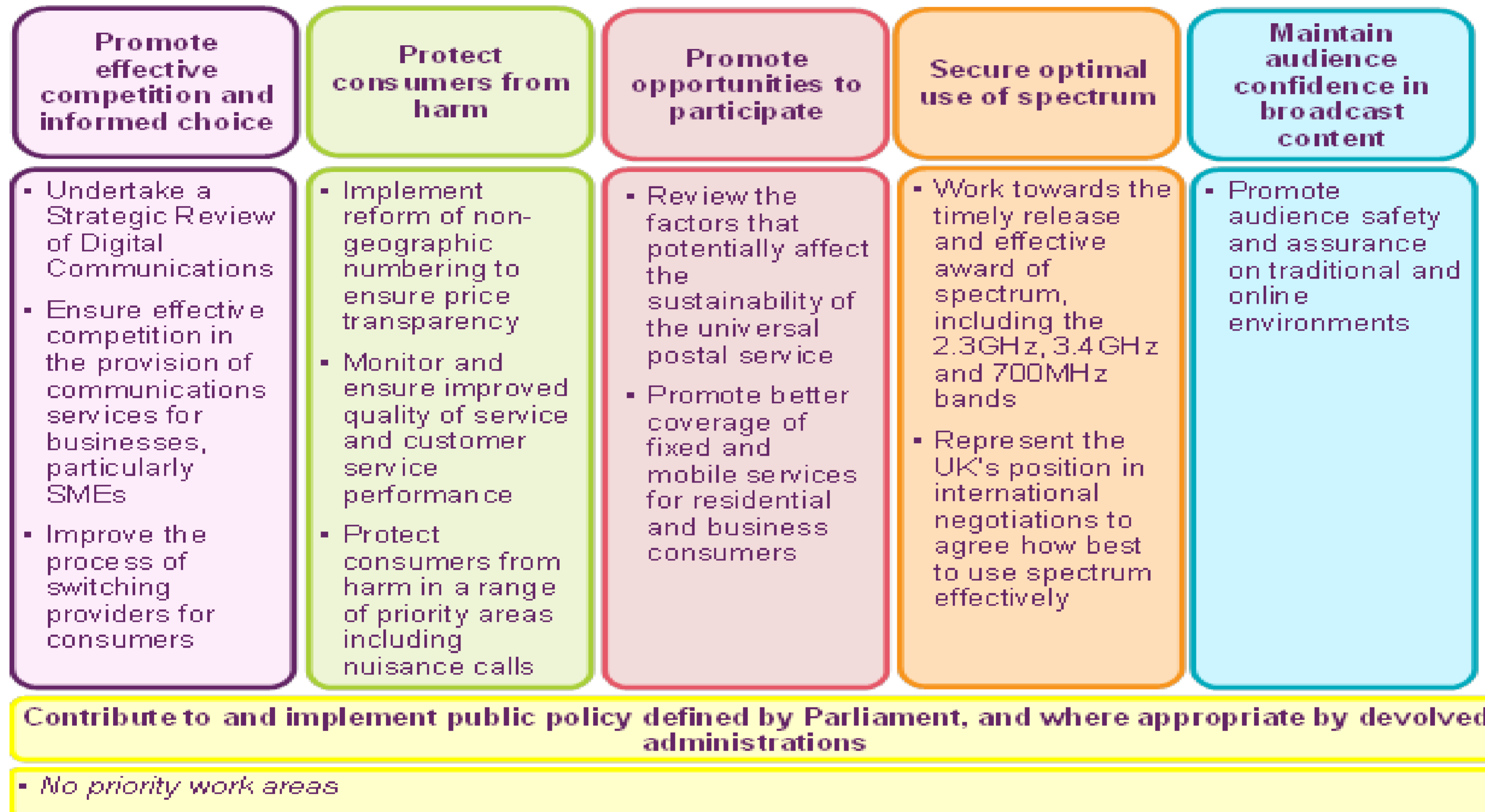


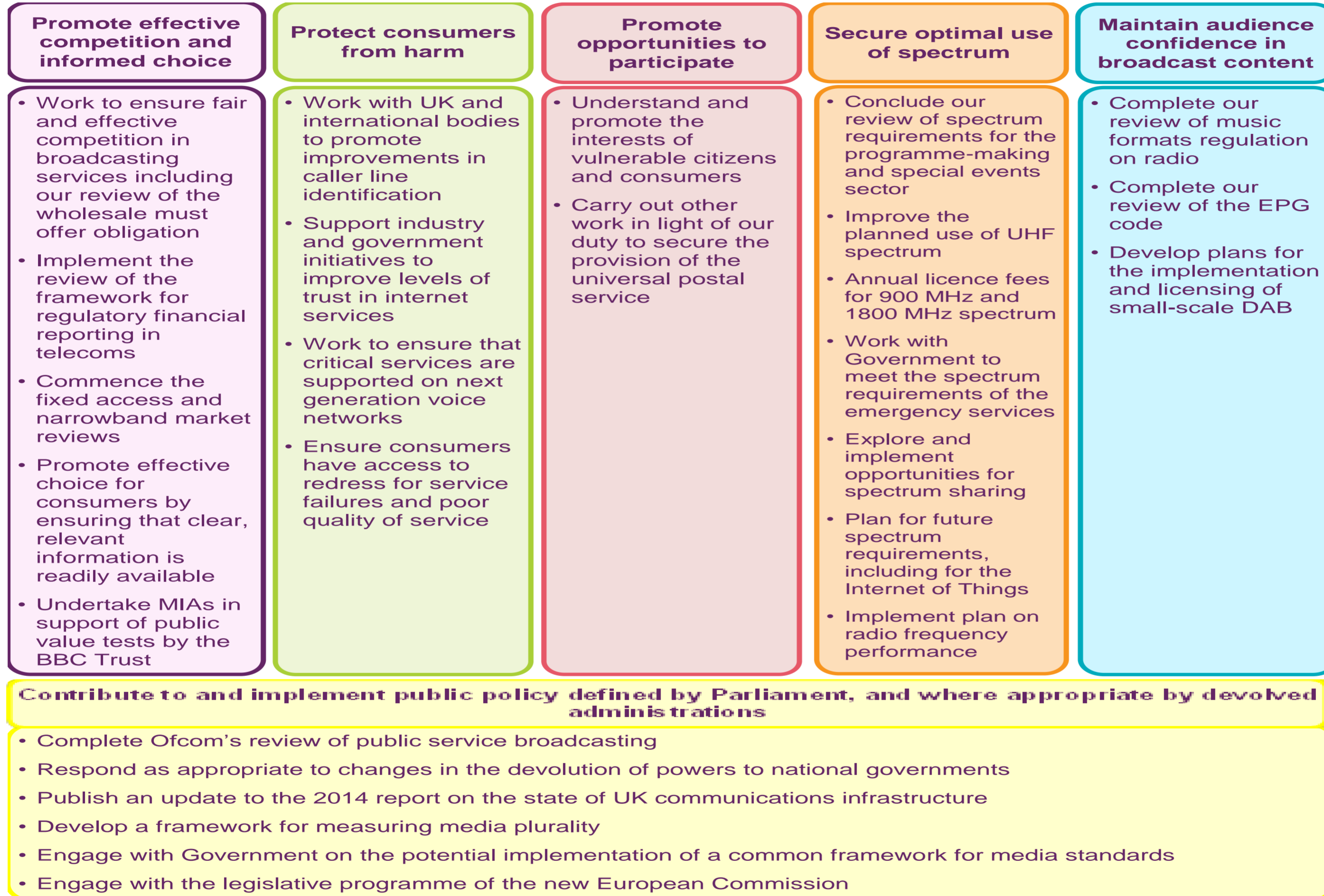
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## PRIORITIES



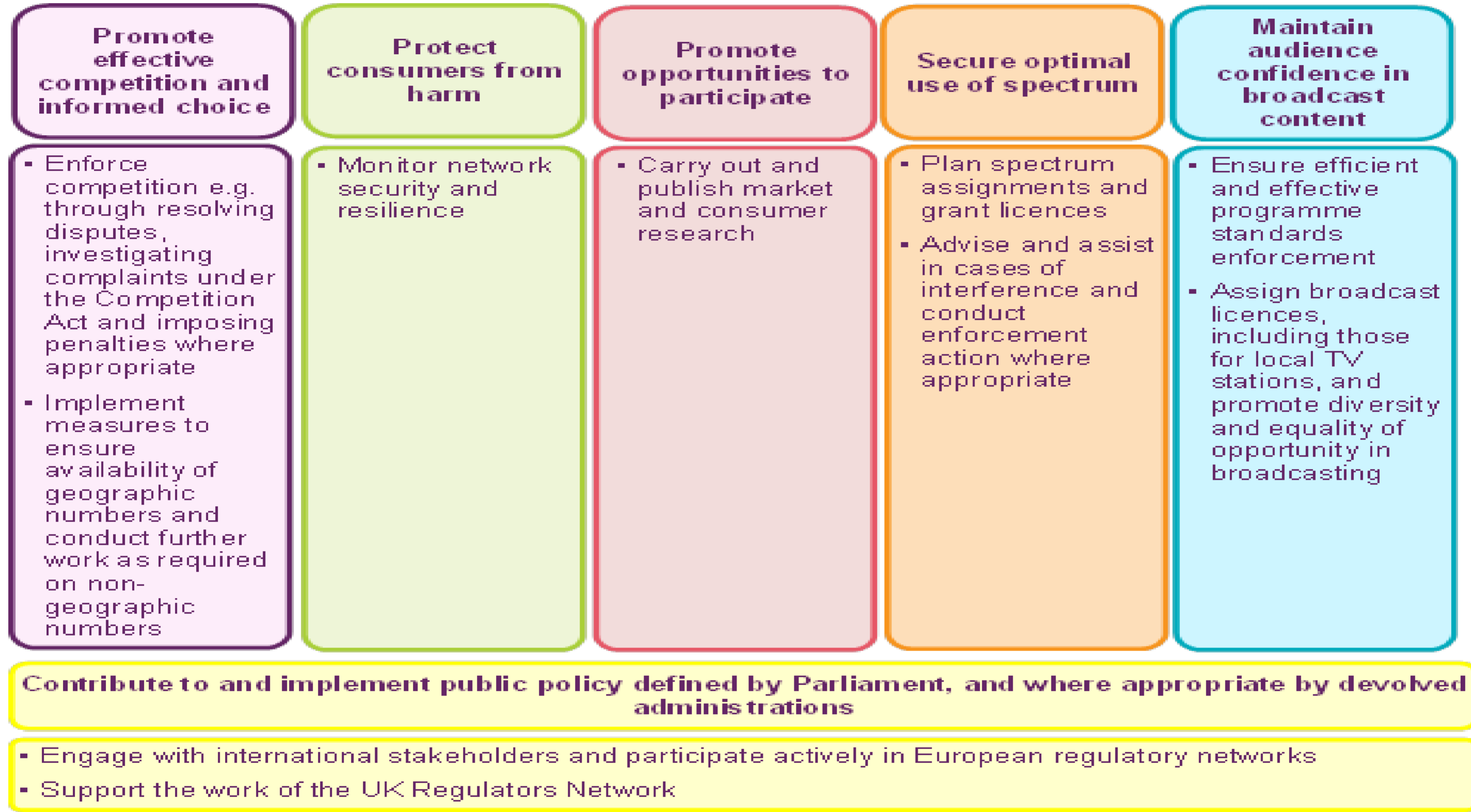
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## SIGNIFICANT WORK AREAS



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**PROGRAMMATIC**



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The following tables contain the latest detail of our projects, programmatic and other ongoing work that relate to the Priorities and Significant Work Areas (SWAs) which we identified in our 2015/16 Annual Plan.

