

**DRAFT**  
**CCCS Board Meeting Minutes**  
**December 17, 2007**

**Board Members Present:** Ron Evans, Mark Nelson, Michel Bazille, Stuart Ward;

Regrets: Brian Lande

**Contractors Present:** Bob Cross, James Hindley, Jean Prins, Jason Macleod, Babs Goertz; Regrets: Tracy McGrath

**Members Present:** Mike Wigle, Tom Loosemore, Doug Pelton

- 1) Adopt Agenda – **Motion** to adopt the agenda: Stuart/ Mark - adopted
  
- 2) Member Presentations
  - a) Members have come to find out the current situation and the outlook for when the HS may be back on.
  
- 3) Adopt minutes
  - a) November 19, 2007 meeting – **Motion** to accept the minutes from November board meeting: Stuart/ Michele – motion passed
  
- 4) Business Arising
  - a) None
  
- 5) Contractor Reports/Presentations
  - a) Financial reports (Christine) – The current financial outlook is pretty much the same as it has been for some time; approximately \$1500 may be left after all the monthly bills are paid. However at this time there is very little income, due to the High Speed network being down. If the problem with HS can be rectified soon we may be on track financially for the next month. The profit and loss statement for Nov 1 through Nov 30 shows a **net loss** of \$1,442.81. The profit and loss statement for Dec 1 through Dec 16 shows a **net profit** of \$7,434.87 however the contractors have not yet been paid. Wages due to the contractors is approximately \$8,000.

**Motion** to accept the financial report: Stuart/ Mark – Accepted

- b) Public Relation and Webmaster reports (Jean)

i. December Subscribers:

Dial-up	# of Members	Subscrip. Fee	Maintenance Fee	Value
Plan 1	62	20	0	1240
Plan 2	43	35	0	1505
Plan 3	21	45	0	945
Directors	0	20	0	0
Total Dial-up	126	Total Dial-up Revenue*		3690

<b>High-speed</b>				
Silver	97	55	5	5820
Gold	12	80	5	1020
Platinum	3	115	15	390
Titanium	4	145	15	640
Directors	5	30	0	150
Total High-speed	121	Total HS Revenue*		8020
Total Subscribers	247	Expected Total Revenue*		11710

\*This does not include overage revenue or GST

<b>Possible High-speed Revenue Losses for December (If the entire month is lost)</b>				
Silver	83	55	5	4980
Gold	6	80	5	510
Platinum	0	115	15	0
Titanium	4	145	15	640
Directors	3	30	0	90
Total High-speed		Total HS Revenue*		6220
<b>Net Income (11710 – 6220)</b>				<b>5490</b>

A link will be established on the website for members who wish to forward email from their Belco account to another email account. This link will contain instructions on how to set this up.

Michel will contact Spencer of the Noohalk Band in regards to clearing the power line to the CBC tower, which is on reserve land.

c) Tech/Installer reports

i. Bob – Made two new installations before the system went down. He suggests special rates for HS members who must use the dial-up service while the system is down for extended periods.

ii. Jason – Written report posted at the end of the minutes.

iii. James Proposal – James has developed a plan which may simplify maintenance of the HS system and improve service. An outline of the possibilities for implementing the plan are as follows:

1. **Immediate things to be done:** These actions should bring Saloompt HS back online

a. **SAMSS** - Install a redline at SAMSS and point it to Saloompt

b. **Saloompt** - Reconfigure the Redline to talk to SAMSS; attempt to fix generator or disconnect it entirely; reboot AP's and Switch; Bring back the 5.8 Tranzeo Dish

- c. **Townsite Tower** – Put Trango 5.8 facing the hospital aimed at DFOT; Remove all equipment
- d. **Noohalk** – Remove all gear

2. **Future improvements:**

- a. Move the tower at Ron Evans' to a site at Rip Rap, Legion, Stuart Wilson's or another suitable Hagensborg site
- b. Add heating pads to Saloompt solar panels or de-icing spray system connected to the RMS
- c. Buy new batteries for Saloompt
- d. Install a wind generator on Saloompt
- e. Acquire a telescope to look at Saloompt solar panels from the ground
- f. Move Noohalk solar panels to Saloompt or sell them
- g. Buy Monica Tutt's 120 ft. tower and put it at the bus garage
- h. Sell Redlines, solar panels, generators, Tranzeo gear, and the Noohalk comshell?

