



AGENDA

CABLE COMMUNICATIONS COMMISSION

Regular Meeting
December 2, 2015

Meridian Township Municipal Building
5151 Marsh Road, Okemos, MI
Administrative Conference Room

- A. Call Meeting to Order at 6:00 pm
- B. Public Remarks
- C. Approval of Agenda
- D. Approval of Minutes – November 4, 2015
- E. Communications/Announcements
 - 1. HOMTV Intern Appreciation Night/Golden Tape Awards
 - 2. Meridian Cares Campaign
- F. Old Business
 - 1. Communication Needs Assessment
- G. New Business
 - 1. 2015 Goals & Objectives
 - 2. 2016 Meridian Township's Goals & Objectives
 - 3. 2016 Cable Communications Commission Proposed Meeting Schedule
 - 4. Reappointment of Commissioner Lathrop
- H. Reports
 - 1. Complaints/Compliments: Deborah Guthrie
 - 2. Video Service Provider(s):
 - a) Comcast handouts – presented at November 4 meeting
 - 3. Communications Director Report: Deborah Guthrie
 - 4. Chair's Report: Walter Benenson
 - 5. Township Information: Ron Styka
 - 6. Programming: Deborah Guthrie
 - 7. Viewership/Promotions: Deborah Guthrie
 - 8. Finance: Deborah Guthrie
- I. Other Business & Announcements
- J. Public Remarks
- K. Adjournment

Cable Communications Commission Regular Meeting Minutes

Administrative Conference Room
Meridian Municipal Building, Okemos, MI

November 4, 2015

DRAFT

Present: Commissioners: Chair, Walter Benenson; Vice Chair, Patrick Crowley;
Commissioner, Tunga Kiyak
Staff: Deborah Guthrie, Communications Director and
Andrea Smiley, Administrative Assistant
Township: None
Comcast: John Gardner, Comcast Sr. Manager Government
Affairs
AT&T: None
Haslett Schools: None
Okemos Schools: None

Call Meeting to Order: Chair, Benenson called the meeting to order at **6:15 pm.**

Public Remarks: None

Approval of Agenda:

Vice Chair Crowley moved **TO APPROVE**, Seconded by Commissioner Kiyak

Voice vote: Motion carried unanimously.

Approval of Minutes:

Vice Chair Crowley moved **TO APPROVE THE MINUTES OF SEPTEMBER 2, 2015**,
Seconded by Commissioner Kiyak.

Voice vote: Motion carried unanimously.

Communications/Announcements:

Director Guthrie began the discussion by explaining the Township survey. The Township participates in the survey with the opportunity each year to present four questions to be included in the survey and this year one included a question about communications within the Township. It is sent to a small pool of people but it's still a great opportunity that a question about communications was included. Chair Benenson asked the question how the people are chosen to participate. Director Guthrie commented that she believed the people were chosen randomly, possibly from the phonebook.

Old Business:

1. Extension of Services

Director Guthrie stated that a meeting was held with Mr. Beyea, John Gardner, Commissioner Kiyak and Derek Perry, Assistant Township Manager to discuss the options that Meridian Township could offer the customer. Mr. Beyea stated at the meeting that he had not approached his neighbor about splitting the costs yet. Director Guthrie stated that she feels he has a better understanding of what the Township can and cannot provide to the residents. John Gardner stated that Comcast is ready to provide services if and when the customer is willing to pay the cost as stated in the estimate for the construction costs. Commissioner Kiyak commented that the Township is unable to determine what part of the Township is not able to receive services for cable and internet. Vice Chair Crowley stated that the Commission should have a technical survey completed. John Gardner stated that Comcast will provide at the request of the Township a map of when Comcast is currently able to offer services within the Township. Vice Chair Crowley asked the question of whether the map would be at the level of a house by house listing. John Gardner replied that it would provide that information and details. He also stated that there is no requirement by any video service provider in Michigan to provide services to new developments.

2. CCC Rules & Responsibilities – Broadband Clarification Memo

Chair Benenson, the Commissioners and Director Guthrie began discussing the verbiage for adding #12 to the Rules and Responsibilities document for the Commission. Chair Benenson clarified that the commissioners would make a motion on the verbiage for the added responsibility and then take a vote, then forward to the Township Board. Director Guthrie stated that the new verbiage would just be added to the document and would not need to go to the Township Board for approval. Commissioner Kiyak stated that the issue came about because Internet service was not part of the original Rules and Responsibilities document and with the advancement of technology, Internet related issues should be included. Director Guthrie asked Vice Chair Crowley if he wanted to make a motion in regards to what the verbiage should read. Vice Chair Crowley reworded the statement and made a motion TO ADD #12 TO THE RULES AND RESPONSIBILITIES DOCUMENT TO READ EVALUATE, RESEARCH AND ADVISE THE TOWNSHIP BOARD IN THE IMPLEMENTATION, AND EXPANSION OF, BROADBAND AND INTERNET CONNECTIVITY IN MERIDIAN TOWNSHIP. Commissioner Kiyak seconded the motion.

