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Bill Hakkinen, Secretary

CABLE TELEVISION ADVISORY COUNCIL OF SOUTHEASTERN CONNECTICUT MEETING MINUTES

September 14, 2006, Regular Meeting, 5:35 p.m.
Groton Public Library, 52 Newtown Road, Route 117, Groton, CT 06340

IN ATTENDANCE: Jim Kelley, Jim Griffith, Shawn Greeley, Marie Crompton, Jerry Tobias, Anne Ingraham,
ABSENT: Jeanne Robbins, Patricia Ostrout, Art Barton, Clint Kennedy, Allen Palmer, and Bill Hakkinen.
COMCAST REPRESENTATIVES: John Bairos, Dan Glanville, Sharon Codeanne
THAMES VALLEY COMMUNICATION: Carl Andersen
SOUTHEASTERN CONNECTICUT TELEVISION: Frank Facchini
Stenographer: Moreene Nahornick.

I. Recognition of members of the public for public comments - Greg Gilmartin, 32 Taugwonk Spur, Stonington. Stated interest in becoming a 3rd party provider and is starting the process. Dan Glanville, Comcast Rep. introduced to the Council new Comcast Rep. Sharon Codeanne.

II. Reports

A. It was decided to review the May and September minutes at the November meeting

B. Treasurer's Report:

This statement reflects the activity on Council's checking account during the months of the summer adjournment. May, June, July, and August 2006

Previous balance reported balance \$23,737.59

CREDITS

Interest payments for the four months:

May	\$1.82
June	2.00
July	2.12
Aug.	<u>1.80</u>
	\$7.74

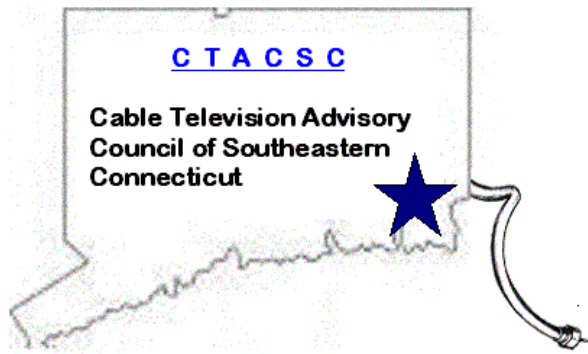
TOTAL \$ 23,745.33

EXPENSES

Jim Griffith – Refreshments	94.69
Jim Kelley –Administrative expenses	58.57
Moreene Nahornick – Steno services, May meeting	75.00
Bill Hakkinen – Mailing minutes of May meeting	26.69
Cindy Vierra – Website	<u>99.00</u>
TOTAL	\$353.95

Current Checking Account Balance \$23,391.38

C. Comcast Report – John Bairos handed out the following; a brochure from C-SPAN entitled “Free Resources for Civics and Government Teachers”, a flyer for Ledyard’s 170th Celebration that Comcast helped sponsor, and a thank you letter from Mystic Area Shelter and Hospitality, Inc. (MASH) for a donation to their silent auction.



Bairos reported on channel line-up updates. Bairos also reported the following: Groton channel lineup has been corrected on TVGuide.Com. Executive Customer Care has contacted Ms. de Aguirre a Comcast Customer who spoke at a Council Meeting with concerns. Beginning July 16, 2006 several of the services customers currently receive will be identified on monthly bills under the name "Enhanced Cable". As a result, Basic Cable, Standard Cable, converter boxes and remote control charges that are currently identified separately on customer's bills will now be identified and listed on bills under Enhanced Cable. Customers were notified of this change during the May/June billing cycle. Enhanced Cable service includes Standard Cable (Basic & Expanded Basic Service), one digital cable box and remote, Interactive Programming Guide, Music Choice, Movie Plex and limited ON DEMAND offerings.

- D. TVC Report- July 1, 2006 TVC added NESN HD to their line up on channel 704. According to TVC's August report their subscriber count has grown to 5047 and homes passed of 14380. Their construction focused in the Town of Groton where 3 ½ miles of underground plant was added. TVC is currently working within the CL&P service area. Prior to that they were in the Groton Utilities service area and receiving permission to attach to poles was easier. Significant progress has been made with developing a relationship with CL&P staff. They are still expecting to complete the construction of the Town of Groton by the end of the year. In August the average answer time was 1:18 min and 94.7 were answered within this time frame. 95% were answered in less than two minutes. Staff is being added to correct the slight dip in the telephone statistics. There was a one-hour outage last month due to an electric company arc to a mini-bridger. It affected 30 subscribers. Groton Utilities and TVC sponsored a series of free music concerts during the summer months that were well attended. TVC is the lead sponsor for the Fall Festival sponsored by the Greater Mystic Chamber of Commerce. Kelley asked if TVC was on schedule for the 5-year build out, Andersen answered yes.
- E. Southeastern CT Television representative Frank Facchini reported achieving non-profit status and plans to open a DPUC docket.

