

Cable Television Advisory Committee
Meeting Minutes
June 1, 2022 at 6:00pm
DPW&P Building, 50 Familia Way, formerly Skyline Dr Worcester, MA
Approved July 13, 2022

1. Call meeting to order

6:00pm

2. Roll Call

Present: Steve Quist, Sergio Bacelis, John Keough, Jeff Levering

3. Approval of minutes from May 4, 2022

Moved by Levering; Seconded by Quist; Roll Call (4 Yes, 0 No)

4. PUBLIC HEARING re: Cable Television Services provided by Charter/Spectrum

Levering explained the ascertainment process and its purpose.

Theresa Matthews, Worcester: Overall experience with Charter/Spectrum (C/S) negative; billed over \$200 for one cable box with only basic cable; experiences reliability issues with equipment, without satisfying resolution from C/S; C/S installed equipment, blames outages on equipment's age; experiences outages of interactive program guide (IPG); customer has requested rate reduction but C/S will not lower it further; customer was told by Verizon that C/S has control over Worcester area, and that alternatives are not an option; expressed frustration with C/S's monopoly over the area.

Leo Mard, Worcester: Explained that channels has been removed from his lineup, which was attributed to difference between Charter and Spectrum cable lineups, and when he did as he was told to get missing channel back, bill significantly increased. Customer outlined incremental increases over several years of cable service, and expressed concern over various additional fees on his bill (such as additional charge for "secure lines"); Submitted SELCO brochures for record.

Mauro DePasquale, Worcester: Reviewed comments from last month's WCCA report to CTAC. Summarized written comments submitted for record from WCCA members and supporters (see attached)

Bob Winant, Worcester: Seconded everything said by Theresa Matthews. Mentioned rising bills, with reasonable service but excessive cost. Found customer service to be responsive, but was denied senior discount or other incentives for customer loyalty.

Martha Wright, Worcester, On behalf of Dr. Linda Young, WCCA producer. Station provides unique and critical service, and programming is diverse, and covers diverse topics that are beneficial to citizens. Encouraged that people prioritize cable support.

Jennifer Picheri, Auburn, WCCA Staff: Encourages CTAC to support public access, because it provides access to information/outreach.

Melissa Boucher, Worcester, WCCA Producer: Cable provider should support local access stations.

Ron Motta, Worcester, WCCA Producer: Public access is a great opportunity for people to express views on what's happening in city. Raised concerns over what channel number public access station is assigned. "Paying more for less" as far as cable service goes; considers Charter/Spectrum to have a monopoly on Worcester area. Has reception issues, signal interruptions, audio issues/glitches.

Levering asked if he felt as though his concerns were being escalated to higher levels of customer service. Motta says no, was addressed directly by first representative reached. Levering raised concerns about complaint reporting from C/S. Would prefer city received total number of customer service inquiries, not just those that are escalated. Motta asked if there was a better feedback framework; Warren advised complaints/billing issues be directed to Cable Services Department, 508-799-1385 or email cableservices@worcesterma.gov, who can contact the government liaison from Charter to resolve the issue.

Mard: C/S "does not sound like a very good [business] partner"

Mauro: "It would behoove the City" to hire a professional Cable Attorney.
Raised concerns about who received the RFP from CTAC.

Public Hearing Closed at 7:01pm

5. Membership update (Warren)

Member who was about to be sworn in cannot be reached currently, will check in with CAC on status

6. Plan of Action for Ascertainment

a. Review Survey Consultant Status (Levering, Warren)

Levering: CTAC was required by Purchasing Dept (PD) to get references for each of the three interested firms, despite having a preferred respondent; this has been completed. Waiting on next-step from PD.

b. Review Ascertainment Consultant Status (Levering, Warren)

Levering: RFP went out. Warren: Will check with DePasquale regarding contacting specific consultants with RFP.

c. Status/Review/Modify Updated Timeline (Levering)

Levering: If RFP responses for consultant are received by June 22, as planned, CTAC can hold next meeting July 13. Separate meeting will need to be scheduled to meet with the selected consultant – date/time TBD.

7. Contract Comparison Review – Preliminary (Keough)

(Presentation attached)

Keough: Discussed concerns about senior discount denial, when senior discount is required by current contract. Expressed sentiment that when customer service calls aren't reported to CTAC, C/S can't be monitored accurately for contract breaches.

8. Next Meeting – July 6, 6:00pm, 50 Manny Familia Drive, Meeting Room A, Worcester

Changed to July 13, 6:00pm

9. Adjournment

Moved by Levering; Second by Quist; 7:34pm

Mauro DePasquale

June 1, 2022

I respectfully provide the following comments to the Cable Advisory Committee on this day June 1, 2022 for the record.

Two pages

1. Highlights Summary from the WCCA TV Public Access Community Needs report delivered on the May meeting. (See page 2) also submitted via email about two weeks ago through the CAC Chair and Ms. Warren.
2. Additional comments for today's (June 1, 2022 Public Comment item 4) Public Comment item.

Today's Comments:

WCCA TV empowers our community at large through access of tools, educations, and technical support needed to participate and connect in a unique and meaningful way to exercise free speech, free expression, and share local news, information and the stories that shape our society.

It also plays a critical role in address power and oppression in media and fosters a more just and equitable media system. It's the ONLY hyper local creative and emersion experience and openly participatory platform, that reflects the interest of the community. This is quantifiable because the community produces or presents the content. It is TV BY FOR and OF the People. For the past 35 years this has separated our mission for the ED and Gov channels or Charters commercial channel.

Highlights (attached) are clear as the Community Needs assessment report we have submitted for your review.

Netflix commercial states that it's "JUST LIKE CABLE ONLY WITHOUT THE FEES". They don't tell you that their service is carried over the cable provider or broad band provider which uses Rights Of Way. The Profits / Revenues made from these companies **and** the broadband provider (Charter/Spectrum in Worcester) should be included in the franchise provisions. Where have our representatives been for the last ten years? This is important and its been ignored. It must be address in this assessment.

I was disappointed to see the City looking to a "Marketing" Firm to conduct a public assessment survey. This City and the stake holders deserve a high level Specialist consultant. Most Consultants include a public community survey as a part of its ascertainment procedure. The RFP posted appears to be focused more on compliance and engineering review. Such a review is fine however there are many aspects a true consultant could guide you through.

