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August 30, 2018

Via Federal Express

Comcast
800 Rahway Avenue
Union, NJ 07083
Attn: Charles Smith, III

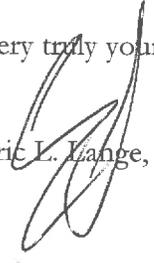
Re: Cable Television Franchise Renewal for the Township of Woodbridge

Dear Mr. Smith:

As you are aware, I represent the Township of Woodbridge and its cable commission in connection with the Cable Television Franchise Renewal process. Enclosed herewith please find a copy of the municipal report prepared by the Woodbridge Township Cable Commission. Please note that a copy of this report is being simultaneously served upon the New Jersey Board of Public Utilities, Office of Cable Television.

Thank you for your attention to this matter.

Very truly yours,


Eric L. Lange, Esq.

ELL/sv
Encl.

Cc: Karen Marlowe, NJ Board of Public Utilities Office of Cable Television
(Via Federal Express)

**WOODBIDGE CABLE COMMISSION AND
ADVISORY BOARD
MUNICIPAL ASCERTAINMENT REPORT
ON
THE PAST PERFORMANCE AND FUTURE NEEDS
OF CABLE TELEVISION AND INTERNET SERVICE IN THE
TOWNSHIP OF WOODBRIDGE**

Woodbridge Cable Commission
Township of Woodbridge
1 Main Street
Woodbridge, NJ 07095

INTRODUCTION

The Woodbridge Cable Commission Advisory Board has prepared this report as part of the process of re-franchising Woodbridge Township cable system in conformance with the Federal Communications Policy Act The New Jersey TV Act and regulations promulgated by the Federal Communications Commission and the New Jersey Board of Regulatory Commissioners. This document reports on the past performance of the cable operator in Woodbridge Township (Comcast of NJ) and outlines the future needs of the community. Copies of the report will be forwarded to the Mayor, the Township Council, Comcast of NJ and the NJ Board of Regulatory Commissioners (BPU).

BACKGROUND

Comcast of NJ (Comcast) has been our cable operator since the mid-90s since taking over Suburban Cablevision. Suburban had been our original cable operator since its inception in Woodbridge in 1979. Our current 15 yr. contract (three successive five-year terms) expires August 31, 2019. Our intention is to seek a contract less restrictive than our present one. Woodbridge is one of Comcast's largest customers in the State of New Jersey. Comcast received approximately sixteen million dollars in basic revenues from Woodbridge customers in 2017. As required by State and Federal law, Comcast returned 2% of this figure or in excess of \$318,000 to the Municipality.

CABLE COMMISSION ADVISORY BOARD

The Woodbridge Cable Commission was established in 1992 as a liaison between the Municipality and the cable operator and continues in the same manner today. The members are appointed for a one year term by the Mayor with consent of Council. The present membership consists of Lee Beckerman, Councilman Cory Spillar, Michael Esolda, Ryan Michelson, Bruno Martins, Joe Turant, and John Hagerty. Their focus has been on the re-franchising process and its timetable. Meetings are held on an as needed basis.

In addition, commission members have conducted meetings with representatives of Comcast as well as meetings with the BPU (Office of Cable TV)

and have attended seminars on cable TV at the League of Municipalities State Convention in Atlantic City.

The commission continues with the operation of a hot line for municipal complaints and recently conducted a Township wide survey regarding complaints, comments and opinions of the residents of the township as part of our Ascertainment Phase of the re-franchising process.

PAST PERFORMANCE HOTLINE

The Woodbridge Cable Commission hot line was established in 1992. The purpose was to enable residents to report problems and lack of customer service immediately after their call to the cable operator if they were not satisfied with their response. Callers hear a pre-recorded message indicating the proper numbers to call for service problems and to register their complaints with the BPU. A member of the Woodbridge Cable Commission contacts all callers who leave their name and telephone number in their message for appropriate follow up on customers concerns. The complaints fall into five basic categories, including billing problems, customer service complaints, technical/equipment problems, lack of competition in the cable industry, and available channel selection. Copies of the call summaries for complaints made between July 2014 and April 2018 are part of this Municipal letter.

BOARD OF REGULATORY COMMISSIONERS (BPU)

The Office of Cable Television & Telecommunications at the New Jersey Board of Public Utilities (BPU) logs complaints and inquiries on cable service quality, billing etc. and the complaint log for February 27, 2015 through February 27, 2018 is made part of this Municipal letter also. The majority of the calls appear to be inquiries concerning quality of television service, billing, and customer service.

CABLE SURVEY

To better understand the concerns of Woodbridge residents, the Township created an interactive cable survey that was made available on the Woodbridge

Township website. A copy of the survey and a breakdown of the responses are part of this Municipal report and all will be made available to the public as we complete this Ascertainment Phase. A link to the survey was available on the Township of Woodbridge website and the Woodbridge Board of Education website, the public was told about the survey at several township council meetings, and the survey was advertised in the Woodbridge News and on local TV channels 35 and 36.

The committee received 185 completed surveys. When asked to indicate their satisfaction with Comcast Cable Service, the responses were divided among

28 very satisfied

62 somewhat satisfied

95 not at all satisfied

Overall, these figures indicate that there has been a decline in the overall satisfaction rate of township residents.

Responses to questions about service are divided into comments about cable television and comments about internet service. Regarding television service, the most common problem reported was complete loss of cable for several hours, followed by complaints about the equipment and picture quality. Approximately 18% of the responses indicated no problems at all during the last six month period.

Regarding the internet, the largest complaint was related to slow service, followed by frequent interruptions in service and complete loss of service.

Regarding outages of both tv and the internet, 44% indicated that they occur occasionally, and 32% indicate that they occur frequently.

Regarding accessibility by phone, 31% of responses indicated that they are always accessible, 56% that they are sometimes accessible, and 13% that they are never accessible. Most felt that the automated phone system was difficult to use.

Regarding service appoints, most people waited an average of 3 to 5 days for their appointment, followed closely by 1 to 2 days for their appointment. For those that had service calls over the past six months, most were very satisfied with the call, followed by those that were somewhat satisfied.

Regarding billing, 58% indicated that they had billing problems, and 42% indicated that they had not had any billing problems. Of those who had problems, most indicated that the problem was not resolved quickly.

Regarding the walk-in location on Lord Street (Avenel), 104 have used the location in the past six months, and 81 have not. Please note that Comcast recently closed this location and has opened a temporary office on Route 1 while they construct the new Xfinity store within the Township.

