PINEVILLE TELEPHONE BOARD AGENDA
3:30 PM-PINEVILLE MEETING ROOM
TOWN OF PINEVILLE, NORTH CAROLINA
THURSDAY, DECEMBER 15TH 2022

1. **Minutes from July 28, 2022 Meeting**
2. **Fiber Neighborhood Statistics**
3. **Internet Subscriber Totals as of 11-30-2022**
4. **Marketing, Facebook & Website**
5. **ACP* What is this program?**
6. **Innovative Systems-Enhancements**
7. **Department Updates**
8. **Central Office Relocation Update**
9. **Future Meetings**

1. Minutes from 7-28-2022 Meeting

PINEVILLE TELEPHONE COMPANY

MINUTES OF THE
PINEVILLE TELEPHONE BOARD

HELD AT PCS BUILDING
118 COLLEGE ST, PINEVILLE, NC
THURSDAY, JULY 28, 2022
3:30 P.M.

The Telephone Board of the Town of Pineville, NC met on Thursday, July 28, 2022 at the PCS building, 118 College Street, Pineville, NC.

ATTENDANCE

Board Members: Mayor Edwards, Les Gladden, Chris McDonough, Amelia Stinson-Wesley, Ryan Spitzer

Telecommunications Director: Tammy Vachon
Town Clerk: Lisa Snyder

Absent: Mayor Pro Tem Ed Samaha

CALL TO ORDER

Pineville Communications Director, Tammy Vachon, opened the meeting at 3:35 pm.

Council member, Chris McDonough, called for a motion to approve the minutes of the April 28, 2022 meeting with one minor change which he discussed with the Town Clerk. Council Member Les Gladden seconded the motion. (*Motion passed 3-0*)

Fiber Neighborhood Stats. Ms. Vachon shared stats with Council and said that we continue to have growth in Pineville. They have seen gains in the neighborhoods of Carolina Village, Presley Park and Huntley Glenn. McCullough was our leader, but now have more saturation in Chadwick Park.   Any customers that we have been losing are primarily due to them moving outside of our service area. Some customers are drawn to companies that are subpar, who offer a gift card or monthly reduction, then their rates go back up and they come back to us.

<u>Internet growth</u>. Ms. Vachon shared an internet growth FY22 chart outlining new installs, disconnects, and net gains/losses. Last year we saw an increase of 13.7%. This is a pretty great gain compared to previous years. When she first started it was pretty flat and not much growth, if any.

Ms. Vachon shared that they track the ONT's by keeping them on the outside of the house, and also has information from the billing system. She added that they are trying to build a rapport with the job superintendents by providing them with welcome packets when they're doing their walk-throughs, plus they see the work that PCS does vs the other companies. July was a little quiet, they had a lot of renters who moved, but they did see a small gain, which is better than a loss.

<u>Updates</u>. Ms. Vachon filled two of her three vacant positions. Valarie Murphy was hired to fill the Electric Billing and Collection Coordinator role. Brooke Smith was hired to fill the part-time CSR role. In August, they are hoping to resume their one night per week, after-hours sales calls. They suspended this while the Billing and Collection Coordinator position was vacant. Now that the part-time CSR role is filled, this will allow them additional time during the day for the CSRs to make additional sales calls during the regular business day while still providing phone services. They have been busy training on the new Town Hall phone systems and preparing in other ways for the move. In the next year, they are looking at doing more direct Marketing in the fiber neighborhoods. They are also target-marketing with certain neighborhoods with special promotions, and revamping their Facebook page.

They continue to look for a new Systems Tech. They have posted the open position in various places including the local colleges. Town Clerk Snyder shared that she posted the opening on a page that she follows called, "Moving to Charlotte." Council Member Stinson-Wesley mentioned the AXIOS site. She would like to get someone who likes working with their hands, is trade-driven, is mechanical and likes doing a little bit of everything and likes talking to people; someone with a good work ethic.