This highlights the need for the City to also consider a Cable Specialist Attorney. If a person elects to have brain surgery will that person hire a general practitioner or a brain specialist?

Finally, Whereas the money funding the consultants and parts of this process is drawn from the top of PEG funding, it is appropriate that WCCA TV have direct access to the ascertainment consultant this would ensure transparency and efficiency.

Mauro DePasquale, WCCA TV Worcester MA 01608

WCCA TV

Preliminary Report submissions comments by Mauro DePasquale for WCCA TV Highlight Summary

For the record: May 4, 2022

Please accept the WCCA TV preliminary Community Needs Ascertainment report for the record.

Please note the highlights:

NEEDED:

- 1. Sustainable funding for the next 10 + years.** Ten years is needed for appropriate investment, loans, etc. The downward trend in funding provisions is dangerous for WCCA TV. Staff retirees or those who exit, cannot be replaced under current 2022 provisions. This makes it meeting community media needs very challenging. We need CAC's urgent advocacy and to work with the City toward a realistic solution. A station serving a City as large of Worcester should really have double the staff resources specifically to increase BIPOC use as well as to meeting current general community media demands.
Most recent provisions is \$708, 513.52 for 2022. This is woefully low. More than 120,000 under our projected budget. Our actual budget was \$906,681 in 2021. What shows do we cut? How do we address the building needs? How does WCCA meet staff/resources needs? The Spectrum subscriber base for cable may have dropped however has their digital broadband subscribership dropped? It may not have and while considerable use of digital services carry video, these revenues should be included in support of our PEG channels. Furthermore, the need for Public Access media in our community has not decreased, while inflation has increased. To simply accept this situation is harmful to our Public Access mission.
- 2. Capital Grant:** The Capital Grant should be much higher especially as our building is much older, and technology shifts require additional subscription based software, updated Network, and to adjust for inflation. HVAC is a priority needs as will be the elevators. The City can negotiate to allow PEG to utilize capital for operations if needed.
- 3. Members and underwriters (sponsors) express a demand for WCCA TV programing to be seen "regionally", and have a second channel.** This would be exactly what is needed for WCCA TV to improve its ability to raise underwriters and sponsorship support. Limiting WCCA TV reach to Worcester prohibits success of WCCA TV uniquely as Spectrum uses its reach to attract our potential sponsors and underwriters. Not all cities and towns are competing for eyeballs with Spectrum/Charter in our area. There are unused channels in the lower tier that could be used for WCCA TV to be seen regionally. This would cause no harm to other community channels. In fact it may benefit them as well, as WCCA TV could promote their programing.
- 4. There is a need for a second channel and to be seen in HD.** This was contract term in the past but later Charter seemed to pressure the City to drop that demand. P1/2

5. **WCCA TV should have access to all cable drops in the City to enable live remote cable cast on demand** (Such as parades or special public events).
6. **Transparency from Spectrum, from the city.** WCCA should have easy access to Spectrum admin and technical services, as it should be able to communicate directly to the Cable Advisory Committee and the E and G channels.
7. **Other needs as expressed in the "WCCA TV Preliminary Report" submitted for the record on May 4, 2022.**

Mauro DePasquale, WCCA TV ###

----- Forwarded message from Barbara Lucci <qccbarbara@yahoo.com> -----
Date: Wed, 30 Mar 2022 10:41:56 +0000 (UTC)
From: Barbara Lucci <qccbarbara@yahoo.com>
Subject: Re: Your testimonial is needed for WCCA TV Community Television
To: Mauro DePasquale <mauro@wccatv.com>

WCCA TV is an invaluable resource for the city of Worcester, MA. Having a local station cover local stories is important to maintaining a sense of community in the city. For example, when so many people were devastated by the closing and demolition of Our Lady of Mount Carmel/St. Anne Church, there was a place for us to be interviewed as well as a space for our preservation group to hold meetings. I hope the station continues to receive the funding it needs to operate.

Barbara Lucci

On 3/30/2022 10:09 AM, george ingham wrote:

I wish to express my strong appreciation for WCCA TV, and my strong support for this critical resource in our community. Local access media is increasingly important given the pressures on local sources of news, including local transparency and accountability; linking of local with national concerns; emergency action; and, as a key resource for community discourse. The health of our community and our democracy depends on your continued support for this most valuable media resource.

Thank you,
George R. Ingham, Ph.D.

WCCA TV is a true treasure. They are always there to support our community in so many ways. Through their Soap Box and other programs, Worcester Community Connections of Seven Hills Foundation and other programs have the chance to share important information with our community. Last year with worked with some partners to hold a School Committee Candidates forum, in Spanish and needed a way to tape and broadcast the event to the local Latino Community. WCCA TV came to the rescue and sent one of their staff to tape the entire event at the last minute. Over the past two years we have been working with the MA Department of Children and Families (DCF) Worcester Area Offices on a project to develop a training series for immigrant parents, new to this country, on parenting in America. We had an initial need for someone to do the taping and WCCA TV immediately offered their assistance. Since that time we have needed to change gears and have DCF Central in Boston do the taping but will always be grateful for WCCA TV's offer of assistance. On a personal note, years ago my son, who had recently arrived as a refugee from Africa, participated in the station's video training. From that experience was able to go on and participate in a project with Clark University to produce a short documentary, A Place to Call Home, about the experience of new immigrants in our country. Every year WCCA TV offers after school and summer programs for local youth to expose them to the world of video production. WCCA is a beloved resource in our community!

Anne Bureau, LICSW

Program Director

Worcester Community Connections Coalition

YOU, Inc., an affiliate of Seven Hills Foundation

774-312-3828

States; 10 of the diocese. deployed to protect houses of worship."

TV/ONLINE/RADIO

SCHEDULE OF BROADCASTS

On Livestream
worcestardiocese.org/
livestreams

DAILY AND SUNDAY MASS

- Monday-Friday at 9 a.m., English
 - Sunday (Spanish) at 8 a.m.
 - Sunday (English) at 10 a.m.
- All Livestream Masses can be REPLAYED after they have aired.

