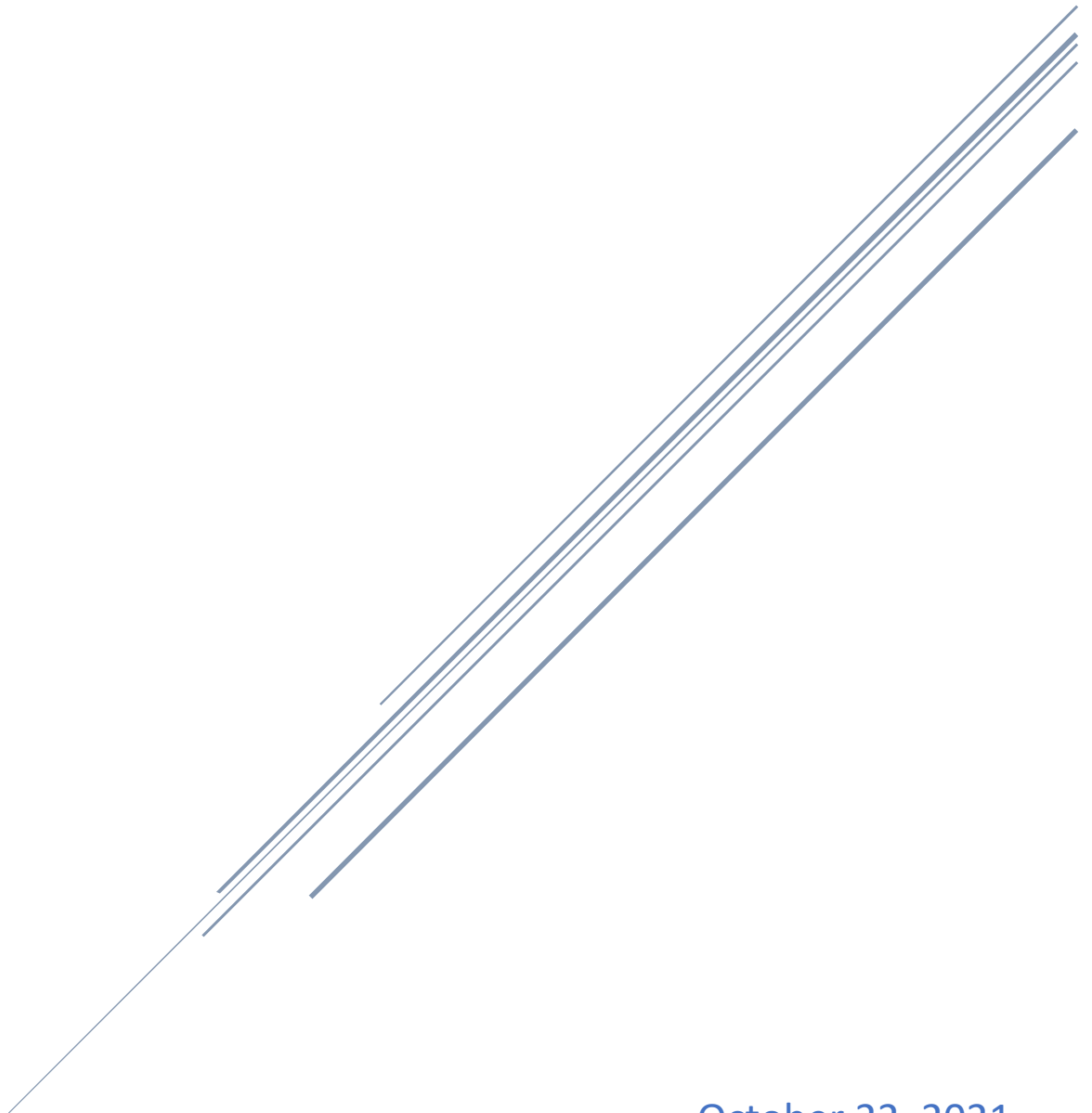


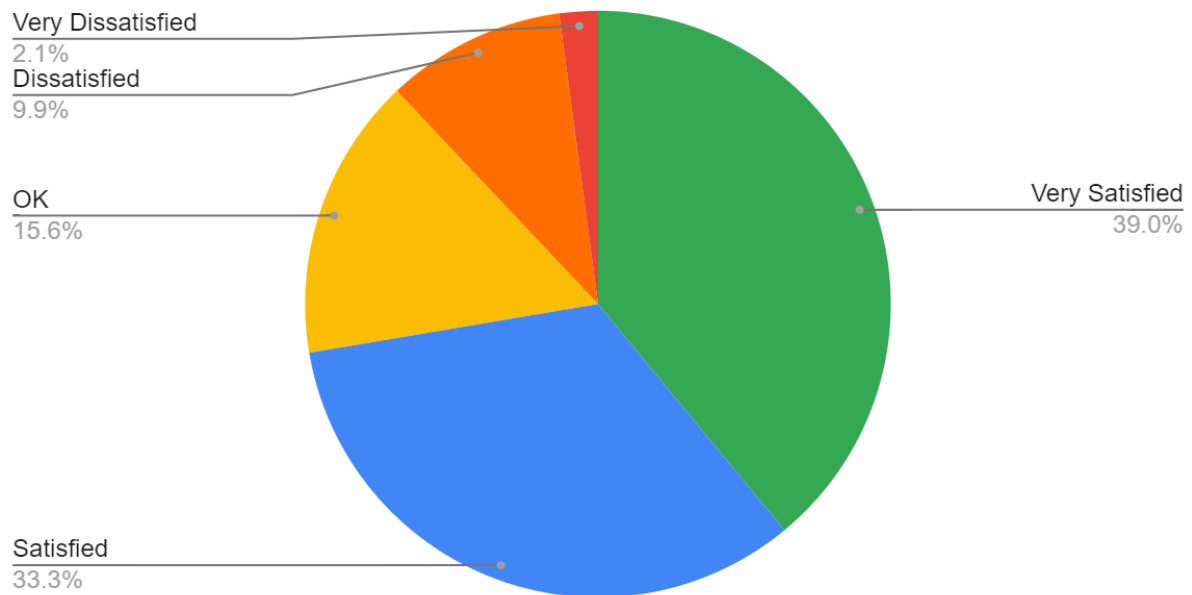
BERNARDS TOWNSHIP UTILITY ADVISORY TASK FORCE

2021 Resident Internet Survey Results



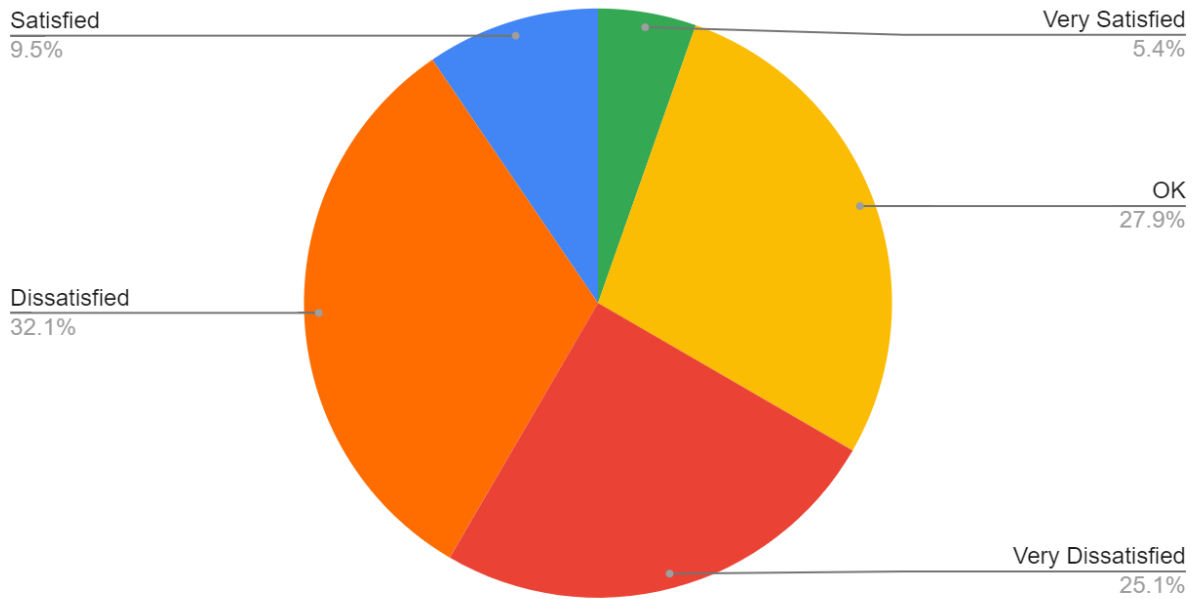
October 22, 2021

Bernards Township Verizon Fios Internet Satisfaction (142 Responses)



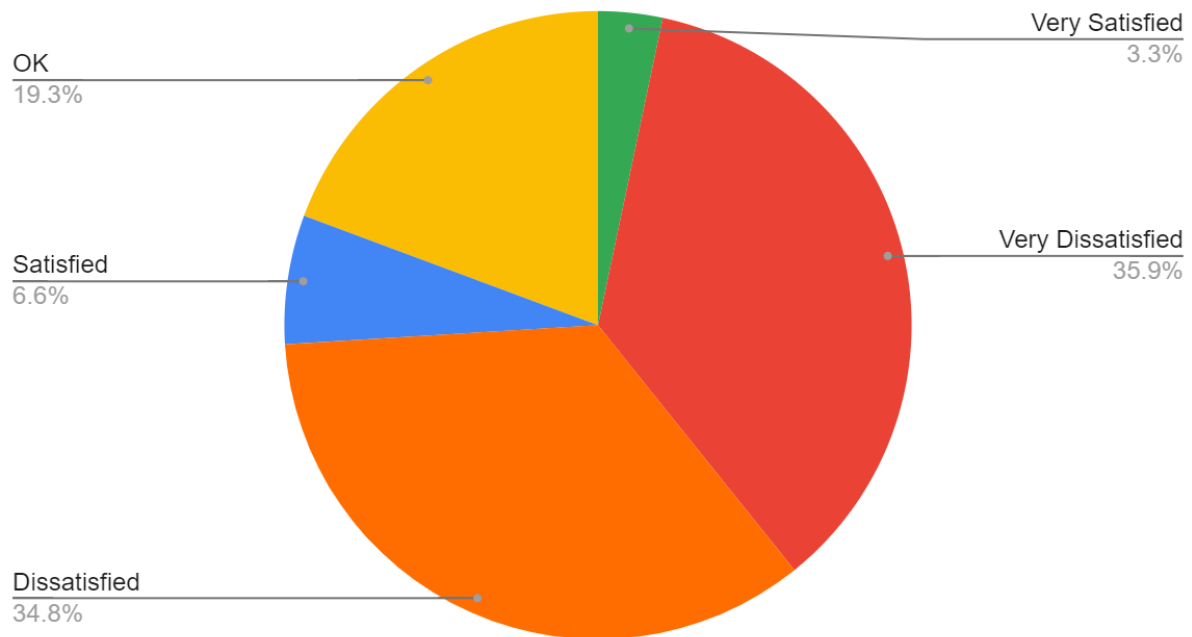
