

Town of Lincoln, MA Cable Survey Results - OCTOBER 2002

Overview

The survey was sent to about 2200 households in Lincoln, MA in early September 2002. Returns were counted through October 15, 2002 and total **576 (26.2%)**. Since its start in the 1980s, the same cable plant has been owned and operated by Nashoba Cable, Cablevision, and currently AT&T Broadband. There are negotiations for Comcast to purchase the AT&T Broadband plant and operations nationwide. The town's responsibility is to review, negotiate, and grant franchise licenses to cable operators. These are non-exclusive licenses, but most communities have only one operator.

The survey results are tabulated with % of responses shown for responses as appropriate for that question.

Section	Description	Questions	%
A	Current Cable Subscribers ONLY	1 – 7	61%
B	For Former or Non-Cable Subscribers ONLY	8 – 11	39%
C	For ALL residents: High Speed Internet / Broadband	12 – 15	97%
Comments	(For all)		

The blocks for CAC Summary and Opinions are in development at this point in time and do not necessarily reflect the opinions of full committee.

(CAC = Cable Advisory Committee)

<p>CAC Summary</p> <ul style="list-style-type: none"> Survey sent to 2200 households 576 returned surveys → 26.2% return rate
<p>CAC Summary Opinions</p> <ul style="list-style-type: none"> 26% is an outstanding return rate for a town-wide survey. This seems to reflect an intense interest in improving the quality of service and the services provided.

1) Please rate AT&T's cable service by circling the rating on the following items:

Question	Bad	Poor	Fair	Good	Exc	No Answer	Grade
Picture/Sound Quality	5%	12%	33%	41%	8%	1%	Fair +
Customer Service / Response	8%	17%	29%	31%	6%	9%	Fair
Value for the money	13%	27%	43%	13%	2%	3%	Fair -
Adequacy of # channels offered	11%	24%	28%	34%	2%	1%	Fair
General overall satisfaction	8%	23%	47%	21%	1%	0%	Fair

CAC Summary

- Average rating of FAIR
- 9% rate as BAD
- 3% rate as EXCELLENT

CAC Summary Opinions

When the system is upgraded,

- The signal quality should improve.
- The number of channels will increase (some on expanded service, others on digital service)

An upgraded system does NOT mean:

- Better customer service or response (except for identifying service outages)
- Better value for the money.

Comments

We have DirecTV.

Comments – Picture / Sound Quality

(poor) for channels 2 & 7.

(good) except for PBS channel 2.

Channel 2 is bad; channel 4 is poor, otherwise fair.

Not sure whether cable or old TV is to blame!

Comments – Customer Service / Response

(fair) Friendly, but they don't ever seem to know the answer to our questions!

(good) But can't get clear picture on screen.

No explanation for outages.

Technical help is excellent. Administrative is BAD. Did not respond to complaint and does not have customer service skills.

Comments – Value for Money

Base cost too high.

(fair) They keep raising prices without adding any additional benefits.

Comments – Adequacy of Number of Channels Offered

We want "Animal Planet"!

(poor) in basic service package.

Too many.

Comments – Overall Satisfaction

(poor) because of lack of high speed internet access.

2) Do you experience cable outages?

No	1/year	Quarterly	Monthly	Weekly
7%	15%	43%	28%	8%

Comments

Haven't had it long enough (new subscribers)

Only when there is bad weather.

Comments – 1 / year

We just subscribed four months ago.

Comments – Quarterly

More than once during winter.

mostly due to weather conditions that damage lines.

Usually after a storm.

Depends on sun's position

We lose service too frequently

Comments – Monthly

last week 2 in one week.

Comments - Weekly

every storm!

Intermittent, several minutes.

Out now (9/11/02). Out again (9/12/02)

Sometimes even daily

Usually brief.

CAC Summary

- 79% say they experience cable outages at least quarterly.

CAC Summary Opinions

- With a system upgrade, the number of cable outages should decrease and the time to identify should be quicker. TBD if time to repair will improve.

3) Over the last 4 years, when you have an outage or problems do you typically:
(check all responses that apply)

%	Description
45%	Don't call (please explain) because
28%	Call, have to wait over 30 seconds for the phone to be answered.
15%	Call doesn't go through or you get a busy signal.
28%	Call and are satisfied with the response.
10%	Other (explain)

CAC Summary

- Expect service to be restored soon.
- Too lazy to call.
- It doesn't do any good to call – not worth the effort.
- Too much trouble and poor response from AT&T.

CAC Summary Opinions

- A lot of frustration working with AT&T customer service.
- Need a better way of handling information about an outage – “real-time” information seems lacking or not volunteered. Waiting for at least 3 customers to call before declaring a network problem prolongs aggravation and not fixing the network problem.

Comments - Don't call because

“It's supposed to work.”

Appears to be weather induced.

Assume nothing can be done to hasten restoration of service.

Assume others have.

Cable is already back on.

Cable restored within 6-12 hours. Only had cable one year.

Called in past to Cablevision and heard a recorded message. Calling doesn't seem to have any effect.

Condo Association calls.

Don't think anything will happen

Don't think it accomplishes much.

Doubt it will make a difference.

Eventually is repaired.

Expect someone else will call.

Figure everyone's out due to weather.

Fixes itself.

I assume it is being repaired.

I assume it's area wide.

I assume the problem will be fixed.

I assume they know about the outage and can't give me new information anyway.

I check to see if my neighbor's is out first.

I check TV later.

I don't care that much – kids do, but I hardly watch.

I don't have time to be on-hold for 5+ minutes waiting for the “next available customer representative”.

I expect cable outages.

I expect service to be restored soon.

I expect that they are aware.

I figure they will fix it – happens regularly.

I just wait.

I know everyone else will call!

I know my neighbors have called.

I know there will not be an answer.

I now have purchased satellite

I turn off the TV and wait for them to fix it. Also I don't know the number.
I usually set "reset" button and all is well.
If storm related will return eventually and if I do call, wait usually too long - > 20 minutes one time.
Interrupts usually self corrects.
It always comes back on shortly / day.
It comes back in less than one day.
It comes back usually within a few hours.
It corrects itself eventually.
It does not seem to make any difference
It doesn't do any good.
It doesn't help.
It happens a lot and goes back on soon after.
it happens so frequently
It happens so frequently that we don't take the time to call.
It is futile.
It was an electrical outage.
It's a hassle to get someone.
It's always a system issue, not house specific, and responses are unhelpful.
It's not worth it – they do it in their own time.
It's out for a reason.
It's useless
Just wait until it works.
lots of other people call
Most often we assume it's the whole cable thing.
My main interest in cable is Internet access.
Neighbors called
Never does any good.
no point – never any response
Not going to get satisfaction.
Not that urgent.
Not worth the effort.
obvious due to severe weather
of poor customer service
Often don't bother anymore – have given up!
Only have been here 1 year.
Others already have.
Our children are the major consumers of TV.
Past wait experience / bad.
Personally wait until problem is fixed.
Response isn't helpful.
Response so slow anyway.
Service has been established within 12 hours.
service is restored within minutes
Service is restored.
service lost whenever weather is stormy
Service people are working in the area.
Stopped calling – never satisfied with workers that were sent out.
The customer services dept is closed at night (when outages frequently occur).
The first dozen times I called. Happens too often.
The problem most likely affects the whole area.
The service is eventually restored.
There is always <u>hope</u> of revival!
There is usually no response.
They already know about it every time I called previously.
they are working on it
They can't do anything, so why bother.
they don't answer

They don't know anything anyway!
They never answer.
They said all issues were in the house – “not their issue”.
They will fix it at their own rate and pleasure.
They won't do anything anyway and are rude about it.
They'll fix it eventually
time consuming
Too lazy! Also service typically comes back soon.
Too much trouble and poor response from AT&T.
TV is not that important to me.
TV is not worth the trouble of talking to customer service.
TV not that important and calls don't fix problem.
TV not that important.
Usually a problem that we know they are aware of.
usually aware of reason (storm)
Usually comes back on in reasonable time.
usually, no urgent need
Wait to see if it returns – after 1 hour I will call.
Wait until service comes back.
Waited to next morning – service restored.
waste of time
We switch to conventional TV.
We wait.
Weather related.
When there is a bad storm.
Why bother, they fix everything on their own time.
within 2-3 hours / sometimes faster / back on
won't help
Comments - Satisfied
But when reps come, they can't fix.
More or less
usually
Comments - Other
And get very inadequate response. 5 visits before installation satisfactory.
Call – get recorded message that not satisfactory.
Call and are <u>not</u> satisfied by the response.
Call and dissatisfied with response – “There are outages in your area”. Yes, we know that.
Call and fix is temporary – they “reset” it wrong.
Call and get annoyed with interval to get on-site service.
Call and NOT satisfied with the response.
Call and receive excellent technical help, but when calling with a complaint (they removed my favorite channel) the administrative help was poor.
Call and receive recorded message about outages.
Call get reasons why --- old box, bad signal, too powerful a signal for my technology --- then promise of box upgrade upon my request, then no one shows up when we stay home from work. Very mad result!
call occasionally
Call, but answer is simply service down.
Call, not satisfied. We are at the end of a trunk. They always want to check our house, and the problem is always in the trunk. (I'm a professor of EE at MIT and I can tell if our house is ok.)
Call. Wait. Tell me they will call me back. Never do.
Called and reps were rude or refused to help.
Excuses given.
Have not needed to since AT&T took over.
Hopefully it will get fixed soon.
I call, they say there is no outage because only I complain. They then schedule a service call, which wastes my time, and their time, which confirms the outage.
I don't like being asked for my Social Security Number.
I have called twice when the cable man never showed up at the agreed upon time or day – “NO SHOW”

