

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, November 16, 2016 at 7:45 am

***Birmingham Public Schools' Education & Administration Center

Evergreen Room***

31301 Evergreen Rd, Beverly Hills

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of October 19, 2016-M
3. Public Comments
4. PEG Grant Request-NEXT for upgraded audio/visual equipment, etc –M
5. Audit Presentation for FY 2015-16 by Plante & Moran
6. Treasurer's Report
7. Payment of Administrative Grants for FY 2015-16-M
8. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
9. Executive Director's Report
10. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
11. BAPA/BAMA Report
12. Old Business
13. New Business
14. Public Comments
15. Board Comments
16. Adjourn

PEG Committee meeting immediately following BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – October 19, 2016

Present: Bozell, Eick, Heldt, McLain – Birmingham
 Gugni, Maly, Verdi-Hus – Village of Beverly Hills
 Ettenson – Village of Bingham Farms
 Stakhiv – Village of Franklin

Absent: McAlear – Birmingham
 Borgon – Village of Beverly Hills

Also Present: White – Executive Director
 Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television

McLain called the meeting to order at 7:45 AM in the Birmingham Public Schools' Education & Administration Center, Evergreen Room, 31301 Evergreen Road, Beverly Hills, MI.

APPROVE MINUTES OF CABLE BOARD MEETING HELD September 21, 2016

White advised the Board that Ellen Marshall, Assistant Manager/Clerk, Village of Beverly Hills was not present at the September 21, 2016 Board Meeting. Her name should be stricken from the list of those in attendance.

Motion by Heldt, seconded by Stakhiv to approve the minutes of the Regular Cable Board Meeting on September 21, 2016, as amended.

Motion passed.

PUBLIC COMMENTS

None

COMMITTEE REPORTS

Cable Action Committee

Verdi-Hus stated that there was no meeting last month. The next meeting is scheduled for Thursday, November 3, 2016 at 5:30 PM upstairs in the Baldwin Public Library in Birmingham. The meeting is open to the public. McLain noted that following this meeting White would share with the Board several items which would be on the agenda.

PEG Committee

McAlear, Chairman, was not able to attend the meeting today. There will not be a PEG meeting following the BACB meeting this morning. There are two items the committee is currently working on: a list of equipment that Rota and Black are compiling for the truck and a new form for any community organization that has a program proposal.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated October 14, 2016. One complaint which is not in the report due to timing, involved a pending complaint from a Birmingham resident who stated that Comcast was not honoring the monthly rate she had been previously quoted. The Escalation Team spoke with her and gave her a prorated adjustment. Hopefully her November bill will be correct, reflecting all the commitments Comcast has promised. This complaint is now resolved. Another pending complaint that was from a resident who wanted the providers to protect their

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – October 19, 2016

lines so he could cut down a tree on his property has been resolved. Comcast removed its drop at the end of September.

Since the last meeting there have been three (3) complaints: a Franklin resident who was experiencing problems with his Comcast internet service but was resolved before Comcast contacted him. (The complaint is closed.); a Birmingham resident complained about a low hanging line originally thought to belong to Comcast but later discovered to be owned by AT&T has been resubmitted. (The complaint is pending.); a Birmingham resident was very frustrated with the poor customer service he received from Comcast when trying to get repairs scheduled and porting a telephone line. He has since spoken with a nice and capable customer service representative who resolved the issue but he was still interested in pursuing the complaint about Comcast's communication problems, *i.e.* being placed on hold repeatedly, being given conflicting information, and a serious language/accent barrier. (The complaint is pending)

The account balances for the MBS, BBCU, and Beverly Hills accounts were provided to the Board, in addition to the Revenue and Expense Budget reports for the month of September, 2016..

Since her last report, White has written five (5) checks which included two (2) large ones to BCTV both for quarterly payments on behalf of the BACB to the Charter Township of Bloomfield for April-June 2016 and July-September 2016 and one (1) to Village of Beverly Hills for the three (3) municipal support services grants.

Additional Notes:

White read the Thank You note received from the Franklin Public Library Board of Trustees regarding the PEG grant from BACB to pay for technology upgrades, brand new computers for the patrons and staff, and new A/V equipment.

