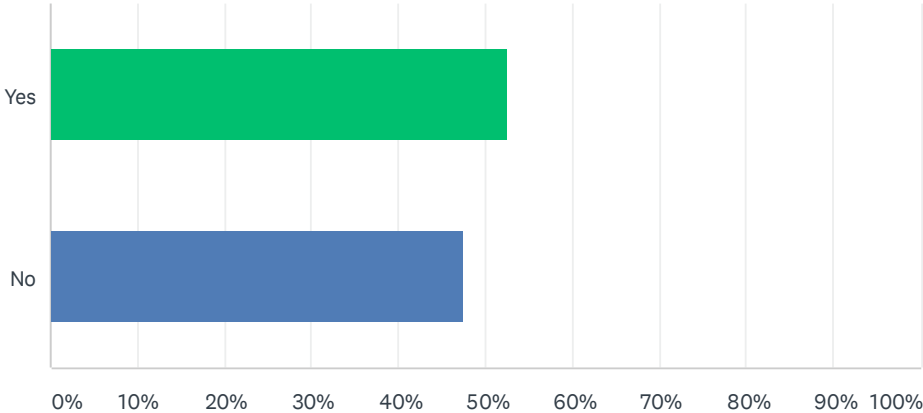


Q1 Does your household or business currently subscribe to cable TV service from Comcast?

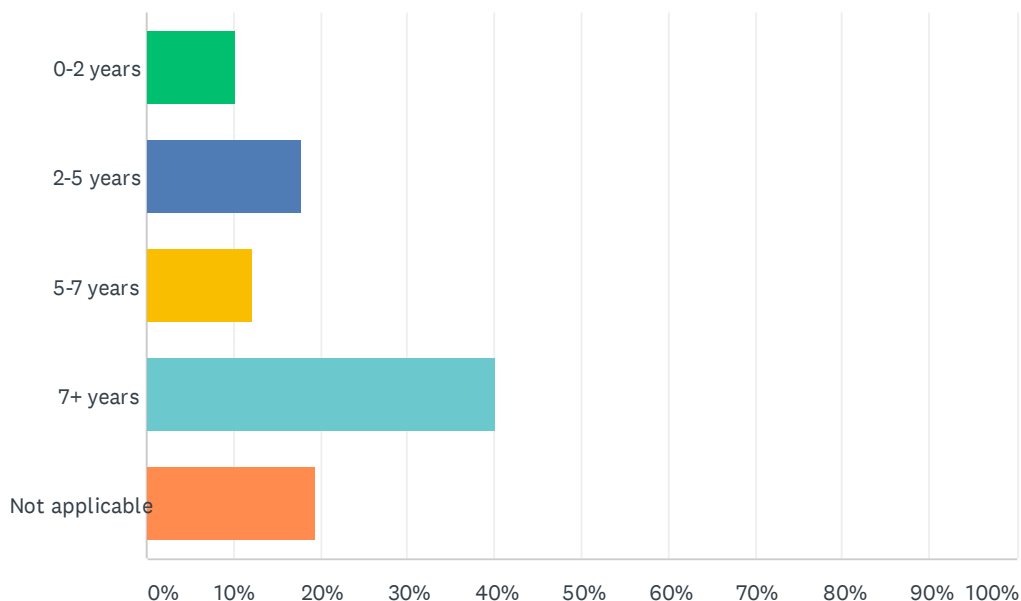
Answered: 175 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	52.57%	92
No	47.43%	83
TOTAL		175

Q2 About how long has your household or business subscribed to cable TV service from Comcast, now or in the past?

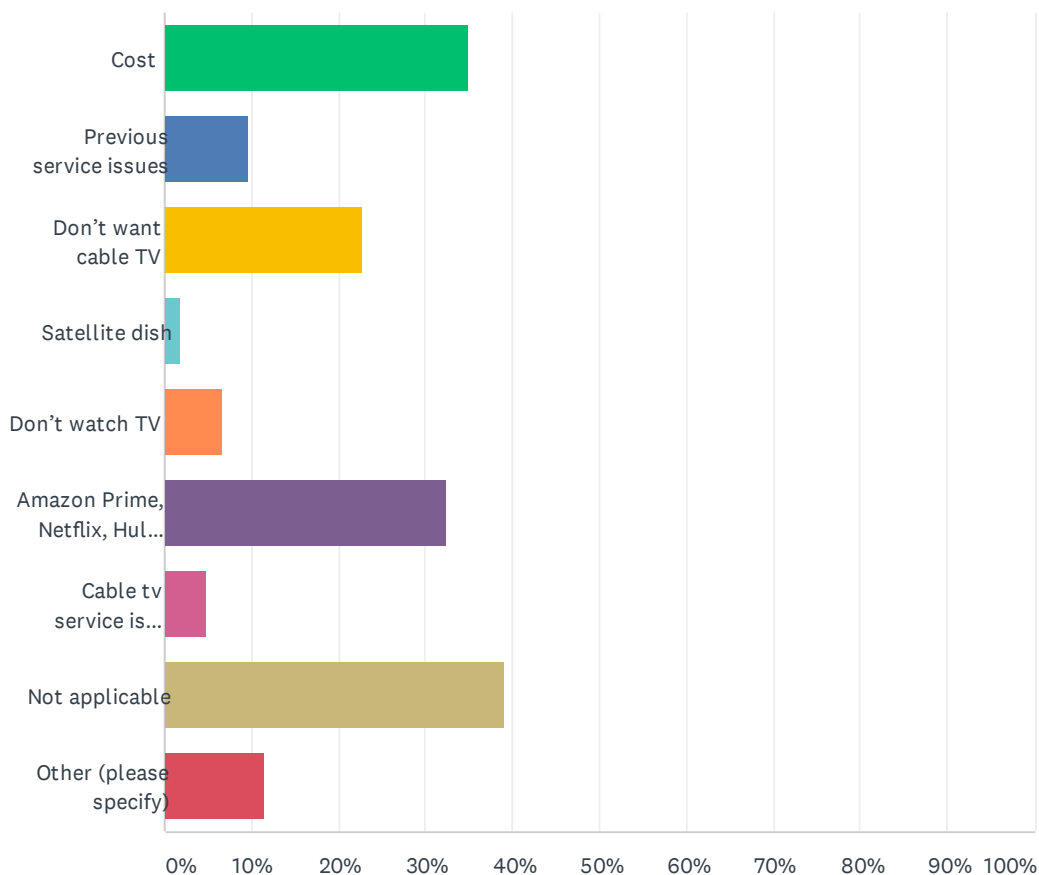
Answered: 174 Skipped: 3



ANSWER CHOICES	RESPONSES	
0-2 years	10.34%	18
2-5 years	17.82%	31
5-7 years	12.07%	21
7+ years	40.23%	70
Not applicable	19.54%	34
TOTAL		174

Q3 For what reasons are you not currently subscribing to cable TV service? Mark all that apply.

Answered: 166 Skipped: 11



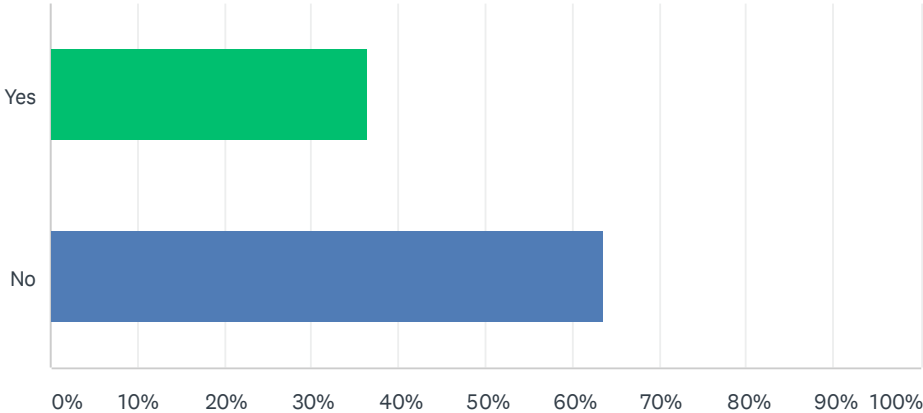
ANSWER CHOICES	RESPONSES	
Cost	34.94%	58
Previous service issues	9.64%	16
Don't want cable TV	22.89%	38
Satellite dish	1.81%	3
Don't watch TV	6.63%	11
Amazon Prime, Netflix, Hulu, etc.	32.53%	54
Cable tv service is unavailable	4.82%	8
Not applicable	39.16%	65
Other (please specify)	11.45%	19
Total Respondents: 166		

Comcast Cable TV Franchise Renewal Process Community Web Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	I watch all videos online.	9/26/2020 2:27 PM
2	Don't watch biased channels.	9/25/2020 11:43 AM
3	Poor Quality, Better Options from Streaming Services	9/25/2020 9:28 AM
4	Cost	9/25/2020 7:05 AM
5	Too expensive for the few select channels we watched. Cost prohibitive to move up package levels.	9/24/2020 7:15 AM
6	Inability to select what we wanted to see. The "packages" include too much crappy stuff.	9/23/2020 11:34 PM
7	Comcast is just the worst	9/22/2020 3:13 PM
8	They are a monopoly and I don't like monopolies. We should have competition for Internet and cable.	9/14/2020 10:22 AM
9	Comcast will not serve our property because they said our driveway is too long.	9/1/2020 9:17 PM
10	do not have comcast	8/1/2020 5:08 PM
11	We do not have access to Comcast on Just A Meer Drive. None of our neighbors do either. We were told by Co.cast it would be in excess of \$20,000 to obtain Comcast	8/1/2020 10:44 AM
12	The bulk TV packages are tiered - the lower end is full of crap paid programming, and the rest is simply too expensive for us, relative to a la carte streaming options. Plus, the convertor box expense and set up are ridiculous - Comcast bricked our DVRs with that one. Why bother with Comcast??	8/1/2020 10:41 AM
13	Billing increase without prior notification	8/1/2020 4:59 AM
14	We decide to upgrade internet service and go to streaming video.	7/31/2020 10:50 PM
15	Horrible company with which to work	7/31/2020 10:05 PM
16	Cost	7/31/2020 9:59 PM
17	Not available on my street	7/31/2020 9:52 PM
18	Horrible customer service, increased fees w/o reason	7/31/2020 6:34 PM
19	Their customer service is HORRIBLE!!!	7/31/2020 8:56 AM

Q4 Is there anything Comcast could do to interest you in subscribing to cable TV?

Answered: 143 Skipped: 34



ANSWER CHOICES	RESPONSES	
Yes	36.36%	52
No	63.64%	91
TOTAL		143

Comcast Cable TV Franchise Renewal Process Community Web Survey

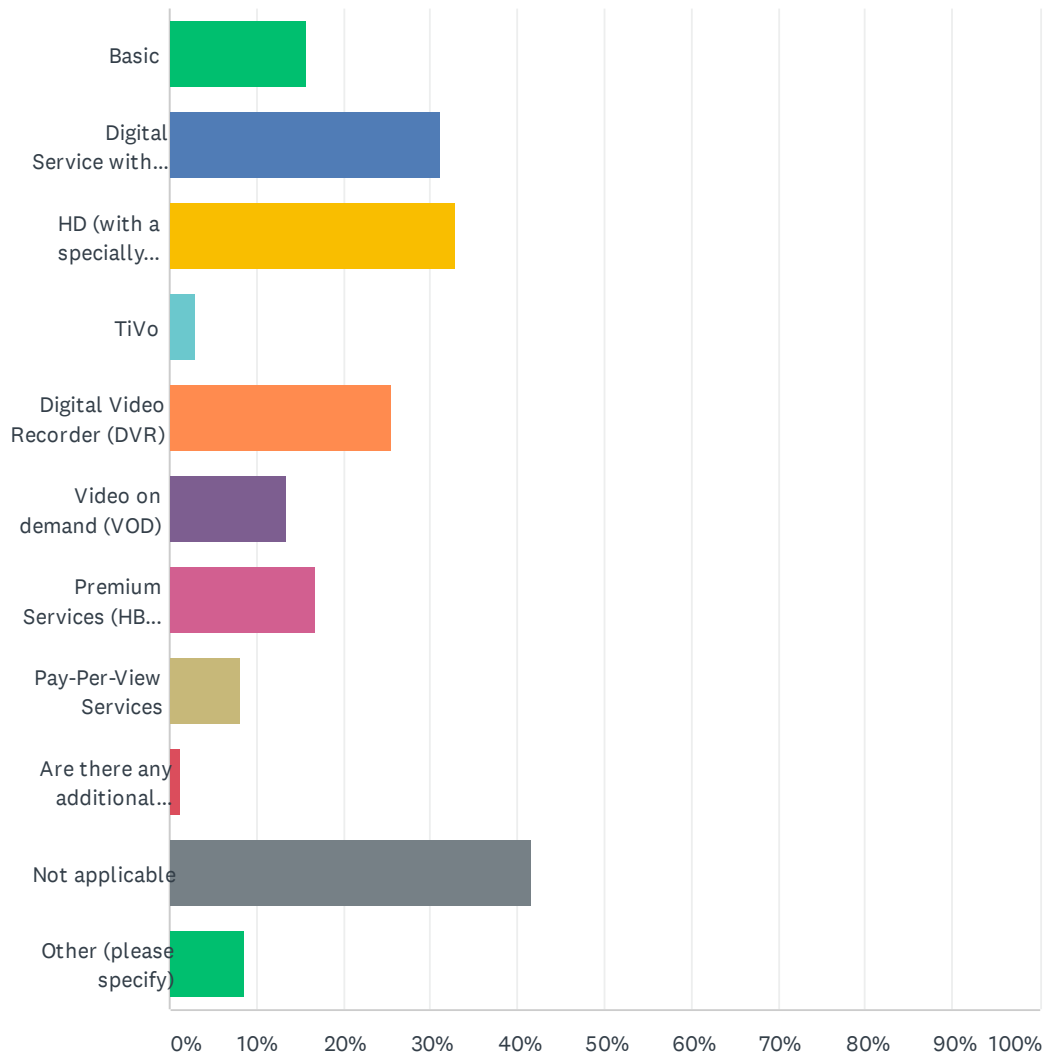
#	IF "YES" PLEASE SPECIFY:	DATE
1	Allow us to choose only those channels we want and have available most/all the channels we want	9/27/2020 3:04 PM
2	N/A I have Comcast but this question requires an answer	9/25/2020 6:04 PM
3	Bundles need to be renegotiated every two years to keep the rates lower. Just lower the rates, please!	9/25/2020 8:45 AM
4	Make specific channels available for a low cost. I may want a specific sports channel, but I do not want 20 other channels bundled with it. But, Comcast knows this. It is simply a profit generating formula.	9/25/2020 8:42 AM
5	Lower cost; month-to-month plans with add-ons	9/25/2020 7:15 AM
6	cost	9/25/2020 7:05 AM
7	price decrease	9/24/2020 11:14 AM
8	Have more selectivity in what you can choose to subscribe to.	9/23/2020 11:34 PM
9	Lower the price for basic TV and keep their bills at that price. In the past their bills increase significantly every month.	9/23/2020 2:43 PM
10	Provide service to my address	9/22/2020 10:16 PM
11	make it equal to and cheaper than directv	9/22/2020 3:40 PM
12	Not be Comcast	9/22/2020 3:13 PM
13	Offer internet service to our address	9/22/2020 2:05 PM
14	Stop bundling to increase fees especially regional sports network fees of "subsidiaries" they own just so they can collect an extra \$18	9/18/2020 2:10 PM
15	Reduce prices by offering smaller packages	9/15/2020 1:40 PM
16	Lower cost	9/14/2020 6:31 PM
17	Lower rates	9/14/2020 5:42 PM
18	Lower monthly cost	9/14/2020 4:59 PM
19	Community TV	9/14/2020 10:02 AM
20	Already subscribe	9/14/2020 9:30 AM
21	Lower cost	9/14/2020 9:06 AM
22	lower prices	9/13/2020 9:03 PM
23	This survey is broken. I've already answered "yes, I am a current subscriber".	9/12/2020 4:44 PM
24	Decrease prices. Allow customers to buy (instead of rent) equipment.	9/11/2020 11:17 AM
25	Allow us to connect.	9/1/2020 9:17 PM
26	Better more customizable options at lower price	8/9/2020 11:56 AM
27	Completely overhaul the customer service model... It is off-the-charts horrible. Almost impossible to ever speak with a human being.	8/7/2020 11:12 PM
28	Increase speed and intermittent latency issues	8/2/2020 6:12 PM
29	Continue with discounted services (e.g. on premium channels, internet) with specific years of customer loyalty. It seems that each year the service fees increase, and one has to negotiate a "fresh" deal with Comcast to lower the cost - this is a tiresome exercise!	8/2/2020 11:55 AM
30	Provide service to our house	8/1/2020 11:57 AM
31	Reduce price to reasonable amount for installation	8/1/2020 10:44 AM
32	Reduce the cost	8/1/2020 8:48 AM

