



NORTH SUBURBAN COMMUNICATIONS COMMISSION

June 6, 2013

2670 Arthur Street, Roseville, MN

7p.m. – Regular Meeting

A G E N D A

- I. Call to Order
- II. Roll Call
- III. Presentation of Scholarships
- IV. Public Forum (10 Minutes)
- V. Approval of Agenda
- VI. Approval of Minutes
- VII. Reports
 - A. Executive Director's Report
 - B. Cable Company Report
- VIII. General Business
 - A. Treasurer's Report – April 2013
 - B. Effective Competition Petition – C. Wilson
 - C. Appointment to Franchise Renewal Committee
- IX. Announcements
- X. Adjournment

*Please call the office if you are unable to attend the meeting.
Next Regular Meeting – August 1, 2013**

** Date tentative*

THIS PAGE IS INTENTIONALLY LEFT BLANK

**NSCC Item VII.A.
June 3, 2013**

to: Commissioners

from: Cor Wilson
Executive Director

subject: May Report

Rate Order Settlement – As directed by the Commission at its May 2 meeting, the Executive Committee and I met twice during the week of May 6, and Comcast reject both of our counter offers. The last offer from Comcast on Friday, May 10, was to increase the refund from \$1.50 to \$3.00, which we had deemed insufficient. The company then filed an appeal of the 2012 rate order and requested a stay on May 14.

At both our request and that of Comcast, the FCC has accepted the consolidation of pleadings for the forthcoming appeal of the NSCC's 2013 FCC Form 1205 rate order with the pleadings for the pending 1205 Form 1205 appeal. Our consolidated opposition to Comcast's appeals will be due June 18, 2013, and Comcast's consolidated reply will be due July 3.

Cable Complaints – I have attached a report showing the complaint logs for 2012 and for 2013 year-to-date. With the three complaints that I have yet to submit to Comcast, as of the end of May we have received as many complaints in less than half a year as we received for the entire year of 2012. Subscribers are making multiple calls to the company in order to resolve what should be simple issues, including billing and equipment problems, and many calls are still going to off-shore call centers. These logs don't include the complaints we received when Comcast – without notifying any of the local franchising authorities – arbitrarily moved all of the PEG channels to a portion of the cable spectrum that is very susceptible to FM and other interference.

I would remind you that local franchising authorities may adopt more stringent customer service rules than those in federal law. Although we have never felt the need to do so, it might be worth considering if this level of complaints continues. I have been discussing the problem with colleagues across the country, and we are looking at options for addressing the companies' customer service failures.

