Broadband Steering Group

Minutes of the Meeting held on the 4th October 2017 @ 7:30 p.m. Fernaig House

1 Present and Apologies

Present: Phil Game, Georgie Grimson, Joe Grimson Mary MacBeth, Neil MacRae
Apologies: Kate Biss

2 Approve and adopt previous minutes

The previous minutes for September, were approved proposed by Joe, 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

Phil welcomed Georgie to the board as finance director; her appointment was unanimously approved by all present.
Mary will notify Companies House that Georgie has agreed to become a director. **Action Mary**

3.1 Bandwidth

No change, due to other priorities there has been no testing on the Lochcarron line.

3.2 Management Reporting Software

There have been problems with the management reporting suite of programs. The problem relates to connecting to Gmail to send automated emails. This has occurred on an off for brief periods in the past but now has become a major issue with almost no emails being sent. A lot of time has been dedicated to trying to resolve this problem and this obviously impacts on making progress in other areas.

3.3 CBS

3.3.1 R100 & CBS NGA Conflicting messages

We were contacted by CBS asking if we would like to register for additional funding to upgrade CMNet to make it NGA compliant. We reminded CBS that at our last meeting they had told us that we would not qualify as a NGA provider. We made it clear that the major stumbling blocks for us were the amount of information requested by the R100 team and the commitment to long term support required if CMNet is to be the only provider in the area. However we have asked to be registered as interested in additional funding if our reservations could be addressed.

3.3.2 Last CBS Claim

We explained to CBS that having to make our last claim by the end of this year would mean that we would have to divert resources from installations to administration to make the deadline. We have requested that our final claim date be put back; CBS are to see if this is possible. **Action CBS**

On the assumption that CBS will insist that our last claim is processed by the end of 2017 we will spend the next month creating a shopping list of all the purchases necessary to complete remaining installations. **Action All**

There was some debate about how we should handle installations once the last claim to CBS has been paid. It was decided we would keep the new joiners premium (currently £132) which will be paid in instalments over 12 to 19 months depending on the subscriber's quota. We will contact all potential subscribers and ask them to commit to joining CMNet. If they commit we will use the grant money to buy their equipment.

If a subscriber wishes to join next year and they have not committed to CMNet then we will not have bought equipment for them and they will have to fund the bulk of the equipment cost themselves - this is currently approximately £135.

This additional administration burden will restrict the time available to progress installations.

3.4 WHAN

There was a meeting of WHAN on the 12th September (which we did not attend). We understand WHAN will be used as a holding company for the IP addresses to be used for the additional subscribers. All other assets and functions will be passed to HUBS.

3.5 Subscribers

3.5.1 Existing relays

Live subscribers	- 35
Subscriber installation pending	- 1

3.5.2 Waiting for new backbone relays

Waiting for surveys	- 4
Waiting for installations	- 38

3.5.3 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   - 0
New joiners since the last minutes   - 0
Total   - 81
No change this month.

3.6 Terms of Reference

Deferred

4 Secretary's report

4.1 Risk register

We will evaluate the costs and benefits of a third connection through the Strome Ferry exchange. In the light of the recent network problems with Zen it was agreed that we would look for a third line through an alternative ISP if that makes economic sense. No change this month **Action: Mary**

4.2 Long term support plan

Mary will think about the skills required and how to develop a wider support network. No change this month **Action: Mary**

We will look at the possibility of developing software to configure equipment. No change this month **Action: Phil**

4.3 Terms of Reference

Deferred

5 Finance Director's Report

5.1 Monthly Statistics

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

Brought forward   - £24,985.75
This period   - £   0.00
Carried forward   - £24,985.75
No Change

Revenue for September-

Brought forward   **2017/18**
Balance   **-£3.00**
Creditors   £0.00
Debtors   £3.00
Net   -£3.00
Bank balance   **£8,692.81**

This month
Income   £469.50
Expenditure   £212.88
P&L   **£256.62**
Creditors   £16.26
Debtors   £0.00
Net   £16.26
Adjusted P&L   **£272.88**

Carried forward
Balance   **£253.62**
Creditors   £13.26
Debtors   £0.00
Net   £13.26
Bank balance   **£8,965.69**

Liabilities
Estimated Liabilities   -   £3,800.00 (includes ~ £3,360 to "repay" CBS)
Estimated balance after liabilities   -   £5,165.69
Provision for replacement of Electronic equipment

Total value purchased to date   -   £9,000.00
Balance after provision   -   £-3,834.31

5.2   *Year four tariff*

The total number of gigabytes sold was 1,690; the break even tariff for 2 fibre lines - £0.61 per 10 GB, for 3 fibre lines - £0.91 per 10 GB.

Emails will be sent out informing subscribers individually of their new payments when they are eligible for the new tariff rates. **Action: Phil**

5.3   *Outstanding subscribers' debt*

No accounts are in arrears.

5.4   *Housekeeping*

Work continues to automate the reconciliation of payments; priority will be given to Zen. **Action: Phil**

5.5   *Payments for installations of subscriber's equipment*

All payments are up to date.

