

COMMUNICATIONS SUPPORT GROUP, INC.

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CLIENT LIST, BIOGRAPHY, & DESCRIPTION OF SERVICES

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**Communications Support Group, Inc.
2010**

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CSG, a California Corporation, specializes in all aspects of the telecommunications, cable, and video service provider business with special emphasis on the emerging telehealth industry. CSG was founded by Mr. John Risk, who presides over the company and provides consultant services to California public agencies of all sizes and locations (See client list on next page).

CSG is available to analyze the telecommunications needs of clients in response to the Digital Infrastructure and Video Competition Act (DIVCA -- AB2987) and to assist public agencies in articulating these needs to their respective video service and telecommunications service providers. Targeted outcomes include video service to public buildings, dedicated fiber, internet connections, video conferencing systems, and other IT/Data resources. CSG is also available to assist schools, libraries, and public health providers obtain discounted broadband connectivity by assisting clients become authorized by the California Teleconnect Fund (CTF), Universal Service Administrative Company (USAC), and the FCC's Rural Health Care Pilot Program (RHCPP). CSG also assists clients in designing, specifying, procuring, and provisioning video conference end-user and network management equipment with emphasis on multi-protocol routing technology, management servers, streaming servers, AV systems, robotics, audio, lighting, and LAN/WAN technologies and protocols.

CSG also continues to provide legacy services associated with revenue audits of telecommunications and video service providers (Video User Taxes, Franchise Fees, and PEG Fees). Agreed-upon procedures reviews conducted during the past seven years have produced accumulated returns to clients in excess of \$6,000,000, including individual settlements of more than \$500,000.

As for new business development in the healthcare industry, Mr. Risk shares a particular interest in the home-based patient-centric healthcare delivery (telehealth). Affordable broadband is a key ingredient to the success of telehealth. CSG is available to assist healthcare providers analyze telecommunications discounts and apply for certification by California Teleconnect Fund or USAC specifically targeted at telehealth pilot projects.

Mr. Risk's broad range of experience and expertise strengthens CSG's ability to respond to the ever-changing needs of municipalities and public agencies. Mr. Risk has worked with a number of school districts and recognizes the importance of telecommunications and Internet access in the classroom. Mr. Risk has been nationally recognized for his contributions in the field of cable television franchise administration and municipal cable programming. His work has earned his operations 6 "ACE" awards, 6 "Hometown" awards, 8 NATOA awards, and finalist honors in the League of California Cities' "Helen Putnam" award and the Los Angeles Academy of Television Arts and Sciences' "Emmy" competitions. In his capacity as contract Cable Television Manager for the cities of Beverly Hills and Santa Ana, Mr. Risk's compliance, auditing and programming concepts have served as models for other communities seeking to create cable television offices.

COMMUNICATIONS SUPPORT GROUP, INC.

CSG and Mr. Risk have marketed, sold, and performed professional service in each of the following jurisdictions:

Alameda	Fountain Valley	Mendocino County	San Fernando
Alameda County	Fremont	Mission Viejo	City and County of
Albany	Fullerton	Monrovia	San Francisco
Anaheim	Garden Grove	Monterey County	San Jacinto
Arcadia	Gardena	Moreno Valley	San Leandro
Austin, TX	Glendora	Murrieta	San Luis Obispo County
Berkeley	Hawthorne	Newport Beach	San Pablo
Beverly Hills	Hayward	New Orleans, LA	Santa Ana
Brea	Hermosa Beach	Norwalk	Santa Barbara
Brentwood	Hemet	Oakland	Santa Barbara County
Carlsbad	Huntington Beach	Ontario	Santa Cruz
Cerritos	Indian Wells	Pasadena	Santa Cruz County
Claremont	Inglewood	Petaluma	Sierra Madre
Chino	Irvine	Porterville	Stanton
Chino Hills	La Habra	Poway	Twenty-Nine Palms
Commerce	Lakewood	Rancho Cucamonga	Temple City
Cypress	La Palma	Rancho Palos Verdes	Ukiah
Dana Point	La Verne	Redondo Beach	Villa Park
Desert Hot Springs	Lawndale	Richmond	Walnut
Diamond Bar	Lindsay	San Bernardino	West Covina
Duarte	Long Beach	San Bernardino County	Westminster
Emeryville	Los Angeles	San Clemente	Willits
Encinitas	Los Angeles County	San Diego	Yorba Linda
Fort Bragg	Manhattan Beach	San Diego County	Yucca Valley
Fontana	Maryland Heights, MO	San Dimas	

TELECOMMUNICATIONS POLICY DEVELOPMENT AND PLANNING

CITY OF MONROVIA

(Richard Singer, Assistant City Manager)

In 2008, assisted the City in reviewing applications for encroachment permits submitted by AT&T for constructing a U-verse (video over IP) video facility within City limits. Working with the City Engineer, Public Works, and the City Attorney's office, made recommendations for assessment of fees and conditions regarding the City's approval of AT&T's response. Also reviewed issues associated with carriage of the City's PEG access channels on U-Verse.

CITY OF INGLEWOOD

(Michael Calzada, Executive Assistant to the City Manager)

In 2007-2008, assisted the City in reviewing applications for encroachment permits submitted by AT&T for constructing a U-verse (video over IP) video facility within the City. Working with the City Engineer, Public Works, and the City Attorney's office, made recommendations for assessment of fees and conditions regarding the City's approval of AT&T's response. Beginning in 2007, CSG has conducted a strategic planning exercise intended to assist the City in preparing for state video franchises and local regulatory duties allowed under AB2987 -The Digital Infrastructure and Video Competition Act of 2006. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and construction activity likely to occur by AT&T as a state video franchisee. CSG assisted the City in adopting a comprehensive telecommunications and video services ordinance.

CITY OF ARCADIA, CALIFORNIA

(Tracey Hause, Former Administrative Services Manager)

(Bill Kelly, Former City Manager)

(Steve Deitch, City Attorney)

In 2007, assisted the City in reviewing applications for encroachment permits submitted by AT&T for constructing a U-verse (video over IP) video facility. Working with the City Engineer, Public Works, and the City Attorney's office, made recommendations for assessment of fees and conditions regarding the City's approval of AT&T's response. In 2005 and again in 2007, CSG assisted the City in drafting and updating its comprehensive cable television, OVS, and Other Telecommunications Provider Ordinance. Beginning in 2006 and ongoing throughout 2007, CSG has assisted the City in PUC filing and state legislative activities relating to Senate Bill AB2987. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals.

Since 1994, CSG has assisted the City in general franchise administrative duties and has provided the City with consultant services related to the renewal and transfer of the City's franchise with TCI Cablevision and several transfers of ownership involving Century and Adelphia Communications. CSG completed a community needs assessment including public meetings and extensive interviews with City staff, comprehensive franchise performance audit, and technical evaluation for franchise renewal. In addition, CSG assessed department needs related to municipal cable television services and managed the bidding and procurement of nearly \$400,000 in television production equipment. CSG also provided extensive rate regulation assistance to the City. In 2001 and 2003, CSG provided a variety of services related to Adelphia and the City's competitive OVS company, Altrio Communications. Since Altrio's reorganization and dissolution, CSG has been actively involved in the City's negotiations and FCC Form 394 review with Champion Communications, a potential successor franchisee. In 2005, CSG assisted the City in transferring ownership of the cable T.V. franchise.

TELECOMMUNICATIONS POLICY DEVELOPMENT AND PLANNING

CITY OF PORTERVILLE, CALIFORNIA
(Julia Lew, City Attorney)

In 2006 and 2007, CSG provided the City policy analysis and assisted the City adopt a new ordinance to address regulatory changes related to AB2987, The Digital Infrastructure and Video Competition Act. We also reviewed Charter Communications' performance to the City's cable television franchise in the franchise's final year before expiration. CSG also explored options with regard to renewal and state video franchising.

