



**Town of Ayer**

**Cable Advisory Committee**

**Meeting Minutes for November 16, 2022**

**Attendance:** Scott Kurland, Chair; Jannice Livingston, Vice Chair; Janet Providakes; Julie Murray; Chief Brian Gill

**Also in Attendance:** Attorney William Hewig, Town Counsel; Robert Pontbriand, Town Manager

**Call to Order:**

The meeting was called to order at 8:35am by S. Kurland

S. Kurland read the following remote participation statement:

*Due to the ongoing COVID-19 Pandemic, in accordance with Chapter 22 of the Acts of 2022, suspending certain provisions of the Open Meeting Law (OML), public bodies otherwise governed by the OML are temporarily relieved from the requirement that meetings be held in public places, open and physically accessible to the public, so long as measures are taken to ensure public access to the bodies' deliberations "through adequate, alternative means." This meeting will be live on Zoom. The public may participate remotely by joining Zoom (**Meeting ID# 813 1850 5727**) or by calling (**646-931-3860**). For additional information about remote participation, please contact Carly Antonellis, Assistant Town Manager at [atm@ayer.ma.us](mailto:atm@ayer.ma.us) or 978-772-8220 ext. 100 prior to the meeting.*

**Approval of October 31, 2022 Meeting Minutes:**

R. Pontbriand requested that the approval of the October 31, 2022 meeting minutes be deferred to the next meeting.

**Review of Final Cable Survey Results:**

S. Kurland provided an overview of the final cable survey results as he tabulated. (See attached final Cable Survey Results).

W. Hewig stated that the customer service portion of the survey is of interest as it demonstrates that Comcast is in breach of their license in terms of the customer service response times.

### **Discussion on Future Needs of the Ayer Public Access Corporation (APAC):**

W. Hewig stated that the current license from Comcast pays \$150,000 a year over a ten-year period. The pass through of these costs to the Comcast subscribers in Ayer is fifty cents (.50) per month per subscriber. If you ask for \$300,000 this will increase the pass through to \$1.00 per month per subscriber. Generally, the companies tend to be conservative in terms of the pass-through costs. You could ask for \$300,000 but be prepared to receive \$250,000. You will need an annual operating budget to present to justify the request.

W. Hewig continued that we will need an annual operating budget; a list of capital needs; and to decide whether to stay at the current 4.5% or go to 5%. Comcast will not like the idea of doubling the pass-through costs. It would be helpful to know the exact number of subscribers. Also at some point the Select Board should be briefed in advance so that everyone is on the same page.

S. Kurland stated that we should be asking for \$300,000 and we need another full-time public access coordinator position and an education access position which could be 30-35 hours a week.

S. Kurland and R. Pontbriand stated that they would prepare a proposed budget for APAC for the purposes of review by the Committee.

### **Scheduling of the Cable Ascertainment Public Hearing:**

J. Livingston stated that the Committee could come before the Select Board at the December 20 meeting for an update to the Select Board.

The Committee discussed the scheduling of the public hearing and decided to hold off on scheduling until the next Committee meeting. The Committee discussed that most likely the public hearing would take place in the middle of January 2023.

[J. Livingston excused herself from the meeting at 9:29am]

### **Scheduling of Next Meeting:**

The Committee schedule its next meeting for Tuesday, November 29, 2022 at 8:30am on Zoom.

**Motion:** A motion was made by J. Providakes and seconded by J. Murray to adjourn the meeting at 9:35am. **Motion Passed 4-0** by roll call vote as follows: S. Kurland, Y; J. Providakes, Y; J. Murray, Y; Chief Gill, Y.

The meeting adjourned at 9:35am.

Meeting minutes recorded and submitted by R. Pontbriand, Town Manager

Meeting minutes reviewed and approved by the Cable Advisory Committee on November 29, 2022.

Signed:  11/29/2022  
Robert A. Pontbriand  
Town Manager

Attachment: Final Cable Survey Results

Question 1: How important is it to you that Comcast provides local Public, Educational, and Government (PEG) channel access to the Town of Ayer?

