

Bonenfant, Janice

From: Gayle Cain <gayleccain@gmail.com>
Sent: Monday, October 4, 2021 1:16 PM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: *This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe*]

Good afternoon Mayor Bouley and Councilors,

I am contacting you to express my desire to have Atlantic Broadband enter into the Concord market.

We are summer residents in Barrington NH and our experience with this company has been very positive and professional.

I believe that it is far past time that Comcast has some competition in this area, as we have watched their customer service deteriorate all while their prices have risen in leaps and bounds. Without competition why would they ever care?

Please allow ABB into this market. I trust it will be good for all.

Thank you for your consideration.

Gayle Cain
15 Gladstone St,
Concord, NH 03301
603-848-7778 cell

--

Keep smiling & have an awesome day :)

Gayle

Gayle C. Cain
gayleccain@gmail.com

Bonenfant, Janice

From: don rapp <d.rapp@comcast.net>
Sent: Monday, October 4, 2021 1:11 PM
To: * City Clerk
Cc: Kenison, Linda
Subject: Atlantic Broadband franchise considerations

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Councillors,

Private corporations' competition for service to Concord's residents is always good.

Be aware that Atlantic Broadband's web site offers no less expensive 100Mbps internet service rate than Comcast's.

Atlantic's rate is \$79.99/month after a 6 month \$39.99 introductory rate, requiring a 2 year contract with a \$149 early termination fee.

<https://atlanticbb.com/internet>

My Comcast rate is \$80.95/month.

Questions:

1) Does a city franchise for Atlantic Broadband reduce the possibility for future additional franchises, e.g. First Light, Verizon, Consolidated?

<https://www.firstlight.net/explore-our-network/>

<https://www.consolidated.com/residential/internet/new-hampshire-fast-gigabit-internet>

(already in 30 cities in southeast New Hampshire) https://www.consolidated.com/offer/add-internet-northern-new-england?gclid=EAIaIQobChMIvNXv-9-k8wIVAAcZCh0BsAsGEAAYAyAAEgLJaPD_BwE

<https://www.verizon.com/home/fios-fastest-internet>

2) Has the council contacted Unitil and Consolidated regarding any limit to the number of lines they can support?

3) Does the city limit, for example as a safety issue, the number of lines on utility poles?

4) Will Atlantic Broadband be required to obtain a property owner's permission to string lines across private property or prune trees.

5) Has Consolidated been approached regarding possible service in Concord?

Thank you,
Don Rapp
20 S State St
Concord
603-573-0116

Bonenfant, Janice

From: Dennis Williams/ HouseMaster Home Inspection <kennebunk1979@gmail.com>
Sent: Monday, October 4, 2021 1:02 PM
To: * City Clerk
Subject: Fwd: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

----- Forwarded message -----

From: Dennis Williams/ HouseMaster Home Inspection <kennebunk1979@gmail.com>
Date: Oct 4, 2021, 1:00 PM -0400
To: cityclerk@concordnh.goc <cityclerk@concordnh.goc>, citymanager@concord.gov <citymanager@concord.gov>
Subject: Atlantic Broadband

To: City Clerk of Concord and City Manager of Concord

Good afternoon,

I am contacting you to express my desire to have Atlantic Broadband enter into the Concord market. Our experience with Comcast in recent years has degraded significantly. With soaring prices and a very unfriendly customer service approach they have severely hurt their brand, but alas, there is no competitive entity in this market to drive a consumer centric pricing matrix and to encourage a true customer service experience.

We are customers of Atlantic Broadband for 5 months as we go to a summer residence in Barrington and have had nothing but positive experiences with them.

Please allow ABB into this market. I trust it will be good for all.

Thank you for your consideration.

Dennis Williams
15 Gladstone St,
Concord, NH 03301
603-848-2440 cell

Bonenfant, Janice

From: ron rayner <eiwm@comcast.net>
Sent: Sunday, October 3, 2021 2:34 PM
To: * City Clerk
Subject: Atlantic Broadband input

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

I have not heard many positives about Atlantic Broadband – thru both friends as well as “letters to the Editor” published w/in the Monitor. **The only way I can support Atlantic Broadband is IF – IF both Atlantic & Comcast (who have Obscene Rates) can operate truly “independently”** – giving us consumers a choice. Such that Atlantic, in the short term, may help/assist in holding down rates for Comcast, while simultaneously, taking away customers from them.