On Cable Access Stations
DAILY AND SUNDAY MASS
(as of 7/14/2021)

IN WORCESTER

- WCCA TV Ch. 194, "The People's Channel"
- Monday-Friday at 9 a.m., English
 - Sunday (Spanish) at 8 a.m.
 - Sunday (English) at 10 a.m.*
- Streaming at www.wccatv.com and Roku@Worcester.TV
*Sunday Mass (repeat) Monday at 6 p.m.

OUTSIDE WORCESTER DAILY MASS

- Auburn Ch. 191 at 9 a.m.
- Boylston Ch. 191 at 9 a.m.
- Charlton Ch. 191 at 9 a.m.
- Holden Ch. 191 at 9 a.m.
- Leicester Ch. 191 at 9 a.m.
- Millbury Ch. 191 at 9 a.m.
- Northborough Spectrum Ch. 191 and Verizon Ch. 31 at noon

- Shrewsbury Ch. 28 and 328 at 9 a.m.
- Spencer Ch. 192 at 9 a.m.
- Sutton (Monday - Thursday) Spectrum Ch. 194 and Verizon Ch. 29 at 9 a.m.
- Upton Access TV Ch. 192 at 9 a.m.
- Webster Access TV Ch. 192 at 9 a.m.
- West Boylston Ch. 191 at 9 a.m.

SUNDAY MASS

- Athol/Orange Ch. 13 and 135 at 10:30 a.m.
- Auburn Ch. 191 at 10 a.m.
- Boylston Ch. 191 at 10:30 a.m.
- Charlton Ch. 191 at 10 a.m.
- Holden Ch. 191 at 10 a.m.
- Millbury Ch. 191 at 10 a.m.
- Northborough Spectrum Ch. 191 and Verizon Ch. 31
- Spencer Ch. 192 at 10 a.m.
- Templeton Ch. 8 at 10 a.m.
- Upton Access TV Ch. 192 at 10 a.m.
- Webster Access TV Ch. 192 at 10 a.m.
- West Boylston Ch. 191 at 10 a.m.

CATHOLIC RADIO PROGRAMMING

- 5:45 a.m., Morning prayer, WTAG, 580 AM and 94.9 FM
- EWTN Global Catholic Radio (24-hour Livestream)
- WNEB 1230 AM, Worcester, WESO 970 AM and 101.1 FM, Southbridge
- Eternal Life Radio, WQPH 89.3 FM Fitchburg

The Catholic Free Press

Dear Mauro and staff,
Thank you very much
for your on-going

THANKS A TON!

support of free
speech and human
rights.

Best
Patricia
B. V. M.

On 3/31/2022 1:00 PM, Christina Andrianopoulos wrote:

WCCATV is a local media staple for Worcester. In my many roles involving the public including volunteering as Chairman Communications and Outreach for the Grecian Festival, as owner of The Omega Group a MarCom consulting company with many local clients including the YMCA and others, as a volunteer for many not for profits, public commissions, and organizations such as the American Heart Association, Alzheimer's Association, Dress for Success, WCCATV has been a valuable media partner to spotlight our events or provide a forum to impart valuable information of awareness and education to our community.

Every thriving midsize city has public access media. From my experience operating all over the country and internationally, Worcester's program is one of the best and most efficiently operated that I have encountered which makes it seamless to ask to be on any of the relevant programs offered to our community. In fact, I recommended the committee for Doherty's 50-reunion to reach out and get on Mauro's program.

Christina Andrianopoulos, MBA

MIT Certification-Digital Marketing Analytics

Johns Hopkins University Certificate-Case Investigation/Contact Tracing.

University of Massachusetts Medical School Certificate -Bilingual Medical Interpreter

Strategic Marketing * Corporate Communications * Public Relations

Digital Marketing-Marketing Technology *Covid19 Case Investigation and Vaccine Programs

774.420.4600



Re: Testimony from SOAPBOX GUEST

mailbox:///C:/Users/tracy/TBIRDprofiles/9iysx934.default/Ma...

Subject: Re: Testimony from SOAPBOX GUEST

From: Tracy Foley <tracy@wccatv.com>

Date: 3/31/2022, 2:13 PM

To: "Mauro DePasquale (WCCA TV)" <mauro@wccatv.org>, Michael Coogan <michael@wccatv.com>, Tracy Foley <tracy@wccatv.com>

On 3/31/2022 1:24 PM, PATRICK BRODRICK wrote:

Hi Tracy,

As a self-published author, WCCA proved to be an invaluable resource in helping me reach a wider audience. Everyone I dealt with at WCCA TV was incredibly professional, courteous and helpful. The service and opportunities provided to local artists, politicians, religious leaders etc by WCCA and its staff cannot be understated.

Patrick Broderick

Mechanics Hall holds WCCA TV in high regard for its community access and cooperative outreach. WCCA has recorded and broadcast many Mechanics Hall events, which are well received by viewers. Further, I have been a guest of Executive Director Mauro DePasquale and of Senator Harriette Chandler on WCCA programming and both were wonderful opportunities to tell the Mechanics Hall story to the wider community. Our patrons and members often remark about seeing the Hall on WCCA, indicating to me that there is strong audience support for this important community platform.

I wholeheartedly support WCCA TV and the opportunities it provides for robust community public access.

Yours sincerely,

Kathy



Kathleen M. Gagne
Executive Director
p: 508-752-5608 x222
c: 774-571-0095
w: www.mechanicshall.org
[Mechanics Hall is open for booking!](#) | [Mechanics Hall Event Guide](#)
[Current COVID-19 Guidelines](#) | [Upcoming Events at the Hall](#)

Mechanics Hall is owned and operated by the Worcester County Mechanics Association, a 501(c)(3) not-for-profit organization. Established 1842. Mechanics Hall opened 1857. National Register of Historic Places.

Sylvia Agyeiwaa
4 Brianna Drive
Webster, 01570
sylviaowusu74@gmail.com
WCCA TV

Thank You Letter

Dear Jennifer Picherri,

Thank you for my time at WCCA TV. Spending my internship with you is something I will forever be grateful for. Thank you for taking the time to teach me new things all while being patient and understanding about everything. Thank you for the skills you taught that will help me further in the future.

Thank you for the skills you taught me involving things like making graphics in the control room, editing with Premier, making the many folders we did for our projects, using camera properly, going out in the real-world doing interviews seeking stories on our own and many more.