	Not important At All	Not So Important	Somewhat Important	Very Important	Extremely Important
	0	1	0	5	17

Question 2: Which types of local programming would you like to see if any? (check up to 5)

Sports	5
Religious/ Inspirational	1
Movies	9
Health	7
News/Weather	7
Hobby/Interests	9
Travel	6
Educational/ Children's	11
Music/Variety	6
Comedy	3
Financial	4
Multicultural	10

Question 3: Would you be interested in Ayer's own channels providing more content to the community?

Yes	19
No	2

Question 4: Would you be willing to pay a modest increase to your monthly franchise fee to support the cost of Ayer's Public, Educational, and Government (PEG) and bulletin board channels?

Less than 25 cents	1

25-50 cents	7
50 cents to \$1.00	7
More than \$1.00	8
No Increase	

Question 5: When you contact Comcast have you had any issues?

Yes	9
No	9

Question 6: When it comes to your Comcast experience what level of importance do you find in the following items?

	Not Important	Somewhat Important	Important	Extremely Important	N/A
More Channels	4	2	9	1	5
Cost of Service	0	2	5	11	2
Quality of Service	0	1	4	13	2
Public Access	0	4	6	9	2

Question 7: Are you satisfied with the information provided to you by Comcast?

	NOT SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	NOT APPLICABLE
Changes in Programming	1	2	10	0	9
Changes in Policy & Procedure	4	2	7	2	9
Pricing Packages	7	5	3	5	6
Public Access	2	1	7	2	4

Question 9: Which, if any, of these problems have you had in the past 6 months? (Check any applicable)

On Hold More than 30 Seconds	9

<b>Outage</b>	6
<b>Poor Picture all stations</b>	1
<b>Poor Picture Quality on a Specific station</b>	1
<b>Equipment Problems</b>	7
<b>None</b>	4
<b>Other</b>	4

Question 10: What age demographic do you fall into?

– Under 18	
– 18-24	
– 25-34	
– 35-44	1
– 45-54	3
– 55-64	8
– 65+	9

Question 11: Please indicate the number of household members in each age bracket:

<b>Under 12</b>	5
<b>Ages 12-17</b>	
<b>Adult 18 +</b>	38

Question 12: Are you a subscriber to Comcast Cable Television?

<b>Yes</b>	14
<b>No</b>	7

Question 13

<b>Too Expensive</b>	
<b>Switched to Direct TV</b>	
<b>Cost too much</b>	

Question 1: How important is it to you that Comcast provides local Public, Educational, and Government (PEG) channel access to the Town of Ayer?

ANSWER CHOICES	RESPONSES
–	–
– Extremely important	30.80% 73
– Very important	21.52% 51
– Somewhat important	18.57% 44
– Not so important	14.35% 34
– Not at all important	14.77% 35

Total Respondents: 237

Question 2: Which types of local programming would you like to see if any? (check up to 5)

ANSWER CHOICES	RESPONSES
–	–
– Sports	52.94% 108
– Religious/Inspirational	4.90% 10
– Movies	50.49% 103
– Health	15.20% 31
– News/Weather	65.69% 134
– Hobby/Interests	27.94% 57

- Travel	25.00% 51
- Educational/Children's Programming	35.78% 73
- Music/Variety	27.45% 56
- Comedy	33.33% 68
- Financial	10.78% 22
- Food	42.16% 86
- Multicultural Programming	20.10% 41

**Total Respondents: 204**

Question 3: Would you be interested in Ayer's own channels providing more content to the community?

ANSWER CHOICES	RESPONSES
-	-
- Yes	64.94% 150
- No	35.06% 81

**Total Respondents: 231**

Question 4: Would you be willing to pay a modest increase to your monthly franchise fee to support the cost of Ayer's Public, Educational, and Government (PEG) and bulletin board channels?

ANSWER CHOICES	RESPONSES
-	-
- Less than 25¢	5.93% 14
- 25¢ - 50¢	6.78% 16

- 50¢ -\$1.00	19.49% 46
- More than \$1.00	7.63% 18
- No increase	60.59% 143

Total Respondents: 236

Question 5: When you contact Comcast have you had any issues?

