

4G/TV Co-existence Oversight Board Meeting: 22 September 2016

Chair's report to Ministers and Ofcom

Attendees

David Hendon, Chair	Alberto Fernandes (Ofcom) – <i>via tele-conf</i>
Paul Rosbotham (Vodafone)	Sue Ramroop (DCMS)
Inge Hansen (EE)	Andrew Dumbreck (Technical Advisor)
Dave Darlington (BBC)	<u>Apologies</u>
Alexandra McNair (ITV)	Robin Vernon (O2)
John Ballard (Arqiva)	Erol Hepsaydir (Three)
Roger Darlington (Non-Executive)	Alan Boyle (BBC)
William Webb (Non-Executive)	Philip Milton (Channel 4)
Ben Roome (DMSL)	Nick Munn (DCMS)
Ian Dewhurst (DCMS)	Mark Caines (Ofcom)
Lorraine Curtin (DUK)	Michelle Brownrigg (DUK)

1. Executive Summary

- 1.1 There were 16,536 confirmed cases of 4G interference at 800MHz as of the end of August 2016. The levels of interference remain within the revised estimates, based on actual experience, made by at800 in 2014
- 1.2 All KPI targets were met in August; all 435 confirmed 4G interference cases were resolved within the 10 working day target, achieving a 100% pass rate.
- 1.3 The mailing operation trial for both initial and reminder mailings continues as planned. An interim analysis report will be provided to the Board in mid to late October with a full report in early 2017 once the trial period has ended.
- 1.4 In order to assist DMSL/at800 with capacity planning for 2017 onwards given the impact the 700MHz Clearance Programme will have on DTT frequency changes, representatives from Arqiva, BBC, DUK, DCMS and Ofcom will meet with DMSL to discuss what information is needed, how often it should be shared and when. Any funding issues will be considered by DCMS first and discussed with DMSL and the mobile network operators if appropriate.

2. at800 update

Roll-out

- 2.1 As of the end of August, there were 16,536 confirmed cases of DTT interference caused by 4G at 800MHz, including the 35 cases found during the pilots conducted in 2013.

Mast Analysis

- 2.2 The numbers of monthly and cumulative cases reported within 28 days of mast activation decreased for both distances of 900m and 1.5km; for 900m, the monthly cases were 0.20 in July (from 0.24 in June) and for cumulative cases, 0.33 in July (from 0.34). For 1.5km, the monthly cases were 0.24 (from 0.28) and 0.44 in July (from 0.45 in June) for cumulative cases.
- 2.3 The trend in the declining average number of cumulative cases per active mast, seen since December 2015/January 2016 when numbers peaked at 1.29, has continued with 1.17 recorded for August down from 1.19 in July. The rolling average of confirmed cases per activated mast across a 3-month period to August, decreased substantially from 1.24 (in July) to 1.14.

Installer Scheme and Audit Summary

- 2.4 There have been a total of 45,488 engineer appointments (40,710 to unique addresses), of which 2,751 have been subject to audit. To date, there have been 252 audit overturns with 194 4G to non-4G cases and 58 non-4G to 4G. There have been 151 form completion errors: 103 for 4G to non-4G and 48 for non-4G to 4G.
- 2.5 There were 1,463 visits originally scheduled to take place in August; 1,367 were undertaken and closed as arranged; 13 visits were rearranged by at800 to meet capacity restraints and the remaining 83 were cancelled by the viewer. Over 97% of the completed appointments took place within the three working day target.
- 2.6 There were 84 audits completed in August for engineer visits originally undertaken in June (1), July (44) and August (39) with 33 different engineers audited across the three regional contractors.
- 2.7 There were three overturns in total: two from 4G to non-4G, which were both related to cabling issues, and one from non-4G to 4G which was a borderline case where the use of filters on an unamplified system indicated that 4G signals might contribute, if only slightly, to potential reception issues.
- 2.8 There were four form completion errors: two 4G to non-4G and two non-4G to 4G, due to disparities between the outcomes provided against the recorded work conducted by the engineer and readings taken before the case details were finalised in the online information portal.
- 2.9 at800 continues to work to reduce the number of completion forms errors. Following tests of a revised engineer worksheet form and online data entry system, more closely aligned to the form, both were formally launched in early September.