Also in her notes, White stated that in mid-September the Free Press reported that Comcast would be offering its own wireless service by the middle of 2017. The plan is to deliver connectivity over the Verizon Wireless network and Comcast's own millions of Wi-Fi hotspots around the US.

From Tim Currier came an article from Crain's Detroit Business which on October 11, 2016 reported that government regulators are fining Comcast \$2.3 million, saying the company has charged customers for equipment and services they never ordered (*i.e.* premium channels or extra cable boxes). The FCC stated that this was the largest civil fine it has ever imposed on a cable operator. Comcast must clearly ask customers before charging them for new services or equipment and must make it easier for customers to fight charges they think are wrong. Regardless of whom their carrier is Currier encouraged subscribers to check their bills and if they have received inflated bills for services they never ordered to please contact White.

Lastly, Frank Maly shared an article from the Washington Post (October 7, 2016) which indicates that at least a dozen new states are about to get data caps on their Comcast home-internet services. White detailed the new program and additional fees, if applicable. Those customers wishing to opt out of the data cap can pay an extra fee for unlimited data or by

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – October 19, 2016

switching to a lower-end budget plan which offers a slower service but avoids the cap. Beginning November 1, 2016 the data cap rollout will include Michigan (Grand Rapids/Lansing, Detroit, and eastern Michigan). Hopefully this information will be on residents' bills. If it is not, McLain advised residents to call and ask for the specifics of this plan and how it might affect their account. She also reminded subscribers that if their questions are not answered satisfactorily to call White directly and leave a voice message about your concerns so they may be shared with Comcast. White added that normally the Board receives information which would be included on the bills, but as of now she has not received anything about this. She will contact Mazurek, Comcast representative, and request a formal notification.

White encouraged anyone who sees an article which might be of interest to the Board to please send it to her.

McLain added that the Audit had been completed and the Auditors would give the Board the formal results at the November Board meeting. As soon as that is calculated, the Administrative Grants would be given back to the communities. That would also be reviewed in the next Cable Action Committee meeting.

PROVIDER RELATED TOPICS**a. Comcast**

There was no representative present. However, White will speak with Kyle Mazurek about the specifics in the Washington Post report.

Stakhiv commented that Comcast has changed customers' account numbers and suggested that in the future it highlight in red, or another different color, the new numbers so as to avoid any confusion when the customer is paying the bill. She also mentioned that Customer Service had advised her that it had built in a safeguard process which would automatically transfer payments from the old account to the new if a resident accidentally referenced the wrong number. Her second issue concerned the Franklin resident's complaint involving his internet service. Comcast did call him a couple of times and left a message for him to call them back. The resident called them back and it went to voice mail which had a message stating the mailbox was full so he couldn't leave a message. The next day he was able to leave a message but Comcast was unable to reach him. After two (2) tries Comcast sent him a letter which upset him more than being without his email for a week. The resident felt the letter was very derogatory and wanted her to point this out at the Board meeting as well as advise Comcast that Customer Service needs to make an effort in reaching customers: a full voice mailbox is unacceptable and making only two (2) attempts by phone to reach the customer before sending a letter isn't enough. McLain explained that the "two call attempt and then send a letter" system is now the norm.

b. AT&T/Uverse/Direct TV

There was no representative present. White will speak with Robert Jones, AT&T representative.

Currier updated the Board on the approval progress of the renewal of AT&T's video franchise service local agreements with all four (4) communities. For the public's benefit, McLain gave a brief background of this issue.

c. WOW

There was no representative present.

Stakhiv commented that in the last couple of months no one from the three (3) Cable Providers attended the Cable Board meetings. She pointed out that a couple of years ago all three would send representatives and now she hasn't seen anyone in months. This was an issue for her. McLain explained that the Board has reached out to all of them. Representation and participation at a Board meeting is voluntary and at the moment redistricting of territory and other events are currently occurring. Now after PA 280 the companies don't recognize the Cable Board's authority or connection to them or to the community. The Board can encourage that, request that, and continue its outreach. The Cable Board's goal is to keep an open dialogue so that when subscribers have complaints they can be resolved within 24 hours with the help of the escalation teams. That is about all the Board can do at this point. After speaking with others in Michigan our Board has more open communication and exchange with our three (3) provider representatives than anyone. Some of those Boards have not seen representatives from any provider in two (2) years. White stated that she personally had reached out to Mazurek about attending this meeting but he had a prior commitment. He will try to come to the November meeting.

