

September 16, 2009

**To: Jonathan Leopold CAO, Bill Keogh City Council President, and Tim George
Chair of the TAC**

From: Christopher Burns, General Manager Burlington Telecom

Re: Telecommunications Advisory Committee Roles

Burlington Telecom and the TAC met to discuss the history of their Roles and Responsibilities, and what material Burlington Telecom believes to be confidential. In addition, Burlington Telecom's complaint procedure was discussed. The following is the outline of that material.

July 12, 2007: Joint meeting between Transportation, Energy and Utilities Committee ("TEUC") at which time the relationship between Burlington Telecom ("BT") and the Telecommunications Advisory Committee ("TAC") was discussed in the context of a letter submitted to TEUC from Greg EplerWood, chair of the TAC.

- Role as an advisory/sounding board/communications channel, include:
- Review BT's budget;
 - Review BT's service terms, procedures and policies;
 - Review BT's general operations, including roll-out, actual v. projected benchmarks, marketing materials etc.
 - Liaison between Burlington residents and BT
 - Review BT's technological, business and regulatory strategies; and
 - Monitor BT's Customer Service Record

The following are not within TAC discretion:

- BT's employment policy and actions; and
- BT's dispute resolution

July 23, 2007: TAC submitted Annual Report to City Council as a communication, which contained the list of roles and responsibilities as a summary of "how the [TAC] has interpreted its mandate from the Council."

October 2007: Tim Nulty resigned from Burlington Telecom has General Manager.

November 2007 –December 2007: Burlington Telecom had an assessment of the organization.

January 2008: cash flow and financial statements (confidential) information from a TAC member shared with business and almost cost BT the sale to this local business.

March 11, 2008: discussed roles and responsibilities with the TAC. Included a conversation with BT employees regarding what they would like to see the roles of the TAC as.

Burlington Telecom's list:

- Account leads
- Reinforce BT branding in community
- Public relations
- Education
- Local Video on Demand

- Acquire local content
- Use of all three BT services for non-profit businesses and community
- Assist with Residential Affiliation Programs (referrals)
- Review policies and procedures
- Provide community feedback

March 25, 2008: meeting between TAC members to discuss roles.

Revised list from TAC:

- Provide general oversight of various aspects of Burlington Telecom on behalf of the City Council;
- As a sounding board for BT management and staff on its public offerings, use the varied expertise of its several members to provide informed feedback;
- Be as a gatherer of, and channel for, public opinion to BT management and staff;
- In coordination with BT staff, boost public knowledge of, and enthusiasm for, our City's telecommunications system.

April 30, 2008: submission of annual report to the City Council as a communication, which included the list from the March 25, 2008 (and approved at the April 22, 2008) meeting.

April 30, 2009: submission of annual report to the City Council as a communication, which included the same list as the previous annual submission.

Proprietary and Confidential Information

- Marketing and pricing strategy
- Cable content contracts
 - Service installation and repair unit pricing
- Contract negotiations
- Customer specific data
- Finances
- Network Designs and Architecture
- Information relevant to Docket No. 7044 until the information is filed with the Public Service Board.

Complaint Procedure

See attached memo. The distinction is that BT must know about the "issue" in order to address it. Customers should always be instructed to call BT first and foremost.