Ofcom Programme of Work 2012-13

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The following tables contain detail of our projects and ongoing programmatic work that relate to the Priorities and Major Work Areas (MWA) we have identified in our 2012/13 Annual Plan. Timings and outputs in the tables are indicative and represent the current view of Ofcom at the time of press (29 March 2012). They are subject to change. During 2012/13 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 strategic purposes set out in our Annual Plan. In certain cases individual activities may support multiple Priorities/MWAs. For clarity we have listed these once, under the most relevant heading.

Projects

Promote effective and sustainable competition

Priority: Ensure effective competition in business connectivity and voice telephony markets

Project / Programme	Description	Project Director	Planned Output
BT Pre-Qualified Waiver	Statement relating to waiver of BT's price notification requirements	Paul Jacobus	2012-13 Q1 Statement (Published)
ISDN30 Charge Control Review	Final statement concluding our review of the ISDN 30 charge controls		2012-13 Q1 Statement (Published)
Narrowband Market Review	Call for inputs to the Narrowband Market Review		2012-13 Q1 Consultation (Published)
	Charge control model structure consultation		2012-13 Q2 Consultation (Published)
	Consultation on the market review and statement on charge controls		2012-13 Q4 Consultation 2013-14 Q2 Statement
	Notify European Commission prior to consultation		2013-14 Q2 Other Publications
Telecoms Strategic Review 2 (TSR2) Implementation	Consult on releasing BT from an obligation to provide certain very high bandwidth products on an equivalence of inputs basis.	Selina Chadha	2012-13 Q2 Consultation (Published)

Telecoms Strategic Review 2 (TSR2) Implementation	Decision on relaxing some regulation on BT in relation to very high bandwidth products	Selina Chadha	2012-13 Q4 Statement

Priority: Promote competition and investment in the delivery of superfast broadband

Business Connectivity Market Review	Consultation then final statement on the findings of our review of the business connectivity market	Gideon Senensieb	2012-13 Q1 Consultation (Published) 2012-13 Q4 Statement
Leased Lines Charge Control	Consultation then statement on proposals in relation to the leased lines charge control	Gareth Thomas	2012-13 Q2 Consultation (Published) 2012-13 Q4 Statement
Wholesale Local Access Review	Call for inputs to the market review for Wholesale Fixed Access, Wholesale Local Access and Wholesale Broadband Access	Selina Chadha	2012-13 Q3 Consultation (Published)

MWA: Complete review of regulatory framework for post

Economic regulation of post	Consultation and statement on proposals to extend the 2nd Class safeguard cap	Chris Rowsell	2012-13 Q1 Consultation (Published) 2012-13 Q2 Statement (Published)
Monitoring of Royal Mail	Annual market context report for 2011/12		2012-13 Q3 Statement

MWA: Review framework for regulatory financial reporting

Competition & Regulatory Finance: A & R	Update on changes to BT and KCOM's regulatory and financial reporting for 2011/12	David Brown	2012-13 Q1 Statement (Published)
Cost Orientation & Regulatory Reporting	Consult on a review of regulatory financial reporting	Will Hayter	2012-13 Q2 Consultation (Published)
	Statement on a revised approach to regulatory financial reporting		2013-14 Q1 Statement
	Cost orientation: a review		2012-13 Q3 Other Publications

MWA: Implement new regulatory framework for non-geographic calls

NTS Strategic Review	Consult on proposals for unbundled tariffs and Freephone	Markham Sivak	2012-13 Q1 Consultation (Published)
	Consult on Higher Rate Premium Rate Services		2012-13 Q2 Consultation (Published)
	Consult and decision about changes to the National Telephone Numbering Plan and General Condition 17 (GC17)		2012-13 Q2 Consultation (Published) 2012-13 Q3 Statement
	Consultation and decision about the future of 0500 Freephone numbers		2012-13 Q3 Consultation (Published) 2012-13 Q4 Statement
	Decision on simplifying 3 aspects of Non-Geographic Numbers: Service charge caps for 09 and 118 services, unbundled Tariff, Freephone numbers (0800/116)		2012-13 Q4 Statement
	Consultation and decision on the future of corporate numbers (055/056)		2012-13 Q4 Consultation 2013-14 Q1 Statement
	Consultation and decision on the future of 070/076 number ranges		2012-13 Q4 Consultation 2013-14 Q1 Statement

