
Television Licensable Content Service (TLCS)

Guidance notes for licence applicants

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1. Introduction

General disclaimer

- 1.1 These notes are intended to help Television Licensable Content Service (TLCS) licence applicants understand the licensing process. The guidance notes should not be relied upon as legal advice, or be understood as modifying the effect of the statutory requirements or the conditions of the licence.
- 1.2 Applicants should seek their own legal advice on the licensing process and requirements, and when making their own independent assessment on the information that should be included in their application.
- 1.3 In providing the information in these guidance notes, Ofcom is not making, nor implying any judgements on the commercial prospects (or otherwise) of licensed services, or that they will be profitable.
- 1.4 Ofcom makes no representation or warranty, express or implied, with respect to information contained in these guidance notes (together with the standard form licence and other documents referred to in this document) or with respect to any written or oral information made or to be made available to any potential applicant or its professional advisers. Any liability therefore is expressly disclaimed.
- 1.5 Even if Ofcom grants a TLCS licence *there is no guarantee* that one of the satellite or cable platform providers could or would carry your service/channel. Therefore, you may wish to contact one of the platform providers in the first instance to secure capacity and ask them about any further costs and contractual obligations involved with any arrangements you make with the platform providers. Ofcom cannot provide advice on these issues.
- 1.6 These guidance notes may be updated from time to time. Applicants should check Ofcom's website to make sure they are using the most recent version. Applicants should also be aware that certain key features, such as fees, procedures and content rules, may change in the future.
- 1.7 If you have any queries you can contact the Ofcom Broadcast Licensing team by email (broadcast.licensing@ofcom.org.uk). The team cannot provide advice or pre-approve applications.
- 1.8 You may also wish to read the [TLCS guidance notes for licensees](#) which provide information about the licensing requirements and the conditions that licensees are subject to.

2. What is a Television Licensable Content Service (TLCS)?

- 2.1 A TLCS is a television service broadcast from a satellite, distributed using an electronic communications network (including the internet), or a service made available by a radio multiplex.
- 2.2 The service must meet two basic criteria:
- a) The service consists of, or has as its principal purpose, the provision of “television programmes¹ or electronic programme guides”², or both.
 - b) The service is “available for reception by members of the public”³. (This does not include on-demand programme services). If a member of the public is able to receive the service (whether by free-to-air, by paying for a subscription or buying a piece of receiving equipment) the service normally meets this criterion⁴.
- 2.3 The following services are **not** covered by a TLCS licence:
- A service provided under the Channel 3, 4 or 5 licence;
 - Freeview (Digital Terrestrial Television “DTT”) services (see [guidance notes for a Digital Television Programme Service \(DTPS\) and a Digital Television Additional Service \(DTAS\)](#));
 - A local digital television service for a specific geographical area broadcast on Freeview (DTT) via the local television multiplex – these are licensed on a region by region basis;
 - A television multiplex service for the broadcast infrastructure of Freeview;
 - A restricted television service for short-term coverage of a specific event at a specific location;
 - Linear broadcast services available via the internet that do **not** appear on a “regulated EPG” (see section 3 of these guidance notes);
 - Two-way services – includes video conferencing and similar services;
 - Closed-user groups – services only receivable by a specific category of person (for example a professional group) that are not receivable by any other persons, even at a cost;
 - Single premise systems – services distributed by means of an electronic communications network only to persons who are within a single set of premises; or

¹ "Television programmes" includes conventional programmes, advertisements, text and still and moving images, as well as any ancillary services (like subtitling, audio-description or interactive programme enhancements) associated with them.

² "Electronic programme guides" are services that consist of the listing or promotion of programmes and programme services and provide access to them. See section 3 of these guidance notes for more information on whether your EPG service is licensable.

³ As defined in section 361 of the Communications Act 2003.

⁴ The detailed statutory framework for licensing TLCS services is set out in sections 232 to 240 of the Communications Act 2003.

- Broadcasts which are not available in the UK or in countries that are not Parties to the European Convention on Transfrontier Television are not normally licensable by Ofcom.
- 2.4 More information on the different types of television licence, including application forms and guidances notes, is available [on our website](#).
- 2.5 TLCS licences are granted for a single service, rather than to a service provider. A service provider providing three separate services will therefore need three licences. This also applies to services which utilise only part of a cable or satellite channel or comprise programming spread across a number of channels. There is no limit to the number of TLCS licences which can be held by one company or individual.
- 2.6 Following the UK's exit from the European Union, the requirements for whether a service falls under UK jurisdiction has changed. Please see the Jurisdiction section below for further details.
- 2.7 Ofcom has published [guidance for broadcasters about services broadcast into different territories](#). This sets out our position on regional advertising or other regional programming. Broadcasters who intend to show feeds of their service into multiple territories should take into account how this additional guidance affects their proposed service and ensure that they apply for a licence or licences accordingly.
- 2.8 Applicants are responsible for assessing whether their proposed service requires a TLCS licence. You may wish to take your own professional advice in order to comply with this obligation. Ofcom cannot determine for you whether you need a licence or not and you should not rely on the guidance provided in these notes.

