**HFN, INC.**

**MINUTES OF A MEETING OF THE BOARD OF DIRECTORS**

April 20th, 2020

A meeting of the Board of Directors (the “Board”) of HFN, INC., a Washington corporation, was held on April 20th, 2020, at 4:00pm (Pacific Daylight Time) via an online Zoom.us conference call in order to avoid meeting in person due to COVID-19.

**Directors Present:**

Allen Enebo, Charlie Herb, David Ngai, Howard Kapustein, Larry Norton, and Tim Underwood

**Also Present Were:**

Jeremey Fallt, HFN General Manager

**Directors Absent:**

Frank Pineau

**Call to Order**

Charlie Herb called the meeting to order at 4:04pm (Pacific Daylight Time) and Tim Underwood recorded the minutes. A quorum of directors was present, and the meeting, having been duly convened, was ready to proceed with business.

**Approval of Minutes**

The minutes for February 2020 and March 2020 have been approved.

**Missing IsoFusion Reports**

The board would like to start seeing the monthly reports that we used to get from IsoFusion including the bandwidth charts and customer service statistics.

**Managers Report**

Jeremy sent out the reports for March.

**Cannon Contract Renewal**

Jeremey reports that the Cannon Contract was signed and is now renewed through June 2022.

**Starpoint Gigabit**

Jeremey reports that 7 customers have been successfully upgraded to Gigabit in the Starpoint buildings.

**Gigabit Demand Increase**

Jeremey reports that there has been a surge of recent Gigabit upgrade requests due to COVID-19 and that the current lead time for installs is about 4 weeks. Cannon Construction has agreed to increase the number of days upgrades are performed from 3 days a week to 5 days a week. The board discussed ideas for reducing the lead time and increasing the number of installs to reduce the backlog and will discuss with IsoFusion. Jeremey also noted that the Highlands Cannon field team is the only Cannon field team still operating during the COVID-19 pandemic. The HFN board appreciates their efforts given how critical the HFN infrastructure is for the entire community during this time.

**Service Outage / Slow Speeds / Notifications**

There was a discussion around the recent service outages and slow speeds and how-to better handle notifications and prevent these issues in the future. This will be discussed with IsoFusion during the Advisory Group meeting.

**Adjournment**

There being no further business to come before the meeting, the meeting was adjourned at 5:04pm (Pacific Daylight Time)

Respectfully submitted,

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Tim Underwood, Recording Secretary