

CABLE TELEVISION ADVISORY COUNCIL (Litchfield)

Minutes of Regular Meeting Thursday September 15, 2016

The Regular meeting of the Cable Television Advisory Council of Litchfield was held on Thursday, September 15, 2016, at 6:30 p.m. at the Oliver Wolcott Library, South Street, Litchfield, CT. A quorum was present: Chairman Stephen Simonin, Diane Knox, Litchfield; David Roselar, Goshen; Denise Russ, Gary Lafferty, Richard Antonetti sitting in for Zaiga Antonetti; Jeff Dunn, Thomaston; Lucille Paige, Torrington. Jennifer Young, Altice (Cablevision).

Absent: Zaiga Antonetti, Watertown, Andy MacDavid, Cornwall, Marie Soliani, Torrington; John Angevine, Warren; John Luciano, Torrington; Thomas Lafferty, BOE Watertown.

Chairman Simonin called the meeting to order at 6:35 p.m.

In a motion made by Denise Russ, seconded by Lucille Paige, the agenda was approved as submitted. Voted unanimous.

Public Participation: A note was received from Robert Doyle of Litchfield indicating that he has had no response from his claim action from Optimum. There is a "Class Action" suit in place from April 20, 2014 to 12 2015. This was regarding the set top boxes where customers were offered several options: \$40 credit; or free DVR service; or offer of several different channels. Chairman Simonin stated that there was very poor notification to the public in the first place, there was no due diligence on the part of Cablevision. Those claims that are not collected, go back to the attorneys handling the case. Jennifer Young said that every customer received notification via a bill insert or separate email if a customer is paperless.

Upon a motion by Steven Simonin, seconded by Denise Russ, the minutes from the June 30, 2016 meeting were approved as corrected. Motion carried with Jeff Dunn and Diane Knox abstaining. The third paragraph on page two regarding a statement from David Rosaler should be corrected to read: "David Rosaler asked if any discounts can be garnered from broadband for low and fixed income families that have children in school and subscribe to the nutrition program."

Upon a motion by Lucille Paige, seconded by Denise Russ, the report of the Treasurer was approved as submitted. Treasurer Diane Knox reported a current balance of \$322.68. She added that a new book off checks needs to be ordered.

Chairman Simonin reported that complaints have been made regarding "surcharges" i.e., sports channels, local broadcasting. Senator Richard Bluementhal cited the FCC laws currently in place cite old technology which would require the renting of fiber optics from Cablevision. This would require a change in the law. NTSC services – emergency services which are isolated, cannot be had from a generator nor a antennae.

There is a law that audio levels cannot be louder over mainstream regarding ads. One must identify the ad, the time the ad is broadcast, and on what channel.


Altice, is attempting to cut costs by having customers "self- Install" using online instructions, rather than roll out a service truck. Altice has reduced its work force by 500 workers from their Shelton location. Due to a 40% reduction in calls to customer service, there is no longer a need for the number of current customer service reps. Customers are using a variety of other options to contact the company, such as e-mail, text, IVR, social media and the Optimum App.

C-Span will be free on "demand" for the upcoming Presidential Election coverage; Discovery is free on demand. CBS will be available via an over the top subscription through broadband. There are no changes regarding moving to Ala Carte.

Ms. Young discussed the New set-top boxes which will be available in early to mid 2017. The new box will contain the Set Top, modem and rotor all in one and will provide numerous new features such as choice of apps, increased DVR service, voice commands and a new user interface. Price will increase with the more options.

Upon a motion by Denise Russ, seconded by Diane Knox, the meeting was adjourned at 7:25 p.m. Voted unanimous.

Respectfully submitted,


Lucille A. Paige, Secretary

**THE NEXT MEETING OF THE CTAC WILL BE HELD THURSDAY, JANUARY
12, 2017**