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## GOALS

**Promote competition and ensure that markets work effectively for consumers**

**Secure standards and improve quality**

**Protect consumers from harm**

## HIGHLIGHTS

Creating the opportunity for large-scale deployment of more ultra-fast networks	Delivering a step-change in the quality of telecoms services	Addressing nuisance calls
Implementing our proposals to increase Openreach's independence		
Ensuring that European regulatory frameworks work for the UK	Supporting the implementation of a new broadband universal service obligation (USO)	Continuing to respond to emerging consumer issues
Supporting competition in fixed-line services, through our market reviews		
Improving consumers' and businesses' ability to make informed choices	Implementing the conclusions of the BBC Charter Renewal	
Monitoring price increases, providing advice and information on pricing, and making sure all consumers receive value from their communications providers	Further projects to secure standards and improve quality	Further projects to protect consumers from harm
Further projects to promote choice and ensure that markets work effectively		

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## GOALS

<b>Promote competition and ensure that markets work effectively for consumers</b>	<b>Secure standards and improve quality</b>	<b>Protect consumers from harm</b>
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## ONGOING WORK

Allocating Numbers	Technical studies to inform future requirements for spectrum	Competition enforcement and consumer protection
	Spectrum authorisation	
	Spectrum assurance and enforcement	
Monitoring Pay TV Services	Radio and TV broadcast licences	Monitoring the operation of next-generation text relay services
	Programme standards enforcement	
	On-demand programme services	
	Network security and resilience	

## OTHER WORK ACROSS OUR GOALS

Market research
Promoting diversity and equality of opportunity in broadcasting
Engaging with UK governments and other bodies on audience protection
Engaging with UK governments and other bodies on technical matters
Engaging with international stakeholders

The following tables contain detail of our projects, programmatic and other ongoing work that relate to the Goals, Highlights and Ongoing Work we have identified in our 2016/17 Annual Plan.

Timings and outputs in the tables are indicative and represent the current view of Ofcom at the time of press (30th March 2016). They are, however, subject to change. During 2016/17 we will update these tables to reflect any changes we make to projects, outputs, and timings in the light of ongoing market, legislative and regulatory developments.

Projects and programmes are categorised by the Goals and work areas set out in our Annual Plan. In certain cases individual activities may support multiple Goals/ Highlights. For clarity we have listed these once, under the most relevant heading.

A glossary for key acronyms is also included.

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## Promote competition and ensure that markets work effectively for consumers

### HIGHLIGHT: Creating the opportunity for large-scale deployment of more ultra-fast networks

Work is ongoing and outputs will be defined as details become available during the year

### HIGHLIGHT: Implementing our proposals to increase Openreach's independence

Work is ongoing and outputs will be defined as details become available during the year

### HIGHLIGHT: Ensuring that European regulatory frameworks work for the UK

Work is ongoing and outputs will be defined as details become available during the year

### HIGHLIGHT: Supporting competition in fixe- line services, through our market reviews

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Fixed Call Origination and Termination Review	Louise Marriage	Narrowband Market Review	Consultation	2016-17 Q2
		Narrowband Market Review: Draft Statement	Statement	2016-17 Q4
		Narrowband Market Review: Final Statement	Statement	2016-17 Q4
Wholesale Local Access 2017 Review	Markham Sivak	Wholesale Local Access Market Review	Consultation	2016-17 Q3
Wholesale Broadband Access Market Review 2017	Caroline Longman	Wholesale Broadband Access Market Review	Consultation	2016-17 Q3
Wholesale Local Access 2017 Charge Control	Paul Jacobus	Proposed WLA Charge Controls	Consultation	2016-17 Q3

### HIGHLIGHT: Improving consumers' and businesses' ability to make informed choices

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Switching	Justin Le Patourel	Mobile Switching Processes	Statement	2016-17 Q3
Triple Play Switching	Katharine Morrison	Switching Triple Play (Fixed Line, Broadband, Pay TV) Services	Consultation	2016-17 Q2
Consumer Information	Sean O'Hara	Telecoms Complaints Q1 2016	Other Publication	2016-17 Q1
		Telecoms Complaints Q2 2016	Other Publication	2016-17 Q2
		Telecoms Complaints Q3 2016	Other Publication	2016-17 Q3
		Telecoms Complaints Q4 2016	Other Publication	2016-17 Q4
Annual Customer Satisfaction Survey	Amanda Davis	Quality of Customer Service 2016	Key Stakeholder Report	2016-17 Q4
Mobile Broadband Performance Measurement	Nick Collins	Mobile Broadband Network Performance Phase 4	Key Stakeholder Report	2016-17 Q4

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**HIGHLIGHT: Monitoring price increases, providing advice and information on pricing, and making sure all consumers receive value from their communications providers**

