

## Oct CACSCC Correspondence Log

In addition to cable landscape<sup>1</sup> and foundation<sup>2</sup> funding newsletters the following correspondence activity represents CACSCC subscriber related correspondence. Routine advisor to advisor communications is not included.

**Red** indicates items to commented on at Oct Meeting.

### Incoming Correspondence

#### USPS Mail

Guilford Savings Bank - Letter CD Maturity, Monthly Statements

Response: Refer to Treasurer

Town of No Haven – Appointment Letter

Carolyn Spetland Sept 29,05 to June 30, 2007

Response: Web site Advisor Page updated and mail box set-up

Pam Roy – Copy of correspondence to BCTV and Comcast

Response: Ask J. B. for status when called about Oct Meeting – none available

Customer Guilford – HBO Analog Acct #8773 40 505 0003473 (copy)

Customer Guilford – Bill Problem cable boxes/remotes Acct #8773 40 505 008733

Response: Based on review with M.B of Comcast on 10.23.05 prepared copied for Comcast representative to take back at Oct 27

Comcast – Digital Cable Migration dated 10.25.05 grandfathered digital packages.

Response: Request clarification on packages at meeting. Letter was not detailed enough to validate assumption made that change does not qualify for conditions of planned program change doe it nor provide Advisors with what may be eliminated in service based on change.

#### Telephone Calls

Comcast Representative J.B.: A few calls on Status on Classic Arts, Customer correspondence and Oct Meeting attendance

Response: Sent out notices to PEGS using Router for late night ClassicArts about status of Head end trouble

Response2: Repeated requested for open items for which documents were pending receipt. Sent notice to

Will Michael: Status of ACM-NE Video Festival – 1<sup>st</sup> place Science Programming

Response: Accepted invitation to pick up award on his behalf in VT on Oct 30

Comcast Representative M.B. 10.23.05: Reply to my call about documents pending receipt

Outcome: identified items – referred to Sept. Minutes. Updated Web site Home Page (image link) with HBO Analog letter and sent notice to advisors and customers of availability for review. Call from Dir. Government relations about attending Oct. Meeting and follow thru on items: discussion included review of **customer correspondence protocol, Sept Meeting old business**

Andrew Stephens and Jennifer from Nationwide: Insurance Binder reply to chairman inquiries

Response: identified items for follow-up

#### e-mail to cacsc@juno.com

NH Advisor: Requested for Insurance Information

Response: Replied to questions based on prior committee reports.

Outcome: **Rec'd written confirmation of opt-in via Advisor Spetland**

#### e-mail to chairman@7TownTV.org

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<sup>1</sup> CTAM Briefs, Cable in the classroom and Comcast Customer Newsletter

<sup>2</sup> PDN Foundation

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NBPCAG – Mr. Bigelow Issues with missing resolution pages.

Response: Posted Resolution document on the Web site for download  
On the specialbusiness page.

MCAG – S. Fuest – **opt-in confirmation for Insurance Plan**

e-mail to dpuc@7TownTV.org

Annual FCC Form 1205 and 1240

Response: Web Update Home Page reference links

Docket 05-07-09: Public Access Channels per Franchise - Interrogs

Response: Forwarded to all Advisors based on Inquiry from ETV

Docket 05-09-07: Public Access Channels per Franchise - Interrogs

Response: **Draft Decision** – Distribute – Update Web site Home Page and  
sent to Advisor and to P.Roy

