

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

**May 19, 2021**

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

## **Roll Call of Members**

**Members Attending:** Michael Meinz, Ed Berdick, James Barnie

**Members Absent:** Joseph Rice, Patricia Lannon, Craig Merriman, Stephen Marchesseault, Kathleen McCarty

**Atlantic Broadband representative attending:** Mary Jane Rickard, Keith Hancock

## **Approval of Minutes**

A motion to approve the minutes of the prior meeting was made by James Barnie and seconded by Ed Berdick. The motion passed.

## **Treasurer**

The bank balance is \$14,470.70.

## **Correspondence**

A customer letter about telephone problems and online chat was received.

## **Atlantic Broadband Information and Reports**

- Announcements/Customer Service Issues
  - ABB TVOnline web site displays warning about Microsoft Edge Browser (Chromium) version being not supported. It still works. The warning should be removed.
  - Jim Barnie reported an Internet reliability problem. Keith Hancock said he would look into it. Michael Meinz said that WiFi Your Way has been shown to improve WiFi reliability. Ed Berdick asked that a PSA slide be put on the Community Access channels to promote WiFi Your Way.

## **Old Business**

- None

## **New Business**

- Election of Officers
  - The current officers were re-elected.

## **Adjourn**

The meeting was adjourned at 5:40PM

Respectfully submitted,  
Ed Berdick