# Broadband Steering Group

Minutes of the Meeting held by Microsoft Teams video call on the 9<sup>th</sup> December 2020 @ 7:30 pm

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## 1   Present and Apologies

Present: Phil Game, Mary MacBeth, Neil MacRae, Kath Smith

## 2   Approve and adopt previous minutes

The previous minutes for November, were proposed by Neil, seconded by Kath

Copies of previous minutes are on our website at:-

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

## 3   Chairman's report

### 3.1   Bandwidth

Both Plockton School and Achmore Hall are showing peak downloads of 79 Mbps and uploads at 20 Mbps. I.e. they are both working well. Given the current utilisation we do not anticipate the need to add more capacity as we bring more subscribers online but will keep performance under review. However we are looking at ways to utilise the Lochcarron capacity which is currently unused and held as a backup. As Lochcarron has poor upload speeds it may be suitable for large downloads. **Action: Phil**

### 3.2   False RADAR

Our management software has allowed us to gather more accurate data and we have started a program of system changes to reduce events which is already showing some improvement. **Action: Phil**

### 3.3   New Backhaul Installation in Achmore Hall

### 3.4   Subscribers

| | |
|---|---|
| Live subscribers | - 42 |
| Waiting for installations / activation | - 3 |
| Waiting for subscriber's confirmation of details | - 0 |
| Pending installations | - 9 |

#### 3.4.1   Waiting for new backbone relays

| | |
|---|---|
| Waiting for installations | - 18 |
| Leavers since the last minutes | - 0 |
| New joiners since the last minutes | - 1 |
| **Total** | **- 72** |

We have had requests for connections in Lochcarron, Strathcarron and North Strome; once our existing commitments have been met we will see if these are feasible. **Action: Phil**

We have had an enquiry for a new connection and have been told by the subscriber that they do not have line of sight. We may review this when all other subscribers have been connected. **Action: Phil**

There are twelve subscribers whose connections to CMNet are being progressed.

### 3.5   Terms of Reference

Deferred

## 4   Secretary's report

### 4.1   Risk register

No progress this month.

### 4.2   Long term support plan

Software to automate the cloning of failed devices - this software is being further developed and tested. **Action: Phil**

### 4.3   Access to the bank account

We now have access to our bank account for online payments but there is some concern that the new process from RBS may cause problems with our insurance, Mary will investigate. **Action: Mary**

### 4.4   Terms of Reference

Deferred

# 5 Finance Director's Report

## 5.1 Monthly Statistics

**Revenue for November:-**

| | | | | |
|---|---|---|---|---|
| **Brought forward** | | | | |
| Balance | | **£161.75** | | |
| Creditors | | | £5,812.59 | |
| Debtors | | | £3,250.66 | |
| Net | | | | £2,561.93 |
| **Bank balance** | | | | **£10,001.76** |
| **This month** | | | | |
| Income | £378.40 | | | |
| Expenditure | £124.78 | | | |
| **P&L** | | **£253.62** | | |
| Creditors | | | £584.60 | |
| Debtors | | | £12.40 | |
| Net | | | | £572.20 |
| **Adjusted P&L** | | | | **£825.82** |
| **Carried forward** | | | | |
| Balance | | **£415.37** | | |
| Creditors | | | £6,397.19 | |
| Debtors | | | £3,263.06 | |
| Net | | | | £3,134.13 |
| **Bank balance** | | | | **£10,827.58** |

Now we have regained access to online banking we will start to clear the backlog of payments, starting with the Hall. There was some debate as to how to record subscribers' deposits in the accounts; i.e. whether they should be shown as income or loans etc. More research is required. **Action: All**

## 5.2 Next year's tariff

The total number of gigabytes sold was 8,550. The break even tariff for 2 fibre lines is 100 GB per £1, for 3 fibre lines is 67 GB per £1 and for 4 fibre lines is 50 GB per £1.

## 5.3 Outstanding subscribers' debt

The outstanding debt is £36.

## 5.4 Housekeeping

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

## 5.5 Payments for installations of subscriber's equipment

All payments are up to date.

