



BCAP

NewsClips

June 10, 2020

CNET
[Police body cameras at protests raise privacy concerns](#)

U.S. telecom companies saw an uptick in customer satisfaction scores for the first time in four years, with Philadelphia-based Comcast seeing the biggest jump of all.

LightReading
[Comcast, Charter, Cox among CBRS auction bidders](#)

The American Customer Satisfaction Index released the results of its annual, wide-ranging survey gauging consumers' feelings about their telecom services Tuesday. The survey found Comcast's Xfinity brand was the "most improved" overall, and especially saw a "staggering improvement" in satisfaction with its pay TV service. The ACSI, a national economic indicator, gathers its data through interviews with 500,000 U.S. consumers and releases industry-specific results throughout the year based on a 100-point scoring system. This telecom survey was based on interviews with 46,504 telecom customers picked at random and contacted through email between April 15, 2019 and March 20, 2020.

Government Technology
[Is a 'Broadband Revolution' Brewing in Rural Mississippi?](#)

This year's survey, which comes as the Covid-19 crisis has caused many consumers to rely on their at-home broadband and cable services more than ever, found "many telecom companies are stepping up their game, bringing better service to their customers compared to a year ago." The survey is broken down between pay TV services, internet service providers, fixed-line telephone services, video on-demand services, and video streaming services.

Washington Post
[Amazon, Facebook and Google turn to deep network of political allies to battle back antitrust probes](#)

Overall, satisfaction with pay TV services rose 3.2% — although the industry as a whole continues to have the lowest ranking among all 46 industries the ACSI reports on. Nine of 11 companies that offer pay TV saw improvements in

Politico
Some states have
embraced online
voting. It's a huge
risk.

Washington Post
It's up to the states
to prevent an
Election Day fiasco

Spotlight PA
Pa. House Speaker
Mike Turzai
expected to resign
before the end of his
term, sources say

Philadelphia Inquirer
Tens of thousands
of Pa. mail ballots
were turned in after
the deadline.
November could be
worse.

Pennlive
Lawmakers vote to
end Pennsylvania's
COVID-19
emergency disaster,
but Gov. Wolf says
it's not over

**Pittsburgh Post-
Gazette**
Editorial: Let's go to
the movies

their satisfaction rankings, topped by Comcast's 11% increase in its satisfaction score. The improvement still leaves Comcast in the middle of the pack compared to competitors with a score of 63. Verizon's Fios and AT&T's U-verse TV topped the list with scores of 70, followed by Dish Network (65) and AT&T's DirecTV (64). Comcast's Xfinity TV service did rank above Cox Communications (62), Charter Communications (61), Mediacom (60), Frontier Communications (58) and Altice's Suddenlink (56).

Comcast ranked higher among its competitors for its broadband services, coming in third after Fios and AT&T. It saw the most improvement in scores, with an 8% increase from 61 to 66. Overall, consumer satisfaction for all ISPs rose 4.8% to an average of 65. A big part of Comcast's increase came down to customers' higher ranking of their experience at Xfinity retail stores, which the company has overhauled in recent years to have a more high-tech, boutique-like setting. "According to customers, Xfinity staff are making a difference as in-store transaction speed is the most-improved factor of the customer experience," the report stated.

The ACSI report also highlighted Comcast's continued success in its own broadband metrics, having grown high-speed internet revenue by 9.4% year-over-year in 2019 and adding 1.4 million broadband customers. For the first time this year the ACSI survey included a ranking of customer satisfaction with in-home Wi-Fi service, where Comcast came in second after Verizon.

Part of Comcast's efforts to center its focus on its broadband offerings has been to ramp up its at-home Wi-Fi experience. Its xFi Wi-Fi management app lets users manage profiles, monitor connected devices and set usage limits for kids, for example. Comcast saw the least improvement in the satisfaction score for its video-on-demand service, which improved 3% to 68. The score landed Comcast in sixth place, behind AT&T, Dish Network, Fios, DirecTV and Spectrum.

While the survey also reported consumer satisfaction with a slew of new streaming services on the market, the interview period ended before Quibi, HBO Max and Comcast's Peacock services were launched. Among those it could rank, Disney+ was the clear winner with a score of 80, followed by Netflix, Apple TV+ and Hulu. – **Philadelphia Business Journal**

Though Pride usually kicks off on June 1, Comcast NBCUniversal held off on announcing its 2020 Pride initiatives out of "respect to its employees, customers and communities" alongside the social upheaval triggered by the deaths of George Floyd, Ahmaud Arbery and Breonna Taylor. The company is honoring Pride Month with special content and free programming, available on an LGBTQ Film & TV destination on Xfinity X1.

