

Atlantic Broadband Advisory Council

Meeting Minutes

July 21, 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, Joseph Rice, Patricia Lannon, Stephen Marchesseault

Members Absent: Craig Merriman, Kathleen McCarty

Atlantic Broadband representative attending: Marc Sylvester, Keith Hancock, Mary Jane Rickard

SEC-TV representative attending: Frank Facchini

Approval of Minutes

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

Treasurer

The bank balance is \$14,470.70.

Correspondence

Two letters from Groton residents were received and passed to Nadine Heinen.

Atlantic Broadband Information and Reports

- Announcements/Customer Service Issues
 - Recent complaints forwarded to ABB have been resolved.
- Annual Customer Service Review - Marc Sylvester, Keith Hancock
 - Loss of employees and business growth have caused longer than desirable wait times. In addition to hiring reported earlier, more customer service representatives are being hired (13 in July, 20 in August) in order to reduce the time to answer a customer call. Expect them all to be working in September.
 - Continuing to work on using technology for customer service: Appointment confirmation via text message, *Where's my technician?* day of appointment locator, etc.
 - Goal is 80% of calls answered in 30 seconds or less.

SEC-TV

- Introduction and comments - Frank Faccini
 - Awaiting PURA's approval
 - Community Access to be moved to a new location, not yet identified.
 - Plan to stream Community Access channels and have a Community Access website.

Adjourn

The meeting was adjourned at 6:14PM

Respectfully submitted,
Ed Berdick