TOWN OF
NEW LONDON, NEW HAMPSHIRE

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BOARD OF SELECTMEN
MEETING MINUTES
November 19, 2008

PRESENT:
Mark Kaplan, Chair, Board of Selectman
Larry Ballin, Selectman
Tina Helm, Selectman
Jessie Levine, Town Administrator
Kate Miller, Donahue, Tucker & Ciandella
Lisa Birmingham, Comcast
Noel Weinstein, New London resident
Bill & Marilyn Andrews, New London resident
Chris Cundey, New London resident
Betty Williamson, New London resident
Greg Uhrin, Yankee Communications

Mark Kaplan called the meeting to order at 7:00 PM and opened the public hearing on the Comcast cable franchise renewal. Chair Kaplan introduced Lisa Birmingham of Comcast and invited her to tell those present why the franchise renewal should be renewed.

Lisa Birmingham stated that the principal terms in the proposed agreement are the length of term, extension of line access, extension of PEG access, extension of franchise fees, and from Comcast's point of view, the length of standard drop to a customer's house. Beyond that, the proposed agreement is fairly pro forma. Adelphia updated the system and Comcast has continued to make improvements over the past two years. Comcast is proposing here something that is fairly flexible; a seven-year term was agreed upon, although Comcast proposed ten years. The old agreement provided for 3% of gross revenues for the cable services to be paid in a franchise fee, and this agreement is positive in that it gives the town the ability to increase that amount over the period of the agreement should the Town want to do that. The line extension policy in this draft is becoming increasingly common and is a cost-sharing arrangement for people who live far off the plant to allow Comcast to share the cost of the hard line extension. Related to that is the 250' standard drop to account for the rural area in NH and Vermont in which houses are farther away from the road. This is a provision in the old agreement and is foreign to Comcast, but she convinced management that this drop is important to the community.

Lisa Birmingham went on to say that for PEG (public, education, government) access, Channel 10 provides an opportunity for community members to bring programming to the system. Right now, in order to do that, one has to travel to the hub site and make contact with engineering staff to drop off the tape. We have been discussing whether the Town wants to grow the capacity and enhance the PEG programming available, then Comcast could run a fiber feed to a specific location, such as Cougar Court. The agreement includes a provision to build the fiber connection, although the costs cannot be pinned down until the destination is confirmed. Comcast has proposed a fairly flexible arrangement so when the Town gives notice of the site, Comcast will build the studio origination point so that it can be cable cast without going to the hub site, and gives people the opportunity to be more active (produce shows, tape meetings, etc.). Comcast would construct the fiber feed, provide studio equipment, and maintain the exterior facilities. As to the cost-sharing there, it is Comcast policy to pass those costs through to subscribers; ballpark estimate is $10,000 for the fiber feed (although most of the school is already on the plant), and additional equipment is about $10,000, for a $20,000 proposal over the seven-year term is 15 cents a month on the subscriber bill (in addition to the 3% franchise fee). The pass through can be flat fee per subscriber or as a percentage (10 cents over 10 years).

Chair Kaplan said that Comcast revenues over seven years would be about $7 million, and $20,000 is about three-tenths of one percent. He asked why Comcast would put that cost back on the subscribers. Why should the Town come up with $20,000 when all it costs Comcast is three-tenths of one percent? Ms. Birmingham said that it is a franchise-related cost, which Comcast is allowed to pass through, either on the bill or through the franchise fee. She said that she is hard-pressed to say that this is not necessarily the cost of doing business; Comcast provides the capacity and the plant, but the capital costs associated with the new facility are incremental costs. She said that at 3%, the Town is receiving annual payments (quarter payments are okay with her if the Town prefers) of $30,000, which costs each subscriber about $1.64 per month (or $20 per year). That can be raised by ½ percent up to the FCC's 5% cap, which would be about $53,000, about $2.73 per month per subscriber. She said that she is aware of different sized communities with different public needs, and at the ascertainment hearing in the fall this did not come up. A channel is being used now, which is a good opportunity for growth, but with fairly nominal expense. Andover, NH, manages quite well on what they have, and the access channel provides some good local programming, so it can be done. Ms. Birmingham worries about Comcast making a commitment now without knowing the cost, the location, or if some organization will take charge of the equipment and function. If there is no organization, then it will be the Town, and the parameters are outlined in the agreement for "fiscal oversight." Ms. Birmingham said that if this is what the Town wants to pursue, Comcast will pursue it and will build the drop, but she suggested going slowly to meet the need that is there rather than spending significant capital now, because just because we build it doesn't mean they will come.

