AGENDA BOARD OF SELECTMEN MONDAY, NOVEMBER 2, 2020 WAQUOIT MEETING ROOM MASHPEE TOWN HALL 16 GREAT NECK ROAD NORTH MASHPEE, MA 02649

MASHPEE TOWN CLERK

OCT 2 9 2020

RECEIVED BY:

Virtual / Remote Meeting
Broadcast Live on Local Cable Channel 18

Public Call in Number: (508) 539-1400 extension 8585 for Public Comment and Public Hearings

Streamed Live on the Town of Mashpee Website: https://www.mashpeema.gov/channel-18

6:30 p.m. - Convene Meeting in Open Session

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE

MINUTES

Approval of the Following:

Monday, October 5, 2020 Regular and Executive Sessions; Monday, October 19, 2020 Regular Session

APPOINTMENTS & HEARINGS

- ➤ Public Comment: *Call in Number (508) 539-1400 extension 8585*
- > 6:35 pm: Public Hearing: (Continued from August 24, 2020): **Call in Number (508) 539-1400 extension 8585*

Adoption of a Local Licensing Regulation per G.L. c. 138, §23 and Board of Selectmen Policy #068, Alcoholic Beverages Licenses (Section III – Package Store All Alcohol), Banning the Sale of Alcohol Nips (50 mil) (50 milliliter (ml) container) and, Further, Banning the Sale of Alcohol Nips in Containers of up to 100 ml in size, as a Condition of any New, Renewed and/or Transferred License for Establishments Licensed Pursuant to G.L. c. 138, §15 Based on Considerations of Public Health, Welfare and Safety

- Eversource Presentation on Projects in the Town of Mashpee
- > Discussion and Approval of Snow Plow Contractor Rates: Department of Public Works Director Catherine Laurent
- Discussion and Approval of Acceptance of the Following Resignations:

Mashpee Community Garden Committee, Members-at-Large:

Irene Checkovich, Pamela McCarthy, Anthony Oliver

Shellfish Commission: Recreational Representative: Marcus Hendricks; Associate Member: Darryl Christensen

Discussion and Approval of Appointment to the Following:

Mashpee Community Garden Committee:

William Nay (Term Expires June 30, 2023); Lynn Harris (Term Expires June 30, 2022);

Frank Gallello (Term Expires June 30, 2021)

Mashpee Inclusion & Diversity Committee: Dan Kupferman (Term Expires June 30, 2022)

Cultural Council: Janet Wright (Term Expires: September 30, 2023);

Merrill Blum (Term Expires: September 30, 2022)

Shellfish Commission: Recreational Representative: Darryl Christensen (Term Expires: June 30, 2023)

COMMUNICATIONS & CORRESPONDENCE

BOARD OF SELECTMEN AGENDA NOVEMBER 2, 2020 (CON'T)

OLD BUSINESS

1. Update, Discussion and Possible Action Relative to COVID-19

NEW BUSINESS

- 1. Discussion of Dredging Project at Mashpee Neck Marina: Department of Natural Resources Director (or designee)
- 2. Discussion and Approval of Payment to Cabot Risk Strategies, LLC from the Injured on Duty Fund
- 3. Update from Town Manager regarding Pickleball Courts
- 4. Discussion of Comcast Contract Negotiations
- 5. Discussion and Approval of Appointment of a Selectmen Representative to the Mashpee Commons Development Agreement Negotiating Team

LIAISON REPORTS

TOWN MANAGER UPDATES

ADDITIONAL TOPICS

(This space is reserved for topics that the Chairman did not reasonably anticipate would be discussed)

EXECUTIVE SESSION

ADJOURNMENT

MASHPEE TOWN CLERK

OCT 2 9 2020

RECEIVED BY: SW

AGENDA
BOARD OF SELECTMEN
MONDAY, OCTOBER 5, 2020
WAQUOIT MEETING ROOM
MASHPEE TOWN HALL
16 GREAT NECK ROAD NORTH
MASHPEE, MA 02649

Virtual / Remote Meeting

Broadcast Live on Local Cable Channel 18

Public Comment Call in Number: (508) 539-1400 extension 8585

Streamed Live on the Town of Mashpee Website: https://www.mashpeema.gov/channel-18

6 p.m. - Convene Meeting in Open Session

PLEDGE OF ALLEGIANCE MOMENT OF SILENCE

MINUTES

Approval of the following:

Monday, September 14, 2020 Regular and Executive Sessions

APPOINTMENTS & HEARINGS

- Public Comment *Public Comment Call in Number (508) 539-1400 extension 8585*
- > DPW Director Catherine Laurent:
 - Update on Department of Natural Resources Building
 - Discussion of Route 130/Great Neck Road North Intersection
 - Discussion and Approval of the Following Annual Contracts:

Salt: Champion Salt, LLC

Agricultural By-product: Safe Road Services

- Discussion and Approval of Appointment to the Following: Citizens Advisory Board to the Environmental Management Council
- Acceptance of Resignations of Election Wardens: Allan Isbitz; Sandra Downey

CONVENE JOINT MEETING WITH THE BOARD OF HEALTH

EXECUTIVE SESSION

1. Discussion of Strategy with Respect to Litigation (Conservation Law Foundation Notice of Intent to Initiate Suit). (G.L. c. 30A, §21(a) (3))

ADJOURNMENT OF THE BOARD OF HEALTH

2. Discussion of Personal Service Contract for Fire Chief Thomas Rullo

RECONVENE OPEN SESSION

COMMUNICATIONS & CORRESPONDENCE

OLD BUSINESS

1. Update, Discussion and Possible Action Relative to COVID-19

NEW BUSINESS

- Discussion, Approval and Ratification of Personal Service Contract for Fire Chief Thomas Rullo
- Status Update and Report on the Cape Cod Regional Technical High School

ADDITIONAL TOPICS

(This space is reserved for topics that the Chairman did not reasonably anticipate would be discussed)

LIAISON REPORTS

TOWN MANAGER UPDATES

ADJOURNMENT

Present:

Selectman John J. Cotton, Selectman Thomas F. O'Hara, Selectman Carol A. Sherman,

Selectman Andrew R. Gottlieb, Selectman David W. Weeden

Town Manager Rodney C. Collins

Assistant Town Manager Wayne E. Taylor

Meeting Called to Order by Chairman Cotton at 6:01 p.m.

Mashpee Town Hall, Waquoit Meeting Room

MINUTES

Monday, September 14, 2020 Regular and Executive Sessions:

Motion made by Selectman Sherman to approve the Regular and Executive Session minutes of Monday, September 14, 2020 as presented.

Motion seconded by Selectman O'Hara.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes

Selectman O'Hara, yes

Selectman Sherman, yes

Selectman Gottlieb, yes

Selectman Weeden, yes

Opposed, none

APPOINTMENTS & HEARINGS

Public Comment: None at this time.

DPW Director Catherine Laurent:

Update on Department of Natural Resources Building:

To begin the process, Town Manager Rodney C. Collins and DPW Director Catherine Laurent discussed the proposal to construct a new Department of Natural Resources building at the site of the Mashpee Fire Substation on Red Brook Road, Mashpee.

Through a needs assessment funded by the Capital Improvement Program (CIP) the Fire Station substation site was identified as a suitable area to accommodate another Town facility. The site was also selected due to its proximity to area boat ramps.

The plan proposes to construct a 5,000 square foot facility to meet the critical needs of the Department of Natural Resources. The layout includes a small covered canopy area and an additional 1,200 square feet of usable outdoor space. Final design and construction is estimated to cost \$4.2 million and would be considered in Fiscal Year 2022 under the Capital Improvement Program plan.

Modernization of this department would support in-house laboratory testing in collaboration with UMass Dartmouth and other facilities as required and would provide a professional environment to perform the shellfish aquaculture/propagation/restoration program, an adaptive management approach to the Town's Watershed Nitrogen Management Plan for clean waters.

APPOINTMENTS & HEARINGS

DPW Director Catherine Laurent:

<u>Update on Department of Natural Resources Building:</u> (continued)

A new Natural Resources building will enable the consolidation of all operations into a single facility to meet the critical needs of the department. It was noted the building configuration was paired down due to cost constraints and input into the design was provided by the DNR and Shellfish Departments.

The DNR currently utilizes space at the Mashpee Police Station, and rents space for operations. The new facility would resolve the space constraints bringing forth effective management for this department.

Schematics of the design are located in the Office of the Town Manager and would be disseminated to the Board of Selectmen for additional review.

The Board of Selectmen in reviewing the proposal recommended the two structures be consolidated to utilize more of the asphalt surface at the site location. A basement was also considered to provide additional square footage to the building and functionally offer added storage space.

The project was presented to the Board for informational purposes. No action was required by the Board of Selectmen at this time.

Discussion of Route 130/Great Neck Road North Intersection:

Catherine Laurent, Director of Public Works recommended the Board advance to the preliminary design phase for the replacement of the traffic signal at the Route 130/Great Neck Road intersection with a roundabout for safety and to alleviate traffic congestion.

Ms. Laurent indicated there have been a lot of traffic issues in this area. Although there may be challenges with the abutting properties to the north, the initial analysis conducted by the Cape Cod Commission has demonstrated some traffic improvement with the roundabout configuration. The home and businesses on the north side of the intersection may require easements and combined access to improve accessibility.

It was agreed that traffic is problematic during the summer months. It was suggested the abutters and commercial property owners be consulted regarding this proposal. It was also noted that large commercial trucks and public safety vehicles traverse this area and it may be difficult for navigation and safety response. There may be challenges for pedestrians and bicyclists. A second study advancing to preliminary design would further identify the feasibility and concerns to be addressed.

Motion made by Selectman Sherman to move forward with a preliminary design study regarding the replacement of the traffic signal at the Route 130/Great Neck Road North intersection with a roundabout.

Motion seconded by Selectman Gottlieb.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes Selectman Gottlieb, yes Selectman O'Hara, yes Selectman Weeden, yes Selectman Sherman, yes Opposed, none

APPOINTMENTS & HEARINGS

DPW Director Catherine Laurent:

Discussion and Approval of the Following Annual Contracts:

Salt: Champion Salt, LLC:

Agricultural By-product: Safe Road Services:

Catherine Laurent, Director of Public Works recommended the Select Board award the annual contracts for salt and agricultural by-product to the low bidders received through the regional and municipal bid process. It was disclosed the salt bid is reflective of a 9% decrease and the agricultural by-product is increased by 3% from FY20.

Motion made by Selectman Gottlieb to award the following annual contracts;

Champion Salt, LLC in the amount of \$47.89 per ton and,

Safe Road Services in the amount of \$1.32 per gallon.

Motion seconded by Selectman O'Hara.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes

Selectman O'Hara, yes

Selectman Sherman, yes

Selectman Gottlieb, ves

Selectman Weeden, ves

Opposed, none

Discussion and Approval of Appointment to the Following:

Citizens Advisory Board to the Environmental Management Council:

The above referenced agenda topic was postponed.

Acceptance of Resignations of Election Wardens: Allan Isbitz; Sandra Downey:

Correspondence was received from Deborah Dami; Town Clerk dated September 30, 2020 regarding the resignations of Allan Isbitz and Sandra Downey as Election Wardens. In accord with M.G.L., 54:14, the Town Clerk respectfully requested the resignations be made with deepest of regrets and that their vacancies are advertised immediately.

Motion made by Selectman O'Hara to accept the resignations of Allan Isbitz and Sandra Downey as Election Wardens with regret sending a letter of appreciation for their service, and to duly post the respective vacancies.

Motion seconded by Selectman Sherman.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes Selectman Gottlieb, yes Selectman O'Hara, yes Selectman Weeden, yes Selectman Sherman, yes

Opposed, none

CONVENE JOINT MEETING WITH THE BOARD OF HEALTH

EXECUTIVE SESSION

Discussion of Strategy with Respect to Litigation (Conservation Law Foundation Notice of Intent to Initiate Suit) (G.L. c. 30A, §21(a) (3)):

Motion made by Selectman Gottlieb to move that the Board go into Executive Session at 6:26 p.m. pursuant to G.L. c. 30A, §21 (a)(3) to discuss strategy with respect to litigation, specifically, the September 16, 2020 Notice of Intent To File Suit issued by the Conservation Law Foundation, and

to discuss contract negotiation relative to the Personal Service Contract of Fire Chief Thomas Rullo, where an open meeting may have a detrimental effect on the litigating and negotiating position of the Town.

The Board of Selectmen will reconvene in Open Session.

Motion seconded by Selectman Sherman.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes Selectman Gottlieb, yes Selectman O'Hara, yes

Selectman Sherman, yes

Selectman Weeden, yes Opposed, none

Chairman Cotton so declared that an open meeting on these issues may have a detrimental effect on the litigating and negotiating position of the Town.

Respectfully submitted,

Kathleen M. Soares Secretary to the Board of Selectmen

RECONVENE OPEN SESSION - 7:17 p.m.

COMMUNICATIONS & CORRESPONDENCE

Annual No Plow List: The annual No Plow List of private roads will be issued next week and published in the *Mashpee Enterprise* and on the Town's website; www.mashpeema.gov.

<u>Housing Assistance Program:</u> Correspondence was received from Leila Botsford, Executive Director of the Mashpee Housing Authority dated September 22, 2020 indicating the Mashpee Housing Authority Board has unanimously voted to end the administration of the Housing Assistance Program.

The Mashpee Housing Authority in their letter indicated the program is extremely time consuming and that it is a financial loss to the housing authority costing over \$600 per month in administrative fees. All participants would be advised of the program-end as of November 30, 2020. There is approximately 18 months of funding remaining in the program. Any remaining funds would be returned to the Community Preservation Committee.

The Board in concern with regards to the abrupt cancellation of the program agreed to further discuss this matter at the next Select Board meeting.

<u>November 3, 2020 Election:</u> Absentee Ballots are expected to be mailed soon. It was agreed the drop-off box for Election Ballots would be publicized and identified as a secure location for completed ballots to be tallied appropriately.

OLD BUSINESS

Update, Discussion and Possible Action Relative to COVID-19:

Town Manager Rodney C. Collins updated the Select Board on the following actions relative to COVID-19;

After the Election on November 3, 2020, the Offices of the Town Clerk, Assessor and Treasurer/Tax Collector will open to the public. The wearing of facial coverings will be mandated. There shall be signage indicating there is no entrance with the absence of a mask and there is no tolerance for abusive language. To adhere to social distancing requirements, sections of Town Hall will be delineated to access these offices. All other Town Offices will be un-accessible to the public at this time.

Kathleen Mahoney the Library Director is working on a multi-faceted plan to include protocols, circulation and other services as well as cleaning and disinfecting procedures. With the protocols in place the Library will be open to the public at the end of October with reduced hours. Thereafter, it is expected that expanded public services will incrementally broaden.

Town playgrounds will be reopened and posted; Masks are Required, Use at Your Own Risk. The DPW Director will be consulted with regards to the periodic disinfecting of playground equipment and the possibility of providing hand sanitizer at the playground locations.

The VFW Post Commander has announced there are no Veterans Day ceremonies planned for this year.

OLD BUSINESS

Update, Discussion and Possible Action Relative to COVID-19: (continued)

The Annual Food Drive, Fill the Van sponsored by the Recreation Department in November remains on schedule. Protocols for safety will be administered for those involved in this much needed program.

The School Department is planning on a drive-through Halloween event on October 25th from 2:30 p.m. to 3:30 p.m. The Cape Cod Baptist Church is also planning to hold their annual Trunk a Treat program.

With regards to Halloween, the Board of Selectmen agreed to take no position on this event.

NEW BUSINESS

Discussion, Approval and Ratification of Personal Service Contract for Fire Chief Thomas C. Rullo:

The Board of Selectmen was noted to have reviewed and approved the Personal Service Contract for Fire Chief Thomas C. Rullo on this date in Executive Session.

Motion made by Selectman Gottlieb to ratify the Personal Service Contract of Thomas C. Rullo as Fire Chief for the Town of Mashpee, and authorize the Town Manager to execute the new contractual Agreement for Personal Services with Fire Chief Thomas C. Rullo.

Motion seconded by Selectman O'Hara.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes

Selectman O'Hara, yes

Selectman Sherman, yes

Selectman Gottlieb, yes Selectman Weeden, yes

Opposed, none

Status Update and Report on the Cape Cod Regional Technical High School:

A brief discussion followed with respect to the status of the Cape Cod Regional Technical High School construction project. Selectman John J. Cotton is expected to attend a tour of the school this week, and would apprise the Select Board of the progress status.

LIAISON REPORTS

<u>Election Ballot:</u> At the Annual Town Meeting held on June 15, 2020, the Town voted to accept a reduction in the annual Community Preservation Act surcharge imposed on real property from 3% to 2%. The Election Ballot will request the Town's ratification of the 1% reduction.

It is important to remind the citizens of the Town of Mashpee of the intent to fund the Municipal Water Infrastructure Investment Fund (WIIF), a special fund for infrastructure to benefit wastewater, stormwater and municipal drinking water. It is imperative that citizens vote yes on this question to begin the WIIF funding process.

LIAISON REPORTS (continued)

Mashpee Rotary Lighting: It is the intention of the Town to continue the annual lighting display at the Mashpee Rotary for the upcoming holiday season.

<u>Mooring Regulations</u>: As a result of the increase in abandoned dinghy's it was suggested the Mooring Regulations be further reviewed with the Harbormaster to address the matter of identification.

TOWN MANAGER UPDATES

Affordable Housing Project: The 950 Falmouth Road Affordable Housing project is pending before the Zoning Board of Appeals.

Advisory: As a result of the Cyanobacteria Bloom citizens are advised to stay out of the water as in large concentrations Cyanobacteria can cause skin irritation and other health issues. Pet owners should use caution to prevent pets from coming in contact or consuming any water from Santuit Pond. The caution sign at Santuit Pond states the information as referenced with the Mashpee Department of Natural Resources serving as a source for additional information or questions at 508-539-1400 ext. 8576. It was agreed the Advisory would also be posted at Ashumet and Mashpee/Wakeby Ponds.

In considering the seriousness of this issue, it was recommended the Board of Selectmen and Town Manager through its Department of Natural Resources and Conservation Commission develop a more comprehensive advisory as 3 of the 4 major ponds have similar issues. Citizens should be aware the Town administratively is working on this important matter. It was determined that signage would be posted at all landing areas in the Town of Mashpee.

<u>Town Auction</u>: The Town Auction is online until October 15, 2020. Photographs and descriptions of the items can be found on the Town's website; <u>www.mashpeema.gov</u>.

<u>Jet Skis on Ashumet Pond:</u> Lengthy communication was received from Diane Phillips, Wheeler Road, Mashpee regarding the upcoming Town Meeting article to ban the use of personal watercrafts on Ashumet Pond. (*enclosure*)

<u>Power Outage:</u> This weekend a large truck struck wires in the vicinity of the Recreation Department Office off of Route 130. Power should be restored on Tuesday. Incidentals will be reimbursed by the holder through the insurance process.

ADJOURNMENT

Motion made by Selectman Gottlieb to adjourn at 7:43 p.m.

Motion seconded by Selectman Sherman.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes Selectman Gottlieb, yes Selectman O'Hara, yes Selectman Weeden, yes Selectman Sherman, yes

Opposed, none

Enclosure:

Letter re: Jet Skis on Ashumet Pond

Respectfully submitted,

Kathleen M. Soares Secretary to the Board of Selectmen AGENDA
BOARD OF SELECTMEN
MONDAY, OCTOBER 19, 2020
GYMNASIUM
MASHPEE HIGH SCHOOL
500 OLD BARNSTABLE ROAD
MASHPEE, MA 02649

6 p.m. - Convene Meeting in Open Session

NEW BUSINESS

1. Review of Annual Town Meeting Warrant, Motions and Possible Amendments to Motions with the Finance Committee, Town Counsel and the Town Moderator

ADDITIONAL TOPICS

(This space is reserved for topics that the Chairman did not reasonably anticipate would be discussed)

ADJOURNMENT

Present: Selectman John J. Cotton, Selectman Thomas F. O'Hara, Selectman Carol A. Sherman,

Selectman Andrew R. Gottlieb, Selectman David W. Weeden

Town Manager Rodney C. Collins

Assistant Town Manager Wayne E. Taylor

Attendees: Town Moderator Jeremy Carter

Town Counsel Patrick J. Costello Deputy Moderator Ed Larkin

Finance Committee Members;

Jeffrey Pettengill Gregory McKelvey Darlene Furbush Mike Richardson

Pat Brady

Absent: John Miller, James Carrier

Meeting Called to Order by Chairman Cotton at 6:04 p.m.

Mashpee High School gymnasium

Meeting Called to Order by Chairman Pettengill at 6:04 p.m.

NEW BUSINESS

Review of Annual Town Meeting Warrant, Motions and Possible Amendments to Motions with the Finance Committee, Town Counsel and the Town Moderator:

Prior to the Annual Town Meeting, the Board of Selectmen convened with members of the Finance Committee for the purpose of reviewing the warrant and to take possible action on amendments to the motions.

It was determined that Article 20 seeking to authorize the acquisition of title to the property identified as Gooseberry Island, a 3.8 acre parcel in Popponesset Bay would be indefinitely postponed and considered for placement on the May 2021 Town Meeting warrant.

Motion made by Selectman Gottlieb to recommend the Indefinite Postponement of Article 20 as referenced for re-consideration at the May 2021 Town Meeting.

Motion seconded by Selectman Sherman.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman Cotton, yes
Selectman O'Hara, yes
Selectman Sherman, yes
Opposed, none

Motion made by Selectman O'Hara to adjourn at 6:09 p.m.

Motion seconded by Selectman Sherman.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Selectman O'Hara, yes Selectman Cotton, yes Selectman Sherman, yes

Selectman Gottlieb, yes Selectman Weeden, ves Opposed, none

The Finance Committee in continuing their review of the October warrant further discussed Article 12 proposed to prohibit Personal Watercrafts on Ashumet Pond. The Finance Committee previously voted to make no recommendation on Article 12 by a vote of 5-0.

Motion made by Mr. McKelvey to rescind the previous vote on Article 12 of the October warrant.

Motion seconded by Mr. Richardson.

VOTE: 3-2. Motion carries.

Roll Call Vote:

Mr. Pettengill, no Mr. McKelvey, yes Mrs. Furbush, yes

Mr. Richardson, yes Mr. Brady, no Opposed, (2)

A brief discussion followed.

Motion made by Mr. McKelvey to not recommend Article 12. There was no second.

Motion made by Mr. Richardson to make no recommendation on Article 12. Motion seconded by Mrs. Furbush.

As discussion continued it was agreed the voters should determine the outcome of this article.

VOTE: 4-1. Motion carries.

Roll Call Vote:

Mr. Pettengill, yes Mr. McKelvey, no Mrs. Furbush, yes

Mr. Richardson, ves Mr. Brady, ves Opposed (1)

Motion made by Mrs. Furbush to adjourn at 6:12 p.m.

Motion seconded by Mr. McKelvey.

VOTE: Unanimous. 5-0.

Roll Call Vote:

Mr. Pettengill, ves Mr. McKelvey, yes Mrs. Furbush, yes Mr. Richardson, yes Mr. Brady, yes Opposed, none

> Respectfully submitted, Kathleen M. Soares, Secretary

TOWN OF MASHPEE BOARD OF SELECTMEN PUBLIC HEARING NOTICE

(Including Hearing Continued from August 24, 2020)

The Mashpee Board of Selectmen will conduct a public hearing regarding the adoption of a local licensing regulation per G.L. c. 138, §23 and Board of Selectmen Policy #068, Alcoholic Beverages Licenses (Section III — Package Store All Alcohol), banning the sale of alcohol nips (50 milliliter (ml) container) and, further, banning the sale of alcohol nips in containers of up to 100 ml in size, as a condition of any new, renewed and/or transferred license for establishments licensed pursuant to G.L. c. 138, §15 based on considerations of public health, welfare and safety.

Said hearing, continued from August 24, 2020 and hereby modified in scope to include consideration of a ban on the sale of alcohol nips in containers of up to 100 ml in size, will be held on Monday, November 2, 2020 at 6:35 pm in the Waquoit Meeting Room at Mashpee Town Hall, 16 Great Neck Road North, Mashpee, MA 02649.

Please be advised, if the Mashpee Town Hall is still closed to the public due to the COVID-19 public health emergency the public may participate in the following manner:

Broadcast Live on Local Cable Channel 18
Call in Comment Number: (508) 539-1400 extension 8585

Streamed Live on the Town of Mashpee Website: https://www.mashpeema.gov/channel-18

You can submit comments and questions via email to bos@mashpeema.gov prior to the meeting date and time.

Per order of The Mashpee Board of Selectmen

John J. Cotton, *Chair*Thomas F. O'Hara, *Vice-Chair*Carol A. Sherman, *Clerk*Andrew R. Gottlieb
David W. Weeden

BOARD OF SELECTMEN
PUBLIC HEARING NOTICE
(including Hearing Continued from August 24, 2020)

The Mashpee Board of Selectmen will conduct a public hearing regulation per G.L.c. 138, §23 and Board of Selectmen Policy #068, Alcoholic Beverages Licenses (Section III – Package Store All Alcohol), banning the sale of alcohol nips (50 milliliter (ml) container) and, further, banning the sale of alcohol nips (60 milliliter (ml) container) and further, panning the sale of alcohol nips in containers of up to 100 ml in size, as a condition of any new, renewed and/or transferred ficense for establishments licensed pursuant to G.L.c. 136, §15 based on considerations of public health, welfare and safety

Said hearing, continued from August 24, 2020 and hereby modified in scope to include consideration of a ban on the sale of alcoholinips in containers of up to 100 milin size, will be held on Monday, November 2, 2020 at 6:35 pm in the Waquott Meeting Room at Mesippee Town Hall, 16 Great Neck Road North, Mashpee, MA 02649.

Please be advised, if the Mashpee Town Hall is still closed to the public due to the COVID-16 public health emergency the public may participate in the following manner:

Broadcast Live on Local Cable Channel 18

*Call In Comment Number: (508) 538-1400
extension 8585*

Streamed Live on the Town of Mashpee Website: https://www.mashpeema.gov/channel-18

You can submit comments and questions via entail to bos@mashpeema.gov prior to the meeting date and time:

Per order of The Mashpee Board of Selectmen John J. Cotton, Chair Thomas F. C.Hara, Vice-Chair Carol A. Sherman, Clerk Andrew R. Gottlieb David W. Weeden

From:

Charles Baker -

Sent:

Tuesday, October 27, 2020 4:13 PM

To:

Terrie Cook

Subject:

Ban on Small Bottles

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Please support ban on small bottles. I walk Great Neck Road frequently and see many of these discarded on the side of the road. More worrisome is the thought that people are drinking while driving.

From:

Sent:

Tuesday, October 27, 2020 5:13 PM

To:

Terrie Cook

Subject:

Stop The Ban on Small Bottles

WARNING! EXTERNAL EMAIL: : This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Elizabeth

From:

Lisa Fischer

Sent:

Tuesday, October 27, 2020 5:35 PM

To:

Terrie Cook

Subject:

Stop The Ban on Small Bottles

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Sent from Mail for Windows 10

Do not ban the bottle Hold people accountable for their actions. Make them pick it up. Don't take the easy path.

Lisa Fischer



This email has been checked for viruses by Avast antivirus software. www.avast.com

From:

AnthonyPietrafitta

Sent:

Tuesday, October 27, 2020 6:04 PM

To:

Terrie Cook

Subject:

Stop The Ban on Small Bottles

WARNING! EXTERNAL EMAIL: : This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

..om>

I do not believe banning the sale of small bottles will have a significant impact on the environment here. People will simply go elsewhere to purchase similar items.

Anthony Pietrafitta

Masspee

Sent from my iPad

From:

Eileen Bourgeault

Sent:

Wednesday, October 28, 2020 7:17 AM

To:

Terrie Cook

Subject:

Stop The Ban on Small Bottles

WARNING! EXTERNAL EMAIL: : This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Sent from my iPhone

From:

Alan Robinson

Sent:

Wednesday, October 28, 2020 3:08 PM

To:

Terrie Cook

Subject:

Re: Nip Ban Hearing November 1, 2020

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Dear Members of the Mashpee Board of Selectmen

I am writing as a resident of Falmouth and a member of the Falmouth Litter Reduction Team (FLRT). FLRT is not a Town committee, though we have several times made presentations to and participated in discussions with the Falmouth Select Board. You may recall that we submitted a letter in support of a ban on the sale of nips in Mashpee prior to the August 24th hearing. A copy of that letter appears below.

As we related in that letter, our goal is the end of littering in Falmouth. The results of our 52 litter surveys established that nips represent 32% of the litter items along Falmouth's roadsides.

In that letter we also referenced a Mashpee Enterprise article that made reference to a statement by a member of the Mashpee community, that a ban on nip sales in Mashpee would have no effect on litter as people would "just drive to Falmouth" to purchase nips.

As you likely know, on September 14th, Falmouth Spring Town Meeting approved our petitioner's article to ban the sale of alcoholic beverage containers up to 100 ml in size. This nip ban will go into effect on October 1, 2021. Hence, the arguement that people will "just drive to Falmouth" does not stand.

