Broadband Steering Group

Minutes of the Meeting held on the 6th February 2018 @ 7:30 p.m. Fernaig House

1   Present and Apologies

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

2   Approve and adopt previous minutes

The previous minutes for January 2018, were proposed by Neil, seconded by Joe
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 have any questions.

3   Chairman's report

3.1   Bandwidth

There are no bandwidth issues at the moment.

3.2   CBS

Nothing to report.

3.2.1   Last CBS Claim

The bulk of the items have been ordered and received. At the meeting Phil circulated a list of items not yet purchased and there was some debate about the few remaining items with some additional items being identified. Wherever possible these will all be sourced before the end of March in time to meet the CBS claim deadline.

3.3   Subscribers

3.3.1   Existing relays

Live subscribers	- 36
Subscriber installation pending	- 1
Waiting for installations	- 6

3.3.2   Waiting for new backbone relays

Waiting for installations	- 29

3.3.3   Others

New joiners since the last minutes	- 2

3.4   Terms of Reference

Deferred

4   Secretary's report

4.1   Risk register

No sign of any progress on the Openreach upgrade to fibre in Achmore. **Action: Mary**

4.2   Long term support plan

Phil circulated an email asking for volunteers to come forward to help support CMNet in the long term. Six people have volunteered to help so far and we thank them for coming forward. However we are looking for many more volunteers to cover when directors are away from home so please put your name forward. You do not need any technical knowledge and the chance of actually being "called out" is very low. Last year out of 87 units just three failed. Once we know the final number of volunteers we will work on a support strategy.

We have successfully run a trial of software to automatically configure Ubiquiti units. This means that anyone having to replace a faulty Ubiquiti unit will just need to identify the unit that has failed and "plug in" a replacement off the shelf the software will do the rest automatically.

4.3   Electricity supply

In January Mary moved us to electricity supplier Extra Energy who charge a lower rate for their standing charge. **Completed**

4.4   Insurance

The Highland Council are no longer acting as an insurance broker; our account has automatically been moved to Zurich we will check that the new policy provides the cover required. The renewal date is the 1st April. **Action: Mary**

4.5 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. Will 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 January:-

Brought forward				
Balance	1,114.03			
Creditors		63.76		
Debtors		24.00		
Net			39.76	
Bank balance				9,848.10
This month				
Income	389.50			
Expenditure	113.74			
P&L	275.76			
Creditors		3.00		
Debtors		42.26		
Net			-39.26	
Adjusted P&L				236.50
Carried forward				
Balance	1,389.79			
Creditors		66.76		
Debtors		66.26		
Net			0.50	
Bank balance				10,084.60

Liabilities

Estimated Liabilities	-	£3,800.00 (includes ~ £3,360 to "repay" CBS)
Estimated balance after liabilities	-	£6,284.60

Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£-8,715.40

Please note that approx £6,000 of new electronic equipment was purchased in January.

5.2 Year five tariff

The total number of gigabytes sold was 2,520; the break even tariff for 2 fibre lines is £0.81 per 20 GB, and for 3 fibre lines is £1.22 per 20 GB.

5.3 Outstanding subscribers' debt

Excluding subscribers with quota increases one account is in arrears, the relevant subscriber has been asked to correct their account. **Action: Georgie, Phil**.

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

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

Although the link through Plockton is still failing around once a month it is automatically reconnecting within a few seconds now the connection is being handled by the MikroTik router. **Closed**

The accounting software server spontaneously rebooted and required the software to be restarted manually; the cause is unknown. **Action: Phil**

Two subscribers are experiencing problems with voice control using Amazon Fire TV Sticks. It appears that the latest units have been changed to use Wi-Fi rather than Bluetooth for the connection between remote and base unit and this interferes with their internet access Wi-Fi frequency. We are testing using the new dual band MikroTik routers to see if they will resolve the problem. **Action: Phil**

The dish on Creag Mhaol that feeds The Glen once again detected RADAR and automatically switched frequencies causing an interruption to the service. The frequency of the unit and several surrounding units was altered and the problem has not recurred. **Closed**

All online Ubiquiti units were updated to the latest version of firmware; the remainder will be updated when they come back online.

7.1.2   Usage quotas

The monthly total for January was 1.46 TB with a daily average of 47 GB, a 9% decrease from December but still an increase on last November. The peak usage was 67.9 GB on Monday 1st again a decrease on the December figure but still an increase on the November peak. The peak usage figure occurred on the day that the accounting server hung so the 67.9 GB is less than the total for the day. Had the server not failed this total may possibly have been the highest ever recorded.

Four subscribers exceeded their quotas and have been moved to the next band. **Action: Phil, Joe**

7.1.3   Possible virus infection

The monitoring system will be amended to increase the reporting threshold. No progress this month. **Action: Phil**

Three Ubiquiti devices were reported as being infected with a virus which was successfully cleaned. The most likely explanation is that the virus was present before the equipment was configured and the firmware updated as some equipment was reused. Before the equipment was installed the firmware was upgraded to the latest robust version so it was unlikely the attack came after the update.

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**

One customer connection to an existing access point was completed this month. **Completed**

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   Additional Management tools / reports

Work continues on the Management Reporting Software. **Action: Phil**

Software to check the configuration of different types of equipment - this is being developed as part of the programme to automate the backup and configuration of new units. **Action: Phil**

As part of the change of domestic routers to another supplier it was decided to review the naming standard for subscribers' Wi-Fi SSIDs. **Action: All**

7.3   Volume 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

Nothing from the Highland Council

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

8.2   Relays

We have sent an update of the lease agreement to our solicitors. **Action: Phil, Neil**

8.2.2.1   Hosting agreement

We will add details of the solicitor's quote to the accounts. No progress this month. **Action: Phil**
We have asked the school for out of hours contact details and await their response. **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

No issues.

No issues.

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

Mary and Phil have had two trips to the new relays above Strome Ferry. The relays were marked on a previous trip but now one marker has blown away, fortunately the second marker was still in place. We will need to do more work to locate the relay where the marker has gone missing. We are discussing the routes for the power cable runs with Fay.
Action: Phil, Neil

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

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

Activation of the Portchullin relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

We will look for a test site to allow real world tests to be performed. No progress this month. **Action: Joe, Phil**

Activation of the North Strome relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

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 much reduced by reconfiguring the two routers. **Completed**
8.6.3   ADSL Broadband installation at Lochcarron

No progress on further testing this month. **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
All the electronic equipment for the remaining installations has been ordered and delivered. **Complete**
8.7.1.2   Scaffold
Most of the scaffold has been purchased, some minor items are outstanding. **Action Neil, Joe, Phil**
8.7.1.3   Electrical equipment
Most of the electrical equipment has been ordered and delivered. However during the meeting we decided to buy further items to complete the cable runs on Creag Mhaol. **Action Neil, Joe, 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 Wednesday 14th March 7:30pm at Fernaig House
The meeting closed at 9:00 pm.