Cable Office Report
CCAC Meeting – April 23, 2008

General

- Financial Disclosure Forms are due May 15th
- Administrative Items: Agenda
  Cable Office Reports
- Cable Administrator vacancy

Budget

- MFP work session on 4/16 Packet Available: http://www.montgomerycountymd.gov/content/council/pdf/agenda/cm/2008/080416/20080416_MFP05.pdf
- Next work session is scheduled for Thursday 4/24 at 9:30 in the 7th floor hearing room. Packet Available: http://www.montgomerycountymd.gov/content/council/pdf/agenda/cm/2008/080424/20080424_MFP01.pdf
- Full-Council scheduled for Wednesday, May 7 at 9:30

Cavalier

- Council to take action on the Franchise Agreement on May 13

Customer Service

- Council Packet from 1/28/08 MFP Quarterly Review Session http://www.montgomerycountymd.gov/content/council/pdf/agenda/cm/2008/080128/20080128_MFP04.pdf
- Reports Received from operators quarterly (30 days following the end of the calendar quarter)
- Cable Office will provide updated information to the CCAC on a quarterly basis.
- Comcast has met with CIO and the CE to discuss changes in reporting requirements. The CE sent a follow-up letter to Comcast on April 22 and we are awaiting Comcast's response. Comcast's requests focused on reporting timeframes and reporting of telephone answering data- hours of phone answering and Interactive Voice Response System (IVR)

Complaints

- Keith has prepared complaint summary documents and will present the data to the committee.