

<b>4G/TV Co-existence Oversight Board</b> <b>Chair's report to Ministers and Ofcom: May 2017</b>
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## **1. Executive Summary**

- 1.1 The Board did not meet in May 2017. This report reflects the updates provided via the regular Board papers. The next face-to-face discussion takes place on Wednesday 21 June 2017.
- 1.2 There were 20,636 confirmed cases of 4G interference at 800 MHz as of the end of April. 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 April. All 400 4G confirmed interference cases were resolved within the ten working day target, achieving a 100% pass rate for KPIA.
- 1.4 The Board express their sadness at the death of Andrew Pinder CBE, Chair of DMSL, on 9 April 2017, and offer their sincerest condolences to his family.

## **2. at800 update**

### Roll-out

- 2.1 As of the end of April, there were 20,636 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 0.28 and 0.37 for 900m and 1.5km respectively. For monthly cases, the number of cases reported within 28 days decreased for both 900m and 1.5km: 0.20 in February to 0.13 in March (900m) and from 0.24 to 0.15 (1.5km).
- 2.3 The average number of cumulative cases per active mast as of April was 1.02 with the rolling average of confirmed cases per activated mast across a three-month period to April 2017 at 0.64 (from 0.73 in March); similar levels were last seen in December 2013.

### Installer Scheme and Audit Summary

- 2.4 There were 1,630 engineer visits originally scheduled to take place in April (a decrease of 21% from March due to a reduction in mast activations compared to

previous months) with 1,530 undertaken and closed as arranged as 87 visits were cancelled by the viewer and 13 rearranged by at800. Over 95% of the completed appointments took place within three working days.

- 2.5 To date, there have been 54,543 engineer visits to unique addresses with 60,270 in total, of which 3,480 have been subject to audit with 282 overturns (213 4G to non-4G and 69 non-4G to 4G) and 180 form completion errors.
- 2.6 There were 88 audits completed in April on visits from February (26), March (53) and April (9), on the work of 34 different engineers across all three regional contractors.
- 2.7 There were four cases overturned - two from 4G to non-4G and two from non-4G to 4G - and two form completion errors, both from 4G to non-4G.
- 2.8 The 4G to non-4G overturns were due to an absence of the required checks and tests by the engineers that led to the initial misdiagnoses; issues with the in-house system cabling due to poor wiring and possible water ingress in one household and high DTT signal strength in the other were the actual causes of the reported interference. The non-4G to 4G overturns were because of oversights by the engineers on the absence of a filter before the masthead amplifier on a new and recently installed system and the actual activation of a nearby mast. Both cases were resolved with appropriate filter and cabling installations.
- 2.9 In addition, there was a reversal of a previous auditor overturn from non-4G back to 4G where a decision was made to give benefit of the doubt to the original diagnosis because it could not be definitively concluded whether interference was due to a nearby mast which had been temporarily deactivated between the engineer's visit and the audit.
- 2.10 As part of the standard operation procedure, 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 As agreed, and as part of their on-going programme report, DMSL has provided an update to their activities in supporting the 700 MHz Clearance Programme.
- 3.2 DMSL is working with Digital UK on a proposal for viewer support for 700 MHz clearance events in the STV region between July and November 2017. In addition, DMSL and DUK will be collaborating on a proposal for Oversight Board consideration

on how at800 communications will reflect and react to planned return events during the 700 MHz programme.

- 3.3 In the meantime, work continues with Arqiva on the provision of updated UKPM data required for its interference modelling due to the changes in DTT coverage as a result of 700 MHz clearance. An initial discovery phase is due to take place during June to assess the recent Selkirk changes and planned STV changes and ensure that the format of the data meets the requirements of the interference model.

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

- 4.1 at800 reported passes against all KPIs in April.
- 4.2 For KPI A Service Restoration where a household is a primary DTT user, all 400 confirmed 4G interference cases were resolved within the ten working day target, achieving a 100% pass rate.

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

- 5.1 It is with profound regret and sadness that I report that Andrew Pinder CBE, Chair of DMSL, passed away on 9 April 2017. The Board offer their sincerest condolences to Andrew's family.
- 5.2 The Board will next meet on Wednesday 21 June 2017.

David Hendon

Chair

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