3. Electronic Programme Guides

- 3.1 Section 310(8) of the Communications Act 2003 defines an Electronic Programme Guide (EPG) as a service which consists of:
- a) the listing or promotion, or both the listing and the promotion, of some or all of the programmes included in any one or more programme services the providers of which are or include persons other than the provider of the guide; and
 - b) a facility for obtaining access, in whole or in part, to the programme service or services listed or promoted in the guide.
- 3.2 The Broadcasting (EU Exit) (Amendment) Regulations 2019 amend the Communications Act 2003 so that services consisting, or accessed by means, of a “regulated EPG” must hold an Ofcom broadcasting licence.
- 3.3 A provider of an EPG which is not a “regulated EPG” does not need a licence in the UK. However, the Secretary of State may designate EPGs, or their providers, and so turn them into “regulated EPGs”.
- 3.4 If you intend to provide an EPG, please do contact Ofcom if you wish to establish the legal position before commencement of the service. Details of such applicants will be shared with the Department for Digital Culture, Media and Sport (DCMS), who may then decide to designate your service.
- 3.5 Applications for a licence to provide EPG services will take substantially longer to process than applications to provide television programme services.
- 3.6 The Broadcasting (EU Exit) (Amendment) Regulations 2019 provide for EPGs that are being provided under a TLCS or DTAS licence from Ofcom on the day of exit from the EU to be regulated EPGs. Precisely which EPGs will be caught is not possible to determine until the day of exit. Following exit, Ofcom intends to publish a list of regulated EPGs [on our website](#).
- 3.7 If the licensed service is an electronic programme guide, it must comply with [Ofcom’s Code of practice on Electronic Programme Guides](#), as well as the relevant content rules.
- 3.8 Applicants are responsible for assessing whether their proposed service requires a TLCS licence. You may wish to take your own professional advice in order to comply with this obligation. Ofcom cannot determine for you whether you need a licence or not and you should not rely on the guidance provided in these notes

4. Before you apply for a TLCS licence

This section contains important information you should take account of before submitting your TLCS application form.

Determining who should hold the licence

- 4.1 Ofcom considers that a person will normally have general control if that person exercises effective control over the selection of programmes that comprise the service and their organisation into a programme schedule. It is that person who will normally be treated as being the provider of the relevant service and who will need to hold a broadcasting licence authorising its provision. [The full guidance document](#) can be found on our website, which applicants should read before applying for a licence.

How to complete the form

- 4.2 Please download [the application form](#) and fill it in on a computer. If completing by hand, please use block capitals and black ink.
- 4.3 Please answer all the questions as fully as possible, use extra sheets if required and provide the supporting documentation listed at section 10 of the form. Sufficient information must be supplied about the applicant and the proposed service to enable Ofcom to consider the application in accordance with the statutory criteria for the granting of TLCS licences. Ofcom may need to request further details from you before a licence can be granted.
- 4.4 **Ofcom will reject applications made using an old version of the form.**
- 4.5 Ofcom will accept handwritten application forms but they must be filled in using block capitals and black ink.
- 4.6 **Ofcom will reject application forms that are illegible.**
- 4.7 You must answer all questions in the application form and respond “N/A” to any questions that do not apply to the applicant.
- 4.8 **Ofcom will reject applications which do not meet the following criteria:**
- a) The declaration in section 11 of the form must be signed and dated.
 - b) The person who signs and makes the declaration on behalf of the applicant must be:
 - i) A director of the company or the company secretary where the applicant is company.
 - ii) A designated member where the applicant is a Limited Liability Partnership.
 - iii) A partner, where the applicant is a partnership.
 - iv) A member of the organisation’s governing body where the applicant is an unincorporated body or association.

- v) The individual who will be the licensee where the applicant is an individual.
 - c) All supporting documents as requested in the checklist in Section 10 of the form must be supplied in legible form and translated into English where applicable.
- 4.9 If you are completing the form as an agent, i.e. you are acting on the applicant's behalf, please note that you cannot sign it on your client's behalf, and that the person signing the form needs to have personally checked the truth and completeness of the responses given. If your client wishes you to be Ofcom's main contact in relation to the application, please make this clear in an accompanying letter, and provide evidence of your authority to act on behalf of the applicant. The form should be filled in so as to include information about the applicant, not the agent. If Ofcom has further questions once the application has been submitted, we will direct these to the applicant, not to the agent, but we will accept responses from the agent.

How to submit the form

- 4.10 We prefer application forms and required supporting documents to be submitted by email to broadcast.licensing@ofcom.org.uk. Handwritten applications and required supporting documents should be scanned and attached to the email.
- 4.11 You should receive an auto-response from broadcast.licensing@ofcom.org.uk confirming that your application has been received by Ofcom. If you do not receive a response, it is likely your application has not been received and you should contact Ofcom's Contact Centre on 0300 123 3333 and ask for the Broadcast Licensing team who will be able to confirm if your application was received.
- 4.12 If the applicant cannot submit the application form and/or the supporting documentation by email, the applicant may submit the application and/or the supporting documentation by post to:
- Ofcom
Broadcast Licensing
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
- 4.13 Those applicants who submit their application by post will be sent an acknowledgement.

Application fee

- 4.14 The application must be accompanied by the application fee. Ofcom will not assess an application until the application fee has been received in Ofcom's bank account.
- 4.15 Application fees are reviewed by Ofcom annually, and applicants should consult the Ofcom website for the most up-to-date fees. Our [fees](#) are published no later than 31 March each year. The current application fee is £2,500 per application. This payment is non-refundable.

- 4.16 The application fee of £2,500 is payable either by cheque made out to 'Ofcom' or by bank transfer.
- 4.17 Ofcom requests that applicants pay the application fee by bank transfer and that immediately after the applicant has instructed their bank to make the payment, confirmation of payment is emailed to ofcom.remittances@ofcom.org.uk.
- 4.18 To ensure that Ofcom can identify the payment, it must include a payment reference which is the applicant's postcode followed by the applicant's name (or as much of the name as is possible to provide within the character limit set by the bank) as provided in response to question 3.2 of this application. In the case of a company, partnership or unincorporated body applying for the licence, the applicant's name will be the name of the company, LLP, partners or members of an unincorporated body who have applied for the licence (as provided in response to question 3.2), not the individual who has submitted the application on its behalf.
- 4.19 The bank details to be used to pay the application fee are:
- Account Name: Office of Communications
- Bank details: Lloyds Bank, 69-73 Borough High Street, London SE1 1NQ
- Account number: 00782415
- Sort code: 30-97-90
- BIC: LOYDGB21351
- IBAN: GB05 LOYD 3097 9000 7824 15
- SWIFT: LOYD GB 2L
- 4.20 If the applicant is unable to make the payment by bank transfer, a cheque should be made out to 'Ofcom' and sent in the post. You must state the name of the applicant as provided in response to question 3.2 and proposed service name on the back of the cheque.
- 4.21 If an applicant is paying the application fee by cheque, the cheque must be received within five days of the application being received by Ofcom. If an applicant's cheque bounces, the application may be rejected.

