



# **FIVE TOWN CABLE TV SUBSCRIBER SURVEY**

June 25, 2022

**CONDUCTED BY THE FIVE TOWN CABLE ADVISORY COMMITTEE  
REPRESENTING THE TOWNS OF GREAT BARRINGTON, LEE, LENOX,  
SHEFFIELD AND STOCKBRIDGE**

**LINDA MILLER CHAIR**

DSA 6 25 22

# Introduction

The Five Town Cable Advisory Committee (CAC), which serves the towns of Lee, Lenox, Stockbridge, Great Barrington and Sheffield have been conducting a formal review and “ascertainment” of the cable TV needs and services received under our respective Charter / Spectrum cable licenses which expire on February 28th, 2023. Since Massachusetts law limits the term of a license, issuing authorities must periodically review and renew licenses. The Massachusetts Department of Telecommunications and Cable (Mass DTC) oversees the renewal process, established under federal law and supplemented by Mass DTC regulations. These state and federal laws protect a municipality’s right to assess the cable operator’s past performance and determine the future needs and interests of the community. To that end, the Five Town Cable Advisory Committee, duly appointed by the respective Five Town select boards has conducted a survey of cable subscribers using two different formats to reach the widest possible audience.

**Paper surveys** and collection boxes were placed at Five Town halls, libraries and post offices from Feb. 1<sup>st</sup>, to May 7<sup>th</sup>, 2022. A PDF format was also posted to town websites for subscribers to print at home and then either mail or drop off at Lenox Town Hall.

**On-line surveys** (thru SurveyMonkey, a global leader in survey software) via the Town of Lee’s license were posted to the Five Town websites between March 18<sup>th</sup> and May 7<sup>th</sup>, 2022.

All told, a total of 464 surveys were collected. There is a high degree of correlation between the paper and on-line survey results

Statistically, given the large number of surveys collected and a total of 6,392 Spectrum / Charter subscribers, the confidence level in the survey is 95% with a margin of error of +/- 4.38%.

Town	Cable TV Subscriber Count YE2021	Total Population (2020 Census)	Average Household Size	Subscriber vs Population	Town Area - Sq. Miles
Lee	1563	5788	2.26	27%	26.1
Lenox	1432	5,095	2.09	28%	21.2
Great Barrington	1777	7172	2.2	25%	44.8
Sheffield	843	3,327	2.28	25%	48.6
Stockbridge	<u>777</u>	<u>2,018</u>	<u>1.97</u>	<u>39%</u>	<u>18.7</u>
	<b>6392</b>	<b>23400</b>		<b>27%</b>	<b>159.4</b>

# **The Five Town Cable Advisory Committee**

## **Draft High-Level Cable License Renewal Schedule**

### **July 1, 2022**

Survey results posted on Five Town websites.

### **August 1, 2022**

Letter sent to the 5 Issuing Authorities with draft RFP based on survey results and draft Ascertainment results for their license renewal feedback if any.

### **September 1, 2022**

Ascertainment / RFP complete. Email sent to Spectrum. (This timeline meets the Mass DTC interpretation of federal law as requiring Issuing Authorities to complete ascertainment no later than six months prior to the current license expiration date. Spectrum will be unable to submit a formal renewal proposal to the Five Town's without the Issuing Authorities formally completing ascertainment)

### **September 1-Oct. 15, 2022**

Spectrum submits formal renewal proposal to the Five Towns

### **October 15-December 31, 2022**

Spectrum and Five Town Cable Advisory Committee negotiate terms and conditions.

### **January 1-February 28, 2023**

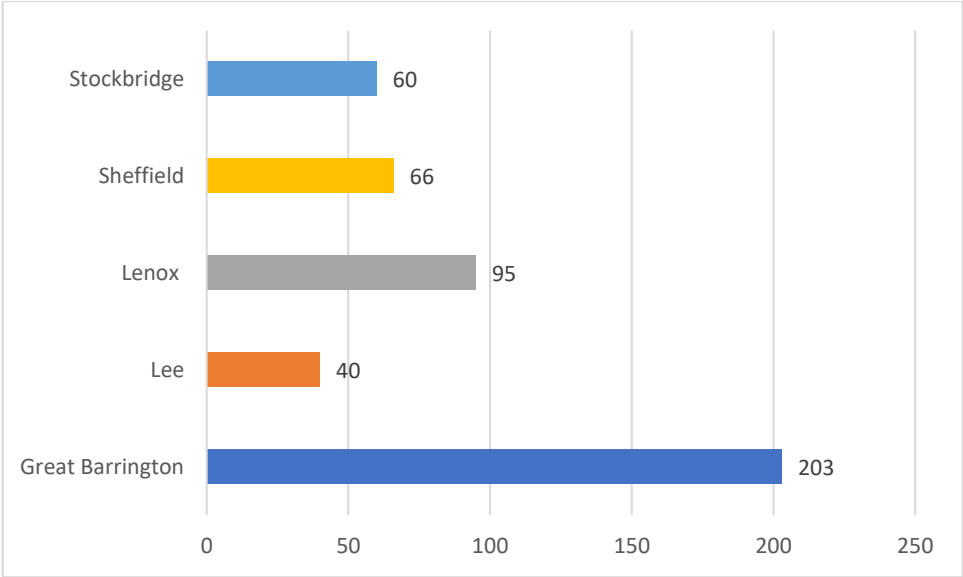
Five Town Issuing Authorities review license renewal proposal and vote on license renewal agreement.

### **March 1, 2023**

2013 License agreements expire, new 2023 license tentative agreement reached. Issuing Authority approvals in process.

Question 1. Which of the Five Towns do you live?

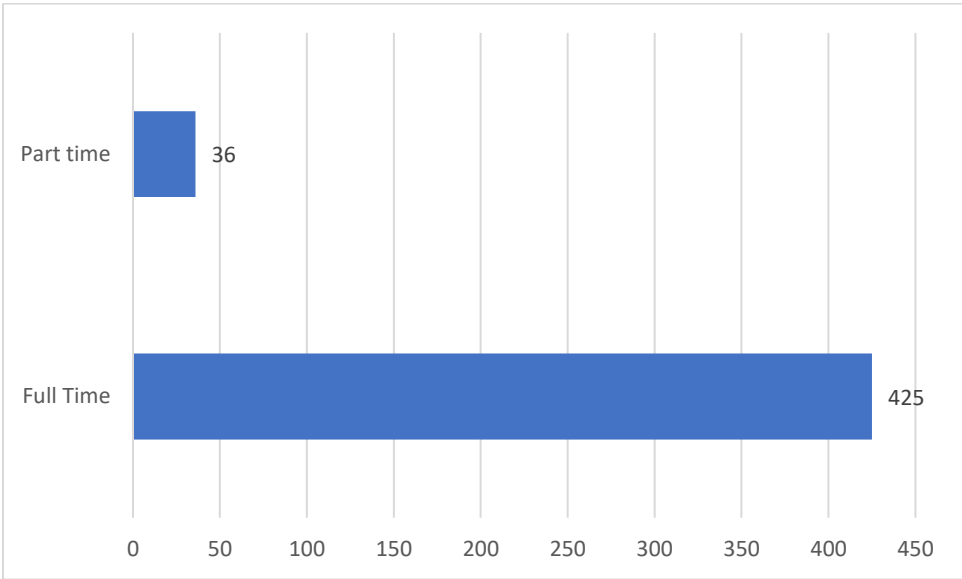
Answered: 464      Skipped: 0



ANSWER CHOICES	RESPONSES	
Great Barrington	43.8%	203
Lee	8.6%	40
Lenox	20.5%	95
Sheffield	14.2%	66
Stockbridge	12.9%	60
TOTAL		464

Question 2. *Are you a full time or part time resident?*

Answered: 461    Skipped: 3

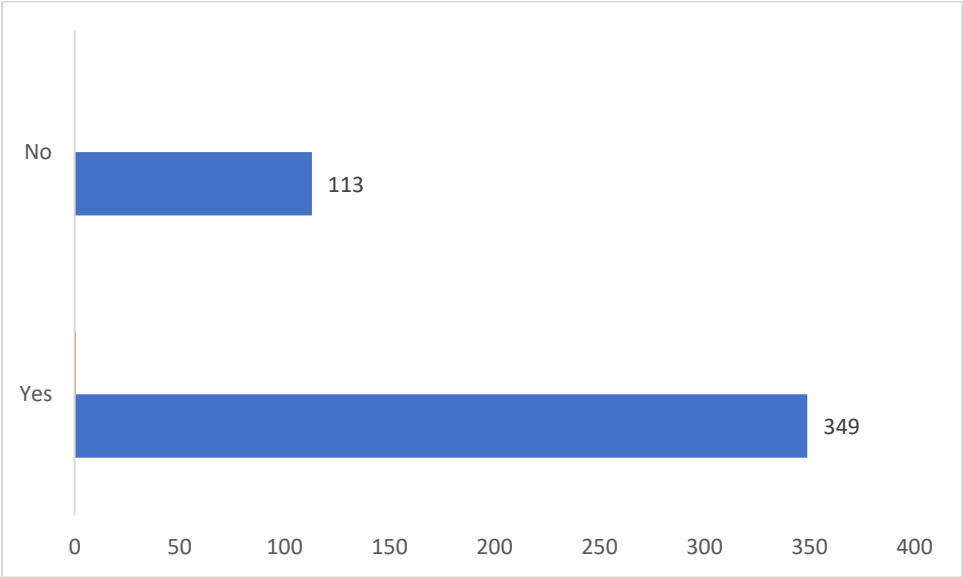


ANSWER CHOICES		RESPONSES
Part time resident	7.82%	36
Full time resident	92.2%	425
TOTAL		461

Question 3. *Do you subscribe to Spectrum Cable TV?*

Answered: 462

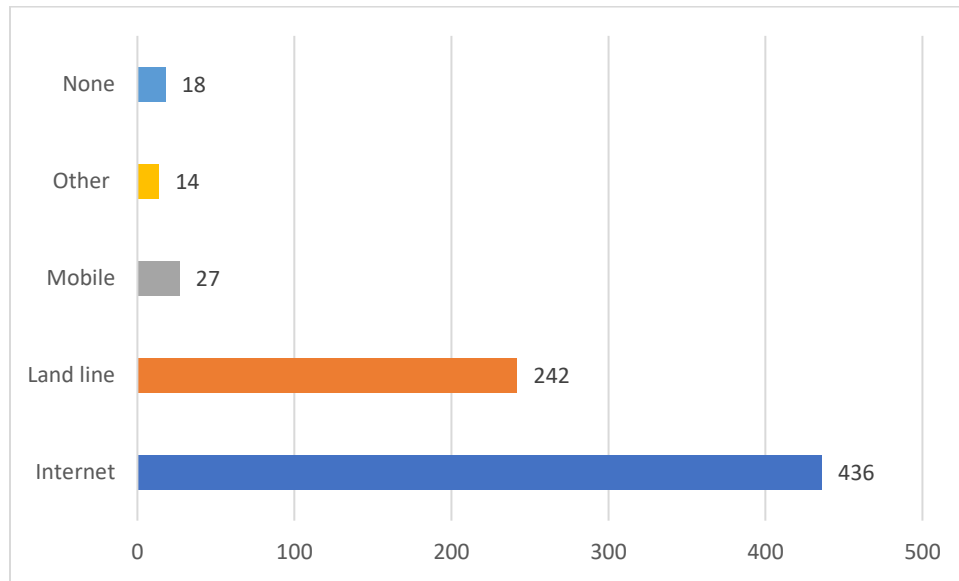
Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	75.56%	349
No	24.5%	113
TOTAL		462

## Question 4. *What other services do you receive from Spectrum?*

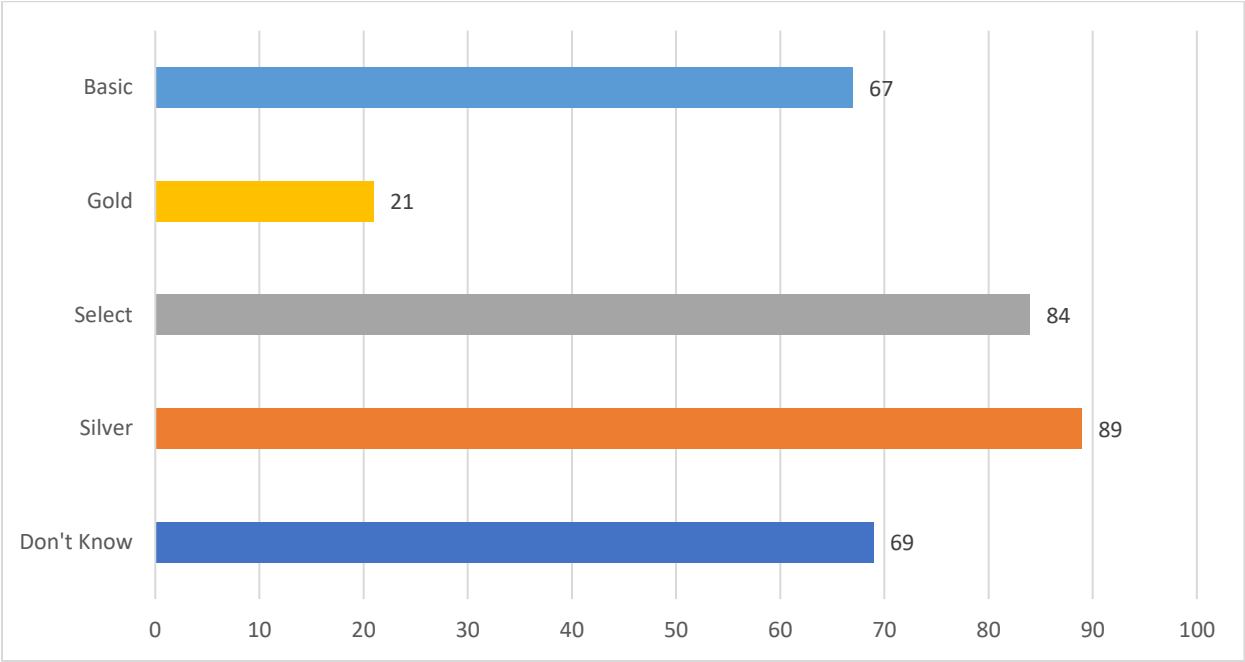
Answered: 461    Skipped: 3



ANSWER CHOICES	RESPONSES	
Internet	94.6%	436
Land Line Phone	52.5%	242
Mobile Phone	5.9%	27
Other	3.0%	14
None	3.9%	18
Total Respondents: 291		

