



AGENDA
CHARTER TOWNSHIP OF MERIDIAN
COMMUNICATIONS COMMISSION
REGULAR MEETING
August 2, 2017 6PM



1. CALL MEETING TO ORDER 6:00 pm
2. PUBLIC REMARKS
3. COMMUNICATIONS DIRECTOR REPORT
4. COMMISSION MEMBERS REPORTS AND ANNOUNCEMENTS
 - A. Chair's Report
 - B. Township Board Liaison's Report
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES
 - A. June 14, 2017 Regular Meeting
7. COMMUNICATIONS/ANNOUNCEMENTS
 - A. Rock the Block! Carriage Hills
 - B. Senior Brunch Tribute
 - C. Rock the Block! Douglas J
 - D. Walking Tours
 - E. HOMTV Scoop
8. OLD BUSINESS
 - A. Alumni Giving Program
9. NEW BUSINESS
10. REPORTS
 - A. COMPLIMENTS/COMPLAINTS
 - B. VIDEO SERVICE PROVIDER(S)
 - C. PROGRAMMING
 - D. PROMOTIONS/VIEWERSHIP
 - E. FINANCE
11. OTHER BUSINESS & ANNOUNCEMENTS
12. PUBLIC REMARKS
13. ADJOURNMENT

Individuals with disabilities requiring auxiliary aids or services should contact the Meridian Township Board by contacting:
Township Manager Frank L. Walsh, 5151 Marsh Road, Okemos, MI 48864 or 517.853.4258 - Ten Day Notice is Required.
Meeting Location: 5151 Marsh Road, Okemos, MI 48864 Township Hall



CHARTER TOWNSHIP OF MERIDIAN
COMMUNICATIONS COMMISSION REGULAR MEETING
5151 Marsh Road, Okemos, MI 48864
Administrative Conference Room
WEDNESDAY, June 7, 2017 6:05 PM

PRESENT: Chair, Walter Benenson; Commissioner, Tunga Kiyak; Alternate Commissioner, Leslie Charles; Alternate Commissioner, Eric Langdon
ABSENT: Commissioner, Andrew Lathrop; Vice Chair, Patrick Crowley; Commissioner, Kevin Thatcher
STAFF: Deborah Guthrie, Communications Director; Brandie Yates, Communications Specialist
TOWNSHIP: KathyAnn Sundland, Meridian Township Trustee
COMCAST:

1. CALL MEETING TO ORDER

Chair Benenson called the meeting to order at **6:05 pm**.

2. PUBLIC REMARKS

None

3. DIRECTOR'S REPORT

Communications Department Quarterly Report is due June 23. Discussion about Brand Standards Manual and that it is nearing the final stages of completion. New website to go live on July 7, 2017. Discussion about migration of information from old website to new website and plan to complete the set up of new website. Discussion with Commission about getting staff moving forward with new brand standards.

4. CHAIR'S REPORT

Light Speed is another opportunity for high speed internet, other than Comcast, but not sure if available in Meridian Township. Franchise Fees and PEG Fees do not come from internet, only video service providers. Cord cutting is not reversible, need to plan for other forms of revenue.

TOWNSHIP BOARD LIAISON'S REPORT

The main focus with the Board has been on DAS. The Board is looking for specific access, placement and look for the cell towers. The Board has not made a decision yet, they have three documents in front of them currently to discuss and approve. The policy is strong and the Board is close to making a decision. The Board wants to make sure the language is correct for all future cell tower decisions.

5. APPROVAL OF AGENDA

Commissioner Kiyak moved **TO APPROVE THE AGENDA AS SUBMITTED**. Seconded by Alternate Commissioner Charles.

VOICE VOTE: Motion carried unanimously.

Minutes – Communications Commission

June 7, 2017

Page 2

6. APPROVAL OF MINUTES

Chair Benenson moved **TO APPROVE THE MINUTES OF APRIL 12, 2017 REGULAR MEETING AND MAY 3, 2017 SPECIAL MEETING AS SUBMITTED.** Seconded by Alternate Commissioner Charles.

VOICE VOTE: Motion carried unanimously.

7. COMMUNICATIONS/ANNOUNCEMENTS

Fun In the Sun Day event announcement and a request for the Commission to volunteer at the HOMTV booth were made. Chair Benenson, Alternate Commissioner Charles and Trustee Sundland agreed to volunteer. Discussion about how the event was promoted and marketed by the Communications Department. Discussion about how to alert that an event is coming up. Township is working to be a part of the new system replacing NIXLE.

Discussion about the new Monitor and what changed, trying to make print materials and new website more of a visitor's guide and website rather than government. Example given was about the snap chat filters.

Announcement of the Harris Nature Center Turtle Toast Gala. Suggestions were made for Sponsorships/donors; all money will go towards the HNC Foundation and improvements, not the event itself.

