

CABLE ADVISORY COMMITTEE MEETING MINUTES AUGUST 10, 2020

DRAFT

After notice duly given, the Longmeadow Cable Advisory Committee met in open session via Zoom on August 10, 2020. The meeting date, time and Zoom id and password were appropriately posted with the notice. Those in attendance were: Steven Wolman, Donald Holland, Norman Michaels, Fred Rosenberg, Paul Gorman, LCTV Executive Director Tracey Durant and representing Comcast Kathy Leahy. The meeting was called to order at 7:00 PM by the Chair, Steven Wolman, who presided throughout. The Zoom meeting was recorded. The Chair read aloud to the assembled the script provided by the Town Manager. For each vote, each member was asked to state their vote.

Call to Order

The meeting was called to order at 7:00 PM.

Secretary's Report

In the absence of a Secretary, the Chair took the minutes. The Minutes of the May 11, 2020 were approved by a motion made by Norman Michaels and seconded by Fred Rosenberg. Those voting yes were Fred Rosenberg, Norman Michaels, Steven Wolman, Paul Gorman and Donald Holland.

Old Business

There has been no progress in the franchise negotiations. Paul Gorman discussed his Comcast web site problem. He stated that Comcast says that you cannot pretend to be somebody else. He just wanted to get information for somebody else. He said that no account for that other person existed. He said that if you log into your own account, it will not show lower priced plans, only higher priced plans. The web site does not allow a customer to downgrade. Eileen Leahy stated that the easiest was to handle this would be to call the 800 number and speak to a customer service rep. Eileen confirmed that there is no way to downgrade services on the web site. Norman Michaels said that he had called customer service to discuss the difference in pricing between just internet pricing versus internet and something else and the rep told him that he, the rep, could not discuss downgrading that Norm should say that he was leaving Comcast and then he would be transferred to "retention" where they could discuss this. Norman stated that this was "nuts". Eileen stated that sales is not her expertise and that she does not know what their talking points are. Norman stated that he had a 30 minute conversation just to get pricing numbers from a rep who finally relented and told him the numbers that he needed. Norman was annoyed with the high pressure sales tactics being used by Comcast. Getting back to Paul's problem, Eileen stated that on the web site, there is an area for new customers. The site is address oriented because in some towns, the entire town is not serviced by Comcast. So putting in the zip code does not work either. With the address out in, the packages available for that address for new customers is shown. Paul stated that all he wants is to be able to see all packages available not just higher priced packages. Eileen stated that it is not unusual for companies to have special pricing available to new customers that is not available to existing customers. The Chair tried to clarify what Paul was saying by stating that Paul wants to put in his own address and see all pricing available for that address. The web site will only show higher priced packages for that address not lower priced packages. Eileen said that in that case the best thing to do is to call customer service and speak to a rep. The Chair stated that the same information that a customer gets from a rep show be exactly the same on the web site. Eileen said that for existing customers the best thing to do is call a customer service rep but for new customers the web will show all packages available at that time. Donald Holland asked if for the next meeting could a Customer Service agent come to the meeting. Eileen said that she did not think that could be possible. She did say that she would ask. Eileen also said that she would see if there was a way to see lower cost packages on the web site. Eileen said that Comcast doesn't show pricing by zip code because in some towns the entire town isn't served. Paul said that

this does not stop Comcast from putting the pricing for that town on the web site and state that if your area has Comcast service this is the pricing.

New Business From The Floor

There was a discussion regarding Comcast running wire over someone's property to get to a neighbor's house. The Chair spoke about a problem a Comcast customer had after the recent storm. There was a pole in the tree belt from which Comcast ran a wire over this customer's property to get to a neighbor's house. The storm caused a tree to fall on the wire and the tree company would not remove the tree until the wire is removed and the customer was having difficulty coordinating both Comcast and the tree company. The customer was annoyed because this wire was not even servicing his own house, only the neighbor's. The Chair asked a legal question. "How much of the air rights does a person own." Eileen stated that she does not know. Norman said that the more important question is: Does Comcast have an easement over the land? Norman further stated that when the streets were laid out, telco and WMECO had easements. Going from a pole to your own house there is an easement of necessity, but going from a pole to your neighbor's house there may not be that easement and does a property owner have a right to damages from Comcast when it does this? Eileen asked that Chair to send her an email with the question that I want answered and Norman asked that he be copied.

Comments From Visitors

There were no visitors

Set Date For Next Meeting

The next meeting will be on November 9, 2020 at 7:00 PM

Adjournment

A motion was made by Fred Rosenberg and seconded by Don Holland to adjourn. Each member voted yes. The meeting adjourned at 7:30 PM.

Respectfully submitted,
Steven Wolman, Chair