

Atlantic Broadband Advisory Council

Meeting Minutes

November 17, 2021

The meeting was called to order at 5:34PM by Chair Michael Meinz.

Roll Call of Members

Members Attending: Michael Meinz, Ed Berdick, Patricia Lannon, William Garbati, Temosticles Valdes

Members Absent: James Barnie, Stephen Marchesseault, Craig Merriman, Kathleen McCarty

Atlantic Broadband representative attending: Nadine Heinen, Mary Jane Rickard

SEC-TV representative attending: Frank Facchini

Approval of Minutes

A motion to approve the minutes of the prior meeting was made Ed Berdick and seconded by Michael Meinz. The motion passed with two abstentions.

Treasurer

The annual PO Box rental fee of \$146 was paid in October. The annual \$2000 stipend was sent from Atlantic Broadband in September. The bank balance is \$16,324.70.

Correspondence

- During the last couple of months, several letters from Groton area residents were received and forwarded.

Atlantic Broadband Information and Reports

- Announcements/Customer Service Issues
 - No schedule set yet on Community Access transfer.
- Community Access
 - Mary Jane Rickard will follow-up on Community Access programs missing from the TIVO guide.

SEC-TV

- Planning to submit PEGPETIA grant to obtain funds for equipment and build-out for the new Waterford studio.

Advisory Council Member Communications

- Concerns raised by Montville members are similar to issues previously raised by the Advisory Council.
 - Temosticles Valdes has Business Class Internet service to run his home-based business including several servers. There are ongoing performance & reliability issues. Has had several service calls and has been escalated to ABB'S NOC. Concerned for not only his Internet performance & reliability but for the entire ABB network. What's the plan for performance & reliability? Nadine

Heinen replied that she will look into the situation and that ABB is continuing to improve their network.

- William Garbati concerned about extended wait times greater than two hours. ABB bill went up \$50 with no notice. Why no notice? Why \$50. How equipment is exchanged. Patricia Lannon reported that a service tech delivered a new TIVO and took the old one away. Nadine Heinen replied that ABB is continuing to hire, train and deploy customer service personnel and that ABB is investing in technology to enhance customer service like increased chat capability and artificial intelligence. She will have someone follow-up with Mr. Garbati.

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- Michael Meinz:

- ABB TV Online website displaying message that Microsoft Edge web browse is unsupported. Nadine Heinen will follow-up.
- Groton region bills contains our Advisory Council PO Box address. As a result, we are getting letters from Groton region customers. Nadine Heinen will follow-up.

Adjourn

The meeting was adjourned at 6:10PM

Respectfully submitted,
Ed Berdick