Discussion and announcement of a special call in show on HOMTV about the Police & Fire millage.

HOMTV is supporting efforts to not put fat and grease down your drain. Creating an article and video to create awareness

8. OLD BUSINESS

Discussion on additional revenue sources for HOMTV including developing a HOMTV foundation to support Alumni Giving. The Commission did not have a plan of action from the last discussion. Looking to start a foundation and then have the alumni giving as a program within the foundation. Need an internal source to provide an example of how it would work. There is a lot of paperwork involved in developing a nonprofit entity, as well as maintaining status, including a nonprofit board. Need to find out what government entities have established a foundation and what are the policies surrounding it. Need to have discussion with the Friends of Ingham County Parks to see how that group is operating.

The money raised would go to the current interns to support mileage reimbursements and scholarships for paid internships then could the program be expanded to help sustain HOMTV's operational costs. A suggestion was given to reword the memo and to start small with awards for interns first. If HOMTV developed a nonprofit foundation, they would still be able to collect Franchise and PEG fees and the foundation would have to be operated outside of HOMTV employees. Need to take a look at how Grand Rapids is operating as an example. Staff needs to provide for the next meeting modifications to the language and additional information from the Treasurer, Julie Brixie. The Commissioners will provide additional information on running and operating a nonprofit foundation while still maintaining HOMTV's PEG status.

Minutes – Communications Commission

June 7, 2017

Page 3

Commission needs to make a recommendation to the Township Board about the Communications Departmental Budget involving equipment. Discussion was about length of time of use for new equipment and when the items were installed and purchased. The purchased items are all one time purchases but there may be upgrades that will involve additional fees yearly. Staff needs to investigate if there will be additional contractual fees and additional costs if the line items are approved. Can staff request for an exploratory quote?

Chair Benenson moved to **MAKE A RECOMMENDATION TO THE MERIDIAN TOWNSHIP BOARD TO APPROVE THE RECOMMENDED CAPITAL ITEM EQUIPMENT PURCHASES FOR THE 2018 CABLE TV FUND**. Seconded by Commissioner Kiyak contingent upon additional information be provided concerning additional costs and contractual fees.

VOICE VOTE: Motion carried unanimously.

Commissioner Kiyak moved to **APPROVE DIRECTOR GUTHRIE WORK WITH THE FINANCE DIRECTOR TO BUDGET AN INCREASE OF ONE PART-TIME STAFF MEMBER TO FULL-TIME STAFF MEMBER. IF THE BUDGET ALLOWS, MAKE A RECOMMENDATION TO THE TOWNSHIP BOARD TO INCREASE PART-TIME STAFF TO FULL-TIME STAFF**. Seconded by Chair Benenson.

VOICE VOTE: Motion carried unanimously.

9. NEW BUSINESS

Discussion about how the used equipment is advertised to be sold or donated to schools or other public access facilities. The Commission stated that all donations and sales should take place within the local community first before offering outside the community. Also, the Commission stated to sell before recycling always. Suggestions were made to sell on third party websites like EBay to try and make money on the items for HOMTV. The Commission requested that the verbiage be changed to include the option of selling on the third party websites to make money and not donate outside the community.

Chair Benenson amended the original motion and moved **TO APPROVE THE SALE OR DONATION OF SURPLUS PRODUCTION EQUIPMENT AS LISTED IN THE ATTACHED SURPLUS EQUIPMENT DOCUMENT DATED MAY 23, 2017**. Seconded by Commissioner Kiyak.

VOICE VOTE: Motion carried unanimously.

Commissioner Kiyak moved to **MAKE A RECOMMENDATION TO THE MERIDIAN TOWNSHIP BOARD TO APPROVE THE COMMUNICATIONS DEPARTMENT TO APPLY FOR A GRANT TO SUBSIDIZE THE 2018 CABLE TV FUND**. Seconded by Alternate Commissioner Charles.

10. ADJOURNMENT

Commissioner Kiyak moved TO ADJOURN THE MEETING. Chair Benenson adjourned the meeting at 7:53pm.

11. NEXT MEETING:

The next meeting is scheduled for **August 2, 2017** in the Administrative Conference Room.



You are invited to a brunch buffet celebrating and paying tribute to seniors in the community.

Senior Brunch Tribute

Tuesday, August 22nd

**Program begins at 1:30 p.m.
The Willows at Okemos
4830 Central Park Dr
Okemos, MI**

Free
to Meridian
Township Senior
Residents age 55
and older

Space is limited.



Reserve your spot by contacting
Andrea Smiley
smiley@meridian.mi.us
517.853.4384



Join Us!

Help us Celebrate Our 50th Birthday! (and Meridian Twp's 175th)
Saturday, August 26, 2017 | 4pm - 7pm

Let our artists send you back in time as they showcase trends long gone but not forgotten.
Feel free to rock your favorite style while you enjoy:

Exclusive Offers
Raffle Giveaways
How-to Demonstrations
Hors D'oeuvres
Music from the Decades
and much more!