Voice vote: Motion carried unanimously

3. Communication Needs Assessment Memo

Director Guthrie began the discussion by asking the Commission about continuing with the Communication Needs Assessment. Director Guthrie stated that she would rather reallocate the money that was originally approved for the assessment to other needs, like equipment, etc. for the station. Commissioner Kiyak stated that it would be very beneficial to see what people think about HOMTV, broadband, etc. Vice Chair Crowley stated that premise is why the Communication Needs Assessment was originally approved. The assessment was to include a survey to the citizens to ask the questions 'where do you get your news, how do you use your internet, what stations do you watch, etc. Commissioner Kiyak stated that he didn't think it needed to be to the extent that was originally planned with focus groups etc. Director Guthrie stated that the assessment was originally approved to assist with the Comcast franchise renewal. She asked the question "What should the new focus be, if we continue with the assessment", since the franchise renewal is complete? Director Guthrie posed the option of doing a Communication Needs Survey with other PEG channels in the state of Michigan, and potentially reducing the cost, across multiple communities. Vice Chair Crowley stated that it would still be beneficial, especially with the development of the new website and branding campaign to see how the community accesses HOMTV or receive Township news and happenings. Director Guthrie asked the question of whether the

Township and the Communications Department already knew the answer to those questions and Vice Chair Crowley stated that he disagreed, "I don't think you know the answer". Director Guthrie asked the question of whether everyone knew that the community accesses satellite and video from their tablets, cellphones and laptops and Vice Chair Crowley disagreed again stating that we need to know more about how the community is watching and accessing for example age groups, devices, etc. Director Guthrie stated that there are numbers stating click through rates, with percentages, etc. She also stated that there was no information on demographics, such as who is looking, where the click thru is coming from, etc. Director Guthrie then asked the question, if that information was provided, what would the Commission do with that information? Vice Chair Crowley stated that it would help with advertising, etc. Director Guthrie reworded the question, asking what would the Commission want to do with the information, what would be the goal moving forward? Vice Chair Crowley provided examples of raising revenue, finding out areas of the community not receiving services, finding ways to get service to those parts of the community, assisting with the development of the new website and assisting with the development of HOMTV programs. Chair Benenson asked the question regarding how many people watch the HOMTV channel. Director Guthrie commented that she has stats for the on demand, on line but not on the cable channel. Chair Benenson stated that if the department is looking for more money and staffing for the HOMTV channel, producing programs, etc. then it would be beneficial to see how relevant the channel is, who is watching, etc. He stated that if you believe the results will be very positive then the assessment will help sell the staffing needs that are being requested. Director Guthrie stated that staffing and programming needs were not a part of the original focus of the assessment, so adjusting that focus and setting up a new proposal would be beneficial. Director Guthrie proposed the option of rebidding the assessment out with a new proposal or having Vice Chair Crowley speak with the consulting group that was originally approved to perform the assessment. Commissioner Kiyak stated that it should be handled through Michigan State University (MSU) as a student class project and not spend the money on a consulting group. Chair Benenson agreed with that proposal. Commissioner Kiyak stated that he could reach out to a contact and Chair Benenson stated that he could contact Brad Greenburg, who used to sit on the Commission. Director Guthrie asked the Commission if they were all in agreement with approaching MSU and arranging the assessment as a student class project.

Commissioner Kiyak made a motion **TO ARRANGE A COMMUNICATIONS NEEDS ASSESSMENT WITH MICHIGAN STATE UNIVERSITY AS A STUDENT CLASS PROJECT**. Chair Benenson seconded the motion.

Voice vote: Motion carried unanimously

Chair Benenson stated that he would contact Brad Greenburg and Commissioner Kiyak stated he would reach out to his contact, as well. Director Guthrie asked Vice Chair Crowley if he agreed to have Brandie Yates contact him to discuss the survey because she will be the point person assigned to the project.

New Business:

1. New HOMTV website

Director Guthrie talked about the Commission approving the possibility of advertising on HOMTV and stated that she wanted to pause on the topic for right now. John Gardner asked for clarification between advertising on the channel or the website. Director Guthrie and Chair Benenson both commented the website only. Director Guthrie also commented that it would be more of a sponsorship initiative rather than actual advertising. Director Guthrie stated that HOMTV needs a new website, which the commissioners all agreed to, so she asked the commission if she could propose that option to the website company to get a new website for HOMTV at the same time as the new website for the Township. Commissioner Crowley

stated that the new website should include the ability for advertising, sponsorships, fundraising, etc.

Commissioner Kiyak asked the question about whether Director Guthrie had the opportunity to speak with the Township Manager about the staffing concern for the Communications Department. Director Guthrie stated that she met with the Finance Director and has also met with the Township Manager a couple different times. She now has to go back and present two to four different proposals on the staffing needs and develop a short synopsis on the current duties that each person does in the department. She stated that the Township Manager continues to work with her and she is scheduled to meet with him more during the month of November. Director Guthrie stated that when the Communications Department was redesigned, it was redesigned without the consideration of producing programs for the HOMTV channel. The department needs designated people for the production of shows.

Vice Chair Crowley asked for additional information about the Lightspeed proposal from the September 9 Township Board packet. He clarified to say that it may have been the Okemos School Board packet. It concerned a one-time \$40,000 payment about overlaying the schools fiber network. Director Guthrie stated that she would need to check her notes and get back with the Commission concerning the exact situation, but that she was approached by the school. Director Guthrie stated that she would need to go back through the information because she didn't want to provide the wrong information to the Commission.

Reports:

1. Cable Compliments/Complaints: Nothing to Discuss
2. Video Service Provider(s):

John Gardner provided an update on the agreement with schools and libraries. He also passed out information about Internet being extended to more than 500,000 low income families. Also, Comcast will be hiring additional employees into customer care roles.

