



Guide to Information

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Introduction

Ofcom's Guide to Information provides links to information available on our website under our [Publication Scheme](#). Our website is updated daily and we regularly review the information we publish to ensure it is up to date and as comprehensive as possible.

If you cannot find the information you require, please complete the [information request form](#). You may also request information by letter or fax:

Information Requests
The Office of Communications
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Fax: information requests on 0300 123 0811
Email: information.requests@ofcom.org.uk

If you require help or advice in accessing information, you can telephone the Ofcom Contact Centre on

Telephone: 0300 123 3333
Textphone: 0300 123 2024
Welsh Line: 0300 123 2023

Wherever possible we will provide information in an accessible format.

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Intellectual property rights

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1. Who we are and what we do

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[How Ofcom is run](#)

[Organisation chart](#)

[Contacting Ofcom](#)

[Ofcom offices](#)

[Ofcom in the nations and regions](#)

[News releases, speeches and presentations](#)

[Information about legacy regulators](#)

[Life at Ofcom](#)

[Corporate responsibility](#)

Legislation relevant to our functions:

[Statutory duties and regulatory principles](#) (Communications Act 2003 and Office of Communications Act 2002)

[Use of radio transmitters and the law](#)

[Spectrum trading and liberalisation](#)

[Media mergers](#)

[Postal services](#)

[Online infringement of copyright](#)

Organisations we work with:

[Organisations we work with](#)

[International engagement](#)

[Spectrum industry groups](#)

[Telecoms industry groups](#)

[Ofcom responses to consultations run by other organisations](#)

2. What we spend and how we spend it

[Annual reports](#)

[Ofcom's tariff tables](#) (including budget)

[Salary scales](#)

[Senior salary disclosure](#)

[Board and senior management expenses](#)

[Procurement and supplying Ofcom](#)

[Find Ofcom tenders](#)

[Prompt payment returns](#)

3. What are our priorities and how are we doing

[Annual plans](#)

[Programme of work 2012/13](#)

[Annual reports](#)

[Communications Market Reports](#)

[The Consumer Experience](#)

[Broadband speeds research](#)

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[Spectrum awards](#)

[Broadcasting market reviews](#)

[Telecoms market reviews](#)

4. How we make decisions

[Minutes of Board and Board Committees](#) (filed under Board/Committee name)

[How Ofcom consults](#)

[Find a consultation](#)

[Better policy making](#) – Ofcom’s approach to impact assessment

[Ofcom’s approach to competition complaints and disputes](#)

[Broadcasting complaints and sanctions](#)

[Ofcom’s approach to spectrum awards](#)

5. Policies and procedures

[Ofcom policies and guidelines](#)

[Data protection statement](#)

[Statement of charging principles](#)

[Statement of charging principles \(postal services\)](#)

[Complaints to or about Ofcom](#)

[Codes of practice relevant to consumers](#)

[Broadcasting codes and guidance](#) (rules which television and radio broadcasters must follow)

[Procedures for broadcasting complaints and sanctions](#)

[Licensing](#) (how Ofcom manages the airwaves, why and when you need a licence and how to get one)

[Spectrum trading](#)

[General authorisation regime](#) (for communications networks and service providers)

[Telecoms and broadband codes of practice](#)

[Broadband Migrations Process](#)

6. Lists and registers

[Enforcement bulletins](#)

[Financial penalties](#)

[Spectrum awards](#)

[UK Frequency Allocation Table](#)

[Sitefinder](#) (mobile phone base station database)

[Ofcom Board register of disclosable interests](#)

[Other registers of disclosable interests](#) – listed under boards and committees

[Gifts and hospitality register](#)

[Responses to Freedom of Information requests](#)

7. The services we offer

[Ask us](#) – help and advice on communications services

[Consumer advice and complaints – phones, internet and pay TV](#)

[Consumer advice and complaints – TV and radio](#)

[Consumer advice and complaints – postal services](#)

[Advice for parents](#)

[Guides for consumers](#)

[Video guides for consumers](#)

[Letter templates for consumers](#)

[Accredited price comparison websites](#)

[Tools](#) (look up information and find links to related sites)

[Market data and research publications](#)

[Licensing services](#)

[Telephone numbering](#)

[Broadcasting regulation](#)

[Internet research and tackling online copyright infringement](#)

[Postal regulation](#)

[Radio spectrum regulation](#)

[Telecoms regulation](#)