Broadband Steering Group

Minutes of the Meeting held on the 10th April 2019 @ 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 March, were proposed by Mary, 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 if you have any questions.

3   Chairman's report

3.1   Health Report on the Argocat

No progress on the Argocat this month - too much time spent on the annual accounts and returns this month. **Action: Phil**

3.2   Bandwidth

There are no capacity issues at the moment.

Additional monitoring has been added to the system to detect when we exceed 65 Mbps download or 15 Mbps upload for more than 5 minutes. When we reach these thresholds we will review whether to use our second "spare" line.

If you think that you are receiving poor performance from CMNet please run a speed test using OOKLA and forward the results to Phil or Joe. If you are running a speed test through a Wi-Fi connection please make sure you are in the same room and no further than 3 metres from your router.

We are happy to help you find a solution if you have a Wi-Fi dead spot but this is a different issue to poor internet speeds and needs to be reported separately.

3.3   Firmware

A new version of the Ubiquiti firmware is under test **Action: Phil**

A new version of the MikroTik operating system is under test **Action: Phil**

A new version of the MikroTik firmware is under test **Action: Phil**

Joe's kit will be upgraded to the new Ubiquiti firmware for further testing. **Action: Phil**

3.4   New Backhaul Installation in Achmore Hall

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

We met with Martin Irving who will discuss our proposed hosting agreement at the next Hall Committee meeting. Joe to follow up with Martin **Action: Joe**

Assuming the Hall Committee give their approval it was agreed our next step will be for Mary to get a quote from Zen / Openreach for the line installation before we go any further. **Action: Mary**

3.4.2   Install our cabinet and internal equipment in the hall

We met with Martin Irving at the hall and discussed the location of our equipment; this is now subject to the Hall Committee's approval. Joe to follow up with Martin **Action: Joe**

3.4.3   Install external equipment at the hall

3.4.4   Install new dish on CMAchmoreHigh for Plockton access

3.4.5   Switch connection from Plockton to CMAchmoreHigh

3.4.6   Install new dish on CMAchmoreLow for Achmore access

3.4.7   Get new line installed in the hall

3.4.8   Test the new line

3.4.9   Activate the new line

3.5   BT / Openreach upgrades

As Phil & Mary's BT contract was due for renewal Mary checked the options from BT and the best deal for us was to upgrade to unlimited fibre with a predicted download speed of 23 to 35 Mbps and upload speed of 5 to 6 Mbps.

BT offered to waive the usual connection fee so we paid £9.99 for delivery of the new router, there will be no increase in our monthly charge for 18 months.

The broadband element of our BT bill equates to a monthly charge of £6.60, after the 18 month period this will increase to £40.20 plus any increases due to inflation in the 18 months.

We currently use less than 100 GB a month and so pay £7 for our CMNet Connection.

The new BT service was installed on the 8th April and tests so far show a ping of 34 - 48 ms, a download speed of 20.3 - 23.4 Mbps and an upload of 5.9 - 6.2 Mbps; typical CMNet figures are 39 ms, 28.6 Mbps and 14.5 Mbps.

A quick survey shows there doesn't appear to be any better Wi-Fi range from the new BT router but it has been upgraded to 5 GHz as well as 2.4 GHz and has 4 x 1 Gbps Ethernet ports.

It has a very nice blue light!

We kept our BT broadband connection as we use the BT FON facilities when away from Fernaig and a charge of £6.60 per month is good value as BT charge £4.99 per hour for BT FON if you are not a subscriber.

3.6 Subscribers

3.6.1 Existing relays

Live subscribers	- 44
Waiting for installations / activation	- 0
Waiting for subscriber's installation dates	- 1

3.6.2 Waiting for new backbone relays

Waiting for installations	- 30
Leavers since the last minutes	- 0
Total	**- 75**
New joiners since the last minutes	- 0

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.

No change since the last minutes.

