

Shutesbury Broadband Committee			
10.15.2019		5:30 PM DST	
Shutesbury Town Hall			
Facilitator	Gayle Huntress		
Minutes	Jim Hemingway		
Committee Attendees	<input checked="" type="checkbox"/> Gayle Huntress <input checked="" type="checkbox"/> Frank Citino Graeme Sephton	<input checked="" type="checkbox"/> Jim Hemingway <input checked="" type="checkbox"/> Steve Schmidt Eric Stocker	<input checked="" type="checkbox"/> Craig Martin Ayers Hall <input checked="" type="checkbox"/> Kent Whitney
Other	Becky Torres, Town Administrator		
Approved minutes for 9/9/2019			

Latest MLP News: hut was cleaned up yesterday; new ShutesburyNet sign on the door.

Latest Installation News: 358 homes are completed, 94 installation surveys have been filled out and sent in by our new subscribers. All but 2 are happy. What few complaints there were had mostly to do with problems that occurred with the phone installation. Everyone is pleased with the quality of their new internet/broadband connection.

5 underground installations are still left to go. 90% of the fiber in our town has tested OK; roughly 60 homes/connections have not tested out OK and must be fixed by Tri-Wire. It is hoped that these repairs will be finished by late next week.

Very recently the Baker/Polito administration has come up with \$5 million in funding to support the drop costs for bringing fiber from the street to subscriber's homes. This may result in a grant of about \$300K for Shutesbury, based as it is on the number of homes in each town that have signed up for installations.

Sertex's work is warranted for three years after construction is finished. The Shutesbury MLP will be taking over the ownership and maintenance of the fiber network sometime around the end of 2019.

Service calls/Truck rolls – regular business hours will apply to individual problems that require a service call/truck roll from Crocker. The Shutesbury MLP is responsible for the expense of servicing everything up to and including the ONT inside the subscriber's home. For individual home issues, repairs will happen next business day (or same day if called in before 2PM). Larger network problems, such as storm damage impacting large numbers of customers, will get handled on a more urgent basis.

Service Level Contracts – questions about liability issues were discussed. Kent will discuss with the Town's legal counsel.

Based on reactions to Crocker's presentation at the Shutesbury Elementary School on October 3rd, many subscribers felt the need for a more basic tutorial. The Broadband Committee will discuss format revisions with Matt Crocker perhaps by introducing a fundamentals primer session preceding the TV options overview. We need to make the former more basic, perhaps, because many were not able to follow his presentation for how to make TV/internet streaming work in their homes.

MLP management issues past January 1st, 2020; what will be required? Will much of this be handled by Crocker? How are we going to manage the MLP next year once the installations are finished? Perhaps much of the support for TV streaming, which is very demanding and time consuming, can be done at the Library, for example, or at our Senior Center. High School students might be able to help those who are having trouble hooking up their TVs(for example) to the internet. Crocker's second "how to" presentation on November 16 should be of great help to Shutesbury subscribers.

Set Next Meeting

TBA