

Douglas Cable Advisory Committee

Douglas Municipal Center

Agenda

Monday July 27, 2015

- Call to order:
- FY 16 Re-organization:
- Committee Vacancy:
- Financials: *Report from Town Financial Director attached.*
- Correspondence:
- Meeting Minutes: 4/13/15, 6/22/15
- Cable Policy Review:
- Coordinator's Report:
- Equipment:
- Cable Goals:
- Other Business:  
Open session for topics not reasonably anticipated 48 hours in advance of meeting.
- Next Meeting:
- Adjourn:

07/23/2015 13:39  
9824jlov

|Town of Douglas  
|FY15 FINAL EXPENDITURE REPORTS BEFORE

|P 129  
|glytdbud

ENCUMBRANCES

FOR 2015 12

	ORIGINAL APPROP	REVISED			ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
		BUDGET	YTD EXPENDED	MTD EXPENDED			

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695 CABLE ADVISORY COMMITTEE

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2836951 CABLE ADVISORY REVOLVING FUND

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2836951 51110	F/T WAGES	0	.00	27,783.27	2,501.55	.00	-27,783.27	100.0%*
2836951 51200	P/T Wages	0	98,448.11	9,399.93	1,029.10	.00	89,048.18	9.5%
2836951 52400	REPAIRS AND MAINT AG	0	.00	546.65	.00	.00	-546.65	100.0%*
2836951 53002	LEGAL SERVICES	0	.00	480.00	480.00	.00	-480.00	100.0%*
2836951 53012	EMPLOYEE TRAIN SEM/C	0	.00	140.00	.00	.00	-140.00	100.0%*
2836951 53401	POSTAGE	0	.00	70.78	.00	.00	-70.78	100.0%*
2836951 53800	OTHER SERVICES	0	.00	741.70	.00	.00	-741.70	100.0%*
2836951 54200	OFFICE SUPPLIES	0	.00	558.28	.00	.00	-558.28	100.0%*
2836951 55800	OTHER SUPPLIES	0	.00	660.24	.00	.00	-660.24	100.0%*
2836951 57100	IN-STATE TRAVEL	0	.00	90.04	.00	.00	-90.04	100.0%*
2836951 57150	TRAINING AND EDUCATI	0	.00	211.52	.00	.00	-211.52	100.0%*
2836951 57300	DUES AND MEMBERSHIPS	0	.00	625.00	.00	.00	-625.00	100.0%*
2836951 58500	CABLE - ADDITIONAL E	0	.00	17,257.71	621.90	.00	-17,257.71	100.0%*
TOTAL CABLE ADVISORY REVOLVING		0	98,448.11	58,565.12	4,632.55	.00	39,882.99	59.5%
TOTAL CABLE ADVISORY COMMITTEE		0	98,448.11	58,565.12	4,632.55	.00	39,882.99	59.5%

07/27/2015 12:29 | Town of Douglas  
9824jlov | FY15 JUN15 REVENUE REPORT

| P 60  
| glytdbud

FOR 2015 12

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
2836951 CABLE ADVISORY REVOLVING FUND						
32 MISC NONRECURRING						
2836951 48400 CABLE - MISCELLANEO	0	.00	-98,448.11	.00	98,448.11	100.0%
TOTAL MISC NONRECURRING	0	.00	-98,448.11	.00	98,448.11	100.0%
TOTAL CABLE ADVISORY REVOLVING	0	.00	-98,448.11	.00	98,448.11	100.0%

