Broadband Steering Group

Minutes of the Meeting held on the 9th May 2018 @ 7:30 p.m. Fernaig House

1   Present and Apologies

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

2   Approve and adopt previous minutes

The previous minutes for April 2018, were 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 have any questions.

3   Chairman's report

3.1   Bandwidth

There are no bandwidth issues at the moment.

3.2   System Issues

There have been problems with slow responses from Gmail which caused our software to timeout and prevent some automated emails being sent. Our additional error logging suggests that once a failure has occurred Gmail needs to be reset and the transaction restarted from the beginning. These changes will be applied to our software in due course.

3.3   CBS

There has been no response from Shaun, we will work on the basis that our grant deadline cannot be extended and drop this item from future minutes.

3.3.1   Last CBS Claim

Copies of the claims forms have been sent to Georgie. **Completed**

3.4   Subscribers

3.4.1   Existing relays

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

3.4.2   Waiting for new backbone relays

Waiting for installations   - 33
New joiners since the last minutes   -   0
Total   **- 76**

3.5   Companies House and HMRC Returns

See 5.7 below.

3.6   New MikroTik replacements for AirRouters

We have had several MikroTiks on test for a while now and they appear to be as good as, if not better than AirRouters. They appear to be compatible with Amazon Fire sticks where AirRouters fail. Their operating system / firmware is more advanced and we have been testing new functions which allow us to automatically limit usage. The standard function works well but has some limitations which will probably have to resolve by coding our own solutions. Once we have a working example and it has been tested we will install it on a trial basis before making it generally available. **Action: Phil**

3.7   Terms of Reference

Deferred

4   Secretary's report

4.1   Risk register

Mary & Phil met Rennie Gibson at the hall to look for suitable locations to house CMNet equipment. Phil subsequently met Martin Fraser to check that the proposed locations would not affect access to other equipment.
Mary went to the hall committee meeting to answer any questions relating to the installation of equipment in the hall. As a result of all of the above we have agreed a location but this will of course be dependent on a survey by Openreach.
There is still no definitive date for the installation of the fibre cabinet in Achmore. Once Openreach are accepting fibre orders we will review the market and decide whether to order the new line with ZEN or another ISP **Action: Mary**

4.2 Long term support plan

More work has been done on software that will automate the cloning of failed devices; we are now looking for workarounds for features (bugs) in some third party software. **Action: Phil**

4.3 Electricity supply

Mary will update our Extra Energy account so Georgie receives email copies on statements directly. **Action: Mary**

4.4 Insurance

Phil has checked that we have only been debited for 12 monthly payments; Joe has cancelled the standing order to Highland Council. **Completed**

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   - £35,816.68

Our last claim has now been processed by CBS

Revenue for April:-

At the time of producing the minutes we do not have any figures for April thanks to the new security features of RBS.

Liabilities

Estimated Liabilities   -   £102 (to complete first 12 months of Zen fibre line contract #2)
Estimated balance after liabilities   -   £n/a

Provision for replacement of Electronic equipment

Total value purchased to date   -   £15,000.00
Balance after provision   -   £n/a

Directors have claims of approx £11,000 outstanding which will be settled once we can confirm the CBS grant payment has been cleared through the bank. **Action: Georgie, Phil**.

5.2 Year five tariff

The total number of gigabytes sold was 2,720; the break even tariff for 2 fibre lines is £0.75 per 20 GB, and for 3 fibre lines is £1.13 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**.

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 is in credit, the relevant subscriber has been asked to correct their account. **Action: Georgie, Phil**

5.7 Year End Accounts and returns for Companies House and HMRC

Our accounts and supporting documentation were sent to the accountant on the 17th April; we chased for progress on the 28th April and were told that the accountant hopes to start work on our accounts by the middle of May. As this only leaves two weeks to resolve any anomalies and submit the documentation to HMRC and Companies House we will start work on the HMRC calculations ourselves without input from the accountant and go back to make amendments should the need arise. **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

The system has been running smoothly this month with no major problems.

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 again this month and was restarted manually. The cause of the reboots is still unknown. **Action: Phil**

Amazon Fire TV Sticks - So far the testing is looking good for the new MikroTik routers. We are awaiting feedback as to whether there were any problems since last month's report. **If anyone is experiencing problems with Fire Sticks when using voice control please let us know Action: Phil**

The new version of the Ubiquiti software has been uploaded to a few subscriber units without any issues; we will schedule a time to upgrade all the remaining units. **Action: Phil**

7.1.2 Usage quotas

The monthly total for April was 1.37 TB, with a daily average of 45.9 GB; a decrease from the previous month, the peak usage was 73.9 GB on Sunday 1st.

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

7.1.3 Possible virus infection

No Ubiquiti viruses detected. 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**

7.1.4.1 Achmore and Craig Subscribers installations

Once the annual account returns to Companies House and HMRC have been completed and we have finished work on the Data Protection Act we are ready to start work on new installations **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 - software has been written to automate the backup of Ubiquiti configurations and compare them with a standard pro-forma. As part of the testing the software will be used to correct any anomalies in current configurations. **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*

Nothing to report

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*

Once the annual returns for Companies House and HMRC and we have set our policy for the new Data Protection Act we will be able to start work on the new relays. **Action: Phil, Joe**

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)

We received a newsletter from HUBS stating that they are looking to install a leased line in Lochcarron if they can get another 200 subscribers. It was decided we would not join HUBS for the moment.

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 when Openreach are accepting new orders. It has been agreed with the Hall committee that the new line will be located in Achmore Hall. **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

No changes.

8.8 Company Logo

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

8.9 General Data Protection Regulation (Data Protection Act)

Joe circulated a letter describing the impact of the GDPR this was approved by all directors by email. **Completed**

Joe circulated a consent form to all current and potential subscribers to CMNet this was approved by all directors by email. **Completed**

Joe circulated a draft GDPR policy statement to directors before the meeting at the meeting there was a brief discussion and the document was approved by all directors. Joe will make some minor changes and then the document can be issued along with the minutes. **Action Joe** A copy will also be uploaded to our website **Action: Phil**

The next task is to complete the GDPR impact analysis. **Action Joe**

We will add a clause to the subscribers' contract to highlight the need for GDPR permission. **Action Phil**

On behalf of the directors Phil thanked Joe for all the work he has done on the GDPR

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 13th June 7:30pm at Fernaig House
The meeting closed at 9:30 pm