



COMMONWEALTH OF MASSACHUSETTS

Town of Southwick

High Speed Internet Committee

454 COLLEGE HIGHWAY, SOUTHWICK, MA 01077

Telephone (413) 569-0515 Fax (413) 569-0515

Monday, January 27, 2020

MEMBERS IN ATTENDANCE: Chairman, Doug Moglin
Secretary, Annalia Hanson
Chris Boyd
Marlene Quinlan
James Johnson

GUESTS: None.

MINUTES:

1. The meeting was called to order at 6:40 PM.
2. Members reviewed the minutes from the meeting that took place on January 6, 2020. **Marlene made a motion to accept the minutes and Jim seconded the motion. The vote was unanimous.**
3. Survey
Members reviewed the online survey that will be posted on the Town webpage. There was one change that Jim wanted to be made to Question number 7. The wording of the question was changed. Members all agreed that this survey is ready to be presented to the public. The committee is looking forward to seeing how residents will respond!
4. Facebook
In the reading material that all members received, there was screenshots of a conversation on a Southwick Forum on Facebook. This thread was all related to residents being unhappy with their current internet provider. Members discussed that this is becoming a bigger issue as time goes on, especially because there are no other options in town for internet. It was also mentioned that first time buyers for Comcast get great deals, but after the first year, those deals do not apply anymore. Doug, a customer of Comcast for 15+ years, tried to negotiate a contract. Doug offered Comcast to buy in to a 3-year contract at a locked in rate, and Comcast declined. It is upsetting that long-term customers do not receive any sort of loyalty rates. Though there is no denying that Comcast does "get the job done," a lot of people are becoming more and more upset with the price and customer service. Members are hoping for a change, and soon!
5. Go Net Speed
Doug found a company that sounds like something members and residents could potentially be interested in. This company is named Go Net Speed, and they are based out of Rochester, New

York. This company is similar to WG&E when it comes to fiber optic internet. The rates are fairly similar, and are a flat rate, just like WG&E is with their fiber optic internet in Westfield. Jim did mention, though, that if Southwick decided to use Go Net Speed, if anything legality-wise happened, we would have to go through New York lawyers. Jim believes staying local when choosing a new internet provider would benefit everyone. Doug said he was going to reach out to someone in this company to hear more about what they have to offer, etc.

- 6. A motion was made by Jim to adjourn the meeting and was seconded by Marlene. All were in favor and the meeting was adjourned at 7:30.**
7. The next meeting is scheduled for Monday, February 10th, 2020 at 6:30 PM.

Public comments:

There were no public comments at this time.