**Question 5. *If you have Cable TV, what level do you subscribe?***

Answered: 330    Skipped: 134

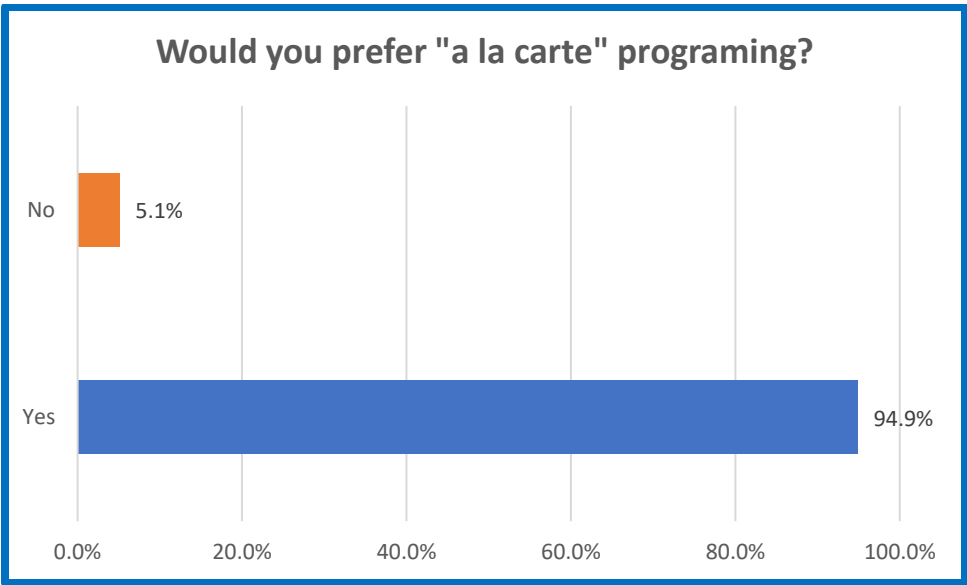


ANSWER CHOICES	RESPONSES	
Basic	20.3%	67
Select	25.5%	84
Silver	27.0%	89
Gold	6.4%	21
Don't know	20.9%	69
TOTAL		207



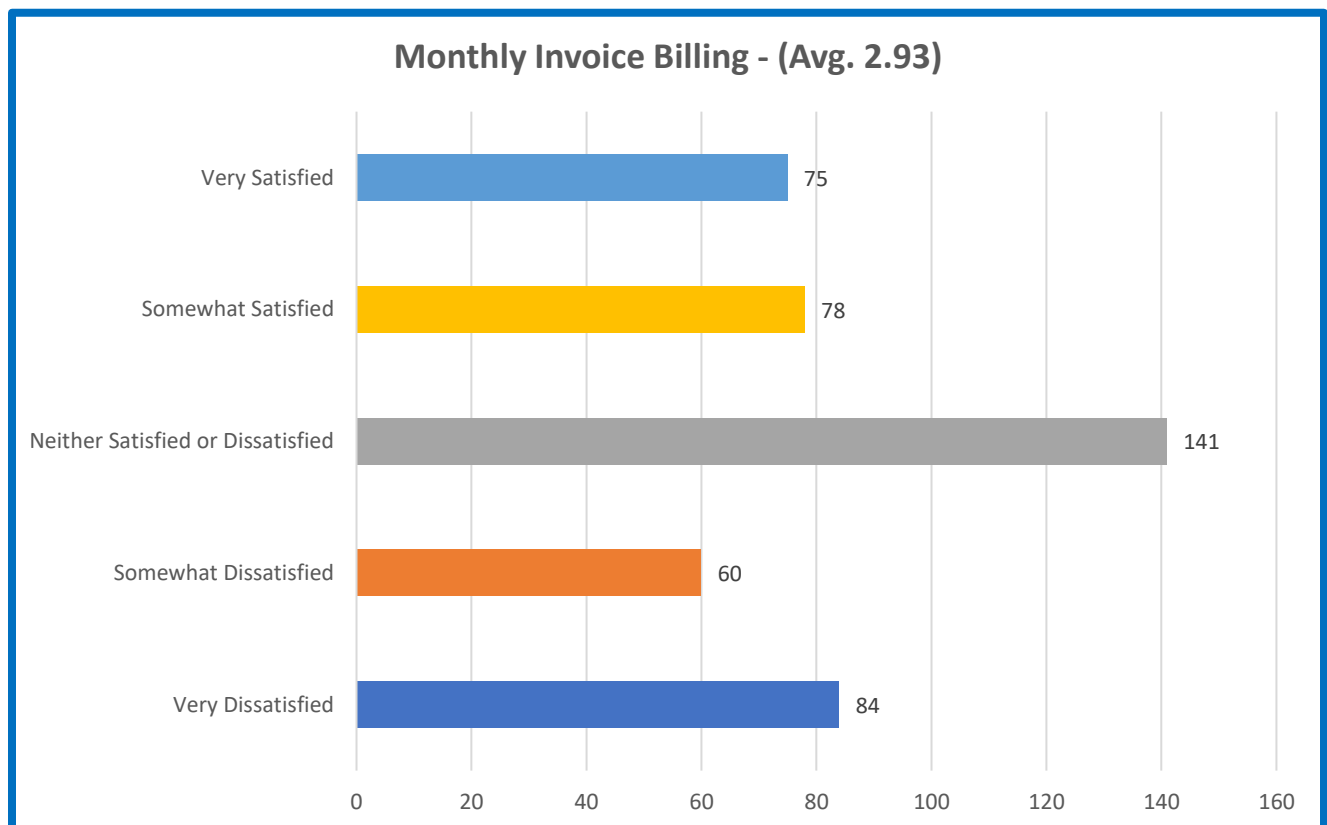
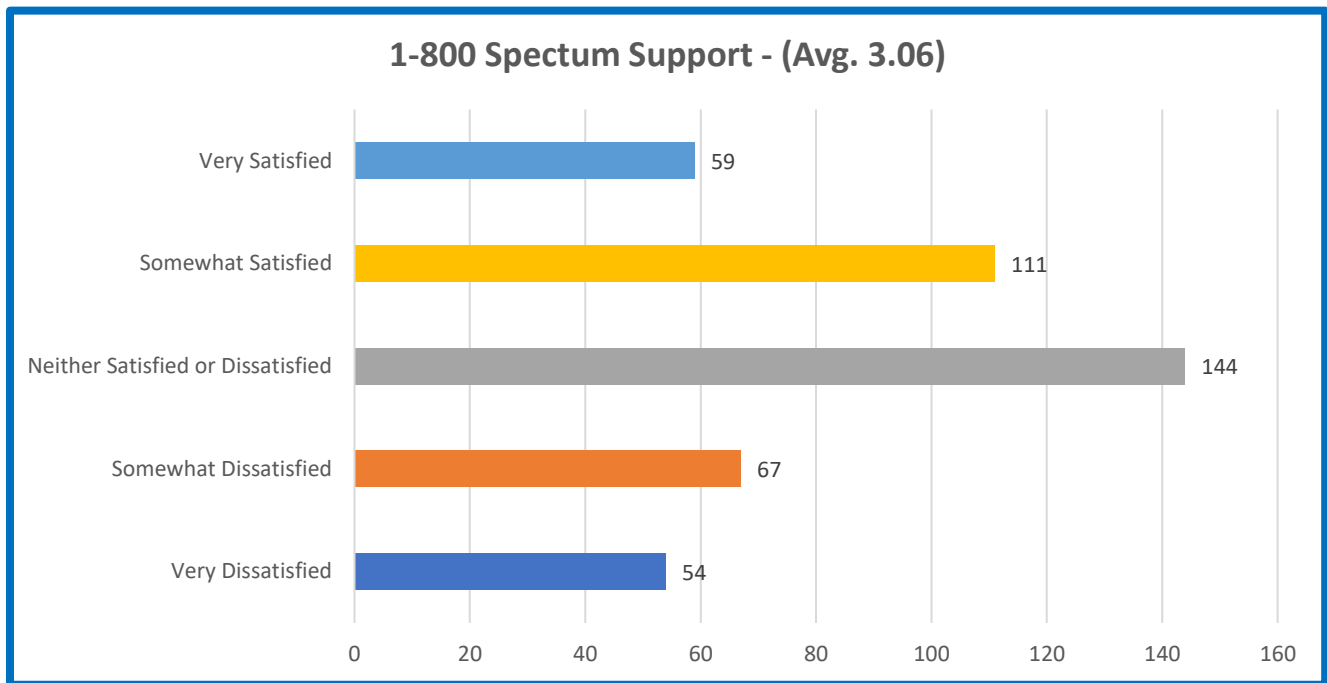
**Question 6. *If such an option was available to you, would you prefer to customize channels you purchase by your choice and not be required to purchase channels as bundled tiers. Customized "a la carte" selection lets the subscriber choose the individual channels wanted and eliminates those they don't want but pay for. The subscriber only pays for the channels selected, which can be changed, added or subtracted. The required spectrum "tiers" would no longer exist, except for possibly the Basic/Standard tier.***

Answered: 411      Skipped: 53

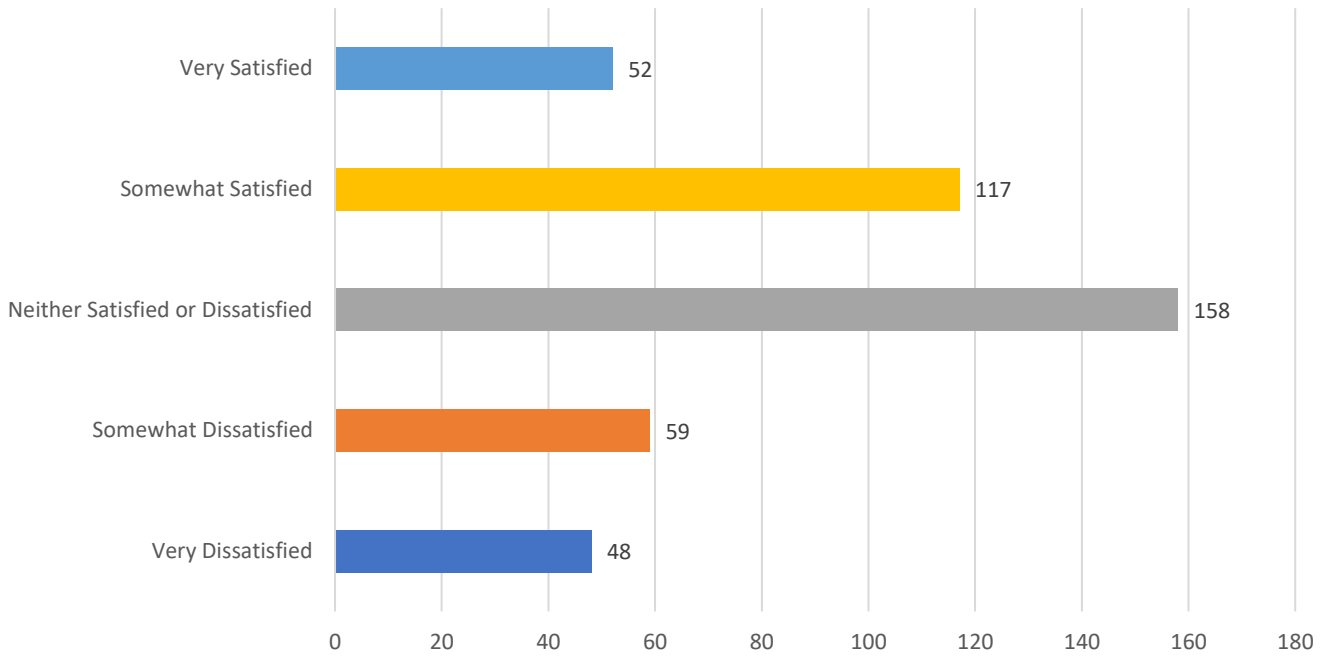


ANSWER CHOICES	RESPONSES	
Yes	94.90%	390
No	5.10%	21
TOTAL		411

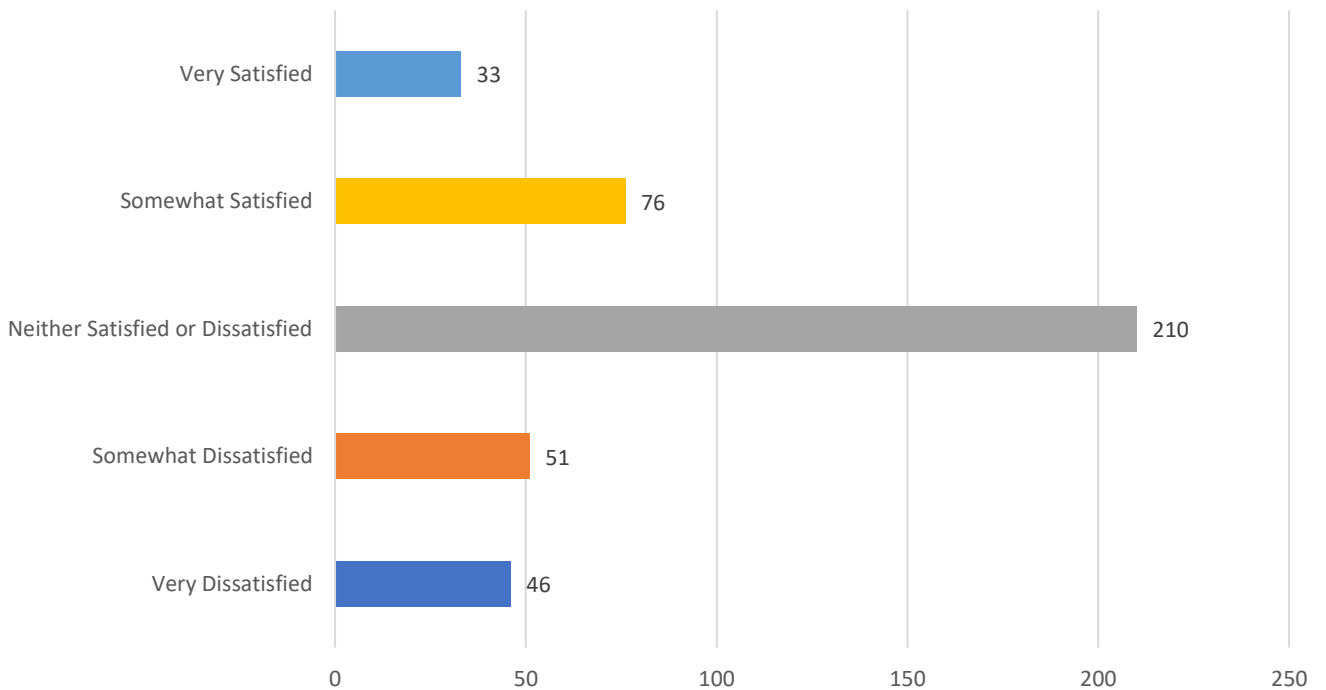
**Question 7. Please Rate Spectrum's service level for the following categories on a scale from 1 (extremely dissatisfied) to 5 (extremely satisfied)**



