

LAKES REGION CABLE TELEVISION CONSORTIUM 2.0
MEETING MINUTES
August 25th, 2021

A public meeting of the Lakes Region Cable Television Consortium was convened at 1pm in the Gilford Town Hall Conference Room.

Members present: Alton – Elizabeth Dionne, Deerfield – John Harrington (remote), Franklin – Judie Milner, Gilford – Scott Dunn, Gilmanton – Heather Carpenter, Laconia – Jonathan Gardner, New Durham – Nicole Zoltko, Northwood – Walter Johnson- Belmont- Jeanne Beaudin and Northfield- Ken Robichaud.

Also present: Attorney Kate Miller, Atlantic Broadband Representatives- Brian Patacchiola, Thomas Gutterman, Nadine Heinen and Fran Bradley.

Mr. Harrington indicated it was not reasonably practical for him to physically attend the meeting due to other commitments and that he was alone while remotely connected by video and audio. A motion was made by Walter Johnson to allow for the remote participation in the meeting by John Harrington, seconded by Ken Robichaud and passed on a roll call vote with all in favor, (10-0).

Fran Bradley along with Nadine Heinen from Atlantic Broadband answered questions that the Consortium had sent a few weeks prior to this meeting and the following are the answers that were given to the Consortium-

Would Atlantic Broadband (ABB), be willing to renewing any of the current franchise agreements by simply extending the existing terms and conditions? They are interested in having new agreements at this point in time.

What length term is ABB seeking for a franchise renewal? A 10 year agreement seems to be what we are looking for.

Could you provide a cost estimate for the direct expense to the communities' subscribers for converting the current peg programming from SD to HD? Not sure about this- we can see what channel that the viewership watches. We can look at the change from SD to HD, as the agreements call for 3 channels we will review this and see what we can do.

What can you tell us about the current ABB practices regarding calls for service? Where are the calls routed? Do you know what the average callers time waiting in the Que? How is this monitored? This is done through a skill based call center that are very well trained to handle most anything, all of our centers are in the United States, and also within the footprint of Atlantic Broadband. Calls that cannot be answered are kicked up to the next available Representative. Some of our reps are better trouble shooters than others and we have a advanced group that will handle the internet problems. Calls are routed through a call center in Rochester NH, Berwick Maine, as well as Pennsylvania and Florida. We are always looking for ways to make it easier for the customer we have a chat feature, text feature and if you don't want to wait

for the next representative we also have a call back feature that a representative will call you back, so that you don't have to hang on a call for 15-20 minutes waiting these are all features that we put in place to help the customer, we are always improving with wanting our customers to have a # 1 experience. Our average wait time is dependent on the weather, volume of calls employees working that day, most if not all of our employees worked from home during the Covid pandemic. We try to alleviate problems before they occur. We believe that our products are better and more reliable than in the past.

Our calls for service- Well; we are still understaffed because of Covid and we are still operating on remote mode, the call centers are still short staffed and the more products and services that we bring on line does increase opportunity for a call into the center. The average wait for a call is 20-30 seconds to minutes per call; the beginning of the billing cycle will almost generate calls to the call center.

What is the signal quality of cable and what steps are you taking to improve it? We have a program that monitors the return signal to the modem, up or down we are taking a proactive measure of monitoring modems which we can bring when we go to the customers door. Our bandwidth is around 860 MHz and if the amplifier is not working correctly we will swap it out for a new one. As demand increases we try to get ahead of it we are always trying to increase speeds in New England currently we have 1gig.

What is your quality control on internal systems? Yes, we have a group of employees that have the ability to monitor all calls coming in to the call center and after the call management gets with the employee and try's to coach the employee through each call to see if that call could have been handled better. Nadine recognizes that there are gaps in the service as well as in each footprint we are hiring, training and we are also using Artificial Intelligence to help in assisting the call center, we recognize the problems and are trying to correct them.

If any of you ever have a problem in your communities and you don't feel that you are getting the service or the answers that you need, please reach out to me (Fran) or Nadine and one of us will get back to you within 24-48 hours with a response.

Chairman Dunn thanked the group for answering questions and giving us input.

Judie Milner motioned to accept the minutes from the July 28th 2021 meeting seconded by Walter Johnson; there was a roll call vote of 9-0 and 1 abstention.

RECESS FOR NON-MEETING FOR CONSULTATIONS WITH LEGAL COUNSEL

A motion was made by Walter Johnson at 1:38 pm, to recess the meeting for the purposes of having a non-meeting for legal consultations pursuant to RSA 91-A:2, I, (b), seconded by Jeanne Beaudin and passed on a roll call vote with all in favor, (10-0).

RECONVENE

At 2:12 pm the public meeting was reconvened.

OTHER BUSINESS

SET NEXT MEETING DATE

It was the unanimous consensus to have the next meeting in Gilford at 1pm on September 29th, 2021 and going forward to meet if necessary.

ADJOURN

Walter Johnson motioned to adjourn the meeting seconded by Judie Milner, all in favor motion passed 10-0.

Respectfully submitted,

Ken Robichaud, Consortium Secretary

Approved by the Lakes Region Television Consortium on the _____ day of _____, 2021. ATTEST:

Scott J. Dunn, Chair