



Meeting Minutes for Sept 23,2004  
**Guilford Community TV**

**Present:**

Branford	Marvin Zimmerman, John Elliott, Pat McGlashan, Billye Bradley (BOE)
East Haven	Robert Becker , Marie Saddig, Lou Pacelli
Guilford	Pete Garofalo, Jeff Lincoln
Madison	Abigail White
North Haven	
North Branford	Nancy Lappie
Wallingford	Susan Huizenga, Russ Styles
Library	Ken Donadio
COMCAST	John Bairos
Regrets:	Pat Schiller(BOE), Steve Fuest
Guests:	Curt Huizenga, Matthew Gaito

**I. Call to order.** Chairman Huizenga called the meeting to order at XXX PM

**II. Minutes Action:** Chairman Huizenga asked that the Minutes of the July and August Meeting be reviewed for Action.

**III. Public Comments**

**IV. Town Reports.**

Branford. M. Zimmerman reporting.

Customer issues:

PEG activities: Update on BCTV renovation –relocation – and staffing.

BOE Updates: None Reported

East Haven. R.Becker reporting.

Customer issues: Status on case referred to Exec Customer Care.

PEG activities: Inquiry from ETV Staff on parody & political programming. Response: Content is Producer's responsibility. Recommend researching copyright for Fair Use and Public Domain Materials acknowledgements.

BOE Updates:

Guilford. J.Lincoln reporting.

Customer issues: None Reported

PEG Activities:

BOE Updates: None Reported

Madison. A. White reporting.

Customer issues: None Reported  
PEG activities:

North Branford. N. Lappie reporting.

Customer issues: 9.1.Chairman referred inquiry from a customer describing himself as a Senior re: Turner Network to Exec. Customer Care.

PEG activities:

BOE Updates:

North Haven. Effective 8.27.04 Iris David was re-appointed by First Selectman Kerry Kopetz.

Wallingford. S. Huizenga reporting.

Customer issues: A Cable outage of several minutes at approx 10 am was reported on Tuesday.

PEG activities: Some Access TV Shows got local press coverage in Record-Journal. WPAA submitted a PSA based on Willy-Wanka theme to NE Alliance Video Festival. Calls about Community Service have started to come in to studio. Provided videotape of Gov. Rell's cable television program "On the Record" to WPAA for cablecasting. On 9.13 referred inquiry to J. Lincoln Insurance committee. WPAA's monthly meeting question on status of the CACSCC Insurance Committee as their \$2,100 Directors Insurance thru Webster Financial is coming due.

BOE Updates: Superintendent participated in Wallingford Coalition for Unity program this week.

#### **V. Officers' Reports.**

Chairman: Website search issue revealed that our hosting arrangement was not exactly what we had anticipated and the search and non-profit services of interest as well as ability to find our site via search engines are compromised by existing arrangement.

Submitted site to NE Alliance video festival.

Nutmeg Exec Director – resign to pursue – as attorney.

Vice Chair: Vancant Position

Treasurer: Received Bank Statements, Comcast Annual Stipend and PO Box Renewal Fee Bill.

Secretary: No report

#### **VI. Committee Reports.**

Library: Item 18 activity with inquiry from Kathy Rieger, Library Director Blackstone Library. Referred to J. Bairos early Sept. He indicated he would follow-up.

Insurance:

#### **VII. COMCAST Report.**

1. Letter was sent May 3, 2004 stating who correspondence is to be sent to. Chairman Huizenga is asking for a full procedure. He states that this was sent in the correspondence and Chairman Huizenga asked for a copy in writing. J.Bairos provided a copy. Policy is to send correspondence to J.Bairos only.
2. A copy of 2004 inquiry log was provided.