Regarding channel selection, 46% were somewhat satisfied, 28% were not satisfied at all, and 26% were very satisfied. When asked about what additional programming they wanted to see, most were looking for more first run popular movies, followed by sports programming, informational and education programming, children's programming, and musical and cultural programming. For those customers who watch the local access channels, more than half watch both TV35 and TV36, and the remainder watch either one or the other channel, almost evenly. Regarding watching local access programming online, 55% use video on demand and 45% use YouTube.

A sample survey and the tabulations of the responses are included as part of this report, and the actual copies of the individual responses are on file at the Channel 35 Cable Commission Offices. The reports are available for inspection upon request.

A significant aspect of the survey is the written commentary included on many of the responses. They cover a wide variety of topics ranging from picture quality, internet difficulties, service call responses and the problem of timing of arrival of repair technicians, outages, and selection of and availability of channels they may or may not have at this time.

Far and away the most frequent complaints and comments have to do with overall price and price increases, followed by poor quality/speed internet service, service problems, and lack of another signal supplier in the Township (most notably, FIOS). Many noted their intent to combat these situations and are considering "cord-cutting".

FUTURE NEEDS

The items listed here are not intended to be all inclusive. Woodbridge Township reserves the right to add, delete and amend the list of future cable and Internet needs as the re-franchising process continues.

The cable survey and review of both the Cable Hotline and BPU complaints provide a general indication of Woodbridge Township's future cable and internet needs. In addition to the issues raised by our citizens as noted above, the following are the Township's future needs:

- Comcast/Xfinity physical store in Woodbridge Township for the length of the contract.
- Senior citizen discounts on both cable television and internet.
- Emergency service and non-profit cable drops and discounts.
- Fiber optic return service from several remote locations.
- Money to support in-house complaint monitoring infrastructure.
- Two high-definition TV channels for TV35/36.
- TV35/36 station positions locked in on cable system for length of contract.
- Station Listing on TV Guide Channel
- Additional cable video drops in TV35 to help monitor channels and provide audio.
- Video monitors and cable in town hall lobby and court.
- Financial assistance to continue to upgrade and maintain TV35 studio production, location production, editing, playback, bulletin board and associated production facilities.

CONCLUSION

Upon review of this report, please provide Comcast's response to the issues raised in this report. The Township of Woodbridge and its Cable Commission look forward to working through the renewal process together with Comcast to come to terms on a mutually beneficial franchise agreement.

Woodbridge Cable Commission

By:  _____
Lee Beckerman

APPENDIX

1. Calls to the Woodbridge Cable Commission Complaint Hotline.
2. Complaints and inquiries to the NJ Board of Regulatory Commissioners.
3. Woodbridge Cable Commission Survey.

Cable Commission Hotline

Woodbridge Township runs a 24hour cable complaint hotline for the township of Woodbridge. Unfortunately our records prior to 2014 were stored with one of our members who since passed on and the files were lost. Below is a look at our available records which date from July 2014 through April 2018. They include a tally of our calls broken into 5 categories as well as a sampling of the complaints contained in each category.

Billing Problems

<u>Year</u>	<u>Number of complaints</u>
2014:	33 (July-December)
2015:	29
2016:	32
2017:	18
2018:	3 (January-April)

Wants to lower her bill

Comcast is raising her bill & she needs to talk to someone. She called twice.

Complaint about charge for something that was not her fault.

Problem with the bill

Business owner who is still getting charged, although he changed his service.

Her bill should be paid. Why is she getting another?

Bill issues

He feels as though the increase in price is simply to make you want to buy more & would like to speak with someone.

Someone came to her apartment (with paperwork) telling her to postdate a check, pay him and he'd handle everything for her.

Billing has been putting additional charges for things that she has not requested.

The person he spoke with lied about billing prices. Comcast will not stick with the promotional promise.

Why were her prices raised?

Why is her bill so high?

Bill high, service not working

Wants to register a complaint about bill

Bill high, she wants to disconnect service

Bill saying "Payment Due Now". He paid. Why are they acting as though he didn't? He is afraid of extra charges, although he paid.

Would like to resolve her billing issues

Wants to talk about Comcast billing issues.

Extra Charges on bill. BPU keeps him on phone for an hour

Regional sports fee that she has to pay for something she didn't request.

Charging for extras that they didn't request. They'd appreciate help.

Ongoing billing problem. Needs help

Can't get through to Comcast. Billing issues. Please help. They are impossible to get a hold of.

Billing issues...He complained to Comcast. Comcast rep told him not to pay the bills because she would handle it through another deal. Then Comcast sent him something saying they were going to shut him off, which they did.

Please call to give him info on senior and disabled discounts.

Disagrees with the bill for the month.

Needs help with cable bill, Comcast doesn't seem to care. No one answers her questions as to how to get her cable back

Paying for the same thing over and over, even as they remove channels while paying same amount

What is a 'projected balance' & why won't they remove it from her bill?

Moved to Fla. 2 years ago & she just received a \$900 bill, although she cancelled when she moved

Bill issues concerning state assessment charge.

Always paid \$84. Why is it now \$100?

Last month, he entered in a promotional deal with Comcast. He called today & the deal wasn't in effect. It was, however Comcast didn't include fees & taxes. What B...S...

Billing complaint...Kept on hold for 45 minutes, box issues, billing issues

Billing complaint & was cut-off by 800 number

Still receiving bills, although cancelled Comcast

Comcast complaint concerning a new addition to bill.

Without cable for 3 days, could they be reimbursed?

Outside line disconnected for 6 days. She wants compensation

Please verify and explain the \$10 raise in her bill.

Raising the bill is unacceptable. He has far less than other members, yet pays the same.

1 of the boxes in the hotel was stolen. Although willing to pay for the stolen box (1 time stolen box fee), Comcast wants to charge for box every month unless he closes out the account. Comcast will not come to a resolution. He finds it unfair to be charged for 44 boxes when he only has 43. Please call him.

Since August her bill has gone up every month \$10 for taxes? She doesn't understand.

Raised fees on them & never gave them a gift card for signing up.

Raised prices & being charged for something she doesn' have.

Comcast disabled their line, while they still have free time available.

Why do you need PAAD to get a senior citizen package?

Cable bill issues. He collects Social Security & is disabled so he needs the help with lowering bills.

Bill keeps rising, even though she was promised senior rate

She's getting two prices (1 from her bill, from the phone recording)

Put him on a 2 year contract, but, after 6 months, increased payment. All he got was double-talk.

Billing complaints...wants the real reason for rise in cost, not Comcast's excuse.

Yes Channel Rebate is necessary to be fair to the viewers.