Douglas J



We hope to see you on the 26th!

Douglas J Salon & Spa | 4663 Ardmore Ave | Okemos, Michigan

History of Meridian Traveling Pictorial Exhibit

As part of Meridian Township's 175th Anniversary celebration, we are celebrating the History of Meridian through pictures with a traveling pictorial exhibit. Each month throughout 2017, various locations are hosting The History of Meridian Pictorial. This educational glimpse at Meridian Township's history will be engaging and a treasure for all to see. As participants walk through the traveling pictorial, they will have an opportunity to share stories or leave comments of their own. The Traveling Pictorial begins its travels at Studio C! in Okemos for the New Year's Eve kick off celebration on December 31, 2016. Its final destination will be at the Meridian Township Municipal Center at the end of the year with many sites to choose from in between.

To request a private showing, contact the Communications Department at 517.853.4370

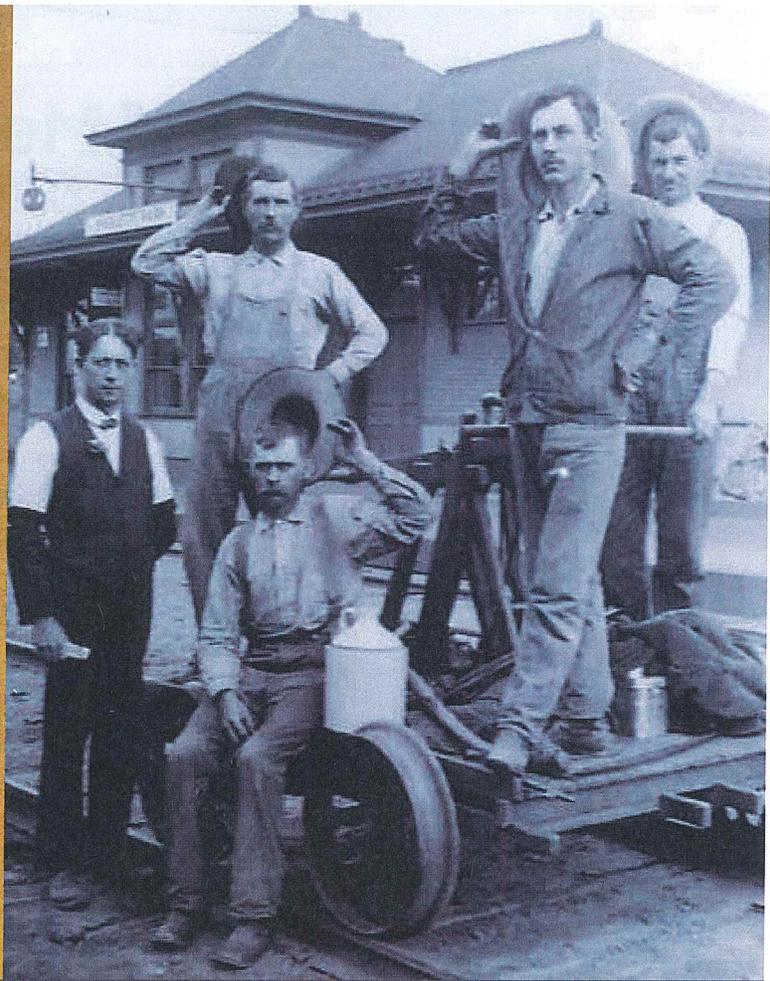


Exhibit Locations

July 1 - July 29 | Saturdays

Meridian Historical Village
5151 Marsh Road, Okemos

August 3 - August 31 | Fridays

Okemos Masonic Center
2175 Hamilton Road, Okemos

September 17 ONLY

Okemos Community Church
4734 Okemos Road, Okemos

September 1 - 30

Haslett American Legion Post #269
1485 Haslett Road, Haslett

October 2 - 30

Community Music School/MSU
4930 Hagadorn Road, East Lansing

October 30 - November 9

Okemos High School
Parent/Teacher Conferences ONLY
2800 Jolly Road, Okemos

October 30 - November 9

Horizon Bank
1600 Abbott Road, East Lansing

November 27 - December 22

The Willows of Okemos
4830 Central Park Drive, Okemos

December 1 - 31

Meridian Township Municipal Building
5151 Marsh Road, Okemos

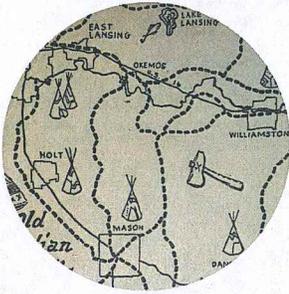
www.meridiancelebrates175.com



Historic Tours of Meridian

These events are being presented by the Friends of Historic Meridian to create and sustain an active appreciation of local history. All donations go to the Friends of Historic Meridian. Donations are accepted and appreciated at each event.

