

CABLE AND COMMUNICATIONS ADVISORY COMMITTEE  
Montgomery County, MD  
Meeting Minutes for February 26, 2014

*Committee attendees:* Richard Freedman, Garry Burnett, Jon Eisenberg, Ted Ewanciw, Paul Goldberg, Oneal Puri, Pamela Wilkins

*Absent:* Yen-Ju Chen, Delaney Higgs, Richard Wells

*Cable Office Staff:* Keith Watkins

**Call to Order**

- The meeting was called to order at 7:11 pm.

**Approval of Agenda/Minutes**

- A quorum was not achieved, so approval of the December meeting minutes was deferred until the March meeting.

**Cable Office Report**

- No apparent progress on the Comcast franchise agreement renewal.
- The Cable Office has received complaints that Verizon has responded to service requests by upgrading customers to Fios service. Evidently complainants did not understand the ramifications of this change. In addition, Digital Subscriber Line service is also being eliminated and replaced with Fios. Keith reminded the Committee that fiber transmissions, unlike cable, are not currently regulated.
- Discussed posting information about switching to fiber-based service on the Cable Office website, similar to the notice on the website about recent Comcast and RCN rate hikes.
- The Cable Office secured about \$40,000 for customers over the last year. Thirty-one percent of Comcast complaints, 20% of Verizon complaints, and 21% of RCN complaints resulted in recovery of funds for settlement of various customer issues.
- Discussed the level of Cable Office website traffic – Keith will report back.

**Old Business**

- Keith has contacted Rockville and Takoma Park regarding the reassignment of Garry Burnett to Rockville's committee slot – no reply as of yet.
- The reappointment of Richard Wells and Paul Goldberg proceeding, pending recommendation memorandum from the committee Chairman.
- Remaining 2014 meeting dates: March 26<sup>th</sup>, May 28<sup>th</sup>, September 24<sup>th</sup> and November 19<sup>th</sup>.

**New Business**

- Richard Freedman has invited representatives from Comcast (Josh Bokee), RCN (Jamie Hill) and Verizon (Karen Handy) to attend an upcoming CCAC meeting. Only Ms. Handy has responded; she will try to attend the March meeting.
- Discussed soliciting public input regarding desirable services and other issues to be addressed in the franchise agreement negotiations, and whether CCAC members may access the County's proprietary focus group results if members sign confidentiality agreements
- CCAC meeting schedule is difficult to access online, so Keith will inquire as to simplification solutions.
- Three candidates for CCAC membership were interviewed prior to the meeting. Two of the candidates, Seth Isenberg and Lawrence Sarjeant, attended the meeting.

#### **Public Comment**

- None

#### **Action Items**

- Volume of Cable Office and CCAC website traffic
- Email to CCAC Chairman regarding recommendation of committee member renewals
- List of September meeting attendees for correction of minutes
- Simplifying CCAC website navigation to meeting schedules, archived minutes
- Inquiry re confidentiality agreements for committee access to cable service  
Public Forum results

#### **Next Meeting**

- March 26, 2014 at 7 pm.

#### **Adjournment**

- Meeting adjourned at 7:55 pm.