

4G/TV Co-existence Oversight Board Report

Chair's report to Ministers and Ofcom: June 2016

1. Executive Summary

- 1.1 It was previously agreed in January 2016 to cancel the meetings scheduled for February, April and June unless it was necessary, and as there were no urgent issues requiring discussion, the Board did not meet on Thursday 23 June. This report reflects the updates provided via the regular Board papers. The next face-to-face discussion will take place on Thursday 28 July.
- 1.2 The position on interference remains lower than expected with 15,163 confirmed cases of 4G interference at 800MHz as of the end of May.
- 1.3 All KPI targets were met. All 508 4G interference cases confirmed in May were resolved within the ten working day target, achieving a 100% pass rate for KPIA.

2. at800 update

Roll-out

- 2.1 At the end of May, there were 15,163 confirmed cases of DTT interference caused by 4G at 800MHz.

Mast Analysis

- 2.2 Since January 2016, the cumulative cases of interference reported within 28 days of mast activation have been static each month at 0.35 for 900m and for 1.5km have fluctuated between 0.47 and 0.48 (which is not statistically significant), with the latest figures in April for both distances at 0.35 and 0.47 respectively. The number of monthly cases reported within 28 days significantly reduced in April from March: 0.24 from 0.41 for 900m and 0.37 from 0.49 for 1.5km.
- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period to May has also reduced to 1.30 (from 1.44 in February) and continuing the downward trend, the average number of cumulative cases per active mast was at 1.23 (from 1.25 in April).

Installer Scheme and Audit Summary

- 2.4 There were 1,711 engineer visits originally scheduled to take place in May with the majority (1,588) undertaken and closed as arranged as 113 visits were cancelled by

the viewer and 10 rearranged by at800 to meet capacity restraints. 95.62% of the completed appointments took place within three working days.

- 2.5 There have been a total of 40,995 engineer visits to date (36,676 to unique addresses), of which 2,487 have been subject to audit.
- 2.6 There were 82 audits completed in May on engineer visits from April (46) and May (36). There was a focus on assessing engineers or areas not previously audited or not audited for several months, as well as audits in Northern Ireland to assess the recent increase in activity in the province; a total of 35 engineers were audited across the three regional contractors.
- 2.7 From these audits, there was just one case overturned (from 4G to non-4G), which could have been correctly diagnosed at the outset if the mandatory post-work filter impact tests had been carried out.
- 2.8 In addition to the single overturn, there were 3 form completion errors; 2 cases were changed from 4G to non-4G as the engineers concerned had incorrectly noted a 4G diagnosis despite recording results which did not lead to that conclusion and one borderline case from non-4G to 4G because whilst there was evidence of LTE and a filter removed 800MHz signals, no actual interference was observed during the engineer's visit; as higher LTE signals were recorded at audit, the case was overturned.
- 2.9 The regional contract managers have been reminded of the mandatory requirements for post-work filter checks and the overturns have been reviewed with the respective engineers.

Viewer experience

- 2.10 As part of their continuous improvement ethos, at800 regularly conduct Outbound Surveys seeking feedback from viewers who have received an engineer visit. The results contribute to improving performance and service, whilst ensuring that engineers are adhering to the required behaviours set out in the Installer Handbook.
- 2.11 Since June 2015, 3275 outbound surveys have taken place. Of those 253 viewers surveyed in May 2016, just over 99% gave a rating of excellent or good as to whether engineers were polite and courteous, 95% of viewers confirmed their TV was working after the visit and 100% rated the overall at800 service as excellent or ok.
- 2.12 These ratings are indicative of the usual responses received from the surveys in the last year with the lowest notable result in June 2015 when 86% of viewers responded that their TV was working ok after the visit (this particular rating has since improved

with an average of 95%) and 100% of viewers rated the service as excellent or ok in October 2015 and January and February 2016 (in addition to May 2016).

3. KPI Report

- 3.1 at800 reported passes against all KPIs and SLAs in May.
- 3.2 For KPIA Service Restoration where a household is a primary DTT user, all 508 confirmed 4G interference cases were resolved within the 10 working day target, achieving a 100% pass rate.

4. AOB & Next Meeting

- 4.1 The Board will next meet on Thursday 28 July 2016.

David Hendon

Chair

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