Chair Kaplan said we have no intention of going forward unless there is a demand. Ms. Birmingham said that the agreement also points out that as a matter of federal law, a PEG channel is non-commercial, but there are opportunities such as NHPR and VPR, which are non-commercial but do a good job of fundraising to keep programs going. Enhanced underwriting is permissible and can help fund the growth of the PEG channel.

Ms. Birmingham said this is a fair and flexible agreement that allows for changes in certain terms. Chair Kaplan said that it will be taken under advisement. Chair Kaplan introduced Kate Miller, who has been town counsel for the Comcast discussions. Ms. Miller said that she and Ms. Birmingham will continue to discuss the standard terms in the agreement, which would bore everyone else. However, the legal boilerplate does have consequences if a competitive franchise came in, if there were changes in the law, etc., and those terms will be discussed further. Ms. Miller said the most important things for those present are the length of term, franchise fees, and the option for live programming site and capital support from Comcast.

Chair Kaplan opened the floor to the public. Greg Uhrin of Yankee Communications, a former Chamber president with interest in the local business community, said that for the last ten years he has produced Kearsarge Valley Magazine. That and high school sports have been the primary source of programming on Channel 10 and have always been supported by commercial advertising. He raised a concern that given the underwriting model that is being presented, whether the programming could be sustained in the capacity provided. He said his question is not whether Comcast should or shouldn't preclude that, but why there is language in the franchise agreement if that is an issue between the Town and the FCC? He said he knows of five quick examples of commercial messages that travel on a public access channel throughout the country, so he thinks there is a debate as to whether commercial speech can be there. There is precedence in this community, and he is concerned that by signing the agreement with this language, we are giving away something that we had, which handcuffs us going into the future in terms of what local programming can carry with it. One of his difficulties as Chamber president was that there are very few vehicles that local businesses that pay taxes have to communicate who they are and what their products are, and while he has never made money on KVM, he philosophically agrees that if a business extracts advertising revenue from a community, it owes editorial back. When Kearsarge Cable was here, YCN provided ad insertion for them and still does for TDS. He said that basically the continuation of KVM has been bankrolled with funds coming out of the Warner/Bradford area. His message to the Selectmen is simply that communication for businesses in the area is difficult because of the number of outlets, and the language in the agreement handcuffs the Town. The Town can decide whether to run this PBS-style or some other way. Newport has strictly interpreted the business language, whereas in Andover the parameters are very wide. With every community, it can be determined by the Town fathers or organization that runs the access. He suggested that maybe it's not in the Town's best interest to exclude commercial advertising.

Jessie Levine summarized Mr. Uhrin's statement that if this is an FCC regulation, that it should be between the FCC and the Town and not subject to the Comcast agreement. Lisa Birmingham said that Comcast should be involved because it is Comcast providing the channel capacity and Comcast that has the obligation to provide PEG access to meet the community needs, so when it provides the channel it must comply with federal law to be non-commercial. She said that how "non-commercial" is interpreted, she will leave to the Town. She said there cannot be a call to action, but Comcast has encouraged towns to think creatively for underwriting and how to run the channel. Mark Kaplan asked for an example, and Mr. Uhrin referred to John Mackenna's message during the youth sports programs. Ms. Birmingham said that there could be a statement about Mackenna's restaurant, but not a call to action for a certain price point or service. Mr. Uhrin referred to UNH Hockey on Channel 11. Mr. Ballin said it sounds like there's wiggle room in the interpretation, and suggested that Mr. Uhrin might need to change his advertising approach. Mr. Uhrin said that he is just trying to bring forward the issue to the Selectmen's attention.

Kate Miller said that these are FCC standards that are "pretty mushy," and what is clear is that a particular price cannot be advertised and a call to come in and purchase something, but if you refer to the restaurant and the service it offers, like public radio and television do, then we are within the parameters. She does not think that someone will come after the Town for something like that. She referred to an alternative example of someone walking through a used car lot and pointing to the deal of the week, and said there is a broad spectrum in between. Ms. Birmingham said she would be happy to work on language; the channels have to be non-commercial in nature per federal law, but the guidelines are mushy. Mr. Uhrin said he has read the code. Mr. Kaplan asked if we were to proceed with this agreement, would it affect Mr. Uhrin's operations. Mr. Uhrin said that at best, it would have to be modified. But the truth is that while he stands here promoting local programming, his business is advertising insertion. He has operations here and in Norwood and Braintree, Massachusetts. Mr. Birmingham said that PEG access is supposed to be community-funded, local-funded, non-commercial, and all of the other channels is where paid advertising should be going. She is not familiar with a PEG access organization or channel that is not funded by the sponsoring community, usually through franchise fees. Mr. Uhrin said that there has not been a dime of public money put into programming here.