In connection to this discussion, Ettenson did some research and found a website that White might want to put on our own home page. It is a consumer advocate organization led by Christopher Elliott (Elliott.org) that lists personal email addresses for top executives of many companies, including a category called "cable", along with the names and addresses of the top Customer Care executives at all carriers. He gave an example for AT&T. He even tested it out after experiencing some reception problems with his Sirius XM satellite. He had made several calls during the week and, not getting any satisfaction, on Saturday he sent an email to the CEO about the problem. On Sunday he received an immediate response acknowledging the problem and on Monday morning he received a personal phone call as promised. The problem was resolved.

On behalf of AT&T, McLain noted that their business model is that they do not participate with local Cable Boards and, in fact, on Wednesdays they are in Lansing. That has been their position but they are always available by phone or email. White always follows up with them. Mazurek from Comcast now covers a much bigger territory than the previous representative. He is not able to be here every month but is consistent about being here once a quarter. As for WOW! they are local and she is not certain what its representative's responsibilities are in terms of Cable Boards. McLain stressed the importance of tracking every single complaint and concern so the process can be improved and the consumer gets a response. This is done by communicating directly with White or leaving a recorded message on the Cable Board phone line.

BAPA/BAMA REPORT

Steve Rota referred to his memo to BACB, dated October 11, 2016, and pointed out the six (6) completed **BAMA** Programs which were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the BACB meeting, and the Baldwin Public Library Board meetings.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – October 19, 2016

Last night he was informed that the Birmingham Advisory Board meeting which he had listed had been cancelled.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-three (23) programs were taped. He listed all the programs. Next week there is a Girls' volleyball game and a Girls' swim meet which would complete the fall's sports coverage. In November he will bring the Board the dates for the winter sports coverage.

Regarding the **PRODUCER WORKSHOP**, Rota reminded the Board that one-on-one sessions are offered for those who are interested in producing their own show and to those who want to learn how to run the equipment. This change in format seems to be working out better. Residents can contact BCTV at 248-433-7790 to schedule an appointment date and time. There is no fee for those living in one of the four BACB communities.

The Program Development Committee met a couple weeks ago and approved two (2) new shows: one (1) will highlight non-profit organizations and the other will highlight financial planning. The first one will be in production in late November and both should be on air late December or at the beginning of the year.

Rota was pleased to report that The Metropolitan Christian Council – Detroit presented his Staff the Carlyle Rees Award at the 17th Annual Herald Award Ceremony. He wanted to congratulate and thank the Staff, part-timers and volunteers for all the hard work they have done, as well as their dedication to the station. A job well done! They received a nice plaque which is hanging on the wall in the station.

Rota emphasized that there is always a need for volunteers from the community. He also wanted to thank Dan for covering the League of Women Voters School Board Forum and sending a copy over to the station for playback on the BAPA, BAMA, and probably the Schools' channels.

OLD BUSINESS

None

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

McLain noted that Borgon has been re-appointed to the Cable Board, as he is leaving the Beverly Hills Council. He will be at the November meeting.

The meeting was adjourned at 8:18 AM.



Your Place to Stay Active & Connected

Cris Braun
Executive Director
CBraun@birmingham.k12.mi.us
248.203.5270

Proudly serving the 50+ population of Birmingham, Bingham Farms, Beverly Hills, Franklin, and surrounding areas.

October 21st, 2016

Ms. Cathy White
Birmingham Area Cable Board
P.O. Box 165
Birmingham, MI 48012

Dear Ms. White and the Birmingham Area Cable Board,

Next, Your Place to Stay Active & Connected, is a nonprofit organization proudly serving adults 50 and above in Birmingham, Beverly Hills, Bingham Farms, Franklin and many surrounding communities. Over the past few years, **Next** has seen a large shift in demographics in regards to our aging population. We are committed to meet and exceed the needs of our growing 50 plus population, and have done so by increasing the depth and breadth of programming, increased our hours of operation including transportation, and expanded our Support Services, all while providing greater accessibility to our members and community. In the 2015/16 year alone, we have seen a 67% increase in new members over the previous year, bringing an overall membership growth of 15%, that is currently more than 1500 members!