The Falmouth Community stands with you in spirit as you consider whether to ban the sale of nips in Mashpee. We look forward with the strong hope that you will join us in action.

The Falmouth community is moving forward on other litter fronts. One of these will be our first annual, townwide, Fall litter cleanup on December 5-6. Our two towns are already partnering to remedy other important environmental issues. We can, with the nip sales ban, improve the quality of our environment and the lives of our residents and visitors alike.

We urge you to vote aye to approve a nip sales ban in Mashpee.

Sincerely,
Alan Robinson
Member, Falmouth Litter Reduction Team

Dear Members of the Mashpee Board of Selectmen:

I am writing as a resident of the Town of Falmouth and a member of the Falmouth Litter Reduction Team (FLRT). Falmouth, Mashpee and other communities share a problem - litter on our roadsides, beaches and other public spaces. The quality of life in the beautiful communities in which we live is degraded by this litter. The members of FLRT, and I'm certain the great part of the Falmouth community, enthusiastically support the effort in Mashpee to pass a regulation to ban the sale of 50 ml alcoholic miniatures, "nips."

FLRT's goal is the elimination of littering in Falmouth. Wanting a sound basis for our work towards this goal, we performed 52 litter count surveys along Falmouth roadsides between December 2018 and May 2019. We tallied 22 different litter items. Our principal finding: 32% of the litter items along Falmouth roadsides are nips. We convened group listening sessions about litter with community association presidents, high school students and liquor store owners and operators and spoke with many individuals. We conferred with our state representatives and members of other communities. We held a public forum. We presented our findings about litter and recommendations at a meeting of the Falmouth Board of Selectmen in July 2019. Reviewing what we learned through this process, we concluded that banning the sale of nips in Falmouth (and neighboring communities) is the only effective means to reduce this source of litter.

In January 2020 FLRT submitted the following petitioner's article for enactment of a bylaw to Falmouth Spring 2020 Town Meeting: "The sale of alcoholic beverages in containers less than or equal to 100 milliliters is prohibited within the Town of Falmouth."

Due to the COVID-19 pandemic, Falmouth split the consideration of Spring 2020 Town Meeting articles into two sessions. The nip ban article is currently scheduled to be considered on September 14th. There is strong community support for a ban. We have every reason to believe that it will be passed.

A recent article in the Mashpee Enterprise referred to a statement by a member of the Mashpee community. That person stated that a ban on nip sales in Mashpee would have no effect on the quantity of nip litter, as people would just drive to Falmouth to purchase nips. Come September 14th and the requisite time for the Falmouth bylaw to go into effect, that argument for taking no action will not stand.

The Falmouth community stands with you in spirit as you consider whether to ban the sale of nips in Mashpee. In three weeks we hope to be with you in action.

Our Towns are already working together and making progress on a number of important issues. Opportunities to quickly improve the quality of life for our residents and the quality of experience for our visitors are relatively rare. This is one such time. We urge you to vote to approve a nip sales ban Monday night.

Sincerely,
Alan Robinson
Member, Falmouth Litter Reduction Team

72540

Note: A copy of this letter will be emailed to the members of the Falmouth Litter Reduction Team, the Cape Cod Anti-litter Coalition and the Falmouth Board of Selectmen



November 1, 2020

Hon. John Cotton Town of Mashpee 16 Great Neck Road North Mashpee, MA 02649

Submitted via email: bos@mashpeema.gov

Dear Selectman Cotton:

This letter is submitted on behalf of the Distilled Spirits Council, a national trade association representing producers and marketers of distilled spirits sold in the United States, to express our opposition to any proposed ban on the sale of small size distilled spirits products sold in Mashpee.

Smaller sizes of spirits products, e.g. 50 milliliters, 100 milliliters or 200 milliliters, are long established and legally accepted fill sizes at the Federal and State level, including in the Commonwealth of Massachusetts. These sizes are produced by distillers for several reasons. Among them are:

- To provide customers with an opportunity to try a new product at a lower price point before committing to purchasing a larger and more expensive size;
- To introduce new product extensions to the marketplace, such as new flavors within a product or brand line or test the market acceptance of new products;
- To allow a customer to purchase a super-premium product at an affordable price point that may be economically out of reach in a larger, i.e. 750 milliliter, size;
- To use in recipes or cooking applications where small quantities are called for and a larger size purchase would be unnecessary.

We believe the proposed ban will be harmful to local businesses that continue to face hardships in the current environment, have little to no impact on the issue of litter and merely encourage customers to shop in other towns for the same products thus doubly harming Mashpee's retailers when customers make additional purchases at stores in those neighboring communities.

Selectman John Cotton Town of Mashpee November 1, 2020 Page two

Effective public policy is the implementation of principled actions taken by government officials in a manner consistent with law and designed to address a particular goal. We submit that this proposed ban fails on all measures and is misguided and unsupported by any research or causal analysis that would necessitate such a drastic action. We urge you and the members of the Board of Selectmen to reject a ban in favor of a public/private partnership to address the issue of litter and cooperatively work with the local retail community to find common sense solutions to making the streets of Mashpee cleaner without damaging the local economy.

Thank you for the opportunity to provide our views.

Sincerely,

Jay M. Hibbard

Vice President - Government Relations

Jay M. Hilland

cc: Thomas F. O'Hara Vice Chair Carol A. Sherman Clerk Selectman Andrew Gottlieb Selectmen David Weeden

From:

John J. Cotton

Sent:

Thursday, October 29, 2020 4:30 PM

To:

Terrie Cook

Subject:

Fwd: Nips ~

Please add to file

Begin forwarded message:

From: George Schmidt < 50000

Date: October 29, 2020 at 3:36:44 PM EDT

To: "John J. Cotton" < JCotton@mashpeema.gov>

Subject: Nips ~

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Hi John ~

Hope all is well and that you and yours are safe and healthy.

Re: proposed nip bottle ban in Mashpee ~~ while I am all for free enterprise I am also for litter less roadways and lawns.

You know where I live and yes, there have been nips on the road and on my lawn. And I do not think telling the users (if I happen to see them) not to pollute is the answer.

I am also on the substance abuse task force - and nips are a lot easier to conceal; - particularly with someone under age.

In short ~ I am in favor of banning the sale of nips in Mashpee.

Thanks ~ and stay safe.

George



Mashpee Board of Selectmen c/o Terrie Cook 6 Great Neck Road North Mashpee, MA 02649

October 30, 2020

Dear Mashpee Board of Selectmen.

The signers of these petitions are united in opposition to proposed business licensing requirements that would include a ban on the sale of alcohol nips (50 or 100 milliliter (ml) container), and urge you to reject any change to laws or regulations, including the business licensing process, that would result in a ban on the sale of alcohol nips.

In the case that you do vote to effectively enact a ban on the sale of alcohol nips, we ask that these 500+ signatures serve as a request for a special town meeting to allow the citizens of Mashpee to voice their opinions and put the issue to a vote.

If these petitions do not suffice as for purposes of a requesting a special town meeting, we will resubmit a petition that specifically states that the citizens of Mashpee request a special town meeting should the proposed changes to the business licensing process be adopted.

We share your concern for keeping Mashpee beautiful and litter-free and are committed to the same goals, but do not believe that banning the sale of alcohol nips provides the right long-term solution. We look forward to working with you to create that solution.

Sincerely,

Pick Up Mashpee, on behalf of the undersigned petitioners

From:

thomas moylan

moylar.

Sent:

Tuesday, October 27, 2020 7:--4 AM

To:

Terrie Cook

Subject:

Stop The Ban on Small Bottles

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

on behalf of thomas

This approach makes very little sense unless adopted on a Statewide level. Education is the only way to solve this problem.

Thank you,

Tom Moylan Mashpee, MA Sent from <u>Mail</u> for Windows 10

From:

DonnaJean <

Sent:

Saturday, October 31, 2020 6:15 AM

To:

Terrie Cook

Subject:

Stop The Ban on Small Bottles

WARNING! EXTERNAL EMAIL: : This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

I think it's about time. Our sacred places are strewn with nip bottles. We should ban all plastic.

Sent from my iPhoneDonnajean Lopez

From:

cmsmailer@civicplus.com on behalf of Town of Mashpee MA via Town of Mashpee MA

<cmsmailer@civicplus.com>

Sent:

Saturday, October 31, 2020 8:22 AM

To:

Terrie Cook

Subject:

Form submission from: Ask the Selectmen

WARNING! EXTERNAL EMAIL: : This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Submitted on Saturday, October 31, 2020 - 8:22am

Submitted values are:

To Whom would you like to direct your comments & questions? All Selectmen Please include any questions or comments: I support the banning of nips! You can't walk anywhere in Mashpee without finding them on the side of the road (I'm sure most are consumed while driving). They are a recipe for drunk driving. Mashpee roads will be safer with the banning of nips.

Name: Sarah Provencher

E-mail Address: Address: City: Mashpee State: MA Zip: 02649

Phone:

Organization: Mashpee Home Owner

The results of this submission may be viewed at:

https://www.mashpeema.gov/node/6129/submission/4006

From:

John J. Cotton

Sent:

Saturday, October 31, 2020 8:52 AM

To:

Terrie Cook

Subject:

Fwd: Form submission from: Ask the Selectmen

Please distribute for file thanks

Begin forwarded message:

From: Town of Mashpee MA via Town of Mashpee MA <cmsmailer@civicplus.com>

Date: October 31, 2020 at 8:33:24 AM EDT

To: "John J. Cotton" <JCotton@mashpeema.gov>
Subject: Form submission from: Ask the Selectmen

Reply-To: "Town of Mashpee MA"

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Submitted on Saturday, October 31, 2020 - 8:33am

Submitted values are:

To Whom would you like to direct your comments & questions? John Cotton Please include any questions or comments:

Hey John thanks for taking up discussion around banning Nip Bottles in Mashpee. I'm in full agreement of banning Nip Bottles because they make driving under the influence way too easy. People leave the liquor stores and drink the bottles in their cars, then toss the evidence onto our streets, sidewalks, and yards.

My wife and I walk the streets of our neighborhood around the main streets of Redbrook Rd and Greatneck Rd South and pick up grocery bags full of trash. Much of this trash continues to be Nip Bottles and caps.

This drunk driving and litter sends a dangerous message, and presents imminent danger, to the public and especially to our kids. We should be sending a message of zero tolerance to litter and to driving under the influence and a ban on Nip Bottles would send a very strong message of zero tolerance. Keep us safe and our streets clean, ban those Nip Bottles! Thank you John!

Name: Pete Provencher

E-mail Address:

Address: 2
City: Mashpee
State: MA
Zip: 02649
Phone: '

From:

John J. Cotton

Sent:

Saturday, October 31, 2020 9:30 AM

To:

Terrie Cook

Subject:

Fwd: Form submission from: Ask the Selectmen

For file thanks

Begin forwarded message:

From: Town of Mashpee MA via Town of Mashpee MA <cmsmailer@civicplus.com>

Date: October 31, 2020 at 9:05:59 AM EDT

To: "John J. Cotton" <JCotton@mashpeema.gov>
Subject: Form submission from: Ask the Selectmen

Reply-To: "Town of Mashpee MA"

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Submitted on Saturday, October 31, 2020 - 9:05am

Submitted values are:

To Whom would you like to direct your comments & questions? John Cotton Please include any questions or comments: I support the ban on nips. I'm tired of picking them up on my front lawn all summer.

Name: Diane Kraihanzel

E-mail Address:

Address: Address: Address: City: Mashpee State: MA Zip: 02649 Phone:

Organization:

The results of this submission may be viewed at: https://www.mashpeema.gov/node/6129/submission/4016

From:

Frank Porcaro ·

Sent:

Saturday, October 31, 2020 9:57 AM

To:

Terrie Cook

Subject:

Stop The Ban on Small Bottles

WARNING! EXTERNAL EMAIL: : This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

I would like to add my support to stop the ban on small bottles

Sent from my iPhone

From:

John J. Cotton

Sent:

Saturday, October 31, 2020 5:46 PM

To:

Terrie Cook

Subject:

Fwd: Form submission from: Ask the Selectmen

Please add to file!

Begin forwarded message:

From: Town of Mashpee MA via Town of Mashpee MA <cmsmailer@civicplus.com>

Date: October 31, 2020 at 3:43:26 PM EDT

To: "John J. Cotton" <JCotton@mashpeema.gov>
Subject: Form submission from: Ask the Selectmen

Reply-To: "Town of Mashpee MA" <

WARNING! EXTERNAL EMAIL: This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Submitted on Saturday, October 31, 2020 - 3:43pm

Submitted values are:

To Whom would you like to direct your comments & questions? John Cotton Please include any questions or comments: Please vote to ban nip bottles this week. They constitute 90 pct of the trash i pick up along the road weekly. Nips may be popular but not usually for great reasons. Thankyou. We really need to reduce availability of the disposable plastics that make up most litter

Name: Virginia Edgcomb

E-mail Address:

Address:

City: Mashpee State: Mass Zip: 02649 Phone. Organization:

The results of this submission may be viewed at: https://www.mashpeema.gov/node/6129/submission/4021

Petition to

Bottles

Mashpee Select Board is considering a ban on small liquor bottles.

This would do nothing to change the problem of littering in our town, and instead hurt Mashpee's independent businesses by driving customers away during an economic downturn. Let's come together to develop real solutions to making the streets of Mashpee cleaner, instead of focusing on one-off bans that could damage our local economy. Pick up Mashpee Don't pick on the little guy.



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Petition to Stop the Ban on Small Sized Bottles

Mashpee Select Board is considering a ban on small liquor bottles. This would do nothing to change the problem of littering in our town, and instead hurt Mashpee's independent businesses by driving customers away during an economic downturn. Let's come together to develop real solutions to making the streets of Mashpee cleaner, instead of focusing on one-off bans that could damage our local economy. Pick up Mashpee Don't pick on the little guy.

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Petition to Stop the Ban on Small Sized Bottles

Mashpee Select Board is considering a ban on small liquor bottles.

This would do nothing to change the problem of littering in our town, and instead hurt Mashpee's independent businesses by driving customers away during an economic downturn. Let's come together to develop real solutions to making the streets of Mashpee cleaner, instead of focusing on one-off bans that could damage our local economy. Pick up Mashpee Don't pick on the little guy.



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Petition to



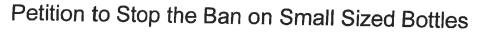
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Mashpee Select Board is considering a ban on small liquor bottles. This would do nothing to change the problem of littering in our town, and instead hurt Mashpee's independent businesses by driving customers away during an economic downturn. Let's come together to develop real solutions to making the streets of Mashpee cleaner, instead of focusing on one-off bans that could damage our local economy. Pick up Mashpee Don't pick on the little guy.



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Mashpee Select Board is considering a ban on small liquor bottles.

This would do nothing to change the problem of littering in our town, and instead hurt Mashpee's independent businesses by driving customers away during an economic downturn. Let's come together to develop real solutions to making the streets of Mashpee cleaner, instead of focusing on one-off bans that could damage our local economy. Pick up Mashpee Don't pick on the little guy.



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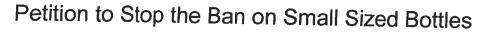
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Mashpee Select Board is considering a ban on small liquor bottles.

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Mashpee Select Board is considering a ban on small liquor bottles. This would do nothing to change the problem of littering in our town, and instead hurt Mashpee's independent businesses by driving customers away during an economic downturn. Let's come together to develop real solutions to making the streets of Mashpee cleaner, instead of focusing on one-off bans that could damage our local economy. Pick up Mashpee Don't pick on the little guy.



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Petition to Stop the Ban on Small Sized Bottles

Mashpee Select Board is considering a ban on small liquor bottles.

This would do nothing to change the problem of littering in our town, and instead hurt Mashpee's independent businesses by driving customers away during an economic downturn. Let's come together to develop real solutions to making the streets of Mashpee cleaner, instead of focusing on one-off bans that could damage our local economy. Pick up Mashpee Don't pick on the little guy.



| Name | Signature | Address |
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2020 Mashpee Underground Duct System Improvement Projects

Eversource Distribution Engineering, South

Oct 2, 2020

Mashpee to Sandwich new tie

- Install 5,100 ft of UG for future tie of large radial areas of circuit 44X (1,847 cust) and 45Y (885 cust)
- Circuit OH lines now stop at end of joint AFB runway



Mashpee

Popponesset Peninsula

Circuit 45A on peninsula with very large underground areas and both overhead supplies joined at one intersection

One tie near source from ckt 45B (blue)

Two large radial areas:

- East: 1,965 cust

West: 1,054 cust

Two upgrades proposed:

Part 1: Improve the source configuration
Part 2: Build a UG loop tie between East and West radial areas through New Seabury



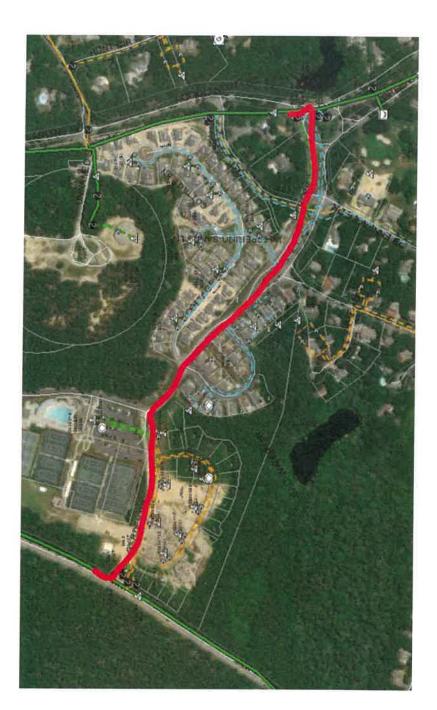
Mashpee

- Circuit 45A configuration is limited and has high exposure due to peninsula
- Part 1 Enhancement:
 Build a 1,600 ft UG
 bypass to add 2nd
 supply for 1,965 cust in
 Eastern area
 (Greensward Rd and
 South) from 45B
- Improve source's limited OH configuration with new UG future tie



Mashpee

- Circuit 45A
 configuration is limited
 and has high exposure
 due to peninsula
- Part 2 Enhancement: Build 2,600 ft UG loop along Cross Rd & Garden St
- Establish UG future tie between East and West radial areas through New Seabury



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Town of Mashpee

Department of Public Works

350 Meetinghouse Road Mashpee, Massachusetts 02649 Telephone - (508) 539-1420 Fax - (508) 539-3894

MEMORANDUM

October 28, 2020

TO:

Board of Selectmen

Rodney Collins, Town Manager

FROM:

Catherine Laurent, Director (

RE:

FY21 Snow Plow Contractor Rates

Description

The Town hires private contractors each year to assist with snow removal. To remain competitive with surrounding towns and MassDOT, rates are reviewed annually.

Background

With over 425 lane miles of roads in Mashpee (Town roads plus private roads meeting the minimum requirements), DPW is unable to plow all roads and Town parking lots during a snow storm. DPW attempts to hire approximately 20 contractors each winter season to assist.

The last rate increase was in FY19.

Recommendation

I recommend that the Board of Selectmen approve an increase in rates per below.

| EQUIPM | ENT | Current RATE | Proposed RATE |
|----------------------------------|-------------------|--------------|---------------|
| 4WD Truck (< 11,000 GVW) | 8 foot plow | \$82.50/hour | \$85.00/hour |
| | 9 foot plow | \$82.50/hour | \$90.00/hour |
| 4WD Truck (11,000-16,000 GVW) | 9 or 10 foot plow | \$99.00/hour | \$100.00/hour |

Pros and Cons

Paying rates comparable to those paid by other towns is imperative to attracting and keeping contractors. While fuel costs have remained relatively low, contractors are responsible for maintaining their trucks/plows and providing minimum insurance.

Failure to hire a sufficient number of contractors will delay the Town's response during and after a snow storm.



Town of Mashpee

Office of Selectmen

16 Great Neck Road North Mashpee, Massachusetts 02649 Telephone - (508) 539-1401 bos@mashpeema.gov

MEMORANDUM

Date:

October 29, 2020

TO:

Rodney C. Collins, Town Manager and

Honorable Members of the Board of Selectmen

FROM: Terrie M. Cook, Administrative Assistant

RE: Boards & Committees - Letters of Resignation

Description

Discussion and acceptance of the resignations of the following:

Mashpee Community Garden Committee, Members-at-Large: *Irene Checkovich, Pamela McCarthy, Anthony Oliver*

Shellfish Commission:

Recreational Representative: Marcus Hendricks

Associate Member: Darryl Christensen

October 15, 2020

Board of Selectmen Town of Mashpee 16 Great Neck Road North Mashpee, MA 02649

RE: Mashpee Community Garden Advisory Committee - Letter of Resignation

Dear Board Members:

This letter is to let you know that I am respectfully submitting my resignation from the Mashpee Community Garden Advisory Committee (MCGAC) effective immediately. Two years ago, it was an honor to be appointed to this committee; and it has been a thrill to assist with the highly successful reconfiguration and revitalization of the Mashpee Community Garden.

To ensure the ongoing success of our committee and this important community asset, I believe it is critical that Mashpee Community gardeners themselves become involved in all aspects of the garden. To help ensure this success, I feel the time is right for me to step down and create an opening for an active gardener to take my place, if so approved by the board.

Thank you again for the privilege of working on this important committee for the past two years – and helping with the creation of the new Mashpee Community Garden.

With sincere appreciation,

Irene Checkovich

cc Virginia Scharfenberg, MCGAC Committee Chairperson

Checkunch

October 6, 2020

Pamela McCarthy

Mashpee, MA 02649

The Mashpee Board of Selectmen 16 Great Neck Road North Mashpee, MA 02649

To the Board of Selectmen:

I am writing to notify you that I am resigning my seat on the Mashpee Community Garden Advisory Committee as of October 28, 2020. While I have enjoyed serving on the Committee, it is time for me to make room for a community garden member who would like to get more involved. I am thrilled to see how far the garden has come and how enthusiastic everyone is.

I am grateful to the board for appointing me to the committee, and to the committee for all of its hard work and dedication in reviving and revamping this wonderful community resource.

Sincerely yours,

Pamela McCarthy

cc: Virginia Sharfenberg, Chair, Mashpee Community Garden Advisory Committee

October 22, 2020

Board of Selectmen Town Hall 16 Great Neck Road North Mashpee, MA 02649

RE: Mashpee Community Garden Advisory Committee (MCGAC) Resignation

Members of the Board of Selectmen:

I have been a member of the Board of Directors of the Mashpee Community Garden Advisory Committee for two years. I am very pleased to see the success of the community garden's first season and anticipate the same for next year.

I am resigning from the Board in anticipation of several gardeners joining the Board and adding their ideas and perspectives as we move forward with plans for 2021 and beyond.

Sincerely,

Anthony Oliver

Anthony Oliver

Stephanie Coleman

From:

Donovan McElligatt

Sent:

Wednesday, October 14, 2020 1:06 PM

To:

Stephanie Coleman

Cc:

Terrie Cook

Subject:

Shellfish Commission Member Update

Ma'am,

Last night at the Shellfish Commission meeting the members voted unanimously to move Darryl Christensen from an Associate member to be the second recreational representative on the Commission with full voting rights. His term would be until June 30th, 2023. This would be to replace Marcus Hendricks who has resigned from the Commission due to health reasons.

This would put the current standing of the commission as follows:

Bill Holmes-Chairman (Commercial Representative)

Peter Thomas- Vice Chairman(Recreational Representative)

Donovan McElligatt-Shellfish Constable

Stephen Marques-Commercial Representative

Dick Cook- Associate Member(Aquaculture)

Going forward the Commission would also like to have Buddy Pocknet be an Associate Member, providing approval by the BOS. He is expected to submit his letter of interest and resume to the BOS office before the next meeting next month.

Thank you and let me know if you have any questions,

Donovan McElligatt Town of Mashpee – Shellfish Constable 16 Great Neck Rd North Mashpee, MA, 02649 Phone: (508) 539-1400 ext. 8576

Email: dmcelligatt@mashpeema.gov

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Town of Mashpee

Office of Selectmen

16 Great Neck Road North Mashpee, Massachusetts 02649 Telephone - (508) 539-1401 bos@mashpeema.gov

MEMORANDUM

Date: October 29, 2020

TO: Rodney C. Collins, Town Manager and

Honorable Members of the Board of Selectmen

FROM: Terrie M. Cook, Administrative Assistant

RE: Boards & Committees - Appointment

Description

Discussion and approval of the appointment of the following:

Mashpee Community Garden Committee: William Nay (Term Expires June 30, 2023); Lynn Harris (Term Expires June 30, 2022); Frank Gallello (Term Expires June 30, 2021)

Mashpee Inclusion & Diversity Committee: Dan Kupferman (Term Expires June 30, 2022)

Cultural Council:

Janet Wright (Term Expires: September 30, 2023); Merrill Blum (Term Expires: September 30, 2022)

Shellfish Commission:

Recreational Representative: Darryl Christensen (Term Expires: June 30, 2023)

All of the above have been interviewed and recommended for appointment by the respective committees, councils and commissions.

William R. Nay

Mashpee, MA 02649

October 19, 2020

Board of Selectmen C/O Mashpee Town Hall 16 Great Neck North Mashpee, MA 02649

Dear Selectmen,

This letter is to let you know of my interest in being a member of the Mashpee Community Garden Advisory Committee.

I have been a lifelong gardener and jumped at the opportunity to have a plot when the garden re-opened last spring.

Being a part of the community garden was a great pleasure and I hope to help keep the garden "growing" as an ongoing venture here in Mashpee.

Best Regards,

Bill

Lynn Harris

Mashpee, MA 02649

October 19, 2020

Board of Selectmen Town of Mashpee Mashpee Town Hall 16 Great Neck Road North Mashpee, MA 02649

Dear Members of the Board,

This letter is to let you know of my interest in becoming a board member of the Mashpee Community Garden Advisory Committee.

I have had a garden plot here for two years and have enjoyed it immensely. The improvements made to the garden this year are amazing and I am looking forward to the continued development of this wonderful community asset. Since beginning as a gardener over 30 years ago my interest has continued to grow each year. I love sharing what I have learned with others but love to learn from others even more. Our community garden is a great place to do both! I would love to be a part of the Advisory Committee so that I can contribute to the growth of this beautiful place and watch others learn to enjoy gardening too.

Sincerely,

Lynn Harris

Terrie Cook

From: Virginia Scharfenberg

Sent: Thursday, October 29, 2020 9:19 AM

To: Virginia Scharfenberg

Subject: RE: sent to selectman Community Garden Board

From: Frank Gallello

Date: Sun, Oct 25, 2020 11:44 AM

To: Virginia Scharfenberg;

Cc:

Subject:sent to selectman Community Garden Board

To all Selectman and Members of the town of Mashpee,

Please let me introduce myself, Frank Gallello of I have a Plot in the Community Garden now and am interested in being on the Board for the Community Garden this coming season.

I am willing to assist in the planning and executing of the plans for the Community Garden.

For the Past 20 Years I have had my own garden in Needham Ma . and now enjoy being part of the community here in Mashpee.

Please accept my nomination to join the others at the Community Garden...

Thank You, Frank Gallello

Mashpee, MA 02649

Terrie Cook

From:

cmsmailer@civicplus.com on behalf of Town of Mashpee MA via Town of Mashpee MA

<cmsmailer@civicplus.com>

Sent:

Monday, October 5, 2020 11:48 AM

To:

Terrie Cook

Subject:

Form submission from: Ask the Selectmen

WARNING! EXTERNAL EMAIL: : This message originated outside the Town of Mashpee mail system. DO NOT CLICK on links or attachments unless you are absolutely certain the content is safe.

Submitted on Monday, October 5, 2020 - 11:47am

Submitted values are:

To Whom would you like to direct your comments & questions? All Selectmen Please include any questions or comments:

Hello, I'm responding to the open seat on the Mashpee Inclusion and Diversity Committee. I'm recently retired and want to serve my community. Like so many others, I've become concerned about social justice and think I can contribute to this committee. On Friday the Enterprise published this letter that indicates my commitment to inclusion and diversity:

The Mashpee School Committee should be commended for creating an anti-racism resolution "to ensure we create a welcoming community for ALL students."

This is an important message to teach our young people. Committee member Dan Myers took issue with the last sentence: "We must ensure our own school culture is anti-racist and acknowledge that all lives cannot matter until Black lives matter." He felt that the resolution should include the Mashpee Wampanoag Tribe, an indigenous people. Mashpee is, after all, the home of the Wampanoag. I agree with Mr. Myers. I don't want to minimize the BLM movement, but Wampanoag children make up the largest minority group within the Mashpee school district. And to be more inclusive, they could replace the word "Black" with "Black, Indigenous, and People of Color" (aka BIPOC). This is fast becoming a ubiquitous phrase (and acronym) to describe all non-white people who face discrimination in our country — and unfortunately, all non-White people face discrimination.

