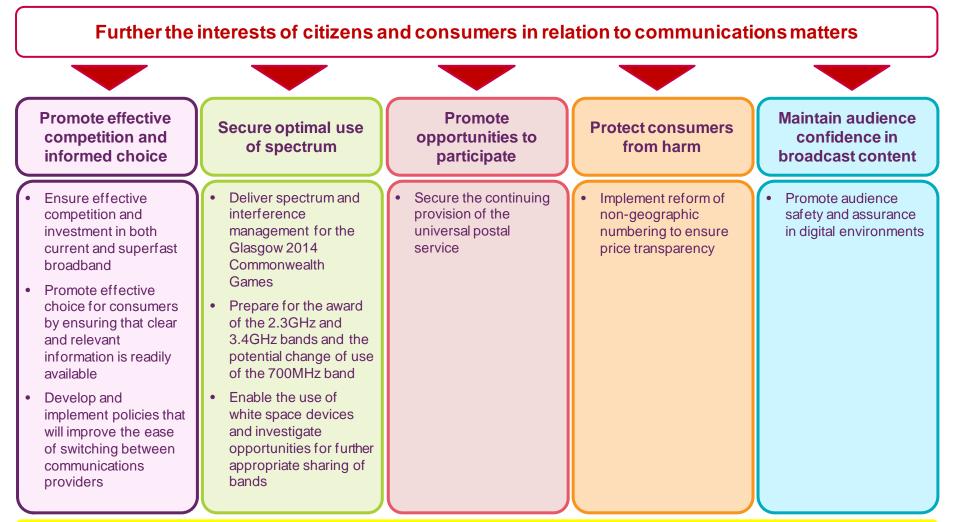
Ofcom Programme of Work 2014/15 Priorities



Contribute to and implement public policy defined by Parliament

• Ensure that the EC's Connected Continent proposals are delivered in a manner that is consistent with UK interests

Ofcom Programme of Work 2014/15 Major Work Areas

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

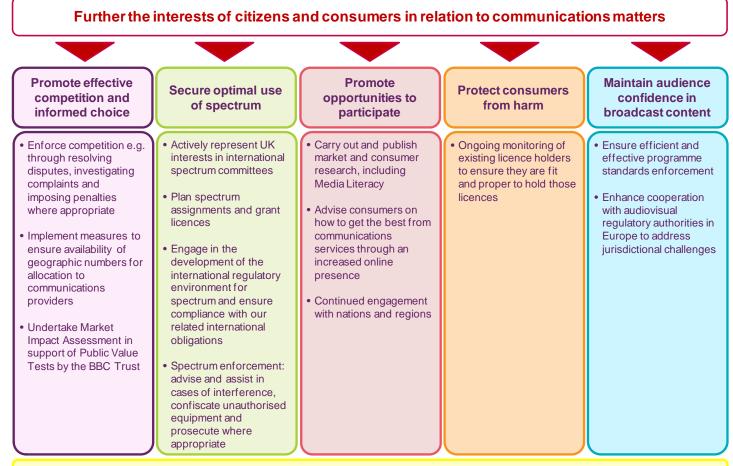
Contribute to and implement public policy defined by Parliament

• Prepare for the World Radiocommunication Conference (WRC) in November 2015

• Ensure the future strength and sustainability of PSB content

• Publish a report on the state of the UK communications infrastructure

Ofcom Programme of Work 2014/15 Programmatic



Contribute to and implement public policy defined by Parliament

• Provide support and advice to government on policy implementation where appropriate

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

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The following tables contain detail of our projects, programmatic and other ongoing work that relate to the Priorities and Major Work Areas (MWA) we have identified in our 2014/15 Annual Plan. Timings and outputs in the tables are indicative and represent the current view of Ofcom at the time of press (31st March 2014). They are subject to change. During 2014/15 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 strategic purposes set out in our Annual Plan. In certain cases individual activities may support multiple Priorities/MWAs. For clarity we have listed these once, under the most relevant heading.

A glossary for key acronyms is also included.

