

CTEN, Inc.
Board Meeting Minutes
March 25, 2009

Attendees: Marlene Zipperlen, Steele Cooley, Annette Scott, Jessie White, Cathy Koenig, Dale Norwood, Lance Zimmerman,

The meeting was called to order by Dr. Marlene Zipperlen.

Pat Davison updated the board on internal changes. Brannon Suggs has completed his Cisco training and is moving forward with becoming the primary technician to support CTEN members. He informed the board that the Webmaster position that was vacated by Madeline Adams will not be filled at this time but the customers are still receiving contracted services. Mr. Davison also announced that TSTC is increasing their bandwidth from 150Mb to 200Mb while reducing costs. This will enable us to increase bandwidth on demand for customers on CSME/Gigaman circuits.

Lance Zimmerman recommended researching I-2 as a service we could provide that could be a strong selling point for current and prospective members. More research is required before making a decision. Lance Zimmerman, Dale Norwood & Jessie White accepted the action item to get a presentation together for the General Membership Meeting to see what interest the membership has for I-2 services.

The board reviewed the draft minutes of the October 15, 2008 Board Meeting. Annette Scott made a motion to approve those minutes and it was seconded by Pat Davison. With no opposition the minutes were approved and will be posted on CTEN's website.

Marlene Zipperlen updated the board on the account balance and the board will make a decision on a later date regarding expenditures of these funds.

Marlene Zipperlen requested we survey the CTEN members to get feedback on customer service, what they anticipate their future needs will be, etc. so the board can consider adding new services. Sherry Tucker informed the board that they are in the process of completed a web-based customer service ticket program that will allow customers to enter service requests

online. This will provide feedback regarding services and enable CTEN to send them a survey when a ticket is completed.

The Superintendent's Meeting Russ Johnson was coordinating did not occur and Marlene Zipperlen scheduled Thursday, June 4th from 8:30am to noon at TSTC to host another Superintendent's Meeting that will also serve as a long-range planning meeting.

A motion was made by Steele Cooley to Sponsor TSTC Waco's Employee Awards with a donation of \$1,000 to be used a door prizes. This motion was 2nd by Kathy Koenig and with all in favor, the motion was approved.

With no further business, the meeting was adjourned.