



Town of Northborough

"Cable" Committee meeting

8/3/17

Present: Kathy Dalgliesh, NCAT Director
Dick Swee Chair
Gregory DePaoli
Dana Volke

At 7:00 pm, Mr. Swee called to order the "Cable" Committee meeting.

1- Posted Agenda

- License Renewals for Charter and Verizon
 - Status
 - Plans
- Viewer Survey
 - Creation and Questions
 - Distribution and Results Collection Method Choices

2- License Renewals

Both Charter and Verizon contracts need to be renewed by their expiration dates of 7/20/18 for Verizon and 10/16/18 for Charter. Attached is the renewal notice for Verizon.

Verizon & Charter contract renewal items discussed as input for consideration included:

- Senior Discounts
- Low income and SS disability, unemployed, WIC, SNAP discounts
- Skinny Bundles
- Circuit Breaker on payments – not allowed to down by more than 10% from payments at time of contract signing.
- Any channel assignments changes planned
- Emergency infrastructure plans and improvements- i.e. how long is a power outage supported?
- Quarterly updates on plans that affect Northborough and Residents
- Charter plans-timeline and town and residents impacts for:
 - Docsis 3.1 rollout - what is the timeline and impacts?
 - Fiber installs
 - UHD 4K distribution
- Verizon plans for
 - higher speeds - what is timeline and impacts
 - OTT streaming
 - UHD 4K distribution

3- Viewer Survey

A draft survey was discussed as input to a survey creation. In addition, methods of distributing the survey and gathering results were identified.

A copy of the draft survey is attached.

4- Northborough “Cable” Access update

Kathy updated the committee on the new playback system purchased this year and its roll-out of new ways to reach community viewers.

Media other than just “Cable” TV is playing a bigger role in the services performed. As a result, renaming NCAT (Northborough Cable Access TV) to something that eliminates "Cable" and introduced "Media" was discussed. Possible name suggested by Kathy is Northborough Media Network. Along with the re-naming will be a new marketing and branding roll-out along with a website to facilitate ease of access to department information and video content.

Can the “Cable” committee follow this wider focus on Media and not just “Cable”?

Respectfully submitted,

Dick Swee
Chair

Town of Northborough "Cable" Advisory Committee Survey

Name (Optional)
Date

Service Provider Section

1- How do you receive your communications services
Check All That Apply

	Charter	Verizon FiOS	Wireless	Satellite	APPS/ Streaming	Free Antenna OTA
TV						
Internet						
Phone						
2- How long have you had this provider service?						
Less than year						
1-3 years						
> 3 years						
3- Are you getting a value for you money?						
TV						
Internet						
Phone						
APPS						
4- Customer Service Rating						
Low						
Medium						
High						
5- Are You Considering Changing Providers?						
YES						
NO						

Public Access Section

6- How Satisfied are you with Northborough Public Access?

Low	
Medium	
High	

7- How Often Do you watch Northborough Public Access?

	Not at all	Daily	Monthly	Town Meeting	Selectmen Meeting	Specific Programs Only
TV P Channel						
TV E Channel						
TV G Channel						
Streaming						
Facebook						
Twitter						

8- Are you aware of Northborough Public Access Services?

	Yes	No
TV Production Classes		

9- What Else Would You Like to See on Public Access?

10- General Comments

DEVAL L. PATRICK
GOVERNOR

GREGORY BIALECKI
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT



**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS & CABLE**

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BARBARA ANTHONY
UNDERSECRETARY OF
CONSUMER AFFAIRS AND
BUSINESS REGULATION

KAREN CHARLES PETERSON
COMMISSIONER

August 4, 2014

Chairman
Town Hall
63 Main St.
Northborough MA 01532



Re: License Expiration Notice

Dear Chairman:

The records of the Department of Telecommunications and Cable indicate that your cable television license with Verizon New England, Inc. expires on July 20, 2018. Federal law provides for a formal franchise renewal process that begins thirty-six months prior to your license expiration date. The formal renewal process is designed to protect both the rights of the municipality and the cable operator, and requires the parties to adhere to certain timetables and requirements within the thirty-six month period. Alternatively, federal law allows parties to renew a license at any time through informal negotiations.

As the Issuing Authority, you may want to form a cable advisory committee ("CAC") and delegate to it certain duties. If you appoint a committee, please advise the Department of the name and contact information for at least one member. I have enclosed a fact sheet describing typical responsibilities of a CAC and a bulletin concerning potential conflicts of interest for both municipal officials and CAC members.

The Department has prepared a Practical Guide to Cable Television License Renewal that may be downloaded from our web site at www.mass.gov/dte/catv. Through our Department Secretary and Municipal Liaison, the Department is available to advise you regarding your duties and rights during the renewal process. While we may not assist you with substantive negotiations, we would be happy to meet with you and/or your appointed CAC to discuss procedural requirements. If you would like to schedule a meeting or if you have any questions regarding the renewal process, please contact the Department at 617-305-3580 or via e-mail at catrice.williams@state.ma.us.

Sincerely,

Catrice C. Williams
Department Secretary
Municipal Liaison

48 month