Comcast Cable TV Franchise Renewal Process Community Web Survey

33	include hbo , Disney, etc	8/1/2020 8:48 AM
34	Stop predatory billing practices such as increased billing without notification.	8/1/2020 4:59 AM
35	Unsure -- I had a very bad experience working with them, so not sure what could draw me back.	7/31/2020 10:05 PM
36	Lower cost	7/31/2020 9:59 PM
37	Provide service	7/31/2020 9:52 PM
38	Connect service	7/31/2020 8:09 PM
39	Lower prices	7/31/2020 8:01 PM
40	A la carte channels would be interesting	7/31/2020 7:43 PM
41	Extend service to my street	7/31/2020 7:02 PM
42	Better customer service, decrease prices, stop ridiculous fees, better customer control of subscribed channels	7/31/2020 6:34 PM
43	Lower the cost	7/31/2020 6:06 PM
44	Cost and choice of channels	7/31/2020 6:02 PM
45	Provide service.	7/31/2020 5:56 PM
46	Offer ala carte services to lower the cost.	7/31/2020 12:43 PM
47	I subscribe already	7/31/2020 9:51 AM
48	Remove commercials. If I have to pay for cable, then no commercials. Otherwise, make cable free. Netflix is the new model.	7/31/2020 9:48 AM
49	Lower rates, perhaps offer a sliding scale based on income	7/31/2020 9:23 AM
50	Better value, cost & customer service	7/31/2020 8:56 AM
51	Provide service to my house.	7/31/2020 8:44 AM
52	Lower basic cable cost	7/31/2020 8:42 AM

Q5 What cable services do you currently receive from Comcast? Mark all that apply.

Answered: 173 Skipped: 4



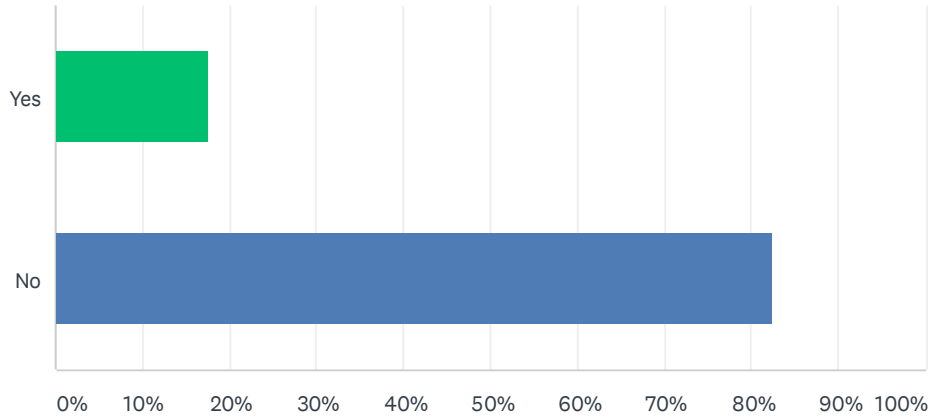
Comcast Cable TV Franchise Renewal Process Community Web Survey

ANSWER CHOICES	RESPONSES	
Basic	15.61%	27
Digital Service with expanded channel line-up (CNN, ESPN, etc.)	31.21%	54
HD (with a specially designed set-top box used to receive High Definition programming)	32.95%	57
TiVo	2.89%	5
Digital Video Recorder (DVR)	25.43%	44
Video on demand (VOD)	13.29%	23
Premium Services (HBO, Showtime, etc.)	16.76%	29
Pay-Per-View Services	8.09%	14
Are there any additional cable services that you would like Comcast to consider?	1.16%	2
Not applicable	41.62%	72
Other (please specify)	8.67%	15
Total Respondents: 173		

#	OTHER (PLEASE SPECIFY)	DATE
1	Nothing now. Did have basic cable	9/23/2020 11:34 PM
2	Internet service only	9/22/2020 4:06 PM
3	internet only	9/22/2020 3:40 PM
4	Internet	9/22/2020 3:24 PM
5	Internet only	9/14/2020 9:23 AM
6	Internet	8/7/2020 11:12 PM
7	reliable high speed internet service, that does not go done	8/5/2020 7:19 PM
8	Internet	8/1/2020 1:06 PM
9	None	8/1/2020 10:44 AM
10	Just internet	7/31/2020 9:59 PM
11	Internet	7/31/2020 8:01 PM
12	Internet only	7/31/2020 6:42 PM
13	Internet	7/31/2020 6:34 PM
14	Home Security	7/31/2020 10:30 AM
15	Affordable WiFi and phone package	7/31/2020 9:23 AM

Q6 Are there any additional cable services that you would like Comcast to consider?

Answered: 170 Skipped: 7



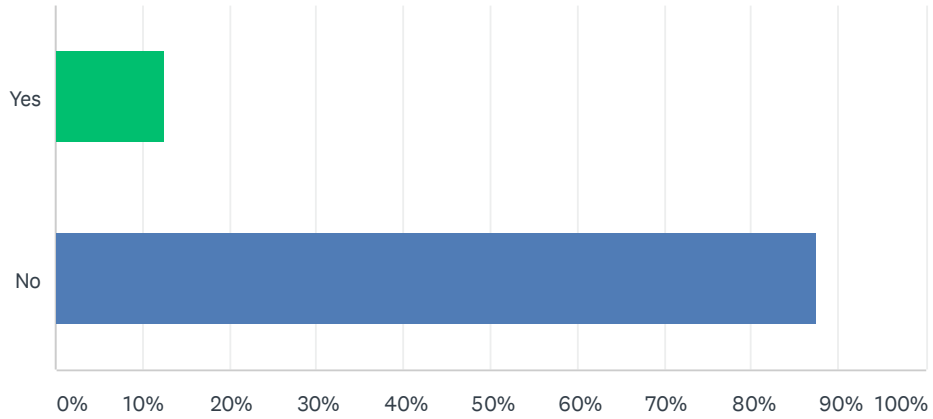
ANSWER CHOICES	RESPONSES	
Yes	17.65%	30
No	82.35%	140
TOTAL		170

Comcast Cable TV Franchise Renewal Process Community Web Survey

#	IF "YES" PLEASE SPECIFY:	DATE
1	Cable TV Service other than most basic service	9/26/2020 8:09 AM
2	Put Starz back into the premium package rather than separate subscription	9/25/2020 6:04 PM
3	High bandwidth internet without having to buy into triple play.	9/25/2020 8:45 AM
4	Doubtful to engage Comcast given their pricing structure, as well as their support for progressive agenda programming	9/25/2020 8:42 AM
5	I hit yes because my answer is NO but that is because I don't know what else exists other than what I have.	9/24/2020 5:42 AM
6	Comcast removed some programming from the pkg I subscribed to (TCM for example) and moved them to the sports pkg, which I don't want.	9/23/2020 8:37 PM
7	More of a pick what channels you want and not the stupid bundling thing they do now. Yo get one or two channels I want I have to pay for dozens I never look at!!	9/23/2020 3:32 PM
8	I would like to get high speed internet only service without programming. I would like menu options rather than pre-determined packages	9/23/2020 1:33 PM
9	The ability to select your channels - ie, 20 channels for a certain price and subscriber gets to choose the channels (excepting premiums like HBO)	9/22/2020 4:10 PM
10	fiber optics	9/14/2020 5:42 PM
11	Actually recording programs that we want to record, rather than recording the times that programs are scheduled to be on. When programs shift time (for whatever reason), the recordings clip beginnings/ends. Seems like a stupid limitation.	9/14/2020 4:59 PM
12	ACC Network	9/14/2020 10:34 AM
13	Community TV via BARN	9/14/2020 10:02 AM
14	Allowing an ala carte option--pick and choose your channels	9/14/2020 9:09 AM
15	high speed internet service that does not go down	8/5/2020 7:19 PM
16	Better internet	8/2/2020 6:12 PM
17	Need to consider having local high school students (BHS & EHHS) "running" a local TV station - would help students with education credits, and experience, for working in broadcasting/journalism.	8/2/2020 11:55 AM
18	Apple TV and Disney+	8/1/2020 9:25 AM
19	Bundle with a handful of premium channels selected by the subscriber	8/1/2020 8:48 AM
20	Would like to have a choice	8/1/2020 7:54 AM
21	Fiber optics cable	7/31/2020 10:14 PM
22	island-wide fiber optic cable so we wouldn't need wireless, particularly 5G	7/31/2020 10:05 PM
23	Service to my area	7/31/2020 9:52 PM
24	Fiber optic	7/31/2020 9:03 PM
25	High speed internet	7/31/2020 8:09 PM
26	Bundled streaming service subs.	7/31/2020 7:43 PM
27	All access cbs	7/31/2020 7:25 PM
28	Ensure broadband access to all homes needing it for work and school from home.	7/31/2020 6:09 PM
29	Fiber optic	7/31/2020 6:02 PM
30	High speed reliable internet	7/31/2020 11:20 AM
31	Comcast needs to pick up the shows offered by Hulu, CBS All Access, etc.	7/31/2020 10:45 AM

Q7 Are there any cable programs that are not available that you would like Comcast to add?

Answered: 166 Skipped: 11



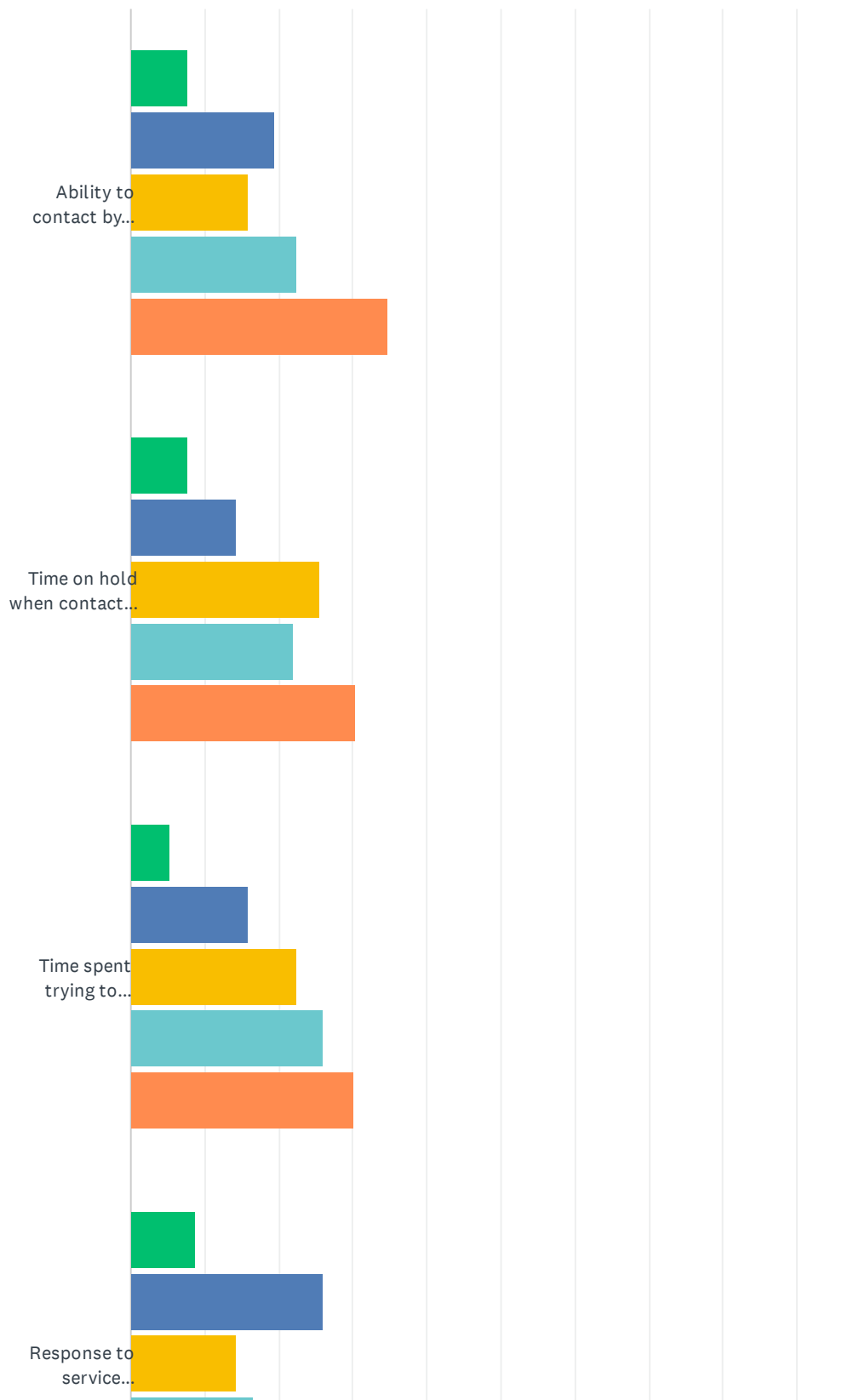
ANSWER CHOICES	RESPONSES	
Yes	12.65%	21
No	87.35%	145
TOTAL		166

