

**DO YOU LIVE IN DUANESBURG?
NO ACCESS TO WIRED BROADBAND AT HOME?
HERE'S WHAT YOU CAN DO ABOUT IT!!**

The Town of Duanesburg has a **Cable Television** Franchise Agreement with Charter/Spectrum. Broadband internet and Voice over Internet Protocol (VOIP) telephone services come along with the cable TV line. While Charter/Spectrum has no obligation to provide internet or telephone service to residents of the Town under this Franchise Agreement, they are required to provide an opportunity for **Cable TV service**. Charter/Spectrum must provide Cable TV service to those roads in the Town of Duanesburg with a density of 20 homes per mile or more. If your house is on a road with a density lower than 20 per mile, **you are still entitled to a written Cost in Aid of Construction (CIAC) estimate from Charter**. Obtaining a **written** CIAC estimate will allow the Town and the Broadband Committee to help you pursue a lower cost and/or possible grant funding for line extension. Here is the two-step process you can take to get that CIAC. You should request that the CIAC be in writing. If Charter/Spectrum refuses or delays for more than 30 days, go to step number 2.

- 1) Contact Spectrum to request **Cable TV service**. You may call the general number or any prior contact person you know of. Or you can contact Kurt Bulson and/or Kevin Egan (see below). When you are told your location is not serviceable, request a written Cost in Aid of Construction under NY Public Service Commission regulations Section 895.5;
- 2) If a written CIAC is not **provided within 30 days**, file a complaint with the NY Department of Public Service – Office of Telecommunications using any of the contact methods identified at their website – a link is provided below.

After you have a CIAC **contact** the Town by mail, email to rtiball@duanesburg.net or through the Duanesburg Broadband Committee Facebook page, to let the Town know what response you received and to discuss possible next steps for your road.

Talk to other unserved friends in Duanesburg to **encourage** them to get a CIAC for their roads and provide the information to the Town. We can only get grant funding if we know how much it will cost to wire our Town.

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New York Department of Public Service
Office of Consumer Services

<http://www3.dps.ny.gov/W/PSCWeb.nsf/All/5EFBF7F3F195F44985257687006F3954?OpenDocument>