

# Broadband Steering Group

Minutes of the Meeting held on the 2<sup>nd</sup> September 2015 @ 7:30 p.m. Fernaig House

## 1 Present and Apologies

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

**Apologies:** None

## 2 Approve and adopt previous minutes

The previous 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 [cmnetcic@gmail.com](mailto: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

Phil has run a series of tests which have shown that the latest update to Avast antivirus is adversely affecting performance tests run on the server. However this can be disabled and when it is it again shows that the likely restriction on bandwidth is the Plockton Exchange rather than CMNet. We will proceed with a test at the school if performance is still an issue once the tourist season ends. **Action: Phil**

### 3.2 CBS

No progress this month.

### 3.3 Subscribers

Live	- 25
Kit installed waiting for backhaul	- 0
Waiting for installations	- 3
Waiting for subscriber installations	- 0
Waiting for surveys	- 1
On live access points but requested a delay	- 2
Waiting for backbone relays	- 29
No response when asked for installation date	- 2
Withdrawn from CMNet	- 0
New joiners (included in figures above)	- 3
Total	- 65

Two more people have asked to be connected to the existing APs but unfortunately connections will have to be deferred until we have extra capacity from the new line in Lochcarron. We have a new request for a connection from North Strome. We have received an enquiry from The Scottish Salmon Company for a possible connection.

### 3.4 Terms of Reference

Deferred

## 4 Secretary's report

### 4.1 Companies House

Mary has filed this year return to Companies House. **Completed**

### 4.2 Risk register

No change this month. **Action: Mary**

### 4.3 Terms of Reference

Deferred

## 5 Finance Director's Report

To give more time to produce the monthly update it was decided to move the monthly meeting to the second Wednesday in the month.

### Monthly Update

All figures are as at the end of August

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	- £473.63
Income this month	- £ 539.64
Expenditure this month	- £ 97.25
Carried forward	- £ 916.02

Accruals for interest	- £47.18
Loans (includes CBS deferred contribution)	- £5,166.05
Balance after liabilities	- <b>£-4,297.21</b>

Please note that the balance after liabilities does not include a further £3,000 of additional equipment not yet shown in the books. In total there will be a repayment resulting from a claim to CBS of approximately £6,000. 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 **£-1,000**

We are still waiting for the Forestry to formally agree to the relay on the raised beach and cannot order the Hydro power supply until that has been received. When that order is placed we will submit our claim for repayment to CBS.

Outstanding subscribers' debt

Current month	£2.70
Over one month	£52.90
Over two months	£8.10
Over three month	£0.00
<b>Total outstanding debt</b>	<b>£63.70</b>

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

No issues

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

All payments are up to date.

#### 5.3 Payments for exceeding monthly quotas

Some payments are outstanding from June and July; Hamish will chase the late payers. **Action: Hamish**

#### 5.4 Standing orders

One standing order for previous month's payment appears to be missing; Phil will send Hamish a copy of the contract and Hamish will chase the late payer. **Action: Phil, Hamish**

#### 5.5 Loan Contracts

One loan contracts are missing. Hamish will chase. **Action: Hamish**

#### 5.6 Customer contracts

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

## 5.7 *Next year's tariff*

The year two tariff has been set as follows:-

- Up to 10 GB per month £10.00
- Up to 20 GB per month £19.00
- Up to 30 GB per month £28.00
- Up to 40 GB per month £37.00
- Up to 50 GB per month £46.00

The new rates apply on the first anniversary of the subscribers' first payment by standing order. If you would like take advantage of the reductions to increase your monthly quota please let either Phil or Joe know as soon as possible. We will issue amended standing order mandates one month before the new rate applies.

New joiners will pay the year one rate for the first twelve months as follows:-

- Up to 10 GB per month £13.50
- Up to 20 GB per month £25.00
- Up to 30 GB per month £36.00
- Up to 40 GB per month £47.00
- Up to 50 GB per month £55.00

All other charges remain unchanged.

## 5.8 *CIC 34 annual return*

Hamish will tidy up the layout of the HMRC documents and then circulate them to the directors. **Action: Hamish**

## 5.9 *Bank Charges*

Hamish will meet with the RBS to discuss ways to reduce our bank charges. **Action: Hamish**

# 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*

One subscriber reported an issue connecting to their messaging system, which they believe was possibly due to poor performance. Phil explained that bandwidth is divided equally by the number of address pair combinations; an address pair being the source, i.e. the subscriber and the destination, i.e. the webpage they access. At the moment we have maximum a total bandwidth of 14.4 Mbps (two ADSL lines each of 7.2 Mbps) and each subscriber is capped at 5.5 Mbps. A computer algorithm balances the load across the two ADSL lines and gives the theoretical maximum speeds as follows:- one user 5.5 Mbps, two users 5.5 Mbps, three 4.8 Mbps, four 3.6 Mbps, five 2.9 Mbps, six 2.4 Mbps, seven 2.1 Mbps, eight 1.8 Mbps and nine 1.6 Mbps which is too slow to stream SD TV.

So if 9 of our 25 subscribers are online at the same time performance will be limited and subscribers may have an issue streaming TV.

On top of this there is almost certainly a bottleneck in the Plockton BT Exchange which means our 14.4 Mbps is being restricted at times when the exchange is overloaded.

The subscriber speeds shown above could be subdivided again within the subscriber's household if more than one connection is in use. For example if a subscriber is active with five other subscribers they will have a bandwidth of 2.4 Mbps available which is enough to stream TV; but if they have two devices in use in their household then depending on the destination address they may subdivide the 2.4 Mbps and end up with just 1.2 Mbps available to each device, not enough to stream TV on both at the same time.

