

Minutes
Windham Cable Advisory Board Meeting
January 11, 2007

Present: Chairperson Margaret Case, Vice Chair Leo Hart, Greg Cappiello, Mary Griffin, J. Gross, Alan Shoemaker, Dave Unger, and Cable Coordinator Jim Diddona.
Excused: Alan Carpenter

Guests:

* Mr. Bryan Christensen, Senior Manager, Government and Community Relations for Comcast. He is based in Concord, and in charge of operations in Central New Hampshire.

* Ms. Diane Shikrallah, resident and cable subscriber, 4 Maple Street, Windham.

* Ms. Barbara Jester, reporter for the Pelham-Windham News.

Margaret Case brought the meeting to order at 7:05 p.m.

Minutes of 12/19 meeting were read. Leo Hart moved to approve, Alan Shoemaker seconded. Approved.

The monthly financial report was read and discussed. The year ended with a surplus of approximately \$4K.

Margaret Case reported that she represented the cable board at the Town budget meeting on 8 January.

A letter of request was read from the Windham Historic Commission regarding the wiring of the Searles School and Chapel for live cable transmission. The letter was passed on to Comcast, who will consider it.

Ms. Diane Shikrallah, 4 Maple Street, reported that she had encountered numerous problems with cable reception, including the loss of channels. Also, her internet rates went up considerably. She first reported this on 20 October. Technicians visited several times, and the initial problem was eventually solved. Then, Internet became sporadic, including her Vonnage service. She repeatedly called Comcast, and was at times put on hold for up to an hour. She could not reach any Comcast executives. Finally, after Diane called Margaret Case, the technicians came and finished the job. In particular, Bobby Parr, Comcast Technician, did a great job in finally fixing the problem.

Mr. Christiansen apologized for Ms. Shikrallah's inconvenience. He explained that Comcast's closest center to Windham is in Manchester, where there are 1,000 employees. The transition from Adelphia did not go as well as expected. The Comcast executives all reside in the local area. He said that he appreciated her concern, and will that Comcast

will learn from it. He believes that the system has become stabilized, and they will be launching new services such as Video on Demand. Also, Comcast Digital Voice (CDV), which will compete with Vonnage, is expected to be offered next month.

Mr. Christiansen said that Comcast did not apply the 5% franchise fee (applied to cable service only) for November and December billing cycles. They will not be back-billing for those fees, but they will be reflected in the January bill.

A subscriber wrote in to observe that since Adelphia, he was paying more money and getting fewer stations. Mr. Christiansen was asked to comment on requirement for notification of changes in service. He said he will change his process and e-mail changes to Margaret Case 45 days in advance and then, as required by regulations, 30 days in advance to all subscribers when a channel is dropped.

Mr. Christiansen was asked to comment on the franchise renewal. He said he will first need to review the transcript of the first ascertainment meeting held last November. Margaret asked if we would be developing a timeline together, and he agreed, adding that he would prefer an informal negotiating process.

Jim Daddona requested reconsideration of the purchase of a Magic Box, which will make the bulletin board look more professional. J. Gross suggested it be part of an overall planning endeavor for equipment purchase, and that further research would be helpful. It was agreed to discuss this at the next regularly scheduled meeting in March.

The cable board expressed appreciation to Maintenance Supervisor Al Barlow for his assistance in running cables under the studio building.

There being no further business, a motion to adjourn was made by Dave Unger and seconded by J. Gross. Approved, and the meeting was adjourned at 9:20 p.m.

Respectfully Submitted,

Alan Shoemaker
Secretary