

4G/TV Co-existence Oversight Board Meeting

Chair's report to Ministers and Ofcom

Meeting date: 25 February 2015

Attendees

David Hendon, Chair	Mark Caines (Ofcom)
Paul Rosbotham (Vodafone)	Alberto Fernandes (Ofcom)
Robin Vernon (O2)	Ian Dewhurst (DCMS)
Erol Hepsaydir (Three)	Sue Ramroop (DCMS)
Alan Boyle (BBC)	Michelle Brownrigg (DUK)
Khalid Hayat (ITV)	Andrew Dumbreck (Technical Advisor)
Philip Milton (Channel 4)	
William Webb (Non-Executive)	<u>Apologies</u>
Roger Darlington (Non-Executive)	Inge Hansen (EE)
Nick Munn (DCMS)	Peter Couch (Arqiva)
Ben Roome (DMSL)	Phil Sheppard (Three)

1. Executive Summary

- 1.1 There were 4,825 confirmed cases of 4G interference at 800MHz as of the end of January, excluding the 35 cases during the pilots. The position remains lower than expected.
- 1.2 All trial KPI targets were met in January. All 397 confirmed 4G interference cases were resolved within the 10 working day target.
- 1.3 The reminder mailing trial to test modified processes to narrow the time between a viewer receiving a postcard and a nearby mast activating has been postponed until further notice. at800 is finalising its internal processes and agreeing appropriate notification procedures with the MNO's; once it is confident that the reminder mailing operation is robust, they will advise the Board accordingly and agree the trial arrangements, including the commencement date and length.
- 1.4 Philip Milton joins the Board as the Channel 4 representative and Khalid Hayat has a new role and will step down as the ITV representative.

2. at800 update

Roll-out

- 2.1 As of the end of January, there were 4,825 confirmed cases of DTT interference caused by 4G at 800MHz, excluding the 35 cases found within the pilots.

Mast Analysis

- 2.2 From February, the reports for the monthly and cumulative cases of interference within 28 days of a mast going live at distances within 900m and 1.5km will be one month in arrears to ensure the latest figures are reflected. Therefore, there is no data available for January 2015: the information on interference cases for January will be reported in March.
- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period to January was 1.51, whilst there was an increase in the total cumulative number of cases per mast from 0.93 to 1.01.

Installer Scheme and Audit Summary

- 2.4 To date, there have been 13,283 installer appointments, excluding repeat visits, of which 1,170 have been subject to audit.
- 2.5 Last month, I reported on the pressures to ensure that installer visits were completed as scheduled with the viewer (including vulnerable visits) within 3 working days, which were a consequence of large mailings conducted in November and December, generating more appointment bookings within a wider geographical spread than usual.
- 2.6 Whilst there is no significant difference in the number of appointments scheduled in January (1,221) from December (1,428), the increase in installer teams to meet the demands in December has meant that appointments in January were kept as arranged and within the 3 working day target. Of 1,129 visits that were not cancelled by the viewer, 979 were completed within the target and of the remaining 150, the majority were delayed beyond 3 working days at the request of the viewer themselves.
- 2.7 There were 41 audits completed in January of installer visits originally undertaken in November (1), December (29) and January (11). From these audits, no cases were overturned. This achievement is the result of improvements in initial installer diagnosis further to the continuous improvement plans within at800 in this operational area, including regular monitoring and feedback between installers and auditors and refresher training.
- 2.8 Members of the Coexistence Technical Working Group (CTWG) attended a bespoke version of the in-home measurement and diagnosis training undertaken by the at800-accredited installers in January with the objective to better understand the training provided and offer recommendations to enhance the existing course.

- 2.9 The feedback from the CTWG was positive with constructive discussions between the group and the course tutor. It was observed that the challenges faced by the installers include the accurate assessment of marginal 4G cases where signal measurements are inconclusive either way and below-specification DTT installations (poor quality leads etc.), resulting in poor DTT signal strength and quality, are common.
- 2.10 With the potential for co-existence issues to arise in the future as spectrum management and use evolves, the impact that in-home DTT installations may have should be taken into consideration and to plan and/or mitigate accordingly.

Communications

- 2.11 To mark the two-year anniversary of the operation and as an opportunity to 're-launch' and raise awareness of the existence of the mitigation scheme, at800 have begun planning PR activities with trade press organisations for publication on 15 March 2015.
- 2.12 at800's social media paper on its experiences and lessons learnt over the past 2 years, including a real-life case study, will be shared with the Board before publication on their website.

