

**Town of Wolfeboro
Cable Franchise Committee**

Meeting Minutes

May 11th, 2020 at 7PM

(VIRTUAL MEETING VIA GOTOMEETING)

Attendance: Paul O'Brien, Lynn Hinchee, David Wells, Peter Schneider, Marshall Goldberg, and staff Matt Sullivan were present.

The meeting focused on a general discussion of Committee goals and an initial review of the Cable Franchise Agreement between the town of Wolfeboro and Atlantic Broadband.

There was a general discussion of Consolidated Communications services in the video and internet area.

Mr. O'Brien briefed the Team on the Carroll County Broadband Committee as well as the Wolfeboro wide mapping effort that has been undertaken thus far.

Discussion of the Atlantic Broadband contract ensued.

Ms. Hinchee spoke about the lack of any cable internet access in the Browns Ridge area.

She also asked how the contract ensures subscribers get the best price and latest technology.

Mr. Schneider wanted to better understand the Franchise Fee process. He, and the group, had questions about the ability of the Town to cancel the agreement and the wind down provisions. Mr. Schneider also questioned how the Cable contract assures customers of best service, and price.

The conversation turned to benchmarking of service levels, content packages, prices and call center operations. There was a general concern that ABB does not have a positive customer facing image due in large part to its long lead times for service and repair, long holding times and a perception of high prices. There was a discussion about formally tracking adjacent Towns as well as other Service providers.

Mr. Wells shared the prior survey that was conducted the last time we renewed the Franchise Agreement. A copy will be placed on the CFA cloud.

Mr. O'Brien spoke of the Carroll County Broadband survey. He will send a copy to members for review.

The Team asked for the Annual reviews from the Company that are due to Wolfeboro.

The Team wanted to better understand WCTV and its role with Franchise Fees.

Going forward agenda will be a review of WCTV and an update on action items taken.

Meeting ended at 8:15pm

Submitted: Paul O'Brien