

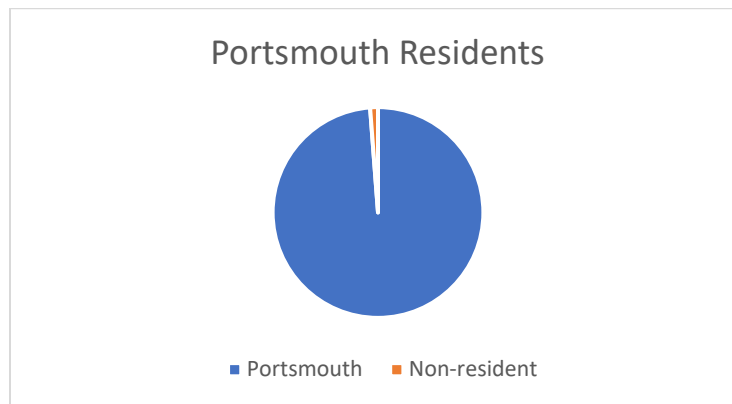
Portsmouth Cable and Broadband Internet Commission Survey

The City of Portsmouth [Cable and Broadband Internet Commission](#) conducted a short customer satisfaction survey in April 2023 to assess how well the City's current cable TV service provider is doing. These are the findings of that survey. **The City's ability to influence pricing and packaging is limited. To understand the limitations on the scope of the Commission's authority, please go to**

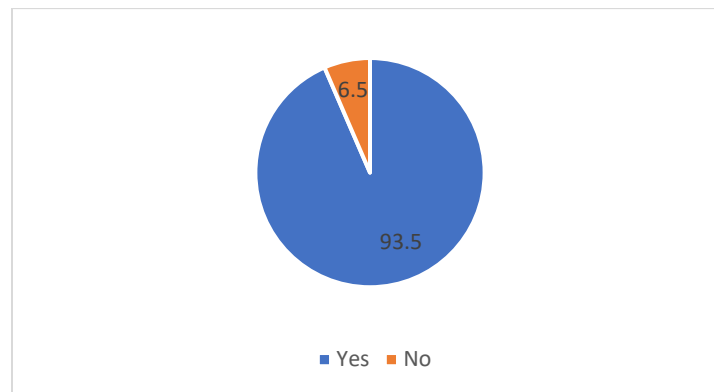
Frequently Asked Questions on this webpage:

[Cable and Broadband Commission FAQs | City of Portsmouth](#)

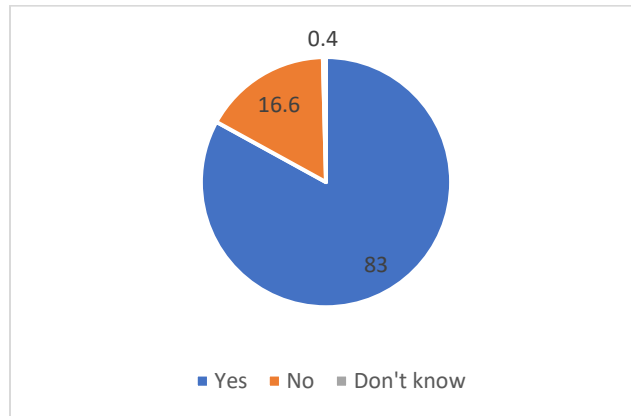
There were 508 responses to the survey. 98.8% were Portsmouth residents.



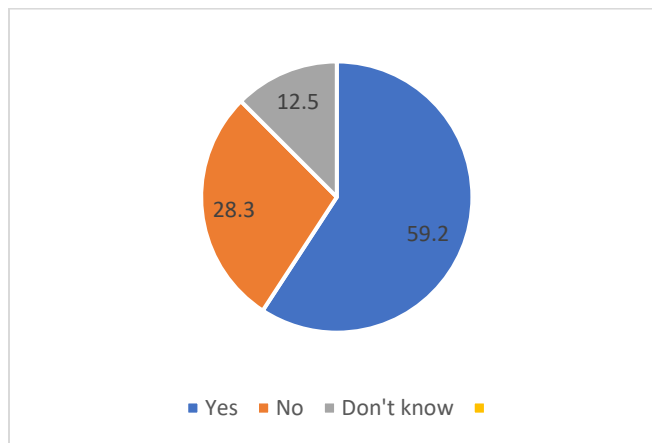
Do you subscribe to any Comcast/Xfinity services?



