

Q26. If you answered "Other" to Q25 (OTHER REASONS FOR VISITING THE DAGSBORO MEDIACOM OFFICE) - Please Explain: CATEGORIZED RESPONSES

Answered	85
Skipped	325

EQUIPMENT ISSUES

- Had to return defective equipment
- Pick up equipment
- Return equipment
- Pick up a new modem because old one wasn't working properly, have since cancelled internet service
- Return and get equipment
- Hand held tuner not working properly
- Return equipment
- Return our TV boxes
- Remote had to be exchanged several times. The exchange is always a repaired one, not new.
- Need new cable box
- Change out equipment
- Swap out remote
- Swap out the cable modem
- Swap out equipment
- Pick up boxes
- Pick up a cable box. Many times.
- New equipment
- Return equipment
- Return equipment
- Replace equipment
- Picked up a new router
- Exchange Defective Equipment
- Change out a router
- Returned box
- Return equipment
- On several occasions, I've had to return either a modem or TV cable box to exchange them for working ones.
- Return modem
- Equipment exchange that had failed
- I have had to replace my router 4 times in the last 7 years. They give you refurbished scratch up equipment that doesn't last.
- PICK UP A NEW DEVICE
- Swapped out cable boxes
- Exchange equipment
- Replaced failed equipment, several times. Visit made because Mediacom was unable to deliver in short time frame.
- Exchange equipment
- Return equipment for the winter
- Pickup replacement router

- Exchange cable box AGAIN!!
- To return Mediacom equipment in December 2019.
- Router went bad. It was the 3rd router in a year.
- Change equipment
- Dropped off broken cable box
- Swap out bad cable modem
- Wanted to return cable box equipment
- Pick up equipment
- Pickup new router because they would not mail it to us!
- I returned cable TV equipment - I use ATT Now internet TV.
- Return Modem
- New remote
- To pick up a DVR to rent for the summer
- Replace cable box
- Exchange remote
- Exchanged defective boxes
- Exchange equipment
- Exchange box
- Return leased equipment when closing house for winter season
- Exchange equipment
- Return equipment for the winter
- Replace cable boxes
- Change equipment
- Exchange router
- Traded boxes for newer versions
- Return equipment for off season
- Our home is seasonal and not occupied for 8 months therefore we suspend service and the last couple of years they make us return the equipment - and start all over with tech visits the next year instead of allowing us to hold on to the already installed equipment- which they did for many years. Much easier for everyone and did not require a tech to come into your home because equipment was already set up.
- Change remote
- New equipment
- We were tearing down our house, so I needed to return all of our cable boxes and equipment.
- Get new equipment
- I've visited the office in Dagsboro to exchange cable box and/or modem equipment because they didn't work. I've done this several times! The equipment usually lasts about a year, at the most.
- Exchange non- functional cable boxes for functional cable boxes. Mediacom's cable boxes frequently stop working and have to be replaced.
- Needed new remote control
- Pick up replacement router (existing one wasn't working properly)
- Return equipment
- Return equipment
- Return equipment
- Dropped off router/modem when we closed our house for the winter.
- Pick up new modem
- Return box
- Change out cable receiver.

SERVICE ISSUES

- Timely response to service problems - we had very poor video quality for an extended period of time with multiple service requests, went to office due to frustration with poor video quality.
- Pickup channel lineups
- Discuss extra charges
- Full disclosure:
 - The survey answers are based on previous subscription of over 20 years with Mediacom. Our dwelling/residence was demolished in December 2019. Will be again be utilizing internet services, cable TV and phone services in the future when a new home is constructed on the property site."
 - Cancelled after nothing but grief from them
 - The two ladies who are at the customer service desk in Dagsboro are outstanding. The few times I have been there they have been very helpful and knowledgeable. I also witnessed how they very professionally dealt with a very rude and disrespectful customer. They were calm and professional. Kudos to these ladies for the great job they do.
 - Dropped TV and Landline. Much happier with U Tube TV.
 - "I spoke to your representative on Thursday. They informed me that employees were in the Dagsboro office, and that there was more than enough equipment for the same Internet and high DEF cable box I received last year. I told him I wanted to come this Friday and asked him the hours he said they were in the office from 830 onward. I drove all the way from Pennsylvania and your doors were closed. 6 other people were there at same time and also were informed about Dagsboro being open. You owe me for driving here unnecessarily."

Q28. Provide any additional specific comments regarding your Mediacom service: CATEGORIZED RESPONSES

Answered 259
Skipped 151

COST

- They charge more than other providers for less services. I wish there was another option. Maybe get 5G towers down here or run fiber with Verizon FIOS.
- For the cost it is the worst cable TV in the country
- We came back to Mediacom after 5 summers on satellite internet & TV, intending to stream only. Mixed results. Just called to price adding TV and there was only one product for \$70 extra \$ per month! No thanks!
- Cost of surface continues to escalate far above inflation
- We had to order phone service. Mediacom is the only company in America in these trying times that added service fees and raised their prices over last year. Rude on phone. Did they consider my time? Scheduling? So much more expensive than anyplace else. If we didn't rent we would do without.
- Cost too high for programing available
- For the cost, expected better service, quality is poor. Discontinued services to go with cell-based internet and TV service when my mother passed away this winter.
- Offer more options without charging so much extra.
- When we are gone away for trip, cable does not work when we get back. Has to be fixed. We pay for days we are waiting to have fixed
- Price goes up every year, have to call them once or twice a year to try to bring rate back down. Gets tiresome.
- Expensive for what you get
- Way overpriced compared to Comcast we have in our other house, would love to share our bill on both houses to support our comment!
- They are expensive. We only use them 6 months of the year.
- Reduce cost, better bundling
- The service is overpriced, saddles us with channels we don't want, and doesn't give enough of a break for the winter period. It constantly goes out at critical times. Why is there no competition to force better service?
- Costs are too high, not customer friendly, Mediacom won't offer no cost service when patrons are away for long periods
- Service is overpriced
- Way too expensive for what we get; especially since the cable frequently goes out and the internet is very, very slow when the population is increased during summer months.
- I pay the same rate off season with no rentals as I do when there are renters. I think there should be an adjustment to lower cost when services are not being used.
- We have had steady increases in our cost for service over the past decade, with no real upgrades. We pay almost as much for our service at the beach as at our primary residence, and the service is not comparable. We don't have premium channels, voice remote or TiVo through Mediacom, but have all of those with Xfinity at our primary residence - plus phone service - for slightly more. I am unable to see the cost breakdown of our service online, which prevents me from evaluating our cost for service. This year, I called for a seasonal cost adjustment and had a lovely customer service rep tell me that it would

kick in with the next billing cycle and it didn't - had to call again and it did not then kick in until another month. Lastly, our internet service seems to disappear overnight, though it seems to be mostly available during the day.

- I had Mediacom TV for 14 years. Horrible service and channel selection. When they brought in HD their channel selection was limited for 3 years. Now it is on par with other service but it costs more than my more robust FIOS at home.
- Never achieved paid for speed. Extremely overpriced, frequent dropouts, required 5 visits to improve but not fix internet speed.
- Very disappointing and too costly
- Very over- priced and they SB properties more than others
- Expensive - awful customer service - not worth it
- Mediacom has South Bethany captivated because there is no other solution. Therefore the level of service is substandard and not worth the money but it is our only option. It took six months to fix an internet speed issue at my house and it ended up to be something at the Mediacom pole.
- Shopping for services and understanding their packages is difficult, their website and online portal is clunky and needs updating.
- Rates go up regularly for the exact same package. Deals & special rates are offered to lure new customers but there are never and deals or special offers for longstanding customers.
- To give perspective, I pay \$50 per month + taxes and fees for my Verizon Internet service at my primary home vs \$91 per month for Mediacom (inclusive of tax and fees)
- TV cost continually rose without explanation. I switched to Dish, and it is vastly superior to Mediacom, in all aspects.
- The cost of the service is too high based on competitors and they do not have unlimited data like everyone else. On demand choices are horrible. I am not a huge fan of Mediacom
- More selection of content within the plans offered. More affordable plans.
- Cost is too high for the poor internet and lack of TV Channels. They need some competition.
- I have had Mediacom in the past. Their service was hot and prices were always on the rise. I cut cable, use DSL with streaming apps.
- We pay too much for too little. For the amount we are paying we should be getting more channels, faster internet, and more responsiveness. They have a virtual exclusive for South Bethany and for that we should get enhanced service and pricing.
- Increase speed of basic internet service free of charge. My son lives in Harrington/Milford area and has much faster internet without paying an additional fee for it.
- Value for service is poor, internet goes out way too often, internet speed slow generally Intermittent service AND mess
- Prices are entirely too expensive
- Only have phone service due to the requirement to have a telephone in our elevator. Internet is unreliable. Phone service is unreliable. I pay more for the lousy line up Mediacom has than I do for many more services from Verizon
- Expensive
- Very expensive
- Their price increases over the past year are close to gouging. \$170.00/month for TV and internet is not fair. I will change from Mediacom as soon as I can.
- Lack of info on rate increases
- We just cancelled our television service but kept the internet service and are evaluating how else to get TV. Particularly for part-time residents the price is insanely high.
- The charges are unreasonable and we are stuck because there is no other provider. I would pay more if the service was reliable and easy to trouble shoot.