3. Communications Director's Report:

Director Guthrie stated that the new website will be handled by Vision Internet and the Township attorney is working on the contract, as well as the contract for the new branding campaign that will be handled by M3Group. The next step is selecting the committee as part of the rebranding process. Commissioner Kiyak asked for a timeline for the project. Director Guthrie responded that she was hoping to have the new website and the branding rolled out with the Meridian Monitor in May, 2016.

Director Guthrie commented that the audio project is 90% complete, just waiting on a few parts to finalize. She also provided a brief summary of the issue and all the repairs for the Commission.

Director Guthrie stated that the Communications Department is assisting the Fire Department with their communications needs at the New Central Fire Station in regards to setting up the command center and the cable requirements in order to go live on the HOMTV channel.

4. Chair's Report:
5. Township Information: Nothing to Report

6. Programming:

In regards to programming, Director Guthrie is working to bringing back shows like Coffee Break. However, additional programming is very time consuming and a strain because of the limited staff.

7. Viewership/Promotions: No discussion

8. Finance: No discussion

Other Business & Announcements:

Public Remarks: Nothing new to report

Adjournment:

Vice Chair Crowley moved **TO ADJOURN THE MEETING**. Seconded by Commissioner Kiyak.

Hearing no objections, Chair Benenson **ADJOURNED THE MEETING AT 7:05 pm.**

NEXT MEETING:

The next scheduled meeting is **December 2, 2015 in the Administrative Conference Room.**

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

COMMUNICATIONS

CHARTER TOWNSHIP OF MERIDIAN

Elizabeth Ann LeGoff
Brett Dreyfus
Julie Brixie
Frank L. Walsh

Supervisor
Clerk
Treasurer
Manager



Milton L. Scales
Ronald J. Styka
John Veenstra
Angela Wilson

Trustee
Trustee
Trustee
Trustee

November 17, 2015

To Whom It May Concern,

The Meridian Cares Team is organizing its second **Meridian Cares Emergency Needs Fundraiser** for families in the Township in need of assistance. The Community Resources Commission Emergency Needs Fund is low and the Township aims to raise \$10,000 by December 16th to help prevent anyone from going hungry, cold or even losing their home this holiday season. The Meridian Cares Team is working closely with the Community Resources Commission as well as the East Lansing/ Meridian Lions Club to generate funds through raffle ticket sales.

We would like your community support for this cause. You, as a local Meridian Township business, can contribute by donating a \$50-\$100 gift basket to be raffled on December 16th at Meridian Township's annual holiday luncheon being held at Pizza House. Your gift basket donation will be greatly appreciated and will not go unnoticed.

A gift basket donation will not only help the Community Emergency Needs Fund, but it is a great opportunity to advertise your business to the community and show your support.

At the December 16th event, beginning at 3:00 pm, we aim to present the Community Resources Commission with a ceremonial check for \$10,000 and we invite you to be part of this special occasion. We are asking for your commitment to donate by December 4th and that all donations are ready by December 14th.

We thank you for your support of the Meridian Cares Team initiative and the Community Emergency Needs Fund. Your generosity will not go unnoticed. If you have any questions, please contact the Communications Department Administrative Assistant, Andrea Smiley at 517.853.4384 or smiley@meridian.mi.us.

Sincerely,

A handwritten signature in black ink that reads "Frank Walsh".

Frank Walsh
Meridian Township Manager
Meridian Cares Team Leader

5151 MARSH ROAD, OKEMOS, MICHIGAN 48864 517.853.4000

www.meridian.mi.us





Meridian Cares and Meridian Township offers several opportunities to help those in need. According to the 2013 U.S. Census, about 13% or 5,000 people in Meridian Township live below the poverty level and could use our help.

Our goal is to raise \$10,000 for the emergency needs fund by December 16th. This really goes a long way and will meet the needs of our most vulnerable residents for an entire year.

There are lots of ways you can help join the Meridian Cares movement including donating a winter coat, being a Santa to a Senior, purchasing raffle tickets, financial donations and spreading the word including liking and sharing the Meridian Cares fanpage <https://www.facebook.com/MeridianCaresFundraiser>. Here are ways to get involved in the Meridian Cares movement:

Winter Coat Collection: The Meridian Cares Team is collecting winter coats to keep our residents warm during the most vulnerable time of year. Please find it in your heart to drop off a coat at the Meridian Township Municipal Building and help keep someone warm this winter. Please drop off coat donations in the lobby of the Municipal building at 5151 Marsh Road Okemos, MI. 48864

Be a Santa to a Senior: The holidays are a time of giving and holiday spirit signifies a giving heart. Meridian Cares for everyone in our Township and we believe that no matter the circumstance we could find ourselves' in, all families should be afforded the opportunity to receive the spirit of giving. Adopt a senior this year and celebrate the spirit of giving. The Adopt a Senior Tree is located in the lobby of the municipal building. Purchase an item on the Santa card and return your item with card by December 10th to the Meridian Township Municipal building 5151 Marsh Rd. Okemos, MI. 48864

Emergency Needs Fund: Through our Meridian Cares campaign last year, we were able to raise \$8,300.00 to help those with emergency needs in Meridian Township. We helped provide hundreds of gifts to seniors, helped families celebrate the season and helped meet the needs of families. Purchase a raffle ticket to win a gift basket donated by a local business or simply give a financial donation. Raffle tickets are 1 for \$10 or 3 for \$20. Each raffle ticket enters you to win a \$50 or above gift basket. Raffle tickets can be purchased in the Meridian Township Municipal building at the Treasurer's office located at 5151 Marsh Rd. Financial donations can be made out to Meridian Township c/o Meridian Cares program and mailed to Meridian Township c/o Darla Jackson 5151 Marsh Rd. Okemos, MI. 48864

Sponsor a Holiday Food Basket \$50 in groceries goes a long way to sponsor a family this holiday season. This year, we are asking for your help to fill holiday food baskets for 25 Meridian Township families. Food baskets will be distributed to low-income Meridian Township households, mainly to families, seniors and individuals with disabilities. Nonperishable items are suggested and donations should be submitted by December 23rd to the Meridian Township Municipal building located at 5151 Marsh Rd. Okemos. Follow the link for a list of suggested items: <http://bit.ly/FoodBasketItems>.