Work is ongoing and outputs will be defined as details become available during the year

**Further projects to promote choice and ensure that markets work effectively**

**Broadcasting - TV**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Broadcasting Transmission Services	Markham Sivak	Broadcasting Transmission Services	Statement	2016-17 Q3

**Ofcom Corporate**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
International Communications Market Report	Jane Rumble	International Communications Market Report	Key Stakeholder Report	2016-17 Q3
Communications Market Report - Nations & Regions	Jane Rumble	The Communications Market Report 2016: England	Key Stakeholder Report	2016-17 Q2
		The Communications Market Report 2016: Scotland	Key Stakeholder Report	2016-17 Q2
		The Communications Market Report 2016: Wales	Key Stakeholder Report	2016-17 Q2
		The Communications Market Report 2016: Northern Ireland	Key Stakeholder Report	2016-17 Q2
Communications Market Report UK	Jane Rumble	The Communications Market Report 2016: UK	Key Stakeholder Report	2016-17 Q2

**ONGOING WORK: Allocating Numbers**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Charging for Geo Numbers Implementation	Liz Greenberg	The Impact of the Pilot Charging Scheme	Statement	2016-17 Q2

**ONGOING WORK: Monitoring Pay TV services**

Work is ongoing and outputs will be defined as details become available during the year

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## Secure standards and improve quality

### HIGHLIGHT: Delivering a step-change in the quality of telecoms services

Work is ongoing and outputs will be defined as details become available during the year

### HIGHLIGHT: Supporting the implementation of a new broadband universal service obligation (USO)

Work is ongoing and outputs will be defined as details become available during the year

### HIGHLIGHT: Implementing the conclusions of the BBC Charter Renewal

Work is ongoing and outputs will be defined as details become available during the year

## Further projects to secure standards and improve quality

### Broadcasting - TV

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Access Services & European Content Enforcement	Tony Close	Ofcom Television Access Services Report (full year 2015)	Other Publication	2016-17 Q1
		Publish list of channels required to provide access services in 2017	Statement	2016-17 Q1
		Ofcom Television Access Services Report (first half 2016)	Other Publication	2016-17 Q3
TV Content Policy	Tony Close	Non-domestic TV Channels: Proposals to Modify Access Service Obligations	Other Publication	2016-17 Q1
		Review of Guidance on the Provision of Access Services	Consultation	2016-17 Q1
		Review of Guidance on the Provision of Access Services	Statement	2016-17 Q3
		Proposals to Change Accessibility Requirements on EPG Code	Statement	2016-17 Q1
		Research on Subtitle Users' Preferences in relation to Live Subtitling Trade-Offs	Key Stakeholder Report	2016-17 Q1
Channel 4 Content Policy Work	Gareth Barr	Ofcom Letter to C4 regarding 2015/16 SMCP	Other Publication	2016-17 Q1

### Broadcasting - TV & Radio

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Complaints Analysis and Tracking	Tony Close	Assessment of Complaints Concerning Broadcasting Standards - Broadcast Bulletins	Other Publication	Ongoing
Review of Ofcom's Election Rules	Trevor Barnes	Review of Ofcom's Election Rules	Consultation	2016-17 Q3
Section Three Broadcasting Code Review	Alison Marsden	Changes to Section Three of the Broadcasting Code	Statement	2016-17 Q1

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## Post

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Review of Royal Mail Regulation	Caroline Longman	Review of Royal Mail Regulation	Consultation	2016-17 Q1
		Review of Royal Mail Regulation	Statement	2016-17 Q3

## Spectrum

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
700 Programme	Brice Le Cannu	Maximising the Benefits of 700 MHz clearance	Statement	2016-17 Q1
		Consumer Support and PMSE Funding	Call for Inputs	2016-17 Q3
Small Scale DAB	Tony Close/ Mark Caines	Final Report on Small Scale DAB Trials	Other Publication	2016-17 Q2
DECT Guard Band Fee Review	Charles Jenne	Fees for 1781 MHz Concurrent Licences	Consultation	2016-17 Q1
		Fees for 1781 MHz Concurrent Licences	Statement	2016-17 Q2

## ONGOING WORK: Technical studies to inform future requirements for spectrum

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Data Strategy	Andy Hudson	Spectrum Requirements for Wi-Fi and Similar Technologies	Call for Inputs	2016-17 Q1
		Update on Our Mobile Data Strategy	Call for Inputs	2016-17 Q1
		Use of 3.6-3.8 GHz for Mobile	Consultation	2016-17 Q2
Satellite and Space Science Review	Justin Moore	Space Spectrum Strategy	Statement	2016-17 Q2

