

## **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 Thursday 25 February. This report reflects the updates provided via the regular Board papers. The next face-to-face discussion will take place on Thursday 17 March.
- 1.2 The position on interference remains lower than expected with 12,923 confirmed cases of 4G interference at 800MHz as of the end of January, excluding the 35 cases during the pilots.
- 1.3 All KPI targets were met. 99.87% of the 767 4G interference cases confirmed in January were resolved within the ten working day target; one case missed the target because adverse weather combined with hazardous on-site conditions hampered safety at the property concerned.

## **2. at800 update**

### Roll-out

- 2.1 At the end of January, there were 12,923 confirmed cases of DTT interference caused by 4G at 800MHz, excluding the 35 cases found within the pilots.

### Mast Analysis

- 2.2 Whilst the number of monthly cases of reported interference per mast significantly decreased for both distances of 900m (0.40) and 1.5km (0.53) in December from 0.62 and 0.71 respectively in November, the cumulative cases of interference reported within 28 days of mast activation remained static from November to December at 0.34 (900m) and 0.47 (1.5m).
- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period to January has also remained constant at 1.67 (from December) and the average number of cumulative cases per active mast was at 1.29 in January (from 1.26 in December).
- 2.4 at800 expect that as more mast activations occur in areas where DTT signal strength is lower compared to those of greatest population density, the number of cases per mast will continue to rise at a steady rate.

## Installer Scheme and Audit Summary

- 2.5 There have been 31,378 engineer appointments to date, of which 2,095 have been subject to audit.
- 2.6 There were 1,902 engineer visits originally scheduled to take place in January with the majority (1,773) undertaken and closed as arranged as 116 visits were cancelled by the viewer and 13 rearranged by at800 to meet capacity restraints. 97.01% of the completed appointments took place within the three working day target.
- 2.7 There were 116 audits completed in January on engineer visits from November (65), December (50) and January (1). This is the highest number of audits conducted in a single month since February 2014 (127 audits) with at least one audit on the work of each of the forty-four at800-accredited engineers; parts of the country were also audited for the first time.
- 2.8 From these audits, there were three cases overturned: two from 4G to non-4G and one from non-4G to confirmed 4G. The two 4G to non-4G overturns were attributed to the relevant engineer not accounting for old and poor external cabling in one case and a damaged amplifier feed cable in the other; the non-4G to 4G overturn was due to the engineer focussing on the low DTT signal and not allowing for the contribution of the detected 4G signals as the cause of the interference.
- 2.9 There was also a reversal of an auditor decision where the engineer's original diagnosis was accepted; as the audit assessment occurred on a system that had radically changed since the initial visit, it was considered that a true like-for-like comparison could not be achieved and so the first diagnosis was upheld.
- 2.10 In addition to these overturns, there were a further eleven discounted owing to form completion errors; ten were changed from 4G to non-4G and one from non-4G to 4G. The majority of these were due to a minority of engineers using the forms as a diagnostic tool.
- 2.11 All the overturns have been reviewed with the respective regional contractors to remind the relevant engineers to consider all factors when analysing reported interference and, in relation to the form errors, the correct admin procedures.

## Communications

- 2.12 In last month's report, I noted that following the feedback of the initial qualitative research by at800 into the effectiveness and content of the postcards, revised versions were being market tested during January to assess the clarity, comprehension and visual appeal of each. A total of 100 people from four different

locations around the country were interviewed on the three new postcard designs: modified versions of the separate household and communal postcards and one completely new postcard that combines the information of the other two postcards into one.

- 2.13 Overall the revised postcards were well received, particularly the combined version as the clearest and most visually engaging. For all postcards, the participants recognised at800 as the sender, responsible for providing mitigation support for 4G interference to primary DTT viewers, and the additional reference to Government affiliation improved the perception that at800 are a legitimate and credible company that can be trusted; these were points of concern raised in the initial research in September 2015.
- 2.14 at800 will refine the postcards based on the latest feedback and share the updated designs with the Board, with the intention to pilot them as part of usual mailing operations in April once the necessary approvals have been given.

### **3. KPI Report**

- 3.1 at800 reported passes against all KPIs in January.
- 3.2 For KPIA Service Restoration where a household is a primary DTT user, 766 confirmed 4G interference cases were resolved within the 10 working day target, achieving a 99.87% pass rate.
- 3.3 One case was completed on the fourteenth working day after the initial report as adverse weather conditions were exacerbating safe access to the relevant property that had pre-existing hazardous on-site conditions; whilst three separate appointments were attended as arranged by the engineer, these were all subsequently rescheduled due to the weather with the television disruption resolved on the fourth and final booked visit. The viewer was kept informed of the situation and appreciated the efforts of at800.

### **4. AOB & Next Meeting**

- 4.1 The Board will next meet on Thursday 17 March 2016.

David Hendon

Chair

4G/TV Co-existence Oversight Board