

Twelfth meeting of 4G/TV Co-existence Oversight Board

Chair's report to Ministers and Ofcom Meeting date: 18 March 2014

Attendees

David Hendon, Chair

Inge Hansen (EE)

Phil Sheppard (Three)

Kevin Burrows (Channel 4)

Paul Rosbotham (Vodafone)

Robin Vernon (O2)

Khalid Hayat (ITV)

Alan Boyle (BBC) – via tele-conference

Peter Couch (Arqiva)

Roger Darlington (Non-Executive)

William Webb (Non-Executive)

Ben Roome (DMSL)

Jane Humphreys (DCMS)

Mark Caines (Ofcom)

Alberto Fernandes (Ofcom)

Ian Dewhurst (DCMS)

Sue Ramroop (DCMS)

Michelle Brownrigg (DUK)

Andrew Dumbreck (Technical Advisor)

Apologies

Kim Chua (Channel 4)

1. Executive Summary

- 1.1 The position on interference remains lower than expected with 1302 confirmed cases as of the end of February, excluding the 35 cases during the pilots.
- 1.2 at800 provided dual KPI reporting for the original regime and that of the trial. All KPIs were passed with no exceptions.
- 1.3 I welcomed Robin Vernon, who replaces Lawrence Wardle as the Telefonica O2 representative, to the Board

2. at800 update

Roll-out

- 2.1 As of the end of February, there were 1302 confirmed cases of 4G interference at 800MHz, excluding the 35 cases found within the pilots. There have been 4909 installer appointments in total, of which 545 visits to unique addresses took place in February.

Mast Analysis

- 2.2 The cumulative number of confirmed cases per mast increased from 0.54 in January to 0.61 in February.
- 2.3 As agreed at the last Board meeting, at800 also reported on the rolling average of confirmed cases per activated mast across a 3-month period (2.17) and the monthly and cumulative cases reported within 28 days of mast activation for distances of 900m and 1.5km of an activated mast. For February, the number of confirmed cases per mast within 900m were 0.05 and for 1.5km, 0.08.
- 2.4 at800 informed the Board that the high 3-month average is due to spikes in the figures in December and January, which were driven by large volumes of reminder mailings combined with fewer overall mast activations in the same period. It is expected that the next report, which will include the March figures, will show a reduction in the average number of cases per activated mast over a 3-month rolling period.

Audit Summary

- 2.5 127 audits were conducted in February; 32 at locations diagnosed as having 4G interference of which 15 (47%) were overturned on audit and 95 at locations diagnosed as not having 4G interference, 5 cases (5%) were overturned.
- 2.6 Since the implementation of a reduced pool of regional contractors and regular feedback with their assigned dedicated auditor, at800 were expecting the rate of over-turned cases to have improved beyond the results than those currently reported for February. at800 anticipate that there will be a marked improvement in the over-turn rate once audits have been conducted for jobs commenced from February, as the benefits of contractual requirements to resolve issues within one visit combined with feedback and training are realised.

Data Operations

- 2.7 at800 is close to accepting stage 3 delivery of the LS Telcom model following further testing and model improvements.
- 2.8 The Coexistence Technical Working Group will analyse results from the model before formal recommendation to the Board to accept LS Telcom in replacement of Punch.

Contact Centre

- 2.9 Call volumes to the contact centre continue to decrease. From April, staff resourcing will reduce from 34 FTE to 17 FTE to reflect the reduction in calls.

Communications Strategy

- 2.10 at800 have developed a communications strategy which outlines the various channels to be used (e.g. local advertising), budget costs and associated timeline based on the level of predicted risk of interference. i.e. where the risk is low, the communications will be light touch and in high risk areas, the strategy will dictate a more robust level of interaction.

Research update

- 2.11 at800 continue to conduct projects to assist the development and improvement of their operations and build an understanding of the interference issue.
- 2.12 The Board suggested that as part of their routine data collection, installers gather information on the make, age and, if practical, the model of the television set / DTT receiver. Through analysis of this information, it may be possible to identify recurrences of make (and model) in confirmed 4G interference cases. This might assist the contact centre with initial diagnoses on whether viewers are experiencing interference to their DTT reception because of 4G or some other reception issue.

Trial of new operating model

- 2.13 at800 have no issues or concerns to report. The Board will continue to closely monitor performance during the trial.

3. KPI report

- 3.1 at800 provided two KPI reports; one for the original regime covering the January period and one for the revised trial scheme for February. In both cases, all KPIs were passed with no exceptions.
- 3.2 Due to resourcing constraints, at800 proposed that the Board consider the necessity of providing dual KPI reporting during the trial period. The Board will confirm their requirements at the next meeting.

4. AOB & Next Meeting

- 4.1 I welcomed Robin Vernon (Telefonica O2), who replaces Lawrence Wardle, to the Oversight Board. We look forward to working with him.
- 4.2 The Board meetings for August 2014 to January 2015 inclusive have now been scheduled and will all take place at the Ofcom offices.
- 4.3 The next meeting will be on Wednesday 23 April (at Ofcom).

David Hendon

Chair

4G/TV Co-existence Oversight Board