THIS PAGE IS INTENTIONALLY LEFT BLANK

2012 COMCAST COMPLAINT LOG

Date	Billing	Cust. Service	Equipment	Installation	Email Date	Notice of Resoution	Follow-up Call to Customer	# of Days to Resolve	Nature of Complaint	Name	City
2/28						3/2	3/2	2	Billing for personal equipment; Understanding bill	Ludford	SA
3/15		x			3/15	3/26	4/11	17	Mother in-law passed; Comcast not refunding phone funds due to cable box held by apartment complex	Johnson/Olsezewski	RV
3/22	x		x		3/22		4/9		TV reception; billing overcharge & channels added w/o customer knowledge	Kough	RV
3/26			x		3/26	3/26		1	Cable hanging over road entrance-moving van coming	Emanuelson	NO
4/3		x		x	4/3	4/5 letter			Tried to add another email account. When calling cust service, told there was a fee for serv calls	Zilberman/Bilsner	LC
4/9	x				4/9	4/9	4/11		Given flat rate for 1 year; increase each month; Customer unhappy w/ extension for 3 month only; Haven't heard from 2nd email	Stenberg	SV
4/12	x				4/12	4/13			Customer has triple play, but having added fees	Lynch	SA
4/30				x	4/30	4/30			Co-ax line on the ground for over a year	Hemple	LC
5/3		x			5/3	5/4	5/10 msg	1	Conflicting service info - music channels and basic	Fisher	LC
5/16	x				5/16	5/16	5/16	6 hrs	Cancelled tv service, no credit shown up on phone bill	Nimis	NB
5/29	x				5/29				Incorrect charges and late fees added	Greicius	NB
6/5		x	x		6/5				Equipment missing when picked up. Why call center in India	Zierman	AH
6/20	x				6/20	6/29			Calculation of sales tax & franchise fees	Mahler	RV
7/3	x				7/3				Cancelled phone & TV still received bill from Comcast	Nimis	NB
7/17	x	x			7/17	7/24	7/21		Comcast withdrew addition money from account; Waited 1.5 hours on the phone	Spallacci	NB
7/26			x		7/26		7/26		Not getting Hi-Def; Back music too loud; Too much swearing	Hunter	SA
9/4		x	x		9/4	9/5	9/4		Remote control difficulty; Called Comast and reached Phillipine	Comer	NB
9/6	x		x		9/6				Satellite service, but no Ch. 16; Universal PEG question;	Schlossmacher	RV
9/10		x	x		9/10		9/10		Phone not allowing incoming/outgoing calls	Johnson	RV
9/13		x			9/13		9/18		Asked about Universal Service, never heard back	Evans	NB
9/20		x	x		9/20		9/20		Internet failures; Tech was argumentative and rude; Increased failures the following day; Call from San Jose, CA	N/A	CA
9/25	x				9/25				Paid bill by phone and didn't work; Tried numerous times	Anderson	NB
10/5		x	x		10/5		10/5		Phone changed over to CenturyLink; Verified on-line and over the phone; Now has no phone service	Johnson	AH
10/8		x			10/8		10/8		Switched out equipment and given NSCC address for drop off	Iverson	MV
10/18			x		10/18		10/19		City hall meetings/repeats aren't being shown on Ch. 16; Showing Falcon Heights meetings	Johnson	RV
10/22	x	x	x		10/22	10/25	10/22		Series of call center reps, finally was hung up on; Billed for OT repairs of equipment	Zilge/Winiecki	LC

2012 COMCAST COMPLAINT LOG

Date	Billing	Cust. Service	Equipment	Installation	Email Date	Notice of Resoution	Follow-up Call to Customer	# of Days to Resolve	Nature of Complaint	Name	City
12/10	x			x	12/10		12/10		On hold for 45 mins; Damages caused to home during install; Billing numbers were incorrect	Laramy	AH
12/11		x	x		12/12				Terrible reception; Tech checked an didn't fix issue and rude	Wollerman	RV
12/14		x	x		12/14				Customer feels was lied to about channels they said they had, but didn't	Hidalgo	SV
12/26	x				12/26				Bill keeps going up and doesn't understand rates	Dixon	NB
12/28	x	x			12/28				On hold for 46 minutes and no answer; Doesn't understand rates	Larson	SA
12/26	x	x			12/29				Continues to Autopay after ending service; CSR keeps lying	Cline	RV

Call/Complaint Totals					
Jan	Feb	Mar	Apr	May	June
38	35	33	34	48	30
July	Aug	Sept	Oct	Nov	Dec
				55	53