and never called to let me know he was not coming.
I have had only 2 outages since service began in May 2002.
I have rarely called.
I've only lived here one year.
In the last 3 months some of our service went out. We lost 3 channels and they never came back. I've called a number of times. One of these channels is the sole reason I signed up for cable – because I do educational consulting for them.
Inquiries unresolved.
Most recently happening during 9/11 events and follow-ups.
No help given in terms of why or how long.
Nothing they can do then and outage in that town, send out a worker that complains about the town's problem with cable.
On the phone for half-hour or more and the issue is hardly ever resolved.
only when electricity is off
Outages often on <u>weekends</u> ; when calling, am told "wait until next Business Day – Monday".
Person says 3 people have not called, so they do not consider it an "outage".
Replaced cable box.
Response is that they're working on it – no resolution time known!
Satisfied when they are ready, not when no fix <?>
Serviceman came and replaced connectors.
There should NEVER be outages.
They don't know where the problem is. Takes too long to make repairs.
They don't know whether problem is regional (Lincoln) or at my home. Always want to send expensive technician – when we are not home.
They say they will fix your problem, i.e., defective cable box (they're all old and broken), then assign it to another state, instead of your. It takes 5-6 calls to straighten it.
Too often without service!
Unsatisfactory response.
unsatisfied responses
Usually comes back.
Usually satisfied. Frustration with number of times cable is out.
Vague explanations.
Very unsatisfactory replies – we should be compensated for cable outages.
We call everytime and everytime we waste discussion with them blaming our TV or our cable line – but the problem is clearly systemic.
We watch very little TV, but Grandma watches most evenings
When responded to, we're told it will be seen to – it can be minutes or hours before the service is restored.

4) What do you want to see on Lincoln's Municipal Channel (Channel 8) (check all interests)

Public Announce	Local Gov Meetings	Town Meetings	Seniors Events	Town Events	School Events	None	Other
62%	51%	58%	26%	57%	31%	11%	5%

CAC Summary

- Not much content on channel 8
- Quality of video and audio is poor

CAC Summary Opinions

- Large variance in interest. Partially due to poor example of what can be broadcast and in the quality of the broadcasts. Having Concord the primary user and control point does not help Lincoln's PEG situation.
- Improve content and quality of PEG

Comments – Other

Area events of possible interest.

Art shows local.

Lectures (Bemis)

Lincoln organizations' events

Local entertainment.

L-S sports

Special events at neighboring towns.

Viewpoints on issues by individuals and debates.

Comments – School Events

And L-S.

Comments – Town Meeting

Delayed; but progress reported?

Comments

(none) Mostly boring subjects to date.

(school events) even though we have no school age children.

All town committee & commission mtgs.

AT&T is the worst.

Be sure these show at reasonable hours!

Concord dominates.

Creative programs of all kinds. Experimental --

Don't watch it.

Everything important in the Lincoln Journal should be on Channel 8.

have not used

Have not viewed channel 8.

have not watched

have not watched enough

How does one know what is on and when? A more active web-site and interactive could help.

I have satellite DirecTV.

I rarely watch it.

I watch Selectmen's meetings and would like to see improvements in videography, but that is all.

I watch the selectmen's (persons) meeting some of the time.

If cost is a consideration, drop school events, then senior events.

Less time devoted to Concord and other towns.

Low priority. These have poor quality (the taping equipment is ancient).

Mostly Concord meetings, little Lincoln.

Never look at it.

Never watch.

Never watched it.

no interest
no preferences
No real-time interest. Strong interest in video archives of meetings on demand.
Not as important as better service at lower cost.
Only useful if Lincoln Journal does "TV Guide To Lincoln".
Other – town sports.
Probably wouldn't watch much.
Programming relating to arts, nature, environment with relevance to Lincoln.
Schedules of events and meetings
Should NOT cover Town Meeting. Would hurt attendance.
Something is better than nothing!
Speakers at events such as library, Bemis, etc.
Special guest lecturer (Lincoln residents) on various subjects. Recreation in Lincoln (trail, farming, gardening, horticulture, etc).
The O'Reilly Factor; Fox News.
Town history and people, events, and productions.
Town meetings only after the fact – we still need the townspeople to show at meetings.
useless
Voting results reported.
We are infrequent watchers but like the access.
We don't rely on TV for Lincoln news.
We get <u>Concord</u> info on channel 8!
We have never developed the habit to turn it on – I go to a meeting that interests me.
We haven't used this channel
Why do we need one?

5) To support Lincoln’s future Public, Educational, & Government (PEG) access programs and Cable TV studio at the school for both school & public use, what would you be willing to pay per monthly bill? (Yields are based on June 2002 figures of 1100 subscribers). Check one please:

Up to 0.50	Up to 1.00	Up to 2.00	None	Other	No Answer
26%	27%	12%	28%	5%	1%

CAC Summary
<ul style="list-style-type: none"> Median is about 0.50 to 0.75.

CAC Summary Opinions
<ul style="list-style-type: none"> This is based on generally weak understanding of PEG and virtually no current service examples.

Comments
Theater and music
I don't see the need at schools – Explain why books, lecture and class discussion <u>need</u> a TV.
However, current fees should cover, anyway.
Don't know how to respond.
?
Not sure?
Comments - \$0.50
More likely to simply drop subscription.
Comments - \$1
If it is kept accurate!
Comments – None
None – not important for learning
None – cable company support
Comments - Other
\$5.00
\$0 - \$2. I don't know what PEG's mission is or its success rate for achieving its mission.
cable TV should pay
Cannot afford additional costs.
Depends on offerings.
don't feel qualified to answer
Don't understand PEG vs. Channel 8.
Don't understand this.
High speed internet, broadband more important.
I need more information.
I support it, but feel people who want it should pay for it.
I thought this was part of town contract with Cablevision. School should pay for cable TV studio. Don't hide this cost from being in school budget!
I'm not sure what this is.
If digital comes ok, but NOT until then.
Make do with what they have.
No comment.
no preference
Town budget item, not cable customer responsibility.
What is prospectus for PEG = not buy a pig in a poke?

6) Are you considering and/or have satellite Dish service?

Yes	No
49%	51%

CAC Summary
<ul style="list-style-type: none"> About half have or considering.

CAC Summary Opinions
<ul style="list-style-type: none"> Hard to interpret responses. Should have separated considering and having dish service.

Comments
undecided
Comments – yes
Difficult in Townhouse.
Not permitted by Condo Association except in area blocked by trees.
Comments - no
But, I do not have clear line-of-sight.
Can't get it.
considering for computer
For computer access and TV.
for internet access
For internet access, not TV.
For internet.
If a complete as satellite dish network is good. Don't need cable anymore, but keep it as security.
Tried, but trees were in the way.
Would prefer digital cable at a reasonable rate.

7) Are you interested in Digital Cable, HDTV and the benefits they offer?

Yes	No
79%	21%

CAC Summary
<ul style="list-style-type: none"> Yes

CAC Summary Opinions
<ul style="list-style-type: none"> Definite interest in services afforded by better transmission system. Many will probably subscribe, but the strength of demand is not as strong as for the Internet service.

Comments
?
?
depends on price vs. value
Comments – yes
But not at an increased price.
PLEASE.
These features were promised by previous cable company (from our understanding was to be honored by AT&T Broadband). To have a HDTV and not get pictures is upsetting. Have a unit which doesn't receive signals – waste to buy a TV with those features.
This is my need.
Ultimately
Very much.
Comments – no
Too many new broadcast antennas needed, plus more cabling through our trees!

----- For those who do not currently subscribe to cable -----

8) Did you ever subscribe to cable while living in Lincoln?

Yes	No
21%	79%

CAC Summary

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CAC Summary Opinions

- Some have tried to subscribe, but either installation fees, availability, or weak customer service have thwarted their efforts.
- Some have cancelled service for a variety of reasons.

Comments - no

But I've tried 4 times!

It is not available in my neighborhood!

This house had cable when my Dad and Sister lived here. We don't want – too expensive – don't watch enough TV.

Too expensive – they wanted \$1,000 to install the service ten years ago.

9) Have you canceled your cable service?

Yes	No
31%	69%

CAC Summary

- %s are confusing. Question should have been combined with question #8.

CAC Summary Opinions

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Comments - yes

I ordered cable service, but they didn't show up as scheduled. Twice. I cancelled order and got a dish.

