

Shutesbury Broadband Committee		
10_19_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 September 21, 2022		

Hut report: No mice in the hut. Propane tank is full. SHELD currently has 4 ONTs in the hut set up and running for testing purposes. Graeme needs some plexiglass to help seal the lock on the outdoor storage cabinet to keep the wasps from nesting within.

Gayle is still waiting for service reports from SHELD once some of the more pressing issues are solved. There was, however, one costly \$2,000 drop repair in the last month.

As of June 30th, 2022, there was \$100,955.18 in our MLP account which will become our retained earnings for FY 2022. Since then, our income has been roughly \$110K which has come from Crocker for July and August with MLP fees collected by SHELD for September included in that amount.

Bill Ennen is planning a celebratory get-together for the 53 towns that have successfully built their broadband network with financial support and guidance from the MBI (Massachusetts Broadband Institute). The five of us are invited to attend. Gayle plans to add others to the invite list who have worked in the past to create and build our fiber network, ShutesburyNet. Location and time of this event are yet to be determined.

Our FY2022 annual report has been written and submitted to the Town. The SHELD CMS seems to be working well when it comes to notifying Gayle about technical problems in our network. Gayle received over 500 warnings last weekend of ONTs that had become inactive or disconnected due to the power failure that affected most of the subscribers in the Lake Wyola area last Saturday. Down by the Lake, our fiber cable has recently been moved from the old pole to the new pole that sits next to the Locks Pond Road culvert.

Transition report from Gayle: the phone porting from Crocker to SHELD has been complicated and challenging due to problems with the phone data that Crocker has provided to SHELD. The porting will be broken into 5 chunks of about 110 customers each over the next 5 weeks. Our new CrownCastle 10gb service connection to the World Wide Web has finally been installed after a significant multi-month delay, and HG&E is currently testing the new connection for

performance and reliability. However, we will not switch over to this new CrownCastle connection until December 1st after all of our ShutesburyNet phone subscribers have been ported or transferred over to BigRiver, SHELD's phone provider.

Financially speaking, this delay has been costly for all concerned. The MLP had hoped that our relationship with Crocker would have been concluded by September 1st, but since then both Crocker and SHELD have been in the financial mix, so to speak, given the fact that Crocker has been providing phone service to all of our ShutesburyNet phone subscribers until today. The slowdown in the transition has been due to several factors – 1) Crown Castle's inability to provide SHELD with a new 10gb connection, meaning that we had to rely on Crocker for our 10gb service and 2) problems with the transfer of data (billing and phone) from Crocker to SHELD, some of which was inaccurate or incomplete. And so this transition has been more costly to SHELD than anticipated, and SHELD would like to be compensated for some of the unanticipated work that has come about with this transition. It is a complicated issue. The MLP asked Gayle for a more detailed list of the unanticipated expenses that SHELD has assumed before deciding on an appropriate amount. Such a decision, the MLP hopes, can be made at our next meeting when we have had more time to study the issue.

Concerned as we are about the reliability of the network connection we have with BigRiver, our new phone provider, which is located in Missouri, Gayle revealed that HG&E and SHELD have a Level II pathway to Big River which should prove to be very reliable. This Level II connection also comes with a reliable backup connection should it fail for any reason.

There was a discussion about which a la carte features offered by BigRiver would be useful to our ShutesburyNet phone subscribers, features that would not be included in our monthly phone service. Call Waiting ID seems to be the most attractive feature that our subscribers might like and would have to pay for. Gayle will post a list of these features presently on the SHELD website on line for our subscribers to consider.

The small group of ShutesburyNet phone subscribers who made the switch from Crocker VOIP to BigRiver today provided Gayle with some minor revisions to the instruction list for setting up voicemail. Some additional instructions will be added to the ones that will be sent out by Gayle to the next batch of phone subscribers during the transition period in the coming weeks.

Meeting concluded at 6:15pm.