5.6   *Standing orders*

One account has an error; we have emailed those concerned asking them to change their standing order. **Action: Joe, Phil**

5.7   *Loan Contracts*

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

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

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**

AirRouter reboot problem - A number of customers are still experiencing random re-booting of AirRouters. This investigation is ongoing. **If anyone is experiencing problems with any kit please let us know.**

Two customers in Braeintra are experiencing poor signal levels we will try a hardware upgrade to the Braeintra access point. No progress this month. **Action: Phil, Joe**

There is a problem with the daily usage reports not going out at the correct time. Recently the problem has become much more severe and the production programs are now only able to send emails on rare occasions. The fault is under investigation but appears to be related to the security keys used to provide access to Gmail. Until the problem is resolved the programs will be rerun in the test environment which is also affected but to a much lesser degree. **Action: Phil**

Outages on the 18th September - at 01:14 for 6 minutes and 21st September - at 04:15 for 2 minutes. Our monitoring suggests these were caused by spontaneous reboots of the Zen router in Plockton. No progress on the configuration of the replacement router. **Action: Phil**

7.1.2   Usage quotas

The monthly total for September was 1.16 TB (the highest recorded so far) with a daily average of 38.7 GB, an 11% increase on August.

The peak usage was 64.1 GB for Monday 4th, a 10% increase on the peak in the previous month.

Three customers exceeded their quota, two have opted to increase their quota..

The peak load on the Plockton line shows it is now at full capacity.

7.1.3   Possible virus infection

The monitoring system will be amended to increase the reporting threshold. No progress this month. **Action: Phil**

7.1.4 Installation of equipment

One more customer has had his equipment installed but is yet to be connected. This will be done when the access point has been re-aligned. No progress this month. **Action: Phil, Joe**

7.1.5 Customer Contracts

One contract is missing we will see if it has been misfiled. **Action: Phil, Joe**

7.2 Changes for next month

7.2.1 Increases in quotas for existing subscribers

There have been no requests for a quota increase this month apart from the two subscribers who have requested a retrospective increase due to exceeding their quotas.

7.2.2 Additional Management tools / reports

Software to check the configuration of different types of equipment - no progress this month **Action: Phil**

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

7.5 Problem reporting procedure

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

8 General topics

8.1 Documentation

8.1.1 Mast lease

Nothing from the Highland Council

8.1.2 Network Plan

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

8.2 Relays

8.2.1 Creag Mhaol

No progress this month due to other commitments. **Action: Phil, Mary Joe**

8.2.2 Plockton

8.2.2.1 Hosting agreement

We will add details of the solicitor's quote to the accounts. No progress this month. **Action: Phil**

8.2.2.2 Equipment and tidy up

The new dishes have arrived and will be configured and installed when traffic can be switched through Lochcarron. **Action: Phil**

8.3 Backbone development

8.3.1 Plockton

No issues.

8.3.2 Lochcarron

No issues.

8.3.3 Creag Mhaol

8.3.3.1 Existing relays

We will investigate hardware upgrades as the next step to reduce noise on the links. No progress this month. **Action: Phil**

8.3.3.2 New relays

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

8.3.4 The Glen

One access point will be upgraded to see if that will reduce the noise levels. No progress this month. **Action: Phil**

8.3.5 Ardaneaskan

No issues.

8.3.6 Portchullin (raised beach)

Activation of the Portchullin relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.7 Craig

We will look for a test site to allow real world tests to be performed. No progress this month. **Action: Joe, Phil**

8.3.8 North Strome

Activation of the North Strome relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

8.3.9 Ardnarff

Once the new relays are in place above Strome Ferry we will check the line of sight from Ardnarff. **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 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)

Nothing to report

8.6.2 ADSL Broadband installation at Plockton High School

We now have a spare router in stock and will replace the existing router. **Action Phil**

8.6.3 ADSL Broadband installation at Lochcarron

The new Zen router has been configured and installed. Initial testing suggests that Zen / Openreach have configured the line incorrectly. Further investigation is required. No progress this month. **Action Phil**

8.7 Implementations

8.7.1 Phase 3 - Relays and creation of access points for the remainder of residents and connect trial subscribers.

8.7.1.1 Equipment

Testing of the new domestic MikroTik routers continues. **Action: Phil, Joe.**

8.8 Company Logo

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

8.9 R100

See section 3.3.1

We discussed the R100 summary and subject to a few minor amendments it is now ready to be circulated. Copies will be put on the notice boards and on the website. **Action: Phil**

9 Director's training session

9.1 Configuring Ubiquiti and MikroTik equipment

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

Joe and Phil went through the management reporting system documentation. Phil will update and extend the document. No Progress this month. **Action Phil**

Joe and Phil went through the configuration of the Lochcarron router, more training will be organised in due course. **Action: Phil, Joe**

9.2 AirControl

No changes this month.

9.3 The Dude

Work continues to configure the software to improve network monitoring. An account will be set up to allow Joe access. **Action: Phil**

10 AOB

None

11 Items to add to the agenda of the next meeting

None

12 Next meeting

The AGM will take place in November
Date of next meeting Monday, 20[h] November 7:30pm at Fernaig House
The meeting closed at 8:45 pm.