

Meeting Minutes

TELECOMMUNICATIONS COMMISSION

Thursday, April 6, 2000 - 6:00 P.M.

City Water Department - 300 Bliss Avenue

Present: Chairman Rackow, Alderman Walther, Commissioners Colantonio, Curtis, Lysne, Wyhuske

Excused: Alderman Walther, Commissioner Patton, Pintar

Also Present: Mayor Wescott, Telecommunications Coordinator Quirk, Clerk Zdroik, Alderperson Sevenich, Alderperson-Elect Molski, Tom Hagen (Whiting), Susan Jirgl (Charter), Jim Ebenhoe (Charter), Susan Kampmeier (Journal)

1. Approval of minutes of March 23, 2000.

Commissioner Wyhuske moved, Commissioner Curtis seconded, for approval of the minutes of March 23, 2000.

Ayes, all, nays, none. Motion carried.

2. Update on Charter Communications offering of new digital services.

Clerk Zdroik reported that a letter was received from Len Feldkamp about his concerns on the way Charter Communications handled marketing of digital services with a minor person in the residence.

Susan Jirgl, Operations Manager, Charter Communications, said they were made aware of the concern the day previous through the call center and action was immediately taken.

Ms. Jirgl also reported that the contractor (Skil Tech) hired to do the digital services marketing in the area is no longer employed by Charter Communications and the letter received from Mr. Feldkamp put them over the edge. Several things have turned around in the last two week. The ad in the newspaper, copy attached, was done to encourage customers to call her so she could hear the concerns first hand. This will relieve the **pressure on the City Clerk s office from calls from unhappy customers. The ad has already brought her one telephone call.**

Commissioner Wyhuske voiced some concerns of her friends about the calls they get at night.

Ms. Jirgl said the breakpoint for calling customers is 8:00 P.M.

There is no contractor working in the area right now but Charter plans on bringing in the contractor they hired in Wisconsin Rapids to this area sometime soon. The new contractor is Tech Star, according to Ms. Jirgl.

Mayor asked if the compensation level is different if they successfully sell the digital services versus if they do not?

Ms. Jirgl said she does not know.

Mayor Wescott noted the Wescott household received a digital services marketing call one day and informed the caller that they were not interested. The last cable bill received by the Mayor showed the additional charges for services that were never ordered. He also informed the Commission and representatives from Charter Communications that the gentleman he talked to from the customer care center was extremely **professional and took care of the call. The gentleman s name is Brian.**

Mayor Wescott said when the City Clerk s office phone stops ringing for 120 days, when the bills are correct, when we no longer receive letters when this stops, then we will have a new beginning.

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

The date, time and location of the next Telecommunications Commission meeting will be determined later.

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

Commissioner Curtis moved, Alderman Phillips seconded, to adjourn into closed session.

Roll Call:

Ayes: Chairman Rackow, Alderman Phillips; Commissioners Colantonio, Curtis, Lysne, Wyhuske

Nays: None. Motion carried.

6. Adjournment - 7:30 P.M.

The meeting minutes reproduced on this website are derived from the computer files used to produce the official minutes for the City of Stevens Point, but are unofficial. The minutes on this web site cannot be certified under s. 889.08, Wis. Stats., and cannot be considered prima facie evidence under s. 889.04, Wis. Stats. Certain tables, maps, and other documents that are a part of the official minutes are not included in the files reproduced on this website. Please consult the printed minutes, available in the City Clerk's Office, for the official text. The decisions made by City of Stevens Point boards, committees, and commissions (other than the Police & Fire Commission) are advisory only and are not binding on the city until affirmed at a meeting of the Common Council. Some of the minutes on this web site might not be approved by the Common Council as of today.

Bottom of Form