

# Broadband Steering Group

Minutes of the Meeting held on the 11<sup>th</sup> July 2018 @ 5 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 June 2018, were 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 [cmnetic@gmail.com](mailto:cmnetic@gmail.com) if you have any questions.

## 3 Chairman's report

### 3.1 Bandwidth

There was less stress on the download capacity this month but upload continues to peak near the maximum.

### 3.2 System Issues

Gmail responses have improved this month but are still not fully back to normal.

### 3.3 Subscribers

#### 3.3.1 Existing relays

Live subscribers	- 36
Subscriber installation pending	- 1
Waiting for installations	- 5

#### 3.3.2 Waiting for new backbone relays

Waiting for installations	- 31
Leavers since the last minutes	- 0
New joiners since the last minutes	- 0
<b>Total</b>	<b>- 73</b>

Three potential subscribers have not responded to (many, many) requests to grant permission to hold their personal data.

We therefore have no choice but to remove them from the system and they will therefore not be connected to CMNet.

### 3.4 New MikroTik replacements for AirRouters

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

### 3.5 Terms of Reference

Deferred

## 4 Secretary's report

### 4.1 Risk register

We asked HIE for an update on the proposed upgrade to our BT exchange. They have responded to say that there are ongoing issues with the siting of the new fibre cabinet. HIE confirm that the installation has not been put back to 2020 and is officially down to be completed by the end of 2018. However it is expected to be earlier than that assuming the issues are resolved.

As a result of this information it was decided we would continue with new installations until the Plockton line was saturated. We will then move some subscribers onto the Lochcarron line which will mean they may experience reduced maximum upload speeds. If both lines are balanced and saturated and there is no fibre installation in Achmore we will go back to HIE to see if Openreach have a date for implementation. We will then order the additional capacity either in Achmore or Plockton and if usage continues to grow temporarily reduce performance to make sure the system functions satisfactorily until the new capacity is delivered.

**Action: Phil**

### 4.2 Long term support plan

Software to automate the cloning of failed devices - no work done this month due to other commitments. **Action: Phil**

### 4.3 Terms of Reference

Deferred

## 5 Finance Director's Report

### 5.1 Monthly Statistics

#### Revenue for June:-

##### Brought forward

Balance	-£2,704.85		
Creditors		£100.02	
Debtors		£92.52	
Net			£7.50

##### Bank balance

£5,996.96

##### This month

Income	£397.50
Expenditure	£125.05

##### P&L

£272.45

Creditors	£4.50	
Debtors	£1.50	
Net		£3.00

##### Adjusted P&L

£275.45

##### Carried forward

Balance	-£2,432.40		
Creditors		£104.52	
Debtors		£94.02	
Net			£10.50

##### Bank balance

£6,272.41

#### Liabilities

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£6,272.41

#### Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£ -8,727.59

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: 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

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

The final accounts were circulated with last month's minutes and have been uploaded to our website. **Completed**

### 5.8 Annual payment for Lochcarron Rental

The annual payment for Lochcarron rental has been made. **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. 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**

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**

Removing the rogue process that is using huge amounts of CPU capacity appears to have reduced the problem of the accounting server rebooting. However there has been one failure since the change was made and this corresponds to a corrupt file. At the moment we do not know whether the corrupt file was the cause or a symptom of the server crash.

**Action: Phil**

One subscriber's external Ubiquiti unit is reporting flash memory problems which indicate it is near the end of its life. It is unlikely the unit will fail in the immediate future and we have therefore scheduled its replacement as part of the next phase of installations. However, as a precaution a spare unit has been configured ready to be installed at very short notice should the need arise. **Action: Phil**

All online Ubiquiti units have been upgraded to the latest version of software. Offline units will be upgraded when they next come online. **Action: Phil**

The management reporting system is reporting an excessive number of unknown "local" IP Addresses; i.e. they are not listed in the Subscriber Details file. The problem is currently under investigation and early indications are that the addresses are coming from outside our network. We have also been subject to a "brute force" hacking attack on our external monitoring interface from several sources. As a result of both of these issues we have disabled external access to our server. **Action: Phil**

### 7.1.2 Usage quotas

The monthly total for June was 1.39 TB, with a daily average of 46.4 GB; a very small decrease on the previous month, the peak usage was 66.3 GB on Wednesday 13<sup>th</sup>. No one exceeded their quota this month.

### 7.1.3 Possible virus infection

No Ubiquiti viruses detected. We will continue to run scans to check for infections. **Action: Phil**

Our monitoring software has detected a likely virus infection in one subscriber's equipment; they have been informed and they are investigating the issue. **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

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 system configuration changes have been made to allow us to connect the next batch of subscribers to the system.

**Completed**

We will configure the new subscriber's equipment ready to start the installations. Priority will be given to subscribers that install their own brackets and provide cable access. **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 - the cleanup of Ubiquiti configurations is underway; all bar two AirRouters have been updated as these will need additional software changes. We have started work on AirGateways but the process has been halted as one unit failed to come back online after the change. After three hours the unit came back online without any intervention being needed but we will investigate the standard configuration of AirGateways further before continuing. **Action: Phil**

### 7.2.2 *Potential personal safety issue*

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*

No progress this month. **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 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 ADSL Broadband installation at Plockton High School

The link is working satisfactorily.

### 8.6.2 ADSL Broadband installation at Lochcarron

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

### 8.6.3 ADSL Broadband installation at Achmore

We have chased the Hall Committee for a copy of their 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)

All "live customers" have given their consent for CMNet to hold their data but a number of potential customers have not responded despite several requests and will therefore be removed from our records and will not be connected to the system. **Completed**

## 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

## 11 Items to add to the agenda of the next meeting

## 12 Next meeting

Date of next meeting to be confirmed as Wednesday 8<sup>th</sup> August 7:30pm at Fernaig House

The meeting closed at 6:00 pm