

**PUBLIC CABLE ASCERTAINMENT HEARING
BOARD OF SELECTMEN
APRIL 16, 2003**

The Board of Selectmen convened a public ascertainment hearing regarding the Town's cable services at 2:05 p.m. in the Auditorium of the Senior Center.

Mr. Brownsberger provided an overview of the purpose of this hearing and then requested Mr. Frank Foss of Comcast to provide an update on his company's efforts to upgrade the Town's cable infrastructure. Mr. Brownsberger then opened the floor to public comment.

A resident expressed concern for the customer's reliance on a cable box to receive the full range of channels that are accessible under the current cable plan. He indicated there were a number of channels which are scrambled if the cable is connected to a VCR instead of to the cable box.

Another resident complained about the exceptionally poor reception quality for Channel 2.

A resident requested whether it is possible to get channels without any commercials.

Another resident commented on the lack of availability of The Movie Channel (TMC) with Comcast.

A resident complained about the cost of cable subscription prices and the lack of a senior discount.

Another resident complained about the unavailability of people to respond to phone calls, instead a voice mail message requesting people leave a message to receive a return call.

Another resident complained about the lack of the Food Channel and the FOX News Channel.

A resident complained about the continual increases in costs for cable services.

A resident complained about what she considered to be too many new channels.

A resident advocated for the institution of a substantial senior discount under the new license agreement.

Mr. Frank Foss provided some response to questions raised by participants.

Mr. Brownsberger closed the public hearing.

Melvin A. Kleckner, Town Administrator
Clerk of the Board of Selectmen