

Published 12 August 2016

GOALS

Promote competition and ensure that markets work effectively for consumers

Secure standards and improve quality

Protect consumers from harm

HIGHLIGHTS

Creating the opportunity for large-scale deployment of more ultra-fast networks	Delivering a step-change in the quality of telecoms services	Addressing nuisance calls
Implementing our proposals to increase Openreach's independence		
Ensuring that European regulatory frameworks work for the UK	Supporting the implementation of a new broadband universal service obligation (USO)	Continuing to respond to emerging consumer issues
Supporting competition in fixed-line services, through our market reviews		
Improving consumers' and businesses' ability to make informed choices	Implementing the conclusions of the BBC Charter Renewal	
Monitoring price increases, providing advice and information on pricing, and making sure all consumers receive value from their communications providers	Further projects to secure standards and improve quality	Further projects to protect consumers from harm
Further projects to promote choice and ensure that markets work effectively		

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Protect consumers from harm

ONGOING WORK

Allocating Numbers	Technical studies to inform future requirements for spectrum	Competition enforcement and consumer protection
	Spectrum authorisation	
	Spectrum assurance and enforcement	
Monitoring Pay TV Services	Radio and TV broadcast licences	Monitoring the operation of next-generation text relay services
	Programme standards enforcement	
	On-demand programme services	
	Network security and resilience	

OTHER WORK ACROSS OUR GOALS

Market research
Promoting diversity and equality of opportunity in broadcasting
Engaging with UK governments and other bodies on audience protection
Engaging with UK governments and other bodies on technical matters
Engaging with international stakeholders

The following tables contain updated detail of our projects, programmatic and other ongoing work that relate to the Goals, Highlights and Ongoing Work we identified in our 2016/17 Annual Plan.

Timings and outputs in the tables are indicative and represent the current view of Ofcom at the time of press (12th August 2016). They are, however, subject to change. During 2016/17 we will continue to 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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HIGHLIGHT: Creating the opportunity for large-scale deployment of more ultra-fast networks

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Duct and Pole Access Implementation	Paul Jacobus & Timothy Cross	Consultation on Draft Guidance Under the Communications (Access to Infrastructure) Regulations 2016	Consultation	Delivered
		Progress Update: Supporting Investment in Ultrafast Broadband Networks	Other Publication	Delivered
		Wholesale Local Access Market Review	Consultation	2016-17 Q3

HIGHLIGHT: Implementing our proposals to increase Openreach's independence

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Digital Communications Review: Openreach Implementation	Clive Carter	Strengthening Openreach's Strategic and Operational Independence	Consultation	Delivered

HIGHLIGHT: Ensuring that European regulatory frameworks work for the UK

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

HIGHLIGHT: Supporting competition in fixed-line services, through our market reviews

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Business Connectivity Market Review 2016	Gideon Senensieb	Business Connectivity Market Review 2016	Statement	Delivered
		Very Low Bandwidth Services – Final Statement	Statement	Delivered
Fixed Call Origination and Termination Review	Louise Marriage	Narrowband Market Review	Consultation	2016-17 Q3
Wholesale Local Access 2017 Review	Markham Sivak	Wholesale Local Access Market Review	Consultation	2016-17 Q3
Wholesale Broadband Access Market Review 2017	Caroline Longman	Wholesale Broadband Access Market Review	Consultation	2016-17 Q3
Wholesale Local Access 2017 Charge Control	Ali-Abbas Ali	Possible Approaches to Fibre Cost Modelling	Consultation	Delivered
		Proposed WLA Charge Controls	Consultation	2016-17 Q3

