

Eighth meeting of 4G/TV Co-existence Oversight Board

Chair's report to Ministers and Ofcom

Meeting date: 10 December 2013

Attendees

David Hendon, Chair

Inge Hansen (EE)

Matthew Braovac (Vodafone) – via tele-conference

Lawrence Wardle (O2)

Phil Sheppard (Three)

Khalid Hayat (ITV)

Dave Darlington (BBC)

John Ballard (Arqiva)

Ben Roome (DMSL)

Jane Humphreys (DCMS)

Philip Marnick (Ofcom)

Roger Darlington (Non-Executive)

William Webb (Non-Executive)

Andrew Pinder (DMSL)

Robert Burles (DCMS)

Sue Ramroop (DCMS)

Michelle Brownrigg (DUK)

Andrew Dumbreck (Technical Advisor)

Apologies

Kim Chua (Channel 4)

Alix Pryde (BBC)

Peter Couch (Arqiva)

Alberto Fernandes (Ofcom)

Mark Caines (Ofcom)

1. Executive Summary

- 1.1 The position on interference remains much lower than originally expected with 547 confirmed cases to date, excluding the 35 cases during the pilots.
- 1.2 at800 met KPIs 1 - 3 and KPI 6 for October. KPI4 was passed, apart from a single case in the Winter Hill area. The Board agreed to exclude this case from KPI4 because the viewer chose to delay the installer appointment offered due to building work on their property.
- 1.3 KPI5 was partially failed due to another case in the Winter Hill area. The Oversight Board considered the breach and concluded that this case was outside of the scope of KPI5, since the case was not strictly a Platform Change.
- 1.4 The key part of the meeting was a discussion of the proposals for the new Key Performance Indicator, Service Level Agreement and Operational Condition regime. It was agreed to seek Ofcom approval for a six month trial of the new regime to

commence from 1st February 2014. Ben Roome and I are due to brief you on these proposals in January.

2. at800 update

Roll-out

- 2.1 There are 547 confirmed cases of 4G interference at 800MHz, excluding the 35 cases found within the pilots. There were 202 cases in November, an increase of 73 on the 129 cases in October. This upward trend reflects the increase in active masts outside of London where the majority of mast activations had previously taken place with minimal interference issues as expected.
- 2.2 At the end of November, there have been a total of 2722 installer appointments which includes 172 repeat visits (so at800 installers have visited 2,550 households in total). At800 installers have solved 200 non-4G reception issues during these visits.

Audit Summary

- 2.3 In November, 153 audits were conducted, of which 49 were at locations diagnosed as having 4G interference and 104 at locations diagnosed as not having 4G interference. Of these audits 57% of confirmed 4G cases were overturned (28 out of the 49) and 3% of the non-4G cases (or 3 out of the 104) were overturned.
- 2.4 at800 believe that these percentages are the result of the lower than expected numbers of interference cases which has meant that, once trained, installers have had limited opportunity to apply their knowledge regularly. To resolve this at800 are reducing the number of installers with which they contract.

Contact Centre

- 2.5 As a consequence of a high volume of pre-activation postcard mailings in November to avoid postal service backlogs over the Christmas period, there was a 24% increase in calls to the contact centre.
- 2.6 Several workshops with contact centre staff were carried out in November to emphasise the importance of accurately logging customer feedback. Whilst the number of complaints increased slightly, the overall percentages did not increase in line with the call volumes, leading to a lower rate of dissatisfaction in November (0.21%) compared with 0.24% in October. The instances of positive feedback increased 40% with 13 logged in October and 32 in November.

- 2.7 Based on the evidence of call volumes across the opening hours and in conjunction with the new targeted model, the contact centre will not operate on Sundays from 1 February 2014.

Research Grid

- 2.8 DMSL has now installed 24 data logging devices in households throughout the country. These devices are collecting 4G and DTT signal readings from households with location and TV/aerial characteristics of particular interest to DMSL.
- 2.9 A total of 1200 post-activation surveys are being conducted in London, Manchester and Birmingham. As a useful tool in measuring their performance, the results will assist at800 in assessing the effectiveness of their communications and the assistance provided to consumers.

