

Appendix B: Baltimore Broadband Coalition Free Text Responses

Note: Responses have only been redacted when necessary to preserve respondent confidentiality or in very rare cases, when profanity was used.

Comcast has a monopoly. Their service is poor, with terrible speed and multiple interruptions. Their prices are worse- 1.5 what I paid in my previous city, and their customer service is worst; they have zero motivation to keep you happy, because they know you have nowhere else to go.

Dealing with Comcast is doubly frustrating knowing there is no alternative, which they also know. So you're forced to pay and can't negotiate against another option.

Please, google fiber, you're my only hope!

Comcast has as close to a monopoly on high speed internet as is possible in Baltimore. It shows in their poor customer service and pricing structure.

It is ridiculous that we only have one possible provider and we will not be able to get fiber to deliver faster speeds to the home it is a detriment too living in Baltimore city

I've used Verizon and comcast. While comcast has ok customer service their reliability for services I give a big fat 0. Verizon has reliable service but their customer support is horrible.

I don't want to have to subscribe to cable. We find enough on regular network TV for entertainment (and can rent cable shows on Netflix if we choose). I don't want to be bullied or backed into a corner just to get good Internet speeds for my home computer.

We had much worse Comcast service at 31st and St. Paul, but have no opportunity to vote with our money and go elsewhere for service. It's outrageous that Comcast has a monopoly in the USA. Only corruption allows this kind of deal to happen.

It's not just about speed but reliability, and Comcast is awful.

Comcast is very poor, we have complained to the FCC and regretablely after 2 years of poor service it is finally working properly.

In addition to faster internet, we need an option that isn't Comcast. They are faster than our DSL, but have outages ALL THE TIME. My husband and I work from home and can't afford to be down for a day or more with any frequency, so we have to settle for slower internet that actually works, though is difficult also. It's a very big

deal in our house and absolutely increases the cost of living in the city.

We need more options! The only real option right now is Comcast. They own the market, and they know it---they charge too much money!!

I don't understand the need for crowdfunding this. Everyone I know in the city are desperate for any excuse to leave Comcast, but we shouldn't be the ones paying to bring them here.

I'm sick of dealing with Comcast. Would love other options!
Best of luck!

This is a great cause and will hopefully take us one step closer to removing the broadband monopoly in Baltimore. Having no choices keeps our bills high and residents at the mercy of however the service provider would like to charge us to keep a reasonably fast internet connection. If you try and cut cable and keep internet only, they will hike up your bill to an unreasonable rate. This city can do so much better for its residents. How it ever came to be like this is a lesson in bad business and politics. we need competition!!!!

I currently pay a premium solely for internet service. I purposefully selected an internet only option so that I could receive a reasonable speed however pay a hefty premium for that option.

There are no other providers available to me. My only option other than Comcast would be a high ping satellite or wireless option. There is no fiber optic option available in my area.

Comcast treats customers very badly. Their campaign to prevent competition from Netflix et al. is despicable. I would pay more and accept slower service from a company that treated its customers with respect.

While fortunate to have an option to choose between Verizon and Comcast, I've had horrible experiences with both companies. Considering how important internet is to my life (about as important as electricity, and more important than heat or A/C - i telecommute and attend school online), I think the way Verizon and Comcast treat their customers is appalling. I currently have Comcast, but there is no option for faster upload (capped at 10Mbps up). My bills go up constantly when Comcast ends their "promotions." Every 6 months, i get on the phone to argue to have my bill lowered. \$60-70/month is an absurd amount of money to pay for 10Mbps up. Comcast also has a data cap (which they currently choose not to enforce, and I exceed every month). Imagine if I had to stop using my electricity because I'd exceeded the amount allotted that month.

Comcast and their monopoly is disgusting, I would pay extra just to give someone who isn't comcast my money. They treat you terribly and charge insane numbers for garbage service.

Please, we need competition, COMCAST provides TERRIBLE service because we have no other competent choices!!

Fight the good fight to bring competition to Baltimore. Thank you for the work you're doing.