Comcast won't fix his problem, but continue to bill him.

Why are they adding charges to his fee?

Comcast will not help. They raised his bill, but will not give explanation why.

Regarding Comcast bill. The bill keeps going up and up. She needs help.

Comcast Bill Complaint concerning bill. He has sports on his bill, although he never requested it & doesn't see why he has to pay for it.

Please call regarding bill that was paid, yet went to collection agency.

Complaint about raise in fees

Bill rate went up & she wants to leave Comcast.

Cable Company billing is giving her wrong number to call and tossing her around.

Why is her bill rising? She hasn't added or changed anything.

She has had a set rate for years. Why is there an increase going on?

Last year they added on broadcast fee and sport fee, neither of which she uses. Now, those fees are raising. Why are these fees being raised when they don't check whether or not they are being used?

Cable bill outrageously high.

Billing him for a month when he didn't have cable.

: Increase in bill, although everything in package is the same. He called and spoke with Comcast rep, but they were no help.

Cable bill increase issue needs details to explain this to her.

Cable bill complaint. Servicing issue of Comcast that she is being billed for. She is disputing bill.

Double-billed by Comcast

Mentally disabled, but haven't been getting the discounts she should.

: A Wdbg. Senior Citizen unhappy with the constant jacking up of the bill. How can they charge for Broadcast channels? Why isn't there a number on the bill to call? Also, why is he paying for news12? Please call after 11 am. (Called twice)

Deborah's daughter is calling. Her mom had a Comcast bill for \$600 for only 5 months, even though she has no cable, phone or wifi.

Her tv & phone were out for over 5 hours on 11/12/17. She wants a charge removed from her bill for this.

Bill problems. Comcast is claiming that he isn't paying and therefore causing him bounced check fees.

Customer Service Complaints

<u>Year</u>	<u>Number of complaints</u>
2014:	42 (July-December)
2015:	14
2016:	18
2017:	13
2018:	1 (January-April)

Why is someone harassing her from Xfinity? She's happy with what they have. Can't we get them to leave her alone?

Phone isn't working.

Please don't cut off her service. Her payments have been made.

Comcast owes her money. Yet, Comcast thinks it's the other way around. She will sue Comcast. She called twice. She wants the NJ Bd of Commission.

Comcast Cable has been giving him the run-around. Sending him to people who don't even seem to understand English

Problem with her phone. Person came to help & left without doing anything. HEAVY accent

Constant problems. She's contacted the BBB, Bd Pub. Utilities. Why is she still having problems?

Comcast employee harassed children while she was at work.

Cable installed in August. They tore siding & someone was suppose to come by who never has.

Wants to issue a complaint about Comcast customer service.

Comcast Customer service is rude.

Comcast Cable phone discussions that last hours at a time due to being put on hold & the runaround.

Comcast isn't speaking with her, no matter how many times she calls.

Comcast has been hanging up, rather than helping her with problems. (They say that they're transferring her.)

Scheduled appointment never showed or got back to her

She wants Comcast to stop sending her mail

Drop calls, put on hold, how can he cancel with Comcast when there are so many rd. blocks being put up for him to do so?

Can't get a person on the phone, the electricity going out for seconds has caused problems for hours. Why won't anyone tell the public what is going on?

Numerous Comcast issues, bad service, high prices, too many to list

Comcast waiting time is ridiculous.

Has had 4 interruptions in past month with Comcast. He has called several times in month about this, but received no return call.

Please return call by a Spanish speaking person so she can explain problem without problem.

Hold time much too long and Comcast doesn't pick up. They hang up. Comcast is playing games.

Is disabled and needs help with Comcast.

Comcast is sending his call to everyone, but someone who can fix it. Someone came by & said it had been fixed. It wasn't.

Service went out, no one came, even after appointment.

Comcast overcharges and makes customers wait.

Comcast worker broke man's office furniture. He has pictures of damage. Supervisor hasn't returned his call.

Nephew died & she wants to pay final bill. Although polite, Comcast is asking for so much ridiculous info.

Horrendous service. He's thinking of calling the news and newspaper to complain

Didn't receive pre-paid Visa Card last July.

Called Comcast numerous times without any help from them

Things have not improved since his Comcast issues began . He filed a complaint with state, no response.

Wants to talk to a real person

Comcast customer service number is repeatedly busy

problems for months now, but still being charged. She has detailed notes on how Comcast has been disregarding her.

Complaint about how they will not resolve problem

Received equipment, he was supposed to get discount. They won't give it. He was told to call this number to get discount.

He renewed contract and Comcast is not honoring the deal.

Continue to add fees to his account. He already pays a fee that should cover everything. Comcast Support just shuffles him around.

Has had nothing but complaints since she signed with Comcast 2 years ago. What can she do in addition to this phone number because she's tried Comcast & received no help.

Comcast Baiting & switching is all that Comcast has been doing

Her cable has been interrupted due to a \$30 payment that Comcast had not received. She spoke with someone and made an arrangement for a \$70 payment for Oct. No one put this in her account so she has no cable.

The family has been with Comcast for years. They decided to bundle, but that has caused nothing but trouble.

Comcast is continually putting her on hold to busy signal noises. Please help her.

Why does she have to go to the Comcast office when the company misspelled her name? She doesn't have time to run around fixing Comcast's mistake.

Cable Company double-billing her. Called two days in a row because she expected a return call quickly.

Comcast missed her appointment, changed it without her permission.

Comcast doesn't resolve her complaints. She is tired of their treatment of her and wants to speak with someone to file a complaint.

He and his wife are handicapped. Why aren't they being offered a discount? Comcast told him to call the hotline.

She can't get through to the company to pay the bill. She has questions that need answers.

He needs to return something, but Comcast will not tell him where.

Comcast is changing things too often without explanation. He's getting fed up.

Cable line is hanging down on lawn. Comcast said they would be there. No one has come.

Wdbg. Cable came out to give new boxes. They cut hole in attic & haven't yet fixed the hole.

Comcast still sends bills to old address. She updated this. Why hasn't Comcast?

Took channels away, but didn't change her bill. She wants to speak with someone.

Technical Problems/Equipment

Year	Number of complaints
2014:	21 (July-December)
2015:	16
2016:	19
2017:	11
2018:	11 (January-April)

Phone service for her parents is inconsistent. Sometimes yes, sometimes no.

She pays for a sports channel. Since Comcast did some work outside, for someone else, she no longer has sound on her sports channel.

No pic on random channels

Wants his tv back on. The interrupt message keeps coming on, instead.

No signal interrupts her tv shows.

