

# Broadband Steering Group

Minutes of the Meeting held on the 13<sup>th</sup> June 2018 @ 7:30 p.m. Fernaig House

## 1 Present and Apologies

Present: Phil Game, Georgie Grimson, Joe Grimson Mary MacBeth

Apologies: Neil MacRae

## 2 Approve and adopt previous minutes

The previous minutes for May 2018, were 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 [cmnetic@gmail.com](mailto:cmnetic@gmail.com) if you have any questions.

## 3 Chairman's report

### 3.1 Bandwidth

In the past month, for very brief periods, we have reached 75 Mbps (the theoretical maximum is 80 Mbps) download and 20 Mbps (the theoretical maximum is 20 Mbps) upload on the Plockton line. Although this isn't causing any problems it is a reminder that more capacity will be required in the fairly near future.

### 3.2 System Issues

The problems with slow responses from Gmail have continued this month, again causing our software to timeout and prevent some automated emails being sent. Our software will be changed detect and restart the email transaction to work around this problem.

### 3.3 CBS

#### 3.3.1 Last CBS Claim

As the last claim has now been paid and monies refunded to Phil & Mary; we will drop this item from future minutes.

**Completed**

### 3.4 Subscribers

#### 3.4.1 Existing relays

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

#### 3.4.2 Waiting for new backbone relays

Waiting for installations	- 33
Leavers since the last minutes	- 1
New joiners since the last minutes	- 1
<b>Total</b>	<b>- 76</b>

One potential subscriber has left and another has joined. The new joiner will use the kit allocated to the subscriber that has left. If the subscriber that has left changes their mind and wants to re-join then they will have to fund their own equipment.

### 3.5 Companies House and HMRC Returns

See 5.7 below.

Unfortunately we were let down by our accountant and at very short notice had to devote a lot of effort into completing the returns ourselves without assistance; however they have been completed - see 5.7 below for more details. This has severely restricted the time available for other tasks this month. **Completed**

### 3.6 New MikroTik replacements for AirRouters

It is proving to be rather more difficult than expected to merge the standard MikroTik functions and our own software to limit usage on a daily basis. **Action: Phil**

### 3.7 Terms of Reference

Deferred

## 4 Secretary's report

### 4.1 Risk register

There is still no date for fibre installation in Achmore. If necessary we will move some subscribers to the Lochcarron line should we find we need additional capacity before Achmore is upgraded. As has been reported in earlier minutes the Lochcarron line is not delivering the speeds expected and the connection now

seems to have stabilised at 40 Mbps download and 10 Mbps upload. This means that we will not be able to give subscribers on the Lochcarron line upload speeds of 14 Mbps. After some debate it was agreed that we would move subscribers with the lowest quotas across. In due course we will amend our software to gather more information about downloads and uploads so we can better manage capacity. **Action: Phil**

#### 4.2 Long term support plan

Software to automate the cloning of failed devices - no work done this month due to the time spent on accounts. **Action: Phil**

#### 4.3 Electricity supply

It is not possible to have more than one email address on our Extra Energy account so emails will continue to be sent to Mary and she will forward a copy to Georgie. **Completed**

#### 4.4 Terms of Reference

Deferred

### 5 Finance Director's Report

#### 5.1 Monthly Statistics

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

Brought forward - £35,816.68

As we do not expect to be able to put any more claims through CBS this topic will be dropped from future minutes.

##### Revenue for April:-

<b>Brought forward</b>				
Balance		-1,300.61		
Creditors			89.02	
Debtors			76.26	
Net				12.76
Bank balance				<b>7,406.46</b>
<b>This month</b>				
Income	10,168.01			
Expenditure	3,994.86			
P&L		6,173.15		
Creditors			8.00	
Debtors			13.26	
Net				-5.26
Adjusted P&L				<b>6,167.89</b>
<b>Carried forward</b>				
Balance		4,872.54		
Creditors			97.02	
Debtors			89.52	
Net				7.50
Bank balance				<b>13,574.35</b>

This month's income includes the grant from CBS.

## Revenue for May:-

### Brought forward

Balance	4,872.54			
Creditors		97.02		
Debtors		89.52		
Net			7.50	
Bank balance				<b>13,574.35</b>

### This month

Income	413.10			
Expenditure	7,990.49			
P&L	-7,577.39			
Creditors		3.00		
Debtors		3.00		
Net			0.00	
Adjusted P&L				<b>-7,577.39</b>

### Carried forward

Balance	-2,704.85			
Creditors		100.02		
Debtors		92.52		
Net			7.50	
Bank balance				<b>5,996.96</b>

This month's expenditure includes repayments to directors to cover equipment bought pending the CBS grant being paid.

## Liabilities

Estimated Liabilities	-	£51 (to complete first 12 months of Zen fibre line contract #2)
Estimated balance after liabilities	-	£5,945.96

## Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£-9,054.04

Please note that the depreciated value of electronic equipment at the end of the last financial year and therefore covering the following twelve months was £6,491. Our current bank balance of £5,996.96 shows we are on target to have sufficient reserves to replace equipment, if required. This is on the assumption that the electronic equipment has a working life of 5 years.

Our first order for electronics was placed in March 2013 so that equipment is now just over five years old and still going strong. However we may find that hardware upgrades are required to deliver a better service even though equipment is still in working order.

