

Cable Advisory Council Enfield Minutes – September 27, 2017

The meeting was called to order at 7:05 PM

A complaint from Mrs G of Enfield was discussed regarding an outage that was the result of a cable being cut during work by the gas company. Cox is speaking to the gas company to determine how long she was without service. If it was more than 24 hours she will be credited.

A concern regarding Cox's billing practices regarding newly updated account credit cards was discussed. Cox will review.

A concern regarding billing for data overages was discussed. The CAC advised that Internet service is unregulated and out of the council's prevue.

The response to an issue raised at the last meeting was discussed. The lack of notification of the end of special pricing was the issue. Now, customers get an "Alert" on the billing statement at least 60 days prior to reversion to regular pricing.

In May 2017, Cox filed its annual report with the "DPC." It is apparent that no compliance issues arose.

The chairman reported a change in tactics on a continuing issue at the State Council level. The pattern of the State legislature has been to raid the accumulated Public access funding for the General Fund. This is egregious because the funds come from a specific purpose tax on peoples' cable bills. The prior tactic was grassroots. Currently the Yale law school is being approached about pro-bono work on legal remedies.

The promotion of Public Access was discussed. Cox will contact Enfield about distribution through the library.

The practice of taping of political candidates' three minute messages and subsequent airing on public access will be offered again this year. The schedule is Wednesday, October 18th with two sessions, from 3:00PM to 5:00PM and from 6:00PM to 8:00PM.

The next meeting will be November 15th.

Adjournment at 8:15 pm