Douglas C FY15 Expenditures																	
		Repairs	Adv	Legal	Training	Arch	Services	Postage	Supplies	Other Supp	Travel	Ed Travel	Dues	Equipment	51200	Wages	
Date	Vendor	52400	53001	53002	53012	53004	53800	53401	54200	55800	57100	57150	57300	58500	7/16/2014	\$1,098.22	
7/16/2014	Pat Aldrich									\$86.19					7/30/2014	\$1,385.83	
7/16/2014	American Alarm	\$85.45													8/13/2014	\$1,276.97	
8/6/2014	American Alarm	\$85.45													8/27/2014	\$1,250.08	
8/19/2014	<a href="#">Amazon.com</a>									\$480.65					9/10/2014	\$1,299.53	
9/16/2014	<a href="#">Amazon.com</a>									\$35.96					9/24/2014	\$1,538.38	
9/24/2014	ACM-NE														10/8/2014	\$1,443.68	
9/30/2014	American Alarm	\$85.45								\$21.56					10/22/2014	\$1,406.08	
10/15/2014	Pat Aldrich														11/5/2014	\$1,674.13	
10/16/2014	ACM-NE														11/19/2014	\$1,295.33	
11/4/2014	Pat Aldrich														12/3/2015	\$1,394.23	
11/24/2014	Dreamhost	\$119.40									\$57.52				12/17/2014	\$1,348.98	
11/24/2014	B&H Photo														12/31/2014	\$1,295.33	
12/3/2014	Lynda														1/14/2015	\$1,204.83	
12/4/2014	Google														1/28/2015	\$1,439.48	
12/4/2014	Pat Aldrich														2/11/2015	\$1,254.28	
12/19/2014	<a href="#">Amazon.com</a>														2/25/2015	\$1,254.28	
12/19/2014	American Alarm	\$85.45													3/11/2015	\$1,731.98	
1/26/2015	<a href="#">Amazon.com</a>														3/25/2015	\$1,344.78	
1/26/2015	Pat Aldrich														4/8/2015	\$1,488.93	
2/10/2015	B&H Photo														4/22/2015	\$1,579.43	
2/18/2015	<a href="#">Amazon.com</a>														5/6/2015	\$1,534.18	
3/2/2015	Pat Aldrich														5/20/2015	\$1,583.63	
3/24/2015	B&H Photo														6/3/2015	\$1,529.98	
3/24/2015	American Alarm	\$85.45													6/17/2015	\$1,443.68	
4/13/2015	B&H Photo														7/1/2015	\$1,484.73	
4/13/2015	B&H Photo														7/15/2015	\$602.24	
4/15/2015	Mass Access														Total FY15 Wages	\$37,183.20	
4/28/2015	<a href="#">Amazon.com</a>														Total FY15 Exp	\$21,381.92	
5/18/2015	Pat Aldrich														Expenditure Total	\$58,565.12	
6/10/2015	<a href="#">Amazon.com</a>														FY15 Budget	\$47,037.07	
6/22/2015	<a href="#">Amazon.com</a>														Less Capital	Leftover	\$5,729.66
7/6/2015	Bill Solomon	\$480.00													Revenue		
		Repairs	Adv	Legal	Training	Arch	Services	Postage	Supplies	Other Supp	Travel	Ed Travel	Dues	Equipment	Deposit	10/22/2014	\$50,000.00
	Totals	\$546.65	\$0.00	\$480.00	\$140.00	\$0.00	\$741.70	\$70.78	\$558.28	\$660.24	\$90.04	\$211.52	\$625.00	\$17,257.71	Deposit	3/23/2015	\$48,448.11
															FY15 Revenue	7/22/2015	\$98,448.11
															Revolving Acco	7/1/2014	\$311,231.90
															Plus Revenue	7/22/2015	\$98,448.11
															Less Total Exp	7/22/2015	\$58,565.12
															Ending Balanc	7/22/2015	\$351,114.89



# TOWN OF DOUGLAS

Michael D. Hughes - Chairman  
Kevin D. Morse - Vice Chair  
Timothy P. Bonin  
David P. Cortese  
Harold R. Davis

**OFFICE OF THE SELECTMEN**  
29 Depot Street • Douglas, MA 01516  
508-476-4000  
Fax: 508-476-1070  
TTY 508-476-1619

Michael J. Guzinski  
Town Administrator

Suzanne L. Kane  
Administrative Assistant

June 24, 2015

Mr. Mitchell Cohen  
25 Marilyn Drive  
Douglas, MA 01516

Dear Mr. Cohen;

On behalf of the Board of Selectmen, it is my pleasure to inform you that you have been re-appointed to the Cable Advisory Committee for a term ending June 30, 2018.

The Board of Selectmen sincerely appreciates your continued interest in serving the Town and wish to offer you their congratulations.

Please contact the Office of the Town Clerk within 30 days in order to be sworn in to the duties of your office.

Sincerely;

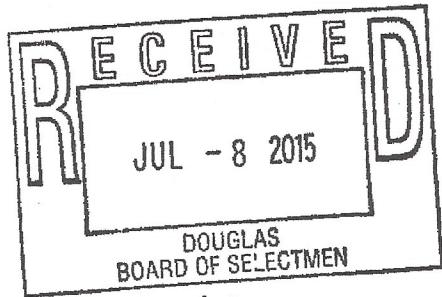
Suzanne Kane  
Administrative Assistant

Cc: Town Clerk  
Cable Advisory Committee ✓



July 6, 2015

Mr. Michael Guzinski, Town Administrator  
Town of Douglas  
29 Depot Street  
Douglas, MA 01516



cc: Cable  
Police  
file  
Huy wls

Dear Franchise Authority/Municipal Official:

Communications is one of the major challenges we all face when dealing with storms that cause significant and widespread damage to our communities. In recent storms, the extensive damage to trees, utility poles and power lines resulted in blocked roads, power outages and loss of key communications services, in many cases, for a week or more.

In addition to cable television, Charter Communications is a major provider of telephone and broadband (Internet) services in your community. At Charter, we do our best to prepare in advance for the storms. We have certainly gained a lot of experience in recent years in deploying our workforce, quickly assessing damage and deploying back-up generators to keep our network operational and restore service to our customers as quickly as possible. One of the key lessons we've learned is that we need to improve the methods and the timeliness of communications with government officials, first responders and the power companies.

To that end, we are distributing the following information twice annually to local officials in the municipalities that Charter serves, and we encourage you to share these emergency numbers with your emergency operations coordinators and public safety officials.

