until 5G wireless technology is available, OpenCape probably represents the only viable alternative to Comcast. People can use services like www.youtube.tv to access broadcast TV channels. And PEG channels would ultimately migrate to streaming-only services.
116	Jun 14 2019 09:05 AM	Comcast is too expensive!