I will defer for 1 year to see how Atlantic truly performs before I'd sign up w/them.

Ron Rayner
29 Rumford St.

Bonenfant, Janice

From: Ronald Bishop <bishro@aol.com>
Sent: Friday, October 1, 2021 11:38 PM
To: * City Clerk
Subject: Atlantic Broadband input

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

I support the entry of Atlantic Broadband into the Concord market.

Personally, I'd like to see some competition for Comcast. Given the nature of my residence (apartment complex with multiple buildings), I doubt Atlantic Broadband would be available to me for quite a while even if they are approved, but I think having another option will be good for Concord residents. Right now, we don't have a choice, unless we want to go with satellite (which is not viable for many) or other limited choices such as DSL for internet, which does not meet the needs of today's world.

I am concerned about their reliability, as their standard cable customers in nearby towns often complain about reliability and customer service issues, but at least we'd have options.

Ronald Bishop
Loudon Rd

Bonenfant, Janice

From: Sean Dugan <srpdugan@verizon.net>
Sent: Friday, October 1, 2021 11:44 AM
To: * City Clerk
Subject: Atlantic Broadband input

[CAUTION: *This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe*]

I am writing to support the application for Atlantic Broadband to Concord and to Penacook.

COMCAST has no competition, and therefore their monopoly allows them to charge outrageous fees and have terrible customer service. With Atlantic Broadband, we will have choices and ideally pay lower fees for quality service.

Thank you.

Sean Dugan
10 River Rd.
Penacook

Bonenfant, Janice

From: melody4481@myfairpoint.net
Sent: Thursday, September 30, 2021 8:26 AM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

I would love to see some competition for Comcast. I have the 39.99 package and by the time all the "fees" are added up the bill is like 78.00. All these fees are crazy and when you are on a fixed income increasing fees doesn't help. One more increase and I will be forced to cancel cable. Please get Atlantic on board so residents can have a choice.

Thank you
Melody Towle
110 Elm St
Penacook NH

Bonenfant, Janice

From: Kretovic, Jennifer
Sent: Wednesday, September 29, 2021 2:56 PM
To: Bonenfant, Janice
Subject: Fw: Atlantic internet

See message below in support of Atlantic Broadband.

Councilor Jennifer Kretovic

City of Concord, New Hampshire

Home Contact: 8 Gallen Drive, Concord, NH 03303, (603) 228-8395

jkretovic@concordnh.gov

From: Kyle Skov
Sent: Wednesday, September 29, 2021 2:44 PM
To: Kretovic, Jennifer
Subject: Atlantic internet

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Hello Jennifer,

I'm a Concord resident that lives on K st. I want to voice my and my wife's support of the fiber internet expansion in Concord.

Kyle Skov

Bonenfant, Janice

From: Oscar Gala Grano <ogala@jinfo.us>
Sent: Tuesday, September 28, 2021 3:40 PM
To: * City Clerk
Subject: Atlantic broadband public comments

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Hi,

I would like to give my opinion on the Atlantic Broadband franchise agreement opportunity:

I think it would be good for the city council to approve Atlantic's request and make a franchise agreement with them. Concord would be one of the only cities with multiple cable providers which creates actual competition, which is usually hard to find with cable & broadband providers.

It also creates and opportunity for the city to add franchise fees to the agreement which could be additional revenue for the city. Ideally that money would be used for underserved areas if there are any in the city, or used for other infrastructure projects.

Thank you,

Oscar Gala Grano
Resident of Concord

--
With kind regards,

Oscar Gala Grano
(603) 937 0239

Bonenfant, Janice

From: Patrick Peick <patpeick@gmail.com>
Sent: Monday, September 27, 2021 8:41 AM
To: * City Clerk
Subject: Columbus day name change and Atlantic Broadband input

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

1. Do not change the name of Holiday. If some group of people think the historical record of Columbus believe him unworthy of recognition, that is the question. Vote to remove the holiday itself as a recognized holiday. The holiday is a recognition of a discovery, not the first, of an new context of the known world at that time. I guess we could have named it Westward Expansion of European People's day which is more emblematic of what Columbus started. Perhaps we discuss the side effects of Columbus's discovery and that he was a flawed human causing a lot of harm as a result? That would have some value to a fuller appreciation.

