

Broadband Steering Group

Minutes of the Meeting held on the 8th March 2017 @ 7:30 p.m. Fernaig House

1 Present and Apologies

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

2 Approve and adopt previous minutes

The previous minutes for February, were approved, proposed by Joe, seconded by Kate.

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 Appointment of Kate Biss as a director

Mary pointed out that we had not formally recorded the process to appoint Kate as a director. So, for the record, at the meeting Kate's appointment was proposed by Mary, seconded by Neil and agreed by all other directors.

3.2 Bandwidth

There are no signs of any performance problems with the Plockton fibre line, we have hit 50 Mbps download a few times in the past month so still have 10 Mbps headroom; uploads are closer to the maximum at 18 Mbps, leaving 2 Mbps headroom. The Lochcarron copper line hits its maximums for downloads and uploads a few times each day so there is little scope to increase bandwidths in Lochcarron at the moment. See 3.2 for more details on the Lochcarron line.

There is still no date from Zen or Openreach for the fibre upgrade of the Lochcarron line.

We are now working through the last few upgrades to ensure the network can cope with the increased bandwidth. We have recently completed tests in Braeintra which suggest a few more tweaks will be needed before we have the throughput margin required.

3.3 Cyber Attack

There are still a couple of units to update to firmware version 6 and this will be done when they are next online.

We came under a sustained and deliberate attack to our access point on Creag Mhaol that serves Lochcarron. One or more hackers used MAC spoofing software to attempt to break into our network; this was no accident. Our security withstood the attack and we have gathered enough information from the logs to provide evidence of a deliberate attack to the authorities. The attack has now stopped but we have identified the tools and methods required to trace the source of the attack should it happen again.

If we do come under attack again we will trace the source of the attack and inform the authorities, attempting to hack into a network is a criminal offence. Wireless security is just one of several methods we use to prevent and detect unauthorised access to CMNet.

The attack caused some performance issues which were quickly resolved.

3.4 Admin Overhead

We hope that April's reduced tariff will encourage subscribers who are close to their quota limit to get onto the correct tariff rather than causing us to produce invoices for excess usage.

3.5 WHAN

We did not attend the last WHAN meeting and will not attend any further meetings for the foreseeable future. However we have asked to be left on the circulation list for minutes so we can follow developments. The last WHAN meeting took place on the 27th February and we have received a copy of the minutes.

3.6 CBS

Nothing received from CBS since the last meeting.

3.7 *Subscribers*

3.7.1 *Existing relays*

Live subscribers	- 35
Subscriber installation pending	- 0

3.7.2 *Waiting for new backbone relays*

Waiting for surveys	- 4
Waiting for installations	- 36

3.7.3 *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	- 2
Total	- 81

The section listing subscribers waiting for increased backhaul has now been dropped as we always have the option to temporarily limit bandwidth should the Lochcarron upgrade to fibre not arrive in time for additional subscribers.

3.8 *Terms of Reference*

Deferred

4 **Secretary's report**

4.1 *Risk register*

There was some debate as to whether we should increase our resilience further in the light of the recent cyber attack. It was decided that we would plan to have enough capacity available so that subscribers could continue to work even if one link was unusable. In practise this means we will probably add a third link to another exchange when subscriber numbers and usage dictate. This will be dependent on Openreach providing sufficient backhaul. **Action: Mary**

4.2 *Long term support plan*

Under AOB Joe raised the issue of encouraging new volunteers to help with network support. Mary will think about the skills required and how to develop a wider support network. **Action: Mary**

4.3 *Update Bank Account details*

The forms have been completed and submitted. **Completed**

4.4 *Zen Refund*

We have chased Zen for a statement showing how they arrived at the refund of £3,133.97. Mary has organised the payment of the refund from our Zen account to our CMNet account. **Action: Mary**

4.5 *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	- £4,159.54
Income this month	- £540.72
Expenditure this month	- £194.88
Carried forward	- £4,505.38

Liabilities

Estimated Liabilities	- £400.00
Estimated balance after liabilities	- £4,105.38

Provision for replacement of Electronic equipment

Total value purchased to date	- £9,000.00
Balance after provision	- £-4,894.62

We have served notice that we intend to terminate our two Managed Comms / Daisy lines at the end of February but despite repeated attempts we have so far failed to obtain written confirmation.