HIGHLIGHT: Improving consumers' and businesses' ability to make informed choices

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Switching	Justin Le Patourel	Reforms to the Switching of Mobile Communications Processes	Statement	2016-17 Q3
Triple Play Switching	Katharine Morrison	Making switching easier and more reliable for consumers: Proposals to reform landline, broadband and pay TV switching between different platforms	Consultation	Delivered
Consumer Switching	Justin Le Patourel	Consumer Switching: Further proposals to reform switching of mobile services	Consultation	Delivered
Consumer Information	Sean O'Hara	Telecoms Complaints Q1 2016	Other Publication	Delivered
		Telecoms Complaints Q2 2016	Other Publication	2016-17 Q2
		Telecoms Complaints Q3 2016	Other Publication	2016-17 Q3
		Telecoms Complaints Q4 2016	Other Publication	2016-17 Q4
Annual Customer Satisfaction Survey	Amanda Davis	Quality of Customer Service 2016	Key Stakeholder Report	2016-17 Q4
		Analysis of Consumer Experience When Complaining to Their Provider	Key Stakeholder Report	2016-17 Q4
Mobile Broadband Performance Measurement	Nick Collins	Mobile Broadband Network Performance Phase 4	Key Stakeholder Report	2016-17 Q4
		Smartphone Cities 2016 Annex: Mobile Broadband Performance in London	Key Stakeholder Report	Delivered

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Quality of Service Reporting	Sean O'Hara	Report on Service Quality	Other Publication	2016-17 Q4
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HIGHLIGHT: Monitoring price increases, providing advice and information on pricing, and making sure all consumers receive value from their communications providers

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

Further projects to promote choice and ensure that markets work effectively

Broadcasting - TV

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Broadcasting Transmission Services	Markham Sivak	Broadcasting Transmission Services	Statement	2016-17 Q3

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Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
International Communications Market Report	Jane Rumble	International Communications Market Report	Key Stakeholder Report	2016-17 Q3
Communications Market Report - Nations & Regions	Jane Rumble	The Communications Market Report 2016: England	Key Stakeholder Report	Delivered
		The Communications Market Report 2016: Scotland	Key Stakeholder Report	Delivered
		The Communications Market Report 2016: Wales	Key Stakeholder Report	Delivered
		The Communications Market Report 2016: Northern Ireland	Key Stakeholder Report	Delivered
Communications Market Report UK	Jane Rumble	The Communications Market Report 2016: UK	Key Stakeholder Report	Delivered

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	The Impact of the Pilot Charging Scheme	Consultation	2016-17 Q2
		The Impact of the Pilot Charging Scheme	Statement	2016-17 Q3

ONGOING WORK: Monitoring Pay TV services

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: Delivering a step-change in the quality of telecoms services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Wholesale Quality of Service Monitoring	Gideon Senensieb	Wholesale Line Rental/ Metal Path Facility Care Level Movements	Consultation	2016-17 Q2
		Wholesale Line Rental/ Metal Path Facility Care Level Movements	Statement	2016-17 Q3
Quality of Fixed Networks	Ali-Abbas Ali	Wholesale Local Access Market Review	Consultation	2016-17 Q3

HIGHLIGHT: Supporting the implementation of a new broadband universal service obligation (USO)

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Broadband Universal Service Obligation	Ana Serodio	Designing the Broadband Universal Service Obligation	Call for Input	Delivered
		Designing the Broadband Universal Service Obligation	Call for Input Summary of Responses	2016-17 Q2
		Designing the Broadband Universal Service Obligation - Report to DCMS	Key Stakeholder Report	2016-17 Q3

HIGHLIGHT: Implementing the conclusions of the BBC Charter Renewal

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

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 & European Content Enforcement	Tony Close	Ofcom Television Access Services Report (full year 2015)	Other Publication	Delivered
		Television Channels Required to Provide Access Services in 2017	Statement	Delivered
		Ofcom Television Access Services Report (first half 2016)	Other Publication	2016-17 Q3
Access Services Policy	Alison Marsden	Non-domestic TV Channels: Proposals to Modify Access Service Obligations	Statement	2016-17 Q2
		Proposals to Change Accessibility Requirements on EPG Code	Statement	2016-17 Q2
		Summary of 2016 VOD accessibility data	Statement	2016-17 Q3
		Signing on Non-Domestic Channels	Statement	2016-17 Q2
		Research on Subtitle Users' Preferences In Relation To Live Subtitling Trade-Offs	Key Stakeholder Report	2016-17 Q3
Channel 4 Content Policy Work	Gareth Barr	Ofcom Letter to C4 regarding 2015/16 SMCP	Other Publication	Delivered
UTV Change of Control Review	Slobhan Walsh	Change of Control of the Channel 3 Licence for Northern Ireland	Statement	Delivered