PCS partnered with Pineville Parks and Rec for their summer concert series. PCS will be sponsoring water stations during some of the concerts for attendees to have bottled water available to them at no charge and doing some things with the Splash Pad.

Council Member Gladden asked the Town Manager for updates on new Town Hall. Town Manager Spitzer said that four of the six TCO's have been completed. The elevator TCO is one that has not been completed. Edifice has agreed to provide the manpower and pay an hourly rate for an elevator operator while moving the furniture into the new building. Furniture is planned to be put in the week of August 8th. Wireless access and networking are expected to be installed the middle of August. We have to have a TCO before we can put personal items in the Town Hall. He told Edifice, and they have communicated to all of the subs, that we will have our first council meeting in that building no matter what. Ms. Vachon added that the racking can't be put in until the TCO's are done and the elevators are working. Mr. Spitzer said that the racking could possibly be done on August 8th and the elevator will be operational.

Ms. Vachon shared that her team is currently certifying the new phone system that's being installed at the new Town Hall. It will have a mobile app, be interactive and up-to-date and do a lot of things. Her entire team will be certified on it.

Mr. Spitzer said that during the two-day shutdown of the internet, Town Hall will be shut down and we will move our things to the new building. The goal is to be sitting in the new Town Hall by the first of September.

The next Telephone Board Meeting is scheduled for **Thursday, October 27th at 3:30 pm.** (*it was noted that the Mayor and Council Member Stinson-Wesley will be unable to attend this meeting on this date*).

Town Manager Spitzer opened the last agenda item on the Telephone Board meeting by allowing Town Clerk Lisa Snyder to start the discussion about plans for a ribbon-cutting and/or grand opening of the new Town Hall.

At the last Council meeting, Council all agreed that they wanted to have two grand openings of the new building. Ms. Snyder handed out a checklist and possible designs for an invitation for our new Town Hall. Mayor Edwards and Ms. Snyder had recently discussed briefly some ideas. A date, time and location are needed to begin.

Council Member Gladden shared what kind of celebrations he had observed in the past. He would like the citizens to come, but only when the fountain is finished. Town Manager Spitzer added that the new Library wants to have a soft opening, followed by a grand opening celebration. He recommended having a party with them, when they have theirs.

Council Member Stinson-Wesley recommended having a ribbon-cutting when we first move-in, just a small celebration, when staff move in. Council Member Gladden said we could do the grand opening during the work week from 5 to 7pm, for example. Town Clerk Snyder wanted to get a jump start and find out what Council wishes to do, as the planning will begin as we are preparing our move to the new building and there are many changes occurring at the same time. Mayor Edwards would like to have the grand opening with the new library. There was a general discussion regarding who to invite, and other items. We will have to meet with a representative from the new library to work them on plans for a grand opening.

All agreed on Thursday, September 8, 2022 at 10:00 am in the front of the new Town Hall for the ribbon-cutting. There will be no invitation on social media for the ribbon-cutting.

There being no further items for discussion, Council Member Gladden made a motion to adjourn the meeting with a second made by Council Member McDonough. (***Motion passed 3-0***). Meeting adjourned at 4:20 p.m.

_____
Telephone Board Chair

ATTEST: _____
            Lisa Snyder, Town Clerk

2. Fiber Neighborhood Stats 12-7-2022

McCullough Stats	
Active Electric	589
Active Electric No Internet	278
Active Phone Lines	23
Active Internet	311
Active Internet & Phone	21
Active Phone Only	2
53% NEIGHBORHOOD TAKE RATE	

Growth Potential

23 of these subscribers also have a phone line

Increased by 1% since July 2022

Carolina Village Stats	
Active Electric	157
Active Electric No Internet	107
Active Phone Lines	14
Active Internet	50
Active Internet & Phone	12
Active Phone Only	0
31% NEIGHBORHOOD TAKE RATE	