- 2.10 The form has been re-designed into a more logical format to capture findings and work undertaken before final diagnosis, with the online system now highlighting potential errors. These prompt administrators to check and query information with the engineers before finalising data entry. Initial feedback has been very positive as engineers and administrators find the new form easier to complete.
- 2.11 All overturns have been flagged to the respective regional contractor managers, who will be following up with the relevant engineers.

Mailing operation trial

- 2.12 DMSL provided a verbal update on the current progress of the revised mailing trial which is continuing as planned, with no negative impacts upon call volumes or engineer visits observed so far; the third mailing batch (and the first of the reminder mailings) was processed in mid-September.
- 2.13 An interim analysis report on the trial will be provided to the Board in mid to late October. With more data available, DMSL will be able to conduct comparisons before and after the trial began on topics such as mailing volumes. A full report will be provided in early 2017 once the trial period has ended.
- 2.14 DMSL reported that there has been excellent engagement with the operations teams at each mobile network operator to smooth out initial issues with the provision of the mast forecast data and acknowledged that this has been a significant step-change for those teams.

Communications

- 2.15 In response to the increasing trend for website access using mobile devices, at800 conducted online user testing on the mobile version of their website with the purpose to assess the usability on this platform. A few issues were highlighted and rectified with a further review taking place during September on some of the main pages, e.g. FAQ's and Guides, to ensure formatting compatibility. The proposals will be discussed and agreed internally before implementation.
- 2.16 To assist in understanding the value and impact of their local media activities, the at800 communications team will be monitoring how soon after any coverage the relevant mast was activated and what correlation, if any, this had on prompting viewers to make contact whether to the contact centre or visiting the website. The results will help the communications team to tailor their activities effectively.

- 3.1 at800 reported passes against all KPIs in August. All 435 confirmed 4G interference cases were resolved within the ten working day target, achieving a 100% pass rate for KPIA1.

4. Coexistence Technical Working Group (CTWG)

- 4.1 The BBC reported that there had been a spike in the reported instances of Block B/C interference within the Channel Islands and, whilst these had been successfully resolved with the installation of filters, they had been working with the Islands regulatory authority, CICRA, to understand the issues.
- 4.2 The BBC will be data gathering in the area, collecting information from households and base stations, and sought agreement from the Board to share this with the CTWG for analysis with a particular view of potential impacts when Block A masts are activated.
- 4.3 The Board noted this work, recognising that as the Islands are not within the remit of the UK mitigation scheme and have their own regulatory authority, this will be a knowledge sharing and guidance exercise with no negative impact on the work the CTWG is currently conducting, or may undertake, for the Oversight Board.
- 4.4 Due to data issues which hindered the progress the CTWG expected in their analysis of clusters, the final report and recommendations on Cluster Prediction will be presented to the November 2016 Board meeting.

5. AOB & Next Meeting

- 5.1 DMSL raised a concern regarding the impact that DTT frequency changes brought about by the 700MHz Clearance Programme (due to begin in the last quarter of 2017) will have upon their ability to predict interference, ensure sufficient resource to meet demands and, therefore, provide effective mitigation support to those viewers affected by 4G signals at 800MHz.
- 5.2 It was agreed that representatives from Arqiva, BBC, DUK, DCMS and Ofcom should meet with DMSL to discuss the issue further within the next month with a focus on what information is needed, how often it should be shared and when. Any discussions on funding implications for DMSL and the at800 operation would be considered initially by DCMS and then dealt with in consultation with DMSL and the mobile network operators as and when required.

- 5.3 It was agreed to cancel the Board meeting scheduled for 18 October; the next formal discussion will take place on Thursday 24 November 2016. In the event that issues arise that require discussion or a member requests a meeting in the interim period, arrangements will be made accordingly.
- 5.4 The Board will review the current bi-monthly roster in early 2017 with consideration of reducing the frequency of meetings and/or increased use of teleconference facilities so members do not have to travel unnecessarily.

David Hendon

Chair

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