

## THE ROLE OF CACSCC BY KEY DOCUMENTS

### REGULATION [**Sec. 16-331.**]

Be known to the subscribers via company notice every six months, provide on bills, bill inserts or letters to subscribers, and prominent posting in the company's primary subscriber service area and community access facility, a notice indicating the name and an address of the chairperson of the company's advisory council and describing the responsibilities of the advisory council. [Review such notice prior to distributing or posting.] (c.3)

Meet with officers of the company at least twice a year. (c.1)

Participate as intervenor in any contested case before the DPUC, as designated by DPUC(c.2), certificate review and community needs assessment.(6.f)

Receive via mail to chairperson a copy of any report, notice or other document filed by the Company. (c.2)

File a written petition with the department alleging the failure or refusal when company fails or refuses to furnish [adequate service](#) to any customer.

### [**Sec. 16-331.a**]

Petition the DPUC on the ability of 'the organization' to continue its responsibility for community access operations.

Recommend to DPUC who is "most qualified community-based nonprofit organization" when non-profit management is before the DPUC.

## FRANCHISE AGREEMENT

invited to submit two questions for each survey and the Company would provide a non-proprietary summary of the survey results to the Council

communicate with Company regarding subscriber complaints

consult with company regarding its oversight of community access.

## ARTICLES OF INCORPORATION

- (a) [To serve as a liaison](#) between the members of the public who subscribe to cable television in the Towns of Branford, East Haven, Guilford, Madison, North Branford, North Haven, and Wallingford, Connecticut, and the cable television company licensed by the Connecticut Department of Public Utility Control to service said Towns (the "Franchisee")
- (b) [To interpret and disseminate](#) information to the public regarding cable television regulatory developments and service changes and [to solicit reactions from the public](#) to such information so as to advise the Franchisee of the opinions of those who subscribe to the service the Franchisee provides

## BYLAWS PURPOSE

### Section 1.02 Objectives

The Corporation shall have as its objectives, to **act as a cable television advisory council** *representing the interests of residents who subscribe to cable television* in the geographical area comprising Branford, East Haven, Guilford, Madison, North Branford, North Haven and Wallingford, (the "Franchise Area"). This Corporation shall **represent the residents/subscribers in dealing with cable television company** (ies) licensed by the Connecticut Department of Public Utility Control (the "Franchise"). The Corporation **shall encourage PEG access within the Franchise area; administer general PEG access policy for the Franchise in the Franchise area;** give advise to the Franchisee (s) upon such matters affecting **the public/subscribers as it deems necessary; and file any written report (s) required by federal, state, or local statute**

## MISSION STATEMENT

- **Make informed recommendations on cable programming and franchising matters**
- **Secure reasonable Community Access (P.E.G.: Public, Education, government Access) resources**
- **Participate as a partner with the company in Community Access oversight**
- **Monitor customer services (including call response time, billing procedures, installation practices and system-wide upgrade deliverables)**
- **Provide forums for soliciting public input on cable matters**