Timings and outputs in the tables are indicative and represent the current view of Ofcom at the time of press (19th November 2015). They are, however, subject to change. Throughout 2015/16 we will continue to periodically 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/SWAs. 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: Undertake a Strategic Review of Digital Communications

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Strategic Review of Digital Communications	Clive Carter/ Yih-Choung Teh	Strategic Review of Digital Communications: Discussion Document	Consultation	Delivered
		Initial Views	Other Publication	2015/16 Q4

### PRIORITY: Ensure effective competition in the provision of communications services for businesses, particularly SMEs

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	Delivered
		Consultation on Very Low Bandwidth Retail Services	Consultation	Delivered
		Clarifications and Corrections to the Business Connectivity Market Review Consultation Document of 15 May 2015 and the Leased Lines Charge Controls and Dark Fibre Pricing Consultation Document of 12 June 2015	Other Publication	Delivered
		Draft Statement on Business Connectivity Market Review 2016	Statement	2015/16 Q4
		Draft Statement on Very Low Bandwidth Retail Services	Statement	2015/16 Q4
		Statement on Business Connectivity Market Review 2016	Statement	2015/16 Q4
		Statement on Very Low Bandwidth Retail Services	Statement	2015/16 Q4
Leased Lines Charge Control 2016	Selina Chadha	Business Connectivity Market Review: Leased Lines Charge Controls and Dark Fibre Pricing: Consultation	Consultation	Delivered
		Business Connectivity Market Review: Leased Lines Charge Controls and Dark Fibre Pricing: Second Consultation <b>N.B.</b> The outcome of the LLCC consultation process will be captured in the statements issued by the Business Connectivity Market Review 2016 in Q4 2015/16	Consultation	Delivered
Protection of SMEs	Priya Sinha	Expansion of Ofcom's Business Portal	Other Publication	Delivered
		Broadband Speeds Code of Practice for Business Services	Other Publication	2015/16 Q3
SME Service Provision and Availability	Ian Macrae	Broadband Services for SMEs: Assessment and Action Plan	Other Publication	Delivered
Telecoms Strategic Review Implementation	Selina Chadha	Microconnect Distributed Antenna (MDA) Exemption	Statement	Delivered
		BT's temporary use of the Enterprise Cloud for specified	Other Publication	Delivered

### PRIORITY: Improve the process of switching providers for consumers

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Switching	Justin Le Patourel	Consumer Switching: A statement on modifications to General Conditions to effect changes to switching processes for fixed voice and broadband on the KCOM Access Network	Statement	Delivered
		Consultation on Mobile Switching Processes	Consultation	Delivered
		Second Consultation on Mobile Switching Processes	Consultation	2015/16 Q4

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**SIGNIFICANT WORK AREA: Work to ensure fair and effective competition in broadcasting services including our review of the wholesale must offer obligation**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Pay TV - Review of the Wholesale Must Offer Obligation	Siobhan Walsh	Review of the Wholesale Must Offer Obligation for Premium Sports Channels - Supplementary Consultation	Consultation	Delivered
		Review of the Wholesale Must Offer Obligation for Premium Sports Channels - Statement	Statement	Delivered
Access to On-Demand Services on TV Platforms	Steve Perry	Access to On-Demand Services on TV Platforms: Consultation	Consultation	2015/16 Q4
Sky's Access Control Services Review	Yih-Choung Teh	An exchange of letters with Sky regarding the removal of the Access Control Continuation Notice	Other Publication	Delivered

**SIGNIFICANT WORK AREA: Implement the review of the framework for regulatory reporting in telecoms**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
BT Cost Allocation Review	Andrew Causby	Review of BT's Cost Attribution Methodologies	Consultation	Delivered
		Second Consultation on the Review of BT's Cost Attribution Methodologies	Consultation	Delivered
		Review of BT's Cost Attribution Methodologies	Statement	2015/16 Q4

**SIGNIFICANT WORK AREA: Commence the fixed access and narrowband market reviews**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Fixed Call Origination and Termination Review	Louise Marriage	Fixed Call Origination and Termination Review Call for Inputs	Call for Inputs	Delivered
		Fixed Call Origination and Termination Review: Full Consultation	Consultation	2015/16 Q4
VULA Margin Compliance Assessment	Selina Chadha	Supplementary guidance on assessment of the VULA margin	Consultation	Delivered
		Supplementary guidance on assessment of the VULA margin	Statement	Delivered
Wholesale Local Access 2017 Review	Markham Sivak	Wholesale Local Access Review Consultation	Consultation	2015/16 Q4
Wholesale Broadband Access Market Review 2017	Caroline Longman	Wholesale Broadband Access Market Review Consultation	Consultation	2015/16 Q4