Admission:
By donation



Old Pine Lake Tour

Sunday, August 20th at 2:30pm - 3:30pm
Lake Lansing South, 1621 Pike St, Haslett

Pine Lake (now Lake Lansing) is the largest body of water in Ingham County and Native tribes camped along its shores and cut a trail along the west side of the lake. The area was along the trail leading to the seasonal campsite for Chief Okemos and his Chippewa and Ottawa followers. This map from the Michigan Archeological Atlas indicates the principal Indian Trails compiled from records of E. A. Calkins, a Mason Surveyor.

Join the Friends of Historic Meridian and Jane Rose to learn more about the history of these trails and how they connect to our trails and roadways today.



Village of Hamilton Guided Walking Tour

Sunday, September 17th at 2:30pm - 4:30pm
Okemos Community Church, 4734 Okemos Rd, Okemos

The Friends of Historic Meridian is providing a walking tour of downtown Okemos and what was originally called the Village of Hamilton. Visitors will take a walking historical tour of downtown Okemos and it's many monuments. Learn about the origins behind this area of the township, it's settlers and a local Native American Chief Okemos. Chief Okemos, was well known throughout the area. The village area was one of his primary camping areas and he traveled frequently between the village and another campsite near present-day Portland. Tour starts at the Michigan Historic Monument behind Okemos Community Church.



Old Okemos /Riverside Cemetery Guided Tour

Sunday, October 29th at 2:30pm - 3:30pm
Riverside Cemetery, 2451 Small Acres Ln, Okemos

Riverside Cemetery has also been known as Old Okemos Cemetery. Join us on October 28th and learn about this small cemetery with the earliest settlers and pioneers in the township buried here. The last burial was in 2001. Enclosed by an iron fence, with a gateway at the east end off Hamilton Road, this cemetery is marked by history and Meridian's past.



Poor Farm Cemetery Guided Tour

Sunday, October 29th at 3:30pm - 4:30pm
Ingham County 'Poor Farm' Cemetery, 3860 Dobie Rd, Okemos

The Ingham County Home Cemetery is also known as the Poor Farm Cemetery and is an Ingham County Historical Marker. This cemetery was used to bury residents of the Ingham County Poor Farm from the late 1800's to the early 1940's. Join us on October 29th and learn about the people who lived on the Poor Farm because they were unable to care for themselves. Their tombstones are a reminder of the lives and the place that they called "home". During the guided tour you will learn about the people and learn about how their bodies were sold for research.

www.meridiancelebrates175.com





the SCOOP @ HOM TV

Volume 29, Issue 2

Summer 2017

HOMTV Provides Closed Captioning Services to Meridian Township Residents



HOMTV partnered with a new online video service provider, Swagit Productions LCC, offering closed captioning services for archived on-demand meetings which began in January 2017.

Meridian Township meetings with closed captioning include: Environmental Commission, Park Commission, Planning Commission, Township Board and Zoning Board of Appeals. There is a 24 hour turnaround time for closed caption meetings to be available on-demand.

Providing closed captioning services was part of a three year process. The goal of this new service is to accommodate a more inclusive audience.

"It is not required by the FCC for PEG channels to provide closed captioning, but the Township feels strongly in having this be provided to its residents and we are happy to have this as an additional HOMTV programming service," **Deborah Guthrie (96)**, Communications Director for Meridian Township.

HOMTV is one of three Michigan PEG (Public, Education, Government access television) Channels providing these services and the only one offering these services for all government meetings being broadcast. Guthrie was invited to speak as one of three panelists on a national eNATOA webinar on closed captioning on May 8, 2017.

Tax dollars are not affected by the service. Funding for closed captioning is from PEG fees & franchise fees collected from AT&T and Comcast annual gross revenue for the use of the public rights of way. Monies collected are designated for use by the Township Board & Communications Commission to provide Communication services including the HOMTV Government Access Channel to the residents of Meridian Township and provide the playback of the CAMTV Regional Access Channel.

Alum's Business Continues to Grow



In 2010, **Brian Town (95)** CEO/Owner of Michigan Creative, began his full service marketing company. Seven years later, the company has expanded and relocated to its new home in Downton REO Town in Lansing. "We moved to be part of a community. It is growing, artistic, a little edgy and rough around the edges - in a good way, much like us. I wanted the ability for my team and I to be able to walk a few steps and spend money right out our front door and we can do that here," said Town.

The company started with just Town and now has 10 employees, including a fellow HOMTV alum, working all over the state and mid-west. "I have enjoyed running Michigan Creative and growing it. My best decision was to hire people better and smarter than myself. We truly have an amazing team, people that are as passionate about Michigan Creative as I am," added Town.

