

Broadband Steering Group

Minutes of the Meeting held on the 17th February 2016 @ 7:30 p.m. Fernaig House

1 Present and Apologies

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

2 Approve and adopt previous minutes

The previous minutes were approved, proposed by Neil, seconded by Joe.

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 would like to be put on the circulation list or you have any questions.

3 Chairman's report

3.1 Bandwidth

Bandwidth continues to hold up well with only the odd brief period where speeds drop below 2 Mbps.

3.2 CBS

Joe attended the two day training course at SMO.

Due to the ongoing delays with Openreach delivering capacity we will inform CBS that completion in April is not possible.

3.3 Subscribers

3.3.1 Existing relays

Live subscribers - 27

3.3.2 Live relays but waiting for backhaul

Kit installed - 5

CMNet installations pending - 0

Subscriber installations pending - 2

Total number waiting for backhaul - 7

3.3.3 Waiting for new backbone relays

Waiting for surveys - 3

Waiting for installations - 30

3.3.4 Others

On live access points but requested a delay - 2

No response when asked for an installation date - 2

Withdrawn from CMNet this month - 0

New joiners this month (included in figures above) - 0

Total - 68

No change in numbers this month.

3.4 Applecross

Phil & Mary will visit Applecross in early March to compare notes and see how we might help each other in the future.

3.5 Ofcom

We have renewed our Ofcom radio license

3.6 Terms of Reference

Deferred

4 Secretary's report

4.1 Companies House

Nothing to report

4.2 Long term support

There was some debate about involving others to assist with support in the long term; this may be through additional local resources or by cooperation with other community broadband groups. We will develop a support plan. **Action: Mary**

4.3 Risk register

No change this month. **Action: Mary**

4.4 Terms of Reference

Deferred

5 Finance Director's Report

All figures are as at the end of January.

Capital expenditure against our grant of £37,538:-

Brought forward	- £10,790.48
This month	- £ 0.00
Carried forward	- £10,790.48

Revenue:-

January

Brought forward	-	£2,170.71
Income this month	-	£573.73
Expenditure this month	-	£470.61
Carried forward	-	£2,273.83

Accruals for interest	-	£51.13
Loans (includes CBS deferred contribution)	-	£5,166.05
Balance after liabilities	-	£-2,943.35

Please note that the balance after liabilities does not include a further £7,400 of additional expenditure not yet shown in the books. In total there will be a repayment resulting from a claim to CBS of approximately £10,000. The claim will be submitted as soon as we have the invoice for the Plockton installation. When the claim is paid by CBS the balance after liabilities will be approximately £600.

Outstanding subscribers' debt

Current month	£51.30
Over one month	£5.40
Over two months	£0.00
Over three month	£0.00

Total outstanding debt £56.70

Phil is to raise a credit note to cover repayment for subscriber's loss of service. **Action: Phil**

5.1.1 Next three month's budget and cash flow

The Hydro bills will be moved to direct debit; Mary will send the details to Hamish. **Action: Mary, Hamish**

5.1.2 Annual Accounts

Hamish took us through the annual accounts and it was decided to make a small cosmetic change. Hamish will circulate the revised accounts and the end of year (2015) CIC 34 form for formal adoption at the next meeting. **Action:**

Hamish

5.1.3 Housekeeping

Hamish will move the accounts from a spreadsheet to a database to make them easier to maintain. **Action: Hamish**

5.2 Payments for installations of subscriber's equipment

All payments are up to date.

5.3 Standing orders

All payments are now being received on the 1st of the month. Hamish will check February's have been adjusted to the new tariff and issue reminders if required. **Action: Hamish**

5.4 Loan Contracts

All loan contracts have been received. **Completed**

5.5 Customer contracts

One customer contract is to be issued. **Action: Phil**

5.6 Issuing Statement of Accounts

There was some debate about the best way to handle the production of an annual statement. It was decided we would use the same number series as invoices but title the document Receipt.

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 were power cuts on the 14 and 15th January; when the power was restored everything restarted without any problems. Several people reported poor performance on 2nd February; we believe this was caused by a major fault within the BT network.

There were no problems with the CMNet network this month.

A new version of recovery equipment was given to Joe; it is yet to be tested. **Action: Phil, Joe, Hamish**

After a software upgrade Joe was able to connect to the server, but now there are further problems with his laptop which need to be resolved. **Action: Phil, Joe, Hamish**

7.1.2 *Usage quotas*

The usage for January was 283 GB with a daily average of 9.1 GB. Five subscribers exceeded their quota for the month.

7.1.3 *Possible virus infection*

No issues this month

7.1.4 *Installation of domestic equipment*

Installations have been put on hold for the moment pending the installation of the new line in Lochcarron.

7.2 *Changes for next month*

7.2.1 *Increases in quotas for existing subscribers*

Another two subscribers have asked for an increase to their quotas but no further increases are possible until we can get increased capacity.

