CHAIR	FRANCINE	BERGER	2009
DR. ALAN	PISANO	2011	
MICHAEL	SELIB	2012	

Notices

Affordable Internet access, low cost computer, free Internet training for certain Comcast subscribers

Information on Comcast's Limited Basic serivce encription can be found here .

Mission

The Broadband Monitoring Committee monitors Comcast's and RCN's compliance with the provisions of their licenses to operate cable television franchises in Brookline.

FAQ's

What cable service providers operate in the Town of Brookline?
How do I contact them for service?
Who do I contact to complain about a problem?
If the problem continues unresolved, what is my next step?
How do I obtain service if I live in a multiple dwelling unit?
Can the Town negotiate a better rate?
Does the Town have any control over programming?
Are there any discounts for senior citizens?
How can I get cable information from the Federal Communications Commission (FCC)?

What cable service providers operate in the Town of Brookline?
The Town of Brookline is just one of 18 Massachusetts communities with competing cable service providers. Comcast and RCN are both licensed by the Town of Brookline to operate in its jurisdiction.

How do I contact them for service?
Comcast provides digital cable television (converter box required), video on demand, high definition television, high speed data service (Internet access), and telephone service. Brookline residents may contact Comcast for sales and customer service at 617-731-1343 or www.comcast.com. Residents who are hearing impaired should use the Massachusetts Telephone Relay Service (711) to contact Comcast. Comcast does not maintain a customer service office in the town.

RCN provides video on demand, high definition television, high speed data service (Internet access), and telephone service. Brookline residents may contact RCN for sales and customer

service at 1-800-746-4726 or www.rcn.com/boston/. Residents who are hearing impaired should use the Massachusetts Telephone Relay Service (711) to contact RCN. RCN does not maintain a customer service office in the town.

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Who do I contact to complain about a problem?

Contact your cable company at the number listed above and provide all pertinent information about your situation. When talking to your cable company, be sure to get the name of the people you talk with and keep copies of any correspondence from them. If you do not receive a satisfactory response, ask to speak with a supervisor.

If the problem continues unresolved, what is my next step?

If you are still not satisfied with the response from your cable company, you may contact Melissa Goff, Assistant Town Administrator at (617) 730-2205 mgoff@brooklinema.gov or Patty Parks at (617) 730-2211
pparks@brooklinema.gov

Please be sure to include your name, the name of the person on the account, your telephone number on the account, and the address. Describe the problem clearly.

How do I obtain service if I live in a multiple dwelling unit?

If you live in a rental unit and there is not preexisting service, the landlord must authorize the cable provider to wire the building for cable access. If you live in a condominium, the association typically negotiates an agreement with one or both of the cable providers to deliver cable service to the residents.

Can the Town negotiate a better rate?

The Telecommunications Act of 1996 deregulated ratemaking for all cable television rates except the basic service tier. The Cable Division of the Massachusetts Department of Telecommunications and Energy regulates rates for basic service tier. However, FCC has ruled that there is effective competition in Brookline, disallowing rate regulation of basic service tier.

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Does the Town have any control over programming?
No. The First Amendment of the Constitution of the Unites States of America precludes any government body from exercising control over programming.

Are there any discounts for senior citizens?
There is a $2.00 discount off of basic service to eligible senior citizens. To qualify, a senior citizen must be (1) 65 years of age or older and head of the household and (2) must meet income requirements as demonstrated by receiving one of the following: Supplemental Security Income, Medicaid benefits, Massachusetts fuel assistance, Veteran's Service benefit, or participation in the Senior Pharmacy Program. Disabled persons living in housing subsidized by any Federal or State program(s) also qualify for the discount. Submit documentation to respective cable provider.

How can I get cable information from the Federal Communications Commission (FCC)?
Cable Service Bureau Fact Sheets are available for viewing at the FCC web site, at fcc.gov .

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