

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, November 20,2024 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 W. 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of September 18,2024- M
3. Public Comments
4. Municipal Support Services Grant Request- Village of Bingham Farms- M
5. Annual Election of Officers- M
6. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
7. Executive Director's Report
8. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 18, 2024

Gugni called the meeting of the Birmingham Area Cable Board to order at 7:45 AM. in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

Present: Deana Brown, David Eick, Jim Cleary, George Abraham– Birmingham
Ray Kamoo, Gil Gugni, Shane Henry, Chris Dobies– Beverly Hills
Rick David – Franklin

Also Present: Rota – BCTV
White – BACB Executive Director
Gojcaj – Attorney for the Cable Board

Absent: Shand – Birmingham; D.E. Hagaman – Bingham Farms

APPROVE MEETING MINUTES FOR CABLE BOARD MEETING OF JULY 17, 2024

Motion by Eick, seconded by Kamoo to approve the minutes of the Cable Board meeting on July 17, 2024.

Motion passed unanimously (9-0).

PUBLIC COMMENTS

There were no comments from the public.

COMMITTEE REPORTS

Cable Action Committee

Abraham stated there had not been a meeting as there was nothing to discuss. There was no need for a meeting today after this Board meeting. If something arises, he will notify White, and a meeting can be scheduled after the next meeting.

PEG Committee

Kamoo stated there had not been a PEG meeting after the last Board meeting, nor would there be a meeting after this meeting.

EXECUTIVE DIRECTOR'S REPORT

White stated that there were four (4) complaints since her last report. One was from a Birmingham resident who had problems with the restoration of his Comcast internet service. He went to the Comcast store but that did not resolve the matter, so he started the process over again by calling Comcast. A technician came to his home and service was restored. He requested that a member of the escalation team contact him so he could discuss his experience. The customer received credit for the four (4) days without service. This complaint is closed. A Beverly Hills resident complained about sagging wires due to the recent storm. WOW repaired the lines. This complaint is closed. A Beverly Hills resident was unhappy because he felt that his complaint about his Comcast internet service had not been resolved. An escalation team member spoke with the customer and confirmed that a technician had replaced the main box at his home and service had been restored. A credit will be applied to the customer's account. This complaint is closed. The last complaint was from another Beverly Hills resident regarding the lack of customer service when he contacted Comcast regarding his inability to restore his internet service. The resident requested an escalation team member contact him to discuss the poor customer service he received. This complaint is pending.

FINANCIAL

White stated that there were some changes with the Beverly Hills account after its most recent audit report and she needed some clarification on their report. As soon as she gets clarification, she will finalize the report as of August 31, 2024 and will email it to the Board.

CHECK DISBURSEMENT

She pointed out that there were two (2) quarterly contract payments for the Charter Twp of Bloomfield and the grant for the audio/visual equipment at Beverly Park.

ADDITIONAL NOTES

White stated that Comcast has advised BACB that it has negotiated a new contract that allows them to restore content from Bally Sports. Now it is relocated from the Digital Starter (Popular TV) service tier to the Digital Preferred (Ultimate TV) service tier effective August 1, 2024.

White explained there were two (2) quarterly contract payments in the same month: one was due to the delay of receiving some invoices from BCTV and other had an incorrect date on it. The two (2) payments were for different time periods.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present

BAPA/BAMA REPORT

Rota reported that for the period of July 2024 through August 2024, all regularly scheduled BAMA municipal meetings were completed, including two (2) Birmingham Commission Workshops. Regarding the BAPA programs during the same period, 16 programs were taped including the Birmingham Bloomfield Chamber: Breakfast with the Superintendents and some podcasts, League of Women Voters Oakland Area Candidates Forum, as well as the Oakland Hills ISGA Junior Championship. Three (3) BACB sporting programs were covered: 2 boys soccer games and a football game. Coming up will be the Fall Sports: Volleyball, Swim and Dive and the last Football game.

On September 25, BCTV will have its first free digital literacy workshop, “Back to School with BCTV”, which will be a slate of classes. The schedule and topics can be seen online: bloomfieldtwp.org/cable or call 248-433-7790.

The Township will have its Open House on Sunday, October 13 from 11 a.m. to 3 p.m.

