



**Town of Fairfield**  
Office of the First Selectwoman

Brenda L. Kupchick  
First Selectwoman  
203-256-3030

725 Old Post Road  
Fairfield, CT 06824

July 16, 2020

Mr. Dexter Goei  
Chief Executive Officer  
Altice USA  
1111 Stewart Avenue  
Bethpage, NY 11714

RE: Altice Service in the Town of Fairfield, CT

Mr. Goei:

Fairfield is a shoreline Town in Fairfield County, Connecticut with over 62,000 residents. I have served as First Selectwoman for the Town since November of 2019 and prior, I served as a State Representative in the Connecticut legislature for nine years.

Reliable internet has been a source of constant complaints from residents over the years, but since the pandemic with many residents working and learning from home, the volume has increased significantly. Furthermore, since Altice took over, the customer service complaints have drastically increased.

After our State Representatives unsuccessfully attempted to reach lobbyists for Altice and Optimum, we felt compelled to gather some data from residents to present for your consideration.

- 2,070 residents completed the survey
- 1,990 of those residents have Optimum
- 87% of respondents reported internet interruptions
  - 32% reported daily interruptions
  - 33% reported weekly interruptions
- 83% reported they are working from home
  - 63% reported the outages have impeded their ability to work
- When asked if the outages affected their children's ability to learn virtually while school was in session, 46% reported yes, 13% no and 41% said not applicable.

I thought I should also share that of the 1,193 comments I received with this survey, the overwhelming majority expressed their frustration with the lack of customer service provided by Optimum, while fees continue to increase.

I am keenly aware of the challenges the pandemic has caused and while residents are home, reliable internet is of fundamental importance. I write to you on behalf of the Connecticut State Delegation, the Board of Selectmen and the Representative Town Meeting to ask for your assistance to improve the services your company provides, including customer service and the courtesy of a reply so I know this letter has been received and will be addressed.

Sincerely,



Brenda L. Kupchick  
First Selectwoman