Mr. Kaplan asked if the Town were to go ahead with this PEG approach and the underwriting ads were used, would it impinge upon Mr. Uhrin's business. Mr. Uhrin said that it puts in jeopardy the ability to produce the Game of the Week, KVM, the Scrooge, and other things that we do for the community where we take the revenue from other sources and put it into this programming. That is not to say that we as a community could not pay somebody to continue this programming (and he is not here lobbying for the job because it's a lot of commitment). What KVM brings to it is a professional product that will not be matched if pursued as a community organization. Mr. Uhrin said that what's most in jeopardy is the Game of the Week. He said that KVM has expanded to reach from Concord to the Upper Valley, so there is a bigger footprint to deal with content and bigger advertisers. He said that Game of the Week is popular in the community and is endearing and he does not understand why Comcast would preclude that. Ms. Birmingham said that if the community wants that programming on, it can be on; the question is how would it be supported? She said that Channel 10 can have YCN programming and the community bulletin board, and the question is how is it funded? Larry Ballin said that it is simple: if the funding is not there, then there is not the community support.

Tina Helm asked what the fee schedule difference is between advertising and underwriting. Mr. Uhrin said that could be arbitrary and is market driven. Mr. Uhrin described it as "selling eyeballs."

Mr. Uhrin said he also wanted to throw out the subject of the access point. YCN provides its programming at the head end because Comcast never built the return run back here that was provided in the original franchise agreement, and it was never constructed. He suggested that should be checked into. Ms. Miller said that the previous franchise agreement may have included a provision to have the Town make the request and there was some discussion as to whether the Town had ever made the request between 1998 and the present time (Ms. Birmingham stated that the request was not made as long as Comcast has owned the agreement).

Bill Andrews said that he understands that the hearing of tonight is to pick a cable company for the future. Mr. Kaplan explained that is for the renewal of the current agreement. Mr. Andrews said that the choice is to renew or have no cable, and asked why there is no competition here. Ms. Miller said that competition is great for a community because service and programming gets better and prices come down. The problem with small NH towns is that it's difficult and expensive for a competitor to come in and build the infrastructure and lure customers away from other providers. The agreement must be non-exclusive, so if a competitor comes in and seeks a franchise, the Town could negotiate with the competitor. She said that she understands that TDS has run fiber in New London, and as TDS looks into providing video services with new technology, competition is a possibility.

Chris Cundey asked if a seven-year franchise agreement is signed, are we contractually obligated to stay with Comcast? Ms. Birmingham explained that franchise agreements are non-exclusive, so TDS could come in tomorrow and sign an agreement as well, or the Town could build its own. She repeated that it is non-exclusive, but Comcast has 90-miles of cable line in New London and needs to renegotiate the agreement to have the right to use the right-of-way. Mr. Ballin explained that another company would have to build the same infrastructure, and there was some discussion as to whether TDS would come in and ask for a cable franchise agreement. Ms. Miller said that they cannot provide video services without a franchise agreement.

Mr. Andrews said that next year, when everything becomes digital, fees and charges have not been mentioned. Ms. Birmingham referred to information that she brought about the digital transition, and said that it sounds like there is confusion about the digital transfer. She asked if Mr. Andrews is referring to the rate adjustments that will change during the digital transition. She said that on February 17, those with rabbit ears (without cable or satellite), and WCAX, NHPT, or anything over rabbit ears as of February 18, there will not be a signal. Those people need to figure out whether they can get away with just buying a digital television, a $40-70 converter (with a coupon from the federal government), which can be attached to a television to convert the digital signal back to analog, or on a cable or satellite system one can sign up.

