

Century Link Internet Upgrade Project - Hardwick

There seems to be misinformation and much frustration on social media regarding the status of the Century Link internet speed upgrade project currently underway in Hardwick. I have spoken again today with the Century Link Manager who is directly responsible for overseeing this project for clarification and here is what he told me:

1. Three new switches have been installed in Hardwick; on Tannery Road, Birch Ridge Road and Millbrook Stillwater Road.

2. At this time, only the one on Tannery Road has been tested, activated and is ready for residents in that area to upgrade.

3. The switch on Mill-Still has been powered up by JCP&L and is now ready for testing and activation. As soon as I have an estimated go live time from Century Link, I will share that information.

4. The switch at Birch Ridge is not yet powered up and I will keep you apprised of the go live time frame as soon as I hear back from Century Link.

5. Note that when the switches are finally tested and activated, Century Link is putting a sign on the roadside by the switch with the number to call to get your upgrade options. The number is 908 735-3000 where you will speak with either Art or Ron who will go through the plan options with you. Tell them Bob N referred you. Once your switch is activated and you've selected your plan, it will take from 1-2 weeks for the new upgrade to take effect.

We know that the Century Link 800 off shore customer service number has been giving out incorrect information and timeframes for activation. It will not be done overnight.....it will take 1-2 weeks per the Century Link Manager.

Lastly, I know we are all not pleased with Century Link for a variety of reasons and the Hardwick Committee is doing everything we can to get accurate information that we can share with you. It does not matter who gets the credit for this project as long as Hardwick residents receive timely and correct information and much improved internet speed and customer service from Century Link.

Kevin Duffy - Mayor

Al Carrazzone - Deputy Mayor

Jim Perry - Committeeman