

Minutes of the Fairfax County Consumer Protection Commission

October 17, 2017

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

Attendance:

Commissioners: Belkowitz, Callender, Fee,
Gulakowski, Hargraves, Hine, Kirk, Roark,
Woodruff

Absent:

Commissioners: Javed, Kazmi, Rosier

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
Rebecca L. Makely, Director
Consumer Services Division
Fredrick Ellrod, Director
Communications Policy and
Regulation Division
Susan C. Jones, Branch Chief
Consumer Affairs Branch

Guests

Marie Schuler - Comcast
Barrett Stork - Cox Communications
Doug Brammer - Verizon
Louise Anderson - Verizon

The meeting was called to order at 7:31 PM by Chairman Fee.

Minutes

Chairman Fee made the motion to amend the September 19, 2017, minutes by removing unanimously under new business. Commissioner Gulakowski and Commissioner Woodruff seconded the motion.

The minutes for the September 19, 2017, meeting were approved as amended.

Report of the Chairman

Chairman Fee informed the Commission that Commissioner Nguyen resigned after the September 19, 2017, meeting.

Report of the Director

Director Liberman had no matters to bring before the Commission.

Commission Matters

Commissioner Roark had no matters to bring before the Commission.

Commissioner Hargraves had no matters to bring before the Commission.

Commissioner Belkowitz stated his mother-in-law received a scam call involving her grandchild. Staff informed the Commission about the Grandparent Scam.

Commissioner Woodruff stated people in his neighborhood are replacing roofs, etc. due to storm damage. Commissioner Woodruff requested a paragraph from CAB to let his neighbors know about hiring a licensed contractor. Staff responded that they will provide this information to the Commission.

Commissioner Callender brought up a towing issue at the Reston Town Center specifically about the barnacle devices. Commissioner Callender cited state code on posting signs. Staff explained county code prevails and county code does not prohibit barnacle devices.

Commissioner Hine had no matters to bring before the Commission.

Commissioner Gulakowski had no matters to bring before the Commission.

Commissioner Kirk had no matters to bring before the Commission.

Chairman Fee made a special appointment of Commissioner Callender to serve as interim Vice-Chairman until the next election.

Old Business

There was no old business before the Commission.

New Business

1. Cable Operators Presentations

Marie Schuler of Comcast highlighted the services offered or coming soon to residents of Reston. Ms. Schuler spoke on the following topics: Xfinity TV, X1 platform from Xfinity, DVR with cloud technology, Xfinity on Demand, X1 remote app, Netflix, accessibility, Xfinity internet, safety/security, internet essentials, Xfinity voice, Xfinity connect, Xfinity home, customer service, simplifying billing process, rolling out new technologies, community investments, expanding digital library, internet essentials, and promoting service.

A discussion ensued on using Norton routers with a Comcast subscription and the average size of the Wi-Fi zone created by the cable modem. Comcast will research the issues and provide responses.

Barrett Stork of Cox Communications spoke about the history of Cox Communications, Contour, residential high speed internet, hotspots, Cox business, digital solution, Cox media, community investments, awards and recognitions, conservation, and sustainability.

A discussion ensued on home security cameras (Home Life) timing out after thirty minutes, long power outages in certain areas, and the impact of battery backup power. Cox will research the issues and provide responses.

Doug Brammer of Verizon spoke of their commitment of putting customers first by delivering excellent service and great communications experiences, corporate values, ethics and compliance, diversity, intelligent networking, cloud computing, mobility, connected machines, and applying innovative technology to social issues by funding pillars, community programs, and strategic grants.

A discussion ensued on partnerships with women and minorities, apps, recruitment, installation, wiring on poles, technical support, and quality assurances. Commissioner Callender submitted pictures pertaining to Verizon line issues on poles. Verizon will research the issues and provide responses.

The meeting adjourned at 9:20 p.m.