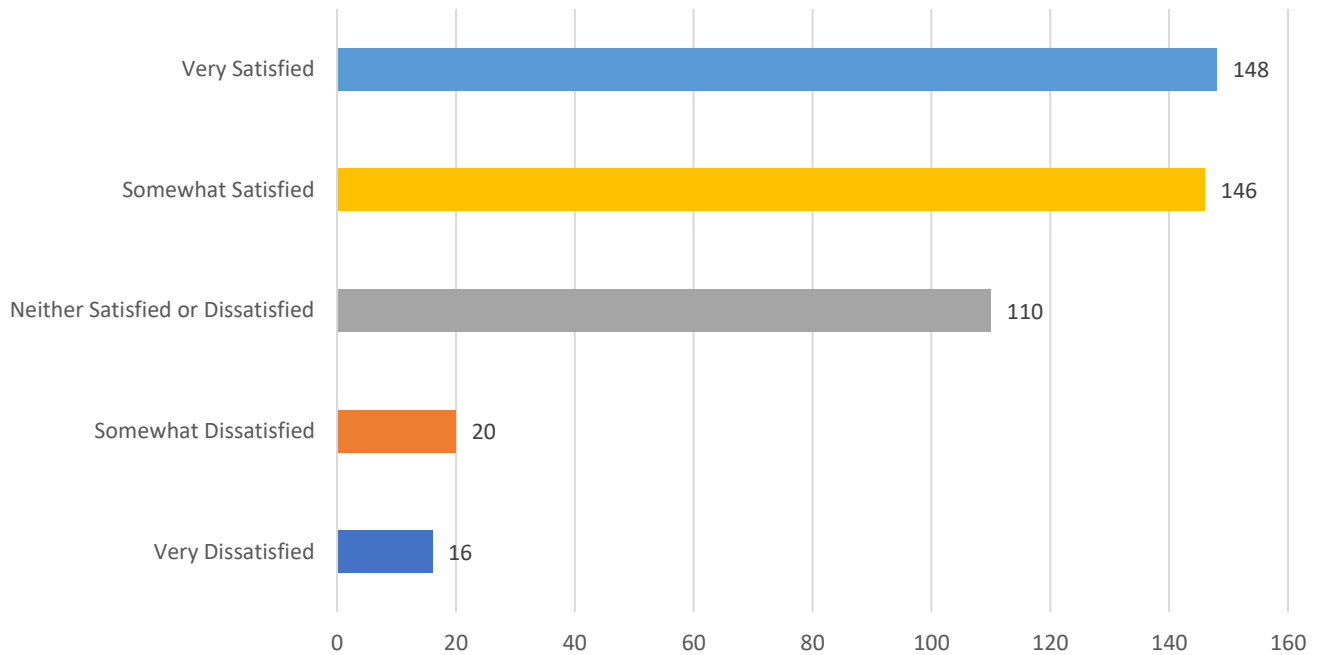
### Routine Repair and Service - (Avg. 3.09)



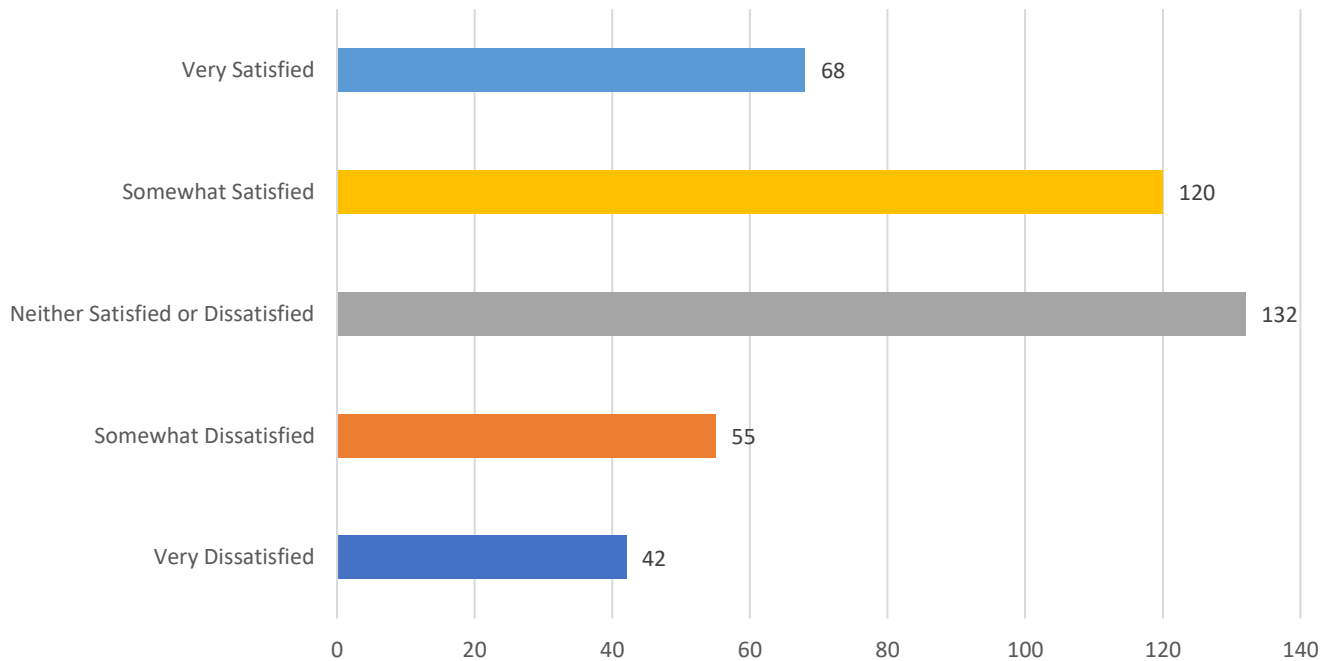
### Emergency Service - (Avg. 2.92)



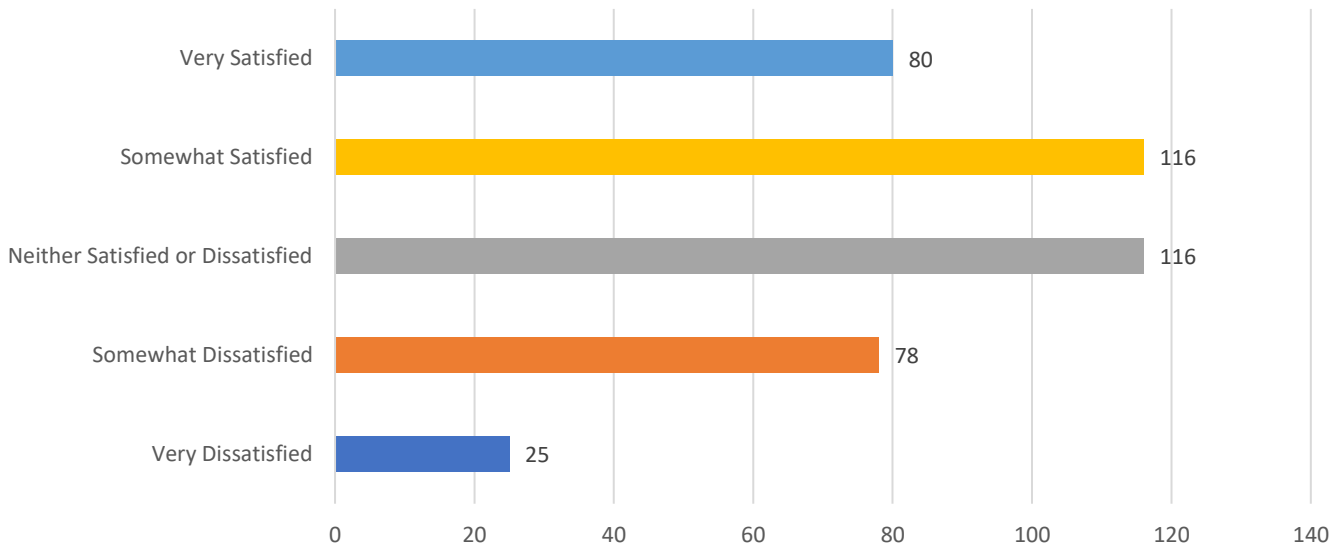
### Courtesy of Employees - (Avg. 3.88)



