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WiredWest Executive Committee Meeting Minutes

Date / time: Wednesday, 2 October 2019 7:00 PM

Location / address: Community House, 33 Main Street, Cummington, MA

Attending: Doug McNally, Jim Drawe, Bob Labrie, Kent Lew, MaryEllen Kennedy, David Dvore

Guests:

Called to order: 7:09

1. Approve minutes of previous meeting – *August 28*

Moved: Bob

Second: David

Result: Approved

1. Service suspension: need to change the wording. David suggested “for no more than 120 days in the same twelve month period” (amended by Doug). Jim – “you can’t start a suspension more than once within a 13 month period.” Kent read Jeremy Dunn’s suggestion [insert here]. Jim will update WCF
2. Outreach / WW website – David reports that Steve Nelson had asked for some modifications to the Washington page on WW website. David has made the required changes. The group agrees we need to maintain some controls over those town pages.

We need to agree on who should be allowed to make changes.

We also need to revamp the WW web site, looking at the target audience of customers and potential customers.

Jim suggests we use the form of the Washington town page as the home page of our web site. He will look over the page and send suggestions to the group.

Jim handed out copies of the brochure created by Washington. Kent is willing to make limited changes for another town. He uses InDesign, David & Jim also have the software.

Charley Rose has the original files for the WW lawn signs and is willing to modify them on request. He sent Jim information on the cost of the materials and printing. Tell Jim what we’d like to see on lawn signs by tomorrow (October 2) and he’ll work with Charley.

Jim asked Steve to look into door hangers, as suggested by a New Salem MLP member. Bob mentioned they can indicate a house where folks are away.

1. Jim distributed a paper showing our current town status and potential income. Rowe was billed approximately $13,000 over a 3 month period, with a monthly gross revenue. Bob reports we have $34,000 in our checking account.
2. Jim reports refund requests are slowing down. Bob reports we have approximately $200,000 left in the escrow account. We will put the money in the escrow (savings) account on the books as a liability, so we can make sure operating expenses come out of income, not savings.
3. Accounting & depreciation reserves – David suggests we should have a resource page for MLP managers, including things like chart of accounts, etc. Jim wants to track income by product & by town. It’s a bit tricky because the bills from WCF don’t distinguish between 1Gb & 25Mb and we don’t see that on the dashboard.
4. Small business vs. residential subscriptions – (small business e.g. general store can sign up as residence unless they are offering wifi). We should try to sign up commercial properties as business.
5. Transitioning from POTS to VoIP – David has found some issues with the VoIP service: connecting the whole house wiring causes interference with the Verizon connection (still live during transition). The TELO device has DECT (wireless phone protocol) which can interfere with the wireless phone communication – he disabled DECT on the TELO. Jim found 2 medical alert devices which do not recommend running over VoIP. Ooma also does not recommend it, because of concerns during power outage – and Ooma customer service does not recommend. Sheila Litchfield (Rowe town nurse) is working on this with the organizations which support the elderly with medic alert.

Alarm systems – some may be able to work over wifi. We should recommend that folks contact their alarm provider.

Fax – WCF recommends a FAX service. Doug – Windsor has VoIP and fax works fine there.

1. MLP fee – all towns should display the WW fees, with text explaining the MLP fee is a town addition. Jim needs a breakdown of the MLP fees – how much to depreciation reserves, how much to debt service. He thinks it will be good for customers to see that breakdown of the costs, also. WW is going to produce our financial statements, so he can’t produce the detailed information required unless we identify the how we’re using the MLP fee.
2. Conduit purchase update. Kent picked it up.
3. Agenda for October 16 Board meeting
   1. Updates on WCF web site (Jim – they have fixed the email addresses for tech support & will now provide email addresses)
   2. Financial control document – Bob will update with positions, not names, sign and then post on the website and we’ll discuss at the meeting.
   3. Town updates - ask towns who have not signed for their status and if there are ways we can help them. (David has heard from Gayle who is talking to several towns who are asking if they should go it alone or stay with WW. He gave her several points to share). Jim – we’re paying half the rate for maintenance that individual towns pay, our wholesale rate is lower.
4. Other items not anticipated within 48 hours
   1. David reports Bill Ennen says they have the make ready reimbursements process in place, so towns will be able to apply. Application has new format. Doug thinks that all poles that are part of the distribution, including network extensions, will be covered.
5. Next EC meeting – October 30

Adjourned: 9:35 pm

? residential – static IP?

Business with very small Internet requirement – can they sign up for residential.