

## **1. Executive Summary**

- 1.1 The Board agreed not to meet as arranged on Wednesday 26 August because of holiday commitments and since there was nothing requiring the Board's urgent attention. This report reflects the updates provided via the regular Board papers.
- 1.2 The position on interference remains lower than expected with 7,947 confirmed cases of 4G interference at 800MHz as of the end of July, excluding the 35 cases during the pilots.
- 1.3 All KPI targets were met with KPIA achieving a 100% pass rate of service restoration, as all 758 4G interference cases confirmed in July were resolved within the 10 working day target.
- 1.4 Due to an operational issue discovered (and reported) in July 2015 whereby households who should have received a postcard for planned mast activations from March onwards but did not, the retrospective targets for Service Level Agreement B1 for 'identifiable addresses ... to be mailed at least once no more than 12 weeks ahead of scheduled mast activation' have been adjusted accordingly.
- 1.5 Based on the RAG rating system, the adjusted SLA B1 targets now show a Red classification to reflect the 'missed' households. at800 conducted a special mailing operation to those households where a mast had been activated but had not received a postcard and are mailing properties where mast activation is planned but not yet taken place.

## **2. at800 update**

### Roll-out

- 2.1 At the end of June, there were 7,947 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 has slightly increased from 0.20 (May) to 0.22 (June) as have the number of cumulative cases at 1.5km at 0.35 (June) from 0.34 (May). There was an increase in the monthly cases in June (from May) for 900m from 0.36 to 0.42 and for 1.5km, a marginal increase from 0.45 to 0.46.

- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period to July was 1.26, reflecting a relatively steady trend since May, and the average number of cumulative cases per mast is at 1.10.

#### Installer Scheme and Audit Summary

- 2.4 To date, there have been 20,227 engineer appointments to unique addresses, of which 1,534 have been subject to audit.
- 2.5 In July, there was a 40% increase in the number of visits undertaken (1,911) when compared with June (1,368). This was a result of the increased special mailing activity that has taken place in direct response to the discovery (reported in the July Board Report, para. 3.5-3.11) of a number of households who had not received a postcard as they should have done before planned mast activations.
- 2.6 Due to the volume of additional mailings, the number of calls from viewers increased by 17% on those received in June (6,573 and 5,624 respectively) and therefore, the requests for an engineer visit (2,120 in July compared to 1,535 in June). The regional contractors increased their resources to cope with demand and were able to meet targets to complete scheduled appointments within 3 working days, conducting 1,954 visits in total, achieving a 97% success rate.
- 2.7 There were 90 audits completed in July of engineer visits originally undertaken in May (14), June (66) and July (10); this represents the highest number of audits completed in a month to date.
- 2.8 From these audits, there were eight cases overturned from non-4G to confirmed 4G. The overturns were identified as due to two factors: engineers adjusting the viewer's system before conducting the initial measurements and assessment as required and, at households where a second visit took place, engineers not assessing the systems and cause of interference. These specific issues have been addressed with the regional contractors to avoid recurrences.
- 2.9 In addition, there were a further eleven additional potential overturns which were discounted due to form completion errors.
- 2.10 Coincidentally, I noted in last month's report that at800 had met with regional contractors to clarify the business rules and agree the scope of the engineer's functions as well as the revised work completion form and online portal. The objectives were to promote consistent approaches at household visits in terms of what work to undertake, reporting that work and ensuring the information is correctly captured by at800 in its central database. I expect that this work for continuous improvement will also assist to reduce both the number of overturns and form completion errors in the future.

- 2.11 As part of this improvement work, all engineers have been briefed on the expectations for work to be conducted on household systems including how to identify whether 4G might be contributing to TV interference, the specific signal measurement thresholds that determine the work that should be undertaken based on the results and the approach to take in households where other television services (i.e. not DTT) are being received.
- 2.12 To support the accuracy of the data captured by the engineers, the completion forms have been revised to improve the information taken on the initial system set-up, signal measurements and work undertaken in response. at800 has also improved the transfer of data from the paper-based forms to the central database through a better alignment of the relevant data fields and administration training.

#### Mailings analysis

- 2.13 The initial analysis at800 was conducting into the timeline for households whose reminder mailings may have been sent but may still experience disruption from masts that have not yet been activated has been shared with Ofcom. Further analysis has been agreed and will be undertaken and supplied in August.
- 2.14 Additional analysis work to inform the proposals to modify the reminder mailings to narrow the time between a viewer receiving a postcard and a nearby mast activating was delayed because of the special priority postcard mailings in July; the work has now resumed.

#### Research

- 2.15 During September, at800 will be conducting research into understanding the knowledge DTT viewer's have about the support available to them from the organisation should they experience disruption to their television signal and seeking opinions on how this awareness might be improved. Using the current at800 postcard as the focus, 100 face-to-face interviews will take place in four locations throughout the UK (Glasgow, Manchester, Birmingham and Bournemouth) to gauge the effectiveness of the information provided.
- 2.16 In addition, at800 will test the approach of a single contact number for all DTT viewing issues, regardless of whether the disruption may be due to 4G mobile signals or not. This is part of a wider concept shared by at800 and Digital UK to on the potential to provide viewers with a 'one-stop-shop' contact centre with issues triaged and appropriately re-directed to the correct organisation depending upon whether the disruption is a DTT only issue or may be caused by the activation of a 4G mobile mast.

- 2.17 at800 will share the results of the research with the Board once the evaluation has taken place.

### **3. KPI Report**

- 3.1 at800 reported passes against all KPIs. For KPIA Service Restoration where a household is a primary DTT user, all 758 confirmed 4G interference cases in July were resolved within the 10 working day target.
- 3.2 During July and August, at800 has conducted additional mailings for households that should have received a postcard but did not for planned mast activations from March onwards (July Board report, para. 3.5-3.11). Postcards have now been sent to all properties where a mast has already been activated but no mailing was sent and a further mailing operation continues throughout August for households where mast activation is planned but not yet taken place.
- 3.3 The retrospective targets for Service Level Agreement B1 for 'identifiable addresses ... to be mailed at least once no more than 12 weeks ahead of scheduled mast activation' have been adjusted accordingly. Based on the RAG rating system, the adjusted SLA B1 targets now show a Red classification to reflect the 'missed' households.
- 3.4 As an internal SLA target for the purposes of at800 to monitor their own performance and for which the organisation took immediate action to remedy, there are no recommendations required from the Board.

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

- 4.1 The next meeting is scheduled for Wednesday 23 September 2015.

David Hendon

Chair

4G/TV Co-existence Oversight Board