2013 COMCAST COMPLAINT LOG

Date					Email Date	Notice of Resoution	Follow-up Call to Customer	# of Days to Resolve	Nature of Complaint	Name	City
	Billing	Cust. Service	Equipment	Installation							
1/2		x			1/2				On hold too long and then hung up on; Bill charges went up	Knitt	LC
1/5		x	x	x	1/5	1/7	1/11	2	Signal breaks up; Loose hanging cables; On hold a long time	Scholz	NB
1/14	x	x			1/14	1/28	1/28	14	Bill up \$2 without any explanation. Had several franchise questions no on could answer	Christenson	RV
1/16	x				1/16				Doesn't feel they have the right to charge \$1.99 per box for cable rental	Garski	AH
1/17			x		1/17				Not receiving ch. 15, 18, 19, 20, 21. CTV not sending digital signal	Tilden	NB
1/25	x	x			1/25	1/28	1/28	3	Bill went up by \$100. CSR says he owes it but they cant explain	Porter	MV
1/25	x	x			1/25	1/26	1/28	2	Operator hung up on her; Bill up \$12 after told wouldn't raise	Hodder	RV
1/28	x		x		1/28	2/4	1/28	6	Complaints on both bill and costs of Comcast. See memo	White	SV
2/7	x	x	x	x	2/7	2/13	2/13	6	Had to install own parts; No records of complaints; Bad charges	Albertson	StP
2/7		x	x		2/7	2/11	2/8	4	Called 3 times; gets someone overseas. Can't figure out box	Weber	SV
2/7	x	x			2/7				Bill increased by \$15; Had to call back 3 times for an answer	Stickney	NB
2/12	x	x			2/12	2/13	2/13	1	Bill went from 55 to \$98; Hard to understand the hispanic dispatcher	Najarian	NB
2/15			x		2/15	2/21	2/22	6	Has Universal Service and said lose service if not upgrade to digital conversion; Called 3 times	Paulus	RV
2/20			x	x	2/20	2/25	2/25	5	Has basic service and installed own DTA; Now no PEG channels; Comcast unable to fix issue	Bartkus	MV
2/20	x	x			2/20	2/22	2/22	2	Billing issue could not be resolved due to communication issues	Cote	SV
2/25	x	x			2/25	2/26	2/26	1	On the phone over an hour and communication problems; New charge not happy with	Ulberg	SV
2/28	x				2/28	3/1	3/1	1	Customer moved and bills didn't transfer to new address; Comcast turned account to collection agency.	Brough	RV
3/7		x	x		3/7	3/12	3/13	5	Wanted Universal Serrvice and was told they didn't offer and would need basic cable	Kelsey	RV
3/11		x	x		3/11	3/12	3/12	1	Called 3 times for Universal Coverage; don't want to purchase any new packages; received no help from CSR	HacHalec	NO
3/14		x	x		3/14	3/26	3/26	12	Digital box stopped working. Took 45 minutes for rep and then got someone from the Phillipines	Hodges	MV
4/2	x	x			4/2	4/3	4/3	1	No bills and rude CSR. See memo for further info	Harah	RV

North Suburban Communications Commission

2013 Financial Report Summary
For the Four Months Ending April 30, 2013

	Current Month	Year to Date	% Total Budget	Y-T-D Budget	Annual Budget
Revenues					
Interest Income	25.64	103.64	(0.10)	320.00	1,000.00
Cable Co. Scholarships	0.00	0.00	0.00	0.00	104,959.00
Reimbursement	0.00	1,710.12	(0.25)	1,725.00	6,900.00
Misc. Income	0.00	0.00	0.00	0.00	0.00
City Contributions	0.00	355,591.00	(1.00)	355,591.00	355,591.00
Transfer from Reserves	0.00	0.00	0.00	0.00	100,172.00
Total Revenues	25.64	357,404.76	(0.63)	357,636.00	568,622.00
Expenses Summary					
Personal Services	10,145.32	34,528.53	0.27	39,352.36	127,895.00
Operating Expenses	31,661.49	115,252.85	0.28	178,768.00	413,227.00
Capital Expenses	0.00	0.00	0.00	12,500.00	27,500.00
Total Expenses	41,806.81	149,781.38	0.26	230,620.36	568,622.00
Net	(\$ 41,781.17)	\$ 207,623.38	0.00	127,015.64	0.00

