

Meeting Minutes

TELECOMMUNICATIONS COMMISSION MEETING

Wednesday, June 13, 2001 - 6:00 P.M.

County-City Building - Conference Room D

1516 Church Street Present: Chairman Rackow, Commissioners Curtis, Colantonio, Patton (arrived 7:35 P.M.), Pintar, Wyhuske; Aldermen Phillips, Walther

Also Present: Clerk Zdroik, Telecommunications Coordinator Quirk, Aldpersons Sevenich, Sowieja, Tom Hagen (Whiting), Matt Mattano (Intern-WIZD)

1. Approval of minutes of May 15, 2001.

Commissioner Pintar moved, Alderman Phillips seconded, for approval of the minutes of May 15, 2001.

Ayes, all, nays, none. Motion carried.

2. Stevens Point/Plover Area Telecommunications Commission.

There is not much to report on this agenda item. A meeting of the stake holders of all the ten municipalities is still being planned. Letters will be sent to the municipal leaders for the date, time, and location of the proposed meeting.

3. Charter Communications.

A. ESPNNews - A letter was received from N. Scott Behn, Director of Operations for Charter Communications apprising the City of a situation **developing between Charter and ESPNNews. Charter s contract with ESPNNews has already expired and Charter will no longer be authorized to carry the ESPNNews signal after June 30, 2001.**

B. AAAwesome Stuff Inc. - Internet service. - Steve Debot and Mellisa McLean Debot wrote a letter to the Telecommunications Commission urging the Commission to recommend to Charter that cable Internet service be extended to the Stevens Point Industrial Park. Jessie Hlad, Charter Communications, is in contact with the Debots and will try to accommodate their request.

C. Customer complaints - Chairman Rackow reviewed the customer complaints with the members of the Commission.

Commissioner Colantonio recommends that cable customers who fill out complaint forms should make an effort to fill out the form completely, specifically item #2 of the Charter Communications Customer Complaint/Resolution form which asks the customers if they spoke to a supervisor. The Commissioner feels that if that section of the form is not answered, it should either be returned to the complainant or the Commission should not entertain such complaint.

Clerk Zdroik emphatically disagreed with that recommendation. She feels asking the irate customer if he/she had spoken to a Charter supervisor **before he/she called the City Clerk s office or returning the customer complaint form because it is incomplete will add to the already mounting** frustration of these unhappy cable subscribers. The Clerk again reminded the Commission about her concern regarding doing the Customer Service for Charter Communications. It is so frustrating to hear and see all the complaints and there is nothing her office can do about it, the Clerk said. At times she feels the credibility of her office is diminished because the office cannot offer solutions. She knows the Commission understands **that her office cannot offer solutions, but does the general public understand that, when the City Clerk s telephone number is listed somewhere** their cable bill?

Alderman Phillips, a member of the Telecommunications Commission, suggested adding this item to the agenda on the next Telecommunications Commission meeting for further discussion.

Commissioner Colantonio suggested sending copies of the customers complaints to our legislators. The Commissioner also suggested asking Charter to send us results of the survey done on the channel line up for Stevens Point.

4. Date, time, and location of next meeting.

The next Telecommunications Commission meeting is scheduled for Tuesday, July 17, 2001, at 6:00 P.M. in Conference Room D, County-City Building, 1516 Church Street.

5. Adjourn into closed session pursuant to Wisconsin Statutes 19.85(1)(e) to discuss franchise negotiations.

Alderman Phillips moved, Alderman Walther seconded, to adjourn into closed session.

Roll Call: Ayes: Chairman Rackow, Commissioners Colantonio, Curtis, Lysne, Pintar, Wyhuske; Aldermen Walther, Phillips
Nays: None. Motion carried.

6. Adjournment - 7:50 P.M.

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