

MICHIGAN NATOA CHAPTER
Thursday, July 10, 2003
SWOCC Studio
Farmington, Michigan

Attendance

Officers: Kathy Sherman, President; Caren Collins, Vice President; Mike Ager, Treasurer; Leslie Helwig, Secretary

Members: Kathy Hagaman, Birmingham; Kamal A. Amen-Ra, Paula Gentius-Harris, James J. Beasley Jr., Detroit; Diane Griffiths, Orion Township; Jeannine Finegan, Trenton; David Alberry, West Bloomfield

Attendees: Celeste McDermott, Kay Schloff, Detroit; Paul Dingeman, St. Clair

Discussion

In informal discussion, participants shared their current status on franchise issues. Topics of most concern were

- Audits
 - Non-subscriber revenues
 - Accounting methods
 - Collection
 - Cooperation of Comcast in providing information
 - "Most favored nation" status
- Comcast Customer Service
- Changeover in Comcast personnel
- Channel line-up

Tour

Caren Collins led us on a tour of the new SWOCC Studio.