

Minutes
New Marlborough Cable Advisory Committee
Friday April 2, 2021

Board Members Present Via Teleconference:

Steven Klein-Chairman

John Valente

Michael Shocket

Broc Kerr

Others Present:

John Decker, Charter/Spectrum

George Doin, Charter Spectrum

Members of the Public

Call to Order:

The meeting of the New Marlborough Cable Advisory Committee was convened at 5:02 pm via teleconference due to the Covid-19 virus outbreak.

Chairman Klein called for a motion to approve the minutes of the two previous meetings of March 13 and February 16, 2021. A motion was made seconded and passed by roll call.

- Michael Shocket-Aye
 - John Valente-Aye
 - Steve Klein –Aye
- Steve introduced John Decker, Charter Operations Manager and George Doin, Technical Manager. John Decker said they were in the final stages of testing the system and once complete the addresses in the first phase will be released and sales calls should begin by Friday April 9th. Steve asked about a phone number for part-time residents to call and John said that would be provided by Mo Ballista, Sales Supervisor. The Committee will post this phone number on the Town website and Maggie's List. Steve reiterated that the committee would assist residents who have questions about any aspect of the sales and installation process. Steve asked John if residents would be able to go online and get information from the Spectrum website once their addresses have been sent to sales. John said that he was not sure if that would happen right away.
- Steve asked George Doin about the equipment used. George explained that Spectrum supplies the modem specifically designed for fiber. Residents have the option of using the Spectrum router or purchasing their own that's capable of handling the speed. There are others on the market that perform better. Anything newer should work. George said installers would "do the best they can" to set up a homeowner owned router but would not set up a home network. With fiber to the home, there is no self installation because wiring must be installed. Installers will make "best efforts" to install equipment in the homeowner's desired location.
- A 3 week timeline is anticipated for the Phase rollout and homeowners can't call in advance of their designated sales period to order service.
- John Decker reported that at this point the work on the network is down to small areas in the various phases. The rollout is phased in to make sure installations are completed in a timely manner relative to signup.
- Steve asked about how the connections in the public buildings will be made. John said that he would give Steve the name of the Government Relations contact who could give him that information.

- John Valente reported that Broc Kerr and he prepared a comprehensive list of Frequently Asked Questions. They will revise the list based on information presented today and distribute through the Town website and an announcement on Maggie's List. George Doin said he will mention to the business class sales team to contact businesses directly. Currently, business class is internet only.
- Wi-Fi Hotspots-Steve said that the Committee was asked to make a recommendation to the BOS regarding the continuation of the W-Fi Hotspots now that residences are being wired for service. Steve's recommendation is to convert the Library internal and external, Town Hall internal, and Firehouse internal to a Spectrum 200 MB connection. Spectrum will also install 200 MBS service at the Public works yard and Transfer Station. The Town can then cancel the arrangement with Crocker Communications at the Library and Town Hall. The changeover will take place around July 1 as Spectrum completes its work. As demand decreases as a result of the Spectrum installations to the home, a single wi-fi hotspot at the library seems adequate. Motion made seconded and passed by all present.
 - Michael Shocket-Aye
 - Brock Kerr-Aye
 - John Valente- Aye
 - Steve Klein-Aye
- Next Meeting was set for May 5 at 5 PM.
- John Valente acknowledged Marc Trachtenberg and Terry Bock for conducting tech support Zoom meetings for residents with questions and for their common sense answers.
- A motion was made, seconded and passed by all present to post the FAQ after the revisions are made.
 - Michael Shocket-Aye
 - Brock Kerr-Aye
 - John Valente- Aye
 - Steve Klein-Aye
- A motion to adjourn was made, seconded, and so voted by all members present to adjourn the meeting at 5:55 PM
 - Michael Shocket -Aye
 - John Valente-Aye
 - Steven Klein-Aye
 - Brock Kerr-Aye