We thank you for being part of the Meridian Cares spirit and community bond. If you have any questions about sponsoring a holiday basket, sponsoring a senior, volunteering and/or making a financial donation, please contact Human Services Specialist Darla Jackson at jackson@meridian.mi.us or 517.853.4204.

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**OLD
BUSINESS**

Andrea Smiley

From: Kiyak, Tunga <kiyaktun@broad.msu.edu>
Sent: Thursday, November 19, 2015 12:01 PM
To: Deborah Guthrie; Walter Benenson
Cc: Andrea Smiley; Andrew Lathrop; Brian Seipel; Patrick Crowley (pcrowley@ccrslegal.com); Patrick Crowley; Ronald Styka; Brandie Yates
Subject: RE: Communication Needs Assessment Memo

The MSMR program has acknowledged that the memo will be sufficient and will be included in the offerings presented to the students.

However, they noted once again that the students get to choose the projects they wish to work on and that if no students shows interest there is nothing that they can do. Unfortunately, it seems like the students get to finalize their picks the first week of Spring classes. So we will only know whether or not it will get picked up by mid-January.

Tunga

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Tunga Kiyak, Ph.D.
Managing Director
Academy of International Business

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**NEW
BUSINESS**

Meridian Township 2015 Goal Setting

Meridian Township exists to create a sustainable community through the most effective use of available resources that achieve the highest quality of life.

Completed	In-Progress	No Action	2015 Goals and Objectives - Communications Department
Goal #2			
Meridian Township shall sustain and enhance <u>public safety</u>			
	x		a. Increase information shared with the public through social media regarding public safety tips, PSAs (Public Service Announcements), emergency communications and police and fire services
	x		b. Provide Beyond the Badge police and fire programs and stories
	x		c. Strengthen communication and educate developers/builders, business owners, and neighborhood associations regarding the planning process in an effort to minimize violations and negative impacts
Goal #4			
Meridian Township shall provide exemplary <u>public services and facilities</u>			
x			b. Finalize the Comcast franchise agreement to include high definition (HD) PEG (Public, Education & Government) channels, VOD (Video on Demand), and PEG on the program guide system
x			c. Develop a 5-year equipment purchase plan to be adopted by the Cable Communications Commission (CCC) that includes HD studio cameras and
		x	m. Update the patrol car graphic design
	x		aa. Investigate options for establishing Meridian Township as a smart community and explore viable plans for expanding municipal fiber, broadband, and public Wi-Fi in Meridian Township
Goal #5			
Meridian Township shall sustain and enhance our <u>economic prosperity for all residents</u>			
x			b. Develop a branding campaign and marketing strategy and propose a 2016 budget to the Township Board to include branding campaign, imaging, print, design, and marketing
	x		o. Sustain and enhance our positive working relationship with Michigan State University
Goal #6			
Meridian Township shall promote and enhance <u>diversity across the Township</u>			
	x		a. Promote cultural diversity with our community programs and celebrations
x			b. Explore closed captioning costs for HOM-TV programs
		x	c. Investigate and possibly launch a Chinese version of HOM-TV news programs
	x		g. Strengthen community pride through such activities as downtown events and expanded outdoor sculpture displays
	x		k. Promote Nokomis Learning Center activities

Goal #8			
Meridian Township shall sustain and enhance constituent communications			
x			c. Replace the Town Hall microphones and bases
x			d. Investigate replacement of Township hall video imager
	x		e. Increase public engagement and participation through multimedia and other ways to connect to the Township
	x		f. Create a monthly Township Manager blog and increase its outreach
	x		g. Conduct a communications needs assessment
x			h. Investigate costs of new Township website
	x		i. Audit social media outlets and develop a social media strategy campaign
x			j. Upload packet information on the Township website that is in a searchable format for ease of use by the public
	x		k. Publish the Meridian Monitor twice-yearly to all residents
		x	m. Increase staff engagement and participation with neighborhood groups using social media, fire safety programs, HOM-TV interviews, and Beyond the Badge
x			p. Print and distribute one issue of the Meridian Township Parks and Recreation Family Fun Guide (distribution in January)
x	x		q. Increase communication with constituents through email and multi-media sources
x			t. Begin the process of overhauling the Township website and branding up to an amount of \$30,000
Goal #9			
Meridian Township shall sustain and enhance neighborhoods and eliminate blight			
	x		a. Create DAS (Distributed Antenna System) ordinance with the Public Works & Engineering and Planning Departments
x			b. Promote Neighborhood Watch
	x		c. Develop a method to increase compliance of communications companies using the rights of way in the Township
x			e. Promote and encourage the preservation of older neighborhoods

MEMORANDUM

To: Cable Communication Commission



From: Deborah Guthrie, Communications Director

Date: November 24, 2015

Re: 2016 Meridian Township Goals & Objectives

The Meridian Township 2016 draft Goals and Objectives includes the following from the Communications Department:

- Develop a branding image for Meridian Township.
- Develop a more welcoming and accessible website.
- Provide fair, unbiased 2016 Election coverage.
- Communication Needs Assessment

These goals and objectives will be presented to the Township Board at the December 8, 2015 meeting and are open for discussion. Commissioners are invited to attend the meeting to provide additional comments or suggestions.

