

4G/TV Co-existence Oversight Board

Chair's report to Ministers and Ofcom: April 2017

1. Executive Summary

- 1.1 The Board did not meet in April 2017. This report reflects the updates provided via the regular Board papers. The next face-to-face discussion takes place on Wednesday 21 June 2017.
- 1.2 There were 20,246 confirmed cases of 4G interference at 800 MHz as of the end of March. 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 in March. All 554 4G confirmed interference cases were resolved within the ten working day target, achieving a 100% pass rate for KPIA.
- 1.4 DMSL provided a further update on its activities in supporting the first 700 MHz clearance programme retune event in Selkirk. A total of 19 households from the area contacted at800 directly during the trial period (1-29 March) and all cases were triaged and resolved appropriately with no BAU impacts upon the 800 MHz coexistence mitigation programme.

2. at800 update

Roll-out

- 2.1 As of the end of March, there were 20,246 confirmed cases of DTT interference caused by 4G at 800MHz, which includes the 35 cases found within the pilots.

Mast Analysis

- 2.2 The numbers of cumulative cases of interference reported within 28 days are steady at around 0.29 and 0.38 for 900m and 1.5km respectively. For monthly cases, the number of cases reported within 28 days increased marginally from 0.18 in January to 0.20 in February for 900m and for 1.5km, from 0.22 (January) to 0.14 (February).
- 2.3 The average number of cumulative cases per active mast as of March 2017 was 1.03, the same level last reported in February 2015, with the rolling average of confirmed cases per activated mast across a three-month period to March at 0.73 (from 0.72 in February).

Installer Scheme and Audit Summary

- 2.4 There were 2,055 engineer visits originally scheduled to take place in March (a decrease of 5% from February) with the majority (1,930) undertaken and closed as arranged with 121 visits cancelled by the viewer and 4 rearranged by at800. Over 97% of the completed appointments took place within three working days.
- 2.5 There have been 58,749 engineer visits to date (53,161 to unique addresses), of which 3,392 have been subject to audit with 278 overturns in total (211 4G to non-4G and 67 non-4G to 4G) and 178 form completion errors (126 4G to non-4G and 52 non-4G to 4G).
- 2.6 There were 99 audits completed in March on visits from January (20), February (69) and March (10), on the work of 48 different engineers across all three regional contractors.
- 2.7 There were four cases overturned: three from 4G to non-4G and one from non-4G to 4G. The 4G to non-4G overturns were due to varying issues including a lack of visible interference and existing in-house system configurations. Further to investigation at audit, all cases were found to be non-4G and the reported interference issues resolved by replacing a poor fly lead, a new TV that had been subsequently purchased by the viewer with no disruption despite being on the same feed, suggesting the previous set had had tuning issues and therefore was a non-4G issue, and from the relocation of mobile phone chargers or routers near TV equipment which were attributing to signal disruption.
- 2.8 The single non-4G to 4G case was caused by the engineer incorrectly installing the filter behind the TV rather in front of a visible masthead amplifier leading to a mis-diagnosis of the cause of disruption, which the auditor rectified.
- 2.9 There were four form completion errors: three 4G to non-4G and the other non-4G to 4G. Whilst the form notes indicated that engineers had carried out the work required and identified the correct diagnosis, the final outcome was not recorded accurately.
- 2.10 As part of the standard operation procedure, all overturns and form errors have been flagged to the respective regional contractor managers for follow up with the relevant engineers.

3. Activities related to the 700 MHz clearance programme

- 3.1 As the Oversight Board monitors the performance of the 800 MHz coexistence mitigation scheme that DMSL operates as 'at800', it is interested in the risks of the 700 MHz clearance and the in-home aerial support, also provided by DMSL, upon the mitigation programme and the steps taken to address those risks.
- 3.2 Last month I reported on viewer support being provided for the first 700 MHz clearance event occurring in the Selkirk area during March 2017 and the measures taken by DMSL to ensure that any overlap of communications relating to both programmes was kept to a minimum. DMSL has provided an update to that report.
- 3.3 The first 700 MHz clearance retune event took place in Selkirk from 1 to 29 March. Within DMSL, dedicated contact centre capacity was trained and procured to handle 700 MHz in-home support, while all at800 agents were fully briefed on the 700 MHz event and the retune of certain broadcasting frequency channels. at800 agents directed viewers to appropriate support: the Freeview Advice Line for Selkirk callers experiencing issues since 1 March or to at800 for 4G interference support.
- 3.4 Of the nineteen viewers from the Selkirk area who contacted at800 during March, fourteen were directed to the retune event support through the Freeview Advice Line and eight of these households subsequently received home visits from DMSL as part of its 700 MHz in-home support.
- 3.5 The remaining five households were identified as requiring 800 MHz coexistence assistance and engineer visits were booked. Of these five households, one was diagnosed with DTT interference caused by 4G, two had non-4G issues and two had issues that were related to the 700 MHz retune event which were then resolved under that support scheme.
- 3.6 In summary, at800 reported that there were no BAU issues or concerns to the 800 MHz coexistence mitigation scheme affected by the 700 MHz clearance event.
- 3.7 at800 reported that negotiations were progressing with Arqiva in getting updated UKPM data required for its interference modelling due to the changes in DTT coverage as a result of 700 MHz clearance.

4. KPI Report

- 4.1 at800 reported passes against all KPIs in March.
- 4.2 For KPI A Service Restoration where a household is a primary DTT user, all 554 confirmed 4G interference cases were resolved within the ten working day target, achieving a 100% pass rate.

- 4.3 SLA B1 achieved an amber-rating pass at 99.98%. A breach of SLA B1 target occurs if fewer than 99% of un-mailed properties do not receive postcards prior to activation.
- 4.4 Of 51,660 households identified as eligible for mailing in March, 9 were not mailed as they should have been due to one mast activation occurring before at800 had been notified. The site was locked down and was not/will not be reactivated until the households have been mailed.

5. AOB & Next Meeting

- 5.1 The Board will next meet on Wednesday 21 June 2017.

David Hendon

Chair

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