Broadband Steering Group

Minutes of the Meeting held by Microsoft Teams video call on the 11th November 2020 @ 8:20 pm

1   Present and Apologies

Present: Phil Game, Mary MacBeth, Neil MacRae, Kath Smith

2   Approve and adopt previous minutes

The previous minutes for October, were proposed by Mary, seconded by Kath
Copies of previous minutes are on our website at:-
> http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827

3   Chairman's report

We expect to still be able to make progress on installations unless the current COVID -19 restrictions are amended.

3.1   Bandwidth

The dish at Plockton School has been moved and upgraded to an "ac" unit and is now in use. It is recording throughput of over 75 Mbps download and 20 Mbps upload. **Completed**

Given the current utilisation we do not anticipate the need to add more capacity as we bring more subscribers online but will keep performance under review. **Action: Phil**

3.2   False RADAR

Our management software has been updated to highlight units whose frequency has changed from that configured and provide more information about frequency conflicts. We have modified the central logs to isolate false RADAR events. Hopefully this will make it easier to track events and "tune" the units. **Action: Phil**

3.3   New Backhaul Installation in Achmore Hall

3.3.1   Install new at dish at Plockton High School for CMAchmoreHigh access

The dish has been upgraded and moved to avoid the tree and is now in service. **Completed**

3.4   Subscribers

Live subscribers	- 41
Waiting for installations / activation	- 4
Waiting for subscriber's confirmation of details	- 0
Pending installations	- 9

3.4.1   Waiting for new backbone relays

Waiting for installations	- 17
Leavers since the last minutes	- 0
New joiners since the last minutes	- 0
Total	**- 71**

We have had a request for a connection in Lochcarron and another in Strathcarron; once our existing commitments have been met we will see if this is feasible. **Action: Phil**

We have had an enquiry for a new connection and have been told by the subscriber that they do not have line of sight. We may review this when all other subscribers have been connected. **Action: Phil**

There are thirteen subscribers whose connections to CMNet are being progressed.

3.5   Terms of Reference

Deferred

4   Secretary's report

4.1   Risk register

No progress this month.

4.2   Long term support plan

Software to automate the cloning of failed devices - this software is being tested. **Action: Phil**

4.3   Access to the bank account

The next step is to get authorisation for online payments. Kath has received the card reader but no card - and so has asked RBS for a replacement card. **Action: Kath**

4.4   Terms of Reference

Deferred

5   Finance Director's Report

5.1   Monthly Statistics

Revenue for October:-

Brought forward				
Balance		**£118.29**		
Creditors			£5,517.63	
Debtors			£3,162.66	
Net				£2,354.97
Bank balance				**£9,751.34**
This month				
Income	£384.00			
Expenditure	£340.54			
P&L		**£43.46**		
Creditors			£294.96	
Debtors			£88.00	
Net				£206.96
Adjusted P&L				**£250.42**
Carried forward				
Balance		**£161.75**		
Creditors			£5,812.59	
Debtors			£3,250.66	
Net				£2,561.93
Bank balance				**£10,001.76**

5.2   Next year's tariff

The total number of gigabytes sold was 8,500. The break even tariff for 2 fibre lines is 100 GB per £1, for 3 fibre lines is 67 GB per £1 and for 4 fibre lines is 50 GB per £1.

5.3   Outstanding subscribers' debt

The outstanding debt is £64.

5.4   Housekeeping

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

5.5   Payments for installations of subscriber's equipment

All payments are up to date.

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

The Achmore access point is showing intermittent faults, we will investigate this further when time permits. **Action: Phil**

One subscriber reported poor performance in Braeintra - this is down to obstructions in the line of sight of the subscriber's antenna. **Action: Subscriber**

Drop outs in Craig - we are still recording drop outs due to false RADAR. **Action: Phil**

Unable to access a website - One subscriber has reported they cannot access one specific website since we made the switch from Zen to Plusnet. We will replace the Achmore Hall router and then rerun the tests. This change is pending the changes to the dish at Plockton so we can make the router change without interrupting the service. No progress this month. **Action: Phil**.