**Charter Communications**  
**Emergency Contacts for Municipalities and Public Safety Agencies**

To report emergencies such as wires or poles down, road closings, etc, please use the following phone numbers to reach Charter Communications:

**During Business Hours:** (M-F 6:00 a.m. to 8:30 p.m.; and 7:00 a.m. to 4:30 p.m. on Saturdays and Sundays)  
508-854-5045 or 1-800-933-3231 and select Option #4

**After Hours:** 1-855-248-7822 and select Option #1

These numbers are for emergencies only, and are directed to personnel who can dispatch technicians and crews 24/7.

If you have any questions, I can be reached at 774-243-9735 or via email at [Tom.Cohan@charter.com](mailto:Tom.Cohan@charter.com).

Sincerely,

Thomas P. Cohan  
Director of Government Affairs

Dear Patrons of the Simon Fairfield Public Library,

People tend to think of libraries as great gobblers of taxpayer dollars, but let's do the math. In the fiscal year of 2015, the library was budgeted **\$208,988** of town funds. We actually spent a few dollars less than that, but that's the figure we will use. In the fiscal year, patrons borrowed 26,433 books, 2,713 magazines, 2,408 audiobooks, 11,438 DVDs, 1,413 e-books, 737 e-audiobooks, and 947 things lacking proper categorization (we'll just call them paperback books to keep our estimate conservative).

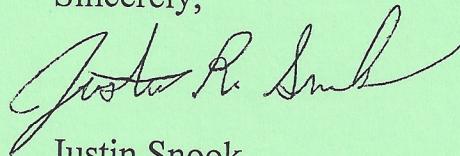
If Douglas residents had bought all that themselves, that would have amounted to **\$998,653** (\$1,061,068 including tax). And that is just counting materials borrowed and doesn't include the value of our other services such as free computers, wifi, children's programming, book clubs, and community meeting space (which would add up to quite a bit).

What is the point of this rambling? In FY2015, the library saved Douglas somewhere in the neighborhood of **\$800,000**.

Imagine how much more we could do with proper facilities! We know that you are getting hit hard from all directions this summer, but please don't forget that you can donate to our library building fund so that one day...*just maybe*...we can renovate our building and offer you so much more. We can take cash or checks made out to the Simon Fairfield Public Library Building Fund at circulation desk.

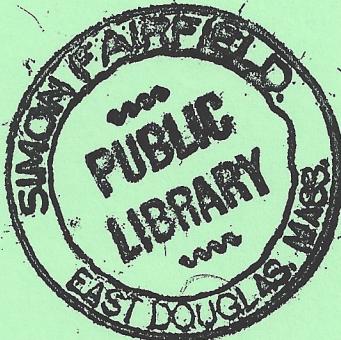
Most importantly, though, keep using our services. Let us know how we can make them better. We welcome your support, but we want to be *worth it*.

Sincerely,



Justin Snook

Director, Simon Fairfield Public Library





July 13, 2015  
Account: 8350 12 036 0177070  
Phone Number: (508) 476-4000  
Security Code: 6828  
Service At 29 DEPOT ST  
PUBLIC ACCESS  
DOUGLAS MA 01516-2323

## Contact Us

visit us at [charter.com](http://charter.com) or call  
1-888-GET-CHARTER (1-888-438-2427)

## Summary

Service from 07/21/15 through 08/20/15  
details on following pages

Previous Balance	0.00
Payments Received	0.00
Remaining Balance	0.00
Charter TV®	0.00
Current Charges	0.00
<b>No Payment Due</b>	<b>\$0.00</b>

Thank you for choosing Charter.

We appreciate your prompt payment and value you as a customer.

## Charter News

**Privacy Notices - Charter's current Privacy Policy is enclosed in this month's statement.**

**Annual Notices** - Pursuant to FCC customer notification requirements, please see the enclosed Annual Notice, which provides important standard terms and conditions for Charter TV service. To obtain a current channel lineup available in your area, please go to [charter.com/channellineup](http://charter.com/channellineup) and enter your address. To obtain a current rate card for TV services, please go to [charter.com/ratecard](http://charter.com/ratecard) and enter your address. To obtain a paper copy of your channel lineup or rate card, please contact us at (888) 438-2427, or visit your local Charter Store. To find the nearest Charter Store location, go to [charter.com/locations](http://charter.com/locations).

**Charter Store Hours - Effective Monday, June 15, 2015, the Charter store located at 296 Providence St, Grafton, MA 01560 will have new hours, Monday - Friday 9:00am-6:00pm and closed Saturday and Sunday. Customers may also make payments, upgrade their services and receive support at [charter.com/myaccount](http://charter.com/myaccount).**



**Charter**  
COMMUNICATIONS

8413 EXCELSIOR DR 120 MADISON WI 53717-1970  
8634 0080 NO RP 13 07142015 NYNNNNNN 01 005192 0019

DOUGLAS PUBLIC ACCESS  
29 DEPOT ST  
PUBLIC ACCESS  
DOUGLAS MA 01516-2323

July 13, 2015  
**Douglas Public Access**  
Account: 8350 12 036 0177070  
Phone Number: (508) 476-4000  
Service at 29 DEPOT ST  
PUBLIC ACCESS  
DOUGLAS MA 01516-232

**No Payment Due** **\$0.00**

CHARTER COMMUNICATIONS  
PO BOX 60187  
LOS ANGELES CA 90060-0187

8350120360177070000000000

Account: Douglas Public Access  
8350 12 036 0177070  
Security Code: 6828

## Charge Details

Previous Balance	0.00
Remaining Balance	\$0.00

Payments received after 07/13/15 will appear on your next bill.

