

Maynard G. (Brandy) Brandon

From: Oleg Volinsky [oleg.volinsky@verizon.net]
Sent: Tuesday, May 25, 2010 9:18 AM
To: mbrandon@acm.org
Subject: Re: Re: My Contact information

Brandy,

Did you know about this meeting?

Oleg

May 25, 2010 08:00:26 AM, a.shafer@comcast.net wrote:

Hi Dave,

Thanks for your note! At the meeting we had with Comcast and Town officials last week, we asked Comcast (Tm Kelly) to address the following objectives:

1. Identify and evaluate all problems with cable service (TV, internet, phone) to residents of Audubon Hill (North and South, 70 units. I am the contact person and will continue to send information to you as I receive it.)

2. Identify, graph or map the location of all Comcast equipment on the ground of Audubon Hill. (Cables, platforms, boxes and whatever else there may be... I don't know the "technical" terms.) I will create copies of that information and place it in the various garages. That will make life much easier for your technicians and contractors who are often unsuccessful looking for what needs to be repaired on the outside of our buildings).

3. Create a master plan for correction of transmission problems for residents of Audubon Hill. (That could be as simple as just stating that underground cables will be replaced with conduit enclosed cables as problems are identified. It should also acknowledge that exterior repairs will be performed on a "cluster" basis, not one residence at a time, so that duplicate digging can be avoided.)

4. Implement improved, local customer service for residents of Audubon Hill. (This issue is directly related to the concerns many people have expressed when scuttled by phone from Mississippi to Vancouver whenever a problem comes up only to receive inconsistent, often incorrect information. It is in Comcast's best interest to treat us as a group given that there are 70 Comcast accounts up here and all that all units have much in common with each other.

Someone called me about replacement cable to my unit at 4PM yesterday. Hopefully you will know about that call. **Stacy Angle, President of Audubon North**, has to approve cable installation in the ground here . His phone is 978-263-22123. Email: stacyangle@gmail.com.

John and Caroline Cook need to be contacted again. (130 Audubon, 978-274-2744, jgcook@col.com). A person came to dig at their home last week and they turned him

away because they believed that he (contractor) didn't have authorization to dig, (Joh was right.)

Pat Gunning, resident of 23 Brewster Lane, (978-266-1261) has also had considerable unresloved television transmission problems. Her phone is 978-266-2988. Email: patgunning@comcast.net. I have been sending her problem descriptions to Bill Fyfe.

Walter Harrington is the President of Audubon South. He has to approve cable installation in the ground here. His phone is 978-273-5739. I don't have his email. His address is 40 Brewster Lane. There are 40 units in Audubon South and many unresolved issues.

I will be here (in Acton) until Saturday and then away for a week (not back till the following Sunday.) It would be helpful if someone could tell me who is responsible for lawn repair resulting from installation of new cable. I am also "in charge" of landscape for Audubon North. While Stacy Angle has to "give permission" to dig... I am the one who worries about lawn damage.

I have sent a copy of this email to Stacy Angle and the Board Members of Aubudon North. It is also going to Pat Gunning, John Cook, Tim Kelly (Comcast contact with Acton) and Brandy Brandon, head of Acton's Cable Advisory Committee (CAC). My objective is just to keep everyone informed as we go forward.

Thanks alot! Alice Shafer

----- Original Message -----

From: Dumais, Dave

To: a.shafer@comcast.net

Sent: Monday, May 24, 2010 2:44 PM

Subject: My Contact information

Hi,

This is the contact information I promised.

Please let me know if you received this,

Dave..

David Dumais

Technical Operations Supervisor

978-692-1906

Cell 617-279-6402

Dave_Dumais@cable.comcast.com

Last week (7/2 & 7/3), in order to follow up on the meeting with Steve Ledoux and Tim Kelly, I called the residents of Audubon Hill of whom I was aware, who had complained about Comcast service. The results are as follows:

1. I spoke with someone at the Johnson household , 115 Audubon Drive, and heard that the problem there appeared to be fixed.
2. I spoke with the Janet Manzelli, 10 Brewster Lane, and heard that there had been one dropped call last Monday (an inbound call from Lexington on 6/28/10), the first in about a month and none since then. Also, there are flags and red paint on the lawn but there does not appear to have been any digging.
3. I spoke with John Cook, 130 Audubon Drive, and heard that J&L had replaced the cable and his service seemed to be working. He did say that J&L did not replace the cable to the other unit in his building, which cable terminated at the same location and was initially installed at the same time, because Comcast had not requested it.
4. I spoke with Pat Gunning, 23 Brewster Lane, who said that Comcast spent approximately three hours putting in an amplifier, making adjustments to the pedestal, and replacing her HD cable box and that that the service appears to be working. She noted that the Comcast personnel were unusually thorough.
5. I left a message for Alice Shafer, 120 Audubon Drive, inquiring whether there were complaints other than those mentioned above which Comcast had not addressed. As of today (7/7), I have not received a reply.

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