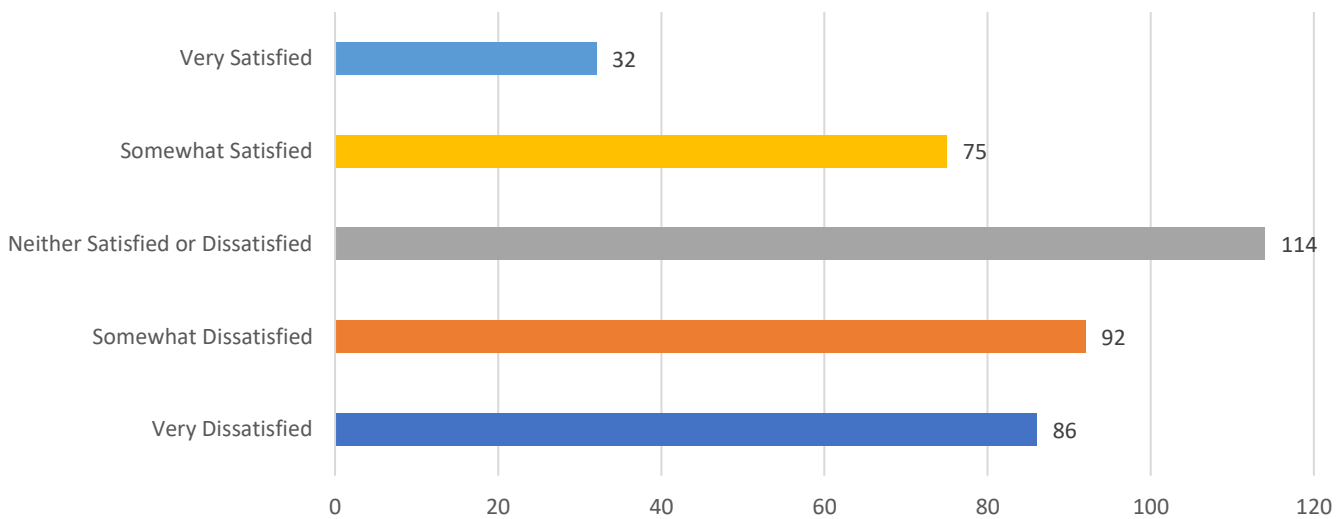
### Resolution of Issues - Avg. 3.22



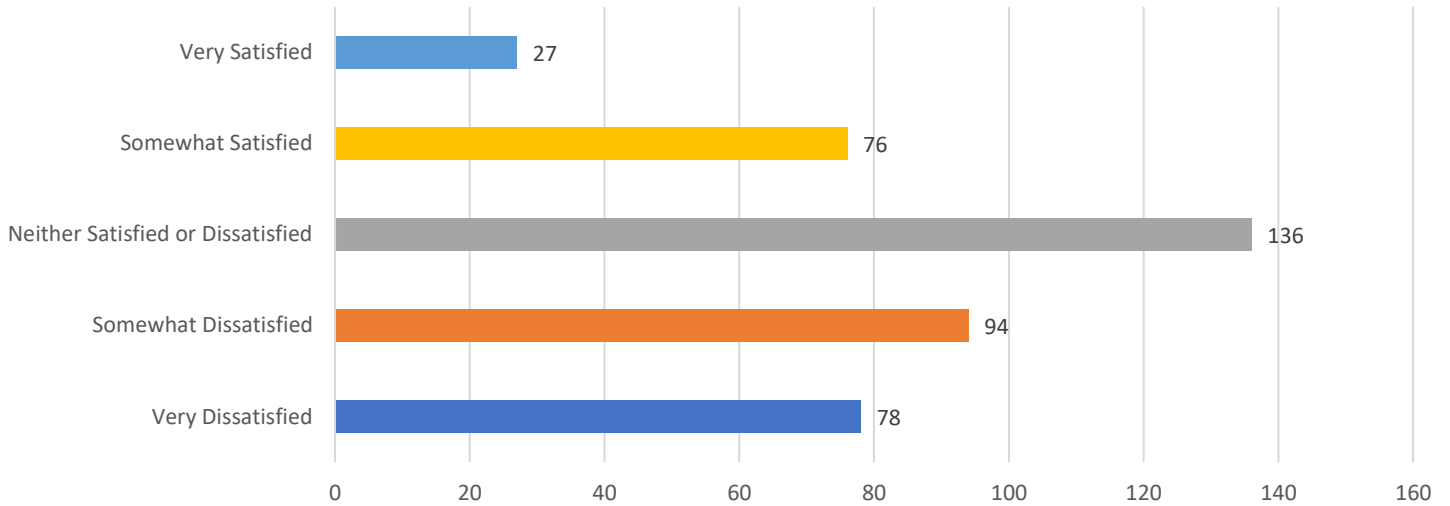
### Picture / Audio Quality - Avg. 3.34



### Channel Selection & Availability - Avg. 2.79



### Cable Box Modem Equipment - Avg. 2.71

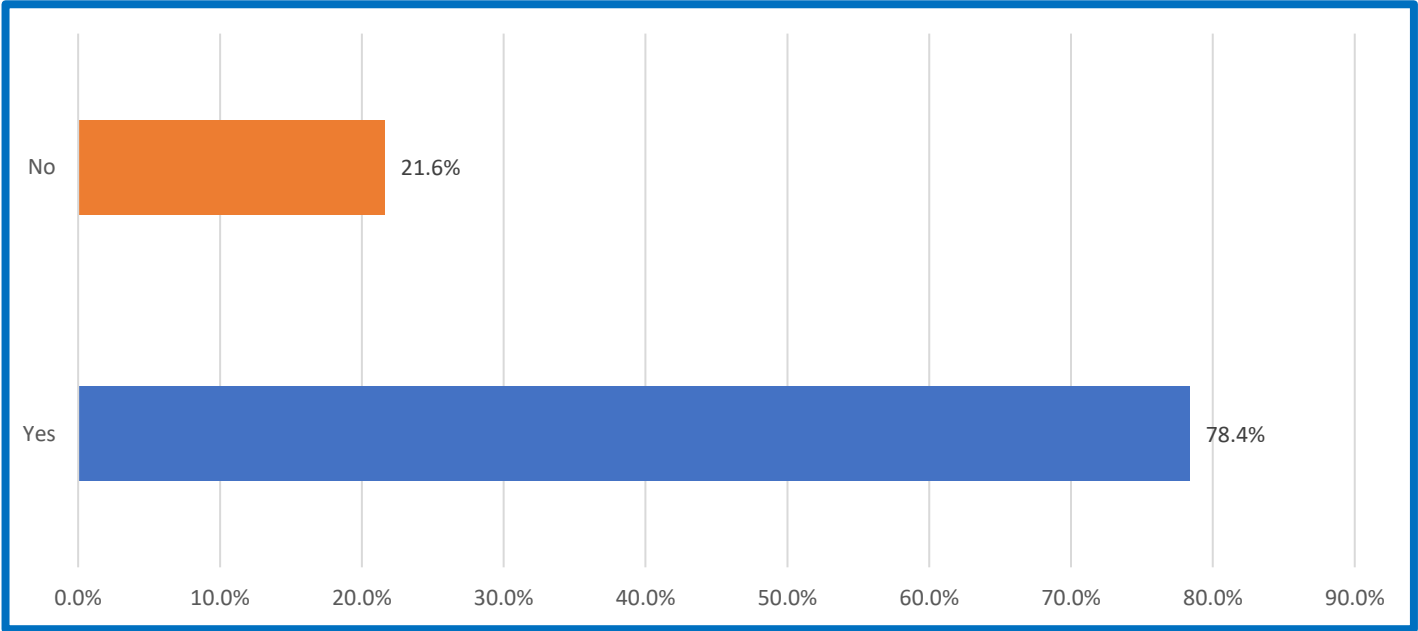


### Rate Spectrum's Service Level Matrix

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied or Dissatisfied	Somewhat Satisfied	Very Satisfied	Total
<b>1-800 Spectrum Support</b>	<b>54</b>	<b>67</b>	<b>144</b>	<b>111</b>	<b>59</b>	<b>435</b>
	12.4%	15.4%	33.1%	25.5%	13.6%	3.1
<b>Monthly Invoice Billing</b>	<b>84</b>	<b>60</b>	<b>141</b>	<b>78</b>	<b>75</b>	<b>438</b>
	19.2%	13.7%	32.2%	17.8%	17.1%	3.0
<b>Routine Repair and Service</b>	<b>48</b>	<b>59</b>	<b>158</b>	<b>117</b>	<b>52</b>	<b>434</b>
	11.1%	13.6%	36.4%	27.0%	12.0%	3.2
<b>Emergency Service</b>	<b>46</b>	<b>51</b>	<b>210</b>	<b>76</b>	<b>33</b>	<b>416</b>
	11.1%	12.3%	50.5%	18.3%	7.9%	3.0
	46	102	630	304	165	
<b>Courtesy of Employees</b>	<b>16</b>	<b>20</b>	<b>110</b>	<b>146</b>	<b>148</b>	<b>440</b>
	3.6%	4.5%	25.0%	33.2%	33.6%	3.9
<b>Resolution of Issues</b>	<b>42</b>	<b>55</b>	<b>132</b>	<b>120</b>	<b>68</b>	<b>417</b>
	10.1%	13.2%	31.7%	28.8%	16.3%	3.3
	42	110	396	480	340	
<b>Picture / Audio Quality</b>	<b>25</b>	<b>78</b>	<b>116</b>	<b>116</b>	<b>80</b>	<b>415</b>
	6.0%	18.8%	28.0%	28.0%	19.3%	3.4
<b>Channel Selection &amp;</b>	<b>86</b>	<b>92</b>	<b>114</b>	<b>75</b>	<b>32</b>	<b>399</b>
	21.6%	23.1%	28.6%	18.8%	8.0%	2.7
<b>Cable Box Modem</b>	<b>78</b>	<b>94</b>	<b>136</b>	<b>76</b>	<b>27</b>	<b>411</b>
	19.0%	22.9%	33.1%	18.5%	6.6%	2.7

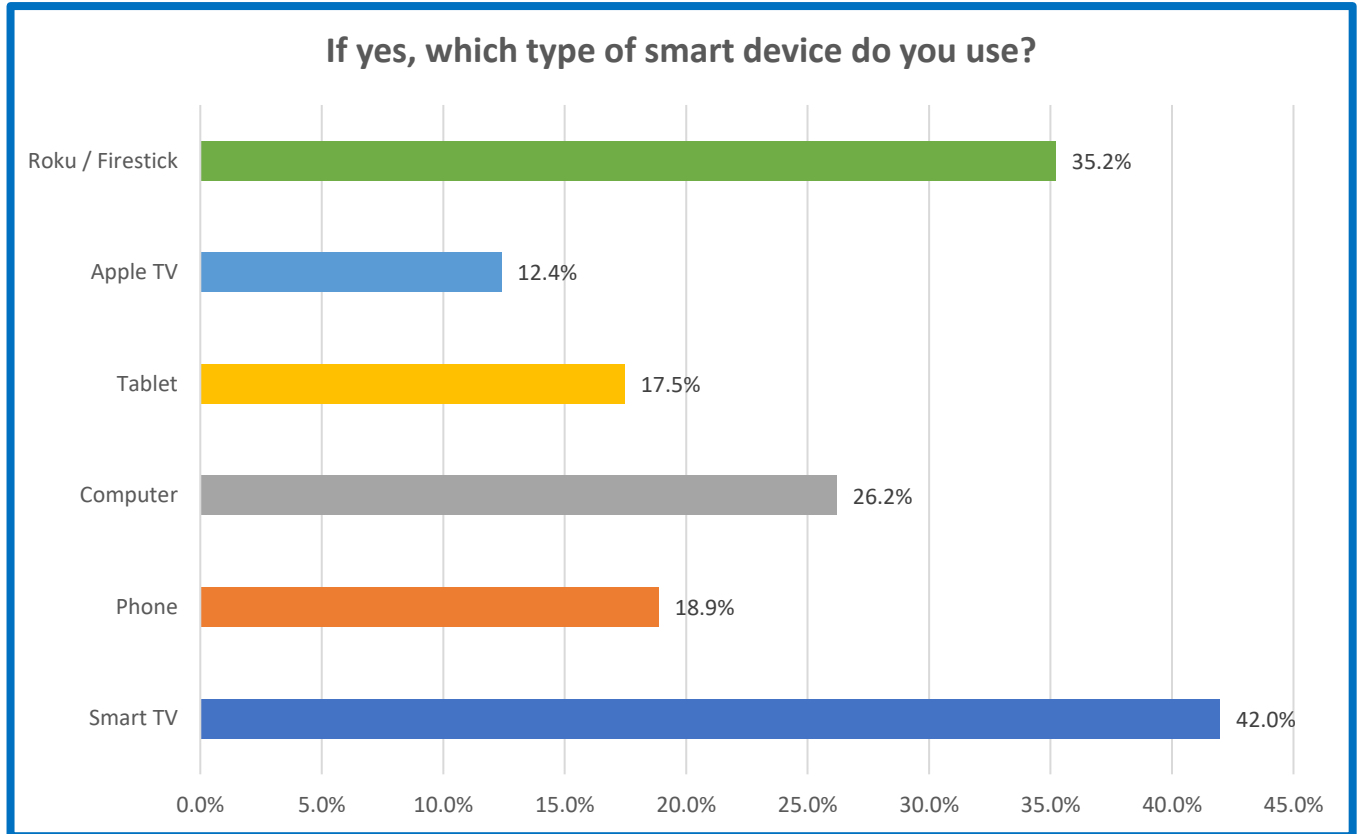
Question 8. Do you stream media using a smart device?

Answered: 453    Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	78.4	355
No	21.6	98
TOTAL		453

## Question 8. If yes, which type of smart device do you use?

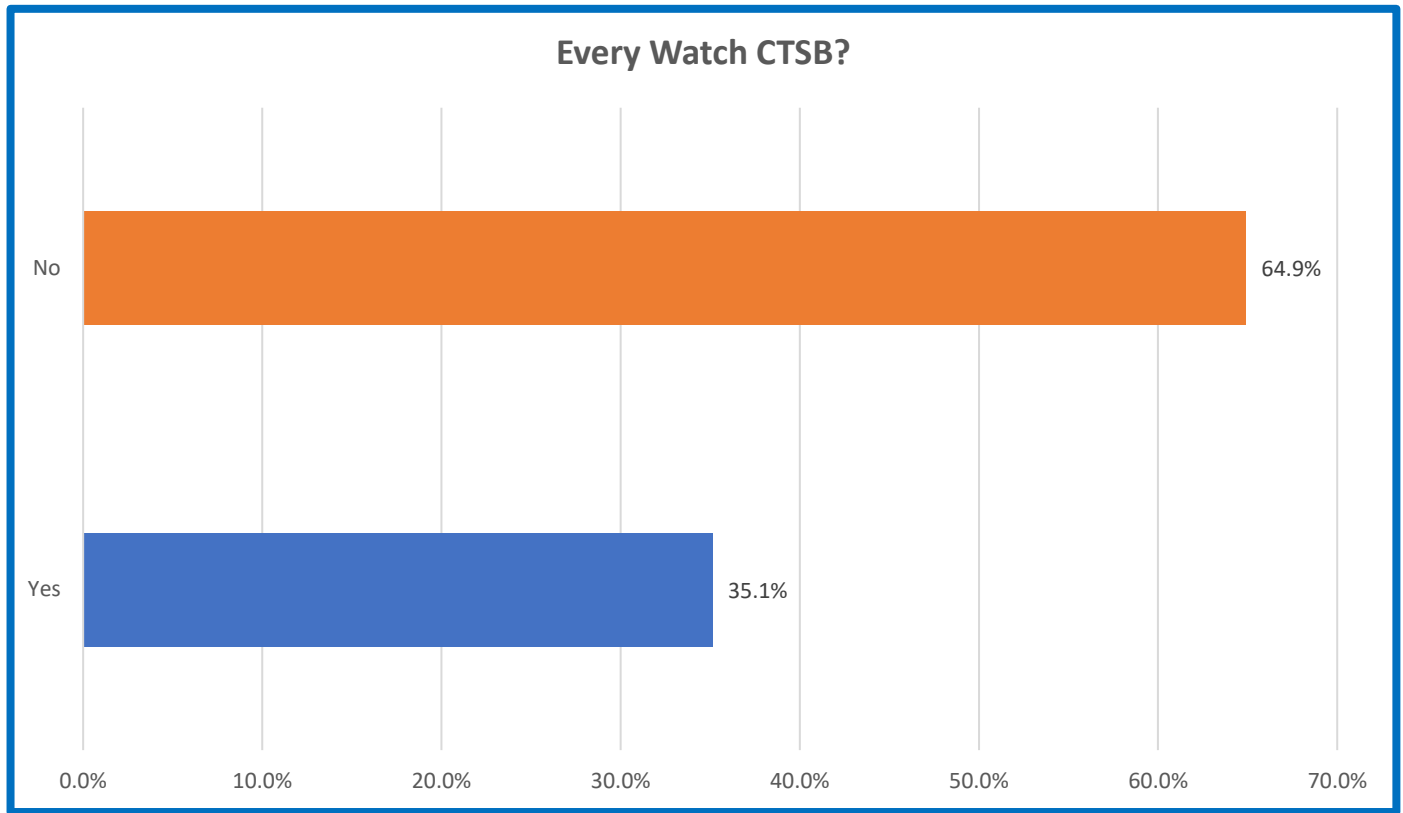


ANSWER CHOICES	RESPONSES	
Smart TV	42%	149
Phone	19	67
Computer	26	93
Tablet	17	62
Apple TV	12	44
Roku / Firestick	35	125
Total Respondents: 355		