MEMORANDUM

TO: Cable Communications Commission

FROM: 
Deborah Guthrie, Communications Director

DATE: November 24, 2015

RE: 2016 Cable Communications Commission Regular Meeting Schedule

The Cable Commission of the Charter Township of Meridian recommends the adoption of the 2016 regular meeting schedule as follows:

Wednesday, January 6, 2016	6:00 pm	Administrative Conference Room
Wednesday, February 3, 2016	6:00 pm	Administrative Conference Room
Wednesday, March 2, 2016	6:00 pm	Administrative Conference Room
Wednesday, April 6, 2016	6:00 pm	Administrative Conference Room
Wednesday, May 4, 2016	6:00 pm	Administrative Conference Room
Wednesday, June 1, 2016	6:00 pm	Administrative Conference Room
Wednesday, July 6, 2016	6:00 pm	Administrative Conference Room
Wednesday, August 10, 2016	6:00 pm	Administrative Conference Room
Wednesday, September 7, 2016	6:00 pm	Administrative Conference Room
Wednesday, October 5, 2016	6:00 pm	Administrative Conference Room
Wednesday, November 2, 2016	6:00 pm	Administrative Conference Room
Wednesday, December 7, 2016	6:00 pm	Administrative Conference Room

MEMORANDUM

TO: Cable Communications Commission

FROM: 
Deborah Guthrie, Communications Director

DATE: November 24, 2015

RE: Term Expiration and Application for Public Service

The following terms are due to expire in 2015 for current Cable Commission members:

Andrew Lathrop - Term Expires: 12-31-2015

Per the Cable Communication Commission (CCC) Rules and Procedures:

3.1 Terms of Service. Terms of service for Commission members shall be three (3) years or until a successor is appointed.

3.2 Vacancies. A successor shall be recommended to the Township Board for appointment not more than thirty (30) days after the term of the previous member has expired.

Staff recommends the Commission discuss seeking alternate member(s) to serve on the Cable Commission. An alternate could serve the purpose of substituting for a Cable Commissioner when he/she cannot attend a meeting, thus reducing the amount of meetings canceled due to lack of quorum. In 2015, two meetings were canceled due to lack of quorum.

According to the Cable Communications Commission Rules and Procedures, an alternate could serve the following functions:

2.2 Alternate Members.

A. An alternate member shall be called to serve in place of a regular member by the chairperson or vice chairperson if:

- 1) a regular member is absent from or will be unable to attend two or more consecutive meetings of the Commission; or,
- 2) a regular member is absent from or will be unable to attend meetings for a period of more than thirty (30) consecutive days; or,
- 3) a regular member will be abstaining from participating in consideration of a case in which the regular member has a conflict of interest.

B. When called to serve, an alternate member has the same voting rights as a regular member.

C. Alternate members may be called in any order.

The Cable Communications Commission moves TO RECOMMEND THE REAPPOINTMENT OF COMMISSIONER LATHROP TO THE CCC.

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**COMPLAINTS/
COMPLIMENTS**

Individual Video Provider Customer Intakes

Complaint Number 2015-015

Date 11/3/2015

Name Ody Norkin

Street Address

City / Zip

Work Phone **Ext**

Cell Phone

Home Phone (517) 420-5019

Email odynorkin@gmail.com

Best Time to Call

Best Time to Service

Service Provider AT&T

Reason for Calling Inquiry

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 Inquiring about the Redi Ride Listening Session. He has Direct TV through AT&T and wanted to watch on demand.

Problem Before? No **Ongoing** **MPSC Information Given**

Assigned Staff Andrea Smiley

Staff Response Andrea Smiley, Communications Administrative Assistant, sent Mr. Norkin a link to the show on demand through email.

Resolution

Individual Video Provider Customer Intakes

Complaint Number 2015-016

Date 10/29/2015

Name Pat Cannon

Street Address

City / Zip

Work Phone **Ext**

Cell Phone

Home Phone

Email pat.cannon@comcast.net

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Inquiry

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 Inquiring about the live taping of the Redi Ride Listening Session. Brandon Wirth, Video Programmer, sent an email with the days and times to catch the replay on the HOMTV channel.

Problem Before? No **Ongoing** **MPSC Information Given**

Assigned Staff Andrea Smiley

Staff Response Brandon Wirth, Video Programmer, sent an email with the days and times to catch the replay on the HOMTV channel.

