

Town of Litchfield Broadband Committee
February 2020 Sodalite Submission

The Broadband Committee continues to work on helping the Select Board secure high quality and affordable broadband to all Litchfield households.

About half of our households here in Litchfield currently utilize Charter 'Spectrum' for their broadband needs. Visiting the Spectrum Auburn location (next to Kohl's), we gathered the following information:

EXISTING ACCOUNTS

- Either the Auburn or Augusta location can provide support to Litchfield customers.
- Legacy Time-Warner accounts have choices. If customers are happy with their speed and cost / month, they can keep their existing account. However, if they are paying \$70 or more for 50 Mbps speed from their Time Warner contract, they should come in and upgrade to Spectrum (100 Mbps) for about the same \$70 - \$75 cost per month.
- Customers do not have to bundle other services such as phone and TV with their broadband account. The only exception is for instances where Spectrum bought out their DirecTV or Dish satellite TV service. In that instance, they are obligated to have Spectrum TV for six months. (There are many television streaming services that can be utilized instead of cable TV service from Spectrum. Details can be found online at sources such as Consumer Reports and CNET, amongst others).

NEW ACCOUNTS

- For new accounts, if Spectrum does not have coverage at the address, ask to be directed to the 'Construction Department' and make sure that they have the proper region (by giving them the zip code for Litchfield). When you connect with a person, get their contact information. Make sure they are out of the Augusta area office - this is the regional branch that covers Litchfield.
- If a neighborhood is looking to connect to Spectrum, it will be helpful for all of your neighbors to call this same person in the Construction Department to help justify the cost of installation. (Perhaps one person could call for multiple neighbors (have names, addresses, and phone numbers available).

- According to one source we spoke with, Spectrum will cover the cost to bring the coaxial cable to the home (up to \$3000 per new customer with a maximum of \$9000 per new group of customers), but there may be extra costs to be paid by the customer if the lines need to be run further (on a case-by-case basis dependent upon the payback to Spectrum).