



Proposed Annual Plan 2016/17

Making communications work for everyone

Consultation

Publication date: 4 December 2015

Closing date for responses: 26 February 2016

About this document

Ofcom exists to make communications markets work for everyone. To achieve this we are proposing three main goals: to promote competition and ensure that markets work effectively for consumers; to secure standards and improve quality; and to protect consumers from harm. Our proposed Annual Plan highlights some of the key work areas that we will seek to deliver in order to meet these goals, across the UK and its nations, in 2016/17. We also outline our broader ongoing work to support these goals, and how we will work for consumers across the UK nations.

We will publish our final Annual Plan for 2016/17 in March 2016. The final Plan will take into account responses from stakeholders to the proposed Plan. It will also build in actions arising from ongoing activities, including the emerging conclusions from, and next steps for, our Strategic Review of Digital Communications.

The closing date for consultation responses to our proposed Annual Plan is 26 February 2016.

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Section 1

What we do

- 1.1 We regulate fixed-line and mobile telecoms, TV, radio and video-on-demand services, post, and the airwaves used by wireless devices. We help UK businesses and individuals get the best from communications services and protect them from sharp practices. Where appropriate, we support competition as the basis for delivering good consumer outcomes.
- 1.2 We act independently from governments and commercial interests to deliver our duties. However, we are accountable to Parliament, and to perform our role effectively we need to engage openly and constructively with governments. We provide technical advice to governments (for example, our regular reviews of public service broadcasting) and in some cases we act as a formal representative of government (for example, in international negotiations on spectrum).

Our principal duty is to further citizen and consumer interests

- 1.3 Ofcom was established under the Office of Communications Act 2002, and operates under a number of Acts of Parliament¹. The Communications Act 2003 states that our principal duty is to further the interests of citizens in relation to communications matters and to further the interests of consumers in relevant markets, where appropriate by promoting competition. In postal services, our duty is to carry out our functions in a way that we consider will secure provision of a universal postal service in the UK. We implement and enforce communications, competition and consumer protection laws, and Ofcom's competition powers are outlined in Section 4 below.

Our main legal duties guide the direction of our work

- 1.4 Our main legal duties are to ensure that:
- the UK has a wide range of electronic communications services;
 - radio spectrum is used in the most effective way;
 - a wide range of high quality television and radio programmes are provided by a range of different organisations, appealing to a range of tastes and interests;
 - people are protected from harmful or offensive material, unfair treatment and invasion of privacy on the television and radio; and
 - the universal service obligation on postal services is secured in the UK.
- 1.5 Ofcom can enforce consumer law on behalf of consumers, but does not have the power to resolve individual consumer complaints about telecoms or postal services, unlike in TV and radio. We provide advice to complainants and refer them to the alternative dispute resolution (ADR) schemes that we have approved.

¹ These include the Communications Act 2003, the Wireless Telegraphy Act 2006, the Broadcasting Acts 1990 and 1996, the Digital Economy Act 2010 and the Postal Services Act 2011.

Section 2

Changes in the markets we regulate

- 2.1 In setting our goals and Annual Plan we have considered the rapidly changing environment in which we operate. Communications markets are fast-moving, with changing consumer and business needs, new and evolving network, device and service technologies, and significant activity in mergers and acquisitions. This section briefly examines the key factors currently influencing communications markets.

Changing consumer and business needs

Connected users demand higher speeds and improved quality of service

- 2.2 Changing consumer and business needs are driving demand for bandwidth on fixed and mobile networks. Businesses are adopting cloud-based IT services, and consumers are using multiple connected devices simultaneously, for services including data-hungry ones such as video streaming. Two-thirds of UK adults own a smartphone, and over half of UK households have a tablet.² In 2014, UK mobile data use grew by 53% and household/small businesses' fixed data use grew by 93%.³
- 2.3 Industry analysts forecast that data demand will continue to grow, underlining the importance of resilient, reliable, and high-quality networks for all types of user.

Different communications services meet a range of users' needs

- 2.4 IP-based services operating 'over the top' (OTT) of broadband and mobile data connections are becoming increasingly common. OTT offerings include video content, text messaging and voice call services that were traditionally offered over distinct networks designed for each service.
- 2.5 Service bundling has increased over the last few years, starting with voice and broadband services ('dual-play'); then adding content ('triple-play'); and mobile ('quad-play'). Sixty-seven per cent of UK customers now take some form of bundle, with 27% opting for triple-play.⁴ Bundles benefit consumers, offering convenience, lower prices, and new functionality. However, bundling can also make it harder for consumers to choose between complex offerings and to switch providers, particularly if the switching processes or contract end-dates of the bundled services differ.
- 2.6 The array of services on offer at different prices, with different tariff structures and contractual terms, may reduce price transparency and complicate user decisions.
- 2.7 The growth of IP-based services presents particular opportunities and challenges to businesses as they seek to benefit fully from the digital economy. The convergence of IT and communications services is creating more choice, but also more complexity. Trends such as the migration towards unified (fixed and mobile) IP-based communications and cloud-based services are putting increasing demands on the quality and resilience of underlying network connectivity.

² *Ofcom Technology Tracker*, H2, 2015, Table 24/39.

³ *Ofcom Infrastructure Report 2014*, p. 9, 46.

⁴ *Ofcom Technology Tracker*, H1, 2015, Table 138/143/145; H2, 2015, Table 100.

New and evolving network technologies

New technologies offer increased speeds and improved quality of experience

- 2.8 Fixed network operators are seeking to increase the speeds of existing networks, combining fibre with copper or cable. They are also investing in new technologies, including the use of fibre to the premises (FTTP), to provide higher speeds. 'Superfast' broadband speeds of at least 30Mbit/s are available to 83% of UK premises.⁵ BT and Virgin Media plan to deliver speeds of up to 500Mbit/s through more network upgrades, while smaller operators are rolling out FTTP in some areas.
- 2.9 Mobile network operators are also upgrading their networks, using WiFi and small cells to improve mobile data coverage, and exploring options for greater network and spectrum sharing to reduce costs. Research is under way on future 5G networks, which could provide speeds far in excess of those presently available.

As speeds increase, underlying network technologies are converging

- 2.10 Fixed and mobile networks are converging, combining fibre and wireless connections. At home, consumers use wireless devices connected to a fixed broadband network via WiFi. Outside the home, the same devices connect to mobile networks which increasingly use fixed fibre backhaul. If these trends continue, fixed and mobile networks will start to look increasingly similar; both using fibre to transport data to the edge of the network, and using wireless technologies to connect to consumer devices.