Ms. Birmingham explained that for existing customers with an analog television, the analog service will be provided. Basic cable is currently $17, and standard cable is $50. As the world goes digital, the channels take up less space than analog channels, so in July six analog channels were converted to digital. Comcast just finished "grooming" the head ends and introduced the "digital economy" line up, which is mean to backfill for standard cable customers who lost 6-8 channels through the conversion. That was not a pleasant experience. Comcast is trying to get rid of the standard cable product because the programmers are not providing it in analog anymore. She said that digital economy has most of the channels that were taken away and is only $39.95 and is intended to help folks who are price sensitive. Digital economy has the "top 20" cable channels. Comcast is going digital along with the world, but is maintaining the basic analog package and will continue to provide standard cable. The digital economy tier is a terrific value and is a permanent product, which is why it's on the rate card. The $39.95 includes the price of the digital box and the remote. The box has been lowered from $3.95 to $1.95 to allow Comcast to get out of the business of renting boxes.

Lisa Birmingham said that Comcast has committed to the FCC that the basic analog service will be provided for at least another three years. Discussion ensued about which analog channels were removed from standard basic and are now available

Chris Cundey asked if one still has an analog TV come February, how one can get digital channels. Ms. Birmingham said he would need a digital box, which will be included in the standard box. If one gets the digital TV, one does not need a box to get analog channels. Ms. Birmingham said that if one wants MSNBC, he would need a digital box because it is not available in analog, and he would have to subscribe to the programming tier on which MSNBC appears, which is Digital Starter, which is more costly.

Mr. Andrews asked what the charge would be next month and what would appear on his analog and digital televisions. Ms. Birmingham suggested that he subscribe for digital economy unless he wants sports.

Mr. Cundey asked whom to call for pricing and programming information. Ms. Birmingham referred him to 1-800-Comcast, and said he should end up with a person in the Manchester or Burlington, VT office, or he could go up to the office in Lebanon. Mr. Cundey said he has received very poor results on the phone and was referred to Lebanon.

Mr. Weinstein said that he had this problem (losing channels) six months ago and got back what he wanted, MSNBC, Oxygen, etc. He noted that Digital Economy does not include those channels, and Ms. Birmingham said he must have received Digital Starter and received a free box for a year because he was a standard cable customer. Mr. Weinstein pointed out that MSNBC is on channel 114 on the sheet distributed.

Chair Kaplan read aloud a letter written by Martin Gross, as follows:

> Dear Board Members:
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> Thank you for scheduling a public hearing on renewal of Comcast's franchise agreement. Unfortunately, neither of us can be present in person, but we hope you will accept this memorandum, make it part of the record and consider it as you proceed to act on renewing the franchise agreement.
>
> We are Comcast cable customers. We subscribe to a package of channels that includes basic cable, analog tier and digital tier, including High Definition and one group of premium channels, HBO. This package was carried over from Adelphia. Our monthly bill for this service is substantial. We've had occasional contact with Comcast regarding minor service glitches. In general, since Comcast took over from Adelphia we think that the cable operator's level of service, accessibility and responsiveness has improved.
>
> However, we want to formally protest how Comcast has handled certain recent changes in channel allocation. Although Comcast has asserted to us that these changes are merely intended to make room for more digital channels, we believe they have actually involved hidden price changes, which Comcast has not fully and frankly disclosed to its customers.

We believe this may be in violation of FCC's Customer Service Regulations, Sec. 76.1603(c), as included in Exhibit A attached to the draft franchise agreement.

We understand that section requires Comcast to: "give 30 days written notice to both subscribers and local franchising authorities before implementing any rate or service change. Such notice shall state the precise amount of any rate change and briefly explain in readily understandable fashion the cause of the rate change…."

Specifically, we refer to Comcast's recent deletion of cable channel MSNBC, from Channel 25 in the analog tier. Although Comcast notified customers that this was going to happen and said that MSNBC would be available on Channel 114 in the digital tier, its notice made no mention of the rate changes involved if the customer wished to continue to receive MSNBC.

To illustrate: A customer subscribing only to the analog tier would be required to subscribe to the digital tier, at extra cost, in order to continue to receive MSNBC on Channel 114 at all. Also, receiving the digital tier on any particular TV set requires that set to have a cable box attached, also at extra cost. In our house we have only one such box, so the other TV sets receive only analog channels. To continue to get MSNBC on those sets would require us to subscribe for additional boxes, at extra cost. None of these extra cost items were described in any notice we had received from Comcast.