What is next, renaming Memorial Day to Innocents Day in honor of those killed and maimed by our selfless veterans because War, rightly or wrongly was reacted to (Hitler's commencing WWII) stop aggression. We can change the lens of perception all day long, you can not change what happened. There are no perfect people in history. History is offensive and any close inspection will find horrible events as collateral effects to very positive events. That is tragic.

Pasting some name over someone else's does not educate anyone. Let's use the day as a focal point to talk about history in all of it's tragic and positive benefits.

2. If Atlantic cable is going to compete with Comcast, that is great. Vote them in, I am tired of the Comcast's indifference to the customers of the cable system.

Thank you,
Pat

Bonenfant, Janice

From: Alex Streeter <alex.streeter@gmail.com>
Sent: Friday, September 24, 2021 9:01 PM
To: * City Clerk
Subject: Atlantic Broadband public comment

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

To Whom it May Concern,

I write in favor of allowing Atlantic Broadband the necessary contracts and permitting to bring fiber-to-the-home service to Concord. Comcast has a monopoly in the Concord area, and bringing competition should benefit consumers. As a resident in the South End, I see my monthly internet bill increase month after month, and I would like to see other options. Furthermore, Atlantic's plan for stringing fiber optic in Concord is an important investment in future services, infrastructure for the next generation.

Ideally, Concord would have long ago taken this upon themselves, to wire the entire city for fiber optic service. Owning this durable and important infrastructure, we could have then leased it out to many service providers that would compete on price, speed, and service. Failing at that, the very least we can do is try to attract other private providers to the area. I look forward to seeing what their offerings may be.

Sincerely,
Alex Streeter
4 Dunklee St.
Concord, NH 03301

Bonenfant, Janice

From: Councilor Erle Pierce <perce4council@comcast.net>
Sent: Friday, September 24, 2021 2:34 PM
To: Bonenfant, Janice
Subject: Fwd: Re: Columbus Day Holiday name change?

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Hello Madam Clerk.

Would you share this with the rest of the Council and keep it for the record of public comment please?

Thank you.

Erle

The above memo represents my opinion and actions only. Unless otherwise stated, it does not represent the opinions or actions of the Concord City Council. Please feel free to contact me anytime at: perce4council@comcast.net or on my mobile at 603-496-1665. Thank you.

----- Original Message -----

From: Kevin Foss
To: Councilor Erle Pierce
Date: 09/24/2021 11:18 AM
Subject: Re: Columbus Day Holiday name change?

Dear Councilor Pierce,

Honestly Councilor? Doesn't the City Council have anything better to work on besides falling to the pressures of political correctness? I really can't believe the Council is waisting tax payer's time and money discussing this issue. Columbus was in fact a historical figure with several flaws and so is every other historical figure including you and me. You might as well rename Martin Luther King Jr. day as well. Enough is enough. Leave it alone and stop trying to rewrite history. Please focus on more important issues regarding Penacook like paving roads, especially Primrose Lane. And while you're at it, street lights in Primrose Lane would greatly improve safety. Also, why not focus on a secondary cable company that might make it as far as Penacook and not just Concord? Comcast is exploiting us because of the lack of competition.

Bottom line Councilor, let's stop caving to political correctness by leaving Columbus Day as is and focus on real issues that affect all the residents of Penacook. Please feel free to share my comments to entire City Council.

Regards,
Kevin Foss

On Sep 24, 2021, at 10:44 AM, Councilor Erle Pierce <perce4council@comcast.net> wrote:

Good morning.

You may have recently read in the local newspapers that Ward 10 Councilor Zandra Rice-Hawkins has proposed changing the name of the Columbus Day Holiday to Indigenous People's Day.

The City Council voted to introduce the ordinance on October 12 at our regular scheduled meeting and will likely vote to set a public hearing on November 8, with the majority of Councilors wanting to hear citizen's thoughts on the issue.

As one of those Councilors, I would very much like to hear your thoughts on this issue.

Your voices at the November 8 Public Hearing will also be most valuable.
If you would like to send me an email with your thoughts and comments, I will read it, respond and pass it on to the City Clerk for distribution to the Mayor and Council.
If you would rather I not share your email, please let me know that too.
I look forward to reading your thoughts and opinions'
Thank you and stay safe.