- Like all cable/internet providers, they are charging way too much for inconsistent service.
- I find that the service goes out often. Also, the rate is high and they should offer a much better rate from Oct to April for those of us that only use it for the summer.
- Very expensive for the number of TV channels
- Too expensive. We need competition.
- Cost keeps escalating with no explanation. What used to cost \$100.00 per month now costs \$225.00 a month. Service stinks compared to FIOS. Would love to have options.
- Prices too high
- Too many mediocre and repeat offerings.
- Monthly cost too high.
- Mediacom is a very expensive service and I was with them for many years before switching to Direct TV for Cable which has more choices and a better picture. I did not like the increase every year, or coming off the vacation rate and calling them for new rates was like playing roulette - depends only on luck whether you get a good or bad deal. Super expensive for what you get, seriously looking at doing streaming and if I could get another provider for internet, I definitely would. 20 years with them and I only use them for internet because I have no other choice
- TV cable service and internet too expensive.
- Found it cheaper to cancel service altogether rather than go on vacation standby.
- They are expensive for what we receive. Internet goes off a lot.
- At \$130 a month, that's pretty expensive for basic cable and internet. There should be a lower cost option.
- Get rid of Mediacom; over-priced and terrible service.

CHANNEL SELECTION

- The variety of channel selection is poor. Many channels that are available on Xfinity aren't available here. Xfinity's internet is excellent and Mediacom is only fair in quality.
- Very low amount of channels for the price. Everything is an add-on.
- The cost is high relative to the number of Channels available. I get the same NBC station on 2 different Channel numbers on one Channel sometimes the movie or show is in Spanish. Other times on another Channel I get a running narrative during the show when the cast isn't speaking.
- I want more HD channels, more on-demand options, NO internet bandwidth restrictions, and higher internet speeds
- Bundling channels and forcing us to pay for viewing we don't use should be eliminated. We should be able to bundle or select the networks we want
- Compared to Comcast, used in my primary home, the number of channels and On Demand movies, is extremely poor. Comcast offers more channels and over 3000 free movies whereas Mediacom offers 3. I know there is a Comcast cable line on Rt. 1. Why doesn't SB see if they can provide cable and internet service.
- Channels disappear or get moved with no notice
- We spend the summer at our house so we only have the service through the summer months. Mediacom has consistently offered fewer HD channels than what we receive from Comcast elsewhere. They are also more expensive on a per connection basis than Comcast. And their dependability is abominable. We constantly had drop outs of internet service and WIFI last summer with brand new equipment.
- Poor selection of channel for the cost
- Wish they hadn't dropped the TVG channel a couple years ago offer TVG

- They took away two channels and replace them with SPANISH Speaking channels. Now I'm paying for channels I don't get

CUSTOMER SERVICE

- I recently had a terrible experience with Mediacom's Customer Service. We changed our service from Cable & Internet to Internet only. The technician was supposed to come to our property and "filter" the service to internet only. He mistakenly filtered all services and we were left without internet service as soon as he left. I contacted Mediacom customer service to let them know that we did not have internet service and we needed him to come back right away since it was a Friday and a work day and we need the internet to do our work. After 3 frustrating calls, being disconnected twice, it was determined that the only they could offer was to have the technician come back on Sunday which left us with 2 and half days without service simply because the technician did not read the service ticket correctly originally. The level of customer service we dealt with was atrocious.
- Difficult to reach customer service and they are unwilling to provide costs options for internet and TV services
- I would like to speak with US located technical support people and not oversees support....language issues
- Every time I've called Mediacom for help, I've been put on hold for a long time. I have Comcast at my other house and they are MUCH more responsive.
- Example of the worst customer service experience with cable you could have, all of my neighbors had subscribed to internet service and I joined. Mediacom has accepted my order for service and connected me know they did not have a jack on the pole outside my house, so they disconnected one of my neighbors and then the neighbor would place a call to fix it and the tech would do the same thing, this went on for months until the neighbors started talking and figured it out and we confronted the tech and he confirmed it! That is as bad as it gets for service!!!
- Quicker way to talk to rep. Robot answering is terrible
- Overall poor customer service. Town needs an alternate cable provider
- Worst customer service ever
- I had to call six times over a five month period regarding consistent service interruptions on five channels during the evening and overnight hours. No one seemed to know how to fix the problem. Also, the service is way too expensive. There are way too many channels I don't watch, especially all the sports channels for which there is a sizeable Regional Sports Network fee levied on your bill. Make sports channel packages optional for customers who don't give a damn about them. You ought to be able to select the channels you want and pay for what you get. There's a novel business model to consider.

SEASONAL PROPERTY OWNERS

- As part-time residents, we are paying over \$1500 a year for TV and internet. This is more than what we are paying for phone, internet and TV with COX in Fairfax, VA. Additionally, we get HBO, a HD DVR and 4 mini-boxes with COX. All for less than Mediacom. Finally, we have friends in Sea Colony who get much more for much less cost. South Bethany should get a much better deal or look elsewhere for a provider.
- Not responsive enough for part timers. Rarely offered service help in less than a week. Their service center is located outside of the US and presents problems when trying to explain the current situation or problem that we might be experiencing. There is a very large disconnect between the customer service call center and the techs in the field.

- I'm a seasonal property owner. I cannot believe how much I pay these charlatans to either keep service off season I don't use or pay exorbitant rates to start suspended service up. My Cox service in Louisiana is better by every measure.
- I am grateful that they offer a seasonal discount if you ask for it. However, the overall cost of cable from any provider, Mediacom included, is too high for what it is.
- We should be getting better off season pricing - if we are not there we should not be charged so much high way robbery
- I am happy they have seasonal service, I wish it was a better value
- I wish that it cost less during the off season. My neighbors who use Cox in Arizona get a much cheaper rate off season.
- I've been happy with service calls. I have been very disappointed in the cost of the TV and internet especially with the seasonal rate.
- Paying 225 for basic service is absurd!! We are seasonal and whenever we come down we almost always have to call for issues! Then they can only get someone here weeks later! There is always static viewing in and out.
- Charge too much for part time homeowner. Disconnecting service and reconnecting in season costs about the same as leaving everything hooked up. \$224/Mo is way too high for what Mediacom gives. It would be nice if there was competition. I prefer FIOS.
- I only live there 3 months a year, and I pay around @2500.00. That is completely ROBBERY
We have a lot of frustrating problems
- We own a beach house and would appreciate a build your own set of services that may be reduced during the off season.
- We come monthly all year long. Often cable is out after a couple Weeks and we have to call for them to refresh service.
- Need to come up with better rates and packages for vacation home owners who are paying for services and not there to use them like a permanent resident does
- The service is basically good. This is our vacation home. We have Comcast cable service in our primary residence in Maryland and that service is comparable to our Mediacom service. I consider both services costly. It would be beneficial if the costs could be reduced particularly in vacation homes such as ours in South Bethany. We get a nice break in the winter months with Mediacom's off season rates. It would nice to get a slight reduction during vacation season as well since we only occupy our vacation property about 30% during the season. I don't know if Mediacom can actually monitor daily usage of all three services. If so, then service activities could be monitored and not subject to abuse.
- Have requested vacation rate over the winter months but it doesn't necessarily carry over from one month to the next. I've made repeated calls to correct the situation
- Cable services adequate but expensive, especially for part time residents
- I actually did not disconnect my service during the winter this year (we rent our home) and continued to pay for a service we do not use because re-hooking up service has become a nightmare. The independent contractors do not know what they are doing. Last year one actually cut a hole in my wall looking for connection. The connection was right there 24" over from where he was looking. After finally completing I had to spend 46 minutes on the phone with someone in India to actually get my televisions in sync with service.
- Rates are crazy for vacation mode
- Our South Bethany home is a secondary residence. Inevitably, when I visit the house, the internet is either out, or needs to be re-booted. It is always slow. Oftentimes the cable is out, or had been out at some time.
- I think there service is terrible. Our home does NOT have the bottom internet package. The speed and connection is terrible. Cannot watch Netflix and use the WIFI at the same time.

