



Town of Northborough

"Cable" Committee meeting

12/7/11

Present: **Kathy Dalglish, NCAT Director**
 Dick Swee Chair
 Bruce De Graaf
 Jeff Junker
 Jim Murphy
 Jack Gold (New member applicant)

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

The meeting focused on the following major topics:

- Charter contract renewal process status and plans
- Verizon build out status
- Recent October 30th storm damage and utility wire foliage maintenance
- Charter rate change letter – attached
- Charter name change letter - attached

Verizon Build out:

At the last meeting we discussed asking Verizon to appear at a selectmen's meeting and review the install progress. Since then, some progress has been made. While there are concerns about Verizon completing the work by the contractual time in the summer of 2012, the town has decided to wait until at least the 1st quarter 2012 progress can be assessed.

Current status of Verizon street trunk buildout is:

Aerial cable trunks – 100%

Buried cable trunks status from Jill Reddish email 11/14/11 (quoted below):

"The total number of buried prems in Northborough is approximately 1,525. We have completed 650 to date or 43%. The remaining 875 are scheduled to complete in 2012."

Note that the contract requires install completion within 4 years which ends this summer. Verizon does not have all of 2012 to complete the installation. They have issued a letter to the town that says that the Verizon strike and recent storms have caused a delay beyond their control, but we feel that delay does not justify moving the end date to December, 2012, as Jill's email implies.

Charter Contract Renewal:

The next steps are to complete the ascertainment process from all town departments and interested parties and then hold an open meeting on contract renewal at a selectmen's meeting (no later than February, 2012).

We will also review the proposal that the committee has been reviewing with John Coderre by February, 2012.

We also agreed to review section 14 of the Charter contract as it relates to contract enforcement and monetary damages.

Key points in the proposal which has been submitted by Dick Swee and reviewed at committee meetings over the last 6 months are:

- Extend current contract for 5 more years –makes it a 10 year contract with 5 years already “gone”.
- Payment Changes
 - To 5% revenue
 - Funding floor – funding cannot drop by more than 20% of peak amount
- Senior & Handicapped discount changes – no means test
- School, library, senior center internet for free
- PEG channels location – must be in Basic Service Neighborhood
- I-NET’s maintenance FREE & eliminate separate Data Services Contract by incorporating it as section in this contract as a new Communications Services section
- Capital Equipment funding at \$125,000
- Additional Definitions to be added

Recent Storm Damage and Utility Wires:

The town cannot remove tree limbs that are touching or near utility wires.

An email note was sent to both Verizon (Jill Reddish) and Charter (Tom Cohan) to ask them how they will address this concern. They replied and asked for a list of streets that may be of concern. Since it will be hard to put a comprehensive list together, it would be better if the utility would proactively inspect their cable plant. However that inspection process seems unlikely to happen by the utilities. Dick Swee sent an email to both Charter (Tom Cohan) and Verizon (Jill Reddish, Ellen Cummings) on 12/8/11 to ask them to proactively inspect their wires.

Kathy has also put a notice on the PEG TV channels telling residents to call the utility directly to report trees on utility wires.

While this may be the best that can be done at this time, it does not appear to be very effective, since residents will find it hard to notice if there is a problem and then hard to know which utility to call.

Respectfully submitted,

**Dick Swee
Chair**



BOS Reading File
Kathy Malphail
Cable Order Form
Contract File

November 28, 2011



Mr. John Coderre
Town Administrator
Town of Northborough
Town Hall
63 Main Street
Northborough, MA 01532

Dear Mr. Coderre,

Today, Charter customers are enjoying a great TV experience, with more information and entertainment value as a result of new programming choices and options, digital and high-definition picture quality, and even faster Internet speeds. Our customers have access to watch top-rated TV channels the entire family enjoys, featuring more than 8,000 movies and shows customers can watch any time On Demand, (now including movies in 3D), more than 1,000 High-Definition choices, including the best HD channels and HD On Demand, and access to Charter Internet, which provides the flexibility and capability to take your TV programs everywhere for viewing of online services, such as HBO and Max GO, BTN2GO, Netflix and Hulu.

