**HFN, INC.**

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

September 21st, 2020

A meeting of the Board of Directors (the “Board”) of HFN, INC., a Washington corporation, was held on September 21st, 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:**

Charlie Herb, Howard Kapustein, David Ngai, Frank Pineau, Larry Norton, and Tim Underwood

**Also Present Were:**

Jeremy Fallt, HFN General Manager

**Directors Absent:**

Allen Enebo

**Call to Order**

Jeremy Fallt called the meeting to order at 4:05pm (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 August 2020 were approved.

**Managers Report**

Jeremy sent out reports for August.

**Community Business Partner Welcome Packet**

Jeremy presented the HFN page from the new Community Business Partner welcome packet.

**Ashford at Vista Park Equipment Noise Complaint**

Jeremey reports that he has received a noise complaint from the Ashford at Vista Park possibly related to HFN equipment in a utility closet. Jeremey is investigating to determine if it is HFN equipment and plans to tour the building with an HOA board member.

**Debt Forgiveness Request**

Jeremey received a debt forgiveness request from a customer who has been delinquent on HFN payments for nearly 10 years. The customer has also requested that HFN turn their internet service back on. HFN had previously attempted to put this customer on a payment plan which they failed to follow through on. After discussion the board has approved providing a new payment plan for this customer and turning back on their service with the condition that they make on-time payments. After six months of successful payments the board will reevaluate the situation. At this time the board has denied any forgiveness of late fees or interest.

**Rebranding Update**

Allen Enebo sent an email with a status update on the Issaquah Highlands rebranding effort. Allen was unable to attend this board meeting, but the board is interested in learning more since there is some confusion about the current status and process.

**Vetro Fiber Map**

Jeremey reports that the price on Vetro Fiber Map has increased from $500 to $750 a month. He is working with Vetro to see if they can create a lower priced plan for us since we are not making complete use of the product yet.

**Adjournment**

There being no further business to come before the meeting, the meeting was adjourned at 5:05pm (Pacific Daylight Time)

Respectfully submitted,

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Tim Underwood, Recording Secretary