

# Broadband Steering Group

Minutes of the Meeting held on the 9<sup>th</sup> November 2016 @ 7:30 p.m. Fernaig House

## 1 Present and Apologies

**Present:** Kate Biss, Phil Game, Joe Grimson, Mary MacBeth, Neil MacRae

**Apologies:** Hamish Howat Hurst

## 2 Approve and adopt previous minutes

The previous minutes for October, were approved, proposed by Joe, seconded by Neil.

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

We are pleased to welcome Kate Biss who attended for the first time as finance director.

### 3.1 Bandwidth

The Lochcarron line is now live and performing well. The Zen line in Plockton has been upgraded to fibre with a download speed just over 60 Mbps and an upload speed just over 20 Mbps measured at Plockton High School. Very limited testing through the CMNet network showed download speeds of 25 Mbps and upload speeds of 20 Mbps this initial testing shows that the CMNet network may need some upgrades to remove bottlenecks. We will gather more stats over the coming months and plan upgrades as required. For the moment subscribers' will remain capped at 5.5 Mbps.

### 3.2 Cyber Attack

Several subscribers have expressed their thanks for the work done to resolve the Cyber attack and Phil, Mary and Joe passed these on to the rest of the team. We would like to acknowledge the offers of support and help which are greatly appreciated.

### 3.3 Admin Overhead

We hope that the large reductions in our latest tariff will encourage subscribers to get on the appropriate monthly quota to eliminate the need to issue invoices when subscribers exceed their quotas and so reduce the administration overhead.

### 3.4 WHAN

We have not attended any WHAN meetings since the last minutes were issued. However a brief update has been included see 8.6.1.

### 3.5 Year three Tariff

There has been a good response to the new tariff and many subscribers have taken advantage of the reduced rates to increase their monthly quota. The new tariff and increased quotas come into effect on the 1<sup>st</sup> December.

### 3.6 CBS

Mary and Phil met with Calum Stiven (CBS) and gave him an update on progress. Calum passed on information about the new initiatives from the Scottish Government to extend the roll out of superfast broadband to 100% of premises. We have agreed with Calum to extend the end of our implementations until July 2017.

### 3.7 Subscribers

#### 3.7.1 Existing relays

Live subscribers - 35

Subscriber installation pending - 1

#### 3.7.2 Live relays but waiting for backhaul

Kit installed - 0

CMNet installations pending - 0

Subscriber installations pending - 0

Total number waiting for backhaul - 0

**This heading will be dropped from future reports as backhaul is not likely to restrict subscriber installation for the foreseeable future.**

#### 3.7.3 Waiting for new backbone relays

Waiting for surveys - 3

Waiting for installations - 28

### 3.7.4 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	- 1
Total	- 71

A new “mini” relay was constructed and three new subscribers connected in Ardaneaskan West. We also have one new subscriber in Ardaneaskan West yet to be connected.

### 3.8 Terms of Reference

Deferred

## 4 Secretary’s report

### 4.1 Risk register

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

### 4.2 Long term support plan

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

### 4.3 Update Bank Account details

The forms were rejected by RBS due to errors in completion; Mary obtained new copies and completed them again with signatures as required. These are not the clearest forms ever created. **Action: Mary**

### 4.4 Zen Refund

We are waiting for Zen to respond, Mary will chase. **Action: Mary**

### 4.5 Zen ADSL in Plockton upgrade to fibre

The new line was installed by Openreach on time; it was tested for a week and is now in service. **Completed**

### 4.6 Terms of Reference

Deferred

## 5 Finance Director’s Report

### 5.1 Monthly Statistics

All figures are up to the end of the October.

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

Brought forward	- £24,985.75
This period	- £ 0.00
Carried forward	- £24,985.75
No Change	

Revenue:-

Brought forward	- £3,928.60
Income this month	- £721.68
Expenditure this month	- £446.92
Carried forward	- £4,203.36

Liabilities

Estimated Liabilities	- £2,429.00
Estimated balance after liabilities	- £1,774.36

Provision for replacement of Electronic equipment

Total value purchased to date	- £9,000.00
Balance after provision	- £-7,225.64

Please note that our liabilities have increased this month because the new Zen fibre line is on a fixed term 12 month contract.

### 5.2 Outstanding subscribers’ debt

Total outstanding debt as of the date of the meeting £8.10, reminders have been sent out.

Some subscribers are in credit and due refunds and some are due replacement cheques these have been delayed due to resources being directed at the accounts and the cyber attack. Please accept our apologies for the delay; we will get the backlog cleared ASAP.

#### 5.2.1 Next three month’s budget and cash flow

Mary has received and paid Hydro bills, these are to be set up as direct debits. **Action: Mary, Kate**

Mary is to claim back the cost of the last Hydro bills. **Action: Mary**

#### 5.2.2 Housekeeping

Changes are ongoing to the accounting and reconciliation package for subscriber payments. **Action: Phil**

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

All payments are up to date.

#### 5.4 *Standing orders*

All payments are up to date; some refunds are still outstanding and there will be a separate meeting to prepare letters and cheques **Action: Joe, Phil**

#### 5.5 *Loan Contracts*

One loan repayment cheque has dissolved in the rain a new cheque will be issued; thirteen loan repayments are due from October to December. We will confirm that we have enough blank cheques and order another cheque book if required.