Annual licence fee

- 4.22 If a licence is granted, the licensee must pay an annual fee to Ofcom, as a condition of its licence. The fees are revised annually and published no later than 31 March of each year. The annual fees for editorial services are based on a percentage of 'Relevant Turnover', which in the Television sector relates to any turnover that is derived from advertising/sponsorship, subscriptions and interactive activities. The minimum fee is currently £1,000 for the charging year.
- 4.23 A self-promotional service – which consists of a particular kind of advertising whereby the broadcaster promotes its own products, services or channels – is charged the minimum fee of £1,000 for the charging year.

- 4.24 For teleshopping services, there is a fixed annual fee. The current fixed fee for the charging year is £2,000.
- 4.25 For further information about fees, see [Ofcom's Statement of Charging Principals](#) and [Ofcom's Tariff Table](#).
- 4.26 It is important that licensees pay their annual licence fees on time. If fees are not paid by the date stated in the invoice, Ofcom is likely to investigate whether a breach of the relevant licence condition has occurred and may consider whether to impose a financial penalty and/or revoke the licence.
- 4.27 If you wish to pay your annual fee by direct debit, please enclose a [direct debit mandate form](#) with the application.

Timescales for assessing applications

- 4.28 Applicants will receive an auto-response from broadcast.licensing@ofcom.org.uk, which should be taken as acknowledgment of receipt of the electronic application. In the event that the auto-response is not received, the applicant should call Ofcom's Contact Centre on 0300 123 3333 and ask to speak to someone in the Broadcast Licensing team. Those applicants who submit their application by post will be sent an acknowledgement by post within five working days.
- 4.29 As a guideline, our aim is to issue a licence within 25 working days for services seeking to broadcast television programme services. However, this cannot be guaranteed. Applications are assessed on a first come, first served basis, and during peak periods it may take longer for us to assess applications. The timeframe also assumes that full and accurate information has been provided by the applicant in the application form and accompanying documentation. Applications will not be assessed until all the requested information has been submitted. Applications to provide EPG services will take substantially longer.
- 4.30 Applications for which potential issues arise relating to ownership restrictions and eligibility requirements may take longer to assess. Applicants with religious objects are also advised to allow longer for the assessment and consideration of their application by Ofcom in the light of the [Guidance for religious bodies applying for a Broadcasting Act licence](#).
- 4.31 Applications for a licence to provide EPG services will take substantially longer to process than applications to provide television programme services.
- 4.32 Ofcom has a duty to ensure that it does not license bodies with objects which are of a wholly or mainly political nature. If questions arise on this issue, an application may take significantly longer than usual for Ofcom to consider.

- 4.33 Ofcom may refuse to issue a TLCS licence if the applicant is not a “fit and proper person”;⁵ if the applicant is a “disqualified” person;⁶ or if the proposed service would be likely to involve contraventions of the standards for programmes and advertising.⁷
- 4.34 In cases where Ofcom has instigated sanctions procedures against an existing Licensee which may lead to the revocation of any licence(s) it holds, it will not generally consider any applications for new licences by the same licensee or by a person/body connected to that licensee until such time as that aspect of the sanctions procedure is concluded. Similarly, Ofcom will not generally consider transfer applications either to or from a licensee while a sanctions procedure which may lead to licence revocation is ongoing.
- 4.35 To be able fully to consider an application, we may need to request further information or clarification from the applicant. If we don’t receive a response to a request for further information within one month, we will consider the application to have lapsed.

Publication of information about applications and licensed services

- 4.36 When a licence is granted, the name of the service and contact details for the licensee are published on the Ofcom website. These are the details supplied in the application form. If you have any questions about the information that we publish, or there are any changes to this information, you should contact the Broadcast Licensing team by email (broadcast.licensing@ofcom.org.uk).
- 4.37 Additionally, Ofcom considers issued TLCS licences to be public documents and will make copies of licences available to third parties on request.
- 4.38 Ofcom also published a monthly update which lists new services licensed, licences revoked, licence transfers, and changes to the name or nature of the licensed service during the past month. The [licensing updates are available on our website](#).

⁵ Under section 3 of the Broadcasting Acts 1990 and 1996.

⁶ Under Schedule 2, Part II of the Broadcasting Act 1990.

⁷ See paragraphs 5.47 and 5.48.

5. Completing your application form

This section of the guidance notes provides information on the corresponding sections of the TLCS application form, to help you fill in your application correctly.

Data protection

- 5.1 We require the information requested in the application form in order to carry out our licensing duties under the Broadcasting Act 1990, Broadcasting Act 1996 and the Communications Act 2003. Please see [Ofcom's General Privacy Statement](#) for further information about how Ofcom handles your personal information and your corresponding rights.

Section 2 of the application form: Jurisdiction of the applicant

- 5.2 In this section of the application form, we ask for details of where the company carries out its various activities and the method of delivery of the proposed service in order to determine whether the service falls under UK jurisdiction.
- 5.3 Should a licence be granted, you should be aware that it is a Condition of the TLCS licence requires that the licence holder notify Ofcom as soon as reasonably practicable of any changes that may affect the criteria under which the service falls under the jurisdiction of the UK.. Additionally, that Condition 2(2) of the TLCS licence requires the licence holder to publish or provide recipients of the service with confirmation that the service falls under the UK's jurisdiction.
- 5.4 Following the UK's exit from the European Union, the Broadcasting (EU Exit) (Amendment) Regulations 2019 amends the Communications Act 2003 regarding whether a service falls under UK jurisdiction.
- 5.5 The following jurisdiction requirements now apply:
- a) **Country of destination licensing:** any TV channel that appears on a "regulated" UK Electronic Programme Guide (EPG)' (see explanation in section 3 of this guidance) needs to be licensed and regulated in the UK. The exceptions to this are TV channels from countries party to the European Convention on Transfrontier Television (ECTT) (see explanation below), as well as the following Irish channels: TG4, RTÉ1 and RTÉ2.
 - b) **European Convention on Transfrontier Television (ECTT and country of origin):** The ECTT is a Council of Europe treaty. Where TV channels based in the UK are broadcasting to another ECTT country (see list of countries below), they would be regulated under the provisions of the ECTT. This may be the case even if the service does not appear on a UK "regulated EPG".
- 5.6 **The following countries are party to the ECTT:** Albania, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary,

Italy, Latvia, Liechtenstein, Lithuania, Malta, Montenegro, Norway, Poland, Portugal, Republic of Moldova, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Switzerland, North Macedonia, Turkey, Ukraine, United Kingdom.