Apart from one claim outstanding for the payment of corporation tax & the Companies House return for approximately £650 all outstanding claims have been settled and directors repaid.

### 5.2 Year five tariff

The total number of gigabytes sold was 2,620; the break even tariff for 2 fibre lines is £0.78 per 20 GB, and for 3 fibre lines is £1.17 per 20 GB.

### 5.3 Outstanding subscribers' debt

Excluding subscribers with quota increases one account is in arrears. **Action: 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

All payments are up to date.

### 5.6 Standing orders

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

### 5.7 Year End Accounts and returns for Companies House and HMRC

As reported last month we completed our own CT600 draft tax return and forwarded the details to our accountant to check on the 21<sup>st</sup> May emphasising that we needed a response by the 24<sup>th</sup> May otherwise there would not be enough time to make any changes and submit the forms to Companies House and HMRC. The 24<sup>th</sup> came and went with no response from the accountant. We therefore had no choice but to spend the next three days working through our

accounts again, resolving all the anomalies and completing our returns for the Companies House CIC regulator and HMRC.

We sent our accounts to the accountant two months before the deadline and received nothing apart from an apology. We will not be using Voluntary Action Lochaber again.

Due to the rush to complete returns the figures were circulated and approved by all directors by email on the 27<sup>th</sup> May. Due to the impending deadline of the 31<sup>st</sup> May, Mary paid CMNet's tax bill online and then rushed to post our CIC 34 form in Balmacara.

Our tax bill for the year ending August 2017 was £634; our final accounts will be circulated with the minutes and uploaded to our website. **Action: Phil**

### **5.8 Annual payment for Lochcarron Rental**

The next payment is due on the 1<sup>st</sup> July; we will check that there has been no change in the costs of electricity before making the payment. **Action: Georgie, Joe and Neil**

## **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**

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 - As there have been no reports of any problems it was decided we would drop this topic from future minutes. **Completed**

Two customers in Braeintria are experiencing poor signal levels; we will try a hardware upgrade to the Braeintria 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 not confirmed however a rogue process using huge amounts of CPU capacity has been identified and removed. We will see if this improves the stability of the server. **Action: Phil**

Amazon Fire TV Sticks - It appears that the MikroTik routers have indeed resolved the problems experienced when using the AirRouters. **Completed**

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 May was 1.45 TB, with a daily average of 47 GB; an increase on the previous month, the peak usage was 88.9 GB on Friday 18<sup>th</sup>.

One subscriber exceeded their quota and elected to pay the excess charge instead of being moved to the next band.

**Action: Phil, Joe, Georgie**

One subscriber exceeded their quota and has been moved to the next band. **Action: Phil, Joe, Georgie**

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

No Ubiquiti viruses detected. 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**

Now we are finally free of the annual account returns to Companies House and HMRC we are ready to start work on the next phase of installations. **Action: Phil, Joe**

There was a discussion about the best way to handle the next phase of installation and we agreed on the following sequence of work:-

- 1) Set up a test radio to link from Craig to Ardaneaskan
- 2) Re-align / reconfigure the Ardaneaskan relay to support Craig and the current Ardaneaskan subscribers.
- 3) Complete the pending installation in Ardaneaskan
- 4) If necessary re-tune or upgrade the Craig installation.
- 5) Provide brackets and advice for anyone that will do their own installations on existing relays.
- 6) Complete installations for all subscribers who can connect to existing relays

The first step in this process will be system configuration changes to allow the new subscribers to connect to the system and the configuration of new units ready to install at subscribers premises. **Action: Phil**

The link from Craig to Ardaneaskan will be the longest in the network and although we have tested a link successfully it has not been fully tested in “real world” conditions so we are allowing extra time to find the right combination of radios.

In parallel we will start work on the new relays on Creag Mhaol, when these are complete we can start work on the other relays.

#### 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. No progress this month. **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. No progress this month. **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

Nothing to report

##### 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

Now the annual returns for Companies House and HMRC are complete we are 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**

**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 configure and install equipment so we can start “real world” tests. **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)

We have not received anything from HUBS (WCB) this month, so we will drop this topic from future minutes unless there is something to report.

### 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

We have asked the Hall Committee for a copy of the approved minutes for May when it was agreed the line will be installed in Achmore Hall. We will not proceed to install the line until we have written confirmation as we will probably have to pay Openreach for a survey. **Action: Phil, 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

No changes.

## 8.8 Company Logo

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

## **8.9 General Data Protection Regulation (Data Protection Act)**

Work on the GDPR is almost complete. Joe has looked at the GDPR Impact Assessment and this is only needed if we plan to change the way we use personal data. As we have no plans to make any changes we can put this topic into abeyance for the moment. **Completed**

All bar one "live customer" has given their consent for CMNet to hold their data. However a number of potential customers have yet to respond. Joe has sent out several reminders and it was agreed everyone has been given enough opportunities to respond.

However it was decided we would compile a list of those who have not yet responded and make it clear that we have no choice but to remove them from CMNet records which will mean they will not receive any more communications. It was decided that the minutes for June would be the last communication sent out unless we receive consent. **Action Phil**

## **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 11<sup>th</sup> July 7:30pm at Fernaig House?

The meeting closed at 8:40 pm