

City of Portsmouth, New Hampshire Cable Commission



Cable Commission Meeting Monday, January 9, 2017, 4pm Planning Department Conference Room 3rd Floor City Hall Complex

Attendees: Amy Burns (Cable Commission), Rob Capone (Cable Commission), Richard Winstanley (Cable Commission), Suzanne Woodland (Legal Department)

I. Call to Order

- The meeting was called to order at 4:01pm.

II. Approval of previous meeting minutes of November 28, 2016

- The minutes were approved subject to the inclusion of the following amendment: Comcast did not provide Customer Service metrics and a response if they are tracking written customer service complaints as stipulated by NH Statute 53-C:3e. Recording of Subscriber Complaints as requested at the November 28th meeting.

Action:

- a. Suzanne will include the amendment in the November 28th minutes prior to posting the final version.

III. Survey Results

- The Commission members reviewed and discussed a summary of the survey results and the confidence level achieved (90%) prepared by Richard.

Action(s):

- a. The Commission members will discuss the following items related to the survey results and the ascertainment process at the next meeting:
 - An approach to sharing the survey results with Portsmouth residents (ie. public notice/announcement).
 - An approach to sharing the survey results with Comcast.

IV. Review communications from public as a result of the survey

- The Commission members reviewed the public comments received from Portsmouth residents as part of the survey process.

Action(s):

- a. The Commission will coordinate the following actions related to public comments received from Portsmouth residents.
- Suzanne will monitor the response(s) for the resident issues referred to Jay Somers at Comcast.
 - Suzanne will draft a reply for Ron to review for the resident issue(s) that the Cable Commission will respond to.

V. Misc. Comcast items (written complaints, call data)

- The Commission members reviewed the 2016 Q4 Customer Service Call Center metrics received from Comcast.
- Suzanne updated the group that Comcast has outreached to the Portsmouth resident attending the November 28th meeting to discuss a Customer Service issue and the parties have come to a resolution.

Action(s):

- a. Suzanne will follow-up with Jay Somers at Comcast re: the outstanding Q3 2016 Customer Service Statistics.
- b. Suzanne will follow up with Jay if Comcast is tracking written customer service complaints as stipulated by NH Statute.

VI. Other business

- Rob updated the group that he has seen reports on Nextdoor re: Comcast pixilation issues.

Action(s):

- a. Suzanne will follow up with Jay re: how Comcast is tracking/recording reported pixilation issues in their Customer Service metrics.
- b. The Commission members will provide Suzanne with any Comcast feedback viewed on public bulletin boards (i.e. Nextdoor) for review at future meetings and potential follow-up with Comcast.

VII. Adjournment

- The meeting was adjourned at 4:58 pm.

Next Meeting: Monday February 6th, 4pm

Submitted by Amy Burns, approved by the Cable Commission on February 6, 2017

