

## **1. Executive Summary**

- 1.1 The Board did not meet in July 2017. This report reflects the updates provided via the regular Board papers. The next face-to-face discussion takes place on Wednesday 27 September 2017.
- 1.2 There were 21,312 confirmed cases of 4G interference at 800 MHz as of the end of June. The levels of interference are within the revised estimates, based on actual experience, made by at800 in 2014.
- 1.3 All KPI targets were met in June. All 368 4G confirmed interference cases were resolved within the ten working day target, achieving a 100% pass rate for KPIA.

## **2. at800 update**

### Roll-out

- 2.1 As of the end of June, there were 21,312 confirmed cases of DTT interference caused by 4G at 800MHz, which includes the 35 cases found within the pilots.

### Mast Analysis

- 2.2 The numbers of cumulative cases of interference reported within 28 days remain at around 0.27 and 0.35 for 900m and 1.5km respectively. The number of monthly cases reported within 28 days significantly decreased for both 900m and 1.5km: 0.12 in April to 0.06 in April (900m) and from 0.15 to 0.09 (1.5km).
- 2.3 The average number of cumulative cases per active mast as of June was 0.98. This is the first time the number has dropped below 1 case per active mast since November 2014.
- 2.4 The rolling average of confirmed cases per activated mast across a three-month period to June 2017 was 0.50 (from 0.54 in May).

### Installer Scheme and Audit Summary

- 2.5 There were 1,818 engineer visits originally scheduled to take place in June with the majority (1,720) undertaken and closed as arranged with 93 visits cancelled by the

viewer and 5 rearranged by at800. Nearly 98% of the completed appointments took place within three working days.

- 2.6 To date, there have been 57,477 engineer household visits (63,537 unique addresses) of which 3,685 have been subject to audit with 288 overturns (216 4G to non-4G and 72 non-4G to 4G) and 185 form completion errors.
- 2.7 107 audits were completed in June on visits from April (25), May (64) and June (18), on the work of 38 different engineers across all three regional contractors.
- 2.8 There were four cases overturned - one from 4G to non-4G and three from non-4G to 4G - and two form completion errors, both from 4G to non-4G for visits in May.
- 2.9 The 4G to non-4G overturn was due to issues with the digital television recorder (DTR) which was causing the DTT interference experienced at the household; the disruption was immediately resolved by relocating the RF feed directly to the TV set. The non-4G to 4G overturns were because of the activation of a new mast closer to one of the properties in the period between the engineer and audit visits, a poor DTT system that required extensive remedial work including the installation of a masthead amplifier and direct ingress to a TV set as there was line of sight to a nearby mast: after various tests involving filters, foil and a metal tea tray, at800 replaced the set. All three cases were resolved.
- 2.10 All overturns and form errors have been flagged to the respective regional contractor managers for follow up with the relevant engineers.

### **3. Activities related to the 700 MHz clearance programme**

- 3.1 Further to their joint proposal to DCMS, DMSL and Digital UK (DUK) will be providing viewer support for 700 MHz clearance events in the STV region between July and November 2017.. As part of the support agreement, DMSL will not be exposed to any unrecoverable costs or additional costs and liabilities to the 800 MHz mitigation scheme.
- 3.2 Data collection, installer process and training procedures are taking place to ensure there no negative impacts upon the on-going 800 MHz mitigation scheme; DMSL are managing a postcard mailing operation to households affected by the first retune event planned for the end of July in Shetland.
- 3.3 Agreement has been reached on sharing UKPM data with DMSL for the purpose of improving modelling during the 700 MHz clearance activities. Once the checks and

tests of the recent changes to the Selkirk TV transmitter have been processed successfully, a further update including the STV clearance changes will be supplied with regular updates to follow as the programme progresses.

#### **4. KPI Report**

- 4.1 at800 reported passes against all KPIs in June.
- 4.2 For KPI A Service Restoration where a household is a primary DTT user, all 368 confirmed 4G interference cases were resolved within the ten working day target, achieving a 100% pass rate.

#### **5. AOB & Next Meeting**

- 5.1 The Board meetings for 2018 have been scheduled within the agreed quarterly timetable for 21 March, 27 June, 26 September and 19 December. As and when the need arises, meetings will be arranged in the intervening months.
- 5.2 The Board will next meet on Wednesday 27 September 2017.

David Hendon

Chair

4G/TV Co-existence Oversight Board