Reduced to basic

10) Why did you cancel or not subscribe to cable service? (Check all that apply)

Too expensive	Unhappy with reception	Don't watch enough TV	Own satellite	Too \$ for hookup	Unhappy with customer service	Unhappy with channel line-up	Other	Street
26%	9%	42%	18%	10%	10%	8%	22%	9%

CAC Summary
<ul style="list-style-type: none"> • 26% consider too expensive (poor value) • 42% don't watch enough TV • 18% have satellite • 9% cannot get on street

CAC Summary Opinions
<ul style="list-style-type: none"> •

Other
60 channels of mediocre programming (rubbish) are no better than 4 or 5.
9 years ago when we moved here, they said it would cost \$500 a house and all houses on my street and the connecting street would have to pay.
Absence of broadband internet service.
bad service
Cable was installed on our street (Storey Dr) about 6 months ago).
Current public channels sufficient.
difficult installation arrangements
Do not watch TV.
Don't need cable.
don't need it
Frequent outages. Not internet service.
Have both services <satellite>
Have large Yagi rotatable antenna
House not wired and looking for Internet access as primary reason – went with Satellite for Internet
I understand you always lose cable for no reason.
Kids watch too much TV. Lots of violent programming.
Lack of available programs.
Many friends have cancelled.
moved to different house and didn't bother
Need high speed internet.
Needed high speed internet service so I switched to Direct TV and net.
Never explored the possibility
No broadband available.
no broadband internet
no high speed net access
No hi-speed.
No internet access – primary reason for not getting cable.
No internet access.
No internet access.
no internet connection
No internet connection.
No digital and lost ATT driver <?>
No high speed internet
No internet hookup.
No Internet service.
No internet service.
No internet with current cable.
no ISP – no response
No need: network TV and netflix is ok' no broadband

no TV
Not available where I live
Nothing very good on TV.
Outage problems
Prevent children from watching TV.
Public radio fills my needs. Another financial obligation.
Recently moved here.
Switched to DirecTV for more channels, better reception, same price.
Too "monopolistic" and non-customer oriented in their behavior; No high speed internet offered.
Too many channels → too high a price. Cut down monthly price – offer fewer channels or even better, a "menu" to choose from. Then I would renew.
We now have satellite because Cablevision was unsatisfactory.
We read books.
Why pay for TV
Street
Autumn Lane
Davison Drive
Hawk Hill Road
Hawk Hill Road (formerly Old County Rd Ext)
Huckleberry Hill
Lincoln Road (install cost)
Mill St.
Mill St.
Mill St.
Mill St.
Mill Street extension
Mill Street!
Mill Street.
Moved here 4 years ago and neighbor did not recommend cable on Tower Rd.
North Great Rd
Oakdale Lane
Old County Rd
Old County Rd between Trapelo and Winter
Old Winter St.
Page Rd. Was not available at first.
Red Rail Farm
Round Hill Rd.
Round Hill Rd.
Round Hill Rd.
Round Hill Road
Round Hill Road
South Great Road
Storey Drive. Cable was just recently available, but high speed internet is not.
Stratford Way
Tabor Hill Rd.
Tower Rd.
Twin Pond Lane
South Brook Rd / Old Conant
Satellite
We bought when we canceled for internet and TV.
Service

Don't Watch Enough
Originally. Now I would like to, but AT&T Broadband won't reply!
Primary reason.

11) Would you consider subscribing for only high speed Internet Access through the Lincoln cable television operator?

Yes	Yes, but if only access for high speed	Maybe, depending on fee	Do not know	No Answer
47%	14%	26%	6%	6%

CAC Summary
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CAC Summary Opinions
• Possibly 70% of residents not cable subscribers will use cable for the internet, thereby

I don't know right now - - (Comments please)
My first priority is to speed up my access to internet for computer use.
Need more information and options. It's got to be reasonably priced!
Depends on how it compares to any 2-way satellite connection.
Depends on service offering, pricing, and cable loading (effective bandwidth).
I do not have a computer.
I have access adequate for my use over phone line.
If my children were interested maybe.
No time for such things (Parents both have internet at work).
Technology changes daily... I waited for a dish. I'll wait for cheaper ISP.
The monthly fee is not the issue. Their quote to run cable was too high (\$2,700).
Would the service be as bad as Cablevision?
Planning to contact DirecWay and inquire.
No
But would have – now have internet dish.
Only
Absolutely!
Yes
We may discontinue our cable since satellite is so great (picture quality) – and then would definitely want internet access.
Would prefer DSL.
Yes Yes Yes

12) Do you currently have Internet access in Lincoln?

Without Cable		With Cable	
Yes	No	Yes	No
92%	8%	91%	9%

CAC Summary
• Over 91% of residents access the internet.

CAC Summary Opinions
•

Yes
Service so slow I quit.

13) If yes, do you use dial up access?

Without Cable				With Cable			
Dial-up	Sat	T1	IDSL	Dial-up	Sat	T1	IDSL
93%	6%	1%	0%	97%	2%	0%	1%

Typical Speed					
< 26	26 - 32	33-47	48-56	Higher	T1
11%	31%	15%	31%	12%	1%

CAC Summary

- 95% of residents who have internet access use dial-up modem to access internet
- Many residents cannot get good performance out of existing phone lines
- Satellite access gives higher speeds, but problems with latency and connecting to businesses.
- DSL not available in Lincoln

CAC Summary Opinions

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Comments – Other

Direct line to work.

I will soon have shared T-1 line.

Web TV

Comments – Speed

1 – 3 minutes

(satellite) Very long latency, but about 100-400 kbps download. Also cannot use for corporate VPN.

(satellite) Although variable and sometimes unreliable (weather dependent).

I get interrupted by phone cutoffs not by us. Very annoying.

Less than 28.8 due to poor phone system in town.

S-L-O-W – 56K modem sometimes takes 10-15 minutes to log on! Ugh!

Slow! Town “frozen” at 34K. Rarely hits 56K.

Good question! I’m curious about town-wide average.

(has 28.8K) What do you mean by “high speed”? 56K or what?

I have a 56K modem, but phone line supports 24 only.

14) Check your present & future high-speed Internet access needs:

Without Cable			With Cable		
None	Home	Home office / work	None	Home	Home office / work
3%	49%	47%	8%	53%	39%

CAC Summary
<ul style="list-style-type: none"> • Very high % that have a home office or who do their work at home.

CAC Summary Opinions

Comments
Maybe slow, OK for now
It is crucial for us. We are considering satellite, but that isn't good enough for outbound.

15) If Lincoln's cable television operator were to provide Internet access by December 2003, how likely would it be that you would subscribe to their service?

Without Cable			With Cable		
Very Likely	Somewhat Likely	Not Likely	Very Likely	Somewhat Likely	Not Likely
65%	24%	12%	73%	15%	13%

Totals		
Very Likely	Somewhat Likely	Not Likely
69%	18%	12%

CAC Summary

- Very Likely + Somewhat Likely = 87%

CAC Summary Opinions

- Numbers and comments express an enormous demand for and frustration with getting the high speed internet service.
- Probably 25% (maybe higher) will not subscribe if the price is too high relative to the value.

Comments

I may be dead by then!

Promised for 3 or 4 years. Don't believe December 2003.

Comments – Not Likely

December 2003 too late. Because we are doing our own now.

Depends on cost to run cable.

I'd move.

We are getting a T-1 line in North Lincoln.

Not worth \$49/month

Normally I would say "very likely", but as I am forming an independent broadband service, I would say "not likely".

Comments – Somewhat Likely

Depends on cost.

Depends on price.

I'm desperately hoping something will be available sooner.

But I won't believe it until I see a contract and severe penalties.

depends on speed and price

Comments – Very Likely

Depending on price, of course

Indeed, Definite!

(Dec 2003) Why so long?

Assuming I don't find another effective option sooner.

but decision based on cost

But depends on price.

Definitely

Definitely. Instantly. Dec 2003 too long away. It is a top priority.

Depending on cost.

Depending on cost; high-speed telephone access via Verizon is prohibitive.

If cable and internet provided as package.

If it's high speed.

Providing service issues can be addressed.

Sooner!!!

Too long a wait <Dec 2003>.

Unless have satellite service or something else before then.

16) If an Internet Provider offers comparable High Speed Internet before Lincoln’s cable television operator, how likely is it that you’ll subscribe to their competitor?

Without Cable			With Cable		
Very Likely	Somewhat Likely	Not Likely	Very Likely	Somewhat Likely	Not Likely
66%	24%	11%	69%	19%	13%

Total		
Very Likely	Somewhat Likely	Not Likely
67%	21%	12%

CAC Summary
<ul style="list-style-type: none"> Very Likely + Somewhat Likely = 88%

CAC Summary Opinions
<ul style="list-style-type: none"> Some residents prefer having just one supplier for the TV cable and internet service. Some residents are so angry with AT&T they will not or reluctantly subscribe.