**SIGNIFICANT WORK AREA: Promote effective choice for consumers by ensuring that clear, relevant information is readily available**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Advertising of Fixed Broadband Prices	Alan Pridmore	A Report Compiled by Futuresight Detailing Fixed Broadband Advertising of Prices	Other Publication	2015/16 Q4
Analysis and Reports	Jane Rumble	European Broadband Scorecard	Key Stakeholder Report	2015/16 Q3
		European Broadband Scorecard	Key Stakeholder Report	2015/16 Q4
Consumer Information	Sean O'Hara	Publication of Telecoms Complaints Q2 2014	Other Publication	Delivered
		Publication of Telecoms Complaints Q3 2014	Other Publication	Delivered
		Publication of Telecoms Complaints Q4 2014	Other Publication	Delivered
		Publication of Telecoms Complaints Q1 2015	Other Publication	Delivered
		Publication of Telecoms Complaints Q2 2015	Other Publication	Delivered
		Publication of Telecoms Complaints Q3 2015	Other Publication	2015-16 Q3
Fixed-Line Broadband Performance Measurement	Nick Collins	UK Fixed-Line Broadband Performance: Feb 2016	Other Publication	2015/16 Q4
		Research Update into Broadband Quality Metrics and Measurements	Other Publication	2015/16 Q3
Mobile Broadband Performance Measurement	Jane Rumble	Mobile Broadband Network Performance Phase 2	Key Stakeholder Report	Delivered
		Mobile Broadband Network Performance Phase 3	Key Stakeholder Report	2015/16 Q4
Mobile Coverage and Quality of Experience	Richard Moore	Mobile Coverage and Quality Information: Phase 1	Other Publication	Delivered
		Mobile Coverage and Quality Information: Phase 2	Other Publication	2015/16 Q3
		Report on Consumer Experiences of Mobile Voice Services	Other Publication	2015/16 Q3

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**SIGNIFICANT WORK AREA: Undertake Market Impact Assessments in support of Public Value Tests by the BBC Trust**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
BBC MIA BBC iPlayer	Paul Jacobus	Market Impact Assessment of Proposed Changes to BBC Three, BBC iPlayer, BBC One and CBBC	Statement	Delivered
BBC R5 Live Sports Extra Significance Test	Caroline Chandan-Roels	Letter From Ofcom re BBC Trust Significance Test – BBC Radio 5 Live Sports Extra Proposals	Other Publication	Delivered

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

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Competition and Consumer Affairs Investigations Programmes	Neil Buckley & Lynn Parker	Competition and Consumer Enforcement Bulletins	Other Publication	Ongoing

**PROGRAMMATIC: Implement measures to ensure availability of geographic numbers and conduct further work as required on non-geographic numbers**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Numbering Programme inc CPT	Gideon Senensieb	A Three-Digit Number for the National Power Cut and Electricity Network Safety Service	Statement	Delivered
		Telephone Number Application Form Modifications	Consultation	Delivered
		Telephone Number Application Form Modifications	Statement	Delivered
Charging for Geographic Numbers Implementation	Liz Greenberg	Consultation on the Impact of the Pilot Charging Scheme	Consultation	2015/16 Q3
NGCS Implementation	Brian Potterill	All Changes Relating to Non-Geographic Call Services Go-Live	Ofcom Major Event	Delivered
		Report on Consumer Awareness of Changes to Non-Geographic Call Charges	Other Publication	Delivered

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## 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
Broadcast Code Review: Unbundled Tariff	Tony Close	Statement on the Use of Non-Geographic Numbers in Broadcasting	Statement	Delivered

### PRIORITY: Monitor and ensure improved quality of service and customer service performance

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

### PRIORITY: Protect consumers from harm in a range of priority areas including nuisance calls

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Premium Rate Services - Regulation Programme	Gavin Daykin	Approval of the PhonepayPlus Code of Practice (Thirteenth Edition)	Statement	Delivered
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	Consultation	2015/16 Q3
		Further Update on the Ofcom/ICO Joint Action Plan to Tackle Nuisance Calls	Other Publication	2015/16 Q3
Metering and Billing Implementation and Monitoring Programme	Alan Pridmore	Consultation on an Approval Logo for the Metering and Billing Scheme and a modification to the Ofcom Metering and Billing Direction	Consultation	Delivered
		Statement on an Approval Logo for the Metering and Billing Scheme and a modification to the Ofcom Metering and Billing Direction	Statement	2015/16 Q3
Cancellation and Termination Arrangements	Justin Le Patourel	Consumer Questionnaire on Cancellation Experiences	Other Publication	Delivered

### SIGNIFICANT WORK AREA: Work with UK and international bodies to promote improvements in caller line identification

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

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

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

### SIGNIFICANT WORK AREA: Work to ensure that critical services are supported on next generation voice networks

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

### SIGNIFICANT WORK AREA: Ensure consumers have access to redress for service failures and poor quality of service

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Broadband Quality of Service	Nick Collins	Revised Broadband Speeds Code of Practice	Key Stakeholder Report	Delivered

### PROGRAMMATIC: Monitor network security and resilience

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

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## Promote opportunities to participate

### PRIORITY: Review the factors that potentially affect the sustainability of the universal postal service

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Regulation of Post	Chris Rowsell	A Consultation on Royal Mail's Application for No USO Collections and Deliveries on Sat 26 December	Consultation	Delivered
		A Decision on Royal Mail's Application for No USO Collections and Deliveries on Sat 26 December	Statement	Delivered
		Proposed modification to Consumer Protection Condition 1 - Collection of qualifying consumer expenses of the Consumer Advocacy Bodies	Consultation	Delivered
		Proposed modification to Consumer Protection Condition 1 - Collection of qualifying consumer expenses of the Consumer Advocacy Bodies	Statement	2015/16 Q3
Review of Royal Mail Regulation	Caroline Longman	Consultation: Scope of Review of Royal Mail Regulation - Discussion Document	Consultation	Delivered
		Responses to Consultation on Scope of Review of Royal Mail Regulation	Consultation Summary of Responses	Delivered
		Consultation: Review of Royal Mail Regulation	Consultation	2015/16 Q4

### PRIORITY: Promote better coverage of fixed and mobile services for residential and business consumers

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

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

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Access Services and European Content Enforcement	Tony Close	Ofcom Television Access Services Report (full year 2014)	Other Publication	Delivered
		List of Channels Required to Provide Access Services in 2016	Statement	Delivered
		Ofcom Television Access Services Report (first half 2015)	Other Publication	Delivered
		Ofcom Television Access Services Report (full year 2015)	Other Publication	2015/16 Q4
Services for Disabled and Older Customers	Alan Pridmore	Text Relay Services Research	Other Publication	Delivered