Charter's ongoing investment in our network is providing an increasingly greater TV experience for customers. The **Charter Bundle** has played a big role delivering value, helping nearly two-thirds of our customers reduce their cost for TV, Internet and phone services, bringing the convenience and simplicity of bundling into their lives. Our customers who are sports fans had a chance to celebrate this year, as well, with our addition of NFL Network, NFL Red Zone and the Big Ten Network.

As aggressively as Charter's efforts are to manage and to contain our costs, at this time, we find it necessary to make adjustments to our pricing that reflect increased programming fees from our suppliers, as well as the overall cost of doing business. January 2012 customer statements will reflect the adjustments made to pricing for our customers in your community. Please keep in mind **that more than 50 percent of our customers will be unaffected by these price adjustments at this time.** Many of our customers are enjoying discounted pricing in our bundled packages or are in pricing packages that will not change until their promotion term expires. Affected customers are being notified of the following rate adjustments effective with their January 2012 billing statement:

IMPORTANT TV UPDATE: Due to rising operational costs, effective with your January 2012 statement, prices will adjust for Residential TV services; Basic Service Tier from \$14.78 to \$16.10, an increase of \$1.32; Expanded Service Tier from \$46.21 to \$49.89, an increase of \$3.68. For information on TV offers in your area, call Charter at 1-877-959-1484.

Charter TV in Digital Service from \$65.99 to \$67.99 for an increase of \$2; Additional Outlet with Special Trip will decrease from \$39.00 to \$38.00, Ancillary Equipment Install with Initial Install will decrease from \$9.99 to \$9.97. Also, the pricing for Remotes will change from \$0.14 to \$0.15 per month.

November 28, 2011

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Also, for those communities currently receiving a franchise fee and or PEG Access fees, we would like to remind you of an alternative to U.S. mail-delivered paper checks for franchise fee payments. You now have the option of signing up for an electronic direct payment process for franchise fees, assuring a more efficient and timely manner of receiving your funds. If you would like to pursue the electronic payment process, please contact me at and I will forward you the required signup form. We believe this convenient method will be of significant value to you.

We remain committed to providing excellent cable services to your community and all communities we serve. If you have any questions about these changes, please contact me at 508-853-1515 x 72857 or via email at Tom.Cohan@chartercom.com

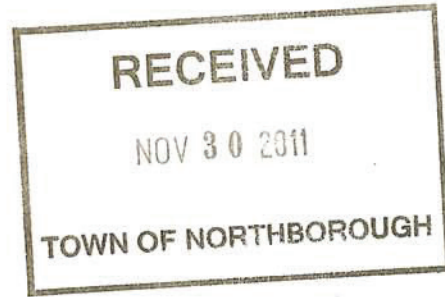
Sincerely,

A handwritten signature in cursive script that reads "Thomas P. Cohan". The signature is written in dark ink and is positioned below the word "Sincerely,".

Thomas P. Cohan
Director of Government Relations



November 28, 2011



Mr. John Coderre
Town Administrator
Town of Northborough
Town Hall
63 Main Street
Northborough, MA 01532

Re: Charter Communications Entertainment I, DST, d/b/a Charter Communications

Dear Mr. Coderre,

This letter is to give you notice that effective December 31, 2011, the franchise holder for your community will be Charter Communications Entertainment I, LLC ("Charter Entertainment"), a subsidiary of Charter Communications, Inc. ("Charter"). You may recall that Charter Entertainment was the franchise holder for your community prior to an internal reorganization in 2005, which resulted in Charter Communications Entertainment I, DST ("Charter DST") acquiring all of the franchises of Charter Entertainment. In an effort to simplify our corporate structure, Charter is dissolving Charter DST and transferring the franchises back to Charter Entertainment. Accordingly, the franchise in your community will be owned by Charter Communications Entertainment I, LLC. Under Massachusetts law, no consent is required for an internal reorganization among affiliated entities (207 CMR 4.01(2)). We would appreciate it if you could change your records to reflect that Charter Communications Entertainment I, LLC is the franchise holder in your community.

If you have any questions, I can be reached at 508-853-1515, x72857 or via email at Tom.Cohan@chartercom.com.

Sincerely,

Thomas P. Cohan
Director of Government Relations