While new technologies develop, others may be nearing retirement

- 2.11 With fixed and mobile network convergence, and the increasing use of IP-based technologies over these networks, a number of legacy technologies may be nearing retirement. For example, communications providers including BT and Virgin Media, are planning to switch off their public switched telephone networks. Any such transitions will need to be carefully managed to ensure that important services are migrated safely to newer technologies.

Mergers and acquisitions (M&A)

Significant M&A activity has implications for the regulatory landscape

- 2.12 Significant M&A activity has been proposed and implemented in communications markets in recent years. Examples include in-market mergers (e.g. the proposed acquisition of O2 UK by 3UK), cross-market mergers (e.g. the proposed acquisition of EE by BT), and international mergers (e.g. the acquisition of Virgin Media by Liberty Global). International companies have also acquired UK broadcasters, content producers, and commercial radio stations.
- 2.13 Consolidation offers benefits. Increased scope enables operators to offer bundled services and combine different parts of their networks. Increased scale spreads development costs and network investment over larger subscriber bases. However, in-market consolidation may entail risks for consumer choice, and if it reduces competitive intensity, it may impact on investment, innovation and consumer prices.

⁵ Ofcom analysis of operator data, May 2015

Section 3

Our goals and highlights for 2016/17

- 3.1 Ofcom exists to make communications markets work for everyone. To achieve this, we are proposing three high-level, long-term goals:

Promote competition and ensure that markets work effectively for consumers

Secure standards and improve quality

Protect consumers from harm

- 3.2 To achieve our goals, we need to address specific challenges within our sectors.
- 3.3 Below, we explain our aim for each goal and our overall proposed approach to achieving this aim. We also provide context on the specific considerations guiding our work in 2016/17, and highlight some of the key proposed areas in our 2016/17 work plan which will contribute to the delivery of our goals.
- 3.4 Further detail on our wider work plan, including these highlighted areas of work, can be found in Annex 1. In addition to these specific areas, our broader programmatic work supports these aims on an ongoing basis (Section 5).

1. Promote competition and ensure that markets work effectively for consumers

- 3.5 **Our aim** is to ensure that consumers and businesses benefit from a range of communications products and services, and that the market can provide good outcomes in terms of choice, price, quality, investment and innovation.
- 3.6 **We do this by** ensuring that markets can work effectively, through regulation where appropriate, so that consumers can gain from the benefits of competition.
- 3.7 **This year**, we are entering a period of potential material change for regulation and policy frameworks, which will significantly define our work plan in 2016/17. We are undertaking our Strategic Review of Digital Communications. At the same time, the European Commission is reviewing the wider European regulatory frameworks. Across our sectors there is also the prospect of material market consolidation. In this context, we need to ensure that consumers and businesses continue to benefit from competition and choice in the market and have accurate, comparable and accessible information in order to make informed decisions.

Areas to highlight from our 2016/17 work plan:

- 3.8 **Implementing the conclusions of our Strategic Review of Digital Communications**, to ensure markets continue to work effectively for businesses and consumers, in terms of good outcomes on choice, price, quality, investment and innovation across all communications services, including fixed, mobile and pay-TV services. We will further empower consumers to make effective choices, and identify opportunities for deregulation.
- 3.9 **Ensuring that European regulatory frameworks work for the UK**, as they adapt to market changes in terms of convergence, consolidation, new technologies and new consumer behaviour. We will play a leading role, with the UK Government, in

European initiatives under the Digital Single Market Strategy, in particular in the review of the European Framework for Electronic Communications Networks.

- 3.10 **Supporting competition in fixed-line services, through our market reviews**, to ensure that consumers and businesses benefit fully from choice, price, investment, innovation and quality of service, as markets evolve.
- 3.11 **Improving consumers' and businesses' ability to make informed choices** by seeking to provide more detailed information on mobile broadband coverage, fixed broadband speeds and quality of service. We will also continue our work on switching and deliver our commitment to improve SMEs' ability to engage in the market.
- 3.12 **Monitoring price increases, providing advice and information on pricing, and making sure all consumers receive value from their communications providers**, including protecting consumers who are not engaged with the market.

2. Secure standards and improve quality

- 3.13 **Our aim** is to secure widespread availability, affordability and accessibility of communications and services, of good quality, for end-users across the UK.
- 3.14 **We do this by** recognising that while competition is at the heart of our approach to ensuring good outcomes for consumers, competition alone cannot deliver the full range of desirable outcomes. Where this is the case, we make targeted interventions to improve consumer and citizen outcomes.
- 3.15 **This year**, we will continue our work to ensure that everyone in the UK can access high-quality communications services that are vital for engagement in society. Our work across fixed and mobile services will aim to ensure that all consumers and businesses can benefit from connectivity. Developments in content services will continue to drive our work to ensure that end-users benefit from high standards.

Areas to highlight from our 2016/17 work plan:

- 3.16 **Ensuring adequate quality of service from Openreach** through continued monitoring of Openreach's quality of service in the fixed access market and enforcement of minimum standards.
- 3.17 **Supporting the UK Government on the broadband universal service obligation (USO)** throughout the consultation process, and carrying out the associated work to implement the USO.
- 3.18 **Implementing the conclusions of the BBC Charter Renewal** where appropriate, upon agreement of a new Royal Charter between the Government and the BBC in 2016. The outcomes of the renewal may have implications for Ofcom's work plan.

3. Protect consumers from harm

- 3.19 **Our aim** is to ensure that consumers do not face sharp practice and that vulnerable consumers are protected from specific harms from which they are at risk.
- 3.20 **We do this by** protecting consumers, especially vulnerable groups at risk of harm. We implement additional measures where there is a risk of exposure to harmful behaviour by firms, or to offensive content on television and radio.

- 3.21 **This year**, our work will continue to recognise that effective markets may still deliver poor citizen and consumer outcomes in some cases. Our investigation and enforcement work will continue to be driven by issues emerging or changing during the year. This approach is the best way to address the issues that are important to consumers. In particular, we anticipate a continued focus on nuisance calls.

Areas to highlight from our 2016/17 work plan:

- 3.22 **Addressing nuisance calls** by working with UK communications providers to monitor and block problematic call traffic; working with the Information Commissioner's Office (ICO) and other bodies to reduce such calls; and taking enforcement action against those generating silent and abandoned calls.
- 3.23 **Continuing to respond to emerging consumer issues** through our protection programme, including investigations. Current investigations that may continue in 2016/17 include our work on cancellation processes and on complaints handling.

