

Broadband Steering Group

Minutes of the Meeting held on the 19th May 2017 @ 7:30 p.m. Fernaig House

1 Present and Apologies

Present: Kate Biss, Phil Game, Joe Grimson, Mary MacBeth

Apologies: Neil MacRae

2 Approve and adopt previous minutes

The previous minutes for April, were approved subject to the date of the previous month's minutes being corrected, 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 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

All subscribers continue to be routed through Plockton - there are no signs of any performance problems with the fibre line.

The version of the Ubiquiti firmware tested last month is still suffering from the spontaneous AirRouter reboot problem.

In the past month Ubiquiti have released another new version of the firmware, this will be tested in due course and we will upgrade all units to the latest version only if it proves to be more stable. If there is no improvement we will revert to that last stable version.

Connection quality in Braeintra - we will run further tests to determine the best way to improve the quality of the connections.

3.2 Cyber Attack

There has been no further attempt to attack our Lochcarron access point. We have been contacted by the police in Inverness and they have forwarded details of the attack to a specialist unit. They have asked that we report any further attack. **Completed (for now)**

3.3 Admin Overhead

April's tariff changes - five subscribers' accounts still have errors, in addition three subscribers will be refunded overpayments.

3.4 WHAN

We were asked to sign a letter asking the Scottish Government to put pressure on Openreach to deliver the lines for Hubs / WHAN but did not respond in time as Phil was away on holiday.

3.5 CBS

CBS and Zen have now confirmed that an upgrade of the Lochcarron line to fibre is possible.

3.6 Subscribers

3.6.1 Existing relays

Live subscribers - 35

Subscriber installation pending - 1

3.6.2 Waiting for new backbone relays

Waiting for surveys - 4

Waiting for installations - 38

3.6.3 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Withdrawn from CMNet since the last minutes - 0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 - 81

3.7 Terms of Reference

Deferred

4 Secretary's report

4.1 Risk register

We will evaluate the costs and benefits of a third connection through the Strome Ferry exchange. **Action: Mary**

4.2 Long term support plan

Mary will think about the skills required and how to develop a wider support network. **Action: Mary**

We will look at the possibility of developing software to configure equipment. **Action: Phil**

4.3 Zen Refund

There was no response from Zen so we have chased them again. **Action: Mary / Phil**

4.4 Terms of Reference

Deferred

5 Finance Director's Report

5.1 Monthly Statistics

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	- £7,562.27
Income this month	- £533.05
Expenditure this month	- £188.61
Carried forward	- £7,906.71

Liabilities

Estimated Liabilities	- £3,150.00 (includes ~ £2,800 to "repay" CBS)
Estimated balance after liabilities	- £4,756.71

Provision for replacement of Electronic equipment

Total value purchased to date	- £9,000.00
Balance after provision	- £-4,243.29

We have now received a contract termination statement from Daisy which shows we owe one month's rental for one line this agrees with our calculations. This payment will be shown next month. **Completed**

5.2 Next year's tariff

We have started to gather indicative figures each month to help prepare next year's tariff, which is normally set in October. The £5 "standing charge" will be reviewed but is not expected to change significantly as the largest portion of this is related to the cost of equipment, which is the same regardless of usage or the number of subscribers. The figures being captured are raw data showing the break even charges for backhaul capacity and as such are the minimum possible charge. At the moment the figures indicate that next year's tariff per 10 GB will be lower than this year's; the actual variable rate charged will make some allowance for change e.g. possible suppliers price increases so will of necessity be higher than the bare minimum.

Total gigabytes sold 1,420; break even tariff for 2 fibre lines - £0.72 per 10 GB, for 3 fibre lines - £1.08 per 10 GB.

The figures above coupled with the performance figures for the Plockton line show that we could increase the number of gigabytes sold without incurring additional costs and continue to reduce our charges.

5.3 Outstanding subscribers' debt

Three accounts are in debit, the total outstanding debt on these accounts as of the date of the meeting was £18.50.

Reminders to pay have been sent out. **Action: Phil**

5.4 Next three month's budget and cash flow

No issues.

5.5 Housekeeping

Work continues to automate the reconciliation of payments; priority will be given to Zen. **Action: Phil, Kate**

5.6 Payments for installations of subscriber's equipment

All payments are up to date.

