

**Atlantic Broadband Advisory Council**  
**Via WebEx**  
**Meeting Minutes**

**March 24, 2021**

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

## **Roll Call of Members**

**Members Attending:** Michael Meinz, Joseph Rice, Patricia Lannon,

**Members Absent:** Ed Berdick, Craig Merriman, Stephen Marchesseault, Kathleen McCarty, James Barnie, Christopher Steinbrick

**Atlantic Broadband representative attending:** Nadine Heinen, Mary Jane Rickard, Jason Sieglinger, Marc Sylvester, Francis Bradley, Christine Roderiques

## **Approval of Minutes**

A motion to approve the minutes of the prior meeting was made by Patricia Lannon and seconded by Joseph Rice  
The motion passed with no abstentions.

## **Treasurer**

The bank balance is \$14,470.70.

## **Correspondence**

A customer letter about customer service responsiveness was received.

## **Atlantic Broadband Information and Reports**

- Announcements/Customer Service Issues  
Since 1/1/2021, initial call customer wait times have been reduced by greater than 50% when compared to 2020 call volumes. Wait times for advanced technical support have been reduced by 15%. ABB is still working on further improvements including additional customer support technology to enhance call routing, customer self-service and proactive problem identification and repair. A new WiFi package (Plume Homepass), available now, improves WiFi performance, reliability and usability (parental controls, guest access).

## **Old Business**

- Nominating Committee Report  
Joseph Rice reported that there are no additional candidates for the officer election in May.

## **New Business**

- None

## **Adjourn**

The meeting was adjourned at 6:28PM

Respectfully submitted,  
Michael Meinz