



Cable and Broadband Internet Commission

Law Library, 4th Floor at City Hall
1 Junkins Avenue, Portsmouth NH
Wednesday July 22, 2026 at 4:00 p.m.

Zoom recording: <https://youtu.be/3NAVYf-QvrY?si=KSgoRyzs5LAeMNdH>
Note: Zoom connection was lost at 4:50 pm, before the meeting adjourned.

MEETING MINUTES

Attendees in Person: Rob Capone, Chair (Capone); Jeff Abrams (Abrams); and Jim Wilson (Wilson). Attendees by Zoom: Amrishi Chicooree (Chicooree), Luis Rodriguez (Rodriguez).

Staff: Suzanne M. Woodland, Regulatory Counsel (Regulatory Counsel Woodland).

1. **Call to Order:** The meeting was called to order at 5:04 p.m.
2. **Receipt Of Complaints (moved up with the consent of the members):**
 - a. Resident Bess Mosely appeared before the Commission to report the problem she had had with resolving a payment record with Comcast. After multiple calls without resolution, she wrote to Rep. Chris Pappas on July 15. On July 30 she received a call from Comcast. She is now awaiting her next bill to determine if the billing issue was corrected. She asked whether some regulatory agency, maybe FCC, had jurisdiction and expressed frustration that the company continues to have such poor customer service. Wilson advised that customers having problems with carriers should ask for the "Customer Satisfaction Representative" when they call. Mosely has sent a letter on the matter to the NH Attorney General's office. Capone commented that while it does not have control over the carriers, the Commission is happy to document and advocate for Portsmouth cable internet broadband customers.
 - b. Woodland reported a complaint from a resident of Sage Lane who was concerned that four utility boxes in that location had been damaged (likely by private snowplow services). Following DPW inspection to determine any urgent concern, Woodland contacted Comcast who determined two of the boxes were theirs and made repairs. The other two boxes are owned by Consolidated who were notified, as was the resident.
 - c. Woodland confirmed she will advise the Commission of any other comments or complaints she receives from carrier customers.
3. **Approval of minutes of the March 18, 2026 meeting:** Wilson moved and Abrams seconded to approve the March 18, 2026 minutes. The Commission voted

unanimously to approve.

4. **Master Plan Process and Input** – Woodland followed up on prior Commission discussions about incorporating language about future digital infrastructure in the Master Plan now in development. Sustainability & Planning Department Assistant Director Peter Stith reported to her that, following several public input sessions and a presentation on the preliminary plan, the consultant Utile continues to collect comments. Planning will conduct a FlashVote of the community near the end of July and the Master Plan website is still accepting public comment at: <https://www.portsmouthnh.gov/planportsmouth/master-plan>

As there does not seem to be any language about digital infrastructure in previous plans or in the current comments, Woodland presented a draft statement for Commission review, which members amended as follows:

Digital Infrastructure Goal:

Portsmouth will foster a resilient, secure and future-ready digital ecosystem infrastructure network that ensures reliable connectivity [insert: and access] for residents, businesses, institutions, and visitors; supports economic development and innovation; enhances public safety and municipal services; and is thoughtfully integrated with the City's physical, environmental, and historic resources.

Capone agreed that this mission underscores the Commission's efforts to streamline process, making it easier for providers to make inroads and helping foster language, within codes and regulations, for access. Wilson noted the statement is broad enough to keep options open and looks forward to further guidance from the community. Abrams commented that "access" is important for those who rely on the functionality of existing technology (e.g. 4G – and not switching to 5G-only). Woodland agreed, noting that many residents rely on the Portsmouth Public Library for digital access and tech help. Chicooree commented that the statement gives the Commission/City a starting point for pushing initiatives such as fiber deployment in "Dig Once" construction projects. Woodland commented that whether the specific language is incorporated into the final Master Plan or not, it is a useful 'mission statement' for the Commission. They agreed.

On a motion by Abrams, seconded by Capone the members voted unanimously to approve the "Digital Infrastructure Goal" language. Woodland will submit this statement to Planning & Sustainability Department to convey to the consultant.

5. **Capital Improvement Plan (CIP)** – Woodland explained that resident requests for projects to be considered for the CIP are due September 18 and suggested the Commission might want to make some suggestions, given that the CIP is a long-term effort to start planning for and funding future investments. Wilson agreed that a digital infrastructure plan would be a useful first step. Capone suggested the Commission members might review the current CIP [<https://files.portsmouthnh.gov/cip/FY27-32+CIP-Final.pdf>] and consider suggestions they could bring to the August meeting, or forward directly to Woodland/the chair.

6. **Other Business**

- a. **Update on PPMTv** – Woodland reported she met with a PPMTv Board member and that PPMTv is consolidating expenses as much as possible to continue minimal programming. Following the Fourth Quarter payment of franchise fees, the Trust now has approximately \$8,000. Woodland reported that she recommended to PPMTv that they write a letter to the City Council asking for distribution of all the remaining monies in the Trust for the purpose

of their existing debts and bills. PPMTv has done so and the request will be on the City Council August 3 agenda with a memo from Woodland. In future, the City will see if the franchise fees amount to more than the \$360,000 currently allocated annually to the General Fund and then determine whether or not to terminate the existing Trust.

- b. **Constitution Avenue Water Tower**—Abrams asked if any progress had been made with the trustee/restriction on use of the water tower for a small cell microsite. Woodland reported no change. Abrams and Capone asked if it would be worth asking Rye again about installing a tower in Rye to boost coverage. Wilson noted that 65% of cell traffic now is carried on WiFi not the cellular network.

7. Schedule next meeting: The next meeting is scheduled for August 19, 2026 at 4 p.m.

8. Public Comment – None.

9. Adjournment: Capone moved to adjourn the meeting at 4:55 p.m., Abrams seconded the motion. All in favor. The motion was approved.

Prepared by: Stephanie Seacord

Approved on: September 2, 2026