I have found Comcast internet to be extremely deficient. Despite paying ~\$50/month, my internet frequently does not allow for multiple people to reliably use the internet at the same time, not including streaming. I have found this level of service to be consistent with my experiences in other households that also use Comcast in my neighborhood. It makes no sense to me why I am paying for a service that is advertised to support multiple users that clearly, on its best day, cannot allow me to stream a movie while someone else is checking their email. I would gladly leave Comcast but there is no real alternative since Fios is unavailable. The entire city is being ripped off by Comcast since there is no competition to force them to provide the services they advertise. I honestly wouldn't even mind the price if it actually worked.

What a shame that Baltimore entered the most unwise exclusive contract with Comcast more than a decade ago. Baltimore population is left behind mainly because of bad decisions by elected officials without consultation of the population

I believe that the internet should be a right, access to information should be available to all citizens. I believe that internet access should be price controlled for basic access with a minimum speed and that ISPs should be allowed to charge for speeds beyond that. traffic should not be limited in any way as the internet allows citizens to exercise their free speech and share ideas.

I was just in Chattanooga Tennessee. And they have FAST (!!!!) and very inexpensive internet that is VERY easily accessible nearly everywhere. There is absolutely NO reason why a city like Baltimore cannot replicate what is in Chattanooga. Our service here is ridiculous.

I am aTele-Worker. Lack of a viable Broadband is not good forBaltimore City.

Comcast Internet is incredibly unreliable!!!

Pathetic, and an embarrassment to Baltimore. Developing countries have better internet infrastructure.

I want FIOS

Comcast is expensive and slow!

Thank you for the energy and time that you are donating on behalf of this project. wireless options should also be available

Good luck and make it happen soon.

I am so tired of Baltimore City allowing Comcast to have and maintain a Monopoly in this city. This monopoly means high rates, & crappy service. The only one's benefiting besides Comcast are the politicians that are getting their pockets lined!!!

I don't think we even get the speed we pay for much of the time.

Comcast is charging outrageous prices. We need completion, not a monopoly!!!

I'm willing to pay the same amount as i do to Comcast. I am tired of the monopoly. We are treated like dirt because they know we have no other options. Like being a prisoner.

I hate Comcast, genuinely I do, but what else is there?
End the self-imposed Comcast stranglehold.

I believe at the foundation this group has the citizens of this city at heart far more than those in power at city hall. The current provider of true broadband is atrocious. The current company claims to have a " Customer Satusfaction Guarentee", the only thing "Guarentee"d is the fact that if you need to speak with them about anything other than paying your bills hope you packed a lunch. I have personally spent over 3 hours on hold for various reasons. I've been put on hold and had the CS Rep come back and give me information on other customers they took a call from while I was on hold with them. Xfinity/Comcast is a horrible company to attempt to do anything with including terminate!

I am so disgusted with Verizon. The speed and reliability of our Internet is so horrible, I can't believe we pay them. but there are no options. I can't unlink the local phone from our bill even though we don't need it. I found out about earthlink, also goes through the phone line but doesn't require a landline connection. We will be switching when we move to Mt. Washington in a couple of weeks. If we don't want or need cable TV, then comcast is not a good option either.

We have always had Verizon since moving here in 2004. I talked with a verizon agent once who when I asked about our speed said that really, everyone else's is 5x or more faster. We have the highest speed they offer for us with our DSL line. i'm so grateful there are others out there who are fighting for this cause. What a pathetic example of a monopoly, rigged to make big corporations more and more money, forcing us to buy

their crappy service. I'm really unhappy about this and think others would be more too if they knew how much faster their service COULD be and what others paying the same are getting.

The comcast monopoly is ridiculous.

I'd like to have more information on how this coalition will help bring competition to this area and what are the current roadblocks.

I am one of the most foremost experts in the country on this very topic. The basic approach and strategies are in the right track. You need the city of Baltimore to change the regulations for cable providers. I did not see that is part of your strategy. changed the regulations so providers can pick and choose neighborhood.

If there were other internet options, I would switch in a heartbeat. Downgrading from Cable to DSL is not going to work, so for now we suffer what must be close to the worst customer service on earth!!

