

Broadband Steering Group

Minutes of the Meeting held on the 15th June 2016 @ 7:30 p.m. Fernaig House

1 Present and Apologies

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

2 Approve and adopt previous minutes

The previous minutes were approved, 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 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

Bandwidth is now back to normal after April's problems and rarely drops below 4 Mbps - see 7 for more details.

Combined usage through the backbone shows bandwidth is reaching peaks over 14 Mbps out of a maximum of 21 Mbps for downloads and 1.2 Mbps out of a maximum of 1.8 for uploads. Each of the three individual lines will regularly reach their maximum utilisation at peak times of the day but fortunately not at the same time. We reach the peaks on upload capacity more often than download.

Zen report that the new line in Lochcarron has now been installed but we have not yet had time to confirm it is working as expected; this will require a trip to Lochcarron on a dry day.

Joe has researched Openreach progress in Plockton and discovered that several fibre cabinets have now been installed.

Phil checked with Managed Comms and Mary checked with Zen and both ISPs confirm that our lines at the school can be upgraded to use the new cabinet near the exchange.

There is a small installation fee and a small monthly rental increase but the benefits are well worth the extra charges:-

Download speed should be between 34 Mbps and 78 Mbps; the actual speed depends on the length and condition of the copper wires and has been estimated at 60 Mbps, i.e. about 8 times the speed of the current lines.

Upload speed show the biggest gain as it will be between 12 and 19 Mbps and has been estimated at 17 Mbps or 25 times the speed of the current lines.

The increase in monthly rental is under 10% and is offset by the fact that the fibre connection will be able to support much higher usage, this should mean we can reduce the number of lines we use once our current contracts expire.

However past experience has shown that an upgrade could cause an outage on the line whilst we wait for any problems to be resolved. It was therefore decided that we would make sure that the new line in Lochcarron was installed and fully tested before we risk problems upgrading one of the Plockton lines.

The upgrade to fibre at the Plockton exchange gives us the potential to start to increase speeds above 5 Mbps and at the same time reduce our tariff.

Zen confirms that the Lochcarron exchange has not yet been upgraded to fibre.

3.2 CBS

Phil sent Joe a copy of the CMNet expenses form. **Completed**

Joe is to submit an expenses claim form for his attendance at the CBS training course at SMO. **Action: Joe**

The meeting in Lochcarron for Strathcarron was well attended by residents from Ardaneaskan to Achintee. Strathcarron has around 20 potential subscribers. CBS stated that the only way for them to get funding is to join CMNet. It is early days for them and the next step will be for them to survey their local households to determine the support.

3.3 Subscribers

3.3.1 Existing relays

Live subscribers	- 32
Subscriber installation pending	- 1

3.3.2 Live relays but waiting for backhaul

Kit installed	- 0
CMNet installations pending	- 0
Subscriber installations pending	- 0
Total number waiting for backhaul	- 0

3.3.3 Waiting for new backbone relays

Waiting for surveys	- 3
Waiting for installations	- 30

3.3.4 Others

On live access points but requested a delay	- 2
No response when asked for an installation date	- 2
Withdrawn from CMNet since the last minutes	- 0
New joiners since the last minutes	- 0
Total	- 70

No change this month.

3.4 Terms of Reference

Deferred

4 Secretary's report

4.1 Companies House

Nothing to report

4.2 Long term support plan

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

4.3 Risk register

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

4.4 Terms of Reference

Deferred

5 Finance Director's Report

Figures are up to the end of May.

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

Brought forward	- £24,985.75
This period	- £ 0.00
Carried forward	- £24,985.75

Revenue:-

Brought forward	- £3,890.72
Income this month	- £692.83
Expenditure this month	- £199.39
Carried forward	- £4,384.16

Estimated Liabilities	- £4,800.00
Estimated balance after liabilities	- £ -415.84

Outstanding subscribers' debt

Current month	£110.90
Over one month	£0.00
Over two months	£0.00
Over three months	£21.60
Over four months	£2.70
Over five months	£5.40

Total outstanding debt £164.90

It was agreed that Hamish, Mary and Phil will meet outside the normal monthly meeting to review subscribers' accounts and check our records are up to date. **Action: Hamish, Mary, Phil**

Phil raised a credit note to cover repayment for subscriber's loss of service; Hamish confirmed this is OK.

Completed

Hamish has renegotiated our contract with RBS and once the current charges have been refunded they will no longer appear on the statements. **Completed**

5.1.1 Next three month's budget and cash flow

Direct debits for the Hydro bills are to be set up. **Action: Hamish**

5.1.2 Annual Accounts

Hamish, Mary and Phil completed the annual accounts. These were then circulated to all directors and approved by email. Hamish submitted our accounts and annual CIC review to Companies House. **Completed**

Hamish has also submitted our return to HMRC. **Completed**

Hamish will complete the forms to submit our accounts to HMRC and circulate them to all directors. **Action:**

Hamish

5.1.3 Housekeeping

Migration of the accounts from Excel to Access continues. **Action: Hamish**

5.2 *Payments for installations of subscriber's equipment*

All payments are up to date.