*Describes issues with internet service, such as slow speed and frequent disconnection

Bernards Township Optimum Internet Satisfaction (316 Responses)



*Describes issues with internet service, such as slow speed and frequent disconnections

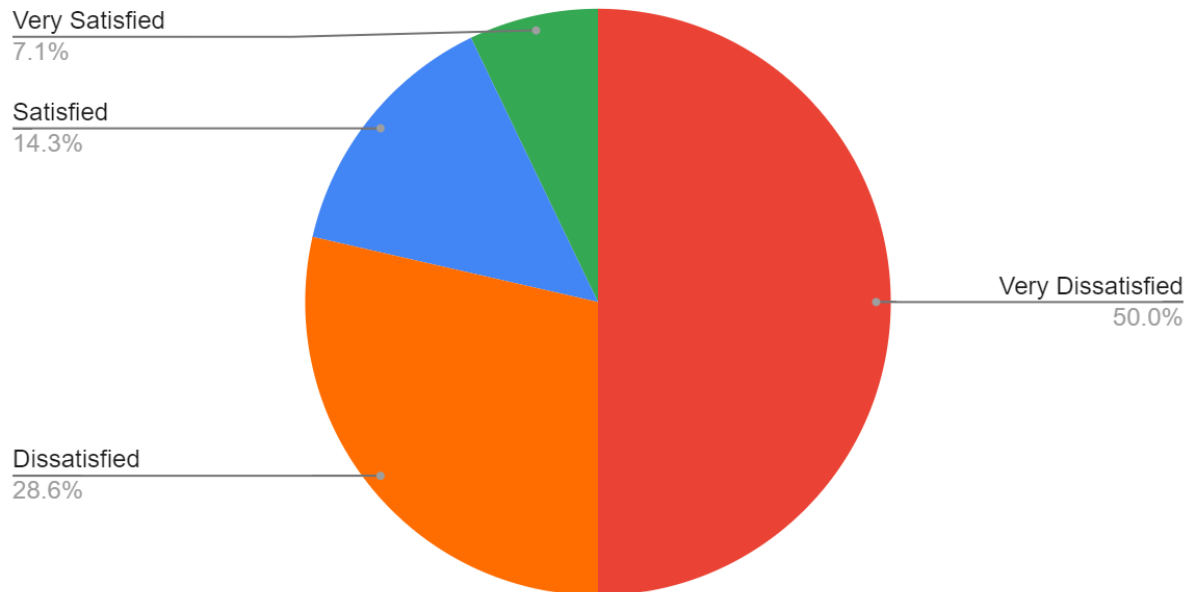
The Hills Optimum Internet Satisfaction (181 Responses)



