

Broadband Steering Group

Minutes of the Meeting held on the 6th April 2016 @ 7:30 p.m. Fernaig House

1 Present and Apologies

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

Apologies: None

2 Approve and adopt previous minutes

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

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 Bandwidth

In February we had two incidents where subscribers complained about poor speeds or no service. Our stats do not show any obvious problems and further analysis is required. Apart from these two reports bandwidth continues to hold up well with only the odd brief period where speeds drop below 2 Mbps. See section 7 for more details.

No reports of poor speeds in March.

The additional capacity of the new line should keep minimum speeds above 2 Mbps.

3.2 CBS

Joe to submit an expenses claim form for his attendance at the two day training course at SMO. **Action: Joe**

We have submitted our third claim to CBS and have altered our target completion date to 31st August 2016. CBS have "volunteered" CMNet to work with residents of Strathcarron to extend coverage to local residents.

3.3 Subscribers

3.3.1 Existing relays

Live subscribers - 27

3.3.2 Live relays but waiting for backhaul

Kit installed - 6

CMNet installations pending - 0

Subscriber installations pending - 1

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Withdrawn from CMNet since the last minutes - 1

New joiners since the last minutes - 1

Total - 68

One Ardaneaskan resident has asked to be dropped from the waiting list.

There was one new joiner in March. We have agreed to discuss extending the system to residents of Strathcarron. At the moment we don't know the number of potential new subscribers.

3.4 Applecross

Phil & Mary met with Alison and Sean from the Applecross Broadband Project, all felt the meeting to be worthwhile and productive. Applecross have 150 subscribers using seven ADSLs; they have another line on order. Applecross currently offer one tariff with an unlimited usage quota; however this is proving unworkable and they are considering moving to metered usage. We discovered that we have basically the same set up as Applecross and independently have come to the same solutions for most problems. There are a few areas where things differ and we hope we will be able to have further sessions to look at these in more detail and perhaps work together to come up with common solutions. Applecross are planning to organise a visit to Locheilnet who are amongst the most advanced Community Broadband Groups and asked if we would like to join them; we have accepted their offer.

3.5 Terms of Reference

Deferred

4 Secretary's report

4.1 Companies House

Nothing to report

4.2 Long term support plan

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

4.3 Risk register

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

4.4 Terms of Reference

Deferred

5 Finance Director's Report

Figures are up to the end of March.

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

Brought forward	- £10,790.48
This period	- £14,195.27
Carried forward	- £24,985.75

Revenue:-

February

Brought forward	- £2,273.83
Income this month	- £472.20
Expenditure this month	- £154.50
Carried forward	- £2,591.53
Accruals for interest	- £59.86
Loans	- £5,166.05
Balance after liabilities	- £-2,634.38

Please note that the balance after liabilities does not include a further £11,400 of additional expenditure not yet shown in the books. As you can see above a claim to cover the capital part of this has been submitted to CBS, when this claim is paid the balance after liabilities will be approximately £150.

March

Brought forward	- £2,591.53
Income this month	- £12,457.76
Expenditure this month	- £11,307.17
Carried forward	- £3,742.12
Estimated Liabilities	- £5,100.00
Estimated balance after liabilities	- £-1,284.00

N.B, if Hamish can get a figure for liabilities by the time the minutes are circulated I will replace the figure above.

My figure was calculated as follows:-

Loans - £2,705.83

Monies owed to CBS £75

Known capital commitments - solicitor's fees and outstanding hardware = £1,100 at 11% = £121

Know revenue commitments - Managed Comms, Zen etc = £2,200

Please note that the income this month includes the monies received from CBS in relation to our capital grant.

As with previous phases we will accumulate payments due under the CBS grant until we have completed another phase.

We have also changed the way we calculate liabilities this month. In addition to debt and other known set up costs we are also including an estimated amount to cover our commitment to contracts as some of these still have a year to run.

Outstanding subscribers' debt

Current month	£2.70
Over one month	£21.60
Over two months	£5.40
Over three months	£0.00
Total outstanding debt	£29.70

Phil raised a credit note to cover repayment for subscriber's loss of service, Hamish to confirm this is OK.

Action: Hamish

Hamish has renegotiated our contract with RBS and has got them to agree to waive bank charges.

5.1.1 Next three month's budget and cash flow

Mary passed Hamish the details so he can set up direct debits for the Hydro bills. **Action: Hamish**

Mary has set up direct debit payments for the Zen bills. **Completed**

5.1.2 Annual Accounts

It was not possible to get all the documents prepared for this month's meeting and so these will be circulated for formal adoption at the next meeting. **Action: Hamish**

5.1.3 Housekeeping

Migration of the accounts from Excel to Access continues. **Action: Hamish**

5.2 Payments for installations of subscriber's equipment

All payments are up to date.

5.3 Standing orders

Three subscribers have overpaid their subscriptions, one has underpaid, and Hamish will issue reminders. **Action: Hamish**

5.4 Loan Contracts

No change this month.