## Question 10. *Do you ever watch Community Television for the Southern Berkshires (CTSB)?*

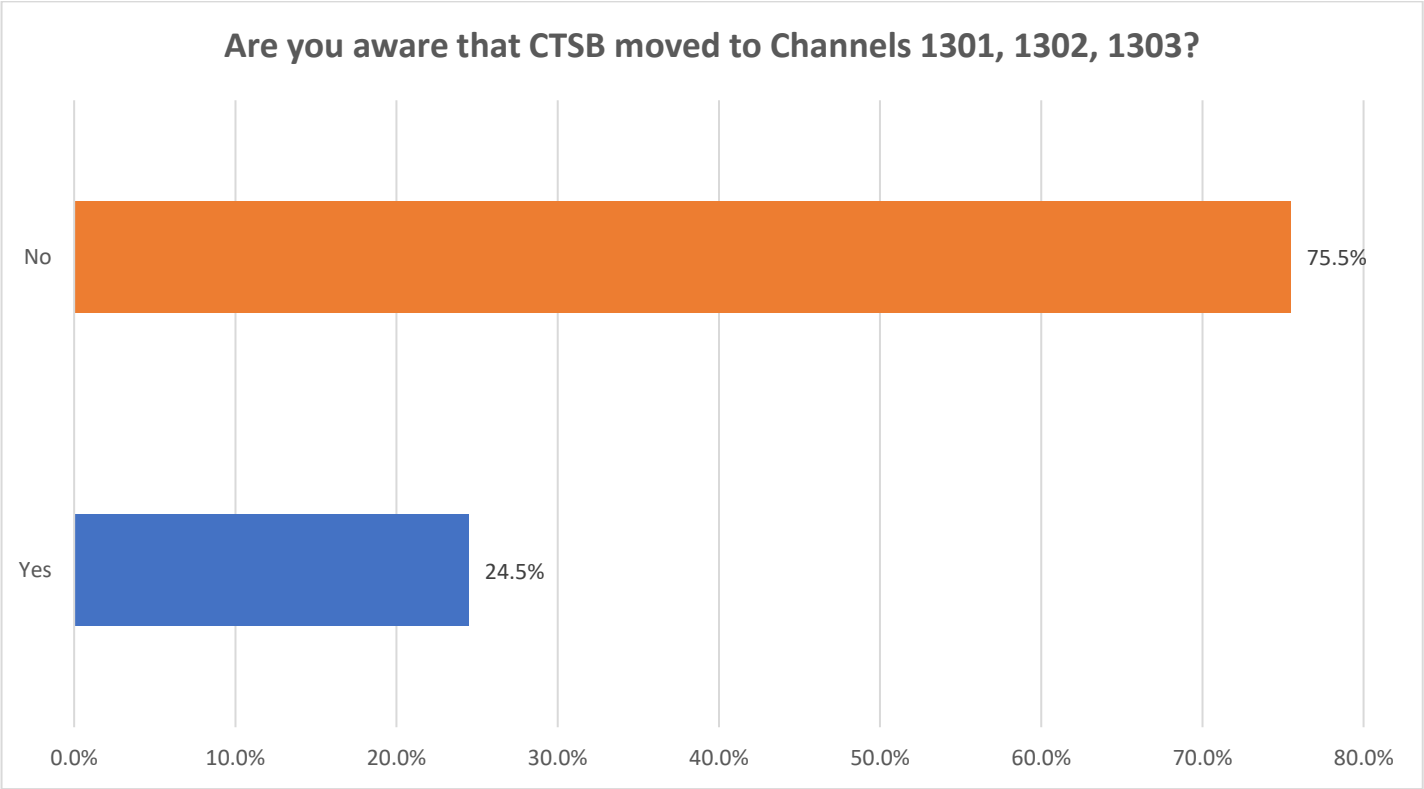
Answered: 450    Skipped: 11



ANSWER CHOICES		RESPONSES
Yes		35.1% 158
No		64.9% 292
TOTAL		450

Question 11. *Are you aware the CTSB moved to Channels 1301, 1302, 1303?*

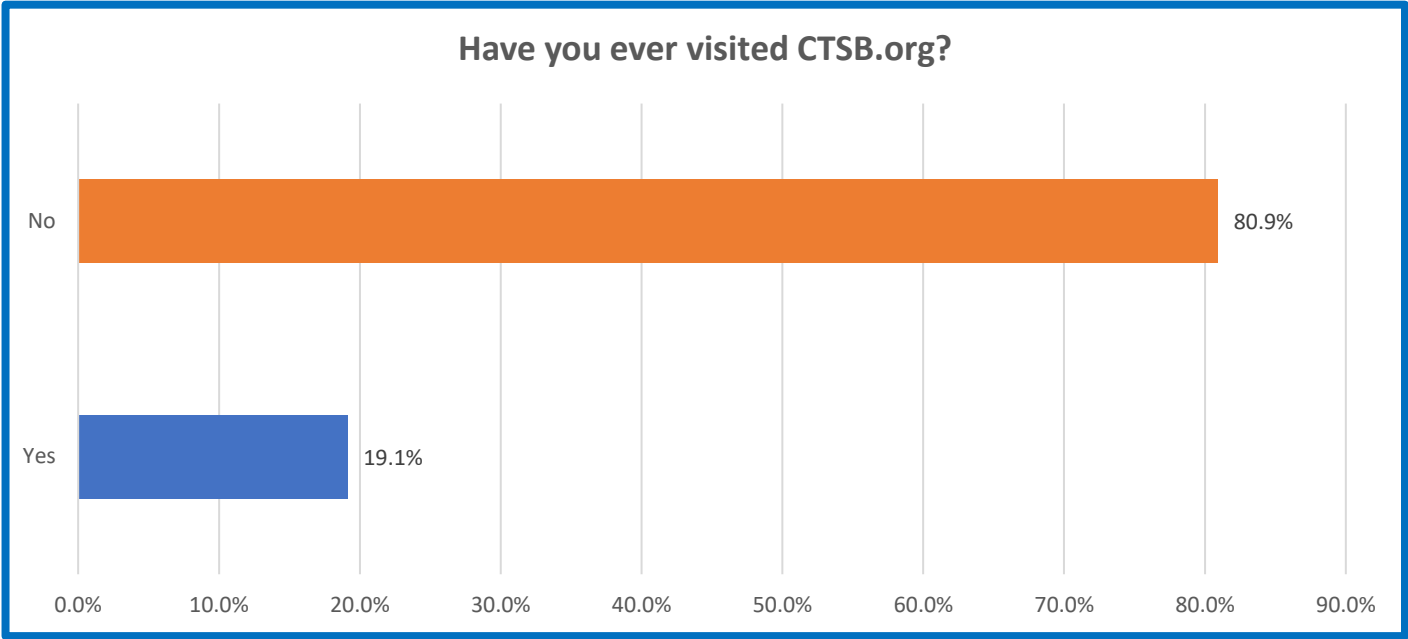
Answered: 453    Skipped: 8



ANSWER CHOICES		RESPONSES
Yes		24.5%111
No		75.5%342
TOTAL		453

Question 12. *Have you visited the CTSB website (ctsbtv.org)?*

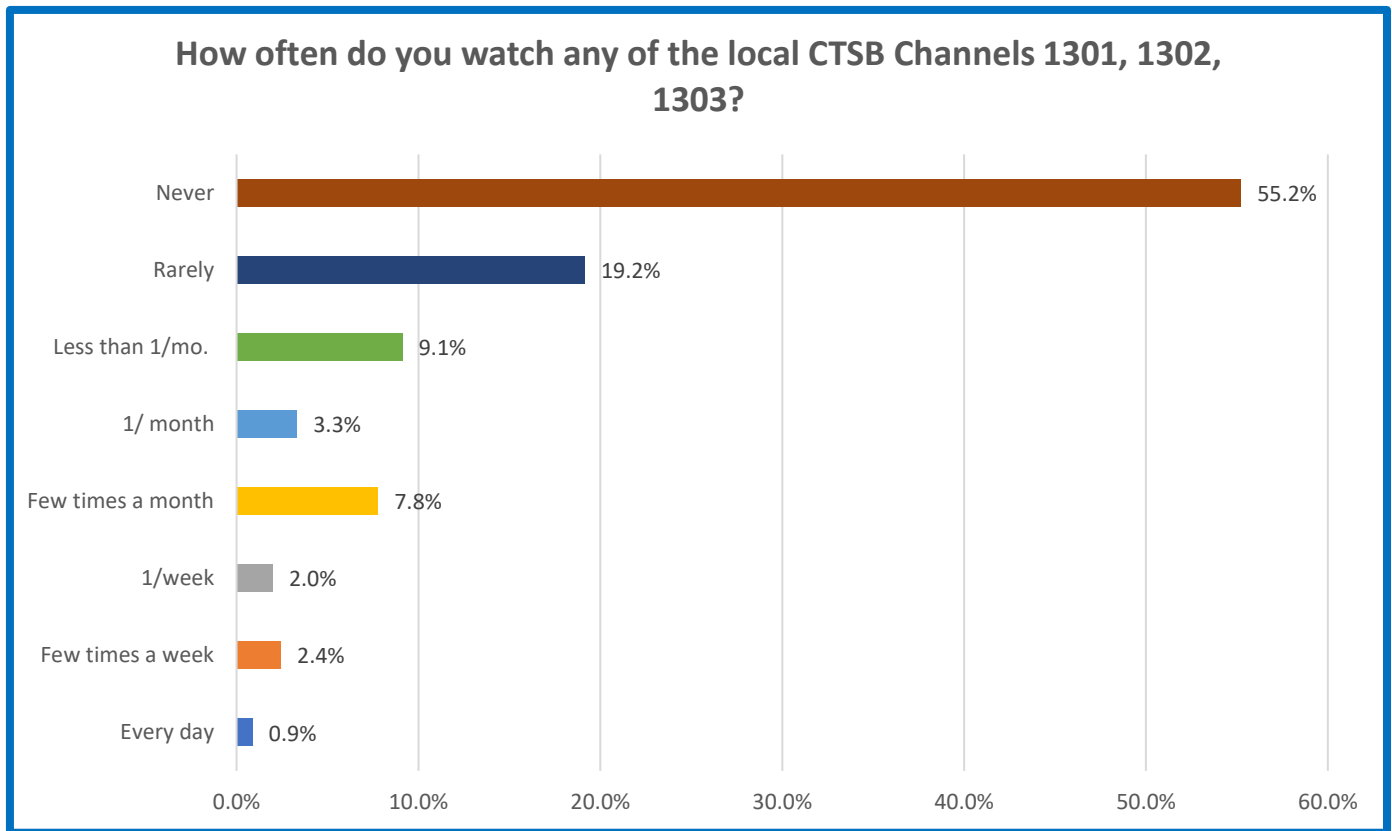
Answered: 450    Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	19.10%	86
No	80.9%	364
TOTAL		450

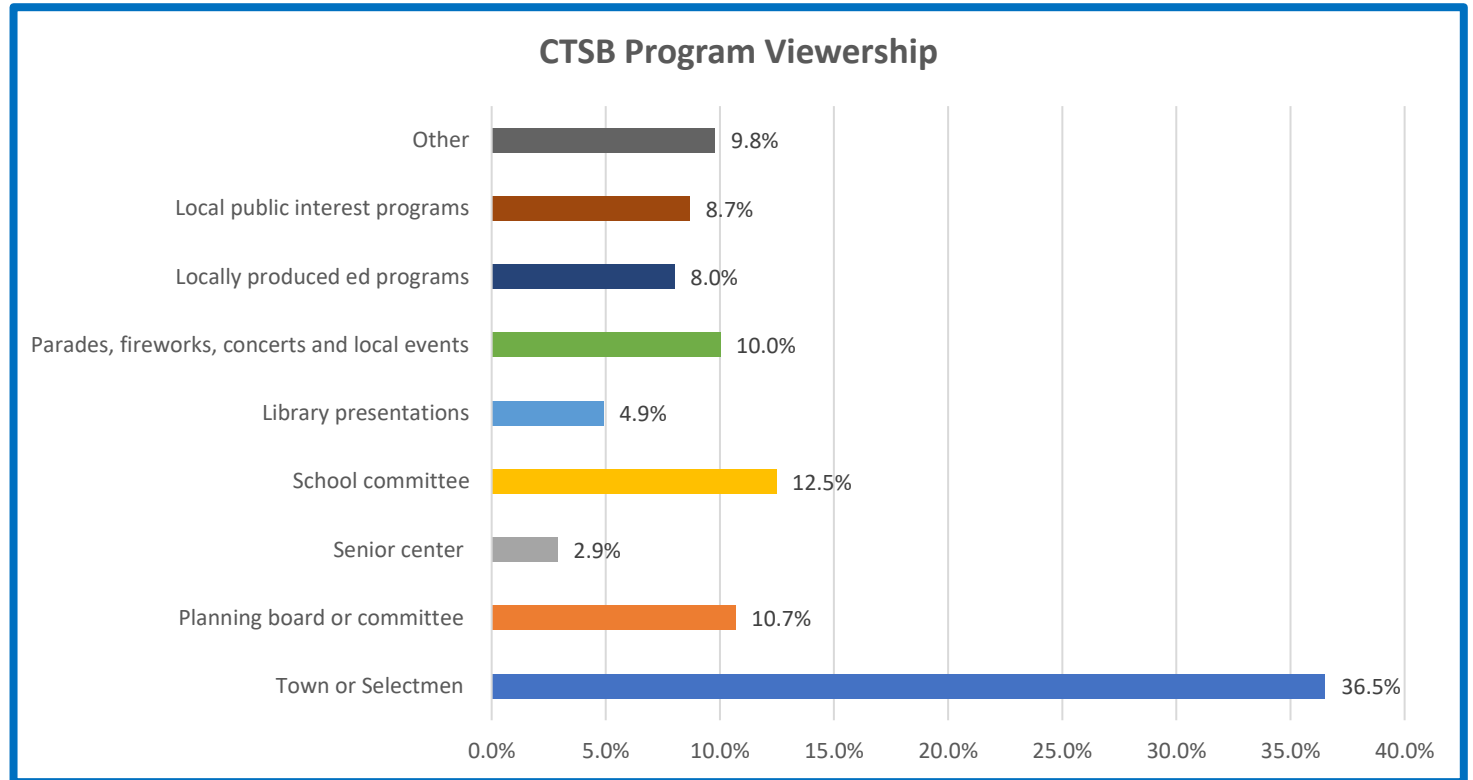
**Question 13. How often do you watch any of the local CTSB channels 1301, 1302 and 1303?**

Answered: 449 Skipped: 12



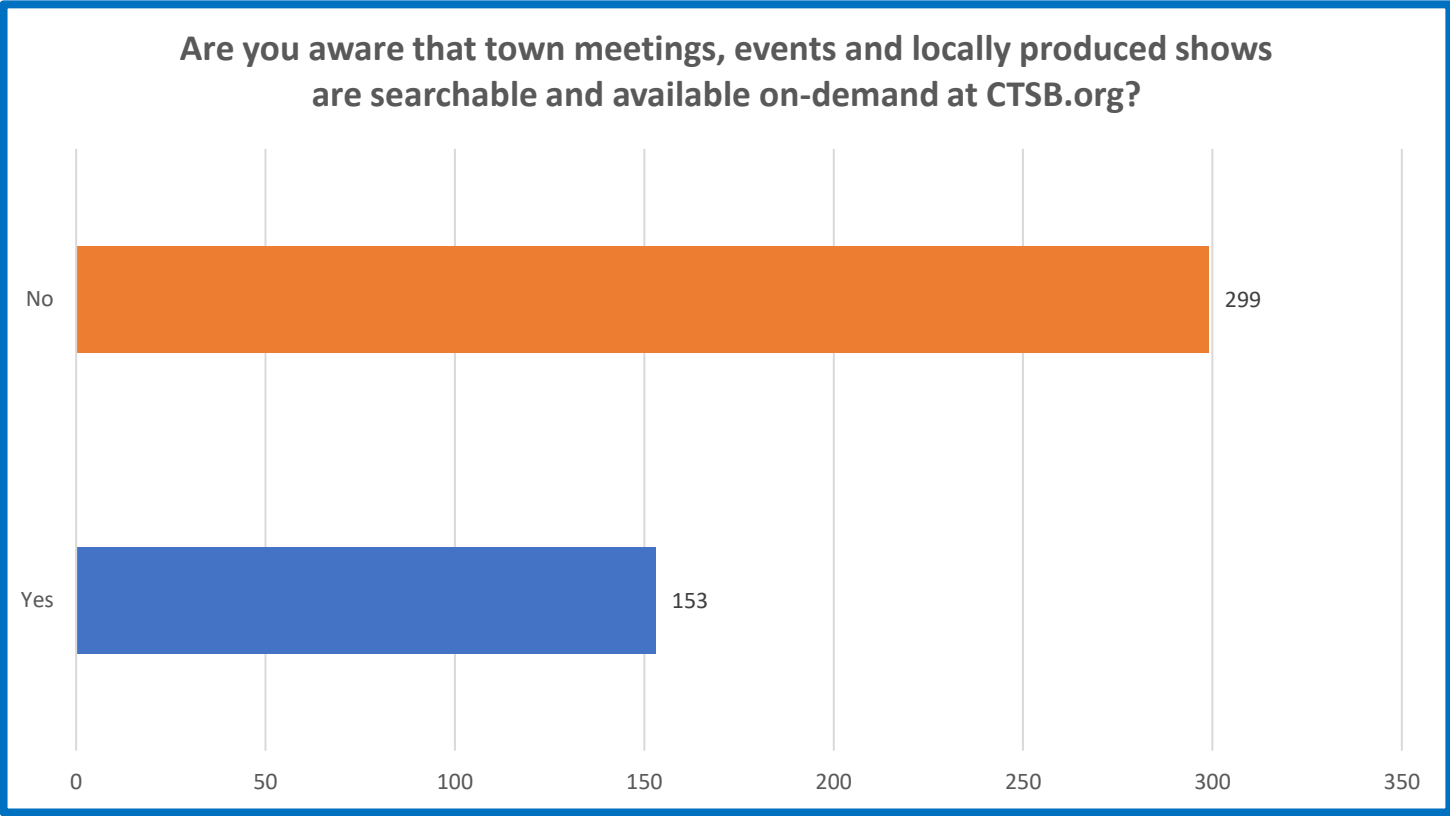
ANSWER CHOICES	RESPONSES	
Every day	0.90%	4
A few times a week	2.40%	11
About once a week	2.00%	9
A few times a month	7.80%	35
Rarely	19.20%	86
Once a month	3.32%	15
About once a week	0.00%	0
Less than once a month	7.96%	23
Never	55.20%	248
TOTAL		449