Service from 07/21/15 through 08/20/15

## Charter TV®

Digital Home	70.99
Includes: Basic, Expanded, Digital Receiver & Interactive Services	
Service Discount	-70.99
	\$0.00
Charter TV® Total	\$0.00
<b>Current Charges</b>	<b>\$0.00</b>
<b>No Payment Due</b>	<b>\$0.00</b>

## Billing Information

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit [www.charter.com/taxesandfees](http://www.charter.com/taxesandfees) for more information.

**Terms & Conditions** - Charter's detailed standard terms and conditions for service are located at [www.charter.com/termsandconditions](http://www.charter.com/termsandconditions).

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

**Video Closed Captioning Issues** - For closed captioning concerns, call 888 GET CHARTER (888-438-2427), or email [PriorityEscalationTeam@chartercom.com](mailto:PriorityEscalationTeam@chartercom.com). Send written complaints via US Mail to Executive Escalation Manager, 2 Digital Place, Simpsonville, SC 29681.

Local Charter Store: 296 Providence Rd, South Grafton MA 01560 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

## Your WAY can be the GREEN way!

### GO GREEN with Charter

Charter Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Charter Online Bill Pay. It will save you money on postage and time - and it will also save trees!

### Enroll in Online Bill Pay today.

Enrolling is easy, just go to [charter.com/myaccount](http://charter.com/myaccount).

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

## Contact Us

visit us at [charter.com](http://charter.com) or call  
1-888-GET-CHARTER (1-888-438-2427)  
8634 0080 NO RP 13 07142015 NYNNNNN 01 005192 0019

**Insufficient Funds Payment Policy** - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

**Interactive Guide Services** - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

**Service Interruptions** - We must restore loss of cable service within 24 hours of being notified, unless prevented by situations beyond our control. You may obtain credit for loss of cable service for more than 24 continuous hours by notifying us of your service loss.

**Franchise Administrator** - Town of Douglas, MA Dept of Telecom & Cable Consumer Division 1000 Washington St, Suite 820 Boston MA 02118-6500 Phone: (800) 392-6066 or (617) 305-3531

**Timely Payment** - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

**Statements with Zero or Credit Balances** - Customers with a zero or credit balance on their bill will not receive a paper statement.

**Video On Demand (VOD) and Pay-Per-View (PPV)** - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

## Payment Options



**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [charter.com/myaccount](http://charter.com/myaccount).



**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call **1-888-438-2427**.



You shall notify Charter of disputed items within thirty (30) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of Service, the removal of all Charter Equipment (as defined below) and/or imposition of a late payment or service charge. If you have more than one account (business and/or residentially served by Charter, all funds received from You first to such delinquent account(s). Should You wish to resume a Service after any one account remains unpaid, and Charter may apply any fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**LATE FEE:** If your account is 30 days past due, a reminder message will be included on your monthly bill. If your past due balance remains unpaid, you may be charged an applicable late fee in addition to your past due balance of Charter's then current rate. If your account remains unpaid your services may be disconnected. You can avoid incurring late fees by paying your monthly bill promptly. Any late fees assessed are not considered interest, credit service charges, finance charges or penalties. Charter expects that you will pay for Services on a timely basis, and Charter does not extend credit to customers.

**PAYOUT BY CHECK; NON-SUFFICIENT FUNDS:** If you make payment by check, you authorize Charter to collect such payment electronically. You may not amend or modify this agreement with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by Charter, any of which notators shall have no legal effect. If your card issuer or financial institution refuses payment for insufficient funds, closed or unauthorized accounts, or any other reason, you will be charged on insufficient fund charge (as set forth in the applicable Video Service rate card) for each instance in which such payment is refused. You hereby authorize Charter to collect any declined amount and the insufficient funds charge(s) electronically from the subject account. In addition, Your Service may be suspended and/or terminated. This fee is in addition to any charges Your financial institution may assess. If initially rejected, Charter or authorized agents may make additional multiple attempts to execute the payment for processing fees incurred when using a third party to process your payments to Charter.

**TERMINATION OF SERVICE BY A CUSTOMER:** You may terminate Service at a local Charter office in person, by written notice or by telephone. If you are on a term commitment and are requesting termination of the agreement prior to the end of the contractual period, Charter reserves the right to assess an early termination fee.

**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** Charter reserves the right to terminate your service based on your delinquent status or any misuse of Service. Charter will make reasonable efforts (may include written notices, phone calls, text messages, e-mail, internet messages, etc.) to contact you about a pending suspension or disconnection resulting from an unpaid balance. In the unlikely event that your account has been disconnected for nonpayment, you may be liable for all reconnection fees, past due balance, and 1 month service in advance. If your account remains unpaid, it may be forwarded to a 3rd party collection agency for collections and your credit report may be negatively impacted. If your service is terminated before the end of your contractual period, Charter reserves the right to assess an early termination fee.