Our approach to regulation in 2016/17

- 3.24 To deliver our purpose of making communications work for everyone, it is essential that the regulations which apply to the communications markets remain appropriate. Under the Communications Act 2003, Ofcom is required to minimise the burden it places on the companies it regulates. The Act requires us to keep regulation under review to ensure that it does not bring about (a) the imposition of burdens that are unnecessary; or (b) the maintenance of burdens that have become unnecessary. Ofcom is required to remove or reduce unnecessary burdens where it finds them. These requirements inform all of our regulatory work, including our market review programme. In addition, there are some activities in 2016/17 which will look specifically at the scope for removing or amending the regulation we apply.
- 3.25 Ofcom's consumer protection regulation is underpinned by the "General Conditions of Entitlement", a set of legal obligations to which electronic communication providers or networks must adhere. In 2016/17 we will review these General Conditions, and consider the extent to which each of them remains appropriate. This review may lead to the removal of elements of the General Conditions, or to the modification of existing Conditions. We will consult on any proposals for change in the usual way.
- 3.26 Ofcom's Strategic Review is looking at potential areas for deregulation. Stakeholder responses have raised a number of areas for our consideration, including:
- Ofcom's approach to submitting and co-ordinating information requests;
 - termination rates for voice services in the context of VoIP alternatives;
 - narrowband services and the application of legacy regulations to fibre; and
 - developing criteria to assess interventions, leading to change/removal if not met.
- 3.27 We will consider these and other options for deregulation, as appropriate, in 2016/17.
- 3.28 In addition, we will work with the UK Government in 2016/17 to implement any outcomes from our review of radio regulation, including any potential deregulation. The review considers both localness and the simplification of radio formats.

Section 4

Delivering our goals across the UK

- 4.1 We need to deliver on our goals for consumers and businesses across the UK's nations. National and regional differences have implications for how we work and how we secure good outcomes for consumers and businesses. We take these differences into account across our work plan.

The needs of rural users and SMEs present challenges across the nations

- 4.2 The provision of postal, mobile, and broadband services to rural areas presents particular challenges, given their economic geography. These areas fall disproportionately within Northern Ireland, Scotland and Wales as well as in some English regions. Good quality communications services are critical to consumer experiences, citizen participation and access, and to SME success in rural communities.
- 4.3 In 2016/17 Ofcom will continue its review of the Royal Mail, including the parcel market and parcel surcharging in the Highlands, Islands, and Northern Ireland. Our *Connected Nations* report will provide information on mobile and broadband coverage, and our *Communications Markets* and *Consumer Experience* reports will report on take-up, use and consumer experience of communications services across and within the nations, including variations between rural and urban consumers.
- 4.4 Our broader work plan includes supporting the Government on the implementation of the broadband USO, and providing more detailed information on mobile broadband coverage and fixed broadband speeds. This work will actively consider the needs of consumers in each of the nations. Our ongoing SME action plan will continue to consider the specific needs of SMEs in each nation. We will continue to monitor public sector broadcasters' (PSB) compliance with their licence conditions, regarding programmes made outside London (and, where relevant, outside England), as well as considering how best to ensure the ongoing production and broadcast of local content, taking into account the outcome of the BBC Charter renewal process.
- 4.5 While these challenges are common to all the nations, each nation also faces its own particular issues. In addition, further devolution of powers to the nations' governments and legislatures is ongoing, as are proposals for devolution of powers within England. Below, we set out our planned work for each nation, and describe how we will engage with devolved bodies across the UK.

England

- 4.6 The most recent *PSB Review* raised concerns from audiences that people from black, Asian or minority ethnic (BAME) backgrounds are under-represented in and under-served by PSB TV content. In 2016/17, Ofcom will continue to work with the Equality and Human Rights Commission and the Creative Diversity Network to provide guidance on promoting diversity in broadcasting.
- 4.7 As well as the question of connectivity in rural areas, high population density in England's urban areas (and London in particular) presents different challenges for network operators. Our work on mobile broadband speeds, and consumer research

on reception and ease of access, will help us to identify network and quality-of-service problems, including any potential issues for urban users.

Northern Ireland

- 4.8 Northern Ireland's border with the Republic of Ireland presents unique challenges, including the risk of international roaming charges when consumers' mobile phones pick up an Irish network. We will continue our strong working relationships with the Irish regulatory authorities, co-ordinating our approach to a range of cross-border challenges, taking into account the new European legislation on roaming charges.
- 4.9 The model of separation between BT and Openreach that currently exists in Great Britain does not apply in Northern Ireland. Instead, Openreach products and services are available to providers through BT Ireland's wholesale division, which operates and maintains the network on behalf of BT Group. Some of BT's local competitors have expressed concern at this arrangement. Our Strategic Review of Digital Communications will consider the particular circumstances in Northern Ireland.
- 4.10 We will continue to work with the Northern Ireland Executive, the Assembly and the newly-formed local councils. We will offer regulatory and technical advice, particularly in support of improved broadband roll-out and mobile coverage.

Scotland

- 4.11 The proposals agreed by the Smith Commission and the Scotland Bill before the UK Parliament provide a new context for our work in Scotland. We will prepare for the appointment of an Ofcom Board member for Scotland, and the development of a new Memorandum of Understanding for our relationship with the UK Government and Parliament and the Scottish Government and Parliament. We will also coordinate with Scottish Government colleagues in the Competition and Consumer Policy Unit, to support their role in relevant markets.
- 4.12 We will continue to provide support to the Scottish Government and Parliament Committees, including by providing technical advice, undertaking more granular research, and supporting digital participation initiatives.
- 4.13 We will increase our visibility and presence in Scotland in 2016/17, including through increased resourcing of our Edinburgh office.

Wales

- 4.14 We will continue to work with the Welsh Language Commissioner and her officials to implement a new Welsh Language Standards regime. This regime will come into force shortly and will replace the existing Welsh Language Scheme.
- 4.15 Devolution to the Welsh National Assembly is ongoing. We will continue to work with the Welsh Government and National Assembly for Wales to improve communication services in all parts of Wales, by offering regulatory and technical advice, particularly in support of improved broadband roll-out and mobile coverage. We will also work with the Welsh Government to appoint an Ofcom Board member for Wales, and develop a Memorandum of Understanding with the Government and the National Assembly.

