

## **4G/TV Co-existence Oversight Board**

### **Chair's report to Ministers and Ofcom: September 2014**

#### **1. Executive Summary**

- 1.1 The Board agreed not to meet as arranged on Tuesday 23 September 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 23 October.
- 1.2 The position on interference remains lower than expected with 2906 confirmed cases as of the end of August, 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 314 confirmed 4G interference cases in August were resolved within the 10 working day target.

#### **2. at800 update**

##### Roll-out

- 2.1 At the end of August, there were 2906 confirmed cases of DTT interference caused by 4G at 800MHz, excluding the 35 cases found within the pilots. To date, there have been 10,429 installer appointments in total, including repeat visits, of which 953 have been subject to audit.

##### Audit Summary

- 2.2 In August, 69 additional audits were undertaken which examined installer visits first completed since the operating trial began in February 2014. The number of cases originally diagnosed as non-4G by the installer that are subsequently overturned by audit remains very low with no further overturns for audits completed in August.
- 2.3 at800 have introduced an additional level of analysis for each case overturned by audit which requires a review by both the auditor and installer to determine

the root cause of the differing conclusion. In this reporting period, twelve potential 4G overturn cases have been found to be due to errors in the form completion process; the need to improve the accuracy of the on-site reports was highlighted in the August report and at800 will continue to work with the installers to address this.

#### Mast Analysis

- 2.4 There was a slight increase in the overall cumulative number of confirmed cases per mast from 0.83 in July to 0.87 in August. The number of cumulative cases reported within 28 days of mast activation for distances of 900m was 0.20 and for 1.5km, 0.29. The monthly cases were 0.39 and 0.74 for 900m and 1.5km respectively.
- 2.5 The rolling average of confirmed cases per activated mast across a 3-month period increased slightly to 1.19 in the three months to August from 1.15 in the three months to July.

#### Data Operations

- 2.6 Further to previous Board agreement to proposals to amend the operational approach for reminder mailings, at800 are developing the internal processes required to support the changes. The overall aim is to narrow the time between a viewer receiving a postcard and a nearby mast activating. The relevant communication materials, including the Code of Service, have been updated accordingly.
- 2.7 at800 will conduct a trial to test the new approach and processes. The first batch of reminder mailings based on the new weekly mast submission information from the mobile network operators will be sent in late September / early October. A progress report will be provided to the Board in October.

#### Viewer Experience Management

- 2.8 The Viewer Experience Management function, which enhances the interaction and experience of viewers from first contact until completion by monitoring the end-to-end systems, continues to identify and develop process improvements. In line with organisation policy to “fix first time”, the number of repeat jobs in

the last month were 10.5% of the overall total, an improvement on the 14% in July.

#### Research update

- 2.9 at800 installed data loggers in selected households in England and recorded the DTT (Digital Terrestrial Television) and LTE (4G Long-Term Evolution) signal power in the frequency range from 470 MHz to 900 MHz. The aim of the project being to estimate accuracy of the UKPM (UK Planning Model) and evaluate the LTE mast activation interference to the DTT signals.
- 2.10 Due to issues with data capture, including a small sample size and viewers unplugging the devices mid-way through the project, the amount of information available for analysis was restricted, thereby limiting the usefulness of the data. Nevertheless, there have been some valuable insights into signal activity which may require further investigation; at800 have assessed the available results and a draft report of the Data Logging research project has been shared with the Coexistence Technical Working Group (CTWG).
- 2.11 The Outbound Call Questionnaire seeks feedback on the experience of viewers who have received an installer visit. In August, at800 contacted 1106 households of which 654 responded. The initial results report was shared with the Board.
- 2.12 I note that the majority of viewers positively rate the overall service from at800 with nearly 98% of those surveyed rating their experience as excellent or okay. To a separate question as to whether their TV was 'working OK' following the visit, 4.1% of households reported that the issues continue and believed they were related to 4G interference which should be resolved by at800; of the remaining 95.9% households, 66.7% said that their TV was working OK, 10.2% said it was as good as it had been before the rollout (mast activation) and 19% said the problem was not resolved but understood what they had to do to solve it.
- 2.13 In March 2014, at800 conducted a Reactive Filter Call Back survey with viewers who had been provided with a reactive filter further to their contact to

the call centre about potential 4G interference; approximately 600 responses were captured for each question. The results of the survey have also been provided to the Board.

- 2.14 Nearly 18% of households said that there was no immediate improvement to their Freeview service and 16.4% report that their viewing had still not improved since the filter was fitted. When asked about contacting at800 or “another party” (e.g. aerial installer or Digital UK) to help resolve their viewing issues since installing the filter, 2.5% said they had been in touch with at800 again and 7.9% had contacted “another party”.
- 2.15 It will be useful to take into consideration the results from this survey and expand upon them in the Reactive Filter research project, the objective being to further understand the effects on potential 4G interference of a filter installed by a viewer who had decided against an installer visit. DCMS are currently developing the project proposal which will include exploring both the technical impact and viewer behaviours involved.
- 2.16 at800 provided their report of the online post-activation survey of the households in affected and non-affected areas in Belfast to the Board; an initial report had already been provided to Digital UK. The aim of the survey was to understand the aerial systems in place, the reception quality and general satisfaction with the Freeview service and awareness of the 4G rollout and preferred communication methods.
- 2.17 A total of 121 households were surveyed, comprising a mix of 56 households who had been sent a postcard (in high and medium risk areas) and 65 that had not been sent a postcard (low and non-mailed areas); only households where Freeview was on the primary set and did not have cable or satellite on any set were eligible.
- 2.18 The results corroborate those of previous post-activation surveys undertaken in 2013 which show that the majority of Freeview viewers (94%+) are satisfied with their service and there was no statistically significant difference in perception of Freeview post 4G rollout.
- 2.19 The results of the questionnaire and both surveys confirm concerns again that when experiencing problems with DTT, the majority of viewers do not take any action to resolve the issues. The main reasons for this appear to be

because viewers do not know who to call or are concerned about possible costs. at800 will evaluate all the responses to assist improvements in performance and service within their remit.

### **3. KPI report**

- 3.1 The KPI and SLA report for September 2014 reflected the changes agreed at the August Board meeting which included a RAG (Red, Amber, Green) format, the rationalisation of working day targets for some sub-KPI categories and the inclusion of detailed information for specific SLA's.
- 3.2 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 314 confirmed 4G interference cases in August were resolved within the target.
- 3.3 Due to pressures on the capacity of one regional installer contractor who failed to attend a number of appointments in an area where additional masts were submitted outside of the standard process, KPI A1 (Installer visits completed as scheduled with viewer) achieved an Amber rating of 97.09%, missing the Green target (97.5%) by 0.41%.

### **4. AOB & Next Meeting**

- 4.1 The Board will meet on Thursday 23 October (at Ofcom).

David Hendon

Chair 4G/TV Co-existence Oversight Board