

Cable and Telecommunications Advisory Committee
Minutes of November 10, 2009 Meeting

1. Call to Order and Introductions.
 - a. Chairman Abramovich called the meeting to order at 7:30 pm, in the conference room behind the old courtroom.
 - b. In attendance:
 - Committee: Abe Abramovich, Stanley Rose, Ron Comer
 - School district: Tom Ervin
 - Verizon: Anna Lustenberg
 - Comcast: Kathy Farinaccio
2. Approval of Agenda.
 - a. The agenda was approved with addition of item 6.a.2: Comcast notice of addition of channels.
3. Appointment of Secretary for this Meeting.
 - Stanley Rose was appointed recording secretary of the meeting
4. Review and Approval of Minutes of the September 29th, 2009 Meeting.
 - The minutes were approved as distributed
5. Government Access Channel initiative
 - a. Status of policy/ordinance draft document revision
 - Mr. Abramovich said ordinance review is in progress.
 - b. Interim options to improve current informational (Power Point) presentation (voice-overs, more appealing visuals, music)
 - Mr. Abramovich will speak to Richard Krawczun with some suggested updates to the website and government access channel, such as a background change to make the text more readable and a longer music clip that doesn't repeat as quickly.
6. Communications.
 - a. Comcast
 1. Notice of 10-26-2009 re: Price increase to analog and digital converters
 - This should have read that there was a decrease of \$0.20 on box rentals.
 2. Notice regarding addition of several channels
 - Comcast has added many channels, including the requested Travel channel, as well as HD versions of almost all channels. There were many channels changes to accommodate these additions.
 - b. Verizon
 1. Notice of 10-9-2009: Relocation of Chinese language channels
 - As stated
 2. Notice of 10-9-2009: Changes to Korean language package
 - As stated
 3. Notice of 10-9-2009: Relocation of TV Guide channel
 - As stated

7. Public Comments.

- a. September 22: Complaint from Pat Moore, Paddock Drive, that while installing FiOS, Verizon technicians damaged his in-ground sprinkler system. The matter has been referred to Anna Lustenberg.
 - No update but there were also no further complaints, so this was likely repaired.
 - Note: According to Anna Lustenberg's follow up email of November 11, 2009, the matter was resolved on 9/24/09.
- b. Timeliness and quality of property restoration after installation or service work by Comcast or Verizon technicians or contractors.
 - This is an example of why better QC is needed by the two providers, especially when using contractors. Anna Lustenberg said that Verizon has an 800 number that the customer can use to notify the company of an installation problem. This is the best way to notify Verizon as it starts a clock to ensure proper escalation takes place. The customer is notified of the number on the paperwork provided in advance of the work but they frequently discard that, and hence the number. We suggested that we can put this in the FAQ section of the website. Anna agreed and said she would provide us with the number.
- c. Call received from Ms. Helen Mermell requesting assistance with reception of on-air programs on her sister's newly purchased television set.
 - This was actually an over-the-air problem and not a problem with either provider. Ms. Mermell bought a digital-ready TV last June when the conversion to digital transmission took place. Since then, she has received just one channel.
 - She had contacted the FCC, Best Buy and anyone else she could think of for assistance, but without success. She called the township and was referred to the CTAC. She spoke to Mr. Abramovich, who was just leaving on a business trip. Mr. Abramovich asked Mr. Rose to look into this in his absence.
 - Mr. Rose spoke to Ms. Mermell and realized the only way this was going to be solved was to go to her home. He did that and found all it required was running the "scan for active channel" function of her TV set. It was fixed in about 10 minutes.

8. Old Business Relating to Comcast.

- a. Status of plans to add additional channels.
 1. New York HDTV Channels – WNET/PBS added in HD.
 2. Discovery HD – Added – closed.
 3. Travel Channel – Added (along with Travel HD) – closed.

9. New Business

- No new business

10. Date and time of next meeting

- The next meeting was set for 1/19/2010

11. Adjournment: The meeting was adjourned at 8:30 pm