

REPORT OF REGULAR SESSION
CITY OF HIGHLAND
TELECOMMUNICATIONS ADVISORY BOARD
Monday – April 24, 2023
(Rescheduled from April 10, 2023)
7:00 pm

ROLL CALL: Members present - Jill Lawson, Sharon Rusteberg

Absent members: President George Marron

Additional attendees - Technology & Innovation Director Angela Imming, Light and Power
Director Dan Cook

CALL TO ORDER: Meeting was called to order at 7:00pm. Quorum was not met and no
business was conducted. Attendees were given Metrics Summary covering January to April 2023.

MINUTES:

A. Minutes of the January 9, 2023 regular session of the Telecommunications Advisory Board were not
approved due to no quorum.

PUBLIC FORUM: No questions were presented to the board from the public.

REPORTS:

- A. List of customer sign-ups, installs and other metrics
- B. Construction discussion -
- C. 10gbs discussion –

ADJOURNMENT: The meeting was adjourned.

TAB Summary METRICS Jan 2023-April 2023

Date From Reason	Action	Total
100 New To Area	Activate (+)	12
101 Reconnect	Activate (+)	2
104 Transfer	Activate (+)	2
105 Competitor	Activate (+)	9
109 Better Deal	Activate (+)	0
110 Support Home Town	Activate (+)	1
Moving – Not in Service		
299 Area	Inactivate (-)	-3
300 Moving Out of Town	Inactivate (-)	-6
301 Transfer	Inactivate (-)	-2
302 Disconnect –Involuntary	Inactivate (-)	-0
306 Cannot Afford	Inactivate (-)	-1
307 Unhappy	Inactivate (-)	0
308 Went to Competitor	Inactivate (-)	-6
310 Deceased	Inactivate (-)	-4
311 Not using it	Inactivate (-)	-1
SLD Business Closed	Inactivate (-)	0
Total Subscribers 01/09/2023		2648
Total Subscribers 04/24/2023		2648

Revenues:

JAN	\$240,479
FEB	\$244,458
MAR	\$240,234

(3 month average \$241,723)
 \$4k less than previous quarter

At 80% of fiscal year, @ 80.5% rev and 83.33% expense

*Previously under reported by approximately 30 customers

Upward Churn					
	Oct	Dec	Apr	Change	
20	505	507	509	4	
40	658	657	642	-16	
60	657	660	656	-1	
100	394	405	418	24	
200	189	180	179	-10	
500	0	4	14	14	
1g	104	108	113	9	
2.5 GB/S	0	0	1	1	
	2507	2517	2532	25	