

# Broadband Steering Group

Minutes of the Meeting held on the 14<sup>th</sup> August 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 July, 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 [cmnetcic@gmail.com](mailto:cmnetcic@gmail.com) if you have any questions.

## 3 Chairman's report

### 3.1 Health Report on the Argo

After a few false starts and unexpected problems (not gearbox related) the Argo is finally back together and has had its first run to the top of Creag Mhaol. See section 8.3 for more details on progress. **Completed**

### 3.2 Bandwidth

Since the last minutes there have been a few days when we have crept over the 65 Mbps threshold. As we are soon to be reconfiguring the relays on Creag Mhaol we will hold off switching subscribers to Lochcarron for the moment.

**Action: Phil**

### 3.3 Firmware

Fernaig and Braeintra access points have been suffering from false RADAR events for the past few months. In an attempt to alleviate the problem we upgraded their firmware to the latest version but the problem persisted. We then decided to go back to the previous (more stable?) version of firmware but this also had false RADAR issues. As far as we can see there is no obvious cause within CMNet however the events are being logged and this should help find the source of the problem. Now we can get back up to the top of Creag Mhaol we have been able to upgrade the access point for Braeintra to give subscribers a stronger signal. A stronger signal is achieved by narrowing the beam and this may also reduce the number of false RADAR incidents. **Action: Phil, Mary, Joe**

### 3.4 Server

There have been no incidents of the server rebooting since the backup software was removed. **Resolved**

### 3.5 New Backhaul Installation in Achmore Hall

#### 3.5.1 Get a formal agreement approved and signed by the Hall Committee

We are waiting on the hall committee to return a signed copy of our hosting agreement; Joe will follow up with Martin. No progress this month. **Action: Joe**

#### 3.5.2 Get quote for installation

This is waiting on the Hall Committee's approval of our proposed hosting agreement.

#### 3.5.3 Install our cabinet and internal equipment in the hall

#### 3.5.4 Install external equipment at the hall

#### 3.5.5 Install new dish on CMAchmoreHigh for Plockton access

#### 3.5.6 Switch connection from Plockton to CMAchmoreHigh

#### 3.5.7 Install new dish on CMAchmoreLow for Achmore access

#### 3.5.8 Get new line installed in the hall

#### 3.5.9 Test the new line

#### 3.5.10 Activate the new line

### 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** - 74

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. See 8.3

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*

Mary has submitted her claim for the Scottish Power payment she made earlier. **Completed**

### 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 July:-

##### Brought forward

Balance	<b>£3,138.28</b>		
Creditors		£702.97	
Debtors		£648.29	
Net			£54.68
<b>Bank balance</b>			<b>£9,358.64</b>

##### This month

Income	£445.84		
Expenditure	£101.98		
<b>P&amp;L</b>	<b>£343.86</b>		
Creditors		£39.00	
Debtors		£60.55	
Net			-£21.55
<b>Adjusted P&amp;L</b>			<b>£322.31</b>

##### Carried forward

Balance	<b>£3,482.14</b>		
Creditors		£741.97	
Debtors		£708.84	
Net			£33.13
<b>Bank balance</b>			<b>£9,680.95</b>

##### Liabilities

Estimated Liabilities	-	£0
Estimated balance after liabilities	-	£9,680.95

##### Provision for replacement of Electronic equipment

Total value purchased to date	-	£16,843.29
Balance after provision	-	£ -7,162.34

Phil checked best practise to document suppliers due payments and it was agreed the spreadsheet used by Georgie will be amended accordingly. **Action: Phil**

Thanks to Georgie keeping our accounts up to date it has been possible to draw up estimated annual accounts for the current financial year, i.e. year ending August 2019. Prior to the meeting Phil circulated estimated annual accounts which show we are on target for a large surplus this year. There was a discussion as to what to do with the “surplus” funds and after some debate it was decided we would return the surplus to current subscribers and reduce the new joiners fee for new subscribers.

### **5.1 Online Payments**

We have tested the new bank card and successfully made a payment. Our insurance states that two directors must authorise any payments so the card will be held by Mary and the PIN will be kept by Joe. For most payments we will still use cheques; there is no change to the cheque procedure and these will still require two signatures. **Completed**

### **5.2 Year six tariff**

The total number of gigabytes sold was 7,350. The break even tariff for 2 fibre lines is 72 GB per £1, and for 3 fibre lines is 48 GB per £1.

There was some debate as to whether we should continue to review and set the tariff in December and it was decided we would produce figures ready for discussion at the September meeting. **Action: Phil**

### **5.3 Outstanding subscribers' debt**

Excluding subscribers with quota increases there are no accounts in arrears.

### **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**

Four accounts are in credit, the relevant subscribers have 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**

During this month the system has suffered several incidents of false Radar contacts. These have affected several areas i.e. The Glen, Fernaig, Braeintra and Ardaneaskan. It is not fully understood why this is happening as the latest up-grades to the firmware were supposed to reduce these events. The firmware has been reverted to an earlier version. The investigation continues.

Two customers had their AirRouter changed this month due to faulty units.

The server randomly rebooted on the 2<sup>nd</sup> July, it is believed this was caused by backup software and since this software has been removed there have been no further incidents. **Completed**

#### **7.1.2 Usage quotas**

The monthly total for July was 3.46 TB this is the highest ever recorded. The daily average was 111.8 GB; with a peak usage of 169.7 GB on Saturday 27<sup>th</sup>, again the highest daily usage ever recorded.

Two customers exceeded their quota for the month and have had their quotas increased.

#### **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 has restarted on the Creag Mhaol relays now 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; priority will be given to completing the set up of the relays on Creag Mhaol. 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*

We have upgraded the access point to a different type of unit with a greater antenna gain and will monitor its performance. **Action: Phil, Joe**

##### 8.3.3.2 *New relays*

Now the Argocat is back in use we have resumed work on the relays.

The router enclosure on the CMA\_High (CMA = Creag Mhaol Achmore) relay has been repositioned and the new power distribution enclosure installed.

The router enclosure on the CMS\_Low (CMS = Creag Mhaol Strome) relay has been installed.

The router enclosure on the CMS\_High relay has been installed.

The last scaffold poles, clips and lightning rod have been moved up to position.

#### 8.3.3.2.1 Next steps

Lay cable from CMA\_High to CMS\_Intermediate.

Build CMS\_Intermediate power distribution relay and install power relay enclosure.

Lay cable from CMS\_Intermediate to CMS\_Low and to CMS\_High

Configure equipment for relay to relay links.

**Action: Phil, Mary, 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

Activation of the Ardaneaskan access point is waiting on the activation of the new Creag Mhaol relays. **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. **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. **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 has restarted now the Argocat is back in action. **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 25<sup>h</sup> September

The meeting closed at 8:30 pm