Comcast was just at her place, yet it isn't working again.

Nothing has worked, even after a worker came out. In addition, she needs to be credited. Another worker corrected the previous worker's mistake, but it stopped working again.

Black screen with green horizontal lines coming up. What should she do?

Can't turn tv on. She just got out of hospital & would like better help than Comcast is offering

TV not giving any sound. Please help fix this

Needs her tv fixed & wants Woodbridge to get Comcast in gear. They missed the scheduled appointment.

Cable box is very hot and TV isn't working

Problems with Cable since April 25. They came & said that they fixed it, but still problematic

He has Comcast cable for everything. Comcast rigged up a temp. installation. No one has been helping remove it.

:Issues with cable since Friday. The tech who came by blamed PSE&G. PSE&G is blaming Comcast.

Comcast is negatively effecting her business because of phone problems.

Damage dangerous to family/property due to lines. Please call him.

Cable keeps going out. No one is helping, although people keep showing up.

New remote control issues

Trouble with programming. Comcast says they have no control over how long the programming records. Now, he's being sent around so no one has to take responsibility.

Comcast outages happening almost daily. Yet, they want him to change his deal. If they aren't providing an alternative, why should he even remain with Comcast?

needs help due to a truck knocking down his line.

He can't get ABC. He can't get in touch with anyone to help from Comcast. He called 3 times.

Getting no pictures. It says "No Signal"

Someone needs to fix her box. She gets no channels.

Stations 21, 23 & 266 are not working and they are her favorites.

She needs a new remote or box. Someone needs to help her.

Line is completely down. No one is coming by to fix the line. They are sending her to other customer service reps instead of helping her

Live wires across the road. Who will fix it

Since the storm, her tv is going on and off. The pole was replaced, but the cable is still going on and off.

Cable wires brought down due to snow. The firefighter tied the wires to his fence. No one has done anything to fix this.

Cable wires fell

No service on tv at all

Phone pole is still wrapped in plastic after a few months. It is an eyesore that is smelly. He has pictures. Comcast refuses to do anything.

No Competition

<u>Year</u>	<u>Number of complaints</u>
2014:	3 (July-December)
2015:	11
2016:	7
2017:	3
2018:	2 (January-April)

Comcast has not returned his calls. He wants a new company in the twp.

trouble getting Comcast for 3 days. He's locked onto the Cooking Channel & is ready to go to another cable provider.

Wants to know why we only have Comcast as an option.

Wants to know options concerning cable

Wants to call Comcast billing & service..."Why won't the township allow Fios in?"

When will someone besides Comcast come into the township? He votes here, why can't he vote on this?

Only cable tv available is Comcast? Please call & tell him if that is a rumor.

Comcast can't be the only available cable company, can it?

Can't we get another cable service to give Comcast some competition

Comcast bill is way too high. Can they get any other service?

Wants a different service because Comcast is a monopoly

Yes Network should be brought back No compensation? Only 1 cable co to choose from?

Can he choose another cable company?

Wants more options than Comcast.

Comcast cable should not be the only provider

Different choices other than Comcast

Any cable companies in Woodbridge besides Comcast?!

Why doesn't the twp. have other internet providers?

The cable charges are rising and she wants to know if Woodbridge offers any other cable companies.

Why can't residents get something besides Comcast?

High price. Comcast Monopoly in Woodbridge

Channel selection

<u>Year</u>	<u>Number of complaints</u>
2014:	2 (July-December)
2015:	0
2016:	9
2017:	2
2018:	0 (January-April)

What happened to Channel 18?

All NJ Senior Citizens should be given News 12 NJ.

Yes Network should be brought back. Is the Yes Network doing something about it?

Wants the Yes Network. Fios will. Why won't Comcast?

Angry due to dropping YES network, but still getting charged extra for YES. She demands a call back.

12 years worth of complaints. The YES network and continued charge has pushed her too far.

The Yankees are her life. She is very upset with the monopoly

When are we getting the YES network back?

regarding the YES network. Why don't we get the network anymore?

#	File Date	Municipality	File Party Name	Address	Cable Company	Complaint Type	Admin Status
1	02/23/2018	WOODBRIIDGE TOWNSHIP		Woodbridge Township, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
2	02/22/2018	WOODBRIIDGE TOWNSHIP		ISELIN, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	OPEN
3	02/22/2018	WOODBRIIDGE TOWNSHIP		WOODBRIIDGE TOWNSHIP, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	OPEN
4	02/09/2018	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
5	02/01/2018	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07077	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
6	01/22/2018	WOODBRIIDGE TOWNSHIP		Sewaren, NJ 07077	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
7	12/07/2017	WOODBRIIDGE TOWNSHIP		Port Reading, NJ 07064	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
8	10/05/2017	WOODBRIIDGE TOWNSHIP		Woodbridge Township, NJ 07064	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
9	09/26/2017	WOODBRIIDGE TOWNSHIP		Port Reading, NJ 07064	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
10	08/22/2017	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07064	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
11	08/21/2017	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
12	08/14/2017	WOODBRIIDGE TOWNSHIP		Colonial, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
13	08/08/2017	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
14	07/31/2017	WOODBRIIDGE TOWNSHIP		Port Reading, NJ 07064	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
15	07/27/2017	WOODBRIIDGE TOWNSHIP		METUCHEN BOROUGH, NJ 08840	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
16	07/26/2017	WOODBRIIDGE TOWNSHIP		PORT READING, NJ 07064	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
17	07/25/2017	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
18	07/24/2017	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
19	07/17/2017	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
20	07/14/2017	WOODBRIIDGE TOWNSHIP		Fords, NJ 08863	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
21	06/09/2017	WOODBRIIDGE TOWNSHIP		Iselin, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
22	05/04/2017	WOODBRIIDGE TOWNSHIP		WOODBRIIDGE TOWNSHIP, NJ 07001	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
23	03/15/2017	WOODBRIIDGE TOWNSHIP		Iselin, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
24	02/27/2017	WOODBRIIDGE TOWNSHIP		Iselin, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
25	02/14/2017	WOODBRIIDGE TOWNSHIP		PORT READING, NJ 07064	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
26	01/23/2017	WOODBRIIDGE TOWNSHIP		Fords, NJ 08863	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
27	01/10/2017	WOODBRIIDGE TOWNSHIP		Sewaren, NJ 07077	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
28	12/28/2016	WOODBRIIDGE TOWNSHIP		Colonial, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
29	12/08/2016	WOODBRIIDGE TOWNSHIP		Iselin, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
30	12/06/2016	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 08861	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
31	11/15/2016	WOODBRIIDGE TOWNSHIP		PORT READING, NJ 07064	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
32	11/14/2016	WOODBRIIDGE TOWNSHIP		Fords, NJ 08863	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
33	10/28/2016	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
34	10/24/2016	WOODBRIIDGE TOWNSHIP		WOODBRIIDGE, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
35	10/20/2016	WOODBRIIDGE TOWNSHIP		METUCHEN, NJ 08840-2809	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
36	10/19/2016	WOODBRIIDGE TOWNSHIP		WOODBRIIDGE, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
37	10/17/2016	WOODBRIIDGE TOWNSHIP		Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
38	08/26/2016	WOODBRIIDGE TOWNSHIP		Iselin, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
39	08/26/2016	WOODBRIIDGE TOWNSHIP		ISELIN, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
40	08/10/2016	WOODBRIIDGE TOWNSHIP		Avenue, NJ 07001	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
41	07/28/2016	WOODBRIIDGE TOWNSHIP		Fords, NJ 08863	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
42	07/13/2016	WOODBRIIDGE TOWNSHIP			COMCAST OF NEW JERSEY II	WRITTEN	CLOSED