Consideration: Next would like to respectfully ask for financial support to help defray costs associated with replacing and purchasing technology equipment in order to provide quality programming and services to our members.

Project Name: Activities Room Improvements, Increase Office Capacity

Purpose: In order to provide the service and quality programming our members have come to expect, we must continuously improve and upgrade our technology equipment. We often host programs with an audio/video presentation during the day and each Thursday evening 60 to 80 people attend a presentation from area university professors. In addition, every Wednesday night we show first run movies to a growing audience. Our projector equipment, laptop, DVD and connecting cables, are very outdated causing difficulty bringing up presentations, connecting to the internet and displaying a crisp and clean picture. In addition, we need to be very cognoscente about the sound quality as we are catering to an older audience.

Total Cost: In order to keep up with the growing needs of our community, Next would like to respectfully submit a technology grant for \$9,257.47; included is the upgrade of the audio/visual equipment in the activities room including a laptop for presentations, one additional laptop for the front office, and cable/internet service for the building.

Scale: After comparing plans from several local audio/visual companies, ranging from submitted quotes between \$3,294.37 all the way to \$58,294.29, we would like to contract with



Proudly serving the 50+ population of Birmingham, Bingham Farms, Beverly Hills, Franklin, and surrounding areas.

Sound Engineering at the cost of \$5,957.00. Sound Engineering is highly recommended from the Birmingham Public Schools. They are very familiar with our building and the infrastructure; we believe because of the relationship, continued good service, cost, and submission of a comprehensive work plan, they are the best choice for Next to upgrade the necessary audio/visual equipment.

In addition to our audio/visual technology needs, we are also looking to increase capacity in the front office. We often have with 3 – 4 workers (staff and volunteers) in the front office interacting with customers on registration, payments, answering questions and generating reports. The Birmingham School district is very generous to provide desk top computers for our use, but it would help tremendously if we could increase our efficiency with the addition of a laptop for versatility and an additional work station.

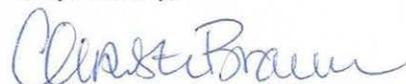
We have selected the Dell Latitude 15 3000 Series 3570 15.6" Laptop Computer at \$649.99 each, that would meet our technology and office needs. The Dell Latitude comes highly recommended by our computer specialist for ease of use, business capability and customer support. - Please also find in our grant submission, our annual fees associated with our cable and internet use at \$2,000.49.

While we are excited about the prospect of a new equipment in order to better serve our community, as a small non-profit, we are also mindful of the cost. We would like to respectfully ask the Birmingham Cable Board to consider **Next** for a grant not to exceed the amount of \$9,257.47. I have attached all the supporting documents to this grant submission for the projection equipment in our Activities Room, and costs associated with the laptops and cable/internet service.

I am a firm believer that together we are stronger. It is only through partnerships, as with the Birmingham Area Cable Board, that we are able to continue to serve our community. With your support, **Next** will be much better positioned to fulfil our steadfast commitment to the 50 plus population, and make a very real and positive impact on our community.

We are very grateful for the opportunity, thank you in advance for your consideration.

Respectfully,



Cris Braun
Executive Director



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Sound Engineering - \$5,957.00

Dell Latitudes' Laptops \$646.99 ea = \$1,299.98

Internet/Cable Annual Costs - \$2,000.49

Next - Project Request: \$ 9,257.47





PROPOSAL AND ACCEPTANCE

12933 Farmington Road, Livonia, MI 48150-4289
 (734) 522-2910 FAX: (734) 522-1222
 Internet: <http://www.soundeng.com>
 Lansing - Flint - Saginaw - Grand Rapids - Toledo

SOLD TO:

Account No.: B-111279
 Company Name
 Birmingham Public Schools
 Attention

Address
 P.O. Box 3004
 City State Zip
 Birmingham MI 48012-1500

Telephone Number (248) 203-3000 FAX: (248) 203-3072
 Credit

Salesperson Date PO No. Req. Date
 Gilbert B 10/21/2016

SHIP TO:

Account No.: /008797 (Page: 1)
 Company Name
 Birmingham Next
 Attention

Cris Braun
 Address
 2121 Midvale Street

City State Zip
 Birmingham MI 48009

Telephone Number (248) 203-5270 FAX: (248) 203-5272
 WO

Rec. Inv. Date Inv. No. WO

QUANTITY DESCRIPTION

A/V Upgrades

- 2 CSM28 JBL 8X2 Audio Mixer
- 1 AFS2 DBX Feedback Suppression Dual Channel
- 1 ATWBH1 Audio Technica Antenna Kit
- 1 CSA280Z JBL Amplifier 80 Watt
- 1 99WH Epson 3000 Lumen Projector
- 1 ACC630 Peerless Offset Mounting Bracket
- 2 PHFH75 Covid HDMI Fiber Optic Cable 75'
- 1 BDPS6500 Sony Blu-Ray Player
- 1 OCAP3 Middle Atlantic Rack Shelf

Replace existing projector with new 3000 lumen unit. Install new HDMI input jack at front of room. Retain use of existing VGA and audio jack. Install two new 8 channel mixers, feedback controller, and new amplifier. Hook up all four existing speakers to new amplifier. Quote assumes existing speakers are in working order. Provide new Blu-Ray/DVD player and additional high definition input to projector. Reinstall existing wireless microphones. Install external antenna on one beltack receiver. Train users.

Contact Barry Gilbert if you have any questions.

TOTAL PRICE: \$5,957.00

THIS PROPOSAL DOES NOT INCLUDE ANY ASSOCIATED COSTS FOR REQUIRED PERMITS OR INSPECTIONS IF REQUIRED.

Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above this proposal. ACCEPTANCE OF PROPOSAL - ALL ITEMS AND CONDITIONS AS STATED ON THE ATTACHED ADDENDUM A-1 TO THIS AGREEMENT ARE A PART HERE OF AND ARE BINDING UPON THE PARTIES HERETO. NOTE: Finance charge of 1½% per month added to past due invoices. Terms are net 10 days. PRICES contained in this quotation shall be considered firm for a period of thirty (30) days from the date of quotation unless otherwise stated herein. This proposal becomes effective when accepted by a duly Authorized officer of the company.

SOUND ENGINEERING, INC.

(PRINT) LEGAL NAME OF FIRM

SALESPERSON

SIGNATURE

DATE

(PRINT) NAME AND TITLE

E20162070

DESIGN · INSTALLATION · SERVICE · SALES · LEASING

CUSTOMER- Email Copy

Home > Computers > Laptops/Notebooks > Laptops/Notebooks



Dell Latitude 3470 14" Laptop Computer - Black; Intel Core i5-6200U Processor 2.3GHz; Microsoft Wind 7 Professional 64-bit; 4GB DDR3L-1600 RAM; 500GB 7,200RPM Hard Drive

USUALLY SHIPS IN 1-3 BUSINESS DAYS.

~~\$679.99~~ SAVE \$30.00

\$649.99

ADD TO CART



ZOOM



My Wish Lists:

+ Create a New Wish List Add to my wish list

Frequently Bought Together



Bundle Price: **\$819.97**
ADD BUNDLE

- ✓ **This item:** Latitude 3470 14" Laptop Computer - Black \$649.99
- ✓ **ESET Smart Security 2016 - 1 Device, 3 Years OEM** \$99.99
- ✓ **Microsoft Office 365 Personal Edition (PC/Mac)** \$69.99

OVERVIEW SPECS ADD-ONS REVIEWS Q & A WARRANTY & SUPPORT

Overview

SKU: 975193
Mfr Part #: Lati3470-1353BL
UPC: 884116212324

Write the first review

Product Q&A

Be the first to ask a question.

Like Be the first of your friends to like this.