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Broadcasting - TV & Radio

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Advertising Policy and Regulation	Tony Close	Regulation of e-cigarette advertising and sponsorship on television and radio: Amendments to the Ofcom Broadcasting Code and the BCAP Code: the UK Code of Broadcast Advertising	Statement	Delivered
		Regulation of e-cigarette product placement and sponsorship on broadcast television and on-demand programme services: Amendments to the Ofcom Broadcasting Code and Rules and Guidance	Statement	Delivered
		Rules and Guidance: Statutory Rules and Non-Binding Guidance for Providers of On-Demand Programme Services (ODPS)	Other Publication	Delivered
Complaints Analysis and Tracking	Tony Close	Assessment of Complaints Concerning Broadcasting Standards - Broadcast Bulletins	Other Publication	Ongoing
Offensive Language Research 2016	Trevor Barnes	Ofcom's Research on Offensive Language on TV and Radio	Other Publication	2016-17 Q2
Review of Ofcom's Election Rules	Trevor Barnes	Review of Ofcom's Election Rules	Consultation	2016-17 Q3
Review of Editorial VOD Regulation	Alison Marsden	Access Services and European Works on ODPS	Consultation	Delivered
		Access Services and European Works on ODPS	Statement	2016-17 Q3
		Fee Structure for 2017/18	Consultation	2016-17 Q3
		Fee Structure for 2017/18	Statement	2016-17 Q3
Section Three Broadcasting Code Review	Alison Marsden	Changes to Section Three of the Broadcasting Code	Statement	Delivered

Post

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Review of Royal Mail Regulation	Caroline Longman	Review of Royal Mail Regulation	Consultation	Delivered
		Review of Royal Mail Regulation	Statement	2016-17 Q4
Post Financial Reporting Review	Kamak Arzhanghi	Review of Regulatory Financial Reporting for Post	Consultation	2016-17 Q3
		Review of Regulatory Financial Reporting for Post	Statement	2016-17 Q4

Spectrum

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
700 Programme	Brice Le Cannu	Maximising the Benefits of 700 MHz clearance	Statement	2016-17 Q2
		Summary of Responses to Call For Input on 700 MHz Clearance Impact on PMSE and DTT Users	Call for Input Summary of Responses	2016-17 Q3
Small Scale DAB	Tony Close/ Mark Caines	Final Report on Small Scale DAB Trials	Other Publication	2016-17 Q2
DECT Guard Band Fee Review	Charles Jenne	Fees for 1781 MHz Concurrent Licences	Consultation	2016-17 Q2
		Fees for 1781 MHz Concurrent Licences	Statement	2016-17 Q4
PSSR Sharing	Andy Hudson	7900-8000 Statement	Statement	2016-17 Q3

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ONGOING WORK: Technical studies to inform future requirements for spectrum

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Data Strategy	Andy Hudson	Improving Spectrum Access for Consumers in the 5 GHz Band	Consultation	Delivered
		Update on Our Mobile Data Strategy	Statement	Delivered
		Use of 3.6-3.8 GHz for Mobile	Consultation	2016-17 Q2
		Use of 3.6-3.8 GHz for Mobile	Statement	2016-17 Q3
		5 GHz Coexistence	Consultation	2016-17 Q4
Satellite and Space Science Review	Justin Moore	Space Spectrum Strategy	Statement	2016-17 Q2
Broadcast Technical Regulation Review	Peter Madry	Broadcast TV Technical Codes: Consultation on Updates and Amendments	Consultation	Delivered
		Broadcast TV Technical Codes: Updates and Amendments	Statement	2016-17 Q2
New Spectrum Sharing Opportunities	Brice Le Cannu	Statement on Developing a Framework for Spectrum Sharing	Statement	Delivered
3.8 to 4.2 GHz Spectrum Access	Alex Dixon	Call for Input: 3.8 GHz to 4.2 GHz band: Opportunities for Innovation	Call for Input	Delivered