ANSWER CHOICES	RESPONSES
-	-
- Yes	45.89% 95
- No	34.30% 71
- <u>Responses</u> Comment.:	19.81% 41

Total Respondents: 207

Question 6: When it comes to your Comcast experience what level of importance do you find in the following items?

	NOT IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	EXTREME LY IMPORTAN T	N/A	TOTAL	WEIG HTEDA VERAG E
-	-	-	-	-	-	-	-
- More Channels	43.60% 92	19.91% 42	18.96% 40	8.06 % 17	9.48 % 20	211	2.20

– Cost of Service	0.47% 1	3.32% 7	14.22% 30	81.5% 2% 172	0.47% 1	211	3.78
– Quality of Service	0.94% 2	1.89% 4	17.92% 38	78.7% 7% 167	0.47% 1	212	3.76
– Public Access	21.23% 45	25.00% 53	30.19% 64	18.8% 7% 40	4.72% 10	212	2.61

Question 7: Are you satisfied with the information provided to you by Comcast?

–	NOT SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
–	–	–	–	–	–	–	–
– Changes in Programming	32.0% 8% 68	29.72% 63	18.8% 7% 40	3.30% 7	16.04% 34	212	3.39
– Changes in Policy & Procedure	42.1% 1% 88	28.71% 60	15.7% 9% 33	2.39% 5	11.00% 23	209	3.44
– Pricing Packages	70.6% 2% 149	21.80% 46	5.21% 11	1.42% 3	0.95% 2	211	3.64

Question 9: Which, if any, of these problems have you had in the past 6 months? (Check any applicable)

ANSWER CHOICES	RESPONSES
–	–
– I was on hold for more than 30 seconds when I called Comcast	45.32% 92
– Complete loss of cable for several hours (outage)	46.31% 94
– Picture quality poor on all stations	14.29% 29
– Picture quality on specific stations	18.23% 37
– Equipment problems	40.39% 82

– None	18.72% 38
– <u>Responses</u> Other (please specify)	17.24% 35

Total Respondents: 203

Question 10: What age demographic do you fall into?

ANSWER CHOICES	RESPONSES
–	–
– Under 18	0.00% 0
– 18-24	0.48% 1
– 25-34	12.02% 25
– 35-44	28.85% 60
– 45-54	19.23% 40
– 55-64	18.27% 38
– 65+	21.15% 44

Total Respondents: 208

Question 11: Please indicate the number of household members in each age bracket:

ANSWER CHOICES	RESPONSES
–	–
Under the age of 12	48.97% 95

Ages 12-17	32.47% 63
Adult 18+	97.94% 190

Question 12: Are you a subscriber to Comcast Cable Television?

ANSWER CHOICES	RESPONSES
—	—
— Yes	68.75% 143
— No	31.25% 65

Question 1: How important is it to you that Comcast provides local Public, Educational, and Government (PEG) channel access to the Town of Ayer?

ANSWER CHOICES	RESPONSES
–	–
– Extremely important	90
– Very important	56
– Somewhat important	44
– Not so important	35
– Not at all important	35

Total Respondents: 260

Question 2: Which types of local programming would you like to see if any? (check up to 5)

ANSWER CHOICES	RESPONSES
–	–
– Sports	113
– Religious/ Inspirational	11
– Movies	112
– Health	38

- News/Weather	141
- Hobby/Interests	66
- Travel	57
- Educational/ Children's Programming	84
- Music/Variety	62
- Comedy	71
- Financial	26
- Food	86
- Multicultural Programming	51

**Total Respondents: 227**

Question 3: Would you be interested in Ayer's own channels providing more content to the community?

ANSWER CHOICES	RESPONSES
-	-
- Yes	169
- No	83

**Total Respondents: 252**

Question 4: Would you be willing to pay a modest increase to your monthly franchise fee to support the cost of Ayer's Public, Educational, and Government (PEG) and bulletin board channels?

ANSWER CHOICES	RESPONSES
–	–
– Less than 25¢	15
– 25¢ - 50¢	23
– 50¢ - \$1.00	53
– More than \$1.00	26
– No increase	143

Total Respondents: 259

Question 5: When you contact Comcast have you had any issues?

