

FRANCHISE AGREEMENT  
JULY 31, 2002 DEPARTMENTAL ANALYSIS

PRIMARY OUTCOME: In a renewed franchise term, the Department encourages the town-specific groups to take up (company's) commitment to provide ongoing [managerial and technical support](#) as (company's) personnel have significant resources and experience in such matters.

The Department strongly encourages the town-specific groups [to revisit their rules and regulations to ensure compliance with state law and regulations, and to consider adopting \(company's\) rules and regulations as a model.](#)

These policies and procedures must be updated annually, and submitted to (company's) for review and approval prior to each group's submission of its community access report. The Department expects (company) to carefully [monitor and review any required reporting](#) from the town-specific groups and [offer direction and guidance to ensure regulatory compliance.](#)

(company) should memorialize in its PFR its commitments pertaining to the closure of its Branford community access facility, transfer of equipment, switcher installation, ongoing managerial and technical support, and its role in [monitoring each town-specific group's activities, including reporting.](#) PFR Section 7.3 should also clarify that the Company has [continuing ultimate responsibility for the provision of community access.](#)

The provision of educational and governmental access in the franchise has been adequate. While the Company's education specialist is an asset, (company) must [monitor the town-specific groups closely in a renewed franchise term to ensure that the needs of the community are met with respect to educational and governmental access.](#)

(company) return line proposal as submitted but suggests that the Company also work with the Advisory Council [to publicize the availability and uses for such return lines.](#)

AT&T's oversight of community access has been somewhat lacking and in a renewed franchise term it [must develop a plan to appropriately monitor and assess each group's success in meeting the ongoing community access needs of each community, ensuring that all subscribers have ample opportunity to receive training and produce community access programming.](#) The Company must review and approve the policies and procedures of each of the town-specific groups and ensure that each group [conducts an annual review of its policies and procedures.](#) In addition, AT&T should conduct an annual review of each of the town-specific group's programming logs.

According to the OCC, [further commitments are needed regarding ...community access management, and management of inter-town community programming switching,...](#)OCC Brief, pp. 9-21.