

City of Portsmouth, New Hampshire Cable Commission



Cable Commission Meeting Monday, February 6, 2017, 4pm Law Library 4th Floor City Hall Complex

Meeting Minutes – for review by Commission members

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

- I. Call to Order
 - The meeting was called to order at 4:02pm.
- II. Approval of previous meeting minutes of January 9, 2017
 - Ron made a motion to approve the minutes from the previous meeting. It was seconded by Richard. The minutes were approved with a unanimous vote.
- III. Survey Results – Additional Discussion
 - The Commission members discussed next steps related to the survey results.

Action(s):

- a. Richard will send a draft summary to Suzanne to be used as the basis for a press release.
 - It will be shared with the Commission members and the Portsmouth City Council prior to release to news outlets.
 - Content will include thanking the community for their participation, a summary of the survey results and possibly a link to the detailed results.
- b. Suzanne and Ron will use the draft press release to develop a communication to Comcast.
- c. Suzanne and Ron will draft responses from the Cable Commission to the

Portsmouth residents requiring follow-up as part of the survey process.

IV. Comcast Items

- The Commission members reviewed the 2016 trended Comcast Customer service metrics prepared by Richard.
- Suzanne updated the group that per Jay Somers, Comcast does not receive written complaints from customers.
- Suzanne reported that Comcast has reached a satisfactory resolution with the Portsmouth resident attending a previous Commission member to discuss a Customer service issue.

Action(s):

- a. Suzanne will follow-up with Jay Somers at re: providing more detailed descriptions for the Customer Service categories (ie. CHSI technical) to enable a more meaningful interpretation of the trended data.

V. Ascertainment Process – Next Steps

- The Commission discussed further planning related to the ascertainment process.

Action(s):

- a. Ron will follow-up with FCC contact to get additional information on digital performance requirements that could be included in the contract renewal process.
- b. Suzanne will contact the Portsmouth Superintendent of Schools to discuss an approach for determining any School Department needs that may factor into the contract renewal with Comcast.
 - Ron and Richard will discuss further with identified school department representatives as needed on behalf of the Cable Commission.
- c. Commission members will individually provide Suzanne with evening availability in the spring to aid in the planning process for a public hearing.

VI. Other Business

Community Broadband - Nick and Rob will attend a working group meeting on Wed Feb 8th at 4pm that will include a member of the EDC and School Board.

Comcast Feedback on Nextdoor- Rob will advise Portsmouth residents reporting service issues to follow-up with Comcast and introduce himself as a member of the Cable Commission.

Action: Based upon the response(s), the Commission members will discuss potential additional follow-up with Comcast.

VII. Adjournment

- The meeting was adjourned at 4:58 pm.

Next Meeting: Monday March 6th, 4:30pm