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Date: January 9, 2010 2:54:53 PM EST
To: Nnac <nnac@yahoogroups.com>
Cc: "John W. Coderre" <jcoderre@town.northborough.ma.us>, Bill August <BillAugustUSA@aol.com>, Fran Bakstran <fbakstran@town.northborough.ma.us>, "Jill M. Reddish" <jill.m.reddish@verizon.com>
Bcc: Elaine Swee <Swee@sprintmail.com>
Subject: Summary and Key Points from Northborough "Cable" Committee meeting 1/6/10

The regularly scheduled monthly meeting took place in Kathy's office room A129 at Algonquin High School 1/6/10 from 7-9 PM.

1- Participants (alpha order):

- Jim Ares
- Kathy Dalgliesh
- Jeff Junker
- Dick Swee

- Jill Reddish from Verizon (copied on this summary)

2- Charter and Verizon

This meeting focused on review of Verizon status with participation from Verizon by Jill Reddish (FiOS TV - Franchise Management).

Jill was very helpful and we developed a better understanding of Verizon status and plans for Northborough now that we are approximately 1.5 years after the franchise contract signing.

It was a very productive meeting and we thank Jill for meeting with us and for continued periodic updates as we work together in the future.

Topics discussed included:

Complaint Escalation Process and contacts
Availability of Verizon FIOS TV coverage in Northborough and plans to complete 100% coverage within the 4-year contract requirement.
-- Jill reconfirmed that Verizon is committed to 100% coverage per the contract and is on-plan.
Service to Municipal Buildings
Office locations and contacts
Emergency Preparedness - Communication processes in outages - Jill will investigate new options such as wireless trunk backup.

In-home maintenance procedures including battery backup - Jill will get back to us with more info on how battery backup is to be maintained.
How the town can help in the process

Jill provided the committee with a detailed paper including Verizon procedures and contact information

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Chairman

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