

Broadband Steering Group

Minutes of the Meeting held on the 1st April 2015 @ 7:30 p.m. Fernaig House

1 Present and Apologies

Present: Phil Game, Joe Grimson, Hamish Howat Hurst, Neil MacRae.

Apologies: Mary MacBeth

Geoff Harrington has resigned; our thanks to Geoff for his contribution over the past two years.

2 Approve and adopt previous minutes

The minutes were approved, proposed by Joe, seconded by Hamish. Copies of previous minutes are on our website at:-
<http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827>

Email Broadband@fernaig.fsnet.co.uk if you would like to be put on the circulation list or you have any questions.

3 Chairman's report

3.1 Bandwidth now 5 Mbps

Our policy has been to be cautious when implementing the system especially so with the allocation of bandwidth. Each of our two lines has a download speed of 7.2 Mbps giving 14.4 Mbps combined; this is shared between 24 subscribers. We started with a self imposed limit of just 2 Mbps, in theory this means we can have 7 simultaneous subscriber sessions without exceeding the capacity of the two lines. We put in place monitoring software to highlight when we hit the maximum usage and discovered that this happened very rarely. We were therefore able to increase the limit. We have continued to increase the bandwidth in small increments every few weeks over the past months until we were able to set the limit at just over 5 Mbps. This fulfils our objective of a speed at least 10 times the 0.5 Mbps limit of the old BT system. We will continue to monitor the usage of the lines and if possible will continue to increase bandwidth until we do reach a sustainable maximum. However it is unlikely we will be able to increase speeds further until we have additional lines installed.

Please note that setting the bandwidth at 5 Mbps is the maximum available; it is inevitable that at peak times this will drop. We are trying to obtain the best balance between high bandwidth, the number of subscribers, the monthly capacity quotas and the number of lines. As current subscribers usage changes (e.g. requests for higher monthly quotas) and we add new subscribers we will have to alter the system to take account the new profile. The data we have collected so far suggests we will be able to sustain 5 Mbps bandwidth if we continue with the same ratios.

However see 7.1.1 for a separate issue where our total bandwidth appears to be have been reduced below 14.4 Mbps at some times in the past few days, we have taken this up with our ISP.

3.2 CBS

We have no news about Sandra's replacement.

3.3 Subscribers

Live	- 23
Kit installed waiting for backhaul	- 0
Waiting for installations	- 0
Waiting for subscriber installations	- 0
Waiting for surveys	- 0
On live access points but requested a delay	- 5
Waiting for backbone relays	- 26
No response when asked for installation date	- 2
Withdrawn from CMNet	- 1
New joiners	- 3
Total	- 59

3.4 BBC Alba

Eilidh MacLeod has interviewed Duncan Ferguson and Hamish; the results should be broadcast on BBC Alba at 8pm on Thursday the 2nd April.

Completed

3.5 Ofcom license

It appears our first application was lost in the post, the second application was successful.

Completed

3.6 Loan Contracts

All bar two contracts have been distributed; the remainder will be distributed by hand by Phil.

Action: Phil

Hamish will check we have received copies of the completed forms and chase if required.

Action: Hamish

3.7 Terms of Reference

Deferred

4 Secretary's report

4.1 Reclaim overpayment to Managed Comms

We have received the refund.

Completed

4.2 Companies House

Mary will inform Companies House that Geoff has resigned.

Action: Mary

4.3 Risk register

No change this month.

Action: Mary

4.4 Terms of Reference

Deferred

5 Finance Director's Report

5.1 Monthly Update

All figures are as at the end of March

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 - £2,956.91

Income this month - £371.50

Expenditure this month - £129.13

Carried forward - £3,463.13

Accruals for interest - £88.69

Loans (includes CBS deferred contribution) - £4,251.54

Balance after liabilities - **£-877.10**

We now have signed copies of the CC loan agreement.

5.1.1 Next three month's budget and cash flow

Phil & Mary have yet to submit their claim. No other issues.

Action: Phil, Mary

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

These have all been paid and are up to date.

Action: Hamish

5.4 Standing orders

All payments are now up to date.

5.5 Customer contracts

Hamish & Phil will check all contracts have been signed and received.

Action: Phil/Hamish

5.6 Another signatory on the bank account

Joe has been added to the bank account signatory list.

Completed

Hamish will inform the bank that Geoff has resigned.

Action: Hamish

5.7 *CIC 34 annual return*

Hamish and Mary will complete and submit the annual CIC 34 form by the end of April; it must be submitted by June at the latest.

