



The New Radio Investigation Service

Delivering a new service
Sara Elvidge-Tappenden
18 February 2011

Agenda

1. Context

2. Changes

3. How the Service Operates

4. Next Steps

The BBC is obligated to investigate interference

The BBC must make reasonable arrangements for the investigation, at the BBC's expense, of complaints of interference by electro-magnetic energy affecting domestic television and radio reception within the UK.

Clause 82,
BBC Agreement 2006

The scope of the RIS is well-defined

In-scope:

- Investigating consumer complaints of broadcasting interference

Out-of-scope:

- Providing general reception advice and assistance on how to receive a particular broadcast service [relevant broadcaster]
- Investigating interference complaints from Ofcom licensees [bypass BBC and go direct to Ofcom]
- Regulating the airwaves and protecting the radio spectrum from abuse, eg enforcement against illegal broadcasters [Ofcom]
- Investigating radio spectrum interference outside the broadcasting bands [Ofcom]

There three types of reception problem

A. Network Problem

- Transmitter fault
- Planned work, including DSO

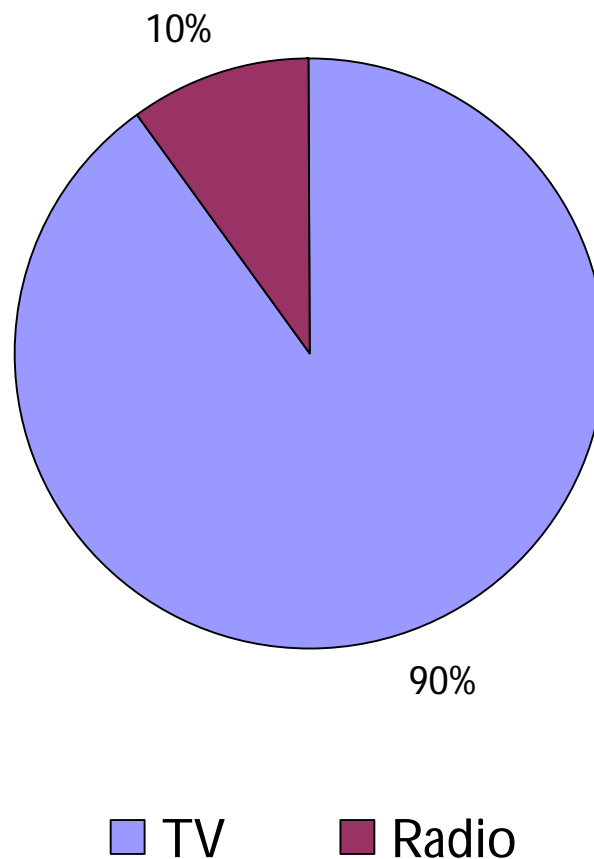
B. Installation Problem

- Problem within the home, eg, damaged aerial, poor connection, faulty equipment

C. External Interference

- Pirate radio
- Interference from faulty or illegal equipment in the home or the neighbourhood

Historically, TV dominates complaints



Agenda

1. Context

2. Changes

3. How the Service Operates

4. Next Steps

Last year, the BBC ceased outsourcing the RIS to the RCA/Ofcom

- 1998: BBC contracts Radiocommunications Agency to provide the RIS
- 2003: RIS moves with the RCA to Ofcom
- 2010: Following consultation with DCMS and BBC Trust, BBC brought RIS in-house
- 2011: Phase 2 of the service development commences

The 'New' service aims to be more modern and efficient

Old

- Initial (basic) triage via call centre
- 2nd level technical triage
- Engineer 'call back' and (potentially multiple) in-home investigation visits
- Enforcement where necessary

New

- Diagnostic tools available online or via 24/7 call centre
- Online guidance provided on resolving common reception and interference issues
- 2nd level triage, by specialist analysts, to resolve the issue via email and/or telephone
- Referral to Ofcom for enforcement where necessary