Promote the efficient use of public assets

Priority: Auctioning of the 800 MHz and 2.6 GHz spectrum bands

Project / Programme	Description	Project Director	Planned Output
Mobile Spectrum Programme	Publish Information Memorandum (IM), Statement, and draft Regulations for the combined award	Graham Louth	2012-13 Q2 Statement (Published)

Priority: Timely spectrum clearance to enable new awards while mitigating co-existence issues

Digital Terrestrial Television (DTT) Co-existence	DTT Co-existence Statement	Mark Caines	2012-13 Q2 Statement (Published)
Short Range Devices - Spectrum Clearance Awards Programme (SCAP)	Publication of Long Term Evolution (LTE) transmission characteristics report	Tony Van Uden	2012-13 Q2 Other Publications (Published)

MWA: Develop a future-looking spectrum policy work programme taking account of market developments and future demand for spectrum

National Spectrum Policy	UK Frequency Allocation Table (UKFAT) changed	Judith Ross	2013-14 Q1 External Stakeholder Event
Strategic Approach to UHF Spectrum	Statement	David Harrison	2012-13 Q3 Statement
Commonwealth Games 2014	Draft Spectrum Plan	Vicki Nash	2012-13 Q2 Consultation (Published)

MWA: Implement measures to ensure availability of geographic number ranges

Geographic Number Management	Statement on date for closing local dialling in Bournemouth 01202 area code	Gideon Senensieb	2012-13 Q1 Statement (Published)
	Statement on charging communications providers for geographic numbers in a pilot scheme		2012-13 Q2 Statement (Published)

MWA: Review spectrum used by fixed link services

Band Review: Fixed Wireless Service	Consultation on next steps reflecting stakeholder views	Michael Richardson	2012-13 Q3 Consultation

Programmatic: Spectrum enforcement

Quality and Process	The Wireless Telegraphy (Control of Interference from Apparatus)(the London Olympic Games and Paralympic Games) Regulations	Mark Walls	2012-13 Q1 Consultation (Published)

Programmatic: Plan spectrum assignments and grant licences

Maintenance of Authorisation Framework	Statutory Notice on proposals to make new regulations that will change the licence exemption regulations	Helen Hearn	2012-13 Q3 Consultation
	Spectrum trading regulations		2012-13 Q1 Statement (Published)
	Confirmation of changes the licence exemption regulations		2012-13 Q4 Statement
	Proposals for changes the licence exemption regulations to enable new equipment to be used without a licence		2012-13 Q2 Consultation (Published)
	Consultation and statement on draft regulations that change the current charges for some Wireless Telegraphy Act licences		2012-13 Q4 Consultation 2013-14 Q1 Statement
	Consultation and statement on draft licensing procedures regulations		2012-13 Q3 Consultation 2012-13 Q4 Statement
	Limitations regulations		2012-13 Q4 Statement
	Wireless Telegraphy Act charges regulations		2012-13 Q1 Statement (Published)
Authorisation regime for Radio Navigation Satellite Service (RNSS) equipment	Ofcom's statement following received responses to the Global Navigation Satellite System (GNSS) repeater consultation	Tony Azzarelli	2012-13 Q1 Statement (Published)
Spectrum Access: Satellite: Co-ord	Bilateral satellite frequency coordination meeting between UK and Russia		2012-13 Q1 External Stakeholder Event (Published) 2012-13 Q3 External Stakeholder Event

Help Communications Markets to work for Consumers

Priority: Develop and implement policies that will improve the ease of switching between communications providers

Project / Programme	Description	Project Director	Planned Output
Strategic approach to consumer switching	Legal instrument	Priya Sinha	2012-13 Q4 Consultation

Priority: Secure the provision of the universal postal service and determine the needs of postal users

Project / Programme	Description	Project Director	Planned Output
Review of user needs	Statement on postal user needs	Sean O'Hara	2012-13 Q4 Statement
	Consultation on Postal User Needs		2012-13 Q3 Consultation (Published)
	Consultation on Access Point for Postal User Needs		2012-13 Q3 Consultation
Allow Royal Mail delivery to neighbour	Consultation and statement covering Royal Mail's Delivery to Neighbour scheme		2012-13 Q2 Consultation (Published) 2012-13 Q2 Statement (Published)
End-to-end competition	Guidance on end to end competition and the universal service	Caroline Longman	2012-13 Q3 Consultation (Published) 2012-13 Q4 Statement

