

Meeting Minutes

TELECOMMUNICATIONS COMMISSION MEETING

Thursday, August 15, 2001 - 6:00 P.M.

County-City Building - Conference Room D

1516 Church Street Present: Chairman Rackow, Commissioners Colantonio, Pintar, Wyhuske, Patton, Curtis, Lysne, Alderman Walther

Absent: Alderman Phillips

Also Present: Mayor Wescott, Telecommunications Coordinator Quirk, Chuck Kell (Whiting), Tom Hagen (Whiting), John Klismet (Park Ridge), Sandy Sanger (Charter's Customer Service Supervisor for Marshfield, Wisconsin Rapids, and Medford)

1. Approval of minutes of July 17, 2001.

Commissioner Patton moved, Commissioner Wyhuske seconded, for approval of the minutes of July 17, 2001.

Ayes, all, nays, none. Motion carried.

2. Stevens Point/Plover Area Telecommunications Commission.

There were new developments to report.

3. Charter's new service agreement effective June 1, 2001, and new channels.

The members of the Commission reviewed these materials.

4. Charter's customer complaints.

Sandy Sanger of Charter said she had not been in contact with Jessie Hlad about whether customers who call the Customer Care Center who are not satisfied with the response of the attendant are invited to speak with the attendant's supervisor. She also had not conferred with Jessie Hlad about whether the attendant or the attendant's supervisor were to offer to send a customer complaint form if the caller was still not satisfied. She said that as a Charter supervisor she gets up to 5 referrals per day from the Center. She also said Charter may be able to add a note on bills that the franchising authority is to be called only on matters pertaining to the franchise. This item will appear on the next agenda.

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

The next Telecommunications Commission meeting is scheduled for Thursday, September 20, 2001, at 6:00 P.M. in Conference Room D, County-City Building, 1516 Church Street.

6. Adjourn into closed session pursuant to Wisconsin Statutes 19.85(l)(e) to discuss telecommunications franchise negotiations.

Alderman Walther moved, Commissioner Pintar seconded, to adjourn into closed session.

Roll Call: Ayes: Chairman Rackow, Commissioners Colantonio, Pintar, Wyhuske, Patton, Curtis, Lysne, Alderman Walther

Nays: None. Motion carried.

7. Adjournment - 8:05 P.M.

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