- 5.7 **The following EU Member States are not party to the ECTT:** Belgium, Denmark, Greece, Ireland, Luxembourg, The Netherlands and Sweden.
- 5.8 Article 4 of the ECTT provides for freedom of retransmission and reception of television programme services in one or more ECTT Parties licensed or otherwise authorised by the relevant authority of an ECTT Party.
- 5.9 The ECTT only applies where a service under the jurisdiction of an ECTT Party is transmitted or retransmitted to another. A service will be considered to broadcast to a relevant ECTT country where it can be received in all parts of the relevant ECTT country and it can be accessed through an EPG which is licensed or otherwise regulated in the relevant State; or accessed through an EPG, the provider of which has its head office in the relevant State where that State does not regulate EPGs.

Primary establishment criteria

- 5.10 Under the ECTT, the first question is whether you are established in a member state of the European Union under the Audiovisual Media Services Directive. If it is, then the ECTT deems you to be established there for ECTT purposes. If you are established in an EU member state, and that country is not in the ECTT, we take the view that you fall outside the ECTT. You may still require a licence from Ofcom if you appear on a “regulated EPG” in the UK.
- 5.11 The criteria set out in Article 5 of the ECTT state that a broadcaster will fall to an ECTT Party’s jurisdiction in the following circumstances:
- a) If a broadcaster has its head office in that country and the editorial decisions about programme schedules are taken in that country.
 - b) If a broadcaster has its head office in one country but editorial decisions on programme schedules are taken in another country, it will be considered to be established in the country where a significant part of the workforce involved in the pursuit of programme-related activity operates.
 - c) If a significant part of the workforce involved in the pursuit of programme-related activity operates in each of those countries, the broadcaster will be considered to be established in the country where it has its head office.
 - d) If a significant part of the workforce involved in the pursuit of programme-related activity operates in neither the country where the editorial decisions about programme schedules are taken, nor the country where the applicant has its head office, the broadcaster will be considered to be established in the country where it first began broadcasting lawfully, provided that it maintains a stable and effective link with the economy of that country.

- e) If a broadcaster has its head office in a country but decisions on programme schedules are taken in a third country, or vice-versa, it will be considered to be established in the country concerned, provided that a significant part of the workforce involved in the pursuit of programme-related activity operates in that country.

Subsidiary technical criteria

- 5.12 Broadcasters that are not established in an ECTT Party (where the primary establishment criteria listed at 4.3 (a)-(e) do not apply), and to which the ECTT applies, may still fall to the jurisdiction of an ECTT Party in the following circumstances:
 - a) If a broadcaster uses a frequency granted by that country.
 - b) If a broadcaster uses satellite capacity relating to that country.
 - c) If a broadcaster does not use satellite capacity relating to that country but does use a satellite uplink situated in that country. This subsidiary criterion will apply if jurisdiction of any country cannot be established under the “satellite capacity” criterion referred to above.
- 5.13 Broadcasts intended exclusively for reception in countries that are not a Party to the ECTT and which are not received directly or indirectly by the public in one or more ECTT Party are not normally licensable by Ofcom.

Licensing jurisdiction scenarios

- 5.14 By way of example, a number of scenarios are given below to highlight how the criteria listed above work in practice.
 - a) **A broadcaster established in the UK broadcasting into the UK:**

Broadcasters established in the UK and: i) broadcasting a service which meets the definition of a Television Licensable Content Service (see section 2 of this guidance above); and ii) broadcasting on a UK “regulated EPG”; requires an Ofcom licence.
 - b) **A broadcaster established in the UK broadcasting to both the UK and Europe:**

Broadcasters established in the UK and: i) broadcasting a service which meets the definition of a Television Licensable Content Service (see section 2 of this guidance above); and ii) broadcasting on one of the “regulated EPGs” in the UK; requires an Ofcom licence. The existing Ofcom licence should enable broadcasting into other ECTT Parties.

Where a service is also available in non-ECTT Party countries within the European Union you should contact the media regulator of the EU Member State(s) in which you intend to broadcast to check whether a licence or authorisation to broadcast is required under the Audiovisual Media Service Directive.
 - c) **A broadcaster established in the UK broadcasting outside of the UK only:**

If a broadcaster falls to Ofcom’s jurisdiction under the ECTT criteria set out above

and broadcasts to a country that is party to the ECTT, the broadcaster would require a licence from Ofcom.

If a broadcaster falls to Ofcom's jurisdiction under the ECTT criteria, but the service is broadcasting to a country that is not party to the ECTT, then you would not require a licence from Ofcom. You should contact the relevant media regulator in the State(s) you wish to broadcast to.

Where a service is available in non-ECTT Party countries within the European Union you should contact the media regulator of the EU Member State(s) in which you intend to broadcast to check whether a licence or authorisation to broadcast is required under the Audiovisual Media Service Directive.

d) **A broadcaster established in Europe broadcasting into the UK:**

If a broadcaster holds a licence or authorisation issued by a country that is party to the ECTT, the service can broadcast on one of the UK "regulated EPGs" in the UK.

If a licence or authorisation has been issued by a country that is not party to the ECTT, but the service makes use of satellite uplink or capacity pertaining to an ECTT Party, or other subsidiary technical criteria above apply, the broadcaster may fall to the jurisdiction of that Party for the purposes of the ECTT.

