

# ***BURLINGTON TELECOM ADVISORY BOARD (BTAB)***

Burlington Telecom Conference Room

November 28, 2012

## ***Minutes***

BTAB Members:

Present: David Parker, Joan Shannon, Pat Robins

Absent: David Provost, Karen Paul, Vince Brennan

Also in Attendance:

Burlington Telecom: Amber Thibeault

Burlington Telecom: Stacey Trudo

Dorman & Fawcett: Stephen Barraclough

1. Convene meeting of BTAB at 4:09 p.m.
2. Logistics of First Meeting
  - a. Discussion regarding the Burlington Telecom Advisory Board's charge. *Shannon* read the resolution to BTAB members that were present and forwarded to all members via e-mail.
  - b. Staffing to be done by Amber Thibeault at Burlington Telecom.
3. Public Forum

None
4. Meeting Schedule
  - a. *Robins* mentioned meeting every month for the next three months. The committee discussed schedules and decided on the next meeting for December 19, 2012 at 5:00 p.m. at the Burlington Telecom offices and January 23, 2012 at 5:00 p.m. at the Burlington Telecom offices. *Thibeault* to reach out to Paul, Brennan and Provost to determine their availability for this meeting.
  - b. *Dorman* noted that January 24<sup>th</sup> and 25<sup>th</sup> are the dates for mediation in the CitiCapital suit. *Dorman* discussed the term "ENE" or Early Neutral Evaluator and the potential for this meeting to impact the scheduled BTAB meeting on January 23<sup>rd</sup>.
5. Financial Update (Stephen Barraclough)
  - a. Fiscal year revenues are growing modestly for the first time in years.
  - b. Sub counts raised by 200 during the fiscal year. In June alone, sub counts rose by 60.
  - c. *Parker* asked about why Burlington Telecom is seeing this level of growth. *Barraclough* explained that it's hard to tell what that reason is.
  - d. Burlington Telecom underwent a reorganization of the sales/customer service side and now has 2 individuals on staff with sales experience. Help desk has staff that has the technical capabilities to assist network operations.
  - e. Discussed end of life (July 2014) equipment and Burlington Telecom's transition to the F5 with ½ of this \$300,000 purchase budgeted for this year and half for next year. But due to tiling issues, Barraclough intends to ask Calix (vendor) for a 6 month loan of the second F5 shelf to attempt to stabilize the network. In the event there is no loan of the equipment, BT still needs to purchase this equipment but the purchase will depend on outcome with Citi in the Motion for Contempt Hearing.
6. Marketing and Website Update
  - a. *Trudo* discussed the demand for 100 Mb, 40 Mb and 1 Gb and how we are rolling out these new services – mostly through social media.

- b. Website roll out did not include pricing as we did not want to get in a pricing war with Comcast. Committee members felt it was important to put this pricing information on the website.
  - c. *Trudo* explained that residential sales force will be on the streets in Ward 4 and 7 next week with door hangers. Also sending out letters to current customers.
    - i. *Robins* suggested a mailing.
  - d. *Parker* discussed an employee program in which we use the concept that the VPN access is as fast as if the employee is in the office and employee deals for residents of the City.
  - e. *Robins*: current number of customers? 3941 residential.
  - f. Discussed churn and how much occurs at Burlington Telecom, roughly 60 are disconnected each month due to non-pay. Staff at Burlington Telecom to review policies on credit checks and deposits and revisit this issue at the next BTAB meeting.
7. Adjourn meeting at 5:30 p.m.