### SIGNIFICANT WORK AREA: Carry out other work in light of our duty to secure the provision of the universal postal service

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Monitoring of Royal Mail	Caroline Longman	2014-15 Annual Postal Market Context Report	Key Stakeholder Report	2015/16 Q3
Review of Complaint Handling and Alternate Dispute Resolution in the Postal Market	Sean O'Hara	Statement of Findings and Next Steps Following Call for Input to Postal Stakeholders	Other Publication	Delivered



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**PROGRAMMATIC: Carry out and publish market and consumer research**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Annual Customer Satisfaction Survey	Lisa Etwell	Quality of Customer Service 2015	Key Stakeholder Report	2015/16 Q3
Communications Market Report - Nations & Regions	Jane Rumble	The Communications Market Report 2015: England	Key Stakeholder Report	Delivered
		The Communications Market Report 2015: Scotland	Key Stakeholder Report	Delivered
		The Communications Market Report 2015: Wales	Key Stakeholder Report	Delivered
		The Communications Market Report 2015: Northern Ireland	Key Stakeholder Report	Delivered
Communications Market Report UK	Jane Rumble	The Communications Market Report 2015: UK	Key Stakeholder Report	Delivered
Consumer Experience	Amanda Davis	Disabled Consumers' Ownership of Communications Services: 2014 report	Other Publication	Delivered
		Consumer Experience Stakeholder Event	External Stakeholder Event	2015/16 Q4
		Consumer Experience Report 2016	Key Stakeholder Report	2015/16 Q4
Data Collection - Market Monitoring	Jane Rumble	Quarterly Telecoms Data Tables	Other Publication	Ongoing
Digital Progress Report - Radio	Jane Rumble	Digital Radio Report 2015	Key Stakeholder Report	2015/16 Q3
International Communications Market Report	Jane Rumble	International Communications Market Report	Key Stakeholder Report	2015/16 Q3
Media Literacy Research	Alison Preston	Adults' Media Use and Attitudes Report	Key Stakeholder Report	Delivered
		Adults' Media Use and Attitudes Report Stakeholder Event	External Stakeholder Event	Delivered
		Children and Parents: Media Use and Attitudes report	Key Stakeholder Report	2015/16 Q3
		Children and Parents: Media Use and Attitudes report Stakeholder Event	External Stakeholder Event	2015/16 Q3
		Children's Media Lives	Key Stakeholder Report	Delivered
		Children's Media Lives 2015	Key Stakeholder Report	2015/16 Q3
		Adults' Media Lives	Key Stakeholder Report	Delivered
		Adults' Media Lives 2015	Key Stakeholder Report	2015/16 Q4
		Internet Citizens Report 2015	Key Stakeholder Report	2015/16 Q3
Media Tracker	Jane Rumble	UK Audience Attitudes to Broadcast Media	Other Publication	Delivered
Ofcom News Report	Alison Preston	News Consumption in the UK: 2015 Report	Key Stakeholder Report	2015/16 Q3
PSB Annual Report	Jane Rumble	Public Service Broadcasting (PSB) Report	Key Stakeholder Report	Delivered
		Public Service Broadcasting (PSB) Nations and regions Compliance Reporting 2014	Key Stakeholder Report	Delivered

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## Secure optimal use of spectrum

### PRIORITY: Work towards the timely release and effective award of the 2.3GHz, 3.4GHz and 700MHz bands

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
UHF Strategy Implementation	Brice Le Cannu	700MHz Clearance - Management of Transitional Coverage Issues: Consultation on Updates to the Code of Practice on Changes to Existing Transmission and Reception Arrangements	Consultation	Delivered
		Advice to Government on Information and Support for Consumers Affected by 700 MHz Clearance	Consultation	2015/16 Q4
National Spectrum Policy	Charles Jenne	More Radio Spectrum for the Internet of Things	Consultation	Delivered
		More Radio Spectrum for the Internet of Things	Statement	2015/16 Q4
PSSR Award and Release	Andy Hudson	Award of 2.3 & 3.4 GHz Spectrum Bands: Statement and Consultation	Consultation	Delivered
		Award of 2.3 & 3.4 GHz Spectrum Bands Statement	Statement	Delivered
		Notice of Ofcom's Proposal to Make Regulations in Connection with the Award of the 2.3GHz and 3.4 GHz Spectrum	Consultation	Delivered
		Notice of Ofcom's Proposal to Make Regulations in Connection with the Award of the 2.3GHz and 3.4 GHz Spectrum	Statement	2015/16 Q3
		Notice of Ofcom's proposal to Make a Limitation Order in Connection with the Award of Spectrum in the 2.3 and 3.4 GHz Bands	Consultation	Delivered
		Notice of Ofcom's proposal to Make a Limitation Order in Connection with the Award of Spectrum in the 2.3 and 3.4 GHz Bands	Statement	2015/16 Q3

### PRIORITY: Represent the UK's position in international negotiations to agree how best to use spectrum effectively

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
World Radiocommunications Conference	Chris Woolford	UK Positions Taken into the World Radiocommunications Conference 2015 (WRC-15)	Statement	Delivered

### SIGNIFICANT WORK AREA: Conclude our review of spectrum requirements for the Programme Making and Special Events (PMSE) sector

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
PMSE Spectrum Review	Helen Hearn	Strategy for Audio PMSE Applications	Consultation	Delivered
		Strategy for Audio PMSE Applications	Statement	2015/16 Q4
		Call for Input on Future Management of PMSE	Call for Inputs	2015/16 Q3

