Promote effective competition and informed choice

• Undertake a Strategic Review of Digital Communications
• Ensure effective competition in the provision of communications services for businesses, particularly SMEs
• Improve the process of switching providers for consumers

Protect consumers from harm

• Introduce clearer pricing for numbers starting 08, 09 and 118, and make '080' and '116' calls free from mobiles
• Monitor and ensure improved quality of service and customer service performance
• Protect consumers from harm in a range of priority areas including nuisance calls

Promote opportunities to participate

• Review the factors that potentially affect the sustainability of the universal postal service
• Promote better coverage of fixed and mobile services for residential and business consumers

Secure optimal use of spectrum

• Work towards the timely release and effective award of spectrum, including the 2.3GHz, 3.4GHz and 700MHz bands
• Represent the UK’s position in international negotiations to agree how best to use spectrum effectively

Maintain audience confidence in broadcast content

• Promote audience safety and assurance in traditional and online environments

Contribute to and implement public policy defined by Parliament, and where appropriate by devolved administrations

• No priority work areas
In addition to these priorities, we will undertake a range of other significant work that is important to delivering our strategy. This is set out in Figure 2 below.

**Figure 2: Significant work areas for 2015/16**

<table>
<thead>
<tr>
<th>Promote effective competition and informed choice</th>
<th>Protect consumers from harm</th>
<th>Promote opportunities to participate</th>
<th>Secure optimal use of spectrum</th>
<th>Maintain audience confidence in broadcast content</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Work to ensure fair and effective competition in broadcasting services, including our review of the ‘wholesale must offer’ obligation</td>
<td>• Work with UK and international bodies to promote improvements in caller line identification</td>
<td>• Understand and promote the interests of vulnerable citizens and consumers</td>
<td>• Conclude our review of spectrum requirements for programme-making and special events</td>
<td>• Complete our review of music formats regulation on radio</td>
</tr>
<tr>
<td>• Implement the review of the framework for regulatory financial reporting in telecoms</td>
<td>• Support industry and Government initiatives to improve levels of trust in internet services</td>
<td>• Carry out other work in light of our duty to secure the provision of the universal postal service</td>
<td>• Improve the planned use of UHF spectrum</td>
<td>• Complete our review of the EPG code</td>
</tr>
<tr>
<td>• Commence the fixed access and narrowband market reviews</td>
<td>• Work to ensure that critical services are supported on next generation voice networks</td>
<td>• Ensure consumers have access to redress for service failures and poor quality of service</td>
<td>• Apply annual licence fees for 900MHz and 1800MHz spectrum</td>
<td>• Develop plans for the implementation and licensing of small-scale DAB</td>
</tr>
<tr>
<td>• Promote effective choice for consumers by ensuring that clear, relevant information is readily available</td>
<td>• Undertake MIAs in support of Public Value Tests by the BBC Trust</td>
<td>• Conclude our review of spectrum requirements for programme-making and special events</td>
<td>• Work with Government to meet the spectrum requirements of the emergency services</td>
<td>• Explore and implement opportunities for spectrum sharing</td>
</tr>
</tbody>
</table>

**Contribute to and implement public policy defined by Parliament, and where appropriate by devolved administrations**

- Complete Ofcom’s review of public service broadcasting
- Respond as appropriate to changes in the devolution of powers to national governments
- Publish an update to the 2014 report on the state of UK communications infrastructure
- Develop a framework for measuring media plurality
- Engage with Government on the potential implementation of a common framework for media standards
- Engage with the legislative programme of the new European Commission