

**TOWN OF DEERFIELD
CABLE COMMITTEE
November 15, 2007
MINUTES**

Present: David Taglieri, Joe Serio, Daniel Harris, Thomas Helm, David Lawrence,
Richard Mailhot
Absent: Harriet Cady, Deb Boisvert
Also Present: Cynthia Heon, Town Administrator; Bonni McPherson, IT

Mrs. Heon introduced herself and Mrs. McPherson and welcomed everyone to the first meeting of the rejuvenated Cable Committee.

Mrs. Heon outlined what the Selectmen have thought the members could begin looking into. The primary objective is to learn if Metrocast has any contractual weaknesses that the Town would like to see enhanced or new services and updates that Metrocast should consider. The Cable Committee is charged with having all thoughts in place when the Board begins negotiating the next contract. The current contract expires in 2013. Negotiations usually begin a year or two before the expiration date of the contract.

Mrs. Heon introduced Bonni McPherson who explained the information contained in the packet presented to the Committee members.

Members then began discussing areas that they would like to investigate. Points of interest or concern are listed below:

- Subscriber rates; Metrocast rates are rising
- Program Choices
 - >Too much pornography
 - >Too little variety
- Are there other providers
- Are audit reports available
- Obtain demographics; what do people subscribe to
- Obtain a copy of the rate card
- Do a survey
 - >What is the citizen's opinion of programming, rates and service
- Can Deerfield's Website link to Metrocast's Website
- How many complaints have there been and what are they
- Quality of service
- Waiting on the phone for service from Metrocast
- Level of service
- Not having calls returned quickly
- Where does Deerfield want Metrocast to go in the future, services, etc.
- Do we have fiber optic cable installed everywhere in Deerfield

- Are there any discounts or other options for the elderly
- Does Metrocast know what Deerfield wants
- How does Direct TV fit into the equitation
>What is their consumer base and why
- What is the total number of households in Deerfield served by Metrocast
- Communication should be encouraged

Committee members then moved on to the business of electing a slate of officers.
Officers chosen were:

Joe Serio, Chairman
David Lawrence, Vice Chairman
Richard Mailhot, Secretary

Next Meeting: Thursday, December 13, 2007 at 6:30pm
Selectmen's Conference Room-GBW Building

Adjournment:

7:45pm The Meeting was adjourned.