Upon termination, Charter may charge additional fees on any unpaid balance, and reserves any and all other rights it has under the terms and conditions of Customer's service agreement with Charter and otherwise under applicable law with respect to billing for Service and unreturned Equipment. A charge for any unreturned Equipment will be posted to Customer's account and will appear on the next available billing statement. In the event that the Equipment is destroyed, damaged, lost or stolen, or not returned to Charter within ten (10) days of termination of Service, Customer shall be liable to Charter for applicable on-going rental fees and/or unreturned Equipment charges as set forth in Charter's then current schedule of charges. Further, Customer understands and agrees that Charter reserves the right to charge Customer's credit card on file at termination of Service in the amount of ongoing rental fees, any outstanding balance and/or any unreturned Equipment charges, in accordance with applicable law.

**DISRUPTION OF SERVICE:** You should notify Charter as soon as possible of any service outage you are experiencing. Charter endeavours to respond to a complete outage in a timely manner within 24 hours of the outage being reported, except in situations beyond our control. In no event shall Charter be liable for any failure or interruption of program transmissions or Cable Service resulting in part or entirely from circumstances beyond Charter's reasonable control. Subject to requirements under applicable law, who notifies Charter of a service outage that continues for (mainly) four consecutive hours (as measured from the time the customer reports such outage). For NY customers, Charter will provide to a customer who notifies Charter of a service outage, a credit of 1/30th of recurring monthly service charges for any service outage that continues for four or more hours during any 24-hour period (as measured from the time the customer reports such outage). To the extent required under applicable law upon Customer request, Charter shall provide Customer with the appropriate credit, for qualifying events.

**COMPLAINT PROCEDURES**

Charter strives to resolve any complaints concerning its Service as expeditiously as possible. Charter maintains offices and trained and experienced staff to be promptly available to you upon request, and technical personnel will be dispatched as warranted. Should you have any unresolved complaint regarding quality of service, equipment malfunctions, or similar matters, please contact Charter Customer Service at 888-438-2427, which is a brief explanation of the complaint and actions taken, and bring them to the attention of Charter's corporate office by mailing to: Charter, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681. During the dispute period, we will not terminate service provided you pay the undisputed portion of any outstanding or future bills.

If your dispute remains unresolved, local governments may designate individuals, councils, boards, committees, or commissions to assist in resolving complaints and ensure compliance with all laws and regulations. Please consult the local franchise authority listed on the back of your monthly billing statement. If you reside in one of the following states, you can contact the state agency applicable to the state you live in. For example,

- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at [www.ncdoj.com/cable](http://www.ncdoj.com/cable).
- Vermont customers may request assistance from the Vermont Department of Public PEG access programming and other concerns by calling 1-800-622-4496 or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8330. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.
- Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or [www.michigan.gov/msc](http://www.michigan.gov/msc).
- Connecticut customers may request additional assistance from the CT Public Utility Regulatory Authority (PURA), 10 Franklin Square, New Haven, CT 06511, or call their office at 1-800-782-3782.

#### THEFT OF SERVICE

Any person who unlawfully intercepts or receives communications provided over a cable system or tampers with cable equipment violates the Federal Communications Act as amended. [See 47 U.S.C. §5531.] This includes the theft of audio, video, textual data, or other service, including data transmitted to or from a customer over a system that has interactive capability. Cable theft can also occur when an individual continues to receive Charter's cable signal subsequent to termination of Service. Parties found guilty of cable theft are subject to both civil and criminal penalties, which may include substantial fines and/or time in prison. These prohibitions apply to manufacturers, suppliers and users of unauthorized cable devices.

To contact Charter call 1-888-GET-CHARTER (1-888-438-2427) or visit [www.charter.com](http://www.charter.com)

## Charter COMMUNICATIONS

X63829

### 2015 Annual Customer Notification

Charter Communications® (Charter) appreciates your subscription to our cable television service. To ensure that you understand our video products and terms of service, we have outlined some essential information below. Please note that services listed in this notice may not be available in all Charter areas, and that some of the policies, procedures, services herein are not applicable to all Charter Business video customers (exceptions may exist by product type). If you have any questions about this notice or about Charter's video and non-video services or policies, please contact Charter Customer Service or go to our website at [www.charter.com](http://www.charter.com). You can also find help videos, user guides, troubleshooting steps, and FAQs for Charter's products and services at [www.charter.com/support](http://www.charter.com/support).

#### OVERVIEW OF CHARTER'S TV SERVICES

**BASIC SERVICE:** (Basic Tier Availability) The Basic Service Tier, where available, is our lowest level of video service. Basic Service includes off air broadcast stations and may include any franchise-required public, educational and government access channels. All such programming varies on a community-by-community basis and is subject to change at any time, subject to applicable law. Pursuant to federal law, cable customers must subscribe to Basic Service in order to subscribe to any other cable video service.

**PROGRAMMING:** You may view pricing, channel line-ups, and additional services available in your area at [www.charter.com](http://www.charter.com). Charter issued digital receiver or CableCARD required to view programming channels in All-Digital markets. Charter issued digital receiver required to view Pay and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. Charter receives programming from various broadcast and cable networks. Charter is not responsible for the content or schedule aired by these networks. Please contact specific cable or broadcast networks directly with your programming complaints or questions.