Comments
Depends on the type of service.
If I am still alive, I would.
not sure
What’s the cost?
Whose?
Comments – Not Likely
I’m not a high user at this point.
Not likely to be cheaper
Comments – Somewhat Likely
Depends on cost.
Will <u>very likely</u> subscribe to the competitive service if a) the pricing is similar to that of cable service or b) the cable service is not likely to become available in the coming months.
All depends on price.
Depends on price and quality.
depends on speed and price
I am assuming that costs are higher if must pay two companies.
Comments – Very Likely
Again, depending on price
But I know that I can’t get DSL
Again, definite! I NEED fast Internet now. Have considered moving due to poor cable service.
100% guaranteed.
Absolutely – we need high-speed access <u>now</u> .
Absolutely.
Again, depending on cost.
Definitely
Definitely. Instantly.
Depending on cost.
Depends on cost.
Depends on price and service.
Depends on price.
e.g., DSL
First come, let’s catch up Lincoln! I’d sign up with almost anybody who offers high-speed access.
Right away!!!!
We are part of the North Lincoln T-1 group.
We will subscribe to the first reliable high-speed option at \$125 or less per month.

General Comments:

Comments
A very large % of Lincoln residents would subscribe to high-speed access.
About one year ago cable was run on the wires on my street (a cable truck spent time in the telephone poles with wires) but yet we received no notice of cable availability and the website does not list our town – I don't understand what was installed. <Oakdale Lane>
Add TV Land, The Movie Channel, Flix, UTV2, Turner Classic, Travel Channel, Animal Planet, FX, Cartoon Network, and others that are available on other, neighboring AT&T systems! Expand Premium offerings – HBO2, etc.
Address is xxx S Great Rd. Cablevision installed cable down 600 ft driveway in the late 90's, but never returned to complete the last 100 ft of buried cable and termination. Basically a low-use viewer – over the air meets most needs. Rented apartment has satellite – also an option for main house. High speed internet access is not a priority because of 256Kbps SDLS at office. High-speed home access is only interesting if the marginal cost is <u>small</u> compared to 56Kbps dial-up access. Question. Does Verizon or any other provider have plans to offer DSL throughout Lincoln? xxx S. Great Rd. is 50,000 feet from the Lexington CO. Is any provider considering a local DSL termination facility in Lincoln? (As you can probably tell, one of my past lives was in the data networking business. Incidentally, I was a member of the original cable advisory committee.)
All depends on cost for answers to Section C <internet section>.
All efforts to bring Lincoln's e-access into the 21 st century will be warmly welcomed. What we have now is an embarrassment.
All Lincoln residents need high speed access and need it now. The town is at a disadvantage to other surrounding towns in having no high-speed access <u>and</u> essentially no cellular phone service (no <u>reliable</u> cell phone access).
Already have satellite for both TV and Internet – would use cable for both if service were comparable.
Am currently engaged in a neighborhood initiative to bring in our own T-1/wireless LAN high speed internet access. If this proves viable, I will go with this route.
Anything we can do to help attain high speed Internet access we would be willing to do! It would be an enormous improvement for us!
Appalling that Lincoln has no high speed service; hats off to the North Lincoln residents who are taking matters into their own hands!
As a person of Color, why is there no availability of BET Television in the community? I am of the impression that Lincoln is a no-tolerance community? Am I wrong? There needs to be more variety for all residents. Thanks.
At \$78 per month I periodically reassess subscribing.
AT&T Broadband Cable Co. charges high rates with <u>no senior discount</u> (while nearly all neighboring towns have).
AT&T has a history of steadily increasing prices. One "trick" I note is "giving" new channels to me (that I don't want) and increasing their bill. They appear to be more expensive than satellite now.
Because of enforced monopoly, the price of cable TV has escalated way out of control. Unless competition or regulation controls internet access, I'm afraid same thing will happen.
Biggest complaint: - AT&T does not offer a senior discount to Lincoln. Belmont is the <u>only</u> other town <u>not to get one</u> . Shame on AT&T.
Broadband is needed yesterday! Satellite is a bastardized version of the internet. Dialup is extra slow because of Lincoln's poor infrastructure.
Cable has made overhead wires a visual blight and underground a street patchwork mess.
Cable is very expensive given that movies from Netflix (as many as you want) are \$20/month. Also, I <u>refuse</u> to buy inferior cable service. No broadband = inferior service. I had cable with MediaOne in Cambridge with broadband.
Cable programs have too many & long advertisements and the only goo public tel (ch 2) reception is very poor.
Cable service presently is too unreliable to switch telephone or Net access. My DSL supplier is steelcitytelecom.com. They'll supply virtually anyone in town for \$99/month.
Cable television service has recently been made available. Because I own a satellite dish I have not yet subscribed. I will subscribe only if high speed internet access becomes available.
Cable TV reception for the standard broadcast channels was MUCH BETTER in the early years when the cable company carried them on DIFFERENT frequencies than the broadcast frequencies.
Cirrelle.net, an ISP, offers access via two "56K" modems for about \$25 a month for a total speed of

about 90Kbps. If you already have 2 phone lines and don't need to make (or receive) a call while on-line, this is a good deal compared to the \$50/month charged by cable or DSL companies, who don't guarantee their speeds but talk about 128Kbps minimum.
Consider switching to join Sudbury rather than Concord, because high school coverage could be better coordinated.
Cost is key
Currently I can only access my email (AOL) in the morning before 8:30. After that I cannot get a connection (I'm not sure if it is due to Lincoln's phone lines or my modem). I've changed the modem twice and it works fine in Concord where I have my computer serviced.
Currently, HGTV (ch 42) scrambles and de-scrambles a great deal – at least 6 – 7 times every ½ hour. PBS (channels 2, 14, 22) can have sound problems <u>and</u> poor picture quality with bars on screen. Other towns have many more channels available for the same money, and I resent all those shopping channels. For \$75 a month for “premium” price, there is no IFC, Food Channel, Sundance, Max, ESPN II, etc. Bring on the high speed Internet and digital cable please. I can never get on-line after 5pm in this town! The “dial-up” is always full. Let's join the information age, please.
Dec 2003 is <u>way</u> too long to wait!
Depends on technology. My company's VPN is very sensitive to latency. Also, I would be most interested in technologies which have roughly symmetrical transmission speeds.
Desperate for high speed internet link. Children are hampered in their studies. Home office pays the penalty for lack of DSL or T-1 lines.
Desperate.
Dial-up access proves to be adequate.
Did my first study on economics of broadband in 1988. Have studied CATV and telco delivery of broadband 20-30 times. Need access to my office at high speeds desperately. I have already written to Mass DPU Chairman and Boston Globe on these issues, and explored satellite (cost and got to cut trees – how stupid). Re this and good cellular in Lincoln, I will volunteer knowledgeably and gladly.
Digital TV and high speed internet are high priorities.
Don't understand why we don't have <?> channels like FR OLO <?>. Picture is fuzzy, <?>, not color saturated.
Don't want a double charge! One Mass town took the whole service over – why not us?
Essential to get this, a shame it's not available.
Even though I probably would not use the high speed Internet service too often, I feel very strongly it should be an option available to <u>all</u> Lincoln residents. It is inexcusable that we should have to wait until 12/03 for high speed access.
Fed up with slow dial-up when used to T1 at work and cable modem elsewhere.
First Cablevision and now AT&T have continually promised cable internet access. It's time to get a firm commitment or a new cable company. Furthermore, AT&T discriminates against Lincoln by making special offers available only to those with digital cable which we can't get.
Get high speed access or change services. The current situation is pathetic!
Get us internet access ASAP.
Given the proximity of the Town to other high speed internet access areas, as well as the number of well-educated people here, it is troubling to be considered a “maybe” for December 2003.
Haven't thought about this. Don't know.
High speed access is very important to almost everyone I speak with in Lincoln. It should be very high on the town's access! <?> Thanks for the inquiry.
High speed internet access is long overdue for a town such as Lincoln with educated people and a wealthy base of population. It's a disgrace, actually.
High speed Internet access is <u>long</u> overdue. I don't care who provides it. I am not eligible for DSL (too far from the switch) or satellite (trees). I would really prefer <u>business class service</u> (SLA, etc) if at all possible. I'm less interested in consumer grade service. I need on or more <u>static IP addresses</u> .
High speed internet access is more important than cable TV access. We will subscribe to the first provider of high speed access.
High speed internet access is not a luxury or entertainment thrill, it has become an essential tool for interacting with our world. Lack of such a facility is a severe handicap, and I believe it is starting to have a negative impact on property values!
High speed internet access is the only reason I would sign up for any services from a cable television operator.
High speed internet service is a basic necessity today. The (small) size / population of a community shouldn't be the determining factor of a provider as to whether they provide service or not. There are a

