

Telecommunications Commission Meeting Minutes
April 8, 2021 - 7:00 p.m.

1.	Call to Order - 7:04 p.m.
2.	Roll Call - Commission Members Present - Glenna Meade, Brian Roinestad, Jeff Schrade, Greg Kolandjian, Brandon Estep, Jr. Absent - Steven Brand, Nicholas Iroaka-Ohia. Also present, Michael Cannon, Shannon Eubanks, Ariane Cooper of Stafford County Government, Michael Campesi of Stafford County Public Schools
3.	Presentations by the Public: None
4.	Approval of minutes from previous Commission meeting - Mr. Roinestad moved to approve minutes from March 2021. Mr. Estep seconded. The vote was unanimous to accept the minutes.
5.	Agenda additions/adjustments - None
6.	<p>Old Business (including members ' general concerns)</p> <p>KGI Update</p> <ul style="list-style-type: none"> • CEO Juan Marte and Chief of Staff Summer Cuesta Terry presented an update to the TCC. The following questions were asked and answered: • Mr. Roinestad asked what KGI's process is for responding to requests for service. Mr. Cuesta Terry said his team follows up requests with emails and phone calls. He receives a daily report of customers that call in and they provide follow-up. He plans to hire more customer service reps. • Mr. Roinestad asked who TCC members should communicate with to find out if an address is eligible for service. Mr. Cuesta Terry said to call him or Juan Marte. • Mr. Estep asked if the intent moving forward was to assign a service report with a process for responding to it. Mr. Cuesta Terry said they were going to offer a reward to customer service reps for quickness in response. • Mr. Estep asked how many installers they have. Mr. Cuesta Terry said they plan to at least double the number of installers and hire more customer service reps. • Mr. Roinestad asked how the commission could assist. Mr. Marte asked if the County could help give him maps of unserved areas of which the County is aware. Stafford GIS will work with KGI on this. • Mr. Roinestad made the point that prospective customers should visit KGI's website and if they do not hear back, they can contact their TCC member. • Ms. Meade asked about service drops and how they notify customers. Mr. Cuesta Terry said they send emails every two hours. He is working to have someone available to receive phone calls 24 hours a day. They also post regular updates on their website. <p>AER Wireless Update</p> <ul style="list-style-type: none"> • Mike Cannon said there were no connections as of the meeting but that Walden 10 was close to completion. <p>Biweekly Comcast Meeting Update</p> <ul style="list-style-type: none"> • The TCC has set up biweekly meetings with Nathan Daugherty of Comcast to discuss resident service inquiries and outstanding cases. Mr. Brand and Mr. Roinestad said the meeting was positive and that they do not think it is necessary to send an official letter to Comcast about lack of response. Glenna Meade moved to hold the letter unless it is needed at a later date. Mr. Roinestad seconded. The vote was unanimous to hold the letter.

7.	New Business - None
8.	Discussion items <ul style="list-style-type: none"> • There was a discussion of the Stimulus money and CIT doing a study on broadband.
9.	Adjournment - Mr. Roinestad moved to adjourn at 7: 46 p.m. Mr. Roinestad seconded. The vote was unanimous in favor.
Action Items for Next Meeting	
	<ul style="list-style-type: none"> • Shannon Eubanks will reach out to provider reps about reestablishing a regular presence at the meetings now that COVID restrictions are being relaxed.
Next Meeting: October 8, 2020 @ 7:00 p.m. in Board Chambers	