- Intel Core i5-6200U Processor 2.3GHz
- Microsoft Windows 7 Professional 64-bit
- 4GB DDR3L-1600 RAM
- 500GB 7,200RPM Hard Drive
- Intel HD Graphics 520
- Secure Digital Card Reader
- Dell Wireless 1802 802.11 a/g/n Dual Band Wireless
- Bluetooth 4.0
- 14" HD Widescreen LED-backlit Anti Glare Display

The Latitude 3470 laptop computer. Performance you can rely on. For small and growing business professionals who want a secure, easily managed and reliable laptop with strong performance for everyday productivity.

Support Resources

Return Policy:
May be returned within 15 days of purchase.

Vendor Warranty:
Parts: 1 Year Limited
Labor: 1 Year Limited

Vendor Support:
Main Website:
www.dell.com/

Support Website:
support.dell.com/support/index.aspx?c=us&l=en&s=gen

800-624-9896

You've Researched



Latitude 3570
15.6" Laptop
Computer - Black

Christine Braun

From: John Rady [john.rady@hotmail.com]
Sent: Monday, August 15, 2016 5:39 AM
To: Christine Braun
Subject: NEXT - Laptop Recommendations

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Cris,

I have re-evaluated and updated my laptop recommendations to better reflect my understanding of usage and future plans for the Activity Room and Front Office. The items in **bold** are the keywords for shopping filters.

1. **Dell** has the best support for warranty service (based in USA). Dell **Latitude** business laptops have little bloatware.
2. **Windows 7 Pro** is still the best operating system for a business environment. Windows 10 is better for sharing across devices or for home use, but not good for privacy. **64-bit** is better than 32-bit.
3. The best processors are the **Intel Core i3** or **Core i5 CPUs** with integrated **HD graphics**. A graphics card is unnecessary and creates heat, fan cooling which uses more battery. The PCs in the NEXT Lab have Core i3 processors and are OK, (FYI Corei3 < Corei5 < Corei7) ~ \$75 difference between each.
4. **HDMI port** carries HD video and audio. VGA port only for legacy overhead projector.
5. Memory – **4 GB DDR3** RAM is good. 3 GB not enough.
6. Storage – **500 GB HDD 7200 rpm** good. 5400 rpm HDD slow. SSD (big flash drive) pricey still.
7. Network – **Gigabit LAN** (1000mbps).
8. Wireless – **g/n/ac** “ac” is newest and fastest
9. I’m not a fan of DVD (or Blu-ray) drives in laptops. They use power, lots of heat, even if plugged in can overheat. Most presenters have PPT files on USB flash drive anyway. **NO DVD Drive**.
10. I’m also not a fan of touchscreens for laptops, however touchscreens work fine for tablets. **NO touch**.
11. Portability probably not an issue. Sweet spot pricewise is 15" display. **14” or 15”**.
12. Battery life not big issue either, likely on AC power in operation.
13. **Non glare, matte screen** best. Glossy screen is fingerprint magnet, hard to see in sunlight.
14. Built-in **Webcam?** for 2-way presentations or Skype. Or not. Can add USB webcam later.
15. Trackpads are an individual preference.
16. Bluetooth – not necessary, OK if included, same with 4G carrier SIM slot.
17. USB Connectivity – **USB 3.0** is 40 times faster than USB 2.0. More USB ports the better. 3 is good.