### Incoming to chairman @7Towntv.org

09:48:55 PM	STEPHEA@Nationwide.com	Andrew Stephens/CT07118/NWAGENT is out of the office.
09:33:53 PM	Mail Delivery System	Mail failure - malformed recipient address
<b>09:36:42 PM</b>	<b>To: chairman@7towntv.org</b>	<b>7TownTV: HBO Analog_original customer letter</b>
<b>09:08:13 PM</b>	<b>East Haven</b>	<b>Re: 7TownTV: HBO Analog_original customer letter</b>
06:16:16 PM	Adele Houston	Re: FW: Re: insurance resolution
06:55:02 AM	jeffrey.lincoln@yale.edu	Return Receipt (displayed) - Fwd: Record-Journal Article on Comcast Changes
10/21/2005	Mary Bigelow	Read: Record-Journal Article on Comcast Changes
<b>06:54:25 AM</b>	<b>jeffrey.lincoln@yale.edu</b>	<b>Return Receipt (displayed) - 7TownTV_Training Opportunities _FYI Only</b>
<b>10/23/2005</b>	<b>Nancy Lappie</b>	<b>RE: 7TownTV_Training Opportunities _FYI Only</b>
<b>10/21/2005</b>	<b>seadog1611@comcast.net</b>	<b>Return Receipt (displayed) - 7TownTV_Training Opportunities _FYI Only</b>
<b>10/21/2005</b>	<b>WPAA-TV</b>	<b>Read: 7TownTV_Training Opportunities _FYI Only</b>
<b>10/21/2005</b>	<b>Mary Bigelow</b>	<b>Read: 7TownTV_Training Opportunities _FYI Only</b>
<b>10/21/2005</b>	<b>System Administrator</b>	<b>Delivered: Fwd: Record-Journal Article on Comcast Changes</b>
10/20/2005	Easthaventv@aol.com	Docket 05-09-07
10/20/2005	Easthaventv@aol.com	October Cable Advisory Council Meeting
10/20/2005	E Brochinsky	Record-Journal Article on Comcast Changes
<b>10/14/2005</b>	<b>System Administrator</b>	<b>Delivered: RE: 7TownTV: Status on requests</b>
10/14/2005	Bairos, John	RE: 7TownTV: Status on requests
10/14/2005	Fuest, Stephen F.	RE: 7TownTV: Status on requests
<b>10/14/2005</b>	<b>System Administrator</b>	<b>Delivered: 7TownTV: Status on requests</b>
10/13/2005	Lunarpages Helpdesk	Re: Transfer of domain name [1733-YPLB-0166] [e78d9fac] Question Submitt...
10/14/2005	Lensman3	Re: Co-op insurance - form and status
10/14/2005	jeffrey.lincoln@yale.edu	Return Receipt (displayed) - Re: Co-op insurance - form and status
10/08/2005	Lensman3	Co-op insurance
10/07/2005	WPAA-TV	Read: Cablecast Technical Problem: NoHaven Wallingford & Router
10/05/2005	MZimmer679@aol.com	golden ticket
10/05/2005	jeffrey.lincoln@yale.edu	Return Receipt (displayed) - Fwd: Insurance:
10/05/2005	Carolyn Spetland	Walter Mann
10/04/2005	seadog1611@comcast.net	Return Receipt (displayed) - 7TownTV: Sept Minutes & other news
10/04/2005	Mary Bigelow	Read: 7TownTV: Sept Minutes & other news
10/14/2005	Thomas Davie	Re: 7TownTV: Sept Minutes & other news
10/05/2005	Thomas Davie	Re: 7TownTV: Sept Minutes & other news
10/04/2005	Thomas Davie	Re: 7TownTV: Sept Minutes & other news
09/28/2005	Brian Willoughby	Re: Contact Us Email From SPLC

## Oct CACSCC Correspondence Log

### Outgoing Correspondence (may be identified as Response Above)

(With all the middle of wee morning hour typos uncorrected in the text summaries included for detail reference on activities)

