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October 26, 2020

Mr. James Pineo, Town Manager
Town of Wolfeboro
84 South Main Street
Wolfeboro, NH 03894

RE: Town of Wolfeboro Letter Requesting Information dated September 3, 2020 (Sent Via Email)

Dear Mr. Pineo:

As you requested in your letter dated September 3, 2020, Atlantic Broadband offers the following response where applicable to the requested information. It should be noted that Atlantic Broadband acquired the MetroCast assets January 1, 2018. As such, some of the historical information requested may not be available for the timeframe prior to the acquisition.

Also, while much of the information requested falls outside the federal guidelines of a Cable Franchise Agreement, we are happy to provide information that we feel does not violate business confidentiality or put us at a competitive disadvantage.

I have taken the actual questions from your letter and inserted them within this response for ease and references.

From Letter Dated September 3, 2020

General Information

Subscriber count (10-year trend) 1-1-10- 1-1-20

Confidential

Annual average price increases (10-year trend) same as above

Attached Files labeled Rate Card 2018, 2019, 2020

Annual average new cable investment in Wolfeboro (10-year trend) same as above

2018 – Aerial 5703'- Underground 1397'-- 37 homes passed

2019 – Aerial 3854'- Underground 2640'-- 59 homes passed

2020 – Aerial 2745'- Underground 1267'-- 42 homes passed (SO FAR)

What has been the top investment categories Atlantic Broadband has identified for Wolfeboro?
E.g. new plant, maintenance etc.

The top investment since acquisition has been the expansion of our services into unserved areas as highlighted by the current partnership with the Town and the NH Grant Program.

How many homes (despite the density requirement) are left to be served (as of 09/01/2020)?

Approximately 35 homes passed following completion of NH Grant Build

Current Product and Service offerings

What is the min/max internet access speeds available?

Ranging from 25Mbps download / 5 Mbps upload to 1000 Mbps download /50 Mbps upload (residential)

Are those speeds available to all subscribers? If not please provide a service map of Wolfeboro which delineates the speeds and availability.

Yes

What new products/services have you introduced in Wolfeboro over the past 5 years?

Bundled service options, Advanced Video platform powered by TiVo, including voice remotes, expanded video on demand, more HD content, faster internet speeds, and hosted voice for businesses.

What are your busy hours and does the network support posted speeds during those times?

Under normal conditions we support the posted speeds during our busiest times which are normally between 5:00 PM & 11:00 PM. We do not have contention areas on our network.

What research do you conduct to determine product/service offerings for Wolfeboro?

Our research is not specific to the Town of Wolfeboro, but we conduct periodic research of our subscribers on a regional or national basis to obtain their feedback on a range of issues.

How do you ensure that prices are competitive?

Industry and regional comparisons for like services; in addition we operate in competitive markets, so market forces keep prices competitive

Do you throttle any services (business or consumer) by time of day or usage characteristics?

No

Can a business client purchase direct internet access but not TV services?

Yes

Do you collect customer information and provide it to others? If yes, please explain how and who it is shared with.

Please see our Customer Privacy Notice listed on our website <https://atlanticbb.com/support/policies-and-agreements>

Does ABB receive data from the new digital equipment showing viewership data? If so, please provide viewership information specific to our 3 PEG access channels (24, 25, and 26).

Channel 24 – 231 out of 264 channels

Channel 25 – 223 out of 265 channels

Channel 26 – 243 out of 265 channels

Future offerings

Do you plan to offer more unbundled choices for both video and internet access?

We offer a number of both individual and bundled programming choices but as per our programming contracts, we cannot provide straight ala-carte video options.

Do you plan to offer internet speeds beyond the current capabilities? If so, provide details. Do you plan to offer antivirus software to your customers?

Confidential

Do you plan to become a Mobile Virtual Network Operator and offer mobile services?

Confidential

Regarding Will you provide our PEG access station (Wolfeboro Community Television) with HD Channel(s)?

Based on the listed viewership above, providing the PEG channels in an HD format would seem to be an unnecessary use of valuable bandwidth.

Are all Town Facilities being provided cable access??

Currently all 12 locations listed in Exhibit E are receiving courtesy service

Customer Service

The Town has received numerous complaints over the past few years of substantial degradation in the following areas:

- Long wait times for customer support. These wait times are in excess of 45 minutes long intervals for repair efforts that involve dispatch.
- Repetitive requests for the same service issues.
- Attitude and support offered by customer service representatives.