CITY OF REDONDO BEACH, CALIFORNIA
(Maggie Healy, Management Analyst)

Beginning in 2006 and ongoing throughout 2007, CSG has assisted the City in PUC filing and state legislative activities relating to Senate Bill AB2987. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals. In 2007, CSG provided input to the City's modification of ordinance language taking into account changes in state law. CSG also assisted the City with various matters pertaining to the Verizon cable television franchise negotiations.

Since 2003, CSG has provided services related to renewal of the City's Adelphia franchise. In 2000 and 2001, CSG performed a variety of services related to reviewing an application for an OVS franchise by RCN Communications. During 1995, CSG performed a comprehensive evaluation of Century Cable's compliance to the City's customer service standards. Identification of non-compliance, recommendation for corrective actions, and draft correspondence was provided. CSG continues to provide administrative expertise related to cable television matters on a case-by-case basis.

CITY OF SAN BERNARDINO, CALIFORNIA
(Lori Sassoon, Assistant City Administrator)
(Catherine Allison, City Manager's Office)

Beginning in 2006 and ongoing throughout the first quarter of 2007, CSG has assisted the City preparing for either renewing its local cable franchises or waiting to allow the companies to apply as state video franchisees. CSG assisted the City in analyzing compliance issues and in extension resolutions enabling the three local franchises to be extended through the January 2, 2008 date specified in AB2987. CSG also offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals. In addition, CSG worked with City Attorney in renewal preparation drafting governing ordinances for state video franchising laws.

CITY OF WALNUT, CALIFORNIA
(Charles Robinson, Assistant to the City Manager)

In 2009, CSG assisted the City in analyzing the effects of Charter's bankruptcy and reorganization. In 2008, assisted the City in determining issues associated with approving construction permits associated competitive video service providers. Beginning in 2006 and ongoing throughout 2007, CSG has assisted the City in PUC filing and state legislative activities relating to Senate Bill AB2987. In 2006, CSG assisted the City adopt a comprehensive regulatory ordinance. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals. Beginning in 2005, CSG has assisted the City in assessing community needs, a comprehensive franchise performance audit and technical evaluation for franchise renewal. In addition, CSG assessed department needs related to governmental and educational access. CSG acted as lead negotiator on the former renewal project and will serve as lead negotiator with Charter on this renewal. From 1992 to November 1996, CSG assisted the City in general franchise administrative duties, rate regulation services, and with the renewal of the City's franchise with Charter Communications.

TELECOMMUNICATIONS POLICY DEVELOPMENT AND PLANNING

CITY OF EMERYVILLE, CALIFORNIA

(Carol Victor, Former Deputy City Attorney and Karen Hemphill, City Clerk)

Beginning in 2004 and ongoing throughout 2006, CSG has assisted the City in adopting a comprehensive cable television and video services ordinance. We also advised the City regarding federal and state legislative activities. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals. Beginning in 2005, CSG has assisted the City in assessing community needs, a comprehensive franchise performance audit and technical evaluation for franchise renewal.

FORT BRAGG, WILLITS, UKIAH AND MENDOCINO COUNTY, CALIFORNIA

(Bruce Mordhorst, Former Assistant County Administrator)

Beginning in 2000 and ongoing throughout 2005, CSG has assisted the cities and County acting jointly in adopting individual regulatory ordinances relating to video services and other telecommunications services. During this period, CSG also provided guidance on federal and state legislative activities relating to telecommunications and cable television. In 2004, CSG assisted the group negotiate with Adelphia and Comcast for a fiber lease and institutional network. We also assisted the group adopt and transfer a franchise agreement between Adelphia and Comcast.

CITY OF REDONDO BEACH, CALIFORNIA

(Maggie Healy, Assistant to the City Manager)

In 2001 and 2002 the City retained Communications Support Group, Inc., (CSG) to facilitate a study of City telecommunications right-of-way (ROW) policies. CSG assisted the City Manager's Office and the City Attorney's Offices by reviewing methods used by the City to grant permits for both wireline and wireless telecommunications companies. CSG presented a series of objectives to be considered during the development of local policies, which City personnel ranked in the order of priority. Outcomes of this project included: A central point of contact for all telecommunications matters; Centralized record keeping of telecommunications applications; Enabled the City's IT facilities to develop and support a practical database of telecommunications permit and franchising matters; Revised fee schedules for all departments pertaining to right of way and telecom planning matters; New and improved private line agreements related to TCG and TYCOM; Improved centralized mapping to identify and control placement of ROW entrants; and Improved inter-departmental communications.

CITY OF BERKELEY, CALIFORNIA

(Roger Miller, Office of Information Technology)

In November 2000, the City of Berkeley contracted with Communications Support Group, Inc., and its subcontractor, the Social Science Research Center (SSRC) at California State University, Fullerton, to assess the telecommunications needs, concerns, and interests of residential households in Berkeley. Telephone interviews were conducted from the SSRC's survey research laboratory, utilizing Computer Assisted Telephone Interviewing (CATI) equipment and software. The purpose of this study was to collect useful demographic and frequency data concerning residential use of cable television and telecommunications in Berkeley and to ascertain users' satisfaction with cable television and telecommunications service. The City used the data from the survey to write a Telecommunications Master Plan for the City of Berkeley and recommend telecommunications policies to the City Council.

TELECOMMUNICATIONS POLICY DEVELOPMENT AND PLANNING

CITY OF MARYLAND HEIGHTS, MISSOURI
(Steve Rasmussen, Assistant to the City Administrator)

Since 2000, CSG has performed a number of third-party auditor projects for the City. CSG has audited franchise fees, license fees, per-foot ROW fees, and utility taxes for 14 telecommunications licenses serving residents and businesses within the City. During 1999-2000, as part of a team of consultants, CSG was retained to report on the City's existing telecommunications regulatory and permitting structure in the context of existing and future telecommunications service providers. CSG made recommendations for a comprehensive telecommunications regulatory and permitting framework that is consistent with state and federal law.

CITY OF SAN DIEGO, CALIFORNIA
(Marc Jaffe, Former Cable Television Program Manager)

In 1999 the City retained CSG to analyze current City telecommunications policies and to identify areas regarding modification or amendment. As part of the analysis, CSG:

- Addressed the City's issues of ROW management and compensation under federal and state law;
- Conducted a comprehensive audit of the City's telecommunications regulatory process, structure, fees and practices and evaluated the various departments for compliance to City codes or regulations;
- Reviewed Finance Department forecasts and revenues attributable to telecommunications;
- Evaluated the City's organizational infrastructure involved with telecommunications management, planning, permitting, facility attachment approvals and ROW use management;
- Conducted a variety of educational programs for City staff;
- Developed strategic and action plans for ongoing telecommunications management;
- Developed an inventory of known ROW users, locally assessed fees, taxes, or other compensation;
- Identified new revenue streams, economic development initiatives, and organizational restructuring devices designed to increase and enhance service delivery and reduce operating costs.

COUNTY OF MONTERREY, CALIFORNIA
(Aleta Cozart, Former Deputy CAO)

From 1992 to 1995, CSG was contracted to update and revise provisions of County's ordinance as they relate to customer service and performance. CSG completed a compliance audit of the two cable operators as a part of the process. CSG also provided a variety of services related to the County's rate regulation proceedings and franchise administrative issues in general.

FRANCHISE FEE AUDITING

CSG performs what is known as “agreed-upon procedures” reviews of both cable television and telecommunications companies. CSG has uncovered millions of dollars in under-reported revenues, resulting in additional fees and taxes payable to municipal clients. Priority is given to inspecting major categories of revenue (subscriber revenue, equipment rental, advertising, and home shopping) using test months to sample procedures and accuracy. Audit depth is increased based on discrepancies and compliance issues.