Lastly, thank you for all the jokes you made, thank you for getting us comfortable with other workers. I appreciate their help as well. Thank you all for the opportunity give to me as an intern at WCCA TV.

Sincerely, Sylvia Agyeiwaa

Dear Mauro,

Preservation Worcester values WCCA TV as an important community partner. We often reach out to WCCA to promote an event or to spread the word about an important preservation related issue. The staff is always willing and able to accommodate our requests. Our input is also sought out by producers on mission related topics. We find WCCA to be an important resource for reaching a wide audience and telling our story. The staff is professional and their programs are top notch.

Best,
Deborah Packard

Deborah Packard
Executive Director
Preservation Worcester
10 Cedar Street
Worcester, MA
508-754-8760 ext. 1
www.preservationworcester.org



On 4/11/2022 4:05 PM, Erskine, Nikki wrote:

Hi Tracy,

WCCA-TV is a great resource for the community – not only do they offer behind-the-scenes training for those with an interest in television production, but the on-camera experience is easy and low-stress, which makes a big difference for people who haven't been on camera before. After coordinating an interview with Tracy, who ensures titles and names are spelled correctly and talking points are relevant, Mauro DePasquale in particular is a great interviewer on his program Soap Box. He meets people where they are – whether they're experienced and confident or new and nervous, he has a way of making sure his guests are comfortable and know what to expect before the cameras start rolling. Plus, in addition to airing the interviews on cable, WCCA makes the interviews available online, which is tremendous for anyone looking to share and promote their initiatives, or look back in time to learn more.

Best,

Nikki
Erskine, Nikki <ErskineN@worcesterma.gov>

4/12/2022, 12:42 PM

Hey Jennifer,

Thank you so much for helping me
How to edit videos, and using the
controls in the Studio. I had so much
fun and I learned so much from you.
*I can't wait to visit WCCA tv and
say hello to you. Thank you for ever

— Max Dunne



SELCO CABLE CHANNEL LINEUP

EFFECTIVE FEBRUARY 2020

CUSTOMER SERVICE

SELCO.ShrewsburyMA.gov

Phone: 508-841-8500

Office Hours: 7:30 AM to 4:30 PM Mon-Fri

SELCO HELPDESK

SELCOHelpdesk.com

Phone: 508-841-8572

Helpdesk Hours: 8 AM to 10 PM Mon-Sat

10 AM to 10 PM Sun

PREMIUMS - (DIGITAL CABLE REQUIRED)

SHOWTIME UNLIMITED

600 Showtime	607 Showtime Family
601 Showtime 2	608 Showtime Women
602 Showtime Showcase	609 Showtime HD
603 Showtime Beyond	615 The Movie Channel
604 Showtime Xtreme	616 The Movie Channel Xtra
605 Flix	617 The Movie Channel HD
606 Showtime Next	

HBO

620 HBO	627 HBO HD
621 HBO2	628 HBO2 HD
622 HBO Signature	629 HBO Signature HD
623 HBO Family	630 HBO Family HD
624 HBO Comedy	631 HBO Comedy HD
625 HBO Zone	632 HBO Zone HD

CINEMAX

640 Cinemax	648 Cinemax HD
641 More Max	649 More Max HD
642 Action Max	650 Action Max HD
643 Movie Max	651 Movie Max HD
644 Thriller Max	652 Thriller Max HD
645 Max Latino	653 Max Latino HD
646 Outer Max	654 Outer Max HD
647 5 Star Max	655 5 Star Max HD

STARZ ENCORE

660 Starz	670 Starz Comedy HD
661 Starz Edge	671 Starz Encore
662 Starz Kids and Family	672 Starz Encore Family
663 Starz In Black	673 Starz Encore Action
664 Starz Cinema	674 Starz Encore Classic
665 Starz Comedy	675 Starz Encore Black
666 Starz HD	676 Starz Encore Suspense
667 Starz Edge HD	677 Starz Encore Westerns
668 Starz In Black HD	678 Starz Encore HD
669 Starz Cinema HD	

MISCELLANEOUS

685 CCTV4	841 Playboy
686 ZEE TV	895 NFL RedZone
687 TV Asia	896 NFL RedZone HD

PPV & VOD - (DIGITAL CABLE REQUIRED)

800 HD Pay-Per-View	840+ Adult Pay-Per-View
801+ Impulse Pay-Per-View	901 Video On Demand Menu

WatchTVeverywhere.com



Catch your favorite shows on the go with WatchTVeverywhere.com. Free for SELCO Cable subscribers! More than 80 channels with on-demand and live content.

Sign-up at WatchTVeverywhere.com.

SELCO
100 Maple Avenue
Shrewsbury, MA 01545



SELCO CABLE CHANNEL LINEUP

EFFECTIVE FEBRUARY 2020

CUSTOMER SERVICE

SELCO.ShrewsburyMA.gov

Phone: 508-841-8500

Office Hours: 7:30 AM to 4:30 PM Mon-Fri

SELCO HELPDESK

SELCOhelpdesk.com

Phone: 508-841-8572

Helpdesk Hours: 8 AM to 10 PM Mon-Sat
10 AM to 10 PM Sun

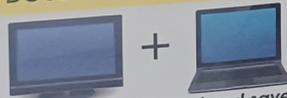
BASIC CABLE

2	WGBH 2 (PBS)	19	TBN (Trinity)
3	WGBX 44 (PBS)	20	C-SPAN 2
4	WBZ 4 (CBS)	21	WBPX 68 (ION)
5	WCVB 5 (ABC)	22	EWTN
6	WSBK 38 (MyTV)	23	C-SPAN 1
7	WHDH 7	24	WMFP 62 (SBN)
8	WFXT 25 (FOX)	25	WWJE 50 (Justice)
9	WSBE 36 (PBS)	26	Local Bulletin Board
10	WBTS 15 (NBC)	27	Jewelry TV
11	WYDN 48 (Daystar)	28	SPAC
12	The Weather Channel	29	SETV
13	WLVI 56 (The CW)	30	SGTV
15	Spectrum News1	31	Program Guide
16	QVC	32	WWDP 46 (Shop HQ)
17	NECN	33	WNEU 60 (Telemundo)
18	WDPX 68 (ION Life)		

