

Broadband Steering Group

Minutes of the Meeting held on the 11th April 2018 @ 7:30 p.m. Fernaig House

1 Present and Apologies

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

Apologies: None

2 Approve and adopt previous minutes

The previous minutes for March 2018, were proposed by Joe, seconded by Georgie

Copies of previous minutes are on our website at:-

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

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

3 Chairman's report

3.1 Bandwidth

There are no bandwidth issues at the moment.

3.2 CBS

Shaun has not yet responded as to whether we can extend our end date to allow us to make additional claims.

3.2.1 Last CBS Claim

We have sent all the claim forms to Shaun Marley and he has confirmed that he has received them all and approved them for payment. Phil will send copies of the claims forms to Georgie. **Action: Phil**

3.3 Subscribers

3.3.1 Existing relays

Live subscribers	- 36
Subscriber installation pending	- 1
Waiting for installations	- 6

3.3.2 Waiting for new backbone relays

Waiting for installations	- 31
New joiners since the last minutes	- 2
Total	- 76

3.4 Companies House and HMRC Returns

The bulk of my time this month has been spent preparing the annual returns for Companies House and HMRC, these are due to be submitted by the end of May. See 5.8 below.

3.5 Terms of Reference

Deferred

4 Secretary's report

4.1 Risk register

Mary spoke to Jack Bird, the chairman of the Hall Committee, and he is happy for CMNet to use the Hall for our third line. We will give Jack more details of what we require and if required we will attend the next Hall Committee meeting to answer questions from committee members. **Action: Mary, Phil**

4.2 Long term support plan

Some work has been done on software that will automate the cloning of failed devices. **Action: Phil**

4.3 Electricity supply

We have received, checked and paid the last bill from SSE. The first bill from Extra Energy has been received showing a saving over SSE. **Completed**

4.4 Insurance

Mary has transferred the insurance to Zurich and there has been a small reduction in the premium by paying for the year in advance. The Highland Council has taken a payment in April even though the contract with them ended in March we will check that this was the final payment. Joe will cancel any future payments. **Action: Phil, Joe**

4.5 Terms of Reference

Deferred

5 Finance Director's Report

Due to the time and cost involved and the likely closure of local bank branches we will no longer be able to accept cheques. Will all subscribers please adjust their accounts by electronic transfer in future.

5.1 Monthly Statistics

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

Brought forward	- £24,985.75
This period	- £10,830.93
Carried forward	- £35,816.68

N.B. This claim has yet to be processed by CBS

Revenue for March:-

Brought forward

Balance	1,617.05		
Creditors		72.76	
Debtors		69.76	
Net			3.00
Bank balance			10,314.36

This month

Income	430.56		
Expenditure	3,348.22		
P&L		-2,917.66	
Creditors		16.26	
Debtors		6.50	
Net			9.76
Adjusted P&L			-2,907.90

Carried forward

Balance	-1,300.61		
Creditors		89.02	
Debtors		76.26	
Net			12.76
Bank balance			7,406.46

Liabilities

Estimated Liabilities	-	£3,800.00 (includes ~ £3,360 to "repay" CBS - claim yet to be processed)
Estimated balance after liabilities	-	£3,606.46

Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£-11,393.54

Georgie has set up a new email account to use for CMNet. **Completed**

We have ordered the last few items of equipment. This has resulted in claims for payment of approximately £9,640 over and above the ~£3,360 owed to CBS from the Zen refund. Directors have claims of approx £11,000 outstanding which will be settled once the CBS grant payment has been cleared through the bank. **Action: Georgie, Phil.**

5.2 Year five tariff

The total number of gigabytes sold was 2,700; the break even tariff for 2 fibre lines is £0.76 per 20 GB, and for 3 fibre lines is £1.14 per 20 GB.

5.3 Outstanding subscribers' debt

Excluding subscribers with quota increases one account is in arrears, the relevant subscriber has been asked to correct their account. **Action: Georgie, Phil.**

5.4 Housekeeping

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

5.5 Payments for installations of subscriber's equipment

Phil raised the invoice for work done in January / February and this has been paid. **Completed**

5.6 *Standing orders*

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

5.7 *Loan Contracts*

As part of the end of year accounts production all loan repayments have been verified correct and complete. **Completed**

5.8 *Year End Accounts and returns for Companies House and HMRC*

Prior to the meeting Phil circulated the full end of year accounts. These have shown an error in the interest payment in an earlier return and this will be corrected this year. However the accounts for year ending August 2017 balance. Phil went through the derivation of the figures at the meeting. The accounts were accepted by all present.

We will now forward the details to the accountant. **Action: Phil**

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*

There was a brief mains power outage on the 22nd but the system was quickly restored to normal. Apart from the power cut the system has been running smoothly this month with no major problems.

Joe is still having problems updating firmware, this is not a high priority to fix and will be addressed in due course.

