

## **New Homeowner/New Construction Guidelines for Accessing Spectrum Services**

If you are considering, have recently purchased or are building a home in New Marlborough, the Cable Advisory Committee has created these guidelines to help you access internet services in New Marlborough.

- 96% of New Marlborough homes have access to high speed fiber-to-the-home internet through Spectrum, a suite of advanced broadband services offered through Charter Communications, a national provider. These services include internet, television, home phone and mobile. Spectrum Mobile services uses the Verizon network which does not perform well in New Marlborough but will work just fine in your home using the “wi-fi calling” setting on your phone.
- A local company, Fiber Connect, also provides broadband only to a limited number of homes in New Marlborough. Contact them at [bfcma.com](http://bfcma.com) or 413-429-4109.
- A small number of properties in New Marlborough do not have access to either of these services. They are mostly in remote locations or near the borders of other towns. We suggest that you check access before purchase if internet access is important to you. The town does not provide financial assistance to homeowners who can't easily access service through either of these providers.
- To contact Spectrum for a new account you can check their website, [Spectrum.com](http://Spectrum.com) or call 877-603-1338 or any 800 number you find for Spectrum. They all go through a call center.
- Spectrum will search for your location by zip code so it is important to know your correct zip-code. New Marlborough is served by three zip codes. 01230 is for homes that receive their US mail through the Great Barrington Post Office. 01259 is for Southfield and 01244 is for Mill River. There has been some confusion created by the closing of the Mill River Post Office. You may receive your mail in Southfield but your physical address may be Mill River. So it is important to know the correct zip code for your physical location.
- The rural nature of our town and these oddities that make life so charming here can add to the confusion. So if you are told they can't find that address, try the other zip codes.
- If yours is new construction, you will need to wait until your electrical service is installed. If you are laying conduit for underground utilities, we recommend laying a separate conduit for the fiber cable.

If you have additional questions or run into difficulties, the Cable Advisory Committee is available for consultation. Email John Valente, Chairman at [johnvalente46@gmail.com](mailto:johnvalente46@gmail.com)