Comcast Cable TV Franchise Renewal Process Community Web Survey

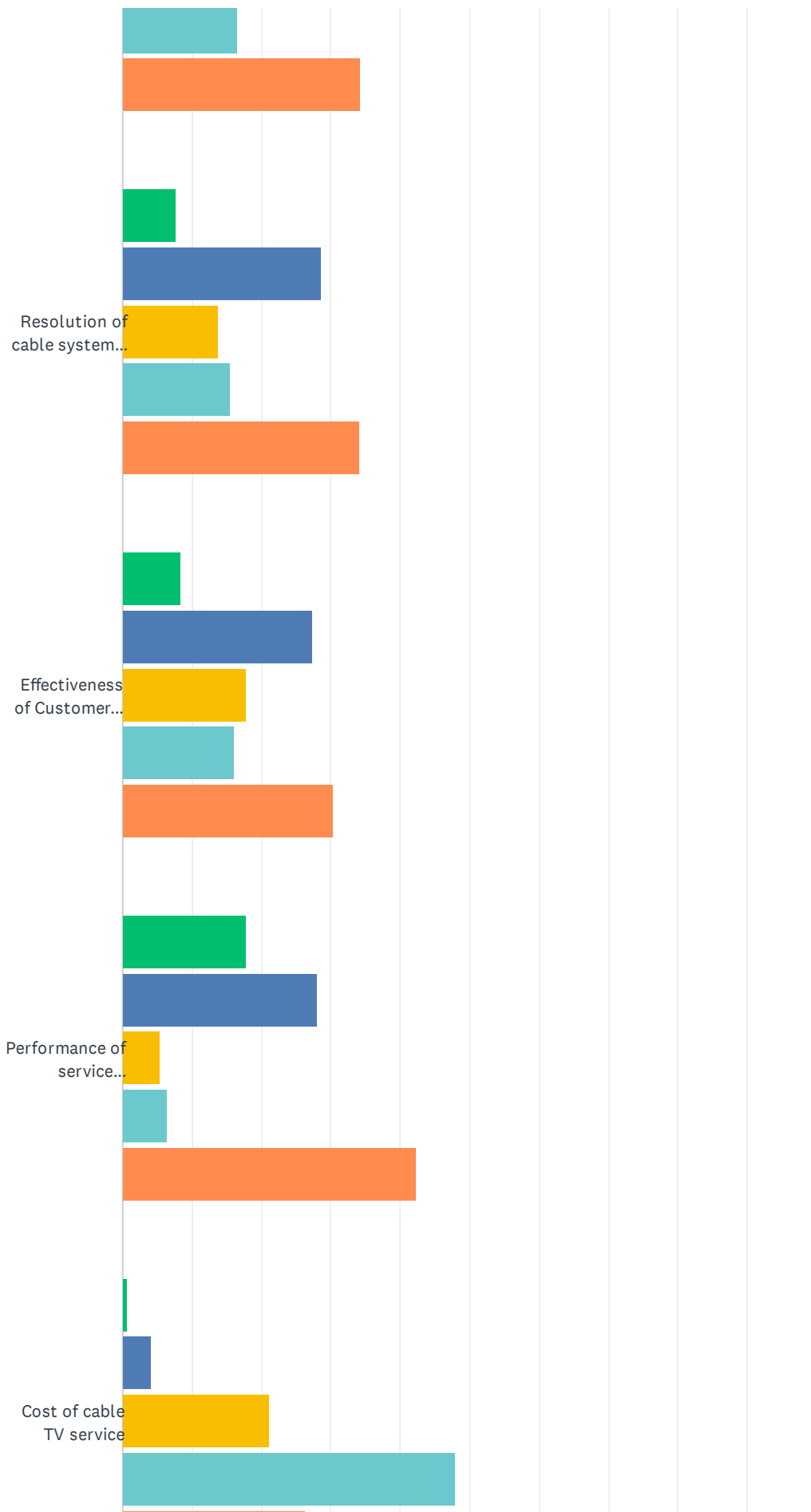
#	IF "YES" PLEASE SPECIFY:	DATE
1	Basic TV service has few channels, more channels would be better.	9/26/2020 8:09 AM
2	Again, if Comcast was the only provider of content, I would be without content.	9/25/2020 8:42 AM
3	Amazon Prime	9/24/2020 10:27 AM
4	more international programming	9/23/2020 8:37 PM
5	f/x, pop tv, acorn	9/22/2020 6:32 PM
6	Last I checked basic cable did not include NBC. It should.	9/22/2020 4:06 PM
7	Big 10 Network	9/14/2020 11:17 PM
8	Cooking Channel	9/14/2020 4:59 PM
9	local community access channel	9/13/2020 9:03 PM
10	High speed internet service that does not drop offer go down. Willing to pay more	8/5/2020 7:19 PM
11	In today's climate, it would be great to have some medical/health input on health promotion/education, disease prevention and management.	8/2/2020 11:55 AM
12	Any	8/1/2020 10:44 AM
13	international channels from UK and Australia	8/1/2020 9:49 AM
14	BBC	8/1/2020 8:48 AM
15	NBA games	7/31/2020 9:52 PM
16	Apple TV	7/31/2020 9:03 PM
17	All access cbs	7/31/2020 7:25 PM
18	I'm frustrated with streaming services being separate from cable offerings.	7/31/2020 6:23 PM
19	We subscribe to Prime, CBS All Access, Netflix, Hulu because Comcast doesn't offer most of the new shows.	7/31/2020 10:45 AM
20	All international networks	7/31/2020 9:23 AM

Q8 For each of the following, how satisfied have you been with Comcast's cable TV service over the last year?

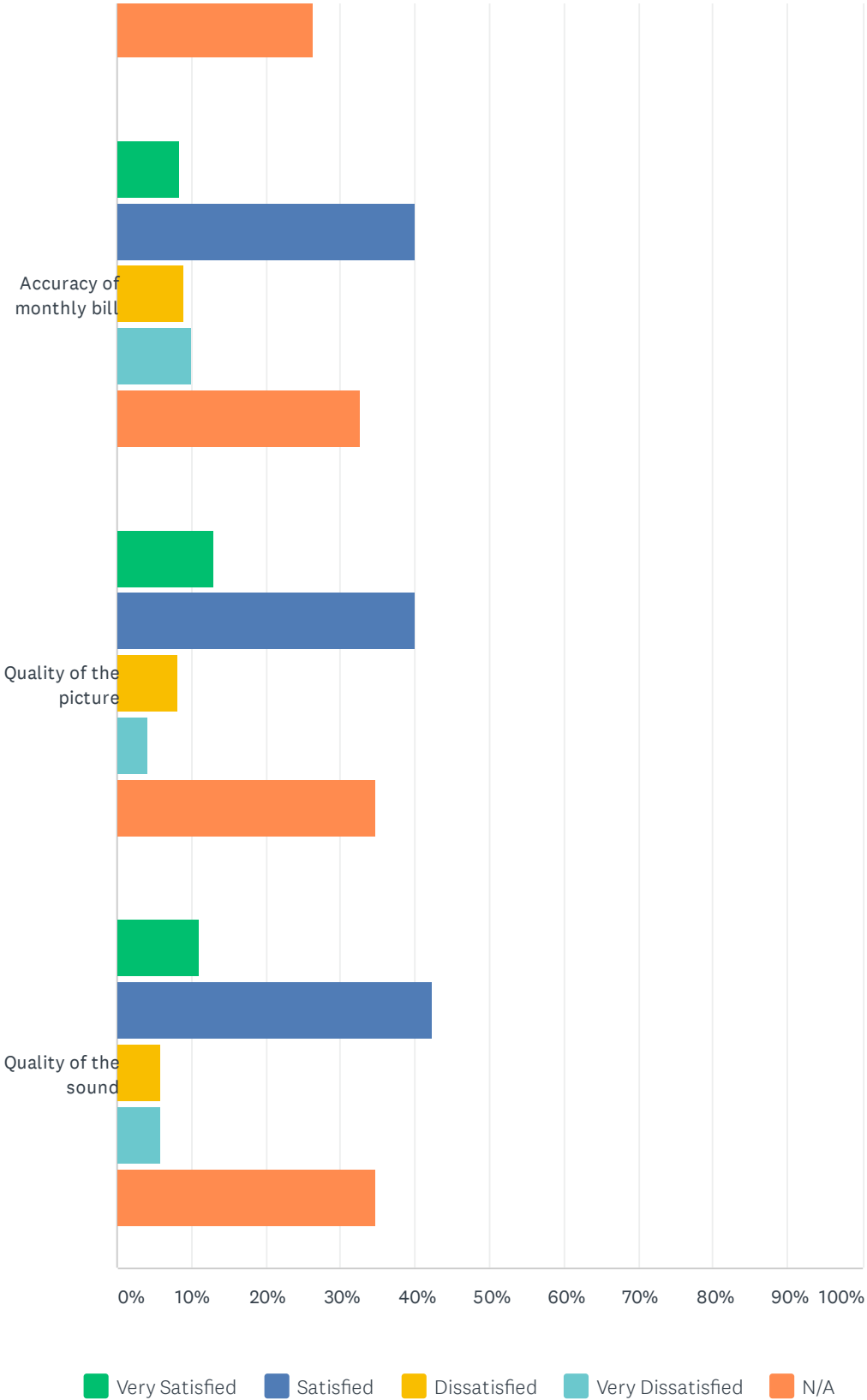
Answered: 171 Skipped: 6



Comcast Cable TV Franchise Renewal Process Community Web Survey



Comcast Cable TV Franchise Renewal Process Community Web Survey



Comcast Cable TV Franchise Renewal Process Community Web Survey

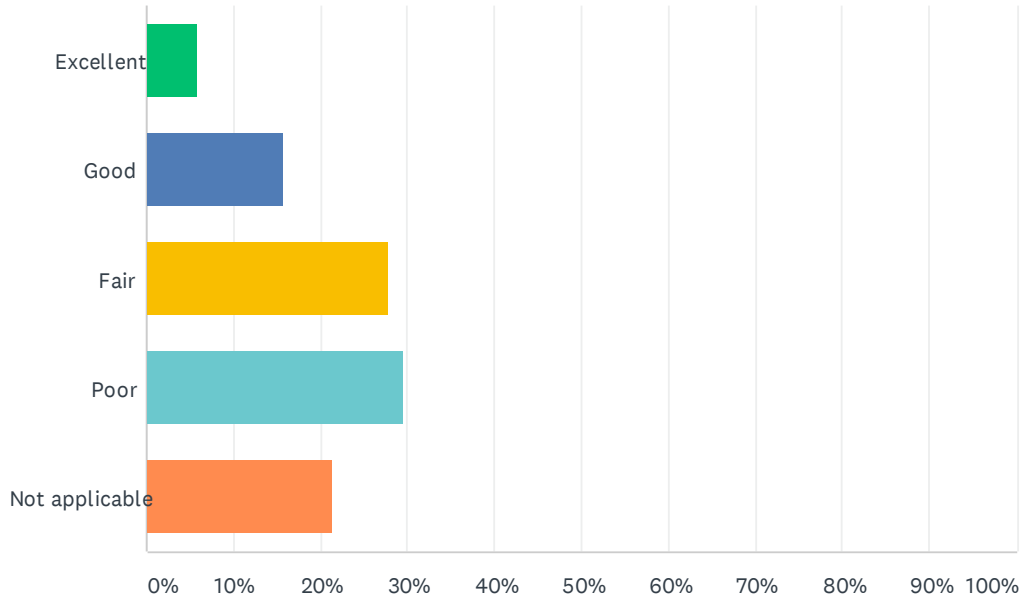
	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Ability to contact by phone	7.65% 13	19.41% 33	15.88% 27	22.35% 38	34.71% 59	170	2.81
Time on hold when contacting by phone	7.74% 13	14.29% 24	25.60% 43	22.02% 37	30.36% 51	168	2.89
Time spent trying to resolve the issue	5.33% 9	15.98% 27	22.49% 38	26.04% 44	30.18% 51	169	2.99
Response to service requests	8.88% 15	26.04% 44	14.20% 24	16.57% 28	34.32% 58	169	2.59
Resolution of cable system outages	7.78% 13	28.74% 48	13.77% 23	15.57% 26	34.13% 57	167	2.56
Effectiveness of Customer Service personnel	8.33% 14	27.38% 46	17.86% 30	16.07% 27	30.36% 51	168	2.60
Performance of service technicians	17.86% 30	27.98% 47	5.36% 9	6.55% 11	42.26% 71	168	2.01
Cost of cable TV service	0.58% 1	4.09% 7	21.05% 36	47.95% 82	26.32% 45	171	3.58
Accuracy of monthly bill	8.33% 14	39.88% 67	8.93% 15	10.12% 17	32.74% 55	168	2.31
Quality of the picture	12.94% 22	40.00% 68	8.24% 14	4.12% 7	34.71% 59	170	2.05
Quality of the sound	11.18% 19	42.35% 72	5.88% 10	5.88% 10	34.71% 59	170	2.10