Some people don't feel the need to single out any groups, because "all lives matter", but they're missing the point. White people haven't been the victims of racism throughout our country's history. Notice that there no amendments in the Constitution to free White people or to give White people the vote (women are another story). Notice that White people have never had their land taken from them and were never put on reservations or in internment camps. White people were never discriminated against when trying to purchase land, buy or rent a house or an apartment, or a car, or when trying to get an education, or a job, or when interacting with the police.

It's a given that White lives matter. Black, Indigenous, and People of Color lives matter too. C'mon School Committee, change it.

If my name is familiar it's because I contacted the Selectmen and had letters published about about the Police Proclamation and about holding Town Meeting indoors. I hope you agree that even when we disagree I'm a thoughtful, respectful, citizen who like all of you, want the best for Mashpee. Thank you for your consideration.

Dan Kupferman

Mashpee, MA 02649

Name: Dan Kupferman

September 25, 2020

Board of Selectmen Town of Mashpee 16 Great Neck Road North Mashpee, MA 02649

Dear Board Members,

I am writing to ask for your consideration to become a member of the Mashpee Cultural Council. I have spoken with Andrea Watson, Co-Chair of the Council, and she agrees that this would be a good fit for the organization.

I have lived in Mashpee since retiring from teaching in 2013, and have been involved in the community since then. I am very active with the Cotuit Center for the Arts, serving on the Volunteer Advisory Committee. I have coordinated the Read to Me at KCC program at K.C. Coombs School. I am on the Board of Directors of Cape Cod Rowing, an adult rowing club in Centerville.

Thank you for your time and consideration, and I look forward to hearing from you.

Sincerely,

Janet Wright

Mashpee, MA 02649

2020 SEP 28 MI II: 28

Mashpee, MA 02649

September 21, 2020

Board of Selectman Town of Mashpee 16 Great North Road North Mashpee, MA 02649

Dear Board:

I have recently become a resident of Mashpee and am inquiring about volunteer opportunities in Mashpee. I have been a resident of Cape Cod for fifteen years and lived in the village of Centerville. During this period, I served on a number of Town Boards and Commissions.

These include:

Human Services—6 years
Affordable Housing—8 years
Disability Commission 8 years including 2 years as Chair
Council on Aging 2 years, elected as Vice Chair this year but declined due to move

I served on Federal, State, and Local committees with regard to transportation, homelessness and housing, veterans issues.

I have include my resume.

Meniell Blum

Merrill Rhim

Merrill Blum

Mashpee, MA 02649 Phone email:

Profile

I have experience in private and public sectors as executive, entrepreneur, manager, and administrator. I have developed sales and marketing programs and was instrumental in building the Internet as a sales channel. I have initiated both state and federal grants which have been successfully renewed for six years.

Proven Strengths

Executive decision making, Capacity Building, Fundraising, Strategic Planning

Professional Summary

Viet Nam Veterans Outreach Center

Hyannis, MA

2004-2014 (Retired)

Executive Director—Appointed Executive Director in 2008. Successfully, expanded program to include an additional building which housed six residents. Recruited staff. Added SSVF grant for veterans housing to the Cape (\$230,000 per year). Expanded inter-agency alliances with other Cape agencies, such as Duffy, HAC, Elder Services. Initiated Stand Down. Acquired the Grace Center through donation valued at \$1,000,000. Revalued corporate assets bringing asset value to over \$2,000,000. Initiated operating budgets.

Veterans Transition House

New Bedford, MA

2003-2006

Employment & Training Director/Graduate House Coordinator—I administered two grants. One, Employment & Training Director, which assists veterans back into the job market and to develop life skills. Second, as Coordinator of the Graduate House program which houses seventeen men in three buildings. This program assists them prior to their returning to full independent living. Both grants have been renewed and the grants provide 25% of our total funding. In addition, was responsible for the food services and the operations of the buildings. Responsible for implementation of life safety code project to meet federal standards,

Massachusetts Veterans Inc

Worcester, MA

2001-2003

Employment & Training Specialist—Working within a team environment to train and find jobs for veterans housed in a shelter and bring them back into the job market, able to earn a living wage. Our program was judged to be the model for the entire country by the Department of Labor.

Easter Seals Massachusetts, Inc

Worcester, MA 2000-2001

Marketing Specialist—I initiated contact with employers to sell the graduates of our computer training programs which enabled persons with disabilities to secure employment. I also met with our funding sources and briefed them on continuing progress.

Furniture.com

Worcester. MA 1997-2000

Vice President of Sales—As Vice President of Sales, I worked on a team that was substantially responsible for creating the Internet as a sales channel. We helped to create a whole new technology and as a result we were able to go into the Capital Markets and secure almost a hundred million dollars in venture capital. We had a mid-market cap of about one-hundred and fifty million. During this period our sales grew from one-hundred thousand to twenty-two million. I created a sales department of over 15 sales persons and a customer service department of over twenty.

ReRuns, Inc

Worcester, MA

1985-1997

Entrepreneur—Owner/operator of fine antique retail location and auction gallery.

Education

Bryant College Smithfield, RI

BS/BA Marketing

Community

Barnstable Human Services Committee, Governor's Advisory Council on Veterans Services, Veterans Administration Homeless Veterans subcommittee, Community Leadership Institute, Town of Barnstable Housing Committee, Policy Board, Regional Network to end Homelessness, Barnstable Citizens Leadership Academy, Barnstable Disability Commission (Chair), Congressman Bill Keating Veteran Advisory Board, Barnstable Council on Aging, member

Military

United States Army

Honorable Discharge





| Date | Invoice # |
|------------|------------|
| 10/21/2020 | C19WC06874 |

Bill To

Rodney Collins Town of Mashpee 16 Great Neck Road North, Mashpee, MA 02649

> P.O. No. Terms Project Due Upon Receipt

| Quantity | Description | Rate | Amount |
|----------|---|------------|------------|
| 1 | Claim Deductible Payment Org Obj Proj 7268 5200 109 IIIF U Injured on Dudy Fun | \$1,000.00 | \$1,000.00 |
| | | Total | \$1,000.00 |



TO: Catherine Laurent

COMPANY: Town Of Mashpee DPW FROM: New England Soundproofing

DATE: October 22, 2020

TESTING PERFORMED: dB Readings at Pickball Court.

| INTRODUCTION: | 2 |
|--------------------|----|
| INSTRUMENT: | 2 |
| TESTING PERFORMED: | 3 |
| RESULTS: | 3 |
| LOCAL REGULATION: | 4 |
| RECOMMENDATIONS: | 5 |
| APPENDIX A | 6 |
| APPENDIX B | 8 |
| APPENDIX C | 10 |

NEW ENGLAND SOUNDPROOFING



Introduction:

The Town of Mashpee built multiple pickleball courts in the neighboring residence of Ashumet Rd and Great Hay Rd. New England Soundproofing was contacted by town manager Rodney Collins to take readings to find the impact of the pickbleball courts and the sound wall that they had purchased from AcoustiBloc. This sound wall is constructed with a barrier added to the existing chain link fence that runs on the north side, going east and west. The barrier fence runs just on the back and side of the pickleball courts, not on all sides. The barrier fully covers the 8' fence, overlapping at most of the joints. Neighboring homes have complained even with the wall up. One neighboring home has stated that the noise was not reduced but actually has increased. The Town of Mashpee wanted us to take readings to gauge the effectiveness of the barrier, see if there are any weak areas, and propose different solutions to possibly increase the effectiveness of the barrier. New England Soundproofing tested multiple areas around the court to gather the different frequencies at different distances.

Instrument:

New England Soundproofing uses a Larson Davis PCB 831 Class 1 Sound Level Meter. Calibration of this meter was done before we did the readings on September 29, 2020 and also on October 2, 2020 by using a Model CAL200 calibrator. All certifications of the calibrator and Sound Level Meter can be provided upon request. All testing done in this report used the above meter, on the 1/3 Octave Band setting. We also created a noise source of over 80dB with different frequency's ranging from 400 to 4000hz. The sound source was placed in the court closest to the neighboring home. Readings of this were taken at the speaker, halfway to the home, and at the property line.





Testing Performed:

New England Soundproofing set up speakers in the courts and created a noise source over 80dB at each frequency for a period of 10 seconds or more. During that time, we recorded at the three locations: at the speaker, half way to the property line, and at the property line. We recorded at each location the following hertz: 400, 600, 800, 1000, 1200, 1600, 2000, 2500, 3150, 4000. New England Soundproofing did this process twice, one time with the barrier walls down, and one time with the barrier walls up to see the difference the walls made. We also took background noise of the locations to get a baseline of the noise within that area. Finally, we recorded people playing pickleball on one of the courts to get data showing the noise levels and hertz that come from playing pickball.

Results:

We have found that adding the barrier does reduce the noise from the pickleball courts to the neighboring homes. The results show that without the barrier we saw noise levels between 50dB to 60dB with max of 62.5dB at the halfway point, and between 40 to 55dB at the property line. When you add the barrier, noise levels were between 38 and 52db at the halfway point and 38 to 47db at the property line. The reduction of the barrier wall was very high at both locations, showing that the wall does work. This data can be seen in Appendix A. Readings for the specific locations can be seen in appendix B. At the property line, there is a major difference between the wall up and the wall down. The chart shows that at every level of hertz tested with wall up and down along with the difference between the dB readings. With the wall being up, there was a minimum of 2 decibels being reduced, with a average of 6.93 decibels being reduced.

| Property Line | | | |
|---------------|-----------|---------|------------|
| Hz | Wall Down | Wall Up | Difference |
| 400 | 50.5 | 47.3 | -3.2 |
| 600 | 40.8 | 38.8 | -2 |
| 800 | 51.6 | 41.4 | -10.2 |
| 1000 | 50.7 | 43 | -7.7 |
| 1200 | 55 | 46.8 | -8.2 |
| 1600 | 53.9 | 45.5 | -8.4 |
| 2000 | 54.5 | 47.3 | -7.2 |
| 2500 | 53.7 | 42.4 | -11.3 |
| 3150 | 52 | 44.9 | -7.1 |
| 4000 | 47.6 | 43.6 | -4 |
| Average -6.93 | | | |

New England Soundproofing also recoded the people playing pickleball at the courts to see what kinds of hertz are being produced during the game. It was noticed while in the





court the highest hertz produced was mid frequency, mostly 1000hz. When we measured the Hz behind the Barrier Wall, we noticed that some of the biggest reduction was in that range. With most of the noise from pickleball being in the 1000 - 2000Hz range, the barrier on the fence can properly reduce the noise within that range of hertz. See appendix C for full details.

We noticed that leakage was happening due to the fact that the front side of the pickleball court is not covered with the barrier. Noise was coming from there, bouncing off the trees and coming back. Finally, the echo within the court itself was very high with the barrier up. The barrier didn't absorb the noise within the court, like it should to help reduce the noise escaping. We noticed that outside the courts, a lot of the noise was bouncing off the shed and tree line where the fence didn't have barrier. This can be an issue due to the high reverberation within the courts. Not all the fences have a barrier to block and/or absorb the noise.

Local Regulation:

Town of Mashpee does not have a specific noise ordinance within the town but broader definition of the law. Under Chapter 120 section 1 it is stated:

It shall be unlawful for any person or persons occupying or having charge of any building, dwelling, shelter, boat, conveyance or premises or any part thereof in the Town, other than that section of any establishment licensed under MGL C.138, to cause or suffer or allow between the hours of 10:00 p.m. to 8:00 a.m. any unnecessary loud, excessive or unusual noises in the operation of any radio, phonograph or other mechanical sound-making device or instrument or reproducing device or instrument, or in the play of any band, orchestra, musician or group of musicians, or in the use of any device to amplify the aforesaid, or the making of loud outcries, exclamations or other loud or boisterous noises, or the loud and boisterous singing by any person or group of persons or in the use of any device to amplify the aforesaid noise, where the noise is plainly audible at a distance of one hundred fifty (150') feet or more from the building, structure, vehicle or premises in which or from which it is produced...

With that, there is no specific amount of noise that would be considered loud. But, within Massachusetts code, Chapter 111 Section 142A-M, it reads that sound levels can't be more than 10dBA above background ambient noise. It was noticed during the test that between the background noise and the results with having the barrier up, we did not go above 10dBA above the background ambient noise. Background ambient noise is the noise of the area during the day without anyone playing pickball. It is a baseline on how much noise is usually within that area on any normal day. See below chart.





| Hz | Barrier Walls Up | Property Line Background | Difference |
|------|---------------------|-----------------------------|------------|
| 400 | 47.3 | 38.1 | 9.2 |
| 600 | 38.8 | 40 | -1.2 |
| 800 | 41.4 | 41.1 | 0.3 |
| 1000 | 43 | 40.8 | 2.2 |
| 1200 | 46.8 | 39.9 | 6.9 |
| 1600 | 45.5 | 39.1 | 6.4 |
| 2000 | 47.3 | 38.9 | 8.4 |
| 2500 | 42.4 | 40.8 | 1.6 |
| 3150 | 44.9 | 40.3 | 4.6 |
| 4000 | 43.6 | 42.6 | 1 |

Recommendations:

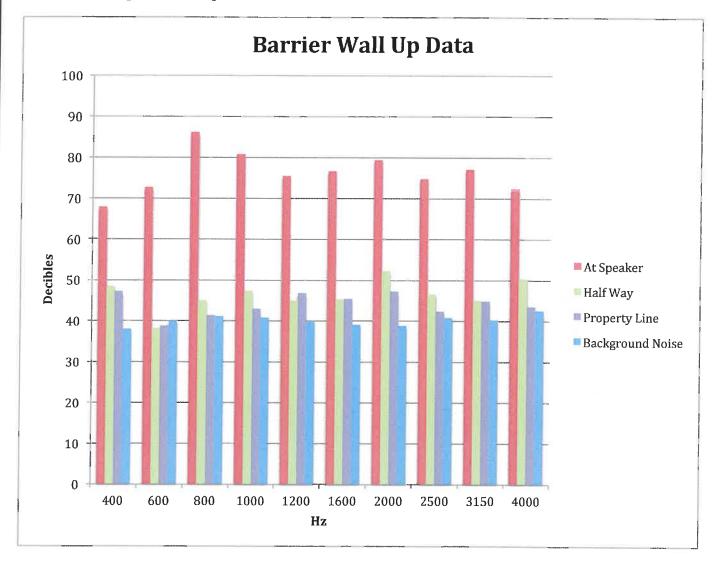
New England Soundproofing suggests the follow to help reduce the noise that is escaping the courts:

- 1) Blocking all gaps: To have the most effective barrier, all gaps must be sealed and blocked. At the time of the testing the barrier was installed from the top of the chain link fence down to the ground, but we noticed there was a small gap between the ground and the barrier that ranged between ½" to 3". We also noticed that the corners were not fully overlapped and sealed as they should be to help reduce leakage of noise. The gaps, especially the bottom, need to be fully sealed to prevent any leakage of noise.
- 2) Add absorption to the courts. It was noticed that the noise within the courts, due to the new barrier fence, has a high reverberation within the courts. The sound is bouncing off the barrier wall and back towards the open fence area and into the woods. This high reverberation does create greater noise pressure escaping the courts. We recommend adding absorption within the courts so less noise can escape the courts. The wall barrier that was installed should have had some type of absorption on the inside to absorb the noise instead of having it bounce around within the courts. Adding another acoustical curtain in front of the existing sound barriers, or adding acoustical curtains to the fence that doesn't have any barriers can bring down the reverberation within the courts. These acoustical curtains have a high absorption and also can help with blocking noise. Absorbing the noise within the courts will help reduce the noise escaping.
- 3) Make the barrier fence taller. We recommend a minimum 10' high fence with built-in sound barrier. This will help block more noise that is escaping from the top, or going above the current fence. The fence that is 10' should be the fence that has the barrier on it.



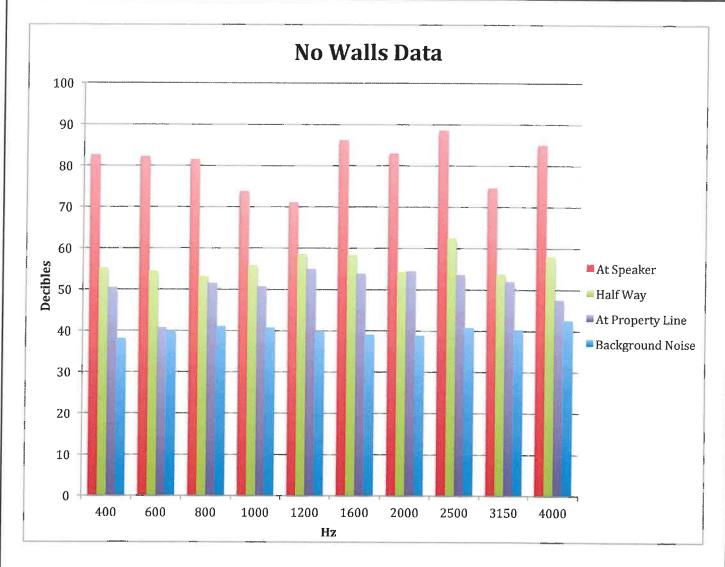


Appendix A Readings with wall up and with wall down.







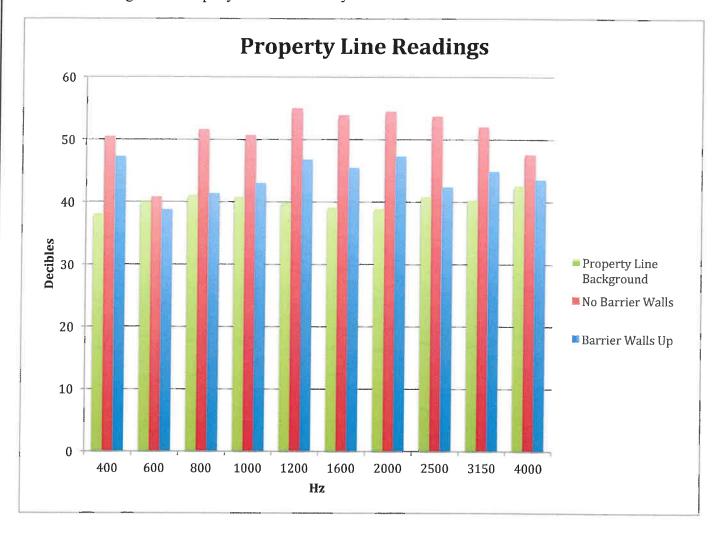






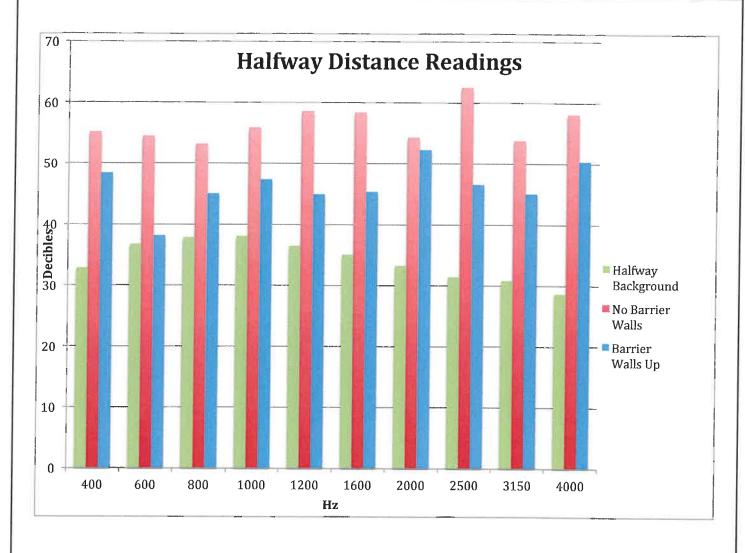
Appendix B

Readings at the Property Line and Halfway Distance.













Appendix C

| Playing Pickleball | | | |
|--------------------|----------|-------------|------------|
| Hz | In court | Behind Wall | Difference |
| 400 | 39.8 | 26.4 | -13.4 |
| 600 | 46.5 | 28.8 | -17.7 |
| 800 | 51 | 31.2 | -19.8 |
| 1000 | 54.3 | 37 | -17.3 |
| 1200 | 51.4 | 34.4 | -17 |
| 1600 | 47.7 | 31.9 | -15.8 |
| 2000 | 47.5 | 32.8 | -14.7 |
| 2500 | 44.3 | 31.4 | -12.9 |
| 3150 | 43 | 29.9 | -13.1 |
| 4000 | 43.9 | 30.5 | -13.4 |
| Average -15.51 | | | |

CABLE TELEVISION RENEWAL LICENSE

GRANTED TO

COMCAST OF MASSACHUSETTS I, INC.

THE BOARD OF SELECTMEN

TOWN OF MASHPEE,

MASSACHUSETTS

AUGUST 22, 2011

AGREEMENT

This Cable Television Renewal License entered into this 22nd day of August, 2011, by and between the Board of Selectmen of the Town of Mashpee, Massachusetts, as Issuing Authority for the renewal of the cable television license(s) pursuant to M.G.L. c. 166A, and Comcast of Massachusetts I, Inc., ("Comcast"), a Massachusetts corporation.

WITNESSETH

WHEREAS, the Issuing Authority of the Town of Mashpee, Massachusetts, pursuant to M.G.L. c. 166A is authorized to grant one or more nonexclusive, revocable cable television renewal licenses to construct, operate and maintain a Cable Television System within the Town of Mashpee; and

WHEREAS, the Town of Mashpee participated in the cable television renewal process with a number of other Cape Cod communities, referred to herein as the Cape Cod Cable Television Consortium (the "Renewal Consortium"); and

WHEREAS, the Issuing Authority conducted two (2) public hearings, pursuant to Section 626 of the Cable Act, on September 2, 2008 and September 23, 2008, to (1) ascertain the future cable related community needs and interests of Mashpee, and (2) review the performance of Comcast during its current license term; and

WHEREAS, the Issuing Authority authorized a survey of five hundred and five (505) Mashpee households between June 25, 2008 and July 1, 2008, which survey was conducted by the Center for Policy Analysis at the University of Massachusetts at Dartmouth.

WHERAS, the Issuing Authority released its Cable Television License Renewal Ascertainment Report (the "Ascertainment Report") on February 9, 2009; and

WHEREAS, the Issuing Authority sent its Request-for-a-Renewal-Proposal ("RFP") to Comcast on February 12, 2009, for response by Comcast; and

WHEREAS, Comcast submitted a license renewal proposal to the Town of Mashpee, dated March 12, 2009, for a renewal license to operate and maintain a Cable Television System in the Town of Mashpee; and

WHEREAS, the Issuing Authority and Comcast did engage in good faith negotiations to further clarify said renewal proposal and did agree on various provisions regarding the Cable Television System in Mashpee.

NOW THEREFORE, in consideration of the mutual covenants herein contained and intending to be legally bound, the parties agree as follows:

ARTICLE 1

DEFINITIONS

Section 1.1---DEFINITIONS

For the purpose of this Renewal License, the following words, terms, phrases and their derivations and abbreviations shall have the meanings given herein, unless the context clearly requires a different meaning. When not inconsistent with the context, the masculine pronoun includes the feminine pronoun, words used in the present tense include the future tense, words in the plural number include the singular number and words in the singular number include the plural number. The word shall is always mandatory and not merely directory.

- (1) Access: The right or ability of any Mashpee resident and/or any Persons affiliated with a Mashpee institution to use designated Public, Education and Government ("PEG") facilities, equipment and/or PEG Access channels on the Cable Television System, subject to the conditions and procedures established for such use herein and 47 U.S.C. 531, where applicable.
- (2) Access Channel: A video channel which the Licensee owns and shall make available to the Town of Mashpee and/or Access Users, without charge, for the purpose of transmitting non-commercial programming by members of the public, Town departments and agencies, public schools, educational, institutional and/or similar organizations.
- (3) Access Corporation: The entity, as may be designated from time to time by the Issuing Authority, for the purpose of operating and managing the use of Public, Educational and Governmental ("PEG") Access funding, equipment, channel capacity, facilities, training and programming for Mashpee Subscribers.
- (4) Affiliate or Affiliated Person: When used in relation to any Person, means another Person who owns or controls, is owned or controlled by, or is under common ownership or control with, such Person.
- (5) Basic Service: Any service tier which includes the retransmission of local television broadcast signals
- (6) CMR: The acronym for Code of Massachusetts Regulations.
- (7) Cable Act: Public Law No. 98-549, 98 Stat. 2779 (1984) (the Cable Communications Policy Act of 1984), as amended by Public Law No. 102-385, 106 Stat. 1460 (1992) (the Cable Television Consumer Protection and Competition Act of 1992, as further amended by Public Law No. 104-458, 110 Stat. 110 (1996) (the Telecommunications Act of 1996).
- (8) Cable Division: The Cable Television Division of the Massachusetts Department of Telecommunications and Cable.

- (9) Cable Service: The one-way transmission to Subscribers of Video Programming or other Programming services, together with Subscriber interaction, if any, which is required for the selection of such Video Programming or other programming services, which the Licensee may make available to all Subscribers generally.
- (10) Cable Television System or Cable System: A facility, consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designed to provide Cable Service which includes Video Programming and which is provided to multiple Subscribers within the Town, but such term does not include (A) a facility that serves only to retransmit the television signals of one or more television broadcast stations; (B) a facility that serves Subscribers without using any public right-of-way; (C) a facility of a common carrier which is subject, in whole or in part, to the provisions of Title II of the Cable Act, except that such facility shall be considered a cable system (other than for purposes of section 621(c) of the Cable Act) to the extent such facility is used in the transmission of video programming directly to Subscribers unless the extent of such use is solely to provide interactive on-demand services; (D) an open video system that complies with Section 653 of the Cable Act; or (E) any facilities of any electric utility used solely for operating its electric utility systems.
- (11) Commercial Subscriber: A commercial, non-residential Subscriber to Cable Television Service.
- (12) Complaint: Any written or verbal contact with the Licensee in connection with subscription in which a Person expresses dissatisfaction with an act, omission, product or service that is (1) within the Licensee's control, and (2) requires a corrective measure on the part of the Licensee.
- (13) Converter: Any device changing the frequency of a Signal. A Subscriber Converter may expand reception capacity and/or unscramble coded Signals distributed over the Cable System.
- (14) DVD: The acronym for a Digital Video Disc player.
- (15) Department of Public Works ("DPW"): The Department of Public Works of the Town of Mashpee, Massachusetts.
- (16) Downstream Channel: A channel over which Signals travel from the Cable System Headend or Hub to an authorized recipient of Programming.
- (17) Drop or Cable Drop: The coaxial cable that connects each home or building to the feeder line of the Cable System.
- (18) Educational Access Channel: A specific channel(s) on the Cable System owned and made available by the Licensee for use by, among others, the Issuing Authority, educational institutions and/or educators wishing to present non-commercial educational programming and/or information to the public.
- (19) Effective Date of the Renewal License (the "Effective Date"): August 22, 2011.
- (20) FCC: The Federal Communications Commission, or any successor agency.
- (21) Government Access Channel: A specific channel(s) on the Cable System owned and

made available by the Licensee to the Issuing Authority and/or its designee(s) for the presentation of non-commercial governmental programming and/or information to the public.

- (22) Gross Annual Revenues: All revenues derived by the Licensee and/or its Affiliates, calculated in accordance with Generally Accepted Accounting Principles ("GAAP"), from the operation of the Cable Television System for the provision of Cable Service(s) over the Cable Television System including, without limitation: the distribution of any Service over the Cable System: Basic Service monthly fees and all other Service fees; any and all Cable Service fees and/or charges received from Subscribers; installation, reconnection, downgrade, upgrade and any similar fees; all digital Cable Service revenues; interest collected on Subscriber fees and/or charges; fees paid on all Subscriber fees ("Fee-on-Fee"); all Commercial Subscriber revenues; all Pay Cable, Pay-Per-View revenues; any other services now or in the future deemed to be lawful for purposes of computing Gross Annual Revenues by a court or forum of appropriate jurisdiction; video-on-demand Cable Services; fees paid for channels designated for commercial use; home-shopping revenues: Converter, remote control and other cable-related equipment rentals and/or leases and/or sales:: and advertising revenues. In the event that an Affiliate and/or any other Person is responsible for advertising, advertising revenues shall be deemed to be the pro-rata portion of advertising revenues. paid to the Cable System by an Affiliate or such other Person for said Affiliate's or other Person's use of the Cable System for the carriage of advertising. Gross Annual Revenues shall also include the gross revenue of any other Person which is received directly or indirectly from or in connection with the operation of the Cable System to the extent that said revenue is received, through a means which has the effect of avoiding payment of License Fees to the Town that would otherwise be paid herein. It is the intention of the parties hereto that Gross Annual Revenues shall only include such revenue of such Affiliates and/or Persons relating to Signal carriage over the Cable System and not the gross revenues of any such Affiliate(s) and/or Person(s) itself, where unrelated to such Signal carriage. Gross Annual Revenues shall not include actual bad debt that is written off, consistent with GAAP; provided, however, that all or any part of any such actual bad debt that is written off. but subsequently collected, shall be included in Gross Annual Revenues in the period so collected.
- (23) Headend: The electronic control center of the Cable System containing equipment that receives, amplifies, filters and converts incoming Signals for distribution over the Cable System.
- (24) Hub or Hub Site: A sub-Headend, generally located within a cable television community used for the purpose of signal processing.
- (25) Issuing Authority: The Board of Selectmen of the Town of Mashpee, Massachusetts.
- (26) Leased Channel or Leased Access: A video channel(s) which the Licensee shall make available pursuant to Section 612 of the Cable Act.
- (27) License Fee or Franchise Fee: The payments to be made by the Licensee to the Town of Mashpee or its designee(s), which shall have the meaning as set forth in Section 622(g) of the Cable Act and M.G.L. Chapter 166A.
- (28) Licensee: Comcast of Massachusetts I, Inc. ("Comcast"), a Massachusetts corporation, or any successor or transferee in accordance with the terms and conditions in this Renewal License.
- (29) Normal Business Hours: Those hours during which most similar businesses in the community are open to serve customers. In all cases, Normal Business Hours must include some evening hours at least one (1) night per week and/or some weekend hours.

