

**MINUTES
JOINT COMMITTEE ON ADVANCED COMMUNICATIONS AND INFORMATION
TECHNOLOGY**

Tuesday, May 9, 2023

11:00 AM

Room A, MAC

Little Rock, Arkansas

Committee members present: Senators Mark Johnson, Co-Chair, Justin Boyd, Vice-Chair, Linda Chesterfield, and Reginald Murdock; Representatives Stephen Meeks, Co-Chair, Jeremy Wooldridge, Vice-Chair, Stan Berry, John P. Carr, Denise Jones Ennett, Denise Garner, and RJ Hawk

Alternates present: Representatives Julie Mayberry and R. Scott Richardson

Other members present: Senators Jim Dotson, Kim Hammer, Brian King, and Fredrick J. Love; Representatives Fred Allen, Cameron Cooper, Matt Duffield, Kenneth B. Ferguson, Justin Gonzales, Jack Ladyman Tippi McCullough, Ron McNair, Aaron Pilkington, David Ray, and Johnny Rye

Senator Johnson called the meeting to order.

Consideration to Approve September 12, 2022, Meeting Minutes [Exhibit B]

Representative Meeks made the motion to approve the meeting minutes, seconded by Senator Boyd, and the motion carried.

Consideration of a Motion to Authorize Chairs to Approve Special Expenses Incurred by the Committee

Senator Chesterfield made a motion to authorize committee Chairs to approve special expenses incurred by the Joint Committee on Advanced Communications and Information Technology, seconded by Representative Meeks, and the motion carried.

Presentation by Telecommunication Companies Regarding Customer Experience

Pete Nemeth, Vice President of Governmental and Regulatory Affairs, Comcast; John Thompson, Vice President of Customer Experience, Comcast; Amy Averill, Vice President of Regulatory Affairs, Comcast; Connie Chaffins, Director of Programs and Project Management, Verizon; and Lisa Lake, Director of External Affairs, American Telephone and Telegraph (AT&T); gave a presentation on telecommunication companies, explaining the improvement on the automated system customers hear before speaking to an actual customer representative.

Discussion of Refinancing Vehicle Loans

Sandy Stroope, Director, Arkansas Motor Vehicle Commission, Department of Labor and Licensing, and Wayne Hamric, Administrator, Office of Driver Services and Motor Vehicles, Department of Finance and Administration, discussed dealerships purchasing vehicles without titles and on how the Department of Labor and Licensing are resolving the issue.

With no further business, the meeting adjourned at 12:20 p.m.