

HFN, INC.

MINUTES OF A MEETING OF THE BOARD OF DIRECTORS

February 27th, 2023

A meeting of the Board of Directors (the "Board") of HFN, INC., a Washington corporation, was held on February 27th, 2023, at 4:00pm (Pacific Time) via online Zoom.us conference call.

Directors Present:

Howard Kapustein, Tim Underwood, David Ngai, Charlie Herb, Allen Enebo, Eric Wolak

Also Present Were:

Jeremy Fallt, HFN General Manager

Directors Absent:

Frank Pineau

Call to Order

Jeremy Fallt called the meeting to order at 4:06pm (Pacific Time) and Eric Wolak 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

Minutes for September, October and November were approved.

Manager's Report

Jeremy sent out reports for January and February via email.

Montessori Datacenter

Lakeside Montessori plans to vacate their presence on 15th Ave at the end of the school year. HFN's primary datacenter is located in that building's basement through a long-standing easement.

Meeting Transparency

Jeremy proposed and the board agreed to publishing meeting agendas during the week prior to HFN board meetings.

Reserve at Forest Ridge

Construction is in progress to provide service to ten new units.

Branding MOU

The final signable draft is still a Work In Progress. We expect a final draft by our next meeting.

Recent Network Flakiness

The HFN network has experienced some flakiness in recent weeks. IsoFusion has replaced some equipment that mitigates the failures and improves visibility for future events. We believe the network is stable as of now.

Action Item: Jeremy to explore network stability monitoring tools and services to continuously monitor our network for future issues.

2023 Budget

The 2023 budget was reviewed by the board.

Significant free cash flow is available to continue single-mode fiber upgrades through 2023, and those upgrades can absorb all surplus income this year.

Higher Speed Offerings

The board agreed that network stability is a higher priority than increased speeds, at least for the next several years.

Board Meeting Adjournment

There being no further business to come before the meeting, the meeting was adjourned at 5:01 (Pacific Time)

HFN Advisory Group Meeting (started at 5:02pm)

Steve Milton and Dan Sivils from Gigabit Now joined the meeting.

Recent Network Flakiness

Significant call volume in January due to two isolated events.

Legacy core switching gear from Pluribus replaced with Cisco gear that provided much better visibility.

Improved visibility led to the discovery and mitigation of several customer mis-configurations across the network.

Single-mode Fiber Upgrades

Gigabit Now and Cannon Construction are working together to improve the efficiency of their physical network upgrades.

Broadband Network Gateway (BNG) – VLAN Per Customer

Gigabit Now is still experimenting with Bison Router in other networks. The team continues to gain experience with it that will be applied to HFN and their other networks.

31% of HFN subscribers are connecting multiple devices to their HFN connections. These would be impacted by a shift to a routed-only utilizing the switching capabilities of our network by attaching multiple devices to their ONT.

Higher Speed Offerings

Gigabit Now is working on a “minimum footprint” XGS-PON design and quote to validate the technology and avoid “double buying” gear for new subscribers (such as Reserve at Forest Ridge).

Gigabit Now’s engineering team is busy enough that they wouldn’t be able to get started on this effort in earnest until Q3, 2023. Vendor hardware delivery timelines could range from 3 to 9 months.

Network Service Team

The board and Gigabit Now discussed the lack of uptake of the new “white-glove service” offering to help subscribers with home network configuration and device setup.

HFN Advisory Group Meeting Adjournment

There being no further business to come before the meeting, the meeting was adjourned at 6:06pm (Pacific Time)

Respectfully submitted,

Eric Wolak, Recording Secretary