Action: Hamish, Mary

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 were more power outages in February and March, one outage resulted in problems restarting the server, In due course this will be moved to a different machine which we hope to make restart automatically.

Performance, it has been noted that speeds have deteriorated at times in the evenings. This has been reported to Managed Communications for them to investigate.

No customer complaints.

7.1.2 *Usage quotas*

We were within our quota from Managed Communications in February & March.

One person exceeded their quota in February; three people have exceeded their quotas in March.

As we have now achieved our goal of speeds of 5 Mbps without any obvious bandwidth issues (but see 7.1.1 above) we are investigating whether we can increase the monthly usage quota for the existing lines to allow us to increase existing subscriber's quotas. We have asked our ISP if they now have other tariffs with higher monthly quotas.

If you are close to your monthly usage quota limit the simplest way to make sure you do not exceed your quota is to unplug your AirRouter or AirGateway to ensure your Wi-Fi devices cannot connect to CMNet. Leaving your AirRouter powered on may result in you exceeding your quota as some devices will look for the fastest connection available and connect to CMNet if it is available, even though you may have specified BT as your preferred connection for that device.

Action: Phil

7.1.3 *Possible virus infection*

No new reports so this topic will be dropped.

Closed

7.1.4 *Additional Management tools / reports*

The new version of the Daily subscriber Usage Report program is now live. There have been problems with the email system that sends management reports. It appears that some email servers no longer default to accept messages from servers with non secure connections. This type of connection, which still requires the use of a password, was used in older email systems, e.g. freeserve. We will upgrade the system to use a server with a secure connection.

7.1.5 *Support*

We will manage support timetables through a calendar app in CMNetCIC@gmail.com set up for directors' use

Completed

The planned training session was completed; more are to follow as required.

Completed

7.2 *Installation of domestic equipment*

No new installations have been completed this month and no new installations are planned in the immediate future.

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

No progress this month, we will install a dish for Ardaneaskan & upgrade the dish for Lochcarron (weather permitting).

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, we will wait for better weather for the external jobs but will reconfigure our kit remotely.

Action: Phil

8.3 Backbone development

8.3.1 Lochcarron

Phil emailed Andrew with an update; we have contacted our electrician and agreed an outline approach to give us an independent power supply. Phil is to buy all the relevant kit and will then arrange to meet Andrew and the electrician to discuss the final installation details. Openreach have informed us that we will have to provide trenches and or trunking for their cables.

Action: Phil

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

No progress this month.

Action: Phil

8.3.3 Ardaneaskan

Hamish, Mary & Phil visited to discuss possible sites with Ken Hopper and Roger Hornby. Roger has been busy and was able to show us a good site to provide a signal to Reraig cottage. We hit a dead end with the initial proposed location of the main relay but Roger has now found an alternate site. We are waiting for the landowner to give us permission to erect test relays.

Action: Phil

8.3.4 Portchullin

Hamish, Mary & Phil visited the site and we have contacted Bruce at the Forestry who has told us what we need to do to proceed. Neil will contact the Hydro to see if we need to obtain any further permission before we proceed with the Forestry.

Action: Phil & Neil

8.3.5 Craig

Phil has spoken to residents who may be able to provide a site for a relay; we will return to discuss what is required in more detail and take samples of the equipment.

Action: Phil

8.3.6 North Strome

Phil has spoken to two residents of North Strome; both are good candidates for relays for Strome Ferry and are willing to help us. We are very grateful for their help. A test will be set up once we have established the relay at Portchullin.

Action: Phil

8.3.7 Ardnarff

No progress this month, we will set up a test once we have established the relay at Portchullin

Action: Phil

8.4 *Testing*

8.4.1 Management & accounting software

Work is ongoing, see email problems in 7.1.4

Action: Phil

8.5 *Restoring power to the old TV repeater*

8.5.1 Hydro power supply - finding the cheapest tariff with no daily standing charge

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)

No news this month.

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*

We have started to stockpile the equipment needed for the first implementations.

Action: Phil

8.7.1.2 *Finalise the properties to be surveyed*

We have seven subscribers in Ardaneaskan ready to have equipment installed.

Action: Phil

8.8 *Company Logo*

No progress this month.

Action: All

9 *Director's training session*

9.1 *Configuring Ubiquiti and MikroTik equipment*

Phil ran the course and further training will follow.

Action: Phil, Neil & Hamish

9.2 *The Dude*

No progress this month.

Action: Phil & Joe

10 *AOB*

None

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Thursday, 6th May 7:30pm at Fernaig House.
The meeting closed at 10:15pm.