**CABLE TELEVISION ADVISORY COUNCIL**

9/21/2020 9:01 AM

RECEIVED FOR RECORD

TORRINGTON TOWN CLERK

**September 10, 2020**

This meeting was held under virtual “Zoom” conditions (operated by Selectman Denise Raap, Litchfield, CT.)

**1**The regular scheduled meeting of the Cable Television Advisory Council (CTAC) was held on **Thursday, September 10, 2020, called to order at 5:47 p.m.**

CTAC Members Present: Chairman, Stephen Simonin, Litchfield; Secretary, Lucille A. Paige, Torrington; John Angevine, Warren; Gary Bernier, Watertown; David Rosaler, Goshen;

Also present: Richard Reis, Goshen; Scott Fellows, Goshen; Robert P. Valentine, First Selectman, Goshen; Gary Dean, Goshen; Matt Dyer, Goshen; Esme Lombard, Optimum/ALTICE representative of Government Affairs.

**2** In a **motion** made by John Angevine, seconded by Gary Bernier, it was **voted** to approve the agenda as submitted. Voted unanimous.

**3** Public Participation:

Richard Reis, Director of the Woodridge Lake Association, began by stating the overwhelming service problems from Optimum/ALTICE from many residents, at Woodridge Lake. Field Service reps from Optimum/ALTICE indicate that Node structure is not strong enough and therefore results in lack of internet service for customers. Due to a large increase in usage from those residents who were forced to work from home due to the COVID-19 pandemic, the influx of data is overloading the current system in place. Obtaining technical service is extremely difficult to obtain, with long waits and often times with met with no return calls to the customer.

Esme Lombard (Optimum/ALTIE) concurred that there exists very high usage for data and represents a very laborious challenge. She asked that she be provided with **customer names** and their **addresses** to enable her to identify the specific troubled areas.

Mr. Reis stated that where nodes were able to be split, the speed was increased, but how many nodes are able to be split – need a different frequency.

CTAC

September 10, 2020

Page 2

Ms. Lombard stated that (Optimum/ALTICE) has this task scheduled in their service improvement plans out in the year 2022. Node splitting is not done on a regular basis.

From this reply from Ms. Lombard, Robert Valentine felt that Optimum/ALTICE has no immediate plans to render upgrades or address serious issues in the town of Goshen. He feels in order to “move the dial” on service issues and upgrades, a “meeting” needs to be held among the Goshen residents and neighboring towns that are experiencing the same problems. This “meeting” will begin discussions and possible plans to have municipalities “build their own” fiber option suppliers. This “municipality” supplied *fiber service* can then include area schools and educational providers.

Chairman Simonin, stated that the Optimum/ALTICE public *service office* located in “Torrington” recently reopened, after being shut down. On the other hand, he stated customers continue to be unable to get a “live customer service” person on the phone, priority emergency service has experienced cut offs wherein reported outages cannot be reported, - problems from customers cannot be addressed.

Ms. Lombard (Optimum/ALTICE) suggested it may be helpful to conduct a “special meeting” to address the technical issues. Optimum/ALTICE has given reports of outage issues, daily numbers to area town mayors,1st selectmen during the recent storm.

Robert Valentine urged the need to move forward on posting/facilitating a special meeting to address these urgent issues. Goshen resident Scott Fellows asked who can be gotten to head up this special meeting – Vice President of Operations? Or those at Optimum/ALTICE who oversees “fiber” operations? Ms. Lombard will provide names of those who may be best to be in attendance at this “special meeting”. Dexter Goei, CEO; Hakim Boubazine, president of telecommunications & COO; Mr. Bligh, etc. Mr. Fellows emphasized that this meeting is to address extensive severe customer service problems – not storm problems.

**4**. Correspondence – including e-mails: None

**5**. Secretary’s report – None

CTAC Meeting

September 10, 2020

Page 3

**6.** Treasurer’ Report: Secretary Lucille Paige read aloud the report received from Garry Lafferty, Treasurer who was unable to attend this meeting.

Beginning Balance as of April 24, 2020: $8114.24

Expenses (High School Senior Scholarships) $1571.00

Total current balance: $6543.00

In a **motion** made by John Angevine, seconded by Gary Bernier, it was **voted** to accept the Treasurer’s Report as submitted. Voted unanimous.

**7.** Town Representative’s Report: Lucille A. Paige (Torrington) stated the same problems occurring in Goshen and neighboring towns regarding poor to non-existent service can be applied in Torrington.

**8.** Update from Chairman Simonin: Addressed in “Public Participation”.

**9**. Optimum Management Report: Addressed in Public Participation”.

**10**. New Business: None

**11**.Adjournment: In a motion made by John Angevine, seconded by Gary Bernier, it was voted to adjourn the meeting at 7:12 p.m. Voted unanimous.

Respectfully submitted:

Lucille A. Paige, Secretary