

## Q7 Is there anything you would like to tell us about your experience with Optimum as your cable TV provider?

Answered: 76 Skipped: 134

#	RESPONSES	DATE
1	Yes - the HD cable box needs to be restarted every 2-3 days. Optimums answer is spend \$5 more for a box with functions we do not want	5/7/2018 8:56 PM
2	Service is fine but cost is ridiculous.	5/5/2018 4:59 PM
3	Overpriced. Crappy old cable boxes don't work. Upon an exchange they give you another crappy old box and try to sell you on an upgrade. Optimum a.k.a. Cabledemons	5/2/2018 5:49 PM
4	I want to know why Verizon's Fios is available to residences, like me.	5/2/2018 3:17 PM
5	I would like alternatives (i.e. FiOS) due to the high cost of Altice/Cablevision.	5/2/2018 1:44 PM
6	They are painfully expensive. Their services are not as strong or fast as they should be and at the rates we are paying. They know they have what amounts to a monopoly in the area so they take advantage of that with astronomical rates and poor service. Customer service is atrocious and does not solve the problem. Apparently we had outdated modems and cable boxes for years that gave us problems and they never attempted to replace the equipment (that we are forced to lease from them for a monthly fee) until the only solution was to replace their equipment which they did grudgingly (we pay to lease it every month - we don't have a choice, we have to lease it - it's their equipment...) In sum, they are awful and I truly despise the fact that we are basically forced to use them.	5/2/2018 11:08 AM
7	I am extremely dissatisfied with not only optimum service, but also the customer service. I have constant internet and cable outages, speed is exceptionally slow, and customer service is rude and takes advantage of the fact that I don't have many other options to choose from so they raise prices constantly. I am considering leaving the service completely and just using online streaming services.	5/2/2018 7:26 AM
8	They are terrible. We deserve choices and we don't have any.	5/2/2018 7:20 AM
9	Get FiOS	5/2/2018 12:04 AM
10	I contacted optimum to replace one of my boxes that stopped working. They failed to show up to 2 appointments.	5/1/2018 10:44 PM
11	Customer service is extremely disrespectful, pricing is outrageously high and the service quality is subpart compared to Fios	5/1/2018 10:26 PM
12	Way too expensive	5/1/2018 9:03 PM
13	Installer did not inform us of how to synch boxes (or that we would even need to), then there was problem doing it.	5/1/2018 7:43 PM
14	Cost is much too high	5/1/2018 7:42 PM
15	No	5/1/2018 7:20 PM
16	Unfortunately they have a monopoly in town as Verizon is badly needed to level the playing field. The cost for cable and internet is pure robbery.	4/26/2018 12:58 PM
17	Too expensive	4/26/2018 10:47 AM
18	I want more choices. Right now Optimum can do what they wish, raise prices drop channels and we as consumers can't do much about it.	4/26/2018 8:06 AM
19	Horrible	4/26/2018 7:36 AM
20	Fios/Uverse would be better and faster. Optimum needs to upgrade their technology and service. The internet lags even on the fastest speed. It's too expensive for service they provide.	4/26/2018 12:53 AM
21	The service is unreliable	4/25/2018 10:57 PM