If you are established in an EU state that is not party to the ECTT, you need to hold an Ofcom licence to broadcast a TV service on one of the "regulated EPGs" in the UK.

Section 3 of the application form: Applicant's details

- 5.15 In this section, we are asking you for basic details about the applicant (whether an individual or body corporate).
- 5.16 The requested details include company registration number (where applicable) and contact information.
- 5.17 We are asking for this information so that Ofcom knows precisely who to contact at the applicant company during the application process and if a licence is granted.
- 5.18 If any of the individuals named in your responses are known by more than one name/version of their name, all names must be provided.
- 5.19 If you are granted a licence, it will be a condition of your licence that the licence holder must notify Ofcom as soon as possible of certain changes to the information provided in this section. See paragraphs 2.34 to 2.45 of our [TLCS guidance notes for licensees](#) for more details on provision of information to Ofcom.
- 5.20 The applicant is asked for contact details for the following contacts:
- **Person authorised to make the application:** This is the person who is duly authorised by the applicant for the purposes of making the application. If the applicant is an

individual their details will need to be provided. If the applicant is a company, details of the company secretary or a director must be provided.

- **Licence contact:** The Licence Contact is the day-to-day contact for Ofcom on licensing matters. Examples of the type of communication between the Licence Contact and Ofcom could be questions regarding ownership of the licensee company; changes to the licence; and responding to information requests.
- **Compliance officer:** This is the person for Ofcom to contact on matters relating to compliance with the Broadcasting Code and other content-related codes and rules. If we receive a complaint about the licensed service we will contact the compliance officer to request recordings of output. We will correspond with the compliance officer during any investigations into whether content was compliant with our codes and rules.
- **Billing/Finance contact:** Contact details for Ofcom regarding invoicing/payment of annual licence fees.
- **Data contact:** Contact details for Ofcom regarding submission of the annual transmission and revenue return. This is information that Ofcom requests from its licensees every year, including information about the service's turnover (used to calculate subsequent licence fees) and any European productions.
- **Public contact:** Contact details for publication on the Ofcom website and/or in other relevant Ofcom publications. When a licence is granted, the name of the service, contact details for the licensee and a brief description of the licensed service are published on the Ofcom website.

Sources of funding

- 5.21 Ofcom needs the applicant to provide details about its source of funding so that Ofcom can ensure that the applicant is not disqualified from holding a licence under Schedule 2 of the Broadcasting Act 1990, for example, where the funder is a political body or, in Ofcom's opinion, appears to be exerting influence over the applicant's activities in a way which may be adverse to the public interest. Such influence may include, for instance, the management of the station and/or the content of its programming, but might also extend to the applicant's other activities.

Affiliates and control

- 5.22 Ofcom needs the applicant to provide information about entities with which the applicant is affiliated and who controls the applicant, in order to ensure that the applicant is not disqualified from holding a licence under Schedule 2 of the Broadcasting Act 1990 and that it is fit and proper to hold a licence. By affiliated, we mean entities with which the applicant has declared an affiliation. We expect licence applicants to be able to provide full details of those controlling them, since it is in the interests of those controlling them that the applicant should be granted a licence.
- 5.23 Before completing this section of the form, you should read [Ofcom's guidance on the definition of 'control' of media companies](#). Note in particular that:

- a) Throughout this section, “control” has the meaning it is given in Part I of Schedule 2 of the Broadcasting Act 1990.
- b) It includes situations where it would be reasonable to expect that any person would be able in most cases to secure that the affairs of a body corporate are conducted in accordance with their wishes. Therefore, for example, where a corporate body is held by its parent via a number of subsidiaries, all such subsidiaries have control.

Section 4 of the application form: Details of directors, designated members, participants and shareholders of the applicant (companies and LLPs)

- 5.24 Section 4 of the application form applies to applicants which are bodies corporate (e.g. companies or LLPs). If you are applying as:
 - a) A partnership which is not an LLP, skip to Section 5 of the application form.
 - b) An unincorporated body, skip to Section 6 of the application form.
 - c) An individual, skip to Section 7 of the application form.
- 5.25 Ofcom needs the additional information in this section in order to enable us to consider those types of disqualification which apply specifically to bodies corporate. We also ask questions which are relevant to our assessment of the applicant’s fitness and propriety to hold a broadcast licence.
- 5.26 Before completing section 4 of the form, you should also read [Ofcom’s guidance on the definition of ‘control’ of media companies](#). Note in particular that:
 - a) Throughout this section, “control” has the meaning it is given in Part I of Schedule 2 of the Broadcasting Act 1990.
 - b) It includes situations where it would be reasonable to expect that any person would be able in most cases to secure that the affairs of a body corporate are conducted in accordance with their wishes. Therefore, for example, where a corporate body is held by its parent via a number of subsidiaries, all such subsidiaries have control.
- 5.27 In Section 4, we are asking for details of the directors or designated members, its shareholders and participants.
- 5.28 If any of the individuals named in your responses are known by more than one name/version of their name, all names must be provided.
- 5.29 The response boxes and tables should be expanded or repeated where necessary or provided in a separate annex.

Section 5 of the application form: Details of partners of the applicant (partnerships)

- 5.30 Section 5 of the application form applies to applicants which are partnerships (excluding LLPs). Please complete Section 4 of the form if the applicant is an LLP.
- 5.31 If you are applying as:
- a) An unincorporated body, skip to Section 6 of the application form.
 - b) An individual, skip to Section 7 of the application form.
- 5.32 In Section 5, we are asking for details of the partners.
- 5.33 If any partner is a company, the applicant will also need to complete questions 4.2 and 4.3 in Section 4.
- 5.34 If any of the individuals named in your responses are known by more than one name/version of their name, all names must be provided.
- 5.35 The response boxes and tables should be expanded or repeated where necessary or provided in a separate annex.