ANSWER CHOICES	RESPONSES
–	–
– Yes	104
– No	80
– <u>Responses</u> Comment.:	41

Total Respondents: 225

Question 6: When it comes to your Comcast experience what level of importance do you find in the following items?

	NOT IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	EXTREMELY IMPORTANT	N/A	TOTAL
More Channels	96	44	49	18	25	232
Cost of Service	1	9	35	183	3	231
Quality of Service	2	5	42	180	3	232
Public Access	45	57	70	49	12	233

Question 7: Are you satisfied with the information provided to you by Comcast?

	NOT SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL
Changes in Programming	69	65	50	7	43	234
Changes in Policy & Procedure	92	62	40	7	32	233
Pricing Packages	156	51	14	8	8	237
Public Access	2	1	7	2	4	16

Question 9: Which, if any, of these problems have you had in the past 6 months? (Check any applicable)

ANSWER CHOICES	RESPONSES
–	–
– I was on hold for more than 30 seconds when I called Comcast	101
– Complete loss of cable for several hours (outage)	100
– Picture quality poor on all stations	30
– Picture quality on specific stations	38
– Equipment problems	89
– None	42
– <u>Responses</u> Other (please specify)	39

Total Respondents: 235

Question 10: What age demographic do you fall into?

ANSWER CHOICES	RESPONSES
–	–
– Under 18	0
– 18-24	1
– 25-34	25
– 35-44	61
– 45-54	43

– 55-64	46
– 65+	53

Total Respondents: 229

Question 11: Please indicate the number of household members in each age bracket:

ANSWER CHOICES	RESPONSES
–	–
Under the age of 12	100
Ages 12-17	63
Adult 18+	228

Question 12: Are you a subscriber to Comcast Cable Television?

ANSWER CHOICES	RESPONSES
–	–
– Yes	157
– No	72

**Question 5 Comments: When you contact Comcast have you had any issues?**

Several outages cuts in and out freezes. Too expensive.

10/16/2022 05:33 PM

They don't resolve issues fast and you get the run around

10/16/2022 05:07 PM

I am no longer a Comcast customer but had no issues when I was

10/10/2022 01:44 PM

Comcast always says it is somehow my problem that my internet doesn't work. My modem, router, location, package, weather, etc. I've been forced to have Comcast since ~2010 in various locations and if there is an option for ANYone else, please release us from this monopoly.

10/10/2022 11:06 AM

They might be the worst company I've ever dealt with - I despise the yearly fight i need to have with them when they decide to raise prices.

10/9/2022 08:33 PM

They might be the worst company I've ever dealt with - I despise the yearly fight i need to have with them when they decide to raise prices.

10/9/2022 08:33 PM

Same auto update

10/7/2022 06:50 AM

slow at resolving tech troubles & service disruptions/interference

10/6/2022 02:41 PM

Comcast is terrible. Get competition. Verizon is miles ahead in technology and programming.

10/5/2022 01:53 PM

Sometimes problem not resolved

10/5/2022 08:24 AM

Yes. Customer service is terrible.

10/5/2022 01:52 AM

Occasionally when it involves signal power & lines

10/5/2022 07:53 AM

Due to my reliance on Social Security checks for my money, my payday changes from month to month. Comcast keeps turning off my cable when the SS paycheck comes in a few days late.

10/5/2022 07:42 AM

Yes, Comcast needs to work on the ingress in the system that causes internet outages

10/5/2022 07:24 AM

No signal

10/5/2022 06:56 AM

Customer service is poor

10/4/2022 11:48 PM

Slow to respond .

10/4/2022 10:14 PM

Why are there no interest in the internet here. We need competition and yet this is completely about TV. Xfinity has a monopoly on internet service in town as well. This is not the 1990s.

10/4/2022 10:01 PM

Comcast is a disaster. Please provide us more choice

10/4/2022 09:35 PM

Yes, consistent Internet issues

10/4/2022 09:23 PM

Always unexpected charges

10/4/2022 09:01 PM

Difficult to get thru, calls often get dropped while speaking with techs so you have to call again and start from the beginning. Often takes multiple calls to get an issue resolved, and getting someone to come check equipment or escalate to an engineer to investigate a recurrent or unresolved issue is very difficult and nearly impossible.

