

Minutes of Cable and Telecommunications Advisory Committee  
July 27, 2010 Meeting Agenda postponed to September 28, 2010

1. Call to Order and Introductions.  
Committee members: Abe Abramovich (chairperson), Ron Comer, Bryan Smith, Jim Williams  
Other attendees: Kathy Farinaccio (Comcast), Bob Bostock, Pam Mount,
2. Approval of Agenda.  
The agenda for the meeting was approved.
3. Appointment of Secretary for this Meeting.  
Bryan Smith was appointed secretary for the meeting.
4. Review and Approval of Minutes of the May 25, 2010 Meeting.  
The minutes of the June 25th, 2010 meeting were approved.
5. Government Access Channel initiative
  - Status of policy/ordinance draft document revision pending review by Lawrence Township Council.Status/Update:
  - A. Proposal presented to the Lawrence Township Town Council and will be discussed during the Town Council meeting on Tuesday, October 4<sup>th</sup>.
  - B. Have received comments from Bob Bostock and will incorporate his comments into the document prior to the Council meeting.
  - C. Anticipate final feedback and comments at the Council meeting. A CTAC Committee member to attend Council meeting (TBD - Abe cannot make the meeting). Any changes from the Council will be made to the proposal and Council will approve.
  - D. Next Steps:
    - Lawrence Township Council approval of Government Access Channel Policy and Procedures
    - Formation of Town Council Sub-Committee to oversee GAC programming decisions
6. Communications.
  - Comcast
    - Notice of 6-18-2010 re: Discontinuation of new subscription for two Spanish language channels.
    - Notice of 8-16-2010 re: Realignment of Spanish language channel packages.
    - Notice of 8-27-2010 re: Additions/deletions and realignment of sports channels.
  - Verizon
    - None received.
7. Public Comments.
  - 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.

June 28<sup>th</sup>, 2010 – Item resolved.

- 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. July 7<sup>th</sup>, 2010 – Item resolved.
- Email correspondence received on September 23 from Theresa Mulvihill of the Gathering at Princess Road, stating that many attempts to get Verizon to correct a problem with a number of pedestal boxes have been unproductive. The email was referred to Anna Lustenberg for corrective action on the same day. Item referred to Anna Lustenberg (Verizon) for resolution. Ms. Lustenberg did not attend this meeting.

It was noted by Mr. Abramovich that the most common complaint received by the committee from Township residents pertains to the poor restored properties after Comcast and Verizon had serviced them. Ms. Farinaccio stated that these issues are a relatively small number compared to the total number of service calls performed by the providers. Mr. Abramovich responded that it is only a few residents who take the trouble to reach out to the committee to voice their displeasure. Others either put up with the incomplete restoration or are not aware that the Cable and Telecommunications Committee can assist them in such matters.

#### 8. Old Business Relating to Comcast.

- Status of plans to add additional channels.
  1. New York HDTV Channels  
Update: Kathy Farinaccio handed out copies of the Comcast Channel Lineup for Lawrence Township and New York Digital and HD channels appear in channels 241 – 272, and channels 790 and 799. Item is closed!!

#### 9. New Business

##### a. Committee membership

There is a need to add 2-3 new members to the committee. Suggestions:

- Mr. Bernard Lechner (who previously served on the Committee) may be interested in returning to the committee.
- Rider Journalism student: We have been contacted by a Rider University Journalism professor about their interest in working with us.

- Lawrence High student: It was suggested that we could run an ad in the Lawrence Ledger or have each of the current committee members recruit at least one person to join the committee.

Better Communication of CTAC Committee Services to Lawrence Township Residents:

- Need to provide clearer direction to Township residents on where to go to get their cable and telecommunications issues resolved.

Changes/Additions to FAQs

- We will prepare new FAQs to explain resident's recourse in the event of issues with their service.

10. Date and time of next meeting

Next meeting is scheduled for November 17<sup>th</sup> or 25<sup>th</sup> at 7:30 P.M.

11. Adjournment

The meeting was adjourned at 8:45 PM.