Make it happen

Get rid of the Comcast monopoly, I would gladly switch to FIOS if it was available. Comcast is terrible

We need competition for buying internet! Comcast/Xfinity has a monopoly and it's not OK. Their prices are ridiculously high and we have no other options other than satellite internet

I think the speeds available, tech support, and reliability of Comcast are fine. I have had very little down time with them. My main interest is to see lower prices. I wouldn't want to see competition drive prices up like it did with energy deregulation. My big concern with competition is if that few companies can provide Internet service, because of the capabilities needed to run one. Companies now seem to have to own the lines, so it's not like before broadband when people could lease the lines and start a company. In short, I don't want to see deregulation give the few companies in the U.S. capable of running a broadband service the ability to raise prices on the same service.

I would have happy if fios had made it into Baltimore

Baltimore is so far behind virtually any other U.S. city, and the U.S. is woefully behind Europe, Asia and South America in providing current technology for reliable, fast internet. We need much stronger government surveillance and control over the big communication giants: Comcast, Verizon, etc.

Comcast offers poor choices for top dollar and has poor service.

I am tired of paying. I will be changing my service to the cheapest one provided by Comcast.

The lack of competition is a major hangup--apparently only Comcast is allowed. We tried to get FIOS but were told by them that they are not allowed to provide service in the City of Baltimore.

We wonder how many gift cards it took to make Comcast exclusive to Baltimore? Baltimore really needs faster internet! Thank you for organising the campaign.

Thank you for taking on this important task!

I have teleworked for the past 13 years and as technology advances so does my need for reliable robust internet service. My internet service is spotty and slow. Comcast doesn't respond to complaints of poor service so we just limp along. I have honestly factored this into my thoughts about moving down towards DC where there is competition for internet service because internet service is important to how we live our lives these days. We are behind the times in Baltimore and apparently city officials insured our status.

Please look at TING who are wiring up Westminster now at excellent prices.

Did not answer questions 12,13,14, because I have absolutely no idea what megabytes and second service mean. Thanks for understanding. I just know that Baltimore need better and more competitive internet service. Comcast has gotten better over the last 10 years, however.

thank you. I would like better options

We should get city-wide city funded broadband. They are proven to average higher speed and lower rates than having to get sucker-punched by Comcast every month.

Keep up the good work!

I think Baltimore City needs all the help it can get to provide reasonably cheap services for its residents. Getting better Internet service would help, and would attract both more small businesses and more residents.

Comcast has been able to constantly drive the price up not only by regular price increase but also by reducing reliability and performance on the plan that you use and then offer better speed for higher cost as a solution to your problems. The speed on low traffic hours is usually up to specs (what I reported in this survey) , but in peak hours it is apparent that too many customers are on the same bandwidth bottleneck. IT just not Baltimore. The suburbs need competition and better choices and service.

Comcast is the devil
Please!

I've lived in Seattle and Austin in the past 10 years and both have better options for broadband than Baltimore. I feel Baltimore is an old relic of cable monopolies and we are being screwed over for our internet options. Please change this asap!
Internet in Baltimore is terrible, we need to be brought into modern times

Thrilled this is happening!

Baltimore really needs more highspeed options at affordable prices.

Our internet is so off and on that we actually pay for both Verizon and Comcast internet (as we work from home and NEED reliable service). Even with that we do not have the ability to watch streaming video half the time.

We are new residents (3 weeks) and are already beyond fed up dealing with the horrible service and outrageous prices that Comcast can get away with since they have a monopoly. I want my FiOS back! Get with the 21st century, Baltimore.

Tired of Comcast monopolizing Baltimore. Internet ranks high on my reason to move out of the city and sell my home.

We need FiOS!

This is not well publicized. I just discovered this today 5/1/2015 after looking for alternatives to Comcast now that clear is existing the market. I found there are no alternatives to Comcast other than moving out of Baltimore.

I didn't know you guys existed. Looking forward to making Comcast beg for customers...

Go for it!

Please move fast and thanks for doing this

Inconsistent speed is the biggest issue I experience with Comcast. At times, speed will exceed 50 Mbps, minutes later the speed will drop to below 10 Mbps or the service will freeze. Cost is the other big issue. A lack of competition causes monopolistic pricing practices.

Speed of Comcast is fine...when it is working. Reliability sucks. Multiple severe drop offs in speed or complete stops for brief periods every day.

