

Broadband Meeting Minutes

5/16/22

Megan DelGaudio
Mary Ellen Sheffield
Joe Brown
Ben Schaffle
Heather Tinnelli
Ed Cummins
Alison Davis
Ed Clower
Dion Reed
Todd Mohn

Ben Schaffle motioned to start the meeting at 4:05 pm Alison Davis 2nd.

Megan gave an outline of the Breezeline conversation with KRM regarding the business park on 5/11.

- Reviewed tenant information with the group. Mixed results - some very slow - some intermediate and some with good connections

Breezeline noted that their preference would have been for the tenants to use their speed test -

- Jesse Parks requested that his tenants have someone to reach out to - John Dec is the local rep - Roger Gibson is a regional sales rep. Nelson Quiles reached out to him after the meeting, and we got a brief reply - sent a very brief message stating "We are currently reviewing the accounts within the Chesapeake Bay Business Park. We currently offer internet speeds up to 1G through our coax and up to 10G through our Fiber." and provided John Dec's information. I spoke to John Dec this Tuesday and went over a few key points about the meeting and the email I had sent stating that we really need them to work to get to the tenants there to help retain them. Fiber doesn't go to the internal buildings.
- Breezeline stated that a commercial customer with any less than 15Mbps on the upload is going to have bandwidth issues. More than 6 on VOIP will need 15Mbps up or more.
- It is possible that some business owners have outdated packages and outdated modems.
- Breezeline explained that there are not typically construction costs because most of the park has fiber - at least on Log Canoe Circle. The problematic areas are the center buildings. Construction costs are usually absorbed into their 36-month contract.

Action Items were:

- Nelson would reach out to Roger - which he did. The hope was that he would provide more information - sounds like this may take some time.

- Technical operations were going to look at modem results if Jesse could provide addresses of tenants that took the survey.
- Wes Page said he was going to provide a KMZ - have not seen this yet.
- Not sure when symmetrical availability would occur in their timeline.

I sent a follow up with some suggestions for working with tenants to improve service.

- If it's not realistic to send someone door to door then do a presentation somewhere in the business park that tenants can attend to get information.
- Other suggestions were based on an email from Dion where he thought it would be important for the tenants to know about their contract - Breezeline only mentioned 3-year terms and had an interesting way of calculating construction costs. What extras they might get for being on a commercial account - SLA's, redundancy?
- We asked if there might be a way for a commercial tenant to determine the speeds they need - perhaps a spreadsheet that provides them with suggested bandwidth requirements for potential needs - VOIP phones, datacenter usage, VPN usage?

Megan to draft letter for Department of Tourism and Economic Development for support of Rural Maryland Economic Development Fund. Heather working on the grant from the Regional Council. Heather said we have more time.

State Grants - Challenge period is over. The State has received a challenge for most of the areas we have. They have not determined yet if they will accept the challenge. If it is accepted the challenging ISP will be required to build to the areas, they challenged and have them completed in 2 years. If they fail to do this, they will never be able to submit another State Grant application and will lose any funding that is currently being paid through a grant. For us it means less competition but also less of a funding requirement. I do not know when a decision will be made. This will lessen the competition and options for consumers. Todd: State will make the decision. Hope that the State will rule in favor of whomever has the best ability to complete the project. Megan: not sure how long the State will take to make the decision.

Input for what the phone line should say for people calling in to report that they do not have broadband.

- Thank you for calling the Queen Anne's County broadband hotline. The [Queen Anne's County Broadband Advisory Council](#) wants to hear from you! Please let us know if you live in an area of Queen Anne's County where reliable, high-speed internet service ("broadband") is not available. Please leave your name and address of where this service is not available and we will add this location to our maps in order to work with Internet Service Provider's on grants for future builds. If you would like a call back, please leave your phone number.
- Megan will move forward with getting hotline set up.

Todd sent Megan another Federal opportunity to get grant money for broadband. Megan will look it over and discuss at next meeting.

Hotline and an online survey – drop a pin on a property to collect that information. Keep it as one point on one site. Map of what we want who can help us out?

Motion to close Alison Davis and Ben Schaffle seconded at 4:21 pm.