Growth Potential

12 of these subscribers also have phone line

Increased by 2% since July 2022

Chadwick Park	
Active Electric	99
Active Electric No Internet	39
Active Phone Lines	2
Active Internet	60
Active Internet & Phone	2
Active Phone Only	0
61% NEIGHBORHOOD TAKE RATE	

Growth Potential

2 of these subscribers also have a phone line

Increased by 2% since July 2022

Huntley Glen	
Active Electric	225
Active Electric No Internet	128
Active Phone Lines	2
Active Internet	97
Active Internet & Phone	1
Active Phone Only	1
43% NEIGHBORHOOD TAKE RATE	

Growth Potential

Increased by 1% since July 2022

Preston Park	
Active Electric	131
Active Electric No Internet	77
Active Phone Lines	2
Active Internet	54
Active Internet & Phone	2
Active Phone Only	0
41% NEIGHBORHOOD TAKE RATE	

Growth Potential

2 of these subscribers also have a phone line

*Decreased by 1% since July 2022**number of homes has increased since then also*

Traditions	
Active Electric	157
Active Electric No Internet	67
Active Phone Lines	27
Active Internet	90
Active Internet & Phone	26
Active Phone Only	12
57% NEIGHBORHOOD TAKE RATE	

Growth Potential

26 of these subscribers also have a phone line

Increased by 4% since July 2022

3. INTERNET GROWTH FY23 AS OF 11-30-2022

Month	Starting Subs	New Installs	Disc.	Pending Installs for following month	Pending Disconnects	Month Ending	Month Ending Subs	Net Gain/Loss	Of the Disconnects- who took competitor
JUNE	1118	20	-14		0	6/30/2022	**1126**	8	2
JULY	**1126**	22	-13	3	-1	7/31/2022	1135	9	3
AUG	1135	22	-20	2	0	8/31/2022	1137	2	2
SEPT	1137	17	-19	0	0	9/30/2022	1135	-2	2
OCT	1135	15	-14	1	0	10/31/2022	1137	2	1
NOV	1136	14	-9	1	0	11/30/2022	1142	6	1
		90	-75	7	-1			17	9

Where we stand as of 11-30-2022

1.4% NET GROWTH IN FY23

NET GAIN OF 17 SUBS IN FY23

97 INTERNET INSTALLATIONS COMPLETED

75 INTERNET DISCONNECTS COMPLETED

FY22 ENDING SUBSCRIBER COUNT 1126

WHAT ARE WE DOING TO DRIVE INTERNET TAKE RATE IN 3RD AND 4TH QUARTER OF FY23?

Driving Internet subscription is our teams primary directive. Going into the 3rd and 4th quarter of FY23 we are going to do the following to drive take rate:

- Direct Marketing to our fiber neighborhoods

- Bill stuffers
- Social Media and Website Post
- Sales Calls from business office staff (due to staffing issues in since March of 2022 has hindered our ability to focus on making sales calls. We are going to ramp this up as much as possible (as we are still short a staffer) to drive market opportunities)
- Continuing to do follow up calls with new electric customers don't initially subscribe to Internet service with us so we can win their business.

4. MARKETING, WEBSITE & FACEBOOK PAGE

In my FY23 budget I have approved funds to work with a marketing firm called Viamark Carolina's. This is the same group that I have worked with on our van wraps, billboards and some banners to date. Viamark works with several small telcos like PCS so they have a good feel for our business model. This is my goal when complete:

- Have a user- friendly website that is easily navigated
- Website that up is current and feels similar to our competition
- I want customers to go to our website because they know they can find important info there. I also want new and prospective customers to obtain everything they need when they visit
- Facebook page that draws people to it for information
- More monthly post to the Facebook page that appear both professional and relevant to our company. Social media has become an important piece of the equation we need to continue to evolve and utilize this arena.
- Want to use social media to keep our name in the forefront so that people in our area always know we are here and who we are in addition to keeping them up to date on what we are offering.
- Direct mailers to be created targeting fiber neighborhoods and old town fiber ready areas. Personalized, targeted marketing.