### SIGNIFICANT WORK AREA: Improve the planned use of UHF spectrum

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
UHF 1 and 2 Strategy (420 to 470MHz)	Paul Jarvis	Strategic Review of UHF Spectrum 420-470 MHz: UHF Bands 1 and 2	Consultation	2015/16 Q4

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**SIGNIFICANT WORK AREA: Annual Licence Fees for 900 MHz and 1800 MHz spectrum**

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
Annual Licence Fees for 900 MHz and 1800 MHz Spectrum	Charles Jenne	Update on Annual Licence Fees for 900-1800 MHz Spectrum: German Auction	Consultation	Delivered
		Annual Licence Fees for 900 MHz and 1800 MHz Spectrum	Statement	Delivered

**SIGNIFICANT WORK AREA: Work with Government to meet the spectrum requirements of the Emergency Services**

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

**SIGNIFICANT WORK AREA: Explore and implement opportunities for spectrum sharing**

Activity Name	Activity Director	Web Title	What We Will Do	When We Will Do It
Satellite and Space Science Review	Mark Caines	Strategic Review of Satellite and Space Science Spectrum Use - Call for Input	Call for Inputs	Delivered
		Findings of Our Strategic Review of the Use of Spectrum for the Satellite and Space Science Sectors	Other Publication	2015/16 Q4
Implementing TV White Spaces	Tim Cross	Statement on Manually Configured White Space Devices	Statement	Delivered
		Statutory Consultation on the Draft Licence Exemption for White Space Devices	Consultation	Delivered
		Licence Exemption for White Space Devices Made	Statement	2015/16 Q3
New Spectrum Sharing Opportunities	Brice Le Cannu	Consultation on Developing a Framework for Spectrum Sharing	Consultation	Delivered
		Statement on Developing a Framework for Spectrum Sharing	Statement	2015/16 Q4

**SIGNIFICANT WORK AREA: Plan for future data spectrum requirements, including for the Internet of Things**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Mobile Data Strategy	Andy Hudson	Update on Bands Above 6 GHz for Future Mobile Communications	Call for Inputs Summary of Responses	Delivered

**SIGNIFICANT WORK AREA: Implement plan on radio frequency performance**

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

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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
Business Radio Fees Review	Paul Jarvis	Business Radio Light Licence Fee Review	Consultation	2015/16 Q3
Maintenance of Authorisation Framework	Helen Hearn	Minor Amendment to 2014 Limitations Order	Statement	Delivered
		Consultation on 2015 WT Act Fee Changes	Consultation	Delivered
		Statement on 2015 WT Act Fee Changes	Statement	Delivered
		Proposed Licence Exemption Changes 2015	Consultation	Delivered
		Proposed Licence Exemption Changes 2015	Statement	Delivered
		Gateway Amendment Regulatory Notice	Consultation	Delivered
		Gateway Amendment Regulatory Notice	Statement	2015/16 Q4
		Consultation on Draft Licensing Procedures Regulations - Notice on Draft Licensing Procedures Regulations	Consultation	Delivered
		Statement on Draft Licensing Procedures Regulations	Statement	2015/16 Q4
		Proposed Licence Exemption Regulations 2015	Consultation	2015/16 Q4
		Proposed Licence Exemption Regulations 2016	Statement	2015/16 Q4
		Spectrum Access: Fixed Wireless Services	Alex Dixon	Inclusion of the 1452 - 1492MHz Band in the Mobile Trading Regulations
Inclusion of the 1452 - 1492MHz Band in the Mobile Trading Regulations	Statement			Delivered
Variation of the Spectrum Access Licence for 1452-1492MHz and Changes for Fixed Link Use in the Paired Bands 1350-1375 MHz and 1492-1517 MHz	Statement			Delivered
Trade of Frequencies in the 1452-1492 MHz Band from Qualcomm UK Spectrum Ltd to Vodafone Limited and Hutchison 3G UK Limited	Statement			Delivered
Spectrum Access: Mobile (PWN)	Helen Hearn	Fees Consultation for Spectrum Access 28GHz Licences	Consultation	Delivered
		Update to Fees Consultation for Spectrum Access 28GHz Licences	Other Publication	Delivered
		Fees Statement for Spectrum Access 28GHz Licences	Statement	2015/16 Q3
		Consultation on Variation Request for 1781 MHz Concurrent Licences	Consultation	2015/16 Q4
Fee Review - Policy Phase	Alex Dixon	Fees Consultation for 1781 MHz Concurrent licences	Consultation	2015/16 Q4
		Review of Spectrum Fees for Fixed Links and Satellite Earth Stations	Consultation	Delivered
RSA for ROES	Bharat Dudhia	Statement on Changes to RSA Regulations for Receive-Only Earth Stations	Statement	Delivered

**PROGRAMMATIC: Advise and assist in cases of interference and conduct enforcement action where appropriate**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
UK Satellite Filing Policy	Justin Moore	Changes to Procedures for the Management of Satellite Filings	Consultation	Delivered
		Responses Received to Consultation on Changes to Procedures for the Management of Satellite Filings	Other Publication	Delivered
		Procedures for the Management of Satellite Filings - Update on the Position with Regard to Proposed Changes to the Bringing into Use of Frequency Assignments to Stations of non-Geostationary Orbit Satellite Systems	Other Publication	Delivered
		Changes to Procedures for the Management of Satellite Filings	Statement	2015/16 Q4
Spectrum Enforcement Policy	Mark Walls	Notice of proposals to make The Wireless Telegraphy (Control of Interference from Apparatus) Regulations 2015	Statement	2015/16 Q3

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## Maintain audience confidence in broadcast content

**PRIORITY: Promote audience safety and assurance on traditional and online environments**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
DCMS Internet Safety Reports	Tony Close	Ofcom Report on Internet Safety Measures	Other Publication	2015/16 Q4
VOD Enforcement	Tony Close	Monthly Bulletins	Other Publication	Ongoing

