



Monthly newsletter for BELD customers, February 2008

We try hard to provide **GREAT** service—thank you for telling us that you've noticed!

Our customers often call or write us about the quality of our service, and we thought you might be interested in reading just a few of their comments...

Jack & Judy Keller had this to say:

"After many years of trouble-free service with BELD cable and Internet service, **we were lured to Verizon with the promise of low prices and a 19" flat screen TV.** From day one, the system did not work correctly—including problems with DVR and phones. Some phones still do not work correctly. Pricing of services was much higher than our expectations and their promises. After trying to contact Verizon, and literally spending hours on the phone, talking through computer voices, interminable hold times, we finally have given up. **Does customer service even exist at Verizon?** Please, BELD, may we come back!? We promise to be good and pay our bill on time."

This one from **Jennifer Inzana** is one of the more unusual letters we've received: "My husband and I live right over the line, in Weymouth. I was wondering if there is any way that we could get our electric, cable, and Internet from BELD. We would be completely thrilled if this were a possibility! **Everyone I know that uses BELD says that it is great.**"

Bernadette McGee commented:

"Recently I changed my phone system from Verizon to BELD, and I want to let you know that dealing with BELD on this matter was a wonderful experience. I originally went to the BELD offices on another matter. I casually asked **Donna**

about the new phone system, and she enthusiastically answered all of my questions.... When I finally decided to make the change, she was extremely helpful and guided me through the process. **You are very lucky to have such a fine employee.**"

Tony Arena wrote us about calling our Help Desk with an Internet problem:

"Your Help Desk support specialist, **Nancy**, did an outstanding job assisting me with a problem with my Internet service. She showed great patience, and I felt she was genuinely concerned with my problem. Even after she thought she had exhausted all the options available to her, she called me back about an hour later to try more options to fix my problem. **I know from my past that good support people are hard to find, and you should consider yourself lucky to have an employee like Nancy.**"

Finally, **Mary Leahy** had praise for our Help Desk when she called about a TV issue:

"I recently had a problem with my cable reception. One of my grandchildren got hold of the remote, pushed buttons, and left me with no picture. I called BELD and talked with **Chris**, your Help Desk support specialist. He was very patient and told me step-by-step which buttons to push. Within minutes, hooray—my picture was back! **I want to commend BELD, and especially Chris, for the quality of their service.**"

Thank you for your feedback and for your continued support of your hometown electric and broadband department!

GOOD NEWS FOR BELD BROADBAND CUSTOMERS

Effective immediately BELD Broadband will provide **FREE SERVICE CALLS** to all our **LOYAL** customers.

Our competitors charge up to \$79.99 per trip for visits relating to wiring, equipment, and customer education. **BELD provides these services at no charge.**

We know that our competitors can out-spend us with their national advertising, but no one can provide you first-rate customer service the way we do!

And don't forget that our Help Desk is open seven days a week: **Monday-Friday from 8 a.m. to 10 p.m. and Saturday-Sunday from 8 a.m. to 8 p.m.** Call 781.348.BELD (2353).

HD, or not HD: that is the question

If you're a BELD Broadband subscriber thinking about switching providers to get the "200-plus HDTV channels" our competitor is promising, you may want to reconsider. **Much of the programming promised simply does not qualify as true native HD.**

According to industry experts, **more than a few "HD networks" run stretched, cropped, and upconverted standard-definition programs and transmit them using an HD signal.** The result is **noticeably low quality.** Only programming shot in high-definition or converted from 35mm film can offer HD resolutions up to 1080.

What about claims of "200-plus HDTV channels?" The fact is that these numbers include many channels that do not offer true

HD content. In addition to upconverted content, you may be getting multiple feeds of the same channel—for example, east and west feeds of the same shows, just time-shifted.

BELD Broadband carefully considers physical space, bandwidth, and equipment costs when determining which new HD channels will be added. **Our goal is to offer the highest-quality programming for reasonable rates, keeping prices affordable for ALL our customers.** We now carry 22 HDTV channels and will offer more in the near future.