Overall, Mediacom is OK as compared with other cable companies I have been associated with. As an owner of a 2nd home in Bethany. The cost is very high, even in the winter when I request the off season rates.

- We only get Internet with router rental when our house is open, generally March through November. The service has actually gotten better the last few years. Still not great value.
- Would like more premium channels included in basis service. I don't think they serve summer residents well financially. Even though there is a vacation rate, cost of cable and internet average \$100.00 / month. I wish it was cheaper

SERVICE RESPONSE

- If you have a late appointment they most often do not come. The quality of the techs varies greatly. They confirm many times for an appointment then if you miss one confirmation cancel your appointment.
- In person visit led to more timely service call
- Service has improved over the years since 1978 when I first started with their TV service. Service is not a problem now, but installation is poor.
- I feel they are a monopoly in this area. Service people are uneducated with what they are doing and providing. We needed to use the Geek Squad after they tried to set our service, they were here for four hours and it still was not set up properly.
- Terrible overall service.
- I had a service called cancelled that I did not cancel. We waited all day for the guy to fix internet issues. Internet is spotty. Goes out a lot especially if windy out
- Service is VERY expensive, the TIVO is hard to use. We have a Comcast DVR and it is MUCH easier to use.
- Sloppy work
- Service ratings are impacted by the lack of competition.
- Unacceptable to have to wait a week for service when there the cable does not work
- When internet service was installed the service person was late, did not have a good grasp of how to set up the router properly (I had to explain), and the wire was left uncovered for weeks before someone came to bury it. During some recent landscaping I found the wire was buried only one and three inches deep. I am not impressed with the effort but when you are a monopoly in the area, why bother.
- Service for outage poor
- Mediacom has ruined several of my vacations over the years with their poor service
- We have had such terrible issue with our TV & Internet they have made numerous visits to our home all which are logged and our bill is ridiculously expensive
- The town compliance person required me to resurvey my property related a dock project at a significant cost. The surveyor accidentally cut the Mediacom cable between the street and the house (no TV, no Internet). It took Mediacom 4 days to get to our house for repairs and then charged me \$49 to repair the cable.
- Install was debacle. Gave me a run around on timing. 2wks turned to 2mos. I had to ask my entertainment installer to return to complete the work. Paid by me.
- You appear to be trying to modernize your brand image and operations. Your service is inconsistent and information frequently incorrect. The attitude of services personnel is helpful and generally good.
- They provide poor quality service at prices that continue to rise without any improvement in offerings. Their service department is never on time, often creates more problems than they were there to solve. Their standard position is always that it is something inside the house, when none of our homes are our

primary residence so typically nothing has changed inside the house because no one has been in the house.

- Scheduling service call is always too far in the future for part time residents.
- I have a cable that is just sitting on the ground and have asked 4 times to have it taken care of and no one ever came out
- Mediacom service is poor. You have to wait at least weeks for a service person to come out repair your service. I have filed 2 FFC complaints regarding their service and hidden costs in their bills.
- Lack of customer service repairmen in summer
- The video and internet service is poor across the board. They are happy to come out every week but why can't the service be reliable? We have to call weekly but have stopped because it is too frustrating.
- Incredibly poor. Multiple calls to fix issues. Over 8 months to repair then did not adjust billing.
- Our internet and cable service was so bad, we cancelled it. They kept coming out but never fixed the problem. We could not rely on our cable TV or Internet service. It was horrible
- Mediacom service was discontinued years ago for TV because of occasional/frequent signal issues and associated poor response times to fix the issue. Internet service was maintained because there was no other option for cable internet. Technicians would come to the house to run some basic checks and provide no insight on the problem nor a solution. Then inform me that a cable truck needed to come and inspect the issue.
- They are unresponsive. Cut my line, did not tell me and it took six months of calls to get it repaired. Mediacom has been responsive to issue with my Internet service.

INTERNET

- The internet bandwidth is inconsistent. We are at the end of a street that obviously underserved and when seasonal population increases our Internet speed and TV quality is noticeably worse.
- Internet service fluctuates on speed and doesn't function on weekends when I need it the most
- Internet is now a utility and should be regulated as such. Mediacom is functioning as an unregulated monopoly and as such over prices the internet service with poor performance.
- Outages happen so often that I can hardly even use my Wi-Fi connected smart home devices. Very poor.
- Internet service is extremely slow.
- Internet frequently crashes
- When our internet has been down it has taken repeated visits until someone who knew what they were doing came.
- Internet is constantly (3-4x / day) going out and coming back on. Totally disruptive to doing business. Wish there was another choice for internet.
- Numerous visits required to fix any internet issue which happen all too frequently
- I wish there was competition for internet.
- Our internet is spotty - depending on what room you are in. We did call while we were all trying to work from home during the pandemic and they did come and it has been better. But the internet is not very good and I feel like we pay an awful lot per month for internet and TV.
- Internet is better this year, but has been real bad in the past
- The internet quality is outdated
- The data limits on the internet service are much too low. Any normal use of streaming will push you above the data caps. They should be raised or eliminated. I have used FIOS and RCN for internet service and neither have data caps. This is just another way for Mediacom to raise your bill without increasing the speed of the internet

- Improve the reliability of the Internet service. Internet goes down too frequently. I have trouble-shooted the issue; it is not the router or computer. Internet service at times is sporadic, which can be extremely frustrating.
 - Slow and unreliable internet service
 - Internet service routinely goes offline, TV often freezes pixelates
 - Internet is terrible. Prices are Way too high.
 - Internet is slow and not good with multiple users; expensive for what we get
 - Expensive. Internet is slow. Sometimes can't use smart TV apps. For internet outages and service calls there are long wait times for tech (can't get service in day or two)
 - Our internet service has been bad for the last 10 years. Intermittent outages, flickering on and off. We have had them out every year and every year it's the same thing.
 - Major 3 problem with internet, cable and phone are: (1) the frequency with which service all 3 service are either interrupted or totally down; (2) the inability of the internet to support multiple users (even three or more); and (3) the internet speed can be so slow that it is unusable.
- For basic cable TV service Mediacom is very expensive.
- Have had Mediacom service at another property in Ocean View for many years. Internet service is constantly interrupted and when it works is very slow.
 - Could be better - internet on my phone sucks, - always have trouble with on demand.
 - Internet speeds don't match what's promised in the package. Bandwidth can't always accommodate multiple devices in the same household. When there is a problem with cable or internet that can't be fixed over the phone, it can take up to a week to get a service appointment
 - Truly high speed internet service must become available from some provider, Mediacom or someone else. The current level of internet is unacceptable. I would willing pay more to get better internet service.
 - Internet too slow. On Demand is inconsistent...
 - Frequent outages, expensive, limited packages
 - The strength of the internet is terrible. This impacts cell phone usage which is inconsistent and poor quality.
 - Much too expensive for the provided internet speed which varies through the day.
 - Signal strength and quality continually substandard. Internet speed and bandwidth also subpar. No comparison to Verizon FIOS but yet prices are similar.
 - Just so happens we have no access again
 - Frequent Internet outages which is problematic if you rely on Internet to monitor your second home for safety, temperature, etc.; need flexible agreements for offseason rates - - we pay more to Mediacom than to our provider at home in DC (Verizon)
 - Internet frequently goes down
 - Phone & cable fine, internet has multiple issues (drops out a lot)
 - Intermittent internet connectivity, slow speed
 - There are too many outages and inconsistent connections. Why can't we get Verizon or some other competitor to bid?
 - Internet service drops off. Two years ago said they would replace line from pole and never have
 - They call it high speed internet but it's anything but
 - Expensive, slow
 - Internet goes out from time to time. I would be nice not to have any disruptions
 - I lose internet often. My TV constantly gets disconnected from the internet. I constantly have to reset box and reenter my password. My cable has been buried, but they never came back to remove aerial wire.