Operational policy

- 2.13 In early February, at800 revised its business rules on support for vulnerable viewers. Whilst the provision of a chaperone to accompany a visit from an at800-accredited installer continues and eligibility for support remains as those over 75 years of age, those registered blind or partially sighted and those in receipt of allowances including disability living, attendance, constant attendance, mobility supplement and personal independence payments, at800 will also provide mitigation assistance to vulnerable viewers who may be living with others and/or in households where satellite or cable is connected.
- 2.14 Previously, all households (vulnerable or otherwise) were not provided with mitigation support where satellite or cable services were connected. This change in operational policy will ensure the provision of assistance to restore DTT services (where 4G is confirmed as causing disruption) in households where vulnerable viewers are resident, regardless of existing satellite or cable television services.

3. KPI Report

- 3.1 at800 reported passes against all KPIs with no exceptions. This included a 100% pass rate for KPIA for service restoration within 10 working days where a household

is a primary DTT user; all 397 confirmed 4G interference cases in January were resolved within the target.

4. Reminder Mailings

- 4.1 The reminder mailing trial to test modified processes to narrow the time between a viewer receiving a postcard and a nearby mast activating has been postponed until further notice. The primary aim of the change to the mailing operation is to reduce the likelihood of unreported interference.
- 4.2 at800 continues to work on developing the processes for the reminder mailing trial; they have identified elements in the process that may be automated, assisting with improvements to the overall operation, including data validation, and reducing the risk that processes may be missed or by-passed.
- 4.3 There are concerns that the number of processes (around 17 individual steps) and frequency of the operation (with the procedure cycle occurring and overlapping up to four times a week) may increase the risk of errors leading to failures to notify households as required.
- 4.4 at800 is working with the MNO operation teams to improve the current notification processes, which will also assist the overall mailing operation as well as the reminder trial.
- 4.5 at800 sought the agreement of the Board to postpone the trial start date until such time as they are confident that the reminder mailing operation is robust at which point they will advise the Board accordingly and agree the trial arrangements, including the commencement date and length. The Board agreed.

5 Mast activations and the future

- 5.1 at800 reported the focus for future planning is to ensure that as and when significant changes occur in mast activations or adjustments (e.g. Block A/Channel 60 mast activations or base station power levels and/or antenna tilt corrections, which are considered the most likely scenarios to cause increases in the level of DTT interference even in areas where confirmed cases have been reported and resolved previously), the MNO's advise them in a timely manner to enable the mitigation operation to be appropriately provided should the need arise.

- 5.2 at800 is considering how this will work in practice and is expected to provide the Oversight Board with their proposals when finalised.
- 5.3 In the meantime, at800 continue to monitor clusters of reported interference so that they might deploy resources (installers and communications) appropriately. This strategy has already been successfully tested in Edinburgh last year, when a cluster of reported interference enabled at800 to increase the awareness campaign in the area and ensure that accredited regional installers were available to provide mitigation support.
- 5.4 Whilst a number of Block A masts have been activated, they are not fully operational i.e. carrying commercial traffic, are not within an area of weak DTT signals or where DTT uses channel 60. As the conditions required to understand the impact of 4G mobile signals to DTT signals from lower Block A/channel 60 masts and which may potentially assist in prediction modelling, at800 will continue to work on identifying a suitable mast location and liaise with the CTWG to conduct investigations as and when, reporting the results and conclusions to the Board thereafter.

6. AOB & Next Meeting

- 6.1 There were two changes to Board membership this month: Philip Milton joins the Board as the Channel 4 representative. We welcome Phillip and look forward to working with him. Khalid Hayat has joined EY and whilst he is currently on secondment back to ITV, his permanent appointment will begin soon. I thanked Khalid for his major contributions to the Oversight Board, which he has been a member of from the beginning, and on behalf of the Board, I wished him every success in his new role.

[Since the meeting took place, I have received confirmation of the new ITV representative: Alexandra McNair will join the Oversight Board, replacing Khalid Hayat].

- 6.2 The next scheduled meeting is on Wednesday 25 March 2015. I have agreed with the Board that we may cancel this meeting unless there is a need to meet and a decision will be made closer to the date.

David Hendon

Chair

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