

## Customer Services AGM Report 2020

CMNet is about to enter year seven of operation. We suffered storm damage to one of the new relays on Creag Mhaol and water ingress caused damage on the Portchullin raised beach both incidents damaged electronic equipment. Apart from this damage there have been no problems with hardware although we are investigating some problems reported with AirRouters.

We are still suffering from some minor issues with the Achmore access point losing its connection to subscriber's antenna and continuing issues with False Radar events. Both of these are being tackled by developing our own software to "track and trace" the problems.

The main server has rebooted a few times but has been reconfigured so it will automatically restart.

We started the year with one fibre line in Plockton and one fibre line in Lochcarron. It became clear that growth in usage meant that the Plockton line would not be able to cope with the anticipated increase in subscribers and so we ordered an additional line through Achmore in February. The installation turned into a nightmare with us finally having to cancel our order through Zen and re-apply through Plusnet. The new line was finally delivered at the end of July and rushed into use as flooding in a major BT hub in Edinburgh caused large parts of Openreach's network to fail in Scotland. Plockton and Lochcarron were both affected but fortunately not Achmore so CMNet was able to stay online.

Apart from some minor work to tidy up the installations the new relays on Creag Mhaol and the raised beach at Portchullin are complete and ready to bring into service.

The data capacity of the system has now exceeded five Terabytes for the first time; in part due to the COVID-19 lockdown.

The table below shows monthly usage and the daily averages.

	Monthly Usage (TB)	Daily Average (GB)
2019		
September	3.3	111
October	3.6	117
November	3.3	110
December	3.5	111
2020		
January	3.8	123
February	4.1	141
March	5.1	165
April	4.6	153
May	4.7	150
June	4.8	159
July	4.7	152
August	4.4	143

The highest monthly usage recorded was 5.1 TB (March 2020 through Plockton) and the highest daily usage was 279 GB (Wednesday 5<sup>th</sup> August through Achmore). Usage of 279 GB per day equates to 8.6 TB per month.

The impact of the COVID-19 lockdown is reflected in the sudden increase from March.

As at the end of August there are 41 subscribers using the Achmore line. At the moment no subscribers are connected to the Lochcarron line and the Plockton line is not in use as we are waiting on permission to upgrade the dish at the school.

There are 32 customers waiting to be connected.

Phil