

Shutesbury Broadband Committee			
12.16.2020		5:30 PM EST	On Line Zoom Meeting
Facilitator	Gayle Huntress		
Minutes	Jim Hemingway		
Committee Attendees	<input checked="" type="checkbox"/> Gayle Huntress 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 <input checked="" type="checkbox"/> Kent Whitney
Other	Becky Torres, Town Administrator		
Approved minutes for 11/18/2020			

Hut Report: Air filters inside the indoor HVAC units have been located and cleaned. Temperature gauge was tested with a hair dryer and the appropriate warning emails were sent – a test that Graeme performed to see if the warning system was working. Beginning with the new year, Crocker will call the hut to inquire about the identity of any unidentified hut intruders who will need to know the special passcode. The police will be called if there is a problem.

As we enter our second year of broadband service, there have been fewer trouble calls last month to Crocker. Our subscribers have made adjustments over time and have become more familiar with some of the subtleties of the service we are providing, and Crocker has made many adjustments as well based on the calls they have received, particularly for those calls having to do with the phone answering service they are providing.

Four subscriber accounts were suspended for non-payment – some have paid up since, and several are now on a payment plan.

Financial Report: \$123,870 is the current balance in our Enterprise Account. However, the most recent check from Crocker has not shown up. Crocker will cut us another check. Steve is trying to persuade Crocker to do a direct transfer of funds to us instead of writing checks.

By the end of February, we will be getting the last of the Grant Funds from the State.

Manager Report: ShutesburyNet annual report was submitted last week. Surety Bond issue: more papers have been submitted; certified letter to Verizon was not deliverable to the address provided. A new one notifying Verizon about this surety bond issue matter will be sent to an alternate recipient. The surety bond issue is moving along, albeit slowly.

Inventory: A big supply of drop materials should be shipped to us next week; we will be well stocked when it arrives. But our supply of spare ONTs is very limited; we currently only have 6 spares, but 4 are needed for installs that will be done by the end of the year. Our needed spare ONTs are backordered; they are manufactured in China, hence the supply chain issues. We might reach out locally to others to find additional stock. 20 have been ordered and are due by the end of February from Calix. Gayle also ordered another 20 to be delivered later this year.

Billing and Invoice problems – Crocker is exploring alternative possibilities at the present time.

Bandwidth usage: We are hitting 3Gbps most every night, and so internet usage is slowly increasing but still far less than what CrownCastle is currently providing – 10Gbps. As our subscribers add more 4K TVs to their use of ShutesburyNet Broadband, we can expect our daily usage to continue to rise, most likely at a modest rate.

Graeme voiced concerned about all the recent SolarWind hacks and the problems they were causing for many institutions, some quite close to home. We have not yet had any troubles in this regard, and Crocker is working to maintain and strengthen the security of our broadband network.

Results of survey that Gayle sent out shortly after our last meeting:

- 30% of our subscribers responded - a good return rate, better than expected.
- 91% reported satisfied or very satisfied.
- 86% think it is a great value for the money
- 60% rated Crocker as very good
- 59% of the issues that our subscribers had were about the phone service.

A little more than half of our subscribers that responded to our survey report that they have contacted Crocker at one time or another.

Most subscribers pick up the phone and called for support rather than using email. Crocker has recently improved dramatically with phone support. Survey responses provide data showing that customers believe we are providing a very good service at a satisfactory and affordable price. Gayle will post general satisfaction level details from the survey on our website. Included in the survey are a list of additional comments about the service ShutesburyNet has provided. The survey will also give both Gayle and Crocker an opportunity to take up some unresolved issues or complaints that turned up in the survey.

Set Next Meeting	
	Wednesday, January 20, 2021, 5:30pm