

Cable TV Advisory Council of Eastern Connecticut Meeting Minutes

July 16, 2025

The meeting was called to order at 5:30PM by Chair Michael Meinz.

Roll Call of Members

Members Attending: Michael Meinz, Stephen Marchesseault, Jason Anderson, Jeffrey Robillard, Catherine Steel

Members Absent: Temistocles Valdes, Craig Merriman, Dan Cleary, Andrew Whitehead,

Breezeline representatives attending: Jeffrey Gold, David Hennessy

SEC-TV representative attending: Frank Facchini

Approval of Minutes

A motion to approve the minutes of the prior meeting was made by Jeffrey Robillard and seconded by Michael Meinz. The motion passed 3-0-1.

Treasurer

Previous balance	\$11,597.24
WebEx Annual Fee	\$172.29
Current Balance	\$11,424,95

Correspondence

- None

Public Comment

- None

Breezeline

- See Customer Service Review below

SEC-TV

- Currently 21 Community Access projects.
- New rack card printed.
- Expect channels to be streamed by the August meeting.

New Business

- Customer Service Review

David Hennessy spoke of several actions taken by Breezeline to improve customer service. The proactive network maintenance initiative seeks out and solves network issues before customers make a report. Technicians now have the capability to adjust nodes remotely using a SmartPhone app alleviating the need to dispatch a truck. Customers can subscribe to SMS alerts related to downtime, time-to-repair, etc. An AI chat tool is available to answer customer questions.

Old Business

- None

Advisory Council Member Communications

- None

Adjourn

The meeting was adjourned at 6:12PM

Respectfully submitted,
Michael Mainz