5. ACP WHAT IS THIS PROGRAM?

The FCC continues to introduce programs to assist the most vulnerable household in obtaining discounted broadband service. The latest program the FCC has launched is called ACP (Affordable Connectivity Program).

Charlotte Mecklenburg School system recently sent text messages to parents in addition to posting on their website about the ACP program. Char/Meck. has partnered with Mecklenburg County's Center for Digital Equality (CDE) to help sign families up for this program. The CDE is showing AT & T, Spectrum and T-Mobile on their online info sign-up sheet. It is my goal to inform those in our service area that PCS can also provide them Internet and they can receive the monthly discount they qualify for with PCS as well.

I am going to looki into working with school, Library, churches, P & R to have an info flyer/poster at these locations to spread this information. In addition I am going to reach out to the CDE group and ask if they will add PCS info as a resource for those whom live in Pineville.

I have posted on our social media and website about this program and will also be sending some flyers to the local apartment complexes we service so that consumers know we participate and that we can help them in this capacity. Below is the info the CDE has on their website about ACP:

Get Connected to Home Internet

Charlotte Mecklenburg Schools and Mecklenburg County's Center for Digital Equity (CDE) are teaming up to help eligible CMS families enroll in the *Affordable Connectivity Program* ***(ACP).***

This federal benefit provides households with $30/month toward high-speed home internet service, making some plans FREE! The ACP benefit can be applied to a new or existing internet plan.

STEP 1: DETERMINE IF YOUR HOUSEHOLD IS ELIGIBLE

There are a number of ways for households to qualify for the ACP benefit, including a household income below 200% of the Federal Poverty Guidelines or current participation in another government assistance program such as SNAP, Medicaid, or Federal Public Housing Assistance.

Households are also eligible for the ACP benefit when a student within that household qualifies for free or reduced-price meals under the National School Lunch Program (NSLP) or if the student attends one of the 68

schools participating in the U.S. Department of Agriculture's Community Eligibility Provision (CEP) program. *(Unsure if your student participates in NSLP? Call (980) 343-6041).*
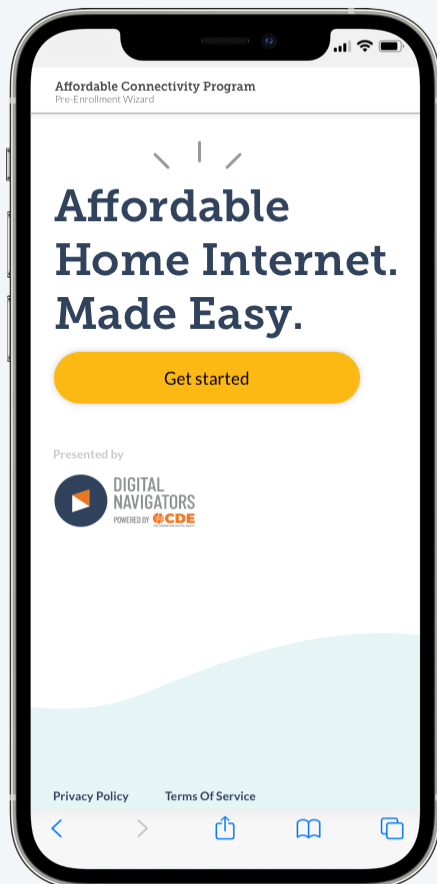
Use the pre-enrollment tool below to see if your household qualifies for the benefit, learn what documents you will need to apply, and connect to home internet plans that are free with the ACP in your area. Answer a few simple questions and receive a personalized checklist that saves you time when applying. It takes about 5 minutes!

Use the chat feature at any time for real-time assistance.

Note: If you choose to apply for the ACP benefit based on your student's participation in a free or reduced-price meal program, you may need to provide qualifying documentation from the school. We can help!