In addition, we found that MSNBC did not appear automatically on Channel 114. Instead, a written screen message told us the channel was "Not Authorized," and suggested calling Comcast. We did so, reached a Comcast sales representative and were told that MSNBC would be provided on Channel 114 if we changed our service package to a different one, and that it would cost slightly **less** than our present package. However, that turned out to be misleading: further discussion with the Comcast representative disclosed that if we were to take advantage of that offer, we would lose certain **other** channels in our present package, and to continue to receive those channels would require purchase of yet a different package, at **higher** cost than our present service. In short, even to receive MSNBC on Channel 114 seemed to involve extra cost to us, if we wanted to continue to receive all the other channels in our present package. These potential extra costs were also not disclosed in any notice we had received from Comcast.

When we protested, the Comcast representative admitted that MSNBC could in fact be provided to us on Channel 114 without any other changes in our present service package, which was what we chose to do. But Comcast admitted that only after we rejected a sales pitch for changes that would have involved previously undisclosed extra cost. We don't think that conduct was consistent with Comcast's obligations for full disclosure of rate changes, up front.

As it is, we now can get MSNBC only on one TV set, the one with the cable box, whereas before, we were able to receive it on our other sets as well. By any definition, this is a degradation in service, with no decrease in price. To our minds, that is a "rate change," which Comcast didn't disclose in advance.

We apologize for the length of this discussion, but we think this is an opportunity to make an important point: Once the Selectmen approve the new franchise agreement, Comcast will once again be the sole franchised cable operator in New London, and although the franchise agreement says it is "non-exclusive," as a practical matter no other cable operator is likely to appear. According to recent reports in the financial press, Comcast's earnings have reached record levels, so it is not strapped for profits.

> Under these circumstances, we believe it is at least appropriate for the franchising authority to demand that Comcast comply with rate change disclosure regulations, fully candidly and completely, which we don't think they've done in the case of moving MSNBC. Unless you insist, we suspect it will happen again when Comcast once again decides to "make room for more digital channels" by eliminating channels in the analog tier. Thank you for your kind consideration.

Jessie Levine added that she had also received comments by e-mail that she had forwarded to Kate Miller and Lisa Birmingham from Chris Cundey, Frank Bodurtha, someone with the e-mail of L2o1@aol.com, and a letter from Leigh Warriner, which she attached by reference to the record, that echoed Mr. Gross's letter.

Chris Cundey asked Lisa Birmingham to respond to Mr. Gross's letter. Mr. Cundey also lost channels and had no fee reduction as a result of having less service.

Ms. Birmingham said that a free box was made available from May-September, notice was provided for the channel changes, and there was no change to the price of the programming tier. The Grosses have put their experience into the record and she would like to respond, but these are former Adelphia customers who are translating their experience. Ms. Birmingham said that she cannot respond without violating their privacy. Ms. Miller asked for a general response, and said that their complaint is that they were not notified that the migration of channels would generate additional fees to get the channels back.

Ms. Birmingham said that for customers on standard basic, the price did not change for the programming tier. Other customers who were current digital customers may have old Adelphia packages ("grandfathered" packages such as bronze, gold, silver that are no longer sold by Comcast), and if someone makes a change to a service, they have to transfer to a Comcast package. A lot of people don't like to get rid of their grandfathered packages because they were good deals, and for those people, when the channels were migrated, one of the channels that didn't come back ….so whoever took their call did not have accurate information and did not do the right thing. Ms. Birmingham said that Comcast gave proper notice, there was no rate increase (although she understands that paying the same rate for less might feel like a rate increase), which she described as "semantics or fine legal points," and this is one of the reasons why the digital tier and free box were offered. She admitted that this was not comfortable for the customers or for Comcast. She said that Comcast tries to minimize any change to the basic tier and has been adding digital channels to the basic tier, but the other aspects [of the Gross letter] are not common.

Ms. Birmingham said that anyone who makes a change loses their grandfathered programming. Ms. Levine asked if that were true even if someone made a change in response to a change (migration of channels) made by Comcast. Ms. Birmingham said that no one had to make a change, and Ms. Levine agreed, but said that if someone wanted a channel that Comcast moved, they had to make a change, and then lost their grandfathered status. Ms. Birmingham confirmed that statement.

Ms. Birmingham said that if someone wanted to follow Ion, for example, they would have to purchase a more expensive package. The digital starter is $60.50, including the box. The expanded basic/standard is $56, and the basic is $17, with 17 channels, and digital basic is $19. In July, the price of the digital box was $3.95, and was given free for a year for the primary TV and the other TVs for $1.95. The box price was dropped to $1.95 to encourage people to go digital, and Comcast is working on technology so a box would not be needed to get the digital programming.

