

**MI-Connection
Board of Directors Meeting
Open Session
November 19, 2009**

On November 19, 2009 the Board of Directors of MI-Connection held a special meeting beginning at 7:30 am in the MI-Connection Board Room, 420 S. Academy Street, Mooresville, NC.

Present were Board Members, John Kasberger, Dawn Huston, John Venzon and Ken Essex; also, Davidson's Town Manager, Learnon Brice, and Maia Stezer, who attended on behalf of Mooresville's Town Manager; also, Mooresville Commissioners-elect, Miles Adkins and Rhett Dusenbury (both of whom will take office in January 2010), and Mooresville Commissioner, Frank Radar. Attending by telephone were Board Member, Steve Miller, and MIC's counsel, Nick Miller and Gail Karish. Stacey Bright attended by video conferencing. Also present in person were, Alan Hall, James (Jr.) Miller, Nola Perkins, Pete Teague (Dixon Hughes, PLLC), and members of the press (Dana Baker of the *Mooresville Tribune*, and David Boracks).

The meeting was called to order by John Kasberger

Pete Teague from Dixon Hughes, PLLC presented the preliminary draft of the independent audit report for 2009. A final will be sent to all Board members and the Town Managers once the few open items have been addressed.

Alan Hall then presented the October reports. There was a small loss of customers, however, there were additional sales to existing customers, both commercial and residential. VOIP gained 100 new customers and the RGU is climbing. There have been six new commercial installs. October service calls were the lowest since MIC took over the system. The average response times for service calls continues to decline. There were two brief outages during October. MIC and BVU are currently working on a new billing system with a more manageable database, and the ability to roll out new promotions will be much easier. Marketing is working on video testimonials. Retention programs are still in effect and additional telemarketing will begin in December.

The topic of a proposed communication flow chart was discussed. There will be different methods of communication used in contacting certain types of customers. MIC must continue to be aware of protecting competitively sensitive data. Levels of information will include an operational level, board level, and executive level. The operational level will be meetings with the Town Managers and Commissioners on a bi-weekly or monthly basis to keep them informed of projects and future plans. The next level is the MIC board level, and then the executive level. An overview was presented to the Board concerning the review and timing of company financials.

A motion was made to move the regular Board meetings to the 4th Thursday of the month, and the motion was accepted. A request was made by the Board to Alan Hall for a 6 month calendar to pinpoint the dates of when the meetings will be. Alan Hall agreed to put together that calendar and give to the board.

Alan Hall and Stacey Bright presented the October financial summary. Revenue per subscriber is increasing. Dawn Huston requested year to date comparisons. Alan Hall will include that in his summary report going forward.

The board agreed to have a conference call in December to approve the restated budget.

Ken Essex presented the minutes for the open meeting minutes from June 25th, September 2nd and October 22nd for review and acceptance. Separate motions were made to accept each set of minutes, and the motions passed.

A motion was made to move into closed session for the purpose of discussing privileged matters, including receiving legal advice from counsel, and the motion passed and the Board moved into closed session at 9:18 am.

After returning to open session, the meeting was adjourned.