## Question 14. *What, if any local CTSB programs have you seen?*



ANSWER CHOICES	RESPONSES	
Town boards/selectmen meetings	36.50%	164
Town planning board	10.70%	48
Senior center activities	2.90%	13
School Committee	12.50%	56
Library presentations	4.90%	22
Parades, fireworks, concerts, local events	10.00%	45
Locally produced educational programs	8.00%	36
Locally produced public interest programs	8.70%	39
Other meetings/activities	24.03%	31
Total Respondents: 449		

**Question 15. *Are you aware that town meetings, events and many locally produced shows are searchable and available on-demand at ctsb.org?***



ANSWER CHOICES		RESPONSES
Yes		33.8% 153
No		66.2% 299
TOTAL		452

## Q16 Is there any additional information about your overall experience with Spectrum services you would like to share?

- A la carte is an EXCELLENT idea. Doubt Spectrum would go for it unless was paid handsomely.
- (1 800 Spectrum) Long wait times. Delayed issue resolution requiring multipled calls.
- (CTSB) should be on a TV channel like it was before Spectrum. Would like to have a different co. in charge of shows. The bills are too high. Too few channels are available. Lately, the reception is a problem. Pix gets (?) and voice disappears.
- (Have Direct TV) Spectrum is difficult, costly and unfriendly to their customers. We jumped at the chance to do Direct TV
- (Respondent attached a full page of "complaints about Spectrum and states "I'm a victim of greed, or at least, price gouging if that's any different.)
- (Spectrum's lack of A la Carte programing) - this is why we do not have TV services!!!
- (Watch TV in) community room of Lenox Schoolhouse apts. I wish they (Spectrum) would not delete channels without warning. Need fewer rate increases.
- Speed too variable for streaming. 2) Would like competition to keep costs low. 3) Should be able to turn service off for part time.
- We do not watch sports. Too many sports channels. 2) Too many channels we are not interested in. 3) No specific information on what channels are showing - those after channel 60 or so. 4) Too expensive for what we actually watch.
- 5g isn't consistent enough. Everyday around 3 the service drops out. School gets out around 3. Can that be predictable and service adjusted accordingly?
- Absolutely (a la carte)! Cost is too high for the few channels I watch. Which is the reason I cancelled Spectrum.
- Ala Carte would be fabulous and better internet speeds/fiber
- As a Spectrum Customer, I think I should be able to select the channels I watch and pay accordingly. Recently, I learned that (half?) customers can select 15 channels for \$29.95/mo. Why not be equitable and offer this for all Spectrum customers. Also, in inferiorities me that Berkshire County cannot get WCBB TV. We should have access to state news. This seems like a no brainer. Thanks for the opportunity to share this info! Spectrum needs competition!
- Berkshire Massachusetts residents NEED to have access to Massachusetts channels. There is in all practicality ZERO coverage of what is happening in our state. Throughout the pandemic, there was minimal information about Mass. regulations on TV. There is minimal coverage of any of our elections, state budget discussions, etc. I don't even know what else we are missing. If Spectrum is collecting our money, they should be giving us stations with relevant information and even ads. We are isolated and in an information desert that can be remedied.
- Better connectivity
- Better pricing for seniors.
- Biggest concern is the rising cost for retired seniors.
- Bill is due within 5 days of receiving. Around 6:40 each night, channel 10 ABC drops for 10 seconds while streaming it. Cable company says is very busy time of day
- Bills always arrive late. Talked to them about this, and was told there is nothing they can do.
- Bills arrive late with very few days if any to pay. Internet service is slow and sometimes irate

- Bring back Boston channels 5. Most of Mass economic and political activity happens in Eastern Mass, not in Albany NY.
- Bring back WCBV-TV Boston! We live in Massachusetts, not New York. Really wish I could have the option to pay for the channels I watch. Wish I had access to Comcast. Spectrum needs some competition? Thank you.
- Build fiber to the home using a local "last mile" provider over the existing state MBI network
- Bundle TV, Internet and Voice is expensive
- Cable box reset happens regularly. Why??
- Cable experience has been good. Internet and phone have NOT been satisfactory.
- Cable freezes all the time. My bill comes the day its due or the day after. Always paying late fee
- Cable internet fees are very high for the speed offered, compared to other markets Spectrum services. I would switch to another provider if there were an option to do so without sacrificing the (relatively low) internet speed I currently have.
- Calling in for customer service is time consuming and usually frustrating so I appreciate the fact that they monitor FB/Meta's messenger and have excellent customer service and response times there.
- Comcast offers far more sophisticated technology and performance than Spectrum, at competitive prices. Ex: Anything recorded on one DVR can be played back on any other cable box/DVR in the house. Suggest we look into the possibility of negotiating a deal with them!
- confusing Billing
- Cost is high
- COST IS TOO HIGH FOR WHAT THEY PROVIDE ESPECIALLY MOVES, VERY OLD!
- Cost of cable rising frequently - difficult for retirees on fixed income!
- CTSB is a critical service. We have an internet mailing that strictly promotes the author's opinion she states as facts and will not publish facts that can be documented. CTSB is the only way to get what's happening out there. Please keep it!
- Customer service is poop
- Dickey internet issues having to reboot. Tiling and breaking up of certain channels
- Discount with much smaller pkgs for seniors ...i only need 15 channels tops
- Do not subscribe to cable. "I killed it"! Cable box always going down. Always had to reset. Now we stream CBS on Roku and it(s) often has glitches
- Does this impact internet service at all? The town should push for fiber optic cable, almost every afternoon my Spectrum internet cuts out for about 10 minutes. That really shouldn't happen.
- Don't have Spectrum TV anymore because of the high prices and the guide.
- Download speeds are nowhere where they are claimed to be... Throttling of data occurs regardless of what they publicly say
- Excellent customer service (much better than our Xfinity service in the Boston area).
- FCC needs to take us out of N.Y. This would open up other services to get TV and that would give us some options. This survey doesn't address much!
- Fees go up consistently and without explanation. Billing allows no turnaround time to pay bills electronically in time
- First this survey emphasizes tv access - this is optional - internet and phone is not. The rates keep rising and for what? The speeds offered are make believe .... My internet is 2/3 the cost of my electricity. What is being done to protect the consumer?
- For 275 a month it is highway robbery I hate them and if there was another option, I would jump in a second
- Generally, my experience with spectrum internet is that it is slow and not very reliable, especially during seasons when many tourists are also using it- summers and holidays, winter weekends. I think fiber is the way to go forward.
- Give back Springfield MA.? Provide all stations in HD. Provide faster internet as "date lever"?



- Good to know (CTSB.org) Unlike Time Warner / Spectrum. Does not list on its page. I am not a fan of Spectrum .... (Continues on I think it's work looking into options other than Spectrum. If there are any. Thank you for letting us participate in the survey.
- Grossly overpriced with frequent unexplained, sudden cost increases. Price went up \$5 one-month last year, and then another \$5 a few months later for a total of about a 15% increase. I typically get the bill about a week before it's due, so I'm frequently behind since I usually expect to have about a month to pay bills. I've called twice about this issue and they have no explanation or suggestion and clearly couldn't care less. Horrible company but what choice do you have. None, unless you want to go to DSL or satellite, both of which are even worse.
- Had highest tier of 15 years. Gone up in 2021, (Now) Subscribe direct
- Had to pay \$7,500 for wiring to bring internet to my house. Now it works well.
- Have Roku and the streaming is terrible. Cannot watch CTSB because I'm on ROKU. Used to watch all the time when I had cable. It got too expensive. Now ROKU is creeping up to cable prices. May have to go to an antenna. You need to get some competition in here. I hope you don't renew with Spectrum. They are raking us over the coals.
- High speed internet is not as fast as it needs to be in our area
- Horribly expensive for what I receive. Majority of channels I don't even watch.
- I always receive my paper bill when it's due, always untimely. It would be a dream come true to select, and only pay for what channels I want. I'm now 70. Will it happen in my lifetime?
- I am a new resident. Set up cable before the move. However, on this installation day, found out that I could not have DVR even though I had a printout listing DVR. Later, found out one of the promotions given me should not have been offered. So, I ended up with fewer services and a higher bill. No two Spectrum employees will you the same thing - always say the previous person was wrong. And I receive my bill a day or two before due. No option but to pay the bill on their website as it takes 4 days on my banks to pay bill. Too much repetition on the channels offered and watch fewer channels.
- I am and have been very pissed off with their pricing. The service is expensive. There are frequent (raises?) without any choice in the matter
- I am completely frustrated and fed up with having to give \$ every month to a company with a monopoly on high-speed internet service. We need other, better options!
- I am particularly concerned about the short time given to pay bills. My March, 2022 bill was supposedly prepared on February 25 with a due date of March 6. However, I could not view the e-bill until March and did not receive an email notice of the e-bill until March 2, giving me 4 days to pay. This is the same every month. No other utility gives us this short a time to pay.
- I am very unhappy that Spectrum is cutting back on its financial support for CTSB. I would also like the internet speed to be faster.
- I answered the questions about Spectrum's T.V. because I used to have it and was unhappy so I no longer have it.
- I assume they're no better or worse than the others.
- I dislike the constant upselling of their products thru the mail. I dislike the gimmick of giving you a lower cost for the first 12 months (i.e., internet), then jacking the price up exponentially. I also would very much rather to only pick the channels that I like to watch. I got rid of the internet service because of the price increase.
- I don't like the way you have to search for channels and networks on Spectrum. Other providers I have used in the past, Verizon and Optimum, are much more user-friendly.
- I don't like having to pay for each cable box. Watched CTSB much more when it was on lower channels. Would like to delete channels not watched
- I dropped Spectrum cable. Then 2 years later, I still pay \$90 for landline and internet. It used to be the same price with cable. So "bugger" them. I keep them because I have no contract. Direct TV is worse.

- I feel spectrum never alerts customers when upgrade equipment becomes available. For the outrageous prices we pay for mediocre service upgrades should be known to everyone.
- I get the bill a day before it is due.
- I hate the bills that become due before they arrive!
- I hate the monopoly they have in our area. I am paid \$2700+ last year in cable. If there was some competition I think our rates would decrease.
- I have found the Lee store lacking. They don't always have the equipment needed. They also don't have their hours posted on the door.
- I have to pay for a lot of channels I'm not interested in watching. Only 3 or 4 I really like.
- I have to reset my spectrum black box at least once a week. Approximately 20 minutes to turn on!
- I live in Senior housing. We have a special bulk rate for cable television but not for internet. At the time it was negotiated internet was a luxury but not a necessity. Today it is no longer a luxury and as such should also be included in the bulk rate at a very low price - say an additional \$10 - \$15 per month.
- I never know about the community station. I will look at it. I think we need other alternatives to Spectrum. Higher speed internet is a must. Better equipment and service is a must. I like the idea of a la carte stations.
- I think Spectrum uses its monopoly power over local broadband service to also control the TV market. I looked into switching to satellite tv, but Spectrum keeps the cable tv price at a level where it does not save to switch.
- I think the price for the Spectrum is too much. They change rates at will. If something goes wrong with the box or modem, you have to get to the store and get a new one. You then have to set it up yourself. Not easy. You are not a computer person. Getting a service man would take 4 or 5 days and that is not good.
- I wish I could pick channels rather than have hundreds of channels we don't watch. The cost is so high when you are on a fixed income. I don't even have the premium channels and I pay 171.00 a month for basic internet and TV. I really should cancel it but there is nothing cheaper except streaming and that gets confusing. I hope you can help those of us who are retired and DON'T live in senior housing that includes the cable. Thanks
- I wish I had a choice for the amount of money I pay I hate spectrum.
- I wish we had options other than Spectrum. When there is no competition the service and prices are not the best.
- I would ala carte if was cheaper The service men are very good. The office staff lie to your face. Getting a repair man quickly is impossible
- I would like to see a choice in provider so that there is a free market. The prices are too high because there is no competition.
- I'm pretty sure the whole town of lee hates spectrum and wishes we had other options, it's overpriced and they are rude and not helpful at all. Internet is awful, rarely works.
- I'm glad CTSB is available. Will look it up.
- I'm new in town (since Oct 2021). Would like to know more about ctsb.org, sounds very interesting, but haven't had a chance to explore it.
- I'm not happy with the constant increase in surcharges
- In attempted to take on Spectrum as a provider, we found the cost they quoted for tying us in was exorbitant. We are back in a wooded property 500' and to get service to our home was quoted as \$9,000. We are still chained to Verizon slow net. Better with a new router, but hardly ideal. Hope the possibilities can be realized to supply fast full broadband to Sheffield and our home.
- In Housatonic- would like to see fiber optic expanded into village.
- In the last month our internet has slowed down and also completely cut off twice.
- In the past few years, Spectrum has increased their level of quick response, service, and customer support.
- In the past, we have repeated problems with tv and internet service and had many visits and phone calls to fix. For the past 3 months or so, no problems!

- Initially, I found that the speed of our internet connection was unreliable and could be extremely slow. It is my opinion that one is paying a premium for faster speed / download. Spectrum should offer a partial refund when this occurs
- Internet and broadband are needed for business growth, not just for entertainment. Five Town select boards, please join the 21st century. We rely on the internet for our phone service in Stockbridge. Even a basic service like that is denied us because you won't hold the utility's feet to the fire.
- Internet blinks in and out daily as well as phone service.
- Internet Could be faster
- Internet is constantly cutting in and out
- Internet is crazy expensive and just OKAY for speeds. We got rid of TV a few years ago because it was \$200 for phone, TV and internet. That's insane!
- Internet is slow, weak. The landline often just drops out. It seems that the network is affected by rain, wind, snow since the connections are open to the weather.
- Internet keeps going out and not as fast as they say. Keeps dropping you off. Cable boxes are old and keep needing to be rebooted
- Internet service is good. TV service is the worst I have ever experienced. At over \$250/month I should not need to reboot my modem television boxes three times a week. Verizon Vios and Comcast are vastly better services.
- It is infuriating to live in MA and be forced to watch the Albany NY feed for football, etc. We are in MA and should not be forced to watch the Giants, Jets or Bills when the Patriots are playing. If i had the chance I would drop the service for that reason alone.
- It seems like Spectrum is doing the bare minimum to keep cable subscribers. Competition would be very much appreciated. The tuning adapter is an annoyance and equip/ faulty. Can't count the number of tuning adapters we have replaced and one of the two is still faulty.
- It would be great to get another competitive broadband internet service provider to service Great Barrington. For example, can we get Verizon FIOS to provide some competition for Spectrum?
- It would be helpful for the survey to include a satisfaction level question for the cost of the spectrum services! Somewhat dissatisfied with the cost of the services in relation to the services provided.
- It would be so much fair if the public could choose the channels they prefer. We hate paying well over \$200 a month for the triple package of cable, internet and landline!
- It's quite expensive!!
- It's very expensive!
- It's critical to bring Fiber Optic to Great Barrington.
- It's too expensive. I pay \$525.00 per month and have no other option
- I've never had trouble, so thanks. Oh, return of equipment closer than LEE would be nice for the South County folks.
- Let another company in or create a town utility, no more Spectrum please
- Little that I like. Picture frequently, though briefly - frozen, or has interference with the picture
- Looking for an easy way to stream CBS news
- Lower the prices
- Lower your goddamn prices.
- Monopoly
- More Boston channels and less NY
- More competition. Boston channels. Lower rates for seniors
- More Massachusetts stations. Too many sports channels
- More reasonably priced unbundled options.
- Much too expensive
- My big complaint is the price, along with having to by tiers to get certain few channels we want to watch.

