

Published 30 March 2017

GOALS

Promote competition and ensure that markets work effectively for consumers

Secure standards and improve quality

Protect consumers from harm

HIGHLIGHTS

Enabling competing operators to invest in super- and ultra-fast fixed-line networks	Improving the coverage of fixed and mobile communications services to meet the needs of consumers and businesses across the UK	Protecting audiences from harmful content in TV, radio and on-demand services
Promoting competition in fixed-line services by strengthening Openreach's strategic and operational independence from BT	Improving quality of service in fixed and mobile telecommunications services for consumers and businesses	
Making available better, more granular information for people and businesses and improving their ability to engage with the market	Increasing the capacity of mobile networks by ensuring sufficient spectrum is available	Ensuring landline-only customers get value for money from voice services
Ensuring fair and effective competition to deliver a wide range of high quality and varied content for broadcasting audiences	Securing quality in Public Service Broadcasting (PSB)	Addressing nuisance calls
	Ensuring that broadcasting represents and accurately portrays UK society	
Further projects to promote competition and ensure that markets work effectively	Further projects to secure standards and improve quality	Further projects to protect consumers from harm

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GOALS

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ONGOING WORK

Allocating numbers	Spectrum management and planning for future requirements Spectrum authorisation	Programme standards enforcement
Monitoring pay TV	Spectrum assurance and enforcement Releasing information and analysis on spectrum use	On-demand programme services
Monitoring the effectiveness of the regulatory framework for post	Radio and TV broadcast licences Monitoring Openreach's copper and fibre access products' quality of service	Consumer protection and investigations
Competition enforcement	Network security and resilience	Complaints handling

OTHER WORK ACROSS OUR GOALS

Conducting market research and updating market intelligence
Engaging with the UK government, devolved governments and administrations, and other bodies on audience protection
Engaging with the UK government, devolved governments and administrations, and other bodies on technical and spectrum matters
Engaging with international stakeholders

The following tables contain detail of our projects, programmatic and other ongoing work that relate to the Goals, Highlights and Ongoing Work we have identified in our 2017/18 Annual Plan.

Timings and outputs in the tables are indicative and represent the current view of Ofcom at the time of press (30th March 2017). They are, however, subject to change. During 2017/18 we will update these tables to reflect any changes we make to projects, outputs, and timings in the light of ongoing market, legislative and regulatory developments.

Projects and programmes are categorised by the Goals and work areas set out in our Annual Plan. In certain cases individual activities may support multiple Goals/ Highlights. For clarity we have listed these once, under the most relevant heading.

A glossary for key acronyms is also included.

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Promote competition and ensure that markets work effectively for consumers

HIGHLIGHT: Enabling competing operators to invest in super- and ultra-fast fixed-line networks

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Wholesale Local Access 2017 Review	Timothy Cross	Wholesale Local Access Market Review	Statement	2017-18 Q4
Wholesale Local Access 2017 Charge Control	Ali-Abbas Ali	Notification of any proposed WLA charge controls	Other Publication	2017-18 Q4
		Statement of any proposed WLA charge controls	Statement	2017-18 Q4
Duct and Pole Access Implementation	Paul Jacobus	Wholesale Local Access Market Review	Consultation	2017-18 Q1
		Wholesale Local Access Market Review	Statement	2017-18 Q4

HIGHLIGHT: Promoting competition in fixed-line services by strengthening Openreach's strategic and operational independence from BT

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Openreach Implementation	Clive Carter	Statement on Openreach reform and proposed removal of the Undertakings	Statement	2017-18 Q1

HIGHLIGHT: Making available better, more granular information for people and businesses and improving their ability to engage with the market