<p>lot of work-from-home potential users in Lincoln.</p> <p>We are very frustrated by the lack of digital cable service in Lincoln! AT&T has been unresponsive / unsympathetic to our needs as a community and to us individually as a subscriber.</p> <p>I work from a home office as a remote, "virtual" employee for a company based in California and Germany. High speed internet access is a necessity for me! Low-speed dial-up has been very frustrating to work with.</p> <p>We also have three students here at home, all of whom need daily internet access. Without a high speed connection, we are unable to set up the wireless LAN we would like (that would enable all of us to access the internet).</p> <p>Thank you for surveying! We need to use our contract negotiation leverage as a Town to bring high speed access to Lincoln!!</p>
<p>I am a "T1" service prospect, waiting to see how North Lincoln fares, before approaching Lincoln Center neighbors re a similar installation. Verizon DSL is my first choice, T1 second, AT&T Broadband forget it. They won't / can't do it in time in the low density areas like Lincoln center.</p>
<p>I am a web software developer and I feel severely handicapped in my home office by not having access to a high speed connection.</p>
<p>I am delighted that you and the other members of the Committee are researching the pros and cons of AT&T Broadband Cable Service. My family and I were very disappointed with the service we received. We were billed before we had working service. We have been harassed by a Collection agency. I had written to Mr. John R. Waddell, VP Sales and Marketing in February. Although I received my return receipt indicating he had received my letter, I never heard from him nor did I get a functioning cable system. Instead my "service" was terminated and I began to receive bills for service I NEVER had! I contested these bills. Then I began receiving notices from a collection agency. I was finally fed up and I decided to pay the bill using the two coupons (I had FINALLY received them!) and paying the remainder of the bill with a personal check. I sent the coupons, check and an explanatory letter to AT&T Broadband, PO Box 6505, Chelmsford, MA 01824 by Certified mail with a return receipt on August 20, 2002. I received the return receipt, dated "8-23-02". A few weeks later I received ANOTHER NOTICE from a Collection agency with a different return address and a different file number! This notice has TWO DIFFERENT AMOUNTS which I supposedly owe!!!</p> <p>Clearly I am completely fed up with this company and now I am concerned about my credit rating because of the Collection agencies. I have attached copies of all pertinent material <9 pages>. I hope you find this useful. Please note that all the correspondence from AT&T has my last name spelled incorrectly even though I notified them of this early on. I would be happy to discuss this matter with you in person or by telephone (259-xxxx). At this point I am ready to contact the Attorney General's Office. Thank you for your time and effort working on the Lincoln Cable Advisory Committee.</p>
<p>I am desperate for high speed access. I have it at work.</p>
<p>I am disappointed with AT&T for their poor customer relations. I have exposed cables and cables running across my patio in Lincoln Woods. The property manager claims that AT&T repeatedly promises to correct this situation and doesn't comply.</p>
<p>I am <u>extraordinarily</u> frustrated that Lincoln does not have high speed access!!! I have contacted AT&T Broadband and they tell me they don't know when it will be available. I work out of home and need it. I find myself leaving my home because of this problem. I have contacted Verizon and other broadband carriers and they tell me that the nearest central office is 18,900 feet away in Lexington! This problem, for an upwardly mobile community like Lincoln, is confounding, not to mention highly, highly aggravating, considering every community around us has it! Thank you for your time and consideration.</p>
<p>I am in the process of trying to develop internet access by wireless network with a neighbor's existing T-1 line.</p>
<p>I am not happy that this questionnaire was mailed to the entire town at taxpayer expense. This questionnaire and study group serves a special interest group and not the Town at large.</p>
<p>I am simply disgusted with how AT&T cable has neglected their subscription base, despite their promises during the MediaOne acquisition. Let's get someone to cover Lincoln who will get the job done (especially for internet). Lincoln is already too well known amongst the local high-tech community as a technological black hole (no cable internet, no DSL, and little ability to get even a reasonable dial-up connection due to the distances to the Verizon Lexington Central Office, marginal cellular coverage, etc.). I was very pleased to hear of the organization of the Lincoln Cable Advisory Committee, and please let me know if I can help! <name, cell phone #> (usable as long as I am not in Lincoln!)</p>
<p>I am very satisfied with my Direcway satellite system for the Internet. It does have a high latency time due to the propagation time from and to the satellite.</p>
<p>I believe our cable TV is expensive for what we get for channels.</p>

I believe that Lincoln's cable operator should be required to offer service to everyone in town, and to offer unbundled internet access.
I do not watch TV much. If I cannot get high speed digital cable with internet, I will cancel and get a dish or T-1 line.
I don't know enough about question A(5) <PEG> to answer. I am not paying now, right? Why should this cost us in the future – shouldn't it be a benefit of the cable company's "exclusive" in Lincoln?
I find it incredible that a town this close to Boston has no realistic options for high speed internet access. Most people living in Lincoln would like access for dealing with work issues at home and provide access for their children's school work. I dropped cable and switched to satellite because the AT&T cable services and quality offered was so bad.
I have a small business and would find DSL very helpful at my office.
I have been trying to get AT&T broadband to include Food TV with no success. RCN in Waltham is providing this service free – why can't I get RCN in Lincoln? Why are we allowing monopoly in our town?
I have called AT&T Broadband four times, trying to get info on rates and channels provided. They refuse to send it to me. One person told me angrily that he wouldn't mail me the info – see their web page. But the web page doesn't show it.
I have signed up for the neighborhood shared T-1 line. Couldn't wait for high speed internet via cable.
I hope that this survey is useful to you and I will be interested in the aggregate results. However, it seems to me that the structure of the committee's responsibility is obsolete. The Committee should be charged by the Town governance with planning (and contracting for) for a video, voice, data, and internet strategy that can be brought up to date (since it is now a decade behind the rest of the world) and kept up to date. Ideas that should be explored include: trying to change the market we are in (hook up with Waltham or Lexington rather than with other quasi-rural towns with dilute markets); consider wiring the town (underground) for fiber optic cable; including cell phones in our notion of what is required to live in the 21 st century; town sponsored technical assistance to setting up Brody-like local networks; and so on. While I am presently a cable subscriber, I expect to terminate soon. The satellite TV quality and # of channels is superior and outages are fairly rare. Were I not a Macintosh user, I would already have moved to satellite internet access, but this may become possible with the right kind of technical assistance. As more people move to different solutions to the internet problem, the AT&T market here will become even more dilute. I, for one, would wait for cable internet access only if I see a contract that has draconian penalties for late delivery. The web can be more powerful than cable for local access. Town committee meetings can be fed by streaming video and audio (but only to those with broadband access). They could be accessed at different times of the day. Your committee should have a wider charge than cable and if you don't get it, you should simply resign to force the issue. Otherwise Lincoln will continue to live life as it was in 1990.
I investigated cable many years ago, but was told the <installation?> would be at least \$1000. So I got a DirecTV satellite receiver and am quite happy with it, except for the lack of fast internet access.
I love Lincoln and I want broadband internet anyway I can get it!!
I mainly want <u>internet</u> and some kind of reasonable TV reception.
I need high speed access to my office. Can I say that any more clearly???
I really urgently need cable for high speed Internet access. I can't get DSL – too far from co.. I consider the lack of high speed Internet to be a very big problem for residents of Lincoln. It is a key requirement for my work, and my wife's company.
I recently moved. Getting cable service switched over has been very difficult and dealing with AT&T Broadband customer service a very difficult situation. They are unable to provide answers but cannot connect you to the departments who can. Don't call back when they say they will and you cannot get to the same person twice. It does not appear they are interested in providing a service, only in charging high prices for marginal service. They are not motivated, not accountable and we have little choice.
I regret moving to Lincoln because of two reasons. One of them is the lack of high speed internet service. I hope the town would be firm on this issue and force the cable company to implement it. I envy Lexington residents who brought in RCN!
I resent having to pay \$70-\$80 a month with minimal channels, frequent outages, no pay-per-view options (even though it's <u>constantly</u> advertised) and poor customer service. I cannot get a satellite dish due to trees in my area. I would never think of cutting trees for that reason so I'm <u>stuck!</u>
I strongly want high speed Internet access – it would facilitate telecommuting – I now regularly must go in to the office only because of broadband needs. <u>Please get high speed Internet in Lincoln!!!</u>
I think AT&T Broadband has been very arrogant in renegeing on their acquired firms promise to put in