# 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*

The Achmore access point is showing intermittent faults - subscribers' antenna signal strengths have been optimised. We will see whether this improves things. **Action: Phil**

One subscriber reported poor performance in Braeintra - this is down to obstructions in the line of sight of the subscriber's antenna. **Action: Subscriber**

Drop outs in Craig - we are still recording a few drop outs due to false RADAR. **Action: Phil**

Unable to access a website - One subscriber has reported they cannot access one specific website since we made the switch from Zen to Plusnet. We will replace the Achmore Hall router and then rerun the tests. This change is pending the changes to the dish at Plockton so we can make the router change without interrupting the service. No progress this month. **Action: Phil**.

Poor response times / dropouts in Achmore - One subscriber has reported poor response times / dropouts; investigation of the logs suggest this may be related to their Chromebook. Their AirRouter has been replaced with a MikroTik router and since then there have been no reports of any problems. Their AirRouter has subsequently been tested with another Chromebook and it is not showing any issues. The subscriber will be informed that their Chromebook may be faulty. **Resolved**

### 7.1.1    Usage quotas

The monthly total for November was 5.7 TB (the equivalent of 5.9 TB for a 31 day month which would be a new record). The daily average was 190 GB; with a peak usage of 263 GB on Saturday 14th.

CMNet peaks since operations started; highest average daily usage 190 GB,  highest single days usage - 315 GB, highest monthly usage - 5.7 TB.

Two subscribers exceeded their quota in November and have had their quotas increased.

### 7.1.2    Possible virus infection

No new instances of the Ubiquiti virus were detected; we will continue to run scans. **Action: Phil**

### 7.1.3    Installation of equipment

#### 7.1.3.1    *Achmore*

Nothing to report

#### 7.1.3.2    *Ardaneaskan East*

One subscriber's connection is under test. **Action: Phil**

#### 7.1.3.3    *Ardaneaskan West*

Nothing to report

#### 7.1.3.4    *Ardnarff*

The installation in Ardnarff has been upgraded to use flat Ethernet cable and the system testing is finished. **Completed**

#### 7.1.3.5    *Braeintra*

Nothing to report

#### 7.1.3.6    *Craig*

We are investigating a report of drop outs. We will review the situation when we have more experience of low level links over water or other options become available. **Action: Phil**

#### 7.1.3.7    *North Strome*

The North Strome installation will be completed at the first opportunity. **Action: Phil**

#### 7.1.3.8    *Strome Ferry*

The North Strome relay will be completed at the first opportunity. **Action: Phil**

The Strome Ferry installation will be completed at the first opportunity. **Action: Phil**

We will install a further low level test site in Strome Ferry. **Action: Phil**

#### 7.1.3.9    *Other installations*

Nothing to report

### 7.1.4    Customer Contracts

We will check that all changes to customer contracts and charges are now correct. **Action: Phil**

## 7.2    *Changes for next month*

### 7.2.1    Additional Management tools / reports

Management Reporting Software upgrades. No progress this month. **Action: Phil**

Software to check the configuration of equipment - this is now being tested on backbone access points. **Action: Phil**

### 7.2.2    Potential personal safety issue

The new naming standard has been used for all the new installations. **Action: Phil**

7.2.3    Additional equipment for subscribers

No requests outstanding.

### 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**

### 7.6    Review of discretional T&C policy

In advance of the meeting Phil circulated the documents produced in November 2018. After some discussion it was decided that there was nothing that needed urgent change but we would look at the documents again in the near future.

The main points are:-

Subscribers should manage their usage quotas using the automated emails that inform of 60%, 90% and 100% usage.

Experience has demonstrated that subscribers' usage is increasing. If subscribers exceed their quota they will be automatically moved to a higher band. Once a quota is set it will not be automatically reduced. There are a few exceptional circumstances where quotas can be reduced; however the onus is with the subscriber to request and justify a reduction.

Subscribers who did not commit to join CMNet when the government grant was active who subsequently request a connection will have to contribute to towards the cost of equipment.

Please note:-

CMNet operates on a cost recovery basis and aims to buy enough capacity to cater for peak loads.