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Switching	Selina Chadha	Reform of mobile switching	Consultation	2017-18 Q1
		Reform of mobile switching	Statement	2017-18 Q3
Consumer Information	Sean O'Hara	Telecoms Complaints Q1 2017	Other Publication	2017-18 Q1
		Telecoms Complaints Q2 2017	Other Publication	2017-18 Q2
		Telecoms Complaints Q3 2017	Other Publication	2017-18 Q3
		Telecoms Complaints Q4 2017	Other Publication	2017-18 Q4
Broadband Quality of Service	Elisa Pruvost	Consultation on the revised draft Broadband Speeds Codes and guidance to the net neutrality transparency requirements	Consultation	2017-18 Q2
		Decision on the draft Broadband Speeds Codes and guidance to the net neutrality transparency requirements	Statement	2017-18 Q3
Connected Nations	Gary Clemo	Connected Nations Report	Other Publication	2017-18 Q3
		Consumer application for checking coverage and performance of mobile and broadband connections	Other Publication	2017-18 Q3
Mobile Broadband Performance Measurement	Beatrix Kalmar	Measuring mobile broadband and voice performance	Key Stakeholder Report	2017-18 Q1
		Measuring mobile broadband and voice performance	Key Stakeholder Report	2017-18 Q4
		Smartphone Cities - Measuring 4G mobile broadband and voice performance	Key Stakeholder Report	2017-18 Q3
Fixed Broadband Performance Measurement	Nicholas Collins	The performance of fixed-line broadband delivered to UK residential consumers	Key Stakeholder Report	2017-18 Q4
Triple Play Switching Between Different Platforms	Siobhan Pointer	Switching triple play (fixed line, broadband and pay TV) services between different platforms	Other Publication	2017-18 Q3
Quality of Service Reporting	Sean O'Hara	Report on Service Quality	Key Stakeholder Report	2017-18 Q1

HIGHLIGHT: Ensuring fair and effective competition to deliver a wide range of high quality and varied content for broadcasting audiences

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
BBC Trading Activities	Siobhan Walsh	BBC Trading Activities	Statement	2017-18 Q2
Proposed Merger of Sky plc with Twenty-First Century Fox, Inc	Richard Wronka	Ofcom Report to the Secretary of State on the proposed merger of Sky plc with Twenty-First Century Fox, Inc	Other Publication	2017-18 Q1

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Further projects to promote competition and ensure that markets work effectively

Telecommunications

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Wholesale Broadband Access Market Review 2017	Caroline Longman	Wholesale Broadband Access Market Review	Consultation	2017-18 Q1
		Wholesale Broadband Access Market Review	Statement	2017-18 Q4
Narrowband Market Review	Louise Marriage	Narrowband Market Review: Final Statement	Statement	2017-18 Q3
Roaming Regulations 2017	Katherine Morrison	Roaming Regulations Update	Other Publication	2017-18 Q1
Mobile Call Termination 2018	Valeria Baiamonte	Mobile Call Termination 2018-21 Consultation	Consultation	2017-18 Q1
		Mobile Call Termination 2018-21 Final Statement	Statement	2017-18 Q4

Post

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Review of Postal Funding	Chris Rowsell	Consultation on proposals for funding of postal regulation and consumer advocacy	Consultation	2017-18 Q1
		Statement on funding of postal regulation and consumer advocacy	Statement	2017-18 Q3
Review of Royal Mail's quality of service obligations	Sean O'Hara	Consultation on proposals for amending quality of service obligations on Royal Mail	Consultation	2017-18 Q1
		Statement on amending quality of service obligations on Royal Mail	Statement	2017-18 Q3

ONGOING WORK: Allocating Numbers

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Charging for Geo Numbers Implementation	Liz Greenberg	Statement on promoting efficient use of geographic telephone numbers	Statement	2017-18 Q1

ONGOING WORK: Monitoring Pay TV

Work is ongoing and outputs will be defined as details become available during the year

ONGOING WORK: Monitoring the effectiveness of the regulatory framework for post

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Review of Royal Mail Regulation	Caroline Longman	Statement on Postal Common Operational Procedures Proposals	Statement	2017-18 Q1
Post Financial Reporting Review	Kamak Arzhangji	Review of Regulatory Financial Reporting for Post - Phase 1	Statement	2017-18 Q3

ONGOING WORK: Competition enforcement

Work is ongoing and outputs will be defined as details become available during the year

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Secure standards and improve quality

HIGHLIGHT: Improving the coverage of fixed and mobile communications services to meet the needs of consumers and businesses across the UK

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
700 Programme	Graham Plumb	700 MHz co-existence and remediation options	Consultation	2017-18 Q1
		Publish formal review of timing of clearance	Other Publication	2017-18 Q2

HIGHLIGHT: Improving quality of service in fixed and mobile telecommunications services for consumers and businesses

