

# DRAFT

June 8, 2016

**Members:** Clem Nilan, Theresa Alberghini DiPalma, Tim Halvorson, Dave Hartnett, Karen Paul, Terry Dorman (by phone)

**Member's Absent:** David Provost, Joan Shannon, Jane Knodell

**Others Present:** Stephen Barraclough, Abbie Tykocki, Dawn Monahan, Jeremy Patrie, Nicholas Martin and Stacey Trudo

**Public Members:** Pat Robins, Alan Matson

Meeting commenced at 5:33 p.m.

Welcome to new BTAB member and New North End representative, David Hartnett.

1. Agenda
2. Approval of minutes from the April 13, 2016 BTAB meeting

**MOTION** to approve the minutes from the April 13, 2016 Burlington Telecom Advisory Board ("BTAB") meeting, made by *Alberghini*, seconded by *Halvorson*. *Unanimous*.

3. Public Forum

Nilan opens public forum.

Nilan closes public forum.

4. BT Management Update

*Barraclough:* This is our busiest time and busiest month of the year with huge churn as the students go away for the summer. Thru the end of May, we increased 5982 to 6105, which takes us into the 6,000s for the first time ever. Trailing 12 months thru May, increased by 903 net new subscribers. That's against 540 for the same period last year, so the momentum is still there.

CPG Renewal – currently meetings with PEG access channels and the BAMOs which have been constructive with a good vibe. Two more meetings are scheduled and then we hope to present jointly to the PSB. The two things that are being worked on are changes to the CPG and the contracts between BT and the public access channels. Should be wrapped up by early to mid-July.

Financially, performance last month was in line with the \$2.4M full year EBITDA that was forecasted.

This month we incurred an unanticipated \$30,000 charge from a rouge hacker into our phone system. The hack was closed immediately and the platform the hacked phones were on has been closed out. The new platform our phones are on are as secure as anything you'll find in the industry.

The team is deep into the planning the build out of the downtown core (primarily Church Street and connecting streets) which we hope to be completed by Fall or next Spring.

*Paul:* Is there anything the BTAB can do to assist with BT's involvement in the opening of the St Paul Corridor with the mall redevelopment?

*Patrie:* As with any construction, once the streets are dug up we'll be there to run our fiber through whatever conduit is available to us.

*Barracough:* On intent is to be built out on every street in Downtown Burlington with no exceptions. That is the key priority for FY17. The second key priority is the New North End.

#### 5. Annual Customer Survey

Tykocki presents the public results of the 2016 Customer Satisfaction Survey. Results can be found online at <http://www.burlingtontelecom.net/burlington-telecom-advisory-board/>

**Nilan** moves to push review of full Annual Survey results to an Executive Session at the July BTAB meeting in the hopes that all members of the BTAB will be able to attend.

**MOTION** to adjourn made by *Hartnett*, seconded by *Halvorson* at 5:56 p.m. *Unanimous*.