

CITY OF PORTSMOUTH, NEW HAMPSHIRE

PORTSMOUTH CABLE TELEVISION AND COMMUNICATIONS COMMISSION



MEETING MINUTES  
Wednesday, October 18, 2017  
4:00 p.m.

Law Library, 4<sup>th</sup> Floor  
City Hall Complex

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Attendees: Rob Capone, Ash Chicooree, Nicholas Kirsch and Richard Winstanley (Cable Commission), and Suzanne Woodland (Legal Department)

- I. Call to Order
  - The meeting was called to order at 4:03 p.m.
  - Ash Chicooree was welcomed as a new member of the Commission
- II. Approval of previous meeting minutes of September 23, 2017
  - The minutes were approved by a unanimous vote
- III. Non-meeting with counsel re: franchise agreement (this portion of the meeting was not open to the public)
  - The Commission entered into a confidential meeting with counsel regarding preparation for the contract negotiation with Comcast.
- IV. Other Business
  - a. Candidates for Open Commission Position
    - No Action: this item was completed with welcome of Ash
  - b. Status of Q1 and Q2 Customer Service metrics
    - The Comcast Customer Service Call Handling report for January – September 2017 was distributed
    - Two data spikes were noted:
      - 315 calls for CHSI Technical in May
      - 216 calls for Downgrade in February

- Richard will distribute the complete call volume for January – September at the next meeting
  - c. Follow-up with Atlantic Heights service issue
    - No Action required
  - d. Status of possible meeting with Comcast's Customer Service department
    - Suzanne will propose possible dates to Comcast for a meeting.
  - e. Summary of meeting with Portsmouth Housing Authority (PHA)
    - Suzanne and Richard met with Craig Welch September 14<sup>th</sup> in the Law Library of the City Hall Complex to discuss internet and cable needs of PHA residents and potential survey.
    - Richard following up with PHA.
  - f. Update on activities of Broadband Committee.
- V. Adjournment
- The meeting was adjourned at 5:10.