It might be worthwhile to collect some data on the advertised speed of the connection and the measured speed via speedtest.net. You didn't mention latency at all either, and that is an important measure and having data on that could also be useful. Lastly, you might want to add a question about whether people are testing their connection via wifi or wired connection as testing over wifi introduces a lot of variables that is likely to lower the connection speed. Anyway, just my 2 cents.

I hope we can change baltimore internet for the better because having Comcast as the only viable ISP is a terrible situation to be in and if there is anything the google fiber experiment has shown us it's that the major incumbent ISPs get a lot more interested in faster cheaper access when real competition shows up.

Baltimore desperately needs to improve its broadband infrastructure and we are so grateful that you are attending to this critical issue.
Thanks!!!

I'm in Baltimore County but I wanted to include my data as, I think any fiber service happening in the city should also cover the county as well (as it almost always does for most utilities).

Also, many people who work in the city, live in the county or did or will. Howard County is across the river and Ann Arundel is the state capital county so, both are rich! Skip them. But Baltimore County and the city are two peas in a pod for income and diversity.
Please work with others.

I do not want VOIP phone service, as I appreciate the reliability of my landline coupled with a mobile phone. I pay about \$35/monthly including taxes and fees for home phone, and another \$25 for DSL. I would increase the Internet cost to about \$40 if I could get better speeds, but my budget won't allow for much more than that. I really would love FIOS, yet understand that is very expensive. I don't have cable TV or satellite, and only use streaming services to watch movies/television.

I would do anything to have a more reliable internet. Please make this happen

Verizon service is terrible. Verizon DSL to my community max's out at about 1 mbp. This company should not be able to renew their franchise agreement with Baltimore City without being required to invest in their infrastructure to provide reasonable speeds. This is a failure on the part of the City government and elected officials.

I am a strong advocate for this cause. Slow and costly broadband service is simply unacceptable and will limit the growth of our city. We need to break the stanglehold of the two big players that now control our broadband service in Baltimore City.
MORE COMPETITION IS NECESSARY.

I do not mind paying a little more for better service because I work from home about half of the time. However, when the service is erratic, whether during the day or at night, for no apparent reason, it's difficult to plan my work day.

Currently on a promotion with Comcast. Speed seems to have slowed after a few months of having the service.

for so many areas in life fast internet is becoming a necessity. I rely on it to access my work during off hours. It is woefully slow and unreliable even with the Clear service we now use

Interested in joining this campaign.

Please help us get rid of Comcast!!

We need options for internet access in Baltimore City. Comcast is bad provider and terrible customer support. There are just no other options available!

Give Baltimore city residence more choices and lower rates

Not sure about cost, but very dissatisfied with the choices I have as a Baltimore City resident.

Would like access to faster internet without having to use Comcast.

I would like to see competition in Baltimore City for Television & Broadband services Comcast just gets slower and slower, with more breaks, particularly during peak hours. The cost is ridiculous (though less ridiculous that the TV cable prices).

My internet only works in half of my home

I think it's ridiculous that Baltimore City would limit the service providers available to its residents (though I'm not surprised...its Baltimore! ...SMDH). Competition is a good thing! Wake up, Baltimore!! PLEASE!!!

Please help the city bring in broad band quickly - our business will move to get faster connection!

Is there any consideration of the city building it's own service?

Comcast (redacted) and charges way too much. Unfortunately they are only choice and we have no options.

Let's put Comcast out of business!

It should be \$50 or less ! The infrastructure is already on place.

I've lived all over the world, and for a developed country we have the worst and most expensive internet I've ever used. If competition improves the absurd services we're

currently offered, I'm 100% in favor.

We need fiber!

Even more important that improving internet speed and reliability, I would be very interested in getting TV through anything but Comcast

Nobody has ever had good things to say about Comcast and it's time for a change.

What are we waiting for? We need fiber. I would consider moving my company headquarters to Baltimore if the tech infustucture was in place.

I have been bothered by the lack of competition for internet service in the city for ages. As I near retirement, I know that I will be using the internet more, I will want to avail myself of newer technologies, and currently, due to the lack of competition, I do not see myself being able to enjoy technology as well or as completely as my friends and family in other jurisdictions. It is particularly a shame since my costs for living in the city are more than theirs. It is wrong.