North Suburban Communications Commission

2013 Detail Financial Report

For the Four Months Ending April 30, 2013

	Current Month		Year to Date	% Total Budget	Y-T-D Budget	Annual Budget
Personnel Services						
Full Time Salaries	7,375.82		26,687.40	0.27	30,756.92	99,960.00
FICA	543.40		1,939.78	0.23	2,615.36	8,500.00
Retirement	1,091.38		2,055.29	0.46	1,384.64	4,500.00
Unemployment	49.47		204.67	0.27	233.86	760.00
Workers Comp	0.00		0.00	0.00	207.72	675.00
Health/Life Insurance	1,085.25		3,641.39	0.27	4,153.86	13,500.00
	<hr/>					
Total Personal Services	10,145.32		34,528.53	0.27	39,352.36	127,895.00
Operating Expenses						
General						
Printing	0.00		0.00	0.00	550.00	2,000.00
Publications	70.20	a.	70.20	0.14	300.00	500.00
Memberships	200.00	b.	4,930.00	0.76	6,000.00	6,500.00
	<hr/>					
Total General	270.20		5,000.20	0.56	6,850.00	9,000.00
Supplies						
I-Net Supplies	0.00		0.00	0.00	3,000.00	3,000.00
Office Supplies	0.00		0.00	0.00	480.00	1,600.00
Software Supplies	0.00		0.00	0.00	500.00	1,000.00
Volunteer Supplies	197.11	c.	443.89	0.44	500.00	1,000.00
	<hr/>					
Total Supplies	197.11		443.89	0.07	4,480.00	6,600.00

a. Publications -- Pioneer Press subscription (1/2)

b. Memberships -- New Brighton/Mounds View Rotary Club

c. Volunteer Supplies -- Meeting refreshments, including executive session dinner

	Current Month		Year to Date	% Total Budget	Y-T-D Budget	Annual Budget
Maintenance						
Office Equipment	176.52	d.	193.80	0.19	400.00	1,000.00
Network Equip. Maint.	0.00		0.00	0.00	0.00	5,000.00
Building Janitorial	1,248.41		4,297.23	0.29	5,000.00	15,000.00
<hr/>						
Total Maintenance	1,424.93		4,491.03	0.21	5,400.00	21,000.00
Travel						
Conferences	0.00		105.00	0.01	500.00	8,000.00
Mileage & Meals	175.00		761.50	0.30	900.00	2,500.00
<hr/>						
Total Travel	175.00		866.50	0.08	1,400.00	10,500.00
Tuition & Training						
Tuition & Training	15.00	e.	300.00	0.60	290.00	500.00
Utilities						
Utilities	486.94		2,123.20	0.35	2,000.00	6,000.00
Leases						
Rent	1,696.40		6,785.60	0.32	7,000.00	21,000.00
Miscellaneous	0.00		0.00	0.00	100.00	500.00
Postage Meter	0.00		21.00	0.14	40.00	150.00
<hr/>						
Total Leases	1,696.40		6,806.60	0.31	7,140.00	21,650.00

d. Office Equip. Maint. -- Copier

e. Tuition & Training -- Wellness reimbursement

	Current Month	Year to Date	% Total Budget	Y-T-D Budget	Annual Budget
Contractual					
Audit	2,050.00	6,050.00	1.01	6,000.00	6,000.00
Insurance	0.00	0.00	0.00	1,000.00	8,000.00
Legal	23,047.91	67,092.91	0.54	44,000.00	125,000.00
Intrnet Connection	500.00	2,000.00	0.33	2,040.00	6,100.00
NSCC SALES TAX	59.77	258.62	0.52	168.00	500.00
Cable Services	905.00	3,720.00	0.28	4,420.00	13,260.00
Miscellaneous	496.60	f. 2,954.05	0.06	20,800.00	50,000.00
Total Contractual	27,059.28	82,075.58	0.39	78,428.00	208,860.00
Communications					
Postage	150.00	300.00	0.30	360.00	1,000.00
Telephone	186.63	746.55	0.25	820.00	3,000.00
Advertising & Promotion	0.00	490.00	0.25	800.00	2,000.00
Total Communications	336.63	1,536.55	0.26	1,980.00	6,000.00
Grants					
Scholarships	0.00	0.00	0.00	45,000.00	45,000.00
Internships	0.00	11,609.30	0.15	25,000.00	76,117.00
Total Grants	0.00	11,609.30	0.10	70,000.00	121,117.00
Recruiting					
Recruiting	0.00	0.00	0.00	800.00	2,000.00
Total Operating	31,661.49	115,252.85	0.28	178,768.00	413,227.00

f. Misc. Contractual -- Roseville IT services; cbg communications (franchise renewal)