In general this means as volumes grow unit costs will drop. However if subscribers regularly distort usage by concentrating their usage at the start of the month and then reduce their usage at the end of the month the net effect will be to prevent reductions in charges. In this scenario CMNet will have to buy enough capacity for the part of the month with peak usage but then not have the growth in income to increase capacity. If everyone evens out their usage for the month then CMNet will not have to buy superfluous capacity for peaks and volumes will slowly grow which benefits everyone as this allows charges to be reduced.

## 8    General topics

### 8.1    Documentation

8.1.1    Creag Mhaol

We have received a draft lease agreement from our solicitors; we have yet to go through this in detail. We will need to reconfirm all the GPS coordinates of the relays before we can proceed; priority will be given to completing the set up of the relays on Creag Mhaol. No progress this month. **Action: Phil**

### 8.2    Existing Relays

8.2.1    Plockton

After a few weeks have elapsed we will check the installation and apply a second coat of paint to the school wall. **Action: Phil & Mary**

8.2.2    Achmore

The Plusnet router will be replaced with something more suitable. **Action: Phil**

8.2.3    Other relays

No issues.

### 8.3    Backbone development

8.3.1    New relays

#### 8.3.1.1    Completed

No progress this month.

#### 8.3.1.2    Next steps

The new relay automated recovery algorithms are being tested

Re-align the existing Portchullin Access Point

Add an additional Portchullin Access Point

The buried mains power cables need to be permanently marked and documented.

Install one subscriber's test equipment in Portchullin

**Action: All**

### 8.3.2  The Glen

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

### 8.3.3  Ardaneaskan East

Some configuration changes are pending. **Action: Phil**

### 8.3.4  Leacanashie

No work outstanding. **Completed**

### 8.3.5  Portchullin (raised beach)

The Portchullin access points will be upgraded. **Action: Phil**

### 8.3.6  Craig

We will review the link when other work is complete. **Action: Phil**

### 8.3.7  North Strome

There is no work outstanding on the Creag Mhaol relay. **Completed**

### 8.3.8  Strome Ferry

There is no work outstanding on the Creag Mhaol relay. **Completed**

### 8.3.9  Ardnarff

There is no work outstanding on the Creag Mhaol relay. **Completed**

### 8.3.10  Reraig

We have surveyed various locations for a relay to provide an access point for Reraig. Access will almost certainly require a much higher relay than we have built so far. We will return to the relay investigation and build once the current relays are active. **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 old cable

No progress this month.

### 8.5.2  Protection of cable on the hill

All the cable on the hill has been buried but the routes still need to be marked.

### 8.5.3  Backup Generator

No progress this month.

## 8.6  *ISPs*

No issues

## 8.7  *Implementations*

### 8.7.1  Phase 3 - Relays and creation of access points for the remainder of residents and connect trial subscribers.

Although there is more tuning to do on the access point radios we expect this will not have too much of an impact on subscribers and so we are now ready to start installations.

#### 8.7.1.1  *Ardaneaskan East*

All the deposits have been received, thanks to all involved. Many thanks are due to Ken Hopper who has started work on the installation of brackets and cable.

We are part way through the firmware updates and configuration of the new subscribers' equipment. **Action: Phil**

#### 8.7.1.2  *Strome Ferry*

Waiting on the upgrade of the North Strome relay

#### 8.7.1.3  *Leacanashie*

Ready to start installations

#### 8.7.1.4  *North Strome*

Ready to start installations

#### 8.7.1.5  *Achmore*

Ready to start installations

#### 8.7.1.6  *Portchullin*

Installations pending Portchullin raised beach enclosure test.

8.7.2    Phase 4 - Further investigations / backbone development required.

8.7.2.1    *Ardaneaskan West*

8.7.2.2    *Reraig*

8.7.2.3    *Lochcarron*

8.7.2.4    *Strathcarron*

### 8.8    Company Logo

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

### 8.9    General Data Protection Regulation (Data Protection Act)

Nothing to report this month

## 9   Director's training session

### 9.1    Configuring Ubiquiti and MikroTik equipment

We will organise another training session for all directors

## 10  Next meeting

Date of next meeting Wednesday 13th January 7:30 probably via Microsoft Teams
The meeting was held by Microsoft Teams video conference and finished at 21:20