

Broadband Steering Group

Minutes of the Meeting held on the 14th November 2018 @ 8:30 p.m. Fernaig House

1 Present and Apologies

Present: Phil Game, Georgie Grimson, Joe Grimson Mary MacBeth

Apologies: Neil MacRae

2 Approve and adopt previous minutes

The previous minutes for October 2018, were 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 cmnetic@gmail.com if you have any questions.

3 Chairman's report

The Argocat gearbox has been removed and is on the bench ready to be disassembled. However progress is slow as it will probably be necessary to buy additional tools to disassemble the gears and bearings.

The delay fixing the Argocat raises questions as to whether it is sensible to continue with the planned work on Creag Mhaol this year. The weather and short days are against us and the mains cable will be at risk in high winds if it cannot be buried as soon as the reels are unwound and joined to make a 500 metre length. When the Argocat is repaired we may shift priorities and concentrate on smaller jobs.

A final decision will be made once the Argocat is back together.

3.1 Bandwidth

There are no capacity issues at the moment.

3.2 Subscribers

3.2.1 Existing relays

Live subscribers	- 41
Waiting for installations / activation	- 2
Waiting for subscriber's installations	- 1
Waiting for installation dates	- 1

3.2.2 Waiting for new backbone relays

Waiting for installations	- 30
Leavers since the last minutes	- 0
Total	- 75
New joiners since the last minutes	- 0

One subscriber installation is waiting for their AirRouter to be re-configured.

One subscriber's pre installation is complete and waiting for the installation of antenna and router.

One installation is waiting for the subscriber to complete their pre-installation work.

One installation is waiting on a date from the subscriber.

The remaining installations are waiting on the completion of the new relays.

3.3 New MikroTik replacements for AirRouters

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

3.4 Terms of Reference

Deferred

3.5 AGM

The AGM took place on the 14th November just before this meeting.

4 Secretary's report

4.1 Risk register

The Openreach website shows the Achmore cabinet is ready to accept orders but states that orders may be delayed due to maintenance work.

We have been sent a flyer by Zen for their new service "G.Fast" which is supposedly available "in the area".

G.Fast can deliver download speeds of 300 Mbps and upload speeds of 50 Mbps A 250% increase in capacity for a 35% increase in cost. We know it will not be available from the new Achmore cabinet but it may come to Plockton in due course. Mary will follow up with Zen. **Action: Mary**

New hosting agreement for the hall - no progress this month **Action: Joe**

4.2 Long term support plan

Software to automate the cloning of failed devices - no progress this month. **Action: Phil**

4.3 Terms of Reference

Deferred

5 Finance Director's Report

Monthly Statistics

Revenue for October:-

Brought forward			
Balance		£260.25	
Creditors			£223.71
Debtors			£231.70
Net			-£7.99
Bank balance			£6,417.94
This month			
Income	£542.00		
Expenditure	£126.05		
P&L		£415.95	
Creditors			£144.96
Debtors			£208.92
Net			-£63.96
Adjusted P&L			£351.99
Carried forward			
Balance		£676.20	
Creditors			£368.67
Debtors			£440.62
Net			-£71.95
Bank balance			£6,769.93
Liabilities			
Estimated Liabilities	-	£0	
Estimated balance after liabilities	-	£6,769.93	
Provision for replacement of Electronic equipment			
Total value purchased to date	-	£15,000.00	
Balance after provision	-	£-8,230.07	

5.1 Year five tariff

The total number of gigabytes sold was 3,720; the break even tariff for 2 fibre lines is £0.55 per 20 GB, and for 3 fibre lines is £0.83 per 20 GB.

The year five tariff will start on the 1st December. All subscribers eligible for the reduced charges have been notified of their new rate. We will be sending out details in late November for those subscribers whose rate will change in January. **Action: Phil**

5.2 Outstanding subscribers' debt

Excluding subscribers with quota increases two accounts are in arrears. **Action: Georgie**

5.3 Housekeeping

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

5.4 Payments for installations of subscriber's equipment

The documentation for the new subscriber has been received. **Completed**

5.5 Standing orders

One account is in credit, the relevant subscriber has been asked to correct their account. **Action: Georgie**

Two accounts are in debit, the relevant subscribers have been asked to correct their accounts. **Action: Georgie**

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

The system has held up well this month and no defects have been reported.

Two customers in Braeintra are experiencing poor signal levels; we will try a hardware upgrade to the Braeintra access point. No progress this month. **Action: Phil, Joe**

Ubiquiti software upgrade - a new version of firmware has been released and is currently under test. Once we are sure it is stable all units will be upgraded and offline units will be upgraded when they next come online. **Action: Phil**

There have been a few unknown "local" IP addresses recorded this month, we have established which subscriber is involved and are investigating the reason. **Action: Phil**

7.1.2 Usage quotas

The monthly total for October was 2.25 TB, with a daily average of 74.1 GB; the peak usage was **107 GB** on Saturday 27th.

Six subscribers exceeded their quota and have been moved to the appropriate band. Two subscribers requested quota increases in October. Eleven subscribers have requested quota increases when the new tariff comes in on the 1st December. **Action: Phil**

7.1.3 Possible virus infection

No new instances of the Ubiquiti virus were detected; we will continue to run scans. **Action: Phil**

7.1.4 Installation of equipment

No new installations have been carried out this month.

7.1.4.1 Ardaneaskan

The subscriber has cleared the line of sight of undergrowth but their antenna is now showing offline; we will investigate and reconfigure their router on our next trip. **Action: Phil, Joe**

One subscriber has completed their pre-installation work and we will complete their installation on our next trip. **Action: Phil, Joe**

The spare AirGateway will be collected on our next trip. **Action: Phil**

One subscriber has been asked to confirm they have line of sight. **Action: Subscriber**

7.1.4.2 Craig

We will review the situation when we have more experience of low level links over water or other options become available. **Action: Phil**

7.1.4.3 Achmore

There have been no new installations this month as we are waiting on subscribers. **Action: Subscribers**

7.1.4.4 North Strome

One subscriber has been asked to confirm they have line of sight. **Action: Subscriber**

7.1.4.5 Other installations

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **Action: Phil**

7.1.5 Customer Contracts

One contract is missing we will see if it has been misfiled. **Action: Phil, Joe**

All new subscriber contracts have been received. **Completed**

Phil circulated a list of subscriber contract issues that needed to be resolved. These were mostly related to situations which would be decided "at the discretion of the directors". Phil will document the conclusions. **Action: Phil**

7.1.5.1 Terms and Conditions

7.2 Changes for next month

7.2.1 Additional Management tools / reports

Management Reporting Software upgrades. No progress this month. **Action: Phil**

Software to check the configuration of different types of equipment - no progress this month **Action: Phil**

7.2.2 Potential personal safety issue

The new naming standard has been used for all the new installations. **Action: Phil, Joe**

7.2.3 Additional equipment for subscribers

One subscriber has asked for a second access point to be installed to increase Wi-Fi coverage. A spare unit will be configured and installed. No progress this month. **Action: Phil**

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

8.1.2 Network Plan

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

8.2 Relays

8.2.1 Creag Mhaol

We have sent an update of the lease agreement to our solicitors. No response as yet. **Action: Phil**

8.2.2 Plockton

8.2.2.1 Hosting agreement

Nothing to report

8.2.2.2 Equipment and tidy up

The new dishes have arrived and will be configured and installed when traffic can be switched away from Plockton.

Action: Phil

8.3 Backbone development

8.3.1 Plockton

No issues.

8.3.2 Lochcarron

No issues.

8.3.3 Creag Mhaol

8.3.3.1 Existing relays

We will investigate hardware upgrades as the next step to reduce noise on the links. No progress this month. **Action: Phil**

8.3.3.2 New relays

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **Action: Phil**

8.3.4 The Glen

One access point will be upgraded to see if that will reduce the noise levels. No progress this month. **Action: Phil**

8.3.5 Ardaneaskan

For the moment further testing of the relay in Ardaneaskan has been suspended. **Completed**

8.3.6 Leacanashie

The line of sight to the new Strome High relay has been confirmed. Activation of the Leacanashie access point is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.7 Portchullin (raised beach)

The line of sight to the new Strome High relay has been confirmed. Activation of the Portchullin relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.8 Craig

We will review the link when other work is complete. **Action: Phil**

8.3.9 North Strome

The line of sight to the new Strome relays has been confirmed. Activation of the North Strome relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.10 Ardnarff

The line of sight from Ardnarff to the new Strome relay has been confirmed. **Action: Phil**

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

Eric and Elizabeth have confirmed that everything has been removed to their satisfaction. We thank them again for their patience. **Completed**

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 ADSL Broadband installation at Plockton High School

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

8.6.2 ADSL Broadband installation at Lochcarron

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

8.6.3 ADSL Broadband installation at Achmore

We will make sure we can proceed with the order for an additional line when we need the extra capacity. **Action: Mary, Joe**

8.7 Implementations

8.7.1 Phase 3 - Relays and creation of access points for the remainder of residents and connect trial subscribers.

Work on the new relays on Creag Mhaol is suspended pending repairs to the Argocat. **Action: Phil**

8.8 Company Logo

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

8.9 General Data Protection Regulation (Data Protection Act)

Nothing to report this month

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

We will organise another training session for all directors

10 Next meeting

There will be no meeting in December.

Date of next monthly meeting Wednesday 9th January

The meeting closed at 9:20 pm