

Broadband Steering Group

Minutes of the Meeting held on the 3rd June 2015 @ 7:30 p.m. Fernaig House

1 Present and Apologies

Present: Phil Game, Joe Grimson, Hamish Howat Hurst, Mary MacBeth. **Apologies:** Neil MacRae

2 Approve and adopt previous minutes

The minutes were approved; proposed by Hamish, seconded by Joe, subject to a correction to item 4.2; the renewal date for insurance is June, not August as stated. 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 Submission to BDUK

As a result of our submission to BDUK all the postcode areas currently covered & planned to be covered by CMNet have been reclassified to have basic broadband provision; previously these were unclassified. Basic broadband means a service delivered via ADSL lines rather than fibre and speeds below 30 Mbps. I.e. we are now in the same classification as Plockton.

3.2 Bandwidth

No problems reported, no changes this month,

3.3 CBS

Calum Stiven has been appointed as Sandra's replacement; we have arranged to meet with Calum on the 8th June.

3.4 Subscribers

| | |
|--|------|
| Live | - 23 |
| Kit installed waiting for backhaul | - 0 |
| Waiting for installations | - 1 |
| Waiting for subscriber installations | - 0 |
| Waiting for surveys | - 0 |
| On live access points but requested a delay | - 5 |
| Waiting for backbone relays | - 29 |
| No response when asked for installation date | - 2 |
| Withdrawn from CMNet | - 0 |
| New joiners | - 1 |
| Total | - 60 |

One installation has been completed but is waiting for the installation of mains power so the subscriber can confirm they have a connection.

We have one request for a new connection this month, the kit is configured, and we just need a predictable dry day to complete the installation.

In the past new subscribers have been given a five week grace period at the start of their contract; one week to confirm all their equipment works with CMNet and four weeks to allow them to terminate their BT contract without penalty. This ensured no one had to pay for two internet connections simultaneously and was effectively a 10 % discount on the first year's subscription. CMNet has now been live for six months and we consider the existing relays to be stable and since we started there have been no network problems with subscriber's own equipment.

There are a group of potential subscribers who could have been connected to the existing relays but have not yet done so and it was decided we should drop the five weeks grace period for this group as they have had enough time to commit to a join date.

The five week free usage concession will still apply to subscribers waiting for new relays to be erected but will be reviewed after a period once the new relays are considered stable.

3.5 Loan Contracts

Two contracts remain to be distributed.

Action: Phil

Hamish has two copies of the same CC loan contract, Phil will contact Dawn to swap the duplicate for the correct form.

No progress this month.

Action: Phil

Hamish is missing two copies of the completed forms and will continue to chase.

Action: Hamish

3.6 Terms of Reference

Deferred

4 Secretary's report

4.1 Companies House

Mary will inform Companies House that Geoff has resigned when we submit the annual return.

Action: Mary

4.2 Insurance

Mary has obtained insurance through the HC scheme; giving a saving of 80% on last year's costs. All thanked Mary for her efforts and this significant reduction in our running costs.

Action: Mary

4.3 Risk register

No change this month.

Action: Mary

4.4 Terms of Reference

Deferred

5 Finance Director's Report

Monthly Update

All figures are as at the end of May

Capital expenditure against our grant of £37,538:-

| | |
|-----------------|--------------|
| Brought forward | - £10,790.48 |
| This month | - £0.00 |
| Carried forward | - £10,790.48 |

Revenue:-

| | |
|------------------------|-------------|
| Brought forward | - £3,589.06 |
| Income this month | - £386.40 |
| Expenditure this month | - £98.00 |
| Carried forward | - £3,877.46 |

| | |
|--|-------------|
| Accruals for interest | - £41.61 |
| Loans (includes CBS deferred contribution) | - £4,201.54 |
| Balance after liabilities | - £-365.69 |

The figure for outstanding loans has been reduced by £50 as Joe has converted his loan to a donation and Hamish proposed a vote of thanks to Joe, which was agreed by all.

Hamish has received an unexpected bill from Managed Communications which he has not yet had time to check, we have been informed by Managed Communications that their charges will be increased by 10 % from the 1st July.

Action: Hamish

Phil is to pass Hamish invoices for the kit purchased for phase 2.

Action: Phil

We have received a bill for the electricity used for Creag Mhaol, Phil is to obtain a meter reading, Mary is to query the tariff and then the details will be passed to Hamish.

Action: Phil, Mary, Hamish

We agreed we would issue separate invoices for exceeding monthly quotas and interim agreed quota increases which will be pending the issue of new contracts and standing orders.

Action: Phil

5.1.1 Next three month's budget and cash flow

Phil & Mary have still to submit their claim.

Action: Phil, Mary

More annual interest payments on loans are due this month and will be paid by cheque.

Action: Hamish

5.2 Payments for installations of subscriber's equipment

These have all been paid and are up to date.