BCTV also welcomed six (6) new team members.

OLD BUSINESS

There was none.

NEW BUSINESS

There was none.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

There were none.

There being no further business, the meeting was adjourned at 8:00 AM.



November 12, 2024

Cathy White
Executive Director of BACB
P.O. Box 165
Birmingham, MI 48012

RE: Municipal Support Services - Funding Request for the Village of Bingham Farms

Cathy,

The Village of Bingham Farms is providing you with this Municipal Support Services Grant funding request for your November 20, 2024, meeting.

This request in the amount of \$3,044.88 is for the Fiscal Year 2024-25. The Village uses our internet services & phone system daily to respond to and support our residents and businesses within the Village. The Municipal Support Services Grant Funding requested would be used for both our phone system which is provided by MISWITCH Communications & AT&T, who is our internet provider.

I have included the following for review:

- A matrix summary that breaks out the costs between both providers
- Billing history by month for each provider
- The last (3) monthly invoices for each provider

Please let me know if you require anything else in addition to what I have included.

Sincerely,

William Patten

Treasurer
Village of Bingham Farms
24255 Thirteen Mile Rd.
Suite 190
Bingham Farms, MI. 48025
248-644-0044
www.BinghamFarms.org

Municipal Support Services - Funding Request for the Village of Bingham Farms

<u>Provider</u>	<u>Monthly Cost</u>	<u>Annual Cost</u>
MISWITCH COMMUNICATIONS:	\$ 145.84	\$ 1,750.08
AT&T FIBER INTERNET:	\$ 107.90	\$ 1,294.80
TOTALS:	\$ 253.74	\$ 3,044.88

NOTE: MISWITCH MONTHLY COST IS AN AVG. OF THE LAST 13 MONTHS OF BILLINGS



Summary

Create

View & Pay Bills

Reports

Downloads

Settings

Bills > (1000023548) Village of Bingham Farms

Notify me when a new Bill is ready.

BILL	ACCOUNT	CREATED DATE	DUE DATE	TOTAL	
733821	(1000023548) Village of Bingham Farms	10/21/2024	11/1/2024	\$146.16	Options
733113	(1000023548) Village of Bingham Farms	9/20/2024	10/1/2024	\$145.94	Options
732762	(1000023548) Village of Bingham Farms	8/20/2024	9/1/2024	\$145.94	Options
732413	(1000023548) Village of Bingham Farms	7/20/2024	8/1/2024	\$145.94	Options
732083	(1000023548) Village of Bingham Farms	6/20/2024	7/1/2024	\$145.61	Options
731760	(1000023548) Village of Bingham Farms	5/20/2024	6/1/2024	\$145.61	Options
731447	(1000023548) Village of Bingham Farms	4/20/2024	5/1/2024	\$145.61	Options
731140	(1000023548) Village of Bingham Farms	3/20/2024	4/1/2024	\$145.86	Options
730848	(1000023548) Village of Bingham Farms	2/20/2024	3/1/2024	\$145.86	Options
730555	(1000023548) Village of Bingham Farms	1/22/2024	2/1/2024	\$145.86	Options
730270	(1000023548) Village of Bingham Farms	12/20/2023	1/1/2024	\$145.85	Options
729972	(1000023548) Village of Bingham Farms	11/20/2023	12/1/2023	\$145.85	Options
729649	(1000023548) Village of Bingham Farms	10/20/2023	11/1/2023	\$145.85	Options

**Due: Fri, Nov 1, 2024****Total: \$146.16**

Bill# 733821 Customer# 1000023548

Village of Bingham Farms
24255 W 13 Mile Rd
Suite 190
Bingham Farms, MI 48025

Remit to:
MISWITCH COMMUNICATIONS, INC.
118 Indianwood Rd. Unit 6
Lake Orion, MI 48362

A late payment charge may apply for unpaid balances. The charge is the greater of \$5 or 1.5% per month as permitted by law, and are liquidated damages, not penalty. If your account is paid via credit card or online payment, we have submitted the Total Due to your credit card provider. Payment will be reflected on your next statement pending authorization from your credit card provider and applied automatically on the date your card was charged. If you pay via credit card, there is no need to send in payment at this time. Questions about your bill? Call us @ (248) 929-9950 Monday through Friday between 8AM and 5PM Eastern.