high speed access to our community – and in their continuing stalling.
I <u>want</u> high speed internet access any way I can get it.
I want high speed internet! It is the <u>only</u> drawback for me living in Lincoln, not currently having it.
I was most upset with the cable TV operator by their arrogance after they reneged on their offer to give senior discounts. After being ignored repeatedly when I wrote to them, I went to one of their offices to complain. Their terse answer was that the offer they made was invalid because Lincoln failed to establish a discount plan with them.
I went from cable service in Needham at lower monthly cost (no premium stations) for nearly twice the channels to abysmal channel selection at higher price. Why there is a skew to so many channels with similar programming and few of the more promising popular channels (Animal Planet, for e.g.) makes no sense.
I work at home frequently and I'm in the computer field. It is an embarrassment that I cannot obtain high speed access. I would easily pay \$75/month for either DSL or cable access whichever comes first!
I work in "high tech" and I have to ask: why all the bother? Cable is largely entertainment. What's wrong with books, CDs, DVDs, sports, and so on? Can you be so bored without cable that you need to resort to this? Here's a bit of good advice: Find something to do other than watching TV! The "Lincoln Cable Advisory Committee" sounds comical! What's next, the "Hot Coffee Delivery Committee"? How about, the former "Harvard Graduates now couch potatoes Society"!
I would definitely buy cable Internet at \$20/month, and possibly at \$30 or \$40.
I would like Fox News to be available as a basic channel.
I would like low cost , high speed internet. I don't currently have cable, but would consider buying a combination of Internet and cable if it were not too expensive!
I would like very much to have high speed access through my cable provider. Cable access was made available on my street shortly after we invested in DirecTV. However, I would switch to cable TV if I were also able to have internet access.
I would prefer a DSL or fiber internet service – have no need for TV.
I would subscribe to cable TV service if it were a way to get high speed internet service. Without internet access, cable TV is not sufficiently attractive to subscribe.
I would support efforts to bring about the availability of high speed internet access to our community.
I'd like to have high speed internet access to replace dial-up. Reasonable cost is \$50 to \$60 / month.
I'll take DSL or cable – first one wins.
I'm not a high user at this point <Internet>.
I'm sure you've already heard them.
If a reasonable high speed Internet access option is made available in Lincoln we will subscribe ASAP.
If I am forced to go to satellite Internet service, I will have to commit for a year's service – so would not change service until the year is up.
If other towns are enjoying a discount rate for senior citizens, those people over 60 years of age, then it is logical to offer the same privilege to the elders of Lincoln.
If the library, town offices, and DeCordova have a T1 why was it not looked into for the town or any alternatives looked into? The need and want is <u>here!</u>
If there is an alternative to AT&T, GO FOR IT!
If Verizon installs DSL capability, then telco vs. cable will be a matter of price / reliability.
In Lincoln AT&T offers poorer selection of channels than in other areas.
In my opinion, AT&T has done a disservice to Lincoln. It's ridiculous that we are the only town around here without high speed access. A more progressive company like RCN might be a better solution.
In new negotiations, I would hope that Lincoln would <u>finally</u> (I've talked to Chris Coleman and written AT&T) get a Senior Rate – we're the only town without one – DISGRACEFUL!!!
Inexcusable not to have high speed access. How about Verizon DSL?
Internet access is the <u>only</u> reason we would subscribe, but if that were offered, we might take the whole package.
Isn't part of the issue the quality and bandwidth of the current cable wiring? If that isn't upgraded then I'd be concerned about quality of reception.
It boggles the mind that a town like Lincoln could be so low in the rankings of high tech services available! It is clearly time to bring Lincoln from the 1950's into the 21 st century technologically! I tried to find out why some Lincoln streets did not receive cable access, and no one seems to know. The best answer I could get was that people who lived on the non-cabled streets were not politically active enough at the time of installation, and were simply "sacrificed". When I tried to get cable TV at my house, the company said: "No problem! Just pay us \$8000 to run the cable down Mill Street!" I became active in Lincoln politics when I attended all the meetings of the cell tower / microwave

<p>technology committee, as Sprint and other companies presented their cases for Lincoln cell phone coverage. I wanted to be on your cable advisory committee, and attended the first few preliminary meetings run by John Kerr, but during the past several months, I have had to be out of town much of the time. I would be happy to lend my computer expertise and my strong feelings as a "cable-deprived" resident to your committee.</p> <p>Please try to stimulate interest among the cable / high speed internet providers in serving the technologically-savvy people of Lincoln. We need to negotiate a strong, fair deal that includes <u>all</u> Lincolnites and provides services and improvements for many years to come!. Thank you for your efforts!</p>
<p>It is a disgrace that the cable operator(s) gets to pick and choose which streets will receive cable ... and the town goes along with their decision!</p>
<p>It is absolutely amazing that Lincoln does not have high speed internet access available. Please get it ASAP.</p>
<p>It is astonishing to us (and extremely disappointing) that Lincoln is not yet able to provide for high speed internet service for its citizens. We hope that this deficiency will be corrected <u>without delay</u>.</p>
<p>It is ridiculous that we don't have high speed access in Lincoln. Cable pricing is too high for the service / quality received. I would not vote them (AT&T) to merge with Comcast unless they agreed to a Binding Contract to provide high speed broadband within one year. Anything other than a <u>Binding Contract</u> is worthless because cable companies say they will do something, and very often they never do this. This is a business – unless you bind them with a contract, they won't do it if not in their best interest.</p>
<p>It is simply outrageous that AT&T refuses to provide cable modem service to Lincoln. They clearly don't see Lincoln as worth the investment. We should definitely stop the AT&T contract and find a cable provider willing to offer cable modem and other digital services.</p>
<p>It is such a shame that we don't have broadband service in Lincoln, as it is such an affluent town. I think it is ridiculous that I am <u>forced</u> to rent a cable box!! There is NO need for a box if not using "pay" channels (like HBO, etc.)!!</p>
<p>It would be great for AT&T and Verizon to explain their respective economics relative to high speed internet connection to see how they justify not providing this service to Lincoln. If I knew for certain neither were likely to provide this service prior to December 2003, I would probably set up satellite internet service via DirecTV's Directway. I am a very satisfied satellite TV subscriber. I also have basic cable service as backup. Given a choice, I would prefer DSL service from Verizon, but absent this option, I would subscribe to high-speed cable internet service if available. Thank you for your efforts on this matter!</p>
<p>It would be <u>wrong</u> for Lincoln to renew contract with cable provider unless they <u>guarantee</u> high speed service and suffer severe penalties if they fail to provide it.</p>
<p>It's a disgrace that we don't have affordable high speed internet access at this point in time and probably until 2004!</p>
<p>It's amazing that a town of this affluence in a high-tech "corridor" has such poor cable ' Internet service!</p>
<p>It's criminal that there's <u>no</u> high speed Internet access in Lincoln (without T1 expense). I know Lincoln prides itself on being old-fashioned – but <u>give me a break!</u> Wake up, please!! Any new contract that does not provide, <u>at least</u> the following should <u>not</u> be signed:</p> <p>Full digital TV / Internet HDTV Wireless, when ready Open menu, i.e., premium swapping Channel choices that make sense – we have 3 Spanish but no IFC, no Pacifica, etc.</p>
<p>It's disgraceful that we don't yet have high speed access in Lincoln.</p>
<p>It's time for Digital Cable --- past time.</p>
<p>Keep CSPAN2 for political coverage. That religious programming is atrocious!</p>
<p>Lack of cable internet service is outrageous!</p>
<p>Lack of decent cable and internet service is making Lincoln a less desirable place to live in. This affects the amount or value my house has.. How can I help to get rid of AT&T? Our actual boundary towns all have these services and we are paying the price they are. AT&T is the worst service for anything that I've ever had. I have even refused their telephone, long-distance, and cell phone services. Whoever signed the contract for the town should be sued. No other town was schmoored so completely. Why Lincoln? (My complaint about suing is serious – that was a blunder that has cost us all). We in Lincoln have to go to <u>other</u> towns to: get decent groceries; buy wine; eat out; <u>RENT A VIDEO</u>; get</p>