EXPANDED BASIC - (BASIC REQUIRED)

34	NBC Sports	62	TBS
35	ESPN 2	63	NESN Plus
36	ESPN	64	Golf
37	TruTV	65	NBC Sports Boston
38	Hallmark	66	NESN
39	Travel	67	Disney Channel
40	MSNBC	68	National Geographic
41	CNBC	69	Discovery
42	AMC	70	FreeForm
43	History	71	Bravo
44	SyFy	72	E!
45	HGTV	73	Fox News
46	Comedy Central	74	CMT
47	A&E	75	Lifetime Movies
48	CNN	76	FX
49	HLN	77	Animal Planet
50	VH1	78	CNN International
51	TV Land	79	Fox Sports1
52	Cartoon Network	80	Investigation Discovery (ID)
53	USA	81	FXX
54	Food Network	82	NBC Sports Boston
55	Nickelodeon	83	INSP
56	Lifetime	84	OWN
57	TLC	85	Oxygen
58	BET	86	Fox Business
59	MTV	87	BBC America
60	Paramount Network	88	WE TV
61	TNT	89	Hallmark Movies & Mysteries

DOUBLE PLAY DISCOUNT



Bundle Cable with Broadband and save \$5/mo.

DIGITAL CABLE - (EXPANDED BASIC REQUIRED)

204	BBC World News	241	Lifetime Real Women
211	Boomerang	253	ESPN News
212	Universal Kids	254	ESPN Classic
213	Nick Jr	255	ESPNU
214	Nick Toons	258	Fox Sports 2
215	Teen Nick	260	NFL Network
216	Disney XD	262	MLB Network
217	Disney Jr.	265	Outdoor
218	Discovery Family	266	Discovery Life
221	Science	267	SEC
222	Destination America	268	SEC 2
225	AHC	275	MTV2
227	Fusion	276	NickMusic
229	DIY	277	MTV Classic
230	Cooking	278	Fuse
231	Nat Geo Wild	279	Great American Country(GAC)
232	Viceland	285	FXM
233	fyi	284	Sundance
234	Military History	287	IFC
235	Crime & Investigation	288	Turner Classic Movies
236	QVC Plus	290	Hallmark Drama

Visit SELCO.ShrewsburyMA.gov/Guide
to see what's currently on TV!

STINGRAY MUSIC - (DIGITAL CABLE REQUIRED)

701	Holiday Hits	726	Urban Beats
702	Hot Country	727	Classic R'n'B & Soul
703	Country Classics	728	Soul Storm
704	All-Country Americana	729	Smooth Jazz
705	No Fences	730	Jazz Now
706	Bluegrass	731	The Blues
707	Folk Roots	732	Jazz Masters
708	Rock	733	Hip Hop
709	Heavy Metal	734	Swinging Standards
710	Classic Rock	735	Rock en Español
711	Adult Alternative	736	Latino Urbana
712	Rock Alternative	737	Today's Latin Pop
713	All Rock Classics	738	Retro Latino
714	Hill List	739	Latino Tropical
715	Pop Adult	740	Romance Latino
716	Nothin' But '90's	741	Jammin'
717	Everything 80's	742	Broadway
718	Hashback '70's	743	Chamber Music
719	Jukebox Oldies	744	Eclectic Electronic
720	Easy Listening	745	Classic Masters
721	Kids' Stuff	746	Pop Classics
722	Groove (Disco & Funk)	747	The Spa
723	Maximum Party	748	Y2K
724	Dance Clubbin'	749	Gospel
725	The Chill Lounge	750	The Light

HIGH DEFINITION - (DIGITAL CABLE REQUIRED)

302	WGBH 2 (PBS)	368	National Geographic
303	WGBX 44 (PBS)	369	Discovery
304	WBZ 4 (CBS)	370	FreeForm
305	WCVB 5 (ABC)	371	Bravo
306	WSBK 38 (MyTV)	372	E!
307	WHDH 7	373	Fox News
308	WFXT 25 (FOX)	374	CMT
309	WSBE 36 (PBS)	375	Lifetime Movies
310	WBTS 15 (NBC)	376	FX
312	The Weather Channel	377	Animal Planet
313	WLVI 56 (CW)	379	Fox Sports1
315	Spectrum News1	380	Investigation Discovery (ID)
316	QVC	381	FXX
317	NECN	384	OWN
321	WBPX 68 (ION)	385	Oxygen
324	WMFP 62 (SBN)	386	Fox Business
325	WWJE 50 (Justice)	387	BBC America
328	SPAC	388	WE tv
329	SETV	389	Hallmark Movies & Mysteries
330	SGTV	404	BBC World News
333	WNEU 60 (Telemundo)	412	Universal Kids
334	NBC Sports Network	413	Nick Jr.
335	ESPN2	414	Nick Toons
336	ESPN	416	Disney XD
337	TruTV	417	Disney Jr.
338	Hallmark Channel	418	Discovery Family
339	Travel	421	Science
340	MSNBC	422	Destination America
341	CNBC	427	Fusion
342	AMC	429	DIY
343	History	430	Cooking
344	SyFy	431	Nat Geo Wild
345	HGTV	432	Viceland
346	Comedy Central	433	fyi
347	A&E	435	Crime & Investigation
348	CNN	453	ESPN News
349	HLN	455	ESPN U.
350	VH1	458	Fox Sports 2
351	TV Land	460	NFL Network
352	Cartoon Network	462	MLB Network
353	USA	465	Outdoor
354	Food Network	467	SEC
355	Nickelodeon	468	SEC 2
356	Lifetime	475	MTV 2
357	TLC	478	Fuse
358	BET	479	Great American Country(GAC)
359	MTV	485	FXM
360	Paramount Network	486	Sundance
361	TNT	487	IFC
362	TBS	488	Turner Classic Movies
363	NESN Plus	490	Hallmark Drama
364	Golf	501	MOTORTREND
365	NBC Sports Boston	502	AXS TV
366	NESN	503	HDNet Movies
367	Disney		

CABLE PACKAGES

Basic Cable

Our most basic level of cable service. Channels 2 through 33 include PBS, ABC, CBS, NBC, FOX, Weather and more. Shrewsbury public, educational, and government access channels are also included.

