

Broadband Steering Group

Minutes of the Meeting held by Microsoft Teams video call on the 14th October 2020 @ 7:30 pm

1 Present and Apologies

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

2 Approve and adopt previous minutes

The previous minutes for September, were proposed by Kath, seconded by Neil
Copies of previous minutes are on our website at:-

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

3 Chairman's report

We expect to still be able to make progress on installations under the latest COVID -19 restrictions.

3.1 Bandwidth

We have been permission to relocate our equipment at Plockton High School. However we will need to source new wall brackets to clear the roof overhang. Once that has been done we should be able to double our useful capacity. **Action: Phil**

3.2 False RADAR

We continue to gather more information about the events and "tune" the units. Our management software is being enhanced to highlight units whose frequency has changed from that configured and obtain more information about frequency conflicts. **Action: Phil**

3.3 New Backhaul Installation in Achmore Hall

3.3.1 Install new dish on CMAchmoreHigh for Plockton access

The new faster "ac" dish has been installed on the Achmore High relay. **Completed**

3.3.2 Install new at dish at Plockton High School for CMAchmoreHigh access

Waiting on larger brackets to clear the roof overhang **Action: Phil**

3.4 Subscribers

Live subscribers	- 41
Waiting for installations / activation	- 4
Waiting for subscriber's installation dates	- 0
3.4.1 Waiting for new backbone relays	
Waiting for installations	- 26
Leavers since the last minutes	- 0
New joiners since the last minutes	- 0
Total	- 71

Now we have permission to move the dish at Plockton High School we are ready to start the next phase of installations.

The first group to be connected will be in Ardaneaskan East and Strome Ferry. **Action: All**
There has been one installation since the last minutes; we now have four locations testing new access points and relays. We have had a request for a connection in Lochcarron and another in Strathcarron; once our existing commitments have been met we will see if this is 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**

One subscriber has served notice to terminate their contract.

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 tested. **Action: Phil**

4.3 Access to the bank account

The next step is to get authorisation for online payments. **Action: Kath**

4.4 Terms of Reference

Deferred

5 Finance Director's Report

5.1 Monthly Statistics

Revenue for April:-

Brought forward

Balance			£912.34		
Creditors				£3,400.11	
Debtors				£3,239.69	
Net					£160.42
Bank balance					£8,183.00

This month

Income	£390.32	£401.00			
Expenditure	£449.80	£85.18			

P&L **£315.82**

Creditors				£1.00	
Debtors				£7.00	
Net					-£6.00
Adjusted P&L					£309.82

Carried forward

Balance			£1,228.16		
Creditors				£3,401.11	
Debtors				£3,246.69	
Net					£154.42
Bank balance					£8,492.82

Revenue for May:-

Brought forward

Balance			£1,228.16		
Creditors				£3,401.11	
Debtors				£3,246.69	
Net					£154.42
Bank balance					£8,492.82

This month

Income	£383.00				
Expenditure	£363.84				

P&L **£19.16**

Creditors				£285.66	
Debtors				£7.00	
Net					£278.66
Adjusted P&L					£297.82

Carried forward

Balance			£1,247.32		
Creditors				£3,686.77	
Debtors				£3,253.69	
Net					£433.08
Bank balance					£8,790.64

Revenue for June:-**Brought forward**

Balance		£1,247.32			
Creditors			£3,686.77		
Debtors			£3,253.69		
Net				£433.08	
Bank balance					£8,790.64

This month

Income	£566.00				
Expenditure	£2,049.20				

P&L **-£1,483.20**

Creditors			£1,851.60		
Debtors			£188.00		
Net				£1,663.60	
Adjusted P&L					£180.40

Carried forward

Balance		-£235.88			
Creditors			£5,538.37		
Debtors			£3,441.69		
Net				£2,096.68	
Bank balance					£8,971.04

Revenue for July:-**Brought forward**

Balance		-£235.88			
Creditors			£5,538.37		
Debtors			£3,441.69		
Net				£2,096.68	
Bank balance					£8,971.04

This month

Income	£386.00				
Expenditure	£143.41				

P&L **£242.59**

Creditors			£59.50		
Debtors			£31.00		
Net				£28.50	
Adjusted P&L					£271.09

Carried forward

Balance		£6.71			
Creditors			£5,597.87		
Debtors			£3,472.69		
Net				£2,125.18	
Bank balance					£9,242.13

Revenue for August:-**Brought forward**

Balance		£6.71		
Creditors			£5,597.87	
Debtors			£3,472.69	
Net				£2,125.18
Bank balance				£9,242.13

This month

Income	£388.00			
Expenditure	£226.87			
P&L		£161.13		
Creditors			£143.69	
Debtors			£7.00	
Net				£136.69
Adjusted P&L				£297.82