43	07/12/2016	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
44	07/12/2016	WOODBRIIDGE TOWNSHIP	Keasbey, NJ 08832	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
45	06/20/2016	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
46	05/09/2016	WOODBRIIDGE TOWNSHIP	Colonia, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
47	04/28/2016	WOODBRIIDGE TOWNSHIP	Woodbridge Township, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
48	04/22/2016	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
49	04/18/2016	WOODBRIIDGE TOWNSHIP	Iselin, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
50	04/11/2016	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
51	04/07/2016	WOODBRIIDGE TOWNSHIP	Woodbridge Township, NJ 08863	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
52	04/04/2016	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
53	03/28/2016	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
54	03/15/2016	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
55	03/14/2016	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
56	03/10/2016	WOODBRIIDGE TOWNSHIP	COLONIA, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
57	03/01/2016	WOODBRIIDGE TOWNSHIP	Port Reading, NJ 07064	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
58	02/25/2016	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
59	02/08/2016	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
60	02/04/2016	WOODBRIIDGE TOWNSHIP	Iselin, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
61	01/25/2016	WOODBRIIDGE TOWNSHIP	Colonia, NJ 07067	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
62	01/04/2016	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 08861	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
63	12/21/2015	WOODBRIIDGE TOWNSHIP	Colonia, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
64	12/17/2015	WOODBRIIDGE TOWNSHIP	Colonia, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
65	12/14/2015	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
66	12/11/2015	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE TOWNSHIP, NJ 08840	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
67	12/08/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
68	11/30/2015	WOODBRIIDGE TOWNSHIP	Port Reading, NJ 07064	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
69	10/29/2015	WOODBRIIDGE TOWNSHIP	Metuchen, NJ 08840	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
70	10/28/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
71	10/27/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
72	10/05/2015	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
73	09/25/2015	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE TOWNSHIP, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
74	09/22/2015	WOODBRIIDGE TOWNSHIP	Perth Amboy, NJ 08861	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
75	09/21/2015	WOODBRIIDGE TOWNSHIP	Sewaren, NJ 07077	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
76	08/31/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
77	08/24/2015	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
78	08/07/2015	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE TOWNSHIP, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
79	08/04/2015	WOODBRIIDGE TOWNSHIP	Port Reading, NJ 07064	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
80	07/30/2015	WOODBRIIDGE TOWNSHIP	Woodbridge Township, NJ 07077	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
81	07/28/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
82	07/23/2015	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
83	07/15/2015	WOODBRIIDGE TOWNSHIP	Woodbridge Township, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
84	06/30/2015	WOODBRIIDGE TOWNSHIP	Iselin, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
85	06/22/2015	WOODBRIIDGE TOWNSHIP	Woodbridge Township, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
			Woodbridge Township, NJ 08863	COMCAST OF NEW JERSEY II	VERBAL	CLOSED

86	06/11/2015	WOODBRIIDGE TOWNSHIP	Woodbridge Township, NJ 08863	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
87	05/26/2015	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE TOWNSHIP, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
88	05/15/2015	WOODBRIIDGE TOWNSHIP	COLONIA, NJ 07067	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
89	05/15/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
90	05/14/2015	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
91	05/11/2015	WOODBRIIDGE TOWNSHIP	Fords, NJ 08863	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
92	05/11/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
93	04/29/2015	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
94	04/29/2015	WOODBRIIDGE TOWNSHIP	Metuchen, NJ 08840	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
95	04/28/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
96	04/10/2015	WOODBRIIDGE TOWNSHIP	Iselin, NJ 08830	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
97	04/10/2015	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
98	04/09/2015	WOODBRIIDGE TOWNSHIP	COLONIA, NJ 07067	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
99	04/06/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 07095	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
100	03/27/2015	WOODBRIIDGE TOWNSHIP	Port Reading, NJ 07064	COMCAST OF NEW JERSEY II	VERBAL	CLOSED
101	03/23/2015	WOODBRIIDGE TOWNSHIP	WOODBRIIDGE TOWNSHIP, NJ 08830	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
102	03/20/2015	WOODBRIIDGE TOWNSHIP	Woodbridge, NJ 08840	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
103	03/16/2015	WOODBRIIDGE TOWNSHIP	Fords, NJ 08863	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
104	03/06/2015	WOODBRIIDGE TOWNSHIP	Avenel, NJ 07001	COMCAST OF NEW JERSEY II	WRITTEN	CLOSED
105	02/27/2015	WOODBRIIDGE TOWNSHIP	Colonia, NJ 07067	COMCAST OF NEW JERSEY II	VERBAL	CLOSED

NJ BOARD OF PUBLIC UTILITIES
Office of Cable Television & Telecommunications
Company Complaint Subtype Report

