

Broadband Steering Group

Minutes of the Meeting held on the 8th May 2019 @ 7:30 p.m. Fernaig House

1 Present and Apologies

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

Apologies: Joe Grimson

2 Approve and adopt previous minutes

The previous minutes for April, 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 Health Report on the Argocat

No progress on the Argocat this month. **Action: Phil**

3.2 Bandwidth

There are no capacity issues at the moment.

3.3 Firmware

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

So far there have been no issues with the new version of software; if that remains the case it will be rolled out to all devices in the near future. **Action: Phil**

3.4 New Backhaul Installation in Achmore Hall

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

Joe had reported that the Hall Committee had raised an issue about our insurance. Mary has exchanged several emails with Zurich (our insurers) to try to clarify the extent of our cover. The last email exchange with Zurich suggests that they do not understand what is required so Mary will ring them to explain what is needed. **Action: Mary**

3.4.2 Get quote for installation

This is now subject to the Hall Committee's approval of our proposed hosting agreement. Mary to follow up with Martin **Action: Mary**

3.4.3 Install our cabinet and internal equipment in the hall

3.4.4 Install external equipment at the hall

3.4.5 Install new dish on CMAchmoreHigh for Plockton access

3.4.6 Switch connection from Plockton to CMAchmoreHigh

3.4.7 Install new dish on CMAchmoreLow for Achmore access

3.4.8 Get new line installed in the hall

3.4.9 Test the new line

3.4.10 Activate the new line

3.5 Subscribers

3.5.1 Existing relays

Live subscribers - 44

Waiting for installations / activation - 0

Waiting for subscriber's installation dates - 1

3.5.2 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.

3.6 *New MikroTik replacements for AirRouters*

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

3.7 *Terms of Reference*

Deferred

4 **Secretary's report**

4.1 *Electricity supply accounts*

We are still waiting for Scottish Power (SP) to send us a final bill. **Action: SP**

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 *Terms of Reference*

Deferred

5 **Finance Director's Report**

Monthly Statistics

Revenue for April:-

Brought forward				
Balance		£2,619.07		
Creditors			£590.62	
Debtors			£579.54	
Net				£11.08
Bank balance				£8,795.83
This month				
Income	£442.44			
Expenditure	£101.98			
P&L		£340.46		
Creditors			£46.95	
Debtors			£34.25	
Net				£12.70
Adjusted P&L				£353.16
Carried forward				
Balance		£2,959.53		
Creditors			£637.57	
Debtors			£613.79	
Net				£23.78
Bank balance				£9,148.99
Liabilities				
Estimated Liabilities	-	£0		
Estimated balance after liabilities	-	£9,148.99		
Provision for replacement of Electronic equipment				
Total value purchased to date	-	£16,843.29		
Balance after provision	-	£-7,694.30		

Phil is to update the spreadsheet used by Georgie to include all regular annual payments. **Action: Phil**

5.1 *Year six tariff*

The total number of gigabytes sold was 6,650. The break even tariff for 2 fibre lines is 65.2 GB per £1, and for 3 fibre lines is 43.5 GB per £1.

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 payments are up to date.

5.5 *Standing orders*

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

One account is in debit, the relevant subscribers have been asked to correct their accounts. **Action: Georgie**

There was a brief discussion about how best to document cheques issued to refund overpayments to subscribers. We will implement the suggestions and review the process. **Action: Georgie, Phil**

5.6 *Year End Accounts and returns for Companies House and HMRC*

The revised Companies House accounts, adjusted to correct a rounding error were circulated prior to the meeting and signed off by all present. Georgie will ask Joe to confirm he agrees the accounts and to email Phil so they can be submitted. **Action: Georgie, Joe, 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*

A number of issues were reported this month. One customer's NanoBeam was reporting failures and low speed. The line of sight was checked by the customer and appeared to be OK, signal strength was also good. This anomaly will be investigated further. **Action: Phil, Joe**

One customer's external Ethernet cable was damaged and the internal RJ45 plug connection remade. **Completed**

On the 11th there were reports of low speeds on the system, investigation ruled out a fault on our system and a defect report was made to Zen. Zen later reported that the low speeds were down to them and rectified the defect. **Completed**

By coincidence the router on CMHigh that feeds Braeintra went defective at the same time. A new router was fitted on the 12th and all customers were back on line at 13:21. **Completed**

A brief examination of the defective router retrieved from CMHigh suggests the problem was caused by an error whilst Phil was trying to reconfigure it to route all traffic through Lochcarron. This was being done as an emergency measure in an attempt to bypass the poor performance through Plockton.

7.1.2 *Usage quotas*

The monthly total for April was 2.99 TB, with a daily average of 99.8 GB; the peak usage was 128 GB on Wednesday 10th.

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. We will need to reconfirm all the GPS coordinates of the relays before we can proceed which will need the Argocat to be available. 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 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 12^h June

The meeting closed at 8:40 pm