10/4/2022 07:58 PM

Service is spotty at best

10/4/2022 10:25 AM

Short but frequent interruptions

10/4/2022 09:19 AM

Have to speak to someone

10/4/2022 08:58 AM

When they upgraded (supposedly as I've seen no difference) our internet speed we were told of an interruption date - when they ACTUALLY did the upgrade days later no notice was given. When called about it I was told that by the rep "he was given notice when they did his upgrade" - we were but not for the ACTUAL date of interruption. The workers told us we should've been given a flyer & personal greeting by a representative - neither of which occurred.

10/4/2022 08:48 AM

Customer service is poor.

**Question 8: Do you have any additional suggestions or input for questions 6 & 7?**

Everything needs to go ala cart!

10/25/2022 04:11 PM

[View respondent's answers](#)

Add tags

I only have internet, and the pricing is strange. They are not at all transparent with what the regular price is.

10/25/2022 09:13 AM

[View respondent's answers](#)

Add tags

It's very expensive, especially for seniors on a fixed income.

10/18/2022 06:18 PM

[View respondent's answers](#)

Add tags

when they make a change in service and raise rate in plans that end up with higher cost and Loss of channels that you once had.

10/17/2022 09:32 AM

[View respondent's answers](#)

Add tags

Comcast increased our prices in the last 2 years by implementing arbitrary data caps to allow them to charge us more for large quantities of data use. Thanks to the exclusivity agreement we have with them this has cornered our residents into paying higher bills if they have higher data needs with no alternative route. I've literally had a Comcast rep laugh at me on the phone and tell me "well, you have no other option but us."

10/17/2022 07:42 AM

[View respondent's answers](#)

Add tags

Get so other company to bid.

10/16/2022 05:33 PM

[View respondent's answers](#)

Add tags

Comcast need to provide updates if there's service interruptions in the area. Majority of people work from home but the service are always interrupted. If you cannot provide smooth internet access in this century in a monopolized location your service is unwanted.

10/7/2022 06:50 AM

[View respondent's answers](#)

[Add tags](#)

No

10/6/2022 05:37 PM

[View respondent's answers](#)

[Add tags](#)

would like more selection on package channels

10/6/2022 02:41 PM

[View respondent's answers](#)

[Add tags](#)

I stopped using Comcast because of how expensive they were. I would switch back if they just set a price for everyone and stopped with the huge increases after contracts run out.

10/6/2022 01:08 PM

[View respondent's answers](#)

[Add tags](#)

Why is Comcast the only provider in Ayer?

10/5/2022 06:03 PM

Lower cost internet only service. Comcast needs to compete with internet content not to restrict access

10/5/2022 05:10 PM

[View respondent's answers](#)

[Add tags](#)

It costs more and more but we get less and less in return!

10/5/2022 04:02 PM

[View respondent's answers](#)

[Add tags](#)

There should be a clause that Comcast has to resolve cable picture issues & WiFi issues within 24 hours. (No storm was happening).

10/5/2022 04:02 PM

[View respondent's answers](#)

[Add tags](#)

Do not sign a contract! We should be able to choose our own providers!

10/5/2022 02:19 PM

[View respondent's answers](#)

[Add tags](#)

Get competition. Verizon. Anyone but Comcast.

10/5/2022 01:53 PM

[View respondent's answers](#)

[Add tags](#)

No

10/5/2022 10:50 AM

[View respondent's answers](#)

[Add tags](#)

Provide internet service to those who do not want cable tv or cable phone access.

10/5/2022 07:42 AM

[View respondent's answers](#)

[Add tags](#)

As Comcast knows, tv via cable is a dying item. The most important thing is internet access as what is generally considered "tv" has evolved into an online option

10/5/2022 07:24 AM

The price for seniors on a fixed income is too high.

10/5/2022 07:18 AM

[View respondent's answers](#)

[Add tags](#)

Negotiate lower discount for elderly/low income

10/5/2022 07:11 AM

[View respondent's answers](#)

[Add tags](#)

Cafeteria style plan. Pick and choose the stations I want.

10/5/2022 06:56 AM

[View respondent's answers](#)

[Add tags](#)

We should have an lower priced internet only option.

