

# Broadband Steering Group

Minutes of the Meeting held on the 12<sup>th</sup> September 2018 @ 7:30 p.m. Fernaig House

## 1 Present and Apologies

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

## 2 Approve and adopt previous minutes

The previous minutes for August 2018, were proposed by Georgie, seconded by Joe  
Copies of previous minutes are on our website at:-

<http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827>

Email [cmnetcic@gmail.com](mailto:cmnetcic@gmail.com) if you have any questions.

## 3 Chairman's report

Our main focus will now be the installation of the remaining relays; once completed we can then start work on subscriber installations.

### 3.1 Bandwidth

There are no capacity issues. As work has started on the new relays on Creag Mhaol we will not use the Lochcarron line capacity until the relays are in use as the Lochcarron dish will be relocated over to the relays above Strome Ferry.

### 3.2 Subscribers

#### 3.2.1 Existing relays

Live subscribers	- 40
Waiting for installations / activation	- 2
Waiting for subscriber's installations	- 1
Waiting for installation dates	- 1

#### 3.2.2 Waiting for new backbone relays

Waiting for installations	- 31
Leavers since the last minutes	- 0
<b>Total</b>	<b>- 75</b>

New joiners since the last minutes - 1

One subscriber installation is waiting for their AirRouter to be re-configured.

One subscriber's pre installation is complete and waiting for the installation of antenna and router.

One installation is waiting for the subscriber to complete their pre-installation work.

One installation is waiting on a date from the subscriber.

The remaining installations are waiting on the completion of the new relays.

### 3.3 New MikroTik replacements for AirRouters

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

### 3.4 Terms of Reference

Deferred

## 4 Secretary's report

### 4.1 Risk register

We have received a copy of the Hall Committee minutes for May approving our use of the hall. We understand that Openreach have now completed further surveys of the site for the new fibre cabinet and that installation work has started.

It was decided we would perform a quick review of ISPs to make sure that Zen are still the best provider.

**Action: Mary.**

We will modify our existing hosting agreement ready to pass to the hall committee for their approval. **Action: Joe**

### 4.2 Long term support plan

Software to automate the cloning of failed devices - no progress this month due to other commitments. **Action: Phil**

### 4.3 Terms of Reference

Deferred

## 5 Finance Director's Report

### Monthly Statistics

#### Revenue for August:-

#### Brought forward

Balance	-£2,886.02		
Creditors		£107.52	
Debtors		£100.02	
Net			£7.50
<b>Bank balance</b>			<b>£5,815.79</b>

#### This month

Income	£407.50		
Expenditure	£128.11		

#### P&L

		<b>£279.39</b>	
Creditors		£7.00	
Debtors		£27.50	
Net			-£20.50

#### Adjusted P&L

**£258.89**

#### Carried forward

Balance	-£2,606.63		
Creditors		£114.52	
Debtors		£127.52	
Net			-£13.00
<b>Bank balance</b>			<b>£6,074.68</b>

#### Liabilities

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£6,074.68

#### Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£ -8,925.32

Phil raised the issue of ongoing ad-hoc purchases now we are starting to build new relays. It was agreed that we would put a limit of £250 on purchases that can proceed without prior approval from the board, anything above that will need approval before purchase. All claims will need to be accompanied by invoices as before.

The annual payment for hosting the Ardaneaskan relay is due on the 1<sup>st</sup> October. **Action: Georgie**

### 5.1 Year five tariff

The total number of gigabytes sold was 3,440; the break even tariff for 2 fibre lines is £0.60 per 20 GB, and for 3 fibre lines is £0.89 per 20 GB.

Phil produced projections for next year's tariff based on a standing charge per installation and a rate per 20GB.

After some debate working through various pricing options it was decided to take a cautious approach to the likely income next year and not assume that there will be any significant increase in individual subscribers' quotas and that we might not connect all 35 outstanding subscribers. As in previous years we have budgeted for a modest surplus which will allow us some leeway for system upgrades.

It was agreed that the year five tariff will be as follows:-

The standing charge per installation will remain at £5 per month.

The quota charge will be reduced to from £1.50 to £1 per 20 GB.

The new tariff will come into effect as it has on previous years on the 1<sup>st</sup> December.

This will increase the new joiner's premium by £24 (£0.50 reduction in the lowest quota rate x 48 months) to £156

Subscribers will become eligible for the new reduced rate when they have paid the new joiner's premium and this will vary from subscriber to subscriber depending on the date they joined and their monthly quota. We will write to all subscribers informing them individually of their new monthly charge giving them at least a month's notice so they can reduce their standing order payment.

We will retain the charge of £13.50 for the lowest quota rate of 20GB for new joiners which will mean the premium will be paid off over the first 21 months of membership.

New joiners on 40 GB or more will pay the premium off over the first twelve months of membership at £13 per month in addition to the standard quota rate.

Rates for existing subscribers who have paid the premium (old rate in brackets):-

20GB @ £6 (£6.50), 40 GB @ £7 (£8), 100 GB @ £10 (£12.50), 400 GB @ £25 (£35)

Rates new for subscribers who have not paid the premium (old rate in brackets):-

20GB @ £13.50 (£13.50), 40 GB @ £20 (£19), 100 GB @ £23 (£23.50), 400 GB @ £38 (£46)

Once the new joiner has paid the premium they will be eligible for the new reduced rates.

If any existing subscriber is close to the maximum of their current quota and would like to take advantage of the reduced rate to increase their quota would they please let us know when we inform them of the new rate.

