

Broadband Steering Group

Minutes of the Meeting held on the 20th February 2019 @ 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 January 2019, were proposed by Mary, seconded by Georgie.

Copies of previous minutes are on our website at:-

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

Email cmnetic@gmail.com if you have any questions.

3 Chairman's report

3.1 Health Report on the Argocat

Work continues to bring the Argocat back from the dead. **Action: Phil**

3.2 Bandwidth

There are no capacity issues at the moment.

3.3 New Backhaul Installation in Achmore Hall

3.3.1 Get a formal agreement approved and signed by the Hall Committee

The draft hosting agreement produced by Joe was discussed and it was agreed subject to some small changes.

Once these have been completed and agreed we will pass the document to the Hall Committee for their comment / agreement **Action: Phil, Joe**

3.3.2 Install our cabinet and internal equipment in the hall

Once the Hall Committee are happy with the hosting agreement we will suggest a site meeting to discuss the installation.

Action: Joe, Phil

3.3.3 Install external equipment at the hall

3.3.4 Install new dish on CMAchmoreHigh for Plockton access

3.3.5 Switch connection from Plockton to CMAchmoreHigh

3.3.6 Install new dish on CMAchmoreLow for Achmore access

3.3.7 Get new line installed in the hall

3.3.8 Test the new line

3.3.9 Activate the new line

3.4 Subscribers

3.4.1 Existing relays

Live subscribers - 43

Waiting for installations / activation - 1

Waiting for subscriber's installation dates - 1

3.4.2 Waiting for new backbone relays

Waiting for installations - 30

Leavers since the last minutes - 0

Total - 75

New joiners since the last minutes - 1

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

One installation is waiting on a date from the subscriber.

We have had a request for a connection in Lochcarron; once our existing commitments have been met we will see if this is feasible.

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

3.5 New MikroTik replacements for AirRouters

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

3.6 Terms of Reference

Deferred

4 Secretary's report

Extra Energy has gone bust and as a consequence we were automatically transferred Scottish Power. However the Scottish Power tariff was too expensive and so we have requested a move to SSE. We are still waiting on Scottish Power / SSE to confirm that our account has been transferred. Mary will check everything has been processed.

Action: Mary

4.1 Risk register

No progress this month.

4.2 Long term support plan

Software to automate the cloning of failed devices - this is being rewritten so it can be used for any sort of device from any manufacturer in the future. **Action: Phil**

4.3 Terms of Reference

Deferred

5 Finance Director's Report

Monthly Statistics

Revenue for January:-

Brought forward

Balance	£1,500.55		
Creditors		£435.12	
Debtors		£452.87	
Net			-£17.75
Bank balance			£7,648.48

This month

Income	£561.12		
Expenditure	£101.98		
P&L	£460.14		
Creditors		£10.75	
Debtors		£53.37	
Net			-£42.62
Adjusted P&L			£417.52

Carried forward

Balance	£1,960.69		
Creditors		£445.87	
Debtors		£506.24	
Net			-£60.37
Bank balance			£8,066.00

Liabilities

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£8,066.00

Provision for replacement of Electronic equipment

Total value purchased to date	-	£15,000.00
Balance after provision	-	£ -6,934.00

5.1 Year six tariff

The total number of gigabytes sold was 5,300 (an increase of 18% over January and a 54% increase since the year 5 tariff was set); the break even tariff for 2 fibre lines is £0.39 per 20 GB, and for 3 fibre lines is £0.58 per 20 GB.

There was some debate as to whether we should stay with an increment of 20 GB and reduce the charge or keep the increment at £1 and increase the quota. It was decided to go for the second option so the minimum increase will be £1 per month and the number of GB per £1 will be adjusted.

We also reviewed the surplus predictions based on the current tariff and decided that we should adjust the rates in April.

Phil is to revisit the tariff calculations used last September from the point of view of a GB rate per £1. This will be circulated to all the directors so a decision can be made in time to implement the change on April 1st.

The year five tariff started on the 1st December 2018, we will be sending out details in late February for those subscribers whose rate will change in April. **Action: Phil**

5.2 Outstanding subscribers' debt

Excluding subscribers with quota increases one account is in arrears, the total owed is £41.87. **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 payments are up to date.

5.5 Standing orders

Three accounts are in credit, the relevant subscribers have been asked to correct their account. **Action: Georgie**

Four accounts are in debit, the relevant subscribers have been asked to correct their accounts. **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 behaved reasonably well throughout January. On the 28th the systems logs recorded a number of unexplained drop outs on the Ardaneaskan link. Investigations into this anomaly revealed that an Ubiquiti dish not belonging to CMNet was pointing at Creag Mhaol and at one point was transmitting on the same channel as the link to Ardaneaskan. It was discovered that a camper van parked in the car park in Ardaneaskan was involved in a seabed survey and it is possible that it was their dish that was pointed at Creag Mhaol. It is not certain that this was the cause of the drop outs on the Ardaneaskan link; there have been no more dropouts since the 2nd February.

There have been a few unknown "local" IP addresses recorded this month, we have established which subscriber is involved and are investigating the reason. No progress this month. **Action: Phil**

7.1.2 Usage quotas

The monthly total for January was **3.17 TB** (a new record), with a daily average of 102 GB; the peak usage was **141 GB** on Friday 18th.

Four customers 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**

7.1.4 Installation of equipment

One new installation was carried out since the last report.

7.1.4.1 Ardaneaskan

One installation has been completed.

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**

One subscriber has been asked to confirm they have line of sight. **Action: Subscriber**

7.1.4.2 Craig

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

We are waiting on an installation date from one subscriber. **Action: Subscriber**

7.1.4.4 North Strome

One subscriber has been asked to confirm they have line of sight. **Action: Subscriber**

7.1.4.5 Other installations

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **Action: Phil**

7.1.5 Customer Contracts

All subscribers have been notified of the contract change to drop the option to pay for excess usage in the month.

Completed

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 program is being rewritten so it can be used to check configurations regardless of the manufacturer and simplify the process to replace faulty units **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. The subscriber has changed their mind and no longer requires the additional unit. **Cancelled**

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

As we have heard nothing from the Highland Council we will drop this item from future minutes.

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 received a draft lease agreement from our solicitors; we have yet to go through this in detail. No progress this month. **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

Hardware chip upgrades, frequency changes and signal strength increases have not made any significant improvement to the Braeindra link. Our next step will be to switch the access point to a different type of unit with a greater antenna gain. **Action: Phil, Joe, Mary**

8.3.3.2 New relays

Work is temporarily suspended on the Creag Mhaol relays whilst the Argocat is repaired. **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

Nothing to report

8.3.6 Leacanashie

The line of sight to the new Strome High relay has been confirmed. Activation of the Leacanashie access point is waiting on the activation of the new Creag Mhaol relays. No progress this month. **Action: Phil**

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

8.3.8 Craig

We will review the link when other work is complete. **Action: Phil**

8.3.9 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**

8.3.10 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 old cable

No progress this month.

8.5.2 Protection of cable on the hill

No progress this month.

8.5.3 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, Phil**

8.7 Implementations

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

Work on the new relays on Creag Mhaol is suspended pending repairs to the Argocat. **Action: Phil**

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 13th March

The meeting closed at 8:45 pm