

8 Feb 2014

1:30-3PM in Friend Room at Sawyer Free Library

Summary:

Gloucester residents were joined by one Rockport and one Manchester resident for an Q&A session with telecom stakeholders and subject matter experts (SME). The goal of this meeting was to better understand the “as is” environment in Gloucester and to identify stakeholders. The general understanding is that the city of Gloucester is in the process of significantly upgrading the conduit under the Blynman Canal, expanding its infrastructure connection to the mainland sufficient for the next 40 years. Comcast has also laid considerable fiber around town in the past few years, albeit with coaxial connections to homes so as to create a more cost conscious hybrid network. USAi was asked by the MA Under Secretary of State for Economic Development to get involved in Gloucester, and has a presence here. The interference that has troubled Lanessville in particular has a number of possible causes, from trees to electric line sheathing, requiring individualized attention and collaboration with National Grid. All Committee members present, Karen Favazza Spencer, Geoff Bradford and Robert McGillvray. Verizon sent a letter. Attached.

Subject Matter Expert Stakeholders

Name	Role
Grant Harris	Glo. Schools IT Director
James Pope	Glo. Municipal IT Director
Jane Lyman	Comcast Sr Mgr of Govt & Regulatory Affairs
Chris Fabbri	Comcast Partner Sales Mgr
Dave Spaulding	President of USAi
Dan Harling	Cape Ann Communications
Lucinda Speigel	Cape Ann Communications
Paul Jermain	Chair of Cape Ann TV

The following is a summary of the Q&A

1. Q: What is our current telecommunication architecture?
 - A: Connections under A. Piatt Andrew have been replaced with conduits dug under the Blynman Canal. The Spooner Tunnel is the current location of Comcast and Verizon connections to the mainland. The new Conduit crosses the river on its own further down the canal as a cluster of 8 pipes of different sizes that carry water and electric lines, as well as municipal, residential and business telecom. This is an ongoing city infrastructure project. There is also a municipal wireless component currently between Fuller and the mainland. The City has assets on its property at the water treatment plant & GHS. (Grant).
 - 'Boston Metro' has the most advanced system in the country (Comcast). However Cape Ann does not. We have an old Head End and old set top boxes that do not allow for some of the advances services such as multi room DVR, remote box control etc. Any future contract should have technology upgrade clauses built in (Steve Cefalo).
2. Q: Explain capacity vs. download and upload speeds.
 - A: Recommends you use the [online speed test](#) (Chris). Speed tests not always trustworthy. Fiber can transmit more data than wireless regardless of speed (Dave).
3. Q: Does our contract disincentivize improvements to our infrastructure?
 - A: No. Since 2007, Comcast has added more nodes, more active fiber, more passive fiber and updated backhaul (Jane & Chris). Due to our exposure, Gloucester requires equipment that is only required in one other NE location, on Mt. Washington. In addition to weather elements, a

Submitted by: Karen Favazza Spencer

vein of magnetized granite through Lanesville and Pigeon Cove adds additional wireless challenges. (Dave)

4. Q: What would be involved in getting a competitive player in Gloucester?
 - A: Comcast has laid the cable with up to 150MB to residents, and a 40 gig backhaul. Verizon is not expanding their FIOS network in MA and sent a letter to the committee stating so. USAi is in Gloucester with 400 megs at Kondelin Park or Internet service and is supplying schools and city buildings, as well as Gorton's and some other businesses. Business access is not 100%, yet. However, business ethernet is available in Blackburn Park - a passive option not dependent on electricity. Demand is growing much more quickly than anticipated. (all)
5. Q: What about when power is out? How do we improve phone service to Lanesville? Too many dropped calls or static on the air. What about a survey? Can we add more "drops" to provide redundancy? We need Comcast to be proactive.
 - A: Comcast is hanging generators from telephone poles to address power. Shielding from RFI (radio frequency interference) and EMI (electro magnetic interference) is an ongoing process. Call for customer service whenever you have a problem. Phone service interference have many causes and requires individual investigation. Comcast has 24/7 monitoring in Chelmsford (Jane & Chris). We could have redundancy through Rockport (Grant).
6. Q: RFI and EMI only impacts copper. Wouldn't passive fiber, more nodes, more drops, and another "head end" address many of these issues?
 - A: Jane will consult Comcast engineers and get back to us.
 - A: If Comcast can provide clear data on this issue and are getting slow to NO response from National Grid we should contact out elected officials at the state house and have them apply political pressure to NG too ensure that their constituents are not being put at risk or disenfranchised. (Grant)
7. Q: Other stakeholders and folks who should be involved in the conversation?
 - A: National Grid, Hospital, Emergency Responders,tbd.
8. Q: How do we increase infrastructure diversity to residences and business parks?
 - A: (This is a big question with no easy answer.)

Other:

- The Cable TV Advisory Committee is only mandated with advising the Mayor regarding the TV franchise contract. However, understanding the greater telecommunications needs of our community has potential for better positioning our city going forward, as has been done in other US cities and regions, ex. Open Cape, Mass 123/MBI, Network NH Now, and Maine 3 Ring Binder.
- Identifying and including all the stakeholders involved in telecommunications in the dialogue is an ongoing need.
- Grant advises that there is dark fiber laid by Quest up to the railroad tracks on the mainland. An opportunity?
- **Triple Helix:** "Sustainable innovation requires university-industry-government collaboration." Can be interpreted as non-profit, business, & municipality.
- **2007 Bridge Collapse & Emergency 911 Network in Minneapolis:**
http://en.wikipedia.org/wiki/Minneapolis_wireless_internet_network
- This meeting was recorded by Cape Ann TV.

Next Steps: The final meeting in this discovery series on Feb 22nd will result in an action plan that will further our goals. New committee members should be provisionally on board by then.

Submitted by: Karen Favazza Spencer

Stanley J. Usovicz
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External Affairs



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February 3, 2014

Karen Favazza Spencer
67 Langsford Street
Gloucester, MA 01930

Dear Ms. Spencer:

Thank you for your recent letter concerning the possible deployment of FiOS in the City of Gloucester, Massachusetts.

As you are aware, Verizon is taking a pause in our FiOS expansion in order to focus upon meeting all of our contractual obligations in building out FiOS network in communities where we are currently licensed.

At this time, Verizon has not announced any further deployment of our FiOS network in any additional communities within the Commonwealth of Massachusetts.

We are, however, pleased that communities such as the City of Gloucester have expressed strong support for FiOS television.

Once again, thank you for sharing your thoughts.

Sincerely,

A handwritten signature in blue ink, appearing to read "Stan Usovicz", with a stylized flourish at the end.

Stan Usovicz
Verizon – External Affairs