

# Connecticut State-wide Video Advisory Council

## October 28, 2020 - Regular Meeting

### Via WebEx

### Minutes

The Statewide Video Advisory Council meeting was held on Wednesday October 28, 2020 and called to order at 7:45PM by Michael Meinz

In attendance were the following members: Michael Meinz, Gregory Davis, Philip Markuszka, Alan Budkofsky, Elaine Buchardt, Marco Iacoviello

Members Absent: Stephen Fuest, Merja Lehtinen, Alex Fraser, Stephen Simonin, Stewart Strelzer, Russell Gomes, Wayne Church

Providers: None

The minutes from the June 24<sup>th</sup> meeting were approved. Motion made by Elaine Buchardt and seconded by Alan Budkofsky. Motion passed with one abstention.

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

Old Business:

- Gregory Davis discussed a report he prepared on the history of cable tv regulation and de-regulation in Connecticut.

Chairwoman's Report: (Merja Lehtinen via Email)

Several consumer issues were fielded by me for Cablevision/Altice and Frontier. These were redirected to either their respective billing departments or to the provider(s) liaisons, specifically Michael C.

All were apparently resolved to the customer's satisfaction as no one called me back beyond the initial call.

Several consumers also called for the billing departments' numbers. Therefore, I suggest providers make these numbers for Customer Service and Billing Departments in larger, bold print easily read by consumers on page 1 of paper bills or in prominent visible space on ebills, not in a tiny "CONTACT US" icon at the bottom of the page.

With Covid-19 one would think there would be more complaints. There were fewer than any quarter, with only 4 this past July, Aug, and Sept. Two more came in October. All are resolved.

We might consider asking providers to send out instructions to all subscribers in their bills how they could record their live stream meetings and share with the public via public access. This should increase public access programming.

Committee Reports:

Legal:

- No Report

Membership:

- No Report

Technology:

- .No Report

#### Election Committee:

- No Report

#### Venue Plans and Schedule for 2021

- Meeting in person is not possible until social distancing restrictions lifted. Probably not possible until a vaccine is widely distributed. Next meeting on December 9, 2020. The 2021 meeting dates are fourth Wednesday of even months except December when the meeting is on the second Wednesday. They are on the website.

#### Provider Reports:

- Altice Report (Esme Lombard via Email)

October 28, 2020 CATV Report from Altice

Optimum Complimentary 60 Day Student Broadband Offer (announced on October 19, 2020)

At Altice USA, we recognize the important role we play in providing our Optimum communities and customers with connectivity solutions and we are committed to helping students stay connected during the Covid-19 pandemic.

To support the need for remote instruction, Altice USA is proud to announce it is offering Altice Advantage Internet 30Mbps service complimentary for 60 days to households with K-12 and/or college students who do not currently have home internet access. Households in the Optimum service area can call to sign up at 866.200.9522 or visit [AlticeAdvantageInternet.com](http://AlticeAdvantageInternet.com) for more information.

We are also working with school districts to provide solutions to student households that lack connectivity, including our Student Wi-Fi product – which provides access to the Optimum Wi-Fi network through school-issued devices, as well as a centralized purchase program that allows districts to identify and provide connectivity to students without home access. Altice USA is prepared to work collaboratively with schools, governments and community organizations across its footprint to address remote learning needs.

The below information was provided during Storm Isaias and again in advance of Storm Laura. I am providing it again for awareness purposes.

#### Service Restoration: Trouble Shooting Tips

Once power has been restored to your home, your Optimum services should be back up and running. If you experienced a loss of power, it is best to restart your equipment using the following steps:

- Unplug your equipment from its power source.
- Wait 30 seconds.
- Plug your equipment back into the power source.

If your service does not return after restarting, it is possible that:

- The power that feeds our network in your area comes from a different commercial power source than the power that feeds your home or business location or there is another issue relating to network power that needs to be addressed. We are coordinating with the electric companies to identify these issues and ensure prioritization of repair or restoration.
- There is damage to the Optimum network, like a downed utility pole or wire break, and our crews are proactively working to rectify this type of damage to restore service. We have created the opportunity for customers check on service status online by doing the following:

- Go to [optimum.net/support/outage](https://www.optimum.net/support/outage) and sign in with Optimum ID and password. Next, under Support, located in the upper right corner, click "Service status"

Report Service Issues:

If you are experiencing a service issue, we have created four channels for you to advise us of your issue. Contacting Optimum via any of these channels will result in a trouble ticket being created that will direct a repair team to assess and address the issue:

- Visit [https://www.optimum.net/pages/storm-preparedness.html?v\\_cid=vanity-\\_-url-\\_stormprep](https://www.optimum.net/pages/storm-preparedness.html?v_cid=vanity-_-url-_stormprep) (Accessed via optimum.net and customer must login to their account)
- Message Optimum at [optimum.net/chat](https://www.optimum.net/chat)
- Send Tweet to [@Optimumhelp](https://twitter.com/Optimumhelp)
- Call (866) 950-3278

The meeting was adjourned at 8:20PM.

Respectfully Submitted,

Michael Meinz  
Vice-Chair