

Shutesbury Broadband Committee		
3_15_2023	5:00 PM DST	On Line Zoom Meeting
Facilitator	Gayle Huntress	
Minutes keeper	Jim Hemingway	
Committee Attendees	<input checked="" type="checkbox"/> Gayle Huntress Steve Schmidt <input checked="" type="checkbox"/> Graeme Sephton	<input checked="" type="checkbox"/> Jim Hemingway Craig Martin
Other		
Approved minutes February 15, 2023		

The March 14th nor'easter yesterday produced a bumper crop of damaged fiber drops brought down by well over 16" of heavy, wet snow, our second weather calamity of this sort in the last month. As of today, SHELD has three repair trucks in our area. There have been 10 repairs so far with at least about 20 more to go. There are also an additional 20 ONTs that are offline for unknown reasons which may be due to downed fiber lines. Gayle has just triggered a new insurance claim as of this morning. There seem to have been many power surges beginning Monday two days ago and continuing through today which in some cases may have damaged some of the ONT power supplies and caused problems with the Linksys routers, a few of which, due to power glitches, appear to have reset themselves to their default settings.

SHELD has had trouble accessing some of our subscriber's homes due to unplowed driveways. One SHELD truck got stuck in a subscriber's snow covered driveway. Gayle has instructed SHELD not to make a service call if driveways are not plowed which could endanger the tech or the truck. Concerning the router issues caused by the line voltage surges, Netegrity will try to help people with router issues even though the Linksys routers are not, strictly speaking, the MLP or SHELD's responsibility to maintain at our expense. Should subscribers be charged for service calls that involve just router problems? We don't have a firm policy on this issue. But given that these problems are storm related, we will do our best to help out, given how stressed many of our subscribers are from recent storm and power outages. Repairs to our network will be ongoing for probably the next two days.

We need to remind everyone in Shutesbury to check the tree cover over the fiber cable that runs from the street to their homes and prune those trees and branches that could disrupt broadband service in future storms like the ones we have had this winter. Gayle plans on writing an article in the next Town newsletter that might be titled: "Want to make your internet and phone service more reliable?" - followed by recommendations to take care of potential damage from overhead branches as soon as possible before any new storm damage can occur.

Hut report: Graeme will install a power monitoring device which he has just received that will give us a precise accounting of the power the hut uses day by day. It includes some hardware,

the amp clamps, that will be installed, and it will also include some AI software that will keep track of our electrical power consumption. Steel wool has been installed in the conduits that connect the mini-split hardware both inside and out to prevent mice from getting inside our hut and damaging our equipment. Graeme has been working with Mark and Ryan from Jamrog who will be installing some of the parts that were damaged by the mice this winter.

Installing fiber on newly installed utility poles turns out to be problematic because it often takes months for these poles to be listed in the utility's pole database. We are unable to obtain a license for attaching our fiber to a group of 9 new poles on Wendell Road near Lake Wyola where the National Grid service previously terminated until they are listed properly. Unfortunately, it can take up to 6 months for this to happen.

We have received a check for \$7,000+ from the insurance company for the damage from our last major winter storm a few weeks ago.

Gayle will present our proposed FY2024 MLP budget to the Finance Committee during their upcoming March 21st meeting.

Gayle provided the MLP with these current financial figures:

\$ 452,183.98	\$ 237,413.68	\$ 214,770.30
MLP FEES	DEBIT	BALANCE

Calix, the manufacturer of much of the equipment in our hut as well as all of the ONTs in our subscriber's homes, will be invited to demonstrate the virtues of the Gigaspire 6 router during our next MLP meeting on April 19th. Gayle will be sending the MLP a list of questions about these routers and has invited MLP members to add to this list in advance of the Calix visit.

Gayle is exploring an update to our website in WordPress software. Unfortunately, it appears that it would not be possible for a WordPress designed web page to be incorporated into Drupal, which is currently what is used by the town. We will explore other options for website hosting and update and get analytics to help make the decision.

Keeping track of subscriber's complaints and repairs in an efficient way has always been a concern of the MLP. Gayle does get copies of the repair tickets as problems come up which helps her keep track of these issues. Coming up with a good system of keeping track of repairs is an ongoing issue, for it is very useful to be able to keep track of how our subscribers feel about and are using our internet and phone service. Gayle will look into reporting options so we have additional metrics/data to track.

Apart from instructing SHELD to ask our subscribers whether their driveway was plowed before making a service call, Graeme wondered if it might be possible for the Highway Department to

provide us with an update about road conditions during and shortly after a significant storm event, one that we could pass on to SHELD before they send out their repair trucks.

Meeting adjourned at 6pm.