NEXT - Your Place to Stay Active Connected

Birmingham Area Cable Board - Cable Internet Expenses 2015-2016

	Type	Date	Name	Num	Memo	Amount
FACILITIES & OVERHEAD						
5009 - Technology						
	Bill	07/06/2015	Comcast Cable	7/9/15-8/8/15	7/9/15-8/8/15 Acct No. 09589-316937-01-7	140.30
	Bill	08/07/2015	Comcast Cable	8/9/15-9/8/15	8/9/15-9/8/15 Acct No. 09589-316937-01-7 (Cha	183.39
	Bill	09/08/2015	Comcast Cable	9/9/15-10/8/15	9/9/15-10/8/15 Acct No. 09589-316937-01-7	163.06
	Bill	10/05/2015	Comcast Cable	10/9/15-11/8/15	10/9/15-11/8/15 Acct No. 09589-316937-01-7	163.05
	Bill	11/05/2015	Comcast Cable	11/9/15-12/8/15	11/9/15-12/8/15 Acct No. 09589-316937-01-7 (c	163.05
	Bill	12/05/2015	Comcast Cable	12/9/15-1/8/16	12/9/15-1/8/16 Acct No. 09589-316937-01-7 (ch	163.05
	Bill	12/28/2015	Comcast Cable	1/9/16-2/8/16	1/9/16-2/8/16 Acct No. 09589-316937-01-7 (cha	169.20
	Bill	01/28/2016	Comcast Cable	2/9/16-3/8/16	2/9/16-3/8/16 Acct No. 09589-316937-01-7 (cha	169.19
	Bill	02/29/2016	Comcast Cable	3/9/16-4/8/16	3/9/16-4/8/16 Acct No. 09589-316937-01-7 (cha	169.19
	Bill	03/28/2016	Comcast Cable	4/9/16-5/8/16	4/9/16-5/8/16 Acct No. 09589-316937-01-7 (cha	169.19
	Bill	04/28/2016	Comcast Cable	5/9/16-6/8/16	5/9/16-6/8/16 Acct No. 09589-316937-01-7 (cha	169.19
	Bill	05/29/2016	Comcast Cable	6/9/16-7/8/16	6/9/16-7/8/16 Acct No. 09589-316937-01-7 (cha	178.63
Total 5009 - Technology						2,000.49
Total FACILITIES & OVERHEAD						2,000.49
TOTAL						2,000.49

CALCULATION OF ADMINISTRATIVE GRANTS NOVEMBER 2016

BIRMINGHAM: \$241,350 out of total revenues in FY 2015-16 of \$399,427 equals 60.4%. This percentage applied to surplus Franchise Fees of \$237,420 for a total administrative grant of \$143,401.68.

BEVERLY HILLS: \$97,162 out of total revenues in FY 2015-16 of \$399,427 equals 24.3%. This percentage applied to surplus Franchise Fees of \$237,420 for a total administrative grant of \$57,693.06.

FRANKLIN: \$42,007 out of total revenues in FY 2015-16 of \$399,427 equals 10.5%. This percentage applied to surplus Franchise Fees of \$237,420 for a total administrative grant of \$24,929.10.

BINGHAM FARMS: \$18,908 out of total revenues in FY 2015-16 of \$399,427 equals 4.7%. This percentage applied to surplus Franchise Fees of \$237,420 for a total administrative grant of \$11,158.74.

MEMORANDUM

DATE: November 10, 2016

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No. 2016-29, which was pending on the date of my last report, has been resolved. The service problems this customer was having with his Comcast cable TV have been fixed. Apologies were issued for the repeated calls the customer had to make, the language barrier experienced when dealing with offshore locations and the long wait times to reach a representative on the phone. These issues have been referred to local Comcast leaders for review as well.

We have received four (4) complaints since the date of our last meeting. Complaint No. 2016-30 was submitted by a Birmingham resident who is not pleased that an AT&T DirecTV dish was placed directly outside of his condo. The dish is not for any service he ordered but rather for another resident in the condo complex. He believes that there are many other acceptable locations in the common areas to place this dish which would have equally good reception and would be less obtrusive to him. This complaint is pending.

Complaint No. 2016-31 was submitted by a Birmingham resident who cancelled his Comcast service and returned the equipment on August 20, 2016 yet was still being billed by Comcast. The billing issue has been resolved. The escalation team tried to contact him but was unsuccessful and a "no response" letter was mailed to him. This complaint is closed.

Complaint No. 2016-32 was received from a Beverly Hills resident who was being billed by Comcast for two inactive modems. Appropriate price adjustments were made on the account and this complaint is now closed.

Complaint No. 2016-33 involves a couple from Beverly Hills who have Comcast internet service but never ordered Comcast cable TV (in fact, they have Dish Network). Comcast has been billing them for several years for cable TV service and they would like to be adequately reimbursed for what they have paid. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts will be provided via hard copies at the meeting, in addition to budget to actual figures. This information will also be e-mailed to all Board members in advance of the meeting.