Outgoing from chairman @7TownTV.org

09:25:53 PM	rpbecks@excite.com	7TownTV: Compensated Advisors Docket
07:13:51 PM	Will Michael	RE: question regarding ACM-NE festival -confirmed
10/25/2005	pg@7towntv.org	7TownTV: Web sit administration
10/24/2005	jl@7towntv.org	Fwd: Meeting this Thurday: CACSCC Insurance: Open items
10:07:45 PM	susan.huizenga@anthem.c...	Fwd: Andrew Stephens/CT07118/NWAGENT is out of the office.
09:27:41 PM	jl@7towntv.org	Fwd: Meeting this Thurday: CACSCC Insurance: Open items
09:25:08 PM	stephea@nationwide.com	Meeting this Thurday: CACSCC Insurance: Open items
09:36:42 PM	chairman@7towntv.org	7TownTV: HBO Analog_original customer letter
09:33:53 PM	chairman@7towntv.org	7TownTV: HBO Analog_original customer letter
09:08:10 PM	rpbecks@excite.com	7TownTV: HBO Analog_original customer letter
10/21/2005	john bairos	Fwd: Record-Journal Article on Comcast Changes
10/21/2005	rpbecks@excite.com	7TownTV_Training Opportunities _FYI Only
10/20/2005	Easthaventv@aol.com	Re: Docket 05-09-07
10/20/2005	Will Michael	Re: ACME festival
10/14/2005	stephea@nationwide.com	CACSCC Insurance: Open items
10/14/2005	Fuest, Stephen F.	RE: 7TownTV: Status on requests
10/14/2005	Bairos, John	RE: 7TownTV: Status on requests
10/14/2005	john bairos	7TownTV: Status on requests
10/07/2005	rpbecks@excite.com	Cablecast Technical Problem: NoHaven Wallingford & Router
10/07/2005	privacymanager@reedbusin...	Request permission to link:
10/05/2005	Carolyn Spetland	Re: Walter Mann
10/06/2005	Fuest, Stephen F.	RE: 7TownTV: Sept Minutes & other news

### FYI Notice to Advisors and PEGS

Digital Video Workshop

Tuesday, 6:00 - 8:00pm, November 1 - FREE to the public

Monthly forum for anyone working in (or interested in working with) digital video. Digital video has become an essential tool for most video/content creators (broadcast, film, DVD, videotape, CD-ROM or the Web) over the past ten years, beginning with the Avid systems that digitized analog footage for editing in a computer environment, to today's affordable digital camcorders and powerful editing applications such as Final Cut Pro. The forum will provide an opportunity to meet and learn from your peers, raise issues and discuss solutions, and is appropriate for all skill levels. Please call for reservations. 203-795-6400. The Media Arts Center is located in Orange Connecticut, (above the Barnes & Noble bookstore). Plenty of FREE parking! Check our website for easy directions.

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10/04/2005	Thomas Davie	Re: 7TownTV: Sept Minutes & other news
10/04/2005	rpbecks@excite.com	7TownTV: Sept Minutes & other news
10/04/2005	stephea@nationwide.com	Fwd: Insurance:
10/04/2005	Carolyn Spetland	An advisor tasks follow-up with No. Haven & Madison
10/03/2005	Carolyn Spetland	Re: interview - great news thanks
10/01/2005	E Brochinsky	Re: HBO Analog Subscribers
10/01/2005	E Brochinsky	Re: HBO Analog Subscribers
09/30/2005	SuePin@aol.com	Re: Fwd: Comcast Complaint - HBO Service in Wlfd
09/28/2005	acmwebmaster@cinci.rr.com	Fwd: CACSCC Organization Membership - Activation of Member Area
09/28/2005	Brian Willoughby	Re: Contact Us Email From SPLC
09/28/2005	Thomas Davie	Re: Still have not heard anything about this story.CACSCC update
09/27/2005	Carolyn Spetland	Re: interview
10/14/2005	Lensman3	Re: Co-op insurance - form and status
09/26/2005	TotoketTV@yahoo.com	Web Site Updates requested
09/26/2005	stephea@nationwide.com	Fwd: next steps: Insurance binder and references
09/23/2005	cacsc@juno.com	Fwd: cover letter insurance resolution
09/22/2005	hera47@comcast.net	Fwd: log
09/22/2005	MZimmer679@aol.com	Re: RE. Insurance - thank you

Fri, 07 Oct 2005 13:38:15 -0700 [10/07/2005 01:38:15 PM PDT]

### Technical Problem at Branford Head end

Please be advised that Public Access Channels in North Haven and Wallingford went Black at approximately 2:20 PM on Friday. The fix for the Access Channels is expected to be resolved about 5 PM on Friday. However all pre-sets for Classic Arts Showcase will not be restored until Monday.

Fri, 14 Oct 2005 00:05:33 -0700 [10/14/2005 12:05:33 AM PDT]

### 7TownTV: Status on requests

Dear John:

Please be advised that ClassicArtsShowcase has not been restored since the outage last Friday. I had been advised that it would be restored by last Monday.