Are the issues mentioned above dependent on whether a "customer" is a business or residential user?

No there have been a series of events recently that have contributed to longer than normal hold times when calling our call centers. Below just touches on a few of the causes:

Storm-related outage activity: Several significant storms, including Tropical Storm Isaias, which impacted six states in which we operate, and other late-summer storms, disrupted commercial power, and caused infrastructure damage, which resulted in the loss of Atlantic Broadband service for some customers during the storms and their immediate aftermath. Once commercial power was restored, and we could gain safe access to our facilities, repairs were made and service was restored for customers.

•Vehicle Accidents: In the last several months, significant outages resulted following damage to our fiber and network facilities as a result of vehicle accidents. Once commercial power companies were able repair poles, we were able to reattach our equipment and restore service.

•Resumption of Non-Pay Disconnects: Following the COVID-19 outbreak, Atlantic Broadband agreed not to disconnect customers due to inability to pay. The "Keep Americans Connected" program ended June 30, with disconnects for non-pays commencing over the summer months, resulting in high call volume and longer handling times as we work to help customers who are struggling to manage their payments to ensure connectivity.

•Remote Learning: We also have experienced higher-than-normal phone activity due to the start of the new school year, with families reaching out to establish service for distance learning and work-from-home.

We recognize that long hold times are frustrating for our customers and we regret that customers have not had the kind of experience that we normally provide. We thank our customers for their patience as we take steps to ensure that calls are handled as promptly as possible.

- In this regard, recently we established new online options for customers who participated in the "Keep Americans Connected" program to enable online payments without having to contact our agents by phone.*
- We also have introduced enhancements to our phone system, including automated call routing based on speech analytics so that customers do not have to make menu selections to get routed quickly to an agent that can assist.*
- We also are expanding our online, self-care, virtual support and other contact-free options as an added convenience to customers and to ensure they have the best experience possible.*

Over the past 5 years what has been the average call volume to the ABB call centers from Wolfeboro residents for the following

1. Sales (service establishment)
2. Billing and Collection
3. TV repair
4. Internet repair

All calls are aggregated and not broken out by individual communities.

Over the past 5 years what has been the average hold time at the ABB call centers from Wolfeboro residents for the following

1. Sales (service establishment)
2. Billing and Collection
3. TV repair
4. Internet repair

All calls are aggregated and not broken out by individual communities.

Over the past 5 years what has been the service availability for Wolfeboro residents in the following areas:

1. How many totally down, (all of Wolfeboro) outages have occurred? What was the average duration of those outages?
File attached labeled Town of Wolfeboro 2018-2020 Question 1, 2, 3 10-26-2020
2. How many neighborhood outages have occurred? What was the average duration of those outages?
File attached labeled Town of Wolfeboro 2018-2020 Question 1, 2, 3 10-26-2020
3. How many single site outages have occurred? What was the average duration of those outages?
File attached labeled Town of Wolfeboro 2018-2020 Question 1, 2, 3 10-26-2020
4. If a physical dispatch is required, where is the location of the nearest ABB depot for equipment?
Depending on the need, the equipment would either be on the technician's vehicle or would be stocked at our Belmont location.



5. Where are the call centers for ABB located? Is someone on hand for service and repair 7x24x365?

Rochester NH & Johnstown PA are our main 24x7 call centers. We have additional call centers that operate on varied schedules in Belmont, NH; Cumberland MD; Uniontown, PA; Altoona, PA; Berwick, PA & Waterford, CT

Network Buildout:

Please provide a cost estimate and location mapping of the areas of Wolfeboro that do not meet density requirements but still require service. For the purposes of this analysis, please include the Brown's Ridge Road area as well.

Brown Ridge Road, Young Road, Village Corner Road only areas that will be unserved following completion of NH Grant Builds currently underway (approximately 35 homes passed)

Future Planning:

What does Atlantic Broadband see as the top customer and network service issues and what are your specific plans to resolve them for Wolfeboro residents?

Continue ensuring that there is the necessary network capacity needed and distribution-plant health evaluation and replacement of older hardware as required

Please describe Atlantic Broadband's commitments to better self-diagnostics, self-install, trouble ticket advisories, along with improved dispatch and repair programs.

We are constantly working to develop enhanced self-care functions for our customer both via the web site and self-installation aids.

We look forward to working through the Cable Franchise Renewal process within the guidelines of federal law.

Please reach out to me with any question you may have.

Sincerely:

Fran Bradley
Director of Government Affairs

Sent via email