Erle Pierce
Ward 2 City Councilor

The above memo represents my opinion and actions only. Unless otherwise stated, it does not represent the opinions or actions of the Concord City Council. Please feel free to contact me anytime at: pierce4council@comcast.net or on my mobile at 603-496-1665. Thank you.

Bonenfant, Janice

From: bampy98@comcast.net
Sent: Friday, September 24, 2021 10:23 AM
To: * City Clerk
Subject: Atlantic Broadband Application for Internet in Concord, NH

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

To: City Councilors of Concord, NH,

Councilors, I can speak only to my current situation in Concord, NH. In order to change a channel on my TV, it takes 8-15 seconds, and it is normally instant. TV stalls for a few seconds often. When using Webex over our internet connection, we often get our picture and voice stalled, and frozen, and loose connection quite often. When checking the speeds to my personal service on <https://speedtest.xfinity.com>, our home is supposed to get 800 MBPS, and normally when I check it on xfinity, it usually checks under 60 MBPS, and most often under 40 MBPS, and in several cases their website showed me when testing, that I was receiving 0.0 MBPS. Comcast/Xfinity when I call tell me that they are sending a signal that is 900 MBPS. I have no idea where it is going. Is that 900 MBPS for the whole neighborhood? Is it bleeding out through the lines, like electricity does. I am not qualified to determine what their problem is, but there certainly is a problem.

Perhaps, a competing corporation, could help Comcast/Xfinity to figure out their problems, and make them a better corporation for them, and for their customers.

Sincerely,
Joseph St Claire
18 Partridge Road
Concord, NH 03301

Bonenfant, Janice

From: Dolores Flanders <bowdodo66@gmail.com>
Sent: Thursday, September 23, 2021 7:59 PM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

We have been Comcast customers since we moved to Concord in 1980-Continental Cable I believe it was called. Anyway, service has continually increased & now for internet, landline & basic cable-no extra pay stations-we currently pay \$168+/month. There is no other choice other than dish. Comcast holds a monopoly. Rarely can you speak with a human, there's always the incessant automated voice insisting she can help, or when you do, they're not from the US. I was helping grandson during remote & internet was out. The gentleman helping me was in India!! The competition will be good, will help possibly bring prices to a more affordable level, especially for those of us retirees, but also with new, updated equipment, better service. So please, consider allowing Atlantic in & give Concord folks a choice. Dolores Flanders. Concord

Bonenfant, Janice

From: Chris Porter <cpresearch@aol.com>
Sent: Thursday, September 23, 2021 2:05 PM
To: * City Clerk
Subject: In support of Atlantic Broadband franchise

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Greetings...

I'm writing to express support of Atlantic Broadband's effort to receive franchise authorization from the city. Neither Consolidated or Comcast seem to be in any hurry to bring fiber to the households of the capital city.

Thanks.

Chris & Margaret Porter
7 Columbus Ave.

Bonenfant, Janice

From: Hawkins,Zandra-Rice
Sent: Thursday, September 23, 2021 1:05 PM
To: Bonenfant, Janice
Subject: Fwd: Cable service

Please share and include in public comment file, thank you.

Zandra Rice Hawkins
Concord City Councilor, Ward 10
(603) 892-2150 (text/call)
zricehawkins@concordnh.gov

Begin forwarded message:

From: Betty Ward
Date: September 23, 2021 at 9:33:25 AM EDT
To: "Hawkins,Zandra-Rice"
Subject: Cable service

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Just read editorial in Concord Monitor(A second cable supplier in Concord) about Atlantic Broadband providing service to Concord area. I agree 100% with the view taken by the editorial and pleased that the council is considering a competitor to Comcast. I hope the council will vote in favor of Atlantic Broadband or any other competitor who wishes to provide service to the Concord area.

Thank you
Betty Ward

Sent from my iPad

Bonenfant, Janice

From: Larry E Colby CW5 Retired <colbyacres@gmail.com>
Sent: Thursday, September 23, 2021 10:23 AM
To: * City Clerk
Subject: Cable

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

I vote that the council allows Atlantic Broadband to do business in Concord.

Larry E Colby, CW5 (Ret)
Justice of the Peace/Notary
Colby Acres/Concord, NH

This email was hand crafted from natural materials. Slight variations in spelling, punctuation, and grammar add to its natural beauty and should not be considered defects.