Customer Service	27
Monopoly	18
Price	25
Quality*	99

*Describes issues with internet service, such as slow speed and frequent disconnections

Amherst Mews H.A. Optimum Internet Satisfaction (14 Responses)



Customer Service	5
Monopoly	1
Price	0
Quality*	5

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

Uploads speeds have been close to zero for over a year. Monthly charges are exorbitant.

Expensive but not good service

Extremely Poor latency, slow internet. I pay for upgraded speed, but wait time is so long

Service is very weak & slow and I am paying for higher speed

It's a monopoly. Too expensive. Prefers to have other choice like Verizon Fio.

Horrible customer service

Provider constantly denies the issue is at their end

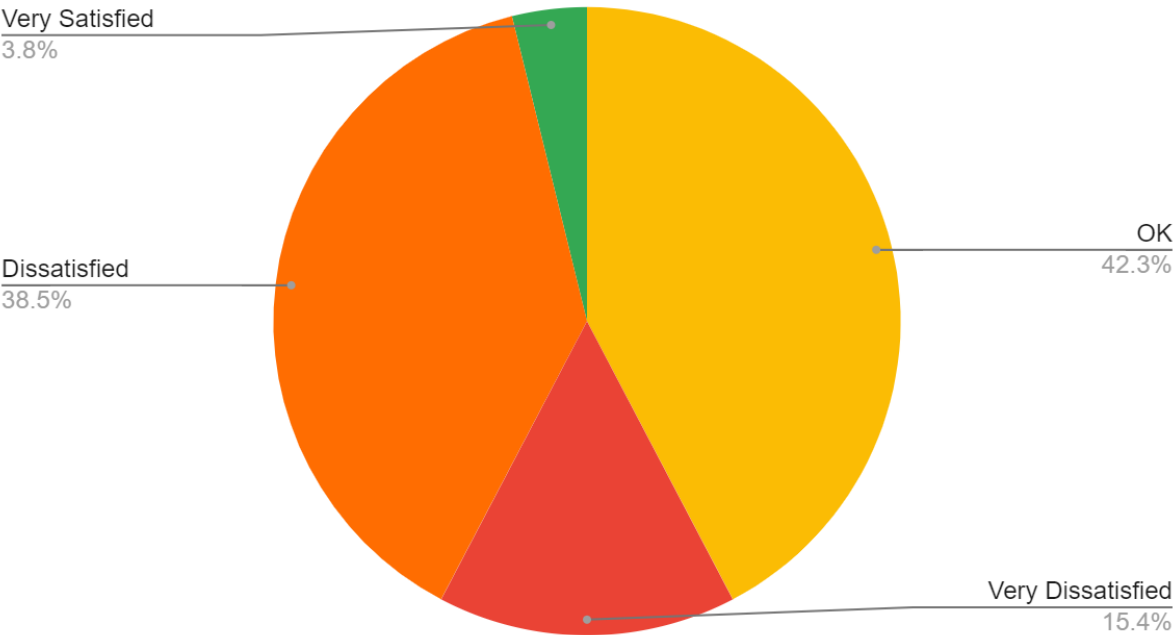
Frequent breaks in connection, band width issues and slow downs for no reason, and across different devices in the home at varying distances. This is not a wifi issue. I have used multiple wifi routers and direct Ethernet connection

Pay too much for slow speed

It's taken over a decade for Optimum to address their malignant infrastructure and service issues.

Extremely poor in reliable service. Company lies. Took about 1 year to address concerns. Spent weeks of personal time trying to correct with customer service. Spent over \$500 replacing equipment trying to resolve.

Carlisle Optimum Internet Satisfaction (26 Responses)



Customer Service	4
Monopoly	3
Price	2
Quality*	8

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

Routine dropped connection. The real speed that is received is nowhere close to the speed advertised and paid for.

Dropped connectivity, very poor TV quality on some channels, terrible Customer Service

They change rates without any notification, their customer service keeps you moving from one person to another.

Low speed intermittent outages

too expensive, no other choice

Too many problems with internet service interruptions and needing to re-boot equipment repeatedly each week.

Price is very high and customer service is very poor.

Speed, quality

They change rates without any notification, their customer service keeps you moving from one person to another.

Too expensive for seniors

Frequent outage/drop and low speed

Poor customer service. Little flexibility. Poor service.

Limited performance: they offer to sell 1Gbps then tell us we can get only 400Mbps; FIOS unavailable.

