

Meeting Minutes
Montague Broadband Advisory Committee
Monday, December 11, 2017 at 6:30PM

Montague Town Hall First Floor Conference Room

Attended by Kevin Hart, Lisa Enzer, Rob Steinberg

Comcast representatives: Daniel Glanville, Doreen Lupa, and Susan
Mudgett, Eileen Leahy

1. Approved minutes from last meeting. KH motioned, RS 2nd AIF
2. Comcast Build out and spreadsheet review started with DG offering time line for hook up, generally 30-60 days post completion. Delays evident, though steady improvements have begun in 9 partially served towns. Anticipate August 2018 project completion. Comcast contractor reviewed estimates for long drops and revised quotes since cable in conduit (CIC) can be used instead of initial plan.
Comments and conversation between RS and DG addressing residents concerns about getting information in a timely and reasonable manner was discussed. DG said request for detailed specs, contact with engineers, queries about high quotes for trenching driveways, and customer service and sales had all been answered, though RS disagreed since he said his email queries were of little to no use in getting facts. A resident asked about a project manager since there appeared to be no one filling this position. DG said to contact Eileen Leahy and engineering questions would go through her. Her job title is Government Affairs. RS again mentioned this was not fruitful and very frustrating

since Eileen was not giving the BBC the information he requested in order to clarify answers to residents' queries and quell confusion. DG disagreed again, and said residents can privately get specifics for their dwellings by talking to the Comcast reps in the front hall. More queries and stalemate ensued, and DG finally revealed the name of the project manager: Peter Mones. Again, the best way to ask him questions is through Eileen Leahy.

Individuals in attendance then left the room to speak with saleswomen in the foyer to learn new cost estimates. Unable to do this in a public setting, due to privacy issues, however, most participants returned to meeting to publicly report their findings. Remarkably, the new costs for long drops came in at zero to significantly reduced cost. Side comments and questions continued while KH left the room, however no business was conducted until he returned.

Some questions included:

What is standard installation? What is a quote? What is distance for aerial hook up? Can this be done despite the timeline for trenches with the frozen ground?

DG assured the group that an engineer will be contacting each household to go over plans for their specific situation. RS asked why we haven't been able to get specs, since one resident trenched and laid conduit, and now needs to re-do part of it. DG finally stated no specs available for anyone due to their proprietary nature. This was an example of how frustrating it has been in asking Comcast for basic info and getting a

vague answer instead of definitive response. RS stated it would have been very helpful to know this in advance.

3. Conversation and comments about build out continued informally while households received their quotes. Important to know that phone service provided by Comcast will no work without electrical power and only for 4 hours on the back up battery.

4. Meeting adjourned 7:30 LE motion KH 2nd all in favor