- (30) Origination Capability: An activated cable and connection to an Upstream Channel, allowing a User(s) to transmit a Signal(s) upstream to a designated location.
- (31) Outlet: An interior receptacle generally mounted in a wall that connects a Subscriber's or User's television set or Subscriber-owned equipment to the Cable System.
- (32) Pay Cable or Premium Services: Programming delivered for a fee or charge to Subscribers on a per-channel basis or group-of-channels basis.
- (33) Pay-Per-View: Programming delivered for a fee or charge to Subscribers on a per-program or per-event basis.
- (34) Pedestal: An environmental protection unit used in housing Cable Television System isolation units and/or distribution amplifiers.
- (35) PEG: The acronym for "public, educational and governmental," used in conjunction with Access Channels, support and facilities.
- (36) PEG Access Channels: Any Licensee-owned channel(s) made available for the presentation of PEG Access Programming.
- (37) Person: Any corporation, partnership, limited partnership, association, trust, organization, other business entity, individual or group of individuals acting in concert.
- (38) Prime Rate: The prime rate of interest at the Federal Reserve Bank.
- (39) Public Access Channel: A specific channel(s) on the Cable System owned and made available by the Licensee to the Issuing Authority and/or the Access Corporation for use by, among others, Mashpee residents and/or organizations wishing to present non-commercial Programming and/or information to the public.
- (40) Public Way or Street: The surface of, as well as the spaces above and below, any and all public streets, avenues, highways, boulevards, concourses, driveways, bridges, tunnels, parks, parkways, waterways, bulkheads, piers, dedicated public utility easements, and public grounds or waters and all other publicly owned real property within or belonging to the Town, now or hereafter existing. Reference herein to "Public Way" or "Street" shall not be construed to be a representation or guarantee by the Town that its property rights are sufficient to permit its use for any purpose, or that the Licensee shall gain or be permitted to exercise any rights to use property in the Town greater than those already possessed by the Town.
- (41) Renewal License: The non-exclusive Cable Television License granted to the Licensee by this instrument.
- (42) Scrambling/encoding: The electronic distortion of a Signal(s) in order to render it unintelligible or un-receivable without the use of a Converter issued by the Licensee.
- (43) Service: Any Basic Service, any Pay Cable Service, and/or any other Cable Service, which is offered to any Subscriber in conjunction with, or which is distributed over, the Cable System.

- (44) Signal: Any transmission of electromagnetic or optical energy which carries Programming from one location to another.
- (45) State: The Commonwealth of Massachusetts.
- (46) Subscriber: Any Person, firm, corporation or other entity who or which contracts with the Licensee and lawfully receives, for any purpose, a Cable Service provided or distributed by the Licensee by means of, or in connection with, the Cable Television System.
- (47) Subscriber Network: The 750 MHz, bi-directional network owned, operated and maintained by the Licensee, over which Signals can be transmitted to Subscribers.
- (48) Town: The Town of Mashpee, Massachusetts.
- (49) Town Counsel: The Town Counsel of the Town of Mashpee, Massachusetts.
- (50) Trunk and Distribution System: That portion of the Cable System for the delivery of Signals, but not including Cable Drops to Subscriber's residences.
- (51) Upstream Channel: A channel over which Signals travel from an authorized location to the Cable System Headend.
- (52) User: A Person utilizing the Cable Television System, including all related facilities for purposes of production and/or transmission of electronic or other Signals, as opposed to utilization solely as a Subscriber.
- (53) VCR: The acronym for video cassette recorder.
- (54) Video Programming or Programming: Programming provided by, or generally considered comparable to programming provided by, a television broadcast station.

GRANT OF RENEWAL LICENSE

Section 2.1---GRANT OF RENEWAL LICENSE

- (a) Pursuant to the authority of Chapter 166A of the General Laws of the Commonwealth of Massachusetts, and subject to the terms and conditions set forth herein, the Board of Selectmen of the Town of Mashpee, Massachusetts, as the Issuing Authority of the Town, hereby grants a non-exclusive Cable Television Renewal License to the Licensee authorizing the Licensee to operate and maintain a Cable Television System within the corporate limits of the Town of Mashpee.
- (b) This Renewal License is subject to the terms and conditions contained in Chapter 166A of the laws of Massachusetts; the regulations of the FCC; the Cable Act; and all Town, State and federal statutes and by-laws of general application, as all may be amended.
- (c) Subject to the terms and conditions herein, the Issuing Authority hereby grants to the Licensee the right to operate and maintain the Cable Television System in, under, over, along, across or upon the Public Ways and Streets, lanes, avenues, alleys, sidewalks, bridges, highways and other public places under the jurisdiction of the Town of Mashpee within the municipal boundaries and subsequent additions thereto, including property over, under or on which the Town has an easement or right-of-way, for the purpose of reception, transmission, collection, amplification, origination, distribution, and/or redistribution of Cable Services and Signals in accordance with the laws of the United States of America, the Commonwealth of Massachusetts and the Town of Mashpee. In exercising rights pursuant to this Renewal License, the Licensee shall not endanger the lives of Persons, interfere with any installations of the Town, any public utility serving the Town or any other Persons permitted to use Public Ways and places.
- (d) Grant of this Renewal License does not establish priority for use over other present or future permit holders or the Town's own use of Public Ways or Streets. Disputes between the Licensee and other parties regarding use of Public Ways and Streets shall be resolved in accordance with any generally applicable regulations of the Department of Public Works and any special laws or Town by-laws and/or regulations enacted hereafter.

Section 2.2---TERM OF RENEWAL LICENSE

The term of this Renewal License shall commence on August 22, 2011 and shall expire at midnight on August 21, 2021, unless sooner terminated as provided herein.

Section 2.3---NON-EXCLUSIVITY OF RENEWAL LICENSE

(a) This Renewal License shall not affect the right of the Issuing Authority to grant to any other Person a license or right to occupy or use the Public Ways or Streets, or portions thereof, for the construction, upgrade, installation, operation or maintenance of a Cable Television System within the Town of Mashpee; or the right of the Issuing Authority to permit the use of the Public Ways and places of the Town for any purpose(s) whatsoever. The Licensee hereby acknowledges

the Issuing Authority's right to make such grants and permit such uses.

- (b) The grant of any additional cable television license(s) shall not be on terms more favorable or less burdensome than those contained in this Renewal License.
- (i) In the event that the Licensee believes that any additional cable television license(s) have been granted on terms and conditions more favorable or less burdensome than those contained in this Renewal License, the Licensee may request, in writing, that the Issuing Authority convene a public hearing on that issue. Along with said written request, the Licensee shall provide the Issuing Authority with written reasons for its belief. At the public hearing, the Issuing Authority shall afford the Licensee an opportunity to demonstrate that any such additional cable television license(s) are on terms more favorable or less burdensome than those contained in this Renewal License. The Licensee shall provide the Issuing Authority with such financial or other relevant information as is requested.
- (ii) Should the Licensee demonstrate that any such additional cable television license(s) have been granted on terms and conditions more favorable or less burdensome than those contained in this Renewal License, the Issuing Authority shall consider and negotiate, in good faith, equitable amendments to this Renewal License.
- (c) The issuance of additional license(s) shall be subject to applicable federal law(s), M.G.L. Chapter 166A and applicable regulations promulgated thereunder.

Section 2.4---POLICE AND REGULATORY POWERS

By executing this Renewal License, the Licensee acknowledges that its rights are subject to the powers of the Town to adopt and enforce general by-laws necessary to the safety and welfare of the public. The Licensee shall comply with all applicable State and Town laws, by-laws of general applicability and not specific to this Renewal License, the Cable System or the Licensee, rules and regulations governing construction within a Public Way and shall apply all of such standards to construction within a private way in the Town. Any conflict between the terms of this Renewal License and any present or future lawful exercise of the Town's police and regulatory powers shall be resolved in a court of appropriate jurisdiction.

Section 2.5—REMOVAL OR ABANDONMENT

Upon termination of the Renewal License by passage of time or otherwise, and unless (1) the Licensee has its license renewed for another term or (2) the Licensee has transferred the Cable Television System to a transferee approved by the Issuing Authority, pursuant to applicable law, the Licensee shall remove all of its supporting structures, poles, Trunk and Distribution System, and all other appurtenances from the Public Ways or Streets and shall restore all areas to their original condition. If such removal is not complete within six (6) months after such termination, the Issuing Authority may deem any property not removed as having been abandoned.

Section 2.6---TRANSFER OF THE RENEWAL LICENSE

- (a) Subject to applicable law, neither this Renewal License, nor control thereof, shall be transferred, assigned or disposed in any manner, voluntarily or involuntarily, directly or indirectly, or by transfer of control of any Person, company and/or other entity holding such Renewal License to any other Person, company and/or other entity, without the prior written consent of the Issuing Authority, which consent shall not be arbitrarily or unreasonably withheld or delayed. Such consent shall be given only after a hearing upon a written application therefor on forms prescribed by the Cable Division and/or the FCC. An application for consent to a transfer or assignment, if required, shall be signed by the Licensee and by the proposed transferee or assignee or by their representatives, evidence of whose authority shall be submitted with the application.
- (b) Pursuant to applicable federal and State law(s), in considering a request to transfer control of this Renewal License, the Issuing Authority may consider such factors as the transferee's financial capability, management experience, technical expertise, legal ability to operate the Cable System under the existing license and any other criteria allowable under applicable law(s) and/or regulation(s).
- (c) For purposes of this Section 2.6, the word "control" shall comply with the definition of such in 207 CMR 4.01, as may be amended from time to time. Pursuant to 207 CMR 4.01(2), a transfer or assignment of this Renewal License or control thereof between commonly controlled entities, between affiliated companies, or between parent and subsidiary corporations, shall not constitute a transfer or assignment of this Renewal License or control thereof under M.G.L. c. 166A, Section 7. For purposes of this Section 2.6(c) only, under 207 CMR 4.00, an "affiliated company" is any Person or entity that directly or indirectly, or through one or more intermediaries, controls, is controlled by, or is under common control with another Person or entity.
- (d) The consent or approval of the Issuing Authority to any assignment or transfer of the Renewal License granted to the Licensee shall not constitute a waiver or release of the rights of the Town in and to the Streets and Public Ways or any other rights of the Town under this Renewal License, and any such transfer shall, by its terms, be expressly subordinate to the terms and conditions of this Renewal License.
- (e) The Licensee shall promptly notify the Issuing Authority of any action requiring the consent of the Issuing Authority pursuant to this Section 2.6.
- (f) Subject to applicable law, the Licensee shall submit to the Issuing Authority an original and five (5) copies, unless otherwise directed, of the application and FCC Form 394 requesting such transfer or assignment consent.
- (g) The consent of the Issuing Authority shall be given only after a public hearing to consider the written application for transfer. Unless otherwise allowed by applicable law(s), the Issuing Authority shall make a decision on said written application within one hundred and twenty (120) days of receipt of said application. After 120 days, the application shall be deemed approved, unless said 120 day period is extended by mutual consent of the parties.
- (h) Any proposed controlling or owning Person or transferee approved by the Issuing Authority shall be subject to all of the terms and conditions contained in this Renewal License.

Section 2.7—EFFECT OF UNAUTHORIZED TRANSFER ACTION

- (a) Any transfer of the Cable System without complying with Section 2.6 above shall be null and void, and shall be deemed a material breach of this Renewal License.
- (b) If the Issuing Authority denies its consent to any such action and a transfer has nevertheless been effected, the Issuing Authority may revoke and terminate this Renewal License, unless such transfer is otherwise allowable pursuant to applicable law.
- (c) The grant or waiver of any one or more of such consents shall not render unnecessary any subsequent consent or consents, nor shall the grant of any such consent constitute a waiver of any other rights of the Town.

ARTICLE 3

SYSTEM DESIGN

Section 3.1—SUBSCRIBER NETWORK

- (a) The Licensee shall continue to operate, maintain and make available to all residents of the Town its existing 750 MHz Subscriber Network.
- (b) The Licensee shall transmit all of its Signals to Mashpee Subscribers in stereo, provided that such Signals are available and furnished to the Licensee in stereo.
- (c) The Cable Television System, pursuant to Section 3.1 herein, shall conform to the FCC video technical specifications contained in **Exhibit 1** attached hereto and made a part hereof. At all times throughout the Renewal License, the Licensee shall meet all applicable FCC video technical standards.

Section 3.2---EMERGENCY ALERT SYSTEM

The Subscriber Network shall comply with the FCC's Emergency Alert System ("EAS") regulations.

Section 3.3---PARENTAL CONTROL CAPABILITY

The Licensee shall comply with all requirements of federal law(s) governing Subscribers' capability to control the reception of any channels being received on their television sets.

MAINTENANCE AND OPERATION

Section 4.1---SERVICE AVAILABLE TO ALL RESIDENTS

- (a) The Licensee shall make its Cable System Service available to all residents of the Town, within seven (7) business days of a request therefor, unless legally prevented from doing so, subject only to the installation charges herein and subject to the provisions of Section 12.4(a) below.
- (b) Installation charges shall be non-discriminatory. A standard aerial installation charge shall be established by the Licensee which shall apply to any residence located not more than one hundred fifty feet (150') from the existing aerial Trunk and Distribution System and additions thereto. The Licensee may charge residents located more than 150 feet from the existing aerial Trunk and Distribution System, and additions thereto, time and materials charges. The Licensee shall have up to, but not more than, ninety (90) days, , subject to Force Majeure, , in order to survey, design and install non-standard installations that are more than 150 feet from the existing Trunk and Distribution System.

Section 4.2---LOCATION OF CABLE TELEVISION SYSTEM

The Licensee shall own, install, operate and maintain the Cable Television System within the Town of Mashpee. Licensee-owned poles, towers, if any, and other obstructions shall be erected so as not to interfere with vehicular or pedestrian traffic over Public Ways. The erection and location of all Licensee-owned poles, towers, if any, and other obstructions shall be in accordance with all applicable State and local laws and regulations.

Section 4.3---UNDERGROUND FACILITIES

- (a) In the areas of the Town having telephone lines and electric utility lines underground, or in the future specified to be, underground, whether required by law or not, all of the Licensee's lines, cables and wires shall be underground. At such time as these facilities are placed underground by the telephone and electric utility company, the Licensee shall likewise place its facilities underground at no cost to the Town, unless the Town makes public funds available to occupiers of the rights-of-way to aid in the cost of said underground project(s).
- (b) Pursuant to Section 4.3(a) above, underground cable lines shall be placed beneath the pavement subgrade in compliance with applicable Town by-laws, rules, regulations and/or standards. It is the policy of the Town that existing poles for electric and communication purposes be utilized wherever possible and that underground installation is preferable to the placement of additional poles.

- (c) Except as provided for in paragraph (a) herein, in the event that the Licensee is required to place existing aerial plant underground, the Licensee reserves its right to pass those costs through to Subscribers if and to the extent allowed by applicable law
- (d) Nothing in this Section 4.3 shall be construed to require the Licensee to construct, operate, or maintain underground any ground-mounted appurtenances such as Subscriber taps, line extenders, system passive devices, amplifiers, power supplies, pedestals, or other related equipment.

Section 4.4---TREE TRIMMING

In installing, operating and maintaining equipment, cable and wires, the Licensee shall avoid all unnecessary damage and/or injury to trees, in and along Public Ways or Streets. The Licensee shall be subject to M.G.L. Chapter 87 and shall comply with all rules established by the Issuing Authority and/or its designee(s) during the term of this Renewal License. All tree and/or root trimming and/or pruning provided for herein shall be done pursuant to appropriate regulations of the Town.

Section 4.5---RESTORATION TO PRIOR CONDITION

Whenever the Licensee takes up or disturbs any pavement, sidewalk or other improvement of any Public Way, the same shall be replaced and the surface restored in as good condition as before entry as soon as practicable. If the Licensee fails to make such restoration within a reasonable time, the Issuing Authority may fix a reasonable time for such restoration and repairs and shall notify the Licensee in writing of the restoration and repairs required and the time fixed for performance thereof. Upon failure of the Licensee to comply within the specified time period, the Issuing Authority may cause proper restoration and repairs to be made and the reasonable expense of such work shall be paid by the Licensee upon demand by the Issuing Authority.

Section 4.6---TEMPORARY RELOCATION

The Licensee shall temporarily raise or lower its wires or other equipment upon the reasonable request of any Person holding a building moving permit issued by the Town. Such raising or lowering shall be at no cost to the Town. The Licensee shall be given reasonable notice necessary to maintain continuity of service.

Section 4.7---DISCONNECTION AND RELOCATION

The Licensee shall, upon reasonable advance notice, without cost to the Town, protect, support, temporarily disconnect, relocate in the same Street or other Public Way, or remove from any Street or any other Public Ways, any of its property as required by the Issuing Authority and/or its designee(s) by reason of traffic conditions, public safety, street construction, change or establishment of street grade, or the construction of any public improvement or structure by any Town department acting in a governmental capacity.

Section 4.8—SAFETY STANDARDS

The Licensee shall construct, install, operate, maintain and remove the Cable Television System in conformance with Occupational Safety and Health Administration regulations, the Massachusetts Electrical Code, the National Electrical Code, the National Electrical Safety Code, the rules and regulations of the Cable Division and the FCC, all State and local laws, any other applicable regulations, and all land use restrictions as the same exist or may be amended hereafter. Enforcement of such codes shall be by the appropriate regulatory authority.

Section 4.9---PEDESTALS

Pedestals housing passive devices may be installed and utilized by the Licensee in and on the Town's Public Way(s) for the provision of Cable Service(s), subject to the Licensee applying for and receiving a permit for such installation and/or utilization. In any cases in which Pedestals housing passive devices (any device that routes or directs a signal that does not have an external power source) are to be utilized, in Town Public Ways or within the Town public lay-out, such equipment must be installed in accordance with applicable DPW regulations; provided, however, that the Licensee may place active devices (amplifiers, line extenders, power supplies, etc.) in a low profile electronic control box at Town approved locations to be determined when the Licensee applies for a permit. All pedestals shall be shown on construction maps submitted to the Town when the Licensee applies for a permit(s). In the event that the Licensee is no longer utilizing any such Pedestals for Cable Service(s), the Licensee shall remove any such Pedestals from the Public Ways in a timely manner, unless the Licensee is otherwise permitted to use such Pedestals pursuant to applicable law.

Section 4.10---PRIVATE PROPERTY

The Licensee shall be subject to all laws, by-laws and/or regulations regarding private property in the course of constructing, upgrading, installing, operating and maintaining the Cable Television System in the Town. The Licensee shall promptly repair or replace all private property, real and personal, damaged or destroyed as a result of the construction, installation, operation or maintenance of the Cable System at its sole cost and expense.

Section 4.11---RIGHT TO INSPECTION OF CONSTRUCTION

The Issuing Authority or its designee(s) shall have the right, at its cost, to inspect all construction and installation work performed subject to the provisions of this Renewal license in order to ensure compliance with the terms and conditions of the Renewal License and all other applicable law. Any such inspection shall not interfere with the Licensee's operations, except in emergency situations. Except for emergency situations, the Issuing Authority shall provide the Licensee with timely notice of any such inspection(s). The Licensee shall have the right to have a representative present at any such inspection. Both parties shall make a good faith effort to work with each other to schedule any such inspections at a mutually convenient time.

Section 4.12—CABLE SYSTEM MAPS

The Licensee shall provide, upon written request, not more than once annually, the Issuing Authority or its designee with plant maps of the Cable System plant. If changes are made in the Cable System that effect the accuracy of such plant maps, the Licensee shall file updated plant maps not more than once annually.

Section 4.13---COMMERCIAL ESTABLISHMENTS

The Licensee shall be required to make Cable Service(s) when available to any commercial establishments in the Town, provided that said establishment(s) agrees to pay for installation and subscription costs as established by the Licensee.

Section 4.14---"DIG SAFE"

The Licensee shall comply with all applicable "dig-safe" provisions, pursuant to Massachusetts General Laws Chapter 82, Section 40.

Section 4.15---SERVICE INTERRUPTION

Except where there exists an emergency situation necessitating a more expeditious procedure, the Licensee may interrupt Service for the purpose of repairing or testing the Cable Television System only during periods of minimum use and, when practical, only after a minimum of forty-eight (48) hours notice to all affected Subscribers.

ARTICLE 5

SERVICES AND PROGRAMMING

Section 5.1---BASIC SERVICE

The Licensee shall provide a Basic Service which shall include all Signals which are required to be carried by a Cable Television System serving the Town pursuant to applicable federal statute or regulation.

Section 5.2---PROGRAMMING

- (a) Pursuant to Section 624 of the Cable Act, the Licensee shall maintain the mix, quality and broad categories of Programming set forth in **Exhibit 2**, attached hereto and made a part hereof. Pursuant to federal law, all Programming decisions, including the Programming listed in **Exhibit 2**, attached hereto, shall be at the sole discretion of the Licensee.
- (b) Pursuant to the rules and regulations of the Cable Division, the Licensee shall provide the Issuing Authority and all Subscribers with notice of its intent to substantially change the Mashpee

Programming line-up at least thirty (30) days before any such change is to take place, and the Licensee shall provide Subscribers with a channel line-up card or other suitable marker indicating the new channel line-up.

Section 5.3—LEASED CHANNELS FOR COMMERCIAL USE

Pursuant to Section 612 (b)(1)(B) of the Cable Act, the Licensee shall make available channel capacity for commercial use by Persons unaffiliated with the Licensee.

Section 5.4—VCR/DVR/DVD CABLE COMPATIBILITY

- (a) In order that Subscribers to the Cable Television System have the capability to simultaneously view and tape any two channels and set VCR, DVR or DVD controls to record multiple channels, the Licensee shall provide to any Subscriber, upon request, equipment which will allow VCR, DVR or DVD owners to tape and view simultaneously any channel capable of being received by such owner's television set and/or VCR, DVR or DVD, the exception being that the Subscriber will not be able to view and record two scrambled Signals simultaneously. Said equipment shall be available to all Subscribers in accordance with applicable law
- (b) The Licensee reserves its right to Scramble or otherwise encode any cable channel(s), as is reasonably necessary, in the Licensee's judgment, to protect the Licensee from unauthorized reception of its Signals, in accordance with applicable law(s).

Section 5.5---CONTINUITY OF SERVICE

It shall be the right of all Subscribers to receive Cable Service insofar as their financial and other obligations to the Licensee are honored; provided, however, that the Licensee shall have no obligation to provide Cable Service to any Person who or which the Licensee has a reasonable basis to believe is utilizing an unauthorized Converter and/or is otherwise obtaining any Cable Service without required payment thereof. The Licensee shall ensure that all Subscribers receive continuous, uninterrupted Cable Service, except for necessary Service interruptions or as a result of Cable System or equipment failures. When necessary, non-routine Service interruptions can be anticipated, the Licensee shall notify Subscribers of such interruption(s) in advance.

Section 5.6---FREE DROPS, OUTLETS AND MONTHLY SERVICE TO PUBLIC BUILDINGS AND SCHOOLS

The Licensee shall provide a single Cable Drop, an Outlet and monthly Basic Service along its cable routes at no cost to public schools, police and fire stations, public libraries, and other public buildings designated in writing by the Issuing Authority, including those listed in **Exhibit 3**, attached hereto and made a part hereof.

Section 5.7---CABLE-RELATED TECHNOLOGY FUNDING

- (a) Within ninety (90) days of the Effective Date of this Renewal License, the Licensee shall provide funding to the Town for cable-related technology purposes in the amount of Twenty-Two Thousand Three Hundred Twenty Four Dollars and Fifty Cents (\$22,324.50).
- (b) In no case shall the Cable-Related Technology Funding, in paragraph (a) herein, be counted against (i) the PEG Access Equipment/Facilities Funding pursuant to Section 6.5 infra; (ii) the PEG Access/Cable-Related Funding pursuant to Section 7.2 infra; (iii) any License Fee payment, required by Section 7.1 infra, and/or (iv) any other fees or payments required herein and/or by applicable law.

ARTICLE 6

PUBLIC, EDUCATIONAL AND GOVERNMENTAL ACCESS FACILITIES AND SUPPORT

Section 6.1---PUBLIC ACCESS STUDIO

- (a) The Licensee shall continue to operate, maintain and staff its Public Access studio, at its current location, through and until twelve (12) months from the Effective Date of this Renewal License, which date shall be deemed to be the "Public Access Transition Date".
- (b) The Licensee shall work with the Issuing Authority and the Access Corporation in good faith prior to the Public Access Transition Date to ensure that there is an orderly transition in responsibility for Public Access programming from the Licensee to the Access Corporation.
- (c) Until the Public Access Transition Date, the Licensee shall continue to employ full-time staff for a minimum of forty (40) hours per week for its Mashpee Public Access studio facility. The Licensee shall continue operating its current studio in Mashpee and its staff shall continue to assist residents in producing and cablecasting Public Access programming until and through the Public Access Transition Date. The Licensee may employ contract labor to fulfill any and all of its Public Access Studio obligations, including the minimum number of hours per week required herein, during the period from the Effective Date of this Renewal License through the Public Access Transition Date.
- (d) Until the Public Access Transition Date, the Licensee shall continue to operate its Mashpee studio with the minimal annual budget of One Hundred Three Thousand Dollars (\$103,000.00).
- (e) There shall be no charges to the Town and/or Public Access Users for the provision of said Public Access personnel.
- (f) Effective on the Public Access Transition Date, the Licensee shall have no further financial or operational responsibility for the Licensee's Public Access studio including, but not limited to, staffing, repairs, replacement, maintenance, or insurance for such studio.

Section 6.2---ANNUAL FUNDING FOR EDUCATIONAL AND GOVERNMENTAL ACCESS PROGRAMMING

- (a) Through the Public Access Transition Date, the Licensee shall continue to provide the Town with annual funding in the amount of three percent (3%) of its Gross Annual Revenues, as defined in Section 1.1(22) supra, to assist in the production of Educational and Governmental Access Programming. Said 3% payments shall be made directly to the Issuing Authority and/or its designees (i) on or before May 15th of each year of this Renewal License for the previous (3) month period of January, February and March; (ii) on or before August 15th of each year of this Renewal License for the previous three (3) month period of April, May and June; (iii) on or before November 15th of each year of this Renewal License for the previous three (3) month period of July, August and September; and (iv) on or before February 15th of each year of this Renewal License for the previous three (3) month period of October, November and December.
- (b) The Licensee shall file with each of said three percent (3%) quarterly payments a statement certified by an authorized representative of the Licensee documenting, in reasonable detail, the total of all Gross Annual Revenues of the Licensee during the preceding three (3) month reporting period(s), as well as a completed Gross Annual Revenues Reporting Form, attached hereto as **Exhibit 4A**. If the Licensee's quarterly payments to the Issuing Authority were less than three (3%) of the Licensee's Gross Annual Revenues for the reporting period, the Licensee shall pay any balance due to the Issuing Authority no later than the quarterly payment subsequent to the discovery of such underpayment. Said statement shall list all of the general categories comprising Gross Annual Revenues as defined in Section 1.1(22) supra.
- (c) In no case shall said three percent (3%) payment(s) include (i) the Cable-Related Funding in Section 5.7 supra; (ii) the equipment/capital funding required by Section 6.5 supra; and/or (iii) the PEG Access/Cable-Related Funding required by Section 7.2 infra; and/or (iv) applicable License Fee payments to the Town, the State and/or the FCC. Said three percent (3%) payments shall be considered a Franchise Fee, unless otherwise provided for by applicable law.
- (d) In the event that the PEG Access/Cable-Related Funding payments herein required are not tendered on or before the dates fixed in paragraph (a) above, interest due on such fee shall accrue from the date due at the rate of two percent (2%) above the Prime Rate, on the last day of business of the prior month. Any such late payments to the Issuing Authority pursuant to this Section 7.2(d) shall not be deemed to be part of the funding to be paid to the Issuing Authority pursuant to this Section 7.2 and shall be within the exclusion to the term "franchise fee" for requirements incidental to enforcing the Renewal License pursuant to Section 622(g)(2)(D) of the Cable Act.