## ONGOING WORK: Spectrum authorisation

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Maintenance of the Authorisation Framework	Helen Hearn	Proposed Licence Exemption Regulations 2015	Consultation	2016-17 Q1
		Proposed Licence Exemption Regulations 2016	Statement	2016-17 Q2
		2016 WT Act Licence Fees	Consultation	2016-17 Q1
		2016 WT Act Licence Fees	Statement	2016-17 Q1
Spectrum Access: Maritime: Technology	Paul Jarvis	Policy Regarding Man Over Board Devices	Other Publication	2016-17 Q4
Spectrum Access: Mobile (PWN)	Helen Hearn	Variation Request for 1781 MHz Concurrent Licences	Statement	2016-17 Q1
Spectrum Access: Satellite: Light	Justin Moore	Update of Earth Station Network Licence	Statement	2016-17 Q1
Fixed Links and Satellite Fees Review	Alex Dixon	WT Act Fees for Fixed Links and Satellite Earth Stations	Consultation	2016-17 Q3
Fixed Wireless Spectrum Strategy	Alex Dixon	Fixed Wireless Spectrum Strategy	Other Publication	2016-17 Q1
Business Radio Fees Review	Paul Jarvis	Business Radio Fees Review	Consultation	2016-17 Q1
		Business Radio Light Licence Fee Review	Statement	2016-17 Q2

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## ONGOING WORK: Spectrum assurance and enforcement

Work is ongoing and outputs will be defined as details become available during the year

## ONGOING WORK: Radio and TV broadcast licences

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Commercial Radio Policy & Licence Competition	Tony Close	Glasgow Licence Award	Statement	2016-17 Q2
		Additional Services Licence	Consultation	2016-17 Q2
		Additional Services Licence	Statement	2016-17 Q4
Commercial Radio Licence Administration and Enforcement	Tony Close	Monthly Commercial Radio Round-Up	Other Publication	Ongoing
Community Radio Licence Administration and Enforcement	Tony Close	Radio Licensing Monthly Update	Other Publication	Ongoing
Community Radio Policy & Licence Competition	Tony Close	Invitation of Applications - Greater London	Notification	2016-17 Q1
		Invitation of Applications - London	Notification	2016-17 Q3
Community Radio Fund	Tony Close	Community Radio Fund End of Year Report 2015/16	Statement	2016-17 Q3
Restricted Service Licenses	Tony Close	Monthly Licensing Bulletins	Other Publication	Ongoing
TV Licensing	Tony Close	Monthly Licensing Bulletins	Other Publication	Ongoing

## ONGOING WORK: Programme standards enforcement

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
COSTA Enforcement	Tony Close	Ongoing Programmatic Work Around Enforcement of Rules that Govern the Amount of, and Scheduling of, TV Adverts (COSTA) - Broadcast Bulletins	Other Publication	Ongoing
Standards Casework/Policy	Tony Close	Ensuring Compliance with the Rules in the Broadcasting Code, and Other Related Codes and Licence Conditions - Broadcast Bulletins	Other Publication	Ongoing

## ONGOING WORK: On-demand programme services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
VOD Enforcement	Tony Close	Monthly Bulletins	Other Publication	Ongoing

## ONGOING WORK: Network security and resilience

Work is ongoing and outputs will be defined as details become available during the year

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## Protect consumers from harm

### HIGHLIGHT: Addressing nuisance calls

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Nuisance Calls Strategy	Alan Pridmore	In-depth Market Research on Nuisance Calls Received on Home Landline Phones	Other Publication	2016-17 Q1
		Review of How We Use Our Persistent Misuse Powers - Focus on Silent and Abandoned Calls	Statement	2016-17 Q2
		Further Update on the Ofcom/ICO Joint Action Plan to Tackle Nuisance Calls	Other Publication	2016-17 Q3
Nuisance Calls: Technical Measures	Huw Saunders	Revised Caller Line Identification Guidance	Consultation	2016-17 Q1
		Revised Caller Line Identification Guidance	Statement	2016-17 Q3

### HIGHLIGHT: Continuing to respond to emerging consumer issues

Work is ongoing and outputs will be defined as details become available during the year

### Further projects to protect consumers from harm

Work is ongoing and outputs will be defined as details become available during the year

### ONGOING WORK: Competition enforcement and consumer protection

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Premium Rate Services - Regulation Programme	Gavin Daykin	Ofcom's Decision to Approve the New PhonepayPlus Code of Practice (14th Edition)	Statement	2016-17 Q1

### ONGOING WORK: Monitoring the operation of next-generation text relay services

Work is ongoing and outputs will be defined as details become available during the year



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## Other work across our goals