**Motion** for a \$1600 budget to move the Redline ASAP from town-site to SAMSS in order to bring Saloompt back online: Michel/ Stuart – motion passed

**Motion** to seek permission for CCCS to use Fogner Mt. tower, storage shed and heated building (3 yr. lease w/ option to renew 5 times): Mark/ Michel – motion passed

d) BB Completion

- i. Denny Island – Ron is still waiting for a cost estimate from Steve Emery

6) Old Business

- a) None

7) New Business

- a) Items passed by e-mail votes
  - i. Brushing to 4-mile budget for \$2000 – (\$1100 spent) **Motion**: Michel/ Stuart - approved
  - ii.
- b) Discussion of Options based on current financial picture.
- c) Letter to Telus – It has been suggested that Telus would have brought reliable high-speed internet service into the valley if not for the competition from CCCS. Michel has written a letter to Telus inquiring whether CCCS is indeed holding back the installation of high speed internet service by them. **Motion** to re-work letter and send it to Telus: Michel/ Mark – passed. The completed letter will be posted on the belco website.

**Motion** to adjourn: Stuart – Meeting adjourned

## Monthly Tech Report to the CCCS Board of Directors J. Macleod Dec. 15, 2007

### High Speed Internet:

There were numerous problems with high speed internet this month:

#### 4-Mile Mountain

On Nov. 28, 4-mile customers reported a network outage. The redline at the town-site tower was not responsive and the “fault” light was on. Over the next two days, Ron, Bob and myself had to climb the ladder and reset the redline unit to get it back online. Incidentally, I spent a couple of hours troubleshooting a spare redline unit but was unable to fix it. This unit is no longer under warranty.

On Dec. 1, all the equipment on 4-mile mountain went down. This included all access points and backbone units as well as CBC radio and TV signal. I contacted the CBC technicians in Vancouver and reported that the whole site was down and it was most likely a problem with the powerline. The CBC tech said that he would look into it.

On Dec. 2, I contacted the CBC tech again and he told me that it was the CCCS’s responsibility to maintain the powerline and that CBC had no immediate plans to arrange for a repair crew. I surveyed the first 500 feet of the powerline and noticed several dozen trees and branches touching or leaning on the powerline. I contacted the Nuxalk band manager, Peter Siwallace, and Ken MacKenzie, the lineman with BCHydro, to discuss the problem with them. Peter said that the band did not have any money to help clear the powerline but that he would give permission for the CCCS to hire a faller to clear the line. Ken Mackenzie said that there was a short circuit on the line and he had tried replacing the fuse but it kept blowing and could cause damage to the BCHydro transformer. He would try testing the line once we were able to clear the trees from the line.

On Dec. 3, Ron gave permission for me to hire Rusty Gascoyne for one day to clear the powerline from the highway to the river. Once Rusty had finished, I contacted Ken McKenzie of BCHydro who re-tested the line but still reported an extremely high current-draw indicating there was probably still a short on the line.

Dec 4-7 Ron gave permission for me to hire Rusty for an additional day to cross the river and clear trees on the north side. However, the weather turned much colder with lots of snow and there were a lot of chunks of ice coming down the river. Rusty said it was too dangerous to cross in those conditions. A couple of days later, the weather improved slightly and Rusty was able to get across the river and clear more trees that were leaning against the power line. There were a couple of large snags that Rusty fell with great difficulty, but he managed to get the job done. I contacted Ken Mackenzie and he retested the line but he reported that there was still an excessive current draw.

## **Monthly Tech Report**

### 4-Mile Mountain (continued)

Dec. 9 Ron gave the go ahead for a helicopter maintenance trip to 4-mile mountain to troubleshoot the powerline, fall some trees and do whatever maintenance we could. The next day we received 20 cm of snow (in addition to a foot already on the ground) and it became obvious that it would be difficult and dangerous to troubleshoot and repair a powerline that went up the side of a 800 foot icy cliff and then crossed a steep slope of a couple hundred feet buried under a couple of feet of snow and ice. The cost of the 4-mile trip would include hiring Rusty (\$550/day), plus hiring an electrician, plus the helicopter plus whatever tech time was involved.