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Annual Customer Satisfaction Survey	Amanda Davis	Analysis of experience of consumers who complain to their provider	Key Stakeholder Report	2017-18 Q1
Mobile Coverage Quality	Charles Jenne	Statement on Consumer and in-Car installed repeaters	Statement	2017-18 Q2
		Update publication on O2's 800 MHz licence obligation compliance	Key Stakeholder Report	2017-18 Q4
		Consultation on coverage obligation in 700MHz award	Consultation	2017-18 Q4
		Update publication on 4 MNO GVCO compliance	Key Stakeholder Report	2017-18 Q4
Quality of Fixed Networks	Ali-Abbas Ali	Proposed remedies to address Openreach quality of service issues in the WLA market	Statement	2017-18 Q4
Quality of Service: Automatic Compensation	Tanja Salem	Automatic Compensation Statement	Statement	2017-18 Q3

HIGHLIGHT: Increasing the capacity of mobile networks by ensuring sufficient spectrum is available

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Spectrum Auctions	Mark Caines	Public Sector Spectrum Release (2.3 - 3.4 GHz): Competition assessment and auction rules	Statement	2017-18 Q1

HIGHLIGHT: Securing quality in Public Service Broadcasting (PSB)

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Channel 4 Content Policy Work	Simon Terrington	Ofcom Letter to C4 regarding 2016/17 SMCP	Other Publication	2017-18 Q1
		Research report on Audience opinions of C4C's remit and delivery	Other Publication	2017-18 Q1
BBC Operating Licence	Jacquie Hughes	BBC Operating Licence	Statement	2017-18 Q2

HIGHLIGHT: Ensuring that broadcasting represents and accurately portrays UK society

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Diversity in Broadcasting	Alison Marsden/ Vikki Cook	Diversity in Broadcasting - Monitoring	Other Publication	2017-18 Q2

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Further projects to secure standards and improve quality

Broadcasting - TV

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Access Services Policy	Alison Marsden/ Vikki Cook	Ofcom Television Access Services Report (full year 2016)	Other Publication	2017-18 Q1
		Publish list of channels required to provide access services in 2018	Statement	2017-18 Q1
		Ofcom Television Access Services Report (first half 2017)	Other Publication	2017-18 Q3
Access Services Policy	Alison Marsden	Proposals to Change Accessibility Requirements on EPG Code	Statement	2017-18 Q1
PSB Annual Report	Guy Holcroft	Public Service Broadcasters Report	Key Stakeholder Report	2017-18 Q2

Post

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Monitoring of Royal Mail	Richard Orpin	Annual Monitoring Update on the Postal Market	Key Stakeholder Report	2017-18 Q3

Spectrum

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
UHF 1 and 2 Strategy	Helen Hearn	Strategic Review of UHF Band 1 and Band 2	Statement	2017-18 Q1
Mobile Data Strategy	Cristina Data	Update following October 2016 consultation on improving consumer access to mobile services at 3.6 - 3.8 GHz	Statement/ 2nd Consultation	2017-18 Q1
5G Programme	Cristina Data	A roadmap of bands for 5G in the UK	Consultation	2017-18 Q1
26 GHz Project	Cristina Data	A consultation on making the 26 GHz band available for 5G in the UK	Consultation	2017-18 Q1
Wi-Fi Spectrum	Cristina Data	Statement on regulations to authorise Wi-Fi at 5.8 GHz (licence exemption for RLANS)	Statement	2017-18 Q3

Telecommunications

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Network Security and Resilience	Ben Willis	Updated guidance to Communications Providers on meeting their security and resilience obligations, including incident reporting	Consultation	2017-18 Q1
		Updated guidance to Communications Providers on meeting their security and resilience obligations, including incident reporting	Statement	2017-18 Q2

ONGOING WORK: Spectrum management and planning for future requirements

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
DECT Guard Band Fee Review	Charles Jenne	Statement on fees for DECT Guard Band licences	Statement	2017-18 Q1

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ONGOING WORK: Spectrum authorisation

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Maintenance of the Authorisation Framework	Helen Hearn	MCA Exemption Regulations	Statement	2017-18 Q1
Fixed Wireless Spectrum Strategy	Alex Dixon	Fixed Wireless Spectrum Strategy Consultation	Consultation	2017-18 Q2
		Fixed Wireless Spectrum Strategy Statement	Statement	2017-18 Q4

