

Cable and Telecommunications Advisory Committee  
July 27, 2010 Meeting Agenda

1. Call to Order and Introductions.
2. Approval of Agenda.
3. Appointment of Secretary for this Meeting.
4. Review and Approval of Minutes of the May 25, 2010 Meeting.
5. Government Access Channel initiative
  - a. Status of policy/ordinance draft document revision
6. Communications.
  - a. Comcast
    1. Notice of 6-18-2010 re: Discontinuation of new subscription for two Spanish language channels.
  - b. Verizon
    1. None received.
7. Public Comments.
  - a. On June 28<sup>th</sup>, 2010, correspondence was received from Mr. Warren Bruder complaining that Comcast channel 73 is being received in black and white. All the other channels are being received in color. His cable box was replaced twice but the trouble was persisting. Mr. Bruder's correspondence was forwarded to Kathy Farinaccio who arranged to dispatch an expert-level technician to Mr. Bruder's residence. It was determined that the problem was unique to an older digital set top box model. The problem was resolved by replacing the set top box with a newer Motorola (DCT700) unit. The technician reported that the same problem appeared at another subscriber address which was also resolved by exchanging the older converter box with the newer model.
  - b. Mr. Ronald Comer contacted Comcast on July 7 because he was experiencing a total loss of service. A service appointment was scheduled for the next day (July 8). Kathy Farinaccio was contacted with a request to expedite the technical service in order to restore Mr. Comer internet service, which is essential to Mr. Comer's business. It was determined that the loss of signal was related to the hot weather affecting a connection or equipment down the street from Mr. Comer's residence. A temporary fix was provided to be followed by a permanent one.
8. Old Business Relating to Comcast.
  - a. Status of plans to add additional channels.
    1. New York HDTV Channels
9. New Business
10. Date and time of next meeting
11. Adjournment