

MINUTES OF THE MURRAY CABLE COMMISSION MEETING
February 22, 2017 3:30 p.m.
Agenda

The Murray Cable Commission met in session on Wednesday February 22, 2017, at 3:30 p.m. in City Hall's Council Chambers with Chairman Dr. John Yates presiding.

Members Present: Dr. John Yates, Chairman; Buford Anderson, Janice Thomasson (Jane Shoemaker arrived at 3:46 p.m.)

Members Absent: Brenda Rowland

Staff Present: Mayor Jack Rose and Deputy City Clerk, Tonya Guidry

Others in Attendance: Tina Cox and Mandy Phillips of Murray Electric System, John Wright of Murray Ledger & Times, and Carla Deaton of Charter Communications

Chair Yates welcomed members and guests and called the meeting to order at 3:34 p.m.

Approval of Minutes

Minutes of the Murray Cable Commission's January 25, 2017 meeting were presented for approval. **Ms. Thomasson moved** to accept the minutes as presented; **seconded by Mr. Anderson**. All members present voted aye.

Chair's Report

Chair Yates stated that in today's paper he had received an insert from Spectrum and decided to call the telephone number and simply ask questions about the transition from Time-Warner to Spectrum. He received someone on the phone promptly and they explained that they would need to transfer his call to someone that handles this and is knowledgeable in this area. He thought it would take a while to get assistance but was pleased when there was someone available quickly to take his call. From the time he initiated call to the time the call was completed was a total of eighteen (18) minutes.

Ms. Deaton stated that we could expect a few hiccups with the initial stages but all is working out great and every call is being recorded, giving Charter/Spectrum the ability to review for opportunity to have had more success.

Chair Yates mentioned that he gave a list of Time-Warner customers to Ms. Deaton that had approached him with problems.

Ms. Deaton informed the commission that these problems would be reviewed and recommended customers call the toll-free number for assistance. She added that after hearing about Dr. Yates good experience, it shouldn't take much time.

Murray Electric had no report.

Charter/Spectrum's Carla Deaton stated that the ongoing State Supreme Court case filed by Kentucky League of Cities is still in the works but not sure when any decision would be met.

With no further business before the Commission, **Ms. Shoemaker moved** to adjourn, **seconded by Mr. Anderson**. All members voted aye. The meeting adjourned at 3:51 p.m.