10/5/2022 06:35 AM

[View respondent's answers](#)

[Add tags](#)

There should be discounts for low income and Senior Citizens

10/4/2022 11:48 PM

Yes. Include internet or exclude them from a monopoly on internet service here in Ayer.

10/4/2022 10:01 PM

[View respondent's answers](#)

[Add tags](#)

Clear information on package options

10/4/2022 09:54 PM

[View respondent's answers](#)

[Add tags](#)

Comcast is awful. Get Verizon FIOS so we can stop being 10 years behind the rest of the Internet

10/4/2022 09:35 PM

[View respondent's answers](#)

[Add tags](#)

Cost is out of control. Need more providers to offer choice.

10/4/2022 09:25 PM

[View respondent's answers](#)

[Add tags](#)

I do not have cable but internet access

10/4/2022 09:23 PM

[View respondent's answers](#)

[Add tags](#)

The cost is very high

10/4/2022 09:21 PM

[View respondent's answers](#)

[Add tags](#)

We need competitive providers, not just one

10/4/2022 09:14 PM

[View respondent's answers](#)

[Add tags](#)

Comcast pricing is predatory, the packages offered vary in price depending on your zip code. They know people in Ayer are limited to their services or inferior satellite service. Alternative internet services like satellite or cellular are very limited and slow. I used to get Verizon Fios service for cheaper than Comcast when I lived in Leominster, the competition was a good thing for the consumer.

10/4/2022 07:38 PM

[View respondent's answers](#)

[Add tags](#)

Need to have more options for cabke companies to ensure more competitive prices.

10/4/2022 07:05 PM

[View respondent's answers](#)

[Add tags](#)

Add fios to Ayer

10/4/2022 06:59 PM

[View respondent's answers](#)

[Add tags](#)

Offer more choices to select what you want to watch and charge only for those you select.

10/4/2022 03:16 PM

[View respondent's answers](#)

[Add tags](#)

High pricing, poor programming and frequent changes to channels. I'm switching providers.

10/4/2022 02:02 PM

[View respondent's answers](#)

[Add tags](#)

The cost of service is way to high. There is no other option of cable for residents of the town.

10/4/2022 01:50 PM

[View respondent's answers](#)

[Add tags](#)

Find a new cable company

10/4/2022 01:25 PM

[View respondent's answers](#)

[Add tags](#)

Better customer service for outages including refunds

10/4/2022 01:21 PM

[View respondent's answers](#)

[Add tags](#)

Allow other internet service providers

10/4/2022 01:07 PM

[View respondent's answers](#)

[Add tags](#)

It's very expensive for cable and internet from Comcast.

10/4/2022 01:03 PM

[View respondent's answers](#)

[Add tags](#)

Try attracting other providers, such as Verizon or Charter to allow for options/competition.

10/4/2022 12:57 PM

Their service is very unreliable

10/4/2022 11:33 AM

[View respondent's answers](#)

[Add tags](#)

Pricing is too expensive Ala carte menu would help

10/4/2022 11:25 AM

[View respondent's answers](#)

[Add tags](#)

The cost are just crazy. We are actually looking to other options at this time.

10/4/2022 11:04 AM

[View respondent's answers](#)

[Add tags](#)

Due to the towns exclusivity agreement with comcast we have no other options for true broad-band internet other than Starlink (not currently availabe) or DSL (substantially slower than cable). It would be nice if another provider were able to come in and provide services with a competitive price.

10/4/2022 10:53 AM

[View respondent's answers](#)

[Add tags](#)

We need competition for cable and internet. Comcast is outrageously expensive and we have no options.

10/4/2022 10:44 AM

Comcast should provide an à la cart menu for customers, and stop with the biannual rate increases

10/4/2022 10:34 AM

[View respondent's answers](#)

[Add tags](#)

We need an alternative provider option.

10/4/2022 09:51 AM

[View respondent's answers](#)

[Add tags](#)

I got rid of comcast for internet and cable because they constantly raise their rate. And the value isn't equal to the cost.