Section 6 of the application form: Details of governing members of the applicant (unincorporated bodies other than partnerships)

- 5.36 Section 6 of the application form applies to applicants which are unincorporated bodies.
- 5.37 If you are applying as an individual, skip to Section 7 of the application form.
- 5.38 In Section 6, we are asking for details of the applicant's governing members.
- 5.39 If any of the individuals named in your responses are known by more than one name/version of their name, all names must be provided.
- 5.40 The response boxes and tables should be expanded or repeated where necessary or provided in a separate annex.

Section 7 of the application form: Eligibility requirements

- 5.41 Ofcom has a duty to ensure that anyone who applies for a broadcasting licence is fit and proper to hold one.⁸
- 5.42 When considering whether an applicant is fit and proper to hold a licence, Ofcom will look at – for example – whether individuals who are likely to exercise control over the applicant and its activities (e.g. directors, substantial shareholders or members) have any criminal convictions (in any jurisdiction), or whether they have ever been declared bankrupt (in any jurisdiction).

⁸ Under section 3 of the Broadcasting Acts 1990 and 1996.

5.43 In determining whether a person is “fit and proper”, a number of issues will be considered which could include, but are not limited to:

- Criminal convictions;
- Bankruptcy and insolvency;
- Disqualification of directors;
- Removal from a professional or trade body; and
- Previous broadcasting compliance history (e.g. licence applications, sanctions).

Ownership restrictions

5.44 The Broadcasting Act 1990⁹ lays down a number of restrictions on who may hold Ofcom’s broadcasting licences. The following are among those who are disqualified from holding a TLCS licence or from controlling a licensed company:¹⁰

- A local authority;¹¹
- A political body;
- a religious body, other than where Ofcom is satisfied that it is appropriate for a particular person to hold a licence and makes a determination to that effect. If you wish to seek such a determination, please consult the [Ofcom Guidance for religious bodies applying for a Broadcasting Act licence](#);
- any company controlled by any of the above or by their officers or associates;
- an advertising agency or any company controlled by such an agency or in which it holds more than a 5 per cent interest.¹²

5.45 Please note that in accordance with the Broadcasting Act 1990 (as amended) Ofcom has the power to determine that in certain circumstances a person with less than a 50 per cent share can be deemed to control a company.

5.46 If information is relevant to determining whether an applicant is a disqualified person, it is an offence for the applicant to supply false information or to withhold information with the intention of misleading Ofcom. If a person is convicted in such cases, the court may make an order disqualifying the applicant from holding a licence for a specified period. A disqualification order applies to both the individual concerned and to any company of which he or she is a director or involved in the management of (whether directly or indirectly).

5.47 If the applicant or the form signatory fails without reasonable excuse at the date of signing the declaration in Section 11 of the form to declare any matter of which Ofcom subsequently becomes aware, and which we consider to be relevant to the applicant’s

⁹ As amended by the Broadcasting Act 1996 and the Communications Act 2003.

¹⁰ In accordance with the Broadcasting Act 1990 (as amended).

¹¹ Except where the service is provided exclusively for the purposes of carrying out the functions of a local authority under Section 142 of the Local Government Act 1972 (as amended) provision by local authorities of information relating to their activities.

¹² According to the Broadcasting Act 1990 (as amended), an “advertising agency” means an individual or body corporate who carries on business as an advertising agent involved in the selection and purchase or advertising time or space for the person who wishes to advertise (section 202 (7) of the 1990 Act).

eligibility to hold a licence, we will take that into account when determining the question of whether the applicant/licensee remains fit and proper to hold a licence. We expect you to disclose all matters which pertain to the honesty and integrity in regulatory matters of the applicant, its officers and its controllers.

Section 8 of the application form: The proposed service

5.48 Section 8 asks you to describe your programme service and its target audience. If a licence is granted the information you provide in this section will be used to form the basis of an annex to your licence. You will only be authorised to broadcast what is detailed in the annex of the licence. It is therefore important that you provide complete and detailed responses to the questions in this section.

Name of the licensed service

5.49 The applicant chooses the name for their proposed service. It is the responsibility of the applicant to ensure the name can be used.¹³ Ofcom considers the proposed name of a service in an application to the extent that it may be relevant to the licensing criteria. This could concern, for example, matters relating to the Ofcom Broadcasting Code, such as the use of explicit language that viewers may find offensive.

5.50 It is the responsibility of the applicant to enter into agreements with the appropriate copyright licensing bodies before commencing broadcasting. The granting of a licence does not constitute a right to use a particular name.

Free-to-air, subscription-based, pay-per-view

5.51 A free-to-air service means that a viewer would be able to receive this (with the correct equipment) without any further subscription or payment. Free-to-air also refers to channels and broadcasters providing content for which no subscription is expected, even though they may be delivered to the viewer by another carrier for which a subscription is required.

5.52 A subscription-based service is encrypted or has another technology in place to prevent a viewer from receiving the service unless the viewer has paid for a regular subscription to receive the service.

5.53 A pay-per-view service is purchased by a viewer on a one-off basis to view a broadcast.

Technical Standards

5.54 If the proposed licensed service will be delivered by satellite, the applicant must ensure that it uses a transmission system complying with the relevant technical standards adopted by a European standards organisation (for example the DVB, which are published by [ETSI](#)).

¹³ Ofcom's statutory remit does not extend to intellectual property matters, and it is for you to satisfy yourself that the proposed name of the service will not cause problems, from your own point of view, with (for example) a similar name for an existing service.

More details of European technical standardisation requirements are contained in [Article 17 of Council Directive 2002/21EC on the use of standards for the transmission of television signals](#).

Nature of the service

Description of the licensed service (the Annex to the licence)

5.55 A licence is issued in respect of specific, named service and authorises the provision of that service only. The licensed service is described in the Annex, which forms part of the licence.

Editorial, teleshopping or self-promotional

5.56 There is only one type of TLCS licence. Each TLCS licence contains the same conditions which apply to the licensee throughout the licence period. Further information about some of the conditions with which licensees are required to comply is set out in our [TLCS Guidance notes for licensees](#).