"I can definitely say that Brian and I were both grateful for the experience of interning and working for HOMTV at the beginning of our careers," said **Siobhan Findlay (15)**, Video Production Manager for Michigan Creative. "Brian and I work together a lot and both share a passion for video production, and



working for him here has been an awesome experience. I come into work every day excited for the projects that I'm working on, and working with the great people that work at Michigan Creative."

"I tell the story of HOMTV almost every day. I still think it is a huge part of our successes and every job I have taken was somehow connected to HOMTV...even this one. Plus I love telling anyone I meet from there I taught Deb everything she knows - she was a rookie intern when I was there," said Town.

Station Spotlight



We're proud of where our HOMTV alumni have landed, in this edition we feature WOOD TV 8 in Grand Rapids, MI and the HOMies that work there!

Richie Cozzolino (14) - News Producer

Dave DeJonge (88) - Digital Director (Nexstar Media Group, company that owns WOOD TV 8)

Lou DiVizio (13) - News Producer

Mike Ingram (85) - Chief Photographer

Aaron Jordan (14) - Associate Producer

Bilal Kurdi (00) - News Photographer

Emily (Wagner) Linnert (98) - Anchor/Reporter



EZ News to Inception Transition

Out with the old and in with the new! HOMTV's staff spent three days in May 2017 training on the new scriptwriting software - Inception News. Inception News is a Ross Video product that is a browser-based newsroom content and editorial system which includes social media integration.

HOMTV will be utilizing Inception News not only for scriptwriting and teleprompting, but also as an Assignment Manager, keeping assignments and scripts all in one location.



ALUMNI IN THE BIZ



Empowered & Inspired: A Day at the ESPNW Women + Sports Summit

Editorial by: **Maya Sanches (16)**

Going to the espnW Women+Sports Summit in Chicago was one of the best decisions I've ever made.

Starting with the event's host: ESPNW columnist and ESPN reporter/host Sarah Spain. She exuded such motivating confidence, and her sarcastic tone made the entire audience feel so comfortable, despite sitting next to strangers.

The summit also defied one of society's stereotypes of women, a prominent topic of the day: instead of judging one another, we networked and found ways to "lift as you climb" (Kimberly-Clark North America's Lizette Williams).

Some other noteworthy comments were: "Make the journey worth it" (actress and comedian Retta), "As women, if we want to be leaders, we have to say it out loud" (Edelman's Allison Cirullo) and "Femininity is more of a persona and attitude, more than how you look" (Olympian Amanda Bingson), among many more.

Throughout the entire day, I had the opportunity to network with top reporters, anchors and even athletes and businesswomen, but what most inspired me was my time with ESPN host Cari Champion. Everything she presented is what I aspire to be: confident, strong, knowledgeable; a talented, kind communicator and reporter. She offered to watch my reel and act as a mentor in my professional journey.

I left the event with much more confidence in my abilities and career and having met incredible women who I hope to keep in contact with forever. I absolutely recommend the espnW summits to all women who are going into any sports related field.



Alum Furthers Education with the Stars in New York City

Editorial by: **Al Martin (12)**
Sports Reporter/Host, WKAR TV/Radio

I was invited by NBCUniversal, in combination with the American Black Film Festival, to be a part of a three-day workshop at NBC's headquarters in Manhattan, NY. Out of 350 applicants, I was one of 23 chosen to participate and learn from Marki Costello; one of the top media coaches and talent managers in the nation! Costello has entertainment in her blood, seeing as though Lou Costello, of the famous comedy duo "Abbot and Costello," is her grandfather.

Costello coached us through what it takes to become a top on-air host/talent in today's ever changing world of 2017 media. She put us through prompter reads, stressed the importance of knowing your audience and gave advice on letting your personality bleed through every time the camera turns on. Her guidance was invaluable. I also can't stress enough how mind-boggling it was to be in the workshop with so many talented people! From Brandon Broady of "Nickelodeon" to Amanda Booz of "BET", to countless other talents like Zay Zay Aquino who has his very own digital platform! I still pinch myself knowing that I was invited to be in the room with them all. Much thanks to Kendra Carter, Nancy Cadet and Jamila McCoy who all were in charge of organizing everything.

One of the big takeaways from my time in New York is that in this profession, evolving and reinventing is a must. Media is constantly changing. Adapt and get better, or you will be left behind. Time to get to work...

It is very exciting to be a part of that wave.



Erica Bivens (07) is a Evening News Anchor/Reporter for WSAZ NewsChannel3 in Huntington-Charleston, WV.

Amanda Chodnicki (13) is a Nightside Reporter at NBC25 News/Fox66 News in Flint, MI.

Lia Davis (13) is a Sales & Marketing Specialist at Strive Health & Fitness in Saddle Brook, NJ.

Rachel Droze (15) is a Statehouse Reporter at WICS-TV/WRSP-TV in Springfield, IL.

Julie Dunmire (15) is a Reporter at KELOLAND TV in Sioux Falls, SD.