**SIGNIFICANT WORK AREA: Complete our review of music formats regulation on radio**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Radio Content Policy	Peter Davies	Music Formats: Consultation Summary of Responses	Consultation Summary of Responses	Delivered
		Music Formats: Statement	Statement	Delivered

**SIGNIFICANT WORK AREA: Complete our review of the EPG code**

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

**SIGNIFICANT WORK AREA: Develop plans for the implementation and licensing of small-scale DAB**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Small Scale DAB	Peter Davies	Closing Date for Trial Multiplex Applications	Notification	Delivered
		Trial Multiplex Licences Awarded	Notification	Delivered
		Trial Multiplexes Commence	Notification	Delivered

**SIGNIFICANT WORK AREA: Review the provision of local content to consumers**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Local Content Review	Neil Stock	Report to Government on Options for the Regulation of Commercial Radio	Other Publication	2015/16 Q4

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**PROGRAMMATIC: Ensure efficient and effective programme standards enforcement**

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 Standards - Broadcast Bulletins	Other Publication	Ongoing
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
Review of COSTA	Anthony Szykaruk	Statement on Ofcom's Review of the Approaches to Enforcing the Rules on the Scheduling of Television Advertising	Statement	Delivered
Review of the Media Ownership Rules	Peter Davies	Ofcom's Review of the Media Ownership Rules	Statement	2015/16 Q3
Review of Ofcom's Election Rules	Trevor Barnes	Review of Ofcom's Election Rules	Consultation	2015/16 Q3
		Review of Ofcom's Election Rules	Statement	2015/16 Q4
Review of Rules of Daytime PIN Protection	Trevor Barnes	Review of Rules of Daytime PIN Protection	Consultation	2015/16 Q4
Section Three Broadcasting Code Review	Alison Marsden	Consultation on Proposed Changes to Section Three of the Broadcasting Code	Consultation	2015/16 Q3
Standards Policy/ Enforcement	Tony Close	Attitudes to Online and On Demand Content	Other Publication	Delivered
		The OFCOM Broadcasting Code: Amendments to Sections Two, Nine and Ten Following Changes to the Use of Non-geographic Numbers in Broadcasting	Other Publication	Delivered
		Ensuring Compliance with the Rules in the Broadcasting Code, and Other Related Codes and Licence Conditions - Broadcast Bulletins	Other Publication	Ongoing
TV Content Policy	Peter Davies	3rd Report on Quality of Live Subtitling	Other Publication	Delivered
		4th Report on Quality of Live Subtitling	Other Publication	2015/16 Q3
		Changes to Signing Arrangements for Relevant Domestic TV Channels	Statement	Delivered
		What's on the Telly? Proposed Improvements to EPG Accessibility for People with Visual Impairments	Consultation	Delivered
		Proposed Improvements to EPG Accessibility for People with Visual Impairments	Statement	2015/16 Q4
		Signing Arrangements for Non-Domestic Television Channels	Consultation	Delivered
		Notification on Extending the Transitional Period for Signing Requirements for Non-Domestic Channels	Other Publication	2015/16 Q3
		Signing Arrangements for Non-Domestic Television Channels	Statement	2015/16 Q4
Channel 3 Networking Arrangements: 2015 Review	Statement	Delivered		

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**PROGRAMMATIC: Assign broadcast licences, including those for local TV stations, and promote diversity and equality of opportunity in broadcasting**

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Broadcast Technical Regulation Review	Peter Madry	Consultation on Television Technical Performance Code and DTT Reference Parameters	Consultation	2015/16 Q3
Commercial Radio Policy and Licence Competition	Peter Davies	Greater London licence award	Statement	Delivered
		Portsmouth licence award	Statement	Delivered
		Wolverhampton licence award	Statement	Delivered
		Radio City 2 and City Talk: Format Change Request	Consultation	Delivered
		Radio City 2 and City Talk: Format Change Request	Statement	Delivered
		Award of Suffolk Local Radio Multiplex Licence	Statement	Delivered
		Sam FM (Solent) Format Change Request Consultation	Consultation	Delivered
		Sam FM (Solent) Format Change Request Statement	Statement	2015/16 Q4
		Award of Re-advertised FM Local Commercial Radio Licence for Telford	Statement	Delivered
		Commercial Radio Licence Administration and Enforcement	Tony Close	Monthly Commercial Radio Round-Up
Community Radio Licence Administration and Enforcement	Tony Close	Radio Licensing Monthly Update	Other Publication	Ongoing
Community Radio Policy & Licence Competition	Peter Davies	Statement on Blast 106 Limited's Request to Change the Key Commitments for Blast 106 (Belfast)	Statement	Delivered
		Community Radio Licence Awards: East of England	Statement	Delivered
		Invitation of Applications - Southeast England	Notification	Delivered
		Chorley FM: Request to Change Key Commitments	Consultation	Delivered
		Chorley FM: Request to Change Key Commitments	Statement	2015/16 Q3
		Review of Approach to Community Radio Key Commitments	Consultation	Delivered
		Statement of Review of Approach to Community Radio Key Commitments	Statement	2015/16 Q3
		Invitation of Applications - Greater London	Statement	2015-16 Q4
Community Radio Fund	Peter Davies	Community Radio Fund Invitation for Applications	Other Publication	Delivered
		Community Radio Fund End of Year Report 2014/15	Statement	2015/16 Q4
Diversity in Broadcasting	Tony Close	Diversity Toolkit Phase 1	Other Publication	Delivered
		Diversity Toolkit Phase 2	Other Publication	2015/16 Q4
Local TV licensing	Oli Bird	Statement on ESTV request to Change Programming Commitments	Statement	Delivered
Restricted Service Licenses	Tony Close	Monthly Licensing Bulletins	Other Publication	Ongoing
TV Licensing	Tony Close	Monthly Licensing Bulletins	Other Publication	Ongoing

