Broadband Steering Group

Minutes of the Meeting held on the 30th October 2023 @ 8:30 pm at Fernaig House

1 Present and Apologies

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

2 Approve and adopt previous minutes

The previous minutes for September 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 Bandwidth

Since the last report a considerable amount of time has been spent reducing the number of emails automatically produced by the system. Thankfully we are now nearing the end of the process, but there is still more work to do to process the information. **Action: Phil**

3.2 False RADAR

Work is yet to start on the intermediate mounts that will allow us to make micro adjustments to the dish alignment. **Action: Phil**

Work continues to rationalise all the different Pro Formas. **Action: Phil**

There were about a dozen false RADAR events recorded in the last month, again the majority have been on the link between Strome High and Strome Low relays. This link is scheduled to be replaced by the new 60 GHz radios which will eliminate the FR events. **Action: Phil**

3.3 Subscribers

Live subscribers	- 64
Waiting for activation	- 0
Waiting for subscriber's confirmation of details / deposits	- 0
Pending installations	- 0
Waiting for installations	- 8
Leavers since the last minutes	- 0
New joiners since the last minutes	- 0
Leavers since the last minutes	- 0
New joiners since the last minutes	- 0
Total	**- 72**

No new installations were completed this month.

We have had requests for connections in Lochcarron, Strathcarron and Balnacra; once our existing commitments have been met we will see if these are feasible and schedule the work. **Action: Phil**

The requested 4G service is no longer required. **Completed**

3.4 New equipment

The support laptop has had message filtering installed. **Completed**

We will also add our monitoring software so it can be used as a backup for the server should that fail. No progress this month. **Action: Phil**

The final item outstanding since ordered in August 2022 has been delivered.

3.5 ISPs

We have been informed by Plusnet that they will no longer supply a business connection and we will have to move to another provider. **Action: Phil, Mary**

4 Secretary's report

4.1 Risk register

No progress this month.

4.2 Long term support plan

We have adapted our software to work with the "AC Gen 2" units; we are looking at options to clone replacements devices remotely and in due course will look for volunteers at "remote" sites to hold spares. **Action: Phil**

4.3 Broadband in Achmore Hall

A lot more time than anticipated has been spent working on the Hall installation which was completed in time for the Repair Cafe. We are waiting for the Hall committee to test and sign off the installation. **Action: Hall committee**

4.4 *Electricity price increases*

In the light of the recent increases in electricity charges it was decided to review the amounts paid for hosting relays and to increase payments. **Action: Phil**

5 Finance Director's Report

5.1 *Monthly Statistics*

Revenue for September

Brought forward				
Balance				
Creditors		£1,019.80		
Debtors		£78.24		
Net			£941.56	
Bank balance				**£8,858.63**
This month				
Income	£587.50		£941.56	
Expenditure	£145.87			
P&L	**£441.63**			
Creditors		£43.00		
Debtors		£981.80		
Net			-£938.80	
Adjusted P&L				**-£497.17**
Carried forward				
Balance	**£441.63**			
Creditors		£1,062.80		
Debtors		£1,060.04		
Net			£2.76	
Bank balance				**£8,361.46**

5.2 *Outstanding Expenses Claims*

All claims are up to date.

5.3 *Last year's surplus*

There is one NJP rebate cheque that has not yet been cashed. **Action: Subscriber**

5.4 *Next year's tariff*

The total number of gigabytes sold was 25,650, which makes the break even tariff for 3 fibre lines 217 GB per £1 and for 4 fibre lines 176 GB per £1.

5.5 *Outstanding subscribers' debt*

All accounts are up to date.

5.6 *Housekeeping*

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

5.7 *Payments for installations of subscriber's equipment*

All payments are up to date.

5.8 *Subscriber Payment Errors*

One subscriber has had problems correcting their subscription payments which are now in surplus. One change is still outstanding when this has been completed we can issue a cheque to rebate the overpayment. **Action: Kath**

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 Issues raised by Subscribers

7.1.1.1 How can subscribers contact CMNet when the internet is down?

We will investigate the options; ideally the CMNet support team needs to receive problem reports via email so our initial investigations will be whether voice mails can be forwarded via email. No progress this month.