5.3 *Payments for exceeding monthly quotas*

Some payments for **March** are **still** outstanding; it would save us considerable time if subscribers would **please pay their invoices promptly**. Having to chase people for payment means time and effort is diverted from system improvements. Hamish will chase the late payers **again!**

Action: Hamish

5.4 *Standing orders*

One subscriber has been issued with a new contract for an increased monthly quota and updated their standing order - our thanks for their prompt response.

See item 7.1.2 for more details on monthly usage statistics. Three subscribers may want to increase their quotas further and we will offer each of them a monthly quota increase. We will not issue new contracts and standing orders until we are sure subscribers are satisfied with their allowance, in the interim as a temporary measure we will raise invoices to cover the difference.

Action: Joe, Phil

5.5 *Customer contracts*

One customer contract is missing. Hamish will chase **again!** New contracts will be issued for subscribers who have requested an increase in their bandwidth, see 5.4.

5.6 *Another signatory on the bank account*

Hamish has informed the bank that Geoff has resigned.

Completed

5.7 *CIC 34 annual return*

The annual returns to the CIC regulator and HMRC were completed and submitted; Phil thanked Hamish for all his work to make sure these were completed on time. Hamish will tidy up the layout of the documents and then circulate them to the directors.

Action: Hamish

6 **Internal auditor's report**

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*

There was one power outage in May, everything recovered without our intervention. On one occasion there was a problem with the management report which did not automatically send out emails, it recovered automatically the following day but Phil will alter the program to retry to connect to the email server more times.

Action: Phil

Some thought has been given to automatically monitoring and reporting on performance and this will be pursued further.

Action: Phil

Set up and trial a second Wi-Fi router, no progress this month.

Action: Phil

The failed AirRouter power supply has been replaced by the supplier FoC

7.1.2 *Usage quotas*

May's usage (221 GB) increased by 53 GB over April's (168 GB for a 30 day month), on a daily average adjusted for different number of days in the month this equates to an increase of 27%. The highest days' usages last month were; 13.4, 11.8, 11.7 and 9.9 GB with no performance issues reported on these days. If we used 13.4 GB per day for a 31 day month our usage would be 415 GB, if we used 10 GB per day we would use 310GB. I.e. the peak day's usage figures suggest we may have additional spare capacity of between 194 GB & 90 GB per month however this is not an exact science. After some debate it was agreed we will offer an additional 50 GB increase to the combined total quotas in June. Joe will contact the candidates to confirm their requirements.

Action: Joe

Five subscribers have exceeded their quotas in May. Two subscribers have exceeded their quotas three times in the past year and according to their contract should now increase their quotas to the next band. However it was decided we would offer another option; if they exceed their quota again we will automatically suspend their service for the remainder of the month. Apart from emails at 60% and 90% usage there will be no advance notice and it will not be possible to reconnect the service until the following month.

Action: Joe

We have again been asked to provide a tariff for an unlimited monthly usage quota. Unfortunately this would be too expensive to offer whilst we have to use the existing ADSL lines. However we will review tariffs at the end of this financial year and see if we can find a way to offer higher monthly quotas.

7.1.3 [Possible virus infection](#)

No problems this month.

7.1.4 [Additional Management tools / reports](#)

Some testing has been done on a new version of the Daily subscriber Usage Report program.

7.1.5 [Support](#)

Phil encouraged all directors to use the calendar app in CMNetCIC@gmail.com to ensure we have continuous cover.

Action: All

The training session on the 12th May was completed as planned; another session will be organised in due course.

Action: All

7.2 *Installation of domestic equipment*

One new installation has been completed this month; one new installation is planned for the next predictable dry day.

7.3 *Volume trial*

7.3.1 [Review of the trial](#)

No progress this month.

Action: Phil

7.4 *Terms of Reference*

Deferred

8 General topics

8.1 *Documentation*

8.1.1 [Mast lease](#)

No progress this month.

Action: Phil

8.2 *Relays*

8.2.1 [Creag Mhaol](#)

The dish for Ardaneaskan has been installed and the dish for Lochcarron has been upgraded. When Ardaneaskan and Lochcarron are in place the dishes will be tuned (i.e. pointed in the right direction).

Action: Phil

8.2.2 [Plockton](#)

8.2.2.1 [Hosting agreement](#)

Our solicitors have sent the hosting agreement to the HC, no progress.

8.2.2.2 [Equipment and tidy up](#)

No progress this month.

Action: Phil

8.3 *Backbone development*

The new network plan for phase 2 is nearly complete; Phil needs to tidy this up and then circulate it.

Action: Phil

8.3.1 [Lochcarron](#)

Phil has started to set up the cabinets and configure the equipment for Lochcarron. We will check the market for up to date offers from ISPs before placing the order for the new Lochcarron line.

Action: Phil

8.3.2 [The Glen](#)

Joe has organised a site visit for the 5th June to meet Jim Coomber and finalise the locations of relays and cable runs.

Once we have reached a conclusion we will draw a detailed plan to show Fay the proposed cable runs and ask for her approval. Phil has started to set up the cabinets for The Glen.