Since 1987, we have performed franchise fee reviews for the following agencies (in alphabetical order):

<p>City of Arcadia, CA 1998, 2003, 2005, 2006 Adelphia, TCI / AT&T Review of PEG fees in 2003 of Altrio Communications</p>	<p>City of Maryland Heights, MO 1999-2003 Allegiance, Ionex, TCG, MCI, AT&T and Cable America including utility tax auditing.</p>
<p>City of Beverly Hills, CA 1988, 1990, 1992, 1994, 1998 Century / Adelphia Communications</p>	<p>County of Mendocino, CA (With Fort Bragg, Ukiah and Willits) 2000-2004 Adelphia, TCI / AT&T Including a projection of fees in 2004</p>
<p>City of Berkeley, CA TCI / AT&T Part of franchise renewal in 1988, and change of control in 2002 and including utility tax auditing</p>	<p>City of Mission Viejo, CA 1989 Dimension Cable</p>
<p>City of Brea, CA 2005 Adelphia Communications</p>	<p>City of Moreno Valley, CA 2003, 2005, six months of 2006 Twelve city franchise fee and four city utility tax audit of Adelphia, in Desert Hot Springs, Fontana, Moreno Valley, and San Bernardino</p>
<p>City of Brentwood, CA 2001-2004 Comcast Communications</p>	<p>City of Monrovia, CA 1992, 2005, 2008 TCI system; audit of PEG fees in 2003 of Altrio Communications; Adelphia Communications in 2005; Champion Broadband, California in 2008</p>
<p>City of Carlsbad, CA 2003, 2005 <i>Adelphia Communications</i> Five city audit, including Carlsbad, Solana Beach, Encinitas, Del Mar & San Marcos</p>	<p>City of Newport Beach, CA 2007-2008 <i>Cox Communications and Time Warner</i></p>
<p>City of Chino, CA 2005 <i>Adelphia Communications</i></p>	<p>City of Norwalk, CA 1993 <i>Charter Communications</i></p>

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FRANCHISE FEE AUDITING

<p>City of Commerce, CA Municipally Owned 1994, 1999 <i>Charter Communications</i></p>	<p>City of Pasadena, CA 1999, 2005, 2006, 2007 <i>Charter Communications franchise fee audit; audit of PEG fees in 2003 of Altrio Communications, audit of Charter Communications FF and UUT in 2006 and 2007</i></p>
<p>City of Diamond Bar, CA 2005 <i>Adelphia Communications</i></p>	<p>City of Petaluma, CA 2000 <i>AT&T</i></p>
<p>City of Duarte, CA Municipally Owned 1987-1988, and 2006 <i>Charter Communications</i></p>	<p>City of Pomona, CA 2000 <i>Adelphia Communications</i></p>
<p>City of Emeryville, CA 2004 <i>Comcast Communications</i></p>	<p>City of Porterville, CA 2006 and 2007 <i>Charter Communications franchise fee audit</i></p>
<p>City of Encinitas, CA 2006-2007 <i>Cox Communications franchise fee audit</i></p>	<p>City of Poway, CA 2006 and 2007 <i>Cox Communication franchise fee audit</i></p>
<p>City of Fremont, CA 2001-2003 <i>Comcast Communications</i></p>	<p>City of Rancho Palos Verdes, CA 2006 <i>Three year franchise fee audit of Cox Communications</i></p>
<p>City of Fullerton, CA 2005 <i>Adelphia Communications</i></p>	<p>City of Redondo Beach, CA 2005 and 2007 <i>Adelphia Communications</i></p>
<p>City of Hawthorne, CA 2005 <i>Time Warner Cable</i></p>	<p>City of Richmond, CA 2002 <i>One year franchise fee audit of Comcast Communications</i></p>
<p>City of Huntington Beach, CA 2009 <i>Time Warner UUT</i></p>	<p>City of Santa Ana, CA 1988, 1990, 1994, 2001-2004 <i>Comcast & Adelphia Communications facilitated work by City auditor</i></p>
<p>City of Inglewood, CA 2006-2007 <i>Time Warner Cable and Comcast FF and UUT</i></p>	<p>City of San Bernardino, CA 2003-2006 <i>Four year franchise and UUT review of Charter Communications</i></p>

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City of La Canada / Flintridge, CA 1998 <i>Charter Communications</i>	County of San Bernardino, CA 1993 <i>Reviewed franchise fee payments of fourteen Adelpia Communications cable franchisees</i>
City of La Habra, CA 1994, 2005 Century and <i>Adelpia Communications, including UUT and Access Fees</i>	County of San Diego, CA 1992 <i>Adelpia Communications Cox, Time Warner Cable</i>
City of Lawndale, CA 2005 <i>Time Warner Cable</i>	City & County of San Francisco, CA 1996-1997 <i>During transfer from Viacom to TCI</i>
City of Lindsay, CA 2006 <i>Charter Communication franchise fee audit</i>	City of Santa Cruz, CA 2002 <i>Three year franchise fee audit of Comcast</i>
City of Long Beach, CA 2005 <i>Charter Communications</i>	City of Temple City, CA 1993 <i>Charter Communications</i>
City of Manhattan Beach, CA 1999, 2005 <i>Century / Adelpia & Adelpia Communications</i>	City of Walnut, CA 1993-1994, 2006, 2009 <i>Charter Communications as part of franchise renewal, and later related to the new state law and Charter's bankruptcy</i>

COMPETITIVE CABLE TELEVISION AND OPEN VIDEO SYSTEM (OVS) REVIEW

In 2008, CSG consulted the City of Monrovia in performing due diligence relating to the transfer of ownership of the City's competitive wireline video service provider, Champion Broadband, California LLC to CBC Holdings LLC. CSG conducted a review of financial and technical qualifications and audited the selling party's compliance to franchise provisions, franchise fee payments, and PEG fee payments.

In 2007 and 2008 assisted the cities of Claremont, Covina, Diamond Bar, La Verne, San Dimas, and West Covina in studying issues pertaining to Verizon's application for a state video services franchise. Also, in 2007 and throughout a portion of 2008, served as a resource to Inglewood, Long Beach, Manhattan Beach, Monrovia, Pasadena, Redondo Beach and Walnut in addressing regulatory matters associated with Verizon's, AT&T's and/or their incumbent cable television provider's application for a state video services franchise. Topics included franchise fees, PEG fees, customer service standards, and permitting issues.

In 2006, CSG consulted the Cities of Manhattan Beach and Redondo Beach in awarding a competitive cable television franchise agreement to Verizon Communications. This work included extensive evaluation of level playing field issues associated with the incumbent cable operator; Public, Education and Governmental, and I-NET obligations. CSG also provided draft language for the franchise agreements in the areas of definition of gross revenue, customer service, and franchise fee reporting requirements

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COMPETITIVE CABLE TELEVISION AND OPEN VIDEO SYSTEM (OVS) REVIEW

In 2003, on behalf of Arcadia, Monrovia, and Pasadena, CSG researched and audited the calculations of Altrio Communications in the proper payments of PEG grants and fees in compliance with the agreements between Altrio and those cities respectively.

From 1999 to the present, CSG has assisted the following California cities with professional support related to granting of franchises to competitive cable television and OVS providers:

Arcadia	Monrovia
Hermosa Beach	Pasadena
Los Angeles	Redondo Beach
Manhattan Beach	Sierra Madre

The competitive OVS companies involved were RCN, Western Integrated Networks, Champion and Altrio Communications. CSG performed detailed financial analysis, an evaluation of the incumbent cable companies' PEG obligations, a review of other contractual franchise provisions, and assisted the respective City Attorneys in crafting language for the competing cable television or OVS franchise agreements. Incumbent cable companies involved in these proceedings included Adelphia and Charter Communications.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF INGLEWOOD

(Hilda Kennedy, Public Information Officer)

Beginning in 2007, CSG has assisted the city in reviewing the Time Warner franchise agreement which will expire in 2012 for elements regarding PEG support as it pertains to state franchise applications.

CITY OF ARCADIA, CALIFORNIA

(Tracey Hause, Administrative Services Manager)

(Bill Kelly, City Manager)

(Steve Deitch, City Attorney)

Beginning in 2006 and ongoing throughout 2007, CSG has assisted the city in PUC filing and state legislative activities relating to Senate Bill AB2987. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals.