5.3 *Standing orders*

Three subscribers have overpaid their subscriptions, one has underpaid; Hamish will issue reminders. **Action: Hamish**

5.4 *Loan Contracts*

No change this month.

5.5 *Customer contracts*

We are waiting for 15 customer contract to be signed and returned, Hamish will chase. **Action: Hamish**

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*

One subscriber has reported that their internet connection fails for brief periods. We have asked them to note the exact time and inform us as soon as possible so we can check the logs. There were no reports of any other defects this period.

We have received queries about quota usage and subscribers should note that the only way to be certain they do not switch to CMNet through a Wi-Fi connection is to turn off the mains power to their AirRouter or AirGateway.

Statistics show that the download speeds have now returned to normal with the slowest speed recorded being 4.29 Mbps, upload speeds have improved slightly.

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

7.1.2 *Usage quotas*

The usage for May was 376 GB with a daily average of 12.1 GB, stats so far for June show a likely further increase in usage. Five subscribers exceeded their quota for the month.

7.1.3 *Possible virus infection*

No issues this month

7.1.4 *Installation of domestic equipment*

We are waiting for one subscriber to complete their pre installation work so we can complete their installation.

7.2 *Changes for next month*

7.2.1 *Increases in quotas for existing subscribers*

Two subscribers have asked for their quotas to be increased in June.

7.2.2 *Additional Management tools / reports*

After April's performance problems we are considering capping subscribers so they cannot exceed their quotas by excessive amounts. We will review the situation after one of the Plockton lines has been upgraded to fibre. **Action:**

All

7.2.3 Potential personal safety issue

Changes are ongoing. **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

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

8.1.2 Network Plan

Work will start on a revision to the network plan when proposed locations for relays and access points have been agreed.

Action: Phil

8.2 *Relays*

8.2.1 Creag Mhaol

We believe we have found a location on Creag Mhaol that can see the raised beach, North Strome and Lochcarron. We have been discussing options with the landowner so that our usage of the land is kept to the bare minimum so we minimise any restrictions placed on the landowner's use of the hill. **Action: Phil**

8.2.2 Plockton

8.2.2.1 *Hosting agreement*

Hamish will add details of the solicitor's quote to the accounts. **Action: Hamish**

8.2.2.2 *Equipment and tidy up*

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

8.3 *Backbone development*

8.3.1 Lochcarron

No change since the last minutes.

8.3.2 The Glen

No change since the last minutes.

8.3.3 Ardaneaskan

Mary, Joe and Phil met with some Ardaneaskan residents to discuss the possibility of using their property to house relays since it is unlikely we will get permission to install a relay on the hill above Ardaneaskan. We have drawn up a summary of the meeting and will use this as a basis for further discussions. **Action: Phil**

8.3.4 Portchullin

Ian, our electrician has made the mains power connection. Once we know where the other relays will be sited we can start the configuration of the kit to be installed on the relay. **Action: Phil**

8.3.5 Craig

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

8.3.6 North Strome

No progress this month due to other priorities. **Action: All**

8.3.7 Ardnarff

No progress this month.

8.4 *Testing*

8.4.1 Management & accounting software

Program changes are underway to cater for the additional gateway in Lochcarron. **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)

No progress this month.

8.6.2 ADSL Broadband installation at Plockton High School

The stats show that the three lines are now each taking roughly a third of the traffic. **Completed**

We will order a high speed fibre line as soon as possible. **Action: Mary**

8.6.3 ADSL Broadband installation at Lochcarron

We were called out of the blue by the Openreach engineer on 1st June who was on-site and ready to install the line, Phil immediately went over to Lochcarron and the line installation was completed. **Completed**

We were informed by Zen that the broadband service was activated on the 9th June. Whatever was done on the 9th has removed our remote access to the Zen router and we will have to organise a visit to Lochcarron on a dry day to investigate. **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

No purchases this month.

8.7.1.2 Finalise the properties to be surveyed

We are waiting on one subscriber to prepare their installations so we can install our equipment.

8.8 Company Logo

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

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

We will organise another training session. **Action: Phil, Joe & Hamish**

9.2 The Dude

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

10 AOB

10.1 Proposed changes to the subscribers usage reporting system

We have received a request to change the usage reporting system to give more information to subscribers so they can better manage their quotas. In principal we are happy to make any changes as long as they are supported by a majority of subscribers. However changes to provide more information to subscribers to allow them to reduce their usage part way through the month would make bandwidth usage less efficient. This is likely to lead to an increase in unit costs for all subscribers. Any changes therefore need to be considered very carefully. We will suggest that any proposal is put forwards at the Annual Public General Meeting which will take place in September / October. **Action: Phil**

10.2 Abuse of CMNet

There was a discussion as to how we should treat people that abuse CMNet (system or personnel) and we agreed that we will retain the right to terminate existing subscriber's contracts or refuse to connect potential subscribers should circumstances dictate.

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Wednesday, 13th July 7:30pm at Fernaig House.

The meeting closed at 9:30 pm.