SUBTYPE LEGEND

Code	Description	Code	Description
9	INQUIRY	N	NON-STANDARD INSTALL-EXTENSION
A	ABUSE-RUDENESS	O	OUTAGES-CREDITS
B	BILLING	P	PROGRAMMING
B1	BILLING MONTHLY CABLE SVC	Q	POOR QUALITY OF SERVICE
B2	BILLING PAY-PER-VIEW	R	RECEPTION PROBLEM
B3	BILLING LATE FEES	S	SERVICE APPOINTMENT
C	CONSTRUCTION NEEDED	T	TARIFF-RATES AND FEES
D	DAMAGE	T1	TARIFF-RATES AND FEES BPU REGULATIONS
E	EASEMENT - RIGHT OF WAY	T2	TARIFF-RATES AND FEES FCC REGULATIONS
F	FRANCHISE INQUIRIES	T3	TARIFF-RATES AND FEES PAY SERVICES-UNREG PREM
G	GUIDE	U	UNABLE TO REACH
H	HAZARD SAFETY	V	ILLEGAL-THEFT OF SERVICE
I	INSTALLATION REQUEST	W	GOVERNMENT REGS AND INFO
J	DISCO-DOWNGRADE	X	AUXILIARY EQUIPMENT /DEPOSITS
J1	DISCO-DOWNGRADE NON-PAYMENT	X1	AUXILIARY EQUIPMENT/DEPOSITS
J2	DISCO-DOWNGRADE IN ERROR	X2	AUXILIARY EQUIPMENT/DEPOSITS CONVERTERS
J3	DISCO-DOWNGRADE CUSTOMER'S RQST	X3	AUXILIARY EQUIPMENT/DEPOSITS REMOTE CONTROL
K	RECONNECTION	X4	AUXILIARY EQUIPMENT/DEPOSITS OTHERS
L	LANDLORD REFUSAL-COMPENSATION	X5	AUXILIARY EQUIPMENT MODEM
M	MISCELLANEOUS	Y	SPECIAL PROMOTIONS
M1	MISCELLANEOUS INTERNET SERVICE	Z	SIGNAL CARRIAGE
M2	MISCELLANEOUS PRIVATE SATELLITE/WIRELESS	Z1	SIGNAL CARRIAGE REDUCTION IN CHANNELS
M3	MISCELLANEOUS OTHER	Z2	SIGNAL CARRIAGE INCREASE IN CHANNELS
M4	MISCELLANEOUS VOIP		

NJ BOARD OF PUBLIC UTILITIES
Office of Cable TV

Complaint Data Form By Municipality

COMCAST OF NEW JERSEY II		"9"																										Total
Municipality	"9"	From 02/27/2015 To 02/27/2018																										Total
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	
WOODBIDGE TOWNSHIP	0	1	63	0	1	0	5	0	0	0	19	2	0	25	0	17	3	70	10	16	6	28	0	5	13	17	2	303
Total	0	1	63	0	1	0	5	0	0	0	19	2	0	25	0	17	3	70	10	16	6	28	0	5	13	17	2	303

How satisfied are you with Comcast service?

28	Very satisfied
62	Somewhat satisfied
95	Not at all satisfied

What problems, if any, have you had with cable TV in the past six months?

16	Picture quality poor on all stations
29	Converter not operating well
34	Complete loss of cable for several hours
29	Picture quality poor on some stations
24	No problems
	Other:

- have to turn the cable on and off a couple times for it to work
- Expensive
- cable boxes rebooting on their own, or boxes must be unplugged plugged back in after screen freezes.
- cable goes out a lot, called 5 times this month to send a signal to the box
- Price gouging
- Poor internet service
- Poor internet service
- Prices keep going up getting less channels for the amount we pay
- Internet goes out. Boxes freeze. Replaced boxes multiple times. Lost saved shows on dvr. Poor phone support
- More money for less channels
- The cable goes out several times a day
- Cant always connect to Netflix. Must unplug tv in order to connect.
- Freezing constantly, or loss of cable and internet
- Internet problems
- Loss of sound
- Price
- Internet connection is not consistently good
- Pics freeze , disappear in middle of program, message says "trying to connect" on multiple stations multiple times
- high cost of services makes it difficult to enjoy
- Box freezes

- Too expensive. We don't use it for cable anymore
- Raised rates dry high without any improvement to service
- Pixels often during broadcasts on many channels.
- High bill
- Mainly FOX News Chanel. Many calls to Comcast to have the issue corrected
- internet problems-had them here 4 times
- Service is overpriced !!!!
- got rid of service
- DVR stops working
- I have had comcast send out the engineering team out 18 times in the past 4 to review & fix the problems for tripple play and still not fixed
- the second box died
- Issues with quality of DVR recorded shows.
- Don't have TV with Comcast

What problems, if any, have you had with Comcast internet in the past six months?

- 41 Loss of Service
- 63 Slow Service
- 54 Interrupted service
- 35 Modem not working
- 10 No problems

Other:

- Expensive
- wifi range and coverage through home is not very strong, have returned old modem for new modem still same issues.
- Lagging connection, Wi-Fi not connectinh
- Green Hollow community, entire community has the cable issue. Every technician is aware of it. Neither the management nor the cable company listen to consumer complaints and fix the issue.
- Slow upload speeds
- Service freezes a couple of times a week
- Internet connection is not always consistently good.
- Do not use Comcast Internet. It's too expensive.
- High bill

- Speed fluctuates
- got rid of service
- I have had comcast send out the engineering team out 18 times in the past 4 to review & fix the problems for tripple play and still not fixed
- Cost
- Prices are too high and there is no competition!

Would you say that Cable/Internet outages occur:

- | | |
|----|-------------------------|
| 53 | Frequently |
| 74 | Occasionally |
| 12 | Only during bad weather |
| 29 | Hardly ever |
| 0 | No problems |
| | Other: |

•

Is Comcast easily accessible by telephone?

- | | |
|-----|-----------|
| 57 | Always |
| 104 | Sometimes |
| 24 | Never |

How is dealing with Comcast Automated phone system?

- | | |
|----|--------------------|
| 58 | Easy |
| 74 | Somewhat difficult |
| 53 | Very difficult |

How many days did you wait for a service appointment?

- | | |
|----|--------------|
| 76 | 1 to 2 days |
| 85 | 3 to 5 days |
| 21 | 6 to 10 days |
| 3 | Over 10 days |

If a Comcast Cable field representative or technician has made a service call in the past six months, how satisfied were you?

- | | |
|----|----------------------|
| 83 | Very satisfied |
| 61 | Somewhat satisfied |
| 41 | Not at all satisfied |

Have you had any billing problems with Comcast Cable?

- | | |
|-----|-----|
| 108 | Yes |
| 77 | No |

Was the problem resolved quickly?

- | | |
|-----|-----|
| 70 | Yes |
| 115 | No |

Have you used the Lord Street Comcast office in Avenel in the last six months?

- | | |
|-----|-----|
| 104 | Yes |
| 81 | No |

How satisfied are you with the current channel selection?

48	Very satisfied
86	Somewhat satisfied
51	Not satisfied at all

What additional programming would you like to see?