Section 5

Ongoing work to fulfil our duties

- 5.1 Above, we highlight key areas of work that will help us to meet our goals in 2016/17. These are areas of work which have particular relevance in 2016/17, as they have specific, significant deliverables in the next year, distinct to those in other years.
- 5.2 Alongside these work areas sits our broader programme of ongoing work, which also helps us to achieve our goals. Typically, our approach to delivering this programmatic work does not change substantially from year to year. It includes many important activities that are key to ensuring that consumers experience good outcomes in the communications markets. Much of this work is non-discretionary, as it is required by statute.

Promote competition and ensure that markets work effectively for consumers

Allocating numbers

- 5.3 Ofcom has a duty to allocate geographic telephone numbers to communications providers, who then issue these to consumers. We ensure the efficient use of numbers, minimising the need for disruptive and costly measures to address shortages.

Secure standards and improve quality

Technical studies to inform future requirements for spectrum

- 5.4 Ofcom is responsible for ensuring that radio spectrum in the UK is used in the most efficient way. This aim includes planning for future spectrum requirements for mobile data and fixed wireless backhaul, among other services. Our programme of work will include technical studies for candidate bands identified for 5G at the World Radiocommunications Conference 2015. It will also include exploring and implementing opportunities for spectrum sharing, including propagation modelling and application, and furthering our understanding of the use of spectrum in the satellite and space science sectors.

Spectrum authorisation

- 5.5 Ofcom plans the efficient use of the radio spectrum in the UK in ways which limit interference between users and maximise the benefits to consumers. We authorise the use of spectrum by issuing licences, or by making rules to allow use without a licence.

Spectrum assurance and enforcement

- 5.6 Ofcom provides advice and assistance to help resolve harmful interference to spectrum users. Our Spectrum Engineering and Enforcement Team handles reports of interference and carries out a range of activities to protect and manage the UK's spectrum. This activity includes reacting to interference to safety-of-life communications and preventing unauthorised use of spectrum. We use enforcement

that is proportionate, in accordance with our statutory duties and regulatory principles.

Radio and TV broadcast licences

- 5.7 Ofcom is responsible for licensing all national and local UK commercial TV services. We are responsible for licensing all analogue and digital commercial and community radio services. In serious cases of non-compliance with licence requirements, Ofcom can revoke licences.

Programme standards enforcement

- 5.8 Ofcom is required to ensure that the content of TV and radio services meets certain standards. Members of the public can complain to Ofcom directly about broadcast content on TV and radio programmes if they believe that these programmes fail to meet these standards. Ofcom considers all of the complaints it receives against the Broadcasting Code, and other relevant codes and guidelines.

On-demand programme services

- 5.9 Ofcom has a duty to ensure that content provided by on-demand programme services meets the relevant rules and guidelines designed to provide protection to audiences.

Network security and resilience

- 5.10 Ofcom has a duty to ensure that network operators design and operate networks in line with good security practice, and we work to ensure compliance with our guidance. We have an additional, related duty to collate reports on network failures, which we provide to the European Commission. We follow up on incidents of concern to understand their cause and the steps taken to respond, in order to minimise future risk.

Protect consumers from harm

Competition enforcement and consumer protection

- 5.11 Ofcom has a role in enforcing the regulatory conditions it imposes on communications providers, as well as enforcing general consumer law in its areas of responsibility. Ofcom also determines disputes between providers of electronic communications networks and services. Our investigations teams assess complaints and disputes and ensure that we respond quickly, firmly and effectively. In addition, we work closely with consumer bodies and advocacy groups, including the Communications Consumer Panel.

Monitoring the operation of next-generation text relay services

- 5.12 Ofcom will monitor the operation and take-up of the 'next-generation' text relay service introduced in 2014. Text relay enables people with hearing or speech impairments to communicate with others over the telephone. This work will include ensuring that communications providers offer consumers access to the service, and working with stakeholders to understand the experience of users of the service, to make sure it is meeting its objectives.

Other work across our goals

Market research

- 5.13 Ofcom undertakes a broad programme of research into communications markets and consumer preferences and behaviour. This research helps inform how we meet our wider duties, and ensures that we have an up-to-date and thorough understanding of consumers in the markets we regulate. Our [Statistical Release Calendar](#) provides links to key publications and data.

Promoting diversity and equality of opportunity in broadcasting

- 5.14 Ofcom's statutory duties include the promotion of equality of opportunity. This duty extends to employment, and the development of training opportunities, in the television and radio broadcasting industries, to support women and people from ethnic minorities. Ofcom also has a duty to promote equality of opportunity for disabled people. We continue to work with those communities to improve equality of opportunity throughout the broadcasting sector across the whole of the UK.

Engaging with UK governments and other bodies on audience protection

- 5.15 Ofcom continues to engage with governments, industry and media regulators to explore options to deliver more consistent protection for audiences across traditional and online media. In addition, Ofcom continues to play an active role in supporting the Government's UK Council for Child Internet Safety, which includes continuing our work to promote best practice by social media companies.

Engaging with UK governments and other bodies on technical matters

- 5.16 Ofcom engages with governments and a range of other bodies across the UK, advising on technical issues. We advise UK governments on availability issues through our work as part of the Digital Infrastructure and Inclusion Task Force, and we provide support for the implementation of the Civil Infrastructure Directive and for improving mobile coverage on trains. We also advise the UK Government's central management unit, to enable public sector spectrum to be released or shared for civil use. We will work with the Information Commissioner's Office and other organisations on issues such as reducing problematic call traffic, and exploring solutions to data privacy issues for the Internet of Things.

Engaging with international stakeholders

- 5.17 Ofcom engages with a range of international stakeholders in the field of communications regulation, to learn from their experiences and to help shape policy thinking in the interests of UK consumers. We actively participate in European regulatory networks, and in international committees, and we lead the UK delegation at the World Radiocommunications Conference, which takes place every four years.

Ofcom's competition law powers

5.18 Our programmatic work, outlined above, ensures that we meet our regulatory responsibilities, as set out in Section 1. In addition to our regulatory responsibilities, we have powers in relation to communications matters;⁶ to:

- enforce the *ex post* prohibitions of anti-competitive agreements and abuse of a dominant position, set out in the Competition Act 1998, and the corresponding provisions under the Treaty on the Functioning of the European Union; and
- investigate markets and make references under the Enterprise Act 2002 to the Competition and Markets Authority (CMA).

5.19 Ofcom considers whether it is more appropriate to exercise Competition Act or sectoral powers in any given case, subject to the specific requirements of the legislation.