\$32.00/mo.

Price includes 2 boxes. Each additional box is \$0.99 /mo.

Expanded Basic

Enjoy all Basic Cable has to offer plus channels 34 through 89, including ESPN, NESN, CNN, Discovery, HGTV, Disney Channel, and more!

\$90.00/mo.

Price includes 2 boxes. Each additional box is \$0.99 /mo.

TIVO VU-IT!

Our TIVO package includes all non-premium channels that SELCO offers in stunning HD quality. With TIVO you get access to SELCO's robust Video on Demand library, music channels, our VU-IT TV Platform and internet applications such as Netflix, Hulu, YouTube, Pandora, and more!

TIVO VIDEO PACKAGE **\$108.75/mo.**
Box fees additional, see below
 Minimum of Silver Internet Required

First HD Box \$10.95/mo. + TAX

Each Additional Box \$5.00/mo. + TAX

TIVO VU-IT! with DVR

Take our ultimate TV experience and supercharge it with the ability to record up to 6 shows at once and store up to 1,000 hours on your DVR. Get multi-room DVR service with full DVR control for every TV in the house. On the go? Download recorded shows and watch from anywhere at any time!

TIVO VIDEO PACKAGE **\$108.75/mo.**
Box fees additional, see below
 Minimum of Silver Internet Required

DVR Gateway (First TV only) \$18.95/mo. + TAX

TIVO Mini (Each Additional TV) \$5.00/mo. + TAX

A \$4.25 per month franchise fee will apply to all cable TV ser-



Questions?
 Every service from SELCO comes with support from our Helpdesk.

508-841-8572

helpdesk@townisp.com

Monday - Saturday

8:00 AM - 10:00 PM

Sunday

10:00 AM - 10:00 PM

Closed Holidays

Visit SELCOHelpdesk.com for FAQs, help videos, and more!

PACKAGES AND PRICING

FEBRUARY 2022



Shrewsbury Electric and Cable Operations
 100 MAPLE AVENUE, SHREWSBURY, MA 01545
SELCO.ShrewsburyMA.gov

508-841-8500

FIBER INTERNET

Silver PLUS

SELCO Silver Internet is good for web surfing, YouTube, on-line photos, and up to 5 devices sharing the connection at the same time.

DOWNLOAD	UPLOAD	\$64.95/mo.
150 Mbps	150 Mbps	

Gold PLUS

Great for up to 8 devices at the same time. Able to stream 7 movies/YouTube at once.

DOWNLOAD	UPLOAD	\$79.95/mo.
400 Mbps	400 Mbps	

Platinum PLUS

Does everyone in your family have multiple devices? Our fastest download is good for 8+ devices - the best package for streaming and gaming!

DOWNLOAD	UPLOAD	\$109.95/mo.
1 Gbps	1 Gbps	

FOR LEGACY CABLE INTERNET PACKAGES AND PRICING VISIT SELCO.ShrewsburyMA.gov/Internet

Enhanced WiFi



Better Coverage.

Better Speeds.

Better WiFi.

SELCO's enhanced WiFi will give you a reliable, secure, and fast connection with your Silver, Gold, or Platinum internet.

Benefits of SELCO Enhanced WiFi

- Local service and support
- Extended WiFi range and coverage
- Secure, cost-effective solution
- Cloud-based management

Learn more at SELCO.ShrewsburyMA.gov/Wifi

\$9.95/mo.*

*A one time install fee of \$35 will apply. Silver, Gold or Platinum internet is required. For SELCO to connect devices, all devices must be present at time of install.

VOICE

RESIDENTIAL PHONE

SELCO Telephone service is reliable and hassle-free with no long-term contracts.

- Keep Your Existing Number
- Unlimited Local & Nationwide Calling US\$0 plus Canada
- Free Basic Voicemail, Caller ID, Three-Way Calling, Call Forwarding & more!
- No Long-Term Contracts
- Manage Features & Voicemail Online



SELCO TELEPHONE \$39.95/mo.
+taxes and fees

Average monthly taxes and fees: E911/Disability \$1.50 - Federal United Service Fund \$6.51 - MA State Sales Tax \$.62.

Taxes and fees may vary based on international long distance calls, directory assistance, and additional operator services.

BUNDLE AND SAVE!

DOUBLE PLAY DISCOUNT

Choose any cable package with any internet package and save \$5.00 every month!

DOUBLE PLAY SAVE \$5.00/mo.

TRIPLE PLAY DISCOUNT

Choose TiVO, phone, and any internet package for the Triple Play Discount and save \$20.00 per month off your bill!

TRIPLE PLAY SAVE \$20.00/mo.

MULTI-PREMIUM DISCOUNT

TWO PREMIUMS SAVE \$1.00
THREE PREMIUMS SAVE \$5.00
FOUR PREMIUMS SAVE \$9.00
FIVE PREMIUMS SAVE \$13.00

Premium discounts do not include RedZone, CCTV-4, Zee TV, TV Asia, & International Pack

BASIC CABLE

2	WGBH 2 (PBS)	19	TBN (Trinity)
3	WGBX 44 (PBS)	20	C-SPAN 2
4	WBZ 4 (CBS)	21	WBXP 68 (ION)
5	WCVB 5 (ABC)	22	EWTV
6	WSBK 38 (MyTV)	23	C-SPAN 1
7	WHDH 7	24	WMFP 62 (RNN)
8	WFXT 25 (FOX)	25	WWJE 50 (True Crime Network)
9	WSBE 36 (PBS)	26	Local Bulletin Board
10	WBTS (NBC)	27	Jewelry TV
11	WYDN 48 (Daystar)	28	SPAC
12	The Weather Channel	29	SETV
13	WLVI 56 (The CW)	30	SGTV
15	Spectrum News	31	Program Guide
16	QVC	32	WWDP 46 (Shop HQ)
17	NECN	33	WNEU 60 (Telemundo)
18	Grit TV		

EXPANDED BASIC (BASIC REQUIRED)