**PAY-PER-VIEW AND ON DEMAND:** Where available, Pay-Per-View and On Demand are for private, in-home viewing only; no commercial establishments accessible to the general public. To order one of these services, your account must be current. Customers with a digital receiver may order Charter's remote control. To prevent unauthorized use in your household, you are responsible for setting up a PIN number, Parental Control and Rating preference. Charter will not give credit for the following circumstances: 1. unauthorized use; 2) if you record a Pay-Per-View event or movie and are not present to monitor the recording; 3) if you do not call to report reception problems while the movie or event you ordered is on; 4) or if you do not call to report you did not receive the movie you ordered, while that movie is on.

**INSIDE WIRING:** Charter offers a Wire Maintenance Plan, as an optional service. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/electrical/ twisted pair wiring, customer-caused damage or abuse, and alteration to Charter equipment. Please contact Charter for more information about the Wire Maintenance Plan. For new and existing single unit installations, the wiring inside You residential premises shall become a fixture to the really upon installation. If you have someone other than Charter install the inside wiring in your home, or if you do it yourself you are responsible for ensuring that the wiring does not interfere with the normal operation of the cable system and that it complies with applicable federal regulations including protections against signal leakage.





**CABLE COMPATIBILITY:** In an "all-digital" cable system, all channels are encrypted and a Charter-issued digital receiver is required on each television set to receive TV programming. A Charter-issued digital receiver is required to receive encrypted and subscription-specific signals, which are delivered only to those customers who elect to have them as part of their service package. These typically include, but are not limited to, digital programming packages, premium channels, Pay-Per-View, On Demand, and on-screen programming guide. A CobeCARD is an optional device, about the size of a credit card, available at retail outlets, designed to provide some of the same functionality available with a Charter-issued digital receiver (i.e., view digital encrypted cable channels without using a receiver) when used with a television set or an approved retail purchased digital receiver that supports it. A CobeCARD will not provide all of services (including, but not limited to, two-way communication services such as the on-screen programming guide, On Demand, or screen ordering of Pay-Per-View). In cable systems that are not "all-digital," Cobe ready television sets may be connected directly to the cable system.

other channels that were previously locked out. You will then have to reactivate the Parental Control to again block out the desired channels. It is recommended that you occasionally verify that the Parental Control feature is activated and operational. If you do not utilize a Charter issued receiver, you can notify us to request a special filter to prevent reception of certain channels.

**REQUEST FOR CONNECTION/SECURITY DEPOSIT:** Request for connection may be made of the local Charter office, via the Internet at [www.charter.com](http://www.charter.com), or by mail or telephone. Customers will be advised of installation and applicable pre-payment amounts. You authorize Charter to make inquiries and to receive information about your credit experiences, including your credit report, from others to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes. Based on the results of a credit check, customers may be required to provide any applicable pre-payment (based on services requested) as a condition of service and applicable service restrictions may apply. Someone over eighteen (18) years of age with a government issued picture ID must be home during any installation or repair of your cable television Service. Charter considers its customers to be adults and reserves the right to refuse service to anyone under the age of eighteen (18) years of age.

**SERVICE PROCEDURES**

**CARE OF PROPERTY AND SERVICE:** You agree that neither You nor any other person (except Charter's authorized personnel) will: (A) open, tamper with, service, make any alterations to the Equipment; any, (B) remove or relocate any Equipment from the service address of initial installation. Any alteration, tampering, removal, etc. or the use of Equipment which permits the receipt of Services without authorization or the receipt of Services to an unauthorized number of outlets, or to unauthorized locations, constitutes theft of service and is prohibited. Notwithstanding the foregoing, upon receipt of a request by You, Charter shall relocate the Charter Equipment for You within Your home of a time mutually agreed to by Charter and You. You may incur a charge for such relocation and should consult a current Charter schedule of rates and charges prior to requesting such relocation. If You move residences outside of Charter's service area, You shall notify Charter that this Agreement shall be terminated and all Charter equipment should be immediately returned.

**SERVICE CALLS:** If you have a technical problem that is cable system related, there will be no charge for the service call if the problem is associated with the cable plant that Charter maintains. In all other cases and where the problem is a result of unauthorized tampering with the cable or abuse of Charter's Equipment, a service call charge may be assessed.

**COMPANY CHANGES IN SERVICE AND CHARGES:** All programming content, services, equipment and rates are subject to change in accordance with applicable law. To the extent required by law, often notification of a re-timing of Charter services or a rate increase, You may elect within 30 days to downgrade the services You are receiving at no additional

**BILLING STATEMENT:** Bricole or former ninth billion statements are available by request. **BILLING PROCEDURES:** Otherwise, changes by you of the Services you receive may result in upgrade, downgrade, or change of service charges. Please contact Client if you have questions.

**PROCESSING FEES:** Additional fees may apply if a Chorter Customer Service Representative is needed to process your transaction. These fees are non-refundable and can be provided within 30 days of Chorter's receipt of the request. To request these statement options, contact Chorter's Customer Care Billing Dept at 1-888-438-2427.