Summary

Balance Information	
Previous Balance	145.94
Payments Received - Thank you!	(145.94)
Balance Forward	
New Charges	
New Usage Charges	.02
Recurring Charges	128.46
Taxes and Surcharges	17.68
Total New Charges	146.16
Total Amount Due	146.16

Payments

Description	Date	Amount
Payment Received, Thank you!	10/01/24	(145.94)
Subtotal		(\$145.94)

Recurring Charges

Account Level Charge E911 Service Charge: 90095

Description	Start	End	Rate	Qty	Amount
e911 Monthly Access	11/01/24	11/30/24	2.50	1	2.50
Subtotal					\$2.50

Hardware Rental : 70056

Description	Start	End	Rate	Qty	Amount
Yealink - T54W - Premium Desk Phone - Rental (x4)	11/01/24	11/30/24	6.50	4	26.00
Subtotal					\$26.00

Hosted Seat : 40095

Description	Start	End	Rate	Qty	Amount
MIConnect Standard Seat (x4)	11/01/24	11/30/24	13.35	4	53.40
Network Access and Professional Services (x4)	11/01/24	11/30/24	11.64	4	46.56
Subtotal					\$99.96

Taxes and Surcharges

County 911 Fee	1.68
County 911 TECH Fee	2.76
FCC Cost Recovery Fee	.10
Federal Access Recovery Fee	6.00
Federal Telecommunications Relay Services Fund (IPCTS)	1.14
Federal Universal Service Fund	5.00
State 911 Tax	1.00
Subtotal	\$17.68

Management Reports

Location Summary

Location	Usage	Monthly	OneTime	SubTotal
24255 W 13 Mile Rd		128.46		128.46
Misc Usage	0.02			0.02
	0.02	128.46	0.00	128.48

Usage Summary by Service

Name	Period	Total Calls	Average Rate	Minutes	Amount
Hosted DID - *BTN - 2486440044	10/01/24 - 10/31/24	248	0.03	1,435.40	0.02
MISSwitch Fax -	10/01/24 - 10/31/24	5	0.03	1.90	
		253	0.06	1,437.30	0.02

Usage by Type

Description	Calls	Mins	Charge
LD - International	1	2.00	0.02
LD - Interstate	33	84.20	
LD - Intralata	55	411.70	
LD - Intrastate	9	20.70	
Local	132	503.00	
Toll-Free	23	415.70	
	253	1,437.30	0.02

Free Minutes

Description	Total Minutes
LD - Interstate	84.20
LD - Intralata	411.70
LD - Intrastate	20.70
Local	503.00
	1,019.60

International Summary

TN	Calls	Mins	Charge
UNITED KINGDOM - NORTHERN IRELAND	1	2.00	0.02
	1	2.00	0.02

**Due: Tue, Oct 1, 2024****Total: \$145.94**

Bill# 733113 Customer# 1000023548

Village of Bingham Farms
24255 W 13 Mile Rd
Suite 190
Bingham Farms, MI 48025

Remit to:
MISWITCH COMMUNICATIONS, INC.
118 Indianwood Rd. Unit 6
Lake Orion, MI 48362

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Summary

Balance Information	
Previous Balance	145.94
Payments Received - Thank you!	(145.94)
Balance Forward	
New Charges	
Recurring Charges	128.46
Taxes and Surcharges	17.48
Total New Charges	145.94
Total Amount Due	145.94

Payments

Description	Date	Amount
Payment Received, Thank you!	08/30/24	(145.94)
Subtotal		(\$145.94)

Recurring Charges

Account Level Charge E911 Service Charge: 90095

Description	Start	End	Rate	Qty	Amount
e911 Monthly Access	10/01/24	10/31/24	2.50	1	2.50
Subtotal					\$2.50

Hardware Rental : 70056

Description	Start	End	Rate	Qty	Amount
Yealink - T54W - Premium Desk Phone - Rental (x4)	10/01/24	10/31/24	6.50	4	26.00
Subtotal					\$26.00

