

# Broadband Steering Group

Minutes of the Meeting held on the 2<sup>nd</sup> October 2014 @ 7:00 p.m. Fernaig House

## 1 Present and Apologies

**Present:** Phil Game, Joe Grimson, Geoff Harrington, Hamish Howat Hurst, Mary MacBeth

**Apologies:** Neil MacRae

## 2 Approve and adopt previous minutes

Last month's minutes incorrectly stated that the date of next meeting would be Thursday, 6<sup>th</sup> October this should have read Thursday, 2<sup>nd</sup> October. Subject to this change the minutes were approved, proposed by Mary, seconded by Joe. Copies of previous minutes are on our website at:-

<http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827>

Email [Broadband@fernaig.fsnet.co.uk](mailto:Broadband@fernaig.fsnet.co.uk) if you would like to be put on the circulation list or you have any questions.

## 3 Chairman's report

### 3.1 CBS

The meeting with Sandra scheduled for 2pm on the 2<sup>nd</sup> October was postponed as Sandra was unwell. A new date will be organised.

**Action: Phil**

### 3.2 Subscribers

Subscribers with completed installations	- 10
Subscribers remaining to install	- 37
Total	- 47

### 3.3 BBC Alba

Phil received a call from Eilidh MacLeod who is still interested in producing a story about our project; she will be in touch later in October.

### 3.4 Cash Flow

Directors will bank £50 loans to cover the running costs of the ADSL line; Phil will check the loan contract documents and then issue copies.

**Action: Phil**

### 3.5 Backbone testing

#### 3.5.1 The Glen

Phil and Joe ran a successful field test showing a good signal. We now need to finalise locations and get local Glen residents to clear the lines of sight to their properties so the access point and domestic equipment can be installed.

**Action: Phil & Joe**

#### 3.5.2 Ardnarff

Phil and Joe ran a field test showing an average to poor signal for Ardnarff. The line of sight to the relay on Creag Mhaol does not cover both households. It was decided we would run further tests with an access point in Lochcarron.

**Action: Phil & Joe**

#### 3.5.3 Craig

Phil and Joe ran an unsuccessful test at Craig, we can't use the current Creag Mhaol relays. We will either need a third relay on Creag Mhaol or more likely will have to use Ardaneaskan as originally proposed. Phil has emailed Sandra at CBS to see what we would have to do if residents in Ardaneaskan ask to join CMNet as seems very likely.

**Action: Phil & Joe**

### 3.6 Terms of Reference

Deferred

## 4 Secretary's report

### 4.1 HC Grant

At the CC meeting Audrey told us we have been awarded a grant of £1,000 which is about a third of the sum we requested. However this will still help enormously with our running costs as we roll out connections to the remainder of the subscribers. Mary will contact Robbie Bain and organise receipt of the grant.

**Action: Mary**

## **4.2 Risk register**

No change this month.

### **Action: Mary**

## **4.3 Terms of Reference**

Deferred

# **5 Finance Director's Report**

## **5.1 Monthly Update**

Hamish was back with us for this meeting but he will need some time to bring the finance spreadsheets fully up to date.

However, Hamish was able to issue a partially updated series of spreadsheets. There are also issues to resolve regarding our end of year accounts, corporation tax and reports for Companies House and the CIC regulator. None of these issues are urgent but we agreed we would complete all the documentation as soon as possible. A separate meeting will be organised between Hamish, Mary and Phil to hand back all the finance information to Hamish.

### **Action: Hamish, Mary, Phil**

As soon as we receive the installation charges from Managed Communications for the ADSL line in Plockton we will submit the next claim to CBS to cover all the capital expenditure required for the volume trial

### **Action: Phil**

The internal CMNet expenses claim form produced by Phil was approved by Hamish and will be used for all future claims.

The following figures were produced by Phil from the last complete finance spreadsheets produced by Hamish.

Opening balance	£ -1,125.38
Income and loans this period	£ 0.00
Liabilities	£ 0.00
Expenditure / accruals this period	£ -10.39
Closing balance	£ -1,135.77

## **5.2 Payments for installations of subscriber's equipment**

Phil is to send Hamish a copy of the invoices; once the format has been agreed Joe will issue invoices to subscribers.

### **Action: Phil, Hamish, Joe**

# **6 Internal auditor's report**

Phil gave Geoff details of Open Office which Geoff has downloaded; Geoff's PC is now unusable. We don't think these two events are related. Phil offered to help Geoff resurrect his PC if required.

### **Action: Geoff, Phil**

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

It was agreed that Phil would pass copies of invoices with claims forms to Hamish and Geoff and that Phil, Hamish and Geoff would maintain three detailed separate copies of all the equipment purchased and its location.

