

Broadband Steering Group

Minutes of the Meeting held on the 13th January 2016 @ 7:30 p.m. Fernaig House

1 Present and Apologies

Present: Phil Game, Joe Grimson, Mary MacBeth, Hamish Howat Hurst, Neil MacRae

2 Approve and adopt previous minutes

The previous minutes were approved proposed by Joe, seconded by Hamish.

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 continues to hold up well with only the odd brief period where speeds drop below 2 Mbps.

3.2 CBS

We have been invited to attend a two day training course to be run at SMO in January, Joe will attend. **Action: Joe, Phil**

3.3 Subscribers

3.3.1 Existing relays

Live subscribers - 27

3.3.2 Live relays but waiting for backhaul

Kit installed	- 5
CMNet installations pending	- 0
Subscriber installations pending	- 2
Total number waiting for backhaul	- 7

3.3.3 Waiting for new backbone relays

Waiting for surveys	- 3
Waiting for installations	- 30

3.3.4 Others

On live access points but requested a delay	- 2
No response when asked for an installation date	- 2
Withdrawn from CMNet this month	- 1
New joiners this month (included in figures above)	- 2
Total	- 68

We have changed the number of subscribers this month to show one additional connection to match a subscriber's request to change their payment and accounting procedures.

One subscriber is leaving Achmore and new arrival will use the existing installed equipment. There is one new subscriber in North Strome; given the increasing numbers of subscribers in North Strome we will review the location of the access point(s).

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

This is an update since the last meeting in November, so figures are for November and December; all figures are as at the end of December.

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

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

Revenue:-

November

Brought forward	- £1,468.69
Income this month	- £490.40
Expenditure this month	- £150.25
Carried forward	- £1,808.84

December

Brought forward	- £1,808.84
Income this month	- £464.30
Expenditure this month	- £102.43
Carried forward	- £2,170.71

Accruals for interest	- £42.84
Loans (includes CBS deferred contribution)	- £5,166.05
Balance after liabilities	- £-3,038.18

Please note that the balance after liabilities does not include a further £7,400 of additional expenditure not yet shown in the books. In total there will be a repayment resulting from a claim to CBS of approximately £10,000. 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 £500.

Outstanding subscribers' debt

Current month	£98.60
Over one month	£0.00
Over two months	£0.00
Over three month	£0.00

Total outstanding debt £98.60

5.1.1 Next three month's budget and cash flow

The Hydro bills will be moved to direct debit; Mary will send the details to Hamish. **Action: Mary, Hamish**

5.2 Payments for installations of subscriber's equipment

All payments are up to date.

5.3 Payments for exceeding monthly quotas

No payments have been outstanding for over one month.

5.4 Standing orders

Some payments have "drifted" from 1st of the month. Hamish has chased the subscribers involved and will check February's payment dates. **Action: Hamish**

5.5 Loan Contracts

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

5.6 Customer contracts

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

5.7 Next year's tariff

Eleven subscribers had not changed their standing orders by the date of January's payments; they have all been reminded to change their payments.

5.8 CIC 34 annual return

There was some debate about which document was outstanding these were identified and Hamish will locate them and circulate them to the directors. After the meeting Hamish sent around copies to the directors. **Completed**

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. **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

It was decided that new subscribers should pay the first year rate for the first twelve months even if CMNet equipment is already in place on the property.

Compensation for lack of service - As stated in subscriber's contracts, if the service is not available for three working days (or less) there will normally be no compensation. However if the service is not available for more than three working days directors can grant compensation at their discretion. If compensation is to be given it will be calculated on a daily basis from the day the service is reported as unavailable until the day the service is restored.

There was a power cut on the 4/5th December which resulted in a failure of the management reporting system. Hamish had to gain access to Phil's computer cave and restart the server; some data was lost whilst the server was down.

There was a transitory power failure on the 10th December. One subscriber reported that their system had gone down and put this defect down to the power failure. Joe and Hamish investigated the defect and changed the power supply and checked out the continuity of the cabling. Hamish managed to connect to the internet but then the system went down again within a couple of days. On Phil's return further investigations took place and a new Nanostation was fitted, this lasted a few days and then also failed exhibiting the same symptoms as the previous unit. It was decided to research possible causes of failure rather than risk another unit. These were all checked and no faults were found so the unit was replaced again. So far the second replacement is working without any issues. It is thought the problem was probably caused by electrostatic discharge from a lightning storm. The first unit suffered a partial failure of the routing chip; Phil will investigate the failure in the second unit. **Action: Phil**

Joe & Hamish had some problems with the recovery package and could not clone a replacement. We will check the recovery equipment and procedures. **Action: Phil, Joe, Hamish**

Joe is having problems connecting to the server (possible laptop issue) and this will be addressed asap. **Action: Phil, Joe**

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

7.1.2 Usage quotas

The usage for November was 274 GB with a daily average of 9.1GB. Five customers exceeded their quota for the month. The usage for December was 283 GB with a daily average of 9.1GB. Seven customers exceeded their quota for the month.

