

From: [ROBERT AND KAREN LUND](#)
To: [Secretary, Board](#)
Cc: [chancelund](#); [Adele Starrs](#)
Subject: [EXTERNAL] Docket number: CM20030211
Date: Tuesday, June 30, 2020 5:02:28 PM

To: Board of Public Utilities
From: Robert and Karen Lund, 28 Knowlton Road, Columbia, NJ 07832 Knowlton Township
Date : June 30, 2020
cell: 908-399-9260

Docket number: CM20030211

Dear BPU:

We live in Knowlton Township in Warren County, NJ. I understand that you are considering allowing the Altice / Service Electric acquisition. We are opposed to this transaction being approved unless Altice agrees to expand their cable/ internet lines in each of the towns. Altice has not agreed to do so. We need your help.

Please allow me to explain what it is like having internet in Knowlton Township. First of all, I am being charged as if I had high speed service, but the service is anything but even normal speed. We are all working from home, homeschooling, going to doctor's visits online, and attending public meetings on zoom. I have large files being sent to me, since I can not longer be handed them in person. My internet is so slow, that it actually times out before I can download information. I am on the Knowlton Township's Board of Adjustment. I hold my breath every time I need to log into a meeting, since I never know if it will actually be strong enough to allow me to Zoom. These are mandatory activities, not like watching movies or playing games. Our taxes here are through the roof and think about it - we are 65 miles from New York City - not in the middle of a county in Montana where there are 20 people. Why don't we have upgraded services? I believe it is because when acquisitions like the one you are considering are made- no one requires them to up grade us.

When the PARCC test came into NJ, the children had to take the test online. Knowlton Township School had such poor internet, that we had to beg the provider to upgrade the service to the school so the children could actually take a test required by law. Having unreliable coverage negatively impacts rural regions like ours. It effects our property value, since people who wish to/ must work from home can not rely on the outdated technology.

I have neighbors who were sent home from college due to the COVID 19 virus. They were having difficulty taking their college exams because our service is so slow that it would time out before things actually loaded.

Don't think we didn't complain. We complain to the Mayor. We complain to the internet provider. We have service representatives come and check out our service.

We make our problems heard. What is done? Nothing. Why, because they say we don't have updated broadband in Knowlton, Columbia, Blirstown, Hardwick, Hope, and Frelinghuysen. They say it like it is our fault. We are paying full price for a service that we can't get because not one has upgraded the broadband and speed. We need infrastructure improvements and we need them now. My substandard Centurylink DSL is at the end of the Hope line. As terrible as it is, my neighbors have it even worse just a few houses away.

The CEO of Altice USA said "it's also an underdeveloped broadband network". OK, that is correct, but fix it. Please, if you do not require it, they will drag their feet, continue to charge us full price for services we don't receive and actually need to live in this new COVID -19 society reality.

Please, do not approve this acquisition unless they agree to upgrades. Thank you for your time. I hope I helped you to understand our situation.

Sincerely,

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