

# Broadband Steering Group

Minutes of the Meeting held on the 5<sup>th</sup> February 2015 @ 7:00 p.m. Fernaig House

## 1 Present and Apologies

**Present:** Phil Game, Joe Grimson, Mary MacBeth, Neil MacRae (part) Hamish Howat Hurst.

**Apologies:** Geoff Harrington

## 2 Approve and adopt previous minutes

The minutes were approved, proposed by Joe, seconded by Mary. 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

We have received Sandra's written confirmation that the local PoPs (Points of Presence, where we will be able to obtain a leased line) will be at Kyle, Lochcarron, Portree, and Mallaig. These are all scheduled for installation by the end of 2016. Sandra has resigned and left CBS; whilst CBS look for a replacement for Sandra our contact will be Alastair Nicholson.

### 3.2 Subscribers

Live	- 24
Kit installed waiting for backhaul	- 0
Waiting for installations	- 0
Waiting for subscriber installations	- 0
Waiting for surveys	- 0
On live access points but requested a delay	- 5
Waiting for backbone relays	- 26 (This includes confirmed & potential Ardaneaskan residents)
No response when asked for installation date	- 2
Withdrawn from CMNet	- 0
New joiners	- 1 (Ardaneaskan)
Potential new joiners	- 2 (In North Strome)
Total	- 60

### 3.3 BBC Alba

We are waiting for Eilidh MacLeod to suggest a date for her visit in February.

### 3.4 Ofcom license

No response from Ofcom, Phil to chase.

### 3.5 Loan Contracts

No progress this month as sidetracked by management program changes, the contracts should all go out by the end of February.

**Action: Phil**

### 3.6 Terms of Reference

Deferred

## 4 Secretary's report

### 4.1 Reclaim overpayment to Managed Comms

Mary has contacted Managed Comms for the repayment; she will check we have received the refund.

**Action: Mary, Hamish**

### 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 has revised the layout of the accounts to make them clearer and broken down some figures to provide more detailed information; all figures are as at the end of January

Capital expenditure against our grant of £37,538:-

Brought forward	- £10,790.48
This month	- £ 0.00
Carried forward	- £10,790.48

Revenue:-

Brought forward	- £2,550.41
Income this month	- £426.50
Expenditure this month	- £0.00
Carried forward	- £2,956.91
Accruals for interest this month	- £40.29
Loans (includes CBS deferred contribution)	- £4,251.54
Balance after liabilities	- <b>£-1,334.92</b>

The CC has agreed to use our loan document to formalise the CC loans, Phil to send a copy to Dawn to sign.

**Action: Phil**

#### 5.1.1 Next three month's budget and cash flow

Now we have monthly subscriptions coming in we have enough money to pay the outstanding debts and cover the known expenses for the next three months. Phil & Mary will therefore submit their claim for repayment of insurance, Companies House fees and the electricity bill for Creag Mhaol.

**Action: Phil, Mary**

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

These have all been paid and are up to date.

### 5.3 Payments for exceeding monthly quotas

One payment is outstanding for December, Hamish will chase for payment.

**Action: Hamish**

One person exceeded their quota in January, Phil will raise an invoice.

**Action: Phil, Hamish**

### 5.4 Standing orders

These have all been received however one payment has been missed by a subscribers bank, Hamish will chase to ensure the money is paid.

### 5.5 Customer contracts

Some draft customer contracts have still not been confirmed by subscribers, we will assume they are correct and issue the contracts as emailed. Phil & Hamish will countersign contracts and distribute them to subscribers.

**Action: Phil/Hamish**

### 5.6 Another signatory on the bank account

The mandate has been delivered to RBS, as yet we have not had a response from RBS and we will chase progress.

**Action: Mary**

### 5.7 CIC 34 annual return

Hamish and Mary will complete and submit the annual CIC 34 form by the end of February; it must be submitted by June at the latest.

**Action: Hamish, Mary**

## 6 Internal auditor's report

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

No progress this month.

**Action: Geoff**

### 6.2 Liabilities

Phil has yet to provide copies of the new subscriber loan contracts and director's loans contracts to Geoff. When the CC loans have been formalised Phil will also pass copies of these contracts to Geoff. No progress this month.

**Action: Phil, Geoff**

### **6.3 Description of the Audit Trail**

Geoff was unable to attend due to prior commitments; it was felt it would be sensible for Geoff to coordinate the process so everyone can help produce a formalised procedure.

**Action: Geoff**

## **7 Customer Relations**

### **7.1 Production Environment**

#### **7.1.1 Problems and complaints**

There were power cuts on the 9<sup>th</sup> / 10<sup>th</sup> January. When power was restored it was back in Achmore before Plockton, so although CMNet was up and running we did not have internet access because the gateway at the school did not have power. This may have caused subscribers to believe the power outage caused a problem with our network, it did not and there do not appear to have been any long term adverse effects on our network.

Phil caused a problem by accidentally running a test of the new daily management program using live email addresses causing test emails to be sent to subscribers. All the subscribers affected have been informed of the error. The procedure has been changed to increase the separation of the test and live systems to make sure this does not happen in future. Phil apologises for the confusion caused by these emails.

No customer complaints.

#### **7.1.2 Usage quotas**

One subscriber exceeded their quota in January by a small amount, we will issue an invoice.

**Action: Phil**

We were within our quota from Managed Communications in January. Three households have asked to have their quotas increased and they will be given priority when the next ADSL line has been installed. However if February's usage continues at the current rate we may be able to increase some quotas earlier, we will do this on a first come first served basis.

#### **7.1.3 Possible virus infection**

At times various times through January two subscribers accessed tens of thousands of websites in a 24 hour period. The information was passed on to the subscribers concerned. It seems likely that in one case this may be from a virus associated with "SoundFrost".