5.20 Our competition powers also have implications for our work. The cases we are currently investigating under our competition law powers are:

- a complaint from British Telecommunications plc against Sky plc alleging abuse of a dominant position regarding the wholesale supply of Sky Sports 1 and 2;
- a complaint from Whistl UK Limited in relation to the prices, terms and conditions on which Royal Mail Group Limited is offering to provide access to certain letter delivery services; and
- a complaint from Virgin Media Limited relating to the sale of live UK audiovisual media rights to Premier League matches.

⁶ The term 'communications matters' covers various aspects of electronic communications, as well as broadcasting and the provision of postal services. We exercise these powers concurrently with the CMA.

Section 6

Ensuring value for money

We will continue to deliver efficiencies and savings

- 6.1 The Government set out its plans in the November 2015 Spending Review to reduce the deficit in public finances. Further substantial savings are expected to be achieved by public sector bodies.
- 6.2 Ofcom will play its part in meeting the challenge facing public finances. Our proposals for 2016/17 will build on Ofcom's track record of reducing our budget; Ofcom has delivered 11 consecutive years of like-for-like real-terms budget reductions, and we will continue to reduce our spending where we can.

Our budget for 2016/17

- 6.3 Our 2016/17 Annual Plan builds on previous efficiencies and reflects our ongoing commitment to provide value for money. We have identified areas where we think we can do things differently, responding to new challenges in the markets we regulate. Due to the timing of the Government's Spending Review announcement, we are still finalising our budget for 2016/17. We will set out our budget in the final Annual Plan, to be published on 31 March 2016.
- 6.4 We will publish specific sector fees and charges for our stakeholders on 31 March 2016, in our Tariff Tables. Any changes to our work plan will be reflected in the tariffs we set, and we will not change the method we use to calculate these charges.

How we will manage our resources in 2016/17

- 6.5 We will continue to look at how we carry out our work, to make sure that what we do is aligned to our aim to make communications markets work for everyone. Where resources are limited we will make choices, guided by our goals and our duty to promote citizen and consumer interests. We have already begun an internal review to look at the challenges Ofcom faces and how we should respond to these challenges, to ensure that we are as effective as possible in the future.
- 6.6 Our property requirements remain under review, and we will look at where our teams are located in the UK, as well as at more agile working arrangements for colleagues to help us reduce our London footprint. We plan to relocate Ofcom's Customer Contact Team away from our London office, and we are developing detailed plans to achieve this. As we move some of our spectrum licensing services online, this function will also be moved away from London. At the same time, we are reviewing how we manage our properties, and we expect that a new approach will bring greater efficiencies.
- 6.7 As part of our ICT Strategy, some of our functions are moving to cloud-based platforms. This approach will allow more collaborative working and save money.
- 6.8 Bringing programme-making and special events (PMSE) licensing in-house in 2015/16 will also bring more savings in 2016/17.

Annex 1**Work plan for 2016/17**

A1.1 Below, we set out our proposed work plan for 2016/17. We provide detail on the projects underpinning our key work areas, as set out in Section 3, as well as our wider work plan to achieve our goals.

Promote competition and ensure that markets work effectively for consumers**Implementing the conclusions of our Strategic Review of Digital Communications**

Project details	Project director	Milestone
The aim of the Strategic Review of Digital Communications is to ensure that markets continue to work effectively for businesses and consumers, given the changes that have taken place in the sector over the last ten years. The review will look across all communications services including fixed, mobile, and pay-TV services, as well as furthering consumer empowerment and identifying opportunities for deregulation. In January 2016 we will publish our initial conclusions. We will further consult on and implement specific actions and policies throughout 2016/17. Next steps and timescales will be informed by the initial conclusions published in January 2016.	Clive Carter/ Yih-Choung Teh	TBC

Ensuring European regulatory frameworks adapt

The European Commission has indicated that it will publish legislative proposals for a review of the Electronic Communications Framework legislation in 2016. We will work with the European institutions and with the UK Government to contribute to the debate, to ensure that any new legislation is proportionate, reflects the challenges facing the sector and meets the needs of consumers now and in the future.	Camilla Bustani	European Commission's Legislative proposals Q1/2 16/17
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Supporting competition in fixed line services through market reviews

Narrowband market review: The narrowband market review considers the products and services that underpin the delivery of retail fixed telephony services in the UK. We will conclude our review of the narrowband market in 2016/17. This review is broader in scope than our last review, in 2013; it now includes three narrowband access markets (wholesale fixed analogue exchange lines,	Louise Marriage	Statement Q2 16/17
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wholesale ISDN2 and wholesale ISDN30) in addition to wholesale call origination, wholesale call termination and interconnection circuits.		
Mobile call termination market review: Mobile call termination (MCT) is a wholesale service provided by a mobile communications provider (MCP) to connect a call to a recipient on its network. When fixed or mobile communications providers enable their customers to call a UK mobile number, they pay the terminating MCP a wholesale charge, called a mobile termination rate (MTR). MTRs are set on a per-minute basis and are currently subject to regulation. We will begin our review in 2016/17.	Brian Potterill	Consultation Q3 16/17
Wholesale broadband access market review: The wholesale broadband access market relates to the wholesale broadband products that communications providers provide for themselves and sell to each other. These services are one of the building blocks of the retail broadband offers that consumers buy. A key decision for us in this review is whether we should continue with <i>ex ante</i> regulation in this market. We will conclude our review in 2016/17.	Caroline Longman	Statement Q4 16/17
Wholesale local access market review: The wholesale local access (WLA) market concerns access to the fixed telecommunications infrastructure. WLA is the local connection between the end-user's premises and the local exchange or access node. This connection can be copper, cable and/or fibre-based and is used to provide fixed-line services such as voice calls and broadband internet. In this review we will consider what is the appropriate regulation, if any, for fibre products, copper products, and passive access (ducts and poles). We will conclude our review in 2016/17.	Markham Sivak	Statement Q4 16/17