<p><u>a prescription filled</u>; use libraries (Lincoln's is the worst and good for children perhaps, but no one else); get average priced gas; get a pizza delivered; sit down and meet people, for goodness sake. Our "center" is a <u>parking lot</u> and a 50-60's strip mall.</p>
<p>Lack of high speed internet access is a major problem. Why do we have to wait until 12/03? Should have had this a year ago.</p>
<p>Lack of high speed internet access is already a major barrier to quality education and professional opportunity. Better quality educational institutions assume uninterrupted online access; e.g., Harvard Extension School. Tests and exams are conducted online, curricula disseminated, sometimes class discussions happen online. This is a virtual impossibility with Lincoln's current dialup access. And this is only the tip of the iceberg. Many companies (especially the high tech ones) expect their employees and executives to access corporate documents and communications remotely. Most of them are even willing to "foot the bill" for high speed access; but that is not even an option in Lincoln! (Why is this difficult to do this via dialup? Because modern corporate documents and email attachments are so large, that retrieving them over Lincoln's noisy phonelines takes tens of minutes!) The world is passing Lincoln by, and we are looking at this communication revolution squarely from the rear. Our children will lag behind their counterparts from other towns in computer literacy, and overall familiarity with modern computer-based educational methods. What Lincolniters, in their insulated, semi-rural enclaves do not seem to realize, is that they not only lag behind communities like Woburn and Waltham, but may 3rd world countries boast better internet infrastructure than does Lincoln. High speed internet access is not a discretionary toy anymore. It should be considered in the same category as water, electricity, and telephone. All self-aware and vital communities are coming to that conclusion, will Lincoln?</p>
<p>Lack of high speed internet service is a disgrace!</p>
<p>Lincoln does <u>not</u> have a <u>Senior Rate</u>! Almost every other town does! Why?</p>
<p>Lincoln <u>doesn't</u> receive channels that neighboring communities receive. I hear from residences of Lexington, Arlington, Winchester receiving channels we <u>cannot</u> get in Lincoln.</p>
<p>Lincoln is far behind in Internet access at high speed. This is crippling to those of us who work often at home (have an office at a company) or those who work full-time at home. I am not a senior citizen, but have witnessed the positives of providing high speed access and, of course, email to family and friends that high speed access provides to seniors. I strongly support high speed access BEFORE 12/03!!</p>
<p>Lincoln is in the dark ages without high speed internet. The town needs to get tough with these providers and get us wired. It's embarrassing and <u>really</u> inconvenient to not have it. Small wireless LANs are not secure – we need cable internet.</p>
<p>Lincoln should install its own Internet infrastructure and request bids from the ISPs. The ISP should not own the infrastructure (as does AT&T today). Also, static IP addresses should be assigned to users.</p>
<p>Look, if you like your monopoly, then you'll need to provide standard service. Broadband is not a luxury anymore.</p>
<p>My cable reception is so bad that I do not see channels 2 and 4 at all and the channels in the 60's just barely. A number of service calls over the years have resulted in no improvement at all.</p>
<p>My dial-up speeds are awful. I'm giving serious consideration to using a dish for high speed access, but I may not be able to erect it because I live in a townhome. I've taken to going to Bentley College periodically to work because the access speeds are so much faster. I would absolutely love to have <u>some</u> form of high speed internet access. I just hate the thought of having to wait until 12/03 for AT&T Broadband.</p>
<p>My major beef is the lack of high speed internet access.</p>
<p>Need broadband / Fast service. Please! Thanks!</p>
<p>Not having high speed internet access is like living in a third world country.</p>
<p>Not interested – have no idea <not a cable user>.</p>
<p>OLN and FX should be offered free. All we really want is <u>high speed internet</u>!</p>
<p>Other towns have senior discounts. Lincoln should too. Service is too expensive for not much.</p>
<p>Our cable quality of picture, sound, and service was consistently poor, so we got satellite TV – very good, except in snow. Waiting for 12/03 for broadband is absurd, and it probably wouldn't be until 2004. We got Starband about 18 months ago because of no DSL and no cable modems. It is fair, but unreliable and often slow. We joined with Brody and Grasso to do our own ISP here in North Lincoln. The Town's most useful function could be to facilitate the implementation of other local ISPs by helping others get pole access for wiring. The hard part of a local ISP is distribution of signal from the home with the broadband input (in this case the Brody's) to its neighbors. Optical cable wired on poles with Verizon</p>

<p>help would greatly simplify that process. There are enough technologists in Lincoln, we believe, to set up and manage the nodes as ISPs. Just talking about broadband maybe by 12/03 is a sign of how far behind our town, its suppliers, and our leadership are.</p>
<p>Our cable service is <u>abysmal</u>! We have frequent outages and get poor service from AT&T Broadband. If there is no improvement by the end of October, we plan to get satellite.</p>
<p>Our cable service is <u>very poor</u> compared to summer service which we use at our second home in Manchester, MA.</p>
<p>Our main complaint is lack of value – AT&T is expensive and doesn't offer compensatory choice in channels or service.</p>
<p>Outrageous that Lincoln doesn't have adequate internet service and more channel selection.</p>
<p>Please bring high speed internet access to Lincoln ASAP! ☺</p>
<p>Please do something about the mediocre service and lack of access to high speed internet. Thank you.</p>
<p><u>Please</u> get us a good, fast internet service here. We're living in the Dark Ages!!</p>
<p>Please provide a senior discount. I watch television only about 3 hours / week yet it costs me \$38+ per month.</p>
<p>Please, get local radio back on the cable. They were originally in with Nashoba, but were dropped. My (and likely other) areas of town have very poor reception due to the hills.</p>
<p>Please ask them why we have two Spanish language channels with no Spanish speaking families. Also get Fox News for us – Waltham has it now.</p>
<p>Prefer PBS and basketball and tennis on TV.</p>
<p>Price a consideration too.</p>
<p>Programming is awful. I will go to satellite TV for better offerings. The first high speed service will get my business.</p>
<p>Property values in Lincoln will go down dramatically without high speed internet connection. Public utilities should be <u>required</u> to provide services regardless of density in the area. Besides, we have high density areas all around Waltham, etc.</p>
<p>Regarding cable TV I'm not sure of what cable costs monthly, but if it's \$30 or \$40 that is too expensive. It needs to be made available for everyone and thus much cheaper.</p>
<p>Regarding cable TV service, this is interesting. Before living in the Lincoln, MA area, I lived in western MA and rural Vermont. Both VT and western MA offered many more cable channels including Fox news, Food TV, Travel channel, Animal Planet, etc. You do not offer these and your service costs about \$10 more. Regarding internet, when I lived in rural Vermont, I had the option of both cable modem and DSL. In Lincoln, MA I have neither option. It is astounding to me!! I want internet cable <u>very</u> much, as do many of my neighbors at Battle Road Farm condos.</p>
<p>Request for B.E.T and better attitude of cable employees that come to your home. * Lexington branch a wonderful lady works there – give her a raise and flowers.</p>
<p>Run fiber through the town and lease it to AT&T.</p>
<p>Seems ridiculous that we do NOT have high speed access or cable access!!</p>
<p>Senior discounts on a par with other communities are <u>not</u> offered at present. This should be remedied.</p>
<p>Service levels are atrocious. High speed internet is a must for our household.</p>
<p>Since May 2001 when <u>basic</u> cable service was installed for clarity of picture only, the "cable connection" has gone out only <u>once</u> without explanation, i.e., tonight! Coincidence that I was fill out this survey? (It has gone out once before in a thunderstorm. I had to buy a new TV!).</p>
<p>Sooner the better – let's get Lincoln into the 21st century!</p>
<p>Thank you!</p>
<p>Thank you!</p>
<p>That lack of cable internet is my biggest frustration with AT&T.</p>
<p>The cable company has told me in the past that high speed access would be available in the future – that was two or three years ago. I am not sure, but it seems like our adjacent towns already have high speed access?</p>
<p>The current situation in Lincoln is scandalous. I have colleagues who have refused to even consider purchasing a home in Lincoln because of the lack of cable access to the internet.</p>
<p>The fundamental problem I have with cable service in Lincoln is that it is not provided on my street. I consider it outrageous that I pay full taxes but do not get full service. Any re-negotiation with the service provider must, I repeat must provide for full service to ALL residents of the town.</p>
<p>The matter of high speed internet access is one of great interest to me. It seems incredible that this town does not yet have it. I recently returned from a trip to rural Pennsylvania in the Lancaster</p>

(Pennsylvania Dutch) area. This area which is populated by people whose principal means of transportation is the horse and buggy have full cable high speed internet access. Why doesn't Lincoln December 2003 is over a year from now. Why, oh Why will it take so long to provide us with the services that we need?
The lack of high speed internet service in Lincoln has seriously affected the quality of our family life. I can't work from home in a productive way and kids wasted a lot of time waiting for next screen.
The lack of high speed internet service is putting Lincoln in the "dark age", relative to other communities. It is a significant disservice to our children that they do not have the same opportunity as children in other communities.
The lack of HS internet access is starting to effect property values. I may have to move if this isn't solved ASAP. We need to have basic cable also. Our street isn't wired for it.
The only useful stations on my basic service are WGBH-TV, WENH-TV, and the Weather Channel. I have no interest in infomercials, religious programs, shopping channels, Spanish programs, etc. The C-Span is sometimes good. The rest is junk!!!
The poor cable reception on the TV is a problem they can't seem to fix BUT worse is the lack of broadband or DSL internet access. We depend on computer for our living and are considering moving out of Lincoln although born here – the first person to whom we mentioned the possible sale of our house immediately asked about internet access.
The product is poor – the number of cable channels offered is low compared to surrounding towns. Customer service is <u>dis</u> -service. It's virtually impossible to order a pay-per-view movie. The cost of the service overall is exorbitant. AT&T took a poor service and made it worse, which I didn't think was possible.
The quality of the TV picture is fair at best. Other cable delivery systems have more channels. We need high speed access to the net.
The town should make every effort to have at least two competing cable services offered to all residents!!!
The Town was <u>totally insensitive</u> to the requests for cable for the residents of Round Hill Rd in Lincoln. Residents of Round Hill Rd. in Weston enjoyed cable all these years. It would have been simple to accommodate us but Town leaders either didn't know how to negotiate with the provider or didn't want to. I hope this committee is more effective than previous committees.
This company has given us the <u>poorest quality of any utility</u> (gas, electric, water, cable, telephone) we have ever had in our homes in 4 states (MA, MD, MI, CA) over 40 years. <u>DUMP THEM ASAP.</u>
This is <u>long overdue</u> (high speed access) and the town ought to get it's act together and make it happen, and also ensure wireless reception is "improved" immediately!! It's a disgrace for the town, and people's livelihood in some cases depend on having good communications access, both internet and <u>wireless</u> phone (and computer) access.
This service is terrible.
This town needs high speed internet service, either with cable or DSL. It is extremely frustrating to be forced to dial-up service when we are only 12.5 miles from Boston.
Until Verizon puts a central office in Lincoln, it's unlikely we'll be able to get DSL (or even ISDN). Two-way satellite has siting problems in our neighborhood. Our best bet is cable modems (can we get RCN to move to the neighborhood?).
Verizon told me the only reason Lincoln does not have DSL is that Lincoln rejected a new switching box (Trapelo Road) 4 years ago because it was "too big" – that box needs to be replaced to support DSL – that's all that's needed.
Very happy with DirecTV for TV. Very <u>unhappy</u> with dialup and satellite internet. Would consider switching back to AT&T for both, but my customer service experience was horrible with them before.
Very happy with satellite dish.
Want Outdoor Life Network and Food Network.
We are extremely interested in obtaining high speed internet access.
We are not frequent cable users. We have a TV and usually watch WGBH, the Weather Channel, the History Channel, and perhaps, CNN. Our internet use is very basic and although slow, it is adequate for us.
We are not likely to subscribe to cable TV. But we will get on the internet in the next year or two. We would like high speed service if it is offered by more than one service, we will select the best price.
We are very anxious for improved cable services and products and high speed internet access!
We are very eager for high speed internet access and are strongly hoping it will become available soon.