Resolution Resident was very appreciate

Individual Video Provider Customer Intakes

Complaint Number 2015-018

Date 11/19/2015

Name Steve Vagnozzi

Street Address

City / Zip

Work Phone **Ext**

Cell Phone

Home Phone (517) 349-4809

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 Mr. Vagnozzi participated in a free offer to upgrade to X1. It was a self-install and he is an IT person so he figured it wouldn't be a big deal. Once he completed the installation, Thursday, November 12, he no longer had all of his channels for his preferred package. He spent over 3 hours on the telephone with various representatives that just kept instructing him to reboot his box. He stated that the representative wasn't even aware of his package. Mr. Vagnozzi ended up reinstalling his old box and called again over the weekend requesting to have a technician out to his house and the representative responded that a service call would be scheduled for Tuesday, November 17. When the technician came out to the house, he stated that the upgrade equipment wasn't programmed correctly and that the correct programming could have been activated remotely. He didn't even need the technician. At this time, the customer is requesting a phone call to discuss the level of service received and his expectation of service, as well as an adjustment to his bill for the period of time that he wasn't receiving the correct tier of service including an additional \$20 adjustment for the installation of equipment.

Problem Before? No **Ongoing** **MPSC Information**
Assigned Staff Andrea Smiley **Given**

Staff Response Mr. Vagnozzi's concerns were forwarded to Mr. John Gardner, Government Affairs Manager for Comcast

Resolution John Gardner stated that Comcast's customer care specialists would reach out to Mr. Vagnozzi.

CHARTER TOWNSHIP OF MERIDIAN
CABLE COMMUNICATIONS COMMISSION

**VIDEO
SERVICE
PROVIDER(S)**



COMCAST HIRING NEARLY 400 NEW EMPLOYEES IN MICHIGAN OVER NEXT YEAR

More Than 300 Customer Care Roles Planned As Part of Comcast's Nationwide Effort to Enhance the Customer Experience

PLYMOUTH, Mich. – (Oct. 29, 2015) – Comcast announced it will fill nearly 400 new positions in Michigan over the next 12 months. More than 300 of the new jobs are customer care roles that will support service-related inquiries for subscribers at the company's call centers in Ann Arbor, Plymouth and Sterling Heights. The company also has openings at its service centers and in technical operations, marketing and sales to support residential and business customers.

"Michigan's economy continues to grow each day, and will be bolstered by Comcast's addition of 400 new jobs in the southeast region," said Gov. Rick Snyder. "The company has a huge presence nationally and could have expanded anywhere, but they have chosen to grow here. I thank Comcast for their continued investment in Michigan's comeback."

"Our company has deep roots here in Michigan that go back several decades," said Tim Collins, regional senior vice president for Comcast in Michigan. "By adding nearly 400 new jobs to the existing 4,300 employees within the state, we're reaffirming our commitment to this region while sending a clear message that customer satisfaction is our top priority."

Comcast's aggressive hiring efforts support the company's nationwide focus on improving the customer service experience, which includes:

- Hiring 5,500 new workers over the next three years and adding three new call centers, part of a \$300 million investment being made in 2015.
- Investing in technology and training to give employees the tools they need to deliver excellent service.
- Simplifying billing and creating better policies for customers.
- Renovating hundreds of stores across the country and developing new technologies that will let customers interact with us at their convenience.
- Offering an app that allows customers to view the status of their Comcast technician and rate their appointments, and a \$20 credit when a technician is late or doesn't show up.
- Tripling the size of its social care team to serve customers more quickly.

To learn more about new job opportunities in Michigan and to apply online, interested individuals should visit www.comcast.com/careers. Company benefits offered include: medical, dental, prescription and vision; flexible spending account; 401k; stock purchase plan; courtesy services; life and accident insurance; short- and long-term disability; and tuition reimbursement.

About Comcast Cable:

Comcast Cable is the nation's largest video, high-speed Internet and phone provider to residential customers under the XFINITY brand and also provides these services to businesses. Comcast has invested in technology to build an advanced network that delivers among the fastest broadband speeds, and brings customers personalized video, communications and home management offerings. Comcast Corporation (Nasdaq: CMCSA, CMCSK) is a global media and technology company. Visit www.comcastcorporation.com for more information.

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Media Contact:

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Michelle_gilbert@cable.comcast.com



BRINGING THE INTERNET HOME TO MORE THAN 500,000 LOW-INCOME FAMILIES

Internet EssentialsSM from Comcast: The Nation's Largest and Most Comprehensive High-Speed Internet Adoption Program for Low-Income Households

AUGUST 2015

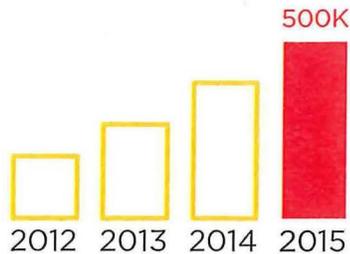
INTERNET
ESSENTIALS
from Comcast





OUR #1 COMMUNITY INVESTMENT PRIORITY

Families Connected



500,000 FAMILIES
— REACHING —
2 MILLION AMERICANS

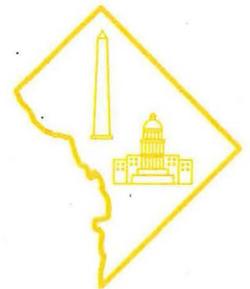
Internet EssentialsSM from Comcast is the nation's largest and most comprehensive high-speed Internet adoption program in America—bringing the Internet into the homes of more than 500,000 low-income families and reaching more than 2 million Americans.

High-speed Internet service at home connects families to a world of knowledge and opportunities, including greater access to education, healthcare, employment, news, and information. Home Internet has the power to transform lives, strengthen communities, and inspire a new generation of leaders. We should all be connected. That's why Comcast is committed to attacking the digital divide in a real and meaningful way.

To put that into perspective,

2 ML > 3X

The Population Of Washington, D.C.



