

Updated April 11, 2021

The New Marlborough Cable Advisory Committee is pleased to announce that Spectrum has successfully completed testing for their New Marlborough Internet/Television/Phone system and Spectrum sales representatives will begin making calls in Phase 1 area as of April 8. We have prepared a list of “Frequently Asked Questions” which we hope will assist residents during the sign-up and installation process. High speed Internet has finally arrived in New Marlborough!

## New Marlborough Cable Advisory Committee Spectrum Rollout FAQ

### Signup

#### *When will we get service?*

Spectrum has divided the town into 5 phases, as shown on this map:

[new\\_marlborough\\_phase\\_map\\_3-8-21.pdf \(newmarlboroughma.gov\)](#)

The addresses in each section will be contacted to signup when each phase opens and will take approximately 3 weeks to connect.

Phase1 began on April 8 and each phase will follow subsequently, with rollout estimated to be completed across the town by late Spring.

#### *How do I sign up?*

As each phase commences, Spectrum will be sending sales staff out to all addresses within that phase.

Waiting for the Spectrum Direct Sales Rep to contact you is the only way to sign-up for service in New Marlborough. When you call a Spectrum 800 number they will not know anything about the service here. If they take your order information it will create a conflict within the system and delay your installation. Please be patient. The sales reps are out there and the process works.

#### *What if I'm not home when the sales staff call?*

If the sales rep calls when you are not home, they will leave their card and you may call to schedule an alternative time for an appointment, or signup over the phone.

#### *What if I'm a part time resident?*

If you are a part time resident, whether weekend or seasonal and you are concerned that you will miss the Spectrum rep, the Cable Advisory Committee will help you connect with Spectrum. Please email your New Marlborough address and your contact phone number with “Part Time Resident ” in the subject line to

[johnvalente46@gmail.com](mailto:johnvalente46@gmail.com). We will pass this information on to Spectrum and they will be in touch with you. Spectrum reps and installers work weekends so the process can be easily facilitated.

### ***Will sales staff come into my home?***

Sales staff will be clearly identified, trained in COVID safety and precautions and do not need to come into your home.

### ***How will the rollout affect my existing phone/internet services?***

This does not affect any of your existing services - you may retain or schedule termination with your current providers. Spectrum may also be able reimburse some early termination fees charged by your existing providers as part of the sign-up process - see <https://www.spectrum.com/contract-buyout>

## **Installation**

### ***How will the installation process work?***

The installation process involves a technician running a fiber optic line from the nearest service pole and connecting to a modem installed inside your home. To setup your home WiFi network, you will also need to provide your own or rent a WiFi router from Spectrum. You will be able to make an appointment with the installation technician as part of the signup process.

### ***Do I need to be at home for installation?***

Yes, you must be present for the technician to complete installation into your home.

### ***Will the installer need to come into my home?***

Installation staff will be clearly identified, trained in COVID safety and precautions and will need access to your home in order to run cabling and install equipment.

## **Internet Services**

### ***How fast will Internet service be?***

There are three different residential broadband options:

- 200Mb down / 20 Mb up
- 400Mb down / 30 Mb up
- 1Gb down / 100Mb up

## *Which one do I need?*

The basic 200/20 mb data package is approximately 75x the speed of current DSL connections and should be adequate for many subscribers.

## *What technology will it use?*

All connections in New Marlborough will use state of the art fiber optic technology.

## *Does it include a modem and wifi router ?*

The Spectrum modem connects to the fiber optic cable and provides internet access via a standard ethernet port. Spectrum provides this device as part of the standard internet service and customers cannot use their own modem.

A wifi router connects to an ethernet port of the modem and provides wifi wireless internet access to any devices that connect to it. Customers may use a wifi router provided by Spectrum for a monthly fee or choose to use their own device. Any wifi router with a standard ethernet connection will work with the Spectrum modem. Customer supplied routers will not be serviced by Spectrum technical support after initial setup.

## *Are there data caps ?*

There are no data caps on the broadband services being offered.

## *Can wifi cover my whole home?*

While a centrally positioned wifi router should provide good coverage for a standard home, large homes or outbuildings may require a network extender or mesh routers to provide full coverage. These would need to be provided by the homeowner at their own expense.

## *Are there business class services?*

Yes, Spectrum will also provide business class services for internet only. For information on these services, contact Spectrum directly.