Section 6.3---PEG ACCESS CORPORATION

Upon the Public Access Transition Date, the Access Corporation shall provide services to PEG Access Users and the Town, as follows:

- (1) Schedule, operate and program the PEG Access Channels provided in accordance with Section 6.4 below;
- (2) Purchase, maintain and/or lease PEG Access equipment, with the funds allocated for such purposes in Section 6.5 below;

- (3) Conduct training programs in the skills necessary to produce quality PEG Access programming;
- (4) Provide technical assistance, pre-production services, post-production services and production services to PEG Access Users, using Access Corporation staff and volunteers;
 - (5) Establish rules, procedures and guidelines for use of the PEG Access Channels;
- (6) Accomplish such other tasks relating to the operation, scheduling and/or management of PEG Access Channels, facilities and equipment as appropriate and necessary; and
- (7) Produce or assist PEG Access Users in the production of original, non-commercial Video Programming of interest to Subscribers and focusing on Town issues, events and activities.

Section 6.4---PEG ACCESS CHANNELS

- (a) The Licensee shall continue to make available for use by the Issuing Authority and/or the Access Corporation four (4) Licensee-owned Downstream Channels for PEG Access purposes, which shall be used to transmit non-commercial PEG Access Programming to Subscribers, at no charge by the Licensee to the Town and/or the Access Corporation and shall be subject to the control and management of the Issuing Authority and/or the Access Corporation.
- (b) The Licensee shall not move or otherwise relocate the channel locations of the PEG Access Channel(s), once established, without a minimum of sixty (60) days advance, written notice to the Issuing Authority and the Access Corporation.
- (c) Said PEG Access Channel(s) shall be made available and operated by the Town, the Access Corporation, and/or the Mashpee Public Schools at no charge to Users.
- (d) The Licensee shall monitor the four (4) PEG Access Channels for technical quality and shall ensure that they are maintained at FCC standards commensurate with those which apply to the Cable System's commercial channels. Upon the written request of the Issuing Authority, the Licensee shall make available a copy of its most recent annual performance tests.
- (e) Pursuant to Section 6.11 below, the Licensee shall be responsible for ensuring that PEG Access Programming can be originated from the remote locations listed in **Exhibit 6**, attached hereto and made a part hereof, and sent to the Headend or Hub on an Upstream Channel(s) provided by the Licensee for interconnection with and on said Downstream PEG Access Channels.

Section 6.5--PEG ACCESS EQUIPMENT/FACILITIES FUNDING

(a) The Licensee shall provide funding to the Issuing Authority, its designee(s) and/or the Access Corporation, as directed by the Issuing Authority to the Licensee in writing, on an annual basis, on July 15th of each year of this Renewal License, in the amount of Forty-Four Thousand Seven Hundred and Fifty-Eight Dollars (\$44,758.00); provided, however, that the first year's payment shall be made within ninety (90) days of the Effective Date. The total amount payable to

the Town and/or its designee(s) over the term of this Renewal License shall be Four Hundred Forty-Seven Thousand Five Hundred Eighty-Three Dollars (\$447,583.00).

- (b) In no case shall said total \$447,583.00 equipment and facilities payments be counted against (i) the Cable-Related Technology Funding pursuant to Section 5.7 supra; (ii) any License Fee payment, required by Section 7.1 infra; (iii) the annual PEG Access/Cable-Related Funding, pursuant to Section 7.2 infra; and/or (iii) any other fees or payments required by applicable laws. The payments in paragraph (a) above shall be made directly to the Issuing Authority, and/or its designee(s) and/or the Access Corporation, as directed by the Issuing Authority in writing.
- (c) In the event that the payment required to be made herein is not tendered on or before the dates fixed herein, interest due on such required payment shall accrue from the date due and be paid to the Issuing Authority, its designee(s) and/or the Access Corporation at the annual rate of two percent (2%) above the Prime Rate.

Section 6.6---LICENSEE-OWNED PEG ACCESS EQUIPMENT

- (a) Upon the Public Access Transition Date, the Licensee shall deed, transfer and convey to the Issuing Authority and/or the Access Corporation, as directed by the Issuing Authority, by bill of sale for a total value of One Dollar (\$1.00), all or some of the Licensee-owned PEG Access studio and production equipment listed in Exhibit 5, attached.
- (b) No later than July 15, 2012, the Issuing Authority shall deliver to the Licensee a copy of said **Exhibit 5**, which copy clearly indicates the equipment that the Issuing Authority chooses to have deeded, transferred and conveyed to the Town pursuant to 6.6(a) above. In advance of said date, the Licensee and the Issuing Authority or its designee shall jointly inspect the studio equipment so that the Issuing Authority can determine which equipment included in **Exhibit 5** shall be deeded to the Issuing Authority and/or the Access Corporation.
- (c) Such equipment chosen by the Issuing Authority pursuant to Section 6.6(b) above shall be deeded pursuant to Section 6.6(a) above in "as is" condition and without warranty. The Licensee shall reasonably maintain said equipment, in the same condition as on the Effective Date of this Renewal License, except for normal wear and tear, until the PEG Access Transition Date.
- (d) No sooner than August 22, 2012 and no later than August 30, 2012, and without charges and/or costs to the Town and/or the Access Corporation, the Licensee shall deliver all equipment chosen by the Issuing Authority and/or the Access Corporation pursuant to 6.6(b) above to a location within the Town of Mashpee as designated by the Issuing Authority. No later than August 15, 2012, the Issuing Authority shall notify the Licensee of the exact location to deliver said equipment. After said delivery, any and all subsequent installation and/or use of said deeded and delivered equipment shall be the responsibility of the Issuing Authority or its designee(s). The Issuing Authority and/or the Access Corporation shall reasonably cooperate with the Licensee during said delivery.
- (e) After the PEG Access Transition Date, the Licensee shall not be responsible for the repair, replacement and/or maintenance of said equipment.

Section 6.7—PEG ACCESS CORPORATION STUDIO LOCATION

- (a) No later than the Public Access Transition Date, the Licensee shall provide Origination Capability to a new PEG Access studio without charges and/or costs to the Issuing Authority, the Town and/or the Access Corporation as follows:
- (i) No later than February 22, 2012, the Issuing Authority shall identify the location of the PEG Access studio in a written letter to the Licensee, requesting Origination Capability from said location.
- (ii) The Licensee shall provide a written estimate of the cost of providing such Origination Capability to the PEG Access studio to the Issuing Authority within forty-five (45) days of receipt of such written request from the Issuing Authority.
- (iii) The Licensee shall be responsible for a total of Twenty-Five Thousand Dollars (\$25,000.00) for a new Drop and Origination Capability relocation costs; the Licensee reserves the right to pass such costs through to Subscribers in accordance with applicable law. Any relocation costs in excess of said \$25,000.00 shall be paid by the Issuing Authority and/or the Access Corporation.
- (iv) Within forty-five (45) days of the Issuing Authority's receipt of the written estimate from the Licensee, the Issuing Authority and/or the Access Corporation shall issue a payment to the Licensee only if such estimate exceeds \$25,000.00.
- (v) Upon receipt of said payment from the Issuing Authority or no later than forty-five (45) days of the Issuing Authority's receipt of the written estimate from the Licensee (if such costs are \$25,000.00 or less), the Licensee shall order equipment and begin the Origination Capability construction process.
- (vi) No later than ninety (90) days of the timelines established in this Section 6.7 above, the Licensee shall construct, install and provide such Origination Capability Drop to the new PEG Access studio, subject to Force Majeure.

Section 6.8---CENSORSHIP

Neither the Issuing Authority, the Town, the Licensee or the Access Corporation shall engage in any program censorship or any other control of the content of the PEG Access Programming on the Cable System, except as otherwise required or permitted by applicable law.

Section 6.9---EQUIPMENT OWNERSHIP

The Issuing Authority, its designee(s) and/or the Access Corporation shall own all PEG Access equipment purchased with funding pursuant to Section 6.5 supra. The Licensee shall have no obligation for maintenance, repair or replacement of such PEG Access equipment.

Section 6.10---ACCESS CORPORATION ANNUAL REPORT

Upon the written request of the Licensee, the Issuing Authority shall provide the Licensee with a copy of the Access Corporation's annual Form PC submitted to the Division of Public Charities and the Form 990.

Section 6.11---PEG ACCESS CABLECASTING

- (a) No later than the Effective Date of this Renewal License, in order that the Town and/or the Access Corporation can cablecast its PEG Access Programming over the Subscriber Network PEG Access Downstream Channels, all PEG Access Programming shall be modulated by the Town and/or the Access Corporation, then transmitted from the regional PEG Access Corporation studio and/or from any of the other locations in the Town with Origination Capability identified in **Exhibit 6**, attached hereto and made a part hereof, to the Cable System Headend or Hub, on four (4) Upstream Channels made available, without charge, to the Issuing Authority and/or the Access Corporation for their use.
- (b) The Licensee shall provide the Access Corporation with the capability to ensure that said Programming is properly switched electronically to the appropriate PEG Access Downstream Channel, in an efficient and timely manner. The Licensee shall not charge the Town and/or the Access Corporation for such electronic switching responsibility. Any manual switching that may be necessary for multiple remote origination cable casting shall be the responsibility of the Access Corporation. The Licensee and the Issuing Authority shall negotiate in good faith any difficulties that arise regarding cable casting of PEG Access Programming.
- (c) The Licensee shall provide and maintain all necessary switching and/or processing equipment located at its Hub Site or Headend in order to switch Upstream Signals carrying PEG Access Programming from the PEG Access studio to the designated Subscriber Network Downstream PEG Access Channel.
- (d) The Licensee shall own, maintain, repair and/or replace any Headend or Hubsite audio or video Signal processing equipment. The Town and/or Access Corporation, respectively, shall, own, maintain, repair and/or replace studio or portable modulators and demodulators. The demarcation point between the Licensee's equipment and the Town's and/or the Access Corporation's equipment shall be at the output of the Town's and/or the Access Corporation's modulator(s) at the PEG Access studio.

LICENSE FEES

Section 7.1---LICENSE FEE PAYMENTS

- (a) Pursuant to Massachusetts General Laws Chapter 166A, Section 9, the Licensee shall pay to the Town, throughout the term of this Renewal License, a License Fee equal to fifty cents (\$.50) per Subscriber per year, or such higher amount as may in the future be allowed pursuant to State and/or federal law. The number of Subscribers, for purposes of this section, shall be calculated in compliance with applicable law(s). Said Licensee Fees shall be paid to the Town no later than March 15th of each year of this Renewal License, unless provided for otherwise by applicable law.
- (b) The Licensee shall not be liable for a total financial commitment pursuant to this Renewal License and applicable law in excess of five percent (5%) of its Gross Annual Revenues; provided, however, that said five percent (5%) shall include the following: (i) the annual funding for PEG Access/Cable-Related Funding pursuant to Section 7.2 below and (ii) any License Fees that may be payable to the Town and/or the State provided, however, that said five percent (5%) shall not include the following: (i) any interest due herein to the Town and/or the Access Corporation because of late payments; (ii) the equipment payments payable to the Issuing Authority, its designee(s) and/or the Access Corporation pursuant to Section 6.5 supra; (iii) the costs related to any liquidated damages pursuant to Section 11.2 infra; and (iv) any exclusion to the term "franchise fee" pursuant to Section 622(g)(2) of the Cable Act.

Section 7.2---PEG ACCESS/CABLE-RELATED FUNDING

- (a) Upon the Public Access Transition Date, the Licensee shall commence making License Fee payments to the Issuing Authority equal to four and one-half percent (4.5%) of the Licensee's Gross Annual Revenues, as defined in Section 1.1(22) supra, payable on a quarterly basis. Subject to paragraph (a)(i) below, said payments shall be made directly to the Issuing Authority and/or its designee(s) on the following quarterly basis: (i) on or before May 15th of each year of this Renewal License for the previous (3) month period of January, February and March; (ii) on or before August 15th of each year of this Renewal License for the previous three (3) month period of April, May and June; (iii) on or before November 15th of each year of this Renewal License for the previous three (3) month period of July, August and September; and (iv) on or before February 15th of each year of this Renewal License for the previous three (3) month period of October, November and December.
- (i) The first 4.5% payment under this Renewal License shall be made on or before November 15, 2011 for the previous period from the Effective Date of this Renewal License through September 30, 2011.
- (ii) Subsequent 4.5% payments under this Renewal License shall be made on the dates specified in paragraph (a) above.
- (b) The Licensee shall file with each of said four and one-half percent (4.5%) quarterly payments a statement certified by an authorized representative of the Licensee documenting, in reasonable

detail, the total of all Gross Annual Revenues of the Licensee during the preceding three (3) month reporting period(s), as well as a completed Gross Annual Revenues Reporting Form, attached hereto as **Exhibit 4B**. If the Licensee's quarterly payments to the Issuing Authority were less than four and one-half percent (4.5%) of the Licensee's Gross Annual Revenues for the reporting period, the Licensee shall pay any balance due to the Issuing Authority no later than the quarterly payment subsequent to the discovery of such underpayment. Said statement shall list all of the general categories comprising Gross Annual Revenues as defined in Section 1.1(22) supra.

- (c) In no case shall said four and one-half percent (4.5%) payment(s) include (i) the Cable-Related Technology Funding pursuant to Section 5.7 supra; (ii) the equipment/capital funding required by Section 6.5 supra; and/or (iii) applicable License Fee payments to the Town, the State and/or the FCC. Said four and one-half percent (4.5%) payments shall be considered a Franchise Fee, unless otherwise provided for by applicable law.
- (d) In the event that the PEG Access/Cable-Related Funding payments herein required are not tendered on or before the dates fixed in paragraph (a) above, interest due on such fee shall accrue from the date due at the rate of two percent (2%) above the Prime Rate, on the last day of business of the prior month. Any such late payments pursuant to this Section 7.2(d) shall not be deemed to be part of the funding to be paid to the Issuing Authority pursuant to this Section 7.2 and shall be within the exclusion to the term "franchise fee" for requirements incidental to enforcing the Renewal License pursuant to Section 622(g)(2)(D) of the Cable Act.

Section 7.3---OTHER PAYMENT OBLIGATIONS AND EXCLUSIONS

- (a) The License Fee payments shall be in addition to and shall not constitute an offset or credit against any and all taxes or other fees or charges of general applicability which Licensee or any Affiliated Person shall be required to pay to the Town, or to any State or federal agency or authority, as required herein or by law; the payment of said taxes, fees or charges shall not constitute a credit or offset against the License Fee payments all of which shall be separate and distinct obligations of the Licensee and each Affiliated Person. The Licensee herein agrees that no such taxes, fees or charges shall be used as offsets or credits against the License Fee payments, except as permitted by applicable law.
- (b) In accordance with Section 622(h) of the Cable Act, nothing in the Cable Act or this Renewal License shall be construed to limit any authority of the Issuing Authority to impose a tax, fee or other assessment of any kind on any Person (other than the Licensee) with respect to Cable Service provided by such Person over the Cable System for which charges are assessed to Subscribers but not received by the Licensee. For any twelve (12) month period, the fees paid by such Person with respect to any such Cable Service or any other communications Service shall not exceed five percent (5%) of such Person's gross revenues derived in such period from the provision of such service over the System.

Section 7.4—LATE PAYMENT

In the event that the License Fees and/or the PEG Access payments herein required are not tendered on or before the dates fixed in Section 7.1 and Section 7.2 above, interest due on such fees and/or payments shall accrue from the date due at the rate of two percent (2%) above the annual

Prime Rate. Any payments to the Town pursuant to this Section 7.5 shall not be deemed to be part of the License Fees to be paid to the Town pursuant to Section 7.1 hereof and shall be within the exclusion to the term "franchise fee" for requirements incidental to enforcing the Renewal License pursuant to Section 622(g)(2)(D) of the Cable Act.

Section 7.5---RECOMPUTATION

- (a) Tender or acceptance of any payment required in Article 6 and/or by Section 7.1 and/or Section 7.2 shall not be construed as an accord that the amount paid pursuant to this Renewal License is correct, nor shall such acceptance of payment be construed as a release of any claim that the Issuing Authority may have for additional sums including interest pursuant to Section 6.5 and/or Section 7.2 supra. All amounts paid shall be subject to audit and recomputation by the Issuing Authority, which shall be based on the Licensee's fiscal year and shall occur in no event later than two (2) years after each License Fee payment is tendered with respect to such fiscal year.
- (b) If the Issuing Authority has reason to believe that any such payment(s) are incorrect, the Licensee shall have thirty (30) days to provide the Issuing Authority with additional information documenting and verifying the accuracy of any such payment(s). In the event that the Issuing Authority does not believe that such documentation supports the accuracy of such payment(s), the Issuing Authority may conduct an audit of such payment(s). Upon reasonable written notice, the Issuing Authority shall have the right to inspect any records relating to Gross Annual Revenues, as defined herein, in order to establish the accuracy of any payments to the Issuing Authority tendered hereunder.
- (c) If, after such audit and recomputation, an additional fee is owed to the Issuing Authority, such fee shall be paid within thirty (30) days after such audit and recomputation. The interest on such additional fee shall be charged from the due date at the Prime Rate during the period that such additional amount is owed. If, after such audit and recomputation, the Licensee has overpaid, such overpayment shall be credited against the next required PEG Access payment to the Issuing Authority, without interest charges of any kind.

Section 7.6---AFFILIATES USE OF SYSTEM

Use of the Cable System by Affiliates shall be in compliance with applicable State and/or federal laws, and shall not detract from Services provided to Mashpee.

Section 7.7---METHOD OF PAYMENT

All License Fee payments by the Licensee to the Town pursuant to this Renewal License shall be made payable to the Town and deposited with the Town Treasurer.

RATES AND CHARGES

Section 8.1—RATE REGULATION

The Town reserves the right to regulate the Licensee's Basic Service rates and charges to the extent allowable under State and federal laws.

Section 8.2---NOTIFICATION OF RATES AND CHARGES

- (a) In accordance with applicable law, the Licensee shall file with the Issuing Authority schedules which shall describe all Services offered by the Licensee, all rates and charges of any kind, and all terms or conditions relating thereto. Thirty (30) days prior to changing one of its policies and/or practices regarding equipment, the Licensee shall notify, in writing, the Cable Division, the Issuing Authority and all affected Subscribers of the change, including a description of the changed policy and/or practice, in a typeface that can be easily read and understood by Subscribers.
- (b) At the time of initial solicitation or installation of Service, the Licensee shall also provide each Subscriber with an explanation of downgrade and upgrade policies and the manner in which Subscribers may terminate cable service. Subscribers shall have at least thirty (30) days prior to the effective date of any rate increase to either downgrade service or terminate service altogether without any charge. Change of service policies shall be in compliance with 207 CMR 10.00 et seq., attached as **Exhibit** 7.

Section 8.3---PUBLICATION AND NON-DISCRIMINATION

All rates for Subscriber services shall be published and non-discriminatory. A written schedule of all rates shall be available upon request during business hours at the Licensee's business office. Nothing in this Renewal License shall be construed to prohibit the reduction or waiver of charges in conjunction with promotional campaigns for the purpose of attracting or maintaining Subscribers.

Section 8.4---CREDIT FOR SERVICE INTERRUPTION

Pursuant to applicable law(s), in the event that Service to any Subscriber is interrupted for twenty-four (24) or more consecutive hours, the Licensee shall grant such Subscriber a pro rata credit or rebate.

INSURANCE AND BONDS

Section 9.1---INSURANCE

- (a) The Licensee shall carry insurance throughout the term of this Renewal License and any removal period, pursuant to M.G.L. Chapter 166A, §5(f), with the Town listed as an additional insured with an insurance company satisfactory to the Issuing Authority, indemnifying the Town and the Licensee from and against all claims for injury or damage to Persons or property, both real and personal, caused by the construction, installation, operation, maintenance and/or removal of the Cable Television System. The amount of such insurance against liability for damage to property shall be no less than One Million Dollars (\$1,000,000.00) as to any one occurrence. The amount of such insurance for liability for injury or death to any Person shall be no less than One Million Dollars (\$1,000,000.00). The amount of such insurance for excess liability shall be Five Million Dollars (\$5,000,000.00) in umbrella form.
- (b) The Licensee shall carry insurance against all claims arising out of the operation of motor vehicles and general tort or contract liability in the amount of One Million Dollars (\$1,000,000.00) per occurrence.
- (c) All insurance coverage, including Workers' Compensation in amounts required by applicable law, shall be maintained throughout the entire term of this Renewal License. All expenses incurred for said insurance shall be at the sole cost and expense of the Licensee.
- (d) The following conditions shall apply to the insurance policies required herein:
 - (i) Such insurance shall commence no later than the Effective Date of this Renewal License.
- (ii) Such insurance shall be primary with respect to any insurance maintained by the Town and shall not call on the Town's insurance for contributions.
- (iii) Such insurance shall be obtained from brokers or carriers authorized to transact insurance business in the State.

Section 9.2---PERFORMANCE BOND

- (a) The Licensee shall maintain, without charge to the Town, throughout the term of the Renewal License a faithful performance bond running to the Town, with good and sufficient surety licensed to do business in the State in the sum of Fifty Thousand Dollars (\$50,000.00). Said bond shall be conditioned upon the faithful performance and discharge of all of the obligations imposed by this Renewal License.
- (b) The performance bond shall be effective throughout the term of this Renewal License, including the time for removal of all of the facilities provided for herein, and shall be conditioned that in the event that the Licensee shall fail to comply with any one or more provisions of this

Renewal License, the Town shall recover from the surety of such bond all damages suffered by the Town as a result thereof, pursuant to Sections 11.1 and 11.2 infra.

(c) Said bond shall be a continuing obligation of this Renewal License, and thereafter until the Licensee has satisfied all of its obligations to the Town that may have arisen from the grant of the Renewal License or from the exercise of any privilege herein granted. In the event that the Town recovers from said surety, the Licensee shall take immediate steps to reinstate the performance bond to the \$50,000.00 required herein. Neither this section, any bond accepted pursuant thereto, or any damages recovered thereunder shall limit the liability of the Licensee under the Renewal License.

Section 9.3---REPORTING

Upon the written request of the Issuing Authority, the Licensee shall submit to the Issuing Authority, or its designee, copies of all current certificates regarding (i) all insurance policies required herein, and (ii) the performance bond required herein.

Section 9.4—INDEMNIFICATION

The Licensee shall, at its sole cost and expense, indemnify and hold harmless the Issuing Authority, the Town, its officials, boards, commissions, committees, agents and/or employees against all claims for damage due to the actions of the Licensee, its employees, officers or agents arising out of the construction, installation, maintenance, operation and/or removal of the Cable Television System under the Renewal License, including without limitation, damage to Persons or property, both real and personal, caused by the construction, installation, operation, maintenance and/or removal of any structure, equipment, wire or cable installed. Indemnified expenses shall include all reasonable attorneys' fees and costs incurred up to such time that the Licensee assumes defense of any action hereunder. The Issuing Authority shall give the Licensee written notice of its obligation to indemnify and defend the Issuing Authority within ten (10) business days of receipt of a claim or action pursuant to this section.

Section 9.5---NOTICE OF CANCELLATION OR REDUCTION OF COVERAGE

The insurance policies and the performance bond required herein shall each contain an explicit endorsement stating that such insurance policies and performance bond are intended to cover the liability assumed by the Licensee under the terms of the Renewal License and shall contain the following endorsement:

It is hereby understood and agreed that this policy (or performance bond) shall not be cancelled, materially changed or the amount of coverage thereof reduced until thirty (30) days after receipt by the Issuing Authority by certified mail of one (1) copy of a written notice of such intent to cancel, materially change or reduce the coverage required herein.

ADMINISTRATION AND REGULATION

Section 10.1---REGULATORY AUTHORITY

The Issuing Authority and/or its designee(s) shall be responsible for the day to day regulation of the Cable Television System. The Issuing Authority and/or its designee(s) shall monitor and enforce the Licensee's compliance with the terms and conditions of this Renewal License. The Issuing Authority shall notify the Licensee in writing of any instance of non-compliance pursuant to Section 11.1 infra.

Section 10.2---PERFORMANCE EVALUATION HEARINGS

- (a) The Issuing Authority may hold a performance evaluation hearing every year within sixty (60) days of each anniversary of the Effective Date of this Renewal License. All such evaluation hearings shall be open to the public. The purpose of said evaluation hearing shall be to, among other things, (i) review the Licensee's compliance to the terms and conditions of this Renewal License, with emphasis on PEG Access Channels, facilities and support; customer service and Complaint response; and (ii) hear comments, suggestions and/or complaints from the public. The Issuing Authority shall provide the Licensee with advance, written notice regarding compliance matters.
- (b) The Issuing Authority shall have the right to question the Licensee on any aspect of this Renewal License including, but not limited to, the operation, maintenance and/or removal of the Cable Television System. During review and evaluation by the Issuing Authority, the Licensee shall fully cooperate with the Issuing Authority and/or its designee(s), and produce such documents or other materials relevant to such review as are reasonably requested from the Town. Any Subscriber or other Person may submit comments during such review hearing, either orally or in writing, and such comments shall be duly considered by the Issuing Authority.
- (c) Within sixty (60) days after the conclusion of such review hearing(s), the Issuing Authority shall issue a written report with respect to the Licensee's compliance, and send one (1) copy to the Licensee and file one (1) copy with the Town Clerk's Office. If noncompliance is found which result in a violation of any of the provisions of this Renewal License, the Licensee shall respond and propose a plan for implementing any changes or improvements necessary, pursuant to Section 11.1 infra. Said report shall report on the Licensee's compliance to the terms and conditions of this Renewal License, as well.

Section 10.3---NONDISCRIMINATION

The Licensee shall not discriminate against any Person in its solicitation, service or access activities, if applicable, on the basis of race, color, creed, religion, ancestry, national origin, geographical location within the Town, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance. The Licensee shall be subject to all other requirements of federal and State laws or regulations, relating to nondiscrimination through the term of the Renewal License. This Section 10.3 shall not affect the right of the Licensee to offer discounts.

Section 10.4---EMERGENCY REMOVAL OF PLANT

If, at any time, in case of fire or disaster in the Town, it shall become necessary in the reasonable judgment of the Issuing Authority or any designee(s), to cut or move any of the wires, cables, amplifiers, appliances or appurtenances of the Cable Television System, the Town shall have the right to do so at the sole cost and expense of the Licensee.

Section 10.5---REMOVAL AND RELOCATION

The Issuing Authority shall have the power at any time to order and require the Licensee to remove or relocate any pole, wire, cable or other structure owned by the Licensee that is dangerous to life or property. In the event that the Licensee, after notice, fails or refuses to act within a reasonable time, the Issuing Authority shall have the power to remove or relocate the same at the sole cost and expense of the Licensee, which cost shall be summarized by the Issuing Authority.

Section 10.6---JURISDICTION

Jurisdiction and venue over any dispute, action or suit shall be in any court of appropriate venue and subject matter jurisdiction located in the Commonwealth of Massachusetts and the parties by the instrument subject themselves to the personal jurisdiction of said court for the entry of any such judgment and for the resolution of any dispute, action, or suit.

ARTICLE 11

DETERMINATION OF BREACH LIQUIDATED DAMAGES-LICENSE REVOCATION

Section 11.1—DETERMINATION OF BREACH

In the event that the Issuing Authority has reason to believe that the Licensee has defaulted in the performance of any or several provisions of the Renewal License, except as excused by Force Majeure, the Issuing Authority shall notify the Licensee in writing, by certified mail, of the provision or provisions which the Issuing Authority believes may have been in default and the details relating thereto. The Licensee shall have thirty (30) days from the receipt of such notice to:

- (a) respond to the Issuing Authority in writing, contesting the Issuing Authority's assertion of default and providing such information or documentation as may be necessary to support the Licensee's position.
- (b) cure any such default (and provide written evidence of the same), or, in the event that by nature of the default, such default cannot be cured within such thirty (30) day period, to take reasonable steps to cure said default and diligently continue such efforts until said default is cured. The Licensee shall report to the Issuing Authority, in writing, by certified mail, at twenty-one (21) day intervals as to the Licensee's efforts, indicating the steps taken by the Licensee to cure said default and reporting the Licensee's progress until such default is cured.
- (c) In the event that the Licensee fails to respond to such notice of default and to cure the default or to take reasonable steps to cure the default within the required thirty (30) day period, the Issuing Authority or its designee shall promptly schedule a public hearing no sooner than fourteen (14) days after written notice, by certified mail, to the Licensee. The Licensee shall be provided reasonable opportunity to offer evidence and be heard at such public hearing.
- (d) Within thirty (30) days after said public hearing, the Issuing Authority shall determine whether or not the Licensee is in default of any provision of the Renewal License and shall issue a written determination of its findings. In the event that the Issuing Authority, after such hearings, determines that the Licensee is in such default, the Issuing Authority may determine to pursue any of the following remedies:
 - (i) Seek specific performance of any provision in the Renewal License that reasonably lends itself to such remedy as an alternative to damages;
 - (ii) Assess liquidated damages in accordance with the schedule set forth in Section 11.2 below;
 - (iii) Commence an action at law for monetary damages;
 - (iv) Foreclose on all or any appropriate part of the security provided pursuant to Section 9.2 herein;
 - (v) Declare the Renewal License to be revoked subject to Section 11.3 below and applicable law;
 - (vi) Invoke any other lawful remedy available to the Town.