24	Sports programming
6	Cultural programming
43	First-run popular movies
18	Informational & Educational Programming
17	Children's programming
6	Musical programming

Other:

- Bring back the local weatherscan and radar that was on channel 101.
- different packages we can choose and cheaper ones I pay over 250 for my triple play
- L
- None
- I don't want to pay \$8.95 for Local Broadcast Fee and \$7.75 Regional Sports Fee
- different packages we can choose and cheaper ones
- I'd like to see the cost reduce by over 50% as thats the quality of the service

Do you watch local access television stations?

12	WTT-35
10	Channel 36
24	Both
52	Neither

Do you watch local access programming online?

31	Video on demand
25	YouTube

Other:

- Netflix
- no
- no
- Amazon Fire Stick since I killed the TV Package - what a ripoff, you pay for HD and Converter boxes!!

What additional channels would you like to see?

- The ability to view news and local programming from other ares.
- The ability to view news and local programming from other ares.

- The ability to view news and local programming from other areas.
- The ability to view news and local programming from other areas.
- NFL football every Sunday during football season no matter what Team is playing and what channel it is on.
- More options on comcast stream pix and more free/subsription movies avaiable on demand.
- FIOS
- not sure
- Limit sports channels to those who watch and are willing to pay for them. I'm sure this would lower out monthly cost considerably
- not sure
- I only want basic TV that doesn't cost an arm and a leg and that doesn't go out all the time.
- Cmt without a package
- More African American channels on basic
- Fox Sports 2
- qvc 2
- Current movies
- nhl network
- video on demand- where the lips are in sink with the voice
- News channels, movies (instead of repeating same movie over and over, looking forward for new movies which can be watched with family)
- Nfl Network
- More sports channels and movie channels
- ones that dont repeat same movie 5 times in a day
- I would like to opt out of certain channels that I never watch and bring the cost of my bill down! Thanks to the recent increases my bill for 1 main TV and 2 BR TV's is quickly creeping to \$300!!!!!! THAT is OUTRAGEOUS!
- Teen Nick, National Geographic, Stars
- Teen Nick, National Geographic, Stars
- Teen Nick, National Geographic, Stars
- liwer rates

- lower rates
- More movie channels should be accessible. Rates keep going up but channels get taken away
- None, any additional channel will be an increase in the price which is already high.
- Would like to click off programs I don't want, like spanish channels
- The TV lineup is useless - If I just want LOCAL channels, I should be able to get them ONLY and not pay for HD & Converter boxes!!!
- Nutrition
- RTP
- Nj news
- N/A

As we approach re-franchising, what issues are important to you?

- Lower prices - I pay almost \$250 a month which is outrageous. My internet service is so slow. I even requested the new modem which was suppose to make the internet faster. No way did that happen. Just sick of poor service and high prices.
- i would like to have more lower priced packages that include local baseball team channels (sny, yes) without having to purchase a premium package
- price/ the ability to choose the channels you want
- Cost for service is extremely high. No tiered options. Canceled tv, internet price very high. When streaming, service buffers
- Internet speed. Less info,
- Internet speed. Less infomercials.
- Internet speed. Less infomercials.
- Internet speed. Less infomercials.
- fast internet , on demand slow to get
- thinking of cutting the cable because it is way to expensive. And when I first switched to cable it was because there were no commercials and now that all there is
- Cost...you are way to expensive for cable and for internet. Channel lineup...too many channels I don't need to watch. Let me pick my channels and pay accordingly. Football is a must during football season.
- Reasonable pricing. Dependability good customer service
- Price

- My only issue with comcast is that I would like to see quicker service in the Lord Street Avenel comcast site. Its like DMV in there.
- Comcast is good. Would like to see more competition with FIOS offered more in the Township and another cable operator competing. Competition can be good for the consumer.
- there price for a triple play, the cost with all there fee's is very high
- Pricing. Way to high because Comcast has no competition to compete with. Also, when you call to discuss a discount in pricing you're offered free premium channels. Need lower prices; not useless stations.
- The Price! Their prices for everything is just so high!
- Cable services are very expensive. There is no other cable provider in Avenel other than Comcast, so we have no choice. They should offer their promotions (triple pay promotion for first year) to both new customer and old customer. They will jack up the price after your first year.
- The Choice of other TV/Internet vendors
- pricing. I feel since company's are getting big tax breaks they should pass some of the saving onto customers
- Many of us do not watch sports channels, yet we are forced to contribute to sports channels, franchises and licensing.
- Price
- pricing. I feel since company's are getting big tax breaks they should pass some of the saving onto customers
- COST, COST, COST and SERVICE, OUTAGES
- Price
- Need lower cost options
- Removing the mandatory sports package
- If a cheaper broadband ISP were available I would drop Comcast / Xfinity and go with another ISP to save money. Comcast / Xfinity is too expensive!
- Cost
- choice of cable & internet providers
- No competition if Comcast is the only internet provider. Some towns have Fios & Comcast. Competition equals lower cost to the consumer. DSL is not option, extremely slow.
- No competition if Comcast is the only internet provider. Some towns have Fios & Comcast. Competition equals lower cost to the consumer. DSL is not option, extremely slow.
- Choices. Would like Verizon Fios as an option

- Get FiOS and lower prices!
- Price get another provider in so we have choices
- COST & Quality. They rope you in with a deal, then double the cost after a year. Comcast needs competitors. Bring Fios in!
- COST & Quality. They rope you in with a deal, then double the cost after a year. Comcast needs competitors. Bring Fios in!
- COST & Quality. They rope you in with a deal, then double the cost after a year. Comcast needs competitors. Bring Fios in!
- I'm sick of the monopoly Comcast has in Woodbridge township. They keep raising rates and know that if we can't switch as there is no other provider. Why don't we have Fios? Sick to death of hearing from coworkers (live outside of township) who have multiple options and much better rates. Give us choice!!!
- COST & Quality. They rope you in with a deal, then double the cost after a year. Comcast needs competitors. Bring Fios in!
- price
- price
- there is no competition in woodbridge twsp.What ever happened to fios for woodbridge twsp.
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- there is no competition in woodbridge twsp.What ever happened to fios for woodbridge twsp.
- There is no competition in woodbridge twsp.What ever happened to fios for woodbridge twsp.It seems we are stuck with comcast.A monopoly
- I FEEL THAT COMCAST HAS THE MONOPOLY IN WOODBRIDGE TOWNSHIP & SOME OTHER CABLE COMPANIES NEED TO COME INTO THE TOWNSHIP.COMCAST HAS NO OTHER CABLE COMPANY TO COMPETE AGAINST SO THEY CAN OPERATE AS THEY PLEASE.THIS IS NOT A FAIR PRACTICE IN MY OPINION.
- Pricing, I pay close to \$250/mo. for cable, internet and phone.
- better service
- Please get another ISP in town that offers broadband Internet so that there's some competition for Comcast/Xfinity; preferably a company that offers Internet service for a price that makes it worth dropping cable. FiOS would be great, Spectrum or Google Fiber would do too.
- PRICE IS TOO HIGH
- costs; consumers having the choice to decide; competition