## **Home Phone Services**

### *Does Spectrum offer a 'landline' home phone option?*

Spectrum's home phone package provides local and long distance calling and provides a 'Voice over IP' service that replaces the need for a traditional landline connection. Switching to this service does not require new handsets and you can keep your current number. Have your account number and pin available for the Spectrum sales rep.

## *If I use the Spectrum home phone and power goes out, will the service still work?*

Spectrum's VOIP home phone package requires a/c power to your internet modem, router and handset in order to function.

Small domestic UPS batteries may be a good option to protect these devices from short power outages (<\$100 for several hours backup power supply).

## *Can I make international calls? What will it cost?*

Yes, the home phone service offers either a flat rate monthly 'unlimited' international call plan or 'pay per call' options. More information on these options is available here:

<https://www.spectrum.com/home-phone>

## Cellular Phone Services

### *What network does Spectrum's cellular phone package use?*

Spectrum uses the Verizon network, which has limited service coverage in the New Marlborough area.

### *Can I subscribe to the Phone or TV packages without Internet?*

No, both the Phone and TV offerings rely on an internet connection.

## TV Programming Services

### *Does the TV Service come with a 'box' like cable TV does?*

Spectrum TV does not require a cable box, but is accessible via your internet connection using a Spectrum app that requires one of the following:

- An Apple TV box plugged into your TV via HDMI
- A Samsung smart TV model year 2012 or newer
- A Google Chromecast device plugged into your TV via HDMI
- Or an Xbox One plugged into your TV via HDMI

Spectrum is currently offering TV subscribers the discounted purchase of one 4k Apple TV device per subscriber.

### *Can I watch Spectrum TV Service on mobile devices?*

Yes, you can watch Spectrum TV through the Spectrum app on:

- Apple devices - all iPhone or iPad running iOS12.0 or higher
- Android devices - all Android tablets and phones running Android 5.0 or higher
- Kindle Fire tablet - all Kindle Fire models except first generation

### *What if I want to watch Spectrum programming on more than one TV?*

You can watch different programming on each TV as long as each is either a smart TV that runs the Spectrum app, or is connected via an Apple TV unit, or other compatible device.

### *What channels and packages does Spectrum TV offer?*

Spectrum TV offers a range of different television channels and packages including 'Free to Air' channels. The list of channels and packages available will be provided online on the Spectrum site as soon as your phase begins. Spectrum sales staff will also review the current lineup of packages available as part of the sign-up process. There is also a list of the Spectrum TV packages in a separate document posted on the town website.

### *If I don't purchase a Spectrum TV package, will I still be able to watch streaming services?*

Yes, the basic internet package supports all regular streaming services to which you may subscribe directly - eg Netflix; Disney+; Hulu; Apple+; Amazon Prime Video; HBO Go; etc.

## Pricing

### *How much will installation cost?*

Standard installation \$59.99 plus a \$9.99 activation fee. This charge is waived for customers who take a TV package along with Internet service

If you have questions about your specific installation, you are welcome to contact Spectrum's New Marlborough project manager John Decker: john.decker@charter.com ph: 518.640.8926 to discuss your situation.

### *How much will the subscription cost?*

Spectrum offers a range of packages including Internet, television programming packages, Home VOIP Phone, and mobile phone services. They can be mixed and matched to address your needs and preferences.

Spectrum will offer introductory pricing offers for these packages with discounts that will be shared with customers as part of the sales process. These prices may revert to 'rack rates' at the end of the introductory 12 month period.

By way of example, the current 'rack rates' (without introductory offers) for internet only are as follows:

- Standard Internet (200mb): \$65

- 400mb Internet: \$91
- Gigabit Internet: \$126

Current offers for Internet only start at 49.99 per month for the first 12 months. Customers are advised to confirm current fees associated with your chosen level of service and what they will revert to at the end of the introductory period as part of your signup process.

### *What if I change my mind on what package I need?*

Plans are offered on a month by month basis, so subscribers will be able to change their plans simply by contacting Spectrum.

### *What if I want to pause the service?*

If you are going to be away or wish to pause service, you may contact Spectrum to pause your service for a reduced monthly fee.

### *Is low income assistance offered?*

Yes, see [www.spectruminternetassist.com](http://www.spectruminternetassist.com) for further information