III. Old Business

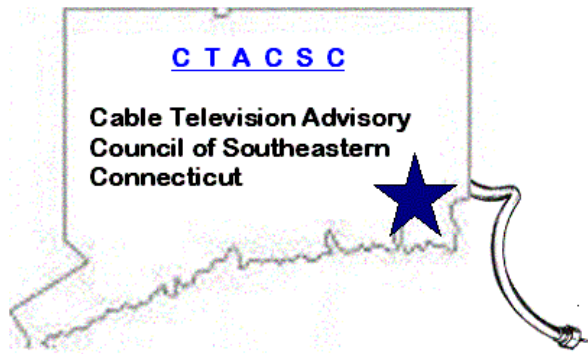
A. Report on Web page progress (CTACSC.org) - Jim Griffith gave a presentation of the CTACSC web site. Showed links with Comcast and Thames Valley Communication. Tobias suggests that the line that reads; Join our mailing list to receive product notices and press releases, should be changed to read; Join our mailing list to receive notices and press releases. A request was made to ask Hakkinen to send Griffith up-to-date minutes to post to the site. Kelley suggested that in addition to the Council's e-mail address to add the sites URL to the Comcast and TVC bills. Kelley will follow up request with an e-mail to Comcast and TVC.

IV. New Business

A. Comcast's position on narrow cast. Glanville reports that narrow casting is cost prohibited. The council would still like Comcast to explore a digital solution as suggested by Roberts at last meeting

B. Service complaints reported to the Council relating to Comcast. Kelley sites several examples reported to him. 1. Frank Fox had a problem with Comcast cable service and was billed \$90 for a service call, not stated at time of problem. Problem reoccurred was then told problem was at the pole. Received a refund. 2. Vines growing on overhead wires were reported to Comcast because of safety issues. April 27 the vines were cut off the wires but the litter was left. When call was made regarding the litter, representative of Comcast laughed at the request. Glanville stated owner of the utility poll was responsible, will get information concerning this. 3. Complainant went back to Comcast from having a dish, was charged \$100 surcharge. Tried to rectify problem, never received an answer, eventually paid the \$100. Glanville suggested other Council members be polled for complaints received. Tobias related to programming, breaks in service and snow. Greeley received a complaint regarding varying channel volume. Comcast responded well. Customer pleased. Other Councilors haven't received any complaints.

C. Comcast promotional offers not available across the entire franchise area. Kelley reported promotional offers made to certain people and not others in the franchise. Brian Perry saw an offer of \$29.99 at EB. When he inquired about the offer was told it was only available if customer lived in Groton. When customer called as to why was told by representative that he was going to check with boss and get back to customer. Customer never received a call back. Glanville stated promotional offers should be available to anyone in the Groton franchise area and will look into this complaint and report back to Council. Glanville wants concrete complaints to rectify. It was stated that past complaints have gone unanswered. Glanville said to bring to Comcast complaints in a timely manner and he will see problems are resolved expeditiously.



Kelley found calls to Comcast wait time frustrating. Comcast disagrees that call wait time is long.

D. Channel lineup issues. Tobias – Comcast lineup in analog list seems not to be designed for analog user. No TV Guide channel to know what's playing, have to use computer or buy publication to see list. Does not want to pay \$3 to watch the Yankees play. Why should we have YES, dump YES and get \$3 back. Would like to see Turner Classic Movies. Would like to see Channel 96 Least Access for advertising replaced on analog. Glanville stated Least Access channel is a federal requirement.

V. Other Communications - TVC would like to advocate for rules and regulations for sports network to be forced to digital realm for lower costs. Ingraham- Channel 65 still a preview channel? Glanville – will have to get back to Council. Crompton – Why was the TV Guide Channel dropped? Tobias – Still broadcasting TV Guide Channel on digital, not needed. Tobias – SBC offers cable programs in November. State wide cable system. SBC wants to offer cable programming. Kelley will look into and invite to a meeting. Greeley – The Emergency Broadcasting System accidentally triggered by a NY Station viewers were directed to Channel 2. Concern is Channel 2 is overridden by EBS system; Channel 2 is then unable to broadcast local information. EBS system should direct viewers to another channel. Comcast has corrected this. Cable industry is concerned about AT&T cherry picking highly populated areas

VI. Adjournment –Tobias motioned meeting be adjourned, Greeley 2nd motion. Motion passed unanimously. Meeting adjourned at 6:45 pm

Respectfully Submitted, Shawn Greeley