



Cable Television Advisory Committee Meeting Agenda 9/15/2021 7:00pm

To join meeting online using WebEx platform:

1. go to www.webex.com
2. click the "join" button on the top right side of the screen
3. enter the meeting ID, **160 794 8474**

To attend via phone:

1. call **1-415-655-0001**
2. enter the access code: **160 794 8474**

1. Call meeting to order
2. Roll Call
3. Approval of minutes from 06/9/2021
4. Public Comment pertaining to items on the agenda
5. Ascertainment
 - a. Timeline – Plan of Action
 - i. Survey Questions Discussion
 - ii. Status/Review Timeline Template
 - b. Review Charter Correspondence & Forms 200, 400 and 500
 - c. Charter Questions
 - d. Law Department Questions
6. Next Meeting
7. Adjournment



DRAFT

SURVEY QUESTIONS for DISCUSSION at Cable Television Advisory Committee meeting:

This survey is being done for the CITY OF WORCESTER by the city's CABLE TELEVISION ADVISORY COMMITTEE. Although provided by Spectrum, the questions are asked by this Committee, who will summarize the information you provide to Worcester's City Manager.

1. How would you rate your overall satisfaction with Spectrum's Cable television service?

- Very Satisfied
- Moderately Satisfied
- Somewhat Satisfied
- Not Satisfied

2. How would you rate Spectrum in the following areas?

- Excellent
- Very Good
- Good
- Fair
- Not Satisfied

a. Quality of Picture?

b. Reliability of Service?

c. Quality of TV lineup, are channels offered ones that interest you?

d. Value of TV for the price you pay

e. Letting you know if price is going to change

f. Customer service, how well Charter responds when you contact them

3. Have you experience any cable outages in the past 12 months? [Yes/No]

4. How would you rate Spectrum's ability to restore service? [Same rating as question 2]

5. How long do you intend to continue using Spectrum's television service?



- For at least another year
- For part of this year, and switch to Internet-only with Spectrum
- For part of this year, and seek another service provider
- Will cancel this year for a different reason

6. Spectrum also provides services to support the City's Community Access television on WCCA, channel 194

a) Are you aware of Community Access Channel? [Yes/No]

b) Do you watch Community Access Channel? [Yes/No]

c) If yes, how times per month? _____