

Groton Cable Advisory Committee
April 5, 2011
Special Meeting to discuss Charter complaints

Meeting was called to order at 7:43 p.m. in the television studio at GDRHS. Present were members Dorothy Davis, Neil Collichio, and Janet Sheffield. Program director Bob Colman was also present.

This meeting was held to discuss complaints about Charter service before the anticipated attendance of a Charter rep at the next meeting of the committee.

Dorothy Davis brought a listing or posts to the Groton email list and read the complaints to the committee, which discussed them. Most of them relate to cable and internet outages, which seem to occur more often in the Crosswinds neighborhood.

There have also been a few recent complaints about Charter dropping NECN and CSpan2 from its basic cable line-up.

The committee discussed the possibility of sending out a survey on customer satisfaction, possibly in the GELD bills. Dorothy thought we could check with Bill Hewig on this.

Neil raised a question about what Charter is classifying as a complaint and whether they're logging all the calls they receive, since it seems like the complaint reports the town receives don't reflect what we're hearing in the community.

Neil made a motion to adjourn the meeting, Dorothy seconded and the meeting was adjourned at 8:56 p.m.