

Broadband Steering Group

Minutes of the Meeting held on the 12th June 2019 @ 7:30 p.m. Fernaig House

1 Present and Apologies

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

Apologies: Neil MacRae

2 Approve and adopt previous minutes

The previous minutes for May, were proposed by Mary, seconded by Georgie.

Copies of previous minutes are on our website at:-

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

Email cmnetic@gmail.com if you have any questions.

3 Chairman's report

3.1 Health Report on the Argocat

The first set of replacement bearing bushes have been delivered and installed, the next batch of parts has been ordered and most received - a few parts are out of stock and we will look for an alternative supplier. Work has started reassembling the gearbox. **Action: Phil**

3.2 Bandwidth

On a few occasions in May we have seen the 15 second usage peak at just under 65 Mbps. Our target is to match the R100 minimum performance goals which mean we should always have spare capacity of 15 Mbps. The capacity of the Plockton fibre line is 80 Mbps so usage of 65 Mbps only leaves 15 Mbps "headroom" (15 = 80 - 65). So once we start to exceed 65 Mbps we will look at using the "spare" Lochcarron line. **Action: Phil**

3.3 Firmware

One device updated to release 6.1.11 went offline and had to be manually powered off and on. It is not clear whether this was related to the new software. However Ubiquiti has now released 6.1.12 and this will be installed and tested in preference to the "old" version. **Action: Phil**

The server's kit, Phil's kit and Joe's kit has been upgraded to 6.1.12 for further testing. **Action: Phil**

3.4 New Backhaul Installation in Achmore Hall

3.4.1 Get a formal agreement approved and signed by the Hall Committee

Mary has clarified the position with regard to our insurance. Zurich (our insurers) state our insurance will cover public liability for any issues relating to the external dish and its mounts. The electrician who installs the mains powers sockets for CMNet will be responsible for any faults in the new wiring. CMNet's internal equipment will be treated in the same way as any other electrical equipment plugged into the mains (e.g. a kettle) and should be covered by the halls insurance.

Mary will go through the details with the hall committee to ensure they are happy with the statements from Zurich. **Action: Mary**

3.4.2 Get quote for installation

This is now subject to the Hall Committee's approval of our proposed hosting agreement. Mary to follow up with Martin **Action: Mary**

3.4.3 Install our cabinet and internal equipment in the hall

3.4.4 Install external equipment at the hall

3.4.5 Install new dish on CMAchmoreHigh for Plockton access

3.4.6 Switch connection from Plockton to CMAchmoreHigh

3.4.7 Install new dish on CMAchmoreLow for Achmore access

3.4.8 Get new line installed in the hall

3.4.9 Test the new line

3.4.10 Activate the new line

3.5 Subscribers

3.5.1 Existing relays

Live subscribers - 44

Waiting for installations / activation - 0

Waiting for subscriber's installation dates - 1

3.5.2 Waiting for new backbone relays

Waiting for installations	- 30
Leavers since the last minutes	- 1
Total	- 74
New joiners since the last minutes	- 0

One installation is waiting on a date from the subscriber.

We have had a request for a connection in Lochcarron; once our existing commitments have been met we will see if this is feasible.

The remaining installations are waiting on the completion of the new relays.

No change since the last minutes.

3.6 New MikroTik replacements for AirRouters

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

3.7 Terms of Reference

Deferred

4 Secretary's report

4.1 Electricity supply accounts

We are still waiting for Scottish Power (SP) to send us the final bill for two of the three installations. **Action: SP**

4.2 Risk register

No progress this month.

4.3 Long term support plan

Software to automate the cloning of failed devices - this is being rewritten so it can be used for any sort of device from any manufacturer in the future. **Action: Phil**

4.4 Terms of Reference

Deferred

5 Finance Director's Report

Monthly Statistics

Revenue for May:-

Brought forward

Balance	£2,959.53		
Creditors		£600.57	
Debtors		£576.79	
Net			£23.78
Bank balance			£9,148.99

This month

Income	£445.44		
Expenditure	£129.98		
P&L	£315.46		
Creditors		£87.90	
Debtors		£31.75	
Net			£56.15
Adjusted P&L			£371.61

Carried forward

Balance	£3,274.99		
Creditors		£688.47	
Debtors		£608.54	
Net			£79.93
Bank balance			£9,520.60

Liabilities

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£9,520.60

Provision for replacement of Electronic equipment

Total value purchased to date	-	£16,843.29
Balance after provision	-	£-7,322.69

Phil created an updated spreadsheet for Georgie to include all regular annual payments. Phil also made an attempt to enhance the spreadsheet to show which claim referred to which payment. As this makes the spreadsheet more complicated it was decided we would revisit the new layout again next month.