Comcast Cable TV Franchise Renewal Process Community Web Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	insufficient channel lineup options	9/24/2020 10:27 AM
2	I swear the sound is out of synch with the visual. I am tired of the cable going out all the time.	9/24/2020 5:42 AM
3	Huge problems cancelling service. They basically told me I owed for a month after I cancelled and even after I negotiated a partial payment under protest just to get the, and their collection agency off my back, over a year later they are still hounding me. I would never deal with them again.	9/23/2020 11:34 PM
4	Have watch every bill due to sneak increases all the time. Picture, sound, service in general often goes blank.	9/23/2020 11:00 AM
5	Horrendous customer service - long wait times on phone, no response at all after storms, customer service argues about whether you need a technician and threatens to make you pay more	9/22/2020 4:10 PM
6	Reliability	9/22/2020 3:51 PM
7	My cable periodically freezes and I can't change channels, watch my DVR, or do anything	9/14/2020 8:44 PM
8	It is nearly impossible to get to get past the computer to an agent. The cost of a single service, like internet only is much, much too high.	9/14/2020 7:52 AM
9	I honestly don't even know why I pay for the cable tv part. We sure as hell don't use it.	9/11/2020 10:17 AM
10	service unreliable, cuts off	8/5/2020 7:19 PM
11	Constantly, intermittantly cuts out.	8/3/2020 11:32 AM
12	It's been more than 1 year since we dumped Comcast TV - we have only internet, now, and that's problematic enough for us.	8/1/2020 10:41 AM
13	I want to reiterate the cost issue - Comcast service is MUCH TOO EXPENSIVE. I feel ripped off with no viable alternative.	8/1/2020 9:25 AM
14	Billing was increased 70% without prior notification for the same service. This should be unacceptable practice.	8/1/2020 4:59 AM
15	Inability to get Comcast to resolve a termination billing issue	7/31/2020 10:05 PM
16	I tell everyone...overall Comcast service is good. Calling 1-800-COMCAST is a #\$\$*##\$\$& nightmare. Fortunately, the service is good enough that you only need to call to threaten them with cancelling service every couple of years so they will adjust pricing.	7/31/2020 7:39 PM
17	Internet goes down a lot. Slower speed than promised.	7/31/2020 11:20 AM
18	often tiles	7/31/2020 10:18 AM
19	I don't have cable TV	7/31/2020 9:23 AM

Q9 What is your overall opinion of the cable TV service provided by Comcast?

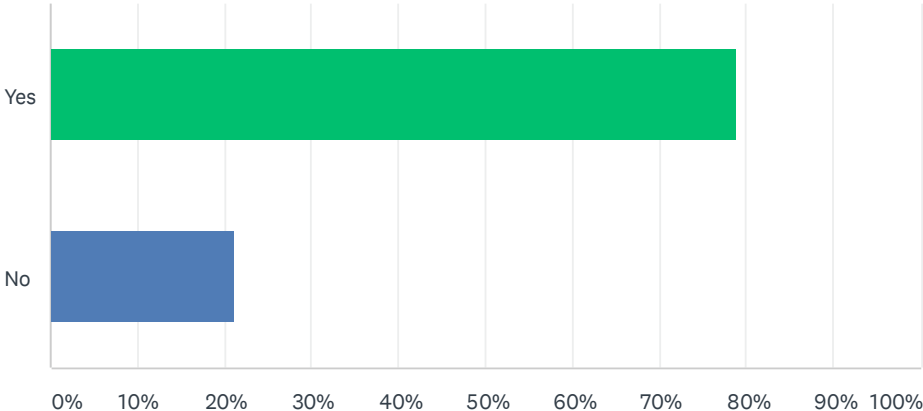
Answered: 173 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	5.78%	10
Good	15.61%	27
Fair	27.75%	48
Poor	29.48%	51
Not applicable	21.39%	37
TOTAL		173

Q10 Do you currently subscribe to Comcast’s internet service?

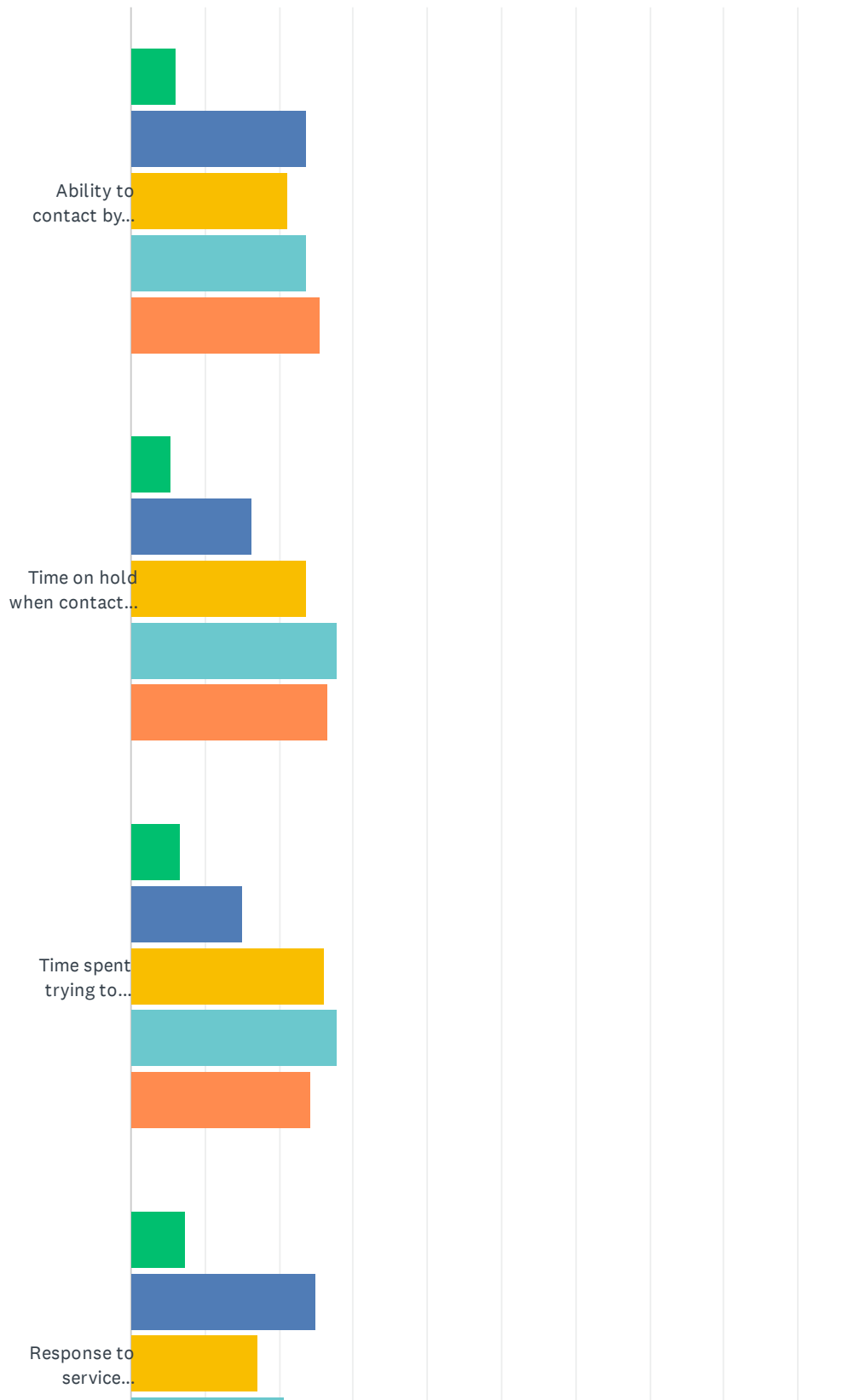
Answered: 166 Skipped: 11



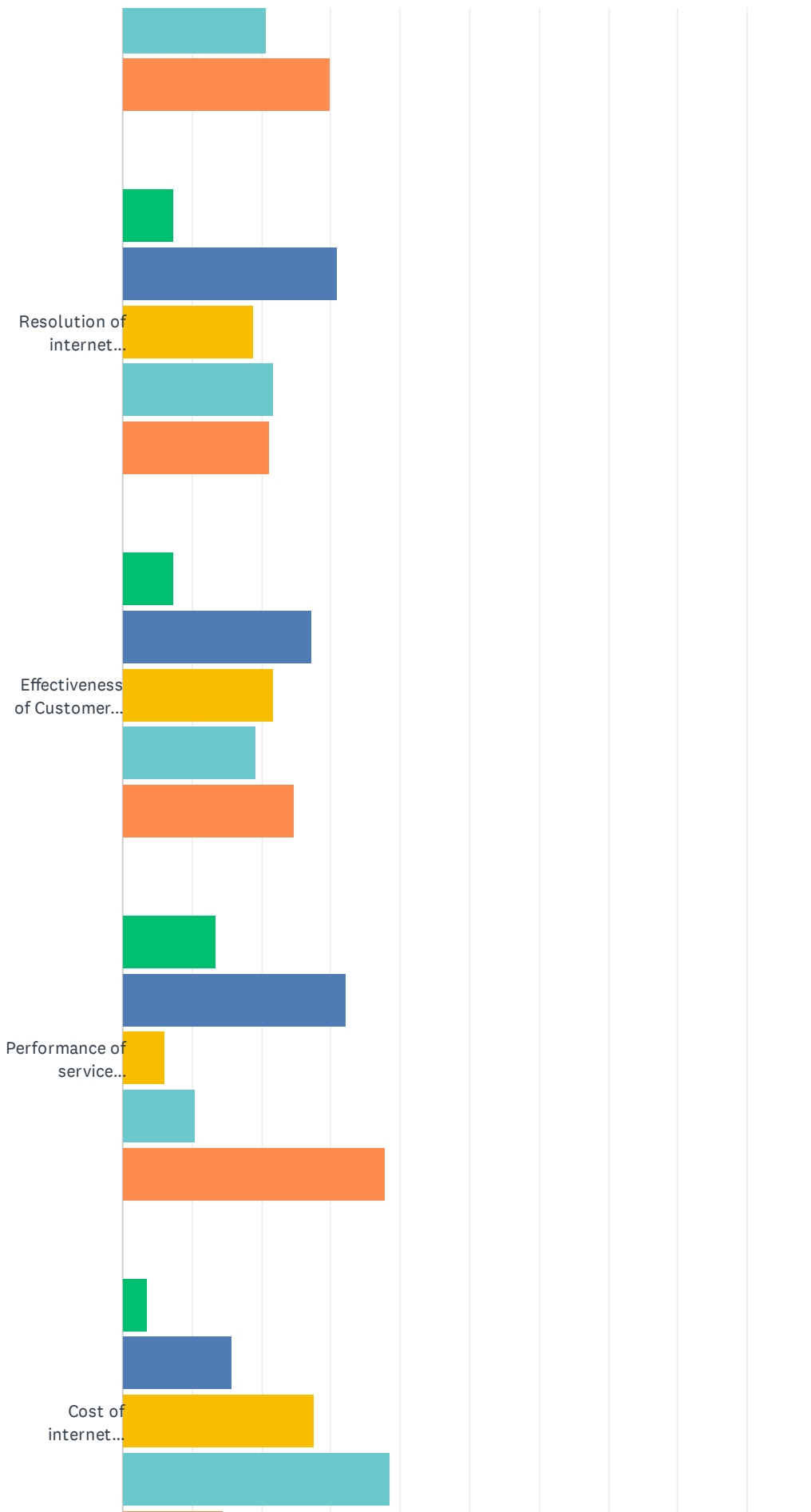
ANSWER CHOICES	RESPONSES	
Yes	78.92%	131
No	21.08%	35
TOTAL		166

Q11 For each of the following, how satisfied have you been with Comcast's internet service over the last year?

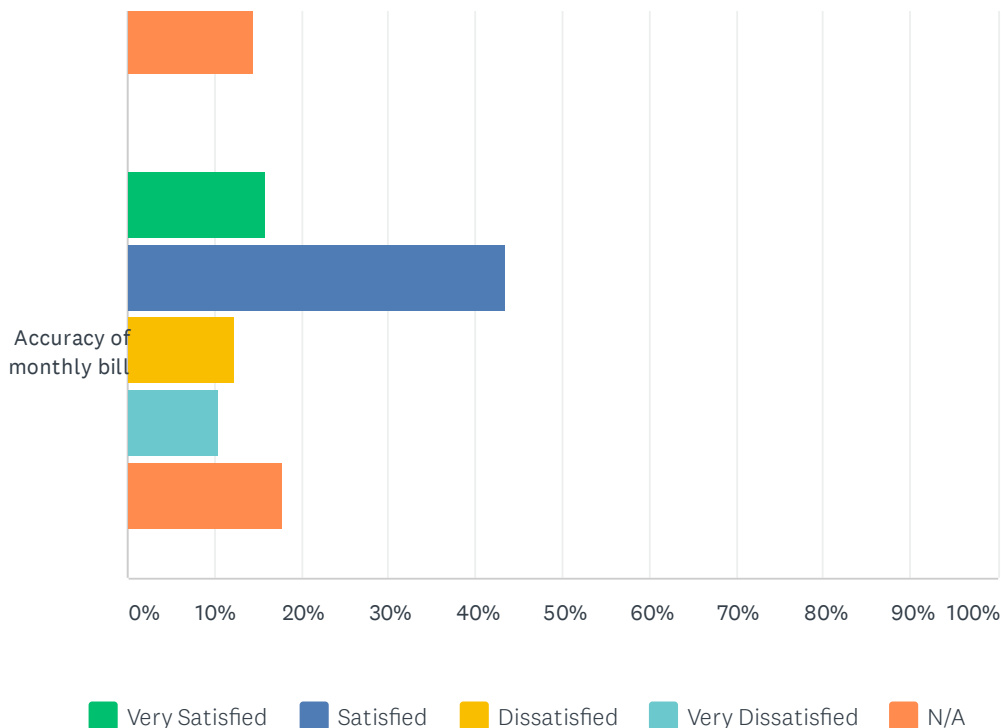
Answered: 167 Skipped: 10



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Comcast Cable TV Franchise Renewal Process Community Web Survey



