

# Broadband Steering Group

Minutes of the Meeting held on the 10<sup>th</sup> January 2018 @ 7:30 p.m. Fernaig House

## 1 Present and Apologies

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

## 2 Approve and adopt previous minutes

The previous minutes for November 2017, were proposed by Joe, seconded by Mary  
Copies of previous minutes are on our website at:-

<http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827>

Email [cmnetic@gmail.com](mailto:cmnetic@gmail.com) if you have any questions.

## 3 Chairman's report

### 3.1 Bandwidth

Phil and Mary visited Lochcarron and ran the tests requested by Zen; it seems likely that the Lochcarron line will never provide the speeds we have in Plockton and we will therefore look at other locations in the medium term. However for the foreseeable future we will keep Lochcarron as a strategic site as Lochcarron is the exchange most likely to benefit from future developments.

The amended capacity reports on the Plockton line are now showing 75 Mbps is being hit at peak usage rather than 60 Mbps and we have therefore revised upwards the maximum monthly usage that we believe this line can support. See section 7.2 for December's usage figures

Management Reporting Software, work has started amending the reports. **Action: Phil**

We have been informed by Ofcom that some of the restrictions on frequency usage have been lifted. This will allow us greater flexibility with the longer, higher power links.

### 3.2 CBS

Calum Stiven has left CBS and our new representative is Shaun Marley.

#### 3.2.1 R100 & CBS NGA

Nothing to report, this topic will be dropped from future minutes unless we become aware of developments.

#### 3.2.2 Last CBS Claim

Prior to the meeting Phil circulated a revised version of "The last shopping List" and a considerable time was spent reviewing the document. There are approximately 70 different items to consider and the total cost will be in the order of £10,000, which is within the funds left in our grant. We are now in a position to start to place orders for all the remaining equipment required to complete installations.

### 3.3 Subscribers

#### 3.3.1 Existing relays

Live subscribers	- 35
Subscriber installation pending	- 1
Waiting for installations	- 5

#### 3.3.2 Waiting for new backbone relays

Waiting for installations	- 29
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#### 3.3.3 Others

New joiners since the last minutes	- 2
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### 3.4 Terms of Reference

Deferred

### 3.5 AGM

Joe's Production Environment report was circulated just after the AGM (when his PC was restored to health) and formally approved at this meeting. A copy will be circulated with the minutes.

## 4 Secretary's report

### 4.1 Risk register

Given the capacity issues in Lochcarron it was agreed that we would look for a third line through Achmore using an alternative ISP if that makes economic sense. **Action: Mary**

## 4.2 Long term support plan

It was agreed we would start the process to develop a pool of volunteers to assist directors resolve problems when some directors are away **Action: All**

We will look at the possibility of developing software to configure equipment. No progress this month **Action: Phil**

## 4.3 Direct Debits

Mary has found a cheaper supplier for electricity and will transfer our account from SSE. Mary will pass our bank details to Ofcom so we can pay our annual license by direct debit. **Action: Mary**

## 4.4 Terms of Reference

Deferred

# 5 Finance Director's Report

Due to the time and cost involved and the likely closure of local bank branches we will no longer be able to accept cheques. Would all subscribers please adjust their accounts by other electronic transfer in future.

## 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

### Revenue for November:-

Brought forward			
Balance		£626.88	
Creditors			£38.26
Debtors			£26.76
Net			£11.50
Bank balance			£9,321.19
This month			
Income	£497.50		
Expenditure	£181.74		
P&L		£315.76	
Creditors			£3.00
Debtors			£24.00
Net			-£21.00
Adjusted P&L			£294.76
Carried forward			
Balance		£942.64	
Creditors			£41.26
Debtors			£50.76
Net			-£9.50
Bank balance			£9,615.95

### Liabilities

Estimated Liabilities	-	£3,800.00 (includes ~ £3,360 to "repay" CBS)
Estimated balance after liabilities	-	£5,815.95

### Provision for replacement of Electronic equipment

Total value purchased to date	-	£9,000.00
Balance after provision	-	£-3,184.05

Please note that the accounts have been adjusted to show an opening credit of £10 rather than debit of £3 for this financial year.

## Revenue for December:-

Brought forward					
Balance		£942.64			
Creditors			£41.26		
Debtors			£50.76		
Net				-£9.50	
Bank balance					£9,615.95
This month					
Income	£382.00				
Expenditure	£210.61				
P&L		£171.39			
Creditors			£60.76		
Debtors			£0.00		
Net				£60.76	
Adjusted P&L					£232.15
Carried forward					
Balance		£1,114.03			
Creditors			£102.02		
Debtors			£50.76		
Net				£51.26	
Bank balance					£9,848.10

## Liabilities

Estimated Liabilities	-	£3,800.00 (includes ~ £3,360 to “repay” CBS)
Estimated balance after liabilities	-	£6,048.10

## Provision for replacement of Electronic equipment

Total value purchased to date	-	£9,000.00
Balance after provision	-	£-2,951.90

### 5.2 Year five tariff

The total number of gigabytes sold was 2,440; the break even tariff for 2 fibre lines is £0.84 per 20 GB, and for 3 fibre lines is £1.26 per 20 GB.