7.1.1.2 Fernaig

No issues

7.1.1.3 Achmore

No issues

7.1.1.4 The Glen

No issues

7.1.1.5 Braeintra

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

7.1.1.6 Craig

We have asked a subscriber to check the line of sight for obstructions. **Action: Subscriber**

7.1.1.7 Ardaneaskan East

No issues

7.1.1.8 Ardaneaskan West

One subscriber has reported drop outs. Their router frequency was changed and extra reporting added to their devices, no obvious faults have been recorded so it looks like a WiFi signal issue. Since the frequency change there have been no reports of problems. **Completed**

7.1.1.9 Leacanashie

No issues

7.1.1.10 North Strome

One subscriber is having issues preventing the installation of a whole house Wi-Fi system. We paid a visit and ran scans of Wi-Fi signal strength at various locations and looked at various options. Phil will set up and test a Wi-Fi repeater as one of the options. **Action: Phil**

7.1.1.11 Strome Ferry

No issues

7.1.1.12 Ardnarff

Poor speeds between buildings have been traced to mains LAN extenders not connecting properly probably caused by "noise" on the mains power these will be replaced with radios to link the buildings. We delivered another bracket and fitting for the subscriber to install. **Action: Subscriber**

7.1.2 Usage quotas

The monthly total for September was 9.6 TB, the daily average was 320 GB, with a peak usage of 418 GB on Wednesday 20th.

CMNet peaks since operations started; highest average daily usage 367 GB, highest single days usage - 708 GB, highest monthly usage - 11.4 TB.

One subscriber exceeded their quota in September.

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 Planned upgrades of equipment

7.1.4.1 Fernaig

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.2 Achmore

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.3 The Glen

A new unit has been configured to replace the dish on Creag Mhaol; it and a backup will be installed when weather permits. **Action: Phil.**

7.1.4.4   Braeintra

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.5   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**

7.1.4.6   Ardaneaskan East

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.7   Ardaneaskan West

No issues

7.1.4.8   Leacanashie

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.9   North Strome

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.10   Strome Ferry

No issues

7.1.4.11   Ardnarff

No issues

7.1.5   Backbone relays

7.1.5.1   Plockton

We will check the installation and apply a second coat of paint to the school wall. **Action: Phil & Mary**

7.1.5.2   Achmore

The Plusnet router will be replaced with something more suitable. No progress this month. **Action: Phil**

The 60 GHz dish mount will be upgraded. **Action: Phil**

7.1.5.3   Lochcarron

No issues.

7.1.5.4   Other relays

No issues.

7.1.6   System monitoring servers

The MikroTik server ("The Dude") is having its database rebuilt (again!) - The newly installed equipment has been set up but there is still more work to do. It appears that when the system is backed up the logs are cleared down thus making it difficult to trace yesterday's problems. We will investigate backing up the logs!! **Action: Phil**

7.1.7   Documentation

Phil is part way through a document to list the options for automatic recovery of failures and loss of capacity. No progress this month. **Action: Phil**

7.1.8   Customer Contracts

Some contracts are outstanding; we will chase the relevant subscribers. **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 and simplify the configuration of backup units. **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

Nothing to report

7.3   Volume trial

7.3.1   Review of the trial

No progress this month. **Action: Phil**

7.4   Terms of Reference

Deferred

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 Backbone development

8.2.1 New relays

8.2.1.1 Completed

No progress this month.

8.2.1.2 Next steps

The new relay automated recovery algorithms are being tested (some rather unexpectedly)
The buried mains power cables need to be permanently marked and documented. **Action: All**

8.2.1.2.1 Portchullin (raised beach)

The Portchullin enclosures will be upgraded. **Action: Phil**
Re-align the existing Portchullin Access Point
Install test equipment in Portchullin

8.2.1.2.2 Reraig

We are waiting for a subscriber to provide details of the land they own so we can determine where to install their relay. **Action: Subscriber**

8.3 Testing

8.3.1 Management & accounting software

Nothing to report

8.4 Restoring power to the old TV repeater

8.4.1 Removal of old cable

No progress this month.

8.4.2 Protection of cable on the hill

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

8.4.3 Backup Generator

No progress this month.

8.5 ISPs

We will look for an alternative to Plusnet as they no longer supply business broadband.

8.6 Implementations

8.6.1 Phase 3

8.6.1.1 Ardaneaskan East

All installations have been completed.

8.6.1.2 Ardnarff

One installation needs to be upgraded. **Action: Subscriber**

8.6.1.3 Strome Ferry

One installation is waiting to be scheduled. **Action: Subscriber**

8.6.1.4 North Strome

All installations have been completed.

8.6.1.5 Achmore

One installation is waiting to be scheduled. **Action: Subscriber**

8.6.1.6 Portchullin

New enclosures have been purchased to act as replacements for the corroded units. **Action: Phil**

8.6.1.7 Craig

All installations have been completed.

8.6.2   Phase 4 - Further investigations / backbone development required.

8.6.2.1   *Ardaneaskan West*

8.6.2.2   *Reraig*

8.6.2.3   *Lochcarron*

8.6.2.4   *Strathcarron*

8.7   Company Logo

No progress this month. **Action: All**

8.8   General Data Protection Regulation (Data Protection Act)

Mary has reviewed our GDPR policy document; one small update is required. **Action: Mary**

9   Director's training session

9.1   Configuring Ubiquiti and MikroTik equipment

No progress this month. **Action: All**

10   AoB

11   Next meeting

Monday 27th November

The meeting finished at 8:30 pm