

**MEETING MINUTES
TECHNOLOGY ADVISORY COMMITTEE
FAIRVIEW, TEXAS
MONDAY, OCTOBER 8, 2018**

Chairman Bill Baxter called the meeting to order. Committee members present were Cody Hooper, Paul Myers, John Adler, and Scott Whigham. Committee members absent were David Grimes and Katherine Ponder. Staff member present was Adam Wilbourn, Assistant to the Town Manager.

- 1. Call to Order (7:30 pm.)**
- 2. Consider and take action regarding the minutes of the May 14, 2018 meeting.**

Committee member Paul Myers made a motion to approve the minutes of the May 14, 2018 meeting. Committee member Cody Hooper seconded the motion. Chairman Baxter, Committee members Myers, Hooper and Whigham voted for. Committee member Adler abstained.

- 3. Receive an update from Suddenlink Communications regarding reported service issues, actions taken to resolve service issues, and current and future services in the Town of Fairview and take any necessary action**

Representatives in attendance from Altice USA, which is the parent company of Suddenlink, included:

Tammy Young, Director of Operations
Michael Petty, Regional Vice President
Brad Ayers, Senior Director, Government Affairs

Michael Petty updated the committee regarding services currently being offered to Fairview residents and businesses. Mr. Petty also stated that Suddenlink is currently researching the feasibility of offering services in parts of Town where it doesn't currently have a presence.

Mr. Petty stated that over the last couple of weeks Suddenlink has been researching and responding to network issues that have caused service interruptions for Fairview customers. Suddenlink confirmed what issues were causing service demand not to be met and corrective actions were taken to restore services. As of this meeting Suddenlink stated they had completed their repairs and that Fairview customers shouldn't experience any of the issues recently reported.

Several of the committee members conveyed service issues that they had personally experienced or that had been expressed to them by Fairview residents. Some of the service issues were experienced by the same customers multiple times, which is frustrating. Suddenlink stated that in addition to

restoring internet services they would also be improving upon the customer service response issues that had been reported.

4. Receive update on broadband services within the Town of Fairview and take any necessary action.

No updates provided.

5. Citizen Input.

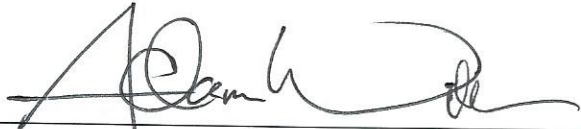
None

6. Receive reports from staff about items of community interest.

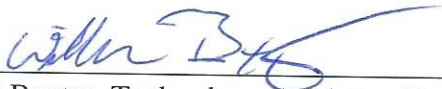
None

7. Adjourn (8:53 p.m.)

Respectfully submitted,



Adam Wilbourn, Assistant to the Town Manager



Bill Baxter, Technology Advisory Committee Chairman