Erica Francis (14) is now co-anchor for a new weekday morning time slot at 4:30am at Fox 17 News in Grand Rapids, MI.

Gabriella Galloway (16) is a Summer News Intern at Fox 2 in Detroit, MI.

Cindy Harb (11) is a Public Relations Specialist at Caesars Entertainment in Las Vegas, NV.

Jennifer Hutchins (98) is a Story Producer at Megalomeia in Austin, TX.

Shannon Kelly (17) is Multimedia Journalist at WIFR 23 News in Rockford IL.

Mandy MacPherson (16) is a Producer's Assistant for a new talk show program with host Kellie Pickler in Nashville, TN.

Vu Nguyen (10) is a UI Designer at Autogravity in Irvine, CA.

Thea (Tio) Pecht (06) is a Director of Marketing and Communications at UBMD Internal Medicine in Buffalo, NY.

Chloe Reynolds (16) is a Production and Editing Intern at Michigan Creative in Lansing, MI.

Emily Scarlett (11) is a Anchor/Reporter at WIS-TV in Columbia, SC.

Rachael Schuit (16) is a Reporter/Producer at WILX-TV News 10 in Lansing, MI.

Lauren Simmons (14) is a Production Assistant for Nat Geo Wild show "The Incredible Dr. Pol" in Mt. Pleasant, MI.

Elizabeth Stanton (06) is a Contributing Writer for Geek Girl Authority in the Greater Los Angeles Area.

AWARDS & RECOGNITION

The Society of Professional Journalists (SPJ) recognized the best collegiate journalism in Region 4 with 2016 Mark of Excellence Awards - winners: **Whitney Burney (14), Julie Dunmire (15), Brett Kast (14) & Treasure Roberts (16)**.

John Zimmerman (84) was honored at the 5th annual Carol Van Andel Angel of Excellence Award Presentation on April 27, 2017 for his volunteer service and commitment to the Van Andel Institute.

The National Academy of Television Arts & Sciences Emmy Nominations: **Shelley Childers (08), Hannah (Saunders) Jewell (11), Bilal Kurdi (00), Evan Linnert (00), Miguel Martinez-Valle (14), John Pompeo (86) & Josh Sidorowicz (12)**

Emmy Winners: **Evan Linnert (00) and Miguel Martinez-Valle (14)**

Alum Reconnect at Awards Ceremony

Amy Guild McGraw (86) and **Ben Stark (81)** reconnected at the Michigan State University Alumni Awards on April 8, 2017.

Congratulations to Amy for receiving an MSU Outstanding Alumni Award!



WHERE ARE THEY NOW...



To: Communications Commission

From: 

Brandie Yates, HOMTV Executive Producer/Internship Coordinator

Date: July 25, 2017

Re: Formation of a HOMTV Alumni Giving Program

For 35 years, HOMTV's Internship Program has primarily offered unpaid internships that provide students with hands-on training and experience to prepare them for careers in the television and communications industry. Over the years, staff has been approached by prospective intern applicants, as well as interns already accepted into the program regarding the need for financial support to offset costs in order to participate in an unpaid internship. This need has grown as we continue to expand the program to additional colleges and universities requiring commuting from different parts of the state such as Mt. Pleasant (Central Michigan University), Saginaw (Saginaw Valley State University) and Detroit (Oakland University).

With the generosity of HOMTV's Alumni Network, staff is looking to create an Alumni Giving Program to assist interns financially with costs associated with our program, including mileage, housing, professional clothing and career development opportunities. While encouraging participation in the HOMTV Internship Program, this support will also allow us to strengthen the depth of the interns' experience and provide them with an opportunity they may not necessarily afford otherwise.

Selection criteria for distributing the funds will be determined as the program further develops. Staff anticipates offering higher levels (\$2500 - \$5000) to interns who have already completed their first semester of the Internship Program and lower levels (\$500 - \$1000) will be offered to incoming interns in their first semester. The number funding awarded will be based on available program funds and demonstrated intern interest and need.

Staff is requesting that the Commission move **TO APPROVE THE FORMATION OF A HOMTV ALUMNI GIVING PROGRAM** as a means of assisting new and returning interns.

Individual Video Provider Customer Intakes

Complaint Number 2017-003

Date 7/19/2017

Name

Street Address

City / Zip

Work Phone **Ext**

Cell Phone

Home Phone

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description Comcast Customer contacted HOMTV. She is concerned that she received noticed that her bill will be increasing by \$20 and she is supposed to be on a 2 year bundle plan of \$99 that started in December 2016. She stated that she called Comcast billing yesterday and was informed that because she is receiving DVR and HD service, they have to charge her the additional \$20 per month and that she should have been charged from the beginning when she started her bundle agreement. She stated that the representative said that there wasn't anything they could do for her. She would like a representative to call her and discuss with her because she feels she should be locked into that \$99 bundle plan for 2 full years.