### **6.2 Liabilities**

Waiting on the rebirth of Geoff's PC

# **7 Customer Relations**

## **7.1 Customer Contracts**

A revised version was sent to the solicitor for comment; Phil will distribute the new version when received.

### **Action: Phil**

Tariffs - the volume trial has made it clear that our initial proposal of one simple tariff for a 10 GB monthly download is not sufficient for a significant number of subscribers who regularly exceed this limit. Our contract with Managed Communications is punitive if we exceed the monthly download quota and we can only increase the limit in very large increments e.g. 100 GB. This is typical of all ISPs not just Managed Communications.

There was a lengthy discussion about the increments we should offer and the prices we should charge for quotas above 10 GB. It was agreed (as outlined in the feasibility study) that we would set the tariff for twelve month periods and only revise tariff charges once a year on the anniversary of subscribers' renewals.

To keep everyone's costs as low as possible and minimise administration overheads we want subscribers to pick the correct usage band and either keep their monthly usage within that band or upgrade to the next band if their requirements grow.

We decided if a subscriber goes over their monthly usage limit they will first be offered the option of upgrading to the next usage band. If they do not wish to do this there will be a charge of £2.70 per gigabyte or part gigabyte to be paid the following month. If a subscriber goes over their monthly limit three times within a twelve month period they will **have** to take out a new contract to cover the highest amount downloaded in the month with the highest usage.

**We agreed the following tariff:-**

- Up to 10 GB per calendar month £13.50
- Up to 20 GB per calendar month £25.00
- Up to 30 GB per calendar month £36.00
- Up to 40 GB per calendar month £47.00

Usage over 40 GB per calendar month will be subject to negotiation.

As detailed above, in addition there will be a surcharge of £2.70 per GB or part thereof for anyone that exceeds their monthly quota. If anyone exceeds their monthly quota three times in any twelve month period they will **have** to alter their contract to cover their highest usage in the three months.

Subscribers will be able alter their contract to increase their quota at any time.

## *7.2 Installation of domestic equipment*

The last installation has been completed for the volume trial.

We have finalised the next group of subscribers ready to start more installations. Joe will make contact to organise installation dates. As with the first group of subscribers when we are confident we can complete the relevant number of outstanding installations within the lead time we will order the next ADSL line. The next line will be another non bonded line at Plockton High School.

**Action: Phil, Joe**

Phil has started work on the next shopping list which will provide enough equipment for a further 20 subscribers.

**Action: Phil**

## *7.3 Volume trial*

All ten subscribers' installations are complete.

**Completed**

Geoff found the user manual confusing and will help update it so a new version is ready to issue to the next group of subscribers.

**Action: Geoff, Phil**

The test plan was updated

**Completed**

The trial consists of six phases:-

### *7.3.1 Phase 1 - Gather subscriber information about usage of the BT system*

Initial feedback shows that household average monthly usage varies from less than 5 GB per month to over 20 GB with several people reporting usage above the proposed 10 GB CMNet standard package, we will work out a new tariff to cover a range of downloads. See 7.1 above.

**Completed**

### *7.3.2 Phase 2 - First phase tuning*

After they tuned the installation Managed Communications have given us a line that has a bandwidth of 7 Mbps. One of the access points on Creag Mhaol was moved to give better coverage.

**Completed**

### *7.3.3 Phase 3 - Scripted tests and second phase tuning*

Four director's sessions were used to test the maximum capacity of the line and calculate the best way to configure our equipment whilst we have the limited capacity of just one line. It was decided we would start with a maximum limit for any individual household of 1.75 Mbps, i.e. a quarter of the maximum bandwidth available. This is enough for standard definition video streaming, but not enough for HD video. It is not possible for one household to exceed this limit. If they do try to use additional bandwidth their own

performance will suffer but they will not affect any other user. When more than four subscribers are using the system the bandwidth is shared equally between them.

### **Completed**

#### **7.3.4 Phase 4 - Subscriber unscripted tests and third phase tuning**

This has revealed that some “smart” devices can automatically download very large files (over 2 GB) without the knowledge of the user. We understand that Apple iCloud can also automatically be used by devices to backup devices without the owners’ knowledge. Again these can be multi gigabyte files. If this process is not managed by the subscriber it will be triggered by the availability of the new files on the web, this means we could potentially exceed our monthly quota if these events are not controlled. We will monitor the effect this has on our network; more work may be needed on this topic.

### **In progress**

#### **7.3.5 Phase 5 - Gather subscriber information about usage of the CMNet system**

We discussed the results of the first four phases of the volume trial and it was decided we were now ready to move to Phase 5; Phil will email all the volume trial volunteers.