Since 1994, CSG has assisted the City in general franchise administrative duties and has provided the City with consultant services related to the renewal and transfer of the City's franchise with TCI Cablevision and several transfers of ownership involving Century and Adelphia Communications. CSG completed a community needs assessment including public meetings and extensive interviews with City staff, comprehensive franchise performance audit, and technical evaluation for franchise renewal. In addition, CSG assessed department needs related to municipal cable television services and managed the bidding and procurement of nearly \$400,000 in television production equipment. CSG also provided extensive rate regulation assistance to the City. In 2001 and 2003, CSG provided a variety of services related to Adelphia and the City's competitive OVS company, Altrio Communications. Since Altrio's reorganization and dissolution, CSG has been actively involved in the City's negotiations and FCC Form 394 review with Champion Communications, a potential successor franchisee. In 2005, CSG assisted the City in transferring ownership of the cable T.V. franchise.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF BERKELEY, CALIFORNIA
(Chris Mead, Office of Information Technology)

Beginning in 2006 and ongoing throughout 2007, CSG has assisted the city in PUC filing and state legislative activities relating to Senate Bill AB2987. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals.

During 2003, CSG performed a review of Comcast's proposed cable television rates and made comparisons to rates charged in 11 other cities nation-wide. From March 2002 to November 2003, CSG has performed a number of compliance related audits of AT&T as due diligence related to the AT&T-Comcast. Tasks included technical department inspections, customer service audits, and audits of bonds, insurance, franchise fees and letters of credit. In July 2000, CSG conducted a site survey and technical review of AT&T's cable plant to confirm completion of AT&T's 1999 rebuild in the City of Berkeley. CSG's review included analysis of system demographics, service call and outage records, FCC proof of performance reports, sweep testing, and subjective observations. CSG completed a survey of residential households. The workscope included meeting with City staff and task force to finalize ascertainment depth, survey administration, analysis and report of findings. For a two-year period (1989-1990) CSG conducted a comprehensive test and technical evaluation of the Lenfest Cable system to determine the cable operator's level of franchise compliance, financial condition, and assessment of public, educational and municipal needs. The results of CSG's needs analysis were used by the City during franchise renewal negotiations and served as a benchmark to shape the terms and conditions of a new cable television franchise.

CITY OF LONG BEACH
(Dean Smits, Video Communications Manager)

Beginning in 2006 and ongoing throughout 2007, CSG has assisted the city in PUC filing and state legislative activities relating to Senate Bill AB2987. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals.

For an ongoing period beginning in 2002, CSG has provided general administrative and regulatory consulting services to the City, including telecommunications and regulatory strategy development and franchise compliance review. In 2003 CSG began assisting the City's renewal process with Charter Communications, which included a technical compliance audit and an extensive financial due diligence review. CSG has also conducted extensive research on "effective competition" on behalf of the City.

CITY OF PASADENA, CALIFORNIA
(Lori Sandoval, Technical Planning Manager)

Beginning in 2006 and ongoing throughout 2007, CSG has assisted the city in PUC filing and state legislative activities relating to Senate Bill AB2987. CSG offered detailed consulting on the effects of state franchising as it pertains to the City's current franchise agreement and franchise renewals.

From 1998 to present, CSG has assisted the City in general franchise administrative duties, and has provided the City with consultant services related to the renewal of the City's franchise with Charter Communications, and granting of a competitive OVS franchise with Altrio Communications. Along with extensive planning, fact-finding, and strategy development, CSG has provided the City with a community needs assessment, comprehensive franchise performance audit, and technical evaluation for franchise renewal. Services have included a review of documents, evaluation of compliance, and recommendations for franchise renewal negotiations. CSG has been serving as an expert witness in defending the City against litigation threatened by the City's cable operator related to level playing field and commercial practicability claims. . Since Altrio's reorganization and dissolution, CSG has been actively involved in the City's negotiations and FCC Form 394 review with Champion Communications, a potential successor franchisee.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

PUBLIC CABLE TELEVISION AUTHORITY

(Mary Morales, Former Executive Director)

(Marc Jaffe, Interim Executive Director)

In 2004, CSG performed analysis related to the PCTA's renewal with Time Warner. This Joint Powers Authority serves the Cities of Fountain Valley, Huntington Beach, Stanton and Westminster. During the course of this engagement, CSG led a strategic planning effort, developed PEG funding scenarios, conducted a rigorous residential survey and compiled a community needs assessment in preparation for negotiations with Time Warner. In 2005, CSG provided further specification and modeling consideration for improvements to playback of programming in Huntington Beach. CSC is currently under contract for special services in 2006.

CITY OF SANTA ANA, CALIFORNIA

(Joe Fletcher, City Attorney)

(Gerardo Mouet, Executive Director, Recreation and Community Services)

From 1984 to 1990, and from 1993 through October 1995, CSG provided professional support in administering the City's cable franchise and managing the City's award-winning cable television division. On a regular, part-time basis, CSG monitored the cable operator's franchise compliance, provided support to the City's Cable Television Advisory Board, provided support to the City's Finance Department in monitoring franchise fee payments of the cable company, helped handle customer complaints, monitored budget activity, and facilitated the City's use of cable technology. CSG was completely responsible for concept and execution of all video/cable programming produced by the City between 1985 and 1990, and purchased more than \$500,000 in video equipment. CSG's President also handled the majority of staff duties associated with transferring the Group W franchise agreement to Comcast in 1987, including the deposition and relocation of more than \$1,000,000 in video production equipment and supplies. Mr. Risk, CSG's President, was employed full-time as the City's Cable Administrator from 1985-1987. CSG advised the City in matters related to renewal of Adelphia's franchise agreement from 2002 through 2006. This support included development of an interim franchise extension, leading franchise negotiations and assisting the City Attorney with franchise renewal.

CITY OF CHINO HILLS, CALIFORNIA

(Raymond Hansen, Senior Administrative Analyst)

In 2005, CSG assisted the City in transferring ownership of the cable T.V. franchise. From 1995 to 2002, CSG provided the City with general franchise administrative duties and later provided the City with consultant services related to the renewal and transfer of the City's franchise with Century Cable and TCI Cablevision. Along with extensive planning, fact finding, and strategy development, CSG conducted a community needs assessment, a comprehensive franchise performance audit, and technical evaluation for franchise renewal/transfer, as well as furnishing the City with a comparative analysis of franchise transfers. Services included extensive rate regulation assistance, a review of documents, evaluation of compliance, and recommendations for franchise renewal negotiations. CSG also negotiated the terms and conditions of a renewal agreement with Adelphia Communications.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF DIAMOND BAR

(Ryan McNeal, Assistant to the City Manager)

In 2005, CSG assisted the City in transferring ownership of the cable T.V. franchise. CSG also performed a compliance audit of Adelphia as well as enforcement of customer service standards.

CITY OF FULLERTON, CALIFORNIA

(Chris Meyer, City Manager)

(Ed Paul, Former Revenue Director)

In 2005, CSG assisted the City in transferring ownership of the cable T.V. franchise. In 1998, CSG was engaged to perform consulting services related to the City's franchise renewal with Comcast Cablevision. CSG conducted a comprehensive review of Comcast compliance under the customer service requirements of the cable television franchise agreement, the 1984, 1992 Cable Communications Acts, and the 1996 Telecommunications Act. CSG also conducted a comprehensive needs ascertainment. This performance assessment included provisions of the franchise agreement and City Codes, including any special performance requirements associated with customer service. From 1993 to 1994, CSG assisted the City in setting up a customer service performance monitoring and rate regulatory program. This program includes: identification of performance related criteria contained in ordinance and franchise documents; creation of a customer service protection ordinance based on existing ordinance, state laws, federal laws and FCC rules and regulations; development of a complaint process and monitoring of performance for the City; and a review of rate requests for reasonableness. In 2000 and 2001, CSG worked with the City in its transfer of ownership proceedings between Comcast Cablevision and Adelphia Communications, and a review of service rates.