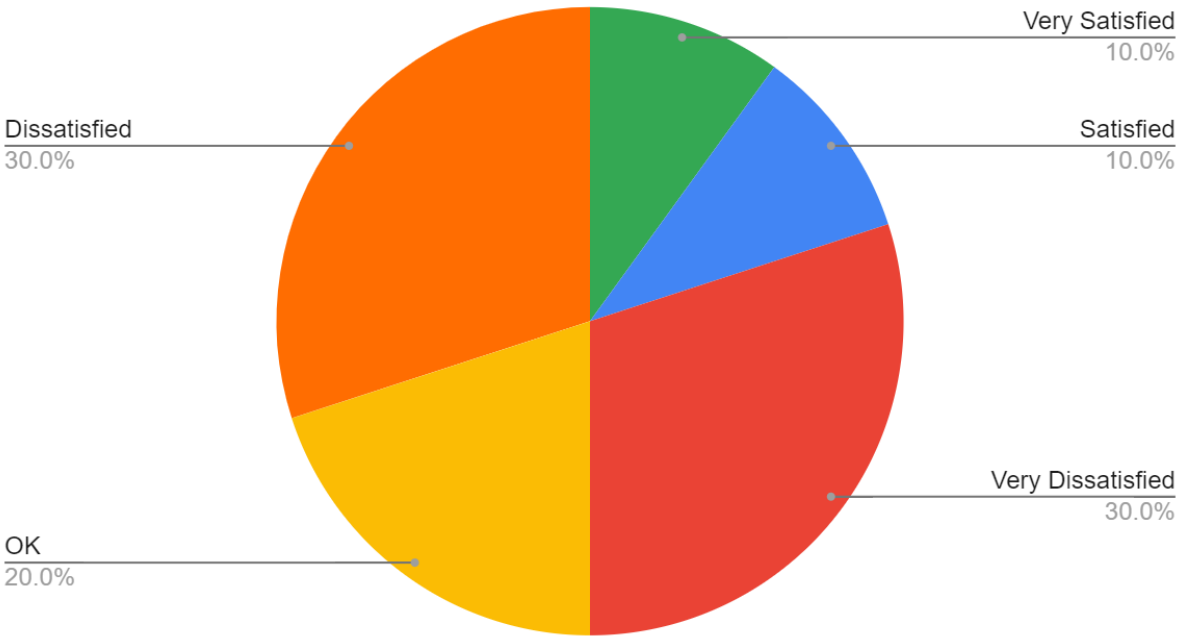
"Our Internet and Cable TV service are not stable/dependable. Internet goes in and out.

Optimums' prices keep going up and service going down. They are a monopoly and they know it, so not willing to do anything to improve service."

Optimum is a monopoly and we don't have a choice, so they care very little about improving their services.

Optimum is a monopoly and we don't have a choice, so they care very little about improving their services.

Hamilton Crest Optimum Internet Satisfaction (10 Responses)



Customer Service	3
Monopoly	1
Price	4
Quality*	7

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

Very Poor Customer Service from Altice. That is what we get from a MONOPOLY.

Unreliable and slow. I upgraded to a more expensive plan but speed did not improve. Lose connection multiple times each day. \$93 per month for internet service is ridiculous.

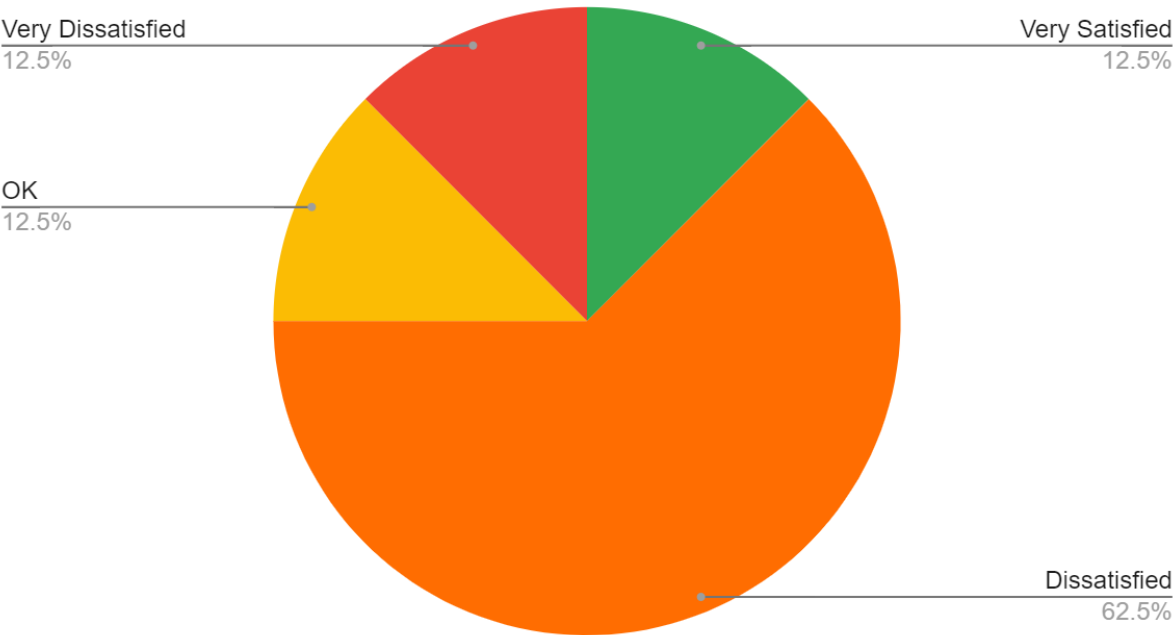
Too many issues with interrupted service

Every afternoon Internet has gone down. When I call Optimum, they send a refresh to my service and usually fixes it for some time. Customer service, tells me something different each time and try to schedule service tech which cost \$80

It's completely unreliable

Optimum/Altice provides poor customer assistance. My main gripes are that service is not only slow, but they have consistently expected me to set up/upgrade my own equipment, which I'm not really comfortable doing. Especially now that I am working at home for my full-time job, I do not want to have down time. Unsolicited, they sent me an "upgraded" router and told me to hook it up myself. Other people have tried to assist, and couldn't figure how to do it reliably -- this is my bread and butter they are asking me to risk. They told me they would charge me to come here and hook it up _ I told them that the water company doesn't send a meter and tell me, "Good luck, lady." My cable television equipment could use an upgrade, and is also not operating at optimal levels. It is also infuriating that as they supposedly managed to improve internet speed, you are supposed to pay a premium. They need to keep up to date on a service for which (bundled) I am paying well over \$200 a month.

Hamilton Ridge Optimum Internet Satisfaction (8 Responses)



