

Things PSD should have Done to Properly Perform its Public Advocacy

1. DCTV Q.3: Determine if DCTV filed for Seven Towns in 2003.
2. DCTV Q.3: Determine if Superintendent of any school system in Dover or the clerk of each municipality adjacent to Dover received notice of the application.
3. DCTV Q.4: Obtained audited books for last three years to ascertain whether DCTV is financially sound & stable.
4. DCTV Q.7: Check with NECT DCTV has 3 technicians (817 customers per technician) and 4 customer service representatives, (613 customers per CSR). This ratio needs to be compared with industry standard (Check with New England Cable Association)
5. DCTV Q.9: Compare DCTV annual notice for compliance with PSB Rules.
6. DCTV Q.10: Ascertain whether DCTV has applied its approved line extension policy to all of Dover, and has built, or in the process of building, all areas that qualify. (No Line Extensions since 4/1/2010, I.8, seems highly suspect)
7. DCTV Q.11: Check the engineering and materials (material list and the engineering plans) used in the Dover system to determine if the "state of the art fiber-coaxial network" , has the capacity to provide a100 Mbps symmetrical connection to every 911 address in Dover by 2024.
8. DCTV Q.19: Make a survey of the plant is to determine if DCTV construction conforms to the NESC standards.
9. DCTV I.5: 1546 subscribers and 9 nodes yields 171 subscribers per node. Determine industry standard.
10. DCTV I.9: Need readable maps for Marlboro, Stratton and Wardsboro expansion.
11. DCTV I.31: Provide details of the evaluation of the set top box which includes an interactive guide, with PEG included.
12. DCTV I.38: Determine if the DCTV notice of rate or programming changes provides at least 30 days notice, as per Rule 8.322(A)
13. DCTV I.39: Determine if the annual payment coupons include the payment requirements to avoid disconnection, payment due dates, late charges, service outage credits, and billing disputes procedure.

14. CP.8: Provide a list of the Stakeholders (Select Board Members, school Administrators, School Board Members, health care, social services, nonprofit). How were they were contacted? How were they invited to participate in the focus group meeting scheduled for April 29?
15. CP.9: Provide a copy of the survey and a list of whom it was sent
16. CP.10: With respect to not conducting a statistically valid survey as per 8.231(D), how was the largely seasonal population of Dover determined? Show documentation for this determination. Provide copies of correspondence with the CRS re; the survey.
17. CP.12: The PSD feels that lacking an AMO, DCTV has done a good job providing local programming through independent efforts. Is this feeling based on the following facts: 1st; DCTV provides Channel 8 on which community members, not DCTV, may place PEG programming, 2nd; DCTV has supported the Student Channel, and 3rd, DCTV has created the Vermont Television Network, with not details of what has shown over it? Need details of the number of hours of PEG programming per month since 2010, over Channel 8 and VTN, plus programming produced by the Student Network, and the programming for most recent month?
18. CP.15: Comments on the bill. The bill does not include CAPI contact information as per 8.342(B). What does CAPI reccomend?
19. CP.16: The \$30 deposit should permit a proff of credit worthiness vs. A deposit as per 3.203. Require DCTV to accept proff of credit worthiness.
20. CRC.14, 15 & 16: 30 V.S.A. 504(b)(2) relates to technically sound facilities, equipment and signal quality; 504(c)(1) relates to reasonable QoS for all services, in regard to available technowledgy, subscriber interest, and cost; 8.214(B)(8) refers to quality of engineering and materials used in the system. Chase finds that DCTV meet these criteria, based on Mr. Duncan's testimony and his headend visit. Duncan said there was diverse route for redundecy (for fiber cable?) He should clarify. Get maps of DCTV network.
21. CRC. 18 & 19: DCTV's provides 72 analog channels 54 digital channels, 39 HD. Based on the channel count, Chase thinks DCTV provides a reasonable quality of service, but isn't QoS more than the number of analog, digital and HD channels?