Priority: Assess the provision of communications services in the nations

Project / Programme	Description	Project Director	Planned Output
Availability of Communication Services in the Nations	Report on Availability of Communication Services in the Nations	Matthew Conway	2012-13 Q4 Other Publications

Priority: Promote effective choice for consumers by ensuring that clear information on service price and quality is available

Project / Programme	Description	Project Director	Planned Output
Broadband quality of service	Published Voluntary Code of Practice on Broadband Speeds: Mystery shopping research	Chris Adams	2012-13 Q1 Other Publications (Published)
	Publish Fixed Broadband Research		2012-13 Q2 Other Publications (Published)

MWA: Ensure the adequate provision of services for consumers with hearing impairments

Accessibility of Audio Visual (AV) services	Access Service Mid Year Review	Peter Bourton	2012-13 Q1 Statement (Published)
	Half year access service quota		2012-13 Q2 Statement (Published)
	Full year access service quota		2012-13 Q4 Statement
	Consultation and statement on proposals for access services on non-domestic channels		2012-13 Q1 Consultation (Published) 2012-13 Q2 Statement (Published)
Review of Relay Services	Review of relay services - text relay	Alan Pridmore	2012-13 Q1 Consultation (Published) 2012-13 Q3 Statement (Published)
	Review of relay services - video relay		2012-13 Q4 Consultation

Programmatic: Protection from and enforcement against unfair terms and practices by Communications Providers

Premium Rate Services - Regulation Program	Ofcom's decision on services subject to premium rate regulation	Gavin Daykin	2012-13 Q2 Statement (Published)
Silent Calls Monitoring and Enforcement Programme	Enforcement of Ofcom's Persistent Misuse Policy on abandoned and silent calls, including investigations as appropriate	Katharine Morrison	Ongoing – Publications when required
Monitoring and enforcement of General Condition 24	Ongoing monitoring and enforcement activities of General Condition 24 (relating to sales and marketing of fixed line telecommunications services)	Gavin Daykin	Ongoing – Publications when required
Exceptions to Royal Mail's Universal Service Obligation (USO)	Consultation and statement on an exception to Royal Mail's USO	Sean O'Hara	2012-13 Q3 Consultation 2012-13 Q4 Statement

Programmatic: Carry out and publish market and consumer research including Media Literacy

Public Service Broadcast Annual Report	PSB: Audience Opinions 2012	Jane Rumble	2012-13 Q1 Other Publications (Published)
	PSB: Audience Opinions 2013		2013-14 Q2 Other Publications
Media Literacy Research	Adults: Media use & attitudes report	Alison Preston	2012-13 Q1 Other Publications (Published)
			2013-14 Q1 Other Publications
	Children & Parents: Media use & attitudes report		2012-13 Q3 Other Publications (Published)
The Communications Market Report - Nations & Regions	CMR 2012: England	Jane Rumble	2012-13 Q2 Key Stakeholder Report (Published)
	CMR 2012: Northern Ireland		2012-13 Q2 Key Stakeholder Report (Published)
	CMR 2012: Scotland		2012-13 Q2 Key Stakeholder Report (Published)
	CMR 2012: Wales		2012-13 Q2 Key Stakeholder Report (Published)
The Communications Market Report - UK	CMR 2012: UK		2012-13 Q2 Key Stakeholder Report (Published)
Data collection - market monitoring	Q4 2011 telecoms data tables	Chris Adams	2012-13 Q1 Other Publications (Published)
	Q1 2012 telecoms data tables		2012-13 Q2 Other Publications (Published)
	Q2 2012 telecoms data tables		2012-13 Q3 Other Publications (Published)
	Q3 2012 telecoms data tables		2012-13 Q4 Other Publications
Consumer Experience	Consumer Experience Report	Lisa Etwell	2012-13 Q4 Other Publications
Annual Customer Satisfaction Survey	Quality of Customer Service Report		2012-13 Q3 Other Publications
International price benchmarking	Publish international price comparisons in the International Communications Market Report (ICMR)	Chris Adams	2012-13 Q3 Other Publications
Data Collection - Broadcaster Compliance	Public Service Broadcaster Network Compliance Report (28Jun12 - Q2)	Jane Rumble	2012-13 Q1 Other Publications (Published)
	Public Service Broadcaster Nations Compliance Report (30Dec12 - Q3)		2012-13 Q2 Other Publications (Published)
Digital Progress Report - TV	Report on take up of digital TV		2012-13 Q3 Other Publications

