

Dear Energy and Technology Committee

We are writing to express our extreme frustration with the cable monopoly Optimum. Their attitude is nothing short of atrocious while they charge a premium for shoddy service.

We live in Westover Park, Stamford, less than a five-minute drive from downtown Stamford. We lost internet and cable service on Friday 8/7, two days after the tropical storm Isaias. We notified Optimum and after several hours they returned our call, assuring that our service would be restored by Sunday evening. It was not.

Over the next two weeks, we and 7 of our neighbors continued to reach out to Optimum; we had multiple reassurances that our service would be imminently restored; and had at least 4 visits from technicians all without restoration of service – or even an understanding of what the problem was. Although the individual serviceman visits were compassionate and understanding, they were all powerless to fix the problem which was outside our houses – and claimed they had to file a report and someone would get back to us. After two weeks they finally figured it out. There was a blown junction box or transformer in the neighborhood as a consequence of the storm and restoration of electrical power. But to be without internet service for 2 weeks at a time when we are supposed to be working from home to minimize the spread of COVID-19 is unacceptable.

We could understand and perhaps tolerate the problem if it were not for Optimum's complete disinterest in providing a quality service, their arrogance in failing to address customer complaints, and their complete fabrication of attempts to deliver corrective action. Their telephone operators are clueless, barely speak English, and probably don't even live in the country, let alone the State.. The problem was not a difficult one to solve but they didn't pay attention to our complaints and were uninterested in solving our problem.

Optimum needs to held accountable for their shortcomings which I have outlined above.

Thank you.

Michael Parry  
Homeowner, taxpayer and citizen  
Stamford, CT