

## **Management process for reports of interference to domestic reception**

### **Background**

When the Ofcom contract ends, the BBC will be bringing the responsibility for investigating reports of interference to domestic reception in-house. Resolution of these reports of interference will be by a combination of web-based self-help tools, comprehensive on-line information, downloadable fact-sheets and a telephone and email technical triage service.

### **Process**

The new functions will be integrated into existing Capita, Distribution and MC&A activities according to the following process flow:

1. First line support from Capita and BBC reception advice web-pages. This stage includes an application to determine whether the local transmitter is operating normally or subject to a fault.
2. Second line support from Capita and BBC reception advice web-pages. This stage comprises an interactive questionnaire to rule out the common causes of reception problems such as a poor installation, weather, obstacles.
3. Automatic referral to either reception advice or distribution according to the following rule:
  - a. Interference which is intermittent in nature should be referred to Distribution
  - b. Interference which is nominally constant should be referred to Reception Advice.

The Transversal diagnostic application will require an either / or toggle button to select either constant or intermittent interference, with an extended description to ensure correct referral.

4. Fourth line support from either Distribution (potential interference) or Reception advice (poor reception)
  - a. For RIS interference calls the fourth line support will be from Distribution Triage Team. This stage comprises an initial Code of Practice check, and then direct contact with the complainant to talk through the symptoms of the fault. By undertaking detailed analysis of the complainants issues over the telephone, the likely source of the interference and a mechanism for plan of action for resolving it can be provided
  - b. For poor reception calls the fourth line support will be from the Reception Advice Team. This stage may need to include an initial Code of Practice check, and then liaison with the transmission provider (via Distribution) to confirm unknown network issue. Reception Advice will provide advice to Capita on resolution or liaise with field engineers if more work required.
  - c. There will be a feedback process between Distribution and Reception Advice to ensure in-correct referrals are fed back into the process appropriately. Communication with Capita will be via Reception Advice.
5. For RIS interference calls the final referral stage will be to Ofcom. If the technical triage team determine that the source of the interference is outside the complainants home, and is not as a result of any transmission related activities, the case will be handed over to Ofcom.

An overview of this process can be seen in Figure 1.0, and a more detailed flow diagram showing the related activities at each stage can be seen in Figure 2.0.

