

# **Atlantic Broadband Advisory Council**

## **Via WebEx**

### **Meeting Minutes**

**January 20, 2021**

The meeting was called to order at 5:31PM by Chair Michael Meinz.

## **Roll Call of Members**

**Members Attending:** Michael Meinz, Ed Berdick, Joseph Rice, Craig Merriman, Stephen Marchesseault, Patricia Lannon, Kathleen McCarty

**Members Absent:** James Barnie, Christopher Steinbrick

**Atlantic Broadband representative attending:** Nadine Heinen

## **Approval of Minutes**

A motion to approve the minutes of the prior meeting was made by Edward Berdick and seconded by Stephen Marchesseault. The motion passed with one abstention.

## **Treasurer**

The bank balance is \$14,470.70.

## **Correspondence**

A customer letter about customer service responsiveness and two customer letters about availability of SNY were received.

2021 Meeting Dates – Revised – WebEx for first three months.

- Wednesday, January 20, 2021 – WebEx
- Wednesday, March 17, 2021 – WebEx
- Wednesday, May 19, 2021 – WebEx
- Wednesday, July 21, 2021 – Montville Town Hall
- Wednesday, September 15, 2021 – Montville Town Hall
- Wednesday, November 17, 2021 – Montville Town Hall

## **Atlantic Broadband Information and Reports**

- Announcements  
ABB is installing an equipment dropbox for used equipment and a bill payment dropbox at the walk-up counter locations. No decision on when or if the walk-up locations will be reopened.  
  
New product [Wi-Fi My Your Way](#) based on the [Plume](#) WiFi product. [Press Release](#). Provides whole-house coverage and availability scheduling options.
- Customer Service Issues  
Working on additional tools for handling the call volume. Implementing new customer call management software soon. Hired 21 of 40 new call center employees. Tools available on ABB website to reset cable

modems and set-top boxes. Kathleen McCarty said that she heard two voices (languages) during football games on CBS and Fox channels.

- SNY  
Number of customers watching SNY did not justify the high cost of the channel. SNY ranked 97 of 200 of ABB's channels.  
ABB intends to add the YES Network on February 1.

## **Old Business**

None.

## **New Business**

- Joseph Rice appointed to be the nominating committee.
- Motion to approve the 2020 Annual Report to PURA by Edward Berdick seconded by Patricia Lannon.  
Motion approved.

## **Unfinished Business**

### **Advisory Council contact information on town's web site**

- None

### **Community TV page on town's web site**

- None

### **Community TV slide on town's Channel 22**

- None

## **Adjourn**

The meeting was adjourned at 5:55PM

Respectfully submitted,  
Ed Berdick