

FIVE TOWN CABLE ADVISORY COMMITTEE  
Representing the Towns of Great Barrington, Lee, Lenox, Sheffield and Stockbridge

Minutes  
March 21, 2017  
6:30pm  
Lenox Town Hall  
6 Walker Street  
Lenox, MA

Members Present: Linda Miller –Lenox  
Steven Moritz – Lee  
Tom Hatch – Great Barrington  
Rene Wood - Sheffield

Others Present: Melinda Poore - Spectrum  
John Fogarty – Spectrum  
Anna Lucey - Spectrum  
Bobby Mayhew – Spectrum  
Leo Mahoney – CTSB  
Jim Biancola – Lenox resident  
Colin Demarest – Berkshire Record  
Denise Curtin – Recording Secretary

6:30pm Linda Miller called the meeting to order.  
Quorum present. 4 towns represented.

MINUTES: Linda Miller moved to dispense with the reading of the minutes of December 13, 2016 meeting. Seconded by Rene Wood and Steve Moritz. The motion carried unanimously.

Rene Wood requested an amendment to the December minutes for the Spectrum report.  
Add to page 2, 1<sup>st</sup> bullet of Spectrum report:

- “Question was asked if Charter would see if excluding current customers who would otherwise qualify was under Charter’s control, rather than it being a federal requirement, and if so if they would consider modifying their offering to make it available to current customers.”

Motion made to accept the December minutes as amended. Steve Moritz seconded.  
Motion carried unanimously.

**CTSB REPORT:**

Leo Mahoney was present to give report.

Fiber Upgrades:

- As of February 14, 2017 the 5 fiber locations are now complete.
- CTSB has asked Spectrum to get the four area high schools hooked up to fiber. Melinda requested the addresses of the four high schools – Leo will send addresses to Melinda.

### Annual Town Meetings:

- Lee, Lenox and Sheffield hold their meetings at the high schools. CTSB is able to make connectivity from Lee and Lenox back to CTSB to allow coverage of these 2 meetings. Sheffield does not have connectivity at Mt. Everett High School.
- Peg Channels:  
On January 10<sup>th</sup> our 3 channels were off the air with no notice given.
- The PEG channels were moved from cable-ready channels 116.1, 116.2 and 116.3 to cable-ready channels 19.2, 19.2 and 19.3.
- Customers are required to auto-tune in order to get the channels back.
- Melinda will make sure that notices are added to their distribution of notices list.

### Solar Update:

- New solar panels were activated in December and the system is now generating power. The project is expected to pay for itself in 10 years.

### Member Meet and Greet:

- On January 18, 2017 CTSB held a members meet & greet at the station. Event was well attended.
- Several members asked for access to the building at night. The station will now be open until 8:00pm on Thursdays.

### Payments from Spectrum:

- 2 checks were received in September. It was very confusing as there was no letter with the checks or any notification as to what the checks were for.
- Melinda indicated that 4<sup>th</sup> quarter checks were sent out separately and that is why you received more than 1 check.

### Scholarship Forms:

- Now available and a 3 minute video is required.

### Membership:

- Currently at 140 members.
- CTSB is always welcoming new members. It is \$15.00 per year and students are free.
- Volunteers are always welcome.

### **SPECTRUM REPORT:**

- Melinda Poore, VP Govt. Relations was present to give the report.
- Melinda introduced Anna Lucey, our new representative. Anna is located in the Worcester office and was a former member of the House Ways & Means committee for Massachusetts and has worked with Smitty.
- Melinda will send committee members Anna's contact information.

### Peg Fee:

- Melinda will have finance department review to make sure it is on track.
- It was explained that the extra .19 that is collected is remitted back to CTSB. CTSB to put in the yearly franchise account, but should be in the Capital Reserve account. Leo will talk to their treasurer to make sure it is accounted for correctly.
- \$212,000 is strictly for Capital Grant.

### Intermittent Freezing/Tiling:

- Bobby Mayhew, Technical Operations Manager was present at the meeting to try and answer questions relating to this issue.
- He informed the committee that Spectrum monitors the system 24 hours. Technicians work 7 days per week.

