

MILLBURY CABLE TELEVISION COMMISSION MINUTES

Large Conference Room – 127 Elm Street
Thursday September 24, 2020 – 5:30 p.m.

Present: Paul DiCicco; Mary Krumsiek; Roger Desrosiers; Ron Marlborough; Robert Sullivan;
Public Access Director Kevin Krassopoulos

Absent: Jeffrey Dore

Paul DiCicco called the meeting to order at 5:31pm.

1. Reorganize:

Paul DiCicco turned the meeting over to the Public Access Director to take nominations for Chairman of the Cable Television Commission. Mary Krumsiek nominated Paul DiCicco seconded by Ron Marlborough, with no other nominations that vote was unanimous. Paul then nominated Roger Desrosiers for Vice Chair seconded by Mary Krumsiek, with no other nominations that vote was unanimous. Paul then nominated Ron Marlborough for Clerk, seconded by Mary Krumsiek, with no other nominations that vote was unanimous.

2. Mail and Minutes:

No Mail

Minutes of August 20, 2019 were unanimously accepted as written.

3. Report of the Director:

- a. Charter Contract Update: There is no update at this time. Charter has continued to be unresponsive to email and phone call requests.
- b. Live Meetings VIA ZOOM: All Boards and Committees have migrated over to the ZOOM platform seamlessly. In March when the pandemic was declared, all government meetings were stopped with the exception of the Board of Selectmen, who still had decisions to make regarding the pandemic and the Towns' response to it. When government meetings resumed most were held via zoom without serious incident. We were "zoom-bombed" once during a Sewer Commission Meeting, but the meeting was shut down and new zoom information was given to the committee and the meeting resumed without further interruption. As of this date a few of the Boards and Committees have decided to meet in person such as the Board of Selectmen, Sewer Commission, Finance Committee and Earth Removal Board.
- c. Playback System Update – VOD Component: Everyone LOVES the Video on Demand function that has been added to the services that we offer. There have been a few reports of some audio issues, but they have not been founded.

4. New Business: Tabled to handle other business on the agenda.

5. Old Business:

- a. Reducing the number of members from 7 to 5: The discussion was since our former member Rich Carew resigned and we never filled his position, and with the death of member Joe Coggans. The Commission decided to lower the membership from 7 members to 5 members. At a previous meeting Paul DiCicco agreed to bring to the Town Managers attention that to be in compliance with the Town Charter, which states under section 8.5 (D) 1 that the Town Manager shall appoint a five member cable commission appointed annually, we would like to drop our membership down from 7 members to 5. With the recent appointment of Ron Marlborough we are now back up to 6 members. Paul is going to follow up with the Acting Town Manager to see where we are at with this topic. TABLED UNTIL FURTHER NOTICED.
6. Next Meeting:
 - a. The next meeting is scheduled for Thursday, November 19, 2020 at 5:30pm
 - b. The Meeting schedule is as follows: November 19, 2020, January 21, 2021, March 18, 2021, May 20, 2021. The Commission reserves the right to hold a special meeting as necessary is a topic that needs attention should come up.

BACK TO NEW BUSINESS:

- a. Charter service issues: Roger Desrosiers and many of his neighbors, including Commission Member Bob Sullivan, beginning in late July Roger experienced garbled audio & video on multiple occasions, in August, Roger's neighbors reported the same issues. The neighbors called Charter/Spectrum to report the issue and Charter/Spectrum said there was nothing problematic in their home, and rolled out a system technician. The system tech reported nothing wrong in the house the problem was on the line and they needed a line tech to come out. The line tech came and there was still no resolution. A second tech call was made, the system tech came and replaced the splitters and connectors inside the home. Problems improved but did not get resolved. The system tech agreed there was a problem on "the street". Another phone call was placed and the customer service person suggested checking all connections to the boxes and other components, and once that was done the customer service rep was reportedly rude and dismissive. In early September there was an outage, and the system problems continued and were re-reported to Charter/Spectrum. After asking around the other communities, it seems this issue is not solely a Millbury problem. It is the opinion of this commission that it is a systematic problem company wide and Charter/Spectrum is so focused on the other services they offer instead of re-investing in the system they have. Bob Sullivan reported to have the same exact issues as Roger. Paul commented how he always pays his Charter bill by phone and all of a sudden he was enrolled in automatic payment, which he never authorized.

The Action Items:

Check with Acting Town Manager Kelley regarding sending a letter to Charter/Spectrum with the following major concerns:

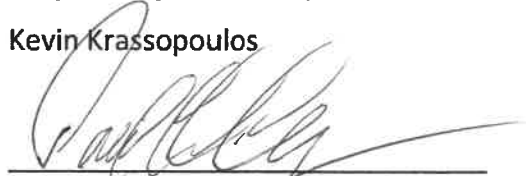
- a. Systematic service issues that go unresolved
- b. Enrolling customers in autopay without consent
- c. Non-Negotiation for Franchise Agreement with the Town
- d. Mis-representation of complaints/reporting of complaints

Roger made a motion to pole the surrounding towns it to see if they are having the same issues with Charter/Spectrum. Seconded by Bob and voted unanimously.

Kevin will put together a letter polling surrounding towns, once the letter is complete send it out and compile the results and report at the next meeting.

Respectfully submitted,

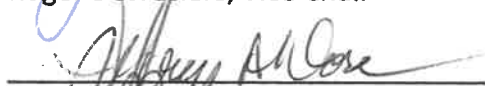
Kevin Krassopoulos



Paul DiCicco, Chairman



Roger Desrosiers, Vice Chair



Jeffrey Dore

Mary Krumsiek



Ronald Marlborough



Robert Sullivan