RECD LEE TOWN CLERK
MAR 5 '21 AM 9:24

The Five Town Cable Advisory Committee will hold its Regular Quarterly Meeting
March 9th, 2021, 6:30pm On Zoom – *see below for details*

NOTICE & AGENDA

6:30 PM – Roll call

Call to Order

Reading of minutes of meeting December 15th, 2020

CTSB Report – By Rich Frederick, Executive Director
Members, volunteers, creative ideas and donations always welcomed.

Spectrum Report

Subscriber complaints

- Michael Kernan – Bills received ***after*** due date. *Automatic* cancellation due to late payment? Taxes and fees "may change without notice"?
- Billing date changes/payment window – customer service information inconsistent.
- Coldbrooke South in Lenox – service issues follow-up.
- Rene Wood – Unserved/Underserved areas in Sheffield follow-up.

Unresolved issues –

- CTSB not available in starter/basic tier per FCC rule, channels 16, 17 & 18.
- CTSB channels in guide listing*

Communication with CAC continues to need improvement.
Responses to questions and issues raised at December meeting.

License Renewal

Establish License Renewal working group including Spectrum representatives.
Dennis Arseneau – results of search through newly renewed franchise agreements in Massachusetts.

Old Business

Tom Hatch – Report to the Town of Great Barrington.
Zip code on bills in Great Barrington/Housatonic have been corrected.
PSA schedule – information requested still not provided.

New Business

Other Business and Citizen Speak

Michael Kernan – Substantial internet rate increases - 2019 & 2020.
Questions regarding announced robocall blocking? What is it? How does it work? Is it in operation now?
New York Times Column by Nicholas Christoff – February 11, 2021 [copies available upon request].

Election of CAC Chairman – 2-year term

Set next meeting date and time, June 8th, 2021, 6:30 PM, in Lee [if allowed]

Adjourn

Zoom Meeting invitation from Richard Frederick:
Topic: Five Town Cable Advisory Committee
Time: March 9, 2021 06:30PM Eastern Time (US and Canada)

Join the Zoom Meeting
https://us02web.zoom.us/j/85711769650?pwd=d1hXMWo4N0lEOW1PdEJWVFpLbUw3dz09
Meeting ID: 857 1176 9650
Passcode: 366526
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