Improving consumers' and businesses' ability to make informed choices

Improving information on fixed broadband speeds and availability: We will seek to provide more granular information to consumers regarding estimated fixed broadband speeds and superfast broadband availability. Our aim is to provide data at household level for 4G and fixed superfast broadband, and to increase the granularity of data already provided on fixed broadband speeds, from postcode to address level. These data will be published in our <i>Connected Nations</i> reports. In addition, we will continue to provide updates to the government's Digital Infrastructure and Inclusion Task Force on broadband speeds.	Gary Clemo	Publication of <i>Connected Nations</i> reports Q3 16/17
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<p>Improving mobile coverage maps: We will undertake field tests to understand how we can extend our mobile coverage maps to show additional information, including reflecting the quality of mobile data and 4G voice coverage.</p>	David Harrison	Field testing Q1 & 2 16/17
<p>Publishing consumer information: We will continue to publish comparable information, including on complaints data, broadband speeds and quality of customer service. Where we identify there is a need, we will look to publish more comparative information to inform consumer choice and incentivise industry performance.</p>	Sean O'Hara/ Nick Collins	Mobile and fixed broadband reports Q4 16/17
<p>Improving consumers' ability to switch: Following our work to improve switching processes on BT and KCom's copper networks, we are considering whether we need to improve processes for switching mobile and triple-play services. If we identify a need to improve processes, we will publish our decision and start to implement changes in 2016/17. In addition, we will continue our work to identify and address non-process barriers to switching, e.g. in-contract terms.</p>	Justin Le Patourel Katie Morrison	Mobile: statement Q2/3 16/17 following consultation in 15/16 Triple play: consultation Q2 16/17
<p>Helping SMEs to engage in communications markets: Following the 2015 SME action plan, we will continue to improve SMEs' ability to engage in communications markets. In addition to considering the specific needs of SMEs across our programme of work, in 2016/17 we will: undertake further research on SMEs' needs and experiences; work with industry on the implementation of the voluntary SME broadband code of practice for communications providers; keep our business portal up-to-date; and continue to engage with the UK Government to meet the needs of SMEs, including in relation to superfast broadband availability to SME premises.</p>	Priya Sinha	Implementation of voluntary SME broadband code Q2 16/17; Research published Q4 16/17

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

<p>In the past year there have been significant increases in standard tariff prices, from several communications providers, while new customers have been able to achieve significantly lower prices by taking advantage of introductory discounts. It is our view that all consumers, not just those engaged with the market and actively switching supplier or tariff, should receive value for money from their communications service provider. We will assess changes in communications tariff prices and structures and how they affect different consumer segments, taking action if necessary.</p>	Chris Taylor	Information published Q1/2 16/17
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Further projects to promote choice and ensure that markets work effectively

<p>Reporting on the consumer experience 2016: The <i>Consumer Experience of 2016</i> report measures how well consumers are faring in respect of: choice, price and range; availability and take-up; awareness, comparing and switching; protection and concerns. It also sets out our key regulatory activity and uses the trends from our research to assess the impact of our work.</p>	Amanda Davis	Published Q4 16/17
<p>Reporting on the UK communications market: This suite of annual reports looks at the communications sector across the UK and in Northern Ireland, Wales and Scotland. The reports contain data and analysis on broadcast television and radio, fixed and mobile telephony, internet take-up and consumption, and post.</p>	Steve Cape	Published Q2 16/17
<p>Reporting on the international communications market: This annual report provides comparative international data on the communications sector. The aim of the report is to benchmark the UK communications sector against a range of comparator countries in order to assess how the UK is performing in an international context.</p>	Jane Rumble	Published Q3 16/17

Secure standards and improve quality

Ensuring adequate quality of service from Openreach

<p>Landline and fixed broadband quality of service: We will continue to monitor Openreach's quality of service in the fixed access market and enforce the minimum standards that we have set. We will consider further regulatory options to enhance quality of service through the <i>Strategic Review of Digital Communications</i> and through the WLA market review.</p>	Markham Sivak	WLA statement Q4 16/17
<p>Ethernet quality of service: We will establish a new Ethernet quality of service monitoring and compliance framework, subject to the conclusions of <i>the Business Connectivity Market Review (BCMR)</i> which examines the markets for the provision of leased lines (high-quality, dedicated, point-to-point data transmission services) to businesses in the UK.</p>	Gideon Senensieb	Framework established Q1 16/17

Supporting the UK Government on the broadband universal service obligation (USO)

We will support the Government as it pursues implementation of a broadband USO. This support	Liz Bates	Ongoing
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includes making regulations for the designation of universal service provider/s and appointing universal service provider/s as required. We will establish a funding mechanism if necessary.		
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Implementing the conclusions of the BBC Charter Renewal

The BBC's constitution is set out in a Royal Charter, while the rules under which it operates are described in an Agreement between the BBC and Secretary of State for Culture, Media & Sport. The current Royal Charter and Agreement are both due to expire in December 2016, with a new Charter and Agreement to be agreed in 2016, following consultation. Upon publication of the new documents, Ofcom may have a role in implementing a number of the conclusions set out.	David Mahoney	TBC
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Further projects to secure standards and improve quality

The Audiovisual Media Services Directive: We will provide advice to the Commission as it prepares to issue legislative proposals for a new Audiovisual Media Services Directive in the first half of 2016. We will work with the European institutions and with the UK Government to contribute to the debate, to ensure that the regulatory framework continues to deliver the protection that audiences expect and to promote a vibrant European content market in the digital age.	Jeremy Olivier	European Commission's legislative proposals by Q1 16/17
Promoting diversity and equality of opportunity in broadcasting: We will continue to fully support the implementation of the Creative Diversity Network's (CDN) on- and off-screen diversity monitoring system, Diamond. We will continue to work with the CDN and the Equality and Human Rights Commission to further develop best practice guidelines for the industry, as part of an integrated online tool, due to be published in spring 2016, and to encourage relevant broadcasters to have regard to these when devising their arrangements for promoting equality of opportunity in employment and training. The guidelines will consider how to lay the foundations for a diversity strategy, from recruitment to training.	Tony Close	Best practice guidelines Q1 16/17
Clarifying the rules prohibiting the broadcast of extremist content: Ofcom takes the broadcasting of content that incites crime or disorder extremely seriously, in line with our statutory duty in this area. We will publish our decision, following a review of the Broadcasting Code, to ensure that our rules and guidance make explicit to broadcasters the full range of content that is prohibited in	Tony Close	Statement Q1/2 16/17

