

4G/TV Co-existence Oversight Board Report

Chair's report to Ministers and Ofcom: January 2015

1. Executive Summary

- 1.1 The Board agreed not to meet as arranged on Thursday 22 January 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 25 February 2015.
- 1.2 The Board is considering the validity of reducing the frequency of meetings from monthly to bi-monthly, reserving the option to meet sooner should circumstances change and/or a Board member proposes to do so.
- 1.3 The position on interference remains lower than expected with 4,564 confirmed cases of 4G interference at 800MHz as of the end of December, excluding the 35 cases during the pilots.
- 1.4 There was a failure on KPI A1 with 93.70% of installer visits completed as scheduled with the viewer against the 97.5% target. This was due to an increased number of installer bookings generated by the large mailing volumes in November and early December. The situation was exacerbated by the dispersed locations of visits, reflecting the expanding network, and the challenges faced by the regional contractors to secure additional resources to ensure scheduled visits were undertaken as arranged and within target. at800 continue to manually monitor the procedures for managing installer bookings on a daily basis and is considering possible options to automate the process.

2. at800 update

Roll-out

- 2.1 At the end of December, there were 4,564 confirmed cases of DTT interference caused by 4G at 800MHz, excluding the 35 cases found within the pilots.

Mast Analysis

- 2.2 The cumulative cases of interference reported within 28 days of mast activation for 900m and 1.5km has remained static from November at 0.20 and 0.30 respectively.

- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period increased in the three months to December to 1.49 (from 1.44 in November) whilst there was a small increase in the total cumulative number of cases per mast from 0.93 to 0.98.

Installer Scheme and Audit Summary

- 2.4 In December, 1,428 installer visits were scheduled to take place. This is a marked increase in the number of installer visits scheduled during November (949).
- 2.5 at800 reports that the large mailing volumes sent in November and early December resulted in the number of higher than usual installer bookings within a wider geographical spread, which itself is a reflection of the expanding network in dispersed locations. Slight delays by the regional contractors in securing additional installer resources meant that the three day lead time was pressured, with impacts on the KPI targets regarding installer visits (see section 3).
- 2.6 In December 48 audits were completed on installer visits from October (14), November (15) and December (19). The audits confirmed one overturned non-4G case from Northern Ireland, where audits were conducted for the first time.

Viewer Experience Management (VEM)

- 2.7 The VEM team oversee the interaction and experience of viewers from the point they first make contact, whether via a telephone call to the a800 centre, the website or email or other means including referrals from the press or local MPs, until the case is closed. This includes monitoring any complaints or dissatisfaction expressed or where there has been a request for compensation.
- 2.8 In December, the VEM team reviewed 48 cases, issuing 5 “deadlock” letters to viewers who had requested installer visits but, as they had satellite services within their property, are outside the remit for at800 assistance, and arranging reimbursements just under £1500 for 14 claims including repayments for independent installers and for a self-sourced filter to solve 4G related DTT interference issues.

Research

- 2.9 Representatives from at800 and Ofcom will be meeting with Andrew Dumbreck, Technical Advisor to the Board, in late January to discuss current and potential research projects, including the survey into the effectiveness of the provision of reactive filters.

3. KPI Report

- 3.1 at800 reported a 93.7% success rate against the KPI A1 target to complete 97.5% of installer visits as scheduled with the viewer. Within the RAG (red, green, amber) reporting scheme, this is a red indicator.
- 3.2 There were also impacts on the targets for KPI A2 (Installer visits completed within 3 working days) and KPI A4 (Vulnerable visits completed within 3 working days). The indicators for these targets were reported as amber with completion rates at 76.7% and 75.38% for KPI A2 and KPI A4 respectively against a “green” target of 90% for both.
- 3.3 As reported at para. 2.5, the targets were missed due to the increased number of installer bookings generated by the large mailing volumes in November and early December. The situation was exacerbated by the dispersed locations of visits and the challenges faced by the regional contractors to secure additional resources to ensure scheduled visits were undertaken as arranged and within target.
- 3.4 I note that of the 1,428 scheduled visits for December, 292 visits were delayed beyond the 3 working day target at the viewer’s request and there were 119 viewer cancellations. Of the remaining 1,017 visits, the majority (712) were completed within 3 working days with 215 visits completed outside the target. The residual 90 of the total scheduled visits were rearranged or cancelled by installers.
- 3.5 Within these figures, 195 visits were scheduled with vulnerable viewers of which 117 were completed in 3 working days and 13 outside the target, 30 were delayed at the viewer’s request and 35 cancelled or rearranged by the installers.
- 3.6 The process for managing installer capacity is performed manually on a daily basis. at800 is reviewing the options for automating certain processes for booking appointments and managing regional capacity and will continue to track installer bookings to monitor whether changes are warranted.
- 3.7 There was also an amber marking for SLA B1 which requires 100% of identified addresses to be mailed at least once no more than 12 weeks ahead of scheduled mast activation; 99.49% of households received the requisite communication before mast go-live.

- 3.8 The miniscule breach relates to 950 households (of 187,594) who were mailed in early December for planned mast activations due to take place in January 2015. In January, at800 was made aware that four of the planned mast activations had actually taken place in November for a period of three days when a contractor did not deactivate the masts upon conclusion of conducting maintenance work. Upon discovery of the error, the masts were deactivated.
- 3.9 at800 reviewed their contact centre data and identified 45 calls from viewers in the relevant areas who might have been affected by 4G interference during the live period. They are investigating the potential cases and will provide appropriate assistance where required.
- 3.10 As a minor failure on a Service Level Agreement, which is not within the remit of the Oversight Board or licence obligations, there is no further action for the Board to take. The Board member of the relevant mobile network operator has notified me that further details will be provided in due course.

4. AOB & Next Meeting

- 4.1 The Board is considering the validity of reducing the frequency of meetings from monthly to bi-monthly, reserving the option to meet sooner should circumstances change and/or a Board member proposes to do so. A decision on when the Board will next meet will take place at each meeting or via correspondence in the intervening period. The meetings scheduled until December 2015 will remain in diaries.
- 4.2 The next meeting will take place on Wednesday 25 February at Ofcom.

David Hendon

Chair

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