Hosted Seat : 40095

Description	Start	End	Rate	Qty	Amount
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MiConnect Standard Seat (x4)	10/01/24	10/31/24	13.35	4	53.40
Network Access and Professional Services (x4)	10/01/24	10/31/24	11.64	4	46.56
Subtotal					\$99.96

Taxes and Surcharges

County 911 Fee	1.68
County 911 TECH Fee	2.76
FCC Cost Recovery Fee	.10
Federal Access Recovery Fee	6.00
Federal Telecommunications Relay Services Fund (IPCTS)	1.14
Federal Universal Service Fund	4.80
State 911 Tax	1.00
Subtotal	\$17.48

Management Reports

Location Summary

Location	Usage	Monthly	OneTime	SubTotal
24255 W 13 Mile Rd		128.46		128.46
Misc Usage				
	0.00	128.46	0.00	128.46

Usage Summary by Service

Name	Period	Total Calls	Average Rate	Minutes	Amount
Hosted DID - *BTN - 2486440044	09/01/24 - 09/30/24	273	0.03	1,201.20	
MISSwitch Fax -	09/01/24 - 09/30/24	10	0.03	3.70	
		283	0.06	1,204.90	0.00

Usage by Type

Description	Calls	Mins	Charge
LD - Interstate	25	74.30	
LD - Intralata	84	345.30	
LD - Intrastate	9	13.50	
Local	161	751.50	
Toll-Free	4	20.30	
	283	1,204.90	0.00

Free Minutes

Description	Total Minutes
LD - Interstate	74.30
LD - Intralata	345.30
LD - Intrastate	13.50
Local	751.50
	1,184.60

**Due: Sun, Sep 1, 2024****Total: \$145.94**

Bill# 732762 Customer# 1000023548

Village of Bingham Farms
24255 W 13 Mile Rd
Suite 190
Bingham Farms, MI 48025

Remit to:
MISWITCH COMMUNICATIONS, INC.
118 Indianwood Rd. Unit 6
Lake Orion, MI 48362

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Summary

Balance Information	
Previous Balance	145.94
Payments Received - Thank you!	(145.94)
Balance Forward	
New Charges	
Recurring Charges	128.46
Taxes and Surcharges	17.48
Total New Charges	145.94
Total Amount Due	145.94

Payments

Description	Date	Amount
Payment Received, Thank you!	08/01/24	(145.94)
Subtotal		(\$145.94)

Recurring Charges

Account Level Charge E911 Service Charge: 90095

Description	Start	End	Rate	Qty	Amount
e911 Monthly Access	09/01/24	09/30/24	2.50	1	2.50
Subtotal					\$2.50

Hardware Rental : 70056

Description	Start	End	Rate	Qty	Amount
Yealink - T54W - Premium Desk Phone - Rental (x4)	09/01/24	09/30/24	6.50	4	26.00
Subtotal					\$26.00

Hosted Seat : 40095

Description	Start	End	Rate	Qty	Amount
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MIConnect Standard Seat (x4)	09/01/24	09/30/24	13.35	4	53.40
Network Access and Professional Services (x4)	09/01/24	09/30/24	11.64	4	46.56
Subtotal					\$99.96

Taxes and Surcharges

County 911 Fee					1.68
County 911 TECH Fee					2.76
FCC Cost Recovery Fee					.10
Federal Access Recovery Fee					6.00
Federal Telecommunications Relay Services Fund (IPCTS)					1.14
Federal Universal Service Fund					4.80
State 911 Tax					1.00
Subtotal					\$17.48

Management Reports

Location Summary

Location	Usage	Monthly	OneTime	SubTotal
24255 W 13 Mile Rd		128.46		128.46
Misc Usage				
	0.00	128.46	0.00	128.46

Usage Summary by Service

Name	Period	Total Calls	Average Rate	Minutes	Amount
Hosted DID - *BTN - 2486440044	08/01/24 - 08/31/24	284	0.03	1,354.50	
MISSwitch Fax -	08/01/24 - 08/31/24	9	0.03	10.90	
		293	0.06	1,365.40	0.00

Usage by Type

Description	Calls	Mins	Charge
LD - Interstate	38	77.10	
LD - Intralata	70	496.80	
LD - Intrastate	16	51.90	
Local	160	696.40	
Toll-Free	9	43.20	
	293	1,365.40	0.00