5.7 Standing orders

About 25% of accounts have an error of some sort; most are in credit as they have not reduced their monthly subscriptions for the new tariff which came into effect on the 1st April. We have emailed all those concerned asking them to change their standing orders in June. **Action: Joe, Phil**

5.8 *Loan Contracts*

It was agreed we will review all loans and repayments to ensure all the documentation is complete. **Action: Phil, Kate**

5.9 *Additional access to the bank account*

Kate has completed and submitted the relevant forms and we are waiting for RBS to action access. **Action: Kate**

5.10 *Check Daisy account*

There was a separate meeting with Kate, Mary and Phil to check the Daisy account and our conclusion was we owed one month's line rental. This agreed with the termination statement from Daisy so the account has been settled.

Daisy has confirmed receipt of our cheque. **Completed**

5.11 *Accounts for y/e August 2016*

The revised accounts were sent to the accountant. He came back with some corrections and amendments, the accounts were amended and sent back to be rechecked. The amended accounts were discussed and agreed subject to one small change to correct a probable rounding error. The accounts will be filed with Companies House and HMRC and the tax paid. In previous years we made a loss, this is the first year we have paid tax the amount due is £366.80. **Action Phil, 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

AirRouters randomly rebooting - there is a new version of the firmware but as yet this has not been tested. **Action Phil**

One customer reported a problem this month and after some investigations the customer's unit's network definition was found to be corrupted and "forgetting" and reconnecting to the CMNet router fixed the problem. **Completed**

Two customers in Braeintra are experiencing poor signal levels. Investigations into this are ongoing. **Action: Phil, Joe**

7.1.2 *Usage quotas*

The monthly total for April was 879 GB with a daily average of 29 GB, a 12% increase on the previous month.

The peak usage in April was 45.8 GB for Saturday 1st April, a 26% increase over the peak for March.

One customer exceeded their quota in April; they have opted to increase their quota to the next band.

7.1.3 *Possible virus infection*

The monitoring system will be amended to increase the reporting threshold. No progress this month. **Action: Phil**

7.1.4 *Installation of equipment*

No installations since the last minutes.

7.1.5 *Customer Contracts*

There was some discussion about the wording of the amendment to contract form and it was recognised this will need some careful thought and all directors need to be involved in checking the final draft. Kate suggested we use our website to document some details e.g. the latest tariff. Phil is to resend his email to Joe regarding the wording and Joe will then circulate his proposal to all directors for comment. **Action: All**

7.2 *Changes for next month*

7.2.1 *Increases in quotas for existing subscribers*

There have been no requests for quota increases this month apart from retrospective increases for customers exceeding their quotas.

7.2.2 Additional Management tools / reports

Software to check the configuration of different types of equipment - no progress this month due to other priorities

Action: Phil

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

Nothing from the Highland Council as yet

8.1.2 Network Plan

Work has started on the new network plan to incorporate new relays on Creag Mhaol above Strome Ferry. **Action: Phil**

8.2 Relays

8.2.1 Creag Mhaol

Work has started to prepare for the installation of the new relays 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. No progress this month. **Action: Phil, Kate**

8.2.2.2 Equipment and tidy up

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

8.3 Backbone development

8.3.1 Plockton

No issues.

8.3.2 Lochcarron

We will prioritise finalising the contract for Andrew. No progress this month. **Action: Phil.**

8.3.3 Creag Mhaol

8.3.3.1 Existing relays

We will investigate the use of additional shielding to reduce noise on the links. **Action: Phil**

8.3.3.2 New relays

Work has started planning the new relays so we can buy the required additional kit. **Action: Phil**

8.3.4 The Glen

No issues.

8.3.5 Ardaneaskan

We will prioritise finalising the contract for Beccy. No progress this month. **Action: Phil**

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 look for a test site in Craig to allow a signal strength test and antenna alignment for the Ardaneaskan West access point. If successful we will then connect the remainder of the Craig subscribers. **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

No progress this month.

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 Community backhaul, West Coast Backbone (WCB)

No update since the last minutes but Peter Buneman's letter suggests that Openreach are causing severe delays.

8.6.2 ADSL Broadband installation at Plockton High School

No performance issues have been reported this month. Our contract with Daisy for two lines has been terminated leaving just one Zen fibre line in Plockton.

8.6.3 ADSL Broadband installation at Lochcarron

CBS and Zen have both confirmed that a fibre upgrade is possible in Lochcarron. Mary will order an upgrade. **Action: 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

Work has started compiling a list of the current stock of equipment and creating a shopping list to ready to start work on the next phase this will include a MikroTik router to use as a server for additional network monitoring software.

Action Phil

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

9.2 AirControl

The new version of firmware for the AirGateways makes them directly accessible from AirControl and so this will be rolled out ASAP. **Action Phil**

9.3 The Dude

A new version of The Dude is available; this requires new hardware. **Action: Phil**

10 AOB

None

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Monday, 12th June 7:30pm at Fernaig House.

The meeting closed at 9:20 pm.