

City of Portsmouth, New Hampshire Cable Commission



Cable Commission Meeting

Monday, October 26, 2015, 4 p.m.

Law Library – 4th Floor City Hall Complex

DRAFT- Meeting Minutes – for review by Commission members

Attendees: Amy Burns (Cable Commission), Rob Capone (Cable Commission), Steve Darcy (Comcast), Ron Poulin (Cable Commission), Jay Somers (Comcast), Richard Winstanley (Cable Commission), Suzanne Woodland (Legal Department)

- I. Call to Order
 - The meeting was called to order at 4:05pm.
- II. Introduction of New Member
 - Richard Winstanley was welcomed as a new member of the Commission.
- III. Approval of previous meeting minutes of August 10, 2015
 - Ron made a motion to approve the minutes from the previous meeting. It was seconded by Rob. The minutes were approved with a unanimous vote.
- IV. Review with Comcast action taken relative to CALM
 - Comcast described to the Commission the protocols in place related to CALM, which include continuous monitoring and adjustments to volume levels as needed.
 - No recent customer complaints have been logged by Comcast Customer Care as represented by the data set reviewed later in the meeting.
 - **Actions:**
 - a) Comcast will continue their proactive program of head end monitoring and volume levels adjustments.
 - b) Comcast and the Cable Commission will jointly monitor and review any specific complaints received by customers through established reporting channels.
- V. Review with Comcast customer service requests data provided through 8/5/15.

- The group jointly reviewed the Portsmouth Customer Service Call Center data (Jan 2015- Aug 5th 2015) that was provided by Comcast to the Commission in advance of their August meeting.
 - “Call Type” categories were clarified and trends were discussed.
- Comcast updated the Commission on plans to dedicate additional funds and resources to further improve the service experience including but not limited to: simplification of bills, faster call center response times, 1st point of contact satisfaction (phone and service calls), increased usage of apps and an overall reduction the volume of issues requiring Customer Service intervention.
- Actions:
 - a) Jay Somers (Comcast) will follow-up on the Commission’s request to receive the complete data sets for August and September and on a monthly basis moving forward.
 - b) Suzanne will provide the number of households in Portsmouth subscribing to Comcast to aid in the Commission's development of trended metrics.

VI. Request for Comcast to provide latest test document and criteria for latest P.O.P. results ref. (Scte. 40-2011 if applicable)

- Comcast described their current testing methodology in relation to the criteria outlined in Appendix C of Scte. 40-2011. Due to changes in technology and the FCC ruling not being finalized, Comcast has developed criteria and a testing program to meet the needs of customers.
 - High level components of the Comcast program include: Semiannual testing for the digital environment, continual monitoring by Comcast with high utilization areas flagged for work to improve performance (i.e. spitting or adding nodes), and required passing of tests by Comcast techs during service calls.
- Action: Comcast and the Cable Commission will jointly monitor any activity by the FCC related to the rule making for Scte. 40-211.

VII. Discussion of rate increase to PHA cable subscribers

- Comcast outlined the program for the 605 PHA households which is managed through a contract with PHA and Comcast (managed by their Business Services Team).
 - Features include: a 63% discount on rates: \$25.53/mo. Rates can increase annually but cannot exceed 5%. The last rate increase was on 7/1/15.
- Action: Suzanne will follow-up with Craig Walsh (PHA) to initiate discussions with Comcast’s Business Services team as needed.

VIII. Request for Comcast to provide summer P.O.P. 2014 test data

- The group reviewed and discussed the Summer 2014 test data provided by Comcast.
- The results reviewed showed passing results for all test points.

- Action: Jay Somers (Comcast) will follow-up to provide the winter 2015 test results to the Commission members.

IX. Other Business

- Jay Somers provided a description and demo of 2 free apps available to customers: “XFINITY TV Go” and “XFINITY Home”.
- This will be an area of future development for Comcast.

X. Adjournment

- The meeting was adjourned at 5:04pm.

Next Meeting: Monday, December 14th, 4pm