

Broadband Steering Group

Minutes of the Meeting held on the 11th November 2015 @ 7:30 p.m. Fernaig House

1 Present and Apologies

Present: Phil Game, Joe Grimson, Mary MacBeth

Apologies: Hamish Howat Hurst

No Shows: Neil MacRae

2 Approve and adopt previous minutes

The previous minutes were approved subject to a correction being made to 3.3; 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 cmnetcic@gmail.com if you would like to be put on the circulation list or you have any questions.

3 Chairman's report

3.1 Bandwidth

Bandwidth has now mostly recovered in the evenings; we will continue to monitor speeds. **Action: Phil**

3.2 CBS

On the 22nd October we met with Zoe Laird the new head of CBS and Jeremy Firth, Tim Winterburn and Calum Stiven. Tim & Calum visited Duncan Ferguson to interview him and see how higher broadband speeds had impacted on his life. We had a wide ranging discussion with Zoe & Jeremy and covering areas where CBS might be able to be of more help to Community Groups.

During the meeting Zoe said she would ask about the BT / HIE developments in the area on our behalf. Zoe did follow this up and we have received an update from Nick Scroggie at HIE.

Nick tells us that BT has installed the first fibre cabinet in Lochcarron and this is about to go live, two more will follow in the next few months. The first fibre cabinet is expected to be installed in Plockton early next year and will be located near the BT exchange.

When the fibre cabinets are in use we can expect speeds to increase from our current 8 Mbps (upload + download) to around 24 Mbps, there will be no extra charge for this increase. However if we were to switch to a FTTC (Fibre To The Cabinet) service (which will be more expensive) speeds would rise again to around 48 Mbps or more. As the final link from the new cabinets to our equipment is still through the existing copper wires the usual caveats apply about the length and condition of the copper wires. So we won't know what speeds are available until we can get a connection from the new cabinet and test it. But it will be faster than our existing links.

We will check with Zen if they have a date for the Lochcarron upgrade. **Action: Phil**

Nick also reported that no details are available for our exchange (Strome Ferry) and these plans are not likely to be known before the end of this year.

After we met with Zoe we were asked by Calum to help with the next WHAN meeting which will discuss the West Coast Backbone. Mary has agreed to chair the next meeting and in the past few weeks considerable time has been spent preparing for this meeting including 6 hours of meetings with Calum. The meeting is scheduled for Thursday 19th November, Mary, Hamish and Phil will attend.

3.3 Subscribers

Live	- 26
Kit installed waiting for backhaul	- 5
Waiting for installations	- 0
Waiting for subscriber installations	- 2
Waiting for surveys	- 2
On live access points but requested a delay	- 2
Waiting for backbone relays	- 28
No response when asked for installation date	- 3
Withdrawn from CMNet this month	- 0
New joiners this month (included in figures above)	- 1
Total	- 66

The total figure in the last minutes was incorrect, three new joiners were double counted, there has been one new joiner since the last meeting.

3.4 Terms of Reference

Deferred

4 Secretary's report

4.1 Companies House

Nothing to report

4.2 Risk register

No change this month. **Action: Mary**

4.3 Terms of Reference

Deferred

5 Finance Director's Report

Update since the last meeting in September, so figures are for September and October

All figures are as at the end of October

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

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

Revenue:-

September

Brought forward	-	£916.02
Income this month	-	£510.50
Expenditure this month	-	£99.75
Carried forward	-	£1,326.77

October

Brought forward	-	£1,326.77
Income this month	-	£535.70
Expenditure this month	-	£393.78
Carried forward	-	£1,468.69

Accruals for interest	-	£89.82
Loans (includes CBS deferred contribution)	-	£5,166.05
Balance after liabilities	-	£-3,787.18

Please note that the balance after liabilities does not include a further £3,000 of additional equipment not yet shown in the books. In total there will be a repayment resulting from a claim to CBS of approximately £6,000. The claim will be submitted when we have completed the bulk of the capital expenditure for the next phase. When the claim is paid by CBS the balance after liabilities will be approximately £1,100.

Outstanding subscribers' debt

Current month	£0.00
Over one month	£0.00
Over two months	£0.00
Over three month	£0.00

Total outstanding debt £0.00

5.1.1 Next three month's budget and cash flow

No issues

5.2 Payments for installations of subscriber's equipment

All payments are up to date.

5.3 Payments for exceeding monthly quotas

All Payments are up to date.

5.4 Standing orders

All Payments are up to date.

5.5 Loan Contracts

One loan contract is missing. Hamish will chase. **Action: Hamish**

5.6 Customer contracts

One customer contract is missing. Hamish will chase. **Action: Hamish**

5.7 Next year's tariff

Subscribers who joined in December 2014 have been asked to reduce their monthly subscriptions to the new tariff rate.

We will send out another reminder w/c 16th November. Would subscribers please confirm to Hamish that they have reduced their standing order.

Subscribers who joined in January 2015 will be sent a reminder of the change in tariff by the end of November with another reminder in mid December.

It was decided that due to the high bank charges and the additional administration required we will **not refund overpayments**. So please make sure you amend your standing order to the new reduced tariff.