Customer Service	0
Monopoly	0
Price	1
Quality*	6

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

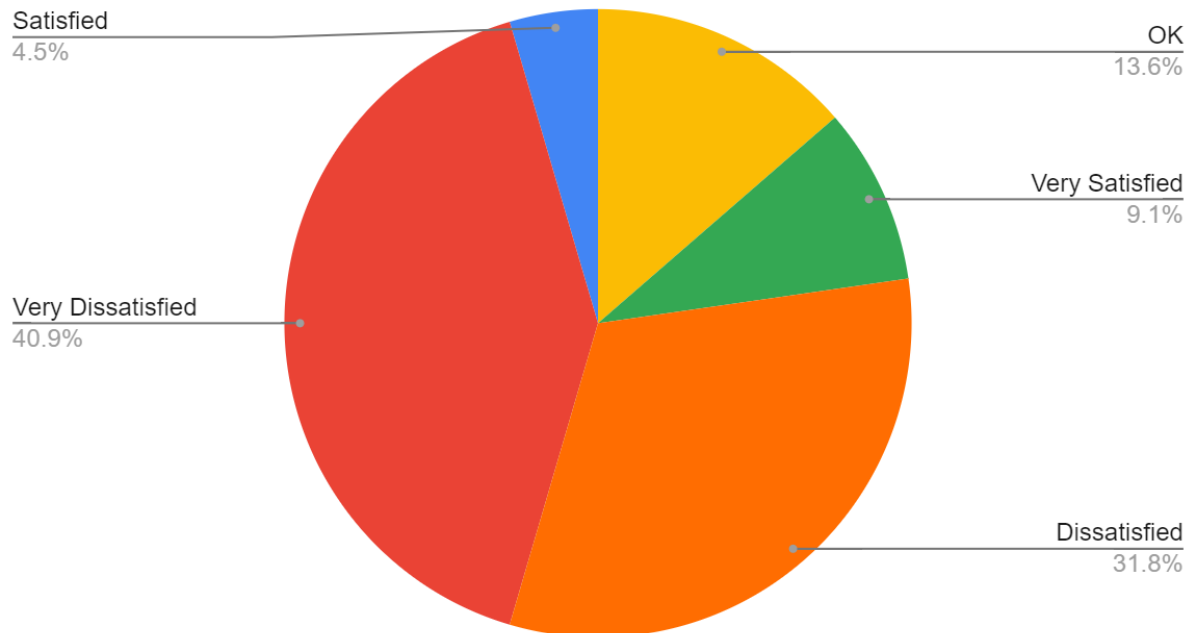
Speed of service is slow, quality is unreliable, and cost is too expensive.

I loose internet service for no apparent reason, I have had to replace my router twice within one year (2020).

When the internet goes out I may be in the middle of a client call which causes a lot of issues

There are frequent losses of connectivity without explanation

Hamilton Woods Optimum Internet Satisfaction (22 Responses)



Customer Service	5
Monopoly	2
Price	4
Quality*	15

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

Problem losing internet especially when working at home

Losing internet connection doesn't take long and mostly instant, but it has a huge impact to daily work especially wfh - disconnect during meetings, during work on clouds, etc. I always need to have a backup hotspot in case of internet loss.

The speed is better than it was for a long time. However, the provider's services they provide to support the connection (e.g. help desk) is subpar. They are also aware that they are the only game in town so they are complacent and even arrogant at times.

In addition to frequent service loss, the speed often drops to a crawl. At the same time, Optimum "customer service" insists on pushing everyone to their higher speed service (for more money), claiming that they no longer offer slower service options, which is completely untrue.

Only provider. Extremely limited upload bandwidth. Cable TV low quality HD

Slow, expensive, not very reliable

I pay for 1 gb of service a month. I receive about 40 mbps on average. My speed is slow and constantly freezing while on calls. Streaming services also tend to freeze or drop due to lack of sufficient bandwidth despite paying for more than enough.

Internet keeps out!! See above.

The service is awful, customer service is no better and the price keeps going up as the service gets worse

Internet has gone out for extended periods of time compromising my ability to work; it often goes out on an almost daily basis for shorter periods of time and then reboots, disconnecting me from important meetings. Calling Optimum continuously and solutions tried have not fixed the problem

Too frequent disconnections whether during business hours or evenings

Price and reliability

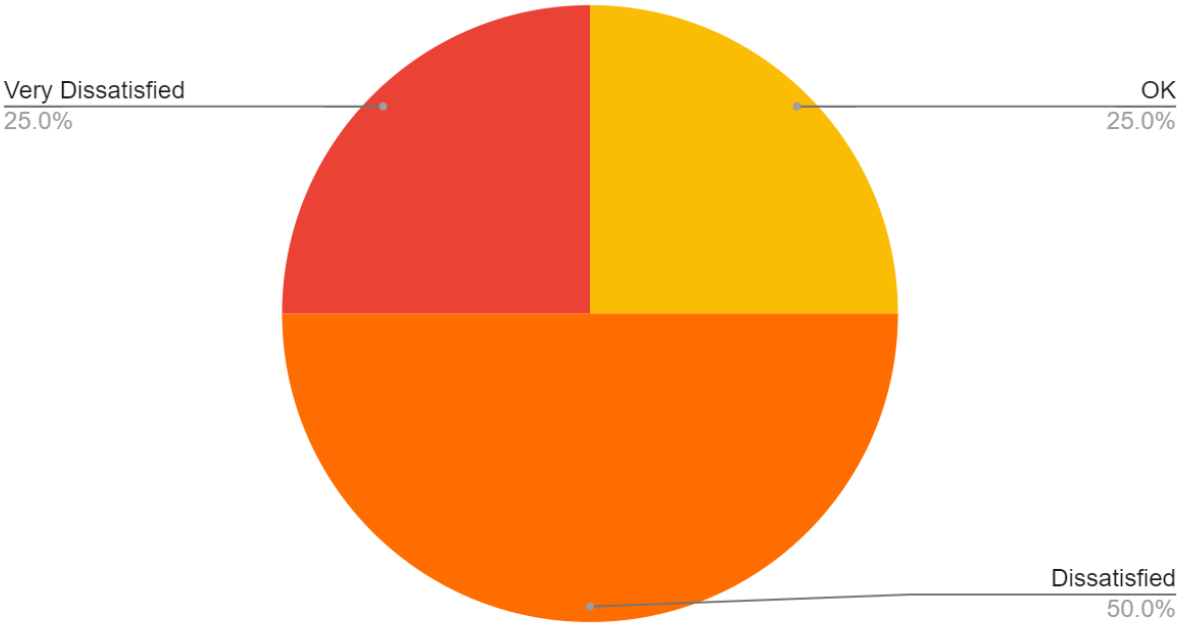
I have been working at home in our office and the internet always goes out and is very very slow. I keep upgrading and its costly and doesn't even help.

cable goes out during overnight period and cost is high

goes down constantly - no explanation provided by carrier - customer service never knows anything about what is happening - poor communications to customer - can't work effectively.