Nets USA and Syfy have partnered with LGBTQ advocacy org GLAAD for a multiplatform campaign spotlighting positive representation all month. NBCU has also launched 2020 Pride Honorees, honoring 12 LGBTQ individuals helping in the fight against COVID-19, recognizing that LGBTQ people are at greater exposure and risk of both economic and health complications than non-LGBTQ people. Additionally, the company provided a grant to PowerOn, a non-profit working directly with LGBTQ communities that have little or no access to technology.

And it's official, SCTE-ISBE's Cable-Tec Expo will hit the virtual circuit Oct 12-16, instead of its planned in-person event. It will be free for all attendees, thanks to partnerships with Charter, Cox, Comcast and the SCTE Foundation. The event's Fall Technical forum will have a record 267 abstracts on topics such as AI, operational transformation, advancements to cable's 10G platform, lessons learned from COVID-19, and more.

The conference was originally scheduled to take place in Denver at the Colorado Convention Center, which was designated in May as a temporary

medical facility for the remainder of 2020. Cablefax is the official Show Daily for Cable-Tec Expo. The 2020 Cable Pioneers dinner, originally set to take place Oct 13 in Denver, has also been affected. The Cable TV Pioneers said it would announce its 2020 Class by early July, and is “studying a variety of options for the 54th Annual induction celebration.” – **Cablefax Daily**

The Federal Communications Commission will seek up to \$225 million from a Texas company accused of marketing health care plans through a flood of misleading robocalls, a sign of the telecom regulator’s stepped up campaign against the nuisance. Houston-based Rising Eagle Capital Group LLC made about 1 billion spoofed calls during the early months of 2019 on behalf of clients that offered short-term health insurance plans, the commission alleged Tuesday.

The regulator said the company’s prerecorded messages purported to offer “affordable health insurance with benefits from a company you know,” such as Cigna Corp. and CVS Health Corp.’s Aetna before steering the recipients to call centers that pitched Rising Eagle’s other clients. The commission’s enforcement bureau said Rising Eagle and its affiliates violated the Truth in Caller ID Act by spoofing its caller ID information and by calling phone numbers on the national Do Not Call list.

Attorneys general from seven states also filed a federal lawsuit Tuesday against Rising Eagle and its founders, John Spiller and Jakob Mears. The civil action, filed in U.S. District Court for Texas’ Southern District, accused the two of directing tens of millions of unwanted calls to state residents. Mr. Spiller didn’t immediately respond to requests for comment. Mr. Mears couldn’t be reached. Representatives of Aetna and Cigna, which had no apparent business with Rising Eagle, didn’t immediately respond to requests for comment.

Lawmakers in Washington have passed new rules designed to make it easier for law enforcement to [pursue nuisance calls](#). A robocall-tracing group created by USTelecom, an industry trade association, has also given phone companies more leeway to track possibly unwanted phone calls on their networks.

The FCC called Tuesday’s proposed fine a record for the federal agency. The notice of apparent liability for forfeiture is the first step in a process that allows targeted companies to contest the charges against them. If the commission finds a company or person liable, it [falls to the Justice Department to collect the penalty](#).

Commissioner Jessica Rosenworcel, a Democrat, praised Tuesday’s enforcement action but said the Justice Department was missing from the state lawsuit. She called on the department to step up robocall enforcement, noting that “so far collections on these eye-popping fines have netted next to nothing.” – **Wall Street Journal**

A Republican proposal that aims to force Democratic Gov. Tom Wolf to end the pandemic disaster declaration occupied the Legislature for hours on Tuesday, but its legal impact was disputed. Senate Republicans said the state law that gave Wolf the ability to issue the March 6 declaration also gives lawmakers the power to end it with a resolution. Republicans control both legislative chambers.

But Wolf’s office argued the state constitution explicitly gives him the power to approve or veto any concurrent resolution, except one to adjourn their session. He has vowed to veto it if it gets to his desk. Republican supporters say Wolf’s actions under the disaster declaration have been an overreach and that the severe economic effects of the shutdown make it time to end the widespread business closures Wolf has imposed. “Livelihoods are being crushed,” said Sen. Ryan Aument, R-Lancaster, during a lengthy floor debate. “Businesses

are shuttering, never to be opened again. And time is of the essence for many more."

Wolf spokeswoman Lyndsay Kensinger says the business shutdowns, including building safety orders, were ordered by the health secretary under a different law. Kensinger said that canceling the disaster declaration would affect a number of steps the governor has taken, including unemployment compensation eligibility rules. – **Associated Press**