Chair Kaplan said that if someone has a new TV set that is digital, would the changes affect them? Ms. Birmingham said that yes, because the box is coded to provide certain channels. Ms. Levine clarified that channels might migrate to a tier that someone does not have and they will have to pay more to get that programming back. Ms. Birmingham explained that programming can be purchased in packages. Mr.

Andrews asked if someone could buy one channel, and Ms. Birmingham said no, there is no a la carte programming other than HBO or Showtime.

Chris Cundey asked if Comcast installs the box for the homeowner, and Ms. Birmingham said they will do so at an expense. The charge should be one service visit, plus a per-outlet charge.

Mrs. Williamson asked how many box varieties there are. Ms. Birmingham explained that the standard digital box does not have DVR or high-definition service. The next step up is DVR (which is basically like TIVO), and then there's the DVR/HD combo box, and then there's the digital basic box (the FCC makes sure that is offered to basic customers who want to receive their channels digitally, which is $1.35 per month). The boxes are $1.35, $1.95, and so on.

Ms. Birmingham explained that people with rabbit ears who buy the converter will receive digital channels. Mrs. Williamson asked if the VCR and DVD player are still useable, and Ms. Birmingham explained that those will not change. Ms. Williamson said that her remote is complicated, and Ms. Birmingham offered to send her a simplicity remote, which has half the buttons and is good for the basic digital service.

Kate Miller summarized the digital transition and the trend towards digital for everything. After three years, which is the commitment to have the basic tier on analog, everything will move to digital, so folks who get analog basic will eventually need a box. They can subscribe to the basic tier if all they want is the limited number of channels, but eventually all signals will be digital. As we look forward, the agreement looks at local access channel going out simultaneously on analog and digital so that when analog goes away, the local access will still be available. Ms. Miller said that people have been angry about the transition, but eventually everything will be digital and we have to make sure that people get what they need.

Ms. Birmingham said that right now, some of the digital channels are being converted back to analog. After February, cable will be the only analog option. Satellite is all digital, broadcast is all digital. Mr. Kaplan said that if one does not have the box, he won't get a signal.

Chris Cundey asked if there is anything in the agreement that gives the Town the ability to speak on behalf of the residents and customers of Comcast during the transition period if things do not happen according to plan or according to what customers expect. He asked whether the Town could be the intermediary to make their voices known. Mr. Kaplan said the Selectmen will go directly to Lisa or go to Kate Miller if there is a legal issue. If it is strictly service, the resident should go through the service representatives, but if that has already happened and no satisfaction has been given, then the Selectmen want to know. Mr. Cundey said that in February, the Selectmen will get ten times the comments that we received already, and he wants to make sure that leverage is in the contract.

Kate Miller said that the Town does not have the ability to determine rates or tiers of service, so the topics the Town can negotiate through the agreement are narrow. There are requirements in the FCC rules that are in the new agreement by reference that Comcast would need to comply with, which are in the nature of notification. Leverage is very limited; there are better protections in the new agreement, but they are not particularly strict. She suggested letting the Selectmen know, because the Comcast representative is always available to come to public meetings. She said that cable is a peculiar service because often it's the only game in town because of economics but is not regulated the way a utility would be (phone and electric regulated as far as price). Cable is lightly regulated, so the protections we can put in are in the agreement. There is a chance that the law will change as far as regulatory acts (such as addressing the use by companies to offer all services through one pipe).

Ms. Birmingham added that when the channels were moved in July, it was painful for people. She said that it is important for people to call Comcast or complain to the Town, and when they can make adjustments, they will. There are some things, like a contract with a national programmer, that can't be changed locally, but she said they do want to hear from people.

Ms. Birmingham referred to the question from Mr. Bodurtha about the seasonal rate – she said that Adelphia let people pick their season, and Comcast's policy is for a seasonal rate from October 1-April 30 because most people head south in the winter and come back in the summer. For those subscribers who are winter residents who leave in the summer, there is no seasonal package. Ms. Levine said the complaint was from Mr. Bodurtha, who had to pay the full year because there was not a winter rate. Ms. Birmingham said that Comcast covers a fairly large area, and not just New London.

There being no further public comment, Mr. Kaplan closed the meeting at 8:45 PM.

Respectfully submitted,

Jessie W. Levine
Town Administrator