

**MINUTES of REGULAR SESSION
CITY OF HIGHLAND
TELECOMMUNICATIONS ADVISORY BOARD**

**CITY HALL
MONDAY, SEPTEMBER 9, 2013
7:00 P.M.**

ROLL CALL:

Members Present: Chairman Marron, Vice-Chairman Boulanger and Board Member Rusteberg

Additional attendees: City Manager Mark Latham, Director of Finance Kelly Korte, Director of Electric Dan Cook, Councilman Neill Nicolaides, City staff members George Stram and Kathleen Mulcrone

CALL TO ORDER

Chairman Marron called the meeting to order at 7:01 p.m.

MINUTES:

- A. Approval of minutes of the August 12, 2013 Regular Session of the Telecommunications Advisory Board

Board Member Rusteberg noted that under Item C, 'September 31' should be changed to 'September 30.' Mulcrone noted the changes in the minutes. Rusteberg made a motion to approve the August 12, 2013 minutes. Boulanger seconded the motion.

REPORTS:

- A. List of Customer Sign Ups and Installs

Korte reported that HCS currently has 1,062 customers. Korte stated that City Hall sent out one set of disconnect notices. Korte reported that the majority of disconnect customers called City Hall to set up payment arrangements or paid in full. As a result, HCS received some large payments. Korte stated that the process is working: "People are calling and people are paying their bills."

- B. Financials

Korte reported that there are currently no financials for review.

C. ICN Connection and Avail Feed

Latham reported that Robinson obtained a contract from ICN. Robinson recently received an email from the City Attorney (who reviewed the contract) and said that the contract looks good. Latham stated that Robinson will have the ICN contract for the Board at the next meeting. Latham stated that Avail continues to delay the (loss of channels) move date. Latham reported that the tentative new date will be December 1.

D. Progress Regarding Call Center

Latham reported that HCS is still researching options for a call center. Latham stated that the after hour calls have dropped significantly. Latham reviewed timesheets and noted that in the last two weeks, there was only one instance in which a tech was called to go to a residence. Latham reported that Korte and Robinson have been in contact with other call center companies to compare pricing and offered services. Latham: "We're not in a big hurry since things (after hour maintenance calls) seem to be stabilizing."

Cook reported on the HCS new construction for LCP01—streets on the east side of Poplar Street. Cook stated that all of the pieces have been ordered and they have enough material to start with the build out. Cook: "We are anticipating starting next week Monday." Cook stated that LCP 11 is on the list, but will not be the next in line in terms of construction.

Latham gave an update on MDU's. Latham met with all three developers: Wilken Development, Frey Properties, and Terra Properties. Latham gave them a copy of the proposal with the new rates. Latham is waiting on them to make a commitment. Latham stated that, "Hopefully, if one (developer) signs up, the other two will eventually sign up."

ACTION:

A. Approval of Pay Per View Rates

Latham reported that HCS obtained the rights for Pay Per View. Korte explained that the recommendation enclosed in Robinson's memo has requested that the Board set the Pay Per View rate so that HCS makes fifty percent profit. Boulanger made a motion that the Board recommend the Pay Per View rates as stated in the memo provided by Robinson. Marron seconded the motion. All in favor. Motion carried.

B. Approval of Commercial Video Rates

Latham reported that Robinson made contact with NTT. From Robinson's conversations with NTT, HCS came up with a commercial rate; which includes a sports lineup. Latham: "We're recommending that we go with this channel lineup which includes the channels outlined in the memo-- plus all big sports package channels." There was some discussion about how the channel lineups were formatted and presented in the memo. Korte: "HCS is looking for a recommendation for how much we should charge customers." There was some discussion on how HCS proposed to sell the new channel lineups to the business customers at the higher cost. Marron noted that, "Promoting the new channel lineups may be a function of marketing. Marron requested to see a comparison between competitors' commercial channel lineups and prices by the next meeting. Marron: "We want to be able to show them (potential customers) that HCS can beat its competitors. That's what will be needed to explain to businesses." Marron requested to table the action item until the next meeting, so that it can be resolved.

C. Approval of FS2 contract

Latham: "Robinson is asking for your recommendation to approve the FS2 contract." Boulanger made a motion to approve the FS2 contract as recommended in the memo submitted by Robinson. Rusteberg seconded the motion. All in favor. Motion carried.

ADJOURNMENT

Rusteberg entertained a motion to adjourn the meeting. Boulanger seconded the motion. All in favor. The meeting adjourned at 7:34 p.m. The next Telecomm Advisory Board meeting will be October 14, 2013.