

**MINUTES OF THE TOWN OF OCEAN VIEW
PUBLIC HEARING BY ZOOM TELECONFERENCE
MEDIACOM FRANCHISE AGREEMENT RENEWAL
SEPTEMBER 8, 2020 @ 6:00PM**

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Mayor Reddington called the meeting order at 6:00pm with the Pledge of Allegiance with Council Members' Maly, Twardzik, Reynolds and White. Town Solicitor Dennis Schrader, Town Manager Carol Houck, and Town Clerk Donna Schwartz were also present.

Mr. Schrader offered instruction on the meeting procedure.

2. PUBLIC HEARING

Mrs. Houck made a brief statement explaining the purpose of the meeting, saying the agreement only covers cable TV, not internet. She introduced Mr. Christopher Lord with Mediacom. He offered his greetings from Florida and thanked everyone, especially Mrs. Houck for all her work on the franchise agreement.

Council Member Twardzik questioned Mediacom's timetable for tech upgrades. Mr. Lord replied they are increasing nodes and making upgrades as needed, and have a preventive maintenance schedule in place, however there is no exact timetable for completion. Council Member Twardzik also inquired about the use of fiber optic cable. Mr. Lord stated the lines are fully backed by fiber, with coaxial cable. Mayor Reddington asked how large the area is they service outside of Ocean View. Mr. Lord replied the area included Sussex County and areas including incorporated and unincorporated sections. He said they have taken a node by node view. Nodes can crossover from municipal to non-municipal.

Council Member White's question was about the government access channel, he asked, if you are not a subscriber of Mediacom can you still access the government channel. Mr. Lord replied no, you must be a Mediacom subscriber to access to the government channel. Mr. White asked if the channel would be close-captioned. Mr. Lord stated it could be, however, that feature is on the Televue end of the project.

Mayor Reddington stated there are a lot of people unhappy with Mediacom, and asked Mr. Lord how would you address these issues. Mr. Lord replied they are trying to be proactive and do better on customer relations. He said being an aerial system, there will be outages. They are trying to back-up power, do node-splits when needed, and upstream to increase service levels. Mayor Reddington asked about the time for service calls. Mr. Lord stated he believed the response time was 2½ to 4 days seasonally.

Council Member Maly questioned why sometimes you get a Mediacom truck and other times you get a Ford F-150 truck with a magnetic sign that says Mediacom. Mr. Lord explained the difference, saying the one with a magnetic sign on the vehicle is an outside contractor who has been hired to assist when things back-up. They help with the additional workload.

Mr. Schrader questioned what the revenue from Mediacom means to the Town. Mrs. Houck stated that revenue over the past five-years was \$344,256. Mr. Schrader also asked about the trend of smart-TVs. Mr. Lord stated he anticipates this trend to continue and will affect Mediacom cable TV somewhat.

Council Member White asked how many complaints Mrs. Houck has received regarding Mediacom. Mrs. Houck said the complaints have been minimal and she has hooked those people up with Mr. Lord. She also said she sees many complaints on social media, like Facebook. Mr. White noted that the draft copy on page 7 quoted 30 days for repairs. Mrs. Houck replied it should read 20 days is the agreed amount. Mayor Reddington noted that as president of the Bear Trap HOA he renegotiated contracts with Mediacom. He said new speeds and equipment has helped and they no longer have the problems like they use to have. Mr. Lord mentioned that Mediacom is currently testing 10G speed in Iowa and they anticipate this will be the future for Mediacom.

Mayor Reddington thanked Mr. Lord for his time.

3. DISCUSSION AND CONSIDERATION BY COUNCIL

No further conversation took place.

4. CITIZEN'S PRIVILEGE

No comments.

5. ADJOURNMENT

A motion was made by Council Member Maly, seconded by Council Member Reynolds, to adjourn the meeting at 6:35pm. The motion carried unanimously 5/0.

Respectfully submitted,
Donna Schwartz, CMC
Town Clerk