Broadband Steering Group

Minutes of the Meeting held on the 14th March 2018 @ 7:30 p.m. Fernaig House

1   Present and Apologies

Present: Phil Game, Georgie Grimson, Joe Grimson Mary MacBeth, Neil MacRae
Apologies: None

2   Approve and adopt previous minutes

The previous minutes for February 2018, were proposed by Mary, 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 have any questions.

3   Chairman's report

3.1   Bandwidth

There are no bandwidth issues at the moment.

3.2   CBS

We have been contacted by Shaun Marley who has taken over from Calum Stiven to discuss our outstanding grant and the closure of CBS. It was decided we would ask Shaun if we could extend the end date for our grant to allow us to claim for items that will be billed after 31st March.

3.2.1   Last CBS Claim

All the items previously identified have been ordered by Neil and Joe and have been received. It was agreed we would order additional electronic items for subscribers that have recently come forwards so we can use our grant to cover the costs.

3.3   Subscribers

3.3.1   Existing relays

Live subscribers	- 36
Subscriber installation pending	- 1
Waiting for installations	- 6

3.3.2   Waiting for new backbone relays

Waiting for installations	- 31
New joiners since the last minutes	- 2
Total	**- 76**

3.4   Terms of Reference

Deferred

4   Secretary's report

4.1   Risk register

Joe informed everyone that the Openreach installation of the fibre cabinet will be taking orders in late June. In the light of the possibility of extending our grant it was decided we should approach the hall committee to see if the hall can act as a host for the next CMNet fibre line. If this is agreed we will order the telephone line so we can then upgrade it to fibre when the cabinet is activated. **Action: Mary**

4.2   Long term support plan

As the number of volunteers to provide long term support is quite low it seems unlikely we will have enough people for a scheduled support rota. Over the coming months we will look at alternative methods to provide support with the limited resources available. **Action: Phil**

4.3   Electricity supply

We have received, checked and paid the last bill from SSE. The first bill from Extra Energy has been received showing a saving over SSE. **Completed**

4.4   Insurance

Mary will transfer our policy to Zurich. **Action: Mary**

4.5   Terms of Reference

Deferred

5 Finance Director's Report

Due to the time and cost involved and the likely closure of local bank branches we will no longer be able to accept cheques. Will all subscribers please adjust their accounts by electronic transfer in future.

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 February:-

Brought forward				
Balance	**£1,389.79**			
Creditors		£66.76		
Debtors		£66.26		
Net			£0.50	
Bank balance				**£10,084.60**
This month				
Income	£391.00			
Expenditure	£163.74			
P&L	**£227.26**			
Creditors		£6.00		
Debtors		£3.50		
Net			£2.50	
Adjusted P&L				**£229.76**
Carried forward				
Balance	**£1,617.05**			
Creditors		£72.76		
Debtors		£69.76		
Net			£3.00	
Bank balance				**£10,314.36**

Liabilities

Estimated Liabilities	-	£3,800.00 (includes ~ £3,360 to "repay" CBS)
Estimated balance after liabilities	-	£6,514.36

Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£-8,485.64

There was some debate as to how we should record the retrospective increases in subscriptions due to subscribers exceeding their quotas. It was decided we would set up a new email for Georgie so she can receive copies of any emails that affect finances and therefore update the accounts. **Action: Georgie, Phil.**

We also hope that subscribers will proactively check their usage and request increases when they are approaching their limit.

5.2 Year five tariff

The total number of gigabytes sold was 2,560; the break even tariff for 2 fibre lines is £0.80 per 20 GB, and for 3 fibre lines is £1.20 per 20 GB.

5.3 Outstanding subscribers' debt

Excluding subscribers with quota increases one account is in arrears, the relevant subscriber has been asked to correct their account. **Action: Georgie, Phil**.

