



Jacob Kraniak &lt;jacob.k.tscfis@gmail.com&gt;

## Consumer issues with AlticeUSA - Request for Public Hearing

1 message

Jacob Kraniak &lt;jacob.k.tscfis@gmail.com&gt;

Mon, Jun 7, 2021 at 1:27 PM

To: james.denn@dps.ny.gov

Cc: info@tscfis.org, secretary@dps.ny.gov

Good Afternoon James,

I represent the Fair Internet Coalition, a consumer advocacy organization engaging in research and community engagement with regards to internet service and the Digital Divide.

In short, we would like the opportunity to present our findings and precedent, to request a Public Hearing between consumers and the DPS.

We believe there is precedent, as New Jersey is currently engaging in it's own investigation of AlticeUSA after a successful public hearing with many hundreds of submitted comments and complaints.

They've recently submitted a list of questions for AlticeUSA to answer, inquiring as to whether they are abiding by the terms of the 2015 merger set forth by the FCC. I've attached a copy of this order for your review.

As for New York, We've collected (and are continuing to collect) extensive consumer feedback from subscribers throughout the state that all reflect a complete dissatisfaction with AlticeUSA's Optimum brand and their service offerings. Please see attached document for our current findings.

We met with Senator Michelle Hinchey D-46 to discuss this key issue. <https://tscfis.org/2021/05/11/meeting-with-senator-michelle-hinchey/>

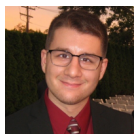
There is precedent in NY to hold such a hearing, as the recently passed "Comprehensive Broadband Connectivity Act" calls for at least two Public Hearings (one upstate and one downstate) within a year of the bill's passing.

Beyond such, We believe they may be in violation of Antitrust laws as there are no other cable options for current subscribers, which brings monopoly issues into question. We met with Deputy AG Jill Faber to discuss this. <https://tscfis.wordpress.com/2021/05/27/nys-ag-meeting-follow-up/>

We would appreciate a prompt response in regards to this pivotal issue affecting all subscribers affected by Optimum/Altice.

Thank you,

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**Jacob Kraniak**  
Deputy Board Director / Senior Director of Technology, Fair Internet Coalition

(631) 846-0084 | [jacob.kraniak@tscfis.org](mailto:jacob.kraniak@tscfis.org)

<https://tscfis.org>

Port Jefferson Station, NY



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**2 attachments**

 **NJBPU order 04.27.21.pdf**  
340K

 **AlticeUSA - Satisfaction Survey (v2.0).pdf**  
531K