### **Salloompt and Nuxalk Mountain**

On Dec. 2, high speed traffic to Salloompt and Nuxalk mountain customers stopped. I checked the RMS and it reported that the battery voltage had dropped down below 17 volts. I tried started and troubleshooting the generator but it would not start. Because of the lack of sunshine, the solar panels are not able to charge up the batteries sufficiently. The generator failure could be caused by numerous factors: frozen fuel line, out of gas, wiring problem. Salloompt customers were also affected because their traffic passes through the Nuxalk mountain site.

### **Email and Website Server**

During the past few weeks, there were numerous power outages. Afterwards, the old email and webserver would not automatically boot up. This is because the server is old and the CMOS utility no longer functioned properly. In addition, the amount of spam and complaints about spam was excessive, so it was decided that we had to move forward with the new server.

The new server is hosted by a company based in Richmond, B.C. called Canadian Web Hosting ([www.canadianwebhosting.com](http://www.canadianwebhosting.com)). For a low monthly fee of approximately \$50, we get a website, plus all of our email accounts, anti-spam filtering, webmail, automated backups, mailing lists. Account administration can also be accessed on any computer using Cpanel.

I configured the new server, Jean configured all the new email accounts and installed the new website and we notified the customers that the transition would take place on Saturday Dec. 8

## Monthly Tech Report

### Email and Website Server (continued)

Dec. 8. I entered the new IP addresses and DNS names with the Canadian Internet registrar ([www.internic.ca](http://www.internic.ca)). However, on Saturday I discovered that the belco website was being re-directed to a generic internic search portal. I logged onto the internet registry database again and noticed the information I had entered had been changed. This was most likely due to a glitch on their database system. I corrected the information, but the changed to DNS records on the internet can take anywhere from 24 to 48 hours to take effect. Therefore, the belco website and email were unavailable on Saturday.

Dec. 9. On Sunday morning around 11 a.m., the new belco server and email became available due to the correct information taking effect.

Please Note: This problem had nothing to do with our new web host Canadian Web Hosting – they provided excellent tech support during that time. The fault was at the Internic.ca site which is a totally separate entity.

### **Email Problems and Solutions**

Once we started using the new email server, we discovered the following problems:

#### **Login Names Must Include @belco.bc.ca**

Customers who tried to log onto their email account using just their account name got an “incorrect login” message. It has taken a few days to inform all of our customers.

#### **Webmail Not Accessible at Hospital**

The new email server provides webmail on port 2095 which is used by many other ISPs and hosting companies across the Internet. Unfortunately, the hospital firewall/routers are blocking that port for some reason. I checked with CWH and they are not able to change the port since it is defined by the software which they buy pre-packaged.

The solution is to have hospital staff who need to access belco email create accounts in Outlook Express or Outlook.

## Monthly Tech Report

### Email Messages Being Delayed

Due to the email outage on Sat. Dec. 8, email messages were delayed and some may have bounced.

Due to the strict anti-spam controls on the new server, some users who sent emails to the contractors or directors list may have been delayed or bounced. This required that I add all email accounts of all contractors and directors to the “automatic approval” list for those two distribution lists.

Overall, I think once we get over the initial transition pains, the new server will function well and save us money and be easier to maintain.

### Dialup

The CCCS has two phone numbers to access dialup:

982-2177

This number has 24 digital dial-up lines and we recommend that all dialup customers use this service since it is faster and has more lines available.

982-2315

This number has 3 analog dial-up lines and is slower so we would like to phase this out.

Customers should buy a high quality external V.92 modem (e.g. US Robotics). We currently have a few of these modems for sale at \$50. Most new PCs have very cheap, substandard modems that don't work well. In general for optimal dialup performance, customers should:

1. Buy the best quality, external modem.
2. Have the shortest possible cable directly from the modem to the phone jack in the wall (avoid going through multiple devices like fax machines, cable splitters, answering machines, cordless phones). The more devices, the more electrical noise and the poorer connection
3. Have Telus troubleshoot/replace phone lines in and outside the house if required.