- Internet can be slow and unreliable at times. Internet is costly for quality provided. There should be a less expensive seasonal internet plan for lower off-season usage.
- Spotty internet at times. Have to reboot router; was given a TIVO set that does not work, so one TV is non-functional. Was told it was a TIVO issue and to call them. TIVO never returned repeated requests

CABLE TV SERVICE

- Need internet for TV. Keeps disconnecting.
- Currently have Mediacom for internet. We used to have Mediacom for TV services, such bad service, we now have Dish.
- It is the only service we could get. It is the worst service I ever had. Slow internet and unreliable TV.
- Mediacom is horrible service. Why can't we have Comcast like Sea Colony? There is no competition for Mediacom so they continue to offer mediocre and antiquated services.
- Recently canceled cable service with Mediacom. Also internet service is spotty - particularly in the morning
- We were so dissatisfied that we went to Direct TV and Verizon coverage
- I don't use their TV service because it is absolutely terrible!
- Too many TV outages. Poor response to complaints about this. Internet is often slow.
- Poor TV signal & internet speed. Costs go up substantially every year.
- The quality of the Cable TV service they provide is below average considering the cost. Roughly 25% of the time the channels are available and the other 75% of the time the standard "there has been an interruption in your service" displays. It costs roughly \$180/month for phone, basic cable, and Internet which is outrageous for poor Cable service, but since there is no other provider available primary and secondary residents are left with no other choice.
- Signal strength is terrible. Their attempts to improve it have been miserable.
- Previously had TV service but cancelled because not worth it with internet TV now
- Way too many outages and equipment doesn't support their services
- Mediacom cable service seems very reliable, however their internet service is very unreliable and always seems to require equipment replacement.
- The On Demand service is poor - we can only watch a movie for about 5 minutes before it freezes
- Buffering is the biggest complaint, they say nothing can be done
- Long wait, attitudes, expensive, unhelpful
- We had the triple play for many years and finally cancelled and now have internet only. Should have done this years ago. U tube TV is much better than Mediacom and we had nothing but trouble with our land line.
- Poor quality / many problems / over-priced
- We switched away from Mediacom for cable because of poor service.
- Seems to go out far too often compared to Comcast which we had in Florida.
- - I dropped Mediacom TV service a few years back when I used their search service to find a TV program for my kids and in the search results were several explicit adult titles.

EQUIPMENT ISSUES

- Boxes go bad and you have to return, then we got another bad box. Were told they couldn't test in the office, so had to drive back and forth until we got a good box
- Outdated software and equipment. It's 2020
- I have had a horrible experience with Mediacom's equipment failure of their DVR boxes, Modems
- I feel their equipment is outdated. It works OK but technology is OLD.

- Cable is barely under the ground. Less than two inches
- It takes a long time to get lines buried and the cable connections on the post to look reasonable.
- Need to re-wire all the cable and related connections that are underground as they are outdated\old and corroded causing terrible signal strength
- We have repeated Mediacom equipment failure problems.
- Service has been fine, though I think a bit too pricey. The boxes out on the street are all bent, beat up or wide open. They should check out West 3rd St.
- Unfortunately, I lost my internet service last year at S Bethany as my neighbor across the street had a tree cut down and my wire went with it. I had to wait all summer to have them tunnel under the street for a new connection as they are no longer doing above ground connections. I understand that. However, I am a summer resident, so I was without cable all summer. Now I need to wait until I can get to S Bethany to have them connect to the house—whenever that may be!
- Had a ton of issues with the internet service and the equipment supplied by Mediacom. We were not getting the speeds we paid for. After 8 or 9 service calls over a couple of months, a "senior" service person told me the equipment supplied by Mediacom is unable to broadcast the WIFI signal we purchased. I was told their job is to supply the signal to the house, they don't guarantee their ability to broadcast it in the house. The Mediacom agent suggested I purchase better equipment (expensive) for WIFI. I did, and it now works much better.

BILLING ISSUES

- Can't understand why they are allowed to bill up front for services that they aren't providing. In my case, I signed up for just internet but yet am being billed for TV service setup "That's standard part of the installation package even though you didn't request it" We bill it and then take it off.
- Internet had problems for a long time. They finally sent a tech who was really skeptical but finally found a bad connection up on the pole. Received minimal credit for months of problems.
- They refuse to refund payment on bundle package if not working properly. Gave me old equipment. Their Serviceman told us it was old

POSITIVE COMMENTS

- We have been satisfied with our internet so far.
- Much improved over past year
- Very competent service reps on phone and easy to follow
- Were willing to adjust internet service level/bill down in the winter
- My experience with the service has been good. I also like the TIVO based TV interface. Internet has also been stable and available for at least 2 years now.
- I do appreciate the off season reduction
- My last call to customer service regarding my Internet service was excellent
- I like the fact that they provide local affiliates from DC, Baltimore, and Philadelphia. It's convenient for seeing news coverage for our home area if that's what we're interested in and it is convenient for watching NFL games in the fall. I also like that they offer the offseason discount.
- They stepped up during the Covid-19 Crisis and waived metered internet service when they did not need to.

MISCELLANEOUS/GENERAL COMMENTS

- Media Crap sucks!
- Mediacom is a regional monopoly with no reason to upgrade its poor internet performance. South Bethany should allow other vendors to build a competing infrastructure either through wired or 5G wireless service.
- They are terrible. The copper on the town on the poles is eaten with salt. Mediacom should commit to fiber to the door or the town should work to obtain FIOS.
- Mediacom's services are very inconsistent, unreliable and expensive for the services they provide.
- Bring FIOS or Comcast to the area. Mediacom has monopoly with poor services
- Get rid of Mediacom
- Customer service is good, product is bad, lots of buffering, and internet goes down
- I had them shut down my service and they restated my service long before I wanted them to.
- Overall awful experience, especially for loyal customers.
- Mediacom is rated dead last every year in J.D. Powers quality ratings; ranked 30 out of 30 national & regional Cable Service Providers.
- A number of the links on their website to make changes are DOA and direct you to call them. One of the main reasons for having a website is self-service.
- PLEASE, PLEASE USE ANOTHER PROVIDER EVEN IF IT COST MORE MONEY DON,T USE THEM
Mediacom customer for 27 years. Finally got fed up with poor services and increasing poor responsiveness and switched to DirectTV.
- They are a monopoly and I would like another choice
- I wish we had a choice of a better provider.
- In April 2019 we had many more outages than we had during 30 years with another provider in NJ.
- Kick them out. Go for FIOS
- They are the worst company there is, please get literally any other provider here
- NONE
- They are the only cable provider and they flaunt this with lack of services and especially customer service.
- Mediacom is a disaster. We have been here for 13 years and have lived through regular internet and TV outages. 100% have been Mediacom issues, although they always want to push it to an in home issue. When you do finally get a tech visit, which often takes 7-10 days, the techs verify that the problem is Mediacom. I have Comcast in Salisbury and they are light years ahead of Mediacom for reliability and response. If Sea Colony can switch to Comcast, I don't know why SB can't.
Sometimes I think that since we are not full time residents that our speed is lowered and so when we get there we are not getting the speed we pay to get. Many times there is an issue when we get there based upon slow speeds
- I used Mediacom in the past for TV and their service was very poor. Please look at Consumer Reports magazine and their ratings for TV, cable, etc. You will see that Mediacom is rated at the bottom of all providers. Why continue with this poor company.
- Wish we had Verizon instead
- South Bethany should seek competition for services
- Mediacom is a joke. You might want to consider the fact that we're the *only* beach town to use them. Why do we? I would appreciate your letting us know your reasoning. Comcast and Verizon are both in the area and offer much better options and service. (I never thought I'd recommend either of them, but they're the mountaintop to Mediacom's abyss.
- We are Verizon customers at our primary residence. For less money with Verizon we get local programming (NBC, ABC, CBS, FOX, and PBS) and much faster internet. The internet through Verizon

can handle numerous people being connecting and also streaming and gaming. The internet through Mediacom is slow and not reliable if we have more than a few people connected to our Wi-Fi....so frustrating