### Market Research

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Data Collection - Market Monitoring	Jane Rumble	Quarterly Telecoms Data Tables	Other Publication	Ongoing
Digital Progress Report - Radio	Jane Rumble	Digital Radio Report 2016	Key Stakeholder Report	2016-17 Q3
Media Literacy Research	Alison Preston	Adults' Media Use and Attitudes Report	Key Stakeholder Report	2016-17 Q1
		Adults' Media Use and Attitudes Report	External Stakeholder Event	2016-17 Q1
		Children and Parents: Media Use and Attitudes report	Key Stakeholder Report	2016-17 Q3
		Children and Parents: Media Use and Attitudes report	External Stakeholder Event	2016-17 Q3
		Children's Media Lives 2016	Key Stakeholder Report	2016-17 Q3
Media Lives 2016: A Qualitative Study - Summary Report	Key Stakeholder Report	2016-17 Q4		
Media Tracker	Jane Rumble	UK Audience Attitudes to Broadcast Media	Other Publication	2016-17 Q1
PSB Annual Report	Jane Rumble	Public Service Broadcasting (PSB) Report	Other Publication	2016-17 Q1

### Promoting diversity and equality of opportunity in broadcasting

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Diversity in Broadcasting	Tony Close	Diversity in Broadcasting Toolkit - Phase 2	Other Publication	2016-17 Q1

### Engaging with UK governments and other bodies on audience protection

Work is ongoing and outputs will be defined as details become available during the year

### Engaging with UK governments and other bodies on technical matters

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Connected Nations	Gary Clemo	Connected Nations Report	Other Publication	2016-17 Q3

### Engaging with international stakeholders

Work is ongoing and outputs will be defined as details become available during the year

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Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Ofcom Annual Report	Alastair Smith	Ofcom Annual Report and Accounts 2015/16	Other Publication	2016-17 Q2
Annual Plan Development - Strategic	Clive Carter	Invitation to Comment on the 2017/18 Annual Plan	Call for Inputs	2016-17 Q3
		Draft Annual Plan 2017/18	Consultation	2016-17 Q3
		Annual Plan 2017/18	Other Publication	2016-17 Q4
Ofcom Programme of Work	Emma McFadyen	Ofcom Programme of Work 2016/17 - Q2 Update	Other Publication	2016-17 Q2
		Ofcom Programme of Work 2016/17 - Q3 Update	Other Publication	2016-17 Q3
		Ofcom Programme of Work 2016/17 - Q4 Update	Other Publication	2016-17 Q4
		Ofcom Programme of Work 2017/18	Other Publication	2016-17 Q4
Tariff Tables	Tracey Reay	Tariff Tables for 2017/18	Other Publication	2016-17 Q4
Review of Information Gathering Policy	Polly Weitzman	General Policy on Information Gathering - Under the Communications Act 2003, Wireless Telegraphy Act 2006, and Postal Services Act 2011	Statement	2016-17 Q1

# Glossary of Terms

<b>BCMR</b>	Business Connectivity Market Review
<b>BEREC</b>	Body of European Regulators of Electronic Communications
<b>CORR</b>	Cost Orientation and Regulatory Reporting
<b>COSTA</b>	Code on the Scheduling of Television Advertising
<b>CPT</b>	Consumer Protection Test
<b>DAB</b>	Digital Audio Broadcasting
<b>DECT</b>	Digital Enhanced Cordless Telecommunications
<b>DUSP</b>	Designated Universal Service Provider
<b>EPRA</b>	European Platform of Regulatory Authorities
<b>ERGP</b>	European Regulators Group
<b>FAMR</b>	Fixed Access Market Review
<b>LLU</b>	Local Loop Unbundling
<b>MIA</b>	Market Impact Assessment
<b>MCT</b>	Mobile Call Termination
<b>NGCS</b>	Non-Geographic Call Services
<b>NTS</b>	Number Translation Services
<b>PMR</b>	Private Mobile Radio
<b>PMSE</b>	Programme Making and Special Events
<b>PSB</b>	Public Service Broadcasting
<b>PSSR</b>	Public Sector Spectrum Release
<b>RAS</b>	Radio Astronomy
<b>ROES</b>	Receive-only Earth Stations
<b>RSA</b>	Recognised Spectrum Access
<b>RSPG</b>	Radio Spectrum Policy Group
<b>SMCP</b>	Statement of Media Content Policy
<b>SME</b>	Small and Medium Enterprises
<b>SMP</b>	Significant Market Power
<b>UHF</b>	Ultra-High Frequency
<b>UKRN</b>	UK Regulators Network
<b>VOD</b>	Video on Demand
<b>VULA</b>	Virtual Unbundled Local Access
<b>WBA</b>	Wholesale Broadband Access
<b>WLR</b>	Wholesale Line Rental
<b>WT Act</b>	Wireless Telegraphy Act 2006