



TOWNSHIP OF HOWELL

Office of the Township Manager

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Dear Neighbors,

The Township is well aware of the extremely high number of complaints about Optimum/Altice and their cable TV and internet services. Township Officials are currently gathering information in anticipation of their upcoming franchise renewal. As such, we are requesting that if you are a Howell Township resident or business and have had issues with your cable television or internet service; please complete the form found at <https://www.twp.howell.nj.us/FormCenter/Howell-Township-Community-Forms-3/Cable-Provider-Complaint-Form-52>. We request that this form be completed regardless of complaints you may have submitted previously through any other forum or email. Please understand that completing this form is solely to provide information to the Township and assist us in our negotiations. Those negotiations will ultimately result in an improved service to the community as a whole. Completing this form will not directly solve any issue you may be having.

To provide additional resources to our residents, it is recommended that if you are having cable issues that have not been corrected; you may email Marilyn Davis, Area Director of Government Affairs for Altice USA at Marilyn.Davis16@AlticeUSA.com and Shirley Michael at SMichael@cablenj.org. Additionally, as the Township has no oversight over cable Television or Internet providers; a complaint may be filed with the New Jersey Board of Public Utilities at <https://www.bpu.state.nj.us/bpu/assistance/complaints/inquiry.html>.

We appreciate your assistance in providing us this valuable information.

Brian Geoghegan
Howell Township Manager