Provide appropriate assurance to audiences on standards

Priority: Consider approaches to future content regulation, including a review of regulation of video on demand

Project / Programme	Description	Project Director	Planned Output
Video On Demand (VOD) Enforcement	Publish procedures on appeals and sanctions	Tony Close	2012-13 Q2 Other Publications (Published)
	Statement on review of designation of Association for Television On-Demand (ATVOD)		2012-13 Q2 Other Publications (Published)

MWA: Review arrangements for party political and party election broadcasts

Review of arrangements for PPBs and PEBs	Review of arrangements for Party Political & Party Election Broadcasts	Tony Close	2012-13 Q3 Consultation 2012-13 Q4 Statement
	Consultation and statement on Police and Crime Commissioners Elections Guidance		2012-13 Q2 Consultation (Published) 2012-13 Q2 Statement (Published)

MWA: Channel 4 re-licensing

C4C Overview of Relicensing	Replacement of Channel 4 licence	David Mahoney	2012-13 Q4 Other Publications
	Publication of consultation on C4 Relicensing		2012-13 Q3 Consultation

MWA: Review regulatory arrangements for 'adult' and 'adult chat' content on linear broadcasting services

Review of arrangements for regulation of adult content	Review of arrangements for regulation of adult content	Tony Close	2012-13 Q3 Consultation 2013-14 Q1 Statement

Contribute to and implement public policy defined by Parliament

Priority: Ongoing advice to Government on measurement of media plurality and contributing to the Leveson Inquiry

Project / Programme	Description	Project Director	Planned Output
Media Plurality	Response to Secretary of State	Steve Gettings	2012-13 Q1 Report (Published)
	Second Response to Secretary of State		2012-13 Q2 Report (Published)

Priority: Work in collaboration with Government and industry to promote widespread superfast broadband and reduce mobile not-spots

Report on the UK's Communications Infrastructure	Report on the UK's Communications Infrastructure	Richard Moore	2012-2013 Q3 Other Publications

MWA: Complete DSO and support government's digital radio programme

Digital Audio Broadcasting (DAB) coverage planning	An approach to DAB coverage planning: Final report to Government	Peter Davies	2012-13 Q1 Statement (Published)
	Switchover Implementation Plan		2012-13 Q4 Statement
Digital switchover and DTT in Ireland	Issue licence for multiplex	Greg Bensberg	2012-13 Q1 Other Publications (Published)

MWA: License new local TV services

Local TV licensing	Process & Invitation to Apply (ITA)	Peter Davies	2012-13 Q1 Statement (Published)
	Licences awarded (Phase 1)		2012-13 Q2 Statement (Published)

Programmatic: Continued engagement with nations and regions

Supporting Ofcom in Northern Ireland	Revised Equality Scheme for NI submitted to Equality Commission for NI	Matthew Conway	2012-13 Q1 Statement (Published)

Programmatic: Ongoing work to support network resilience cyber security and access to emergency services

Emergency Call Handling Performance	Consultation and statement on Emergency Call Handling Agent Performance	Ben Willis	2012-13 Q3 Consultation 2012-13 Q4 Statement
	Consultation and statement on Updated Location Information from calls to emergency services		2013-14 Q2 Consultation 2013-14 Q3 Statement

Programmatic: Provide support and advice to Government on policy implementation where appropriate

Digital Progress Report - Radio	Digital Radio Report 2012	Jane Rumble	2012-13 Q3 Other Publications (Published)

Other

Other BAU: Business planning & management

Annual Plan development - Strategic	Ofcom's Annual plan setting out its programme of work for 2013/2014	Malini Thakurta	2012-13 Q4 Consultation 2012-13 Q4 Statement
Ofcom Annual Report	Lay before Parliament	Graham Howell	2012-13 Q2 Other Publications (Published)

