

			
Florida, MA	Hawley, MA	Monroe, MA	Savoy, MA

Four Towns Broadband Committee Meeting Minutes

A teleconference meeting of the FHMS Four Towns Broadband Committee took place on Thursday, April 8, 2021 at 4:30 pm. (Note: This meeting was recorded.)

In Attendance: *

Hawley: Lark Thwing* & Rick Kean
 Florida: Christine Dobbert* (absent)
 Monroe: David Gagne* (absent)
 Savoy: John Tynan*
 DesignNine: Jack Maytum
 WiValley: Brian Foucher
 Otelco: Trevor Jones
 Interisle: Steve Harris & Fred Goldstein

Minutes
 Approved,
 FHMS Four-Towns
 Committee,
 June 17, 2021

*Voting Members

Additional Teleconference Participants:

Cindy Bosley	Eric LeClair
Melanie Glynn	Sarah Satterthwaite

Note: there probably were other callers who were not readily identifiable from the teleconferencing software.

➤ **Quorum, Call to Order**

The Meeting was called to order at 4:37 pm. There was no quorum.

➤ **Review and approve minutes from the March 4, 2021 meeting.**

Minutes of the March 4 meeting could not be approved due to the lack of a quorum.

➤ **Project updates:**

- **Status of project Phases 1-3 – Lark**

Project Phases 1-3 are full operational – all poles are up and have customers connected to them. Waiting on electrical installation on haw-ehr.

- **Status of haw-ehr meter installation – Brian**

Waiting for electrical inspector at haw-ehr, expect to be fully operational next week.

- **Summary of completed Phase 4 sites - Brian**

Completed installation of all planned Phase 4 sites, with the final three becoming operational in the next three weeks.

- **Summary of sav-mha, sav-mhd and flo-scr sites - Brian**

Hope to have power to one next week and power to the other two within two weeks.

- **Borden Mountain update - our last phase - Brian and Lark**

Met with all but one state agency on site and all issues appear to have been resolved. It was agreed that there is no need for legislation since the state will own the pole and equipment shelter. Need to share final drawing with Natural Heritage showing the installation will not impact the site. Permit issuance is expected within two months of final submission – in June – upon which Brian can order the pole and the equipment shed. Plan is to be operational within six weeks of permit authorization.

- **Total installed customers and totals by town - Brian**

A total of 250 customers have been connected:

- 66 in Florida;
- 75 in Hawley;
- 25 in Monroe; and,
- 84 in Savoy.

- **Average delivered speeds from 100+ tested customers - Brian**

Average speeds are difficult to determine at this stage of the rollout. Some customers were moved off of the 900 MHz band because of excessive background noise. Cause of noise could not be determined but are now back to pre-noise level.

- **Update on CBRS buildout - Brian**

Equipment is installed on first site at Savoy & Chapel monopole, but voice traffic has not been passing during tests. Working with device manufacturer to determine the cause. Hope to resolve the issue shortly. That's the only item holding up CBRS rollout, including moving 900 MHz customers to the band. Second location will be Bliss Hill in Florida. Plan is for approximately 250 CBRS customers at a 50% take rate.

- **Network problems and outages - Brian**

The 900 MHz noise plus a 12-hour outage at two sites due to a lightning strike.

- **Network rings being created - Brian**

In the process of adding network redundancy to reroute service in the case of interruptions.

- **Customer service issues, Otelco and WiValley - Trevor and Brian**

It was reported that customers complained that neither Otelco nor WiValley were returning their calls. Trevor said that all calls should have been answered since they have 24-hour tech support. Otelco & WiValley will both follow-up – they also have been in discussions re improving their handling of customer issues.

- **Design Nine contract extension to Dec 31, 2021 – Jack**

Contract has been extended and DesignNine is getting more involved. Brian will provide link to live monitoring of the network.

- **Is it time for a press release from MBI? - Lark**

In meeting with MBI it was decided not to do a press release until we had a better feel for when Borden Mountain will come online. Lark is currently sending monthly email updates on where broadband stands in Hawley. In coming months, starting next week he will be including the other three towns as well. By the end of April, aside from Borden Mountain, everything should be complete so customers should call to order service.

- **Questions from meeting attendees - Lark**

Cindy Bosley had further questions re Borden Mountain installation. Answers from Brian & Lark are incorporated above.

- **Any other issues to come before the Committee?**

There were no other issues.

- **Schedule the next meeting date.**

The date for the next meeting was set for Thursday, May 13, 2021, at 4:30 pm. Meeting will be remote.

- **Adjourn**

The meeting was adjourned at 5:10 pm.

Respectfully Submitted,



To access the recording, use this link: <https://fccdl.in/mXGDmhHH6n>