- Mediacom is the absolute WORST provider! We have Comcast at our other house and there is no comparison. Sea colony has Comcast now, why can't we
- Perhaps the worst cable service I have ever experienced. The service is constantly being disrupted. Had to have two cable boxes replaced. Terrible customer service
- Switch to Xfinity
- If there was another choice, I would consider it.
- South Bethany deserves a much better cable/ internet provider.
- Go FIOS with Verizon. Mediacom was so bad I cancelled them.

Q29. Provide specific recommendations for ways in which Mediacom could improve their service delivery to South Bethany property owners: *CATEORIZED RESPONSES*

Answered 253
Skipped 157

LOWER RATES

- Lower prices, better customer help
- More products/packages, better price.
- Currently there is NO benefit to S Bethany to having a contract with Mediacom. The pricing for their services for long time loyal paying customers is horrible. Their pricing is so, so expensive.
- Cost is too high for me to afford cable TV.
- More cost effective
- Better and fairer pricing.
- Cost and quality improvements
- Lower the cost or give us more channels
- I know the contract gives a break, but I'd prefer competition to improve bad service and get prices lower. They're not good.
- Lower costs and do not charge for long periods of disuse when users are away
- The overall pricing seems high - we have only one TV and our monthly bill is crazy - with so many other options for streaming I'm tempted to try Hulu, etc. We have two accounts two properties and it would be very nice to offer a discount and also an AARP discount - thank you!
- Mediacom needs to provide South Bethany with bulk pricing. They reward new customers with low promo pricing but to long time loyal customers, no reward to loyalty. Pricing is so, so expensive for long time loyal customers!!!
- Besides ensuring consistent signal strength, number and quality of TV programs available to access for free is very limited. To be able to fast forward and rewind regular TV is ridiculously expensive - should be part of basic package. Comcast is 2 - 3 times better in all respects.
- Consistency in the service provided and cheaper rates.
- Give more value to longstanding customers by offering upgrades for introductory costs, or adjust the package price when it's increased without added upgrades.
- Lower prices; better internet
- Pricing is very high for poor quality service
- I am charged \$45 more a month for less cable and internet. Additionally, I am charged rent of equipment when the system is not turned on. FIOS does not charge me rent when the system is turned off and provides faster internet with less disruptions and more HD channels.
- make internet service price more reasonable
- Lower price substantially, improve internet reliability
- Compared to service providers at other locations Mediacom has a premium price for a very basic cable and internet deliverable. Having multiple providers to be able to utilize should result in better value to homeowners.
- Reduce rates
- Better Pricing
- Better programming, with stable costs.

- Lower pricing.
 - Reduce cost
 - Overall cost is too high compared to service outside of South Bethany (FIOS was less costly in MD)
- Reduce rates
- Lower prices. Discounts for off- season.
 - The cost is far too expensive for what we get. I was told rates wouldn't go up and they did. And I wasn't told about winter rates (even when I was asking for lower- priced options until I explicitly asked for it. And I was told they wouldn't backdate the start. I can't continue to pay \$150/month for cable and internet.
 - Internet is more expensive than Comcast in Colorado and we get faster speeds in Colorado for that cheaper price.
 - Be much more flexible. We are paying high rates for cable and service needs to improve
 - Simply put I feel the cost for the service is too high compared to similar services I have in houses in other areas. I also do not like the limitation on internet usage per month, I do not have this limitation or billing element anywhere else. They do offer a 'winter' pricing model that reduces the monthly fee but may curtail services. That makes is less attractive for people who use their 2nd homes sporadically during the off season.
 - Lower fees!
 - More value for my dollar
 - Lower cost
 - Cheaper for more data
 - Mediacom needs to size their "pipe" to meet the summer demands. We are tired of paying premium prices and receiving below average service. The excuse of we are overloaded because it is summer is not acceptable. We are in the process of building our home in which we plan to live permanently. It would be nice to have dependable cable and more importantly internet service.
 - Price is too high compared to our service at home.
 - Price and package options. We spend our money on services we barely use - just have high- speed Internet for when the time comes for us to come to the beach house
 - Lower cost.
 - Competitive rates, direct TV offers so much more for so much less and I don't have to haggle with the customer service annually
 - Better pricing
 - Cheaper rates.....It's a total monopoly. My rates don't include any premium channels or packages, and it's a sham to have to pay over \$150/month when you don't live there full- time, but rely on the internet for cameras and HVAC thermometers.
 - Is there any way that South Bethany could negotiate a better rate if there were a higher percent of cable users used Mediacom Cable. This is what Sea Colony has done. Are there any other providers who are interested in providing internet service? Could they deliver a competitive bid?
 - Group discount.
 - Lower cost, especially for Internet only customers
 - Too expensive
 - Improve pricing, responsiveness, quality of service

IMPROVE CONNECTIVITY ON CABLE TV AND INTERNET

- More dependable internet
- Maintain reliable connectivity
- Provide better internet service with less outages

- Internet service could improve. Reception often goes in and out
- More reliable cable signal and internet speed and functionality.
- Higher more reliable speeds for less money.
- System needs to be updated to state of the art. In Florida we have ATT direct TV and it is cheaper and 100 times better.
- Just keep it dependable. Steady.
- Improve internet service.
- Internet service is unreliable at best. Internet goes in and out regularly almost on a daily basis. I don't know enough about service delivery to offer specific recommendations to fix this. I just know it always has been a problem. Service isn't consistently inconsistent.
- Could have better and faster internet service
- Have cable and internet that works all the time
- Speed up internet consistently. Fix spotty channel outages. Reduce price! For all this headache, it costs far too much.
- Improve internet connection to be consistent
- Better internet service
- Increase or eliminated data caps on internet service.
- Improve the reliability of the Internet service. Internet goes down too frequently. I have trouble-shooted the issue; it is not the router or computer. Internet service at times is sporadic, which can be extremely frustrating.
- Do quality cable and connections
- No outages, and if there are outages quicker response time
- Provide consistent internet and cable networks. The one here isn't that way. If you need to work from home in South Bethany, forget it...Mediacom cannot be reliable to enable that.
- Improve uptime
- Higher speed. Wider bandwidth service
- Become reliable service.
- Internet is slow, unreliable and goes down all the time. This is my biggest complaint and needs to be fixed.
- improve quality of the internet service
- Faster Internet
- increase internet speed.
- Give me another option for internet, the key is high speed internet.
- Provide high speed internet.
- Limit outages,
- The infrastructure needs to be updated.
- Internet goes out frequently
- High speed cable is pretty outdated given that fiber optic has been around for 15 years. Download of 100 speed only provides 25 MB upload for \$79/mo. That is pretty high priced competitively and it seems to be lagging in my streaming YouTube TV and other streaming apps like Prime or Netflix.
- Fix the buffering
- Boost the signal and keep it there.
- I pay for high speed internet and it really is not and besides the Wi-Fi is spotty and very weak depending on where you are in the house
- Better quality TV and internet
- Better internet speed
- To be fair, the internet has improved over the years. It could always improve for the high amount that we pay.