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## Contribute to and implement public policy defined by Parliament

### SIGNIFICANT WORK AREA: Complete Ofcom's review of public service broadcasting

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
PSB Review	Peter Davies	Ofcom's Third Review of Public Service Broadcasting	Statement	Delivered
Channel 4 Content Policy Work	Gareth Barr	Review of Channel 4 Corporation's Delivery of Its Media Content Duties (2010-2013)	Statement	Delivered
TV Content Production Sector Review	David Cockram	Ofcom Published Letter to Channel 4 on 2014/15 SMCP	Other Publication	Delivered
		TV Production Sector Review - Terms of Reference	Other Publication	Delivered
		TV Production Sector Review: Advice to Secretary of State	Statement	2015/16 Q3

### SIGNIFICANT WORK AREA: Respond as appropriate to changes in the devolution of powers to national governments

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

### SIGNIFICANT WORK AREA: Publish an update to the 2014 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	Gary Clemo	Infrastructure Report 2015	Key Stakeholder Report	2015/16 Q3

### SIGNIFICANT WORK AREA: Develop a framework for measuring media plurality

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Plurality	Iqbal Marikkar	Statement on Measurement framework for media plurality: Ofcom's advice to the Secretary of State for Culture, Media and Sport	Statement	Delivered

### SIGNIFICANT WORK AREA: Engage with Government on the potential implementation of a common framework for media standards

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

### SIGNIFICANT WORK AREA: Engage with the legislative programme of the new European Commission

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
AVMS Directive Review	Jeremy Olivier	Response to European Commission Consultation on the AVMS Directive	Statement	Delivered

### PROGRAMMATIC: Engage with international stakeholders and participate actively in European regulatory networks

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
International Telecommunications Policy	Camilla Bustani	Ofcom's Response to EC Consultation on the EU Framework Review	Statement	Delivered
International Content and Internet Policy	Camilla Bustani	Ofcom's Response to EC Consultation on a Media Framework for the 21st century	Statement	Delivered

### PROGRAMMATIC: Support the work of the UK Regulators Network

Activity Name	Activity Director	Activity Description	What We Will Do	When We Will Do It
Cross Sector Resilience	Ben Willis	Understand the Interdependencies and Interlinks Between Networks in Regulated Sectors. Consider a Joint Response to Any Security or Resilience Risks with Cross-Sector Relevance	Phase 2 Report Implementing the Recommendations for Further Work	2015/16 Q3



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### 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 2014/15	Other Publication	Delivered
Annual Plan Development - Strategic	Clive Carter	Draft Annual Plan 2016/17	Consultation	2015/16 Q3
		Annual Plan 2016/17	Other Publication	2015/16 Q4
Review of the Statement of Charging Principles	Tracey Reay	Second Consultation: Statement of Charging Principles	Consultation	TBC
Review of the Information Gathering Policy	Polly Weitzman	General Policy on Information Gathering - Under the Communications Act 2003, Wireless Telegraphy Act 2006, and Postal Services Act 2011	Consultation	Delivered
		General Policy on Information Gathering - Under the Communications Act 2003, Wireless Telegraphy Act 2006, and Postal Services Act 2012	Statement	2015/16 Q4
Providing Internal Legal Advice	Polly Weitzman	Revising the penalty guidelines	Consultation	Delivered
		Revising the penalty guidelines	Statement	2015/16 Q3
Ofcom Programme of Work	Alastair Smith	Ofcom Programme of Work 2015/16: Q2 Update	Other Publication	Delivered
		Ofcom Programme of Work 2015/16: Q3 Update	Other Publication	Delivered
		Ofcom Programme of Work 2015/16: Q4 Update	Other Publication	2015/16 Q4
		Ofcom Programme of Work 2016/17	Other Publication	2015/16 Q4
Tariff Tables	Tracey Reay	Tariff Tables for 2016/17	Other Publication	2015/16 Q4

# Glossary of Terms

<b>BCMR</b>	Business Connectivity Market Review
<b>BEREC</b>	Body of European Regulators of Electronic Communications
<b>CORR</b>	Cost Orientation and Regulatory Reporting
<b>COSTA</b>	Code on the Scheduling of Television Advertising
<b>CPT</b>	Consumer Protection Test
<b>DAB</b>	Digital Audio Broadcasting
<b>DUSP</b>	Designated Universal Service Provider
<b>EPRA</b>	European Platform of Regulatory Authorities
<b>ERGP</b>	European Regulators Group
<b>FAMR</b>	Fixed Access Market Review
<b>LLU</b>	Local Loop Unbundling
<b>MIA</b>	Market Impact Assessment
<b>MCT</b>	Mobile Call Termination
<b>NGCS</b>	Non-Geographic Call Services
<b>NTS</b>	Number Translation Services
<b>PMR</b>	Private Mobile Radio
<b>PMSE</b>	Programme Making and Special Events
<b>PSB</b>	Public Service Broadcasting
<b>PSSR</b>	Public Sector Spectrum Release
<b>RAS</b>	Radio Astronomy
<b>ROES</b>	Receive-only Earth Stations
<b>RSA</b>	Recognised Spectrum Access
<b>RSPG</b>	Radio Spectrum Policy Group
<b>SMCP</b>	Statement of Media Content Policy
<b>SME</b>	Small and Medium Enterprises
<b>SMP</b>	Significant Market Power
<b>UHF</b>	Ultra-High Frequency
<b>UKRN</b>	UK Regulators Network
<b>VOD</b>	Video on Demand
<b>VULA</b>	Virtual Unbundled Local Access
<b>WBA</b>	Wholesale Broadband Access
<b>WLR</b>	Wholesale Line Rental
<b>WT Act</b>	Wireless Telegraphy Act 2006