10/4/2022 09:34 AM

[View respondent's answers](#)

[Add tags](#)

Encourage competition

10/4/2022 09:19 AM  
[View respondent's answers](#)  
[Add tags](#)

I like the ides of more local news, maybe ASRD students doing a local news program.  
9/29/2022 07:49 PM

**Question 13: If you are not a subscriber, what are the specific reasons why you do not subscribe or why you discontinued your subscription to Cable TV?**

Don't need TV  
10/25/2022 09:14 AM  
[View respondent's answers](#)  
[Add tags](#)

No time; use streaming services.  
10/24/2022 08:00 PM  
[View respondent's answers](#)  
[Add tags](#)

It's too expensive, the internet barely works why would I pay more for cable.  
10/13/2022 10:31 AM  
[View respondent's answers](#)  
[Add tags](#)

Primarily the cost. Secondarily the frequent changes in available channels  
10/10/2022 01:45 PM  
[View respondent's answers](#)  
[Add tags](#)

It's too expensive. I pay \$50 for internet that kind of works and then stream. We share logins. No way can anyone under the age of 40 afford their own cable package in this economy.

10/10/2022 11:07 AM

Too expensive

10/6/2022 05:38 PM

[View respondent's answers](#)

[Add tags](#)

They increased my pricing after a contract ran out. I also found I got more channels for less money if I cut the cord. I would gladly come back if they stopped all the shenanigans with pricing.

10/6/2022 01:10 PM

[View respondent's answers](#)

[Add tags](#)

Cost is too high

10/5/2022 07:55 PM

[View respondent's answers](#)

[Add tags](#)

I am a subscriber because Comcast is the only option. Other companies should be allowed to compete.

10/5/2022 06:05 PM

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Cost, lack of flexibility, poor complicated equipment. The world has changed from monopoly control

10/5/2022 05:12 PM

I have streaming like Netflix and HBO, so I just need reliable and fast internet which Comcast definitely doesn't provide

10/5/2022 02:29 PM

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Comcast is outrageously expensive. We have their internet only and streaming tv. Please allow freedom of choice.

10/5/2022 02:20 PM

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I'm a subscriber only because I have to be, not because I want to be. The huge majority of the town would switch to Verizon or literally any other provider given the chance. And you are completely aware of that.

10/5/2022 01:54 PM

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Had to cut their service. Pricy and bad

10/5/2022 11:39 AM

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We have comcast internet. Wish the town would get fios.

10/5/2022 11:16 AM

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Cost. Prefer to use streaming

10/5/2022 08:04 AM

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It's too expensive and the coverage isn't great. We pay for internet because it's the only option, would not if we had a choice

10/5/2022 07:51 AM

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Too expensive

10/5/2022 07:37 AM

[View respondent's answers](#)

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As Comcast knows, tv via cable is a dying item. If they did not force you into a bundle to assist with rates, I would only carry internet. The most important thing is internet access as what is generally considered "tv" has evolved into an online option in the subscription form.

10/5/2022 07:25 AM

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[Add tags](#)

Too expensive.

10/5/2022 07:20 AM

Cost!!

10/5/2022 07:12 AM

[View respondent's answers](#)

[Add tags](#)

Cost

10/5/2022 06:36 AM

[View respondent's answers](#)

[Add tags](#)

I have considered dropping due to pricing

10/5/2022 06:30 AM

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Cost. I switched to streaming but unfortunately still have Comcast internet.

Price is terrible. Too high.

10/5/2022 01:53 AM

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Outages, buffering, price, constantly being told the problem was with my “underground lines” WHICH I DONT HAVE. Needed higher gauge wire from street, left to get 2nd person to run wire and NEVER CAME BACK. I could go on for hours

10/4/2022 10:20 PM

Way too expensive

10/4/2022 09:38 PM

[View respondent's answers](#)

[Add tags](#)

Can we get rid of Comcast pls?

10/4/2022 09:35 PM

[View respondent's answers](#)

[Add tags](#)

too expensive

10/4/2022 09:34 PM

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[Add tags](#)

Streaming capability. Monetary reasons

10/4/2022 09:31 PM

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[Add tags](#)

Price is outrageous.

10/4/2022 09:26 PM

[View respondent's answers](#)

[Add tags](#)

Cost, cost, cost

10/4/2022 09:18 PM

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[Add tags](#)

Comcast is to expensive!