Too frequent disconnections whether during business hours or evenings

Independence Hill Optimum Internet Satisfaction (4 Responses)



Customer Service	0
Monopoly	0
Price	0
Quality*	3

*Describes issues with internet service, such as slow speed and frequent disconnections

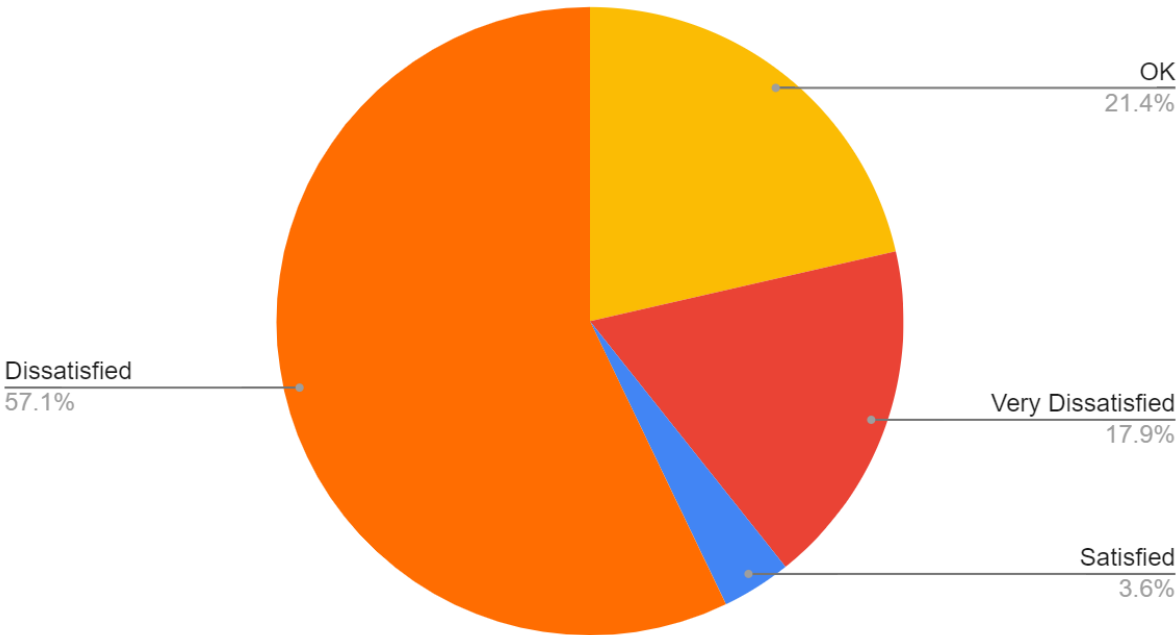
Comments

lose service, can't stream videos on Fridays or Saturday nights, has been getting worse over time

Internet is unreliable and impossible to work from home and Zooming just drops off in middle of a meeting! Embarrassing and unprofessional

We have two people working from home and the poor internet service routinely impacts work video calls even though we have upgraded to 400MB service and upgraded to a nest wifi router

Liberty Ridge Optimum Internet Satisfaction (28 Responses)



Customer Service	1
Monopoly	2
Price	5
Quality*	19

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

It is a monopoly for Optimum/Altice, since we have no choice of provider as a consumer.

Charge high (\$76 per month only for internet) and frequent net down in a day.

Slow internet speed.

Never reach the speed I subscript.

Huge impact on work meetings and with kids school zoom classes as kids are virtual.

Internet speed is fluctuates. Expensive. No reasonable price for gigabit speed

Speed, consistency and price. Would be great to have option for FIOS in our area. Its only limited to one service provider and this monopoly isn't helping residents!!

Internet service keeps dropping once or twice every-day now. The outage lasts for 5mins to more than 30 mins.

The internet is not stable

Huge impact on work meetings and with kids school zoom classes as kids are virtual.

Internet doesn't reach all areas of the house

slow and randomly loss connection

Too expensive. Unreliable

Slow speeds and frequent internet loss

It becomes very slow in between during the day many times.

The service is poor as we lost connection constantly

Slow, lose service

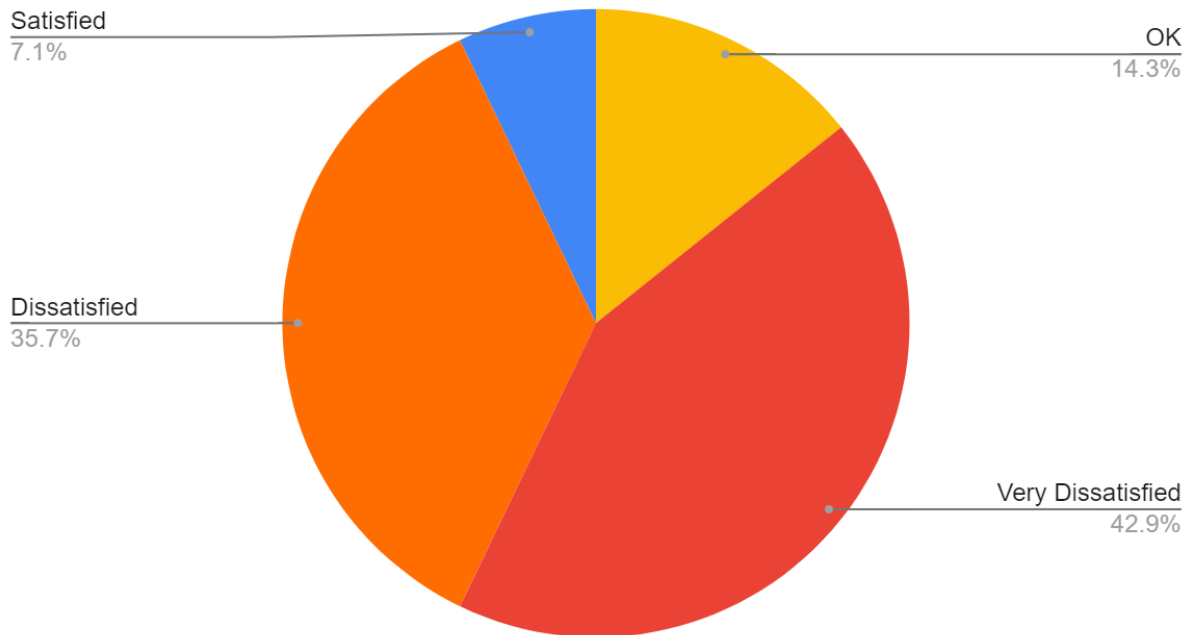
It's spotty and looks like a third world or developing country setup. Optimum needs to step up or town needs to provide alternatives

The speed is very low

price is not the issue for us, reliability is critical...

Expensive, Slow Internet, often loose channels on the cable TV, very bad customer service,.

Patriot Hill Optimum Internet Satisfaction (14 Responses)



Customer Service	3
Monopoly	2
Price	2
Quality*	8

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

Service interruption is constant.