Our goal is to balance subscribers' bandwidth against costs so everyone is happy with the price they pay for the service provided. It is not possible to provide a guaranteed bandwidth using ADSL lines because we share capacity with other users in the exchange; this is why our speeds drop at peak times in Plockton. To be able to guarantee a minimum bandwidth we need to migrate to a leased line. At the rate quoted for a leased line in Plockton a minimum of 5 Mbps

guaranteed would cost approximately £70 per subscriber per month, hence our interest in the economies of scale provided by the West Coast Backbone.

We will issue a separate document on problem determination and reporting. **Action: Phil**

The daily stats program failed a couple of times this month as it was unable to connect to Google Mail within three attempts - It will be amended to keep trying longer. **Action: Phil**

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

#### 7.1.2 Usage quotas

The daily usage average in August's was 8.1 GB; total usage was 252 GB a slight decrease on July's 254 GB. One subscriber exceeded their quota in August, Phil will issue an invoice. **Action: Phil**

Joe gave us figures for August to add to his analysis of usage since last December; Joe's analysis will be circulated in full with the AGM minutes.

#### 7.1.3 Possible virus infection

No virus infections detected this month.

#### 7.1.4 Installation of domestic equipment

No new installations have been completed this month; we will not install any further subscribers until we have installed more ADSL lines.

### 7.2 Changes for next month

#### 7.2.1 Increases in quotas for existing subscribers

No further increases in quotas are possible until we install another ADSL line.

#### 7.2.2 Additional Management tools / reports

No progress this month.

### 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

Phil has asked our solicitor if there has been any response from the HC and they have replied to say they will chase the HC. Phil to pass Hamish details of the solicitor's quote to Hamish. **Action: Phil**

##### 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 using routers is complete, Phil will set up a separate meeting to finalise the details.

**Action: Phil, Joe, Hamish & Mary**

#### 8.3.1 Lochcarron

Ian, our electrician has visited the site and given us details of changes required to allow the safe installation of the power supply. Phil & Andrew have agreed terms for a hosting agreement and this has been forwarded to our solicitors who have responded with some changes. We will forward the revised document to Andrew.

As soon as we have confirmation of the Hydro installation date for The Glen we will order the ADSL line for Lochcarron.

Action: **Mary, Phil**

#### 8.3.2 The Glen

Neil has started work on the trench to allow the mains power cable to be laid between the two relays. We have asked the Hydro for an update on the installation date of the power supply and they have replied that the transformer is now in

stock, they will visit this week and will inform us of the connection date in due course. We will now give priority to the installation of equipment ready to connect residents. **Action: Neil, Joe, Hamish, Phil**

### 8.3.3 Ardaneaskan

We still do not have an agreed location for the Ardaneaskan relays and with the imminent arrival of the power supply in The Glen we will divert resources away from Ardaneaskan. **Action: Phil**

### 8.3.4 Portchullin

We are **still** exchanging emails with the Forestry and still do not have formal approval to install our relay. It is now **eleven weeks** since we first asked for permission on the 16<sup>th</sup> June. However we have seen a draft copy of the lease agreement which has some rather bizarre clauses, fortunately the worst do not apply in our case. This lease agreement was negotiated by CBS on behalf of the Community Groups; we were not consulted on the terms and have taken this up with CBS. **Action: Phil**

### 8.3.5 Craig

Phil visited with Ian, the electrician, who has suggested changes to our proposals for cable runs etc. Joe and Phil went through these with Ian and Ruth and as a result we will have to do more investigations and then consult with all concerned for the best way forward. **Action: Phil**

### 8.3.6 North Strome

Given the likely delays with the relays at Portchullin and Ardaneaskan it was agreed we should divert resources from Ardaneaskan to North Strome so we can set up Strome Ferry. This means getting a signal to North Strome from Lochcarron via Strome Ferry. **Action: Phil**

### 8.3.7 Ardnarff

No progress this month.

## 8.4 Testing

### 8.4.1 Management & accounting software

No progress this month.

## 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)

There will be a meeting on the 8<sup>th</sup> September at 2pm at SMO; Phil will attend with Hamish.

### 8.6.2 ADSL Broadband installation at Plockton High School

No progress this month.

### 8.6.3 ADSL Broadband installation at Lochcarron

Mary produced an analysis of the contracts available from a selection of ISPs from which we have picked our preferred supplier; Mary will check the fine print on our chosen tariff before we place the order. **Action: Mary**

## 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

The next group of installations will be prioritised. **Action: Phil**

## 8.8 Company Logo

No progress this month.

**Action: All**

## **9 Director's training session**

### **9.1 *Configuring Ubiquiti and MikroTik equipment***

Another session will be arranged in due course. **Action: Phil, Neil & Hamish**

### **9.2 *The Dude***

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

## **10 AOB**

### **10.1 *AGM***

There will be an open meeting on Wednesday the 16<sup>th</sup> at 7:30 pm in the hall. At this meeting the board will give a short presentation covering the previous year's work and future plans and then the session will be opened up to all. More details about the agenda will be forwarded in due course. If you have any issues you would like to see raised please contact one of the directors.

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

None

## **12 Next meeting**

Date of next meeting Wednesday, 14<sup>th</sup> October 7:30pm at Fernaig House.

The meeting closed at 9:20 pm.