10/4/2022 09:02 PM

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[Add tags](#)

Too expensive. Only get cable through them and service is spoty and slow at times.

10/4/2022 08:11 PM

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We discontinued our Comcast cable TV subscription because they raised the price twice in a year. All of their offered packages were too expensive for us so we got rid of Comcast television and now only have their internet service

10/4/2022 07:40 PM

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Switching to Roku soon.

10/4/2022 06:59 PM

Cost

10/4/2022 09:24 PM

Cost

10/4/2022 06:38 PM

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I am a Comcast internet-only customer, and while the service is good, it is DISGUSTINGLY overpriced. The town I lived in before had two cable providers and Comcast's prices were lower. Ayer needs cable competition - no more exclusive agreements!!

10/4/2022 05:52 PM

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I am a subscriber. Due to the high cost of cable/internet, it would be prudent for the Town to allow more than one company to provide service in Ayer and not enter into an exclusive contract with Comcast. Competition is key to encourage improved service and competitive pricing. Other

providers should be explored and Comcast not just given an exclusive contact.

10/4/2022 05:31 PM

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We need more options in Ayer. Why am I being forced to get Comcast.

10/4/2022 05:14 PM

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[Add tags](#)

There needs to be more than one cable company in Ayer. There isn't enough competition.

10/4/2022 04:52 PM

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My opinions come from my parents' experiences with Comcast over the past few years. I don't subscribe because I can't afford to have cable while paying for subscription fees for streaming sites.

10/4/2022 02:55 PM

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Just internet

10/4/2022 02:19 PM

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[Add tags](#)

Too costly for someone on a fixed income.

10/4/2022 01:51 PM

[View respondent's answers](#)

[Add tags](#)

It's 2022 and streaming video exists

10/4/2022 01:48 PM

[View respondent's answers](#)

[Add tags](#)

Cost.

10/4/2022 01:21 PM

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[Add tags](#)

I'm a subscriber to Comcast Internet as this completely serves my needs. You can stream TV so I don't know why this survey is so shortsighted.

Comcast internet subscriber (because we have no other suitable options despite their poor service). YouTube TV for "cable" due to poor comcast service and pricing.

10/4/2022 12:59 PM

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[Add tags](#)

Nothing good to watch

10/4/2022 11:39 AM

[View respondent's answers](#)

[Add tags](#)

YouTube tv. Never been a fan of Comcast. Reluctantly use them for internet service

10/4/2022 11:34 AM

[View respondent's answers](#)

[Add tags](#)

I cannot afford cable tv. The internet is all I use, and now that too is becoming too expensive. With no competing services, we are at Comcast's mercy.

10/4/2022 10:45 AM

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[Add tags](#)

Cable is too expensive, moved to internet only and streaming services.

10/4/2022 10:39 AM

[View respondent's answers](#)

[Add tags](#)

Poor service and subpar choices for the money; too many charges for features I do not use (ie Sports) and biannual increases with no comparable increase in quality. Let's not forget the abysmal customer service, and rate increases despite having a two-year contract which is supposed to lock in prices.

10/4/2022 10:39 AM

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[Add tags](#)

Just use them for internet to stream other services. Comcast is too expensive for TV.

10/4/2022 10:25 AM

Costs too much. Streaming services provide way more value. Cable is a thing of the past. Cut the cord!

10/4/2022 09:35 AM

[View respondent's answers](#)

[Add tags](#)

Cost

10/4/2022 09:27 AM

[View respondent's answers](#)

[Add tags](#)

I do not watch TV much and when I do I prefer streaming services

10/4/2022 09:22 AM

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[Add tags](#)

Too expensive to scroll through channels just to say "there's nothing good on TV." So instead I pay monthly fees for streaming channels that I don't use for the same reason. Go figure.

10/4/2022 09:18 AM

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Cost too much

10/4/2022 08:40 AM

[View respondent's answers](#)

[Add tags](#)

Would like more variety and competition in town. Comcast is notoriously awful. Would love the option to use a different company but we cannot.

10/4/2022 08:39 AM

[View respondent's answers](#)

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