

Connecticut State-wide Video Advisory Council

December 13th, 2023

Via Zoom

Minutes

In Attendance: Alan Budkofsky, Stephen Fuest, Marco Iacoviello, Stuart Strelzer, Stephen Simonin, Elaine Burchart, Greg Davis, Merja Lehtinen, Temosticles Valdes

Members Absent: Peaches Quinn

Providers: Cassandra Knight- Frontier

1. Meeting called to order 7:00 pm by Chairwomen Merja Lehtinen
2. Minutes of October 25, 2023- Moved by Steve F, seconded by Alan B- Motion Passed
3. Treasurer Alan reported \$10,000 in Treasury Bond and \$41,890.77 in Bank America.

Alan reported that at the October meeting we voted to deposit 5,000 into a CD which he will do very soon

3. Old Business: None

4) Additions to Agenda for New Business:

Alan and Steve Presented a motion to have Future meeting as follows: Zoom only in December and February and Hybrid (In person and Zoom) for April, June, August and October. Motion by Alan B Second by Steve- Motion Passed

The meeting for 2024 will be the 4th Wed of February, April, June, August, October and the 2nd Wednesday of December. Steve will load on the website.

5) Provider Reports

Cassandra with Frontier Communications was present. No report at this time.

6). Merja Presented the Goals for 2024

a) Continue to advocate for consumers for better Provider Compliance:

b) Monitor Compliance by Providers for responding to Consumer Issues

Including: Clear, large type print for the following – not just electronic:

- 1) Telephone Contact number- Not just Web Site for Customer Services
- 2) How consumers can reach Internal Provider Resolution officer required by State of Ct and SVAC
- 3) Timely Paper Based USPS Notices of 30 to 90 Days prior to any rate or subscriber fees and changes in service and products, so consumers may opt out of or change providers.
- 4) 90 Notice of any Disruption to Service in print form for nonpayment.

Discussion ensued about the goals. Merja mentioned the annual report is due to PURA January 31st, 2024. Merja mentioned the common goals of all advisory boards need to go into the annual report. Steve requested the Merja email him the exact wording for the annual report which she will do.

7) Committee Reports

Discussion ensued of how council was going to approach how the existence of advisory councils was being discussed by PURA and the OCC and how the council would respond. Greg gave a summary of our previous discussion and emailed them to the members. Greg brought the council up to date on the draft report of PURA on Docket 22-06-26- Study of Operations of Community Access providers. Merja mentioned that these councils are Federal created organizations and that the questions of advisory councils is not a state matter but a federal court matter.

Greg will draft a sample 1 paragraph response that members can use to send out to in support of Community access funding and advisory councils Motion by Marco, seconded by Stewart seconded-motion passed.

Stephen Simonin led a discussion on switching over to Fiber Internet. Stephen explained the issues he had with the install and his experience. Discussion ensued.

Steve F explained about how a relative had an issue with a Frontier POTS line and the repairs times are very long (2 weeks). This was unacceptable. He was able to get it reduced to 1 day by contacting frontier and pushing to get it fixed but the average subscriber might not know how to push Frontier. Land Lines are being put on back burner for fiber installs. Land Lines are still needed for medical devises and calling 911.

Discussion ensued about how this council was lacking people from parts of the state and membership was down. We need to try to get more volunteers from the different areas of the state appointed for this council.

8) Motion to Adjourn- Motion by Steve F. Second by Temi. Motion Passed

Respectfully Submitted

Stephen F. Fuest