**KOPECKS/UNITS** is needed for payment.  
**CORRESPONDENCE:** Do not mail written correspondence with Your bill statement. Please contact Charter Customer Service with any additional needs.

**CHARTER REFUND POLICY/30-DAY GUARANTEE:** New Customers above who have

not been Charter customers for 30 days prior to subscription) qualify to have all levels of subscription Service refunded/foreclosed if not fully satisfied with the service. Current Customers adding a new level of subscription Service qualify to receive a refund/closed on those newly added Services only. Such refund is valid for customers who pay for their

first month of new or upgraded monthly recurring subscription Services. Pay-Per-View and other non-recurring subscription purchases will not be refundable. You are limited to one refund or credit per household. Returns/credits will be given only when request for cancellation of Service is received by Charter within 45 days of installation of Service (30 days for telephone). The Charter will not be responsible for any damage to your equipment or property resulting from your use of Charter's Services.

cur's subscription to the Service, plus 15 day grace period for formal request of refund/credit. Any equipment associated with the new subscription must be returned prior to release of refund/credit. Any state taxes, franchise fees and other fees or charges that may apply are Your responsibility and will not be refunded or credited. Installation fees may apply for complex installations and more than one outlet. Other restrictions can apply.

**PAYMENT OF CHARGES:** You will be billed monthly in advance for Services to be received plus pro-rata charges, if any, for periods not previously billed. You will be billed monthly for *Dev View*, *On Demand*, or *On-Demand*. Payment is due within 30 days of the date of the bill.

Usage or on orders placed during the previous month. You shall pay all monthly charges and all applicable fees and taxes as itemized on the Charter monthly bill. Payment is due by the due date and becomes past due upon your next billing cycle. The date on which a bill becomes past due may vary on a community-to-community basis depending upon

Subject to Charter's Refund Policy and 30-Day Guarantee for new Customers, Customer shall be responsible for the full monthly charge for those Services that are offered on a monthly subscription basis to which the Customer has subscribed, regardless of Customer's termination of such monthly Services.

the Parental Control features. Should You deactivate the Parental Control feature, even for one channel or event, this will deactivate the Parental Control feature for all

## PARENTAL CONTROLS

A Parental Control feature is available to prevent children from watching certain programming. You may place channels under Parental Control by blocking out a channel number and/or program rating on the digital receiver. The starter kit manual provided with the Cable Service includes instructions on how to implement and monitor the Parental Control features. Should You deactivate the Parental Control feature, even for one channel or event, this will deactivate the Parental Control feature for all

- **Monthly Meetings Report Attached: June 2015 & FY15 Total**
- **Cable Newsletter August 2015**
  
- Cable Dept. has been reconciled with Finance Director for FY15.
- KidMissing 13 online and being broadcast.
- DHS Shure mixer warranty trade-in has been fixed and is back in rack.
- Pre-ATM meetings are being planned out, will meet with Mike G before next Town Meeting.
- Started working with DFD to shoot a short production about their resident and volunteer programs.
- Concert at the Gazebo will be filmed August 1st.

**General Cable Goals:**

- Garner interest in classes/workshops.
- Work tighter with CPI groups to get more regular programming.
- Outline needs for a thriving Public program.
- Improve as a resource for the Town.

For Immediate Release:

Contact: Pat Aldrich, Cable Coordinator

Phone: 508-476-4000 ext 122

Email: [cable@douglasma.org](mailto:cable@douglasma.org)

Re: Monthly Newsletter August 2015

## Douglas Cable Access Monthly Newsletter, August 2015

Douglas, MA - This month on Public Channel 191, we are showing the latest episode of "KidMissing" with Angelina Wilson. This show helps bring awareness to various open and historical cases around the country. Host and writer Angelina Wilson produces the show as a televised version of her radio blog "KidMissing Radio" which is also available at [blogtalkradio.com/kidmissing](http://blogtalkradio.com/kidmissing).

The Government Channel 192 offers 24/7 playback of open meetings. Our goal is 100% coverage in an effort to provide Douglas with total government transparency. The videos are archived for streaming and download on the Town Website: [douglasma.org/cable](http://douglasma.org/cable) and can also be found on the iTunes podcast directory, just search "Town of Douglas".

Douglas Cable Access offers a "Digital Video Fundamentals" workshop, which is free for residents. Sign up or read the course overview at [douglasma.org/cable](http://douglasma.org/cable). Create your own show to be aired on the Public Channel and our YouTube channel: [youtube.com/douglascableaccess](http://youtube.com/douglascableaccess).

Connect with us on Twitter and Facebook @DouglasCableTV for updates and information. For all other correspondence, feel free to email us at [cable@douglasma.org](mailto:cable@douglasma.org).