Promote effective competition and informed choice

PRIORITY: Ensure effective competition and investment in both current and superfast broadband

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Fixed Access Market Reviews (FAMR)	Selina Chadha	Statement on the Fixed Access Market Reviews	Statement	2014/15 Q1
		Fixed Access Market Reviews: Consultation on approach to	Consultation	2014/15 Q1
		VULA margin		
		Fixed Access Market Reviews: Approach to VULA margin	Statement	2014/15 Q2
		EU consultation - FAMR final Statement	Consultation	2014/15 Q1
		EU consultation - FAMR approach to VULA margin	Consultation	2014/15 Q2
LLU and WLR Charge Controls 2014	Paul Jacobus	Notify European Commission prior to Statement on Fixed	Notification	2014/15 Q1
		access market reviews: approach to any WLR and LLU		
		charge controls		
		Statement on the Fixed access market reviews: approach to	Statement	2014/15 Q1
		any WLR and LLU charge controls		
Wholesale Broadband Access Review	Steve Perry	EU consultation	Consultation	2014/15 Q1
		Statement on the Wholesale Broadband Access review	Statement	2014/15 Q1
Leased Line Charge Control 2016	Gideon Senensieb	Consultation on Leased Line Charge Control 2016	Consultation	2014/15 Q4
Business Connectivity Market Review (BCMR)	Gideon Senensieb	Excess Construction Charges for Ethernet Access Direct:	Statement	2014/15 Q1
		Directions		

PRIORITY: Promote effective choice for consumers by ensuring that clear and relevant information is readily available

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Consumer Information	Priya Sinha	Publication of Telecoms Complaints Q1 2014	Other Publication	2014/15 Q1
		Publication of Telecoms Complaints Q2 2014	Other Publication	2014/15 Q2
		Publication of Telecoms Complaints Q3 2014	Other Publication	2014/15 Q3
		Publication of Telecoms Complaints Q4 2014	Other Publication	2014/15 Q4
Mobile broadband performance measurement	Chris Adams	Mobile broadband network performance	Key Stakeholder Report	2014/15 Q3

PRIORITY: Develop and implement policies that will improve the ease of switching between communications providers

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Strategic approach to consumer switching	JussimleePatooureel		Consultation	2014/15 Q1

MAJOR WORK AREA: Monitor underlying approaches to traffic management to ensure compliance with Ofcom's approach to net neutrality

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Review the framework for regulatory financial reporting in telecommunications

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
CORR - Regulatory Reporting	David Brown	Statement - review of regulatory reporting	Statement	2014/15 Q1
		Notification to EU	Notification	2014/15 Q1
		Outputs of cost allocations review	Consultation	2014/15 Q4



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MAJOR WORK AREA: Work to ensure effective competition in Pay TV services

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Conduct the mobile termination rates charge control review

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Call Termination (MCT) 2015	Brian Potterill	MCT consultation	Consultation	2014/15 Q1
		EU Consultation	Consultation	2014/15 Q4
		MCT statement	Statement	2014/15 Q4

MAJOR WORK AREA: Conduct the business connectivity market review

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Business Connectivity Market Review 2016	Gideon Senensieb	Consultation on Business Connectivity Market Review 2016	Consultation	2014/15 Q4

PROGRAMMATIC: Enforce competition e.g. through resolving disputes, investigating complaints under and imposing penalties where appropriate

Work is ongoing and outputs will be determined during 2014/15 as appropriate

PROGRAMMATIC: Implement measures to ensure availability of geographic numbers for allocation to communications providers

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Numbering Programme inc CPT	Gideon Senensieb	Concluding Statement on proposals published in December		2014/15 Q1
		for a new application form for numbers		
Porting Charges Guidance	Steve Perry	Guidance on porting charges under General Condition 18	Statement	2014/15 Q2
		statement		

PROGRAMMATIC: Undertake Market Impact Assessment in support of Public Value Tests by the BBC Trust

Work is ongoing and outputs will be determined during 2014/15 as appropriate

Secure optimal use of spectrum

PRIORITY: Deliver spectrum and interference management for the Glasgow 2014 Commonwealth Games

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Commonwealth Games 2014	Paul Mercer	Deliver government's spectrum guarantee for the 2014	Ofcom Major Event	2014/15 Q2
		Commonwealth Games.		

PRIORITY: Prepare for the award the 2.3GHz and 3.4GHz bands and the potential change of use of the 700MHz band

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
UHF Strategy Implementation	Brice Le Cannu	Consultation on future use of the 700 MHz band	Consultation	2014/15 Q1
		Statement on future use of the 700 MHz band	Statement	2014/15 Q4
PSSR Award & Release Incremental	Andy Hudson	2.3 GHz and 3.4 GHz Release Amateur Statement	Statement	2014/15 Q1
		2.3 GHz and 3.4 GHz Auction Policy & Design consultation	Consultation	2014/15 Q2
		2.3 GHz and 3.4 GHz Technical Coexistence Information	Statement	2014/15 Q3
		Update		