5.5 Customer contracts

We are waiting for one customer contract to be signed and returned, Hamish will chase. **Action: Hamish**

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

In February:-

One subscriber reported problems on the 23rd around 15:00; no one else reported problems and our monitoring statistics do not show any problems. We will investigate additional monitoring software to give to subscribers so they can capture more information from their own equipment. **Action: Phil**

One subscriber reported problems using Skype between 1530 and 1630 during the week starting the 22nd February and particularly bad on the on the 26th February. A speed test run at 1613 showed bandwidth of 5.28 Mbps. Again our monitoring systems do not show a problem with the system so we have asked for more detailed information to be gathered should this happen again. We will also investigate whether it is possible to identify Skype traffic so it can be better managed.

Speed tests - on the 18th between 1855 and 1910 showed very poor results between 0.38 and 0.45 Mbps but by 1937 speeds had recovered to 5.22 Mbps, again our monitoring statistics did not show any problem with CMNet and we suspect this problem was caused either by our ISP or BT.

In March:-

There were a couple of brief interruptions to service (less than a minute) on the 17th; these were caused by the Openreach engineer having to disturb the wiring to the existing two lines in Plockton to add the new third line. One subscriber reported a connection problem; this was soon traced to an Ethernet cable in the wrong place.

A new version of recovery equipment was given to Joe; it has been tested and is ready for use. **Completed**

Joe has successfully installed and tested AirControl2. **Completed**

All the problems with Joe's laptop have now been resolved. **Completed**

Joe is still having problems updating firmware, this is not a high priority to fix and will be addressed in due course. **Action: Phil, Joe**

7.1.2 Usage quotas

The usage for February was 244 GB with a daily average of 8.4 GB, down slightly on January. Three subscribers exceeded their quota for the month.

The usage for March was 283 GB with a daily average of 9.1 GB, back to January's levels. Six subscribers exceeded their quota for the month.

7.1.3 Possible virus infection

No issues this month

7.1.4 Installation of domestic equipment

One new installation was completed in March and all the pending installations have been updated with new software and new naming standards in preparation of the new line being installed. However no new subscribers or increases to quotas for existing subscribers can be supported by the system until the additional capacity is available. **Action: Zen, Openreach**

7.2 Changes for next month

7.2.1 Increases in quotas for existing subscribers

Another subscriber has asked for an increase to their quotas but no further increases are possible until we can get increased capacity. **Action: Zen, Openreach**

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

No progress this month. **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

No change since the last minutes.

8.3.2 The Glen

Our electrician has connected the service and all the equipment in The Glen has been updated with the latest firmware and brought into line with our new naming standards.

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

Mary & Phil have installed additional protection for the cable run through the scaffold and into the ground; they dug the trench for the warning tape, laid the tape and backfilled the trench. SSE has connected the power and the meter division have installed the meter. New meter tails have been ordered and delivered. We now have to deliver the meter tails to the relay, document our wiring and then ask the electrician to connect our consumer unit. **Action: Phil**

We will check if it possible to get line of sight from Creag Mhaol. **Action: All**

8.3.5 Craig

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

8.3.6 North Strome

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

8.3.7 Ardnarff

No progress this month.

8.4 Testing

8.4.1 Management & accounting software

Changes are ongoing. **Action: Phil**

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

The new ADSL for Plockton was ordered on the 18th February and we were then informed by Zen that Openreach has additional work to complete before they can install the service. Zen informed us that Openreach completed the "Line Plant Survey" which has concluded manual intervention is required. The "Line Plant Plando Team" were scheduled to start this work on the 10th March and we were told this should take two days. Once this work is complete we should be given an installation date. Zen will check the status again on the 11th March and give us an update. We have no faith in any date provided by Openreach and for our sanity will continue to expect the worst. We informed Plockton High School that Openreach may require access to the school on the 10th & 11th. The new line, telephone service only, was installed at the school on the 17th March. However there was then to be a second phase to add the broadband service to this line. This was supposedly completed by Openreach on the 29th and followed by a change by Zen on the 30th. We were informed by Zen that both these changes that had been completed and the line was now ready for our use. However when we tested the new service it showed there was still no broadband service. At Zen's request we returned to the school and ran a series of tests; these suggested the fault was in the new line not in the equipment supplied by Zen and installed by us.

An appointment has been made with Openreach to test the line at the school on the 7th April, Phil will attend at the school and Mary will liaise with Zen. **Action: Phil, Mary, Zen, Openreach**

8.6.3 ADSL Broadband installation at Lochcarron

The installation date is 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 one subscriber 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.

8.8 Company Logo

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

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

We will organise another training session. **Action: Phil, Joe & Hamish**

9.2 The Dude

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

9.3 CBS training at SMO

Joe circulated the course notes and slides to directors. A second course is being planned which will run for three days rather than two.

10 AOB

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting Wednesday, 11th May 7:30pm at Fernaig House.

The meeting closed at 9:00 pm.