	Current Month	Year to Date	% Total Budget	Y-T-D Budget	Annual Budget
Capital Expenses					
Capital Improvements	0.00	0.00	0.00	1,000.00	2,000.00
I-Net Equipment	0.00	0.00	0.00	10,000.00	22,500.00
Office Equipment	0.00	0.00	0.00	1,500.00	3,000.00
	<hr/>				
Total Capital	0.00	0.00	0.00	12,500.00	27,500.00
	<hr/>				
Total Expenses	41,806.81	149,781.38	0.26	230,620.36	568,622.00

THIS PAGE IS INTENTIONALLY LEFT BLANK

**NSCC Item VIII.B.
June 3, 2013**

to: Commissioners
from: Cor Wilson, Executive Director
subject: Comcast Effective Competition Petition

On May 13, 2013, Comcast submitted a petition for special relief to the Federal Communications Commission seeking a determination that the company faces “effective competition” in seven of the the 10 cities that are members of the North Suburban Communications Commission. The three cities that are omitted are Falcon Heights, Lauderdale and Roseville. If Comcast prevails, the NSCC would no longer be able to regulate basic service and associated equipment and installation rates in the affected member cities.

According to federal law, the “competing provider” test for effective competition is:

(i) the franchise area is served by at least two unaffiliated multichannel video programming distributors (MVPDs), each of which offers comparable programming to at least 50 percent of the households in the franchise area; and

(ii) the number of households subscribing to multichannel video programming offered by MVPDs other than the largest MVPD exceeds 15 percent of the households in the franchise area.

Traditionally, cable companies have demonstrated that these criteria exist by purchasing DBS subscriber data from the Satellite Broadcasting & Communications Association (SBCA) and zip code/DBS subscriber allocation calculations from SNL Kagan (formerly MBC). Comcast will not make the SNL Kagan data and assumptions available to local franchising authorities, and the FCC has stated that the company need not do so, which makes it difficult, if not impossible, to determine whether there are errors in Comcast’s DBS penetration numbers.

Therefore, rather than challenging the petition based on the numbers, staff recommends that the NSCC oppose the petition based on policy concerns, i.e., the validity of Comcast’s use of SNL Kagan’s zip+4 zip code allocation methodology as a way of identifying zip+4 zip codes located in a member city’s boundaries and assigning DBS subscribers to those zip codes when there is no way of meaningfully testing the accuracy and reliability of that process. Furthermore, because the NSCC, as the certified rate regulatory authority for our member cities, still retains retains rate regulatory authority for three of the 10 member cities, we would assert that the company should maintain

uniform pricing in all 10 cities, notwithstanding any FCC finding of effective competition.

The opposition to the petition must be filed no later than 20 days following its publication in the Federal Register, which occurred on May 20, 2013. So, if we oppose the petition, we must do so by Friday, June 7. The cost for this filing would be shared by the NSCC, the North Metro Communications Commission and the South Washington County Cable Commission.

Action Requested: Motion to authorize staff and legal counsel to file in opposition to Comcast's petition for "effective competition."

**NSCC Item VIII.C.
May 31, 2013**

to: Commissioners
from: Cor Wilson, Executive Director
subject: Appointment to Franchise Renewal Committee

Bill Malinen was our city manager appointment to the Franchise Renewal Committee, and, as you are all probably aware, he is no longer at the City of Roseville. The committee members and I believe it is really critical to have a senior city manager on the committee, both to provide staff input to the committee members and the Commission and to help communicate to the other city managers/administrators the reasoning for the committee's and the Commission's recommendations to the cities. So, with the concurrence of the Franchise Renewal Committee members, I reached out to Terry Schwerm to serve on the committee, and he has agreed. Aside from the fact that Terry is well respected by all who know him, he was the city manager representative on the Franchise Renewal Committee for the 1998 franchise renewal, so he has some experience with the process.

On renewal issues pertaining to the Institutional Network, we will continue to rely on our staff and Roseville staff, as well as Commissioner Dan Roe.

Action Requested: Motion to appoint Shoreview City Manager Terry Schwerm to the Franchise Renewal Committee.

THIS PAGE IS INTENTIONALLY LEFT BLANK