Outages

The service is slow even though we are paying for 2nd highest speed and there has been no noticeable improvement since they added nodes and did the work in our community. We usually lose connection 1-2 times a month for various periods of time. It is impossible to get a person on the phone at Optimum to discuss any internet issues and who can do anything to assist. I have problems with optonline email and can only get a customer service center that is likely out of the country and all they do is tell me they will pass on my concern and no one ever responds. We are beyond frustrated and would like other providers to service our area. Verizon does not service the hills so we are stuck with Optimum and they keep raising rates on top of poor service.

Seems to slow down from 12-2 and then frequently throughout week at other times.

On a 1GB plan, provided speed is typically 200MB. Upload speeds are not good enough for video conferencing.

Optimum has failed to troubleshoot problems. Charges fees to come out and does fix problem. Expensive. Horrible customer service.

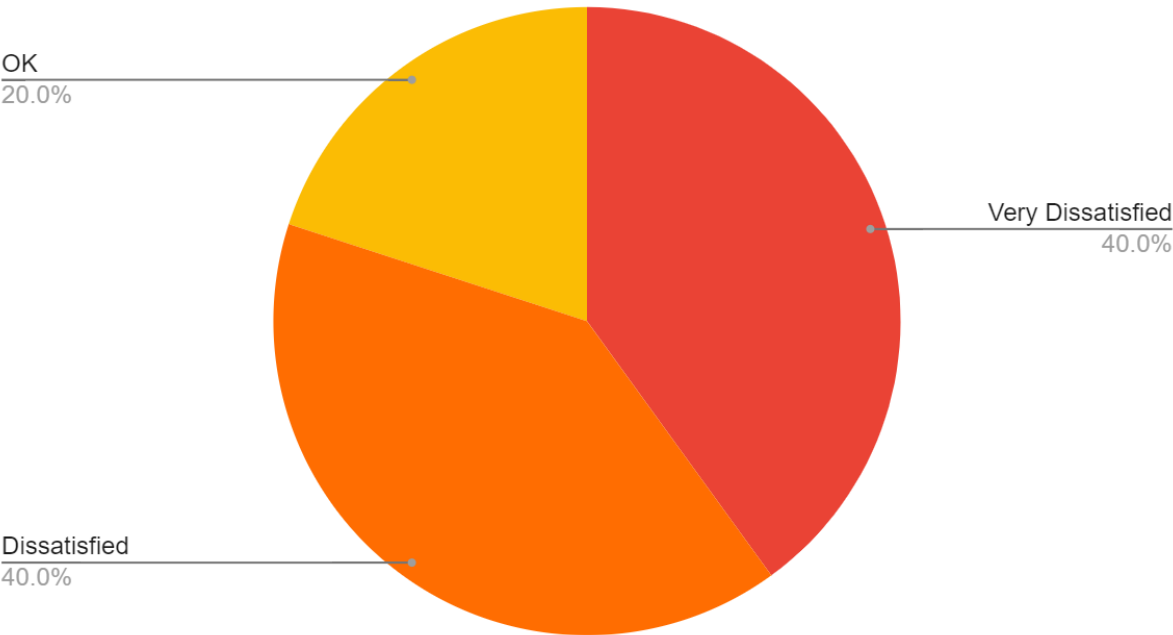
It is expensive and service is unsatisfactory losing internet service very often. This is due to the lack of competition since Optimum is the only internet provider company in my area.

Optimum has terrible service. Slow internet, random outages, high prices. I had failures in 2020 that took 3 months to resolve. Optimum reimbursed me for 2 weeks of outage. Phone Technicians often don't know how to resolve issues - they say "reboot" the router (which I do automatically since it happens so often)

Signal is weak and the meetings that I attend my voice breaks a lot when I talk, and I need to call from my cell phone to be able to talk clearly

Internet connection drops randomly. Upload speed is terrible. Download speed is not as advertised during peak hours

Patriot Mews Optimum Internet Satisfaction (5 Responses)



Customer Service	0
Monopoly	1
Price	1
Quality*	3

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

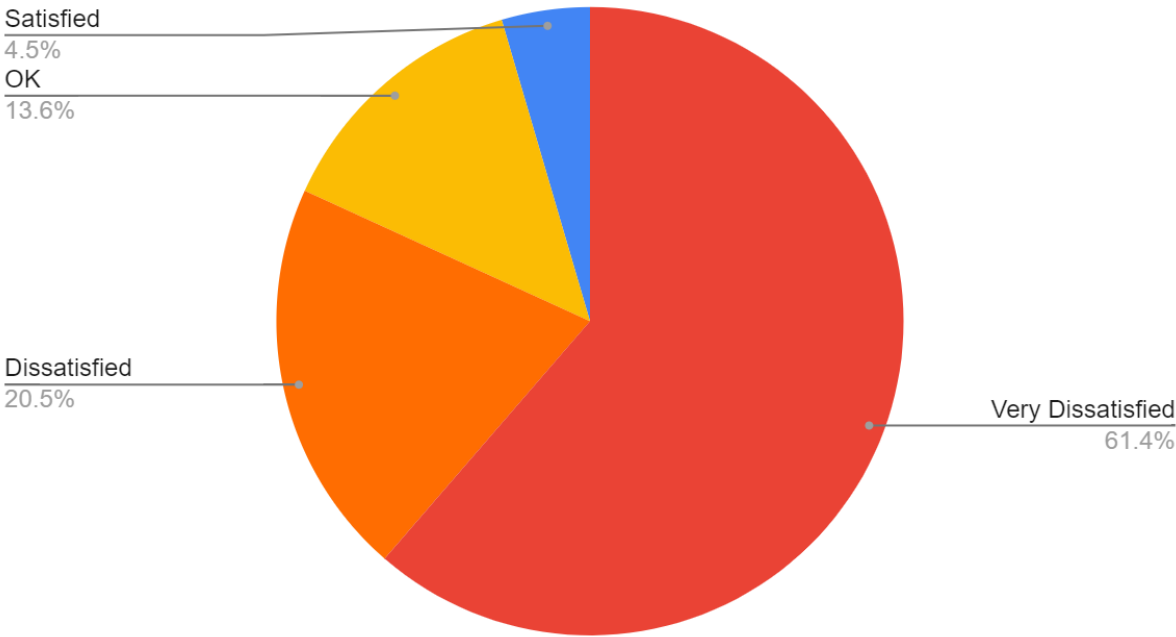
I pay a lot of money for the highest possible service that doesnt work

Quality of service is not good. We too often lose connectivity

Optimum is the ONLY high-speed internet option at my address and they know it too. We need to work from home due to the pandemic and Optimum's service in the area is extremely patchy. we always have to use a phone dial in on top of the regular Zoom or Google Meet connection to make sure that people get to hear us because the internet connection is so bad (even when paying for a 300 Mbps connection). Given an alternate choice like Verizon Fios or AT&T, we would switch in a heartbeat but we are stuck with Optimum.