Agenda

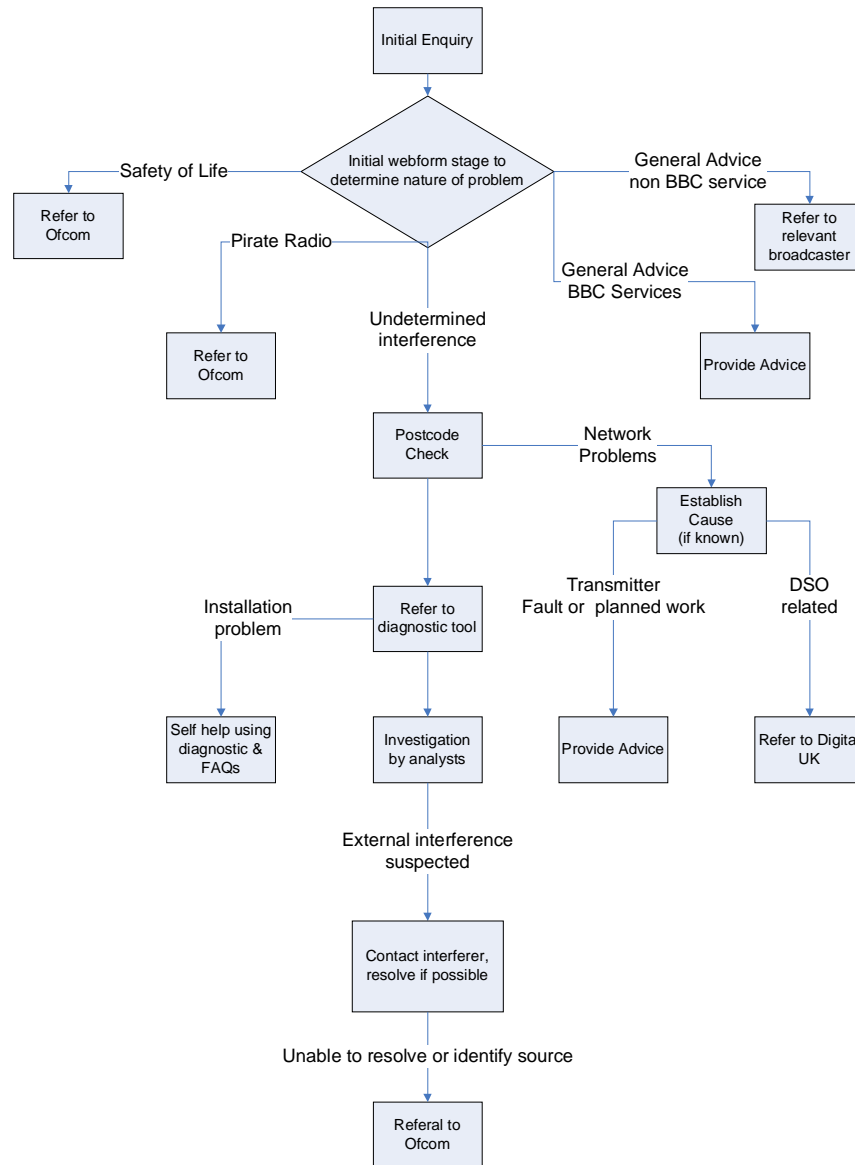
1. Context

2. Changes

3. How the Service Operates

4. Next Steps

We have introduced a clear process



Initial Triage

- User can use diagnostic tools directly or via the 24/7 call centre (03700 100 123)
- Reports of Pirate Radio are managed by Ofcom
- For all other types of interference, there are two steps
 1. Postcode check – identifies network problems by giving status of local transmitters
 2. Diagnostic tool – identifies installation problems and offers advice on resolving issues within the home

2nd Level Triage

- Unresolved cases are referred to a specialist domestic reception interference analyst (DRIA)
- DRIA will contact the householder to work through the symptoms and installation status to identify the source of the problem
- DRIA will provide advice on how to resolve issue (if within householder's control)

External Interference (excl pirate radio)

If issue is diagnosed as external interference...

- DRIA will contact source (if known) to recommend remedial action
- If required, BBC will refer the case to Ofcom for enforcement
- Ofcom will undertake own telephone investigation
- Ofcom will initiate a field survey if required for enforcement
- Ofcom will inform BBC of outcome of investigation

Success has a number of dimensions

- Listeners and viewers are able to find out quickly and easily the cause of interference and how it can be resolved
- Other broadcasters have confidence in the Service to meet their audiences' needs
- Enforcement cases are passed quickly to Ofcom
- Service operates more cost effectively
- Good data capture and analysis provides transparency how well service is operating

Agenda

1. Context

2. Changes

3. How the Service Operates

4. Next Steps

Our initial priority was to transfer the operation from Ofcom to the BBC

- Our first priority was to ensure as smooth as possible a transition of the RIS from Ofcom to the BBC
- Now we are consulting with stakeholders in the Service on how we can ensure it meets the needs of listeners and viewers
- We now intend to develop the service to improve the user journey

Providing general reception advice

- The RIS is concerned with the investigation into reports of interference
- A significant percentage of callers to the service are seeking more general advice on how to receive television services, which is outside the remit of the RIS
- The BBC offers advice on how to receive BBC services as part of the Audience Services Reception Advice function
- There is a need for similar information to be provided by all broadcasters to help fulfil this need, and the call centres need to coordinate passing of cases.

Neutrality of the service

- We provide this service on behalf of all UK Broadcasters (both radio and television)
- Some concern was expressed that to refer an interference case to the BBC may be inappropriate
- This year, we intend to provide a new website for the RIS, with neutral branding, and more general information on how to receive all broadcast services
- We also intend to set up a new dedicated telephone number for all reports of interference (currently using the existing BBC Audience Services route)

We are now actively working on ways to improve the Service

- Website enhancements
 - More neutral branding
 - FAQ pages
 - Downloadable fact sheets (can also be requested by phone)
 - Audio and video clips
 - 'News' feature for significant transmitter events
- Extended postcode checker for transmitter status
 - Existing version only shows BBC services
 - We are currently engaging with other television Broadcasters to extend it to include their services
 - Our hope (with the agreement of other Broadcasters) is to extend it to all TV and Radio services

Improving the service: Phase 2 of the Diagnostic

- Phase 2 of the diagnostic tool
 - Additional information built around the questions
 - Images, sound and video clips
 - Improved user journey
 - Fast-track 'dealer' contact
- Improved information for dealers / aerial installers
- RIS Stakeholders Board

Appendix: Postcode Checker & Diagnostic

Providing your postcode will assist us in locating your nearest transmitter, this information will not be used for any other purposes.

Postcode

Please tell us what you are having problems with

Relating to?

Which platform?

Your local transmitters are...

Transmitter	Channel	Effect	When
Crystal Palace	-	No problems	-
Hannington	-	No problems	-

and there are no problems.

Does this answer your question?

More Information

- Look out for the new website:

www.radioandtvhelp.co.uk

- Any question, please contact:

sara.elvidge-tappenden@bbc.co.uk