CITY OF IRVINE, CALIFORNIA

(Rick Paikoff, Budget Manager)

Beginning in 2005, CSG has been studying public needs associated with a renewal with Cox Cable. The project studied a concept to expand facilities and operations into an integrated multipurpose Media Center within the Orange County Great Park (OCGP). The City contracted with Communications Support Group, Inc., (CSG) to perform research to identify and estimate cable television capital and operating expenses associated with a potential concept to develop a community media center located within the proposed OCGP. This facility should also be considered as a backup emergency operations center (EOC) for the City. We offer three variable and scalable capital improvement models based on three levels of ICTV Channel 30 operating assumptions.

In 1993 and 1994, CSG monitored the cable operator's franchise compliance, provided support to the City's Cable Television Advisory Board, handled customer complaints, provided rate regulation assistance, and facilitated the City's use of cable technology. In early 1993, CSG assisted the City in exploring potential competitors to Dimension Cable. In 1994, CSG prepared a comprehensive ordinance for improved cable television customer service standards and assisted the City transfer of the cable television franchise to Cox Cable.

SIERRA MADRE, CALIFORNIA

(Tammy Gates, Former City Manager)

In 2001, the City retained our services to be lead negotiator in a franchise renewal for two franchises involving Adelphia Communications and Altrio. Tasks included determination of resources, delegation of duties between other consultants, financial reviews, and drafting franchise agreement language. We continue to negotiate the terms of the franchise and reached conclusion by summer 2003.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF ALBANY, CALIFORNIA
(Beth Pollard, City Administrator)

In 2002, CSG performed an audit of AT&T as due diligence related to the AT&T Comcast merger. Task included technical department inspections, customer service audits, and audits of bonds, insurance, franchise fees and letters of credit. CSG assisted the City in its negotiations regarding the transfer of a cable franchise from Century Cable to TCI Cablevision. Since March 1993 CSG has performed a number of compliance related audits of the City's cable television operators. CSG assisted the City with various franchise administrative services including strategic planning and clarification regarding issues of transfer. CSG also conducted a comprehensive compliance audit of Century Communications, along with a comparative analysis of franchise transfers, a needs ascertainment and assessment, and document review, including review of FCC Form 394 when Century was being transferred to Adelphia. CSG was particularly helpful in negotiating a settlement of a dispute of first refusal in the transfer of the franchise from Century to TCI in 1998. In this transaction, the City received a settlement in excess of \$100 per subscriber.

CITY OF RICHMOND, CALIFORNIA
(Cecily McMahan, Cable Television and Telecommunications)

Since May 2002, CSG has performed a number of compliance related audits of AT&T as due diligence related to the AT&T-Comcast merger. Tasks included technical department inspections, customer service audits, and audits of bonds, insurance, franchise fees and letters of credit. Also, in June 2002, CSG conducted a site survey and technical review of AT&T's cable plant to confirm completion of AT&T's 1999 rebuild in the City of Richmond. CSG's review included analysis of system demographics, service call and outage records, FCC proof of performance reports, sweep testing, and subjective observations. In addition, in 2002, CSG completed a survey of residential households. The workscope included meeting with City staff and task force to finalize ascertainment depth, survey administration, analysis and report of findings. The results of CSG's needs analysis were used by the City during franchise renewal negotiations and served as a benchmark to shape the terms and conditions of a new cable television franchise.

SAN LUIS OBISPO COUNTY
(Ellen Sturtz, Former Franchise Administrator)

In 2001, the County retained our services to be lead negotiator in a franchise renewal for two franchises of the County involving Charter Communications. Tasks included determination of resources, delegation of duties between other consultants, financial reviews, and drafting franchise agreement language.

CITY OF PETALUMA, CALIFORNIA
(Gene Beatty, Former Assistant City Manager)

In 2000, CSG performed a fourth year review of AT&T Cable Services related to franchise compliance, technical compliance, and franchise fee payments made to the City during the period of July 1998 through December 1999. Services included a review of documents, evaluation of compliance, and recommendations.

CITY OF ALAMEDA, CALIFORNIA
(Marge McLean, Management Analyst)

In 1996, CSG assisted the City in preparing a survey of community needs. In 1997 and 1998 CSG reviewed franchise language and gave recommendations for negotiations with TCI related to renewal of the franchise agreement.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF COMMERCE, CALIFORNIA
(Raul Romero, Former City Administrator)

From June 1992 to October 1994, and in 1998, CSG provided the City with a variety of franchise administrative services. CSG assisted the City in transfer negotiations and conducted a financial procedures audit. Between 1992 and 1994, CSG provided five levels of professional services to the City related to franchise/license renewal: 1) Asset inventory auditing of the City's municipally owned cable television equipment; 2) legal opinion and negotiation planning concerning the City's lease agreement with Cencom cable; 3) lease agreement performance auditing, 4) specialized reporting concerning future trends, telephone entry into cable television, and market factors concerning municipal ownership of cable television systems, and 5) negotiating a new lease agreement with Charter Communications.

CITIES OF CYPRESS, LAKEWOOD, AND LA PALMA, CALIFORNIA
(Ron Kenny, Director of Recreation and Community Services)

In 1998 CSG was retained to conduct a comprehensive review of Media One's compliance under the customer service requirements of the cable television franchise agreement and the 1984, 1992 Cable Communications Acts, along with the 1996 Telecommunications Act, in each of three cities (La Palma, Lakewood, and Cypress). This performance assessment of the cable operator also includes the provisions of the franchise agreement and City Code, including any special performance requirements

CITY OF BEVERLY HILLS, CALIFORNIA
(Fred Cunningham, Exec. Director, Public Affairs and Information)

From 1988 to 1995, CSG provided part-time, on-site franchise administration services related to all aspects of local monitoring and enforcement of cable television company performance, including utilization of cable technology by City agencies and management of the City's Office of Cable Television. Duties included staff supervision, budgeting, monthly reports, audits, customer service appraisals, technical inspections, management of all video productions and long-range plans for cable utilization. CSG also managed a \$500,000 capital improvement project involving teleproduction facilities and I-Net equipment within the renovated City Hall. Since August 1995, CSG has provided off-site consulting related to rate regulation and specialized franchise administration work. In 1997 CSG gave assistance to franchise regulatory matters concerning the 5th Circuit Court decision. In 1998, 1995, 1992, and 1990 CSG conducted franchise fee audits of Century Cable.

CITY AND COUNTY OF SAN FRANCISCO
(Ed Harrington, Controller)

In 1996, CSG performed a three-year procedures audit of Viacom Cable related to franchise fee payments made to the City during the period of July 1993 through June 1996. Detailed audits were performed of all sources of revenues relating to subscriber and non-subscriber revenue. Recommendations were made for collecting amounts found underreported and for drafting franchise language for future agreements.

CITY OF ANAHEIM, CALIFORNIA
(Kris Thalman, Intergovernmental Relations)

Between 1990 and 1995, CSG was retained to provide the City with a variety of franchise administrative services to assist in franchise compliance reviews. These reviews have included construction practices, interconnects, and local programming. In 1991, CSG assisted the City of Anaheim in transferring a cable franchise from Empire Cable to Jones Spacelink, LTD, resulting in \$75,000 in grants for video production equipment. CSG also assisted the City develop methods and forms for monitoring cable operator customer service performance. In addition, CSG evaluated the cable operator's FCC Form 393. In 1993, 1994, and 1995, CSG performed services related to rate regulation.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF MISSION VIEJO, CALIFORNIA
(Danian Hopp, Former Assistant to the City Manager)

From June 1991 to June 1995, CSG provided a variety of cable television consulting services. In 1991, CSG monitored franchise compliance and established action plans for cable utilization by the City. Duties included research and report writing concerning equipment, staffing, budgeting, and other elements of municipal programming operations and facilities. Work scope also included production of City Council meetings, other special meetings, and capital project management of a \$130,000 video production facility. In 1993, CSG prepared a strategic plan for provisions of the franchise dealing with public, educational, and government access television. In 1994, CSG implemented and managed a community access television model at Mission Viejo High School. In 1993 and 1994, CSG performed rate regulatory consulting and assisted the City in transferring its cable franchise from Multivision to Cox Cable.

