

# Broadband Steering Group

Minutes of the Meeting held on the 6<sup>th</sup> May 2015 @ 7:30 p.m. Fernaig House

## 1 Present and Apologies

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

**Apologies:** None

## 2 Approve and adopt previous minutes

The minutes were approved, proposed by Hamish, seconded by Joe. Copies of previous minutes are on our website at:-

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

Email [Broadband@fernaig.fsnet.co.uk](mailto:Broadband@fernaig.fsnet.co.uk) if you would like to be put on the circulation list or you have any questions.

## 3 Chairman's report

### 3.1 Submission to BDUK

We were sent a request by CBS to complete a submission to the Scottish Government as they prepare for the next round of funding for NGB (Next Generation Broadband) i.e. superfast broadband, which is a minimum of 30 Mbps.

Subsequently we were sent a request from the Scottish Government to provide yet more details for BDUK (Broadband Delivery UK) with a very tight deadline. A considerable amount of time and effort was spent producing this information this month and as a consequence progress in other area has been reduced. If you would like more details we can forward a copy of our full submission on request.

In essence we have to show evidence we can support 30 Mbps or more and produce enough income to cover our costs. Here is a summary of the status of CMNet which formed the basis of our submission:-

Currently our minimum link speed to a property is 45 Mbps and this is upgradeable should the need arise. Our fastest domestic links run at 100 Mbps download and 70 Mbps upload. Our link to Plockton runs at 60 Mbps download and 90 Mbps upload, when we set up the link to Lochcarron we will double the backhaul line capacity. The planned utilisation for the busiest access point on Creag Mhaol will take us just over 25% of the manufacturers recommended maximum, at the moment we are below 25%. We tested our network using Pintest.net which tests the quality of the connection independently of the bandwidth. Mostly our system is rated as grade A, excellent - the highest quality. On occasions, at peak times, latency increases slightly which can drop our network to B, good. We are always rated at A or B. A grade of C would be acceptable, D is concerning and F is very poor. Our bandwidth speeds are mostly 5 Mbps but we do see this drop in the evenings and the most likely cause is the lack of capacity in the Plockton BT exchange. All the results we obtained show our network will cope will speeds above 30 Mbps and it is of high enough quality to provide voice and video streaming. In our submission we stated that our goal is to be in a position to implement speeds of 30+ Mbps when the promised upgrade to facilities are implemented in Lochcarron (scheduled for late 2016), subject to agreement by CMNet's subscribers.

### 3.2 Bandwidth

We are starting to see bandwidth drop from 5 Mbps at peak times of the day in the evenings. Speeds are still good enough to stream video. At first look it would appear that the problem is likely to be performance issues at the Plockton exchange.

We have raised the limit on upload bandwidth by about 10% to just under 0.7 Mbps.

### 3.3 CBS

We have no news about Sandra's replacement.

### 3.4 Subscribers

Live	- 23
Kit installed waiting for backhaul	- 0
Waiting for installations	- 1
Waiting for subscriber installations	- 0
Waiting for surveys	- 0
On live access points but requested a delay	- 5
Waiting for backbone relays	- 29
No response when asked for installation date	- 2
Withdrawn from CMNet	- 0
New joiners	- 0
Total	- 59

We have one request for a new connection this month.

### 3.5 *BBC Alba*

The broadcast went out as planned on the 2<sup>nd</sup> April; Neil has provided a translation for us.

**Completed**

### 3.6 *Loan Contracts*

Two contracts remain to be distributed.

**Action: Phil**

Hamish has two copies of the same CC loan contract, Phil will contact Dawn to swop the duplicate for the correct form

**Action: Phil**

Hamish is missing two copies of the completed forms and will chase.

**Action: Hamish**

### 3.7 *Terms of Reference*

Deferred

## 4 **Secretary's report**

### 4.1 *Companies House*

Mary will inform Companies House that Geoff has resigned when we submit the annual return.

**Action: Mary**

### 4.2 *Insurance*

Our insurance is due for renewal in June; Mary will look for a cheaper quote.

**Action: Mary**

### 4.3 *Risk register*

No change this month.

**Action: Mary**

### 4.4 *Terms of Reference*

Deferred

## 5 **Finance Director's Report**

### 5.1 *Monthly Update*

All figures are as at the end of April

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

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

Revenue:-

Brought forward	- £3,463.13
Income this month	- £363.40
Expenditure this month	- £237.47
Carried forward	- £3,589.06

Accruals for interest	- £86.60
Loans (includes CBS deferred contribution)	- £4,251.54
Balance after liabilities	- £-749.08

#### 5.1.1 *Next three month's budget and cash flow*

Phil & Mary have still to submit their claim.

