

MINUTES OF REGULAR SESSION
CITY OF HIGHLAND
TELECOMMUNICATIONS ADVISORY BOARD
CITY HALL
1115 BROADWAY
MONDAY, OCTOBER 8, 2012
7:00 P.M.

Call to Order: Vice Chairman Jon Boulanger called the meeting to order at 7:02 p.m.

Roll Call: Members Present: Vice Chairman Jon Boulanger, Board Member Sharon Rusteberg

Also present: HCS Director Dan Kennedy, Councilman Neill Nicolaides, HCS staff members Tracey Robinson and Rebecca Casper

Minutes: Rusteberg made a motion to approve the Telecom minutes from Sept. 10, 2012 meeting. Boulanger seconded the motion.

REPORTS:

A. List of Customer Sign Ups & Installs

Dan Kennedy stated that HCS has hit our 700th customer and received over 19 new signups last week. Our last LCP is now complete for Phase 3 and we are scheduled up through the middle of November as of today. HCS is focusing hard on marketing right now and getting ready to send out several different mailing pieces. Kennedy explained that we're about 90 days behind our goal as far as number of customers but this is largely due to the time we've been spending cleaning up our network and fixing outstanding issues. At this point, we are able to manage any current issues and they seem to be very predictable at this point.

B. Phase 3 Status

Phase 3 is complete as we just opened up the final LCP cabinet. HCS has gone through our leftover materials and are exploring options on either selling these excess materials or using them to build out. Outside suppliers, including Graybar, will be visiting HCS in the next couple weeks to help HCS with determining what the best solution is. Kennedy is looking into options and costs for building out, especially to particular areas where the fiber is partially run, including but not limited to going

down Rt 160 to get the subdivisions off Daiber Rd., to incorporate subdivisions such as Evergreen Ct., Prestige Estates, Augusta, Prarie Trails, etc.

C. Update on Gigabit Initiative Grant

Kennedy reported that there is still no update on which communities will be awarded the gigabit grant. The deadline has been pushed back several times. We hope to have news by the next Telecom meeting.

D. Big River (Voice Migration)

Kennedy explained that we are in the process of migrating to a new voice company, Big River, rather than our current provider, Fidelity Communications. Fidelity was sent a Breach of Contract on October 1, 2012 and they agreed to mutually terminate our contract. Our new contract with Big River is currently in legal hands and HCS will be fully migrated to Big River within the next 6 weeks. By March 1st, HCS will have an online portal available for customers to pay online. HCS will have much more access to the switch and phone features with this new company. HCS is also having outside contractors coming in to help with installs and burying drops. We will then be up to 40 installs per week with this extra help and not have to schedule installs so far out and all drops that still need buried from the past few months will be completed within 2 weeks of their start date.

E. Local Public Access Channel

Kennedy reached out to the vendor and they are going to be setting up a maintenance window. We will be putting the video of Highland history from the 175th Jubilee on the local access channel. Kennedy also applied for a \$50,000 grant online but hasn't heard any updates.

F. Update on Calix network testing

HCS IT Manager, Tracey Robinson, is setting up testing this Thursday with Calix. HCS is experiencing issues with the call waiting and 3-way calling features not working on phone customers. Tracey will be pushing out upgrades and testing new codes in the next 2 weeks.

G. Marketing: Co-op students and general update

- a. HCS's Marketing plan is going strong and working well, according to Dan Kennedy.
- b. Mailings and customer calls: HCS new Co op students are getting a plan in place to start calls from 5pm-6:30pm to target residential customers to sign up. Once this plan is implemented, HCS's weekly sign up numbers will potentially increase significantly.

ADJOURNMENT: Boulanger made a motion to adjourn the Telecom meeting. Rusteberg seconded. All in favor. Meeting adjourned at 7:28 p.m.