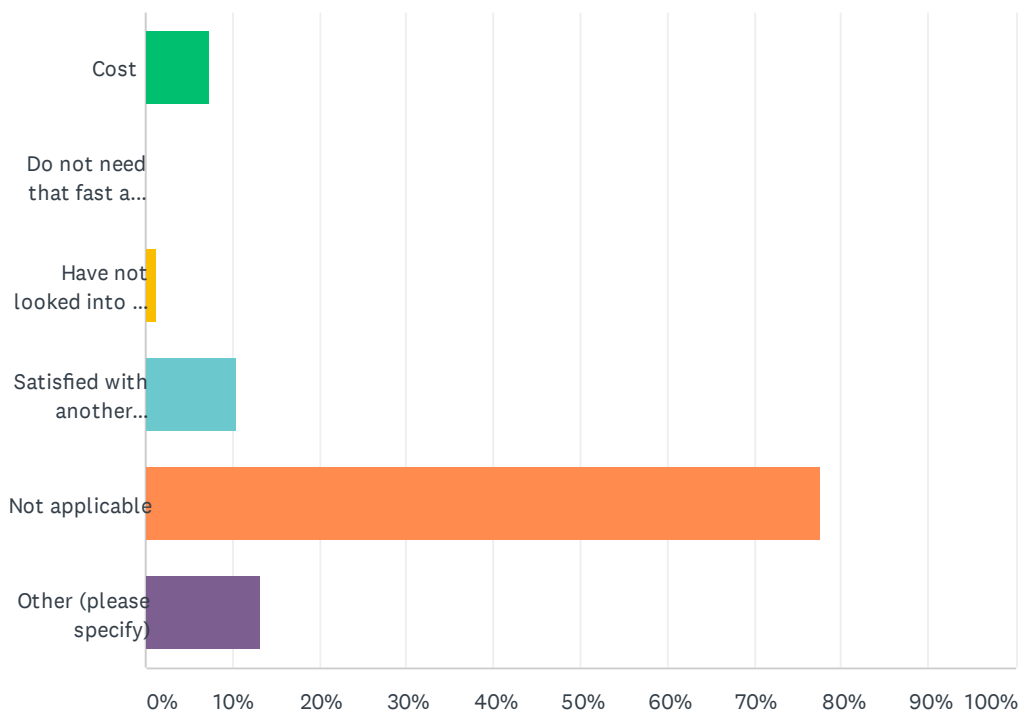
	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Ability to contact by phone	6.06% 10	23.64% 39	21.21% 35	23.64% 39	25.45% 42	165	2.84
Time on hold when contacting by phone	5.45% 9	16.36% 27	23.64% 39	27.88% 46	26.67% 44	165	3.01
Time spent trying to resolve the issue	6.67% 11	15.15% 25	26.06% 43	27.88% 46	24.24% 40	165	2.99
Response to service requests	7.32% 12	25.00% 41	17.07% 28	20.73% 34	29.88% 49	164	2.73
Resolution of internet outages	7.27% 12	30.91% 51	18.79% 31	21.82% 36	21.21% 35	165	2.70
Effectiveness of Customer Service personnel	7.23% 12	27.11% 45	21.69% 36	19.28% 32	24.70% 41	166	2.70
Performance of service technicians	13.41% 22	32.32% 53	6.10% 10	10.37% 17	37.80% 62	164	2.22
Cost of internet service	3.61% 6	15.66% 26	27.71% 46	38.55% 64	14.46% 24	166	3.18
Accuracy of monthly bill	15.95% 26	43.56% 71	12.27% 20	10.43% 17	17.79% 29	163	2.21

Comcast Cable TV Franchise Renewal Process Community Web Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Monthly Usage Caps are outdated and costly to the consumer	9/26/2020 8:11 AM
2	I don't use Comcast internet service.	9/25/2020 9:56 AM
3	As an overarching point I would never contact Comcast for resolution of a service problem. Their scripted responses are generalized, they don't listen, but provide a response irrelevant to the question. Moving to a higher level knowledge base is excruciating. They do provide online suggestions which are more often helpful than talking to a person.	9/25/2020 8:48 AM
4	Would like high speed internet without having to purchase triple play package (we do not use the phone provided).	9/25/2020 8:47 AM
5	need option for separate phone modem, at no charge.	9/24/2020 10:29 AM
6	At the Farm Business Park, we have PUD fiber optics and use iFiber. We live on our Boat at Winslow Wharf Marina. We do not know who the internet provider is for our WiFi.	9/24/2020 8:40 AM
7	I dropped Comcast for internet after having trouble dealing with them on service.	9/23/2020 11:37 PM
8	Monthly bill often increases even though I'm under contract	9/23/2020 11:01 AM
9	Not happy about utilization caps. Get rid of them.	9/14/2020 5:00 PM
10	would like to buy internet service only but it is way to expensive compared to what you can get in Seattle.	9/14/2020 7:54 AM
11	I cannot stress enough how poor comcast's internet offerings are on this island. I would pay 10000\$ right now to have fiber through NOT comcast without even questioning it.	9/11/2020 10:18 AM
12	costs are userous	8/9/2020 11:58 AM
13	really would like high speed service that does not go off	8/5/2020 7:21 PM
14	We have had technicians out here multiple times and we still have issues pretty much daily with out internet.	8/4/2020 1:28 PM
15	Constantly, intermittant service cuts out; a few minutes here, a few there, but very disruptive.	8/3/2020 11:34 AM
16	In today's climate (with workers/students having to access their space remotely because of Covid-19), it is important that Comcast assist with allowing increased use of this service with no/low cost.	8/2/2020 11:58 AM
17	Comcast has too many unannounced maintenance outages that occur mid-day. Comcast support is too uninformed, too foreign (affects communication), and too quick to blame our modem, router, etc., for Comcast's issues. This wastes time/energy, and creates stress, not to mention interrupted internet is inexcusable - internet has a become a basic utility, like electricity and water service, to allow that to happen haphazardly on Comcast's timetable.	8/1/2020 10:44 AM
18	The cost of internet service is outrageous, when the KPUD can offer gig service for \$90 without a contract. The same service be over \$500 from Comcast.	8/1/2020 10:28 AM
19	The 1TB cap is absurd and extortionate. To claim that network density is a problem when KPUD's backbone provides the majority of the infrastructure is insulting to us as consumers.	8/1/2020 12:20 AM
20	Many outages constantly without warning	7/31/2020 9:04 PM
21	We frequently have to call Comcast automated service to remotely reset our modem Because of no internet access	7/31/2020 9:28 AM

Q12 For what reasons do you not currently subscribe to Comcast's internet service? Mark all that apply.

Answered: 152 Skipped: 25



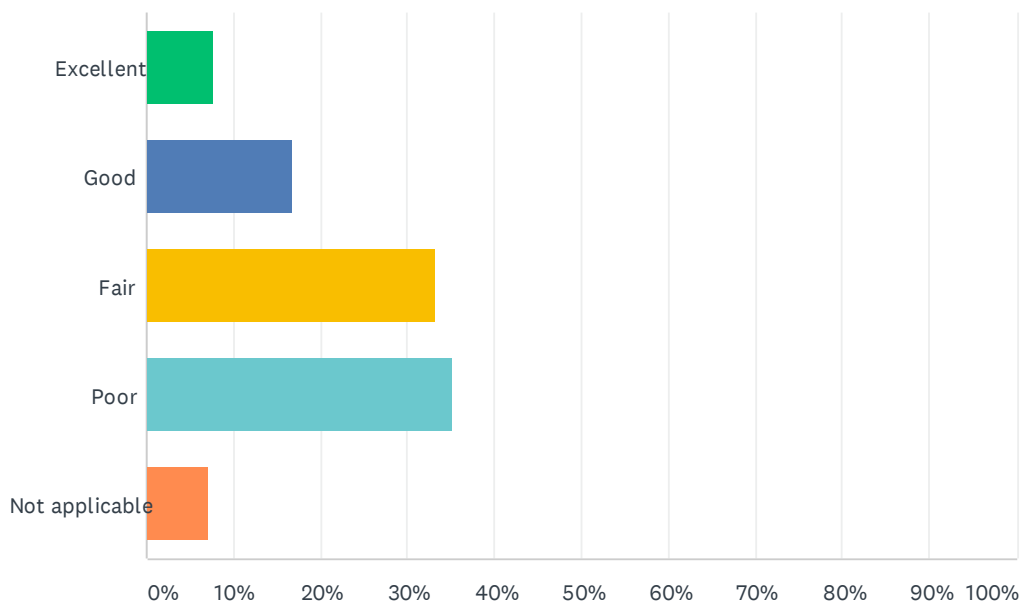
ANSWER CHOICES	RESPONSES	
Cost	7.24%	11
Do not need that fast a speed for internet service	0.00%	0
Have not looked into the specifics of subscribing	1.32%	2
Satisfied with another Internet Service Provider	10.53%	16
Not applicable	77.63%	118
Other (please specify)	13.16%	20
Total Respondents: 152		

Comcast Cable TV Franchise Renewal Process Community Web Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Use iFiber at work, no Comcast hookups, WiFi at marina provided by management	9/24/2020 8:40 AM
2	Need matching download + upload speeds	9/24/2020 6:15 AM
3	Bad experience with them in the past. Now with Century Link, which is marginally better. Really want KPUD fiber optic cable service.	9/23/2020 11:37 PM
4	Service is not available at my address	9/22/2020 10:17 PM
5	They don't offer coverage to our addresss!	9/22/2020 2:06 PM
6	They are a monopoly.	9/14/2020 10:22 AM
7	Not satisfied with reliability of Comcast cable service.	9/11/2020 11:19 AM
8	They won't serve our house because they said our driveway is too long.	9/1/2020 9:18 PM
9	Need to add bandwidth and latency	8/2/2020 6:13 PM
10	Not available at our home and Comcast won't build one	8/1/2020 11:58 AM
11	We do not have Comcast in JustA Meer and cost for installation has been quited to exceed #20,0000	8/1/2020 10:46 AM
12	Want to stay as far away as possible from Comcast	7/31/2020 10:06 PM
13	Comcast has poor reviews from friends and associates.	7/31/2020 9:27 PM
14	Attempted to get comcast internet but while the neighbor has comcast they seem unwilling to connect my house	7/31/2020 8:11 PM
15	I do subscribe	7/31/2020 7:46 PM
16	Not available at my address	7/31/2020 7:03 PM
17	Poor customer service, increased cost without notice or explanation	7/31/2020 6:41 PM
18	I don't want VOIP and costs don't pencil out to get land line and internet separately	7/31/2020 6:10 PM
19	Not offered	7/31/2020 5:57 PM
20	They will not service my house.	7/31/2020 8:45 AM

Q13 What is your overall opinion of Comcast as an internet service provider?

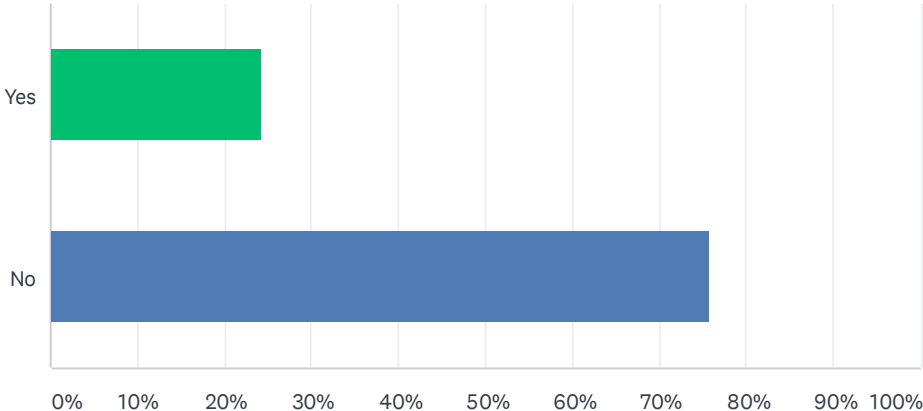
Answered: 168 Skipped: 9



ANSWER CHOICES	RESPONSES
Excellent	7.74% 13
Good	16.67% 28
Fair	33.33% 56
Poor	35.12% 59
Not applicable	7.14% 12
TOTAL	168

Q14 Do you currently subscribe to Comcast's telephone service?