**Action: Phil, Mary**

The first annual interest payments on loans are due this month and will be paid by cheque. Joe has very generously decided to convert his loan to a donation.

**Action: Hamish**

### 5.2 *Payments for installations of subscriber's equipment*

These have all been paid and are up to date.

### 5.3 *Payments for exceeding monthly quotas*

Two payments for March are still outstanding; it would save us considerable time if subscribers would **please pay their invoices promptly**. Having to chase people for payment means time and effort is diverted from system improvements. Hamish will chase the late payers.

**Action: Hamish**

### 5.4 *Standing orders*

Now we have negotiated an increased monthly allowance with our ISP we are able to offer increases in monthly quotas to subscribers that have requested increases. It was decided we would implement the increases in stages so we can monitor the bandwidth and only offer further increases when we are sure we have the capacity. We will ask subscribers to pay for the increased bandwidth by issuing invoices along with revised contracts. If subscribers have asked for an additional increase we defer issuing new contracts until we know what monthly usage allowance can be supported. I.e. we do not want to issue a new contract for June and then have to amend it again to increase quotas in July.

### 5.5 *Customer contracts*

One customer contract is missing. Hamish will chase.

**Action: Hamish**

New contracts will be issued for subscribers who have increased their bandwidth, see 5.4.

### 5.6 *Another signatory on the bank account*

Hamish will inform the bank that Geoff has resigned.

**Action: Hamish**

### 5.7 *CIC 34 annual return*

Hamish presented the CIC 34 form which was agreed by all. We did not have time to complete the review the annual accounts and this will be completed at a separate meeting.

**Action: Hamish, Mary, Phil**

## 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*

Managed Communications found a problem and fixed it; speeds are now improved but we continue to monitor performance and ideally would like to automate the process.

**Action: Phil**

There were more power outages in April; one outage resulted in problems with the equipment at the School which had to be manually powered off and on. We have altered the configuration of this device to make it check it has a connection to the other end of the link and reboot itself automatically in future. Our thanks go to Crisdean MacRae for opening the school on a Sunday for us.

One subscriber reset their AirRouter and this had to be retrieved, reconfigured and re-installed. Please call Phil or Joe if you think you have problems with any CMNet equipment.

We have a report of a poor Wi-Fi connection, at first look it appears it might be a poor signal from a new piece of subscriber's equipment coupled with the distance from the router. We will set up a temporary wired connection and trial a second Wi-Fi router in the property.

**Action: Phil**

A problem was reported with loss of a connection; this turned out to be a failed power supply for an AirRouter which has been replaced. Phil will report this to the supplier.

**Action: Phil**

### 7.1.2 Usage quotas

We were within our quota from Managed Communications in April. Two subscribers have exceeded their quotas in April and have been invoiced, **please pay the charge ASAP**.

As we have not been experiencing any performance problems since we increased our internal bandwidth limit to 5 Mbps we have renegotiated our contract with Managed Communications and starting in May have an unlimited monthly quota on both lines. This means we can increase subscribers' monthly usage quotas until we start to experience performance problems, at which point we will have to add another line. We have therefore offered an additional 10 GB usage to the first four subscribers who requested a quota increase. Two of the four asked for increases above 10 GB and we will offer an additional increase if the performance this month does not suffer.

We will invoice subscribers for the difference between 10 GB & 20 GB for May, **please pay the charge ASAP**. We will issue amended contracts for those who requested an increase of 10 GB. For the subscribers that requested an additional 20 GB we will not issue new contracts as it may be possible for us to increase their quotas in June. If the performance of the system does not suffer a new contract will be issued for an additional 20 GB in July.

#### **Action: Phil**

If you are close to your monthly usage quota limit the simplest way to make sure you do not exceed your quota is to unplug your AirRouter or AirGateway to ensure your Wi-Fi devices cannot connect to CMNet. Leaving your AirRouter powered on may result in you exceeding your quota as some devices will look for the fastest connection available and connect to CMNet if it is available, even though you may have specified BT as your preferred connection for that device.

### 7.1.3 Possible virus infection

Our management reporting program alerted informed a subscriber they might have a virus. A scan was performed on their equipment and a virus was detected and removed.

### 7.1.4 Additional Management tools / reports

The new version of the Daily subscriber Usage Report program is now live. Since the change was implemented there have not been any problems with the email system that sends management reports. The reports have also been upgraded to record and report how many times a subscriber exceeds their quota.

### 7.1.5 Support

Phil encouraged all directors to use the calendar app in [CMNetCIC@gmail.com](mailto:CMNetCIC@gmail.com) to ensure we have continuous cover.

