

| Shutesbury Broadband Committee | | | |
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| 6_16_2021 | | 5:30 PM DST | 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 Eric Stocker | <input checked="" type="checkbox"/> Craig Martin Ayers Hall Kent Whitney |
| Other | | | |
| Approved minutes for 5/19/2021 | | | |

Hut Report: 50 help tickets this last month, mostly DHCP issues. SimplySafe base station was replaced, due to a faulty cell module. It has been moved to a location to enable it to make a more reliable cell phone connection.

One of the Juniper Networks servers was replaced after one of the two servers finally failed completely due to an internal hardware issue. Several firmware upgrades were also done to both servers which turned out not to be the source of the duplicate IP address problem we have been having intermittently since last summer. And so our DHCP problems should now be behind us.

The Crown Castle outage, Friday, June 4th from 10pm to 5am – Crocker was not notified of this service outage in advance, and this outage took Crocker and ShutesburyNet off line completely for 8 hours. It also took down Crocker’s core service, and it also disabled our MBI backup connection which is routed through Springfield which is where the maintenance service outage took place. We are exploring options to remove this vulnerability in the future.

Budget Report: we currently have \$175,242 in our account, and after a few minor bills are paid, the remaining amount will be approximately \$170K which will become our retained earnings for this fiscal year. We will use these retained earnings to hopefully pay off our current BAN(Bond Anticipation Note) in August of 2022.

Manager Report: We discussed new installations and whether all of the costs should be paid for by the new homeowner/subscriber. New customers currently have to pay for the installation (they get a \$300 credit from the MLP) from the street to their home, and if there is a MST issue on the pole that has to be dealt with, should that too have to be paid by the homeowner? Should we cover the cost of any MST changes since MSTs are a part of our mainline network? Gayle suggested that we cover this part of the cost for any new installation that requires MST changes but limit that support to installations for new single family homes, but not to situations that involve commercial development or multiple housing units, which would be in alignment with other town development policies. Gayle will create a draft for this proposal and present it at our next meeting.

Everyone agreed that the performance review document for MLP Manager that Gayle created and posted on line for Broadband members to examine looks good.

During the upcoming fiscal year there will be much discussion about our upcoming ISP contract renewal. Should we renew our contract with Crocker or put the contract out to bid? The issue is complex and complicated somewhat by all of the changes in pricing for backhaul and the way our backup backhaul connection will be handled in the future. We need to find a way to have a backup connection that will be independent of what happened earlier this month when Crown Castle failed to notify us or Crocker about the maintenance issues they performed in Springfield that took us off line for 8 hours.

Backhaul bandwidth is becoming less expensive, and there is a possibility that it could be shared with other towns to spread out and reduce the cost further. This is another consideration for any new or extended contract.

Some complaints about Crocker’s Tech support and their answering service. Graeme and others suggested that we refine the information that the answering service needs to collect when a customer calls in order to try and speed the support process along once a Crocker tech returns the call. Should we consider offering, as many providers do, a premium business service with different service level agreements?

EBBP (Emergency Broadband Benefit program) update: Jim McGovern’s office was contacted, and they are looking into it. Crocker had not been listed properly on the Lifeline and EBBP site, but that should change shortly. USAC (Universal Service Administration Co.), a quasi-governmental agency, is responsible for making such changes.

Everyone approved the purchase of the Klein Scout Pro 3 cable tester for \$160 to aid us in doing service calls.

Meeting ended at 6:45pm DST

| Set Next Meeting | |
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| | Wednesday, July 21, 2021, 5:30pm |