

Customer Services AGM Report 2022

Monthly usage and the daily averages for the year (GB = Gigabytes, TB = Terabytes) :-

		Monthly Usage (TB)	Daily Average (GB)
2021			
	September	7.1	237
	October	8.2	266
	November	8.5	282
	December	8.4	270
2022			
	January	8.7	282
	February	7.0	252
	March	6.9	222
	April	7.6	252
	May	8.1	261
	June	7.5	251
	July	7.2	231
	August	7.5	242

The highest monthly usage recorded was 8.7 TB (January 2022) and the highest daily usage was 433 GB (Monday 27th December). Usage of 433 GB per day equates to 13.4 TB per month. The system is now approaching peak usage of nine terabytes per month.

In March we started the work to install a new line at the Shinty Club in Lochcarron, it took until August before this was fully configured (Plusnet), tested and installed. With the addition of this line we now have three balanced fibre lines; Plockton, Achmore and Lochcarron and all are working satisfactorily.

The low level installations in Strome Ferry suffered from interference from the tides. After some experimenting this problem has been alleviated by increasing the bandwidth of the connection so that when the period of maximum interference occurs there is still enough capacity to ensure that subscribers' performance is not affected.

As at the end of August 2022 there are 56 subscribers online, 14 subscribers are waiting to be connected.

Here are the major production issues tackled this year.

False RADAR - There continue to be incidents of false RADAR detection on various access points this usually manifests as an interruption to the service for a couple of minutes. As in the previous year there has been a considerable effort to address this problem in that past twelve months. The software that was developed last year to provide data to show where possible frequency conflicts exist has been enhanced to provide a daily log of units that have "jumped" to frequency and it is being further enhanced to provide a matrix of radios and their primary and secondary frequencies. When this is complete it is hoped it will reduce possible conflicts when new radios are added to the system. The link from Creag Mhaol to Achmore Hall will be upgraded to 60 GHz to eliminate false FR events.

Enclosures - To eliminate problems from corrosion we replaced one of the metal boxes with a plastic unit. However it appears that this may be causing some problems with the electronic equipment and so we will check if this is in fact the case before we replace more metal enclosures.

Other software / Hardware issues - We are still suffering from some minor issues with the Achmore access point losing its connection to subscriber's antenna. We have a planned an upgrade for this unit to the latest Ubiquiti technology however this is likely to be delayed for some time as the new units are out of stock and have been for some time.

Phil