Joe has received a card and card reader so we could make online payments from CMNet's bank account. Mary pointed out that our insurance states all payments must be authorised by two directors (currently two directors sign cheques). Joe suggested that we can have two directors involved in any online payment if we separate the card and the card's pin. Everyone thought this a good solution.

Joe also raised the issue of GDPR as to make payments through an online transaction we would have to know bank account details. Mary thought we should check this with the office of the data commissioner as in practise the details would be held by RBS rather than by CMNet.

Mary will check with the Information Commissioner's Office. **Action: Mary**

Joe will get the card validated so we can check that it is possible to make payments. **Action: Joe**

5.1 Year six tariff

The total number of gigabytes sold was 6,800. The break even tariff for 2 fibre lines is 66.7 GB per £1, and for 3 fibre lines is 44.4 GB per £1.

5.2 Outstanding subscribers' debt

Excluding subscribers with quota increases three accounts are in arrears. The total amount outstanding is £26.87. **Action: Georgie.**

5.3 Housekeeping

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

5.4 Payments for installations of subscriber's equipment

All payments are up to date.

5.5 Standing orders

Four accounts are in credit, the relevant subscribers have been asked to correct their account. **Action: Georgie**

5.6 Year End Accounts and returns for Companies House and HMRC

The revised accounts were agreed by all directors and submitted to Companies House and HMRC. Mary paid the corporation tax and has submitted a claim for the amount due. **Completed**

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

The system performed well this month with only one minor defect in the management reporting system. The server lost contact with the dish on the hill resulting in a loss of 24 hours' worth of data. The dish was rebooted and the system returned to normal.

The customer's NanoBeam that was reporting failures and low speed has been replaced. **Completed**

7.1.2 Usage quotas

The monthly total for May was 3.04 TB, with a daily average of 98 GB; the peak usage was 148 GB on Tuesday 14th. Three customers exceeded their quota and have been moved to the appropriate band. **Action: Phil**

7.1.3 Possible virus infection

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

7.1.4 Installation of equipment

No installations since the last report.

7.1.4.1 *Ardaneaskan*

One subscriber's line of sight from the raised beach is to be confirmed. **Action: Phil**

7.1.4.2 *Craig*

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

7.1.4.3 *Achmore*

We are waiting on an installation date from one subscriber. **Action: Subscriber**

7.1.4.4 *North Strome*

One subscriber has been asked to confirm they have line of sight. **Action: Subscriber**

7.1.4.5 *Other installations*

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **Action: Phil**

7.1.5 *Customer Contracts*

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

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 different types of equipment - this program is being rewritten so it can be used to check configurations regardless of the manufacturer and simplify the process to replace faulty units **Action: Phil**

7.2.2 *Potential personal safety issue*

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

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**

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 which will need the Argocat to be available. No progress this month. **Action: Phil**

8.1.2 *Network Plan*

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

8.2 *Existing Relays*

8.2.1 *Plockton*

8.2.1.1 *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

8.3.3.1.1 Braeintra AP

Hardware chip upgrades, frequency changes and signal strength increases have not made any significant improvement to the Braeintra link. Our next step will be to switch the access point to a different type of unit with a greater antenna gain. **Action: Phil, Joe, Mary**

8.3.3.2 New relays

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **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

Activation of the Ardaneaskan access point is waiting on the activation of the new Creag Mhaol relays. No progress this month. **Action: Phil**

8.3.6 Leacanashie

The line of sight to the new Strome High relay has been confirmed. Activation of the Leacanashie access point is waiting on the activation of the new Creag Mhaol relays. No progress this month. **Action: Phil**

8.3.7 Portchullin (raised beach)

The line of sight to the new Strome High relay has been confirmed. Activation of the Portchullin relay is waiting on the activation of the new Creag Mhaol relays. No progress this month. **Action: Phil**

8.3.8 Craig

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

8.3.9 North Strome

The line of sight to the new Strome relay has been confirmed. Activation of the North Strome relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.10 Ardnarff

The line of sight from Ardnarff to the new Creag Mhaol relay has been confirmed. **Action: Phil**

8.3.11 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

No progress this month.

8.5.3 Backup Generator

No progress this month.

8.6 ISPs

8.6.1 ADSL Broadband installation at Plockton High School

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

8.6.2 ADSL Broadband installation at Lochcarron

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

8.6.3 ADSL Broadband installation at Achmore

We will make sure we can proceed with the order for an additional line when we need the extra capacity. **Action: Mary, Joe, Phil**

8.7 Implementations

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

Work on the new relays on Creag Mhaol is suspended pending repairs to the Argocat. **Action: Phil**

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 17^h July

The meeting closed at 8:45 pm