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Pembroke Broadband Advisory Committee Frequently Asked Questions
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PHONE/DSL

Q. I've had service problems, should I complain to the town hall?

A. All initial complaints should be to Verizon. If not resolved contact the [Massachusetts.Department of Telecommunications and Energy](#) in writing with details and cc: [this committee](#) so that we can followup with MDTE.

Q. I'm close to the Bryantville or Hanover Central Office, why can't I get DSL?

A. Because of anti-trust activities of Verizon (see 2002 Report and Letters to Senator Kerry)

Q. I'm only a few feet from a digital Remote Terminal, why can't I get DSL?

A. See above answer.

Q. I need high speed Internet for work and school, but Verizon won't provide DSL. What can I do?

A. Internet via satellite on DirectPC is available in the area.

Q. Why does Verizon keep putting ugly wires up that are prone to trouble in bad weather?

A. To save money on installation. Most new developments are using underground facilities. We are attempting to address cabling as a long term issue. Residents can install underground facilities from the pole to their home, currently at their own expense.

CABLE

The Pembroke cable provider is now Comcast.

Q. I've had service problems, should I complain to the town hall?

A. All initial complaints should be to [Comcast](#). If not resolved contact [this committee](#) in writing with details so that we can escalate the problem. Problems can also be addressed to the [Massachusetts.Department of Telecommunications and Energy](#).

Q. Why don't I have access to a cable modem?

A. Adelphia was upgrading when they went bankrupt due to fraudulent business practices. This committee is working with Comcast to secure high speed access as a high priority.

Q. I don't like the channel selections, How can I get other channels?

A. The channels provided on cable are purchased in bulk for distribution to many areas. Requests should go to Comcast. The town has no influence on their availability.

Q. I don't like the cable company, is satellite an option?

A. Yes, many people have it.

Q. Why does Comcast keep putting ugly wires up that are prone to trouble in bad weather?

A. To save money on installation. Most new developments are using underground facilities. We are attempting to address cabling as a long term issue. Residents can install underground facilities from the pole to their home, currently at their own expense.

Q. Can we get another cable company?

A. Not normally due to very tough standards set by the MDTE and FCC for proving incompetence or non-compliance with contract clauses. The current cable contract is due for renewal in 2005 but because of Adelphia's Chapter 11 filing Comcast will continue under the terms of the existing contract.

WIRELESS

Q. I've had problems with my cell phone dropping calls and poor reception, should I complain to the town hall?

A. All initial complaints should be to the cell phone provider. If not resolved contact [this committee](#) in writing with problem locations so that we can follow-up on adequacy of tower placement in the town.

Q. Will living near a cell tower cause health problems?

A. Not according to the FCC and government studies because of very low power output from the towers.

GENERAL

Q. I'm not satisfied with this committee's actions in resolving my issues, what else can I do?

A. Although the committee attempts to bring attention to issues raised, this committee deals with many issues that are heavily regulated by the government FCC, MDTE and zoning and are also governed by long term contracts and could take time to resolve. Residents are

encouraged to attend the selectman's meetings and voice your concerns or write to them at the town hall.