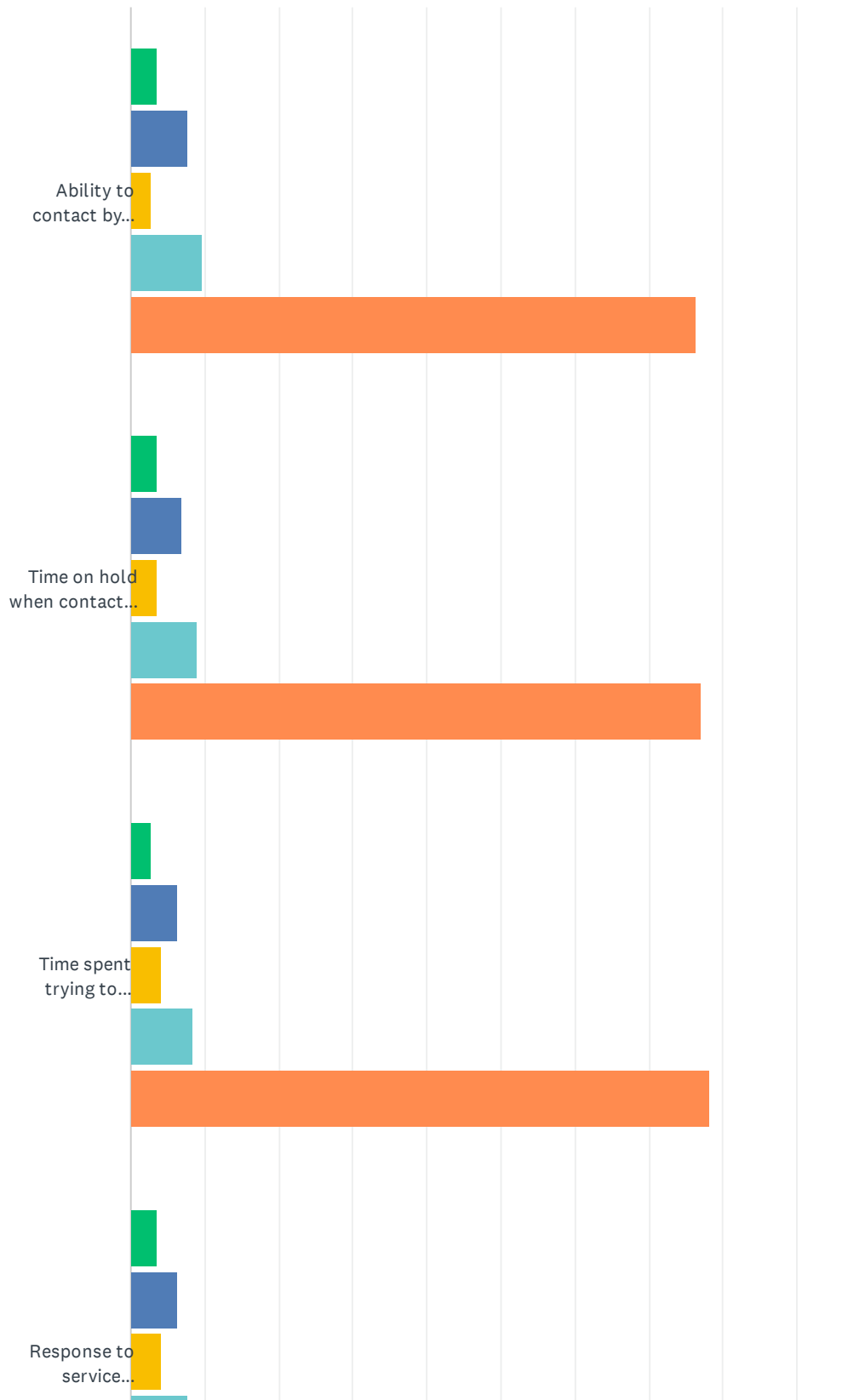
Answered: 161 Skipped: 16



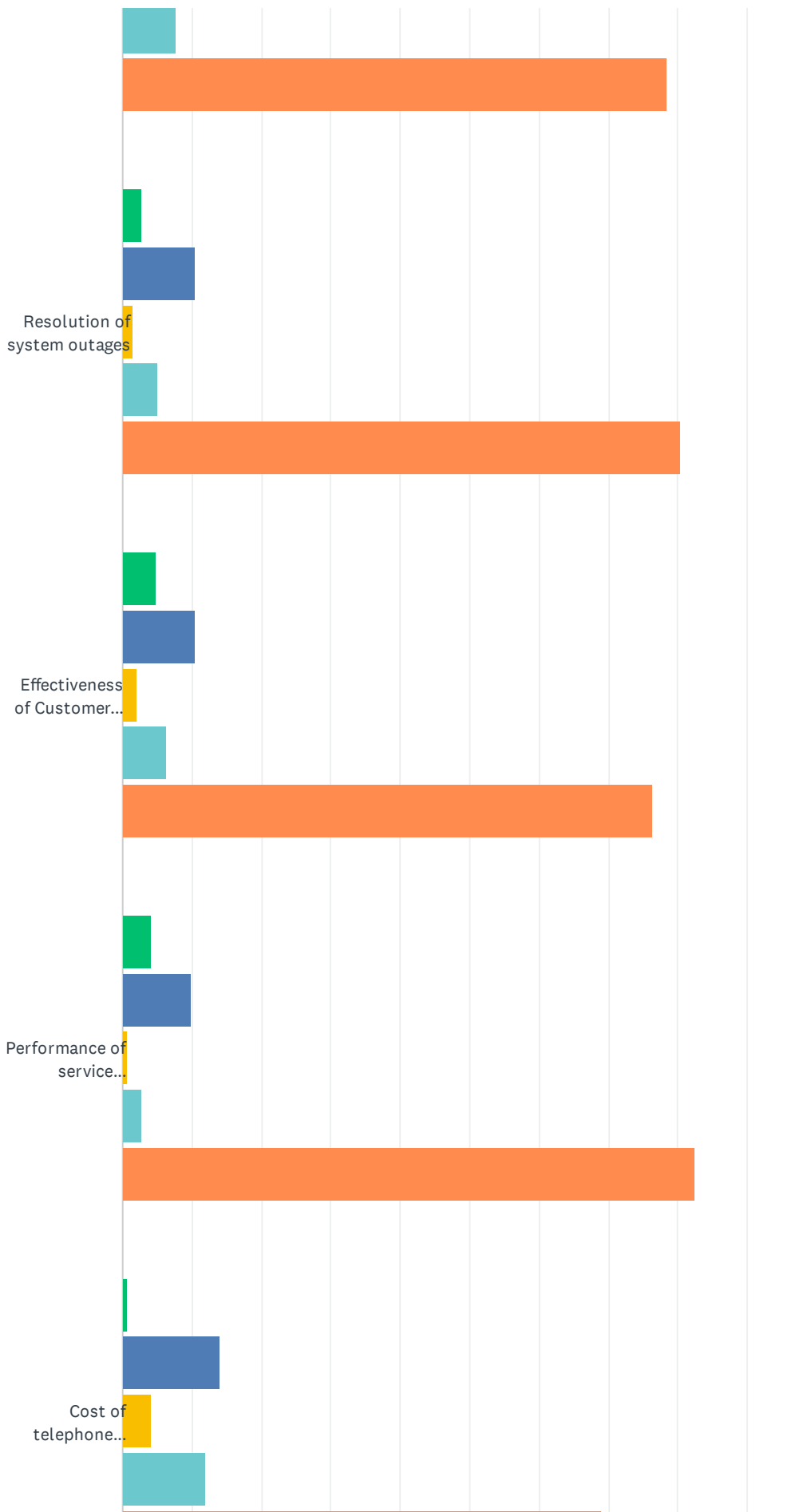
ANSWER CHOICES	RESPONSES
Yes	24.22% 39
No	75.78% 122
TOTAL	161

Q15 For each of the following, how satisfied have you been with Comcast's telephone service over the last year?

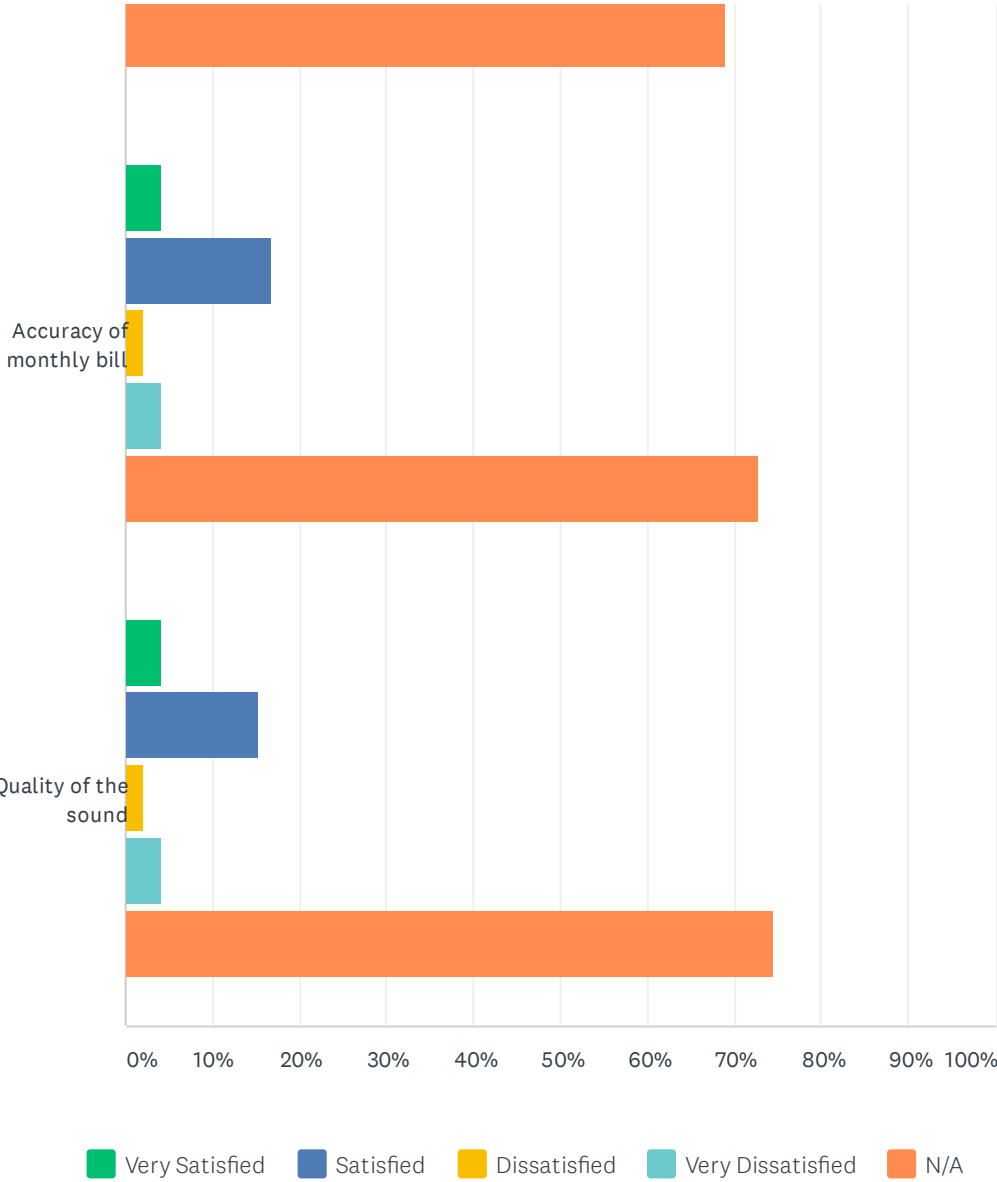
Answered: 145 Skipped: 32



Comcast Cable TV Franchise Renewal Process Community Web Survey



Comcast Cable TV Franchise Renewal Process Community Web Survey



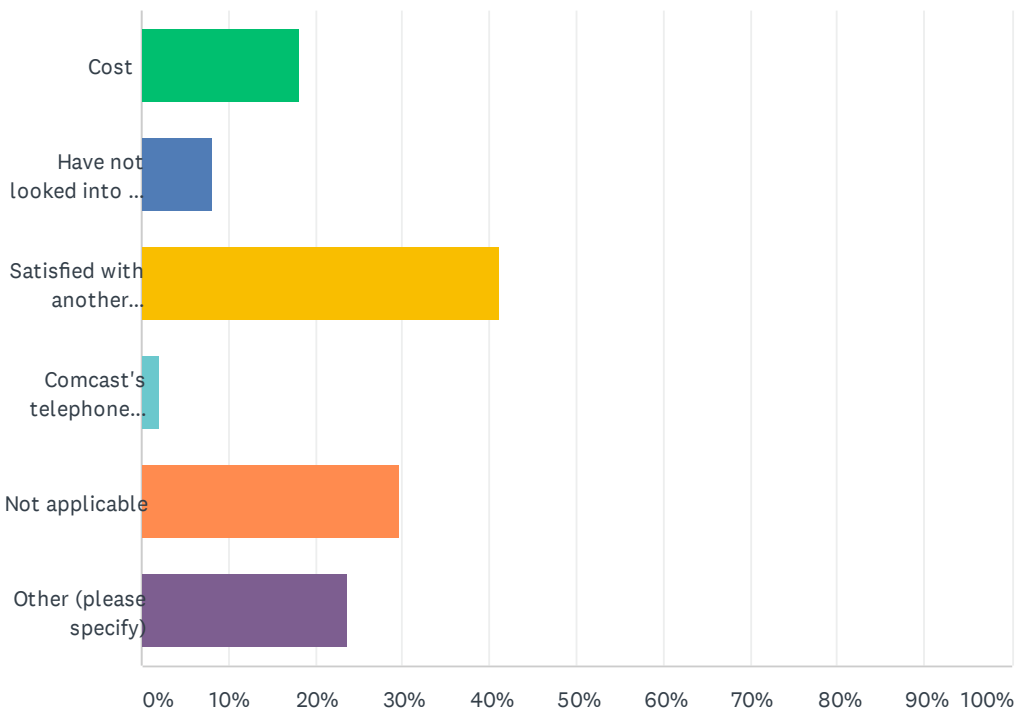
Comcast Cable TV Franchise Renewal Process Community Web Survey

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Ability to contact by phone	3.47% 5	7.64% 11	2.78% 4	9.72% 14	76.39% 110	144	2.79
Time on hold when contacting by phone	3.47% 5	6.94% 10	3.47% 5	9.03% 13	77.08% 111	144	2.79
Time spent trying to resolve the issue	2.80% 4	6.29% 9	4.20% 6	8.39% 12	78.32% 112	143	2.84
Response to service requests	3.47% 5	6.25% 9	4.17% 6	7.64% 11	78.47% 113	144	2.74
Resolution of system outages	2.82% 4	10.56% 15	1.41% 2	4.93% 7	80.28% 114	142	2.43
Effectiveness of Customer Service personnel	4.86% 7	10.42% 15	2.08% 3	6.25% 9	76.39% 110	144	2.41
Performance of service technicians	4.20% 6	9.79% 14	0.70% 1	2.80% 4	82.52% 118	143	2.12
Cost of telephone service	0.70% 1	14.08% 20	4.23% 6	11.97% 17	69.01% 98	142	2.89
Accuracy of monthly bill	4.20% 6	16.78% 24	2.10% 3	4.20% 6	72.73% 104	143	2.23
Quality of the sound	4.14% 6	15.17% 22	2.07% 3	4.14% 6	74.48% 108	145	2.24

#	OTHER (PLEASE SPECIFY)	DATE
1	I don't even use the phone service. Just subscribed to it because it was the cheapest option for a bundle	9/25/2020 6:06 PM
2	We were forced to get phone service in order to get a reduced bill for enhanced internet. The payment packages are very confusing and often bundled together . We don't use the phone service at all, even though we "paid" for it.	9/25/2020 1:58 PM
3	I disconnected my cable connection.	9/25/2020 9:57 AM
4	We do not use this. We subscribe to phone service only because we need high speed internet, and that is only available in their triple play bundle.	9/25/2020 8:48 AM
5	Use cell phone only	9/24/2020 8:41 AM
6	Wouldn't use them as they don't provide service during outages on the island, which are common	9/18/2020 2:12 PM
7	I have been unable to use my phone for about 6 months due to noise in the line.	9/14/2020 8:47 PM
8	There is no cell service where I live and when the internet goes out, which it frequently does, I have no way to communicate with the outside world.	9/14/2020 7:55 AM
9	Intermittant service cut outs, a few minutes here, a few hours there. Very disruptive	8/3/2020 11:36 AM
10	We tried to purchase Comcast's phone service, but, after getting multiple different prices, and being told they couldn't give us a "firm" price until we purchased a compatible router, we bailed out and stuck with our other service. Comcast doesn't need our money. Seriously, the City should start its own broadband utility asap.	8/1/2020 10:48 AM
11	Our phone service is part of a bundle that we don't use. It's cheaper than subscribing to two services partly because we use high quality internet service.	7/31/2020 9:57 AM
12	I don't have Comcast phone service because it is too expensive.	7/31/2020 9:29 AM

Q16 For what reasons do you not currently subscribe to Comcast's telephone service? Mark all that apply.