There has been no follow-up on the customer service inquiries. The HBO analog inquires status would be most appreciated.

Fri, 21 Oct 2005 05:01:37 -0700 [10/21/2005 05:01:37 AM PDT]

### Fwd: Record-Journal Article on Comcast Changes

John

When we last spoke - You again said the original letter would be distributed to Advisors by Tuesday. It is now Friday. Please provide a copy understanding that it has been expressed that that letter represents what customers are expected to continue to have available to them. And Note that Robert Wilson's representation tracks with your original report to us.

Tue, 04 Oct 2005 15:55:29 -0700 [10/04/2005 03:55:29 PM PDT]

### 7TownTV: Sept Minutes & other news

Please be advised that draft minutes of Sept. CACSCC Meeting are available for review. Red text indicates follow-up items. I left messages this week with Comcast rep regarding follow-up items from Sept. meeting.

Also this will be the last of the minutes submitted by C. Spetland. We can welcome her in her hometown meeting as North Haven Advisor later this month. You can add her to mailing lists as [cs@7towntv.org](mailto:cs@7towntv.org).

Liz whom some of you commented did a great job when she stepped in in Aug when Carolyn was ill, has agreed to being our Recording Secretary for our Oct and November Meetings.

## Oct CACSCC Correspondence Log

FYI: All three HBO Analog Subscribers that sent correspondence last month have written again indicating there has been either no follow-up or no satisfactory resolution. Per the franchise agreement all subscribers are to have written disposition of their inquiry within 15 business days. The company committed to within 5 days in their RFP. Correspondence was submitted to COMCAST 9/17/05

Subject: Meeting this Thursday: CACSCC Insurance: Open items

Jeff and Bob:

Will we be able to bring this to closure this week? SAH

----- Forwarded message from [chairman@7towntv.org](mailto:chairman@7towntv.org) -----

Date: Mon, 24 Oct 2005 21:25:08 -0700

To: [stephea@nationwide.com](mailto:stephea@nationwide.com)

Any updates on the following:

1. Marie left a message that ETV is still awaiting clarification on how policy works in "plain english". Question in thread below.
2. Do we have CACSCC bylaws, mission statement and franchise agreement substantiate seven town relationship enough to proceed. The 7Towntv.org website has information, See About Us > Mission then click on <here>. Direct link:  
<http://www.7towntv.org/References/The%20Role%20of%20CACSCC%20by%20key%20documents.pdf>
3. Madison replied and No. Haven question how binder referenced covered entities.
4. Binder amount appeared to be \$50 on original blurry fax. What is the binder check amount required to be. When I asked for clarification on "payable to" I was advised that the amount may be incorrect.

Next CACSCC meeting is Oct. 27th in No. Haven. It would be nice to have closure at this meeting.

Date: Tue, 04 Oct 2005 05:49:45 -0700

From: [chairman@7towntv.org](mailto:chairman@7towntv.org) Subject: Fwd: Insurance: To: [stephea@nationwide.com](mailto:stephea@nationwide.com)

Can a clarification be sent on this question from East Haven, ETV Board?.

Also - were the references provided about CACSCC and seven town stations adequate to proceed? I do not want to push Madison & No. Haven about responding if they will not be. thanks

Date: Mon, 3 Oct 2005 20:41:50 EDT From: [Easthaventv@aol.com](mailto:Easthaventv@aol.com)

Subject: Insurance

To: [chairman@7towntv.org](mailto:chairman@7towntv.org), [bob@vandertech.com](mailto:bob@vandertech.com)

The ETV Board had a question about the retention. I believe the information we had said that was \$2,000. I really did not have anything that explained how it worked. Is that \$2,000 per group per year or \$2,000 per group per incident? Is there a ceiling on that? I guess what we are trying to understand is how that works, what would ETV have to set aside and \$\$ ETV would be responsible for if a claim was made. There was such a lag time between the council meeting and the ETV meeting and I could not find my notes.

Any clarification would be appreciated.

The only other question they had was on opting out next year if they wanted to and Susan said they could. Thanks, Marie