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

Phil has to raise an invoice for work done in January / February. **Action: Phil**

5.6 Standing orders

One account is in credit, the relevant subscriber has been asked to correct their account. **Action: Georgie, 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 - It would appear that just a few units have a problem after the software upgrade; these units will be replaced in due course. **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 accounting software server spontaneously rebooted and the software was restarted manually, remotely. The reason for the reboots is unknown; in due course the software will be migrated to a Unix platform away from Windows **Action: Phil**

Amazon Fire TV Sticks - We are testing using the new dual band MikroTik routers to see if they will resolve the problem and are waiting on feedback from the subscriber. **Action: Phil**

One customer reported a problem with their internet connection. The system stabilised after a while and it is thought that the high winds prevalent at the time may have affected the link to Ardaneaskan. The customer has not reported any further defects. We plan to use wire guy ropes to prevent the relays moving in high winds. **Action: Phil, Joe**

One customer reported a problem with connecting to the internet. After checking the cabling to their AirRouter and securely locating them the problem was rectified. **Completed**

There is a new version of the Ubiquiti software; we are currently testing the new version and will schedule a time to upgrade all units. **Action: Phil**

7.1.2 Usage quotas

The monthly total for February was 1.23 TB with a daily average of 43.9 GB; a 7% decrease from the previous month, the peak usage was 77.5 GB on Sunday 18th, which is the highest ever recorded and a 14% increase on the previous month. 77.5 GB equates to a monthly usage of 233 GB. This month's figures were again distorted by the spontaneous reboot of the server.

One subscriber exceeded their quota and has been moved to the next band. **Action: Phil, Joe**

7.1.3 Possible virus infection

One Ubiquiti device was reported as being infected with a virus which was successfully cleaned. We will continue to run scans to check for infections. **Action: Phil**

7.1.4 Installation of equipment

One 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 Additional Management tools / reports

Management Reporting Software upgrades. No progress this month. **Action: Phil**

Software to check the configuration of different types of equipment - this is being developed as part of the programme to automate the backup and configuration of new units. No progress this month. **Action: Phil**

7.2.2 Potential personal safety issue

It was agreed we would remove the hardware identifier from subscribers SSIDs (Wi-Fi network names) so that there would be no need to alter subscribers' equipment as we migrate from Ubiquiti to MikroTik. The new names will be of the format CMNet-12345678. Passwords will not need to be changed. **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

We have sent an update of the lease agreement to our solicitors. No response as yet. **Action: Phil**

8.2.2 Plockton

8.2.2.1 Hosting agreement

We have received the solicitor's bill and will pay by cheque. **Action: Phil**

We have asked the school for out of hours contact details and await their response. **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 away from Plockton. **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

All the equipment for the new relays has been ordered and received. **Completed**

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 progress this month. **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

The link is working satisfactorily.

8.6.3   ADSL Broadband installation at Lochcarron

No progress on further testing this month. **Action: Phil**

8.6.4   ADSL Broadband installation at Achmore

Now the upgrade to fibre has been announced we will start work on the installation of a new line. **Action: 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

We will order more electronic equipment to cover the late joiners. **Action: Phil**

8.7.1.2   Scaffold

All the scaffold parts have now been purchased. **Completed**

8.7.1.3   Electrical equipment

All the electrical equipment has now been purchased. **Completed**

8.8   Company Logo

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

8.9   Data Protection Act

Joe attended a course covering the changes to the DPA which will become law in May. Joe gave us an overview of the main changes. Although we will not need to register we will need to comply with the act. **Action: Joe, Phil.**

9   Director's training session

9.1   Configuring Ubiquiti and MikroTik equipment

We will organise another training session for all directors

9.2   AirControl

An update is available and will be installed in due course. **Action: Phil, Joe.**

9.3   The Dude

An update is available and will be installed in due course. **Action: Phil, Joe.**

10   AOB

None

11   Items to add to the agenda of the next meeting

None

12   Next meeting

Date of next meeting Wednesday 11th April 7:30pm at Fernaig House
The meeting closed at 9:40 pm.