Broadband Steering Group

Minutes of the Meeting held on the 10th October 2018 @ 7:30 p.m. Fernaig House

1   Present and Apologies

Present: Phil Game, Georgie Grimson, Joe Grimson Mary MacBeth, Neil MacRae

2   Approve and adopt previous minutes

The previous minutes for September 2018, were proposed by Joe, seconded by Mary subject to a couple of corrections for typo errors.

Copies of previous minutes are on our website at:-
   http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827

Email cmnetcic@gmail.com if you have any questions.

3   Chairman's report

Our main focus continues to be the installation of the remaining relays first on Creag Mhaol and then at North Strome. However there will be a delay on further installations for the moment as the Argocat is out of action as it needs a repair.

3.1   Bandwidth

There are no capacity issues at the moment.

3.2   Subscribers

3.2.1   Existing relays

Live subscribers	- 41
Waiting for installations / activation	- 2
Waiting for subscriber's installations	- 1
Waiting for installation dates	- 1

3.2.2   Waiting for new backbone relays

Waiting for installations	- 30
Leavers since the last minutes	- 0
Total	**- 75**
New joiners since the last minutes	- 0

One subscriber installation is waiting for their AirRouter to be re-configured.

One subscriber's pre installation is complete and waiting for the installation of antenna and router.

One installation is waiting for the subscriber to complete their pre-installation work.

One installation is waiting on a date from the subscriber.

The remaining installations are waiting on the completion of the new relays.

3.3   New MikroTik replacements for AirRouters

No progress this month due to other commitments. **Action: Phil**

3.4   Terms of Reference

Deferred

3.5   AGM

The AGM will take place in November before the normal monthly meeting.

4   Secretary's report

4.1   Risk register

We can see work progressing on the new fibre cabinet in Achmore; equipment and cables are now being installed but as yet the status on the Openreach website has not changed.

Mary has contacted several ISPs but they are unable to provide detailed information as the BT / Openreach website does not contain details about the new cabinet. **Action: Mary.**

New hosting agreement for the hall - no progress this month **Action: Joe**

4.2   Long term support plan

Software to automate the cloning of failed devices - no progress this month due to other commitments. **Action: Phil**

4.3   Terms of Reference

Deferred

5   Finance Director's Report

Monthly Statistics
Revenue for September:-
Brought forward

Balance			**£0.00**
Creditors		£7.00	
Debtors		£98.00	
Net			-£91.00
Bank balance			**£6,074.68**

This month

Income	£555.20		
Expenditure	£257.95		
P&L		**£297.25**	
Creditors		£179.71	
Debtors		£133.70	
Net			£46.01
Adjusted P&L			**£343.26**

Carried forward

Balance		**-£297.25**	
Creditors		£186.71	
Debtors		£231.70	
Net			-£44.99
Bank balance			**£6,417.94**

Liabilities

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£6,417.94

Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£ -8,582.06

The annual payment for hosting the Ardaneaskan relay was paid. **Completed**

5.1   Year five tariff

The total number of gigabytes sold was 3,520; the break even tariff for 2 fibre lines is £0.58 per 20 GB, and for 3 fibre lines is £0.87 per 20 GB.

The year five tariff will start on the 1st December and most subscribers will be eligible for the reduced rates on that date. However some subscribers will not be eligible for the new lower rate until later as they will not have paid the full new joiner's premium which has increased from £132 to £156 as a result of the latest tariff change. All subscribers will be given a month's notice of the effective date and their new rate.

If any existing subscriber is close to the maximum of their current quota and would like to take advantage of the reduced rate to increase their quota would they please let us know ASAP

5.2   Outstanding subscribers' debt

Excluding subscribers with quota increases one account is in arrears. **Action: Georgie**

5.3   Housekeeping

Work continues to automate the reconciliation of payments; priority will be given to Zen. **Action: Phil**

5.4   Payments for installations of subscriber's equipment

All the documentation for the new subscriber that has completed their five week trial has been produced and will be dispatched when checked. **Action: Joe / Phil**

5.5   Standing orders

One account is in credit, the relevant subscriber has been asked to correct their account. **Action: Georgie**
One account is in debit, the relevant subscriber has been asked to correct their account. **Action: Georgie**

6   Internal auditor's report

It was agreed we would prepare a synopsis of our current practises, needs and areas of weakness to assist ourselves and the auditor. No progress this month. **Action: Phil**

6.1   Assets, bf, acquired, relinquished / written off, cf

No progress this month.