5.57 Ofcom recognizes three types of service which can be provided under a TLCS licence:

- Editorial;
- Teleshopping; and
- Self-promotional.

5.58 You must state, when applying for a TLCS licence, what type of service you intend to provide.

5.59 You are advised to carefully consider the rules in the [Code on the Scheduling of Television Advertising \(“COSTA”\)](#), as the type of service you choose to provide will affect how they apply to you, as well as what fee category applies to you. You should note that if you intend to broadcast to an ECTT Party you will also be required to comply with rules required by the ECTT. Ofcom will consult on these shortly. If you intend to broadcast one feed to both the UK and ECTT Parties, you will be required to comply with the ECTT rules once published.

- a) An **editorial service** is a “normal” programme service, with conventional programme material and scheduled advertising breaks. The majority of television channels (including electronic programme guides) fall within this category.¹⁴
- b) A **teleshopping service** is a service which consists of teleshopping. Teleshopping (also known as home shopping, advertorials, infomercials, etc.) is a particular form of advertising which includes the broadcast of direct offers to the public of the supply of goods or services in return for payment. Spot advertising is permitted on teleshopping services up to the same limits as for editorial services. Teleshopping services may not broadcast material (other than permitted spot advertising) which does not contain

¹⁴ Editorial services are category B licences for the purposes of Ofcom’s Statement of Charging Principles.

direct offers to the public. A teleshopping service may therefore not contain any conventional programme elements such as news, sport, films, documentaries or drama, etc.¹⁵

- c) A **self-promotional service** consists of self-promotional material. This is a particular kind of advertising in which the broadcaster promotes its own products, services or channels. Spot advertising and teleshopping windows for other products and services are permitted on self-promotional services up to the same limits as for editorial services. Self-promotional services may not broadcast material (other than permitted advertising and teleshopping) which does not promote the broadcaster's own goods or services. A self-promotional service may not therefore contain any conventional programme elements such as news, sport, films, documentaries or drama, etc.¹⁶

- 5.60 Transactional gambling services¹⁷ will be treated as providing a teleshopping service rather than editorial output and licensed accordingly. The same will apply to 'windows' of transactional gambling within an otherwise editorial service. Licensees should continue to be able to choose what output they wish to provide: specifically, whether they wish to provide a purely editorial gambling-themed service, rather than a teleshopping service, and be licensed accordingly. However, to qualify as editorial, any such services should provide genuine programming and not include transactional gambling in which offers are made, express or implied, to viewers to participate in the services on screen.
- 5.61 If a service offers transactional gambling; the licence will not authorise the provision of transactional gambling content in the UK outside Great Britain where such content remains prohibited¹⁸.
- 5.62 Interactive television services using premium rate telephone lines or text messages, for example adult chat, adult sex chat and psychic programming are categorised as teleshopping. [The UK Code of Broadcast Advertising \("the BCAP Code"\)](#) requires that these types of services are specifically licensed for the purpose¹⁹. If you intend to include this programming as part of your proposed service, the annex to your licence will include a reference to the provision of such programming. If this is not detailed in the Annex of the licence, you will not be authorised to provide this type of programming.

Broadcast content

- 5.63 The applicant must ensure that all content to be included in the proposed licensed service will be able to comply with the relevant codes including, but not limited to:

¹⁵ Teleshopping services are category E licences for the purposes of Ofcom's Statement of Charging Principles.

¹⁶ Self-promotional services are category B licences for the purposes of Ofcom's Statement of Charging Principles.

¹⁷ Typically, transactional TV gambling output offers roulette, card games and virtual horse and dog racing.

¹⁸ For further information see [Ofcom's statement on the regulation of transactional TV gambling channels](#).

¹⁹ Please refer to Rule 23.3.2 of the BCAP Code in relation to telecommunications based sexual entertainment services and Rule 15.5.2 of the BCAP Code rule in relation to services relying on belief systems such as astrology, tarot or other psychic services.

- the [Ofcom Broadcasting Code \(incorporating the Cross-promotion Code\)](#), which covers standards in programmes, sponsorship, product placement and fairness and privacy;
 - COSTA, which sets limits on the amount of advertising that can be transmitted (e.g. no more than 12 minutes per hour) and when advertising can be scheduled; and
 - the BCAP Code, which covers standards for the content of broadcast advertising.
- 5.64 You should refer to [Ofcom’s compliance checklist for TV broadcast content](#) for further details of the codes and rules you should consider.
- 5.65 You should note that if you intend to broadcast to an ECTT Party you will also be required to comply with rules required by the ECTT. If you intend to broadcast one feed to both the UK and ECTT Parties, you will be required to comply with the ECTT rules once published.
- 5.66 If the proposed service will be simulcast in more than one territory which is a Party to the European Convention on Transfrontier Television (ECTT) and there will be no differences in the service between those territories other than language dubbing, you will not normally be required to have an additional licence. If there will be differences, such as order of schedule, or local advertising, you will normally require a separate licence. Please refer to our [Guidance note on services broadcast into multiple territories](#).
- 5.67 However, if the proposed service will be receivable in territories in which the ECTT does not apply, applicants will need to contact the local broadcasting regulatory authority to find out if a separate licence, or notification is needed in that territory.

