

## 4G/TV Co-existence Oversight Board

### Chair's report to Ministers and Ofcom: April 2014

## 1. Executive Summary

- 1.1 The Board agreed not to meet as arranged on Wednesday 23 April because of the absence of significant issues requiring discussion and proximity to the Easter break. This report reflects the updates provided via the regular Board papers. The Board will meet as scheduled in May.
- 1.2 The position on interference continues to be lower than originally expected with 1536 confirmed cases as of the end of March, excluding the 35 cases during the pilots.
- 1.3 There was a minor failure in the current trial regime KPIA for service restoration within 10 working days where a household is a primary DTT user. This was due to a single breach of one case that took 42 working days from the initial call to final resolution. As agreed when defining the trial regime, there is no requirement for the Board to recommend Operational Conditions at this stage, which would be disproportionate in the circumstances.
- 1.4 at800 are aware of the requirement for significant improvements by the next Board meeting in May and for full compliance by June. All the sub-KPIs were passed.

## 2. at800 update

### Roll-out

- 2.1 As of the end of March, there were 1536 confirmed cases of 4G interference at 800MHz, excluding the 35 cases found within the pilots. There have been a total of - 5744 installer appointments to unique addresses..

### Mast Analysis

- 2.2 The cumulative number of confirmed cases per mast rose from 0.61 in February to 0.69 in March, which is representative of increased levels of interference in line with mast activations.

- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period was 2.66. at800 reported that whilst there was an equivalent number of mast activations in February and March, this increase was due to a significantly higher number of diagnosed cases of interference during March.

#### Audit Summary

- 2.4 107 audits were conducted in March; 7 audits over-turned the completion reason given by the installer whilst a further 6 (22%) of the 28 cases originally diagnosed as 4G interference and 1 (1%) of the 79 non-4G cases were also over-turned. at800 continue to focus in reducing initial mis-diagnosis as a key element of their revised operational strategy.

#### Data Operations

- 2.5 at800 has accepted stage 3 delivery of the LS Telcom model. The Board will consider the formal recommendation to accept LS Telcom in replacement of Punch at the May meeting.

#### Support Operations and Direct Mailing

- 2.6 Awareness and reminder mailings are continuing with postcards sent to households for the planned April mast activations and reminder notices for those households initially mailed in October 2013. A total of 48,446 postcards covering both cohorts were sent in March.

#### Contact Centre

- 2.7 Call volumes to the contact centre continue to decrease; there were 36% less calls in March (5814) compared to February (9104).
- 2.8 Due to the reduced call and mailing volumes combined with improvements in the training and awareness of the contact centre staff, the decrease in the number of dissatisfactions and complaints (0.7% in March from 1.2% in February) and increase in positive feedback (62 viewers in March and 29 in February) continues.

### **3. KPI report**

- 3.1 at800 reported a failure of 99.61% against the 100% target for service restoration within 10 working days (KPI A) where a household is a primary DTT user; communal

households and households where cable or satellite services are received are excluded. All the sub-KPIs have been passed.

- 3.2 The minor failure is due to a single case which took 42 working days from the initial call from the viewer to the final resolution. at800 explained that the delays were partly due to reasons beyond their control including a 3 week holiday by the householder, limitations on when an installer visit could take place based on availability of the householder to one day a week and bad weather restricting access to the rooftop.
- 3.3 at800 reported that there were significant failings in the information flow with the relevant regional contractor that led to repeated visits with equipment not fit for purpose to reach the roof-top aerial and confusion over the visit date itself. The issue was resolved on the final appointment with the installation of a new high-gain aerial and a filter before a masthead amplifier. at800 report that a good relationship was maintained with the viewer who was happy with the final outcome.
- 3.4 As a single fail of the overarching KPI within the trial regime, there is no requirement for the Board to recommend Operational Conditions at this stage, which would be disproportionate in the circumstances. The Board has informed at800 of the expectation for a report demonstrating a significant improvement by the May meeting and for the KPI to be fully met by the time the Board reconvene in June.

## 4. Next Meeting

- 4.1 The Board will meet on Thursday 22 May (at Ofcom).

David Hendon

Chair

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