### **Action Phil**

#### **7.3.6 Review of the trial**

When complete the results will be circulated to everyone via email. If necessary we will organise a public meeting to discuss the results.

### **7.4 Terms of Reference**

Deferred

## **8 General topics**

### **8.1 Documentation**

#### **8.1.1 Customer contract**

The revised customer contract has been circulated to all directors and the comments have been sent to the solicitor. Phil will circulate the solicitor’s response.

### **Action: Phil**

#### **8.1.2 Mast lease**

This will be progressed after the customer contract has been agreed with the solicitors, no progress this month.

### **Action: Phil**

#### **8.1.3 Hosting Agreement**

A copy of the Hosting Agreement has been sent to Susan Galloway, Willie Morrison and Crisdean MacRae at Plockton High School for their comments. Susan Galloway has responded. Phil will chase Willie and Crisdean.

### **Action: Phil**

### **8.2 Relays**

#### **8.2.1 Creag Mhaol**

The access point for Fernaig was adjusted. The links to Lochcarron and Ardnarff were adjusted to reduce interference in preparation for a field test at Ardnarff at Lochcarron.

#### **8.2.2 Plockton**

The ADSL line was installed on schedule; we will test a link from the school to Portchullin and tidy up our installation. Phil will contact the school to organise some time for testing and a tidy up during the next school holidays.

### **Action: Phil & Joe**

#### **8.2.3 Lochcarron**

We are ready to run a field test from Lochcarron to Creag Mhaol.

### **Action: Phil & Joe**

## **8.3 Testing**

### **8.3.1 Outstanding issues**

There was an unexplained loss of signal between school and the relays on Creag Mhaol for ten hours overnight a while back, we have tested an alternate route to examine our equipment at the school should the link to Creag Mhaol fail again. One AirRouter power supply has failed, Phil is to organise a replacement.

#### **Action: Phil**

### **8.3.2 Management & accounting capabilities**

Phil has started work on some software to help automate the production of monthly usage stats.

#### **Action: Phil**

### **8.3.3 Test to the Glen**

A successful test was run in the Glen.

#### **Completed**

## **8.4 Restoring power to the old TV repeater**

### **8.4.1 Hydro power supply**

The power cable which supplies the relays on Creag Mhaol has been moved and connected to our new supply. We have used conduit to protect the cable where it crosses rock, and we will bury the cable and conduit where it covers soft ground. We have yet to fully “make good” the hole dug for the connection.

Our thanks to Eric and Elizabeth Morrison for the use of their power supply and their patience whilst we waited for our own supply to be installed.

Mary will look at transferring our supply to a cheaper low usage tariff once we have enough data about our electricity supply usage.

#### **Action: Mary**

### **8.4.2 Removal of old cable**

We will give some thought to the best method of removing the old cable.

#### **Action: Phil**

### **8.4.3 Protection of cable on the hill**

Electric fences are not suitable so we will build conventional fences around the two relays and base stations.

#### **Action: Phil**

### **8.4.4 Backup Generator**

No progress this month.

## **8.5 ISPs**

### **8.5.1 Community backhaul, West Coast Backbone (WCB)**

We received a brief update from Peter Buneman saying progress is slow.

### **8.5.2 ADSL Broadband installation at Plockton High School**

We will order a second line as soon as we have dates for the next group of subscriber installations.

### **8.5.3 ADSL Broadband installation at Lochcarron**

We are now ready to start testing at Lochcarron and again we will install a line as soon as we have enough subscribers with equipment installed.

#### **Action: Phil**

## **8.6 Implementation**

### **8.6.1 Phase 1**

#### **8.6.1.1 Equipment**

All the equipment for the volume trial has been purchased and installed; we are waiting for the bill for the installation of the ADSL line at Plockton High Scholl before submitting our claim to CBS.

#### **Action: Phil**

### **8.6.2 Phase 2**

#### **8.6.2.1 Equipment**

We have started work on the shopping list for the next phase.

#### **Action: Phil**

## **8.7 Company Logo**

No progress this month.

#### **Action: All**

## **9 Director's training session**

### ***9.1 Configuring Ubiquiti Equipment***

Phil will show Joe how to configure equipment.

### **Action: Phil & Joe**

### ***9.2 The Dude***

Phil introduced Joe, Hamish & Geoff to “The Dude”. We will install “the Dude” on Joe’s laptop.

### **Action: Phil & Joe**

## **10 AOB**

None

## **11 Items to add to the agenda of the next meeting**

None

## **12 Next meeting**

Date of next meeting Thursday, 6<sup>th</sup> November 7:00pm at Fernaig House.

The meeting closed at 10:00pm.