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	Decision to make regulations amending the Wireless Telegraphy (Exemption) Regulations 2003	Statement	Delivered
		Notice of proposals to make the Wireless Telegraphy (Licence Charges) (Amendment) Regulations 2016	Consultation	Delivered
		Decision to make the Wireless Telegraphy (Licence Charges) (Amendment) Regulations 2016	Statement	Delivered
		Notice of Ofcom's proposal to amend the Wireless Telegraphy (Licence charges for the 900 MHz Frequency Band and the 1800 MHz Frequency Band) (Amendments and Further Provisions) Regulations 2016	Consultation	Delivered
		Ofcom's decision to make the Wireless Telegraphy (Licence Charges for the 900 MHz frequency band and the 1800 MHz frequency band) (Amendment and Further Provisions) (Amendment) Regulations 2016	Statement	Delivered
		Variation Request for 1781 MHz Concurrent Licences	Consultation	Delivered
Spectrum Access: Mobile (PWN)	Helen Hearn	Variation Request for 1781 MHz Concurrent Licences	Statement	2016-17 Q2
		Variation Request for 1781 MHz Concurrent Licences	Statement	2016-17 Q2
Authorising 2 GHz MSS and CGC	Justin Moore	Notice of Proposal to Make User Terminal Exemption Regulations 2016	Consultation	Delivered
		Statement on the Proposal to Make User Terminal Exemption Regulations 2016	Statement	2016-17 Q2
		Notice of proposal to make CGC Regulations 2016	Consultation	2016-17 Q2
		Statement on proposal to make CGC Regulations 2016	Statement	2016-17 Q3
Fixed Links and Satellite Fees Review	Alex Dixon	WT Act Fees for Fixed Links and Satellite Earth Stations	Consultation	2016-17 Q3
Fixed Wireless Spectrum Strategy	Alex Dixon	Fixed Wireless Spectrum Strategy	Call for Input	Delivered
Business Radio Fees Review	Paul Jarvis	Business Radio Fees Review	Consultation	2016-17 Q2
		Business Radio Light Licence Fee Review	Statement	2016-17 Q4
Spectrum Access: TV White Spaces	Helen Hearn	Notice of proposals to make the Wireless Telegraphy (White Space Devices) (Exemption) (Amendment) Regulations 2016	Consultation	Delivered
		Decision to make the Wireless Telegraphy (White Space Devices) (Exemption) (Amendment) Regulations 2016	Statement	Delivered

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ONGOING WORK: Spectrum assurance and enforcement

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
Commercial Radio Policy & Licence Competition	Tony Close	Glasgow Licence Award	Statement	2016-17 Q2
		Additional Services Licence	Consultation	2016-17 Q2
		Additional Services Licence	Statement	2016-17 Q4
Commercial Radio Licence Administration and Enforcement	Tony Close	Monthly Commercial Radio Round-Up	Other Publication	Ongoing
Community Radio Licence Administration and Enforcement	Tony Close	Radio Licensing Monthly Update	Other Publication	Ongoing
Community Radio Policy & Licence Competition	Tony Close	Invitation of Applications - Greater London	Notification	Delivered
		Invitation of Applications - London	Notification	Delivered
		Licence Awards: SE England	Statement	Delivered
Community Radio Fund	Tony Close	Community Radio Fund End of Year Report 2015/16	Statement	2016-17 Q3
Local TV Licensing	Neil Stock	STV Edinburgh and STV Glasgow Agreed Changes of Programming Commitments	Other Publication	Delivered
Renewal of Independent National Radio Licences	Neil Stock	Renewal of Independent National Radio Licences: Methodology for Review of Financial Terms	Consultation	Delivered
		Renewal of Independent National Radio Licences: Methodology for Review of Financial Terms	Statement	2016-17 Q2
Restricted Service Licenses	Tony Close	Monthly Licensing Bulletins	Other Publication	Ongoing
TV Licensing	Tony Close	Monthly Licensing Bulletins	Other Publication	Ongoing

ONGOING WORK: Programme standards enforcement

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
COSTA Enforcement	Tony Close	Ongoing Programmatic Work Around Enforcement of Rules that Govern the Amount of, and Scheduling of, TV Adverts (COSTA) - Broadcast Bulletins	Other Publication	Ongoing
Standards Casework/Policy	Tony Close	Ensuring Compliance with the Rules in the Broadcasting Code, and Other Related Codes and Licence Conditions - Broadcast 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	Tony Close	Monthly Bulletins	Other Publication	Ongoing

