

**CHESHIRE, MERIDEN, SOUTHTON CABLE ADVISORY COUNCIL
MINUTES OF SEPTEMBER 17, 2014
COX COMMUNICATIONS IN CHESHIRE**

Members Present: Rosalie Fountain, Henry Chase, Mike Solimine, and Adam Grippo

Members Absent: Karen Kritz, Barbara Haeffner, Beth Hosmer, Andy Jay, and Dave Cooley

Cox Cable: Peter Talbot

Others Present: Kathy Doherty, Recording Secretary

Chairman Rosalie Fountain called the meeting to order at 6:30 P.M. and read the charge of the Council.

SECRETARY'S REPORT

Kathy called the roll there was not a quorum in attendance. The Council had changed the by-laws so that as long as one member from each Town was in attendance then there would be a quorum.

Peter noted that in other franchises they only require attendance of 2/3 of the Towns and the Council may want to reconsider.

TREASURER'S REPORT – MIKE SOLIMINE

Mike stated that after paying for the Watch Factory Restaurant and secretarial fees, the account went from \$970.46 to \$129.34. Hopefully Peter will have the check from Cox.

Peter gave Mike the check for 2014 in the amount of \$2,000. He also gave him a check in the amount of \$30.13 which is from the access check off provision which used to be on the bills. Apparently this amount goes back from 2010.

Mike noted that the balance may be less because the bank is hitting us with a \$12.00 fee. There is not supposed to be a fee for non-profit. Mike will ask when he goes to deposit the checks.

COMMUNICATIONS FROM THE PUBLIC

None.

COMMUNICATIONS BY MAIL

Rosalie had received a payment of some sort – possibly from a business account. The check is from June and it will expire in 8 days. Peter will cash it quick.

CHAIRMAN'S REPORT – ROSALIE FOUNTAIN

Rosalie stated that she had a problem finding the Yankees game which was listed on the guide as ESPN. She searched the entire guide and could not find it. She called Cox and got a person she could not understand and she had to ask him several times what he was saying. She finally asked where he was located and he said Louisiana. After much frustration and 20 minutes later she finally just hung up on him.

Approximately an hour later when she was talking with a friend he suggested she look on MyTV9 and there was the game. It was not listed anywhere and there was nothing on ESPN that says the game is now on MyTV9, nothing.

Then she called the next day because she was getting several HD stations that were not on the air. I had scheduled tapings but it did not tape because the stations were not on the air on HD. She reached a woman, again in Louisiana, who reset her boxes which did nothing. Now she has to schedule her shows on both HD and the regular channel in order to make sure she gets the show she wants.

Rosalie received an email survey from Cox which she answered every question in the very last column. Next morning she received a phone call from a very sweet lady in Rhode Island and she explained that the call center in Rhode Island is being eliminated. Now it is going to be Nationwide and what do they know about what is going on in Connecticut? The person she spoke to gave her her name and phone number to call if she had any problems.

Peter asked if MyTV9 showed the listing for the game. Rosalie said it did not and Mike said he had the same problem. Sports Center was on ESPN even though it said it was the Yankee game. Peter stated that if you look at all the blackout rules it will make your head swim. The rules are, if the game is being shown locally, and it is not a national game, then you will get the alternate game feed from ESPN and not your local game. That is the MLB rules.

Peter stated that the rule of thumb, with either Yankees, Red Sox or Mets is, unless it is a national game (Fox or ESPN) those games for the Yankees should either be on YES or MyTV9. The Red Sox will always be on NESN and the Mets will always be on SNY. The Yankees sell a package of their games to MyTV9 and other local broadcasts.

Rosalie stated that there is another one too now, Fox Sports 1. Peter stated that those are the national games.

Rosalie is having a problem with HD programs not being available. Peter stated that those boxes emit a ton of heat and if it is not getting proper ventilation the box will fry. The fan is in the top and the bottom. He thinks she has signal issues.

Henry said that he has an analog box and the resolution on some of the channels are pretty good and he questioned whether or not they are running 720 lines on there. Peter said it is coming in analog and being converted to digital.

Peter will have a technician of his choice go to Rosalie's to check out her issues.

Mike stated that he had spoken with Peter and it was determined that Skype is not considered legal participation in a meeting. Peter stated that he did not believe that they would be allowed to vote.

Rosalie stated that we still do not have a replacement for David Voris from Southington and that her appointment expired in June. Adam and Henry were reappointed at the last meeting but Rosalie was not there so she will be reappointed at the next meeting.