OR

Larger than the populations of

96 of the **TOP 100** cities in America

FASTER, SIMPLER, BETTER

Internet Essentials is Comcast's largest and most successful community investment initiative. The spirit of the program truly aligns with Comcast's mission to improve and enrich our communities. Since we first offered Internet Essentials in August 2011, we have made 25 key enhancements to the program, including:



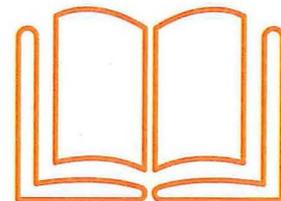
Improved Technology

Comcast has again doubled the service's download Internet speed up to 10 Mbps—more than six times the speed we offered at the beginning of the program. And in-home WiFi is now available for no added cost.



Streamlined Enrollment Process

Families whose children attend schools with at least 50% of the student population eligible for the National School Lunch Program are automatically approved when they apply for Internet Essentials.



Increased Eligibility

Comcast offers amnesty for families who are eligible for Internet Essentials and have a past due balance older than one year. Eligible families with a child in any of a variety of educational settings including public, charter, private, parochial, cyber school, and home school may apply for Internet Essentials.

BUILDING DIGITAL COMMUNITIES

Making learning better together

Over the past several years, we've focused on building a network of volunteers, nonprofit and educator partnerships to help spread the word about Internet Essentials to low-income families with children. Internet Essentials' success would not be possible without these dedicated partners. With their support, we've worked to achieve exciting milestones with our digital literacy and readiness programs. When our communities thrive, so do we.



LEARNING AND GROWING MORE EACH DAY

We work each day with partners, customers, and employees across the country to help us better understand how we can enhance the program. We are proud of these accomplishments.

Our Reach



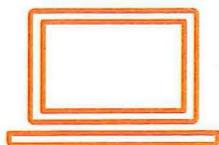
3.5 million

visits generated to dedicated websites in English and Spanish



3.2 million

phone calls received to dedicated in-language call centers



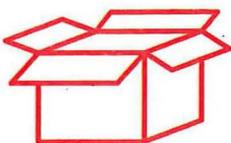
41K

subsidized computers provided to Internet Essentials families at less than \$150 each



7 million

public service announcements, valued at more than \$90 million



46 million

Internet Essentials program materials distributed

The Customer Experience



98%

use the service for homework and 92% say the service has had a positive impact on their child's grades



86%

use their Internet service almost every day



67%

of people that use the service to search for jobs, say it helped them locate employment



