

**FIVE TOWN CABLE ADVISORY COMMITTEE**  
Representing the Towns of Great Barrington, Lee, Lenox, Sheffield and Stockbridge

**PUBLIC NOTICE**

**The Five Town Cable Advisory Committee will hold its  
Regular Quarterly Meeting  
Tuesday, June 13, 2017 at 6:30 PM  
Town Hall, 32 Main Street, Lee**

**Agenda**

**Call to Order**

**Reading and approval of minutes March 21, 2017**

**CTSB Report**

- CTSB Quarterly Report
- Construction Fund deduction reimbursed?
- Update on upgrade of TWC/CTSB origination sites
  - Fiber upgrades completed?
  - CTSB reimbursed for fiber cards to replace analog cards supplied?
- CTSB/TWC
- For discussion: Volunteers and donations needed

**Spectrum**

- Quarterly Report to include all issues requested:
  - Full system outage on 5/17 affecting Great Barrington, Lenox and Sheffield
  - Breach of License Agreement - persistent CTSB transmission problems not remedied though committed 3/21 to do so - Lee and Lenox
  - "Peg Fee" pass through full accounting from inception requested 3/21 – not received
  - Subscriber questionnaire status
  - On-going intermittent freezing of signals - both video and audio status
  - E911 Fee?
- For discussion: Spectrum communications need to improve:
  - Changes resulting from consolidation of the companies not described at last meeting
  - Clarification of:
    - "Legacy Time Warner" vs. Spectrum service
    - Fees and charges and surcharges on statements
    - WSHM not on Spectrum app
  - Changes in "Guide"
  - Spectrum Commercials - frequency, accuracy, attitude
  - Customer Service – not communicating available discount information correctly
  - Signal theft in Five Towns
  - WWLP status

**Old Business**

**New business**

**Other Business/Citizen Speak**

**Set next meeting date and time, September 12<sup>th</sup>, 2017, 6:30 PM, in Stockbridge**

**Adjourn**