Problem Before? Yes **Ongoing** **MPSC Information**
Assigned Staff Andrea Smiley **Given**

Staff Response It was explained to customer that the information would be forwarded to HOMTV's regional Comcast staff and a Comcast Representative would reach out to her to discuss her bill.

Resolution John Gardner, Director of External Affairs for Comcast stated that a representative would be in contact with Ms. Vaughn.

Individual Video Provider Customer Intakes

Complaint Number 2017-004

Date 7/20/2017

Name

Street Address

City / Zip

Work Phone **Ext**

Cell Phone

Home Phone

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description St. Martha school was under the impression that schools received free cable for the classrooms. They have a cable box, but the room that it was in does not currently receive cable. The room teacher disconnected the box because they did not have the service. The question is, does the school still receive this service and if so, how can they get this reconnected?

Problem Before? No **Ongoing** **MPSC Information**
Assigned Staff Deborah Guthrie **Given**

Staff Response Director Guthrie responded that she would reach out the school and to Comcast and figure out how to get the issue resolved.

Resolution John Gardner, Director of External Affairs for Comcast stated that he would reach out to Ms. Dowell.



Yvette Collins
Director
AT&T Michigan
221 N. Washington Square
Lansing, MI 48833
Office: (517) 334 3708
Fax: (517) 334-3429

July 13, 2017

Ms. Kavita Kale
Executive Secretary
Michigan Public Service Commission
PO Box 30221
Lansing, MI 48909

Dear Ms. Kale:

Michigan Bell Telephone Company, doing business as AT&T Michigan ("AT&T"), submits its Tenth Annual Video Report to the Michigan Public Service Commission ("MPSC") and franchising entities in the State of Michigan regarding its deployment progress, as required by Michigan's Uniform Video Services Local Franchise Act (2006 Public Act 480, as amended) or "Video Act". AT&T is separately providing a copy to each Clerk in the Michigan Communities where AT&T has launched its U-verseSM TV service.

If you have any questions, please contact me on (517) 334-3708.

Sincerely,

A handwritten signature in black ink, appearing to read 'Yvette Collins', is written over a horizontal line.

Yvette Collins
Director - External/Regulatory Affairs
AT&T Michigan

Enclosures

cc: Clerks in Franchised Communities
Ms. Robin Ancona, Michigan Public Service Commission Staff
Mr. Ryan McAnany, Michigan Public Service Commission Staff
Ms. Yvette Collins, AT&T Michigan



10th Annual

AT&T Michigan

Annual Video Report

July 13, 2017

STATUS OF AT&T'S VIDEO SERVICE DEPLOYMENT IN MICHIGAN

Michigan Bell Telephone Company, doing business as AT&T Michigan ("AT&T"), submits its Tenth Annual Video Report to the Michigan Public Service Commission ("MPSC" or "Commission") and franchising entities in the State of Michigan regarding its deployment progress, as required by Michigan's Uniform Video Services Local Franchise Act (2006 Public Act 480, as amended) or "Video Act".¹

On January 1, 2007, Michigan's Video Act became effective. AT&T launched its Internet Protocol TV (IPTV) service called AT&T U-verse® TV on May 21, 2007 in parts of over 50 communities in the Detroit and Ann Arbor areas. AT&T has now obtained franchise agreements and has launched its U-verse TV in 340 communities.

Section 9(2)(b) of the Video Act provides that it is a defense to an alleged violation of Section 9(1) of the Video Act if a provider has met either of two conditions: (1) within 3 years at least 25% of households with access to the provider's video service are low-income households; or (2) within 6 years and from that point forward at least 30% of households with access to the provider's video service are low-income households. AT&T has met both conditions.²

With respect to Section 9(3) of the Video Act: (1) AT&T provided access to its video service to over 50% of the households in its telecommunications service area within 6 years of the date it began providing video service, and (2) AT&T Michigan no longer has more than 1,000,000 telecommunications access lines in the state.³

AT&T recently completed its tenth year of providing video service in the state. In Michigan, AT&T currently provides access to its video service to over 50% of the households in its telecommunications service area (however, AT&T's subscription rate is less than 30%). Of these households with access to AT&T's video service in Michigan, over 35% are low-income households as defined by the Video Act. AT&T does not deny access to service to any group of potential residential subscribers because of race or income.

Since its launch in 2007 through the end of the 1st quarter of 2017, AT&T has paid more than \$173 million to the local governments, made up of \$135 million in video franchise fees and \$38 million in public, education and government (PEG) fees.

¹ See Section 9(4) of the Video Act: "Each provider shall file an annual report with the franchising entity and the commission regarding the progress that has been made toward compliance..."

² See Section 9 (2) of the Video Act: "It is a defense to an alleged violation of subsection (1) if the provider has met either of the following conditions: (a) Within 3 years of the date it began providing video service under this act, at least 25% of households with access to the provider's video service are low-income households. (b) Within 5 years of the date it began providing video service under this act and from that point forward, at least 30% of the households with access to the provider's video service are low-income households."