Customer service horrific. They clearly don't care about their customers as they know that Comcast is your only option for fast speeds. Would switch in a heartbeat if other options were available.

This is an important issue - thanks for taking it on!!!

My internet goes out randomly during the day while I'm working from home. I would love to offer any assistance possible to release Baltimore from the death grip Crapcast has on it. They are hands down one of the worst companies on the planet and need to be knocked off their high horse. It would make me extremely happy to see their customer base in Baltimore disintegrate because we actually have other options. It's about time!

I forget what the term is, but whoever owns the FTTP network should not be the ISP as well. Competition will be better if users can choose from a variety of ISPs that the FTTP network gives us access to.

The agreement between the city and Comcast is anti-competitive to other land-based providers like Verizon FiOS. It is a government-approved monopoly which goes against the principles of the Sherman Act (1890), the Clayton Act (1914), and the FTC Act (1914).

The city should have better internet especially for the childrens educational purposes, all children deserve access and their lives require this more than ever now.

This is a politics problem, not an internet provider problem. Martin O'Malley got us

into this mess. City government should not be able to limit competition or enable monopolies

PLEASE bring something besides Comcast to Baltimore. Many rowhouses are still told we are not eligible for Fios.

The city should not be making business deals that limit our choice. Philadelphia had the same issue and the city lagged behind the suburbs in access to speed. I also want to make it clear that Comcast works in the middle of the day when no one is home. When I had my own Comcast (18 months) and was paying \$80 or my speed was not any better than sharing the internet through the wall. I pay \$20 as the neighbor is paying \$40. As soon as people come home, I was unable to stream a video. I also don't like the business model of having to call the company and threaten to cancel every 6 months. They gave me a special for 6 months, increased my pricing and increased it again.

We really need a strong competitor to Comcast Cable TV/Internet. Their prices are high and increasing (without changing anything about their infrastructure or service). DSL and satellite are not competitors to Comcast Cable.

At a minimum there should be competition in Baltimore City. Comcast is a monopoly and should be stopped.

Would love to have some additional level of choice. Currently it is a Comcast monopoly with no plans for them to increase their quality.

Our Comcast bundle includes 100 mbps internet speed but the actual speed is around 12 mbps. We would switch immediately if there were other options. Comcast reliability and customer service are terrible.

No other competition in the area. Comcast rules, and does a poor job!

Comcast is plate of hot garbage

I'm tired of paying for a certain level of speed and not actually getting that level of speed.

Please bring in competition so Comcast actually has to deliver on what they promise.

Only having one option is terrible. In my location, there is literally no other option for internet by itself. Verizon doesn't supply here, and AT&T will only if you also get DirectTV. I have to call Comcast every 6 months to complain to get my bill down to a reasonable amount. I pay 50 but that is only because I negotiated long and hard. They tried to charge me 80, which is absurd for only internet. Please bring competition!

as a community, we don't function without internet anymore. Internet should not be cost prohibitive, it is now how we learn and grow and discover. I pay 185/mo for crappy internet that cuts out and insultingly poor customer service. It's no wonder cable/internet companies are at the top of the list of the most hated. They rape us of money for a service that should be a right and then do not help us when we have problems. It's a joke. But the joke is on us because we currently have no way around it. I hope some changes are coming. It's time.

The internet is garbage between 8-10pm. I can't do anything and I own my own small business from home building websites. Everyday I use the internet and when I stream things or upload/dl it is a nightmare and very frustrating.

The Cx service is garbage. Seriously if your going to monopolize the industry at least make people like you.

I see Internet access as vital for any family in today's society. And most families have no or limited choice. Thus costs are outrageous. I pay about \$90/month just for Internet access (comcast business). Just too expensive!

I cut the cable/satellite TV cord 18 months ago. My house is equipped with AppleTVs at each HDTV, and we pay for Netflix, Hulu, MLB.tv, and Amazon Prime. I essentially created my own 'a la carte' TV option that way. More people will do this in the future, and the people of Baltimore will be better prepared for that day if we have more options for ISPs from which to choose.

The fact that Comcast has a locked in deal as the only cable provider for the city is disgusting. Baltimore needs to let competition (and a free market) determine best practices for the city in order to encourage economic growth and home ownership.