Other BAU: Finance

Review of SoCP (2012/13)	Consultation and statement on Statement of Charging Principles	Tracey Reay	2013-14 Q1 Consultation 2013-14 Q3 Statement

Ongoing programmatic work

Promote effective and sustainable competition

Priority: Promote Competition and investment in the delivery of superfast broadband

Project / Programme	Description	Project Director	Planned Output
Broadband policy programme	Ongoing policy work in support of the broadband initiatives, including support for Broadband Delivery UK (BDUK), DCMS and Government, support for Sub Loop Unbundling (SLU) and Local Loop Unbundling (LLU), as well as implementation of Physical Infrastructure Access (PIA) / Virtual Unbundled Local Access (VULA) remedies	Marina Gibbs / David Clarkson	Ongoing

MWA: Complete review of regulatory framework for post

Monitoring of Royal Mail	Monitoring of Royal Mail's compliance with the new regulatory framework, and of access to its network	Chris Rowsell	2012-13 Q3 - Market data for 2011-12
			Ongoing
Regulatory financial reporting programme	Programme to ensure Royal Mail's compliance with the regulatory financial reporting requirements	David Brown	Ongoing

MWA: Ensure fair and effective competition in the delivery of pay TV services

Movies enquiry – support to Competition Commission	Support to the CC following Ofcom's decision to refer for investigation the supply of Pay TV movie rights and the wholesale supply of packages including premium movies channels	Yih-Choung Teh	Delivered

MWA: Contribute to the consistency of communications regulation in Europe through BEREC

Body of European Regulators for Electronic Communications (BEREC)	Contribute to high quality deliverables of the BEREC work programme ; support during Phase II investigations and input into BEREC's advice to the EU institutions	Monica Arino	Ongoing

Other work areas

Mobile Termination Rates	Ensure effective implementation of proposals in relation to mobile termination rates	David Stewart	Ongoing
Charge Control Compliance Monitoring Programme	Checking whether stakeholders comply with the regulatory controls that exist over their charges	David Brown	Ongoing

Promote the efficient use of public assets

Priority: Timely spectrum clearance to enable new awards, while mitigating co-existence issues

Project / Programme	Description	Project Director	Planned Output
Clearing the 800 MHz band	Ongoing work to clear PMSE use from channel 69	Gregory Bensberg	Ongoing
	Ongoing work to clear DTT use from channels 61 and 62	Gregory Bensberg	Ongoing

Priority: Deliver the Government's spectrum guarantee for the London 2012 Olympic and Paralympic Games

Olympics Delivery	Deliver government's spectrum guarantee for the London 2012 Olympic & Paralympic Games.	Freya Guinness / Peter Bury	2012-13 Q3 (Delivered)

MWA: Actively represent UK interests in international spectrum committees

Business Radio International Coordination and Bi-laterals	Reactive meetings for Maritime spectrum management	Paul Jarvis	Ongoing
International Strategy, International Telecommunication Union (ITU) & European Conference of Postal and Telecommunications Administrations (CEPT) (spectrum)	Represent UK interests in the ITU and CEPT. Work with stakeholders to develop UK positions which best reflect the needs of UK citizens and consumers and take these positions forward, promoting UK interests, in international negotiations.	Chris Woolford	Ongoing
Radio Spectrum Policy Group (RSPG), Radio Spectrum Committee (RSC) & EU-European Spectrum Policy	Represent the UK at the RSC and RSPG, including development and co-ordination of UK positions and input into the development of binding EU Decisions.	Chris Woolford	Ongoing

Other work areas

Spectrum enforcement	Ongoing programme to detect and mitigate interference problems , confiscate unauthorised equipment and prosecute where appropriate	Mark Walls	Ongoing
Spectrum Access: Amateur	Access to Spectrum for experimentation	Paul Jarvis	Ongoing
Spectrum Access: Business Radio (BR): Tech	Improvements to technical performance of licensing system for Professional Mobile Radio (PMR)	Paul Jarvis	Ongoing