³ "If a video service provider is using telecommunication facilities to provide video services and has more than 1,000,000 telecommunication access lines in this state, the provider shall provide access to its video service to a number of households equal to at least 25% of the households in the provider's telecommunication service area in the state within 3 years of the date it began providing video service under this act and to a number not less than 50% of these households within 6 years. A video service provider is not required to meet the 50% requirement in this subsection until 2 years after at least 30% of the households with access to the provider's video service subscribe to the service for 6 consecutive months."

AT&T'S INVESTMENT IN MICHIGAN'S WORKFORCE AND INFRASTRUCTURE

AT&T invests billions to build the advanced networks that create jobs and fuel economic growth. From 2013 through 2015, AT&T invested nearly \$1.6 billion in its Michigan wireless and wireline networks.

AT&T'S U-verse® TV PRODUCT

AT&T's U-verse TV network architecture and technology is fundamentally different from a legacy cable TV system. AT&T's U-verse TV is Internet Protocol TV (IPTV), which is based on the common language of the Internet.

U-verse delivers both real-time video programming and on-demand and interactive content that IPTV makes possible. Customers are enjoying many benefits of the platform, like Total Home DVR⁴ and multi-screen⁵ content. In addition, AT&T extends its U-verse TV brand across screens with Uverse.com and the U-verse App for smartphones and tablets.

Here are some highlights of latest U-verse TV offerings:

- Michigan U-verse TV customers can enjoy access to more than 234 HD channels.
- Michigan U-verse TV customers can receive HD-ready equipment, according to their package, and most packages include an HD-ready DVR.
- Michigan U-verse TV customers can record up to 4 shows at once with Total Home DVR³.
- Michigan U-verse TV customers can stream shows virtually anywhere they go, on their phones, tablets or computers.
- U-verse TV is delivered through an advanced fiber-optic network that provides interactive features when combined with other AT&T services.
- AT&T's deployment of Public, Educational, and Government (PEG) continues, as AT&T works closely with all communities who have requested AT&T to carry their PEG programming on U-verse TV.

4 Total Home DVR (Digital Video Recorder). See: <https://www.att.com/esupport/article.html#!/u-verse-tv/KM1009866> for more details. An AT&T U-verse customer can record 4 shows at once on a single DVR, record and play back shows from any room in the home, pause a recorded show in one room and pick it up in another and program the DVR remotely from the computer or wireless phone.

5 MultiScreen. See: https://www.att.com/Common/merger/files/pdf/U-verse_MultiScreen.pdf

AT&T's U-verse offers multiple combinations of TV, Internet and Voice packages to customize the customer's experience. U-verse TV offers several programming packages including U-basic, U-200, U-200 Latino, U-300, U-300 Latino, U-450, and U-450 Latino packages, plus U-family, a family-friendly programming option. The customer may choose from a variety of subscription options that feature a wide variety of channels, including music, local, movie and sports programming, as well as premium Spanish-language and international packages.

All of these packages include high definition or HD-capable equipment, and most packages include an HD digital video recorder (DVR), easy to use parental controls, built-in picture-in-picture, video on demand, games like sudoku and solitaire.

ADDITIONAL AT&T U-verse® TV INFORMATION

For additional information on AT&T U-verse TV, to see a demonstration of how it works or to see the popular bundles customers may visit the websites below or call 800-ATT-2020.

<https://www.att.com/tv/u-verse.html>

Customers may find the following AT&T websites helpful for further information regarding channel lineup and the availability of AT&T U-verse TV.

- AT&T U-verse TV channel lineup:

<https://www.att.com/channellineup/u-verse/channel-lineup.jsp>

- AT&T U-verse TV availability:

<http://www.att.com/u-verse/availability/>



May 15, 2017

Ms. Deborah Guthrie, Cable Coordinator
Meridian Township
5151 Marsh Road
Okemos, MI 48864

Dear Ms. Guthrie:

As part of Comcast's commitment to keep you informed about important developments that affect our customers in your community. I am writing to notify some changes to the channel lineup. Customers are being notified of these changes via bill messages.

Effective on or around June 20, 2017, Fox Movie Channel (FXM) will no longer be available on our Sports Entertainment Tier.

Also, on or around July 1, 2017, Esquire will no longer be available on the channel lineup.

Additionally, on or around July 15, 2017, Olympics Channel HD will be available on channel 1240 with our Digital Preferred tier. Universal HD on channel 1240 will be ceasing operations.

As always, feel free to contact me directly at 517-334-5686 with any questions you may have

Sincerely,

A handwritten signature in blue ink that reads "John P. Gardner".

John P. Gardner
Director, External Affairs
Comcast, Heartland Region
1401 E. Miller Rd.
Lansing, MI 48911