Section 11.2---LIQUIDATED DAMAGES

(a) For the violation of any of the following provisions of this Renewal License, liquidated damages shall be paid by the Licensee to the Issuing Authority, subject to Section 11.1 above. Any such liquidated damages shall be assessed as of the date that the Licensee received written notice,

by certified mail, of the provision or provisions which the Issuing Authority believes are in default, provided that the Issuing Authority made a determination of default pursuant to Section 11.1(d) above.

- (1) For failure to fully activate, operate and maintain the Subscriber Network in accordance with Section 3.1 herein, Four Hundred Seventy-Five Dollars (\$475.00) per day, for each day that any such non-compliance continues.
- (2) For failure to obtain the advance, written approval of the Issuing Authority for any transfer of this Renewal License in accordance with Section 2.6 herein, Three Hundred Dollars (\$300.00) per day, for each day that any such non-compliance continues.
- (3) For failure to comply with the PEG Access Programming and equipment provisions in accordance with the requirements in Article 6 herein, Two Hundred Fifty Dollars (\$250.00) per day, for each day that any such non-compliance continues; provided, however, that Section 6.5 supra is not subject to assessment of liquidated damages only during such time that interest charges are being levied.
- (4) For failure to install, operate and maintain the remote origination locations in accordance with Section 6.9 herein and **Exhibit 6**, attached hereto, Two Hundred Dollars (\$200.00) per day that any such non-compliance continues.
- (5) For failure to comply with the FCC's Customer Service Obligations in accordance with Section 12.5 infra, and **Exhibit 8** attached hereto, One Hundred Fifty Dollars (\$150.00) per day that any such non-compliance continues.
- (6) For failure to provide, install and/or fully activate the Subscriber Network Drops in accordance with Section 5.6 herein and/or Exhibit 3, One Hundred Dollars (\$100.00) per day that any of such Drops and/or Outlets are not provided, installed and/or activated as required.
- (7) For failure to submit reports, pursuant to Article 13 herein, Fifty Dollars (\$50.00) per day that any of said reports are not submitted as required.
- (b) Such liquidated damages shall not be a limitation upon, any other provisions of the Renewal License and applicable law, including revocation, or any other statutorily or judicially imposed penalties or remedies.
- (c) Each of the above-mentioned cases of non-compliance shall result in damage to the Town, its residents, businesses and institutions, compensation for which will be difficult to ascertain. The Licensee agrees that the liquidated damages in the amounts set forth above are fair and reasonable compensation for such damage. The Licensee agrees that said foregoing amounts are liquidated damages, not a penalty or forfeiture, and are within one or more exclusions to the term "franchise fee" provided by Section 622(g)(2)(A)-(D) of the Cable Act.

Section 11.3---REVOCATION OF THE RENEWAL LICENSE

To the extent permitted by applicable law and subject to the provisions of Section 11.1 supra, in the event that the Licensee fails to comply with any material provision of the Renewal License,

the Issuing Authority may revoke the Renewal License granted herein.

Section 11.4---TERMINATION

The termination of the Renewal License and the Licensee's rights herein shall become effective upon the earliest to occur of: (i) the revocation of the Renewal License by action of the Issuing Authority, pursuant to Section 11.1 and 11.3 above; (ii) the abandonment of the Cable System, in whole or material part, by the Licensee without the express, prior approval of the Issuing Authority; or (iii) the expiration of the term of the Renewal License. In the event of any termination, the Town shall have all of the rights provided in the Renewal License unless the Licensee is otherwise permitted to continue operating the Cable System pursuant to applicable law(s).

Section 11.5---NOTICE TO TOWN OF LEGAL ACTION

Except in an emergency situation, in the event that the Licensee or the Issuing Authority intends to take legal action against the other party for any reason, it shall first give the other party reasonable notice that an action will be filed.

Section 11.6---NON-EXCLUSIVITY OF REMEDY

No decision by the Issuing Authority or the Town to invoke any remedy under the Renewal License or under any statute, law or by-law shall preclude the availability of any other such remedy

Section 11.7---NO WAIVER-CUMULATIVE REMEDIES

- (a) No failure on the part of the Issuing Authority or the Town, or the Licensee to exercise, and no delay in exercising, any right in the Renewal License shall operate as a waiver thereof, nor shall any single or partial exercise of any such right preclude any other right, all subject to the conditions and limitations contained in the Renewal License.
- (b) The rights and remedies provided herein are cumulative and not exclusive of any remedies provided by law, and nothing contained in the Renewal License shall impair any of the rights of the Issuing Authority or the Town or the Licensee under applicable law, subject in each case to the terms and conditions in the Renewal License.
- (c) No waiver of, nor failure to exercise any right or remedy by the Issuing Authority, the Town or the Licensee at any one time shall affect the exercise of such right or remedy or any other right or remedy by the Town at any other time. In order for any waiver of the Issuing Authority, Town or the Licensee to be effective, it shall be in writing.
- (d) The failure of the Issuing Authority or the Town to take any action in the event of any breach by the Licensee shall not be deemed or construed to constitute a waiver of or otherwise affect the right of the Issuing Authority or the Town to take any action permitted by this Renewal License at any other time in the event that such breach has not been cured, or with respect to any other breach by the Licensee.

SUBSCRIBER RIGHTS AND CONSUMER PROTECTION

Section 12.1—CUSTOMER SERVICE OFFICE

For the entire term of this Renewal License, the Licensee shall continue to maintain, operate and staff its full-time customer service office in the Town of Mashpee or in the Town of Sandwich, for the purpose of receiving customer payments, inquiries and Complaints and equipment return/exchange, made in person, including without limitation, those regarding billing, Service, installation, equipment malfunctions and answering general inquiries. Said customer service office shall be open for walk-in business during Normal Business Hours.

Section 12.2---TELEPHONE ACCESS

- (a) The Licensee shall comply with the FCC's Customer Service Obligations at 47 C.F.R. §76.309, attached hereto as **Exhibit 8**, during Normal Business Hours, as defined therein.
- (b) The Licensee's customer service call center shall have a publicly listed local or toll-free telephone number for Mashpee Subscribers.
- (c) Pursuant to 47 C.F.R. §76.309(c)(1)(B), under Normal Operating Conditions, as defined, telephone answer time by a customer service representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. Said standards shall be met no less than ninety (90) percent of the time under normal operating conditions, measured on a quarterly basis.
- (d) A Subscriber shall receive a busy signal less than three (3%) of the time, measured on a quarterly basis, under normal operating conditions.
- (e) The Licensee shall not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of complaints indicates a clear failure to comply.

Section 12.3—CUSTOMER SERVICE CALL CENTER

- (a) The Licensee shall maintain and operate its customer service call center twenty-four (24) hours a day, seven (7) days a week, including holidays. The Licensee reserves the right to modify its business operations with regard to such customer service call center. The Licensee shall comply with all State and federal requirements pertaining to the hours of operation of such customer service call center.
- (b) In the event that the Licensee does not maintain and operate its customer service call center twenty-four (24) hours a day, seven (7) days a week, the Licensee shall maintain a telephone

answering service to handle Subscriber inquiries, Complaints and emergencies, and provide proper referral regarding billing and other Subscriber information. The Licensee shall log all such afterhours calls. Said answering service shall (i) forward all inquiries and/or Complaints to the Licensee the morning of the next business day and (ii) inform each Subscriber calling that his or her Complaint will be referred to the Licensee's Customer Service Department for response. If requested, or reasonably warranted by the reported nature of the Subscriber's problem or inquiry, the Licensee shall promptly contact each individual Subscriber to follow-up on their individual problem and/or inquiry.

Section 12.4---INSTALLATION VISITS-SERVICE CALLS-RESPONSE TIME

- (a) The Licensee shall provide Cable Service(s), for new aerial installations, to Mashpee residents who request Service within seven (7) business days of said request, or at such time as is mutually agreed-upon by the Licensee and said Subscriber. Underground installations shall be completed as expeditiously as possible, weather permitting If arranging appointments for installation, the Licensee shall specify in advance whether such will occur in the morning or afternoon, or a more narrow interval, if possible, and the Licensee shall make reasonable efforts to install at times convenient to Subscribers (including times other than 9:00 a.m. to 5:00 p.m. weekdays).
- (b) A Subscriber Complaint or request for Service received after Normal Business Hours shall be responded to the next business morning.
- (c) The Licensee shall ensure that there are stand-by technician(s) on-call at all times after Normal Business Hours. The answering service shall be required to notify the stand-by technician(s) of (i) any emergency situations, (ii) an unusual number of calls and/or (iii) a number of similar Complaint calls or a number of calls coming from the same area.
- (d) System outages shall be responded to promptly by technical personnel. For purposes of the section, an outage shall be considered to occur when three (3) or more calls are received from any one neighborhood, concerning such an outage, or when the Licensee has reason to know of such an outage.
- (e) The Licensee shall remove all Subscriber Drop Cables, within fifteen (15) days of receiving a request from a Subscriber to do so.

Section 12.5—FCC CUSTOMER SERVICE OBLIGATIONS

The Licensee shall comply with the FCC's Customer Service Obligations, codified at 47 U.S.C. Section 76.309, as may be amended from time to time, which standards are attached hereto, and made a part hereof, as **Exhibit 8**.

Section 12.6---BUSINESS PRACTICE STANDARDS

The Licensee shall provide the Issuing Authority, the Cable Division and all of its Subscribers with the following information in accordance with 207 CMR 10.00 et seq., attached hereto as

Exhibit 7 and made a part hereof, as the same may exist or as may be amended from time to time:

- (i) Billing Practices Notice;
- (ii) Services, Rates and Charges Notice;
- (iii) Form of Bill;
- (iv) Advance Billing and Issuance of Bills;
- (v) Billing Due Dates, Delinquency, Late Charges and Termination of Service;
- (vi) Charges for Disconnection or Downgrading of Service;
- (vii) Billing Disputes; and
- (viii) Security Deposits.

Section 12.7---COMPLAINT RESOLUTION PROCEDURES

- (a) The Licensee shall establish a procedure for resolution of Complaints by Subscribers.
- (b) Upon reasonable notice, the Licensee shall expeditiously investigate and resolve all Complaints regarding the quality of Service, equipment malfunctions and similar matters. In the event that a Subscriber is aggrieved, the Issuing Authority or its designee(s) shall be responsible for receiving and acting upon such Subscriber Complaints/inquiries, as follows:
 - (i) Upon the written request of the Issuing Authority or its designee(s), and subject to applicable privacy laws, the Licensee shall, within fourteen (14) business days after receiving such request, send a written report to the Issuing Authority with respect to any Complaint. Such report shall provide a full explanation of the investigation, finding and corrective steps taken by the Licensee. Should a Subscriber have an unresolved Complaint regarding cable television operations, the Subscriber shall be entitled to file his or her Complaint with the Issuing Authority or its designee(s), who shall have primary responsibility for the continuing administration of the Renewal License and the implementation of Complaint procedures. Thereafter, if the Subscriber wishes to participate in further processing of the Complaint, the Subscriber shall meet jointly in Mashpee with the Issuing Authority or its designee(s) and a representative of the Licensee, within thirty (30) days of the Subscriber's filing of his or her Complaint, in order to fully discuss and attempt to resolve such matter.
- (c) Notwithstanding the foregoing and subject to applicable privacy laws, if the Issuing Authority or its designee(s) determines it to be in the public interest, the Issuing Authority or its designee(s) may investigate any Complaints or disputes brought by Subscribers arising from the operations of the Licensee.

Section 12.8---REMOTE CONTROL DEVICES

The Licensee shall allow its Subscribers to purchase, from legal and authorized parties other than the Licensee, own, utilize and program remote control devices that are compatible with the Converter(s) provided by the Licensee. The Licensee takes no responsibility for changes in its equipment that might make inoperable the remote control devices acquired by Subscribers.

Section 12.9—EMPLOYEE IDENTIFICATION CARDS

All of the Licensee's employees entering, or seeking entrance, upon private property, in connection with the construction, installation, maintenance and/or operation of the Cable System, including repair and sales personnel, shall be required to wear an employee identification card issued by the Licensee and bearing a picture of said employee.

Section 12.10—PROTECTION OF SUBSCRIBER PRIVACY

- (a) The Licensee shall respect the rights of privacy of every Subscriber and/or User of the Cable Television System and shall not violate such rights through the use of any device or Signal associated with the Cable Television System, and as hereafter provided.
- (b) The Licensee shall comply with all privacy provisions contained in the Article 12 and all other applicable federal and state laws including, but not limited to, the provisions of Section 631 of the Cable Act.
- (c) The Licensee shall be responsible for carrying out and enforcing the Cable System's privacy policy, and shall at all times maintain adequate physical, technical and administrative security safeguards to ensure that personal subscriber information is handled and protected strictly in accordance with the policy.

Section 12.11---PRIVACY WRITTEN NOTICE

At the time of entering into an agreement to provide any Cable Service or other service to a Subscriber, and annually thereafter to all Cable System Subscribers, the Licensee shall provide Subscribers with written notice, as required by Section 631(a)(1) of the Cable Act, which, at a minimum, clearly and conspicuously explains the Licensee's practices regarding the collection, retention, uses, and dissemination of personal subscriber information, and describing the Licensee's policy for the protection of subscriber privacy.

Section 12.12---MONITORING

(a) Unless otherwise required by court order, neither the Licensee nor its agents nor the Town nor its agents shall tap, monitor, arrange for the tapping or monitoring, or permit any other Person to tap or monitor, any cable, line, Signal, input device, or subscriber Outlet or receiver for any purpose, without the prior written authorization of the affected Subscriber or User; provided, however, that the Licensee may conduct system-wide or individually addressed "sweeps" solely

for the purpose of verifying System integrity, checking for illegal taps, connections or Converters, controlling return-path transmission, billing for pay Services or monitoring channel usage in a manner not inconsistent with the Cable Act. The Licensee shall promptly report to the affected parties and the Issuing Authority any instances of monitoring or tapping of the Cable Television System, or any part thereof, of which it has knowledge, whether or not such activity has been authorized by the Licensee, other than as permitted herein.

(b) The Licensee shall not record or retain any information transmitted between a Subscriber or User and any third party, except as required for lawful business purposes. Pursuant to Section 631(e) of the Cable Act, the Licensee shall destroy personally identifiable information if the information is no longer necessary for the purpose for which it was collected and there are no pending requests or orders for access to such information pursuant to a request from a Subscriber or pursuant to a court order.

Section 12.13---DISTRIBUTION OF SUBSCRIBER INFORMATION

- (a) The Licensee and its agents and/or employees shall not, without giving Subscribers an opportunity to prevent disclosure, disclose to any third party data identifying or designating any Subscriber either by name or address. Said opportunity to prevent disclosure shall be provided to each Subscriber annually through a written notice. A Subscriber shall have the right, at any time, to request the Licensee not to disclose to any third party data identifying the Subscriber either by name or address and the Licensee shall abide by this request.
- (b) In accordance with applicable law, the Licensee shall not disclose personally identifiable information concerning any Subscriber without the prior written or electronic consent of the Subscriber concerned.
 - (c) The Licensee may disclose such information if the disclosure is:
 - (i) necessary to render, or conduct a legitimate business activity related to, a Cable Service or other service provided by the Licensee to the Subscriber; and/or
 - (ii) made pursuant to a court order authorizing such disclosure, if the Subscriber is notified of such order by the person to whom the order is directed
 - (iii) a disclosure of the names and addresses of Subscribers to any Cable Service or other service, if (a) the Licensee has provided the Subscriber the opportunity to prohibit or limit such disclosure, and (b) the disclosure does not reveal, directly or indirectly, the (i) extent of any viewing or other use by the Subscriber of a Cable Service or other service provided by the License, or (ii) the nature of the transaction made by the Subscriber over the Cable System.

Section 12.14---INFORMATION WITH RESPECT TO VIEWING HABITS AND SUBSCRIPTION DECISIONS

Except as permitted by Section 631 of the Cable Act, neither the Licensee nor its agents nor its employees shall make available to any third party, including the Town, information concerning

the viewing habits or subscription package decisions of any individual Subscriber.

Section 12.15---SUBSCRIBER'S RIGHT TO INSPECT AND VERIFY INFORMATION

- (a) The Licensee shall promptly make available for inspection by a Subscriber at a reasonable time and place all personal subscriber information that the Licensee maintains regarding said Subscriber.
- (b) A Subscriber may obtain from the Licensee a copy of any or all of the personal subscriber information regarding him or her maintained by the Licensee. The Licensee may require a reasonable fee for making said copy.
- (c) A Subscriber or User may challenge the accuracy, completeness, retention, use or dissemination of any item of personal subscriber information. Such challenges and related inquiries about the handling of subscriber information shall be directed to the Licensee. The Licensee shall change any such information upon a reasonable showing by any Subscriber that such information is inaccurate.

Section 12.16---PRIVACY STANDARDS REVIEW

The Issuing Authority and the Licensee shall periodically review the Article 12 to determine that it effectively addresses appropriate concerns about privacy. The Article may be amended periodically by agreement of the Issuing Authority and the Licensee.

ARTICLE 13

REPORTS, AUDITS AND PERFORMANCE TESTS

Section 13.1---GENERAL

- (a) Upon written request of the Issuing Authority, the Licensee shall promptly submit to the Town any information in such form and containing such information as may be reasonably requested by the Issuing Authority, which may be reasonably required to establish the Licensee's compliance with its obligations pursuant to the Renewal License.
- (b) If the Licensee believes that the documentation requested by the Issuing Authority involves proprietary information, then the Licensee shall submit the information to its counsel, who shall confer with the Town Counsel for a determination of the validity of the Licensee's claim of a proprietary interest.
 - (c) The Licensee shall file reports in electronic format where and when possible.

Section 13.2---FINANCIAL REPORTS

(a) Upon written request, no later than one hundred twenty (120) days after the end of the

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Licensee's fiscal year, the Licensee shall furnish the Issuing Authority and/or its designee(s) with Cable Division Forms 200 showing a balance sheet sworn to by an authorized representative of the Licensee. Said forms shall contain such financial information as required by applicable law.

(b) The Licensee shall provide any other reports required by State and/or federal law.

Section 13.3---CABLE SYSTEM INFORMATION

Pursuant to applicable law, upon the Issuing Authority's written request, the Licensee shall file annually with the Issuing Authority a statistical summary of the operations of the Cable System. Said report shall include, but not be limited to, the number of Basic Service Subscribers.

Section 13.4---IN-HOUSE TELEPHONE REPORTS

To establish the Licensee's compliance with the requirements of Sections 12.2 and 12.5 of this Renewal License, the Licensee shall provide to the Issuing Authority, upon written request of the Issuing Authority on a semi-annual basis, a report of regional telephone traffic, generated from an in-house automated call accounting or call tracking system, covering Subscriber calls to the Licensee. Said reports shall include the following information and any other information that may be required by applicable law(s): (i) confirmation that, under Normal Operating Conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made (which standard shall be met no less than ninety percent (90%) of the time under Normal Operating Conditions, measured on a quarterly basis); and (ii) confirmation that, under Normal Operating Conditions, the customer will receive a busy signal less than three percent (3%) of the time.

Section 13.5---SUBSCRIBER COMPLAINT REPORT

In accordance with the regulations of the Cable Division, the Licensee shall submit a completed copy of Cable Division Form 500, attached hereto as **Exhibit 8** to the Issuing Authority, or its designee(s), as required by the Cable Division.

Section 13.6---INDIVIDUAL COMPLAINT REPORTS

Subject to Sections 12.7 supra, the Licensee shall, within fourteen (14) business days after receiving a written request from the Issuing Authority, send a written report to the Issuing Authority with respect to any Complaint. Such report shall provide a full explanation of the investigation, finding(s) and corrective steps taken, as allowed by applicable law.

Section 13.7---ANNUAL PERFORMANCE TESTS

Upon written request of the Issuing Authority, the Licensee shall provide copies of performance tests to the Issuing Authority in accordance with FCC regulations, as set out in 47 C.F.R. §76.601 et seq.

Section 13.8---QUALITY OF SERVICE

Where there exists evidence which, in the reasonable judgment of the Issuing Authority, casts doubt upon the reliability or technical quality of Cable Service(s), the Issuing Authority shall cite specific facts which cast such doubt(s), in a notice to the Licensee. The Licensee shall submit a written report to the Issuing Authority, within thirty (30) days of receipt of any such notice from the Issuing Authority, setting forth in detail its explanation of the problem(s).

Section 13.9---DUAL FILINGS

To the extent required by applicable law, either party shall notify the other of any petitions, communications, and/or requests for waiver or advisory opinion with any State or federal agency or commission pertaining to any material aspect of the Cable System operation hereunder, subject to Section 13.1 above, and upon the other party's written request, shall make available at its own expense to the other party copies of any such petitions, communications or requests.

Section 13.10---ADDITIONAL INFORMATION

At any time during the term of the Renewal License, upon the reasonable request of the Issuing Authority, the Licensee shall not unreasonably deny any requests for further information which may be required to establish the Licensee's compliance with its obligations pursuant to the Renewal License and subject to Section 13.1 supra.

Section 13.11---INVESTIGATION

Subject to applicable law and regulation, the Licensee and any Affiliated Person(s) shall cooperate fully and faithfully with any lawful investigation, audit or inquiry conducted by a Town governmental agency; provided, however, that any such investigation, audit, or inquiry is for the purpose of establishing the Licensee's compliance with its obligations pursuant to this Renewal License.

ARTICLE 14

EMPLOYMENT

Section 14.1---EQUAL EMPLOYMENT OPPORTUNITY

The Licensee is an Equal Opportunity Employer and shall comply with applicable FCC regulations with respect to Equal Employment Opportunities.

Section 14.2---NON-DISCRIMINATION

The Licensee shall adhere to all federal and State laws prohibiting discrimination in employment practices.

ARTICLE 15

MISCELLANEOUS PROVISIONS

Section 15.1—ENTIRE AGREEMENT

This instrument contains the entire agreement between the parties, supercedes all prior agreements or proposals except as specifically incorporated herein, and cannot be changed orally but only by an instrument in writing executed by the parties.

Section 15.2---CAPTIONS

The captions to sections throughout this Renewal License are intended solely to facilitate reading and reference to the sections and provisions of the Renewal License. Such captions shall not affect the meaning or interpretation of the Renewal License.

Section 15.3---SEPARABILITY

If any section, sentence, paragraph, term or provision of this Renewal License is determined to be illegal, invalid or unconstitutional, by any court of competent jurisdiction or by any State or federal regulatory agency having jurisdiction thereof, such determination shall have no effect on the validity of any other section, sentence, paragraph, term or provision hereof, all of which shall remain in full force and effect for the term of this Renewal License.

Section 15.4---ACTS OR OMISSIONS OF AFFILIATES

During the term of this Renewal License, the Licensee shall be liable for the acts or omission of its Affiliates while such Affiliates are involved directly or indirectly in the construction, installation, maintenance or operation of the Cable System as if the acts or omissions of such Affiliates were the acts or omissions of the Licensee.

Section 15.5---RENEWAL LICENSE EXHIBITS

The Exhibits to this Renewal License, attached hereto, and all portions thereof, are incorporated herein by this reference and expressly made a part of this Renewal License, unless such Exhibits are noted for informational purposes only.

Section 15.6---WARRANTIES

The Licensee warrants, represents and acknowledges that, as of the Effective Date of this Renewal License:

- (i) The Licensee is duly organized, validly existing and in good standing under the laws of the State;
- (ii) The Licensee has the requisite power and authority under applicable law and its by-laws and articles of incorporation and/or other organizational documents, is authorized by resolutions of its Board of Directors or other governing body, and has secured all consents which are required to be obtained as of the Execution Date of this Renewal License, to enter into and legally bind the Licensee to this Renewal License and to take all actions necessary to perform all of its obligations pursuant to this Renewal License;
- (iii) This Renewal License is enforceable against the Licensee in accordance with the provisions herein, subject to applicable State and federal law;
- (iv) There are no actions or proceedings pending or threatened against the Licensee as of the Effective Date of this Renewal License which would interfere with its performance of this Renewal License; and
- (v) Pursuant to Section 625(f) of the Cable Act, the performance of all terms and conditions in this Renewal License is commercially practicable as of the Effective Date of this Renewal License.

Section 15.7---FORCE MAJEURE

If by reason of force majeure either party is unable in whole or in part to carry out its obligations hereunder, said party shall not be deemed in violation or default during the continuance of such inability. The term "Force Majeure" as used herein shall mean the following: acts of God; acts of public enemies; orders of any kind of the government of the United States of America or of the State or any of their departments, agencies, political subdivision, or officials, or any civil or military authority; insurrections; riots; epidemics; landslides; lightening; earthquakes; fires;

hurricanes; volcanic activity; storms; floods; washouts; droughts; civil disturbances; explosions; strikes; applicable environmental restrictions; unavailability of essential equipment, services and/or materials beyond the control of the Licensee, the Issuing Authority and/or the Town; and any other matters beyond the reasonable control of the Licensee, the Issuing Authority and/or the Town.

Section 15.8---REMOVAL OF ANTENNAS

The Licensee shall not remove any television antenna of any Subscriber but shall offer to said Subscriber an adequate switching device ("A/B Switch") to allow said Subscriber to choose between cable and non-cable television reception.

Section 15.9---SUBSCRIBER TELEVISION SETS

Pursuant to M.G.L. Chapter 166A, Section 5(d), the Licensee shall not engage directly or indirectly in the business of selling or repairing television or radio sets; provided, however, that the Licensee may make adjustments to television sets in the course of normal maintenance.

Section 15.10---APPLICABILITY OF RENEWAL LICENSE

All of the provisions in this Renewal License shall apply to the Town, the Licensee, and their respective successors and assignees.

Section 15.11---NOTICES

- (a) Every notice to be served upon the Issuing Authority shall be delivered, or sent by certified mail (postage prepaid) to the Board of Selectmen, Town Hall, 16 Great Neck Road, North Mashpee, Massachusetts 02649, or such other address as the Issuing Authority may specify in writing to the Licensee, with one (1) copy of such notice to the Town Counsel. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of mailing.
- (b) Every notice served upon the Licensee shall be delivered or sent by certified mail (postage prepaid) to the following addresses. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of receipt:

Comcast Cable Communications, Inc. Attn: Vice President, Government Relations 330 Billerica Street Chelmsford, Massachusetts 01824 with one (1) copy to:

Comcast Cable Communications, Inc. Vice President, Government Affairs 676 Island Pond Road Manchester, New Hampshire 03109

and one (1) copy to:

Comcast Cable Communications, Inc Attn: Government Affairs One Comcast Center Philadelphia, Pennsylvania 19103

- (c) Whenever notice of any public hearing relating to the Cable System is required by law or regulation or the Renewal License, the Issuing Authority shall publish notice of the same, sufficient to identify its time, place and purpose, as may be required.
- (d) Subject to subsection (c) above, all required notices shall be in writing.

Section 15.12---NO RECOURSE AGAINST THE ISSUING AUTHORITY

Pursuant to Section 635A(a) of the Cable Act, the Licensee shall have no recourse against the Issuing Authority, the Town and/or its officials, boards, commissions, committees, members, agents or employees other than injunctive relief or declaratory relief, arising from the regulation of cable service or from a decision of approval or disapproval with respect to a grant, renewal, transfer or amendment of this Renewal License.

Section 15.13---TOWN'S RIGHT OF INTERVENTION

The Town hereby reserves the right, as authorized by applicable law and/or regulation, to intervene in any suit, action or proceeding involving this Renewal License, or any provision in this Renewal License; provided, however, that this section shall not restrict the right of the Licensee to oppose such intervention, pursuant to applicable law.

Section 15.14---TERM

All obligations of the Licensee and the Issuing Authority set forth in the Renewal License shall commence upon the Effective Date of this Renewal License and shall continue for the term of the Renewal License, except as expressly provided for otherwise herein.

FCC TECHNICAL SPECIFICATIONS

TITLE 47—TELECOMMUNICATION CHAPTER I--FEDERAL COMMUNICATIONS COMMISSION PART 76--MULTICHANNEL VIDEO AND CABLE TELEVISION SERVICE

§ 76.605 Technical standards.