22	Getting too expensive! I've never paid this much for tv in my life!	4/25/2018 10:33 PM
23	Too expensive and unwilling to offer discounts to loyal customers.	4/25/2018 9:31 PM
24	The internet service used to be worth the money. Now it's expensive and slow. The TV packages are horrible and overpriced.	4/25/2018 9:20 PM
25	I had to open a case with the NJ Board of Public Utilities for them to actually address a slow speed problem in the neighborhood. Prior to that I was getting the runaround for weeks on end. Once I opened a complaint with NJ BPU I had a supervisor call me and the problem was fixed in two days. It shouldn't take that to get attention. Proves that the fix wasn't hard if they cared enough.	4/25/2018 8:17 PM
26	Need more options	4/25/2018 8:11 PM
27	We need more options.	4/25/2018 8:02 PM
28	Lack of competition leaves us with inflated rates for inferior service.	4/25/2018 7:58 PM
29	I don't need a phone option and yet I'm forced to get it for a "discount." I dont want to pay a rental fee for boxes when I'm already overpaying for their services.	4/25/2018 6:55 PM
30	they are too expensive and there is no other choice when it comes to internet. Optimum is the only provider available in Metuchen that offers a fast internet connection. I would like to have a choice between Optimum and Comcast.	4/25/2018 6:40 PM
31	I've had uniformly good experiences with them on service issues.	4/25/2018 5:21 PM
32	Far too expensive with outdated equipment and services	4/25/2018 5:03 PM
33	Absurdly overpriced and a monopoly. Clearly not properly regulated by BPU or anyone else	4/25/2018 4:39 PM
34	It's too expensive	4/25/2018 4:30 PM
35	Very expensive. not flexible enough on channel line up -- end up paying for channels we don't want or watch.	4/25/2018 4:27 PM
36	We need choices.	4/25/2018 4:08 PM
37	Uncooperative and rude	4/25/2018 3:52 PM
38	I would prefer a different cable company.	4/25/2018 3:36 PM
39	They gave me a two week wait for a service call.	4/25/2018 3:29 PM
40	Wish there was s better option to choose from. Not satisfied with current choices.	4/25/2018 2:57 PM
41	Price is too high, I need an alternative	4/25/2018 2:33 PM
42	god damned monopoly bullshit	4/25/2018 1:54 PM
43	Unresponsive	4/25/2018 1:03 PM
44	Their packages force us to pay for channels we never watch. Their prices are too high. Some of their technical help on the phone is not consistent.	4/25/2018 12:56 PM
45	they are the only choice	4/25/2018 12:32 PM
46	Pricing keeps increasing, internet speeds often unreliable. Need another option in town. Trees prohibit anything dish based	4/25/2018 11:59 AM
47	Slow internet and service is inconsistent.	4/25/2018 11:47 AM
48	Wife have no price leverage with a competitor in town, i,e, Verizon Fios. Cablevision gauges existing customers	4/25/2018 11:22 AM
49	I think we need more options for cable tv providers	4/25/2018 11:18 AM
50	It's a monopoly. Please allow competition. We are getting terribly ripped off and have zero choice.	4/25/2018 10:42 AM
51	It costs too much. They did not give me all the options when I wanted a lower cost package. Fortunately I had seen it online. They could not tell me if I could eliminate the rental for the boxes. Changing two packages down barely lowered my cost. Once I changed my package, my internet service freezes which will make me need to upgrade my speed. There seems to be just too much cost and too few options to change it.	4/25/2018 10:32 AM
52	Slow to respond and expensive.	4/25/2018 9:41 AM

53	It's too expensive. We need more choices so these companies can compete. We are being take advantage of with these prices!	4/25/2018 9:36 AM
54	They are trying to be helpful but...the pricing is horrible	4/25/2018 9:01 AM
55	They are a monopoly. Monopoly's are bad. Choice is good. Help us please.	4/25/2018 8:55 AM
56	Expensive, service is awful. Unfortunately they have us by the balls at the moment.	4/25/2018 8:49 AM
57	We need other providers	4/25/2018 7:51 AM
58	Not terrible however they ate expensive and the only cable and internet provider in the area	4/25/2018 7:33 AM
59	Too expensive.	4/25/2018 7:33 AM
60	Had to drive to Piscataway to exchange cable box. Also, cost for each cable box(es) is ridiculous.	4/25/2018 7:29 AM
61	it is just too expensive. phone, cable tv, and internet	4/25/2018 7:20 AM
62	I wish we had Comcast here	4/25/2018 7:19 AM
63	Crazy expensive. I pay \$200 per month and don't even have premium channels like hbo. They charge \$10 per month per cable box as a rental charge which is ridiculous. I want to switch to direct tv but afraid I'll always have outages with bad weather.	4/25/2018 7:15 AM
64	Optimum was told the wire was in the street and a danger to motorists and did not come to service the issue until next day	4/25/2018 7:10 AM
65	The speed and reliability is very low!	4/25/2018 6:59 AM
66	it is expensive and does not offer a la carte channel service. To reduce my bill, I had to lose channels I like, but had no choice on keeping sports channels I do not.	4/25/2018 6:53 AM
67	It's way too expensive for mediocre television and sub par internet speeds.	4/25/2018 6:43 AM
68	I work from home and the internet is so slow at times it's hard to work!!	4/25/2018 6:43 AM
69	It goes out more than it should. It is outrageously expensive for the service it provides.	4/25/2018 6:27 AM
70	The technology part of Optimum (meaning the cable and internet connections) have been fine. But the billing is not! My bill gets raised by at least \$30 each year and every time i call to complain they don't do anything about it. With that being the only cable company I feel they don't care. Overall, I would love another company so we can get competitive rates and not feel like optimum has a monopoly.	4/25/2018 6:19 AM
71	It's unreal how they are able to rip us off. We pay so much \$\$\$ and still have problems w the internet regularly. We need more options. Or better deal on prices	4/25/2018 6:08 AM
72	Will be discontinuing service due to cost for poor quality of cable programs	4/25/2018 5:45 AM
73	Customer service is always pretty good. Just looking to cut costs and downgrade.	4/25/2018 4:51 AM
74	Regular outages, poor customer service, overpriced. No deals for longstanding customers, only to scam new ones. No choice to have alternative providers	4/25/2018 3:47 AM
75	Fios	4/25/2018 3:25 AM
76	Their cost structure and pricing are outlandish	4/25/2018 2:32 AM