

Champaign-Urbana Joint Cable and Telecommunications Commission Minutes

Date: Wednesday, January 16, 2002
Time: 7:00 p.m.

Location: City of Urbana, Council Chambers

Members Present: Richard Atterberry, Tom Bruno, Danielle Chynoweth, Tom McDonnell, Thomas O'Rourke, John Peterson and Brian Silverman.

Members Absent: George Badger, Barbara Gladney, and Kevin Maxson

Staff Present: Michelle Bailey, Trisha Crowley, and Chris Foster

Call to Order

Chairman John Peterson called the meeting to order at 7:05 p.m.

Approval of the Minutes

Commissioner O'Rourke made the following suggestions and changes to the minute that are attached to this packet:

- ◆ Correction of incomplete sentences
- ◆ To use a more highlighted format in the future
- ◆ Addition of separate paragraphs in document

The amended minutes for October 24, 2001 are requested and should be fully approved at the meeting of April 17, 2002

Change in Agenda

A change in the agenda was made by Chairman Peterson to accommodate the Cable and Telecom presentations of Broadband and DSL providers.

Broadband Service Offerings

Insight: Charlie Heflin and David Treat

***Attached is a copy of pricing list given at meeting*

Features of the Product:

- ✓ Does not require a phone-line (Cable Modem)
- ✓ Insight will assist in installation
- ✓ Faster than standard connection
- ✓ Seven e-mail addresses on each account
- ✓ 24 hour technical support
- ✓ Unlimited Usage and Downloads

Commission Question:

- *What is the status of the @ Home Service?*

A letter was sent via email (12/21/01) to customer to notify of bankruptcy.

AT & T will be backbone provider

Insight is working to get spliced to AT & T lines w/ Links through Indianapolis

- *Will the change over be seamless?*
- *TCP/IP Addresses or any other settings?*
 - Changes to those with static addresses. They will be given directions to change them dynamically.
 - There will be customer service help to enable this change.
- *Will domain name change?*
 - Yes, it will change to an insight address
 - The front part will stay the same the new email will end with @ insight.bb.com
- *Will insight email be forwarded?*
 - Only until 2/28/02
- *Were customers informed of email switch? When will new email address be live?*
 - Insight is testing system and they will begin notifying customers in early February
- *Will modems be switched or exchanged?*
 - No, Cable modems are standard

Mc Cloud USA, Mike Brown and Mike Smeltzer**Products Offered:**

- ✓ Multiple Dwelling (campus) – Direct Fiber and DSL Service
- ✓ DSL Offering, 2nd generation equipment
- ✓ IDSL

Multiple Dwelling Features

- ✓ 250 MB Daily (Based on 24 hr history)
 - ✓ only 6% reach peak performance and slows down usage once reached
- ✓ Serves over 6000 customers

Standard DSL

- ✓ Sold up to a certain bandwidth
- ✓ Busy time from 10 am to 2pm
- ✓ Conducive to small business use
- ✓ Only available in a 2-3 mile distance from central office

IDSL

- ✓ Goes all over Champaign-Urbana
- ✓ Slower than DSL
- ✓ Higher Cost than other services

Pricing:

Multiple Dwelling: \$5-7 per person

Bus. DSL: Starts at \$79.95- \$199.95

ISDL \$119.95

Ameritech, Mike Farmer and Al Rayburn**Project Pronto: DSL Deployment**

On hold for the vast majority of Champaign-Urbana area due to infrastructure issues
SBC will not provide infrastructure for other companies to use.

Current Service Offerings:

- ❖ Downtown offices are equipped for DSL Service
- ❖ @ 1000 subscribers in Champaign-Urbana
- ❖ \$49.95 monthly w/ speed path of 786
- ❖ 5 email boxes and 1 IP address
- ❖ No installation fee w/ plug and play
- ❖ Customer Service # 1800-660-3000

Expanded PEG Usage:

Staff Comments:

- Improvement of City of Champaign Council Chambers
- Increased usage of PEG by programming throughout the day

Commissioners Comments

- Lack of use is wasteful of cable station

System Operators Comments:

- Description of new programming
 - FX
 - On Demand is only offered on digital boxes
 - TV Guide Channel
- New Phone System Installed
 - Improved phone statistics
 - Hiring more Customer Service Staff
- Community Service
 - Christmas lights were hung around the City of Champaign

Commissioners Comments:

- Staff directed to make available copies of the NATOA magazine and other relevant info. (Commissioners Silverman and O'Rourke)
- Staff directed to email copy of proposed budget (Chairman Patterson)

Next Meeting:

- Study Session, held at Original House of Pancakes: April 4, 2002
- Regular meeting, held in City of Champaign Council Chambers: April 17, 2002