7.2.2 *Additional Management tools / reports*

No progress this month.

7.2.3 *Potential personal safety issue*

Changes are ongoing. **Action: Phil, Joe**

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*

We all went up to the current relays to see if there was scope to provide access points for North Strome; another trip is required before we draw any conclusions. **Action: All**

8.2.2 *Plockton*

8.2.2.1 *Hosting agreement*

Hamish will add details of the solicitor's quote to the accounts. **Action: Hamish**

8.2.2.2 *Equipment and tidy up*

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

8.3 *Backbone development*

We will pursue Creag Mhaol as a possible location for the North Strome access points. **Action: All**

8.3.1 Lochcarron

Andrew dug the trench and laid the new BT cable and exposed the old cable ready for Openreach to splice and complete the installation on the 5th February. Phil arrived at the appointed hour and waited, and waited, and waited and waited - no Openreach. We subsequently discovered that Openreach had cancelled the installation the previous day because more work was required at the exchange. Openreach did not inform Zen and so Zen could not inform us.

We were then told that the work in the exchange would be completed by the 12th Feb and we would then be given a new installation date.

On Friday 12th Feb we were told that Openreach had now decided that more cabling is required before our line can be installed and the new target date is **mid May**. We ordered the line in September so a May delivery date will be a delay of **eight months**.

A further three month delay is unacceptable but our chances of getting Openreach to move are zero. Our only other option is to try to get an earlier delivery date for a line in Plockton. See 8.6.2

We have agreed with Andrew that we will make a box to fit over the hole where the cables are exposed so they can be buried out of sight until Openreach return in May.

8.3.2 The Glen

We are still waiting for the installation of additional capacity and our electrician to connect our consumer unit. **Action: Phil**

8.3.3 Ardaneaskan

The new kit is working well for a domestic installation but may not be suitable for multiple users; we will run more tests before reaching any conclusions, no change. We have started to look at alternative locations for the access point relay.

Action: All

8.3.4 Portchullin

Neil & Joe have dug the trench and laid the cable. Phil will check the cable run through the scaffold and lay the warning tape. We can then contact SSE to connect the power. Once SSE has done their work we can apply for a meter and once the meter is installed ask our electrician to connect up our consumer unit. **Action: Phil**

8.3.5 Craig

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

8.3.6 North Strome

Creag Mhaol does have line of sight to North Strome, we now need to check if a signal can be relayed to the North Strome access point location. (Hailstones cut short our last trip to the summit.) **Action: All**

8.3.7 Ardnarff

No progress this month.

8.4 *Testing*

8.4.1 Management & accounting software

More changes were made to allow the software to work with more than one router in anticipation of the second gateway being installed in Lochcarron, which we now know won't happen for three months.

8.5 *Restoring power to the old TV repeater*

8.5.1 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**

8.5.2 Removal of old cable

No progress this month.

8.5.3 Protection of cable on the hill

No progress this month.

8.5.4 Backup Generator

No progress this month.

8.6 *ISPs*

8.6.1 Community backhaul, West Coast Backbone (WCB)

No progress this month.

8.6.2 ADSL Broadband installation at Plockton High School

Due to the interminable delays with the Lochcarron line we have decided to order another line for Plockton. This is not ideal as we want to be able to balance the load across two exchanges, which we cannot do until Openreach deliver in

Lochcarron. We are also tied into two year contracts with the existing Plockton lines which do not expire until May 2017 so we may incur additional costs.

In their usual customer friendly manner Openreach will not give any indication of the delivery date for the new line until we place an order so there is no guarantee this line will be installed any sooner than Lochcarron.

However it was unanimously decided that sitting on our hands for three months is not acceptable so we will proceed with the Plockton order ASAP.

8.6.3 ADSL Broadband installation at Lochcarron

Zen has given us a new installation date of mid May.

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

No purchases this month.

8.7.1.2 Finalise the properties to be surveyed

We are waiting on two subscribers to prepare their installations so we can install our equipment. Connections cannot be made until we get the additional capacity from the new ADSL line. **Action: Phil**

8.8 Company Logo

No progress this month.

Action: All

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

There will be another training session in March. **Action: Phil, Joe & Hamish**

9.2 The Dude

The documentation is sparse but it looks like this new version is RouterOS based rather than windows based, we will evaluate further. **Action: Phil**

9.3 CBS training at SMO

Joe took us through the course. He felt it would have been better with fewer delegates as too much time was spent sorting out many PC issues rather than concentrating on the main topics. However he thought the course was valuable and with fewer delegates recommended that other members of CMNet attend, should the opportunity arise. One valuable none technical lesson from the course was highlight that community groups need to consider the lifespan and long term support of their projects. Mary will start to look into this for us. **Action: Mary**

Joe will circulate the course notes and slides to directors. **Action: Joe**

10 AOB

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Wednesday, 9th March 7:30pm at Fernaig House.

The meeting closed at 9:20 pm.