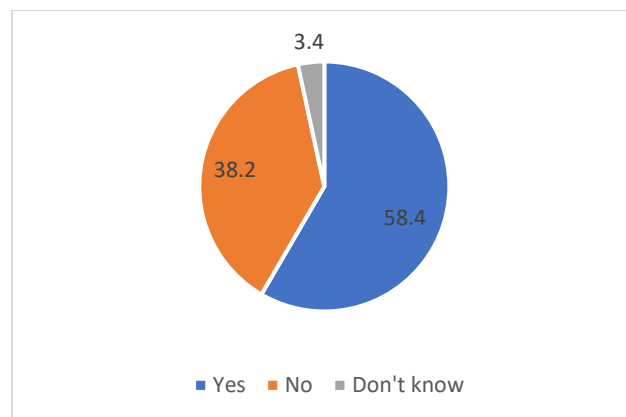
Is your Comcast/Xfinity cable tv service bundled with any other services (telephone, mobile, internet)?



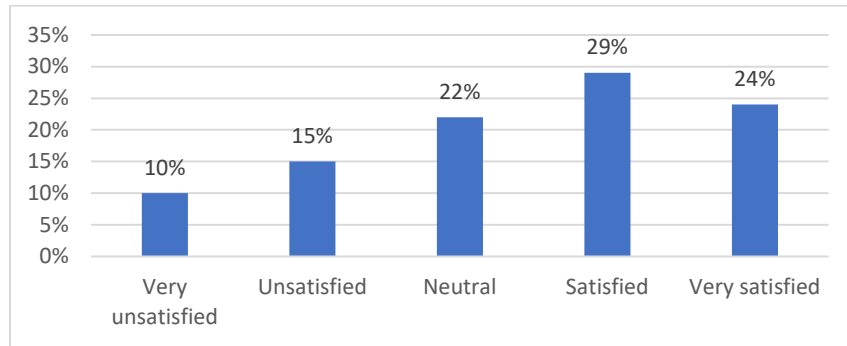
Within the past 12 months have you had any disruptions in your cable tv?



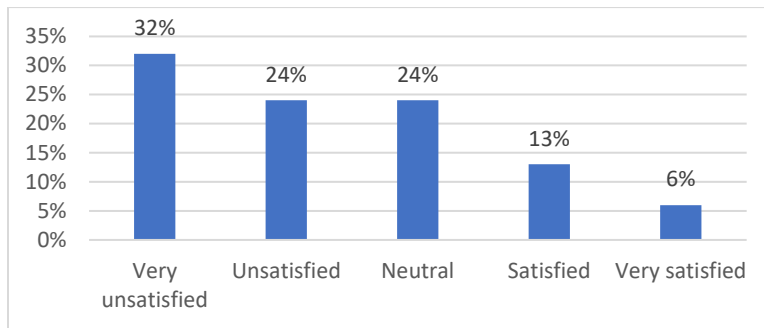
Within the past 12 months have contacted Comcast/Xfinity Customer Service for any reason regarding your cable tv?



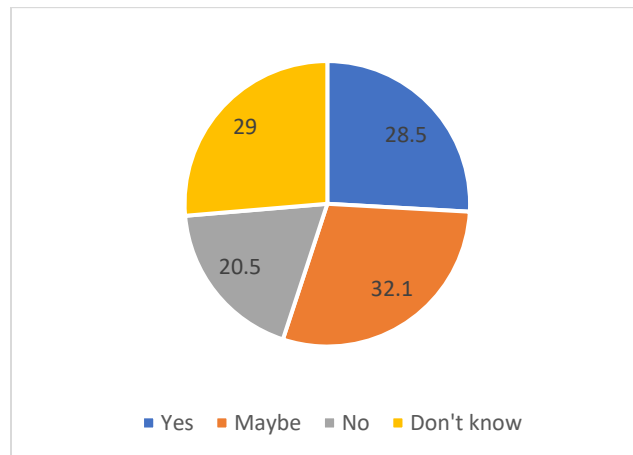
If you answered 'yes' to the previous question, how satisfied were you with the Customer Service response you received?