ONGOING WORK: Spectrum assurance and enforcement

Work is ongoing and outputs will be defined as details become available during the year

ONGOING WORK: Releasing information and analysis on spectrum use

Work is ongoing and outputs will be defined as details become available during the year

ONGOING WORK: Radio and TV broadcast licences

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Non-competitive licensing	Lauren Cleverley	Monthly Licensing Bulletins	Other Publication	Ongoing
Competitive licence awards	Carina Tillson	Monthly Licensing Bulletins	Other Publication	Ongoing
		Community Radio - Statement on the next round of licence awards	Other Publication	2017-18 Q1
Community Radio Fund	Carina Tillson	Community Radio Fund End of Year Report 2016/17	Other Publication	2017-18 Q1
		Statement of funding grants	Other Publication	2017-18 Q1
		Statement of funding grants	Other Publication	2017-18 Q4
Positive content regulation	Carina Tillson	Monthly Licensing Bulletins	Other Publication	Ongoing
Enforcement	Lauren Cleverley	Monthly Bulletins	Other Publication	Ongoing

ONGOING WORK: Monitoring Openreach's copper and fibre access products' quality of service

Work is ongoing and outputs will be defined as details become available during the year

ONGOING WORK: Network security and resilience

Work is ongoing and outputs will be defined as details become available during the year

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Protect consumers from harm

HIGHLIGHT: Protecting audiences from harmful content in TV, radio and on-demand services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Review of Rules on Daytime PIN Protection	Alison Marsden/ Vikki Cook	Review of Rules on Daytime PIN Protection	Consultation	2017-18 Q3
		Review of Rules on Daytime PIN Protection	Statement	2017-18 Q4

HIGHLIGHT: Ensuring landline-only customers get value for money from voice services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Standalone landline telephone services market review	Markham Sivak	Review of the market for standalone landline telephone services	Statement	2017-18 Q3

HIGHLIGHT: Addressing nuisance calls

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Nuisance Calls: Technical Measures	Huw Saunders	Revised Caller Line Identification Guidance	Consultation	2017-18 Q2

Further projects to protect consumers from harm

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Review of General Conditions	Robert Wells/ Selene Rosso	Review of General Conditions of Entitlement	Statement	2017-18 Q2

ONGOING WORK: Programme standards enforcement

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
COSTA Enforcement	Alison Marsden/ Vikki Cook	Ongoing Programmatic Work Around Enforcement of Rules that Govern the Amount of, and Scheduling of, TV Adverts (COSTA) - Broadcast and On Demand	Other Publication	Ongoing
Standards Casework/Policy	Alison Marsden/ Vikki Cook	Ensuring Compliance with the Rules in the Broadcasting Code, and Other Related Codes and Licence Conditions - Broadcast and On Demand	Other Publication	Ongoing
Complaints Analysis and Tracking	Alison Marsden/ Vikki Cook	Assessment of Complaints Concerning Broadcasting Standards - Broadcast and On Demand Bulletins	Other Publication	Ongoing

ONGOING WORK: On-demand programme services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
VOD Enforcement	Alison Marsden/ Vikki Cook	Ensuring compliance with the statutory rules for On Demand Programme Services – Broadcast and On Demand Bulletins	Other Publication	Ongoing
Review of Editorial VOD Regulation	Alison Marsden/ Vikki Cook	Fee Structure for 2017/18	Statement	2017-18 Q1

ONGOING WORK: Consumer protection and investigations

Work is ongoing and outputs will be defined as details become available during the year

ONGOING WORK: Complaints handling

Work is ongoing and outputs will be defined as details become available during the year

