

Q4 Current and former Digicom users, please provide comments regarding your experience with Digicom. Good or bad.

Answered: 26 Skipped: 137

#	Responses	Date
1	Not bad, medium to almost high speed mostly. Very helpful personnel, responsive,... Lol, no internet as I write 5/17 8:48am (back 8:53 :) Promise of upgrades to the system with no noticeable improvement. On a scale of 1-10 I say very good :).	5/17/2015 9:02 AM
2	Na	5/17/2015 8:43 AM
3	Actually fairly good. Not Wakenet quality but good. Wish they had one step lower payment option but appreciate the usage adjustment option. Customer service responsive.	5/17/2015 8:35 AM
4	Generally fine service with Digicom, not as many periods of down time as with Wakenet (although i much preferred John's customer service!) but the high traffic times are slow - watching a movie in the evening can take twice as long (waiting for loading). But years ago i also had xplornet and that was terrible on every level, so Digicom, given the options, is adequate. I also really appreciate with digicom you can change your package every month depending on usage.	5/17/2015 7:54 AM
5	good: tech support is good Bad: costs more than wakenet for only 1/3 of the data allowance. speeds have not improved even though that was promised.	5/16/2015 9:41 PM
6	So so	5/16/2015 8:20 PM
7	There were some challenges with Digicom to begin with. Spotty and fluctuating speed and service and a few crazy bills. The surprise contract that had be signed half way through the \$175.00 new equipment installation. However once I actually got on their radar, their customer service and the reliability of their internet service have been great. Expensive though.....	5/16/2015 1:30 PM
8	The service has been good, but I find it quite slow and too expensive.	5/16/2015 12:54 PM
9	We left when wakenet got taken over by digicom and they werent responsive.	5/16/2015 9:06 AM
10	I am a former Digicom user. The speed and reliability was not great and the cost was very high. I shopped around and found a lower-cost option with Xplornet. It is still costly but not as costly as Digicom. It is somewhat faster. The biggest advantage is that it is far more reliable than Digicom, which was frequently down.	5/16/2015 8:27 AM
11	good - great service. Not as fast as might be, but they upped the speed when I complained.	5/15/2015 9:44 PM
12	Good service, they always seem to try their best but moments where Internet is slow under 3 Mbps (1.83 at the moment). Video chops	5/15/2015 8:20 PM
13	There are 3 houses on my property; I live in one, my tenants live in one, and one remains empty (for now). I have Digicom, after Wakenet installed the dish high in a tree. Digicom says they will not install a dish on a pole for my tenants. Xplornet have said they would, but they have been promising that for months and have not followed through. At present I have to share my internet with my tenants, which makes all the youth living in this house and my tenants house very unhappy. We would prefer Digicom for the tenant's house, as Xplornet is very expensive!	5/15/2015 8:16 PM
14	Tech. service very pleasant, but have got to know them well, due to many glitches, breakdowns,service limits, etc...	5/15/2015 8:09 PM
15	expensive preety good customer service good up time they have been willing the last two years to suspend the monthly fee for the three months we leave the country	5/15/2015 8:07 PM
16	they try hard but it is slower than we would like and has frequent outages. Their customer service people are attentive. They notify of outages of a short time and then they are a long duration.	5/15/2015 7:25 PM
17	I hiked up a hill to look at a tower in which I had LoS to, found their sticker, and emailed them some questions I had about obtaining service. I even left them my name, address, and phone number, in which I received no response!	5/15/2015 7:07 PM

18	N/a	5/15/2015 6:30 PM
19	Service is OK, though sometimes the connection slows to a crawl. Moving at the speed of dark!	5/15/2015 6:26 PM
20	n/a	5/15/2015 6:07 PM
21	They try very hard. Our problem is that it's very slow. Not always, but often it is. And maybe once every couple of weeks, it disconnects - period. But, when I call them, they fix it up well. It's mainly the slowness that bothers me, and that I think should/could be improved.	5/15/2015 5:12 PM
22	\$49 for 10gb/month I pay \$79 for more gb on average its fast and good upload speed	5/15/2015 4:45 PM
23	good now	5/15/2015 1:42 PM
24	Terrible service. I have had them at the house 3 times to install a satellite for my own service (currently i piggyback off my landlord's old wakenet satellite) they keep telling me high-speed is available then they never are able to provide answers as to why they can't put up a satellite	5/15/2015 10:28 AM
25	Poor customer service	5/15/2015 9:38 AM
26	Slow, Inconsistent	5/15/2015 9:32 AM