Radio Investigation Service – Overview

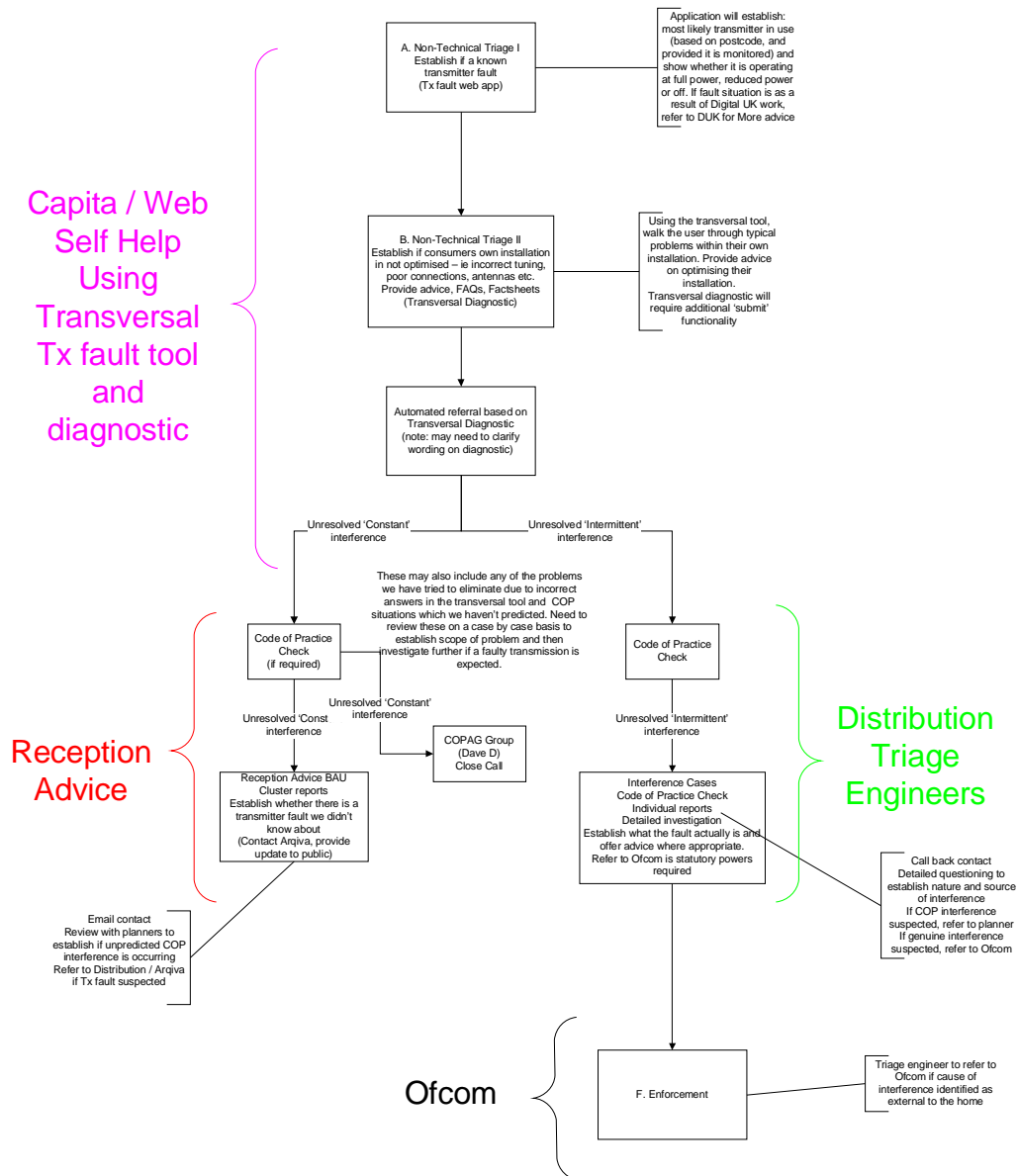


Figure 1.0: Overview of the management of reports of interference to domestic reception process

## Radio Investigation Service BBC Management Process v 2.0

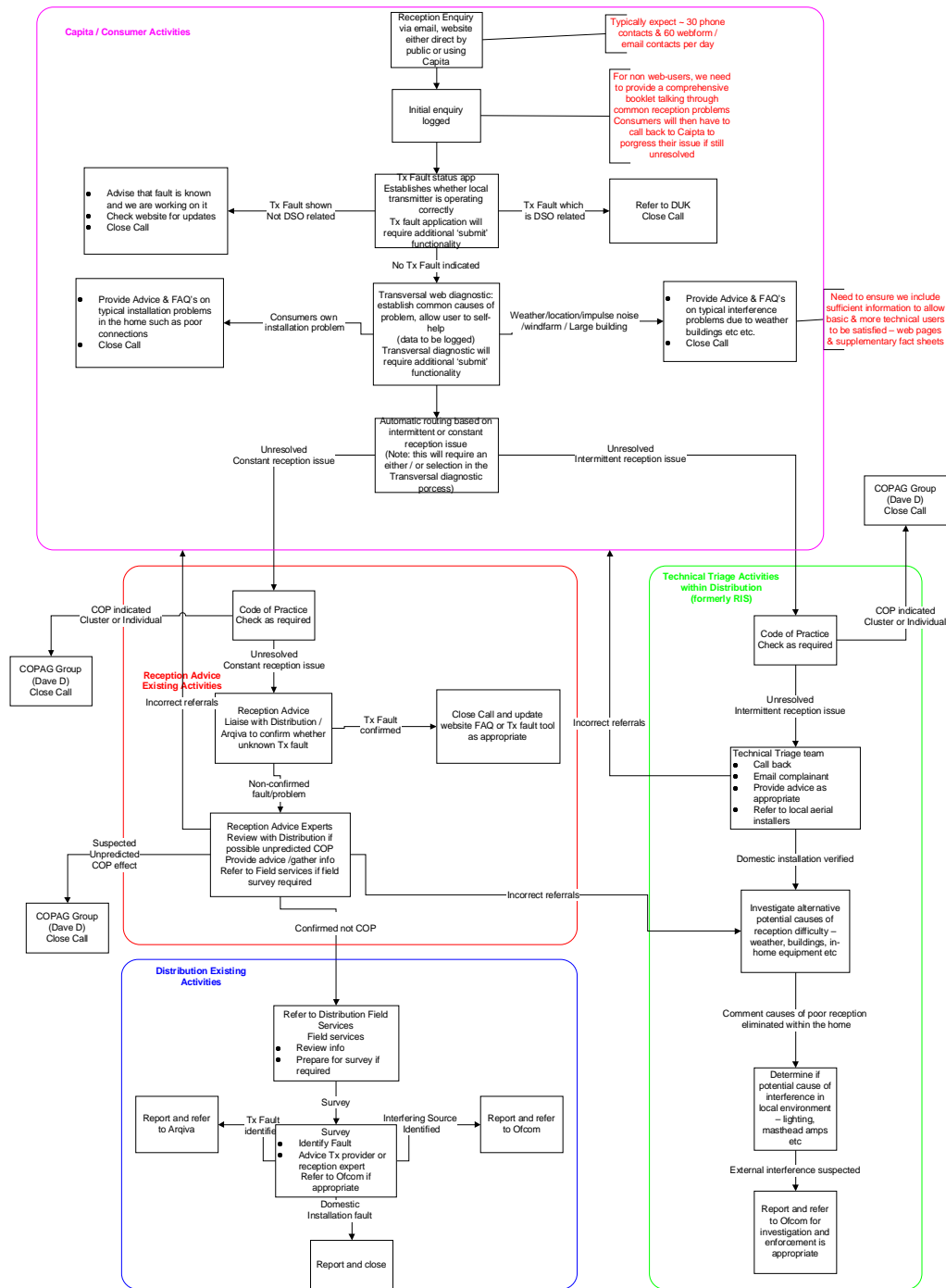


Figure 2.0: Detailed process flow showing the management process for reports of interference to domestic reception