Action: Joe, Hamish, Phil

8.3.3 Ardaneaskan

Phil will deliver the equipment required for subscriber installations on the next visit and has spoken to Roger to give him an update. Phil has started to set up the cabinets for Ardaneaskan.

Action: Phil

8.3.4 Portchullin

Neil has not managed to get any answers; Phil will pursue this as it is now urgent. Phil has started to set up the cabinets.

Action: Phil

8.3.5 Craig

Phil has started to set up the cabinets; we will visit Ruth and Ian with the sample equipment and discuss possible sites.

Action: Phil

8.3.6 North Strome

No progress this month.

Action: Phil

8.3.7 Ardnarff

No progress this month.

Action: Phil

8.4 Testing

8.4.1 Management & accounting software

Work is ongoing to add new features.

Action: Phil

8.5 Restoring power to the old TV repeater

8.5.1 Hydro power supply - finding the cheapest tariff

No progress this month, Mary will investigate further in June when we have enough statistics on usage.

Action: Mary

8.5.2 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

8.5.3 Removal of old cable

No progress this month.

Action: Phil

8.5.4 Protection of cable on the hill

No progress this month

Action: Phil

8.5.5 Backup Generator

No progress this month.

8.6 ISPs

8.6.1 Community backhaul, West Coast Backbone (WCB)

Phil circulated more information about the HUBS West proposal to the directors.

Phil attended a meeting on 29th May at SMO on Skye with others interested in the WCB and also met with Peter Buneman separately on the 2nd June to get more detailed background information. Although the details are yet to be finalised and confirmed the situation can be summarised as follows:-

The UoE (University of Edinburgh through Peter Buneman) is expecting to receive a grant from the Scottish Government to fund a research project to investigate, set up and test a high speed backbone for the West Coast.

There are monies for capital expenditure on equipment and to fund staff to provide services and research.

In April 2014 the nearest location to obtain a leased line was Fort William but in recent weeks more facilities have become available and it is now expected to be possible to obtain a leased line in Mallaig and / or Kyle, both of these locations are subject to confirmation. The initial link will probably be through Mallaig.

It is expected very high speed leased lines will be available; 1 Gbps (1,000 Mbps) i.e over 70 times as fast as our current two lines combined. The economies of scale will also reduce the unit costs considerably. Typically doubling the cost of a leased line will increase the capacity by a factor of 5 or more. Unlike our current ADSL telephone line a leased line is not shared with any other user. I.e. the capacity is for the sole use of CMNet; because of this more CMNet subscribers can share the same bandwidth on a leased line.

For example to provide 5 Mbps bandwidth to our current 24 subscribers as a percentage of a 1 Gbps leased line would reduced our internet charges by 80%. However the reality is more likely to be that we will want to keep our costs the same and increase our bandwidth and capacity to provide a more reliable, more consistent and faster service. HUBS West has been renamed WHAN CIC, West Highland Access Network. For speed it is being set up by three individuals in the first instance and as details become clearer Community Broadband groups are expected to join. There will be a meeting of all interested community broadband groups in the near future to disseminate information. For the moment we have decided just to follow developments.

Action: All

8.6.2 ADSL Broadband installation at Plockton High School

No progress this month.

8.6.3 ADSL Broadband installation at Lochcarron

See 8.3.1 above

Action: Phil

8.7 Implementation

8.7.1 Phase 2 - Relays and creation of access points for the remainder of residents and connect trial subscribers.

8.7.1.1 Equipment

An order is being put together to buy the next batch of equipment for phase 2.

Action: Phil

8.7.1.2 Finalise the properties to be surveyed

We have seven subscribers in Ardaneaskan ready to have equipment installed. Roger has forwarded details regarding individual properties line of site to proposed relays.

Action: Phil

8.8 Company Logo

No progress this month.

Action: All

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

Another session will be arranged in due course.

Action: Phil, Neil & Hamish

9.2 The Dude

No progress this month.

Action: Phil & Joe

10 AOB

10.1 Windows 10

Hamish informed the meeting that Windows 10 is due for release on the 29th July 2015. Microsoft will include the Windows 10 download as part of the normal automatic update process. **Please note the file is 3 GB in size.** If Windows automatic updates are turned on the file will be automatically downloaded to any PC with Windows 7 or more recent versions of Windows installed. If you have more than one machine the file will be downloaded more than once!

If subscribers are close to their quota limit in July this download may tip them over so please check your machine(s).

You can get more details here:- <http://www.microsoft.com/en-gb/windows/features>

10.2 AGM

CMNet's AGM will be in September; this is for board members only. However it was decided that we will hold an open meeting after the AGM for all to attend. At this meeting the board will give a short presentation covering the previous year's work and future plans and then the session will be opened up to all.

More details about the agenda will be discussed in the coming months.

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Wednesday, 1st July 7:30pm at Fernaig House.

The meeting closed at 10:10pm.