Free Minutes

Description	Total Minutes
LD - Interstate	77.10
LD - Intralata	496.80
LD - Intrastate	51.90
Local	696.40
	1,322.20



Account



Payments



Billing



Settings



Profile

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Bill history

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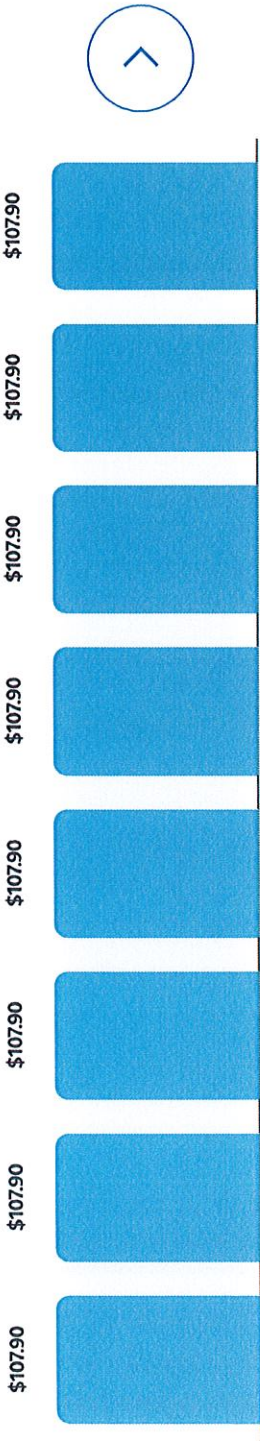
[Payments](#)



11/01/2023 - 11/12/2024

Date range

[Reset date range](#)



Bill

Sep 26 - Oct 25

\$107.90

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Account



Payments



Billing



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Bill history

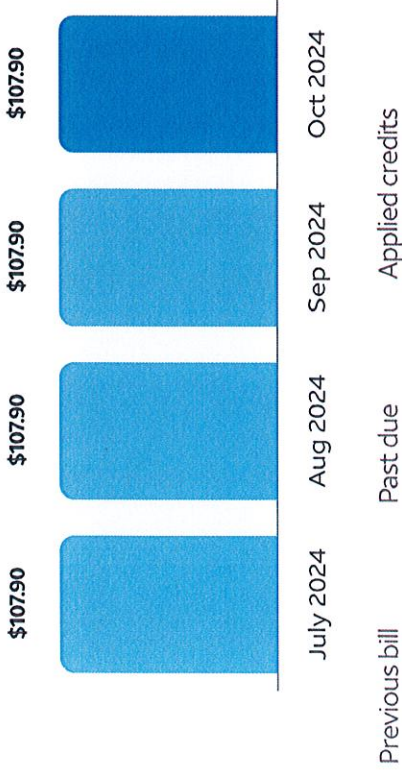
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Bills

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07/01/2024 - 11/12/2024 [Date range](#) [Reset date range](#)



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THE VILLAGE OF BINGHAM FARMS
24255 W 13 MILE RD STE 190
BINGHAM FARMS MI 48025-4345

Page: 1 of 2
Issue Date: Oct 25, 2024
Account Number: 329746880

AutoPay: Set up automatic payments that you can update whenever you want. Go to att.com/autopay today.

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

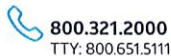
Your last bill	\$107.90
Payment, Oct 16 - Thank you!	-\$107.90
Remaining balance	\$0.00

Service summary

Internet	Page 2	\$107.90
Total services		\$107.90

Total due **\$107.90**
Please pay by Nov 16, 2024

Ways to pay and manage your account:



Scan to pay



Return this portion with your check in the enclosed envelope. Payments may take 7 days to post.

