### 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 **Promote** Maintain audience Secure optimal use Protect consumers competition and opportunities to confidence in of spectrum from harm informed choice broadcast content participate Ensure effective Deliver spectrum and Secure the continuing Implement reform of Promote audience competition and non-geographic safety and assurance investment in both management for the universal postal numbering to ensure in digital environments current and superfast Glasgow 2014 service price transparency broadband Commonwealth Promote effective choice for consumers Prepare for the award of the 2.3GHz and by ensuring that clear and relevant 3.4GHz bands and the information is readily potential change of use of the 700MHz band available Enable the use of Develop and white space devices implement policies that and investigate will improve the ease opportunities for further of switching between communications appropriate sharing of providers 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

## 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 Maintain audience **Promote** Secure optimal use **Protect consumers** competition and opportunities to confidence in of spectrum from harm informed choice participate broadcast content Continue to review the Understand and Support industry and Monitor underlying Develop and support approaches to traffic spectrum requirements promote the interests government initiatives future radio regulation management to of the programme of vulnerable to improve levels of ensure compliance making and special consumers and user trust in internet Complete the licensing with Ofcom's approach events (PMSE) sector citizens of new local TV services to net neutrality services Plan for mobile data Continue to promote Protect consumers Review the framework spectrum requirements the provision of better from harm in a range Work to secure the for regulatory financial mobile coverage and availability and of priority areas including nuisance reporting in Understand the impact service information in discoverability of PSB telecommunications and role of receivers order to inform both calls and unexpectedly content on efficient spectrum consumers and policy high bills Work to ensure effective competition in pay TV services Improve the planned Work in collaboration use of UHF spectrum with government and Conduct the mobile industry to promote the termination rates Support the spectrum widespread availability requirements of the of fixed and mobile charge control review government's superfast broadband Conduct the business **Emergency Services** Mobile Complete an connectivity market review Communications evaluation of, and affordability of core Explore the potential electronic use and requirements communications of machine to machine services technology Implement the government's Direction on annual licence fees for 900 and 1800MHz spectrum

### 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

## 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.

# Promote effective competition and informed choice

- Enforce competition e.g. through resolving disputes, investigating complaints and imposing penalties where appropriate
- Implement measures to ensure availability of geographic numbers for allocation to communications providers
- Undertake Market Impact Assessment in support of Public Value Tests by the BBC Trust

## Secure optimal use of spectrum

- Actively represent UK interests in international spectrum committees
- Plan spectrum assignments and grant licences
- Engage in the development of the international regulatory environment for spectrum and ensure compliance with our related international obligations
- Spectrum enforcement: advise and assist in cases of interference, confiscate unauthorised equipment and prosecute where

appropriate

# Promote opportunities to participate

- Carry out and publish market and consumer research, including Media Literacy
- Advise consumers on how to get the best from communications services through an increased online presence
- Continued engagement with nations and regions

#### Protect consumers from harm

 Ongoing monitoring of existing licence holders to ensure they are fit and proper to hold those

licences

# Maintain audience confidence in broadcast content

- Ensure efficient and effective programme standards enforcement
- Enhance cooperation with audiovisual regulatory authorities in Europe to address jurisdictional challenges

### 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