

**MINUTES OF THE CC COMMUNICATIONS MANAGEMENT**

**155 N. Taylor St., Fallon, NV 89406**

**April 4, 2024**

**Call to Order:**

The regular meeting of the CC Communications was called to order at 1:45 PM on April 4, 2024.

**PRESENT:** Commissioner Myles Getto  
Commissioner Harry Scharmann  
Commissioner Justin Heath  
General Manager Mark Feest  
Chief Financial Officer Jamie Hyde  
Billing & Collection/Customer Service Supervisor Shonda Standen  
Administrative Assistant Shelly Bunyard

**ABSENT:**

**Public Comment:**

Chairman Myles Getto asked if there was any public comment but there was none.

**Verification of Posting of Agenda:**

It was verified by Shelly Bunyard, Administrative Assistant, that the Agenda for this meeting was posted on the 29th day of March, 2024 between the hours of 1 pm and 5 pm at all of the locations listed on the Agenda, in accordance with NRS 241.

**Consideration and possible action re: Approval of Agenda as submitted or revised:**

Commissioner Justin Heath made a motion to approve the Agenda as submitted. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

**Consideration and possible action re: Approval of Minutes of the meeting held on:**

**A- March 7, 2024**

Commissioner Harry Scharmann made a motion to approve the Minutes of the meeting held on March 7, 2024 as submitted. Commissioner Justin Heath seconded the motion, which carried by unanimous vote.

**B- March 7, 2024 Closed Session**

Commissioner Harry Scharmann made a motion to approve the Closed Session Minutes of the meeting held on March 7, 2024 as submitted. Commissioner Justin Heath seconded the motion, which carried by unanimous vote.

**New Business:**

**A- Consideration and possible action re: CC Communications 4th Quarter Write Offs for FY 2022/2023 in the amount of \$5,866.80**

Shonda Standen, CC Communications. I am requesting approval for our 4th Quarter FY 2022/2023 charge offs, in the amount of \$5,866.80. Are there any questions, I can answer?

Chairman Myles Getto asked if there was any public comment but there was none.

Commissioner Justin Heath made a motion to approve the CC Communications 4th Quarter Write Offs for FY 2022/2023. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

**B- Consideration and possible action re: notification processes when internet and/or phone outages occur.**

Mark Feest, CC Communications. I don't believe there is a need for a formal motion. I am really looking for feedback. After the previous meeting, we had a discussion about the notification procedure and how information appears on Facebook and how we address that. We recognized this before, that we do have a small issue with effectively communicating when there is an outage. Especially with some of the social media platforms, where other people are initiating a discussion of the outage. We had a meeting to come up with an action plan for updating our process that we maintain in Sharepoint, that our duty supervisor reviews. We looked at how we respond on social media. We are still working on this, but this is what we have come up with so far. We thought this is a good time to get some feedback either as a customer or as a commissioner.

We have broken this down to three areas which is:

1. Delivery Mode,
2. How we are going to communicate to the customers as well as internal communication and
3. Messaging Content.

We found the internal communication between our overflow and after hour support, our internal employees and our employees who are out in the field. Our field employees sometimes get asked a question they end up having to answer off the cuff. We are looking into also at how we are communicating internally to make sure we have a unified message.

We are looking at how we are communicating on Facebook. We have our own Facebook page as well as follow the Fallon 411 Facebook page. We have reached out to the administrator of Fallon 411 and they have agreed to pin our network issue notifications to the top of their page so our message doesn't get buried in a thread. The current direction now, is to pin the notification to the top as well as respond to a thread the first time. In both cases those were linked to our Facebook page which then links back to our web page. On our website page there will be a permanent network status tab. This will have a message such as "We're investigating the issue" or whatever message we are putting on Fallon 411 and on our Facebook page. We are working on the underlying processes for this of who takes care of these notifications to make sure it stays coordinated. We will also update the Elko Facebook Community page which is similar to the Fallon 411 page.

We are also working with the Emergency Alert system to send out a text that is similar to an amber alert. That is only in the case where an issue is impacting 911. We had an employee who was working in Elko when Frontier had a 911 outage. The outage came out over everyone's cell phones that there was a 911 outage. We trying to figure out how to get that integrated here.

IVR is when you call in and get a pre-recorded message. The person responsible for posting notifications on social media will also be in charge of making sure the IVR has the exact same message.

We will also have an email to designated customers such as Sheriff's Office, County, City, NAS Fallon and some other internal customers and purchase certain types of services. We currently notify some of those already, but we will make sure that list is completed and routinely reviewed.