- (a) As of December 30, 1992, unless otherwise noted, the following requirements apply to the performance of a cable television system as measured at any subscriber terminal with a matched impedance at the termination point or at the output of the modulating or processing equipment (generally the headend) of the cable television system or otherwise as noted. The requirements are applicable to each NTSC or similar video downstream cable television channel in the system: (1)(i) The cable television channels delivered to the subscriber's terminal shall be capable of being received and displayed by TV broadcast receivers used for off-the-air reception of TV broadcast signals, as authorized under part 73 of this chapter; and
- (ii) Cable television systems shall transmit signals to subscriber premises equipment on frequencies in accordance with the channel allocation plan set forth in the Electronics Industries Association's "Cable Television Channel Identification Plan, EIA IS-132, May 1994" (EIA IS-132). This incorporation by reference was approved by the Director of the Federal Register in accordance with 5 U.S.C. 522(a) and 1 CFR Part 51. Cable systems are required to use this channel allocation plan for signals transmitted in the frequency range 54 MHz to 1002 MHz. This incorporation by reference was approved by the Director of the Federal Register in accordance with 5 U.S.C. 522(a) and 1 CFR Part 51. Copies of EIA IS-132 may be obtained from: Global Engineering Documents, 2805 McGraw Ave., Irvine CA 92714. Copies of EIA IS-132 may be inspected during normal business hours at the following locations: Federal Communications Commission, 1919 M Street, NW, Dockets Branch (Room 239), Washington, DC, or the Office of the Federal Register, 800 North Capitol Street, NW., suite 700, Washington, DC. This requirement is applicable on May 31, 1995, for new and re-built cable systems, and on June 30, 1997, for all cable systems.
- (2) The aural center frequency of the aural carrier must be $4.5 \text{ MHz} \pm 5 \text{ kHz}$ above the frequency of the visual carrier at the output of the modulating or processing equipment of a cable television system, and at the subscriber terminal.
- (3) The visual signal level, across a terminating impedance which correctly matches the internal impedance of the cable system as viewed from the subscriber terminal, shall not be less than 1 millivolt across an internal impedance of 75 ohms (0 dBmV). Additionally, as measured at the end of a 30 meter (100 foot) cable drop that is connected to the subscriber tap, it shall not be less than 1.41 millivolts across an internal impedance of 75 ohms (+3 dBmV). (At other impedance values, the minimum visual signal level, as viewed from the subscriber terminal, shall be the square root of 0.0133 (Z) millivolts and, as measured at the end of a 30 meter (100 foot) cable

drop that is connected to the subscriber tap, shall be 2 times the square root of 0.00662(Z) millivolts, where Z is the appropriate impedance value.)

- (4) The visual signal level on each channel, as measured at the end of a 30 meter cable drop that is connected to the subscriber tap, shall not vary more than 8 decibels within any six-month interval, which must include four tests performed in six-hour increments during a 24-hour period in July or August and during a 24-hour period in January or February, and shall be maintained within:
- (i) 3 decibels (dB) of the visual signal level of any visual carrier within a 6 MHz nominal frequency separation;
- (ii) 10 dB of the visual signal level on any other channel on a cable television system of up to 300 MHz of cable distribution system upper frequency limit, with a 1 dB increase for each additional 100 MHz of cable distribution system upper frequency limit (e.g., 11 dB for a system at 301-400 MHz; 12 dB for a system at 401-500 MHz, etc.); and
- (iii) A maximum level such that signal degradation due to overload in the subscriber's receiver or terminal does not occur.
- (5) The rms voltage of the aural signal shall be maintained between 10 and 17 decibels below the associated visual signal level. This requirement must be met both at the subscriber terminal and at the output of the modulating and processing equipment (generally the headend). For subscriber terminals that use equipment which modulate and remodulate the signal (e.g., baseband converters), the rms voltage of the aural signal shall be maintained between 6.5 and 17 decibels below the associated visual signal level at the subscriber terminal.
- (6) The amplitude characteristic shall be within a range of ± 2 decibels from 0.75 MHz to 5.0 MHz above the lower boundary frequency of the cable television channel, referenced to the average of the highest and lowest amplitudes within these frequency boundaries.
- (i) Prior to December 30, 1999, the amplitude characteristic may be measured after a subscriber tap and before a converter that is provided and maintained by the cable operator.
- (ii) As of December 30, 1999, the amplitude characteristic shall be measured at the subscriber terminal.
- (7) The ratio of RF visual signal level to system noise shall be as follows:
- (i) From June 30, 1992, to June 30, 1993, shall not be less than 36 decibels.
- (ii) From June 30, 1993 to June 30, 1995, shall not be less than 40 decibels.
- (iii) As of June 30, 1995, shall not be less then 43 decibels.
- (iv) For class I cable television channels, the requirements of paragraphs (a)(7)(i), (a)(7)(ii) and (a)(7)(iii) of this section are applicable only to:
- (A) Each signal which is delivered by a cable television system to subscribers within the predicted Grade B contour for that signal;
- (B) Each signal which is first picked up within its predicted Grade B contour;
- (C) Each signal that is first received by the cable television system by direct video feed from a TV broadcast station, a low power TV station, or a TV translator station.
- (8) The ratio of visual signal level to the rms amplitude of any coherent disturbances such as intermodulation products, second and third order distortions or discrete-frequency interfering signals not operating on proper offset assignments shall be as follows:
- (i) The ratio of visual signal level to coherent disturbances shall not be less than 51 decibels for noncoherent channel cable television systems, when measured with modulated carriers and time averaged; and
- (ii) The ratio of visual signal level to coherent disturbances which are frequency-coincident with the visual carrier shall not be less than 47 decibels for coherent channel cable systems, when measured with modulated carriers and time averaged.
- (9) The terminal isolation provided to each subscriber terminal:

- (i) Shall not be less than 18 decibels. In lieu of periodic testing, the cable operator may use specifications provided by the manufacturer for the terminal isolation equipment to meet this standard; and
- (ii) Shall be sufficient to prevent reflections caused by open-circuited or short-circuited subscriber terminals from producing visible picture impairments at any other subscriber terminal.
- (10) The peak-to-peak variation in visual signal level caused by undesired low frequency disturbances (hum or repetitive transients) generated within the system, or by inadequate low frequency response, shall not exceed 3 percent of the visual signal level. Measurements made on a single channel using a single unmodulated carrier may be used to demonstrate compliance with this parameter at each test location.
- (11) As of June 30, 1995, the following requirements apply to the performance of the cable television system as measured at the output of the modulating or processing equipment (generally the headend) of the system:
- (i) The chrominance-luminance delay inequality (or chroma delay), which is the change in delay time of the chrominance component of the signal relative to the luminance component, shall be within 170 nanoseconds.
- (ii) The differential gain for the color subcarrier of the television signal, which is measured as the difference in amplitude between the largest and smallest segments of the chrominance signal (divided by the largest and expressed in percent), shall not exceed $\pm 20\%$.
- (iii) The differential phase for the color subcarrier of the television signal which is measured as the largest phase difference in degrees between each segment of the chrominance signal and reference segment (the segment at the blanking level of O IRE), shall not exceed ± 10 degrees.
- (12) As an exception to the general provision requiring measurements to be made at subscriber terminals, and without regard to the type of signals carried by the cable television system, signal leakage from a cable television system shall be measured in accordance with the procedures outlined in § 76.609(h) and shall be limited as follows:

| Frequencies | Signal leakage limit (micro-volt/ meter) | Distance in | |
|--|--|-------------|---------|
| Less than and including 54 MHz, and over Over 54 up to and including 216 MHz | r 216 MHz 1 | 5 0 | 30 3 |

(b) Cable television systems distributing signals by using methods such as nonconventional coaxial cable techniques, noncoaxial copper cable techniques, specialized coaxial cable and fiber optical cable hybridization techniques or specialized compression techniques or specialized receiving devices, and which, because of their basic design, cannot comply with one or more of the technical standards set forth in paragraph (a) of this section, may be permitted to operate: Provided, That an adequate showing is made pursuant to § 76.7 which establishes that the public interest is benefited. In such instances, the Commission may prescribe special technical requirements to ensure that subscribers to such systems are provided with an equivalent level of good quality service.

Note 1: Local franchising authorities of systems serving fewer than 1000 subscribers may adopt standards less stringent than those in § 76.605(a). Any such agreement shall be reduced to writing and be associated with the system's proof-of-performance records.

Note 2: For systems serving rural areas as defined in § 76.5, the system may negotiate with its local franchising authority for standards less stringent than those in §§ 76.605(a)(3), 76.605(a)(7), 76.605(a)(8), 76.605(a)(10) and 76.605(a)(11). Any such agreement shall be reduced to writing and be associated with the system's proof-of-performance records.

Note 3: The requirements of this section shall not apply to devices subject to the provisions of §§ 15.601 through 15.626.

Note 4: Should subscriber complaints arise from a system failing to meet § 76.605(a)(6) prior to December 30, 1999, the cable operator will be required to provide a converter that will allow the system to meet the standard immediately at the complaining subscriber's terminal. Further, should the problem be found to be system-wide, the Commission may order all converters on the system be changed to meet the standard.

Note 5: Should subscriber complaints arise from a system failing to meet § 76.605(a)(10), the cable operator will be required to remedy the complaint and perform test measurements on § 76.605(a)(10) containing the full number of channels as indicated in § 76.601(b)(2) at the complaining subscriber's terminal. Further, should the problem be found to be system-wide, the Commission may order that the full number of channels as indicated in § 76.601(b)(2) be tested at all required locations for future proof-of-performance tests.

Note 6: No State or franchising authority may prohibit, condition, or restrict a cable system's use of any type of subscriber equipment or any transmission technology.

[37 FR 3278, Feb. 12, 1972, as amended at 37 FR 13867, July 14, 1972; 40 FR 2690, Jan. 15, 1975; 40 FR 3296, Jan. 21, 1975; 41 FR 53028, Dec. 3, 1976; 42 FR 21782, Apr. 29, 1977; 47 FR 21503, May 18, 1982; 50 FR 52466, Dec. 24, 1985; 51 FR 1255, Jan. 10, 1986; 52 FR 22461, June 12, 1987; 57 FR 11002, Apr. 1, 1992; 57 FR 61010, Dec. 23, 1992; 58 FR 44952, Aug. 25, 1993; 59 FR 25342, May 16, 1994; 61 FR 18510, Apr. 26, 1996; 61 FR 18978, Apr. 30, 1996; 65 FR 53616, Sept. 5, 2000]

PROGRAMMING AND INITIAL SIGNAL CARRIAGE

The Licensee shall provide the following broad categories of Programming:

- + News Programming;
- + Sports Programming;
- + Public Affairs Programming;
- + Children's Programming;
- + Entertainment Programming; and
- + Local Programming.

For informational purposes, it is the Licensee's intention to have the following channel line-up upon the Effective Date of the Renewal License, subject to applicable law and the Licensee's editorial discretion.

(See Attached)



C-015 | 06.11

XFINITY TV Channel Lineup

Basic Service

WGBH-2 (PBS) / HD 802

| 5 | HSN |
|-----------------------|--|
| 3 | MD7 4 (CDC) / UD 904 |
| 3 4 5 6 7 | WBZ-4 (CBS) / HD 804 |
| Š | WCVB-5 (ABC) / HD 805 |
| р | WLNE-6 (ABC) |
| / | WHDH-7 (NBC) / HD 807 |
| 8 | New England Cable News |
| 10 | WJAR-10 (NBC) |
| 11 | WLVI-56 (CW) / HD 808 |
| 12 | WPRI-12 (CBS) WFXT-25 (F0X) / HD 806 |
| 13 | WFXT-25 (FOX) / HD 806 |
| 14 | WSBK-38 (IND) / HD 814 |
| 15 | WBPX-68 (ION) / HD 803 |
| 16 | WGBX-44 (PBS) |
| 17 | Public Access |
| 18 | Government Access |
| 19 | WWDP-DT 1 |
| 20 | WSBE-36 (PBS) 1 / HD 819 |
| 22 | Educational Access |
| 58 | QVC |
| 79 | MyTV New England (WZMY) 1 |
| | HD 811 |
| 98 | Cape Cod Community College |
| 209 | WGBH World 1 |
| 217 | 'GBH Kids 1 |
| 229 | |
| 237 | WGBH Create 1 |
| 13 | Leased Access 1 |
| -88 | Universal Sports (via WZMY-DT) 1 |
| 291 | WLVI-TCN 1 |
| 294 | WSBE Learn 1 |
| 295 | |
| 296 | MyTV New England (WZMY) 1 |
| | HD 811 |
| | |

Expanded Basic Service Tier 1

Disney Channel

297 This TV 1

| 25 | Nickelodeon | |
|----------------|----------------------|--|
| 26 | ABC Family Channel | |
| 28 | MTV | |
| 20 | VH1 | |
| 30 | FX | |
| 29 30 31 | TBS | |
| 32 | Home & Garden TV | |
| 33 | TNT | |
| 34 | E! Entertainment TV | |
| 35 | USA Network | |
| 36 | Lifetime | |
| 30 37 | A&E | |
| | | |
| 38 | The Learning Channel | |
| 39 | Discovery Channel | |
| 41 | Fox News | |
| 42 | CNN | |
| 43 | CNN Headline News | |
| 44 | C-SPAN | |
| 46 | CNBC | |
| 47 | The Weather Channel | |
| 49 | ESPN | |
| 50 | ESPN2 | |
| 51 | NESN | |
| .4 | Comcast SportsNet | |

| 53 54 55 55 56 66 66 67 68 71 86 86 87 87 88 87 88 87 88 88 88 88 88 88 88 | |
|--|----------------------|
| 284 | Fox Business Network |
| | |

Family Tier ² (Includes Basic Service)

| 24 | Disney Channel |
|-----|------------------------------|
| 25 | Nickelodeon |
| 32 | Home & Garden TV |
| 43 | CNN Headline News |
| 44 | C-SPAN |
| 47 | The Weather Channel |
| 67 | Food Network |
| 210 | National Geographic Channel |
| 218 | PBS Kids Sprout |
| 221 | The Hub |
| 222 | Disney XD |
| 224 | TeenNick |
| 227 | The Science Channel |
| 229 | Trinity Broadcasting Network |
| 240 | Do-It-Yourself Network |
| 247 | C-SPAN2 |
| 471 | O OI ANZ |

Digital Economy ³ (Includes Basic Service)

| 24 | Disney Channel | |
|-----|---------------------|-----|
| 34 | E! Entertainment TV | |
| 35 | USA Network | |
| 36 | Lifetime | - 6 |
| 37 | A&E | |
| | | |
| 39 | Discovery Channel | |
| .41 | Fox News | |
| 42 | CNN | |
| 44 | C-SPAN | |
| 47 | The Weather Channel | |
| 55 | Spike TV | |
| | | |
| 58 | QVC | |
| 59 | AMC | |
| 60 | Cartoon Network | |
| 61 | Comedy Central | |
| 63 | Animal Planet | |
| 64 | TV Land | |
| 67 | Food Network | |
| | | |
| 71 | History | |
| 186 | truTV | |
| | | |

HSN

| 208 238 247 268 823 824 835 837 841 842 854 859 | Hallmark Channel EWTN C-SPAN2 CatholicTV Discovery HD DISNEY HD USA HD A&E HD FOX News HD CNN HD FOOD Network HD AMC HD |
|--|--|
| | W |
| | |
| 863 | Animal Planet HD |
| 872 | History HD |
| 906 | |
| 907 | Hallmark HD |
| | |

Digital Starter (Includes Basic Service and Expanded Basic Service Tier)

| 400 | I |
|-----|----------------------------|
| 183 | |
| 199 | Hallmark Movie Channel |
| 200 | |
| | |
| 211 | style. |
| 218 | PBS Kids Sprout |
| 210 | T DO MAS OPTOUR |
| 219 | G4 |
| 242 | History International |
| 243 | hio |
| | |
| 246 | Bloomberg Television |
| 247 | C-SPAN2 |
| | O-DI ANZ |
| 249 | C-SPAN3 |
| 252 | Investigation Discovery |
| | |
| 267 | GSN |
| 268 | CatholicTV XFINITY 3D 6 |
| 333 | VEINITY ON 6 |
| | VLIMIT 1 2D a |
| 334 | ESPN 3D 6 |
| 784 | Travel Channel HD |
| | |
| 786 | G4 HD |
| 788 | Lifetime Movie Network HI |
| | |
| 789 | |
| 790 | Hallmark Movie Channel H |
| 791 | QVC HD |
| | |
| 794 | Bravo HD |
| 795 | CNBC HD |
| | |
| 797 | |
| 810 | NECN HD |
| 823 | |
| | |
| 824 | Disney HD |
| 825 | Nick HD |
| | |
| 826 | ABC Family HD |
| 827 | MTV HD |
| 828 | |
| | |
| 829 | |
| 830 | FX HD |
| 831 | TBS HD |
| | |
| 832 | HGTV HD |
| 833 | TNT HD |
| | |
| 834 | E! Entertainment TV HD |
| 835 | USA HD |
| 836 | Lifetime HD |
| | |
| 837 | A&E HD |
| 839 | HD Theater |
| | |
| 841 | Fox News HD |
| 842 | CNN HD |
| | |
| | CNN Headline News HD |
| 846 | Universal HD |
| 847 | The Weather Channel HD |
| 047 | The Meanier Onaille IID |
| | |

| 0.40 | 0.14110 |
|------|--------------------|
| 848 | |
| 849 | ESPN HD |
| 850 | ESPN2 HD |
| 851 | NESN HD |
| 852 | |
| 854 | |
| | |
| 855 | Spike TV HD |
| 858 | Comedy Central HD |
| 859 | AMC HD |
| 860 | Cartoon Network HD |
| 862 | Syfy HD |
| 863 | Animal Planet HD |
| 865 | |
| | |
| 867 | |
| 872 | |
| 901 | MSNBC HD |
| 902 | truTV HD |
| 905 | BET Network HD |
| | HSN HD |
| | Hallmark HD |
| 3U/ | namiaik no |

MultiLatino Max

| 25 28 29 31 33 38 49 50 51 52 53 57 62 218 827 829 831 848 849 849 851 | Lifetime Movie Network Lifetime Movie Network HI Bravo HD Nick HD MTV HD VH1 HD TBS HD TNT HD GOIF HD ESPN HD ESPN HD ESPN2 HD |
|--|--|
| 849 | ESPN HD |
| 851 | NESN HD |
| 852 862 | Comcast SportsNet HD Syfy HD |
| 865 | VERSUS HD |
| 867 | TLC HD |

Digital Preferred

| 1 | On Demand |
|------|---------------------|
| 125 | RLTV |
| .176 | Ovation |
| 193 | Smithsonian Channel |
| 198 | ReelzChannel |
| 201 | Sundance Channel |
| 202 | Flix |
| 203 | Encore Action |
| 204 | Encore Love |
| 205 | Encore Mystery |

206 indieplex **Encore Westerns** Hallmark Channel National Geographic Channel 211 style. 212 Independent Film Channel 214 TV One 215 Women's Entertainment Oxygen Nicktoons 216 220 221 222 223 224 The Hub Disney XD Nick Jr. TeenNick retroplex OWN (Oprah Winfrey Network) 226 227 The Science Channel 228 Nick Too 230 231 Discovery Fit and Health Halogen TV 232 Nat Geo WILD 233 Planet Green 235 gmc 236 The Word Network 238 EWTN Cooking Channel Do-It-Yourself Network 240 241 **BBC** America 244 SoapNet 245 Weatherscan Local 248 **ESPNews** 253 254 Military Channel Current TV 257 **NBA TV NHL Network** 260 TVG 261 **CBS Sports Network** 265 NFL Network 269 MLB Network 271 fuse 272 MTV Hits 273 MTV2 275 276 VH1 Soul **CMT Pure Country** VH1 Classic Great American Country . 280 MTV Jams 281 LOG0 282 CMT ESPNU 286 326 Encore NBA TV 599 705 Mun2 711 Tr3s 715 **NFL Network** 719 Galavisión 783 **HDNet** 785 **Encore HD** 787 Style HD Disney XD HD Fuse HD 792 793 **ESPNews HD** 796 798 IFC HD WE HD National Geographic HD 799 821 822 **NHL Network HD** 853 **NFL Network HD** CBS Sports Network HD CMT HD 856 866 Science Channel HD

900

904

907

ESPNU HD

Hallmark HD

Planet Green HD

MGM HD

912 TV One HD 913 NBA TV HD 914 MLB Network HD 915 Ovation HD

Sports Entertainment Pack

Crime and Investigation Military History Channel SportsNet NY 127 128 131 The MTN 133 213 Comcast SportsNet Bay Area Turner Classic Movies 248 250 **ESPNews** Speed Channel 255 256 257 Outdoor Channel Fox Soccer **NBA TV** 258 259 **ESPN Classic** NHL Network 260 TVG CBS Sports Network 261 262 263 FCS Central 264 **FCS Pacific** 265 **NFL Network** 266 Tennis Channel 269 **MLB Network** Centric 278 Fox Movie Channel Big Ten Network ESPNU 285 286 287 NFL RedZone NBA TV Goltv 599 714 **NFL Network** 715 **ESPNews HD** 796 822 **NHL Network HD** 838 **Tennis Channel HD** 853 **NFL Network HD** 856 **CBS Sports Network HD** 885 **Big Ten Network HD NFL RedZone HD** 899 900 **ESPNU HD** Turner Classic Movies HD NBA TV HD 903 913

Music Choice®

MLB Network HD

914

A minimum subscription to Digital Economy or Digital Starter is required to receive these channels.

501-546 Channel Information available on musicchoice.com

Pay-Per-View

399 In Demand HD 401-403 Home Theater 435 Penthouse TV Playboy 451 VAVOOM 452 Playboy español 453 457 TEÑ REAL 459 In Demand HD 800

Sports Pay-Per-View

600 NBA LP PRE 601-610 MLS - NBA TEAM 1-10 612 TEAM HD 621-634 MLB-NHL GAME 635 GAME HD

Digital Premium

301 HB₀ 302 **HB02** 303 **HBO Signature** 304 **HBO Family** HBO Comedy HBO Zone 305 306 307 **HBO** Latino 321 Starz Starz Edge Starz InBlack 322 323 324 Starz Kids & Family 325 Starz Cinema 327 Starz Comedy 338 5StarMax 339 OuterMax 340 WMax 341 Cinemax 342 MoreMax 343 ActionMax 344 ThrillerMax 361 Showtime 362 Showtime 2 363 Showtime Showcase 364 Showtime Extreme 365 Showtime Beyond 366 Flix The Movie Channel 381 382 TMC Xtra Playboy Channel ⁴ HBO Latino HD 451 773 775 **HBO Zone HD** 868 **Cinemax HD** 870 HBO HD HB02 HD 871 873 Starz Edge HD 874 Starz Kids & Family HD 875 Starz HD Starz Comedy HD Showtime HD 876 877 878 Showtime 2 HD 880 **Showtime Extreme HD** 883 TMC Xtra HD

MultiLatino **TBN Enlace** Telefe Internacional 643 TeleFórmula 644 Teleritmo 645 646 TV Chile TV Colombia 647 Videorola 648 Utilísima 649 650 TV Venezuela 652 Telehit 653 Ritmoson Latino 654 **Bandamax** De Película 655 656 De Película Clásico SUR Peru 657 658 México TV 659 Canal SUR 660 Once México 661 Multimedios Televisión 662 Mexicanal 663 La Familia Cosmovision 664 Infinito 665 HTV 667 Gran Cine EWTN Español 668 669 El Garage TV 670 Ecuavisa 671 Venemovies - West 672 CB Tu Televisión Michoacán 673 Caracol TV 674 Canal 52MX Canal 24 Horas Canal 22 Internacional 677 Cable Noticias 678 **AYM Sports** 704 Supercanal Caribe 705 Mun2

705 Mun2
706 Discovery en español
707 Cine Latino
708 FOX Deportes
709 CNN en Español
711 Tr3s
712 Venemovies
713 Cine Mexicano
714 GoITV (English)
716 History en español

716 History en español
717 WAPA America
718 Telemicro Internacional
719 Galavisión
720 ESPN Deportes
722 ¡Sorpresal

723 Latele Novela NETWORK 725 Discovery Familia 757 Televisión Dominicana

International Channels 5

134 Neo Cricket 679 Rai Italia 680 TV Globo 681 SPT Neo Cricket 688 TV5MONDE 701 Zee TV 702 CTI Zhong Tian



Some restrictions apply. Not all programming is available in all areas. Digital capable equipment is required to receive Digital TV channels. High-definition capable equipment is required to receive high-definition channels. Additional equipment fees may apply.

- 1 Available in all digital format. Digital capable equipment is required. Channels subject to availability.
- Family Tier requires a digital set-top box and remote control, or a CableCARD. Music Choice® and On Demand are not available with the Family Tier. Family Tier can not be combined with any other XFINITY TV Package. Premium channels are available at an additional cost.
- 3 Digital Economy includes a digital set-top box and remote control, or a CableCARD on the primary outlet. A Digital Additional Outlet Service Charge may be applicable for additional outlets. If you wish to upgrade to High-Definition, the HD Technology Fee is applicable.
- 4 A subscription to Playboy Channel digital service is required to receive this channel.
- 5 Available for individual purchase only.
- 6 A full HD/3D stereoscopic TV, manufacturer's specified 3D glasses and an RNG HD/3D set-top box is required to receive 3D channels.

FREE DROPS AND MONTHY SERVICE TO PUBLIC BUILDINGS AND SCHOOLS **

The following public buildings and schools shall receive the following Drops and/or Outlets and monthly Service at no charge:

- (1) Mashpee Town Hall 16 Great Neck Road North, Mashpee, MA 02649;
- (2) Mashpee Police Station; 19 Frank Hicks Drive, Mashpee, MA 02649
- (3) Mashpee Fire & Rescue Department, 20 Frank Hicks Drive, Mashpee, MA 02649
- (4) Mashpee Fire Substation, 101 Red Brook Road, Mashpee, MA 02649
- (5) Mashpee Public Library; 64 Steeple Street, Mashpee, MA 02649
- (6) Department of Public Works; 350 Meetinghouse Road, Mashpee, MA 02649
- (7) Mashpee Transfer Station; 380 Asher's Path, Mashpee, MA 02649
- (8) Mashpee Archives; 13 Great Neck Road North, Mashpee, MA 02649
- (9) Mashpee Senior Center; 26 Frank E. Hicks Drive, Mashpee, MA 02649-
- (10) K.C. Coombs School 152 Old Barnstable Road Mashpee, MA 02649
- (11) Quashnet Elementary School; and 150 Old Barnstable Rd. Mashpee, MA 02649
- (12) Mashpee Middle School 500 Old Barnstable Road, Mashpee, MA 02649
- (13) Mashpee High School 500 Old Barnstable Road Mashpee, MA 02649
- (14) Mashpee Water District; 79 Industrial Drive, Mashpee, MA 02649
- (15) PEG Access Studio: TBD

^{**} And any other public buildings along the cable route designated by the Issuing Authority in accordance with Section 5.6 herein.