- a low cost alternative
- pricing.. we drop comcast cable, due to over price.
- Woodbridge needs another broadband ISP who prices its Internet services at a level that makes it worth cutting one's cable subscription. FiOS, Spectrum Internet, or Google Fiber would be great.
- not waiting so long for an appt
- lower pricing, faster internet speed, fiber cable,lack of competitive products (FIOS-SPECTRUM-other)
- Price
- Lowering the cost of watching tv, they charge way too much!
- I would like to have Verizon fios
- lowering their rates, better customer service
- rising costs and no competition. The monopoly set up by the state is hurting us.
- affordability and quality service
- I would like to have access to all of the tv and internet services that could possibly be available to us.
- Price, reliability, choice. As a former Fios customer their service is superior. If Woodbridge wasn't a must-do town when the first round of hookups was done by 2015, what is the holdup now? Is the township blocking?
- The cost is the only problem we have had with comcast since we have had it since 2006. Cost keeps going up and up quickly. WOULD love the ability to had pick channels. Woud also like more servces included and fast internet
- Customer support
- Lower monthly rates
- Verizon Fios
- Price, comcast cable is too expensive.
- fast internet , on demand slow to get we need some one to choose,deside comcast
- Overall Pricing
- The cost is very high
- Internet speed and channel selection. Fios is the best
- More provider options.
- More competition for better pricing, more packages, a la carte services
- The cost of my bill. Having accurate service done

- LOOKING FORWARD FOR OTHER ALTERNATE. CURRENTLY ONLY HAVING COMCAST WHICH MAKES VERY DIFFICULT.
- all of them
- Service is way too expensive. Also, offer a VARIETY of cheaper TV package options.
- Comcast pricing is extremely high and constantly going up. I cancelled my TV service but each year my cable internet rates go up. Comcast's customer service is horrible and their junk mail advertising is annoying and wasteful.
- Pricing is too high
- Prices
- Price. Comcast extremely expensive. Reliability. Internet speed
- Price
- Better upload internet speed, more reasonable internet/ tv packages, we want Fios
- Price
- Far better service. Currently the service is crap. My relatives Direct TV doesn't go out as often as Comcast's Xfinity.
- Cost! Would like to have a choice besides satellite.
- Options for cable/ internet providers, service that actually works, affordable pricing, more plans to choose from
- Pricing is too high!!!
- better packaging to reduce the pricing. Price for anything with Comcast is out of control
- price
- Lower prices
- Cost of the service is absolutely number one. Consistent internet coverage is also VERY important.
- Cost for service packages is insane. Monopoly needs to be broken up so that we as consumers have a choice in our cable provider. Right now we're stuck with whoever has contract for our area. Seems like "Ma Bell" used to be before monopoly was broken up.
- Verizon Fios
- Price is too HIGH
- Price. Package offers
- COST
- Drop Comcast very expensive

- Drop Comcast very expensive
- Drop Comcast very expensive
- COST!! It sickens me that my tv and internet entertainment is the same amount as my car loan!! I've been a customer since the 1980's and the company rewards me with constant increases - forcing me to call and beg for a plan that is affordable. And lately, there are NONE! ElizGas & PSEG & Middlesex Water doesn't slam their customers like Comcast does. The young people are finding new methods for their viewing - perhaps it's time Comcast provides age related deductions for the 60+ viewer.
- Cost
- Lowering the cost, Comcast is way to expensive
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- Lowering the cost, Comcast is way to expensive
- Price is too high
- Customer Service. It's frustrating dealing with off shore personnel and extremely hard to get someone in the states that speaks English
- liwer rates, choices, no Monopoly
- liwer rates, choices, no Monopoly
- Price and quality of service
- Lower the cost! Allow competition, similar to electricity and phone service. Don't make me pay for staions I don't want.
- costs are outrageous should only pay for channels utilized
- The cost of their products!!! We can only compare them to them, these questions aren't really fair!
- PRICE!
- Lower cable bill
- As I said, rates keep going up. Comcast should have competition!
- MOST importantly the internet needs to be fixed so you get what you are actually paying for, not the watered down version that never works as advertised during peak hours. The internet nodes support more than they can handle and the city doesn't do anything about this at all. The speeds need to be as advertised at all times. Furthermore the equipment needs to be routinely checked by Comcast to see if you have the latest equipment as opposed to having the same thing for years that doesnt support your needs. The fact That Comcast doesnt provide what is advertised to paying customers is illegal. As for tv goes, Programming selection. Always play the same old movie over and over. Movie selections are terrible.
- The lack of competition makes Comcast a Monopoly in Woodbridge. There is a need for other cable providers in order to keep the price more affordable especially for Seniors. The only other option is Dish

based and that is even worst. How about letting other cable providers to service the area (i.e. Optimum, FIOS etc) in order to make rates more competitive.

- Price. The cost of cable is far too much. Their internet service is terrible. It 's very slow.
- Cable being faster
- I don't like a monopoly. I would like to choose a company that I want based on cost. Comcast prices are ridiculous-Get Fios!!!
- Tell Comcast to give a 25 percent Senior Discount, Have LOCAL ONLY with NO stupid fees, and also allow us CHOICE, not what they want to provide, It is also time to let real cable companies such as Altice, Spectrum and Google Fiber come into Woodbridge!!
- Lower prices
- Lower prices
- customer service, rates, program selections
- Cost
- Cost
- Pricing. Those looking to cut cable cannot with Comcast as their Internet is priced too high and leaves you no choice but to stay subscribed to regular cable. Additionally, their contract pricing locks you in.
- Cost
- Inexpensive costs with a superior service. The uptime with zero issues is never and the frustration with Comcast has gotten to the point that its not worth to even call for support or to get a credit as they are filled with empty promises and they do not credit when its communicated. You have to call ibn 48 hours only to be told it was denied.
- COST (esp add-on fees not included in advertised price)
- Pricing is horrible because there is no competition.
- Comcast is too expensive over \$200/ month. Bring in competition.
- Better service and internet connectivity
- The monopoly Comcast has BILLING IS THROUGH THE ROOF
- Price of services, a la carte options
- Get more options that just cable and dsl !!!