

4G/TV Co-existence Oversight Board

Chair's report to Ministers and Ofcom: August 2016

1. Executive Summary

- 1.1 Further to the decision to cancel the meetings of June and August 2016, and as there were no urgent issues requiring discussion, the Board did not meet on Wednesday 24 August. This report reflects the updates provided via the regular Board papers. The next face-to-face discussion will take place on Thursday 22 September.
- 1.2 The position on interference remains lower than expected with 16,111 confirmed cases of 4G interference at 800MHz as of the end of July.
- 1.3 All KPI targets were met. All 436 4G interference cases confirmed in July were resolved within the ten working day target, achieving a 100% pass rate for KPIA.

2. at800 update

Roll-out

- 2.1 At the end of July, there were 16,111 confirmed cases of DTT interference caused by 4G at 800MHz, which includes the 35 cases found within the pilots.

Mast Analysis

- 2.2 The monthly cases of interference per mast reported within 28 days of activation rose by 0.03 in June for both 900m and 1.5km to 0.24 and 0.28 respectively (from 0.21 and 0.25). The number of cumulative cases per mast reported within 28 days for 900m remained at 0.34 from May to June and for 1.5km, decreased by 0.01 from 0.46 in May to 0.45 in June.
- 2.3 The rolling average of confirmed cases per activated mast across a 3-month period to July has also reduced to 1.19 (from 1.30 in June) with the average number of cumulative cases per active mast also at 1.19 (from 1.21 in June).

Installer Scheme and Audit Summary

- 2.4 There were 1,524 engineer visits originally scheduled to take place in July with the majority (1,429) undertaken and closed as arranged as 90 visits were cancelled by the viewer and 5 rearranged by at800 to meet capacity restraints. Nearly 96% of the completed appointments took place within three working days.

- 2.5 There have been a total of 44,161 engineer visits to date (39,519 to unique addresses), of which 2,667 have been subject to audit.
- 2.6 There were 86 audits completed in July on engineer visits from May (1), June (44) and July (41) with 29 different engineers audited across the three regional contractors.
- 2.7 From these audits, there were five cases overturned (all from 4G to non-4G) which were variously due to the engineers concerned not accounting for what viewers had reported as faults, which were actually related to non-4G equipment, misattributing present levels of 4G as being the same as interference, not running full-system and post-works filter checks to qualify diagnoses and the incorrect use of the Scope of Work document as a 4G diagnostic tool.
- 2.8 In addition, there were 4 form completion errors, all being 4G to non-4G, which related to the absence of post-work filter meter checks; reminders on conducting meter checks have been repeated.
- 2.9 at800 is focusing feedback to the regional contractors on ensuring engineers take account of viewer feedback and other system factors as well as findings from the mandatory filter tests. The relevant engineers will continue to be monitored.
- 2.10 The new engineer worksheet has been designed; a full rollout will follow once testing of the new sheet and related portal entry has been completed and any subsequent modifications that might be required have been made and re-tested.

Mailing operation trial

- 2.11 The mailing operation trial, which will test modified processes to align the timing of both initial and reminder mailings to actual mast activations, went live in late July. The first forecast mailing processes to be conducted under the trial regime were successful; at800 expect to implement the reminder mailing changes at the next forecast run in late August and early September.

3. KPI Report

- 3.1 at800 reported passes against all KPIs and SLAs in July.
- 3.2 For KPIA Service Restoration where a household is a primary DTT user, all 436 confirmed 4G interference cases were resolved within the 10 working day target, achieving a 100% pass rate.

4. AOB & Next Meeting

4.1 The Board will next meet on Thursday 22 September 2016.

David Hendon

Chair

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