

# Greenfield Community Energy and Technology (GCET) Board Meeting

**Minutes Date: February 24, 2026 Time: 6:00 PM**

**Attendance: Commissioners Farrell, Stromsten, Goodwin**

**Also in attendance. J. Lunt, W. St. Denis,**

**Location: Hybrid (GCET Offices and Virtual)**

## 1. Internet Outage — Timeline

Major outage began February 9th (~noon) and lasted 76 hours, ending February 12th at approximately 4:00 PM. Key events:

- Mon 2/9, 1:16 PM: Monitoring detected upstream failures and session drops. OSP team dispatched to the POP; Bill led remote troubleshooting.
- Mon 2/9, ~2:30 PM: Hardware vendor (Juniper) identified router hardware failure. GCET urged Juniper to initiate an RMA before the 3:00 PM shipping cutoff — Juniper refused.
- Mon 2/9, 3:07 PM: RMA opened 7 minutes past cutoff, pushing hardware delivery to the next day.
- Mon 2/9, ~9:50 PM: Partial restoration. Enterprise clients (city services, public safety, library, DPW) and public IP customers restored — ~400–500 customers back online.
- Tue 2/10: ~592 residential customers migrated to available IP pools, bringing network to roughly 50% restored.
- Wed 2/11, 11:30AM: Replacement router (MX104) delivered and installed. Juniper required a firmware upgrade to continue support; GCET advised against it. Upgrade caused a regression for many hours GCET pressed forward rather than roll back, resolving the regression by 3:00 AM.
- Thu 2/12, 3:16 PM: Full service restored. Notifications sent at 4:00 PM after 45 minutes of stability monitoring.

## 2. Technical Context

- Failure was an extremely rare backplane hardware fault. The router had run 79,000+ hours (9+ years) without issue.
- GCET spends \$60K+/year on a redundant internet uplink — the most likely failure point. Lower-probability hardware failures are mitigated via 24-hour RMA insurance, which did not perform as expected.
- The failed router is end-of-life but not end-of-service; Juniper supports it through 2028. End-of-life does not mean imminent failure.
- No ISP anywhere achieves 100% uptime. Cisco data shows 20–30 major global outages daily.

## 3. Infrastructure Planning

GCET was already planning a network refresh proposal for next year, ahead of the 2028 end-of-service date. The network has grown from ~200 to ~2,200 customers and from \$2K to \$200K+/month in revenue since 2018. The upcoming planning process will address routing architecture, CGNAT vs. all-public IP, redundancy strategy, and acceptable downtime tolerances.

## 4. Communications Review

Leadership acknowledged that communications fell short, particularly in update frequency (gaps of 4–5 hours) and board notification.

- A draft policy is in development:
- The completed policy will be posted publicly on the GCET website.

## 5. Customer Impact

- 50% were down for most of the outage
- Some customers were without service for the full 76 hours
- Credit for time down will be offered to all customers
- ~12 customers (~0.5%) have cancelled since the outage; response from the broader customer base has been largely supportive

## 6. Mayor's Office

- The mayor requested a list of VoIP-only customers for emergency planning. GCET declined — this is protected Consumer Proprietary Network Information (CPNI) under federal law.
- The mayor has repeatedly stated the relationship only works if she can direct GCET's operations. John noted this is not legally permissible.
- Notes from a meeting between John and the mayor's office were sent to a reporter and the city council despite explicit objection that they were inaccurate. They were distributed without correction or commentary.
- Per the Board, John will no longer meet with the mayor's office without recording or without other commissioners/councilors present. John to seek legal counsel on separation from the City for GCET.

## 7. City Council Meeting

John is scheduled to present at the City Council meeting the following evening. Board members may attend and speak under public comment.

## Adjournment

Motion to adjourn Commissioner Stromsten, seconded Commissioner Goodwin

Unanimously approved.

Meeting adjourned.