<p>this area.</p>		
<p>Reviewing how we approach the regulation of editorial content for on-demand programme services: Following our decision to act as a sole regulator in this area, alongside our linear broadcasting work, we will publish the findings of our review regarding how we approach the regulation of editorial content for on-demand programme services.</p>	Tony Close	Statement Q1/2 16/17
<p>Deciding whether to change the rules and guidance for live subtitling: We will improve the quality of the viewing experience for people relying on subtitles to enjoy live or near-live programmes. Ofcom will decide during 2016/17 whether to make changes to the rules and guidance applying to the broadcasters that are required to provide subtitling.</p>	Peter Davies	Consultation Q1 16/17
<p>Preparing for the future of radio regulation: Following completion of our review of radio regulation in February 2016, which looks at localness and the simplification of radio formats, we understand that the UK Government will consult on options for change, including a potential new statutory framework. We will work with the UK Government to implement the conclusions of this consultation.</p>	Peter Davies	Government consultation Q1 16/17
<p>Supporting Government in the expansion of digital radio: We will support Government and local radio multiplex operators in the expansion of local DAB coverage, through our technical work for the Local DAB Funding Advisory Panel. In addition, we will continue to work with the UK Government to develop a potential digital solution for small-scale commercial and community radio stations.</p>	Peter Madry/ Peter Davies	Government consultation Q1 16/17
<p>Implementing the strategy for 700MHz change of use: We will publish a statement on the timing and details of changes for existing users of the 700MHz band (digital terrestrial television (DTT), PMSE, white space devices) and the timing of the availability of the band for mobile use. Specific activities of this multi-year programme that will continue in 2016/17 include developing the next level of detail of the DTT frequency plan, overseeing the DTT infrastructure changes and running the associated grant scheme.</p>	Brice Le Cannu	Statement on the timing and details for changes for existing users Q2/3 16/17
<p>Implementing the conclusions of the programme-making and special events (PMSE) review: Following publication of our statement in Q4 2015/16, we will implement any potential outcomes of the PMSE review in 2016/17. The timing and nature of this work will be</p>	Helen Hearn	TBC

addressed in the statement.		
<p>Implementing spectrum policy for existing licensed use: We will conclude spectrum fee reviews for the fixed link and satellite earth station sectors, and for the DECT guard band licences. As part of the latter, we will consider the longer-term options for reconfiguring spectrum in the 1800MHz band, given the changes in technology since its original configuration. In the case of spectrum between 420MHz and 470MHz (UHF 1 and 2), we will implement any decisions set out in our Q4 2015/16 statement, such as on the possible re-alignment to match the configuration used by Europe.</p>	Charles Jenne/ Russell Kent-Smith/ Alex Dixon/ Helen Hearn/ Paul Jarvis	DECT guard bands and 1800 MHz statement Q1 2016/17 Fixed link and Satellite Earth Station fee review consultation Q1 2016/17
<p>Reviewing the regulation of Royal Mail: Following a period of consultation on proposals, we will publish the results of our fundamental review into the regulation of Royal Mail, to ensure that it continues to secure the efficient and financially sustainable provision of the universal postal service. The review is comprehensive, looking at a range of areas, including efficiency, access and parcel delivery.</p>	Chris Rowsell	Statement Q3/4 16/17
<p>Reporting on the status of the UK's electronic communications networks and services: The <i>Connected Nations</i> suite of annual reports looks at the fixed broadband, mobile and WiFi networks, digital television, digital radio and internet infrastructure across the UK and in England, Northern Ireland, Scotland and Wales. In addition, we will publish a summary report for the UK Government.</p>	Gary Clemo	Report published Q3 16/17
<p>Reporting on adults' and children's media use and attitudes: These reports are published as part of our media literacy duties. They provides data on adults' and children's media use and attitudes across TV, radio, games, mobile and the internet, with a particular focus on online use and attitudes.</p>	Alison Preston	Adults' report published Q1 16/17; children's Q3 16/17
<p>Reporting on audience attitudes towards broadcast media: This annual research report looks at audiences' attitudes towards content on TV and radio. It includes levels of perceived harm and offence.</p>	Jane Rumble	Report Q1 16/17
<p>Public Service Broadcasting Annual Report 2016: This annual report summarises the evidence base for assessing delivery of the purposes of public service television broadcasting (PSB) by the public service broadcasters (PSBs) on the PSB channels.</p>	Jane Rumble	Report Q2 16/17

Protect consumers from harm

Addressing nuisance calls

<p>Enforcement action against silent and abandoned calls: We will take enforcement action against those making silent and abandoned calls, in line with our revised statement of policy which will be published in Q3/4 2015/16.</p>	Lynn Parker	Ongoing
<p>Monitoring and blocking problematic call traffic: We will work with UK communications providers to monitor and block problematic call traffic, under the memorandum of understanding agreed in November 2015, and with international partners on enforcement and caller line identification authentication, as agreed in 2014.</p>	Nihal Newman	Agreement in principle with providers to commence implementation by Q1 16/17

Continuing to respond to emerging consumer issues

<p>Cancellation and termination arrangements: Ofcom has an ongoing programme to assess the cancellation and termination arrangements of communications providers, and the impact these have on consumers' ability to exit their communications service contract quickly, conveniently and without error. Areas that we will continue to investigate include, but are not limited to: customer service concerns; for example, long call centre waiting times while trying to cancel a service; difficulties in securing mobile porting authorisation codes (PAC); billing continuing after a contract has ended; and problems unlocking handsets post-contract.</p>	Justin Le Patourel	Ongoing
<p>Complaints handling: Communications providers must have, and comply with, procedures that conform to the Ofcom-approved <i>Code of Practice for Complaints Handling</i>. Ofcom has an ongoing programme to drive improvements in this area, including ensuring that providers make consumers aware of alternative dispute resolution (ADR) and in particular, to address concerns that consumers are not receiving letters informing them of the right to go to ADR at eight weeks if the complaint remains unresolved. We have secured action plans from providers to deliver improvements within six months (by March 2016), which we will monitor and assess, and we will consider individual investigations if we do not see significant improvements. We currently have one ongoing investigation into Vodafone.</p>	Gavin Daykin	Ongoing
<p>Responding to issues as they emerge: As part of our ongoing programme of investigations, Ofcom will continue to respond to consumer issues as they emerge</p>	Lynn Parker	N/A

throughout the year.		
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Further projects to protect consumers from harm

<p>Considering the watershed and other tools designed to protect children from inappropriate content: We will consider whether it is appropriate to update rules in the Broadcasting Code relating to the protection of children. Specifically, we will examine whether or not it is appropriate to allow broadcasters to show content more suitable for adults before the watershed, provided that robust access controls, such as PIN protection, are in place. As part of this we will examine the effectiveness of these tools and their interaction with the watershed, alongside any potential benefits to broadcasters and audiences.</p>	Tony Close	Statement Q2/3 16/17
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Annex 2

Responding to this consultation

- A2.1 Ofcom invites written views and comments on the issues raised in this document, to be made by 5pm on 26th February 2016.
- A2.2 Ofcom strongly prefers to receive responses using the online web form at <https://stakeholders.ofcom.org.uk/consultations/template1111/howtorespond/form>, as this helps us to process the responses quickly and efficiently. We would also be grateful if you could assist us by completing a response coversheet (see Annex 4), to indicate whether or not there are confidentiality issues. This response coversheet is incorporated into the online web form questionnaire.
- A2.3 For larger consultation responses - particularly those with supporting charts, tables or other data - please email annualplan@ofcom.org.uk attaching your response in Microsoft Word format, together with a consultation response coversheet.
- A2.4 Responses may alternatively be posted to the address below, marked with the title of the consultation.
- Annual Plan Team
Strategy, 3rd Floor
Riverside House
2A Southwark Bridge Road
London
SE1 9HA
- A2.5 Note that we do not need a hard copy in addition to an electronic version. Ofcom will acknowledge receipt of responses if they are submitted using the online web form but not otherwise.