Help Communications Markets to work for Consumers

Other work areas

Project / Programme	Description	Project Director	Planned Output
Operation of Customer Contact Team	Ongoing operation of the Ofcom Customer Contact Team	Mark Bennett	Ongoing
Promote the availability of easily-usable apparatus	Ongoing engagement with BIS e-accessibility forum, consumer groups and industry stakeholders	Katharine Morrison	Ongoing
Consumer Complaints Review	Review of Alternative Dispute Resolution Schemes 2012	Alan Pridmore	2012-13 Q1 Consultation (Published) 2012-13 Q2 Statement (Published)
Services for Disabled & Old Customers	Proposed changes to GC15	Katharine Morrison	2012-13 Q3 Other Publications
Metering & Billing Scheme 2008 Direction	Ofcom's review of the Meeting and Billing scheme	Alan Pridmore	2012-13 Q4 Consultation 2013-14 Q1 Statement

Provide appropriate assurance to audiences on standards

Priority: Consider approaches to future content regulation, including a review of regulation of video on demand

Project / Programme	Description	Project Director	Planned Output
Current and future requirements for content regulation	Work to consider the current framework and also future requirements for content regulation	David Mahoney	Ongoing

MWA: Play an active role in UKCCIS and contribute to European debates in relation to the protection of minors

Protection of Minors (including UKCISS	Ongoing engagement with UKCCIS	David Mahoney	Ongoing

MWA: License television and radio services in the UK, including a further round of community radio licensing and a continued focus on enforcement

Commercial radio station licensing	Ongoing licence awards and variations	Peter Davies	Ongoing
TV licensing	Ongoing TV licensing and variations of licences	Peter Davies	Ongoing
Community radio licensing	Licensing of community radio services	Peter Davies	Ongoing

Other work areas

Project / Programme	Description	Project Director	Planned Output
Advertising co-regulation	Managing co-regulatory relationship with the ASA	Peter Bourton	Ongoing
COSTA Enforcement	Ongoing programmatic work around enforcement of rules that govern the amount of, and scheduling of TV adverts(COSTA)	Tony Close	Ongoing
Complaints Analysis and Tracking	Assessment of complaints concerning broadcasting standards	Tony Close	Ongoing
Engagement with Channel 4	Ofcom engagement with Channel 4 around Statement of Media Content Policy	David Mahoney	Ongoing
Standards policy and enforcement	Ensuring compliance with the rules in the Broadcasting Code, and other related codes and licence conditions	Tony Close	Ongoing

Contribute to and implement public policy defined by Parliament

Priority: Work in collaboration with Government and industry to promote widespread superfast broadband and reduce mobile not-spots

Project / Programme	Description	Project Director	Planned Output
Supporting Broadband Delivery UK	Work to support the Government's broadband strategy and mobile infrastructure in its delivery of the Universal Service Commitment, super-fast broadband and increased mobile coverage by responding to requests for technical information	Richard Moore / David Clarkson / Mark Caines	Ongoing

Priority: Implement Digital Economy Act 2010 provisions around Online Copyright Infringement

Project / Programme	Description	Project Director	Planned Output
Online Copyright Infringement	In accordance with the requirements under the Digital Economy Act we will: - Make an Initial Obligations Code setting out the rules whereby Internet Service Providers must process reports of online infringement of copyright made by copyright owners. - Consult on and set a tariff for the processing of these reports. - Measure and report on progress towards reducing levels of online copyright infringement. - Establish an independent body to hear subscriber appeals.	Campbell Cowie	Ongoing

MWA: Contribute to the Government's Communications Review

New Communications Bill	Respond to Government requests and otherwise contribute as appropriate to formulation of new Communications Bill	Matthew Conway	Ongoing

Contribute to and implement public policy defined by Parliament

MWA: Meet internal carbon reduction targets by end of 2012/13

Footprint and Sustainability	Reduce our carbon footprint, provide value for money and ensure Ofcom's practices are environmentally sustainable.	Freya Guinness	Ongoing

Other work areas

Supporting Ofcom in the UK Nations	Representing interests in and of England, Northern Ireland, Scotland and Wales, including liaison with the four National Advisory Committees	Graham Howell / Jonathan Rose / Vicki Nash / Elinor Williams	Ongoing
EU Framework implementation (Telecoms)	Support implementation of EU Framework for electronic communications networks and services, including targeted and regular engagement with EU institutions and international strategic partners	Monica Arino	Ongoing
EU Framework implementation (Content)	Support implementation of EU Framework for content regulation, including targeted and regular engagement with EU institutions and international strategic partners	Monica Arino	Ongoing