

AGENDA and NOTICE OF MEETING  
CITY OF HIGHLAND  
TELECOMMUNICATIONS ADVISORY BOARD  
CITY HALL  
1115 BROADWAY  
MONDAY, OCTOBER 12<sup>th</sup>, 2015  
7:00 PM

Call to order

Minutes:

A: Approval of minutes of the July 13, 2015 regular session of the telecommunications advisory board

Reports:

A: List of customer sign up and Installs

B: Financials

C: Discussion on non pay / deposit collection process (John Boulanger)

- 1) Discuss new process to recover equipment from terminated customers
- 2) Discuss new process to recover equipment from disconnect for non pay customers

D: Update on new position of Installers, HE Tech and construction plan

E: Update on on-line payment

F: Discuss voice services re-design