NRTC is the after hours and overflow call support and an internal MOP is what is sent to our employees. When we started meeting about this, I found out the MOP email doesn't go out to all of the employees. The Field Techs don't receive the MOP email because Field Techs were not considered to be receiving inbound calls. We found what happens is when they are out in the field and if a customer asks them about an outage they will not know the correct message. We will also be texting the Field Techs to make sure they receive the message as they don't always check their emails regularly.

The 2nd part to this is the Trigger. What triggers that notice? What is the timing for follow-up notices if there is an extended outage?

Social Media Posts – Any time we see a social media post that asserts we have an issue, that will trigger a messaging and all of the items above in delivery mode.

A known Issue for 10 or more customers related to the same network element would trigger a messaging notice. There is a timing on the notice, which is 15 minutes to notice that we are investigating suspected issues potentially impacting a service type and location. From a network perspective, our fiber goes out from our central office and goes to a cabinet for example, that is on Coleman and Venturacci. If there was a fiber cut in between our central office and that cabinet or in the cabinet there is a temperature in the cabinet where a blade is not working, we see that in an alarm internally. That is an example of message trigger to send out a message stating service is potentially impacting service to those in that specific area.

Fifteen minutes within seeing an issue or being alerted there is an issue, we will have of those notifications under delivery mode posted, so that customers will receive that information. A half hour after that fifteen minutes we will send an update. After that every 2 hours between 7:00 a.m. and 8:00 p.m., there will be an update. After every 4 hours with a no change will require further explanation from manager. For example, in the first fifteen minutes we are investigating a suspected issue and by a half hour hopefully we have identified where that issue is impacting and exactly what kind of service it is impacting. After 2 hours, if the issue isn't resolved we will send out a notification stating the issue is ongoing resolution. If there are four consecutive 2 hours notifications stating ongoing resolution, then it will require that another employee to be involved to approve language in further detail. For example, we have identified as an upstream provider in the area of Fernley and they are working to resolve a fiber cut. Some additional information will be required at that point to make sure customers know that we haven't ignored the problem. We have a 7:00 a.m., post and a 8:00 p.m., post, to update exactly what has happened overnight. If it's 8:00 p.m., we will put up a post, saying how we are working on the

issue and of course there will be a post when there is a resolution. The Duty Sup is responsible for these posts, except for the four no change post. After that, someone above the Duty Supervisor will have to come up with the language on a case by case basis.

We have come up with some canned language for our messaging content. For example, that first fifteen minute post will say, our ongoing network monitoring indicates that there may be a network issue impacting an unknown number of customers. We are investigating now and then when information is available we will add additional canned information. This language would be pulled from a check box, for example: it is internet; it is VoIP and etc. Often times, we find out early if it's on our network or off our network, which is information that can be grabbed as canned language to notify customers. If it's off our network, we can say we are working up stream and have opened a ticket with them. The various canned languages can be grabbed by the Duty Supervisor when making a post notification.

We are looking into all the canned language that addresses the what type of service; why; the cause known and to where the general location is or if it's isolated to certain systems; and eta., of when the issue started and our estimated time to repair the issue. The phone by type is VoIP or not VoIP, internet, if 911 is impacted, TV, etc. Then we will use language as to what equipment is either degraded or if it's completely down.

We have noticed that once you make that notice, there ends up being confusion. Is it related to that network issue or do I have a one off issue. We had a customer who went two weeks without service, because that thought it was related to a network issue. The network issue had been resolved but the customer thought their outage was part of that issue. That messaging is important when we are talking about if it's degraded service or is it completely out. If your service is completely out and it should be just degraded, then you should probably call in a trouble ticket. As I noted, every four no change updates, requires further explanation by a manager. It will be just more canned language. We are really trying to make sure we can get those messages up quick and that they are tailored.

After our second meeting about this, we had a DAX card go out. A DAX card is an old piece of equipment that is scheduled to be taken out by the December 31, 2025. The DAX is how we exchange traffic with AT&T. When the card went out, the message went out very quickly on Facebook and on Fallon 411. The message said it was a circuit issue. Some people might take that as internet and some people might have no idea what a circuit is. We have already learned a little about trying to make sure the language is tailored. It did not impact internet at all, it was only calls that were exchanged with AT&T because that was the connection that was broken. It only took about 30 minutes to change out the part.