#### **7.1.4 Additional Management tools / reports**

A new version of the daily management accounting report with more detailed information was circulated for comment. Hamish and Neil will be added to the report circulation list which currently includes Joe & Phil.

#### **7.1.5 Support**

It was agreed we would set up a calendar to log periods when directors are away to ensure we have cover for the system.

**Action: Phil**

We have cover for February but are short on the ground for a period in March. Phil is to organise a training session for Neil, which Hamish will also attend.

**Action: Phil, Neil, Hamish**

### **7.2 Installation of domestic equipment**

No new installations have been completed this month and no new installations are planned in the immediate future. There was a brief discussion about the main areas we should tackle next. As some timing are out of our control whilst we wait for permissions to proceed or power to be installed it was decided we would take a pragmatic approach and install domestic equipment when we have a firm date that an access points will become available.

### **7.3 Volume trial**

#### **7.3.1 Review of the trial**

No progress this month.

**Action: Phil**

### **7.4 Terms of Reference**

Deferred

## **8 General topics**

### **8.1 Documentation**

#### **8.1.1 Mast lease**

No progress this month.

**Action: Phil**

## 8.2 Relays

### 8.2.1 Creag Mhaol

No progress this month, we will install a dish for Ardaneaskan & upgrade the dish for Lochcarron (weather permitting).

**Action: Phil**

### 8.2.2 Plockton

#### 8.2.2.1 Hosting agreement

Our solicitors have sent the hosting agreement to the HC.

#### 8.2.2.2 Equipment and tidy up

No progress this month, we will wait for better weather for the external jobs but will reconfigure our kit remotely.

**Action: Phil**

## 8.3 Backbone development

### 8.3.1 Lochcarron

Joe & Neil visited Andrew MacKenzie to discuss the use of his shed as a possible site for our relay; Andrew was very helpful and encouraging. However there are a few issues to resolve before we start the installation. Neil will contact Douglas Jack (Openreach) to check that it is feasible to get up to three telephone lines installed. Phil will contact Iain MacKenzie to discuss the best method to install an independent power supply. Phil will configure and install an upgraded dish on Creag Mhaol and we will organise a visit with a configured dish to confirm the line of site and signal strength from Andrew's barn. Phil will email Andrew with an update.

**Action: Neil & Phil**

### 8.3.2 The Glen

Phil, Joe & Neil met with Fay to discuss possible sites; the best site requires us to install a power cable across a ditch. It was agreed we would ask the Hydro about best practise and they have responded to suggest we bury the cable under the ditch in thick alkathene pipe. Phil is to revisit the site to take photographs and inform Fay of the advice from the Hydro.

**Action: Phil**

### 8.3.3 Ardaneaskan

Phil is to set an end date and confirm potential subscribers, so we can start detailed survey. We have a new subscriber who can't see Portchullin so we will investigate possible sites for their access point. We will arrange a visit to check the properties at the extreme end at Ardaneaskan.

**Action: Phil**

### 8.3.4 Portchullin

Mary found and Joe has confirmed there is a good location for a relay on the raised beach; Phil and Hamish are to visit.

**Action: Phil & Hamish**

### 8.3.5 Craig

No progress this month, Phil is to organise a visit to discuss possible relay sites and installations.

**Action: Phil**

### 8.3.6 North Strome

Phil is to organise a visit to discuss possible relay sites and subscriber connections.

**Action: Phil**

### 8.3.7 Ardnarff

No progress this month although we now know Ardnarff can be seen from the raised beach above Portchullin.

**Action: Phil**

## 8.4 Testing

### 8.4.1 Management & accounting software

There is still some more work required on the software to make it easier to move to a different computer should the need arise. We have yet to establish backups for the accounting data, this task will be treated as urgent. Some thought has been given to a monthly suite of statistics programs.

No progress on these areas this month but the daily report has been enhanced to provide more detailed information.

**Action: Phil**

## 8.5 Restoring power to the old TV repeater

### 8.5.1 Hydro power supply - finding the cheapest tariff with no daily standing charge

No progress this month, Mary will investigate further.

**Action: Mary**

### 8.5.2 Removal of equipment from Holly Croft

Phil is to check Eric & Elizabeth are happy with our proposal to compensate them for the use of their electricity. Phil is to tidy up all the equipment left on their premises.

No progress this month.

**Action: Phil**

### 8.5.3 Removal of old cable

No progress this month.

**Action: Phil**

### 8.5.4 Protection of cable on the hill

No progress this month

**Action: Phil**

### 8.5.5 Backup Generator

No progress this month.

## 8.6 ISPs

### 8.6.1 Community backhaul, West Coast Backbone (WCB)

No news this month.

### 8.6.2 ADSL Broadband installation at Plockton High School

No progress this month.

### 8.6.3 ADSL Broadband installation at Lochcarron

See 8.3.1 above

**Action: Phil**

## 8.7 Implementation

### 8.7.1 Phase 2 - Relays and creation of access points for the remainder of residents and connect trial subscribers.

#### 8.7.1.1 Equipment

No change this month.

**Action: Phil**

#### 8.7.1.2 Finalise the properties to be surveyed

We will take a pragmatic approach to make best use of the new relays as they become available.

**Action: Phil**

## 8.8 Company Logo

No progress this month.

**Action: All**

## 9 Director's training session

### 9.1 Configuring Ubiquiti and MikroTik equipment

Phil is to run a course for Neil and refresher for Hamish.

**Action: Phil, Neil & Hamish**

### 9.2 The Dude

No progress this month.

**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, 2<sup>nd</sup> April 7:00pm at Fernaig House.

The meeting closed at 10:10pm.