34	NBC Sports	62	TBS
35	ESPN 2	63	NESN Plus
36	ESPN	64	Golf
37	TruTV	65	NBC Sports Boston
38	Hallmark	66	NESN
39	Travel	67	Disney Channel
40	MSNBC	68	National Geographic
41	CNBC	69	Discovery
42	AMC	70	FreeForm
43	History	71	Bravo
44	SyFy	72	El
45	HGTV	73	Fox News
46	Comedy Central	74	CMT
47	A&E	75	Lifetime Movie Network
48	CNN	76	FX
49	HLN	77	Animal Planet
50	VH1	78	CNN International
51	TV Land	79	Fox Sports1
52	Cartoon Network	80	Investigation Discovery (ID)
53	USA	81	FX
54	Food Network	82	NBC Sports Boston (Overflow)
55	Nickelodeon	83	INSP
56	Lifetime	84	OWN
57	TLC	85	Oxygen
58	BET	86	Fox Business
59	MTV	87	BBC America
60	Paramount Network	88	WE tv
61	TNT	89	Hallmark Movies & Mysteries

VU-IT Powered by TiVO

The VU-IT (VUIT) App is available for your iOS or Android devices. Watch live or recorded TV via your TiVO, find shows, schedule recordings and browse content via the guide, by genre or category, explore the cast and crew, and even see where the content is available whether it be through cable TV, Hulu, YouTube and more.



TiVO EXPERIENCE

Includes all channels 2-503 plus Slingray music channels 701-750

Channels up to 302 are non-HD

211	Boomerang	333	WNEU 60 (Telemundo)
215	Teen Nick	334	NBC Sports Network
225	AHC	335	ESPN2
234	Military History	336	ESPN
236	QVC2	337	TruTV
241	Lifetime Real Women	338	Hallmark Channel
254	ESPN Classic	339	Travel Channel
266	Discovery Life	340	MSNBC
276	Nick Music	341	CNBC
277	MTV Classic	342	AMC
302	WGBH 2 (PBS)	343	History
303	WGBX 44 (PBS)	344	SyFy
304	WBZ 4 (CBS)	345	HGTV
305	WCVB 5 (ABC)	346	Comedy Central
306	WSBK 38 (MyTV)	347	A&E
307	WHDH 7	348	CNN
308	WFXT 25 (FOX)	349	HLN
309	WSBE 36 (PBS)	350	VH1
310	WBTS (NBC)	351	TV Land
312	The Weather Channel	352	Cartoon Network
313	WLVI 56 (CW)	353	USA
315	Spectrum News	354	Food Network
316	QVC	355	Nickelodeon
321	WBXP 68 (ION)	356	Lifetime
324	WMFP 62 (RNN)	357	TLC
325	WWJE 50 (True Crime Network)	358	BET
328	SPAC	359	MTV
329	SETV	360	Paramount Network
330	SGTV	361	TNT

PREMIUM CHANNELS

SHOWTIME UNLIMITED

600	Showtime	607	Showtime Family
601	Showtime 2	608	Showtime Women
602	Showtime Showcase	609	Showtime HD
603	Showtime BET	610	The Movie Channel
604	Showtime Extreme	616	The Movie Channel Xtra
605	Flix	617	The Movie Channel HD
606	Showtime Next		

HBO

620	HBO	627	HBO HD
621	HBO2	628	HBO2 HD
622	HBO Signature	629	HBO Signature HD
623	HBO Family	630	HBO Family HD
624	HBO Comedy	631	HBO Comedy HD
625	HBO Zone	632	HBO Zone HD

CINEMAX

640	Cinemax	648	Cinemax HD
641	More Max	649	More Max HD
642	Action Max	650	Action Max HD
643	Movie Max	651	Movie Max HD
644	Thriller Max	652	Thriller Max HD
645	Cinemax	653	Cinemax HD
646	Outer Max	654	Outer Max HD
647	5 Star Max	655	5 Star Max HD

362	TBS	417	Disney Jr.
363	NESN Plus	418	Discovery Family
364	Golf	421	Science
365	CSN New England	422	Destination America
366	NESN	427	Fusion
367	Disney	429	Magnolia Network
368	National Geographic	430	Cooking
369	Discovery	431	Nat Geo Wild
370	FreeForm	432	Viceland
371	Bravo	433	tyl
372	El	435	Crime & Investigation
373	Fox News	453	ESPN News
374	CMT	455	ESPN U
375	Lifetime Movie Network	458	Fox Sports 2
376	FX	460	NFL Network
377	Animal Planet	462	MLB Network
379	Fox Sports1	465	Outdoor
380	Investigation Discovery (ID)	467	SEC
381	FX	468	SEC 2
384	OWN	475	MTV 2
385	Oxygen	478	Fuse
386	Fox Business	479	Great American Country(GAC)
387	BBC America	485	FXM
388	WE tv	486	Sundance
389	Hallmark Movies & Mysteries	487	IFC
404	BBC World News	488	TCM
412	Universal Kids	490	Hallmark Drama
413	Nick Jr.	501	MOTORTREND
414	Nick Toons	502	AXS TV
416	Disney XD	503	HDNet Movies