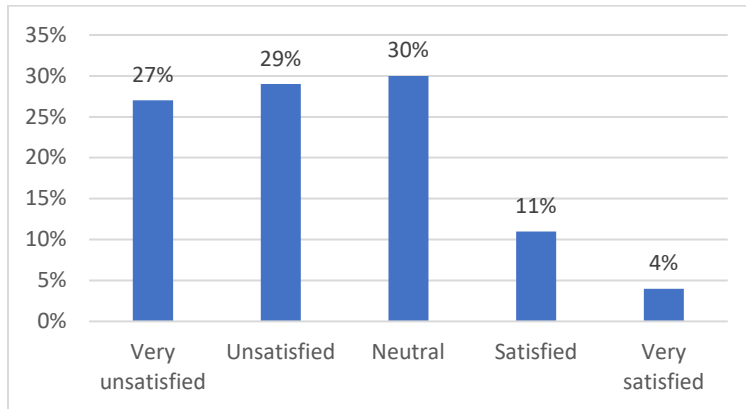
Are you satisfied with your current Comcast/Xfinity cable tv channels package?



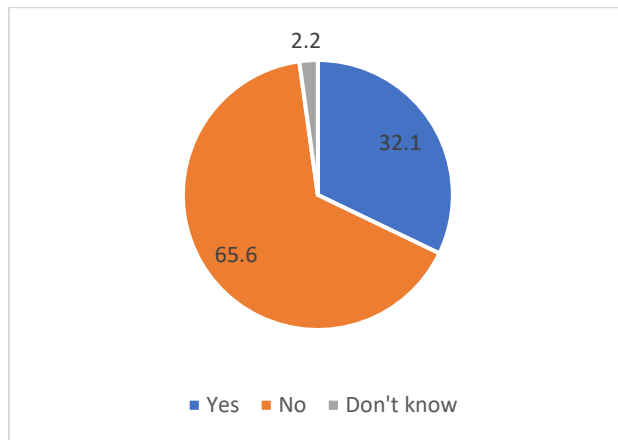
Do you plan to renew your Comcast/Xfinity cable tv (not internet) subscription when it is time?



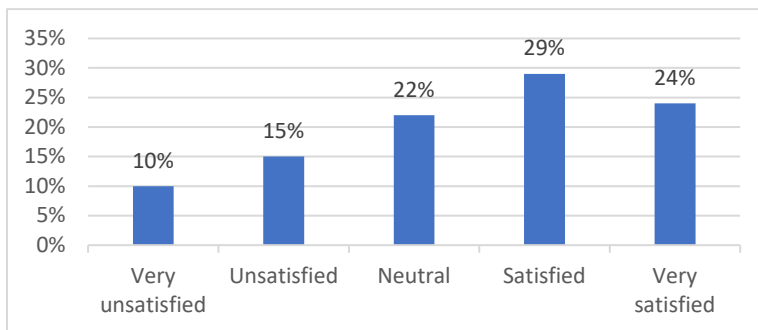
How satisfied are you with Comcast/Xfinity, overall?



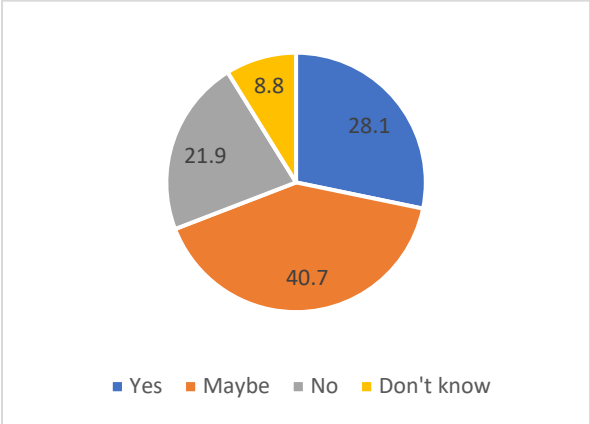
Comcast Customer Service has relocated to the Xfinity store. Have you used that new location?



If you have visited the new location, how satisfied were you with the service you received?



Do you think you might drop cable tv service (not internet or streaming) in the next 12 months?



The survey allowed respondents to provide comments. There were just 3 positive comments out of 364 respondents who took the opportunity to share their views in greater detail. Below are some representative examples of the comments that the Cable Commission received. (Edited for length and clarity.)

