

Q13 Is there anything you would like to tell us about your experience with Optimum as your internet provider?

Answered: 62 Skipped: 148

#	RESPONSES	DATE
1	I wish the prices were lower	5/3/2018 5:48 PM
2	Overpriced. Slow downs at peak times.	5/2/2018 5:50 PM
3	Same complaints as a cable provider. They are very expensive, their customer service is horrible, they don't replace their equipment when it is supposed to be replaced (and we pay a monthly fee to lease their equipment and don't have a choice about it). Outages are common. We constantly have to reset our router due to service interruptions.	5/2/2018 11:09 AM
4	Service is fine. Would like more high speed services available so there could be more price competition.	5/2/2018 7:58 AM
5	I have had several other services in previous homes (Verizon fios was best) and I have NEVER experienced such slow internet. It can take hours to download something and I end up using more cell data (which I have to pay for) due to constant outages	5/2/2018 7:28 AM
6	Optimum is terrible. We deserve choices.	5/2/2018 7:21 AM
7	Get FiOS!!!	5/2/2018 12:05 AM
8	Let Verizon Fios into town.	5/1/2018 10:55 PM
9	when is Verizon fios coming to metuchen NJ	5/1/2018 8:39 PM
10	This company once owned the NY Knicks, which should explain everything you need to know.	5/1/2018 7:52 PM
11	Too expensive, needs competition	5/1/2018 7:39 PM
12	I feel like they're always trying to nickle and dime me.	5/1/2018 7:02 PM
13	They were our cable provider too and. We're terrible with customers and the price was ridiculously high for basic channels	4/28/2018 8:49 AM
14	I frequently have to reboot the system because the internet stops working. It is also slow and I pay for the higher speed internet.	4/26/2018 4:19 PM
15	Horrible	4/26/2018 7:37 AM
16	Optimum is too expensive and provides slow internet, and I'm already paying for the fastest speed!	4/26/2018 12:54 AM
17	Slow speed	4/25/2018 10:58 PM
18	The internet service is spotty around our house.	4/25/2018 9:46 PM
19	Service is fine, but expensive	4/25/2018 9:32 PM
20	The representative offered me a higher speed service which wound up being the same speed as my old service.	4/25/2018 9:21 PM
21	See previous. Had to call NJBPU	4/25/2018 8:18 PM
22	I called Optimum with the aim to reduce my speed (from online to basic) to lower the bill. They did complied with my request, however the speed has not changed, meaning that they were charging higher speed prices but not giving me highspeed network before ...	4/25/2018 8:13 PM
23	Always outages	4/25/2018 8:12 PM
24	As with cable, lack of competition leaves us with inferior products at inflated prices.	4/25/2018 7:59 PM
25	I'm currently on a promotional rate, however when it's over I know that I'll be paying much more for a mediocre service so I might try to find something else. If Verizon fios can come in town, it would be great.	4/25/2018 7:40 PM
26	Prices are incredibly high and I would move if there was an alternative.	4/25/2018 7:22 PM

27	Because they have a monopoly in this area, they just keep getting more and more expensive with less quality.	4/25/2018 7:00 PM
28	too expensive. This is the only viable option available in Metuchen. I would like a choice between optimum, comcast or Verizon FIOS	4/25/2018 6:43 PM
29	Speeds are good and consistent. Now if only I didn't have plaster walls..... thank you all for your service	4/25/2018 5:22 PM
30	We need more options, having one choice for high speed internet is intolerable.	4/25/2018 5:11 PM
31	internet speeds, download and upload are not always as advertised or billed.	4/25/2018 4:28 PM
32	We had Xfinity in our last home, and switching to Optimum has made us have to pay more for similar internet quality. It's not always reliable.	4/25/2018 3:52 PM
33	they've been good in the past, but we'll see how the Altice acquisition goes. I've heard that there may be culture issues with the new firm, and that employees aren't being treated as well. give it a year.	4/25/2018 2:10 PM
34	They charge too much for level of service you get. Most times speeds are lower then promised.	4/25/2018 12:33 PM
35	I don't mind paying for a service if it is reliable. Optimum is not. Not a lot of other options.	4/25/2018 12:01 PM
36	Took a long time to put internet back up. Internet is slow and very spotty	4/25/2018 11:48 AM
37	See #7 for comment.	4/25/2018 10:33 AM
38	Frequent outages, inconsistent speed	4/25/2018 10:23 AM
39	We need an alternative service! I know you're sick of hearing it but FIOS!!! OR SOMETHING!!!	4/25/2018 10:14 AM
40	Slow to respond and expensive	4/25/2018 9:42 AM
41	Internet is constantly going out over the last month or so. I work from home so this is a problem	4/25/2018 9:37 AM
42	Inferior to FIOS.	4/25/2018 9:18 AM
43	Wish pricing was a little better for standalone internet service	4/25/2018 8:10 AM
44	Would prefer competition which should provide better pricing. Don't like it when companies have monopolies.	4/25/2018 7:58 AM
45	It is incredibly overpriced and a ridiculous monopoly	4/25/2018 7:39 AM
46	Very very very slow	4/25/2018 7:34 AM
47	Too expensive, slow	4/25/2018 7:33 AM
48	SLOW	4/25/2018 7:24 AM
49	The initial installation was absolutely horrible. I complained to Optimum and they referred me back to the contractor who did the work; the contractor just yelled at me on the telephone and didn't want to fix the problems they had created. Several years later when my internet was down for 48 hours a technician replaced the modem and rewired the connection; he confirmed the initial installation was incorrect and sloppy. To compensate, he offered to increase my speed; Optimum promptly lowered it. I got a new router and probably need a new modem, but I don't want to tangle with them. I frequently experience slowdowns and interruptions of service. Optimum is expensive for the level of service they provide.	4/25/2018 7:23 AM
50	When I called for internet issues, they told me since I could connect to their website, it wasn't an issue on their end — even though I couldn't connect to any other website. What kind of customer service is that?	4/25/2018 7:17 AM
51	We should change from optimum at Matuchen.	4/25/2018 7:00 AM
52	No	4/25/2018 6:57 AM
53	I cut the cord on phone and television due to price and service. The cable box price of \$10 each is more than I'm paying now for five users. Metuchen should encourage Verizon to consider FIOS for Metuchen, especially with the new apartments.	4/25/2018 6:55 AM
54	It is mostly steady, but do get small service glitches (picture pixels—not sure how to describe).	4/25/2018 6:55 AM
55	Need more choices.	4/25/2018 6:46 AM

56	Way too slow!!	4/25/2018 6:44 AM
57	Service is routinely disrupted, dropping us off WiFi multiple times a day. We have contacted them many times, done ever recommend fix and still have same issues.	4/25/2018 6:43 AM
58	They act like the monopoly they are. I have wasted many hours on the phone with them and gotten nowhere. They could care less about their customers, about even conducting their marketing in a legal fashion. Their reps are rude and refuse to help.	4/25/2018 6:25 AM
59	Optimum is the only provider for high speed Internet in my area. My bill keeps increasing. Optimum customer service can be horrible. Another provider for high speed Internet would give people more choice and options - needed!	4/25/2018 6:19 AM
60	Scam! We need more choices. We are all getting screwed over bc of the monopoly	4/25/2018 6:09 AM
61	It's so slow	4/25/2018 6:02 AM
62	In the last 12 months called twice same issue cable slow or dropping and without fail on the call it "all of a sudden" gets faster again.	4/25/2018 5:00 AM