STARZ ENCORE

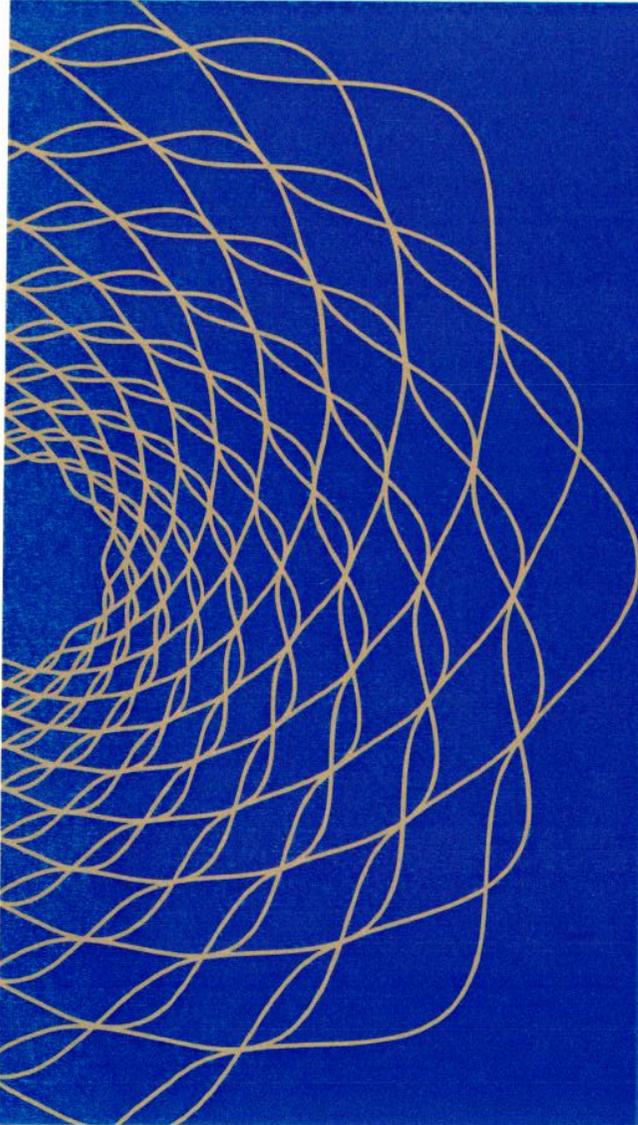
660	Starz	670	Starz Comedy HD
661	Starz Edge	671	Starz Encore
662	Starz Kids and Family	672	Starz Encore Family
663	Starz In Black	673	Starz Encore Action
664	Starz Cinema	674	Starz Encore Classic
665	Starz Comedy	675	Starz Encore Black
666	Starz HD	676	Starz Encore Suspense
667	Starz Edge HD	677	Starz Encore Westerns
668	Starz In Black HD	678	Starz Encore HD
669	Starz Cinema HD		

MISCELLANEOUS

685	CCTV4	841	Playboy
686	ZEE TV	895	NFL RedZone
687	TV Asia	896	NFL RedZone HD

PREMIUM PRICING

HBO	\$17.95/mo.	CCTV-4	\$10.95/mo.
Showtime	\$14.95/mo.	Zee TV	\$10.95/mo.
Cinemax	\$14.95/mo.	TV Asia	\$10.95/mo.
Starz	\$12.95/mo.	Playboy Channel	\$13.95/mo.
NFL Redzone	\$49.95 per season	International Pack (Zee TV & TV Asia)	\$18.95/mo.



License Agreement Comparision Study

John Edward Keough

Challenges and Objectives

Challenges

- Reviewing Different Municipalities Agreements
- Determining Actual Difference versus Language Ambiguity
- Determining Intent and Behavior

Objectives

- Clear and Concise Information
- Better Agreement for Worcester
- Guidelines for Determining Ascertainment with Agreement Structure

Comparing License Agreements

01

Size of
Municipality

Worcester is a big and
growing city

02

What Does It Say?

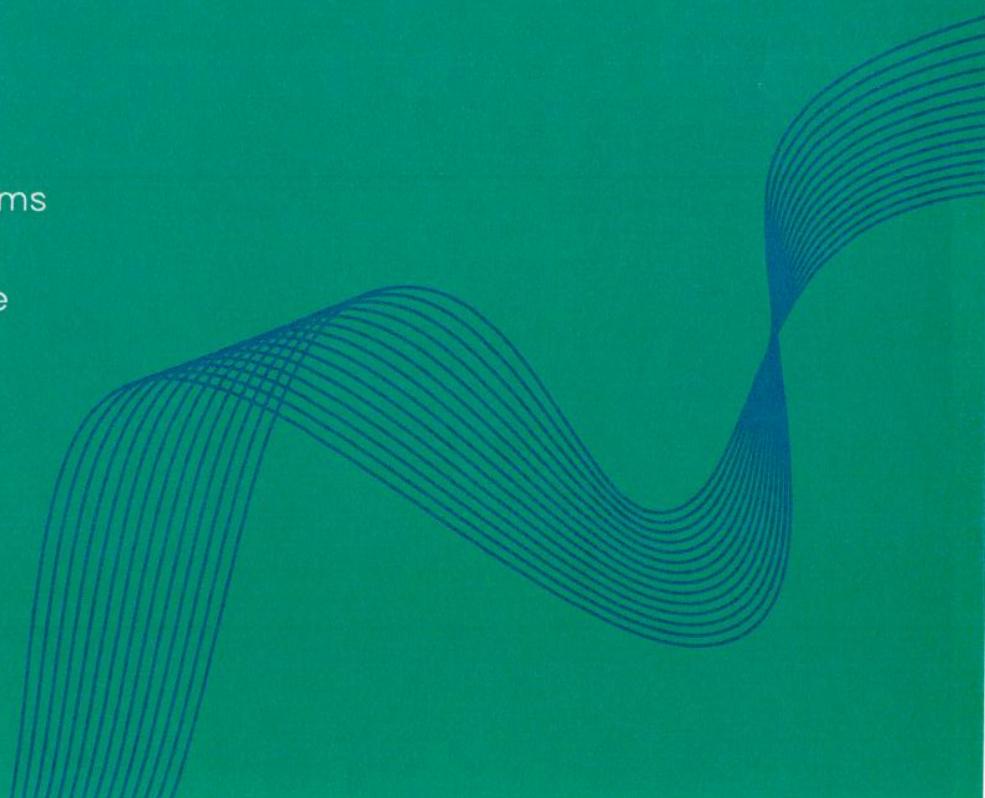
Stand Out Information

03

The Finer Points

What Did Charter Say
About Each Point?

Intial Review Summary

- Charter's Current License is Outdated
 - Several Smaller Municipalities Have Better Terms
 - The Committee Needs To Review Each License
 - Questions for Charter/Spectrum Can be Formulated from this review
 - This Committee Should speak with other municipalities
- 

One Significant Example:

- Auburn Citizens have more rights than Worcester Citizens.
- Under the Installation section 5.2(a) any Auburn resident who requests installation where there are already poles must be accommodated within 10 days.
- Under the Worcester License section 3.3 residents can be denied based on population density
- They have an option to pay for construction on poles and streets they already pay taxes for.

My Conclusion:

A thorough review is necessary for
an accurate ascertainment
process.

A decorative graphic consisting of multiple thin, parallel lines that form a wavy, ribbon-like shape. The lines are a slightly darker shade of teal than the background and curve from the bottom right towards the top right, creating a sense of movement and depth.