Broadband Steering Group

Minutes of the Meeting held on the 20th November 2017 @ 7:30 p.m. Fernaig House

1   Present and Apologies

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

2   Approve and adopt previous minutes

The previous minutes for October, were approved by email after the meeting - proposed by Mary, seconded by Neil subject to changing section 8.9 which should have referred back to section 3.3.1 not 3.2.1.

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

Testing of the Lochcarron line is showing poor speeds which have deteriorated since the line was installed. The problem has been reported to Zen who has asked that we run a series of tests from the BT socket. We will organise a visit to Lochcarron to run the tests. **Action: Phil**

Whilst testing Lochcarron we used a new speed test function imbedded in the MikroTik routers; this was used on Plockton for comparison and indicates that Plockton may have the potential for higher speeds than first thought. Automated reporting on the Plockton line has been amended to report on higher thresholds.

3.2   Management Reporting Software

After adding additional reporting to third party software the problem was traced to an expired security record. Some other minor flaws were also discovered in the software and since these and the security records were updated there have been no further problems. The additional reporting functions will be modified to better suit our needs in due course. **Action: Phil**

3.3   CBS

3.3.1   R100 & CBS NGA Conflicting messages

We received an email from the R100 team on the 9th November telling us that CMNet will not be considered to be a NGA provider as we had not provided the information they requested. We were then called on the 16th November by CBS who told us that the final date to provide information to the R100 team was the 17th November and that the criteria to decide whether community broadband schemes qualify for NGA status had not yet been defined. CBS had previously told us that we would not qualify as we would not satisfy the R100 team's criteria.

This means that the area served by CMNet is now open for tender from other providers. However it is up to the R100 team to decide whether our area should be put out to tenders.

It would appear that the R100 team are now beginning to realise that there is a mismatch between their targets, their budget, and the proposed timescales.

3.3.2   Last CBS Claim

Thanks to everyone that responded to our request to commit to CMNet. Three people responded to say they no longer wanted a connection; five people did not respond by the deadline of the 13th November and will be removed from the pending connection list and where relevant from the circulation lists. Thirty two subscribers have confirmed that they will take a connection from CMNet.

A considerable amount of time and effort went into this process which required the exchange of around 180 emails.

As soon as we had the number of confirmed subscribers we checked stock levels at our suppliers and found a lot of kit is out of stock and deliveries are not expected until mid December. This would cause severe problems if we were to have to submit invoices to CBS to make our final claim by the end of the year. We therefore contacted CBS to ask how we get around this problem and they responded to say that our final claim date will now be the end of March 2018.

As we will now probably not place our last order for some weeks there was some debate as to what we should do about new joiners. It was decided that we would use our grant money to buy kit for existing residents that changed their mind before we placed the last order through our CBS grant. It was also decided that CMNet would fund the kit for anyone moving into the area after the last CBS claim had been processed.

Phil had circulated "The last shopping List" prior to the meeting and this was reviewed and updated.

3.4 WHAN

As we have heard nothing from WHAN; we will drop this section from future minutes.

3.5 Subscribers

3.5.1 Existing relays

Live subscribers	- 35
Subscriber installation pending	- 1
Waiting for installations	- 4

3.5.2 Waiting for new backbone relays

Waiting for installations	- 28

3.5.3 Others

Withdrawn from CMNet since the last minutes	- 3
Removed from CMNet due to lack of response	- 5
New joiners since the last minutes	- 5

3.6 Terms of Reference

Deferred

4 Secretary's report

Mary notified Companies House that Georgie has become a director of CMNet. **Completed**

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

It was agreed we would look at developing a pool of volunteers that can help to resolve problems when directors are away **Action: All**

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

Revenue for October:-

Brought forward

Balance	**£261.12**		
Creditors		£19.26	
Debtors		£7.50	
Net			£11.76
Bank balance			**£8,965.69**

This month

Income	£476.50		
Expenditure	£113.74		
P&L	**£362.76**		
Creditors		£9.00	
Debtors		£16.26	
Net			-£7.26
Adjusted P&L			**£355.50**

Carried forward

Balance	**£623.88**		
Creditors		£28.26	
Debtors		£23.76	
Net			£4.50
Bank balance			**£9,321.19**

Liabilities

Estimated Liabilities	-	£3,800.00 (includes ~ £3,360 to "repay" CBS)
Estimated balance after liabilities	-	£5,521.19

Provision for replacement of Electronic equipment

Total value purchased to date	-	£9,000.00
Balance after provision	-	£-3,478.81

We are in the process of producing the end of year accounts for 2016/2017 and these have thrown up a few anomalies which need to be investigated further. If necessary the monthly accounts will be amended once the EoY accounts are complete.

5.2 Year five tariff

The total number of gigabytes sold was 1,740; the break even tariff for 2 fibre lines - £0.59 per 10 GB (1.18 per 20 GB), for 3 fibre lines - £0.88 per 10 GB (£1.76 per 20 GB).

Emails have been sent out to subscribers whose rate will change on the 1st December, other subscribers will be notified of their new payments when they are due. **Action: Phil**

5.3 Outstanding subscribers' debt

Excluding accounts with quota increases one account is 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 new version of the firmware was installed and so far this appears to have greatly reduced the number of reboots. **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**

The problem with the daily usage reports has been resolved. **Completed**

There were two outages since the last report both apparently 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 October was 1.11 TB with a daily average of 35.5 GB, a small decrease on September.

The peak usage was 52.9 GB for Tuesday 17th, a 17% decrease on the peak in the previous month.

Five customers exceeded their quotas; three have opted to increase their quota, two have not responded to our emails and have had their quotas increased by default.

Additional testing of the capacity of the Plockton line shows it may not yet be at full utilisation.

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 nine requests for a quota increase this month in addition to the five 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

We are looking at one or more possible new relay(s) to extend the signal to Reraig beyond Ardaneaskan. **Action: Phil, Mary**

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

Testing shows the performance is very poor, Zen confirms the line has been configured correctly even though the router our side shows a lower configuration. Zen confirms the speed has deteriorated over the past month and has requested we perform a series of tests from the BT socket. This will require dry weather. **Action Phil , Mary**

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

Assuming there are no more developments regarding community broadband schemes this topic will be dropped from the minutes until spring 2019. **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

Phil passed Joe details of the new account to access The Dude, a training session will be organised if required.

10 AOB

None

11 Items to add to the agenda of the next meeting

None

12 Next meeting

Date of next meeting TBA 7:30pm at Fernaig House
The meeting closed at 9:30 pm.