COUNTY OF MONTEREY, CALIFORNIA
(Aleta Cozart, Former Deputy CAO)

From 1992 to 1995, CSG was contracted to update and revise provisions of County's ordinance as they relate to customer service and performance. CSG completed a compliance audit of the two cable operators as a part of the process. CSG also provided a variety of services related to the County's rate regulation proceedings and franchise administrative issues in general.

CITY OF SAN FERNANDO, CALIFORNIA
(Mary Strenn, Former City Manager)

In 1993, 1994, and 1995, CSG audited cable TV franchise documents, records and complaints concerning a transfer of ownership between Valley Cable TV and Cablevision Industries. CSG submitted a compliance checklist and report. CSG also provided legal and technical assistance for City negotiations with Valley Cable and assisted with the development and management of the Cable Television Advisory Board and implementation of rate regulation matters.

CITY OF TEMPLE CITY, CALIFORNIA
(Isa Kravitz, Former Assistant to City Manager)

In 1993, 1994, and 1995, CSG was contracted to assist the City with franchise renewal proceedings and rate regulatory activities related to its cable company, Crown Cable. Tasks included a compliance audit; community needs assessment, franchise fee audit, renewal questionnaire, rate reviews, rate hearings, and planning for renewal negotiations.

CITY OF NORWALK, CALIFORNIA
(Dan Keen, Assistant City Manager)

In 1993 and 1994 CSG was contracted to assist the City with franchise renewal proceedings with Crown Cable. Tasks included a compliance audit, community needs assessment, franchise fee audit, renewal questionnaire, and assistance in renewal negotiations.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF INDIAN WELLS, CALIFORNIA

(Charlie Francis, Former Administrative Services Director)

In 1992 and 1993, CSG assisted the City's renewal/transfer negotiations with Palmer CableVision. CSG completed a community needs assessment including public meetings and extensive interviews with City staff, a comprehensive franchise performance audit, and technical evaluation for franchise renewal. Services included a review of documents, evaluation of compliance, and recommendations for franchise renewal negotiations. In addition, CSG provided extensive rate regulation assistance to the City.

CITY OF LOS ANGELES, CALIFORNIA

(David Hankin, Former Deputy General Manager, Telecommunications)

From 1989 to 1993, CSG served as the City's public access compliance auditors. CSG's services included periodic reviews and compliance reports for all fourteen cable television franchises in the City, including the inspection of more than \$2,000,000 in video equipment. CSG's services also included recommendations for corrective actions and franchise enforcement.

COUNTY OF SAN BERNARDINO, CALIFORNIA

(Gerry Hansen, Former Director Department of Weights and Measures)

From June 1992 to July 1993, CSG provided on-site cable television administration services related to the County's 18 cable television franchise areas. CSG services included customer complaint handling, customer service performance auditing, franchise fee reconciliation, and technical performance auditing. Compliance reports were provided on a quarterly basis. Meetings and compliance hearings were coordinated as needed. CSG provided additional consumer affairs support via telephone hotline services available to more than 100,000 subscribers.

CITY OF HERMOSA BEACH, CALIFORNIA

(Mary Rooney, Former Assistant City Manager)

In 1989, CSG completed a comprehensive franchise performance audit and technical evaluation. CSG reviewed documents, offered evaluations, recommendations, and action plans for continued enforcement of cable regulatory provisions by City staff and for documenting community access needs. In 1993 and 1994, CSG assisted the City with its franchise renewal proceedings including ordinance and franchise review, financial analysis and an assessment of the impact of rate regulation. Later, in 2000, CSG assisted the City again in reviewing community needs and franchise provisions for an OVS competitive cable television franchise with RCN Communications. This matter required a thorough review of historic and transfer related franchise requirements related to fiber connectivity, public, educational, and governmental access equipment and facilities. CSG also performed a financial analysis of RCN's proforma. In 2005, CSG assisted the City in transferring ownership of the cable T.V. franchise.

CITY OF GARDENA, CALIFORNIA

(Mitch Lansdell, City Manager)

From 1989 to 1992, CSG performed a variety of technical, administrative, and policy related services concerning Group W Cable. Services included compliance auditing, franchise fee analysis, public access planning and development, and technical audits of the cable system associated with customer service.

FRANCHISE TRANSFERS, RENEWALS AND LEGISLATIVE ADVOCACY

CITY OF SANTA BARBARA, CALIFORNIA
(Pete Wilson, Assistant City Manager)

CSG assisted the City in 1991-92 in negotiating a modification of its franchise agreement with Cox Cable concerning more than \$200,000 for public access support and facilities. CSG provided an analysis of developing and operating a non-profit access corporation and audited public access operations to evaluate the City's regulatory and fiscal relationship to PEG access in the City.

COUNTY OF SANTA BARBARA, CALIFORNIA
(Patricia Montemayor, Former Cable Television Administrator)

In 1990, CSG conducted a review of the County's cable television enforcement activities and made recommendations for improvements. Activities included technical assessments and operational recommendations. Project planning focused on costs and benefits between full-time personnel and contract staffing.

CITY OF DUARTE, CALIFORNIA
(Don Pruyn, Former Assistant City Manager)

In 1988, CSG conducted a comprehensive analysis of the City's municipally held cable system. Multifaceted audits were performed in the following four areas: Financial; Contract Compliance; Management; and Marketing. The results of our work supported the City's decision to sell its interest in this municipally held cable television system for \$15,000,000.

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RATE REGULATION SERVICES

CSG performs rate regulation services including: analyzing benchmark rates; review of rate freeze violations; filing of certification forms and cable programming services complaints; review of FCC Forms 393, 1200, 1210, 1220, and 1240; secondary auditing of cable records to support figures in FCC Forms; adoption of rate regulation ordinances, and defense of appeals. Also, we recently performed due diligence for several municipalities in verifying the pass-through of franchise fees on non-subscriber revenues. CSG has performed financial and/or rate regulatory services for the following entities:

CITY OF ALAMEDA (1994-1996)
(Marge McLean, Management Analyst)

CITY OF ALBANY (1994-1999)
(Bill Jones, Former Ex. Director Parks and Recreation)

CITY OF ANAHEIM (1994-1996)
(Kristine Thalman, Cable TV Administrator)

CITY OF ARCADIA (1994-present)
(Chris Ludlum, Former Community Relations Officer)

CITY OF BEVERLY HILLS (1993-1995)
(Fred Cunningham, Executive Director, Public Affairs)

CITY OF BERKELEY (2002-2003)
(Chris Mead, Director Information Technology)

CITY OF BREA (1994-1995)
(Doug Stevenson, Assistant to City Manager)

CITY OF CERRITOS (1993-1995)
(John Saunders, Internal Services Director)

CITY OF CHINO HILLS (1997-present)
(Ray Hansen, Senior Administrative Analyst)

CITY OF EMERYVILLE, (1994-1995)
(Theresa Cho, Assistant City Attorney)

CITY OF FREMONT (1994-1995)
(Doug Eads, Assistant City Manager)

CITY OF FULLERTON (1994-present)
(Ed Paul, Revenue Manager)

CITY OF HAYWARD (1994-1995)
(Sallie Melendez, Cable Manager)

CITY OF INDIAN WELLS (1994-1995)
(Charlie Francis, Director, Admin. Services)

CITY OF IRVINE (1994-1995)
(Rick Paikoff, Director of Budget)

CITY OF LA HABRA (1993-1995)
(Park Morse, Former Assistant City Manager)

CITY OF MONROVIA (1994-1996)
(Rod Gould, Former City Manager)

COUNTY OF MONTEREY (1994-1995)
(Aleta Cozart, Former Deputy CAO)

CITY OF MORENO VALLEY (1994-1995)
(Clarence Brown, Sr. Management Analyst)

CITY OF REDONDO BEACH (1995-present)
(Maggie Healy analyst)

CITY OF SAN FERNANDO (1993-1994)
(Mary Strenn, Former City Administrator)

CITY OF SAN LEANDRO (1993-1994)
(Kathy Orneleas, Community Affairs)

CITY OF SAN PABLO (1994)
(Brian Libow, City Attorney)

CITY OF TEMPLE CITY (1994)
(Lynne Pahner, City Clerk)

CITY OF YORBA LINDA (1993-1995)
(Glenn Yasui, Sr. Administrative Assistant)

CITY OF VILLA PARK (1994-1995)
(Fred Maley, City Manager)

CITY OF WALNUT (1993-1995)
(Tony Ramos, Assistant City Manager)

CITY OF WEST COVINA (1993-1995)
(Judy Orr, Assistant City Manager)

PUBLIC OR GOVERNMENT COMMUNITY CONNECTIVITY PROJECTS VIDEO EQUIPMENT SERVICES

CITY OF SAN CLEMENTE, CALIFORNIA
(Myrna Erway, City Clerk)

In 2006 and 2007, CSG performed an equipment feasibility analysis associated with a conversion of the City's government access channel from analog to digital. In this instance the City was required to take over broadcasting of all programming of the system which had been previously performed by Cox Communications.