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PRIORITY: Enable the use of white space devices and investigate opportunities for further appropriate sharing of bands

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Implementing TV White Spaces	Tim Cross	Statement on TV White Spaces: Approach to Coexistence	Statement	2014/15 Q3
		and Device Requirements		
		Licence exemption for white space devices	Other Publications	2014/15 Q4
		Statutory consultation on the draft licence exemption for	Other Publications	2014/15 Q4
		white space devices		

MAJOR WORK AREA: Continue to review the spectrum requirements of the Programme Making and Special Events (PMSE) sector

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Plan for mobile data spectrum requirements

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile data strategy	Mark Caines	Statement on Mobile Data Strategy	Statement	2014/15 Q1

MAJOR WORK AREA: Understand the impact and role of receivers on efficient spectrum use

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Improve the planned use of UHF spectrum

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
Strategic Approach to Spectrum Sharing	Gary Clemo	Statement - The future role of spectrum sharing for mobile	Statement	2014/15 Q1
		and wireless data service		
UHF 1 and 2 Strategy (420 to 470MHz)	Paul Jarvis	Call for input on the future of spectrum in the range 420 to	Call for Inputs	2014/15 Q2
		470 MHz		
Spectrum Award 870-76 & 915-21 MHz	Justin Moore	870 / 915 MHz Regulations and draft notice	Notification	2014/15 Q1

MAJOR WORK AREA: Support the spectrum requirements of the government's Emergency Services Mobile Communications Project

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Explore the potential use and requirements of machine to machine technology

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Implement the government's Direction on annual licence fees for 900 and 1800 MHz spectrum

Work is ongoing and outputs will be determined during 2014/15 as appropriate

PROGRAMMATIC: Actively represent UK interests in international spectrum committees



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PROGRAMMATIC: Plan spectrum assignments and grant licences

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
PMR Release Strategy Project	Paul Jarvis	Statement of future management on spectrum in the range	Statement	2014/15 Q2
		143 MHz to 156 MHz		
Fee Review - Policy Phase	Alex Dixon	Consultation on WT Act fees for Fixed Links and Satellite	Consultation	2014/15 Q2
		Earth Stations		
		Statement on WT Act fees for Fixed Links and Satellite	Statement	2014/15 Q3
		Earth Stations		
RSA for ROES and RAS	Tony Azzarelli	Consultation on RSA for earth stations	Consultation	2014/15 Q2
		Statement on RSA for earth stations	Statement	2014/15 Q4

PROGRAMMATIC: Engage in the development of the international regulatory environment for spectrum and ensure compliance with our related international obligations

Work is ongoing and outputs will be determined during 2014/15 as appropriate

PROGRAMMATIC: Spectrum Enforcement: advise and assist in cases of interference, confiscate unauthorised equipment and prosecute where appropriate

Work is ongoing and outputs will be determined during 2014/15 as appropriate

Promote opportunities to participate

PRIORITY: Secure the continuing provision of the universal postal service

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mail Integrity	Sean O'Hara	Review of mail integrity: Consultation	Consultation	2014/15 Q1
		Review of mail integrity: Statement	Statement	2014/15 Q2
Postal Common Operational Procedures	Caroline Longman	Consultation on Postal Common Operational Procedures	Consultation	2014/15 Q1
		Statement on Postal Common Operational Procedures	Statement	2014/15 Q2
Regulation of Post	Chris Rowsell	Statement on amendments to regulatory conditions DUSP 1.8 and CP 1	Statement	2014/15 Q1

MAJOR WORK AREA: Understand and promote the interests of vulnerable consumers and citizens

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Continue to promote the provision of better mobile coverage and service information in order to inform both consumers and policy decisions

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Work in collaboration with government and industry to promote the widespread availability of fixed and mobile superfast broadband

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Complete evaluation of, and report on, affordability of core electronic communications services



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PROGRAMMATIC: Carry out and publish market and consumer research, including Media Literacy

