

## **Spectrum Rollout Update from the Cable Advisory Committee**

### **PROGRESS REPORT**

The addresses in Phase 2 will be released during the week of April 25. Sales reps will be contacting residents starting on or about April 30.

### **REMINDER**

If you are a part-time resident, whether weekend or seasonal, and you are concerned that you may miss the Spectrum rep, the Cable Advisory Committee will help you connect with Spectrum. **If you have not already done so**, 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.

### **PHONE NUMBER TRANSFER PROBLEMS**

Some residents with a 229 Verizon telephone exchange may have encountered a problem with transferring their number from Verizon to Spectrum. This process is known as "porting." If you are told by a Spectrum rep that there is a problem porting your number from Verizon to Spectrum you may contact John Decker, Charter's Construction Coordinator for New Marlborough, by email at [John.Decker@charter.com](mailto:John.Decker@charter.com). Please be sure to include your New Marlborough street address and your local landline phone number. The porting problem can be rectified and you can keep your local phone number if you switch to Spectrum VoIP phone service. Make sure not to cancel your Verizon service, including your DSL, until the porting process is complete. Doing so will complicate the process further. The process can take a few days so please make sure there is an actual problem before reaching out to John. He has lots on his plate so we want to be considerate of his time.

Thank you!

The Cable Advisory Committee  
Steve Klein, Chair