All the Ubiquiti units have been upgraded to the latest version of firmware. **Completed**

Poor response times / dropouts in Achmore - One subscriber has reported poor response times / dropouts; investigation of the logs suggest this is related to a Chromebook. Their AirRouter has been replaced with a MikroTik router. **Action: Phil**.

7.1.1 Usage quotas

The monthly total for October was 5.7 TB (a new record). The daily average was 182 GB; with a peak usage of 315 GB on Friday 30th, a new record high.

CMNet peaks since operations started; highest daily usage - 315 GB, highest monthly usage - 5.7 TB.

Four subscribers exceeded their quota in October and have had their quotas increased.

7.1.2 Possible virus infection

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

7.1.3 Installation of equipment

7.1.3.1 Achmore

Nothing to report

7.1.3.2 Ardaneaskan East

One subscriber's connection is under test. **Action: Phil**

7.1.3.3 Ardaneaskan West

Nothing to report

7.1.3.4 Ardnarff

The tuning of the access point is complete and we are testing the result. **Action: Phil**

7.1.3.5 Braeintra

Nothing to report

7.1.3.6 Craig

We are investigating a report of drop outs. We will review the situation when we have more experience of low level links over water or other options become available. **Action: Phil**

7.1.3.7 North Strome

The tuning of the access point is complete and we are testing the result. **Action: Phil**

7.1.3.8 Strome Ferry

The tuning of the link to North Strome is complete and we are testing the result. **Action: Phil**

7.1.3.9 Other installations

Nothing to report

7.1.4 Customer Contracts

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

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 equipment - is being tested on subscribers' access points. **Action: Phil**

7.2.2 Potential personal safety issue

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

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**

8.2   *Existing Relays*

8.2.1   Plockton

The dish has been moved and is now fully operational. **Completed**

After a few weeks have elapsed we will check the installation and apply a second coat of paint to the school wall. **Action: Phil & Mary**

8.2.2   Achmore

The Plusnet router will be replaced with something more suitable. **Action: Phil**

8.2.3   Other relays

No issues.

8.3   *Backbone development*

8.3.1   New relays

8.3.1.1   *Completed*

The new radios on the Strome side relays have been tuned.

8.3.1.2   *Next steps*

The new relay automated recovery algorithms are being tested
Re-align the existing Portchullin Access Point
Add an additional Portchullin Access Point
The buried mains power cables need to be permanently marked and documented.
Install one subscriber's test equipment in Portchullin
Action: All

8.3.2   The Glen

One access point will be upgraded to see if that will reduce the noise levels. No progress this month. **Action: Phil**

8.3.3   Ardaneaskan East

Some configuration changes are pending. **Action: Phil**

8.3.4   Leacanashie

No work outstanding.

8.3.5   Portchullin (raised beach)

The Portchullin access points will be upgraded. **Action: Phil**

8.3.6   Craig

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

8.3.7   North Strome

Re-alignment of the dish has been completed; signal strengths are now as expected. **Action: Phil**

8.3.8   Strome Ferry

Re-alignment of the dish has been completed; signal strengths are now as expected. **Action: Phil**

8.3.9   Ardnarff

Re-alignment of the dish has been completed; signal strengths are now as expected. **Action: Phil**

8.3.10   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

All the cable on the hill has been buried but the routes still need to be marked.

8.5.3 Backup Generator

No progress this month.

8.6 ISPs

No issues

8.7 Implementations

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

Although there is more tuning to do on the access point radios we expect this will not have too much of an impact on subscribers and so we are now ready to start installations.

8.7.1.1 Ardaneaskan East

The first batch of subscribers has been sent terms and conditions and an invoice for their £60 deposit. **Action: Subscribers**

8.7.1.2 Strome Ferry

Waiting on the upgrade of the North Strome relay

8.7.1.3 Leacanashie

Ready to start installations

8.7.1.4 North Strome

Ready to start installations

8.7.1.5 Achmore

Ready to start installations

8.7.1.6 Portchullin

Installations pending Portchullin raised beach enclosure test.

8.7.2 Phase 4 - Further investigations / backbone development required.

8.7.2.1 Ardaneaskan West

8.7.2.2 Reraig

8.7.2.3 Lochcarron

8.7.2.4 Strathcarron

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 9th December 7:30 probably via video conference
The meeting was held by Microsoft Teams video conference and finished at 8:42