

P.O. Box 323
Groton, CT 06340-0323

Email;
CTACSC@northstonington.k12.ct.us

Bill Hakkinen, Secretary

CABLE TELEVISION ADVISORY COUNCIL OF SOUTHEASTERN CONNECTICUT MEETING MINUTES

September 9, 2004, Regular Meeting, 5:35 p.m.
Groton Public Library, 52 Newtown, Route 117, Groton, CT 06340

IN ATTENDANCE: Shawn Greeley, Jim Griffith, Allan Palmer, Art Barton, Jim Kelley, Anne Ingraham, Bill Hakkinen, Jerry Tobias

EXCUSED: Marie Crompton and Patricia Ostrout

COMCAST REPRESENTATIVES: John Barios , Kristen Roberts

THAMES VALLEY COMMUNICATION: Carl Andersen, Russell Dipallina

I. Recognition of members of the public – none present

II. Reports

A. Minutes – from May 13th meeting accepted as presented.

B. Treasurer's Report - As of August 24, 2004 the Advisory Council's checking account balance is \$16,418.08.

Deposit \$500.00 – Reflects increase in annual payment to Council from Comcast.

1.30 – Interest for August 2004

Expenses \$76.29 – Jim Griffith for refreshments for May

11.26 – Marie Crompton for postage

Treasurer Ingraham reported bank statements for June and July are missing, will obtain copies from the bank if unable to locate them.

C. Comcast Report – Kristen Roberts reported Comcast will sponsor the following events: Groton Family Day Nickelodeon Game Lab – September 18, 2004 at Poquonnock Plains Park, show times at 1pm & 3pm. Comcast Cares, October 2, they will be refurbishing the Riverfront Children's Center. She spoke of billing and community access fees line item. July 1 Comcast channel deletions were west coast channels. As of today, they now have NFL Network On Demand and WTIC on high definition digital. Thirty day notice was given for these changes.

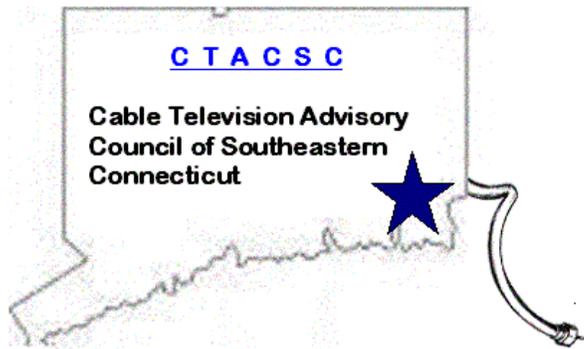
D. Thames Valley Communication Report – Andersen reported they are nearly complete with Groton City to be completed in November. The DPUC report has been completed. Andersen handed out a TVC Construction Report and a Telephone Answering Report and stated they now have 4 customer service representatives. A pamphlet was circulated guaranteeing a rate of \$36.95 through December 31, 2006. The plan for Groton Town should begin next year. Would like to accelerate build, but feel the five-year build is fairly aggressive. Stonington is planned for year 3. They have been hiring installers to keep up with the demand. He passed out the TVC channel line up. Palmer stated he was pleased with TVC service and quality.

Palmer commented to Comcast that they are slow to take down service loop when Comcast has been disconnected.

IV. Old Business

A. Status of a third party public access provider – Roberts stated that Mystic Chamber of Commerce has expressed and interest. Comcast is waiting to hear from them. The council was asked if anyone knows of a third party that is interested in taking over public access.

B. Status of TV Guide accuracy and Emergency Warning System interrupts – Roberts stated Comcast calls the programmer for TV Guide when they are aware of an incorrect channel. Tobias mentioned Channel 36 not in the TV Guide; Roberts will bring that to TV Guide's attention. Tobias commented on the frequency of the monthly Emergency Warning System. It was



explained the WCTY had set off the multiple warnings by changing their date stamp and are now working with Comcast to correct the problem. Engineers have also been made aware of the problem.

C. Review of Committee Goals

1. Advocate cost containment – Council salutes TVC for not raising prices for basic before 2006. Kelley suggested a price roll back to Comcast.
2. Work closely with TVC in the development of new franchise – Reported to be going well.
3. Continue to advocate for the needs of franchise members – Comcast and TVC should be sensitive to members needs.
4. To continually review the cable channel lineup and advocate for customer requests – A second CBS outlet has been requested. Roberts responded that Comcast has added New England Cable News which can be on all the time rather than have black outs that a second CBS outlet would have. This occurs because WFSB Channel 3 in Hartford is our designated CBS affiliate, and WFSB historically requires blackouts of simultaneous programming. Kelley suggested the FCC should be contacted with the complaint and he will contact Rob Simon's office to contact the FCC. Comcast has mailed out a new lineup, Tobias thanked them for including analog line up.
5. Raise the public awareness of the advisory council, inform the community of the advisory council's role and solicit public opinions and needs – Suggestions were: Make a new video. Looking for volunteers to appear in video, take out a full-page ad in the newspaper, set up website and link it through Comcast and TVC. It was stated that newspaper ads would create awareness that CTACSC exists, with information on what the council does and how to get in touch with us. Barton was asked to make a mock up of an ad. Greeley stated time is of the essence. Andersen offered TVC's help and suggested using low cost ads in papers. Ads or articles in such papers as the Resident, Mystic River Press, etc were discussed. Barton will look into suggested options and what would be the most effective ways to advertise and report at the next regular meeting.

IV. New Business

A. Soliciting new council members i.e. Voluntown – A Voluntown member of the Board of Education has expressed an interest. Kelley will contact first selectman and the Town Clerk's office, as well as contacting the Board of Education again.

B. Making a new video to publicize the Council. Should we consider advertising to draw attention to our meetings? – Was discussed earlier in meeting see #5 of Old Business.

C. Recognition of service – Kelley asked for suggestions of other members for contents of letters of appreciation to be given to Shawn Greeley and Marie Crompton at next meeting. Hakkinen introduced Moreene Nahornick, who will be taking meeting minutes for the CTACSC.

D. November 11, which is Veterans Day, would be the next scheduled regular meeting. A motion was made by Hakkinen and seconded by Ingraham to change the next meeting date to November 4. The motion passed unanimously.

V. Communications:

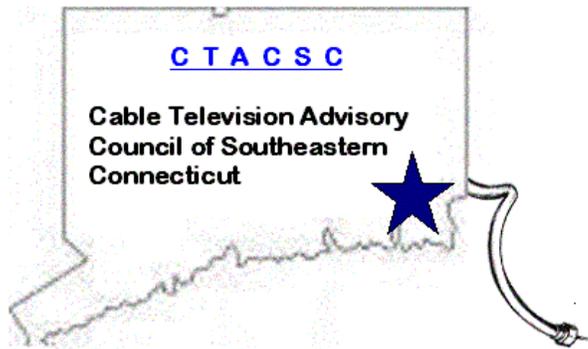
A. Kelley received a letter of complaint from a customer that Comcast was breaking in on his satellite service. Kelley had previously followed up on this problem with Comcast -.

B. Griffith announced that North Stonington school system is broadcasting Intermediate Spanish and other subjects on Channel 19.

C. Greeley heard from a customer having trouble reporting an outage. Greeley reported this to Comcast and received the correct phone numbers to contact and the problem was solved.

D. Ingraham stated that the CTACSC address is wrong on the cable bill. Roberts took a copy of the bill to address the problem.

VI. Adjournment – Greeley moved to adjourn the meeting, Tobias seconded the motion. The motion passed unanimously. The meeting adjourned at 6:45 p.m.



Respectfully Submitted,
Bill Hakkinen