

# CABLE TELEVISION ADVISORY COUNCIL

## April 9, 2020

### ZOOM Meeting Minutes

Present: Stephen Simonin, Chr; Litchfield; David Rosaler, Goshen; Andy McDavid, Cornwall; Thomas Lambert, Watertown; John Angevine, Warren; Gary Bernier, Watertown, Gary Lafferty, Watertown, Also present: Esme Lombard, Optimum/ALTICE Representative (Norwalk, CT). James Schultz  
Absent: Denise Russ, Jeff Dunn, Thomaston; Lucile Paige, Torrington

Call to Order: 6:35 p.m.

**Approve the Agenda:** In a **motion** made by Thomas Lambert, seconded John Angevine, it was **voted** to approve the agenda as presented. Voted unanimous.

Correspondence (including e-mails): general responses with concerns on new rates and the large discounts that may expire to cover those increases.

**Secretary's Report:** In a **motion** made by Gary Lafferty, seconded by Thomas Lambert, the minutes of September 12, 2019 meeting were **approved** as amended. Voted unanimous. (Statement by David Rosaler was inaccurate.)

**Treasurer's Report:** *An Annual Report of the Treasury* was submitted by Gary Lafferty . The current balance in the checkbook is **\$6346.84**. at the start, \$232.60 in expenses, \$120 stipened PO box charge of \$106 with a \$2000 stipened from Alice for an edding balance of \$8114.24 Motion was made and approved.

#### **Town Representative's Reports:**

John Angevine stated he had an Altice rep tell him he had a leak in his house and that he needed to call for a tech to repair it at a cost of \$88 service call. John tried to set up a call but was later told that the problem disappeared on its own. John will send Esme details on this for review.

#### **Details:**

Hi Esme,  
As per your request this is the sequence of events describing my experience.

Tues. 4/7/20 around 1PM one of the Optimum cable vans (blue) came to our house and proceeded to check our condition with a meter or some sort. The tech's number was 3323 and that's all the identification I have. He changed the connector where the line went into the house. He said I had a severe signal leak inside our house and that I should make an immediate service appointment that would cost me \$80. My real complaint was that I couldn't get anyone on the phone for over an hour. I tried back about an hour later and again was told the wait would be an hour. Meanwhile, I am thinking how many people are trying to get customer service and are hanging up in desperation. I then got online and attempted to make a service call request. I found a "chat" button and got an automated service that took all my information and said "they would be right with me". That message was repeated several separate times and finally got a rather impatient service representative that finally made an appointment for today, Thursday the 9th.

Last night I received a call saying that the problem had gone away and that they were canceling my service call. I don't know what happened to correct the signal leakage, but my problem is that it took most of my afternoon to just make an appointment for a service call. I would still like to know what the issue was all about. Oh by the way, a bucket truck was on our road, waking every one up at 4AM a night or so before the service guy visited me. There is a scan of the card the service guy left above.

Annoyed and curious,  
John

Andy McDavid stated he had none but we talked about the scholarships to be sent out. Lucille was working on them and we will need her feed back on the status.

Stephen Simonin discussed the Rate increases and the fact that the internet fees went from \$59 to \$89 and the Tv increased by \$30. The discount box is called a special discount at \$66 and this is covering teh rate increase. Feed back from Altic e Exec line stated that the discount will be reonved in 6 months. Esme will review nad get back wit the details.

**Management's Report:** Esme will send us an email that we will include in the minutes that detail the efforts Alice is doing to secure services during the COVID19 event.

In a **motion** made by Andy McDavid, seconded by John Angevine, it was **voted** to adjourn the meeting at 7:10 p.m. Voted unanimous.

Respectfully submitted,  
Lucille A. Paige, Secretary  
Stephen Simonin Chairman