- My biggest complaint is having to pay for a box for each television, having to use 2 remotes for each tv, and constant issues when I turn on a tv and having to wait for it to boot up. I miss the days of turning on the power and just being able to watch!
- My bill for internet, TV and landline just went up. \$25 more each month. This service does not warrant such a large increase.
- my bill is outrageous. started out reasonable then once the 1-year special was over there were not anything more for discounts my monthly bill is \$250.
- My so-called promotional discount ends 4/23 and my bill is going up \$30!! And of course, there's no promotional offers available for the faithful subscriber, only for those who are new subscribers. And did you know they're thinking of closing the Lee office?
- My Spectrum internet tends to drop service a lot. It would be nice to have more options for cable / internet carriers. Right now, it feels like Spectrum has a monopoly on cable / internet service
- Need ability to choose individual channels rather than packages
- Need faster internet speeds.
- Needs to be cheaper
- No major problems, but the cost of service has continued to rise significantly since I became a customer in 2017
- Not sure why there's an exclusivity agreement with spectrum in the first place. Some choices in the market would result in better service all around. Also, the ALA cart option is only a good one if spectrum is not allowed to price gouge the individual channels this making it more expensive than the tiers- which is what is going to happen unless it's prevented in the language of the agreement with spectrum.
- of course: too expensive and no competition in the area. Prices rise every year. Despicable
- Often lose service and have the screen freeze. Not happy with it.
- One year ago, I was paying \$147 for triple-play service; in June 2021 it increased to \$166; now they have increased it another \$20 to \$186. Outrageous. Also, I would like to have a reduced rate for November through April, when I am rarely at my Lenox home.
- Our bill just went up over \$30 a month. I think that is a large increase in a year
- Outrageous price! Most stations are repeated two or three times.
- Over a \$20 increase with no warning. No bill to see what went up. Very unhappy.
- over charged for the services provided.
- overpriced
- Overpriced cable for the service and options available
- Overpriced should be able to pick stations internet very expensive
- Overpriced. Competition needed.
- Overpriced and lousy quality. Would switch providers if there was any workable alternative
- PLEASE bring back Boston channels - preferably WCVB
- Please get a Boston station back on. WCVB or another one. Please allow us to opt out of having fox news on basic cable
- Please sign up with a better company. The rates with this company are out of sight and not in line with the sketchy service we receive. The rates take a hike up too often, they take channels away that I originally signed up for, and service is often interrupted. Time Warner was so much better all around.
- Poor service. Have to continually call them for disruptive service due to the poor quality of their hardware
- Price for cable is outrageous. The channel lineup is at least triple for the same shows. The Lee store will not allow payment to be made. I wish we had other companies to choose from. IT's time to get ahold of the FCC - We need Boston our capital, not Albany. WW2P helps, but it's not Boston.
- Price is high. -Lower the price for B161 cable box. -Too many extra fees for services not used. Improve service for customers with 2 addresses/2 accounts. Causes confusion on their end. -Seasonal suspension service for part-time residents is GOOD and price is reasonable at present. But I would prefer to suspend completely

except that I have to return the equipment each year & then re-install it AND have a service person come to house at a cost equal to paying the seasonal charge (\$200) and on a Spectrum schedule that may be anywhere from 1 day to 1 week later. The only way to ensure Internet and TV on arrival for a part-time resident is to pay the seasonal fee and even then, it usually involves making phone calls to Spectrum (TV service is rarely working, Internet usually is)

- Price too much!!! They put one or two channels you want in a higher level! Also have the same channels three times!!!
- Prices are extremely high compared to the service we have (Fios) in NYC and not as good.
- prices going up again. receiver costs going up. they must already be paid for 10 times over. asked for ID when presenting a check for payment of bill with same name as check
- Prices keep changing and I don't have a choice - only game in town
- Provide reduction in rates and choice of channels without bundling.
- Provide yes network
- Really dislike quality of service altogether.
- Really dislike quality of service. Stations freeze up or go out of service together. Cable bill has doubled since Spectrum took over and service is horrible
- Remotes constantly fail. We pay far too much for assortment of channels we do not want or need. If no ala cart becomes available, we will stop using cable.
- Seriously thinking of getting rid of it. I can get streaming apps much cheaper. They are way too expensive
- Service is good but pricing is not. No stop to price increases, which are usually considerable. Refusal to renew promotional pricing is inexcusable.
- Service is inconsistent. It takes too long to get repairs made or service. CTSB should be returned to a lower channel selection, not hidden up in the high numbers.
- Service is intermittent and poor. Internet goes out regularly!
- service is ok, but the price is way too much for what you get. Would much prefer Verizon Fios and would switch immediately if available.
- Service is too expensive. Cable service has been out since January with a scheduled fixed in April -- how is that ok? They are pleasant but don't solve problems.
- Since the switch from time Warner, I feel the price goes up but nothing else has changed. Try to change a package which isn't grandfathered by time Warner and am told it's even more money. We don't watch cable as much as we used to but we still do watch it daily for news and weather.
- Since they have a monopoly, they simply do what they want. Hopefully, the Committee can get some constructive changes accomplished. Watching their meetings with the Spectrum official, has me doubting that much can be done. And, that is wrong.
- Some channels are really weird - sexually suggestive - no moral values. Grateful for EWTN 24 hrs. local national and international news!
- Spectrum acts like the uncaring monopoly which it is. Their overall attitude is 'it's our way or the highway'. Further, they are obscenely expensive. PLEASE, let's get rid of them.
- Spectrum billing is a nightmare. We will likely drop our cable service in the coming months as it is just so troubling dealing with Spectrum. Personally, I hope the contract is not renewed.
- Spectrum customer service is a hundred times better than xfinity/Comcast that we had in our last location.
- spectrum equipment is antiquated speed is not best we have two routers and boosters. crazy right in the heart of GB one block from town. costs are exorbitant!!!!
- Spectrum Increases rates without increasing benefits. Latest increase was 12%!! System is old (coaxial cable, not fiber). We will never live long enough to see Spectrum, who has us locked in, spend the money to put fiber on the poles. Internet upload speed is glacial (11mbps). \$99 fee charged for service visit to determine that the problem was with Spectrum's system, not a problem within my house. TV signal constantly pixelates, due to,

says the Spectrum service guy, 'problems on the poles'. It's getting worse; video hashes up and audio drops out. Cable boxes need frequent rebooting. Spectrum is the worst company I have ever dealt with. With no other alternative for internet here in Stockbridge, I'll have to continue to tolerate Spectrum for that service, BUT we will go to satellite for TV (Dish) and cancel Spectrum's phone land line. Why not look at a 5-town-owned cable system? Why can't Spectrum's rates be regulated? Why do they have an exclusive contract?

- Spectrum internet only service is very expensive and the quality does not improve when you upgrade to a faster internet. I wonder whether it is possible to have a more competitive rate for fast reliable internet- locally sourced.
- Spectrum is 4 out of 10. The internet speeds are very inconsistent, even though we pay for a higher tier. We previously had their television service, but found it to be too expensive for what they offered. I would love to be able to just get the major networks (ABC, CBS, NBC and FOX) without spending \$100 or more a month for the lowest tier cable package. Living in Monument Valley makes any kind of antennae useless
- Spectrum is awful! The store in Pittsfield - The people are rude, not helpful. No senior pricing. Raise prices, lower services. Nowhere on bill says they are raising prices.
- Spectrum is horribly overpriced and just keeps going up. Sometimes I pay for multiple homes and would appreciate if there was a better rate for this. I've had to downsize and will probably have to do it again.
- Spectrum is NEVER available to consult with a 'live' person when we've had problems or questions. There is no ability at all to access a 'Vacation Mode' so that we don't have to pay full rate while we are away and are not using the service. We have used Xfinity in another location and find their website and access to services to be clear, concise and very effective; they respond immediately to questions, repair requests and have easy-to-access Vacation Mode ability. They are a pleasure to do business with - AND they are much less expensive than Spectrum! We HATE having no choice but to use the monopolistic Spectrum/Comcast service and do not want to subscribe to a Dish or phone company network for our internet and TV.
- Spectrum is overpriced - does not offer senior or other discounts - does not upgrade equipment and generally acts like bully monopoly it is. No interest in locality and no respect! Spectrum's treatment of CTSB and efforts to avoid support are disgraceful.
- Spectrum is quick to respond to power outages which also affect phone and internet. We've had occasion to call Spectrum for service issues (most recently helping us to hook up our new Tivo box). Service is prompt, service person arrives as scheduled, helpful, friendly, patient. As answered in the questionnaire, we would appreciate the opportunity to customize channels vs having to pay for bundled tiers with many channels we never watch.
- Spectrum is the only game in town for Internet service. I would like to see some competition. Also, I would like to see Great Barrington get wired for fiber internet, which many of the surrounding hilltowns already have.
- Spectrum is the worst company for internet and TV. Their internet is slow and never seems to get fixed even after coming over to the house several times. Plus, the TV and internet prices are extremely high and always increasing compared to other companies. We need more options. This company is a monopoly.
- Spectrum NEEDS competition!!!!!!!!!!!!
- Spectrum needs to be replaced, we shouldn't bow down and have a ten-year agreement with them. Do not negotiate ten years, it's too long of a lock in. We need options with other broadcasters, xfinity , comcast etc.. we cornered ourselves into a single option service. This is not a good way of being able to bring someone else into the picture, monopolize the area, and leave us suffering. They can't get internet to work anywhere? ! Let alone the equipment breaking and being replaced every six months? On top of it these prices and up charges are insane. How, can this area that's in dire need of housing, people living on the streets, homeless kids whose parents couldn't afford the bills, gas, food, and insane spectrum rates. No one can afford homes, why should we do the same by allowing that with cable? Internet? Phone? Etc..... And having no options to choose elsewhere. Please, do not agree to ten years, bring in other companies, open the market for us. We're suffering
- Spectrum service does not include Boston channels. As a MA resident, I care about the news from the state capital. Unfortunately, Spectrum service is focused on Albany. Coverage for Western MA is limited to the

Spectrum channels and ? Access to Boston is needed. ....Eliminate Sinclair Broadcast channels and Fox news channels!

- Spectrum truly does not care about their customers but does care about making money. And Lots of it!
- Spectrum's service has been terrible for 3 years our first two years were good. Can't resolve any issue. Let's get another provider in here please!
- Still waiting for delivery of replacement modem/router after promised 3 months ago.
- Takes up to a week or more for service people to come. Bill is available way to close to due date. Constant pixilation of recorded shows & live shows. Service reps are unable to fix it. Monthly bill cost is exceedingly high for service we receive. Spectrum people we speak with are very courteous but the "Spectrum system" needs to change - we are individuals with names, not some bottom line mega billions for shareholder pockets.
- Ten years is a very long time to be locked into Spectrum or any other cable company. New technologies could make the present systems obsolete before a decade is over. The current bundling system is a cash cow for them not a service to the users. Let us select and pay for those services we choose.
- Terrible internet service - very spotty as depends on location in town and in home
- The bill is too high we pay about \$257 every month and have to reboot frequently. And they advertise \$49 a month on their commercials. So how come our bills are so high. They also exposed our private unlisted number that we paid to have unlisted. Wish we had other options for cable providers. We watch very few different channels. Internet is slower than we would like also. We have to wait 1-2 weeks or more for service. We get lots of pixels which are annoying even after rebooting.
- The cost for the fastest internet speed (400) is the same as twice as fast for what I paid in New York City. So, I get two times slower service for the same price. We are being overcharged for the internet speed. I wish there was another option for me besides Spectrum but with all the zoom calls and needs for streaming, I don't have a choice where I live. I think Spectrum needs to wire Stockbridge for faster speed Wi-Fi.
- The cost is atrocious! I pay \$240/mo. - for middle level cable, internet and landline. It keeps going up. They offer low cost for initial enrollment and then they increase it. They offer new customers cable and internet for \$49.99. That leaves \$200 for a land line??? I feel I'm subsidizing new customers. This (a la carte) would be definitely better and hopefully lower cost.
- The cost is too high. Don't want or need so many channels.
- The costs are out of control. It cost approximately \$3,000.00 annually to have cable and internet. That is insane.
- The Internet is good but the TV DVR service is awful. I have to reboot the server very, very often. It is a royal pain. My daughter lives in Pittsfield and her Spectrum DVR service are much, much better than mine. I wish we would get a competitor to Spectrum.
- The internet is unreliable at best and slow all the time and cuts out arbitrarily. The cable tv service is sporadic. The "buffering" symbol constantly interrupts our viewing. If Spectrum were not a monopoly, I would switch companies!
- The internet is way too expensive and I would rather have Sheffield pursue its own internet
- The lack of choice of service is frustrating. We can't just pay for internet but have to subscriber to the full service and get all of the channels we don't watch. Which they were more flexible with their "packages".
- The price of cable TV is getting too expensive. I think they should lower their prices. Also, I feel that they should offer a discount for seniors & low-income households.
- The prices are outrageous and there is no alternative. You should negotiate better monthly rates. There is a lot of poverty in our area.
- The pricing structure is too high. If they can give introductory rates, they should lower prices across the board. Our society requires internet access but I wonder how some families can afford this. The lack of competition lets them do whatever they want.
- the quality of internet is very variable