STEP 2: APPLY FOR THE ACP BENEFIT

Collect

Use your GetACP checklist to collect all documentation needed to complete the application.

Create

Create your account. Provide your contact information and upload the form of identification listed in your checklist.

Complete

Upload the proof of eligibility documentation listed in your checklist to complete your application.

Need help applying for the ACP Benefit? We can assist at any point in enrollment!

STEP 3: RECEIVE CONFIRMATION

Once your application has been processed and approved, you will receive an email notification from USAC confirming eligibility. You can also log in to your National Verifier account at any time to check the status of your application.

STEP 4: ENROLL IN HOME INTERNET SERVICE

Use your Application ID number, once approved, to contact a local Internet Service Provider and get connected.

What Internet Service Plan is right for your household?

How many people in household	Plans for households with limited internet use *surf the web, use social media, online shopping*		If your connection speed is too slow, you'll see buffering.	Faster plans for households who need higher download speeds *streaming, online gaming, Facetime, Zoom*	
	download	upload		download	upload
1-2	50 Mbps	5 Mbps	loading...	100 Mbps	10 Mbps
2-4	100 Mbps	10 Mbps		200 Mbps	15 Mbps
4-6	200 Mbps	10 Mbps		500 Mbps	20 Mbps
6+	300 Mbps	15 Mbps		1000 Mbps	30 Mbps

How many people will use the internet?
When more people share the same connection, a faster plan is needed to accommodate their devices.

How will you be using the internet?
Downloading is when the internet shares information with your computer. You'll need higher download speeds when watching Netflix and online gaming than if you only surf the web, use social media, and do online shopping.

More day-to-day activities also require the fastest upload speeds (when our

computers share information with the internet) e.g. Zoom and video/audio calls, online gaming, and sharing photos on social media.

Plans that are FREE with the ACP in Charlotte-Mecklenburg

	Spectrum – Internet Assist*	Spectrum – Internet 100	AT&T Access	AT&T Prepaid (Cellular Plan)	Metro by T-Mobile (Cellular Plan)
Speed	30 Mbps	100 Mbps	100 Mbps	5G (~50 Mbps)	5G (~150 Mbps)
Monthly Cost	$17.99	$29.99	$30	$30	$30
Cost with ACP Benefit	FREE	FREE**	FREE	FREE	FREE
Best Way to Enroll	Online or Call 877.959.1748	Online or Call 877.959.1748	Call 866.531.0531	Online	Online or Visit a T-Mobile Store

To be eligible for Spectrum Internet Assist, the individual must be on Supplemental Security Income (SSI) or have a student eligible for free and reduced meals or attend a CEP school.

**Spectrum – Internet 100: This is an introductory period for 24 months. After 24 months, the price will increase to $9.99 with ACP and after 36 months to $19.99 with ACP. Only available to new Spectrum customers that are ACP eligible.*

Additional Resources

Need a computer, laptop, tablet or other connected device?

- The Affordable Connectivity Program also provides eligible households with a one-time discount of up to $100 to purchase a laptop, desktop computer, or tablet from participating providers.
- Visit the MeckTech initiative website through the Charlotte-Mecklenburg Library System to see if you qualify for a FREE, refurbished laptop.

Want to improve your computer skills?

Sign up for a FREE Digital Literacy workshop through the Charlotte-Mecklenburg Library System. Topics include, but are not limited to: getting started with your computer or smartphone, utilizing the Microsoft Suite (Word, Excel, Powerpoint), or creating graphics using Canva.

Affordable Connectivity Program
Helping Households Connect

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The Affordable Connectivity Program provides:

- Up to $30/month discount for broadband service;
- Up to $75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to $100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than $10 but less than $50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

Who Is Eligible?

