

4G/TV Co-existence Oversight Board Report

Chair's report to Ministers and Ofcom: December 2015

1. Executive Summary

- 1.1 In keeping with the bi-monthly timetable, and as there were no urgent issues requiring discussion, the Board agreed not to meet on Wednesday 16 December. This report reflects the updates provided via the regular Board papers.
- 1.2 The position on interference remains lower than expected with 11,450 confirmed cases of 4G interference at 800MHz as of the end of November, excluding the 35 cases during the pilots.
- 1.3 All KPI targets were met. 99.9% of the 1,020 4G interference cases confirmed in November were resolved within the ten working day target; one case missed the target by a day because of the need to ensure safe roof access to the property concerned.
- 1.4 Peter Couch will step down from the Oversight Board at the end of the year when he moves on from Arqiva. The Board recognises the contribution Peter has made to the work of the Board and welcomes John Ballard as a permanent Board member in his place.

2. at800 update

Roll-out

- 2.1 At the end of November, there were 11,450 confirmed cases of DTT interference caused by 4G at 800MHz, excluding the 35 cases found within the pilots.
- 2.2 November 2015 saw the highest number of calls (9,606 in comparison to 8,629 and 9,022 for October and September 2015 respectively) and engineer visits conducted (para. 2.6 and 2.7) so far since the operation began.

Mast Analysis

- 2.3 The cumulative cases of interference reported within 28 days of mast activation increased marginally for both 900m and 1.5km from 0.30 and 0.43 (respectively) in September to 0.32 and 0.45 in October.
- 2.4 The number of monthly cases of reported interference per mast rose slightly for both distances of 900m (0.66) and 1.5km (0.83) in October from 0.62 and 0.78 respectively in September.

- 2.5 The rolling average of confirmed cases per activated mast across a 3-month period to November was 1.76 (from 1.98 in October) and the average number of cumulative cases per active mast is at 1.25.

Installer Scheme and Audit Summary

- 2.6 There have been 28,180 engineer appointments to unique addresses to date. There were 2,743 engineer visits originally scheduled to take place in November with the majority (2,546) undertaken and closed as arranged as 186 visits were cancelled by the viewer and 11 rearranged by at800 to meet capacity restraints.
- 2.7 at800 reports that high mailing volumes and issues with the Sandy Heath transmitter, which affected the Northampton, Nottingham and Peterborough areas, generated a 22% increase in engineer appointments (and an 11% increase in calls to the contact centre) in November. at800 contracted extra engineer resources to meet the demand with nearly 95% of scheduled visits (not cancelled by the viewer) completed within three working days.
- 2.8 There were 78 audits completed in November of engineer visits originally undertaken in September (27), October (46) and November (5). From these audits, there were three cases overturned: all from non-4G to confirmed 4G. The overturns were attributed to engineers disregarding or misinterpreting incoming 4G signals because of the aerial systems at the households concerned (water ingress, poor aerial alignment and the presence of a LTE-ready masthead amplifier). The cases have been reviewed with the respective regional contractors to remind the relevant engineers to consider all reception factors.

Mailings

- 2.9 All mailings scheduled for despatch in November were sent as planned. A larger than usual number of awareness postcards were sent (429,063 compared to 176,312 in October) to avoid the busy postal service period between 15 December and 3 January 2016.

Prediction model changes

- 2.10 Further to the agreement in principle by the Board at the November 2015 meeting to introduce parameter modifications to the prediction model, the at800 data operations teams are analysing the operational adjustments required to enable the changes to take place along with the ensuing plans for transition, including the subsequent increase in initial mailings.
- 2.11 Subject to an initial review by Digital UK (DUK), the conclusions on whether the impacts of the model modifications to the operation can be reasonably incorporated,

and the transition plans should the findings be positive, are due for Board consideration at the January meeting (28 January).

Arrangements during the festive period

- 2.12 I understand that aside from the public holidays during the holiday period, the mobile network operators will continue most activations as usual. The at800 contact centre will be open as usual, excluding public holidays, with engineer visits taking place as arranged on the available working days during this time, the exception being Christmas Eve when appointments will be for the morning only.
- 2.13 Representations will be made to the appropriate authorities for due care to be taken when the parking of reindeer on rooftops is contemplated during the festive period, as damage to aerials caused in such situations and consequent disruption to TV is outside the scope of at800's agreed service support.

3. KPI Report

- 3.1 at800 reported passes against all KPIs in November.
- 3.2 For KPIA Service Restoration where a household is a primary DTT user, 1,019 confirmed 4G interference cases were resolved within the 10 working day target, achieving a 99.9% pass rate. One case required a cherry picker to enable safe access to the roof to resolve the issue; the regional contractor was unable to schedule the equipment until the eleventh working day after the initial report from the household. The issue was resolved and the case closed on the same day.

4. AOB & Next Meeting

- 4.1 Peter Couch leaves Arqiva at the end of the year and, therefore, steps down from the Oversight Board. On behalf of the Board, I thank Peter for his major contribution to our work and wish him every success in his new ventures. John Ballard, the Arqiva alternate Board member, will take Peter's place.
- 4.2 The Board will next meet on Thursday 28 January 2016.

David Hendon

Chair

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