

1. Executive Summary

- 1.1 Further to the decision to cancel the meeting scheduled for October 2016, and as there were no urgent issues requiring discussion, the Board did not meet on Tuesday 18 October. This report reflects the updates provided via the regular Board papers. The next face-to-face discussion will take place on Thursday 24 November.
- 1.2 There were 16,961 confirmed cases of 4G interference at 800 MHz as of the end of September. The levels of interference are within the revised estimates, based on actual experience, made by at800 in 2014.
- 1.3 All KPI targets were met. All 437 4G interference cases confirmed in September were resolved within the ten working day target, achieving a 100% pass rate for KPIA.
- 1.4 There are indications at the halfway point, that the revised mailing trial is meeting its objectives to ensure timelier receipt of postcards for both initial and reminder mailings. at800 is undertaking further comparison analysis on the response rates between the revised process and previous risk-based model to present at the six-month review in early 2017.

2. at800 update

Roll-out

- 2.1 At the end of September, there were 16,961 confirmed cases of DTT interference caused by 4G at 800MHz, which includes the 35 cases found within the pilots.

Mast Analysis

- 2.2 The trend in the decrease of the number of cumulative and monthly cases of interference reported within 28 days of mast activation for both distances of 900m and 1.5km continues. The numbers of cumulative cases for 900m and 1.5km in August were 0.32 and 0.43 respectively (from 0.33 and 0.44 in July) with monthly cases at 0.18 and 0.22 (from 0.20 and 0.24).
- 2.3 The rolling average of confirmed cases per activated mast across a three-month period to September has also reduced from 1.20 in August to 1.13 with the average number of cumulative cases per active mast at 1.16 (from 1.17 in August).

Installer Scheme and Audit Summary

- 2.4 There were 1,501 engineer visits originally scheduled to take place in September with the majority (1,413) undertaken and closed as arranged as 83 visits were cancelled by the viewer with one rearranged by at800 to meet capacity restraints. Over 97% of the completed appointments took place within three working days.
- 2.5 There have been a total of 46,891 engineer visits to date (42,538 to unique addresses), of which 2,836 have been subject to audit.
- 2.6 There were 85 audits completed in September on engineer visits from August (37) and September (48) with 33 different engineers audited across the three regional contractors.
- 2.7 From these audits, there were three cases overturned (all from 4G to non-4G) which were due to a lack of adequate filter checks to qualify initial diagnoses complicated by DTT issues and the presence of 4G signals.
- 2.8 The six form completion errors, all corrected from 4G to non-4G, were also because of the close proximity of 4G and DTT signals which the engineers took into account, overriding the checks and works carried out that had originally, and correctly, indicated that the reported interference was actually non-4G related.
- 2.9 All overturns have been flagged to the respective regional contractor managers, who will be following up with the relevant engineers as well as the administration teams to remind them of the need to query disparities between the recorded works and readings and the outcome before finalising the diagnosis on the online portal.

3. KPI Report

- 3.1 at800 reported passes against all KPIs and SLAs in September.
- 3.2 For KPIA Service Restoration where a household is a primary DTT user, all 437 confirmed 4G interference cases were resolved within the ten working day target, achieving a 100% pass rate.

4. Revised mailing trial

- 4.1 at800 provided an initial analysis on the mailing operation trial, which went live in late July 2016. The objectives of the trial are to increase the likelihood that at-risk households will receive a postcard shortly before actual mast activation and for

timelier reminder mailings if mast activation is delayed or further mast activations within the relevant area are predicted to cause significant compound interference.

- 4.2 In summary, at800 report initial success with a slightly greater proportion of properties receiving an initial mailing shortly before (up to eight weeks) a new mast within 2km activates and a significantly greater proportion of properties receiving a reminder up to eight weeks before or after a nearby mast, predicted with potential to affect DTT reception, has been activated.
- 4.3 Due to the extensive work with all the MNO operation teams for forecast activation data, at800 are able to model with a more accurate representation of the UK's active 800 MHz masts and new masts that could shortly activate. at800 are continuing to work with the MNOs to ensure that the data provided maintains a reasonable reflection of anticipated activations within the immediate eight-week period/cycle.
- 4.4 Early indications suggest that there is no statistical difference in response rates between the old and the new mailing approaches for those viewers sent an initial mailing.
- 4.5 As would be expected from reminder mailings driven by a change in the model's prediction of interference from active masts in the previous four weeks, the response rate from these viewers is proportionally greater when compared to the previous regime. at800 data suggests that whereas the previous reminder process would see approximately 1 in 370 viewers contacting at800 within four weeks of a reminder mailing, the new process sees 1 in 244 recipients contacting the company. In addition, a greater proportion of these callers is triaged for help with either a filter or an engineer visit.
- 4.6 at800 is undertaking further analysis on the response rates of viewers receiving initial and reminder mailings under the revised process compared to the previous risk-based model to present at the six-month review. This analysis will also help inform at800's prediction for activity through 2017.

5. AOB & Next Meeting

- 5.1 The Board will next meet on Thursday 24 November 2016.

David Hendon

Chair

4G/TV Co-existence Oversight Board