Answered: 148 Skipped: 29



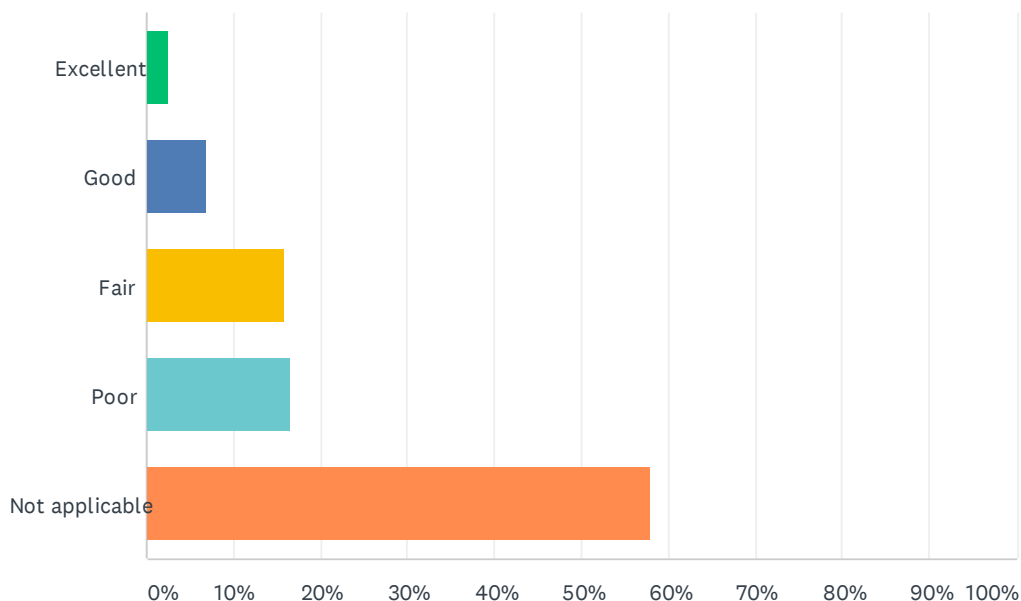
ANSWER CHOICES	RESPONSES	
Cost	18.24%	27
Have not looked into the specifics of subscribing	8.11%	12
Satisfied with another telephone service provider	41.22%	61
Comcast's telephone service is not available	2.03%	3
Not applicable	29.73%	44
Other (please specify)	23.65%	35
Total Respondents: 148		

Comcast Cable TV Franchise Renewal Process Community Web Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	I use CenturyLink, because my house has the old fashioned, traditional copper wire, analog service, which is WAY more reliable during power outages than is VOIP or other digital service	9/27/2020 6:52 PM
2	Doubtful reliability.	9/25/2020 7:34 PM
3	Have VOIP	9/25/2020 11:12 AM
4	Cell phones are more convenient and provide all the phone service I need	9/25/2020 9:27 AM
5	Only WiFi calling, not a true land line.	9/25/2020 7:07 AM
6	Use T-Mobile	9/24/2020 8:41 AM
7	Our house was wired for landline phone. Through coax phone required we leave a phone at the cable box. Not ideal.	9/24/2020 7:19 AM
8	service is unavailable when we lose power	9/23/2020 8:41 PM
9	Inadequate arrangements for seasonal hold on services.	9/22/2020 4:09 PM
10	It is Comcast	9/22/2020 3:14 PM
11	quality of service	9/18/2020 2:12 PM
12	Don't need it as I have a cell phone. The only "benefit" of having a landline is more telemarketing calls and scam calls - and that is not a benefit.	9/14/2020 5:01 PM
13	They are a monopoly.	9/14/2020 10:23 AM
14	I am forced to for internet service	9/14/2020 9:56 AM
15	No landline phone is needed	9/14/2020 9:49 AM
16	don't need it	9/14/2020 9:14 AM
17	I have a cell phone.	9/11/2020 10:29 AM
18	I have a cell phone, why would I need a less convenient phone.	9/11/2020 10:18 AM
19	Cell phone is all I need, no need for a separate line	8/7/2020 11:13 PM
20	need a hard line for elevator. comcast does not provide	8/5/2020 7:22 PM
21	Nobody has landlines anymore	8/3/2020 9:29 AM
22	Happy to use cellular service and Skype.	8/2/2020 11:59 AM
23	See comment above - we tried to get the service and were ultimately unsuccessful. Too shady, too much trouble. Easier to just let Comcast be Comcast, without us.	8/1/2020 10:48 AM
24	wifi calling from cell service provider	8/1/2020 8:51 AM
25	Don't need a land line	8/1/2020 8:50 AM
26	No need	8/1/2020 7:57 AM
27	No need for landline.	7/31/2020 10:52 PM
28	Bundle	7/31/2020 9:05 PM
29	Don't need a land line	7/31/2020 8:03 PM
30	I don't have a landline, satisfied with my mobile service provider	7/31/2020 6:42 PM
31	Don't use a landline	7/31/2020 6:40 PM
32	Used to have Comcast phone, but sound quality to awful to have a conversation on the phone. Radio station interference	7/31/2020 6:28 PM
33	I don't like VOIP because it doesn't work when the power goes out.	7/31/2020 6:11 PM
34	We use T-mobile over the internet when at home. Have Century Link for land line as a backup.	7/31/2020 9:57 AM

Q17 What is your overall opinion of Comcast as a telephone service provider?

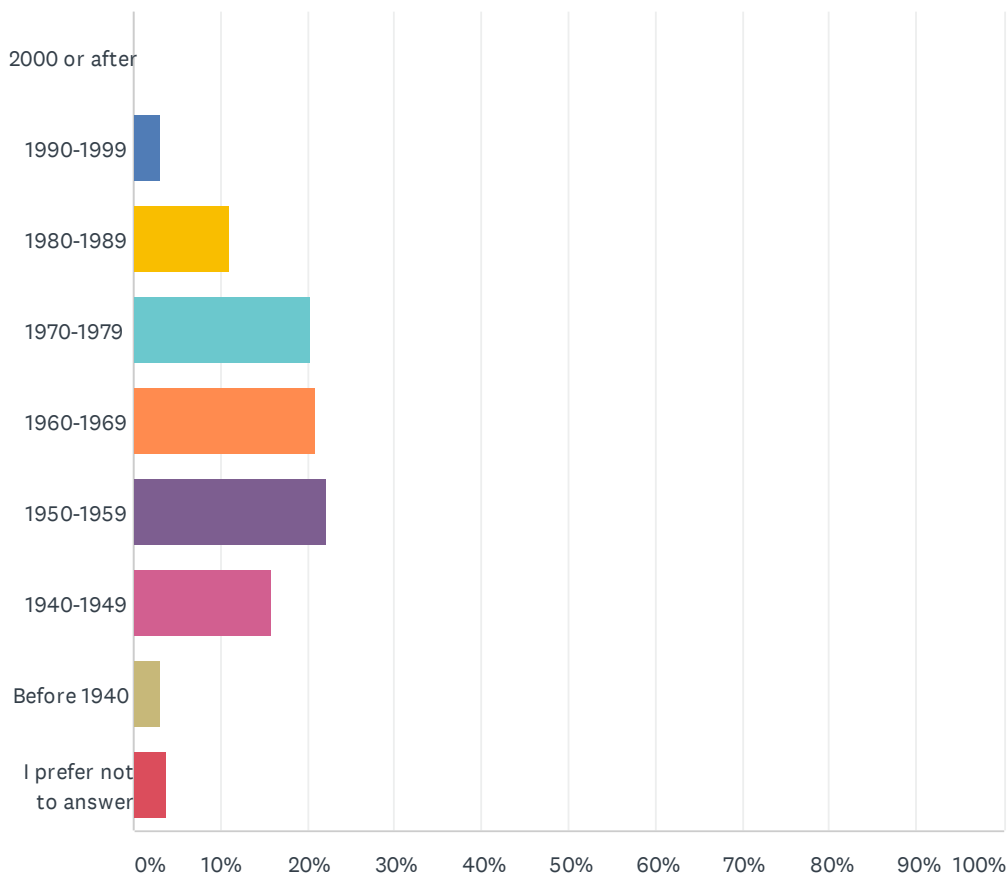
Answered: 157 Skipped: 20



ANSWER CHOICES	RESPONSES	
Excellent	2.55%	4
Good	7.01%	11
Fair	15.92%	25
Poor	16.56%	26
Not applicable	57.96%	91
TOTAL		157

Q18 When were you born?

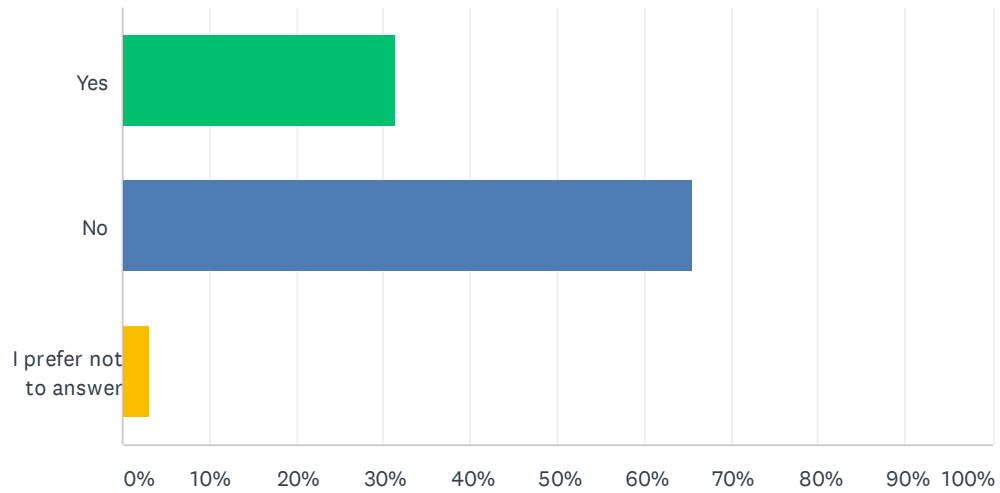
Answered: 163 Skipped: 14



ANSWER CHOICES	RESPONSES	
2000 or after	0.00%	0
1990-1999	3.07%	5
1980-1989	11.04%	18
1970-1979	20.25%	33
1960-1969	20.86%	34
1950-1959	22.09%	36
1940-1949	15.95%	26
Before 1940	3.07%	5
I prefer not to answer	3.68%	6
TOTAL		163

Q19 Do you currently have children under age 18 in your household?

Answered: 162 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	31.48%	51
No	65.43%	106
I prefer not to answer	3.09%	5
TOTAL		162

Q20 Please provide any other comments you may have regarding the cable TV, internet, or telephone services you receive from Comcast.

Answered: 96 Skipped: 81

Comcast Cable TV Franchise Renewal Process Community Web Survey

#	RESPONSES	DATE
1	Internet speeds are not what I'm paying for.	9/30/2020 7:28 AM
2	Unethical practices by both corporate employees and its contractors; Never follows-through on its promises; Out-n-out LIES; ALWAYS makes the customer be the fault - NEVER accepts accountability for its actions; Frequent billing errors, which take forever to resolve - and for which the customer has to fight like h-e-double-hockey-sticks; and the same applies to technical issues; constantly changes its story and answers to customer questions; lies - a TON!!!; I feel trapped - satellite isn't reliable enough, and Comcast/Xfinity is horrible... and there are no other options.	9/27/2020 6:56 PM
3	no choice	9/26/2020 4:58 PM
4	Comcast seems stuck in 1990s with clunky equipment, minimal channel offerings, internet caps and intro pricing that balloons after 12/24 months.	9/26/2020 8:16 AM
5	Comcast has the services that my household desires: HD, whole house DVR, the channels we want. My only complaints are that the equipment is not reliable and the company does not proactively tell customers that their equipment could be upgraded. The cost is also a lot but that's a consequence of cable network contracts.	9/25/2020 6:10 PM
6	Pricing is very confusing. We have to call in every year in order to prevent our bill from going up. Prices are in bundles instead of a fixed price for each service at a fair level for all users. New subscribers get better rates but those who have been loyal to Comcast get very little advantage if any. we stick with them because we want cable internet which is more reliable.	9/25/2020 2:01 PM
7	Comcast/Xfinity provides cell service via TMobile, City might want to include cellular service/tower in current negotiations.	9/25/2020 11:13 AM
8	I only use Comcast to get basic cable.	9/25/2020 9:59 AM
9	Need competition on the island. Need fiber options. Comcast is too expensive.	9/25/2020 9:30 AM
10	The ISP service, I believe is competitively priced. It is about average price for the speed delivered. The TV cable service is ridiculous. And Comcast policy of raising prices, until you threaten to leave, should be banned. They are notorious for lowering prices if you just complain. They should have a standard beat rate for everyone, not a rate for whatever the traffic will bear.	9/25/2020 8:59 AM
11	Most common problem is frequency of outages. some are related to power outages. But many do not appear to have a cause. It just stops working.	9/25/2020 8:20 AM
12	I reside at Harbor Square. Our Board made the decision to drop Comcast in favor of Mereo Networks high speed Wi-Fi because Comcast continued to raise prices without providing additional services justifying the higher cost.	9/25/2020 8:06 AM
13	It is too expensive and billing is very obscure. I do not think Comcast should have a monopoly on internet service unless you are lucky enough to be in a kpud fiber optic area. I'd like to see our community transition to fiber optic, and for companies like Comcast compete for customers.	9/25/2020 8:04 AM
14	would like to see them move to fiber versus coax cable.	9/24/2020 10:33 AM
15	The city needs to support other internet/tv options. Comcast has a monopoly on the island, their rates are high and their internet drops all the time but we have to pay whatever they charge. I dont think the city should have an agreement with any one service provider- especially when the service is only so-so.	9/24/2020 10:08 AM
16	We decided to stop cable TV services through Comcast and switched to antenna and streaming. Haggling for better prices every year, changing boxes every year depending on the latest promotional package, cost creep throughout the year, and having channels move into other more expensive packages throughout the year was unacceptable. We still receive internet, but I would love to see the City invest in the County fiber optic program to give us options. Internet is a necessity now. It should be run like a utility.	9/24/2020 7:22 AM
17	Comcast's monopoly over cable services has been detrimental to general competition in the market. The company has abused this monopoly across the country, and would rather stifle competition than improve and expand their services.	9/24/2020 6:17 AM