THE VILLAGE OF BINGHAM FARMS
24255 W 13 MILE RD STE 190
BINGHAM FARMS MI 48025-4345

Please pay \$107.90 by Nov 16, 2024

Account number: 329746880
Please include account number on your check

Make check payable to:

AT&T
PO BOX 5014
CAROL STREAM, IL 60197-5014

☐ CHECK FOR AUTOPAY
(SEE REVERSE)

410040140003297468801000000010790000000010790000000

Service activity

Internet

Monthly charges		Oct 26 - Nov 25
1. AT&T Internet 300 (Monthly Recurring Charge)		\$75.00
2. AT&T Internet Static IP 8		\$30.00
Company fees & surcharges		
3. Cost Assessment Charge		\$2.90
Total for Internet		\$107.90

Important information

Late payment fee

A late payment fee of up to \$9.99 will be assessed if payment is not received on or before the due date.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically. If you want to save time and stamps, sign up for AutoPay at att.com/autopay using your checking account. It's easy, secure, and convenient!

AT&T U-verseSM TV, AT&T Internet and AT&T Phone provided by AT&T Michigan.
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AutoPay enrollment
If I enroll in AutoPay, I authorize AT&T to pay my bill monthly by electronically deducting money from my bank account. I can cancel authorization by notifying AT&T at www.att.com or by calling the customer care number listed on my bill. Your enrollment could take 1-2 billing cycles for AutoPay to take effect. Continue to submit payment until page one of your invoice reflects that AutoPay has been scheduled.

Bank Account Holder Signature: _____
Date: _____



THE VILLAGE OF BINGHAM FARMS
24255 W 13 MILE RD STE 190
BINGHAM FARMS MI 48025-4345

Page: 1 of 2
Issue Date: Sep 25, 2024
Account Number: 329746880

AutoPay: Set up automatic payments that you can update whenever you want. Go to att.com/autopay today.

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$107.90
Payment, Sep 15 - Thank you!	-\$107.90
Remaining balance	\$0.00

Service summary

Internet	Page 2	\$107.90
Total services		\$107.90

Total due \$107.90
Please pay by Oct 16, 2024

Ways to pay and manage your account:



iPhone and Android



att.com/pay



800.321.2000
TTY: 800.651.5111

Scan to pay



Return this portion with your check in the enclosed envelope. Payments may take 7 days to post.

THE VILLAGE OF BINGHAM FARMS
24255 W 13 MILE RD STE 190
BINGHAM FARMS MI 48025-4345

Please pay \$107.90 by Oct 16, 2024

Account number: 329746880

Please include account number on your check

Make check payable to:

AT&T
PO BOX 5014
CAROL STREAM, IL 60197-5014

☐ CHECK FOR AUTOPAY
(SEE REVERSE)

410040140003297468801000000010790000000010790000000

Service activity



Internet

Monthly charges		Sep 26 - Oct 25
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Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically. If you want to save time and stamps, sign up for AutoPay at att.com/autopay using your checking account. It's easy, secure, and convenient!

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AutoPay enrollment
If I enroll in AutoPay, I authorize AT&T to pay my bill monthly by electronically deducting money from my bank account. I can cancel authorization by notifying AT&T at www.att.com or by calling the customer care number listed on my bill. Your enrollment could take 1-2 billing cycles for AutoPay to take effect. Continue to submit payment until page one of your invoice reflects that AutoPay has been scheduled.

Bank Account Holder Signature: _____
Date: _____



THE VILLAGE OF BINGHAM FARMS
24255 W 13 MILE RD STE 190
BINGHAM FARMS MI 48025-4345

Page: 1 of 2
Issue Date: Aug 25, 2024
Account Number: 329746880

AutoPay: Set up automatic payments that you can update whenever you want. Go to att.com/autopay today.

Managing your AT&T bills, products, and services on the go? It's a snap with myAT&T. Go to att.com/myatt to sign in or sign up.



Account summary

Your last bill	\$107.90
Payment, Aug 02 - Thank you!	-\$107.90
Remaining balance	\$0.00

Service summary

 Internet	Page 2	\$107.90
Total services		\$107.90

Total due **\$107.90**
Please pay by Sep 15, 2024

Ways to pay and manage your account:



iPhone and Android



att.com/pay



800.321.2000
TTY: 800.651.5111

Scan to pay



Return this portion with your check in the enclosed envelope. Payments may take 7 days to post.