The Council had discussed the issue of having two out of three Towns in attendance with at least four members present but it was felt that there should be someone from each Town. At the next meeting the idea of having two out of three Towns in attendance (or 2/3) can be revisited, especially since we are going to have three meetings in a row.

Mike is BOE so he does not have to be reappointed.

The Council is required to meet six times a year. The Council will now be meeting on the third Wednesday of January, March, May (dinner meeting), September, October and November.

Rosalie received a letter from the Post Office to: Dear Loyal Customer regarding several issues including: street addresses; real mail notification services (received via email only if you have mail); and keeping signatures on file to receive packages. Rosalie went to the website which required her password which she did not know. Peter suggested it may be CMS Advisory Council. Rosalie will try that. She would like to have the mail notification.

COX COMMUNICATIONS – PETER TALBOT

Peter stated that Cox will be going all digital soon which will recoup all that analog band width. For every analog channel you carry, you can put four HD channels in the space of one analog channel.

All TV's currently not on a box will have to have mini boxes. They will probably offer two boxes free for a period of time, depending on what service level you are at, and then there will be rental charges of about \$1.99 each per month. Every set that is plugged into the coax in the wall will need a box or it will not receive any programming.

November 10th kicks off the program and the drop dead end is the end of the first quarter of 2015. There are plans in place to escalating communications including robo calls, phone calls and mailings.

Peter stated that customers will get about 15 new channels that they did not get on the limited basic that they will get now with the mini boxes. The mini boxes will have remotes that can only be used on the mini boxes but they are smaller than the other boxes.

Peter stated that you program your TV into the remote and use the cable remote for everything. You can go to Remotes.cox.com to get the codes for the TV by brand. If you put in all the codes and nothing works, there is a way to force program the remote. There is a rudimentary guide. The back of the remote walks you through the set-up procedures.

Adam had a question about studio cable access, he asked if he could use the studio without using the studio's lights and cameras. The cameras are now HD and users would have to be trained to use the studio equipment. Dave Smith can be reached at 203-439-7080. The only stipulation is that Cox has to be able to air it. Once they have aired it you can do anything you want with it.

Peter stated that the Meriden's Lion's Club used to do a live auction from the studio but they have not done those in years. That was due to the roof collapsing.

Kathy has problem searching, it just keeps saying loading, loading, loading and it doesn't work. When she tries searching On-Demand she gets a yellow triangle that says program is not available when she tries to search. Rosalie has the same problem. This is on HD channels. Sometimes it works, sometimes it doesn't.

Kathy called Cox and the persons from Louisiana was arguing with her and telling her that she cannot help her unless she reboots both sets. Kathy told her she would not reboot both sets because her husband was watching the other one and did not want to be interrupted. So Kathy read her the ID # off of the back of the set and she proceeded to reboot the other one, the one her husband was watching. Both Contour boxes have very different serial numbers so the Cox employee had deliberately rebooted the wrong box. She then asked to speak to her supervisor (after being on the phone for 45 minutes already). She was put on hold for another ten minutes.

Peter stated that every Rep is required to give you a name at the beginning of the call and that would assist Peter with these type of complaints if you would make note of the name and their location.

Kathy eventually got in contact with her supervisor who rebooted the correct TV and it began working correctly. He also confirmed that the two serial numbers are very different and that it was done deliberately because they were set up as living room and basement, in addition to having the different serial numbers. He said he would have a talk with her. About half an hour later, Kathy had the same problem again.

Kathy has her TV set so that it turns on to a specific channel. When she turns on the TV it says that the channel is not available, please try watching another channel. She hits the channel button to another channel and then back again and it works.

Kathy stated that her husband has issues with his Contour box saying Data Not Available on the guide. When this is happening on his box, it is not happening on hers.

Rosalie said that the technician said that you should unplug it from the cable box every three months for thirty seconds. It will reset itself and will save you from sitting on the phone for so long.

Kathy asked why it does not record the show, just the time period. If a game goes long and you have something programmed then you end up missing part of it

Peter stated that you need to set up the show to start earlier and record longer. Peter noted that the programs are starting to run shows early or late now which can also mess up your programming.

It was noted that Uverse is being to Frontier.

OLD BUSINESS

None.

NEW BUSINESS

None.

NEXT MEETING

The next meeting will be held on Wednesday, October 15, 2014 at 6:30 P.M. at the Cox Studio in Cheshire.

REMINDER

Rosalie has requested that anyone who is unable to attend the meetings, that they please contact either Kathy or herself.

ADJOURNMENT

The meeting was adjourned at 7:53 P.M.

Respectfully submitted,

Kathy Doherty

Kathy Doherty
Recording Secretary