

Shutesbury Broadband Committee		
9_15_2021	5:00 PM DST	On Line Zoom Meeting
Facilitator	Gayle Huntress	
Minutes	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	Becky Torres, Town Administrator, Matthew Styckiewicz, MAS Construction Engineer(Locks Pond Road Culvert Project)	
Approved minutes for 8/30/2021		

Locks Pond Road project: Objective is to move the pole, which is too close to the existing culvert. National Grid owns the pole. Their power lines, both primary and secondary, have to be removed over the area where the digging will be taking place in order to meet Massachusetts DOT safety regulations. Fortunately, moving our fiber cables should not be difficult or expensive. The existing pole within the dig site has to be moved approximately 25' closer to Lake Shore Drive than it is now. We are currently awaiting notification from National Grid to let us know when we need to move our fiber cable to the new pole once it is installed. Who pays for this cable move? There is \$25,000 set aside by the Town for costs related to the moving of the poles, according to Becky Torres, Shutesbury's Town Administrator. The MLP might be willing to pay for the cost of moving the fiber if the amount is small. The MLP will wait until we get the bill before deciding who is going to pay for moving the fiber from the old pole to the new one.

Hut Report: Number of help tickets was fairly low last month, half of which were for phone issues and half for internet. One more phone cancellation last month. Tim Otto from Crocker Communications recently raised questions about fiber cable availability should some sort of a major repair be necessary in the future. For example, cable with 288 fibers is currently unavailable, with a 51 month lead time for Corning. Significant shortage of fiber optic cable nationwide. Graeme has been checking our current inventory of left-over cable. Given its scarcity, is theft a possibility? Currently we have 14 reels of fiber cable of different lengths and capacities. It was suggested that we might want to move the reels behind the Highway garage across the street from where they are now. Jim will ask Tim Hunting about whether this might be possible. In addition, we should order some steel cable for supporting fiber on the poles because we don't have any in stock - Gayle will do. Over about 2 years of operations we have only had a single damaged distribution cable, but we are averaging about 20 broken drop cables per year. Drop cables are used from the street to our subscriber's homes. It was suggested that we should have more drop cable available just in case we have a severe storm that does wide spread damage. We currently have a dedicated locker for our drop cables at Crocker for storage. We keep a detailed inventory of these drop cables of varying lengths that Tim Otto and Crocker Communications watch and maintain. In addition Crocker also maintains and keeps track of the inventory of drop cables in the red storage box next to our hut behind the Town Hall.

LeverettNet reports that some of their ONT UPS batteries have begun to fail after 4-5 years of use. We would also like to know from Crocker whether we have a sufficient inventory of Calix 12 volt power supplies(commonly known as 'wall-warts') for repairs when the UPS battery packs begin to fail. Replacing them and not the ONTs to which they are connected would be a much easier and less expensive repair. Gayle will see if we have any in inventory and order 20 if not.

We currently have 763 active subscribers, and 784 residences connected to our network. With a total of 878 residential units in town, our subscriber take rate is 86.9% and our connection rate is 89.3%.

A motion was passed that Gayle be reappointed MLP manager for this fiscal year. The vote by the MLP was 3-0(Hemingway yes, Schmidt yes, Sephton yes).

E911: Follow up on last month's report of a 911 call that initially failed to connect with our local dispatchers at Shelburne Control: Tim Otto provided this explanation: When numbers get ported over to a new carrier (or whenever the carrier decides to take a look), there is a "tag" with additional information for every phone number that has an address associated with it. When you call 911 that tag goes outbound with the phone you are calling from and should be routed to the local dispatch. And as a bonus the dispatcher gets to see the tag and thus quickly can identify the address you are calling from. He then agreed to conduct a complete audit of all ShutesburyNet phone #s, to determine if they all have the necessary "tag." Subsequently Walter Tibbetts reported that another 911 call, originating on Pelham Hill Road, encountered a significant delay in being connected to Shelburne Control.

On 9/13 Tim emailed the following report on Crocker's audit: The audit has been completed and we've found 63 numbers with missing or inaccurate records in the e911 system. The bulk of which appear to be from installs completed in the last quarter of 2019. This includes Steve and Edmund (the resident at 142 Pelham Hill Road that Walter reported). The identified records were reconciled during the audit process and there are no remaining missing or inaccurate numbers as of the end-of-day last Friday (9/10/21).

It's unfortunate to find this gap existed for so long without being detected/addressed. On the other hand we did not find any recent examples, so our current provisioning flow is working as intended and records are being properly entered. To ensure that remains the case, going forward I've scheduled regular audits of all of your numbers to occur each six months. With the slower install/turn-over rate of your residents' accounts these days and with the recent performance of our provisioning team getting these entered, I feel this is a reasonable timetable for the audits. There was a discussion about whether the MLP should use Town Announce to educate Shutesbury residents about the difference between WiFi calling and the use of Crocker's phone service to make E911 emergency calls. There are no guarantees that using WiFi or cellular calling locally will automatically connect a caller to Shelburne dispatch, let alone display the caller's address properly. Gayle will write up an information document that will explain the difference and how E911 works. The distinction between the two will not necessarily be an easy one for everyone to grasp.

The order to increase MBI backhaul backup to a gig has been submitted, should be active within 2-3 weeks. The 'Shake and Stir' FCC proposal for SPAM suppression, enacted as it has been recently, has not been very effective either for us or anyone else. Crocker's phone service does contain some rarely used features like Call Logs, for example, and we will be exploring some other features that we would like to see included in the future, features like bulk SPAM call deleting.

Financial Report: Current balance in our account is \$58,045. Our current debt is approximately \$800,000 which will be paid off over the next 8 years. All of our short term debt has been paid off.

Meeting adjourned at 6:20pm.

Set Next Meeting	
	Wednesday, October 20, 2021, 5:00pm