7.1.3 Possible virus infection

Some spurious addresses were flagged by the management software in November and December. We will investigate further when time permits. **Action: Phil**

7.1.4 Installation of domestic equipment

Installations have been put on hold for the moment pending the installation of the new line in Lochcarron.

7.2 Changes for next month

7.2.1 Increases in quotas for existing subscribers

More 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.

7.2.3 Potential personal safety issue

It has been brought to our attention that our naming standards for domestic routers (AirRouters and AirGateways) could potentially be abused by conmen operating in the area. I.e. someone knocks at your door and says they need to talk to you having obtained your name from the broadcast network address of your router simply by being close to your property. It was agreed by all that we would change our procedures to remove this risk. After some debate about the method decided that we would generate a random identifier for the router broadcast address.

This will be put into immediate effect for all pending / new installations. Because this change means that subscribers will have to change all their Wi-Fi connected devices we will coordinate changes carefully with existing subscribers. If you are concerned about your name being available through your Wi-Fi please contact Phil or Joe and we will give your change priority.

This change will not affect any wired connections. **Action: Phil, Joe**

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

Hamish will add details of the solicitor's quote to the accounts. **Action: Hamish**

8.2.2.2 Equipment and tidy up

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

8.3 Backbone development

Given the difficulties finding a suitable location for the relay in Ardaneaskan and the growing number of subscribers in North Strome we decided we will have a complete review of the number and location of all the outstanding relays. A revised network plan will be drawn up once we have finalised the location of the backbone relays. **Action: Phil, Joe, Hamish, Neil & Mary**

8.3.1 Lochcarron

Openreach have given us a new quote of £4,356 to install the telephone line and we have paid this amount to Zen.

Andrew has very kindly offered to dig the trench and bury the BT cable ready for Openreach to install the new telephone line. Openreach have delivered the cable to Andrew and he hopes to have the cable in place by the end of January.

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

We have registered the new meter with our electricity supplier. **Completed**

We are still waiting for the installation of the new line in Lochcarron and our electrician to connect our consumer unit. **Action: Phil**

8.3.3 Ardaneaskan

The new kit is working well for a domestic installation but may not be suitable for multiple users; we will run more tests before reaching any conclusions. **Action: Phil**

We have started to look at alternative locations for the access point relay. **Action: All**

8.3.4 Portchullin

At long last the Forestry has granted SSE a Wayleave to install the power cable. We have agreed the spec and route for the cable trench with SSE and hope to have the power installed by SSE by the end of January. Once SSE has done their work we can apply for a meter and once the meter is installed ask our electrician to connect up our consumer unit. **Action: Phil, Neil, Hamish, Joe, Mary**

8.3.5 Craig

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

8.3.6 North Strome

None of the relay sites at Strome Ferry are ideal and we will review the location of all the outstanding relays.

Action: Phil

8.3.7 Ardnarff

No progress this month.

8.4 Testing

8.4.1 Management & accounting software

More changes were made to allow the software to be moved to a new platform.

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)

Mary, Hamish and Phil attended the meeting on the 19th November. Mary chaired the meeting and good progress was made in most areas.

However, by majority vote of all the Community Broadband Groups attending, it was decided to limit the facilities offered to a pooled (ADSL like) bandwidth service. CMNet's proposal for a dedicated (leased line like) service was rejected and will not be pursued further.

It is not clear how contention between one group and another will be managed, especially as has been stated that the WCB will not impose limits either on individual or on group bandwidth usage.

This needs to be considered in the context of every other community group apart from CMNet currently experiencing insatiable demands for bandwidth which they believe will be solved simply by the implementation of the WCB.

In light of this we will exercise extreme caution as we follow developments with the WCB. There was some debate amongst directors as to whether we should leave the WCB, finally it was decided we would maintain a watching brief.

Action: Phil

8.6.2 ADSL Broadband installation at Plockton High School

No progress this month.

8.6.3 ADSL Broadband installation at Lochcarron

Zen has given us a new installation date of February.

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 purchases this month.

8.7.1.2 Finalise the properties to be surveyed

We 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 January. **Action: Phil, Joe & Hamish**

9.2 The Dude

MikroTik have released a new version of this software which we will evaluate. **Action: Phil**

10 AOB

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Wednesday, 17th February 7:30pm at Fernaig House.
The meeting closed at 10:00 pm.