6.2   Liabilities

No progress this month.

6.3   Description of the Audit Trail

No progress this month.

7   Customer Relations

7.1   Production Environment

7.1.1   Problems and complaints

The system has held up well this month and no defects have been reported.

The internet link in Plockton went down on the 6th and again on the 13th in the early hours of the morning. This was probably an Openreach or Zen problem. This anomaly was detected by the monitoring system and was probably not noticed by any customers.

There was a Google DNS problem on the 8th which lasted for most of the day on and off. There were no reports from customers that this caused any significant problems.

There was a brief power outage on 22nd and again on 30th affecting Ardaneaskan, Lochcarron and therefore Craig.

Phil brought all the spare recovery units up to the current firmware / software standard and passed them onto Joe. **Completed**

Two customers in Braeintra are experiencing poor signal levels; we will try a hardware upgrade to the Braeintra access point. No progress this month. **Action: Phil, Joe**

Ubiquiti software upgrade - a new version of firmware has been released this is currently under test. Once we are sure it is stable all units will be upgraded and offline units will be upgraded when they next come online. **Action: Phil**

There have been a few unknown "local" IP addresses recorded this month, the source is being investigated. **Action: Phil**

7.1.2   Usage quotas

The monthly total for September was 2.1 TB, with a daily average of 69.8 GB; the peak usage was ***137.9 GB*** on Tuesday 11th.

Two subscribers exceeded their quota and have been moved to the appropriate band.

7.1.3   Possible virus infection

No new instances of the Ubiquiti virus were detected; we will continue to run scans. **Action: Phil**

7.1.4   Installation of equipment

No new installations have been carried out this month.

7.1.4.1   Ardaneaskan

The subscriber has cleared the line of sight of undergrowth but their antenna is now showing offline; we will investigate and reconfigure their router on our next trip. **Action: Phil, Joe**

One subscriber has completed their pre-installation work and we will complete their installation on our next trip. **Action: Phil, Joe**

The spare AirGateway will be collected picked up on our next trip. **Action: Phil**

7.1.4.2   Craig

We will review the situation when we have more experience of low level links over water or other options become available. **Action: Phil**

7.1.4.3   Achmore

There have been no new installations this month as we are waiting on subscribers.

7.1.4.4   Other installations

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **Action: Phil**

7.1.5   Customer Contracts

One contract is missing we will see if it has been misfiled. **Action: Phil, Joe**

Five new contracts were sent to new customers; to date only one has been signed and returned. We have chased the remainder for a response. **Action: Joe**

There was some debate about possible changes to the subscriber contracts; some conclusions were drawn but some issues are outstanding and so the topic will be discussed further at next month's meeting. Any changes will be presented to

subscribers for their comment and approval. Phil will document what was discussed and circulate it to the directors in advance of the next meeting. **Action: Phil**

7.2 *Changes for next month*

7.2.1 Additional Management tools / reports

Management Reporting Software upgrades. No progress this month. **Action: Phil**

Software to check the configuration of different types of equipment - no progress this month **Action: Phil**

7.2.2 Potential personal safety issue

The new naming standard has been used for all the new installations. **Action: Phil, Joe**

7.2.3 Additional equipment for subscribers

One subscriber has asked for a second access point to be installed to increase Wi-Fi coverage. A spare unit will be configured and installed. No progress this month. **Action: Phil**

