

CAC Meeting 4/16/15

Called to order 7:37pm

Attendance: Oleg Volinsky, Steve Davidson, Mike Gowing, Richard Logan, John Covert, Terence Lobo

The committee approved the minutes from February 19th, 2015 as amended.

The committee approved the minutes from January 15th, 2015 as amended.

Oleg to follow up with Mark Hald regarding the CAC website update.

Oleg to follow up with VCC regarding John Covert's reappointment as an associate committee member for another term.

The committee discussed a survey of Acton residents regarding cable service.

The goal of the survey to capture community-wide needs, concerns and preferences related to cable service.

Steven will follow up Mark Hald regarding running the survey by Acton IT.

Possible topics to bring up in the survey:

- Acton TV
- Comcast and Verizon TV bundles
- Customer support
- Billing issues
- Service quality
 - o Signal
 - o Reliability
- Service responsiveness
- Service practices
- Concerns and wish list [open questions]

The committee members will start to compile the recommendations for questions send them to the chairperson. The chairperson will send out the compiled list to the entire distribution.

The committee members will send the proposed questions by May 14th.

The committee members will look to reschedule the May CAC meeting. The committee will look to use a doodle poll.

Meeting adjourned 8:31pm