

LONGMEADOW CABLE ADVISORY COMMITTEE MEETING MINUTES

FEBRUARY 13, 2018

DRAFT

After notice duly given, The Longmeadow Cable Advisory Committee met in open session in Room A15 at Longmeadow High School on February 15, 2018. The meeting was called to order by the Chair, Steven Wolman, who presided throughout. Those in attendance were: Steven Wolman, Norman Michaels, E. Holland Low, Fred Rosenberg and representing Comcast, Eileen Leahy.

Call to Order

The meeting was called to order at 7:01 PM

Secretary's Report

The minutes of the previous meeting were approved unanimously

Old Business

Customers can now bring their own iPhones to Xfinity Mobile. Android phones cannot be brought over yet. Fred related to all his experience at xfinity mobile store and with Comcast customer service. Eileen said that she would look into his problem

Nothing has changed with the X1 receiver

Internet speeds have not been increased yet in the Boston area and Western Mass is not considered part of the Boston area.

New Business

xFi gateway uses Docsis 3.1 and is rolling out with high speeds. There is an app that will connect the whole house using the xFi gateway but it is not yet available in Longmeadow. It should be available in the spring.

The xFi Pod is a signal booster for the xFi gateway. They are sold in packages of three and six.

There will be a blending of Internet channels and cable channels on the X1 receiver guide in one menu. Using the DVR guide for channels that you subscribe to, you will be able to choose a movie and the guide will tell you which channel it is on and on which service it has a cost and on which it is free.

Fred related his problems with porting over his land line from Verizon to Comcast and that the technician knew nothing about telephone service and Fred was teaching him.

Comments from The Floor

Holly asked about customer service out sourcing. Eileen said that is trying to switch over to USA only call centers.

Set Date for Next Meeting

The next meeting will be on May 8, 2018 at 7:00 PM in room A15 at Longmeadow High School.

Adjournment

The meeting adjourned at 7:43 PM.

Respectfully submitted,
Steven A. Wolman, Chair