We have therefore decided to unilaterally cancel our direct debit payments to Daisy with immediate effect. Joe will make the change through online banking and Kate and Neil will follow this up with a letter to the RBS. **Action: Joe, Kate & Neil**

There was some debate about what we should do about the refund from Zen. It was decided we would continue to press Zen for a new invoice / statement but as that was likely to take some time to materialise we should also contact CBS to see if they have a procedure to cope with this scenario. **Action: Phil**

5.2 Outstanding subscribers' debt

The total outstanding debt as of the date of the meeting was £31; some subscribers are still in credit. It was decided no reminders will be issued until the new tariff comes into effect next month. **Action: Phil**

5.3 Next three month's budget and cash flow

Mary has completed her claim for outstanding payments over the past few months and has passed this to Kate who has issued a cheque. **Completed**

5.4 Housekeeping

Work continues to automate the reconciliation of payments to suppliers. **Action: Phil**

5.5 Payments for installations of subscriber's equipment

All payments are up to date.

5.6 Standing orders

One subscriber has yet to decide on their final quota and update their standing order. **Action: Joe, Phil**

5.7 Loan Contracts

It was agreed we will review all loans and repayments to ensure all the documentation is complete.

5.8 Unpresented cheques

It was agreed that all unpresented cheques over 6 months old will be treated as a donation. We will not issue reminders to people to cash the cheques. The onus will be on the recipient to reclaim the money.

5.9 Additional access to the bank account

Kate is working her way through the many and varied forms that RBS have to gain access to online banking.

Action: Kate

5.10 Revised tariff

All subscribers eligible for the new reduced tariff rate have been emailed with their standing order changes. Would all eligible subscribers please remember to change their standing orders from the **1st April**. The new rate for year three subscribers is £1.50 per 10 GB + £5 "standing charge" per month.

The new subscriber's premium is now £132, which equates to £11 per month for the first year of membership. A "year three" subscriber will therefore pay £20 for 100 GB a month; a new subscriber will pay £31 for 100 GB for the first year and then pay the year three rate (currently £20). $£31 - £20 = £11$, $£11 * 12 \text{ months} = £132$ premium.

The standard 10 GB rate for new joiners will remain unchanged at £13.50. To reduce the administration overhead this rate will continue to apply until the subscriber has paid the £132 premium. I.e. a new joiner on 10 GB will pay £13.50 for the first 19 months. At month 20 the rate will drop to £6.50 per month.

All new subscribers have the option to pay £132 up front and then move straight to the "year three" tariff.

£132 is the current premium which will change depending on the current tariff in force at any time and so the examples given above are subject to change.

5.11 Check Daisy account

Given the impending cancellation of our Daisy account and Daisy's apparent incompetence it was agreed we should audit all our payments since the start of our contract. **Action: Kate, Joe**

5.12 Accounts for y/e August 2016

Phil apologised for not having the detailed annual accounts completed and ready to present to the meeting. Our payment to HMRC needs to be made by the end of April and to ensure this deadline is met Phil offloaded as many other tasks as possible to allow enough time to be devoted to the accounts. **Action: Phil**

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

A major power outage on the 22nd took the system down for most of the day. This was caused by essential pole replacement by the Hydro board. Power was restored around 17:30 and the system was up and running at 17:50. There were no reported problems because of the outage.