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: Addressing nuisance calls

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Nuisance Calls Strategy	Alan Pridmore	In-depth Market Research on Nuisance Calls Received on Home Landline Phones	Other Publication	Delivered
		Review of How We Use Our Persistent Misuse Powers - Focus on Silent and Abandoned Calls	Statement	2016-17 Q2
		Further Update on the Ofcom/ICO Joint Action Plan to Tackle Nuisance Calls	Other Publication	2016-17 Q3

HIGHLIGHT: Continuing to respond to emerging consumer issues

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

Further projects to protect consumers from harm

Broadcasting - TV

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Review of Rules on Daytime PIN Protection	Trevor Barnes	Review of Rules on Daytime PIN Protection	Consultation	2016-17 Q3
		Review of Rules on Daytime PIN Protection	Statement	2016-17 Q4

Telecommunications

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Quality of Service: Automatic Compensation	Tanja Salem	Automatic Compensation	Call for Input	Delivered
		Automatic Compensation	Consultation	2016-17 Q3

ONGOING WORK: Competition enforcement and consumer protection

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Premium Rate Services - Regulation Programme	Gavin Daykin	Ofcom's Decision to Approve the New PhonepayPlus Code of Practice (14th Edition)	Statement	Delivered

ONGOING WORK: Monitoring the operation of next-generation text relay services

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

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Other work across our goals

Market Research

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Data Collection - Market Monitoring	Jane Rumble	Quarterly Telecoms Data Tables	Other Publication	Ongoing
Digital Progress Report - Radio	Jane Rumble	Digital Radio Report 2016	Key Stakeholder Report	2016-17 Q3
Digital Day	Richard Howard	Digital Day 2016: Micro-site	Other Publication	Delivered
		Digital Day 2016: Children's Report	Other Publication	2016-17 Q3
Media Literacy Research	Alison Preston	Adults' Media Use and Attitudes Report	Key Stakeholder Report	Delivered
		Adults' Media Use and Attitudes Report	External Stakeholder Event	Delivered
		Smartphone-only Internet Users: A Qualitative Study	Other Publication	Delivered
		Children and Parents: Media Use and Attitudes report	Key Stakeholder Report	2016-17 Q3
		Children and Parents: Media Use and Attitudes report	External Stakeholder Event	2016-17 Q3
		Children's Media Lives 2016	Key Stakeholder Report	2016-17 Q3
		Internet Citizens Report 2016		2016-17 Q3
		Media Lives 2016: A Qualitative Study - Summary Report	Key Stakeholder Report	2016-17 Q4
Media Tracker	Jane Rumble	UK Audience Attitudes to Broadcast Media	Other Publication	Delivered
PSB Annual Report	Jane Rumble	Public Service Broadcasting (PSB) Report	Key Stakeholder Report	Delivered

Promoting diversity and equality of opportunity in broadcasting

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Diversity in Broadcasting	Tony Close	Diversity in Broadcasting Toolkit - Phase 2	Other Publication	2016-17 Q2

Engaging with UK governments and other bodies on audience protection

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

Engaging with UK governments and other bodies on technical matters

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Connected Nations	Gary Clemo	Connected Nations Report	Other Publication	2016-17 Q3

Engaging with international stakeholders

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

Ofcom Programme of Work 2016/17 - Q2 Update

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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 2015/16	Other Publication	Delivered
Annual Plan Development - Strategic	Clive Carter	Invitation to Comment on the 2017/18 Annual Plan	Call for Inputs	2016-17 Q3
		Draft Annual Plan 2017/18	Consultation	2016-17 Q3
		Annual Plan 2017/18	Other Publication	2016-17 Q4
Ofcom Programme of Work	Emma McFadyen	Ofcom Programme of Work 2016/17 - Q2 Update	Other Publication	Delivered
		Ofcom Programme of Work 2016/17 - Q3 Update	Other Publication	2016-17 Q3
		Ofcom Programme of Work 2016/17 - Q4 Update	Other Publication	2016-17 Q4
		Ofcom Programme of Work 2017/18	Other Publication	2016-17 Q4
Tariff Tables	Tracey Reay	Tariff Tables for 2017/18	Other Publication	2016-17 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	Market Impact Assessment
MCT	Mobile Call Termination
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
VOD	Video on Demand
VULA	Virtual Unbundled Local Access
WBA	Wholesale Broadband Access
WLR	Wholesale Line Rental
WT Act	Wireless Telegraphy Act 2006