

Shutesbury Broadband Committee			
11.19.2019	5:30 PM EST	Shutesbury Town Hall	
Facilitator	Gayle Huntress		
Minutes	Jim Hemingway		
Committee Attendees	<input checked="" type="checkbox"/> Gayle Huntress <input checked="" type="checkbox"/> Frank Citino <input checked="" type="checkbox"/> Graeme Sephton	<input checked="" type="checkbox"/> Jim Hemingway <input checked="" type="checkbox"/> Steve Schmidt <input checked="" type="checkbox"/> Eric Stocker	<input checked="" type="checkbox"/> Craig Martin Ayers Hall Kent Whitney
Other	Becky Torres, Town Administrator		
Approved minutes for 10/15/2019			

At least 80 folks attended the Crocker TV seminar at SES last Saturday. Heading towards 767 installations right now – 655 done as of yesterday(11/18/2019) with 51 scheduled for installation by the end of November, and the remaining 61 by December 20<sup>th</sup>. Those remaining will be scheduled by Crocker and Sertex for installation by December 1st. Sertex will add installers if needed to make sure everyone gets done by the 20<sup>th</sup>. As for installation problems, 5-12 install issues on average turn up every week. Almost all of the issues are phone related, none for broadband/internet.

CAFII – tomorrow(10/20/2019) is the last day to withdraw. WG&E will manage this CAFII consortium and has the full support of the State of Massachusetts. One town has been removed from the consortium of 21 towns due to their lack of workable construction plans. The admin fees(\$2,000 + \$444.86) are expensive because of all of the verification for individual applicants that needs to be done as well as significant filing requirements each year for the whole consortium. Westfield is charging us double for joining the consortium(6K instead of 3K for setup plus an annual fee, \$2k yearly instead of \$1K due to the fact that Westfield is not our ISP. Anyone who applies for CAFII support costs the Shutesbury MLP an additional \$40 for the application fee. Low income users who meet the federal guidelines will receive \$9.25 support for their monthly service from Crocker/ShutesburyMLP. This CAFII program will not become active until 2022 at the earliest when it is expected that all the member towns will have their networks up and running. Unanimous vote by the Shutesbury MLP/Broadband Committee to support this CAFII initiative.

Tri-Wire discussion. TriWire will be doing our emergency servicing/routine maintenance going forward – Crocker has contracted with them.

Gayle proposed we provide some accommodation, perhaps, for all the penalties brought on by the delays in testing and documentation that was supposed to be finished by June 1<sup>st</sup>, 2019? They were meticulous and responsive during the installation for getting the fiber up on the poles and did a great job, but due to management problems did not start the testing and documentation protocols when they should have been started, at the beginning of the construction. This led to all the installation delays for the Sertex installers who were ready to begin drop installations on June 1<sup>st</sup>. The penalties are clearly due to problems caused by Tri-Wire management, not by the Shutesbury MLP. There has been some negotiation on the change orders, which have been lessened the penalty to some degree. The Tri-Wire penalty currently amounts to roughly \$57K. which will help offset the revenue loss caused by the delay as well as additional charges for extended project management fees. Discussion of reasons provided by Dave Poplawski, VP and General Manager at TriWire. None of the reasons provided any fault shown by Shutesbury MLP or technical project manager. Gayle proposed leniency for this dispute; 5-1 vote by the Broadband Committee to support the penalty in its full amount as stated in the contract.

State of the Budget: \$406K budgeted for underground - \$277K we have spent so far with \$20K more expected. And so the good news is that we are approximately \$100K under the budget estimate for the construction of Shutesbury's network build. \$663K has been spent so far on the drops(total). Work yet to be done should bring it up to \$810K. We should be \$270K under budget overall if these estimates hold. Will do full post-project report to FinComm and SelectBoard in January or February.

Much needs to be done to prepare Crocker for full operation – buying parts(ONTs, pre-connectorized fiber cables, routers, etc.) that Crocker will hold onto and warehouse for future repairs. Gayle will prep meetings with them to ensure a smooth hand off and clear delineation of responsibilities going forward and fix policies below.

Video monitoring in the hut + smoke detector and door alarm have been set up. Ongoing maintenance discussion issues – if more than one person/household is affected with an outage, trucks will roll immediately. If any town building is affected, truck rolls immediately. For single individual problems/outages – before 2pm, same day, every day including weekends, subject to change after 6 months. For in home problems(everything up to the ONT), Crocker recommends using a contractor to do in home repairs, but it's best to have Crocker to handle the whole situation, including billing. Any problem that occurs inside the home that is not due to any failure of the ONT or the fiber connection is the homeowner's responsibility. Any damage caused by the homeowner to the fiber connection or the ONT will be charged to the customer.

As it stands now Margie(Leverett's Town Manager) spends about 8 hours a week managing LeverettNet MLP support and service issues. How do we handle this future task once our network build is complete? How do we manage ongoing operations successfully and professionally? To discuss further. Gayle to see if HG&E will give a quote for this.

Set Next Meeting	
	Town Interconnect meeting with Leverett at 1pm this Friday, November 22, 2019.