# Broadband Steering Group
## Minutes of the Meeting held on the 1<sup>st</sup> July 2015 @ 7:30 p.m. Fernaig House

## 1 Present and Apologies

**Present:** Phil Game, Joe Grimson, Hamish Howat Hurst, Mary MacBeth, Michael Fraser.
**Apologies:** Neil MacRae (none)
Michael Fraser was invited to sit in on our meeting with a view to helping with the audit function

## 2 Approve and adopt previous minutes

The previous minutes were approved; proposed by Hamish, 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 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

Alaistar Nicolson has confirmed that BT will be given money to upgrade services in the area CMNet serves to Next Generation Broadband (NGB) standard, which are speeds above 30 Mbps. As a consequence we will **not** be given any additional funding to upgrade to NGB and will have to fund the upgrade ourselves. Previously BT have said they will only provide a service to 50% of the households in the area and there is no suggestion that this has changed. If BT locate their upgrade at or near the exchange and continue to use the existing copper telephone wires then anyone more than one kilometre from the exchange is unlikely to see speeds above 25 Mbps, this will be the likely limit of the BT NGB roll out. This excludes Fernaig and all locations further west, Braeintra, the Glen, Strome Ferry, Ardnarff and Craig. Anyone further than 2¼ miles from the exchange is likely to have speeds lower than CMNet's current 5 Mbps.

It is not clear whether the BT upgrade will affect residents on the north side of Lochcarron, but the same distance rules will apply and speeds will only improve if BT builds distribution points closer than the existing Lochcarron exchange.

If the West Coast Backbone can provide backhaul at the expected price CMNet intends to continue increase speeds up to 30 Mbps subject to subscribers' requirements and approval.

**Completed**

### 3.2 Bandwidth

No problems reported this month. We now have 25 subscribers live and will increase quotas for some existing subscribers again in July. It appears there is no way to measure how much "spare" capacity we have available at the Plockton exchange so we will continue to add users cautiously until we do start to see performance issues. At that point we must then buy another ADSL line for additional capacity. We have warned potential subscribers that we may hit this limit and may have to delay their connection until we have bought an additional ADSL line.

### 3.3 CBS

Mary and Phil met with Calum as planned, there was a brief discussion about CMNet but most of the meeting was spent talking about the West Coast Backbone and the meeting to discuss it at SMO - see section 8.6.1. We were asked if we would help other community groups with their projects and have agreed to help where we can.

Calum has asked CMNet provides a new target end date and after some discussion we decided we would opt for the end of April 2016.

### 3.4 Subscribers

| | |
|---|---|
| Live | - 25 |
| 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 | - 29 |
| No response when asked for installation date | - 2 |
| Withdrawn from CMNet | - 0 |
| New joiners | - 1 |
| Total | - 61 |

One installation completed two months ago has yet to be activated. The subscriber has been warned that others have now joined the network and there may not be enough capacity available when they do activate their connection

One new installation has been completed and is now live.

### 3.5   Loan Contracts

The outstanding completed contracts have been distributed. Two contracts have not been completed and returned and these will be resent.

**Action: Phil, Hamish**

Phil has contacted Dawn and exchanged the duplicate CC loan contract.

**Completed**

### 3.6   Subscribers contract

One contract is missing it will be resent.

**Action: Phil, Hamish**

### 3.7   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

All outstanding issues have been resolved. **Completed**

### 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 June

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 | - | £3,877.46 |
| Income this month | - | £435.90 |
| Expenditure this month | - | £83.00 |
| Carried forward | - | £4,230.36 |
| | | |
| Accruals for interest | - | £65.60 |
| Loans (includes CBS deferred contribution) | - | £4,201.54 |
| Balance after liabilities | - | £-36.78 |
| Outstanding debt | | £110.00 |

Hamish has received an unexpected bill from Managed Communications which he has not been able to check. Phil will provide copies of the contract and the notice of increased charges.

**Action: Phil, Hamish**

Phil passed Hamish the total of the invoices accrued so far for phase 2.

**Action: Hamish**

Hydro bill; Phil checked the reading, Mary checked the tariff (which could not be reduced) and paid the bill as it was overdue. The cost was reclaimed and Hamish has reimbursed Mary.

**Completed**

Phil issued all the invoices, contracts and standing orders for June's changes, Hamish will chase as required.

**Action: Hamish**

Phil will issue invoices, contracts and standing orders for July's changes.

**Action: Hamish**

Hamish has started work on an analysis of current running costs which will be used to set next year's tariffs. Phil will provide an estimate of expected expenditure.

Ruth Fiskin has very kindly decided to donate the first interest payment on her loan.

Phil & Mary have agreed their claim with Hamish and have submitted a claim form to Hamish which has been paid.

## 5.2    *Payments for installations of subscriber's equipment*

Hamish will check these are up to date.

**Action: Hamish**

## 5.3    *Payments for exceeding monthly quotas*

Some payments are outstanding from May; Hamish will chase the late payers.

**Action: Hamish**

## 5.4    *Standing orders*

Three subscribers have been issued with new contracts for an increased monthly quota. One subscriber has requested an increase to their quota; another subscriber may want to increase their quota we are waiting on their response.

