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SEP 18 2024
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Cable Television Advisory Council

Minutes DRAFT

Thursday, 12 Sept 2024

Present: Stephen Simonin, Chairman, Litchfield; Casey Cook Cornwall; Esme Lombard, Optimum/ALTICE David Rosaler, Goshen: Frank Baba, Torrington; Darlene Clouther, Litchfield;

*Absent:* Gary Lafferty, Watertown Jeff Dunn Thomaston; Howard Rosenfeld howard315@mac.com Waren

Public, Jim Schultz

Mr. Simonin called the meeting to order at 6:31 p.m.

Public present Jim Schultz attended to catch up on events, He also commented on pricing. Costs on standard rats is far too high, when we complain we get discounts locked in for one year and cannot ask for any new discounts until the year ends. This need to be changed. Esme will reply on this.

Dave Rosaler Also commented on the Very high cost and lack of competition.

Casey stated he is happy with the fiber service and mentioned that Frontier is running fiber in the area but they want more competition in the area.

Darleen Clouther had an issue during high winds a couple weeks ago the service was interrupted and others in her neighborhood also lost service. Wind should not cause this on fiber unless the signal level is too low or there is a pinched fiber. Esme will follow up.

Frank Baba was on a mobile link and broke up, I asked him to email his comments. We did hear that he was happy with his services.

Mr. Simonin updated the committee that the Altice version black streaming box had issues and service once again. This was the third month in a row that TV service went out at 9PM and not back until after 9am the next morning Evern the email was not available during this event. The first time in June, this happened I was told it was weather, the second 15 July, was due to a software update as per a service agent on the phone. The time 3 September, I got no answers at all. It is most likley that a software update must have been pushed though checking for valid keys and disable all my streaming boxes well into the next day. Esme to review and get answers.

Esme mentioned that they had a program available for children and will respond to the issues mentioned

Meeting adjourned at 7:09 p.m.