CHECK DISBURSEMENT

I have written four (4) checks since the date of our last meeting as follows:

1. Charter Twp of Bloomfield (BCTV internet costs) - \$438.55
2. Charter Twp of Bloomfield (filming September sports events by BCTV) - \$10,000.00
3. Charter Twp of Bloomfield (October - Dec 2016 quarterly payment to BCTV) - \$48,737.50
4. Charter Twp of Bloomfield (filming October sports events by BCTV) - \$5,000.00

ADDITIONAL NOTES:

1. Investor's Business Daily reported on October 7, 2016 that AT&T is expected to launch "DirecTV Now" this quarter, a 100-plus-channel Internet video service. AT&T's DirecTV Now will stream live TV, including sports. It is predicted that this new service will roll out at a very aggressive price point. In addition, Hulu is expected to launch a competing over-the-top product in early 2017. Hulu's live streaming service is expected to cost around \$40 per month.

2. The website www.marketwatch.com reported on October 25, 2016 that Alphabet Inc. is pulling the plug on its high-speed fiber internet expansion, as it likely pivots to cheaper wireless delivery methods. Google Fiber will continue in cities where it is already installed but work will halt in 10 cities that had been listed as expansion sites. The Wall Street Journal has reported that Alphabet was rethinking its fiber rollout after the process of installing underground fiber-optic cables was proving more time-consuming and expensive than anticipated.

3. Multichannel News reported on October 26, 2016 that AT&T and Time Warner are discussing a possible merger that would combine the largest pay TV distributor in the country with the second-largest content company in a deal that could be worth more than \$100 billion. This comes as AT&T hunts for content for its upcoming over-the-top service mentioned earlier, DirecTV Now. A deal with Time Warner, which has some of the top news, sports and entertainment channels in the pay TV universe (including HBO, Cartoon Network, TBS, TNT and CNN), would satisfy at least some of AT&T's content needs.

4. Comcast has notified us of some channel lineup changes. Beginning November 22, 2016, The Tennis Channel (ch. 738) and The Tennis Channel HD (chs. 184/1612) will no longer be available on the Sports Entertainment Tier. These channels are now available on the Digital Preferred Tier. In addition, on or about November 17, 2016, Viceland and FYI Network will move to the Digital Preferred Tier.

Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 11/9/16
Re: Report October 20th, 2016 through November 16th, 2016.

BAMA Programs

During this time period we've completed seven regularly scheduled municipal meetings, Board of Zoning Appeals meeting, Birmingham Advisory Board Meeting, Multi Modal Transportation meeting and the BACB meeting.

BAPA Programs

From BACB area individual producers and organizations we've taped 29 programs. From individuals:

- ❖ Two *Making a Difference at TCH* hosted by Bill Seklar.
- ❖ Three *Eye on Oakland* hosted by Chuck Moss & David Potts.
- ❖ Three *Managing the Problems of Daily Living* hosted by Linda Sircus.
- ❖ Four *Tough Talk* hosted by Paul Taros.
- ❖ Seven *Michigan Entrepreneur* hosted by Tara Kachaturoff.

From BACB area organizations:

- ❖ *Birmingham Musicale*.
- ❖ *Spectrum Orchestra*.
- ❖ Two Community House 'Women's Club' Lectures.
- ❖ Birmingham Museum 'Tour'
- ❖ BACB Sports *Volleyball*
- ❖ BACB Sports *Girls Swim & Dive*.
- ❖ First Presbyterian Church *Lunch and Learn* Lecture.
- ❖ *Plant Based Nutrition Support Group* Lecture.
- ❖ Daughters of American Revolution 'Veterans' Day Ceremony'.

PRODUCER WORKSHOP

We are offering a one on one session for those who are interested in producing their own show and to those who want experience behind the scenes. Please call 248-433-7790 and we can schedule a date and time with you.

BACB UPCOMING WINTER SPORTS SCHEDULE (7 Events)

Girls Basketball 12/7.

Seaholm_Wrestling 12/14 Groves.

Hockey 1/7 B'ham Ice Arena.

Boys Basketball 1/17 Groves .

Boys Swimming 2/9 Groves.

Boys Basketball 2/14 Seaholm.

Girls Water Polo TBA.