

4G/TV Co-existence Oversight Board Report

Chair's report to Ministers and Ofcom: March 2015

1. Executive Summary

- 1.1 The Board agreed not to meet as arranged on Wednesday 25 March 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 22 April 2015.
- 1.2 The position on interference remains lower than expected with 5,222 confirmed cases of 4G interference at 800MHz as of the end of February, excluding the 35 cases during the pilots.
- 1.3 All trial KPI targets were met. For KPIA, there was a 100% pass rate of service restoration where a household is a primary DTT user as all 407 4G interference cases confirmed in February were resolved within the 10 working day target.

2. at800 update

Roll-out

- 2.1 At the end of February, there were 5,222 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 have remained static since November at 0.14 and for 1.5km, is at 0.29. The number of monthly cases reported within 28 days for both 900m and 1.5km has dropped significantly from 0.25 in December to 0.14 in January and 0.48 to 0.21, respectively.
- 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 February from 1.48 in the three months to January.

Installer Scheme and Audit Summary

- 2.4 In February, 1,040 installer visits were scheduled to take place; a 14% reduction in visits from January in which 1,221 were scheduled.

- 2.5 Of the 970 installer visits that took place in February (70 visits being cancelled by the viewer), 8.02% were repeat visits. This compares to 10.36% in January. The reduction is due to the continued focus to ensure only valid repeat jobs that are likely to be affected by 4G are authorised.
- 2.6 All repeat jobs are reviewed and authorised by the Viewer Relationship Manager with the overall aim to reach the organisation target of 2% of total scheduled visits being due to repeat appointments.
- 2.7 The at800 audit team have been targeting installers whose jobs have not been audited before or for a while. In February 48 audits were completed on installer visits from December (16) and January (32). The audits confirmed one overturned non-4G case on a visit originally conducted in December; the installer had misdiagnosed the case by identifying a faulty masthead amp as being the case of interference, where the issue was actually caused by 4G mobile signals as the LTE levels (incorrectly recorded) were causing the amplifier to overload.
- 2.8 at800 continue to improve their installer and audit operation to ensure correct initial diagnoses and the accuracy of data collection. In addition to the regular monitoring and feedback discussions between the regional contracted installers and assigned auditors, at800 are developing a diagnosis chart that uses 'yes/no' options based on the DTT and LTE signal measurements at the household.
- 2.9 Further to the advice of in-house technical expertise and feedback provided by the Coexistence Technical Working Group members who attended the bespoke installer training course in Birmingham in January, the diagnosis chart will steer the installer to the actions to take to resolve interference which may include replacing or removing equipment, which, in turn, may not necessarily be related to 4G mobiles signals at 800MHz. This approach will not only support consistent approaches in confirmed 4G diagnoses and how visits and potential resolutions to the interference of DTT signals are conducted, but also possibly assist in reducing the number of repeat appointments.
- 2.10 In addition, at800 is also working on an online form for installers to assist with consistent and accurate data collection. The information gathered, once analysed, may assist understanding real-life interference issues and contribute to future planning and/or similar spectrum programmes.

Communications

- 2.11 at800 is planning to conduct online market research during March to assess the timeliness and effectiveness of their communication activities in those areas where

postcards have been mailed and proactive awareness campaigns have taken place. The survey will also explore public awareness of the 4G/DTT disruption issue. Evaluation of the results will be available once the data has been reviewed and analysed.

- 2.12 Targeted communication activities about possible 4G disruption and the existence of at800 and its services which took place during February in areas that had already been mailed for March mast activations, included 21 individual pieces of media coverage reaching a potential audience of 757,138 people. This included Facebook adverts which generated 2,862 website clicks with a total reach of 140,504 users.
- 2.13 at800's continued use of social media has steadily increased communication interaction with users; in February, the total number of engagements via Facebook increased to 3,425 from 150 in January.
- 2.14 at800 expect to publish their paper on the effectiveness of the use of social media as a communication channel on their website in the near future.

3. KPI Report

- 3.1 at800 reported passes against all KPIs with no exceptions or breaches. This included a 100% pass rate for KPIA for service restoration within 10 working days where a household is a primary DTT user; all 407 confirmed 4G interference cases in February were resolved within the target.

4. AOB & Next Meeting

- 4.1 The next meeting will take place on Wednesday 22 April at Ofcom.

David Hendon

Chair

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