THE VILLAGE OF BINGHAM FARMS
24255 W 13 MILE RD STE 190
BINGHAM FARMS MI 48025-4345

Please pay \$107.90 by Sep 15, 2024

Account number: 329746880

Please include account number on your check

Make check payable to:

AT&T
PO BOX 5014
CAROL STREAM, IL 60197-5014

☐ CHECK FOR AUTOPAY
(SEE REVERSE)

410040140003297468801000000010790000000010790000000

Service activity

 Internet

Monthly charges		Aug 26 - Sep 25
1. AT&T Internet 300 (Monthly Recurring Charge)		\$75.00
2. AT&T Internet Static IP 8		\$30.00
Company fees & surcharges		
3. Cost Assessment Charge		\$2.90
Total for Internet		\$107.90

Important information

Late payment fee

A late payment fee of up to \$9.99 will be assessed if payment is not received on or before the due date.

Electronic check conversion

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your agreement, up to \$30. Returned checks may be presented electronically. If you want to save time and stamps, sign up for AutoPay at att.com/autopay using your checking account. It's easy, secure, and convenient!

AT&T U-verseSM TV, AT&T Internet and AT&T Phone provided by AT&T Michigan.
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Printed on Recyclable Paper

AutoPay enrollment
If I enroll in AutoPay, I authorize AT&T to pay my bill monthly by electronically deducting money from my bank account. I can cancel authorization by notifying AT&T at www.att.com or by calling the customer care number listed on my bill. Your enrollment could take 1-2 billing cycles for AutoPay to take effect. Continue to submit payment until page one of your invoice reflects that AutoPay has been scheduled.

Bank Account Holder Signature: _____
Date: _____

MEMORANDUM

DATE: November 14, 2024

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received seven (7) complaints since the date of my last report. Complaint No. 2024-22 was received from a Franklin resident who lost his land line phone service and was having difficulty getting Comcast to respond to this problem. He also was seeking compensation for his ongoing issues. The escalation team representative notified us that he asked a tech to reach out to this resident to restore service and that a tech supervisor would check into what they could do as far as possibly giving him credit on his account. This complaint is now closed.

Complaint No.2024-23 was received from a Franklin resident who was regularly experiencing outages with his Comcast internet service that ranged from 1 to 5 hours and occurred at least every 2 weeks or at a minimum once a month. He had been dealing with the problem for the past 9 months he has lived in his home and stated that Comcast has never provided compensation or a solution to this problem. After the escalation team got involved, the appropriate Comcast technicians were able to resolve his service issues. He was extremely grateful for the help from BACB and posted his compliments on Next Door to inform his neighbors and other residents. This complaint is now closed.

Complaint No. 2024-24 was received from a Beverly Hills resident who had a low-hanging cable line in front of his home that needed to be raised. He stated that Comcast had come out about a year ago to raise the line, but it had come down again. This complaint was initially sent to Comcast. The Comcast tech on site indicated that there were three AT&T lines hanging low between the poles. The AT&T escalation team representative was then contacted and by the next day we were informed that the work had been completed. This complaint is now closed.

Complaint No. 2024-25 was submitted on behalf of a Beverly Hills resident who had a new pole installed on his property by DTE quite some time ago and he was trying to get the lines owned by the cable providers moved to the new pole so that the old pole could be removed. AT&T had moved its lines but he was not able to get any action from WOW to move the lines. Once the complaint was submitted to the escalation team, WOW came out to do some preliminary work and was going to come back to continue later in the week.

Complaint No. 2024-26 was submitted on behalf of the same property owner to Comcast for relocation of its Xfinity lines to the new pole. Comcast has indicated that this work is now completed and this complaint is closed.

Complaint No. 2024-27 was received from a Birmingham resident who is trying to get a cable line from the pole to a newly built home in order to get the Comcast service he signed up for. Comcast had cancelled three different appointments they had scheduled for the installation. With assistance from the escalation team, this installation has been completed and this complaint is closed.

Complaint No. 2025-28 was received from the property manager for Williamsburg of Birmingham condominiums regarding work completed by WOW at one of the units that was totally unacceptable. The WOW escalation team representative has been contacted to arrange for a crew to come back out and fix the situation. This complaint is pending.

