

Litchfield Cable Television Advisory Council

Minutes Draft

Thursday, January 8, 2026

Present: Stephen Simonin, Chairman, Litchfield; Darlene Clouter, Litchfield; Gary Lafferty, Watertown; Frank Baba, Torrington; Howard Rosenfeld, Warren

Absent: Casey Cook, Cornwall; Jeff Dunn, Thomaston; David Rosaler, Goshen

Also Present: Chris Bresnan- Optimum; Brian Smith- Optimum, Director for CT Government Affairs; Jim Shultz, Warren

Mr. Simonin called the meeting to order at 6:34 p.m.

The meeting agenda was approved unanimously.

Chris Bresnan introduced Brian Smith as the Optimum staff member who will be our primary point of contact. He indicated that he would share Brian's contact information with Chairman Simonin.

Gary gave the Treasurer's report. He reported a balance of \$4748.52, including outstanding scholarship checks from 2024 and 2025. Gary indicated that he was going to reach out the respective schools for assistance in assessing the checks' status. Gary was asked to send an invoice to Brian and Chris for this year's Optimum stipend, including the correct payee information.

Mr. Simonin asked for correspondence and town service reports. Darlene reported that she had received notifications from two seniors requesting age-related discounts from Optimum. Chris indicated that Optimum does not offer these discounts. Gary reported that a new Optimum fiber user in Watertown indicated that he was experiencing delay lags compared with his older Optimum service. When he tried to switch back to the old service, he was told that this was not possible. Chris indicated that he would investigate the delay lags, and that Brian would report back. Gary provided them with the name and address of the customer for Optimum follow up.

Howard asked if future CTAC meetings would discuss new fiber migration in addition to traditional cable issues. Chris indicated that, while there are no current plans for fiber expansion, Optimum is currently exploring other ways than fiber to improve customer service and performance.

Darlene reported that she has experienced repeated issues with her email service and a constant need to update her password. Chris and Brian took her information and indicated that they would follow up on the situation.

Stephen expressed concern and frustration with extensive wait times in trying to reach call centers for service. He also raised the subject of cookie tracking. Chris described the Optimum call management process, and promised to investigate the situation further.

Chris reported that Optimum was trying to hold on price increases. He indicated that Optimum was under pressure from programmer fees and packaging options. Optimum is working with states to develop a more customer-tailored approach to programming and costs. He hopes to deliver an update at the next meeting.

The meeting was adjourned at 7:04 p.m.

Submitted by Howard Rosenfeld