



OFFICE OF THE ATTORNEY GENERAL
CONNECTICUT

WILLIAM TONG
ATTORNEY GENERAL

September 8, 2020

Via First Class Mail

Jennifer Young, Director of State Government Affairs
Charter – Spectrum/Western
95 Higgins Street
Worcester, MA 01606

Re: *Credits or Refunds for Service Interruptions from Tropical Storm Isaias*

Dear Ms. Young:

Pursuant to the relevant provisions of General Statutes of Connecticut §§ 16-331 and 42-110b, *et seq.*, I write to request that you provide your plan to reimburse your Connecticut customers for the time they were without cable, internet, or Voice over Internet Protocol (VoIP) service from Tropical Storm Isaias. The current public health and economic crises related to Covid-19 have exerted untold financial pressures on Connecticut consumers. We have received complaints of unusual and unreasonable delays and prolonged service interruptions. I am very concerned that such delays and service interruptions were due to inadequate preparation and staffing to respond to the storm. On behalf of customers, I demand that you reimburse them for these unusual and unreasonable delays and outages.

Cable, phone, and internet service is essential, not optional. Many people buy all three services from their cable company. People depend on cable, phone, and internet for life—to call emergency services, run medical devices and monitoring equipment, to run home alarms, communicate with family, work at home, run their businesses, and conduct other necessary life activities.

Accordingly, please provide the number of your Connecticut subscribers who experienced a cable, internet, or VoIP service interruption for more than twenty-four continuous hours after Tropical Storm Isaias. In addition, please apprise whether such subscribers can expect to receive a proportional credit or refund in their next billing cycle as well as any customer communications you have had with such subscribers related to expected credits or refunds. Please also describe any other measures you are taking or will take on behalf of your Connecticut subscribers in light of any prolonged service interruptions experienced from Tropical Storm Isaias.

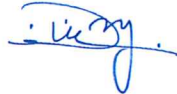
165 Capitol Avenue
Hartford, Connecticut 06106

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Please do not hesitate to contact me at (860) 808-5272 to further discuss this request. Thank you for your consideration of this important consumer matter.

Very truly yours,



WILLIAM TONG

Cc by email: Michelle Seagull, Commissioner, Department of Consumer Protection
Marissa Gillett, Chair, Public Utilities Regulatory Authority