

Update on Spectrum Roll-out  
August 2021

New Marlborough Friends and Neighbors,

The Spectrum roll-out is nearly complete. By this point, nearly 70% of residents have signed up for and been connected to Spectrum's high speed internet service. You should have been contacted either in person or by phone by a Spectrum sales rep and the final set of connections has been scheduled and should be completed by the end of the month or early September. We hope everyone is pleased with the services they have purchased and is enjoying our modern levels of connectivity.

The purpose of this note is to lay out procedures for going forward so that everyone has a clear sense of how to address issues that may come up in the future. Up to this point, the Cable Advisory Committee has served as a liaison for individual residents and Spectrum in an effort to facilitate the sign-up and installation process. Moving forward, the committee's role will evolve into one of system oversight and monitoring. We will monitor Spectrum levels of service, repair times, outage frequency and system maintenance. But we will not be in a position to assist individual customers with specific problems or issues. This memo will provide guidance on how to interact with Spectrum to address any issues that may arise.

First, if you have not been contacted by Spectrum to sign up for service, please provide contact [Moises.Ballista@charter.com](mailto:Moises.Ballista@charter.com) directly and a sales rep reach out to you immediately.

Second, if you have chosen not to sign up for service at this time, but choose to do so at a later date, simply send an email to [Moises.Ballista@charter.com](mailto:Moises.Ballista@charter.com) and a sales rep will reach out to you. This is a better route than calling or using spectrum's internet site as the sales team may be able to offer sign-up terms that are better than those available on line or via the toll-free system. You can sign up at any time.

If you have a problem with your service, we can recommend a few things:

- If your internet goes out, reboot your router by simply unplugging it, waiting 15 seconds and plugging it back in. Also check all wires, connections, battery levels, etc.
- If your outage is not remedied by the above, and you can access the internet, check the Spectrum website for announced outages. First, [sign in](#) to Spectrum.net, then **Chat With Us** if you're in an outage. The Virtual Assistant will tell you if you're in a weather-based outage. You can also ask other support-related questions.
- If an outage appears to be the source of your problem, Spectrum is aware of it and your service will return once the outage is addressed.
- If your outage is unique to your system or localized, you can [troubleshoot](#) your equipment.
- Finally, if all else fails, call Spectrum customer service at 833-267-6094. Be sure to tell whomever answers your call that you are a FIBER customer, as this will ensure you are connected to service personnel familiar with our system.

In the committee's role as monitor of Spectrum service, we would like to know of your experiences. Once you have reached Spectrum to seek help, let us know how they did. Contact info is available on the town's website under Cable Advisory Committee.

We hope you continue to be satisfied with our new high-speed service. It's been a long time coming to town and we thank everyone who has contributed to its implementation.