



**Open ED report: Shelley Robinson
November 22, 2016 – January 23, 2017**

This portion of the report may be shared with any guests that attend the Board meeting and online with the Board minutes. The remainder of this report is confidential to members of the Board as it contains competitive business information, as well as sensitive information about our members and partners, costs and funding, personnel issues, and plans-still-in-development. The Board is elected each year by NCF members during the Annual General Meeting and also prepares an annual report of activities and audited financial statements.

DSL MEMBERS:

As of December 1/16: 3062 members
As of January 1/17: 3035 members
As of January 23/17: 3056 members
Projection for January 31/17: 3069 members
(As of January 1/16: 2991 members)
(As of January 1/15: 2830 members)

Communications/outreach:

- Dec. 21 System and Network Admin Andre Dalle attended CRTC lockdown of the Basic Service Objective hearing decision: <http://www.crtc.gc.ca/eng/archive/2016/2016-496.htm>
It established target of 50/10 speed available to all Canadians; \$750M fund for broadband access in rural and remote areas. Not many direct implications for NCF but good/important for Canadian internet access generally.
- Press release for launch of CAF sent by Ottawa Community Housing (OCH) on December 21; coverage on CBC, CTV, CFRA, and MetroNews. Launch of program on January 3 brought more coverage by Ottawa Citizen/Sun and News1310. Many members wrote to congratulate us, many also wrote asking if we could extend the offering to other low-income groups (ODSP, refugees, low-income seniors etc.)
- Newsletter sent December 21 including launch of CAF, CRTC's drop in interim CBB rates, and asking about VOIP: 95 members wrote to say they were interested in NCF VOIP. We sent out follow-up VOIP survey.
- Held lovely winter staff and volunteer appreciation party: Indian food, quiz, general conviviality
- Have held two additional WiseNet workshops (Basic Internet x 2) – continued good feedback; request for non-senior workshops and requests for privacy workshops
- James (HDA) and Michael (SNAS) each attended a CIRA webinar on the state of Canada's internet
- Shelley (ED) attended another YWCA Project Shift meeting as NCF's representative on the ICT Roundtable (along with Twitter Canada, Facebook and Instagram Canada, Kik, Uken Games, Microsoft Canada, Entertainment Software Association of Canada, Information and Communications Technology Council, Wattpad) to work on developing a Lunch and Learn around combating cyberviolence against girls and young women

- We have been invited to participate in the Co-operative Housing Association of Eastern Ontario Spring Congress trade show as due to CAF, they believe their members would be interested in our services
- Shelley (ED) to attend the NARALO (North-American Regional At Large Organization) ICANN/ARIN meeting in New Orleans on April 2-5 on behalf of Internet Society Canada Chapter

Operations:

- CAF added many more phone calls, walk-ins and modem configs; office is much busier
- Increase in request for French services on the phone, in-person and in all official NCF communications
- Consistent pricing on all refurbished modems (donated by members or from other sources): \$10 +HST for ADSL no wifi; \$20 + HST for ADSL with wifi; \$30 + HST VDSL(with ADSL capability) with wifi. Stock is almost gone.

Finances:

- NCF is on track to post a healthy surplus this year
- Due to the CRTC's interim drop in capacity charges, we are evaluating our current pricing