



In the Matter of Request for an Investigation into the Operations of Altice USA in New Jersey

Docket No. CX21020139

February 26, 2020

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Introduction:

Lawanda Gilbert

Director, Office of Cable Television &
Telecommunications (OCTV&T),
New Jersey BPU



Background

- Investigation opened by the Board on February 17, 2021, following review of complaints from at least 10 municipalities on service issues of Altice USA, Inc.
- Complaints include:
 - › frequent and lengthy service disruptions (across all services)
 - › inconsistent connections and fluctuating Internet speeds,
 - › long telephone wait times,
 - › poor customer service,
 - › inability to get a satisfactory response to these issues from the company both before and after the COVID-19 pandemic.



Public Comments

- All comments received during this meeting will be added to the official record on this docket.
- If you have any technical questions or if you did not pre-register to speak at this meeting but wish to speak please notify staff using the Questions box on GoToWebinar.
- Please limit your comments to the specific matter at hand. Due to the large number of speakers, we are asking that you limit your comments to **three minutes**.
- If you have an individual service complaint that you are seeking help with, please file a complaint at the Board's website www.bpu.nj.gov at the "File a Complaint" tab.



Written Comments

- The Board will be accepting written comments on this matter until 5pm E.S.T. on March 23, 2021.
- Please submit your electronic comments in PDF or Word format to board.secretary@bpu.nj.gov or see meeting notice for instructions for e-filing and written comments.
- Please reference “In the Matter of Request for an Investigation into the Operations of Altice USA in New Jersey, Docket No. CX21020139” in the subject line of your comments.



Legal Notice:

Meliha Arnautovic

Deputy Attorney General



Remarks:

Joseph Fiordalsio

President,
New Jersey BPU



Presiding Commissioner:

Mary-Anna Holden

Commissioner,
New Jersey BPU



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THANK YOU!



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