Service interruptions, outages, NEVER any reimbursement for down time.

Patriot Ridge Optimum Internet Satisfaction (44 Responses)



Customer Service	6
Monopoly	6
Price	6
Quality*	25

*Describes issues with internet service, such as slow speed and frequent disconnections

Comments

We pay a lot for inadequate service

Service interruptions adversely impacts ability to work remotely

High cost, low reliability and horrible service. All because they have no competition in high speed internet

No support. Lost connection frequently. Price monopoly because Optimum is the only 1 provider (Verizon is not available)

Optimum has a monopoly in our area of town so that's why our monthly rates keep going up.

The disconnection happens when the meetings are going on and schools are in sessions. The speed is slow and the complaints have not been properly addressed. (Problems persists. The biggest problem is that we at Patriot Ridge does not have an alternative. I am paying close to \$200 per month for dismal internet service and don't have a choice.

Unreliable and slow speed, no one fixed the issue although I have called them many times

In addition to frequent outages, the download speeds are not consistent and can vary 10-90% of the subscribed service. It is so bad during those times that it is better off working with a mobile hotspot rather than using the subscribed optimum broadband!!!

I could not work efficiently from home. I had to catch up during the evening hours because during regular business hours the internet was so bad and I could not finish my work. My kids could not learn or participate during their virtual classes.

The internet connection stability has been an issue for a long time and not resolved.

Unreliable service and the company is extremely slow in taking accountability or action

very expensive, rates increase randomly without explanation, and service is not always reliable.

I am not getting the service which was advertised and I am paying for.

Slow speed & outages

"We pay for 300 mbps, but we hardly get 25 Mbps during the day"

Charge is very high and no other option

Choppy coverage. Low speeds

We have lost hours of internet service in the past. The internet is slow for no reason some times. There are days we get by with hotspots and last month we ran out of hotspot data, so we were really in a bind. When we call, the service is sub-optimal and the tech's don't really explain a lot when they show up.

Unreliable service, internet speed often is not near what we were promised or pay for, unreliable (dishonest) technicians who come to diagnose the problems, lengthy wait times on the phone to reach someone to speak with, despite numerous complaints it took too long to implement a solution, unavailability of Fiber etc. - all the hallmarks of a monopoly taking full advantage of their power.

not getting the service for which we are being charged

<https://www.speedtest.net/result/11467995378> I pay for higher level of upload speeds (30 Mbps to 50 Mbps. I don't get what I am paying for.

We pay for 1G download speed and 30-50 Mbps upload speed, we are not getting what we pay for.<https://www.speedtest.net/result/11470517965>

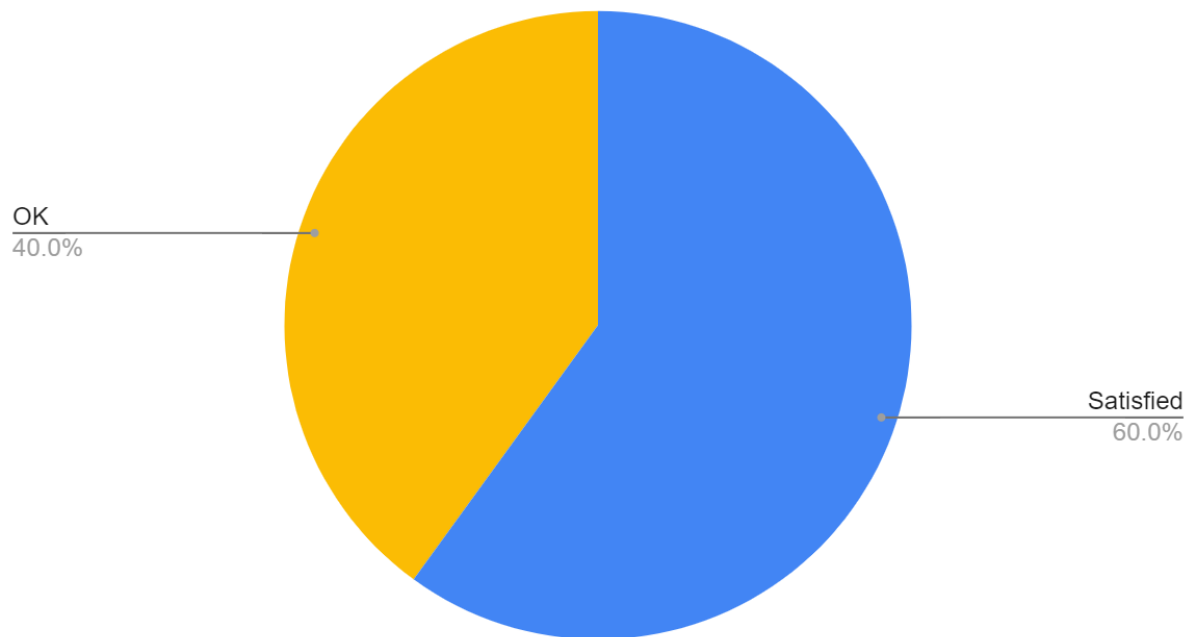
Not getting the WiFi service speed we are paying for

Not getting internet speeds which was marketed to us and for which we are paying

Wifi goes out during peak office hours and often at off peak hours also

Impossible to deal with. If you have a service outage they are vague about cause and duration. We had repeated outages over the spring. They claim due to upgrades but the fact is you should be able to perform an upgrade without repeated multi hour service shut downs. Additionally they play games with your rates and you can assume every few months they will figure a creative way to increase your bill. It is basically like negotiating for a used car. In our neighborhood there is only one high speed option optimum so there is not much choice. When t mobile verizon or tesla get their wireless internet services operational i will immediately leave optimum. Worst utility i have ever worked with and ridiculously expensive.

Revere Hill Optimum Internet Satisfaction (5 Responses)



No comments, all participants indicated Ok or Satisfied

Notes

Lafayette Watch had only one response – Satisfied – and therefore there was no comment and no need for a chart.

If an association is not listed in this document, no responses were received from that association.

Outside The Hills Residents Internet Satisfaction - All ISPs - (268 Responses)