3. KPI Report

- 3.1 at800 reported that KPIs 1-3 and KPI6 were passed in October with a partial failure on KPI 5 (Platform Changes) and a proposal to exclude the single breach in KPI 4 (Installation Support to Vulnerable Households) as the viewer chose to delay the appointment because of building work. This delay meant that the case took 14 working days to resolve, and that only 95.7% of cases in the Winter Hill area were resolved within the 12 working day target instead of 99%.
- 3.2 The Board accepted the proposal regarding KPI4 and agreed that this case should be excluded from the KPI.
- 3.3 The partial failure on KPI5 was due to another case in the Winter Hill area, which took a period of 26 working days from the initial contact by the viewer to resolve.
- 3.4 at800 explained that they had eventually bought the household a new television set to resolve the issue. . at800 also arranged for DTG to test the previous set for any potential underlying issues. DTG confirmed that the issue was known in some models of televisions but not widespread, so the results are not helpful in identifying further occurrences or possible long-term remedies.

- 3.5 The Board unanimously agreed that this single incident was outside the scope of the KPI as it did not specifically result in a platform change and that therefore Operational Conditions should not be imposed.
- 3.6 This again highlights that it is possible for at800 to potentially breach KPIs and Operational Conditions, as they are currently drafted, for very limited instances of 4G interference.

4. Policy sub-group

- 4.1 The sub-group presented its final agreed set of proposals for the revised KPIs, Service Level Agreements (SLAs) and Operational Conditions to support the more targeted medium touch engagement model agreed at previous Boards. The group recommended, and the Board agreed, a six month trial commencing on 1st February 2014.
- 4.2 We agreed the proposal for a single overarching KPI that focuses on timely service restoration (100% within 10 working days) supported by a number of sub-KPIs covering the provision of reactive filters, for example, and more timely targets for assisting vulnerable people.
- 4.3 The Board agreed that during the six month trial period the sending out of proactive filters should be suspended in order to gather data about this revised policy approach. At800's view is that this will reduce the number of filters that are sent out unnecessarily and enable them to gather more data about actual cases of 4G interference, since at800's research indicates that about 25% of viewers install filters before any interference has occurred, despite at800 advice to the contrary. The broadcasters believe that the sending out of filters proactively could still prove the right policy approach in circumstances where there is a "very, very high" risk of interference, for example when Block A masts, closest to the 700 MHz band, are activated in television regions which use Channels 59 & 60 and potentially affect households in close proximity to the mast.
- 4.4 To provide reassurance to the broadcasters, it was agreed that the Oversight Board would review the policy of not sending out any proactive filters on a monthly basis and adjust it, as necessary. In addition, there will be regular meetings between at800

and the broadcasters, to consider the risk profile of planned mast activations and review how the trial is going. Further, the Technical Sub-Group will consider the premise that Block A masts will cause more interference than Block B & C, and also consider the at800 more targeted risk based mailing model in due course.

- 4.5 The Board also agreed the supporting performance measurements, or SLA's. Breaching these targets will not lead to the imposition of operational conditions. It is intended that these will provide the Board, as well as at800, with a good understanding of how the wider operation is performing. As flexible measurements, they are open to change by either body should it be felt necessary to reflect altered circumstances such as contractual obligations with third parties or a change in the volumes of interference cases.
- 4.6 I will write to Ofcom to outline all the proposals and seek their agreement to the trial, and to forbear from enforcing the existing KPIs during this period.
- 4.7 Ben Roome and I will brief you on these proposals when we meet in January.

5. AOB & Next Meetings

- 5.1 Ben Roome and I hope to attend a future Digital UK Board meeting, date to be arranged, to provide an update to a wider group of senior people on the current position of the Oversight Board and revised operating model proposals. I extended this offer to the other members of the Board, including the mobile network operators.
- 5.2 The next meeting will be in 2014 on Wednesday 15 January (at Ofcom).

David Hendon

Chair

4G/TV Co-existence Oversight Board