

Committee attendance: Yen Ju Chen, Ted Ewanciw, Richard Freedman, Paul Goldberg, Delaney Higgs, Oneal Puri, Richard Wells. *Absent:* Jon Eisenberg, Pamela Wilkins. *Cable Office staff:* Keith Watkins & Marjorie Williams. *Guests:* Verizon Voice Manager Larry Graham & Verizon FiOS Manager Karen Handy.

Call to Order

- Richard Freedman called the meeting to order at 7:06 PM; no quorum at that time.

Approval of Agenda/Minutes

- Minor notes on draft Minutes pending approval.
- Past Minutes were approved once a quorum was reached at 8:08 PM.

Verizon

- Karen Handy from Verizon, had been in legal, now FiOS Franchise Service Manager in Arlington Office for past 3 months .
- If DSL or other copper service is turned off, or if you call to request them you can't go to them anymore.
- VZ is moving to fiber to cut down on costs and moving to next gen platform. When asked, she did not wish to talk about the voice migration issue (as she is a video employee) so did not dive into a question Paul asked about the company letting copper plant keep up to date. Larry Graham had been asked to come to talk and should address voice issue.
- Mr. Larry Graham arrived he is in management of Verizon copper, voice and DSL services. Goldberg restated his questions about how VZ is suspected of moving people from copper to fiber. Concerns are about VZ 1)not keeping up copper plant, 2) thus forcing people to move to fiber, 3) reduced phone operation time during power outage and thus access to 911 services, 4)reduction in Lifeline service to the low income and 5) higher costs in general.
- Larry did state that in no place is VZ not keeping copper plant up to in service. At no point will the company force you to move you to fiber however, contractors are used to sell and they can be aggressive and we try to monitor that. We point out all the advantages of fiber and any problems that you may have with copper and advise that service should work better with fiber. It seems that once a home moved to fiber it will not be able to move back to copper.

- Lifeline service a low cost voice service that is required under copper FCC rules is NOT required under fiber only deployments. Thus in a NJ location where all plant was wiped out due to Sandy and everything had to be rebuilt VZ choice was to use fiber and thus was not required to provide Lifeline voice anymore. This drives one of the CCAC concerns for forced abandonment of copper plant and should drive the implementation of a fiber equivalent of Lifeline service by the FCC or franchise agreement.
- Marjorie Williams had asked that VZ get back with info on full rate sheet as the Cable Office does get questions on alternatives on FiOS including a full rate sheet.
- Paul Goldberg did ask about the deployment of IP deployment and Karen did not have any information about it at this point.
- Karen was asked about PEG listings on the electronic program guide. She stated this is a common request of other locations yet the company does not have the funds to deploy the tech right now. Marjorie asked if it could happen if the County paid for it and Karen (I don't know if we will get any feedback on this or not, I did not hear a commitment)
- Oneal Puri asked what has been done to improve complaints. Karen stated that processed are in a continuous state of change and Six Sigma has been implemented. Calls that come to the Cable Office come to a Customer Advocacy group and she is copied on such notices. A clock starts with some timetable for turn around to happen.
- Some last Montgomery County FiOS build in Poolesville is still under construction. Gaithersburg and Rockville underway via the scope of another franchise.

Cable Office Report

- Cable office reported Vice Chair Jon Eisenberg is going to depart CCAC.
- Yen Ju Chen talked about A Day In The Life Of Montgomery County, April 22.
- Marjorie Comcast and RCN will both expire this year. They have red-line that are confidential and we hope that by the next meeting they will be able to be reviewed by the CCAC. It was ask that we be able to review the survey reports yet this is also still confidential less the negotiations with Comcast make a change.
- Anyone who does the Financial Disclosure must do the Security Training. This is due to the fact we have password access to the Finical Disclosure system.
- Carl Bretscher and Seth Isenberg were approved for CCAC membership (I assume this is by the CE as I can't find anything on the Council consent calendar).

Reminder:

- GO Committee has a meeting scheduled for 2:00 PM 3CCR March 31, Overview - Agencies' FY information technology programs and budgets.
- GO Committee has a meeting scheduled for 1:30 PM 3CCR April 7, Cable Television and Communication Plan.
- Reimbursement should be filed for 1st Qtr 2014.
- Next CCAC meeting is scheduled Wednesday, May 28, 2014.

Adjourn

- Meeting adjourned at 8:45 PM
- Submitted by: Richard Wells