#### **Action: All**

Another director's training session has been arranged for 10:00 am Tuesday 12<sup>th</sup> May at Fernaig.

#### **Action: All**

## 7.2 Installation of domestic equipment

No new installations have been completed this month, one new installation is planned.

## 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 progress this month, we will install a dish for Ardaneaskan & upgrade the dish for Lochcarron (weather permitting).

#### **Action: Phil**

### 8.2.2 Plockton

#### 8.2.2.1 Hosting agreement

Our solicitors have sent the hosting agreement to the HC, no progress.

#### 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 is nearly complete; Phil will circulate it as soon as it is finished.

#### **Action: Phil**

#### 8.3.1 Lochcarron

Phil has purchased most of the equipment needed for the installation. When the equipment has been configured we will organise a site meeting to finalise what else is required.

#### **Action: Phil**

We will check the market for up to date offers from ISPs before placing the order for the new Lochcarron line.

#### **Action: Phil**

#### 8.3.2 The Glen

Joe & Phil checked for a line of sight from Braeintra, which is possible, but probably no great advantage given the location required by the relay in Braeintra. Phil checked the Glen and confirmed there are no alternate sites in The Glen itself. Jim Coomber has kindly volunteered to help investigate other possibilities, Joe to fix up a convenient time for a site visit.

#### **Action: Joe, Phil**

Once he have reached a conclusion we will draw a detailed plan to show Fay the proposed cable runs and ask for her approval.

#### **Action: Phil**

#### 8.3.3 Ardaneaskan

Roger has provided details of the type of mounts required for the first installations; Phil will deliver the equipment required on the next visit.

#### **Action: Phil**

#### 8.3.4 Portchullin

Neil is yet to contact the Hydro to see if we need to obtain any further permission before we proceed with the Forestry.

#### **Action: Phil & Neil**

#### 8.3.5 Craig

No progress this month.

#### **Action: Phil**

#### 8.3.6 North Strome

No progress this month.

#### **Action: Phil**

#### 8.3.7 Ardnarff

No progress this month.

#### **Action: Phil**

### **8.4 Testing**

#### 8.4.1 Management & accounting software

Work is ongoing to add new features.

#### **Action: Phil**

### **8.5 Restoring power to the old TV repeater**

#### 8.5.1 Hydro power supply - finding the cheapest tariff with no daily standing charge

No progress this month, Mary will investigate further in June when we have enough statistics on usage.

#### **Action: Mary**

#### 8.5.2 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**

#### 8.5.3 Removal of old cable

No progress this month.

#### **Action: Phil**

#### 8.5.4 Protection of cable on the hill

No progress this month

#### **Action: Phil**

#### 8.5.5 Backup Generator

No progress this month.

## 8.6 ISPs

### 8.6.1 Community backhaul, West Coast Backbone (WCB)

Peter Buneman has informed us that good progress has been made in the past month and the Scottish Government have agreed to fund the project. It is still early days but we (CMNet CIC) have been asked to help set up a new entity, HUBS West CIC. HUBS is an acronym for High Speed Universal Broadband for Scotland. HUBS West CIC will follow the same pattern as HUBS CIC which is already up and working in Edinburgh providing broadband for community schemes in that area. The proposal is for HUBS West to set up a set of radio relays to bring high speed broadband via a leased line from Fort William to Applecross providing high speed internet connections for all the community groups along the way. There was a long debate about the pros and cons of CMNet joining and more time is required to reach a conclusion. Phil is to circulate more information about the HUBS West proposal.

**Action: All**

### 8.6.2 ADSL Broadband installation at Plockton High School

No progress this month.

### 8.6.3 ADSL Broadband installation at Lochcarron

See 8.3.1 above

**Action: Phil**

## 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

More equipment for the Lochcarron installation was purchased this month.

**Action: Phil**

#### 8.7.1.2 Finalise the properties to be surveyed

We have seven subscribers in Ardaneaskan ready to have equipment installed. Roger has forwarded details regarding individual properties line of site to proposed relays.

**Action: Phil**

## 8.8 Company Logo

No progress this month.

**Action: All**

## 9 Director's training session

### 9.1 Configuring Ubiquiti and MikroTik equipment

Phil ran the course and further training will follow.

**Action: Phil, Neil & Hamish**

### 9.2 The Dude

No progress this month.

**Action: Phil & Joe**

## 10 AOB

None

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

Windows 10.

## 12 Next meeting

Date of next meeting Wednesday, 3<sup>rd</sup> June 7:30pm at Fernaig House.  
The meeting closed at 10:15pm.