7.3 *Volume trial*

7.3.1 Review of the trial

No progress this month. **Action: Phil**

7.4 *Terms of Reference*

Deferred

7.5 *Problem reporting procedure*

No progress this month. **Action: Phil**

8 General topics

8.1 *Documentation*

8.1.1 Mast lease

Nothing from the Highland Council

8.1.2 Network Plan

No progress this month due to other commitments. **Action: Phil**

8.2 *Relays*

8.2.1 Creag Mhaol

We have sent an update of the lease agreement to our solicitors. No response as yet. **Action: Phil**

8.2.2 Plockton

8.2.2.1 Hosting agreement

Nothing to report

8.2.2.2 Equipment and tidy up

The new dishes have arrived and will be configured and installed when traffic can be switched away from Plockton. **Action: Phil**

8.3 *Backbone development*

8.3.1 Plockton

No issues.

8.3.2 Lochcarron

No issues.

8.3.3 Creag Mhaol

8.3.3.1 Existing relays

We will investigate hardware upgrades as the next step to reduce noise on the links. No progress this month. **Action: Phil**

8.3.3.2 New relays

It proved to be rather a tight squeeze to cram double the amount of equipment as was used in the old enclosures into the new enclosures to allow us to implement our strategy of automatic fault recovery of equipment on Creag Mhaol.

However a workable configuration has now been established and all five enclosures have been configured and are now ready to install. We have only managed one run to the top of Creag Mhaol this month, this was to move more scaffold poles ready to take the enclosures and lightning rods.

It takes a long time to prepare the equipment and tools and pack ready to transfer things to the top of Creag Mhaol which means we are now very dependent on the weather and really need some sustained dry periods to complete the installations on Creag Mhaol. **Action: Phil, Mary, Joe, Georgie, Neil**

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **Action: Phil**

8.3.4 The Glen

One access point will be upgraded to see if that will reduce the noise levels. No progress this month. **Action: Phil**

8.3.5 Ardaneaskan

For the moment testing of the relay in Ardaneaskan has been suspended. **Completed**

8.3.6 Leacanashie

The line of sight to the new Strome High relay has been confirmed. Activation of the Leacanashie access point is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.7 Portchullin (raised beach)

The line of sight to the new Strome High relay has been confirmed. Activation of the Portchullin relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.8 Craig

The link is now live and providing a satisfactory service but is subject to interference. **Action: Phil**

8.3.9 North Strome

The line of sight to the new Strome relays has been confirmed. Activation of the North Strome relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.10 Ardnarff

The line of sight from Ardnarff to the new Strome relay has been confirmed. **Action: Phil**

8.4 Testing

8.4.1 Management & accounting software

The subscriber usage email will be enhanced to give the specific amount of data used to allow subscribers to better manage their quotas. No progress this month. **Action: Phil**

8.5 Restoring power to the old TV repeater

8.5.1 Removal of equipment from Holly Croft

Neil retrieved all of CMNet's cable and fittings from Holly Croft (some cable has already been reused). Phil has asked Eric & Elizabeth if there is anything else that needs to be tidied up. **Action: Phil**

8.5.2 Removal of old cable

No progress this month.

8.5.3 Protection of cable on the hill

No progress this month.

8.5.4 Backup Generator

No progress this month.

8.6 ISPs

8.6.1 ADSL Broadband installation at Plockton High School

No progress this month. **Action: Phil**

8.6.2 ADSL Broadband installation at Lochcarron

No progress this month. **Action: Phil**

8.6.3 ADSL Broadband installation at Achmore

We will make sure we can proceed with the order for an additional line when we need the extra capacity. **Action: Mary, Joe**

8.7 Implementations

8.7.1 Phase 3 - Relays and creation of access points for the remainder of residents and connect trial subscribers.

Work has started on the new relays on Creag Mhaol. **Action: Phil, Mary, Joe**

8.8 Company Logo

No progress this month. **Action: All**

8.9 General Data Protection Regulation (Data Protection Act)

Nothing to report this month

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

We will organise another training session for all directors

10 Next meeting

Date of AGM Wednesday 14th November 7:30pm at Fernaig House
Date of next monthly meeting Wednesday 14th November after the AGM at Fernaig House
The meeting closed at 8:45 pm