

**Minutes**

WiredWest Board of Directors Meeting

Goshen Fire Station

56 Main Street, Goshen MA 01032

Wednesday, February 19, 2019, 7:00 pm

**Called to order at:** 7:00 pm

**Welcome and Introductions**

**Approval of Minutes**

January 15, 2019

Moved: Bob Labrie Seconded: Doug McNally Result: approved unanimously

**Report from the Executive Director**

Jim Drawe reported that a customer had overpaid his bill mistakenly ($999.12 instead of $99.12), Lisa Stowe at WCF did a refund. The customer did call CS and they told him to call the town – but should have sent him to WiredWest.

Jim reports that all the WW towns are running a 61% take rate with 75% taking Gb service.

**VoIP quality issues**

Jim had sent a note from Whip City Fiber (WCF) regarding VoIP service potential problems, which can have multiple causes. Russ Jolly reported several issues in Rowe, but he had only tried escalating to Ooma. Jim contacted WCF and they had a tech contact Russ and do some troubleshooting. Russ did informal survey at the dump and found 75% of folks he asked said they had problems. WCF will be putting together a brochure regarding VoIP possible issues and asking customers to contact tech support. WCF had a tech visit Rowe last Saturday morning to help folks with problems and will continue every other week until problems are solved. Russ has found WCF customer support to be outstanding. Our towns may do some outreach to customers explaining that their voice service may be subject to some problems and they should contact tech support if they have quality issues.

**Connecting municipal buildings**

Windsor has 4 town buildings, is using 1 PoP connection and existing microwave connections. Jim suggested they confirm the capacity of the microwave.

Becket has 7 town-owned buildings, not close together. Some concern about the paying for all those buildings, but the charges cover more than just the fiber construction (service, insurance, administration, etc). Jeremy suggests we try to identify the actual cost of the services and charge the towns that amount.

Jim suggests the best solution would be to make it free.

Agenda for next BoD – adjust the rate for municipal buildings to not charge for town owned premises. Towns will need to notify WCF which locations will not be billed.

**Insurance options**

Doug asked when we submit insurance bills – Jim towns pay the first one, then bills will go to WW.

PURMA is still in negotiation for this year. If PURMA can’t find a new underwriter, deductible would go from $25,000 to $100,000. They will not write any new contracts until negotiations are complete.

Doug – MIIA would prefer if we insure the hut with them and fiber with PURMA. It will be less expensive to insure the hut and contents through MIIA.

Russ – Rowe has had 2 ice storms this winter, but no fiber breaks.

Jim pointed out that WiredWest will be paying for repairs, so insurance is also a WW issue. We need to decide if there’s a concern that a town will have a significant event while unable to obtain insurance. Doug suggests we wait until things clarify, using an interim solution if needed. The board should decide on the best choice for insurance.

New Salem will ask about short term coverage from MIIA. If that is not possible, they will follow up with Jim.

**Finance Report**

Jim distributed the P&L for this fiscal year. Item line ‘Custom installation fees’ represent the microduct purchased from WCF. Net income was $25,583.53.

**Town updates**

Heath – Art Schwenger reports that the MLP recommended going with WW to SB & MLP Board. A decision is expected in a few weeks.

Goshen – WW met with SB a few weeks ago.

**Other Director Input**

**Confirm and Schedule next BoD meetings**

March 18

Future - every 3rd Wednesday

**Other business which could not be reasonably foreseen within 48 hours of meeting**

**Adjourn** 9:21pm