We need fiber optic options.

i am unable to work from home because my internet service is unreliable
please save us Google Fiber!

Good Luck!! =) Thank you for organizing this. I've pushed it out through my networks as well.

We have pretty basic bundled service

Why does the cost increase on a quartet basis?

Competition is so important. I'm fairly satisfied with the service I get from Comcast but with my new customer deal expiring I feel like I have no leverage to argue down my price because there is no where else for me to get high speed.

good luck!

comcast has a legalized monopoly in Baltimore. It's unamerican.

Previously had Comcast prior to moving. They wanted to charge be double what Verizon does for the same speed. Verizon is not good, but Comcast is horrific! 50 dollars a month for 1 Gbps is where we all should be. The range of prices for 100mbs was still high. It should be less than 40\$

I think its illegal that we cant have options and choices because of Comcast and their prices are ridiculous. Let Verizon fios come to Baltimore!

My Verizon bill has increased 24% (from \$42 to \$52) in the last 10 months. My performance has not increased. I haven't found a better option, after moderate research into the issue.

I'm a candidate for City Council in the (redacted) District and look forward to being a strong advocate for improved broadband access for Baltimore. I'd appreciate the opportunity for a more in-depth conversation with BBC leaders to better understand exactly what policy changes need to happen at the council level.

glad you are doing this. I am aghast that the city remains an internet desert, and dismayed that verizon fios does not provide any service here. I suspect racial and class bias in the lack of choice in our city of 600,000.

I would prefer a non-governmental cooperative as the instrument to bring better service to Baltimore neighborhoods. Why go to the city government that failed to open up Baltimore for competition and did not offer to implement a "city utility" like solution.

We need CHOICES in Baltimore City. Comcast has no right to a monopoly. Thank you for your much needed efforts

I live in transition housing and the marian house pays for the services i receive you might consider contacting the communication department at the facility

Along with better service, make it easier, less expensive for senior citizens to purchase a computer and accessories.

I'm grateful to you for tackling this issue. Thank you!
I would so like to have competitive services and fiber in Baltimore. Dealing with Comcast is awful.

It is very important that the City of Baltimore realizes that just because 1000 people

signed up from CrowdFiber doesn't mean that only these 1000 are interested. The reality is that everybody I know wants it but they have lost hope that it could happen. If it is built I am absolutely sure that at least half of the current hi-speed users would switch to it immediately (at least 100,000 people).

I am very interested to learn more about the Baltimore Broadband Coalition

Please get someone in the city limits other than Comcast. They have a monopoly as I would sign up with Fios or Uverse right now without even knowing the deal just to get rid of Comcast. They are the worst company in America and it is not a close second. I have been told they are paying the city of Baltimore to keep the monopoly so I am not holding out hope but I hope this campaign at least gets somebody as competition for internet and cable

I live in Roland Park and feel we have to have accessibility and choice in high speed internet. Shortly; it will be become a feature important in selling a home; esp. as more and more people work from their homes. The fact that we only have a very, very slow DSL service (we are located about the maximum distance from a Verizon switching station; or we are held hostage to Comcast; which is NOT reliable and very high priced.) Note: we do watch much television in our home; but only use a small antenna which gets excellent reception for local TV stations. or we watch DVDs.

Please bring fiber optics to our neighborhood!! Comcast is the worst!

We need an alternative to Comcast - I will do without TV until there is another alternative. We cannot have a satellite dish where we live in Baltimore. We have DISH in Maine and it provides great service.

Thank you for spearheading this campaign!

It's shameful that our city has been neglected in this regard by the so-called service providers.

There are 2 choices where we live and neither one is close to good. We stay with the very slow Verizon DSL because we don't want to give Comcast even more money than we currently do for cable, plus their (Comcast's) reliability is not very good. Verizon has had terrible reliability in the past but seem to have slightly improved. Support from both is a joke.

I hope you are able to bring competition to the Baltimore market. My Comcast bill has skyrocketed.
testing survey -- seems solid and straightforward for a consumer!

Perhaps consider those that may own businesses or function as decision maker in the

same territory and have different answers for their businesses?
Thank you.

Let's keep at it and get some COMPETITION around here!

