

PRESS RELEASE

Portsmouth Cable Television and Communications Commission Announces Comcast Survey Results *Residents Express Mixed Satisfaction and Concerns about Comcast*

PORTSMOUTH, NH – The Portsmouth Cable Television and Communications Commission today announced the results of a survey held during November and December of 2016 to determine the level of satisfaction Portsmouth residents have with the services of Comcast, Inc. The results from the survey will be used by the Commission to advocate for improvements to Comcast’s services for the residents of Portsmouth. The survey was conducted as part of the Commission’s ascertainment process to measure Comcast performance ahead of franchise renewal negotiations. Comcast’s franchise agreement with Portsmouth expires October 31, 2018.

Ron Poulin, Chair of the Cable Television and Communications Commission stated: “The Commission wishes to thank the 271 residents who responded to the online survey. Residents represented all voting wards and most (88%) have subscribed to Comcast for more than three years.”

In the first section of the survey, residents expressed mixed responses when asked about their satisfaction with Comcast’s services. In a summary of the six questions, 39% stated they were extremely or mostly satisfied with the services, 29% were neutral and 32% were either extremely or mostly dissatisfied. Many residents (48%) were extremely or mostly satisfied with how quickly Comcast fixes problems. Questions in which residents stated they were extremely or mostly dissatisfied included dissatisfaction with the politeness of customer service (41%) and with Comcast’s high definition (HD) service (41%).

The second section asked respondents about problems they may have experienced with Comcast. In the most significant findings, residents stated they had no problems with delays in repair service (70%), had no problems with volume or sound issues (75%), had no problems with billing (69%), and had no problems with cable converter box failure (63%).

In a third section that allowed respondents to enter comments, of the 219 comments there were 104 references to the high cost of Comcast. Additional frequent comments mentioned concerns regarding poor service, a desire to choose specific channels with a-la-carte services, and a dissatisfaction with the perceived Comcast monopoly.

In regards to local channels and resources, 81% watch City Council meetings on Channel 22, 76% are aware of the local access channels, and 87% were not aware that complaints regarding cable service can be sent to the Commission. Mr. Poulin advised that complaints could be sent to his attention as Chair of the Cable Television and Communications Commission using the general contact link on the City website <http://www.cityofportsmouth.com/misc/contact.htm>.

Complete results of the survey are available upon request.