FINANCIAL

The account balance for the MBS, Michigan United Credit Union and Beverly Hills accounts as of October 31, 2024, will be e-mailed to all Board members, as well as BACB financial reports as of October 31, 2024. Hard copies of these documents will also be distributed to Board Members at the meeting.

CHECK DISBURSEMENT

Nine (9) checks have been written since the date of our last meeting as follows:

1. Empowerment Source (QuickBooks technical support): \$123.75
2. Michigan United Credit Union (Visa-office & phone expenses): \$85.25
3. Village of Beverly Hills (reimbursement for added auditing costs as BACB fiduciary): \$3,000.00
4. NATOA (2025 membership dues): \$1,020.00
5. State of MI (license plate tab renewal for truck): \$590.00
6. Charter Twp of Bloomfield (Comcast internet costs for BCTV): \$650.54
7. Advanced Lighting and Sound (new equipment): \$51,283.00
8. Charter Twp of Bloomfield (quarterly contract payment for Oct-Dec 2024): \$77,075.00
9. Michigan United Credit Union (Visa- phone expenses): \$74.67

Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report September 2024 through October 2024

Date: November 14, 2024

Cc: Greg Black; Cathy White; Gil Gugni, Ray Kamoo, Carrie LeZotte, David Eick

BAMA Programs

During this time period we've completed all regularly scheduled municipal meetings, which include: the BACB meeting, Baldwin Public Library Board and Trust meetings, The Village of Bingham Farms meetings, The Village of Beverly Hills Council meetings, The Village of Franklin Historic, Zoning, Council, and Planning Meetings. The City of Birmingham's, Commission, Planning Board, Parks and Rec Board, Zoning Board of Appeals, Historic Board and Design Review Board, Advisory Parking Committee, the Multi Modal Meetings and Three Birmingham Commission Workshops.

BAPA Programs

From BACB area individual producers and organizations, we've taped 34 programs.

- ❖ Franklin Labor Day Parade.
- ❖ Birmingham Bloomfield Chamber Lecture.
- ❖ Healing with Ketamine hosted by Dr. Cassius Drake.
- ❖ Birmingham Bloomfield Republican Women's Club Lecture.
- ❖ Birmingham Bloomfield Art Center Annual Cultural Art Award Ceremony.
- ❖ Birmingham Concert Band.
- ❖ Birmingham Musicale.
- ❖ Two Lunch and Learn Lectures.
- ❖ Two Sparkle hosted by Betsy Leboe.
- ❖ *Five BACB Sports: Soccer, volleyball, water polo, swim and Dive and a football game.*
- ❖ Five The Franklin Shows hosted by Michael Seltzer.
- ❖ Six Eye on Oakland hosted by Chuck Moss.
- ❖ Seven League of Women Voters Oakland Area Candidates Forum.

BACB SPORTS JANUARY and FEBRUARY 2025 WINTER COVERAGE

Boys and Girls Basketball & Hockey - 6 Games

Swim and Dive - 1 Meet

Wrestling - 1 Match

DIGITAL LITERACY WORKSHOP

On September 25, BCTV offered its first free digital literacy workshop entitled "Back to School With BCTV." BCTV staff and special guests hosted a variety of topics that include filmmaking basics, Photoshop, podcasting and more. It was an all-day event and we had a great turnout.

COMMUNITY MEDIA DAY

As part of Community Media Day, the Cable and Community Relations Department established a new award to recognize individuals who have made an impact on our community through the use of media. The department recognized the Bloomfield Township Public Library for their outstanding partnership with BCTV and resident Dr. Prasad as Community Producer of the Year for over 20 years of programming on BCTV. The department also recognized two employees for their years of dedication. Steve Rota - Operations Manager (Cable & Community Relations) for over 25 years of service to the department and community. Maggie Barclay - Fitness Coordinator (Senior Services) as Employee Partner of the Year for her fitness programs that are watched by many dedicated fans

UPCOMING EVENTS

On December 18, 2024, BCTV will host a Holiday Open House from 3:30 PM to 5:30 PM. Holiday Celebration with staff, family, friends and residents. Please join us!

NEW TRUCK CAMERA

The new truck camera and accessories arrived on October 25th and was installed by Steve. The camera was used during the Groves vs Seaholm football game and the Veterans Day Wreath Laying Ceremony, works great!