Carried forward

Balance		£167.84		
Creditors			£5,741.56	
Debtors			£3,479.69	
Net				£2,261.87
Bank balance				£9,539.95

Revenue for September:-**Brought forward**

Balance				
Creditors			£5,417.53	
Debtors			£3,155.66	
Net				£2,261.87
Bank balance				£9,539.95

This month

Income	£388.00			
Expenditure	£248.78			
P&L		£139.22		
Creditors			£79.17	
Debtors			£7.00	
Net				£72.17
Adjusted P&L				£211.39

Carried forward

Balance		£139.22		
Creditors			£5,496.70	
Debtors			£3,162.66	
Net				£2,334.04
Bank balance				£9,751.34

Just prior to the meeting Mary received a repayment from Zen for the aborted installation at Achmore Hall. It was expected that this would be done through the CMNet account however the refund actually went directly to Mary who had paid for the installation. Prior to this Mary had raised an expenses claim for the amount which at the moment is unpaid and so is shown as a liability. However this liability can now be removed as the money was repaid directly. We will not re-issue the individual monthly statements for the last financial year but will update the figures for the end of year accounts reflect the change in October's statement.

5.2 Next year's tariff

The total number of gigabytes sold was 8,700. The break even tariff for 2 fibre lines is 102 GB per £1, for 3 fibre lines is 68 GB per £1 and for 4 fibre lines is 51 GB per £1.

5.3 Outstanding subscribers' debt

The outstanding debt is £32.

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

Drop outs in Braeintra - no incidents reported this month so we will close this problem. **Closed**

Drop outs in The Glen - we have replaced the subscriber's router. We will close this report if no other incidents are reported. **Action: Subscriber**

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 receiving reports of drop outs some were down to false RADAR others down to the subscriber's loose cables. **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. **Action: Phil**

There are still a few Ubiquiti units to upgrade to the new version of firmware this will be scheduled in due course.

Action: Phil

7.1.1 Usage quotas

The monthly total for September was 4.4 TB. The daily average was 148 GB; with a peak usage of 294 GB on Saturday 12th, a new record high.

CMNet peaks since operations started; highest daily usage - 294 GB, highest monthly usage - 5.1 TB.

No subscribers exceeded their quota in September.

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

Now the COVID-19 restrictions have been lifted we have restarted installations. **Action: All**

7.1.3.1 Achmore

The access point is showing intermittent faults, we will investigate this further when time permits. **Action: Phil**

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

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

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 installation of the trial site is complete and initial tests show that some tuning of access points is required. **Action: Phil**

7.1.3.8 *Strome Ferry*

The installation of the trial site is complete and initial tests show that some tuning of radios is required. **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 - is being tested on subscribers' 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 *Revised Terms and Conditions*

A revised set of terms and conditions for new installations was circulated and agreed. The new terms and condition will apply to all new installations, other than those who have agreed to be test sites.

7.7 *Whole House Wi-Fi*

It was agreed we will provide two options:-

7.7.1 *Option 1*

An Ethernet wired solution. We will provide the Ethernet cable but the subscriber will have to install the cable run(s). As part of the deal we will terminate the cable with RJ45 plugs and configure the additional units. There are two options for additional equipment a basic router (2.4 GHz only) or an enhanced router (2.4 GHz & 5 GHz).

The charge will be £1 per month for each additional basic router and £2 per month for each enhanced router.

7.7.2 *Option 2*

A mains LAN extender solution. This requires a base unit to be located near to the existing CMNet router and additional unit(s) to extend Wi-Fi coverage. Because of the limited performance of the LAN extenders we propose to only provide a basic router (2.4 GHz only).

The charge will be £1.50 per month for the base unit plus £2 per month for each additional basic router and secondary extender.

Both options are for a minimum term of 2 years and are only available to CMNet subscribers. Both options include a site survey and in the case of the mains LAN extenders an onsite trial.

We will maintain all the equipment and will provide a performance guarantee for the Ethernet solution, we cannot provide a performance guarantee for the mains LAN extenders as their performance depends on factors outside our control. But before making a commitment the subscriber will have the benefit of the results of the onsite trial.

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

We will move our dish to avoid the obstruction. **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

The Plockton dish has been upgraded and moved to the Achmore High relay.

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.

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

Dish alignment is pending. **Action: Phil**

8.3.8 Strome Ferry

Dish alignment is pending. **Action: Phil**

8.3.9 Ardnarff

Dish alignment is pending. **Action: Phil**

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

Waiting on the first nomination of the first batch of subscribers

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 11th November 7:30 probably via video conference

The meeting was held by Microsoft Teams video conference and finished at 8:15