



SHUTESBURY PUBLIC MEETING NOTICE

Posted in accordance with the provisions of MGL 30A §§18-25

Shutesbury Broadband Committee/MLP Board - Minutes

AGENDA

1. Take Attendance

Eric Stocker

Frank Citino

Gayle Huntress - minutes

Craig Martin

Graeme Sephton

Steve Schmidt

Kent Whitney

Jim Hemingway

Becky Torres

Ayers Hall

2. Router Discussion (Calix Presentation)

Instead of more expensive EME (experience management edition) they have a pared down version of Cloud Router Management, DME (Device Management Edition)

Calix claims 10% of customers contact ISP monthly for support and 60% of the calls that come in are related to router issues. They think that managed routers provide a far superior customer experience.

Still would need provisioning before deployment, but can be zero touch.

Sertex would have to record serial number so it could be linked to customer. Can upload a CSV file to cloud management for this.

Calix offered to do this for us if needed.

Jim shared mesh unit information for Calix. Only a small amount of users would likely need these, but they offer good options.

Craig shared some in-home signal strength and (internal) file transfer speeds, comparing Calix, SmartRG, and TP-Link routers. All show distance dependencies and are fairly similar to each other. All function well even at long distances, suggesting that most users will find acceptable performance throughout even moderate-to-large sized homes.

Craig shared user interface of routers. SmartRG has superior parental controls, easier interface, modern GUI.

Action items:

Gayle to contact Crocker – will DME plan work for them?

Kent to find out more from SmartRG. Can they get their pricing better? What does a non-managed situation entail for firmware updates and support?

6. Sign up Progress – 460

7. Ownership and truck roll policy

User owns router

Truck roll for router is on customer

Warranty owned by MLP

May or may not replace in 7 years

Demarc point is ONT

8. Other Business

Enterprise fund - voting for it at town meeting, tomorrow 7:15

Gail to speak about it

9. Adjourn