Comcast Cable TV Franchise Renewal Process Community Web Survey

18	Frankly, I detest this company.	9/23/2020 11:38 PM
19	Comcast is VERY expensive and service is inconsistent. We have brief service interruptions, it's very difficult to reach a live person. The menu options don't apply and you get bounced from menu to menu. In addition, they remove programming that was included in my subscription. To get the programming back they require another subscription. My bill is already over 200.00/per month, which is outrageous.	9/23/2020 8:44 PM
20	I would choose almost anyone and anything else than have to deal with Comcast! They are a dismal service provider.	9/23/2020 3:34 PM
21	I would prefer to pick my programming and have the fastest internet speeds available	9/23/2020 1:36 PM
22	It is insane how I need to check ever monthly bill and spend hours of my time on the phone with customer service due to secretly sliding in increases into my bill despite being in contract with Comcast. No bill can be trusted from them and the cost is far higher than other servers.	9/23/2020 11:05 AM
23	Extremely bad service	9/22/2020 9:33 PM
24	TV is seriously overpriced compared to many other locales, in state, out of state, ...	9/22/2020 4:13 PM
25	I recently discontinued cable TV and phone services because of cost and difficulty dealing with Comcast.	9/22/2020 4:10 PM
26	Reliability of service is horrible.Willingness to fix it is non-exsistant.	9/22/2020 3:57 PM
27	internet is SO much faster and cheaper than century link and that is why we had to have it	9/22/2020 3:42 PM
28	Internet is slow and expensive. I did my degree in the Netherlands and it feels like the internet here is three times slower and much more unreliable.	9/22/2020 3:15 PM
29	We are building a home and have learned that Comcast will not provide internet service. They won't even consider doing it, even if we paid to extend their line. Our neighbors to the north of the lot have coverage but the neighbors to the south do not have internet coverage. It's very disappointing, Comcast told me they reviewed my address and decided "cost share to extend coverage was not an option and that they aren't considering bringing internet down the rest of our street in the future." I am frustrated that they are our only high speed option on the island and they won't provide with service, even if we paid. For reference, we are building on Bucsit Lane NE, 9500 Bucsit Lane has internet, whereas, 9491 Bucsit Lane does not have coverage.	9/22/2020 2:12 PM
30	Please do not let comcast be the franchise, at least open up for bidding on the island there is no competition because of franchise agreements it hurts consumers and creates a defacto monopoly.	9/18/2020 2:57 PM
31	This city badly needs competition for broadband services. Comcast has a monopoly for decent broadband on the island, and as a result, they charge exorbitant fees for poor service. No one should be forced to purchase crummy cable packages just to received decent broadband.	9/15/2020 9:22 PM
32	The website is maddingly frustrating to use. For email accounts it does not seem able to differentiate among different members of the household when it comes to things such as logging in and changing passwords.	9/15/2020 1:45 PM
33	ROW fees should be used to improve ROW space for transportation, not go to another fund.	9/14/2020 11:44 PM
34	surprisingly happy with all products and service	9/14/2020 11:20 PM
35	Trying to deal with problems is very difficult. It's very time consuming and the problem is only resolved about 50% of the time.	9/14/2020 8:48 PM
36	Can we get KPUD service? Some competition?	9/14/2020 6:34 PM
37	Rates are constantly going up unless you call and argue	9/14/2020 5:44 PM
38	Constantly losing internet....so aggravating when trying to work from home.	9/14/2020 3:02 PM
39	Very unreliable service. Subject to frequent outages	9/14/2020 10:54 AM
40	They are awful in every way. There should be free and open competition for these services from a variety of providers.	9/14/2020 10:24 AM
41	Overpriced utility	9/14/2020 10:04 AM

Comcast Cable TV Franchise Renewal Process Community Web Survey

42	we should be a city that provides our own internet service and do it faster and better than Comcast	9/14/2020 9:56 AM
43	I cannot say how much I hate Comcast. I recently switched from Comcast to CenturyLink. I now pay \$10/mo more for internet, and I am willing to pay this because I hate Comcast so much. I will never give them another penny of my money. The way they switch the price every time the contract runs out to some insane huge amount, then expect the customer to play the game of calling and fighting for a better rate is horrible. Bainbridge needs a better option for internet than Comcast or Centurylink.	9/14/2020 9:36 AM
44	I wish we had other options but Comcast seems to be the best of what is available on the island	9/14/2020 9:14 AM
45	Overall we have a positive opinion of Comcast - we were forced to get DirectTv due to rising over the top costs of Comcast	9/14/2020 9:09 AM
46	I would love to see some competition for service on the island. If that isn't possible, I'd like to see a different service provider get the island's business.	9/14/2020 7:57 AM
47	I wish there were more high quality providers on the island.	9/11/2020 10:30 AM
48	I currently live in Winslow and have access to Comcast internet. However, we are looking to move to another part of the island and we've been disappointed to learn a good amount of areas don't get high speed internet. I have called Comcast to find out if they would extend coverage to these areas and the customer service representatives have never resolved this issue. I have friends with this problem too and they said Comcast wanted to charge them \$20,000 to run the cables to their home. It seems like if they get a special deal with the city, and have a monopoly on high speed internet, they should cover our entire island.	9/8/2020 7:23 PM
49	Our household is unable to get reliable internet service because Comcast will not serve our house and centurylink is DSL and horrible. We have three high school students and they will not be able to do online school from our house. We live in Fort Ward. That is unacceptable.	9/1/2020 9:22 PM
50	cost is usurous and needs to come down. Comcast is a monopoly and there needs to be competition.	8/9/2020 12:00 PM
51	I believe we should have a underground direct connection high speed service. That will remain uninterrupted. Most people would agree. Willing to pay for such a service. When can I have it?	8/5/2020 7:24 PM
52	With school going online in the fall, I have some serious doubts whether we can have 4 people working from home on our current service. It is slow, turns off unexpectedly and is just generally frustrating.	8/4/2020 1:30 PM
53	Their service has become increasingly inconsistant and intermittant	8/3/2020 11:37 AM
54	Comcast is the worst. Literally anyone else is better	8/3/2020 9:29 AM
55	Comcast could upgrade infrastructure to prevent frequent outages.	8/2/2020 6:14 PM
56	Comcast is the only "player" on the Island (Century Link offers similar service, but is not as reliable as Comcast), and we need, and could benefit from, a similar company/provider available on the Island so that customers may access better service/competitive pricing.	8/2/2020 12:05 PM
57	I live in central winslow and service interruptions and downed modem is frequent and needs to be resolved	8/1/2020 11:46 PM
58	We want more options than just comcast	8/1/2020 9:48 PM
59	The customer service is horrible. You wait a long time then when you do get to talk to someone you get hung up on. We have been trying to get our internet fixed fortwo months and no one has come out yet. They say they dont have any time until September. I recommend do not use Comcast.	8/1/2020 8:03 PM
60	way too expensive for poor reliability and performance	8/1/2020 1:09 PM
61	They won't build a line to our home (though it's available on our street). We can only get CenturyLink but the speeds offered aren't enough to check email, much less stream at 1.5mbps.	8/1/2020 12:00 PM
62	The sooner Comcast is replaced by local broadband internet, the better for us, but we have no illusions that will occur.	8/1/2020 10:49 AM

Comcast Cable TV Franchise Renewal Process Community Web Survey

63	I recently found out that Comcast has data limits for internet usage, I could not believe this. In 2020 when streaming, gaming and heavy internet usage is the NORM having data caps for home internet is disgusting behavior from a multibillion dollar corporation, as they have shown during this pandemic that internet providers can suspend data caps without any negatives for them	8/1/2020 10:34 AM
64	I would like to have another option for high speed (gigabit+)	8/1/2020 10:28 AM
65	Comcast services are TOO COSTLY! I feel ripped off. I especially hate their TV commercials that attempt to portray them as a helpful, warm and fuzzy corporation. What a joke.	8/1/2020 9:29 AM
66	COBI should drop Comcast and co-invest in fiber optic internet	8/1/2020 8:52 AM
67	I work from home and depend on a stable, fast internet connection. I've had KPUD fiber for the last few months and it's a huge difference in connection stability - no outages or slowdowns, even with all family members working or studying from home. And it costs substantially less. One competitive mistake Comcast makes is for we customers who subscribe to internet only - it's outrageously priced, especially for the instability of the connection.	8/1/2020 6:53 AM
68	Comcast has been the absolute worst experience I have ever had with an internet provider. Their service is terrible and sluggish, their 1TB monthly cap is an absurd money grab, and their reliability and service is absolutely dismal. I pay over 100\$ a month for internet that is less than a 1/4 as fast as if I got it through a KPUD provider, and costs more than twice as much. Their tech support is so incredibly frustrating I refuse to call unless I have a multi-day issue. I cannot stand getting techs that know absolutely nothing about the local situation, and who's only response is ever to "reset your modem". With internet becoming more and more important in our lives, especially during this pandemic, I implore you to not give ANYTHING to comcast as they are a awful, consumer unfriendly company and our island deserves better.	8/1/2020 12:24 AM
69	The caps on internet usage are crazy especially with everyone home.	7/31/2020 11:10 PM
70	Our internet service is great and a good value. The cable TV and phone service were bad value.	7/31/2020 10:56 PM
71	Customer service sucks. No real contact. Does not correct problems.	7/31/2020 10:18 PM
72	Their packages for cable TV were terrible -- needed to purchase a lot of things you didn't want to get a few things you did want.	7/31/2020 10:08 PM
73	Internet quality is poor; high "max" speed that is often not met with lag spikes that breaks video conferences even running at 360p. It's unreliable and unfortunately the only choice in town.	7/31/2020 9:47 PM
74	For some reason it can be very off and on; sometimes several times a day for weeks! Neighbors report the same issues	7/31/2020 9:06 PM
75	I don't like the data limits for internet especially during the pandemic	7/31/2020 8:41 PM
76	I want cable but haven't been able to get it connected. Coaxial cable has exceptional noise characteristics yet comcast seems unable to make a connection more than 100 feet away. Given the driveway lengths on this island, they need to do better.	7/31/2020 8:19 PM
77	Comcast is effectively a monopoly and they act as one. Customer service is ATROCIOUS. They obviously don't care about that because they don't have to.	7/31/2020 7:41 PM
78	Prices are way too high!!!	7/31/2020 6:29 PM
79	I only have telephone service to get a lower monthly charge, I do not use the their telephone service, only my mobile phone which is not through them. Additionally, their prices are outrageously high. But they are a monopoly that provides good connectivity.	7/31/2020 6:27 PM
80	Include broadband solutions for all households that meet work and school from home loads as part of the contract renewal.	7/31/2020 6:12 PM
81	We need fiber optic broadband. Our current internet is slow and unreliable even though we pay for high speed. We have no choice but to keep them. If fiber optic was a more affordable option, I would change in a heartbeat. Comcast is not good.	7/31/2020 6:06 PM
82	I think the costs are just too high for the service	7/31/2020 12:37 PM

Comcast Cable TV Franchise Renewal Process Community Web Survey

83	They need to upgrade their facilities.	7/31/2020 11:23 AM
84	Comcast has designed a system where the customer always has to perform their own diagnostics. Very difficult for older people who don't have technical skills. Internet always slows around 9 pm and we lose TV service. Comcast has added to our bill even though we negotiated a set price for two years. However, they never provide paperwork, so I have nothing to show what we negotiated. All in all, they are a terrible provider of every service.	7/31/2020 10:58 AM
85	Comcast Telephone support is Terrible!	7/31/2020 10:32 AM
86	too expensive	7/31/2020 10:20 AM
87	Pricing should be unbundled and fair.	7/31/2020 9:58 AM
88	It would be nice to have other high-speed options besides Comcast. It would be nice to have a municipal fiber utility.	7/31/2020 9:54 AM
89	They internet is too slow or too expensive. They charge you for cable, when you don't want it. They are abhorrent to deal with. Please expand fiber to the entire island! That should be a top priority for the citizens.	7/31/2020 9:50 AM
90	TV access used to be free, phone service used to be available at a modest cost, internet access should be a free public service	7/31/2020 9:32 AM
91	Comcast is an abusive monopoly service provider empowered to be abusive in their franchise agreement with the city of BI. Comcast sucks money out of our homes and has made no investment in infrastructure. Can the city kick Comcast to the curb and replace them with fiber from the Kitsap broadband PUD? By way of comparison I love Bainbridge Disposal and they have a franchise agreement with the city. From the BI Disposal customer perspective the positive experience is based on service, communication, and value for money. The residents of Bainbridge Island will never get the same kind of service from Comcast. Comcast is great at scale, terrible at service quality and value.	7/31/2020 9:12 AM
92	Hate the way they bundle services to make you buy products you might not need or want	7/31/2020 9:06 AM
93	I wish we had a choice between providers and that Comcast did not have a MONOPOLY on internet services here on BI!!!	7/31/2020 8:59 AM
94	They gouge on pricing and are unwilling to serve more rural parts of the island. I'm stuck with super slow internet as a result. Unacceptable during Covid/work-from-home times.	7/31/2020 8:46 AM
95	Comcast customer service is the worst. They constantly try to upsell and are very misleading in their interactions	7/31/2020 8:46 AM
96	Fees, taxes and equipment rental for Cable TV are far too expensive.	7/31/2020 8:31 AM