A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least *one* of the criteria below:

- Received a Federal Pell Grant during the current award year;
- Meets the eligibility criteria for a participating provider's existing low-income internet program;
- Participates in one of these assistance programs:
  - SNAP
  - Medicaid
  - Federal Public Housing Assistance
  - Supplemental Security Income (SSI)
  - WIC
  - Veterans Pension or Survivor Benefits
  - or Lifeline;
- Participates in one of these assistance programs and lives on Qualifying Tribal lands:
  - Bureau of Indian Affairs General Assistance
  - Tribal TANF
  - Food Distribution Program on Indian Reservations
  - Tribal Head Start (income based)

Check out fcc.gov/ACP for a **Consumer FAQ** and other program resources.

Two-Steps to Enroll

1. Go to AffordableConnectivity.gov to submit an application or print out a mail-in application; and
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must **both apply for the program and contact a participating provider to select a service plan.**

6. INNOVATIVE SYSTEMS ENHANCEMENTS

We are always looking to streamline process by adding to the consumer experience as well as making sure we stay competitive. Before the end of FY23 I will be adding some features via our Innovative Billing System platform which allows us to do just that. All these items are part of our service and available to us with recent upgrades we have taken on the software and will not cost us anything to implement. There is behind the scenes work to complete and testing to be completed. This is so that we can make sure the features work as they are designed to before official launch. However, once done all these features will enhance the customer experience. We will be working on the following enhancements to our platform:

E-Sign – able to send service terms and conditions as well as contracts etc. via the billing system direct to consumer for signature. This means we no longer will scan and email when implemented these docs will flow in and out of the billing system.

eBill App – Customers will be able to download the eBill Mobile app on their phone. They can login using their existing eBill credentials. Everybody loves an App and this definitely will enhance the customer experience.

Tech on the way – Ability to send a text or email to the customer letting them know tech is coming and eta for arrival. This will be used for installations and trouble tickets.

TUM Notifications – This will allow us to send a text message to a customer via the billing system.   An example of how this would be used is as follows.   If we have a customer disconnection scheduled and a technician is picking up the internet equipment the CSR can send a text message to the customer asking them if they are home and available for the tech to stop by.   The system will attach the text message exchange to the consumer's account. We currently call the customer for this type of communication. However, this provides us an additional level of communication to the consumer.

7. DEPARTMENT UPDATES

Electric Billing and Collection Coordinator

The individual hired in June to fill the Billing and Collection Coordinator role resigned the end of October. The job responsibilities were too much for her and she felt the role was not a good fit for her. Kristi Beers one of our business office CSR's has expressed interest in the position. She is currently taking a test run in the role to see if she can transition into that position. I hope to either offer her the role or to begin to advertise the position before the end of December. The trial period ends mid-December and the position will be filled or HR advised to advertise again.

Partnership with Parks & Rec Annual Christmas Tree Lighting

For the Second year in a row PCS has partnered with Parks & Rec by providing a Christmas ornament for Santa to hand out at the event. It is our pleasure to be part of this annual event.

9th Annual Food Drive

The 9th Annual PCS/PEC Food drive is underway. To date we have had two food disbursements to PNP so far. 223.3 lbs. of food was given to PNP on 11/28 and 39.8 lbs. of food was given to PNP on 12/5. We have collected a total of 273.1 lbs. to date. We still need to collect 427 lbs. of food by December 31st to meet our collection goal of 700+ lbs. of food.

