

**Fourth meeting of 4G/TV Co-existence Oversight Board:**

**Meeting date: 19<sup>th</sup> June 2013**

**Chair's report to Ministers and Ofcom**

**Attendees**

David Hendon, Chair

Kip Meek (EE)

Lawrence Wardle (Telefónica / O2)

Phil Sheppard (Three)

Matthew Braovac (Vodafone)

Alix Pryde (BBC)

Khalid Hayat (ITV)

Kim Chua (Channel 4)

Peter Couch (Arqiva)

Simon Beresford-Wylie (DMSL)

Neil Marley (DMSL)

Mark Caines (Ofcom)

William Webb (non-executive member)

Roger Darlington (non-executive member)

Robert Burles (DCMS)

Alastair Dougans (DCMS)

**Apologies**

Jane Humphreys (DCMS)

Alberto Fernandes (Ofcom)

## **1. Round-up**

- 1.1 Arqiva noted that the base station transmitter specifications provided by the Mobile Network Operators (MNOs) were much higher than those assumed by Ofcom in their modelling, which should reduce the overall level of from that predicted by Punch. The only exception to this at the moment is the specification for one of two base stations that a particular operator is proposing to use, which is only 2 dB better than the Ofcom assumption. It was noted that MNO decisions on where to deploy different base stations would be relevant to accurate interference prediction.
- 1.2 DMSL is expecting to receive the second version of the Proof of Concept for an alternative interference model this Friday and will discuss with Ofcom shortly afterwards. DMSL's conclusions on the Proof of Concept will feed into the work of Oversight Board's technical sub-group.

## 2. Technical sub-group

- 2.1 The Board agreed the membership and remit of the technical sub-group, which was established to offer technical advice and support to DMSL, the Oversight Board and Ofcom on the development and refinement of the interference model.
- 2.2 The Chair of the sub-group reported that at its first meeting the group had discussed the divergence between the interference predicted by Punch and actual interference during the DMSL pilots, including whether it would be possible to determine the extent to which this was due to households in more marginal signal areas having already switched to cable or satellite, or households simply not complaining.
- 2.3 DMSL and the Board recognised this as an issue of relevance, including to the KPI framework, but there was no simple solution to finding out this type of information. DMSL had investigated whether a database of cable/satellite subscribers could be obtained but it was not possible within the UK's data protection laws (nor was it necessarily in cable or satellite providers' interests to co-operate in setting up such a database).

## 3. Digital Mobile Spectrum Ltd update

### Mailings and filters

- 3.1 DMSL's mailings in London were now complete and the despatch of filters would be completed this week. Mailings for the first phase outside London would be completed this week and the despatch of filters would be completed by 8 July.
- 3.2 The Board had a discussion about the situation in multi-set homes.

### Contact centre

- 3.3 The contact centre is handling 2-3,000 calls a day, now that postcards and filters are arriving in households.
- 3.4 In the afternoon of 5<sup>th</sup> June, the call centre experienced a large one-hour spike in the number of calls when one of the broadcasters lost a feed to the Crystal Palace transmitter. Although the problem was not directly related to 4G interference, DMSL was able to use the experience to test how its call centre handled a high volume of calls and to gain an insight into consumer behaviour. DUK is now working with the broadcast community to put in place a process to alert DMSL in a timely fashion to any such outages in future.

#### Media

- 3.5 High-profile articles on 4G interference had appeared in the *Daily Mail* and *Daily Telegraph*.

#### Viewer surveys

- 3.6 DMSL concluded from its national and Brighton viewer surveys that levels of awareness amongst public are good; the chosen method of communication with viewers is as effective as possible at this early stage; and that no significant changes need to be made to the direct mail communication content or filter instructions.
- 3.7 Further surveys will be undertaken in Manchester and Birmingham, before and after rollout.

#### Voucher scheme

- 3.8 DMSL's level of confidence in the readiness of the Voucher Scheme is growing. Eight regional contractors will be in place by 1 July to cover Phase One rollout, which impacts upon seven TV regions, supported by access to a further 3,000 independent contractors in due course. All contractors are subject to CRB checks, etc. and have to pass at800 4G training. Quality assurance arrangements are being put in place with

the CAI and RDI. A rate-card is in place to ensure that the prices that at800 will pay for different jobs is clear and agreed at the outset.

## 4. Post-activation interference

- 4.1 DMSL recognises that a household could experience 4G interference some time after masts are first activated and the KPI reporting period has finished. Post-activation interference could occur for several reasons, eg. people with Freeview moving into a house where Freeview was not previously the primary method of viewing, an in-fill base station being activated, network optimisation, a change in power levels or traffic loading, atmospheric conditions or a Mobile Network Operator launching for the first time in the area.
- 4.2 DMSL stressed it would take a responsible approach to post-mast activation and would handle interference cases in the same way as if the KPI framework were still in place. In practice, this meant that the contact centre would provide support and filters would be sent as required. The Board was satisfied with DMSL's approach and asked DMSL to share data on the number of post-activation cases.
- 4.3 DCMS was asked whether it had any objections, given that this could have an impact upon DMSL's £180m budget. DCMS reminded the Board that its objective is to resolve interference issues caused by the rollout of 4G; not simply interference issues caused by the initial rollout of 4G masts as defined by the KPIs.
- 4.4 On this basis, it was agreed that DMSL should work with its shareholders to manage post-activation interference within its £180m budget. If there was any risk of the £180m being breached and the DCMS underwrite being called upon, this should be flagged with the Oversight Board and DCMS as soon as possible.

## 5. Next meetings

- 5.1 The next meetings are scheduled for 24<sup>th</sup> July, 14<sup>th</sup> August, 11<sup>th</sup> September, 9<sup>th</sup> October, 6<sup>th</sup> November and 5<sup>th</sup> December (all at Ofcom).

David Hendon

Chair

4G/TV Co-existence Oversight Board