Section 9 of the application form: Compliance of the service

- 5.68 Section 9 of the application form asks you to describe the compliance arrangements for the proposed licensed service i.e. the arrangements which the applicant will put in place to ensure the content it proposes to broadcast will comply with the relevant regulatory codes and rules for programming and advertising. These include:
- [The Ofcom Broadcasting Code](#)
 - The Cross-Promotion Code
 - [The Code on the Scheduling of Television Advertising](#)
 - [The Code on Television Access Services](#)
 - [The BCAP Code: the UK Code of Broadcast Advertising](#)
 - [The Phone-paid Services Authority Code of Practice](#)
- 5.69 You should note that if you intend to broadcast to an ECTT Party you will also be required to comply with rules required by the ECTT. Ofcom will consult on these shortly. If you intend to broadcast one feed to both the UK and ECTT Parties, you will be required to comply with the new ECTT rules once published
- 5.70 The applicant must have a Compliance Officer.
- 5.71 The applicant must be able to adopt procedures that are acceptable to Ofcom for ensuring that the proposed licensed service will comply with the requirements of the licence, including complying with any direction issued by Ofcom. Such procedures may include:

- ensuring that there are sufficient staff, and that staff are of sufficient seniority. All staff should fully understand the licence requirements (including compliance with relevant codes and rules) and the programme and advertising standards that apply to the service; and
 - making arrangements for the adequate clearance of advertising.
- 5.72 It is the responsibility of the licensee to ensure that all material broadcast on the service, both live and pre-recorded (and including material sourced from third parties) is compliant with Ofcom’s codes and rules.
- 5.73 Before you apply for a licence it is important that you read our [Compliance checklist for TV broadcast content](#). The checklist is intended to help applicants and new licensees understand the obligations and rules with which they must comply as a condition of their Ofcom licence to broadcast. Prospective licensees must be aware of the potential scope of their regulatory responsibilities so that robust compliance procedures can be planned and financed at an early stage.
- 5.74 Condition 17(2) of a TLCS licence requires that you have compliance procedures in place, and this section asks that you demonstrate the ability to meet this licence condition.
- 5.75 Applicants should be aware that licensees must supply details of their compliance procedures to Ofcom, if we request them.
- 5.76 **Ofcom can impose sanctions on a licensee for serious, deliberate, repeated and/or reckless breaches of the licence conditions (for example, if broadcast content does not comply with the codes and rules). The sanctions available to Ofcom include the imposition of a financial penalty on the licensee, and/or revocation of the licence.**

European productions and sourcing of content

- 5.77 The Broadcasting (EU Exit) (Amendment) Regulations 2019 amend the Communications Act 2003 to keep the existing obligations of the Audiovisual Media Services Directive in relation to European works and independent productions as “international obligations of the UK”, to be implemented by Ofcom via the broadcast licences.
- 5.78 Similar obligations in relation to European works also exist in the ECTT.
- 5.79 European productions should account for over 50% of the transmission hours (subject to certain exclusions) and European independent productions must account for at least 10% of transmission hours. Of these, an ‘adequate proportion’ must be programmes transmitted within five years of production.
- 5.80 The following are exempt from the requirements for European productions:
- Services broadcasting programming entirely or substantially in a non-European language;
 - Services which serve a local or regional audience, and do not form part of a national network; or

- Services which only broadcast news or sports event programming, games, teletext services or teleshopping.

5.81 For further information, please refer to the [Ofcom Guidance on European production quotas](#).

Section 10 of the application form: Checklist of supporting documentation

- 5.82 You must ensure that you submit your application fee in accordance with paragraphs 4.14 to 4.21 of these guidance notes.
- 5.83 The application form must be accompanied by the supporting documentation set out in Section 10 of the form.
- 5.84 Documentation must be in legible form and translated into English where applicable. Failure to supply the necessary documents may result in the application being rejected.
- 5.85 Ofcom cannot receive emails larger than 35MB. If your application email exceeds this limit please send your supporting documents in a separate email(s) clearly state the applicant's name in the subject line of the email along with "TLCS".
- 5.86 Please tick the relevant boxes below to confirm that you are providing each of the relevant documents with your application.

Section 11 of the application form: Declaration

- 5.87 The application form must be submitted by the applicant named in response to question 3.2 of the form. **An agent may not sign the form.**
- 5.88 The person authorised to make the declaration on behalf of the applicant must print their name and must be one of the following:
- a) A director of the company or the company secretary where the applicant is a company.
 - b) A designated member where the applicant is a Limited Liability Partnership.
 - c) A partner, where the applicant is a partnership.
 - d) A member of the organisation's governing body where the applicant is an unincorporated body or association.
 - e) The individual who will be the licensee where the applicant is an individual.
- 5.89 The declaration must also be dated.

6. Frequently asked questions

How much does a licence cost?

The current application fee is £2,500 per application. This payment is non-refundable. Please see paragraphs 4.14 to 4.21 for further details. Once a licence has been issued, you will be required to pay an [annual licence fee](#). The fees for editorial services are based on a percentage of 'Relevant Turnover', which in the television sector relates to any turnover that is derived from advertising/sponsorship, subscriptions and interactive activities;²⁰ the minimum fee is currently £1,000 for the charging year. Self-promotional channels are charged the minimum fee. For teleshopping services, there is a fixed annual fee. The current fixed fee for the charging year has been set at £2,000. For further information on annual licence fees, please see paragraphs 4.22 to 4.27.

How long does the licensing process take?

As a guideline, we aim to issue a licence within 25 working days, and significantly longer for applications to provide EPG services. However, this cannot be guaranteed. For further information, please see paragraphs 4.28 to 4.35.

I already have a licence – is there a fast-track application process?

No, there is no fast-track application process. Ofcom licensees must follow the same process as all other applicants.

Do I need a compliance officer?

Yes, Ofcom must be satisfied that the applicant will have appropriate procedures in place for ensuring that the proposed licensed service will comply with the requirements of the licence. Please see paragraphs 5.19 and 5.66 to 5.72

Can I provide a service without a TLCS licence?

If your service meets the definition of a Television Licensable Content Service as set out in Section 2 of this guidance above, and falls under UK jurisdiction (as set out in paragraphs 5.2 to 5.13 above) you must have a TLCS licence to broadcast.

If your service does not meet the definition of a Television Licensable Content Service you must check whether it meets the definition of the other licence types set out in paragraph 2.3. **It is a criminal offence to provide a licensable service without the appropriate licence.**

²⁰ Please refer to [Ofcom's Statement of Charging Principles](#) (Annex B) for further details.

You may also wish to read the [TLCS guidance notes for licensees](#) which provides information about the licensing requirements and the conditions that licensees are subject to.