### 5.3 Outstanding subscribers' debt

Excluding subscribers with quota increases there are no accounts in arrears.

### 5.4 Housekeeping

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

### 5.5 Payments for installations of subscriber's equipment

All payments are up to date.

### 5.6 Standing orders

Nine accounts are in credit, the relevant subscribers have been asked to correct their accounts. **Action: Joe, Phil**

### 5.7 Loan Contracts

No progress this month. **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**

AirRouter reboot problem - It would appear that just a few units have a problem after the software upgrade; these units will be replaced in due course. **If anyone is experiencing problems with any kit please let us know.**

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**

After yet another failure of the Plockton Zen router on the 24<sup>th</sup> November it was reconfigured to act as a simple bridge and our MikroTik router was configured to handle the connection to Zen. Since this change was made there have been no problems with the link. If there are no issues in January we will consider this problem resolved. **Action: Phil**

There was a power cut in Ardaneaskan on the 8<sup>th</sup> November and a brief power cut in Achmore on the 28<sup>th</sup> December, in both cases when power was restored all equipment came back online successfully.

One subscriber reported a failure but this was traced to their equipment.

#### 7.1.2 Usage quotas

The monthly total for November was 1.35 TB with a daily average of 45 GB, a 22% increase on October. The peak usage was 61.8 GB for Saturday 11<sup>th</sup>, a 17% increase on the peak in the previous month. Two customers exceeded their quotas and have opted for an increase.

The monthly total for December was a 1.6 TB with a daily average of 55.6 GB, a 19% increase on November. The peak usage was 77.5 GB for Tuesday 12<sup>th</sup>, a 25% increase on the peak in the previous month. Usage of 77.5 GB equates to 2.4 TB per month and statistics from the Plockton line show it may be close to but not yet at full utilisation. Four customers exceeded their quotas; all have had an automatic quota increase backdated to cover the excess.

#### 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

One customer has had his equipment installed but is yet to be connected. This will be done when the access point has been re-aligned. No progress this month. **Action: Phil, Joe**

January and February will be occupied with administration tasks so installations will probably not start until March.

#### 7.1.5 Customer Contracts

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

## 7.2 Changes for next month

### 7.2.1 Increases in quotas for existing subscribers

As most increase are now talking place automatically when subscribers exceed their quota this section will be dropped from future reports.

### 7.2.2 Additional Management tools / reports

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

#### 8.1.2 Network Plan

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

## 8.2 Relays

### 8.2.1 Creag Mhaol

We intend to start work on the lease with Fay. **Action: Phil, Neil**

### 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**

#### 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

No progress this month due to other commitments. **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

Mary and Phil met with local residents to survey various sites but unfortunately all were unsuitable. However Chris Troup and Roger Hornby continued the work and have found a suitable site. We will visit and check when time permits.

**Action: Phil, Mary**

### 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 to allow real world tests to be performed. No progress this month. **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

Once the new relays are in place above Strome Ferry we will check the line of sight from Ardnarff. **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

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)

Nothing to report

### 8.6.2 ADSL Broadband installation at Plockton High School

This will be put on hold since the problem appears to have been resolved by reconfiguring the two routers. **Action: Phil**

### 8.6.3 ADSL Broadband installation at Lochcarron

Phil and Mary visited Lochcarron and ran the tests requested by Zen; none improved the speed or identified the fault. The results were reported to Zen who has asked that further tests be done on the line. We will organise a visit to Lochcarron to run the additional tests. **Action: Phil**

It seems likely that the Lochcarron line will never provide the speeds we have in Plockton and we will therefore look at other locations in the medium term. **Action: Mary**

### 8.6.4 ADSL Broadband installation at Achmore

As the Lochcarron line does not appear to be able to provide the speeds we require we will proceed with a new installation in Achmore when the new capacity has been installed. **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

Testing of the new domestic MikroTik routers completed. **Action: Phil, Joe.**

The shopping list has been completed and we will start to place orders. **Action: Phil**

### 8.7.1.2 Scaffold

The shopping list has been completed and we will start to place orders. **Action: Phil**

### 8.7.1.3 Electrical equipment

The shopping list has been completed and we will start to place orders. **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 for all directors

### 9.2 AirControl

An update is available and will be installed in due course. **Action: Phil, Joe.**

### 9.3 The Dude

An update is available and will be installed in due course. **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 Tuesday 6th February 7:30pm at Fernaig House

The meeting closed at 9:45 pm.