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Affordability of Telecoms	Alan Pridmore	Report on the findings of the project on the affordability of communication services essential for participation	Report	2014/15 Q2
Communications Market Report - Nations & Regions	Lisa Etwell	The Communications Market Report 2014: England	Key Stakeholder Report	2014/15 Q2
, c		The Communications Market Report 2014: Scotland	Key Stakeholder Report	2014/15 Q2
		The Communications Market Report 2014: Wales	Key Stakeholder Report	2014/15 Q2
		The Communications Market Report 2014: Northern Ireland	Key Stakeholder Report	2014/15 Q2
Communications Market Report UK	Lisa Etwell	The Communications Market Report 2014: UK	Key Stakeholder Report	2014/15 Q2
Consumer Experience	Lisa Etwell	Consumer Experience Stakeholder Event	External Stakeholder Event	2014/15 Q4
		Consumer Experience Report	Other Publication	2014/15 Q4
nternational Communications Market Report	Chris Adams	International Communications Market Report	Other Publication	2014/15 Q3
Media Literacy Research	Alison Preston	Adults' media use and attitudes report	Other Publication	2014/15 Q1
		Children and Parents: media use and attitudes report	Other Publication	2014/15 Q3
Aedia Tracker	Jane Rumble	UK audience attitudes to broadcast media	Other Publication	2014/15 Q1
PSB Annual Report	Alan Stewart	Public service broadcast (PSB): audience opinions 2014	Other Publication	2014/15 Q2

PROGRAMMATIC: Advise consumers on how to get the best from communications services through an increased online presence

Work is ongoing and outputs will be determined during 2014/15 as appropriate

PROGRAMMATIC: Continued engagement with nations and regions

Work is ongoing and outputs will be determined during 2014/15 as appropriate

Protect consumers from harm

PRIORITY: Implement reform of non-geographic numbering to ensure price transparency

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
NGCS implementation	Huw Saunders	Ofcom website outlining changes to Non-Geographic Call	Other Publication	2014/15 Q1
		Services goes live		
NTS Strategic Review	Markham Sivak	Decision about the future of 0500 Freephone numbers	Statement	2014/15 Q1
Review of 070 and 076	Markham Sivak	Consultation on review of remaining non-geographic	Consultation	2014/15 Q2
		numbers (eg 070/076)		

MAJOR WORK AREA: Support industry and Government initiatives to improve levels of user trust in internet services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Online Data Economy Value Chain	Monika Kochanowska-Tym	Online Data Economy Value Chain	Other Publication	2014/15 Q1
Internet Connected Living Room Devices	Nihal Newman	Internet Connected Living Room Devices	Other Publication	2014/15 Q2
DCMS Internet Safety Reports	Tony Close	In response to a request from the Department of Culture, Media and Sport, Ofcom will report on the take-up, awareness of and confidence of parents in relation to parental controls for internet safety.	Other Publication	2014/15 Q1
		In response to a request from the Department of Culture, Media and Sport, Ofcom will report on the measures put in place by the UK Internet Service Providers (ISPs) to meet commitments to implement network level filtering for new customers.	Other Publication	2014/15 Q3



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MAJOR WORK AREA: Protect consumers from harm in a range of priority areas including nuisance calls and unexpectedly high bills

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Metering & Billing Scheme 2008 Direction	Alan Pridmore	Notification on the Ofcom Metering and Billing Direction	Statement	2014/15 Q1
Premium Rate Services-regulation programme	Gavin Daykin	Consultation to approve the new PP+ Code of Practice	Consultation	2014/15 Q2

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

Work is ongoing and outputs will be determined during 2014/15 as appropriate

Maintain audience confidence in broadcast content

PRIORITY: Promote audience safety and assurance in digital environments

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Develop and support future radio regulation

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Commercial Radio Policy & Licence Competition	Peter Davies	Advertisement of second national radio multiplex licence	Notification	2014/15 Q2
		Award of second national radio multiplex licence	Statement	2014/15 Q3
		Local commercial analogue radio licence durations	Statement	2014/15 Q1
		statement		
Small Scale DAB	Peter Davies	Stakeholder Seminar	External Stakeholder Event	2014/15 Q1
Radio Content Policy	Peter Davies	Music formats call for inputs	Call for Inputs	2014/15 Q1
		Music formats consultation	Consultation	2014/15 Q2
		Music formats statement	Statement	2014/15 Q3

MAJOR WORK AREA: Complete the licensing of new local TV services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Local TV licensing	Oli Bird	Invitation to apply	Other Publication	2014/15 Q1
		Licence award decision statement	Statement	2014/15 Q3

MAJOR WORK AREA: Work to secure availability and discoverability of Public Service Broadcasting (PSB) content



