

Connecticut State-wide Video Advisory Council

June 24, 2020 - Regular Meeting

Via WebEx

Minutes

The Statewide Video Advisory Council meeting was held on Wednesday June 24, 2020 and called to order at 7:00PM by Vice-Chair Michael Meinz.

In attendance were the following members: Merja Lehtinen, Michael Meinz, Stephen Fuest, Gregory Davis, Philip Markuszka, Alan Budkofsky, Elaine Buchardt, Marco Iacoviello, Alex Fraser, Stephen Simonin

Members Absent: Stewart Strelzer, Russell Gomes, Wayne Church

Providers: Brad Palazzo (Comcast), Esme Lombard (Altice)

The minutes from the February 26th meeting were approved. Motion made by Alan Budofsky and seconded by Elaine Buchardt. Motion passed with three abstentions.

Treasurers Report: Alan Budofsky gave the treasury report. The current balance is \$37,500.92.

Provider Reports:

- Comcast: During COVID-19 pandemic, Comcast has made local donations including the CT Food Bank. They took their Big Brothers/Big Sisters mentoring program online – virtual mentoring. They had a virtual scholarship award ceremony for the eighteen scholarships granted this year. Comcast extended Internet Essentials free 60 days promotion until the end of the year and free use of public WiFi extended until the end of the year. No shut-offs planned until the end of June and offered lower price plans to those customers.
- Altice: Keep America Connected pledge – free and lower cost service during COVID-19 pandemic. Since customer service counters were closed, provided the capability for customers to print own shipping labels.

Chairman's Report: Slight decrease in Frontier complaints. Many complaints are similar in that customers are charged for items that they did not order. This may be due to a systemic problem related to a third-party billing service.

Committee Reports:

Legal:

- No Report

Membership:

- No Report

Technology:

- Lots of Frontier complaints. Customers reporting \$80 service fee for in-home visits. In-home wiring that worked fine years ago is now overburdened with different services causing problems.

Old Business:

- Election Committee Report: So far two people running for chair, and one for each other office. Those interested in running for an office are invited to contact Stephen Fuest. Due to SVAC by-laws requirements, expect to hold the election at an in-person meeting in October.

New Business:

- Meeting Schedule and Options: Marco will investigate restaurants in Cromwell for October and December meetings. He will report back to the chair and vice-chair. The August meeting will be cancelled.
- 04/18/2020 Altice Consumer Complaint: Chair Merja Lehtinen said that this was the only complaint received for Altice in five years and it has been a longstanding problem. Esme Lombard will investigate.
- Docket 20-01-34: Discussion. No Action.

The meeting was adjourned at 7:32PM.

Respectfully Submitted,

Michael Meinz

Vice-Chair