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Other work across our goals

Conducting market research and updating market intelligence

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
International Communications Market Report	Ian McCrae	International Communications Market Report	Key Stakeholder Report	2017-18 Q3
		European Broadband Scorecard	Other Publication	2017-18 Q3
Communications Market Report UK	Ian McCrae	Communications Market Report	Key Stakeholder Report	2017-18 Q2
Data Collection - Market Monitoring	Nicholas Collins	Quarterly Telecoms Data Tables	Other Publication	Ongoing
Data Collection - Broadcaster Compliance	Guy Holcroft	Public Service Broadcaster Network Compliance Report	Other Publication	2017-18 Q1
		Public Service Broadcaster Nations Compliance Report	Other Publication	2017-18 Q2
Digital Progress Report - Radio	Mark Pearson	Digital Radio Report 2016	Key Stakeholder Report	2017-18 Q3
Media Literacy Research	Alison Preston	Adults' Media Use and Attitudes Report 2017	Key Stakeholder Report	2017-18 Q1
		Children and Parents: Media Use and Attitudes report	Key Stakeholder Report	2017-18 Q3
		Children's Media Lives 2017	Key Stakeholder Report	2017-18 Q3
		Media Lives 2017: A Qualitative Study - Summary Report	Key Stakeholder Report	2017-18 Q1
		Internet Citizens Report 2016	Key Stakeholder Report	2017-18 Q1
Media Tracker	Vanessa Hyland	UK Audience Attitudes to Broadcast Media	Other Publication	2017-18 Q1
PSB Annual Report	Guy Holcroft	Public Service Broadcasting (PSB) Report	Other Publication	2017-18 Q1
Ofcom News Report	Alison Preston	News Consumption in the UK 2016 Report	Key Stakeholder Report	2017-18 Q1

Engaging with the UK government, devolved governments and administrations, and other bodies on audience protection

Work is ongoing and outputs will be defined as details become available during the year

Engaging with the UK government, devolved governments and administrations, and other bodies on technical and spectrum matters

Work is ongoing and outputs will be defined as details become available during the year

Engaging with international stakeholders

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
World Radio Conference	Chris Woolford	Seeking views on all agenda items to be considered at the WRC	Consultation	2017-18 Q3

Ofcom Corporate

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Ofcom Annual Report	Alastair Smith	Ofcom Annual Report and Accounts 2016/17	Other Publication	2017-18 Q2
Annual Plan Development - Strategic	Clive Carter	Invitation to Comment on the 2018/19 Annual Plan	Call for Inputs	2017-18 Q3
		Draft Annual Plan 2018/19	Consultation	2017-18 Q3
		Annual Plan 2018/19	Other Publication	2017-18 Q4
Ofcom Programme of Work	Emma McFadyen	Ofcom Programme of Work 2017/18 - Q2 Update	Other Publication	2017-18 Q2
		Ofcom Programme of Work 2017/18 - Q3 Update	Other Publication	2017-18 Q3
		Ofcom Programme of Work 2017/18 - Q4 Update	Other Publication	2017-18 Q4
		Ofcom Programme of Work 2018/19	Other Publication	2017-18 Q4
Tariff Tables	Tracey Reay	Tariff Tables for 2018/19	Other Publication	2017-18 Q4

Glossary of Terms

BCMR	Business Connectivity Market Review	
BEREC	Body of European Regulators of Electronic Communications	
CORR	Cost Orientation and Regulatory Reporting	
COSTA	Code on the Scheduling of Television Advertising	
CPT	Consumer Protection Test	
DAB	Digital Audio Broadcasting	
DECT	Digital Enhanced Cordless Telecommunications	
DUSP	Designated Universal Service Provider	
EPRA	European Platform of Regulatory Authorities	
ERGP	European Regulators Group	
FAMR	Fixed Access Market Review	
LLU	Local Loop Unbundling	
MIA	Making available better, more granular information for people and businesses and imp	
MCT	Ensuring fair and effective competition to deliver a wide range of high quality and varie	
NGCS	Non-Geographic Call Services	
NTS	Number Translation Services	
PMR	Private Mobile Radio	
PMSE	Programme Making and Special Events	
PSB	Public Service Broadcasting	
PSSR	Public Sector Spectrum Release	
RAS	Radio Astronomy	
ROES	Receive-only Earth Stations	
RSA	Recognised Spectrum Access	
RSPG	Radio Spectrum Policy Group	
SMCP	Statement of Media Content Policy	
SME	Small and Medium Enterprises	
SMP	Significant Market Power	
UHF	Ultra-High Frequency	
UKRN	UK Regulators Network	Programme standards
VOD	Video on Demand	
VULA	Virtual Unbundled Local Access	
WBA	Wholesale Broadband Access	Releasing information and analysis on spectru
WLR	Wholesale Line Rental	Radio and TV broadcas Consumer protection a
WT Act	Wireless Telegraphy Act 2006	Monitoring