

| Shutesbury Broadband Committee | | |
|---------------------------------|--|----------------------|
| 5_18_2022 | 5:00 PM DST | On Line Zoom Meeting |
| Facilitator | Gayle Huntress | |
| Minutes keeper | Jim Hemingway | |
| Committee Attendees | <input checked="" type="checkbox"/> Gayle Huntress <input checked="" type="checkbox"/> Jim Hemingway <input checked="" type="checkbox"/> Steve Schmidt <input checked="" type="checkbox"/> Craig Martin <input checked="" type="checkbox"/> Graeme Sephton | |
| Other | | |
| Approved minutes April 27, 2022 | | |

Discussion about posting our current account balance in our minutes that Steve gives us every month – should we give more details about the flow of funds within our MLP account or less?

Hut Report: Lee Masters, SHELD’s Network Engineer, got together with Graeme today and toured our hut behind the Town Hall. He also brought with him a number of U6 Gigaspire routers for us to evaluate for possible future use in our fiber network. All is well with the hut – propane tank is full; wasps have taken a liking to our brightly colored storage box next to the hut where we keep many of our spare parts.

25 help tickets this month, 6 of which were new install requests. We have had 8 fiber drop repairs since early March, similar to the same period last year.

\$51,519 current MLP account balance on Steve’s Excel spread sheet. Two major transitions concerning the MLP finances are coming up – the one from Crocker to SHELD this summer and the other when Steve transfers much of his work with finances over to Gayle.

Much discussion about the reduction of our MLP fee that is included in our monthly subscriber fee for internet and phone service during this upcoming fiscal year. Gayle proposes reducing our MLP fee to \$40 fee instead of the proposed \$38 just in case we decide to adapt some form of a managed router service which could add an additional \$1.50 per month to our subscriber fee. A \$40 MLP fee would reduce our monthly subscriber fee by approximately \$12. Steve suggested we reduce our MLP fee to \$38. Jim felt we should hold off making any reduction in our monthly subscriber fee until after the transition to SHELD is complete. Gayle is not worried about mixing our proposed monthly fee reduction in with the transition. She feels that such a reduction made during the transition would be beneficial from a marketing standpoint. There are also some unknowns that could take place during the upcoming fiscal year concerning unforeseen increases in labor costs, let alone the introduction of any managed router fees for the new Calix U6 routers, should we choose to adapt them in the future that might make a \$12 drop (instead of \$14) a better and safer bet. Steve feels that we have a very good financial cushion going forward.

Manager report: The April 27-28 eight hour outage. The problem took place in Springfield where Crocker’s backup generator failed to kick in when called for, and the UPS battery backup

became fully drained. This was due to a configuration issue with Crocker's UPS battery backup system in Springfield which has been corrected and fixed.

The tour of the SHELD and HG&E facilities by the Shutesbury MLP which Gayle has planned will take place on June 28th – 9 to 3pm.

Annual Town Meeting May 21st: Steve and Gayle will do the MLP budget presentation (Article 4); Jim and Graeme will work on providing Wi-Fi coverage.

We need to recommend to the Select Board that all of the current members of the MLP be reappointed for the upcoming fiscal year. A motion to reappoint Gayle as the MLP manager for FY23 by Graeme was proposed, seconded by Steve: Hemingway, aye; Sephton, aye, Schmidt, aye.

Transition Plan from Crocker to SHELD this summer: Gayle's spreadsheet for organizing this effort is very detailed. Everything is being taken care of behind the scenes, so to speak, in order to make the transition as seamless as possible. Our subscribers will each have to contact SHELD to set up billing, a process that will begin July 27th. Our subscribers may need additional help setting up voicemail and other phone issues which SHELD will take care of. During this transition beginning July 27th there will be on site tech support for a couple of days here in Shutesbury to help some of our subscribers if necessary. Voicemail setup for our phone subscribers can start on the 27th of July. Gayle has been working with Bobby Liswell at SHELD on the technical peculiarities of our equipment having mostly to do with our ONTs and our EA7300 Linksys routers. 20 of us will go through the transition process earlier in July in order to test this transition process in advance of July 27th which will provide us with a chance to evaluate the procedures that will take place later that month for everyone else. There were some questions about billing dates and when the bills for ShutesburyNet service would be sent out. All ShutesburyNet invoices beginning August 1st will be white labelled once the transition to SHELD takes place.

Meeting adjourned at 6:30pm.