- Internet...higher speeds lower costs
- Better quality, higher speed Wi-Fi service
- Internet needs to be more stable.
- Broader bandwidth, faster internet, reliable connections
- Better speed
- Get consistency! Almost weekly we turn on the TV and it needs to be reset.
- The service gets overwhelmed in the summer time with all the renters. They need to increase their bandwidth.
- Internet connections.
- Faster internet for a reasonable price.
- Make WIFI signal stronger

INCREASE CHANNEL SELECTION

- Better selection of channels and faster internet with further reach of service.
- Update on channel changes
- Better channel options and reliability of service.
- Offer more Channels in basic service or basic service plus plans.
- Provide more HD channels, more on- demand options, NO internet bandwidth restrictions, and higher internet speeds
- Add channels, restore music channels, less down time
- Allow for local channels only at a low base rate and allow for low cost internet only during offseason
- Give more channels with basic service since they overcharge anyway.
- There are channels that should be provided at no extra charge (TCM, Smith, MGM, Reelz, Wild) given the ridiculous price we currently pay.
- Need more programming like FIOS
- Reduce price of service, make TIVO easier to use.
- Have normal channel numbers without boxes- example 11.1, 16.1 etc., we will not pay for the boxes to have normal numbers!
- Furnish Philadelphia channels
- Add more HD channels
- Better TV guide
- Provide NFL Channel in basic package, not as an add on
- It would be wonderful if Mediacom could provide sports coverage of any Philadelphia sports teams!
- Better TV stations. Include Philadelphia for sports
- Increase the number of channels and free movies. The price, over \$100 a month is very high for so little content.
- I would like access to the ACC channel
- More flexibility in adding a channel outside of package.
- More HD channels, fewer religious and shopping channels or make them optional
- Add some Philadelphia programming, I.e. Phillies, Eagles, Flyers.
- Expand the number of channel offered and reduce the price.
- Give us a choice in some of the channels included in the packages
- Provide program listings monthly

ADJUST SEASONAL RATES AND IMPROVE RETURN TO SERVICE PROCESS

- And the first couple of years they said we would be eligible for that then when October came around they said we Services are very expensive for what we get. Even the 50% off season discounted rate is too expensive. Was not eligible which made me very mad. So some years I cancel service altogether and restart in spring which is a pain.
- Provide discounts/reduced rates for off season which can be requested easily through the website. Provide regular notice to customers on how such reduced rates can be requested and accessed. When we had cable TV we had to call every year and often had to call multiple times to get the discounted rate.
- We have never paid a hook up or disconnect charge in 20 years. They are now charging \$50 to connect. This is a disgrace!!
- Extend the OFF Seasonal period from 6 months to 8 months. Most residents are only here June-Sept.
Seasonal service rates/plan for summer users. It's too expensive year round
- Cost. Only use half of year.
- Seasonal rates should be more reasonable. With the movement to more online services- it's hard to justify keeping cable at all
- Reduce the cost of the season rate. It's barely a savings.
- Have a seasonal price that does not need for the equipment to be turned in each season.
- would like to have a seasonal plan option
- Although I pay the same \$200+ even when the property is vacant, services are often not working for renters when they arrive in the spring. I have often wondered if my services are disconnected and then resumed when I call about this.
- Automatically switch to the off- season discount for customers who have gotten it year after year or send them an alert to convert in October
- I do like that they have a reduce rate from Nov - Apr.
- Allow the ability to "freeze" service at a significantly reduced rate during off season months.
- My service is only affected at the beginning of the season; they need to make sure when all of the owners that RENT their properties call to re-connect service they don't "mess up" the service others have. I was told that because these houses are adding back service it kills the bandwidth and therefore causes service issues for those that DON'T rent.
- willing to pay more to have TV but only during summer; had a plan but constantly have to call to get offseason rates
- Let us get a break on cost in the winter.
- Would be nice if there was a simple way to suspend internet service during the winter.
- Be more responsive, offer better plans that account for lower usage off only use season
- Make seasonal rates - to get discounts during the non- season - November - April
- Allow a period longer than 6 months for seasonal service. We our home for the three summer months and would like a longer off season rate.
- We pay for the full year and only use services 3 months!!!!
- Offer in-season rates
- Setting up the off- season discount is frequently an adventure. Some years it goes very easy- the customer agent is familiar with how to set it up and it gets done with minimal effort. Other years it's been like pulling teeth- it can be very frustrating as a customer. 2018 was a disaster. I had to go over and over with the rep what I believed the correct charges were, and although the rep finally processed the credit I thought I deserved, she never would agree that I was right.

- Do not make long time seasonal customers return the equipment. Insure immediate tech service because of season and tourist nature of South Bethany - a visitor for a week does not want to wait days for a technician
- Would be nice if they could turn off the service and then restart without having to return equipment and start over each year.
- Provide low off season rates so don't have to disconnect
- Better packages at a lower cost. A good seasonal package/6 months would be helpful.
- It would have been nice if Mediacom let home owner on seasonal 2nd home know that there is a reduced rate in the winter. The cost associated with this is still very high. Homeowner cannot cancel and pick back up in the spring. We only go down to the home occasionally in the late fall, winter and early spring. Usage is minimally yet we still pay a substantial rate. It would be nice to pay based on usage in the fall, winter and spring. Also, I try and pay my bill electronically, but their website never seem to work correctly. I have paid over the phone and once I have a person, they are usually very nice.
- Add a season cable TV package
- We shouldn't have to pay since we can't come to our home right now. They will only give us a 60 day "seasonal" but that's unreasonable since we don't know when we can return

IMPROVE CUSTOMER SERVICE

- When I contact customer service a bull dog like person gets on to tell me they're nothing that can be done/ take it or leave it
- Better outage response
- Better customer service and more transparent (i.e., price listings for services)
- My opinion is service has improved over the past year. In the past, calling Mediacom office with issues would require an hour or more commitment. The updated website has helped greatly. Customer service appears much more responsive in recent months, and I have worked with flexible and competent customer service reps. This has not been the case in the past. There have been very frustrating instances of trying to communicate. However, again, the past several months have shown strong improvement. Thank you.
- Provide clear information about customer's service breakdown online.
- Improve call center.
- Re- enabling self- service options on their website
- Provide a live contact person for service interruptions instead of long and awkward "robo" process on the telephone.
- Better ability to speak to a customer rep. They are helpful if you can reach them
- Provided out of date equipment! Poor customer service. Scheduling for repair is very far off!!
- We have 3 properties in S.B. one which is a rental. I waited over 20 minutes to talk to a Mediacom rep. and she couldn't care less about my concerns of having a tech actually go into the house to do the installation. I told her I would open the door and the tech would have the house to themselves while I waited in my car. She said she couldn't tell if that was possible. I asked if she could find out if it was possible and she said she couldn't. We're going with either DIRECTV or Streaming.
- They need to be more responsive to issues, more accommodating on service calls and overall more respectful of the customers' issues and complaints fixing them and not providing excuses.
- The call center was totally oblivious to my recurring problem with five channels. Every time I called, I had to "reinvent the wheel" and re- describe the problem over and over and over again. Since this problem was area wide, the local office should have been coordinating the problem with the call center.
- A designated individual with Mediacom who can handle complaints from South Bethany home owners.

- More responsive customer service for problems and service visits.

UPGRADE EQUIPMENT AND BETTER MAINTAIN EXISTING EQUIPMENT

- Fix the boxes on the street - 1/2 are open
- Better software on TV and better equipment.
- Infrastructure investment?
- Place all service lines underground. I will deliver pictures to town manager to illustrate what I mean.
- Improve the Fiber Optics or Infrastructure that delivers to So Bethany
- Revamp entire system, bring it up to date and current!
- Invest in the infrastructure or lower the cost of data
- FIBER to the door. Copper is eaten by salt in the environment. Mediacom's poor service complaints are a direct result of copper affected by the environment and working with them to provide a fiber optic solution is the key to solving many service complaints and loss of connectivity. Availability of Fiber to a residents door increases property values my 3% nationally.
- New underground cable and connections from the pole to the houses
- Underground cable.
- (1) upgrade equipment; and (2) consider underground delivery systems.
- Improve the quality of the routers and DVRs.
- I would suspect that all the cable lines are old and need replacing since service frequently goes out
- More selection of viewing at affordable rates... they are totally obsolete
- Provide customers with most current, functioning equipment.
- Be proactive in upgrading equipment to adapt to increased internet speeds without further charging an already costly service.
- Upgrade system. Replace aging cables
- upgrade your lines and equipment.
- Offer equipment that can actually handle the speeds we buy from Mediacom
- Boxes are clumsy
- Need equipment that automatically reconnects Internet remotely; need automatic offseason service/rate changes for those who would prefer it (they make massive profits off our negligible use)
- Don't put their wires across people's driveways
- More up- to- date equipment & proactive monitoring of service
- Clean up the cables on the telephone poles. All the lines are everywhere with some of the homes' cables laying above ground. Really bad look and certainly contributes to service issues.
- Better quality work on the cabling at the poles. The poles are a mess of old and new wires (electrical too) rather than the work being done neatly.