Further information

- A2.6 If you want to discuss the issues and questions raised in this consultation, or need advice on the appropriate form of response, please contact annualplan@ofcom.org.uk.

Confidentiality

- A2.7 We believe it is important for everyone interested in an issue to see the views expressed by consultation respondents. We will therefore usually publish all responses on our website, www.ofcom.org.uk. If you think your response should be kept confidential, please specify what part or whether all of your response should be kept confidential, and specify why. Please also place such parts in a separate annex.
- A2.8 If someone asks us to keep part or all of a response confidential, we will treat this request seriously and will try to respect this. But sometimes we will need to publish all responses, including those that are marked as confidential, in order to meet legal obligations.

- A2.9 Please also note that copyright and all other intellectual property in responses will be assumed to be licensed to Ofcom to use. Ofcom's approach on intellectual property rights is explained further on its website at <http://www.ofcom.org.uk/terms-of-use/>

Next steps

- A2.10 Following the end of the consultation period, Ofcom intends to publish a statement in March 2016.
- A2.11 Please note that you can register to receive free mail Updates alerting you to the publications of relevant Ofcom documents. For more details please see: <http://www.ofcom.org.uk/email-updates/>

Ofcom's consultation processes

- A2.12 Ofcom seeks to ensure that responding to a consultation is easy as possible. For more information please see our consultation principles in Annex 3.
- A2.13 If you have any comments or suggestions on how Ofcom conducts its consultations, please call our consultation helpdesk on 020 7981 3003 or e-mail us at consult@ofcom.org.uk. We particularly welcome thoughts on how Ofcom could more effectively seek the views of those groups or individuals, such as small businesses or particular types of residential consumers, who are less likely to give their opinions through a formal consultation.
- A2.14 If you would like to discuss these issues or Ofcom's consultation processes more generally you can alternatively contact Graham Howell, Secretary to the Corporation, who is Ofcom's consultation champion:

Graham Howell
Ofcom Riverside House
2a Southwark Bridge Road
London SE1 9HA

Tel: 020 7981 3601

Email Graham.Howell@ofcom.org.uk

Annex 3

Ofcom's consultation principles

A3.1 Ofcom has published the following seven principles that it will follow for each public written consultation:

Before the consultation

A3.2 Where possible, we will hold informal talks with people and organisations before announcing a big consultation to find out whether we are thinking in the right direction. If we do not have enough time to do this, we will hold an open meeting to explain our proposals shortly after announcing the consultation.

During the consultation

A3.3 We will be clear about who we are consulting, why, on what questions and for how long.

A3.4 We will make the consultation document as short and simple as possible with a summary of no more than two pages. We will try to make it as easy as possible to give us a written response. If the consultation is complicated, we may provide a shortened Plain English Guide for smaller organisations or individuals who would otherwise not be able to spare the time to share their views.

A3.5 We will consult for up to 12 weeks depending on the potential impact of our proposals.

A3.6 A person within Ofcom will be in charge of making sure we follow our own guidelines and reach out to the largest number of people and organisations interested in the outcome of our decisions. Ofcom's 'Consultation Champion' will also be the main person to contact with views on the way we run our consultations.

A3.7 If we are not able to follow one of these principles, we will explain why.

After the consultation

A3.8 We think it is important for everyone interested in an issue to see the views of others during a consultation. We would usually publish all the responses we have received on our website. In our statement, we will give reasons for our decisions and will give an account of how the views of those concerned helped shape those decisions.

Annex 4

Consultation response coversheet

- A4.1 In the interests of transparency and good regulatory practice, we will publish all consultation responses in full on our website, www.ofcom.org.uk.
- A4.2 We have produced a coversheet for responses (see below) and would be very grateful if you could send one with your response (this is incorporated into the online web form if you respond in this way). This will speed up our processing of responses, and help to maintain confidentiality where appropriate.
- A4.3 The quality of consultation can be enhanced by publishing responses before the consultation period closes. In particular, this can help those individuals and organisations with limited resources or familiarity with the issues to respond in a more informed way. Therefore Ofcom would encourage respondents to complete their coversheet in a way that allows Ofcom to publish their responses upon receipt, rather than waiting until the consultation period has ended.
- A4.4 We strongly prefer to receive responses via the online web form which incorporates the coversheet. If you are responding via email or post, you can download an electronic copy of this coversheet in Word or RTF format from the 'Consultations' section of our website at <http://stakeholders.ofcom.org.uk/consultations/consultation-response-coversheet/>
- A4.5 Please put any parts of your response you consider should be kept confidential in a separate annex to your response and include your reasons why this part of your response should not be published. This can include information such as your personal background and experience. If you want your name, address, other contact details, or job title to remain confidential, please provide them in your coversheet only, so that we don't have to edit your response.

Coversheet for response to Ofcom consultation

BASIC DETAILS

Consultation title:

To (Ofcom contact):

Name of respondent:

Representing (self or organisation/s):

Address (if not received by email):

CONFIDENTIALITY

Please tick below what part of your response you consider is confidential, giving your reasons why

Nothing	<input type="checkbox"/>	Name/contact details/job title	<input type="checkbox"/>
Whole response	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Part of the response	<input type="checkbox"/>	If there is no separate annex, which parts?	

If you want part of your response, your name or your organisation not to be published, can Ofcom still publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)?

DECLARATION

I confirm that the correspondence supplied with this coversheet is a formal consultation response that Ofcom can publish. However, in supplying this response, I understand that Ofcom may need to publish all responses, including those which are marked as confidential, in order to meet legal obligations. If I have sent my response by email, Ofcom can disregard any standard e-mail text about not disclosing email contents and attachments.

Ofcom seeks to publish responses on receipt. If your response is non-confidential (in whole or in part), and you would prefer us to publish your response only once the consultation has ended, please tick here.

Name

Signed (if hard copy)