Bonenfant, Janice

From: Donald Bisson <donald.bisson@gmail.com>
Sent: Thursday, September 23, 2021 6:55 AM
To: * City Clerk
Subject: Atlantic Broadband service

[CAUTION: *This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe*]

Dear City Clerk,

I am writing as a resident of Concord to encourage the city council to approve the pending application of Atlantic Broadband to provide internet and cable services in Concord. Comcast has had a monopoly in Concord for too long and this has resulted in high prices and very bad customer service. The competition will hopefully open their eyes and change their pricing and customer service. I for one will switch to the new service as soon as it is available.

Concord citizens will benefit from some real competition to Comcast for internet services.

Regards,
Donald Bisson
169 Portsmouth st., unit 173
Concord, NH 03301

Bonenfant, Janice

From: Cindy Addario <grammieaddario@gmail.com>
Sent: Wednesday, September 22, 2021 4:23 PM
To: * City Clerk
Subject: Re: Atlantic

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

As you know, currently we have no choice but to accept Comcast for our internet provider as well as paying whatever they choose to charge.

To me this is a monopoly that should be eliminated thus allowing the market be opened to more reasonable rates and speeds.

When you pay for the only service available and have issues with it being snail slow and request service ... to no avail using the excuse it is my equipment (computer) it is time to give them some competition!!

Therefore I am 100% for allowing Atlantic to join our community.

Thank you.

Reynold and Cynthia Addario
44 Fisherville Road
Concord

Sent from my iPad

Bonenfant, Janice

From: Nancy Needham <nancyneedham579@comcast.net>
Sent: Wednesday, September 22, 2021 1:28 PM
To: * City Clerk
Subject: Atlantic Broadband - Yes! Yes! Yes!!!

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Please do authorize Atlantic Broadband to set up in Concord. Comcast has had a blistering monopoly in the area for way too long and needs competition to bring down rates.

This can't happen soon enough.

Thank you.

NL Needdham

Bonenfant, Janice

From: Ray Pinard <raypinard@metrocast.net>
Sent: Wednesday, September 22, 2021 12:40 PM
To: * City Clerk
Cc: ray@raypinard.com
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

I am writing in support of negotiations with Atlantic Broadband to provide competitive cable/internet services to residents of Concord, NH. I have been a customer since 2004 and have had no issues with their service. We need competition to control consumer prices.

Respectfully, Ray

Ray Pinard
43 N. Fruit Street
Concord, NH 03301
603-620-7500

Bonenfant, Janice

From: MARC LACROIX <malacroix@aol.com>
Sent: Wednesday, September 22, 2021 12:03 PM
To: * City Clerk
Subject: Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

I fully support a competitive company bringing broadband into the city.

Marc Lacroix
Robin Road

Sent from the all new AOL app for Android

Bonenfant, Janice

From: Richard Barry <richard.barry.6179@gmail.com>
Sent: Wednesday, September 22, 2021 10:06 AM
To: * City Clerk
Subject: Atlantic Internet - Cable

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Good morning,

I wanted to lend my support to Concord residents in saying I support bringing on Atlantic. Competition is usually better for consumers and I think in this case this will benefit the majority of residents.

Thank you.

Bonenfant, Janice

From: DONALD LEVESQUE <dwlgrl@comcast.net>
Sent: Wednesday, September 22, 2021 10:04 AM
To: * City Clerk
Subject: Broad Band acceptance

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

We need Atlantic Broadband, Comcast is the worst Company, there is no customer service we have to be patient and plan on a very long wait to get service. Please allow Atlantic

Donald Levesque

Bonenfant, Janice

From: kaunas@aol.com
Sent: Wednesday, September 22, 2021 8:21 AM
To: * City Clerk
Subject: Competition to Comcast (About time!)

[CAUTION: *This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe*]

Dear City Council,

Please support Atlantic Broadband coming to the city to free Comcast/Infinity hostages from its outrageous cable TV prices.

Thank you.

Adolphe Bernotas
Margaret Orazi
603-856-7065

Bonenfant, Janice

From: Daniel Kossick <dkossick29@gmail.com>
Sent: Wednesday, September 22, 2021 8:11 AM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Sending email in support of expanding broadband access for Concord as reported on in today's Concord Monitor. Competitive pricing will motivate healthy competition between providers.