**Action: Joe, Phil**

## 5.5    *Customer contracts*

One customer contract is missing. Hamish will chase.

**Action: Hamish**

## 5.6    *CIC 34 annual return*

Hamish will tidy up the layout of the HMRC 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*

We went through the role of the internal auditor with Michael to cover best practise for the management of finances and inventory control. Michael will give the matter some thought and talk further with directors as required before deciding whether to take on the role.

# 7    Customer Relations

## 7.1    *Production Environment*

### 7.1.1    Problems and complaints

Two minor problems were reported, both were caused by subscribers disconnecting their equipment.

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

**Action: Phil**

Set up and trial a second Wi-Fi router, no progress this month. We are waiting for confirmation that this is no longer a requirement and can be dropped.

**Action: Phil**

### 7.1.2    Usage quotas

June's usage (adjusted to the equivalent of 31 days) was 221 GB the same as May. In June three subscribers increased their quota by 10 GB each; one subscriber will have their quota automatically capped to ensure they cannot exceed their quota again.

**Action: Joe**

Three subscribers exceeded their quotas in June. One has exceeded their quota three times in the past year and must either increase their quotas to the next band or have their usage automatically capped.

**Action: Joe**

One subscriber has asked to increase their quota from 10 to 20 GB. Phil will generate a new contract / standing order.

**Action: Phil / Hamish**

### 7.1.3 Possible virus infection

One subscriber has been identified as having a possible virus infection.

### 7.1.4 Additional Management tools / reports

No progress this month.

### 7.1.5 Support

Nothing to report

## 7.2 Installation of domestic equipment

One new installation has been completed this month, we will proceed with caution for any further installations as we think it likely we are very close to the limit of the two current ADSL lines.

## 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 changes this month.

### 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 using bridges is complete, Phil will produce an alternative using routed links and then set up a separate meeting to finalise the plan.

**Action: Phil, Joe, Hamish & Mary**

### 8.3.1 Lochcarron

All the kit for Lochcarron is ready to go; we will need to agree the best method to mount the equipment with Andrew - Phil will organise a site visit.

**Action: Phil**

We will look for the best ISP offer ready to install an ADSL line in Lochcarron.

**Action: Mary**

### 8.3.2 The Glen

Our thanks to Jim Coomber for visiting the site and advising on the best route for the cable run. We have agreed the location and method of installation of relays and cables with Fay & Dolly. We now have all the equipment ready to install; once the relays are in place we will request the power supply from the Hydro. We are very grateful to Fay for her time spent on site visits. We are now ready to install the relays.

**Action: Hamish, Joe, Phil**

We will chase up remainder of residents in The Glen for connection dates.

**Action: Hamish, Joe**

We will look at the possibility of using fibre optic cable in The Glen.

**Action: Joe, Mary**

### 8.3.3 Ardaneaskan

Photographs of Ardaneaskan have been taken from Creag Mhaol, Portchullin and Craig - and these combined with the sites nominated locally by Roger give us several possible sites for one or more relays. Once we have the test rig up and running at Craig we will use the signal to locate the best site in Ardaneaskan.

**Action: Phil**

### 8.3.4 Portchullin

Thanks to Roddy Macpherson for his help clarifying who owns the land under the Hydro pole. Thanks to Bruce and Chris at the Forestry for their help identifying boundaries and forwarding our application. Now the issue of the Hydro supply has been resolved we have made a formal application to the Forestry to install a relay as there are no issues obtaining a power supply. We will chase the Forestry for an update.

**Action: Phil**

### 8.3.5 Craig

Joe & Phil visited Ruth & Ian and have agreed a location for a test relay. All the equipment has been purchased and most has been configured; the outstanding items will be complete in the next couple of days we will then be ready to visit and start the installation of the relay.

**Action: Phil**

### 8.3.6 North Strome

Some work has been done to check viewsheds for line of sight to Ardnarff. We will need to visit to discuss temporary set up of kit so Strome Ferry CPEs can be installed.

**Action: Phil**

### 8.3.7 Ardnarff

Some work has been done to check viewsheds for line of sight to North Strome which look OK with no obstructions.

**Action: Phil**

## 8.4 Testing

### 8.4.1 Management & accounting software

No progress this month.

**Action: Phil**

## 8.5 Restoring power to the old TV repeater

### 8.5.1 Hydro power supply - finding the cheapest tariff

Mary has confirmed that we on a competitively priced tariff.

**Completed**

### 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 & Mary attended a meeting at SMO on the 26th June. This was a follow up to the meeting on the 29th May but with a wider audience, there were 25 people in attendance representing community groups from Eigg in the south to Gairloch in the North. Professor Peter Buneman gave a presentation with details of the first phase of the project. This will be a 1,000 Mbps leased line in Mallaig linking back to a hosting site in Edinburgh. The leased line rental is around £17,000 a year and the cost will be shared by the community broadband groups. In addition to the line rental charge there are internet transfer charges which are charged by usage.

### 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, we have run out of scaffold.

**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

Please remember 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. If you have any issues you would like to see raised please contact one of the directors.

## 11  Items to add to the agenda of the next meeting

None

## 12  Next meeting

Date of next meeting Wednesday, 5th August 7:30pm at Fernaig House.

The meeting closed at 9:50 pm.