### **5.2 Outstanding subscribers' debt**

Excluding subscribers with quota increases one account is in arrears. **Action: Georgie**

### **5.3 Housekeeping**

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

### **5.4 Payments for installations of subscriber's equipment**

All the documentation for new subscribers that have completed their five week trial has been produced and will be dispatched when checked. **Action: Joe**

### **5.5 Standing orders**

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

## **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 held up well this month despite the ever increasing demand giving us the highest ever monthly usage. There was a power cut on the 19<sup>th</sup> for almost four hours due to a Hydro line fault, on restoration of the power all units came back on line within 10 minutes.

There have been several brief outages of the relay in Ardaneaskan; these were caused by power supply problems.

As Joe is still having problems updating firmware Phil will bring all the spare units up to the current standard. **Action: Phil, Joe**

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 have been no new reports in the Ardaneaskan and Craig logs of RADAR being detected. **Closed**

Ubiquiti software upgrade - offline units will be upgraded when they next come online. **Action: Phil**

There have been a few unknown "local" IP addresses recorded this month, the source is being investigated. **Action: Phil**

#### **7.1.2 Usage quotas**

The monthly total for August was 2.45 TB, with a daily average of 79.1 GB; a very, very large increase on the previous month, the peak usage was 107.7 GB on Tuesday 25<sup>th</sup>.

Eight subscribers exceeded their quota and have been moved to the appropriate band.

#### **7.1.3 Possible virus infection**

No new instances of the Ubiquiti virus were detected; we will continue to run scans. **Action: Phil**

The suspected infection of subscriber's equipment has been confirmed as a virus attack on their server. **Closed**

#### **7.1.4 Installation of equipment**

##### **7.1.4.1 Ardaneaskan**

The subscriber has cleared the line of sight of undergrowth and their antenna is now back online; we will reconfigure their router on our next trip. **Action: Phil, Joe**

One subscriber has completed their pre-installation work and we will complete their installation on our next trip. **Action: Phil, Joe**

The spare AirGateway will be collected on our next trip. **Action: Phil**

#### 7.1.4.2 *Craig*

The link from Craig to Ardaneaskan is now live after extensive testing using various pieces of equipment. Although the link is delivering speeds in excess of 30 Mbps it does not have the same margin as other links, which will restrict future speed increases. It would appear that the rise and fall of the tide is having a periodic effect on the signal strength and hence the capacity of the link. It has been decided that we will review the situation when we have more experience of low level links over water or other options become available. **Action: Phil**

#### 7.1.4.3 *Achmore*

There have been no new installations this month as we are waiting on subscribers.

#### 7.1.4.4 *Other installations*

Work has started on the new relays on Creag Mhaol. Phil and Mary spent several days on Creag Mhaol ferrying up equipment and cable and drilling rock for the footings of the new masts. This task could not have been carried out had it not been for Phil's Argocat. When the new relays on Creag Mhaol are live we will start work on the Portchullin and North Strome relays. **Action: Phil, Mary, Joe, Georgie, Neil**

#### 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 - no progress this month **Action: Phil**

#### 7.2.2 *Potential personal safety issue*

The new naming standard has been used for all the new installations. **Action: Phil, Joe**

#### 7.2.3 *Additional equipment for subscribers*

One subscriber has asked for a second access point to be installed to increase Wi-Fi coverage. A spare unit will be configured and installed. **Action: Phil**

### 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

Work has started on the new relays above Strome Ferry.

The scaffold for Strome High and Strome Low has been erected and the line of sight to the various targets has been checked. 7 drums of 100 metres SWA cable have been moved up to the top of the hill and the first 500 metre cable run marked ready to join the cable.

Work has started preparing 5 enclosures to house power distribution and electronic equipment. One existing enclosure on Achmore High is badly corroded and will be replaced so it can be removed, examined and repaired if feasible.

The next tasks are - build one more scaffold to house a new power distribution enclosure above Strome, install all the new enclosures, mark the remaining 2 cable runs, join the cables and provide power to the new relays. This will mean a series of interruptions to the service whilst the existing mains power supply on Creag Mhaol is altered. **Action: Phil, Mary, Joe, Georgie, Neil**

#### 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

For the moment testing of the relay in Ardaneaskan has been suspended. **Completed**

#### 8.3.6 Portchullin (raised beach)

The line of sight to the new Strome High relay has been confirmed. Activation of the Portchullin relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

#### 8.3.7 Craig

The link is now live and providing a satisfactory service but is subject to interference. **Action: Phil**

#### 8.3.8 North Strome

The line of sight to the new Strome relays has been confirmed. Activation of the North Strome relay is waiting on the activation of the new Creag Mhaol relays. **Action: Phil**

#### 8.3.9 Ardnarff

The line of sight from Ardnarff to the new Strome relay has been confirmed. **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 ADSL Broadband installation at Plockton High School

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

#### 8.6.2 ADSL Broadband installation at Lochcarron

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

#### 8.6.3 ADSL Broadband installation at Achmore

We will make sure we can proceed with the order for an additional line when we need the extra capacity. **Action: Mary, Joe**

### 8.7 Implementations

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

Work has started on the new relays on Creag Mhaol. **Action: Phil, Mary, Joe**

## **8.8 Company Logo**

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

## **8.9 General Data Protection Regulation (Data Protection Act)**

Nothing to report this month

## **9 Director's training session**

### **9.1 Configuring Ubiquiti and MikroTik equipment**

We will organise another training session for all directors

## **10 Next meeting**

Date of next meeting Wednesday 10<sup>th</sup> October 7:30pm at Fernaig House.

The meeting closed at 8:45 pm