Broadband Steering Group

Minutes of the Meeting held by Microsoft Teams video call on the 13th January 2021 @ 7:30 pm

1   Present and Apologies

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

2   Approve and adopt previous minutes

The previous minutes for December, 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

3.1   COVID

Due to the additional restrictions from the Scottish government it was decided we would have to postpone all work that involved entering anyone's residence unless it was to replace damaged equipment to restore a lost broadband connection. As soon as the restrictions are lifted we will resume new installations.

3.2   Bandwidth

December was a very busy month; on one day we recorded a peak of 80 Mbps (out of a possible 100) for one 15 second period. If this were to be repeated on a regular basis it would be an advance warning sign that additional capacity will soon be needed. However all the other monitoring suggests this was an isolated incident and there is no immediate need to increase capacity.

However this raised the question as to what we should do when we do need additional capacity it was decided we would take the following approach:-

3.2.1   Test the maximum capacity of the current radio links

3.2.2   Look at options to upgrade the line in Achmore Hall to full fibre.

3.2.3   Look at other upgrade options in Achmore, Plockton or Lochcarron.

It was decided to start this process now as option 3.2.2 could take 6 months or longer.

3.3   False RADAR

Our management software is proving very useful identifying potential problems allowing work to continue to reduce the impact of false RADAR events which at the moment are limited to a few units only. **Action: Phil**

3.4   New Backhaul Installation in Achmore Hall

3.5   Subscribers

Live subscribers	- 42
Waiting for installations / activation	- 3
Waiting for subscriber's confirmation of details	- 0
Pending installations	- 9

3.5.1   Waiting for new backbone relays

Waiting for installations	- 18
Leavers since the last minutes	- 0
New joiners since the last minutes	- 1
Total	**- 72**

We have had requests for connections in Lochcarron, Strathcarron and North Strome; once our existing commitments have been met we will see if these are 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 twelve subscribers whose connections to CMNet are being progressed.

No change since the last minutes.

3.6   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 further developed and tested. **Action: Phil**

4.3 Access to the bank account

Mary has not been able to get through to our insurers so far, but will continue to try. **Action: Mary**

Kath will check the cost of paper copies of statements. **Action: Kath**

4.4 Terms of Reference

Deferred

5 Finance Director's Report

5.1 Monthly Statistics

Revenue for December:-

Brought forward

Balance	**£415.37**			
Creditors		£6,397.19		
Debtors		£3,263.06		
Net			£3,134.13	
Bank balance				**£10,827.58**

This month

Income	£389.15			
Expenditure	£268.18			
P&L	**£120.97**			
Creditors		£137.00		
Debtors		£11.15		
Net			£125.85	
Adjusted P&L				**£246.82**

Carried forward

Balance	**£536.34**			
Creditors		£6,534.19		
Debtors		£3,274.21		
Net			£3,259.98	
Bank balance				**£11,074.40**

Kath produced a financial summary showing the position at the end of December with an update for the latest transactions. All agreed it was clear and very useful. The annual payment to the Hall has be made and cleared and we are now working our way through the other outstanding amounts due. **Action: Kath**

It was agreed we would treat subscriber's deposits as advance payments and show them as deferred income in our accounts.

5.2 Next year's tariff

The total number of gigabytes sold was 8,900. The break even tariff for 2 fibre lines is 104 GB per £1, for 3 fibre lines is 70 GB per £1 and for 4 fibre lines is 52 GB per £1.

5.3 Outstanding subscribers' debt

The outstanding debt is £32.65.

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 - there have been no further incidents since the subscribers' antenna signal strengths were optimised. We will continue to monitor the unit. **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 a few 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**.

7.1.1 Usage quotas

The monthly total for December was 6.2 TB (a new record). The daily average was 199 GB; with a peak usage of 313 GB on Sunday 27th.

CMNet peaks since operations started; highest average daily usage 199 GB, highest single days usage - 315 GB, highest monthly usage - 6.2 TB.

Three subscribers exceeded their quota in December 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

Nothing to report

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 North Strome installation will be completed at the first opportunity once the COVID restrictions are lifted. **Action: Phil**

7.1.3.8 Strome Ferry

The North Strome relay will be completed at the first opportunity once the COVID restrictions are lifted. **Action: Phil**

The Strome Ferry installation will be completed at the first opportunity once the COVID restrictions are lifted. **Action: Phil**

We will install a further low level test site in Strome Ferry once the COVID restrictions are lifted. **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 - this is being upgraded to increase the automation when configuring new devices. **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

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

No progress this month.

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

Nothing to report

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

Nothing to report

8.3.8   Strome Ferry

Nothing to report

8.3.9   Ardnarff

Nothing to report

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*

All the deposits have been received, thanks to all involved.
We are part way through the firmware updates and configuration of the new subscribers' equipment. **Action: Phil**

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 10th February 7:30 probably via Microsoft Teams
The meeting was held by Microsoft Teams video conference and finished at 20:25