CSG performed administrative oversight of four purchasing projects: The first pertained to portable video production equipment; the second pertained to non-linear editing system and related graphics; the third, a state-of-the-art master control room for automated digital playback; and the fourth and final project will bring in advanced graphics and relocate production equipment to City Hall.

Additionally, CSG is currently managing the installation project on behalf of the city by performing performance reviews of the equipment vendors.

CITY OF PORTERVILLE, CALIFORNIA
(Julia Lew, City Attorney)

In 2007, CSG has been asked to opine on the feasibility of launching government access channel for Porterville.

CITY OF IRVINE
(Paul Boyer, Finance Administrator)

In 2005 and 2006, CSG performed a technical evaluation and general equipment design specifications for a sample media facility to be considered as part of the City's Great Park planning project. CSG interviewed staff members, City Council members, and Great Park planners related to the project. In all, proposed equipment items totaled more than \$11 million. Central to this engagement was the goal to replace outdated analog video production equipment with state of the art equipment.

CITY OF WALNUT, CALIFORNIA
(Rob Wishner, City Manager)

In 2005, CSG was retained by the City to perform a technical evaluation and design specifications for upgrading its studio and playback facility from an analog platform to a digital platform. Work tasks include interviews with staff, IT integration planning, and specifying hardware and general design for use in drafting language for franchise provisions. Walnut is in discussions with Charter Communications regarding a state video franchise. Additionally, Mr. Risk and Mr. Wishner are working with Charter to conclude a number of issues associated with PEG.

PCTA - HUNTINGTON BEACH, FOUNTAIN VALLEY, WESTMINSTER, AND STANTON
(Mary Morales, Former Executive Director)

In 2004 and 2005, the PCTA retained CSG to perform a number of tasks associated with determining public opinions and an ascertainment of public needs related to a renewal of the cable television franchise agreement between the PCTA and Time Warner Cable ("Time Warner"). The focus of the research was two fold: 1) to conduct a community survey and 2) to conduct focus groups to assess government access activities and make recommendations for implementing a regional model for programming the respective cities' government access channels under a centralized management model. CSG conducted needs assessments, equipment reviews and other PEG related inquiries and put forth recommendations for conceptualizing and valuing this function as a precursor to renewal negotiations. CSG in 2005 has been retained to study the implementation of the model and not only is conducting research related to participating cities, but also conducting interviews with additional participating parties, including Golden West Community College and Time Warner's production division.

PUBLIC OR GOVERNMENT COMMUNITY CONNECTIVITY PROJECTS VIDEO EQUIPMENT SERVICES

CITY OF CHINO HILLS, CALIFORNIA
(Ray Hansen, Senior Administration Analyst)

In 2001, CSG provided a master plan concerning equipment procurement and other elements pertaining to the municipal programming operations and facilities. Equipment purchases spanning three phases were contemplated for a total capital budget of \$550,000. Work included negotiations with the cable company for cost recovery and some review of the company's existing public access production inventory.

CITY OF ARCADIA, CALIFORNIA
(Bill Kelly, City Manager/Mike Miller, City Attorney)

In 1994, CSG assisted the City negotiate \$290,000 in capital improvement funds for use in purchasing a five camera teleproduction facility in the City Council chambers. Service included evaluation of needs, bid specifications, selection of vendor, installation sign-off, and training of staff.

CITY OF GLENDORA
(Connie Tiffany, Library-Cable TV Director)

In 1994, CSG performed a technical evaluation and design specifications for an RFP to construct and install a \$100,000 television production and cablecasting facility in the City Council chambers. Services included evaluation of bids, selection of vendor, installation sign-off and training of staff.

CITY OF CERRITOS, CALIFORNIA
(Annie Hylton, Public Affairs)

In 1993, CSG developed a master plan for public, educational, and government access channel utilization. Services included management of a \$250,000 equipment procurement project, planning for organizational development, and needs ascertainment. CSG also assisted the City in identifying funding resources to provide long term operating support for access organizations. CSG was retained to provide contract services related to production of live broadcasts of City Council meetings.

CITY OF MONROVIA, CALIFORNIA
(Rod Gould, Former City Manager)

In 1991, CSG was engaged to document television needs related to their City Council chambers. CSG developed purchase specifications and supervised the installation of this \$100,000 municipal production facility. CSG commented on the cable company's signal transmission of community access channels. In 1993, CSG returned to the City to assist in an ownership transfer between Cablevision and Century, which resulted in additional funds for maintenance and repair of teleproduction equipment. In 2001, CSG revisited capital needs of the City's non-profit access corporation, Community Media of the Foothills.

CITY OF YORBA LINDA, CALIFORNIA
(Glenn Yasui, Sr. Administrative Assistant)

In 1992-1993, CSG provided the City and it's Council with a technical evaluation and design specifications for an RFP to construct and install a \$125,000 television production and cablecasting facility in the City Council chambers. Services included evaluation of bids, selection of vendor, installation sign-off, and training of staff. CSG was retained to provide contract services related to production of live broadcasts of City Council meetings.

PUBLIC OR GOVERNMENT COMMUNITY CONNECTIVITY PROJECTS VIDEO EQUIPMENT SERVICES

CITY OF MANHATTAN BEACH, CALIFORNIA
(Mike Daly, Assistant Administrative Services Director)

In 1992, CSG assessed the City's needs related to live cable television coverage of City Council meetings, developed purchasing specifications for new equipment, and ascertained compliance by cable operator of various franchise performance criteria. In July 1991, CSG reviewed steps to renew the City's cable television franchise. In 1993, CSG assisted the City with equipment purchases and installation.

CITY OF BEVERLY HILLS, CALIFORNIA
(Fred Cunningham, Exec. Director, Public Affairs and Information)

In 1988 and 1989, CSG provided audits of utilization of cable technology by City agencies and management of the City's Office of Cable Television. Duties included staff supervision, budgeting, monthly reports, audits, technical inspections, management of all video productions and long-range plans for cable utilization. In addition, CSG managed a \$500,000 capital improvement involving tele-production facilities and I-Net equipment within the renovated City Hall. From 1988 to 1995, CSG managed personnel responsible for producing all cable television productions. During this period, CSG assisted the City in winning several nominations and awards in such prestigious competitions as ACE, NATOA, and others.

CITY OF MISSION VIEJO, CALIFORNIA
(Danian Hopp, Former Assistant to the City Manager)

In 1991, CSG provided a master plan concerning equipment, staffing, budgeting, and other elements pertaining to the municipal programming operations and facilities. In 1992, CSG managed a capital project totaling \$130,000 for a City Council chamber video production facility. In 1993, CSG conducted needs assessments and strategic planning for enforcing provisions of the franchise dealing with public, educational, and government access television. In 1994, CSG implemented and managed a community access television model at Mission Viejo High School. CSG was retained to provide contract production services related to production of live broadcasts of City Council meetings.