3. The tape is copyrighted and retransmission agreements need to be completed. This supercedes all previous correspondence indicating there was permission to use music through copyright provisions with ASCAP/BMI.
4. The tape is copyrighted and retransmission agreements need to be completed. This supercedes all previous correspondence indicating there was permission to use music through copyright provisions with ASCAP/BMI.
5. At discretion of Cable Advisory Council. If possible, the council asks for the visit to take place in lieu of the November meeting. If possible, it will be done as a 6:00 meeting on the 3<sup>rd</sup> Thursday of November.
6. Discussions took place in June regarding improving the music signal. J. Barrios reports that Wallingford GTV states the signal has been improved and the issue has been resolved. Chairman Huizenga will follow up with the station and J.Barrios will send a technician out to check on the signal.
7. Requests from Wallingford and North Haven requested DCT to transmit CT-N. Any local access group with digital access may use the DCT to transmit CT-N. This is a policy change because CT-N will no longer be providing tapes to the PEG groups. Any towns without DCT need to upgrade their service. The box will be provided for a monthly fee. A written copy of this policy is requested.
8. J.Barrios stated that he feels Router Policy needs to be in place before he will provide the training and/or access to the router. An identification of what sort of policy needs to be provided is requested in writing by the Council.
9. J.Barrios stated that he feels Router Policy needs to be in place before he will provide the training and/or access to the router. An identification of what sort of policy needs to be provided is requested in writing by the Council.
10. J.Barrios stated this is marketing demographics and is proprietary information.
11. J.Barrios stated this is not provided in the franchise agreement. Chairman Huizenga stated there was a commitment in January of 2003 to provide training. J.Barrios stated that he will provide the training if it is still requested.
12. They are currently in discussions with survey companies. More information will be available at next month's meeting.
13. The new address will be in an insert in September.
14. He reported this is not part of the franchise agreement, it is part of the docket of the DPUC. J.Barrios is the contact person for the development of alternative commitments. He needs input from the Advisory Council on this issue.
15. J.Barrios is the designated contact for the Cable Advisory Council and PEG groups. Requests for other technical support needs are to be directed to J.Barrios and if necessary he will involve other personnel. 1-800-556-9979 is the number designated for PEGs for any technical assistance. More information needs to be provided to J.Barrios to clarify this issue
16. Customer service availability and hours is still unanswered.
17. These change frequently. He will forward these electronically as long as the website is updated as soon as changes are forwarded.
18. All schools and libraries have been serviced according to J.Barrios and he further states that no inquiries have taken place. A list of all schools and libraries and their status is still requested by the Advisory Council.
19. There was some confusion over the request and there was miscommunication. J.Barrios apologizes for the confusion and miscommunication. BCTV has unhappily agreed to cover the cost of moving the line. Comcast is picking up the cost of \$17,000.
20. Item 6 of the docket of DPUC addresses this issue. Comcast would like to work with the Advisory Council to develop these standards. This will be addressed at next month's meeting.

21. J.Barios stated that the magazine was discontinued with merger of the company. There was confusion as to who was on the list and the Council is asking for the distribution list for this mailing so it can be verified that the correct people were notified. J.Barios stated if people complain about not receiving the magazine they should contact him directly.
22. Covered under treasurer's report—still to be determined.
23. Closed earlier in the meeting.
24. See #2

#### **VIII. Correspondence: INCOMING**

1. Appointment NH (See No. Haven Report).
2. A Guide for Media Action 2004 from US Dept of Health & Human Services
3. Confirmation that NE Alliance Web Site submission was received.
4. Copy of CT-N correspondence to K. Roberts and follow-up permission to post on Web site for CT\_N Coverage. ts. Further follow-up has not taken place as of yet. They are interested in working out a solution for towns without CT-N on the basic tier which would eliminate the need to provide tapes of the programming.
5. DPUC notices regarding Comcast Lakeville and Middletown Franchises and Adelphia.
6. Received e-copy of DPUC submission from J. Bairos on 9.10.04
7. Received Sept 10 Wyland Dale Clift resigned as Executive Director of Nutmeg TV effective October 15, 2004 to form a law partnership with Attorney Jeffrey R. Steeg of Bristol. Together we are starting a new law firm, Steeg & Clift, with offices to be located at 124 Main Street, Suites 100-102, Bristol, CT 06010. Telephone number: 860-583-1316.
8. On 9.3 Exec. Customer Care provided alternate contact due to planned vacation until 9.13.04.
9. 9.7.04 Comcast corrections for Programming Changes

#### **OUTGOING**

Exec Customer Care 9.12.04 7TownTV: complicated and delayed follow-up on Customer Case Since I was already behind in referring this case to you (received at June Meeting) - your availability due to vacation is not an issue. Case: East Haven Subscriber Issue: Accuracy of billing and different status on Billing from Branford Office and Call Center. Written Inquiry to company May 11,2004. is several pages of correspondence to the company.

Please advise on a few items related to this case:

- 1) Does the company records indicate this was referred to the advisory council? 2) Is there a record of an incomplete service inquiry? If a subscriber is disconnected - what is the service procedure>?
- 3) Was this subscriber eligible for any special offers?
- 4) Is their a record of in person follow-up by customer?
- 5) What is the reason the account has not been credited from the company's perspective?

#### **IX. Old Business-**

The draft CACSCC Router Policy will be posted on the Web Site and distributed to all Community Access Management with a Comment Period Sept. 23rd until October 15th and planned Effective Date of Dec. 1st 2004. The Policy proposed is to address Router technologies until such time as secured access to a router and/or training becomes available from the company. The proposed use of the Router is:  
 •adoption of presets for cablecast sources, routing configurations and schedules.  
 All other confirmed status on this matter remain unchanged including designation of CACSCC Chairman as coordinator/contact.

**X. New Business** – no new items opened.

**XI. Adjournment.** XXXX moved to adjourn this evenings meeting. The motion was seconded by XXXXX and unanimously carried. The meeting adjourned at XXX p.m.

Respectfully submitted: