Broadband Steering Group
Minutes of the Meeting held on the 8th January 2015 @ 7:00 p.m. Fernaig House

1   Present and Apologies
Present: Phil Game, Joe Grimson, Geoff Harrington, Mary MacBeth, Neil MacRae (part)
Apologies: Hamish Howat Hurst (unwell).

2   Approve and adopt previous minutes
The minutes were approved, proposed by Joe, seconded by Geoff. Copies of previous minutes are on our website at:-
> http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827

Email Broadband@fernaig.fsnet.co.uk if you would like to be put on the circulation list or you have any questions.

3   Chairman's report
3.1   CBS
Phil chased Sandra asking for written confirmation of HIE's agreements with BT etc, no response. Phil will chase once more.
Action: Phil
3.2   Subscribers

Live	- 24
Kit installed waiting for backhaul	- 0
Waiting for installations	- 0
Waiting for subscriber installations	- 0
Waiting for surveys	- 0
On live access points but requested a delay	- 5
Waiting for backbone relays	- 23 (This includes confirmed & potential Ardaneaskan residents)
No response when asked for installation date	- 2
Withdrawn from CMNet	- 1
New joiners	- 0
Total	- 55

No change in the number of subscribers this month.
3.3   BBC Alba
Eilidh MacLeod suggested a meeting next week but Phil & Mary can't make that so we have suggested we fix a date early in February.
3.4   Backbone development
3.4.1   Lochcarron
No progress this month.
Action: Phil & Joe
3.4.2   The Glen
Phil, Joe & Neil to meet with Fay to discuss possible sites 1pm on Friday 9th January.
Action: Phil
3.4.3   Ardnarff
We have been contacted by a resident in North Strome who might join CMNet.
Action: Phil
3.4.4   Craig
No progress this month.
Action: Phil & Joe
3.4.5   Portchullin
No progress this month.
Action: Phil & Joe
3.4.6   Ardaneaskan
Little progress this month, Phil is to set an end date and confirm potential subscribers. Mary thinks there may be a good site for the relay on the raised beach above Portchullin.
Action: Phil & Joe

3.4.7   North Strome

We have been contacted by a resident in North Strome who might join CMNet, Phil to pass on more details.

Action: Phil & Joe

3.5   *Terms of Reference*

Deferred

4   Secretary's report

4.1   *HC Grant*

Receipt of the grant has been confirmed. We would like to thank Sandra Byrne of CBS for her help on this topic.

Completed

4.2   *Reclaim overpayment to Managed Comms*

Mary to chase

Action: Mary

4.3   *Risk register*

No change this month. Mary is to look at limiting the impact should Phil have an unexpected, unplanned and messy meeting with the front of a large red vehicle used for the transport of paying passengers.

Action: Mary

4.4   *Terms of Reference*

Deferred

5   Finance Director's Report

5.1   *Monthly Update*

Although Hamish was unwell and unable to attend the meeting, he sent in a full report from which we have taken the following extracts:-

All figures as at the end of December
Capital expenditure against our grant of £37,538:-

Brought forward	-	£10,790.48
This month	-	£ 0.00
Carried forward	-	£10,790.48

Revenue:-

Brought forward	-	£911.34 (shown as £1,930.49 last month see note below)
Income this month	-	£1,460.10
Expenditure this month	-	£240.00
Carried forward	-	£2,131.44
Accruals for interest this month	-	£54.72
Loans (includes CBS deferred contribution)	-	£4,024.80
Balance after liabilities	-	£-1,948.08

Last month's figures were estimates and showed we had received the HC grant which in fact was not paid until mid December, hence the difference in the brought forward figure.

Five standing order monthly rental charges have yet to be set up and paid and are now overdue.

Action: Phil/Hamish

Phil chased Dawn for her approval of our loan document so we can formalise the CC loans, no response received. Phil will chase again.

Action: Phil

5.2   *Payments for installations of subscriber's equipment*

Five installation / part month rental charges have yet to be paid and are now overdue.

Action: Phil/Hamish

5.3   *Payments for exceeding monthly quotas*

Six people exceeded their December quota, Phil to raise invoices for the additional charges.

Action: Phil/Hamish

5.4 Customer contracts & standing orders

Some customer contracts are still waiting for confirmation by subscribers, if you have not yet emailed Phil to say your details are correct or need to be changed please do so as soon as possible. We will then issue a paper hardcopy for you to sign and return to Hamish.

Action: Phil/Hamish

5.5 Another signatory on the bank account

We have now completed the mandate for the bank & will deliver it to RBS.

Action: Mary/Hamish

5.6 CIC 34 annual return

Hamish and Mary will complete and submit the annual CIC 34 form. No progress this month

Action: Hamish, Mary

6 Internal auditor's report

6.1 Assets, bf, acquired, relinquished / written off, cf

Phil gave the Geoff the MAC address of the dead AirRouter. Geoff issued updated copies of the assets register.

Action: Geoff

6.2 Liabilities

Phil has yet to provide copies of the new subscriber loans contracts and director's loans contracts to Geoff. When the CC loans have been formalised Phil will also pass copies of these contracts to Geoff.

Action: Phil, Geoff

6.3 Description of the Audit Trail

We went through the best practise to ensure that Geoff can maintain an independent view of assets and liabilities to cross check income and expenditure. Geoff is to check if he has enough independent source information and let Phil & Hamish know if he needs additional source documentation.

7 Customer Relations

7.1 Production Environment

7.1.1 Outage 10th December system partially down most of the day until around 5pm

There was no internet access from Braeintra all day and at first it was though a lightning strike had affected the link between the two relays on Creag Mhaol and Plockton. However as the day went on we discovered that there were in fact several separate problems, probably caused by the series of power cuts. The relays on Creag Mhaol and the relays at Plockton were both cycled and this resolved the problems.

It is possible that the radio link between the two relays on Creag Mhaol failed because the two devices managed to get out of step. A similar effect was seen again after Thursday's meeting during the power cuts on the 9th and 10th December. We have now altered the configuration of one of the radios so it will automatically reboot if the link to the other is lost for more than 15 minutes.

7.1.2 Excessive usage

A small number of subscribers exceeded their quotas by a combined total of 50GB, which is 25% of our 200 GB maximum agreed with our ISP; this excessive usage caused us to exceed the limit on our two ADSL lines.

The limit on an individual's volume usage quota is set by the quota that each household requested and this is specified in their contract. Sufficient capacity for **all** connected households has been purchased from our ISP on this basis. There is no limit to an individual's quota, but it must be requested in advance and bundled with other requests to make up enough for each ADSL line purchased, which is 100 GB per month.

Exceeding the volume quota we have agreed with our ISP can lead to bandwidth restrictions on our lines and ultimately to our contract being terminated. CMNet is not designed to have any spare capacity and charge for additional usage on an ad hoc basis so subscribers should not exceed their agreed monthly quota.

The statistics for December suggest we may need to purchase 50 GB additional capacity for the current subscribers. However the smallest unit we can purchase is 100 GB not 50 GB. We discussed the various options for the purchase of additional capacity at some length and concluded we should stick to our original method; i.e. we will only buy more capacity when we have enough subscribers with equipment installed to fully utilise the additional capacity. If we do not follow this approach we will not have enough income to cover the additional line rentals. In the best case this means we will take longer to repay loans and in the worst case means we will go bust.

Our strategy for buying additional ADSL lines means we will not purchase another line until we have demand for an additional 100 GB, so we will delay the purchase of another line until we have five new subscribers ready to connect to the system.

Three households have asked to have their quotas increased and they will be given priority when the next ADSL line has been installed.

7.1.3   Possible virus infection

At times various times through December three households accessed tens of thousands of websites in a 24 hour period. The average access is less than a thousand websites per day. This may be due to infection from the SoundFrost virus. If you find you are inundated with unwanted adverts it may be worth checking for SoundFrost. The information was passed on to the subscribers concerned.

7.1.4   Summary

Excessive usage and possible virus infection meant far too much effort has gone into policing the usage of the system and this is impacting on further enhancements. The automated monitor program had to be enhanced to cater for unexpected high website usage and management summary information is now also being generated automatically every day and sent to CMNet directors.

There was some debate about how we can reduce the workload on directors and it was agreed that as stated in the customer contract an email will be sent when a subscriber exceeds 60 %, another when they exceed 90 % and a final email when they exceed 100% of their agreed quota. However to reduce directors involvement in the day to day management of the system there will be no other reminder emails and no telephone calls if people exceed their quotas. If it seems likely that we will exceed our total agreed quota (200 GB at the moment) then **we will disconnect** users who have exceeded their quota without any further email or telephone warnings.

7.2   Installation of domestic equipment

No new installations have been completed this month and no new installations are planned in the next month.

7.3   Volume trial

7.3.1   Review of the trial

No progress this month.

Action: Phil

7.4   Terms of Reference

Deferred

8   General topics

8.1   Documentation

8.1.1   Mast lease

No progress this month.

Action: Phil

8.2   Relays

8.2.1   Creag Mhaol

No progress this month.

Action: Phil & Joe

8.2.2   Plockton

We have yet to reschedule the tidy up at the school. Our solicitors have sent the hosting agreement to the HC.
No progress this month.

Action: Phil & Joe

8.3   Testing

8.3.1   Management & accounting capabilities

There is still some more work required on the software to make it easier to move to a different computer should the need arise. We have yet to establish backups for the accounting data, this task will be treated as urgent.
No progress on these areas this month as the whole month was spent managing production environment.

Action: Phil

8.4   Restoring power to the old TV repeater

8.4.1   Hydro power supply - finding the cheapest tariff

No progress this month.

Action: Mary

8.4.2   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

8.4.3   Removal of old cable

No progress this month.

Action: Phil

8.4.4   Protection of cable on the hill

No progress this month

Action: Phil

8.4.5   Backup Generator

No progress this month.

8.5   ISPs

8.5.1   Community backhaul, West Coast Backbone (WCB)

No news this month.

8.5.2   ADSL Broadband installation at Plockton High School

No progress this month.

8.5.3   ADSL Broadband installation at Lochcarron

No progress this month.

Action: Phil

8.6   Implementation

8.6.1   Phase 2 - Relays and creation of access points for the remainder of residents and connect trial subscribers.

8.6.1.1   Equipment

No change this month.

Action: Phil

8.6.1.2   Finalise the properties to be surveyed

No progress this month.

Action: Phil

8.7   Company Logo

No progress this month.

Action: All

9   Director's training session

9.1   Configuring Ubiquiti Equipment

Completed

9.2   The Dude

No progress this month.

 Action: Phil & Joe

10 AOB

None

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Thursday, 5th February 7:00pm at Fernaig House.
The meeting closed at 10:10pm.