- The quality of Spectrums cable technology is at least 10 years behind Comcast. Compared to Comcast, Spectrum's cable box and remote technology is primitive, and its satellite box technology is non-existent (a service offered by Comcast that allows the same program to be watched or recorded in any room with a satellite cable box). Only because of the absence of any competition (based upon its exclusive contract with the towns) has Comcast been able to avoid making any of the investments/improvements necessary to provide the end users (the citizens/customers) with these upgraded services and technologies.
- The same problems keep coming back after service calls. It takes too long to get a technician to visit. The price is Outrageous and the service is lousy,
- The service is terrible. The remote control is very limited - i.e., no voice control that other companies offer. The internet speed is slow and often spotty. There is nothing good about their service and it is a terrible shame that they have a monopoly. Especially with so many people working remotely now, GB deserves better.
- The service was not available to our new house. They were not helpful at all in getting that done. By the time they did, I'd made other arrangements.
- Their technicians that come to the house are extremely polite and knowledgeable. Box issues we have had involving the cable line have always been resolved by them.
- There are three counties in the US where the cable TV does not reflect local interests and programming. Berkshire County is one of the three. I'm sick of Albany channels and news. I live in Mass. I want Boston channels. I want the Patriots and not the Giants, Bills or Jets. If Spectrum won't break us from Albany, get another provider who will, please.
- There are times internet is intermittent. Goes out for 30 secs. This happens several times a day
- There are very few good shows to watch and way too many commercials!
- Their billing tiers are an absolute rip-off, our bill is now over \$210 per month, we watch 5 channels tops, internet service is slow, land line is never used. Call Spectrum to lower service, they have more excuses of why the bundle is the best price, we're ditching cable tv next month, only will buy internet now, done being ripped off.
- There needs to be a second broadband option to compete with Spectrum, either Verizon FIOS or perhaps the Berk. Fiber Co. The maximum upload speed is 30-40 Mbs is terrible for the price paid compared even to what other cable companies provide. .... Hopefully, nobody around here is getting kickbacks and so everyone can support some decent competition.
- There needs to be real competition. Allow FIOS or other fiber service. Max upload speed is absurdly slow.
- These questions I answered about being satisfied with service questions and being courteous does not apply to the telephone people, who usually are not very friendly ...or don't speak English and never help. This applies only to the service people who come to my house and who are not subcontractors to Spectrum, and I get ahold of myself. The questions are not specific enough between people who answer the phone and the private numbers to call for help with issues .... that's my biggest problem and complaint
- They are extremely overpriced and seem to think \$74.99 per month for basic cable/internet service only is fair price. And it is mediocre signal and bps. Spectrum abuses its sole server contract, bombs the customer with ads to upgrade.
- They are scandals overpriced since there is no competition in the area (e.g., Verizon) They can charge whatever they like!
- They charge more than advertised. Too much crap programming. We used to pay \$11 and got more. No New England stations. We don't know what is going on in our own state.
- They have reduced their billing remittance time so that it is impossible to remit my payment within the required time since i use internet banking, and then they instituted late payment charges. They also, in the past, doubled my internet charge over a 2-year period and continued to increase the charge.
- They increase their monthly service charge without any notification. I think \$75. is a lot for basic Internet Service.



- They stink. I just canceled cable. Their internet speed is slower here than elsewhere because they haven't upgraded.
- They're stupid expensive. When I try to work remotely (8am-5pm) any Zoom meeting is next to impossible to participate in. Zoom meetings after 5pm do not have any issues. It's apparent they drop the bandwidth on my residential account.
- Things never work as expected requiring a call to Spectrum to fix if they can. Very poor quality overall.
- This survey addresses television service only. Please provide an opportunity to comment on internet connectivity services as the quality of internet service is unacceptable. If Spectrum did not have a monopoly on this service in this area, the free market would evict them from our service area.
- Time Warner was a much better service
- Tired of rates going up (this month it went up \$21). When they do give you a discount to lower your bill, it goes right back to where it was within a few months. I also would like to see senior discounts for permanent residents
- too expensive
- Too expensive
- Too expensive for the stations I watch. Unable to choose the 20-30 I might watch. The rest are a waste. No other choices - a monopoly.
- Too expensive!
- Too expensive. Both cable and internet. No break for retired residents
- Too expensive. Long hold times.
- Too expensive. Some channels often break up and are unwatchable. Too many SPAM calls on landline.
- Too expensive. Taking channels always. No change on increased charges
- Too many channels are doubled or tripled on upper channels. Breaking up of sound and picture.
- Too many channels on different #'s. Sound of commercials blare 25db higher than shows. Tiered pricing rips off customers. Fees for boxes, modems too high, should be able to buy them. Broadcast TV surcharge \$16.50? For what. PEG fee \$5.52 Another rip-off every month. Send them packing. Let's get a new provider / supplier
- Too many channels we never watch.
- Too many FEES!!!!!!
- Too many programs that I don't watch. Cost is too high. Previous cable company was better (Time Warner)
- Too slow, & Too expensive
- Toooooo expensive. Tooooo many fees. Prices rise too often. I have Hulu and Netflix for TV. Spectrum for internet. OOMA for land line. Cheaper, more variety than Spectrum
- Unable to subscribe due to long driveway. Their lines are so old and can't provide service.
- Unbundled please. I hate that Fox gets about 30% of my cable bill
- Very disappointed that the rates keep going up every year
- Very disheartened that our rates seem to increase close to 15% every year and that we can never speak to someone other than the person taking our initial call. It appears that Spectrum has eliminated discounts for "bundled" services.
- Very expensive!
- Very expensive. Random increases in monthly cost without any real explanation. Problem of exclusive agreement. We need competition from another internet service provider. Building own bundle using Spectrum Internet is discouraged because of high cost versus Spectrum tiers.
- Very spotty internet. Dropped calls.
- Way too expensive!
- Way too expensive!
- Way too expensive! A monopoly in our areas!
- Way too expensive!!!!!!

- We discontinued out TV service due to the lack of ability to choose channels. Please return Springfield based TV channels. Out Spectrum bill arrived too late to pay on time (usually on or 2 days of the due date).
- We don't get TV because it is ridiculously expensive. Over \$100 a month is not reasonable.
- We have a lot of trouble with buffering and consistent signal. Some channels constantly freeze up. It's too expensive for what you get. I would prefer an ala Carte channel selection
- We have called Spectrum many, many times since Netflix usually has to reload or won't work. I have tested our internet speed and it is below the level that we are paying for. No matter how many times we call or they come out, it never gets better.
- We just switched out of Spectrum (we had the biggest package plus internet) TV because the outages were horrible and the service was terrible. We switched to You Tube TV (it took days if not weeks to detach from Spectrum with their horrible representatives) and saved quite a bit of money. If there was a viable alternative to Spectrum for internet, we would switch that also.
- We live in Massachusetts, not New York. We want news coverage of events in Massachusetts, esp. Boston (our state capital, not Albany) Springfield news coverage does not substitute for Boston coverage where our lives are impacted by the state house. We strongly urge (Boston channels)
- WE need a competitor in here like Fios
- We need another option that is better! For goodness sake allow Verizon Fios into this so we have options. I have so many issues with the internet with Spectrum and the router signal does not even cover the entire house and this the third one we have tried. We had Verizon in our old property and it was just far superior. After remote learning and the consistent failure of my internet to be able teach from home if it was windy, rainy, apparently sometimes too sunny. We need to do better and to only have one company to provide these services is just ridiculous in 2022.
- We need to be Boston based
- We need to get our Boston stations back. We have several stations for "The Capitol Region" but nothing that covers what is happening coming out of Boston. We need to keep the Springfield station. Their billing is going up but the level and quality of stations is getting worse. Their equipment gets outdated but they don't update it unless you call them to complain about problems. Often it takes more than one trouble shooting attempt to get something taken care of. One service rep will fix something only to have the next one come along and undo it. The quality of their modems is inadequate for a small three-bedroom house and they say there is nothing more they can do to boost the signal.
- We switched from DISH in 2020 and have been very happy with Spectrum; they had to make multiple trips because of the nature of our property (off the road), but everyone who came was very pleasant and respectful. I am planning to use Spectrum for internet and phone (and likely TV) at a business I am opening in Great Barrington this year.
- We use only 2-3 channels on the TV. I am always trying to decrease monthly bundle and fees for TV, internet, phone impossible!
- We want fiber optic internet.
- We would like a Boston news channel. We don't care for Albany, Springfield or Worcester news. When we turn on the TV, it doesn't go to the last channel we were watching. It goes to Spectrum and we can't change it right away. Please change this.
- We would like other options. Service recently has been fine, but we've been through 4 -6 cable boxes and 2 modems. Each failure brings a repairman who knows PRECISELY how to fix the problem and then, there is failure again.
- When an issue arises, they are responsive and professional, however, they are expensive and our "packages" include sp many channels that we do not view or want. Additionally, the internet is OK, could be better. The only way to improve is to purchase a more expensive tier. We already pay \$285 a month for all 3 services. It's just too much!

- Why don't they consider giving loyal customers a price break? Or maybe a price break for multiple cable boxes ("?"")
- Wish spectrum had a small-work from home business plan (basic phone, good Wi-Fi and cable tv bundled at a price point equal to what is offered w/ personal plans). Berk. Cty. has many self emp./ work from home residents. My husband is one. As a contractor (no employees - home office) he has to pay \$49+ to have his business name listed on our landline, which we only use for incoming/voicemail. He uses his mostly for outgoing calls. We tried bundling tv and internet to save money but the channel selection on the business side was awful! We found internet was worse than when we had personal WiFi and Spectrum's solution was an upgrade pkg. options were too expensive (geared towards larger businesses w/ features we didn't need). Streaming/Zoom mtgs became a problem during COVID when our kids and I also needed access for school/ work. So we ended up going w/ a separate personal plan for TV internet and kept the landline on a business plan for incoming business calls but we pay \$49 + "call anywhere in US" but we only need basic as we can use cell for out of area calls out and we really only need basic service so his number can be listed in the business name.
- Wish the cost was lower Don't like paying a monthly fee for each TV box
- Wish there was competition. Really would like to be able to choose what to pay for. Also, there is such repetition of the channels that's ridiculous!
- Without any advance notice Spectrum just raised their bill over \$ 25 for services. You have to pay \$ 6 just to see the guide! Have had to return boxes multiple times.
- Would be nice to have an inexpensive internet only option. Or any other choice. They charge way too much and are not helpful on the phone in resolving things
- Would like Boston news stations
- Would like it to be less expensive!
- Would like to have choices - being able to pick a la carte or a choice among providers rather than monopoly Spectrum
- Would like to see some competition = lower bill. I pay \$200 as a senior citizen and that is outrageous!
- Would prefer FIOS and will leave Spectrum at my first chance. Don't like them as a company, they are predatory.
- would prefer we had fiber option similar to Egremont & Alford. GB is going to be at a disadvantage if we don't offer high speed internet
- Yes, absolutely. It would be very helpful if Spectrum would offer a lower subscription rate to the seniors who are on social security. Please consider it. Thank you.
- Yes. Cost of service has gone up. I do not like this.
- You charge too much.

## FIVE TOWN CABLE ADVISORY COMMITTEE

*Representing the Towns of Great Barrington, Lee, Lenox,  
Sheffield and Stockbridge Massachusetts*

The 10-year Franchise License Agreement between the towns of Great Barrington, Lee, Lenox, Sheffield, and Stockbridge, with *Spectrum* to provide Cable services in the Five Towns will expire in early 2023.

The Five Town Cable Advisory Committee is preparing to negotiate the renewal of that license and is seeking your input, your thoughts and issues, past and present, and your assessment of *Spectrum's* overall performance in order to meet the current and future needs of our community.

Please take a moment to fill out this survey so the Committee can better understand how cable is currently working for, and is being used by, our community.

1) Which of the Five Towns do you live in?

Great Barrington ☐ Lee ☐ Lenox ☐ Sheffield ☐ Stockbridge ☐

2) Are you a:

Part Time ☐ OR Full Time ☐ resident?

3) Do you subscribe to *Spectrum* Cable TV, Phone, or Internet services?

Yes ☐ No ☐

4) What services do you receive from *Spectrum*? Check all that apply.

Cable TV ☐ Internet ☐ Land-line phone ☐ Mobile phone ☐ Other ☐ None ☐

5) If you have Cable TV service, to what level do you subscribe?

Basic ☐ *Spectrum Select* ☐ *Spectrum Silver* ☐ *Spectrum Gold* ☐ Don't know ☐

6) Would you prefer to customize channels purchased by your choice and not by tiers if such an option was available to you?

Customized, "*à la carte*" selection lets the subscriber choose the individual channels he or she wants and eliminates those they don't but pay for. The subscriber then pays for *only* the ones selected which can be change, add or subtract at will. The "tiers", as such disappear.

*Modified "a la carte,"* where the Basic (Standard) tier remains, and the rest is "*a la carte*".

Yes ☐ No ☐

7) Please rate *Spectrum's* service level for the following categories...

	<b>VERY DISSATISFIED</b>	<b>SOMEWHAT DISSATISFIED</b>	<b>NEITHER SATISFIED OR DISSATISFIED</b>	<b>SOMEWHAT SATISFIED</b>	<b>VERY SATISFIED</b>
<b>1-800 Spectrum support</b>					
<b>Monthly invoice billing</b>					
<b>Routine repair and service</b>					
<b>Emergency service</b>					
<b>Courtesy of employees</b>					
<b>Resolution of issues</b>					
<b>Picture / audio quality</b>					
<b>Channel selection and availability</b>					
<b>Cable box modem equipment</b>					

Do you stream media using a smart device?

Yes ☐ No ☐

If you answered "Yes", please indicate on which device(s)

Smart TV ☐ Phone ☐ Computer ☐ Tablet ☐ Apple TV ☐ Roku / Firestick ☐

8) Have you ever watched Community Television for the Southern Berkshires (CTSB)?

Yes ☐ No ☐

9) Are you aware that CTSB was moved to Channels 1301, 1302 and 1303?

Yes ☐ No ☐

10) Have you ever watched Community Television for the Southern Berkshires (CTSV) Channels 1301, 1302 and 1303 or visited the CTBS website at [ctsbtv.org/](http://ctsbtv.org/)?

Yes ☐ No ☐

11) How often do you watch any of the local CTSB channels, 1301, 1302, 1303?

- |  |   |
|--|---|
| <input type="checkbox"/> Every day           | <input type="checkbox"/> Once a month           |
| <input type="checkbox"/> A few times a week  | <input type="checkbox"/> About once a week      |
| <input type="checkbox"/> A few times a month | <input type="checkbox"/> Less than once a month |
| <input type="checkbox"/> Rarely              | <input type="checkbox"/> Never                  |

12) What, if any local CTSB programs have you seen?

- ☐ Town or board of selectmen meetings
- ☐ Town planning board or committee meetings
- ☐ Senior center activities
- ☐ School committee meetings
- ☐ Library presentations or activities
- ☐ Parades, Fireworks, concerts and local events
- ☐ Locally produced educational programs
- ☐ Locally produced public interest programs
- ☐ Other meetings or activities

13) Are you aware that town meetings, events and many locally produced shows are searchable and available on-demand at [CTBS.org](http://CTBS.org)?

Yes ☐ No ☐

15) Is there any additional information about your overall experience with Spectrum's cable services that you would like to share?

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This questionnaire can be download from the Great Barrington, Lee, Lenox, Stockbridge and Sheffield Town websites or a paper copy of this survey may be picked up at the town hall. Please return your survey form to Lenox Town Hall, 6 Walker Street, Lenox, MA 01240 Attention Cable Advisory Committee no later than May 5th, 2022. The Five Town Cable Advisory Committee thanks you for completing and submitting this survey.