Thanks for your advocacy in this area!

Thank you for giving us more broadband and more options in Baltimore City!

Every interaction I have ever had with Comcast has been negative. I'd pay extra to use another provider.

Hurry please! We are struggling with this awful service!

My service has slowed so much from what it is supposed to be. It is completely frustrating.
Not at this time.

Municipal internet is a civil right.

Has to happen.
Kudos on bring broadband--much needed. Neither Comcast nor Verizon are interested in serving Baltimore with internet service. They are far more interested in selling entertainment which appeals to teens.

Many thanks for taking the lead and provoking change and IMPROVEMENT.
The motto faster AND cheaper

Comcast has some very expensive broadband offerings, which in the past have been no faster on average than DSL(!), and their customer service was bad. I would not deal with this company again.

I am not a sophisticated user, but I know we need faster service and competition in Baltimore.
Baltimore will struggle to attract better wage earners if the broadband infrastructure is not brought up from the dark ages.

Thank you for working on this.

I think the most important factor is introducing competition. Since Verizon internet doesn't work at all in my neighborhood, Comcast effectively has a monopoly and does not need to perform well or be responsive to customers.

I hate my internet service--verizon

I have to reboot sometimes up to two times a day

The tech support has not been helpful

I am not happy with Comcast and I would like very much for that company to have competition.

Thank you for your tenacity.

This will be an uphill battle, since I'm sure Comcast and Verizon have contributed heavily to local politicians/crooks.

I feel strongly we should have a choice and Comcast should have competition. Please please please come to Baltimore! Comcast has a monopoly and they provide horrible service. We need competition! And higher quality internet.

Comcast is a HORRIBLE monopoly. Their service is atrocious and their customer service is just as bad. I desperately wish we had more options.

Thank you for trying to bring Baltimore into this century.
am very anxious to have better internet options

When my Comcast service is up and running, the performance is great. Unfortunately, the number of service outages have become more frequent.

Our DSL service is not fast enough to support Netflix or other video streaming services. In addition it often slows down so much that even emailing is slow. Having steady speed of internet is important to my family.

The internet service I have with Verizon is slow, unreliable and expensive. My neighbors have Comcast and also find their service slow, unreliable and expensive. Third World countries have better internet service for far less money than we have in Baltimore. Its ridiculous. And we are just a family--what do businesses do with such huge expenses and horrible speed and service?

This is a matter of economic development for Baltimore.

There needs to be competition to lower costs and provide better service.

We're eager to have fast, reliable service without being obligated to buy content--the main reason we have held off switching from Verizon DSL to Comcast. That said we have just about reached the end of our patience with DSL and may switch soon anyway. The lack of competition is frustrating. Thanks for your efforts.

MS Comp Sci/ Network Admin here. Would be willing to help, esp in any technical

capacity.

Would love to see a Muni Broadband option in Baltimore.

Recently noticed significantly slower Internet speed and frequent loss of connection. Verizon technical support said that increase in local Internet customers has slowed system and they have no plans to increase capacity. I said that I thought this was poor service and they apologized. I certainly hope you can get one or more companies to provide fiber and to compete in our area.

comcast is a monopoly and acts like one. They need competition or consumers can't act intelligently in the market

Which fiber company is digging up the streets everywhere in Baltimore?

Trucks say video pipe.

We desperately need better options. Thank you!

I would like to see a very high speed wireless service. Don't particularly want more cables strung up everywhere.

With Clear being acquired by Sprint there is even less competition for internet service in Baltimore.

Keep up the good work!

Phone quality is awful; people complain to me about how many words get dropped.

TV channels should be billed a la carte.

Would hope that broadband would permit access for entire house from ONE location. (MY DSL does NOT. Old stone house, thick plaster walls; I must switch DSL router/modem locations when I cross center hall!

I am grateful for the work that the Baltimore Broadband Coalition is doing.

I think high speed internet is a public good that should be accessible and affordable for everyone. The current Comcast virtual monopoly isn't the right answer for any city.

One important issue I think needs to be emphasized is reliability of service. A provider can advertise, say, 100 Mbps, but if much of the time the internet is out, or speed slows to a crawl, it's not worth it. The most important thing for me is consistent speed all the time.