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Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Complaints Analysis and Tracking	Tony Close	Assessment of complaints concerning broadcasting	Other Publication	2014/15 Q1
		standards - Broadcast Buleltins	Other Publication	2014/15 Q2
			Other Publication	2014/15 Q3
			Other Publication	2014/15 Q4
COSTA Enforcement	Tony Close	Ongoing programmatic work around enforcement of rules	Other Publication	2014/15 Q1
		that govern the amount of, and scheduling of, TV adverts	Other Publication	2014/15 Q2
		(COSTA) - Broadcast Bulletins	Other Publication	2014/15 Q3
			Other Publication	2014/15 Q4
Review of COSTA	Anthony Szynkaruk	Consultation on Ofcom's review of the approaches to enforcing the rules on the scheduling of television advertising.	Consultation	2014/15 Q1
		Statement on Ofcom's review of the approaches to enforcing the rules on the scheduling of television advertising.	Statement	2014/15 Q3
Standards Casework/Policy	Tony Close	Ensuring compliance with the rules in the Broadcasting	Other Publication	2014/15 Q1
		Code, and other related codes and licence conditions -	Other Publication	2014/15 Q2
		Broadcast Bulletins	Other Publication	2014/15 Q3
			Other Publication	2014/15 Q4
Fargeted Licensing & Enforcement	Alison Marsden	Statement on new approaches to the Licensing and Enforcement of television and radio services to continue providing high levels of audience assurance on content standards.	Statement	2014/15 Q3

PROGRAMMATIC: Ensure efficient and effective programme standards enforcement

PROGRAMMATIC: Enhance cooperation with audiovisual regulatory authorities in Europe to address jurisdictional

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Work is ongoing and outputs will be determined during 2014/15 as appropriate

Contribute to and implement public policy defined by Parliament

PRIORITY: Ensure that the Connected Continent proposals are delivered in a manner that is consistent with UK interests

Work is ongoing and outputs will be determined during 2014/15 as appropriate

MAJOR WORK AREA: Prepare for the World Radiocommunication Congress (WRC) in November 2015

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
WRC	Chris Woolford	Seeking views on all (25+) of the agenda Items to be	Consultation	2014/15 Q1
		considered at the WRC in late 2015		

MAJOR WORK AREA: Ensure the future strength and sustainability of PSB content

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
PSB Review		Consultation	Consultation	2014/15 Q3

MAJOR WORK AREA: Publish a report on the state of the UK communications infrastructure

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Infrastructure Reporting	Liz Bates	Infrastructure Report 2014	Other Publication	2014/15 Q3

PROGRAMMATIC: Provide support and advice to government on policy implementation where appropriate



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PROGRAMMATIC: Engage with stakeholders internationally and actively participate in European regulatory networks (including BEREC, RSPG, ERGP and EPRA) to ensure the consistency of regulation

Work is ongoing and outputs will be determined during 2014/15 as appropriate

PROGRAMMATIC: Undertake ongoing work to support network resilience, cyber security and access to emergency services

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Emergency Call Handling Performance	Ben Willis	Updated location information from calls to emergency	Statement	2014/15 Q1
		services		
Network Security and Lifeline Services	Ben Willis	Updated version of Ofcom's existing guidance to	Other Publication	2014/15 Q2
		Communications Providers on meeting their security and		
		resilience obligations, including incident reporting		

PROGRAMMATIC: Work with other economic regulators on cross-sectoral issues

Work is ongoing and outputs will be determined during 2014/15 as appropriate

Other work

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 2013/14	Other Publication	2014/15 Q2
Annual Plan development - Strategic	Steve Gettings	Draft Annual Plan for FY 2015/16	Consultation	2014/15 Q3
		Annual Plan 2015/16	Other Publication	2014/15 Q4
Review of the Statement of Charging Principles	Tracey Reay	Second Consultation on Statement of Charging Principles	Consultation	2014/15 Q2
		Publication of Statement of Charging Principles	Statement	2014/15 Q4
Tariff Tables	Tracey Reay	Tariff Tables for 2015/16	Other Publication	2014/15 Q4
Cyber risk and network resilience	Ben Willis	Ofcom workstream re: the UK Regulator's Network (UKRN)	ТВА	ТВА
Quality of service in SMP type situations	ТВА	Ofcom workstream re: the UK Regulator's Network (UKRN)	ТВА	ТВА



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
СРТ	Consumer Protection Test
DAB	Digital Audio Broadcasting
DUSP	Designated Universal Service Provider
EPRA	European Platform of Regulatory Authorities
ERGP	European Regulators Group
FAMR	Fixed Access Market Review
LLU	Local Loop Unbundling
МСТ	Mobile Call Termination
NGCS	Non-Geographic Call Services
NTS	Number Translation Services
PMR	Private Mobile Radio
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
SMP	Significant Market Power
VULA	Virtual Unbundled Local Access
WBA	Wholesale Broadband Access
WLR	Wholesale Line Rental
WT Act	Wireless Telegraphy Act 2006