June										
Date	Day	Meeting	Time	Room	Staff	Paid	Canc	Wages	Notes	
6/1/2015	MON	COA	615pm	SR	Sarah Guimond	1	0	45.25		MON 9
6/1/2015	MON	ConCom	7:00 PM	COM	Steve Zisk	1	0	0		TUE 9
6/2/2015	TUE	Sewer	7:00 PM	SEW	Arthur Griffin	1	0	49.45		WED 6
6/3/2015	WED	ZBA	7:00 PM	COM	Kay Bowen	1	0	45.25		THU 4
6/3/2015	WED	SC	7:00 PM	DHS	Scott Vellemeire	1	0	0		FRI 0
6/4/2015	THU	OpenSpace	7:00 PM	COM	Sarah Guimond	1	0	45.25		9am-12noon 0
6/8/2015	MON	EDC	7:00 PM	RES	Sarah Guimond	1	0	45.25		12noon-6pm 4
6/9/2015	TUE	Cemetery	7:00 PM	RES	Arthur Griffin	1	0	49.45		7:00 PM 24
6/9/2015	TUE	PB	7:00 PM	COM	Tess Werme	0	1	0	LNC	COM 13
6/10/201	WED	Building	7:00 PM	COM	Angie Coe	1	0	49.45		RES 8
6/11/201	THU	OGSDC	7:00 PM	RES	Kay Bowen	0	1	0	LNC	MISC 7
6/11/201	THU	St Budget	5:00 PM	COM	Sarah Guimond	1	0	45.25		Recorded 25
6/15/201	MON	ConCom	7:00 PM	COM	Steve Zisk	1	0	0		Not R/Paid 1
6/15/201	MON	Cable	7:00 PM	COM	Tess Werme	0	1	0	LNC	Don't Do 4
6/16/201	TUE	BOS	7:00 PM	RES	Sarah Guimond	1	0	45.25		Cancelled 4
6/17/201	WED	Building	7:00 PM	COM	Arthur Griffin	1	1	49.45	No Quorum	MEETINGS 28
6/17/201	WED	SC	7:00 PM	DHS	Scott Vellemeire	1	0	0		
6/18/201	THU	SBC	7:00 PM	RES	Kay Bowen	1	0	45.25		
6/22/201	MON	Cable	7:00 PM	COM	Tess Werme	1	0	49.45		
6/22/201	MON	FinCom	7:00 PM	RES	Sarah Guimond	1	0	45.25		
6/23/201	TUE	St Budget	5:30 PM	SEL	Kay Bowen	1	0	45.25		
6/23/201	TUE	Library	7:00 PM	RES	Sarah Guimond	1	0	45.25		
6/23/201	TUE	PB	7:00 PM	COM	Arthur Griffin	1	0	49.45		
6/24/201	WED	Building	7:00 PM	COM	Kay Bowen	1	0	45.25		
6/29/201	MON	BOH	6:00 PM	BOH	Sarah Guimond	1	0	45.25		
6/29/201	MON	Cemetery	7:00 PM	COM	Arthur Griffin	1	0	49.45		
6/30/201	TUE	BOS	7:00 PM	RES	Kay Bowen	1	0	45.25		
6/30/201	TUE	Octoberfest	7:00 PM	MEN	Sarah Guimond	1	0	45.25		
						25	4	979.65		

Meetings FY15		TOTAL		July14		August14		Sept14		October14		November14		December14		January15		February15		March15		April15		May15		June15	
MON		76		4		4		5		9		6		4		7		5		12		5		6		9	
TUE	100	6		5		12		9		2		7		7		11		9		12		11		9		9	
WED	63	3		4		4		6		6		3		5		3		7		9		7		6		6	
THU	64	5		2		6		5		6		5		6		8		6		7		4		4		4	
FRI	6	0		1		2		0		0		0		0		0		0		0		0		3		0	
9am-12Noon	6	1		0		2		0		1		1		0		0		0		0		0		1		0	
12-6pm	64	5		1		3		5		5		6		8		6		6		9		4		8		4	
7:00 PM	242	12		15		24		25		15		12		17		21		25		29		23		24		24	
COM	124	6		7		13		9		5		13		12		11		14		12		9		13		13	
RES	98	5		6		4		13		8		3		7		9		10		14		11		8		8	
MISC	87	5		3		12		8		7		3		6		7		10		7		12		7		7	
Recorded	226	13		9		18		22		11		15		15		18		28		27		25		25		25	
NotR/Paid	11	0		2		1		0		1		0		1		1		0		3		1		1		1	
Don't Do	38	3		2		4		3		3		3		2		2		4		4		4		4		4	
Cancelled/NP	62	1		3		6		5		5		1		8		10		5		7		7		4		4	
<b>TOTAL MTGS</b>	<b>300</b>	<b>18</b>		<b>16</b>		<b>29</b>		<b>30</b>		<b>20</b>		<b>19</b>		<b>25</b>		<b>27</b>		<b>34</b>		<b>29</b>		<b>25</b>		<b>28</b>		<b>28</b>	
Public	19	1		2		1		5		1		1		2		1		0		1		4		0		0	
<b>Wages</b>	<b>\$9,333.32</b>	<b>\$605.05</b>		<b>\$555.60</b>		<b>\$852.30</b>		<b>\$984.82</b>		<b>\$514.55</b>		<b>\$559.80</b>		<b>\$564.00</b>		<b>\$712.35</b>		<b>\$938.60</b>		<b>\$1,082.75</b>		<b>\$983.85</b>		<b>\$979.65</b>			