IMPROVE BILLING PROCESS

- Having bills adjusted in a timely manner. My online bill is inaccurate so I don't know how much I actually owe.

IMPROVE SERVICE RESPONSE AND COMMUNICATION

- Make it much faster and fix the buffering issues

- How about when you make a service appointment and drive six hours to be here that the service guy doesn't show up and not be able to do the work. Happened twice to us.
- Very hard to schedule our necessary internet service calls as this is not our primary residence.
- Improve systems operation and more timely service ("We can have someone there in 2 weeks". doesn't work or "Our subcontractor is handling that and we have no idea when they will be there" - just not acceptable!)
- Better response time when problems arise.
- Show up faster
- Service is always late or doesn't show at all and no phone call. I travel from Annapolis md for service appointments and all I get when they no show. "I understand sir, I am very sorry" not a reasonable response when your people don't show up for their appointments. This has happened numerous times over the years.
- More flexible times for service, responsiveness, focus on customers' needs not the script that is read at the call center.
- Provide faster response time
- Better infrastructure maintenance and faster response times when problems arise
- Service time/dates do not work with my interim use of the property....can never get an appointment that fits my schedule.
- Improve service and reliability.
- Respond to internet outages within 24 hours - took me 4 days to get them to come out to repair the outage that their team caused installing my neighbor's internet
- Quicker response times for cable TV service
- More time slots for appointments. Workmen show up on time. Workmen all seem to be c employees and not expert on installation. Seasonal rates are exorbitant for the service provided. It is impossible to get somebody on the phone and if you do, it is someone in the Philippines who can't answer any questions.
- Have more appointments available. We have had to wait weeks to get someone to come out
- Discontinue service offering. They clearly have no desire to provide top services for customers
- Have appts. available next day or 2nd day at least.
- Lessen the routine outages. When we see a Mediacom truck on our street working on another house, we assume that we'll lose our connection because of it!
- They could be a little faster in fixing problems
- More responsive to outages, problems

PROVIDE MORE WELL- TRAINED SERVICE TECHNICIANS

- Have someone more available to check signal levels outside the homes. Better protect connections from salt air
- Difficult to schedule appointments, not enough technicians
- Have a better system for contacting their technicians in the field so that customers can be serviced sooner when necessary. Their current method involves emailing the dispatch center and then having to wait to hear back. It's 2020, there should be a more efficient way to process this.
- Hire people who know what they are doing.
- Less use of contract techs
- The independent contractor service people generally were not able to remedy technical issues. The once or twice I got the company service person, they were better.

- Unsure why one person digs the ditch for the cable, one person connects the cable up the post, another person had to come back to attach cables properly to post and then a forth comes to connect service to the home.
- I work from home full- time here in South Bethany and need my service to be reliable. It can be inconsistent — and that is a big problem. Also, when I do have a problem, I need service technicians who are knowledgeable. I've had wildly different experiences with technicians — from great and helpful to terrible and a complete waste of time. When I do have an issue and need a technician, I want to be confident that I'm going to get a well- trained professional.
- More employees in summer
- Train installers and have job completed when they leave.

TELEPHONE SERVICE

- Improve telephone quality and improve network quality
- Delete phone and stop charging for this service since we do not have a phone on the property. Renters do not need a house phone.
- Don't need the phone which is part of the package.
- Eliminate the phone option in order to receive a better package rate – landlines are becoming obsolete

MISCELLANEOUS SUGGESTIONS/COMMENTS

- Give up
- There should be a LOCAL representative PROFESSIONAL to contact to address questions on winter rates, changes in rates, special packages, i.e. A HOTLINE SPECIALIST THAT KNOWS SOUTH BETHANY.
- We have Comcast at home. Compared to Comcast, Mediacom make great plumbers
- Switch to another provider
- Competition or regulation as a utility.
- I would like to see other choices
- Get an alternative vendor
- Would very much like to have another provider
- Mediacom should operate as if they had competition.
- Bring FIOS or Comcast to area
- Get rid of Mediacom. No way to improve.
- Mediacom is a dinosaur compared to Xfinity which I have in my Sea Colony house.
- You won't get them to improve. It is a monopoly.
- The only way Mediacom will get better is if there is more competition in the area to motivate them to do so. Since FIOS isn't an option and Verizon's internet speeds can't compare, Mediacom knows they are "the only game in town."
- GIVE THEM MORE THEN ONE OPTION
- We need a second option
- It would be beneficial to have competition with another provider. A shorter term agreement would give us some options.
- Offer Comcast/Xfinity....
- Not be the only provider.
- Need some competition.
- They know they are the only service available.
- They need some competition to avoid the abuse to customers

- In a 6- 9 month process, Town needs team of experts in Cable/Media Technology to negotiate on behalf of the town; Town should have 4- 5 service providers to negotiate best possible service & price for town; I worked in Cable TV & Media Technology Services for 33 years.
- Appears they are subpar to other cable companies in many ways. Nice enough people. Terrible response on issues. Broken/no processes within their operation.
- Better
- Without competition they have no incentive to improve anything. They will continue to charge South Bethany homeowners whatever rates they want, because there is nothing we have as a viable alternative at least for Internet.
- Please give options beyond just Mediacom, they are the worst
- YES don't use them
- Get Verizon FIOS!!!
- Delivery is not really the problem - Mediacom is as bad as most other service providers.
- Go to another provider like Comcast.
- Let Comcast take over their lines
- HAVE NONE
- Sell the business to Verizon.
- Turn the service over to a competent provider. Mediacom may have a market somewhere in the US, but they shouldn't be the provider in SB. I will be glad to provide specific detail on the issues I've had with them.
- Too many to mention
- Get Comcast involved so they have some competition.
- Sell their company to Verizon or Comcast
- Wait for FIOS to come
- Because there is no competition, Mediacom is not competitive with their service or rates.
- Don't lie
- The best thing would be for them to slink off into the darkness. (Have you looked at the company's history?) They could start with sending out trained technicians. We've had, by some miracle, a couple of good ones, but most of them spring from the mud flats of the gene pool.
- Mediacom needs competition so it will be forced to improve
- Let's get competition. Verizon
- Get rid of Mediacom; not possible to improve.
- Town should get a different carrier. Or should penalize Mediacom for poor service to incentivize it.
- Leave

Q30. Provide specific information about why you do not use Mediacom for Cable TV service: CATEGORIZED RESPONSES

Answered 125
Skipped 285

COST

- Cost
- Terrible service. TV always going out.
- Expensive.
- Canceled cable due to high cost. Their plan covers many stations that we do not use. Premium stations are expensive
- Cost and most guests are ok with streaming only.
- Cost and need to rent their equipment.
- Too expensive. We should have another option besides Mediacom.
- Cost
- Too expensive
- Too expensive
- Too expensive
- Price for basic cable was ridiculously high! Bought a Fire Stick instead
- I cast everything to google chrome. Their cost for the product they provide was a joke. The customer service is HORRIBLE! I can't express that enough in writing.
- Too expensive, and now I use internet streaming
- Too expensive and unreliable.
- Cost escalation, mediocre programming, not a quality signal that enables modern TV sets to perform within capabilities concerning picture quality.
- Very expensive relative to the alternatives. We use internet and streaming services.
- Too expensive - especially since this is a 2nd home that we only use half of the year. I use Mediacom for cable in Bethany. I was comparing them to Verizon who I use in my Philadelphia home
- There fees tripled in the last 4 years from @12.95 to @64.95 a little over the top.
- Extremely poor service overall they are atrocious
- Cost and poor attitude
- Service is not worth the cost
- I used to... service cost increased and was terrible
- Price, price, price. For the services and channels provided in particular, the cost should be half of what is currently charged, especially to communities where the usage is minimal.
- They were expensive and horrible
- Too expensive
- Price and service.
- Too expensive.
- Way too expensive. We have switched to Roku and use various internet applications to get TV.
- Cost of service
- Pricing, responsiveness, quality of service/support