We're looking for any comments or suggestions more specifically regarding time intervals. Do you think those notification time interval updates are reasonable? Is there something you've seen as a user or heard from people that want to hear something different than what we've come up with. Modes of notification delivery are on our Facebook page, Website, Fallon 411 Facebook page, Elko Community Facebook page and through inbound calls.

Commissioner Justin Heath. This looks great. I think what you have here is perfect.

Mark Feest, CC Communications. We started implementing a little bit with the one recent outage. By implementing this, we will also learn where our short comings are. I just wanted to give you an update on this. It's something we recognize that we have not been doing a good job at. Some of it is balancing over messaging, especially when some of these seem to spiral downward. Somebody had a good idea to reach out to Fallon 411. Fallon 411 immediately agree and will pin the notification to the top of the page. I think that will be really helpful. When we implemented this and had our notification pinned at the top of Fallon 411's page, we didn't get this long thread of comments afterwards and the issue was resolved quickly.

Chairman Myles Getto asked if there was any public comment but there was none.

Informational Only

**C- Consideration and possible action re: Collective Bargaining Agreement (CBA) with Communications Workers of America (CWA).**

Mark Feest, CC Communications. We will want to go into a closed session first to discuss the results of that negotiation and how it fits with the direction you have provided and then we will come back into option session for the vote.

Commissioner Justin Heath made a motion to move to close session. Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

Chairman Myles Getto asked if there was any public comment but there was none.

Commissioner Justin Heath made a motion to approve the Collective Bargaining Agreement (CBA) with Communications Workers of America (CWA). Commissioner Harry Scharmann seconded the motion, which carried by unanimous vote.

**Closed Session to Discuss Labor Negotiations Pursuant to N.R.S. 288.220:**

**Reports: General Manager Report:**

1. Switch Upgrade
  - a. March Installation
  - b. April/May migration
  - c. Installation and migration to Telco Bridges
2. Transport Upgrade Phase I & II
  - a. Phase 1 (route between Fallon, TRIC, and Reno) February
    - i. Power Upgrades needed at Switch
      1. April/May
      2. Awaiting Cross Connects at Switch (TRIC)
      3. Then Test fibers
      4. Then Schedule Ribbon Professional Services to be on-site for install and testing acceptance
    - b. Phase 2 (route from North to South) May/June
      - i. Power Upgrades needed at POPS
        1. Two POPS need power worked through with Switch
      - ii. Coordinating Fibers
        1. Call April 11<sup>th</sup> to work through this issue
      - iii. Coordinating temporary space and power in POPS

- 1. Call April 11<sup>th</sup> to work through this issue
  - iv. Desire is to have Ribbon professional services roll from phase 1 to phase 2 while they are out on one trip
3. 2024-2025 Budget
- a. CAP
    - i. Elko
    - ii. 4 Tribe Grants
    - iii. SCA Grant construction
    - iv. Storey County
  - b. TEL/Broadband
    - i. Fallon ISP upgrades
    - ii. Fallon Apartments
    - iii. Fallon FTTH
  - c. Created timeline based upon schedule provided by Comptroller
  - d. Continue towards completion on track
4. Grants
- a. NTIA SCA
    - i. Continue on hold due to weather
  - b. Tribal
    - i. YPT Agreements signed
      - 1. EAS in progress
      - 2. 6- month Plan in progress
    - ii. ITCN/Provider construction agreement has been reviewed and commented on by Deputy DA
      - 1. Signed
    - iii. WRPT is in environmental review (not an ITCN project)
      - 1. EAS continues
      - 2. Agreements Signed
    - iv. FPST remains in negotiation for agreements
5. NOC + Services
- i. On-board 6-8 week plan has started
    - 1. ETA April 22<sup>nd</sup> live



**Affidavit of Posting:**

**Public Comment:**

Chairman Myles Getto asked if there was any public comment but there was none.

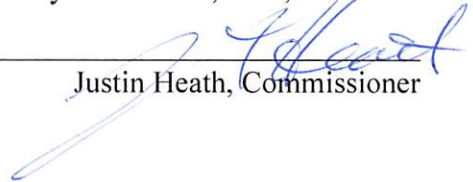
**Adjournment:**

The meeting was adjourned at 2:29 p.m.

  
Shelly Bunyard, Administrative Assistant  
  
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Mark Feest, General Manager/CEO

APPROVED:   
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Myles Getto, Chairman

APPROVED:   
\_\_\_\_\_  
Harry Scharmann, Vice, Chairman

APPROVED:   
\_\_\_\_\_  
Justin Heath, Commissioner