



## Meeting Minutes for March 24, 2005 – Review Draft Comcast Call Center

### Present:

Branford	John Elliott, Marvin Zimmerman, <del>Billye Bradley (BOE)</del>
East Haven	
Guilford	Jeff Lincoln
Madison	Steve Fuest, Abigail White
North Haven	<del>Iris David</del>
North Branford	<del>Nancy Lappie</del> , Mary Bigelow
Wallingford	Susan Huizenga
Library	Ken Donadio
COMCAST	John Bairos, Nikia Green
Regrets:	Pete Garafolo, Pat McGlashan, Marie Saddig, Russ Styles, Robert Becker
Guests:	Curt Huizenga, Maureen Witkowski, Bob Vander Wiede

**I. Call to order.** Chairman Huizenga called the meeting to order at 6:30 PM  
5 Towns, 8 Members present

**II. Minutes Action:** Chairman Huizenga asked that the Minutes of the January Meeting be reviewed for acceptance and called the motion to accept. The motion carried.

S. Fuest moved to modify the agenda to include the following items:

- Call Statistics
- Sample Correspondence
- Call Escalation to Supervisors
- DPUC Billing Q & A
- Regular Comcast Report
- Facility Tour
- Urgent Business: Insurance Committee
- Public Comments

A. White seconded. The motion carried unanimously

### III. Comcast Report

Call Statistics: DPUC regulates stats as well as internal statistics tracking. Comcast is attempting to identify repeat calls and customers who call with similar sorts of questions on a routine basis in an effort to reduce the number of calls. 85% of calls are to be answered within 30 seconds per DPUC Service Standards. A “Call back program” is being implemented in an attempt to be proactive with repeat callers.

Call Escalation to Supervisors: An intermediary group (Executive Customer Care) is in place to train customer service representations before calls are routed to a supervisor. Calls are sent to

overflow centers when there is a large number of calls due to outage or other situations and automated Voice Response system is invoked with outage messages.

There is a department devoted to forecasting in order to ensure there are a sufficient number of customer service representatives. If more than 20 customers are in queue for more than 5 minutes calls are automatically routed to overflow centers.

There are procedures in place to escalate calls without customer request when specific service situations warrant it. Average handle time is currently around 3 to 3.5 minutes for billing. Additional efficiencies are expected to be gained when Comcast switches to one billing system on April 2 and 3, 2005.

S.Huizenga questioned what call handle time was prior to the call center being moved to note if there has been an improvement or not. J.Bairos noted this could be found in the DPUC report. A.White asked how often calls are diverted as infrequently is not quantitative and they're not recorded.

*The New Haven Register* recently reported regarding complaints presented to the DPUC. If a customer comments that they are going to contact the DPUC attempts are made to resolve the call, however, if that is not possible the call is escalated.

Questions were asked regarding whether standard letters are sent out to customers or whether resolution is attempted before sending out additional letters as calls are escalated. J.Bairos reported he would look into that issue.

A.White and S.Huizenga will formulate follow up questions to this meeting.

\*DPUC Billing Docket: i# **05-03-01 DPUC Review of Comcast's Billing policies and discussion of the understanding that there was no policy change merely a billing system error which occurred during a billing system merger.** Comcast reported they have submitted a report to the DPUC but they are unsure how the DPUC will react

The longest time frame for a Marketing Campaign with Discount Promotion to retain customers is 12 months. There are no campaigns without a time frame. When the promotion is over the customer is automatically transferred over to the current rate. S.Huizenga thanked N.Green for her response as it appeared more of a direct response to this inquiry than previously provided by Comcast executives and confirmed some rumors regarding deep discounts.

CTN legislative watch: A bill limiting franchise length to 5 years unless CTN is on the basic tier was passed out of committee. It would need to be re-designated as a government access channel. Comcast has made digital converters available to local PEGs so that CTN can be rebroadcast on the PEGs. CTN receives \$2 million dollars a year through tax revenue. It is designated as a programmer by cable companies and is attempting to be re-designated to ensure placement on the lower tier. There has never been any clarification by the DPUC as to who the community access providers are so there is room for the DPUC to designate alternate community access providers. Branford sent out a letter regarding this issue stating that they support CTN sending their tape summaries but the government channel is full and cannot accommodate continuous coverage. Comments were made that designating CTN as community access is not appropriate. A.White suggested a special meeting to address this issue. A.White requested additional information from J.Bairos. It was commented that there is really no additional information. A.White moved to take formal action within the week to draft correspondence within the week to the chairman of the committee with appropriate CC. M.Zimmerman seconded. Motion carried unanimously.

#### **IV. Urgent Business**

To confirm our quest has no conflict of interest B.Vander Wiede answered Chairman Huizenga such that he is not an insurance agent nor does he represent one.

Speaking to the ongoing initiative to regarding Umbrella Insurance package as CACSCC/PEG Shared Services [An issue originally raised by the CACSCC in 1992.] Guest Bob Vander Wiede commented that GCTV-Guilford pays \$3-7 thousand dollars annually for insurance. They had to drop one of the policies this past year. They had property insurance, error and omissions insurance, and directors and officers insurance. He commented that most people's umbrella policy on their homeowner's insurance covers most volunteers for their work with their local PEGs. (Discussion: Not all volunteers/board members are home owners. We can not proceed based on the assumption that members are covered by homeowners insurance.) An insurance agent informed him that the error and omissions insurance does not cover libel which is the area most open to litigation. He has asked the agent to write a policy for CACSCC consideration covering all the CACSCC/PEGs for errors and omissions policy. .As an umbrella group for shared services there should not be a problem with CACSCC underwriting the policy, however, that would need to be clarified in the language of the policy. S.Huizenga would like a comparison with the underwriter in Massachusetts she had referred to the committee based on a brochure found at ACM-NE and follow-up regarding experience with PEGS.. B.Vander Wiede recommended Andrew Campbell be invited to join the Insurance Committee. S.Huizenga recommended naming B.Vander Wiede to the Insurance Committee. M.Zimmerman moved that B.Vander Wiede and Andrew Campbell be named to the Insurance Committee. Ken Donadio seconded. Motion carried. The chairman charged the committee to have something actionable for the 2005 Annual Meeting.

M.Zimmerman moved we leave the CD action to the treasurer. J.Elliott seconded. Motion carried.

**VI. Adjournment.** A.White made a motion to adjourn this evenings meeting. The motion was seconded by K.Donadio and unanimously carried. The meeting adjourned at 8:36 p.m.

Respectfully submitted:  
Carolyn Spetland

\*Corrections on Billing Docket as noted in May Meeting Review and adoption.