8.CENRAL OFFICE RELOCATION BUDGET

PCS OFFICE RELOCATION

Bring Voice and Internet Operation to New Town Hall

12/5/2022

Item	Description	Budget	Year To Date Paid	Open Purchase Orders	YTD Expense Paid&PO	Projected Expense	Remaining Budget *
1	Voice Replacement	469,000	$ 103,845	$ 285,773	$ 389,618	$ 77,000	$ 2,382
2	Power Equipment Replacement	414,000	$ 326,715	$ 41,248	$ 367,963	$ 10,000	$ 36,037
3	Router/Switches Replacement	326,132	$ 231,819	$ 47,482	$ 279,300	$ 40,000	$ 6,832
4	Transport Equipment Replacement	438,000	$ 161,619	$ -	$ 161,619	$ 195,000	$ 81,381
5	Special Circuit Equipment Replacement	271,600	$ -	$ -	$ -	$ 130,000	$ 141,600
6	Access Equipment Replacement ISP	275,000	$ 223,672	$ 37,311	$ 260,983	$ 14,000	$ 17
7	Access Equip. & Fiber Replacement OSP	1,760,000	$ 891,223	$ 20,905	$ 912,128	$ 806,500	$ 41,372
		$3,953,732.00	$ 1,938,893	$ 432,719	$ 2,371,612	$ 1,272,500	$ 309,620

* Drive Through Kiosk Expense and CSR Bullpen/IT Room Back up Generator Configured Expense not included in above cost

CENTRAL OFFICE RELOCATION CONTINUED

On the previous page I have shown the following:

- Budget
- Year to date paid
- Open purchase orders
- YTD Expense Paid & PO combined total
- Projected Remaining Expense
- Remaining Budget after projected expense

As of today we are projecting a budget surplus of *$309,620.00*. However, I anticipate this figure being further reduced by small misc. items that will arise during the coming months. In addition, the following expense will be paid out of this project that were not originally calculated in the original CO Relocation budget:

- The drive thru kiosk expense.
- The electrical cost to add the CSR Bullpen and the IT Room to the generator.

OUTSTANDING ITEMS TO COMPLETE

Voice Replacement

1. C-15 Switch replaced with Voice-Sync Solution (Cloud based Solution)
   a. Turn up New Switch 45 days
   b. Planned start Now Complete February 2023
2. 800 Lines to move from old to new switch
   a. 90 days starting once new switch is ready
   b. Planned Start January 2023 Complete March 2023
3. Cut Trunking to new Switch
   a. 10 days to complete but will be flash cut at the end
   b. Planned Start April 2023 Complete April 2023
4. Remove Old equipment
   a. Planned Start July 2023 Complete August 2023

Power Equipment Replacement

1. Remaining Breakers and Misc.
   a. On Going during six month cut process, will place as needed

Router/Switches Replacement

1. Setup and Program Routers and Switches for all interfaces
   a. On-going process that started last July and will be completed in July 2023
   b. Interfacing the routers and switches to the voice sync/gateway/and transport will be ongoing during this same time period.

Transport Equipment Replacement

1. Purchase and install Transport Terminals
   a. Start now and will be complete April 2023
2. Purchase and install BITS Clock
   a. Start now and will be complete April 2023
3. Cutover transport equipment
   a. Start April 2023 and complete June 2023
4. Install Gateway & misc. equipment
   a. Start January 2023 and complete June 2023

Special Circuit Equipment Replacement

1. Move all T-1 circuit to fiber
   a. Start January 2023 and complete July 2023

2. Move Elementary School circuits
   a. Start July 2023 and complete July 2023
3. Transport Equipment for Special Circuits
   a. Start January 2023 and complete July 2023

Access Equipment Replacement ISP

1. Additional Access equipment/labor for PON modules and other assorted equipment needed during cut.
   a. Start January 2023 and complete July 2023

Access Equip & Fiber Replacement OSP

1. Move 50 lines from old switch to new remote- Industrial Park
   a. Start January 2023 and complete March 2023
2. Complete remaining copper feed customers in all areas
   a. Water Oak
   b. Pineville Forest
   c. Various clusters in the ILEC area
      i. Ongoing until complete
3. All OSP project remaining (Industrial Park Fiber, etc.)
   a. Start March 2023 complete August 2023

*****Please note that finishing this project as quickly as possible has been and continues to be our goal. We will improve on any dates we can as we understand that the sooner we complete our relocation the sooner the developer can move forward with his development of this property. *****

9.Future Meeting Dates

March 30th, 2023
June 29th, 2023
September 29th, 2023
January 4th, 2024