

Shutesbury Broadband Committee			
6.17.2020		5:30 PM DST	
		On Line Zoom Meeting	
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 <input checked="" type="checkbox"/> Ayers Hall Kent Whitney
Other	Becky Torres, Town Administrator		
Approved minutes for 5/20/2020			

Craig fixed the lack of gravel problem in the hand-holds for the two underground burial fiber sites on Hidden Meadow Road.

Major breaks in our fiber network set off an alarm with Crocker when they occur. The same is not always true with an ONT failure. Attempts are being made by Crocker to fix that problem.

Despite all the economic problems being generated by the pandemic, ShutesburyNet subscription payments are still coming in OK, except for one subscriber who is currently on a payment plan.

The LeverettNet-CrownCastle backup connection in or through our hut was done by Jim Crowley from HG&E yesterday with help from Graeme. White Mountain Cable, the drop installer for Wendell and New Salem, is looking into a similar backup connection with us as well for these two neighboring towns. Graeme has been dealing with these interconnect issues.

There have been some issues with Crocker Voice mail at least with one of our subscribers mostly having to do with email notifications for unheard voice messages. There are some work-arounds for these problems which Graeme is investigating. Nevertheless, most all of the phone(VOIP) complaints have been resolved, but not the internet related problems.

Gayle called Crocker about complaints from our subscribers about how Crocker handles incoming complaints. Gayle suggested we send out a survey about customer support later on this year. Steve suggested that we send out such a survey to everyone, not just to those who have complained. Crocker is working on support improvements, some of which have to do with how support issues are forwarded from the TAS (Tech Answering Service) to actual support agents.

Discussion about how our subscribers should be measuring their internet connection speed. Craig and Jim will look into editing the FAQ section of our website with regards to speed measurements.

Manager report: Calix has not sent the replacement part that they agreed to send us at no charge in response to the misplaced ground-lug incident some months ago.

The Select Board has approved the paid manager position for the MLP. The warrant article for this position will be voted on at our upcoming annual town meeting. Interim positions on the MLP can be handled and appointed by the Select Board. Several intermediate steps to finalize this position need to be taken shortly after Town Meeting and the beginning of the new fiscal year on July 1<sup>st</sup> to finalize this new arrangement.

Gayle is working on the MBI backup interconnect through North Leverett instead of the present connection we have with MBI up West Pelham Road. Connecting through Leverett would give ShutesburyNet a more diverse path for backup backhaul. Cost will be about \$2,000 for the necessary work in the North Leverett hut. We could use an optical instead of a copper handoff for this in the North Leverett hut, but the cost would be \$15,000. There were no strong feelings to go ahead with the \$2,000 copper hand-off possibility at this time, but maybe in a year or so. There is also the possibility that such a backup arrangement from MBI could be made alternatively through New Salem or Wendell.

Surety Bond issue update: Gayle and Graeme discussed the surety bond issue with Bill Ennen. They will work on this together. Our MLP will be the lead on this issue with the State Public Utilities.

The State will be sending us a \$312,000 check as a part of the drop grant before the end of this fiscal year.

The pros and cons of our current operation as an Enterprise Fund were discussed, as were the possible restrictions on when we might be able to move to a different model, should that be deemed best for the MLP

and the Town. Guidance from the state and Chapter 164 of MLP accounting are confusing. Becky will ask Town Counsel, Donna MacNicol to further review the issues.

Set Next Meeting	
	Wednesday, July 15, 2020, 5:30pm