HDTV can be confusing. Don't be fooled by providers who misrepresent their HDTV channel lineup or make other questionable promises. Call customer service at your hometown electric and broadband department at 781.348.BELD (2353).

COMMUNITY BULLETIN BOARD

Council on Aging to renovate kitchen

The Council on Aging Associates is conducting a fundraiser to completely renovate the kitchen at the Senior Center at 71 Cleveland Avenue. Accompanying this month's electric bill is a flyer that becomes a **self-mailer donation envelope.** Please help us better serve Braintree seniors. The COA Associates is a private, non-profit organization, so all donations are tax-deductible. If you'd like more information, please contact Ginny at 781.843.5638 or gabby@beld.net.

AARP meeting March 18

Braintree AARP Chapter #4042 will hold its next meeting on **Tuesday, March 18, 1:30 p.m.**, at the D.A.V. Hall, 788 Liberty Street. The guest speaker will be Marie George of the Braintree Assessor's Office. Her presentation will include information about available benefits such as abatements, tax adjustments, veteran benefits, tax referrals, and exemptions. Call Frank Bocchino at 781.848.4293 for additional information.

Braintree SEPAC to sponsor workshop on Bipolar Disorder in Children

The Braintree Special Education Parent Advisory Council (SEPAC) will sponsor a workshop on Bipolar Disorder **Tuesday, March 25, 7-9 p.m.**, at the South Middle School, 232 Peach Street. Dr. Rue Wilson of South Shore Mental Health will present the workshop, which will include information on signs and symptoms, understanding the disorder, interventions, and treatments. Questions may be sent in advance. For more details, please contact Kristen Zechello at sepac@braintreesepac.org or 781.843.5344.

Recycling Committee looking for donations of gently worn clothing

Gently worn clothing can be dropped off at the Robert Salvaggio Recycling Center, Braintree's community recycling center located across from the T station on Ivory Street. Like the cell phones we take at the site that assist women who are involved in domestic violence, clothing donated to the St. Vincent de Paul Society helps those who are in need, often through no fault of their own. For more information, call 781.794.8237 or log onto www.braintreerecycling.org.

Quincy Credit Union now accepting scholarship applications

Quincy Credit Union Scholarship applications are now available. QCU Members who are high school seniors in the 2008 graduating class or are enrolled undergraduates attending a college or university are eligible to apply. Applications and further information are available at www.qcu.org or at the Credit Union at 100 Quincy Avenue, Quincy. Completed applications must be received on or before the end of business Monday, March 3.

Free evening legal clinic at Quincy District Court

Do you have a legal question or concern? As a service to the community, the Bar Association of Norfolk County is sponsoring a free legal clinic at the Quincy District Court on **Tuesday, April 29, 6-8 p.m.** Area residents seeking legal advice will have the opportunity to meet with an attorney in a confidential, one-on-one consultation. For more information, contact Adrienne Clarke at 617.471.9693.

BELD

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PAYMENT LOCATIONS

150 Potter Road

Our office is open from 7:30 a.m. to 4:30 p.m., Monday through Friday. Customer Service is open until 7 p.m. on Thursday.

Drop boxes

Top of Potter Road & Town Hall.

Braintree Cooperative Bank

1010 Washington St.

372 Washington St.

Direct Payment

Call BELD at 781.348.2353.

Online payments

www.beld.com

BROADBAND HELP DESK

Mon-Fri: 8 a.m.-10 p.m.

Sat-Sun: 8 a.m.-8 p.m.

COMMISSION MEETINGS

Public Meetings are usually held monthly. Call 781.348.2353 or check www.beld.com to confirm time and date.

COMMISSIONERS

Thomas Reynolds, Chair
Anthony Agnitti, Vice Chair
James Regan, Secretary

HOLIDAY CLOSINGS

Monday, February 18

Presidents' Day



Do we have your current phone number?

It's important that we have your current phone number in our system. If you're not sure we do, you can help us by asking a BELD Customer Service Representative to check our records when you call or visit the office.

Thank you!