

Shutesbury Broadband Committee		
7_20_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 June 15, 2022		

Hut Report: Thanks to Graeme’s ferocious efforts, the mice have retreated from the hut. Both HVACs are now running with the heat wave in full swing, and a change in the HVAC settings has been made to provide some extra backup for cooling during this part of the summer. Graeme reports that 8 service tickets this month were administrative in nature; 10 tickets were just questions, only 2 additional ones were internet related, and 12 were phone related, mostly with complaints about dropped calls. We have had 10 fiber drop repairs so far this year, which is somewhat below average to date when compared to previous years.

A new conduit was installed underneath the surface of Leonard Road to repair a somewhat long-standing connection problem. Tim Hunting from our Highway Department helped in this effort.

Financial Report: Gayle has invoiced Crocker for July (approx. \$40K); additional invoices for August will be forthcoming. The end of fiscal year closeout report is not yet available from Shutesbury’s town accountant. A full end-of-fiscal-year report should appear later on this summer.

The switchover to SHELD is in a waiting period right now. The transition to SHELD will take place on August 30thst the delay being caused by our wait for CrownCastle to create our new 10gb backhaul connection in mid-August. There have been some complaints about Crocker’s responsiveness to service calls due, perhaps, to summertime staff shortages.

Gayle is concerned about our ability to respond to a ShutesburyNet customer who has temporarily lost both internet and phone service and has only a cell phone to communicate. She hopes that SHELD will be able to provide text responses in such situations if necessary to customers who lose both phone and internet service and call us for support, something that Crocker has not been able to do. Regardless of whether we can make such an arrangement with SHELD, our service support is still way better than what the majors, like Comcast and Verizon, are able to provide.

Gayle has been getting an increasing number of calls with questions about the transition coming up, the answers to which can also be found on our website. Gayle wants to create an info sticker with our service phone number on it that our subscribers can post in a convenient place that will give them the number to call if they have any questions or problems in the future. These stickers

will go out to everyone in the first SHELD mailing in September. The cost for the stickers is approximately \$500.

Fiber service for the new cell tower, if needed – Gayle will consult with SHELD and HG&E about what our commercial rate should be for a dark fiber connection, for example, or for whatever is needed or requested. The new cell tower is currently slated to carry a nationwide emergency services network that AT&T will provide. It is not known whether AT&T will need a fiber connection at this time nor if any other cell provider will be using this tower to provide local cell service in the near future.

There has not been any response from the Select Board about our request for ARPA funding to purchase needed equipment for our transition to SHELD and to provide fiber service to those in our Town who currently are not connected to our network.

Meeting concluded at 5:40pm.