

City of Portsmouth, New Hampshire

Cable Commission



Cable Commission Meeting

Monday, August 23, 2017, 4:00pm

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) and Suzanne Woodland (Legal Department)

- I. Call to Order
 - The meeting was called to order at 4:07pm.
- II. Approval of previous meeting minutes of July 24th, 2017
 - Richard made a motion to approve the minutes with one change. It was seconded by Rob. The minutes were approved by a unanimous vote.
- III. Non-meeting with counsel re franchise agreement
 - The Cable Commission entered into a confidential meeting with counsel regarding preparation for the contract negotiation with Comcast from 4:10-4:25pm.
- IV. Other business
 - Comcast Customer Service Metrics & Resident Reported Issues
 - The Commission members discussed the current status of metrics received from Comcast and any open Portsmouth resident Customer Service issues brought to their attention.
 - Actions:

- Suzanne to follow-up if Q1 and/or Q2 2017 Customer Service Metrics were received and if not, she will request them from Jay Somers.
- Suzanne to follow-up with Jay re: status of a reported service issue in the Atlantic Heights neighborhood

Meeting with Comcast Representatives

Actions:

- Suzanne will follow-up to see if Jay and a representative from Comcast's Customer Service Department are available to meet with the Commission on Wednesday, October 4th at 4pm.
- The Cable Commission members will draft an outline of questions related to the Customer Service metrics to provide to Comcast in advance of the meeting to enable a productive dialog.

Candidates for Open Commission Positions

Actions:

- The members of the Commission will continue to recruit interested candidates for the vacant positions.

V. Adjournment

- The meeting was adjourned at 4:40 pm.

Next Meeting: Wednesday, September 20th at 4pm