Action: Phil, Joe

AirRouter reboot problem - It would appear that just a few units have a problem after the software upgrade; these units will be replaced in due course. **If anyone is experiencing problems with any kit please let us know.**

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**

The accounting software server spontaneously rebooted again this month and was restarted manually. The cause of the reboots is still unknown. **Action: Phil**

Amazon Fire TV Sticks - So far the testing is looking good for the new MikroTik routers. We will continue to test over the next month and if there are no further problems we will replace AirRouters with MikroTik routers for any subscribers who are experiencing problems with Fire Sticks. **If anyone is experiencing problems with Fire Sticks when using voice control please let us know. Action: Phil**

One customer had problems connecting some of their devices to the internet using Wi-Fi. They have been given a new AirRouter to carry out comparisons on Wi-Fi signal strength. There are many devices on the market to extend the Wi-Fi signal throughout a house using the mains wiring. Joe has used a TPLink AV500 Powerline Wi-Fi kit to resolve an issue with poor Wi-Fi signal strength and it works well. **Action: Phil**

The new version of the Ubiquiti software has been uploaded to a few subscriber units without any issues; we will schedule a time to upgrade all the remaining units. **Action: Phil**

7.1.2 *Usage quotas*

The monthly total for March was 1.5 TB, the highest ever recorded, with a daily average of 48 GB; a 9% increase from the previous month, the peak usage was 118.1 GB on Tuesday 27th, which again is the highest ever recorded and a 52% increase on the previous month's peak. 118.1 GB is 48 GB more than the total used in the first month of CMNet.

Three subscribers exceeded their quota and have been moved to the next band. **Action: Phil, Joe, Georgie**

7.1.3 *Possible virus infection*

Another Ubiquiti device was reported as being infected with a virus which was successfully cleaned. We will continue to run scans to check for infections. **Action: Phil**

7.1.4 *Installation of equipment*

One customer has had his equipment installed but is yet to be connected. This will be done when the access point has been re-aligned. No progress this month. **Action: Phil, Joe**

7.1.4.1 *Achmore and Craig Subscribers installations*

Once the annual account returns to Companies House and HMRC have been completed and we have finished work on the Data Protection Act we are ready to start work on new installations **Action: Phil, Joe**

7.1.5 *Customer Contracts*

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

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 - software has been written to automate the backup of Ubiquiti configurations and compare them with a standard pro-forma. As part of the testing the software will be used to correct any anomalies in current configurations. **Action: Phil**

7.2.2 *Potential personal safety issue*

It was agreed we would remove the hardware identifier from subscribers SSIDs (Wi-Fi network names) so that there would be no need to alter subscribers' equipment as we migrate from Ubiquiti to MikroTik. The new names will be of the format CMNet-12345678. Passwords will not need to be changed. **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

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*

The solicitor's bill has been paid. **Completed**

We have an out of hours contact number for the school. **Completed**

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*

Once the annual returns for Companies House and HMRC and we have set our policy for the new Data Protection Act we will be able to start work on the new relays. **Action: Phil, Joe**

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

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

8.3.6 Portchullin (raised beach)

Activation of the Portchullin relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.7 Craig

We will look for a test site to allow real world tests to be performed. No progress this month. **Action: Joe, Phil**

8.3.8 North Strome

Activation of the North Strome relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.9 Ardnarff

Once the new relays are in place above Strome Ferry we will check the line of sight from Ardnarff. **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

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)

As we do not expect to participate in the West Coast Backbone we will drop this item from future minutes.

8.6.2 ADSL Broadband installation at Plockton High School

The link is working satisfactorily.

8.6.3 ADSL Broadband installation at Lochcarron

No progress on further testing this month. **Action: Phil**

8.6.4 ADSL Broadband installation at Achmore

Now the upgrade to fibre has been announced we will start work on the installation of a new line when Openreach are accepting new orders. Mary is looking into the option of using Achmore Hall as a location for the new line. **Action: Mary**

8.7 Implementations

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

8.7.1.1 Equipment

All the electronic equipment to cover the late joiners has been ordered and delivered. **Completed**

8.8 Company Logo

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

8.9 General Data Protection Regulation (Data Protection Act)

Joe circulated a pro forma data protection policy and will amend it to make it relevant to CMNet. **Action: Joe**

Phil gave Joe a first draft of data items held by CMNet. **Action: Joe, Phil**

There will be several phases of work required by the GDPR; the first will be to document and agree policy. This is done through a formal document and Joe has this in hand, the second will be to inform all existing and potential subscribers of the impact of the act, we will then need to obtain everyone's explicit agreement for us to hold information about them.

It is certain that we will have to rationalise some data items and make system changes; this will not be a simple task.

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

We will organise another training session for all directors

9.2 *AirControl*

An update is available and will be installed in due course. **Action: Phil, Joe.**

9.3 *The Dude*

An update is available and will be installed in due course. **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 Wednesday 9th May 7:30pm at Fernaig House.

The meeting closed at 9:30 pm, Neil had to leave at 9:10 after we discussed the annual accounts