Thank you for considering,

Daniel Kossick
32 Beacon St, Concord, NH 03301

Bonenfant, Janice

From: Annmarie Timmins <atimmins44@gmail.com>
Sent: Wednesday, September 22, 2021 7:58 AM
To: * City Clerk
Subject: Strongly support welcoming Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Hi,

I am writing in support of allowing Atlantic Broadband to offer its service in Concord. I hope the City Council will approve this and don't understand the reservations expressed in a Sept. 22 *Concord Monitor* story.

1. The story says Councilors are concerned Atlantic Broadband's customer service center will be overwhelmed if it expands to Concord. Have they tried reaching Comcast's customer service department?? Comcast essentially offers no customer service, and when you actually reach someone, their focus is selling a more expensive package. No service department could be worse.
2. I'd much prefer a fiber optic option. We have TDS fiber optic at our camp in Warner. It is fast and consistently reliable. Comcast is neither.
3. Competition is good. It controls price gouging and is the best hope of improving customer service. If customers decide one provider isn't meeting their needs, they can sign up with the other. I don't see a downside here.

If you have any questions, you can reach me via this email or at 603-848-0544.

Thank you,

Annmarie Timmins

Bonenfant, Janice

From: Matt Newland <mattnewland@comcast.net>
Sent: Wednesday, September 22, 2021 7:50 AM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Good Morning!

I support competition for broadband services. And support Atlantic Broadband coming to Concord.

On the off chance it didn't come up, I would suggest not only to ensure there is access to Atlantic everywhere Comcast is now - but, also, use this as an opportunity to make sure that anyone in Concord that doesn't currently have access to broadband gets access through this contract.

Is it possible to use federal COVID funds as well to expand broadband services concurrently with this project?

thanks!

Matt Newland
43 Bog Rd
Concord, NH

Bonenfant, Janice

From: Deborah deMoulied <demope@comcast.net>
Sent: Wednesday, September 22, 2021 7:28 AM
To: * City Clerk
Subject: yes on broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Yes please! The basic rates for Comcast are insane - \$175 per month only internet and basic TV which I never watch! I will switch in a heartbeat as long as it is considerably lower so it is worth the hassle.

We need competition.

Thank you,

Deborah de Moulied
3 Celtic St.

Bonenfant, Janice

From: normamm@comcast.net
Sent: Wednesday, September 22, 2021 7:16 AM
To: * City Clerk
Subject: Atlantic Broadband feedback
Attachments: Complaint letter.docx

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Hello,

As a current and longtime customer of Atlantic Broadband, formerly Metrocast, at our second home in Wolfeboro, NH I can clearly state that the consistency of their service is problematic. I am echoing the voice of many Wolfeboro residents and businessowners who continually experience interruptions in service on a weekly, and sometimes daily basis.

Personally, I experienced an entire 6 months of hourly interruptions in service last year. I would spend hour upon hour on my phone, on hold, and despite constant resetting of my modem which never resulted in a resolution – until they replaced my rented modem twice. I would never recommend ABB as a service provider.

I sent a letter to their vice president of customer service (see attached) and receive no response. I also called, sent a message via her LinkedIn page.

We are Xfinity customers in Concord and, although some interruptions have occurred and the high cost of their service, we find their service most consistent.

Thank you for considering my input during your discussions with ABB.

Norma M. Milne

16 Spillway Lane, Concord, NH 03301

Bonenfant, Janice

From: Bo Petersson <bpetersson61@gmail.com>
Sent: Wednesday, September 22, 2021 6:46 AM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

To whom it may concern,

I am in strong support of allowing Atlantic Broadband installing a new network in Concord. I think the additional competition will be beneficial for Concord residents.

Sincerely,
Bo Petersson
8 Willard St, Concord, NH 03303

Bonenfant, Janice

From: Jeff Strelzin <jstrelzin@gmail.com>
Sent: Tuesday, September 21, 2021 8:11 PM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

We are in favor of the city exploring and bringing in another cable/internet provider other than Comcast. Competition would be good, especially given Comcast's high prices and sometimes poor service.

Thank you.

- Jeff Strelzin

Bonenfant, Janice

From: Kretovic, Jennifer
Sent: Tuesday, September 21, 2021 12:57 PM
To: Bonenfant, Janice
Subject: Fw: Broadband expansion

Additional public input for Atlantic Broadband in Ward 3....thank you!

