

Dryden Fiber Broadband Committee – Meeting Agenda – May 3, 2024

Date: 5/3/2024

Education, Strategy and Updates Meeting

1. Introductions – Tracy (5 minutes)
 - a. Mission: Our Mission is to provide reliable, affordable, high-speed, fiber-based internet access for all Dryden residents. We offer state-of-the-art technology and unmatched customer service.
 - b. Meeting Schedule Update / Reminder
 - i. Moving from every other Friday to 1st and 3rd Fridays
 - ii. Next meetings:
 1. May 17th, June 7th, June 21st, July 7th, July 21st
2. The Current Renter / Landlord Process
 - a. Process, Pros, Cons
3. The Proposed Renter / Landlord Process
 - a. Process, Pros, Cons
 - b. Discussion
4. Referral Program
 - a. \$25 off a future bill for each new customer you refer, when they include your name in how they heard about Dryden Fiber and sign up.
5. Grant Update
 - a. ConnectAll
6. Repair Updates
 - a. We've had two customers cut their own lines in their own yards (underground)
 - b. Our installation contractor (Clarity) has made the repairs within 4 hours (business week, M-F, 8am-5pm)
 - c. We've been provided the costs
 - d. Currently there's no policy on charging for these repairs
7. Request for Future Topics

Reminders / Notes

- Our next meeting on Friday, May 17th, 2024 at 10:30am
- Broadband Committee and Vendor Communication: PublicBroadband@dryden.ny.us
- Internal Operations Team Communication: operations@drydenfiber.com
- Operations Team Meetings: Once a month for March and April, then determine if we need more frequent meetings