

CITY OF PORTSMOUTH, NEW HAMPSHIRE

PORTSMOUTH CABLE TELEVISION AND COMMUNICATIONS COMMISSION



MEETING MINUTES WEDNESDAY, DECEMBER 13, 2017 4:00 p.m.

City Manager's Conference Room, 4th Floor City Hall Complex

Attendees: From the Cable Commission: Rob Capone, Nicholas Kirsch, Richard Winstanley, Steve Gray (Commission Candidate) and Suzanne Woodland (Legal Department). From Comcast: Jay Somers and Michael Bush, one member of the public.

- I. Call to Order
 - The meeting was called to order at 4:02 p.m.
- II. Approval of previous meeting minutes of October 24, 2017
 - The minutes were approved by a unanimous vote
- III. Meeting with Comcast representatives regarding service data
 - Jay Somers introduced Michael Bush (Call Center) who provided a description of each of the Call Types included on the Comcast Customer Service Call Handling data sheet: Billing, Video Technical, CHSI Technical, X1 Video, Disconnect, Change of Service and Downgrade.
 - Michael discussed the following:
 - Call routing
 - Metrics: Comcast does have specific metrics used to assess sales and supervisory personnel but the metrics are not publicly available
 - Goal is to improve customer servicing
 - All new hires will be 3 product trained
 - Some positive spikes in data the result of Comcast marketing and price changes
 - 8 weeks of training for new hires (online, classroom and 1-on-1 mentoring)

- Comcast wants to be an all-technology company: tv, phone and internet
 - Rates drive customer dissatisfaction
 - Greenleaf Comcast Service Center receives a significant number of visitors throughout the year
- IV. Update from Broadband Working Group
 - Met with Allan from the city's IT department to describe the city's infrastructure
- V. Preparation for Franchise Renewal Negotiations (this portion of the meeting with legal counsel and not open to the public)
 - The Commission entered into a confidential meeting with counsel regarding preparation for the contract negotiation with Comcast.
 - Steve Gray signed a non-disclosure agreement.
- VI. Other Business
 - Brief review of Comcast price increase letter to Mayor Blalock
 - Draft Future Meeting Dates:
 - Regular Meeting: January 10
 - Drafting/Approving Statements for Contract (two dates from the following):
 - January 31
 - February 7
 - February 21
- VII. Adjourn
 - The meeting was adjourned at 5:10 p.m.

Documents:

- January – September 2017 Call Handling Data (confidential)
- Contract Draft Proposals dated December 13 (confidential)
- Comcast Price Increase letter to Mayor Blalock