Councilor Jennifer Kretovic

City of Concord, New Hampshire

Home Contact: 8 Gallen Drive, Concord, NH 03303, (603) 228-8395

jkretovic@concordnh.gov

From: lcamst38@comcast.net
Sent: Tuesday, September 21, 2021 12:54 PM
To: Kretovic, Jennifer
Subject: RE: Broadband expansion

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Carol Currier
41 Broad Cove Drive

It's not just competition but I read the comments made about the reputation/experience and it appears we would be well served.

-----Original Message-----

From: Kretovic, Jennifer
Sent: Tuesday, September 21, 2021 12:00 PM
To: lcamst38@comcast.net
Subject: Re: Broadband expansion

Hello Lcamst38:

May I forward your comments to the City Clerk, with your name and address, if you would kindly provide for us?

Jennifer

Councilor Jennifer Kretovic
City of Concord, New Hampshire

Home Contact: 8 Gallen Drive, Concord, NH 03303, (603) 228-8395
jkretovic@concordnh.gov

From: lcamst38@comcast.net
Sent: Tuesday, September 21, 2021 11:14:17 AM
To: Kretovic, Jennifer
Subject: Broadband expansion

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

I support - Comcast needs competition in Concord

--
This email has been checked for viruses by AVG.
<https://www.avg.com>

Bonenfant, Janice

From: Kretovic, Jennifer
Sent: Tuesday, September 21, 2021 11:59 AM
To: Bonenfant, Janice
Subject: Fw: Atlantic Broadband

Hello Janice,

See message below for inclusion in the public input on Atlantic Broadband....

Jennifer

Councilor Jennifer Kretovic

City of Concord, New Hampshire

Home Contact: 8 Gallen Drive, Concord, NH 03303, (603) 228-8395

jkretovic@concordnh.gov

From: dcmilliken@comcast.net
Sent: Tuesday, September 21, 2021 11:04 AM
To: Kretovic, Jennifer
Subject: RE: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Yes, that would be okay.

Carole A. Milliken
dcmilliken@comcast.net
(603) 856-6709

-----Original Message-----

From: Kretovic, Jennifer
Sent: Tuesday, September 21, 2021 10:26 AM
To: dcmilliken@comcast.net
Subject: Re: Atlantic Broadband

Thank you Carole and Everett:

Would it be okay if I pass your email to the City Clerk for inclusion in the

public comments?

Jennifer

Councilor Jennifer Kretovic
City of Concord, New Hampshire

Home Contact: 8 Gallen Drive, Concord, NH 03303, (603) 228-8395
jkretovic@concordnh.gov

From: dcmilliken@comcast.net
Sent: Tuesday, September 21, 2021 10:22:43 AM
To: Kretovic, Jennifer
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Dear Councilor Kretovic,

We just finished reading the Concord Patch article about the hearing to add Atlantic Broadband as an internet provider in Concord. As senior citizen residents, we fully support the idea of having competitive options for this expensive but necessary service. It is a huge part of the budget for seniors on fixed income and one where there is no senior discount. My brother, who lives nearby in Loudon, has two providers that give options that are not available to those living here in Concord. I realize you must ensure that Atlantic has the resources to provide adequate services, but we are hopeful that it will work out for there to be competition that will result in better service and better prices for Concord residents.

Carole A. Milliken
Everett Grass
3 Waumbec Rd
Concord, NH 03301

dcmilliken@comcast.net
(603) 856-6709

Bonenfant, Janice

From: pamela perdue <pperdue15@gmail.com>
Sent: Tuesday, September 21, 2021 7:16 AM
To: * City Clerk
Subject: Atlantic Broadband

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

The purpose of this email is to express my view to the city council regarding allowing Atlantic Broadband to service the City of Concord. It has long been my opinion that there needs to be an internet choice in Concord and that Comcast should NOT have a monopoly on this. Comcast's prices are outrageous and I believe there needs to be some competition to drive prices down. Although not everything one hears about Atlantic Broadband is positive, I believe customer service always improves with competition. Comcast's customer service is less than stellar as well. If Atlantic Broadband were here tomorrow I would switch. I am a senior and find Comcast's prices and lack of flexibility appalling. My name is Pamela Perdue and I was born and brought up in Concord, currently a resident of Ward 4. Thank you for your attention to this matter.