

Meeting Minutes
February 26, 2013
West Boylston Cable TV Advisory Committee

Members present: Jason Kunst, John Schlichte, Richard Simmarano

Others present:

The meeting was called to order by Chairman John Schlichte at 7:00 PM.

CTAC members were provided with a 2 page agenda related informational handout by John.

The minutes of the November 13, 2012 CTAC meeting were reviewed and approved.

As Dale Keirstead, committee secretary/clerk, had notified the committee that he would not be able to attend the meeting, John Schlichte volunteered to take the minutes for the 2/26/2013 meeting.

As noted in the agenda related handout, a brief update was given on the CTAC Recommendation/Presentation at Selectmen's Meeting on 12/5/12; Town Council/Charter Contract Renewal Negotiations through Jan. 2013; and signing of Contract Renewal by Charter and then Selectmen on 2/20/13.

A review of the updated features in the renewal contract were discussed.

Rich indicated his concern that more of the CTAC recommendations that were presented to the Selectmen for consideration did not end up in the final renewal contract.

Separate correspondence letters/emails from Charter were discussed including correspondence related to notification of proposed rate changes (lowering Basic to \$14.40, but raising rates other tiers), deleting some 9 analog channels that would soon be available only in a digital format requiring the use of a box, and Charter's indication during the analog to digital transition that it is "offering all analog customers (Basic and Expanded Service) two free boxes for 12 months. In addition, all Basic Service only customers who are not using a box today, are eligible for two free boxes for 24 months."

The Annual Form 500 – Complaint/Outage Report for 2012 was also discussed and there were concerns noted about the reporting format and information included on the last page of complaint form for which John indicated he would submit questions to Tom Cohan of Charter for clarification.

Separate communications from residents, Greg Rizzo and Joseph Menendez, regarding concerns with Charter were discussed. John reviewed a suggested format for helping customers resolve issues with unresolved customer service issues that had been previously discussed by the CTAC and included in a response to Greg Rizzo. The suggestion by Jason and consensus of the members present was that sharing such information to residents in different formats would be helpful; with John indicating his willingness to request arrangement for such information to be posted on the CTAC pages on the town web site; and Rich indicating his willingness to develop a related bulletin for display on West Boylston Public Access TV.

In reference to the consideration of the nomination of possible topics for discussion/possible action at the next CTAC, as to whether or not the CTAC should be involved in making recommendations on how new contract monies should be used for improving PEG public access TV, it was decided by consensus that those matters should be left to the West Boylston Public Access Board (if individual members had suggestions, they should be made on an individual basis and not considered as a recommendation from the Cable TV Advisory Committee).

In reference to when (and if) the CTAC should continue to meet now that the contract renewal has been finalized, discussion was made regarding the CTAC being able to meet as needed, as requested by Town Administrator, or requested by the CTAC Chairman, or requested by individual CTAC members for which a meeting date for a quorum attendance could be arranged. John indicated his willingness to offer input and suggestions to matters referred by the Town Administrator's office for which a CTAC meeting may not be requested or considered necessary. Rich indicated his intention to talk with the Town Administrator regarding future activities of the CTAC.

As there is presently no date for a future CTAC meeting, John indicated his willingness to provide periodic informational updates to the CTAC group as information may be forwarded to him by the Town Administrator's office. CTAC members can then consider requesting a meeting if they deem it advantageous to meet and there has not otherwise been another meeting request.

The meeting adjourned at 8:00 PM with a motion by Jason and unanimous vote of those present.

Respectfully submitted,

John Schlichte, Acting Secretary for the 2/26/2013 Meeting