QUALITY AND RELIABILITY OF CONNECTIVITY TO CABLE TV

- We use DirecTV, better picture, better service
- We do use their cable TV service but have found the quality of video delivery inconsistent
- Poor connection and constantly unavailable
- Terrible Cable TV. Would not even consider them after using them in the past.
- ROKU is much better and I subscribe to YOUTUBE TV
- Constant outages, too few premium stations, no music channel, no voice commands
- Returned three years ago, TV service was out. Called MediaCrap, it was going to be over a week before they could come out. Called Dish, they came the next day. Dropped MediaCrap.
- Used to have it. Cable signal was very poor and often had static and ghosting. Many service trips did not resolve it. Poor service.
- It is really marginal compared to FIOS that I have at my primary residence. Using Verizon cell based services now.
- Too many outages and trouble.
- I use them because it's the ONLY cable option. We are close to ending the TV package and using Internet and phone only
- Utilize other services instead, such as amazon or Netflix
- We did use it for many years but after so many years of bad signals and no solutions from Mediacom, we opted to switch providers.
- Mediacom was pixel central. Very unsatisfactory.
- Used Mediacom for year and service was terrible, outages all the time. Switched to Direct TV and have been very satisfied. Mediacom is a losing proposition for South Bethany!!
- Wish we could get Comcast/Xfinity
- Stream with ROKU stick
- Poor reliability, quality, and service when we subscribed, I've seen no indication it has changed.
- I use it because I have no other options.
- I had Mediacom cable for many years. A few years ago, I was not getting a signal and they could not figure out the problem. They therefore put in a wire extending from the street, across the front porch, underneath the front door and then to my two TV sets. Having a wire going across my front porch and underneath my front door was very dangerous so I continually complained and nothing was ever done about it. It was then that I switched to Direct TV who had no problems at all with their installation.
- Could not imagine returning as a customer - none of my neighbors are happy!
- Quality Poor; Value Poor; Internet Service is Pretty Good,
- YouTube TV much better at less cost
- I switched to dish even though I find them unsightly. Where we are at the end of South Anchorage, when we all had cable service from Mediacom it seemed as though we could never all have our cable service working at the same time. Service personnel told us that the signal is very weak at the end of the street but they refuse to do anything to improve it. Cable was constantly going out and you would have to call their service number which was a disaster. I couldn't take it anymore.
- A few years ago we were very disappointed with Mediacom and changed to Dish.
- Years ago I switched to satellite TV because of Mediacom frequent interruption of service and poor video quality
- They suck!
- Channels went out on a regular basis. They installed and left without demonstrating a receiver box not capable of displaying closed captions without going through multiple steps every time a problem

was watched. Every system I've used always allows it set up in settings and has a button on the remote. Their customer service was poor and some channels went out on a regular basis.

- We prefer to stream and get our local sports/news.
- We prefer to stream and get our local sports/news.
- Did not like Baltimore news channels, TV quality was poor, cost was too high.
- They do a very poor job
- I can't be too specific because my issues with Mediacom happened years ago. However, the customer service at that time was so bad over an extended period of time. I vowed never to do business with the company again and so I have DirecTV. Never will I do business with Mediacom.
- Have cut the cord - only use streaming TV through internet
- The cable TV and internet constantly went out and they could not fix this.
- We are thinking of going to direct TV. This is the worst cable TV service I've ever had in my entire life.
- Use U tube TV.
- They are not at all competitive in offerings, quality or price. Just an FYI - my condo building in OC switched to Direct TV and it is soooooo much better!!!! and so much more affordable!
- I now subscribe to YouTubeTV and am saving \$40/month for the same service
- Poor service when previously had Mediacom for cable.
- Do not use Cable...can access entertainment other ways that are much more affordable.
- No need for cable TV. We use the Internet to stream online TV content.
- Had too many problems. Also learned that internet worked much better without better when TV is not pulling off of the same line
- Occasional disruptions/outages and poor response times to fix the issue
- I am actively investigating "cord-cutting" options. I already have an Amazon Fire Stick and Amazon Prime, and it's looking mighty good as an alternative at \$119.00 per year!!
- We don't need Cable TV at the beach, just use streaming.
- We used them in the past their cable service was expensive and unreliable. Getting a service appointment before a week was impossible. We did try satellite for a couple of years, but it was also expensive and limited, and they didn't provide the major broadcast networks. We now get internet DSL, which is slow, but we'd prefer to avoid going back to Mediacom
- Have antenna, and streaming services
- Looking to stream only

RELIABILITY OF CONNECTIVITY TO INTERNET

- Not reliable.
- We have been Mediacom customers in the past on and off since the 80s. Our most important need at the beach is fast internet service. We also use the internet to regulate our HVAC system. Unfortunately, due to the frequent outages, it is impossible to use this Internet based heat and A/C regulation via the internet. Once the internet is lost, the system needs to be re- set in order to function properly. We also need the internet to be fast as my husband and I work as CPAs in Bethesda and need a robust system. We have not been able to get this through Mediacom or anyone else, for that matter.
- Based on the poor internet service, I would not trust the cable service.
- The WiFi barely works. Always have to reboot. I do not need another problem to have to fix or wait to be fixed.

SERVICE

- I am having it installed - could not get an appointment for 2 weeks
- Terrible service. TV always going out.
- Poor service overpriced.
- Very poor customer service. If you have phone, and TV service and TV goes out so does your land line phone.
- Had such poor service, poor responses, and long waits for service. Have Direct TV and will never go back.
- When we built a house I drove 2 1/2 hours to meet the tech for installation. He was 4 hours late and looked at our house and said he couldn't do the install because the driveway was muddy. I told him to wait because I had the direct number to a supervisor. I called her and she asked to speak to him. I got out of my truck to hand him the phone and he was gone. Left the job he was supposed to do, and was hours late. Until there is competition here nothing will change and Mediacom knows that.
- Just terrible service.
- In the past I did not feel they were responsive to problems.

SEASONAL USE VS COST AND PROCESS

- Not worth the money for the amount of time I would use the service
- Not a great value for part timers
- We use internet streaming services for TV
- Did not have good winter turn off rates like direct TV has. That is why we use direct TV. They turn off for winter and don't charge us.
- Mediacom Cable TV is way too expensive for what is provided, particularly for seasonal residents.
- For a second home, it doesn't make sense to buy TV service when there are online alternatives for the minimal time used.
- This is our summer house
- No need for the additional expense when we don't watch that much TV while we are there. We stream if we want to watch something - only part year resident
- Too expensive for value if service, limited flexibility off season, cost of add ons such as cable boxes
- TOO EXPENSIVE FOR SUMMER USEAGE
- Unresponsiveness/inability to cut off service in off season
- Too expensive. I would subscribe if they offered a seasonal subscription. I now subscribe to YouTube TV but I'd rather use Mediacom for Cable TV if the price was right.

MISCELLANEOUS COMMENTS

- I wish there was a choice
- We do since we rent and there is no other game in town.
- Only option
- Can't wait to change. They have a monopoly.
- We wish we did not have to use them. Any other options?
- Cut the cord- Don't watch broadcast TV any more.
- We don't have another choice.
- If there were another provider, I would outside of Satellite.
- Wish Mediacom was not here but do not need a dish!!
- We wish we had more choices. It is a terrible company that provides miserable service.

- Our home is under construction. Prior to that we were Mediacom customers for over 15 years at our current and prior addresses in South Bethany.
- I do use it—when I can!!
- Terrible company