90%

are highly satisfied with the program

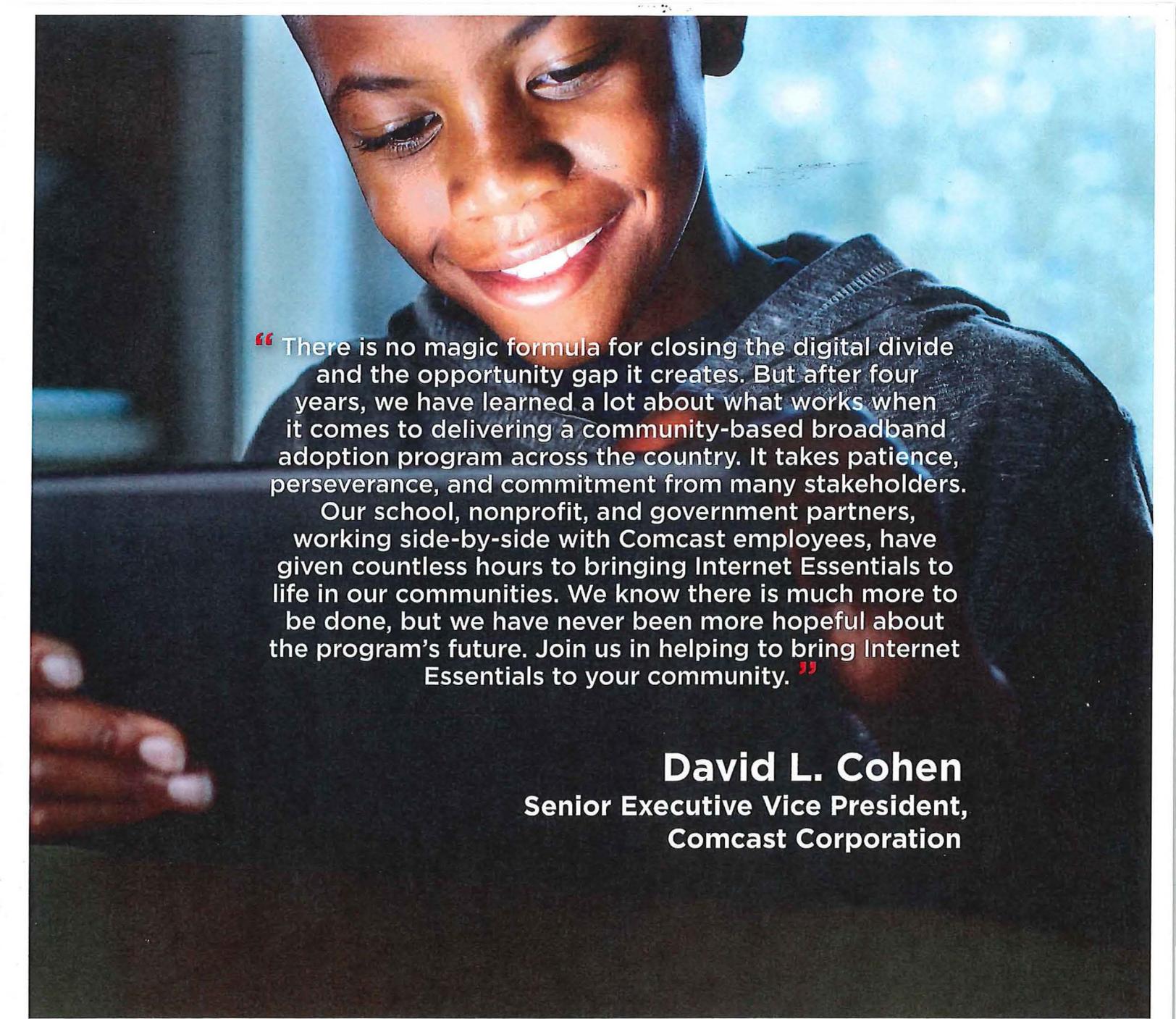


86%

have recommended the program to friends and family

“I am thankful that Comcast made a program for families like mine. Now my kids can use the same tools that everyone else has.”

—Internet Essentials Customer



“ There is no magic formula for closing the digital divide and the opportunity gap it creates. But after four years, we have learned a lot about what works when it comes to delivering a community-based broadband adoption program across the country. It takes patience, perseverance, and commitment from many stakeholders. Our school, nonprofit, and government partners, working side-by-side with Comcast employees, have given countless hours to bringing Internet Essentials to life in our communities. We know there is much more to be done, but we have never been more hopeful about the program’s future. Join us in helping to bring Internet Essentials to your community. ”

David L. Cohen
Senior Executive Vice President,
Comcast Corporation

Internet EssentialsSM provides low-cost high-speed Internet service for \$9.95 a month, with the option to purchase an Internet-ready computer for less than \$150. Interested customers should call 1-855-8-INTERNET or visit our website www.InternetEssentials.com to learn more about eligibility requirements. Program materials are available in 14 languages free of charge to schools and nonprofit partners at InternetEssentials.com/Partner.

We should all be connected.

English: 1-855-8-INTERNET (1-855-846-8376)

Spanish: 1-855-SOLO-995 (1-855-765-6995)

InternetEssentials.com | es.InternetEssentials.com





November 5, 2015

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 you of some changes to the channel lineup. Customers are being notified of these changes via bill message.

Beginning January 7, 2016, the following changes will occur: CMT will move from Digital Preferred to Sports Entertainment Package. POP will no longer be available on Digital Economy tier. Spike TV will no longer be available on XF Latino 300 tier. Spike TV and POP will move from Digital Starter to Digital Preferred.

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

Sincerely,

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



November 19, 2015

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

RE: Important Information—Price Changes

Dear Ms. Guthrie:

We are committed to constantly improving our customers' entertainment and communications experience in Meridian, and we continue to invest in making their services even better. For example, our investment in the X1 user interface has been extremely popular and is helping customers find and enjoy the vast array of content they receive. We continue to bring customers innovative improvements like the X1 voice controlled remote control, the X1 talking guide, X1 Cloud DVR services, and the X1 Sports App. As we make these and other investments, we periodically need to adjust prices due to increases we incur in programming and other business costs. Starting January 1, 2016, new prices will apply to select XFINITY TV services and equipment as reflected in the enclosed notice.

We are committed to providing our customers with a consistently superior experience, including 24/7 customer service and on-time arrival—or we'll credit the customer \$20. We back up our services with the Comcast Customer Guarantee (visit www.comcast.com/guarantee for details).

We know you may have questions about these changes. If I can be of any further assistance, please contact me at 517-334-5686.

Sincerely,

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

Enclosure

Schedule of video-related price changes; effective January 1, 2016

<u>VIDEO & OTHER FEES (Monthly unless noted otherwise)</u>	<u>CURRENT PRICE</u>	<u>NEW PRICE</u>
Broadcast TV Fee	\$3.25	\$4.75
Regional Sports Network Fee	\$1.00	\$3.00
Digital Starter- <i>Includes Limited Basic, additional digital channels, a standard definition digital converter and remote for the primary outlet, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice</i>	\$67.75	\$67.95
Digital Preferred – <i>Includes Digital Starter, additional digital channels, Encore, access to Pay-Per-View and On Demand programming and Music Choice</i>	\$85.70	\$85.90
Digital Preferred Plus- <i>Includes Digital Preferred, Starz, Showtime and The Movie Channel for the primary outlet.</i>	-	\$108.95
Digital Premier - <i>Includes Digital Preferred, HBO, Starz, Showtime and The Movie Channel for primary outlet</i>	-	\$128.95
HBO	\$19.99	\$15.00
Showtime	\$19.99	\$15.00
Starz	\$19.99	\$15.00
Cinemax	\$19.99	\$15.00
The Movie Channel	\$19.99	\$15.00
Digital Adapter Additional Outlet Service	\$2.99	\$3.99
Service Protection Plan	\$4.95	\$5.95
Field Collection Charge – <i>Visit to customer's residence required to collect past due balance or unreturned equipment.</i>	\$25.00	\$30.00

Certain services available separately or as a part of other levels of service. Comcast service is subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are a video service customer and you own a compatible digital converter or CableCARD device, please call 1-800-XFINITY for pricing information or visit www.comcast.com/equipmentpolicy. ©2015 Comcast. All rights reserved.