

4G/TV Co-existence Oversight Board

Chair's report to Ministers and Ofcom: July 2014

1. Executive Summary

- 1.1 The Board agreed not to meet as arranged on Wednesday 23 July because of the absence of significant issues requiring discussion. This report reflects the updates provided via the regular Board papers. The Board will meet as scheduled on 19 August.
- 1.2 The position on interference remains lower than expected with 2236 confirmed cases as of the end of June, excluding the 35 cases during the pilots.
- 1.3 All targets were met in the trial KPI regime. For KPIA, there was a 100% pass rate of service restoration where a household is a primary DTT user as all 291 confirmed 4G interference cases were resolved within the 10 working day target.

2. at800 update

Roll-out

- 2.1 As of the end of June, there were 2236 confirmed cases of DTT interference caused by 4G at 800MHz, excluding the 35 cases found within the pilots. There were 930 installer visits to unique addresses in June; to date, there have been a total of 7903 installer appointments, including repeat visits, of which 878 have been subject to audit.

Audit Summary

- 2.2 In June, 86 audits were undertaken which examined installer visits first completed since the operating trial began in February. The number of original installer diagnoses overturned by audit continues to fall, reflecting the improvement and accuracy of the initial assessment by the installers.

Mast Analysis

- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period decreased to 1.37 in the three months to June. The number of cumulative cases reported within 28 days of mast activation for distances of

900m was 0.19 and for 1.5km, 0.27. The monthly cases were 0.43 and 0.72 for 900m and 1.5km respectively.

- 2.4 The smaller increase in cumulative number of confirmed cases per mast from 0.79 in May to 0.82 in June indicates the rise in the pace of mast activations.

Data Operations

- 2.5 at800 continue to develop their Management Information database with all core data sets now available. The related work activities will include audit and reconciliation checks to formalise data accuracy and recruitment for a support resource to undertake the processes and procedures is underway.

Support Operations and Direct Mailing

- 2.6 Initial awareness and reminder mailings continue as usual with postcards sent during June and early July to households for mast activations planned for August and reminder notices for households originally mailed in January.

Viewer Experience Management

- 2.7 at800 is embedding the new Viewer Experience Management function into the organisation, developing the associated activities and procedures as and when required.
- 2.8 In June's report, I noted that at800 would provide updates on the first two cases lodged with the organisation's arbitration service CISAS (Communications and Internet Services Adjudication Scheme) which related to compensation claims for work undertaken by installers not contracted by at800. Both cases have been considered and closed in at800's favour with conclusions that the organisation did not breach a term of its service or failed in a duty of care owed to the customer in regards to the communications about potential disruption to (DTT) service. CISAS has recommended that in one case at800 offer a £50 goodwill gesture to the customer. There are no other outstanding cases with CISAS at present.

Research update

- 2.9 The 4G Insight project to build an understanding of levels of DTT reception signals in a Channel 60 area pre and post activation of a mast operating in LTE block A (791 – 801 MHz) is ongoing. The planned mast activation has

been delayed by a month. However, in anticipation of go-live, at800 will continue to conduct tests to record DTT and LTE signals at the sixty sample sites in the area as well as data gathering using the loggers currently installed in four households.

- 2.10 The new online market research questionnaire at800 will use to gauge awareness and understanding of households in affected and non-affected areas went live in Belfast on 27 June and is due to close in mid-July. Once reviewed and analysed, at800 will share their findings with the Board which will reflect the smaller sample size (up to 200 households) than usual (of 400); so far at800 have 110 completed surveys.

3. KPI report

- 3.1 at800 reported pass rates against all KPIs. This included a 100% pass rate for KPIA for service restoration within 10 working days where a household is a primary DTT user; all 291 confirmed 4G interference cases where resolved within the target. There were no breaches.

4. Next Meeting

- 4.1 The Board will meet on Tuesday 19 August (at Ofcom).
- 4.2 I expect the Board to discuss the review of the KPI trial regime, undertaken by the Policy sub-group, and to agree recommendations to Ofcom on whether to amend the Notice/Licence agreement permanently or forebear the Operational Conditions indefinitely.

David Hendon

Chair

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