3.7 New MikroTik replacements for AirRouters

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

3.8 Terms of Reference

Deferred

4 Secretary's report

4.1 Electricity supply accounts

Scottish Power (SP) took £35.55 from our account by direct debit without any warning or documentation. Mary has called SP asking for an invoice so we can confirm the amount is correct. Mary will chase SP for a response. **Action: Mary**

4.2 Risk register

No progress this month.

4.3 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**

4.4 Companies House Returns

Mary has submitted a claim form for last year's C.H. confirmation statement from August 2018 which was overlooked and not noticed until the annual accounts were completed. **Completed**

4.5 Terms of Reference

Deferred

5 Finance Director's Report

Monthly Statistics
Revenue for March:-

Brought forward				
Balance	**£2,380.96**			
Creditors		£573.62		
Debtors		£536.24		
Net			£37.38	
Bank balance				**£8,584.02**
This month				
Income	£573.78			
Expenditure	£346.69			

P&L	**£227.09**		
Creditors		£17.00	
Debtors		£32.28	
Net			-£15.28
Adjusted P&L			**£211.81**
Carried forward			
Balance	**£2,608.05**		
Creditors		£590.62	
Debtors		£568.52	
Net			£22.10
Bank balance			**£8,795.83**

Liabilities

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£8,795.83

Provision for replacement of Electronic equipment

Total value purchased to date	-	£16,843.29
Balance after provision	-	£ -8,047.46

Please note the total value of electronic equipment purchased to date has been updated as we now have the exact figure from the annual accounts y/e August 2018.

5.1 Year six tariff

After the implementation of the new 50 GB increment on the 1st April the total number of gigabytes sold was 6,600. The break even tariff for 2 fibre lines is 65 GB per £1, and for 3 fibre lines is 43 GB per £1.

5.2 Outstanding subscribers' debt

Excluding subscribers with quota increases four accounts are in arrears. **Action: Georgie.**

In total for all subscribers the amount owed is £134.39. One account is now 3 months overdue and it was decided we would remind the subscriber that CMNet is a community scheme and that we have no capacity to extend credit to subscribers and do not have the resources to keep sending reminders to pay every month. **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

Twelve 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**

5.6 Year End Accounts and returns for Companies House and HMRC

In advance of the meeting Phil distributed all the documentation required for the end of year accounts, returns to Companies House (accounts and annual CIC return) and HMRC. We went through all the figures starting with the reconciliation with the bank statements and worked our way through the highlights of deferred income, annual investment allowances and the differential depreciation figure. At the end of the process we found a discrepancy of £1 which we believe is a rounding error. Phil is to reissue the documents with the discrepancy resolved. **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 performed well this month with no major issues.

There were two power cuts affecting Ardaneaskan and Craig, one on the 7th of March from 0900 to 1541 (work on the pylons by the Hydro) and one on the 17th of March at 1943 (reason not known)

One customer reported a defect with his equipment, investigation by the team revealed that he had turned the power off.

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 March was 3.023 TB, with a daily average of 97.5 GB; the peak usage was 144.5 GB on Sunday 3rd.

One customer exceeded their quota and has 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

No installations since the last report.

7.1.4.1   *Ardaneaskan*

One subscriber's line of sight from the raised beach is to be confirmed. **Action: Phil**

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

Joe will check that all changes to customer contracts and charges are now correct. **Action: 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 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

No requests outstanding.

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   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**

8.1.2   Network Plan

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

8.2　Existing Relays

8.2.1　Plockton

8.2.1.1　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

8.3.3.1.1　Braeintra AP

Hardware chip upgrades, frequency changes and signal strength increases have not made any significant improvement to the Braeintra 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

Activation of the Ardaneaskan access point is waiting on the activation of the new Creag Mhaol relays. No progress this month. **Action: Phil**

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 relay 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 Creag Mhaol relay has been confirmed. **Action: Phil**

8.3.11　Reraig

We have surveyed various locations for a relay to provide an access point for Reraig. Access will almost certainly require a much higher relay than we have built so far. We will return to the relay investigation and build once we the current relays are active. **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 8th May
The meeting closed at 9:40 pm