

Minutes of the Fairfax County Consumer Protection Commission

July 15, 2014

7:30 PM Conference 4/5
Government Center
12000 Government Center Pkwy.
Fairfax, Virginia 22035
Chairman Fee, presiding

Attendance:

Commissioners: Chung, Durant, Fee, Hargraves,
Kirk, Luse, Nguyen

Absent:

Commissioners: Belkowitz, Hine, Kazmi,
Martz, Roark, Rosier

Staff:

Michael S. Liberman, Director
Department of Cable and Consumer
Services
Frederick E. Ellrod, Director
Communications Policy & Regulation
Division
Susan C. Jones, Branch Chief,
Consumer Affairs

The meeting was called to order at 7:49 PM by Chairman Fee.

Minutes

The minutes of the June 17, 2014 meeting were approved.

Report of the Chairman

Chairman Fee mentioned that the Board of Supervisors appointed him to the Fairfax County Police-Directed Towing Advisory Board (Ad Hoc).

Report of the Director

Director Liberman stated the Board of Supervisors received and accepted a report from the Task Force to Consider a Meals Tax Referendum.

Commission Matters

Commissioner Kirk had no matters to bring before the commission.

Commissioner Luse discussed receiving a postcard with final notice warning. She contacted the company identified as National Settlement and was concerned that the company might be a scam and taking advantage of consumers. Staff will look into the issue.

Commissioner Durant mentioned a resident having an issue with her escrow account at Bank of America. Staff will provide agency information to assist resident.

Commissioner Nguyen discussed having to buy a new cell phone due to damage and thought the warranty would be new also, but the warranty was only for three months. The information is in the fine print that you have to physically find and believes there is a need to educate consumers on warranty issues.

Commissioner Hargraves had no matters to bring to the commission.

Commissioner Chung had no matters to bring before the commission.

Old Business

There was no old business to discuss.

New Business

1. Cable Operators: Barrett Stock, Manager, Public and Governmental Affairs Cox Communications and Marie Schuler, Director, Government and Community Affairs Comcast highlighted services offered to Fairfax County residents. Both representatives mentioned working with Fairfax County Public Schools to identify students in need of Internet access and offering a reasonable priced plan.

A discussion ensued on net neutrality, customer service, Internet privacy, a la carte channels, build-out projects, employee training, selling data information, universal service, and equipment fees.

The meeting ended at 8:48 PM.