**Ofcom’s Annual Plan 2014/15: Priorities**

*Here are Ofcom’s work priorities for the financial year. Ofcom will measure progress towards delivering these in its 2014/15 Annual Report.*

**Promote effective competition and informed choice**
- Ensure effective competition and investment in both current and superfast broadband
- Promote effective choice for consumers by ensuring that clear and relevant information is readily available
- Develop and implement policies that will improve the ease of switching between communications providers

**Secure optimal use of spectrum**
- Deliver spectrum and interference management for the Glasgow 2014 Commonwealth Games
- Prepare for the award of the 2.3GHz and 3.4GHz bands and the potential change of use of the 700MHz band
- Enable the use of white space devices and investigate opportunities for further appropriate sharing of bands

**Promote opportunities to participate**
- Secure the continuing provision of the universal postal service

**Protect consumers from harm**
- Implement reform of non-geographic numbering to ensure price transparency

**Maintain audience confidence in broadcast content**
- Promote audience safety and assurance in digital environments

**Contribute to and implement public policy defined by Parliament**
- Ensure that the EC’s Connected Continent proposals are delivered in a manner that is consistent with UK interests

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**Ofcom’s Annual Plan 2014/15: Major work areas**

*Ofcom also has a number of major work areas: additional specific pieces of work for Ofcom to deliver in the forthcoming year.*

**Promote effective competition and informed choice**
- Monitor underlying approaches to traffic management to ensure compliance with Ofcom’s approach to net neutrality
- Review the framework for regulatory financial reporting in telecommunications
- Work to ensure effective competition in pay TV services
- Conduct the mobile termination rates charge control review
- Conduct the business connectivity market review

**Secure optimal use of spectrum**
- Continue to review the spectrum requirements of the programme making and special events (PMSE) sector
- Plan for mobile data spectrum requirements
- Understand the impact and role of receivers on efficient spectrum use
- Improve the planned use of UHF spectrum
- Support the spectrum requirements of the government’s Emergency Services Mobile Communications Project
- Explore the potential use and requirements of machine to machine technology
- Implement the government’s Direction on annual licence fees for 800 and 1800MHz spectrum

**Promote opportunities to participate**
- Understand and promote the interests of vulnerable consumers and citizens
- Continue to promote the provision of better mobile coverage and service information in order to inform both consumers and policy decisions
- Work in collaboration with government and industry to promote the widespread availability of fixed and mobile superfast broadband
- Complete an evaluation of, and report on, the affordability of core electronic communications services

**Protect consumers from harm**
- Support industry and government initiatives to improve levels of user trust in internet services
- Protect consumers from harm in a range of priority areas including nuisance calls and unexpectedly high bills

**Maintain audience confidence in broadcast content**
- Develop and support future radio regulation
- Complete the licensing of new local TV services
- Work to secure the availability and discoverability of PSB content

**Contribute to and implement public policy defined by Parliament**
- Prepare for the World Radiocommunication Conference (WRC) in November 2015
- Ensure the future strength and sustainability of PSB content
- Publish a report on the state of the UK communications infrastructure

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Ofcom’s Annual Plan 2014/15: Ongoing (‘programmatic’) work

Ofcom will also continue to deliver important ‘programmatic’ work: its business-as-usual services to stakeholders, citizens and consumers.

<table>
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<td>• Enforce competition e.g. through resolving disputes, investigating complaints and imposing penalties where appropriate</td>
<td>• Actively represent UK interests in international spectrum committees</td>
<td>• Carry out and publish market and consumer research, including Media Literacy</td>
<td>• Ongoing monitoring of existing licence holders to ensure they are fit and proper to hold those licences</td>
<td>• Ensure efficient and effective programme standards enforcement</td>
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<td>• Implement measures to ensure availability of geographic numbers for allocation to communications providers</td>
<td>• Plan spectrum assignments and grant licences</td>
<td>• Advise consumers on how to get the best from communications services through an increased online presence</td>
<td>• Continue engagement with nations and regions</td>
<td>• Enhance cooperation with audiovisual regulatory authorities in Europe to address jurisdictional challenges</td>
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<td>• Undertake Market Impact Assessment in support of Public Value Tests by the BBC Trust</td>
<td>• Engage in the development of the international regulatory environment for spectrum and ensure compliance with our related international obligations</td>
<td>• Spectrum enforcement: advise and assist in cases of interference, confiscate unauthorised equipment and prosecute where appropriate</td>
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Contribute to and implement public policy defined by Parliament

| • Provide support and advice to government on policy implementation where appropriate |
| • Engage with stakeholders internationally and actively participate in European regulatory networks (including BEREC, RSPG, ERGP and EPRA) to ensure the consistency of regulation |
| • Undertake ongoing work to support network resilience, cyber security and access to emergency services |
| • Work with other economic regulators on cross-sectoral issues |