There have been reports of intermittent outages by customers in the Glen. Investigation by Phil revealed a possible hardware mismatch between the dish at CMLow and The Glen. The dish in The Glen was changed and re-aligned on the 3rd of March. The system is now being monitored to see if this has resolved the problem. **Action Phil**

The Link between CMHigh and Lochcarron has been subjected to a Cyber Attack which has caused problems for the customers in Ardaneaskan. It is believed the attack originated in Lochcarron/Strathcarron. Although the attack has now ceased we will check with the police to see what information they require from us. **Action Neil**

A small number of subscribers are still having problems with AirRouters randomly rebooting; there is no obvious cause for this problem. It was agreed we would try a series of tests to see if we can resolve the problem; 1) Rollback firmware to the previous release, 2) Replace failing units with known working units, 3) Replace AirRouters with AirGateways and switches (which we do not have in stock at the moment). So far there have been no problems with any AirGateways so we expect that (3) as the last resort will resolve the problem. **Action Phil**

Joe will see if we can tie the faulty AirRouters to a specific batch. **Action Joe**

To detect outages, we now have additional monitoring in place to highlight any issues. Once the capacity has been increased in Lochcarron we can use these new monitoring methods to automatically switch subscribers should a connection fail.

7.1.2 Usage quotas

The monthly total for February was 724 GB with a daily average of 26 GB, the same daily average as January.

Three people exceeded their quota in February and two have opted to increase their monthly quota to the next band, one response is still outstanding.

7.1.3 Possible virus infection

Although the automated monitoring system has reported some very high website access counts these appear to have just been intensive usage. The monitoring system will be amended to increase the reporting threshold. No progress this month. **Action: Phil**

7.1.4 Installation of equipment

One new installation was completed this month.

7.1.5 Customer Contracts

Due to the large number of subscribers increasing their quotas and the impending tariff rate change we will not issue new contracts until we are sure that the subscriber's final quota has been agreed. To save paper we will check with our solicitor if we can issue amendments rather than complete new contracts. **Action: Joe**

7.2 Changes for next month

7.2.1 Increases in quotas for existing subscribers

Five subscribers have requested an increase to their quotas in April. **Action: Phil, Joe**

7.2.2 Additional Management tools / reports

The software to check the configuration of different types of equipment is being used for all equipment requiring configuration and is highlighting subtle differences between the different devices. More changes are required to the software to automate the process further. **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

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

8.2 *Relays*

8.2.1 Creag Mhaol

We will survey the existing and proposed Creag Mhaol sites with Fay. **Action: All**

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

8.3.2 Lochcarron

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

8.3.3 The Glen

The dish in The Glen has been changed so the hardware is now the same as the other end of the link on Creag Mhaol, automatic monitoring of the link is now in place. **Action: Phil**

8.3.4 Ardaneaskan

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

8.3.5 Portchullin

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

8.3.6 Craig

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

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

8.3.7 North Strome

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

8.3.8 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.

8.6.2 ADSL Broadband installation at Plockton High School

We are currently trialling speeds of 30 Mbps download and 15 Mbps upload on the fibre line and will continue to monitor the system's capacity. No issues have been reported this month. **Action: Phil**

8.6.3 ADSL Broadband installation at Lochcarron

A series of changes were made to switch high volume users from Lochcarron to Plockton which has alleviated the upload capacity constraints, we will continue to monitor the system's capacity. **Action: Phil**

The Openreach website is still showing Lochcarron as "In scope" suggesting the upgrade to fibre is **not** imminent although CBS have told us that the service should be available in February or March.

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

No additional purchases this month. It was agreed we would buy a MikroTik router to use as a server for additional network monitoring software. We will check current stock of equipment and put together a shopping list to ready to start work on the next phase. No progress this month. **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 AirControl has been installed. **Completed**

9.3 The Dude

A new version of The Dude is available; this requires new hardware and will be installed when time permits. **Action: Phil**

10 AOB

See 4.2.

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Wednesday, 12th April 7:30pm at Fernaig House.

The meeting closed at 9:30 pm.