THE CITY OF CYPRESS, CALIFORNIA
(Howard Crisp, Former Central Services Manager)

In 1987, CSG provided a master plan concerning equipment, staffing, budgeting, and other elements pertaining to the municipal programming operations and facilities. In 1992, CSG managed a capital project totaling \$130,000 for a City Council chamber video production facility.

CITY OF DANA POINT, CALIFORNIA
(Rita Geldert, Assistant to the City Manager)

In 1992, CSG provided management of a \$50,000 capital improvement project involving live cablecasting facilities being installed with the City Council chambers. Work scope also included production of City Council meetings and other special programs.

PUBLIC OR GOVERNMENT COMMUNITY CONNECTIVITY PROJECTS VIDEO EQUIPMENT SERVICES

CITY OF SANTA ANA, CALIFORNIA
(Allen Doby, Former Executive Director, Rec. and Community Services)

In 1984 and 1985, CSG's President handled the majority of staff duties associated with transferring the Group W franchise agreement to Comcast, including the deposition and relocation of more than \$1,000,000 in video production equipment and supplies to the City. CSG was completely responsible for concept and execution of all video/cable programming produced by the City between 1985 and 1990, and purchased more than \$500,000 in video equipment.

THE CITY OF GARDEN GROVE, CALIFORNIA
(Gaston Castellanos, Management Analyst)

In 1988, CSG provided a master plan concerning equipment, staffing, budgeting, and other elements pertaining to the municipal programming operations and facilities. Total capital spending amounted to \$120,000 for a City Council chamber video production facility.

PUBLIC OR GOVERNMENT COMMUNITY CONNECTIVITY PROJECTS INSTITUTIONAL NETWORKS RELATED TO SCHOOL DISTRICTS

PASADENA UNIFIED SCHOOL DISTRICT
(Pete Arnold, Former ROP Program Coordinator)

In 2000, CSG worked closely with the PUSD to identify needs of the District and assist the articulation of these needs into the renewal agreement with Charter Communications.

ARCADIA UNIFIED SCHOOL DISTRICT
(Earl Davis, Former Business Manager)

In 1995 and 1996 and again in 2000, CSG conducted equipment audits and prepared an operating model and equipment specifications for a telecommunications and video production facility at Arcadia High School. Presented overview of FCC's Universal Service rules and regulations.

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
(Jan Parks and Burt Peachy, Former District Administrator)

CSG's President worked closely during the period from 1982 to 1995 in assisting the College District in negotiations between the City and Group W Cable relating to the establishment of a joint curriculum/vocational public access production and programming facility in one of the District's Santa Ana campuses. Presented overview of FCC's Universal Service rules and regulations.

SADDLEBACK VALLEY UNIFIED SCHOOL DISTRICT
(Bob Metz, Principal Mission Viejo High School)

In 1993 and 1994, CSG conducted equipment audits and implemented studio equipment and modulation gear for cablecasting onto the cable television system from a classroom studio. CSG developed operating plans for a vocational program to manage the City's public access needs. Presented overview of FCC's Universal Service rules and regulations.

PUBLIC OR GOVERNMENT COMMUNITY CONNECTIVITY PROJECTS INSTITUTIONAL NETWORKS RELATED TO SCHOOL DISTRICTS

BEVERLY HILLS UNIFIED SCHOOL DISTRICT
(Sol Levine, Superintendent)

From 1991 through 1994, CSG conducted equipment audits and implemented equipment and modulation gear for linking classrooms to cable television and activating a two-way video institutional network for training and communications purposes between five schools. Presented overview of FCC's Universal Service rules and regulations.

SANTA ANA UNIFIED SCHOOL DISTRICT
(Robert Reed, Former Director of Instructional Television)

From 1982 to 1985, and in 1994, CSG conducted equipment audits and implemented equipment and modulation gear for linking classrooms to cable television and activating a two-way video institutional network for training and communications purposes between forty schools. CSG served as principal liaison between District, City, and cable operator.

PUBLIC OR GOVERNMENT COMMUNITY CONNECTIVITY PROJECTS AUDITS OF PUBLIC ACCESS OPERATIONS

CSG provides audit services for public access operations in the areas of governance/policy development, equipment/technical, performance, and finance. Since 1988 CSG has performed audit related services for the following entities:

- Comcast's Public Access 2005 as it pertains to Emeryville's franchise renewal
- Monrovia's Foothill Community Media Corporation, Facilities Review, 1993-2001
- Pasadena Community Access Corporation, 1999-2000
- Adelphia Communications, Hermosa Beach CA Facilities Review 1999
- Arcadia Community Television Model Development, 1996
- Beverly Hills Community Access Corporation Transition Plan, 1995
- Mission Viejo Community Television Operations Plan, 1994
- City of Los Angeles, Franchise compliance of all 14 Cable Operators, 1993-1994
- Cox Cable New Orleans Franchise Compliance Audit, 1989
- Austin Community Television, 1988-1989

THE CSG TEAM

Mr. John Risk, CSG's President serves as project administrator and personally supervises all phases of the work performed. Bio previously described on page 2.

Ms. Anne Risk is CSG's policy analyst and strategist. She is involved in the review, research and drafting of reports and correspondence. Ms. Risk has a substantial legal background with eleven years experience in non-profit law as well as ten years experience managing her own civil litigation law practice. She received her J.D. from Golden Gate University School of Law and was admitted to the California Bar in 1984. She has extensive experience with statutory and administrative analysis and has reviewed the results of numerous CSG audits, franchise negotiations, and reports.

CSG ASSOCIATES

Mr. Darren Doerschel is an experience video engineer. He is currently employed at the City of Santa Monica, but also free-lances in integration and system design projects throughout southern California. Mr. Doerschel has performed multimedia/video/audio projects for Cerritos, Long Beach, Culver City and Walnut. He is well studied in digital playback and automation systems and non-linear editing, and system integration. Mr. Doerschel and Mr. Risk performed significant research related to cable television production and programming in a digital media center environment for the cities of Huntington Beach, Fountain Valley, Stanton, and Westminster.

Mr. Bill Kohutanycz is a nationally recognized cable television and communications engineer with broad practical as well as comprehensive theoretical experience. Holding his degree in Radio Communications, Mr. Kohutanycz serves as the Operations Division Head of the Naval Media Center in Washington D.C. He has served in a variety of technical management and field technical roles in the fields of cable television, broadband communications, telephony, and radio communications. He is a member of the National Association of Telecommunications Officers and Advisors. In 1989, Mr. Kohutanycz served on NATOA's national Technology and Applications Committee and assisted in the negotiation of proposed national technical standards with the National Cable Television Association and the Community Antenna Television Association. Mr. Kohutanycz's expertise includes all phases of technical operations including satellite, microwave, local origination, headend and system construction and maintenance, franchise compliance, telephony, audio design, digital design, and radio communications.

Mr. Bill Morgan is Diehl, Evans' cable television consultant and lead CPA. Mr. Morgan has been with Diehl, Evans & Company, LLP, since 1972 with extensive experience in accounting, auditing, consulting, financial reporting, taxation and cable television issues related to California governmental agencies. Diehl, Evans & Company, LLP, has extensive experience in governmental accounting, auditing and consulting. Mr. Morgan is a graduate of the University of Southern California and is an associate member of the Southern California and Nevada Chapter of the National Association of Telecommunications Officers and Advisors (SCAN/NATOA). Mr. Morgan has partnered with CSG on a number of engagements related to franchise fee auditing.

Greg Robinson, PhD is the former Director of the Social Science Research Center (SSRC). Dr. Robinson's expertise includes applied research and evaluation design, survey research methods, and qualitative approaches to data collection and analysis. He has successfully conducted over fifty applied research and evaluation projects with foci in education, health care, and criminal justice. Prior to joining the SSRC, Dr. Robinson was a Research Associate at the Public Policy Research Institute at UC Irvine. He holds a Ph.D. in social ecology from the University of California at Irvine and an undergraduate degree in psychology from the University of California at Berkeley.