

# Broadband Steering Group

Minutes of the Meeting held on the 17<sup>th</sup> July 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 June, were proposed by Joe, seconded by Mary.

Copies of previous minutes are on our website at:-

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

Email [cmnetcic@gmail.com](mailto:cmnetcic@gmail.com) if you have any questions.

## 3 Chairman's report

### 3.1 Health Report on the Argo cat

The gearbox has been reassembled and is ready to be replaced in the Argo chassis. **Action: Phil**

### 3.2 Bandwidth

Since the last minutes we have twice crept over the 65 Mbps threshold (by less than 1 Mbps) if this trend continues we will move a few low volume subscribers to the Lochcarron line. Unfortunately the Lochcarron line does not perform as well as the Plockton line and so there will be restricted performance on upload speeds. **Action: Phil**

### 3.3 Firmware

We upgraded to version 6.1.12 which was supposed to have less risk of false RADAR detection only to find that it was no better than the previous version! Braeintra and Fernaig relays suffered from false RADAR incidents and we had to intervene to reset devices. We will check access points for frequency changes and reset them as required. **Action: Phil**

Version 6.2.0 has now been released - this will be installed on a few units so it can be tested. **Action: Phil**

### 3.4 Server

In recent months there have been several incidents where the server spontaneously rebooted. The logs show this started around the time new backup software was installed so this has now been removed. So far, since it was removed, there have been no further incidents. We have also improved the recovery of the server so it now only needs to be powered on and all software will be loaded and run automatically. We will continue to monitor the performance of the server.

**Action: Phil**

### 3.5 New Backhaul Installation in Achmore Hall

#### 3.5.1 Get a formal agreement approved and signed by the Hall Committee

Mary went through the details of the terms of our insurance with the hall committee and we believe they are happy with the statements from Zurich.

We are waiting on the hall committee to return a signed copy of our hosting agreement; Joe will follow up with Martin. **Action: Joe**

#### 3.5.2 Get quote for installation

This is waiting on the Hall Committee's approval of our proposed hosting agreement.

#### 3.5.3 Install our cabinet and internal equipment in the hall

#### 3.5.4 Install external equipment at the hall

#### 3.5.5 Install new dish on CMAchmoreHigh for Plockton access

#### 3.5.6 Switch connection from Plockton to CMAchmoreHigh

#### 3.5.7 Install new dish on CMAchmoreLow for Achmore access

#### 3.5.8 Get new line installed in the hall

#### 3.5.9 Test the new line

#### 3.5.10 Activate the new line

### 3.6 Subscribers

#### 3.6.1 Existing relays

Live subscribers	- 44
Waiting for installations / activation	- 0
Waiting for subscriber's installation dates	- 1

#### 3.6.2 Waiting for new backbone relays

Waiting for installations	- 30
Leavers since the last minutes	- 1
<b>Total</b>	<b>- 74</b>

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.

### 3.7 New MikroTik replacements for AirRouters

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

### 3.8 Terms of Reference

Deferred

## 4 Secretary's report

### 4.1 Electricity supply accounts

Mary called up Scottish Power and paid the outstanding bill, however Mary is waiting for the final bill and receipt before reclaiming the money from CMNet. Mary will chase SP for the documentation. **Action: Mary**

### 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 June:-

<b>Brought forward</b>				
Balance	<b>£3,274.99</b>			
Creditors		£688.47		
Debtors		£608.54		
Net			£79.93	
<b>Bank balance</b>				<b>£9,520.60</b>
<b>This month</b>				
Income	£436.84			
Expenditure	£573.55			
<b>P&amp;L</b>	<b>-£136.71</b>			
Creditors		£14.50		
Debtors		£39.75		
Net			-£25.25	
<b>Adjusted P&amp;L</b>				<b>-£161.96</b>
<b>Carried forward</b>				
Balance	<b>£3,138.28</b>			
Creditors		£702.97		
Debtors		£648.29		
Net			£54.68	
<b>Bank balance</b>				<b>£9,358.64</b>

Please note this month's figures include payment of £347.13 Corporation tax.

### **Liabilities**

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£9,358.64

### **Provision for replacement of Electronic equipment**

Total value purchased to date	-	£16,843.29
Balance after provision	-	£ -7,484.65

There was some discussion about the revised spreadsheet layout; Phil is to check best practise to document payments due.

**Action: Phil**

#### **5.1 Online Payments**

Mary has checked with the Information Commissioner's Office who stated we do not need to register if we want to use online banking. **Completed**

Joe has had the card validated; Joe will run a trial to check that it is possible to make payments. **Action: Joe**

#### **5.2 Year six tariff**

The total number of gigabytes sold was 7,050. The break even tariff for 2 fibre lines is 69 GB per £1, and for 3 fibre lines is 46 GB per £1.

#### **5.3 Outstanding subscribers' debt**

Excluding subscribers with quota increases one account is in arrears. The total amount outstanding is £43.87. **Action:**

**Georgie.**

#### **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**

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

## **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**

There was a power cut on the 26<sup>th</sup> lasting approximately 32minutes, all units recovered and came back on line when power was restored.

On the 27<sup>th</sup> of June the server rebooted and 24 hours worth of data was lost resulting in the monthly totals for this month being slightly skewed.

One customers AirRouter lost communication with the server, after rebooting normal communication was restored.

**Completed**

#### **7.1.2 Usage quotas**

The monthly total for June was 2.99 TB, with a daily average of 99 GB; the peak usage was 144.4 GB on Sunday 16<sup>th</sup>. 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 14<sup>h</sup> August

The meeting closed at 8:50 pm