- Supervisors meet each morning and look at where issues are at.
- System issues are discovered when techs are in homes.
- If people are having issues please call in, don't wait for your neighbor to call.
- All call centers are being moved back to within the U.S. Melinda will look into how calls are routed in our area.
- 1<sup>st</sup> time resolution is completed approximately 90% of the time.
- Steve Moritz asked what happens with the other 10% when technicians have to go back. Why do they have to go back? Answer was it could be any number of reasons.
- Steve also indicated an issue during the NCAA tournament with commercials playing for 15 seconds and then automatically rewinding themselves. No one was sure why this was happening.
- Linda Miller stated that she has had at least 7 service calls and the issue is still not fixed. Techs told her that the issue is not in her home, but it is with the signal coming into her home.
- She continues to have the same problem, as well as others, and stated that if the problem is not fixed Spectrum will be in breach of their contract.
- Bobby said he would personally make a visit to her home the following day and look at the signals in her area.
- Renee asked that the committee receive an email when this issue is resolved.
- Renee also asked that the committee receive a report once a quarter of how many service calls there are, how long to get the technician out to the call and the number of days it takes to resolve the issue.

#### Program Notices:

- WWLP is being removed from channel lineup on April 19<sup>th</sup>.
- A legal ad inadvertently ran in the Berkshire Eagle in late February before the final decision was made.
- Corrected advertisement was in the Berkshire Eagle today.
- This was a business decision made by Spectrum.
- WWLP would need to request a market modification with the FCC.
- Committee should do an outreach to WWLP to request they make that modification.
- This channel will be missed in Berkshire County. Tom Hatch will send a list of issues created by eliminating this channel.

#### Customer Survey:

- Will be inserted in customer June bills.
- No return envelope will be included as it would not fit in the billing envelope.
- Renee Wood is concerned there is no space for writing comments. Could you put somewhere on the survey "please provide any additional comments on a separate page"?

#### Internet Assist:

- Special 30x5 Mbps service will be priced at \$14.99 per month with no modem cost. Only available to people who have not been a customer for 60 days.
- Renee asked Spectrum to consider a limited time for people to have a chance to make a switch if they choose this service.

#### Other:

- Tom Cohan is no longer with Spectrum. Renee wanted to thank him for helping a customer.

#### **OLD BUSINESS –**

- None

## **NEW BUSINESS –**

- C-Span now back in lower channel tier. C-Span 2 & 3 is not accessible for basic service. Can we move 2 & 3 to a dash channel?
  - Melinda will look into this.
- Tom Hatch visited the Lee office and wanted to express his concern, and the concern of other customers that were there at the same time, of the miscommunication of the hours of operation.
  - There was a sign on the door that they are closed from 1:30 – 2:00pm for lunch.
  - He, along with other customers, were there on a Thursday at 2:15pm and the sign was on the door and the doors were locked.
  - He asked Melinda to please look into this and provide some consistency of hours.
- Is Spectrum still planning on charging for set top boxes when the encryption happens? Melinda has no details yet but will look into it.
  - Steve Moritz stated that the committee is against the idea to have a set top box and pay for signal that we already get.

## **CITIZEN SPEAK TIME -**

- Jim Biancola – Lenox resident
  - Asked how does he get informed when channels are changing?
  - Melinda stated that notices are placed in the Berkshire Eagle and there is also a message on the bill.
  - Can CTSB post these? Leo will look into it.
- Why do channels get moved around and who moves them? This depends on the station and where they want to be on the lineup.

## **ELECTION OF CHAIRMAN – 2 years**

- Renee Wood nominated Linda Miller as chairman. Seconded by Steve Moritz. Vote carried unanimously.
- Linda Miller accepted position of Chairman for the Five Town Cable Advisory Committee for the next 2 years.

Next meeting of the Five Town Cable Advisory Committee will be held Tuesday, June 13, 2017 at Lee Town Hall at 6:30pm.

Motion made by Renee Wood to adjourn. Motion seconded by Steve Moritz and Tom Hatch. Motion carried unanimously.

Meeting adjourned 8:00pm.

Respectfully submitted,

Denise Curtin

Recording Secretary