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

#### 5.6 *Additional access to the bank account*

We are waiting for RBS to process the forms, Mary will chase. **Action: Mary**

### 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

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**

Joe is not able to access the new version of the Ubiquiti network package (AirControl) Phil and Joe to work through the installation. **Action: Phil, Joe**

##### 7.1.2 Usage quotas

The monthly total for October was 517 GB with a daily average of 16.7 GB. It should be noted that the usage figure was affected by the cyber attack. Five subscribers went over their quota in October.

##### 7.1.3 Possible virus infection

One subscriber reported problems accessing a specific website. Analysis suggested that access through a specific gateway was being blocked. The subscriber notified the website administrator and the problem was soon rectified.

However this highlights an issue that could have a knock on effect for many subscribers. If one subscriber is infected with a virus and as a consequence is blacklisted then it will be the source IP address that is blacklisted. As we have a limited number of IP addresses that would affect other subscribers accessing the same destination website. The only sure way around this is to give everyone their own permanent internet address; which we may review in the future. For the moment we will continue to monitor and report when we believe a subscriber may be infected with a virus. If this is not resolved quickly by the subscriber we may need to suspend their service whilst the problem is resolved.

This incident highlights how important it is to make sure all subscribers have good antivirus software and keep it up to date.

##### 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.

##### 7.1.5 Customer Contracts

One contract is still outstanding.

#### 7.2 *Changes for next month*

##### 7.2.1 Increases in quotas for existing subscribers

Many customers have requested and been given substantial increases in their current quotas. New contracts will be sent out in due course. **Action: Phil, Joe**

### 7.2.2 Additional Management tools / reports

The automatic capping of excessive usage is under review.

### 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

The Highland Council has asked for electricity consumption figures for the installation at Plockton School - one week after the power monitor was removed! We have also been warned that they might charge a rental fee. **Action: Phil**

### 8.1.2 Network Plan

The network plan covering Ardaneaskan West, Craig and Reraig has been amended to incorporate a mini relay; more work is required to complete the network redesign. **Action: Phil**

## 8.2 Relays

### 8.2.1 Creag Mhaol

We will complete the Ardaneaskan West and Craig installations before doing more work on Creag Mhaol.

**Action: Phil**

### 8.2.2 Plockton

#### 8.2.2.1 Hosting agreement

We will add details of the solicitor's quote to the accounts. **Action: Phil, Kate**

#### 8.2.2.2 Equipment and tidy up

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

## 8.3 Backbone development

### 8.3.1 Lochcarron

The Lochcarron line is now live and we are monitoring its usage and performance. **Action: Phil**

### 8.3.2 Ardaneaskan

A mini relay and three new subscribers have been installed in Ardaneaskan West. The alignment of the access points and signal strength will need to be tuned; one installation is outstanding waiting on agreement to site the subscriber's antenna. **Action: Phil / Joe**

### 8.3.3 Portchullin

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

### 8.3.4 Craig

A further signal strength test and antenna alignment is required in Ardaneaskan West before we can start work in Craig.

**Action: Joe, Phil**

### 8.3.5 North Strome

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

### 8.3.6 Ardnarff

No progress this month.

## 8.4 Testing

### 8.4.1 Management & accounting software

New versions of the programs were put live earlier this month but they were experiencing problems with the Microsoft scheduler. They have been amended to schedule themselves and are now working satisfactorily. It was agreed that the subscriber usage email be enhanced to give the specific amount of data used to allow subscribers to better manage their quotas. (This request was previously reported under item 10.1 in the minutes.) This change will be implemented in due course. **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 did not attend the meeting on the 1<sup>st</sup> November but we understand that Arnisdale are now live and working through Mallaig with speeds of 40 Mbps. However there are still problems with the radio link between Mallaig and SMO and to Camus Cross which is restricting further roll-out for the moment.

### **8.6.2 ADSL Broadband installation at Plockton High School**

The new line was delivered on time. It was tested at the school and again through CMNet and has now been live for the past week. We will continue to monitor the capacity and performance of the new line. **Action: Phil**

### **8.6.3 ADSL Broadband installation at Lochcarron**

The Lochcarron line was put live just before the Plockton fibre upgrade. Subscribers were then routed through this line to free up the Zen line so it could be upgraded without affecting any subscribers. Once the Plockton fibre line was live the system was rebalanced to take advantage of the higher speeds available through the Plockton line. We will continue to monitor the capacity and performance of the new line. **Action: Phil**

In the coming weeks and months we will be tuning the system to prepare for increases in subscribers speeds. **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 additional purchases this month.

#### **8.7.1.2 Finalise the properties to be surveyed**

We are still 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.**

Joe and Phil went through the management reporting system documentation. Phil will update and extend the document.

No Progress this month. **Action Phil**

Joe and Phil went through the configuration of the Lochcarron router, more training will be organised in due course.

**Action: Phil, Joe**

The Dude - No progress this month **Action: Phil**

## **10 AOB**

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

None

## **12 Next meeting**

Date of next meeting Wednesday, 11<sup>th</sup> January 7:30pm at Fernaig House

The meeting closed at 8:50 pm.