5.8 CIC 34 annual return

Hamish will tidy up the layout of the HMRC documents and then circulate them to the directors. **Action: Hamish**

5.9 Bank Charges

Hamish met with the RBS to discuss ways to reduce our bank charges; we all concluded that the best option for us is to pay a monthly fee of £5 which covers all charges except cheque and cash payments and receipts. These will incur charges of 84 pence and 95 pence respectively. As most transactions are via standing orders which are "free" it was decided to pass on the costs of processing cheques and cash to subscribers in full. **Completed**

6 Internal auditor's report

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

No complaints this month. One cable had to be reinstalled due to K9 intervention. Phil issued a draft copy of the Problem reporting procedure for directors' comments and will incorporate all the suggestions received. This will be distributed when the new subscribers go live; i.e. when the new Lochcarron line is delivered.

The daily stats program has been amended and will now retry six times to connect to Google Mail; since this change was made there have been no problems.

The daily stats programs have been ported to a new machine that will automatically recover if there is a power failure. So far this seems to be working well but more changes are required to the programs to cater for the different environment.

Action: Phil

No progress on software to automatically report on performance. **Action: Phil**

7.1.2 Usage quotas

The daily average usage in September was 7.7 GB; total usage was 231 GB (238 GB for a 31 day month) a slight decrease on August's 252 GB. Three subscribers exceeded their quota in September, Phil has issued invoices. The daily average usage in October was 9.2 GB; total usage was 284 GB a big (20%) increase on September's 231 GB. Ten subscribers exceeded 90% of their quota; a further six exceeded 60%.

7.1.3 Possible virus infection

Some spurious addresses have been flagged by the management software this month; this may be due to virus infections or subscribers attempting to replace CMNet equipment. We will investigate further when time permits.

7.1.4 Installation of domestic equipment

Six installations were completed since the last meeting; a further two installations are pending waiting on subscriber's preparatory work. Installations were being scheduled to coincide with the arrival of the new Lochcarron ADSL line which was subsequently delayed. Subscribers will be connected as soon as the new line becomes available.

7.2 Changes for next month

7.2.1 Increases in quotas for existing subscribers

Three subscribers have asked for an increase to their quotas but no further increases are possible until BT install our new ADSL line in Lochcarron.

7.2.2 Additional Management tools / reports

No progress this month.

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 changes this month.

8.2.2 Plockton

8.2.2.1 Hosting agreement

Phil gave Hamish details of the solicitor's quote. **Action: Hamish**

8.2.2.2 Equipment and tidy up

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

8.3 Backbone development

The new network plan for phase 2 using routers is complete, Phil will set up a separate meeting to finalise the details. However as it will only be possible to discuss the theory until the locations of the Ardaneaskan and Strome Ferry relays have been finalised it was decided to delay this meeting until we know the location of the relays.

Action: Phil, Joe, Hamish & Mary

8.3.1 Lochcarron

Phil & Joe finished the work required for the electrician and the he visited and connected the power. Openreach visited but did not connect the telephone line as they should have sent their surveyor first. We are waiting for a new installation date from Zen / Openreach.

There is a small configuration change required to the dish and additional bracing will be installed for the mount on our next visit. **Action: Joe, Phil**

8.3.2 The Glen

Neil has completed work on the trench and the new cable has been installed and connected; the trench has been backfilled. SSE has connected the power and the meter has been ordered and installed. We have asked our electrician to connect our consumer unit. We will register the new meter with our electricity supplier. **Action: Mary**

Activating the installation is now dependant on the new line being installed in Lochcarron.

8.3.3 Ardaneaskan

We still do not have an agreed location for the Ardaneaskan relays but we have connected one resident via a temporary link direct to Creag Mhaol to test the range of the new dishes (NanoBeam CPE). There is a possible solution to the relay problem but no work has been done on this due to other priorities. **Action: Phil**

8.3.4 Portchullin

We now have the lease from the Forestry and have applied for the power connection from SSE. So far SSE has not given us a connection date but it is likely to some weeks before the power is available.

8.3.5 Craig

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

8.3.6 North Strome

Phil & Hamish met with Lizzie and Jack who have very kindly offered to host a relay for us. There are still a few issues to resolve before we decide on the best location. North Strome and Strome Ferry will now be our next priority.

Action: Phil

8.3.7 Ardnarff

No progress this month.

8.4 Testing

8.4.1 Management & accounting software

Changes were made to the daily stats program see 7.1.1

8.5 Restoring power to the old TV repeater

8.5.1 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**

8.5.2 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 Community backhaul, West Coast Backbone (WCB)

Joe and Phil attended the meeting on the 8th September, we both felt some progress was made on the tariff but this was not reflected in the minutes. We will take this up at the next meeting which is scheduled for 19th November. Mary will chair this meeting. **Action: Mary, Hamish & Phil**

8.6.2 ADSL Broadband installation at Plockton High School

No progress this month.

8.6.3 ADSL Broadband installation at Lochcarron

We have placed an order with Zen broadband and expected installation on the 6th October but this has now been delayed - see 8.3.1. Zen has been informed by Openreach that they will receive an update on the 13th November.

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

Some small purchases were made this month.

8.7.1.2 Finalise the properties to be surveyed

We have completed a total of six installations and are waiting on two subscribers to prepare their installations so we can install our equipment. Connections cannot be made until we get the additional capacity from the new ADSL line.

Action: Phil

8.8 Company Logo

No progress this month.

Action: All

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

There will be another training session in the w/c 16th November. **Action: Phil, Joe & Hamish**

9.2 The Dude

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

10 AOB

10.1 AGM

The open meeting took place on Wednesday the 16th September as planned. Attendance of existing subscribers was very low and we will review whether there is any point holding an open meeting next year.

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Wednesday, 13th January 7:30pm at Fernaig House.

The meeting closed at 8:20 pm.