We currently need high speed access but have no real options. Only satellite which has high setup costs, approximately \$600 and is still <u>slower</u> than DSL or broadband. We would certainly subscribe to any company that provided the service, the sooner the better.
We do not use the TV much currently so cannot comment on the service. It is essential to have high speed internet access for most efficient use of the internet.
We don't like to have to have a cable box to see all the channels (we don't need them in Florida or Vermont) and that's why they make cable ready TV sets.
We don't watch TV and don't want to pay more for anything on it. <very likely for Internet>
We feel held hostage on the cable situation. Without improvements the town should change.
We have been promised high speed digital cable access for years. First by CableVision, then by AT&T. Absolutely nothing has happened. Lincoln is in the dark ages compared with what is available in surrounding / nearby towns / cities. <u>Why??</u>
We have been very frustrated with Cablevision, now AT&T Broadband, to commit to putting in high speed internet services in Lincoln. We are reasonably satisfied with cable service, but will leave AT&T Broadband if another source of high speed internet is available. I am already checking into satellite dishes and so are others we know. We are a small town (small market) with houses far apart (more expensive to wire for service). So who have been <?...> by AT&T or at least put on the bottom of this list for internet service. This makes me dissatisfied with AT&T and would support moving to another cable provider who promised high speed internet service <u>right away</u> .
We have digital cable and Internet service on a remote part of Martha's Vineyard and we are appalled that we don't have it here. Our home business depends on getting high speed Internet access.
We have Direct TV for cable and use AOL on dial-up. Bargain hard; consider changing suppliers.
We have heard that lack of high speed access is already affecting real estate values. This is intolerable! We live in a communications desert!
We have investigated <u>every</u> option for high speed internet access – satellite, cable, DSL, iLONs (I forget the exact letters) – have called and written to numerous providers: but <u>nothing</u> is available to us. Satellite <u>may</u> be – but it is far from ideal. We have been so frustrated by this situation. We used to have cable internet at our office in Cambridge – it was great. Now, to know the most of the towns around us have it, but we don't is really frustrating. We'll do anything to help. (We're out of the country a good part of this year – but we'll still help). Thank you for doing this!
We have not wanted to have a cable dug underground to our house because of the cost, inconvenience, destruction to plants, etc. Our key interest is for faster Internet, not cable because cable costs are unattractive and I think we have more than enough TV to watch. I would rather see timely and informative town info on the website.
We have satellite – which is marginal – prefer cable.
We have <u>very poor</u> dial up speed on our phone lines on Huckleberry Hill.
We need better internet access in Lincoln!!
We need high speed access – internet and TV. I recommend Verizon.
We need high speed internet access ASAP!
We need high speed internet access.
We need high speed net access in Lincoln!!
We need to receive the FOX News Channel !!
We needed and wanted high speed service <u>yesterday!</u>
We really do not care about cable service, but we really need high speed internet services. Let's kick AT&T out of the town and get someone who is willing to provide the service in town. Alternatively, Lincoln should pressure Verizon to relocate its central office (currently in Waltham St., Lexington) into Lincoln so that All of the house-holds will be within 22,000 feet required by DSL services.
We use TV for a few sports events and the Lehrer News Hour – sometimes Emily Rooney. Email and texts reports are computer user – we do almost <u>no</u> business over computer – don't feel it is secure from criminal use.
We used to have satellite in Sudbury – It's <u>much</u> better than AT&T cable, but we can't have it in our present location. We feel we have no choice, and feel we pay a premium for AT&T sub-par services.
We tried to change the name on our cable service and were unable to, so we cancelled it all together.
We want high speed internet access. Help us please!
We want high speed internet <u>SOON!</u>
We <u>will</u> subscribe to whomever is the first to offer broadband internet connectivity to Lincoln.
We would be very excited if we could have internet access and would <u>definitely</u> subscribe. Please make it available!!
We would prefer <u>not</u> to do business with Cablevision for any kind of service.

We would really like high speed internet access.		
We've been waiting for broadband for seven years! We've worn ourselves out trying to talk to the cable companies and DSL. We hope a joint effort will work.		
What can be done about channel selection and line-up? It is very annoying to have similar interest channels scattered about (e.g., NECN(21), CNN(47), CSPAN (23), CSPAN2(50something). It also seems that channels that possibly generate \$ for AT&T have precedence over the (much better) channels WE (via AT&T) pay for.		
While high speed internet access is very important, I found AT&T Broadband company extremely unprofessional. They deleted the channel CSPAN2 (BookTV on weekends) without any notice. The weekend technical staff responded to my agitated call professionally and knowledgeably about the fact of deletion but did not know the cause, referring me to the Programming Department. On Monday morning (Jan 28, 2002) I was refused access to the programming staff and to any manager or supervisor. All along I was expected to pay my substantial monthly bill (\$70.73) for the substantially cut service and no recourse or even explanation for repeated requests. I contacted the "Technology Resource Committee" of Lincoln also at that time, leaving my name and phone number, but never contacted before the meeting with the cable company. CSPAN2 got reinstated on another channel – some 3 months later – again without notice. I found it by accidental channel switching. <u>This is no way to run a business!!!</u> , and for such high cost. Questionable is the practice of " <u>package deals</u> " – having to pay for several channels that I never watch (sports) to get a few that I do.		
Whomever gets here first – wins.		
Why do streets in N Lincoln have <u>no</u> cable?? Town-wide access <u>must</u> be a condition of the new contract!!		
Why does present cable contract with town <u>not</u> allow senior discount?		
Why doesn't cable channel carry MSNBC? It is a very popular channel.		
Why is it we only have 69 channels for basic where other towns have near 100?		
Why is there no senior citizen discount in Lincoln? We are now the only town of AT&T Cable who has not negotiated this discount (shameful). Why are we not negotiating with other cable companies for better service and lower prices?		
Why is there no word about Lincoln seniors not receiving the discount that other towns receive. Does your Committee even care about this?		
With do DSL available in Lincoln, high speed internet is all the more important. We can't get it soon enough.		
Would be interested in a T-line or satellite group in the Weston Rd. area – like that in North Lincoln.		
Would be nice to have cable TV at the level of surrounding towns. Cable TV today is adequate but moving forward it would be nice to have more.		
Would especially like company that provides cable, internet and phone in one.		
Would ideally like phone / TV / internet access all bundled at reasonable (!) cost.		
Would like senior citizen discount. High speed Internet desirable.		
Would like speedier, better internet access separated from my phone use.		
Would like to have the Cooking channel as an included channel in basic service.		
It is my opinion that this company and it predecessors have done a mediocre job at best of serving the Town of Lincoln. The company (AT&T, successor to Cablevision, etc.) offers no high speed internet, whereas neighboring towns (e.g., Newton) have that service. The pricing over the last few years has been aggressive, with no <u>material</u> improvement in service (i.e., new channels, or internet availability). E.G., my bill price structure – NO premium movie channels:		
Date	Provider	Rate
Nov 1999	Cablevision	\$30.02
May 2000	Cablevision	\$31.95 (+6.4%)
Feb 2001	Cablevision	\$34.46 (+7.85%)
June 2001	At this point, Cablevision taken over by AT&T	\$35.86 (+4.0%)
This means from May 2000 to June 2001 (1 year) rates were up approx. 12% at a time when the CPI was up barely 2%.		
Dec 2001	AT&T	\$38.69 (+7.9%)
June 2002	AT&T	\$39.99 (+3.4%)
As one may calculate, over last two years, service costs have increased by almost 25%!!! at a time when there is virtually no inflation and CPI is barely up 2% annually – this is preposterous.		

