

## **April 24, 2019 – Marion Township Open Public Meeting at Howard Fire Hall re: Zito**

Meeting was called to order by Archie Gettig, Supervisor of Marion Township. Gettig stated the purpose of this meeting is to hear Zito complaints from Marion Township, Walker Township, and Spring Township.

Louis Glantz, Solicitor stated this is a public meeting in anticipation of the renewal of the franchise and service levels and this meeting is for individuals to be given the opportunity to speak and give their concerns and complaints regarding Zito. Glantz stated each individual shall state their name and have 5 minutes to speak their concerns.

Louis Glantz also spoke briefly regarding the non-exclusive agreement and contact with a representative from Comcast as of today, April 24, 2019, about exploring service in Marion Township.

Listed below are individual names with their brief stated comments, complaints and concerns.

Dennis Whitesell of Marion Township – Disappointed with Zito Weather Channel, zippy lines across the TV. The repairmen are great.

Rebecca Whitesell of Marion Township – No channel guide. No problem with the internet or phone service.

Ken Roan of Marion Township – 19 telephone calls to Zito in 2019, cable system is not good, 10 channels were out for 1 month, need local weather.

Man Materna of Walker Township – Same concerns as other people, there is duplication on major networks, no backup capability, the channel guide is gone – not available every day, weather channel issues, customer service representatives not answering all questions when spoken to on the telephone.

Greg Day of Marion Township – Problems when digital conversion started, weather channel problems, random flashing of pixilation, IV box problems, the channel line up reconfigures after you turn off the TV, lack of channel guide.

Cindy Galbreath of Walker Township – Message flashes up on TV re: debugging, the Travel Channel was out for 6 days, TV remote does not work properly and you have to hold it close to the box to work, I-View box problems, she agrees with everyone else's comments. Internet finally got straightened out.

Heather Harter of Walker Township – Channel offerings not good, Internet is satisfactory 75% of the time, however it drops out 5 minutes to 1 hour per week. The internet speed is fine when working.

Scott Strouse of Walker Township – Exact problems as everyone else, Weather Channel problems. Repairmen are super. What is the fix or resolution going to be?

Jim Heckman of Walker Township – He stated he has 500 pages of complaints from people.

Wendy Alters of Marion Township – She doesn't know from one day to the next what channels she has. She has 3 Channel 6, issues with the boxes and complaint of charges for each box. Internet is fine. She does not have phone service.

Joyce Tedrow of Walker Township – The IV Box when trying to change channels skips a couple channels each time. She switched back to another service for the telephone.

Charlie Lenker – Long wait on the telephone when calling for service, if he loses a channel on Friday he doesn't get the problem fixed until Monday.

Brian McCauley of Marion Township – Agrees with everything everyone else is saying. He would like the three townships told how many Zito people lost or cancelled service.

Bill McMath of Spring Township – Complaints on the cable service, he has had no complaints for the internet from Spring Township residents. The eastern part of Spring Township has Zito.

Jim Heckman, Supervisor of Walker Township – Same issues as everyone else. He would like to know how many people lost from Zito. The Walker Township franchise is not to expire until 2023. He has been getting complaints.

Robert Sampsel – Weather channel issues. He has a question about when a blank screen appears and no signal – is it with the network or the cable? Asked about when there is an outage can he get a credit.

Rick Dillon of Marion Township – Cable complaint for the KOA Campground – 130 drops of the cable. He gets channel not available or weak signal. He wanted to know what the net promotor score system is for Zito, someone commented 1 star.

Pauline Krebs of Walker Township – 2 hour window service repairman issue and not showing up, same issues as everyone else. She is trouble shooting every day. Remotes are terrible and her remote was corroded, a dial freezes for hours on the TV. The internet is better. Phone – sometimes no phone. There is a computer message popping up on the TV.

Ernest Green, Representative of Stephanie Borowitz Office – He spoke that he has heard from other townships such as Snow Shoe, etc. He spoke about offering solutions through a community economic grant and he reached out to Zito regarding solutions and has yet to hear back from Zito.

Carol Day of Marion Township – She had a question regarding how many elderly people are having trouble and don't know how to fix the problems.

Richard Moore of the maintenance department – Commented the Smart TV gets digital and analog signals. Spoke about not FCC regulated, spoke about I-View boxes not Zito equipment.

There was miscellaneous discussion regarding cable cards not available with Zito and the Franchise Fee passed through as a charge to the customers.

Charlie Lenker – Question as to whether there is any paperwork that a person can get regarding these issues.

Archie Gettig announced the open public meeting is concluded at 8:45 p.m.

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Louise Biancuzzo, Recording Secretary

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Archie Gettig Jr., Head Chairman

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John R. Dillon, Vice-Chairman

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Tanner Day, Supervisor