EXHIBIT 4A

GROSS ANNUAL REVENUES REPORTING FORM

| Composition of Total Revenues Subj | ect to License Fee: |
|---|------------------------------|
| Revenue Adjustment (specify) | |
| | |
| | <u>Totals</u> |
| Totals by Service: | |
| Basic Service Revenue | <pre>\$ [enter amount]</pre> |
| Pay Service Revenue ¹ | \$ [enter amount] |
| Other Unregulated Revenue ² | <pre>\$ [enter amount]</pre> |
| Digital Revenue | <pre>\$ [enter amount]</pre> |
| Subtotal: | \$ [enter subtotal] |
| Totals by Non Service: | |
| Home Shopping Revenue | \$ [enter amount] |
| Advertising Revenue | <pre>\$ [enter amount]</pre> |
| Leased Access Revenue | \$ [enter amount] |
| Franchise Fees | \$ [enter amount] |
| Subtotal: | \$ [enter subtotal] |
| Less Bad Debt/Add Bad Debt Paid | \$ [enter amount] |
| Total Gross Annual Revenue | \$ [enter total] |
| Franchise Fee 3% | \$ [enter % of total] |
| Fee-on-Fee 3% | \$ [enter % of %] |
| Franchise Fee Due | \$ [enter total due] |
| 1 – Pay Service includes all Pay Channels and Pay Per View M 2 – Other Unregulated includes converter, remote, installation, | |
| | |

EXHIBIT 4B

GROSS ANNUAL REVENUES REPORTING FORM

| Quarterly Revenue Period: | Calendar Year: |
|--|-------------------------------------|
| Composition of Total Reven | nues Subject to License Fee: |
| Revenue Adjustment (specify) | |
| | <u>Totals</u> |
| Totals by Service: | |
| Basic Service Revenue | \$ [antar amount] |
| Pay Service Revenue ¹ | \$ [enter amount] \$ [enter amount] |
| Other Unregulated Revenue ² | \$ [enter amount] |
| Digital Revenue | \$ [enter amount] |
| Subtotal: | \$ [enter subtotal] |
| Subtotal. | 5 [chief subtotal] |
| Totals by Non Service: | |
| Home Shopping Revenue | \$ [enter amount] |
| Advertising Revenue | \$ [enter amount] |
| Leased Access Revenue | \$ [enter amount] |
| Franchise Fees | \$ [enter amount] |
| Subtotal: | \$ [enter subtotal] |
| Less Bad Debt/Add Bad Debt Paid | \$ [enter amount] |
| | = = = |
| Total Gross Annual Revenue | \$ [enter total] |
| Franchise Fee 4.5% | \$ [enter % of total] |
| Fee-on-Fee 4.5% | \$ [enter % of %] |
| Franchise Fee Due | \$ [enter total due] |
| . – Pay Service includes all Pay Channels and Pay l . – Other Unregulated includes converter, remote, i | |
| | |
| orized Comcast Representative: | |

EQUIPMENT IN THE LICENSEE'S PEG ACCESS STUDIO

(See Attached)

Mashpee Public Access - Studio Inventory 2011

| Asset Type | Manufacturer | Model | Description |
|--------------------|------------------|-----------|--------------------------------|
| Camera Accessories | Bogen | 3068 | Tripod |
| Camera Accessories | Bogen | 3066 | Tripod Head |
| Camera Accessories | Bogen | 3067 | Tripod Dolly |
| Camera | Sony | DXC325 | 3 CCD Color Video Camera |
| Camera | Sony | DXC325 | 3 CCD Color Video Camera |
| Camera | Sony | DXC325 | 3 CCD Color Video Camera |
| Camera | Sony | DXC325 | 3 CCD Color Video Camera |
| Camera Accessories | Sony | DXF40 | 4 inch viewfinder |
| Camera Accessories | Sony | DXF40 | 4 inch viewfinder |
| Camera Accessories | Sony | DXF40 | 4 inch viewfinder |
| Camera Accessories | Canon | LO27 | Remote Zoom Controller |
| Camera Accessories | Canon | LO27 | Remote Zoom Controller |
| Camera Accessories | Canon | LO27 | Remote Zoom Controller |
| Camera Accessories | Canon | VCL810BX | Zoom Lens |
| Camera Accessories | Canon | VCL810BX | Zoom Lens |
| Camera Accessories | Canon | VCL810BX | Zoom Lens |
| Cables | Cable | Camera | 25 foot multipin camera cables |
| Monitor | Sony | CVM1270 | 13" Color Monitor |
| Lighting | Mole Richardson | 3081 | 6" Baby Fresnel studio light |
| Lighting | Mole Richardson | 3081 | 6" Baby Fresnel studio light |
| Lighting | Mole Richardson | 4821 | 4" Tweenie II Studio Light |
| Lighting | Mole Richardson | 4821 | 4" Tweenie II Studio Light |
| Lighting | Mole Richardson | 4821 | 4" Tweenie II Studio Light |
| Lighting | Mole Richardson | 4821 | 4" Tweenie II Studio Light |
| Lighting | Lowell | Frenl650 | Studio Light |
| Lighting | Lowell | Frenl650 | Studio Light |
| Lighting | Lowell | Frenl650 | Studio Light |
| Lighting | Altman | 4525502MT | Ellipsoidal Spotlight |
| Lighting | Altman | 4525502MT | Ellipsoidal Spotlight |
| Miscellaneous | Сус | Curtain | Track for Chroma Curtain |
| Miscellaneous | Texas Scenic Co. | ChromaCyc | Chroma Cyc |
| Audio Accessories | JBL | Control23 | Studio Speaker |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Microphones | Sony | ECM44B | Lavalier Microphone |
| Camera Accessories | ClearCom | MiniCom | Intercom Headset |
| Camera Accessories | ClearCom | MiniCom | Intercom Headset |

| Camera Accessories | ClassCom | het-to | Ti. |
|--------------------|--------------------|------------|----------------------------|
| Camera Accessories | ClearCom | MiniCom | Intercom Headset |
| | ClearCom | MiniCom | Intercom Headset |
| Camera Accessories | ClearCom | MiniCom | Intercom Headset |
| Camera Accessories | ClearCom | MiniCom | Intercom Headset |
| Camera Accessories | ClearCom | MiniCom | Intercom Headset |
| Camera Accessories | ClearCom | MiniCom | Intercom Headset |
| Lighting | Matthews | 339564 | Scrim Stands w/booms |
| Lighting | Matthews | TBD | ScrimsBlack |
| Playback | Leightronix | NET164 | Playback Controller |
| Engineering | Horita | CSG50 | Sync Gen |
| Audio Accessories | Anchor | AN100 · | Speaker |
| Audio Accessories | Anchor | AN100 | Speaker |
| VTR | Panasonic | DMRE30 | DVD Recorder |
| VTR | Panasonic | DVERV32 | DVD Player |
| VTR | Panasonic | DVERV32 | DVD Player |
| VTR | Panasonic | DVERV32 | DVD Player |
| VTR | Panasonic | DVERV32 | DVD Player |
| Video Switcher | Ocean Matrix | OMXPSW6SV | Video Switcher |
| Graphics | Compix | LCG4000D | Graphics System w/keyboard |
| Monitor | Sony | G220 | Computer Monitor |
| Monitor | Soný | G220 | |
| Editing | Casablanca | Prestige | Computer Monitor |
| Engineering | Sigma | VDA26A | NonLinear Editing System |
| Engineering | ESE | | Video Distribution Amp |
| VTR | Panasonic | TBD | Svideo distribution amp |
| VTR | | AG1350 | SVHS Player |
| VTR | Panasonic | AG1350 | SVHS Player |
| | Panasonic | AG1350 | SVHS Player |
| VTR | Panasonic | S35 | DVD Player |
| VTR | Panasonic | S35 | DVD Player |
| Engineering | Key West | BVTBC10 | Time Base Corrector |
| VTR | Panasonic | AGDS555 | SVHS Recorder |
| Engineering | Symetrix | 421M | Audio Leveler |
| VTR | Panasonic | AGDV1000 | Mini DV Deck |
| Power | TrippLite | BCPro600 | Backup Power supply |
| Audio Mixer | Mackie | 1642VLZPRO | Audio Mixer |
| Audio Accessories | Technics | RSTR373 | Cassette Tape Deck |
| Audio Accessories | Sony | CDP390 | CD Player |
| Microphones | Radio Shack | 333011 | Gooseneck Microphone |
| Engineering | Realistic | SA150 | Integrated Stereo Amp |
| VTR | Panasonic | AG1330 | VHS Player |
| VTR | Panasonic | AG1330 | VHS Player |
| VTR | Panasonic | AG1330 | VHS Player |
| Engineering | Accoustic Dynamics | SR540 | Stereo Receiver |
| Engineering | ESE | 247A | Video Dist. Amp |
| Engineering | Videotek | VDA16 | Video Dist. Amp |
| Engineering | Videotek | ADA16 | Audio Dist. Amp |
| ngineering | Crown | D75 | Audio Amp. |

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| Audio Accessories | Infinity | RS2001 | Speakers |
|--------------------|-------------|------------|-----------------------------|
| Video Switcher | JVC | KM2500 | Color Special F/X Generator |
| Monitor | Sony | PVM8220 | 8" Color Monitor |
| Monitor | Sony | PVM8220 | 8" Color Monitor |
| Monitor | Sony | PVM1341 | 13" Color Monitor |
| Monitor | Sony | PVM1341 | 13" Color Monitor |
| Camera Accessories | Sony | CCUM3 | Camera Control Unit |
| Camera Accessories | Sony | ссимз | Camera Control Unit |
| Camera Accessories | Sony | ссимз | Camera Control Unit |
| Power | Sony | CMA8 | Camera AC adaptor |
| Power | Sony | CMA8 | Camera AC adaptor |
| Power | Sony | CMA8 | Camera AC adaptor |
| Monitor | Panasonic | WV5203B | B/W Monitor |
| Monitor | Panasonic | WV5203B | B/W Monitor |
| Monitor | Panasonic | WV5203B | B/W Monitor |
| Engineering | ForA | FA300 | Digital TBC |
| Engineering | ForA | FA300 | Digital TBC |
| VTR | JVC | BRS611U | VCR |
| VTR | JVC | BRS611U | VCR |
| Video Switcher | Panasonic | WJ225R | Video Switcher |
| Engineering | Tektronix | 1740 | Waveform / Vectorscope |
| VTR | Panasonic | AG7150 | Video Cass. Player |
| Video Switcher | Videotek | RS10A | Video Switcher |
| Monitor | Sony | PVM1341 | 13" Color Monitor |
| Monitor | Sony | CVM1271 | Color Reciever Monitor |
| VTR | JVC | BRS811U | Editing Recorder |
| Camera | Panasonic | AGDV200P | Large Tape Camcorder |
| Camera Accessories | Panasonic | AJVF10P | Viewfinder for DV200P |
| Camera Accessories | Fujinon | S14x7B12U | Lens for DV200P |
| Camera Accessories | Bogen | 525MV | Tripod w/case |
| Lighting | Frezzi | MFPT | Mini Fill Light |
| Lighting | Anton Bauer | UltraLight | Mini Fill Light |
| Power | Anton Bauer | T170 | Battery Charger |
| Microphones | Shure | VP64A | Handheld Microphone |
| Camera | Canon | GL1 | Mini DV camcorder |
| Camera | Canon | GL1 | Mini DV camcorder |
| Camera | Canon | GL2 | Mini DV camcorder |
| Camera | Canon | GL2 | Mini DV camcorder |
| Lighting | Matthews | TBD | Light Disc Reflector |
| Power | Anton Bauer | TrimPac14 | Battery |
| Power | Anton Bauer | TrimPac14 | Battery |
| Power | Anton Bauer | TrimPac14 | Battery |
| Power | Anton Bauer | TrimPac14 | Battery |
| /TR | Panasonic | AG7400 | SVHS Field Recorder |
| _ighting | Lowell | LightKit | Omni Light Kit 5 |
| Camera | Panasonic | AG456 | SVHS Camcorder |
| Camera | Panasonic | AG456 | SVHS Camcorder |

| Camera | Panasonic | AG450 | SVHS Camcorder |
|--------------------|---------------------|------------|---------------------------|
| Camera Accessories | Bogen | 3046 | Tripod Head |
| Camera Accessories | Bogen | 3021 | Tripod Head |
| Audio Mixer | Shure | M267 | Portable Audio Mixer |
| Audio Mixer | Shure | M67 | Portable Audio Mixer |
| Audio Accessories | Whirlwind | IMP2 | Direct Box |
| Audio Accessories | Radio Shack | 331176 | Headphones |
| Audio Accessories | Labtec | LT825 | Headphones |
| Microphones | ElectroVoice | 635A | Handheld Mics |
| Microphones | Samson | MR1 | Wireless Lavalier Mic |
| Audio Accessories | Atlas Sound | DS2 | Table Mic Stand |
| Audio Accessories | Atlas Sound | FloorStand | Floor Mic Stand |
| Microphones | Shure | ULXP124 | Dual Wireless Mic System |
| Camera Accessories | SKB | TBD | Shock Mount Cases |
| Audio Mixer | Shure | M367 | Audio Mixer |
| Power | Furman | PL8 | Power Supplies |
| Monitor | Panasonic | WVBM503 | Monitor Bank |
| Video Switcher | Videonics | MXPro | Switcher |
| Graphics | Videonics | 300 | Titlemaker |
| VTR | JVC | BRDV3000 | DV Recorder |
| Monitor | JVC | TMA130SU | 13" Color Monitor |
| Monitor | JVC | TMA130SU | 13" Color Monitor |
| Cables | Cable | Camera | Camera Cables |
| Engineering | Catel | AM2000 | Audio Modulator |
| Graphics | Panasonic | WVKB12A | |
| Microphones | Sennheiser | K3U | Character Generator |
| Monitor | Sony | KV8AD10 | Shotgun Mic 8" Monitor |
| Monitor | JVC | TM22U | 4" Monitor |
| Monitor | JVC | TM22U | 4" Monitor |
| Power | JVC | AAC19U | |
| Power | Sony | CMA8A | Camera Power Adaptor |
| Engineering | Realistic | 422115 | Camera Adaptor |
| Engineering | Scientific Atlanta | | Tape Control Switch |
| Monitor | Panasonic Panasonic | 6380A | Encoder |
| VTR | Panasonic | CT2086 | Color Video Monitor |
| Audio Accessories | Roland | DS555 | SVHS Recorder |
| Editing | | MA8 | Powered Speakers |
| Monitor | Apple | Mac | Power Mac Computer |
| Monitor | Sony | Trinitron | Color Video Monitor |
| | Sony | Trinitron | Computer Monitor |
| Editing | Medea | Medo02001 | External Hard Drive |
| Editing | Medea | Medo02001 | External Hard Drive |
| VTR | Panasonic | AGDV2000 | DV Record deck |
| VTR | Panasonic | DMRE30 | DVD Recorder |
| Audio Accessories | Sony | MDR7506 | Headphones |
| Audio Mixer | Mackie | 1402VLZ | Audio Mixer |
| Ingineering | Ocean Matrix | OMXMDA | Audio/Video DA |
| Monitor | Panasonic | CT1389 | 13" Color Monitor |

| Editing | JVC | RMG8I0U | Edit Control Unit |
|-------------------|---------------|---------------|---------------------------------|
| Editing | Apple | Mac | Laptop Computer |
| Editing | Pelican | TBD | Hard Case for MacBook |
| Editing | Apple | MA272LLA | Wireless mouse for MacBook |
| Editing | LaCie | 710377 | External Hard Drive for MacBook |
| Editing | LaCie | 710377 | External Hard Drive for MacBook |
| Editing | LaCie | 710377 | External Hard Drive for MacBook |
| Editing | LaCie | 710377 | External Hard Drive for MacBook |
| Cables | Cable | ExtensionCord | Extension cords |
| Cables | Cable | XLR | XLR microphone cables |
| Cables | Cable | XLR | XLR to mini mic cords |
| Cables | Cable | RCA | Audio video RCA cables |
| Audio Accessories | Alesis | MICROVERB4 | Microverb 4 Signal Processor |
| Audio Accessories | Alesis | 3630 | Compressor |
| VTR | JVC | BRDV300 | DVCR |
| Playback | Leightronix | Nexus | Playback Server |
| Editing | Macintosh | A1082 | HD Display |
| Editing | Macintosh | MacPro | Desktop Editing Computer |
| Editing | Altec Lansing | FX4021 | Computer Speakers |
| Editing | Altec Lansing | FX4021 | Computer Speakers |

PEG ACCESS ORIGINATION LOCATIONS

| (1) | Mashpee Town Hall: 16 Great Neck Road North, Mashpee, MA 02649 |
|-----|---|
| (2) | Mashpee Police Station: 19 Frank Hicks Drive, Mashpee, MA 02649 |
| (3) | Mashpee Fire & Rescue Department: 20 Frank Hicks Drive, Mashpee, MA 02649 |
| (4) | Mashpee Public Library: 64 Steeple Street, Mashpee, MA 02649 |
| (5) | Department of Public Works: 350 Meetinghouse Road, Mashpee, MA 02649 |
| (6) | K.C. Coombs School: 152 Old Barnstable Road Mashpee, MA 02649 |
| (7) | Quashnet Elementary School: 150 Old Barnstable Rd. Mashpee, MA 02649 |
| (8) | Mashpee High School: 500 Old Barnstable Road Mashpee, MA 02649 |
| (9) | PEG Access Studio: TBD |
| | |

207 CMR 10.00

BILLING AND TERMINATION OF SERVICE

10.01: Billing Practices Notice

- 1) Every cable television operator shall give written notice of its billing practices to potential subscribers before a subscription agreement is reached. Such notice shall include practices relating to the frequency and timing of bills, payment requirements necessary to avoid account delinquency, billing dispute resolution procedures and late payment penalties.
- 2) A copy of the cable television operator's billing practices notice, work order and sample subscriber bill shall be filed by March 15th of each year with the Commission, the issuing authority, and the company's local office, where they shall be available for public inspection. If an operator amends its billing practices notice, work order or subscriber bill after submitting the annual filing, it shall file copies of the amendments with the Commission, the issuing authority and the company's local office.
- 3) At least 30 days prior to implementing a change of one of its billing practices, the cable television operator shall notify in writing the Commission, the issuing authority and all affected subscribers of the change and include a description of the changed practice.
- 4) Statements about billing practices in work orders, marketing, materials and other documents shall be consistent with the billing practices notice.

10.02: Services, Rates and Charges Notice

- 1) The cable television operator shall give notice of its services, rates and charges to potential subscribers before a subscription agreement is reached.
- 2) At least 30 days prior to implementing an increase in one of its rates or charges or a substantial change in the number or type of programming services, the operator shall notify, in writing, the Commission, the issuing authority and all affected subscribers of the change and include a description of the increased rate or charge. The notice shall list the old and new rate or charge and, if applicable, the old and new programming services provided.
- 3) Every cable television operator shall fully disclose in writing all of its programming services and rates, upon request from a subscriber.
- 4) Every cable television operator shall fully disclose in writing all of its charges for installation, disconnection, downgrades and upgrades, reconnection, additional outlets, and rental, purchase and/or replacement due to damage or theft of equipment or devices used in relation to cable services, upon request from a subscriber.
- 5) Every cable television operator shall provide written notice of the charge, if any, for service visits and under what circumstances such charge will be imposed, upon request from a subscriber.
- 6) A copy of the cable operator's programming services, rates and charges shall be filed by March 15th of each year with the Commission, the issuing authority and the company's local office where it shall be made available for public inspection. If an operator amends its notice after the annual filing, it shall file a copy of the amendment with the Commission, the issuing authority and the company's local office.
- 7) A cable operator shall not charge a subscriber for any service or equipment that the subscriber has not affirmatively requested by name. This provision, however, shall not preclude the addition or deletion of a

specific program from a service offering, the addition or deletion of specific channels from an existing tier of service, or the restructuring or division of existing tiers of service that do not result in a fundamental change in the nature of an existing service or tier of service.

10.03: Form of Bill

- 1) The bill shall contain the following information in clear, concise and understandable language and format:
 - a. The name, local address and telephone number of the cable television operator. The telephone number shall be displayed in a conspicuous location on the bill and shall be accompanied by a statement that the subscriber may call this number with any questions or complaints about the bill or to obtain a description of the subscriber's rights under 207 CMR 10.07 in the event of a billing dispute;
 - b. the period of time over which each chargeable service is billed including prorated periods as a result of establishment and termination of service;
 - c. the dates on which individually chargeable services were rendered or any applicable credits were applied;
 - d. separate itemization of each rate or charge levied or credit applied, including, but not be limited to, basic, premium service and equipment charges, as well as any unit, pay-per-view or per item charges;
 - e. the amount of the bill for the current billing period, separate from any prior balance due;
 - f. The date on which payment is due from the subscriber.
- 2) Cable operators may identify as a separate line item of each regular subscriber bill the following:
 - a. The amount of the total bill assessed as a franchise fee and the identity of the franchising authority to whom the fee is paid;
 - b. The amount of the total bill assessed to satisfy any requirements imposed on the cable operator by the franchise agreement to support public, educational, or governmental channels or the use of such channels;
 - c. The amount of any other fee, tax, assessment, or charge of any kind imposed by any governmental authority on the transaction between the operator and the subscriber. In order for a governmental fee or assessment to be separately identified under 207 CMR 10.03, it must be directly imposed by a governmental body on a transaction between a subscriber and an operator.
- 3) All itemized costs shall be direct and verifiable. Each cable operator shall maintain a document in its public file which shall be available upon request that provides the accounting justification for all itemized costs appearing on the bill.

10.04: Advance Billing and Issuance of Bill

- 1) In the absence of a license provision further limiting the period of advance billing, a cable operator may, under uniform nondiscriminatory terms and conditions, require payment not more than two months prior to the last day of a service period.
- 2) A cable subscriber may voluntarily offer and a cable operator may accept advance payments for periods greater than two months.
- 3) Upon request, a cable television operator shall provide subscribers with a written statement of account for each billing period and a final bill at the time of disconnection.

10.05: Billing Due Dates, Delinquency, Late Charges and Termination of Service

- 1) Subscriber payment is due on the due date marked on the bill, which shall be a date certain and in no case a statement that the bill is due upon receipt. The due date shall not be less than five business days following the mailing date of the bill.
- 2) A subscriber account shall not be considered delinquent unless payment has not been received by the company at least 30 days after the bill due date.
- 3) The following provisions shall apply to the imposition of late charges on subscribers:
 - a. A cable television operator shall not impose a late charge on a subscriber unless a subscriber is delinquent, the operator has given the subscriber a written late charge notice in a clear and conspicuous manner, and the subscriber has been given at least eight business days from the date of delinquency to pay the balance due.
 - b. A charge of not more than 5 percent of the balance due may be imposed as a one-time late charge.
 - c. No late charge may be assessed on the amount of a bill in dispute.
- 4) A cable television operator shall not terminate a subscriber's service unless the subscriber is delinquent, the cable operator has given the subscriber a separate written notice of termination in a clear and conspicuous manner, and the subscriber has been given at least eight business days from the mailing of the notice of termination to pay the balance due. A notice of termination shall not be mailed to subscribers until after the date of delinquency.
- 5) A cable television operator shall not assess a late charge on a bill or discontinue a subscriber's cable television service solely because of the nonpayment of the disputed portion of a bill during the period established by 207 CMR 10.07 for registration of a complaint with the operator or during the process of a dispute resolution mechanism recognized under 207 CMR 10.07.
- 6) Any charge for returned checks shall be reasonably related to the costs incurred by the cable company in processing such checks.

10.06: Charges for Disconnection or Downgrading of Service

- 1) A cable television operator may impose a charge reasonably related to the cost incurred for a downgrade of service, except that no such charge may be imposed when:
 - a. A subscriber requests total disconnection from cable service; or
 - b. A subscriber requests the downgrade within the 30 day period following the notice of a rate increase or a substantial change in the number or type of programming services relative to the service (s) in question.
- 2) If a subscriber requests disconnection from cable television service prior to the effective date of an increase in rates, the subscriber shall not be charged the increased rate if the cable television operator fails to disconnect service prior to the effective date. Any subscriber who has paid in advance for the next billing period and who requests disconnection from service shall receive a prorated refund of any amounts paid in advance.

10.07: Billing Disputes

1) Every cable television operator shall establish procedures for prompt investigation of any billing dispute registered by a subscriber. The procedure shall provide at least 30 days from the due date of the bill for the subscriber to register a complaint. The cable television operator shall notify the subscriber of the result of its investigation and give an explanation for its decision within 30 working days of receipt of

the complaint.

- 2) The subscriber shall forfeit any rights under 207 CMR 10.07 if he or she fails to pay the undisputed balance within 30 days.
- 3) Any subscriber in disagreement with the results of the cable television operator's investigation shall promptly inquire about and take advantage of any complaint resolution mechanism, formal or informal, available under the license or through the issuing authority before the Commission may accept a petition filed under 207 CMR 10.07(4).
- 4) The subscriber or the cable television operator may petition the Commission to resolve disputed matters within 30 days of any final action. Final action under 207 CMR 10.07(3) shall be deemed to have occurred 30 days after the filing of a complaint.
- 5) Upon receipt of a petition, the Commission may proceed to resolve the dispute if all parties agree to submit the dispute to the Commission and be bound by the Commission's decision and the Commission obtains a statement signed by the parties indicating that agreement. In resolving the dispute, the Commission may receive either written or oral statements from the parties, and may conduct its own investigation. The Commission shall then issue a decision based on the record and the parties shall receive written notification of the decision and a statement of reasons therefor.

10.08: Security Deposits

- 1) A cable operator shall not require from any cable subscriber a security deposit for converters or other equipment in excess of the cost of the equipment.
- 2) The cable operator shall pay interest to the cable subscriber at a rate of 7% per year for any deposit held for six months or more, and such interest shall accrue from the date the deposit is made by the cable subscriber. Interest shall be paid annually by the cable operator to the cable subscriber, either as a direct payment or as a credit to the cable subscriber's account.
- 3) Within 30 days after the return of the converter or other equipment, the cable operator shall return the security deposit plus any accrued interest to the cable subscriber, either as a direct payment or as a credit to the cable subscriber's account.

FCC CUSTOMER SERVICE OBLIGATIONS

[Code of Federal Regulations]
[Title 47, Volume 4]
[Revised as of October 1, 2004]
From the U.S. Government Printing Office via GPO Access
[CITE: 47CFR76.309]

[Page 627-629]

TITLE 47--TELECOMMUNICATION

CHAPTER I--FEDERAL COMMUNICATIONS COMMISSION (CONTINUED)

PART 76_MULTICHANNEL VIDEO AND CABLE TELEVISION SERVICE--Table of Contents

Subpart H General Operating Requirements

Sec. 76.309 Customer service obligations.

- (a) A cable franchise authority may enforce the customer service standards set forth in paragraph (c) of this section against cable operators. The franchise authority must provide affected cable operators ninety (90) days written notice of its intent to enforce the standards.
 - (b) Nothing in this rule should be construed to prevent or prohibit:
- (1) A franchising authority and a cable operator from agreeing to customer service requirements that exceed the standards set forth in paragraph (c) of this section;
- (2) A franchising authority from enforcing, through the end of the franchise term, pre-existing customer service requirements that exceed the standards set forth in paragraph (c) of this section and are contained in current franchise agreements;
- (3) Any State or any franchising authority from enacting or enforcing any consumer protection law, to the extent not specifically preempted herein; or
- (4) The establishment or enforcement of any State or municipal law or regulation concerning customer service that imposes customer service requirements that exceed, or address matters not addressed by the standards set forth in paragraph (c) of this section.
- (c) Effective July 1, 1993, a cable operator shall be subject to the following customer service standards:
 - (1) Cable system office hours and telephone availability--
- (i) The cable operator will maintain a local, toll-free or collect call telephone access line which will be available to its subscribers 24 hours a day, seven days a week.
- (A) Trained company representatives will be available to respond to customer telephone inquiries during normal business hours.

- (B) After normal business hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained company representative on the next business day.
- (ii) Under normal operating conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety (90) percent of the time under normal operating conditions, measured on a quarterly basis.
- (iii) The operator will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of complaints indicates a clear failure to comply.
- (iv) Under normal operating conditions, the customer will receive a busy signal less than three (3) percent of the time.
- (v) Customer service center and bill payment locations will be open at least during normal business hours and will be conveniently located.
- (2) Installations, outages and service calls. Under normal operating conditions, each of the following four standards will be met no less than ninety five (95) percent of the time measured on a quarterly basis:
- (i) Standard installations will be performed within seven (7) business days after an order has been placed. "Standard" installations are those that are located up to 125 feet from the existing distribution system.
- (ii) Excluding conditions beyond the control of the operator, the cable operator will begin working on "service interruptions" promptly and in no event later than 24 hours after the interruption becomes known. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.
- (iii) The "appointment window" alternatives for installations, service calls, and other installation activities will be either a specific time or, at maximum, a four-hour time block during normal business hours. (The operator may schedule service calls and other installation activities outside of normal business hours for the express convenience of the customer.)
- (iv) An operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.
- (v) If a cable operator representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted. The appointment will be rescheduled, as necessary, at a time which is convenient for the customer.
 - (3) Communications between cable operators and cable subscribers--
 - (i) Refunds--Refund checks will be issued promptly, but no later than either--
- (A) The customer's next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or
 - (B) The return of the equipment supplied by the cable operator if service is terminated.
- (ii) Credits--Credits for service will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.
 - (4) Definitions--
- (i) Normal business hours—The term ''normal business hours" means those hours during which most similar businesses in the community are open to serve customers. In all cases, ''normal business hours" must include some evening hours at least one night per week and/or some weekend hours.
- (ii) Normal operating conditions—The term ``normal operating conditions" means those service conditions which are within the control of the cable operator. Those conditions which are not within the control of the cable operator include, but are not limited to, natural disasters, civil

disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which are ordinarily within the control of the cable operator include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable system.

(iii) Service interruption--The term ``service interruption" means the loss of picture or sound on one or more cable channels.

CABLE DIVISION FORM 500

(See Attached)

Form 500 Complaint Data - Paper Filing

| City/Town: Filing Year: | | | Cable Co Address: | Cable Company: Address: | |
|--|----------------------|--------------------------------------|-----------------------------|----------------------------|---|
| number of oungerinets: | | | Contact: Phone: | act; | E-Mail: |
| Avgerage Resolution Time: | <1> Less than 1.D | <1> Less than 1 Day, <2> 1.3 Days, < | <3>4-7 Days, <4> 8-14 Days, | | <5> 15-30 Dave <6> > 30 Dave |
| Manner of Resolution; | A. Resolved to the s | | B. Resolved, custo | mer dissatisfied., C. N. | of Resolved. |
| ٠ | | ក្រប់ម៉ា | Avg. Resolution | Manner of Res | Manner of Resolution (see code key above for the manner |
| | | Complaints | Time (see | each letter in | each letter indicates the number of complaints resolved |
| Advertising/Marketing | | | | A. | B. |
| | | 39 | | 1 | |
| Billing | | | | | |
| | | | | | |
| Customer Service | | | | | |
| Defective Notice | | | | | |
| Equipment | | | | | |
| Installation | | | | | |
| Reception | | | | | |
| Service Interruption | | | | | |
| Unable to Contact | | | | | |
| Failure to Respond to Original Complaint | in . | | | | |
| Other; | | | | | |

SIGNATURE PAGE

In Witness Whereof, this Renewal License is hereby issued by the Board of Selectmen of the Town of Mashpee, Massachusetts, as Issuing Authority, and all terms and conditions are hereby agreed to by Comcast of Massachusetts I, Inc., this 22nd day of August, 2011.

BY: The Mashpee Board of Selectmen, as Issuing Authority

Wayne E. Taylor

Chairman

Michael R. Richardson

Vice-Chairman

Carol A. Sherman

Clerk

John J. Cahalane

Member

Thomas O'Hafa

Member

Comcast of Massachusetts I, Inc.

Stephen L. Hackley

Regional Senior Vice-President

Greater Boston Region