One respondent captured many of the common complaints:

"After being a Customer for 24 years the rates keep increasing. It seems almost every time I get my statement some other fee is now added and it has become unaffordable, especially being a senior citizen. I call to try to get a lower fee and it is the same statement: 'if you drop this then it is not in your package.' [As for] the channels that you do not watch or do not have any interest in, if you drop them and want to keep the channels that you do like it becomes even more costly. It seems everything is all about the package. The phone calls take such a long time to get a human voice to be able to help and most of the time nothing gets resolved and the fees keep rising."

TOP COMPLAINT: Increasing cost, diminishing product and service

"We pay more for internet and cable tv than for electricity or heat for the year. This seems very upside down. Looking for alternatives. "

"I have the basic package - just major channels- with internet and my cost has increased to \$100. If I drop the TV, the internet service is too high to get another streaming service...As a senior on fixed income dealing with other increases as well, spending \$1200 a year for internet and broadcast channels is a burden."

"The price we pay for BARE BASIC TV is outrageous, especially when compared to what we paid not all that long ago for far more channels and much better choices. I've been a Portsmouth cable customer since the late 1970's, and it makes me sick to see how long-time customers get charged ridiculous rates while new/newer customers are given really amazing prices. I have the cheapest level of programming you offer, and I'm being charged \$156.00 +/-a MONTH. I'm angered and saddened at this situation, as are many other of your customers. Nauseating... "

"Overpriced. Packages benefit company profit, not consumers. Bundling services also benefit the company, ie if i drop landline, very little reduction in price for internet/tv/phone bundle. Intermittent on/off internet service lately. Need price to go way down overall to remain with company."

NEXT-OFTEN COMPLAINT: Inability to select/pay for only desired channels

"Too many channels that you are forced to take even if you don't want them."

"[Need] different price options as a cafeteria plan maybe. We do not use the shopping channels; no longer ch. 13 or ch. 2 [available]."

"The monopoly (or near monopoly) on Internet services is what keeps me tied to Comcast. If there were a viable reliable alternative to Comcast for Internet, I would quit Comcast in a heartbeat. I am also very unhappy about having to subsidize the sports channels when I don't watch those."

FREQUENT COMPLAINT: Customer Service

"Comcast / Xfinity support is horrible ... Comcast literally reroutes you to someone else and throws you into a black hole, it's the most unfriendly support service ever. I'd rather be audited by the IRS."

"Comcast Xfinity has the worst customer service of any company I have dealt with in my life. They make you go through 30 minutes of texting chat run around before you can actually talk with a live person who is actually in another country. Customer service does not do what they say they will do & you have to go through the same run around again & again."

"I have tried many times and in many ways, but Xfinity just has the worst customer service of any major company I've ever worked with. Their website is flawed, it's very difficult to change packages online, the app isn't great, call response times are interminable, and the reps command of English is hit or miss."

"I have been to the new Xfinity Store 3x. Once I left after 45 Minutes. I was returning equipment. The 3 employees were assisting customers with new cell phone purchases. Need someone available for equipment returns, pay a bill, minimal service. Need better hours."

"I tried the online service they suggested, which was to chat with an AI customer service rep. It was an extremely frustrating experience. In the end, I got no help. I tried several times to explain my problem with the automated rep but it could not understand my issue. I stopped trying and felt quite angry that there was no other way to get help."

Other Complaints:

Service/Connection: Multiple complaints about dropped internet while trying to work at home.

"Just this month (April) I have had to go twice to find public internet in order to work, as there were outages with my service (one planned but not announced until the morning-of, the other unplanned). "

Misleading ads/Offerings

"Comcast constantly sends me junk mail urging me to sign up for cable access at a reduced rate for a set period of time without disclosing what the rate will be once the initial period expires. Comcast's junk mail also promises "10G" service, which is a fiction; there is no such thing as 10G. This is a company with no moral compass, a company that introduces itself with deceptions. I choose not to do business with companies like that. "

"After calling and being on the line for a very long time, I was given a better rate. The new rate never kicked in and the price went up again."

Other Messages Received Through the Comments included:

"Applied and received Affordable Connectivity Program so each month my internet is reduced by \$30 as I am a senior on fixed income. Still the cost is too high and I have contemplated changing. Xfinity made the process smooth but they should be required to educate all consumers in Portsmouth about this program. Only disruptions have been due to storms."