

MARLBORO TV & INTERNET FAQ

NOTE: This document is for informational purposes only. The Township of Marlboro does not endorse either keeping or cancelling cable television services nor one product or service over another.



Message from Mayor Jonathan Hornik

Over the years, we have received inquiries from residents regarding poor Optimum/Altice service and have been asked why FiOS is not available throughout the Township.

As many residents continue to work from home, at least part time, consistent service is even more crucial for Marlboro and residents throughout the state. For that reason I was in contact with the Governor's Office, the Board of Public Utilities (BPU) and Verizon/Altice's Senior Director of Governmental Affairs. Shortly after our meetings, the BPU held a hearing to address these issues. We are grateful to the many residents who answered our request to make your concerns known to the BPU in advance of the meeting. According to one article 'NJ got a earful' from towns across the state.

It is our hope that the BPU will require Optimum/Altice to address their reliability issue and require FiOS service expansion and we will, of course, continue to advocate for improvements. In the meantime, please review this

newsletter for tips and suggestions to make cable work for you.

Why Don't I Have FiOS?

The History of Cable in NJ

→ [Stop the Cap!](#)

The history of Cable in New Jersey helps to explain why some homes have FiOS access and some do not. First, it is important to note that Verizon/FiOS was granted access permission and right-of-way in Marlboro decades ago. Further, in August, 2006, the State Legislature crafted the 'Cable TV Act' allowing statewide right-of-way removing the town-by-town authorization. They are not awaiting permissions from the Town to expand.

In December 2006, as FiOS was installing in areas throughout the state, including Marlboro, an amended State Act required deployment of Verizon/FiOS cable service to residential areas of 70 municipalities (out of 526 in Verizon territory and 565 total municipalities in NJ). The municipalities were either county seats or had a population density greater than 7,111 residents per square mile. Marlboro did not meet either of those requirements.

FiOS completed that mandate however there was and is no state requirement for FiOS to continue to expand and, in fact, they have said that they have no plans to do so. To add to the confusion, FiOS sales representatives often falsely tell residents they don't have service because their town did not permit expansion.

As it stands now, most of NJ's municipalities have partial or no FiOS service, one internet/cable provider and no competition. While we continue to work with the state, please review this newsletter for options. **Stop the Cap! at the top of this section, links to an informative article on this topic.**

THE TAKE-A-WAYS

- ◆ Verizon/FiOS has all permissions needed from Marlboro.
- ◆ We have made it clear to all parties that cable competition and reliable service is necessary and desired.
- ◆ We are not alone. Towns throughout NJ do not have access to FiOS or more than one cable company.
- ◆ Neither Marlboro nor the State of New Jersey has the right to require FiOS to expand their service area and Verizon/FiOS has indicated that they have no plans to do so.
- ◆ For a more detailed history, click [Stop the Cap!](#)

So What Now? Read on for options and resources.

What are the residential options for TV service in Marlboro?

- Traditional Optimum/Altice One cable broadband service is available to all Marlboro residents. Verizon/FIOS is available to some homes/areas in Marlboro Township. For why certain areas do not have access to FIOS, please review [‘Why Don’t I Have FIOS’](#).
- Local channels like ABC, CBS, and NBC can be accessed for free with an over-the-air antenna. Guides to choosing the right antenna can be found on CNET, Digital Trends, Tom’s Guide, and Wirecutters, among others.
- Streaming services like Hulu, Netflix, Prime, Disney Plus and others provide on-demand content and/or live programming. New streaming services are launched often and content on these services changes frequently. See Resources below for information on the different types of streaming services currently available and guides on how to select the best services for your family.

What are the residential options for internet service in Marlboro?

- Optimum Online from Altice and FiOS are the only broadband Internet Service Providers (ISP) in Marlboro. Broadband is defined by the FCC is 25Mbps download (from the internet to your home) and 3Mbps upload (from your home to the internet). Verizon DSL is available , however the bandwidth is not considered Broadband and is not enough to support streaming media services.

SO WHAT NOW?

- **Consider a mesh system.** The weakened signal or WiFi dead spots could be the result of physical obstructions (floor, doors, walls). Perhaps the distance is too great in a large home. Interference from other devices (microwave or baby monitor, for ex.) Many sharing WiFi networks and devices add to the problem. A Mesh WiFi system consists of a main router that connects directly to your modem, and a series of satellite modules, or nodes, placed around your house for full WiFi coverage.
- **Cut the Cord.** The lack of competition means cable fees keep increasing. Cutting the cord is easy and can lead to significant monthly savings. You need a home internet connection and the apps built into your smart TV or running on an inexpensive streamer, such as a Roku or Amazon Fire TV. [This CNET article is a good place to get started.](#)
- **Tell the BPU.** The Board of Public Utilities (BPU) controls all utilities including cable and electric companies. Want FiOS to expand? Having consistent service trouble? Let them know. File a complaint by clicking [HERE](#).
- **Research.** We do not endorse one product over another nor keeping or cutting the cable cord. There are many on-line websites that review and guide to help you find the best option for you. Sites such as CNET, Toms Guide, and Gizmodo are some research tools. Amazon is a resource for product reviews.

If you have contacted Optimum about an ongoing problem and are still experiencing frequent, non-storm related service issues, send an email to mayor@marlboro-nj.gov. Include your address and describe the service problem. We will then forward it to our representative on your behalf.

Ultimately, it is likely that only competition will result in the type of service that paying customers deserve. In this regard, we will continue to raise our concerns to state officials at every opportunity. In the meantime, we will do our best to help ensure that the concerns of Marlboro customers get the necessary attention from Optimum .

Mayor Jonathan Hornik

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