

Tiree Broadband Aug 2023 Board Meeting Minutes



Date/Time	22 nd Aug 2023, 7.30pm
Location	ZOOM (Video Conference)
Attendees	Trust Directors: Rhoda Meek (RM, Chair), Andrea MacArthur (AMA), Colin Woodcock (CW), Subcontractors: Mark Vale (MV), Alun Jones (AJ) Trust Staff: Phyl Meyer (PM), Kate Bauen (KB, minutes)
Apologies	Eoghann MacGregor (EMG), Ian MacDonald (IMD)
No Apologies	Myra Brown (MB)

1. Welcome & Apologies

RM welcomed all to the meeting. Apologies were received from Ian MacDonald and Eoghann MacGregor

2. Declaration of Conflicts

None were raised

3. Minutes of Previous Meeting and Matters Arising

Minutes of the previous meeting (April 2023) were approved: proposed by AMA, seconded by RM.

Actions

	Action	Owner	Due Date
10	IMD will follow up with Karl Hughes regarding the repeater at his campsite.	MV	22 Aug 23
12	Purchase and install two ends of the long-range point to point link.	MV	22 Aug 23
16	R100 - MV will contact Duncan Nisbet at Scottish Government by email asking for clarity on the subject of charges for consumers of connecting them from the adopted road to property.	MV	22 Aug 23

Action 10: Repeater installed. Action closed.

Action 12: These have been purchased but not yet installed.

Action 16. Email sent but no response as yet. MV will keep Board informed as to any reply. Action closed.

4. Operations

Customer Service

There has been a significant increase in customer issues being reported in recent weeks – on occasion as many as 2 per day. In many cases, despite customers stating they have rebooted or restarted equipment, they have not. A more robust and firm approach by staff receiving the complaint call should be taken as most inquiries can be solved giving advice over the phone. It should not be the case that MV has to do a site visit to reboot a router.

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- Trust Staff will receive technical support training and a set of equipment left in the office to be used for phone talk throughs. **Action MV**
- Options for creating a video for sharing with customers on multiple platforms using different methods (including a paper instruction sheet) to be explored and put in place with support from TCDT Staff. **Action MV/PM**

Waiting List

We continue to be transparent with potential customers regarding the rules for connection being limited to locals only with no other option for connection. We cannot afford to give the impression that non residents will be connected any time soon.

Network

There have been several issues raised indicating the network is congested and not as resilient as thought and some work needs to be done to overcome this. This is in large part due to equipment failure with some needing replaced (see below).

Equipment

1. Dish Replacement

As previously reported, some of the new, larger dishes are showing rusted mounting plates which potentially will shear off in high winds (one has already done this) and fall to the ground with potential to cause damage to person and/or property. Shelf life is indicating in the region of 2 years depending on environmental location.

There are around 30 now in service, some are used for core network infrastructure, but these now need to be inspected and swapped out where necessary before the winter weather arrives.

Some dishes could be swapped out for a plastic alternative where the connection is short range however there is no option but to use the same dishes for replacement in the case of long-range connections.

This is a significant piece of work with each dish costing over £100 with a labour charge for replacement at £50 (for 1 hour). If there is damage, a full re-install may be needed taking around 2 to 3 hours.

With around 30 dishes to be replaced at £1500 per dish the costs (approx. £13,000) are significant. As this is a discrete and significant piece of work, MV will invoice for this separately.

Next steps:

- A list of properties affected with a plan for replacement by priority to be prepared. **Action MV**
 - Highest priority will be given to residents with properties located beside the sea.
 - Plastic dishes will be used where viable
- Materials will be ordered as required to complete the job. **Action MV**

2. UPS (uninterruptible power supply)

A recent power outage showed up an issue with the UPS at the TCDT Office. The back up should last for 4 or 5 hours however it did not initiate.

A short-term/temporary fix is in place however the UPS equipment needs replaced at a cost of approximately £1000.

MV will investigate the USP issue further and the best options for replacement ASAP. **Action MV**

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5. R100 Project Update

- The installation date for Tiree has now moved March 2025.
- MV informed the Board that it looks as though fewer people on the island are now eligible for the voucher scheme indicating that more properties can be connected which is positive.
- Open Reach have now gone out to tender for a contractor to dig in the ducts on Tiree.
- There remains plenty of opportunity for there to be further delays.
- We should be mindful that March 2025 may be the deadline for Tiree however there will not be an automatic switch over for every household on a specific date. This will be phased.

PM indicated that TCEL were recently quoted £16K for bringing FTTP for the Business Units. He has asked for contact info at BT from the site manager to further investigate the viability and options for bringing FTTP to the Trust Offices at the same time. He will keep the CIT Ltd Board informed of the outcome.

6. Finance

No finance report available.

7. AOCB

No items raised.

8. Date of Next Meeting

Tuesday 21st November at 7.30pm by ZOOM.

There being no other business the meeting concluded at 8.50pm

9. Action Summary

#	Action	Owner	Due Date
12	Purchase and install two ends of the long-range point to point link.	MV	21 Nov 23
17	Trust Staff will receive technical support training and a set of equipment left in the office to be used for phone talk throughs.	MV	21 Nov 23
18	Options for creating a video for sharing with customers on multiple platforms using different methods (including a paper instruction sheet) to be explored and put in place with support from TCDT Staff.	MV/PM	21 Nov 23
19	A list of properties affected with a plan for dish replacement by priority to be prepared.	MV	21 Nov 23
20	Materials to be ordered to complete the job as per action 19.	MV	21 Nov 23
21	Investigate the USP issue at the TCDT Office further and define the best options for replacement as soon as possible.	MV	21 Nov 23