

4G/TV Co-existence Oversight Board Report

Chair's report to Ministers and Ofcom: May 2015

1. Executive Summary

- 1.1 The Board agreed not to meet as arranged on Wednesday 20 May because of the absence of significant issues requiring discussion. This report reflects the updates provided via the regular Board papers. The Board will meet as scheduled on 17 June 2015.
- 1.2 The position on interference remains lower than expected with 6,199 confirmed cases of 4G interference at 800MHz as of the end of April, excluding the 35 cases during the pilots.
- 1.3 All KPI targets were met with KPIA achieving a 100% pass rate of service restoration as all 518 4G interference cases confirmed in April were resolved within the 10 working day target.

2. at800 update

Roll-out

- 2.1 At the end of April, there were 6,199 confirmed cases of DTT interference caused by 4G at 800MHz, excluding the 35 cases found within the pilots.

Mast Analysis

- 2.2 Following the slight decrease between February and March 2015 in the cumulative number of cases per mast, there was a marginal increase in April to 1.05 from 1.03.
- 2.3 The cumulative cases of interference reported within 28 days of mast activation for 900m is 0.18, a small increase from February (0.16) and for 1.5km, is at 0.33 (from 0.30). The number of monthly cases reported within 28 days for 900m has increased from 0.36 in February to 0.43 and for 1.5km from 0.43 to 0.53.
- 2.4 The rolling average of confirmed cases per activated mast across a 3-month period has continued to decrease with 1.14 in the three months to April from 1.19 in the three months to March.

Installer Scheme and Audit Summary

- 2.5 To date, there have been 16,156 engineer (installer) appointments to unique addresses; there was a 10% decrease in the total number of visits in April (1,076) compared to March (1,188).

- 2.6 Of the 1,203 visits originally scheduled for April, 1,110 were undertaken as arranged with 70 appointments cancelled by the viewer. Due to an increase in visits towards the end of the month, which placed pressure on one team in Northern Ireland, a further 33 visits were rearranged by at800 to meet these capacity issues with the majority of the rescheduled appointments caused by overbooking, particularly on the Saturday of the Easter weekend.
- 2.7 Engineer capacity is currently managed using a partly manual process to book appointments. at800 is working with Aeriandi, its IT systems contractor, to develop a more automated capacity management system. This system will better match regional capacity to appointments, allowing at800 to dedicate engineer teams to smaller areas thereby reducing travelling times and the total number of teams required across the country.
- 2.8 In April 53 audits were completed on installer visits from February (6), March (43) and April (4). Whilst there were no overturns, eight potential overturns were discounted due to form completion errors. at800 continues to focus on reducing the number of form errors and is working on a new form for engineers to assist with consistent and accurate data collection. The information gathered, once analysed, may assist understanding real-life interference issues and contribute to future planning and/or similar spectrum programmes.

Complaints

- 2.9 Last month I reported on the complaints received by at800 and my view that cases where viewers are dissatisfied by policies set by the Government or Ofcom and are outside of at800's operation and control should not be counted towards the SLA performance figures in the future, but should continue to be recorded.
- 2.10 In April, at800 received 34 complaints (compared to 48 in March) of which 20 related to operational processes and 14 to policy issues. The majority of cases regarding the operation were from viewers who had contracted and paid for independent installers to resolve DTT interference issues (and these are being investigated to establish whether at800 is liable) with 9 of those related to policy issues from viewers who have satellite and/or cable services as well as Freeview/DTT and are unhappy that, within the mitigation policy set by the Government, they are not entitled to an installer visit.

Communications

- 2.11 Further to interest from trade press organisations for an update on the programme, at800 issued a press release on 6 May (2015) that highlighted the high level of customer satisfaction and outlined how the operation has changed and evolved to better support viewers since it began two years ago. The article was also posted on the at800 website.
- 2.12 As part of at800's public affairs outreach, all MPs with constituencies in new mailed areas are sent emails advising them of at800's existence and purpose to support primary DTT viewers. at800 is sending emails post-election to constituencies where MPs have changed to ensure continued awareness.
- 2.13 at800 conducted online market research to assess the timeliness and effectiveness of its communication activities in those areas where postcards had been mailed and proactive awareness campaigns had taken place. The survey also explores public awareness of the 4G/DTT disruption issue. The results are currently being analysed and will be shared with DUK in the first instance once the data has evaluated. The survey report will be provided to the Board at a later date.
- 2.14 In March, I reported on the targeted communication activities at800 had undertaken, noting that Facebook adverts, which generated 2,862 website clicks, had had a total reach of 140,504 users. This was the figure for February; in March, the total reach of users was 72,304. In April, Facebook adverts which targeted the 21 areas mailed during the month, generated 3,776 website clicks with a total reach of 191,489 users.

Research update

- 2.15 In October 2014, I reported on an incident in which a number of masts were activated in the Perthshire area (in connection with the Ryder Cup) during September without notification to at800. I outlined how at800 had reacted promptly with a specific awareness campaign and mitigation assistance programme to affected households, meeting their KPI requirement to resolve all confirmed 4G interference within 10 working days.
- 2.16 Subsequently and as part of the usual at800 reports, it came to the Board's attention that there were a higher number of reported cases per mast in the Perthshire area in comparison to the rest of the country. The Board asked the Coexistence Technical Working Group (CTWG) to investigate this further.
- 2.17 The CTWG are considering possible explanations and, as part of those, sought further data from at800 who have conducted readings in the Perthshire area for additional insight. The results of those readings, which were delayed due to

inclement weather, have now been shared with the CTWG. The CTWG will share their findings with the Board upon conclusion of their analysis.

3. KPI Report

- 3.1 at800 reported passes against all KPIs. For KPIA Service Restoration where a household is a primary DTT user, all 516 confirmed 4G interference cases in April were resolved within the 10 working day target.
- 3.2 Due to the circumstances outlined at para.2.6 above, the green target (97.5%) for KPIA1 for which engineer (installer) visits are completed as scheduled with viewers, was narrowly missed as 33 of the 1,203 appointments (97.26%) had to be re-arranged because of capacity and overbooking issues. As explained, at800 are working to address potential recurrences by developing a more automated capacity management system.

4. AOB & Next Meeting

- 4.1 The next meeting will take place on Wednesday 17 June at Ofcom.

David Hendon

Chair

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