

Atlantic Broadband Advisory Council

Meeting Minutes

July 17, 2019

The meeting, at the Montville Townhall was called to order at 5:30PM by Chair Michael Meinz.

Roll Call of Members

Members Attending: Michael Meinz, Craig Merriman, Stephen Marchesseault, Ed Berdick, Kathleen McCarty

Members Absent: Jeffrey Buchbinder, Joseph Taraya, John Kleinhans, James Barnie

Atlantic Broadband representative attending: Chap Hanley

Approval of Minutes

A motion to approve the minutes of the prior meeting was made by Craig Merriman and seconded by Stephen Marchesseault. The motion passed unanimously with two abstentions.

Treasurer

The bank balance is \$10,694.70.

Atlantic Broadband Information and Reports

- Annual Customer Service Review
 - Continuing to improve service levels through software tools used by customers and software tools used by customer service representatives.
 - Investing in advanced technologies for customer service
 - Standardizing/consolidating internal systems for efficiency
- Community Access website
 - The community access website was shutdown. There will be no website for information about community access.

New Business

- None

Unfinished Business

Discussion: PSA Contest Update

- Stephen Marchesseault reported that the Killingly High School teacher responsible for the annual video contest is interested in having the advisory council sponsor a category. Jeffrey Buchbinder and Stephen Marchesseault will continue to work with him on the details.

Discussion: Town's web site

- Need to make an adjustment to use the Community Access telephone number instead of website since the website no longer exists.

Discussion: Community TV Slide on town's Channel 22

- Only East Lyme has done this so far. Ed Berdick said he would follow-up with Griswold.

Motion to Adjourn

The meeting was adjourned at 6:05PM

Respectfully submitted,

Ed Berdick